

BC and KCCD Services and Institutional Quality Survey

For Services rendered in the Fall 2022 Term

Comments about Bakersfield College Services and Departments

Academic Technology (e.g., Canvas, Professional Development)

- Technical services for Canvas have been helpful.
- Canvas
- Academic Technology and Technology has been a life line this semester.

Academic Technology, Food Service (Renegade Room), and Tutoring

- Academic Technology is always providing emails and training opportunities. Excellent communication with the faculty. Renegade Room is a fantastic experience, especially the Wednesday lunches. So happy their students get these great opportunities at BC! Tutoring does excellent work in recruiting and trying to meet class and instructor needs. They just need to have more tutors available or maybe bring back S!!!

Academic Technology, Writing Center, Tutoring Center, and Office of Student Life

- The academic tech, writing center, tutoring center, and office of student life have a huge positive impact on how I can do my job. I appreciate their workshops, their support, their communication, and their hard work to help me be a better teacher for my students.

Admissions & Records

- Admissions and records department is probably the worst run department on campus but it should be the most efficient. That department not only impacts enrollment but also degrees and certificates.

College Safety (security & parking)

- College safety has been prompt with any questions or concerns I have had to address with them and they were quick in getting my lost keys back to me.

Counseling and Advising

- I know that a counselor/advisor is assigned to our area, but they have never visited one of our department meetings or reached out to us as a department. I couldn't even tell you what their name is unless I were to dig it out of an email somewhere. This means that they have not heard about the issues related to our students and what is recommended for student courses. Our previous advisor was very involved.

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DSPS

- DSPS services could provide more services for students to be successful on campus.
- DSPS services are outstanding. It is easy to get an appointment with a counselor for any issues that come up, as well as regular needs. They keep us informed with any issues that involve another department.
- DSPS needs to meet with other services when the accommodations form calls for another service to do something for the student. They blanket check a box promising students triple time or triple weekly appointments without asking Academic Supports whether they have the capacity to accommodate that much extra service--which we don't. They make promises on our behalf that we cannot keep and then the students are mad at us and accuse us of not accommodating them.

DSPS and Financial Aid

- Students have complained about DSPS not helping them at all, same with financial aid.

Events Scheduling, Technology Support Services (IT and Media Services), Shipping & Receiving, Mail Room, Print Shop, Maintenance & Operations (Custodial), Office of Student Life, and Admissions & Receiving

- Events Scheduling, IT, Shipping & Receiving, Mail Room, Print Shop, Custodial, Office of Student Life and A&R seem to go above and beyond to help our department. There are other departments too but these hard working departments/employees just stand out with a spirit of excellence that is greatly appreciated!

Financial Aid

- management of financial aid has created a hostile and toxic work environment
- Financial Aid has a great staff that help a great deal and empathetic towards our needs to be a successful student
- [Redacted: did not follow survey directions]

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Food Service (cafeteria)

- In the cafeteria , employess do not wear a hairnet as they should, they are working with poeple food. Majority are not morning or people so they should be dealing with people. They have bad attitude and when you ask nicely they become even more rude. Laid on the grill.
- Food services in the dining commons should offer more healthy affordable options: whole fruits (apples, oranges, bananas etc), self serve options: bagles, toast, instant oatmeal, box cereal, small individual yogurt cups, cream cheese, peanut butter ect. access to hot water. Prices are very high for our students and options are not healthy
- when cafeteria is fully staffed they provide good service
- They all have provided effective services in different ways. The Cafe is great because when i am on the go i can just grab something. Each one of these services are very effective not only to me but to Staff and students as well..

Food Service (cafeteria), Library, Maintenance & Operations, Mail Service, and Print Shop

- The cafeteria, library, m&o, mail service, and print shop have all been very helpful during my time here.

Library

- The service that I have used the most was the Library - really appreciate the ability to have a librarian to come out to BC-SW and show students how to research!

Library, College Safety (security & parking), Maintenance & Operations

- Library, security and maintenance have been helpful

Library, Tutoring Center, and Writing Center

- The Library, Tutoring Center, and Writing Center have a huge impact in the successful helping of students in order for them to successfully reach goals put forth by this Institution.

Mail Service, College Safety (security & parking)

- Mail service has provided timely results. College safety does the job.

Maintenance & Operations

- All except for M&O are always quick to reply and follow through on tasks without having to submit multiple requests or relying on a friend of the M&O personnel to advocate.

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Marketing

- Marketing only puts what they find important to them, not everything they are being sent.

