



Program Review Self-Study for

Campus Security **Administrative Services**

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Introduction to Program Review

The purpose of the Administrative Services Program Review is to evaluate all existing Administrative functions at Monterey Peninsula College to assure their quality, vitality, and responsiveness to institutional needs and student learning. The Administrative Services Program Review provides an opportunity to look constructively at services on a consistent basis, with the intent on refining and improving program practices while making effective and efficient use of resources. The Administrative Services Program Review is also an essential element of the college's planning, budgeting, and resource allocation process.

Review Process

The Program Review involves the following steps:

- **Orientation:** The Vice President of Administrative Services holds a meeting with Administrative Services Coordinators/Managers/Administrators responsible for completing Program Reviews to introduce procedures, forms, and timelines.
- **Evaluation:** A Program Review support team will review the self-study document provided by the programs. Using the "Administrative Services Program Review Self-Study Support Team Review Form," the Program Review support team will prepare preliminary responses and recommendations which will be returned to the program to take the appropriate action. The Vice President of Administrative Services, Deans and/or Managers will also review and comment on the Program Review support team's preliminary responses. The Vice President of Administrative Services, Deans and/or Managers will also review all Program Review Annual Reports/Action Plans.
- The Vice President of Administrative Services will provide a summary report of the programs undergoing Institutional Program Review to the Administrative Services Advisory Group (ASAG), College Council and the Board of Trustees.

The Administrative Services Program Review Cycle (follows the college's Planning and Resource Allocation Process)

- **October**
 - Administrative Services Program Review data is imbedded in template.
 - Programs undergoing Institutional Review are notified of the Program Review calendar.
- **April**
 - Institutional Program Review and/or annual updates due.
 - Review of Institutional Program Reviews and/or annual updates/action plans conducted
 - Administrative Services Advisory Group (ASAG) reviews finding of programs undergoing Institutional Program Review.
- **May**
 - The Vice President of Administrative Services prepares an informational report for College Council and the Board of Trustees summarizing the overall process and Administrative Services Program Reviews completed during the academic year.

Program Review Calendar

Programs not undergoing Program Review complete the annual program review report and Action Plan documents that serve to drive the forthcoming budget as well as those undergoing review.

2012-2013	Security
	Fiscal Services
2014-2015	Facilities
2014-2015	<i>Accreditation Self Study</i>
2015-2016	Information Technology

Administrative Services Program Review Self Study

Name of Program:	Campus Security
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1. Mission

- a. **College Mission:** *“Monterey Peninsula College is committed to fostering student learning and success by providing excellence in instructional programs, facilities, and services to support the goals of students pursuing transfer, career, basic skills, and life-long learning opportunities. Through these efforts MPC seeks to enhance the intellectual, cultural, and economic vitality of our diverse community.”*

Program mission	The Campus Security Department is established to provide for the safety of students, College employees and visitors to the campus, and for the security of real property and personal property of the District.
Mission’s relationship to college mission	The Campus Security Department provides a presence and serves to be the eyes and ears (observe and report) during business hours. Security personnel partner with the Monterey Police Department, Marina PD and the Seaside PD with a Memorandum of Understanding. Security functions as the liaison with local law enforcement agencies reporting incidents to the proper authorities, providing a visible presence to deter theft, accommodating orderly flow of traffic and parking, assisting in the enforcement of the college’s policies, and providing for consistent reporting of crime statistics and safety issues. A personal sense of security and safety fosters an environment of wellbeing providing opportunities for student success.

- b. **Program Mission: What is your program’s mission statement? Please explain how the program’s mission relates to the mission of MPC.**
- c. **Program Improvement Plan: Identify any plans your program has to change or revise its mission.**

Plan	Our mission remains steadfast; however procedures and policy are continually reviewed to support security and safety concerns. Security plans to purchase new emergency police radios which will conform to the new narrow band federal mandates. Security prepared a Campus Security Study in August 2013, reporting directly to the VP for Administrative Services and to the VP of Student Services. Bakersfield Community College and Chabot Community College Campus Security policies were studied. Their Board policy articulates citizen arrest policy to include restraint and detention policy. Recently in addition to this study and a review of Security Departments of Gavilan, College of the Desert and Hartnell, as directed by the VP for Administrative Services to conform with procedures and policy to enhance efficiencies within MPC’s security’s operations. Our plan is to forward recommendations regarding Board policy on citizen’s arrest, use of force and restraint. The Campus Security officer is not a peace officer, but sections 626 and 627 of the California Penal Code provide special authority for school officers to make an arrest if the perpetrator fails to leave the college grounds after being directed to do so. In addition to this authority, Campus Safety/Security Officers can arrest for any misdemeanor or felony committed within their presence, but must use section 837 P.C. arrest by a private person to accomplish the arrest. Currently our department has two (2) Community Emergency Response Team (CERT) trained and certified with the Department of Homeland Security. Our goal is to have all our officers trained and certified and to promote the program with other staff and students. It is our plan to promote the presences of a security person on the
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	Marina Education Center. When personnel are available security details are assigned to the Center.
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2. Program Overview

a. Program Description

i. Please list and describe the key services provided through your program.

