

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

**For Services rendered in Academic Year 2021-22**

January 2022

**BAKERSFIELD  
COLLEGE**

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# Survey Information

## Survey Summary:

- The **Accreditation and Institutional Quality** survey of **BC** and **KCCCD** Services rendered in **Academic Year 2021-22** is an anonymous survey that will be shared and used to improve Bakersfield College.

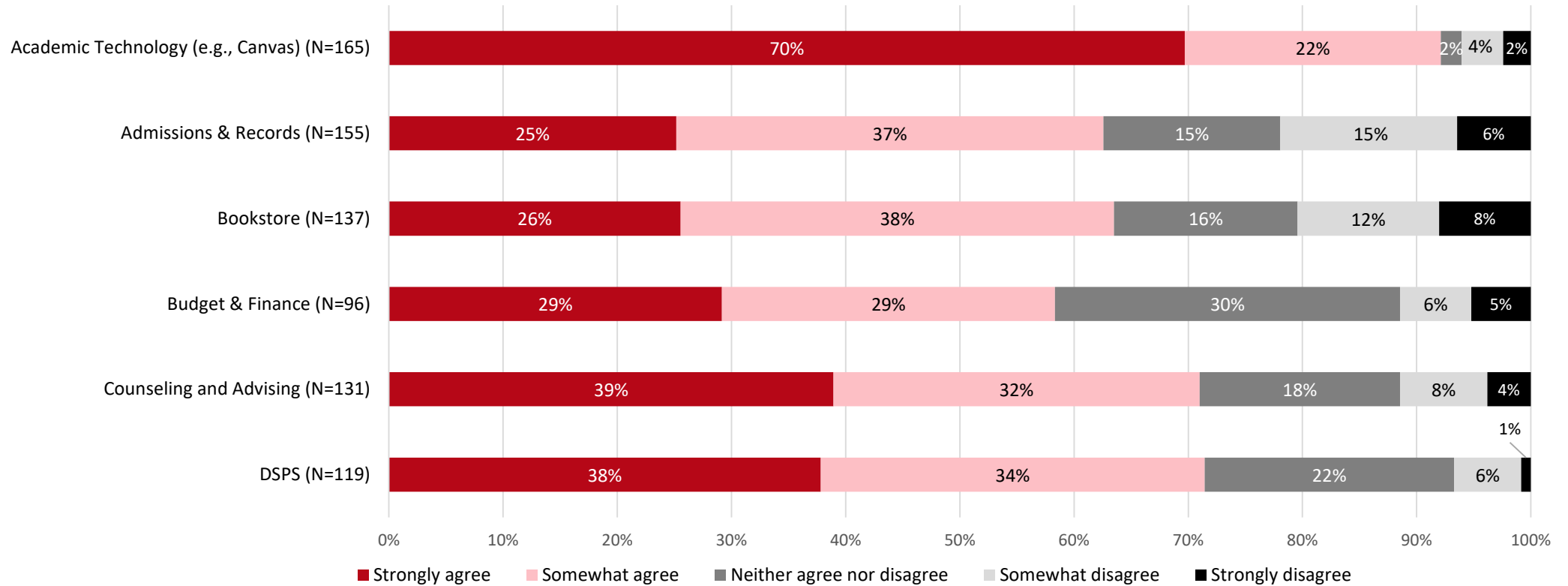
## Participants and Active Dates:

- All **BC Faculty, Staff, and Managers/Administrators** were invited to participate using the BC All listserv
  - An estimated 1,108 Employees received the survey (KCCD Fast Facts on 2019-20 BC Employees)
- The anonymous survey was released on 10/27/21 and closed on 11/16/21

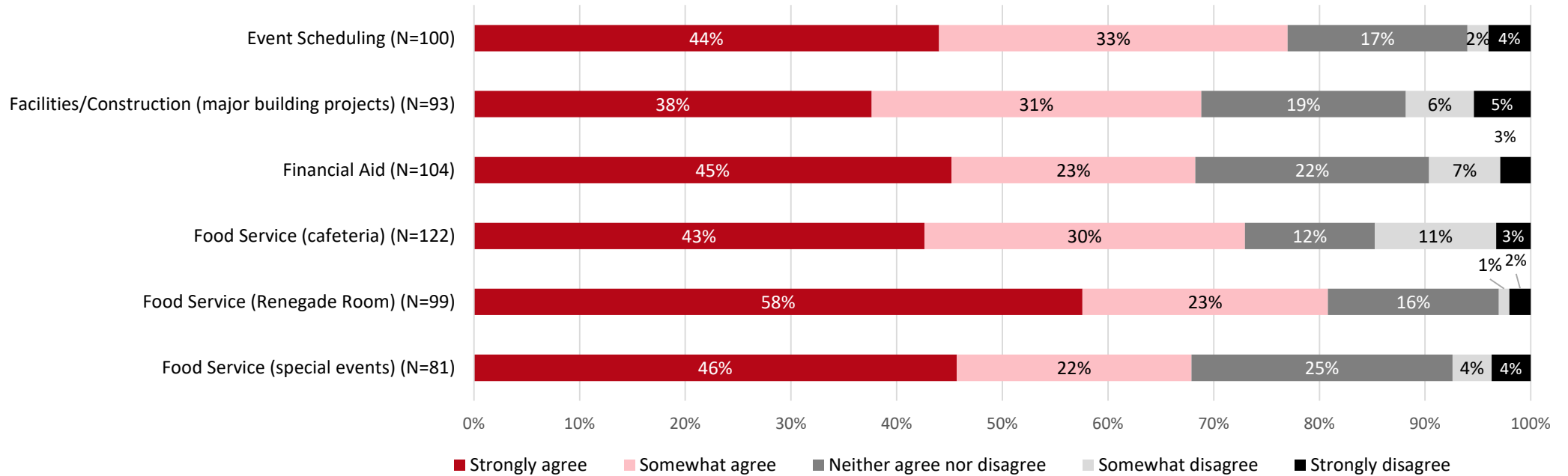
## Responses Received:

- **183** responses were received (16.5% Response Rate)
- Duplicate responses were removed and only the first submission was used

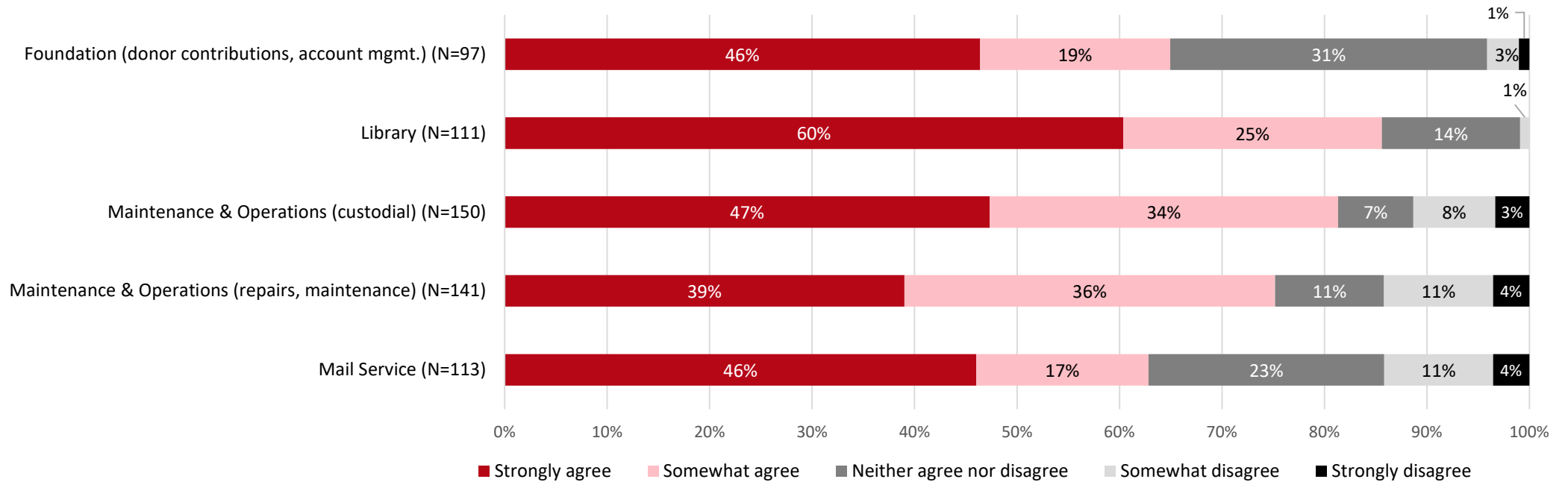
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**.



