

BC Services, Accreditation & Institutional Quality Survey Results

Reviewed by AIQ on 3/24/20

Q1 - Indicate the extent to which you agree that the following Bakersfield College services and departments have provided you with EFFECTIVE SERVICE. If you do not have any basis to evaluate the service provided by an area, select "N/A" (not applicable).

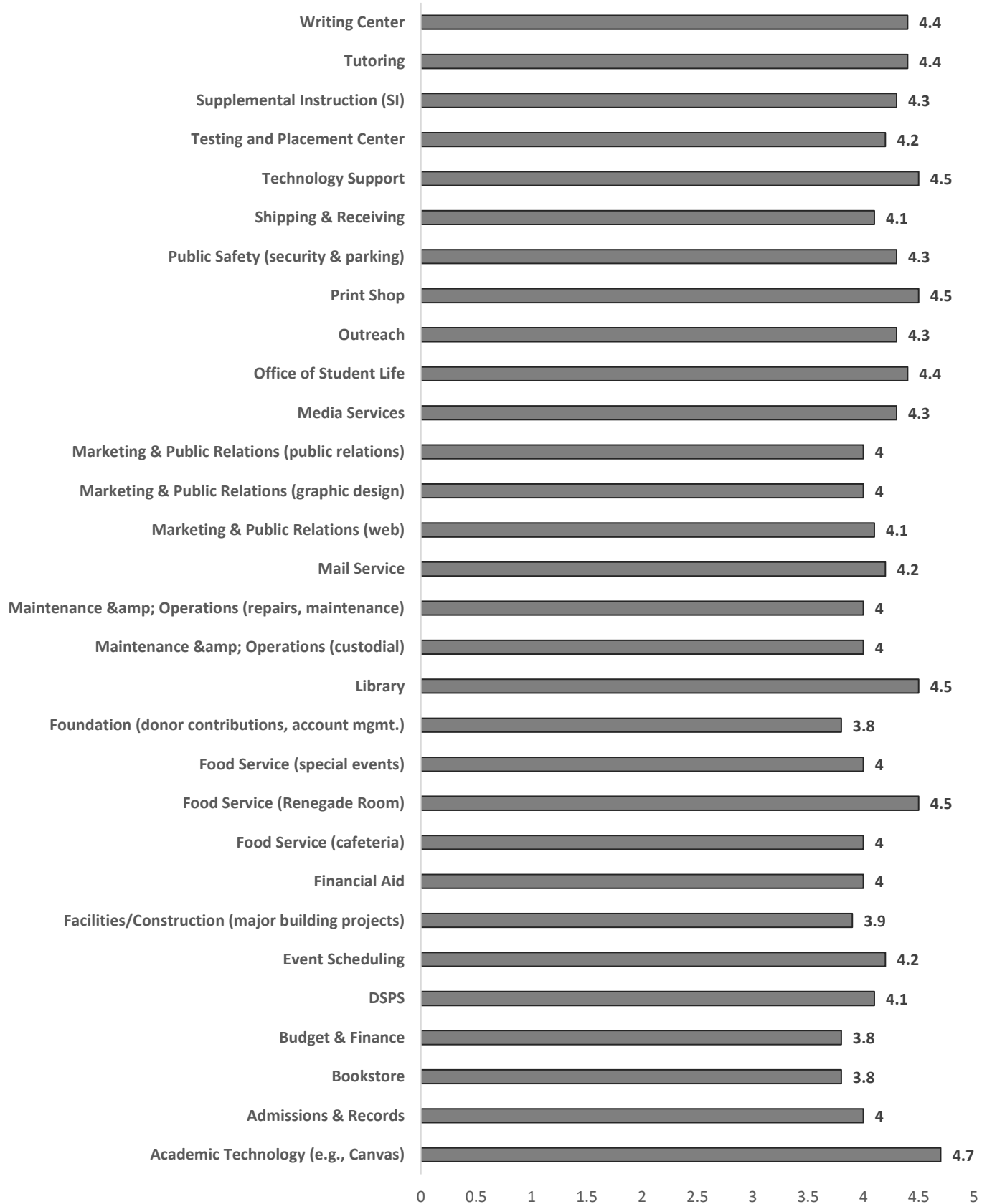
#	Question	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total
	Academic Technology (e.g., Canvas)	0.8%	1.3%	3.0%	17.4%	77.5%	236
	Admissions & Records	3.7%	7.4%	13.8%	36.9%	38.2%	217
	Bookstore	4.0%	7.9%	19.8%	39.6%	28.7%	202
	Budget & Finance	2.0%	7.2%	25.0%	36.2%	29.6%	152
	DSPS	2.6%	4.6%	16.4%	30.3%	46.2%	195
	Event Scheduling	2.6%	4.6%	17.0%	26.3%	49.5%	194
	Facilities/Construction (major building projects)	2.9%	7.5%	20.1%	33.3%	36.2%	174
	Financial Aid	1.3%	5.3%	21.3%	31.3%	40.7%	150
	Food Service (cafeteria)	2.6%	8.4%	14.1%	32.5%	42.4%	191
	Food Service (Renegade Room)	0.6%	0.6%	13.3%	20.3%	65.2%	158
	Food Service (special events)	1.9%	8.0%	14.8%	34.0%	41.4%	162
	Foundation (donor contributions, account mgmt.)	8.5%	3.9%	24.2%	22.9%	40.5%	153
	Library	0.5%	1.5%	8.0%	25.6%	64.3%	199
	Maintenance & Operations (custodial)	6.2%	6.6%	9.1%	34.3%	43.8%	242
	Maintenance & Operations (repairs, maintenance)	4.7%	8.9%	11.5%	31.1%	43.8%	235
	Mail Service	1.0%	5.0%	18.5%	27.5%	48.0%	200
	Marketing & Public Relations (web)	3.2%	4.9%	16.8%	27.6%	47.6%	185
	Marketing & Public Relations (graphic design)	5.2%	5.2%	17.4%	25.6%	46.5%	172
	Marketing & Public Relations (public relations)	2.8%	7.9%	21.3%	24.2%	43.8%	178
	Media Services	2.0%	3.5%	13.9%	23.4%	57.2%	201
	Office of Student Life	1.5%	2.9%	10.3%	25.0%	60.3%	204

	Outreach	1.9%	1.3%	18.1%	20.6%	58.1%	160
	Print Shop	2.1%	2.6%	8.2%	19.3%	67.8%	233
	Public Safety (security & parking)	3.3%	2.8%	8.9%	28.9%	56.1%	246
	Shipping & Receiving	1.8%	3.7%	19.0%	28.8%	46.6%	163
	Technology Support	1.6%	3.2%	5.6%	22.3%	67.3%	251
	Testing and Placement Center	1.3%	4.0%	17.4%	23.5%	53.7%	149
	Supplemental Instruction (SI)	2.8%	2.8%	19.7%	14.8%	59.9%	142
	Tutoring	1.8%	1.2%	15.4%	21.9%	59.8%	169
	Writing Center	1.9%	1.3%	14.6%	20.3%	62.0%	158

#	Field	Mean	Minimum	Maximum	Std Deviation	Variance	Count
1	Academic Technology (e.g., Canvas)	4.7	1.0	5.0	0.7	0.4	236
2	Admissions & Records	4.0	1.0	5.0	1.1	1.1	217
3	Bookstore	3.8	1.0	5.0	1.1	1.1	202
4	Budget & Finance	3.8	1.0	5.0	1.0	1.0	152
5	DSPS	4.1	1.0	5.0	1.0	1.0	195
6	Event Scheduling	4.2	1.0	5.0	1.0	1.1	194
7	Facilities/Construction (major building projects)	3.9	1.0	5.0	1.1	1.1	174
8	Financial Aid	4.0	1.0	5.0	1.0	1.0	150
9	Food Service (cafeteria)	4.0	1.0	5.0	1.1	1.1	191
10	Food Service (Renegade Room)	4.5	1.0	5.0	0.8	0.6	158
11	Food Service (special events)	4.0	1.0	5.0	1.0	1.0	162
12	Foundation (donor contributions, account mgmt.)	3.8	1.0	5.0	1.2	1.5	153
13	Library	4.5	1.0	5.0	0.7	0.6	199
14	Maintenance & Operations (custodial)	4.0	1.0	5.0	1.2	1.4	242
15	Maintenance & Operations (repairs, maintenance)	4.0	1.0	5.0	1.2	1.3	235
16	Mail Service	4.2	1.0	5.0	1.0	0.9	200
17	Marketing & Public Relations (web)	4.1	1.0	5.0	1.1	1.1	185
18	Marketing & Public Relations (graphic design)	4.0	1.0	5.0	1.1	1.3	172

19	Marketing & Public Relations (public relations)	4.0	1.0	5.0	1.1	1.2	178
20	Media Services	4.3	1.0	5.0	1.0	0.9	201
21	Office of Student Life	4.4	1.0	5.0	0.9	0.8	204
22	Outreach	4.3	1.0	5.0	0.9	0.9	160
23	Print Shop	4.5	1.0	5.0	0.9	0.8	233
24	Public Safety (security & parking)	4.3	1.0	5.0	1.0	1.0	246
25	Shipping & Receiving	4.1	1.0	5.0	1.0	0.9	163
26	Technology Support	4.5	1.0	5.0	0.9	0.7	251
27	Testing and Placement Center	4.2	1.0	5.0	1.0	0.9	149
28	Supplemental Instruction (SI)	4.3	1.0	5.0	1.0	1.1	142
29	Tutoring	4.4	1.0	5.0	0.9	0.8	169
30	Writing Center	4.4	1.0	5.0	0.9	0.8	158

Average Effective Service Rating of Each BC Area



Q1a - Use the space below to provide any comments about how the Bakersfield College services and departments described above have provided you with EFFECTIVE SERVICE. Comments about the overall service or department are most useful as reports based on this survey OMIT information that identifies individuals (e.g., names, titles).

Use the space below to provide any comments about how the Bakersfield College services and departments described above have provided you with EFFECTIVE SERVICE. Comments about the overall service or department are most useful as reports based on this survey OMIT information that identifies individuals (e.g., names, titles).

Admissions does the best job they can. They need more help in their area.

admission and records have always been really helpful as ive had issues and they have always helped me in anything that i needed. Food service i always give them the credit as i know they try hard in everything they do and to give the best customer service possible. Tutoring has always helped me when it comes to my very bad math. lol. almost everything in this list has helped me in some way or another.

