

Accreditation Survey 2017 Comments:

The KCCD Chancellor's Office ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

<p>Although there are some services provided that are truly supportive, Business Services not only does not provide adequate service but has become an obstacle in effective operations.</p>
<p>Business processes are so cumbersome that we cannot get grant dollars spent. Way too much time is spent filling out papers, getting signatures, justifying and re-justifying even \$12 expenses only to have all the paper evidence lost. Too many people are in the approval cues. Reporting from the district on expenditures is late and incorrect. The business processes are a mess as evidenced by new employees who explain that these processes are cumbersome and ineffective compared to previous environments and colleges they worked in.</p>
<p>Chancellor Burke is very supportive of BC's work and provides exceptional leadership for KCCD.</p>
<p>DC does not have adequate staff to assist all campuses, for example financial aid always has to complete manual procedures rather than making things automated</p>
<p>Financial resources have been diverted from colleges for the sole purpose to fund an excessive district wide reserve. Access to the CCLC policy/procedure manual has been controlled by Chancellor's office and only those policies/procedures benefiting the Chancellor's centralization of authority have been shared.</p>
<p>Having the district roll the grades has created issues for students as well as for instructors. It was better when the grades were rolled by A&R.</p>
<p>I am actually more neutral than inclined to agree. The support is spotty. Examp: It provides a lot of services but they don't operate as if they understand the urgency of our problems such as when FA doesn't post, we can't drop students for NP, so we have a lot of no shows. Or, Business Services keeps Banner up to date for expenses, but doesn't show our generated income, so we are often not certain about what funds we actually have available, and finally HR gives us great support as we have positions to fill but they can be unreasonably rigid about things like checking at least 3 references, even for entry level, part time positions, this is very time consuming..</p>
<p>I don't understand the need for a "district", when basically we have BC and a couple of small satellite campuses. The district office is like having a head on top of one's head. It grows and grows, despite the lack of a real function to perform.</p>
<p>I have asked a couple of questions from the risk department about policies and they have answered my questions thus far.</p>
<p>I work closely with District I.T. and they have always been attentive, responsive, and helpful. We also work often with District Business Services. Their efforts are admirable but often paperwork comes up missing, response times can sometimes be slow, and procedures need dramatic streamlining.</p>
<p>I would assume so, but I have never seen anything from the D.O. to indicate what they are doing.</p>
<p>Information related to process and policy changes is not received impacts accuracy, timeliness, effectiveness and often compromises ability to meet compliance standards</p>
<p>IT does pretty well, not sure with HR because there is a new Vice Chancellor but under the previous leadership it was horrible, Business Services has recently taken a turn for the worst.</p>
<p>It seems the district often uses money generated by Bakersfield College to balance the budget of the other two campuses</p>
<p>Lack of diversity in full-time tenure track faculty (not including counselors in the number/percentage) and a lack of commitment to finding faculty with diverse backgrounds so students will have a community of mentors and role models they can relate and open up; mutual understanding of plight, obstacles, barriers, experiences, and cultures. Lack of emphasis on providing teaching faculty with the resources to effectively teach in the classroom. For example, out dated IT in offices and classrooms. Admin. support have better working IT then faculty and classrooms.</p>
<p>Past Chancellor showed no interest ensuring District T office was effective and incorporated no campus input nor fiscal analysis in evaluation of services.</p>

Portions or operations at the District Office seem to running effectively, yet many lack efficiency in responses and resolutions, such as Business Services, Human Resources and I.T.
Programs struggle financially due in part to the lack of resources provided by the district.
Repeated communication of the same information with three or four different individuals is always a part of getting a task completed if the District Office is involved.
Some of the institutional research became more accessible recently. Board policy has been in the process of being updated recently.
state money is often stored in district reserves rather than spent on serving students
The Chancellor approves all full-time faculty positions, and these hires enable the college to help students take the classes they need to succeed in college and in life.
The Chancellor's Office is responsive and solution oriented.
The Chancellor's Office, representing as it does the leadership of the district's operations, must share in the blame for the ineffectiveness of some of the district's other service providers.
The district "lost track" of \$16 million.
The district does not draw on the expertise "in house" and then makes decisions that, make performing our work, more difficult. (M&O build., New telephones, use of computer programs)
The district really SHOULD be service oriented, but in reality many of the district staff see themselves as a control and compliance mechanism. The concept of SERVICE needs to be developed and reinforced
The KCCD Chancellor's office appears to meet the standard in providing the service. However, I do not believe KCCD adequately ensures effectiveness of those services and related procedures.
The only substantive interaction I have is with District Fiscal Services. I describe working with them as struggle, at best, but most often it's an excruciating experience. There is a struggle at every turn. They never seem to believe anything I say-- I always have to take extra time finding unnecessary documents, or highlighting regulations for them. I always have to 'prove my point' to them. However, when I have questions or concerns, they frequently go ignored and questions unanswered. There is never any advance information about the dates of file audits, always last minute instructions on what and how to provide for the audit, and absolutely no feedback after an audit. It's always a frustrating experience to work with Fiscal Services at the District.
The support is not always timely and repeated requests are often necessary.
there is a disconnect with campuses and the district.
Though the systems are in place, proper training is not given. This makes the services inefficient.
Upper echelon of Human Resources
We have not had time to adequately assess the Chancellor's office under the leadership of Tom Burke. My answers will be based on the support provided by the previous Chancellor's office, under the leadership of Sandra Serrano.
When processes and procedures, including forms, changes made in business services are very often NOT communicated down to college staff. We find out about changes only if we use the "old" form and then find out a new one is required. Improved communication is necessary.

