

BAKERSFIELD COLLEGE

Accreditation and Institutional Quality (AIQ) Committee

Report to College Council
Prepared by Jessica Wojtysiak, AIQ Faculty Co-Chair
December 7, 2018

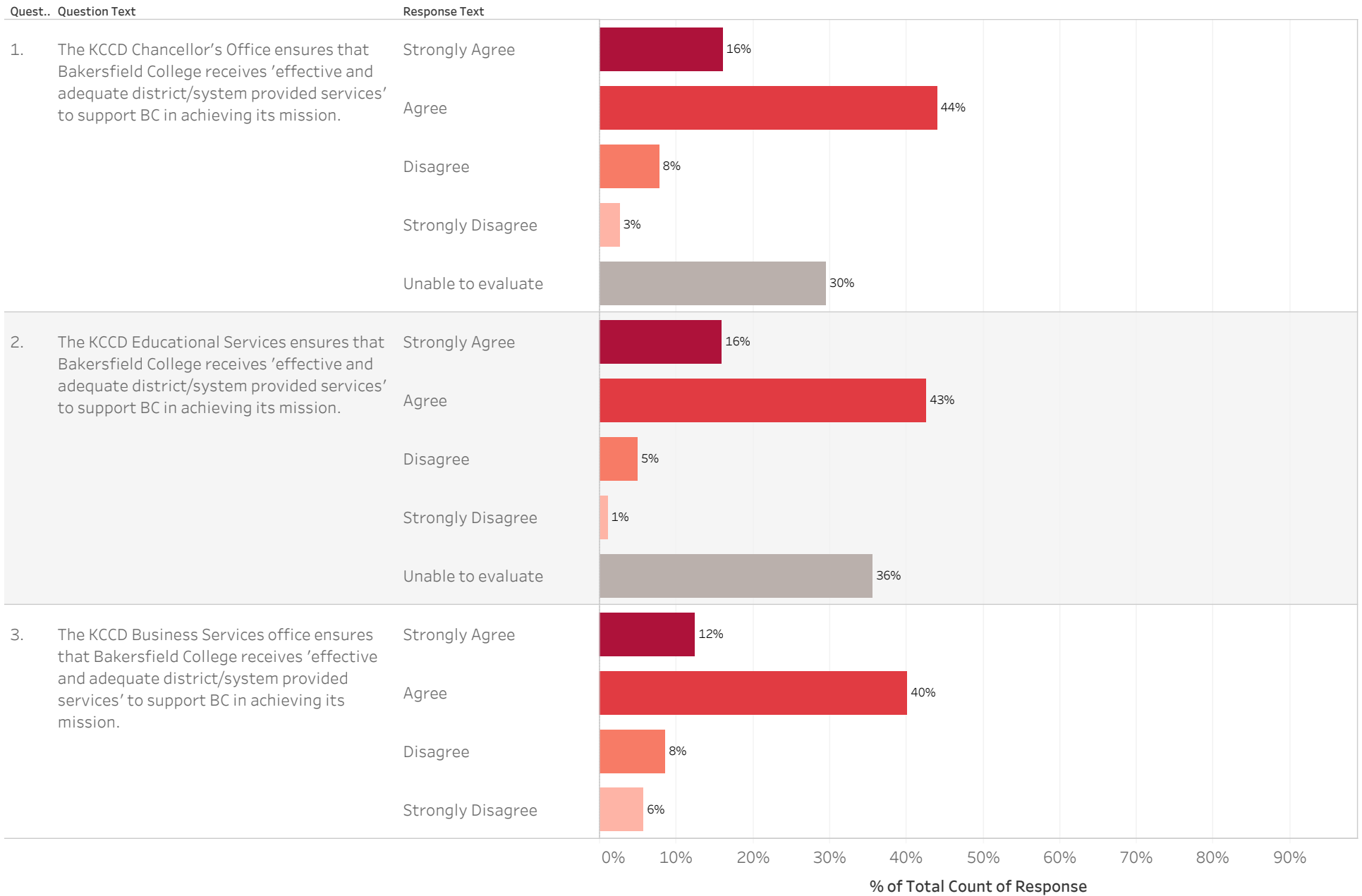
Fall 2018 BC Accreditation Survey: General Information

This report contains the complete results of the Bakersfield College Fall 2018 Accreditation Survey as distributed by the Accreditation and Institutional Quality (AIQ) Committee. This survey is a tool to evaluate the services provided by the BC President's Office and the KCCD District Office as required by ACCJC Standard IV. Overall, the survey collected 193 total responses, and the completion rate for the survey was 82%.

The survey results are divided into two sections. The first section offers a static display of the quantitative question outcomes. These results may also be accessed via Tableau visualization ([here](#)). The second section features the qualitative data collected via comments from the respondents. The qualitative data is presented in two formats. First, the comments were analyzed to identify prominent themes. These themes are identified with the additional information explaining how many comments supported the reported theme. Then, the appendix provides a list of all comments received through the survey. As noted in the directions of the survey, any personally identifying information was removed from the comments. The removal of information is noted by *[redacted]*. Comments were not edited for spelling or grammar. In cases where the question explicitly asked respondents to evaluate an individual rather than an office or service, the comments were not redacted.