With the Library and Print Shop, service has always been above and beyond. With the other top-rated services, they have provided my students with exceptional and accommodating service. The other rated services all do well but still have room for improvement, especially in the areas of accommodation, speed of response, and communication. Last semester, I was having a very difficult time with a student. The student became threatening to my other students. Public Safety went above and beyond making me and my students feel safe and made it easy to file our incidents reports either online or in person. A couple Public Safety officers even came to my class to students who were threatened could easily make their report without adding the undue burden of finding time in their schedules to make their reports. The care, concern, and responsiveness of the Public Safety team make me and my students feel like they took our concerns very seriously.

Academic Support is doing nothing to deal with our new reality of underprepared students!

My experiences are limited to the Delano Campus.

It would be nice if custodial would vacuum not just take out the trash. It would also be nice if the print shop would notify when jobs are done.

[name redacted] and [name redacted] in the Print Shop are some of the most valuable and effective resources I have on campus. I cannot say enough about how much I appreciate them! I also really appreciate the faculty, staff, and students in the Renegade Room (Wednesday lunches are my favorite). They do an awesome job and provide a great outreach opportunity to our community.

Media Service, Print Service, DSPS, Food Service are areas I can always rely on for assistance and quality service in a timely way.

Technology team has gone above an beyond with providing support services!

IT Department is amazing!

Academic technology has always been quick and helpful with my many questions.

Some departments are very open to working together and others are not. Also, custodial staff currently only picks up trash, not clean.

Academic Technology has always been friendly, timely and knowledgeable but they took it to a whole new level during the COVID-19 transition.

There has been confusing service from the finance office that starts with the DO budget office.

[name redacted] and [name redacted] have been incredibly helpful and wonderful. The other part of media services, web design, social media has not been great. We've put in several requests that amounted to nothing. We've basically given up using it except for [name redacted].

The writing center is great. They work with faculty to advance student learning.

The Print Shop has been great. They always have quick turnaround times on my print jobs.

Bravo and brava to BC's staff and their overall response to COVID-19!

I love the efficiency and friendliness of the Print Shop!

IT has been amazing in helping all of us transition to working remotely from home. I went in today and it was nothing but smiles and great attitudes!!

The entire IT team is amazing!!!! I think food service is doing better. I am confident with the new chef, things will continue to improve. I would like more variety for lunch. If they are looking to expand sales, consider offering dinner to-go for a small family.

With the COVID-19 issues and needing to go to all online, the IT department needs special commendations they have gone above and beyond to make this work in an amazingly short time frame. They are awesome

Print shop: This department is doing a fantastic job of streamlining the process of faculty print requests. They're very dependable and efficient. Public Safety: Has been very responsive when I needed to contact them. Their non-emergency response time is excellent and the employees I've interfaced with from that department are friendly and professional.

Effective communication is provided from most of our support services. This is greatly appreciated. There is opportunity for custodial services to improve. For example, increase recycling bins like those that separate food waste/trash/recycle. Also more garbage cans to prevent littering. In classrooms and offices, consistent vacuuming, dusting, wiping of surfaces would be nice. Bathrooms could use more routine attention to floor cleanliness restocking of seat covers, etc., (more than what is occurring now)

When requesting large rooms to meet with students, event scheduling really works to help us find a location to serve them the best

[name redacted] and [name redacted] for IT, thanks

Big shout out to the IT department for going above and beyond to make sure we are all set up and able to work from home for our safety!

There needs to be another category, much stronger than strongly agree, for Academic Technology!

Special shout out to the cleaning management and staff. Always friendly and right on task. Also, Mail delivery was outstanding.

FYI there is no likert scale available for the Academic Support option in question 1.

N/A

I think that we need more janitorial staff especially during the day. To tidy up and keep things clean.

Just want to say that IT and Media Services have been great at support and helping during the stressful Spring transition to online.

The Academic Support Services are worth their weight in GOLD, as is the Print Shop - they are always on top of it. They have saved me more than once.

The technology team (IT) have been super awesome in this time of panic. They all deserve some time off--just not right now. We need them too much

The mailroom works hard to get the mail to each office daily. Come rain or shine. Other offices I selected do their part to help keep the College functioning each day. Everyone works hard.

In my experience, I believe that each of our departments is working on progressing and not just sticking with the same old ways just because they were done in the past. We are evolving, especially in this world crisis, to become an even Better BC!

Sometimes IT is slow to respond to tickets or to replace items. I've been waiting for weeks for new computer screens even though I got the tower.

[name redacted] in the Writing Center is a calm force, clear and direct, patient and understanding. [name redacted] in the Writing Center is enthusiastic, clear, and super helpful. [name redacted] in the Humanities building does a

great job keeping our building (classrooms/offices) nice and clean. [name redacted] and [name redacted] in the Graphics/Print shop are on top of it! They are super helpful and patient.

The facilities crew in our building has gone above and beyond for my & 7:45 am students and to keep our building sparkling.

I am a new staff member and have been welcomed with open arms. I needed everything from keys to computer set-up when I got here and every department has been wonderful.

I have always received excellent service from all of the departments that I have interacted with at BC, particularly on main campus. Unfortunately, this has not always been the case at satellite campuses, but this is more due to lack of resources than any problem with the staff department itself.

Academic technology has excelled in assisting faculty during this stressful time of compete online instruction

Most of the departments I have worked with have been very effective, but some need improvements.

We all do our best with limited resources we have...

The print shop always does an excellent job providing copies on time and with great quality. DSPS also does a tremendous job helping those students who need accomodations get them.

Print shop is on point, marketing is unhelpful and slow

I have had a great experience with most of the departments I interacted with. Technology Support once ignored a request for a month until I physically went there and then they immediately fixed my issue. Admissions & Records once failed to properly handle one of my drop exception forms.

Tech Support is great; very responsive and not-intimidating user support

The Writing Center and the Tutoring Center are invaluable. They provide an unparalleled level of service for our students and faculty.

Public Relations person is the worst. Please correct this. Food service for both catering and student food service surely is looking up with better staff. Events Department rocks. Never seen such hard workers. Media services needs a refresh.

Academic Technology has done a great job of compiling resources for instructors using Canvas and other services. Great info, great response time, and very nice employees!

A kudos to our Print shop/duplication services for quick, efficient service! To our Tech services as well!

All of the above areas with which I've interacted have consistently provided amazing service, especially Event Scheduling, M&O, and Academic Support.

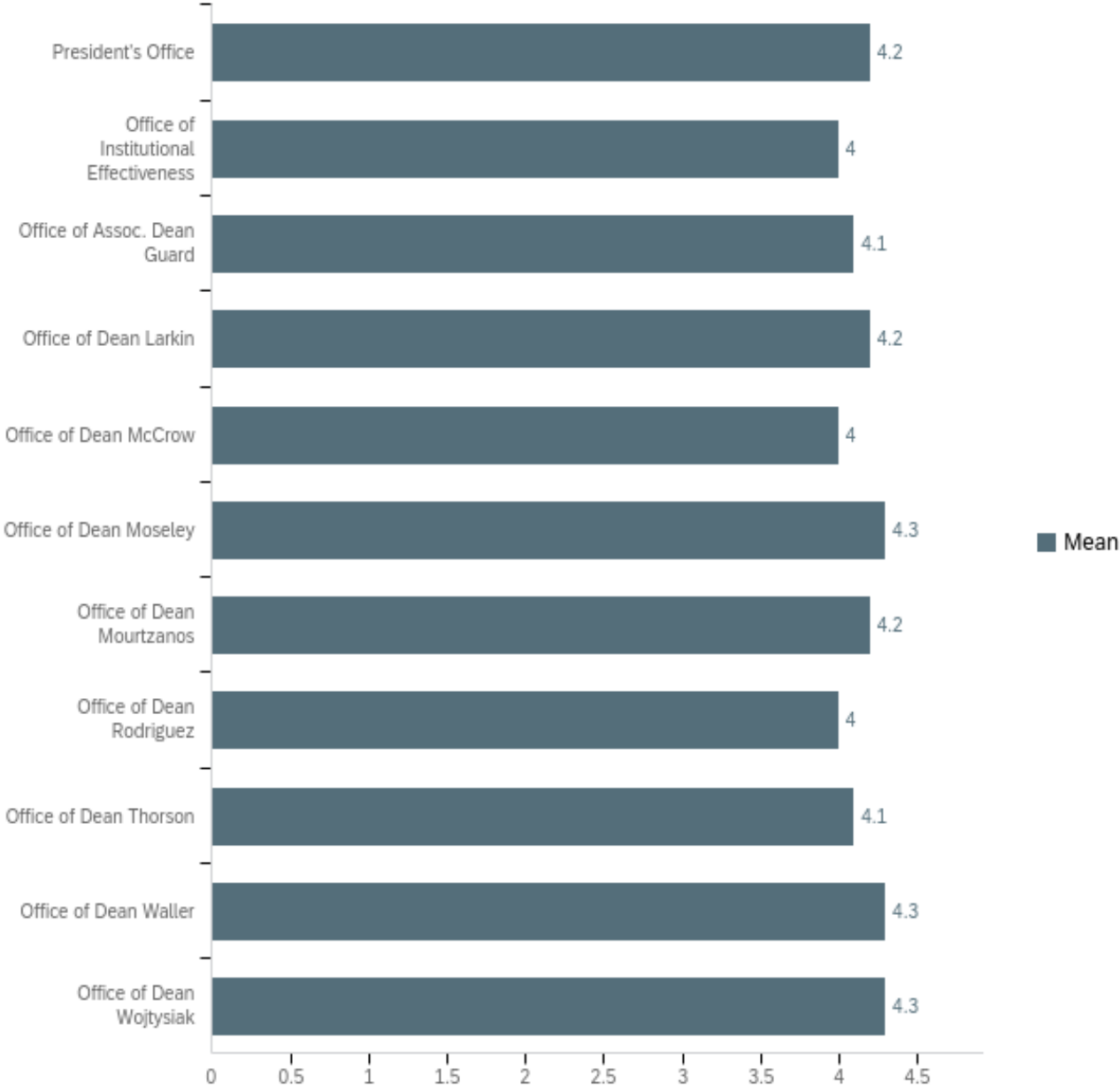
M&O has really done a fantastic job this past year. In particular, I want to commend the custodial staff under the direction of [name redacted] for always performing above and beyond.

Fantastic Work!

I send students for academic services often and I find that they are a great help. I recommend larger tutoring and writing centers at all BC campuses are needed.

We are fortunate to have so many dedicated people at BC!