The KCCD Educational Services ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

But as with the last response I am really more neutral as they facilitate a lot of good interactions, things often fall between the cracks or it takes many months to reach a districtwide decision.
But need a program and curriculum district committee
Educational Services has been responsive to requests, suggestions and providing information and solutions.
Hiring is a slow process.
Honestly , I don't know who does this at the District Office, so I suppose they are not doing a good job in getting the word out.
I do not understand the purpose of the KCCD Educational Services unit and do not believe they provide support beyond what our own college provides.
I have limited experience with Educational Services to assess, but the operations appear to be running well.
I have not experienced the KCCD office assisting with accreditation at BC
I mistakenly addressed this Service in question 6.
information related to process and policy changes is not received impacts accuracy, timeliness, effectiveness and often compromises ability to meet compliance standards
Interim vice chancellor did sufficient place holding.
Refer to my previous answer. Same answer applies here as well.
The key word in this question is "provide service" and the district staff seem to position themselves as receiving services, rather than providing them. This needs a shift in mindset and attitude. We have heard the new chancellor say this frequently, to us, but perhaps he needs to force the district staff to take this seriously.
The turnover in Educational Services has added to the inability to get clear and concise direction on matters. I am hopeful this will improve going forward.
There seem to be several areas in which the District takes or does not provide adequate compensation to B.C. For example, I have heard in a few college wide committees that police services are sometimes taken from B.C. to cover the district office.
This area has grown in its provision of services and promoted streamlined and friendly processes.
travel paperwork is too cumbersome

The KCCD Business Services office ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

Absolutely not. Quietly starved college by withhold growth money, all the while increasing District operating expenses. Micro manages college practices while running amok downtown. How about the millions of dollars loss in payroll and no one loses their job! Despicable.

Again, It seems B.C. has, until perhaps just last week (9/12/17) not provided adequate payback of monies generated from B.C.

And how many millions of dollars were not recovered due last year's misallocation of funds?

Banner does not provide accurate up to date numbers. This makes it extremely challenging for Budgetary Managers to plan and work effectively. It is equivalent to driving a car blind

Broken systems that they appear unwilling to acknowledge or fix. Customer service and support from administrators and staff are greatly lacking.

Business decisions are made without informing affected parties. Interim Vice Chancellor seems to make non-inclusive decisions, and are often presented in a very harsh manner. Too much authority seems to have been granted to the Executive Secretary in making decisions. Colleges feel they are subservient to Business Services, rather than being supported by them. Changes in protocol and forms are made without communications, yet departments are expected to comply with updates (e.g., ICA process). Current systems and policies are far too restrictive (ICA process as an example, yet again).

Business services enacts deadlines which prohibit efficient and timely payment to vendors.

Business Services is an absolute disaster, they are not providing services but rather creating obstacles and bad relationships. They take no accountability for their mistakes but are very quick to blame or not allow services to move forward. Delays in reimbursements of 3 months, Independent Contractor Agreements requirements, delays in budget processing, continual changing of rules without getting input from end users

Business Services on the main campus is very helpful.

Business Services plans the upcoming fiscal year with budget reports and analysis of district and college needs.

Even though we have 7 to 9 levels of approvals for purchases as small as \$20, the district+ county still managed to lose over \$1.6 million. Also, the levels of approval do not give the colleges the autonomy they need to achieve their missions. The top-down control means the colleges serve the district rather than the other way around.

I mostly agree pretty strongly. However, there are instances, such as requiring ICAs for software purchases, where district it's providing a tremendous disservice.

