

BC and KCCD Services and Institutional Quality Survey

For Services rendered in the Fall 2023 Term

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Comments regarding Bakersfield College's mission statement

- The mission statement, does address the issues however I am not sure we are upholding what our mission statement says in practice.
- We have many great initiatives on our campus however, it is challenging when upper administration does not support/value our efforts to ensure we are able to meet the needs of our student population.
- We have to have a mission, so that's fine. But do we really do anything the mission says? That's another question.
- The mission statement may state that it ensures equity, but is falling short with major Title IX violations with representation to women.
- I think we need to focus on educating students, getting them through their classes, rather than providing 50 different versions of the same services. I think the students have ALOT of benefits offered to them, but they still don't seek those benefits, so the focus should be on outreach and also instilling a strong work ethic in them, intrinsic motivators rather than more services. When I was a student, I didn't have access to ANY of the opportunities given to students now, and i was a first generation immigrant. We give them so much, without actually placing any expectations on the student to deliver.
- I haven't ever seen the mission statement. To my knowledge no one has ever even communicated that a mission statement exists. It might help if you included the mission statement in the survey.
- There is nothing wrong with the mission statement itself, nor with what it reflects or articulates. The issues is the fact that BC does not function in a way that reflects what is written in the mission statement.
- The mission is bland and lacks specifics. What about stewards of the environment? Commitment to social justice? Lifelong learners?
- The update to the mission should have been better communicated to the campus. I didn't realize it had been updated until I looked on our website to remind myself what it says.
- It would be great if we got a raise because we work hard an I can barely make ends meet.

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- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Our mission is stifled by state laws that deny students an opportunity to learn skills never taught at the high schools or skills which have been long forgotten.
- Different programs on campus have different focus and thus provide different outcomes for students based on the way programs are funded and structured.
- I see Bakersfield College's Mission and I think it is a strong mission that serves our community, but I do not think that the college does a good job seeing that mission through from the top down. I think the college need to recommit itself to serving the students on campus first before growing the college, expanding the student body, and seeking additional FTS.
- We have excellent values and a good mission. However, there is a large group of people who actively promote racist ideas and are not held accountable.
- I would check "strongly agree" except that BC seems determined to expand programs beyond anything that can be reasonably sustained or delivered in a quality and/or cost-effective manner.
- It's time to update our mission to mirror the student priorities set forth by the CCCCCO.
- BC does outstanding work with all students.
- I though our equity committee had collapsed
- It is laughable to say we value communication and critical thinking while we now rush every student into English 1A and no longer have remedial classes. We value transfer rates, not actual education.
- No mention of preparing students in their respective disciplines
- "Equitable opportunities" is not something I believe BC has not achieved. Have we really done enough to say we truly understand the

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challenges/experiences of our students? What about our non-traditional students? Can we say we actually are aware and consider the impact of program changes on students before decisions are made and not as an after thought? Can we in good conscious say we are doing our best to provide equitable opportunities to our students who have a wide variety of challenges that impact their ability to focus on their education? From my time at BC, I will admit there are some attempts. I will also say that it if is not a priority from the top, then it somehow gets forgotten or becomes something we leave on the back burner. There are a number of examples I can think of, but here is one that I have been frequently reminded of through some very challenging student experiences that have been shared with me. I understand every department is advocating for space, but when we relocate entire programs to different campuses and just say here is a bus pass to get there, that is not equitable access. For one student who has the privilege and means to access regular transportation they can afford, it is not significant challenge. However, if you are a student coming from a rural area where it already takes you perhaps an hour on the local transit to get to the main campus, how much longer does it take for you to get to the Delano or SW campuses. Additionally, the transit system does not run 24 hours so there is at least one student who literally sleeps on the street because they have no reliable way to get home. I also personally know of a student is now delaying their graduation and transfer because they haven't been able to figure out the transportation to and from the campus where all of their major courses are now housed.

- Change the mission and core values to reflect actual education over ideological indoctrination. The fact that we have a core value about subjugating the individual the collective well-being is unacceptable.
- Mission and Statement aren't integrated with what we do. They are fine, but they don't really guide our work in meaningful ways.
- While BC has a strong mission, I do not believe it is sufficiently carried out.

