

Night Administration Duty

Assessment Report

Spring 2012

By

Dr. Gina C. Tudela

Dean

School of Technology and Student Services

with data assistance from

Marlena Montague

Institutional Researcher

Office of Assessment, Institutional Effective and Research

and

Joanne Ige

Associate Dean, Student Support Services

School of Technology and Student Services

Night Administration Duty Assessment Report (Spring 2012)

Background

In order to provide administrators with a better awareness of what occurs on campus at night, as well as to deter criminal activity (if warranted), the President requested that administrators perform night administration duty. Night administration duty began on January 18, 2012 and ended on May 8, 2012. Thirty-two (32) administrators participated in the activity. Night administration duty encompassed a total of sixty-one days (Monday through Thursday from 6:00 p.m. to 10:00 p.m.). Administrators were assigned specific duty days alphabetically based on a set schedule (Appendix A). Administrators whose last name starts with an “A” had the first duty day. Although there were set duty days assigned to specific administrators, they had the flexibility to swap duty days with another administrator as needed. Some administrators had two (2) duty days because after all administrators worked one duty day, the first administrator who worked night administration was assigned another day, followed by the next administrator on the schedule. The cycle continued until the end of spring semester. Since administrators were expected to work four (4) hours of night administration, on the days that they were scheduled for night administration, they were given the opportunity to flex their hours (i.e., come in later that day or take some time off on another day).

Prior to performing their night administration duty, the Program Specialist for Night Administration, gave administrators a brief overview of their responsibilities. He also provided them with a flashlight, a radio, an Administrator’s Observation/Concerns Form (Appendix B) to record observations and a Student Lounge Ledger (Appendix C) to monitor lounge usage.

In a “Meet the President” forum held earlier in the semester, students requested that the student lounge hours be extended. During the time the forum was held, the lounge was available Monday through Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 5 p.m. It was closed on Saturdays, Sundays, and holidays. In response to the student request, lounge hours were changed to 8 a.m. to 9:30 p.m. Monday through Thursday. As part of the night administration duty, administrators had to record on the Student Lounge Ledger, the number of students that were in the lounge Monday through Thursday after 8:00 p.m., in order to monitor the hours of utilization.

Methodology

In an effort to get feedback on the night administration duty, the Assessment, Institutional Effectiveness and Research (AIER) Office administered a short survey via Survey Monkey from May 8, 2012 to May 25, 2012. The survey consists of six (6) questions, five (5) of which are multiple choice and one (1) is open-ended (Appendix D). The link to the survey was sent to all administrators who participated in the night administration duty and every tenth faculty member listed in the spring 2012 master schedule who taught a class at 6 p.m. or later (Monday through Thursday). The survey link was sent to sixty-two (62) individuals (35 administrators and 27 faculty). Of the 62 individuals who were sent a link to the survey, twenty-six (26) responded, resulting in a forty-two percent (42%) response rate. Twenty-one (21) of the respondents are administrators (81%) and five (5) are faculty (19%).

Results

Survey results reveal a rather positive perception of the night administration duty. When asked, “How would you rate your level of satisfaction with the increased visible presence of College administrators patrolling around campus Monday thru Thursday, 6:00 p.m. thru 10:00

p.m.”, nearly fifty percent (50%) of respondents indicated that they were *very satisfied* (46.2%) followed by 19.2% who were *extremely satisfied*, 19.2% who were *moderately satisfied*, 11.5% who were *slightly satisfied*, and 3.8% who were *not at all satisfied*.

In terms of their agreement with the statement “The College should provide safety and security training for those participating in the Night Administrator Duty program”, half of the respondents *strongly agree* with the statement (50%) and the other half *agree* with the statement (50%). The need for safety and security training is supported by responses to the open-ended survey question.

When asked to “rate the quality of the Night Administrator Duty program based on observations as an administrator or faculty member”, nearly forty percent (38.5%) of respondents indicated that the quality of the program is *good* followed by 23.1% who reported that it is *excellent*, 19.2% who reported that it is *fair*, 15.4% who reported that it is *very good*, and 3.8% who reported that it is *poor*. These results reveal that there is room for improvement.

