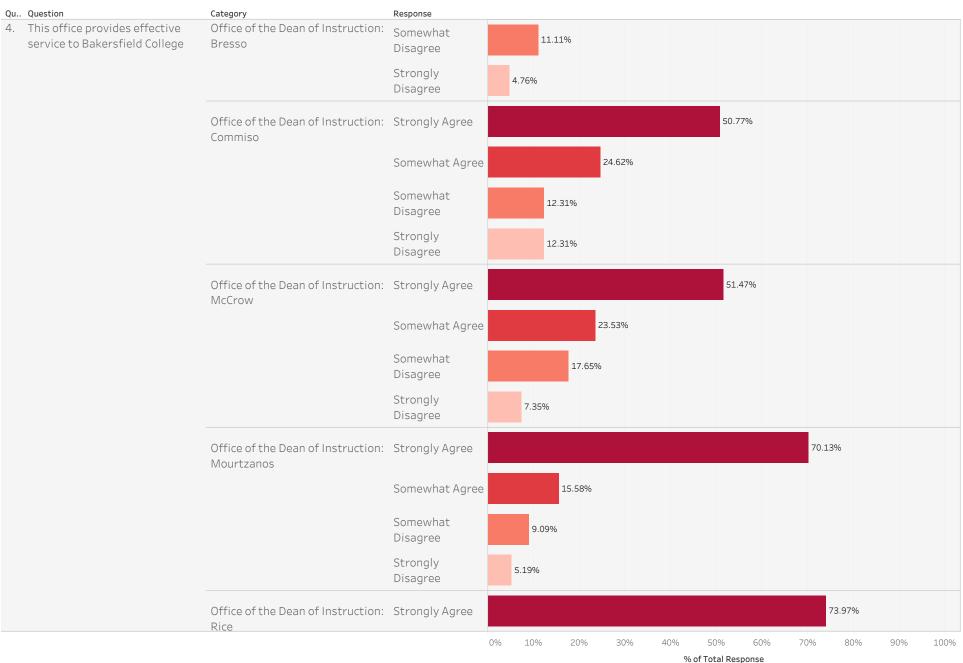
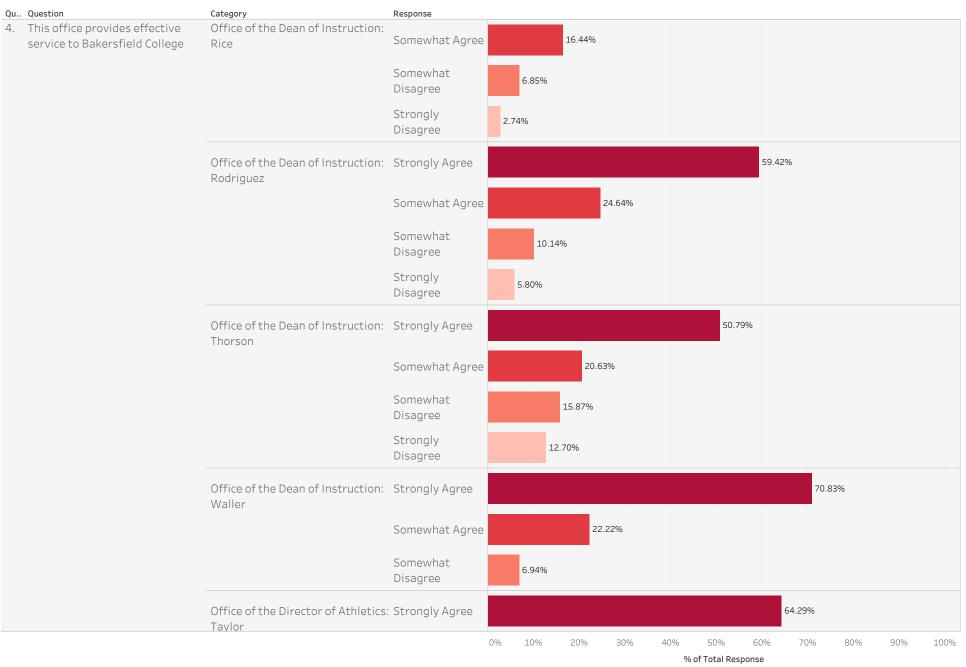
