Another Analysis of the 2017 Accreditation Survey
Nick Strobel, December 2017

In Fall 2017 Bakersfield College administered a second Accreditation Survey that used the same questions as the Accreditation Survey administered in Fall 2014 for the MidTerm report. The Bakersfield College Accreditation Surveys determined the perception of effectiveness of services provided by the District to the College. The surveys focused on KCCD services and asked participants to respond to the following statement:

“The KCCD [insert unit title] Services ensures that the college receives ‘effective and adequate district/system provided services’ to support ‘the college in achieving its mission.’ Please share any specific examples.”

One change between the 2014 and 2017 surveys is that the “Neutral” option was removed from the 2017 survey. In the analysis of the 2014 survey, the Neutral option was lumped together with the “Unable to evaluate” option, so we decided to make people make a definite statement or say that they couldn’t make an evaluation.

For comparison purposes, the 2014 and 2017 Accreditation Surveys also included seven questions used in the 2011 Accreditation Survey. The 2011 survey had 147 responses, the 2014 survey had 270 responses, and the 2017 survey had 253 responses. Nine respondents in the 2017 survey gave only their demographic information and committee membership and did not answer any questions in the rest of the survey. Therefore, we have 244 usable responses.

The surveys allow the College to gauge the amount of change between the 2012 Self-Evaluation and the 2018 Self-Evaluation Reports. Over 70% of the 2014 survey respondents had at least six years’ experience in KCCD and over 50% were serving on college-wide committees or councils at the time of the survey. In the 2015-16 and 2016-17 Bakersfield College hired a large number of faculty, classified staff and administrators (mostly program managers and program directors). For the 2017 survey, 55% have at least six years’ experience in KCCD and over 51% are currently serving on committees or councils. Because of a previous analysis of the 2017 survey considered “veteran personnel” to be those with 11 or more years of experience, this analysis will also compare employees with 0 to 10 years of experience in KCCD to employees with 11 or more years of experience in KCCD.
2017 Results

The chart below summarizes the perception for seven service units provided by the District Office: Chancellor’s Office (Chancellor), Educational Services (Ed Svc), Business Services (Bus Svc), Human Resources (HR), Information Technology (IT), Facilities (Facility), and the centralization of the Institutional Research function at the District Office (IR). The number of respondents for each question is also given below each service label.

As with the 2014 survey, Information Technology continues to be the highest rated service with 67% of respondents saying they agree or strongly agree that this service unit provides an effective and adequate district/system provided services to support the college in achieving its mission with the second-lowest “unable to evaluate” value of just 11%. The lowest rated service is the centralization of the Institutional Research function at the District Office with 41% agree/strongly agree but it also has the highest “unable to evaluate” response of all the services.

<table>
<thead>
<tr>
<th>District Service</th>
<th>Number of Responses</th>
<th>Strongly Agree &amp; Agree</th>
<th>Strongly Disagree &amp; Disagree</th>
<th>Unable to Evaluate</th>
<th>Change of Positive from 2014</th>
<th>Change of Negative from 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chancellor's Office</td>
<td>243</td>
<td>57%</td>
<td>24%</td>
<td>19%</td>
<td>16.9%</td>
<td>-3.7%</td>
</tr>
<tr>
<td>Educational Services</td>
<td>233</td>
<td>57%</td>
<td>16%</td>
<td>27%</td>
<td>19.0%</td>
<td>-7.2%</td>
</tr>
<tr>
<td>Business Services</td>
<td>231</td>
<td>46%</td>
<td>32%</td>
<td>22%</td>
<td>4.3%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>221</td>
<td>60%</td>
<td>31%</td>
<td>9%</td>
<td>25.0%</td>
<td>-8.5%</td>
</tr>
<tr>
<td>Information Technology</td>
<td>221</td>
<td>67%</td>
<td>23%</td>
<td>11%</td>
<td>5.8%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Facilities</td>
<td>219</td>
<td>56%</td>
<td>20%</td>
<td>24%</td>
<td>7.7%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Institutional Research</td>
<td>215</td>
<td>41%</td>
<td>22%</td>
<td>36%</td>
<td>10.4%</td>
<td>-4.6%</td>
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The most positive change in a good way is the improvement of Bakersfield College’s perception of the Human Resources Department with an increase of twenty-five (25) percentage points. Worrisome for the District Office is the downgrade in Bakersfield College’s perception for Business Services with a more negative change of twelve (12) percentage points. Although, the positive responses increased slightly from 2014, many of the “unable to evaluate” views in 2014 changed in the negative direction by 2017. Among longer-term employees (11 years or more work experience in KCCD) who are actively engaged in the work of the College, serving on college-wide committees or councils, the negative perception is much greater at 45% compared to 46% positive perception for that group. This change of perception of the District’s financial matters is also seen in the downgrade of perceptions for the question about the District’s effective control of expenditures later in the survey. Information Technology and Facilities had only slight increases in the negative responses but their positive perception levels are still favorable as they had more “unable to evaluate” views switch to positive perceptions than switch to negative perceptions from the 2014 survey to the 2017 survey.

