



**Program Review
Executive Summary**

Program: Campus Safety
Date: April 5, 2011

Program History/Description:

The Department of Campus Safety is committed to ensuring the safety of students, faculty, staff and visitors while on property owned and operated by the college. The department is committed to protecting the property and facilities of the district, its students, employees and guests. Recognizing that students are in a time of development and transition in their lives, the department promotes the continued development of responsibility by emphasizing personal accountability through enforcement of campus policies, particularly the student code of conduct. During the 09-10 academic year, the department fielded 3,245 service calls to assist staff and students and issued over 11,000 parking citations.

Strengths/Effective Practices:

The department is the first responder to nearly all incidents, emergencies and medical problems on campus. The staff deescalates and contains volatile situations on campus before they grow. With a problem solving attitude, most incidents are handled on site without having to call in police support. The department has developed a strong relationship with the Glendora Police Department and Azusa Pacific University over the last four years, participating in training drills and sharing information about incidents of concern. The campus safety supervisor and lead officer have been active participants in EOC training.

Weaknesses/Lessons Learned:

While a large majority of students stated that they felt safe on campus and had positive interactions with campus safety officers, a majority of students were not familiar with college policies, particularly the code of student conduct. A majority also reported that they did not know how to get in touch with the department. A survey of staff within the department indicated a need to improved communication between officers and between shifts.

Recommendations/Next Steps:

- Identify specific steps to increase student awareness of the code of student conduct and how to contact the campus safety department.
- Identify ways to increase communication between officers and between shifts.

Department of Campus Safety



Non-Instructional Program Review

Spring 2011



Department of Campus Safety Non-Instructional Program Review

Spring 2011

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Campus Safety

Non-Instructional Program Review

I. INTRODUCTION

The Department of Campus Safety is a non-sworn department that provides a safe and secure learning and working environment for the Citrus College community per Board Policy BP-3500 and Administrative Procedure AP-3500.

Campus Safety Officers (CSO's) receive their authority, limited to district property, from the Board of Trustees of Citrus College and the California Penal, Education, and Vehicle Code, respectively. Officers are non-sworn and do not possess peace officer status or police authority. CSO's may make, or may assist others in making, private citizen's arrest pursuant to section 837 of the Penal Code. CSO's may detain offenders for local law enforcement officers. Additionally, CSO's are authorized to enforce traffic and parking regulations on district property, under the auspices of California Vehicle Code (CVC) 21113.

Furthermore, the Department of Campus Safety has the authority to enforce Citrus College Board Policies (BP) and Administrative Procedures (AP). They include the Standards of Conduct - BP 5500, and Parking Regulations - AP 6750. In addition, per the Education Code Section 72330.5, the Department of Campus Safety is the liaison with local police departments in all cases of criminal actions. Any action which is a violation of the California Penal Code must also be reported to local police. It is the responsibility of the Department of Campus Safety to make contact with the appropriate law enforcement and emergency response agencies.

The Department of Campus Safety is located on the south west corner of the campus in the Campus Safety (CS) building. The CS building is situated near the college's main entrance off of Citrus Avenue and Foothill Boulevard. Campus Safety's office hours are Monday through Thursday, 8:00 a.m. to 8:00 p.m., and Friday 8:00 a.m. to 4 p.m. Campus Safety Officers are on campus 24 hours a day, seven days a week, 365 days a year.

In addition to providing a safe and secure learning environment, the Department of Campus Safety provides a variety of services to the college community. Services provided include safety escorts, vehicle jumpstarts, vehicle unlocks, lost and found, vehicle parking permits, as well as citation payment and citation appeal information.

The mission of Citrus College is to deliver high quality instruction that empowers students to compete globally and to contribute to the economic growth of today's society. Citrus college is dedicated to fostering a diverse educational community and cultural learning environment that supports student success in pursuit of academic excellence, economic opportunity, and personal achievement.

The Department of Campus Safety supports the college mission by taking a pro-active approach in providing a safe and secure campus in which higher learning can take place. Thus, physical, mental and social well-being of students is achieved, which is conducive to academic success.

The goal of Campus Safety is to provide a safe, friendly, accessible environment where all students and community members may optimize their academic, career, and personal goals.

A. Departmental Objectives

1. The Department of Campus Safety is committed to ensuring the safety of students, faculty, staff and visitors while on property owned and operated by the college, as well as protecting the property and facilities of the district, its students, employees and guest.
2. Realizing that college students are at a time of development and transition in their lives, the Department of Campus Safety promotes the continued development of responsibility by emphasizing personal accountability via enforcement of Citrus College and Campus Safety policies and procedures.

B. Number of Staff and Type

- One Campus Safety Supervisor (Full Time)
- One Campus Safety Lead Officer (Full Time)
- 11 Campus Safety Officers (4 Full Time, 3 Part Time, 4 Part Time On Call)
- One Campus Safety Secretary (Full Time)
- Two Part Time Secretaries (Part Time On Call)
- Two Clerical Support Staff (student assistants)
- 10 Owl Patrol (student safety assistants; varies by semester)

C. Staff Preparation and Training

Under the supervision of the dean of students and the vice-president of student services minimum qualifications of the Campus Safety Supervisor include possession of a valid, current California drivers license, completion of School Security Officers' Training (SB 1626) as required by ED Code 72330.5, Certificate of completion of PC 832 course ("limited peace officer" training), valid First Aid and CPR Certificate, and possession of a bachelors degree.

All CSO's are also required to complete School Security Officers' Training (SB 1626) as required by ED Code 72330.5, certificate of completion for PC 832, possession of a valid driver's license, and valid First Aid and CPR Certificate, which is to be renewed annually.

SB 1626 – School Security Officers' Training: The bill requires completion of a 24 hour training course using a curriculum developed by the Department of Consumer Affairs' Bureau of Security and Investigative Services (BSIS) and the Commission on Peace Officers Standards and Training (POST).

The BSIS regulates Private Patrol Operators (PPO's) and security guards who are employed by PPO's. PPO's are contracted to provide security to persons and property. A Local Education Agency (LEA) may contract with a PPO to provide security to students. Employees of an LEA that provide security to students are not regulated by BSIS. However, all security personnel employed by a PPO who contract with an LEA to provide security to students, and all security officers employed by an LEA who provides security to students, must complete a course of training mandated by SB 1626, (Chapter 745, Statutes of 1998), if the security guard or officer works more than 20 hours per week performing the function of school security. These functions are defined as: providing security services as a watchperson, security guard, or patrolperson, on or

about premises owned or operated by a school district to protect persons or property, to prevent theft or unlawful taking of district property of any kind, or to report any unlawful activity to the district and local law enforcement agencies (Education Code Section 38001.5 (c)).

PC 832 – Limited Peace Officer Training: A "limited function peace officer" includes peace officers *other than* a regular police officer, sheriff's deputy, or highway patrol officer. Some other public officials other than peace officers are also required to complete 832 PC training to exercise certain duties. Those required to complete 832 PC training generally include county probation and correctional officers, animal control officers, city and county park rangers, state hospital peace officers, special investigators of certain state departments and fire officials assigned as arson investigators and others who may need to issue citations for violations or make arrests for criminal offenses. Others taking the course include some federal officers working in California, such as forest rangers and Department of Defense police officers.

This course consists of 28 hours of classroom instruction covering topics such as Professionalism and Ethics, Criminal Law, Search and Seizure, Report Writing, Investigation, and Laws of Arrest. The classroom portion culminates in a comprehensive, 100 questions (approximate) multiple choice, state constructed examination that tests each of the required learning domains given over a two-hour period. The minimum passing score for the examination is 75%.

The last ten hours of the course are spent learning and practicing physical arrest methods, including searching, handcuffing, and control holds. In the final hours, each student participates in a practical evaluation, demonstrating competence in performance of the skills they have learned. The practical evaluation is graded on a pass/fail basis. All CSO's must pass both portions of the PC 832 course as a condition of their employment.

Additionally some Campus Safety staff is trained in:

- AED
- USMC Communication Certification
- USMC Security Forces
- Baton
- Guard Card
- Chemical Weapons
- Notary Public
- NIMS/SEMS/NCIS
- Non Violent Crisis Intervention

Campus Safety staff members have the following degrees:

- Nine Associates Degrees
- Three Bachelor's Degrees
- Several have various degrees in progress

D. Diversity

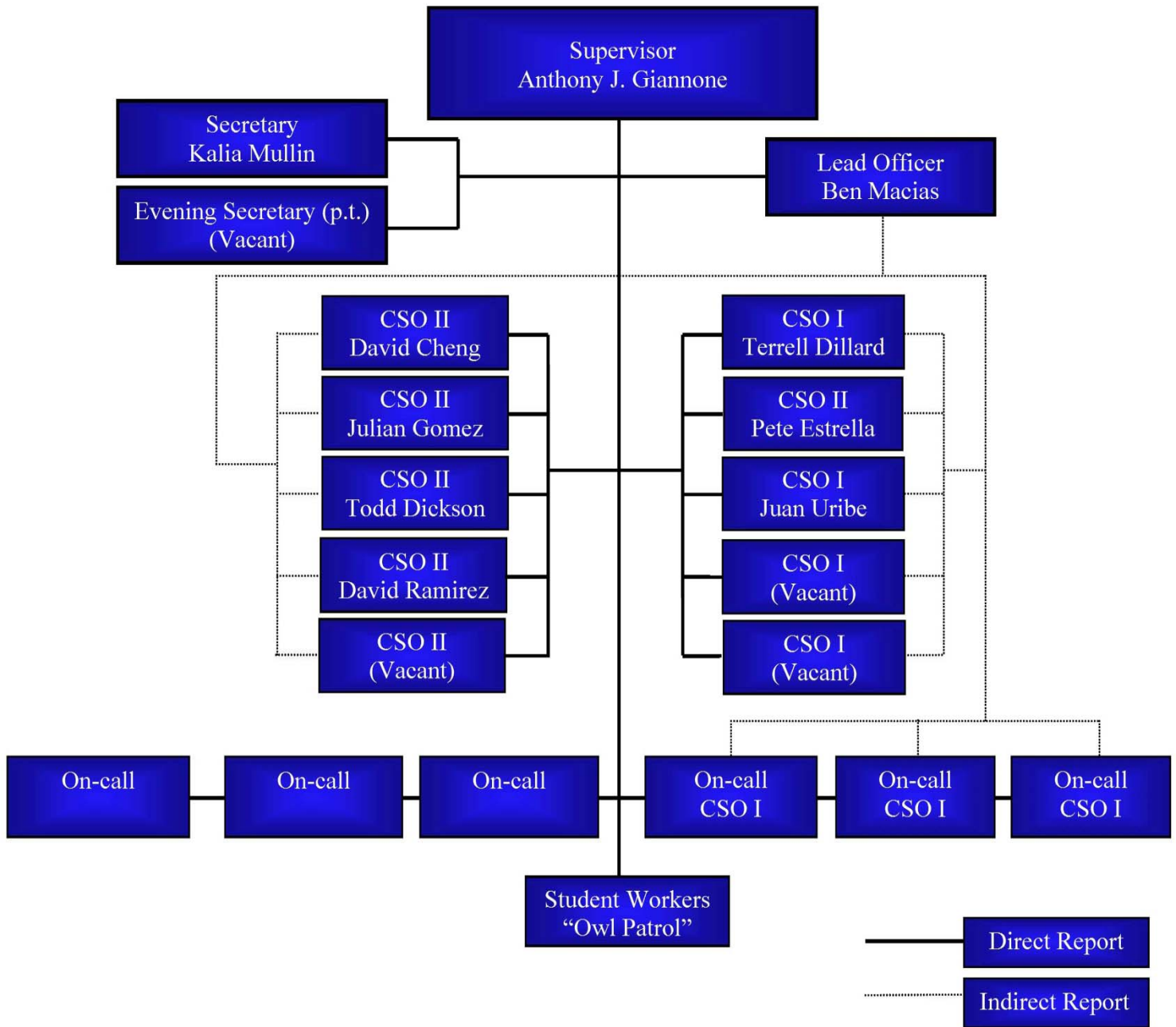
Ethnicity	Campus	Campus
	(2009-2010)	Safety (2010)
African-American Non-Hispanic	5.2%	8.3%
American Indian/Alaskan Native	0.7%	0%
Asian	6.8%	12.5%
Filipino	2.8%	4.2%
Hispanic	38.5%	62.5%
Pacific Islander	0.7%	0%
Unknown	18%	4.2%
White Non-Hispanic	27.4%	8.3%

