BC Services, Accreditation & Institutional Quality Survey - Fall 2024 Term

Start of Block: Default Question Block

Graphic

Header 1: Welcome to the Accreditation and Institutional Quality survey of **BC** and **KCCD Services** rendered in the **Fall 2024 Term**! Your responses to this survey are anonymous and we ask that you refrain from including identifying information about yourself or anyone else in the open text boxes, as well. Your feedback on this survey will be shared and used to improve Bakersfield College. The questions in this survey are designed to measure our alignment with the accreditation standards, and your feedback will be shared and used to improve Bakersfield College services.  For your reference, the standards are available here. Thank you for your participation!

Q1   
The Bakersfield College mission statement reads as follows:     
Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment promotes equity and fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.   
 Indicate the extent to which you agree with the following statements. If you do not have any basis to evaluate the statement, select "N/A" (not applicable). (Standards 1.1, 1.3)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly agree (5) | Somewhat agree (4) | Neither agree nor disagree (3) | Somewhat disagree (2) | Strongly disagree (1) | N/A or Don't know (0) |
| Bakersfield College has established a clearly defined mission. (3) |  |  |  |  |  |  |
| Our mission statement appropriately reflects BC’s character, value, structure, and unique student demographics. (1) |  |  |  |  |  |  |
| Our mission statement articulates BC’s commitment to ensuring equitable educational opportunities and outcomes for all students. (8) |  |  |  |  |  |  |

Comment 1 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q2 Indicate the extent to which you agree that the following Bakersfield College services and departments have collaborated with you **effectively**. If you do not have any basis to evaluate the service provided by an area, select "N/A" (not applicable). (Standards 2.5, 2.6, 2.7, 2.9, 3.2, 3.8, 3.9)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly agree (5) | Somewhat agree (4) | Neither agree nor disagree (3) | Somewhat disagree (2) | Strongly disagree (1) | N/A or Don't know (0) |
| Academic Technology (e.g., Canvas, Professional Development) (1) |  |  |  |  |  |  |
| Admissions & Records (2) |  |  |  |  |  |  |
| Bookstore (3) |  |  |  |  |  |  |
| Budget & Finance (4) |  |  |  |  |  |  |
| College Safety (security & parking) (24) |  |  |  |  |  |  |
| Counseling and Advising (32) |  |  |  |  |  |  |
| DSPS (5) |  |  |  |  |  |  |
| Event Scheduling (6) |  |  |  |  |  |  |
| Financial Aid (8) |  |  |  |  |  |  |
| Food Service (cafeteria) (9) |  |  |  |  |  |  |
| Food Service (Renegade Room) (10) |  |  |  |  |  |  |
| Food Service (special events) (11) |  |  |  |  |  |  |
| Foundation (donor contributions, account mgmt.) (12) |  |  |  |  |  |  |
| Instructional Support (Scheduling) (37) |  |  |  |  |  |  |
| Library (14) |  |  |  |  |  |  |
| Maintenance & Operations (custodial) (15) |  |  |  |  |  |  |
| Maintenance & Operations (major building projects) (7) |  |  |  |  |  |  |
| Maintenance & Operations (repairs, maintenance) (16) |  |  |  |  |  |  |
| Mail Service (17) |  |  |  |  |  |  |
| Marketing & Public Relations (web) (18) |  |  |  |  |  |  |
| Marketing & Public Relations (graphic design) (19) |  |  |  |  |  |  |
| Marketing & Public Relations (public relations) (20) |  |  |  |  |  |  |
| Office of Institutional Effectiveness (33) |  |  |  |  |  |  |
| Office of Student Life (27) |  |  |  |  |  |  |
| Outreach (22) |  |  |  |  |  |  |
| Print Shop (23) |  |  |  |  |  |  |
| Shipping & Receiving (25) |  |  |  |  |  |  |
| Student Information Desk (SID) (29) |  |  |  |  |  |  |
| Student Success Lab (34) |  |  |  |  |  |  |
| Technology Support Services (IT and Media Services) (26) |  |  |  |  |  |  |
| Testing and Placement Center (13) |  |  |  |  |  |  |
| Tutoring (30) |  |  |  |  |  |  |
| Veterans Resource Center (38) |  |  |  |  |  |  |
| Welcome Center (Reception) (35) |  |  |  |  |  |  |
| Writing Center (28) |  |  |  |  |  |  |

