

Student Life Committee Minutes
March 4, 2003

Present: Kris Bartanen, Heather Douglas, Betsy Gast, Duane Hulbert, Diane Kelley, Kurt Walls, Carrie Washburn

Guest: Todd Badham, Director of Security Services

The meeting focused on discussing the results from the student focus groups with Todd Badham, Director of Security Services.

Members of the committee noted that there were several areas of positive feedback from students, especially from one of the groups. The report supplied by Kris Bartanen about how several incident reports were handled in early Fall term was enlightening in terms of the concern about students' reluctance to call Security Services when someone needs help -- if alcohol is involved. It appears that students who call for help do not find themselves in a conduct process; however, some of the students who need the assistance are sometimes called in and become part of the alcohol education and intervention process. Todd Badham pointed out that calls to Security Services were most often from RAs about situations in the residence halls, not about parties.

Carrie Washburn suggested that students' persistent belief that Security Services breaks up off-campus parties may arise because they have conflated the role of Security Services with the off-duty -Tacoma Police Department officers hired to patrol in the neighborhood around the campus on selected dates.

The committee members who facilitated the focus groups reported that most students were not upset with Security Services. They found that students knew some of the services provided but were not certain of others. One group had two students who were quite upset about an incident from last fall. Todd Badham responded that the details of the incident are not public information and therefore cannot be shared. Thus rumors fly.

Diane Kelley mentioned that students seem to feel Security Services doesn't care about them, and doesn't get to know them. Todd Badham explained that with the more stable professional staff, this situation should start to turn around. He also pointed out that the staff all wear nametags.

Heather Douglas noted that the fundamental job of Security Services is to help. She thinks that message is getting lost. Students need to become aware that Security Services is the first line of assistance. Todd Badham responded that Security Services plans a Crime Prevention program to be conducted in the residence halls in the Fall as one way of reaching out to the students and becoming better known.

The discussion then turned to the issue of students not having their keys and being unable to get back into their rooms. There is a schedule of "admit" times posted in the halls. If students call Security Services during these times, someone will come to the hall and let them into their rooms.

8:30-9:00 am

10:30-11:00 am

1:30-2:00 pm

3:30-4:00 pm

6:30-7:00 pm

9:30-10:00 pm

11:00-12 midnight

After midnight, as needed.

Todd Badham explained that this schedule was developed as a way for the Security Services staff to be able to attend to their other duties and not be always on demand to let students into their rooms. The "admit" policy also educates students that adults take their keys with them when they leave their residence. He thinks the "admit" schedule, in effect for 6 years, is an effective way to deal with this issue. There are approximately 8-12 admits during the daytime. If evening hours were added, the total would be much higher.

To the concern that people would be less annoyed when they call Security Services for assistance if they received some indication of when to expect a security officer to arrive, Todd Badham responded that dispatchers are trained to tell people when to expect service. To the suggestion that the dispatchers take down a number so a person could be called if service was to be delayed, he responded that the complexity of the dispatch system would not permit that additional step. Walls reported that in their focus group students were pretty unclear just what the escort service provided.

The discussion then moved to how the Security Services staff are trained. They are all certified for CPR and First Aid. Because the Tacoma Fire Department is so close (at Proctor and at Sixth Ave), there is no need for a resident EMT. There has been no move as yet to provide conflict resolution training, however, Badham noted that additional training needs of this sort are starting to arise. Badham said that any training would have to carry with it a certification that could be renewed, etc.

Carrie Washburn suggested that a student committee to serve as a sounding board might be a good idea so that students could carry the Security Services story out into campus. Todd Badham reported that the ASUPS Food and Safety committee had very little participation. The question is how to get students to take ownership and be part of the solution. One idea is to have a parking appeal board that includes students, faculty, and staff.

When asked for final comments, Todd Badham pointed out that there is a group working on a Security Services website, which should help get the word out about the services, etc.

The meeting ended with Todd Badham providing clarity on the issue of whether to call Security Services or 911 in an emergency. By law, all phones have to be able to dial 911 directly. However, a call to 911 from a campus phone does not give the 911 dispatcher a location on campus. All 911 calls from campus do show up in the Security Services system, enabling Security Services personnel to meet and guide the emergency response people to the correct location. Getting assistance to the right spot on campus would be faster if people called Security Services initially instead of 911.

The meeting was adjourned at 9:55.

Respectfully submitted,

Carrie Washburn