

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 identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Administrative Unit

University Police

Submission Year

2018-2019

Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.

Assessment Coordinator Name

Greg Allen

Enter Assessment Coordinator Email

gallen@lander.edu

If more than one coordinator, please choose one for emails to be sent to.

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.

To provide a safe environment for the campus community.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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 and make sure we are a visible presence throughout the campus.

Timeframe for this Outcome

2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

In person conversations with the campus community.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Determine how many individuals were targeted. Did not get forms for the lobby

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Did we converse with an adequate number of individuals. Failed to get forms for the lobby

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

In person interview

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Feedback through 10/1/2018. Did not meet the goal of lobby survey.

Score (Met=3, Partially Met=2, Not Met=1)

2

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

This past year we have become more visible on campus. We have put a focus on foot patrol throughout the buildings and the campus grounds. We have also changed the dispatch process 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. We provide safety and educational training to the campus community and ask for feedback on how they view LUPD. We have some areas that we need to improve on, such as making sure we are checking residence halls late at night and also making sure we periodically check the Laura Lander and the Science Building. We have taken steps on improving this by putting in a request to hire Safety Officers who can assist in our efforts to making sure we are providing the best services possible.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Additional Police/Safety Personnel

Include estimate of cost.

Explanation of How Resources Will Be Used

Additional officers will provide the community with a more visible presence on campus. This should provide extra shift coverage and cut down on our response time to calls for service. The call volume has increased drastically and many times our officers are moving from one incident to the next, which takes away from the presence of the campus. Additional personnel would allow officers to respond to calls while we still had available officers to perform routine safety checks. 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

Officers have more of a presence for traffic control. They are monitoring the flow of traffic by being visible on the streets around the campus. We have worked with University relations to implement signage to enhance the awareness of pedestrians traffic. The department also has a "Did You Know" in the Lander newspaper that focuses on pedestrian crosswalks and provides safety tips. We have placed an importance on educating the community on obeying the traffic laws. The officers are on site making sure the laws are being followed and they are providing feedback to the individuals on traffic stops to make sure they are making safe driving decisions.

Timeframe for this Outcome

2018

Ex. Academic Year 2017-2018

Performance Target for "Met"

Officers perform routine patrol and make traffic stops frequently

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Visible signage has been disburse throughout campus

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Wanted pedestrian crosswalk on Montague and Willson near Human Resources, but this was not within the law.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

We have received tremendous feedback on how positive the police presence has been on the surrounding streets.

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Monthly

Data Collected for this Timeframe (Results)

Incident reports for 2018.

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Score (Met=3, Partially Met=2, Not Met=1)

2

Comments/Narrative

Additional officers will soon be certified as a Radar operator. This will allow them the opportunity to operate a speed measurement device to monitor traffic. We have put a focus on making sure officers are monitoring traffic throughout the campus.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

Additional Radar Detectors and the opportunity to assign officers to the necessary training.

Include estimate of cost.

Explanation of How Resources Will Be Used

Continue to monitor traffic on and around campus.

Goal Summary

Goal Summary/Comments

The LUPD made significant changes to our department over the past year. We have hired a new Administrative Assistant. She has developed great working relationships with our campus partners and the students. We restructured our staff to allow officers the opportunity to provide training and safety programs to the campus community. The department has put a focus on campus safety and has implemented a mandatory Campus Safety Training for the entire university. This training will take place semi-annually. We are looking to grow the police department by adding an Emergency Management Operator, a Support Service Technician, and extra safety personnel.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Our results rely on the community and how they view our agency. We will continue to seek the best personnel to fit for our vision of being a presence in the community. 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.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)