

AY 2017-2018 Assessment

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.

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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 90% showing an understanding of the material.

Findings: Target not met.

- Fall 2017 Semester target not met. Average score for fall semester was 78%
- Spring 2018 Semester target not met. Average score for spring semester was 88%

Analysis. In AY 2016-2017 the target of 70% was met. Based on the analysis of the results it was determined that the testing process was lacking and used a large amount of paper with limited return. As such, a decision was made to increase the target range and develop an online test taking format. Given the findings from AY 2017-2018 University Police Administration reviewed what differences there were between the Fall and Spring Semesters. During this review two different contributing factors were discovered. First the delivery method of instruction changed from the Fall Semester to the Spring Semester. During the fall semester instructors presented to large groups all day over a two day period. Leading to fatigue of the instructors and from the onset of the sessions there was a limited amount of engagement from the students involved in

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the sessions. During the spring semester session were space out over a few days with only 2 to 3 sessions a day instead of all day with limited breaks. The session were also smaller with each session only having 20 to 30 instead of 150-250. The smaller group setting lead to a more intimate setting and fostered engagement from the students attending.

Second we noticed that only 54% of students took the pretest in the fall semester. Of that 54% only 52% completed the post test. Clearly a process needs to be developed to get the most engagement out of students to participate in the testing process.

Decision. Although there was a general increase from AY 2016-2017 in the percentage of the passing scores the target was not met in AY 2017-2018. Based on the analysis of the results in 2017-2018 it was decided that by changing the delivery method and developing additional instructors, we should be able to increase engagement with the student population and also increase knowledge retention in 2018-2019. In addition we need to work with the instructors to ensure that the maximum number of students are taking both sets of test before and after the session. The implementation of these two factors should increase the scoring percentage to 90% helping us meet our target.

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.

Findings: Target not met.

- Faculty and Staff average score for Pre Test was 55.78%.
- The average score for the Post Test was 78.3%

Analysis. Based on the analysis of the results from 2016-2017 the acquired data showed us there was an issue with how the course was setup in moodle. A required passing score of 90% was required to receive a certificate of course completion. This standard however was not setup in course settings for Moodle. Which showed a small percentage of folks did not meet a passing standard. As a result in 2017-2018 over 87% of the participants scored over 90% on the post test. This score is a better reflexion of attaining knowledge since the material was changed from our previous assessment of the data from 2016-2017. The graphs depict the scoring from all of the participants in the 2017-18 academic year.

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Decision – Based on the analysis of our findings from this academic year and the 2017-18 academic year we will incorporate a different in-person training session and other potential learning methods fro 2018-2019 to better guage the depth of understanding of the material.

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

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Freshman Connection, the department will notice an increase in communication between the department and the incoming students. The target outcome is an increase of 20% in non-crime related calls for service as tracked by the call logs.

Findings – Target not met. Number of non-criminal contacts with public was 740 compared to 958 from academic year 2016-2017.

Analysis. From reviewing the data from 2016-2017 and 2017-2018 we have determined that this method of classification can not truly be measured by the non criminal calls of service. As there are too many different factors that would determine if a non criminal call of service is made. In addition there was no way to determine what calls of service where from students and private citizens.

Decision. Based on analysis of the results we have determined that we will no longer keep track of our outreach efforts to the students based on these data set. There is no true way of determining how we will capture the proper data to show if our Freshman connection outreach efforts affect the call volume. Instead we will track the number of request and scheduled events and or classes that we host or are asked to be a part of. Tracking this data will better show our out reach efforts and the effectiveness of our programs.

Measure 2.2

The department should always strive to build and strengthen community-police relations. The Department should host meeting 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 member 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.

Findings. Target met. We hosted a total of 6 different discussion events.

Analysis. Based on the analysis of the results from 2016-2017 we increased the personnel topics ranged from alcohol awareness to sex crimes in 2017-2018. As such we had increased participatinon and personnel described the experience and discussions as informative for both the presenters and the students involved in the process.

Decision. Based on the analysis of the results from 2017-2018 we will increase to two sessions per academic semester since that is good base line based on the number of staff that were present. We will consider adding additional presenters to increase the number of potential outreach discussion efforts if the interest warrants.

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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.

Findings. Target not met. No data could be gathered for this measure.

Analysis. During our review for the data from 2016-2017 we discovered that the system was not properly capturing the response times to calls. In addition the times that were noted had a response time of two to ten seconds. Which indicates an operator input error. In 2017-2018 we were able to manually correct the issues.

