

BC and District Services Evaluation Survey

This survey is a tool to evaluate the services provided by the college and the the district office, in order to directly respond to accreditation standards. There will be open-ended response opportunities to provide specific examples, feedback, ask questions and provide suggestions. This survey should take approximately 15-20 minutes. Your answers are confidential because we appreciate honest and candid, well-considered responses.

Demographics

***1. How would you describe your position?**

- Faculty
- Classified Staff
- Administration
- Other (please specify)

***2. How long have you worked for Bakersfield College?**

- More than 20 years
- 16-20 years
- 11-15 years
- 6-10 years
- 2-5 years
- Less than 2 years

***3. Are you a member of any collegewide committees or councils?**

- Yes
- No

***4. Where is your primary work location?**

- Panorama campus
- Delano
- Online

Other (please specify)

5. Please check all the committees you are currently serving on at BC. If we missed a committee please type that into the other box.(Optional).

- Academic Senate
- Academic Senate Executive Board
- Accreditation & Institutional Quality Committee (AIQ)
- Administrative Council
- Assessment Committee
- Budget Committee
- College Council
- Committee Chairs
- Curriculum Committee
- Data Coaches
- Educational Administrators Council
- Enrollment Management Committee
- EODAC
- Equivalency Committee
- Facilities Committee
- Faculty Chairs/Directors Council (FCDC)
- ISIT
- Making it Happen (MIH)
- President's Cabinet
- Professional Development Committee
- Program Review Committee
- Safety Advisory Committee
- Student Affairs Leadership Team (SALT)
- SGA
- SGA Executive Board

Other (please specify)

Bakersfield College Services

Please evaluate the following Bakersfield College Services where you have some experience, if you have no experience please select not applicable. Where applicable please provide specific examples of why you answered about a specific service

***6. The following Bakersfield College service areas provide effective and adequate support**

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable
Admissions and Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment/Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance and Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing and Public Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Media Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipping and Receiving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify examples for particular service areas)

Questions from Accreditation Standard IV.D.

This section of the survey collects data directly related accreditation report progress."The 2013 Follow Up report included two proposals regarding evaluation of effective district services made by the Bakersfield College Program Review Committee. The proposals were submitted to the Academic Senate and College Council. They then moved to District Consultation Council for consideration.

Program Review Committee Proposal #1: The Bakersfield College Program Review Committee recommends to the KCCD that there be a standardized model (such as program review) for evaluating their processes on a timeline such as a 3-year cycle. When this is approved, Institutional Research and Planning will create a draft form. Those areas to be reviewed include Finance (Construction, Bonds, CFO, Business Services), Human Resources, Operational Management (which includes IT), Vice Chancellor of Educational Services (even though currently an empty position, it has other functions under it that are still being handled), General Counsel, Associate Chancellor of Governmental & External Relations, and Institutional Research and Planning."

Questions 7 - 13 of the survey asks for your input on District Office Services in an attempt to evaluate 2014 Accreditation Standard IV D.2 which states that the district/system "ensures that the colleges receive effective and adequate district/system provided services to support the colleges in achieving their missions."

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

Each question will provide the description* of the district service to be evaluated and then ask you to agree or disagree with the statement in Accreditation Standard IV.D.2 based upon your own experience. Please provide open-ended responses regarding specific examples related to the service. Please use unable to evaluate if you have no first hand experience with the service.

*The descriptions of the services are taken from the adopted budget document for 2014-15 and the Institutional Research Department description is from the kccd.edu website.

Evaluation of District Services to Support the College Mission

Service 1: The KCCD Chancellor's Office "provides district-wide strategic direction and leadership; develops and implements district board policies and procedures; coordinates district general legal counsel, serves as liaison with local and federal agencies; conducts internal audit activities; provides institutional research and reporting; reports analysis and implementation of legislation and regulations and external and governmental affairs."

***7. 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."**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please share any specific examples

Evaluation of KCCD Services to Support the College Mission

Service 2: KCCD Educational Services "directs strategic and tactical planning; coordinates instructional and student services programs; serves as accreditation liaison with the colleges; coordinates workforce and economic development programs, monitors compliance with state and federal regulations and reporting; and serves as liaison with local, state and national agencies."

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

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please provide specific examples

Evaluation of District Services to Support the College Mission

Service 3: Business Services "facilitates district-wide development of accounting systems and procedures, compliance and budget control, risk management, coordination of all external audits, investment and cash flow management and reporting, mandated costs, purchasing and financial regulatory reporting, district-wide contract approvals and administration, fixed assets, and preparation of the district- wide financial statements, in accordance with generally accepted accounting principles.

***9. 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.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please provide specific examples

Part 2: Evaluation of District Services to Support the College Mission

Service 4: KCCD Human Resources provides "district-wide services to all employees; serves as internal consultants to management, functioning as an advocate of employees; facilitates employment benefits and labor relations (including collective bargaining) for all employee groups; recruits new employees; maintains staff diversity; supports activities related to health and safety, workers compensation, training, labor contract administration, payroll, grievances, and compliance with federal, state and local labor laws, policy and procedures."

***10. 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.**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please provide specific examples

Service 5: KCCD Information Technology Services support "information technology efforts of the three colleges and their centers, for more than 39,000 students, about 1,300 faculty and staff, and 3,600 computers; supports administrative technology needs of college and district operations."

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

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please provide specific examples

Part 2 District Services Evaluation Survey

Service 6: KCCD Facilities Services provides "district-wide facilities planning and construction management services, including district-wide capital outlay and scheduled maintenance projects for new and modernization construction projects; coordinates all district-wide construction compliance requirements."

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

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please provide specific examples

Part 2: District Services Evaluation Survey

The role of KCCD Institutional Research Services is to provide "quality information and analysis to support planning, decision-making, and assessment throughout the Kern Community College District."

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

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Unable to evaluate

Please provide specific examples

Questions from the previous 2011 BC survey

Questions 14 - 21 of the survey are identical to the 2011 BC Employee Accreditation survey in order to compare responses. Please answer the questions as they relate to your work at BC.

***14. The BC president provides effective leadership**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

Other (please specify)

***15. The District clearly delineates the operational responsibilities and functions of the District from those of the College.**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

***16. The District clearly delineates the operational functions of the District from those of the colleges.**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

***17. The District provides effective services that support the colleges in their missions and functions.**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

***18. The District effectively controls its expenditures.**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

***19. The Kern Community College District effectively controls its expenditures.**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

***20. The District and colleges effectively communicate.**

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

Other (please specify examples)

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

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

Other (please specify examples)