Student Services

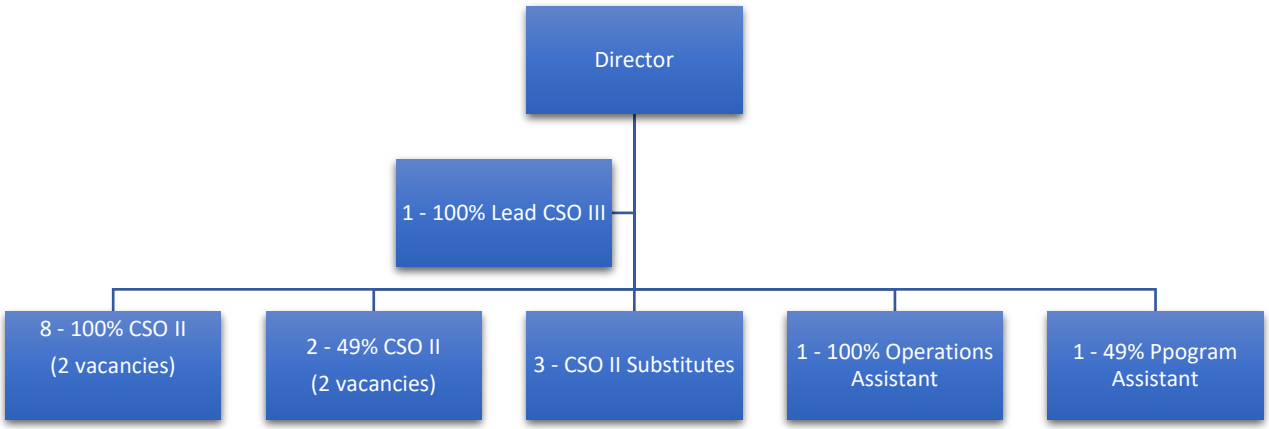
2023 Campus Safety Comprehensive Program Review

Section 1: Program Information

A. Members: List all staff in your department or program.

Ben Macias, Director
Todd Dickson, Lead Campus Safety Officer (CSO) III
Susan Wertz, Operations Assistant
Elizabeth Rocha, Program Assistant
Frank Bernard, Campus Safety Officer (CSO) II
Julian H. Gomez, Campus Safety Officer (CSO) II
David Cheng, Campus Safety Officer (CSO) II
Jesus Nunez, Campus Safety Officer (CSO) II
Donald Bernard, Campus Safety Officer (CSO) II
Eddie Hernandez, Campus Safety Officer (CSO) II
Jose Ramos, Campus Safety Officer (CSO) II - Substitute
Adam Villalobos, Campus Safety Officer (CSO) II - Substitute
Jason Pineda, Campus Safety Officer (CSO) II – Substitute

B. Organization Chart



C. Briefly describe your program, including program components and function.

The Department of Campus Safety strives to ensure the safety of students, employees, and visitors while they are on campus property or are involved in college-sponsored programs and activities. Campus Safety also protects District property and facilities. Campus Safety Officers (CSOs) are first responders to all incidents on campus and have the authority to enforce sections of the California Penal Code, Vehicle Code, Citrus College Board Policies and Administrative Procedures, and the Standards of Conduct. Campus Safety serves as the liaison with local law enforcement agencies regarding all criminal activities on campus and is responsible for contacting external agencies in the event of an emergency. Campus Safety has a memorandum of understanding with the Glendora Police Department and an informal relationship with the Azusa Police Department and the Azusa Pacific University Department of Campus Safety.