In response to the question “Overall, how would you rate your level of satisfaction with the College’s comprehensive efforts to promote safety and security on campus through the implementation of the Night Administrator Duty program?”, nearly thirty-five percent of respondents reported that they are *extremely satisfied* (34.6%) followed by 30.8% who are *very satisfied*, 19.2% who are *slightly satisfied*, 11.5% who are *moderately satisfied*, and 3.8% who are *not at all satisfied*.

When asked how “How can the Night Administrator Duty program be improved?” five (5) respondents mentioned training. The following comments were made relative to training:

- A general orientation about safety and other issues should be conducted among all participants of the program prior to initial implementation;

- Provide them (administrators) with safety and security training;
- Stronger preparation;
- Provide training on different scenarios and what to do, “Just in Case” ...; and
- Training

Other suggestions for improvement include:

- Provide administrators with information relative to their responsibilities during night administration duty;
- Provide a reminder to administrators at least one week in advance;
- Provide administrators with the current class schedule for the week including faculty name, room number, days and time class meets;
- Inform administrators of special events or special guests that will be on campus;
- Provide administrators with the flexibility to choose their duty days for night administration; and
- Inform the campus community of who the administrator on night duty is

Student Lounge Ledger

Based on the information recorded in the Student Lounge Ledger, one hundred and sixty (160) students were seen utilizing the lounge at 8:30 p.m. from February 27, 2012 to May 8, 2012. Forty (40) students were seen utilizing the lounge at 9:30 p.m. Usage varied by day. Some days, no students were seen utilizing the lounge during these times.

Administrator’s Observation/Concerns Form

Based on entries in the Administrator’s Observation/Concerns Form, the Student Support Office submitted thirty-six (36) work orders (Appendix E). Of the 36 work orders received, eighteen (18) were related to lighting (i.e., lights not working, poor lighting). Seven (7) were

related to accessibility of buildings and classrooms (i.e., doors not securing properly, doors not secured, broken door handles). Three (3) work orders were related to air conditioning units not working. Two (2) work orders were related to water leaks and another two (2) work orders were related to water tanks. Individual work orders were reported for the following: elevator in the student center, trash behind T-6, bathroom fixture, and missing glass.

Other Considerations

Although not part of the methodology, but an important consideration, is postsecondary class activity throughout the day. Table 1 below contains postsecondary class cancellation and relocation information for morning classes (8 a.m. to 12:00 p.m.) extracted from the Student Support Services' Postsecondary Class Logbook for the period of January 19, 2012 to May 8, 2012. During this period, there were seventy-six (76) entries. The entries do not reflect the impact on multiple classes (i.e., a faculty member may teach multiple classes on a given day). In spring 2012, there were fifty-four (54) instances where faculty contacted the Student Support Office to inform them that morning classes were not going to be held. One hundred and eight (108) courses were offered in the morning (some courses began before 12 noon and ended after 12 noon).

Table 1. Postsecondary Class Cancellation and Relocation (Morning Classes)

Type of Entry	Frequency
Class relocated	22
Class postponed	4
No class today	1
Class off-campus	2
Sick	20

Type of Entry	Frequency
Family member sick	7
Administrative leave	1
Conference	1
Off-island	1
Wife in labor	1
Wife had baby	2
Wife giving birth	2
Wife having a baby	1
Paternity leave	3
Family emergency	2
Running late	4
No reason given/blank entry	2
Total entries	76

Note: Class relocations were due to problems with air conditioning units, leaks, computer accessibility, class activities, etc.

Table 2 on the following page contains postsecondary class cancellation and relocation information for afternoon/evening classes (from 12 p.m. on) extracted from the Student Support Services' Postsecondary Class Logbook for the period of January 19, 2012 to May 8, 2012.