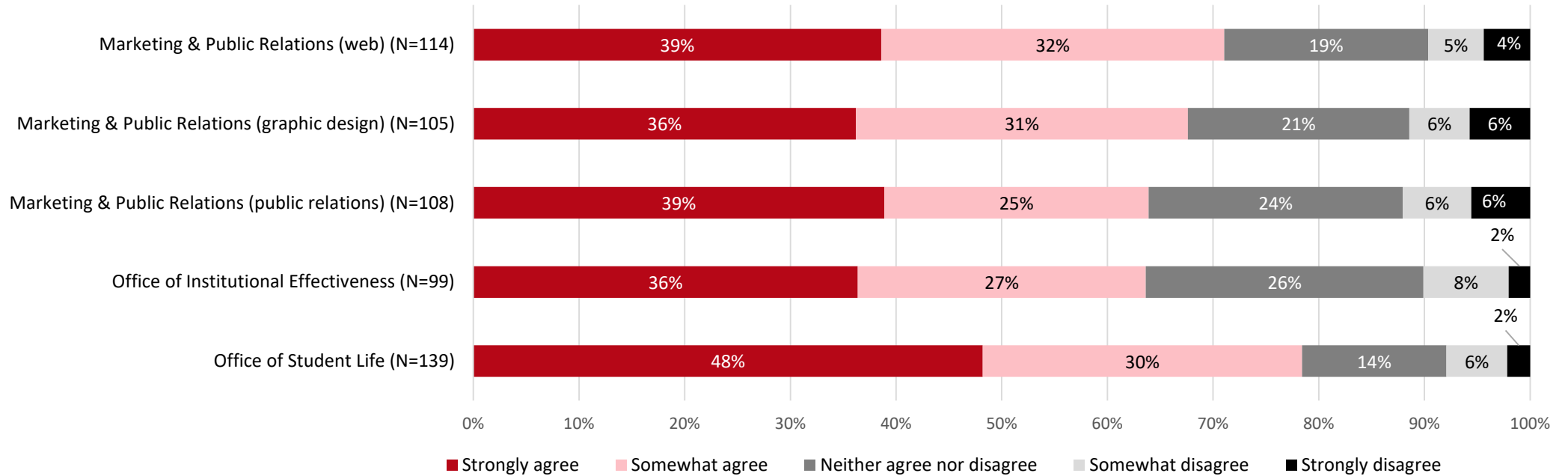
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**. (Continued)



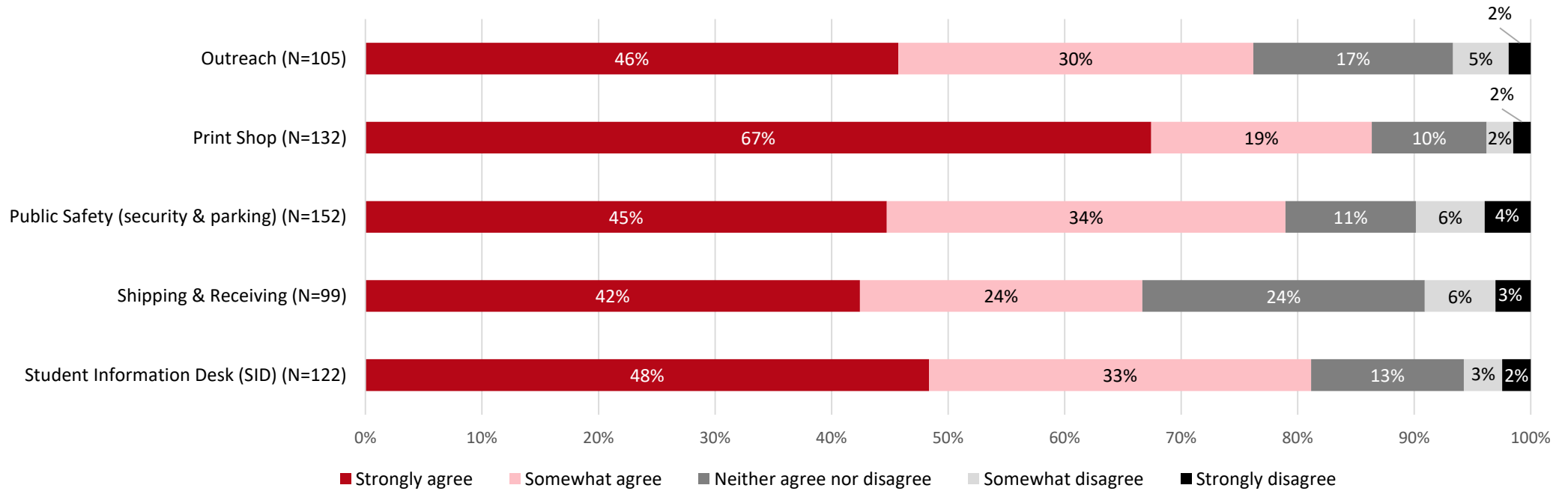
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**. (Continued)



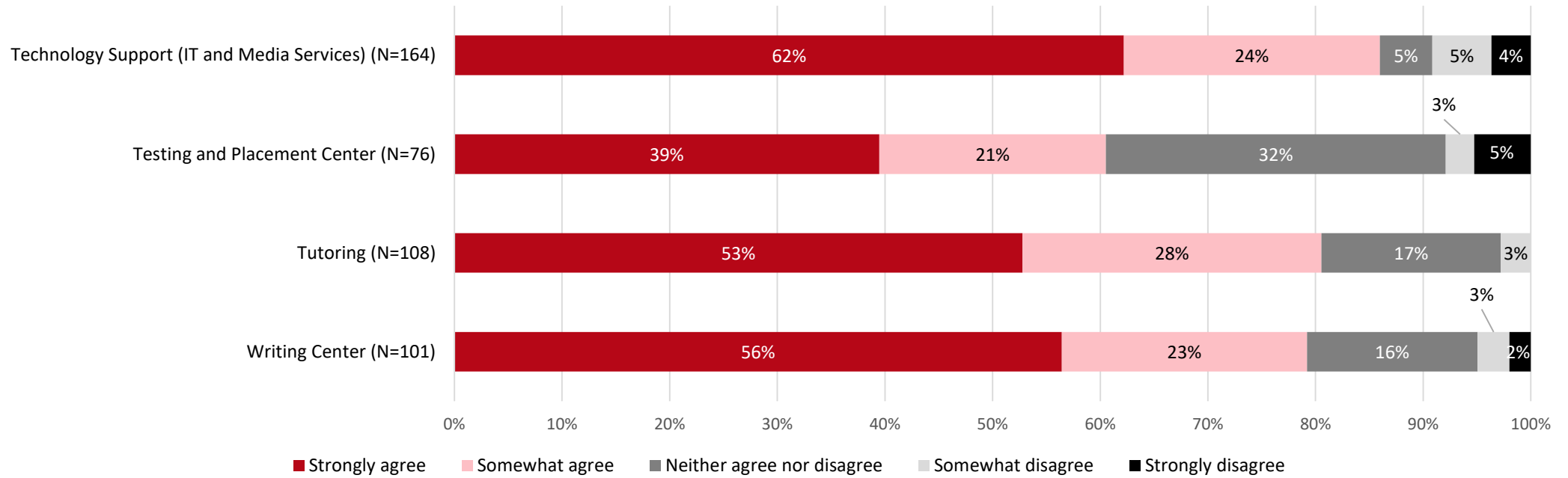
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**. (Continued)



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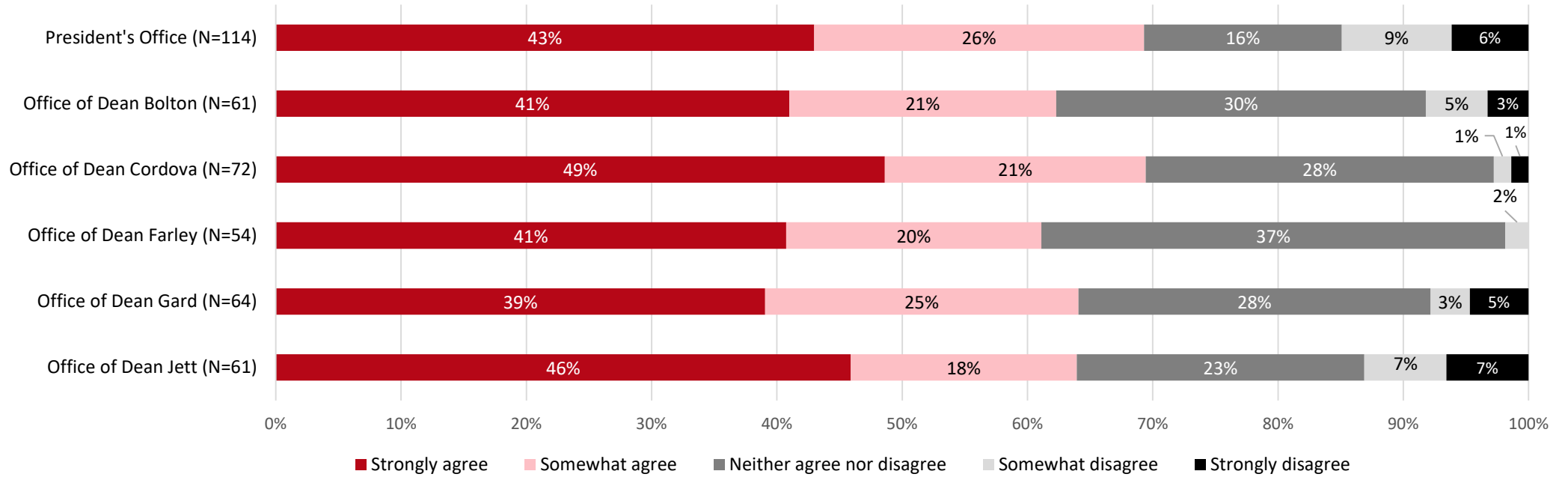


Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**. (Continued)

