

BC Services, Accreditation & Institutional Quality Survey - Fall 2023 Term

Start of Block: Default Question Block

Welcome to the Accreditation and Institutional Quality survey of **BC** and **KCCD Services** rendered in the **Fall 2023 Term**! Your responses to this survey are anonymous and we ask that you refrain from including identifying information about yourself or anyone else in the open text boxes, as well. Your feedback on this survey will be shared and used to improve Bakersfield College. Thank you for your participation!

(Added) Bakersfield College Mission Statement Section

Q1. The Bakersfield College mission statement reads as follows:

Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment promotes equity and fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Please rate your level of agreement with the following statements (Standards 1.1, 1.3):

	Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
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Bakersfield College has established a clearly defined mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our mission statement appropriately reflects BC's character, value, structure, and unique student demographics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our mission statement articulates BC's commitment to ensuring equitable educational opportunities and outcomes for all students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2. If you have any comments on the above question, please include them in the box below.

Q3. **(Original)** 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).

(REVISED) Indicate the extent to which you agree that the following Bakersfield College services and departments have collaborated with you effectively. If you do not have any basis to evaluate the service provided by an area, select "N/A" (not applicable). (Standards 2.5, 2.7,2.9,3.2, 3.8, 3.9)

	Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A (0)
Academic Technology (e.g., Canvas, Professional Development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions & Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budget & Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College Safety (security & parking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling and Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabled Student Programs and Services (DSPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Event Scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Service (cafeteria)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Service (Renegade Room)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Service (special events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foundation (donor contributions, account mgmt.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


Instructional Support (Scheduling)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance & Operations (custodial)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance & Operations (major building projects)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance & Operations (repairs, maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing & Public Relations (web)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing & Public Relations (graphic design)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing & Public Relations (public relations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Institutional Effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Student Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print Shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipping & Receiving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Information Desk (SID)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Success Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Support Services (IT and Media Services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing and Placement Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welcome Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


Q4. Use the space below to provide any comments about how the **Bakersfield College** services and departments described above have provided you with **effective service**. Please comment on the overall service of the department/unit. Comments that identify individuals will be redacted or excluded.



Q5. Indicate the extent to which you agree that the following **KCCD** offices and services (located in the downtown office building) are **effectively supporting** Bakersfield College in achieving its mission. (Standards 2.2, 3.1, 3.6, 3.9, 4.4)

	Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
KCCD Business Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Chancellor's Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Deputy Chancellor's Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Educational Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Information Technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Institutional Research Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KCCD Workforce & Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. Use the space below to provide any comments about how the preceding **KCCD** offices have provided you with **effective service**. Please comment on the overall service of the office/unit. Comments that identify individuals will be redacted or excluded.

 In this section, indicate the extent to which you agree that Bakersfield College and KCCD are operating in keeping with accreditation standards.

Q7. The governing board gives the Bakersfield College President full authority to implement board policies and ensure effective operations and fulfillment of the institutional mission. (Standards 4.4, 4.5).

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. If you have any comments on the above question, please include them in the box below.

Q9. KCCD and Bakersfield College effectively communicate with each other (Standards 1.5, 4.2).

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10. If you have any comments on the above question, please include them in the box below.

Q11. KCCD clearly delineates their own operational functions from those of Bakersfield College (Standard 4.2).

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12. If you have any comments on the above question, please include them in the box below.

Q13. KCCD effectively controls its expenditures (Standards 3.6, 3.7, 4.4).

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14. If you have any comments on the above question, please include them in the box below.

(Added) Shared Governance Section

In this section, indicate the extent to which you agree with the given statement.

Q15. The institution's structure for decision-making provides opportunities for stakeholder participation and ensures the inclusion of relevant perspectives. (Standard 4.2)

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16. If you have any comments on the above question, please include them in the box below.

Q17. Institutional decision-making practices support a climate of collaboration and innovation that advances the mission and prioritizes equitable student outcomes. (Standard 4.3)

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18. If you have any comments on the above question, please include them in the box below.

Q19. **(Added new board of trustees section)** The governing board functions effectively as a collective entity to promote the institution's values and mission and fulfill its fiduciary responsibilities. (Standard 4.6)

Strongly agree (5)	Somewhat agree (4)	Neither agree nor disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	N/A or Don't know (0)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20. If you have any comments on the above question, please include them in the box below.

End of Block: Default Question Block

Start of Block: Block 2 (Demographics)

Q2.1 Indicate your primary work location.

- BC Main Campus (1)
- BC Delano College Center (4)
- BC Southwest Campus (5)
- BC Online (6)
- BC Weill Institute (7)
- Other BC Location (8)

Q2.2 Indicate your primary role at BC.

- Professional Expert (4)
 - Classified (1)
 - Faculty (2)
 - Administrator/Manager (3)
-

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

- Part-time (1)
 - Full-time (2)
-

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

- Less than two years (1)
 - Two to ten years (2)
 - Eleven to twenty years (4)
 - More than twenty years (5)
-

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

Yes (1)

No (2)

Q2.6 *Why are we asking questions about gender identity and sexual orientation?*

In 2011, California passed a law (AB 620) requiring forms that collect demographic information to be designed in such a way that they allow respondents to "identify their sexual orientation, gender identity, and gender expression." These questions are optional and all of your responses to this survey are *anonymous*.

Q2.7

What is your gender?

Female (1)

Male (2)

Non-binary (3)

Prefer not to say (4)

Q2.8 Do you consider yourself to be transgender?

Yes (1)

No (2)

Prefer not to say (4)

Q2.9 Do you consider yourself to be:

- Gay (1)
 - Straight/Heterosexual (2)
 - Bisexual (3)
 - Other (4)
 - Prefer not to say (5)
-

Q2.10 Indicate your age group:

- 30 or under (1)
 - 31 to 40 (2)
 - 41 to 50 (3)
 - 51 to 60 (4)
 - 61 or over (5)
 - Prefer not to say (6)
-

Q2.11 Indicate your ethnic identification:

- Asian (1)
- Black/African American (2)
- Hispanic/Latino (3)
- Native American (4)
- Pacific Islander/Native Hawaiian (5)
- White (6)
- Two or more (7)
- Other (8) _____
- Prefer not to say (9)

End of Block: Block 1