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- The statement says or "articulates" equity, and diversity, but the campus does not offer or have an established Chicano Studies department and this is largest population of students served.
- The mission statement does articulate BC's commitment but it is hard to agree when the College is not promoting intellectual diversity. There is even a professor fighting for his job for speaking out for things such as intellectual diversity. People are afraid to speak.
- Wording edit: I would remove "in order" from the statement and just leave it as "to" - it is unnecessary and awkward.
- currently in leadership changes, the mission of our work is not aligning to the actions happening on campus
- The research people, don't really know their names, are awesome! Can't say enough good things...

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Comments regarding Bakersfield College Services and Departments

Academic Technology

- Academic Technology has been a great support to me with my time at BC. They are hardworking and dedicated to ensure proper resources are available in a timely manner.

Admissions & Records, Academic Technology, IT

- This is a tough set of questions. I think, overall, people are doing the best with what they have. So for the most part, they are all "effective" (with one exception--A&R has lost its mind, I'm not sure what has changed over there but, wow), to the degree that they can be. The standouts are Academic Tec and IT who are pretty much always are quick and helpful.

Admissions & Records, Counseling and Advising

- Working with Admissions & Records, and Counseling and Advising has presented special challenges. In the space of info gathering, developing, and rolling out of new tools and initiatives to help our students, working with these departments is largely ineffective and often a hinderance to progress. Ineffective in providing help, expertise, or service during the inception and development of new tools and ideas, and a hindrance by being resistant to the progress of these tools without giving time to understand them or provide helpful criticism.

Bookstore

- The bookstore was more effective before its move to only online service.
- Students have complained that books are not readily available from the online bookstore.

Budget and Finance

- Budget office was incredibly behind in budgets this year nearly costing my department \$5000 in fines for late payment on items.

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Budget & Finance, Instructional Support, IT, Marketing & Public Relations

- Both the BC Budget Office and the Instructional Support Office provide exceptional service! So does IT (tech support) and the MPR web team! All of those departments are top notch!

College Safety

- BC Safety rules!

Copy Center, Counseling and Advising

- The copy center staff is incredible. It is one of my favorite places to go! Counseling overall has been a struggle to work with because they tend to give misinformation. One counselor who I cannot name has been inspirational and has helped so many students succeed.

DSPS

- DSPS processes are too slow and there is a lack of presentations and interactions with faculty and students.
- The DSPS office is not fully supporting students with special needs.

Event Scheduling, Food Service

- Event scheduling needs to improve their response time when services are requested. The cafeteria food choices have poor nutritional value many times. Include more healthy choices.

Financial Aid

- Working with financial aid has been extremely unhelpful, and certain members appear to be clueless
- The Financial Aid Office is extremely challenging to work with.

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Food Service

- The Renegade room has been EXCELLENT. One of the best I've ever seen. I love the services and support they offer. They are extremely flexible and accommodating. Their work aligns with our mission. They make me proud to be at BC.
- Food sales sometimes get too pricey. Not just that, sometimes food is cold or the service people are just so unhappy.

IT

- IT needs more support. Often times, I am putting in several tickets and waiting weeks before assistance. Often times, those who have a stronger relationship with IT will receive service first, regardless of ticketing. This is an unfair practice.

IT, Scheduling

- IT Dept - They are always very friendly, responsive and keep all our equipment up to date. Scheduling is outstanding, they have made many improvements to streamline and modernize scheduling processes.

IT, OIE

- IT always helps me with computer problems quickly. The OIE is wonderful! They provide timely and accurate data and research and their data dashboards are very helpful for getting the information I need when I need it.

Mail Service

- We need a courier between Bakersfield and Delano. Mail service is inadequate for Delano.

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Maintenance & Operations

- Our custodial staff take extra good care of our building and facilities. They are proactive in maintaining our classroom, office, and lab spaces.
- M/O services are slow and not professional. To get your keys, you need to wait at least one week to get them.
- The Maintenance Department as a whole has been very effective when it comes to offering services. They react in a timely manner and keep in communication to make sure we know we are being taken care of.

Maintenance & Operations, IT

- M&O take a very long time to work on items. Some do not get done at all. IT takes a very long time to get to tickets. There is no rush option for items that need to be done asap. Both departments multiple calls/emails need to be made to get things moving and even then some things take way to long.

Maintenance & Operations, Marketing & Public Relations

- Hardly see bathrooms really clean. Didn't recall receiving any notification that the website was going to be updated/changed.

