Department/Unit  **Security, Public Safety and Disaster Preparedness Department**  **FY 2011-2012**

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| **Expected Outcomes**  (Student Service Outcomes, and/or Service Area Outcomes) | **Assessment Plans**  (How will you measure your success? Include assessment method and how, what, when, and who) | **Assessment Results**  (Describe results of the assessment. Include main findings, date, and report author.) | **Implications and Plans for Improving Results**  (What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?) |
| 1. Ensure and maintain safe and secure learning environments for students at the College Center, Costa Mesa (Newport Beach) Center, Garden Grove Center and Le-Jao Center. | Review security needs per learning center on a monthly basis; respond to safety emergencies quickly; review and implement preventative measures to enhance security and safety; review and respond to security suggestions and concerns from student surveys; collect and monitor student discipline incidents at each Coastline site; collect and monitor security issues at each College location; and produce annual reports for Clery statistics. | In 2011-12, developed and implemented preventative measures to enhance security/safety and met with department heads, College Council and the President’s Executive Council. Reviewed and analyzed annual student surveys. From Fall 2011 Student Survey, 83% of students strongly agree/agree that they feel comfortable in the Coastline College environment. From the Fall 2011 student survey, 72% of students indicated they felt very safe at the Costa Mesa Center, 77% of students indicated that they felt at the Garden Grove Center, and 65% of students indicated they felt very safe at the Le-Jao Center. | Reviewing security plans for the Newport Beach Center prior to Spring 2013.  Meeting the challenges with budget issues to staff officers at the various College locations. To provide optimal security at each Coastline site, the department would need to provide officers at any Coastline location that had students, faculty and staff present including Fridays and Saturdays – an additional 3 part-time officers would be needed at $51,000 per year ($17,00 per PT officer), and an additional 160-day employee ($10,000 per year). |
| 2. Ensure and maintain safe and secure work environments for faculty, classified staff and administration at the College Center, Costa Mesa (Newport Beach) Center, Garden Grove 2. (continued)  Center and Le-Jao Center. Provide assistance and security advice to the One-Stop Centers as needed. | Review and respond to security needs per learning center; review and respond to security suggestions and concerns from center staff, faculty and administration; collect and monitor student and personnel incidents as they occur at each Coastline site; collect and monitor security issues at each College location; and produce annual reports for Clery statistics. Hold department meetings with security officers to go over incidents, needs and procedures. | Develop and implement preventative measures to enhance security and safety-met with department heads, classified staff, faculty groups and President’s Executive Council in FY 2011-2012. From Fall 2011 Employee Survey: College Center, 57.3% employees felt very safe while 29.2% felt slightly safe; Costa Mesa Center, 33.3% of employees felt very safe while 23.3% felt slightly safe; Garden Grove, 38.9% felt very safe while 22.2% felt slightly safe; Le-Jao Center, 33.3% felt very safe while 17.5% felt slightly safe. Overall, 51.4% of employees assessed the campus environment as good, while excellent and good rates tied at 21.5%. | Meeting the challenges with budget issues to staff officers at the various College locations. Review new security technology. |
| 3. As a culture of planning, inquiry and evidence, maintain accurate easily retrievable records to meet mandated reports and planning report needs. | Review processes for ways to streamline recordkeeping by : 1) utilizing technology to manage Clery statistics, incident reports, officer activities, and information from these sources, 2) Obtain and update agreements from local police departments to share reports /information on Clery-reportable incidents annually, 3) Research automated parking ticket appeals and consider options for first-time parking violators, 4) recommendations w/Safety Comm. | 1)Purchased and utilizing software to track and document incident reports;  2) Established liaison with police departments in the Cities of Costa Mesa, Fountain Valley, Garden Grove, and Westminster regarding crime reporting; 3) Researched ways to automate parking ticket appeals; and  4) the Safety Committee meets 6-times a year to discuss safety needs and concerns, and makes recommendations. | Review technology and software costs.  Work with the College webmaster to create automated forms and appeals.  Work with the College webmaster to develop a comprehensive Security Department website that contains emergency preparedness information, safety documents and safety tips, and security alerts (also, see #5 – Expected Outcomes for additional details). |
| 4. Ensure and maintain emergency response readiness and disaster preparedness. | Coastline’s Security/Public Safety Department and the District provide training for new CERT members and refresher training to existing CERT members; keep the emergency response team list current; furnish emergency equipment/supplies and train College personnel on proper use of the equipment/supplies; conduct training local and state-wide drills; audit drill schedules and provide team members with site-specific emergency response plans. | Obtain data from bi-annual audits of emergency equipment/supplies and the teams’ state of readiness. Revise Emergency Flip Charts and ensure that all supplies are current and available (AED’s, evacuation chairs, check lists and basic emergency tools-flashlights).  Obtain drill audit data and measure team members’ knowledge of site-specific ER plans. CA Earthquake drill conducted College-wide on 10/17/2011. All College emergency team leaders fulfilled their responsibilities to safely evacuate personnel, students and public from all Coastline buildings.  Developing online survey for team members to obtain feedback on drill and training needs. | Develop online survey in FY 2012-13.  Cost for keeping all equipment and supplies current and relevant-Stryker Chair (2), CERT helmets and CERT bags = $5,000. To maintain and keep current with Emergency Preparedness activities and utilize the Clery software, need part-time support staff = $14,000 per year.  Provide individual site plans and training for emergency response issues and concerns. |
| 5. For innovation and improvement in communications, the department will utilize technology to ensure adequate and accessibility to campus security information and resources to faculty, students, classified staff  5. (continued) and administration. | Maintain and post campus safety and security reports on the College website. The reports may contain Clery statistics and report information, crime/information bulletins, contact information, parking and appeal information , automated suggestion box, emergency information and general safety information. Conduct surveys and come-up with recommendations from the Safety Committee. | The campus safety and security reports are posted online FY 2009-FY 2011 at [http://www.coastline.edu/departments/ admissions/page.cfm?LinkID=1593](http://www.coastline.edu/departments/admissions/page.cfm?LinkID=1593)  Received feedback and recommendations from the Safety Committee. The department will keep all information and resources current and effective. Survey faculty, classified staff and administration on safety information they want to read.  Department and District utilizing ‘Blackboard Connect’ multi-modal notification; email notification sent College-wide through Administrative Services Department. | Work with the College web master to develop a Security and Public Safety website that will contain easily accessible information on emergency information, parking information, and county alerts.  Develop and deploy e-file safety resources for students , faculty, students, classified staff and administration from the Security Department website. Work with District to offer online training resources.  FY 2012-2013, develop a monthly e-newsletter on security-related topics. |