

College and University Police Departments: Engaging Volunteers in Higher Education Settings

College and university campuses can be a rich source of volunteers for law enforcement agencies in higher education settings. Despite being an inherently transient population, the university community can help their campus police departments provide valuable crime prevention and public safety services.

College and university police departments have a unique population to serve. While the demographics of a school and its surrounding community vary from place to place, many university and college police departments face some of the same issues: college parties with underage drinking, traffic and crowd control at athletic events, and additional homeland security concerns. A university or college police department response can require significant personnel coverage and time. Additionally, with many large-scale events taking place throughout the school year, planning for the safety and security of the entire community also requires good working relationships with surrounding municipalities and law enforcement agencies.

The programs highlighted in this issue demonstrate the diversity and value of a campus-based law enforcement volunteer program. The VIPS Program gathered information from three universities that have expanded their public safety and crime prevention services by tapping the skills and pride in their educational community.

Enhancing Campus Safety and Expanding Crime Prevention Efforts

Lehigh University (Pennsylvania) Police Department

Situated on a hillside in Bethlehem, Pennsylvania (population 75,000), Lehigh University is little more than an hour's drive from either Philadelphia or New York City. The University offers its student population (roughly 6,700 undergraduate and graduate students combined) a wide range of academic and professional degree programs, the opportunity to participate in myriad student clubs and organizations, and many other athletic, social, and community activities.

The Lehigh University Police Department (LUPD) comprises 28 full-time sworn and civilian employees and eight part-time employees. The primary function of the LUPD is to protect the welfare and safety of all students, staff, and faculty, but the Department is also responsible for preserving law and order, protecting property, and enforcing policy.

Lehigh University Emergency Medical Services
Overseen by the LUPD, the Lehigh University Emergency Medical Services (LUEMS) team exists to respond to all medical emergencies on the university campus and its borders.

Founded in 1991 as an official student club, LUEMS is composed of all student volunteers who are either state-certified emergency medical technicians (EMT) or certified in cardiopulmonary resuscitation (CPR). At the beginning of the 2004-2005 school year, there were 30 student volunteers, and interest in the club continues to grow.

These highly trained students provide emergency medical services, without cost, to the students, faculty, staff, and community 24 hours a day, seven days a week while school is in session (excluding summer session). The LUEMS team responds to all types of calls ranging from intoxicated students to sports injuries and seizures, among others. These teams provide a valuable service by arriving on the scene to administer care and stabilize patients until police and other emergency medical professionals can reach the scene.

Student Activism: Maximizing Available Skills and Interests

The LUEMS club formed as a result of a group of interested students with medical backgrounds, who were interested in providing a service to their university community. According to the current LUEMS club captain, many of the students who participate in LUEMS were already certified EMTs in their home states prior to enrolling at Lehigh University.

Working closely with the LUPD, the group operates under strict guidelines as set forth in the LUEMS Standard Operating Procedures. Originally run through the Student Health Service, the program came under the police department's purview after the police chief recognized the constant, close working relationship between the students and LUPD officers. A sworn officer is assigned as the students' supervisor and liaison with the

LUPD. Monthly meetings with the current LUPD liaison allow students to discuss any issues, concerns, or needs. Additional LUPD support is evidenced through dedicated office space for the students at one of the LUPD's substations.



Partial funding for the program comes from the university, the student senate, and the LUPD budget. To supplement these funding sources, the LUEMS members organize fundraising events to help pay for equipment and medical supplies. The LUPD played a large role in helping to garner partial funding for a new first response vehicle for the LUEMS group. LUEMS teams now respond to emergency calls in a 2000 Ford Expedition that is equipped with emergency supplies, an electronic defibrillator, and other medical equipment.

Promoting Public Safety: Partnerships with the Larger Community

Many students receive their EMT certification through a program sponsored by Northampton County Community College/Saint Luke's Hospital. Because of the strong partnership between the LUEMS, LUPD, and Saint Luke's Hospital and the high level of interest in the LUEMS program, LUEMS student leaders were able to negotiate a dedicated number of EMT class slots solely for Lehigh University students.