Key Functions:

- Patrol all campus buildings and grounds on foot or in marked vehicles 24 hours a day
- First Responders to all incidents/emergencies on campus 365 days a year
- Conduct investigations of crimes and District policy violations, report injuries or accidents, and document the information in daily logs or incident reports
- Liaison with local law enforcement and emergency responders
- Conduct parking enforcement
- Direct traffic during emergencies, special events, or other high-traffic situations
- Enhance day-to-day public relations by providing information and assistance to students, employees, and the public in a way that establishes and maintains rapport with the District community
- Inspect safety issues associated with shrubbery and lighting
- Provide safety escorts, vehicle unlocks, vehicle jumpstarts, lock cuts, and lost & found services
- Respond to fire and burglar alarm activations and summon police or fire personnel as needed
- Train and educate the campus community regarding personal safety, crime prevention, and emergency preparedness

D. Describe how your program interacts or collaborates with other on- and off-campus programs.

Collaboration between categorical programs, college-based programs, and external agencies to coordinate services and assess campus needs are an integral component of Campus Safety. Campus Safety will continue to offer emergency preparedness trainings to increase awareness of the District's emergency response procedures, host events centered on promoting a safe environment and emphasizing continued partnerships, and develop student specific workshops to promote relevant resources. The student workshops will vary and will change based on student feedback. Campus Safety, in collaboration with the Office of Institutional Research, Planning and Effectiveness, will conduct a campus safety survey every two years to analyze program success, services officered, and department perception to identify areas in need of growth. Campus Safety will direct program activities and efforts to grow those areas needing improvement. These established partnerships and collective efforts will continue to help maintain a safe, secure campus that is conducive to academic success.

E. How is your program funded?

Campus Safety revenue, which is derived from the sale of parking permits, has suffered significantly. One factor affecting parking revenue is a decrease in the number of students physically present on campus. Overall student enrollment has decreased (compared to pre-pandemic attendance) while the number of online-only student enrollment has increased in the overall student population. This increase in online students, coupled with the increase of College and Career Access Pathways (CCAP) early college high school students who take classes at their

high school campuses, accounts for a large volume of students not being on campus – a significant increase in the past five years. Additionally, the Metro Gold Line station, the addition of more Foothill Transit bus stops, and more bus lines around campus have increased public transit to the college. Sharp inflationary increases in the cost of gasoline and vehicle ownership has contributed to behavioral shifts among our historic parking behaviors. The implementation of the Foothill Transit Class Pass has also had an impact as 5,616 students obtained the Class Pass during 2019-2023 contributing to ridership efficiencies on campus but a loss of revenue to the campus. Lastly, as is a common trend amongst commuters, more students now use ride share programs such as Uber and Lyft.

In general, Campus Safety's operational budget is 50% self-funded from the sale of parking permits and 50% funded from the District budget. More specifically, the Director position is funded 90% from the District and 10% from the department; The Operations Assistant and Program Assistant are funded 25% from the District and 75% from the department; and all Campus Safety Officer (CSO) positions are funded 50% from District and 50% from the department.

The 50/50 percentage funding model at Citrus College which was derived from the idea that Campus Safety officers spend 50% of their time on parking or parking related issues warrants review and reconsideration due to a decrease in parking revenue and shifting behaviors and automations. The loss of revenue has negatively impacted Campus Safety's current operational budget. If the budget remains the same, an operational deficit is expected. The Director of Campus Safety and Vice President of Student Services will develop recommendations to address this expected deficit in collaboration with the Vice President of Finance and Administrative Services.

Section 2: Mission

A. Citrus College Mission Statement

Citrus College provides students with quality educational experiences and support services that lead to the successful completion of degrees, transfer, certificates, career/technical education and basic skills proficiency. The college fosters academic and career success through the development of critical thinking, effective communication, creativity, and cultural awareness in a safe, accessible and affordable learning environment. In meeting the needs of our demographically diverse student population, we embrace equity and accountability through measurable learning outcomes, ethical data-driven decisions and student achievement.

B. Provide your program's mission statement and purpose.

The mission of the Department of Campus Safety is to ensure the safety of students, employees and visitors while on property owned or operated by the College, or involved in college-sponsored programs or activities; and to protect the property and facilities of the District, its students, employees, and visitors.

C. How does your mission statement and purpose align with Citrus College's mission?

The Department of Campus Safety supports the college mission by taking a proactive approach in providing a safe and secure campus in which higher learning can take place. Thus, physical, mental and social well-being of students is achieved, which is conducive to academic success.

