NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

Unit: Norco College Police

Please give the full title of your unit.

Contact Person: Sgt. Richard Henry
Due: AUGUST 31, 2017

Form Last Revised: May 2017

Norco College

Annual Administrative Program Review Update
Instructions

The Annual Administrative Program Review is conducted by each unit and consists of an analysis of changes within the unit as well as significant new resource needs for staff, resources, facilities, and equipment. It should be **submitted *or* renewed every year** in anticipation of budget planning for the fiscal year, which begins July 1 of the *following* calendar year.

The questions on the subsequent pages are intended to assist you in planning for your unit.

The forms that follow are separated into pages for ease of distribution to relevant subcommittees. **Please keep the pages separated** if possible (though part of the same electronic file), **with the headers as they appear**, and be sure to include your unit, contact person (this may change from topic to topic) and date on each page submitted. Don't let formatting concerns slow you down.

If you cannot identify in which category your requests belong or if you have complex-funding requests please schedule an appointment with your college's Vice President for Business Services right away. They will assist you with estimating the cost of your requests. It is vital to include cost estimates in your request forms. Each college uses its own prioritization system. Inquiries regarding that process should be directed to your Vice President.

The college has adopted a Total Cost of Ownership calculator for the use of determining cost of faculty, personnel and other needs related to a department or program.   The calculator is located under the Office of the Vice President, Business Services, as "Total Cost of Ownership (TCO) Spreadsheet" at the following link: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

Mission

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Vision

Norco – creating opportunities to transform our students and community for the dynamic challenges of tomorrow.

Educational Master Plan/Strategic Goals and Objectives 2013-2018

Goal 1: Increase Student Achievement and Success

Objectives:
1. Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
2. Improve transfer rate by 10% over 5 years.
3. Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum.
4. Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
5. Increase completion rate of degrees and certificates over 6 years.
6. Increase success and retention rates.
7. Increase percentage of students who complete 15 units, 30 units, 60 units.
8. Increase the percentage of students who begin addressing basic skills needs in their first year.
9. Decrease the success gap of students in online courses as compared to face-to-face instruction.
10. Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2: Improve the Quality of Student Life

Objectives:
1. Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).
2. Increase frequency of student participation in co-curricular activities.
3. Increase student satisfaction and importance ratings for student support services.
4. Increase the percentage of students who consider the college environment to be inclusive.
5. Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.
6. Increase current students' awareness about college resources dedicated to student success.

Goal 3: Increase Student Access

Objectives:
1. Increase percentage of students who declare an educational goal.
2. Increase percentage of new students who develop an educational plan.
3. Increase percentage of continuing students who develop an educational plan.
4. Ensure the distribution of our student population is reflective of the communities we serve.
5. Reduce scheduling conflicts that negatively impact student completion of degrees and programs.

Goal 4: Create Effective Community Partnerships

Objectives:
1. Increase the number of students who participate in summer bridge programs or boot camps.
2. Increase the number of industry partners who participate in industry advisory council activities.
3. Increase the number of dollars available through scholarships for Norco College students.
4. Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.
5. Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
6. Increase community partnerships.
7. Increase institutional awareness of community partnerships.
8. Increase external funding sources which support college programs and initiatives.

Goal 5: Strengthen Student Learning

Objectives:
1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of faculty development workshops focusing on pedagogy each academic year.

Goal 6: Demonstrate Effective Planning Processes

Objectives:
1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
3. Ensure that resource allocation is tied to planning.
4. Institutionalize the current Technology Plan.
5. Revise the Facilities Master Plan.

Goal 7: Strengthen Our Commitment To Our Employees

Objectives:
1. Provide professional development activities for all employees.
2. Increase the percentage of employees who consider the college environment to be inclusive.
3. Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.
4. Increase participation in events and celebrations related to inclusiveness.
5. Implement programs that support the safety, health, and wellness of our college community.

COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS
DUE: AUGUST 31, 2017

Administrative Unit: Norco College Police
Prepared by: Sgt. Richard Henry
Date: August 31, 2017

Submit only your Worksheets. **Do not alter the forms**, or eliminate pages. If a page does not apply simply mark N/A.

I. The Unit PROGRAM REVIEW

The Administrative (Unit Program Review) is meant to provide a broad understanding of the unit, current trends related to the unit's mission, and how the unit serves to meet the overall mission or goals of Norco College and the Riverside Community College District.

1. **What is the mission of your unit?**
   Using the core values of honesty, loyalty, fairness and integrity to provide the basis for guiding our decisions and actions. The Norco College Police department is dedicated to preventing, deterring and responding to crime, disorder and the fear of crime within the college community.

2. **Identify or outline how your unit serves the mission of Norco College.** *Please limit to a single paragraph.*
   The Norco College Police Department serves the college community by providing police services 24 hours a day, 365 days a year. Using the concepts of Community Oriented Policing and Problem Solving (COPPS), the department strives to provide the college community with professional, personalized police services. The department will create and maintain a safe learning environment through proactive police patrols, community education and a rapid response to calls for service.

3. **List the major functions of your unit**.

Function
Conduct proactive police patrols (foot, vehicle and alternative methods).
Respond to requests for emergency and non-emergency calls for service. Report unsafe or hazardous conditions.
Conduct initial and follow up criminal, civil and traffic investigations.
Provide support services for the college community (escorts, Parking Services, citation corrections, etc.).
New staff/student orientation and office security surveys.
Traffic enforcement and collision investigations.

4. **Briefly comment on the status of your previous goals and objectives.**

1. Increase emergency preparedness at the College	Safety Committee is active and meeting monthly to increase emergency preparedness efforts at the College.
2. Increase parking revenue	Parking revenue has increased by $126,835.
3. Reduce the amount of lost and found items turned in and remaining in the Police Office	There has not been a lot of progress on this issue. Efforts are still underway to secure software that will allow students the ability to review a list of items and to try to identify who the owner may be to claim them.

5. **MAJOR Goals and Objectives (do not include normal functions of your unit). In order from 1– 5 is best. With 1 as the most important.**

Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit to discern if there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
Determine and implement an efficient method to manage egress/ingress of traffic	7/1/17	ongoing	Continue discussions to resolve second road issues	2,4,6,7
Reduce the amount of lost and found items turned in and remaining in the Police Office	7/1/17	ongoing	Purchase software program to help manage lost & found and IT support to implement	2,6,7
Improve service to customers	7/1/17	12/31/17	Community Service Officer 1.5 to intake issues, communicate resolutions and parking enforcement	2,6,7

Previous Year's Assessment

SAO Assessed:	Assessment method used:	What was your target or benchmark?	What were the results?	How do you anticipate using these results?
In support of students, Norco College Police will establish interoperability with local sheriff and neighboring police agencies. This will aid in active shooter and incidents that require emergency response.	Post incident briefings with local law enforcement, local agencies and college personnel	Immediately after incidents and drills.	Held an active shooter panel on Friday, March 10, 2017 with local law enforcement agencies participating on the panel. This allowed the College to establish contacts and coordination with local agencies to assist in case of a large-scale emergency requiring their participation and response.	To establish contacts and relationships for cooperative mutual aid agreements.
In support of students, Norco College Police will update signage and policies that will improve parking for the students of Norco College.	Increase signage on campus and in parking lots.	More directional wayfinding signage and to inform students regarding parking citations, meters, permits, etc.	Not much increase in signage on campus and in parking lots. Parking revenues increased over $125,000.	Encourage more semester permits in lieu of daily permits to reduce the amount the students pay and the amount of citations that are processed. Decrease the amount of walk in students for directions as directional signage will assist.
In support of students, Norco College Police will implement procedures that will improve the lost and found process.	Reduction in the amount of items left in the Police Department from lost and found.	Institute program or software that will allow students a means to look for items which they may have lost.	Limited progress; software has been identified that will meet this need but to date has not been approved/ instituted by the Police Department.	More signage and awareness to students about how to retrieve lost and found items as well as where to return lost items.