In general: changes are needed to ensure that reporting functions are timely and accurate; that a service orientation is valued and practiced; that changes are made in a planned manner with input from the end users; the standard for compliance is balanced with a cost/benefit analysis.

In working with vendors such as advertisement through facebook, it is so much work to get vendors approved. At times vendors would rather not go through process thus limiting our resources

information related to process and policy changes is not received impacts accuracy, timeliness, effectiveness and often compromises ability to meet compliance standards

It seems they try the best they can

KCCD business services are broken. In particular, the KCCD focus on compliance, budget control, and regulator reporting supersedes their focus on service to the colleges. They do not work with the college to develop effective and adequate support, but instead work against the college without knowledge of the work college staff and faculty must do to manage their own business processes. They do not have adequate training manuals, written policies or procedures, or regularly published deadlines. For example, I received an email yesterday stating that today is the final day for budget transfers. Providing one day of notice for a deadline to a budget manager does not allow that budget manager to effectively manage his or her budget.

KCCD Business Services processes and procedures are unnecessarily cumbersome and restrictive. These procedures make it clear that the needs of the students are not kept front and center by these

<p>offices in particular. Quite often it seems as if there are processes in place that interfere with the college achieving its mission.</p>
<p>Months behind on everything. Question everything beyond anything reasonable. Should be disbanded!</p>
<p>Per news reports it seems that some money has been diverted for personal purposes from the district.</p>
<p>Policy changes rapidly and is not effectively communicated, however, I think they try to make sure the colleges receive support.</p>
<p>Purchasing materials is extremely time consuming and cumbersome.</p>
<p>Refer to response to question 6. Greater communication when forms and processes change</p>
<p>See comments on previous question. The approval/payment process through the district needs to be simplified and accelerated.</p>
<p>Staff at BC is not trained on changing bookkeeping policy and procedure. We need a flexible training method between the district office and those of us who are responsible for making sure what we've ordered from the outside world or services provided to us are paid for in a timely manner. Totally open to having a conversation!</p>
<p>Supported/implemented the taking of college growth allocation to fund district wide reserve, at the same time increasing district office expenses, has left college budget weak. Also, tend to micro manage college operations creating bureaucratic slowness.</p>
<p>The district has not distributed growth funds but placed it in KCCD reserves.</p>
<p>The district is instituted more red tape and forms that go to more places that reduce effectiveness and increase frustration</p>
<p>The only substantive interaction I have is with District Fiscal Services. I describe working with them as struggle, at best, but most often it's an excruciating experience. There is a struggle at every turn. They never seem to believe anything I say-- I always have to take extra time finding unnecessary documents, or highlighting regulations for them. I always have to 'prove my point' to them. However, when I have questions or concerns, they frequently go ignored and questions unanswered. There is never any advance information about the dates of file audits, always last minute instructions on what and how to provide for the audit, and absolutely no feedback after an audit. I've gotten inaccurate data from them for reports, PHAREDs that have not been completely processed, or processed at all, they demand that I work through them for my State reports, but then they don't give me the time I need to get the reports done in a timely manner. It's always a frustrating experience to work with Fiscal Services at the District.</p>
<p>The support has not been particularly timely in the past but I believe efforts are being made to ensure that responses are more timely.</p>
<p>There is a huge barrier for getting reports on revenue on other business related budget information.</p>
<p>There was recent public information regarding a 16 million dollar "theft" that was somehow hidden from Business Services.</p>
<p>They are great helping with purchasing, but don't give us access to see what income we are bringing in and don't take the cost of our time to fulfill some pretty rigid requirements where there should be more flexibility.</p>
<p>They have a tendency to micro-manage, and change policy without the campus' being aware. Very hard to work with.</p>
<p>This has improved recently, but the support has not been there for many years.</p>
<p>Too much paper and not enough automation</p>
<p>Very dysfunctional in operations with poor communication and policies that cause undue hardship on college units.</p>
<p>when policies change, the information is not filtered down there is always a struggle to get things completed and financials done</p>
<p>With such large area of responsibility, and what seems like a limited amount of personnel to process the workload, Business Services might be more effective at providing adequate services/support to the colleges if some processes were delegated to campuses. For programs that rely on the frequent</p>

processing of contracts and insurance requests, for example, there seems to be a disconnect between the need and the system that exists to process that need. Much like many financial processes are handled "in-house", some of these other needs might be more efficiently and accurately managed by the colleges. Obviously, there should be thresholds in place that trigger additional support from the DO, but for "normal" recurring requests where the campus faculty and staff are intimately connected to the need, the stress placed on Business Services might be eased if campuses could take on some of this work.

