

BC and KCCD Services and Institutional Quality Survey

For Services rendered in Academic Year 2020-21

April 2021

**BAKERSFIELD
COLLEGE**

Survey Information

Survey Summary:

- The **Accreditation and Institutional Quality** survey of **BC** and **KCCD** Services rendered in **Academic Year 2020-21** is an anonymous survey that will be shared and used to improve Bakersfield College.

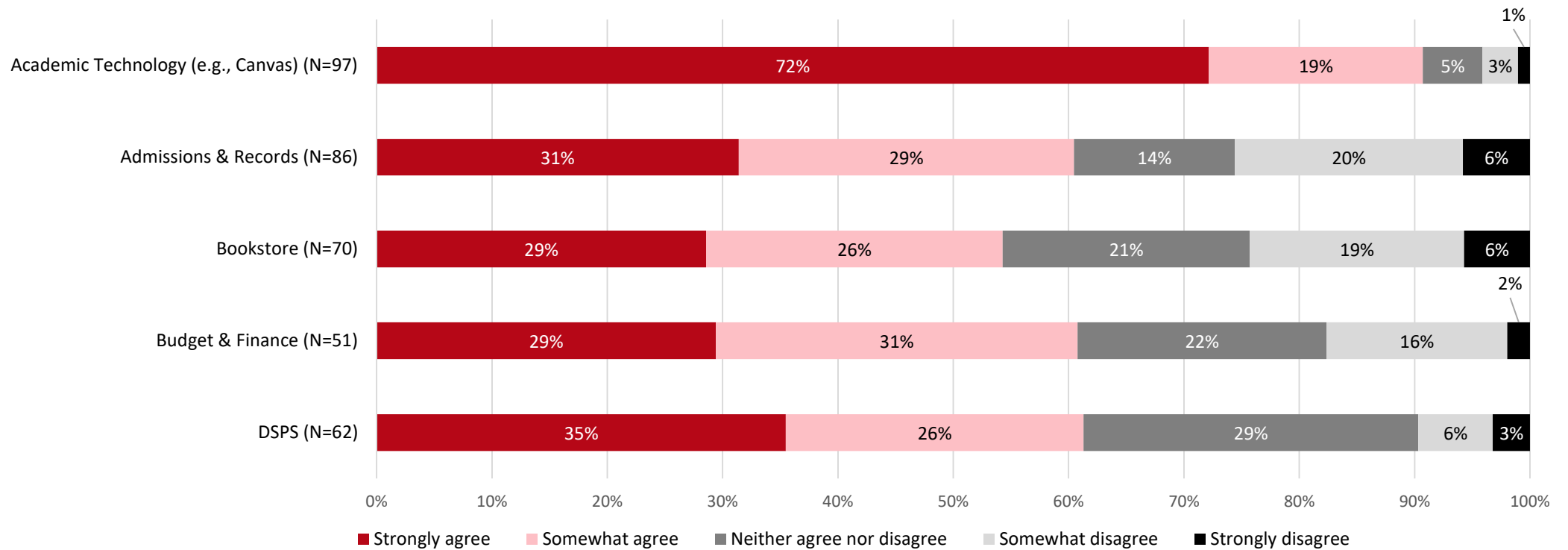
Participants and Active Dates:

- All **BC Faculty, Staff, and Managers/Administrators** were invited to participate using the BC All listserv
 - An estimated 1,108 Employees received the survey (KCCD Fast Facts on 2019-20 BC Employees)
- The anonymous survey was released on March 24th and closed on April 9th

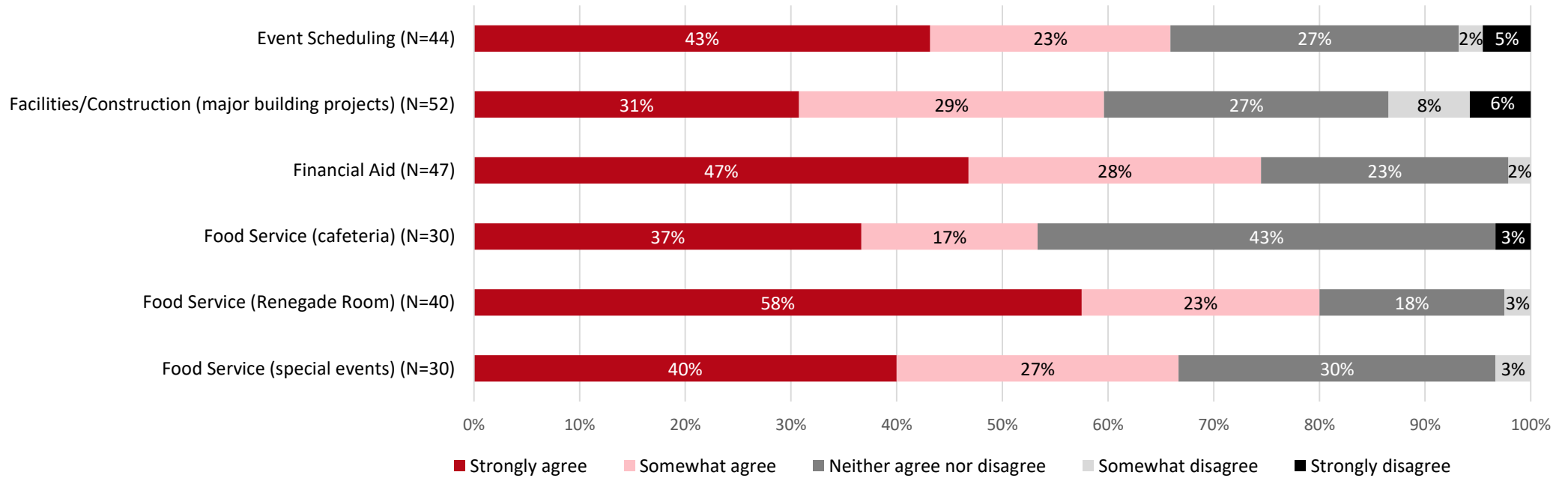
Responses Received:

- **109** unique responses were received (9.8% Response Rate)
- Duplicate responses were removed and only the first submission was used

