

Survey Analyst

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Survey Summary

Standard IV.D Multi-College Districts or Systems Team

In December 2014 Bakersfield College conducted a perception survey that included questions about the district-college decision-making and communication identical to the 2011 Bakersfield College Employee Accreditation Survey—President and District Responses which is in the Self Study’s list of evidence for Standard IV.B. This follow up survey allowed us to gauge the amount of change between the 2012 Self Evaluation and the 2015 Midterm Report. A significantly large number of people, 270, responded with 71% having at least six years’ experience in the Kern Community College District (KCCD) and over 50% currently serving on college wide committees or councils.

There was an increase of six to seven percentage points from the 2011 Bakersfield College Employee Accreditation Survey in the number of people who agreed (i.e., strongly agree/agree/slightly agree) that the District clearly delineates the operational responsibilities and operational functions of the District from those of the colleges. The survey did not ask whether or not the respondents agreed with the delineated responsibilities and functions. There was a slight increase from the 2011 Employee Accreditation Survey in the number of people who agreed that the District provides effective services that support the colleges in their missions and functions with almost 51% in agreement. Another section of the 2014 survey probed the effectiveness of the services more deeply by asking about the effectiveness of specific departments at the District.

The survey probed the effectiveness of each area of the district-provided services: the Chancellor’s Office, Educational Services, Business Services, Human Resources, Information Technology, Facilities Services, and Institutional Research. A significantly large number of employees, 270, responded to the survey and included short answer examples in their responses. Of these 192 (or 71%) have at least six years’ experience in KCCD and 142 (or 53%) are currently serving on college wide committees or councils. The survey showed that respondents were willing to distinguish between effective services and ineffective services. Respondents were very positive about the Information Technology service with over 60% agree/strongly agree and just 19% neutral or unable to evaluate. 37 provided written responses. Only 35% agreed/strongly agreed that the Human Resources services are effective and adequate and just 25% neutral or unable to evaluate. 57 provided written responses. This negative rating is over twelve percentage points higher than the next highest negative rating for a district-provided service.

Problems remain with effective communication and exchange of information in a timely manner between the District and the College. Although there was slight improvement from the 2011 Employee Accreditation Survey in these measures, the approval rating (i.e., strongly agree/agree/slightly agree) is still below 40%.

## Summary of Written (Narrative) Responses

The following questions from the survey had written responses:

- 1) Business Services (Q8)
- 2) Human Resources (Q7)
- 3) Information Technology (Q10)
- 4) Facilities (Q11)
- 5) Centralization of Institutional Research (Q12)
- 6) BC President leadership (Q13)
- 7) District-college effective communication (Q18)
- 8) District-college timely communication (Q19)

Summary of significant written responses:

- 1) Business Services: 4 positive, 2 that have nothing to do with Business Services, 2 unable to evaluate (because no knowledge of service), and 25 negative for a total of 33 responses.
- 2) Human Resources: 3 positive, 1 unable to evaluate (because no knowledge of service), 5 about understaffing leading to problems, and 48 negative for a total of 57 responses.
- 3) Information Technology: 4 positive, 1 unable to evaluate, 2 blank ("see previous comment" type of response), 5 about understaffing leading to problems, and 25 negative for a total of 37 responses.
- 4) Facilities: 2 positive, 2 unable to evaluate, 1 about understaffing leading to problems, and 27 negative (including state of physical buildings) for a total of 32 responses.
- 5) Centralization of Institutional Research: 2 positive, 2 unable to evaluate, 3 about understaffing leading to problems, and 30 negative for a total of 37.

Conclusion:

Business Services and Information Technology are at status quo.

Human Resources is the area requiring the most improvement. The percent of the negative comments for the HR section is 84% and the total number of responses is at least 20 more than for any other area (that's 74% more than for the next highest response rate) reflecting strong feelings about this one department at the District Office.

