Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
University Police

Submission Year
2020-2021

Assessment Coordinator Name
Greg Allen

Enter Assessment Coordinator Email
gallen@lander.edu

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To provide a safe environment for the campus community.

Pillar of Success Supported
Highly-Valued Community Partner

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

Provide timely response to calls for service.

Timeframe for this Outcome
2019-2020

Performance Target for "Met"
The call log represented that 80 percent or more of calls of service had an officer on the scene within 5 minutes.

Performance Target for "Partially Met"
The call log represented that between 60 to 79 percent of calls of service had an officer on the scene within 5 minutes

Performance Target for "Not Met"
The call log represented that less than 60 percent of calls of service had an officer on the scene within 5 minutes.

Assessment Measure Used	**Frequency of Assessment**
The daily call log.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Feedback through 10/1/2019. The log showed that 80 percent or more of calls of service had an officer on the scene within 5 minutes.	3

Comments/Narrative
This past year we have become more visible on campus. We have added a campus safety officer who is focusing on foot patrol of the entire campus. He is also patrolling routine patrols of our residential facilities throughout the evenings and nights. We have put a focus on foot patrol throughout the buildings and the campus grounds. This has helped to decrease our response time by having officers out of the vehicles and patrolling the grounds. We also have officers stationary in the parking lots which allows them to be more accessible when called upon. The dispatch process has been changed to make sure officers are provided information in a timely manner by making sure they receive information immediately so they will be in route to the incident location. We are not providing medical escorts off campus as much as we had been in the past, which allows us to keep officers on campus for calls for service. One of our major changes is to make sure that dispatchers are notifying officers of calls of service immediately, before they entire this information on the log. This cuts down on the response times of "calls for service".

Resources Needed to Meet/Sustain Results
Additional Police/Safety Personnel to respond to calls for service. The estimated cost for one additional law enforcement officer will be in the range of $32,000- $46,000. The estimated cost for one additional safety officer will be in the range of $28,000- $32,000.

Explanation of How Resources Will Be Used
Additional officers will provide the community with a more visible presence on campus and will help on cases where we have multiple calls during the same timeframe. We will continue to focus on being visible on campus and being proactive instead of reactive to help reduce or prevent any potential dangers or hazards to our community. The call volume continues to increase and many times our officers are moving from one incident to the next or they may get tied up on one particular call. Additional officers can free up to be available for additional calls as they arise. Additional personnel and being visible throughout their shifts allow officers to respond to calls at a faster rate. It will also help lighten the burden on officers when they are task with a busy night, specifically when they have to

spend several nights at the Emergency room. This leaves the campus short of officers and could become an issue if we were to have another incident during this time. The fact is that this is always an uncertainty for law enforcement and we never know what will take place at any given time.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Providing surveillance cameras throughout the campus.

Timeframe for this Outcome
2019

Performance Target for "Met"
100 percent of the campus is under surveillance

Performance Target for "Partially Met"
70-99 percent of the campus is under surveillance

Performance Target for "Not Met"
Less than 70 percent of the campus is under surveillance

Assessment Measure Used	**Frequency of Assessment**
Monitoring of our camera system of the entire campus.	Daily

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
70 percent of the campus is under surveillance. This is an increase from 20 percent.	2

Comments/Narrative
We have hired a Systems Support Technician. He was already installing cameras as a part time job while working for the Physical Plant. His full time job as an electrician did not give him a lot of time to work on our camera system. He is now a full time employee for LUPD and his main focus is installing, testing, and monitoring our camera system. He works closely with our IT department to find ways to make our campus safer. We have been told over years that we don't have the means to put cameras in many areas around campus. They have found ways to get those cameras installed. We are still facing some of those concerns with our parking lots. This is a task that we are working on now. We are on the right track in getting this project off of the ground. I am pleased with the increase in cameras that we have in place on campus at this present time. We have improved and we will continue to improve in this

area.

Resources Needed to Meet/Sustain Results
Additional Camera technician and outside contractors to provide the resources needed to put parking lot cameras in place. Camera technician estimated cost is $40,000-$52,000. Contractors estimated cost is $2,000- $10,000

Explanation of How Resources Will Be Used
An additional camera technician can assist with pulling of wire while installing cameras. This is a two man job and as of now, our officers are assisting with this job. They will also be assisting in daily testing, installing, monitoring, and maintenance of cameras. Cameras are being installed daily by our technician. Cameras also go out daily and need daily maintenance which is time consuming. Other areas factor into the installation of the cameras. Our IT department and the Physical Plant personnel are needed to make the installations successful. We will need there help along with some outside contractors in order to get the cameras in our parking lots throughout campus. Fiber and wire will need to be run underground and as of now, Lander does not have the manpower and time to accomplish this task.

Goal Summary

Goal Summary/Comments
The LUPD made significant changes to our department over the past year. We have added a Systems Support Technician who oversees our camera system. Our goal is to be able to see all areas of the campus in order to provide surveillance from one end of the campus to the other end without a "dead spot". We are doing a really good job at accomplishing this goal. We have made adjustments to our dispatchers on notification of calls to officers. They are to immediately contact the officer and have them in route to the scene. This has shown a decrease in response time because the dispatcher is notifying first and getting additional information while the officer is responding. We are also implementing a new key card access system that will be monitored by additional cameras that can be viewed by LUPD.

Changes Made/Proposed Related to Goal
Changes that will be made is to work more closely with our campus community. We need to know if they feel safe on and around campus. We will continue to build on our response time and we will continue to provide safety by added cameras on campus. We want to make sure the faculty, staff, students, and visitors feel we are providing them with the best service possible. The agency also wants to make sure we are providing the safety training to educate the campus community. This is how we can determine if we are providing the presence needed for Lander University.

Upload Files (if needed)