With the exception of the missing money.

The KCCD Human Resources Services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

Additional number of support personnel needed on campus
Agree - campus KCCD HR is responsive and effective. However, given the scale the staffing should be increased. Disagree - KCCD DO HR has not been effective or responsive. Processes are not clear and too long.
Although there is some improvement, many HR processes still have issues such as Special Comps, faculty evaluation lists, and Salary Advancement.
Another dysfunctional service with a long dirty laundry list. Unexcusable delays in hiring student workers, loss applicant files, failure to establish hiring diversity committee etc. I believe these failures are more associated with the district office employees than the campus HR employees.
BC just hired 55 faculty and many classified staff in 2016-2017. The district needed to increase the number of staff at the campus level to assist in this massive hiring.
Does not post new policies or forms in timely manner.
Extreme delays in getting positions approved, delays in getting applications reviewed, delays in getting jobs posted. frequent mistakes between HR and business service functions, employees being coded to wrong FOAPALS
Hiring pools are consistently out of date. Requests to update the adjunct/FT pools does not happen in a timely fashion.
HR and changes to health plans, district covering health costs, etc.
HR appears to be understaffed for the amount of new employees they had this year. They did not communicate well about start dates, where to go, or provide an orientation on what to expect as a new employee. I've had to ask multiple questions and get information from fellow employees because there was no on-boarding or orientation process.
HR has been struggling to keep up with hiring timelines, has lost or delayed paperwork for HR functions. Has done a good job with healthcare/insurance information.
HR is a giant black hole. Documents submitted to HR are frequently lost and have to be resent numerous times. We cannot get clear direction on policy or procedures, and communication is non-existent. Getting responses to emails requires repeated follow-up. The hiring processes are antiquated, cumbersome and take far too long.
HR personnel on campus many times tell us to call the District off. Empower the campus's to answer questions
HR staff on the main campus has been very willing to provide support. However, the district office can improve with their communication. None of my phone calls or emails have been returned. My issue was resolved after I drove to the district office to take care of the matter.
Human Resources discriminates against people. They are not an advocate of employees. They usually give you the wrong information when you ask a question.
Human Resources is not organized when it comes to hiring new employees. We often have to print our own documents and bring them in and do the job.
Human Resources lacks the ability to provide information needed for employees and supervisors to make decisions, plan, and seek resolve to deficiencies.
I believe a District-level HR member works on our campus and heads up our HR department. Therefore, the District Office seems to have a hand in providing these services.
I do not agree or disagree. Too many things slip through the cracks, and then we have upset staff. They are so short handed on campus, I'm sure they do the best they can, but is not the best for the campus.
I have gotten prompt responses to district HR questions. I've heard positive comments about the negotiating process. On the other hand, I've heard complaints about slowness when it comes to student workers getting officially hired.
I have only worked with this department while being hired, but received a lot of support when doing so.

I'm glad staff to assist HR has been hired, hopefully now I won't have to count on DO to assist me HR questions
information related to process and policy changes is not received impacts accuracy, timeliness, effectiveness and often compromises ability to meet compliance standards
It seems like we get regular and timely emails about changes or important alerts. It has always been easy for me to get responses when I have questions.
It takes an extended time to even get a temporary employee. Temps in the pool should already be screened and ready to go. It takes just as long to hire a temp as a permanent employee.
It takes so long to board new employees that we have had to cancel courses. It should not take over one month to process a background check.
KCCD HR has improved greatly, but there still appear to be unnecessary barriers in hiring. For example, the process to hire temporary employees is too lengthy and then those temporary employees are not granted access to any systems which will facilitate their work. Hiring student employees is nearly as cumbersome as hiring a professional staff member. Why? We have almost zero onboarding support for employees, and the only ongoing training and support we receive is almost entirely directed by the supervisor without support from HR. The special compensation process is a significant barrier in engaging faculty in service or project-based work. They're never paid on time, the deadlines to pay shift regularly, and everything is still done on paper, requiring signatures all the way up to the chancellor. That seems unnecessary.
KCCD HR support is good with new Vice Chancellor in place. HR support at the college is in need to deficient. There is a lack of communication, follow-through and provision of accurate information. There is very poor customer service; staff appear not to care about broken systems and communication. Apparent lack of leadership in the area.
Lack of leadership and commitment to hiring full-time tenure track faculty who have one-on-one contact with students on a daily basis. Classroom faculty serve as the first line of contact students have and when they do not have full-time permanent faculty they can relate and find understanding, it makes their ability to persist more difficult and a void remains to fill the gap for students who need someone they can trust to know them and help them in a manner that other faculty are not able. There's a trust when students feel someone understands and role models and mentors who can help students along to earning a degree.
Long wait time to hire a temporary classified staff member is unacceptable. We are hiring because we are short handed and not making it a priority by the district is frustrating.
Many new hires are confused about how to navigate the HR process. In some cases having to return multiple times to complete required information.
Most of my work involves the HR Director on campus who is wonderful. DO HR Vice Chancellor is new and so I don't have enough info to evaluate.
My experience is with the hiring process which was handled by the local BC branch office. That went fine.
Often times the Human Resources team is unsure of policies and procedures. Many things are left to the department head to figure out. Because of this I am not confident tin the support Human Resources should be providing.
Overall, excellent job this last year processing one of the largest number of new employees in years. Still could improve communication to applicants.
Processing of paperwork is long and arduous. Requires multiple follow ups. The hiring process was particularly hanous. I was not given all the forms. Some forms were not received even though they were contained in the same email that some forms were marked as received.
See my earlier comment about always insisting on 5 reference checks, and when they want information from us, they want it immediately, but we wait for long periods to get reponses in some situations.
The District does not serve as an advocate to employees.
The district hired an Interim Vice Chancellor of Human Resources who helped facilitate the successful negotiation of the 2017-2020 faculty contract using the Interest-Based Bargaining (IBB) process. This