Section 3: Student Experience

A. Summary of survey results from the SSPR Survey.

The Department of Campus Safety survey was distributed to 3,021 students from October 10, 2023 through October 27, 2023. The survey garnered responses from a total of 213 students. Below is a summary of the key findings:

- Overall, the average satisfaction percentage was 76% for the standard 8 questions combined.
- Questions 1 and 7 had the highest satisfaction percentages (80% and 79%, respectively), signaling that students found Campus Safety hours of service satisfactory and acknowledged the expertise of Campus Safety staff.
- Questions 3 and 4 had the lowest satisfaction percentages (73% and 71%, respectively), suggesting that students may benefit from additional resources and information regarding processes and procedures pertaining to Campus Safety.
- Question 5 of the additional department created questions was, "Do you feel safe on campus." 96% of the respondents strongly agreed/agreed they felt safe on campus.
- Appendix A provides additional insights to student satisfaction with Campus Safety services.

B. Compare these survey results with results from previous program review.

Not applicable. As this is the first of the new 3-year comprehensive program review cycle, the next survey comparison and analysis will occur in three years.

Section 4: Program Analysis and Planning

A. Describe the population you serve and analyze the trends in enrollment, success, retention, etc.

Students, employees and visitors alike are eligible for the services provided by the Department of Campus Safety. Prior to the pandemic and campus closure in 2020, on an annual basis, Citrus College served approximately 20,000 students and employs approximately 1,000 employees. While the student population has decreased to approximately 16,000 annually, the following remains the same. The college has 10 parking lots, over 60 buildings contained over 104 acres, one off-site property, and one informal off-site parking facility.

Moreover, over the last ten years, additional campus buildings have been added or renovated. Campus Safety is entrusted to patrol these areas and is expected to provide safety and security services to all District property 24/7. In addition to an increase in calls for service since the last comprehensive program review, the department's scope of responsibility has widened to include the district's emergency preparedness efforts and being first responders to all incidents on campus.

Factors that drive growth are the steady increased calls for service, increased contacts with transients due to the train station that is across the street from campus, and the nature of critical incidents on campus. From 2020-2021 through 2022-2023, Campus Safety Officers (CSOs) contacted 750 transients that were on campus at various times of the day and night. Furthermore, there has been an increase in critical incidents on campus since the last comprehensive program review. The increased calls for service and the nature of critical incidents indicate the need for more CSOs, more professional development and training of CSOs, as well as the need for protective equipment to better respond and to address these incidents. Staffing remains the biggest challenge for the department as it is the only department on campus that operates 24/7 year-round, yet has only one officer on duty during some shifts.

Service Data:

	2020-2021	2021-2022	2022-2023
Total Calls for Service	**31,549**	**1,700**	**1,706**
Vehicle unlocks	5	40	34
Vehicle jumpstarts	6	40	50
Safety escorts	7	18	11
Door unlocks	30,909	1,064	1,097

	2020-2021	2021-2022	2022-2023
Incident Reports*	**16**	**37**	**37**
Tags**	**606**	**497**	**470**
Traffic collisions	4	9	13
Medical assists	9	32	45

** Incident Reports: Reports written by CSOs for crimes, violations of Standards of Conduct, or injuries on campus where potential District liability exists.*
*** Tags: Documentation by CSOs for uncommon occurrences that at the time, do not meet the standards for an incident report, but are out of the norm.*

	2020-2021	2021-2022	2022-2023
Transients Contacted by Campus Safety Officers	**369**	**228**	**153**

	2020-2021	2021-2022	2022-2023
Parking permits ordered on iParq	**0**	**7,388**	**8,745**
Student (semester and intersession)	0 due to Campus Closure	6,510***	7,835
Employee (annual, part time or full time)	0 due to Campus Closure	878	910
Citations Issued	**1**	**2,776**	**5,855**
Citation Appeals	**0**	**658**	**1,659**
Citations dismissed	0	293	1,026
Citations upheld	0	365	633

**** No permit orders during summer 2021; parking permits were required Fall 2021*

	2020-2021	2021-2022	2022-2023
Citation Revenue by Year (face value)	$70	$98,970	$204,650