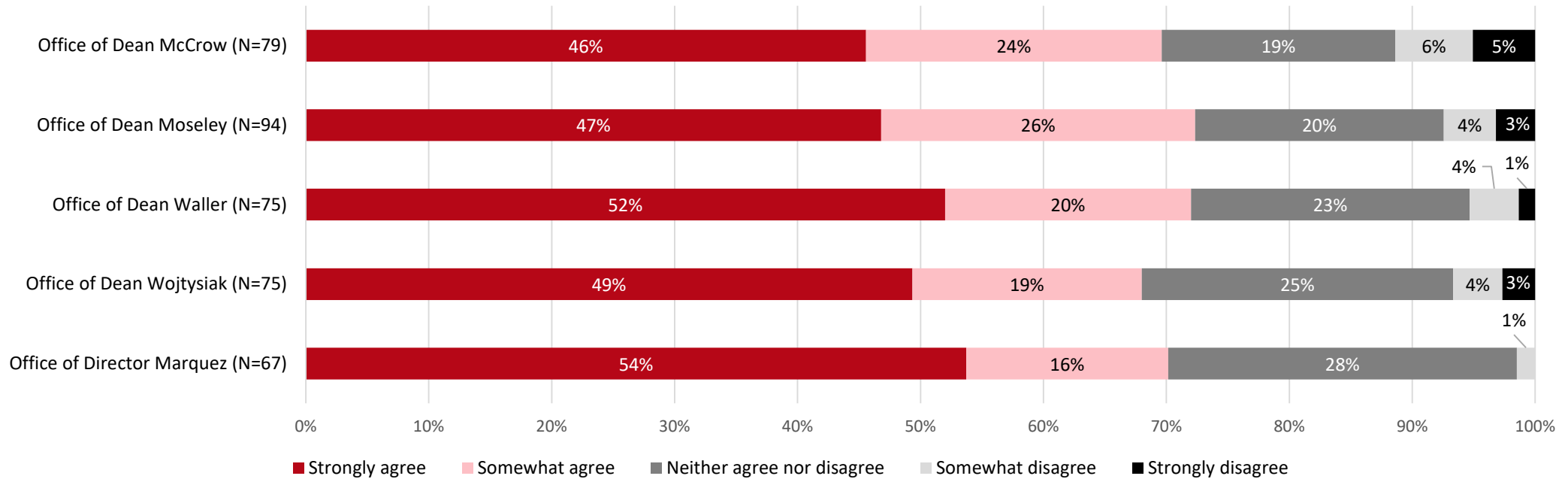




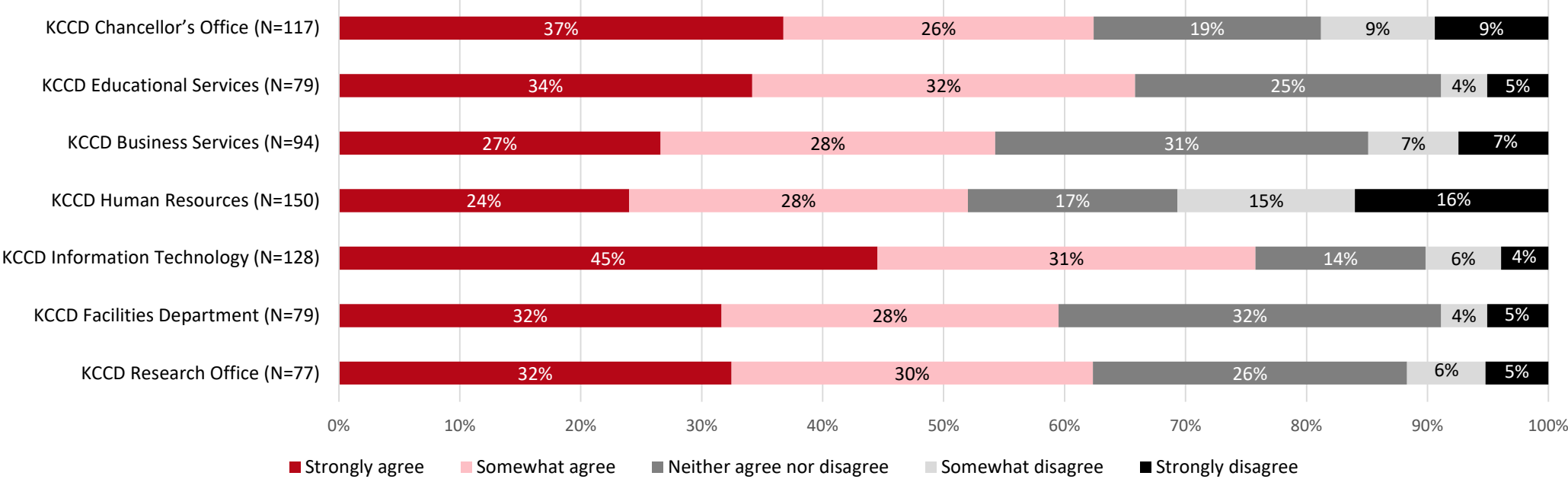
Please indicate the extent to which agree that the **office staff** of the following offices provided you with **effective service**.



Please indicate the extent to which agree that the **office staff** of the following offices provided you with **effective service**. (Continued)

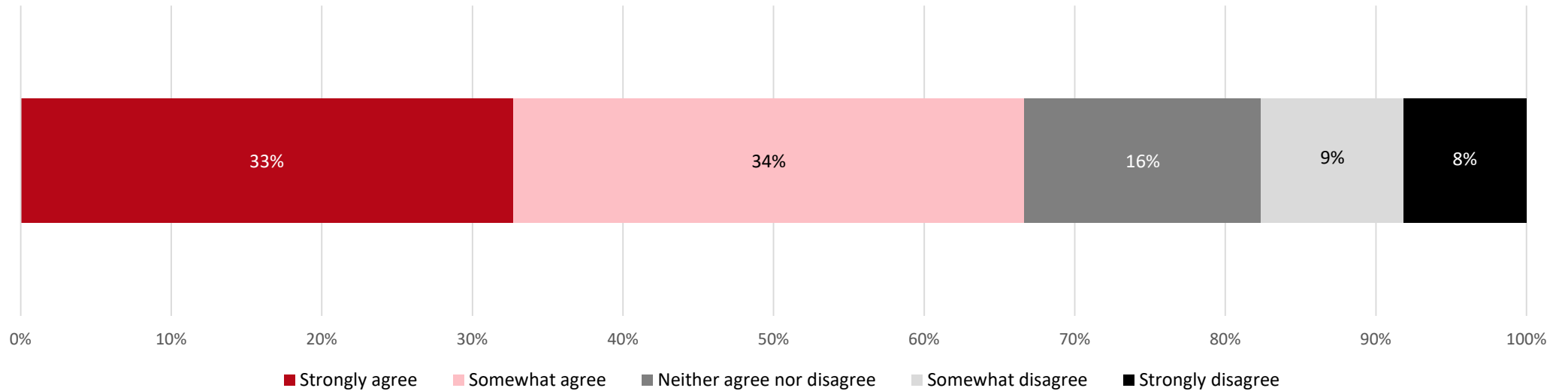


Indicate the extent to which you agree that the following **KCCD** offices and services (located in the downtown office building) are effectively supporting Bakersfield College in achieving its mission.

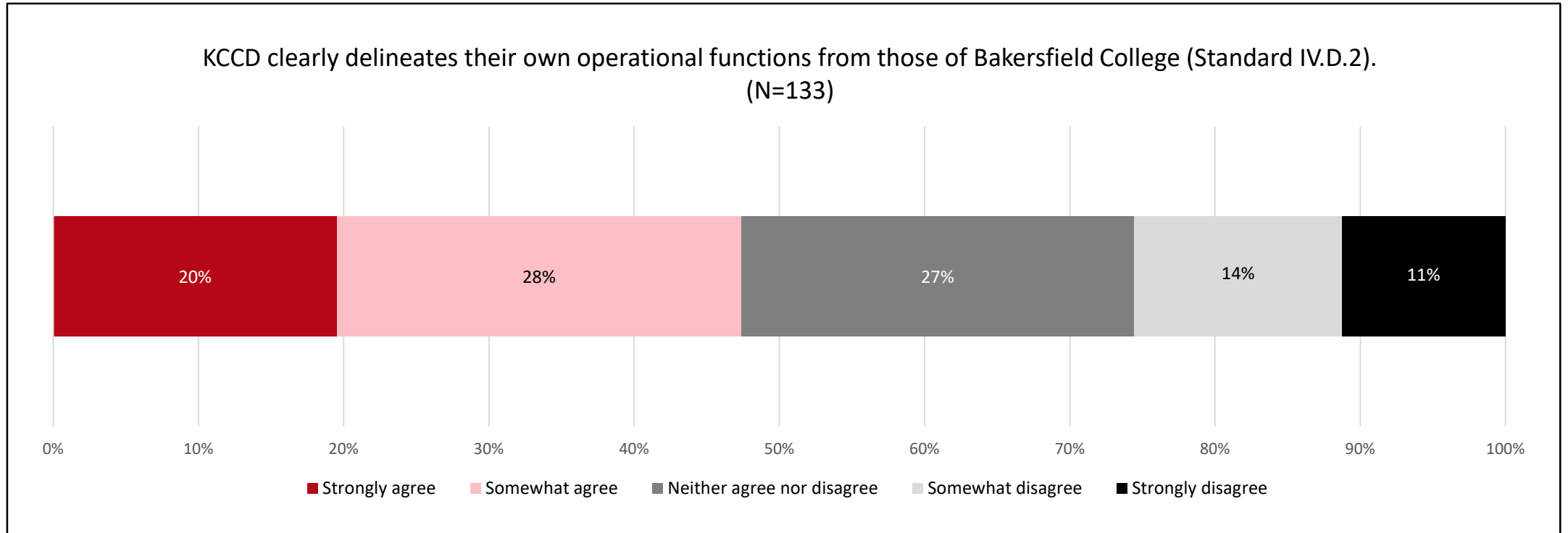


The BC President provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness (Standard IV.B.1).

