

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, *“The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”*

Name of Service: Campus Police

Outcome #1: Upgrade camera system.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Purchase new, additional security cameras through the planning objective process (Assessed by: Approved planning objective)	Still working on action item; continuing

Baseline: 126 cameras currently
Standard: 10 new or replacement cameras
Target: 28 new cameras and/or replacement cameras

Current Cameras	Year 1	Year 2	Year 3
126	136	144	154

Planning Year	# New or Replaced Cameras
2021-22	Installed two (2) new cameras in the Hocutt building during the year 2022. Replaced fifteen (15) defective cameras during the year 2022.
2022-23	Installed two (2) new cameras in the WLC building during the year 2023. Replaced one (1) camera damaged by the weather.

Provide narrative for analysis of (upgrade camera system). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

The upgrade to the camera system has assisted in the successful investigation of approximately fifteen (15) incidents of larceny within the past two years.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Purchase new, additional security cameras through the planning objective process (Assessed by: Approved planning objective)	Purchase of additional or replacement cameras
2		

Outcome #2: Recruit and retain adequate staffing.**Action Items from Service Review:**

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Provide competitive salaries as an incentive for hiring. (Assessed by: The action will be assessed based on recruitment and retention of officers.)	Currently fully staffed with full time sworn officers, and part time officers consist of one (1) part time sworn officer and two (2) part time non-sworn officers.

Baseline: Current staffing - 4 full time sworn officers, two Part-time sworn officers, and two part time non-sworn officers

Standard: Increase full time sworn by 2 officers, increase part-time sworn by 2 officers

Target: Maintain 6 full time sworn officers, 4 part-time sworn officers, and 2 part-time non-sworn

Provide narrative for analysis of (recruit and retain staffing). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The unit is most effective when fully staffed. At this time, the department is fully, and adequately, staffed.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Maintain full staff with full time sworn officers and continue to recruit one (1) additional part time sworn officer.	HR records of staffing
2		

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 12/18/2023

Department Chair, Dean, Director, and/or AVP / Date: Derek Hunter 12/18/2023