

## Programs and Services

1. Student involvement, e.g. Ag students landscaping campus, veg gardens, running cafeteria
2. One stop for student services (8x)
3. Better class scheduling – more night classes
4. Universal design for instruction
5. Improved Basic Skills program (high tech/high touch; better coordination across disciplines) (multiple mentions)
6. Better access and services in rural areas (high tech/high touch)
7. More online classes
8. More online classes outside Bakersfield/Kern County
9. All college open house before each semester
10. Viable program for veterans (4x)
11. Evening and Saturday hours for student services (6x)
12. More CTE – water treatment, ACRF, Welding
13. Easier access for DSPS students (3x)
14. Library should stay on instructional side of the house
15. More core classes in English and math
16. Better support for online classes
17. Institutionalize program for first generation college students (5x)
18. More classes/sections
19. Reconsider registration dates – too early
20. Continue promoting mentoring and AAMP
21. Continue outreach efforts (3x)
22. More support for veterans program
23. Provide venues for depts. to showcase their programs
24. Library needs more hours, and students need to be able to use library on Fridays and Saturdays
25. Improve matric process, esp. assessment testing and retesting
26. Be innovative with late start classes
27. Provide list of open sections during peak reg period
28. Provide academic support, advising, and track student progress for program effectiveness
29. Evening hours for A&R and Student Services during priority and open registration
30. Print catalogs and charge more for them. Students and staff need them. They're useful tools.
31. Continue summer bridge program
32. Offer GED prep and testing
33. Provide practical experience for students and raise money for programs by offering services to community – Smog Testing in Automotive, etc.
34. Expand Allied Health because of impact of Affordable Care Act
35. Offer phlebotomy class
36. Partner with private companies to expand programs
37. This year's APR was best ever. Don't change it!
38. Students need a study area

39. Not enough students use the help that is available
40. Better coordination of tutoring centers
41. Need more tutors, more tutoring hours, and tutoring in every subject
42. Improve collaboration with Academic Dip
43. Better target under-performing students
44. Need an active student govt at Delano
45. Need more classes/sections at Delano to keep students on campus
46. Need a bus for Delano to provide transportation to students in outlying areas
47. Need online assessment at Delano
48. Delano needs to improve partnerships with high schools
49. Need a transcript translation service other than W.E.S.
50. Need new approach to counseling
51. Need Spanish language translators available to departments
52. Need sign language interpreter internship program
53. We are an HSI but do not do enough for this demographic
54. Need math/Eng jumpstart in summer
55. Have a "welcome center" where students can learn the steps to enrolling
56. We lack an effective recycling program
57. Our academic programs need to be more challenging
58. Need a "clothes closet" program for students – similar to a food pantry
59. Students need more help with the transfer process
60. Need to increase student involvement
61. More upper level math/science classes
62. Better student retention program
63. Better "screening out" of students who don't belong in transfer level classes
64. Assign counselors to assist specific departments and house counselors and advisors in the departments
65. Strengthen institutional effectiveness and analysis of effectiveness
66. Institutional research on campus
67. Explore hybrid courses (flippe, moo's, etc.)
68. More internships, job shadowing, work experience programs
69. Certain services are lacking at Delano – job placement, student govt, food services
70. Interdisciplinary collaboration should be encouraged at Delano
71. Lean Sigma projects
72. Need athletics committee
73. Online textbook platform
74. Develop better relationships between BC and high schools- stop the badmouthing of BC

- 75. Model counseling center after EOPS counseling structure – EOPS more successful
- 76. More help for students struggling with math – Ex: Math 60/70
- 77. Need to encourage more student involvement in clubs, more integration into the college
- 78. Counselors and FA staff need to be more clear in their discussions with students
- 79. Students need more help with the transfer process
- 80. From students’ perspective, courses at BC are behind the times
- 81. Need an increase in science and technology offering

Facilities

- 1. Expand Renegade room
- 2. Upgrade campus facilities (multiple mentions)
- 3. One stop for student services (7x)
- 4. Consolidate DSPS into one area (3x)

- 5. Utilize facilities to generate revenue
- 6. Paint and wash buildings and classrooms
- 7. Make all buildings accessible to students in wheelchairs
- 8. Faculty located in building for their discipline (Should buildings belong to a discipline?)
- 9. Sustainable environmental practices
- 10. Safe, clean and sustainable campus environment (6x)w
- 11. Become a “green” campus
- 12. Teaching and learning center
- 13. Space for institutional research
- 14. Space for professional development
- 15. Space for more deans
- 16. Space for career placement
- 17. Infrastructure improvement
- 18. Need an “entry” point for students to enter the campus
- 19. Clean up Veterans’ Patio of all the cigarette butts!
- 20. “Memorial” Stadium should be more conspicuously memorial to those we have served

