

BAKERSFIELD COLLEGE

Accreditation and Institutional Quality (AIQ) Committee

Report to Academic Senate
Prepared by Jessica Wojtysiak, AIQ Faculty Co-Chair
April 25, 2018

Spring, 2018 BC Services Survey: General Information

216 Responses Collected
100% Completion Rate

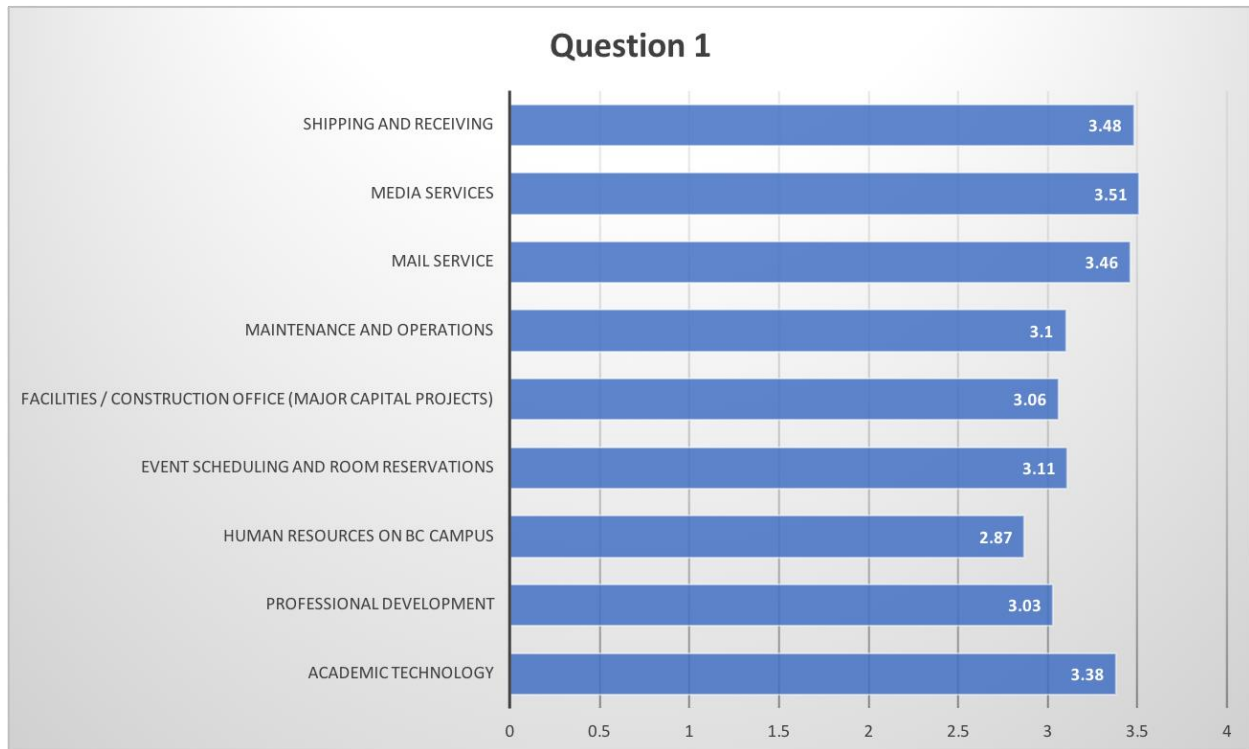
Results

Question #1: This office provides effective service to the faculty and staff of Bakersfield College

Weighted Average Results¹

Academic Technology	3.38
Professional Development	3.03
Human Resources on BC Campus	2.87
Event Scheduling and Room Reservations	3.11
Facilities / Construction Office (major capital projects)	3.06
Maintenance and Operations	3.10
Mail Service	3.46
Media Services	3.51
Shipping and Receiving	3.48

¹All scores reported on a scale of 1-4 after the removal of "not able to evaluate" responses



Highest Score: 3.51 (Media Services)

Immediate Response Time

Representative Comments:

- “Media services is a dream. If you have a problem they show up immediately and fix it. They are the model we should all strive to follow.”
- “Media services have always been there as needed, when and where needed. Very easy to work with.”
- “I have never needed a piece of technology or help with media that wasn't accommodated nearly immediately.”

