Program Review: Security and Support Services Fall 2021

Main

Overview
Academic Year 2021 - 2022

Originator Mendoza, Graciano

Division Non-Instructional Admin Units

Department Administrative Services

Program

Security and Support Services
Program Type

Administration

Co-Contributors

Contributor

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).

The Security Office is essential for safety to all groups at the District. Providing a safe environment for both traditional and emerging learning environments is part of our mission. We provide the Support Service to all subgroups that provide services to students directly.

On the PIPR website, locate and review your previous program plan and subsequent annual updates. After studying, please list:

Response and follow-up to previous program reviews

1. **New goals will be established during this cylec.**

2.
3.
4.

Have the services of your program changed over the past three years? Please explain (300 words or less).

The department has been asked to remain flexible and adapt quickly to an uncertain and ever changing environment brought about by the pandemic. The department has played a key role in managing
and restricting access to the campus as dictated by health and safety needs of the community. The

department anticipates the need to continue offering on-going, continued flexibility along with traditional safety-related services.

Student and Program Outcomes

College Goal for Student Achievement
The following questions refer to data regarding student achievement.

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

See Success and Retention dashboard in Tableau's Program Review section.

All students are served indirectly.

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).

n/a

Equity

Equity
Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: LOCATE Success and Retention dashboard in Tableau's Program Review section. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Please find Equity information in Tableau's Success and Retention dashboard.
Contact your support team for any needed assistance in using Tableau.

n/a

Our Equal Employment Opportunity (EEO) Plan States

"Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination."

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.

The Security Office and Support Services have a very diverse staff. We follow the Districts Equal Employment Opportunity guidelines and address areas of diversity with the assistance of the Human Resource Department. All staff that serve on recruitment committees go through bias training before screening and interviews.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on creating opportunities for success of students who have historically been underserved? How do you plan to address EEO outcomes in your employee hires?

The department will seek opportunities to address student and employee equity concerns through on-going training opportunities for staff as well as review and editing pertinent districtwide policies and procedures.

Learning and Area Outcome

Have you reviewed all of your Service Area Outcomes (SAOs) to ensure that they remain relevant for evaluating the performance of your area?

Are your SAOs mapped in curiQunet?

No

Are your SAOs up to date in curriQunet?

No

Have your SAOs been assessed in the last five years?

No

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?

Yes

If you answered no to any of the above questions, what is your plan to bring your assessments into compliance (200 words or less)?

The department lead will work closely with the office of the VPAS to bring assessments into compliance.

Outcome Assessments

Services Area Outcomes (SAO)

Review your SAOs data located in curriQunet. What is your department's acceptable achievement score goal for each outcome?

n/a

Institutional Learning Outcomes (ILO)
How do your SAO support the college ILOs? Be specific (200 words or less).

The Security and Support Services SAO' support all four Institutional Learning Outcomes. Our SAO's are in place to support and assist students and staff at the college while being in a safe environment. We need to continue to evaluate and improve our SAO's to allow all the different stakeholders at the college to meet their goals and SLO's. We need to think critically and creatively about the safety and support services of the District. The Security and Support Services are essential to the campus community.

Are you meeting your SAO success goals? What patterns stand out in your results? If your SAO results are lower than your goals, what are your plans to improve them (200 words or less)?

Over the last several years the Security and Support Services has taken on many additional areas of service to the college community. We will be assessing the SAO's in meeting our goals on a much more structured review process.

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?**

   Full Time Faculty

   Part Time Faculty

   Full Time Staff

   Part Time Staff

   Full Time Mgr/Admin

   Part Time Mgr/Admin

2. **2018**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

   0
   Full Time Faculty

   0
   Part Time Faculty

   0
   Full Time Staff

   10

Part Time Staff

3

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

3. **2019**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

   0

   Full Time Faculty

   0

   Part Time Faculty

   0

   Full Time Staff

   10

   Part Time Staff

   3

   Full Time Mgr/Admin

   1.00

   Part Time Mgr/Admin

   0.00

4. **2020**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

   0

   Full Time Faculty

   0

   Part Time Faculty

   0

   Full Time Staff

   6

   Part Time Staff

   1

   Full Time Mgr/Admin

   1.00

   Part Time Mgr/Admin

   0.00

Faculty Percentages

Percentage Full to Part Time Faculty

Year:2018

FT = 0%
PT = 0%

Year:2019
FT = 0%
PT = 0%

Year:2020
FT = 0%
PT = 0%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

Support Services staff levels have decreased over the past year. However, there currently is no need to add additional staff until additional facilities are opened for service.