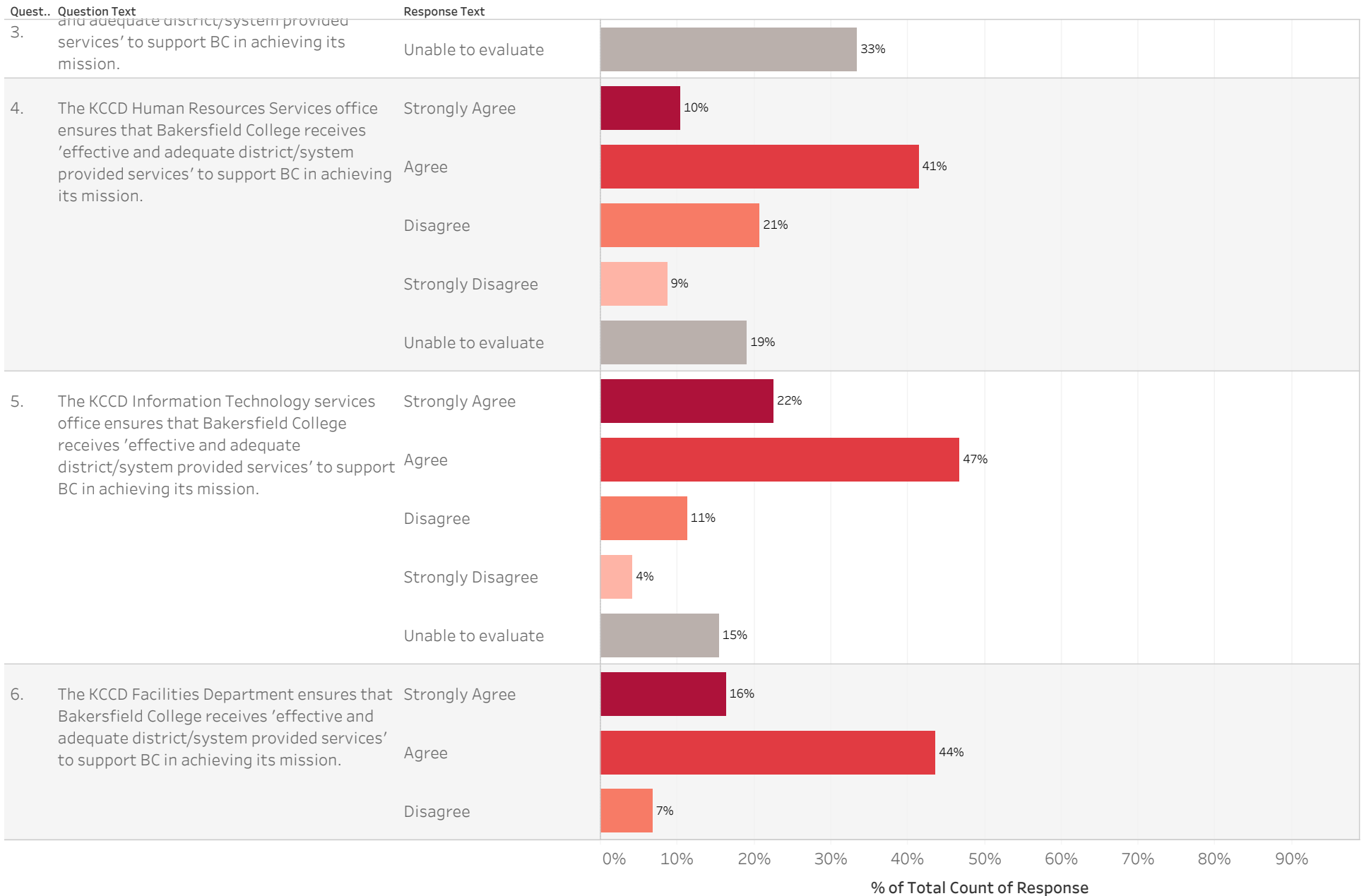
BC Accreditation Survey 2018

All Questions - Charts



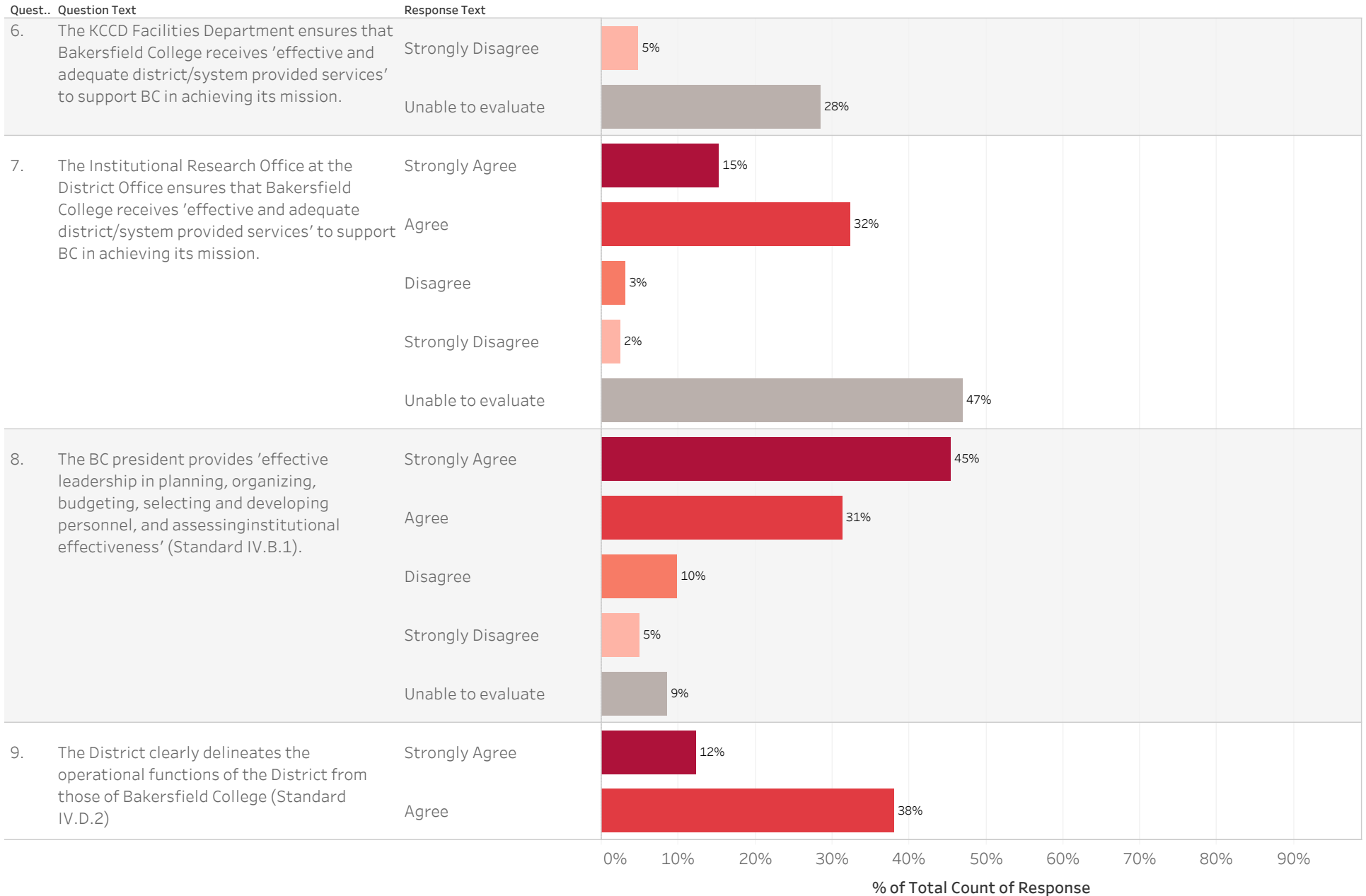
BC Accreditation Survey 2018

All Questions - Charts



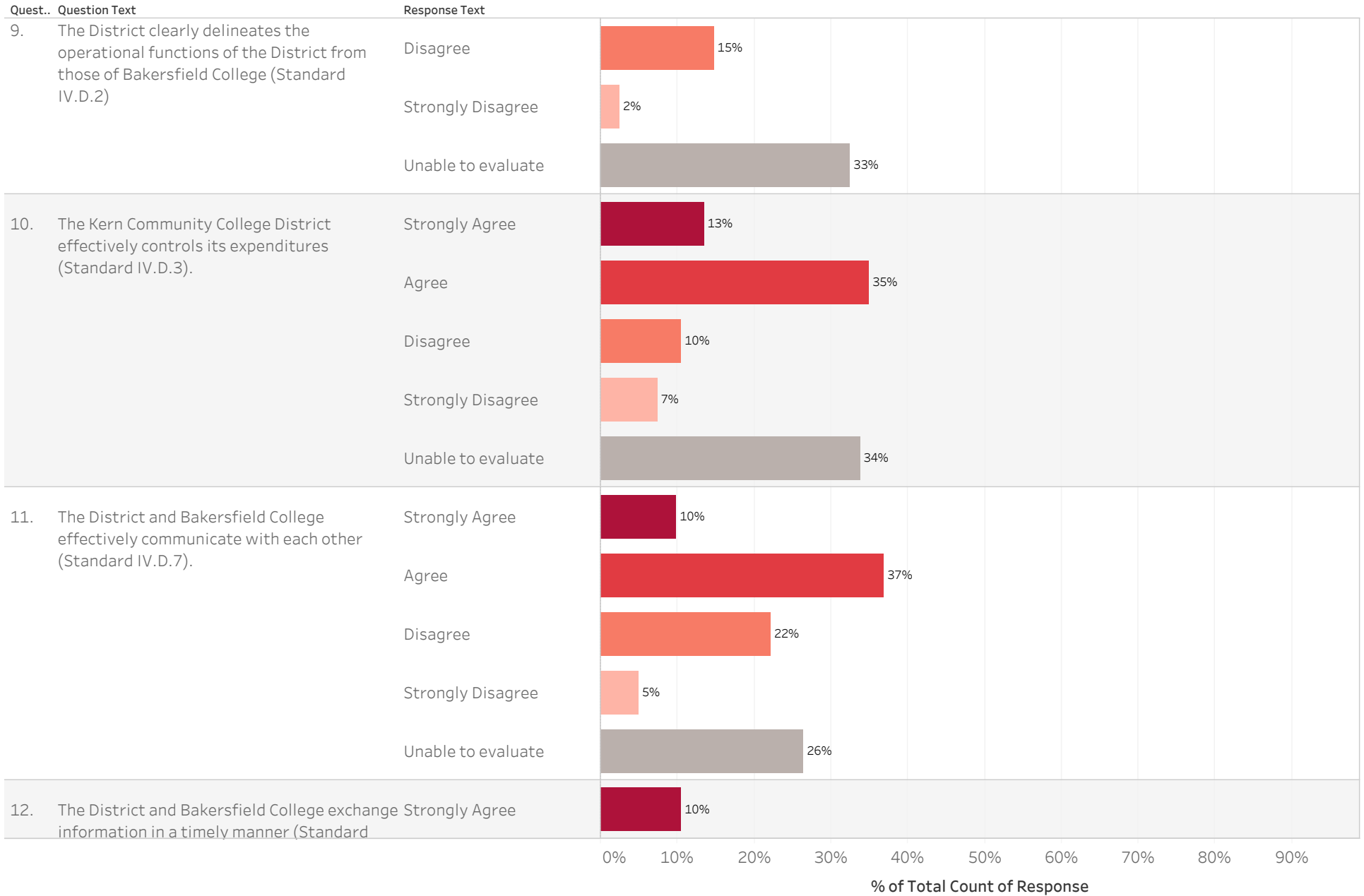
BC Accreditation Survey 2018

All Questions - Charts



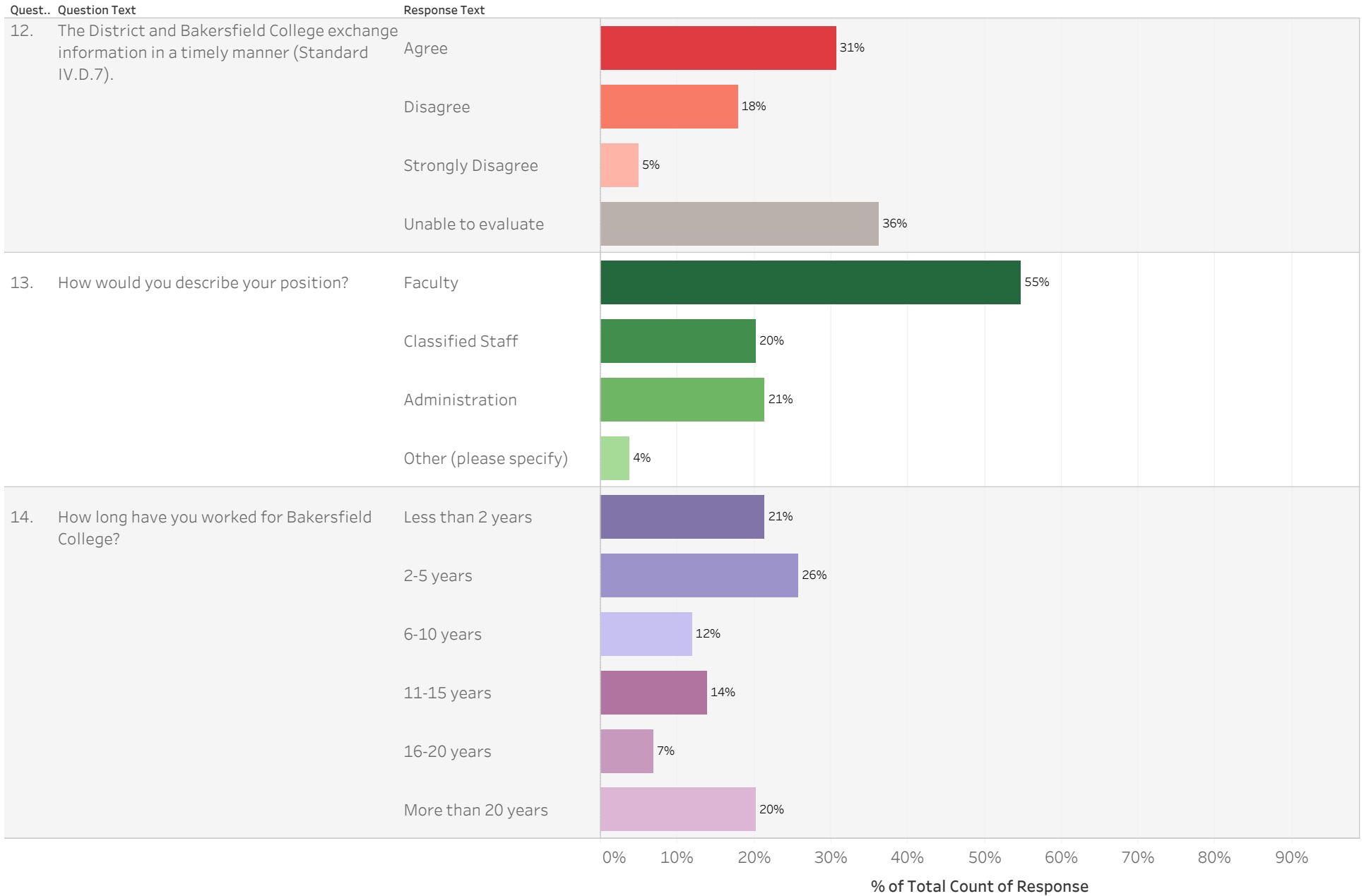
BC Accreditation Survey 2018

All Questions - Charts



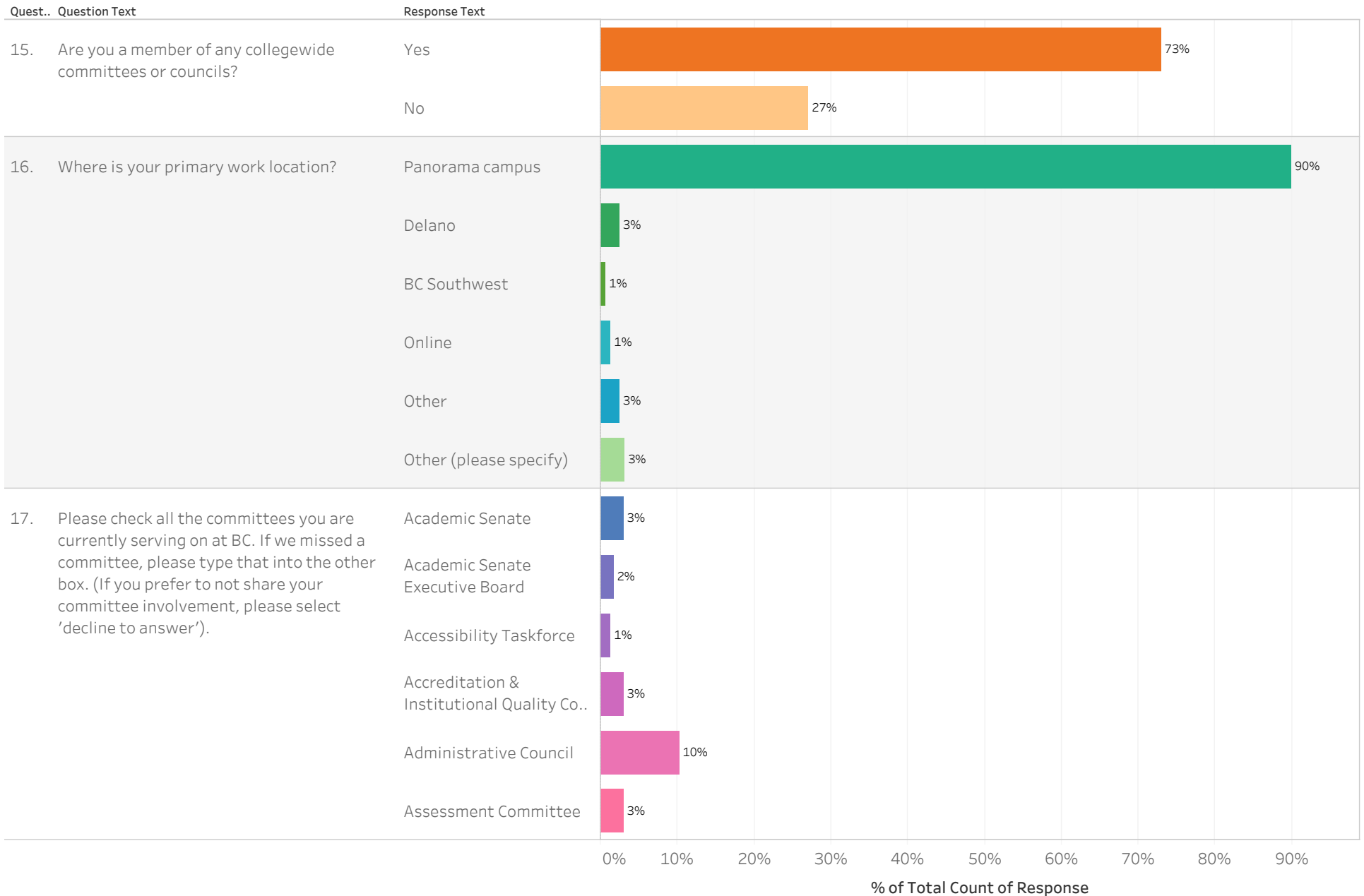
BC Accreditation Survey 2018

All Questions - Charts



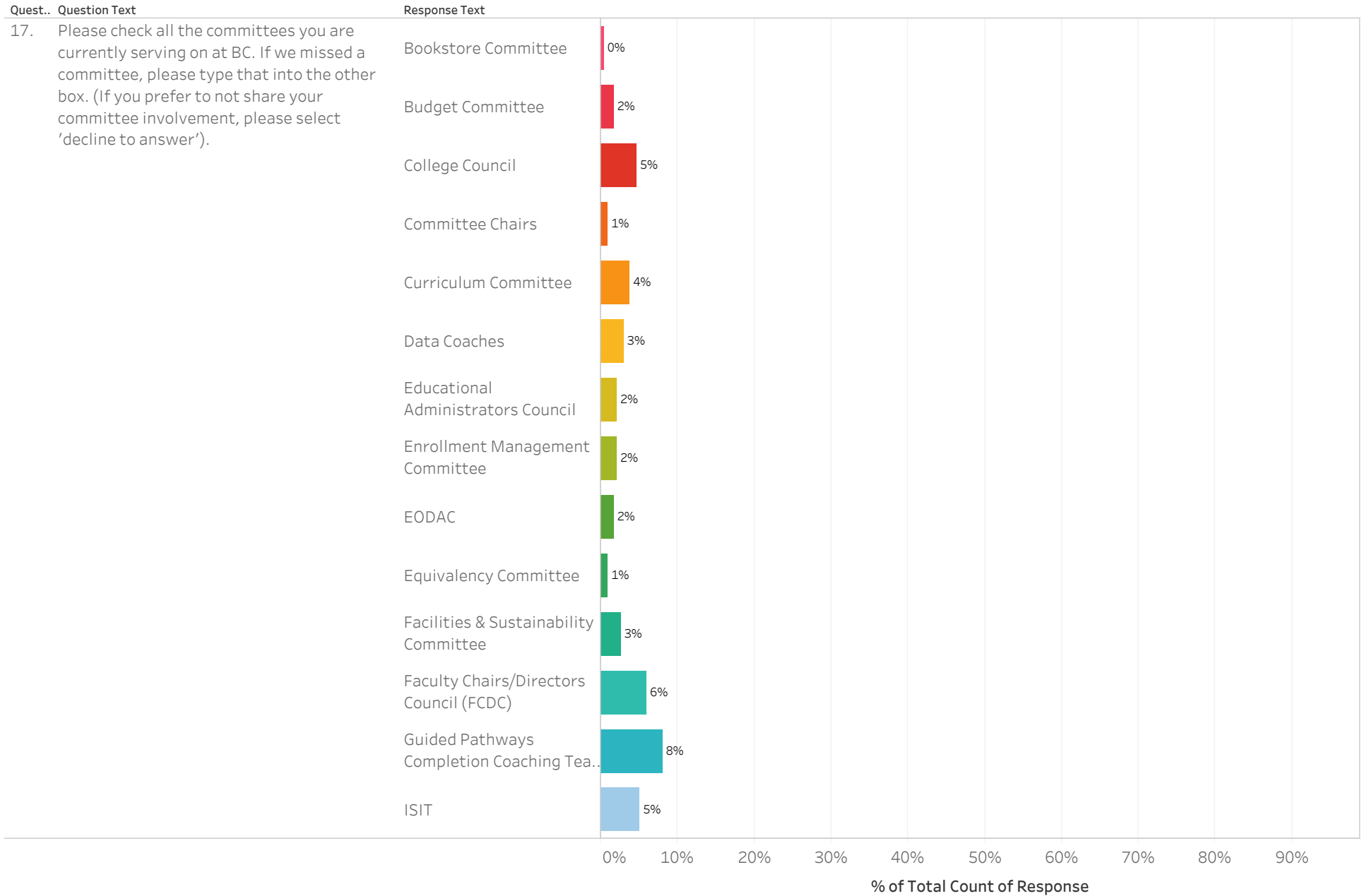
BC Accreditation Survey 2018

All Questions - Charts



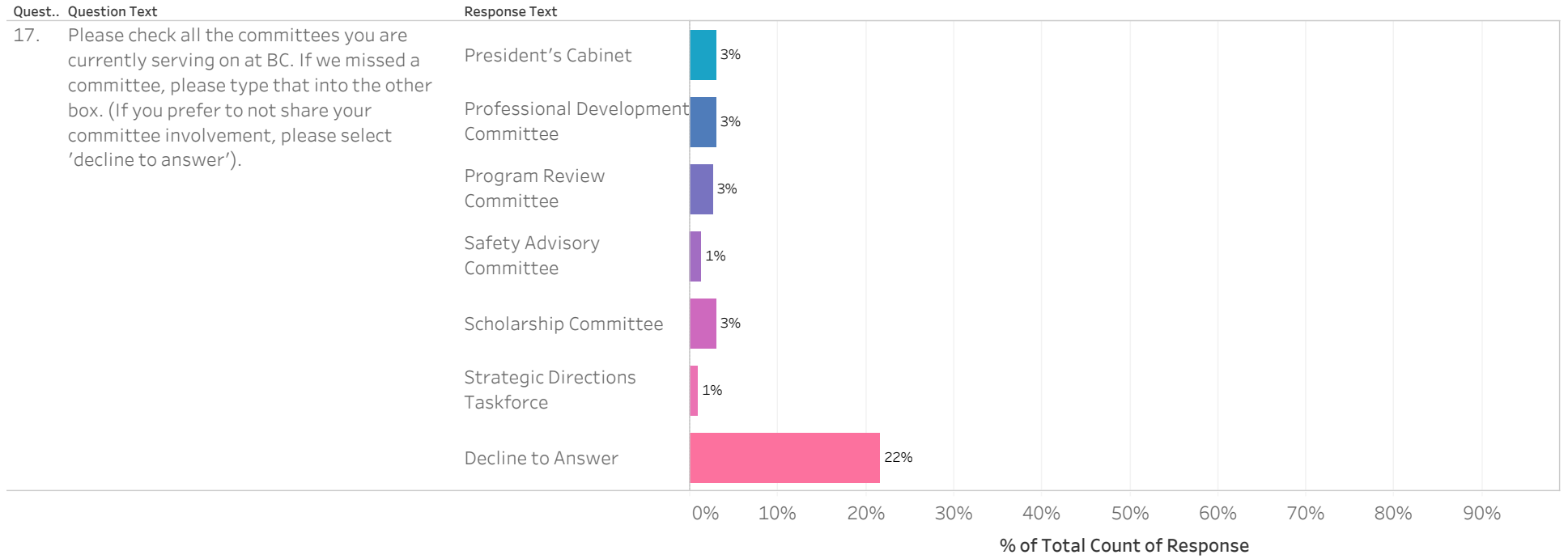
BC Accreditation Survey 2018

All Questions - Charts



BC Accreditation Survey 2018

All Questions - Charts



BC Accreditation Survey 2018

All Questions - Table

Qu..	Question Text	Response Text	% Response	N
1.	The KCCD Chancellor's Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Strongly Agree	16%	31
		Agree	44%	85
		Disagree	8%	15
		Strongly Disagree	3%	5
		Unable to evaluate	30%	57
2.	The KCCD Educational Services ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Strongly Agree	16%	29
		Agree	43%	78
		Disagree	5%	9
		Strongly Disagree	1%	2
		Unable to evaluate	36%	65
3.	The KCCD Business Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Strongly Agree	12%	22
		Agree	40%	71
		Disagree	8%	15
		Strongly Disagree	6%	10
		Unable to evaluate	33%	59
4.	The KCCD Human Resources Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Strongly Agree	10%	18
		Agree	41%	72
		Disagree	21%	36
		Strongly Disagree	9%	15
		Unable to evaluate	19%	33
5.	The KCCD Information Technology services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Strongly Agree	22%	38
		Agree	47%	79
		Disagree	11%	19
		Strongly Disagree	4%	7
		Unable to evaluate	15%	26
6.	The KCCD Facilities Department ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Strongly Agree	16%	27
		Agree	44%	72
		Disagree	7%	11
		Strongly Disagree	5%	8
		Unable to evaluate	28%	47
7.	The Institutional Research Office at the District Office ensures	Strongly Agree	15%	25

BC Accreditation Survey 2018

All Questions - Table

Qu..	Question Text	Response Text	% Response	N
7.	The Institutional Research Office at the District Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	Agree	32%	53
		Disagree	3%	5
		Strongly Disagree	2%	4
		Unable to evaluate	47%	77
8.	The BC president provides 'effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).	Strongly Agree	45%	74
		Agree	31%	51
		Disagree	10%	16
		Strongly Disagree	5%	8
9.	The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2)	Strongly Agree	12%	20
		Agree	38%	62
		Disagree	15%	24
		Strongly Disagree	2%	4
10.	The Kern Community College District effectively controls its expenditures (Standard IV.D.3).	Strongly Agree	13%	22
		Agree	35%	57
		Disagree	10%	17
		Strongly Disagree	7%	12
11.	The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).	Strongly Agree	10%	16