Marketing, Writing Center, Office of Student life, and Mail Service

- Marketing they have not BC gym pants and Black BC hoodys ind stock in the store the writting center was not familiar with the Jennifer Morgan essay the office of student life has not have a list and or knowlegdeable of the daily activities and clubs functions times place on campus mail service has to be pre post marked in order to send from school student was not able to buy postagefood sevice for special events does not ahead to the dietary restrictions that they ask for and are given in advance for special events

Office of Institutional Effectiveness

- The research presented from Institutional research is mandated by the State Chancellors office. It should include ALL constituent groups from BC. If needed, report the one mandated and then the whole campus. Isolating certain students for the research leaves out a bunch of our other students. That does not seem equitable.
- Office of Institutional Effectiveness is slow to get out requested data. Data is often inaccurate.

Print Shop

- I am so grateful for the staff of the printing shop. They are always kind, are quick to turn around work, and do an excellent job.
- We need the Print Shop to be able to deliver again! It's a game changer to have and difficult to not have.

Technology Support Services (IT and Media Services)

- IT has completely failed to fix my computer problem

Testing and Placement Center, Marketing & Public Relations (graphic design), Event Scheduling, and Admissions & Records

- Do we still have a Testing and Placement Center? Graphic Design in MPR does not appear to be functioning. Event scheduling needs a second person or it will continue to be painfully slow. A&R has too many new staff and do not seem to be working with the academic units effectively.

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Miscellaneous

- most occurrences have been short and sweet, luckily. I didn't need very much but its always nice to get great by happy friend faces.
- Administration are not helpful in general in contributing to faculty success.
- BC does an incredible job of providing a multitude of student resources. Unfortunately, students don't take advantage of these resources.
- I think very highly of all aspects of Bakersfield College.
- Every department with whom I've had occasion to interact has been great and I keep learning new resources that are available on campus.
- Communicate clearly and respond to emails
- The most outstanding departments are those which have positive attitudes, speedy reponse times, and resolution focused. Most of the departments and personnel have been extremely helpful. However, some areas are understaffed to meet the needs of the numbers of students they serve. This shortage impacts the overall effectiveness of their services and department. Finally, some other departments have unfriendly, unmotivated staff that are disengaged. These areas need to be addressed as their attitudes effect student progress and success.
- They all did great (don't really have time to go into a ton of detail)
- The majority of departments above have always provided me with top-notch service and the highest degree of professionalism.
- Great support and service.
- The ones that scored strongly agree had strong leadership/director skills, knowledge of their area/job, great managerial skills, team building skills, effective communication with students/staff/visitors, professionalism, punctuality, POSITIVE customer service skills, politeness, trained their student workers well, and didn't have toxic work environments.
- all do real well---all focus on helping students do well

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Comments about Bakersfield College Offices

President's Office Staff

- Presidents office staff have always been welcoming.
- One person of President's Office Staff is not effective. The rest are effective.

President's Office Staff, Office Staff of: Dean Waller, Dean Gard, Dean McCrow, Dean Cordova

- The President and VP's office personnel are responsive to needs. Dean Waller's Gard's office is always flexible, accomodating and cheerful. Dean McCrow's and Dean Cordova's office staff are not freindly, or motivated to move work. This not only impacts their area, but other areas as well.

Office Staff of Dean Farley

- Dean Farley's [Redacted: did not follow survey directions] are the best I've worked with in my quarter century at BC.
- Now that Dean Farley has two different offices and office staff that handle different aspects, it is very confusing as to which office gets or helps with what issues/paperwork, etc.
- [Redacted: did not follow survey directions]
- [Redacted: did not follow survey directions] seem scattered.

Office Staff of: Dean Farley and Dean Wojtysiak

- Office staff of Dean Farely is highly organized and effective. Excellent and clear communication. Office of Dean Wojtysiak as it relates to BCSW has very poor and infrequent communication. I have worked at BCSW for two semesters and have never received one clarification or email from that office. They also don't create an environment that is a community. No gatherings or opportunities to work as a team and unify faculty at BCSW. Such a missed opportunity.

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Office Staff of Dean Jett

- [Redacted: did not follow survey directions] Dean Jett's staff gossip unprofessionally and can be unorganized at times. The atmosphere isn't inviting or positive. [Redacted: did not follow survey directions]
- [Redacted: did not follow survey directions]
- PLEASE allow Humanities/English to hire assistants. The work load is impossible.

Office Staff of Dean McCrow

- Great customer service by Dean McCrow's [Redacted: did not follow survey directions] is a model for providing assistance.