Citation revenue does not go to Campus Safety; Rather it goes to the General Fund and is distributed amongst all college programs

B. Based on your analysis, what is the future plan for your program?

Safety is a top priority at Citrus College. To that end, Campus Safety serves an integral role in protecting the students, employees and guests of the college. In anticipation of future growth, Campus Safety will need to collaborate with the Vice President of Student Services and Vice President of Finance and Administrative Services to assess the department's annual operational budget and how the department is funded. Campus Safety will analyze the services provided, the demand on the department, and the cost to provide such services. Campus Safety will continue to plan for the future by ensuring best practices are in place regarding emergency preparedness and response. Campus Safety will adhere to the recent changes to Title V with respect to campus safety. Campus Safety will invest in its employees by providing additional staff development opportunities on various topics such as how to deal with subjects with substance abuse or mental health issues. Campus Safety will continue to collaborate with various college constituent groups to improve services offered, assess the efficacy of policies and procedures and implement technology needed to adequately provide a high standard of safety and security services for the college community. In support of these efforts, an analysis of staffing levels is requested to support the stated departmental goals and desired programming.

The future direction and success of the department is contingent upon several factors. First, having adequate annual funding is essential to support Campus Safety. Campus Safety endeavors to continue to nurture the established partnerships with the college community. These partnerships and our shared responsibilities are built on trust and promote a safe, secure campus. Community policing tactics have been a proven strategy to foster nurturing partnerships between campus law enforcement and the college community. As such, Campus Safety will continue to support the needs of the college by implementing more emergency preparedness trainings for students and employees. In addition to these trainings, annual training for campus security authorities will be implemented to enhance the district's Clery Act Compliance efforts. Campus Safety will also provide Rape Aggression Defense (R.A.D.) training at least once every two years for the college community. Collaboration and training with outside

agencies provide officers with the vital skills needed to deal with complex issues such as critical incidents, interacting with subjects that have mental health or substance abuse issues, and how to respond to violent offenders.

In summary, Campus Safety will continue to offer emergency preparedness trainings to increase awareness of the District's emergency response procedures, host events centered on promoting a safe environment and emphasizing continued partnerships and develop student specific workshops to promote relevant resources. The student workshops will vary and will change based on student feedback. Campus Safety, in collaboration with the Office of Institutional Research, Planning and Effectiveness, will conduct a campus safety survey every two years during the spring semester to analyze program success, services offered, department perception, and to identify areas in need of growth. Campus Safety will direct program activities and efforts to enhance those areas needing improvement. These established partnerships and collective efforts will continue to help maintain a safe, secure campus that is conducive to academic success.

C. PLO/SLO Assessment: Describe how your program has assessed program learning outcomes and student learning outcomes over the last three years and what you found from these assessments. Attach any relevant reports or other evidence to substantiate your narrative analysis. Include reflections and recommendations based on your analysis of the findings.

The last Campus Safety Survey was conducted from May through June 2018 with a total of 781 respondents (51% students, 21% Faculty and 19% classified staff). The overall feedback provided was very positive. Following are some highlights from the 2018 Campus Safety Survey:

- 94% percent felt moderately to extremely safe on campus
- 94% agree/strongly agree campus safety staff were professional
- 91% percent agree/strongly agree campus safety responds quickly to incidents on campus
- Over 90% of respondents indicated being aware of crime alert and timely warning emails
- 94% percent of respondents indicated campus safety was occasionally visible or always nearby
- Only 4% of respondents indicated they were a victim of a crime on campus the prior year (2017)
- 68% of respondents stated parking regulation signs were clearly visible throughout campus parking lot
- 50% percent indicated emergency preparedness information was readily available
- Only 24% stated they installed the Citrus Guardian mobile app
- The respondents' top suggested changes or improvements were: To increase the number of officers on staff and increase the number of patrols
- The most often occurring constructive suggestion was: Have more officers on staff and allow officers to carry weapons (firearms)

Due to the campus closure as a result of the pandemic, and on-campus classes not being fully added until the 2022-2023 academic year, the next campus safety survey is scheduled to be offered in Spring 2024.

