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
2024-2025

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
2023-2024

Performance Target for "Met"
The call log represents 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 represents that between 70-84 percent of calls of service had an officer on the scene within 5 minutes

Performance Target for "Not Met"
The call log represents that less than 70 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 8/1/24. The log showed that about 75 percent or more of calls of service had an officer on the scene within 5 minutes.	2

Comments/Narrative
We have continued to be more visible on campus. Many of the officers can be seen in areas where large events are taking place to be in closer proximity in case something happens. Officers are spending more time walking residence halls in the evenings due to receiving loud noise, suspicious persons and activities withing the buildings. this has helped to reduce the call time for residence halls. We are in the process of updating our department call log, which will expedite the process of accepting calls, assigning personnel and tracking activity. With this system, officers should receive information on the call at a faster rate than we currently have.

Resources Needed to Meet/Sustain Results
Additional Police officers to respond to calls for service to assist with additional patrol areas. Also the addition of the new call log should benefit us tremendously.

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. Also, the updated call log will provide the officer with the information that they need sooner than our current process does. This will help the officer get a better understanding of what he or she is dealing with. This will better prepare them for the call and to help better assist the caller.

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
2023-2024

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

Comments/Narrative
We continue to add cameras to the campus. We have added several cameras in areas that we did not have coverage. We are still facing an issue for many locations due to the lack of resources in getting power in certain areas. We have IT working on providing fiber in many of these locations. Hopefully this project will be complete by the summer of 2023. Many of the new cameras are "fish eye" cameras that provide a four way view of the area. We have also added additional cameras on our construction site of the new swimming pool construction site. He have eight license plate cameras that are currently being implemented around campus on our roadways entering and leaving campus. We are still looking at options to get additional cameras in our parking lots. We have two lots covered at this time, but are still searching for better options and network in some of our parking lots that are further out.

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. We are also looking at new camera options and we have met with several vendors in

search of more camera options.

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. We will also need to make sure that any new cameras integrate with our current systems that we have in place.

Goal Summary

Goal Summary/Comments
The LUPD made significant changes to our department over the past year. We have installed license plate readers on all roadways entering and exiting the campus. We continue to add 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 an 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. We will continue to search out different camera vendors in search of the best cameras for our parking lots. The hope is to find a company that we like and eventually go with one company for the entire campus to provide security cameras on one network.

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)