Student Service Program Review (Campus Police) Latest Version

Student Services (1) - Program Description : Version by Peterson, Gregory on 01/02/2024 21:46

a) Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?

The Compton College District Police Department is a P.O.S.T (Police Officer Standards and Training) certified agency authorized under California Education Code 72330 and California Penal Code 830.32. The Compton College Police Department provides public safety services to the college campus and surrounding community. Police Officers are essential to this service. They conduct campus patrols, take reports for any crimes committed on campus, and assist with administrative messages. They enforce all traffic laws, penal codes, educational codes, welfare institutional codes, vehicle codes, and enforce parking regulations on campus. CDPD works on all special events to ensure that all participants are safe. They handle all reports on campus in addition to investigating any crime committed on campus. The dispatch center handles all phone calls, emergent and non-emergent, on campus. This includes 911 hang-up calls and calls from the public safety blue poles, receiving calls from staff and faculty. CDPD contributes to providing and maintaining an inclusive, welcoming environment where a diverse population of individuals can continue their education.

b) Describe the student population served by the program using data. Please note the source of the data. If necessary, please contact the Office of Institutional Effectiveness to obtain data.

The Compton College Police Department services all students that come to campus. This includes students enrolled in on-campus classes, student-athletes, and students coming to campus for student services.

Based on the *Campus Climate Survey 2022*, it was observed that the majority of the student population are individuals that identify as Latino/a/x Women between the ages of 25-34 years of age. The following demographic majority of Race/Ethnicity is Black/A. A (see Fig. 1). The second highest gender is Man at 25% of the participants. (See Fig. 2). Next would be the second highest age range of 35-44 years of age at 18% of the participants (see Fig. 3). The data collected is based on the participants who completed the *Campus Climate Survey 2022*.

Figure 1. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness

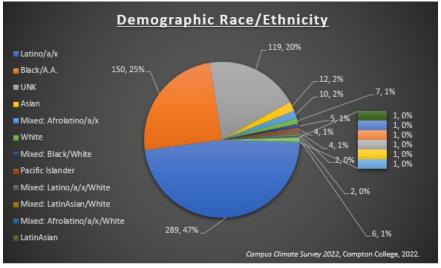


Figure 2. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.

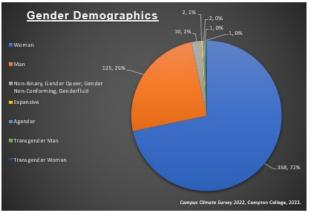
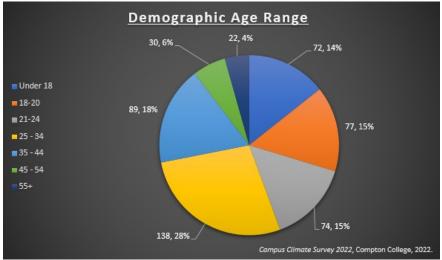


Figure 3. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.



c) Describe how interaction with the program helps students succeed or meet their educational goals.

Compton College District Police Department provides students, staff, and faculty with a safe learning environment. The Police Department offers public safety services to our students, staff, faculty, and the Compton community. This is achieved by having police officers present on campus and patrolling the perimeter areas of the campus. Police officers also conduct foot patrols of the inner campus, classrooms, offices, and buildings daily. The department's personnel also interact with students and staff to ensure their needs are addressed safely and professionally. The department also offers a complimentary shuttle service for students or staff members who need or request them. The lobby has also been upgraded to provide a safe space for students and staff to wait for rides and have a place to charge phones and laptops. Student interaction with Compton College Police Department strengthens the relationship with the students to help keep them safe. This creates T.R.U.S.T (Transparency, Respect, Understanding, Support, and Training) for our students to meet their educational goals.

d) How does the program interact with other on-campus programs or with off-campus entities?

