



# Department of Public Safety

## POINT OF CONTACT

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## SYSTEMIC ANALYSIS STEPS UTILIZED

## PARTICIPATION AND REPORTING

- Attended SA Consultation Session
- Submitted a Progress Report

This unit reported their progress to the community on October 27, 2020.

[Presentation Video](#)  
[Presentation Slides](#)

## PROCESS ■ ISSUES ■ ACTION STEPS ■ OUTCOMES

### PROCESS

Established and received feedback from a number of committees including the following: - Student Ambassadors - DPS Advisory Committee - Search committee for chief of public safety - Listening sessions with ASLMU reps. - Conducting an audit of DPS policies & protocols.

### ISSUES IDENTIFIED

One of the main issues identified is the perception of DPS outside the department. We heard concerns about incidents in the past or processes, but these had not been shared with DPS. One of the actions taken to address this is the creation of feedback forms to create a comfortable space for community members to notify DPS of incidents and/or concerns. We also developed a list of FAQs on our website that serves to answer the questions posed by the individuals we engaged with in listening sessions and committees. Additionally, the website was redesigned in a way that highlights both our feedback form and FAQs, which provides better context for what DPS's role is on campus.

### ACTION STEPS

- 📄 Strengthen relationships and broaden engagement with the LMU Community
- 📄 Launch of DPS Advisory Committee – Completed Fall 2020
- 📄 Launch second term of DPS Student Ambassador Program – Completed Fall 2020
- 📄 Formation of search committee for new DPS Chief – Completed Fall 2020
- 📄 DPS working with MarComm on Communication/Outreach Effort – In-Progress for Fall 2021
- ★ Facilitate ways in which Community members can provide timely feedback on any issues regarding DPS response -Revamp DPS website, including a form for providing commendations, complaints and general feedback– Completed Fall 2020
- ★ Provide regular and frequent information to the Community about DPS -DPS working with MarComm on Communication/Outreach effort – In-Progress for Fall 2021
- ★ Articulate what DPS does and how the Department partners with outside agencies – Completed Fall 2020
- 📄 Equip DPS Staff with informed training and tools for equitable service approach Launched annual training series to include the following topics: -Implicit Bias Training - Year-Round -Micro-aggressions Training - Year-Round -Emotional Intelligence Training - Year-Round -Annual review of DPS Protocols – On-Going

### OUTCOMES

- 📄 We hope to see an increase of any number, of feedback received from the community, which should signal that community members feel empowered to provide DPS with complaints or commendations.
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## DPS ADVISORY COMMITTEE

- [Alicia Sissac](#): Public Safety, Investigator
- [Amiya Powell- Hodge](#): Student Housing, Assistant Director, Residence Life / Off Campus Student Life
- [Brion Dennis](#): ASLMU & BlackatLMU, Student
- [Bryant Alexander](#): CFA, Dean
- [Carla Marcantonio](#): Film/TV Studies, Associate Professor (Ex Officio Member)
- [Christina Gustafson](#): MarComm, Manager
- [Csilla Samay](#): Office of International Students and Scholars, Assistant Dean of Students for the Office of International Students and Scholars
- [Devin Walker](#): Student Leadership & Development, Associate Director, Student Leadership & Development
- [Devra Schwartz](#): Public Safety, Vice President of Campus Safety and Security
- ASLMU (TBD): Student - ASLMU
- [Heather Hoffman](#): Public Safety, Director of Emergency Management
- [Jennifer Abe](#): Intercultural Affairs, Vice President of Intercultural Affairs
- [John Orozco](#): Student Conduct & Community Responsibility, Director, Office of Student Conduct & Community Responsibility
- [Lalo Moreno](#): Ethnic and Intercultural Services & Staff Senate Rep, Director of LGBT Student Services & Intercultural Initiatives
- [Lisa Jackson](#): University Advancement Services & Staff Senate Rep, Director of Special Events
- [Natalie Aguilar](#): Academic Resource Center & Staff Senate Rep, Academic Resource Center
- [Roberto Aguirre](#): Public Safety, Director of Administration
- [Lawrence Lacey](#): CFA & Faculty Senate Representative, Theater Arts Faculty
- [Tony Kmetty](#): CBA & Faculty Senate Representative, Faculty
- [Vanessa Miranda](#): Enrollment Management VP Office, Director of Transfer Admission & Enrollment Services & Social Justice Scholars Rep
- [Fr. Eddie Siebert](#): Rector, Jesuit Community

### OUTCOMES, CONT.

- ★ Increase in web traffic and click-through metrics on DPS pages, including those which speak to the scope of DPS services and its external partnerships. Continued dialogue with LMU community stakeholders.
- 📄 Full attendance in regular, ongoing training sessions and establishment of new, on-boarding training around implicit bias, micro-aggressions awareness and emotional intelligence, for new staff members.

## LEGEND FOR PRESIDENTS COMMITMENTS

- 📄 Hiring
- ★ Culture and Climate
- 📄 Education

## SYSTEMIC ANALYSIS STEPS: QUICK REFERENCE

1. Listen to your team and constituents
2. Review infrastructure and policy
3. Review scope and content of programs
4. Evaluate structural diversity (data)
5. Analyze strategic partnerships
6. Evaluate vision/mission statement
7. Identify training needs
8. Accountability and Assessment