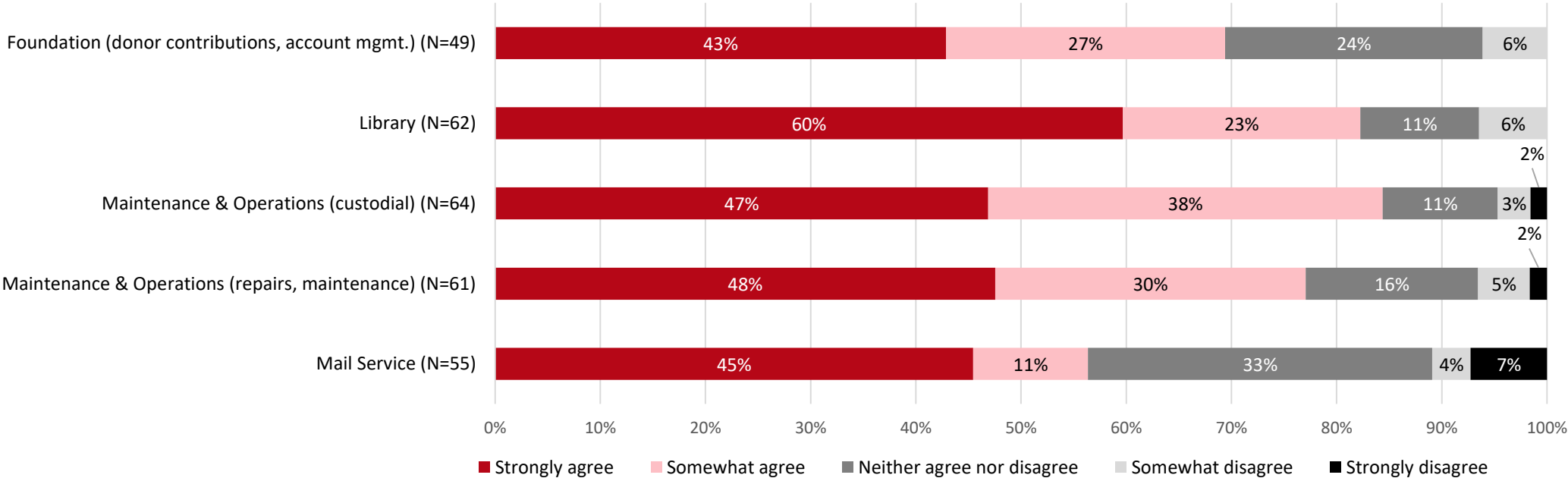
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**.



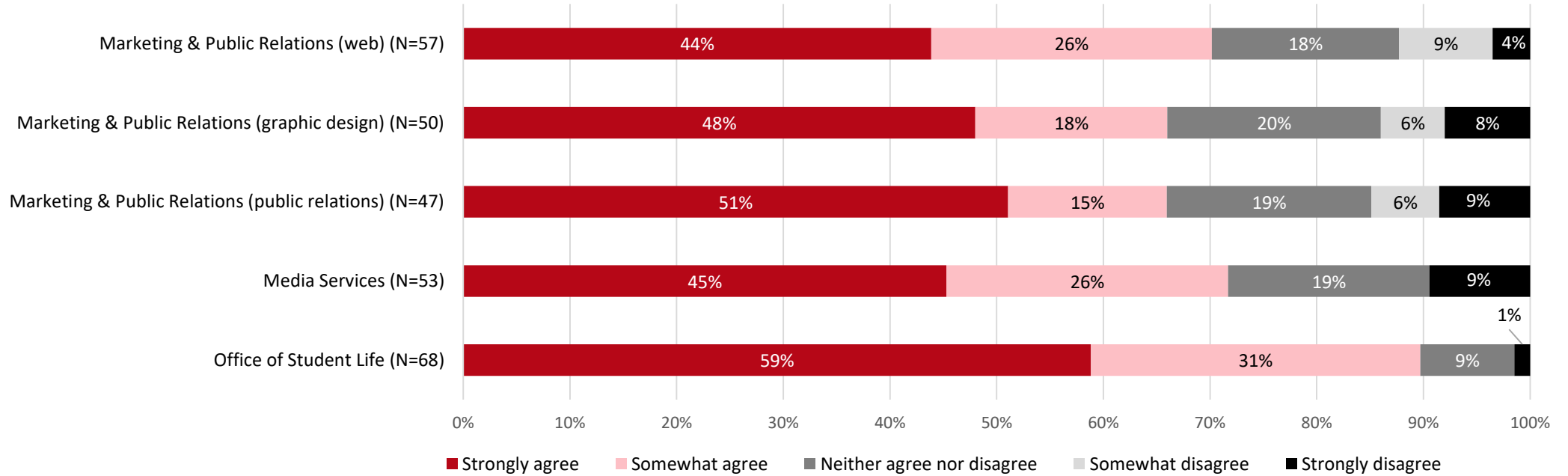
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**. (Continued)



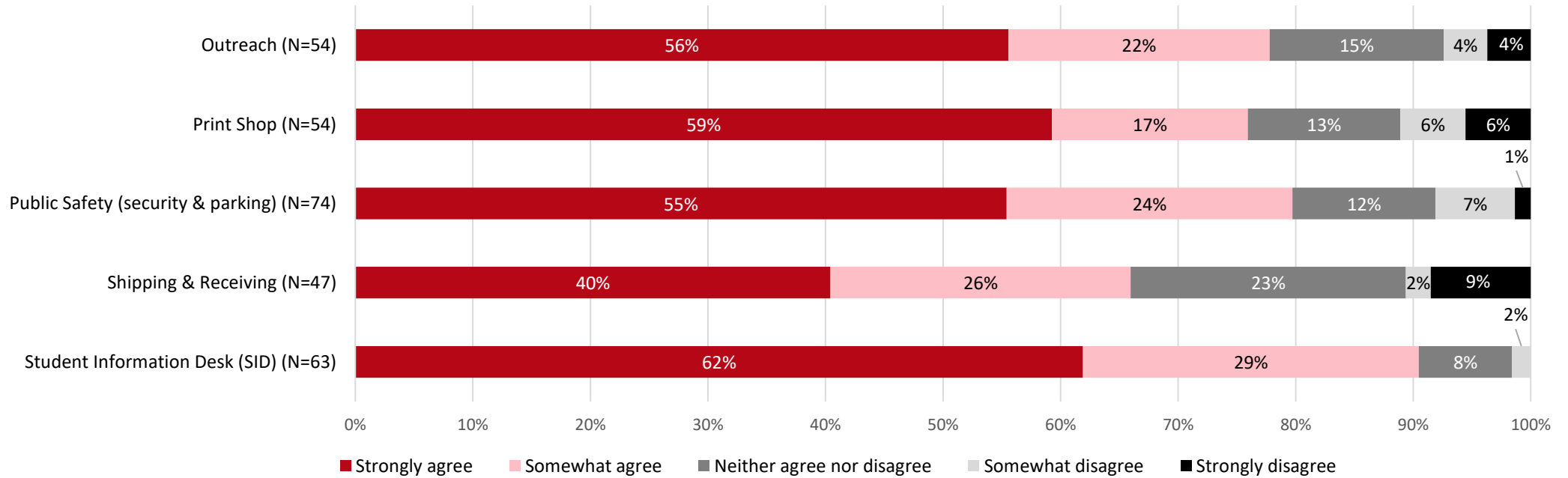
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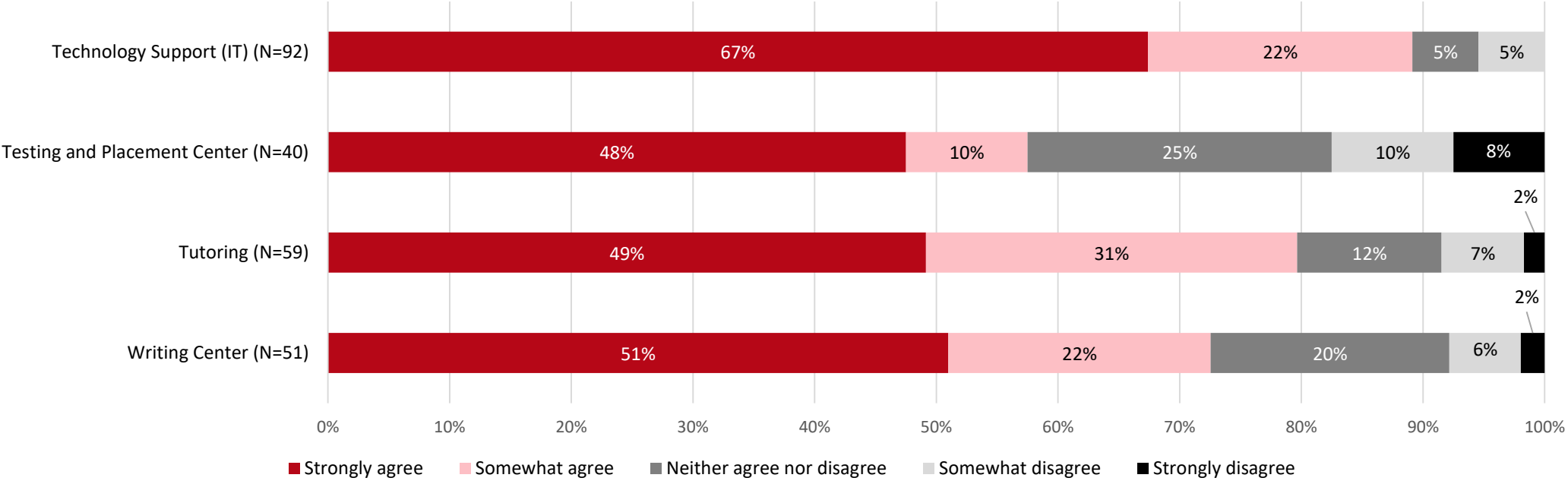
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Academic Technology

