

DIVISION OF STUDENT LIFE  
ANNUAL MEASURE OF QUALITY & PERFORMANCE  
CAMPUS SAFETY  
2010 - 2011

I. Mission:

**St. Norbert College Mission Statement**

St. Norbert College, a Catholic liberal arts college embracing the Norbertine ideal of *communio*, provides an educational environment that fosters intellectual, spiritual and personal development.

**Student Life Mission Statement**

To actively engage students in holistic development, learning about themselves, their community and their world.

**Student Life Vision**

To be the premier leader in student learning and development, graduating exemplary global citizens.

**Campus Safety Department Mission Statement**

The mission of the Campus Safety Department is to work in partnership with all members of the campus community to support and advance the mission of St. Norbert College.

Campus Safety is committed to providing and maintaining a safe and secure campus environment where diverse social, cultural and academic values can thrive, creating an atmosphere conducive to living, learning and working. This is accomplished through a series of proactive campus patrols, educational programs, and collaborative partnerships.

II. Global Goals

- Protection of life and property.
- Maintain peace and good order on the campus.
- Provide up-to-date crime prevention resources.
- Deliver preventative education on a variety of topics related to personal and property safety through programs to students and other members of the campus community.
- Provide timely alerts for the campus community.
- Work towards providing 24/7 professional staff coverage.



### III. Annual Goals and Outcomes

#### a. Actively pursue grant opportunities

- i. St. Norbert College partnered with UW-Green Bay and Northeast Wisconsin Technical College in submission for grant funding totaling \$60,000. Unfortunately the grant request was denied. However, the group found the experience to be very enlightening and plans to partner for future grant submittals are in the works.
- ii. The Campus Safety Department received three grants totaling approximately \$43,100. during the 2010-2011 school year. Two video surveillance cameras were purchased and installed in Michels Hall at a cost of \$4,122. SGA Grant funding covered \$1,658 and the Campus Safety Department paid the remaining \$2,464 for the project.
- iii. The second grant from Student Activity Fee Committee funding provided \$1,436 for the "Campus 360-degree Stay Safe at College" program. The program is a comprehensive student safety and security video which was added to the Campus Safety website for both parent and student viewing.
- iv. During the 2011 spring semester, the department also received a \$40,000 software grant from Alertus Technologies to integrate emergency alert activation products into the Campus Emergency Notification System. This grant will provide needed software to operate both indoor and outdoor emergency notification systems on campus.



#### b. Provide training opportunities for the professional staff

- i. The professional staff attended a total of 139 hours of training during the 2009-10 academic year. Some of the training attended included the following:
  - First Aid/CPR/AED Certification
  - Defensive Driving
  - Incident Scene Photography
  - K-9 Drug Intervention
  - Dialog for Self Defense
  - Slip and Fall Reporting
  - Tornado Table Top Exercise
- ii. Director attended 20-hour Community Emergency Response Training in May 2011 and is in the process of developing a trained emergency response team for the college.
- iii. The associate director attended Advanced Clery Training course in April 2011 and continues to collaborate with internal and external partners to enhance the college's Clery Reporting Program.
- iv. Campus Safety office coordinator attended a Maxient Reporting Software conference with Residential Education and Housing staff to enhance incident reporting and adjudication of violations of student policies.



c. Improve participation in the Campus Emergency Notification System

The Campus Safety Department focused on signing students up for the Campus Emergency Notification System at the 2010 Freshman Orientation Sessions. Although some additional students signed up, the program was not as successful as hoped. For the fall 2011 semester we have insured incoming freshman students attending orientation had a Knightline password that enables them to access Knightline and the Campus Emergency Notification System and sign up at home prior to their summer orientation session. Parents and students will also be reminded to sign up for the Campus Emergency Notification System during freshman orientation sessions and the Orientation Resource Fair.