Service	Description
Protect/Safety of the Campus Population	<ul style="list-style-type: none"> insure reasonable protection using constant irregular patrol; omnipresent first responder to emergencies; medical, crimes in progress, disturbance partner with law enforcement, fire and medical response document and report incidents on campus participate in student Behavioral Assessment Resource Team participate in Emergency Operations Center attend training for required certifications
Building Security	<ul style="list-style-type: none"> building evacuation plan monitor building usage, unlock and lock doors monitor access gates respond to fire, security and equipment building alarms monitor walkway and facility lighting pedestrian safety building entrances, walkway safety
Traffic/Parking Control	<ul style="list-style-type: none"> campus evacuation plan perimeter patrol roadways, parking lots enforce parking regulations, citation and citation review process assist stranded motorists document auto accidents Roadside assistance

ii. What are the most important goals of the program? (Use bulleted list and limit to ½ page.)

<ul style="list-style-type: none"> Observe and Report Insure the reasonable protection of the campus population Respond to emergencies and notify emergency response as needed Provide effective traffic and parking control, parking enforcement Report student misconduct and assist VP of Student Services as directed
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b. User Demand

i. Who are the key users of the program? (Use bulleted list and limit to ½ page.)

<ul style="list-style-type: none"> Monterey, Marina and Seaside Campuses Staff Student; Community

ii. How has user demand changed over the last few years? (Please explain how you measure user demand.)

Comments:	<p>The need for service from staff and students has increased while community interaction remains constant. User demand is measured by the number of service calls coming into 646-4099 Officer on Patrol, 646-4005 Security Supervisor. The number of incident reports per year is used to measure volume of service;</p> <ul style="list-style-type: none"> • 2011; 214 reports • 2012; 251 reports, 17.3% increase from 2011 • 2013; 267 reports, 24.8% increase from 2011 <p>Parking Enforcement: Number of citations issued</p> <ul style="list-style-type: none"> • 08/09 5221 • 09/10 5099 • 10/11 6480 • 11/12 4683 • 12/13 4114 • 13/14 2153 July through December <p>Parking Revenue Generated + Restricted Budget Reserves</p> <ul style="list-style-type: none"> • 08/09 \$501,635.00 • 09/10 \$623,633.00 • 10/11 \$693,982.00 • 11/12 \$786,140.00 • 12/13 \$819,630.00

iii. Is the demand for your program expected to change in the near future? If so, why and how?

Comments:	<p>Yes;</p> <ul style="list-style-type: none"> • Monterey Police intelligence shows criminal activity on the increase due to gang activity in Monterey. • California's prison realignment (parole program) is cited as a factor in property crime increase throughout the state including our District. • Monitoring student misconduct with the formulation of Behavior Assessment Resource Team (BART), Security has been appointed the task of monitoring the reporting program Advocate. In addition of escorting students placed on suspension, intervention requests from faculty regarding unreported behavior or newly reported behavioral issues. • Parking Spaces have increased by 35% from 02/03 • Participate in the Emergency Operations Center (EOC) Management Team • Conduct Staff Training, Emergency Preparedness Training
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iv. Program Improvement Plan (If any boxes checked, describe plans):

Identify any plans your program has to:	Details
<input checked="" type="checkbox"/> Change or improve services.	<ul style="list-style-type: none"> • Increase Patrol Services to Marina • Partner with Marina Police, Memorandum of Understanding (MOU) completed

		<ul style="list-style-type: none"> • Radio Compatibility with Monterey Police • Parking Permit Distribution by Mail • Streamline Citation Review • Visitor Conference Coordination • Emergency Operations Center (EOC) Training • Behavior Assessment Resource Team (BART) Training
<input checked="" type="checkbox"/>	Change or improve processes.	<ul style="list-style-type: none"> • Campus Security Study Implementation • Increase Radio Communications on Campus between Emergency Operation Center (EOC) and Building Response Teams (BRTs) • Conflict Resolution Training, Train Staff
<input checked="" type="checkbox"/>	Improve coordination with other programs on campus.	<ul style="list-style-type: none"> • Coordination with Facility Personnel • Training with Building Response Teams (BRTs) • Partner with Health Services and Counseling
<input checked="" type="checkbox"/>	Improve involvement with the community.	<ul style="list-style-type: none"> • Coordinate a Community Emergency Response Team (CERT) with the City of Monterey
<input checked="" type="checkbox"/>	Other	<ul style="list-style-type: none"> • Parking enforcement at the Marina Education center

3. Program Services

a. Please describe the program's accomplishments during the last 5 years. (Use bulleted list and limit to ½ page.)