During this period, there were two hundred and sixty-six (266) entries. As mentioned earlier, the entries do not reflect the impact on multiple classes. In spring 2012, there were one hundred and eighty (180) instances where faculty contacted the Student Support Office to inform them that afternoon/evening classes were not going to be held. The actual number of classes impacted may

exceed 180 because a faculty member may teach multiple sections of classes during this period.

Three hundred and one (301) courses were scheduled from 12 noon on and up.

Table 2. Postsecondary Class Cancellation and Relocation (Afternoon/Evening Classes)

Type of Entry	Frequency
Class relocated	86
Class postponed	29
Class off-campus	4
Sick	75
Family member sick	3
Medical	3
Doctor's appointment	1
Surgery	2
Family emergency	7
Family	2
Emergency	4
Conference	6
Faculty has a meeting to attend	1
Wife had baby	1
Wife giving birth	1
Wife having a baby	2
Paternity leave	6
Personal leave	2
Running late	7

Type of Entry	Frequency
No teacher present	1
Teacher and class not in room	1
Testing	1
Class not scheduled until 01/31/12	1
Class used by GED	1
Students online	1
Independent study	2
Spring Festival	1
Senatorial forums	1
Meet the President	1
No reason given/blank entry	13
Total entries	266

Conclusions

Overall, survey respondents have a positive perception of the night administration duty. The fact that only 19% of faculty responded, however, reveals that faculty may not be aware of the night administration duty. The increased awareness of administrator presence on campus at night is important if the activity is to be effective. Since night administration duty was implemented for only one semester, it is not possible to determine its effectiveness (e.g., deterring criminal activity) after only one semester of implementation.

Recommendations:

The following recommendations were extracted verbatim from the participants' survey responses:

- Continue the night administration duty by providing a year-long schedule of duty assignment that covers fall 2012 and spring 2013 for planning purposes;
- Provide administrators with safety and security training so that they are better able to perform their night administration duties;
- Post a MyGCC announcement informing the campus community of the night administration duty and include the night administration duty schedule;
- The Student Support Office should send a reminder to administrators who are scheduled to perform night administration duty;
- The Student Support Office should provide administrators with a schedule of evening courses offered on the night they are scheduled to perform night administration;
- Explore how other colleges have implemented a similar program, and if so, what lessons were learned, for comparison with the GCC experience;
- Close the Student Lounge at 9 p.m.;
- The Student Support Office should provide Deans and Associate Deans with a monthly report of activities from the Student Support Services' Postsecondary Class Logbook so that they can address issues in a timely manner;
- The Student Support Office should provide DCs with adjunct class cancellation reports on a monthly basis so that corrective action can be implemented, as necessary and appropriate;

- The Student Support Office should provide timekeepers with a bi-weekly report of faculty who have cancelled classes;
- The Student Support Office should ensure that entries into the Student Support Services' Postsecondary Class Logbook are complete and clear (i.e., reason for absence should be included, no blank entries); and
- The Student Support Office should automate manual logs for more efficient and accurate reporting (i.e., create an electronic Postsecondary Class Logbook)

