Assessment Cycle

Academic Year 2016 – 2017

University Police Department

University Affairs

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Northwestern State University Mission Statement

Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

University Affairs Mission Statement

University Affairs is a diverse group of innovative and talented professionals who provide quality facilities, maintenance and management services in support of education and research at Northwestern State University. University Affairs is committed to being fully responsive to the needs of faculty, students, staff and the public, as provided by the Physical Plant, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

University Police Mission Statement

The main mission of University Police is to provide the University with a safe and secure campus. This mission is accomplished by proactive patrols, a robust police presence, and providing services in a prompt manner. Although the primary mission of University Police Department is to protect and serve the Department also can provide a proper understanding of life as a law-abiding citizen by serving, educating and protecting the public through community collaboration, problem recognition, problem resolution and police action thus instilling methods and practices that a productive member of society possesses. In carrying out our mission, we must be progressive, pro-active, and responsive. Additionally, we realize we must work in partnership with the area communities that we serve, thus, providing the best protection and service.

Purpose: The Department will prepare students for life as a citizen away from a collegiate setting and provide a broader perspective of life as a law-abiding citizen with behaviors that are fitting for society as a whole. It will also show students how to engage in protective behaviors to enhance their quality of life from beyond the classroom and further into adulthood.

Methodology: The assessment process for University Police programs and initiatives is as follows:

(1) Data from assessment tools (both direct and indirect, quantitative and qualitative) are collected and returned to the program coordinator;

(2) The program coordinator will analyze the data to determine whether statistics gathered show an improvement in public training programs;

(3) Results from the assessment will be discussed by Police Department administration on an annual basis

(4) As a result, from the discussion of Police Department administration programs or methods may be added, changed, or deleted based on its effectiveness in controlling criminal activity and student engagement.

Service Outcome 1- Campus Safety

First year students and all employees will have a working knowledge of options that they have to survive an Active Shooter Situation. In addition, students will learn target-hardening practices to help secure their personal property.

Measure 1.1

On a semester basis students enrolled in University Studies 1000 will receive 1 day of campus safety instruction from a Certified Police Officer employed with the Department. During this course, multiple campus safety issues will be discussed with the primary focus on Active Shooter Survival training. A pretest and posttest will be administered to gauge the effectiveness of the training administered. At the end of the training students should achieve a score of 70% showing an understanding of the material.

> **Finding: Target met.**This measure is considered a success. Out of the test submitted for grading 365 out of 450 students earned a 70% or above, which equates to 81% of students gained sufficient knowledge to pass the test.

> **Analysis:** Over 1,000 sheets of paper were used for the testing process, and some instructors did not provide the test to their students. While the results showed that we meet our outcome the process needs to be streamlined for more efficient data collecrtion

> **Action:** Develop an online process to limit the number of paper copies generated and streamline the process for instructor to have the student access the test after the presentation. We will consider using survey monkey to complete this objective.

Measure 1.2

Faculty members will take part of an online training program that will focus entirely on Active Shooter situations. This particular course will focus on their responsibilities as a faculty member with students in the classroom or as employees in an administrative function. A pretest and posttest will be administered to show knowledge and a passing score of 90% will be required before credit for the course will be given. Although 90% is passing, we expect that employees will score 100% on the posttest.

> **Finding: Target not met.** A total of 487 employees completed the online training, however the bench mark score of 100% was not reached. The average score was 96% **.**

> **Analysis:** In reviewing the data we can consistently see a very short time frame for the actual time spent on the final test averaged around 1 min to complete a 12 question test.

> **Action:** Since the time spent on the test is so short with a high pass rate we believe that the community either remembers the answers to the test or have taken it so many times that they fully understand the material. As such for the next round of testing we will change the information on the post test only to ensure that the actual course knowledge is retained.

Service Outcome 2 – Community Relations

Increased communication between Department and the University Community thereby building community relations.

Measure 2.1

By promoting University Police Services to incoming student community during Freshman Connection, the department will notice an increase in communication between the department and the incoming students. The target outcome is a 20% in non-crime related calls for service as tracked by the call logs.

