

**Gateway Community and Technical College
Security Report FY 2010-11**

Background and Scope of Issue

The security and safety of students, employees, and the public are of the highest concern at Gateway Community and Technical College. During the 2009-10 academic year, a review of the security and safety program and services at Gateway Community and Technical College was conducted. This review was accomplished through its campus-based safety teams, which are comprised of employees and student representatives who developed plans for the future. The Campus Safety Team leaders formed a College Safety Team that was led by a retired police officer who was a fulltime faculty member, and the Vice President for Administration and Business Services. The team identified safety and security issues that needed to be addressed that were unique to Gateway's campus locations and its rapid growth.

The College had experienced an increase in a variety of safety and security incidents including theft, altercations, vandalism, and an increase in the number of protective orders issued to students and employees. While the overall numbers reported were low, the increase over the previous three years was an issue that required additional review with the goal of creating a more comprehensive safety program. Specifically, the following issues were seen as factors that increased the importance of addressing safety and security in a comprehensive and professional manner.

- The College had opened the first phase of its Urban Campus on Scott Street in the heart Covington. The facility is next to a parking structure and bounded by alley ways which offer increased access to the facility from vandals and individuals whose presence will be detrimental to establishing a perceived safe environment, especially in the evenings and on weekends when the area is less densely occupied. While the neighborhood is near other businesses and across the street from the Kenton County Public Library, the location had required heightened security for students, employees, and the general public. Providing on-campus security personnel and security cameras for an 82,000 square foot facility was required in order to maintain a safe environment.
- The Edgewood Campus, located across the street from the largest medical facility in Northern Kentucky that clearly is identified as a Nursing and Allied Health building, involved unique safety and security issues. Hospitals were and are reporting increased drug seeking individuals, and there are concerns that those same individuals will target the college located directly across the street. In addition, the college's centralized student services programs are located at the campus, making it a very high student-traffic campus. The need for on-campus security personnel, as well as the increased use of electronic monitoring, was needed.

- The Boone Campus, located in an unincorporated part of Boone County, is isolated from other businesses and residential areas. The campus has only one road in and out, and as of July 2010, would consist of three buildings and over 180,000 square feet of space, with approximately 20 acres of parking and additional land. The campus is highly visible from the interstate, and could be considered an easy target for individuals looking to steal automobiles or do harm to individuals in the parking lots or in more secluded areas of the campus. Increased on-campus security in the form of personnel was deemed necessary, especially in the evenings. In addition, electronic monitoring was needed for the expanding Boone Campus.

The team concluded that, while there was no way of knowing the amount of “unreported” incidents which had occurred and were not reported to the College or authorities, students and employees expressed heightened concerns at night and requested security personnel be available. This was especially true when individuals leave the buildings after dark to get to their parked cars.

As a result of the assessments, the College Safety Team recommended that security personnel be placed on every campus, electronic surveillance be increased, ongoing assessment of safety and security be implemented, training of employees and students be enhanced, and fulltime administrative support be implemented to ensure overall safety and security for employees and students. These recommendations formed the basis of the proposed safety and security program that was to be implemented during the 2010-2011 academic year. Funding for the program was proposed as part of the college’s Strategic Needs Analysis process.

Upon the recommendation of the College Safety Team, the College President proposed the use of a KCTCS-approved security charge of \$40 per student, per semester as part of the college’s overall budget submitted by the Gateway Board of Directors to the KCTCS president for consideration. The proposed charge was to be applied to all students enrolled at Gateway, with the exception of:

- Corrections
- Fire Rescue (off campus)
- Workforce Development (off campus)
- Dual Credit/High School (off campus)
- Dual Credit/High School (All)
- Mandatory Waiver students (Donavan, Foster, KIA, etc.)
- KCTCS Faculty and Staff
- KCTCS Spouse/Dependent
- On-line Only

The College President indicated that the security charge would be used exclusively to fund the program components as identified by the Gateway Safety Director and the Gateway Safety Team and where possible, other funds would be used to supplement the program. It was

originally estimated that approximately 7,200 students in 2010-2011 would be assessed the charge, which would generate approximately \$288,000. Additional funding of \$65,000 was allocated by the College from its facilities funds to create an initial safety and security fund of approximately \$353,000 in 2010-2011. The College President stated that if the Commonwealth of Kentucky would fully fund the operating dollars to support the new facilities at Edgewood and Boone (and eventually the Urban Campus), some of the additional college resources will be designated to the safety and security fund, and the charge to students would be re-evaluated.