- 21. Need more parking (3x) – parking structure – 2<sup>nd</sup> story parking lots
- 22. Need some gender neutral bathrooms
- 23. Need tobacco free campus
- 24. Need solar energy – solar panels
- 25. Need campus-wide PA system
- 26. Student areas (Commons, cafeteria etc.) need to be remodeled and expanded – feels like a high school, not a college
- 27. Students need charging areas where they can charge their electronics
- 28. Need a common area with a roof!
- 29. “All the electrical chairs for disabled students need to be fixed –these have been out of order since I started here as a student (2001)”
- 30. More cars to transport disabled students

Fiscal

- 1. Sustainable fiscal practices

- 2. \$ for more personnel: deans, counselors, instructors for more sections, expanded CTE, professional development, institutional research, more VPs, more support staff, more outreach to rural areas, veterans program
- 3. \$ for construction: one stop, consolidated DSPS, viable veterans program area, expanded CTE area, offices for new personnel
- 4. \$ for technology – proper funding for new/replacement equipment to meet needs of programs
- 5. Long range fiscal plan
- 6. Concern about new funding formula for colleges based on their student success
- 7. Be more creative with fundraising
- 8. Take advantage of more grant opportunities
- 9. More resources should go to directly impacting students
- 10. Foundation needs to be more

- 11. Foundation needs to be more innovative and do more fundraising
- 12. Provide funds for CTE equipment replacement
- 13. GU funds and assistance
- 14. Be more entrepreneurial
- 15. Better integration of grants and utilization of “soft money”
- 16. Less costly parking expenses
- 17. Less expensive food choices

Personnel

- 1. Professional development position
- 2. Institutional research position
- 3. More counselors and advisors (multiple mentions)
- 4. More instructors for added programs (CTE, veterans, retention), courses and sections
- 5. More support staff
- 6. More deans for equitable work load (multiple mentions)
- 7. Student services staff available on Saturdays and in evenings
- 8. Career placement position
- 9. VP of Technology

- 10. Tap into the talent we have w/o constantly changing focus
- 11. Classified staff willing to take on more responsibility
- 12. Utilize the talent we have here rather than always looking externally to fill positions (3x)
- 13. Environmental health and safety officer
- 14. Grant writer or grants mgmnt position (3x)
- 15. Full-time project manager/director for CTE – community Liaison – workforce development
- 16. Need a multi-discipline dept chair to oversee all depts at Delano
- 17. Bring back Dean position at Delano (2x)
- 18. Better advertising of faculty reassigned time opportunities
- 19. Hiring more counselors and administrators is on the wrong side of the 50% law
- 20. Will BC reorg also impact the District?
- 21. Hire tennis coach – value sports other than football

- 22. Replace faculty who leave or retire
- 23. Enforce responsibilities of faculty beyond teaching
- 24. Enforce responsibilities of custodial staff
- 25. Dean of Counseling
- 26. Full-time asst. athletic director
- 27. There's no accountability for tenured teachers
- 28. Consider giving chairs 100% release time – more admin duties
- 29. Staff development at Delano, esp for adjuncts
- 30. Someone at Delano to run day-to-day operation when Director is out
- 31. Require annual student evals of faculty
- 32. Flex scheduling for staff
- 33. 360 degree evals of administrators
- 34. Require lagging faculty to become technically savvy
- 35. Weekly, mandatory technology training for employees
- 36. Fewer chairs to Deans – a 3-1 ratio

- 37. Need super-chairs or asst deans
- 38. If we're going to promote from within, then pay for Deans needs to be increased
- 39. Explore associate dean concept
- 40. Consolidate all branch campuses (centers) under one dean
- 41. Reporting to multiple deans is difficult – evaluations
- 42. Need Teachers' Assistants – TAs) – they hold discussion sections based on teacher's lecture
- 43. Need more note-takers, translators, assistance for disabled students (getting up and down stairs, etc.)
- 44. Need a (more?) psychologist(s) on staff
- 45. Workload and pay raises for classified staff need to be equitable
- 46. Classified staff need career paths