was the first time in years contract negotiations were completed before the previous agreement expired. Thanks to Interim Vice Chancellor Victoria Simmons' efforts, both CCA and district negotiators were able to reach fair and reasonable tentative agreements efficiently.
The district message is that it is mainly concerned with acquiring more programs to make more money regardless of the needs of the colleges, faculty or students.
The number of hires is evidence of their work.
There has been little advancement if any in diversifying faculty in relation to the student population.
There is no on-boarding for new hires, such as informing of work hours.
They are just massively understaffed, which really slows things down
They seem overwhelmed, at times disorganized, and in need of systems that can be shared, trained on, and practiced organization wide. When working with HR (at BC) systems and information frequently changes, due in part to the fact that policies and practices aren't known outside of that area. The campus and district are in need of an official onboarding for new employees.
Things area getting better, but hiring still takes way too long, and some new hires have to provide materials twice. Safety practices/controls on the campuses are terrible.
This area seems especially understaffed.
This district and colleges are continually out of compliance with title 9 and Ada standards. They are continually run and influenced by outside organizations that are self serving.
This service is much improved in recent years.
Upper Echelon,Care more about themselves, then hard working employees.
Upside down on the campus and at the DO. Do hope the new Vice Chancellor can turn the tide. A true train wreck!
Vacation time payouts that are being processed late July for a fiscal year that ended in June. That really messed up my reports!
Very slow and inflexible
When hired for summer teaching position, I received very little information. Voicemail and email messages were never responded to.
Whether it is through understaffing or some other systemic problem, there are often delays and/or inaccuracies in services provided by HR. Lost documents, completed hiring files unacted upon unless pressure or follow up is provided by faculty or college administration, job postings containing errors, etc.
Working with HR to process new faculty has proven frustrating. Things are not done in a timely fashion, but I have to say I don't blame them. They have gone through quite a few new employees in their department. HR needs more stability to work efficiently.

KCCD Information Technology services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