The success of the Campus Police Department is related to the responsiveness and efficiency of the Information Technology Services Department and the Facilities and Maintenance Department (FMD). ITS manages & supports many of the PD's systems and relies on the internet, email, and phone services (such as blue poles/emergency help points) that ITS manages & supports. These systems are critical in allowing the public to communicate with the PD and will enable the PD to disseminate information promptly, respond to calls for service, and investigate complaints. FMD, on the other side, is critical to the success of the PD program. FMD must ensure the campus facilities are up to code, working as designed, and safe/secure. It minimizes the opportunity for accidents or a criminal element to cause an issue on and about the campus grounds. This includes ensuring that help points are adequately powered, HVAC for data centers is up, and lighting around the campus works.

Below are the current collaborations of the Police Department:

- Campus Police has partnered with ASB to provide safety awareness training for the campus community.
- We have partnered with the Academic Senate to provide lockdown/shelter-in-place exercises twice yearly.
- We have collaborated with PBC, College Council, Academic Senate, and ASB to provide active shooter training campus-wide.
- Campus Police collaborates with the College Square Neighborhood Watch Association program to provide community information and access to campus police on matters of public safety.
- Campus Police is active in the AIMS team (Assessment, Intervention, Management, Safety). This behavioral intervention team seeks to assist students during times of behavioral concern.
- · Campus Police is active on the LGBTQ+ work group, Student Engagement Committee, and Health-Safety and Parking Committees

Campus Police is active in the LASD, Compton Unified School Police, County Probation Consortium, FBI, and District Attorney Officer Briefings regarding local concerns in Mutual Aid Response Area "E."

Compton District Police Department interacts with both on-campus and off-campus organizations to support the college's vision and mission statement. On campus, we regularly interact with different committees and groups to assess the safety needs of students.

While off campus, we are in contact with other law enforcement agencies such as the Los Angeles Sheriff's Department, Los Angeles Fire Department, Wildlife Fish and Game, and other subdivisions of Law and Law Enforcement. Their contribution to us is to assist in any emergency scenarios, such as medical emergencies or wildlife control of the Coyotes that have previously entered the campus.

Overall, relationships and interactions with other organizations help maintain the safety of students while on campus.

e) List notable achievements that have occurred since the last Program Review.

Since the last completion of the last Program Review, CDPD has completed notable achievements as follows:

Surveillance Cameras

CDPD has installed and upgraded over 150+ cameras throughout the interior and exterior of the campus to ensure the safety of the students and staff. This extra measure was done so that we may better monitor the campus for any medical or emergency situations.

• Active Shooter Training Drills

The department has completed campus community training for any unforeseen active shooter events so that the college is prepared. At these educational events, we teach the community protocols to respond to any Active Shooter scenarios. Our educational events are held in classrooms, online meetings, and area training are welcomed to the public and the students at Compton College. All officers and personnel within the department are trained monthly in these perishable skills to ensure that we are up-to-current with all P.O.S.T standards.

Expanding Our Personnel

We have hired three new Police Officers and one new Police Dispatcher/Clerk. This was done to meet the needs of the department on all shifts. Having the presence of on-duty police officers on days, evenings, and graveyards while including weekend shifts will maintain a safe learning environment. Now with more classes returning to campus from Monday through Saturday, students and staff will require the department for presence to ensure their safety. Our assistance is also available for monitoring special events that the campus is hosting.

Police Department Vehicle

The department has purchased a new police vehicle to update the Police Fleet from 2017 vehicles to current models. The new vehicle chosen was also to decrease emissions (Eco-friendly) and ensure that fewer maintenance repairs are needed compared to our current vehicles.

Bike Patrol Program

The new bike patrol program is now in effect. This program allows the officers to better communicate with students without any physical barriers while promoting a healthy lifestyle for the officers. With this program, the officers will be able to better maneuver through tight campus spaces where vehicles cannot get by. This program is also cost-effective due to rising fuel

prices.