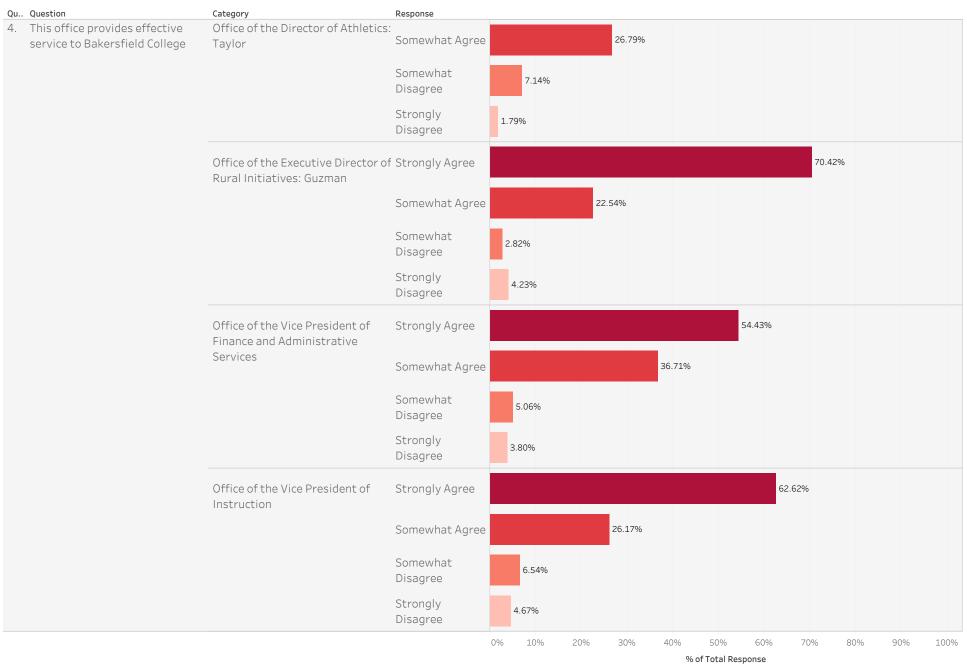


