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
2022-2023

Assessment Coordinator Name
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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
2021-2022

Performance Target for "Met"
The call log represented that 85 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 9/1/22. The log showed that over 80 percent or more of calls of service had an officer on the scene within 5 minutes.	3

Comments/Narrative
We have continued to be more visible on campus. We converted our campus safety officers position into an investigator position and a support system tech position. The investigators position gave us the ability to allow our officers more opportunity to be out on the road and visible. Also gave them more time to spend on campus and not in the office or out following up on investigative leads. The system technician allowed officers the opportunity to respond to calls and not spend too much time watching surveillance video. This system tech has been able to follow up on video footage and he has been able to share this footage with the officers while they are either on scene or arriving to the scene. We still make sure to provide foot patrol throughout the campus. We also have officers more active in traffic patrol, as they monitor the pedestrian crosswalks and the four way stop signs, providing a safe environment for the campus. Officers are still stationary in the parking lots, especially in the center of campus. This allows them to see what is going on around them as well as offer a visible presence to the campus community. 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". We have also provided each dispatcher with a wireless headset to give them mobility to move around the office and do multiple things if necessary

Resources Needed to Meet/Sustain Results
Additional Police officers to respond to calls for service. One full time law enforcement officer pay range is $37,000 to $50,000.

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 time frame. 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
2021-2022

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)**
75 percent of the campus is under surveillance. This is an increase from 20 percent.	2

Comments/Narrative
We have hired an additional Systems Support Technician to work with the technician we hired in 2019. Both are full time employee for LUPD and their duties include installing, testing, and monitoring our camera system. They works closely with our IT department and Facilities Operations 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. As of this time we have added cameras in parking lot numbers 5 and 6 which are located directly across from the main campus between Crews Ave. We also have Ring (Wi Fi) cameras. These are not the best cameras due to being WiFi and they don't hold a strong signal. We will continue to look at added fixed cameras throughout the campus and move away from the Ring cameras.

Resources Needed to Meet/Sustain Results
Outside contractors to assist in running fiber and wires to our parking lots.Contractors estimated cost is $5000- $25,000

Explanation of How Resources Will Be Used
We will need 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 an additional Systems Support Technician who helps our current technician oversee our camera system, emergency call boxes and access doors. 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 increase in response time because the dispatcher is notifying the officer as soon as the call comes in. We have also provided each dispatcher with a wireless headset so they can freely move around the building and perform multiple tasks if necessary. We are also still implementing additional key card access system doors that will be monitored by additional cameras that can be viewed by LUPD. This has been a continuous process as material and laborers have been difficult to find.

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. We continue to provide the campus community with our semi-annual campus safety training as well as other training opportunities to better serve the Lander community.

Upload Files (if needed)