CAMPUS SECURITY OFFICER PROGRAM

MODULE III. Roles and Responsibilities of Campus Security Officers

Module III. Student Guide

Module III. Goal

The goal of Module III is to introduce Campus Security Officer (CSO) to requirements for certification, standards of professionalism and ethics, the basic duties and responsibilities of CSO's, the typical functions of campus security departments, and key campus security officer functions.

NOTE: It is critically important for CSOs to understand his or her responsibilities, duties, and standards of professionalism.

Module III. Topics

A. Certification Requirements
   Required Readings: CSO Certification Requirements

B. Professionalism and Ethics
   Required Readings: CSO Professionalism and Ethics

C. Duties and Responsibilities
   Required Readings: CSO Duties and Responsibilities

D. Key Functions
   *Required Readings: Overview of Key CSO Functions
                     Documentation and Report Writing
                     Basic Crime Scene Preservation*

   *Additional Readings: Methods of Patrol
                       SAMPLE GWU Key Control Policy
                       SAMPLE Drake University CCTV Policy*

Required Assignments
Understanding CSO Duties and Responsibilities on my Campus
CSO will examine his or her own job description and compare and contrast it with descriptions of typical CSO functions and sample job descriptions.

Self Test
Review of Module III
CSO will test himself or herself on information presented in Module III. This will provide preparation and review for the final test, which is required for certification.

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A. Certification Requirements
📔 *Reading: CSO Certification Requirements*

1. Campus Security Officer Definition

- First, let's briefly review the official definition of "campus security officer." It is a *person employed by or contracted* to a college or university to include:

    - Proprietary Campus Security Officers,

    - Special Conservators of the Peace, or

    - Armed/Unarmed Private Security Officers who are licensed or registered by private security companies,

    for the sole *purpose* of:

    - maintaining peace and order and

    - who is primarily responsible for ensuring the safety, security, and welfare of students, faculty, staff, and visitors.

- Certified law enforcement officers per the Code (§9.1-101) are *not included* in the campus security officer definition.

- Armed and unarmed Department of Criminal Justice Services' registered private security officers and Special Conservators of the Peace are not exempt from campus security officer certification requirements if they are assigned to an institution of higher learning.

- *Exemptions:*
    - *Contracted personnel who hold a valid private security services registration provided that their duties are limited to security at special events.*

    - *Part-time officers employed or contracted to any one or any combination of college/universities in Virginia, provided that their aggregate hours worked during the calendar year do not exceed 120 hours.*

- *Certification Requirements:*
    - First, applicants must meet all the hiring requirements of the employing college, university or private security services (PSS) business. This means that colleges, universities and PSS businesses may set requirements that are more restrictive than requirements for certification. For example, although the certification requirements set a minimum age and education requirements, the employer may require applicants to be older or to have more education to be considered for employment.

    - Certification standards are set forth in regulations and require applicants to:
        - Be a US citizen or legal resident

        - Undergo a background investigation including a criminal history inquiry. Results of such shall be examined by the employer.

        - Have earned a high school diploma or equivalent

        - Be a minimum 18 years of age

- Hold a valid driver's license, if required by duties to operate a motor vehicle

- Complete or hold valid certification of first aid training, the level and substance of the training is to be determined by the employing college or university or PSS business

- Complete the Federal Emergency Management Agency's (FEMA) Incident Command System for Higher Education Introduction [available free at http://training.fema.gov/EMIWeb/IS/IS100HE.asp].

- Complete Campus Security Officer (CSO) Certification Training

- Certification is granted for a period of two years. To qualify for re-certification, a campus security officer must complete the required number of hours of in-service training directly related to campus security officer duties.

- Under certain circumstances, DCJS may grant an extension to complete training.

- To maintain certification, campus security officers must comply with standards of conduct. These standards of conduct require a campus security officer to maintain at all times with the employing college or university a valid mailing address, and inform the employer of arrest for any felony or misdemeanor or of having been found guilty of violating any law or regulation.

- At the request of the employing agency, DCJS has authority to decertify a campus security officer for cause.

- Should a certification expire, the campus security officer is required to comply with the initial certification requirements, except where DCJS has authorized otherwise.

- Upon obtaining employment at another college, university or PSS business, a previously certified campus security officer will not be required to repeat the entry-level campus security officer training, provided the officer's employment starts within the 2-year period of the previous certification.

- If you are unclear about any requirements for employment or certification, inquire with appropriate authorities at your college or university.

- Visit http://www.dcjs.virginia.gov/vcss/ocps/ to find out more.

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B. Campus Security Officer Professionalism and Ethics

📖 *Reading:* [Campus Security Officer (CSO) Professionalism and Ethics](#)

- A Campus Security Officer is a highly visible representative of his/her college or university.

- When hiring or contracting for campus security officers, universities place a great deal of importance on positive attitudes and willingness to work well with others.

- A recent employment ad placed by a university listed these traits for the campus security officer:

    - Willingness to work with a diverse population.

    - Be detail-oriented and dependable.

    - Excellent communication skills (oral and written).

    - Ability to work well with others.

    - Positive attitude and a team player.

- According to an expert in campus security:

    "The best public relations agent is still the individual officer, who makes or breaks the department's image through contacts with people, response, performance, general appearance and demeanor, and involvement in campus activities."

- An effective campus security officer should:

    - Project a genuine concern for the safety and security of members of the campus community.

    - Project a desire to prevent incidents from occurring rather than only responding after the fact.

    - Display a willingness to serve.

    - Be courteous, impartial, fair in handling all situations.

    - Be honest and trustworthy.

    - Exercise self control at all times.

    - Avoid making a personal issue out of situations.

    - Be available to be designated as essential personnel.

- Let's look at the Code of Ethics as adopted by the Executive Board of the Virginia Association of Campus Law Enforcement Administrators (VACLEA):

    - Recognize that security is an essential service to the institution and that ethical standards are the foundation for all decision making and actions

    - Be honest and have integrity

    - Be calm in the face of danger and act with self-restraint

    - Be an example of obedience

    - Use the minimum level of authorized force to maintain law and order

    - Cooperate with law enforcement

    - Be diligent and dependable in duties including the reporting of violations

    - Not allow prejudice or personal feelings to interfere with judgment

    - Be accountable to the public, supervisors, and fellow employees

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- Protect confidentiality
- Not accept any money or gifts without consent of the employers
- Seek educational opportunities
- Strive to help improve quality of life on campus and in the community
- Be dedicated to the security profession

C. Duties and Responsibilities of Campus Security Officers

    📖 *Reading:* [Campus Security Officers (CSO) Duties and Responsibilities in Virginia](#)

The specific duties and responsibilities of campus security officers are prescribed by the employing colleges and universities.

- Duties and Responsibilities in State Regulation:
  - Campus Security Officers (CSOs) are defined in Virginia regulations as follows:

    "Campus Security Officer" means any person employed by or contracted to a college or university for the sole purpose of maintaining peace and order and who is primarily responsible for ensuring the safety, security, and welfare of students, faculty, staff, and visitors. Certified law enforcement officers as defined in §9.1-101 are not included in this definition.

  - Note the duties and responsibilities defined:
    - "employed by or contracted . . . for the sole purpose of maintaining peace and order" and
    - "is primarily responsible for ensuring the safety, security, and welfare of students, faculty, staff, and visitors."

- Duties and Responsibilities Found in *Study on Campus Safety*:
  - The study examined both campus police departments and security departments, looking at enforcement functions, security functions, and how frequently security departments assess security deficiencies.
  - Enforcement Functions:

- In the area of enforcement, it was found that nearly all security departments – 97% -- reported conducting patrols.
    - 94% reported serving as personal safety escorts
    - 88% reported parking enforcement duties
    - 83% receive calls for service
    - About three quarters (74%) report providing traffic direction and control and the same percentage reported assisting in traffic accident investigations.

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Routine Enforcement Functions	
Routine Enforcement Functions	% of Security Departments (n = 34)
Patrol	97%
Personal Safety Escorts	94%
Parking Enforcement	88%
Receive Calls for Service	83%
Traffic Accident Investigations (SD's Assist)	74%
Traffic Direction and Control	74%
Criminal Investigations (SD's Assist)	53%
Dispatching Calls for Service (PD only)	n/a

- Consistent with their bases of authority, security departments were found to perform fewer enforcement functions than police departments.

- Security Responsibilities:

  - In the area of security responsibilities, nearly all – 97% -- reported locking and unlocking buildings and almost as many – 91% -- reported securing academic buildings.

  - 79% reported responsibilities in the area of access control.

  - More than half reported key control, securing evidence items, and securing residence halls.

  - Smaller percentages reported monitoring alarms, involvement in issuing ID cards, stadium/special events security, and security for labs and health centers.

Security Functions	
Routine Enforcement Functions	% of Security Departments (n = 34)
Building Lock/Unlock	97%
Securing Academic Buildings	91%
Access Control	79%
Key Control	56%
Securing Property/Evidence Items	53%
Securing Residence Halls	50%
Central Alarm Monitoring	47%
Identification Cards	44%
Stadium/Arena/Coliseum Event Security	41%
Student Health/Medical Center Security (SD only)	32%

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Security Functions	
Routine Enforcement Functions	% of Security Departments (n = 34)
Security for Research Labs	20%
Hospital/Medical Center Security (PD only)	n/a

- Overall, security responsibilities for police and security departments were found to be similar.

- Security Deficiencies Assessment:

  - Security departments were found to have responsibility for identifying lighting, access systems, door alarm deficiencies and overgrown vegetation. Over 65 percent reported performing these duties on a daily basis.

- Use of Web Sites:

  - 63% of security departments have an official Web site

  - Ways Web site is used:

    - Receiving reports of crime

    - Receiving anonymous tips

    - Receiving general questions and inquiries

    - Providing crime prevention safety tips

    - Providing important phone numbers (crisis hotlines, city services, etc.)