Report for 2010-2011

The KCTCS Board of Regents approved the Security Charge as part of the annual budget for KCTCS. The KCTCS President authorized Gateway to begin collecting the security charge of \$40 per student, per semester, effective fall 2010. During the past fiscal year, the College collected \$348,790 from the charge. In addition the college was able to provide \$39,247.70 to support the safety and security program from capital construction funds and \$26,580.01 from its general fund revenues. The College committed a total of \$414,617.71 in support of safety and security program during the year. The on-going costs of program expansion for the new director, behavioral intervention specialist, security guards, and operation costs were solely supported by the charge. The facility aspects, such as cameras and lighting, were furnished from the charge, but also supplemented by construction funds and general funds. The funds were utilized in accordance with the proposed plan.

Description of Services and Programs Provided

The following action steps took place to strengthen Gateway's Safety and Security Program:

Safety and Security Personnel—Director of Safety and Security

- Effective July 16, 2010, Tim Chesser, a thirty-three year police veteran and fulltime criminal justice faculty member, was appointed as the College's first fulltime Safety and Security Director. Mr. Chesser's familiarity with the college and the community afforded him a base of knowledge that enabled him to take immediate actions to improve safety and security. To assist Mr. Chesser, twelve hours per week of administrative support staff time was reassigned to his department to support the reporting aspect of the department.
- Communication has been an emphasis for the director. Electronic information was sent to students, faculty, and staff detailing the safety changes and improvements made, and included links to the SNAP system sign up, the Gateway annual security report, and *Shots Fired* and *Flashpoint on Campus* safety videos. Emergency information posters were developed and placed in every room on each campus. These posters contain information on active shooters, severe weather, building evacuation, SNAP sign up, and where to report emergencies and non-emergencies. An emergency desk reference and

quick action guides were prepared and distributed to employees. Additional weather radios and two-way radios were purchased to improve communications, as well as the expansion of the SNAP system. Mr. Chesser has been very visible on and off campus and regularly communicates with faculty, staff, and students in meetings, classes, and individually regarding safety issues. He has presented informational seminars and training and has been involved with the student, faculty, and staff orientation processes. For example, he conducts presentations in the Introduction to College classes that are required for all new students. He also has provided presentations for general employee and student groups about active shooter situations and domestic violence. Information has been given about how to obtain protective orders and how to pursue criminal charges if the orders are violated. This counseling occurred 15-20 times since July 2010.

- The director's constant presence on campus has brought safety to the forefront and individuals have reported (anecdotally) that they appreciate having someone to go to for safety and security issues. When reports of domestic violence are brought to his attention, he asks to meet with the student to discuss a safety plan and what they need to do to reduce the likelihood of violence.
- The College's Director of Safety is notified by the courts of certain offenses that students have committed, such as Registered Sex Offenders. Students who have a protective order against another person are encouraged to report those to the director. This allows the director and appropriate personnel to counsel students on their rights and often can reduce the incidence of further disputes on campus. These reports have been used to develop specific programs and services for students and employees, such as the hiring of a Director of Counseling with a background in behavioral assessment.

Security Service Personnel

- A contract for security services was bid competitively and an award made to Logan Security Services of Lexington, Kentucky. Security personnel were hired and assigned on each campus from 10 a.m. until close. Detailed post orders for each campus were prepared to inform security personnel of expectations and procedures. This improved visibility of security and their presence has allowed for more prompt attention to issues. These have included issues not only related to physical security, but also safety. While not quantified, each time an incident occurs or a student reports a problem, security gives tips on how to safeguard property and personal safety. The security officers are often approached and asked these types of questions, and the information is given. It is not possible to track the statistics on the incidents that have been prevented, but through education, the security officers work to reduce the possibility of victimization. Security personnel work closely with the College's maintenance personnel regarding building security and are in contact with each other by radio. When maintenance safety issues are discovered, they are reported immediately to Gateway maintenance for repairs. The same occurs when suspicious activity is noticed by maintenance; it is quickly reported to the security personnel and security director and this issue is

investigated and resolved. The maintenance personnel have volunteered to show the security officers all about the buildings, and this partnership has produced in overall improved building safety. Initial staffing issues including a relatively high turnover rate of security personnel was addressed, and the security workforce has stabilized.

Security Surveillance Equipment

- A review of the security camera system at the College was conducted by the Directors of Information Technology, Maintenance and Operations, and Safety and Security and has resulted in a more comprehensive plan being developed. The security camera system in place was converted to a web-based model, replacing the old DVR system. A new camera system was installed at the new Boone Campus Center for Advanced Manufacturing and the bookstore/maintenance facility. Additional cameras were added at the Covington Campus. In addition, a new system is being installed at the Urban Center (a total of 38 cameras). Further expansion of cameras will occur at the Boone and Edgewood campuses in 2011-2012.

