POINT LOMA
NAZARENE
UNIVERSITY

Public Safety
ANNUAL REPORT

2014 - 2015

Public Safety

Mission Statement

To create an environment of safety where students, faculty, and staff are free to learn, teach and work without undue personal safety concerns. To protect the university's assets through service and technology.

Program Overview

The PLNU Department of Public Safety is a private, in-house security organization dedicated to the safety and well-being of the campus community. Enforcement authority is granted by the PLNU Board of Trustees. All staff officers must complete the training required by the California Bureau of Security and Investigative Services and possess guard licensing as issued through the State of California. The Department of Public Safety exists to serve our students, faculty and staff and is operational on a 7/24 basis. It employs both full-time staff and part-time student employees in fulfillment of its mission. The Department controls campus vehicle access, secures buildings and facilities; responds to medical emergencies and acts as a liaison with EMS personnel; takes reports and conducts investigations of minor criminal offenses, vehicle accidents, and violations of university conduct policies; acts as a liaison with law enforcement agencies following major criminal offenses; engages in crime deterrence through active campus patrols and monitoring of the campus video surveillance system; offers education on crime prevention and personal safety; ensures compliance with all federal, state, and local laws regarding campus safety and security; develops and maintains the campus Emergency Operations Plan and oversees the university's emergency mass notification system; registers vehicles and bicycles; enforces the University Vehicle Code; provides security, traffic and parking services for major campus events; and offers community services like vehicle jumpstarts, vehicle unlocks, and late night escorts. PLNU maintains an institutional membership in the International Association of Campus Law Enforcement Administrators (IACLEA) and routinely utilizes its website for assistance with the implementation of policies and procedures consistent with current federal and state statutes. The Department also maintains good working relationships with the other local, state, and federal law enforcement agencies, including those at other local colleges and universities.

In providing the above essential services to the campus community, the Department supports the overall academic purpose of the institution. But beyond that, the Department's daily interaction with students creates opportunities not just to serve students but to educate them on the importance of taking responsibility for their own safety and that of others, and to educate them on the role safety plays within a learning environment. While those opportunities neatly align with the educational mission of a university, it is also of practical benefit to the campus since campus safety is actually the responsibility of the entire community. To some extent, every aspect of our program provides these opportunities for education and collaboration. And where the Department's student employees are concerned, those opportunities are even more numerous.

Intended Learning Outcomes by Program

Public Safety	Cognitive Complexity			Knowledge Acquisition, Integration & Application				Humanitarianism & Civic Engagement				Interpersonal & Intrapersonal Competence							Practical Competence				
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Vehicle Registration and Parking Enforcement											X		X					X					
Student Conduct and Crime Response											X		X										
Crime Prevention and Education															X		X					X	
Emergency Response											X											X	
Training and Supervision of Student Employees	X				X						X		X									X	

Evidence of Learning

Cognitive Complexity

Student employees are trained to engage others in constructive ways in every aspect of their job. That commitment to constructive engagement is foundational for the individual problem-solving and collaboration with coworkers that their jobs subsequently require. Learning how to "think on their feet" and "size up" a situation is critical.

Knowledge Acquisition, Integration, and Application

Student employees are trained to seek new information to solve problems. Whether taking an emergency phone call, investigating a theft, and writing a report about a medical emergency, learning to ask good questions is an essential aspect of their job which they are taught from the start. Public Safety often must respond to campus needs with less than all the available information and many of them require follow-up by other university officials or departments. Students are taught to recall information, consult outside sources such as other staff, written procedures and/or electronic files. Moreover, this knowledge is cumulative. They are taught to apply and incorporate lessons learned in previous incidents to current problems.

Humanitarianism & Civic Engagement

The Department consistently teaches students to participate in relevant governance systems. That most often entails compliance with university regulations related to vehicle registration and parking. When students do not comply initially, they are provided opportunities to appeal citations and to represent themselves in administrative processes somewhat reflective of due process in the wider world.

Similar comprehension of applicable rules and regulations is required of residential students participating in investigations of violations of the Student Code of Conduct or of minor criminal offenses. Students are given the opportunity to interact with university officials, to be forthright or to withhold information in those interactions, and to exercise their rights and responsibilities as they work "within the system" to effect positive outcomes for themselves or others.

Students are frequently involved in emergency medical situations which require many of them— perhaps for the first time—to place a 9-1-1 call or interact with emergency first responders. Learning to interact with public safety officials, to be share all available information and to take advantage of available resources are skills learned through these interactions, most of which are facilitated by the Department of Public Safety.

In reporting a medical emergency, conduct violation, criminal incident, or safety hazard, students learn what systems and structures are in place on campus to ensure the continuity of campus operations and the safety of its students and employees. They are then better able to differentiate between service departments (e.g., Public Safety and Facilities) and thereby direct complaints and inquiries to the appropriate office for resolution. Student employees who receive emergency calls, complaints, or requests for service are likewise, for all the same reasons, taught to operate within and interact with available governance systems.