    - Providing campus crime statistics and an annual security report

    - Web sites are used by many police and security departments to disseminate information to students, faculty and staff.

B. National Study of Security Functions

C. Security functions identified by the Bureau of Justice Statistics, U.S. Department of Justice:

    - Routine patrol
    - Key control, building lockup/unlock
    - Special event security
    - Parking administration/vehicle registration/enforcement
    - Access control (campus/areas/buildings)
    - Monitoring security cameras/technology
    - Fire prevention/safety education

- Examples of CSO Job Descriptions:

Reminder: The specific duties and responsibilities of campus security officers are prescribed by employing colleges and universities.

- Respond to requests for routine and emergency medical assistance and render first aid and/or CPR/AED when necessary;

- Direct traffic as necessary; provide directions and other assistance to students, faculty, staff and visitors;

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- Conduct student safety training, including fire drills, evacuation procedures, and disaster preparedness;
- Examines doors, windows, and gates to determine that they are secure.
- Warns violators of rule infractions, such as loitering, smoking, or carrying forbidden articles.
- Inspects equipment and machinery to ascertain if tampering has occurred.
- Watches for and reports irregularities such as fire hazards, leaking water pipes, and security doors left unlocked.
- Sounds alarm or calls police or fire department by telephone in case of fire or presence of unauthorized persons.
- Permits authorized persons to enter property.
- Patrols parking lots, checks for proper permits and issues citations for improper parking.
- Follows approved departmental procedures for impounding vehicles parked in tow-away zones or that involve excessive citations.
- Provides special services to the college community, such as locking and unlocking offices and escorting individuals.
- Maintains campus security, which includes patrolling area, responding to burglar alarms, apprehending offenders and enforcing campus laws.
- Taking reports which may include reports of crimes, injuries, campus rules and regulations.
- Knowledge of Community Resources
  - Build good working relationships with:
    - Administrators, professors, counselors, students,
    - Law enforcement officials,
    - Residents living in the campus area, and
    - Community businesses.
  - Know how to contact:
    - Campus and community mental health organizations.
    - Local and state law enforcement agencies,
    - Public works—traffic engineering, parks, recreation,
    - All campus representatives—administrators, faculty, staff, and
    - Fire and rescue.

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D. **Overview of Key Campus Security Officer Functions**

    📖 *Readings:* Overview of Key Campus Security Officer Functions
                         Documentation and Report Writing
                         Basic Crime Scene Preservation

  Supplemental Readings: Methods of Patrol
                         SAMPLE GWU Key Control Policy
                         SAMPLE Drake University CCTV Policy

> **Specific duties and responsibilities of CSOs are prescribed by their employing/ contracting colleges or universities and will vary with the needs of each unique institution.**

- **Patrol-** serves multiple purposes:

  - Helps deter crime by maintaining a visible presence

  - Contributes to a feeling of security on campus

  - *Typical tasks are:*

    - observing persons and conditions and provides assistance when necessary (e.g., information, directions, access to buildings, late night escort, etc.);

    - maintaining contact with supervisor or central office by use of two-way radio;

    - responding to emergency calls regarding accident or injury;

    - calling for assistance as needed; directs traffic and provides peace officers with assistance and information as needed;

    - observing and reporting potentially hazardous physical conditions (may remedy condition when appropriate such as with fallen limbs, debris, damage to streets or sidewalks, etc.);

    - intervening to prevent injury, and calling for police assistance as necessary;

    - securing crime scenes and possibly interviewing or obtaining statements from witnesses, victim, or suspects, as appropriate, to assist local law enforcement officials.

  - *Problems:*

    - following a regular, predictable pattern when on patrol.

    - patrolling only well-traveled areas,& not those typically hidden from sight.

    - Remaining attentive

    - Weather affecting patrol

    - Not making notes

- **Key Control**

  - Key control is a critical consideration in a security system; it is an essential element of the college/university's overall access control program.

  - Purpose: to ensure appropriate control of keys in order to secure the property and assets of the college/university from theft or damage and to maximize the safety of members of the campus community.

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- Typically, work collaboratively with various college faculties and departments across the college/university in issue, management, and control of keys

- Special Event Security

    - Broad range of events take place on college campuses including concerts, festivals, cultural shows, athletic events, conferences, speakers, campus movies, and graduations

    - CSO duties are most frequently related to access control, crowd control, and providing assistance to attendees.

    - A key resource for campus security officers is a U.S. Department of Justice publication entitled *Planning and Managing Major Special Events: Guidelines for Law Enforcement* (March 2007)

    - The publication is available online at http://www.cops.usdoj.gov/ric/ResourceDetail.aspx?RID=441

- Access Control

    - Access control means the ability to permit or deny the use of a particular resource by a particular entity.

    - It is a term that refers to the practice of restricting entrance to a property, a building, or a room to authorized persons.

    - Access control can be achieved:

        - by a human (a guard, bouncer, or receptionist),

        - through mechanical means such as locks and keys, or

        - through technological means such as access control systems.

    - Historically this was partially accomplished through keys and locks. Increasingly, *electronic access control* is being used to replace mechanical keys.

    - Electronic access control has some advantages over mechanical keys. For example,

        - System grants access based on the credential presented.

        - Transaction is recorded

        - Will also monitor the door and alarm if the door is forced open

- Parking Administration/Enforcement

    - Security departments often are responsible for parking administration and enforcement.

    - Typical duties:

        - Patrolling parking lots on foot or in a vehicle

        - Enforcing parking regulations/restrictions

        - Issuing citations

        - Coordinating booting or removal of vehicles parked illegally

        - Documenting all enforcement activities

        - Reporting field deficiencies requiring improvement and maintenance

        - Other work related to the parking program

- Monitoring Security Cameras/Technology

  - Security cameras and other technology are <u>tools</u>. They do not guarantee safety for persons or property at all times.

  - Purpose of security technology - to deter crime and to assist in protecting the safety of persons and property on campus.

  - CSOs who monitor closed circuit television and other technologies will be trained in the operation of the specific systems by their employing college or security firm.

  - It is important to understand that monitoring must be conducted in a manner consistent with all existing university policies. There are important privacy issues. For example, information obtained through CCTV monitoring is to be used exclusively for security, law enforcement, and official university business purposes.

Note that the sample policy (supplemental reading) includes statements about the purpose of CCTV, general principles governing its use, responsibilities of the department of campus security, and specific operational procedures.

- Fire Prevention/Safety Education Activities

  - CSOs are often involved with fire prevention/safety education activities. Security departments most frequently work with offices of student housing to provide informational presentations and materials on fire and crime prevention.

  - Experts in crime prevention have long observed that, in general, college students are particularly vulnerable to becoming victims of crime. Many are living away from home for the first time and have not yet developed awareness of risks; additionally, college-age youth are more likely to consider themselves invincible and to engage in risk-taking behaviors.

  - The Higher Education Opportunity Act, enacted in 2008, contains several important campus safety components, including the core provisions of the original Campus Fire Safety Right-to-Know Act. This law requires institutions of higher learning that maintain on-campus student housing facilities to publish annually a fire safety report that contains information on campus fire safety practices and standards.

  - Two important resources are: A *Campus Safety Toolkit* available online from the U.S. Department of Justice and the Center for Campus Fire Safety that provides informational resources.

  - Even if you are not directly involved in these activities, it is important for you to be aware that there are such laws and prevention/safety education activities.

- Record Keeping and Reporting

  - Record keeping and reporting are very important functions of the CSO.
  - Typical tasks related to Record keeping and reporting include the following:
    - Maintaining personal log of all on-duty activities
    - Writing complete standardized report of all accidents, injuries, crimes, or other reportable matters
    - Verbally reporting any and all unusual conditions or occurrences to supervisor;

- Providing information or testimony to law enforcement agencies or courts as required;

- Observing and maintaining confidentiality regarding all persons and incidents

- Preparing special reports

- Providing information or testimony at campus disciplinary hearings

▪ First, it is important to be prepared by carrying with you a note tablet and pen or pencil.

▪ Taking field notes is sometimes overlooked but is an important element in effective report writing. Although most of the content of a report comes from the officer's memory, taking notes while or shortly after observing an event allows the officer to better recall important facts and details, adding to the accuracy and clarity of the final report.

▪ Note taking serves multiple purposes

- To make an immediate record of events.

- To aid memory for formally documenting the incident in a written report or further investigation.

- To counteract changes in a person's story or statements.

- To provide an overall picture of what occurred.

- To aid in accurate court presentations, if necessary.

Always follow the policies and procedures established by your department for note taking and report writing.

▪ Effective report writing is:

- **Factual**- Focus on the facts: what did and did not occur. Avoid interjecting personal opinions even if you have them.

- **Clear**- Use simple language and write what happened in a logical sequence.

- **Legible**- If a report cannot be read, it is not of use and can be harmful.

- **Concise**- Pare down the story to its essential elements. Using common words and short sentences can help keep the report concise.

- **Complete**- Omitting even a small detail can undermine the credibility of the report and be used to discredit an investigation.

- **Accurate**- Information must be factual. Make clear distinctions between facts, opinion, and conclusions.

- **Timely**- The report must be available in time for it to be used.

▪ Information for a report can come from several sources:

- Observations – what the officer sees at the scene including what is seen, touched, smelled, tasted or heard but not gathered from a statement.

- Statements of victim, witnesses, and suspects – what was told to the officer.

- Perception / conclusions – information is perceived as a result of observations, statements, and prior knowledge and experience.

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- Most reports contain fill-in sections and a section where the CSO is expected to write a brief narrative.

- The fill-in sections typically contain spaces to enter statistical and demographic data such as date, time, location, incident type, and information about complainants or victims.