Technology

- 1. Instruction in how to use technology

- 2. Better wireless across campus – WiFi in every room
- 3. More support for online classes
- 4. Support innovation with technology
- 5. Maintain technology on a scheduled replacement plan basis
- 6. Need a "help line" or "help desk" here on campus – not in another state
- 7. More smart classrooms
- 8. Essential equipment in every room – projectors, clickers, microphones, etc.
- 9. Infrastructure for technology (3x)
- 10. Way of transporting wheelchair students to upper levels
- 11. VP of Technology
- 12. Computer replacements
- 13. High tech for rural areas
- 14. More online classes outside Bakersfield/Kern County
- 15. iPads, tablets for everyone
- 16. Need electronic screens around campus with scrolling messages and announcements
- 17. Solar energy – solar panels

- 18. Technology Center – make sure all rooms are up to date
- 19. More use of technology in counseling and Financial Aid
- 20. “All the electrical chairs for disabled students need to be fixed –these have been out of order since I started here as a student (2001)”
- 21. Have Kiosks

Culture and Communication

- 1. Two off campus sites and main campus need to be one from students’ perspective
- 2. Ensure a welcoming feeling (Ex: Registration Rock event)
- 3. Transparency in decision making
- 4. Need better external communication
- 5. Counseling and A&R need to work together more closely
- 6. Need to work together better campus-wide
- 7. Too many meetings
- 8. Need better scheduling of meetings

- 9. Need more events that bring people together – like opening day (3x) – town halls, receptions, etc.
- 10. Everyone needs to know policy, and when policy changes, we need to know what those changes are
- 11. Encourage health and wellness program
- 12. Delano needs more support from main campus
- 13. Having a Dean at Delano would open lines of communication among faculty and with main campus
- 14. Delano culture needs to improve
- 15. Delano needs staff development
- 16. We should do what we can to keep the bonds we’ve developed with our students (alumni)
- 17. The college needs more internal publicity—hard to find out about clubs and opportunities for students (3x)

- 18. Design better systems, forms and processes to ensure regular funding for equipment
- 19. Our students are constantly changing and our processes need to evolve with them
- 20. Need more collaboration in Student Services from the top down and the bottom up
- 21. Put the “community” back in our community college
- 22. Need official room usage committee
- 23. Allow new president to take over and lead
- 24. Enforce responsibilities of faculty beyond teaching
- 25. Don’t worry about innovation until stable structure is in place
- 26. Need speaker series/ community events at Delano
- 27. Need tobacco free campus (2x)
- 28. Professors should be more flexible when student needs to be absent due to illness

- 29. Need Poverty 101 training for employees to better understand our students
- 30. Flex scheduling for staff
- 31. Better clarify connections between Delano and the rest of the college – Who are the decision makers? Is Delano a center? What does this mean? Are faculty in disciplines? Is there planned dialog with faculty?
- 32. Clarify roles: Academic Senate; Dept Chairs; FCDC; Governance committees
- 33. Design processes to help CTE meet the needs of business and industry
- 34. Strengthen institutional effectiveness and analysis of effectiveness
- 35. Less micromanaging by Deans – let chairs do their jobs
- 36. Open communication to the top – no required chain of command
- 37. Real transparency (2x)
- 38. Continue with data-driven decision making and training

- 39. Encourage and reward innovation
- 40. Encourage “ownership” by ALL faculty – opting out and apathy should not be tolerated
- 41. Delano needs to develop more community partnerships
- 42. Main campus does not understand the needs of Delano
- 43. Need social awareness events – e.g. advocate against bullying, suicide prevention, etc.)
- 44. Need to show respect for ALL employees
- 45. Open the lines of communication (all levels) for students
- 46. Classified staff are overworked, underpaid, and feel disrespected (2x)
- 47. “Consult classified staff on purchases, changes and governance – we are the ‘cooks in the kitchen’ so we need to be a part of the

construction of the grocery list

### Organizational Structure

- 1. We have too many VPs
- 2. Deans are over-worked – could they have smaller areas? (4x)
- 3. VP Technology
  - 1. Dean or VP for each strategic focus
  - 2. Professional Development
  - 3. Institutional Research (3x)
  - 4. Retention dept? position?
  - 5. More deans (4x)
  - 6. Dean of Counseling
  - 7. Full-time Asst. Athletic Director
  - 8. Dean of Delano center
  - 9. Put similar disciplines together
  - 10. Explore associate dean concept
  - 11. The current admin structure results in high turnover and renders deans largely ineffective. The emphasis should be on retaining quality administrators
  - 12. Library should stay on the instructional side of the house
  - 13. Reporting to multiple deans is difficult - evaluations