"Academic technology really stepped up and provided a great deal of training and availability."

"Most all services have met or exceeded expectations and should be applauded, however Academic Technology stands head and shoulders above the rest. I commend them for service that is far beyond expectations and making it possible for faculty, staff, and students to shine during the trauma of this pandemic."

Student Information Desk (SID)

"The Student Information desk has been a phenomenal improvement to BC services! I have often helped students go to the SID for support."

Writing Center

"The Writing Center team has been so supportive of the Inmate Scholars Program! We are incredibly grateful for all they've done for our students! I wish all departments on campus were equally as proactive and invested in our students' success!"

Tutoring

"The Writing Center and Tutoring adapted quickly and effectively to online formats (COVID)"

BAKERSFIELD COLLEGE

Feedback

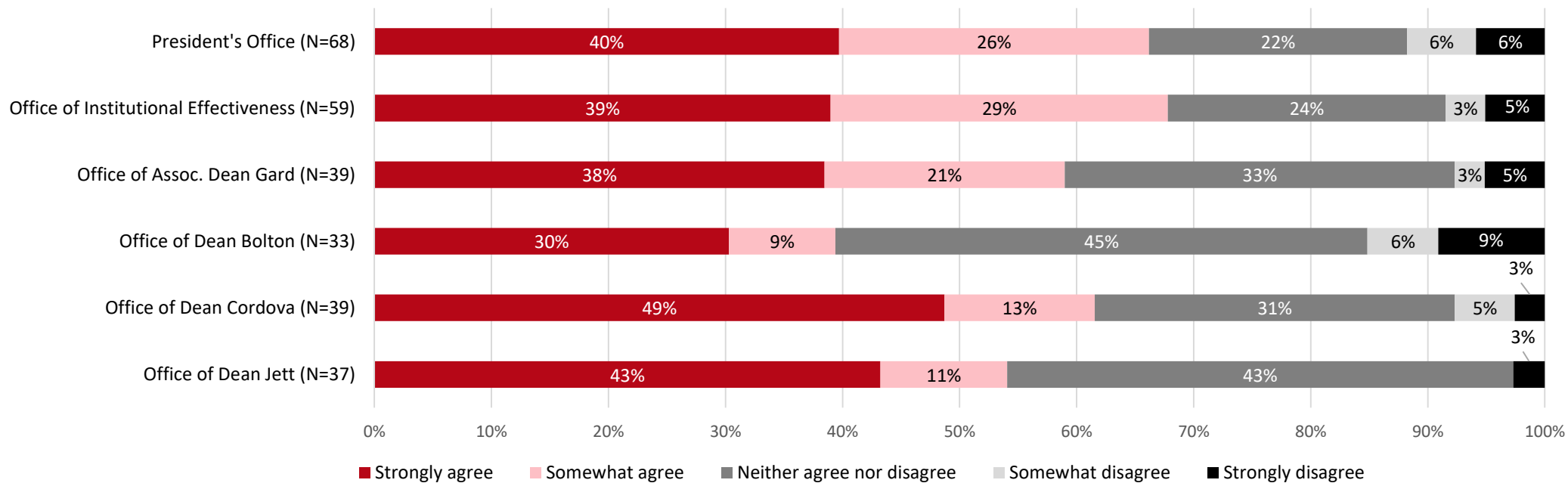
Technical Support (IT)

"The IT department has been phenomenal in assisting with any technology issues. They have been effective and efficient."

"IT provides fast and friendly service"

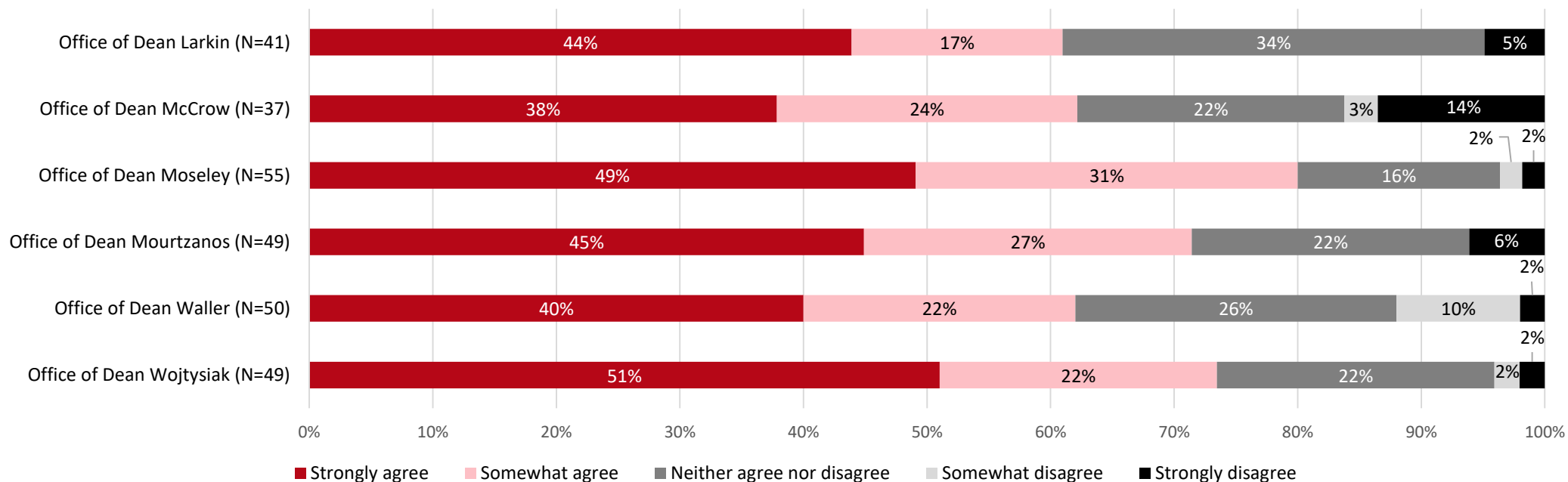
"The IT department has been wonderful. Always available to help with remote issues."