Other Languages Spoken within the Department of Campus Safety include:

- Spanish
- Chinese
- French
- German
- Tagalog
- Khmer

E. Organizational Chart

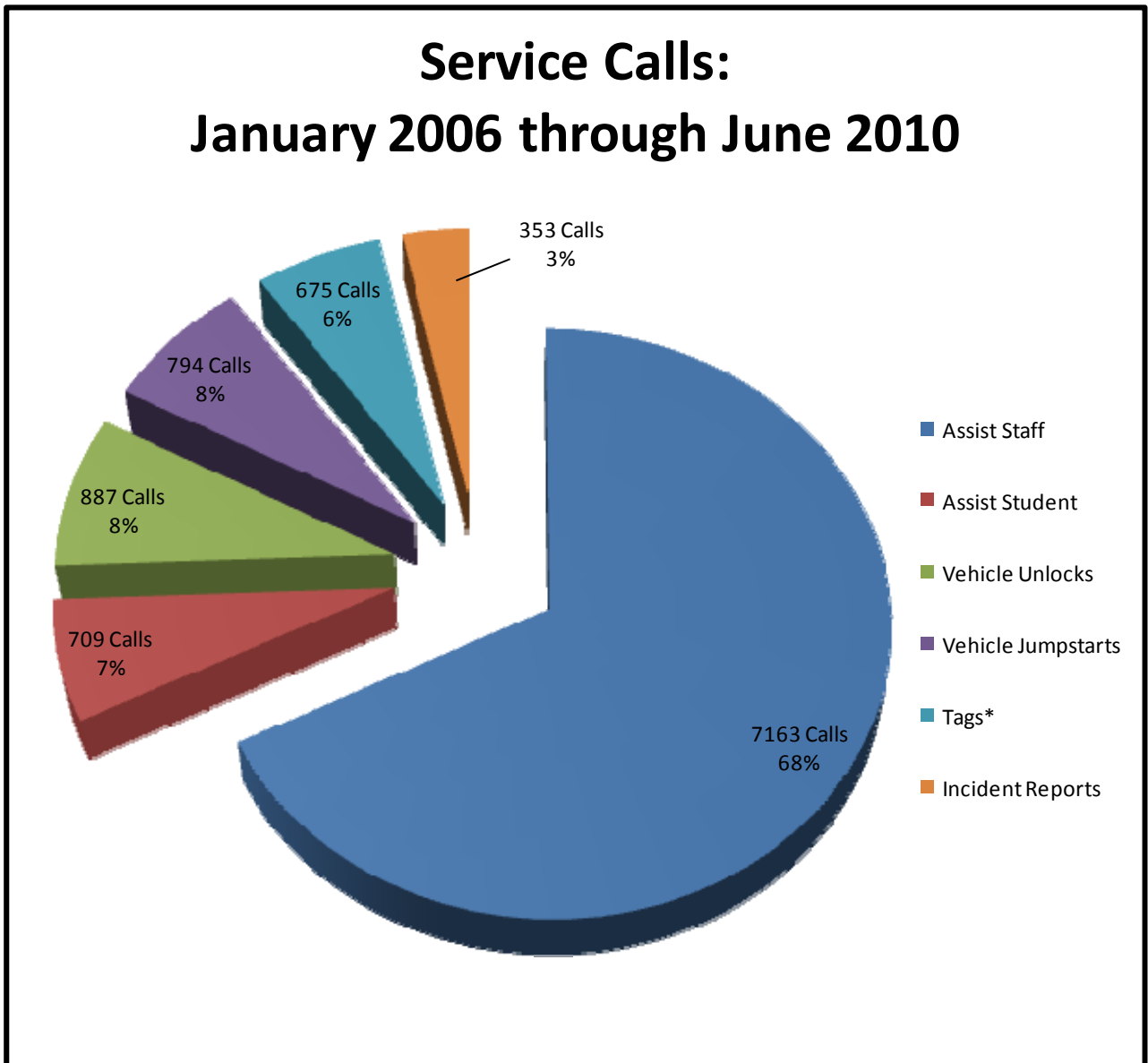
Department Of Campus Safety Organizational Chart



F. Number of Students Served Annually

The average number of students served on an annual basis by the Department of Campus Safety is roughly 788 per year. The average number of employees served on an annual basis by the Department of Campus Safety is roughly 1556, per year. These figures are based on the total number of daily student contacts, Incident Reports, TAGS, and Assist Student/Assist Staff service calls. These figures do not include citations issued and/or citations dismissed.

The following chart shows the number of service calls (requests for assistance) the Department of Campus Safety has received from 2006 through 2010.



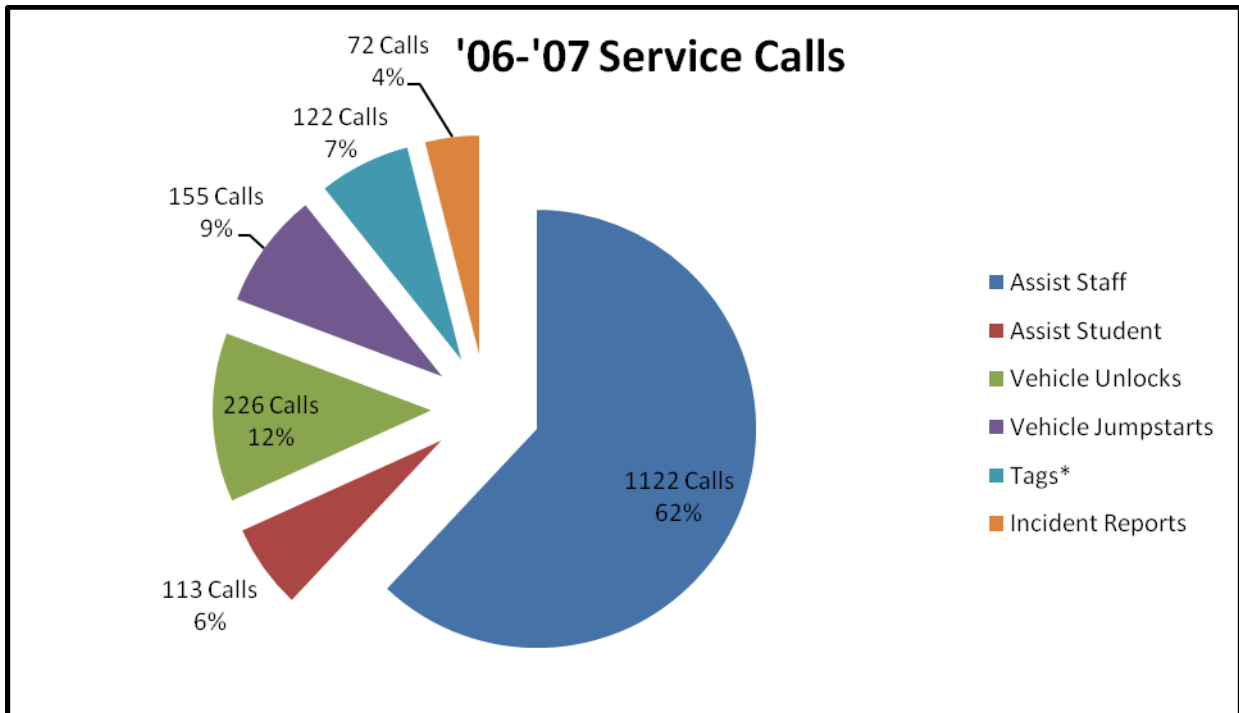
Between January 2006 and June 2010, the Department of Campus Safety received 10,581 calls for assistance.

- **68% Assist Staff** calls. Services rendered included with unlocking and/or securing doors, offices, etc.
- **32% Assist Student** calls. Services rendered included lock cuts, retrieving lost and found items from rooms, vehicle unlocks, vehicle jumpstarts, as well as taking TAG information and Incident Reports.
- **3% Incident Reports.** Incident Reports are not official police reports. Incident Reports are written by Campus Safety officers for crimes that occur on property owned and operated by Citrus College. Incident reports are also generated for violations of Board Policy 5500, (BP 5500 - Standards of Conduct) and for incidents that require further follow up and/or potential litigation towards Citrus College. Serious medical emergencies also fall under this category.
- **6% TAGS.** TAGS are routine informational calls that do not require extensive follow up, such as traffic collisions (without injury), general medical issues, disagreements over parking stalls (without violations to the Standards of Conduct; Board Policy 5500) and other items of this nature

Additionally, the aforementioned chart is broken up into the preceding charts, by year. Beginning with January 2006 through June 2010, the following charts demonstrate the significant increase in students and staff served on an annual basis by the Department of Campus Safety.