Marketing and Public Relations

- My marketing and public relations response is based on athletics. There are few stories attached to games. Tons of typos, no real-time scores posted. It is subpar. My response on large projects is because of what is taking place with the new gym and the poor handling of what were supposed to be the annex wings of the old gym. The new gym is basically done without power access. This is a waste of taxpayers' money and a blemish on the school and the management of the projects.
- Marketing and Public Relations: the new website is abysmal. Please bring it up to speed by making it more easily accessible to faculty and fill out the directory with locations of staff members.
- Marketing can be slow to requests from Departments

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OIE

- I have learned that it's not about what department you are trying to work with, but more about who you know in the department you are trying to work with. There is a general lack of communication at BC. It is typically difficult to get folks (especially faculty and leadership) to respond to emails or phone calls unless you know the "right person" to talk to. I would suggest we create a list of the people who actually respond to emails and phone calls within each department. There are many wonderful helpful folks at BC, it may help if we recognized those folks so they can help all of us communicate better. With that said, I can say enough good things about OIE. They have super intelligent, responsive and caring staff. They are always willing to work with me to get the data I need and always have an up-beat and positive attitude about it. The data they provide is always timely and beyond accurate. Every time I interact with OIE, I walk away knowing more than I did about BC and even life in general! Also, these boxes are too small because I have a lot to say and its hard to see everything I type.
- I couldn't do my job without the OIE's dashboards. The data are always accurate and timely.
- OIE makes the best data dashboards, especially the enrollment management dashboard and the persistence dashboard. Top notch yo!
- OIE ules!

Print Shop

- The Print Shop always provides exceptional service in a timely manner

Print Shop, Renegade Room

- The print shop is amazing! Always helpful and willing to go the extra mile. The Renegade Room is one of the most valuable gems on campus. I love the chefs, the staff, and the students who work so very hard each week, esp. for the Wednesday lunch class.

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Shipping & Receiving

- We had an issue with shipping and receiving where they had received an expensive item but failed to tell us it had been received, and come to find out they had the item for about a month. This led to issues paying the invoice because everyone thought the item got lost in the mail.

Student Information Desk (SID), Counseling and Advising

- SID should be a quick help resource for students needing Counseling and Advising, not be a replacement to the resources in the Counseling Office. Many of my students have received wrong information on SID.

Writing Center, Library

- I wish the writing center would collaborate with faculty and offer services that are curated for specific courses like the library does. My students' research skills have improved since collaborating with the library. It would be nice if the writing center offered something similar to help with student papers.

Writing Center

- Students have complained about a rudeness in the writing center
- The BC Writing Center goes above and beyond trying to connect students with the valuable services they offer. Some service areas are unable to offer optimal service due to being short-staffed. If I could make one change to improve support services for students, it would be to fully equip each area with the professionals they need.

Miscellaneous

- most of these departments are severely understaffed and the hiring process is a nightmare. There is clearly favoritism and apparently staff are regularly yelled at by their superiors like they were children.
- not enough people available in some of these places

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- I think all faculty should be given more technology, a laptop, ipad to make their teaching more accessible. I think we need to upgrade more classrooms to be HiFlex, I have seen alot of benefit with this modality, I think we need to remember that the students need flexibility but ALSO accountability.
- I want to add that it is very difficult to collaborate with faculty effectively. Communication with faculty is terse and vague at best.
- Even though BC services and departments have provided effective service, there is still a need for more collaboration and cross department training. It would be helpful to have a person to connect with or a lead at each department for any requests from other departments.
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Effective services include responding in a prompt manner, being collegial, and providing exceptional/professional services.
- Many Bakersfield College services have worked effectively with our department or me as an individual to meet our goals for projects or events. They have great communication and are willing to help support our students.
- The new website is lacking, including the direcotry search function.
- Some of these barely exist. Is this an updated list? Also, the lack of effectiveness isn't always the fault of that dept.
- Blocking off faculty parking for special events and then not using the parking spaces has been a real issue. Faculty parking is already hard to come by and there is an excess of alternative spaces (child care center, handicapped, etc) that never get used. It would be nice if faculty parking worked as it should to ensure timeliness and/or not driving for 30 minutes to find parking and then having to walk another 30 minutes around the campus to get to work in the morning.