D. Document accomplishments and/or improvements since your last program review.

As a result of the program review process, Campus Safety has replaced antiquated methods of operation resulting in better customer service, enhanced professionalism, expanded services and overall effectiveness. Key improvements include:

- Implemented virtual parking permits for students and employees
- Online 24/7 access to student/employee parking permit accounts by the end user

- Updated 10 new daily parking permit APS machines with the ability to pay by card, cash, text or QR code; daily permits can now be purchased as early as 6:00 a.m. the day of from any mobile device prior to coming to campus
- Introduced more professional looking uniforms/appearance for all CS personnel; provided ballistic vests for all CSOs
- Updated radio communications equipment and emergency phone line recording
- Equipped Campus Safety vehicles with License Plate Readers (LPRs) and Mobile Data Terminals (MDTs)
- Supported campus sustainability efforts by acquiring electric UTVs to replace our non-operational golf carts
- Supported campus sustainability efforts by replacing three gas powered Ford Explorers with three Ford Mach-E fully electric SUVs
- Computer Aided Dispatch (CAD) and Record Management System (RMS) implementation (Report Exec)
- Implemented the Campus Safety mobile app, "Citrus Guardian"
- Added blue light emergency phones with broadcast capabilities
- Evaluated, improved and updated parking signage on campus
- Conducted various facility improvements at Campus Safety: lobby window, roll down storage gates, water dispenser, removal of door in director's office, external lighting
- Rape Aggression Defense (R.A.D.) systems instructor certifications
- Online campus safety officer (CSO) policy manual

E. Document program challenges/obstacles since your last program review.

Funding

The current annual operational budget is insufficient. The majority of the annual operational budget is already allocated to staff salaries. There is minimal funding for additional staff, technology, equipment or expanded services.

Department Structure

The current structure is flat and does not provide the opportunity for upward mobility within the department. The lack of ability to promote has resulted in high turnover among CSOs impacting morale and contributing to potentially losing employees to other jobs who pay more or have the opportunity for professional growth.

Staffing

Campus Safety would benefit from a review of their current staffing levels. As recommendations from select staff and campus groups have expressed a desire for expansion of operational hours, an assessment of our staffing levels would be appropriate before changes are potentially implemented to ensure adequate coverage. Officer safety during non-operational hours is a high priority. As we examine funding for Campus Safety, it is also prudent that we review our staffing model to maintain our 24/7, 365 coverage in a responsive manner.

F. Summary of Past Recommendations and Goals: Describe the progress made on your recommendations and goals from the last comprehensive program review.

In the last comprehensive program review, Campus Safety compiled six recommendations/goals which were:

- Computer Aided Dispatch (CAD) and Record Management System (RMS)
- Implementing blue light emergency phones
- Add voice recording technology on all Campus Safety office (dispatch) phones
- Equip CSOs with handcuffs, O.C. "pepper" spray and baton (asp) in order to effectively mitigate and resolve dangerous situations where immediate use of protective measures is needed

- Department Restructuring. Rename leadership positions in alignment with other college/university campus law enforcement hierarchy
- Hire an independent firm to conduct a security and vulnerability assessment of Citrus College and Campus Safety

Since the last comprehensive program review, a CAD/RMS system has been implemented, blue light emergency phones have been added throughout campus, and voice recording has been added to all incoming emergency phone lines in Campus Safety dispatch. In addition, a security and vulnerability assessment of Citrus College was conducted by Keenan & Associates, in conjunction with the Risk Management Office. The department re-structuring has not occurred and a recommendation for protective equipment is being developed by the Director of Campus Safety.

Section 5: Ensuring Equity and a Commitment to DEIA+ in Student Services

A. Describe how your program addresses the needs of underrepresented student populations and delivers equitable student services.

The services provided by Campus Safety are available for all students. Most services are free of charge, such as safety escorts, vehicle unlocks, vehicle jumpstarts, lock cuts, the campus safety mobile app "Citrus Guardian" and lost & found services. Only parking permits require a charge. However, students may obtain a parking permit at a reduced fee and may also apply for a basic needs grants which can be used toward the cost of a parking permit.