The fall 2011 semester will see additional Emergency Notification measures implemented on campus. The installation of a Digital Sign and Computer Interrupt Program has been completed. In the event of a campus emergency this system will send alert messaging to every digital sign and computer operating on the college's hard-wired and wireless networks. Student laptop computers will be registered into this system when students register their devices with the Information Technology Department for fall classes.

The college is also in the process of purchasing and installing an outdoor public address system. This system will operate in conjunction with the Campus Emergency Notification System; alerting students, faculty, and staff traversing the campus with pre-scripted messages to campus related emergencies. We anticipate project completion by the beginning of fall semester classes.



During the spring 2011 semester the Campus Safety and Information Technology Departments teamed to update all existing emergency notification numbers of current students, faculty, and staff.

The Campus Emergency Notification System program was changed from an opt-in to an opt-out program to enhance the number of faculty, staff, and students receiving emergency notifications.

Currently the department is in the bid process for the installation of 3 new blue light telephones which will be placed in the hub of the campus. We hope to have installation complete by September of 2011.

d. Reduce the number of false fire alarms related to cooking

Fire Alarms dropped overall from 51 during the 2008-09 academic year to 28 during the 2009-10 academic year. During the 2010-11 school year the college recorded 25 fire alarms all of which were false. Of the 25 false fire alarms received, 12 were related to smoke from burnt food items. An alarm system malfunction in Gries Hall over the Christmas Holiday accounted for another 6 false alarm activations. The continued decrease in fire alarm activation is attributed to proactive fire prevention programming initiatives, student awareness, fire alarm system maintenance, and upgrades.

#### E. Improve department infrastructure

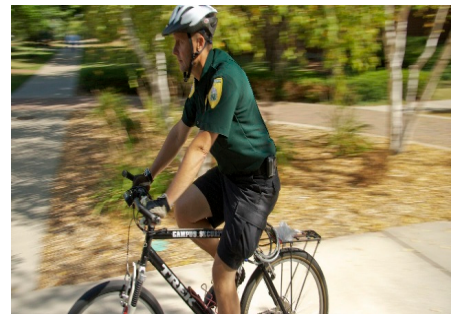
During the 2010 – 11 academic year, the campus safety department made a concerted effort to improve the department's infrastructure. In addition to the improvements to the Campus Emergency Notification System, the video surveillance operating system and software were upgraded and additional security cameras installed in resident halls.

The Campus Safety radio communications system was updated to meet new FCC Narrowband Requirements that begin in January of 2013. All campus radios now operate on the same campus FM radio frequency regardless of department and are now programmed to communicate with each other. A laptop computer was installed in the campus safety vehicle affording officers rapid access to information and records. We are currently investigating the possibility of streaming video surveillance to the vehicle via the campus WIFI network. The Maxient Software reporting program was installed to enhance interdepartmental incident reporting and information processing. A utility vehicle added to the fleet to decrease response time to remote areas of campus and enhance parking enforcement.

#### F. Maintain relations with key community partners

Campus Safety director continues to foster a cooperative working relationship with De Pere Police and Fire Departments and attends the West De Pere Neighborhood Association meetings on a monthly basis. The department director also takes part in the bi-monthly City of De Pere and St. Norbert College informational meetings and continues to meet monthly with safety professionals from NWTC, FVTC, LTC, UWGB and Silver Lake College. Beginning in June of 2011 the director will be seated on the Executive Leadership Committee for the Brown County Emergency Management, Community Emergency Response Team.

- Neighborhood Association is a good sounding board for campus and nearby property owners to address issues.
- The De Pere Police have addressed several matters related to local establishments serving alcoholic beverages to minors and minor (students) possessing false identification cards.
- The Campus Safety Department continues to collaborate with the De Pere Police and Brown County Drug Task Force on community and campus drug-related issues.
- The De Pere Explorer Scout Post has provided numerous hours of service to the college during Commencement and SNC Day.
- The De Pere Fire Department has toured campus buildings with campus safety officers to become more familiar with fire protection systems on campus and continues proactive fire inspections and consultations for the college.
- NWTC, UWGB and St. Norbert College collaborative networking meetings now include local retail and medical security organizations.