- The narrative is typically intended to provide a concise summary of the incident. It is recommended that the narrative be organized into three basic paragraphs:

  - 1st paragraph – Include the date and time the officer was contacted; who made contact, and what was stated by the victim/complainant.

  - 2nd paragraph – Include observations of the officer, witness statements, suspect statements (if any), and what the investigation revealed.

  - 3rd paragraph – Include what actions were taken by the CSO at the scene (e.g., providing first aid, recovering property); who was notified; disposition of offender and any recovered property.

- **Basic Crime Scene Preservation**

  - Crime scene preservation is important because what the first officer on a scene does or fails to do can determine whether a perpetrator is identified, apprehended, and successfully prosecuted or gets away with the crime.

  - As with all actions taken by CSOs, it is important to carefully follow any policies, procedures, and guidelines established by your college or university.

  - Some basic steps in crime scene preservation:

    - **Respond as soon as possible to the scene-** Immediate response is important because conditions of the scene will quickly deteriorate. Evidence can be changed or destroyed when people walk through and touch objects at the scene.

    - **Secure the scene to exclude all unauthorized persons-** Secure the focal point of the incident first.

    - **Extend the crime scene perimeter to natural boundaries-** It may be necessary to ask others to assist in protecting the boundary until the area can be properly secured. The CSO and others assisting may need to station themselves to control physical access until proper authorities arrive.

    - **Resist the urge to touch any item or move anything and do not allow others to touch or move anything. Everything is considered evidence-** As other persons arrive, keep reminding them of the need to preserve the scene and continue to exclude any unauthorized persons.

    - **Finally, delay clean-up until authorities release the scene-** Often crime victims and employees will want to clean up the area but this must not be done prematurely.

  - The National Institute of Justice has released a very helpful resource to assist officers in sharpening their crime scene preservation skills. Crime Scene Investigation: A Reference for Law Enforcement Training can be accessed here: http://www.ncjrs.gov/pdffiles1/nij/200160.pdf .

- Key Concepts from this resource include:
  - Initial Response:
    - Note or log dispatch information: address, time, date, type of call, parties involved, weapons, etc.
    - Be aware of any persons or vehicles leaving the crime scene. Write down person's height, weight, race, age, clothing, sex, and distinguishing features. Write down vehicle's make, model, color, condition, license plate number, age.
    - Describe individuals.
    - Approach the scene cautiously.
    - Assess the scene for officer safety: look, listen, smell (e.g., downed power lines, animals, biohazards, chemicals, weapons).
    - Unreasonably dangerous scenes should not be entered (e.g., anthrax, bomb scene).
    - Remain alert and attentive.
    - Treat location(s) as a crime scene until determined to be otherwise.
    - The scene may not be what it initially appears to be.
  - Safety Procedures:
    - Evaluate the scene for safety concerns.
    - Approach the scene with caution.
    - Survey the scene for dangerous persons and control the situation.
    - Remember that officers' actions can contribute to the escalation or de-escalation of the situation.
    - Notify supervisory personnel and call for assistance/backup.
  - Emergency Care
    - Assess victim(s) for injury.
    - Call for medical personnel.
    - Guide medical personnel to the victim(s) at the scene..
    - Point out potential physical evidence to medical personnel.
    - Instruct emergency medical personnel not to "clean up" the scene.
    - Document emergency medical responder(s) at the scene.
    - Obtain "dying declaration" as appropriate.
    - Document statements and comments.
  - Secure and Control Persons at the Scene
    - Control all persons at the scene.

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Assignment Worksheet III.1:
[Understanding CSO Duties and Responsibilities on My Campus](#)

This assignment will allow the CSO to examine his own job description and compare and contrast it with descriptions of typical CSO functions and sample job descriptions.

A. Overview of Campus Security Officer Certification Requirements

Campus Security Officer (CSO) Certification Requirements

Campus Security Officers (CSOs) are defined in Virginia regulations as follows:

"Campus Security Officer" means any person employed by or contracted to a college or university for the sole purpose of maintaining peace and order and who is primarily responsible for ensuring the safety, security, and welfare of students, faculty, staff, and visitors. Certified law enforcement officers as defined in § 9.1-101 are not included in this definition.

Certification Requirements

A. In addition to meeting all the hiring requirements of the employing college, university or private security services business supplying campus security services to the college or university, all campus security officers are required to meet the following minimum certification and training requirements. Such person shall:

1. Be a United States citizen or legal resident eligible under United States law for employment in the United States.

2. Undergo a background investigation to include a criminal history record inquiry. Results of such inquiries shall be examined by the employer.

3. Possess a high-school diploma, General Education Diploma or other accepted secondary school credential.

4. Be a minimum of eighteen (18) years of age.

5. Possess a valid driver's license issued by his or her state of residence if required by the duties of office to operate a motor vehicle.

6. Successfully complete or hold valid certification of first aid training. The level and substance of such training shall be at the discretion of the employing college, university or licensed private security services (PSS) business.

7. Complete the online course *Introduction to Incident Command System for Higher Education* as provided by the Emergency Management Institute at the Federal Emergency Management Agency (FEMA).

8. Comply with compulsory minimum entry-level training requirements approved by the Board.

   a. Every campus security officer hired before December 1, 2009, is required to comply with the compulsory minimum training standards within three hundred and sixty-five (365) days of the effective date of this regulation. Every campus security officer hired on or after December 1, 2009, is required to comply with the compulsory minimum training standards within one hundred and eighty (180) days of the date of hire.

   b. The compulsory minimum training shall consist of modules of content developed and approved by the Department. Such training shall include but not be limited to:

     (1) The role and responsibility of campus security officers;

     (2) Relevant state and federal laws;

     (3) School and personal liability issues;

     (4) Security awareness in the campus environment;

     (5) Mediation and conflict resolution;

     (6) Disaster and emergency response; and

(7) Behavioral dynamics.

c. The compulsory minimum training shall include a test for each module approved and provided by the Department with a minimum passing grade of 70% on each module. Any officer not receiving a minimum grade of 70% on each module, shall, at the discretion of the approved instructor, be given remedial training and thereafter the opportunity to be tested again on the questions incorrectly answered on the first attempt. If this option is utilized, the initial test score shall be recorded with an asterisk followed by the signature of the approved instructor who provided the remedial training. The approved instructor's signature shall be accepted as verification that the officer successfully answered enough of the questions missed on the initial test to achieve a passing score of 70%. A second unsuccessful test, subsequent to remedial training, shall result in a grade of "FAIL" after which the officer may, at the discretion of the employing college, university or PSS business be enrolled in a future session for the failed module.

9. Submit to the Department a properly completed and signed application for certification from the employing college, university or PSS business supplying campus security services to the college or university, in a format provided by the Department.

B. All costs associated with meeting the certification requirements are the responsibility of the employer.

C. The Department may grant an extension of the time limit for completion of the compulsory minimum training and certification standards under the following documented conditions:

1. Illness or injury;

2. Military service;

3. Special duty required and performed in the public interest;

4. Administrative leave, full-time educational leave or suspension pending investigation or adjudication of a crime; or

5. Any other reasonable situation documented by the employing college, university or PSS business.

Certification procedures

A. The Department will notify the applicant for campus security officer certification and the designated campus security contact person for the employing college, university or PSS business, that the campus security officer is certified in accordance with this regulation after the following conditions are met:

1. Notification to the Department by the designated campus security contact person, that the applicant for campus security officer certification has successfully met the following compulsory minimum entry-level requirements:

a) the total of modules that comprise the entry-level Campus Security Officer training and as required by this chapter;

b) complete background investigation as required by this chapter;

c) first-aid training consistent with the standard set by the employing college, university or PSS business; and

d) completion of the online course *Introduction to Incident Command System for Higher Education* as provided by the Emergency Management Institute at the Federal Emergency Management Agency (FEMA) and as indicated by the Department.

2. Receipt by the Department of application for certification, signed by the designated contact person for the employing college, university or PSS business.

B. If a campus security officer seeking certification is denied by the Department, the Department will notify the designated campus security person for the employing college, university or PSS business, and the applicant in writing, outlining the basis for the denial and the process for appeal of the decision to deny.

C. The Department shall maintain a current database of certified campus security officers as well as relevant training records.

D. Certification shall be for a period not to exceed twenty-four (24) months.

Standards of conduct.

A campus security officer shall:

1. Conform to all requirements pursuant to the Code of Virginia and this chapter;

2. Maintain at all times with the employing college, university or PSS business, a valid mailing address. Written notification of any address change shall be submitted to the campus security contact person for the employing college, university or PSS business, no later than ten (10) days after the effective date of the change;

3. Inform the designated campus security contact person for the employing college, university or PSS business in writing, within seventy-two (72) hours or the beginning of the next work day, whichever comes first, after an arrest for any felony or misdemeanor;

4. Inform the designated campus security contact person for the employing college, university or PSS business in writing, within seventy-two (72) hours or the beginning of the next work day, whichever comes first, after having been convicted of any felony or misdemeanor;

5. Inform the designated campus security contact person for the employing college, university or PSS business in writing within ten (10) days after having been found guilty by any court or administrative body of competent jurisdiction to have violated the campus security officer statutes or regulations of that jurisdiction.

Recertification requirements.

A. Applications for recertification must be received by the Department prior to certification expiration. It is the responsibility of the campus security officer employer to ensure recertification applications are filed with the Department. A valid certification as a campus security officer is required in order to remain eligible for employment as a campus security officer. If the campus security officer has met the required in-service training requirements, and the required in-service training documents and recertification application are on file with the Department prior to expiration, the campus security officer is deemed recertified and may continue to operate in the campus security officer capacity.

B. Applicants for recertification must have completed sixteen (16) hours of in-service training during each two-year period after initial certification. The in-service training must be directly related to the duties of the campus security officer, to include a legal update and other relevant topics approved by the Department.