Q2 - Please indicate the extent to which agree that the OFFICE STAFF of the following offices provided you with EFFECTIVE SERVICE. Note that this is not an evaluation of the office's administrator for the given office but rather an assessment of the overall level of effective service achieved by all office staff as a unit. If you don't have a basis for evaluating a unit select "N/A" (not applicable) as your response.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	President's Office	1.0	5.0	4.2	1.2	1.4	215
2	Office of Institutional Effectiveness	1.0	5.0	4.0	1.1	1.2	141

3	Office of Assoc. Dean Guard	1.0	5.0	4.1	1.0	0.9	110
4	Office of Dean Larkin	1.0	5.0	4.2	1.0	1.0	119
5	Office of Dean McCrow	1.0	5.0	4.0	1.1	1.3	129
6	Office of Dean Moseley	1.0	5.0	4.3	0.9	0.8	157
7	Office of Dean Mourtzanos	1.0	5.0	4.2	1.0	1.1	140
8	Office of Dean Rodriguez	1.0	5.0	4.0	1.1	1.2	131
9	Office of Dean Thorson	1.0	5.0	4.1	1.1	1.2	123
10	Office of Dean Waller	1.0	5.0	4.3	0.9	0.9	134
11	Office of Dean Wojtysiak	1.0	5.0	4.3	1.0	0.9	124

#	Question	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total
	President's Office	5.6%	5.6%	11.2%	18.1%	59.5%	215
	Office of Institutional Effectiveness	4.3%	5.7%	18.4%	27.0%	44.7%	141
	Office of Assoc. Dean Guard	0.9%	2.7%	27.3%	20.9%	48.2%	110
	Office of Dean Larkin	1.7%	4.2%	18.5%	24.4%	51.3%	119
	Office of Dean McCrow	3.9%	6.2%	20.2%	21.7%	48.1%	129
	Office of Dean Moseley	1.3%	3.2%	14.6%	26.1%	54.8%	157
	Office of Dean Mourtzanos	3.6%	1.4%	20.0%	20.0%	55.0%	140
	Office of Dean Rodriguez	3.1%	6.1%	20.6%	24.4%	45.8%	131
	Office of Dean Thorson	4.1%	3.3%	23.6%	17.9%	51.2%	123
	Office of Dean Waller	1.5%	3.0%	14.2%	26.1%	55.2%	134
	Office of Dean Wojtysiak	1.6%	2.4%	21.0%	18.5%	56.5%	124

Q2a - Use the space below to provide any comments about how the preceding BAKERSFIELD COLLEGE offices have provided you with EFFECTIVE SERVICE. Comments about the overall office as a unit are most useful as reports based on this survey OMIT information that identifies individuals (e.g., names, titles).

will be the first to admit that i have not really much interaction with these offices to really make a judgement.

With those offices which I've had direct contact, office staff have been exceedingly helpful & supportive.

The staff is helpful after a request is made. We (the faculty) are expected to be very independent.

Great leadership and communication

The President's office is always ready to listen and help.

The Office of Dean Waller is effective to the 100th degree. [They] keep the departments up to date and help keep all informed and the areas running smoothly...also provide opportunities for faculty to grow and learn in their profession by providing workshops...keep everyone up-to-date with information and opportunities.

I email and leave voice mail messages for the VP of Instruction's assistant and they are ignored.

[name redacted] is a wonderful human being! He is sincerely concerned about the welfare and progress of professors and adjuncts. He is always ready to assist in a positive, supportive and inspirational manner. I couldn't ask for a better boss!

I continue to be impressed with the amount of high level work [name redacted] and [name redacted] accomplish within their areas. Although I know that all Deans work hard, they two stand out as highlights. Just considering Inmate Education and BC SouthWest alone is impressive. Both programs are shaping the work that BC does and really speak to our mission.

I don't have contact with most departments, however, I often have contact with some and those are usually very helpful and supportive

Very disorganized and micromanaged. Lots of people and no clear role dilenation of who does what in the Allied Health/Nursing office. New faculty were told not to ask for help from office staff. Very unprofessional. Top down.

President's office has been amazing.

Dean mccrow's staff is exceptional. Always prompt and will walk to our location to deliver required documents. Thank you.

N/A

They have done a great job keeping everyone safe and everything flowing during this time!! Way to go!!

For a few of the offices, I have gotten a lot of support when I have interacted the offices and said deans. A few of the deans I don't get a chance to interact with so much.

Dean [name redacted] is caring, an experienced professor and a "mover & shaker" of all asked of him. Excellent.

The support staff in these offices gives of themselves to inform the campus. They are willing to go over and beyond the call of duty.

The offices I have listed have all responded to needs and concerns immediately, especially each of the Deans and their Department Assistants or Executive Secretaries. Messages for the Deans have gotten to them in a short amount of time and a response came quickly.

staff in the president's office, McCrow's office, and Thorson's office have been friendly and helpful; each area treats the person as if taking care of his/her needs is the most important job of the day.

Several offices greeted me by name even though we have only ever met over email/ outlook events.

I have always enjoyed my interactions with the office staff I have met through the various deans and institutions. I have not had the opportunity to interact with many of them, as shown by my neutral answers. I will say I have run into some confusion with Dean Waller's department, as information received has been at times contradictory from day to day. Still, I will say I feel like [the office] wants the best for all of us.

Timely responses and availability to assist

The staff in the President's office can be a little on the dismissive side.

Dean Waller's office staff is excellent. They keep everything organized and are always very cheerful.

The people in Dean Waller's office were always able to answer my questions and are also very good at reminding faculty of what they need to do.

need less Dean's and more hands on work

Deans were actively involved. Two were hospitalized and still assisted our BC campus with transitioning our campus to online learning. I am grateful for their support.

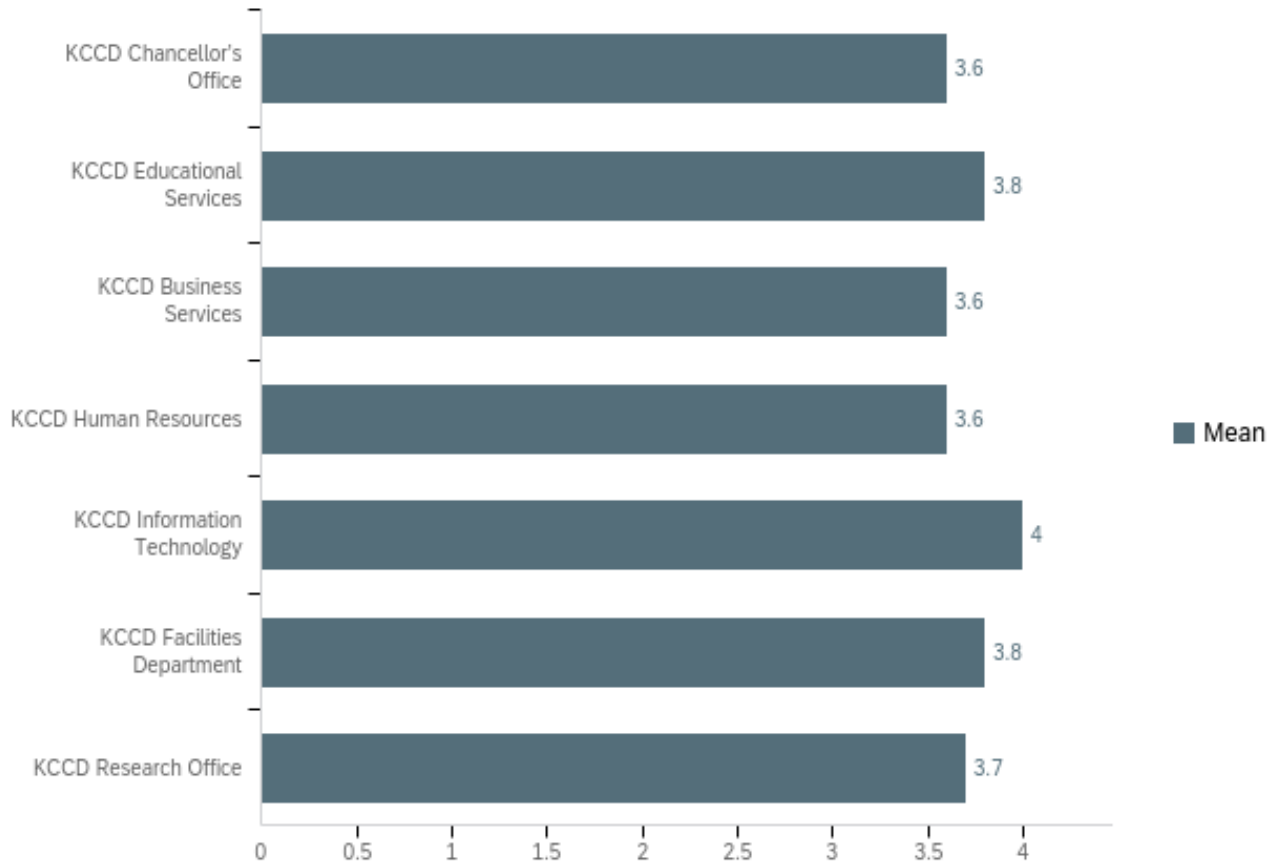
Admins are fantastic! Have enjoyed working with them since my first day here at BC. They are always courteous and welcoming.

[name redacted] in Dean McCrow's office is always friendly and does what it takes to get instructors what they need.

Dean [name redacted] is an effective communicator so pleased to have her as my dean! The best Bakersfield College president in 20 years!

I feel that there is nothing but transparency in information sharing from the leadership at BC. This makes for a well-informed working environment.

Q3 - Indicate the extent to which you agree that the following District offices and services (located...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
7	KCCD Research Office	1.0	5.0	3.7	1.1	1.2	119
6	KCCD Facilities Department	1.0	5.0	3.8	1.1	1.3	128
5	KCCD Information Technology	1.0	5.0	4.0	1.1	1.3	181
4	KCCD Human Resources	1.0	5.0	3.6	1.4	1.8	211
3	KCCD Business Services	1.0	5.0	3.6	1.2	1.3	153
2	KCCD Educational Services	1.0	5.0	3.8	1.1	1.2	127
1	KCCD Chancellor's Office	1.0	5.0	3.6	1.2	1.6	158

#	Question	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total
	KCCD Chancellor's Office	8.9%	8.9%	26.6%	25.3%	30.4%	158
	KCCD Educational Services	3.9%	5.5%	32.3%	26.8%	31.5%	127
	KCCD Business Services	7.8%	6.5%	30.7%	30.7%	24.2%	153
	KCCD Human Resources	12.8%	9.5%	14.2%	31.3%	32.2%	211
	KCCD Information Technology	4.4%	7.2%	13.3%	29.8%	45.3%	181
	KCCD Facilities Department	6.3%	2.3%	35.9%	21.1%	34.4%	128
	KCCD Research Office	2.5%	10.1%	33.6%	21.8%	31.9%	119

Q3a - Use the space below to provide any comments about how the preceding DISTRICT OFFICES have provided you with EFFECTIVE SERVICE. Comments about the overall office as a unit are most useful as reports based on this survey OMIT information that identifies individuals (e.g., names, titles).