Additional Comments

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?

No

Program Productivity

Program Productivity Measurements
Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

- **2020 - 2021**

  Total Number of student contacts

  0

  Total allocated budget

  552753.000

  Total spending

618224.000
Total cost per student (Student Contact/ Total Spending)

na

- **2019 - 2020**

  Total Number of student contacts

  0
  Total allocated budget

  787737.000
  Total spending

  908607.000
  Total cost per student (Student Contact/ Total Spending)

  na

- **2018 - 2019**

  Total Number of student contacts

  0
  Total allocated budget

  974170.000
  Total spending

  974170.000
  Total cost per student (Student Contact/ Total Spending)

  na

Year and Student count

Evaluate your program costs. Are your costs in alignment with your budget? If not, what improvements can be made? Please explain any trends in spending, inconsistencies and unexpected results.

Security Services will continue to increase in costs. The District is in need of additional safety training and drills to expand safety knowledge. We will need to rethink security in Hollister when the new campus opens in the future. Coyote Valley educational site continues to challenge us because of the remote location and that is a closed campus on the weekends.   Support Services will not need to add additional staff, but their services will continue to grow as the District increased educational sites. Even though Support Services is in the background of the college and have very little direct contact with students, they provide essential services to faculty and staff that directly service the District's ILO's, strategic plan and mission.

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration, etc.) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?

Support Services works with all locations to provide delivery services. They are also working with Financial Aid and Business Office in mailing Pell and Promise grant checks. Reactivating the campus operator has allowed Support Services to work with Admissions and Records to provide students the ability to call in and

be transferred to someone who can answer questions about registration for classes. Security is working with all departments to provide better safety on our campus environment, especially in light of the uncertainty brought about by the pandemic.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan, changes in matriculation or articulation, student population, community and/ or labor market changes, EMSI data and etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?

Security and Support Services serves every subgroup of the college population. We are unique in that way from other groups. Our biggest threat is related to our ability to maintain a well trained, student-oriented, flexible staff over a period of time. If we cannot maintain quality staff, we will not be able to serve our community.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?

The Security Office does provide professional development for our classified and managerial staff.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.

The Support Services does not need additional staff currently. There will be a need to increase staff levels in the upcoming years when additional educational sites are opened.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?

We provide current staff with the opportunity to advance their part time positions into full-time positions with more responsibility and higher rates of pay. We try to provide an informed team setting for everyone.

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?

The department has provided leadership and has served the college community well, during great uncertainty brought about by the pandemic.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.

None at this time.

Goals

Three-Year Program Plan Goals

1. **Continue to provide a safe learning environment for the college community.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

   This goal links directly with the college and departmental mission statements.

   Proposed Activity to Achieve Goal**

   Within the availability of resources, continue offering opportunities for professional growth and training to staff.

   Responsible Party

   The Office of the VPAS will be responsible to ensure training opportunities are available to staff, within the available resources provided by the district.

   Fund amount requested. If a collaboration, what % required from each partner?

   To be determined.

   Total Three Year Resource Allocation Request

   0

   Timeline to Completion Month / Year

   TBD

   How Will You Evaluate Whether You Achieved Your Goal

   Will track training undertaken by staff members.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

The Security Office continues to serve the college community by adapting to changing needs resulting from the pandemic as well as changes in the college community. The Security Office will need to continue to train and develop staff for many different types of situations. It will also need to add additional staff as coverage increases at the various educational sites. Safety is first and foremost in the minds of students and staff at Gavilan College.

Attach Files

Attached File