



## Campus Services Quality Review Report

### Campus Safety

Manager: Dr. Shirley L. Smith

Names of people who contributed to this report: Lizette Cruz, Douglas Smith, Alex Bernal, Armando Vega, Shirley Smith

Date: December 18, 2016

Date of previous quality review: Spring 2013

#### Part 1. Satisfaction with Support Services Provided

*Summarize the results below from the Campus Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.*

The following ratings are from 142 respondents who have used the services offered by Campus Safety.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in 2012-13	Difference between 2012-13 and 2015-16
Hours of operation	65.2%	30.4%	95.6%	92.2%	+3.4%
Timeliness of response	57.4%	27.0%	84.4%	85.2%	-0.8%
Clarity of procedures	43.4%	34.9%	78.3%	75.2%	+3.1%
Quality of materials	46.7%	37.4%	84.1%	73.4%	+10.7%
Staff helpfulness	61.7%	22.0%	83.7%	90.5%	-6.8%
Staff knowledge	51.4%	31.9%	83.3%	87.6%	-4.3%
Overall quality of service	51.8%	34.0%	85.8%	86.8%	-1.0%

Response:

The instrument used to gather data from Cypress College employees in 2016 was different than the instrument used to gather data in the 2013. The 2016 survey included questions to evaluate specific job functions performed by Campus Safety staff on a daily basis. Job functions in the survey included making presentations, handling conflicts, responding to medical and mental health calls for service, visible patrol, and traffic and crowd management.

The data in the 2016 Campus Support Services Quality Review will serve as a point of reference to begin the conversation in the department about how best to improve the quality of service within the campus community.

The department will focus on mitigating areas of concern and advancing the mission of the department. The ultimate goal of the department is to effectively serve and support Cypress College's educational environment, student success, administrative support services and the surrounding community.

## **Part 2 . Changes since last Quality Review**

*Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.*

Response:

Over the last three years, the Campus Safety has continued efforts to professionalize the department to meet the changing service demands of the community. From 2014 - 2016, Campus Safety staff attended 94 hours of continuous professional development. The training included annual recertification and specialized courses. Mandatory annual recertification courses sponsored by the North Orange County Community College District include: First Aid CPR-AED, Blood Borne Pathogens, Fire Extinguisher and Title IX training. Members of the department attended 10 hours of training each year for recertification in 2014, 2015, and 2016.

Campus Safety officers attended 40 hours of advanced officer courses at the Orange County Sheriff's Department in 2015. The courses are certified by Peace Officer Standards and Training and the curriculum complies with the provisions of Senate Bill 1627 and Penal Code 832.3. The courses are offered to college district campus safety and community college police agencies, municipal police departments and county sheriff's departments which currently furnish personnel to public and private schools within the State of California. The curriculum included: The Roles and Responsibility of Campus Safety Staff, Standardized Emergency Management and the Incident Command Systems, Legal Review, Education Codes, Laws and Liability, Mandated Reporting Requirements, Campus and Community Oriented Policing, Mediation and Conflict Resolution, Dynamics of Student Behavior, Gangs and Tactical Awareness in the Educational Environment. Campus Safety staff also attended a sensitivity course, and mental health assessment training in 2014 and 2015.

In 2013, the Federal government and the Department of Education amended Title IX legislation. The changes were established to increase awareness and decrease the incidence of sexual misconduct, and sexual harassment in the academic environment. One of the changes in the legislation included providing training to all mandatory reporters. Campus Safety officers and staff attended four hours of training in 2014, 2015, and 2016.

The legislative changes enacted for Title IX has increased the workload of Campus Safety staff. The department is tasked with increased reporting requirements, responsibilities, and additional public education needs. There has been an increase in title IX related service calls which has affected response time to non-critical calls for service. Given the increase in calls for service, additional staffing is recommended to the ever changing needs of the community.

Over the past three years, the department has been faced with an increase in service calls for students displaying concerning, and threatening behavior. In many of these cases, these individuals (some students) display symptoms of mental illness (diagnosed and undiagnosed), sometimes these issues make it impossible for staff to effectively communicate with the subjects involved in the calls.

The County of Orange has experienced an upsurge in the homeless population in the last three years. The department has likewise received an influx in calls for service involving homeless persons on campus on the early morning shifts and on the weekends. Many of these persons display symptoms of mental illness. Campus Safety staff sometimes accidentally encounter these individuals hanging around building on the early morning shifts; this is a safety concern for staff.

There has been a turnover of Campus Safety department staff in the last three years (not only officers including administrative staff). This has affected the department's ability to respond to the increase in calls for service. This has resulted in a delay in response time to all calls for service.

Because of the aforementioned issues with service calls, there is a need to standardize professional development for Campus Safety staff. It is recommended that Campus Safety staff attend 40-hours per year of specialized training for certification and 10 hours per year of training for recertification. However, the training recommendations cannot be met unless there is sufficient staff assigned to work the campus during the proposed training.