Interpersonal and Intrapersonal Competence

Public Safety is frequently called to respond to "conflict" situations in which students, either as involved parties or as responding student employees, must learn to manage that conflict constructively. Enforcement of parking regulations, codes of conduct, or other university policies often carries with it the potential for conflict and for the establishment of adversarial roles between the student and the university. Students are instead encouraged to foster a spirit of cooperation and collaboration by learning how to communicate well, to listen effectively, and to compromise to achieve the optimal outcome.

Students are given opportunities to develop self-efficacy through participation in Alcohol Awareness Day, self-defenses classes, or review of various safety materials online. Students are taught not to be overly reliant on Public Safety or careless in their approach to personal safety but rather to take the initiative to safeguard themselves, their classmates, and their belongings at all times. Being able to assert oneself to fend off an attacker, to refuse to get in a vehicle with a driver who has been drinking, or to say "no" when being pressured into participating in hazing, sexual intercourse, or abusing controlled substances is a mark of self-efficacy in a way that allows the students to assert themselves as whole persons in control of their choices.

Of course, learning to balance self-interest with a sense of social responsibility is equally important and so these opportunities are equally geared toward that end. Students who receive parking citations frequently seek out explanation from Department staff, which creates an opportunity to not only inform them of the letter of the law—the rules and regulations—but of its spirit by teaching them that

maintaining an orderly parking environment is critical to the smooth operation of a large organization like PLNU which is responsible to the needs of its many members. The Department takes available opportunities during interactions with students to communicate the need to adopt a similar sense of mutual responsibility for one another in the reporting of suspicious behavior, campus crimes, vehicle accidents, and safety hazards to Public Safety.

Use of Evidence

Public Safety anticipates numerous changes to its program in the coming academic year including:

- Adoption of an integrated access control and video surveillance platform in conjunction with the rollout of card-controlled access systems in the new science building, Ryan Learning Center, Liberty Station Conference Center, Mission Valley Regional Center, and the Point Loma campus residence halls.
- Upgrades and additions to the existing video surveillance hardware including replacement of all analog cameras at Nicholson Commons and Bond Academic Center; replacement of first-generation networked cameras and paired infrared illuminators at the Welcome Center; installation of cameras at the new science building and Ryan Library; and procurement and use of low-profile surveillance cameras for use in criminal investigations.
- Expanded reporting and oversight requirements related to the new degree-completion programs offered by the College of Extended Studies at seven local community college campuses (Grossmont College, Cuyamaca College, Mira Costa College, Palomar College, City College, Mesa College, and Southwestern College)beginning in the Fall of 2015.
- Adoption of new and expanded communications technologies (i.e., AlertUs, blue light emergency phones) for use within the university's emergency notification system.
- Review and implementation of campus lockdown protocols in partnership with Campus Facilities.
- Broader and more frequent educational opportunities for students and employees related to surviving active shooter situations.
- Development of programs for tracking the frequency and number of requests for support of campus special events (e.g., reserved parking).
- Development of programs that track students who accrue multiple parking, identify those who are at high risk for other conduct violations, and for expediting referrals to other offices for possible intervention.

It is the expansion of bicycle theft-prevent education, adoption of incentivized programs for bicycle registration, and tracking of registered bicycles that most closely connects to the expected learning outcomes in 2015-16. Public Safety intends on conducting its first-ever bicycle census to obtain a total number of bicycles on campus and to increase registration numbers year-over-year (and effective registration *rates* in subsequent years), as well offer a broader public information campaign than in 2014-15 informing students about the risks of bicycle theft and what they can do to prevent it. These program changes will touch on many of the above learning outcomes including participation in relevant governance systems, the balancing of self-interest and social responsibility, problem-solving and the practice of self-efficacy.

The following incomplete data set for 2014-15 will serve as a preliminary baseline for data comparisons in subsequent years:

Number of bicycles newly registered: **21**
Number of bicycles abandoned: **18**
Census Figure -- Total Bicycles on Campus: **unknown**
Census Figure -- Registered Bicycles on Campus: **unknown**
Census Figure -- Effective Registration Rate: **unknown**

Areas of Distinction

In 2014-15, Public Safety partnered for the first time ever with a student organization to accomplish a campus safety-related project. The Associated Student Body Board of Directors and Public Safety collaborated together on conceiving, funding and executing a plan to improve video surveillance coverage in and around Young Hall. The end result was the installation of five networked video surveillance cameras in the parking lots outside of Young Hall. It is hoped that this project will serve as a model for future such projects and for adoption of a more collaborative approach to campus security by Public Safety and student representatives.