

Texas State University-San Marcos
Outcomes and Results

Year 2007-2008
Division Student Affairs
Unit Student Affairs
Department University Police
Contact Ralph Meyer

Mission Statement

The Texas State University Police Department focuses on excellence in all we do by providing leadership in a dynamic, diverse, and professional organization. We create a safe and secure learning environment by providing a high level of preparedness and by providing proactive service for the campus community to meet the needs of today and the challenges of tomorrow. We pledge to sustain a working partnership with our campus and city communities to improve the quality of life.

Evidence of Improvement

Outcome Number 1

After attending a R.A.D. program, female students will be able to demonstrate to the instructor the proper defense mechanics for protecting themselves in the event of an attack, explain safe practices, and identify potential situations and individuals that may promote or lead to an assault.

Method 1

No direct method available.

Result 1

None

Method 2

Pre and Post survey and follow-up survey six months after Post.

Result 2

Attendees for the self defense (RAD) program completed surveys and indicated the following: Attendees felt the program provided the essential training to defend themselves: 100% acknowledged it had. Attendees felt the program encouraged them to take a more active interest in their personal safety: 81.25% acknowledged YES, 12.5% acknowledged NO. Attendees felt the program helped identify potentially dangerous situations: 87.5% acknowledged YES, 12.5% acknowledged NO.

Action Plan

Focus RAD training in the dorms and area apartment complexes. Develop

specific strategies based on available information gathered from incident reports to better train students on methods of perpetration.

Outcome Number 2

After attending an Identity Theft Presentation, participants will better understand ways to protect themselves from identity theft via use of social security numbers, internet transactions, credit card enrollments, and shared bank records.

Method 1

Monitor Identity Theft related criminal reports which are reported to the Police Department.

Result 1

Attendees surveyed indicated 10% had been prior victims of Identity Theft.

Method 2

Pre and Post survey with follow-up 30-60 days after presentation as to determine if information presented was utilized.

Result 2

Based on the surveyed attendees 5% indicated they had been a victim of identity crime after the presentation which is a 50% reduction.

Action Plan

Conduct officer training on the specific types of Identity Theft, and also focus on new trends which are emerging. Offer victim follow-up counseling to assist in the recovery process.

Outcome Number 3

Students living in the Residence Halls will learn to lock and secure their doors upon leaving their rooms.

Method 1

Monitor criminal report numbers pertaining to burglary of residence reported to the Police Department.

Result 1

Reports analyzed showed a reduction of greater than 40% in thefts occurring in Residence Halls on campus. Totals for 2006 were 41 with 2007 reducing to 17.

Method 2

Survey students as to determine knowledge of dangers and provide necessary response for programs and/or printed materials.

Result 2

Item revised to be completed in FY09.

Action Plan

Conduct quarterly training sessions about the dangers of leaving doors unlocked. Utilize media showing the death of a female coed Melissa Katie Autry of Western Kentucky University who was burned alive in her dorm room. Western Kentucky University.

Texas State University-San Marcos
Outcomes and Results

Year 2008-2009
Division Student Affairs
Unit Student Affairs
Department University Police
Contact Ralph Meyer

Mission Statement

The Texas State University Police Department focuses on excellence in all we do by providing leadership in a dynamic, diverse, and professional organization. We create a safe and secure learning environment by providing a high level of preparedness and by providing proactive service for the campus community to meet the needs of today and the challenges of tomorrow. We pledge to sustain a working partnership with our campus and city communities to improve the quality of life.

Evidence of Improvement

Outcome Number 1

After attending a R.A.D. program, female students will be able to demonstrate to the instructor the proper defense mechanics for protecting themselves in the event of an attack, explain safe practices, and identify potential situations and individuals that may promote or lead to an assault.

Method 1

No direct method available.

Result 1

Method 2

Pre and Post survey and follow-up survey six months after Post.

Result 2

Action Plan

Outcome Number 2

After attending an Identity Theft Presentation, participants will better understand ways to protect themselves from identity theft via use of social security numbers, internet transactions, credit card enrollments, and shared bank records.