		Agree	37%	60
		Disagree	22%	36
		Strongly Disagree	5%	8
12.	The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).	Strongly Agree	10%	17
		Agree	31%	50
		Disagree	18%	29
		Strongly Disagree	5%	8
13.	How would you describe your position?	Unable to evaluate	36%	59
		Faculty	55%	87
		Classified Staff	20%	32

BC Accreditation Survey 2018

All Questions - Table

Qu..	Question Text	Response Text	% Response	N
13.	How would you describe your position?	Administration	21%	34
		Other (please specify)	4%	6
14.	How long have you worked for Bakersfield College?	Less than 2 years	21%	34
		2-5 years	26%	41
		6-10 years	12%	19
		11-15 years	14%	22
		16-20 years	7%	11
		More than 20 years	20%	32
15.	Are you a member of any collegewide committees or councils?	Yes	73%	116
		No	27%	43
16.	Where is your primary work location?	Panorama campus	90%	143
		Delano	3%	4
		BC Southwest	1%	1
		Online	1%	2
		Other	3%	4
		Other (please specify)	3%	5
17.	Please check all the committees you are currently serving on at BC. If we missed a committee, please type that into the other box. (If you prefer to not share your committee involvement, please select 'decline to answer').	Academic Senate	3%	7
		Academic Senate Executive Board	2%	4
		Accessibility Taskforce	1%	3
		Accreditation & Institutional Quality Committee (AIQ)	3%	7
		Administrative Council	10%	24
		Assessment Committee	3%	7
		Bookstore Committee	0%	1
		Budget Committee	2%	4
		College Council	5%	11
		Committee Chairs	1%	2
		Curriculum Committee	4%	9
		Data Coaches	3%	7
		Educational Administrators Council	2%	5
		Enrollment Management Committee	2%	5
		EODAC	2%	4

BC Accreditation Survey 2018

All Questions - Table

Qu..	Question Text	Response Text	% Response	N
17.	Please check all the committees you are currently serving on at BC. If we missed a committee, please type that into the other box. (If you prefer to not share your committee involvement, please select 'decline to answer').	Equivalency Committee	1%	2
		Facilities & Sustainability Committee	3%	6
		Faculty Chairs/Directors Council (FCDC)	6%	14
		Guided Pathways Completion Coaching Team	8%	19
		ISIT	5%	12
		President's Cabinet	3%	7
		Professional Development Committee	3%	7
		Program Review Committee	3%	6
		Safety Advisory Committee	1%	3
		Scholarship Committee	3%	7
		Strategic Directions Taskforce	1%	2
		Decline to Answer	22%	51

BC Accreditation Survey 2018

Average Response Per Question

Qu..	Question Text	Avg. Response	N
1.	The KCCD Chancellor's Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	2.0	193
2.	The KCCD Educational Services ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1.9	183
3.	The KCCD Business Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	2.1	177
4.	The KCCD Human Resources Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	2.3	174
5.	The KCCD Information Technology services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	2.0	169