## IV. Measures of Quality and Performance

### a. Parking Review

St. Norbert College is a residential campus, which provides adequate parking for students, faculty, staff, and visitors. Currently the college has 15 parking lots with approximately 1,400 spaces. Students using campus parking lots are required to purchase a permit annually. Due to construction projects at the Admissions Office and the new Michels Commons the parking spaces on campus have been reduced for 2011. There will be a number of challenges during the summer and fall of 2011. However, we are anticipating full cooperation of faculty, students and staff in conjunction with proactive planning and policing to make a smooth transition until construction projects is complete.

#### i. 2010 – 2011 Statistics:

- Total number of campus permits issued was 1,268.
- Student permit fees generated \$63,472 in revenue.
- Total number of parking tickets issued was approximately 1,413.
- Total number of appeals received was 420
- Total number of appeals granted was 341
- Ticket fines generated \$30,305 in revenue.
- Total number of vehicles towed was 58.
- Total number of vehicles that were booted was 4



#### ii. Notes:

- Parking enforcement officers now have use of the Campus Safety utility vehicle allowing for faster and safer enforcement activity.
- Parking enforcement officer booted an unregistered vehicle that accumulated 10 parking citations. The vehicle owner was eventually identified and paid parking fines and booting fee.

### b. Lost and Found

During the 2010-11 academic year, Campus Safety continued to manage items found on campus and captured a list of lost items in hopes of returning them to the owners. List of both lost and found items were posted and kept current weekly on the Campus Safety website. In accordance with the lost and found policy, any items not returned to their owner are donated to charity.

#### i. 2010-11 Statistics:

- Total number of found items was 612
- Total number of found items returned to owners was 172
- Number of items reported lost was 339
- Number of reported lost items reunited with owners was 41
- Number of found items donated to charity was 440

c. Educational Programming

Campus Safety provided educational programs to students during the 2010-11 academic year that focused on responsible drinking, sexual assault, safe travel, and social networking safety. Some of the programs that were offered include:

i. Alternative Drinking Program – October 2010

This program was presented to approximately 244 FYE students with a focus on the dangers of alcohol use, responsible drinking, and sexual assault.

ii. .08 Alcohol Abuse Program – November 2010

Campus Safety partnered with Residential Education and Housing to present this program. The program was held at the Campus Center and was attended by approximately 125 to 150 students. The presentation material addressed the sudden effects of alcohol on the human body, ranging from impaired vision and judgment, delayed reflexes, and long term health problems due to heavy alcohol use.

iii. Fire Prevention (cooking safety) – December 2010

The Cooking Safety program is an ongoing awareness program developed to address specific issues regarding cooking related false fire alarms. The Campus Safety Department understands the importance of this program because of the inherent danger of accidental fire because of unattended cooking. False fire alarms have been reduced from a high of 51 in 2008-09 to 25 in 2010-11.