APPENDIX A

Administrators' Night Duty Schedule for Spring 2012 Semester Amended 04/11/12

NAME	TIME	DAY/DATE	DAY/DATE
Afaisen, Mildred L.	6:00pm-10:00pm	Maternity Leave	TH – 3/15/12
Bilong, Danilo (replaced Tracy Amborn)	6:00pm-10:00pm	T – 4/10/12	W - 4/25/12
Barnhart, Terry L.	6:00pm-10:00pm	TR - 1/19/12	TR - 3/8/12
Camacho, Francisco C.	6:00pm-10:00pm	M - 1/23/12	T - 3/20/12
Chan, Michael L.	6:00pm-10:00pm	T - 1/24/12	W - 3/21/12
Clymer, Patrick	6:00pm-10:00pm	W - 1/25/12	TR - 3/22/12
Datuin, Bonnie Mae M.	6:00pm-10:00pm	TR – 1/26/12	W – 3/7/12
Evangelista, Joleen M.	6:00pm-10:00pm	M - 1/30/12	TR – 3/29/12
Flores, Jayne T.	6:00pm-10:00pm	T - 2/01/12	W - 5/1/12
Gima, Wesley T.	6:00pm-10:00pm	M - 2/6/12 (sick)	M – 3/5/12
SPRING BREAK – APRIL 2 – 8, 2012			
Hosei, Huan F.	6:00pm-10:00pm	TR - 2/2/12	M - 4/9/12
Ige, Joanne A.	6:00pm-10:00pm	W – 1/31/12	W - 3/14/12
Johns, Pricilla C.	6:00pm-10:00pm	T - 2/7/12	W - 4/11/12
Leon Guerrero, Barbara	6:00pm-10:00pm	W - 2/8/12	TR - 4/12/12
Limtuatco, Edwin E.	6:00pm-10:00pm	TR - 2/9/12	M - 4/16/12
Lonsdale, Miki I.	Excused		
Ludwig, Kasinda C.	6:00pm-10:00pm	M - 2/13/12	M – 4/23/12
Manglona, Gregorio T.	6:00pm-10:00pm	T - 2/14/12	W - 4/18/12
Mead, Barry	6:00pm-10:00pm	W - 2/15/12	TR - 4/19/12
Montague, Marlena O.P.	6:00pm-10:00pm	TR - 2/16/12	T - 4/17/12
Muna, Joann W.	6:00pm-10:00pm	T – 3/6/12	T - 4/24/12
Nelson, Laura Beth C.	6:00pm-10:00pm	T – 2/28/12	Resign – 4/6/12
Perez, Doris C.U.	6:00pm-10:00pm	TR - 2/23/12	TR- 4/26/12
Perez, Rowena Ellen	6:00pm-10:00pm	M - 2/27/12	M - 4/30/12
Quitugua, Jose C.	Excused		
Reyes, Lolita C.	6:00pm-10:00pm	W – 2/22/12	W – 3/28/12
Ridgell, Reilly A.	6:00pm-10:00pm	W - 2/29/12	W – 5/2/12
Rodgers, Victor	6:00pm-10:00pm	M – 3/19/12	TR – 5/3/12
Sablan, Fermina A.	6:00pm-10:00pm	T - 3/27/12	M – 5/7/12
Santos, Carmen K.	6:00pm-10:00pm	T - 2/21/12	T – 5/8/12
Sison, Christine B.	6:00pm-10:00pm	W – 1/18/12	M - 3/26/12
Somera, Rene Ray D.	6:00pm-10:00pm	TR - 3/1/12	
Tudela, Virginia C.	6:00pm-10:00pm	M - 3/12/12	
Brecht, Chelsa M.	6:00pm-10:00pm	T - 3/13/12	
Please report to Student Support Services by 6:00 p.m. for instructions.			
Monday/Wednesday Classes: Last Day is 05/07/2012; Tuesday/Thursday Classes: Last Day is 05/08/2012; Last Day for Spring Semester Classes: 05/08/2012			

APPENDIX B

Administrator's Observation/ Concerns Form

Date: _____

Please write any observations or concerns that you feel is necessary to be addressed.

Description of Observation/Concerns	Time	End Result

Submitted By: _____
Name

Date: _____

APPENDIX C

Student Lounge Ledger

The following is the ledger to identify the number of students that are found in the Student Lounge, Monday – Thursday, at 8:30 p.m. and 9:30 p.m. To be completed by Administrator and Security Guards.