Method 1

Monitor Identity Theft related criminal reports which are reported to the

Police Department.

Result 1

Method 2

Pre and Post survey with follow-up 30-60 days after presentation as to determine if information presented was utilized.

Result 2

Action Plan

Outcome Number 3

Students living in the Residence Halls will learn to lock and secure their doors upon leaving their rooms.

Method 1

Monitor criminal report numbers pertaining to burglary of residence reported to the Police Department.

Result 1

Method 2

Survey students as to determine knowledge of dangers and provide necessary response for programs and/or printed materials.

Result 2

Action Plan

Texas State University-San Marcos
Outcomes and Results

Year 2007-2008
Division Student Affairs
Unit Student Affairs
Department University Parking Services
Contact Ralph Meyer

Mission Statement

Parking Services, working collaboratively with the relevant institutional stakeholders, aspires to provide adequate, reasonably convenient, and safe parking for all employees, students, and visitors of Texas State to the extent that the beauty and environment of the campus will not be affected; help develop, through the representative Parking and Transportation Committee, clear and equitable parking policies, and enforce those policies fairly, and; cooperate with both the campus and San Marcos communities on parking and transportation matters of common concern.

Evidence of Improvement

Outcome Number 1

As the Academic year progresses, students will become more familiar with the Parking Rules and Regulations and the locations where they can legally park.

Method 1

ticket statistics from the month of September will be compared to those of March, the following year.

Result 1

The number of tickets issued in September 2007 was 6,205. The number issued March 2008 was 2,671. As the year progressed, it appears that students (and faculty/staff) became familiar with the parking rules resulting in a decrease in parking violations.

Method 2

Satisfaction survey questions will assess the affects of consistent enforcement and increased efforts to communicate rules and regulations.

Result 2

Survey results are as follows: 65% of respondents indicated Parking Services enforces the rules and regulations in a fair and consistent manner. 62% indicated that Parking Services personnel clearly communicate the rules and regulations. 66% believe the rules and regulations are clearly written. 68% believe the signage at the entrance to lots is easily understood.

Action Plan

Ideas to help communicate rules and regulations need to be explored. Times allocated to parking at orientations would be helpful. This is not permitted, at this time. A greater level of enforcement may increase understanding and compliance.

Outcome Number 2

Parking lots will be used only by those designated to do so, resulting in greater available space for the assigned users.

Method 1

Ticket statistics will be analyzed to determine the number of vehicles parked Out-of Zone.

Result 1

The number of citations issued for out-of-zone September, 2007 was 885. The number issued in April 2008 was 592. This decrease indicates that as the year progresses, lots and garages are more often being used by those who hold the appropriate permit.

Method 2

No indirect method available.

Result 2

None

Action Plan

Greater levels of enforcement may be the best option. Gating garages and lots could be very costly.

Outcome Number 3

Students will learn to use technology to order permits on-line and have them mailed to their home addresses.

Method 1

Statistics reflecting the number of permits registered on line will be compared each Fall to the previous year.

Result 1

The number of successful on-line vehicle registrations for the last three years is: Fall 05- 6,457 Fall 06- 9,576 Fall 07- 12,439 The increasing number of on-line registrations reflects our success at educating customers about this service. Also, Fall 07 was the first year that we removed the option to pay for a permit via the registration process and created a link directly to the PS Website from the registration site to encourage students to register their vehicles at the same time.

Method 2

Satisfaction survey questions will assess the numbers of individuals who report to have registered their vehicle on-line and their level of satisfaction with the service.

Result 2

84% of survey respondents indicated their familiarity with the on-line permit registration process. 86% indicated that the process was a convenient way to order their permits.

Action Plan

The current processes implemented seem to be accomplishing the goal. Our target would be that 90% of vehicle registration be on-line. Increasing communication via e-mails prior to registration periods may help.

Outcome Number 4

The number of persons coming into Parking Services, and the associated lines, will decline, particularly during the first few weeks of the academic year.