- Increased visibility on patrol
- Emergency lighting on vehicles
- All vehicles are identified as Security and promote Emergency Number 646-4099
- New uniforms displaying officer's name and shield number
- Promoted new walkway and parking lot lighting
- Increased parking spaces by 41%, over 1900 spaces are available
- New parking dispensers accepting coin and dollar bills. Increase number of machines to seven (7)
- Established patrol schedule to Marina Education Center and the Public Safety Training Center
- All security staff have completed SB1626 training

b. List and describe the processes developed and/or followed through this program to support its services.

Service	Process(es) followed to support the services
Patrol; Observe & Report Enforcing Board Policy Smoking Unattended Children	<ul style="list-style-type: none"> • Purchase patrol vehicle installed with emergency lighting, security lettering, displaying emergency number 646-4099 • Assigned perimeter patrol in parking lots and surrounding roadways

	<ul style="list-style-type: none"> • Patrol detail for Public Safety Training Center • Patrol detail for the Education Center at Marina • New uniforms, brighter colors, name tags, new security patch • Designed new report software Advocate
Building Security Campus Security (Perimeter Patrol)	<ul style="list-style-type: none"> • Utilize the new primus key entry system • Outside restroom keys only distributed to Facilities and Security personnel • Patrol schedules to unlock and security buildings, check windows and lights • Partner with Event Coordinator publishing a daily schedule of non-scheduled classes or events • Evening security detail, daily and weekends. Check doors and windows, at the PSTC and Ed Center
Traffic and Parking Control	<ul style="list-style-type: none"> • Purchase reflective vests • Traffic Cones • Directive/Informative signage • Traffic control signage, i.e. "No Parking", etc. • Design designated parking areas for special functions Farmers Market traffic detail, Transfer day, etc. • Parking enforcement daily, 7 am to 9 pm Monday through Thursday, 7 am to 5 pm on Friday. No enforcement on weekends, except Disabled and Red Curb zones • Disabled Motorist assistance

c. How do the service users assess the program? Please work with your program review's support team to create and disseminate a survey to service users.

Comments:	Campus Security Survey disseminated in October 2013. Results published in this report
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d. Explain how external factors (e.g. state budget, local economy, local job market, Education Center at Marina, changes in technology, similar program or service at neighboring institutions) influence your program, and describe any measures that have been taken to respond to these factors.

External factors	<ul style="list-style-type: none"> • FCC narrowband radio communications as of January 1, 2013 security radio transmission on new frequency. MPC security radios were upgraded conforming to new regulations. • Monterey Police in conjunction with Monterey County are developing an encryption transmission along with the narrow band, effective July 2014. MPC Security monitors and is identified as 3Nora30, civilian support. MPC will need to purchase radios that will be configured with encryption technology. • Monterey Police have informed MPC Security in the increase in drug and gang activity in the city and county of Monterey. Identified gang members are current and perspective students in our District. MPC Security has attended training with the Monterey
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	<p>Police on how to identify gang affiliation.</p> <ul style="list-style-type: none"> • State budget reduction in appropriations requires at the direction of the District to examine efficiencies of the Security department. Security staff are surveying three similar community colleges, Hartnell, College of the Desert and Gavilan. Specific interview with College Security personnel on operations are currently in progress. • State prison realignment program releases inmates in large numbers. Parole requirements require employment of at least 30 hours per week or full time college enrollment. MPC has recent release parolees on campus. Sensitivity training required for security personnel is being addressed. • Increase in veterans attending classes, many suffer from post-traumatic stress syndrome and or have traumatic brain injury. Suicide behavior and anger management issues are increasing. State training is being made available for staff. • Increase student enrollment at the Education Center at Marina has increased demand for security patrol. Specifically reports of unwanted contacts between students or student and non-student require close patrol. There has been no increase in staff to assignment on a permanent basis. A recent letter understanding with the Marina Police department and leasing a facility to the department will provide an increase police presence on campus.
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e. Describe how your program coordinates with other programs on campus and how improved coordination could enhance institutional effectiveness.

Program coordination	The formation of the Behavior Assessment Resource Team (BART) which includes Security personnel, Health Services, Supportive Services, LTC and evening personnel, chaired by the Vice President of Student Services addresses behavioral issues. Security has requested to coordinate and train with Facility personnel in the event of a large emergency event would provide additional response resources.
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f. Does your program involve the community in any way? If so, please explain.

Community involvement	Yes, there are a number of large community events throughout the school year. Farmers Market is attended by nearing a thousand people every Friday. Traffic control measures are required for safety and security of the public. Other events using parking areas such as athletic events, high school division events which bring in up to several thousand community members require traffic control and security patrol. Gate access to the athletic fields open to the public requires special details and patrol.
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g. If there are any other measures or considerations you would like to include regarding your program's vitality, please explain.

