Ohlone College
Program Review Report

Program Description and Scope:

1. Program Review Title: Safety and Security, Campus Police Services
3. Review Type: Administrative Services
4. Program/Departments: Safety and Security (67703)
5. Authority Code: 26-Chief, Safety and Security
6. External Regulations: Yes X No

Describe:
California and Federal laws, i.e., Penal Code, Vehicle Code, Education Code, California Administrative Code, Homeland Security Act

7. Provide a brief narrative that describes the services provided.

Insure the safety of Ohlone Community College students, faculty, staff and visitors. Provide safety and security services to meet this objective. Campus Police Services investigate crimes, take crime reports and reports of minor auto accidents, issue parking citations, patrol the campus (on foot and in vehicles), and observe and report any unusual conditions or circumstances. Open and secure buildings and facilities, respond to calls for service, render assistance to students, staff, and faculty, inspect buildings and other facilities for unsafe conditions, and enforce state and federal laws.

8. Describe how the program specifically serves students, faculty and staff.

Provides a safe and secure environment for students to attend classes for learning and study, for employees and faculty to work in a safe environment, and provides a safe environment for visitors to the campuses.

9. Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?

Officers respond to calls for service that include investigating crimes and suspicious circumstances, opening and securing rooms and buildings, and enforcing laws, rules, and regulations. Campus Police also performs random patrol and traffic enforcement to ensure that the campus is safe. Computers are used to write and store reports, accumulate and sort information.
and statistical data that assists in analyzing crime trends and problem areas. Video cameras are located at various locations to assist in the monitoring of the campuses and provide additional assistance with investigations of incidents or crimes that may have taken place.

10. Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.

Campus Police provides enforcement of California and Federal laws regarding Safe School Zones and Drug Free Zones. Campus Police also ensures compliance with the Campus Crime Safety Act and the Jeanne Clery Act. Without the presence of Campus Police Services, the college district would not be in compliance with requirements from the U. S. Department of Education and the State of California Department of Education and the Chancellor's Office for the State Community Colleges System.

11. Discuss the impact of the program on the community and the impact of the community on the program.

The presence of Campus Police creates an atmosphere of safety and security. It also promotes compliance by students, staff, faculty, and visitors with college rules and regulations, and state and federal laws. Crimes and other inappropriate behaviors are substantially below that of the surrounding community. The presence of a larger number of students has increased calls for service and increased the need for greater interaction with the college community and to provide more service to the college community with less personnel.

- **College Mission**
  1. **Mission Statement**
     The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.
  2. **Vision Statement**
     Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.
  3. **Core Values, Goals & Objectives:**

College Core Values
- We promote diversity and inclusiveness.
- We maintain high standards in our constant pursuit of excellence.
- We value trust, respect and integrity.
- We promote team work and open communication.
- We practice innovation and actively encourage risk-taking and entrepreneurship.
- We demonstrate stewardship for our human, financial, physical and environmental resources.

College Goals/Objectives
3. Promote continuous, needs-based, learning and professional development opportunities for all district personnel.
   2. By 2011, establish an application/selection process for a cohort of interested faculty and staff for training opportunities in leadership development.
   3. By 2012, establish a process whereby all classified staff may access professional development identified in the professional development plan.
   4. By 2015, develop a customer service training program for all front-line departments (Student Services, Administrative Services, and Human Resources)

6. Enhance college-wide interaction with, and acceptance of, diverse peoples, cultures, arts, and perspectives.

8. Engage all members of the college community in active, continual institutional improvement.
   3. By 2011, pursue potential areas for partnership and collaboration with the community.
   6. By 2015, structure processes that promote informed college-wide discussion leading to integrated, evidence-based decisions.

4. Briefly describe how the program supports the college mission, vision selected college values.

Campus Police strives to provide a safe and secure learning and educational environment so that the members of the college community can interact, communicate, learn, and exchange ideas in a respectful and collegial manner. Campus Police supports and encourages students, faculty, and staff to engage in continuous learning and personal growth.
5. Briefly describe how the program supports selected college goals.

Campus Police promotes professional training and personal learning to enhance the opportunities for each employee for promotion and self-improvement. Campus Police encourages interaction and engagement between all members of the college community to learn and gain from the diverse cultures and people within the college community. Campus Police promotes and encourages employees to participate in and strive to improve the college's ability and performance in providing an eduction and opportunity for individuals to grow and learn.