DATE	# OF STUDENTS AT 8:30 P.M.	# OF STUDENTS AT 9:30 P.M.
2/27/12	0	0
2/28/12	0	0
2/29/12	11	0
3/1/12	9	6
3/5/12	7	8
3/6/12	6	4
3/7/12	2	0
3/8/12	0	0
3/12/12	9	0
3/13/12	2	0
3/14/12	4	0
3/15/12	6	2
3/19/12	0	0
3/20/12	15	0
3/21/12	5	0
3/22/12	0	0
3/26/12	0	0
3/27/12	0	0
3/28/12	8	0
3/29/12	8	0
4/9/12	3	0
4/10/12	1	0
4/11/12	3	0

DATE	# OF STUDENTS AT 8:30 P.M.	# OF STUDENTS AT 9:30 P.M.
4/12/12	1	0
4/16/12	0	0
4/17/12	0	0
4/18/12	2	0
4/19/12	16	4
4/23/12	0	0
4/24/12	0	0
4/26/12	22	10
5/2/12	13	4
5/7/12	3	0
5/8/12	4	2
TOTAL:	160	40

APPENDIX D

AY201 1-2012 Night Administrator Duty Program Satisfaction Survey

The Guam Community College is completing its first round of the Night Administrator Duty program for academic year 201 1-2012. This survey will help the College gauge the level of satisfaction of various constituencies with this program.

Thank you for participating in this survey!

AY201 1-2012 Night Administrator Duty Program Satisfaction Survey

1. How would you rate your level of satisfaction with the increased visible presence of College administrators patrolling around campus from Monday thru Thursday, 6:00pm thru 10:00pm?

Not at all satisfied

Slightly satisfied

Moderately satisfied

Very satisfied

Extremely satisfied

2. Please rate your level of agreement with the following statement: The College should provide safety and security training for those participating in the Night Administrator Duty program.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

3. Please rate the quality of the Night Administrator Duty program based on your observations as an administrator or faculty member.

Poor

Fair

Good

Very good

Excellent

AY201 1-2012 Night Administrator Duty Program Satisfaction Survey

4. How can the Night Administrator Duty program be improved?

5. Overall, how would you rate your level of satisfaction with the College's comprehensive efforts to promote safety and security on campus through the implementation of the Night Administrator Duty program?

Not at all satisfied

Slightly satisfied

Moderately satisfied

Very satisfied

Extremely satisfied

6. Respondent Type:

Administrator

Faculty

APPENDIX E

Guam Community College
Student Support Services
Administrator's Duty Issues

Date	Administrator's Problem Description	W.O. Date Submitted	Work Orders Submitted Several Times (could be prior to administrator's report)
02/01/12	The door to the computer lab does not shut completely when the lab is open. The cement benches near bldg. 500 need painting. All cement benches need painting. They look faded.	02/01/12	2/1/12, 2/12/12
02/09/12	The generator behind D-bldg. needs a locked water tank gate behind D-Wing	02/09/12	2/9/12
02/15/12	Room# C-4 no A/C	02/15/12	3/22/12
02/15/12	Room# 1107- broken door handle	02/15/12	1/19/12
02/15/12	The Student Center elevator (near the computer lab) sounds bad	02/15/12	2/15/12
02/23/12	Exterior building lights (AHC) need to be repaired	02/23/12	2/27/12, 3/7/12
03/05/12	Library stairs heading to Bldg. 3000 is quite dark. Bldg. 3000 solar light not working. Solar light by F-Bldg. not working. Library Bldg. lights also not working	03/05/12	2/22/12, 3/7/12
03/05/12	Bldg. 400 leading to Admin. /SS --parking lot lights on Bldg. 4000 not working. No solar lights.	03/05/12	2/21/12, 2/22/12
03/08/12	The parking lot lights near Bldg. B are poorly lit.	03/08/12	2/22/12, 2/27/12, 3/7/12
03/08/12	Extremely poor lightning between Bldg. 3000, the Library, and Bldg. 5000	03/08/12	2/21/12, 2/27/12, 3/7/12
03/12/12	Tech. Center women's restroom door needs adjustment. It closes too quickly--safety hazard	03/12/12	3/12/12
03/12/12	Light fixture not working behind B-Bldg.	03/12/12	2/27/12, 3/7/12
Date	Administrator's Problem Description	W.O. Date Submitted	Work Orders Submitted Several Times