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



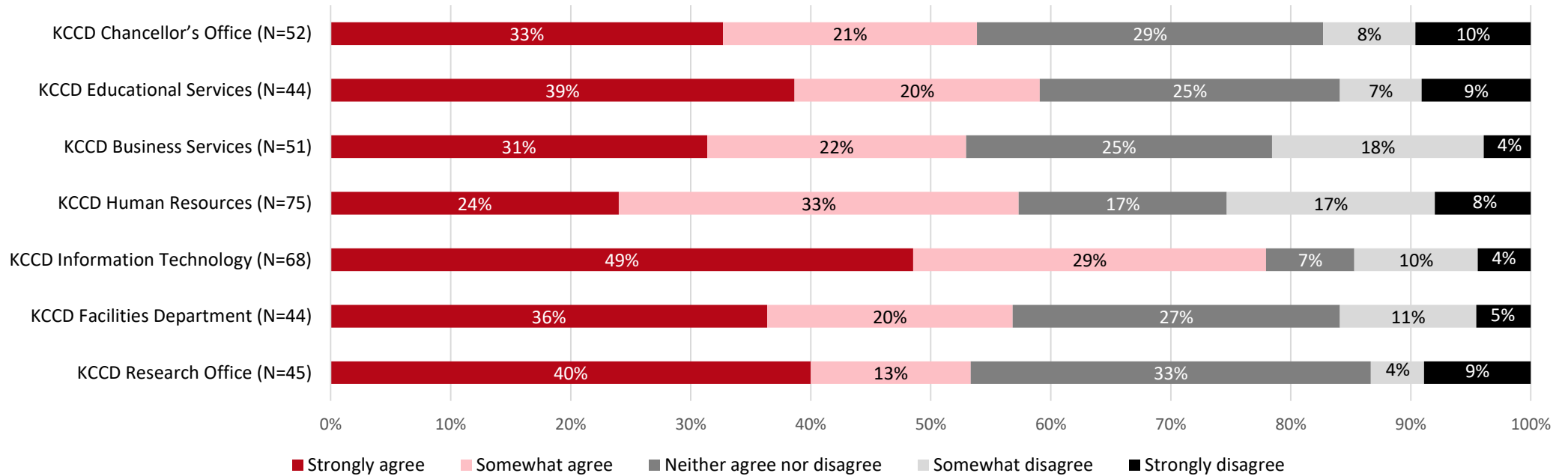
- *“The various Dean's offices have been very supportive in providing faculty to teach in the ISP.”*
- *“Office of Dean Jett: Quality information when sending out emails; quick responses to emails;”*

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



- *“The staff in my dean’s office have been **great**. They have held Zoom get togethers to bring faculty and staff together throughout the year.”*
- *“**Dean Wojtysiak’s office is very efficient in getting work done. Amazing Job!**”*

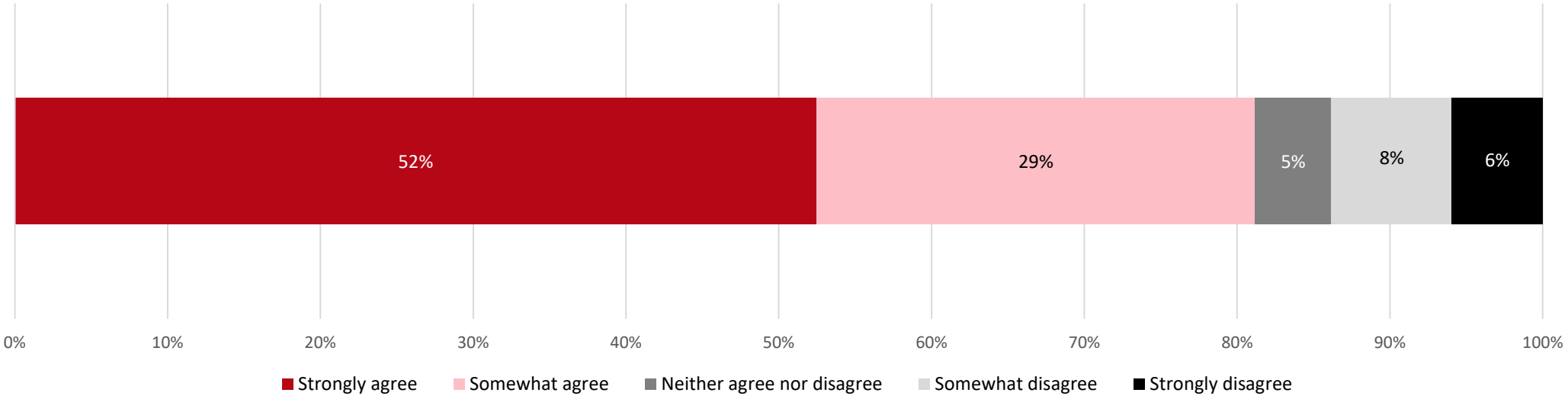
Indicate the extent to which you agree that the following **KCCD** offices and services (located in the downtown office building) are effectively supporting Bakersfield College in achieving its mission.



