Administrative Unit Area: Campus Safety

Prepared By: Steven Del Castillo

Academic Year: FY16-17

1. Administrative Unit Description

   a. Mission Statement
   
   Provide the department/division mission statement that includes its primary functions, modes of delivery, and target audience.
   
   The mission of Mt. San Jacinto College Campus Safety Department, in collaborative partnership with the Riverside County Sheriff’s Department, is to provide a safe and secure educational environment for all members of the college community. We will provide that service to the public in a manner that is responsive, courteous, fair and impartial.

   b. Organizational Chart
   
   Provide an organizational chart of your unit
c. **Staffing (Full, Part Time, Temporary, Consultants/Professional Experts, Student Workers, etc.)**

*List and briefly describe each position in the unit.*
2. Administrative Unit Needs Assessment

a. DEPARTMENTAL/DIVISION DATA AND RESEARCH

i. Summarize Key Indicators for Department/Division
   Report the number of customers served and/or provide a general description of the population(s) served by the department (students, faculty, staff, community, etc.) in academic year 2016-2017.
   The Campus Safety Department serves the entire district. The population served includes all faculty, staff, students, and community members on the campus.

ii. Has there been any change in the status of your unit (since the last program review cycle)?
   Since the appointment of an Interim Director of Campus Safety (S. Del Castillo), the Campus Safety Department is now in compliance with the Jeanne Clery Act as mandated by the U.S Department of Education. The correct MSJC crime related statistical data was inputted as mandated by the Campus Crime Statistics Act and the Higher Education Opportunity Act. The Campus Safety Department was, until this point, not in compliance. Further, the Campus Safety Department has been able create a working environment that is conducive to teamwork and fosters better service to students and staff. By order of the Interim Campus Safety Director, the Riverside County Sheriff’s Deputies were moved from a remote location on the Menifee campus into the Campus Safety office in order to create a team based working environment. Additionally, the relocation of Deputies places sworn law enforcement in a more centralized location, thus increasing safety and reducing response time.
   The Campus Safety Department was able to create an interim Supervisor position to help delegate tasks that need to be resolved in order to gain State and Federal compliance and provide much needed additional supervision. A current policy and procedural manual is being drafted in order to suit the needs of the district, avoid possible litigation, and raise the professional standard of all department members. The Campus Safety Department is now formally aligned with the Terrorism Recognition, Awareness and Prevention Partnership (TARP). Additionally, the Campus Safety Department now partners with the Federal Bureau of Investigations (TARGET) and Law Enforcement group. By joining these two prestigious organizations, MSJC will be better informed to potential violent or radical activity that may threaten the campus, and will have direct contact with experts in preventative law enforcement. In terms of professional development, the Interim Supervisor, accompanied by the Interim Campus Safety Director, will be attending state mandated training programs in order to gain compliance with existing Campus Safety laws. Finally, in regards to emergency management, an Emergency Operations Plan is being drafted and ten Campus Building Captains were provided with GO bags (Emergency First Responder Supplies) that are imperative to successful emergency response.

iii. Have activities in other areas of the district impacted your unit?
   Ongoing and future construction projects/modular buildings being stored on campus drastically increases the threat of theft, vandalism, burglary.
b. DEPARTMENTAL/DIVISION ASSESSMENT

i. Administrative Unit Outcomes and Assessment

List all Administrative Unit Outcomes for the Department/Division

The goals of the Campus Safety Department encompass a number of factors designed to improve student safety. Additionally, a correlating goal is to increase department funding through increased parking enforcement that will be conducted in a fair and impartial manner. Our departmental goals include:

- Improving CSO visibility
- Improved response time to emergencies
- Creating a safer atmosphere for students and staff
- Increase parking enforcement efforts
- Professional development for CSOs

iii. Dialogue about Assessment Results

Summarize the most recent academic year assessment results. (250 words or less)

Prompt: What types of dialog regarding assessment results have taken place within the department/division? What specific changes have been made to respond to outcome assessment results? Describe recommendations for the short and long-term.