Cadet Program

A new Cadet Program is also now being launched by Fall 2023. At the moment, we are reviewing applications for several individuals. The goal of this program is to give an opportunity to students to participate and immerse themselves in the Law Enforcement field so that they may grow their experience.

f) What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

- . Some of the recommendations that were not currently implemented were:
 - Continue the upgrade of surveillance cameras Due to the constant and current construction of the campus, this recommendation has been delayed. The department must wait to install and upgrade the cameras until all construction is complete.
 - Hiring additional full-time staff The subject of this recommendation is up for final review.
 - Police Officer Reserves The projected goal is to have all our full-time officers hired before starting to recruit individuals for the Police Officers Reserves Program

Student Services (2) - Program Environment : Version by Peterson, Gregory on 01/02/2024 21:46

a) Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?

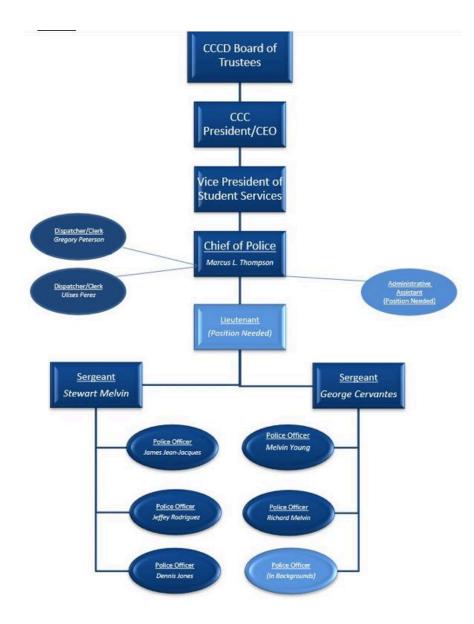
Compton College District Police Department is in the campus police building at the southeast corner. This is a new building that needs upgrades. The jail area needs to be retrofitted with equipment. Completing the recommendations listed below will ensure we take adequate safety measures to create a safe environment for our students and staff. Below is a list of what is needed for the program:

- Hiring Additional Police Officers and Reserve Police Officers
- Bike Patrol Training Course
- Fully integrate existing mobile radios and affiliate with INSB Communication System

b) Describe the number and type of personnel assigned to the program. Please include a current organizational chart.

CDPD currently has 1 Police Chief that oversees all the police department and 2 Sergeants working under the Police Chief's supervision in managerial positions. Working under the Sergeants, there are five police officers and one police officer finalizing the last steps to be hired. There are also 2 Police Dispatchers/Clerks that are under the direct supervision of the Police Chief. In addition, there is 1 Administrative Assistant working in a temporary position (*see Chart 1*).

Chart 1 Compton College District Police Department Organizational Personnel Chart 2023.



c) Describe the personnel needs for the next four years.

Due to the projected increase in student population for future student housing projects on campus, the department will require additional personnel. Increase both sworn and non-sworn field personnel. Sworn field personnel consist of the Police Chief, Lieutenant, Sergeants, and Police Officers. Non-sworn personnel include administrative positions, Police Cadets, Police Officer Reserves, and Police Dispatchers. With the campus expansion and students projected to live on campus, the department will require more personnel so that we may serve and provide safety to Compton College at all hours of the day (see Chart 2).

Position/.lob Title	Number of Current Personnel	Number of Future Positions Needed
Police Chief	1	0
Police Lieutenant	0	1
Police Sergeant	2	0
Police Officer	6	4
Reserve Police Officer (Volunteer)	0	5
Police Clerk/Dispatcher	2	1
Administrative Assistant	0	1

d) Describe facilities needs for the next four years.

Evidence Room Upgrade:

The computer located in the Evidence Room will need the installation of up-to-date computer software. There is also a need for obtaining evidence equipment bins to organize and store collected evidence from previous crime scenes properly.

e) Describe the equipment (including technology) needs for the next four years.

There are currently five phases to complete our technological goals.

- Installation of a Tait TB9400 Phase 2 TDMA Digital and two 450-512 MHz Unity Gain Base Station Antennas.
- Replacement of the in-vehicle computer system in all marked police vehicles consisting of 4 Dell Latitude laptops along with in-vehicle docking stations.
- Integration of InterTalk's Dispatch Console System (DCS).
 - This system is a scalable on-premises dispatch system tailored for any operation. Whether a minor procedure or a complex multi-site agency, easily direct all aspects of your control, communications, and intelligence infrastructure at a secure single point of contact. InterTalk's DCS allows effortless communication across diverse networks,

including analog, digital radio, telephone, and more. This system will allow us to connect our phones and radios into one integrated system. During this process, we would require a partnership with the college's IT department to integrate the Cisco phone system into this platform.