Office Staff of Dean Waller

- [Redacted: did not follow survey directions]

Office Staff of Dean Wilmot

- Dean Wilmot and her personal staff are great.

Office Staff of Dean Wojtysiak

- [Redacted: did not follow survey directions]

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Miscellaneous

- It would be nice if faculty had the opportunity to evaluate admin too. Admin including deans have not been evaluated in 3-4 years.
- Most seem more interest in school getting awards then having quality instruction.
- The Dean and support staff are always available and supportive.
- The Child development center and library have provided the best, most effective services while here.
- The executive secretary in my area is always very knowledgeable about what needs to be done. They are always friendly and wiling to help.
- Have never had contact with these offices, therefore neither agree or disagree.
- No interaction with the above-mentioned individuals.
- I have been a student with Bakersfield College for 3 years and have never heard of most of the Dean's in the list .
- Service is professional, collegial, and effective.
- There is a lot of conflict regarding diversity, inclusion and equity amongst faculty.
- Minimal encounters with office staff, to be honest. What little I've had has been good.
- The staff are always timely in their responses and quick to address problems.
- Each of these hard working employees and staff who represent their Dean's do so with a spirit of excellence that stands out above and beyond to best represent why "We are BC"!
- Professional and punctual.
- Office staff are doing the best that they can do in most cases, in the absence of clear training and procedures.
- Quick to respond and knowledgeable about their areas.

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Comments about KCCD Offices

KCCD Chancellor's Office

- Chancellor has not done anything towards the overall mission in my personal opinion, but Human resources at the district level does their best to help.
- The chancellor's office is a joke. They keep taking on initiatives and projects and put so much pressure onto people that it has created such a hostile and toxic work environment at BC. All everyone feels is overworked and overwhelmed. Going to work isn't a positive experience at BC. It is clear the the administration is under so much strain that it is an ugly competitive battle, which trickles down to pressuring faculty and staff to "do more, be more" all in the name of "helping the students" but it's a facade. I know that administrators have been told that everyone is feeling burnt out and unappreciated, but it doesn't feel like they are listening when nothing changes. They will nod their heads yes like they hear the message, but no action is taken to actually change anything to make BC a positive, healthy place to be. There's no concept of work-life balance. Absolutely none. Therefore, BC may be doing all these projects, but it's not like we are doing anything well or of quality because we are doing too much. I also know that there's so much pressure for people to get projects and presentations together to present, only for it to be put on the back burner or get canceled. It makes people question why they spent so much of their time and energy frantically trying to get something together to meet a deadline when it was all for nought. The chancellor's office comes across as cold, uncaring, and narcissistic. They only want to put out blogs and newsletters seeming like they are doing something, when it's only to promote themselves. They don't really care how there is a trickle effect of everything they are doing and how toxic it is making the BC environment.
- Students were help extremely through the pandemic and still continue to help us. I hope the Chancellor's Office did the same with all staff members.

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KCCD Human Resources

- HR at district and BC ignore faculty emails and concerns.
- HR is understaffed and overwhelmed and is unable to respond to requests in a timely manner or complete tasks without mistakes. Please consider ways to help them be able to manage their workload such as hiring more staff.
- Human Resources "lost" several recent applications and simply informed me via e-mail that the hiring committee members told me that they were never forwarded. Also, true education has been replaced by an "assembly line" model, churning students out without offering basic skills classes to specifically address our unique student population. We're moving in the wrong direction.
- The HR Screening Committee Training is actually DEI training. 15% is actual important information that impacts the hiring process.
- [Redacted: did not follow survey directions]
- [Redacted: did not follow survey directions]
- [Redacted: did not follow survey directions]
- Human resources was exceptional in adding more training courses for new hires. That is where my praise ends. Almost any other interaction with HR is typically delayed, incomplete, or frustrating. They need to work clarity in their responses and the timeliness of them. It feels as though they offer the most minimal responses they can get away with. This typically requires a followup email, which causes further delays.

KCCD Business Services

- Business Services pays me on time and HR keeps my benefits going. IT is working toward making improvements in their ever changing area.
- Business services appears to be understaffed leading to terse and bordering on rude service. Requests for training/assistance go nowhere.
- Business services isn't getting the job done in a timely fashion and have not clarified processes sufficiently enough in order to reasonably navigate their processes. I a

KCCD Business Services and KCCD Human Resources

- Business services have difficult, convoluted processes which seem to often change, reimbursement for things is a lengthy process. Human resources processes are very lengthy and difficult to maneuver for professional experts. There is a disconnect between professional experts and faculty that are trying to help on board them.

