

## Q1

ID Q1P

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- a. The budget allocation model doesn't seem equitable to the smaller colleges.
- b. Considering how critical our budget situation is, budget information should be up-to-the-minute as much as possible--not the delays we've seen.
- c and d: The delay in getting purchases through the LSC causes tension between campuses and vendors.
- h. Categorical funds are often very late in being correctly posted and are also often incorrect.

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j. There has been little or no foresight given to the technology support needs (staff and upkeep) for major campus projects.

f. what communication with campuses???

g. What workshops??? I've not heard of ANY workshops or training.

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i. It has been years since anyone has explained out benefits package, options, procedures, ANYTHING.

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There are no benefits for adjunct teachers. They will not withhold income tax from my pay check because according to them "you do not earn enough to take out deductions."

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a. The budget allocation task force rarely meets and the budget allocation model was implemented before it was complete. Aspects of the model (particularly the 'small college factor') that are not yet completed lead to unfairness in the model. This work needs to be completed soon and the task force should be made an ongoing committee.

l. Not nearly enough resources are committed to research.

m.n.o. Providing access to district data/information has not been made a high enough priority. Other projects always are placed in front of this.

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i. I'm an employee - I don't recall much in the way of communication from KCCD regarding benefits.

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I have sent four telephone bills to the Bishop/Mammoth campus for payment over the past four months and have received no reimbursement for them. I sent the bills to them from the Cerro Coso campus through the campus mail.

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It is very clear that my colleagues and I do not know how to effectively use our benefits. This is particularly clear as discussions begin about mail-

in Rx and how I should have been submitting Rx claims to SISK for reimbursement.

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2020 Local representatives usually recommend the employee contact benefit provider directly. It's just become easier not to bother the on campus office.

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2022 B==Banner is not to be trusted to give accurate information on the status of the budget. At time I can look up my budget and call our campus person and have her look at the same page at the same time and she will have a different number.

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Purchase orders are lost more often than I can recall. Just "lost" no explanation. It takes 2 long to get them through all of the processing programs.

4 grants, it seems a few times each year we are given sums of money (a good thing) to spend on equipment. But a deadline of "you have to have your order in by 5 pm today" so we have to rush around and often the dollars are spent unwisely. Not to be ungrateful, but 2 or 3 days notice would be helpful.

2024 For HR/benefits, we are given providers when we are employed, no updates ever. Should have a website with current info.

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c & d. Purchasing is still a problem at the local level, things are still held up at district office. This pathway has improved but is still taking too long and allows things to get lost.Reimbursement is slow and the items being reimbursed are never indicated and sometimes combined with other items. The district may be able to track it, but the person spending their own money to facilitate school business is left entirely in the dark.

2027 i. there is a lot of useless information sent about various things, but a concise training and informative summary of the benefits is missing.\*form maxed out

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For questions C and D, I answered the way I did because many times my purchase requests have been "held up" by district mis-steps, and nearly every time I do purchase anything through district channels, the vendor ends up waiting an extremely long time to be paid for their merchandise. It just seems very, very slow and inefficient.

2029 For letter E I must admit that my check has been late or for the wrong amount at least three times in 3 years. Not a good average when your whole job is paying your employees.

2030 In general, I find it very difficult to obtain accurate information on finances or HR from Banner. It it inconvient at best to wait over 2 months to sepnd the current year's budget. I also find it very difficult to get information on topics like suuplemental annuities.

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2032 g. I am not aware that there have been LSC training and workshops available at my school.

2033 Communication? What communication?

No one knows what's in their budgets. Process is too slow and unpredictable

Too many levels to get approvals.

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Purchasing is a red-tape nightmare and is not always conducive to finding the best price on items.

Payroll does not clearly communicate, to employeee, the deduction of sick & vacation leaves. Specifically, an employee needs to know the date the leave deduction is referring to. It would be helpful in keeping track of absences if we know when each specific abscence is actually recorded.

Special project funding is another red-tape nightmare sometimes being stalled for a very long time at the district, creating problems when the grantor is demanding deadlines.

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a. The whole budget issue is a mess. I do not feel that it has been dealt with appropriately; i.e., large pay increase for administrators during crisis with concern regarding 50% law, contract reduction for librarians and counselors, when services were drastically needed.

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f, and g. I consider communication in need of repair. I have been unaware of Training and workshops other than Banner.

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1c & 1d - Processes are too cumbersome and error prone. Documents and req's get "misplaced"

1e - check stubs should show more detaill of WHAT employees are being paid for (extra pay, etc.)

1h - one word... AAAAAHHHHHHHHGGGGGGHHHHHHHHHHH!!!!!!!!!!!!

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1n - need better access to useful information. Fully implement Banner HR module.

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The LSC is still in the process of resolving 30 years of HUGE issues. I haven't yet seen many results of the changes.

b.c. waiting period too long for new budgets. Delays purchases and bill paying .

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a. must follow new allocation model, rollover of dollars & incentives for departments to save money. We almost "stop" doing business in July, August, and into September because the budget development process is so cumbersome.

b.) Revisions to budgets take forever to be input. I have been waiting for 3 months now for one budget to be revised. c.) Take too long to process through Banner, if problem, no one from BS calls to advise originator f.) Refer to c, although lack of communication is due to people being so

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bogged down w/processing and paperwork. h.) takes forever for budget to show i

It takes a long time to get final budget information after approved. We don't get follow up budgets, changes in budgets in an easy way. Banner is not user friendly to get updates so we keep a "hard copy" budget--which is silly because of duplication of effort.

Some of the staff at the District continue to be unfriendly when gathering information--especially in Tom Burke's office--(EMPLOYEE NAME CENSORED TO PROTECT CONFIDENTIALITY).

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2049 I once asked for a list of students, and it took a year. I repeatedly kept asking.

