

October 28, 1992

ST. PETERSBURG CAMPUS ADMISSIONS/RECORDS/REGISTRATION

STATEMENT OF MISSION

The Admissions Office provides counseling and interpretation of USF Admissions requirements and policy. Guidance to students, staff and faculty based on guidelines established by the Board of Regents and Federal regulatory laws.

The Records part of this Office is committed to providing the type of service to resolve and/or avoid any number of problems that may arise concerning academic records. We are determined to maintain "the buck stops here" service.

The Registration part of the office interacts with the entire campus community. We strive to resolve or eliminate problems. Impart a congenial, pleasant and above all helpful attitude.

Our goals are to project positive, knowledgeable, kind and caring attitudes

We are public relations. We are a reflection on the campus. we are customer service. We are sincere and dedicated to bringing the very best to students, staff and faculty.

**OUTCOMES ASSESSMENT PLAN
USF AT ST. PETERSBURG
ADMISSION/RECORDS/REGISTRATION**

November 29, 1992

PART I: OUTCOMES ASSESSMENT PLAN

1. GOALS:

- a. Expand and increase office knowledge and utilization of software packages and computer technology both mainframe and PC.
- b. Distribute office duties into 2 specific areas.

2. EXPECTED RESULTS:

- a. Within an 18 month time frame employees will accomplish a 3 stage training program for Ramis access through the mainframe. E-mail training and Word Perfect.
- b. overall knowledge of entire office but specific knowledge in a specific area.

3. ASSESSMENT:

A. Measures;

Acquire the necessary logon data. Use available tutorials and classes necessary to provide training for software. Schedule a block of time each week for training.

Protect the integrity of office in particular and USF as a whole.

B. Plan/Procedure:

The ability to use this knowledge in a practical way will be evaluated by how well the person is able to produce expected results. The Coordinator of Admissions/Registration, Advisors, Assistant Dean and the Dean will provide necessary feed back to evaluate output.

One position would be responsible for Records/Registration/Counter. The other would be responsible for Admissions/Inventory/Telephone.

UTILIZATION OF ASSESSMENT RESULTS:

- a. Time saved through use of E-Mail. Improved speed, accuracy and appearance of documents produced through the use of Word Perfect. On site and by demand reports extracted utilizing Ramis. Provide more information and accurate data in a convenient to use, concise and understandable format.
- b. Efficiency and accuracy of training of temporary assistants during peak periods. Timeliness of response to students, faculty and staff. Periodic surveys would be made of students, staff and faculty to ascertain customer satisfaction.

March 25, 1993

PART II: SELF STUDY STATUS REPORT TO DATE

4. UTILIZATION OF ASSESSMENT RESULTS TO DATE:

- A. Office Visions CMS/VM training class.
- B. Ramis training

5. EVALUATION/ANALYSIS:

- A. Opens communication not only between employees of USF and other universities but literally world wide communication.
- B. Part I of a III part tutorial completed.

admiss.mis

**OUTCOMES ASSESSMENT
USF AT ST. PETERSBURG
ADMISSION/RECORDS/REGISTRATION**

October 15, 1993

GOALS:

EXPAND AND INCREASE OFFICE KNOWLEDGE

Updated procedures have been written.

UTILIZATION OF SOFTWARE PACKAGES AND COMPUTER TECHNOLOGY BOTH MAINFRAME AND PC.

The Admissions office staff have attended the following training classes: CMS, Ramis and E-Mail. Tutorials have been provided for WordPerfect. Budget constraints have limited some of our training in these areas. Overall we have reached approximately %50 of our goal.

DISTRIBUTE OFFICE DUTIES INTO 2 SPECIFIC AREAS.

Office duties have been defined and reassigned into 2 specific areas. One area is responsible for Records/Registration/Counter and the other is responsible for Admissions/Inventory/Telephone. Each person must be capable of backing up the other area. This is completed.

MAINTAIN A COURTEOUS CUSTOMER SERVICE ATTITUDE

Staff attended a Telephone Etiquette training class and the Seven Habits of Effective People course.

CAMPUS ASSESSMENT

Overall a campus wide survey reflected positive results. In addition to the campus survey the campus newspaper reported an unsolicited article that was very complimentary to the Admissions Office. We intend to keep up the good work. Encourage each other and strive to keep customer service at the highest level possible.

