

# **BC and KCCD Services and Institutional Quality Survey**

**For Services rendered in Academic Year 2020-21**

## **Comments about Bakersfield College Services and Departments**

### **Academic Technology**

- Most all services have met or exceeded expectations and should be applauded, however Academic Technology stands head and shoulders above the rest. I commend them for service that is far beyond expectations and making it possible for faculty, staff, and students to shine during the trauma of this pandemic.
- Academic technology really stepped up and provided a great deal of training and availability.

### **Admission & Records**

- A/R taking too long to process paperwork

### **IT (Technical Support)**

- IT provides fast and friendly service
- The IT department has been wonderful. Always available to help with remote issues.
- The IT department has been phenomenal in assisting with any technology issues. They have been effective and efficient.

### **Student Information Desk (SID)**

- The Student Information desk has been a phenomenal improvement to BC services! I have often helped students go to the SID for support.

### **Tutoring Center**

- The Tutoring Center has done a fantastic job adapting to an all online, synchronous format! Moving 130+ people, along with all the systems and processes is commendable!
- I have worked with the Tutoring Center and the Writing Center to get some of my students to use these services. I have also recommended my students to serve as Tutors. One area of disappointment is that very few students are interested in working as tutors, so this semester we are short-handed on the number of students serving as tutors. Many of the services on Campus haven't been used by me because of not being on campus.

### **Writing Center**

- The Writing Center team has been so supportive of the Inmate Scholars Program! We are incredibly grateful for all they've done for our students! I wish all departments on campus were equally as proactive and invested in our students' success!
- The Writing Center and Tutoring adapted quickly and effectively to online formats (COVID)

## **Miscellaneous**

- Accessibility to services in this time and some of these departments don't answer phones or take too long to get back by email.
- [Redacted: Duplicate Comment]\*
- Keep up the good work.
- Canvas permissions are too tight-fisted to allow me to be effective. I've presented particularly noteworthy accomplishments of BC students for press release or other mention that were not followed up on.
- Availability, effectiveness, quick service
- All departments provided good service during this pandemic.
- Not being on campus other than twice since the shutdown has meant not interacting with most services. Therefore, I could not really rate most for this academic year.

## **Comments about Bakersfield College Offices**

### **Office of Dean Jett**

- Office of Dean Jett: Quality information when sending out emails; quick responses to emails;

### **Office of Dean McCrow**

- [Redacted] goes above and beyond expectations. She focuses on the students and will go out of her way to make things happen. Often takes care of things outside her purview because it's the right thing to do. She is a very student-centered individual.

### **Office of Dean Wojtsiak**

- Dean Wojtysiak's office is very efficient in getting work done. Amazing job!

## **Miscellaneous**

- The various Dean's offices have been very supportive in providing faculty to teach in the ISP.
- The staff in my dean's office have been great. They have held Zoom get togethers to bring faculty and staff together throughout the year.
- Keep up the great job.
- I seem to be repeatedly left off adjunct emails, like being reminded to turn in FLEX hours
- Some follow through on information about decisions concerning teaching and scheduling are not always communicated in a timely fashion. Also, SAS sheets were not always provided. Otherwise the dean's office and personnel have been very helpful.
- Overall there is a lack of timeliness with responding to faculty needs and student requests. When students do not get the help they need, they recruit faculty to help. There is a poor response time to requests.
- Grades are entered late by instructors, which delays a lot of processes on campus.
- Why are faculty that frame other faculty for embezzlement allowed to continue to work at BC? It creates a toxic, fearful environment. Why hasn't the administration stated that this kind of action will not be tolerated at BC?

## **Comments about KCCD Offices**

### **KCCD Business Services**

- Everyone I interact with in Business Services at the DO is helpful and kind. They are always willing to answer questions and provide training on processes I am unfamiliar with. Having various members from Accounting attend the BC Support Staff Round Tables has improved our understanding of how to do things and has created an open and collaborative dialog! I appreciate this so much!