- Addition of a Computer-Aided Dispatch System (CAD) and a Record Management System (RMS).
 - The CAD/RMS system is a software-based program that tracks and maintains calls for service and all necessary police reports. Any internet-enabled device can access
 these systems and are easily customized/integrated with existing systems such as California Law Enforcement Telecommunications System (CLETS), Criminal Justice
 Information System (CJIS), Stolen Vehicle System (SVS), Wanted Persons System (WPS), Criminal History System (CHS), National Law Enforcement Telecommunications
 System (NLETS), National Crime Information Center (NCIC), and Department of Motor Vehicles (DMV).
- Upgraded computer station that houses the CCTV system inside the communication center.
- The computer does not have enough memory to support all the new cameras as they are coming online.

f) Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?

The department operates 24 hours a day, seven days a week. In addition, there are external entities to assist in serving the college seven days a week from 10 P.M. through 6 A.M. Police Dispatchers are available Monday-Friday from 6 A.M. through 10 P.M. Police personnel are omnipresent during and after regular hours of operation of the campus to serve students and staff as needed. The department also offers a shuttle service to students, faculty, and staff to their car at night if requested. Throughout the day, the department is responsible for maintaining a safe learning environment for the campus. The needs of staff and students are met by having officers present for any emergency or non-emergency events. This is done through consistent and frequent vehicle and foot patrols. With the presence of the Police Department, it has been observed that 52% of participants voted *Strongly Agree*, and 45% voted *Agree* about feeling safe at night on campus (see Fig 4). Secondly, 35% of participants also voted *Strongly Agree*, and 43% voted *Agree* about feeling safe at night on campus (see Fig 5).

Figure 4. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.

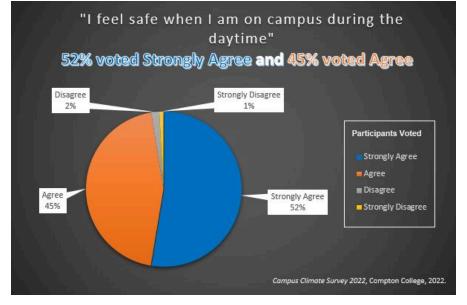
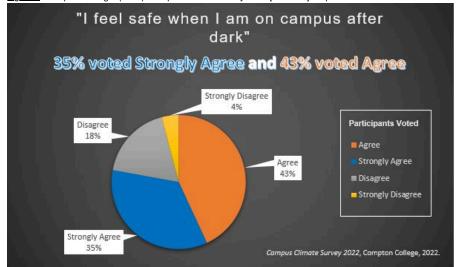


Figure 5, Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.



g) Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?

The department abides by any laws and regulations implemented by P.O.S.T., the state of California, and any other federal laws and regulations in conjunction with the college's rules and limitations. Current external factors that may affect the department's functional operation are the Clery Act and R.I.P.A (Racial and Identity Profiling Act).

The Clery Act is a consumer protection law that aims to provide transparency around campus crime policy and statistics. In order to comply with Clery Act requirements, Compton College must understand what the law entails, where their responsibilities lie, and what they can do to actively foster campus safety.

The California legislature passed Assembly Bill 953 in 2015. Known as the Racial and Identity Profiling Act (R.I.P.A.), this legislation requires all law enforcement agencies in the state to "collect perceived demographic and other detailed data regarding pedestrian and traffic stops".

California is also rolling out new monthly crime statistics collection requirements and racial & identity profiling data collection. These new data collection requirements will require the department to adjust several processes and adapt its records management system to allow for the housing of the new data.

