

Service Outcomes Assessment Follow-Up
2023-2024 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: WCC Police Department

Outcome #1: Upgrade camera system.

Action Items from 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
1	Purchase new, additional security cameras through the planning objective process (Assessed by: Approved planning objective; purchase of additional or replacement cameras)	

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.
2023-24	Replaced two defective cameras in the Dogwood Building; replaced one defective camera in the Hocutt building

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.)

Cameras in the Dogwood were damaged during flooding and needed to be replaced. The camera in the Hocutt building was replaced because it went out completely. Additional cameras were not able to be purchased due to lack of funding

2024-2025 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 cameras for the CITE building (15)	
2	Upgrade system to include facial recognition	

Outcome #2: Recruit and retain adequate staffing.**Action Items from 2022-23 Service Outcome Year-End Report:**

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 action items table below.)</i>
1	Maintain full staff with full-time sworn officers and continue to recruit one (1) additional part-time sworn officer. (Assessed by: HR records of staffing)	This did not occur due to inability to recruit / maintain staff (pay scale of the college)

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.)*

It is difficult to recruit and maintain full staffing levels due to the pay scale the college offers.

2024-2025 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	Still trying to recruit and hire enough staff to meet necessary levels	
2	Working with HR to try and raise salary levels to be more competitive	
3	Purchase new weapons (no service records are available for current weapons)	

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 6/19/2025

Department Chair, Dean, Director, and/or AVP / Date: Derek Hunter 6/19/2025