Lighting and Facility Improvements

- An exterior safety review was conducted by the Security Director, the Assistant to the President, and the Director of Maintenance and Operations, resulting in installation of improved lighting at the Edgewood campus lower level parking lot. Two outdoor emergency call button stations were installed at the Boone Campus in the parking lots of the Center for Advanced Manufacturing and Classroom and Training Building. The need for additional call stations on all campuses will continue to be reviewed. Improved exterior lighting at the Urban Center will be addressed in early fall 2011.

Ongoing Assessment and Training

- The college-wide and campus Safety Teams have continued to evaluate safety procedures, practices, environment, and training. The teams adhere to KCTCS policies and applicable laws pertaining to safety, while being proactive and innovative in addressing the safety needs of the Gateway community. The teams implement actions to maximize campus safety and the welfare of students, faculty, staff, and the community. Selected individuals from each team are authorized and trained to launch the SNAP emergency alert system. Team members have been trained to assist with campus incidents, such as building evacuation and shelters in place. The college-wide team meets monthly during the year, and is comprised of the following:
 - Vice President for Administrative and Business Services (Chair)
 - Director of Safety and Security
 - Vice President for Student Development
 - Director of Maintenance and Operations (M & O)
 - Director of Public Relations (Communications)
 - Director of Human Resources

- Director of Counseling and Behavioral Intervention
 - Special Assistant to the President
 - Student Representative
 - Faculty from each campus who also chair the campus teams
- Each campus has a safety team that meets several times during the fall and spring semesters. These teams range from seven to nine members, and are being trained to assist during critical incidents. A Students of Concern team was appointed to address at-risk behavior of students. This group consists of four student affairs professionals and the Director of Safety and Security. The College has over forty faculty and staff devoting attention to safety.
 - Training has been emphasized by the director. A college-sponsored safety symposium was conducted on February 22, 2011 for all faculty and staff, with seven educational topics covered. The day began with a health and safety fair for employees. This was followed by presentations by subject matter experts on various areas of safety and security. The topics included: Domestic Violence, Violence in the Workplace: Empowering You to Survive, Prevent a Problem: How to De-escalate a Conflict, How Safe Are You? Practical Tips to Protect Yourself in Your Everyday Life, Personal Fire Safety, Protecting Yourself from Identity Fraud, and Building a Stress-Free Workplace. Also discussed was the Students of Concern team that is activated to evaluate a potential threat to campus safety. Annual AED/CPR training has been conducted for interested faculty and staff.
 - The KCTCS annual Safety Conference was attended on July 20 and 21, 2011 by several members of the college-wide safety team. This annual conference provides an excellent opportunity to exchange information and best practices. This year, Mike Baker, Vice President for Administrative and Business Services; George Hall, Director of Maintenance and Operations; Bridgett Sullivan, Director of Counseling; Linda Wright, Business Office Projects; and Tim Chesser, Director of Safety and Security, attended from Gateway. Both Mike Baker and Tim Chesser were presenters at the 2011 conference. Mr. Baker spoke on Best Practices, showcasing some of the programs developed at Gateway. He also served on the conference planning committee. Mr. Chesser presented on Campus Emergency Response Teams, which is a future program being planned to implement at Gateway.

Evaluation, Analysis and Tracking

- The Office of Safety and Security at Gateway has begun a systematic review of safety and security data as part of its annual planning. Initial comparisons have been done with college statistics from 2009, 2010, and 2011 to determine trends and identify issues that need to be addressed. Before Mr. Chesser became involved, the data was drawn only from the required Minger/Clery Reports. The Minger/Clery data involves only felony level offenses, of which the College has experienced very few incidents. The

development of a more comprehensive data gathering system based on a broader incident reporting system has established a baseline for future reference. The Director anticipates that there may be an increase in safety and security statistics overall due in part to the presence of security personnel to whom minor incidents can be reported. For example, reports of minor thefts and domestic violence incidents increased during the year in part because security personnel were in place. The analysis of the incident reports resulted in an increase in training and education programs to prevent theft and to decrease domestic violence incidents through counseling. Offenses such as vandalism directed against Gateway decreased and are almost non-existent. The security director attributes the decrease in vandalism to the presence and deterrence effect of security personnel. With the introduction of an incident data report process, the College is tracking additional safety and security related incidents that are not required by state or federal statute. The tracking of all incidents allows the director and safety teams to take preventative measures and provide additional training that can reduce these incidents. While the Minger/Clery Acts only track actual crimes on campus, the incident data gathered by the Gateway Safety and Security Program is more comprehensive in nature. Because of the reporting data, it is clear that incidents categorized as domestic violence/disputes, have increased in reporting and are being tracked closely. All of this information is important for security purposes. It allows the College to gain a greater understanding of the nature and circumstances of the incidents that occur so the institution can try to prevent those incidents and gives extra attention to alerting College personnel and students of these safety issues.

