



THE EVERGREEN STATE COLLEGE POLICE SERVICES



TO: Student Affairs Assessment Council

FROM: Ed Sorger, Director of Police/Parking Services

SUBJECT: Assessment Plan Update

DATE: February 21, 2011

The additional assessment efforts since assessment plans were submitted have been educational and planning involving employees here in police and parking. We have spent some time educating officers/dispatchers and parking on explaining the why and what's of assessment. Efforts have been made at staff meetings, one on one conversation and assigning staff to Assessment Roundtables in order to get staff adequately trained to understand assessment and how it will benefit our department. I feel buy-in and ownership of the assessment process by staff will enhance the success of implementing various ways of assessing the services we provide. So for this reason progress on moving ahead with assessment plans is a bit slower than I planned and I would say this is the main barrier I face with changes in our day to day business here in Police Services. However it is important for me to receive the full support from staff that is necessary to implement additional work needed to assess and evaluate our services to this community.

Update on additional and on-going assessment efforts:

- ✓ Education/training of staff on assessments and plans
- ✓ Meetings with supervisors on the best way to implement additional assessments
- ✓ Updating crime data requirements for state/federal agencies to NIBRS
- ✓ Training an officer on the webpage processes for updating our site to include evaluation of services
- ✓ Parking is updating the parking webpage on changes and CTR notices
- ✓ Met with the CPJ on a weekly Police Blotter, statistics and safety tips – Crime Watch article completed
- ✓ Met with KAOS on public service type tips to our community
- ✓ Met with staff on implementing an email survey upon completion of services by staff
- ✓ We are planning a more effective tracking of our services for purposes of evaluation
- ✓ A suggestion box is being build to place in the police lobby for feedback on police/parking services, PB & J and the Food Bank
- ✓ Officers/dispatchers are encouraged to receive verbal feedback from individuals using our PB & J and Food Bank – This is to assess the effectiveness of this community service and how much it is helping our students
- ✓ I am revisiting our Western Regional Institute for Community Oriented Public Safety (WRICOPS) report from 2005 to determine what areas would be useful in our efforts to better assess our services
- ✓ Working with the college's grievance officer on IR's and relations with county prosecutor's office
- ✓ Tacking and evaluating Parking Services assistance with public service to the community
- ✓ Updating police/parking brochures to better inform the community on services available
- ✓ Updating statistics in the front show case along with current notices by police and parking
- ✓ Keep public updated on Commute Trip Reduction (CTR) alternatives and then measure the effectiveness of this program
- ✓ We want to increase the numbers of reports of unreported crime by better partnering with RA's/RD's to encourage victims to come forward to report and explaining the benefits of making a report – We can do that by improving relations with students and we looking for ways to do this

At this time I have initiated several methods of evaluating and assessing our services to the public by police/dispatch and parking. I am not yet satisfied that all employees understanding and supporting assessment efforts and how these will help our service to the community. More training/education of employees will be necessary for successful future assessment efforts. At this point I am not comfortable with implementing additional assessment efforts without more conversation emphasizing the importance by me and how employees are an essential part of this process. We need to also be innovative in various ways of improving relations and partnering with our community so the trust level is high and our community is comfortable with their police efforts in maintaining a high quality of life on the Evergreen campus. To do this we need to implement the efforts above and do a much better job of educating our campus on services we provide and the compassion our employees have to get this done.