			(could be prior to administrator's report)
03/12/12	3 light fixtures to the left of the Allied Health Bldg. are not working. It is very dark. Four light fixtures in front of the Allied Health Bldg. are not lit.	03/12/12	2/21/12, 2/27/12, 3/7/12
03/12/12	3 photovoltaic parking lights in front of the LRC / Allied Health Bldg. are not working	03/12/12	2/21/12
03/12/12	Light fixture in front of the MPA is not working	03/12/12	2/15/12, 3/7/12
03/13/12	Leaky faucet handles in Tech. Bldg.	03/13/12	3/13/12
03/13/12	1 st floor women's bathroom, accessible sink left handle	03/13/12	
03/19/12	Room #1201 and #1107 are unsecured		
03/26/12	Tech. Center – there is a large cracked piece of glass missing by the stairway on the way to Room#1217	03/26/12	W. Order submitted by faculty at Tech Center.
03/27/12	Allied Health lighting at the front of the building needs to be checked. It is dark outside. Students are waiting in the dark for their rides. Lights need to be checked in front of Allied Health. It is too dark at night.	03/27/12	2/23/12, 2/21/12, 2/27/12
03/27/12	Rooms #3210, #3216, #3211, #3108, #3120, and #C5 are unlocked and computers are turned on.		
03/27/12	Exterior lights, farthest 2 nd floor balcony, Finance Dept. Insufficient lighting in different places. Opportunities for students/others to hang out in areas with no lights.	03/27/12	2/27/12, 3/7/12
03/29/12	3 rd to the last office in the Adm. Bldg. lights left on. Left wing Rotunda lights left on.		
03/29/12	1 st floor, door left open / unlocked (4 th door - room #2109-HR)		
03/29/12	2 nd office on left (2 nd floor) lights left on (outdoor patio).		

03/29/12	Exterior light left on- right wing left side of the bathroom		
03/29/12	D3 left unlocked		
03/29/12	C4 left unlocked		
04/12/12	No lights are on outside of the Library & Allied Health building entrances. Extremely dark-safety concern.		2/23/12, 3/7/12
04/16/12	Hallway lights on 1 st floor (President's Wing)		
04/16/12	MPA (400 Bldg.) - no padlock on water tank. Three photovoltaic lights are out by the welding shop. One photovoltaic light is out by Bldg. 100	04/16/12	
04/17/12	Door knob (right wing, down stairs) of LAB loose (back office door knob 1 st Floor)	04/17/12	
04/18/12	Allied Health & LRC's exterior night lights are not working		2/22/12, 3/7/12
04/18/12	Trash build up behind T-6	04/18/12	Project for the Summer
04/23/12	GCC-Vehicle License# _____ Red p/up left back door unlocks.		
04/26/12	Bldg. 3000 left-side door does not close	04/26/12	3/1/12
04/26/12	Bldg. 1000 2 nd flr. Xerox area doors were unlocked-no faculty	04/26/12	
04/26/12	Bldg. 2000 1 st flr. FAB's File room light left on (Light's)		
04/26/12	PIT1 PV Light-front corner of Bldg. D not working	04/26/12	2/22/12, 3/7/12
04/26/12	Orion PV Light #24 not working	04/26/12	2/22/12, 3/7/12
04/26/12	Bldg. 5000 -decorative light in front of 5116 is not working	04/26/12	
05/02/12	A/C out in Bldg. 900 (upstairs)	05/02/12	April & February – submitted.
05/02/12	A/C out in room 1220	05/02/12	
05/02/12	Right rear door of Adm. Bldg. won't lock	05/02/12	
05/07/12	Lights between the Library & Allied Health a bit dark, solar lights not working	05/07/12	3/7/12
05/07/12	Solar lights not working	05/07/12	2/22/12, 3/7/12
05/07/12	Water leak at Allied Health 2 nd floor offices	05/07/12	4/30/12

Updated as of May 11, 2012 (Friday)