6. Briefly describe how the program supports selected college objectives.

Campus Police supports goal #3 objectives by providing on-going professional training and opportunities for personnel to attend various types of training. Employees are urged to seek training and learning opportunities to enhance job performance, job satisfaction, and increase the level of customer service. Campus Police supports goal #6 objectives by encouraging interaction and collegial discourse between all members of this diverse community. Campus Police supports goal #8 objectives by engaging in and encouraging continual evaluation and assessment of Campus Police methodologies and task performance in an effort to improve performance and increase employee and customer satisfaction.

- Student Learning Impacts
  1. Student Learning Impact -

  Students will be provided resources and information regarding crime prevention, domestic violence, emergency preparation, date rape and violence, and personal security.

  a. Enter assessment results for "Student Learning Impacts" and analyze student success.

  2011-2012:

  1. Developed on-line resources and information for students and staff.

  2. Provided handouts for students and staff on emergency
preparedness and personal security.

3. Sent out e-mails to students and staff periodically with information and resource locations.

b. Future Action

2. Student Learning Impact -

Students will have a safe and secure learning environment which will enhance their ability to gain an education.

   a. Enter assessment results for "Student Learning Impacts" and analyze student success.

Students will suffer victimization from criminal activity at a significant rate below that of the surrounding areas. This will promote a sense of safety and enhance the learning process.

2011-2012:

1. Crimes against students were reduced to a lower level. However, there was an increase in graffiti vandalism that is a crime against the college district. This was repaired by the district painter immediately upon being reported. The graffiti and the repairs had little impact with student learning.

2. A decision was made to postpone the increase of the number of video cameras and installation of the Talk-a-Phones on the Fremont campus until construction of the new buildings to save costs and expenditures.

3. There was an increase in officers so the Newark campus has an officer on site during the day Monday through Friday and in the evenings Monday through Thursday. Due to the budgetary crisis, additional officers could not be hired to provide 24 hour coverage.

b. Future Action

• Program Achievement
  1. List area-specific outcomes.

  Decrease of 10% in reported crimes. 10% reduction in response time to calls for service. 2.5% decrease in budget expenditures with the caveat that there are no unanticipated emergencies that require
exceptional cost expenditures.

2. Identify internal and/or external benchmarks and regulations.


3. Enter assessment results for area-specific outcomes and analyze trends.

2011-2012:

Crime was reduced. However, the 10% goal was not obtained but will be a continuing goal and effort. Response times were reduced as far as possible given the staff limitations and distances involved. Reduced response times will continue to be a goal but a specific percentage cannot be set. See attached Campus Security Report for 2011 and 2012.

4. Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.

2011-2012:

1. Expended budget was approximately $50,000.00 below allotted amount.

2. Overtime expenditures were above allotted budgetary amount but an overall savings was realized through salary savings from an officer being out on workman's compensation for 6 months.

5. Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.

2011-2012:
1. Staffing coverage was increased by shift realignment from an 8 - 5 work schedule to a combined 8 -5 and 4 - 10 work schedule. The net increase in coverage was 2 hours per day without any increase in budget.

2. Professional development training for uniformed personnel in crisis intervention, dealing with hostile individuals, current law updates, and perishable skills.

3. Parking permit vending machines on the Fremont campus were changed. The new machines are more user-friendly and will also accept credit cards for the students' convenience.

4. Provided an on-line appeal for parking violation citations. Students can go on-line and file an electronic appeal for a parking violation citation. The results are sent electronically and mailed to the student.

6. **Describe any additional notable program achievements** (optional).
7. **Additional Program Table Data**
8. **Future Action**
   Strategies to improve achievement indicators. Specify.
   2012-2013: See action plan for PIO.

- **Program Analysis**
  After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program improvement objectives (PIOs), analyze the data and any identified trends, and summarize your findings. Use these data and trends to prioritize, revise, or develop new PIOs
  1. **Describe program achievements and successes.**

    2011-2012:
    1. Provided resource information and locations to students and staff regarding personal safety, emergency preparedness, domestic violence, date assaults, and personal security.
    2. Provided Campus Police personnel professional development opportunities.
2. According to the evidence, what are the areas needing improvement?

2011-2012:

1. Provide higher visibility of officers on both campuses to increase the safety and security of students, staff, faculty, and visitors and enhance the learning environment.