Business Services seems extremely understaffed to meet the demand.

these are another category i really dont know too much about. so i cant really give an opinion.

With only limited contact with Chancellor's and Human Resources Offices, leadership, front-line personnel, and everyone between seem to be informed, helpful, and coordinated in their activities. Virtually no contact with the rest of the areas.

Any actual assistance I have ever received was from BC people. What does the KCCD do besides use up resources we need at the colleges?

Information Technology is always willing to help and respond.

The district office employees are not very easy to work with. They are not flexible and willing to do whatever it takes to support their colleges.

I have always had great service from the KCCD Office.

business services seems to make it very difficult to get grant budget and payment on grant items made on time. Making reporting to the state difficult.

KCCD Business Services needs individual SOPs to help direct employees instead of trying to direct work verbally.

Overall BC is a great place to work.

The HR grade only for those at the DO not those on campus

BC is uniquely positioned to support the students of Kern County in some significant ways. Some recent changes in Board Policy that have been pushed by our Chancellor seem to be counter to the spirit of distributed leadership to help serve our students. It's often necessary to remind the District that they serve their colleges and our students, not the other way around. It has been shocking to see Board Policy changes come through District Consultation Council and budget discrepancies come through the Budget Committee. When you combine that with the recent issues with KCCD Human Resources (as on display at the March 2020 Board meeting), it seems that there are some significant issues that need to be addressed. BC is not a place where our administrators, faculty, and staff have worked in silos. This has obviously produced some amazing work (Guided Pathways, AB 705 implementation, Accreditation commendations, Measure J construction, etc.) Here's to hoping that our District begins to breakdown barriers so that our innovators can continue to change lives in Kern County more effectively.

We often work with the Chancellor's office for our classroom and they are ALWAYS receptive, helpful and supportive

Great service.

[name redacted] is always friendly and willing to help. He is an example of the great customer service of the IT department.

N/A

Better communication from the district of changes being made to the purchasing process. We don't hear of the changes until the error is made then the communication on how to correct it is not always clear.

I had some family concerns over insurance and H.R. was very helpful.

The IT staff make sure we have the infrastructure and data available at all times. The business office makes sure the bills are paid, not always in a timely manner, but they get there. The Human resources makes sure we have people applying and filling the gap when necessary.

I am thankful for all personnel at the District Office; the work they do makes our jobs easier, despite what others on our campus may think/feel or what they may hear from others.

Overall, all of these have been outstanding.

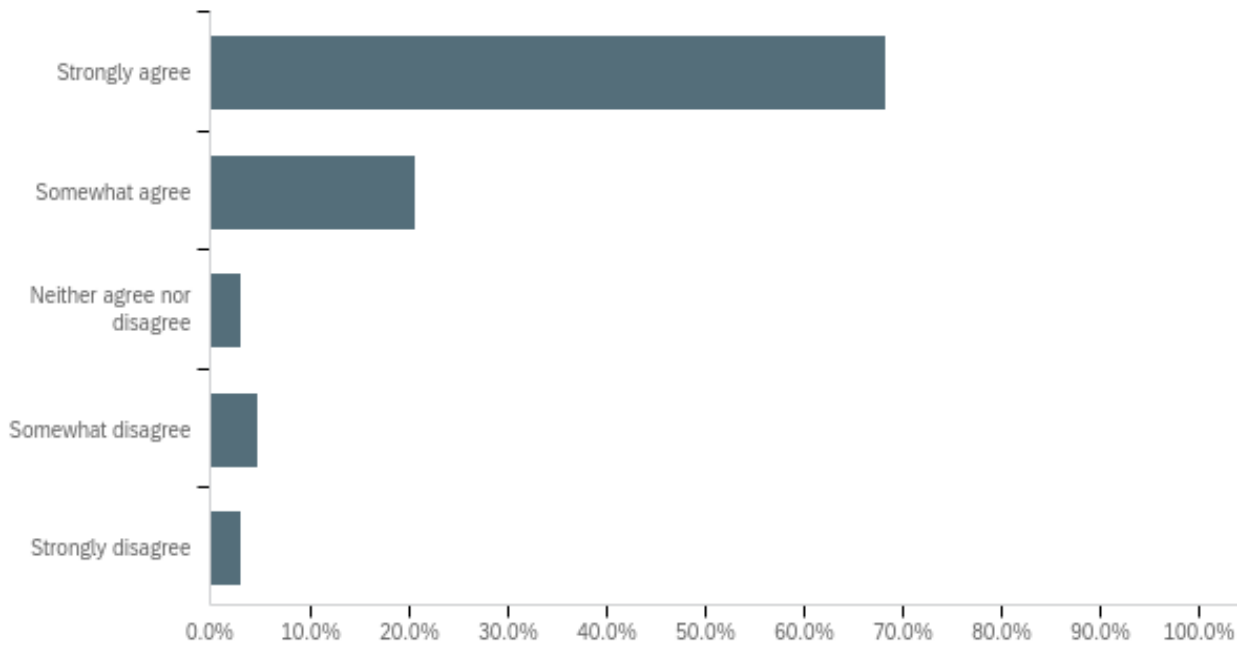
N/A

The periodic emails from the IT department are very useful for knowing what is happening in terms of updates to hardware and software.

I only dealt with Human Resources as I was being hired and it was a very pleasant experience (how easy they made the process, how good they were at answering questions, etc.)

great Chancellor. Let's get Human Resources completely re-engineered.

Q4 - The BC president provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The BC president provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).	1.0	5.0	4.5	1.0	1.0	252

#	The BC president provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).	Percentage
5	Strongly disagree	3.2%
4	Somewhat disagree	4.8%
3	Neither agree nor disagree	3.2%
2	Somewhat agree	20.6%
1	Strongly agree	68.3%
	Total	252

Q4a - If you have any comments on the above question, please include them in the box below.

If you have any comments on the above question, please include them in the box below.

President Christian shows precision and compassion in her leadership planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness.

With only limited contact, Dr. Christian appears to delegate authority well and let her staff run with it, and that's appreciated.

The president is very interested in Public Relations.

I do feel that the president needs to give her staff weekends to refresh and recharge. I feel that this would increase their productivity and prevent them from feeling burned out.

Appreciate all of her support.

Conduct more surveys on the climate /cultural appreciation in each Department.

The president's office does not follow proper procedures. They are aware of several issues relating to the DSPS office, public safety and choose to ignored them . The president and Vice President do not have staff best interest in mind.

Our President is a visionary. She knows how to mobilize teams to move the work with quailty and laser focus on our students. Because of that leadership, many of our administrators, faculty, and staff take the lead on projects and initiatives in a distributed way. This allows us to accomplish so much more and any one individual might on their own.

This is an especially difficult time and the leadership has been outstanding.

Push budget decisions down to deans and middle managment. Our dean has no authority to make resource decisions

She is clear and concise and a model of what leadership should be

After the accreditation team left, we dropped the ball on most of this.

N/A

Doing a tremendous job! Great leadership and planning during this crazy time!

Timely communication from the administration level still needs some work

Faculty have seemed quite clique-ish with baseless favoritism

Super job in keeping everyone up to date and yet not panicked.

BC President office exemplifies change leadership and is always adapting to whatever the needs of our community and students might be.

With this virus going around, I feel as though the health of some of the staff haven't been considered.

I am in no position to have an opinion about it (I do not have knowledge and information about all of the different aspects of what she does).

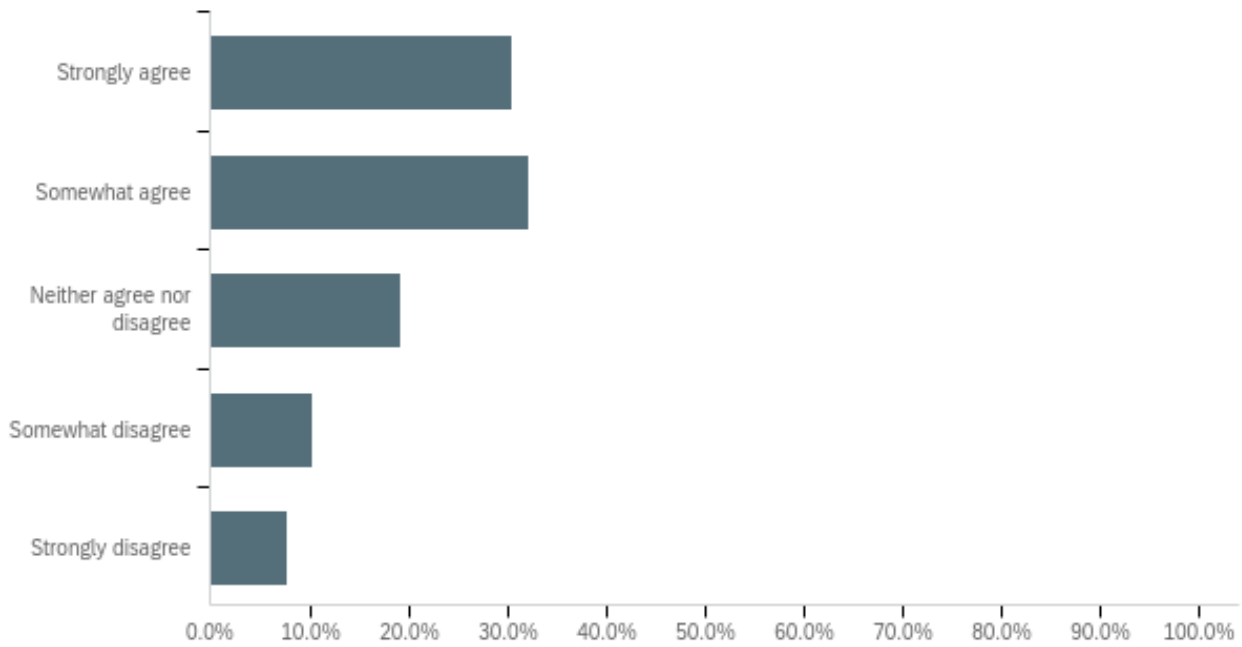
Too focused on external matters, needs to pay more attention the BC campus

Sometimes, I feel as if we are taking on too many new initiatives at once without having had the chance to perfect what we are already engaged in.

