

Actionable Improvement Plans for the 2012 Accreditation Self Study

Actionable Improvement Plan #1

Standard I.B. Institutional Effectiveness

In order to embed multilevel evaluation into the Bakersfield College culture, *College Council and the Academic Senate*, working with the *executive vice president of academic affairs and student services*, and the *director of institutional research and planning*, will develop a systematic and comprehensive evaluation of the Bakersfield College planning processes as well as of the effectiveness in the improvement of instructional programs and support services by May, 2013.

Actionable Improvement Plan #2

Standard II.A. Instructional Programs

To enhance the quality of online distance education courses, Bakersfield College, under the leadership of the *executive vice president of academic affairs and student services*, and the *dean of learning resources* will develop and implement by spring 2013 a detailed plan to improve the services to distance education students to increase their ability to succeed in their courses. The plan will include the appropriate support to implement the following:

- Development of an online student orientation system to better prepare students for online courses with the overall goal of increasing their success in those courses.
- Development of a student signal alert system that would inform students of their current course progress and refer them to appropriate helpful resources.
- Development of an online tutoring program to increase students' ability to succeed in an online course.
- Increased online counseling to better support online students with the goal of increased retention.
- Development of additional pedagogical training and support for online faculty.

The executive vice president of academic affairs and student services and the dean of learning resources will present an annual status report to the *Information Systems and Instructional Technology Committee* for input and evaluation.

Actionable Improvement Plan #3

Standard II.B. Student Support Services

To enhance the efficacy and efficiency of students maneuvering through college processes, Bakersfield College, under the direction of the *associate vice president of student services*, will:

- Review the latest plans to remodel the Current Student Services Building into a one-stop center.
- Assess the student services needs of the student population.
- Create a reasonable timeline for the remodel.
- In the case that funding opportunities arrive, Bakersfield College would be ready to submit its proposal.

Actionable Improvement Plan #4

Standard III.A. Human Resources and IV.B. Board and Administrative Organization

(specifically IV. B.3.b. The district/system provides effective services that support colleges in their missions and functions.)

Bakersfield College recommends that the *Kern Community College District and College* work collaboratively to:

- Develop, implement, and evaluate an annual review of human resources services at Bakersfield College, including EthicsPoint.
- Provide clarification to College employees on the roles or functions of human resources positions to

improve understanding and allow for more effective operations.

- Develop, implement, and evaluate an annual survey to all employees regarding Bakersfield College and Kern Community College District adherence to written policies in employment procedures, ensuring fairness in all employment procedures. Initial research will focus on validating and clarifying current responses to develop a benchmark.
- Develop, implement, and evaluate an annual survey to all employees who serve on screening committees to evaluate the effectiveness and efficacy of the screening process itself.

The *executive vice president of academic affairs and student services, and the human resources manager of Bakersfield College* will present an annual status report to the *Accreditation Steering Committee* for input and evaluation.

Actionable Improvement Plan #5

Standard III.B. Physical Resources

To maintain a more healthful learning and working environment on the Panorama Campus, the *Maintenance and Operations Department*, working with the *Facilities Subcommittee*, will implement and evaluate the work order software system designed to assign and track work; provide support to work with custodial staff to define expectations and improve cleanliness levels across the campus; adjust start times and cleaning areas of responsibility to be more centralized and balanced; evaluate the effectiveness of increased temporary custodial staff by spring 2012; and prioritize maintenance and repairs to existing buildings and building infrastructure.

reformatted from the Self Evaluation