Department: Campus Safety  
Manager: Shirley L. Smith

Names of those participating in the report: Campus Safety Department

Date: June 27, 2010  
Spring: 2010 - Date of previous quality review:

**Satisfaction with Support Services Provided:**

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined).

<table>
<thead>
<tr>
<th>Satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Percent responding Good/Excellent in 2007</th>
<th>Change between 2007 &amp; 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>52.5 43.4</td>
<td>96.0</td>
<td>92.0</td>
<td>+4.0</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>51.6 38.4</td>
<td>90.0</td>
<td>83.0</td>
<td>+7.0</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>33.9 44.1</td>
<td>78.0</td>
<td>71.0</td>
<td>+6.7</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>32.1 48.1</td>
<td>80.3</td>
<td>74.6</td>
<td>+5.7</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>51.2 38.2</td>
<td>89.4</td>
<td>85.9</td>
<td>+3.5</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>46.0 43.9</td>
<td>89.9</td>
<td>83.8</td>
<td>+6.1</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>43.8 45.2</td>
<td>88.9</td>
<td>82.6</td>
<td>+6.3</td>
</tr>
<tr>
<td><strong>Department-specific indicators (if applicable):</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking Signs</td>
<td>33.0 44.3</td>
<td>77.4</td>
<td>71.2</td>
<td>+6.2</td>
</tr>
</tbody>
</table>

**Changes since last quality review**

Please provide a comparative analysis of current results with the previous cycle. Use this section to document accomplishments or improvements since last review. Also, please provide any insight into significant challenges or obstacles that may have contributed to lower customer satisfaction.

Since the 2007 report the Campus Safety Department has given a great deal of attention to the department mission. The mission of the department is, “To promote on campus in support of student success.” The safety and well being of the community is the number one priority for the department. Our goal is to continue to build strong partnerships within the campus.
In 2007, the Campus Safety Department was relocated to the Holder side of campus adjacent to the baseball field. The move created several challenges including visibility and ease of access to the office by community members. However, while these challenges existed, the results from the 2010 Quality Review Report suggested that the department made significant gains in the following areas: response time to calls for service, staff helpfulness, and overall quality of service. The study revealed a 7% increase from 83% in 2007 to 90% in 2010 for timeliness of response. The gain was made possible through the implementation of several patrol strategies: (1) geographic beats for officers; (2) alternating patrol methods; and (3) the addition of student hourly employees for patrol and parking enforcement. All three contributed to faster response times to calls for service. These strategies also allowed for increased engagement with the campus community and placed patrol emphasis on problem areas of the campus. In the field of staff helpfulness there was a 3.5% increase from 74.6% in 2007 to 80.33% in 2010. The department saw 6.3% gain in the field of overall quality of service from 83.8% to 89.9%.

Since the 2007 study the department has continued to concentrate on building internal and community partnerships. There was a concerted effort made to advance the campus emergency management process. The primarily focus was to increase college readiness in emergency preparation and response. This effort seemed to be revealed in the study in the field of staff knowledge and clarity of procedures. The Quality Review Report shows a 3.5% increase in the field of staff knowledge from 85.9% to 89.4%. The Quality Review Report also revealed a gain of 6.7% in the area of clarity of procedures. The department conducted several training sessions and workshops to educate the college community about the importance of crisis management, situational awareness, theft prevention, and personal safety. In 2009, campus constituents who are floor marshals and building marshals attended workshops on addressing emergency management action procedures for “active shooter” on campus. This information was also provided to the Associated Students group with a question and answer session. Additionally, the Director of Campus Safety developed and coordinated four campus-wide emergency drills with the support of members of the Emergency Advisory Team. In 2009, the department was also able to assist in the acquisition and distribution of 108 mobile radios for the campus community which are used daily and during emergencies. The department receptionists have served as a central communication center to receive radio communications from the college community during emergencies. One drill included participation from four different local area police departments.

In 2008-2009 year, the Campus Safety staff participated in several professional development, training and leadership opportunities including: Incident Command System 200, 800, 300, 400, Blood Borne Pathogens, Fire Extinguisher Training, First Aid/CPR/AED, and Stryker Chair Training. Campus Safety staff then provided training in the use of the Stryker Chairs to campus departments. Campus Safety staff also conducted nine state mandated fire drills for the School of Continuing Education.

The Department was instrumental in providing ongoing crime prevention and personal safety workshops to the campus community. The department also focused on providing extensive follow-up investigations on criminal activity. During this process victims of crime are routinely provided crime prevention and resource information.

Additionally, in 2009, the department received access to the Orange County Sheriff’s Department Blue UHF Radio System. The primary purpose of the system is to provide voice communications between Cypress College Campus Safety and Orange County public safety first responders, during times of emergency when other communication methods are severed, or during an incident when use of the radios will be mutually beneficial to the agencies involved.

The report suggests that the department received a 6.2% increase in the field of parking signs from 71.2% to 77.2%. After the 2007 report the department installed 50 staff signs in lot seven to accommodate staff members.
The department received a 4.0% gain in satisfaction with *hours of operation* from 92% in 2007 to 96% in 2010. The department operates twenty four hours a day, 365 days per year, and has open office hours from 8:00 a.m. to 5:00 p.m., Monday through Friday to provide service and to ensure the campus is safe at all times.