**ST. PETERSBURG CAMPUS BUSINESS OFFICE
MISSION STATEMENT**

To uphold our fiduciary responsibility for the expedient collection and depositing of monies due the university and the state of Florida.

To maintain complete and accurate records and accounts.

To serve as the distribution center for all federal, state and institutional financial aid, assuring compliance with all Federal, State and University regulations and guidelines.

To assist the campus community to achieve maximum utilization of resources. To interpret and or explain financial data and to participate in the formulation and management of department and campus budgets.

To assist the student body in understanding and complying with their financial obligations to the university.

**OUTCOMES ASSESSMENT
USF AT ST PETERSBURG
BUSINESS OFFICE**

December 22, 1992

1. GOALS:

- a. To provide effective, efficient and courteous service to students, faculty and staff.
- b. Develop a database of students financial history.
- c. To assist the campus community to maximize the use of our resources.
- d. Staff development.

2. EXPECTED RESULTS:

- a. To expand computer system availability so that we can serve students in a more timely fashion.
- b. To facilitate tracking of information between the Tampa and St. Petersburg campuses. Provide historical information to assist in scheduling personnel, resolution of traffic problems and alternative methods of receipt of money.
- c. Budget transfers will be accomplished by the use of computer, eliminating the necessity of manual filing and typing. Arrange training and instruction in computer software and University On-line systems.
- d. Regularly scheduled staff meetings with individual staff members contributing to enhanced department communication and training.

OUTCOMES ASSESSMENT

OCT. 14, 1993

GOAL: TO PROVIDE EFFECTIVE, EFFICIENT, AND COURTEOUS SERVICE TO STUDENTS, FACULTY AND STAFF.

We have upgraded one P.C. and have the ability to upgrade a second computer in the Business Office. Attempts to upgrade the remaining P.C.'s have not been successful due to obsolescence of equipment.

Staff members have participated in three campus wide training sessions one of which was arranged by the Business Office. We currently have two staff members in training for use of Lotus 1-2-3 Software.

Other seminars attended were "Effective Communication Skills" and "Proper Telephone Etiquette". Highlights of these seminars were shared with other staff members to enhance our customer service awareness.

GOAL: DEVELOP A DATABASE OF STUDENT FINANCIAL HISTORY.

We have continued to add student financial information to our database which is now current through fall semester 93/94. In order to maximize this system to the fullest we need resources to input data a minimum of eight (8) hours a day the week before classes begin and ten (10) hours a day the first week of classes. Our system has greatly enhanced our ability to resolve student issues during periods when the Finance & Accounting Department of the Tampa Campus is backlogged with work in process.

GOAL: TO ASSIST THE CAMPUS COMMUNITY TO MAXIMIZE THE USE OF OUR RESOURCES.

Computer generated Budget Transfers did not materialize this past year due to a delay on the Tampa Campus. This is still a high priority item for the Business Office. This office has assisted the campus community in the use and understanding of the SAMAS system, providing for more timely access to the departments financial status.

GOAL: STAFF DEVELOPMENT

As a staff we have met only six times over the past year. Our staggered work schedule makes it difficult to achieve this goal on a monthly basis. We have greatly improved communication within the department even with staff turnover. Our improved ability to work together as a team and a marked decrease in the stress level within our unit, has added to increased productivity and a lower error ratio.

USE OF ASSESSMENT RESULTS:

The assessment results were of little to no value to us in evaluating our progress as the questions were not asked of the majority of our clientele ie. the students and members of the staff. We judged our progress on overall productivity, error ratios of dollar volume processed and response time, all of which showed marked improvement within the past year.

ANTICIPATED CHANGES BASED ON RESULTS OF CAMPUS ASSESSMENT:

We anticipate making the following changes to our assessment process.

1. To include our other components that service the campus community, such as purchasing, receiving and mailing department and property accountability.
2. We will develop a student survey for the Business Office and a survey for the staff to evaluate our other service areas.

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PERSONNEL SERVICES MISSION STATEMENT

The mission of the St. Petersburg Campus Personnel Services area is to provide information and guidance to staff and faculty regarding employment, benefits, employee relations, classification and pay. The overall objective of Personnel is to administer effective and efficient personnel programs that insure fair and equitable treatment of all employees.