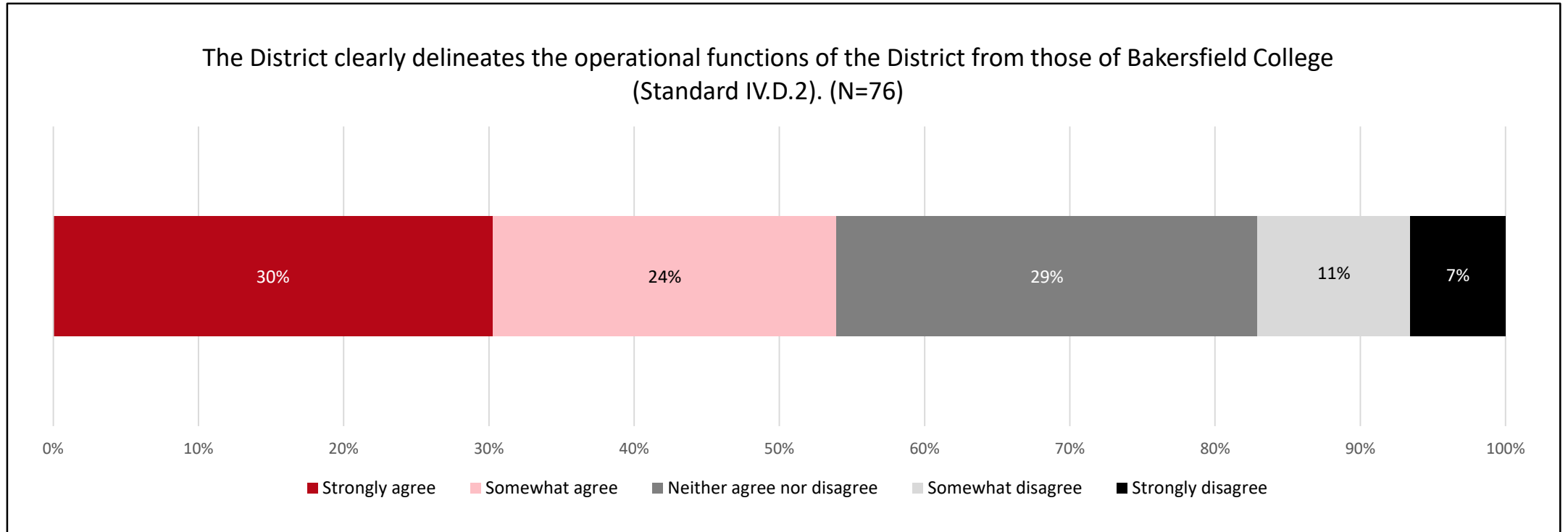
- *“Everyone I interact with in **Business Services** at the **DO** is helpful and kind. They are **always** willing to answer questions and provide training on processes I am unfamiliar with... I appreciate this so much!”*
- *“The **IT** group does a **good job** keeping us up to date about software updates, outages, and so forth. They have done a **tremendous amount** of work this year.”*
- *“**Institutional research** has found **innovative** ways to **support** Program review this year. “*

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

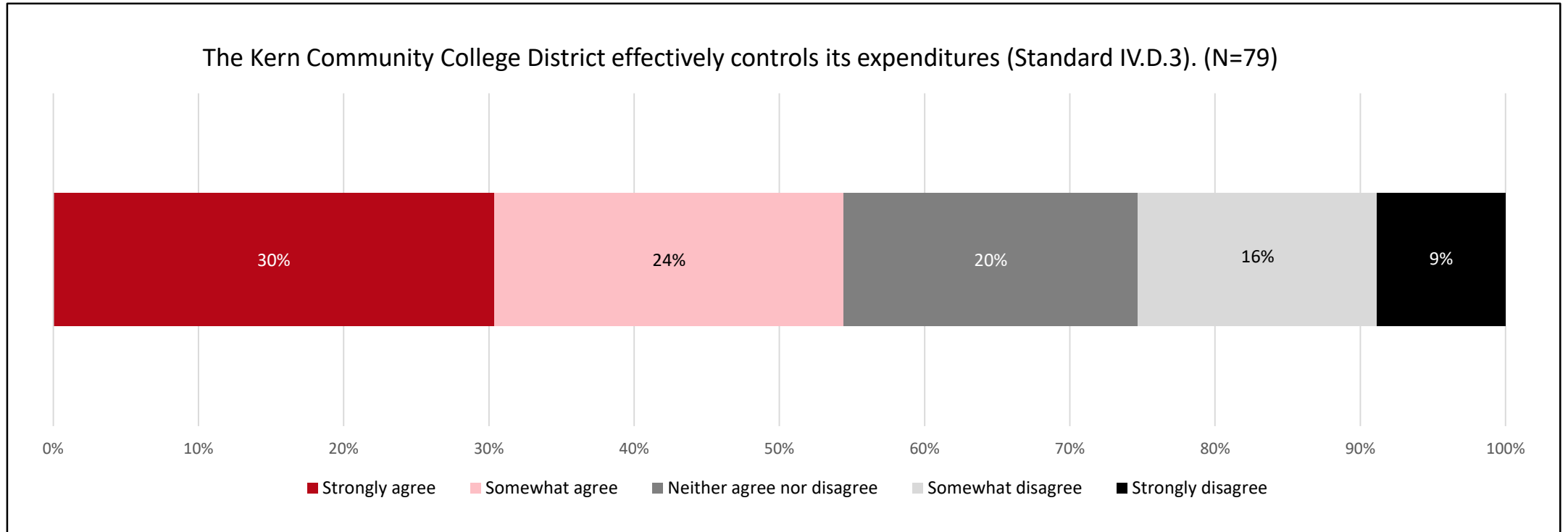
The BC president provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness (Standard IV.B.1). (N=101)



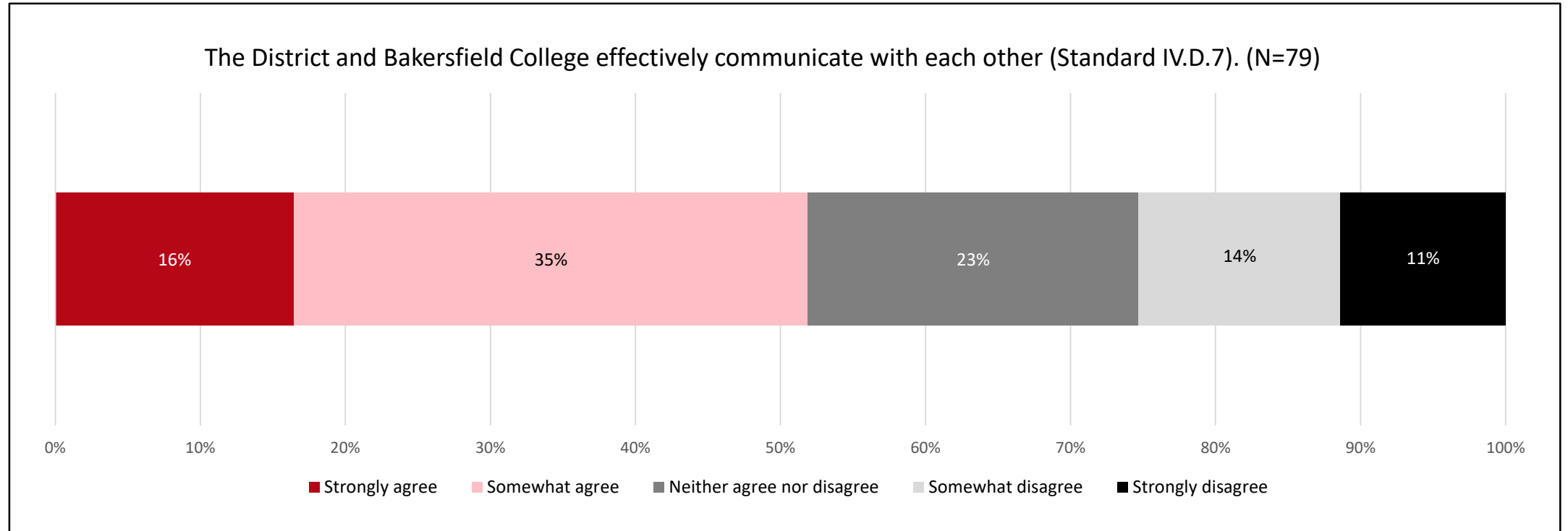
The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2).