iv. World Café – April 2011

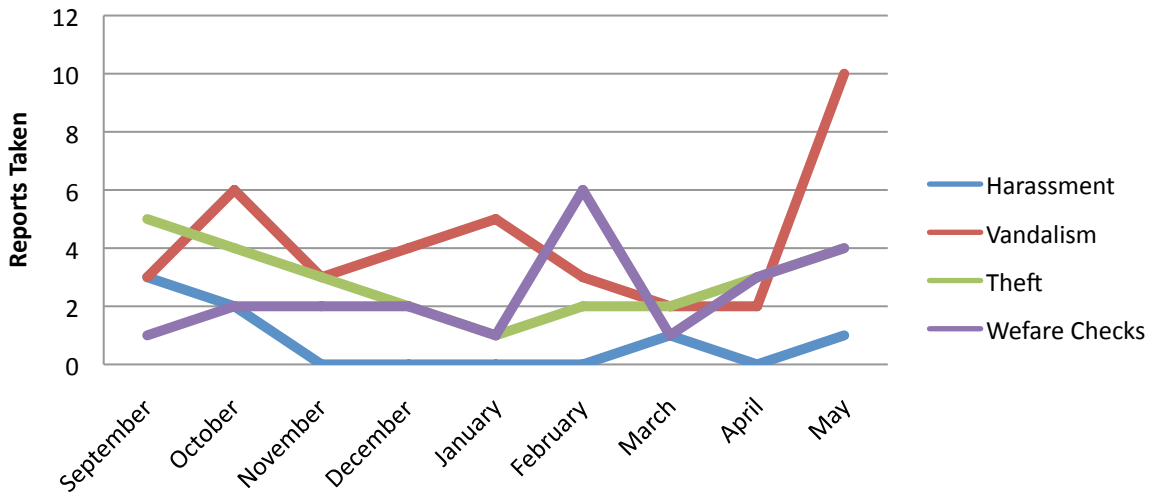
Campus Safety partnered the Brown County Sexual Assault Center to present a program based on the development of respectful relationships. The setting for the program was an open café style setting where groups openly discussed relationship issues.

d. Graphs and Tables

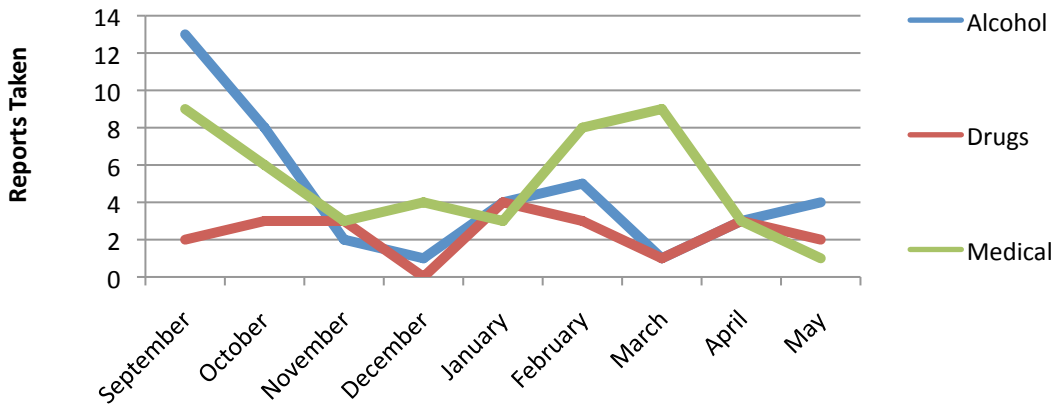
<b>2010 – 2011 Academic Year</b>										
<b>General Duties</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>Total</b>
Parking lot checks	199	220	157	159	221	252	117	80	66	<b>1471</b>
Escorts/transport	2	5	4	4	2	4	0	3	1	<b>25</b>
Building door checks	9	7	27	25	18	9	11	6	13	<b>125</b>
Building openings	107	141	126	102	116	175	186	174	118	<b>1218</b>
Building lock ups	190	115	185	198	203	146	185	158	123	<b>1503</b>
Partial lock ups	57	29	47	51	35	56	48	62	40	<b>425</b>
Building assists (let-in)	52	40	37	49	44	38	23	31	38	<b>352</b>
Auto assists	3	12	10	20	9	17	9	5	6	<b>91</b>
Walk-through	94	78	141	215	144	73	63	59	48	<b>915</b>
Noise complaint	1	8	1	0	1	2	3	3	0	<b>19</b>
Other	12	5	14	10	10	14	6	4	7	<b>79</b>
<b>TOTAL</b>	<b>726</b>	<b>660</b>	<b>749</b>	<b>833</b>	<b>803</b>	<b>656</b>	<b>651</b>	<b>585</b>	<b>460</b>	<b>6123</b>

