**Summary**

**Bakersfield College Accreditation & Institutional Quality (AIQ)**

**Survey on Services, April 2016**

**AIQ committee members, in keeping with the survey directions, removed any identifying information, such as the names of any employees associated with the service. Here are the original directions.**

Survey Directions:

The Accreditation & Institutional Quality Committee (AIQ) invites you to take our first annual Bakersfield College Employee Services Survey.  Bakersfield College’s Strategic Direction “Oversight and Accountability” Initiative 4.15 tasks AIQ with “measur[ing] end user satisfaction with college and district services annually,” so the purpose of the survey is to get feedback on the satisfaction rating of a number of Bakersfield College services for employees.

In the survey you will evaluate several Bakersfield College services with which you may have some experience, rating your level of satisfaction with that service.  If you have no experience with that service, please select “Not Able to Evaluate.”  When applicable, please provide specific examples of why you answered a certain way about that service.

Participation in this survey is voluntary and anonymous. The online survey should take about 10 minutes, depending on how much you elaborate in the comment sections.  Your survey answers will only be recorded if you get to the end and hit the “submit” button.

Bakersfield College’s AIQ Committee will then distribute the employee feedback to the different service entities so they can evaluate and adjust their practices as necessary**.**

**Please make any comments in the survey constructive for the purpose of improving or commending the service you have received.  Your comments should also avoid any identifying information, such as the names of any employees associated with the service you are rating.  The survey results will also be posted online for all community members to read.**

**Fast Facts:**

* 191 people submitted surveys.
* 96% were from the Panorama Campus and 4% from Delano.
* About two-thirds of the people responding were on a college-wide committee or council.
* The representation of people that have worked at Bakersfield College for short, moderate and long periods of time showed a good distribution, with the highest percentage serving more than 20 years.
* 65% of the respondents were faculty, 27% classified and 8% administrators.
* Responses of “Not Able to Evaluate” ranged from 5.76% to 84.29%.

This was the first survey of BC employees regarding campus services to them. It was conducted as part of Strategic Directions efforts and to meet accreditation standards. We hope that the information provided will help services to evaluate and adjust their practices as necessary. You can find the survey results at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10.11.2016 AIQ

Mark Staller, Faculty Co-Chair

Kate Pluta, Administrative Co-Chair