Currently the St. Petersburg Campus Personnel staff consists of one Sr. Clerk (.50 FTE) and one Sr. Personnel Representative (1.00 FTE). This staff serves approximately 210 staff members. In addition, Personnel is responsible for overseeing the employment process, distributing new and updated information to the campus community through memorandum's and workshop, classification of new positions, A/L auditing, updating and developing policies and procedures and most recently is support to the Director/Finance and Aux. Services and the Business Manager in tracking E&G rate.

2. GOALS

- A. Continue internal staff development.
 - 1. Interviewing skills.
 - 2. Utilize HRD and Tampa Personnel planned training programs.
 - 3. Prepare internal procedures and desk manual.
- B. Development of Performance Standards for Personnel staff.
- C. Continuous development and presentation of workshop and training sessions for the university community.
 - 1. Interviewing skills (ADA Compliance)
 - 2. Grievance
 - 3. Evaluation/Discipline
- D. Streamlining

3. **EXPECTED RESULTS AND ASSESSMENT**

Personnel is in the customer service business, our customers being the faculty and staff at the St. Petersburg Campus of USF. In order to maintain the expected level of service Personnel must continually strive to obtain the most current information regarding all aspects of employee benefits. Continuing training and information sessions offered by USF and Tallahassee are necessary in obtaining this goal. The best individuals to assess the accomplished goals of Personnel are the individuals we serve. Semi-annually evaluations will be sent to our employees requesting an assessment of our services. They will be asked to list our strengths and weaknesses. Based on responses alterations may be made to our goals.

4. **PROJECTED UTILIZATION OF ASSESSMENT RESULTS.**

Assessments made by the University community will be used to help streamline our system and make the Personnel function more 'user friendly'.

PERSONNEL OUTCOMES ASSESSMENT

OCTOBER 18, 1993

GOAL: STAFF DEVELOPMENT

Personnel has made progress in the area of training. The Sr. Clerk has attended a phone seminar, a purchasing workshop and is scheduled to attend a PIMS workshop. The Sr. Personnel Rep. has attended a purchasing workshop, RAMAS training session, workshops on benefits, A/L changes, and employment. Additional training includes attending a PIMS workshop and ORP and employment training sessions. In order to obtain a COPEs terminal, which will tie us directly to DSEI, the Sr. Personnel Rep is meeting in Tampa with the Asst. Comptroller, on Oct. 22. During the coming year the Personnel staff will be attending more HRD and Personnel workshops.

A Personnel Desk Manual for each position is currently being developed. Information in the manual includes; procedures for processing all benefits, ID's, fee waivers, and separation/resignation. The manual is expected to be complete by 5/94.

GOAL: DEVELOPMENT OF PERFORMANCE STANDARDS FOR PERSONNEL STAFF

This goal has not be achieved at this time. In January we will review each position description and update as necessary specifically addressing performance standards.

GOAL: TRAINING AND INFORMATION SESSIONS FOR ST. PETE CAMPUS

During the year the following workshops have been provided:

| | |
|---------------------------------|-------------------|
| Grievance Handling | Carol Waggoner |
| Performance Appraisals | Carol Waggoner |
| A/L Workshop for Police Staff | Barbara Fleischer |
| PIMS Training Session | Berni Spresser |
| Overview of A/L audit procedure | Barbara Fleischer |

Proposed workshops for the spring of 1994 will be:

| | |
|------------------------|-------------------|
| Grievance Handling | Carol Waggoner |
| Performance Appraisals | Carol Waggoner |
| Discipline | Carol Waggoner |
| Workers' Compensation | Barbara Fleischer |
| A/L Workshop | Barbara Fleischer |

MISC. GOALS:

- ACHIEVED:** A retirement letter has been designed and implemented specifically for St. Petersburg Campus retirees.
- ACHIEVED:** An awards program procedure for St. Petersburg Campus USPS employees has been written and implemented as of 10/1/93.
- PROPOSED:** We are currently working on a workers' compensation procedure that will give step-by-step instructions on what to do in the case of an on-the-job injury or illness as well as the names and addresses of the medical facilities and pharmacies to be used by St. Pete Campus employees.
- PROPOSED:** Based on the Campus Services Assessment Personnel will create survey questionnaires in order to obtain information necessary to target specific areas of concern to the campus community. Questionnaires will be randomly sent to faculty, staff and applicants beginning in January, 1994. The information will be compiled and a report submitted with an action plan no later than March, 1994.