Services include:

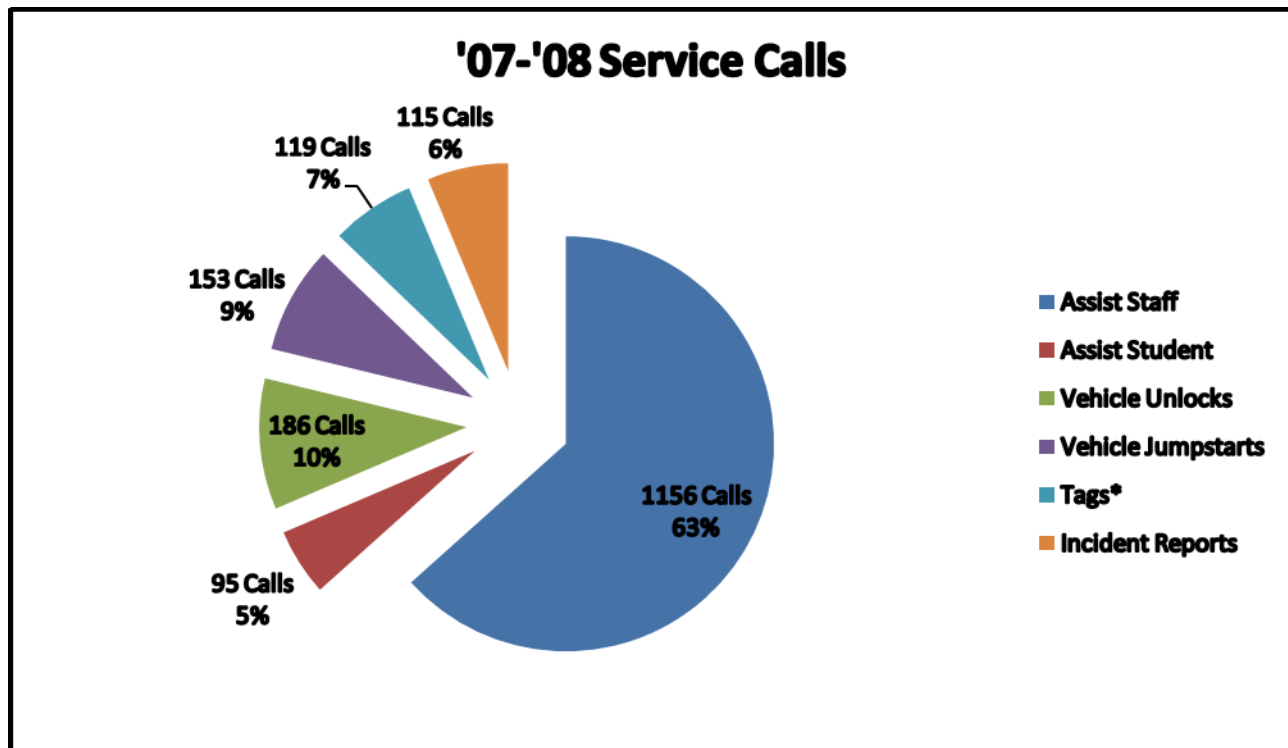
- Vehicle jumpstarts
- Vehicle unlocks
- Lost and Found property storage and claim
- Safety escorts
- Access to buildings and/or classrooms
- Securing of classrooms and/or offices for staff
- Lock cuts
- Incident Reports
- TAGs



- A total of **1,810** service calls were received by the Department of Campus Safety for the academic year of 2006-2007.
- **62% Assist Staff** calls. Services rendered were unlocking and/or securing doors, offices, etc.
- **38% Assist Student** calls. Services rendered included lock cuts, retrieving lost and found items from rooms, vehicle unlocks, vehicle battery jumpstarts, as well as taking TAG information and Incident Reports

Additionally, the types of Incident Reports for 2006 included:

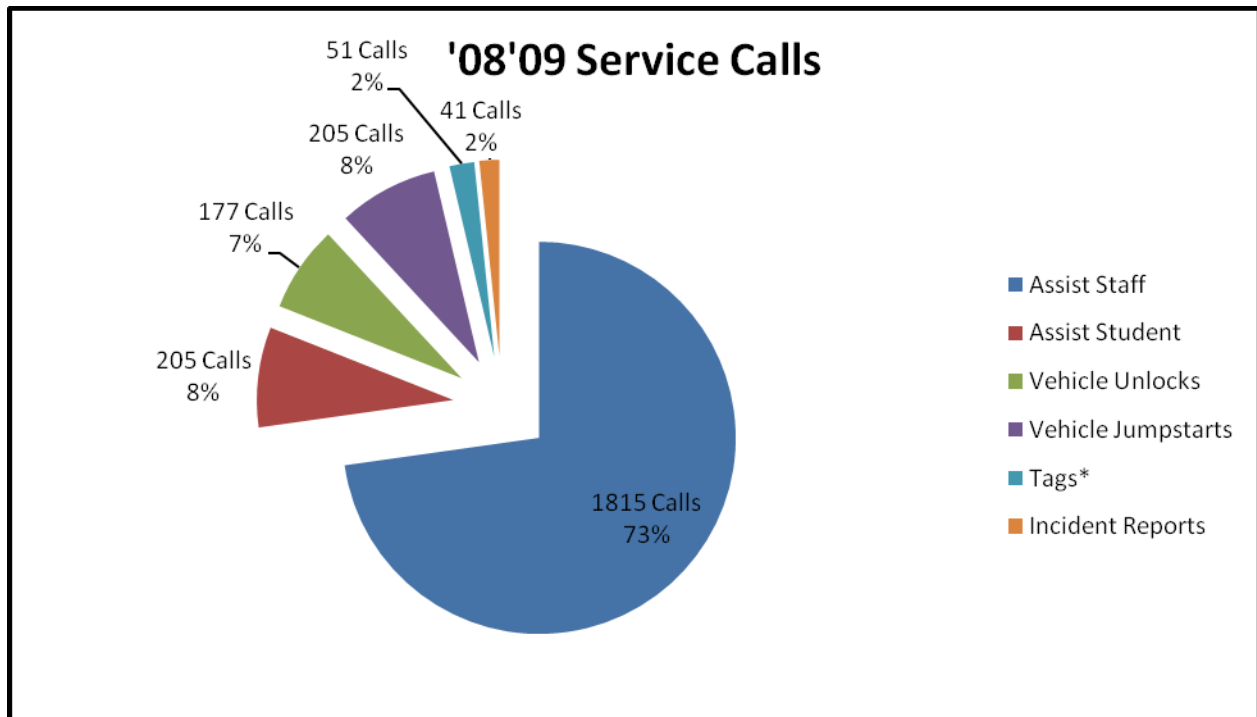
- | | |
|--------------------------|------------------------|
| • Vehicle Vandalism | • Physical Altercation |
| • Grand Theft Auto(5) | • Attempted Robbery |
| • Assault | • Assault & Battery |
| • Stolen Property | • Theft |
| • Vehicle Burglary (2) | • Vandalism |
| • Petty Theft (2) | • Sexual Harassment |
| • Student Misconduct (3) | • Injury |
| • Injured Student (2) | • Trespassing |
| • Hit & Run (2) | • Verbal Dispute |
| • Medical Emergency | • Terrorist Threat |
| • Harassment (2) | |



- A total of **1,824** service calls were received by the Department of Campus Safety for the academic year of 2007-2008.
- **63% Assist Staff** calls. Services rendered were unlocking and/or securing doors, offices, etc.
- **37% Assist Student** calls. Services rendered included lock cuts, retrieving lost and found items from rooms, vehicle unlocks and vehicle jumpstarts, as well as taking TAG information and incident reports.

Additionally, the types of Incident Reports for 2007 included:

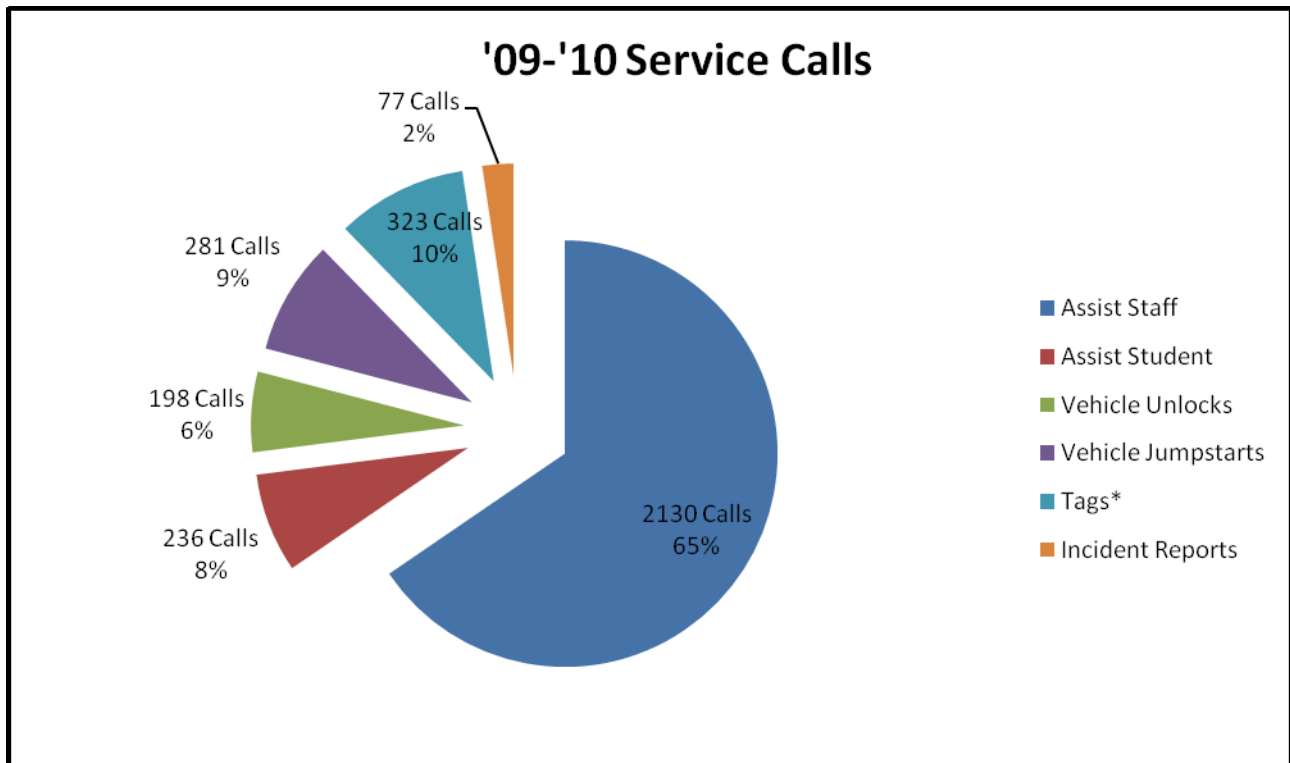
- | | |
|------------------------|----------------------|
| • Reckless Driving | • Indecent Exposure |
| • Theft (2) | • Property Damage |
| • Student Misconduct | • Grand Theft Auto |
| • Physical Altercation | • Disruptive Student |
| • Vehicle Vandalism | • Injury |
| • Suspicious Person | |



- A total of **2,494** service calls were received by the Department of Campus Safety for the academic year of 2008-2009.
- **73% Assist Staff** calls. Services rendered included unlocking and/or securing doors, offices, etc.
- **27% Assist Student** calls. Services rendered included lock cuts, retrieving lost and found items from rooms, vehicle unlocks and vehicle jumpstarts, as well as taking TAG information and incident reports.