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Strategic planning is in its beginning form. I think it is just a matter of time before it is more developed, we had other more pressing matters to attend to.

Purchasing still seems to be cumbersome and also payment of things that the district pays and our department doesn't continues to be confused once or twice a year.

Training seems difficult because Porterville doesn't have adequate facilities to train staff. A conference room is used and you just watch or there are not enough computers for all participants to use, and the room was hot.

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600 characters is not enough space to address the problems in this area. May I suggest that you form groups at each campus to give you feedback. I have no doubt you will have many volunteers. I'll be the first volunteer.

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Communication consists mostly of "Banner down time" announcements. There is never cummunication regarding budgeting problems or progress, never anticipated time frames other than cut-off dates. There is no clear communication of how much of the purchasing process and follow through is the responsibility of District or Department.--Workshops or discussion groups could be held to improve purchasing-receiving-payment processes.--The first months of the fy are inefficient because Banner is unavailable for purchasing. It involves duplicate signature processes, paperwork, etc.

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answer to f. The only communication of which I am aware is the banner banter & info sheet from the board.

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2075 a,b, - The procedure used for the budget process need to be evaluated for accuracy and efficiency. (g)-training is needed for staff to receive up to date technology for their current positions.

2076 the system is to slow and cumbersome to take advantage of "limited time offers",and to replace broken or missing supplies before the semester is over.

2077 the bill payment is way to slow. why is it acct. has to ask me if I have received something 3 mos. after the fact. ask my suppliers if we pay on time?

2078 Where do I begin? Six hundred characters may not be enough, below will give you an idea of how I feel.

2079 I don't have confidence in the Banner Finance System; not sure if it's the system itself or the key operators. Seem like every year Banner reflects very different figures then what I work maticulously to prepare and submit as our budget. There are errors with expenditures; on one occasion a vendor was paid twice, when I inquired (with accounts payable department) about the return of the overpaid portion I got a really unprofessional response: "Maybe my boss will write a nice letter."

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c. Too cumbersome and time-consuming.

d. I've had vendors tell me they will not do business with the college because it takes too long to be paid.

F. IT department dictates... does not inform.

k. Advisory forms of committees, such as the ISIT, are mostly meaningless. Without enforcement authority it is much wasted time and strictly for show.

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2086 The purchase order process is cumbersome and very slow. Grants and categorical accounts just do not get processed in a timely way.

a, b, your balance sheet and our budget sheet never balance.

c, the purchasing process is a mess, as the person that orders items for my lab, I never know if everything in the purchase order is on the PO I never when the PO is sent and when I get the items from shipping I never know if anything is backordered.

h, I have never seen the district get me a grant, however I have received a couple of grants over \$100,000 that I wrote. Most colleges or districts have grant writers

2087 j) I believe both strategic planning for the community needs as well as the college needs is seriously lacking.

l) What research ? I am not aware of any true research being conducted on this campus. I have seen some social and governmental type studies , completed primarily by students as part of a grant program but no real research.

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2090 Categorical projects not being entered into the budget until after reports are due causes very big problems. Most of the poor and fair responses have to do with duplication of effort and an exceptionally slow process for processing anything through the business office.

1c. Too many restrictions on purchasing items. I could have purchased a \$500.00 item for \$200.00 at a conference, if I were allowed to be reimbursed. Instead I ordered it for \$400.00, it did not arrive before the district deadline, so I lost the \$400.00 and had to use another budget to spend another \$400. End result, it cost me \$800.00 out of my funds for something that could have been purchased for \$200.00.

2091 I try to purchase in bulk when items are at a reduced price, by the time I get a purchase order number the special offer price is expired.

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2093 i. I am an employee, and I have NOT received benefit information.

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b. Information is not real time. 2 to 3 months behind

h. Some info being submitted is change, and the originator is not notified of the change

i. Hold a seminar when major changes occur.

k. Some departments at the college level are left out of the loop.

2097 o. When department budgets are reviewed the information is not up to date.

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I don't use nor do I have access to a computer on a daily basis.

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b. Funds go missing from departments and are found in other's. One employee was paid from an incorrect fund for some time before it was found by a college employee.

d. Bill paying can be a problem - went to a conference a year or so ago and gave the room check only to be told that a call to the bank indicated there were no funds.

f. Seems to be one-way only. This survey is a good start.

j&k. Seems so much money and time is spent on Strategic Planning when the plans implemented seem to be ones that were already on the agenda.

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2104 My special project has had nothing but difficulties in getting reports completed by the district which may have compromised the funding of the project for the final year.

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Why is it so difficult, why does it take so long to get supplies that have been ordered?

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Research: can't trust your numbers on research of student data

HR: expect improvements with new consolidation. Bill paying: invoices that go directly to the LSC w/o coming to college departments to be scrutinized by budget managers get paid in error. LSC should only handle docs after they go through originator. This has created problems for us time and again, problems which LSC personnel are slow or unwilling to correct. Communication: Dr. Packard's messages are good and timely.

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Don't hear much else. Need more consistent, regularly scheduled communication. Strat Planning: Does this exist?

b. Maintenance takes forever and many times incorrect.

d. Bills posted to wrong funds or for incorrect amounts.

f. It would easier if I could deal with them personally rather than going through a third party (Business Office).

l. I am quite often told I can't get copies of invoices because there are just too many to look through.

2108 o. I could use codes and shortcuts for Banner use.

a & b. Too many mistakes occur during the budget development process. Budget development process needs to be more automated.

g. More training needs to be provided and taken advantage of for both computing skills as well as for those soft skills. Manager and supervisor training is basically non-existent.

h. Need to simplify access to info in this area.

2109 j. Does not yet truly exist at this District.