> **Finding: Target Met** The increase of calls of service rose from 151 non-criminal calls of service to 958 this rise in calls of service is considered a success.

> **Analysis:** This year was the first year that we implemented our new classifying system to show the actual number of calls that our office receives throughout the year. In 2015 we only had a report 151 non criminal calls of service. The increase noted above is partiatally because of the increase of public knowledge and also because of the record keeping practices.

> **Action:** We will keep our measure the same for the upcoming year to ensure that the data doesn't change so drastically. By doing this it will give us a better insight on the communication enhancement programs that we currently have in place.

Measure 2.2

The department should always strive to build and strengthen community-police relations. The Department should host meetings and take part in discussion session with private citizens and students to build community relations through an understanding of common police procedures and practices. By involving the department in these opportunities, it allows students and community members to meet Officers and understand the mission of law enforcement in different setting, rather than meeting during a possible negative interaction. The target is to conduct two meetings per academic year, one for each the fall and spring semester.

> **Finding: Target met.** In both the Fall and Spring Semester public community outreach programs were hosted. The outreach program was entitled Conversation With Cops.

> **Analysis:** During the fall Semster the Conversation With Cops was very well received given the state of emotions surrounding law enforcement around the country. The students who attended voiced their concerns and also gained an insight into why law enforcement respond to certain situations the way that they do. The total attendance for the fall was 28 participants. We had hoped that the spring semester would yield a greater turnout since the fall campaign was so well received. Nevertheless we had no attendees for the sessions held in the spring semester.

> **Action:** Better advertising campaigns will need to be utilized to affect change in this area. Students will only give up their free time for events that they will want to attend. So considerations has to be made into what events can we partner with or what could we use to entice students to attend the event.

Service Outcome 3 - Staffing

Ensure Police Department is fully staffed to meet the community needs for a safe and secure environment.

Measure 3.1

By ensuring that the department is fully staffed, UPD can create an environment where visible patrol is present allowing the community to see the presence of the department and deter some criminal activity. It also should provide prompt response times to calls of service, providing the public with a quick response and comfort level. Response times will be measured to reflect emergency and non-emergency response times. Target for emergency response should be no longer than 3 minutes and non-emergency response times should not exceed 8 minutes.

> **Finding: Target not met** The average response time for calendar year was 1 minute 53seconds.

> **Analysis:** Although the response time as a whole was very low. The data used was inconclusive. Of the total number of calls from 2016 (which totals 2162) only 50 were properly tabulated to give an accurate depiction of response time.

Action: Training with the dispatch staff to properly utilize the computer aided dispatch system is crucial in this endeavor. Unitl the information is properly input into the system actual response time caculations will be inaccurate. Conversations and training has already taken place to this date. Next years numbers should indicate a more accurate picture of response times.

Measure 3.2

Department should stay at a target staffing level of 80% of the number of patrol positions. Hiring practices and compensation level will be evaluated if this threshold is passed.

Finding: Target met. The beginning of the fall semester our department staffing was at 89% which is 2 officers short. The department experienced this shortage during the entire academic year due to several different reasons.

Analysis: Even though we succeded in reaching our measure, the departments on campus patrolling was limited due to the experience of the personnel hired. The majority of personnel hired had very little to no experience in law enforcement and were not POST certified peace officers. In as such a Basic Academy course had to be completed which takes approximately 4 months to complete. During the fall semester (2016) 3 officers attended the academy and during the spring semester (2017) 3 attended a training course.

Action: One solution is selecting the time line for when officers will attend the academy. Since our campus population is at its lowest point during the summer that is the most opportune time to provide this lengthy training. The fall semester should be limited to 1 or 2 officers leaving for the training.

Measure 3.3

Additional training past the minimum required POST qualification ensures officers conduct themselves in a professional manner and ensure that the department is operating within industry standards. The training budget should reflect cost that will improve an officer's professional knowledge. To help reduce the cost of training whenever possible train the trainer course will be sought so that all officers can benefit from material presented. Target is to have two officers per calendar year attend train the trainer courses and serve as trainers for the department.