An area where they could improve would be some kind of accounting of what software licenses we have and when they expire. Often, the license expires and then there is a lag time until we can get them renewed.
At this time, many of our software programs do not integrate with Banner, which does not allow for automated processes and requires manual labor by employees to enter the same information in 3 to 5 different systems to track information. This is both time consuming and ineffective when managing large student populations. I understand IT does not typically make the decisions on which software is purchased; so I am not sure where this comment should be applied. They do provide effective and timely support, however, once the software is implemented. With the implementation of Starfish, I hope this will change and less time will be spent on completing work that should be automated. Many of our programs work on varying browsers and one function of the software may be available on one browser while another is available on a different browser. Finding programs that operate smoothly and efficiently on one browser would improve work flow for my position.
Barriers upon barriers which cause us additional time to get things completed.
BC's IT support is pretty good.
Both agree and disagree. The system was built on around a philosophy that did not serve a college's unique needs. DO IT seems to be in a transition period.
Bureaucratic nightmare when asked to accomplish simple and beneficial services. Errors from wrong dates for student scholarship applications to students not receiving financial aid on time to failure of simple software executions.
communication with IT support is poor. Needs to be improved.
Completely ineffective. Unable to assist in current technology implementation. Zero assistance provided. Very unsatisfied.
Computer resources should have been provided to new faculty members once they set foot on campus. I didn't receive a computer until week 4.
Delano only has a IT staff once a week at times we must wait a week to get issues resolved.
District IT works closely with the colleges to keep our systems operating smoothly.
Getting IT to fix technology issues was difficult. Their response time was quick, but unless it was an easy fix, the issue persisted. For example, I taught half a semester with no sound available on the computer/TV interface. On the bright side, new projection systems have been installed in the room I am assigned to.
Great people to work with!
I have had wonderful support from Pam Rivers as an instructional technologist. Matt Jones and Tracey Lovelace have also been instrumental with canvas support.
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ISIT requests are often ignored because the department is understaffed or does not have adequate resources.
IT equipment and software to complete my job in support of the college have been adequate and the BC Panorama Campus team has gone above and beyond to make sure that I get what I need.
IT services are OK, but often decisions are made based on ITs feeling for the need, not on the needs of front-line users.
Lack of adequate IT resources for classroom faculty and support/help desk is quite inadequate and not at all timely. Does not make sure that classroom IT resources are maintained, functioning and able to meet ADA requirements for students with special needs.
More can be done to gain input from those actually doing the work
My biggest concern with IT is more likely a concern with business services. It's very difficult to contract out IT work that KCCD IT is either 1) unwilling to take on, or 2) unable to adequately staff. If the college has the funds to support a project, they should be able to contract out easily.

Not enough staff to assist in specific areas
Not too much interaction with them with the exception of semester and annual MIS reports. I need to request the data, but I usually get it pretty quick.
Our IT people have are responsive, knowledgeable and helpful.
Same as my other responses, they do a great job keeping Banner up and running, but they don't seem to be able to help us improve process so we can do things like issue degrees and certificates with requests from the students even though we have been asking for this for over four years.
Some computers have not been updated with the latest technology. Many computers are getting old, especially in lecture halls and classrooms.
technology takes a long time to implement
The district does not offer basic, let alone adequate support to it's faculty, staff and students. Requests for services are met with "already taken care of" responses but not effective and not communicative.
The local IT group at Bakersfield College is effective.
The technology support staff is grossly under staffed, and it seems that district I.T. needs come over the colleges needs. (At least in terms of hiring)
The timeline for consideration of software implementation does not allow for progress
There are still not enough computer labs available for teachers to teach research.
They are helpful and efficient whenever I reach out for assistance.
They need to be less obstructive on the purchase of necessary software
Too many changes and updates that do not go smoothly or correctly
Too many levels of control and lack of communication creates long delays and at time wrong* results
We have rec'd funding for systems, but not sure if from BC pushing or district wide initiatives
We need 21st century technologies in our classrooms. There has been a push to move to online textbooks but there are entire swathes of the campus that have no wifi.
We receive a newsletter from the District Office I.T. Department regularly. I believe the Help Desk is routed through the D.O. and then local I.T.s are assigned to the issue.
We receive frequent updates of work being performed on Banner Web. IT is also always available for support.

KCCD Facilities Services ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

45 days is too extreme of a timeline for an ICA turnaround
Again, not much interaction-- however, things always seem to get more complicated once District Facilities gets involved.
Bakersfield and Delano campuses have been neglected, look shabby and in ares, broken down. Most recently there has been improvement and new construction. Let's hope it continues. Regarding the Delano campus. The facilities maintenance person is rarely around and totally unresponsive to requests for services from staff and faculty. Administration has been made aware repeatedly but does nothing to correct this issue. Therefore faculty and classified staff often deal with issues on their own. This is an unacceptable situation that has been going on for years with no acknowledgement from administration or from the person in question.
But, I have to say the card key system is a hot mess that needs to be cleaned up. Otherwise, they are good.
Delano, lacks adequate staffing to maintain all rural sites. The addition of the Randolph campus will provide an additional challenge
Department is understaffed and does not have time in the day to keep up with a college of this size. They do a good job but turn around for requests is often long unless the problem is safety related.
Greater custodial service staff is needed to keep the campus in good working order. The facilitation of the "access card" system has been very dysfunctional and created very poor working conditions in classrooms and labs with doors having to be left propped open because the system has taken so long to implement. Very poor planning for this District wide project.
I don't know enough to distinguish what was done by the college facilities office and what was done by the district facilities office.
I have had a lot of trouble obtaining keys and other basic services from these departments, and have not received adequate responses as to why when they are contacted.
If this includes maintenance and operations then I mean to mark disagree. With multiple requests to make specific items ADA accessible that have not been followed up on and recovering keys on main campus and Delano was long and very challenging with no follow up as to why requests were not being processed.
In need of updating.
information related to process and policy changes is not received impacts accuracy, timeliness, effectiveness and often compromises ability to meet compliance standards
It may be petty, as I think the major items are taken care of, but I walk around and am appalled at how trashy our campus is. Whether it is with weeds or trash. Trash cans are disgusting, planters not taken care of, dead plants, sidewalks are disgusting with gum, motor oil, etc. We also need to beautify our campus.
Just compare the Weill to BC, it says it all. I pity what our students experience in the classroom facilities when compared to the districts office's updates. Frankly, it is embarrassing.
Keeping a 50 year+ campus in working condition and clean is difficult and they do a great job.
Many projects have been underway including sidewalks, cooling units, repairs to an aging campus.
measure J
Measure J did have support from District Office Finance Office with Thomas Burke involved in developing the budget structure for the bond.
Our Panorama on-campus restrooms are in desperate need of remodel and repair.
Since the passage of Measure J, the awarding of projects has become politicized at times by the board of trustees. This has prevented district facilities services from being able to award some projects and bids in a timely fashion.
Student service buildings that serve a heavy population of students day in and day out are in terrible condition. Parking lots near our main Administration building are in sad shape as well and do not display such a welcoming collegiate atmosphere.