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The processes used to establish a budget and how that money is spent is not widely distributed. I guess if I attended all board meetings I might have a better idea. I do not know how they participate in shared governance. I have not found any of the trianing sessions--very few of them--to be particularly helpful.

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#f-rare communication occurs

#g-more workshops needed (i.e. budget process)

#j-budget planning needs improvement

#k-could be better

#m-can't access student data we need to make better decisions

2115 #n-don't want SS# tied to employee names on Banner--too easy for identity theft/fraud among disgruntled employees

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2117 Communication is the problem,in that it is difficult to know who to ask regarding the resolution of a problem.

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n.I don't know what is available in access to Human Resources.

2122 o.CSEA cannot access some aspects of finance data information which should be available to the public.

2123 Better, more detailed and flexible reporting needs to be developed.

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2129 K. The college has the oppertunity to partake in this and it is up to us to utilize it. A lot of people still think it is unfair though.I personally set on it  
as a student and thought it was ok. At least we have a voice and how much weight that is I am not sure.

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2136 H. Special project budgets are not entered in a timely manner, it makes it real hard to keep track of your budget. I'm sure it is not easy for the  
business services office either.

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2139 I have found HR personnel to be recalcitrant and even surly to deal with. When hired, I was given a stack of paper with the briefest of explanations  
and told to sign, notarize, and witness them. I had little information to go on in making my benefits decisions, was told to look up information on my  
own, and was not given much help when I asked questions. The whole process made me uncomfortable and I was made to feel "stupid" when I  
asked questions.

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2146 All areas were graded fair or poor. This administration is just as corrupt and as big a group of liars as the last Administration. The District does  
what it wants and is accountable to no one.

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2150 B. Very difficult to get up to date budget figures.

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2152 i) Was never explained the full employee benefit package when hired.

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Business Services: It takes forever to set up accounts, there is no consistency---the information you get depends on who you talk to and the particular day, POs take forever to process. The only way a budget gets set up, POs are processed, etc. is if the interested party regularly pesters the Bus Svc technicians to get the job done. Otherwise, it will take literally \*months\*. POs and other forms will be returned saying there is an error with no explanation or help.

2154 Human Resources: When are we going to get materials/forms etc. on the web? Can't we automate some of the form processing?

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The fact that we are constantly struggling to meet 50% indicates to me that we have not thought through the long-term effects of our budget.

2157 We don't seem to follow through on planning ideas. And where's our new district name?

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2161 Being in HR, I don't have access to some information that I need because I don't have permission to see "the org". I have tried previously to get permission, but have been denied.

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Setting up grant budgets is VERY slow and cumbersome. KCCD and BC needs to improve the account set-up process as it is often VERY slow to occur.

2164 Banner and Schedule Plus + training for "new employees" or "employees in new categories" is almost nonexistent. The department assistant levels are not supported well when employees transfer to new job titles and need this training. KCCD and "experts" at BC should provide this, not another classified person who knows some of a software program. Payroll stubs are not clear on substitute pay. This column should be provided.

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2167 F. Communication between the everyday faculty and the LSC is minimal. Many faculty members have never even met anyone who works at the LSC.

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2169 (a/b): Money should not be used to support the LSC. It duplicates services and wastes money that should go directly to instruction.(G): Staff development monies are cut which are used by instructors to remain current in their fields, but classes are still taught in "powerpoint"? Yeah, right, this is important to instruction. (I): There may be actual research going on somewhere at KCCD, but instructors do not appear to have ready access to it. Curriculum is instructor generated, yet we have no way of knowing what is needed or what is working/not.

i. I found it difficult, being a new employee, to understand the benefits and how it all worked. Not having much extra time to seek information made it harder to find out how it all worked.

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However, when I called for information, the office was very helpful.

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i. Our options under STRS are not at all clear, especially regarding credits earned while teaching part-time. And isn't changing the name from "District Office" to "Learning Services Center" a bit egregious? BC has a Learning Center. It's where students go for developmental (remedial) classes and tutoring.

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g. Scheduling for Outlook training is totally inadequate. If we're supposed to use Outlook, train us now or give us a book, or take our word that already know the program well enough. We used it at KHSD with no training- just a tech person we could ask for help.

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a,j, k Budget & planning processes, per Board policy, is an item that the Board, Chancellor, Presidents are to "...rely primarily upon the advise and judgement of the Academic Senate ...". There is no meaningful process and board policy is being ignored - especially since the Academic Senate Presidents no longer meet with the "Executive Cabinet".

f. Communication is the weakest part of our district. It is poor at my college and woeful from the district (compounded by the President's lack of communication???)

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Purchasing and bill paying seems like double or triple work - it is a system that cries out to be revised and streamlined. Project accounting MUST be current and accurate by the close of the first quarter and any changes made during within a quarter regarding personnel or budget allocation MUST be reflected so that quarterlies sent to state are accurate - apportionment distributions are being connected to expenditure flow and we can no longer clean everything up during the last quarter and when closing out the year.

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a TOO MUCH double checking; do right the 1st time

b need more timely entry of docs for acc info

c recving and closing PO's not timely

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d I want chance to make sure invoices are correct for "open" POs but requests to do so go unmet

f ITS very good commun(sometimes same msg from 2 diff people though);at times learn more from community than LSC

g not a lot of training avail

h bdgting and mngmnt in general needs work; more timely and efficient process

j/k too many discussions-not enough action - perhaps committees are too large

n access good, info not up-to-date

Letter O. I would like to see if there were a process for categorical grants

(student grants) to cross check between the Finance side and the Banner side

(Financial side ). At present we cannot cross check discrepancies between Finance

and Banner. At least this is what I have understood.

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When you do a PO through Banner paying from an invoice (since we can no longer do Direct Pays). You have to remember to check when it gets approved then notify the shipping/receiving department so they will 'release it' on Banner and then it will get paid.