- **Reflective Question: What did you learn that will impact your unit for the future?**
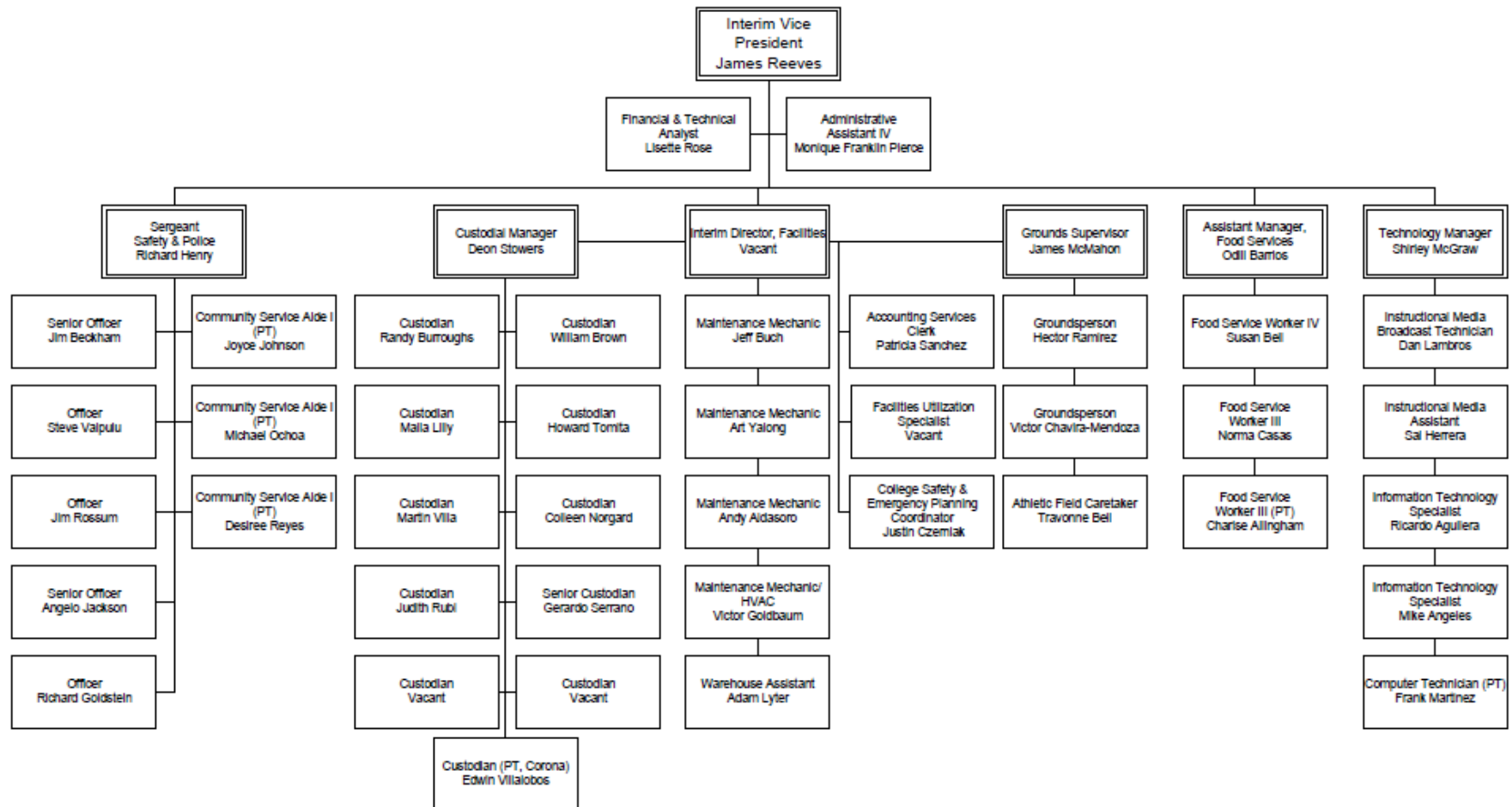
There are many students that may be interested in public safety/service. Opening up the cadet program involved students more and resulted in police presence increase, better traffic flow - an overall positive impact.