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- BC needs more support services to assist with student learning. We cannot say we support student learning if we do not have adequate services for them.
- Staff has been friendly and helpful.
- BC rox!
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]

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Comments regarding KCCD Offices

KCCD Chancellor's Office

- The Chancellor's Office and Board of Trustees is trying to fire a professor. They are ineffectively supporting the College in the worst way.

KCCD Chancellor's Office, KCCD Human Resources

- The Chancellor's office has grossly mismanaged personnel issues as well as KCCD human resources. Faculty are not protected and working environments are toxic and coming to work is extremely difficult as a result.

KCCD Deputy Chancellor's Office

- [Redacted: Did not follow survey directions] and wasted resource
- I don't have a lot of interaction with them, but again, they seem to be doing what they can. [Redacted: Did not follow survey directions]
- What is the purpose of the Deputy Chancellor's Office? They haven't even communicated their purpose.

KCCD Human Resources

- Human resources is also severely understaffed. They need to be hiring more than two additional assistants.
- HR does not make themselves available for employees. I have no idea who to contact in HR with questions or how to get help from them.
- Human Resources needs to help actively recruit new employees with internal staff or contracted recruiter. Only post positions in hopes someone will apply has not been effective for many years, so we have minimal applications for review. Sometimes, we get lucky, but it seems that getting

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lucky is not an option for the BC President position. All other positions, including those in HR are hired for convenience, not for excellence.

- Human resources easy to contact
- HR department has been extremely slow in processing new employees and making sure they get paid on time for their 1st pay check. Multiple instances in our department where student workers were not paid due to errors on the HR side
- HR does not take care of business appropriately at the district level and with the campuses.

KCCD Institutional Research Office

- The IR office at the district is full of extremely bright, friendly and ultra intelligent staff! they are always very responsive and get the job done! I never have any communication problems with these folks and that is attributable both to the wonderful research staff and also the leadership over there. The information they provide is always timely and accurate. When I don't understand something, they are always happy to help. Excellent staff and excellent leadership. We could all take a step back and learn from these folks!
- IR is always helpful, fast and accurate.
- The IR office has friendly and knowledgeable staff and exceptional leadership.
- IR rules!

KCCD Deputy Chancellor's Office, KCCD Business Services, KCCD Human Resources

- Not sure what the purpose of the deputy chancellor's office is--should we be spending our resources such an undefined position? Dissatisfied with how slow Business Services was to release budget codes this fiscal year as it was nearly disastrous for my department. HR is overworked for the number of staff they have--please hire more so they can do their jobs effectively and quickly.

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Miscellaneous

- The entire district office should be required to be on their campus not working remotely the same as the campuses
- [Redacted: Did not follow survey directions]
- I have never met any of these people. I have yet to see them on campus, near my class. I only know them from emails.
- Overall service satisfaction is high, Admissions and Records makes me jump through alot of hoops with these Enrollment forms, so creating a better enrollment process to change sections would be good.
- There is not enough representation on campus from KCCD offices. It would be helpful to at least have some sort of interaction with staff from these offices. It seems as if KCCD offices are very disconnected from the campus.
- It takes a very long time to handle requests.
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- There is a lack of communication for WFD
- What is happening with the DO? Why do we "promote" those who failed in leadership roles at BC? How can the KCCD Board approve of the current leadership?
- If I could make one change to improve support services, it would be to fully equip each area with the professionals they need.
- OIE rox!
- [Redacted: Did not follow survey directions]

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Comments regarding “The KCCD Board of Trustees 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)”

- The issue is that we have had multiple leaders in the last 3 years with different perspectives. It is hard to change direction quickly when you are in public facing department.
- It has been communicated that all college's are controlled by KCCD
- Occasionally the BOT has ideas that do not make sense that BC is forced to implement.
- I do not believe this is true. [Redacted: Did not follow survey directions]. BC is set for failure if the board does not allow president lead in the manner he feels is best for our institution. It is not right.
- The president at BC has not had authority to carry out the needs of the students and staff.
- One board policy that could be implemented is a general 30% pay raise for classified staff. Word is, some of us barely make over minimum wage where as college leadership makes \$100k plus to start. Let's
- The KCCD BOT just stripped our president of his title, and does not allow him to make decisions independently! [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Seems like no one here knows who's in charge
- The BC College President seems to be over-ruled by the District Chancellor and new redundant Deputy Chancellor. Many times over the past 2 years, requests for immediate action from the District Office and KCCD Early