**Mission/ Administrative Unit Outcome**

*Please provide the mission statement of your unit (if any).*

To promote continuous safety awareness in an academic environment in support of community success. The safety and well being of all community members is our priority. We are committed to building partnerships for the betterment of our community.

*Please provide a summary of Administrative Unit Outcomes (AUO) for the department. If AUOs have not been developed, please provide a timeline for developing AUOs.*

The department expects to complete the administrative unit outcomes by spring of 2011.

**Faculty/Staff Involvement**

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

Campus Safety staff submitted ideas and information about how to proceed with improvements in the briefing and training sessions.

**Review Previous Goals and Objectives**

*Please describe if the goals and objectives identified in the previous review was met or not. Please provide explanations if the goals were not met.*

Objective number two for Goal one was not meet. The funding was not available to purchase the mass notification system. Objective Number four for Goal one was not meet because the North Orange County Community College District hired a consultant to develop an emergency plan for the district. All other goals and objectives planned in the 2007 document were completed.

**Long-range Plan and Objectives**

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs 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). Identify if the goal is aligned with any of the following plans (provide details):

- Educational Master Plan
- Student Services Plan
- Matriculation Plan
- Distance Education Plan
- Student Equity Plan
- Technology Plan
- Basic Skills Plan

I. Goal: Increase visibility in on campus

Supports plan: Educational Master Plan and the Facilities Master Plan

1. Objective: Modify the campus safety staff assignments schedules to increase personnel during peak hours of operation.

   1.1 Person(s) responsible: Director of Campus Safety

   1.2 Timeframe: Fall 2011

   1.3 Fiscal resources need (if not applicable, indicate “NA”): N/A

2. Objective: Relocate the Campus Safety Office to the main campus.
2.1 Person(s) responsible: Vice President, Administrative Services
2.1 Timeframe: Spring 2011
2.2 Fiscal resources needed (if not applicable, indicate “NA”): N/A

3. Objective: Implement the “Safe Walk” Program.
3.1 Person(s) responsible: Director of Campus Safety
3.2 Timeframe: By Spring 2011
3.3 Fiscal resources needed (if not applicable, indicate “NA”): N/A

II. Goal: Improve communications to the campus community
Supports plan: Educational Master Plan

1. Objective: Improve parking, elevator and Campus Safety signage.
1.1 Person(s) responsible: Director of Campus Safety
1.2 Timeframe: Spring 2011
1.3 Fiscal resources needed (if not applicable, indicate “NA”): $4,000 dept. budget

2. Objective: Improve information on the Campus Safety webpage.
2.3 Person(s) responsible: Director of Campus safety
2.4 Timeframe: Spring 2011
2.3 Fiscal resources needed (if not applicable, indicate “NA”): N/A

II. Goal: Promote a culture of safety on campus
Supports Plan: Emergency Management Plan

4. Objective: Complete campus Emergency Plan including emergency preparedness response, recovery, and mitigation components.
4.1 Person(s) responsible: Director of Campus Safety
4.2 Timeframe: By Summer 2011
4.3 Fiscal resources needed (if not applicable, indicate “NA”): N/A

5. Objective: Identify Mass Care Operations Shelter Team.
5.1 Person(s) responsible: Director of Campus Safety
5.2 Timeframe: By Spring 2011
5.3 Fiscal resources needed (if not applicable, indicate “NA”): N/A

6. Objective: In coordination with the Red Cross, facilitate staff training for mass operations and shelter.
6.1 Person(s) responsible: Director of Campus Safety
6.2 Timeframe: By Spring 2011
6.3 Fiscal resources needed (if not applicable, indicate “NA”): N/A

7. Objective: Provide continuous workshops, and training to the community to promote crime prevention, crisis management and safety.
7.1 Person (s) responsible: Director of Campus Safety
7.2 Timeframe: By Spring 2011
7.3 Fiscal resources needed (if not applicable, indicate “NA”): N/A

8. Objective: Installation of CCTV coverage for high traffic exterior locations to enhance patrol strategies.
   7.1 Person (s) responsible: Director of Campus Safety
   7.2 Timeframe: By Summer 2011
   7.3 Fiscal resources needed (if not applicable, indicate “NA”): TBD

Use the above outline format to add additional goals or objectives as necessary.

**Additional resource requirement identified by the results of the Quality Review**

Identify the resources needed by the department. The resource identification process should link the findings of survey with AUOs and departmental mission. The resource needs should address three distinct areas:

- **Facilities** – Provide the location for the campus safety office and resources for the relocation of the Campus Safety Office. The cost will be covered primarily with campus funds.
- **Technology** – Additional funding may be required for installation of CCTV – TBD.
- **Personnel** - none

**Fiscal resources and planning**

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

If resources are not available to assist in the relocation of the department to the main campus, it will remain in its current location.

**Reviewed by**

President/EVP/VP/Dean/Director/Manager

Karen Cant, Vice President

**Reviewer’s comments**

Relocation of the office to a more centralized area of campus with resolve a number of concerns with visibility, access for students, and response time. In addition to this it has already been identified in the preliminary NOCCCD Educational/Facility Master Plan currently under development.
**Reminder:** If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.