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a. The process appears to be rushed and there are no checks and balances.

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There is a need to review and evaluate processes and to make changes when and where necessary.

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Strategic Planning and Process Improvement should go hand in hand.

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j. There may be strategic planning at the LSC, but not much is filtering down to the colleges.

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2216 Overall, need more communication. I believe that one campus, should not bail out the other campus if they under-projected their FTE's.

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2219 I have had a hard time finding out what our medical benefits are, how to get reimbursement, just more information period about our benefits.

2220 1e - There is never any communication, or verification on my teaching assignment, and the number of hours I am scheduled to teach.

2221 In all cases, there appears to be little, if any, activity with the colleges on these topics. Most of the time, the colleges must initiate the query in order to get information or service.

The Learning Services Center is still an anonymous office where information goes but is slow to return. Reports come out at Budget and Program Review Committee from people who have attended meetings, but there is still no human face to the office. Faculty are still unclear about who is working there and what they do. Student data is still hard to come by. Purchasing and bill-paying process information is readily available in the Californian, but otherwise what is actually going on is never clear to faculty.

2222 The name has changed, but the remote offices shrouded in mystery have not.

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Improvements are slow, promises about refinements of the allocation and budget processes are not forthcoming, the HR reorg has caused chaos, management and the district as a whole have not been able to establish credibility and continually shoot themselves in the foot from a political and public opinion standpoint.

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a. Re: budget - we weren't able to access our budget until the end of September.

c. Re: purchases - it is now October and we are still unable to process purchases because the cues have not been straightened out. On the plus side, the new Banner is lot easier to navigate.

i. Re: benefits - I've been here for over two years and still have never received any type of orientation regarding our benefits package and/or options.

2225 I receive more info from the faculty negotiators than from the district office - guess opinions haven't changed but would be good PR to remain in touch throughout negotiations.

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a. budget process a mystery to most faculty

g. little communication about district workshops

2230 l. as a district we don't use data well in planning

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Until the data warehouse comes online, Access to Student Data/ information can only be rated fair because it requires intervension by programmers for any new reports. Once the data warehouse comes online that will provide the ability for adhoc reporting and a lot more flexibility.

2232 (j) strategic planning -- need to involve all managers in this process with input from the faculty and classified staff; perhaps a management retreat

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would help

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Part of it is lack of education on Banner, the other is approved authority to do more with Banner;ie. submitting Budget Transfers online, start using the Budget at the beginning of the Budget year instead of waiting two months, not knowing when we have encumbered money that needs to be unencumbered until it is too late to spend it.

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Most of us don't have time to take a semester length class for Word, Excel, or any number of programs we use on a daily basis. Training focused on the specifics would be very helpful and to offer the training more frequently. I find that after attending one Outlook training class, I need to attend again to apply more of the special features it offers. Many times the only way we learn about the advantages of a program is by making a mistake or by spending an inordinate amount of time when a shortcut might be available.

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All of my replies were fair or poor! KCCD would be happier if it didn't have CC and PC, wouldn't it?

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I marked poor or fair in all areas that I have had problems.

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Always involves travel. Never at the sites.

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a.Budget development-The process as followed doesn't always appear to reflect the stated purposes of the process.

b.Budget Maintenance-This process seems to be unnecessarily cumbersome.

c.Purchasing process-There seems to be a great deal of redundancy.

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f.Communicating with campuses-As a faculty I do not see much communication from the LSC (District Office)

A. Priorities appear to be one-sided and the process seems to be quite a lengthy one.

B. The length of time required to process various transfers, etc. is inconsistent.

F. Meeting dates involving the classified union are often set without consulting the Chapter President to determine availability to attend.

J. Financial issues continue to create a stressful work environment and a sense of overload due to position cuts.

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K. For the most part, decisions are made with little or no input from the employees most affected.

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b. budget information not up-to-date

- c. cumbersome & not timely
- j. one-time planning w/o follow-up
- l. not provided by district
- n. HR is not integrated w/ finance

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1005 Needs improvement\_\_\_More timely service\_\_\_Too much red tape\_\_\_

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- a. Too compressed no allowance for in depth planning
- b. budget revision done with little advanced notice
- g. Except for Banner what training exists?
- h. Who is person knowledgeable on Special Proj Funding @ District?

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Poor budget planning

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(k) shared governance is only lip service

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c. Purchasing process needs to be more streamline & when supplies are received-Instructor needs to be notified that they are in.

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I don't know my benefit information so it must be poor.

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No way to communicate No computer!

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Not bad We need to know We are told most of time

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'fair' – Banner

'poor' Historically and continuing areas perceived as 'poor'/needing improvement & Banner related issues

1031 n=cannot access our vacation time online...

1032 d. takes too long

1033 g. When? Where?

1034 Budget crisis due to miss count, payroll has messed up on check a few times,

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1040 Usually Late

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1043 I do not often see training at the district.

g. good when offered.

1044 l. put \$ at LSC, not at campuses

1045 What Benefit Information?

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C & D-Slow.

F-no explanation needed.

1048 J-Can't make a timely decision

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Seems we constantly have to research incorrect entries and do not feel we can ask for help. Staff do not understand how Banner processes work nor do they keep accurate records & is why many of us keep our own budget records. Most errors in Banner are because of incorrect input & coding. Not enough explanation is given for Journal entries or payments (invoice #, reason for entry if it is an error, etc.). Accounting needs to train their staff (Banner & Excel) and show them how the accounting processes work (cause and affect) to help ensure accuracy.

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2006 I have not discovered how to just print out a class list of student names only without all the other information included on the print-out.

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2022 B==Same comment as above

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2030 See comments in above section.

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The global list should not be accessed by "first names". We should have access to our own "Outlook Recipients" list for each institution and everyone should be on it.

