

# Fayetteville Technical Community College

## Detailed Assessment Report 2014-2015 Public Safety & Security *As of: 3/02/2016 08:54 AM EST*

### Mission / Purpose

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The purpose of Fayetteville Technical Community College's Public Safety and Security Department is to maintain high quality physical and personal security with contingency planning that provides a safe and secure learning and working environment.

### Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Reporting Findings, and Action Plans

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#### **O/O 1: Expand current software programs for tracking the location, date, and time of all crimes on the College campuses**

The Security Department will continue to expand upon a program to be used in analyzing all crimes that occur on all College campuses to include the main campus, Spring Lake Campus, Talleywood, Cliffdale, and Horticulture Education Center Campus. It will also include the documentation of the crimes committed as required by the Department of Education under the Clery Act.

#### Relevant Associations:

##### **Institutional Goals Associations**

- 3 Ensure fiscal responsibility, accountability and financial stability.

##### **Strategic Objectives Associations**

##### **FTCC**

- 39 Standardize technology across the campus to reduce maintenance cost and maximize replacement parts.
- 51 Provide a safe and secure learning environment.
- 53 Provide well maintained and safe campuses demonstrating our pride in FTCC.

#### Related Measures

#### **M 1: Review the available software programs for tracking the location, date, and time of all crimes on the College campuses.**

What: Expand upon the available software programs for tracking the location, date, and time of all crimes on the College campuses.

Why: To better analyze crime trends in order to help reduce the number of crimes occurring on the campuses. To ensure all crimes required by the Clery Act are correctly reported to the Department of Education.

How: Research the many software programs available that track crime statistics and then select the one that best meets the needs of the Security Department and the College. This will be accomplished through contact with vendors that offer software that include features including, but not limited to: incident count, location mapping, measure of changes over date/time, and temporal reporting.

When: Spring Semester 2015.

Who: The Director of Public Safety and Security and the Security Operations Officer.

Source of Evidence: Climate / Environment

#### **Target:**

Success will be measured by purchasing an additional piece of software that can effectively measure accurate and complete information being provided for crime statistical comparison over multiple years per the Clery Act.

#### **Reporting Finding (2014-2015) - Target: Met**

The Office of Public Safety and Security purchased the additional piece of software, in conjunction with ESRI, that can accurately identify and track crimes over multiple years at FTCC, which ensures compliance with the Clery Act.

#### **Connected Document**

[Contract\\_Software](#)

#### **Reporting Finding (2013-2014) - Target: Met**

We are utilizing ESRI to show the crime trends and "hot spots" within the campus and surrounding areas for all FTCC campuses. We are also currently building the different databases and structural layers to incorporate into the mapping for the GIS Mapping System, currently under construction at FTCC versus Fayetteville State University. We are also utilizing curriculum programs and their students as we are building this system.

#### **Connected Documents**

#### **Reporting Finding (2012-2013) - Target: Not Met**

This target was not met during the 2012-13 cycle. Due to budgetary constraints, the department was not able to purchase new software.

#### **O/O 2: Emergency Management Operations**

To train and offer professional development sessions to personnel in Emergency Management Operations for active shooter, natural disaster, and hazardous material situations.

#### Relevant Associations:

### **Institutional Goals Associations**

- 1 Respond to student and community needs through measurable goals.
- 3 Ensure fiscal responsibility, accountability and financial stability.

### **Strategic Objectives Associations**

#### **FTCC**

- 33 Provide adequate training to employees to ensure the Continuity of Operations (Safety) and Emergency Preparedness Plan can be implemented quickly and accurately in times of emergency.
- 51 Provide a safe and secure learning environment.
- 53 Provide well maintained and safe campuses demonstrating our pride in FTCC.

### **Related Measures**

#### **M 2: Emergency Management Operations**

What: To measure the target of all Campus Security and Safety personnel, along with FTCC faculty and staff, in Emergency Management Operations for active shooter, natural disaster, and hazardous material situations.

Why: To ensure the safety of the students, faculty, and staff while on-campus against natural or man-made disasters.

How: Through classroom instructions, applied training, professional development courses, and certificate courses of completion.

When: During the 2014-15 assessment cycle (July 1, 2014-June 30, 2015).

Who: Director of Public Safety and Captain of Operations.

Source of Evidence: Government standards

#### **Target:**

One-hundred percent of the Public Safety and Security personnel will become trained in Emergency Management Operations and offer four professional development sessions related to emergency management operations to FTCC faculty and staff.

#### **Reporting Finding (2014-2015) - Target: Met**

On December 19, 2014, 100% of all Public Safety and Security officers attended the Emergency Management Operations Training. The Department of Public Safety and Security provided professional development sessions on July 16, 2014 (two offered), August 16, 2014 (four offered), April 30, 2015 (two offered), May 7, 2015 (one offered), and June 16, 2015 (two offered). Security threat group training was also offered on April 30, 2015.

#### **Connected Document**

[2014\\_15 Professional Development](#)

#### **Reporting Finding (2013-2014) - Target: Met**

All Public Safety and Security personnel completed the FEMA 100 Higher Education Incident Manager Course. This course explains how to respond to any emergency, who should respond, and what is expected in the response. This course is only for post-secondary institutions.

#### **Connected Documents**

#### **O/O 3: To Increase Customer Service Satisfaction with Campus Safety and Security**

To increase the level of customer service satisfaction rates associated with Campus Safety and Security among FTCC faculty, staff, and students.

### **Relevant Associations:**

#### **Institutional Goals Associations**

- 2 Establish a culture of quality customer service.

#### **Strategic Objectives Associations**

#### **FTCC**

- 21 Resolve customer needs with minimal referral to others.
- 22 Answer the phone within 3 rings.
- 29 Conduct annual surveys of faculty, staff and students to provide data related to the College climate and customer service/support.