Other considerations	<ul style="list-style-type: none"> • Substitute officers should have background checks • Substitute officers should have the required SB1626 training • Board Police review regarding citizen arrest, detaining and
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	restraining polices. <ul style="list-style-type: none"> • Body Armor equipment for officers on patrol
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h. Program Improvement Plan (If any boxes checked, describe plans):

Identify any plans your program has to:		Details
<input checked="" type="checkbox"/>	Change or improve services.	<ul style="list-style-type: none"> • Distribution of Parking Permits • Citation Review • Parking Permit Payment • Emergency Communications
<input checked="" type="checkbox"/>	Change or improve processes.	<ul style="list-style-type: none"> • Parking Permit Mailing Service • On-line Citation Review • Add Mobile Payment Process • Radio Communications for BRT and EOC
<input checked="" type="checkbox"/>	Improve coordination with other programs on campus.	<ul style="list-style-type: none"> • Emergency Response Training with Facilities • Campus wide evacuation drills • Continue training with Health Services and Supportive Services
<input checked="" type="checkbox"/>	Improve involvement with the community.	<ul style="list-style-type: none"> • Pay by phone Parking Permit Program • Security location signage and directories
<input type="checkbox"/>	Other	

4. Student Learning

a. How does your program directly or indirectly support student learning?

<ul style="list-style-type: none"> • The operations of Security establish safety and security directly supporting the wellbeing of students, staff and community while on campus allowing the focus on the positive. • Additionally the Director of Security provides on the job training for students eligible for Security Internships
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b. What was learned by participating in “Program Reflections on Student Learning?” Please summarize your discussions/decisions.

All employees contribute to the students’ experience and are responsible for the MPC image. Students are under tremendous pressure in today’s economy and we need to take advantage of every opportunity to make the student experience positive.

c. Indicate how often your staff refer students to the following services. (Completing the Staff Satisfaction Survey will provide data for this question.)

	Often	Sometimes	Rarely	Never
Academic Support Center (Tutoring)			x	
Admissions & Records	x			
Assessment Center (for ENGL/ESL/MATH placement)	x			
Business Skills Center	x			
Counseling	x			
English & Study Skills Center		x		
Information Services (College Center)	x			
Library & Technology Center	x			
Math Lab	x			
Reading Center		x		
Supportive Services & Instruction	x			
Career/Transfer Center	x			
Child Development Center	x			
Cooperative Work Experience		x		
Extended Opportunity Programs & Services (EOPS)			x	
Job Placement		x		
Security	x			
Student Financial Services	x			
Student Health/Psychological Services	x			
Women's Programs/Re-Entry & Cultural Center			x	
Other:				

d. Facilities, Equipment and Supplies

i. What facilities/equipment/supplies changes have occurred since the last program review? How have these changes affected your program's ability to fulfill its mission and/or support student learning?

Comments	<ul style="list-style-type: none"> • Patrol vehicle purchase; Ford Ranger Pickup provides access to the Education Center in Marina. Used for perimeter patrol of roadways and parking lots. Allows for disable motorist assistance. • Permit Dispenser purchase; there are now seven (7) parking permit dispensers on campus, all allow for dollar bill and coin function. • Emergency Radio Upgrade; Security emergency radios are upgraded to meet new FCC regulations to operate on narrow band frequencies. • Purchase new cart; a replacement cart was purchased for replacement and added to our patrol fleet. • Vehicle Signage; all patrol vehicle have been signed with security identification and emergency contact number.
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ii. What specific facilities/equipment/supplies needs do you have that are not being met?

Comments	<ul style="list-style-type: none"> • Encryption Radios; City of Monterey and Monterey County Emergency Communication Center are moving to encryption frequencies for their emergency broadcast. MPC Security will need to purchase new radios to continue monitoring emergency response to MPC's campuses. • Mass Communication Equipment; MPC Security is assigned the safety and liaison components in the Emergency Operations Center (EOC). Mobile radios provide a reliable communication tool for the EOC to communicate with the Build Response Teams (BRT). Radios will be need for each team and for the EOC locations. • Base Station Radio Equipment; radio equipment able to communicate with Marina and the PSTC. • EOC Facility; current location of the EOC is not adequate for equipment and staff • Body Armor; concealed equipment • Video Surveillance Equipment; supplements patrol techniques and provides supplemental evidence. • Blue Light Communication; parking lot and walkway emergency communication equipment
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e. Other

If there are any other measures or considerations you would like to include regarding student learning, please explain.

Comments	
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f. Program Improvement Plan

Check the appropriate box(es), identifying any plans your program has to improve services, processes, and/or student learning.