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College have been opposite of Board Policies for the favor and glorification of the few in power. This negatively impacts our regular BC students in favor of special populations of the top 20% of high school students (soon to be CSU and UC students), convicted murderers (who do not deserve better treatment than our law-abiding students), and street vagrants (looking for handouts). Power games are played by the highest levels of KCCD over the past 2 1/2 years, sometimes to support friends to get employment. Many times, this is to get bullet points on the resume to climb the ladder and mentally destroy anyone who questions these obvious self-serving demands for subordinates. This includes strong-arming subordinates to be involved in particular political campaigns to get friends elected to the Board of Trustees.

- We are on our second intern president, why?
- The extremism on the board is disheartening - they should follow the missions
- Just because the President has authority doesn't mean the President acts on the authority. Past Presidents have failed to act directly causing the current negative climate at BC.
- The District EEO Advisory committee has only met twice in the last year (only 5 times in the last 2 years). This creates an impediment to implementation of DEI goals on the college campus.
- [Redacted: Did not follow survey directions]
- I don't know if they do or not.
- The President and BC are not protected from overreach by DO leadership.
- I'm not familiar enough with this to answer
- I have seen board member preference override presidential decisions
- [Redacted: Did not follow survey directions]
- There appears to be an undermining environment between the KCCD and the college president.

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Comments regarding “KCCD and Bakersfield College effectively communicate with each other. (Standards 1.5, 4.2)”

- BC is always more focused on presenting a "perfect" image than telling the truth, which puts the district at a constant disadvantage. Good luck to them.
- I have seen many instances where the BC leaders are not properly informed of grants that KCCD is leading. This communication needs to be improved.
- This is especially true when you consider the communication between OIE at BC and the district IR office. Have you seen all the dashboards these folks produce??! I really don't know if I could get my job done if I didn't have these resources.
- There is a disconnect and not enough support from KCCD on campus. Not enough KCCD presence unless there is a big event, otherwise they are not working with BC staff or interacting.
- There was not even an announcement of what was done to our president. I am continually shocked by the number of people on the BC campus who do not even know. There should have been an announcement and an explanation as to how not a single administrator in this district spoke up about the ed code regulation that we all knew was being violated when the interim president was appointed. We have become so used to bending and breaking the rules, that these things are done daily and go unnoticed, until someone shines a spotlight on them. In this case, with devastating consequences for our newly appointed president. The District should be deeply ashamed for knowingly flouting ed code, and should be deeply embarrassed if they truly did not know what they were doing!
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- I've learned about what's happening at BC more from the newspaper than from my own department
- I answered NA on all KCCD questions. I really don't know what the district does other than take staff resources away from BC.

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- Because people are fighting over positions of power the last years have been difficult
- Banner district issues were not communicated from KCCD to BC faculty/staff and Probation student were dropped from courses in error. No statement was ever released to students, staff, or faculty.
- Too many back channel conversations. Transparency would be great.
- There seems to be contention between KCCD and BC administration (especially in special projects/grants) that is trickling down to professors
- Seems that there is conflict between KCCD administration and Bakersfield College Administration. Staff and faculty are getting caught in the middle.
- its all about power and who has it

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Comments regarding “KCCD clearly delineates their own operational functions from those of Bakersfield College. (Standard 4.2)”

- It is rumored that too much goes on behind closed doors and backroom meetings
- Change "their" to "its."
- Ok, but this is called "Siloing" and we don't want that right?
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Oftentimes the bureaucratic hierarchy overlaps between campuses.
- KCC leadership feels that it has the right to use BC staff at their own desire to create or manage educational programs, which should be the purview of BC. Then, KCCD shirks its responsibilities to run the legally required corporate work. It cannot seem to run any service correctly, as the leadership at KCCD wants to create big initiatives and have been publicity while every department at the District Office is in chaos. There have been no corporate standards, only what the highest leadership has personally wanted for 2 1/2 years.
- Overreach is common.
- After many years, I still don't know which operations are college-based and which are district-based when it comes to Budget, Business Services, and Human Resources
- BUbusiness Services tends to overstep many times on times they are not directly involved with. IT needs to be more supportive of innovative technology that can help increase efficiency on campus