C. Individuals whose certification is expired shall comply with the initial certification requirements set forth in this chapter.

D. The Department, subject to its discretion, retains the right to grant an extension of the recertification time limit and requirements under the following conditions:

1. Illness or injury;

2. Military service;

3. Administrative leave, full-time educational leave or suspension pending investigation or adjudication of a crime; or

4. Any other reasonable situation documented by the employing college, university or PSS business.

E. Request for extensions shall:

1. Be submitted in writing and signed by the designated campus security contact person for the employing college, university or PSS business prior to the expiration date of the time limit for completion of the requirement;

2. Indicate the projected date for the completion of the requirement.

Decertification and appeal procedure.

A. The Department may decertify a campus security officer who has:

1. Been convicted of or pled guilty or no contest to a felony or any offense that would be a felony if committed in Virginia;

2. Failed to comply with or maintain compliance with compulsory minimum training requirements;

3. Refused to submit to a drug screening or has produced a positive result on a drug screening reported to the employer where the positive result cannot be explained to the employer's satisfaction;

4. Lied on or failed to provide required information on an employment application for the current position;

5. Been terminated for just cause by the employing college, university or PSS business.

B. Such campus security officer shall not have the right to serve as a campus security officer within this Commonwealth until the Department has reinstated the certification.

C. The findings and the decision of the Department may be appealed to the Board provided that written notification is given to the attention of the Director, Department of Criminal Justice Services, within thirty (30) days following the date notification of the decision was served, or the date it was mailed to the respondent, whichever occurred first. In the event the hearing decision is served by mail, three (3) days shall be added to that period. (Rule 2A:2 of Rules of the Virginia Supreme Court)

B. Campus Security Officer Professionalism and Ethics

Campus Security Officer (CSO) Professionalism and Ethics

A Campus Security Officer is a highly visible representative of his/her college or university. When hiring or contracting for CSOs, universities place a great deal of importance on positive attitudes and willingness to work well with others. A recent advertisement listed the following characteristics of a successful CSO:

- A positive attitude and willingness to work with a diverse population.
- Be detail-oriented and dependable.
- Excellent communication skills (oral and written).
- Ability to work well with others.
- Positive attitude: a team player.

According to Powell in Campus Security and Law Enforcement (2nd Edition):

> "The best public relations agent is still the individual officer, who makes or breaks the department's image through contacts with people, response, performance, general appearance and demeanor, and involvement in campus activities."[1]

The Campus Security Department is a contributing member of the campus community that can best carry out its responsibilities by projecting an image of courtesy, concern, and competence that earns the respect and confidence of the community.

An effective CSO should:

- Project a genuine concern for the safety and security of members of the campus community.

- Project a desire to prevent incidents from occurring rather than only responding after the fact.

- Display a willingness to serve.

- Be courteous and display impartiality and fairness in handling all situations.

- Be honest and trustworthy.

- Exercise self control at all times.

- Avoid making a personal issue out of situations.

- Be available to be designated as essential personnel

[1] Powell, John W., Michael S. Pander and Robert C. Nielsen. Campus Security and Law Enforcement (2nd Edition). Boston, MA: Butterworth-Heinemann , 1994.

Campus Security Officer Code of Ethics

As a Campus Security Officer I am committed to an environment of uncompromising integrity and ethical conduct. I recognize that I provide essential services to the institution that I serve, and that our ethical standards are the foundation for my decisions and actions. It is my duty to protect the public trust, build partnerships, prevent crime, and to make the campus community a better place to work, study and live. As a member of this profession, my actions will be guided by these principles and values and I shall:

1. Conduct myself with honesty, integrity and respect for the constitutional rights and dignity of each individual that I encounter,
2. Be calm in the face of danger, act with self-restraint, and consistently look out for the welfare of others,
3. Be an example for obedience to the laws of the land and the regulations of the institution I represent,
4. Use the minimum level of authorized force to maintain law and order.
5. Cooperate with all law enforcement agencies in the performance of their duties toward improving the quality of life for the campus community,
6. Be diligent and dependable in performing my duties, including the faithful reporting of law and rule violations that I observe,
7. Not allow friendships, prejudice, or personal feelings to interfere with my judgment or the correct performance of my duties,
8. Be accountable to the public, supervisors, and fellow employees, understanding that I am a visible representative of the institution that employs me,
9. Keep confidential the privileged information conveyed to me as part of my duties or learned in the course of my employment, except where my silence may conflict with legal requirements or the provisions of this code of ethics,
10. Not accept gratuities, compensation, or other advantages for performing my assigned duties without the knowledge and consent of my supervisor,
11. Seek training and educational opportunities to improve my performance and to prepare me for the changing technology and needs of the security profession,
12. Strive to help people improve the quality of life on our campuses and the community at large.

I recognize that my decisions and actions reflect not only upon my individual reputation, but also upon the reputation of the institution. My actions shall be guided by these ethical principles even when confronted by personal, professional and social or economic pressures.

I promise that I shall continually strive to abide by these goals and hereby dedicate myself to the security profession in the knowledge that my efforts will help create a safer community.

Signature: _____   Date: _____

C. Duties and Responsibilities of Campus Security Officers

Campus Security Officer (CSO) Duties and Responsibilities in Virginia

Campus Security Officers (CSOs) are defined in Virginia regulations as follows:

> "Campus Security Officer" means any person employed by or contracted to a college or university for the sole purpose of maintaining peace and order and who is primarily responsible for ensuring the safety, security, and welfare of students, faculty, staff, and visitors. Certified law enforcement officers as defined in § 9.1-101 are not included in this definition.

> **The specific duties and responsibilities of campus security officers are prescribed by employing colleges and universities.**

Duties and Responsibilities Found in Study on Campus Safety

Source: The following information is based on findings from House Document No. 36 (2006) *Study on Campus Safety*, Virginia State Crime Commission. The full report is available at http://leg1.state.va.us/lis.htm, under Reports to the General Assembly.

The *Study on Campus Safety*, conducted by the Virginia State Crime Commission, examined the roles and responsibilities of campus police and security departments in Virginia. Shown in Table 1 are routine enforcement functions by type of department reported in the Crime Commission study. Consistent with their bases of authority, security departments were found to perform fewer enforcement functions than police departments.

Table 1. Routine Enforcement Functions by Type of Department		
Routine Enforcement Functions	**% of Police Departments (N = 29)**	**% of Security Departments (n = 34)**
Patrol	100%	97%
Personal Safety Escorts	83%	94%
Parking Enforcement	90%	88%
Receive Calls for Service	100%	83%
Traffic Accident Investigations (SD's Assist)	93%	74%
Traffic Direction and Control	100%	74%
Criminal Investigations (SD's Assist)	100%	53%
Dispatching Calls for Service (PD only)	76%	n/a

Shown in Table 2 are specific security responsibilities of campus police and campus security departments that were identified in the Crime Commission study. Overall, the securing responsibilities for police and security departments are similar.

Table 2. Security Functions by Type of Department		
Routine Enforcement Functions	**% of Police Departments (n = 29)**	**% of Security Departments (n = 34)**
Building Lock/Unlock	97%	97%
Securing Academic Buildings	93%	91%
Access Control	72%	79%
Key Control	59%	56%
Securing Property/Evidence Items	97%	53%

Table 2. Security Functions by Type of Department		
Routine Enforcement Functions	% of Police Departments (n = 29)	% of Security Departments (n = 34)
Securing Residence Halls	28%	50%
Central Alarm Monitoring	62%	47%
Identification Cards	34%	44%
Stadium/Arena/Coliseum Event Security	76%	41%
Student Health/Medical Center Security (SD only)	n/a	32%
Security for Research Labs	24%	20%
Hospital/Medical Center Security (PD only)	10%	n/a

Security departments were found to have responsibility for identification of lighting, access systems, door alarm deficiencies, and overgrown vegetation. Over 65 percent reported performing these duties on a daily basis. Shown in Table 3 are frequencies with which security departments conduct assessments of security deficiencies.

Table 3. Security Department Assessment of Security Deficiencies				
	Daily	Weekly	Monthly	Other (Semester, Annual, Upon Request)
Access Systems	69%	0%	8%	23%
Campus Lighting	67%	3%	30%	3%
Door Alarms	65%	0%	13%	26%
Overgrown Vegetation	13%	0%	27%	60%

Use of Web Sites

Web sites are used by many police and security departments to disseminate information to students, faculty and staff. Ninety-three percent (93) of campus police departments and 63 percent of security departments reported having an official Web site. The types of information and assistance provided through Web sites include the following:

- Receiving reports of crime
- Receiving anonymous tips
- Receiving general questions and inquiries
- Providing crime prevention safety tips
- Providing important phone numbers (crisis hotlines, city services, etc.)
- Providing campus crime statistics and an annual security report

Comparison to National Study

According to a Bureau of Justice Statistics Special Report, *Campus Law Enforcement, 2004-05* (February 2008) (access online at http://www.ojp.usdoj.gov/bjs/pub/pdf/cle0405.pdf), the following were the security functions performed most regularly by nonsworn security personnel:

- Routine patrol
- Key control, building lockup/unlock
- Special event security
- Parking administration/vehicle registration/enforcement
- Access control (campus/areas/buildings)
- Monitoring security cameras/technology
- Fire prevention/safety education

SAMPLE #1: Functions of a Campus Security Officer

> **The specific duties and responsibilities of campus security officers are prescribed by employing colleges and universities.**

The CSOs primary mission is to provide for the protection of life and property on university property. This may be accomplished by vehicle, foot, and/or bicycle patrol of campus roadways, walkways, parking lots, administrative and academic buildings and residential areas located on campus as well as satellite locations.