The police department addresses the external factors by staying in compliance with Clery and R.I.P.A. Our Clery data is collected annually from here and our mutual aid partners who respond to our satellite campuses which serve our Early College students. Once this information is collected it is posted on our college website, sent out via email, and posted throughout the campus. The collected data is submit the data to the Department of Education.

The department is in compliance with our RIPA report, the department has purchased Body Worn Camera and in-vehicle camera systems to collect all individual data on all stops. This information is reviewed and approved by the command staff and submitted to the Department of Justice.

Student Services (3) - Service Area Outcomes (SAO) : Version by Peterson, Gregory on 01/02/2024 21:46

a) List and describe the program's SAO assessment results.

- SAO #1 Improve Campus Safety Image/Perception Improve the perception of overall safety at Compton College between 6:00 pm 10:00 pm.
- SAO # 2 Define Emergency vs. Non-Emergency assistance. Ensure staff/students at Compton College are familiar with emergency/non-emergency calls for service and how to classify each.

b) How were the SAOs developed? Who was engaged in the creation of the SAOs?

The SAOs were created with the joint and active participation of the following organizations:

- Police Services staff, both sworn and civilian
- · Health Safety and Parking Committee Members
- Cumulative data collected throughout the campus (Data Surveys)

There was no survey data to be analyzed for the conclusion of the SAOs. There has been continuous communication between the organizations and what they think should be placed as goals or interventions for more significant student outcomes.

c) How often are the SAOs assessed and who is engaged in the discussion?

Our SAOs are discussed on a monthly basis with sworn and civilian personnel, these individuals are constantly engaged in SAO discussions regarding police services. During our monthly SAO discussions, our Public Safety Survey is reviewed to determine if we are meeting the SAOs through reporting from students, staff, faculty, and community members.

d) What has been done if the SAO assessment results were not as anticipated?

All SAOs have had outcomes as anticipated. If an SAO had a different outcome, then the department has a procedure for analyzing the components of the failed result and ways of how we can implement various types of factors to better guide a more desirable outcome. During our monthly meetings, we address the deficits with designated departments or committees about specific issues (i.e., Health Safety and Parking Committee). After assessing them, a plan will be implemented for the department.

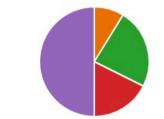
9. How safe do you feel on campus? (0 point)



10. After this experience, how likely would you be to call the Police Department to seek help? (0 point)







e) Where are the SAOs assessment results shared with staff, students, and the public?

SAO assessments are shared with staff and students periodically. During the campus safety briefings, students interact with police personnel and discuss campus safety and other campus community concerns. There is a current focus on implementing the data to be shared annually via the Security Report and posted online to make it available to the public.

f) Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

About our first SAO, the department has improved security cameras in and around the campus to better monitor the campus. In addition, our recommendation for better lighting during the night hours has been fulfilled. The department has also hired additional officers to perform more frequent vehicle and foot patrols. The improvements for the second SAO were also implemented. The department conducted more student in-services education on emergency vs. non-emergency situations and how to respond appropriately. The topics discussed were how and when to utilize the Blue Emergency Poles, *WeTip* anonymous reporting, and the *Nixle* emergency notification system.

Student Services (4) - Program Improvement : Version by Peterson, Gregory on 01/02/2024 21:46

a) What activities has the program engaged in to improve services to students?

Regarding participation in Collaborative Governance, safety training, and student support services. The department also fosters the "*Great Shakeout*" earthquake preparedness and annual "Active Shooter" drills. CDPD participates and maintains a safe environment during the monthly food drives, weekly Farmers' Market, Health Safety and Parking Committee, and Deans and Directors meetings. The department is also an active participant in the job fairs hosted on campus, inviting qualifying individuals to apply. CDPD also invites students to join the department's Cadet Program to support those seeking to advance their law enforcement careers. We currently offer a shuttle service at the disposal of the students, faculty, staff, and individuals covered by the *Americans with Disabilities Act* (ADA). Individuals can request a ride within the campus boundaries. At the moment, there is no measurable data that reflects the department's active participation in the activities we are involved in.

b) How have program personnel used metrics to improve program services? Provide metrics from the last four years.

