Program Review

Form for External Review Committee

Non-Instructional

The ID number for this form is <u>90</u>. You will need this number to update or edit your submission in the future.

Back To Forms
List Page

NOTE: ANY CHANGES MADE ON THIS PAGE WILL NOT BE SAVED.

Your form has been submitted. Thank you.

Division	Finance and Administrative Services
Department	POLICE
Program	POLICE
Review Year	2007-2008
Names of the External Review Committee Members	Sherri Clowe
Division Overview Comments From External Review Committee	

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

The Police Department supports the College's mission of " providing educational, cultural and community services and resources to enhance the quality of life for the diverse population in the service area ". The Police Department provides a safe atmosphere that is free from fear which allows the College to provide the educational, cultural and community services and resources to improve the quality of life for our constituents.

Does the answer include a purpose statement for the office/department? Does the answer indicate <u>how</u> this office/department is within the mission of Amarillo College?

Acceptable

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

Program Review, January 2005

Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

no

Identify any external approvers for the office/department.

Not Answered

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),

Was (were) the external approver(s) for the office/department identified?

Acceptable

What approval schedule is required by the external approver(s)?

Not Answered

Was the approval schedule required by the external approver(s) identified?

Not Applicable

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Not Applicable

Is the reason why the office/department is required to receive this approval clear?

Not Applicable

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

A review and update of the Police Department Standing Orders Manual occurred.

After reviewing the minimum of <u>at least</u> one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the <u>extent</u> that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Unacceptable

Concern

CONCERN: One or two additional sentences should be added to this answer explaining how the update was an improvement over the previous manual. A link to a PET Form should also be provided.

Identify at least one example of an improvement/revision which resulted from the last Program Review.

Quarterly staff meetings are being held.

After reviewing the minimum of one example of an improvement/revision which resulted from the last Program Review, determine the extent to which this program/department <u>values</u> the Program Review process to make improvements/revisions.

Acceptable

Concern

CONCERN: One or two more sentences could be added to this answer explaining how this is an improvement from previous operations.

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010.

The Police Department radio system has been redesigned to allow improved communications with allied emergency service providers. This new technology will enhance service to all people on Amarillo College properties.

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Acceptable

Concern

It is clear that the Police Department recognizes and fully understands its crucial part in helping the college successfully implement its Strategic Plan.

CONCERN: It would be helpful to connect this improvement to one of the specific objectives within the Strategic Plan.

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Not Applicable

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Mike Duval, Director of Police

Lynn Thornton, Director of Administrative Services / Human Resources

Terry Berg, Dean of Finance and Administrative Services

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

CONCERN: It is unclear whether a majority of the staff of the police department were involved in this process. Perhaps a sentence or two could be added to this answer outlining committees formed or meetings held with the majority of the department in attendance regarding the issue of implementing student/client services. Ideas and suggestions generated from these committees and/or meetings could be outlined in this answer as well.

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

N/A

What changes have been made in the services of the office/department because of the analysis of these results?

N/A

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

Unacceptable

Concern

CONCERN: Please provide data in narrative or graph form to this question.

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

N/A

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Unacceptable

Concern

CONCERN: The need for this department is abundantly clear. The gathering of data would not be for the purpose of justifying the need for the department, but rather useful for planning and evaluation. Perhaps some type of data could be gathered concerning the number and types of calls/services provided during each year. A graph could be produced from that data, along with the possibility of an analysis of the graphed data.

III. Resources

Library

Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.)

Meeting services

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is <u>accurate and thorough</u>?

Acceptable

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

N/A

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Acceptable

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

yes

How has the library participated in the approver's evaluation?

N/A

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Acceptable

What approval schedule is required by the external approver?

The College Police Department is regulated by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE). Police officers must complete a minimum of forty hours of approved training during every two year training cycle.

Did the office/department identify the approval schedule that is required by the external approver?

Acceptable

When did the office/department last receive approval?

The Police Department was audited by TCLEOSE in 2006. An audit usually occurs during each two year training cycle.

Did the office/department indicate when the last approval was received?

Acceptable

Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would <u>ensure</u> that the <u>students</u> have <u>access</u> and <u>training</u> in the use of technology?

N/A

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

What improvements would ensure that students use technology?

N/A

Does the office's/department's answer include the improvements that

would ensure students use technology? Are the recommendations of this office/department feasible?

Not Applicable

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable

What changes need to be made to prevent violations of this nature?

Not Answered

What changes need to be made to prevent violations of this nature?

Not Applicable

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.

Support services are adequate.

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Acceptable

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

None

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Acceptable

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department.

The College Police Department has adequate physical facilties.

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Acceptable

IV. Budget

Which office/department outcomes have resulted in budget requests to date?

None

Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?

Acceptable

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

The College Police Department will expand the department tours to familiarize select College staff with the Police Departments capabilities. The tours were originally coununducted for the Presidents Cabinet. The tours will now be offered to Division Chairs and Associate Deans. The department will also continue to work with the College's disaster plan to better insure safety.

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Acceptable

Recommendation

STYLE ISSUE: This answer needs a correction in the spelling of the words "conducted" and "President's" in the second sentence. In addition, "insure" should be changed to "ensure."

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?
yes

IF the office/department has published any advertising or recruitment documents (electronic or paper), check <u>at least one copy of each document</u> and determine whether it accurately represents Amarillo College and the office/department.

Unacceptable
Concern
CONCERN: The Police Department needs to provide copies or links to each document it publishes.
If no, explain what is inaccurate?
Not Answered

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable
Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?
no
Are the references in compliance with SACS approved statement?
Not Answered

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)

Acceptable
Which reference is not in compliance? Describe how you will assure compliance for all references in the future.
Not Answered

IF any references are inconsistent, identify <u>all</u> documents with the inconsistent reference(s).

Not Applicable

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable

IF the Self-Study did **NOT** identify all inconsistencies, what plan does this Committee recommend?

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

The College Police Department will continue to refine our safety procedures by studying real life emergency situations like what occurred at Virginia Tech. This allows us to modify our action plans in light of what worked and did not work during these events.

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit. **IF NO** such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

COMMENDATION: The Police Department's emphasis upon refining safety procedures in light of recent emergency situations on other campuses is to be commended. The committee feels that this emphasis and concern has great merit.