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Banner student still freezes quite often.

Further training in this area is needed. To simply be able to create purchase orders is not sufficient training. That is the bare minimum.

Banner finance is difficult to operate-- I follow the instructions and I still cannot open the document.  
Banner Financial Aid does not give me full access to view a student's file.

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Banner Student needs work in cutting corners.

Help Desk is awesome! They are always there to answer your questions.

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The only time I use banner is to see my roll sheets and put in student grades. I don't know if that is under studnet or ban web. Does the district or BC run the internet that we use every day?

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2097 This section is not clear to me  
Custodians on the main campus don't have ANY! access to computers for any e-mails or any banner information. So this survey really doesn't do any of us in our department any good. Let alone have the knowledge to take the time due to the fact that we are to work and get the job done .  
2098 Education isn't the factor for us just work.To keep Classrooms along with the grounds clean.  
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d. It is not clear when to use, how to use, and what to use in Banner Human Resources.  
2122 A booklet or training would probably help rather than word of mouth or hunt and find.  
2123 Looking for information in Banner is not always easy or logical - too many screens with information spread all over.  
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As a new faculty member, I am barred from the full range of email service (like a campus address book) until I attend a training seminar, the first of which is more than two months from when I began to use email as part of my job function. It's maddening. Whereas I recognize the need to train faculty, we should not be held hostage as an incentive to attend workshops, particularly when they are so few and far between.

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English faculty NEED to have Bannerweb access to student transcripts and test scores BOTH to check eligibility. Bannerweb's latest revamp removed that access from us!!! Please replace it as soon as possible -- last week, maybe....

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Human Resources

Extremely difficult to figure out actual base salary for anyone, both classified and certificated, from HR data base. Impossible to use to calculate project budgets.

Accounts Recievable

Information is so guarded that even when properly approved I still have not been given access. This has PREVENTED me from doing the job I AM BEING PAID TO DO!

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IT on my campus tells me that the reason I have lost ALL of my emails on serveral occasions is that we have server problems. It's a big problem

to lose all of my emails.

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Email Performance: There are issues where emails have gone into a "black hole" and dissappeared during the transition from send-mail to Exchange.

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Banner Finance is not functional when it is not current with latest budget revision or FOAPAL change for personnel - i.e. accuracy of categorical information.

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2191 b.functionality- not always updated in a timely manner so info is irrelevant

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2194 a. functionality - It is good, but I would like to be able to query to pull up specific informaiton, such as Parking Permit issued, citation by # issued.

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a: It is poor because students often think they're wait listed when they are not.

g: Availability is poor because off-campus access is made ridiculously complicated and difficult. I see no reason why we need to have a particular (lousy) software to access email from off campus when most other institutions (all of them I've been at) allow pop server access using any software.

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Overall interface to Banner Production is awkward and hard to follow. BannerWeb is a great interface; there is no ambiguity about what is needed.

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2224 Improvements in the HR system are slow in coming.

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2232 I am involved in supporting Banner products and really don't use them except for General.

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1007 Campus wide imaging system

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g. Email is not well suited to adjunct faculty because there is no means for sending and receiving from of campus

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1019 Only cause secerty made copies

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1021 We don't use computers

1022 Why are we to do this I don't know

1023 Can not answer I don't use this stuff

1024 Sorry I don't understand this stuff

1025 I don't know so I can't answer

1026 My Department Do we have A computer for us Custodians or Grounds?

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1030 End user needs not addressed

1031 f. registration & updating process need improvement internet updating takes 24 hrs! ---too long for students

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1033 I've had no training in the other areas & do not know how to access & utilize them!

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not user friendly-too cumbersome; need to improve the ordering process by eliminating the step of having to notify M & O.

#### Q4

ID Q4D

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c. Videoconferencing on this campus (PC) is unpredictable. The quality is often substandard.

There are no phones in my classroom. Even if there was an emergency, I have no idea where to go to find a phone to get some help.

c. Videoconferencing system does not work well, but would not be very useful if it did. It simply isn't a very good way of meeting/communicating.

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the time delays between voice and picture make it difficult to use. It is not particularly useful for group meetings.

The videoconferencing is bulky and unreliable, adding one and a half the additional time for any meeting. I am not sure it improves communication. For the same cost the district should subsidize travel to the other campuses.

For question A, I have had numerous problems with the telephone in my office. It was fixed recently, but was down for the better part of 4 months over summer. Just inefficient.

I find it difficult to participate in teleconferencing from campus when all three campuses are doing so. If the room at the district were larger, it would be easier for BC staff to come to the district.

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The voice mail has, since installed, consistently lost and garbled mail. though people have worked on mine on a variety of occasions the problem has never been resolved.

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I can't make long distance calls from my office phone. I used to go through the switchboard, which was a hassle. I'm not sure what to do now, since we don't have an operator anymore.

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Telephone registration still needs to be user friendly and ways to cut corners.

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Videoconferencing still needs work---

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Since this summer my telephone has been problematic. There is a loud drill-like sound that emits from it. People will call and believe they are leaving a message but once I access it, all I will get is a loud buzz sound in place of their message.

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It is difficult to get telephones installed in offices.

I use the telephone everyday. Are you talking calling the district or using the phones on BC? Calling long distance is a real pain if the district controls who can make long distance calls. Sometimes it takes several minutes just to get an operator to call long distance.

I have problems reaching certain local phone numbers with specific prefixes, I have to use the school operator to get through. It is a big problem when it is a time when the operator is not available.

a. Very difficult to communicate by phone when phone rules are not precise. At times, one will call a number several times, only to find you are not allowed to dial that number and must have someone call for you. Doesn't seem to be much rhyme or reason, so it's difficult to determine whether a number is not correct, not functioning or blocked or if you just don't have access to dial that number.