Method 1

statistics reflecting the number of permits registered on line will be compared each Fall to the previous year.

Result 1

The number of successful on-line vehicle registrations for the last three years is: Fall 05- 6,457 Fall 06- 9,576 Fall 07- 12,439 Although we perform no counts of persons entering the Parking Services Office during permit registration periods, clearly, the numbers have been reduced as more customers register on-line rather than in person.

Method 2

Satisfaction survey questions will assess the numbers of individuals who report to have registered their vehicle on-line, and their level of satisfaction with the service.

Result 2

84% of survey respondents indicated their familiarity with the on-line permit registration process. 86% indicated that the process was a convenient way to order their permits.

Action Plan

The current processes implemented seem to be accomplishing the goal. Our target would be that 90% of vehicle registration be on-line. Increasing communication via e-mails prior to registration periods may help.

Outcome Number 5

Parking lots will be well maintained, kept free of litter, and well-lighted.

Method 1

Parking Services maintenance crews will document work performed and the condition of all lots, garages, and lighting.

Result 1

Work history included re-painting the majority of the inner campus lots and streets. One major lot repair was performed. Scheduled lighting inspections and repairs were performed on regular cycles. No lighting concerns from customers or users were reported.

Method 2

Satisfaction survey questions will assess the perception of how well parking areas are maintained.

Result 2

82% of respondents indicated that parking lots and garages were kept clean and well-maintained. One individual, in the comments section of the survey, made special note of how much better parking facilities are being maintained.

Action Plan

Parking Services has budgeted for two more maintenance positions. This is critical with the number of new facilities coming on line.

Texas State University-San Marcos
Outcomes and Results

Year 2008-2009
Division Student Affairs
Unit Student Affairs
Department University Parking Services
Contact Ralph Meyer

Mission Statement

Parking Services, working collaboratively with the relevant institutional stakeholders, aspires to provide adequate, reasonably convenient, and safe parking for all employees, students, and visitors of Texas State to the extent that the beauty and environment of the campus will not be affected; help develop, through the representative Parking and Transportation Committee, clear and equitable parking policies, and enforce those policies fairly, and; cooperate with both the campus and San Marcos communities on parking and transportation matters of common concern.

Evidence of Improvement

Outcome Number 1

As the Academic year progresses, students will become more familiar with the Parking Rules and Regulations and the locations where they can legally park.

Method 1

ticket statistics from the month of September will be compared to those of March, the following year.

Result 1

Method 2

Satisfaction survey questions will assess the affects of consistent enforcement and increased efforts to communicate rules and regulations.

Result 2

Action Plan

Outcome Number 2

Parking lots will be used only by those designated to do so, resulting in greater available space for the assigned users.

Method 1

Ticket statistics will be analyzed to determine the number of vehicles parked

Out-of Zone.

Result 1

Method 2

No indirect method available.

Result 2

Action Plan

Outcome Number 3

Students will learn to use technology to order permits on-line and have them mailed to their home addresses.

Method 1

Statistics reflecting the number of permits registered on line will be compared each Fall to the previous year.

Result 1

Method 2

Satisfaction survey questions will assess the numbers of individuals who report to have registered their vehicle on-line and their level of satisfaction with the service.

Result 2

Action Plan

Outcome Number 4

The number of persons coming into Parking Services, and the associated lines, will decline, particularly during the first few weeks of the academic year.

Method 1

statistics reflecting the number of permits registered on line will be compared each Fall to the precious year.

Result 1

Method 2

Satisfaction survey questions will assess the numbers of individuals who report to have registered their vehicle on-line, and their level of satisfaction with the service.

Result 2

Action Plan

Outcome Number 5

Parking lots will be well maintained, kept free of litter, and well-lighted.

Method 1

Parking Services maintenance crews will document work performed and the condition of all lots, garages, and lighting.

Result 1

Method 2

Satisfaction survey questions will assess the perception of how well parking areas are maintained.

Result 2

Action Plan
