



# Non-Instructional Program Review 2015-2016

**Campus Safety:**

**Date:** 05/13/2016

• Program Review Non-instructional Cycle F 2015\_Campus Safety

**Sorted by:** Program

**SI Section Templates:** PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

## Campus Safety

### PR Section 1.0

#### Program Review Non-instructional Cycle F 2015\_Campus Safety

##### 1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

The Mission, Core Values and College Goals are all rooted in student success within this educational environment. It is critical that the educational environment is safe for staff, students and visitors and is conducive to learning. Without a safe environment, there is **NO** learning.

The mission of the Campus Safety Department is to promote a safe and secure environment for employees and visitors. The District's safety officers are responsible for providing the safest possible environment within the scope of their authority, training, job duties and abilities.

The following are just a few examples of activities conducted by the Campus Safety Department that keep the campus safe for staff, students and visitors:

- Stolen laptop containing lectures and school work stolen from a student. Campus Safety conducted an investigation, identified the suspect and returned the stolen property to the student.
- Stolen iPhone, taken from student in learning center. Campus Safety conducted an investigation, identified the hourly employee who stole the property and had the property returned to the student. The international student was enthusiastically thankful as irreplaceable family pictures and school contact information was on the phone.
- Female student was the victim of indecent exposure by male student who was identified, detained and subsequently arrested by Fullerton PD. Federal and state law states that students have a right to an educational environment free from harassment.
- DSS student suffering from extreme anxiety attack (yelling within a classroom and banging head against the desk), comforted by Campus Safety Officers who provided needed counseling.
- Student who wanted to commit suicide by jumping from the second floor ledge of the 200 building was interrupted by Campus Safety Officers who facilitated a 48 hour mental evaluation of the student.
- Female student who told her faculty member she wanted to commit suicide and then left the campus. Campus Safety researched the home address information and called the local police department to do a welfare check on the student. The student was taken for 48 hour mental observation because she was a danger to herself.

- Female student notified Campus Safety of a male exposing himself in front of female athletes practicing on the track. Campus Safety investigated the incident and detained the suspect who was arrested by Fullerton PD.
- Female faculty member being stalked and harassed by male student. Campus Safety conducted an investigation, contacted the student who refused to stay away from the faculty member. Campus Safety worked with VP of Student Services to suspend the student from the campus.
- Campus Safety responded to a male bleeding from his head. Campus Safety officers found him in the restroom cutting himself on both arms and the scalp with a razor blade. He was detained for Fullerton PD who took him on a 48 hour mental observation.

The Campus Safety Department also fulfills Board Policy for opening, closing and protecting District property. The Campus Safety Department also enforces Board Policy for zero tolerance of weapons, drugs or alcohol on campus. The Campus Safety Department also fulfills Federal and State legal mandates for the Safe Schools Act.

## PR Section 4.1 - 4.2

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#### 4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	Increase the return of lost-and-found items related to student learning by 50%	12/12/2015	12/12/2015		Fall Semester stats
2.	Student Drop-Off Areas to reduce traffic congestion	ongoing	continues		Spring, summer, fall

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College			
Intended Outcomes	Means of Assessment &	Summary of Data Collected	Use of Results

	<b>Criteria for Success</b>		
1. Return lost computer, books, flash drives, I-Phones and class notes to students.	Data collection of lost and found items vs. returned items. 2014-2015 is 40%	Fall semester data: 517 items collected, 343 items returned to students= 66% return rate	
2. Creation of new Drop-Off areas to reduce congestion	Reduced congestion	Limited success, more needs to be done	

## PR Section 4.3 - 4.6

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#### 4.3 - 4.6

#### **4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?**

First year Program Review and establishment of SAOs; as a result, we have hired three additional Classified Officers. Lost-and-found items have been returned at a good pace. This is especially true for high-end items like laptops where a more aggressive effort is made to contact the owner. Lost-and-found booth in quad helped to make return of property more efficient. Creation of a handout for drop-off areas helped to reduce traffic and pedestrian congestion. However, as parking lots are re-stripped, additional drop-off areas need to be established. This was recently done for parking lot B. Also, once a new plan is completed for drop-off areas, marketing needs to be done to notify students of expanded areas. This will be an on-going project as each semester we have new students coming to the college.