2. Develop a closer working relationship with student support staff in dealing with difficult students.

- Program Improvement Objectives:
  1. Objective:

        Ensure that students have a safe and secure learning environment so that the students can focus on their educational success.

        a. Action Plan
           Year 1:

       2012-2013:

        1. Implement an on-line process for students to purchase semester parking permits and eliminate the bookstore waiting lines.

        2. Purchase of a new police vehicle to replace an old vehicle that is not fuel efficient and requires more servicing each year.

        3. Implement electronic citations that will reduce the amount of paper citations being stored, reduce the time expended by support staff to handle and process the paper citations, and eliminate printing costs and handling.

        4. Reprogram all Campus Police radios to comply with Federal mandates and permit continued communication ability with the Fremont and Newark Police Departments.

        5. Officer Peralta to attend a Crisis Negotiator course and
provide professional education to members of the campus community.

6. Conduct an ALICE program (dealing with campus violence and crisis) for both campuses to all college district staff.

7. Actively and effectively educate and train College Leaders, many who are new to the Ohlone Community College District, with respect to the district Emergency Procedures Plan, District protocols during and emergency, and emergency planning and operations.

b. Equipment (Include items that fit under department budget codes)
   Year 1:
   1. Purchase of a new police vehicle.

c. Technology (Include items that fit under IT budget codes)
   Year 1:
   1. Purchase new desk top computers and upgrade software.
   2. Reprogram Campus Police radios to meet and comply with Federal regulations.

d. Assessment Plan: List Assessment Strategies
   Year 1:
   1. Implementation of programs completed.
   2. Purchase of new vehicle.
   3. Conduct follow-up survey and compare crime and other
statistics from previous year.

Conduct follow-up survey and compare crime and other statistics from previous three years.

e. Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.

3. Promote continuous, needs-based, learning and professional development opportunities for all district personnel.
Rationale:

Provide continuous training and professional development classes. Encourage employees to seek professional and personal improvement by seeking training, education, and informational exchanges with others. Provide training and professional development to campus community.

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.
Rationale:

Allocate resources in an economical and efficient manner, reduce costs and expenses as much as possible, and encourage input from employees and the college community in methods for improving performance, increasing efficiency, and reducing costs. (Objectives 4.1 and 4.7)

6. Enhance college-wide interaction with, and acceptance of, diverse peoples, cultures, arts, and perspectives.
Rationale:

Encourage and promote respectful and collegial communication and engagement with all members of the college community. Remind the college community of the value of all persons and the need to be open and respectful with others that you come into contact with here at Ohlone.
8. Engage all members of the college community in active, continual institutional improvement.
Rationale:

Encourage and promote the active participation of all members of the community to make suggestions for improvements in the educational institution. (Objectives 8.2, 8.3, and 8.6)

2. PIO Assessment
a. Enter assessment results with analysis.

2011-2012:

1. There was an increased visibility of officers. Shifts were reallocated and adjusted to provide coverage on the days and times most needed.

2. Not able to hire additional officers due to budgetary crisis. However, current fulltime and part-time employees were retained.

3. The use of volunteers was not implemented as an agreement could not be agreed upon with the employee representative union.

4. Purchased new radios and batteries to replace outdated and failing equipment.

5. Training programs regarding student safety implemented.

6. New desk top computers were not purchased, however, software was updated on all Campus Police computers.

7. Parking lots were repainted and old signs are in the process of being replaced and new signs installed.

8. An assessment was made of the Fremont campus to locate and identify all lights that were burned out or not functioning. All burned out bulbs and non-functioning lights were repaired.

9. Campus Police Customer satisfaction survey was conducted by handing all persons contacted by Campus Police personnel. The survey results indicated a 96%
satisfaction with services provided.

b. Describe how PIO achieved one or more of the college goals and objectives, had an impact beyond the particular department, and contributed to student success/learning.

2011-2012:

#3 - Provided professional development for students and staff.

#4 - Resources were allocated in an economical and efficient manner to reduce costs as much as possible.

#6 - Encouraged and promoted respectful and collegial communication and engagement with all members of the college community.

#8 - Promoted active participation of staff to make suggested improvements.

c. Analyze the impact of reallocation or addition of resources. If money or resource was not used, give rationale.

No additional resources were used.

d. Future Action
   Current level of focus maintained. Describe.

- **Outside Review Results**
  1. List each team members name and title.
     None.
  2. Discuss key feedback provided by team and how it was incorporated into the report.
     None.

- **Attached Files**
  1. Annual Campus Security Report - 2012.doc