

# **Administrative and Educational Support Report**

**Police Department**

**Annual Action Plan  
Annual Assessment Report**

**June 2004 – May 2005**



**Annual Action Plan: June 1, 2004-May 31, 2005**

**Unit:** Police Department

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Business Affairs      **Unit Head:** Howard A. Miller

**Unit Mission:** Maintaining a high level of proficiency so as to provide a safe environment in which students, faculty and staff may work, teach, study and learn. We stress service, the protection of life and property through the security of the campus.

**Unit Goal** Improve organizational effectiveness and operational processes.  
**Link to UTPA Goals:** 3. Improve UTPA's organizational effectiveness.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Maintain high level of employment and work performance. (1)	7	Overall compliance and effectiveness of the Department	<ul style="list-style-type: none"> <li>Promote professional development</li> <li>Develop innovative ideas</li> <li>Institute trendsetting practices-traditional &amp; non-traditional</li> <li>Encourage Professional Association organization affiliation</li> </ul>	UT System Police Inspection	None.

Annual Action Plan, June 1, 2004–May 31, 2005

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Encourage our employees to realize personal and professional goals. Continue our dedication to strong employee education and training programs. (2)	7	Better educated and knowledge of innovative trends and practices	<ul style="list-style-type: none"> <li>• Promote professional development for all staff (Traditional &amp; non-traditional courses)</li> <li>• Institute pre-employment assessments</li> </ul>	Performance evaluations and assessment	None.
Implement where feasible, the best police service methodologies, be they innovative or traditional. (3)	7	Communications network with state local and federal authorities; Vulnerability assessments; Internal controls weakness	<ul style="list-style-type: none"> <li>• Increase crime prevention &amp; personal safety training</li> <li>• Attend lectures, and presentation</li> <li>• Encourage community involvement-housing, SGA, Staff Senate, intramural sports, student association</li> </ul>	<ul style="list-style-type: none"> <li>• TCIC/NCIC Audit</li> <li>• UT System Security Initiative</li> <li>• Auxiliary Enterprises Services</li> </ul>	None.
Improve the channels of communication between the department, students, staff and faculty. (4)	7	Inform the University community of methods for reporting, communicating and working with the University Police	<ul style="list-style-type: none"> <li>• Improve blue light emergency phones</li> <li>• Improve 911-emergency lines</li> <li>• Improve H-E-L-P-Line</li> </ul>	<ul style="list-style-type: none"> <li>• Crime Line and Crime Stoppers</li> <li>• Expect Excellence Feedback Surveys</li> </ul>	None.

Annual Action Plan, June 1, 2004–May 31, 2005

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Provide non-police services for the diverse needs of the faculty, staff and the Administration of the University. (5)	7	Improve transportation services. On-going planning and evaluation processes that incorporate a systematic review of programs and services that (a) result in continuing improvement and (b) demonstrate that the Department is effectively accomplishing its mission.	<ul style="list-style-type: none"> <li>• Improve Crime Prevention (I.D. theft, computer crimes, etc)</li> <li>• Improve Neighborhood Watch</li> <li>• Improve RAD-Sexual Assault Defense Techniques</li> </ul>	<ul style="list-style-type: none"> <li>• ACT Student Opinion Survey</li> <li>• Random Campus Surveys</li> <li>• Expect Excellence Surveys</li> </ul>	None.



## Annual Assessment Report: June 1, 2004-May 31, 2005

**Unit:** Police Department

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Business Affairs      **Unit Head:** Howard A. Miller

**Unit Mission:** Maintaining a high level of proficiency so as to provide a safe environment in which students, faculty and staff may work, teach, study and learn. We stress service, the protection of life and property through the security of the campus.

**Unit Goal(s) Link to UTPA Goals:** Improve organizational effectiveness and operational processes.  
3. Improve UTPA's organizational effectiveness.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Maintain high level of employment and work performance. (1)	7	Overall compliance and effectiveness of the Department	UT System Police Inspection	All processes programs in compliance with standards ,policies and procedures of UT System Police	To continue to provide and maintain consistency in services.
Encourage our employees to realize personal and professional goals. Continue our dedication to strong employee education and training programs. (2)	7	Better educated and knowledge of innovative trends and practices	Performance evaluations and assessment	Identification of strengths, weaknesses/ goals and objectives of employees	Improved performance and accomplishment of pre-determines goals to ensure compliance with mandated training and professional development.

Annual Assessment Report, June 1, 2004–May 31, 2005

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Implement where feasible, the best police service methodologies, be they innovative or traditional. (3)	7	Communications network with state local and federal authorities; Vulnerability assessments; Internal controls weakness	<ul style="list-style-type: none"> <li>• TCIC/NCIC Audit</li> <li>• UT System Security Initiative</li> <li>• Auxiliary Enterprises Services</li> </ul>	<ul style="list-style-type: none"> <li>• All policies and procedures in compliance</li> <li>• Identification of internal control weaknesses</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure compliance with State and Federal Regulations</li> <li>• Monthly account reconciliations</li> <li>• Identity of security vulnerabilities for improvement as feasible.</li> </ul>
Improve the channels of communication between the department, students, staff and faculty. (4)	7	Inform the University community of methods for reporting, communicating and working with the University Police	<ul style="list-style-type: none"> <li>• Crime Line and Crime Stoppers</li> <li>• Expect Excellence Feedback Surveys</li> </ul>	Continuous feedback, input and the publication of information pertinent to the University Community	Use of data to address weakness, answer questions and improve services through various communication methods.
Provide non-police services for the diverse needs of the faculty, staff and the Administration of the University. (5)	7	Improve transportation services. On-going planning and evaluation processes that incorporate a systematic review of programs and services that (a) result in continuing improvement and (b) demonstrate that the Department is effectively accomplishing its mission.	<ul style="list-style-type: none"> <li>• ACT Student Opinion Survey</li> <li>• Random Campus Surveys</li> <li>• Expect Excellence Surveys</li> </ul>	Perception is reality--Not enough parking; limited communications, insufficient customer service; crowds and congestion during registration process	Improved customer service, communications and public relations by providing more online services. Eliminated congestion and expedite operations. Increased parking and ongoing planning for future growth.

**Additional Resources Needed (if any) that were requested for FY06 during the budget cycle: None.**