Lowest Score: 2.87 = Human Resources *Low Score of the Survey*

Perception of being understaffed

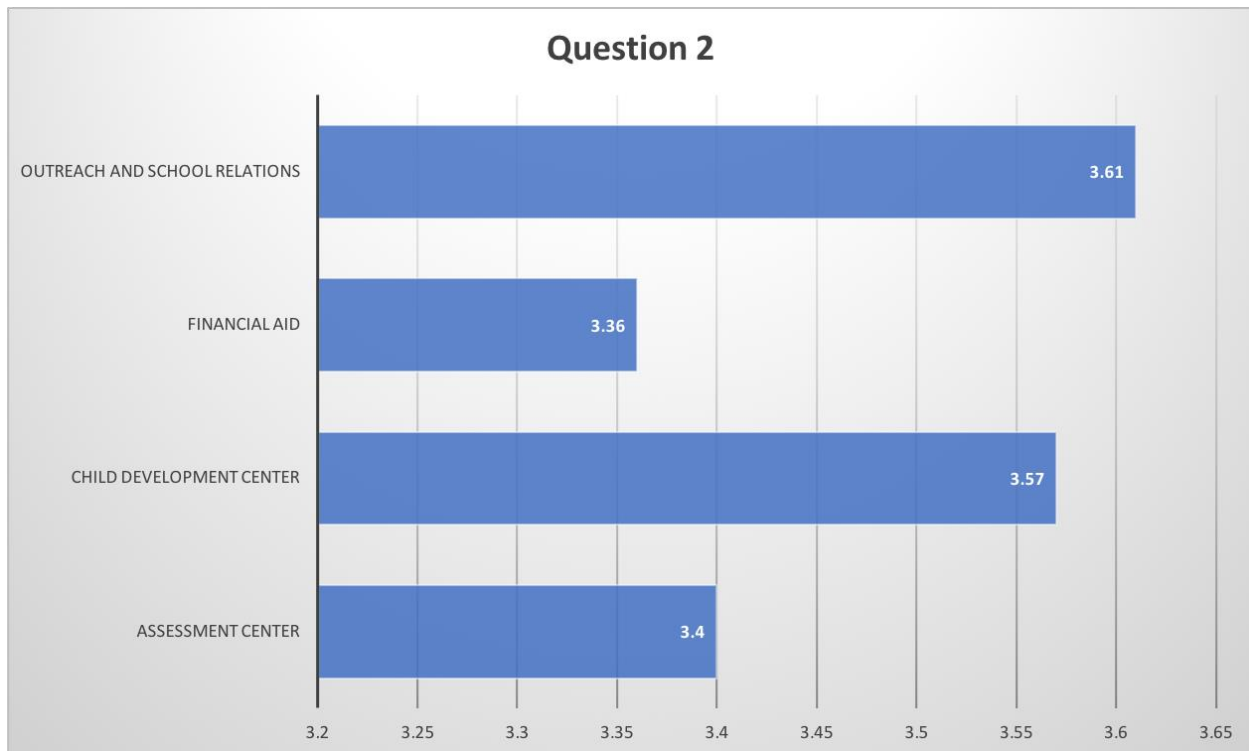
Representative Comments:

- “I feel for the amount of work that Human Resources has, they are very under staffed.”
- “Human Resources is slow to respond and may be understaffed.”
- “I have found HR to be unresponsive on the occasions I have had to deal with them, perhaps they are overloaded.”