Beginning in August of 2024, the Compton District Police Department started collecting data from our Public Safety Survey. This survey is comprised of 15 questions that gauges interactions with the police department and the campus community as well as their perceptions of safety on campus.

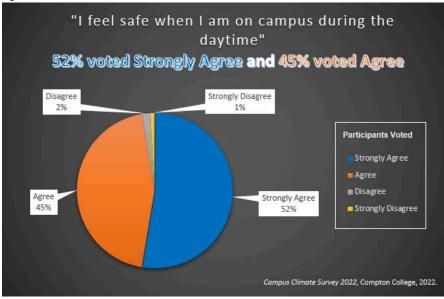


8. Please rate how satisfied you are with the job the police department is doing on campus. (0 point)



c) If applicable, explain any patterns in student success, retention, persistence, graduation, and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.

Based on the Campus Climate Survey collected in 2022, 1% of the campus community strongly disagreed and 2% disagreed that they felt safe on campus. To help increase retention of student success through safety, the police department has added extra technology and services on campus. Over 150 security cameras are monitored by the police department allowing for real-time reporting of incidents occurring on campus. The police department has added bike patrol to the campus and officers can be seen riding bikes around campus showing a greater presence. Officers also continue to patrol the campus on foot and in vehicles providing escorts to and from the parking lots.



Student Services (5) - Customer Service : Version by Peterson, Gregory on 01/02/2024 21:46

a) How was the survey conducted? Please include a copy of the survey.

The survey data collected was administered electronically via the website link. Questions in the survey consisted of multiple-choice questions followed by some open-ended questions. The targeted focus of individuals for the survey was students at Compton College. The Institutional Effectiveness Department fabricated the survey questions, then collected the data. The department distributed the survey to 4,181 students, and roughly 600 students participated in the survey.

b) What were the major findings of the customer service survey?

The significant findings of the survey were that most individuals who completed the survey were satisfied with the presence and involvement of the Compton District Police Department on the campus. It was noted that 45% of the survey participants voted *Strongly Agree* and 50% voted *Agree* that CCDP treats people on campus respectfully (see Fig 6). In another question, it was observed that 37% voted *Strongly Agree* and 55% voted *Agree* for having CDPD services when needed at their disposal (see Fig 7). Through constant engagement with students and district employees, we are able to nurture and strengthen a relationship so that everyone feels welcome to come to campus. Furthermore, 36% of the participants voted *Strongly Agree*, and 58% voted *Agree* on feeling that CDPD enforces policies equitably (see Fig 8). Providing a safe learning environment for the campus community and district employees is one of the department's primary goals.

Figure 6. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.

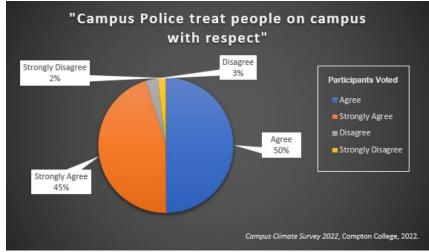




Figure 4

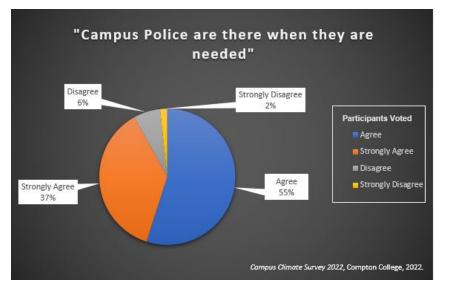
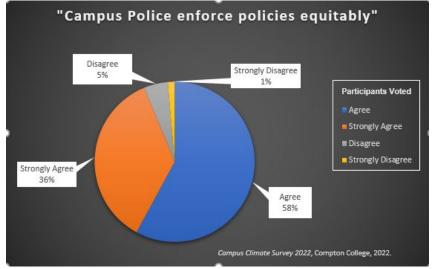


Figure 8. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.



c) Describe exemplary services that should be expanded or shared with other programs.