Duties include but are not limited to the following:

- Ensure that activity logs are maintained and updated accurately;
- Observe safety hazards and promptly report them to appropriate persons;
- Ensure building security and respond to all security and fire alarms;
- Conduct initial investigations of reported crimes and incidents occurring on (college) property and submit appropriate reports;
- Testify in court as necessary;
- Respond to requests for routine and emergency medical assistance and render first aid and/or CPR/AED when necessary;
- Investigate traffic accidents within the boundaries of campus and prepare accident reports;
- Direct traffic as necessary; provide directions and other assistance to students, faculty, staff and visitors;
- Conduct student safety training, including fire drills, evacuation procedures, and disaster preparedness;
- Perform other security-related duties as directed.

SAMPLE #2: Campus Security Officer Duties

> **The specific duties and responsibilities of campus security officers are prescribed by employing colleges and universities.**

- Regularly patrols college grounds and buildings.

- Examines doors, windows, and gates to determine that they are secure.

- Warns violators of rule infractions, such as loitering, smoking, or carrying forbidden articles.

- Inspects equipment and machinery to ascertain if tampering has occurred.

- Watches for and reports irregularities such as fire hazards, leaking water pipes, and security doors left unlocked.

- Sounds alarm or calls police or fire department by telephone in case of fire or presence of unauthorized persons.

- Permits authorized persons to enter property.

- Patrols parking lots, checks for proper permits and issues citations for improper parking.

- Assists in providing motorist service to the college community and public, such as starting cars.

- Directs traffic in parking lots during special events.

- Follows approved departmental procedures for impounding vehicles parked in tow-away zones or that involve excessive citations.

- Provides special services to the college community, such as locking and unlocking offices and escorting individuals.

- Maintains campus security, which includes patrolling area, responding to burglar alarms, apprehending offenders and enforcing campus laws.

- Taking reports which may include reports of crimes, injuries, campus rules and regulations.

D. Overview of Key Campus Security Officer Functions

Documentation and Report Writing

Be Prepared

First, it is important to be prepared by carrying with you a note tablet and pen and/or pencil.

Notetaking

Importance of Notetaking:

Taking field notes is an important but sometimes overlooked element in effective report writing. While most of the content of a report comes from the officer's memory, taking notes while or shortly after observing an event allows the officer to better recall important facts and details, adding to the accuracy and clarity of the final report.

Purposes of Notetaking

1. *To make an immediate record of events.*

Notes taken at the scene of an incident are considered particularly reliable because they are being taken while or shortly after observing an event rather than later when a more formal report is being written hours later from memory.

2. *To aid memory for formally documenting the incident in a written report or further investigation.*

CSO duties at the scene of an incident typically prevent a detailed report from being completed until later. Taking notes allows the officer to better recall important facts and details.

3. *To counteract changes in a person's story or statements*

Spontaneous comments made by those involved in an incident or witnesses are often quite valuable when investigating an incident and developing a more complete picture of what occurred. Those involved or witnesses may later change their stories either intentionally or unintentionally. Notes can refute later denial by someone involved or provide details forgotten by witnesses.

4. *To provide an overall picture of what occurred.*

Notes that capture the "basics" of an incident can provide the framework for the more comprehensive, detailed report to follow.

5. *To aid in accurate court presentations, if necessary.*

Notes strengthen an officer's ability to testify accurately and completely. Notes taken at the scene of an incident are considered particularly reliable; testimony based on notes is typically considered more credible than testimony that relies on memory alone.

Sample Format for Notetaking

Incident Notes

Date/Time CSO Notified/Called: _____

Location of Incident: _____
_____

Complainant Name _____
& Contact Info: _____

What happened _____
(brief): _____
_____
_____

CSO Response: _____
_____

Suspect Info: _____
_____

Witness Info: _____
_____

Officer _____
Observations: _____

Initial Disposition/ _____
Time: _____

Additional Info: _____
_____

Report Writing

Characteristics of a Sound Report

1. *Factual*

   It is critically important that reports are factual. Focus on the facts: what did and did not occur. Avoid interjecting personal opinions or subjective observations.

2. *Clear*

   The report should be easy to read. Use simple language and write what happened in a logical sequence.

3. *Legible*

   Although reports are increasingly being produced using technology, making sure that handwritten reports are legible remains important. If a report cannot be read, it is not of use and can be harmful.

4. *Concise*

   It is often harder to write concisely than to produce a long, wordy report. Nevertheless, care should be taken to pare down the story to its essential elements. Using common words and short sentences can help keep the report concise.

5. *Complete*

   Reports must be complete. Omission of even a small detail can undermine the credibility of the report and be used to discredit an investigation.

6. *Accurate*

   Information must be factual and the body of the official report must be based on facts. Make clear distinctions between facts, opinion, and conclusions.

7. *Timely*

   A report must be available in time for it to be used. Reports should be prepared as soon as practical. The report itself should note the date and time it was completed.

Sources of Information for a Report

1. Observations – what the officer sees at the scene including what is seen, touched, smelled, tasted or heard but not gathered from a statement.

2. Statements of victim, witnesses, and suspects – what was told to the officer.

3. Perception / conclusions – information is perceived as a result of observations, statements, and prior knowledge and experience.

Basic Report Structure

Most official reports contain fill-in sections and narrative sections.

Fill-in Information – The fill-in sections typically contain spaces to enter statistical and demographic data such as date, time, location, incident type, and information about complainants or victims.

Narrative Information – The narrative is typically intended to provide a concise summary of the incident. It is recommended that the narrative be organized into three basic paragraphs:

1st paragraph – Include the date and time the officer was contacted; who made contact, and what was stated by the victim/complainant.

2nd paragraph – Include observations of the officer, witness statements, suspect statements (if any), and what the investigation revealed.

3rd paragraph – Include what actions were taken by the CSO at the scene (e.g., providing first aid, recovering property); who was notified; disposition of offender and any recovered property.

D. Overview of Key Campus Security Officer Functions

Basic Crime Scene Preservation

Importance

"Crime scene" refers to the location where a crime was, or appears to have been, committed.

"Evidence" refers to physical or tangible items that can be examined or viewed. Other types of evidence are direct evidence such as witness statements and circumstantial evidence that suggests what occurred.

What the first officer on a scene does or fails to do can determine whether a perpetrator is identified, apprehended, and successfully prosecuted or gets away with the crime.

Basic Steps

Basic steps in preserving a crime scene include the following:

1. Respond as soon as possible to the scene.

Immediate response is important because conditions of the scene will quickly deteriorate. Evidence can be changed or destroyed when people walk through and touch objects at the scene.

2. Secure the scene to exclude all unauthorized persons.

Secure the focal point of the incident first.

3. Extend the crime scene perimeter to natural boundaries such as a room or hallway and adjoining rooms.

It may be necessary to ask others to assist in protecting the boundary until the area can be properly secured. The CSO and others assisting may need to station themselves to control physical access until proper authorities arrive.

4. Resist the urge to touch any item or move anything, and do not allow others to touch or move anything. Everything is considered evidence.

As other persons arrive, keep reminding them of the need to preserve the scene and continue to exclude any unauthorized persons.

Even after authorities have arrived and the initial investigation has been completed, the scene may need to be preserved for hours or even days after the crime. Crime scene victims and employees may want to clean up the scene, but clean-up must be delayed until authorities release the scene.

Crime Scene Preservation

The National Institute of Justice has released a very helpful resource to assist officers in sharpening their crime scene preservation skills. Crime Scene Investigation: A Reference for Law Enforcement Training can be accessed here: http://www.ncjrs.gov/pdffiles1/nij/200160.pdf .

While this publication has been prepared for law enforcement officers, the guidelines are applicable to any first-responder to a potential crime scene.

Key Concepts from this resource include:

1. Initial Response/Receipt of Information

a. Note or log dispatch information.

NOTE: The responding officer is expected to obtain this key information (e.g., from dispatch or direct citizen complaint to officer, or officer observation onsite).

- Address.

- Location (e.g., storefront, second floor rear, garage, mile marker, compass direction).
- Time.
- Date.
- Type of call.
- Parties involved.
- Weapons involved.
- Ongoing and/or dangerous scene.

b. Be aware of any persons or vehicles leaving the crime scene.

NOTE: The officer is expected to, as soon as possible, write down information.

- Note arrival time.
- Describe vehicles. NOTE: Make, model, color, condition, license plate number, age.
- Describe individuals. NOTE: Height, weight, race, age, clothing, sex, distinguishing features.
- Describe direction of travel (from first observation).

c. Approach the scene cautiously.

Scan the entire area to thoroughly assess the scene.

- Note any possible secondary crime scenes (e.g., different areas where evidence/activity is observed).
- Be aware of any persons in the vicinity who may be related to the crime.
- Be aware of any vehicles in the vicinity that may be related to the crime.

d. Assess the scene for officer safety.

- Assess the scene for ongoing dangerous activity. NOTE: Look, listen, smell (e.g., downed power lines, animals, biohazards, chemicals, weapons)
- Ensure officer safety before proceeding.

NOTE: Discretion is advised. Unreasonably dangerous scenes should not be entered (e.g., anthrax, bomb scene).

e. Remain alert and attentive.

- Assume crime is ongoing until determined to be otherwise (e.g., keep looking, listening, smelling).

f. Treat location(s) as a crime scene until determined to be otherwise.

- Use all information initially received.
- Use all senses. NOTE: The scene may not be what it initially appears to be.

2. Safety Procedures

a. Evaluate the scene for safety concerns.

- Scan the area for present dangers (look, listen, smell).
- Check for hazardous materials (e.g., gasoline, natural gas, electrical lines, biohazards).
- Check for weapons.
- Check for *radiological* or *chemical threats.*
- Notify appropriate support agencies to render the scene safe (prior to entry) (e.g., fire department, HazMat, bomb squad).

b. Approach the scene with caution.