B. How do you serve students regardless of service location or delivery method?

While the above services are offered on campus, services such as the ability to order a semester parking permit and access to their account are available online 24/7. In addition, the ability to purchase day parking in advance is available via text message or scanning the QR code. During the fall 2023 semester, over 90% of daily permits were purchased using the text or QR code function.

Section 6: New Program Goals

A. List 2-4 program goals you wish to accomplish during the next three years. Please connect each goal to at least one campus initiative/plan (Strategic Plan, EFMP, SEAP 2.0, Guided Pathways, Technology Plan, Sustainability Plan, Transfer Plan, Other: _____).

- **Goal #1: Assess and Augment Campus Safety's annual operational budget (Strategic Plan Goal 6.2):** Campus Safety's annual operational budget is insufficient. The majority of the annual operational budget is already allocated to staff salaries. Minimal funding available for additional staff, technology, equipment or expansion of services. The existing funding model should be re-examined to reflect 100% funding from the District instead of a 50/50 or 75/25 spilt among positions. Revenue generated from the sale of parking permits should be reviewed to direct resources toward improving various facets of parking services with technology and customer service enhancements.

- **Goal #2: Department re-organization and hire additional staff (Strategic Plan Goal 6.2):** Unlike other college public safety agencies whose organizational structure (chain of command) is identified by a rank and file system with specific leadership titles, the current department structure for Citrus College Campus Safety consists of a director, lead officer, and officer. As such, an opportunity presents itself to work with CSEA and our campus leadership to consider modifications to the current titles to more specific roles and

duties in alignment with other college public safety agencies. This change will result in an easily identifiable organizational structure recognizable by students, employees, and the public alike. Moreover, the re-organized structure will provide leadership hierarchy that can meet with students/employees when they have concerns or complaints. Some proposed and desired titles include but are not limited to: Director/Chief, Associate Director/Lieutenant, Sergeant, Corporal, and Officer. Of the 13 colleges in the Region 8 area, Citrus College is the only college whose public safety agency does not have the above-mentioned organizational structure with specific leadership titles.

- **Goal #3: CSO protective equipment (Strategic Plan Goals 6.1 and 6.2):** CSOs are first responders to every incident on campus. Although CSOs have the training, certification, and powers of arrest granted by the California Commission on Peace Officer Standards and Training (POST), current practice is that CSOs do not carry any restraint devices (handcuffs) or equipment to protect themselves and others in the event of a dangerous situation. As such, the Director of Campus Safety will provide recommendations for officers to be issued protective equipment, in order to effectively mitigate and resolve dangerous situations where immediate protective measures are needed.

- **Goal #4: Develop and implement a public safety camera system and policy (Strategic Plan Goal 6.2):**

  Citrus College currently does not have a board policy or administrative procedure pertaining to a public safety camera system. In collaboration with employee groups, campus leadership and the Physical Resources and Safety Committee, Campus Safety will assist with the development of recommendations to inform a proposed policy that would promote a safe environment for all students, employees, and visitors. Upon the adoption of a policy, Campus Safety endeavors to develop and recommendations for implementation of a public safety camera system. The proposed system may be used to deter and/or detect crime or misconduct, to help safeguard against potential threats to the public, and to help manage emergency response situations during natural and man-made disasters. The proposed system may be implemented in locations where it is determined that its use will enhance the security and safety of individuals and/or property without violating the "reasonable expectation of privacy," as defined by law. The proposed system may be used in conjunction with campus access control and two-way communications, to enhance access to buildings and emergency notification systems.

- **Goal 5: Enhance Community Outreach (Strategic Plan Goals 6.1 and 6.2):**

  Offer more community engagement events by the department. These include but are not limited to Coffee with a Cop, Meet Us Before You Need Us, conducting Campus Safety informational sessions at Orientation, Welcome Day, and Parent Information Night and attending resource fairs and other college sponsored events.

  Additionally, add signs in the parking lots and the interior of campus that display Campus Safety's phone number and other important phone numbers or resources.