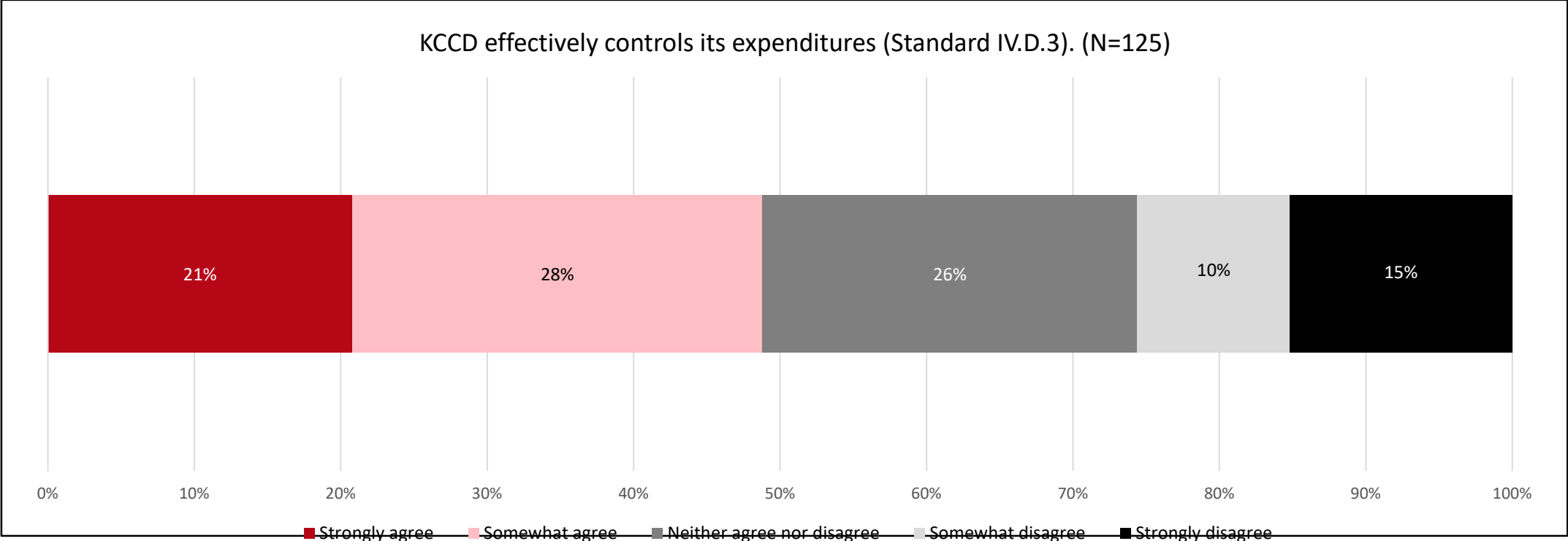
The BC President provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness (Standard IV.B.1). (N=159)



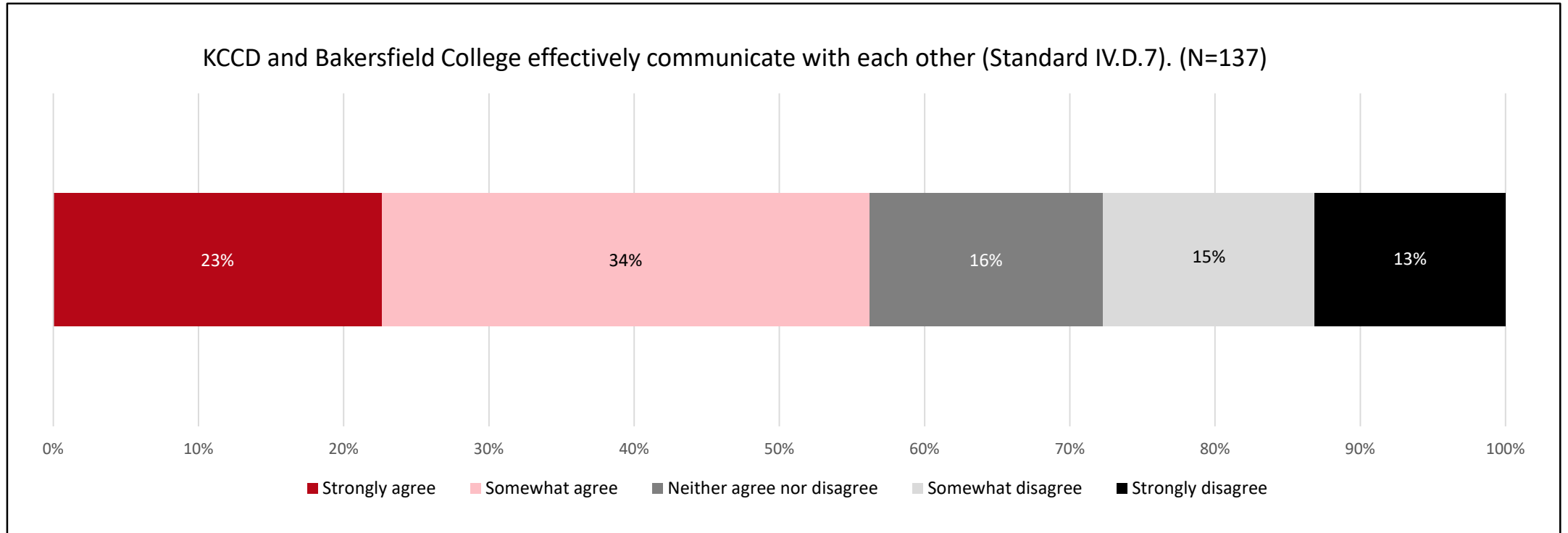
# KCCD clearly delineates their own operational functions from those of Bakersfield College (Standard IV.D.2).



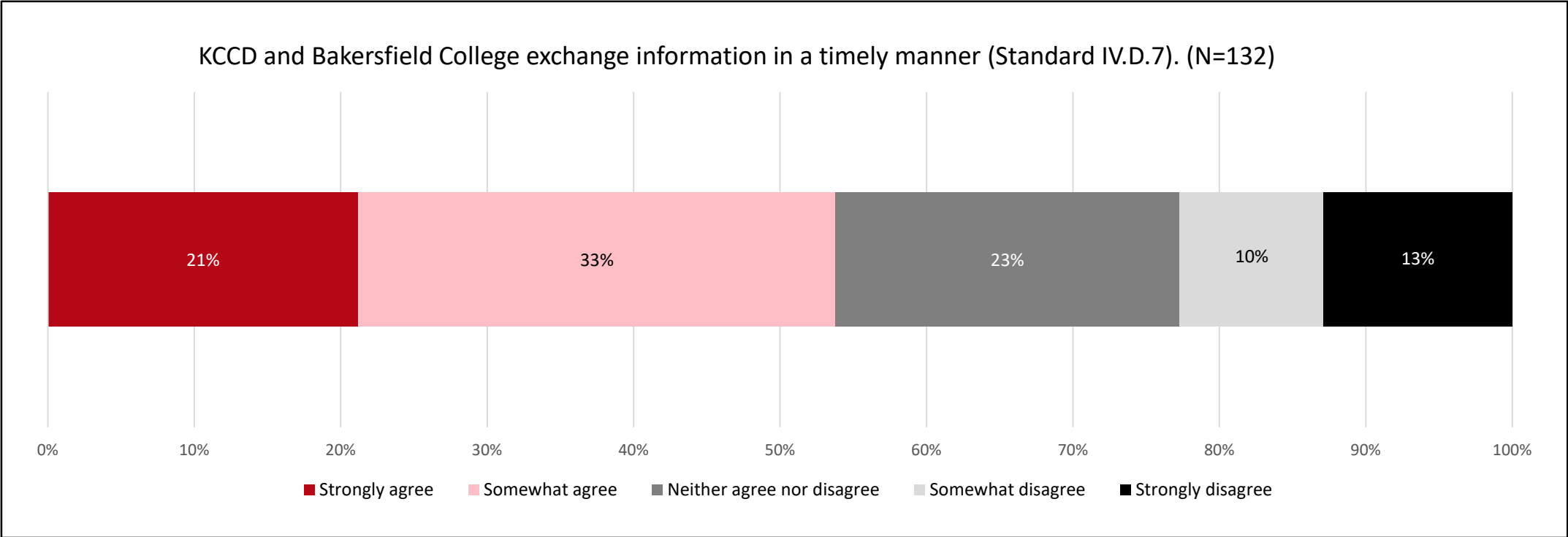
KCCD effectively controls its expenditures (Standard IV.D.3).



