Bakersfield College Employee Services Survey

The Accreditation & Institutional Quality Committee (AIQ) invites you to take our first annual Bakersfield College Employee Services Survey. Bakersfield College’s Strategic Direction Initiative 4.15 tasks AIQ with “measur[ing] end user satisfaction with college and district services annually,” so the purpose of the survey is to get feedback on the satisfaction rating of a number of Bakersfield College services for employees.

In the survey you will evaluate several Bakersfield College services with which you may have some experience, rating your level of satisfaction with that service. If you have no experience with that service, please select “Not Able to Evaluate.” When applicable, please provide specific examples of why you answered a certain way about that service.

Participation in this survey is voluntary and anonymous. ~~You will complete an online survey via Survey Monkey.~~  The online survey should take about 10 minutes, depending on how much you elaborate in the comment sections. Your survey answers will only be recorded if you get to the end and hit the “submit” button.

Bakersfield College’s AIQ Committee will then distribute the employee feedback to the different service entities so they can evaluate and adjust their practices as necessary. Please make any comments in the survey constructive for the purpose of improving or commending the service you have received. Your comments should also avoid any identifying information, such as the names of any employees associated with the service you are rating. The survey results will also be posted online for all community members to read.

Please follow this link to participate in the Bakersfield College Employee Services Survey:

Thank you for volunteering your valued time to complete the survey.

Accreditation & Institutional Quality Committee

Please evaluate the following Bakersfield College Services with which you have some experience. If you have no experience with that service, please select “Not Able to Evaluate.” When applicable, please provide specific examples of why you answered a certain way about a service.

The following \_\_\_\_\_\_\_\_\_\_\_\_\_\_ have provided effective service to you. (Not happy with this wording) Or something about doing the intended job effectively. Or helping to fulfill the college mission?

**Categories for each:**

Strongly Agree Agree Disagree Strongly Disagree Not Able to Evaluate

Each will have a box for examples, responses.

No need to include names?

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| Academic Instructional Technology (Moodle, etc) Tracy Lovelace and Matt Jones |
| Admissions & Records Michelle Pena |
| Assessment Center (Placement testing and accommodations) Sue Vaughn |
| Bookstore |
| Budget & Finance Anthony Culpepper |
| Child Development Center (Child Care) Danell Ward |
| Deans' Offices—drop down box for all 7 offices |
| District Office Business Services on the BC campus (facilitate procurement processes, ticketing for events) Stephen Kegley |
| District Office Human Resources on the BC Campus Dena Rhoades |
| Event Scheduling (meetings, campus events) Mary Jo Pasek |
| Facilities/Construction (major capital outlay projects) Don Birdwell |
| Financial Aid (scholarship process and student grants) Primavera Arvizu |
| Food Service (Cafeteria, Special Events) Eric Sabella |
| Foundation (donor contributions, manage accounts) Tom Gelder |
| Health and Wellness Center Ray Purcell |
| Library Anna Agenjo |
| M & O (cleanliness, maintenance, work orders, repairs) Don Birdwell |
| Mail Services (letters, interoffice) Laura Lorigo |
| Marketing & Public Relations (Web, Graphic Design, Media Public Relations) |
| Media Services (audio visual support) Kristin Rabe |
| Outreach (community engagement) Steven Watkin |
| President's Office support staff Jennifer |
| Print Shop (campus printing) Laura Lorigo |
| Public Safety (Parking, Security) Chris Counts |
| Shipping & Receiving (FedEx and other large packages/items) Laura Lorigo |
| Technology Support (local network, WiFi, lab support) Todd Coston |