6.	The KCCD Facilities Department ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	2.0	165
7.	The Institutional Research Office at the District Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1.9	164
8.	The BC president provides 'effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).	1.7	163
9.	The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2)	2.1	163
10.	The Kern Community College District effectively controls its expenditures (Standard IV.D.3).	2.2	163
11.	The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).	2.3	163
12.	The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).	2.3	163
13.	How would you describe your position?	1.6	159
14.	How long have you worked for Bakersfield College?	3.8	159
15.	Are you a member of any collegewide committees or councils?	1.3	159

BC Accreditation Survey 2018

Average Response Per Question

Qu.. Question Text	Avg. Response	N
16. Where is your primary work location?	1.1	159

BC Accreditation Survey 2018

Survey Questions and Response Options

1. The KCCD Chancellor's Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
2. The KCCD Educational Services ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
3. The KCCD Business Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
4. The KCCD Human Resources Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
5. The KCCD Information Technology services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
6. The KCCD Facilities Department ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
7. The Institutional Research Office at the District Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
8. The BC president provides 'effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.
	4 Strongly Disagree	.
9. The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2)	1 Strongly Agree	.
	2 Agree	.
	3 Disagree	.

BC Accreditation Survey 2018

Survey Questions and Response Options

9. The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2)	3	Disagree	.
	4	Strongly Disagree	.
10. The Kern Community College District effectively controls its expenditures (Standard IV.D.3).	1	Strongly Agree	.
	2	Agree	.
	3	Disagree	.
	4	Strongly Disagree	.
11. The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).	1	Strongly Agree	.
	2	Agree	.
	3	Disagree	.
	4	Strongly Disagree	.
12. The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7).	1	Strongly Agree	.
	2	Agree	.
	3	Disagree	.
	4	Strongly Disagree	.
13. How would you describe your position?	0	Other (please specify)	.
	1	Faculty	.
	2	Classified Staff	.
	3	Administration	.
14. How long have you worked for Bakersfield College?	1	More than 20 years	.
	2	16-20 years	.
	3	11-15 years	.
	4	6-10 years	.
	5	2-5 years	.
	6	Less than 2 years	.
15. Are you a member of any collegewide committees or councils?	1	Yes	.
	2	No	.
16. Where is your primary work location?	0	Other (please specify)	.
	1	Panorama campus	.
	2	Delano	.
	3	BC Southwest	.
	4	Online	.
	5	Other	.