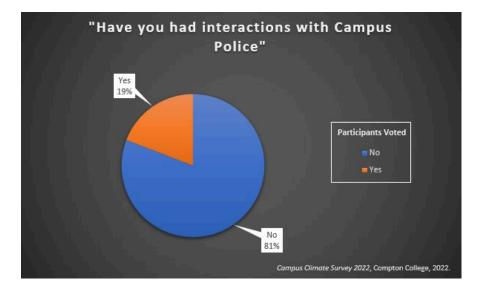
The department understands the importance of working with the Director of Student Development and Student Services Division to ensure students' academic journey. The department will assist students to abide by the Code and Conduct Regulations the College has set in place. The Department also engages with the students for moral support and to foster a safe environment for academic success.

d) What aspect of the program's service needs improvement? Explain how the program will address service improvements.

Through the examination of the data, it has been observed that we must foster more accessible communication between the department, the students, and the district employees. A staggering 81% of the survey respondents voted that they had no interactions with the Campus Police (see Fig 8). While this can mean both good and bad. The department views it as a loss to build a better relationship with the community. In addition, it was also noted that a cumulative percentage of 30% of the respondents needed to learn how to contact the Police Department. Also, 32% of respondents voted Strongly Agree, and 53% voted Agree for requiring oversight from the campus community. Both these issues can be addressed through further community engagement with building rapport with students and staff. Secondly, more officers are needed to patrol the campus more frequently. Lastly, we can gain trust and nurture our relationship with students, staff, and the community through transparency with our motives and actions.

Our services can be improved with more exposure from the department's involvement with the college. With increased participation in community activities and campus programs, students will have an opportunity to interact positively with the Police Officers and the department.

Figure 9. Compton College. (2022). Campus Climate Survey 2022 [Data Set]. Department of Institutional Effectiveness.



Student Services (6) - Conclusions and Recommendations : Version by Peterson, Gregory on 01/02/2024 21:46

a) Summarize the program's strengths.

The program's strengths are the current installation of new surveillance cameras throughout the campus. These cameras have helped the department monitor the campus for the safety of the students and staff. All the department's officers undergo continuous training administered through P.O.S.T. Training is mandatory for all officers to maintain high standards and competency to serve the students and community better. In addition to the constant training, the department has also been trained to operate and conduct a bike patrol division for the campus. This is important so officers can increase communication and interaction with students and staff in a more relaxed, welcoming environment. The department is also proud to be a part of helping shape the campus and surrounding community by being on the Health, Safety, and Parking Committee. We are also involved in campus community events by participating in or monitoring the events. To further support the students on campus, the department also has introduced a Cadet Program specially designed for Compton College students.

b) Summarize the program's areas that need improvement.

The department recognizes that some areas need to be revised for a better, more suitable outcome. One area is student interaction; based on the *Campus Climate Survey 2022*, Compton College 2022., it has been noted that not many students have had any interaction with police officers. Both excellent and negative can be derived from this. Building stronger ties with the community is seen as a loss by the agency. The department is urging to have the cadets and the police officer reserves also serve as an extension of the department so that we can better communicate and interact in a positive manner with the students and the public.

c) List the program's recommendations in a prioritized manner to help better understand their importance to the program.

1. Communications System(s): \$54,000 Initial Cost, \$19,500 Annual Subscription and Support Fee

- InterTalk Communications System is a multi-use phone and communications system allowing integrated communications. This system is for emergency and non-emergency
 purposes for students, staff, and faculty. Some of the functions of this system are to record all emergency and non-emergency in-going and outgoing calls, dispatch officers to calls
 for service, and medical aid calls.
- Computer Aided Dispatch (CAD) allows the department to track and log emergency and non-emergency calls for service and provide real-time updates to the officers in the field and the command staff.

2. Expanding Personnel: \$95,000

- 3. Police Department Vehicle: \$95,000 Per Vehicle (x4)
- 4. Police Cadet Program: \$2,000 Per Cadet (x10)
- 5. Police Officer Reserves: \$5,000 Per Officer Reserve (x5)
- 6. Police Bike Patrol Training Certification: \$2,000