Citrus College

CAMPUS SAFETY
STUDENT SERVICES ANNUAL
PROGRAM REVIEW 2014-2015
AND PLAN 2015-2016

Committee Members:

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1. Program Mission/Description:

Program Mission and Relationship to College Mission:
The mission of the Department of Campus Safety is to ensure the safety of students, faculty, staff and visitors while on property owned and operated by the College or involved in college-sponsored programs and activities, and to protect the property and facilities of the District, its students, employees and visitors.

Program Description:
The Department of Campus Safety strives to ensure the safety of students, faculty, staff, and visitors while they are on campus property; are involved in college-sponsored programs and activities; and protect district property and facilities. Campus Safety also has the authority to enforce the Standards of Conduct; works as the liaison with local law enforcement agencies regarding all criminal action on campus; and is responsible for contacting external agencies in the event of an emergency. Campus Safety has a memorandum of understanding with the Glendora Police Department and an informal relationship their counterparts at Azusa Pacific University.

2. Key Functions/Goals:

- Provide a safe, secure, and friendly learning environment.
- Provide safety, security, and parking enforcement.
- Campus Safety Officers are available on campus 24 hours a day, 365 days a year.

Organization Chart
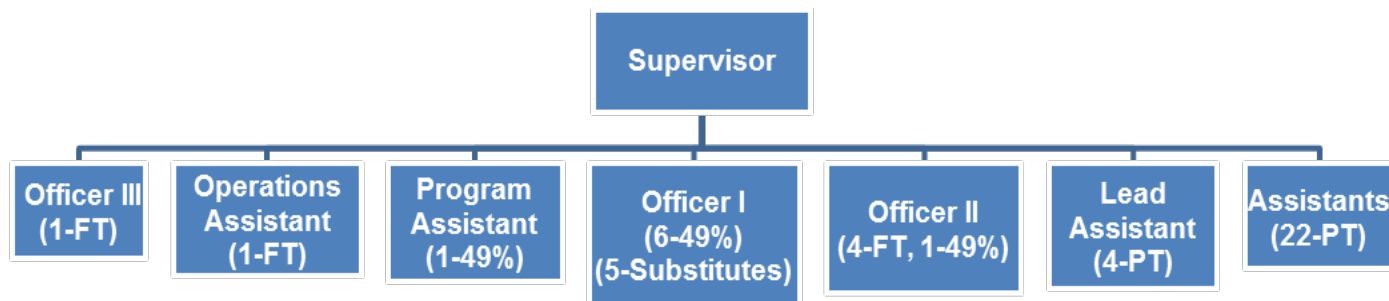
3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*
Result: *What was the product or consequence of your assessment?*
Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data and/or document with a survey.

	Populate with the existing Unit Outcomes			
	Outcome	**Assessment**	**Result**	**Change**
1	Students, faculty, staff, and visitors can expect Campus Safety to provide a safe and secure campus environment.	Campus Safety and Awareness survey. The survey was not administered during spring 2014 due to other college surveys being conducted at the same time. The survey was administered in spring 2015.	The survey was administered from May 22 – June 15, 2015 with 663 responses. (53% students and 47% employees). The survey results reported the following: Q3: 97% stated Campus Safety was visible on campus. Q4: 92% stated Campus Safety handles incidents in a fair and responsible manner. Q5: 59% stated Campus Safety provides sufficient information regarding safety awareness and emergency preparedness. Q6: 91% stated Campus Safety responds quickly to incidents on campus. Q7: 95% stated they feel extremely safe, very safe, or moderately safe on campus. Q12: 97% stated they were not victims of a crime while on campus.	To improve on the results of Q5, Campus Safety will launch an Awareness Campaign in fall 2015. The Awareness Campaign will include the continuance of workshops and trainings on Campus Safety related topics such as emergency preparedness, emergency response procedures, personal safety, safety awareness, the Standards of Conduct, and the Annual Security Report. Additionally, as a part of the campaign, a new Campus Safety App will be available at no cost to students and employees.
2	Students, faculty, and staff can expect Campus Safety to provide workshops on Campus Safety related topics to various departments and/or classes.	Pre and post workshop survey.	Commencing fall 2015, pre and post surveys will be a part of all workshops conducted by Campus Safety. Previously only some workshops were surveyed.	Effective fall 2015, Campus Safety workshops will be provided to students, faculty, and staff. A new pre and post workshop surveys will be distributed before and after the workshop. Pre and post survey data will be analyzed to determine if Campus Safety workshops are valuable to students, faculty and/or staff.

4. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendation/ Goals 2014-2015	Person(s) Responsible	Status/ Progress	Completed
1	Computer Aided Dispatch (CAD) Record Management System (RMS) CCSP 3.2 EFMP pg. 331	Supervisor, Operations Assistant, Program Assistant, and Interim Executive Dean	In Progress – Will be continued with 2015-2016 goals.	Estimated Completion June 2016
2	Complete hire process of two (2) Campus Safety Officer I and two (2) Campus Safety Officer II positions CCSP 2.2 EFMP pg. 331	Supervisor and Interim Executive Dean	In Progress –Two Officer I positions were filled November 2014. The two Officer II positions are currently unfilled.	Two completed November 2014 Two vacancy's June 2016
3	Surveillance Cameras CCSP 5.1	Supervisor and Lead Officer	Cameras were installed in VT, LI, and GR. Additional cameras may be installed in other locations, contingent on funding.	June 2015
4	Obtain a new Campus Safety vehicle CCSP 2.2	Supervisor, Lead Officer, and Officer	In Progress – continue with 2015-2016 goals.	Estimated Completion June 2016
5	Increase Campus Safety awareness by continuing to provide workshops on various campus safety related topics to departments and/or classes on campus CCSP 5.1 EFMP pg. 331	Supervisor, Lead Officer, and Officer	In Progress – Ongoing	Ongoing 2015-2016
6	Obtain department funding from citation revenue to enhance Campus Safety services and equipment resulting in increased safety and security for the college community CCSP 2.2, 3.2 and 4.1	Supervisor and Interim Executive Dean	Abandoned	N/A
7	Campus Safety Mobile App CCSP 4.1	Supervisor	In Progress – continued to 2015-2016 goals.	Estimated Completion June 2016
8	Campus Emergency Phones CCSP 4.1	Supervisor and Interim Executive Dean	In Progress – continued to 2015-2016 goals.	Estimated Completion June 2016
9	Continue the Campus Safety Assistant (CSA) program which provides student employees the knowledge, skills, and experience necessary for a career in the law enforcement field or private security sector CCSP 1.1	Supervisor and Lead Officer	In Progress – Ongoing	Ongoing 2015-2016

5. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable, reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendation/ Goals 2015-2016	Person(s) Responsible	Estimated Completion	Budget Priority
1st	Computer Aided Dispatch (CAD) / Record Management System (RMS) CCSP 3.2 EFMP pg. 331	Supervisor, Operations Assistant, Program Assistant, and Vice President of Student Services	June 2016	2
2nd	Complete hire process for two (2) Campus Safety Officer II positions CCSP 2.2 EFMP pg. 331	Supervisor and Interim Executive Dean	June 2016	2
3rd	Purchase new Campus Safety Vehicles CCSP 2.2	Supervisor, Lead Officer, and Officer	December 2015	2
4th	Campus Safety Mobile App CCSP 4.1	Supervisor	December 2015	2 and 3
5th	Improve emergency communication by implementing blue light Emergency Phones on campus and voice recording availability on Campus Safety office phones (dispatch). CCSP 4.1	Supervisor and Vice President of Student Services	June 2016	2 and 3

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
Department of Campus Safety	**Completed**	**In Progress**	**Not yet begun**
EFMP – 1 Research the cost and feasibility of online purchasing and printing of parking permits.	X		
EFMP – 2 Create a parking department to better address special event requirements and parking citations.		X	
EFMP – 3 Research the cost and effectiveness of automated citing machines and parking permit dispensers with debit/credit card capability.	X		
EFMP – 4 Examine software specific to incident reporting.		X	
EFMP – 5 Provide an online link for students to access the rules of student conduct.	X		
EFMP – 6 Develop an outreach program to make the campus and community aware of campus safety services.	X		

6. Resources Requested:

Campus Safety

Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
2 - Campus Safety Officer II (100%)	Goal: Complete staffing needs to assist with shift coverage and provide a safe and secure campus for students, faculty, visitors and staff. Impact: With the projected increase of students estimated in the Educational Facilities Master Plan and an expected increase in calls for service, the additional officers will assist with the above mentioned. New recommendation #2	Salary $36,468 Benefits$7,793 Health $$21,909 Total: $66,170 ea.	2,3	CCSP 4.1

Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Extensive Report Writing for officers course	Goal: The goal is to improve Campus Safety Officers report writing skills by teaching officers how to write investigative reports utilizing the major components of California Police Officers Standards and Training Learning Domain 18: Factual, Accurate, Clear, Concise, Complete, Timely (CA. POST LD 18: FACCC), based report writing. Impact: Improved report writing will enhance safety by reducing the time offers spend writing reports thereby allowing them to be out on patrol. Clear, concise, fact based reports assist in potential litigation. New recommendation #N/A	$600 for up to 15 Campus Safety personnel	2, 3	CCSP 4.1

Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Office Lobby Window in the Campus Safety	Goal: To provide additional safety for office staff, install multiple layered laminated glass windows.	$1,000	2, 3	CCSP 4.1

Office	Impact: The window would provide a safer environment while providing more effective customer service via a window intercom system. New recommendation #N/A			
Auto Locking Gates in the Campus Safety Storage Area	Goal: To provide a higher level of security. Impact: The auto locking gates will better protect confidential archived information and seized property or evidence. New recommendation #N/A	$400	2, 3	CCSP 4.1

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Computer Aided Dispatch (CAD)/ Record Management System (RMS)	Goal: The goal of the Computer Aided Dispatch (CAD) system is to record all calls for service, officer contacts, as well as document incident reports and TAGs. As the program anticipates an increase in calls for assistance, the need for the staff to be formally trained in computer programs such as CAD and RMS. Impact: The CAD / RMS system will ensure accountability and reliability for dispatch and record keeping, imperative to campus safety. New recommendation #1	$25,000	2, 3	CCSP 4.1

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning

Supplies (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
HP Color LaserJet Pro (printer, scanner, and copier)	Goal: To provide Campus Safety personnel the accessibility to scan, copy, and print (in color) department documentation. Impact: Department documentation such as Incident Reports, Timely Warnings, Crime Alerts, and BOLOs will be printed quickly and in color, to aid in department functions. New recommendation #N/A	$687.58	2	CCSP 4.1