



## Student Services Program Review Report Campus Safety

Manager: Ralph Webb

Names of people who contributed to this report: Alex Bernal, Armando Vega

Date: July 30, 2019

Date of previous program review: December 18, 2016

### Part 1. Satisfaction with Support Services Provided

*Review the results from core items in the Student Services Program Review Survey that are summarized the table below. See Appendix A for complete survey results.*

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in Last Review	% Difference
Hours of operation	50.0%	27.8%	77.8%	95.6%	-17.8%
Timeliness of response	52.6%	21.1%	73.7%	84.4%	-10.7%
Clarity of procedures	42.1%	15.8%	57.9%	78.3%	-20.4%
Quality of materials	47.1%	29.4%	76.5%	84.1%	-7.6%
Staff helpfulness	52.6%	10.5%	63.2%	83.7%	-20.5%
Staff knowledge	55.6%	16.7%	72.2%	83.3%	-11.1%
Overall quality of service	47.4%	21.1%	68.4%	85.5%	-17.4%

Response:

The Campus Safety Department decreased in student satisfaction compared to the 2016 program review. Hours of operation satisfaction decreased by almost 18% even though the hours of operation did not change. Timeliness of response decreased by almost 11% while Clarity of procedures decreased 20%. Quality of materials slightly decreased by almost 8% and Staff helpfulness decreased by 20%. Staff knowledge received a decrease of 11% and the overall quality of service decreased 17%. A large portion of employee contact deals with parking issues. That being the case, it is not surprising that these areas were rated lower. There is a culture among some students and staff that

parking regulations apply to some students and visitors, but not employees. Campus Safety and management need to ensure that all rules and regulations are applied equally and without favor across the board.

Hours of operation, Timeliness of response, Staff helpfulness are related to staffing issues and will be addressed in Part 6 of this document.

There is work in progress to create Campus Safety Department Standard Operating Procedures. This is an on-going endeavor and is in addition to the steps taken in Part 6. The creation of Standard Operating Procedures will greatly enhance student satisfaction in the area of Clarity of procedures and Staff Knowledge.

## **Part 2. Changes since last Program Review and Evaluation of Previous Goals**

*Provide a brief summary of the survey results (see Appendix A) and comparative analysis of the survey results with the results from the previous cycle (see table in Part 1). 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. Additionally, 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.*

Response:

As in previous years, Campus Safety attended training seminars, professional conferences and professional trade association seminars. A sampling of such training/seminars attended during this program review is as follows:

- First Aid/CPR/AED
- Blood Bourne Pathogens
- Fire Extinguisher
- Cart Operations
- Title IX
- 832 PC Class/Certification
- Campus Law Enforcement Training (40 hours)
- Basic Supervision
- California College & University Police Chief's Association Annual Seminar
- Clery Training (24 hours)
- Active Shooter Profile Training
- DSS Awareness Training
- NaBITA (National Behavior Intervention Team Association) Training
- Threat Assessment and Active Shooter Training

Cypress College fosters an environment that encourages student success, communication, transparency, and innovation. The Cypress College Department of Campus Safety is essential in ensuring comprehensive strategies to maximize the safety of students, faculty, and visitors. Campus Safety Officers are committed to the College's mission by carefully and proactively handling routine and emergency matters and providing a safe academic environment.

In January 01, 2019, the Campus Safety Department developed a bike patrol program which will improve timeliness of response and increasing visibility during patrol to ensure interpersonal contact with all Campus occupants. This equipment will serve as a tool to support the Campus Safety Department's current responsibilities, most notably those related to crimes in progress, investigations requiring a timely response, and medical/mental health emergencies. It would be in the College's best interest to ensure the Campus Safety Department has the tools and equipment necessary to provide the safest and most tactical response possible.

In March, 2019, the Campus Safety Department obtained a WEBS communication emergency broadcast phone tower which will improve our outdated public address system. This will provide Cypress College the tools for a more modernized security practice approach and provide effective services to the campus community. The public safety department and our Communications Director will be able to send mass notification to our campus community. Current tragedies that have occurred on campuses in the past justify an increase in campus safety awareness programs.

In an effort to assist our growing DSS population and with the assistance of the Director of DSS, an electric cart was purchased (by DSS) to assist Campus Safety in providing escorts to both the DSS population and any faculty, staff, student or member of the public requesting such service.