Section 7: Budget Planning

Describe the resources (staffing, facilities, technology and equipment, and professional development) you anticipate needing over the next three years in order to accomplish the goals for your department. Ideally, this will inform the resource requests in the annual updates for each of the next three years.

- Staffing:
    - Add additional CSOs to allow at least two CSOs on duty per shift at all times. This is beneficial for the department and the campus community for multiple reasons including officer safety and additional resources in case of an emergency.
    - Two additional 49% Program Assistants would assist in the office with dispatch and other assigned duties. This would allow for Campus Safety to expand services and office hours, while having dispatch available during the night and on weekends instead of the on-duty officer answering and handling all calls for service.
    - Add one Emergency Preparedness Coordinator to assist with Clery Act compliance, Clery Act Campus Security Authority annual training, emergency preparedness online training, assist with campus-wide emergency drills and trainings

- Facilities:
  Improvements to the Campus Safety building to enhance services and prepare for future growth:
    - Update the dispatch center with furniture and monitors to view all the cameras on the District's Public Safety Camera system.
    - Add electric vehicle charging stations in the rear parking area of Campus Safety for the Campus Safety fleet that is transitioning to an all-electric fleet.
    - Add automatic gates to the rear parking are where the Campus Safety vehicles are stored.
    - Build a shade structure (with lights) above the rear parking area where the electric vehicles will be charging as it may be unsafe to charge the vehicles in inclement weather without a roof.

- Technology:
    - Asses body worn cameras for CSOs in the field.
    - Add surveillance cameras in buildings, parking lots, and other public spaces on campus as part of a comprehensive Public Safety Camera System.
    - Install additional monitors at Campus Safety to monitor/review the surveillance camera system.

- Equipment:
    - Recommend and acquire protective equipment for CSOs.
    - Add surveillance towers in the S1, S8 and S4 parking lots.

- Professional Development:
    - Require at least 20 hours of training for all Campus Safety personnel. Topics will be related to general campus safety items, Title 5, DEIA+ and overall professionalism; TLO, JRIC, T.A.R.G.E.T. Train with GPD on various topics at least once per academic year

Section 8: Program Review Involvement

List the names of faculty and staff who participated in the review process.

- Ben Macias, Director
- Todd Dickson, Campus Safety Officer (CSO) III - Lead Officer

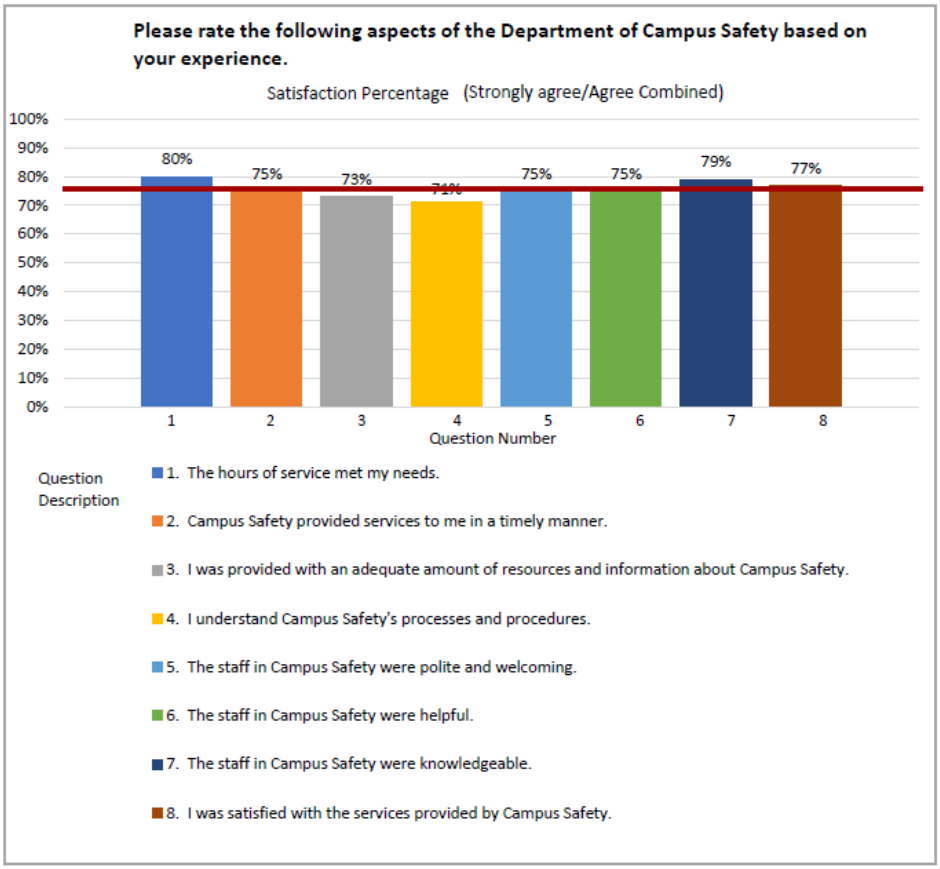
- Susan Wertz, Operations Assistant
- Elizabeth Rocha, Program Assistant
- Frank Bernard, Campus Safety Officer (CSO) II
- Jesus Nunez, Campus Safety Officer (CSO) II
- Eddie Hernandez, Campus Safety Officer (CSO) II

