

2019-2020 Student Affairs End-of-the Year Report

COLLEGE POLICE

Please answer the following questions below to **summarize** your unit's highlights, accomplishments and challenges encountered in 2019-20. Please be detailed but please try to keep your response to no more than 1 page per question.

1. What are **two or three** of the greatest accomplishments of your unit this past year (2019-20)?

Messaging and Communication: Thanks to Officer Singh and others we were able to get our Campus Safety- "See Something, Say Something" posters finalized and up in all of the classrooms on campus. This was a project that began a couple years ago based on student's requests to see safety/college police information in classrooms.

We were able to successfully transfer companies for our emergency alerting system to provide better capabilities with less cost. This was completed with few issues. With this new system, we are able to send many more alerts in a fraction of the time. Our last emergency alert sent over 7,000 text messages in less than 2 minutes and over 18,000 emails in less than 3 minutes. With the help of Holly Dawson, NVC PIO, we were able to re-brand NVC Communicate to NVC Safe. Now, NVC Safe is comprised of the NVC Safety phone application and the NVC emergency alerts that include push notifications, emails, and text messages.

Parking: Thanks to CSO Curiel we were able to get **18** more parking signs posted strategically around campus for better visibility to ensure people coming to campus know they need a parking permit.

The parking enforcement team was able to transition from the old parking ticket "deal" that was in place to a new "deal" that helps more people with less labor. The new "deal" allows anyone who appeals their first parking ticket due to not having a permit be let off with a warning and a small \$4 processing fee. This is much more beneficial to visitors of the campus because they no longer need to purchase a semester permit, and it is easier for students because there is no need to show proof of a permit to our department in order to complete the deal.

Technology: The College Police department and Facilities department were able to upgrade our portable radios. The past radios in use by NVCPD were out of date and had many issues. With the new radios we are able to get clearer radio traffic in more places on campus. The college police was also able to upgrade our radios in our patrol vehicles. Having more up to date technology and the ability once again to contact facilities over the radio will drastically help communication especially during an emergency.

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Thanks to IT we were able to get addition alert buttons on campus in needed areas. These alert buttons work on the same system as our duress buttons on district computers. The buttons are strategically placed in needed area, one of which being highly visible and for public use in the main gym lobby.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason?

We were able to make progress with implementation of the SafeGuard OES system but due to COVID-19 we were unable to go live. All sensors are now installed in the classrooms and the testing is complete. The next step will be to get Faculty trained on the system when they return to campus. The hope is to have this completed at the beginning of the Spring 2021 semester.

Due to time, budget, and IT difficulties we were unable to implement phase 2 of the college surveillance cameras. For the time being we have re-directed some of the cameras to view more crucial areas. The IT infrastructure is now more robust and so the hope is when the budget starts to lift back up we can get the system ordered and installed.

With NVC housing in the future the police department still needs to continue to grow with the number of officers on its staff. With more officers, the college police will be able to provide more hours of coverage and prepare for the increase of calls and the type of activity consistent with on campus housing.

3. Do you have any innovative ideas for your unit?

The college police is working with students to participate in open forums. The hope is to continue to develop trust within our college community so that students are able to come to the college police with any sort of problem they are experiencing on or off campus. It is also necessary we continue to provide campus and community outreach with events and our crime prevention programs.

The college police is also working on transitioning some of our crime prevention classes and emergency training classes to the new online world we are currently living in.

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4. How many students did your unit serve in the 2019-20 academic year?

During the fiscal year 2019-2020, the College Police responded to **15,566** calls for service, which is a 2% decrease from the previous year. In addition to the calls for service, the College Police provided direct service to **1,245** people at our service window, which is a 27% decrease. Staff also provided \$10,455 worth of assistance to students and staff in the form of fingerprint services and motorists' assistance. The College Police also handled 362 found items, returning 35% of them.

5. Is there any other information you think is important to note?

2019-2020 was a very challenging year for the college and the Napa community. With the Public Safety Power Shutdowns (PSPS), fires, shelters, and COVID-19 NVC emergency response was put to the test time-and-time again. **The NVC community was able to navigate PSPSs, assist Napa County once again with a successful shelter, and transition to online instruction and flexible work arrangements for the COVID-19 pandemic.** Having all of the emergency procedures in place was a very big benefit and we have made much progress and advancements in our emergency systems, protocols, plans, and implementation.

Outcomes Assessment Report

1. Describe any professional development activities and/or opportunities for dialog and collaboration on assessment topics.

No specific activity to report.

2. In the chart below describe the outcomes you assessed the methods used, your results and how you used the results.

Outcomes that were assessed	Assessment methods	Assessment Results	Use of Results

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3. When was this information entered into TracDat?

No specific activity to report.

4. Name one or two things that were well done with your assessment efforts.

No specific activity to report.

5. Name one or two things that need improvement with your assessment efforts.

No specific activity to report.