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Comments regarding “KCCD effectively controls its expenditures.
(Standards 3.6, 3.7, 4.4)”

- To the point that employees are underpaid in order for KCCD admin to live comfortably
- In terms of how much classified staff are paid, I believe there is too much control and KCCD should invest more in its classified staff by giving them a raise they desperately need.
- Classified staff need more pay.
- An exorbitant amount of money is spent on "consultants" who do nothing (frequently former BOT members), and on administrator positions that no one can even explain what they do or why they are needed. A prime example would be our new Deputy Chancellor. [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Many vendors complain they get paid late and it takes monumental effort to resolve issues when they come up due to unclear defined roles.
- The District Office has no idea of how to support the core work of the District. Instead, they throw funds at pet projects. HR is woefully understaffed. The District Office has acted like it is there to serve an elite few for PR and not organized or overseen by the Board of Trustees with a focus on educating the regular BC students, who need serious help with being successful at learning.
- Too top heavy. Need more funds to hire full time faculty
- Lack of Transparency.
- How grant money is spent is opaque. I've seen millions in grants come in and the district office still freezes hiring and seems like it is short on labor/funds.
- ensuring that faculty are working for minimal pay is one very effective way to do this...
- it takes forever to be reimbursed

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Comments regarding “Bakersfield College's structure for decision-making provides opportunities for stakeholder participation and ensures the inclusion of relevant perspectives. (Standard 4.2)”

- Many administrators have a leap before you look attitude to decision making that often excludes valid opinions from people who will be affected by the decision.
- [Redacted: Did not follow survey directions]
- While it is better this semester, the approach has been more top-down than I would like for the past couple of years.
- Hahahaha! That's funny. Sure, they hold a meeting. Then leadership here does whatever it wants. It's been that way for a decade.
- BC's administration decision making at times does not follow the faculty contract.
- Didn't understand the question.
- BC often makes sweeping decisions at a very high level without taking into account all the effects, intended or unintended, on the campus, students, and employees in the near and far futures. This comes from a lack of taking the time to fully vet the idea or product or meet with the actual stakeholders. Administration or an administrator will seize an idea or action that they believe will solve a problem without looking at other solutions and implement it causing extra costs to the campus and inefficient solutions.
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- People get yelled at, silenced, or talked over whenever they bring up opposing viewpoints. Hardly any perspectives outside of the echo chamber are included.
- Faculty and staff input is taken as recommendations, and then the administration does whatever it wants to do. The faculty and staff of the College have felt used and demoralized more and more over the past 6 years.

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- Classified staff have little to no voice which reflects how little they are valued.
- Speak up and get attacked, that's not open participation or even civil discourse.
- Our shared governance structures are so broken that no faculty member is willing to put themselves in the line of fire to co-chair EODAC or the newly formed DEI committee.
- We have reached a point where the administration does what it wants, and instructors as stakeholders have no more say in how or what we teach. We have become a degree factory with no voices making it up the top of the pyramid.
- Back channels and lack of transparency are common, and intentional.
- Academically, yes. When it comes to campus logistics, no.
- If the stakeholder has a differing opinion than the group consensus, the atmosphere is more uncomfortable to participate in the discussion. Regardless, the opportunity is there.
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]

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Comments regarding “Bakersfield College's decision-making practices support a climate of collaboration and innovation that advances the mission and prioritizes equitable student outcomes. (Standard 4.3)”

- It is not uncommon for faculty or staff to have serious objections to policies or decisions on the basis of how they'll affect students. However, there is not a very good way for us to voice those concerns.
- Admin decisions are often costly, untimely, and divisive. Decisions are made based on ego rather than by common sense. i.e. Spending \$1k on a balloon arch that gets used once is wasteful but someone always thinks its necessary to have a successful event. Ballons don't make the event. Rarely does administration put aside their egos to ask the people who are employed for their expertise and who have knowledge on whether or not something is effective. They are too inflated to ask the little person for an opinion.
- [Redacted: Did not follow survey directions]
- Faculty opinions are not considered.
- [Redacted: Did not follow survey directions]
- The climate at BC has been extremely ugly and I believe personal agendas have caused the institution to forget the student's needs.
- This depends on your level of prestige at KCCD. The higherups seem to be able to collaborate effectively with each other, and faculty making over \$100k seem to collaborate effectively with each other. But, IMHO, classified staff are not really given the tools to collaborate and you get the feeling that things like collaboration and innovation are reserved for a certain select few.
- Sometimes it feels as if those that are in higher positions do not comprehend the work that is done on campus. It would be nice for higher admin visit each office or talk to the staff so that they understand the work that we do or hear what students have to say or what students are experiencing based on the information students tell us.
- The Academic Senate at BC is toxic and at odds with the BC ideology of doing what is best for students.