### **KCCD Information Technology**

- The IT group does a good job keeping us up to date about software updates, outages, and so forth. They have done a tremendous amount of work this year.
- Good services rendered overall, IT does a great job at district.

### **Miscellaneous**

- [Redacted: Duplicate Comment]\*
- Keep up the great job.
- I feel overall the college has done a fair job in many aspects of providing an opportunity for education throughout the covid pandemic, but I really feel that it focused more on how it was perceived on media and to the community. Instead of actually focusing on the students who were not only struggling during the campus closure, but trying to schedule courses when the the schedule was not halfway completed is what caused a lot of students to not be able to take the courses they needed to move further with their educational goals. I hope that with the campus opening more emphasis will be placed on keeping track of what students actually need instead of only the image that is viewed. I know too many students who couldn't sign up for courses because the classes were not dated with times and days pushing them to find work or other means because the prolonged timeline no longer fit well into their living situation.
- Did not answer e-mails or even acknowledge receipt of e-mails

### **KCCD Human Resources**

- Human Resources provides the best service they can, but they are very understaffed.
- It's hard to judge as we haven't been much on campus and have been doing much of our work from home. In so far as communications from the Human Resources, sometimes follow up to questions are not addressed in a timely fashion.

### **KCCD Research Office**

- Institutional research has found innovative ways to support Program review this year.

**Comments regarding “ The BC president provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness (Standard IV.B.1).”**

- Treats employees unequal, if it's serves the presidents agenda than she supports the employee if not then the employee is not provided same advantages
- [Redacted: Duplicate Comment]\*
- Keep up the great job.
- The president has been too quiet regarding public faculty conflicts regarding race
- There is a constant struggle for people of color -- historically black and latinx managers have been dismissed or forced to stepdown. Bakersfield College does not have a good track record of attracting or retaining BIPOC managers.
- The focus of the college is now to expand and encroach into every corner of the county. This has served to cancel other services in place as well as certain services. For instance, library and tutoring services on the Delano campus has been greatly impacted because students no longer need this site due to multiple sites popping up in other communities nearby. Another example would be the high school teachers classes away from BC faculty and adjuncts. Where was the thinking process in that decision? This is so disheartening.
- BC has the potential to lose focus due to too many programs, program managers, and initiatives. Basically, there are too many irons in the fire at once.
- President Christian is the transformational leader that made us agile enough as an institution to jump to online teaching without skipping a beat.
- I believe we have grown positively under the direction of the president, however, I believe the cost of growth has been high for those in leadership (with countless hours and little time away from the high expectations).
- Too many programs are being created without consulting classified staff. Staff is being overworked without their prior knowledge of programs being created. New programs require new staff or additional staff development. Without hiring new staff for new projects this creates a burden on already overloaded staff at the college. There is not effective planning or organizing happening at the VP levels when these programs are pushed through lower ranking staff.

**Comments regarding “The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2).”**

- The chancellor sometimes seems to think that the colleges exist to serve the district rather than the district existing to serve the colleges.
- Keep up the great job.
- There's often confusion, particularly in Business Services and Human Resources, as to what pertains to BC and what pertains to the DO.

**Comments regarding “The Kern Community College District effectively controls its expenditures (Standard IV.D.3).”**

- Not paying union agreed salaries to faculty while expecting more work to balance the budget may be effective but has left a bad taste in my mouth for the district
- BC and DO seem to be hiring many managers and not filling classified vacancies.
- Faculty do not have a clear idea of the total budget.
- The district miscalculated over 12 million dollars in tax money that could go toward staffing and student services support to meet the high demand and high needs of our students.

**Comments regarding “The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).”**

- Bakersfield College seems to be antagonistic towards the District.
- There seems to be a mix of effective and ineffective communications. In some cases, the district is on top of things and communicates clearly (such as with computer issues). At other times, they seem less than excited about communicating (such as the recent stall in the talks with the classified union).

\*Repeated comment redacted where not topically applicable