Identify any plans your program has to:		Details
<input checked="" type="checkbox"/> <input type="checkbox"/>	Further support student learning.	<ul style="list-style-type: none"> • Emergency Contact List for evening faculty • Campus CERT Program
<input type="checkbox"/> <input checked="" type="checkbox"/>	Improve awareness of and/or further refer students to student and/or campus services.	<ul style="list-style-type: none"> • Parking accommodations brochure • Citation Review Process
<input type="checkbox"/> <input checked="" type="checkbox"/>	Improve facilities to increase program's ability to support student learning.	<ul style="list-style-type: none"> • Reallocation of Parking Spaces
<input checked="" type="checkbox"/> <input type="checkbox"/>	Purchase equipment and/or supplies to increase program's ability to support student learning.	<ul style="list-style-type: none"> • Blue Light Communications

4. Staffing

- a. On a separate page, provide an organizational chart of your program or service (including all levels of service and classified staff positions).
- b. Briefly describe each employee's primary responsibilities.

Position	Responsibilities
Director of Security	<ul style="list-style-type: none"> Review the college's current security operations Establish emergency evacuation procedures Establish security department coverage Train personnel Establish coordination with outside law enforcement Establish standard operating procedures Conduct evaluation of security staff
Security Officer	<ul style="list-style-type: none"> Under direct supervision assist in the control of traffic Maintain safe conditions on campus Patrol and guard campus property Patrol and guard buildings and grounds Perform other related work as required

- c. Describe your staff's recent staff development activities.

<ul style="list-style-type: none"> Weekly department meetings one (1) hour Completion of required SB 1626 twenty four (24) hour Certification Community Emergency Response Training (CERT) two (2) certifications
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- d. Complete the Staff Satisfaction Survey. Discuss your findings from this survey.

<ul style="list-style-type: none"> Attached
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- e. Discuss the adequacy of your staffing to meet your program's mission.

<ul style="list-style-type: none"> Security personnel cover 115 hours (7 days) of the 168 hour (24/7) week Security coverage at the Education Center Marina Monday through Thursday total of eight (8) hours per week Building security requires a 24/7 patrol routine. Monterey, Marina and Seaside campuses are open to the community 24/7 Officer safety is compromised when only one officer is scheduled to work

- f. Program Improvement Plan:

Identify any plans your program has to:		Details
X	Take steps to improve staff satisfaction.	<ul style="list-style-type: none"> Defensive training Safety equipment Board Policy addressing citizen arrest, detaining and restraining
X	Seek out opportunities for training and development.	<ul style="list-style-type: none"> CERT training Defensive training
X	Adjust staffing to meet program's mission.	<ul style="list-style-type: none"> Add a permanent part time position twenty (20) hours a week

5. Summary

Summarize and prioritize the Program Improvement Plans for improving or maintaining the quality of your program area. Include rationale for any plan. Distinguish between budget-dependent and budget-independent items.

For the “rationale” column, indicate whether the PIP item is intended to improve one or more of the following:

- The program’s mission
- The program’s vitality
- Student learning
- Staffing

Budget Dependent

Priority	PIP Item	Rationale	Timeline	Responsible Person	Cost
1	Radio Compatibility	Program’s Vitality Program’s Mission	July 1, 2014	VP of Administrative Services	\$12,000.
2	Increase Patrol Services Part Time	Staffing	July 1, 2014	VP of Administrative Services	\$18,928.
3	Parking Permit Distribution	SLO	July 1, 2015	VP of Administrative Services	\$20,000.
4	Conflict Resolution Training	Staffing	January 1, 2015	Director of Security	\$500.

Budget Independent

PIP Item	Rationale	Timeline	Responsible Person
1 Board Policy Review	Program’s Vitality	January 2015	PVP
2 CERT Training	Program’s Vitality	July 1, 2014	VP Student Services
3 Coordination with Facility Personnel	Program’ Mission	July 1, 2014	VP of Administrative Services
4 Training BRT	Program’s Vitality	July 1, 2014	VP Academic Affairs
5 Citation Review	SLO	July 1, 2014	Director of Security

Program Review – Annual Report Form

Date: 01/14/2014

Program: Campus Security

Prepared by: Arthur St. Laurent

1. List in order of priority.
2. Select one of the abbreviations that best describes the status of each action plan item described in your most recent program review: “C” means completed; “IP”, in progress; “D”, deleted; “A”, added; “NM”, no money.
3. For those items that are specifically described in your department’s Program Reflections on Student Learning forms, check the box under PRSL (Program Reflections on Student Learning).
4. For those items that address one or more of the institutional goals, check the box under Goals.
5. Please check if item is One Time (OT) or Ongoing (OG).
6. Please provide rationale for additions and deletions, referring to the Program Reflections on Student Learning form as appropriate.
7. Attach the most recent Program Reflections on Student Learning from each department or area.

