

# HACC Assessment Record

Department/Campus:

Human Resources

Unit:

Security and Safety

<b>Assessment Start Date:</b>	March 2013
<b>Goal:</b> <i>(Campus, department or unit)</i>	To provide public safety services to the College community with integrity, efficiency and professionalism
<b>Alignment to Strategic Plan:</b>  <a href="#">HR-to-Strategic Plan Matrix</a>	<p><b>SP Goal II: Organizational Excellence</b></p> <p><b>Objective 9:</b> Continuously improve the organization structure.</p> <ul style="list-style-type: none"> <li>• Complete restructuring in academic affairs, student affairs, workforce, and others as needed.</li> <li>• Promote and support excellence within the Department of Safety and Security.</li> <li>• Use feedback to continuously improve processes.</li> </ul> <p><b>Objective 11:</b> Increase access to and support for professional development and training.</p> <ul style="list-style-type: none"> <li>• Increase the number of professional development opportunities for faculty and staff; assess training needs and develop specific training for identified employee groups.</li> </ul> <p><b>SP Goal III: Operational Excellence</b></p> <p><b>Objective 12:</b> Improve communication with internal and external stakeholders.</p> <ul style="list-style-type: none"> <li>• Implement and evaluate crisis communication plans.</li> </ul> <p><b>Objective 17:</b> Identify, implement, support, and evaluate innovative use of technologies.</p>
<b>Sources of Evidence to be used:</b> <i>(Measures that would point to achievement of goal/objective. Examples: databases, focus group feedback, surveys. See p. 10 of Guide.)</i>	<ul style="list-style-type: none"> <li>• External consultant specialist review</li> <li>• Stakeholder interviews (faculty, staff, students)</li> <li>• Threat assessment</li> <li>• Document review (policies, procedures, job descriptions, protocols)</li> <li>• Campus Lighting Assessment – seasonal light meter readings</li> <li>• Fire extinguisher inspection</li> <li>• Inventory of backup power sources</li> <li>• Analysis of safe space accommodations</li> </ul>

<p><b>Type of Assessment :</b></p> <ul style="list-style-type: none"> <li>• <b>Information– Gathering</b> (<i>needs assessments, inventories, establishing baselines</i>)</li> <li>• <b>Performance–Evaluating</b> (<i>How well are we doing? Have we improved?</i>)</li> </ul>	Performance-Evaluating	
<p>*Benchmarks and Performance Targets are critical when evaluating performance. They may or may not be as critical when gathering information, although a rubric may be developed to organize categories under consideration.</p>	<p align="center"><b>Benchmarks</b></p> <p>External Standards, such as those specified in</p> <ul style="list-style-type: none"> <li>• CLERY Act</li> <li>• Act 235 (PA State)</li> </ul>	<p align="center"><b>Performance Targets</b></p> <ul style="list-style-type: none"> <li>• To meet or exceed compliance with industry standards and best practices.</li> </ul>
<p><b>Findings:</b> (<i>What did we learn from this assessment? What did the evidence say?)</i></p>	<ul style="list-style-type: none"> <li>• Policies, procedures, job descriptions, and protocols were (in certain instances) absent, inadequate, or failed to match what was actually in practice.</li> <li>• Lighting in certain campus areas was inadequate.</li> <li>• Fire extinguishers had been unevenly maintained.</li> <li>• Inadequate backup generators were available to maintain essential functioning (I.e. ITS servers, radio communications) in the event of a failure of the power grid.</li> <li>• Emergency communications practices and oversight were problematic (some depended upon optional student practices and there was not clear delineation of authority for emergency communications).</li> <li>• Some of the campus camera servers were not operational.</li> <li>• In some instances, College Administrative Policies worked at cross-purposes to safety and security (I.e. pepper spray).</li> </ul>	
<p><b>Decision-Making:</b> (<i>What changes of practice are indicated? What budget priorities are established? What accomplishments should be celebrated and showcased?)</i></p>	<ul style="list-style-type: none"> <li>• The Harrisburg Campus, as the largest and most complex, was chosen to be the deployment and testing site with successful practices to be duplicated and further deployed to all campuses (with modifications for unique conditions).</li> <li>• An all-inclusive training program has been developed.</li> <li>• Minimum education and training requirements (MET's) have been rewritten.</li> <li>• Job descriptions have been written or revised.</li> <li>• Standard Operating Procedures have been written or revised.</li> <li>• Firearm policies and practices have been established or revamped.</li> <li>• Campus lighting enhancement is 85% complete (as of April 2013)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Fire extinguishers have been inspected, charged, and tagged.</li> <li>• A prototype phone app is being developed and tested for use as hotline to security.</li> <li>• Information cards with emergency procedures have been developed for distribution college-wide.</li> <li>• Campus “safe spaces” have been designated.</li> <li>• Critical changes, including the emergency procedure cards, safe spaces, and training with local EMS agencies, close the loop on the 2007 Self Study Recommendations (2.20).</li> <li>• A Security and Safety Fair is scheduled for Fall 2013.</li> <li>• Further recommendations are being considered.</li> </ul>
<b>Assessment Closing Date:</b>	June 1, 2013
<b>Notes:</b>	<p>Due to security concerns, detailed documentation may not be disclosed to the public. Please contact Interim Director Ed Dominguez ( <a href="mailto:edomingu@hacc.edu">edomingu@hacc.edu</a> ) if further information is required.</p>