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KCCD Information Technology

- KCCD IT helps with BC needs including equipment and knowledge

KCCD Research Office

- The KCCD Research Office is the model of customer service and support. I truly appreciate the blended approach they use with the college IR staff. They are often serving behind the scenes, and it is appreciated.

Miscellaneous

- Have never had contact with these offices, therefore neither agree or disagree.
- I think very highly of all aspects of Bakersfield College.
- If mission of the District in general is for photo ops and grants up the Wazoo, then service is effective.
- There is a lack of communication between the KCCD offices and Bakersfield College. Many times directives are initiated to personnel that are on the outside of the scope of work. Projects are started and handed down to those who should have been communicated in the first place. This creates chaos and duplicated work, and makes BC look disorganized and unformed in community settings.
- When I have had any issues, they readily assist me in solving them. Much appreciated!
- Scheduling has failed to respect my desire to bank overload. Payroll and therefore overpaid me, requiring me to write two checks to BC.
- KCCD is clearly meeting it's objectives in providing exceptional and effective services to accomplish the mission and vision for each of the campus' represented and students served.
- [Redacted: did not follow survey directions]
- Hello. This is an overall summary comment for the survey. Here are my observations. 1. Kudos for KCCD and BC to obtain feedback from the KCCD and BC family. This is needed on a regular basis. 2. I noticed during the construction - remodel and Covid phase this past year it has been challenging to connect with staff (KCCD and BC). Emails have been fruitful but phone calls are pretty much a hit and miss (common response is the person is not available - leave a message). This can be challenging if the issue is urgent. I believe there are ways to remedy this but the phone message system is generally not working well. 3. I strongly recommend KCCD and all campus staff consider a quality management initiative/ journey - from admin, maintenance, to teachers, and deans. There are a lot challenges and information disconnects that can be remedied with a focused quality management initiative district wide. I suggest a roll-out (pilot program

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with the BC campus before going district wide. 4. Lastly, I believe a collaboration and association with ASQ Education Division can help KCCD achieve this quality focused initiative. The ASQ Education Division vision is to shape the future through Quality in Education and professional development. [Redacted: did not follow survey directions]

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

- I had high hopes for this president and supported him myself. But when I experienced harassment and retaliation through irregular processes and intentional fraud. Sadly, he said there was nothing he could do. I cannot support that kind of leadership.
- Some abnormal top-down requests have been made. Focus seems to be on budget more than students.
- School is worried more about degrees than students getting a quality education.
- Instructors do not need to look like students to be effective. Skin color is the least factor in student learning. Who the student is is more important.
- There are ways that we could all be more efficient and effective, but it will take changing the way we think about our processes and a lot of personnel development. It is probably sufficient in the eyes of higher education, but we could improve.
- He seems off to me personally. Kind of just here not effective.
- President is always doing an excellent job.
- On opening day, he referred to us as "Gladiators" ummm sir, we are Renegades. He even approached the statue of a Renegade to make the comment. Does he even know us?
- Lack of support of budget allocations for full-time counseling faculty
- The BC president has spent all his time at meetings and ribbon cutting ceremonies instead of looking into the welfare of his staff.
- [Redacted: did not follow survey directions]
- [Redacted: did not follow survey directions]
- I don't feel good about saying this, but BC needs new leadership accross the board. Sometimes it's funny how clueless leadership is, but mostly it's just sad. Things look good on the outside, but inside it's just rotten.
- Scheduling issues are widely present and inconsistent from this office. The guidelines on how to schedule changes wildly and frequently.
- The last minute scheduling changes for instructors was unnecessary
- Still has a bit to learn about faculty role in decision-making and how to handle the conflicts among political factions.

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- Our leadership seems to ignore the general unease among the faculty on this campus. We are fighting and suing and disparaging each other publicly. Our presidents says nothing.
- Besides stating the Mission / Values - would like to see these specifically addressed with actions being taken by the President and what specific departments / services are being helped.
- [Redacted: did not follow survey directions]
- The planning to cut online course is inherently inaccessible, objectively wrong, and hurtful to students in the Bakersfield area
- There is still a big disconnect between students of all levels (Dual Enrollment/Concurrent Enrollment), Adult School, Certification students, BA, AA/AAT students. Meaning that the president hasn't been able to effectively develop personnel that can better serve our students.
- president is exceptional
- There are pros and cons to the current leadership.
- When any leader is at the point of enforcing compliance with a contract, they are already losing followers. Administration has strategically silenced collaboration through abrupt, universal changes that challenge BC's working culture and has effectively lowered faculty morale.