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2106 Moved offices over two months ago and still do not have a telephone hook up! Equal no availability and no functionality!

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a. Going through a third party (Business Office) takes too much of my time. I would like direct access due to the nature of my job. I spend a great deal of time waiting for someone in the Business Office to make the call only to call back with questions that they cannot answer. It would save time for everyone.

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c. Video conferencing is improving and once the new system settles down, it is my hope, that it will be more available and provide the additional functionality, such as screen sharing and document sharing, which would make video conferencing a more viable tool for conducting meetings.

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I have only used teleconferencing a few times and found it difficult. The person on the other end has a difficult time hearing participants unless they have a speaker very near to them.

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2112 I actually "hate" all computerized answering mechanisms

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2114 Teleconferencing quality is poor: hard to hear.

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2122 a. The newer telephone systems that direct calls automatically would be more useful.

2123 Tele and video conferencing equipment seems out-of-date.

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2127 When I want to call Bakersfield, the "8" line is busy a lot. Is it that only one person can have access at a time?

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I share a telephone with an instructor with a heavy student load. We share a mailbox as well. Each instructor should have his or her own phone, and each phone should have a message light, indicating there are messages to be retrieved. The telephone in our office (which we have replaced at my expense) appears to have been manufactured more than 25 years ago.

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a. Five faculty share one phone line and two telephones in one office.

C. Slow and intermittent problems.

a) not so much the service but the actual phone. Needs to be updated to a new model with specific features. For example, ability to place caller on hold without disconnecting, do not disturb button to allow staff to continue conversation or testing without the phone ringing in the background, and access to speaker phone system.

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Have not used the new PolyCom system yet, but the old videoconference system failed more than it succeeded.

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2167 A. telephone messages are really inconvenient to receive. The menu takes a long time and does not respond well to many commands.

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2172 a. Faculty at Delano Center need better telephone access. I am Full time at DCC but must use the math adjunct voicemail service.

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2174 The automated answering incoming calls to the college is very frustrating. I can never reach the desired person. I have to call someone whose number I know and have them research who I want to reach.

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2176 The telephones in our office are archaic and falling apart.

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Telephone

2179 Takes an "act of god" to get telephone service installed/changed. etc.

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a. Often cannot get a free line in or out. Voice mail message length is very short and rudely cuts off the person leaving the message. It is common for students and others leaving me a message to have to call back at least once and often two times.

2184 c. We get "kicked off" of our links during almost every video conference.

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Our ports are limited to 5 outbound. We need double that capacity here.

2186 Videoconferencing: Scheduling and rooms are the main problems. Making meetings more Videoconference Friendly" would keep folks off the road...Anyone hear of the "Telecommute" capabilities of technology? It's a PURE waste of many folk's time and energy to DRIVE to all the campus'. We have things to do.

2187 I've had 50% success rate with video conferencing since July 1 - better than last year which was about 30% success rate when conferences were set up.

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Telephone system is quite antiquated and needs to be updated or centralized. Each college campus works differently, and is often cumbersome.

A "How to use guide", cheat sheet may be helpful for new employees. Also user training is needed i.e. call transfers, telephone etiquette, and use.

2201 More Video conferencing space is needed at LSC and BC locations.

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2203 Telephone and video conferencing could use upgrading.

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2210 c. The new Polycom system is excellent!

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c. we need to continue to upgrade the quality

a. Telephone-As a lab tech in the biology and chemistry labs I take care of the inventory of the equipment and supplies needed for labs. Therefore I take care of the purchasing and ordering of things needed. On open purchase orders and credit card orders they are called in using the telephone and sometimes I am not able to place an order by telephone because I am not able to call out of the area or place any long distance calls and have to find another source or use another phone somewhere to call that out of area number.

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A. We often have to wait for an available line in order to call out because all "trunk" lines are full.

C. We seem to experience problems when attempting to videoconference with multiple sites simultaneously.

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1015 Took too long to get a phone and even longer to get it connected

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1020 Don't have computer!

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1022 Wjp dpes this

1023 I don't have a phone

1024 What phone I don't have one here

1025 Can't answer

1026 Didn't answer Cause I don't know

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1031 telephones need caller id & speaker phones & to be multilined & redial features

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Can't make long distance call-no switchboard support anymore. V Ed program-need to make LD calls.

1052 The new telephone system that list names etc. is so long and tedious that it is not worth my time. Often times student to others calling in just dial any number and ask to be transferred. I feel the phone system could be greatly improved upon for ease of use. I you have personally not used it I recomend you do so. try to get cconnected and see how long it takes you.  
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## Q5

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What is the help desk? What is it used for? Who may use it?

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The help desk is not available when we open at 7:30. It is often not available until about 8:30.

Helps when people give the correct answer instead of guessing to get someone to go away.

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GET VOICE MAIL

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I have not been aware of these services nor what services they provide.

a. Never got a response and I gave up trying.

If you were talking about "local" help desk, there is a different story. You might want to see the differences in response times as opposed to entered items in the database and responsiveness to those calls/entries.

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a. at times must first leave a voice mail message but response and quality is usually prompt and helpful

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I am involved in supporting the user help desk when they can't answer some of the questions so I wont rate it.

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Who?

What help desk I'm at BC

I work at BC

Don't know

I work at BC cannot answer

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Need more info and/or training in Microsoft applications (Outlook, Excel, Word).

Q6

ID Q6B

I put fiar for the District Banner because I do not believe they give training classes often enough. I learned quite by accident that we needed to Outlook training to access. It was never communicated that these were a must training classes. I would like to see more Banner training classes for those of us who need to access Banner on a regular basis. If new programs are entered, I would hope they would e-mail us all and let us know what there is added and when we could have training for them.