CAMPUS SERVICES ASSESSMENT:

The Personnel Office deals with faculty, staff, vendors (ie: insurance agents), and applicants. The Campus Services Assessment is based on information solicited from faculty employees only. Although faculty make up a small portion of the customers we serve, it seems that communication and service time is an issue. We will attempt to pinpoint the specific problems through survey questionnaires and then address them appropriately.

**OUTCOMES ASSESSMENT PLAN
FOR
ST. PETERSBURG CAMPUS PHYSICAL PLANT**

1. MISSION STATEMENT

- A. The Physical Plant has evolved from 6 - 8 employees in 1965 to the present level of 34 USPS employees, one A&P employee and 4 - 8 OPS employees.
- B. Mission
 - 1. To maintain all university buildings and equipment in the best possible condition with the monies allocated by the Legislation, Board of Regents and USF Administrative Affairs.
 - 2. To provide students, staff and faculty with a clean, safe, comfortable environment conducive to good education.
 - 3. To provide attractive grounds which will blend esthetically with our buildings and the surrounding downtown St. Petersburg community.
 - 4. To assist Facilities Planning in new building construction and remodeling.
 - 5. To administer an effective Energy Management Program.
 - 6. To maintain a Recycling Program which meets the state mandate.
 - 7. To seek cost reductions so that the burden of education will be easier for the students and the taxpayers to carry.
- C. We provide building, equipment, custodial, and grounds maintenance on this 28 acre campus.
- D. We have one of the most beautiful campuses in the state university system with approximately 3,000 feet of sea wall overlooking Bayboro Harbor and Tampa Bay. We are lodged in a very attractive portion of St. Petersburg, and are growing along with the city.
- E. Our supervisors take pride in their ability to train each employee and to work with those employees in safety, hazard, waste, recycling and work ethics. All of our maintenance mechanics are multi-crafted.

2. GOALS

The following is a list of intended objectives for the Physical Plant.

- A. 100% satisfaction by our "customers" the faculty, staff, and students.
- B. To maintain an aggressive preventative and periodic maintenance program.
- C. We must purchase the best possible materials at the lowest price, saving students and taxpayers money.

- D. All Physical Plant employees should be aware of unsafe and hazardous environment and the proper corrective action.
- E. Be an active Energy Management group to curtail our energy costs.
- F. Maintain open communications with the campus and St. Petersburg community.
- G. Maintain our grounds and continue to use more native and low maintenance plants.

3. EXPECTED RESULTS

We expect to monitor all work orders against work completion. Another practice we expect to put into service soon, a form note to the person requesting work be done (i.e. on 7/10/92, Joe Jones repaired your door, did he complete his work in a timely manner? Did he clean up after his job was completed? Was he courteous?) We will continue to monitor present standards with some updates. We will be doing less construction with our staff and expand our Prevention Program with that time. We will continue to monitor the utility costs so that we can remain as one of the most efficient (by kilowatts and therms per sq. ft.) campuses in the state system. We will extend our Safety and Right To Know Meetings.

4. ASSESSMENT

- A. We will assess the achievements as we go through our work orders, research our costs for utilities, cost analysis on repairs and preventive maintenance, and overall production reports.
- B. The Physical Plant supervisor staff will have monthly meetings to evaluate work orders, work performance reports, safety analysis, and overall performance and make recommendations.

5. PROJECTED UTILIZATION OF ASSESSMENT RESULTS

As we make recommendations and those are installed we will see improvement immediately.

**PHYSICAL PLANT
OUTCOMES ASSESSMENT PLAN UPDATE**

OCTOBER 20, 1993

PART I - Evaluation of Plan

Goal:

- A. 100% satisfaction of our customers (faculty, staff and students).
 - 1. While this goal is not impossible to achieve, it is improbable. Our last assessment survey indicated a 60-90% approval rate. By the next survey we expect to see a marked improvement. We have been restructuring our internal work order program to include computer call back and reference which should improve this area.

