


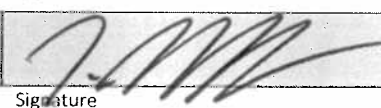



**IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS**

DATE:	2/18/2014
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DEPARTMENT/PROGRAM:	Campus Safety & Parking Control
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PREPARED BY:	Tim Nakamura	
	Name	Signature

AREA DEAN/DIRECTOR:	Tim Nakamura	
	Name	Signature

AREA VICE PRESIDENT:	John Lau	
	Name	Signature

**IMPERIAL VALLEY COLLEGE
MISSION STATEMENT**

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE

PROGRAM REVIEW NON-ACADEMIC PROGRAMS

I. **PROGRAM/DEPARTMENT DESCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

Mission

The Mission of the Imperial Valley College Campus Safety Department is to enhance the quality of life at IVC by providing a safe and secure environment that is conducive to learning and is consistent with the educational goals of this diverse institution. Through crime prevention, awareness, professionalism and training we will preserve a learning environment that supports academic freedom, protection of life and property, as well as fair and equal treatment to all.

Vision

The Campus Safety Department will be known for its service, training and commitment to the campus community, which will be established by becoming one of the most professionally recognized campus safety departments among the California Community College System.

Funding

The Campus Safety Department is funded primarily through general funding.

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of assessment process; results; decisions & recommendations)

Outcome #1: Educating the campus community with regard to disaster/emergency preparedness through table top exercise and drills.

Outcome #2: Improve mass communication for disaster/emergency preparedness.

Outcome #3: Improve the service to the campus through recruitment of additional personnel, including a Campus Safety Dispatcher.

Outcome #4: Mitigate crime and other campus violations by creating a district police department in the future.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

2012-2013 Clery Act Report
2012-2013 Departmental Incident Reports
2012-2013 Daily Activity Logs

- IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department provide thorough interpretation of data and complexity of analysis)

STENGTHS:

The campus safety department prides itself on being the well-trained, non-sworn campus safety Department in the California Community College System. All of the Campus Safety Officers (CSOs) in the department have competed or are in the process of completing the Peace Officer Standards and Training (POST) Reserve Officer Level III & II academies. In addition the law-enforcement training, all new hires are required to take online courses in Community Emergency Response Team (CERT) training, Understanding and Planning for School Bomb Incidents, CPR/First-aid, Psychological First-aid, Victims Assistance Training and a 24 hour Campus Safety Officer course that is compliant with SB 1626 and California education code 38001.5/72330.5.

Through other grant funded trainings, CSOs have traveled to New Mexico to attend week long courses in Incident Response to Terrorist Bombings, Prevention of and Response to Suicide Bombing Incident trainings. CSOs have also attended courses in Nevada for Weapons of Mass Destruction Radiological/Nuclear Hazardous Materials Technician course training; as well as other local trainings throughout the state of California.

NEEDS FOR CAMPUS SAFETY DEPARTMENT:

1. Two (2) new golf carts
2. A new Campus Safety Dispatcher position
3. A sworn POST certified district police department (Long Term)

- V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

Findings have revealed that due to the consistent growth of the student population at the campus, crime such as vandalism, theft, and drug use on campus had a steady increase. Additionally, incidents with students that have mental/behavioral issues have also increased. Based on the annual department budget future, the department will continue to increase its volunteer staff, paid CSOs as well as hire for a new campus

safety dispatcher position to assist and meet the demands of the growing campus population.

The additional personnel will be used as a deterrent and witness to crimes/violations that occurred on campus as well as serving in crisis intervention roles as needed.

A push for campus wide trainings for the administration, faculty and staff regarding disaster preparedness and campus evacuations will be conducted through an online format and face-to-face meetings.

A POST certified district police department will be created by the District Board to create a service upgrade for the campus that will provide powers of arrest and faster response time for the campus community.

- VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process.)
1. Reduce work overload on campus safety staff by recruiting and hiring additional personnel as paid/volunteer CSOs; as well as by hiring a campus safety dispatcher.
 2. Research additional grant funded trainings and provide more “in-house” trainings for CSOs.
 3. Provide CSOs with additional crisis intervention and behavioral/mental illness awareness training.
 4. A POST certified district police department will be created by the District Board to create a service upgrade for the campus that will provide powers of arrest and faster response time for the campus community.

**PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS
PROCESS IMPROVEMENT OPPORTUNITIES**

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Click here to enter text.
<i>Opportunities for:</i>
PROCESS #1: Additional Personnel
Work efficiencies: Reduce work overload on campus safety staff by recruiting and hiring additional personnel as paid/volunteer CSOs; as well as by hiring a campus safety dispatcher.
Cost reductions: None. This is an increase in service to the campus community.
Contributions to student enrollment &/or success: N/A
Supports Institutional Goal and Objectives: N/A
PROCESS #2: Training
Work efficiencies: Research additional grant funded trainings and provide more “in-house” trainings for CSOs. Provide CSOs with additional crisis intervention and behavioral/mental illness awareness training.
Cost reductions: 10%
Contributions to student enrollment &/or success: N/A
Supports Institutional Goal and Objectives: N/A
PROCESS #3: District Police Department
Work efficiencies: Increase the effectiveness of mitigating crime on campus, faster response times for rendering aid to victims and gives highly trained personnel powers of arrest on campus.
Cost reductions: None. This is an increase in service to the campus community.
Contributions to student enrollment &/or success: N/A
Supports Institutional Goal and Objectives: Click here to enter text.

PROGRAM GOALS

A. PAST -- EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)		INSTITUTIONAL GOAL(S) (Check all that apply.)
1	PAST PROGRAM GOAL #1	
	<p>Identify Program Goal from Last Program Review: Additional Personnel</p> <p> <input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: Recruitment for additional trained volunteer personnel has been more selective.</p>	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
	<p>Identify Program Goal from Last Program Review: Equipment and Training</p> <p> <input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met:</p>	<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
	<p>Identify Program Goal from Last Program Review: District Police Department</p> <p> <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input checked="" type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: More research and funding options for this needs to be conducted</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4

Comments:

FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)
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1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Goal: Reduce work overload on campus safety staff.		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: Recruiting and hiring a campus safety dispatcher.		
Task(s): Hiring a campus safety dispatcher.		
Timeline: 1-3 Months		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input checked="" type="checkbox"/> Categorical Specify: Parking Fund <input type="checkbox"/> General Fund	<input type="checkbox"/> Facilities <input checked="" type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input checked="" type="checkbox"/> Staffing <input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input type="checkbox"/> Technology	\$ _____

2	<p align="center">FUTURE PROGRAM GOAL #2</p> <p align="center">Budget Priority #2</p>		<p align="center">INSTITUTIONAL GOAL(S)</p>
<p>Identify Goal: Research additional grant funded trainings and provide more “in-house” trainings for CSOs.</p>		<p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>	
<p>Objective: Due to an increase in the student population for behavioral and mental illness issues, additoinal traing needs to be conducted.</p>			
<p>Task(s): Provide CSOs with additional crisis intervention and behavioral/mental illness awareness training.</p>			
<p>Timeline: N/A</p>			
<p>EXPENSE TYPE</p> <p><input type="checkbox"/> One-Time <input type="checkbox"/> Recurring</p>	<p>FUNDING TYPE</p> <p><input type="checkbox"/> Categorical Specify: <input type="checkbox"/> General Fund</p>	<p>RESOURCE PLAN (Select all that apply.)</p> <p><input checked="" type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing</p>	<p>BUDGET REQUEST</p> <p>\$ _____</p>
		<p><input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input type="checkbox"/> Technology</p>	

3	FUTURE PROGRAM GOAL #3 Budget Priority #3		INSTITUTIONAL GOAL(S)
Identify Goal: Mitigating crime on campus and faster response times for rendering aid to victims on campus.			<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: Increase the effectiveness of mitigating crime on campus, faster response times for rendering aid to victims and gives highly trained personnel powers of arrest on campus.			
Task(s): Create a district police department.			
Timeline: 5-7 years			
EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input checked="" type="checkbox"/> Categorical Specify: Parking <input checked="" type="checkbox"/> General Fund	<input checked="" type="checkbox"/> Facilities <input checked="" type="checkbox"/> Marketing <input checked="" type="checkbox"/> Planning & Budget <input checked="" type="checkbox"/> Professional Development <input checked="" type="checkbox"/> Staffing <input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology	\$ _____
TOTAL BUDGET REQUEST			\$ _____

1. How will your enhanced budget request improve student success?

N/A

Comments: