BC and KCCD Services and Institutional Quality Survey
For Services rendered in Academic Year 2020-21

April 2021
Survey Information

Survey Summary:
- The Accreditation and Institutional Quality survey of BC and KCCD Services rendered in Academic Year 2020-21 is an anonymous survey that will be shared and used to improve Bakersfield College.

Participants and Active Dates:
- All BC Faculty, Staff, and Managers/Administrators were invited to participate using the BC All listserv
  - An estimated 1,108 Employees received the survey (KCCD Fast Facts on 2019-20 BC Employees)
  - The anonymous survey was released on March 24th and closed on April 9th

Responses Received:
- 109 unique responses were received (9.8% Response Rate)
- Duplicate responses were removed and only the first submission was used
Indicate the extent to which you agree that the following Bakersfield College services and departments have provided you with effective service.
Indicate the extent to which you agree that the following **Bakersfield College** services and departments have provided you with **effective service**. (Continued)

- **Event Scheduling** (N=44):
  - Strongly agree: 43%
  - Somewhat agree: 23%
  - Neither agree nor disagree: 27%
  - Somewhat disagree: 2%
  - Strongly disagree: 5%

- **Facilities/Construction (major building projects)** (N=52):
  - Strongly agree: 31%
  - Somewhat agree: 29%
  - Neither agree nor disagree: 27%
  - Somewhat disagree: 8%
  - Strongly disagree: 6%

- **Financial Aid** (N=47):
  - Strongly agree: 47%
  - Somewhat agree: 28%
  - Neither agree nor disagree: 23%
  - Somewhat disagree: 2%
  - Strongly disagree: 2%

- **Food Service (cafeteria)** (N=30):
  - Strongly agree: 37%
  - Somewhat agree: 17%
  - Neither agree nor disagree: 43%
  - Somewhat disagree: 3%
  - Strongly disagree: 3%

- **Food Service (Renegade Room)** (N=40):
  - Strongly agree: 58%
  - Somewhat agree: 23%
  - Neither agree nor disagree: 18%
  - Somewhat disagree: 3%
  - Strongly disagree: 3%

- **Food Service (special events)** (N=30):
  - Strongly agree: 40%
  - Somewhat agree: 27%
  - Neither agree nor disagree: 30%
  - Somewhat disagree: 3%
  - Strongly disagree: 3%
Indicate the extent to which you agree that the following Bakersfield College services and departments have provided you with effective service. (Continued)

- **Foundation (donor contributions, account mgmt.) (N=49)**
  - Strongly agree: 43%
  - Somewhat agree: 27%
  - Neither agree nor disagree: 24%
  - Somewhat disagree: 6%
  - Strongly disagree: 0%

- **Library (N=62)**
  - Strongly agree: 60%
  - Somewhat agree: 23%
  - Neither agree nor disagree: 11%
  - Somewhat disagree: 6%
  - Strongly disagree: 2%

- **Maintenance & Operations (custodial) (N=64)**
  - Strongly agree: 47%
  - Somewhat agree: 38%
  - Neither agree nor disagree: 11%
  - Somewhat disagree: 3%
  - Strongly disagree: 2%

- **Maintenance & Operations (repairs, maintenance) (N=61)**
  - Strongly agree: 48%
  - Somewhat agree: 30%
  - Neither agree nor disagree: 16%
  - Somewhat disagree: 5%
  - Strongly disagree: 2%

- **Mail Service (N=55)**
  - Strongly agree: 45%
  - Somewhat agree: 11%
  - Neither agree nor disagree: 33%
  - Somewhat disagree: 4%
  - Strongly disagree: 7%
Indicate the extent to which you agree that the following Bakersfield College services and departments have provided you with effective service. (Continued)

<table>
<thead>
<tr>
<th>Department</th>
<th>% Strongly Agree</th>
<th>% Somewhat Agree</th>
<th>% Neither Agree nor Disagree</th>
<th>% Somewhat Disagree</th>
<th>% Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing &amp; Public Relations (web) (N=57)</td>
<td>44%</td>
<td>26%</td>
<td>18%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td>Marketing &amp; Public Relations (graphic design) (N=50)</td>
<td>48%</td>
<td>18%</td>
<td>20%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Marketing &amp; Public Relations (public relations) (N=47)</td>
<td>51%</td>
<td>15%</td>
<td>19%</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Media Services (N=53)</td>
<td>45%</td>
<td>26%</td>
<td>19%</td>
<td>9%</td>
<td>1%</td>
</tr>
<tr>
<td>Office of Student Life (N=68)</td>
<td>59%</td>
<td>31%</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Indicate the extent to which you agree that the following Bakersfield College services and departments have provided you with effective service. (Continued)