Additionally, the types of Incident Reports for 2008 included:

- | | |
|--------------------------|-------------------------|
| • Battery | • Theft (2) |
| • Vehicle Break In | • Injury |
| • Animal Cruelty | • Hit & Run (2) |
| • Stolen Property | • Employee Injury (3) |
| • Student Misconduct (5) | • Attempted Kidnap |
| • Stalking (2) | • Indecent Exposure |
| • Grand Theft Auto (2) | • Missing Student |
| • Student Injury (2) | • Visitor Injury |
| • Harassment (4) | • Vehicle Vandalism (2) |
| • Petty Theft (4) | |

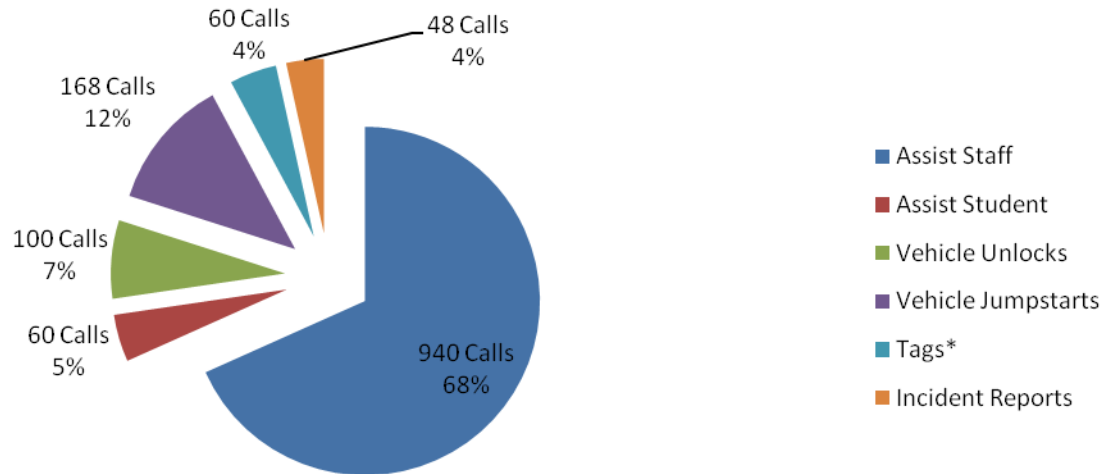


- A total of **3,245** service calls were received by the Department of Campus Safety for the academic year of 2009-2010.
- **65% Assist Staff** calls. Services rendered were unlocking and/or securing doors, offices, etc.
- **35% Assist Student** calls. Services rendered were lock cuts, retrieving lost and found items from rooms, vehicle unlocks and vehicle jumpstarts, as well as taking TAG information and Incident Reports.

Additionally, the types of Incident Reports for 2009 included:

- | | |
|--------------------------|------------------------|
| • Disruptive Student | • Burglary |
| • Drunk in Public | • Theft |
| • Student Misconduct (2) | • Battery |
| • Vehicle Vandalism | • Grand Theft Auto (2) |
| • Theft & Vandalism | • Property Damage |
| • Vandalism (2) | • Hit & Run (2) |
| • Harassment (2) | • Petty Theft |
| • Disorderly Conduct | |

'10-'11 Service Calls through June



- A total of **1,376** service calls were received by the Department of Campus Safety for the academic year of 2010-2011 (through June 2010).
- **68% Assist Staff** calls. Services rendered were unlocking and/or securing doors, offices, etc.
- **32% Assist Student** calls. Services rendered included lock cuts, retrieving lost and found items from rooms, vehicle unlocks and vehicle jumpstarts, as well as taking TAG information and Incident Reports.

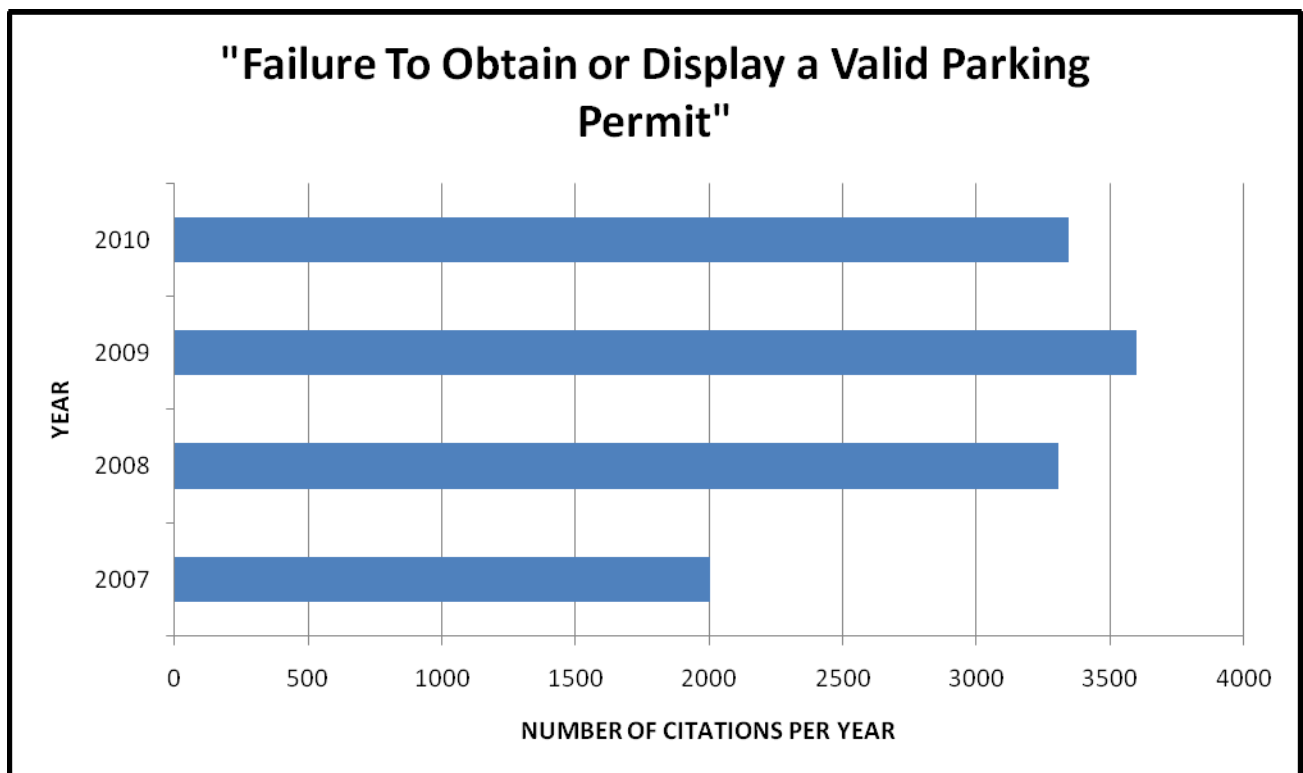
Additionally, the types of Incident Reports for 2009 included:

- Vehicle Damage
- Drunk in Public (2)
- Petty Theft (10)
- Battery
- Burglary (2)
- Grand Theft (5)
- Grand Theft Auto (2)
- Vandalism (2)
- Theft (6)
- Student Misconduct (2)
- Student Injury
- Hit & Run (5)
- Property Damage
- Possession (2)
- Domestic Violence
- Vehicle Burglary
- Injury

Department of Campus Safety Officers are authorized to enforce traffic and parking regulations per California Penal Code, California Vehicle Code, and provisions established by the Citrus Community College District Board of Trustees. Traffic rules and regulations were adopted by the Citrus Community College District Board of Trustees to facilitate vehicular movement and parking, while providing for the safety of all persons using the campus

The following graphs illustrate the number of citations issued by officers. The graphs are broken down by citations issued per year, the number of citations issued for *Failure to Obtain / Display a Current Parking Permit*, the number of citations issued for *Facing Out of a Parking Stall*, as well as the number of citations dismissed (per year) per the departments "One Time Dismissal" policy.

Also included is the total amount of revenue generated (by fiscal year) from parking citations.

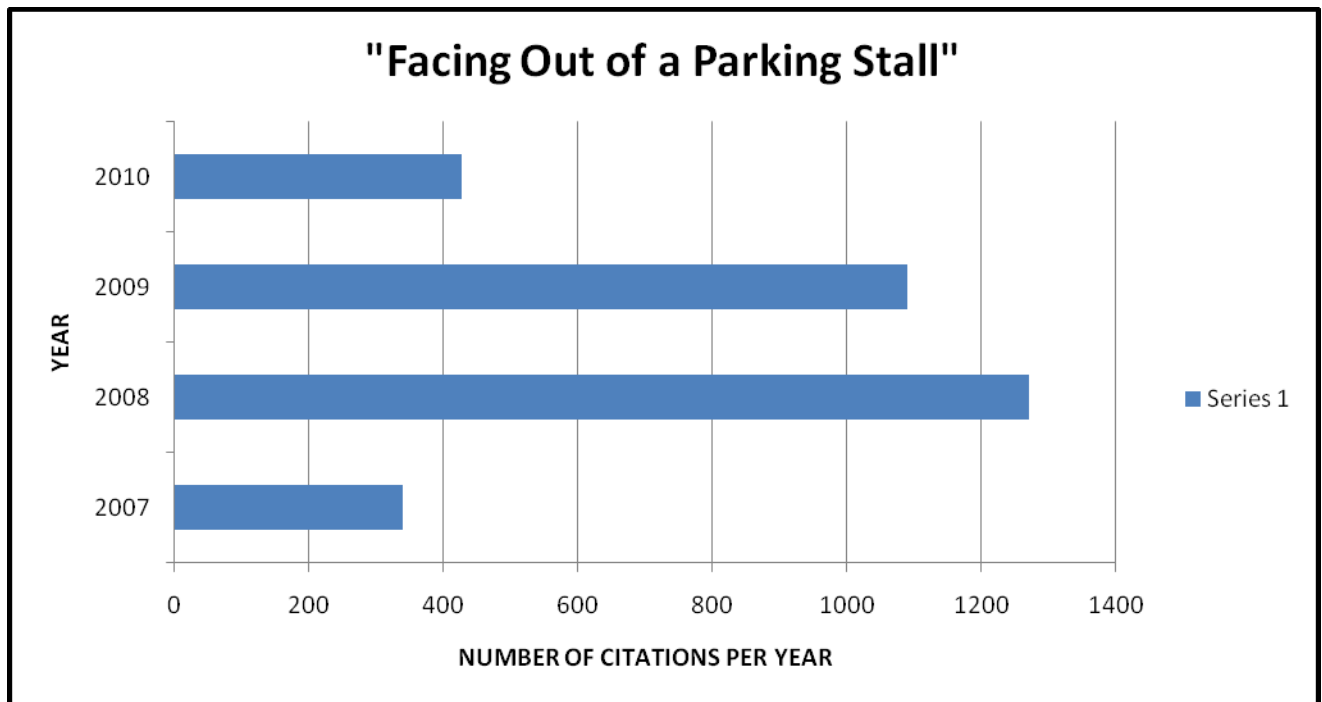


2,005 citations were issued for *Failure To Obtain or Display a Valid Parking Permit* in 2007.