The strongest leadership I have ever experienced at BC.

I strongly agree with the above, except in hiring. Many poor hiring choices is her weakness. And these do impact the college.

Q5 - The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2).



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2).	1.0	5.0	3.7	1.2	1.5	193

#	The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2).	Percentage
5	Strongly disagree	7.8%
4	Somewhat disagree	10.4%
3	Neither agree nor disagree	19.2%
2	Somewhat agree	32.1%
1	Strongly agree	30.6%
	Total	193

Q5a - If you have any comments on the above question, please include them in the box below.

If you have any comments on the above question, please include them in the box below.

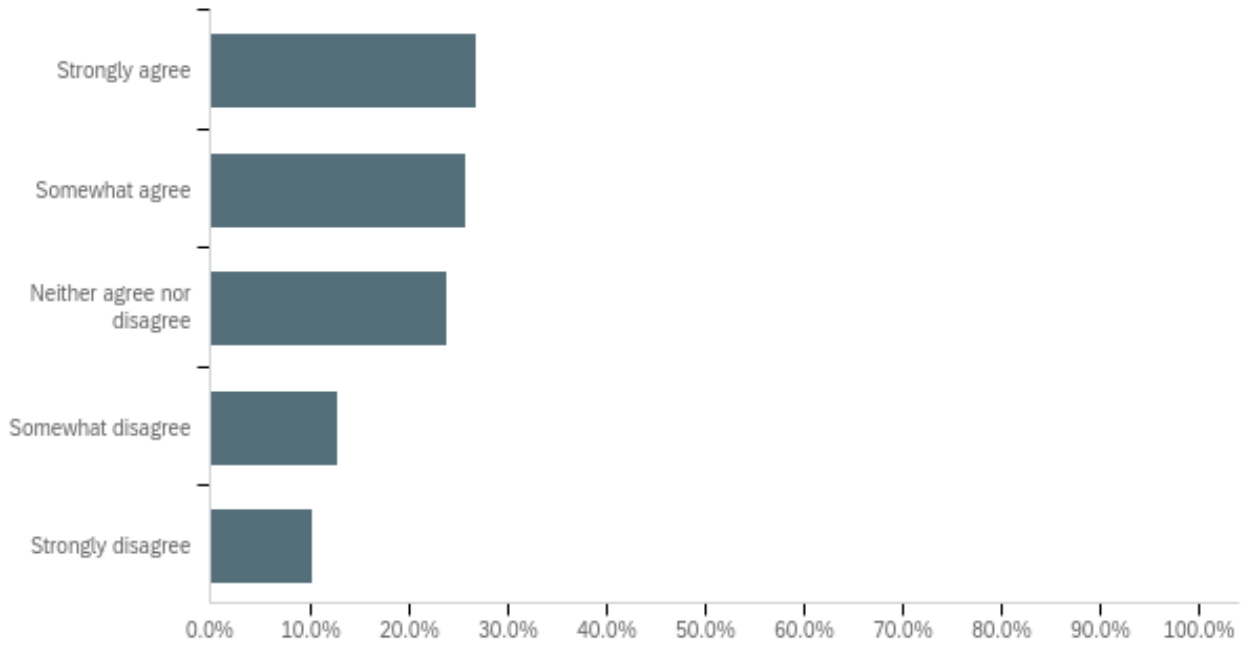
I continue to wonder about the purposes of the District Office; it seems there's duplication, and decisions could be made more effectively closer to the activities (meaning anything involving or impacting students).

See previous comments about District effective service.

N/A

I often don't know what the differences are between district and campus HR and Finance.

Q6 - The Kern Community College District effectively controls its expenditures (Standard IV.D.3).



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The Kern Community College District effectively controls its expenditures (Standard IV.D.3).	1.0	5.0	3.5	1.3	1.7	193

#	The Kern Community College District effectively controls its expenditures (Standard IV.D.3).	Percentage
5	Strongly disagree	10.4%
4	Somewhat disagree	13.0%
3	Neither agree nor disagree	23.8%
2	Somewhat agree	25.9%
1	Strongly agree	26.9%
	Total	193

Q6a - If you have any comments on the above question, please include them in the box below.

If you have any comments on the above question, please include them in the box below.

District Office leadership is not transparent with information; and; this makes it difficult for constituency leadership to effectively participate in the process; this breakdown trust.

Hard to read; it seems there are a lot of big bucks there, and do they need to be, or could the campuses make better use of that money in serving students and their communities?

Too much hiring at the district level.

Student learning should be the top priority.

The fiscal services employees at KCCD are the hardest people to work with. Their processes are always set to be more difficult than it should be.

The expenditure process is burdened with a lack of clear SOPs and slow approval processes.

Board President thinks he can just unilaterally spend the colleges money however he chooses.

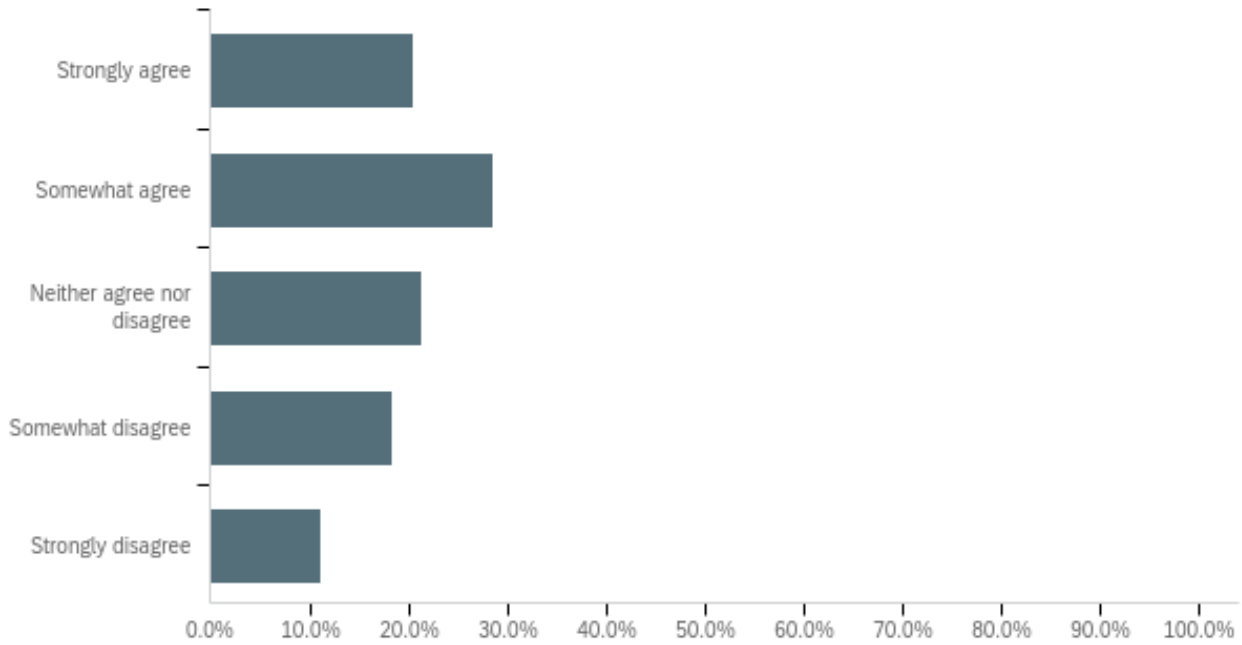
While we do take care to build up reserves and maintain budgets, the fund distribution to the colleges has be a source of contention for some time. The District seems to consistently be in a place where they do not distribute equitably. It has only been recently through District Consultation Council and Budget Committee efforts that some of this questionable activity has been brought to light. The District should be folds more transparent about this process and much more equitable.

The district does not recognize the size of BC and use equal resurces spread among the colleges based on size

N/A

KCCD controls its expenses almost too effectively, i.e., we can be too risk averse and scale back on expenditures necessary to meeting mission critical objectives at any sign of possible fiscal headwinds.

Q7 - The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).	1.0	5.0	3.3	1.3	1.7	196

#	The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).	Percentage
5	Strongly disagree	11.2%
4	Somewhat disagree	18.4%
3	Neither agree nor disagree	21.4%
2	Somewhat agree	28.6%
1	Strongly agree	20.4%
	Total	196

Q7a - If you have any comments on the above question, please include them in the box below.

If you have any comments on the above question, please include them in the box below.

Sometimes they do; sometimes not so much.

Communication could definitely improve from the District.

Communication with the DO may only really exist at a VP level, and all others are treated like they are a distraction.

HR, IT and the Chancellor do not share well with the college.

Some areas have improved communication (like Business Services with BC), but some areas have worse communication (HR, IT). It's odd that the District communicates with the colleges through monthly newsletter updates (if those even actually get sent out on a monthly basis and not less). I think they could benefit from more of the "open forum" model of communication. They operate to serve our colleges and our students, but their communication lacks. Our colleges should not have to fight pull information from District sources (HR, IT, etc.). Transparency would be a great place to start.

BC all emails should be filtered so that we do not get random opinion emails/debates from other faculty besides President's Office, Dean's, and department chairs.