- B. All Physical Plant employees should be made aware of unsafe practices, and proper corrective actions should be instituted.
 - 1. We have instituted a program of monthly safety meetings. We are upgrading this objective to hold safety meetings bi-weekly. We hope to see marked improvement in our safety record.

- C. Be an active energy management group to curtail our energy consumption.
 - 1. During the past 6 months the Physical Plant maintenance staff has attended as many energy related and equipment related training schools as were available. These activities should provide for improved equipment maintenance and fewer energy related problems.

- D. Maintenance of the campus grounds including use of low maintenance and native plants.
 - 1. We have achieved some success toward this goal and will enhance it further by adding primarily oak and other native plants to the newly acquired acreage.

The assessment plan for Physical Plant provided help in identifying those areas where faculty felt improved results were needed. We feel that this survey will help us focus our efforts better in the future, and we hope that the respondent group can be expanded for even better feedback.

**USF AT ST. PETERSBURG
DIVISION OF PUBLIC SAFETY
DIRECTOR: BOB SIWIK**

MISSION STATEMENT

The mission of the Division of Public Safety is to provide those services necessary to help assure a safe, secure atmosphere which is conducive to the attainment of the educational objectives of the institution. Recognizing that the Division must relate and respond to community needs that are dynamic and continually changing, we are pledged to recruiting talented personnel who will enforce the laws of the State in a fair, impartial manner without regard to the sex, race, religion or national origin of the persons involved.

The Division shall strive to provide a work environment which is conducive to personal and career development goals and to retain those individuals who are committed to high ethical principles and who are committed to high ethical principles and who demonstrate a humanistic approach to problem solving, we shall be continually involved in aggressive patrol techniques, investigation and educational programs which are designed to control and reduce the opportunity for crime and traffic accidents. The Division further recognizes its responsibility to assist those who cannot care for themselves or to arrange for such assistance.

We acknowledge that in order to achieve our mission we must continually seek ways to involve students, faculty, staff and visitors in those steps necessary to reduce personal vulnerability to criminal acts and serious hazards. Our crime prevention programs and educational activities will stress the need for public awareness and positive community interaction between the police and the community.

Ultimately we hope to provide professional law enforcement service in the most cost effective manner possible. It is our belief that we can and should provide a law enforcement model which will serve as a standard for others to emulate.

MAJOR SERVICE AREAS

The Division of Public Safety provides a full range of police, security and traffic/parking services which are similar to those provided to a municipality of 3500 people. While we parallel our law enforcement counterparts in terms of expertise required, we continue to emphasize our role as a service agency. The major sections within the Division of Public Safety includes: Patrol, Crime Prevention, Administrative Support Services and Traffic and Parking. Each of these sections have developed and implemented service levels which define and guide the delivery of service to our community.

Major functions performed by these sections include: identification, apprehension and appropriate referral of people who commit crimes; the recovery and return of stolen or lost properties to the rightful owner; respond to life threatening or serious accidents and either provide or arrange for

proper medical assistance; provision of necessary regulatory enforcement to ensure the orderly flow of vehicular and pedestrian traffic; special events security; central campus alarm monitoring; public information/motorist assistance; crime prevention programming to include lighting surveys and physical security surveys; vehicle registration; parking enforcement and limited roadway and lot maintenance.

CRITICAL NEEDS AND CHALLENGES (SHORT TERM)

1. Complete the expansion and renovation of the facility housing the University Police Department
2. Continue to reduce turnover of entry-level police officers through salary improvements.
3. Minimize the inconvenience to motorists who are being displaced from parking lots vacated by or impacted by new construction projects.
4. Upgrade the police communications equipment and personnel to maximize efficiency of this critical support service section.

MAJOR GOALS

1. Stabilization of the employee workforce through improved salary and non-economic benefits as well as improved career development opportunities.
2. Enhanced personal and physical security for the campus community through improved public education and environmental design efforts.
3. Identify and implement strategies to meet the ever increasing demand for additional campus parking while minimizing hazards to pedestrian traffic.
4. Improved automation of the major information systems within the entire division.