The last annual program assessment review that was done for the Campus Safety Department was in 2013-2014. The Police Department was disbanded shortly after the last review. On July 1st of 2015 the Riverside County Sheriff’s Department became our contracted law enforcement agency. The remaining Police Officer then became a Campus Safety Officer as the Campus Safety Department transitioned into all non-sworn Officers. The goal of the Campus Safety Department is to create a safe working and secure educational environment for all members of the community. We shall provide a service to all in a manner that is responsive, courteous, fair, impartial and most of all, professional. Some short term goals have already been met by becoming compliant with state mandated regulations, along with formulating a working partnership with the Riverside County Sheriff’s Department. Creating a Supervisor position in order to assist the Director of Campus Safety was a goal completed. Long term goals would consist of getting new equipment, hiring more staff and creating lead positions for already existing employees. Quarterly training will also be added to a regiment of new procedures that has not been adhered to in the past. Becoming a more disciplined and proactive Campus Safety Department that meets the needs of all staff, faculty and students.

3. Planning and Resource Requirements

To inform the next round of institutional planning, please list and discuss your goals and objectives, along with any additional facilities, staff, technology, equipment, and professional development that would improve effectiveness or increase department productivity. Specifically connect your goals and needs with the analysis of department/division data and assessment above.
a. Program Goals

i. Identify goals and objectives of your program and describe how you will attain them. Which of these will you begin addressing this year?

The primary goals of the Campus Safety department are to eliminate superfluous overtime, fill vacant positions, and increase overall staffing levels to better perform. Enhanced performance includes increased parking enforcement, more visible CSO staff, improved response times to emergencies, and a safer atmosphere for all students and staff.

ii. Briefly summarize how department/division goals/objectives support the 2014-2017 MSJC Strategic Plan. Please address how the department/division goal supports the Strategic Plan goal(s), what action(s) will be taken, and the timeline for anticipated completion of the action.

<table>
<thead>
<tr>
<th>GOAL/OBJECTIVE</th>
<th>STRATEGIC PLAN GOAL(S)</th>
<th>ACTION PLAN</th>
<th>TIMELINE FOR COMPLETION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance staffing levels within the department</td>
<td>Create a safe and secure campus atmosphere that is conducive to learning. Meets strategic goals 3, 6, 8, 10</td>
<td>Appropriately the necessary funding needed to fill current vacancies. Once completed, recruitment can begin.</td>
<td>As soon as possible.</td>
</tr>
<tr>
<td>Increase revenue by issuing parking citations at levels consistent with other community colleges. Parking enforcement is to be delegated primarily to CSO I’s (unfilled positions)</td>
<td>By increasing the level of parking enforcement the campus safety department will become financially solvent. Meets strategic goals 4, 5</td>
<td>In order to accomplish this goal the Campus Safety department will need to hire CSO I’s to be tasked with parking enforcement.</td>
<td>As soon as possible.</td>
</tr>
<tr>
<td>Increase CSO training to meet requirements mandated by law.</td>
<td>By offering CSO staff legally required training the department will be better suited to serve</td>
<td>To accomplish this goal the Campus Safety Department will need to either a) send CSO staff to</td>
<td></td>
</tr>
</tbody>
</table>
the campus constituency. Additionally, the department will have increased protection from civil liability and enhanced professionalism.

outside training programs. Or b) Hire a certified trainer to teach the CSO staff on MSJC property. Meets goals 10, 8

<table>
<thead>
<tr>
<th>A. Facilities</th>
<th>B. Staffing</th>
<th>C. Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify facility needs (i.e. new facilities, improvements to existing facilities) based on the data and analysis above that would improve student success and department/division effectiveness. None at this time.</td>
<td>The Campus Safety Department is in desperate need of additional staffing. Currently, the department suffers from personnel vacancies leaving several district locations without adequate coverage. As a result, a high amount of overtime is unnecessarily billed to the district each month in order to ensure campus locations are properly staffed to meet the requirements designated by the CLEARY Act. Additionally, due to regular absences from the Riverside County Sheriff’s Department, campus safety officers are regularly forced to work alone. This situation presents a severe safety issue.</td>
<td>Campus Safety could highly benefit from the purchase of mobile tablets in order to allow CSO’s to remotely view live camera footage when conducting patrols. Additionally, it is recommended that the district consider the termination of services with the current parking services vendor, Pacific Parking. To date, the company and more importantly its</td>
</tr>
</tbody>
</table>

Resource Requirements

A. Facilities

Identify facility needs (i.e. new facilities, improvements to existing facilities) based on the data and analysis above that would improve student success and department/division effectiveness. None at this time.

B. Staffing

Identify staffing needs (i.e. reclassification, new positions) from the data and analysis above that would improve student success and department/division effectiveness.