Another partner, the City of Bethlehem Emergency Medical Services (EMS), is grateful for the students' assistance. As members of the primary transport service for the university, Bethlehem EMS employees know that the students are trained in the appropriate skills and have confidence in

their abilities. Furthermore, the students know the campus better than the city's first responders do and can tell police officers and emergency medical technicians about campus activities and culture.

Leading Approaches

The LUEMS program, under the guidance and supervision of the LUPD, has successfully enhanced campus safety through the use of volunteers. According to the chief, the club's success is due in part to allowing the students to build and manage the program, while also providing support and a direct liaison to the LUPD. Despite a demanding coursework load and several hours of required training, the student volunteers who form the LUEMS team continue to give generously of their time to provide emergency medical services to their university community.

University of Wisconsin - Madison Police Department

Located in the state's capital, the University of Wisconsin - Madison's main campus sprawls across 933 acres and currently enrolls more than 41,000 students. The University of Wisconsin Police Department (UWPD) is a full-service police agency providing a wide range of law enforcement and public safety services to the university community. In support of the UWPD mission, the 112-member department is responsible for preventing crime, responding to individual and community needs, and ensuring the safety and security of all people who come in contact with the University of Wisconsin.

Badger Watch: Crime Prevention for University of Wisconsin Students

In keeping with the UWPD community policing philosophy, the department employs

four community policing officers. During the 2002-2003 school year, one of the officers spearheaded a new program on campus called Badger Watch. The concept behind Badger Watch, which is similar to Neighborhood Watch, is that the members of the university community can play an active role in keeping their campus safe and secure by working side by side with the police department.

Badger Watch is a crime prevention effort focused on university buildings, both on and off campus. The Badger Watch model currently involves more than 70 student and staff



volunteers serving as an extra set of eyes and ears in more than 20 campus buildings and one off-campus building. Badger Watch signs are displayed throughout the campus on poles and doors outside of participating campus buildings. When first introduced, the Badger Watch program raised concerns regarding privacy. UWPD officials heard and responded to these concerns and continue to keep them in mind as part of the department's overall commitment to the university community.

The Badger Watch Team

Two UPWD community officers coordinate the Badger Watch program. These officers serve as liaisons between the UWPD, building managers, and Badger Watch volunteers. UWPD liaisons recruit building managers who in turn recruit volunteers to serve as building or floor captains. Building managers are integral to the success of the Badger Watch program as they are the most knowledgeable about the daily activities in their respective buildings.

Volunteers describe their role as being part of an informal verbal network. For example, they alert UWPD officers to unlocked doors or broken lighting, acts of vandalism, and suspicious persons in restricted areas of buildings. One student volunteer describes her involvement with the Badger Watch program as a great way to be personally aware and better informed about crime prevention activities on campus.

UWPD officers also provide educational training to Badger Watch volunteers in the areas of office security, personal and property safety, suspect identification, suspicious behavior, and safe mail handling techniques. Volunteers then share this information with other staff members and students. For example, volunteers disseminate brightly colored cards containing safety tips to remind building occupants of important crime prevention activities, such as logging off from a computer, locking a dorm room door, and never leaving personal property unattended.

Program Benefits

In addition to empowering students and staff members to make their campus safer and more secure, the Badger Watch program is also building personal relationships between the UWPD and the community they serve. Badger Watch volunteers say they appreciate the opportunity to have more interaction with the UWPD officers. Building managers value the regular communication with the UWPD officers as well as the e-mail alerts that share information on reported incidents (such as reported thefts, vandalism, suspicious persons) in their buildings.

Future Program Growth

Through continued program outreach and raising awareness through current volunteers, the UWPD focuses on promoting the benefits

of the Badger Watch program.

Additionally, the UWPD is piloting the program in one of the University's residence halls as part of its goal to increase the number of buildings and volunteers participating in Badger Watch.

In the future, the UWPD hopes to eventually pass ownership of the program along to students and staff. The UWPD also wants to empirically demonstrate the value of the Badger Watch program. Anecdotal evidence has already shown the positive impact this program has had on several students and staff members in many university buildings on campus.

Leading Approaches

By tailoring the Neighborhood Watch model to fit the university community, UWPD has found a way to engage students and staff in crime prevention efforts across campus. Through the Badger Watch program, the entire university community can work in partnership with its law enforcement agency to expand crime prevention services and improve communication channels with the UWPD.