<b>2010 – 2011 Academic Year</b>										
<b>Reports</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>Total</b>
Vandalism	3	6	3	4	5	3	2	2	10	<b>38</b>
Alcohol	13	8	2	1	4	5	1	3	4	<b>41</b>
Drugs	2	3	3	0	4	3	1	3	2	<b>21</b>
Sex offenses	0	0	0	0	0	0	0	0	0	<b>0</b>
Harassment	3	2	0	0	0	0	1	0	1	<b>7</b>
Theft	5	4	3	2	1	2	2	3	4	<b>26</b>
Fire alarm	9	1	2	6	4	0	0	2	1	<b>25</b>
Medical assist	9	6	3	4	3	8	9	3	1	<b>46</b>
Welfare checks	1	2	2	2	1	6	1	3	4	<b>22</b>
Battery/DC	2	2	2	3	1	1	1	0	0	<b>12</b>
Other	20	31	35	20	16	24	22	26	24	<b>218</b>
<b>TOTAL</b>	<b>67</b>	<b>65</b>	<b>55</b>	<b>42</b>	<b>39</b>	<b>52</b>	<b>40</b>	<b>45</b>	<b>51</b>	<b>456</b>

### Campus Safety Crimes Against others 2010-2011 Academic Year

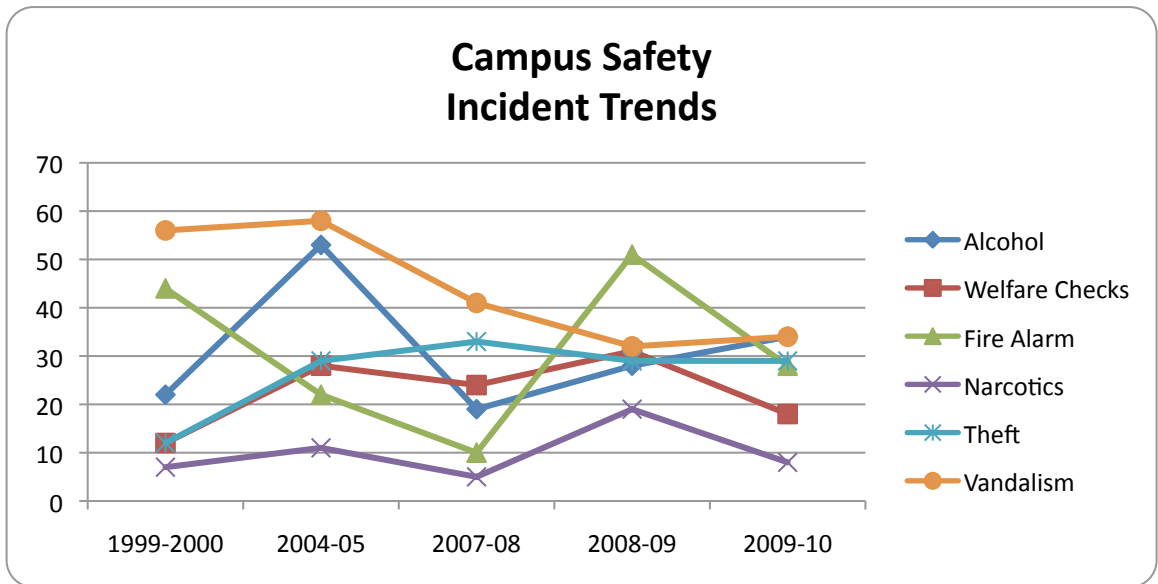
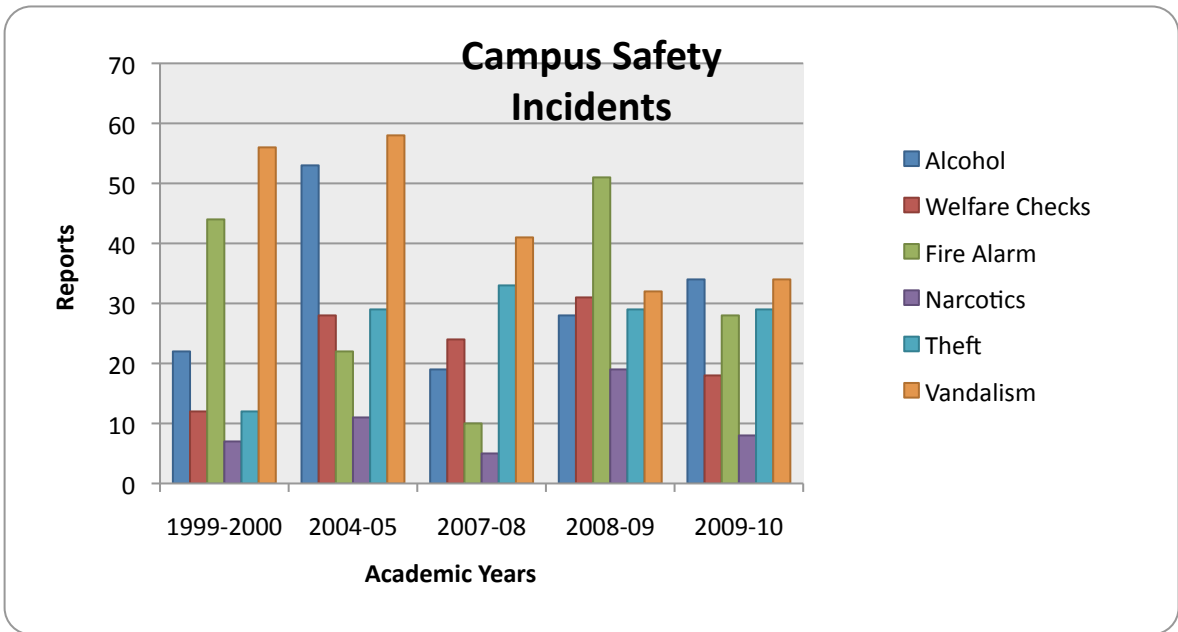