## KCCD and Bakersfield College effectively communicate with each other (Standard IV.D.7).



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



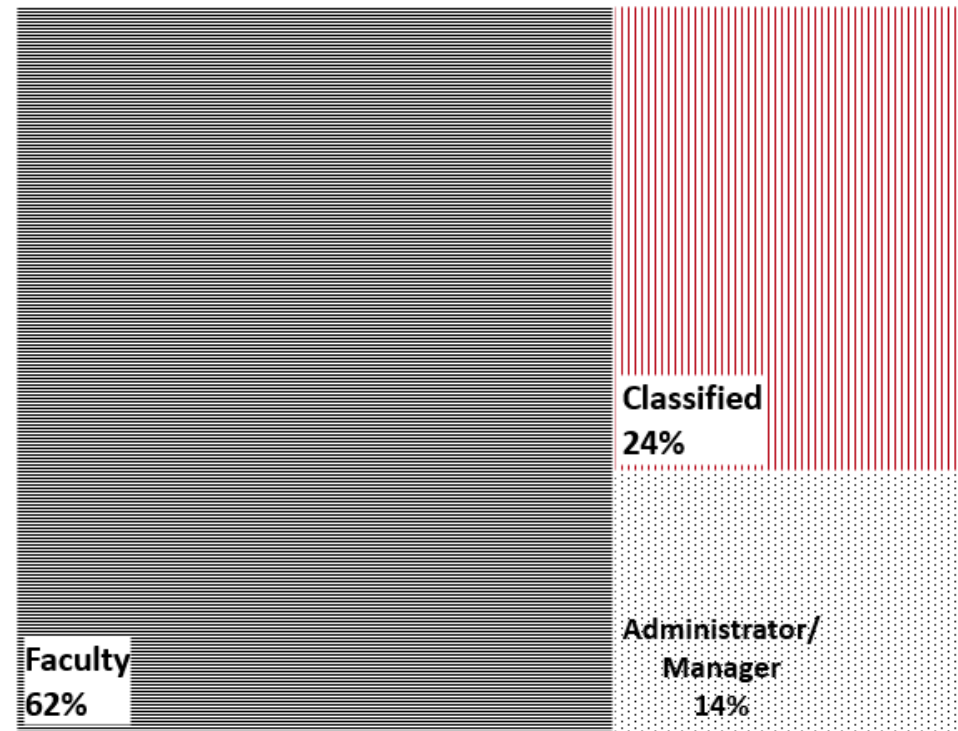


# Work Location and Role at BC

Primary Work Location (N=175)

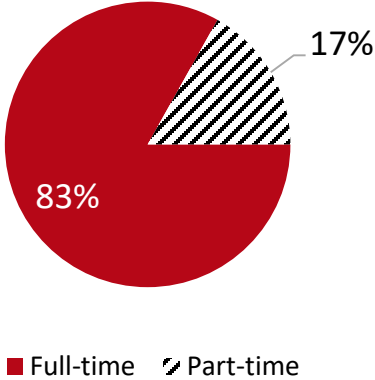


Primary Role at BC (N=170)

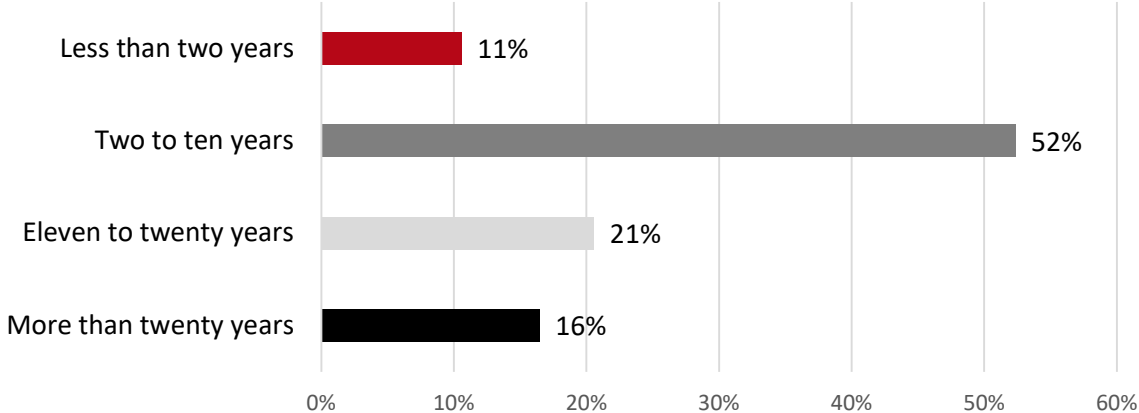


# Work Status and Years at BC

Are you employed part-time or full-time?  
(N=172)



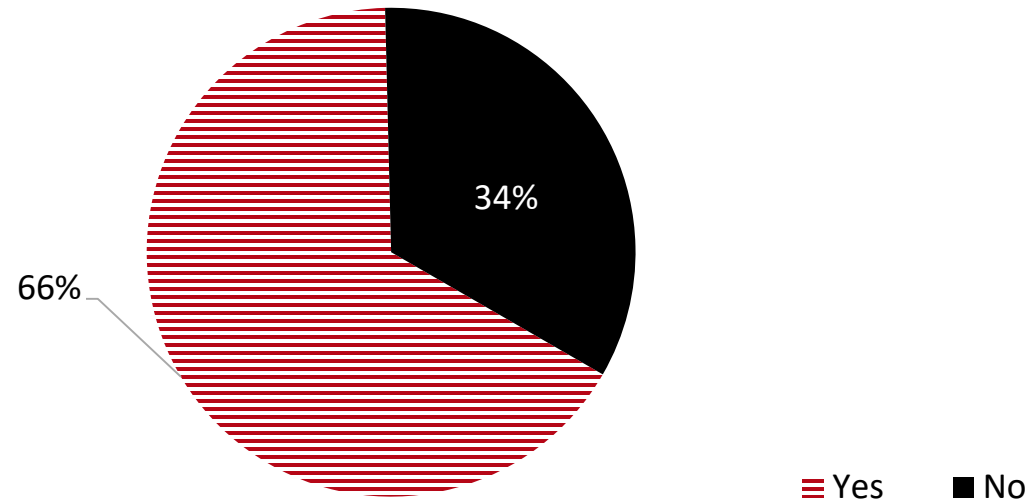
How long have you worked for Bakersfield College?  
(N=170)



## Committee Participation at BC

Have you served on any of the following committees, currently or in the past?

(N=169)

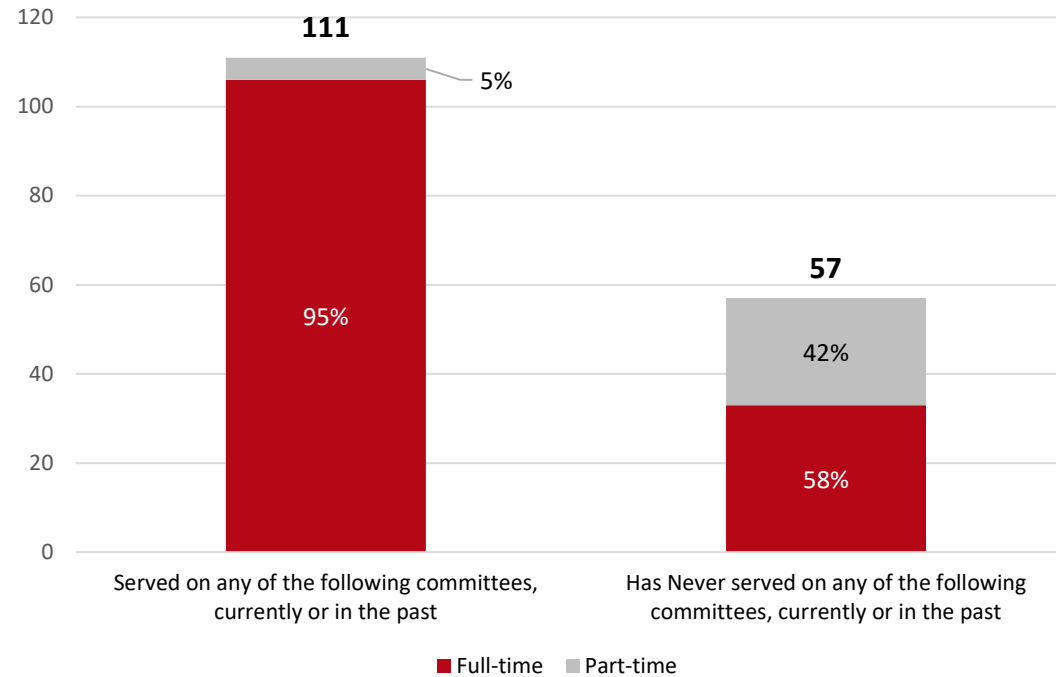


- Academic Senate
- Accreditation & Institutional Quality Committee (AIQ)
- Administrative Council
- Assessment Committee
- Budget Committee
- College Council
- Curriculum Committee
- Educational Administrators Council (EAC)

- 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)