- Prior to the security charge implementation, a survey was conducted by the Gateway Office of Knowledge Management and Strategic Initiatives. The survey measured student satisfaction and employee perception of student satisfaction of Gateway safety and security. The survey was conducted in spring 2010 through the Noel Levitz Student Satisfaction Inventory (SSI) and Institutional Priorities Survey (IPS), with the IPS being the employee instrument. A total of 389 Gateway students responded to the SSI. On a scale of one to seven (one being the lowest), student satisfaction for safety and security was 5.45. Nationally, community college student satisfaction with safety and security was 5.01. In the IPS survey, 130 Gateway employees responded, and employee perception of student satisfaction of Gateway safety and security was 4.39, on a scale of one to seven (one being the lowest). Nationally, community college employee perception of student satisfaction with safety and security was 5.25. The data gathered will be part of the baseline data used to determine the perceptions students and employees have of the safety and security of the campus community. In spring 2012, the College's Office of Knowledge Management and Strategic Initiatives will administer additional student and employee satisfaction instruments. In addition, a special survey will be sent to all faculty and staff, including adjunct faculty, in September 2011 to gather input on how to improve our safety program.

Conclusion and Future

One goal of the Security and Safety Program is to make legitimate campus users feel safe and comfortable. A second goal is to make unauthorized or illegitimate "users" feel uncomfortable so they realize that Gateway campuses are not places for them to commit illegal acts or present behavior which creates unsafe or dangerous conditions for them and others.

The College has taken major steps to improve safety and security on all campuses this past year. The additional resources available to fund the activities have resulted in improved safety and security. Questions about safety and security are included on the Survey of Community College Students and will be used as a baseline for further review of the effectiveness of the Safety and Security Program. As the College's enrollment continues to grow, future challenges will be identified, and solutions will be initiated in a systematic and planned way.

The 2011-2012 fiscal year security funds will be used to support the on-going operation of the Safety and Security Program as identified in the department's annual plan. The security contract is being strengthened through a rebid process, and it is anticipated that the new contract will improve the pay structure for guards which will further address the issue of personnel turnover. It is anticipated that the new contract cost will increase; therefore, more of the security and safety budget will be expended to support this contract. Funds will continue to be used to complete the expansion of the security camera system, and will be used to hire an outside firm to review, test, and refine the existing crisis management plan.

Questions, comments and/or suggestions regarding the Safety and Security Program at Gateway Community and Technical College should be addressed to Mr. Tim Chesser, Director of Safety, Phone: 859.442.4129 or email: tim.chesser@kctcs.edu.

FY 11 - FUNDS COMMITTED TO SUPPORT SAFETY AND SECURITY

DESCRIPTION	FY 11 BUDGETED AMOUNT	SECURITY CHARGE EXPENSES	OTHER FUND SOURCES	FY 11 TOTAL EXPENDITURES
PERSONNEL				
Includes Safety & Security Manager, 25% of Intervention Specialist, and 50% of Administrative Support	\$ 77,000.00	\$ 106,173.14	0	\$ 106,173.14
OPERATING				
Includes travel, office supplies, communication cost and safety awareness training activities	10,000.00	10,779.73	0	10,779.73
CONTRACTS AND PROJECT COSTS				
Logan Security (only 9 months actually expensed)	210,000.00	85,473.23	0	85,473.23
Evening SNAP Services (call center)	12,000.00	0	0	0
SNAP Speakers at Boone-CAM	0	0	4,564.00	4,564.00
Emergency Exit steps at Edgewood	0	750.00	0	750.00
External lighting project - Edgewood	0	0	14,996.00	14,996.00
I.T. Security	40,000.00	0	0	0
Parking Lot Call Boxes	20,000.00	0	736.43	736.43
Security Camera Expansion	20,000.00	0	0	0
-Security camera for Maintenance & Bookstore -Boone		0	9,618.26	9,618.26
-Security cameras at Covington		5,548.00	0	5,548.00
-Security cameras at Boone-CAM building		18,554.45	0	18,554.45
-Network storage device at Edgewood & Covington		10,467.60	0	10,467.60
-Server to support camera system		5,331.34	0	5,331.34
-Network storage device at Boone-CAT		0	9,333.01	9,333.01
-Network storage device at Boone-CAM		9,331.01	0	9,331.01
TOTAL EXPENDITURES	\$ 389,000.00	\$ 252,408.50	\$ 39,247.70	\$ 291,656.20
Camera System Upgrade - Restricted Reserve*		125,000.00	0	125,000.00
TOTAL EXPENDITURES AND COMMITMENTS	\$ 389,000.00	\$ 377,408.50	\$ 39,247.70	\$ 416,656.20

* Funds set aside for the restricted purpose to be spent in FY12