### Campus Safety Alcohol, Drugs and Medical Reports 2010 - 2011 Academic Year



e. Trends

Incidents	2004-2005	2007-2008	2008-2009	2009-2010	2010-2011
Alcohol	53	19	28	34	41
Welfare checks	28	24	31	18	22
Fire Alarms	22	10	51	28	25
Narcotics	11	5	19	8	21
Theft	29	33	29	29	26
Vandalism	58	41	32	34	38



f. Summary of trends

Staffing:

- i. The staffing levels fluctuated greatly during both the fall and spring semesters because of numerous issues. Moving into the new academic year the staffing issues have somewhat stabilized. An additional  $\frac{3}{4}$  time, professional campus safety officer was hired to help bring the department towards our goal of having professional staff on duty 24/7. However, we were affected by medical leaves of the department director, a full-time professional officer and a student assistant. Student Assistants were used to supplement staffing needs during this period and performed at acceptable levels providing quality services to our customers.
- ii. Four student assistants with three to four years of campus safety experience were lost to graduation in May and one student assistant with two years experience resigned his position because of academic conflicts. A student assistant with several years experience will also be studying in Japan during the 2010-11 academic year. The department currently employs three student assistants with 2-years of experience and three new student assistants with little or no experience. A recent student assistant graduate was offered a position as a temporary employee to assist in summer staffing needs. The director is currently investigating the possibility of staffing additional professional officers and reducing the number of student assistants.