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Only used once. It was well done, but things changed in Banner and the training was outdated before the year was up.

No handouts

I find the district Banner training a little superficial, not detailed enough for the work I do. I prefer campus Banner training.

I found District Banner training to be what some might call "quick and dirty". When I first began with the district I had absolutely no knowledge of the system. The training was a quick overview, without detail and I felt almost as lost afterward as before. I have learned to be my own trainer in this area.

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The last training session that I heard about was at least three years ago, and its main focus was the financial area (like submitting purchase orders) which I do not do. I'd like training in using the student, faculty, and advising parts of the system.

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More training needs to happen on site of the colleges.

It seems to me some people on campus attend regular training sessions while others are completely ignored.

I fit into the completely ignored. Well maybe not completely ignored but close.

If my memory serves me correctly, I attended one or two training sessions over the last several years.

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Sometimes training is conducted according to the needs of the trainer, not the end user. Seems to work best when a core group (of actual users) is trained and that group trains the rest. Otherwise, questions arise that are not necessarily technical in nature, but need to be understood in order to achieve the end result.

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2121 I don't use banner it isn't in my job discription  
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I believe that there should be more training available repeatedly. For example with Outlook training there were two sessions and there have not been any since then, but we still have staff waiting for training so that they can move to outlook exchange. I'm not sure who's responsibility this is, but there are several dissatisfied staff as a result of lack of follow through with this training.

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I have attended only one Banner workshop in the past several years. The one I attended was fine.

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I've used in a long time ago--not recent enough to evaluate the processes.

During training, and this has happened several times during two different sessions, the instructor (not Charlie, he's excellent) could not make the function work, and the comment was made that "oh well, you'll figure it out".

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The training was brief, still fumble searching for a particular page, how to navigate a page, and have not received access to all sections that I should have.

As downsizing has occurred and employees have shifted and offices are left with less personnel or personnel that are not completely trained, district training has diminished. This includes Schedule Plus at BC too- more personnel are needed to support this service.

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I have enough computer knowledge to use Banner without any training. What training that has been offered in areas I need is far too long/inconvenient to be practical or relevant.

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2171 As Adjunct Faculty, I have not attended training but have called and received help over the telephone both promptly and complete.

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I have done the on line training for purchasing once and will do it once more before asking for certification. It is good to have a back up to review when needed.

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2184 Waited for months to get trained.

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I have two staff members who had difficulty getting scheduled in for Banner Finance training because there wasn't a "large enough" group - this was last year and they have managed via OJT and persistence to get some of the information they need.

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Once training occurred, it took several months to get the ability to actually approve documents. Apparently the right people were not notified in a timely manner that my training had been completed.

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This is extremely weak. The decision to move training to HR has been a disaster. Trainers (only one is now available) are not available. The decision to work half days on Fridays is a training disaster. This service, paid for by the colleges, needs to be reviewed.

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There have been two training sessions that I know of in the last 2+ years. Although the training helped in some of what I do, because our students are not "tagged" Banner is not as useful to us as it could be (ie. unable to generate reports).

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I do not intend this as critically as it might sound. The attitude of the trainers has been great and they seem to know the program. It is just that it

is practical to access info when and how I need to apply it, so that the trainings have tended to be irrelevant to actual uses. but the connections made with trainers are valuable for follow-up.

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a. availability-we need to have Banner training offered more frequently. We learn more from others and what they have learned the hard way instead of regular training to help us be more efficient in our work and time spent on projects, especially now with downsizing and fewer bodies to do the work!

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1005 More specialized training is needed. Training for updates would be helpful.

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1011 Banner trng. not sufficiently available to sceduals of adjunct faculty.

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1015 Training session too long-all the information doesn't pertain to what I was there for-a waste of my free time.

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1026 What's Banner Some program I don't know  
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1031 Need more to refresh training w/ updates & changes & new features  
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1033 Read A handout and I'm trained.  
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1050 Need more cheat sheets to help us out. Don't need a history lesson on Banner, just tell us how to get the information we need. Need more info

on what reports are available to us and what reports give us the info we want. Need online forms to request reports that are not available to us with turn around time that we can expect to receive these reports. More tips or FAQs would be nice on the web site.

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## Q7

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| 2002 |     |

From personal experience, there is a lack of "service" attitude in the LSC IT department. There seems to be a reluctance to help this college even though the PC IT is grossly understaffed and underfunded. The discrepancy in the IT budgets for the LSC and PC is hard to fathom. More transparency regarding the LSC IT budget might reduce the tension felt on this campus. We have desperate need of support but hear "no" as an answer when requests are made. Very discouraging..

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Electronic document mangement is crucial.

Improve Outlook setup.

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Increase access to Banner databases through BanWeb.

The LSC never included copying and print services concerning Banner.  
People on campus print huge reports on the desktop printers and waste time and money.  
The LSC never consulted us as to how are we going to print out all this information.

Not one person concerning Banner ever asked me about copying Banner reports, and here I sit with 30 years experience in printing with a B.S. from (CENSORED TO PROTECT EMPLOYEE CONFIDENTIALITY) in (CENSORED TO PROTECT EMPLOYEE CONFIDENTIALITY) and all we are doing is wasteing time and money copying huge reports on expensive desk top printers.

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no one from the LSC ever

Access to student data (secure) via banweb similar to banner. Make all district forms available on the web.

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I would like to suggest that before a major initiating a mojour change to our system, running parallel or run with a "sampling" of affected area. That might eliminate big problems like the fiasco that took place with changing the imaging to accommodate Schedule Plus+.

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When a PO is sent to a vendor a copy should also go to the person that initiated the order, either a hard copy or an e mail with an attachment.

g. Web-based purchasing has never worked at the college level.