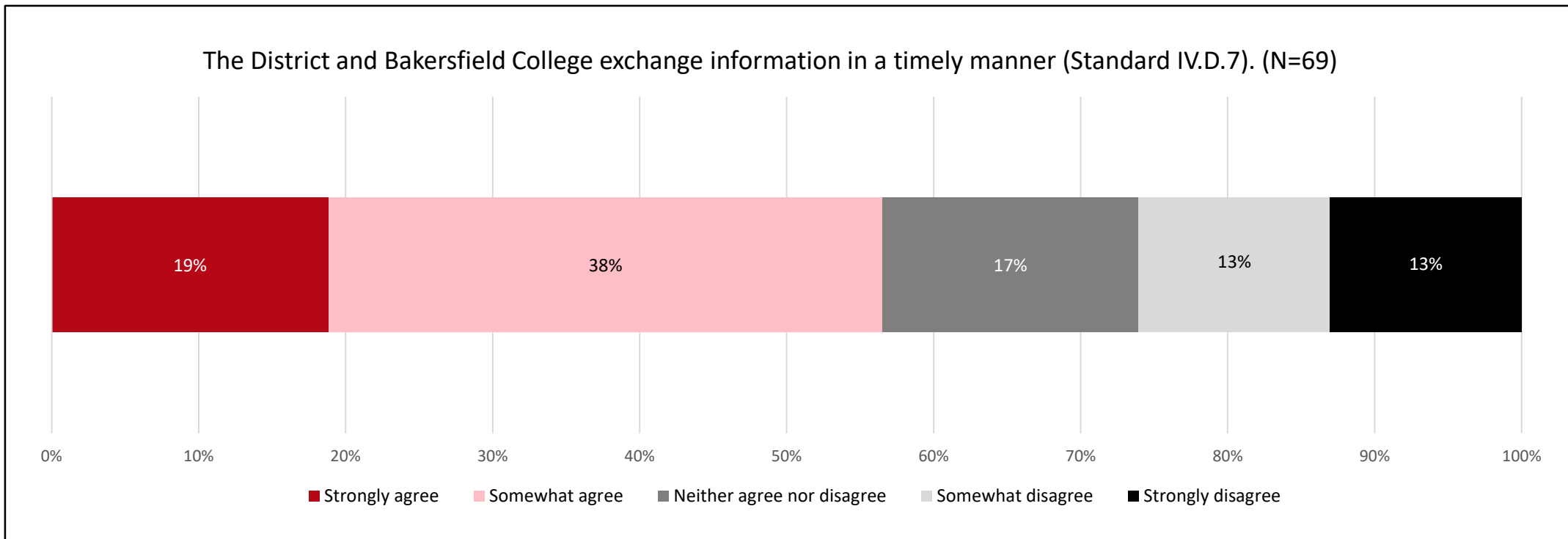
The Kern Community College District effectively controls its expenditures (Standard IV.D.3).



The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).

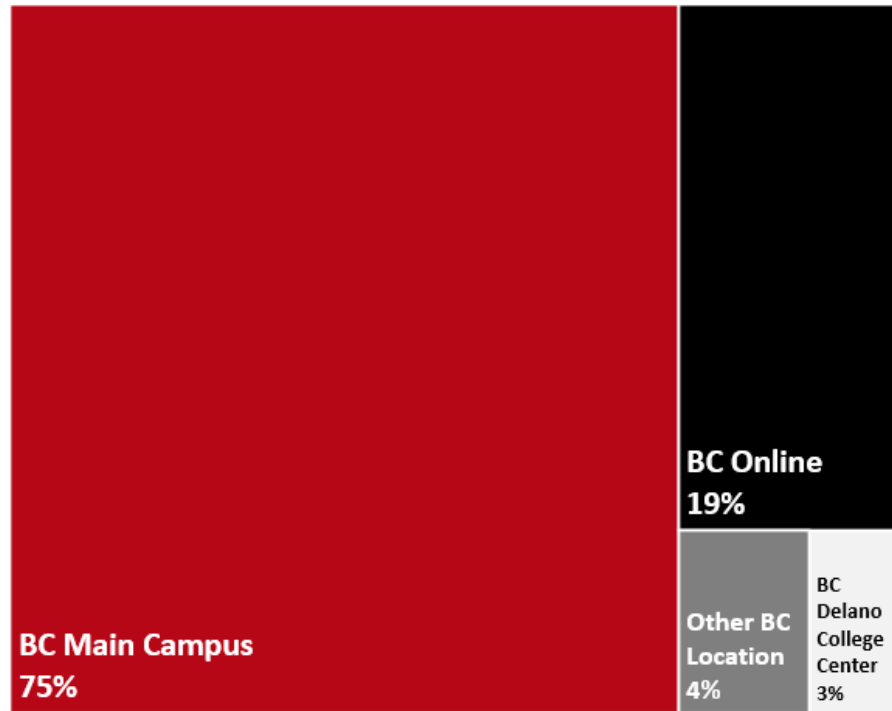


The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).



Work Location and Role at BC

Primary Work Location (N=106)

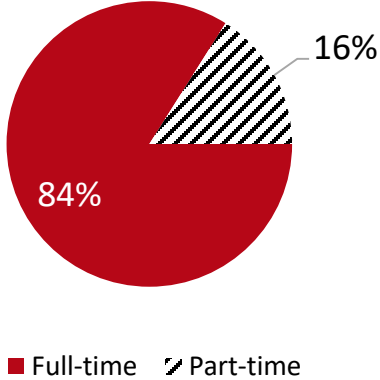


Primary Role at BC (N=104)

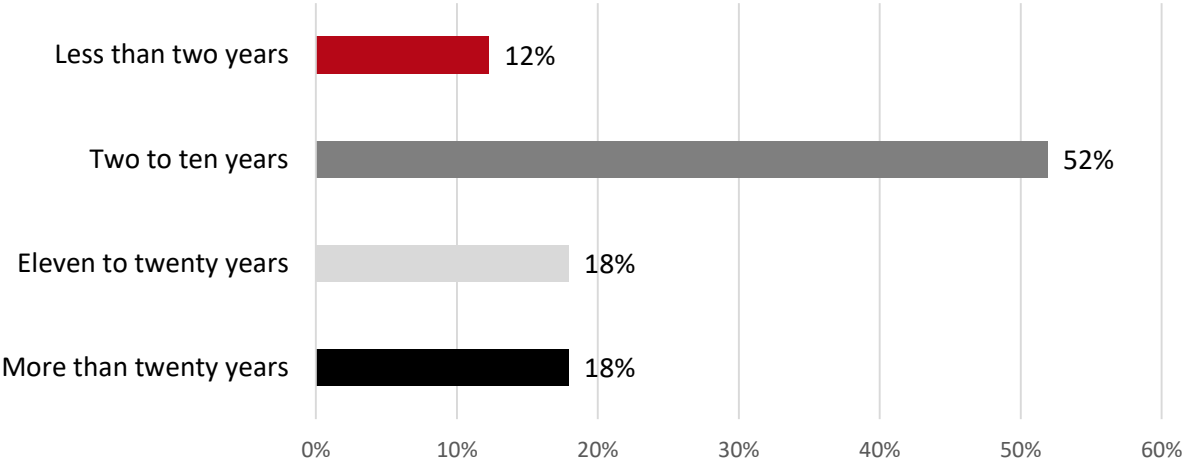


Work Status and Years at BC

Are you employed part-time or full-time?
(N=106)