The Campus Safety Department is in desperate need of additional staffing. Currently, the department suffers from personnel vacancies leaving several district locations without adequate coverage. As a result, a high amount of overtime is unnecessarily billed to the district each month in order to ensure campus locations are properly staffed to meet the requirements designated by the CLEARY Act. Additionally, due to regular absences from the Riverside County Sheriff’s Department, campus safety officers are regularly forced to work alone. This situation presents a severe safety issue.

C. Technology

Identify any technology needs (i.e. new/updated equipment, new/updated software, etc.) from the data and analysis above that would improve student success and department/division effectiveness.

Campus Safety could highly benefit from the purchase of mobile tablets in order to allow CSO’s to remotely view live camera footage when conducting patrols. Additionally, it is recommended that the district consider the termination of services with the current parking services vendor, Pacific Parking. To date, the company and more importantly its
products constantly fail the district. The consequences of this include the inability for CSO’s to enforce parking, and time lost maintaining parking ticket machines that are perpetually broken. By placing the parking permit system in house, and eliminating Pacific Parking, the district would save a great deal of time, money, and students would not be inconvenienced by outside vendor products that have failed.

D. Equipment

Identify any equipment (i.e. office supplies, equipment too expensive for the department budget) from the data and analysis above that would improve student success and department/division effectiveness?

The Campus Safety department is one of the very few, if not lone department within the MSJC District where department members are required to wear district provided uniforms. Currently, the CSO staff does not have a system for uniform allocation in place. The result is CSO staff relying on the same 2-3 uniforms that they are expected to wear for several years (working in the elements) all while maintaining proper grooming standards. CSO staff need to be provided a minimum of one set of uniforms (1 shirt, 1 pant) annually. Additionally, CSO staff do not currently have any cold weather uniforms. Jackets should be selected, have department patches attached, and disbursed to each CSO. Thus protecting them from the cold during the winter months/inclement weather.

E. Professional Development

Identify professional development opportunities that would improve student success and department/division effectiveness?

Campus Safety Officers are required by law to take a training class that satisfies the requirements of Senate Bill 1626. To date, none of the CSO staff have taken this class. It is recommended that the district pursue the hiring of a certified trainer to come to the campus and teach a class to all CSO staff, thus placing the district in compliance with the law.

III. Budget Allocation

**RAP (Resource Allocation Proposal) Submissions**

For which needs identified previously in this program review will you be submitting a RAP?

*RAP for Radios and Tablets.*

**CAPPR (Classified and Administrative Personnel Prioritization Request) Submissions**

For which needs identified previously in this program review will you be submitting a CAPPR?

*No CAPPR to be done at this time.*
IV. Final Summary

A. Based on the data and analysis contained in this review, please forward your three greatest needs to your dean/division vice president.

First and foremost the Campus Safety Department needs additional staff. Currently, outside of supervision and support staff personnel (non-uniformed staff unable to respond to calls for service) the Campus Safety Department has only six full time, and two part time Campus Safety Officers. These six full time/two part time CSO’s are tasked with ensuring the entire student body, classified staff, and faculty across 5 campuses (with unreliable “hit or miss” staffing levels provided by Riverside County Sherriff’s Department). Second, Campus Safety needs to be offered the pertinent professional training required by law. Third, the Campus Safety Department needs to reconfigure the current parking enforcement operational plan. In order to do so, CSO 1 staff need to be hired, and the outside contract with Pacific Parking needs to be perused in order to look at alternative means of purchasing parking permits.

B. Discuss any major activities/highlights/achievements and any innovations during the past year.

During the past 7 months the Campus Safety Department is now in compliance with the Clery Act as mandated by the U.S Department of Education along with Campus Crime Statistics Act and the Higher Education Opportunity Act. The Riverside County Sheriff’s Deputies were relocated to the Campus Safety office in order to centralize the now harmonious working environment. The Campus Safety Department was able to create an interim Supervisor position to help delegate task. The Campus Safety Department is now formally aligned with the Terrorism Recognition, Awareness and Prevention Partnership (Tarp), additionally, the Campus Safety Department now partners with the Federal Bureau of Investigations (Target) and Law Enforcement group. An Emergency Operations Plan is being drafted and Ten Building Captains were provided GO bags (Emergency First Responder Supplies) that are imperative to successful emergency response.

C. Please list all staff who participated in this review.

Steven Del Castillo, Interim Campus Safety Director

Ryan Myers, Interim Campus Safety Supervisor

D. Any suggestions, concerns or constructive criticism regarding the MSJC program review process?

Click here to enter text.