Directions: The primary purpose of this update is to provide an overview of your unit's assessment activities (plans, data, responses to data, etc.) for the previous academic year as well as your plans for assessment in the upcoming academic year. If you have any questions regarding the assessment process on this aspect of the report, please contact your vice president, or the Assessment Co-chairs. See Appendix 1 for more information about assessment.

Current year's assessment plan

SAO to be assessed:	What assessment methods do you plan to use?	When Will Assessment Be Conducted and Reviewed?	What result, target, or value will represent success at achieving this outcome?	How do you anticipate using the results from the assessment?	EMP GOALS
Determine and implement an efficient method to manage egress/ingress of traffic	Number of meetings held to discuss the second road	6/2018	Approval of the second road in to campus	To encourage approval of the second road	2,4,6,7
Reduce the amount of lost & found items turned in and remaining in the Police Office	Software that tracks items coming in and allows student and staff an opportunity	6.2018	Fewer items left in the Police Office to be claimed	Better communication with students and staff	2,6,7
Improve service to customers	Customer Service surveys	6/2018	70% of the respondents will report satisfaction with College Police services	To determine if additional services are needed	2,6,7

Provide the official Organizational Chart of your unit which includes all levels of services and positions. *If necessary, provide very brief narrative descriptions by numbering the chart and including a numbered list with clarifications on a subsequent page. The official chart can be obtained from Human Resources.*

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                              ┌──────────────────┐
                              │  Interim Vice    │
                              │   President      │
                              │  James Reeves    │
                              └──────────────────┘
                    ┌─────────────────────┐  ┌─────────────────────┐
                    │ Financial & Technical│  │   Administrative    │
                    │     Analyst          │  │   Assistant IV      │
                    │   Lisette Rose       │  │ Monique Franklin Pierce│
                    └─────────────────────┘  └─────────────────────┘
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Sergeant Safety & Police — Richard Henry	Custodial Manager — Deon Stowers	Interim Director, Facilities — Vacant	Grounds Supervisor — James McMahon	Assistant Manager, Food Services — Odili Barrios	Technology Manager — Shirley McGraw
Senior Officer Jim Beckham	Custodian Randy Burroughs	Maintenance Mechanic Jeff Buch	Accounting Services Clerk Patricia Sanchez	Food Service Worker IV Susan Bell	Instructional Media Broadcast Technician Dan Lambros
Community Service Aide I (PT) Joyce Johnson	Custodian William Brown		Grounds Supervisor James McMahon		
Officer Steve Valpulu	Custodian Malia Lily	Maintenance Mechanic Art Yalong	Facilities Utilization Specialist Vacant	Food Service Worker III Norma Casas	Instructional Media Assistant Sal Herrera
Community Service Aide I (PT) Michael Ochoa	Custodian Howard Tomita		Groundsperson Victor Chavira-Mendoza		
Officer Jim Rossum	Custodian Martin Villa	Maintenance Mechanic Andy Aidasoro	College Safety & Emergency Planning Coordinator Justin Czerniak	Food Service Worker III (PT) Charise Allingham	Information Technology Specialist Ricardo Aguilera
Community Service Aide I (PT) Desiree Reyes	Custodian Coleen Norgard		Athletic Field Caretaker Travonne Bell		
Senior Officer Angelo Jackson	Custodian Judith Rubi	Maintenance Mechanic/ HVAC Victor Goldbaum			Information Technology Specialist Mike Angeles
	Senior Custodian Gerardo Serrano				
Officer Richard Goldstein	Custodian Vacant	Warehouse Assistant Adam Lyter			Computer Technician (PT) Frank Martinez
	Custodian Vacant				
	Custodian (PT, Corona) Edwin Villalobos				