Budget-Dependent Items

Status (C,IP,D,A, NM))	Action Item	Supports		Timeline	Person(s) Assigned	OT or OG?	Amount
		Goals	PRSL				
IP	Increased Visibility on Patrol	X		Fall 2013	Staff	OG	\$1500/yr
C	Emergency Lights on Vehicles		X	Spring 14		OT	\$300
C	Increase Parking Spaces					OG	Bond Supported
IP	New Parking Dispenses					OT	\$12,000.
A	Patrol Scheduling to Marina Education Center	X		Fall 14		OG	\$63,000
C	SB Training	X		Fall 13		OT	\$400

Rationale for Additions or Deletions (refer to your Program Reflections form as appropriate):
Patrol Scheduling for the Education Center requested due to the increase in class scheduling.

Non Budget-Dependent Items

Status (C,IP,D,A)	Action Item	Supports		Timeline	Person(s) Assigned
		Goals	PRSL		
IP	Se Something Say Something Campaign	X		OG	Staff

Rationale for Additions or Deletions (refer to your Program Reflections form as appropriate):

Faculty and Staff Positions

Status (C,IP,D,A)	Position	Supports	
		Goals	PRSL
A	Permanent Full Time Position	X	

Rationale for Additions or Deletions (refer to your Program Reflections form as appropriate):

Permanent Full Time Position to support added responsibilities in Marina, Behavioral Assessment Response Team, Emergency Operations Response, Build Response Team Training, Evening Security

Administrative Services Program Review Self Study Support Team Review Form

Name of Program:	Campus Security
Support Team Member:	Deborah Ruiz-Library Division Chair

1. Mission

	Comments
a. Does the program support the mission of the college?	Yes, according to the mission of the college (Monterey Peninsula College is committed to fostering student learning and success by providing excellence in instructional programs, facilities, and services to support the goals of students pursuing transfer, career, basic skills, and life-long learning opportunities. Through these efforts MPC seeks to enhance the intellectual, cultural, and economic vitality of our diverse community.) it is not possible to have a physical campus, a place for learning without having the assurance of a safe learning environment and a Campus Security Program.
b. Is the program's mission appropriate?	Yes.
c. If the program plans to revise its mission, is the revision appropriate?	

2. Program Overview

	Comments
a. Does the program provide appropriate key services?	Yes, despite the increase of adding 2 new additional physical spaces, The Education Center at Marina, the Public Safety Training Center without increasing security staff, the Campus Security Program is doing an excellent job in parking control, building and campus safety, as well as providing leadership for developing an emergency operations plan for the campus.
b. What might be learned from user demand and assessment?	A survey evaluating the Campus Security Program (see write up on pages 24-25) basically shows overwhelmingly consistent scores in the range of agree to strongly agree across all categories measured. I think this shows that the Program is performing at the highest levels of service possible with added campuses. I think that where the scores were lower (in dealing with response time) indicate how short staffed the department is and that the physical distance between campuses creates time and communication issues.
c. Does the Program	Not applicable

<p>Improvement Plan appear appropriate? Do you have any suggestions to improve course offerings or scheduling of courses to enhance the program?</p>	
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3. Student Learning

	Comments
<p>a. Does the data reflect any trends the writers of the self-study did not indicate?</p>	<p>Yes. Even at 81% and 83% indicating that MPC Security responds quickly to calls contrasted with higher numbers in other factors, show that the growth of the district with 2 additional sites much harder to traverse. Even if staff is immediately available, it takes 14-20 minutes to get to the Marina campus/</p>
<p>b. Does the staff survey suggest any issues the program should consider in its self-study that are not currently described?</p>	<p>No.</p>
<p>c. Does the program have specific equipment and supply needs?</p>	<ul style="list-style-type: none"> • Yes. • Communication equipment needs upgrading, they need new encrypted radios for monitoring emergency responses, mobile radios to distribute to safety (BRT) teams. • Body armor for the security of the staff. • Currently they are housed in a trailer but expect to move into the new student services building in July 2014, The current location does not provide adequate secured areas for equipment storage. • Also needed is video surveillance equipment which would help provide additional evidence and information, particularly if the staff is not increased. • Lap top computer for training seminars
<p>d. Review the Program Improvement Plan. Does it seem reasonable, given the data and comments described in the student learning section?</p>	<p>Yes, mention is made for staff training (conflict resolution), and the need to add an additional permanent full time position.</p>

4. Staffing

	Comments
<p>a. Is the program's staffing sufficient?</p>	<p>No. One additional permanent full time position is being requested.</p>

b. Review the Program Improvement Plan. Does it seem reasonable, given the data and comments described in the staffing section?	Yes.
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5. Summary

	Comments
a. Does the prioritization of the PIPs seems reasonable given the needs and challenges faced by the program?	Yes, unfortunately the PIPs are all budget dependent.
b. Are the PIPs appropriately aligned with the college's mission?	Yes
c. Does the timeline for the achievement of each PIP seem reasonable given its magnitude and the financial state of the college?	Yes.
d. Is the person or persons assigned to be responsible for the PIP appropriate? Does each person have the appropriate authority and time to complete the assigned PIP?	Yes
e. Is the improvement of student learning a driving force behind each of the PIPs?	As Campus Security is vital to provide a safe environment where learning can take place, yes the PIPs are aligned with making the campus(es) safe. More staff = more patrols and vigilance.