Decision. Based on this analysis and our findings from 2017-18 we will investigate equipment options such as headsets to assist the dispatchers in completing their duties so that their hands are free to input information instead of operating the phone system in 2018-2019.

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.

Findings. Target met. Our staffing level maintained a 90% average during the course of the year.

Analysis. During our 2016-17 assessment we determined that while our staffing level was maintained we experienced patrol shortages during the course of training new hires. In 2017-2018 we now utilize a training facility that host a summer post academy.

Decision. This academy is now utilized whenever possible. However there is an entrance level for the academy that incoming cadets must reach. Standards may need to be developed to ensure acceptance into this particular academy or the use of another training facility may be necessary.

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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. Two different train the trainer courses have been completed.

Analysis. In 2016-2017 two personnel attended a training course to instruct the public on a rape aggression defense. As a result, in 2017-2018 we employed a train the trainer approach that has allowed us to complete two separate service outcomes. Making it highly efficient for our area. Another officer attended a OC deployment instructor course. Which ensures that our department meets some use of force standards and trainings.

Decision. In 2018-2019 we will look for other opportunities to maximize in house training. This measure needs to be kept at this level due, so that the instructional value and hardship can be evaluated before increasing additional instructors. Other factors to consider is re-training the instructors and the cost for them and materials.

Measure 3.4

In service trainings should be utilized to grow the departments employees and have instructors come to the Department to offset the cost of the training as well. Doing so ensures that at least 94% of the department will receive the training. Target is to host at least four training courses where the instructor comes to our facilities to instruct the course.

Findings. Target met. We had 5 different in service training session.

Analysis. In 2016-2017 five inservice training sessions four were provided by instructors from within the department, and one was from an outside instructor. Based on the analysis of the results in 2017-2018 we brought in an outside instructor who's approach brought a different insight and expanded the officers thinking involving leadership. While the instruction was productive and useful it was costly and had it not been for the support of other outside entities supporting the payment of the instructor it may have not occurred. The cost of the internal led instruction was very minimal.

Decision. Outside instructor while very informative and knowledgeable require a lot of supporting resources and cost. While we were able to provide training to not only our department but other from across the state, in 2018-2019 we may need to consider other alternatives to support incoming instructors, or find fully funded courses of study to bring to campus. The internal instructors were better able to fit into a flexible schedule

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and were able to host more courses to accommodate officers working schedules making sure that there was 100% participation.

Service Outcome 4 - Safety

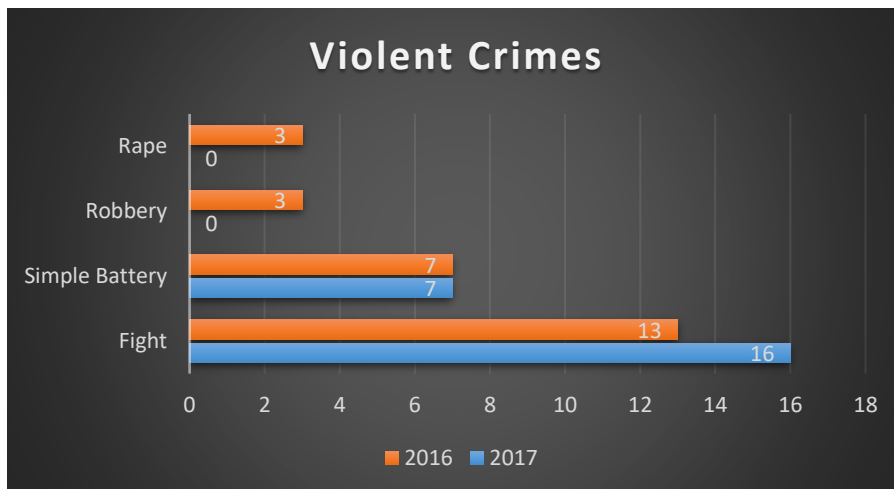
Safety is a priority of this department. A safe environment will provide students and employees the atmosphere need for intellectual growth.

Measure 4.1

Clery 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 no crime statistical growth from the previous year/semester to the present.

Findings – Target was not met. Some violent crimes increased others decreased.