Campus Safety has recently streamlined the lost/found property system making it accessible on-line in the hopes of reuniting lost property with its rightful owner.

Campus Safety continues to receive increasing calls for service regarding possible Title IX violations. The department is tasked with increased reporting requirements, responsibilities, and additional public education needs. Given the increase in calls for service, additional staffing is recommended to the ever changing needs of the community.

This trend was identified in the last Program Review (December 2016) and was attributed to 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.

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.

Cypress College has continued to receive increased 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.

In an effort to combat this issue the ChAT (Charger Assessment Team) has increased its membership of concerned employees and disciplines. Members have received training from The National Behavioral Intervention Team (NaBit).

Since the last program review, The County of Orange has continued its upward trend in homelessness. Cypress College has noticed an influx of calls dealing with the homeless and homeless encampments on campus. Many of the homeless encountered by Campus Safety are people who exhibit symptoms of mental illness and or being under the influence of controlled substances. Several of those encountered have been increasingly aggressive with staff, students and campus safety officers. Of those who have been detained, pending police arrival, many have been armed with weapons, i.e. knives, sticks, metal poles. Currently the District has a no search policy which endangers the lives of

not only the campus community, but the safety officers who contact and detain these individuals daily. In one case a person displaying both symptoms of mental illness and drug intoxication became violent with campus safety officers. The officers retreated to their campus safety vehicle and locked themselves in it while waiting for the police to arrive. In the meantime the person turned his aggression towards our vehicle causing in excess of \$1000 damage to the vehicle before the police arrived and arrested the aggressor. Campus Safety officers are not authorized to carry defensive gear such as tasers, batons or ASPs. A request was made to allow officers the ability carry defensive gear for their personal protection, but was denied by the District. Cypress College also has a regular population of homeless individuals who take advantage of our open spaces and welcoming atmosphere by victimizing the campus community by committing theft, namely student's expensive bicycles. Vehicle theft and personal property theft are other crimes committed by these individuals.

Campus Safety has successfully reinstated the Cadet program which employs student workers to patrol the campus, giving officers an additional set of eyes and visible public presence. The cadets also issue parking citations, direct traffic, provide directions and offer escort services.

With regard to Campus Safety facilities, we have outgrown the current facility. There is a need to increase the office size to a level that can accommodate a growing staff. One of the necessities is the ability to have restrooms, showers and a kitchen facility within our offices as we are a 24 hour/365 day operation.

There is a need for additional campus safety officers, to include dispatchers and supervision. The Department of Education recommends a national minimum staffing scale for campus safety officers. The scale is flexible and provides latitude depending on the type of environment and scale of responsibility. The recommended staffing level is between 3 to 1 officers per 1000 students. Currently Cypress College is below the lowest staffing recommendation with only 8 full time officers and a budgeted strength of 9.

In addition to officers, there is a need to have at least 2 true supervisors. Currently, Campus Safety has one-Coordinator whose job description mentions the word "supervise or supervision" multiple times. However, according to the CSEA contract, classified employees are prohibited from supervising other classified employees, thus Campus Safety effectively has one supervisor, the Director during the time he is on campus. This is a business practice which needs to be addressed as an operation which runs 24 hours/365 days needs an effective supervision component.

Campus Safety is in need of dispatchers. Currently, we utilize a receptionist who also performs the duties of dispatcher, switchboard operator, handling visitors at the front counter, monitoring security cameras and clerical duties. A request for 2 Administrative Assistants to provide dedicated dispatch service was requested and approved by the President. Unfortunately, the request did not have District support and as a result no dispatchers were hired.

The Campus Safety department continues to work 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 Student Services Student Learning Outcomes (SSSLOs)**

*Provide the mission statement of your department/program and summarize the student learning outcomes (SLOs) 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.

SSSLOs:

1. The Campus Safety Department will strengthen Campus Safety operations and improve consistency of service provided to faculty, staff, and students.