3,308 citations were issued for *Failure To Obtain or Display a Valid Parking Permit* in 2008.

3,600 citations were issued for *Failure To Obtain or Display a Valid Parking Permit* in 2009.

3,344 citations were issued for *Failure To Obtain or Display a Valid Parking Permit* in 2010.



339 citations were issued for *Facing Out of a Parking Stall* in 2007.

1,271 citations were issued for *Facing Out of a Parking Stall* in 2008.

1,089 citations were issued for *Facing Out of a Parking Stall* in 2009.

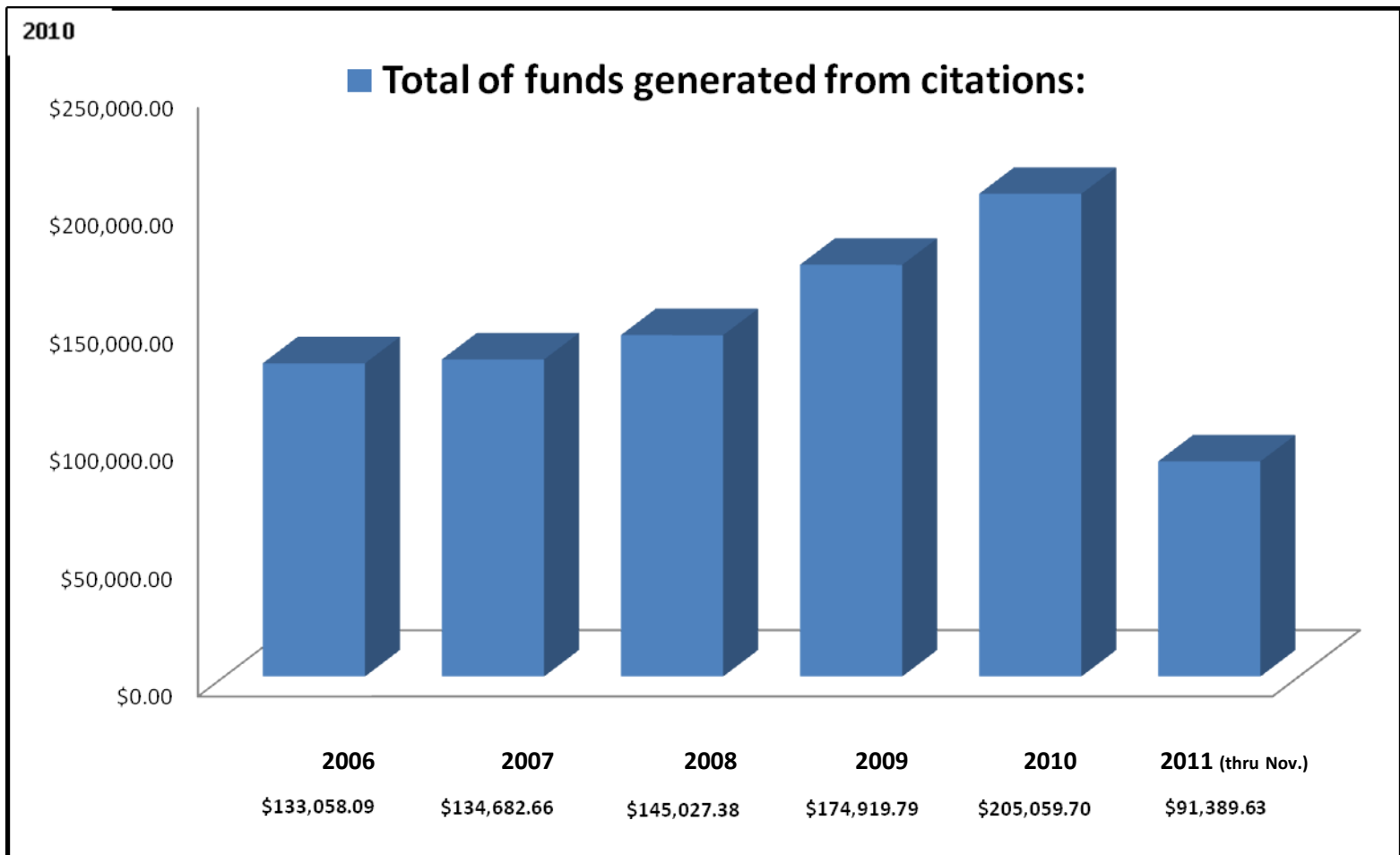
427 citations were issued for *Facing Out of a Parking Stall* in 2010.

In 2009 there were 574 citations were dismissed per the "One Time Dismissal" policy. Of those, 23 were repeat offenders.

Citations Issued:

	2006	2007	2008	2009	2010
January	809	965	464	575	743
February	587	777	407	297	1143
March	736	389	1424	1272	1394
April	476	549	1120	366	552
May	494	338	805	356	1016
June	714	474	932	591	966
July	636	385	1065	931	940
August	936	206	149	384	823
September	762	1334	1470	1731	2254
October	791	850	763	1220	940
November	647	317	341	1015	626
December	174	164	307	554	
TOTAL	7,762.00	6,748.00	9,247.00	9,292.00	11,397.00

Revenue generated by citations:



G. Facilities/Location

The Department of Campus Safety is located in the CS building near the main entrance of the college, off of Citrus Avenue and Foothill Boulevard.

H. Progress on Prior Program Review Recommendations from 2003.

1. The committee recommends inviting the lead officer to Facilities Committee.

It is the current practice for the Campus Safety Supervisor to attend the Facilities committee.

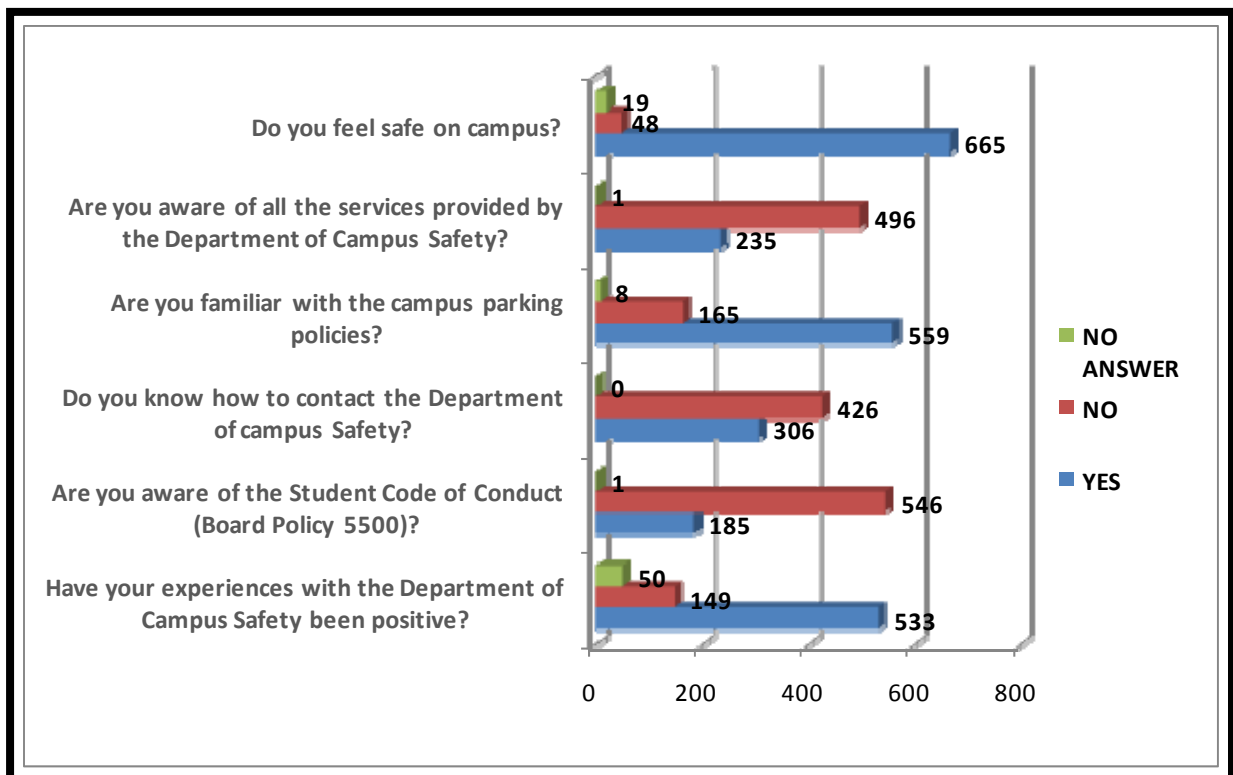
2. The committee recommends for the department to continue improving courtesy to students and staff.

The Department of Campus Safety continues to strive to provide a safe, welcoming and friendly environment while being professional and courteous at all times. During the Fall 2010 semester Campus Safety conducted a student survey. The survey was taken from a pool of 732 students from various parts of campus / classes. Daytime and nighttime students were included. The results were as follows:

Questions asked:

1. Do you feel safe on campus?
2. Are you aware of all the services provided by the Department of Campus Safety?
3. Are you familiar with campus parking policies?
4. Do you know how to contact the Department of Campus Safety?
5. Are you aware of the Student Code of Conduct (Board Policy 5500)?
6. Have your experiences with the Department of Campus Safety been positive?

Results:



3. The committee recommends the department investigate concerns about inappropriate parking in automotive area.

This issue no longer exists as the Vocational Education building (TD, TE) has been completed. A cement cinder block wall, with sliding metal gates, encloses this area, preventing student access.