Analysis – In 2016-2017 we experienced a drop in robberies from the previous years assessment. Based on the analysis of the results it appears having increased our patrols in 2017-2018 in those high risk / high visibilities areas around campus has had a positive effect. We had reported 2 rapes that came to our department, but after investigating the crimes it was determined that the criminal acts were unfounded. For fights and simple battery as similar to 2016 we saw an increase, however 60% of the altercations came from repeat offenders with continued problems between to centralized parties.



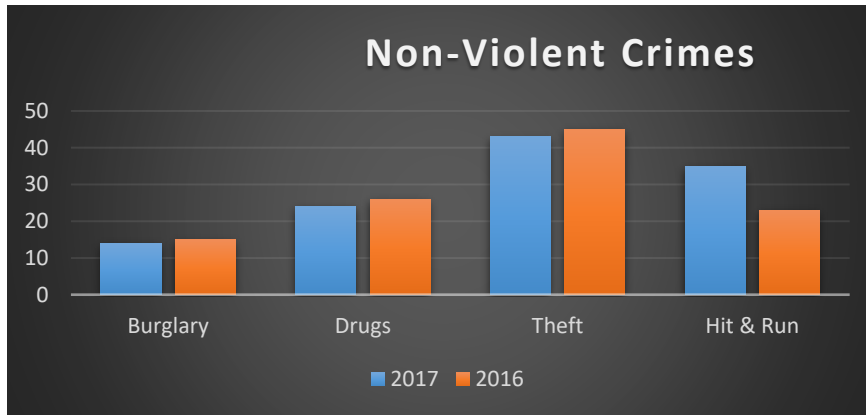
Decision – Based on the analysis of the 2017-2018 results we need stricter punishment for repeat offenders to be enforced to minimize the recidivism of the criminal acts. When dealing with these acts we enforce and arrest as necessary and provide other stakeholders (DA's office, Student conduct, Greek Life) with the information that they need to complete their mission in protecting others as well.

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Measure 4.2

In addition to Clery statistics gathered Uniform Crime Data collected and submitted will be crucial in determining what other measures are needed, since the Clery data does not require the collection of thefts and motor vehicle burglaries. 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 the while there was a decrease in the number of burglaries, drugs law violations and thefts there was an increase in hit and runs.



Analysis – The above graph shows that there was a very minimal decrease in non-violent crime rates in 2016-2017. The only difference in 2017-2018 is about 1 or two less reported offenses. Compared to the 2016 data when our non-violent crime rate doubled our educational efforts for these crime categories have not. With the public pressure to focus on active shooter survival the common and more occurring non-violent crimes education efforts have suffered.

Decision- Increased efforts in non-violent crimes education must be increased in 2018-2019 in order to meet a genuine decrease in this crime category. Another option that can be implemented to reduce drug law violations is a zero tolerance threshold. By limiting the amount of discretion that officers have in their response will over time decrease the number of criminal involvements. Also educational efforts need to be implemented as this is the 3rd year that the statistic has increased. The department uses to depend on teaching these subject matters in University studies however with the reduced time and also the demand for active shooter training we need to look at additional avenues.

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Comprehensive Summary of key evidence of improvements based on analysis of results

- A more detailed and engaging format of Active Shooter training has been implemented to improve knowledge retention of the material.
- Out reach efforts to students and faculty have increased and are measured in a different way. We now focus our efforts on classes offered and requested to obtain better data for analytical purposes. We also continue to provide discussion sessions with our student population. The interaction brings positive feedback and strengthens the relationship.
- We have actively researched telecommunication equipment options to provide to dispatchers for streamlining their responsibilities ensuring proper data input into the system in a timely manner, so reponse times are properly maintained.
- We are maximizing sending new patrol officers to attend an academy session during the summer break when our population allows for it.
- Continued the trend of providing in-service training from department instructors. We are also using alternative funding sources for out of agency instructors when capable.
- Have increased patrols in those risk / high visibilities areas around campus to serve as a deterrent.
- Crime stats have slightly risen and educational and enforcement efforts must increase. Focus needs to be shifted back to property crimes and enforcement efforts need to be increased for drug offenses and fights.

Plan of Action moving forward

New educational efforts will be pursued to increase the public's knowledge of crime prevention, safety measures and also best practices. Some efforts will be in person trainings other educational efforts may come in the form of some sort of media. In addition a structural change has occurred within University Police to include a division of University Safety. The division's purpose is to oversee safety measures, standards, and protocols for the University's overall safety programs. Systems will need to be developed to standards and implementation matrixes for safety systems for the University.