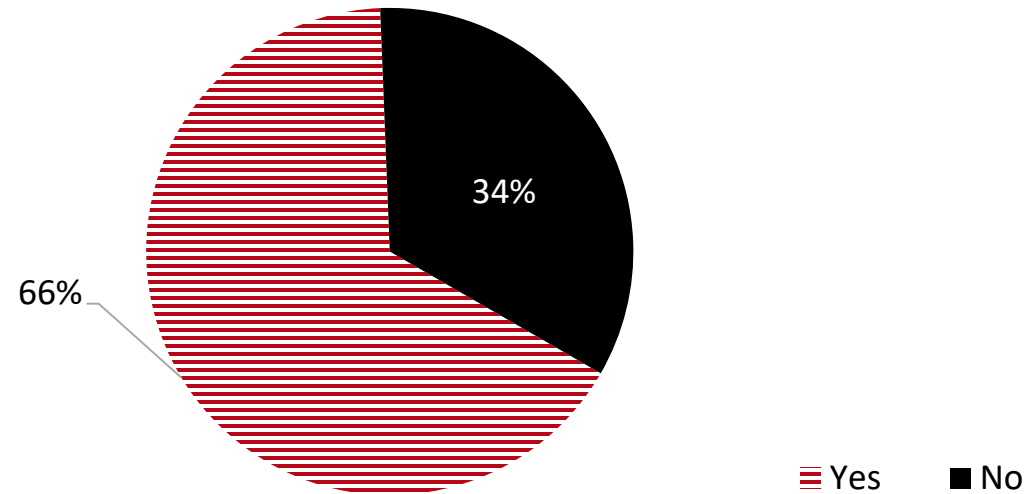
How long have you worked for Bakersfield College? (N=106)



Committee Participation at BC

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

(N=106)

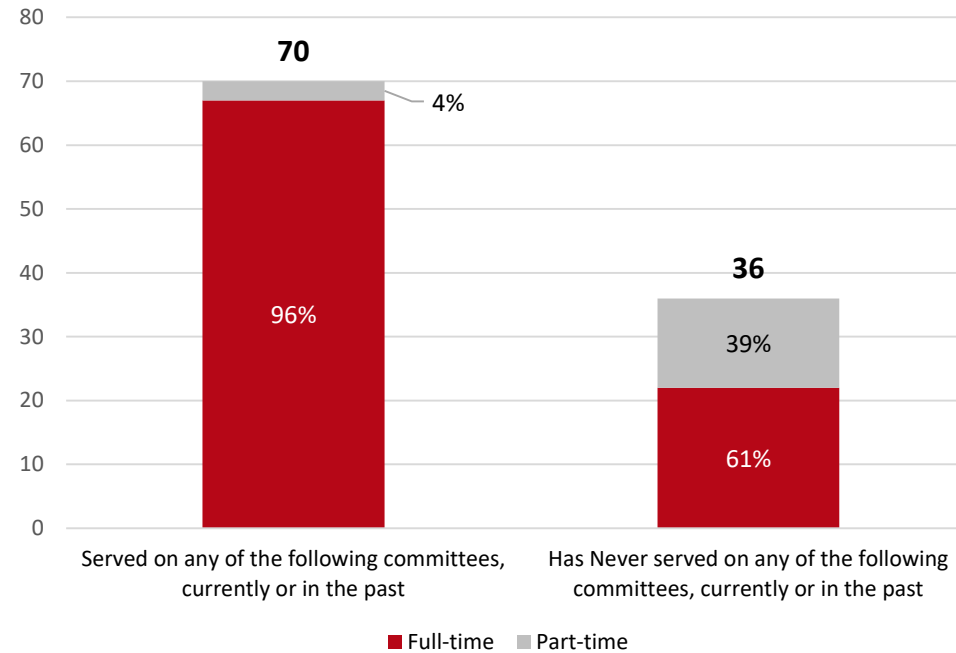


- Academic Senate
- Accreditation & Institutional Quality Committee (AIQ)
- Administrative Council
- Assessment Committee
- Budget Committee
- College Council
- Curriculum Committee
- Educational Administrators Council (EAC)

- Equal Opportunity & Diversity Advisory Council (EODAC)
- Facilities & Sustainability Committee
- Faculty Chairs/Directors Council (FCDC)
- Information Services & Instructional Technology (ISIT)
- Professional Development Committee
- Program Review Committee
- Safety Advisory Committee
- Student Affairs Leadership Team (SALT)

Committee Participation by Work Status

Committee Participation by Work Status (N=106)