4. The committee recommends reviewing hiring needs and hiring appropriately.

In order to provide a more effective, adequate, and immediate response to meet the safety and security needs of the Citrus College community, the Campus Safety vacant positions must be filled: one permanent full time officer position, two permanent part time officer positions and one permanent part time secretary. However, due to the current budgetary climate, it is unknown when these positions will be filled.

5. The committee recommends review of schedules regarding shift changes.

The Department of Campus Safety rotates shifts of full-time officers every three months. Officers' cycle through shifts including a day shift, mid-day shift, swing shift, and the grave yard shift. Previously, shifts rotated every six months.

6. The committee recommends the department standardize and document training.

Officers document on the job training and training exercises on the department's daily log. The daily log is a legal binding document that lists all of the officer's actions throughout the day. Additionally, Human Resources maintain certificates of completion pertaining to officer training such as SB 1626, PC 832. First Aid and CPR training are also required and renewed every two years. The department has not had standardized training.

7. The committee recommends clarification of roles of officers and owl patrol.

Owl Patrol are the "eyes and ears" for the Department of Campus Safety. They patrol the campus, mainly parking lots, and convey any infractions to the Campus Safety Officers. Campus Safety Officers are the first responders to any situation on campus.

8. The committee recommends the completion of a procedures manual.

The Lead Officer is currently working on an officer manual with estimated projected completion date of January 2011. A Campus Safety Officer has been assigned to create an Owl Patrol manual, and administrative support staff has been assigned to create an inner office procedure manual. Upon the completion of these documents, expectations, policies and procedure will be clearly defined. The result will be a more consistent, standardized and efficient way of serving the campus community.

9. The committee recommends review status of campus alarms and emergency phones and correct as needed.

All intruder alarms have been modified to reflect a similar alarm panel. Intruder alarms are placed in nearly every building on campus and are monitored by McNeil Alarms and the Department of Campus Safety.

Emergency phones in all campus elevators were tested and fixed during the spring 2010 semester. Phones were tested for activation, volume, clarity, and connection. All emergency phones are routed directly to Campus Safety.

10. The committee recommends the review of campus lighting at night.

Campus Safety continually monitors lighting and submits work orders for repair regarding security concerns. Officers report physical security concerns as needed. Lighting improvements are routinely evaluated. Physical security improvements include installation of high intensity lights in buildings, parking lots, areas with heavy landscaping and trees, and along pathways frequently traveled by students and staff.

11. The committee recommends the review of parking guidelines and campus safety publications to make sure they publicize escort services.

Parking guidelines have been updated to reflect current Administrative Procedure AP 6750. Parking guidelines are printed and distributed to students and employees during distribution of parking permits. Parking guidelines are also printed on the back side of the permit itself. Additionally, signs are posted in every parking lot informing drivers of parking guidelines.

Campus Safety publications include information pertaining to parking, campus events, campus safety and security issues, and services offered. This information is available in class catalogs and on the Citrus College website under campus safety.

II. INTEGRATION AND COORDINATION WITH OTHER PROGRAMS

A. How does this program coordinate with the other Student Services programs on campus?

The Campus Safety Supervisor is an active participant in the Annual Student Service Planning meeting, Physical Resource Committee, Student Services Committee, and Student Conduct Committee and attends monthly Student Affairs Supervisors meetings all of which serve to enhance services available to students.

B. How does the program work with research and TeC Services?

Campus Safety relies on TeC Services to provide e-mail, telephone and computer equipment support, including Wingspan. Additionally, faculty and staff register their vehicles online, and parking permits are automatically assigned. Citation appeals may also be submitted online.

C. How is this program integrated with student equity and strategic planning?

Campus Safety is integrated with student equity by providing a diverse staff that closely mirrors the student population. Campus Safety staff is multi-cultural and fluent in several different languages.

The Campus Safety program is integrated with strategic planning through the continued involvement in student learning outcomes, student surveys, and annual Student Service Planning meetings.

- **Student Success** – Campus Safety contributes to student success by promoting and pro-actively maintaining a safe and secure environment, which harbors learning.
- **Student Learning Outcomes** – Campus Safety has completed two cycles of SLOs during the 2007- 2008 and 2008 - 2009 academic years. A revised version of SLOs was created in 2010.
- **Fiscal Transparency** - Fiscal transparency is accomplished through the published annual budget.
- **Communication** – Campus Safety provides communication through the college website, campus outreach, campus safety brochures, classroom presentations, college newspaper, Weekly Bulletin, open posting boards, the college catalog, college electronic marquees, Courtesy Notices, security alerts, and *Timely Warnings*.

III. PROGRAM SELF-EVALUATION

Self-evaluation is based on the WASC Accreditation Standard 11B-Student Support Services

“The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services”.

A. MIS Data Reporting

As mandated by the *Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act* (Clery Act), the Department of Campus Safety reports all necessary crime statistics to the Department of Education. These statistics can be viewed on the Campus Safety web site (www.citruscollege.edu) or by logging onto the Department of Education’s security data web site: <http://ope.ed.gov/security/GetOneInstitutionData.aspx>.

Citrus Community College District’s Annual Security Report includes statistics for the prior three years concerning reported crimes that occurred on campus; in certain off-campus facilities, such as annex parking lots; and on public property within or immediately adjacent to and accessible from the campus. The report also includes institutional policies concerning campus security, such as sexual assault and other matters. A copy of this report may be obtained by contacting the Department of Campus Safety (626) 914-8611 or at www.citruscollege.edu.

B. Access

1. How accessible is the program?

Campus Safety personnel and services are available to all students, faculty, staff and visitors; 24 hours a day, seven days a week, 365 days a year. Campus Safety information is available on the college website, college catalog, handouts and Campus Safety brochure.

a. Compare demographic data from the college to the program, including ethnicity, gender, and age.

When comparing the demographic data of the college to Campus Safety, evidence indicates that there are similarities between the institution and department staff.

B1a. Table 1.

Data Comparisons from College (June, 30 2010) to Campus Safety Staff (Fall 2010):

	College	Campus Safety
Gender		
Female	54.2 %	16.6 %
Male	43.1 %	83.4 %
Unknown	2.7 %	
Ethnicity		
Am. Indian or Alaskan Native	0.7 %	0.0 %
Asian	6.8 %	12.5 %
African American	5.2 %	8.3 %
Filipino	2.8 %	4.2 %
Hispanic	38.5 %	62.5 %
Pacific Islander	0.7 %	0.0 %
White Non-Hispanic	27.4 %	8.3 %
Unknown	18.0 %	4.2 %
Age		
Less than 19	32.3 %	Data not available
20-24	34.3 %	
25-49	24.4 %	
Over 49	9.0 %	
Unknown	0.0 %	

b. How effective is the program in enabling success for underprepared and underrepresented students?

Services offered by the Department of Campus Safety are free of charge for all students. For services that cannot be provided by the department, such as vehicle towing, a list of community referrals is available. It is the ideal program for low socio-economic students who are traditionally under prepared and under-represented students.

C. Success

1. How well does this program help students complete their educational goals?

Campus Safety supports students on their journey to attaining their educational goals by providing a safe and secure environment, in which higher learning can take place.

D. Student Learning Outcomes

1. Describe your process in the development and implementation of Program Student Learning Outcome (SLO)?

Campus Safety has completed 3 cycles of SLOs. In 2007- 2008, SLOs focused on parking citation effectiveness. In 2010, the Campus Safety Supervisor, the Campus Safety Lead Officer, and the Campus Safety secretary attended meetings and workshops held by campus committees to develop SLOs. Meetings with the Vice President of Student Services and Dean of Students were also held to develop and refine SLOs.

Review of department goals, student surveys, and statistical data were used to achieve the SLOs. Students were asked to complete a three item questionnaire mid way through the fall 2010 semester. This three item questionnaire was designed to assess perceived effectiveness of Campus Safety. In 2009- 2010, SLOs focused on student perception of safety on campus and the effectiveness of parking citations. Overall department effectiveness was measured by tallying the numbers of "Assist Student" service calls, Incident Reports, TAG documentation, emergency response calls, and a breakdown of parking citations issued, per offense.

2. Included copy of SLO (*see Appendix C*)

E. Compliance

1. Provide an overview of how this program meets applicable minimum requirements of law.

State government codes and education codes specify regulations for campus security programs. The Department of Campus Safety is in compliance with these regulations.

Additionally, the Department of Campus Safety prepares an Annual Security Report in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act. The Annual Security Report includes statistics for the previous three years concerning reported crimes that occurred on campus; in certain off-campus facilities, such as annex parking lots; and on public property within or immediately adjacent to and accessible from the campus. This report is prepared in cooperation with the local law enforcement agencies surrounding Citrus College and annex parking facility. Each entity provides updated information on their educational efforts and programs to comply with the Act. The report also

includes institutional policies concerning campus security, such as sexual assault and other matters.

Campus crime, arrest and referral statistics include those reported to the Department of Campus Safety, designated campus officials (including but not limited to directors, deans, department heads, advisors to students, athletic coaches), and local law enforcement agencies. These statistics may also include crimes that have occurred in private residences or businesses and is not required by law. California law (11160 of the California Penal Code) requires prompt, mandatory reporting to the local law enforcement agency by health care practitioners when they provide medical services to a person they know or reasonably suspects is suffering from wounds inflicted by a firearm or is a result of assaultive or abusive conduct.

Furthermore, due to confidentiality laws, the Department of Campus Safety must also comply with the Family Educational Rights Act (FERPA), The Americans with Disabilities Act and the Health Insurance Portability and Accountability Act, (HIPPA) a patient privacy act.

The Department of Campus Safety has not only maintained status quo, but has in fact expanded the types of services offered.

F. Student Eligibility

1. Describe eligibility requirements for participation in your program.

There are no eligibility requirements. The Department of Campus Safety provides services to all students, employees and visitors.

G. Program Services

1. List and describe the services/components offered by your program.

The goal of the Department of Campus Safety is to provide professional assistance to students, employees and visitors of Citrus College. The Department of Campus Safety strives to promote and maintain a safe and secure learning environment, conducive to high-quality education. Additionally, the department strives to ensure the safety and security of both vehicles and pedestrians in the parking lots, while maximizing the utility of the lots.

Campus Safety provides a number of important services to the campus and plays a key role in maintaining the safety and comfort level of the campus. The Department of Campus Safety provides the following services for all students, employees, and visitors:

- Vehicle jumpstarts
- Vehicle unlocks
- Lost and Found
- Safety escorts
- Daily parking permits / overnight parking permits
- Information regarding parking citations and citation appeals
- General campus information
- Access to buildings and/or classrooms

Additionally, daily duties include:

- Providing a continuous “security” presence by having uniformed officers on campus 24 hours a day, seven days a week, year round.
- Securing of campus buildings, gates, restrooms, elevators.
- Opening / unlocking of campus buildings, gates, restrooms, and activating elevators and handicapped switches.
- Posting of notices informing students that class has been cancelled.
- Providing non-stop patrols of campus and campus parking lots via gas powered vehicles, electric vehicles, and by foot.
- Campus Safety Officers are generally the “first responders” when emergency situations or incidents occur on campus. Campus Safety Officers are trained to render First-Aid and CPR.