BC/KCCD Accreditation Survey 2018 Comments – Common Themes

1. The KCCD Chancellor’s Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.0
<i>Inadequate Service</i> 11 out of 23 comments	“The Chancellor's office has improved significantly over the last few years, but there is still room for growth, especially if the grounding perspective is to "serve" the colleges, as opposed to control the colleges. Too many processes are still centralized, and the Chancellor's office still act like compliance auditors in many instances. Need for additional flexibility in processes, and recognition that BC's needs and processes are very different than the other two colleges.”				
<i>Good Service</i> 7 of 23	“From firsthand experience, I can attest to the Chancellor's steadfast commitment to supporting all three colleges in the district. The District as a whole is very fortunate to have such a caring, engaged and competent Chancellor.”				
<i>Distant Chancellor or District Office</i> 4 of 23	“Being asked to implement the abomination known as A.B. 705 while viciously restricting any changes or credit increase we suggest for the new "course with a lab that we're not allowed to connect with the class or require students to attend." This virtually assures widespread failure, and the Chancellor's Office, as usual, is absent from the discussion.”				
2. The KCCD Educational Services ensures that Bakersfield College receives "effective and adequate district/system provided services" to support BC in achieving its mission.					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 1.9
<i>Inadequate Service</i> 3 out of 10 comments	“We need the district to improve on guidance and direction when using Adult Ed program, CCPT and other. The CTE side of the house is not consistent in their recommendations. College participation in meetings should be required to reduce this confusion.”				
3. The KCCD Business Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.1
<i>Poor Communication</i> 9 out of 25 comments	“The Office of Business Services is fraught with bureaucracy and red tape that interferes with logic business processes. [redacted] This Office generally seems closed to feedback for improvement. Suggestions for change are generally meet with defensiveness and justification for maintaining the status quo. In my opinion, this is the least functional area at the District Office and requires immediate improvement.”				
<i>Outdated Systems or Processes</i> 8 of 25	“Do not feel the district business office ENSURES "effective and adequate district/system provided services" to support BC in achieving its mission. Archaic form processes; lack of communication; lack of problem-solving abilities (or willingness).”				
<i>Good or Has Improved</i> 5 of 25	“This area has improved dramatically in recent years. District Accounting employees have made multiple trips in the past couple years to BC to participate in trainings and round-table discussions with the administrative support staff on campus in an effort to clarify the policies and procedures that have been set forth by Business				

	Services. Additionally, I feel that I can call on various people in District Accounting and request clarification or direction and I get it. This is new--it was not always this way! I am very appreciative of this new climate!"
<i>Want More Training</i> 3 of 25	"We could use further training on how business services processes work - for instance, paying an invoice or closing out our PO's."
4. The KCCD Human Resources Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	
Response Options: 1 = Strongly Agree 2 = Agree 3 = Disagree 4 = Strongly Disagree Average Response: 2.3	
<i>Inadequate or Slow Service</i> 15 out of 32 comments	"I know they seem overworked, but timely communication can be a problem (answering emails, setting meetings, etc.)"
<i>Understaffed</i> 4 of 32	"Please refer to my answer to question number one. Our BC HR office is constantly short-handed and needs more support. This has been the case for over five years. The turn-around time for hiring faculty, staff, temps, etcetera is far longer than it should be, and the ladies in HR are chronically overworked and stressed to the point where they are unable to do their jobs well. Documents are frequently lost and emails are not responded to in a timely manner."
<i>Inadequate Training or On Boarding</i> 4 of 32	"-New hire orientations are woefully inadequate. They are usually brief 15-20 minute meetings with union reps or the HR staff. In the majority of previous jobs, HR helped to facilitate keys, card access, a tour, training, etc. all before hiring. It seems that a lot of this work is left to the departments to handle (if they handle it). Leaving this work to the individual departments also seems to prolong the time it takes to get items like keys, training, etc. At one point the District was facilitating a large new hire orientation with all the new staff that were hired, but I haven't noticed one of those happen in several years. This means that there is a severe disconnect between the staff that we are hiring and the role of the District, right from the beginning. -There is virtually no continued safety training that is not part of random Public Safety trainings (like Active Shooter, etc.) While NIMS/SIMS is required to begin employment, it is not a requirement to repeat or refresh this training. I would imagine that leaves many people unprepared. There are also many, many other types of safety training that could be made standard (considering we are a public institution), but just are not at this point. Things like Active Shooter, Title IX, Rape Prevention Training, Sexual Harassment, Diversity training, workplace safety, etc."
<i>Problems with Hiring Students</i> 3 of 32	"Long delays in hiring student workers is a persistent problem at the district level."
5. The KCCD Information Technology services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.	
Response Options: 1 = Strongly Agree 2 = Agree 3 = Disagree 4 = Strongly Disagree Average Response: 2.0	
<i>Great Service</i> 8 out of 31 comments	"Nothing to complain about here. IT is always on top of everything, quick to respond, quick to fix."
<i>Outdated Technology</i> 7 of 31	"Probably the area KCCD IT Services lack most is in innovation. -Many, if not most, of the PCs at BC are still running Windows 7, an operating system that is no longer actively supported by Microsoft. While there are plans in place to upgrade PCs and laptops, the roll out is painfully slow. Additionally, there is virtually no training or support provided to our users to guide them through the upgrade to Windows 10. It's a poor way to build IT confidence in our staff members. -The District just recently upgraded to Microsoft 365, but what do we do with all of the new tools we have? This probably speak more to lack of training form IT

	<p>Services, but opening office.com and signing in with our credentials lists 20+ apps, many of which are inaccessible to our staff (Teams, To-Do, etc.) Our SharePoint pages are incredibly difficult to navigate and customize for average users. Guidance from the District on how to utilize OneDrive is virtually nonexistent until we go out of our way to ask about it. This is all on top of the fact that accessing most parts of 365 are slow to navigate from wired PCs (not sure if that's a server issues or a network issue). Either way, none of this lends itself to thinking forward.</p> <p>-IT-related services for students are inadequate. We've been missing a true student portal for months. What we have now is essentially a frankenstein'd version of a "portal." BanWeb contains a lot of non-user-friendly areas. (Just ask any non-IT person to navigate adding and dropping classes on their own. Most people don't even know that clicking on a CRN will give the course description...It's antiquated.) Why is student email Gmail while employee email is Outlook? Again, none of this is forward-thinking. It's maintaining status quo or upgrading very, VERY incrementally.</p> <p>-The webpage platform is, again, antiquated. So many public agencies have migrated to a more fluid, dynamic platform, and we're stuck back in the early 2000s. Our webpages are difficult to navigate if you don't know exactly what you're looking for, when we should be making information easy and guiding our users there, instead of expecting that they can just search around to find what they need. While part of this has to do with the actual content that our Web Content Editors can manage, a lot of this has to do with the style and limitations of our platform. It's really time to bring this into the 21st century.</p> <p>-We do not have an adequate employee portal. Like the student portal, this is a frankenstein'd "portal." Documents are incredible hard to find. Helpful links are just listed out. There could be things housed in an employee portal like trainings, workshops, etc.</p> <p>-We have no collegewide/districtwide document management system. We live in the era of electronic documents but our district, and by extension BC, are still managing the bulk of its work with paper documents. We should have a dedicated document management system for electronic documents. That I can go to a hospital and expect that my medical record is electronic, but I come to a college and realize that my education record is on paper, is crazy.</p> <p>-WiFi is inadequate. There is a plan to roll out WiFi upgrades, but that is happening very slowly and it's way, way, way over due. Our infrastructure should be better than what is currently in place.</p> <p>-The process for guests to access our WiFi is terribly complicated. They have to sign up for an account. After signing up, a password is send to and email address they are asked to submit. They have to get that password to sign into our network, but if they can't access the internet, how can they get to that email address to retrieve that password to sign in to our network? It's one of those endless loops that is terrible design for users. I'm sure there are solutions that are very secure AND user friendly that we can implement. Innovation is a part of our world. We preach this to our students. But IT Services isn't quite there yet."</p>
<p><i>Poor Communication</i> 7 of 31</p>	<p>"The district IT department is often not responsive to questions/ requests. For some areas at BC to improve efficiency, we need to understand how systems work in order to effect change. Emails and phone calls go unanswered for lengthy periods of time. In addition, there is the appearance/perception that they are not wanting to collaborate - the answer is we can't do that without additional information."</p>

6. The KCCD Facilities Department ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.0
<i>Inadequate Service</i> 5 out of 13 comments	"The BC facilities in my area are not being maintained well and in many cases we are treated as the step child to facilities in the far east of campus. We are the fastest growing sector right now and facilities are being ignored I feel as though I am working in the late 60 early 70's era."				
<i>Good Service</i> 2 of 13	"The project managers are extremely helpful and knowledgeable, especially in working together on the Measure J projects."				
7. The Institutional Research Office at the District Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 1.9
<i>Good Service</i> 7 out of 12 comments	"I have used the institutional research data to evaluate each course student achievement within the context of BC and districtwide students. I like having that data."				
<i>Inadequate Service</i> 4 of 12	"I've heard it's much better now-the ease with which to access reports. The move to Tableau was a good idea, but I believe professors should have some access to some data, so they can educate themselves more about the school."				
8. The BC president provides 'effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness' (Standard IV.B.1).					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 1.7
<i>Great Leader</i> 10 out of 20 comments	"Our BC President is innovative and focused. Her drive is incredible. There are a number of initiatives over the past several years that have been proof of this (Guided Pathways, Multiple Measures, AB 705 work, inmate education, etc.) She is not afraid to tackle tough issues at the college, city, county, and state level. The fact that BC is so closely tied to championing many statewide initiatives is the substance that our President is a powerhouse for BC."				
<i>Bad Priorities</i> 5 of 20	"Some of the BC's President's goal seem to be selected by CEO's of a small handful of local corporations rather than being informed by labor market data. She seems to more focused on pursuing innovation rather than listening to faculty, staff, and labor market data to identify opportunities for improvement that could yield the same (or better) results, more efficiently, and improved morale."				
9. The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2)					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.1
<i>Unclear Delineation</i> 4 out of 9 comments	"There are areas where I am not clear about roles and responsibilities, particularly in the business services and accounting areas."				
10. The Kern Community College District effectively controls its expenditures (Standard IV.D.3).					
Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.2
<i>Past Problems</i> 4 out of 12 comments	"Millions of dollars went missing and they were not even aware of it. The County caught the mistake."				
11. The District and Bakersfield College effectively communicate with each other (Standard IV.D.7).					

Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.3
<i>District – Negative</i> 6 out of 14 comments	“Policy changes are a constant and most of us are not notified until we have done something incorrectly.”				
<i>BC – Negative</i> 5 of 14	“Rumblings at the district are that BC does not follow procedure and does whatever it wants.”				
<i>District – Positive</i> 2 of 14	“The District does communicate to the college as defined in the Elements of Decision Making Document. The college however; does not communicate well on important business matters.”				
<i>BC – Positive</i> 1 of 14	“While BC communicates with KCCD, KCCD fails to communicate changes to impacted stakeholders.”				

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

Response Options:	1 = Strongly Agree	2 = Agree	3 = Disagree	4 = Strongly Disagree	Average Response: 2.3
<i>District – Negative</i> 4 out of 8 comments	“I do not feel that the district is responsive to urgent matter especially when it effects my pay.”				
<i>BC – Negative</i> 3 of 8	“The college is not timely in communicating important information for proper vetting and implementation.”				

Appendix

All Comments Received

(Personally identifiable information has been redacted)

1. The KCCD Chancellor's Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.

1. Paperwork is not processed in timely manner (new hires).
2. Though I do not that all three colleges are treated equally.
3. 1.) Every time we have requested a need for computer repairs and Simulator manikin repairs, the IT group is very quick to respond and repair. 2.) Every time I have had a problemed student, Public Safety and [redacted] has been very fast to respond and help out.
4. Grant management support.
5. The Chancellor's office has improved significantly over the last few years, but there is still room for growth, especially if the grounding perspective is to "serve" the colleges, as opposed to control the colleges. Too many processes are still centralized, and the Chancellor's office still act like compliance auditors in many instances. Need for additional flexibility in processes, and recognition that BC's needs and processes are very different than the other two colleges.
6. HR and IT services between campus and district are effective.
7. I think the relationship between the Chancellor's Office and Bakersfield College has improved over the years. However, there still remains a slight barrier between the two. I think the Chancellor himself has definitely made an effort to stay engaged in BC happenings, most recently taking part in a Summer Bridge session at BC. But that is not typically the norm of other Chancellor's Office personnel. I've been at BC for a handful of years and don't believe I've once seen representatives from the Office of Research and Reporting or Governmental and External Relations. Not seeing these personnel does not necessarily mean they aren't providing adequate services, but it maybe means they're not providing services effectively. To me, "effective and adequate" support means that this support is noticeable, substantial, and easily tangible and right now only the Chancellor himself seems to fit that description.
8. Do not feel the Chancellor's Office specifically focuses on support to BC (or the colleges). ENSURING the colleges receive "effective and adequate district/system provided services" means finding solutions rather than putting up road blocks.
9. The business processes used to request payment are overly cumbersome and unnecessary. This includes general fund and grant funded items. However, the support from individuals is fantastic and should be commended.
10. Your Service 1 statement is incorrect. Governmental and External Relations are no longer a separate office; these services are provided by the Chancellor.
11. We are continuing to improve our working relationships. The student centered funding formula is creating an opening to have IT analysts work more closely with BC subject matter experts. This collaboration is being supported by [redacted].
12. We have to fight for resources.
13. Data difficult to access
14. I am a new employee, so cannot comment appropriately. However, the website is using very old technology and the design is completely outdated. Upgrading the website should be a top priority.
15. Losing support in IT and HR at the district level.
16. IT Support for one.
17. Being asked to implement the abomination known as A.B. 705 while viciously restricting any changes or credit increase we suggest for the new "course with a lab that we're not allowed to connect with the class or require students to attend." This virtually assures widespread failure, and the Chancellor's Office, as usual, is absent from the discussion.

18. Our HR Department on campus is chronically short-handed. It is my understanding that HR is a "district-provided service"; that is an area in which the service level is not where it should be.
19. Eventually.
20. The district sends out information about technology including a newsletter and relevant notices regarding phishing scams and any updates that happen on campus.
21. It takes months to get a position posted, advertised, set up interviews and then hire. I have some recent positions that have taken over four months. I would agree with the statement for other services provided by the district,
22. From firsthand experience, I can attest to the Chancellor's steadfast commitment to supporting all three colleges in the district. The District as a whole is very fortunate to have such a caring, engaged and competent Chancellor.
23. Grant development support

2. The KCCD Educational Services ensures that Bakersfield College receives "effective and adequate district/system provided services" to support BC in achieving its mission.

1. 5
2. do we have an accreditation liaison? does the district have a district-wide instruction and student services committee? in light of these questions, I would say they are not providing the service in a manner that is widely know.
3. *[Redacted]* has the correct framing perspective
4. Ed Services makes a strong effort to connect with college leadership to understand and support the needs. More could be done.
5. Counseling and advising. Students do not have access to see a counselor when needed
6. We need the district to improve on guidance and direction when using Adult Ed program, CCPT and other. The CTE side of the house is not consistent in their recommendations. College participation in meetings should be required to reduce this confusion.
7. Through workshops, specific training, email communications
8. This office coordinates the district-wide instructional and student services programs as well as services to enhance articulation, matriculation and student learning outcomes.
9. See answer to #1.
10. I have not seen an evidence of direct support from the Office of Educational Services pertaining to instructional services at BC.

3. The KCCD Business Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.

1. They lost track of \$14 million
2. The Business Services office is in urgent need of changing the way they operate. Their systems are inflexible; the paperwork and processes are onerous and create unnecessary obstacles to the college's work.
3. Accounting Services have a great team and they often engage with BC staff regularly. But more often that not, it takes BC to start that engagement first. We've recently had some major switches in software (move to Banner 9), where support from the District was offered slightly before the switch, but in a very brief and super surface-level way. The Banner 9 trainings were more about showing the new look than showing how to perform specific actions or processes. It wasn't until BC asked for more detailed training did Accounting Services start providing Finance-related Banner 9 training. For such a significant move, it would seem this sort of training and support would have been provided well in advance of any switch. The bottom line is that the systems in place for accounting seem antiquated. While many other colleges and districts are modernized with fully electronic systems that are user friendly, ours feels old, clunky, and (most of all) super inefficient. -Invoices are still being sent to the District on paper via campus mail (this is not secure and not timely). -Entering POs, approving them, change orders are all complicated processes that take a multitude of steps to complete. -While occasional trainings are provided at BC's request, there is absolutely no standardized training provided to new staff (which is something that should be mandatory before new staff even attempt accounting processes). -It's entirely the responsibility of the college staff to monitor and

process their own accounting parts. The District only steps in when there are issues. I can't help but feel that more synergy here could really help modernize this part of the District. At a recent Banner 9 training for Finance, a question was asked about whether the District had been actively reviewing all of the Banner screens as they were migrated over from Banner 8 to correct some longtime bugs and to fix some complicated data entry. The response that was given was that the District decided to use a version of Banner 9 that was more standard to some other schools and the it felt it was not worth using a version of Banner 9 that was more customizable at this time. Not sure the specifics of what that means, but it's clear that more work needs to be done to moderinze and address some of these concerns.

4. I have not had sufficient interaction to provide an informed opinion on this. I am hesitant to condemn or praise, based on my frequency of interaction.
5. Do not feel the district business office ENSURES "effective and adequate district/system provided services" to support BC in achieving its mission. Archaic form processes; lack of communication; lack of problem-solving abilities (or willingness).
6. I disagree with your statement as the primary role of the KCCD Business Services. I'm not sure if the person who created these questions has a firm grasp on primary roles for departments at the District Office.
7. Specifically Risk Management
8. I agree in the main though sometimes we are forced to jump through hoops that make little or no sense such as trying to have software companies such as Survey Monkey fill out Independent Contractor Agreements. When that happens, it seems like the Business Office is out of touch with the operational requirements and realities at the college campus and this can lead to significant inefficiencies and obstacles to doing business.
9. We could use further training on how business services processes work - for instance, paying an invoice or closing out our PO's.
10. Processes are not clear and continually change without communication
11. Lack of transparency
12. This has improved.
13. We couldn't function without KCCD BS.
14. Should not take 3-4 weeks to have our invoices paid. They try micro-manage inputting of PO's etc. We have never had so many PO's disapproved as we do now.
15. While they do provide such services, they seem understaffed to keep up with the number of contracts, insurance, etc. requests that must be reviewed and processed for college operations.
16. This area has improved dramatically in recent years. District Accounting employees have made multiple trips in the past couple years to BC to participate in trainings and round-table discussions with the administrative support staff on campus in an effort to clarify the policies and procedures that have been set forth by Business Services. Additionally, I feel that I can call on various people in District Accounting and request clarification or direction and I get it. This is new--it was not always this way! I am very appreciative of this new climate!
17. *[Redacted]*
18. unbelievable at best. Sad state of affairs at DO
19. I wish the processes were more clear and that there was more training available.
20. Purchasing processes are far too complicated and involve too many layers of approval. It's often difficult to get accurate, prompt (and courteous) responses to questions. Processing backlogs sometimes develop, delaying purchase orders and more importantly, payment to vendors.
21. The Office of Business Services is fraught with bureaucracy and red tape that interferes with logic business processes. *[Redacted]* This Office generally seems closed to feedback for improvement. Suggestions for change are generally meet with defensiveness and justification for maintaining the status quo. In my opinion, this is the least functional area at the District Office and requires immediate improvement.
22. Business services spend more time on vompliance than support, frequently ignoring recommendations from budget managers, undermining their authority and training on their own budget requirements. They have inconsistent policies and practices. Despite communicating an openness to feedback, change does not occur.
23. I've found the accounting and financial department to be very supportive in moving grant paperwork and final reporting.