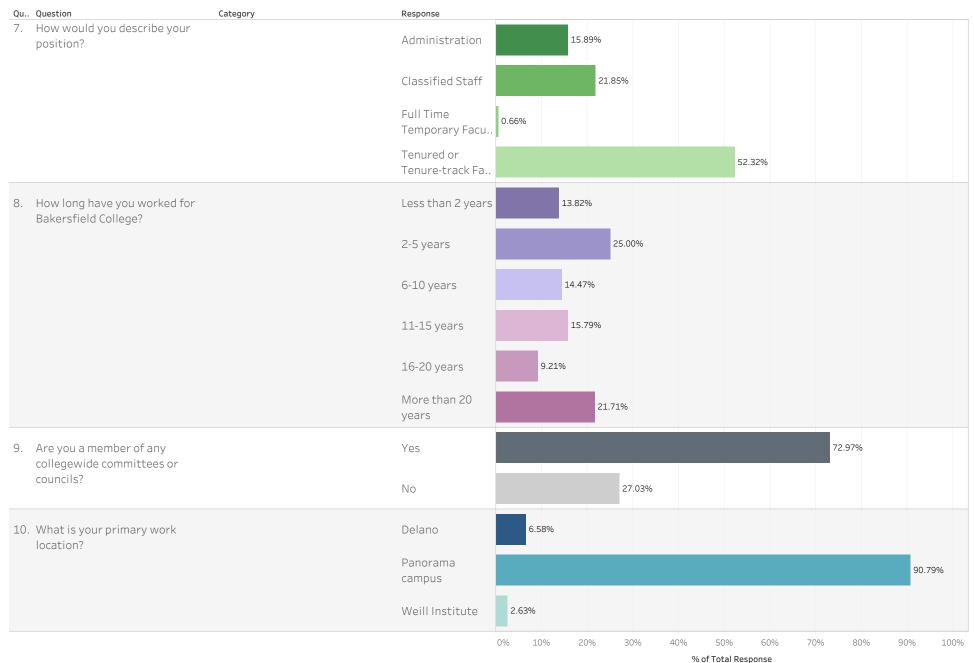
% of Total Response







Qu Question	Category	Response				
4. This office provides effective service to Bakersfield College	Office of the Vice President of Student Affairs	Strongly Agree				53.76%
		Somewhat Agree			37.63%	
		Somewhat Disagree	6.45%			
		Strongly Disagree	2.15%			
	The President's Office and Support Staff	Strongly Agree				66.10%
		Somewhat Agree		21.19%		
		Somewhat Disagree	6.78%			
		Strongly Disagree	5.93%			
5. Are employees treated fairly?		Yes				76.00%
		No		24.00%		
 Personnel policies and procedures are consistently 		Strongly Agree		22.07%		
applied.		Somewhat Agree			36.55%	
		Somewhat Disagree		22.76%		
		Strongly Disagree		18.62%		
 How would you describe your position? 		Adjunct Faculty	9.27%			
			0% 10%	20% 30%	40% 50 % of Tota	% 60% 70% 80% 90% 100% al Response



u Question	Category	Response	% of Total Response	Ν
. This office provides effective service to the faculty	Academic Technology	Strongly Agree	57.03%	73
and staff of Bakersfield College:		Somewhat Agree	32.81%	42
		Somewhat Disagree	6.25%	8
		Strongly Disagree	3.91%	5
	Facilities / Construction Office (major	Strongly Agree	51.38%	56
	capital projects)	Somewhat Agree	33.94%	37
		Somewhat Disagree	10.09%	11
		Strongly Disagree	4.59%	5
	Human Resources on BC Campus	Strongly Agree	35.10%	53
		Somewhat Agree	37.75%	57
		Somewhat Disagree	17.88%	27
		Strongly Disagree	9.27%	14
	Event Scheduling and Room Reservation		48.78%	60
	<u> </u>	Somewhat Agree	34.96%	43
		Somewhat Disagree	13.01%	16
		Strongly Disagree	3.25%	4
	Mail Service	Strongly Agree	64.29%	72
		Somewhat Agree	25.00%	28
		Somewhat Disagree	8.04%	
		Strongly Disagree	2.68%	
	Maintenance and Operations	Strongly Agree	53.15%	76
		Somewhat Agree	30.77%	44
		Somewhat Disagree	8.39%	12
		Strongly Disagree	7.69%	11
	Media Services	Strongly Agree	66.94%	83
		Somewhat Agree	22.58%	28
		Somewhat Disagree	5.65%	5
		Strongly Disagree	4.84%	(
	Office of Institutional Effectiveness	Strongly Agree	46.51%	4(
		Somewhat Agree	33.72%	29
		Somewhat Disagree	11.63%	10
		Strongly Disagree	8.14%	-
	Print Shop	Strongly Agree	78.03%	103
	F	Somewhat Agree	14.39%	19
		Somewhat Disagree	4.55%	(
		Strongly Disagree	3.03%	2
	Professional Development	Strongly Agree	37.96%	52
		Somewhat Agree	45.26%	62
		Somewhat Disagree	13.87%	19
		Strongly Disagree	2.92%	۷