California State Polytechnic University, Pomona, Police Department

California State Polytechnic University, Pomona (Cal Poly Pomona), is located just east of Los Angeles and is the second largest, in area, of the California State University system. Currently there are over 19,000 students enrolled at Cal Poly Pomona.

Housed in the Division of Student Affairs, the California State Polytechnic University Police Department (CUPD) is responsible for law enforcement, security, and emergency planning on campus. The department

employs 33 full-time sworn and civilian staff and 21 part-time student community service officers. The CUPD Pomona also offers many other programs and services to ensure the safety and security of students and staff on campus, such as campus escorts, crime prevention presentations, security surveys, and self-defense workshops.

In September 2003, the CUPD Pomona received a federal grant from the U.S. Department of Justice's Office of Community Oriented Policing Services (COPS) to help develop a formal, comprehensive volunteer program. Through this grant, the CUPD Pomona sought to enhance its use of volunteers and to engage students in supporting campus safety and security. The CUPD Pomona now offers students a variety of volunteer and community service opportunities inside and outside the department. This issue highlights one piece of the CUPD Pomona's volunteer program: community volunteers.

Volunteers in Police Service at Cal Poly Pomona: Community Volunteer Opportunities

Since the program started in March 2004, 31 volunteers have supported the Cal Poly Pomona campus and have given the department 748 volunteer hours. The volunteers assist the CUPD Pomona in a broad range of activities. Some examples include the following:

- Dispatch: answering phones, entering data, typing reports, and processing complaints for minor and no-suspect crimes
- Emergency Preparedness: assisting building marshals during emergencies and disaster drills and helping to inventory supplies
- Volunteer Community Service Officer: providing bike patrols, fingerprinting, and assisting with traffic and crowd control
- Graphic Design: designing and developing department publications and Web page
- Clerical Support: filing, entering budget data, assisting with payroll process, and answering phones
- Technology Support: developing information systems and conducting software and hardware training

Students who wish to volunteer must submit a written application, complete an oral interview, and complete both a Department of Motor Vehicles check and a background check. Additional volunteer requirements include a commitment to provide a minimum of four hours per week for a minimum of three months, and maintaining at least a 2.0 grade point average. The manager of community outreach and special projects supervises the community volunteers.

Building the Program

Upon receiving the COPS grant, CUPD Pomona leadership developed a task force to begin the planning and implementation of their volunteer program. This internal task force included representatives from emergency preparedness, records and dispatch, technology support, patrol, and administration. An important precursor to developing a successful program, the task force determined how and where student volunteers could help advance the mission of the department. Additionally, the manager of community outreach and special projects developed a detailed volunteer program manual that addresses volunteer standards and expectations, confidentiality and discretion, appearance and uniform, and the CUPD Pomona structure and programs.

Leading Approaches

By soliciting department-wide involvement and input from the very beginning, the CUPD Pomona was able to determine how best to use student volunteers to fulfill its mission of community oriented policing and improving police partnerships in the university community. Since March 2004, the CUPD Pomona has created volunteer opportunities that are specific to the needs of its campus community, while also providing students with opportunities to become more engaged in ensuring the safety and security of everyone on campus.

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VIPS Resources & Products of Interest*Registered Program Directory*

- College and university police departments can register their volunteer programs in the VIPS online program directory.
- Individuals can find examples of, and network with, other law enforcement volunteer programs.

Online Resource Library

- Find examples of sample documents including the LUEMS standard operating procedures.

Model Policy on Volunteers

- In partnership with the IACP National Law Enforcement Policy Center, the VIPS Program offers a model policy on volunteers.

All resources and products can be found at www.policevolunteers.org.



The Volunteers in Police Service (VIPS) Program works to enhance the capacity of state and local law enforcement to utilize volunteers. VIPS serves as a gateway to resources and information for and about law enforcement volunteer programs. VIPS is a Program Partner of Citizen Corps, an initiative helping to make communities across America safer, stronger, and better prepared for emergencies of all kinds.



The International Association of Chiefs of Police (IACP) manages and implements the VIPS Program in partnership with and on behalf of the Bureau of Justice Assistance, U.S. Department of Justice.



This project was supported by Award No. 2002-DD-BX-0010 awarded by the Bureau of Justice Assistance, Office of Justice Programs. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Department of Justice.