The District does not know what it take to accomplish tasks on the campus. The individuals that preform the work are never allowed to be at meetings, and if they are, they input is ignored. Thus tasks become more difficult and time consuming. And then we are asked, or told, It took a lot of time to do it.

The facilities are dilapidated and in a lot of cases embarrassing to even work in as a college. The district received a huge amount of money in a bond and that bond is not expanding the college facilities in any way nor is it effecting fancily improvement in any areas that I work in. When things need to be done the district does not consult with the on campus faculty to see if it makes sense or not then they bid out the cheapest contractors and get the cheapest work to be done. The only part of facilities that on campus that represent well as a nice facility is the AREA STEM building and the auditorium. Building are at the point when something is update the faculty need to be brought into the loop early on in the planning and kept in the process from start to finish.

The moving of the graphics center away from faculty and student areas is a great inconvenience for some of us who print on a regular basis.

This district and colleges continues to waste money and not take care of anything that we have. We throw dollars to build something g new but do not maintain

We have the necessary facilities to promote an effective teaching environment.

We may have adequate facilities after Measure J construction is completed, but the monies allotted for the projects are probably not enough to meet actual needs.

While things are getting better, basic maintenance continues to be an on-going issue.

The centralization of the Institutional Research function at the District Office ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

<p>Centralized data increase the ability to effectively interpret data.</p>
<p>Decentralized works better.</p>
<p>Delays in getting reports, if granted approval for them</p>
<p>From what I have noticed, the work done on the main campus has been very effective as a result of the work by Janet Fulks and her team. I am not sure how much work the District Office has done to help our campus research the data.</p>
<p>I appreciate the centralized reports the DO produces, but also absolutely see a need for a large research function at the college. Before we had an Office of Institutional Effectiveness, we couldn't accomplish the vast majority of our research priorities.</p>
<p>I do not agree with the priorities set by this planning team.</p>
<p>I have put so many "unable to evaluate" responses because I have very little interaction with the DO. Even when I was on committees, my interaction with them was limited.</p>
<p>If we can't get data reports in a timely fashion, then why have this function centralized?</p>
<p>I'm still having trouble getting data I need in a timely fashion. Aren't we supposed to be making data driven decisions?</p>
<p>Institutional research could be a very valuable pedagogical tool. This function is best handled as close to the user (faculty) as possible. Knowledge of the educational process would also increase the effectiveness of this function.</p>
<p>Institutional Research is NOT centralized, though district IR does provide very useful services.</p>
<p>Institutional Research? Can't remember when the last time they provide a report to the campus. Obviously providing service to the few.</p>
<p>It is easy to access data to use for program analysis.</p>
<p>It seems like we keep having to get data at our campus site, with various transitions/changes in personnel for our own Institutional Researcher.</p>
<p>It takes a LONG time to get any data out of the District office. I typically have to wait months.</p>
<p>I've really only worked with them once while writing a grant. It was difficult to get the information that I needed in the format I needed, and it took a long time to get what I needed. I think they were terribly understaffed at the time.</p>
<p>Local college needs could not be handled by the district IR. So glad that we now have a college IR office so that we can start researching how well our interventions are doing.</p>
<p>Now that we have decentralized Institutional research we are better</p>
<p>The centralization is effective for common reports. However, each college has strengthened their own IR capability to better manage and serve the specific needs of the college.</p>
<p>There is a lot of talk and workshops on this, but little implementation.</p>
<p>We are moving full speed ahead into guided Pathways and other improvements to lead toward greater student success and completion but it is very difficult to get the data we need.</p>
<p>We have one of these?!</p>
<p>We need to maintain our own institutional researchers.</p>
<p>With the retirement of Lisa Fitzgerald there is a huge gap in that area.</p>

The BC president provides effective leadership.