G I was a student online for Cerro Coso and I ended up dropping the class due to lack of communication with the bookstore and when I left e-mails or telephone messages NO one seemed to give a care that I needed the help! So as far as wishing to graduate by taking a class on line or otherwise for get it.

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2114 The only real IT need I am aware of is computers in our classrooms. We're way behind the teaching with technology curve.  
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Quarterly information orientations for new people or anyone who wants to understand what is available in technology on campus and how to upkeep our computer stations.

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CAPP-make CAPP more user friendly for counselors & classified staff who have to use it

2131 IMAGING-Purchase an Imaging machine to duplicate official transcripts  
Imaging student records is very important for the BC's students AND staff. Plus the availability of CAPP on the web should have "user-friendly" accessibility for staff and students. The combination of these two items would greatly influence student's achieving their goals, graduation or transferring to a four-year institution.

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2135 CAMPUS WIDE IMAGING SYSTEM

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Direct deposit online form  
or a link connecting this  
option to a bank (rather than  
have to go to the bank and then  
dropping off the form at district.)

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2150 E. & G.) Need to work with what we have before we start spending scarce \$ on expensive projects.

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a and b: the virus protection and internet performance are already very good so IMPROVING them is a low priority. Training services are already adequate.

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2172 I understand a classroom record-keeping program (something like GradeQuick?) is coming soon. Let's do it now! (No need to reinvent the wheel)

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I have received NO training for being a district employee. I have been employed since the end of April. Basically I have asked questions and learned some of things I needed to know on my own.

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FAQ page at each campus. This could be delegated through the LSC IT folks to the local IT support. Thanks.  
I think "e" is critical for effective program development and review at the campus level - without the ability to track cohorts of students we cannot determine whether interventions and programs are effective. This is of highest priority for institutional effectiveness.

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No comment

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Please add a "Very Priority" for filtering out junk e-mail. I receive from twenty-five to fifty pieces of junk e-mail daily.

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Availability to more and different kinds software for teaching. Currently MS Office license is all we have access to at a discounted rate. What about other types of software used for teaching online classes?

2250 More online training courses that can be accessed by faculty and staff.

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1006 Imaging system

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1010 Online grade book for teachers

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1021 No opinion

1022 What is a virus Who's sick?

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Sorry no computer

Need to get supervisor buy-in for release time for training. Not enough importance is placed on training staff in areas that are critical to their job. Need to ensure that staff understands cause and affect of their entries in Banner. Should not be up to end users to have to research incorrect entries, but seems to always fall on our shoulders. Should be able to call Accounting and get answers and not get the run around or shrugged shoulders. This area is in most need of improvement and training!

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Q8

ID Q8A

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Otherwise, I have found very supportive and pleasant people--good job!

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As an adjunct faculty member, it would be very helpful if the district would provide me with just ONE drawer in a file cabinet (which could be locked), so that I could store my tests, returned work, books, teaching aids, and supplies on campus.

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When funding is available, a fully qualified research person should be hired at the LSC to coordinate information access and research projects common to the entire district. This person should be a person experienced in community college research, not a staff person shuffled from another area.

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None, right now that I can think of.

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We need Microimaging for all of the hard copies of the permanent records. It would make my job much quicker.

Training on completing Faculty Services area paperwork (FSA's). An up-to-date readily available (and correct - no dead people) seniority list for faculty.

This may not be an additon service needed, however I wanted to comment. I am still not convinced that Bakersfield College needs to belong to the 3 college district. I believe the disadvantages far outweigh the advantages, and I believe that B.C. could provide for the needs of its students and staff much more efficiently without the District (LSC).

The LSC should coordinate calendars between the campuses to avoid transfer and financial aid problems for students.  
Campus-wide Imaging System

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2064 We should be able to access our sick leave and vacation information on-line

2065 More district research on student learning and success factors.

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2070 On-the web CAPP should be available for BC students.

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Train your staff in Customer Services 101. Many staff are not friendly when I contact the District. I've been made to feel like an "inconvenience" to them. They don't appear to know or care about telephone etiquette.

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2092 For question #12 below, I work from out of state. No provisions were given for this possibility, so I only identified my campus that I work for.

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N/A

See above: computers and internet access in classrooms!

Research and Collection of data

I don't know. I do think the "Learning Services Center(District Office)" should be called "District Learning Services Center" to be more clear.

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Have noe

A very well defined wellnes fitness program. This would cut down on health related expenditures, saving the district needed funds.

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Communication - open & often

Human Resources - Fringe Benefits Committee  
Diversity Committee

2184 Planning and Budget - "rely primarily upon the advise and judgement of the  
Academic Senate..." Really do this - stop planning to plan

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Banner class scheduling that meets the needs of all users from development by staff, management by staff, use by students. Schedule Plus

2191 VERY time consuming.

2192 No comment

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Taking this survey has confirmed my suspicion that the district is generally irrelevant to the business of helping students learn. It seems likely that one whole layer of administrative structure, and many of the costs involved with that, could be eliminated by simply dissolving the district and moving the services to the campuses. We would likely see more flexibility and greater relevance to student needs at lower costs. The diminished travel time alone would provide huge savings in useable time for on-site administration and faculty.

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Intercampus mail delivery or at least regular mail service to the district office.

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None

Research  
External financial resources

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Don't care we can't use it

Custodians are in the dark We are to clean OK Can't help Sorry  
Campus Wide Imaging System

Ancillary services to evening & weekend students. Basically the campus is closed and sends the message 'we' do not value your business to the students.

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Easier navigation on all web sites. Hate having to search and end up jumping from one link to another just to get the info I need. Need master directory of employee phone numbers instead of having to go to each web site. Rarely get updated phone lists, so let's keep the on line ones easy and up-to-date. BC's web site really needs improvement for their employee directory—no lists are available like other campuses.

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