24. Need more trainings

25. The process for approving vendors and making purchases is often overly cumbersome and time consuming

4. The KCCD Human Resources Services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.

1. I don't see much evidence of training
2. I wish there was a neutral choice here. The HR department has lost several of the documents I was asked to turn in the past. It may just be that they are under staffed and need more faculty to help out.
3. See previous answer. There is less flexibility under the current VC and the bureaucracy creates impediments to the college's work
4. Long delays in hiring student workers is a persistent problem at the district level.
5. [Redacted] provides a panel to discuss the hiring process for faculty seeking positions and/or getting into the adjunct pool. Information to screening committees re: confidentiality, rating, etc. is thorough and helpful
6. -New hire orientations are woefully inadequate. They are usually brief 15-20 minute meetings with union reps or the HR staff. In the majority of previous jobs, HR helped to facilitate keys, card access, a tour, training, etc. all before hiring. It seems that a lot of this work is left to the departments to handle (if they handle it). Leaving this work to the individual departments also seems to prolong the time it takes to get items like keys, training, etc. At one point the District was facilitating a large new hire orientation with all the new staff that were hired, but I haven't noticed one of those happen in several years. This means that there is a severe disconnect between the staff that we are hiring and the role of the District, right from the beginning. -There is virtually no continued safety training that is not part of random Public Safety trainings (like Active Shooter, etc.) While NIMS/SIMS is required to begin employment, it is not a requirement to repeat or refresh this training. I would imagine that leaves many people unprepared. There are also many, many other types of safety training that could be made standard (considering we are a public institution), but just are not at this point. Things like Active Shooter, Title IX, Rape Prevention Training, Sexual Harassment, Diversity training, workplace safety, etc.
7. Payroll arrives on time, but contracts could arrive before fall term starts.
8. HR processes take too long to get new staff hired.
9. Do not feel the Human Resources office ENSURES BC receives "effective and adequate district/system provided services" to support BC in achieving its mission. District leadership and staff should become familiar with the mission and vision of the college, and develop strategies to help achieve these goals; archaic forms processes.
10. I know they seem overworked, but timely communication can be a problem (answering emails, setting meetings, etc.)
11. The HR process is slow. It is hard to follow up on requests and processes. The staff are wonderful, however are bogged down because of the huge workload. Streamline the onboarding of new staff...especially adjuncts. Also, please recognize urgent hires and help expedite candidates. BC has often had courses go without instructors approved. Please establish a process for emergency hires.
12. HR discriminates against people.
13. This statement as well as the notation does not make sense. The HR Office on the campus is the District Office HR; they are just physically located on campus. Also, the statement above doesn't mention anything about servicing students...which HR has 300+ student workers. The HR services are more than effective and adequate for the small staff they have.
14. Follow-through is important
15. Important help during teaching candidate searches.
16. Questions to HR services sometimes answered in a timely manner, but not at all times.
17. Would be nice to have a time clock, so hourly employees aren't taken advantage of and are compensated accordingly for hours worked over 40 per week.
18. They provide professional, confidential assistance to all employees in the areas of recruitment and retention of academic, classified and administrative employees.

19. If they really wanted to support BC, they would allow BC's HR to have adequate help to complete their hiring processes, etc.in a timely fashion.
20. I have not heard of a new hire orientation being conducted in over a year and I have never had any safety training.
21. Please refer to my answer to question number one. Our BC HR office is constantly short-handed and needs more support. This has been the case for over five years. The turn-around time for hiring faculty, staff, temps, etcetera is far longer than it should be, and the ladies in HR are chronically overworked and stressed to the point where they are unable to do their jobs well. Documents are frequently lost and emails are not responded to in a timely manner.
22. Ongoing issues never solved. Sad state of affairs.
23. salary structure is weak and unfair to many
24. Tend to run late on paperwork for new hires; demands way too much paperwork for guest scholars/performers (to the point of insulting those guests and creating a bad reputation for BC in the broader academic world).
25. Human Services needs to be more accurate with new employees
26. Hiring of student workers is far too complicated and takes way too long.
27. Information is not articulated very well regarding pay, pay advancement, and insurance
28. It is very difficult to get timely information and responses to email messages from [redacted]. Promises are not always kept, which erode trust and makes others question the competence of this office. Lack of District HR support is also seen at the College HR level.
29. I believe they should defer to search committee authority on minimum qualifications in the screening process. I do not believe unethical managers are held accountable due to power dynamics at the highest levels.
30. Difficult to get timely responses from the BC HR dept, which may stem from a lack of adequate KCCD HR Services.
31. Waiting for a list of candidates to be reviewed takes an extended amount of time. We should not have to wait so long to get the list of candidates.
32. I have requested district update my minimum quals on the kccd seniority list multiple times over the last 2 years. They continue to list my minimum qualifications correctly.

5. The KCCD Information Technology services office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.

1. Emails are not responded to in a timely manner regarding assistance with technological needs.
2. The district IT department is often not responsive to questions/ requests. For some areas at BC to improve efficiency, we need to understand how systems work in order to effect change. Emails and phone calls go unanswered for lengthy periods of time. In addition, there is the appearance/perception that they are not wanting to collaborate - the answer is we can't do that without additional information.
3. Nothing to complain about here. IT is always on top of everything, quick to respond, quick to fix.
4. Technology services need significant re-framing. The centralized processes are not transparent. The massive use of resources to "control" processes and viewing of data are obstacles for the college's work. IT needs to be decentralized and more flexible to the needs of the colleges.
5. Live web streaming, podcasts from BC etc
6. Probably the area KCCD IT Services lack most is in innovation. -Many, if not most, of the PCs at BC are still running Windows 7, an operating system that is no longer actively supported by Microsoft. While there are plans in place to upgrade PCs and laptops, the roll out is painfully slow. Additionally, there is virtually no training or support provided to our users to guide them through the upgrade to Windows 10. It's a poor way to build IT confidence in our staff members. -The District just recently upgraded to Microsoft 365, but what do we do with all of the new tools we have? This probably speak more to lack of training form IT Services, but opening office.com and signing in with our credentials lists 20+ apps, many of which are inaccessible to our staff (Teams, To-Do, etc.) Our SharePoint pages are incredibly difficult to navigate and customize for average users. Guidance from the District on how to utilize OneDrive is virtually nonexistent until we go out

of our way to ask about it. This is all on top of the fact that accessing most parts of 365 are slow to navigate from wired PCs (not sure if that's a server issues or a network issue). Either way, none of this lends itself to thinking forward. -IT-related services for students are inadequate. We've been missing a true student portal for months. What we have now is essentially a frankenstein'd version of a "portal." BanWeb contains a lot of non-user-friendly areas. (Just ask any non-IT person to navigate adding and dropping classes on their own. Most people don't even know that clicking on a CRN will give the course description...It's antiquated.) Why is student email Gmail while employee email is Outlook? Again, none of this is forward-thinking. It's maintaining status quo or upgrading very, VERY incrementally. -The webpage platform is, again, antiquated. So many public agencies have migrated to a more fluid, dynamic platform, and we're stuck back in the early 2000s. Our webpages are difficult to navigate if you don't know exactly what you're looking for, when we should be making information easy and guiding our users there, instead of expecting that they can just search around to find what they need. While part of this has to do with the actual content that our Web Content Editors can manage, a lot of this has to do with the style and limitations of our platform. It's really time to bring this into the 21st century. -We do not have an adequate employee portal. Like the student portal, this is a frankenstein'd "portal." Documents are incredible hard to find. Helpful links are just listed out. There could be things housed in an employee portal like trainings, workshops, etc. -We have no collegewide/districtwide document management system. We live in the era of electronic documents but our district, and by extension BC, are still managing the bulk of its work with paper documents. We should have a dedicated document management system for electronic documents. That I can go to a hospital and expect that my medical record is electronic, but I come to a college and realize that my education record is on paper, is crazy. -WiFi is inadequate. There is a plan to roll out WiFi upgrades, but that is happening very slowly and it's way, way, way over due. Our infrastructure should be better than what is currently in place. -The process for guests to access our WiFi is terribly complicated. They have to sign up for an account. After signing up, a password is send to and email address they are asked to submit. They have to get that password to sign into our network, but if they can't access the internet, how can they get to that email address to retrieve that password to sign in to our network? It's one of those endless loops that is terrible design for users. I'm sure there are solutions that are very secure AND user friendly that we can implement. Innovation is a part of our world. We preach this to our students. But IT Services isn't quite there yet.

7. BC is constantly moving and changing. The IT at the District is not able to accommodate a lot of requests and needs that we have.
8. IT leadership make an effort to understand the needs of the college. More could be done.
9. Students need more instruction/tutorials on how to complete an online course. One idea would be to create template so that online courses are easy to navigate and students know what to expect from each course (not having to relearn the system each time they take an online course).
10. The IT services are exceptional. The leadership is always ready and willing to assist. Lessons for other areas can be learned from the KCCD Information Technology Services Office. This is a shining star at our district. Thank you.
11. The IT dept has been very responsive to our needs as we meet in the Weill classrooms
12. Good job at updating faculty office computers.
13. It can be very hard to get the attention of IT analysts.
14. Although there is more IT support than in previous years, and I appreciate the recent improvements, BC needs to continue to work towards a state of the art IT service department.
15. High quality solutions should mean full integration
16. Website technology is outdated. Bootstrap 2.3.2 is not even supported anymore, and Drupal 7 is not the newest version for our CMS. The phones are nice and clear, though.
17. The primary mission of Information Technology (IT) is to provide students, faculty, and staff high quality technology solutions, support, and innovation in the delivery of information technology products and services supporting the education of our students.
18. Somewhat agree
19. The office computer I am using to type this survey is 12 years old. Enough said. I'm sure the District Offices do not have 12 year old computers on their employees' desks.