#### **Part 4. Student Services Student Learning Outcomes (SSSLO) and Program Student Learning Outcomes (PSLO) Assessment**

*SSSLOs are assessed annually and are mapped to the college's PSLOs and ISLOs. SSSLO assessment provides an opportunity for dialogue regarding best practices and challenges in achieving outcomes. Review and summarize the results of the last two SSSLO cycles. Please include highlights from your SSSLO results and action plans, including best practices and challenges. What changes will be made to your programs and services, and/or the SSSLO process as a result of this assessment?*

Response:

Campus Safety will continue to work with the Campus Community and within the confines of the District-wide Campus Safety Committee to improve our service and pursue best practices in the industry.

#### **Part 5. 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 6. Connecting Department Goals to Strategic Planning and Major Campus Initiatives.**

*Identify general goals and specific, measurable objectives your department/program plans to achieve within the next four years and respond to the related questions for each goal. These goals must directly relate to at least one of our major campus initiatives (see list below). Departments/programs should identify at least one goal per year. If any of your goals require fiscal resources, please complete Part 7.*

Major Plans and Initiatives: SSSLOs, District or College Educational Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, District or College Strategic Plan, Distance Education Plan, Technology Plan, Guided Pathways, Promise Program, NOCCCD Pledge, Dual Enrollment, Strong Workforce, College Outcome Assessment and Review Cycle Plan, or another plan or initiative.

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

**Year 1: Goal 1:** : The Campus Safety Department supports student success through: providing safety awareness programs to the various campus populations thus increasing organizational excellence and offering comprehensive security and support services to the academic community which supports both organization excellence and community connections.

Objective 1: Campus Safety will conduct table top exercises on a variety of training topics to be determined. Flex-Day training days will be utilized to reach as many faculty members as possible. The Campus Safety Director along with the President and Vice-President of Student Services will personally conduct walk-throughs around the campus. The purpose of the walk-throughs will be to monitor Campus Safety efforts in their support of the campus community and to get direct feedback from faculty, staff, and students. Clearly Training will be on-going and include all necessary stakeholders.

Person(s) responsible: Campus Safety Team  
 Timeframe: On-going

**Year 1: Goal 2:** Strategic increase of staffing levels for Campus Safety.

Objective 1: Campus Safety will conduct an audit of parking fee revenue. Specifically, the goal will be to identify lost revenue and correct the loss. Additional revenue can then be used to address the staffing needs of the Department. The first priority would be to hire an additional Coordinator for evening shift supervision. A minimum of 2 dispatchers (4 ideally) are needed to provide dispatch services. Currently Campus Safety does not employ dispatchers even though we respond to calls for service and provide security for the campus 24 hours a day. As previously mentioned, bringing the Campus Safety Officer cadre up to the Department of Education minimum recommended staffing level is our objective. Along with the added staff, the need for hourly staff to support our administrative function continues to grow and it is anticipated that the hourly staff will need to increase.

By addressing the staffing shortages issues, it is our hope to markedly improve student satisfaction in the following areas: Hours of operation; Timeliness of response, and staff helpfulness.

*Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):*

	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
	Student Access
X	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

**Year 2: Goal 1:** Improve Parking system at Cypress College.

Supports plan(s) or campus initiative(s):

Objective 1: Integrating new parking management system (NUPARK)

Person(s) responsible: Ralph Webb / Alex Bernal

*What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?*

Response: Currently the funds used for the old parking management system will be reallocated to funding NUPARK at a minimal increase in expense.

By addressing the parking system with a new user friendly program, we should improve student satisfaction in the following areas: Clarity of procedures; Quality of materials, and Staff knowledge.

Response: The measure of success will be determined by comments from users of the new system as to its reliability and ease of use. These changes and improvements to the parking system should contribute to student satisfaction in Overall quality of service provided by the Department.

*Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):*

	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
	Student Access
X	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

**Year 3: Goal 1:** Improving Clery Reporting Compliance

Supports plan(s) or campus initiative(s):

Objective 1: Campus Safety will identify crime trends for use for the Department of Education to comply with the Jeanne Clery Disclosure Act. Campus Safety will identify Clery stakeholders and ensure that they attend the appropriate training so that they can provide the necessary data from their respective disciplines. ChAT and Maxient training will also be essential in achieving this goal.

Person(s) responsible: Ralph Webb, Director Campus Safety

Timeframe: On-going

*What defines overall success for your goal and what metrics will be used for evaluating progress?*

Response: The measure of success in accomplishing this goal will be to ensure that the college can withstand a Department of Education audit.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
X	Student Access
X	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

**Part 7. Student Services Program Review Committee Comments**

Reviewer Comments:

# Appendix A: Student Services Program Review Survey Results

## Campus Safety

A survey was sent to a random sample of Cypress College students and 193 completed the survey. The results are summarized below.