The second part of the survey had seven questions from the 2011 and 2014 surveys:

1. The BC president provides effective leadership. (BC Pres)
2. The District clearly delineates the operational responsibilities and functions of the District from those of the College. (Del resp)
3. The District clearly delineates the operational functions of the District from those of the colleges. (Del func)
4. The District provides effective services that support the colleges in their missions and functions. (DO eff svc)
5. The Kern Community College District effectively controls its expenditures. (Cntl Expend)
6. The District and the colleges effectively communicate. (Eff Comm)
7. The District and the colleges exchange information in a timely manner. (Exch info)

Response dropped slightly from the first part of the survey but then remained consistent with 207 people responding to the rest of the questions.
As with the 2014 survey, the highest ranking is for the effective leadership of the BC President at 88% and the lowest “no opinion” (just 3%). The lowest rated item is the one about effective communication between the District and Bakersfield College with just 42% responding positively (strongly agree, agree, somewhat agree), 39% responding negatively (somewhat disagree, disagree), and 19% with no opinion. The only negative change in perception is about how well KCCD effectively controls its expenditures. As noted above this matches the downgrade in views of the Business Services office and may also be in part the result of the discovery in spring 2017 of $16.4 million stolen from the KCCD clearing account over the past two to three years.

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<tbody>
<tr>
<td>The BC president provides effective leadership</td>
<td>72.9%</td>
<td>84.6%</td>
<td>87.9%</td>
<td>3.3%</td>
</tr>
<tr>
<td>The District clearly delineates the operational responsibilities and functions of the District from those of the College.</td>
<td>41.0%</td>
<td>46.7%</td>
<td>54.1%</td>
<td>7.4%</td>
</tr>
<tr>
<td>The District clearly delineates the operational functions of the District from those of the colleges.</td>
<td>43.9%</td>
<td>50.9%</td>
<td>51.7%</td>
<td>0.8%</td>
</tr>
<tr>
<td>The District provides effective services that support the colleges in their missions and functions.</td>
<td>46.0%</td>
<td>50.8%</td>
<td>61.4%</td>
<td>10.6%</td>
</tr>
<tr>
<td>The Kern Community College District effectively controls its expenditures.</td>
<td>39.1%</td>
<td>51.3%</td>
<td>46.9%</td>
<td>-4.4%</td>
</tr>
<tr>
<td>The District and colleges effectively communicate.</td>
<td>32.4%</td>
<td>39.6%</td>
<td>42.0%</td>
<td>2.4%</td>
</tr>
<tr>
<td>The District and the colleges exchange information in a timely manner.</td>
<td>33.3%</td>
<td>35.9%</td>
<td>43.5%</td>
<td>7.6%</td>
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Newer Employees Compared to Longer-Term Employees First Part Survey

There was some concern that those without enough experience working in the district could skew the results, so here’s a breakdown of the perceptions of the “veteran employees”—those with 11 or more years experience—compared to the perceptions of the “newbie employees”—those with 10 or less years experience. This slicing of the data was chosen to match the first analysis study of the 2017 survey. The following charts use the same labels as those charts above. The charts below in order are: the agree/strongly agree responses, the disagree/strongly disagree, and the “unable to evaluate” for both groups.

The agreement responses (agree, strongly agree) for both groups are mixed and average out to being the same overall. The veteran employees have more negative responses (disagree, strongly disagree) and are more definite in their answers than the newer employees with an average of ten (10) percentage points more negative than the newer employees and an average of ten (10) percentage points fewer “unable to evaluate” responses.
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Agreement
(Newer N=143 to 128, Veteran N=100 to 90)

Disagreement
(Newer N=143 to 128, Veteran N=100 to 90)

Unable to evaluate
(Newer N=143 to 128, Veteran N=100 to 90)
Newer No Committee Compared to Longer-Term Committee First Part of Survey

The following charts compare the extremes of newer employees who are not on any college-wide committees or councils with the veteran employees who are on a college-wide committee or council. With these filters the numbers are smaller and the differences greater. The newer-no committee employees N = 77 to 71 compared to the veteran-committee employees N = 59 to 54. Even with this extreme comparison the agreement responses for both groups are mixed and average out to being the same overall. The veteran-committee employees have a greater difference of negative responses compared to their comparison group (newer-no committee employees) and a greater difference of the “unable to evaluate” than if committee/council membership is not considered. The veteran-committee employees are on average sixteen percentage (16) point more negative and have an average of sixteen (16) percentage points less “unable to evaluate” responses than the newer-no committee employees. (Perhaps this is a warning to those thinking of being on a committee: the more you’re involved, the more problems you see working with the District.)
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Newer Employees Compared to Longer-Term Employees Second Part Survey

The comparison of the two groups for the second part of the survey are given below in order of: positive responses (somewhat agree, agree, strongly agree), negative responses (somewhat disagree, disagree), and “no opinion”). Response rates were lower for the second part but persistent and consistent—respondents who started second part stayed with it until the end: newer employees N = 119 and veteran employees N = 88.
Positive responses comparison of newer staff (N=119) vs. veteran staff (N=88)

Negative responses comparison of newer staff (N=119) vs. veteran staff (N=88)

No opinion responses comparison of newer staff (N=119) vs. veteran staff (N=88)
Newer No Committee Compared to Longer-Term Committee Second Part of Survey

The charts below compare the responses on the second part of the survey for the extremes of newer employees who are not on any college-wide committees or councils with the veteran employees who are on a college wide committee or council. With these filters the numbers are smaller and the differences greater. The newer-no committee employees N = 66 compared to the veteran-committee employees N = 53. This set of comparisons shows the greatest difference between the two groups: the veteran-committee employees positive responses are on average seven (7) percentage points higher (yes, higher!), negative responses are on average eleven (11) percentage points higher, and no opinion responses are on average seventeen (17) percentage points lower compared to the newer-no committee employees. (The veteran-committee employees are either more positive or more negative about the College – District interactions and more definite about their views than the newer-no committee employees, showing that working on a committee/council increases the clarity of one’s view.)
Positive -- newer no committee (N=66) vs. veteran committee (N=53)

Negative -- newer no committee (N=66) vs. veteran committee (N=53)

No opinion -- newer no committee (N=66) vs. veteran committee (N=53)