Qu.	. Question	Category	Response	% of Total Response	Ν
1.	This office provides effective service to the faculty	Shipping and Receiving	Strongly Agree	60.64%	57
	and staff of Bakersfield College:		Somewhat Agree	32.98%	31
			Somewhat Disagree	4.26%	4
			Strongly Disagree	2.13%	2
2.	This office provides effective service to the	Child Development Center	Strongly Agree	72.22%	39
	students of Bakersfield College		Somewhat Agree	18.52%	10
			Somewhat Disagree	3.70%	2
			Strongly Disagree	5.56%	3
		Financial Aid	Strongly Agree	57.14%	56
			Somewhat Agree	29.59%	29
			Somewhat Disagree	7.14%	7
			Strongly Disagree	6.12%	6
		Outreach and School Relations	Strongly Agree	74.75%	74
			Somewhat Agree	20.20%	20
			Strongly Disagree	5.05%	5
		Testing and Placement Center	Strongly Agree	60.20%	59
		(Assessment Center)	Somewhat Agree	25.51%	25
			Somewhat Disagree	7.14%	7
			Strongly Disagree	7.14%	7
		Veterans Services	Strongly Agree	80.49%	66
			Somewhat Agree	14.63%	12
			Somewhat Disagree	2.44%	2
			Strongly Disagree	2.44%	2
3.	This office provides effective service to the	Admissions and Records	Strongly Agree	50.75%	68
	students, faculty and staff of Bakersfield College		Somewhat Agree	35.07%	47
			Somewhat Disagree	8.21%	11
			Strongly Disagree	5.97%	8
		Bookstore	Strongly Agree	31.11%	42
			Somewhat Agree	44.44%	60
			Somewhat Disagree	16.30%	22
			Strongly Disagree	8.15%	11
		Business Services Office on BC Campus	Strongly Agree	45.36%	44
			Somewhat Agree	34.02%	33
			Somewhat Disagree	13.40%	13
			Strongly Disagree	7.22%	7
		Disabled Student Programs and Services		59.13%	68
		-	Somewhat Agree	30.43%	35
			Somewhat Disagree	5.22%	6
			Strongly Disagree	5.22%	6
		Food Services	Strongly Agree	52.59%	71

	. Question	Category	Response	% of Total Response	Ν
3.	This office provides effective service to the	Food Services	Somewhat Agree	37.04%	50
	students, faculty and staff of Bakersfield College		Somewhat Disagree	5.19%	
			Strongly Disagree	5.19%	7
		Health and Wellness Center	Strongly Agree	55.95%	47
			Somewhat Agree	40.48%	34
			Somewhat Disagree	1.19%	-
			Strongly Disagree	2.38%	2
		Library	Strongly Agree	83.46%	111
			Somewhat Agree	15.79%	21
			Strongly Disagree	0.75%	1
		Public Safety	Strongly Agree	67.57%	100
			Somewhat Agree	23.65%	35
			Somewhat Disagree	7.43%	11
			Strongly Disagree	1.35%	2
		Technology Support (Wifi, Labs, Network,	Strongly Agree	65.99%	97
		Desktop Computing)	Somewhat Agree	23.13%	34
			Somewhat Disagree	6.80%	10
			Strongly Disagree	4.08%	6
4.	This office provides effective service to Bakersfield	BC Foundation	Strongly Agree	62.50%	65
	College		Somewhat Agree	31.73%	33
			Somewhat Disagree	3.85%	Z
			Strongly Disagree	1.92%	2
		Marketing and Public Relations	Strongly Agree	58.82%	70
			Somewhat Agree	33.61%	40
			Somewhat Disagree	3.36%	2
			Strongly Disagree	4.20%	5
		Office of the Associate Dean of	Strongly Agree	68.52%	37
		Instruction: Gard	Somewhat Agree	24.07%	13
			Somewhat Disagree	3.70%	2
			Strongly Disagree	3.70%	2
		Office of the Dean of Academic	Strongly Agree	62.64%	57
		Technology: Moseley	Somewhat Agree	27.47%	25
			Somewhat Disagree	4.40%	2
			Strongly Disagree	5.49%	5
			Strongly Agree	51.43%	36
		Effectiveness: Hayward	Somewhat Agree	35.71%	25
		-	Somewhat Disagree	5.71%	2
			Strongly Disagree	7.14%	Ľ
		Office of the Dean of Instruction: Bresso	Strongly Agree	53.97%	34
			Somewhat Agree	30.16%	19