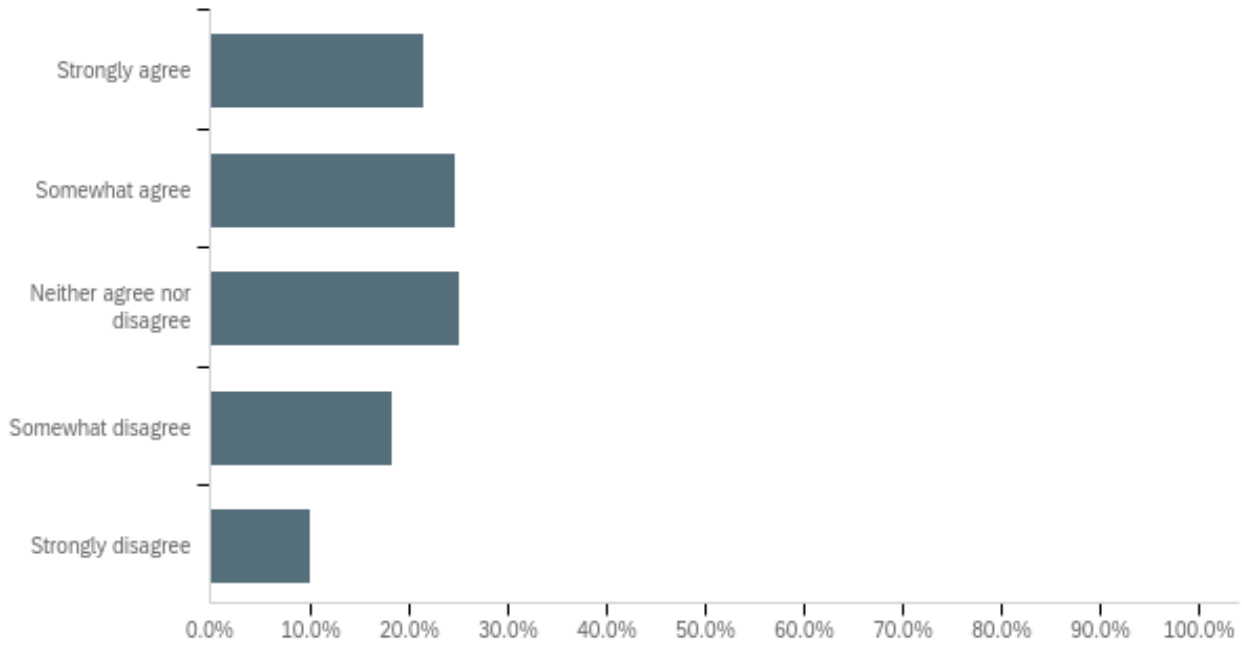
There seems to be a battle between who is in charge and what they are willing to do. Nobody wants to be the bad guy, so neither will put policies or procedures in place for the good of the whole. They seem to be just staring at each other waiting to see who will blink first.

N/A

The district seems to take a "my way or the highway" approach at times and is less than adequately communicative.

I would assume I don;t know about most of the communication between the District and College.

Q8 - The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).	1.0	5.0	3.3	1.3	1.6	190

#	The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).	Percentage
5	Strongly disagree	10.0%
4	Somewhat disagree	18.4%
3	Neither agree nor disagree	25.3%
2	Somewhat agree	24.7%
1	Strongly agree	21.6%
	Total	190

Q8a - If you have any comments on the above question, please include them in the box below.

If you have any comments on the above question, please include them in the box below.

Maybe they do, and it just doesn't get to us timely.

Getting information from the District Office is slow, and normally verbal to avoid putting anything in writing.

The Bakersfield college president does not communicate with the district in an effective manner. She ignores their directives, and policies. Unfortunately she believes she can do this without any repercussions. It's time to hold her accountable for her lack of transparency.

See previous comments.

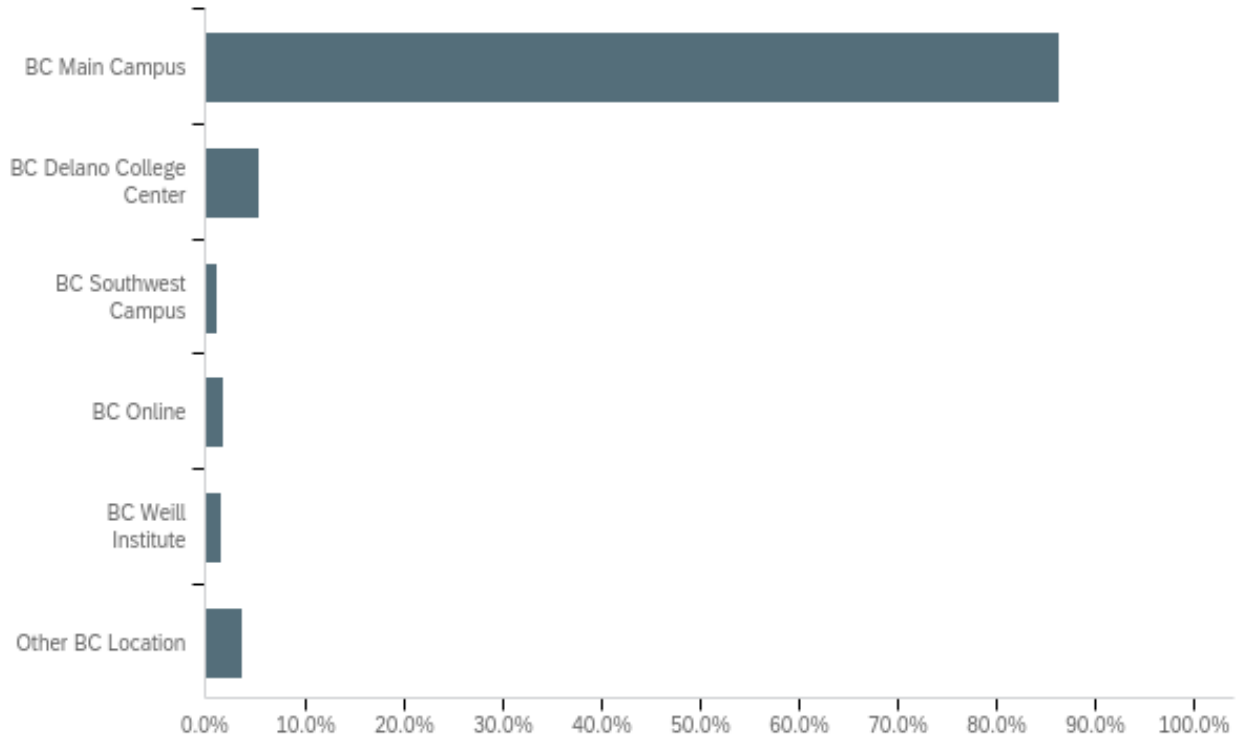
N/A

The lack of responsiveness from HR is especially problematic. No wants to face the consequences of speaking up. The KCCD board needs to investigate in-depth!

There seems to be a lag in communications and often a lack of urgency!

I wouldn't be privy to this sort of info

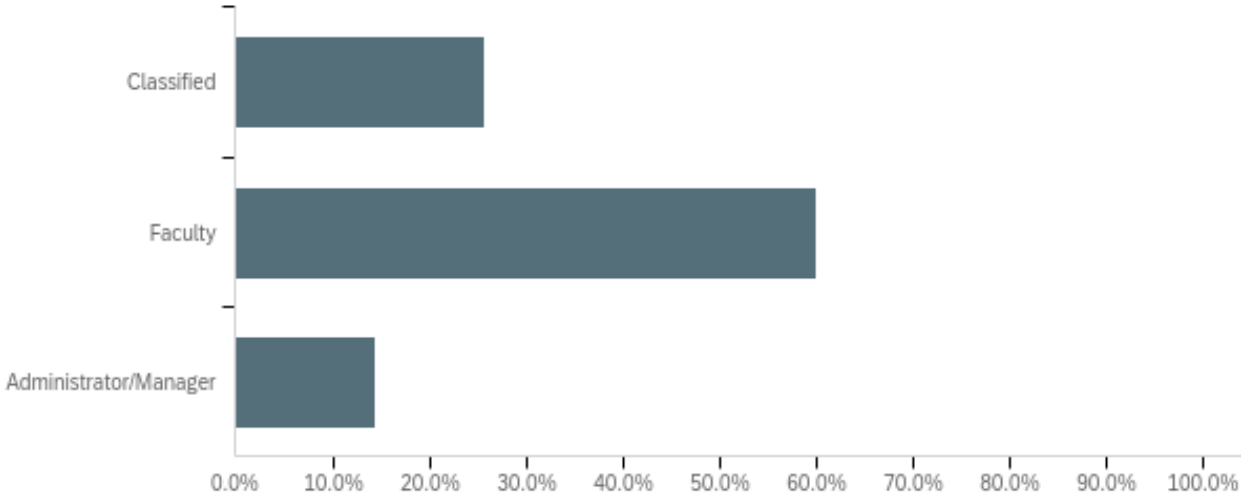
Q2.1 - Indicate your primary work location.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Indicate your primary work location.	1.0	8.0	1.7	1.8	3.1	262

#	Indicate your primary work location.	Percentage
1	BC Main Campus	86.3%
4	BC Delano College Center	5.3%
5	BC Southwest Campus	1.1%
6	BC Online	1.9%
7	BC Weill Institute	1.5%
8	Other BC Location	3.8%
	Total	262

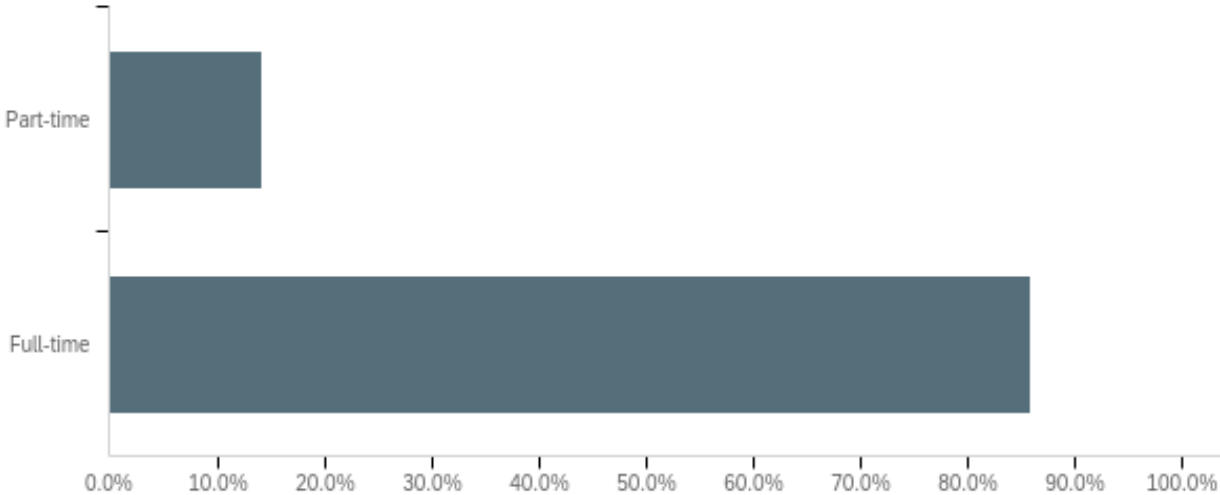
Q2.2 - Indicate your primary role at BC.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Indicate your primary role at BC.	1.0	3.0	1.9	0.6	0.4	257