Question #2: This office provides effective service to the students of Bakersfield College

Results

Assessment Center	3.40
Child Development Center	3.57
Financial Aid	3.36
Outreach and School Relations	3.61



Highest Score: 3.61 (Outreach & School Relations)

Doing a great job, more needed

Representative Comments:

- “Outreach and School Relations has done a remarkable job in their efforts to connect with high schools.”

Lowest Score: 3.4 (Financial Aid)

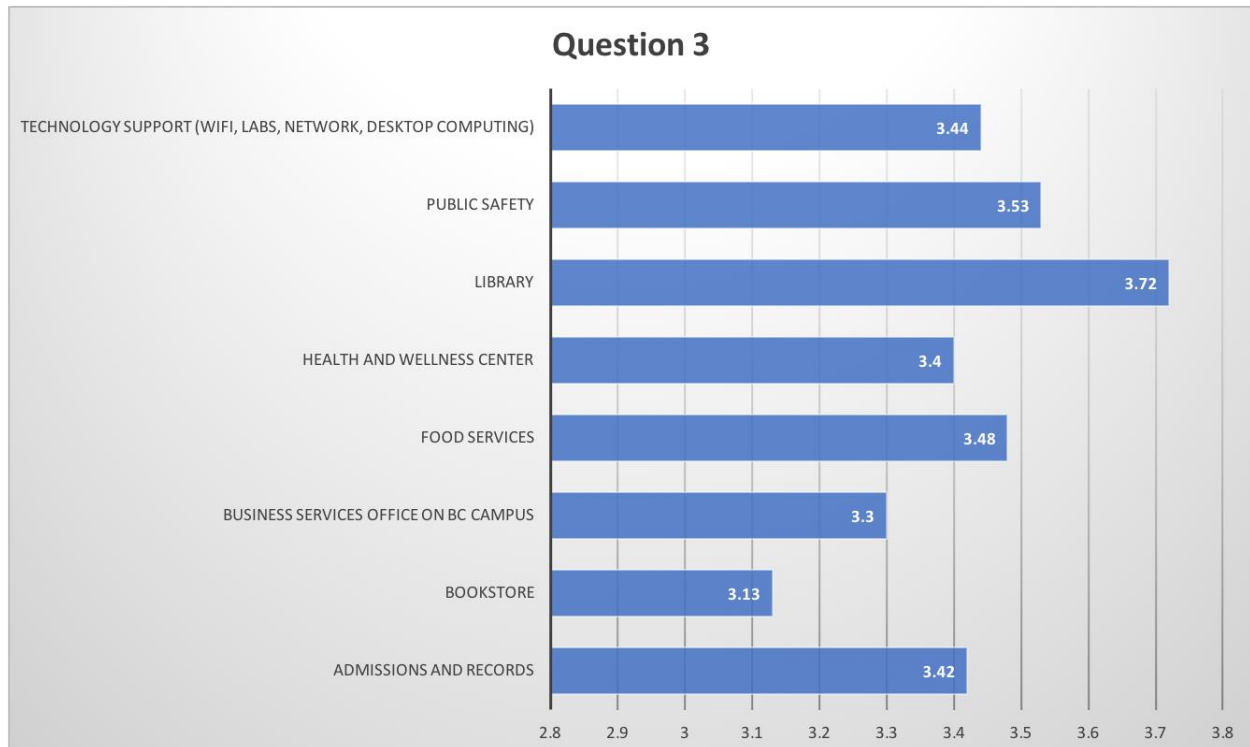
Communication/Staffing Concerns

Representative Comments:

- Greater testing facilities needed as well as child care. Financial Aid Communication could improve with students.
- Financial Aid must improve the makeup of its front counter by constantly having a BC, not student, employee answering questions. Too many times students have been misinformed by student workers.
- Financial Aid appears understaffed and rushed and that makes them appear rude (like going to the DMV)
- The Financial Aid office needs more IT support (ie. dedicated IT/ERP staff working directly IN the Financial Aid office) in order to keep their systems running properly and stay in compliance. There are many Tech/software-related errors which the IT department can't fix promptly due to lack of coverage or staffing/resources. Hence, system and compliance issue often get fixed very slowly or completely manually, sometimes just one student at a time.