The Department of Campus Safety is the liaison with local law enforcement agencies. Campus Safety is responsible for contacting law enforcement and emergency response personnel when an emergency arises.

The Department of Campus Safety takes an active role in informing students and staff members of services offered by the department. Information pertaining to campus safety, security, parking, college policies and procedures, citations and education materials (brochures, fliers, etc) can be found on the departments webpage located at www.citruscollege.edu. Information is also made available in semester class catalogs, open postings, and on Power Point presentations which are displayed in the Owl Bookstore, Admissions and Records, and in Financial Aid.

2. Describe how it compares to similar programs at other community colleges in service area.

With the exception of Pasadena City College and Chaffey College, both of which have an on campus police department with POST certified, armed officers; the Department of Campus Safety is similar to surrounding agencies such as Mount San Antonio College Campus Safety and Azusa Pacific University Department of Campus Safety.

When comparing Citrus College with similar campus safety/security programs in the surrounding community colleges, it appears that Citrus College offers more services to students that are not offered at surrounding institutions. Upon review of surrounding agencies, it was observed that three of the six colleges surveyed do not provide vehicle unlocks. Additionally, some rely on other campus entities, such as facilities to provide lock cuts. Colleges surveyed included Pasadena City College, Glendale Community College, Mt. San Antonio College, Rio Hondo College, Chaffey College, and Azusa Pacific University. Research indicated that neighboring community colleges focused more on the safety and security aspect , and not so much on vehicle unlocks, jump-starts, or lock cuts. In contrast, Citrus

College goes beyond a traditional safety and security service by providing a multifaceted program involving valuable services for students by trained experienced staff at no cost.

H. Funding Expenditure & Accountability

1. How does this program work with the business office to monitor expenditures and fiscal reporting?

The Campus Safety Supervisor works closely with Martha McDonald, Dean of Students and Fiscal Services to monitor expenditures and fiscal reporting. The Department is 75% self funded by funds collected via student parking fees and 25% funded by the college general fund.

Money from meters on campus and the kiosk machine in the S8 parking lot are collected on a weekly basis by the Campus Safety Supervisor and/or the Lead Officer. The money collected is then delivered to the Student Business Office (SBO) for accounting purposes. Weekly deposits are then made to Fiscal Services by the Campus Safety Supervisor and/or the Lead Officer. The sale of daily parking permits follows the same protocol. Funds from these proceeds are deposited to the district's general fund.

I. Environmental Impact

1. How has your program contributed to a greener campus environment (i.e. increased awareness, impact on the campus footprint, strategies to reduce consumption and energy, waste reduction, recycling, sustainability, etc...)

Campus Safety participates in paper / plastic recycling and complies with the hazardous waste program through the Environmental Health and Safety department on campus.

Additionally, the Department of Campus Safety has moved to a web based procedure for registering employee vehicles and issuing staff parking permits. Moreover, citation appeals may also be filled out and submitted online. In both cases paper consumption has been eliminated.

J. Technology needs

1. What technology currently exists in your program?

The Department of Campus Safety has access to Wingspan to determine student verification and student class schedules for emergency purposes. While student information is accessible, only a limited number of Campus Safety staff members have such access. All information is kept confidential, in accordance with FERPA.

All employee parking permits require staff to register their vehicles online. Electronic visitor parking permits are also available for staff members, upon request. Citation appeals are available online and may be submitted electronically.

Anytime a 911 call is placed from an on campus phone, the Department of Campus Safety receives an automated email indicating the date and time the call was placed, as well as the telephone extension.

In addition, all Incident Reports, Daily Logs, and the Crime Log are computer based making them accessible to all Campus Safety staff. Upon approval from the Dean of students, Daily Logs and Incident Reports are then electronically distributed to Citrus College Administration.

Furthermore, the Department of Campus Safety utilizes software by Guard 1, via use of *The Pipe*. *The Pipe*, a comprehensive, yet simple to use time tracking device, records the date and time certain areas and buildings were patrolled. During their duty, CSO's patrol the campus and are responsible for "hitting" touch memory buttons that are strategically placed throughout the campus. Touch memory buttons are the checkpoints used by the Guard1 system. Each button contains a microchip with a unique ID number. *The Pipe* reads and stores the button's ID number, location, time it was hit, and by which officer.

Buttons are dime sized, durable, unobtrusive, and blend right in with the campus. They are waterproof, and resist tampering and abuse, making them ideal for indoor and outdoor applications, as they will not corrode or degrade. Touch memory buttons are the modern, electronic patrol system equivalent of the old-fashioned Detex watchclock station. *The Pipe* is virtually indestructible, water proof, and has a typical battery life of 15-20 years.

2. Given your plans for future growth and development, what technology needs to you anticipate in the future?

To better serve the Citrus College community and, in turn, provide greater safety to the campus community and more efficient security response, following are plans for future technology based on growth and development:

- *Computer Aided Dispatch (CAD)* - solution provides call-center and communications center operators with easy-to-use tools to field emergency and non-emergency calls, create and update incidents, and manage critical resources through real-time management of crucial resources. CAD resources, combined with historical and local search capabilities, ensure operators have timely and accurate information available when making urgent decisions. With the automated dispatch feature, *AutoDispatch*, is an optional server-based component used to automate the dispatching of work based on a configured set of rules. In short, it assumes control of the dispatching process and allocates work to field personnel. *AutoDispatch* is used to automatically balance the workload for planned work at the start of day, minimizing cost of service for planned jobs. The determination is based on several criteria, including proximity of officers to call location, skills class and cost of crew, estimated time the call will take versus the time the officers have been working, and the time of the call versus the officer's estimated time of arrival. The dispatcher can override any assignments made by the *AutoDispatch* component.

- E-Citations – electronic handheld ticket writers that are lightweight, single-piece devices with attached printers to enable parking enforcement officers to “write” their tickets on the handheld computer and have the tickets printed at the scene. The printed tickets are legible, durable, weather-proof, and most importantly – accurate.

We are currently exploring a company called Complus Data Innovations, Inc. The company provided the department with brochures and information about the models they utilize. Complus Data currently provides full-service Parking Ticket Management solutions to over 150 municipal and university clients throughout the country. Complus clients achieve an average overall collection rate of 91% on the parking tickets that are issued, with some as high as 96%. The services they provide include:

- State-of-the-art handheld ticket writers with customized programming
- proprietary **FastTrack™** parking ticket processing software for tracking
- Nationwide DMV lookups
- Customized delinquent noticing
- Optional data entry and payment processing services
- Free software and hardware upgrades
- Web-based & Phone-based payment options for violators
- Unlimited training and support
- Comprehensive Management reports
- **ALL AT NO UPFRONT COSTS!**

-

surveillance cameras – the campus poses many unique challenges when it comes to security. A video surveillance system would assist in watching over the diverse assortment of facilities that comprise the Citrus College campus community such as instructional buildings, offices, parking lots, sports complexes and sprawling student grounds, there is a lot to look after. The proper surveillance setup will go a long way in ensuring the safety of students, faculty, and facilities on campus. Cameras would assist in maintaining secure facilities, protecting students, deter crime, prevent vandalism, monitor parking lots, assisting with investigations, and in application of college policies and procedures. Additionally, the cameras would have remote access by Campus Safety staff from anywhere on campus. A video surveillance system operating with IP network technology enables video streams to be sent over the internet for remote monitoring. Footage from cameras throughout the campus can be viewed online from any computer with an internet connection and access to the network.

- Additional Kiosk (ticket dispenser) in S6 – same as the existing kiosk in S8. Currently, there are no options available for students and guest who

choose to park in the S6 lot. In addition, a ticket dispenser in S6 will generate revenue from parking for sporting and special events.

E

- Emergency Phones – The need exists for emergency phones to be strategically placed around campus and in parking lots. These phones allow students the ability to get in direct contact with the Department of Campus Safety. The phones are bright yellow with a blue colored light above them, which would activate during an emergency, for visibility. Emergency phones also include an “emergency” or “help” button that will dial Campus Safety when it is pushed.
- Electronic securing of buildings (Access Control) – Software enabling access control from a computer in our building. Doors would be able to be secured or unlocked by request. Software would be integrated with our current key card hardware and equipment.
- Electronic activation / deactivation of intruder alarms – Control alarms from office computer or off campus location via the internet. This would also send an email notification notifying the recipient that the intruder was set off at a specific time from a specific location.
- Separation of phone lines – Phone lines would be separated into three separate lines:

(626) 914-8611	Emergency line
(626) 914-8765	Citations / Parking Information
(626) 335-7760	Glendora Police line

IV. EFFECTIVE PRACTICES

A. Describe what is working well including awards and special recognitions.

Currently we are the first responders to nearly all incidents, emergencies, and medical issues on campus. Campus Safety staff is present to deescalate and contain possible volatile situations on campus before they spiral out of control. With a pro-active approach, most incidents are usually rectified on campus without assistance from outside agencies.

Additionally, revenue generated by Campus Safety, primarily from the issuance of citations; has increased significantly during the past five years. To be more specific, during the 2006 fiscal year, the department generated \$133,058.09. During the 2010 fiscal year, the department generated \$205,059.70. These monies do not go directly to the department, but instead are deposited into the general college fund.

Continuing to provide a safe and secure campus has been an essential asset to the overall campus climate. Attending emergency training, collaborating with the Glendora Police Department and having a strong relationship with Azusa Pacific University Department of Campus Safety has allowed us to maintain status quo as it pertains to the safety of the college community. Although the department faces staffing inadequacies and budgetary constraints, the Department of Campus Safety continues to provide year round, professional safety and security services to students and staff members. This has effectively been done although there has been a significant increase in the number of service calls.

B. What exemplary practices and services do you offer that could be shared with other departments or other campuses?

The Campus Safety Supervisor collaborates periodically with department chiefs and supervisors from surrounding college safety, security, and police agencies in an effort to ensure that similar services are provided and best practices are implemented. The Department of Campus Safety offers exemplary safety and security to the Citrus College Community. Campus Safety staff members also participate and collaborate in the Student Conduct Committee. This endeavor has led to a seamless line of communication regarding student conduct, discipline, expectations, and pro-active measures. By communicating this information with other campus safety staff members, the department's role in the implementation of such policies and pro-active measures is more clearly defined.

