

# Bakersfield College

## Program Review – Annual Update

Program Name:

Program Type:  Instructional  Student Affairs  Administrative Service  Other

***Bakersfield College Mission:*** Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission:

Program Mission Statement:

The Department of Public Safety is dedicated to providing a service, safe, and secure oriented educational environment for Bakersfield College, Weill Institute, the Delano Timmins Campus, and the Southwest Campus. The department enforces College regulations, works vigorously to reduce crime on campus through patrols, resources, and education. The Department of Public Safety also provides emergency response and services for injured and ill, traffic and parking supervision, fire prevention, free educational services such as Rape Aggression Defense (RAD), First Aid/CPR/AED training along with other services, including a 24/7 escort service. The department investigates crimes and incidents that occur on the college campus and refers the incidents out to local agencies when needed and or sees the incidents through the administrative process of the student code of conduct. The department works closely with Human Resources to investigate Title IX and Violence Against Women's Act (VAWA) violations.

***Instructional Programs only:***

- A. List the degrees and Certificates of Achievement the program offers
- B. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both and the difference between the two.
- C. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.

**Progress on Program Goals:**

A. List the program's current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan
1.Enhance RAD training by sending instructors to aggressor training for red man suit	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input checked="" type="checkbox"/> Completed: _June 2017_ (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	Several officers have received their certification of training. This will be implemented Fall 2017
2. Establishing Evening Cadet Escort Service	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input checked="" type="checkbox"/> Completed: August 2017 (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	FWS monies have been obtained to implement this new program Fall 2017
3. Provide training to all Officers in identifying mental health issues and how to properly handle situations	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input checked="" type="checkbox"/> Completed: December 2016 (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	Officers have received training in our spring 2016 in-house academy. They were certified nationally by an accredited trainer.
4. Develop sexual violence training to present to faculty and students	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: Spring 2018 (Date)	This is ongoing. We hope to have this completed by Spring 2018.
5.Provide the necessary staffing levels of the department to ensure completion of our mission	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: Spring 2018 (Date)	Educate the college community of the needs of Public Safety regarding staffing levels needed within the department.

B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
Replace aging patrol vehicles. Vehicles are 10 yrs. old and are becoming costly on the budget to maintain.	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	We have ordered (2) new patrol vehicles due to enter service November 2017. Department still needs an additional (3) new patrol vehicles to be ordered next FY.

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
(NEW) Purchase windows based tablets with Wi-Fi mobile hot –spot for officers to complete reports in the field, access banner, complete Daily Activity Reports. This will allow officers to remain visible while completing these tasks which take anywhere between 1.5 hrs. To 3 hrs. per shift.	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	(4) Tablets have been ordered and we are currently in the process of ordering an additional (11) tablets due to go into service by end of September 2017

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
Replace all parking permit dispenser machines	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	New machines will be in service by April 2018

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
Move department of Public Safety to M&O side of building when they move to new building.	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities	This action is still under consideration but various options are being considered at this time

	X 4: Oversight and Accountability X 5: Leadership and Engagement	
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New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
Add dispatching software to our departments report writing system	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion X 3: Facilities X 4: Oversight and Accountability X 5: Leadership and Engagement	Waiting to receive approval to hire additional front office support before implementing this program. Insufficient staffing levels at this time to operate software.
New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
New 24/7 recording equipment for all department radio traffic	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion X 3: Facilities X 4: Oversight and Accountability X 5: Leadership and Engagement	We hope to be able to install next FY.
New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
New Shuttle Service for the S/E and S/W student parking lots	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion X 3: Facilities X 4: Oversight and Accountability X 5: Leadership and Engagement	Obtain grant from SJVAPCD to purchase (3) fully enclosed 15 passenger shuttles all electric to service the S/E and S/W student parking lots. We hope to have this implemented by Spring of 2018. Before grant costs \$25,000 each. With grant cost \$2,500 -5,000 each.
New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
Replace officer bullet resistant vests over the next two FY's.	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability X 5: Leadership and Engagement	Obtain new bullet resistant vests for officers over the next two FY's.

	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities	
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	<input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	
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**Best Practices:**

Programs often do something particularly well; usually they have learned through assessment – sometimes trial and error – what solves a problem or makes their programs work so well. These are often called Best Practices and can help others. Please share the practices your program has found to be effective.

**Program Analysis:**

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time).

1. Please report on any unexpected changes or challenges that your program encountered this cycle:  
 In 1997 there were 8 full time officer positions serving 13,425 students (not including faculty and staff) at three campuses. Panorama, Weill Institute and the Delano Campus.

In 2017 there are 9 full time officers' positions serving 31,000 students (not including faculty and staff) at four campuses. Panorama Campus, Weill Institute Campus, Delano Timmins Campus and the Southwest Campus.

This increase of over 18,000 students and several hundred faculty and staff have come with a huge increased workload on current security operations. It's not a question of "Does Public Safety need more staffing", it should be how soon can we get them more positions.

2. How does your trend data impact your decision making process for your program?
3. Were there any changes to student success and retention for face-to-face, as well as online/distance courses?
4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?