Question #3: This office provides effective service to the students, faculty and staff of Bakersfield College:

Admissions and Records	3.42
Bookstore	3.13
Business Services Office on BC Campus	3.30
Food Services	3.48
Health and Wellness Center	3.40
Library	3.72
Public Safety	3.53
Technology Support (Wifi, Labs, Network, Desktop Computing)	3.44



Highest Score: 3.72 (Library) *High Score of the Survey*

Representative Comments:

“Library and tech support are fantastic.”

Lowest Score: 3.13 (Bookstore)

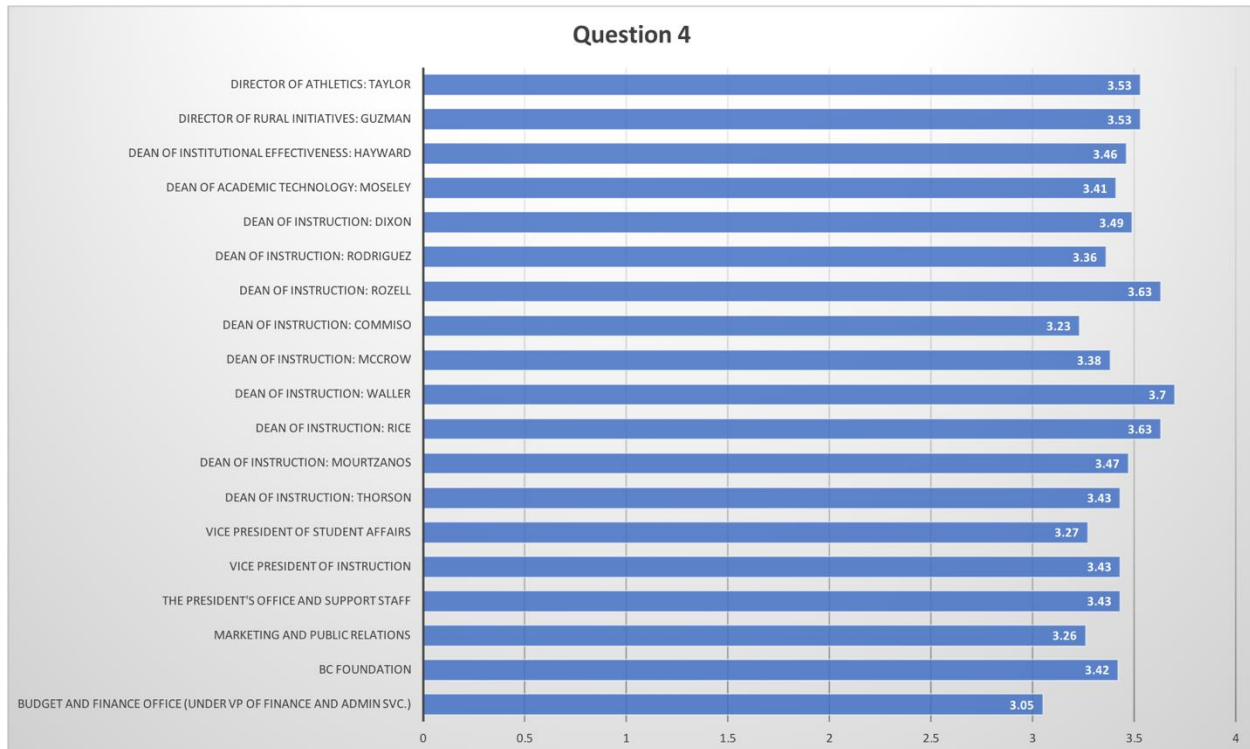
Insufficient orders

Representative Comments:

- “The bookstore is awful! I order books for a class of 42, the bookstore only orders 10 copies. How does this help our students?”
- “The bookstore is a mess. Books are often on backorder or students need to wait a week or longer to get books after a semester begins.”
- “I find the bookstore sometimes does not have the full number of books, notes, manuals or they seem unsure where some of the copies are. I was still trying to get students copies for some packets about 5 weeks into the semester. Both the students and I made numerous contacts to try to get the situation rectified.”
- Bookstore: There have been issues in our department of the bookstore not ordering enough books for the classes taught by our instructors.