6. What do you perceive are the strengths of this program?

I think the strength of the program lies in the strong and effective leadership of the Director of Security, He serves on several committees: Health and Safety, Emergency Operations Center, Behavioral Assessment Resource Team. Emergency Preparedness. Art St. Laurent has championed the safety and security of the MPC campus community from property to students to staff. I have seen him dissolve many heated issues with students. His tact and diplomacy in meetings has pushed the issues of safety and security to the front of the campus agenda. Mr. St. Laurent has also trained a staff of four (4) full time staff and four (4) substitutes to make sure that in his absence, the officers work hard to make sure interactions with the public are handled professionally and courteously. The officers do an excellent job in educating the public whenever there are incidents. He has been very active in establishing Emergency

Operations Plan, including campus drills. I know he and the IT staff are working on adopting a Mass Notification Communications System. Mr. St. Laurent is also making sure that we meet compliance and reporting mandates.

7. What do you perceive are the most notable challenges faced by this program?

Like every department on campus, budgetary challenges impede much of the plans to move forward with adequate staffing, training and supplies. The web page is not very well organized and needs to be revamped.

8. Do you perceive any program weaknesses that are not addressed in the Program Improvement Plan?

No.

9. Do you have any recommendations?

No.

10. Are there any overarching issues relevant to the entire college?

Program Reflections on Student Learning

To be completed each semester by each department/group within each division/area OR by any group interested in improving student learning at the college.

Directions

1. Meet with your department/group and discuss the student attainment of SLOs or supporting objectives. Since many factors impact student learning, consider how changes in one or more of the following areas might enhance the learning process:
 - a. Instructional approaches
 - b. Consistency between sections
 - c. Assignments and/or activities
 - d. Grading methods
 - e. Alignment of course objectives or SLOs
 - f. Prerequisites, core requisites, and/or advisories
 - g. Availability of course offerings
 - h. Buildings and grounds appearance
 - i. Classroom appearance, temperature, furniture
 - j. Classroom technology
 - k. Online technology
 - l. Library services
 - m. Assessment/placement processes
 - n. Learning centers (English and Study Skills Center, Reading Center, Math Learning Center, Business Skills, Academic Support Center, TRiO Learning Center)
 - o. Bookstore procedures
 - p. Admissions
 - q. Counseling
 - r. Financial Aid
 - s. Supportive Services
 - t. Health Services
 - u. Campus communication
 - v. Equipment and supplies
 - w. Website
 - x. Staff (knowledge, training needs, availability, etc.)
 - y. Other

If you are unsure how to begin the discussion, respond to the following questions:

- **What challenges do we face that impact our ability to support student learning, provide access to student learning, and/or provide opportunities for student learning?**
 - **What can we do to overcome these challenges to advance student learning at MPC?**
2. Brainstorm ways to improve student learning. Use the factors discussed as a guide.
 3. Record the results on the “Program Reflections on Student Learning” Form.
 4. Include all forms in your department/unit’s Program Review package.

Program Reflections on Student Learning Form

Department/Group Name	Semester	Date
Facilities, Security, Purchasing, Budget Management	Spring 2014	January 29, 2014
Department/group members present		
<p>Panel: Art St. Laurent and Suzanne Ammons (presenting/documentation) Participants: Harold Hutchins, Francisco Vasquez, Dionicio Garcia, Hector Vasquez, Orencio Perez, Manuel Resendiz, David Jodoin, Agustin Chavarria, Loran Walsh, Atanasio Guzman, Connie Andrews, Larry Ransom, Pete Olsen, Ron Holback, Mary Weber, Jose Velasquez</p>		
Principle SLOs, supporting objectives, and/or challenges discussed		
<p>Building and Grounds appearance (Pending/Ongoing) Challenge- Food and Drink in Classrooms: Clean classrooms support a positive image and safe learning environment; allowing food/drink can lead to deteriorating conditions, more work for staff. Solution/ways to deal with: Faculty Handbook (2014-15) will have verbiage re: clean, orderly classrooms and grounds. Flex Day- additional trash/recycle bins at entrances/exits. Announcement at flex re: food, drink and using trash bins? Instructors to discourage food/drink in classrooms, instead consider offering options for students to take snack breaks; don't want to be inhospitable to students as we want to grow our enrollment. Signage for Food/Drink in classrooms w/be ordered, in place for fall 2014.</p> <p>Challenge: Student Services Building- Floor/carpet clutter preventing custodial crew from doing their work. Solution-Encouraged use of Maintenance Direct (work order system) along with planned deep cleaning efforts have addressed many areas, in addition to STS.</p> <p>Challenge: Need 2 more Grounds staff: to support landscaping, and other duties. We have 4 groundskeepers and need 6. Solution/how to deal with: This is evident and a shared belief. District is looking to replenish staffing levels in several areas.</p> <p>Challenge: Pending/ongoing Events schedule at LTC – the large number of events at LTC creates overwhelming demand on grounds. Need to control/limit number of events. Solution: Protocol is in place; it is now a matter of educating people that one set up may need to work for 2 events same day, rather than adjusting the set up after the 1st event. This will require ongoing education.</p>		