Question	Category	Response	% of Total Response	Ν
This office provides effective service to Bakersfield	Office of the Dean of Instruction: Bresso	Somewhat Disagree	11.11%	7
College		Strongly Disagree	4.76%	3
	Office of the Dean of Instruction:	Strongly Agree	50.77%	33
	Commiso	Somewhat Agree	24.62%	16
		Somewhat Disagree	12.31%	8
		Strongly Disagree	12.31%	8
	Office of the Dean of Instruction: McCrow	/ Strongly Agree	51.47%	35
		Somewhat Agree	23.53%	16
	S	Somewhat Disagree	17.65%	12
		Strongly Disagree	7.35%	5
	Office of the Dean of Instruction:	Strongly Agree	70.13%	54
	Mourtzanos	Somewhat Agree	15.58%	12
		Somewhat Disagree	9.09%	-
		Strongly Disagree	5.19%	2
	Office of the Dean of Instruction: Rice	Strongly Agree	73.97%	54
		Somewhat Agree	16.44%	12
		Somewhat Disagree	6.85%	Ľ
		Strongly Disagree	2.74%	
	Office of the Dean of Instruction:	Strongly Agree	59.42%	4
	Rodriguez So	Somewhat Agree	24.64%	1
		Somewhat Disagree	10.14%	-
		Strongly Disagree	5.80%	
	Office of the Dean of Instruction: Thorsor		50.79%	3:
		Somewhat Agree	20.63%	1
		Somewhat Disagree	15.87%	1
		Strongly Disagree	12.70%	1
	Office of the Dean of Instruction: Waller	Strongly Agree	70.83%	5
		Somewhat Agree	22.22%	1
		Somewhat Disagree	6.94%	1
	Office of the Director of Athletics: Taylor		64.29%	30
		Somewhat Agree	26.79%	1
		Somewhat Disagree	7.14%	
		Strongly Disagree	1.79%	-
	Office of the Executive Director of Rural	Strongly Agree	70.42%	50
	Initiatives: Guzman	Somewhat Agree	22.54%	1
		Somewhat Disagree	2.82%	2
		Strongly Disagree	4.23%	3
	Office of the Vice President of Finance	Strongly Agree	54.43%	43
	and Administrative Services	Scholigly Agree Somewhat Agree	34.43 %	29
		Somewhat Disagree	5.06%	23

Qu	Question	Category	Response	% of Total Response	Ν
4.	This office provides effective service to Bakersfield	and Administrative Services	Strongly Disagree	3.80%	3
	College	Office of the Vice President of Instruction	Strongly Agree	62.62%	67
			Somewhat Agree	26.17%	28
			Somewhat Disagree	6.54%	7
			Strongly Disagree	4.67%	5
		Office of the Vice President of Student	Strongly Agree	53.76%	50
		Affairs	Somewhat Agree	37.63%	35
			Somewhat Disagree	6.45%	6
			Strongly Disagree	2.15%	2
		The President's Office and Support Staff	Strongly Agree	66.10%	78
			Somewhat Agree	21.19%	25
			Somewhat Disagree	6.78%	8
			Strongly Disagree	5.93%	7
5.	Are employees treated fairly?		Yes	76.00%	95
			No	24.00%	30
6.	Personnel policies and procedures are consistently		Strongly Agree	22.07%	32
	applied.		Somewhat Agree	36.55%	53
			Somewhat Disagree	22.76%	33
			Strongly Disagree	18.62%	27
7.	How would you describe your position?		Adjunct Faculty	9.27%	14
			Administration	15.89%	24
			Classified Staff	21.85%	33
			Full Time Temporar	0.66%	1
			Tenured or Tenure	52.32%	79
8.	How long have you worked for Bakersfield College?		Less than 2 years	13.82%	21
			2-5 years	25.00%	38
			6-10 years	14.47%	22
			11-15 years	15.79%	24
			16-20 years	9.21%	14
			More than 20 years	21.71%	33
9.	Are you a member of any collegewide committees		Yes	72.97%	108
	or councils?		No	27.03%	40
10.	What is your primary work location?		Delano	6.58%	10
			Panorama campus	90.79%	138
			Weill Institute	2.63%	4

BC Accreditation Survey 2019

Average Response Per Question

Note: Responses of "Not able to evaluate" were removed from the average response calculations and N values for questions 1 through 4.

Qu.	Question	Category	Avg. Response	Ν
1.	This office provides effective service to the faculty and	Academic Technology	3.4	128
	staff of Bakersfield College:	Facilities / Construction Office (major capital projects)	3.3	109
		Human Resources on BC Campus	3.0	151
		Event Scheduling and Room Reservations	3.3	123
		Mail Service	3.5	112
		Maintenance and Operations	3.3	143
		Media Services	3.5	124
		Office of Institutional Effectiveness	3.2	86
		Print Shop	3.7	132
		Professional Development	3.2	137
		Shipping and Receiving	3.5	94
2.	This office provides effective service to the students of	Child Development Center	3.6	54
	Bakersfield College	Financial Aid	3.4	98
		Outreach and School Relations	3.6	99
		Testing and Placement Center (Assessment Center)	3.4	98
		Veterans Services	3.7	82
3.	This office provides effective service to the students,	Admissions and Records	3.3	134
	faculty and staff of Bakersfield College	Bookstore	3.0	135
		Business Services Office on BC Campus	3.2	97
		Disabled Student Programs and Services	3.4	115
		Food Services	3.4	135
		Health and Wellness Center	3.5	84
		Library	3.8	133
		Public Safety	3.6	148
		Technology Support (Wifi, Labs, Network, Desktop Co	3.5	147
4.	This office provides effective service to Bakersfield	BC Foundation	3.5	104
	College	Marketing and Public Relations	3.5	119

BC Accreditation Survey 2019

Average Response Per Question

Note: Responses of "Not able to evaluate" were removed from the average response calculations and N values for questions 1 through 4.

Qu Question	Category	Avg. Response	Ν
4. This office provides effective service to Bakersfield	Office of the Associate Dean of Instruction: Gard	3.6	54
College	Office of the Dean of Academic Technology: Moseley	3.5	91
	Office of the Dean of Institutional Effectiveness: Hayw	3.3	70
	Office of the Dean of Instruction: Bresso	3.3	63
	Office of the Dean of Instruction: Commiso	3.1	65
	Office of the Dean of Instruction: McCrow	3.2	68
	Office of the Dean of Instruction: Mourtzanos	3.5	77
	Office of the Dean of Instruction: Rice	3.6	73
	Office of the Dean of Instruction: Rodriguez	3.4	69
	Office of the Dean of Instruction: Thorson	3.1	63
	Office of the Dean of Instruction: Waller	3.6	72
	Office of the Director of Athletics: Taylor	3.5	56
	Office of the Executive Director of Rural Initiatives: Gu	3.6	71
	Office of the Vice President of Finance and Administrat	3.4	79
	Office of the Vice President of Instruction	3.5	107
	Office of the Vice President of Student Affairs	3.4	93
	The President's Office and Support Staff	3.5	118
5. Are employees treated fairly?		1.2	125
6. Personnel policies and procedures are consistently app	i	2.6	145
7. How would you describe your position?		2.5	151
8. How long have you worked for Bakersfield College?		3.5	152
9. Are you a member of any collegewide committees or co		1.3	148
10. What is your primary work location?		1.1	152