**Resource Request and Analysis:**

Resource Request		If Fulfilled, Discuss How Previous Year's Requests Impact Program Effectiveness?
<p><b>Positions:</b>  <i>Discuss the impact new and/or replacement faculty and/or staff had on your program's effectiveness.</i></p>	<p>X 1: Classified Staff  <input type="checkbox"/> 2: Faculty  X Management</p>	<p>Has not been fulfilled. It is critical that additional staffing be afforded to Public Safety.</p> <p>Department Needs:  Management: Lieutenant (Assist day to day operations at four campuses)  Sergeant (Evening shift supervisor for four campuses)</p> <p>Classified: (3) 40 hr. Officer positions  (1) 40 hr. DA III front office  (1) 19 hr. DA I Front office (Will allow DPS office hours open until 10:00 pm to assist evening students)</p> <p>Please refer to attached lists</p>
<p><b>Professional Development:</b>  <i>Describe briefly, the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last cycle</i></p>	<p>X 1: Provided Professional Development  <input type="checkbox"/> 2: Attended Professional Development</p>	<p>Officers becoming certified nationally in identifying persons with mental health issues and knowing how to properly work with a person and refer them for treatment. This has been beneficial to both the officers and persons with mental health to identify there is an issue and refer them to get the assistance they need.</p> <p>Officer have also attended training on various issues such as Clery Act and VAWA. This adds to their knowledge of classifying incidents properly and assisting those who are victims.</p>

<p><b>Facilities:</b>  <i>If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.</i></p>	<input type="checkbox"/> 1: Space Allocation <input type="checkbox"/> 2: Renovation <input type="checkbox"/> 3: Furniture <input type="checkbox"/> 4: Other <input type="checkbox"/> 5: Beyond Routine Maintenance	None
<p><b>Technology:</b>  <i>If your program received technology (audio/visual – projectors, TV’s, document cameras) and computers, how does the technology impact your program and help contribute to student success?</i></p>	X 1: Replacement Technology <input type="checkbox"/> 2: New Technology <input type="checkbox"/> 3: Software <input type="checkbox"/> 4: Other _____	None
<b>Resource Request</b>	<b>Discuss How Effective Request is for Student Success?</b>	
<p><b>Other Equipment:</b>  <i>If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.</i></p>	<input type="checkbox"/> 1: Replacement <input type="checkbox"/> 2: New <input type="checkbox"/> 3: Other _____	None
<p><b>Budget:</b>  <i>Explain how your budget justifications will contribute to increased student success for your program. (Fiscal requests will be submitted by the</i></p>	I will be able to purchase window based tablets to issue to each officer as part of their tools to create a safe working and learning environment. This windows based tablet will allow them to stay in the field for longer periods of time as they can use it to access banner, the report writing software and complete their daily activity logs all without having to return to their desktops for about 1.5 hrs. - 3 hrs. per shift.	

faculty chair and/or area administrator.)

New vehicles will mean the cost of maintenance will be greatly lowered in the new budget as the current patrol vehicles are 10 yrs. old. and require constant maintenance.

Purchasing new one day permit machines will allow for a lower maintenance time and fewer hours of down time to help the students who use them get to class on time. They will also allow us to preprogram them with a code guests can use to obtain a free parking permit. It will also reduce the man hours of working on the machines by about 10 hrs. per week.

### **Conclusions & Snapshot:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program's current circumstances and needs. Consider this a snapshot of your program, if someone were to only read this portion of your annual program review.

The Department of Public Safety provides a high quality program of safety and security to the four campuses that we currently staff for security operations. However, we are in great need of increasing our staffing levels. We have only increased the staffing level of officers working the Panorama Campus (staffed 24/7 365 days a year) by (1) fulltime officer over the past 20 years. In 1997, BC had 13,425 students. Currently we have about 31,000 students not to mention the increase of faculty and staff over this same time frame including the addition of another satellite campus we staff. You can imagine the increase of workload throughout the entire department with that kind of growth with only an increase of (1) full time officer and no increase in office staffing.

This is an increase of over 18,000 students. The department needs an increase of both management personal and classified staff. If the department was given a Lieutenant to assist the Chief with day to day operations of the department including parking over the four campuses we staff and a Sergeant to provide supervision over the four campuses each evening, it would benefit the department and campus community tremendously.

This additional staffing of management would allow for better supervision and training to classified personal within the department and increase the safety and security to those we serve. Currently there is only one management position within the department and that is the Chief.

The department needs a minimum of an additional (3) full time officer positions to bring us to a level which will reduce overtime and give our officers currently working the two days off each week they need to rest.



The front office needs the full time DA III to relieve the Executive Secretary of her current workload so she can begin doing the work she was hired for. That position is currently overwhelmed for one person. Currently she is too busy running the front office, (3) separate radio's (Officers, DSPS Cart Drivers, Citation Enforcement Staff) and running the front office to assist the Chief with his needs on projects, etc.

We need to hire a part time DA I position to work the evenings so that our office will be open for our students who can only attend evening classes and cannot get to our office before it closes at 5:30 pm. The DA I position will allow for our office to remain open until 10:00pm Monday – Thursday to better serve these students.

The current patrol vehicles are 10 yrs. old and are becoming costly to maintain. The department needs (5) patrol vehicles to meet the needs of our mission and provide high quality services to the college community. We are receiving (2) new vehicles in November but we need an additional (3) vehicles to meet the needs of our mission.

The department will always continue to provide high quality services to the college community, however it would be much easier and better served if the staffing levels were brought up to where they need to be.

I would like to thank you for reviewing this document and for your consideration of increasing the staffing levels of the department. I would not ask for positions that were not gravely needed. I have spent the past 29 years serving the college in this department and I assure you I am not asking for more than what I actually need to give the college community the staffing levels of Public Safety personnel it needs and for it to be able to continue to provide the high level of service the college community is accustomed to.

Thank you,  
Chris