<table>
<thead>
<tr>
<th>Service</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach (N=54)</td>
<td>56%</td>
<td>22%</td>
<td>15%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Print Shop (N=54)</td>
<td>59%</td>
<td>17%</td>
<td>13%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Public Safety (security &amp; parking) (N=74)</td>
<td>55%</td>
<td>24%</td>
<td>12%</td>
<td>7%</td>
<td>1%</td>
</tr>
<tr>
<td>Shipping &amp; Receiving (N=47)</td>
<td>40%</td>
<td>26%</td>
<td>23%</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>Student Information Desk (SID) (N=63)</td>
<td>62%</td>
<td>29%</td>
<td>8%</td>
<td>4%</td>
<td>2%</td>
</tr>
</tbody>
</table>
Indicate the extent to which you agree that the following Bakersfield College services and departments have provided you with effective service. (Continued)

- **Technology Support (IT) (N=92)**
  - Strongly agree: 67%
  - Somewhat agree: 22%
  - Neither agree nor disagree: 5%
  - Somewhat disagree: 5%
  - Strongly disagree: 5%

- **Testing and Placement Center (N=40)**
  - Strongly agree: 48%
  - Somewhat agree: 10%
  - Neither agree nor disagree: 25%
  - Somewhat disagree: 10%
  - Strongly disagree: 8%

- **Tutoring (N=59)**
  - Strongly agree: 49%
  - Somewhat agree: 31%
  - Neither agree nor disagree: 12%
  - Somewhat disagree: 7%
  - Strongly disagree: 2%

- **Writing Center (N=51)**
  - Strongly agree: 51%
  - Somewhat agree: 22%
  - Neither agree nor disagree: 20%
  - Somewhat disagree: 6%
  - Strongly disagree: 2%
Academic Technology

“Academic technology really stepped up and provided a great deal of training and availability.”

“Most all services have met or exceeded expectations and should be applauded, however Academic Technology stands head and shoulders above the rest. I commend them for service that is far beyond expectations and making it possible for faculty, staff, and students to shine during the trauma of this pandemic.”

Writing Center

“The Writing Center team has been so supportive of the Inmate Scholars Program! We are incredibly grateful for all they’ve done for our students! I wish all departments on campus were equally as proactive and invested in our students’ success!”

Tutoring

“The Writing Center and Tutoring adapted quickly and effectively to online formats (COVID)”

Student Information Desk (SID)

“The Student Information Desk has been a phenomenal improvement to BC services! I have often helped students go to the SID for support.”

Technical Support (IT)

“The IT department has been phenomenal in assisting with any technology issues. They have been effective and efficient.”

“IT provides fast and friendly service”

“The IT department has been wonderful. Always available to help with remote issues.”

Feedback
Please indicate the extent to which agree that the **office staff** of the following offices provided you with **effective service**.

<table>
<thead>
<tr>
<th>Office</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>President's Office (N=68)</td>
<td>40%</td>
<td>26%</td>
<td>22%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Office of Institutional Effectiveness (N=59)</td>
<td>39%</td>
<td>29%</td>
<td>24%</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Office of Assoc. Dean Gard (N=39)</td>
<td>38%</td>
<td>21%</td>
<td>33%</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Office of Dean Bolton (N=33)</td>
<td>30%</td>
<td>45%</td>
<td>6%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>Office of Dean Cordova (N=39)</td>
<td>49%</td>
<td>13%</td>
<td>31%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Office of Dean Jett (N=37)</td>
<td>43%</td>
<td>11%</td>
<td>43%</td>
<td>6%</td>
<td>3%</td>
</tr>
</tbody>
</table>

- **“The various Dean’s offices have been very supportive in providing faculty to teach in the ISP.”**
- **“Office of Dean Jett: Quality information when sending out emails; quick responses to emails;”**
Please indicate the extent to which agree that the **office staff** of the following offices provided you with **effective service**. (Continued)

- **Office of Dean Larkin (N=41)**
  - Strongly agree: 44%
  - Somewhat agree: 17%
  - Neither agree nor disagree: 34%
  - Somewhat disagree: 5%

- **Office of Dean McCrow (N=37)**
  - Strongly agree: 38%
  - Somewhat agree: 24%
  - Neither agree nor disagree: 22%
  - Somewhat disagree: 3%
  - Strongly disagree: 14%

- **Office of Dean Moseley (N=55)**
  - Strongly agree: 49%
  - Somewhat agree: 31%
  - Neither agree nor disagree: 16%
  - Somewhat disagree: 2%
  - Strongly disagree: 2%

- **Office of Dean Mourtzanos (N=49)**
  - Strongly agree: 45%
  - Somewhat agree: 27%
  - Neither agree nor disagree: 22%
  - Somewhat disagree: 6%
  - Strongly disagree: 2%

- **Office of Dean Waller (N=50)**
  - Strongly agree: 40%
  - Somewhat agree: 22%
  - Neither agree nor disagree: 26%
  - Somewhat disagree: 10%
  - Strongly disagree: 2%

- **Office of Dean Wojtysiak (N=49)**
  - Strongly agree: 51%
  - Somewhat agree: 22%
  - Neither agree nor disagree: 22%
  - Somewhat disagree: 2%
  - Strongly disagree: 2%

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- “The staff in my dean’s office have been great. They have held Zoom get togethers to bring faculty and staff together throughout the year.”