Findings: Target met. This measure is a success. Officers have attended two different courses that are instructor training courses.

Analysis: Officers that attended the courses received passing marks and have already presented the information to other department employees.

Action: Continued training is one of the key components to maintaining a professional Police agency. Additional train the trainer courses have already been scheduled for the next assessment cycle. These courses included Active Shooter Instructor and Chemical

Weapon Instructor. The training budget has been increased to include the cost of attending these courses and other training courses
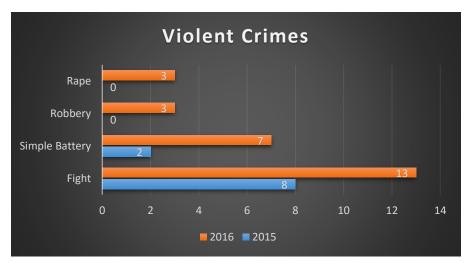

Service Outcome 4 - Safety

Safety is a priority of this department. A safe environment will provide students and employees the atmosphere needed for intellectual growth.

Measure 4.1

Crime statistics give a great insight into the criminal activity that occurs on campus. The data obtained from this collection process will give insights into trends that are developing on each campus. The statistics gathered will provide guidance on enforcement efforts, student educational efforts, and crime trends that will need to be addressed. Target is to have minimal violent crime statistical growth from the previous year to the present.

Findings: Target not met. In calendar year 2016 there was a rise in violent crime statistics for the categories of robbery, fighting, and battery from the previous year.
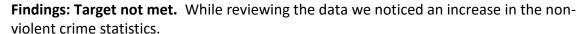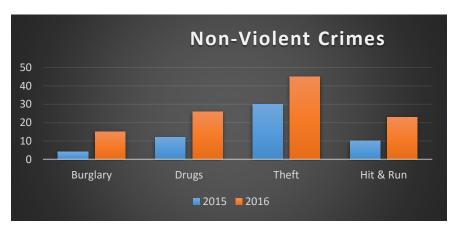

Analysis: Although there was a rise in the statistics, the incidents were connected with repeat offenders from each crime category. The fights for example were from a group that was involved in an ongoing confrontation with others. The robberies that were committed were done by the same individuals across the entire city. All repeat offenders have been arrested and/or facing disciplinary action.

Action: Educational efforts for students need to include a session on being aware of surroundings and also safe practices. Also efforts should be made to increase speed of contact with law enforcement to shorten call time. Some victims waited till they were indoors or hours after the incident occurred. Patrol efforts will also need to be increased in densely populated areas of the campus to ensure police presence is a detereant for crime.

Measure 4.2

In addition to violent crime statistics gathered the collection of non violent crimes such as thefts and motor vehicle burglaries will need to be included. These categories in the past have been some of our most frequent reoccurring crimes. Information gathered from these categories will show where efforts will need to be focused to deter and reduce crime. Target is a 15% decrease in criminal activity for these categories from the previous year based on effective policing practices.

> **Findings: Target not met.** While reviewing the data we noticed an increase in the non-violent crime statistics.

> **Analysis:** Upon reviewing the data with the rise in recent drug activity we have noticed a rise in supporting non-violent criminal acts, with the exception of hit and runs. Overall the non violent crime rate had doubled. The measure outcome was not met.

> **Action:** Increased education efforts and drug enforcement are critical. Historically when drug rates increase property crimes increase as well. Public educational efforts need to focus on property proctection and also hit and run education.

Summary:

While most of out outcomes were met, the administration of University Police feel that there is still room for growth and development. Increased presence, pro-active patrols, and education are going to be key factors in reducing crime statistics. Our departments educational efforts to make our officers more proficient and professional will help with this goal as well.

Finally staffing is the one of the major issues that this departments faces. Reaching the outcome of being staffed at least at 80% on active patrol and not in the academy is vital in completing our mission. Without officers out in the public to patrol, host safety classes, or

conduct community outreach efforts crime rates will continue to rise. As such efforts to limit turnover will be the focus of our next assessment plan.