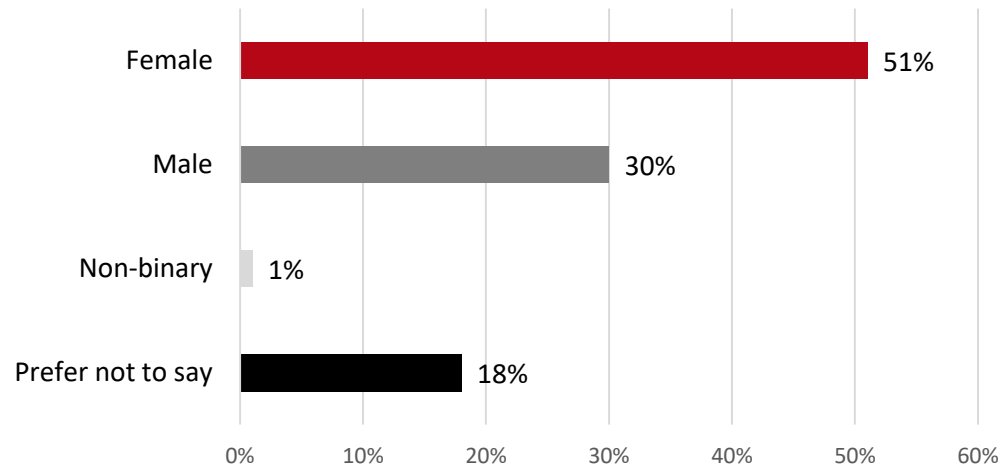


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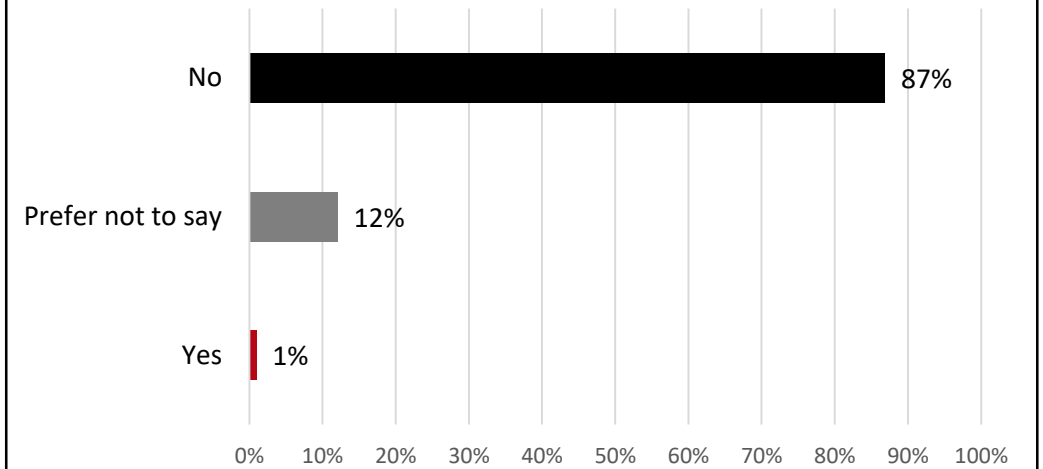
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Gender Information

What is your gender? (N=100)

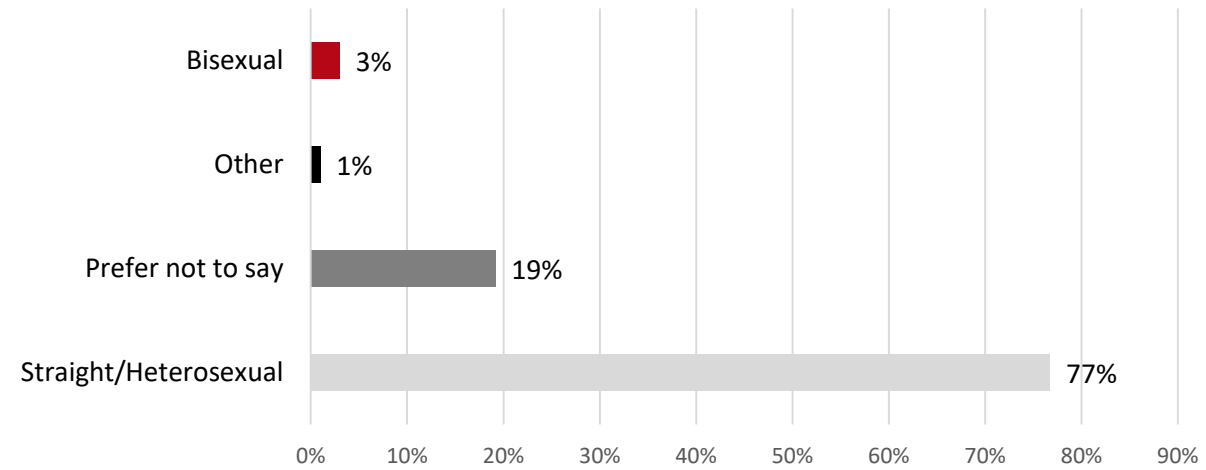


Do you consider yourself to be transgender? (N=99)



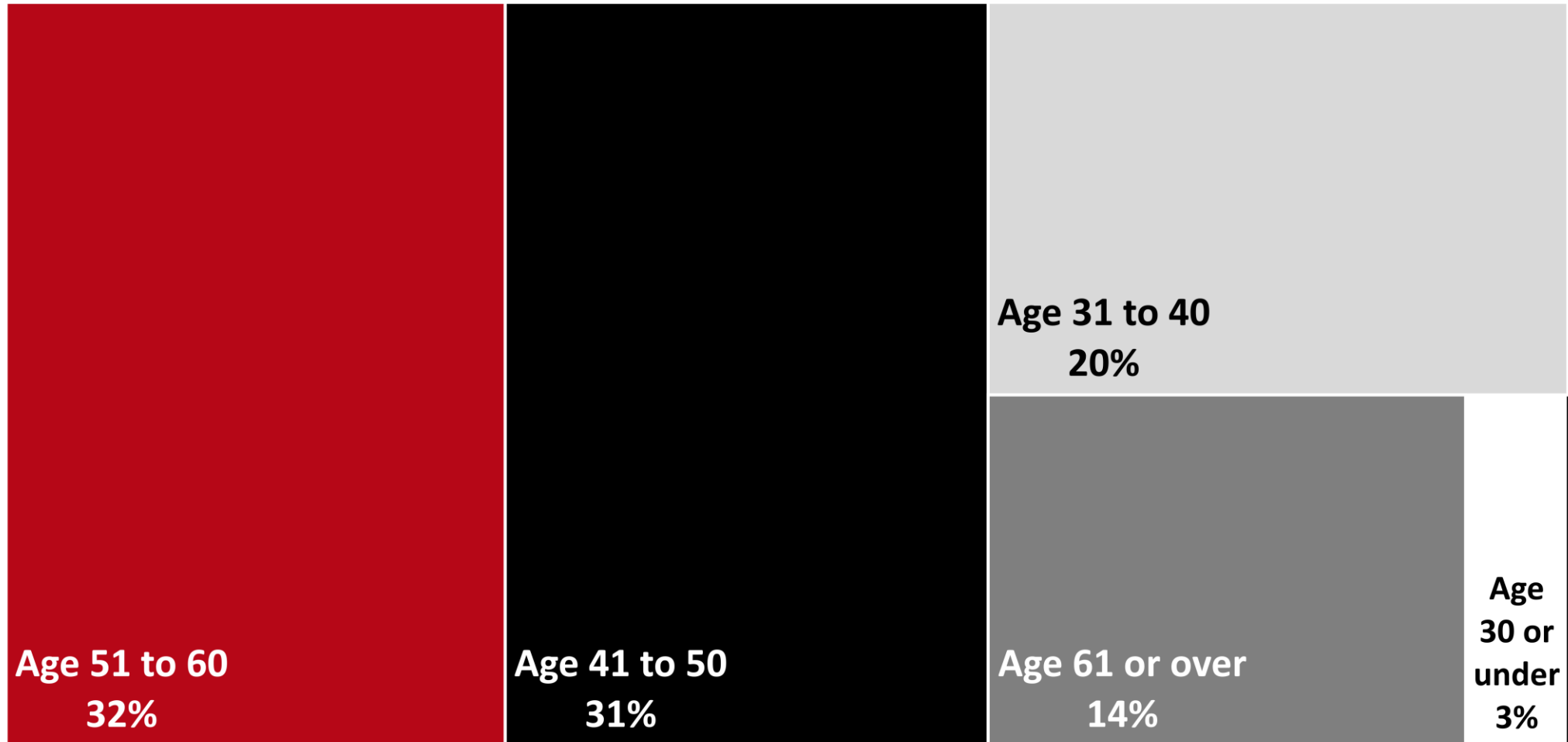
Sexual Orientation

What do you consider yourself to be? (N=99)



Age Group

Indicate your Age Group (N=97)



Ethnic Identification

Indicate your ethnic identification (check all that apply): (N=96)