Challenge:

Electrical rooms being used for storage...presents safety concern. Examples: Humanities Student Svc. Bldg, CDC (boiler takes up much of the space-not enough storage for custodial equipment Blocks access to electrical panels etc.

Solution---provide external custodial equipment storage space.

Summary of department/group discussion about student learning

New Challenge**Emergency Operations Center**

Collaboration across campus departments now expanded

Security now joined by Facilities(bldg. maintenance, grounds and custodial) and IT (Information Tech. and Audio Visual)

Joint training for Building Evacuation and Campus Evacuation

IT expands communication modalities(web site, text alerts, mass communications).

Continued training with Building Response Teams (last drill- Oct 2013)

Next drill scheduled for April 2014

Results of the reflections dialog: Description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent)

Actions:

Ways to communicate across campus

Mass communications

IP Phone (Informacast) phone becomes an intercom

Cell phone

Radios introduced to Building Response Teams & Facilities (Grounds, Custodial, Building crews)

Runners

Traffic Control

Campus/Building Evacuation

Security/Facilities collaboration

CERT Training (Community Emergency Response Teams)

Voluntary community based free training held over a multiple week, total of 24 hours. Includes search and rescue, first aid, triage in place of awaiting emergency response (Fire Dept, Police, EMT etc.)

Campus Security Survey:

<https://www.surveymonkey.com/s/5FKYBM8>

Campus Security Survey Results:

https://www.surveymonkey.com/sr.aspx?sm=5Av9EV8gGFobSaKrOol0vb4gCsigfaQGrb5jzct4jXw_3d

Analysis:

MPC Security Fall 2013 Constituent Survey Results

176 surveys were complete by a representative mix of Students, Faculty, Staff, and Administration. The results of these surveys were tabulated and those numbers are available for inspection. The following interpretive analysis of those numbers is meant to provide information toward evaluating MPC Security performance for purposes of performance improvement and reinforcement of strengths.

A Yes/No question was asked to ascertain knowledge about the location of the security office. 66% of respondents indicate that they know the location of the security office. This is an important measure of access and an indicator of how the security team is a part of everyday campus life. Considering the relatively small percentage of people who directly interact with security on a daily basis, 66% represents a high level of awareness. This awareness may be driven by the proximity of the office to the campus grill dining area. Such placement on campus is beneficial to a program like security. The more people know how to access security services in a time of need, the better.

The remaining the questions were asked on a 4-measure scale from “Strongly agree” to “Strongly disagree”. The topics of service quality, courtesy, guidance, professionalism, and timeliness were covered.

86% to 87% agree or strongly agree that MPC Security provides high quality service and places high value on customer service. More of those responses fall in the Agree column than strongly agree. This is a respectable performance indicating that in most cases Security personnel are performing their core functions to expectation or better.

There was remarkable consistency in the results of this survey across most of the questions. Similar positive scores were earned between 86% and 91% agreeing or strongly agreeing in almost all other topics. It can be drawn from these results that MPC Security largely succeeds in listening attentively to concerns, correctly referring people where they need to go, and having a professional appearance. All of these topics share similar scoring weighted more toward agree than strongly agree, but still overwhelmingly positive.

Responses measuring the courteousness of MPC Security were noticeably higher than any other question. 90% of respondents agree or strongly agree that MPC Security performs services courteously, and in this case the numbers are heavily weighted toward strongly agree. This skewing toward the highest approval rating indicates that the Security personnel are helping to cultivate a culture of respect when they interact with the college community, a factor that is especially important in the sensitive nature of security work.

Two other areas dealing with timeliness scored somewhat lower, and may indicate opportunity for improvement or the need for additional staffing. Only 81% and 83% respectively indicate that MPC Security responds quickly to calls and is prompt in dealing with inquiries. The drop of those numbers compared to the other topics surveyed is fairly small, but it is significant.

Importantly, the increase in negative opinion related to these factors appears in the *Disagree* column, not the *Strongly Disagree* column, which stays similar to the other questions. This is an area for MPC Security to investigate further. The numbers cannot tell us what to do, only where to investigate.