There is a need to provide Campus Safety staff with technology, equipment, tools, and guidelines to support their current job responsibilities; the increase in service demands, indicates a need to provide additional field, support, and supervisory personnel to ensure staff can competently and safely address individuals during calls for service. The International Association of Law Enforcement Administrators in Higher Education recommends a ratio of two Campus Safety Officers per 1000 students. Our current staffing levels are one Campus Safety Officer per 1000 students.

In August of 2015, the department purchased an online parking management system with license plate recognition (LPR) to support the campus parking program. Cypress College has a license with the EYEPAX Company and Campus Safety and has administrative control. This system simplifies and streamlines the parking permit renewal process and students, staff, and visitors are no longer required to take extra trips to pick up a parking permit. The system is customized to meet the needs of the campus for internal and special events. The online parking management system is user friendly; users are able to manage their parking accounts online both through Mygateway, and the public portal. Students may also purchase daily parking permits at the parking meters.

The enforcement system used by the department consists of a mobile unit, and two handheld citation writers. The mobile unit has mounted LPR fixed cameras for moving enforcement. The handheld devices are used for enforcement purposes, and assisting the officer in data entry of the license plate. When an officer scans a license plate number that is not associated with a valid permit, enforcement is prompted to investigate further and potentially issue a citation. The system has a secured dedicated network that functions in real time.

The on-line parking management program was implemented in the summer of 2016. Since the implementation, Campus Safety administrative staff has been faced with an increase in foot traffic, phone calls, citation appeals, technical questions, data entry, and coordination efforts with third party vendors. Currently, two Campus Safety officers are assigned to parking enforcement and two administrative staff is responsible for trouble shooting the system and appeals. Because of the change in the process, there is a need to augment the number of Campus Safety officers and office support staff to In order to fully realize the benefits of the online parking management system; additionally it is recommended that stationary LPR cameras be installed at every entrance of the campus.

The online parking management system has been set-up to accommodate the North Orange County Community College District and the School of Continuing Education (students and staff).

Members of the Campus Safety department play an integral role in the supporting Cypress College's mission. Part of supporting the mission includes: responding to crimes in progress and conducting investigations to past forward to Cypress Police. Over the past three years, the department has used the Closed Circuit Television System (CCTV) to assist in addressing crime and identifying potential suspects on campus. However, CCTV cameras are not installed in the commons areas of the campus. There is a need to add CCTV cameras to adequately cover all areas between the buildings, to cover all parking lots, and to cover the south and north side of the second level piazza. The cameras will assist the Campus Safety Department in maintaining secure facilities, construction projects, deterring crime, assisting police in investigations, increasing real-time surveillance opportunities for crimes in progress; and handing real-time critical incidents, and/ or campus emergencies.

The Campus Safety department works diligently to protect Cypress College's stellar reputation. Department members actively participate and support all the campus events and special events to support student and community success.

### **Part 3 . Mission Statement and Administrative Unit Outcomes**

*Provide the mission statement of your department/program and summarize the administrative unit outcomes (AUOs) for the department/program.*

Mission Statement: The department is committed to supporting Cypress College's educational environment, student success, administrative support services and the surrounding community through the advancement of safety awareness programs, security and support services.

AUOs:

1. The Campus Safety Department will identify crime trends for use for the Department of Education to comply with the Jeanne Clery Disclosure Act.
2. The Campus Safety Department will improve service and response time to calls for service for faculty, staff, and students
3. The Campus Safety Department will produce accurate crime statistics and identify potential problems and patterns of crime on campus for use by the Cypress Police Department.
4. The Campus Safety Department will enhance Campus Safety staff skills to respond effectively to service calls from faculty, staff and students.
5. The Campus Safety Department will strengthen Campus Safety operations and improve consistency of service provided to faculty, staff, and students.
6. The Campus Safety Department will communicate procedures for campus safety, emergency procedures and threat assessment via internet for use by faculty, students, and staff.

### **Part 4 . Faculty/Staff Involvement**

*Summarize the involvement of faculty/staff in the review process.*

Response: Obtained feedback from staff regarding the report and made revisions as necessary.

### **Part 5 . Review Previous Goals and Objectives**

*Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.*

Goal 1: Focus on crime prevention, and addressing the underlying issues of crime on campus  
Objectives:

1. By June 2015, investigate purchasing a computer aided dispatch system and an automated records management system to assist with the dispatch function and to maintain crime statistics and staff productivity – Not met- Funding was not available for the project.
2. By July 2014, identify Campus Safety representatives to interact with staff and the Associated Students Group, Club Organizations, and the Athletic Department to increase awareness of safety issues, campus emergencies, and to provide student support. Met - Department members interacted with the Associated Students Group, Club Organizations, the Athletic Department, and other members of the student body to address safety awareness, issue related to issues related to Title IX, crime prevention and emergency response.
3. By July 2015, assign each Campus Safety Officer to a beat area assignment for a month to increase interaction with the campus community. Met- Campus Safety Officers were assigned to work beat assignment – 2014 and 2015.