A growing number of faculty complain about the never-ending list of college initiatives that they are expected to "volunteer" for. New faculty hires have been asked to commit to these, often without extra compensation, in job interviews with administrators and Dr. Christian. To increase student success, faculty need to concentrate on their students first.

always there for fac and students

Amazing leadership. Leads by example. BC is leading the nation.

Bakersfield College has kept a focus on student success, innovation and financial stability under the leadership of Sonya Christian.

Best President EVER

Communication is unclear among the leadership and transparent

Definitely advancing BC

Dr. Christen has put BC on the national map. Her relentless efforts have shined on our programs. Our community and students have a greater perception of our institution. We are not the "High School on a Hill". I have videos of my student's testimonies of how proud they are to be here and how they belong on this campus. I am extremely proud to be a Renegade!

Dr. Christian is actively engaged with faculty, students and staff. She has assembled a trusted team to help manage and focus on executing her vision and creating b

Exceptional leadership for the college. One of the best I have ever seen.

Great motivator, team builder and communicator

Has a great vision for the college. Is results oriented, has a go get it attitude about accomplishing task. However, is often unclear of what it takes to get there.

Her time is stretched thin with not enough strategic thinking.

I agree, however, there are too many grants, etc., to stay on updated on. The college feels schizophrenic.

I hate the fact the blog is a copy and paste from other college websites. I have a problem with he president always being gone and not in touch with own campus. Last ahenis controlled and makes her decisions based out outside organizations b caus of political support she perceives she will attain

love this president

Pres Christian - involved, sees big picture, ability to encourage leaders on campus, visible

She has a lot of ideas, but sometimes there are too many of them. I would rather see her concentrate on 3 things and do them really well, than trying 30 ideas that are not implemented well. Quality over quantity would be my suggestion.

She is very energetic, but I also believe we are taking on too many initiatives and spreading ourselves out way too thin.

The college is exceptionally disorganized. The President appears very involved in the day to day nuances which in one way can be good but it can also cause a lack of vision and overall leadership.

The President's personal agenda has crippled the effectiveness of programs, employees and services by distracting personnel from hired task for her personal gain.

Thought so, until an employee needed her support, and none was given.

Too many initiatives, too much work for low level people

While our BC president provides effective leadership, we are in need of more services for mentally ill students. Both professors and students have been stalked or attacked at BC this year and last year.

The District and colleges effectively communicate.

Changes are made and not shared with others that are impacted in a timely fashion so that information can be distributed to students in a timely and effective fashion.

Communication is improving under the new Chancellor

Depends on the area. Some areas are ok but like previously stated, Business Office and HR are problematic.

I **always hear** the term "it's at DO that processes slow down"

I have not had much interaction with the district

I **suppose** a natural tension exists, but I don't think it has to.

It is improving from a year ago but still a ways to go.

The communication seems to be improving.

The district does not consult the college on major projects nor the faculty in the effected area when starting the projects to ensure that the money being spent is spent in the right way and the work being done is done in an effective manner to provide proper modernization

There is no communication within departments, between departments. Policies are made and implemented without informing the parties affected

This has recently improved

Too many emails, there should be a way to opt out of emails from different campuses and food program. The Early Alert email doesn't work.

Under the new Chancellor's leadership, communication and the provision of effective services are improving

The District and the colleges exchange information in a timely manner.

Changes are made and not shared with others in a timely fashion so that information can be distributed to students in a timely and effective fashion

Communication is improving

Consultation assists with communication.

I cannot believe you are even asking this question!

It depends on the department.

Looks promising under Tom Burke

No opportunity to observe

The district office and the college do not seem to exchange information in a timely manner. A great example was the emergency alert that was sent campus wide. That was such a joke. I'm frightened of the chaos that will occur when we have an actual emergency. We need a communication plan! All corporations and businesses have a communication plan. Where is ours?

The District sometimes doesn't get reports out in a timely manner during the time of reporting expenses to the state for grants.

Unable to say, but there seems to be communication gaps at varying levels.

We have attempted to purchase equipment and the District process encumbered the process so purchases could not be made.