Actionable Improvement Plans (AIP), Revised January 24, 2012
Approved by Accreditation Steering Committee (ASC)

Standard I.B. Institutional Effectiveness
In order to embed multilevel evaluation into the college culture, College Council and the Academic Senate, working with the Executive Vice President, Academic Affairs & Student Services, and the Director, Institutional Research and Planning, will develop a systematic and comprehensive evaluation of the college planning processes as well as of the effectiveness in the improvement of instructional programs and support services by May, 2013.

Standard II.A. Instructional Programs
To enhance the quality of online distance education courses, the college, under the leadership of the Executive Vice President, Academic Affairs & Student Services, and the Dean of Learning Resources will develop and implement by spring 2013 a detailed plan to improve the services to distance education students to increase their ability to succeed in their courses. The plan will include the appropriate support to implement the following:

- Development of an online student orientation system to better prepare students for online courses with the overall goal of increasing their success in those courses;
- Development of a student signal alert system that would inform students of their current course progress and refer them to appropriate helpful resources; and
- Development of an online tutoring program to increase students’ ability to succeed in an online course.
- Development of additional pedagogical training and support for online faculty.

The Executive Vice President, Academic Affairs & Student Services and the Dean of Learning Resources will present an annual status report to the Information Systems and Instructional Technology Committee (ISIT) for input and evaluation.

Standard II.B. Student Support Services
To enhance the efficacy and efficiency of students maneuvering through college processes, Bakersfield College, under the direction of the Associate Vice President of Student Services, will:

- Review the latest plans to remodel the Current Student Services Building into a one-stop center;
- Assess the student services needs of the student population;
- Create a reasonable timeline for the re-model; and
- In the case that funding opportunities arrive, the college would be ready to submit its proposal.

Standard III.A. Human Resources and IV.B. Board and Administrative Organization (specifically IV. B.3.b. The district/system provides effective services that support the colleges in their missions and functions.)
To improve district support to the college, by spring 2013 KCCD Human Resources, working with the college, will:

- Develop, implement, and evaluate an annual review of its services, including EthicsPoint, to the college;
- Clarify the role of KCCD Human Resources at Bakersfield College;
- Develop, implement, and evaluate an annual survey to all employees regarding the college’s and district’s adherence to written policies ensuring fairness in all employment procedures; and
• Develop, implement, and evaluate an annual survey to all employees who serve on screening committees to evaluate the effectiveness of the process.

Standard III.B. Physical Resources
To maintain a more healthful learning and working environment on the main campus, the Maintenance & Operations Department (M & O), working with the Facilities Subcommittee, will implement and evaluate the work order software system designed to assign and track work; provide support to work with custodial staff to define expectations and improve cleanliness levels across the campus; adjust start times and cleaning areas of responsibility to be more centralized and balanced; evaluate the effectiveness of temporary custodial staff by spring 2012; and prioritize maintenance and repairs to existing buildings and building infrastructure.