Faculty and Staff Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined). The Campus Support Services standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Satisfaction with:</th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>46%</td>
<td>46%</td>
<td>92.0%</td>
<td>75%</td>
</tr>
<tr>
<td>Response time</td>
<td>37.2%</td>
<td>45.7%</td>
<td>83.0%</td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>25.5%</td>
<td>45.7%</td>
<td>71.3%</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>24.1%</td>
<td>47.2%</td>
<td>71.2%</td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>40.0%</td>
<td>45.9%</td>
<td>85.9%</td>
<td>75%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>37.9%</td>
<td>46.0%</td>
<td>83.8%</td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>30.9%</td>
<td>51.7%</td>
<td>82.6%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

<table>
<thead>
<tr>
<th></th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victims of a Crime Interaction with Campus Safety Staff – Support Experience</td>
<td>65.8%</td>
<td>31.6%</td>
<td>97.4%</td>
<td>75%</td>
</tr>
<tr>
<td>Location, accuracy and clarity of parking signs</td>
<td>24.1%</td>
<td>47.2%</td>
<td>71.2%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Change since last quality review

Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle. Responses to the survey revealed that student/staff satisfaction with the Campus Safety Department exceeded 75% in each of the core standards, except two. The survey further indicated that the Campus Safety Department achieved higher marks than those reported in 2004, in every category, including those areas that fell short of the 75% minimum. The most notable improvement was in the Clarity of procedures and Staff helpfulness categories, at 12% and 10.5%, respectively.
Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

The mission of Cypress College Campus Safety Department is to promote safety awareness in an academic environment for 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.

Over the past three years, the Campus Safety Department has been a strong advocate for emergency planning. The following have been the objectives of our focus: emergency preparedness response and mitigation; providing staff with information useful in the planning for emergency management; developing a solid emergency management communication system; and providing a method for continually updating community emergency plans. The aforementioned objectives continue to remain at the forefront of the department’s emergency planning efforts. Since 2001, the Campus Safety Department has completed eight campus wide emergency exercises, including fire, earthquake, and Shelter in Place drills. In addition, the department has conducted annual emergency management training to ensure compliance with the California Standardized Emergency System and the Incident Command System. In 2006, managers and field response staff received training in the Incident Command System 100 and 700 courses and Light Search and Rescue, per the federal National Incident Management System requirement. The Campus Safety Department is a participant on the District Emergency Planning Committee. In February, 2007, the department compiled a list of emergency supplies needed on the campus and submitted the list for the one-time funding process. The list was board approved in May, 2007.

In 2006, the Campus Safety Department purchased ten yellow bicycle racks. The racks were installed adjacent to each campus building to provide students with a convenient location to park their bicycles. Since the installation of the racks there has been a significant reduction in bicycle thefts on campus.

In 2005, the Campus Safety Department requested eight emergency telephones through the campus’ one-time funding process. The funding was granted and the department is pleased that staff, students, and community members now have the ability to directly contact Campus Safety in the event of an emergency. Additionally, the department purchased and posted signs throughout the campus parking lots with Campus Safety contact information.

In 2005, the Campus Safety department submitted a request for speed bumps and pedestrian crossing signals, due to the significant number of accidents and high rates of speed on College Circle Drive. The signs and speed humps were installed in 2006 and since that time there has been a significant decrease in the number of traffic accidents in the parking lots and on College Circle Drive. The department continues to focus on being proactive where safety is concerned in order to provide a safe learning environment for our students and staff.

Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low satisfaction. Identify the types of changes necessary for improvement.

The Campus Safety Department did not meet the minimum standard of 75% in following two categories:

Clarity of procedures - the minimum standard of 75% was not met; however, the 71.3 % rating was 12% higher than the 59.3% satisfaction rating in 2004, reflecting evidence of significant improvement in this area. The department continues to work to provide the campus community with timely and accurate information.

In the department-specific category of Location, accuracy and clarity of parking signs, the department received a rating of 71.2%, which fell below the minimum standard of 75%; however, this was 5% above the rating received by the department in 2004. The Campus Safety Department is cognizant of the need to provide clear,
permanent parking signage throughout the campus. Due to construction on campus, the Campus Safety Department has been relocated six times in six years and has expressed the need to establish a permanent office location.

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).

I. **Goal: Improve communication within the campus.**

   Supports Strategic Direction (if applicable): ______

   1. **Objective:** By Spring 2008, purchase new Nextel emergency telephones
      1.1 Person(s) responsible: Shirley Smith
      1.2 Timeframe: May 2008
      1.3 N/A

   2. **Objective:** By Spring 2008, investigate and purchase a campus wide voice-activated emergency notification system.
      2.1 Person(s) responsible: Shirley Smith
      2.2 Timeframe: May 2008
      2.3 N/A

   3. **Objective:** By Spring 2008, establish a campus emergency radio protocol.
      3.1 Person(s) responsible: Shirley Smith
      3.2 Timeframe: May 2008
      3.3 N/A

   4. **Objective:** By Spring 2008, establish a general emergency preparedness binder for students and staff.
      4.1 Person(s) responsible: Shirley Smith
      4.2 Timeframe: May 2008
      4.3 N/A

II. **Goal: Improve overall service to the campus community.**

   Supports Strategic Direction (if applicable): ______

   1. **Objective:** By February 2008, provide twenty-four hour coverage for the Campus Safety Office.
      1.1 Person(s) responsible: Shirley Smith
      1.2 Timeframe: February 2008
      1.3 N/A
III. **Goal: Promote safety on campus.**

Supports Strategic Direction (if applicable): ______

1. **Objective:** By Spring 2008, conduct four emergency management training for staff.
   1.1 Person(s) responsible: Shirley Smith
   1.2 Timeframe: May 2008
   1.3 N/A

2. **Objective:** By Spring 2008, establish campus safety awareness programs for students.
   2.1 Person(s) responsible: Shirley Smith
   2.2 Timeframe: May 2008
   2.3 N/A

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

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