#### **4.4 What challenges remain to make your SAOs more effective?**

New drop-off areas need to be developed away from College Drive and Lemon Ave. New handouts need to be clearer with alternate locations on campus. This information needs to be advertised such as posted on the social media and the college's internet site.

#### **4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)**

Student learning and Student success

#### **4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?**

The goal of student learning and student success appears to be academic in nature as the District function is that of education. Since the Campus Safety Department provides services not primarily that of education, assessment of effectiveness is subjective at times.

Methods to evaluate effectiveness include visiting with constituent groups and having a collaborative discussion about service needs. These meetings gave rise to a number of different actions. For students, campus safety provided safety lectures to many different groups, (international students, associated student government) and the college as a whole. Campus Safety developed a safety brochure which is available to all students and is posted on-line. Campus Safety worked with a committee to develop and participate in new Adjunct Faculty Orientation program. Campus Safety provides services to staff, students and visitors 24/7. As an example, data from section 2.8 indicated Campus Safety provided services 3,774 times in the month of November. Take just one area of service like the 13 medical emergencies. During these stressful and life-threatening times, Campus Safety is providing the highest level of service to the student.

**B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?**

The Campus Safety Department is a critical resource to the full campus community, especially during emergencies.

## PR Section 6.0 SAP w/o Resource Requests

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#### Action Plans

SAPs for this three-year cycle:

<b>STRATEGIC ACTION PLAN # 1</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Add Credit/Debit Card use to existing parking meter machines. Refer to section 2.5.
List College goal/objective the plan meets:	Goal 1 objective 5 Goal 3, objective 3,4
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Nichole Crockrom to calendar meeting with campus, finance and District personnel. Crockrom to interact with vendor for a cost of the program. Director Selby to request funding from VP Storti.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Increase in revenue will be realized. What is more important is the ease and service provided to students and visitors to the campus who commonly use credit cards for purchases of parking permits. There is hundreds to thousands of visitors to the campus each week. They are limited in purchase of parking permits with only cash. The world operates on credit cards and the parking permit process needs to be upgraded to service visitors and students. Students need to get to class in a timely manner and struggling with buying a parking permit

	with cash is troublesome and interferes with the persistence rate of students.
What specific aspects of this SAP can be accomplished without additional financial resources?	none

<b>STRATEGIC ACTION PLAN # 2</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Hire three additional Classified Officers as a result of the Measure J Projects. Measure J will increase the demand for Campus Safety Services and also require more patrols of the campus due to the increase of square footage (i.e. new parking structure and additional buildings). Also, there needs to be a relief factor for classified individuals who have a right to contract vacations and days-off. This is directly related to safety of staff and students on the college campus. If people do not feel safe, they will leave the campus. Refer to 2.4.
List College goal/objective the plan meets:	Goal 1, objective 2 Goal 3, objective 3 and 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Director to make personnel requests as part of the roll-out of new buildings. Also, to request staffing relief factor so college is not under minimum staffing which will impact safety/service issues on campus.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Increase demand for Campus Safety Services. Decrease in crime and incident statistics. Overall safety of staff, students and visitors.
What specific aspects of this SAP can be accomplished without additional financial resources?	none

<b>STRATEGIC ACTION PLAN # 3</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Additional Security cameras in buildings, quad, and parking lots. Refer to section 2.7.
List College goal/objective the plan meets:	Goal 1, objective 1 and 5.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Security cameras should be added as buildings and a new parking structure is added to the campus as a result of Measure J. Also, added security cameras in high traffic areas like quad, cafeteria etc. as a visual assessment of safety issues for staff and students. Coordinator Bonilla to complete a security assessment of security cameras. Director Selby to request funding from VP Storti.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Decrease in crime and the ability to share camera footage of crimes with the Fullerton Police Department for crime investigations. This has been very successful in the library where there is adequate camera coverage. Both staff and student stolen property has been returned as a result of information gathered from security cameras.
What specific aspects of this SAP can be accomplished without additional financial resources?	none