- Ensure officer safety.
- Reduce risk to victim(s).
- Reduce risk to witnesses.
- Reduce risk to others.

c. Survey the scene for dangerous persons and control the situation.

- Be aware of violent persons.
- Be aware of potentially escalating conflicts. NOTE: Remember that officers' actions can contribute to the escalation or de-escalation of the situation.
- Apply communication and defensive training skills.

d. Notify supervisory personnel and call for assistance/backup.

- Follow departmental guidelines for notification of supervisors.
- Call for assistance/backup as appropriate.

3. Emergency Care

a. Assess the victim(s) for injury.

- Assess medical needs/signs of life.
- Administer emergency first aid (if needed).

b. Call for medical personnel.

- Follow departmental guidelines/practices for notification of emergency medical personnel.
- Continue to assist the victim(s) as necessary.

c. Guide medical personnel to the victim(s) at the scene.

- Choose pathway to minimize *contamination*/alteration of the crime scene.
- Direct medical personnel along the chosen pathway.
- Remain with emergency medical personnel, if possible

d. Point out potential physical evidence to medical personnel.

- Instruct emergency medical personnel to avoid contact with evidence items/material.
- Instruct emergency medical personnel to preserve all clothing (avoid altering bullet holes, knife tears, etc.). NOTE: Altering includes cutting, tearing, ripping through existing bullet holes.
- Document movement of injured persons by emergency medical personnel.
- Document movement of scene items by emergency medical personnel (e.g., furniture, blankets, and weapons).

e. Instruct emergency medical personnel not to "clean up" the scene.

- Avoid removal of items originating from the scene (e.g., removal of *trace* and other physical *evidence* by adherence to emergency medical equipment and personnel cleaning the victim's skin surface).
- Avoid alteration of items originating from the scene. NOTE: Alterations to the scene can include additions of items by emergency medical personnel.

f. Document emergency medical responder(s) at the scene.

NOTE: This is for future investigative purposes (e.g., information about scene alteration and/or to obtain *elimination* and/or *standard/reference samples*).

- Name(s).
- Unit(s).
- Agency name and business telephone numbers.
- Name/location of medical facility to which the victim(s) is being transported.

g. Obtain "dying declaration" as appropriate.

NOTE: Review jurisdictional law regarding *dying declarations.*

- Assess victim's level of injury (life-threatening injury).
- Note any statement.

h. Document statements and comments.

NOTE: Documentation should include to whom and under what circumstances statements/comments were made.

- Document statements and comments made by victims.
- Document statements and comments made by suspects.
- Document statements and comments made by witnesses.

i. Document statements and comments made during transport.

- Accompany the injured person(s) to the medical facility, if possible.
- Document statements and comments made by the injured person(s) during transport.
- If law enforcement is unavailable, request that medical personnel who accompany the injured person(s) to the medical facility document statements and comments.

NOTE: Remind medical personnel to preserve evidence.

4. Secure and Control Persons at the Scene

a. Control all persons at the scene.

- Restrict movement of persons at the scene.
- Prevent persons from altering physical evidence.
- Prevent persons from destroying physical evidence.
- Continue to maintain safety at the scene.
- Restrict areas of movement within the scene.
- Continue to control the scene by maintaining officer presence.

b. Maintaining Chain of Evidence

"Chain of evidence" refers to documentation that establishes the chronological order of places where physical evidence has been located and persons who have had custody of the evidence from the time it was collected at the crime scene until it is submitted at trial. Any person who handles or has custody of any physical evidence can be subpoenaed into court to testify about the evidence. Therefore, it is important to minimize the number of persons coming in contact with the crime scene.

D. Overview of Key Campus Security Officer Functions

Methods of Patrol

Security Patrol

I. Security patrol can be accomplished in a number of ways depending upon goals, population density, weather, terrain, total area, and other variations.

II. Types of Patrol Methods
    A. Vehicle –automobile, motorcycle, bicycle, Segway
    B. Other forms –horse, airplane, boat, ATV
    C. By CCTV

III. Typical Patrol Patterns
    A. Circle – as around a perimeter
    B. Random – with no set pattern
    C. Grid – according to established areas
    D. Vertical – as with floors of high rise buildings'
    E. Pre-set times and locations – stops at different locations are scheduled by time

IV. Potential Patrol Problems
    A.   Establishing a predictable patrol pattern
    B. Sticking to major roadways and paths
    C. Failure to check on details
    D. Not paying attention
    E. Letting weather affect your patrol activities
    F. Not making notes of observations

V. Particular areas (items) may need observation
    A. Vehicles in isolated areas/parking lots
    B. Dormitory areas
    C. Family Housing areas
    D. Fraternity/Sorority areas
    E. Dark areas used for pedestrian traffic
    F. Back streets and alleys
    G. Late night businesses
    H. Buildings
        a. With a history of break-ins/robberies/vandalism
        b. That are not well lit
        c. That are easy to burglarize
        d. With large amounts of cash or high value items
        e. That are vacant
    I. Construction sites
    J. High crime areas

VI. Observation "is the act of paying particular attention to persons and things through the use of the five senses of the human body." Sight, Hearing, Smelling, Touching, Tasting *General Observation Skills and Descriptions of Persons,* draft lesson Plan, DCJS, 1998

    A. Observations of areas
        a. Scan areas and building exteriors visually
        b. Look for irregularities
            i.   Lights on/off

  ii. People in secured areas
  iii. People who do not look right for the area/time
  iv. Open or unlocked doors or windows
  v. Changes in the neighborhood or area
  vi. Check for fires and fire hazards
  vii. Check for environmental problems – broken pipes, leaks, spills, etc.
  viii.Look for hazards –broken glass, trip hazards, chemical spills, etc.
  ix. Look for maintenance problems – lights out, broken locks, downed wires, emergency telephones that do not work

 c. Note vehicles in parking lots or that seem out of place
 d. Make notes or notify dispatch

B. Observations can be overt or covert.
 a. Overt – easily observable and out in the open
 b. Covert – not easily observable, under cover, hidden

C. Physically checking to make sure that doors are shut and locked is another form of observation.

D. "In observation of people, we want to get a practice set up in our mind in order that we can remember them or properly describe them for someone else for later identification." *General Observation Skills and Description of Persons,* draft lesson plan, DCJS, 1998

E. In describing people, the security officer should observe:
 a. Personal characteristics
  i. Gender
  ii. Hair (style, color, length)
  iii. Skin (color/tone)
  iv. Facial hair
  v. Eye color
  vi. Estimated height
  vii. Estimated weight
  viii.Estimated age
  ix. Tattoos, scars, and marks

 b. Clothing
  i. Color
  ii. Style
  iii. Type
  iv. Shoes
  v. Jewelry
  vi. Eye glasses
  vii. Hat

 c. Weapon
  i. Type
  ii. Size
  iii. Description

 d. Voice
  i. Accent
  ii. Level (deep, high, etc.)
  iii. Lisps
  iv. Unusual word pronunciations

e. Mode of travel
  i. Foot
  ii. Bicycle
  iii. Motor vehicle

F. Particular people that may need observation
  a. People walking alone at night and/or in dangerous areas
  b. People who may appear intoxicated
  c. People who appear abnormally boisterous or threatening
  d. People who are in areas where it is unusual to see people at that time
  e. People sitting in parked cars
  f. People loitering in an area
  g. People who have many people come up to them over a space of time
  h. People who are frequently using the telephone
  i. People who appear to hide their appearance or your view of them
  j. People who walk away when you approach
  k. People who walk to another area and return each time a person talks to them
  l. People who stay in dark areas

G. Things that may affect what we are able to see
  a. Distance
  b. Lighting/Contrast
  c. Movement
  d. Time

References: *Foot and Vehicle Patrol*, draft lesson plan, DCJS, 1998
Providing Building Security, draft lesson plan, DCJS, 1998
General Observation Skills and Description of Persons, draft lesson plan, DCJS, 1998

D. Overview of Key Campus Security Officer Functions

SAMPLE GWU Key Control Policy

Policy Statement

It is the policy of the University to limit and tightly control the number of keys to University facilities and spaces. All keys to University facilities and spaces are the property of The George Washington University, and must be obtained and managed in accordance with this policy.

Reason for Policy/Purpose

To prevent unauthorized access to University facilities and spaces, enhance cost control, and promote a safe living, learning and working environment for members of the University community.

Who Needs to Know This Policy

Faculty, staff and students

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KEY CONTROL POLICY

Policy/Procedures

The campus should operate with as few keys as possible, and the number of keys issued should be limited and tightly controlled. This policy applies to all departments, and to keys to all University facilities and spaces, including but not limited to student residences, academic buildings and support structures.

With the exception of leased spaces, Facilities Management is responsible for overall management of keys used throughout the University, including:

1. Processing key requests.
2. Issuing and replacing all keys.
3. Repairing locks.
4. Conducting audits of departmental key control programs and key box logs.

Departments may only obtain keys to University facilities and spaces from Facilities Management. Department Heads, Deans and Chairpersons are responsible for keys issued for buildings, areas and spaces within the department's control or responsibility.

Departments are further responsible for:

1. Developing a departmental key control procedure.
2. Appointing a single Key Control Monitor to administer the departmental key control policy. The Key Control Monitor is individually responsible for:
   a. Requesting Keys
   b. Issuing Keys Inside of a Department c. Departmental Internal Audits
   d. Reporting Lost Keys
3. Appointing a Key Box Manager (where the department is authorized to hold master or sub-master keys)
4. Maintaining records of keys received and issued.
5. Periodically auditing all key records by comparing such records to the Lock Shop's records.
6. Report all lost keys to Facilities Management and UPD.

Anyone controlling a 'Medium Risk' or 'High Risk' key is entrusted with the physical security of members of the University community, as well as University and personal property. Personnel controlling such keys must comply with further, specific requirements established for security of such keys. These requirements, as well as detailed procedures and forms pertaining to key control in general, are set forth in Key Control Procedures available from Facilities.