#	Indicate your primary role at BC.	Percentage
1	Classified	25.7%
2	Faculty	59.9%
3	Administrator/Manager	14.4%
	Total	257

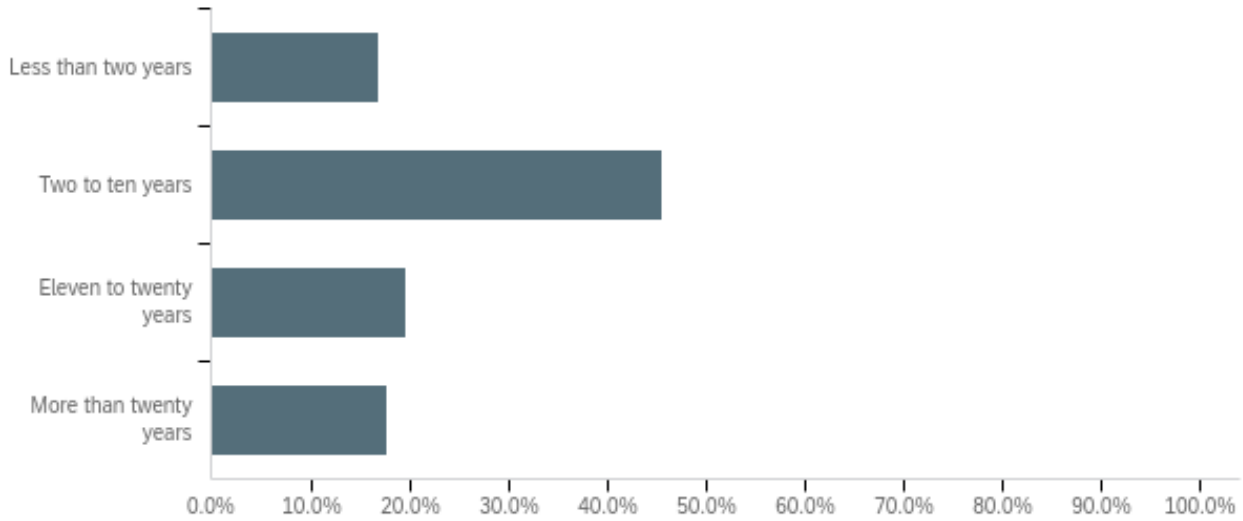
Q2.3 - Are you employed part-time or full-time?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you employed part-time or full-time?	1.0	2.0	1.9	0.3	0.1	262

#	Are you employed part-time or full-time?	Percentage
1	Part-time	14.1%
2	Full-time	85.9%
	Total	262

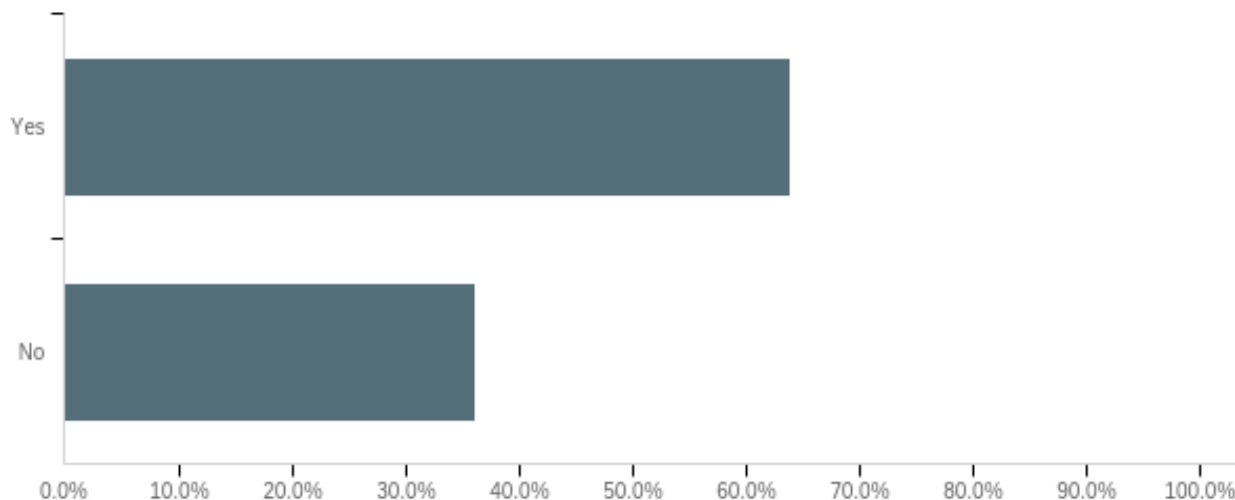
Q2.4 - How long have you worked for Bakersfield College?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How long have you worked for Bakersfield College?	1.0	5.0	2.8	1.4	2.0	259

#	How long have you worked for Bakersfield College?	Percentage
1	Less than two years	17.0%
2	Two to ten years	45.6%
4	Eleven to twenty years	19.7%
5	More than twenty years	17.8%
	Total	259

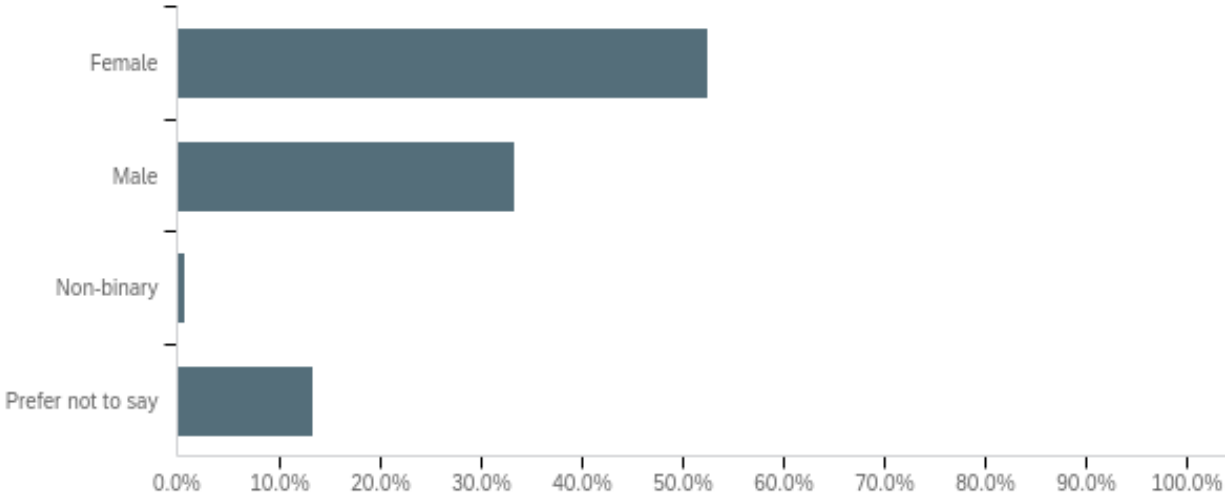
Q2.5 - Have you served on any of the following committees, currently or in the past?
Academic Senate Accreditation & Institutional Quality Committee (AIQ) Administrative Council Assessment Committee Budget Committee College Council Curriculum Committee Educational Administrators Council (EAC) Equal Opportunity & Diversity Advisory Council (EODAC) Facilities & Sustainability Committee Faculty Chairs/Directors Council (FCDC) Information Services & Instructional Technology (ISIT) Professional Development Committee Program Review Committee Safety Advisory Committee Student Affairs Leadership Team (SALT)



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you served on any of the following committees, currently or in the past? Academic Senate Accreditation & Institutional Quality Committee (AIQ) Administrative Council Assessment Committee Budget Committee College Council Curriculum Committee Educational Administrators Council (EAC) Equal Opportunity & Diversity Advisory Council (EODAC) Facilities & Sustainability Committee Faculty Chairs/Directors Council (FCDC) Information Services & Instructional Technology (ISIT) Professional Development Committee Program Review Committee Safety Advisory Committee Student Affairs Leadership Team (SALT)	1.0	2.0	1.4	0.5	0.2	260

#	Have you served on any of the following committees, currently or in the past? Academic Senate Accreditation & Institutional Quality Committee (AIQ) Administrative Council Assessment Committee Budget Committee College Council Curriculum Committee Educational Administrators Council (EAC) Equal Opportunity & Diversity Advisory Council (EODAC) Facilities & Sustainability Committee Faculty Chairs/Directors Council (FCDC) Information Services & Instructional Technology (ISIT) Professional Development Committee Program Review Committee Safety Advisory Committee Student Affairs Leadership Team (SALT)	Percentage
1	Yes	63.8%
2	No	36.2%
	Total	260

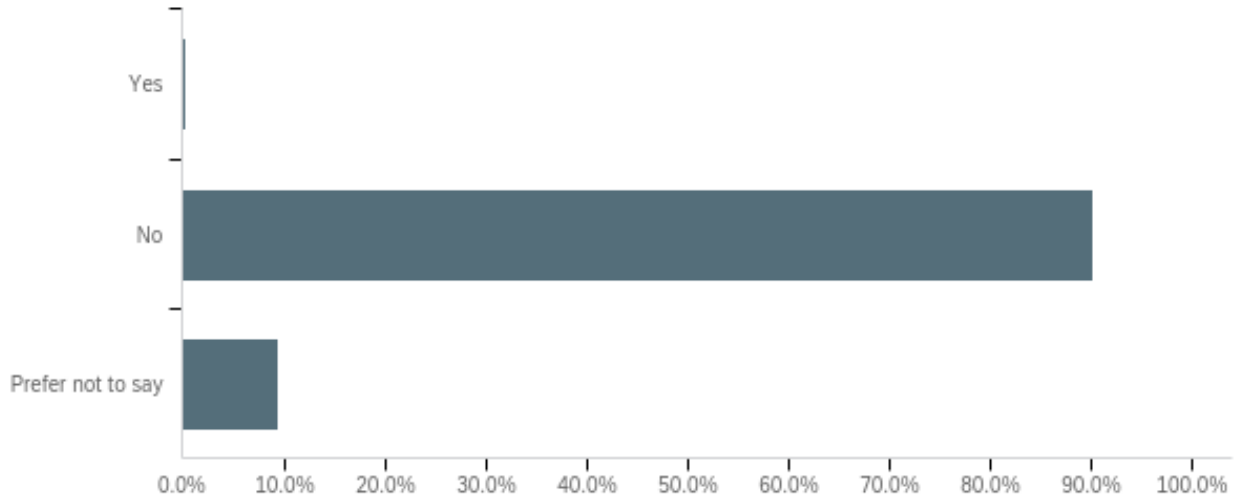
Q2.7 - What is your gender?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your gender?	1.0	4.0	1.8	1.0	1.0	261

