

Summary of Public Safety Learning Outcomes

2014-2015

Intended Learning Outcomes	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	
Public Safety	X				X		X			X			X			X	X			X	X	X	X	

Public Safety Learning Outcomes

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 university assets through service and technology.

Cognitive Complexity

- 1= **Engage with others in constructive ways**
- 2= Assess assumptions and considers alternative perspectives and solutions
- 3= Openness to new ideas and perspectives

Student officers are trained to treat all persons with basic human dignity and respect regardless of the circumstances of the contact. Various situations involving constructive contact are illustrated in the Appendix #1 chart.

Knowledge Acquisition, Integration and Application

- 4= Uses experience and other sources of information to create new insights
- 5= **Seeks new information to solve problems**
- 6= Makes connections between curricular and co-curricular learning
- 7= **Engages in experiential activities in preparation for the workforce**

Student officers and student dispatchers are provided on the job training in public safety operations. This training focuses on basic job skills including punctuality, organizational sensitivity, report writing, telephone etiquette and customer service. Both officers and dispatchers are encouraged by supervision to apply their training and make use of various resources in order to solve problems quickly and independently. A many-pronged approach is required in most situations which not only requires immediate information recall, but an ability to consult outside sources such as other staff, written procedures and/or electronic files. Our students are not only highly trained in their areas of responsibility but are also trained to learn on the job, incorporating the

lessons learned in previous incidents into solutions for current problems. Above all other skills, this ability to think "on their feet" is the most highly sought after for our student employees.

Humanitarianism & Civic Engagement

- 8= A willingness to engage with individuals from a variety of abilities, cultures, ethnicities, and socio-economic backgrounds
- 9= Demonstrates capacity to engage with the complexities of daily life in the global community
- 10= Participation in service/volunteer activities**
- 11= Participates in relevant governance systems

The Department of Public Safety emphasizes to its student employees its core value of community service. While this most often involves engagement with the campus community in an official capacity, the department also facilitates student engagement with wider world on a voluntary basis. Public safety holds semi-annual off-campus student employee meetings that incorporate a service project that benefits a local church or community. Following these service opportunities, many students bring back a greater commitment to participation in community-building and community service.

Interpersonal/Intrapersonal

- 12= Pursuit of knowledge is integrated with beliefs, values, and action
- 13= Manages conflict constructively**
- 14= Gains holistic awareness of self (including emotional, social, occupational, physical, intellectual, and spiritual)
- 15= Practices self-efficacy
- 16= Works collaboratively with others**
- 17= Demonstrates civility when engaged in controversy**
- 18= Demonstrates that self-interest is balanced by a sense of social responsibility

The roles and responsibilities of the Department of Public Safety demand that its employees occasionally enter into stressful, high-stakes situations where the well-being of another is at risk. Our employees are trained to work cooperatively and collaboratively with each other and with other university employees to achieve an optimal outcome. Because some of these situations result from the willful action of an involved party, usually in violation of student conduct policies, conflict is a potential result. Maintaining a calm and rational approach to each situation is a core component of our training program. When confronted with conflict, our students use a problem-solving approach that respects each involved party and takes their holistic well-being into consideration. Effective communication is key to achieving the desired outcome and is an integral part of their development as student employees. In fact, much of the work of building strong relationships with the campus community is done in advance by assigning each student officer an area of responsibility (often a residence hall) where they provide ongoing personal safety education and act as a liaison to the department.

Practical Competence

- 19= Sets and pursues individual goals**
- 20= Speaks and writes coherently and effectively**
- 21= Uses technology ethically and effectively**
- 22= Demonstrates leadership skills**
- 23= Demonstrates effective stewardship of resources