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- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Too much infighting, changes in hierarchy, and made-up administrative positions.
- Again, dissenting voices get shut down. People here care more about their ego than actually helping students.
- Adding the words "with Equity" after every goal has been the practice for the past few years. That does not mean anything when 70% of the regular BC students have parent who speak only Spanish, but no communications are in Spanish. "With Equity" means nothing when Ghandi Peace Gardens are built to represent the wealthy Indian minority community, but nothing is done on BC campuses to represent the students from Southeast Bakersfield. There is no Equity for how the KCCD and the BC administrations make decisions on spending general funds.
- Categorical budget decisions have been made on behalf of areas/programs/departments/offices without consulting with them first. This negatively impacts students when necessary communication with executives don't happen before budget cuts are made. While this isn't a standard practice, it is something BC should work on to ensure impacted areas are either consulted beforehand or followed up with to the measure impact later as these decisions have repercussions on students.
- BC shared governance is broken, especially the faculty arm of shared governance, and deeply needs healing.
- Sadly, putting students first is just rhetoric for some people and departments.
- Shared faculty meeting spaces would help a lot.
- Decision making is too top heavy and centralized in a few hands
- [Redacted: Did not follow survey directions]
- At best, we are doing the right things in the wrong ways. Transparency is absent from our work. Appearances of transparency are manufactured.

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- There has been significant strife and very little "collaboration" regarding equity between decision making groups, committees, and boards.
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]

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Comments regarding “The KCCD Board of Trustees functions effectively as a collective entity to promote Bakersfield College's values and mission and fulfill its fiduciary responsibilities. (Standard 4.6)”

- The BoT doesn't value the employees, classified in particular. It has been stated that we are all disposable.
- Because of what I said earlier--they don't have the full story, but that's life. The Board talks to the Admin, and they tell the story they want.
- The board has not adequately investigated faculty concerns about academic integrity. Board members are allowed hate speech without appropriate discipline being taken.
- What does "fiduciary" mean? Was this survey pilot tested with potential respondents to make sure we understand what you are asking?
- Who are the board of trustees?
- The Board of Trustees does not have a heavy presence on campus or with its stakeholders unless it is election season or there is a big event on campus.
- Many of the trustees are controlled by the former president of BC, former chancellor of KCCD, and current chancellor of the California Community Colleges. She has some great ideas but only those that will further her own career and reputation. Her control over the current trustees and chancellors allows her to continue to control our district and decisions that further her own interests sometimes at the cost to our college, community, employees, and students. I fear the upcoming decision on the new BC president will be one that will further leave BC floating in a lack of leadership.
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- [Redacted: Did not follow survey directions]
- Don't let BC's dysfunctional leaders continue to infiltrate the KCCD Admin.
- I genuinely wish I knew what these people actually did
- The KCCD Board of Trustees has its own personal projects done that pull resources and personnel from the work of educating the BC regular

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students. They have turned BC into a giant octopus without focus, requiring over 90 additional administrators over the past 10 years to run special initiatives. There is no similar focus on the core regular students, who have the lowest priority for resource allocation. The culture of the organization has degraded to anger and frustrations thanks to the lack of the Board's focus on supporting the real work for regular BC students. The college now has to send faculty all the way to Lost Hills to teach high school students instead of handling waitlisted students on the Panoram Campus who have graduated from South High.

- Equity is for classified staff too and the KCCD board time and again demonstrates a lack of commitment to equitably paying its lowest payed workforce.
- There is a culture of avoidance that has grown as a result of the complete failure of the faculty arm of BC shared governance to do create a healthy shared governance structure.
- The strongly enable retaliation against dissenting staff and faculty. .
- They undercut the IBEW and put a strong, important partnership at risk. We are an educational institution and don't have space for anti-union or right wing attitudes.
- [Redacted: Did not follow survey directions]