Comments regarding "KCCD clearly delineates their own operational functions from those of Bakersfield College (Standard IV.D.2)."

- I've never been able to figure out what parts of Business Services and HR are BC entities and which are DO entities. Separations need to be clarified.
- It is impossible to get anything accomplished because the 2 institutions make up their own rules when they see fit and never work together. This is carrying negatively over to the students and putting a huge burden on the staff.
- KCCD (or Kern CCD) seems to be taking a lot of staff from BC to further District initiatives. The delineation is becoming quite blurred.
- [Redacted: did not follow survey directions]
- Some at KCCD also work at BC.
- This is a weird question. In some ways, yes. Payroll, for instance, is clearly at the DO. But things are so comingled that there are even people in leadership spots who "work" at both places. So who knows what is going on?
- Now the push for all 3 colleges to operate as one unit. Now feels like BC has less autonomy because the desire by BC admin to NOT rock the boat overrides everything else.

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- There are still out of date information or information that isn't readily available to all staff/faculty/program directors which can make clear of their program services.
- Split KCCD/BC positions are a mistake. Having Early College organized with the district may cause serious problems with accreditation. The district is not accredited, the Colleges are.
- District needs to stop interfering in BC activities.

Comments regarding “KCCD effectively controls its expenditures (Standard IV.D.3).”

- There seems to be budget issues, perhaps as grants lose their funding, and a scramble to find other revenue streams, including maintaining a larger-than-required reserve fund.
- Their expenditures seem to be moving towards chasing grants using BC staff. The grants benefit some parts of the District, but not necessarily the departments or resources spent to gain them.
- Food service does not control expenditures and does not serve the needs of the student body.
- BC serves a majority of students with less than majority of budget and allocation of services from KCCD.
- 2 Peace Gardens?
- I wish for an audit from an outside agency.
- The district often chooses their reserves over a living wage for classified staff. It is shameful.
- Buy more rocks. Do more landscaping. Build facilities with the best technology that benefit administrators only.
- There still needs to be more funds allocating in improving the campus access to programs and services on campus even during construction for those with disabilities or are trying to access certain buildings.
- This question confuses me. Are you asking does KCCD effectively controls the districts expenditures -- if this is the case than I 1Strongly agree and this might not be a good thing as expenses are micromanaged. If the questions is how effectively money is spent at the district, than I really don't know.

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

- Sometimes I get information through others and not necessarily from the appropriate workers that should be giving the information.
- See above comment

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- While this will always be something that can be improved, right now, it feels that the district doesn't realize how little they communicate about their plans or how things are going to continue with so much of our staff working for them.
- It is difficult to know who to contact for what and where they are located.
- I receive too many emails that do not pertain to me or my department.
- Red Tape
- We've had more regular district consultation council meetings and regular districtwide budget committee meetings
- This would be a good area to explain not only the "connection" but also how or what they are communicating to each other about. I would assume the mass majority of BC faculty have no idea how to answer this actual question.
- [Redacted: did not follow survey directions]
- if we define "effective" communication as mutual two-way discourse then it is not happening; it is all top down.
- Some departments and programs tend to be separated or in their own world. Some leaders don't create an environment intended to encourage a workforce to grow in their role to push forward BC/KCCD goals to create a greater reach for students. To increase retention, we need to WORK TOGETHER and COMMUNICATE.
- District needs to stop blindsiding BC - Early College enabling another college to operate in BC boundaries without the involvement of BC leadership or Senate was not appropriate.

Comments regarding "KCCD and Bakersfield College exchange information in a timely manner (Standard IV.D.7)."

- Sometimes I get information through others and not necessarily from the appropriate workers that should be giving the information.
- I don't really know the answer to this. I'm not sure where the communication is being blocked, but it isn't trickling down to me.
- Sometimes there is long delays.
- Sometimes changes in procedures meander down to faculty after we had filled something out improperly
- Communication issues are rampant. Everyone has their own agenda and people aren't listening to each other. That is why there's so much hostility on campus. There are a lot of projects or presentations that KCCD wants, so they pressure people to make them, only for there to be a communication breakdown and for that project or presentation to not matter anymore. It makes people question why they are doing the work and to not believe in the vision of the leadership. Communication goes both ways but the district tends to treat everything very "top-down". They need to listen and be more supportive

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too. The best leaders know that they are actually the supporters of those in the trenches.

- See above. The administration barely communicates with faculty or departments that are impacted by their decisions. Faculty morale (and distrust of an overreaching admin.) is at an all time high.