Comment 2 Use the space below to provide any comments about how the **Bakersfield College** services and departments described above have provided you with **effective service**. Please comment on the overall service of the department/unit. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q3 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. If you do not have any basis to evaluate the service provided by an office, select "N/A" (not applicable). (Standards 2.2, 3.1, 3.6, 3.9, 4.4)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly agree (5) | Somewhat agree (4) | Neither agree nor disagree (3) | Somewhat disagree (2) | Strongly disagree (1) | N/A or Don't know (0) |
| KCCD Business Services (3) |  |  |  |  |  |  |
| KCCD Chancellor’s Office (1) |  |  |  |  |  |  |
| KCCD Educational Services and Student Success (2) |  |  |  |  |  |  |
| KCCD Human Resources (4) |  |  |  |  |  |  |
| KCCD Information Technology (5) |  |  |  |  |  |  |
| KCCD Institutional Research Office (7) |  |  |  |  |  |  |

Comment 3 Use the space below to provide any comments about how the **KCCD** offices described above have provided you with **effective service**. Please comment on the overall service of the office/unit. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| Page Break |  |

Header 2: In this section, indicate the extent to which you agree with the given statement.

Q4 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)

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)
* No opinion or N/A (6)

|  |
| --- |
|  |

Comment 4 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q5 KCCD and Bakersfield College effectively communicate with each other. (Standards 1.5, 4.2)

* Strongly agree (5)
* Somewhat agree (4)
* Neither agree nor disagree (3)
* Somewhat disagree (2)
* Strongly disagree (1)
* No opinion or N/A (0)

Comment 5 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q6 KCCD clearly delineates their own operational functions from those of Bakersfield College. (Standard 4.2)

* Strongly agree (5)
* Somewhat agree (4)
* Neither agree nor disagree (3)
* Somewhat disagree (2)
* Strongly disagree (1)
* No opinion or N/A (0)

Comment 6 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q7 KCCD effectively controls its expenditures. (Standards 3.6, 3.7, 4.4)

* Strongly agree (5)
* Somewhat agree (4)
* Neither agree nor disagree (3)
* Somewhat disagree (2)
* Strongly disagree (1)
* No opinion or N/A (0)

Comment 7 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q8 Bakersfield College's structure for decision-making provides opportunities for stakeholder participation and ensures the inclusion of relevant perspectives. (Standard 4.2)

* Strongly agree (5)
* Somewhat agree (4)
* Neither agree nor disagree (3)
* Somewhat disagree (2)
* Strongly disagree (1)
* No opinion or N/A (0)

Comment 8 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q9 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)

* Strongly agree (5)
* Somewhat agree (4)
* Neither agree nor disagree (3)
* Somewhat disagree (2)
* Strongly disagree (1)
* No opinion or N/A (0)

Comment 9 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
|  |

Q10 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)

* Strongly agree (5)
* Somewhat agree (4)
* Neither agree nor disagree (3)
* Somewhat disagree (2)
* Strongly disagree (1)
* No opinion or N/A (0)

Comment 10 If you have any comments on the above, please include them in the box below. Comments that identify individuals by name or title will be redacted or excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Default Question Block

Start of Block: Block 2

Q11 Indicate your primary work location.

* BC Main Campus (1)
* BC Delano College Center (4)
* BC Southwest Campus (5)
* BC Online (6)
* BC Weill Institute (7)
* Other BC Location (8)

Q12 Indicate your primary role at BC.

* Professional Expert (4)
* Classified (1)
* Faculty (2)
* Administrator/Manager (3)

Q13 Are you employed part-time or full-time?

* Part-time (1)
* Full-time (2)

Q14 How long have you worked for Bakersfield College?

* Less than two years (1)
* Two to ten years (2)
* Eleven to twenty years (4)
* More than twenty years (5)

Q15 Have you served on any of the following committees, currently or in the past?  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)

* Yes (1)
* No (2)

Header 3 *Why are we asking questions about gender identity and sexual orientation?*  
   
In 2011, California passed a law (AB 620) requiring forms that collect demographic information to be designed in such a way that they allow respondents to "identify their sexual orientation, gender identity, and gender expression." These questions are optional and all of your responses to this survey are *anonymous*.

Q16   
What is your gender?

* Female (1)
* Male (2)
* Non-binary (3)
* Prefer not to say (4)

Q17 Do you consider yourself to be transgender?

* Yes (1)
* No (2)
* Prefer not to say (4)

Q18 Do you consider yourself to be:

* Gay (1)
* Straight/Heterosexual (2)
* Bisexual (3)
* Other (4)
* Prefer not to say (5)

Q19 Indicate your age group:

* 30 or under (1)
* 31 to 40 (2)
* 41 to 50 (3)
* 51 to 60 (4)
* 61 or over (5)
* Prefer not to say (6)

Q20 Indicate your ethnic identification:

* Asian (1)
* Black/African American (2)
* Hispanic/Latino (3)
* Native American (4)
* Pacific Islander/Native Hawaiian (5)
* White (6)
* Two or more (7)
* Other (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to say (9)

End of Block: Block 2