6. **Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)**

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2013	2014	2015	2016	2017		2018-2019	2020-2021
Administration	0	0	0	0	0		0	0
Classified Staff FT	5	5	5	5	5		6	6
Classified Staff PT	1.5	1.5	1.5	1.5	1.5		2	2
Confidential Staff FT	0	0	0	0	0		0	0
Faculty Reassigned FTE Full time								
Faculty Reassigned FTE Part time								
Total Full Time Equivalent Staff	6.5	6.5	6.5	6.5	6.5		8	8

Complete the Management and/or Staff request form that follow if new employees are needed.

*When filling out the form on the <u>next</u> page please **consider** the following in framing your "reason:"*

a. *Has the workload of your unit increased in recent years?*
b. *Has technology made it possible to do more work with the same staff? Or, has technology increased your work load (adding web features which need updating for example)?*
c. *Does the workload have significant peaks and valleys during the fiscal year that would be best filled by part time staff?*

7. **Staff Needs**

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)[1]

List Staff Positions Needed for Academic Year_____ Place titles on list in order (rank) or importance.	**Indicate (N) = New or (R) = Replacement**	**Annual TCO***	**EMP GOALS**
1. Community Service Officer Reason: The addition of one full time Police Officer will provide the Norco College with permanent weekend coverage eliminating the need for paid overtime on weekend days of instruction. Impact to Student Learning: Students will be better served and spend less time frustrated with parking ticket problems, lost & found, and other activities related to the college police.	N	$79,871	2,6,7
2. Reason: Impact to Student Learning:			
3. Reason: Impact to Student Learning:			

* TCO = "Total Cost of Ownership" for one year is the cost of an average salary plus benefits for an individual. Use space for language or linking resources to assessment.

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[1] If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

8. Equipment (including technology) Needs <u>Not</u> Covered by Current Budget[2]

List Equipment or Equipment Repair & Technology Needed for Academic Year. **Please be as specific and as brief as possible.** Place items on list in order (rank) or importance.	Annual TCO**			
	Cost per item	Number Requested	Total Cost of Ownership	EMP GOALS
1. Software to improve communication for lost & found <u>Reason:</u> To track and communicate about lost & found items left unclaimed and to claim items	**$1,000**	1	**$1,000**	2,6,7
2. Tactical Helmets/Gas Masks Reason: To provide protection to officers responding to any type of tactical incident or civil unrest situation	**$300**	6	**$1,800**	2,5
3. Gas mask filter <u>Reason:</u> To provide protection to officers responding to any type of tactical incident or civil unrest situation	**$75**	12	**$900**	2,5
4. <u>Reason:</u>				
5. <u>Reason:</u>				

** TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year.

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[2]   If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

9. **Space Needs Not Covered by Current Building or Remodeling Projects*[3]**

List Space Needs for Academic Year <u>2017-2018</u> **(Office space, storage, etc.,)** Place items on list in order (rank) or importance.	**Annual TCO*** Total Cost of Ownership
1. <u>Reason:</u>	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

*Please contact your campus VP of Business or your Director of Facilities, Operations and Maintenance to obtain an accurate cost estimate and to learn if the facilities you need are already in the planning stages.

   TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[3]   If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

10. **Professional or Organizational Development Needs*[4]**

List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	Annual TCO		
	Cost per item	Number Requested	Total Cost of Ownership
1. Advanced officer training Reason: Maintain compliance with state mandated training standards and to allow officers to attend educational law enforcement specific trainings	$1,000	6	$6,000
2. Parking training Reason: Updates to parking machine operation, troubleshooting, maintenance	$1,000	3	$3,000
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[4] If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

12. **OTHER NEEDS**[5]

List Other Needs that you are certain do not fit elsewhere. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Ownership
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.as

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[5] If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.