Requests for keys, lock changes, or other (non-emergency) work performed by the George Washington University lockshop will be submitted online. Each School and

KEY CONTROL POLICY

Department will have appointed FIXIT "Power User" who will coordinate and authorize all alteration requests for that School or Department. Alteration requests (e.g. key order, lock change) made by non-authorized individuals will be automatically rejected.

Website Addresses for This Policy

[GW University Policies](#)

Contacts

Subject	Contact	Telephone
Keys	Facilities Management	(202) 994-6700

Definitions

Low Risk Keys — Keys that open 1 – 4 doors, colloquially known as 'Basic Keys' or 'Operating Keys'. For example a residence hall key that opens 1 room.

Medium Risk Keys — Keys that open 5 – 24 doors, colloquially known as 'sub-master' or sometimes 'master' keys. For example a key that opens a suite of doors, or all the doors on an entire floor.

High Risk Keys — Keys that open more than 25 doors, colloquially known as 'master' keys. For example a key that opens all of the doors in an entire building. This is the classification for keys that open many doors in several buildings (e.g. TELE-1). Additionally this classification is used for keys that secure high value property or sensitive personal or financial information.

Who Approved This Policy

Louis H. Katz, Executive Vice President and Treasurer

History/Revision Dates

Origination Date: Not Available

D. Overview of Key Campus Security Officer Functions

SAMPLE Drake University CCTV Policy

Closed Circuit Television Monitoring and Recording of Campus Areas for Safety and Security Purposes

Drake University

I. Purpose

The purpose of this policy is to regulate the use of closed circuit television (CCTV) cameras, (security cameras), to monitor and record campus areas for the purposes of safety and security. The use of security cameras is one tool used by Drake University Campus Security to fulfill its Departmental Mission Statement.

II. Scope

This policy applies to all CCTV monitoring conducted by Drake University Campus Security personnel. Uses of CCTV monitoring by other University departments, colleges or schools, if any, is not governed by this policy.

III. General Principles

A critical component of a comprehensive security plan using state-of-the-art technology is closed circuit television (CCTV). The Department of Campus Security is committed to enhancing the quality of life of the campus community by integrating the best practices of private campus safety with CCTV technology. The purpose of CCTV monitoring of campus areas by campus security personnel is to deter crime and to assist the Campus Security Department in protecting the safety of persons and property on the University campus.

Personnel involved in CCTV monitoring will be trained and supervised in the responsible use of this technology. Violations of this policy will result in disciplinary action consistent with the rules and regulations governing employees of the University.

Information obtained through CCTV monitoring will be used exclusively for security, law enforcement, and official University business purposes.

CCTV monitoring of campus areas for security purposes will be conducted in a manner consistent with all existing University policies, including the Non-Discrimination Policy, the Sexual Harassment policy, Open Expression Guidelines, other relevant University policies and applicable Civil Rights laws.
Therefore, CCTV monitoring will not be conducted based on a person's race, gender, sexual orientation, national origin, disability or other protected characteristics.

To help maintain an informed University community, the Department of Campus Security will post this policy on its web site as well as location information for all CCTV monitoring locations.

Information obtained in violation of this policy may not be used in a University disciplinary proceeding against a member of the University faculty, staff or student body.

VI. Responsibilities

The Department of Campus Security shall oversee and coordinate the use of CCTV monitoring for safety and security purposes.

The Department of Campus Security will monitor new developments in the relevant law and in security industry practices to help ensure that its CCTV monitoring operations are consistent with accepted standards and practices.

Camera control operators will be trained in the technical, legal and ethical parameters of appropriate camera use. Camera control operators will receive a copy of this policy and provide written acknowledgement that they have read and understood its content.

V. Operation and Procedures

- The master program/computer for the CCTV system will be locked in a separate limited access room away from the communications/dispatch area. Only the Director of Security and Administrative Assistant will be authorized to alter the master program and/or save video from the master program.

- Recorded video media will be stored for a period not to exceed 30 days and will then be erased, unless retained as part of an investigation or court proceedings (criminal or civil), or for other official University business purposes, as determined by the Director of Security in consultation with the Vice President for Business and Finance.

- Saved video media will be stored in the departmental electronic data fire proof safe which can be accessed only by the Director of Security and the Administrative Assistant. Saved video data will be coordinated with departmental case reports through normal evidence procedures and logs.

- Camera control operators will conduct CCTV observation in open view of others at the Drake Campus Security office.

- No cameras will be placed in locations of expected privacy, i.e., rest rooms, dressing rooms, athletic locker rooms, etc. Interior cameras may be placed in locations of high foot traffic, suspected criminal activity and/or high value equipment where personal and/or University property safety is a concern.

- Camera control operators may monitor individuals based on suspicious behavior, but not based upon protected individual characteristics as set forth in University Policies and applicable Civil Rights laws.

- Windows of Residence Halls and private living quarters on the University campus will not be monitored or viewed by CCTV. All other buildings and grounds on the campus, as well as parking lots, sidewalks, and campus grassy areas will be assumed "public" and may be viewed and monitored by CCTV.

- Information obtained through CCTV monitoring may be released to persons or entities outside the University (such as law enforcement) only when compelled by lawful means, such as a subpoena, or when authorized by the Director of Security, in consultation with the Vice President of Business and
- Finance, and in accordance with this policy. CCTV video data will not be released to news or media sources without the additional approval of the Director of Marketing and Communications.

- CCTV video may be viewed by University employees outside Campus Security on a "need to know" basis, as determined by the Director of Security, in consultation with the Vice President of Business and Finance.

- Members of the campus community, individuals or small groups, may observe "live" CCTV monitoring operations at the Drake Security Communications Center by making an appointment with the Campus Security Department.

VI. CCTV not a Guarantee of Safety on Campus

No one should assume that the presence of a CCTV system on campus will guarantee safety for persons or property at all times. Rather, it is one more tool in Drake Campus Security's continuing efforts to increase campus security and safety. Additional information may be found on the Campus Security website at: http://www.drake.edu/security/

VII. Not a Contract

This policy is not intended by Drake University to form a contract between it and any person or entity. These procedures may be amended by authorized University officials at any time without prior notice.
30 January 2007

Assignment III.1. Understanding CSO Duties and Responsibilities on My Campus

1. What is the stated purpose/mission of CSOs or the Campus Security Department on your campus?

2. Compare the duties and responsibilities of CSOs on your campus with "typical" CSO duties and responsibilities listed in the samples in the reading "CSO Duties and Responsibilities."

Check those that are and are not part of your duties and responsibilities. Check "yes" if you the duty/responsibility is part of your job description; check "no" if the duty/responsibility is not part of your job description.

Typical Duties and Responsibilities	✓*Yes*	✓*No*
Regularly patrols college grounds and buildings		
Examines doors, windows, and gates to determine that they are secure		
Warns violators of rule infractions, such as loitering, smoking, or carrying forbidden articles		
Inspects equipment and machinery to ascertain if tampering has occurred		
Watches for and reports irregularities such as fire hazards, leaking water pipes, and security doors left unlocked		
Sounds alarm or calls police or fire department by telephone in case of fire or presence of unauthorized persons		
Permits authorized persons to enter property		
Patrols parking lots, checks for proper permits and issues citations for improper parking		
Assists in providing motorist service to the college community and public, such as starting cars		
Directs traffic in parking lots during special events		
Follows approved departmental procedures for impounding vehicles parked in tow-away zones or that involve excessive citations		
Ensures that activity logs are maintained and updated accurately		
Provides special services to the college community, such as locking and unlocking offices and escorting individuals		
Maintains campus security, which includes patrolling area, responding to burglar alarms, apprehending offenders and enforcing campus laws		
Taking reports which may include reports of crimes, injuries, campus rules and regulations		
Observe safety hazards and promptly report them to appropriate persons		

2. Compare the duties and responsibilities of CSOs on your campus with "typical" CSO duties and responsibilities listed in the samples in the reading "CSO Duties and Responsibilities."

Check those that are and are not part of your duties and responsibilities. Check "yes" if you the duty/responsibility is part of your job description; check "no" if the duty/responsibility is not part of your job description.

Typical Duties and Responsibilities	✓*Yes*	✓*No*
Ensure building security and respond to all security and fire alarms		
Conduct initial investigations of reported crimes and incidents occurring on (college) property and submit appropriate reports		
Testify in court as necessary		
Respond to requests for routine and emergency medical assistance and render first aid and/or CPR/AED when necessary		
Investigate traffic accidents within the boundaries of campus and prepare accident reports		
Direct traffic as necessary; provide directions and other assistance to students, faculty, staff and visitors		
Conduct student safety training, including fire drills, evacuation procedures, and disaster preparedness		
Perform other security-related duties as directed		

3. Describe any ways that your job description is <u>significantly</u> different from the typical duties and responsibilities listed above. Identify features of your campus that may contribute to these differences.

MODULE III. CSO Roles and Responsibilities

Self Test for Module III.

1. "Campus security officer" is defined in Virginia regulation as any person employed by or contracted to a college or university for the sole purpose of:
    a. reducing incidents of crime and violence.
    b. assisting students, faculty, staff, and visitors.
    c. maintaining peace and order.
    d. all of the above.

2. According to Virginia regulation, a campus security officer is specifically responsible for:
    a. preventing crime.
    b. protecting campus property.
    c. maintaining peace and order and ensuring the safety, security, and welfare of students, faculty, staff, and visitors.
    d. all of the above.