Incidents:

- i. The number of incidents of vandalism increased this year from 34 in 2009-10 to 38 in 2010-11. Damage amounts also increased as several incidents involved damage to electronic components. A number of incidents were solved with the help anonymous tips and video surveillance, while other cases went unsolved or remain open. The department is currently in the process of placing video surveillance cameras in the lobbies of all resident halls and other strategic locations to assist in identification of persons living in and/or frequenting campus buildings.
- ii. The number of on campus alcohol-related offenses that officers were called to also increased from 34 in 2009-10 to 41 in 2010-11. Officers also saw a dramatic increase in calls for illegal drug use, responding to 21 incidents this year, opposed to 8 incidents in 2009-10. During the spring semester and May-term the De Pere Police Department and Brown County Drug Task Force worked with the Campus Safety Department to identify a number of students who were suspected of dealing illegal drugs in the De Pere area. We further believe additional security patrols of resident halls, proactive policing of trouble spots, heightened awareness, and collaboration with resident assistants and hall directors have generated more contacts with student offenders.
- iii. Theft of property decreased from 29 incidents in 2009-10 to 26 in 2010-11. One burglary was also reported during the year. Several thefts took place at local establishments near the campus and were reported to the department by students not wishing to file a police report.

Other incidents involved thefts of electronics, backpacks and cash from non-secured areas on campus. Prior to the beginning of each school year the associate director presents programming advising students to keep their possessions secure. The Campus Safety Department recently installed the 360-degree Stay Safe at College program on its website. The program covers room security to prevent theft. Hall directors and resident assistants also advise students to keep their rooms secured to prevent thefts.

- iv. There were no reported sexual assaults on campus during the 2010-11 school year. Student awareness, public service campaigns, and proactive programming help attribute to this number. However, statistical data shows that sexual assault is a grossly under reported crime on college campuses.
- v. The department answered 7 harassment complaints in 2010-11 compared to 14 the previous year. However there were several incidents involving persons not affiliated with St. Norbert College coming onto campus and creating a disturbance or harassing individuals. Again, the department worked with the De Pere Police Department to address and resolve each of these incidents.
- vi. Student welfare checks remained at normal levels as concerned parents call the Campus Safety Department when they are unable to contact their student over a period of time. We are pleased to report all welfare checks were done quickly and had positive outcomes.
- vii. Medical assistance calls increased from 36 in 2009-10 to 46 in 2010-11. Calls varied from relatively minor medical assists to more serious medical problems such as seizures, difficulty breathing, syncope, and alcohol overdose which required paramedic intervention and transport.
- viii. In 2010-11 there was another decrease in false fire alarms (29 in 2009-10 and 25 in 2010-11) because of proactive fire prevention programming and awareness initiatives. The department did log 3-reports of minor fires during the school year. A vehicle fire at a private residence not affiliated with the college on Fourth Street damaged the siding on a college-owned home. A cloth pillow stacked on items in an open trunk of a vehicle was ignited by a hot trunk light. The smoldering pillow was discovered by a passer-by who alerted the Campus Safety Department. The responding officer quickly removed the pillow from the trunk averting further damage. An alert security officer noticed an electrical fixture arching in a campus owned building and disconnected the power, preventing further damage to the fixture and surrounding area.

#### Campus Health and Safety

- i. An inspection of the campus buildings found a shortage of Automatic External Cardiac Defibrillators in campus buildings that host conventions and activities for guest not associated with the college. A report was forwarded to the division vice president who secured the needed funding to install four AED units in these areas.
- ii. Ongoing updates are being made to the safety and security systems of the college's daycare facility. Additional video surveillance, video intercom, badge reader and door lock hardware are being priced at this time.
- iii. Outdoor Public Address System and additional blue light emergency telephones are being priced with a target of a fall 2011 installation.