# Committee Participation by Work Status

## Committee Participation by Work Status (N=168)

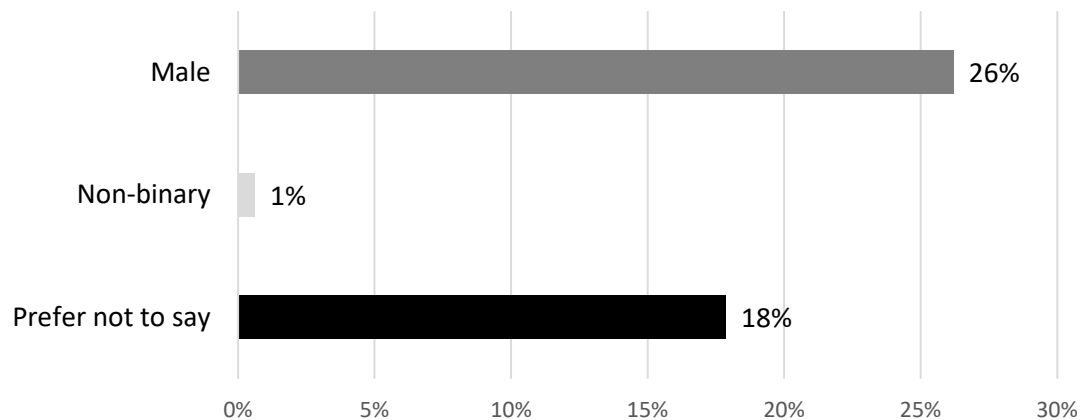


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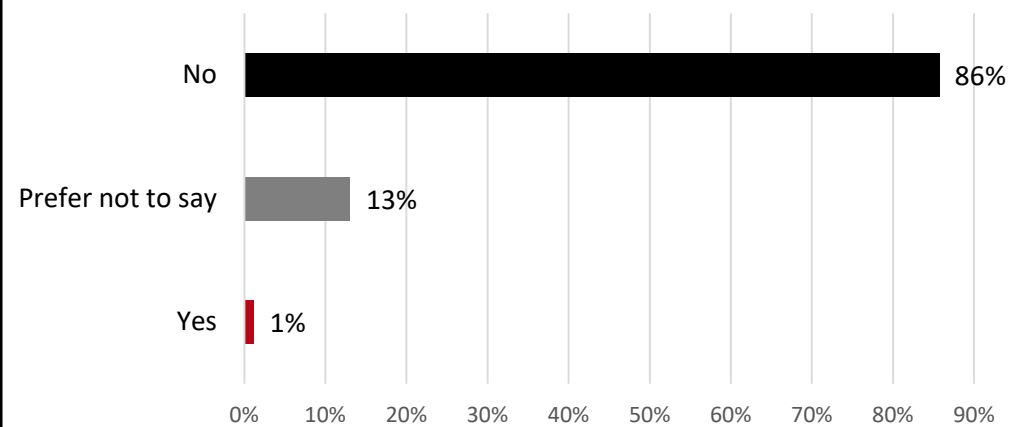
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## Gender Information

What is your gender? (N=168)

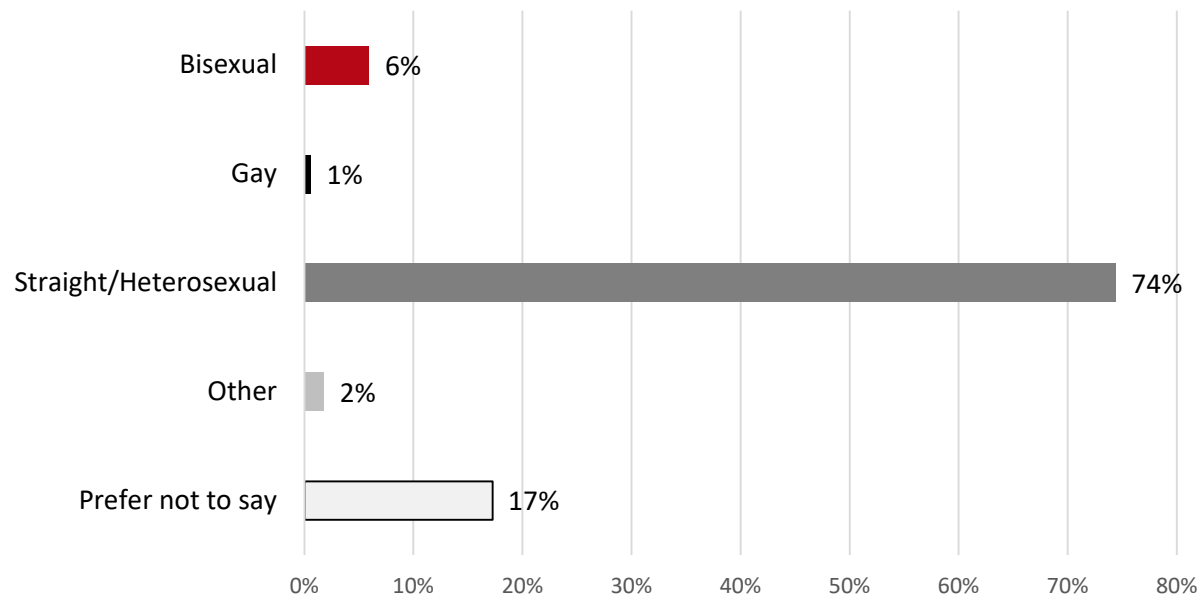


Do you consider yourself to be transgender? (N=168)



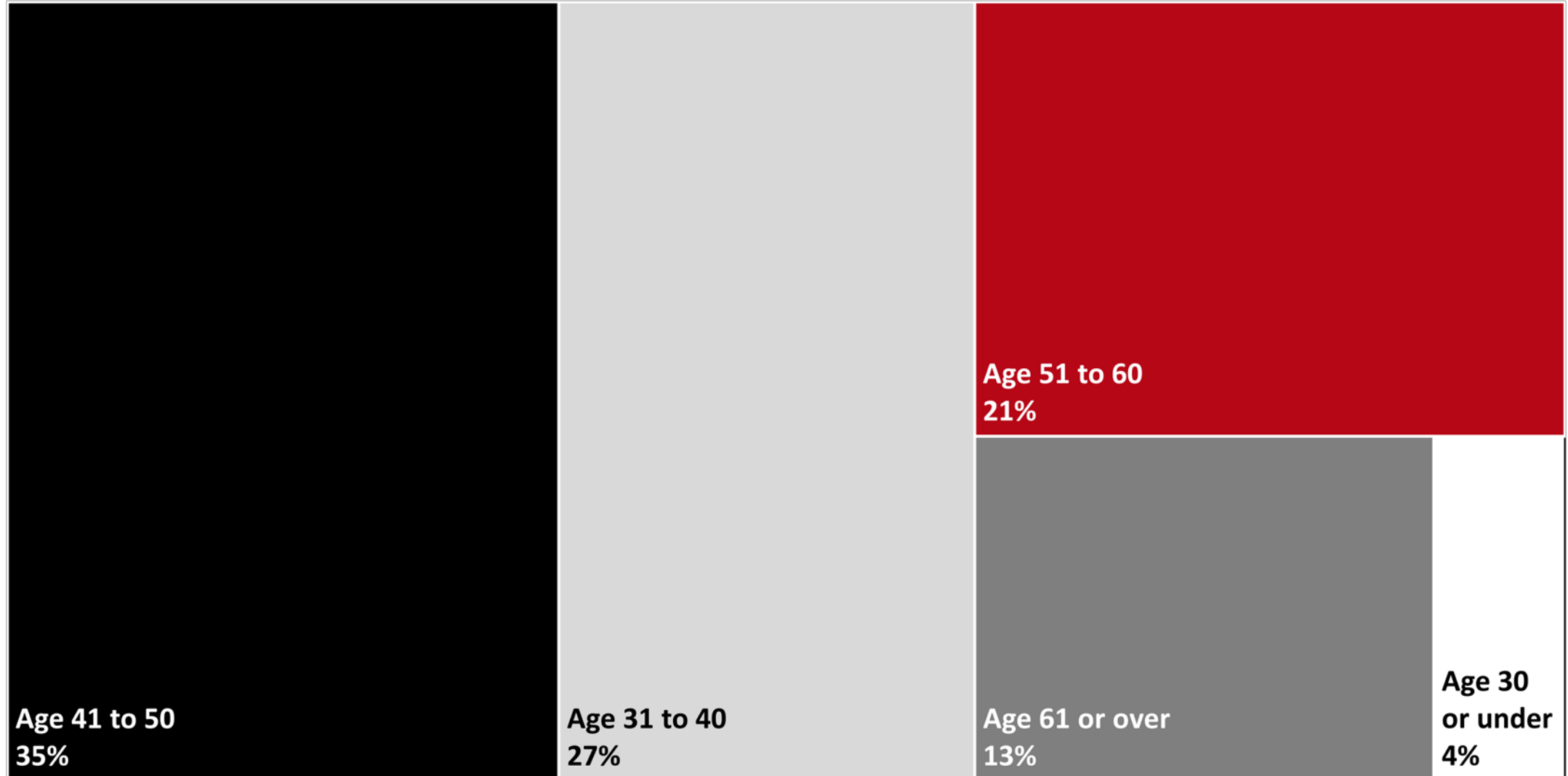
# Sexual Orientation

What do you consider yourself to be? (N=168)