### 1a. Have you used the services provided by Campus Safety at Cypress College within the past year?

	Students
Yes	38
No	155
<b>Total</b>	<b>193</b>

### 1b. If no, please share why you have not used these services:

Frequent Comments:

- Have not needed to (50x)
- I only take classes online (8x)
- I am primarily a Fullerton student (7x)

Other Comments (verbatim):

- I'm only on campus a few hours during the day.
- I was not aware that some of these services were provided.
- I plead the fifth
- I only visited the campus twice times
- I feel safe
- I don't trust the campus's police, they harassed me once/made a false claim
- I didn't know that they help you with lockouts and jump start. I thought I would have to call AAA

### 2. Please rate the following aspects of Campus Safety based on your experiences.

	Excellent	Good	Fair	Poor	N/A or I don't know	Total
Hours of operation	47.4% 18	26.3% 10	10.5% 4	10.5% 4	5.3% 2	100.0% 38
Timeliness of response	52.6% 20	21.1% 8	10.5% 4	15.8% 6	0.0% 0	100.0% 38
Clarity of procedures	42.1% 16	15.8% 6	15.8% 6	26.3% 10	0.0% 0	100.0% 38
Quality of materials	42.1% 16	26.3% 10	5.3% 2	15.8% 6	10.5% 4	100.0% 38
Staff courtesy	52.6% 20	21.1% 8	10.5% 4	15.8% 6	0.0% 0	100.0% 38
Staff helpfulness	52.6% 20	10.5% 4	15.8% 6	21.1% 8	0.0% 0	100.0% 38
Staff knowledge	52.6% 20	15.8% 6	10.5% 4	15.8% 6	5.3% 2	100.0% 38
Overall quality of service	47.4% 18	21.1% 8	10.5% 4	21.1% 8	0.0% 0	100.0% 38

### **3. What services provided by Campus Safety have been most helpful to you?**

- They were able to register my license plate when I could not do it online.
- Parking fee information, safety alerts sent out in a timely way.
- Lost and found I got my prescription glasses back from them.
- I was confused where to park and they helped.
- Very helpful parking attendant.
- Enforces campus security along with human kindness thank u!
- Courtesy officers rock!
- Completely useless and issue parking citations even when I already have a parking pass purchased. Complete waste of my time and energy. Received a ticket after already having purchased a parking pass and they denied my appeal and said they already sent it to the citation agency who handles them. Completely unimpressed by how they operate themselves.
- Campus safety gave me a PARKING TICKET. When I clearly bought one at the beginning of the semester AND have already registered my vehicle.... CHECK YOUR RECORDS AND STOP GIVING PARKING TICKETS TO STUDENTS THAT HAVE PURCHASED THEM.
- Keeping the campus safe.
- Seriously, I have received tickets after registering my car. I swear something is wrong with that system and it is not fair.
- It is just nice having their presence on campus because it makes me feel safe.
- I have asked them for help before and they are really nice.

### **4. What else can Campus Safety do to help you be successful?**

- Stop issuing unnecessary tickets
- Reserve adequate number of parking space for students attending the Saturday morning class in the Business building. My class starts at 9am and due to the swap meet free parking the lot is FULL by 8:30am so I have a very long walk that is exhausting in my case dealing with an autoimmune condition. By the time I walk to class I am exhausted and in a lot of pain. I explained this to Campus Safety and the answer was that the swap meet pays for the parking spaces while my student parking is Not a guarantee for a parking space. Even if I had time to renew my disabled placard, there is Never any disabled space available on Saturday morning.
- Pay for my ticket.
- Make your presence known.
- Make the services provided more well known. I didn't know about a lot of this stuff.
- Not depend on mailers from IT that tells me that my parking permits will be suspended for NO REASON! I clarified my Situation already!
- Keep making sure I'm safe
- Keep up the good work! It would have been nice to have some better lighting around campus especially during the rainy season.
- Would like to say there are burned out lights in front of the TE2 building along the walkway and that is a safety concern of mine and hope all walkway lights are inspected and replaced.
- Keep doing what you're doing!