A staff meeting was held and those who attended provided input. Additionally, if they could not attend, the opportunity to participate and provide input was made available via email. Goal suggestions were discussed and narrowed down to the list above.

APPENDIX A

Additional Campus Safety Survey Highlights

	Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable or I don't know
1	The hours of service met my needs.	40%	40%	16%	*2%*	*3%*	
2	Campus Safety provided me services in a timely manner.	38%	37%	21%	*2%*	*1%*	
3	An adequate amount of resources and information about Campus Safety was provided.	34%	39%	23%	*2%*	*1%*	
4	I understand Campus Safety's processes and procedures.	32%	39%	22%	*5%*	*2%*	
5	The staff in Campus Safety were polite and welcoming.	40%	35%	22%	*1%*	*1%*	
6	The staff in Campus Safety were helpful.	42%	33%	23%	*1%*	*1%*	
7	The staff in Campus Safety were knowledgeable.	41%	38%	19%	*0%*	*1%*	
8	I was satisfied with the services provided by Campus Safety.	41%	36%	19%	*3%*	*1%*	



Q3: What services provided by Campus Safety have been most helpful to you?

- Approximately half of the respondents found assistance with obtaining a parking permit to be helpful.
- Several students highlighted additional service areas that have been helpful to them. Here are some examples:
    - The easy access and quick process of obtaining a parking permit online
    - Timely alert messages and email communications regarding campus rules
    - The lost and found service

Q4: What else can Camus Safety do to help you be successful?

- Approximately half of the respondents conveyed their appreciation for the efforts of the Campus Safety team and expressed a desire for the team to sustain its great work
- Approximately 10% of the respondents suggested that increased campus patrol frequency could help them
- Around 8% of the respondents requested visibility of campus patrol during late-night hours after classes
- Several students highlighted additional areas. Here are some examples:
    - Installing cameras in parking lots
    - Ensuring that Campus Safety contact information is easily accessible in case of emergency
    - Providing more visible parking instructions

Q5: Do you feel safe on campus?

- A large majority of the students (96%) expressed a sense of safety on campus.

Q6: In your opinion, how can overall safety on campus be improved at Citrus College?

- Approximately one-quarter of the respondents conveyed their appreciation for the efforts of the Campus Safety team and expressed a desire for the team to sustain its great work.
- Approximately 20% of the respondents suggested that increased campus patrol frequency could enhance overall safety on campus.
- Around 8% of the respondents requested visibility of campus patrol during early morning and late-night hours after classes.
- Several students proposed potential areas to improve overall safety on campus. Here are some examples:
    - Installing cameras in parking lots
    - Implementing disciplinary action for disrespectful actions such as smoking in parking lots and skateboarding/biking on campus
    - Conducting emergency drills more frequently