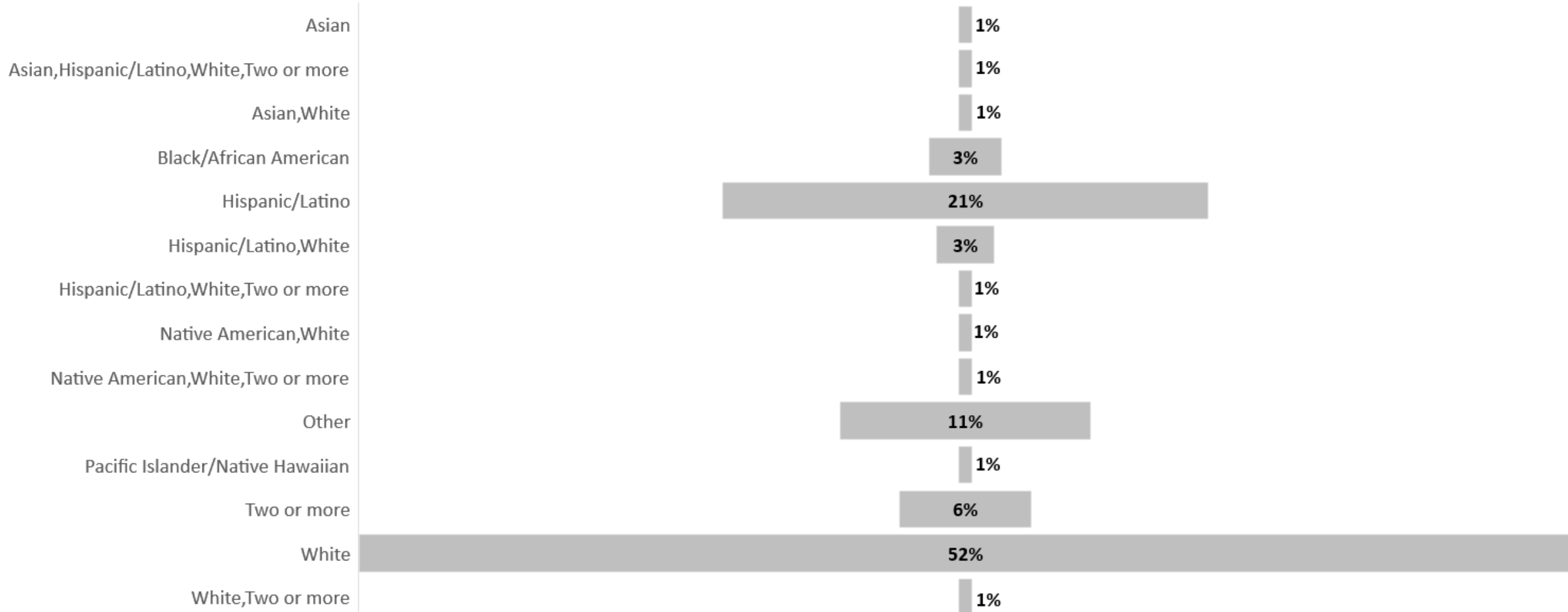
## Age Group

Indicate your Age Group (N=161)



## Ethnic Identification

Indicate your ethnic identification (check all that apply): (N=158)





**BC and KCCD Services and Institutional Quality Survey**  
**For Services rendered in Academic Year 2021-22 (with redactions)**

**Comments about Bakersfield College Services and Departments**

**Academic Technology**

- Academic Technology has offered workshops, certification programs, and other training to provide very effective service.
- Help with technology, like Canvas, has been good.
- Academic Technology has been amazing at providing office hours and helping with online usage of Canvas

**Academic Technology and Library**

- Academic Technology department and their faculty are outstanding. I don't think they receive the credit they deserve. They are always leading the way with flex, trainings, emails, office hours to ensure faculty and students have access to technology, and the knowledge to do so. Library is always above and beyond. They are innovated and available.

**Academic Technology, DSPS, Maintenance and Operations, Shipping and Receiving, and Writing Center**

- [Redacted] is always kind and responsive. The AR team is always solving problems quickly. The academic tech area while trying to solve issues put out poor quality online classes which has resulted in faculty not wanting to take any classes in the future. S&R was a huge problem for the last year. Their lack of communication and hours hurt programs and progress. DSPS has not been made a priority until recently. I hope to see more communication and progress with the new director. The Writing Center has completely transformed over the last few years. [Redacted] has made it more accessible to all and a priority option for faculty.

**Academic Technology, Maintenance and Operations, Print Shop, Public Safety, Tutoring, Writing Center**

- Academic Technology has given faculty ample and easy opportunities to learn Canvas, be better at Canvas, be better at using technology, helping me with existing technology. M&O has always very promptly fixed requests, and has kept me updated on the process. Print shop is AMAZING at keeping everything organized and gets me my printouts on time. Public Safety is always available and very nice when I call for an escort for my students after my night classes. And the tutoring and Writing Centers have provided excellent opportunities for my students.

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

## **For Services rendered in Academic Year 2021-22 (with redactions)**

### **Bookstore and Print Shop**

- I mostly use Print Shop, bookstore and Technology. All amazing departments

### **DSPS**

- DSPS should not offer student extra support from other student services without consulting with that service first. Otherwise, they make promises that other services might not be able to fulfill. That can make another service look like they do not comply with accommodations.

### **Food Service**

- The cafeteria needs more food options and to bring back the chicken quesadillas.
- I don't like the security people outside the cafeteria. It makes me feel like I am in China. I stopped going to the cafeteria because of the security man outside the door. The cafeteria needs to bring back the basic green salad (no extra veggies) at a cheaper price. It is ridiculous that a green salad is the same price as chicken cesar salad.

### **Library, Outreach, and Student Information Desk**

- I was contacted by a local middle school about wanting to hear about Bakersfield College. Outreach prepared swag for every student in that class & helped me to promote our program. During COVID I have used A&R more than every via email and they have made it so easy when there are grade changes or medical crisis. The student information desk is a well oiled machine and I enjoyed volunteering with their text banking campaign. The library has been an asset to my students and comes to all our department meetings. I went to the foundation FLEX and they also recently held a training for our department that led to ongoing collaboration for the future of the campus.

### **Library and Print Shop**

- printshop is prompt; library is responsive

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

### **For Services rendered in Academic Year 2021-22 (with redactions)**

#### **Maintenance and Operations**

- They have been able to come in to clean and/or fix a leak from the rain or air conditioner almost right after from putting a order ticket and/or phone call.
- COVID 19 accelerated the shift to online access, creating remarkable adaptations in many areas: Tutoring, Writing Center, and Academic Technology. Also, M&O (custodial and maintenance crews) have been fast and effective in keeping up with submitted work orders and requests. Terrific Support Teams!!
- It seems oversight in M&O has improved but it is frustrating that some project requests go nowhere. It seems that some of the staff, when they aren't confident about how to proceed will ignore, forget about projects, let them slide rather than work with their supervisors to deal with and complete needed repairs.
- maintenance & operations have gone above and beyond the last year. Bravo

#### **Office of Student Life**

- The Office of Student Life is always busy but always ready to answer a question, lend a hand, or assist with our club activities. They are all wonderful and I am so grateful to have them on our BC Campus!
- The Office of Student Life is always prompt and excellent!

#### **Print Shop**

- Work is needed on a better process for ordering business cards. 30 days is a bit much. Is it too difficult to ask for an email once the cards are done?
- I have consistently found the printing shop to be highly efficient, friendly, and supportive. Literally they are the best!
- Print jobs for exams are done quickly

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

### **For Services rendered in Academic Year 2021-22 (with redactions)**

#### **Public Safety**

- When I come out of my classroom at 9:10 p.m. there are never any public safety officers in the Humanities building. It is dark, and the first two weeks of class, the lights were broken. Students and staff are walking out to the parking lots on their own, and homeless people sometimes hang out on the North side of the Humanities building.
- Why does PS zone off parking! there was no email that there will be zoned off limits for staff.. make those people walk from the free parking area like i had to do or shuttle them with all them carts they don't use or use the temporary visitor section where staff isn't allow to park
- Public safety has done a great job through the time we were off campus and as we transitioned back to in person learning. They have had an almost constant presence in buildings making sure they are secure.
- Fall 2019, I walk into my classroom and find a swastika on the whiteboard. I call BC public safety and a white male officer shows up to my class and as I explain the situation he acts like he doesn't care. So, I email my department chair and then go to the public safety building. There I request to meet with an officer. This public safety officer, at first tells me she is going to make a report and as I am explaining the situation, she starts to question me about my class lectures. She claims that the swastika situations might have been provoked by what I tell me students. I was telling the officer that I was scared and that this was a hate crime, but she blamed me for the situation. BC public safety officers need workshops about racism towards Latinos/Hispanics. BC needs to educate public safety officers about racism and hate crimes on college campuses.

#### **Student Information Desk**

- SID and Canvas providing effective remote instruction and services to students during pandemic. Records delay in transcript evaluation, taking 6 months to evaluate/post has been a barrier for students.
- SID has been a great asset for students to get in touch with departments virtually

#### **Testing and Placement Center**

- We have had multiple complaints from students about how [Redacted] in testing and accommodations treated them on various occasions and more than one student

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

### **For Services rendered in Academic Year 2021-22 (with redactions)**

#### **Technology Support (IT and Media Services)**

- IT was quick in responding to requests the office manager made on my behalf
- The IT team has been incredibly responsive and helpful. For example, they provided laptops for managing COVID health screenings for special events, webcams for instructors to provide Zoom support for students who needed to isolate, and updated software/computers for faculty offices this fall.
- Technology support is sensitive to our needs and responds quickly when requested.

#### **Miscellaneous**

- Excellent service.
- Computer Services is Awesome!
- All areas that had "4Somewhat disagree" and lower we all timeliness issues. In one case my request took months to be responded to.
- Human Resources is horrible!
- Working ISP and Distance my responses are mostly neutral
- Our website is not easy to navigate for someone not a BC employee. We need some website testers acting like future students, future employees or funding agencies.
- They answered me in a timely manner and with a caring spirit.
- Most of the service departments are understaffed. In my opinion, it affects their ability to provide appropriate services.
- All departments that I have communicated with have been excellent, especially so, during our changing times here at BC!
- They have resolve concerns on a timely manner.
- overall, the service has been great, peoples response times are good when requesting certain needs.
- Piss Poor

**BC and KCCD Services and Institutional Quality Survey**  
**For Services rendered in Academic Year 2021-22 (with redactions)**

**Comments about Bakersfield College Offices**

**Office of Dean Bolton**

- [Redacted: did not follow survey directions]

**Office of Dean Farley**

- [Redacted] is wonderful. I was able to complete paperwork with ease even virtually. [Redacted] has brought a critical eye and vibrant energy.
- [Redacted] is amazingly knowledgeable. What a find, BC! [Redacted] is not only professional in [Redacted] communication, but [Redacted] warm and approachable. [Redacted] is thoughtful, diplomatic, and firm with [Redacted] suggestions, but does so in a supportive way. I think [Redacted] shines at BC.