#	What is your gender?	Percentage
1	Female	52.5%
2	Male	33.3%
3	Non-binary	0.8%
4	Prefer not to say	13.4%
	Total	261

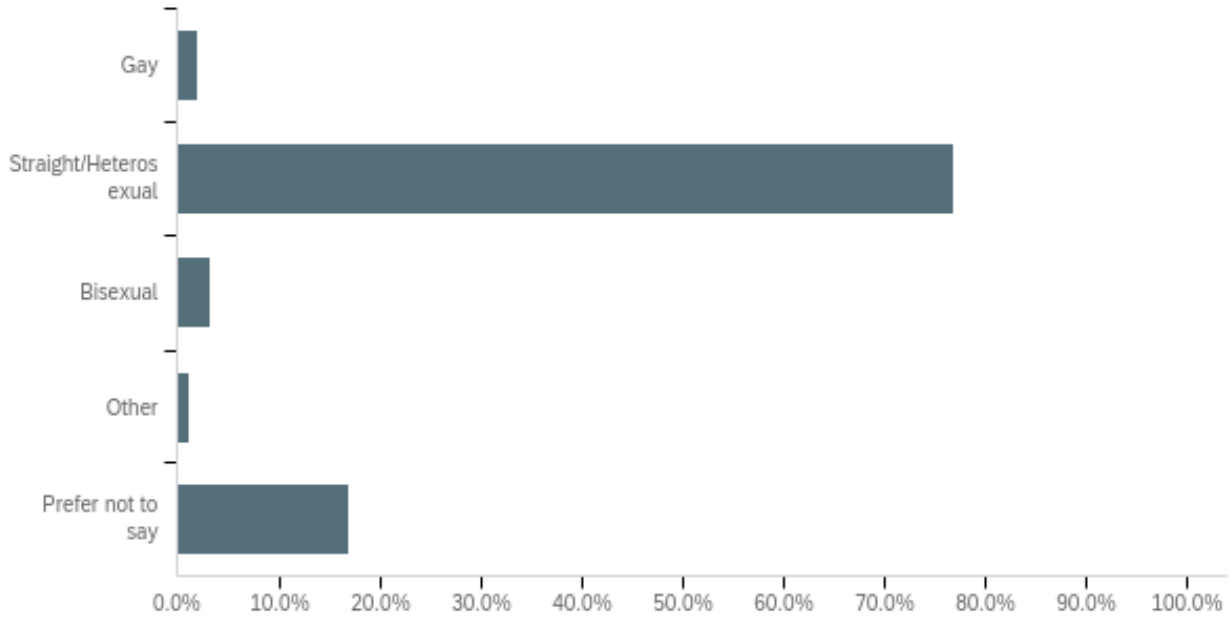
Q2.8 - Do you consider yourself to be transgender?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you consider yourself to be transgender?	1.0	4.0	2.2	0.6	0.4	262

#	Do you consider yourself to be transgender?	Percentage
1	Yes	0.4%
2	No	90.1%
4	Prefer not to say	9.5%
	Total	262

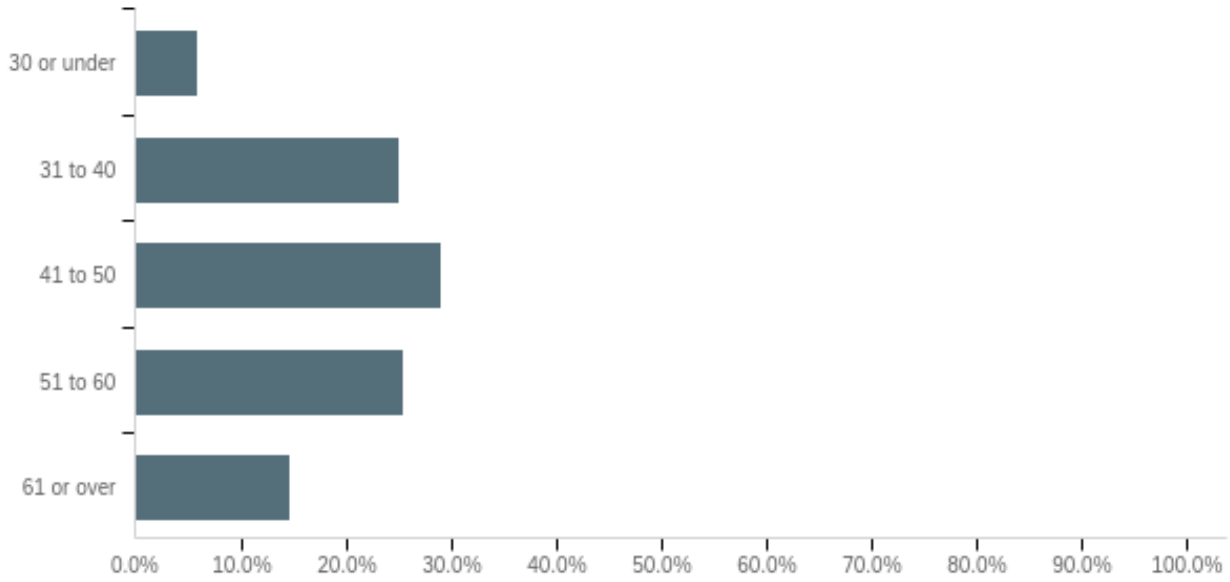
Q2.9 - Do you consider yourself to be:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you consider yourself to be:	1.0	5.0	2.5	1.2	1.3	255

#	Do you consider yourself to be:	Percentage
1	Gay	2.0%
2	Straight/Heterosexual	76.9%
3	Bisexual	3.1%
4	Other	1.2%
5	Prefer not to say	16.9%
	Total	255

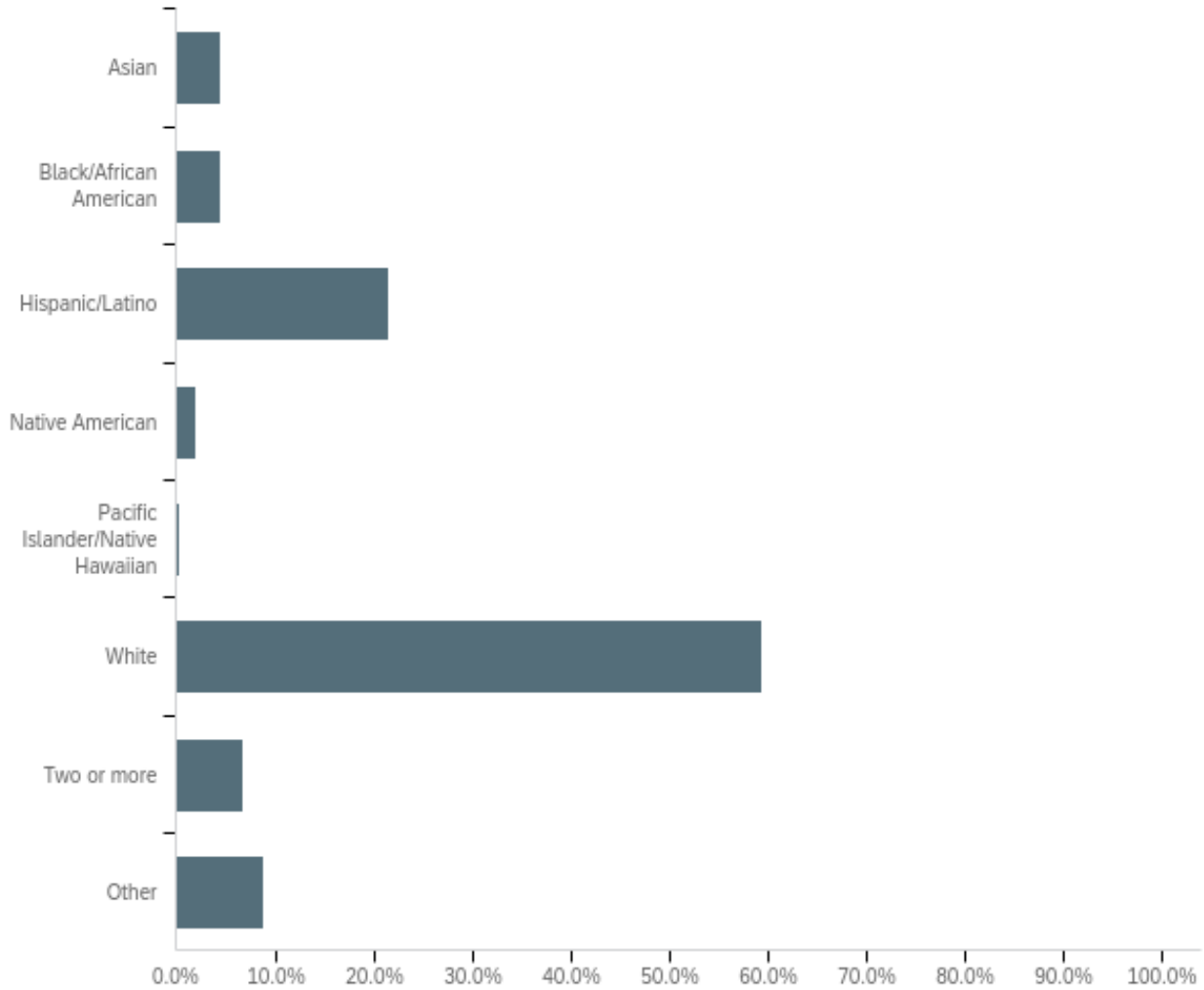
Q2.10 - Indicate your age group:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Indicate your age group:	1.0	5.0	3.2	1.1	1.3	252

#	Indicate your age group:	Percentage
1	30 or under	6.0%
2	31 to 40	25.0%
3	41 to 50	29.0%
4	51 to 60	25.4%
5	61 or over	14.7%
	Total	252

Q2.11 - Indicate your ethnic identification (check all that apply):



#	Indicate your ethnic identification (check all that apply):	Percentage
1	Asian	4.4%
2	Black/African American	4.4%
3	Hispanic/Latino	21.5%
4	Native American	2.0%
5	Pacific Islander/Native Hawaiian	0.4%
6	White	59.4%
7	Two or more	6.8%
8	Other	8.8%
	Total	251

