

NVCC
Outcomes Assessment Subcommittee
Assessment Model for Departments
Academic Year 2009 – 2010
September 2009

College Mission: Naugatuck Valley Community College offers quality, affordable education and training in response to evolving community needs by providing opportunities to individuals and organizations to develop their potential.

Unit/Department: Public Safety

Date: 11/17/09

Vision: *To be the leader in community college public safety service.*

Mission: *The Public Safety Department at NVCC provides the campus community with proactive, professional policing services. As an integral link in the learning environment, the Department responds to the changing needs of the college by stressing prevention above response, planning above reaction, and service above all.*

1. Description – What does your unit/department do? Give a general description. (not in rank/importance order)

- Medical emergency response
- Criminal activity/incident response & investigation
- Motor vehicle accident response & investigation
- Escorts
- \Door unlocks
- Opening/securing campus facilities
- Visibility/community policing
- Safety/crime prevention presentations/booths
- Elevator extraction response
- Customer service answering point
- Parking enforcement
- Motor vehicle enforcement

- Traffic control
- House and maintain fire alarm systems
- House and maintain security/access control systems
- House and maintain camera/surveillance systems

2. List major functions/activities

- Medical emergency response
- Criminal activity/incident response & investigation
- Motor vehicle accident response & investigation
- Parking enforcement
- Door unlocks
- Opening/securing campus facilities
- Visibility/community policing
- Customer service answering point

3. How do these functions/activities advance the mission or vision or goals of the College? Use WIG as a reference.

WIG: 1. Create an environment in which students success is an expectation.

- Campus community safety is inherently tied into this –student success is more attainable if students feel safe on campus and their Public Safety needs are being met
- Good relationships with students can help to focus their efforts on their studies versus the extraneous behaviors/activities that they may be inclined to get involved in. Having a student liaison officer increases the positive working relationship.
- Certain behaviors can be addressed as disciplinary issues with Dean of Student Services versus arrests/citations.

2. Balance enrollment demands and services with existing resources

- Increased enrollment, increased hours of student service availability (e.g. ACE), increased class schedule may overtax existing personnel resources.

3. Diversify and strengthen resource development and external funding

- The Public Safety presence and role on this campus can be used as an external funding resource, a marketable aspect of campus services
- External funding sources (e.g. grants) can help Public Safety meet goals/mission despite economic challenges.

4. Appraisal -- How well is your department/unit performing these functions/activities? Specify what you are measuring, give data, and then analyze/explain the data.

- Annual Clery Crime Report statistics
- In 2008, 96 case incidents were investigated. In 2009 to date (11/24/09), 120 were investigated.
- In 2008, over 1500 parking tickets were issued. In 2009 to date (11/24/09), over 925 were issued.
- Perform monthly fire extinguisher inspections on over 300 campus fire extinguishers
- In 2008, 188 lost and found property items were logged and stored. In 2009 to date (11/24/09), 180 lost and found property items were logged and stored.
- There is no measurement of actual calls for service that were received by the Public Safety Department in any calendar year because the department does not have a computer-aided records management system. Calls are recorded manually in a written log book; as a result, routine calls for service, including calls that are answered without officer response, are documented.
- Between 2001 – 2009, only 5 documented complaints about Public Safety personnel, services or response was investigated
 - One – parking ticket
 - One- motor vehicle accident disposition
 - One – perceived lack of response for a call for service
 - One – repetitive requests for classroom unlock
 - One – officer attitude
- Department has received much recognition and acknowledgment from College departments/services/committees for work performed, including:
 - Child Development Center
 - Conn Cap
 - OFSEP
 - Commencement Committee
 - Select departments/divisions and individual employees for response to calls for service and case investigation

Strengths: (not in rank order)

- Overall customer service
- Response time
- Motor vehicle/criminal investigations
- Presentations/seminars
- Community policing/visibility
- Campus stakeholder partnerships

Areas Needing Improvement: (not in rank order)

- Better coordination of office resources; improve office technology
- Improve morale (physical facilities)
- Campus wide training in critical incident management
- Organizing/sponsoring special activities (e.g. "Stuff a Cruiser")
- Meeting campus needs for classroom access
- Individual employee participation in campus activities outside of work assignments
- Alternate funding sources

5. Projections – In light of all the above, what should your department/unit do next and why?

- Begin training of all campus personnel in critical incident management on some level, beginning with management, then down through the organizational management structure; begin with mandated training
- Aggressively seek to improve physical complex through implementation of previously submitted plan or a suitable substitute
- Conduct further research into implementing a "management-by-objectives" management style to achieve individual goals and department goals