### **Related Measures**

#### **M 3: To Increase Customer Service Satisfaction with Campus Safety and Security**

What: To measure the levels of customer service among FTCC faculty, staff, and students with Campus Safety and Security.

Why: To show the effectiveness of the training that the Campus Safety and Security office has developed and delivered to our staff.

How: Through engaging with students, faculty, staff regarding any concerns and feelings of safety on campus, to inform all faculty, staff, and students, that Campus Safety and Security has an "open door policy" for anybody on campus. The customer service satisfaction levels will be compared with prior year satisfaction levels to determine whether the new customer service strategy is working.

When: During the 2014-15 assessment cycle.

Who: Director of Campus Safety and Security.

Source of Evidence: Existing data

#### **Target:**

To increase the level of customer service satisfaction among faculty, staff, and students with Campus Safety and Security to 90%.

#### **Reporting Finding (2014-2015) - Target: Met**

The Current Student Survey, used to measure satisfaction rates among the different departments of the College, indicates a 95.4% satisfaction rate with the FTCC Department of Public Safety and Security. The Faculty/Staff survey indicated a satisfaction rate of 85.6%. Overall, the satisfaction rate from both surveys

indicate an average of 91% satisfaction with the Department of Public Safety and Security.

#### **Connected Documents**

[2015 Current Student Survey](#)  
[2015 Faculty Staff Survey](#)

### **Details of Action Plans for This Cycle (by Established cycle, then alpha)**

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#### **Hire personnel and train staff for handling calls, dispatching and video surveillance tasks.**

**What?** - The Security Department will hire personnel and train personnel to work as dispatchers to handle all telephone calls, radio dispatches, and video surveillance of the camera system located in the video surveillance room in the General Classroom Building. Staffing for this position will be during times that college is most susceptible to criminal activity and adverse safety situations.

**Why?** - This will free up personnel working the front desk operation to better serve customers walking up to the front desk requesting a service from Security. It will improve the handling of calls coming into Operations for service and provide the timely dispatch of patrols to routine and emergency situations. The dispatchers will also be able to monitor the video surveillance system to aid in preventing crimes on all campuses and aid in preventing potential safety situations around the campuses. It will provide a more safe and secure campus. By upgrading these objectives--the objectives of deterring unwanted activity through earlier detection of incidents in real time framework, and collect data for analyzing effective deterrent measures for undesirable campus activity, the offenses can be reduced.

**Established in Cycle:** 2012-2013

**Implementation Status:** Planned

**Priority:** High

**Implementation Description:** How? - Advertise for the positions through Human Resources, interview applicants, and select the most qualified personnel. Training will be accomplished through professional development and lesson plans. When: Approval for funding has been met; by Spring Semester 2014

**Projected Completion Date:** 05/2014

**Responsible Person/Group:** Director of Security, Security Operations Officer

**Additional Resources:** None are expected beyond current projections as of July 2013

#### **Review and Obtain Crime Tracking Software**

**What?** -Review the available software programs for tracking the location, date, and time of all crimes on the College campuses. **Why?** - To better analyze crime trends in order to help reduce the number of crimes occurring on the campuses. To ensure all crimes required by the Clery Act are correctly reported to the Department of Education. **How?** - Research the many software programs available that track crime statistics and then select the one that best meets the needs of the Security Department and the College. This will be accomplished through contact with vendors that offer software that include features including, but not limited to: incident count, location mapping, measure of changes over date/time, and temporal reporting. **When?** - Spring Semester 2014. **Who?** - The Director of Public Safety and Security and the Security Operations Officer **Target:** Success will be measured by purchasing software that can effectively measure accurate and complete information being provided crime statistical comparison

**Established in Cycle:** 2012-2013

**Implementation Status:** Planned

**Priority:** High

**Implementation Description:** Research of the many software programs that has the function to track events and collect statistical data will be conducted.

**Responsible Person/Group:** Director of Security, Security Operations Officer

**Additional Resources:** None at this time.

### **Analysis Questions and Analysis Answers**

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#### **What were the strengths of your assessment process?**

The assessment demonstrated that the FTCC Department of Public Safety and Security are providing the necessary training for all faculty and staff regarding emergency operations, tracking crimes across the campus over multiple years, and working hard to meet the security needs of all FTCC faculty, staff, and students. The assessment also shows that the new software that was purchased will not only ensure federal compliance with the Clery Act but offer trend data that can be used for decision-making.

#### **What were the weaknesses of your assessment process?**

The assessment showed that while the students are satisfied with the Department of Public Safety and Security with a 95.4% satisfaction rating, the faculty and staff only indicated an 85.6% satisfaction rating. While overall the satisfaction rate among the groups was 91%, the Department of Public Safety and Security needs to work harder to identify and meet the safety concerns of faculty and staff.

#### **What was learned as a result of your assessment process?**

We learned that the students have gained more confidence with our department versus faculty and staff. The department remains compliant with federal reporting regulations and current, up-to-date training of officers that only enhances the safety of the FTCC campuses.

#### **How will what was learned impact the direction and emphasis of your academic or support unit?**

We will focus more on identifying the security needs of faculty and staff, while continuing to work with the students and build upon trust that has been established over the past several years. The department needs to continue with ongoing training among its officers as well as offering professional development sessions for all faculty and staff that lends itself to a safe and secure learning environment.

## Annual Report Section Responses

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### **End Of Year Reports (VPs, AVPs, Deans)**

End of Year Report (2014-15) and Strategic Plan (2015-2020)

### **Connected Documents**

[End of Year Report 2014\\_15](#)

[Strategic Plan 2015-2020](#)