This office provides effective service to the faculty and	Academic Technology	0 Not able to Evaluate
staff of Bakersfield College:		1 Strongly Disagree
5		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Facilities / Construction Office (major capital projects)	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Human Resources on BC Campus	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Event Scheduling and Room Reservations	0 Not able to Evaluate
	Event Scheduling and Room Reservations	1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Mail Comies	0 Not able to Evaluate
	Mail Service	1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Maintenance and One sections	0 Not able to Evaluate
	Maintenance and Operations	1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Media Services	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of Institutional Effectiveness	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Print Shop	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Professional Development	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree

This office provides effective service to the faculty and	Professional Development	4 Strongly Agree	
			te
stari of Bakersheld college.	empping and receiving		
This office provides effective service to the students of	Child Development Center		
Bakersheld conege			
		4 Strongly Agree	
	Financial Aid		
	Outreach and School Relations	0 Not able to Evalua	te .
	Testing and Placement Center (Assessment Center)	0 Not able to Evalua	te .
	Veterans Services		
This office provides effective service to the students	Admissions and Records		
racarty and starr of bakersheld conege		2 Somewhat Disagr	ee .
	Bookstore		
		1 Strongly Disagree	
		4 Strongly Agree	
Rusiness Services Office on RC Campus	Business Services Office on BC Campus	0 Not able to Evalua	
	Busiliess Services Office of BC callpus		
		1 Strongly Disagree	20
		 Strongly Disagree Somewhat Disagr 	ee
		 Strongly Disagree Somewhat Disagr Somewhat Agree 	99
		 Strongly Disagree Somewhat Disagr Somewhat Agree Strongly Agree 	20
	Disabled Student Programs and Services	 Strongly Disagree Somewhat Disagr Somewhat Agree Strongly Agree Not able to Evaluation 	ee · · · · · · · · · · · · · · · · · ·
		 Strongly Disagree Somewhat Disagr Somewhat Agree Strongly Agree 	ee
	This office provides effective service to the faculty and staff of Bakersfield College: This office provides effective service to the students of Bakersfield College This office provides effective service to the students, faculty and staff of Bakersfield College	staff of Bakersfield College: Shipping and Receiving This office provides effective service to the students of Bakersfield College Child Development Center Financial Aid Outreach and School Relations Testing and Placement Center (Assessment Center) Veterans Services This office provides effective service to the students, faculty and staff of Bakersfield College Admissions and Records	staff of Bakersfield College: Shipping and Receiving 0 Not able to Evalua 1 Strongly Disagree 2 Somewhat Disagria 2 Somewhat Center 0 Not able to Evalua 3 Somewhat Disagria 3 Somewhat Disagria 4 Strongly Disagree 2 Somewhat Disagria 3 Somewhat Disagria 3 Somewhat Disagria 4 Strongly Disagree 4 Strongly Disagree 5 Strongly Disagree 3 Somewhat Agree 4 Strongly Disagree 3 Somewhat Disagria 5 Somewhat Disagria 3 Somewhat Disagria 5 Somewhat Disagria 3 Somewhat Disagria 5 Somewhat Disagria 3 Somewhat Dis