#### V. Documentation of Student Learning

**a. Program**

Alternative Drinking – Alcohol and drug awareness presentation to the FYE (First Year Experience) freshmen students delivered by Campus Safety.

i. Learning Outcome

Participating in the Alternative Drinking program, students will:

1. Learn how to protect themselves and each other when alcohol is present.
2. Learn how to drink responsibly.
3. Become familiar with the dangers associated with alcohol use.

ii. Measure: Change Yourself

Competency Assessed: Change Yourself – Healthy Lifestyles

Assessment Strategy: Pre-program and post-program survey

Number of Students Assessed: 244 pre-program and 234 post-program

iii. Results

The pre-program survey posed the following question; “I know about the dangers of alcohol and what to expect if I chose to drink.” The responses were:

128 - Strongly Agree  
112– Agree  
3– Disagree  
0 – Strongly Disagree  
1 – N/A

The post-program posed the same questions; “I know about the dangers of alcohol and what to expect if I chose to drink.” The post program responses were:

226– Strongly Agree  
8– Agree  
0 – Disagree  
0 – Strongly Disagree  
0 – N/A  
10 participants failed to turn in a post-program survey

The post-program survey also asked students to “Describe three things you learned from this program.” A fill in the blank/short answer format was used. The top three responses can be summed up as:

“It is best not to drink” – 20 similar responses.

“People need to do a better job watching out for others” – 12 similar responses.

“There are better things to do on weekends than drink excessively”- 22 similar responses

iv. Analysis

Based on the difference in the results between the pre-program survey and the post-program survey it appears that students are learning about the dangers of alcohol and alternative drinking solutions from our presentation. Further, comments such as “It is best not to drink”, and “People need to do a better job watching out for others,” suggest learning at the “Competent” level.

**b. Program**

.08 BAC Program - Campus Safety partnered with Residential Education and Housing to present this program. The program was held at the Campus Center and was attended by approximately 125 to 150 students. The presentation material addressed the sudden effects of alcohol on the human body, ranging from impaired vision and judgment, delayed reflexes, and long term health problems due to alcohol abuse.

i. Learning Outcome

Participating in the .08 BAC Program students will:

1. Learn the effect alcohol has on judgment and reasoning.
2. Learn the effect alcohol has on sensory and motor skills.
3. Understand vision impairment because of alcohol intoxication.

ii. Measure: Change Yourself

Responsibility Stressed: Change Your World – Effects of personal choices  
Assessment Strategy: No assessment compiled.

**c. Program**

Fire Prevention (cooking safely)

i. Learning Outcome

Participating in the Cooking Safety Program, students will:

1. Learn dangers of unattended cooking
2. Learn dangers of cooking while intoxicated..
3. Learn basic electrical safety.
4. Learn basic cooking fire extinguishment practices.

ii. Measure: Change Yourself

Competency Assessed: Change Yourself – Healthy Living and Civic Awareness  
Assessment Strategy: No assessment compiled

iii. Analysis

During a two year period the number of false fire alarms on the SNC campus dropped from 51 in 2008-09 to 25 in 2010-11. Much of this can be attributed to a proactive program that addresses common sense cooking safety matters. Work still needs to continue in the future and will focus on the off campus student housing.

**d. Program**

World Café (Healthy, Respectful Relationships), Campus Safety partnered the Brown County Sexual Assault Center to present a program based on the development of healthy and respectful relationships. The setting for the program was an open café style setting where groups openly discussed relationship issues.

i. Learning Outcome

Participating in the World Cafe Program, students will:

1. Learn to communicate effectively with their partner
2. Respect others opinions and wishes
3. Understand the consequences of domestic abuse and sexual violence

ii. Measure: Change Yourself

Competency Assessed: Change Yourself – Healthy Living and Civic Awareness  
Assessment Strategy: No assessment compiled.

iii. Analysis

The World Café setting and programming seemed to encourage much more interactive discussion among attendees. Although attendance for the session was far below expectations because of numerous other activities on campus that evening, attendees felt the program met and exceeded expectations. Plans are in the works to run the program and same format for the 2011-12 academic year.

VI. Goals for 2010-11

The following goals of Campus Safety are derived from the 2010-11 St. Norbert College Strategic Plan.

- i. Increase training opportunities for campus safety staff.
- ii. Purchase and install a mass notification outdoor public address system.
- iii. Organize a St. Norbert College Community Emergency Response Team.
- iv. Continue to update and improve Jean Clery Act training and reporting

End of report.