C. What successful pilot projects have been implemented by your program?

Within the last five years, the Department of Campus Safety has been revolutionized due to the anticipated growth of the college and its needs. As a result, the Department of Campus Safety Campus has piloted multiple projects. For instance, Campus Safety has taken pro-active measures to prepare for emergencies on campus. As an example, the Campus Safety Supervisor and the Lead Officer are active member of the EOC. Additionally, all CSO's have received course instruction and are certified in *Standardized Emergency Management System (SEMS)*, *ICS-100 for Higher Education*, *ICS-200*, and the *National Incident Management System (NIMS)*.

The department has also devised a plan with the Glendora Police Department (GPD) in the event there is an active shooter on campus. Campus Safety conducted a "walk-through" of the campus with officers from the Glendora Police Department. The purpose of the walk-through was to conduct an assessment of the school's needs in order to prepare for a potential incident. This exercise was designed as an initial evaluation and allowed our liaison from the Glendora Police Department to determine the estimated length of time it would take to lock down or clear the campus, familiarize the officers with our buildings and better prepare for potential incidents. We were able to completely clear the campus in 31 minutes. At the conclusion of the walk-through GPD was impressed with our department's strategic plan, knowledge and expertise. Along with the developed plan, new procedures were implemented. GPD was given two sets of master card keys and two sets of hard keys, along with campus maps and building key identifiers. One set of each will be carried by the Watch Commander on duty; while the other will be carried by FSET (GPD's SWAT team). In the event of a life threatening emergency, GPD would have access to all buildings, classrooms, and gates on campus. GPD is also on our radio frequency and is able to communicate with us during emergencies on campus.

The utilization of an *Evacu-Trak* – evacuation chair, has been solely delegated to the Department of Campus Safety. In the event of a fire, bomb threat or other emergency, elevators should not be used for emergency evacuation of a building. In this situation, CSOs will use the *Evacu-Trak* to lower persons with disabilities from multi-storied buildings. The *Evacu-Trak* has been engineered and rigorously tested to meet the most rigorous demands of an emergency evacuation chair. Currently, there are three of these evacuations chairs on campus. One is kept in the Campus Safety building, another is stored in the west elevator tower of the ED building, and the last is stored in the elevator tower between the PC and TC building. Having the *Evacu-Trak* meets the Americans With Disabilities Act (ADA) compliance, which suggests that building owners and employers have a legal obligation to provide people with disabilities with a fast, safe and dignified means of emergency evacuation. In most emergency situations including fire, gas leaks and terrorist threats it is preferable to evacuate everyone from the building than have people with disabilities wait in a designated area of refuge

Moreover, technological improvements within the department, campus wide distribution of safety, security and parking information and an improved department web site have further enhanced our accessibility and means of communication.

D. How do faculty administrators, staff and students participate in improving the effectiveness of this program?

One of the ways in which students participate in improving program effectiveness is through our annual satisfaction survey.

The Campus Safety Supervisor is also an active participant in the Annual Student Service Planning meeting, Physical Resource Committee, Student Services Committee, Student Conduct Committee and attends monthly Student Affairs Supervisors meetings all of which serve to enhance services available to students.

V. OPPORTUNITIES FOR IMPROVEMENT, RECOMMENDATION, AND NEEDS IDENTIFICATION

A. Identify areas where you may need to make adjustments or changes to better serve students.

1. Use data and previous discussions as a foundation for recommendations.

Based on feedback from three different surveys (student, campus safety staff, and CSO's), the following areas were identified as areas in need of further development and/or growth:

1. Increase communication with the campus community:

The Department of Campus Safety should continue to improve communication with students, regarding the college's board policies, department policies and services offered. 396 of the students surveyed reported they were not aware of the services Campus Safety offers. 418 stated they did know about Board Policy 5500- Standards of Conduct and 133 reported they were not familiar with on campus parking policies. Additionally, 317 of students surveyed stated they did not know how to get in contact with the Department of Campus Safety. 510 students stated they felt safe on campus and 409 students reported that their experiences with the Department of Campus Safety have been positive.

The department should continue to provide updated information regarding policies and procedures via other means of communication. Ideas include utilization of student email accounts as means of disbursement. Furthermore, the department plans on creating "I.C.E." cards (In Case of Emergency) that will have our contact information as well as safety tips. These cards would be distributed by Campus Safety staff to students on campus during the first of classes. Implementing other techniques to increase student communication is currently being evaluated and considered.

2. Increase communication within the department:

Campus Safety Officers were asked to complete a survey regarding their views on the department and the institution's perception of the department. Using a sliding scale from one to five, 1 meaning *strongly disagree* and 5 being *strongly agree*; CSO's were asked whether they agreed or disagreed with the following statement: "The Department of Campus Safety, as a whole, has good communication." Of the 13 people that participated in the survey, three answered *strongly disagree*, five answered *disagree*, one answered *neither disagree or agree*, two answered *agree*, two answered *strongly agree*.

Plans to improve communication amongst all staff are in the process and will soon be implemented. CSO's have been given the opportunity to anonymously submit suggestions on how to improve this area. A cooperative effort amongst all campus safety staff will help alleviate this issue.

2. Consider needs for data, staffing, program growth and/or restructuring.

a. Include plans, timelines, resources needs and person(s) responsible for implementing the plans.

- Staffing:

An increase in the number of students served, types of services offered and program expansion has required that additional responsibilities be assumed by several staff members. With an increase in the number of staff to coordinate, and the increase in the number of expectations by college community members and affiliates, complex coordination has already occurred.

Upon moving to the new building, staff reorganization should be considered due to the anticipated increase in services, programs and staffing. Departmental and future staffing recommendations to be considered include: additions of two full time officers, two part time officers, and a permanent evening secretary.

As noted throughout this program review, the Department of Campus Safety has grown rapidly with the college's growth. The upkeep demands have greatly impacted the college's expectations of the department. In order to provide a more effective, adequate, and immediate response to meet the safety and security needs of the Citrus College community, the Department of Campus Safety recommends the following additions:

2- Campus Safety Officer II (100%)

- Complete staffing needs; assist with shift coverage
- Provide a safe and secure campus for students, faculty, visitors and staff
- To enforce Board policies and Administrative Procedures

1- Campus Safety Officer I (49%)

- Complete staffing needs; assist with shift coverage
- Provide a safe and secure campus for students, faculty, visitors and staff
- To enforce Board policies and Administrative Procedures

1- Evening Secretary (49%)

- Complete staffing needs
- Assist with office and dispatch duties
- Provide continued support to students, staff, and visitors
- Provide additional support to officers on duty during emergencies

These positions will sustain the effectiveness of the program.

The institution recently constructed a new Campus Safety building, which houses the Department of Campus Safety. Below is information pertaining to the new facility:

- **Physical features of the facility:**
 - a. *Drive up window* - provides quick and easy way to assist students, staff, and guests.
 - b. *15 minute reserved parking* - provides students, staff and guests access to the Campus Safety office without having to look for parking.
 - c. *Larger workspace* - accommodates department personnel; which results in better overall efficiency
 - d. *Storage* - Lost and Found, department equipment, vehicles, tools, property etc. are all stored in one building; in the past they were stored in different areas of the campus.
 - e. Briefing room / Break room for department staff
 - f. Restrooms with lockers and showers for department staff
 - g. *Identity* - Gives the department an identity; clearly visible and recognizable to students, staff and visitors
 - h. *Interview room* – provides a safe, secure, and private area to interview victims, witnesses, suspects of crimes and/or incident reports

- **Types of services that are available at the facility:**
 - a. *Computer kiosk in lobby* - enables students, staff, and visitors, to file citation appeals online. Provides access for students to their account summaries. Allows staff members to register their vehicles online, print screen, and pick up their parking permit.
 - b. *Live-Scan fingerprinting* - done by an outside vendor, but is available in our building; finger printing services for Citrus hires are done here.
 - c. General information regarding all parking permits, campus facilities, events on campus, access to campus, citation appeals and citation payments; lost and found property claim.

- **Restructure:**

Plans are in discussion to restructure the Department of Campus Safety into three sub-divisions under one entity. Responsibility for each sub-division would be delegated to a chosen Campus Safety Officer who would be supervised by the Campus Safety Supervisor. Each would be responsible for corresponding sections of the Department of Campus Safety. Sub-divisions would be:

Safety – responsibilities would include emergency/tactical responses, safety issues concerning students, staff and the general campus, and other things of this nature.

Security – responsibilities would include the opening and closing of campus, physical security concerns and things of this nature.

Parking Enforcement – responsibilities would include special event parking, issuance of citations, and citation appeals.

3. Technology needs

Campus Safety values technology and continues to embrace technological change to improve work performance, enhance service to students, and provide solutions mandated by legislative directives.

Given plans for future growth and development, the program anticipates the need for the staff to be formally trained in computer programs such as Computer Aided Dispatch (CAD) and components of Banner.

Other ideas include:

- Develop and execute a Facebook, Twitter or other social network strategy that will help the program engage students in conversation to raise awareness of campus safety.
- Add interactive components to the campus safety website that will allow students to submit concerns, complaints, or tips/information; regarding safety concerns on campus. The submissions would be able to be made anonymously.

VI. TECHNICAL ASSISTANCE/TRAINING NEEDS

A. Is there any training or technical assistance that you believe will improve the effectiveness of your program?

The Department of Campus Safety should participate in conferences and additional training in issues related to campus safety. This will enable staff members to better understand the diverse student population being served and understand the barriers, potential risks, and dangers associated with institutions of higher education. Additionally, strategies to such problems should be sought. Participation in such conferences/training will provide opportunities to share and learn best practices from colleagues in the field.

Office staff members develop various communication materials, therefore it is important that the staff be trained in Adobe Photoshop software and other similar programs related to the design of flyers and other materials.

VII. SUPPLEMENTAL INFORMATION

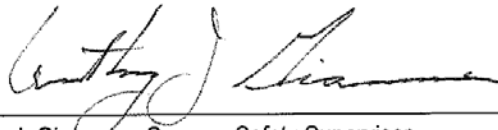
A. Provide copies of materials that you provide to students in your program.

1. Parking Updates via power point messages in various departments
2. Off Campus Parking
3. Timely Warnings

NON-INSTRUCTIONAL PROGRAM REVIEW
Department of Campus Safety

The final summary of the program review process for the Department of Campus Safety is attached to this page.

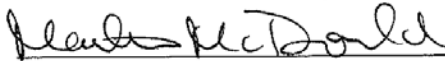
I affirm that this program has been reviewed according to the accepted District procedures for program review and that the final summary accurately reflects the consensus of the members of the review committee.



Anthony J. Giannone, Campus Safety Supervisor

3-1-11

date



Martha McDonald, Dean of Students

3/3/2011

Date



Dr. Jeanne Hamilton, Vice President of Student Services

3/7/2011

date

It will be the department's responsibility to communicate review recommendations with additional offices and services.