

Procedures Manual, the Continuity of Operations Plan, and the Occupational Safety and Health Administration (OSHA) regulations.

How? - Annual surveys by Research and Planning will be used to determine how well the College populace feels concerning their safety and security on campus. Continue to monitor the ADA and Life Safety Improvement grant/Fire Alarm/Video Surveillance installation in Lafayette Hall. Identify, implement, and test new procedures and methods.

When? – No later than May 15, 2009

Who? – The Director, Public Safety and Security, Vice President for Administrative Services, and the Director, Facility Services.

Source of Evidence: Service Quality

Achievement Target:

Ninety percent (90%) of persons surveyed will “agree” that they feel safe and secure while on campus. Reason: We cannot continue to do the same thing the same old way. We must increase our knowledge concerning new procedures and technology. The increase of traffic and personnel on campus will require new methods of dealing with that increase. Gaining up-to-date knowledge will aid in the development of what works on our campus. This will increase a better work and educational environment.

Findings (2008-2009) - Achievement Target: Not Met

The Public Safety and Security Office did not meet this projected achievement target. The 2008-2009

Support-Services Survey administered by the Office of Institutional Effectiveness and Assessment reflected a satisfaction rate of 89.1% as compared to the projected target rate of 90%. Additionally, the performance rate declined from 2008 (reported at 95% satisfaction). One reason for this decline is likely to be attributed to the increase in number of respondents for the survey in 2009 (352 respondents) as compared to lower response rate in 2008 (298 respondents). However, since this achievement target was not met, this outcome will be carried forward into 2009-2010 and Public Safety and Security will continue to work towards quality improvement in this area/outcome.

Related Action Plans:

Provide a safe/secure learning/working environment

A review of the comments associated with the 89.1% performance rates on the Support-Services Survey for 2009, revealed that one of the complaints was lack of security availability to patrol the parking lots. The plan is to release Patrol Officers from current duties associated with "unlocking of classrooms" to allow more time for patrol on external locations of the campus and a better "presence" factor. Another complaint was lack of enforcement for smokers using the appropriate designated smoking areas on campus. The Plan for improvement includes patrol officers addressing this issue with smokers that violate the campus smoking policy and informal reporting of the incident to their academic deans. Other complaints appeared to be random and were not significant in numbers for future action planning. The combination of greater security officer presence in outside areas will improve the statistical data for both of the two complaint areas identified above. The goal for next year will continue to be a 90% reported satisfaction rate from the 2010 Support-Services survey of faculty-staff.

For more information, see the *Action Plan Details* section of this report.

Details for Action Plans Established This Cycle

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Priority: Medium

Target Date: 06/2010

Additional Resources Needed: To increase the presence of patrol officers and increase performance rates, we have requested 3 additional part-time patrol officer positions to be funded for the upcoming year in the strategic plan.

Budget Amount Requested: \$63000

Analysis Answers

What were the strengths of your assessment process?

For the first time, the Public Safety and Security Office was able to capture quantifiable data, that was measurable, to indicate levels of performance for the overall security operation. The measurements resulted in one area that staff assumed was satisfactory becoming highlighted as an area that needed additional action planning to enhance operations. As a result of implementation of assessment, that area has been moved into the next year's assessment cycle for continued monitoring and measurements.

What were the weaknesses of your assessment process?

The learning curve associated with use of WEAVEonline for recording assessment planning activities was difficult for staff that do not deal with assessments on a daily basis. However, after one full cycle, the program has demonstrated its value to the organization and has become more user friendly. The Security Office Staff has determined that use of survey data is not as effective as use of other measurable data elements as a result of targeted personal agenda's coming from selected survey respondents.

What was learned as a result of your assessment process?

Assessment is a good thing in that it allows the staff to begin to discuss methods for ongoing improvements based upon the data that was collected during the assessment process. Additionally, assessments help to identify items that should be incorporated within the Strategic Plan to obtain additional funding necessary for process improvements. The process of assessment has resulted in more cross-divisional discussions related to campus quality

improvements.

How will what was learned impact the direction and emphasis of your academic or support unit?

Data collected during assessments are now incorporated within the Strategic Plan to ensure monies are considered during the budget allocation process. This has shown the direct correlation of good assessments to the overall strategic planning process.