**Office of Dean Gard**

- The Allied Health staff are always friendly and helpful when needed

**Office of Dean Jett**

- It is such a benefit to students and faculty to have the English dept., EMLS dept., and Writing Center all under [Redacted]! Communication and connection between all three areas and the office of instruction are so much better now!

**Office of Dean Jett and Office of Director Marquez**

- [Redacted] communicate frequently to all English staff about information we need.

**Office of Dean McCrow**

- Some of the office staff in Dean McCrow's office have failed to provide effective service. They either do not respond to emails, forget to include relevant people on emails, or otherwise do not assist the office in an effective manner.

**Office of Dean Moseley**

- [Redacted] has been very straightforward and communicative, which is ever-important given these uncertain circumstances.
- Agendas, calendar invites, and clarifications to questions are all provided in a timely manner from the President's Office. Dean Moseley's team has provided excellent support regarding faculty PD opportunities and supporting documentation.

**Office of Dean Wojtysiak**

- [Redacted: did not follow survey directions]

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

### **For Services rendered in Academic Year 2021-22 (with redactions)**

#### **Office of Director Marquez**

- Office of Director Marquez office staff promptly respond to emails and are always happy to provide assistance in effectively services to our students.

#### **Miscellaneous**

- Excellent service
- As a unit we don't work directly, but we do have to follow chain of command.
- Many faculty, especially the more ambitious, often don't respond to email of their colleagues. Ultimately, this is a disservice to students. Faculty should be reminded that their primary duties are not servicing the KCCD chancellor's special agendas.
- Statements made to employees in hiring negotiations need to be better recorded and honored, as a matter of legal consequence.
- There is a lack of consequence for assistants who breach confidentiality. Unprofessional conduct by assistants has become so common that people make passing remarks daily about knowing little of what they say to the VP or Deans will be kept confidential. This has been a sad breakdown for our college which resulted in many conflicts and much hurt. Faculty would be written up for this behavior, but classified are given a pass over and over. It doesn't help that some classified brag about their closeness with certain administrators in order to threaten and intimidate. Overall, the deans always do their best and have a heavy workload.
- The service provided was very professional and top-notch in quality.
- I keep getting bleeped out of Ban Web where I have to change my password to get back in. This is a real pain.
- The office staff for my dean's office is a huge help to all the faculty in the area. They help report issues, manage paperwork, provide great snacks, and are always very friendly.
- Overall a great team to work for.
- The staff have definitely stepped up for the many challenges faced during this new academic year. I appreciate all the depts. that I have worked with this year!
- Provided Resources needed on a timely manner
- Office staff are disorganized, lack direction and do not support students or faculty effectively. Poor leadership trickles down to poor service by office staff.

**BC and KCCD Services and Institutional Quality Survey**  
**For Services rendered in Academic Year 2021-22 (with redactions)**

**Comments about KCCD Offices**

**KCCD Chancellor's Office**

- The Chancellor's office has become to political and forgotten the needs of all students, faculty and staff. BC is fractured and this office has not helped.
- [Redacted] reaches out to the community to keep us informed at a high rate compared to predecessors.
- Instead of having [Redacted] acting like [Redacted] is still president of BC, [Redacted] should start getting the District Office to SUPPORT not run the college.

**KCCD Chancellor's Office, KCCD Human Resources, KCCD Information Technology, KCCD Research Office**

- [Redacted] updates and webinars are always informative and motivating. We appreciate [Redacted] presence on campus and via medial channels. KCCD IT provided access to MS Teams for our area, which is assisting with transparency and productivity. Human Resources has provided significant support in the various staffing transitions experienced at the site level. The KCCD Research Office provided excellent data dashboards for Program Review.

**KCCD Human Resources**

- HR Department is unorganized and unskilled.
- HR is failing to investigate complaints, likely at the direction of [Redacted]. Facilities is wildly over budget on measure J expenditures (\$10 million on admin building).
- [Redacted] in Human Resources is always prompt and helpful.
- Staff in the HR department have not responded to emails or have been unhelpful in resolving HR issues.
- have tried numerous times to reach HR - no answers, no returned calls or emails for many days or not at all.
- HR reps are very friendly and responsive
- HR does a terrible job with absences/medical restrictions. Very poor communication.

**KCCD Business Services**

- Business services has not been as available for students. Their contact information is very difficult to locate on the BC site and therefore, not easy for students to access.
- The business office is known to be rude and ineffective. The fact that we have a research office there is odd because I've not seen them help in this area.



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

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#### **KCCD Information Technology**

- I have contacted tech several times about the fact that I have my old PC email coming in. It has been 7 years, and they haven't fixed it yet.
- The newsletters from IT along with reminder emails about system downtime or other issues are very helpful.

#### **Miscellaneous**

- Excellent service
- I believe all those departments should effectively support Bakersfield College on achieving its mission.
- Wasn't sure which office [Redacted] works out of but [Redacted] is always responsive, helpful and accommodating. I can always come to [Redacted] even when things have been changed last minute and [Redacted] is friendly, supportive and a part of the solution.
- In future surveys it might be prudent to put a quick, one sentence description of the office's function. I need to be reminded how the KCCD facilities department might be impacting BC. Is my experience due to the BC arm or the KCCD office? It can be challenging to tell.
- An independent and trustworthy audit is needed of the district office. The budget irregularities several years ago involving Wells Fargo Bank and the disappearance of \$16 million in KCCD funds was never adequately explained to faculty, students and the community and creates an atmosphere of suspicion among faculty concerned with fraud.
- The District does its best to support the mission of BC.
- Love working for the district.

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#### **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 have not seen much leadership from the interim president this semester. Communications come largely after the fact, and faculty seem to have to demand answers rather than being treated as valued contributors to this campus.
- It is challenge to tell who gets kudos for what in the leadership transition.
- It raises questions of leadership when you had to observe the sycophantic accolades to the previous college president and her teary, emotional response at a pre-semester Zoom conference - like something out of a low-rated reality TV show.
- Impressed by our new Interim president and his leadership! I feel heard and am confident in the direction he's leading us.
- This is especially true of President Christian
- From my observation, BC's current President is effectively executing assigned duties.
- I would like to see more organization and effectiveness which means more personnel development. This may be a public institution, but there is no reason not to work more on procedure improvement and best practices for better efficiency.
- In the midst of a LOT of controversy on campus, campus leadership has not commented or intervened to promote equity on campus.
- Often times, key/major decisions are made without consideration or feedback from the staff who are tasked with carrying out the direction.

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

- This year the [Redacted] seems much more involved with BC's campus than usual, to the extent that I wonder if our sister schools are given the same amount of oversight and scrutiny from the Chancellor's Office.
- It is too challenging to tell. I am unsure of the support the district provides beyond facilitating the board to approve action items.
- IT services would more efficiently be handled if contracted out to a consortia that included additional community colleges. HR matters clearly, since they involve significant one-on-one, should be handled on campus rather than at the district level. Most KCCD-BC overlap is wasteful.
- I have no idea whether HR and Business Services are KCCD or BC entities. There is no clear differentiation and consequently their services are less effective.
- HR is often confusing on whether they are the District's or the School's. We also seem to be sharing some of our employees.

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

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

- millions over budget on Measure J; constant BoT resolutions to pay for corrections. The company we hired to manage is failing to meet basic professional standards but we just keep paying them. Insanity.
- Audit of Covid funds should take place. Peace gardens should not be apart of Covid funds if that is true. Vaccine deadlines after drop dates are also suspect. It’s more about \$ than safety.
- When KCCD decided to cut our class units, they cut adjunct salaries in half. We are struggling more than ever now.
- <https://www.therip.com/news/2017/03/30/districts-respond-to-19m-fraud/> Faculty, students the community need a full explanation of what went on here. Was there any accountability? Was justice served? What happened to all those millions of dollars.?
- KCCD hid money earmarked for classified raises while boasting about its reserves. Shame on Burke-era treatment of hardworking classified staff.
- The DO sometimes makes it very difficult to acquire the things we need and then goes off and spends money frivolously without asking SMEs for input.

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

- I agree there is communication but a lot of communication seems from my perspective to be very top down rather than collaborative.
- No structure or communication for faculties
- When they cut our units for our English classes, I found out when I received a smaller check.
- The recent trend with admins at KCCD and at BC making unilateral decisions without better informing faculty is a growing concern.
- On BC's part, there is little coordination with KCCD. BC tends to act independently on many matters.

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

**For Services rendered in Academic Year 2021-22 (with redactions)**

### **Comments regarding “KCCD and Bakersfield College exchange information in a timely manner (Standard IV.D.7).”**

- Other than a forwarded tech issue or the chancellor's weekly post, it is tough to see any information exchange.
- The KCCD office is an additional layer of bureaucracy. 70 to 80% of what goes on is unproductive waste.
- Covid information has been moving back and forth in a timely manner
- It takes far too long to get things done. The process shouldn't hinder success.
- There has been no effective communication from [Redacted] on how to communicate about and handle Covid-19 policies. This has felt like reactionary and non-important-communication leadership instead of planned and supporting leadership.