3. Which of the following descriptors is not in the official regulatory definition of "campus security officer?"
    a. A person who is primarily responsible for ensuring the safety, security, and welfare of students, faculty, staff, and visitors
    b. A person who regularly patrols campus to ensure building security and response to alarms
    c. A person employed by or contracted to a college or university
    d. A person employed for the sole purpose of maintaining peace and order

4. Who prescribes specific duties and responsibilities of campus security officers in Virginia?
    a. Virginia Department of Criminal Justice Services
    b. Employing colleges and universities
    c. Virginia Association of Campus Law Enforcement Administrators
    d. Both a and b

5. Patrolling serves which of the following primary purposes:
    a. Contributes to a feeling of security on campus
    b. Controls access to sensitive areas of campus
    c. Deters crime by maintaining a visible presence
    d. Both a and c

6. What are the major areas of security responsibility at special events?
    a. Guarding equipment and vehicles.
    b. Access control, crowd control, and assisting attendees.
    c. Providing transportation and other assistance for VIPs.
    d. Checking backpacks and performing searches for contraband.

7. Which of the following methods can be used in physical access control?
    a. Human control by a guard, bouncer, or receptionist
    b. Mechanical control by locks and keys
    c. Technological control by electronic systems
    d. All of the above

8. Which of the following functions are not typically the responsibility of CSOs?
    a. Reporting and recordkeeping
    b. Patrol and access control
    c. Enforcement of criminal laws
    d. Safety education/fire and crime prevention

9. Patrol plays a critical role in
    a. Deterring crime.
    b. Identifying hazards.
    c. Recognizing potential threats.
    d. All of the above

10. Where can someone find out more information about being a CSO?
    a. http://www.dcjs.virginia.gov/vcss/ocps/
    b. Employer
    c. Wikipedia
    d. a and b

Score   /10

The Virginia Department of Criminal Justice Services presents:

Campus Security Officer Program

**Module III:
Roles and Responsibilities of CSO's**

DCJS
Virginia Department of
Criminal Justice Services
www.dcjs.virginia.gov

Campus Security Officer Program

Overview of Module III

- Certification Requirements
- Professionalism and Ethics
- Duties and Responsibilities
- Key Functions

DCJS
Virginia Department of
Criminal Justice Services
www.dcjs.virginia.gov

Campus Security Officer Program

Overview of Module III

The goal of Module III is to introduce CSOs to requirements for certification, standards of professionalism and ethics, the basic duties and responsibilities of CSO's, the typical functions of campus security departments, and key campus security officer functions.

DCJS
Virginia Department of
Criminal Justice Services
www.dcjs.virginia.gov

Campus Security Officer Program

Certification Requirements

– Employed by or contracted to a college or university to maintain peace and order and is responsible for ensuring the safety, security, and welfare of students, staff, and visitors.
– Must be US citizen or legal resident, 18 years of age, with a high school diploma (or equivalent),
– Undergo a background investigation including fingerprint- based criminal history record inquiry.

DCJS
Virginia Department of
Criminal Justice Services
www.dcjs.virginia.gov

Campus Security Officer Program

Certification Requirement

– First aid training (determined by employer)
– CSO entry-level training course and testing
– FEMA- Introduction of Incident Command
– Submission of application to DCJS from employer by designated Point-of-Contact
– Comply with standards of conduct and recertification requirements.
– Must meet hiring requirements of employer. **Can be more restrictive** than DCJS requirements.

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Campus Security Officer Program

Professionalism and Ethics

▪ The CSO is a highly visible representative of security at college or university. CSO must:
– maintain positive attitude,
– be willing to work well with a diverse population,
– be detail-oriented and dependable,
– have excellent communication skills,
– work well with others,
– be a team player, and
– Understand the responsibilities of "essential personnel."

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Campus Security Officer Program

Professionalism and Ethics

- Effective CSO's:
  – are considered 'essential personnel,'
  – project concern and desire to promote safety,
  – be honest and calm in all situations,
  – avoid personal involvement, and
  – demonstrate willingness to serve while being courteous, impartial, fair, honest, and trustworthy.

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Campus Security Officer Program

Professionalism and Ethics

- Code of Ethics:
  – Use the minimum level of authorized force to maintain order
  – Cooperate with law enforcement
  – Do not allow prejudice or personal feelings to interfere with judgment
  – Protect confidentiality
  – Do not accept money or gifts without employers consent
  – Seek educational opportunities

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Campus Security Officer Program

Duties and Responsibilities

- Virginia Study on Campus Safety:
  – Enforcement Functions:
    • 97% Patrol
    • 94% Personal Safety Escorts
    • 88% Parking Enforcement
    • 83% Calls for Service
    • 74% Traffic Accidents
    • 74% Traffic Directions and Control

Remember- Specific Duties and Responsibilities are prescribed by employer

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Campus Security Officer Program

Duties and Responsibilities

- Virginia Study on Campus Safety:
  - Securing Functions:
    - 97% Building lock/unlock
    - 91% Securing Academic buildings
    - 79% Access Control
    - 56% Key Control
    - 53% Securing Property/evidence
    - 50% Securing Residence Halls

Remember- Specific Duties and Responsibilities are prescribed by employer

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Campus Security Officer Program

Duties and Responsibilities

- Security Deficiencies:
  - Access Systems
  - Campus Lighting
  - Door Alarms
  - Overgrown Vegetation

65% of security departments reported assessing deficiencies on a daily basis.

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Campus Security Officer Program

Duties and Responsibilities

- National functions:
  - Routine Patrol
  - Access Control
  - Key Control/ Electronic Access Control
  - Special Event Security
  - Parking Enforcement
  - Monitoring Security Cameras/technology
  - Fire Prevention/Safety Education

Are these similar to your duties and responsibilities?

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Campus Security Officer Program

Duties and Responsibilities

- Community Resource
  - Be a resource and maintain good working relationships with:
    - Administrators, professors, counselors, students.
    - Law Enforcement officials, and
    - Residents.
  - Know how to contact:
    - Campus and Community Mental Health Organizations,
    - Local, State, and Federal Law Enforcement and Fire/EMS, and
    - Campus Reps.

Campus Security Officer Program

Duties and Responsibilities

- **Reminder!** Your duties and responsibilities are designed by your employing college or university. They may vary from what we discussed today.
- **Remember!** Your primary function is to maintain peace and order and to be responsible for ensuring the safety, security, and welfare of students, staff, and visitors.

Campus Security Officer Program

Key Functions

- Patrol and Inspect:
  - To deter crime by maintaining and visible presence and
  - Contribute to a feeling of **Security.**
  - Examples:
    - Observing persons and conditions and proving assistance when needed,
    - Responding to emergency calls as needed,
    - May intervene to prevent injury,
    - Contacting LE when necessary, securing the scene, obtaining witness or victim statements when appropriate.

Campus Security Officer Program

Key Functions

- Access Control:
  - The ability to permit or deny the use of a particular resource.
  - The practice of restricting entrance to a property, building, or room. Can be achieved by:
    - A human (guard, bouncer, receptionist)
    - Mechanical means (locks and keys)
    - Technological means (access control system)

Campus Security Officer Program

Key Functions

- Key Control:
  - To ensure appropriate control of keys to secure campus property and assets are safe from theft or damage and to maximize the safety of campus community members
  - Critical in a security system
  - Typically work collaboratively with various college faculties and departments in issue, management, and control of keys.

  See SAMPLE: GWU Key Control Policy

Campus Security Officer Program

Key Functions

- Electronic Access Control:
  - Used to replace Key control
  - System grants access based on credentials
  - Transaction recorded
  - Monitors entry and sets alarm if the door is forced open.

  Does your campus use Key or Electronic Access Controls? Or both?

Campus Security Officer Program

Key Functions

- Special Event Security:
  - For access control, crowd control, and to provide assistance to attendees
  - Broad range of events:
    - Concerts
    - Festivals
    - Cultural Shows
    - Athletic Events
    - Conferences
    - Graduations

See Planning and Managing Major Special Events

Campus Security Officer Program

Key Functions

- Parking Administration and Enforcement
  - Typical duties include:
    - Patrolling lot on foot or with vehicle
    - Enforcing parking regs and restrictions
    - Issuing citations
    - Coordinating booting or removal of vehicles
    - Documenting enforcement activities
    - Reporting deficiencies requiring improvement and maintenance.

Campus Security Officer Program

Key Functions

- Monitoring Security Cameras/Technology:
  - To deter crime and to assist in protecting the safety of persons and property on campus
  - Simply a tool- **does not guarantee safety!**
  - CSO may be trained and tasked with operating the security system
  - Monitoring and recording must be conducted in accordance with campus policy. **Be aware of privacy issues!**

See SAMPLE CCTV Policy

Campus Security Officer Program

Key Functions

- Safety Education
  - CSO are frequently involved and should seek out opportunities to educate the campus on safety and security.
  - Students are particularly vulnerable to becoming victims of crimes
  - Program examples:
    - Fire Safety/Prevention
    - Alcohol Education
    - Safety procedures (walking at night, etc)
    - CSO services offered

Campus Security Officer Program

Key Functions

- Documentation and Reporting:
  - Maintaining personal log of all on-duty activities
  - Completing standardized reports of all accidents, injuries, crimes, etc
  - Verbally reporting unusual occurrences to supervisor
  - Providing information/testimony to LE or courts
  - Providing information/testimony at campus disciplinary hearings

Campus Security Officer Program

Key Functions

- Crime Scene Preservation Steps:
  - Respond as soon as possible to the scene- evidence may deteriorate quickly
  - Secure Scene- exclude all unauthorized persons and record who enters and exits
  - Extend perimeter to natural boundaries
  - **DO NOT TOUCH ANYTHING!!** Everything is evidence.
  - Delay clean up until investigation is complete.

Carefully follow any established policies, procedures, and guidelines.

Campus Security Officer Program

Overview of Module III

- Questions?
- Readings
- Assignments
- Self Test
- Module III Test- Must have a 70% to pass!

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