MANAGEMENT DISCRETION

Under Florida State Statutes, the University Police are certified as Law Enforcement Officers of the State. Persons arrested for the commission of on-campus crimes are processed through the Pinellas State Attorney's Office for prosecution in the county or circuit court. Through cooperative agreement with the State Attorney's Office, certain first time offenders showing proper attitude and capable of benefiting from a diversion from the court system may be referred to the Student Affairs Judicial Office for internal disciplinary action. This process is subject to review by the State Attorney's Office.

Uniform Traffic Tickets are written for violations such as speeding, running stop signs, etc. and are answerable only in the County or City Courts. On campus parking violations are processed by the Parking Services Department with subsequent appeals brought before the Parking Appeals Committee which is comprised of students, faculty and staff.

GOALS/OBJECTIVE PRIORITIES

1. Upgrade the police communications equipment and personnel to maximize efficiency of this critical support service section.

OBJECTIVE 1: Enhance the Police Service Tech (PST) staff by one PST per year until we have full time coverage capabilities (i.e. Five PST's by December 1996)

OBJECTIVE 2: Enhance PST and office staff training and procedures to include at a minimum eight (8) hours of in service training per year.
2. Improved automation of major information systems within the entire USF Police Division.

OBJECTIVE 1: Proceed with the computer interface of the dispatch operation and the St. Pete Police Management Staff.

OBJECTIVE 2: Explore and take the first steps toward combining the records-Master name index capabilities of the St. Pete and Tampa U.P. operations (target date December 1994).

EXPECTED RESULTS AND ASSESSMENT

For each of the above goals a target completion date and appropriate in service training shall be established to meet each objective. Budgetary considerations may influence these outcomes. The Director of Public Safety on the St. Pete Campus shall be responsible for this process.

PROJECTED UTILIZATION OF ASSESSMENT RESULTS

Target dates, in service training and budgetary considerations will be reviewed and closely monitored by the Director to ensure the maximum benefit of these enhanced communication and information systems for the entire University Community.

10/18/93

M E M O

TO: Herm Brames

FROM: Bob Siwik

SUBJECT: Outcomes Assessment Plan Update

Per our discussion, the following information is submitted for the assessment plan update (Mission Statement and Goals attached).

PART I: Changes In Outcomes Assessment Plan (if applicable)

1. No changes.
2. No changes.

PART II: Assessment Findings And Program Improvement

3. Assessment results to date: We now have three Police Service Technicians (PST's). Our goal is five. These will be filled as funding allows.
- 4a. Academic units: NA
- 4b. Support units: As stated in #3 above, we now have three Police Service Technicians. This is a partial completion of our goal/objective A-1 (i.e. five PST's by December 1996). Further, we recently implemented a 1.5 hour block of training for our PST's and office staff on dispatch procedures. This partially completed goal/objective A-2. Finally, concerning goal/objective B-1 and B-2 (Enhanced Police Information Systems), we are on track for our target date of December 1994.

Please contact this office if further information is necessary.

RAS:km

H. Ewing
K. Miles
J. DeVries
J. Kramer

PROJECTED STAFF AND SPACE FOR PUBLIC SAFETY DEPARTMENT

| | FTE | HC | SPACE | STAFF |
|----------|------|------|--------------|--|
| NOW | 1068 | 3000 | 1200 SQ. FT. | 1 Director 2 Sergeants 7 Officers 1 Secretary 1 Program Asst. 2 Patrollers Half Time 2 PST 3 OPS - RTO's Half Time |
| ----- | | | | |
| 5 YRS. | 2000 | 6000 | 2400 SQ. FT. | 1 Director 2 Sergeants 1 Secretary 1 Program Asst. 11 Officers 1 Clerical 1 Crime Prev. Sgt 3 Patrollers 4 PST 2 OPS RTO Half Time |
| ----- | | | | |
| *10 YRS. | 3000 | 9000 | 3000 SQ. FT. | 1 Director 1 Asst. Dir. LT. 3 Sergeants 14 Officers 1 Program Asst. 1 Secretary 2 Clerical 5 PST 3 OPS RTO Half Time 4 Patrollers 1 C. P. Sergeant 1 L. E. Investigator |

*In ten years our strong preference is to be located near the planned main entrance to this campus.