- “Dean Wojtysiak’s office is very efficient in getting work done. Amazing Job!”
Indicate the extent to which you agree that the following KCCD offices and services (located in the downtown office building) are effectively supporting Bakersfield College in achieving its mission.

- "Everyone I interact with in Business Services at the DO is helpful and kind. They are always willing to answer questions and provide training on processes I am unfamiliar with... I appreciate this so much!"

- "The IT group does a good job keeping us up to date about software updates, outages, and so forth. They have done a tremendous amount of work this year."

- "Institutional research has found innovative ways to support Program review this year. "

<table>
<thead>
<tr>
<th>KCCD Office</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>KCCD Chancellor’s Office (N=52)</td>
<td>33%</td>
<td>21%</td>
<td>29%</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>KCCD Educational Services (N=44)</td>
<td>39%</td>
<td>20%</td>
<td>25%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>KCCD Business Services (N=51)</td>
<td>31%</td>
<td>22%</td>
<td>25%</td>
<td>18%</td>
<td>4%</td>
</tr>
<tr>
<td>KCCD Human Resources (N=75)</td>
<td>24%</td>
<td>33%</td>
<td>17%</td>
<td>17%</td>
<td>8%</td>
</tr>
<tr>
<td>KCCD Information Technology (N=68)</td>
<td>49%</td>
<td>29%</td>
<td>7%</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>KCCD Facilities Department (N=44)</td>
<td>36%</td>
<td>20%</td>
<td>27%</td>
<td>11%</td>
<td>5%</td>
</tr>
<tr>
<td>KCCD Research Office (N=45)</td>
<td>40%</td>
<td>13%</td>
<td>33%</td>
<td>4%</td>
<td>9%</td>
</tr>
</tbody>
</table>
The BC president provides effective leadership in planning, organizing, budgeting, selecting and developing personnel, and assessing institutional effectiveness (Standard IV.B.1). (N=101)
The District clearly delineates the operational functions of the District from those of Bakersfield College (Standard IV.D.2). (N=76)
The Kern Community College District effectively controls its expenditures (Standard IV.D.3). (N=79)
The District and Bakersfield College effectively communicate with each other (Standard IV.D.7). (N=79)
The District and Bakersfield College exchange information in a timely manner (Standard IV.D.7). (N=69)
Work Location and Role at BC

**Primary Work Location (N=106)**
- BC Main Campus: 75%
- BC Online: 19%
- Other BC Location: 4%

**Primary Role at BC (N=104)**
- Classified: 27%
- Administrator/Manager: 11%
- Faculty: 63%
Are you employed part-time or full-time? (N=106)

- Full-time: 84%
- Part-time: 16%

How long have you worked for Bakersfield College? (N=106)

- Less than two years: 12%
- Two to ten years: 52%
- Eleven to twenty years: 18%
- More than twenty years: 18%
Committee Participation at BC

Have you served on any of the following committees, currently or in the past?
(N=106)

- Yes
- No

34%
66%

• Academic Senate
• Accreditation & Institutional Quality Committee (AIQ)
• Administrative Council
• Assessment Committee
• Budget Committee
• College Council
• Curriculum Committee
• Educational Administrators Council (EAC)
• Equal Opportunity & Diversity Advisory Council (EODAC)
• Facilities & Sustainability Committee
• Faculty Chairs/Directors Council (FCDC)
• Information Services & Instructional Technology (ISIT)
• Professional Development Committee
• Program Review Committee
• Safety Advisory Committee
• Student Affairs Leadership Team (SALT)
Committee Participation by Work Status

- Academic Senate
- Accreditation & Institutional Quality Committee (AIQ)
- Administrative Council
- Assessment Committee
- Budget Committee
- College Council
- Curriculum Committee
- Educational Administrators Council (EAC)
- Equal Opportunity & Diversity Advisory Council (EODAC)
- Facilities & Sustainability Committee
- Faculty Chairs/Directors Council (FCDC)
- Information Services & Instructional Technology (ISIT)
- Professional Development Committee
- Program Review Committee
- Safety Advisory Committee
- Student Affairs Leadership Team (SALT)

Committee Participation by Work Status (N=106)
**Gender Information**

**What is your gender? (N=100)**
- Female: 51%
- Male: 30%
- Non-binary: 1%
- Prefer not to say: 18%

**Do you consider yourself to be transgender? (N=99)**
- Yes: 1%
- No: 87%
- Prefer not to say: 12%
What do you consider yourself to be?  (N=99)

- Straight/Heterosexual: 77%
- Prefer not to say: 19%
- Other: 3%
- Bisexual: 1%
Indicate your Age Group (N=97)

- Age 51 to 60: 32%
- Age 41 to 50: 31%
- Age 31 to 40: 20%
- Age 61 or over: 14%
- Age 30 or under: 3%
Indicate your ethnic identification (check all that apply): (N=96)

- White: 57%
- Hispanic/Latino: 18%
- Black/African American: 5%
- Two or more: 3%
- Other: 11%
- Asian: 1%