<b>Administration Responses (Population of 23)</b>		<b>Strongly</b>	<b>Strongly</b>	
		<b>Agree /</b>	<b>Disagree/</b>	
		<b>Agree</b>	<b>Disagree</b>	<b>Neutral</b>
Effective and adequate district/system support to achieve BC's mission by:				
Q6	KCCD - Chancellor's Office	48%	29%	24%
Q7	KCCD - Educational Services	35%	25%	40%
Q8	KCCD - Business Services	72%	22%	6%
Q9	KCCD - Human Resources	36%	50%	14%
Q10	KCCD - Information Technology	33%	33%	34%
Q11	KCCD - Facilities Services	45%	15%	40%
Q12	Centralization of Institutional Research at District	40%	40%	20%
Q13	The BC President provides effective leadership	100%	0%	
Q14	KCCD clearly delineates the operational responsibilities and functions of the District from the College	59%	41%	
Q15	KCCD clearly delineates the operational functions of the District from the colleges.	47%	53%	
Q16	KCCD supports the college mission and function	32%	68%	
Q17	KCCD effectively controls expenditures	83%	17%	
Q18	District and colleges effectively communicate	37%	63%	
Q19	District and colleges exchange information in a timely manner	47%	53%	
<b>Classified Responses (Population of 66)</b>				
Effective and adequate district/system support to achieve BC's mission by:				
Q6	KCCD - Chancellor's Office	43%	30%	27%
Q7	KCCD - Educational Services	51%	22%	27%
Q8	KCCD - Business Services	59%	28%	13%
Q9	KCCD - Human Resources	28%	39%	33%
Q10	KCCD - Information Technology	66%	14%	20%
Q11	KCCD - Facilities Services	48%	15%	37%
Q12	Centralization of Institutional Research at District	57%	25%	18%
Q13	The BC President provides effective leadership	77%	23%	
Q14	KCCD clearly delineates the operational responsibilities and functions of the District from the College	62%	38%	
Q15	KCCD clearly delineates the operational functions of the District from the colleges.	68%	32%	
Q16	KCCD supports the college mission and function	60%	40%	
Q17	KCCD effectively controls expenditures	59%	41%	
Q18	District and colleges effectively communicate	42%	58%	

Q19	District and colleges exchange information in a timely manner	44%	56%
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<b>Faculty Responses (Population of 172)</b>		<b>Strongly</b>	<b>Strongly</b>	
		<b>Agree /</b>	<b>Disagree/</b>	
		<b>Agree</b>	<b>Disagree</b>	<b>Neutral</b>
Effective and adequate district/system support to achieve BC's mission by:				
Q6	KCCD - Chancellor's Office	45%	33%	22%
Q7	KCCD - Educational Services	42%	33%	24%
Q8	KCCD - Business Services	47%	25%	28%
Q9	KCCD - Human Resources	41%	44%	15%
Q10	KCCD - Information Technology	66%	22%	12%
Q11	KCCD - Facilities Services	56%	24%	20%
Q12	Centralization of Institutional Research at District	37%	41%	23%
Q13	The BC President provides effective leadership	92%	8%	
Q14	KCCD clearly delineates the operational responsibilities and functions of the District from the College	58%	42%	
Q15	KCCD clearly delineates the operational functions of the District from the colleges.	69%	31%	
Q16	KCCD supports the college mission and function	60%	40%	
Q17	KCCD effectively controls expenditures	60%	40%	
Q18	District and colleges effectively communicate	48%	52%	
Q19	District and colleges exchange information in a timely manner	47%	53%	

<b>Other Responses ( Population of 9)</b>				
Effective and adequate district/system support to achieve BC's mission by:				
Q6	KCCD - Chancellor's Office	100%	0%	0%
Q7	KCCD - Educational Services	100%	0%	0%
Q8	KCCD - Business Services	75%	0%	25%
Q9	KCCD - Human Resources	67%	17%	16%
Q10	KCCD - Information Technology	83%	17%	0%
Q11	KCCD - Facilities Services	83%	0%	17%
Q12	Centralization of Institutional Research at District	33%	0%	67%
Q13	The BC President provides effective leadership	100%	0%	
Q14	KCCD clearly delineates the operational responsibilities and functions of the District from the College	75%	25%	
Q15	KCCD clearly delineates the operational functions of the District from the colleges.	67%	33%	
Q16	KCCD supports the college mission and function	80%	20%	

Q17	KCCD effectively controls expenditures	50%	50%
Q18	District and colleges effectively communicate	100%	0%
Q19	District and colleges exchange information in a timely manner	100%	0%

		Strongly Agree / Agree	Strongly Disagree/ Disagree	Neutral
<b>All Positions</b>				
Effective and adequate district/system support to achieve BC's mission by:				
Q6	KCCD - Chancellor's Office	46%	31%	23%
Q7	KCCD - Educational Services	46%	28%	26%
Q8	KCCD - Business Services	53%	25%	22%
Q9	KCCD - Human Resources	38%	43%	20%
Q10	KCCD - Information Technology	64%	21%	15%
Q11	KCCD - Facilities Services	54%	20%	26%
Q12	Centralization of Institutional Research at District	42%	36%	22%
Q13	The BC President provides effective leadership	89%	11%	
Q14	KCCD clearly delineates the operational responsibilities and functions of the District from the College	60%	40%	
Q15	KCCD clearly delineates the operational functions of the District from the colleges.	67%	33%	
Q16	KCCD supports the college mission and function	58%	42%	
Q17	KCCD effectively controls expenditures	62%	38%	
Q18	District and colleges effectively communicate	46%	54%	
Q19	District and colleges exchange information in a timely manner	47%	53%	