Question #4: This office provides effective service to Bakersfield College

Budget and Finance Office (Under VP of Finance and Admin Svc.)	3.05
BC Foundation	3.42
Marketing and Public Relations	3.26
The President's Office and Support Staff	3.43
Vice President of Instruction	3.43
Vice President of Student Affairs	3.27
Dean of Instruction: Thorson	3.43
Dean of Instruction: Mourtzanos	3.47
Dean of Instruction: Rice	3.63
Dean of Instruction: Waller	3.70
Dean of Instruction: McCrow	3.38
Dean of Instruction: Commiso	3.23
Dean of Instruction: Rozell	3.63
Dean of Instruction: Rodriguez	3.36
Dean of Instruction: Dixon	3.49
Dean of Academic Technology: Moseley	3.41
Dean of Institutional Effectiveness: Hayward	3.46
Director of Rural Initiatives: Guzman	3.53
Director of Athletics: Taylor	3.53



Highest Score: 3.70 (Dean of Instruction Waller)

No representative comments

Lowest Score: 3.05 (Budget and Finance Office Under VP of Finance and Admin Svc)

Representative Comments:

- “The budget and finance office seems very slow at issuing and approving payment for things like training conferences and new/special supplies from new vendors.”

Consistency Needed in Office of Deans

Representative Comments:

- “I think that more consistency in administration would be welcome. I have had so many deans in just a couple of years. It is very disconcerting and does not promote relationship building.”
- “It really is a crap shoot when you get a new dean in the constant shuffling admin loves to do. Some deans come with great staff and others are a little more frustrating to work with. I have pretty good staff right now, so I'm a happy camper, but I feel for those who have less competent staff (and I feel for the staff who have to deal with less competent faculty).”
- “It is not possible for one individual to effectively perform the duties of both the Executive Secretary and the Department Assistant III. The volume of work is simply too much“

Additional Comments: Survey Improvement Recommendations

1. Comments/emails recommended the future inclusion of the following: Copy Center, Counseling, DSPS; Shift Health & Wellness to the Student-only question
2. Consider making a student only survey
3. Need to include comments boxes for Questions #5 & 6 (Question 5: Are employees treated fairly? and Question 6: Personnel policies and procedures are consistently applied.) Comment boxes were not included in the Spring, 2018 survey to keep the questions consistent with previous survey design.

Representative comments:

Re Q5: I don't like this question. I think it should ask if employees are treated equitably. There should also be a box in which we can elaborate. I don't believe we are treated equitably. Some people work diligently without blowing their own horns, so the same people who constantly get their pictures taken and their names published receive accolades and recognition. No effort is made on the part of the administration to seek out these silent heroes and honor them. I believe that we all come to work each day ready to do our best for our students. We may not all be on committees or working on special projects, but we are doing what is best for our students with little to no recognition.

I find it interesting that there was not a way to comment on the fairness question. I answered no because because fairness involves consistency of treatment and all areas on campus specifically with leaders of programs are not consistently treated nor communicated with (Question 6).

Questions based upon language of ACCJC Standard III.A.11:

“The institution establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review. Such policies and procedures are fair and equitably and consistently administered.”

4. Do we need to include the committees membership question? Some voiced privacy concerns:

Representative Comments:

- “I serve in several of those but I don't want to identify myself so I'll just mark "other"”
- “I feel this information would be identifying”