3.	This office provides effective service to the students,	Disabled Student Programs and Services	4	Strongly Agree
	faculty and staff of Bakersfield College	Food Services	0	Not able to Evaluate
	faculty and stall of Bakersheld college	1 Ood Sel Vices	1	Strongly Disagree
			2	
			3	Somewhat Agree
			4	Strongly Agree
		Health and Wellness Center	-	Not able to Evaluate
		Health and Weimess Center	1	Strongly Disagree
			2	Somewhat Disagree
			3	Somewhat Agree
			4	Strongly Agree
			0	Not able to Evaluate
		Library	1	Strongly Disagree
			3	Somewhat Agree
			3	
		Public Safety	0	
			1	Strongly Disagree
			2	
			3	Somewhat Agree Strongly Agree
			4	
		Technology Support (Wifi, Labs, Network, Desktop Computing)	0	Not able to Evaluate Strongly Disagree
			1	
			2	Somewhat Disagree Somewhat Agree
			3	
			4	Strongly Agree Not able to Evaluate
4.	This office provides effective service to Bakersfield College	BC Foundation	0	
			1	Strongly Disagree Somewhat Disagree
			2	
			3	Somewhat Agree Strongly Agree
			4	
		Marketing and Public Relations	0	Not able to Evaluate Strongly Disagree
			1	Strongly Disagree
			2	Somewhat Disagree Somewhat Agree
			3	Somewhat Agree
			4	Strongly Agree
		Office of the Associate Dean of Instruction: Gard	0	Strongly Agree Not able to Evaluate
			1	Strongly Disagree
			2	Somewhat Disagree
			3 Somewhat Agree	Somewhat Agree
		4 Strongly Agree Office of the Dean of Academic Technology: Moseley 0 Not able to Evaluate	Strongly Agree	
			Not able to Evaluate	
			1	Strongly Disagree
			2	
			3	Somewhat Disagree Somewhat Agree
			4	
		Office of the Dean of Institutional Effectiveness: Hayward	0	
			1	Strongly Disagree
			2	Somewhat Disagree
			3	Somewhat Agree

This office provides effective service to Bakersfield College	Office of the Dean of Institutional Effectiveness: Hayward	4 Strongly Agree
	Office of the Dean of Instruction: Bresso	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: Commiso	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: McCrow	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: Mourtzanos	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: Rice	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: Rodriguez	0 Not able to Evaluate
	office of the Deartor instruction. Roanguez	1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: Thorson	0 Not able to Evaluate
	office of the Dealt of histraction. Hiorson	1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Dean of Instruction: Waller	0 Not able to Evaluate
	once of the Deartor Instruction: Waller	2 Somewhat Disagree
		3 Somewhat Agree
		4 Strongly Agree
	Office of the Divertox of Athlatics, Taylox	0 Not able to Evaluate
(Office of the Director of Athletics: Taylor	1 Strongly Disagree
		2 Somewhat Disagree
		4 Strongly Agree
	Office of the Executive Director of Rural Initiatives: Guzman	0 Not able to Evaluate
		1 Strongly Disagree
		2 Somewhat Disagree
		3 Somewhat Agree

4. This office provides effective service	ce to Bakersfield College	Office of the Executive Director of Rural Initiatives: Guzman	4	Strongly Agree
		Office of the Vice President of Finance and Administrative	0	Not able to Evaluate
		Services	1	Strongly Disagree
			2	
			3	
			4	
		Office of the Vice President of Instruction	0	Not able to Evaluate
			1	Strongly Disagree
			2	Somewhat Disagree
			3	Somewhat Agree
			4	Strongly Agree
		Office of the Vice President of Student Affairs	0	Not able to Evaluate
			1	Strongly Disagree
			2	
			3	3
			4	Strongly Agree
		The President's Office and Support Staff	0	
			1	Strongly Disagree
			2	Somewhat Disagree
			3	Somewhat Agree
			4	Strongly Agree
F And a second s			1	Yes
5. Are employees treated fairly?			2	No
			0	Not able to Evaluate
6. Personnel policies and procedures are consistently applied.			-	
			1	Strongly Disagree
			3	
-				
7. How would you describe your position?			1	Tenured or Tenure-track Faculty
			2	
			3	
			4	
				Administration
8. How long have you worked for Bakersfield College?			1	More than 20 years
			2	
			3	
			4	
			5	-)
			6	Less than 2 years
9. Are you a member of any collegewide committees or counc			1	Yes
			2	No
10. What is your primary work location?			1	Panorama campus
			2	Delano
			3	Weill Institute