Public Safety

Office or Department of Fiscal Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	MGA Police is committed to protecting and providing professional and dedicated public law enforcement services to the campus community.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Continue to work toward credentials and certification for the department. 1- The GACP Risk Reduction program certification. 2- The GACP State Certification for Police Agencies. 3- Enhance the department structure toward emergency management response and increase the number of officers for our campuses.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Hire/promote four Sergeant positions to fill vacancies
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Participants, and one year time frame
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
11. Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100%, the last vacancy was filled June 28, 2021
12. Objective 1: Did your department meet this objective?	The department met this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Finding qualified candidates for promotion is difficult. Internal candidates are new to the organization and do not always have the level of experience to supervise. We also had to encourage senior officers to apply which is reflects we must groom officers early and build both self esteem and self efficacy.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Review and audit 26 policy directives addressing 10 separate areas of State and Federal legal requirements in alignment with the Georgia Law Enforcement Risk Reduction certification program.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of rules reviewed and updates completed within FY 2020
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	50 percent
17. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	26 reviewed, 2 re-writes
18. Objective 2: Did your department meet this objective?	The department did not meet this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The goal to re-write 10 policy objects was too lofty under the COVID protocols and staffing shortages. The lack of dedicated personnel to the task left us at a disadvantage because one single staff member could not achieve the objective. The enhanced policies must be reviewed, referenced and updated which is extremely time consuming with competing priorities of the department.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase officer retention rates by 15%
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measure by retention rates of those that resigned.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	15% retention
23. Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Not achieved
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	There were several factors that still plague our department and we must address to retain qualified officers. Our pay scale is still not as competitive as other jurisdictions, especially those in the Macon-Bibb area and north of our campus. We pushed to raise the minimum salary and worked with the Carl Vinson study to justify salary increases however the target rate for salaries was (in our opinion) below market rate based on five jurisdictions and available labor pool.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
29. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	There was no 4th objective during the 20-21 reporting time.

Future Plans

32. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.	1- The department will develop a written Field Training Officer program. This program will be required for all recruits to develop consistency and well trained officers within the MGA Police department. 2 - The department will send 4 officers to participate in the Field Training Officer Certification Program through the GA Public Safety training center. 3 -Audit and review 5 of our internal policies to align with the Risk Reduction program (as our previous goal for 26 was too lofty given staffing and time) and rewrite them to the criteria of the GACP Risk Reduction Program certification moving toward that long term goal for all 26. Risk Reduction Certificate Program – the GACP (gachiefs.com)

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	The department (as other law enforcement agencies) struggles with staffing and salaries as other police departments compete for qualified officers. These staffing shortages have a ripple effect through out the police department. We are not able to complete many of the tasks we attempt because of competing priorities and various job duties. The department provides 24/7 service for 5 campuses, 3 of which are residential. While our officers do an outstanding job, the lack of personnel does not allow for "self-care" , time off , or professional development. Stability is one of our most important objectives along with developing an internal culture of satisfaction and high self efficacy. We must continue to groom and develop new officers while training and retaining experienced ones. The department must set goals and objectives that are more reasonable based on organizational realities, budget constraints and staffing.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	The police department did not have the luxury of "work from home" and remained on the job 24/7 in an ever changing, evolving environment. We had to deal with schedule changes, adjustments, quarantines, staffing shortages, new protocols and other related challenges that impacted our norm. We had strong intentions on addressing areas within our asserted objectives, however the COVID reality overwhelmed those tasks and priorities changed rapidly. As a newly appointed Chief I had shift to the law enforcement objectives I had to address and respond to GEMA and FEMA requests and daily emergency management protocols. FY 21-22 will be a "reset" for the actual time I needed to address and evaluate the department's needs, goals and objectives.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Build Shared Culture 7. Cultivate engagement with its local communities
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes

Other

36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)	Georgia Association of Chiefs of Police (GACP) Risk Reduction and State Certification
38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.	