20. My computer is 6 years old, my office has no access to WiFi, and I called in about an issue about connecting to a projector in the classroom and no one helped me. After I googled the the projector make and model I was able to trouble shoot and connect which all in all took 1 hour.
21. When we even suggest an improvement with a technological system the standard reply is that all 3 schools must agree and then effective improvements are stymied while the three of us wrangle an agreed upon solution. We have not always received clear answers on some of our questions. The blame is often shifted to the school for needed upgrades, but there is not a lot of guidance in what exactly they need from the school to get the improvements. There is a lot of opinion without giving helpful suggestions on steps we need to take at the school level.
22. Things have also improved dramatically in this area. I recently received exemplary service from both [redacted]! [Redacted] was particularly tenacious in resolving an ongoing issue I was having! I am very grateful for their support!
23. I know there are big projects but it seems that this area is overloaded and could use additional staffing.
24. Wifi is still not optimal at this school. That's a real problem even after it was upgraded.
25. Often requests for new software and upgrades take too long to answer or are just ignored.
26. On InsideBC nearly every time I log-in, regardless of device or browser, I have to close my browser and log-in again because there are problems. Students constantly complain about this issue. InsideBC was supposed to have a full redesign by now. The system currently in place is a stopgap that should have been replaced over a year ago.
27. IT services has always been responsive, knowledgeable, and professional.
28. I like the newsletter.
29. Very helpful staff and support services. Personnel are prompt and courteous. The messages and updates we get from this office are extremely helpful.
30. the internet connectivity is very good throughout BC including the rural areas. However, I am not sure how much of that is due to competence at BC or support from KCCD. Regardless, the internet infrastructure is excellent.
31. Needs are not met fast enough.

6. The KCCD Facilities Department ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.

1. Again, this department is quick to respond to repair requests.
2. We are scheduling more late start and accelerated classes than ever to meet student demand and administrative requests for innovation. We are being told that Banner is incapable of processing grades from a class offered in the first 8 weeks of the semester for a prerequisite to a class offered in the second 8 weeks of the semester. KCCD IT and Banner programmers should work harder to solve this impasse.
3. I think that facilities department need more staff to achieve the maximum. This department has been doing a lot to achieve there goals but its been hard since there are short staff .
4. It will be interesting to see how this evolves over the course of recent construction updates.
5. Facilities
6. The area does not provide good guidance and/or recommendations. This is a problem from the leadership on down. They do more to build roadblocks rather than provide solutions. College O&M staff are left out to dry and morale is low.
7. Improvements made in the facilities department, would like to see continued improvement to complete its mission. Continue to beautify the campus and clean and maintain all areas in and around buildings.
8. The Humanities Building is in disrepair and should be replaced, but there is NOTHING on the table indicating the district plans to use its Prop. J. money to deal with this issue at all. We certainly feel valued by the district.
9. The facilities have been less than adequate up to this point in time, however if the projects listed in Measure J become reality, the facilities should be more than adequate.
10. The project managers are extremely helpful and knowledgeable, especially in working together on the Measure J projects.

11. The BC facilities in my area are not being maintained well and in many cases we are treated as the step child to facilities in the far east of campus. We are the fastest growing sector right now and facilities are being ignored I feel as though I am working in the late 60 early 70's era.
12. Unfortunately, I've had very little interaction with this office. I cannot accurately assess based on my minimal experience.
13. The process for determining facilities usage and planning is not a transparent process and there are no guidelines for making changes

7. The Institutional Research Office at the District Office ensures that Bakersfield College receives 'effective and adequate district/system provided services' to support BC in achieving its mission.

1. Love the work being done in this area
2. This area of our District is beefing up. I'm glad we're finally getting more serious about how important data is to adjusting what we do as a whole district for the success of our students.
3. Not enough frequency of interaction to give informed opinion.
4. Should not need to ask for data warehouse material, department by department, when we all need the same types of metrics. Much of the data housed, and relied upon, is meaningless, or lacks quality.
5. Always responsive to our needs.
6. Several reports are offered to the college at large.
7. Data not available in a timely manner
8. I have been able to get data in a timely manner.
9. I've heard it's much better now-the ease with which to access reports. The move to Tableau was a good idea, but I believe professors should have some access to some data, so they can educate themselves more about the school.
10. Very helpful staff and timely information when data requests have been submitted. Ongoing support through the provision of program-level data on their website is extremely helpful
11. I have used the institutional research data to evaluate each course student achievement within the context of BC and districtwide students. I like having that data.
12. The information that is disseminated by IR is misunderstood. Some explanation of how information is obtained and evaluated should be made available

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

1. evidenced by the closing the loop documents and opening da
2. The President leads by example & from the front.
3. Some of the BC's President's goal seem to be selected by CEO's of a small handful of local corporations rather than being informed by labor market data. She seems to more focused on pursuing innovation rather than listening to faculty, staff, and labor market data to identify opportunities for improvement that could yield the same (or better) results, more efficiently, and improved morale.
4. Our BC President is innovative and focused. Her drive is incredible. There are a number of initiatives over the past several years that have been proof of this (Guided Pathways, Multiple Measures, AB 705 work, inmate education, etc.) She is not afraid to tackle tough issues at the college, city, county, and state level. The fact that BC is so closely tied to championing many statewide initiatives is the substance that our President is a powerhouse for BC.
5. President Christian is exceptional leader in all areas of planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness.
6. If this is the only question about the President's Office, then the survey announcement and statement of intent are misleading.
7. "I'm ready for my close up, Mr. DeMille"
8. she rocks
9. Well done!!
10. Is more interested in being politically correct and public image than anything else

11. She is all about making herself look good at the expense of those who serve under her. She has NO sense of collegiality. Just a HUGE sense of entitlement.
12. Neutral
13. We are understaffed
14. She encourages us to take on innovative projects.
15. the president looks out for the president, not BC
16. The district does not do a good job of communicating changes in procedures to impacted stakeholders.
17. Sonya Christian is an amazing leader. The growth, functionality and maturity of BC is clear and unmistakable. Our institutional stability and vision for the future is solely due to her.
18. Most definitely engages all the faculty to do excellent work on campus.
19. I love working with our President.
20. I wish she did not delegate so much authority to inexperienced deans.

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

1. This is a more complex answer since there are some operational functions that are centralized, and others are decentralized. The operational functions that are decentralized, are conducted by the colleges.
2. BUT we don't agree on how the functions are delineated from the college level
3. not so much-better over the last few years but not there yet
4. There are areas where I am not clear about roles and responsibilities, particularly in the business services and accounting areas.
5. The district does not do a good job of communicating changes in procedures to impacted stakeholders
6. I'm still often uncertain as to which operations are being managed on and by the BC campus and which are being managed by the district.
7. Provided they are actually following the delineations outlined on the Functional Maps.
8. Difficult to accurately assess, but it sometimes appears that some district functions/office impede on operations and decisions that should be made by college personnel.
9. More clarity is needed in business services.

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

1. There are so many projects that it is difficult to assess.
2. The district is hyper-vigilant at controlling expenditures. This is not a good thing.
3. Millions of dollars went missing and they were not even aware of it. The County caught the mistake.
4. Except for that whole fraud thing...
5. You mean one of the most administratively-bloated districts in the entire state? The one that did nothing to cut back on its excesses after the KR audit?
6. Neutral
7. Over the past few years, the District has been hiring for more and more positions that we did not previously have, and the need for these positions is increasingly unclear. Some of the titles are so esoteric that I have to Google them just to figure out what they do. It seems as though a lot of them could be titled "Grand Poobah of Fluff!" We are not hiring near as many Classified/clerical support positions as we need to support 32,000 students at BC, but we have plenty of high-level positions that seem to have little to do with actually serving students.
8. It effectively controls low salaries
9. Usually yes but sometimes no. For example asked for way too many tech folks
10. I am seeing a flat out waste of money to the point that it frustrates me as I see my tax dollars go to waste over power pulls
11. Though recent publicity has demonstrated a disturbing lack of oversight and reconciliation.
12. Thankfully! I would argue that KCCD is among the most fiscally sustainable districts throughout California!
Thank you Chancellor Burke and Trustees, for your prudent leadership.

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

1. *[Redacted]* has continued to respond to emails and help out the departments she vacated when she promoted.
2. IT WOULD HELP TO HAVE MORE TRAINING
3. Love consultation council.
4. The District does communicate to the college as defined in the Elements of Decision Making Document. The college however; does not communicate well on important business matters.
5. To hide operations that it doesn't want the public to know
6. Rumbblings at the district are that BC does not follow procedure and does whatever it wants.
7. although this has improved, there is still much to do
8. Policy changes are a constant and most of us are not notified until we have done something incorrectly.
9. I do not ever see anyone from the district in my area assessing or asking if they need to assist or provide any help.
10. While BC communicates with KCCD, KCCD fails to communicate changes to impacted stakeholders.
11. In some cases 'yes', but not with all District departments. I see opportunities for improvement in the area of communication.
12. Agree, but room for improvement
13. I think there could be better communication.
14. Information seems to flow from the district on their schedule. When information is requested from the district it often does not get a timely reply

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

1. Usually.
2. The college is not timely in communicating important information for proper vetting and implementation.
3. I do not feel that the district is responsive to urgent matter especially when it effects my pay.
4. Case in point: Adjunct MOU intent to return forms. To date, even though faculty chairs are supposed to keep a copy of the forms KCCD has yet to communicate any information to faculty chairs about these forms...1 month and waiting for any official communication.
5. This is improving
6. I was concerned recently about our legal division not responding in a timely manner and the Catalyst Fund grant was in jeopardy of being pulled. It's important to have all parts collaborating in a timely fashion to avoid losing external grant funds.
7. I think there could be better communication
8. Information seems to flow from the district on their schedule. When information is requested from the district it often does not get a timely reply