Goal 2: To professionalize the Campus Safety Department  
Objectives:

1. By July 2015, standardize the training program, conduct a training needs assessment, and create a yearly training schedule for campus Safety staff to cover a minimum of 32 hours of training per year. Campus Safety staff attended 94 hours of continuous professional development. The training included annual recertification and specialized courses.
2. By June 2016, compile a manual of standard operating procedures for the Campus Safety Department. Not fully meet due to other pending projects.

Goal 3: To clarify procedures for campus safety

Objectives: 1

1. By July 2014, redesign the Campus Safety webpage include procedures for campus safety, emergency procedures and threat assessment, investigate the possibility of providing downloadable material for campus emergencies. Partially Met – The Campus Safety page was updated to include information on campus emergencies, crime prevention and sexual misconduct.

## Part 6. Long-Range Goals and Objectives

*Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form). Also, identify if and how the goal is aligned with any of the following plans:*

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

*Note.* Please modify the number of goals and objectives outlined below as needed.

Goal 1: Maintain competent staff to ensure the delivery of quality service to the community

Objective 1: By July 2017, standardize the training program, conduct a training needs assessment, and create a yearly training schedule for campus Safety staff to cover a minimum of 60 hours of training per year.

Supports plan(s): Strategic Plan - B.2 Enhance professional development.

Person(s) responsible: Director of Campus Safety

Timeframe: Annually

Fiscal resources needed: \$20,000 per year

Objective 2: By June 2018, increase Campus Safety department administrative, field, and supervisory personnel to meet the changing service demands of the community.

Supports plan(s): Strategic Plan- B.5 Collaborate with the District Office of Human Resources to ensure that hiring and other human resources practices address current and future learning, teaching, and student support needs effectively.

Person(s) responsible: Director of Campus Safety

Timeframe: Two Years

Fiscal resources needed: \$150,000 per year

Objective 3: By June 2019, collaborate with Fullerton College Campus Safety Director to establish guidelines and uniform training standards for campus safety personnel

Supports plan(s): Strategic Plan B.3 Foster an environment of collaboration, collegiality, teamwork, communication, courtesy, and respect.

Person(s) responsible: Director of Campus Safety

Timeframe: Annually

Fiscal resources needed:

Goal 2: Focus on crime prevention, and addressing the underlying issues of crime on campus.

Supports plan(s): B.4 - Ensure that financial, physical, technological, and relate necessary resources are available to meet the essential instructional and service needs of our students.

Objective 1: By June 2018, investigate purchasing a computer aided dispatch system and an automated records management system to assist with the dispatch function and to maintain crime statistics and staff productivity.

Person(s) responsible: Director of Campus Safety

Timeframe: Two Years for full implementation

Fiscal resources needed: \$30,000

Objective 2: By July 2019, collaborate with the Director of the Health Center to conduct presentations for Divisions/departments on Title IX regulations.

Supports plan(s): Strategic Plan B.3 Foster an environment of collaboration, collegiality, teamwork, communication, courtesy, and respect.

Person(s) responsible: Director of Campus Safety

Timeframe: Annually

Fiscal resources needed: N/A

Goal 3: Clarify procedures for the Campus Safety department

Supports plan(s): Strategic Plan B.3 Foster an environment of collaboration, collegiality, teamwork, communication, courtesy, and respect.

Objective 1: By July 2019, redesign the Campus Safety webpage include procedures for campus safety, emergency procedures and threat assessment, investigate the possibility of providing downloadable material for campus emergencies.

Person(s) responsible: Director of Campus Safety

Timeframe: Two years

Fiscal resources needed: N/A

Objective 2: By June 2017, develop written procedures for special event parking and display on the Campus Safety Web page.

Supports plan(s) Strategic Plan B.3 Foster an environment of collaboration, collegiality, teamwork, communication, courtesy, and respect..

Timeframe: Two years

Fiscal resources needed: N/A

Person(s) responsible: Director of Campus Safety

**Reminder:** If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.

## Part 7. Additional Resources Needed

*Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and AUOs of the department/program.*

**Technology:** The department will use the resources (\$30,000) to purchase a computer aided dispatch, report writing and records management system.

## Part 8. Fiscal Resources and Planning

*Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.*

**Technology:** If the funding is not available for the computer aided dispatch system then the department will continue to manually maintain records, and reports.

## Part 9. Reviewer and Reviewer's Comments

Reviewed By: Karen Cant

Reviewer's Comments: None