

Enhancing Student Life

Andrews International brings to its educational institution clients an integrated approach to security that provides a range of services and a proven level of reliability to meet their diverse and specific needs. The firm's management and officers create a culture of safety, with consideration of the campus society and community.

CASE STUDY: A Reputable, Historic College Campus

Andrews International (AI) provides 24/7/365 security services for a historic college, located in Boston, Massachusetts. Enrollment consists of approximately 1,075 students distributed across a traditional residential undergraduate program, adult studies, and a graduate program. The college boasts a high success rate in transitioning students into top graduate, medical and law schools. Students, faculty, staff and visitors to the college are in and out of the facilities and dorms all year long, and the campus night school for adult studies results in an active campus at night, as well as during the day.

The responsibilities of the university's Office of Safety and Security not only include the school and students, faculty, and visitors; but also relations with the surrounding neighborhood. The campus is located in a residential setting, surrounded by private homes, including faculty and student housing.

THE SCOPE OF WORK: Responsibilities of the Office of Safety and Security

- Controlling access to the campus with vendors, construction people and contractors
- Managing card access system and creating ID/Access cards
- Operating video camera surveillance system
- Conducting Detex tours
- Conducting mobile patrols
- Providing student escorts
- Records checks on vendors and background checks

- Issuing parking permits, traffic control and ticketing
- Assisting students during off-hours with lock-outs and other issues when faculty and other staff are not available
- Managing security for large events on campus, including involvement in all contingencies with city and school
- Handling harassment, stalking and bullying issues between students
- Handling parent inquiries, concerns and problems between students and parents
- Collecting statistics and providing reporting for the Department of Education in accordance with Clery Act
- Reporting crimes/attempted crimes to the city
- Developing emergency preparedness/ contingency plans in conjunction with city and Massachusetts Emergency Management Association (MEMA)

Before AI assumed the security program at the university, the security operations ran as a student work program, primarily focused on checking building structures, access and egress points and time tracking devices. The security force was staffed by minimally trained student officers, reporting to a faculty director. The security department had challenges with unreliable student workers, and feedback from the student body was critical of the militaristic approach of the university security force.

AI, with a vertical market focused on educational institutions, offers a different approach - one sensitive to the unique educational institution culture and the challenge to be an integral part of the community, while enforcing security and safety.

THE AI APPROACH: Integrating With Campus Culture

AI strengthened and improved the facilities aspect of the campus security program, including management of buildings, property and parking; but also recognized a need for better student and community relations for a more wholistic security program.



AI officers are uniformed in khaki trousers and security-labeled polo shirts; portraying the role of security ambassadors at the university, rather than university police.

The softer look allows the security staff to integrate better into the educational environment, without sacrificing security.

AI also expanded the program to include enhanced involvement in student life; hosting a variety of programs to inform students of security issues on campus and educational sessions on student safety measures.

Involvement in Student Life: Increasing Awareness

The Office of Safety and Security provides extensive training for new students on drug awareness and crime prevention. For instance, AI coordinates with the local police department to involve law enforcement officers in a seminar with new students; advising them on personal safety issues. The security organization also works with the police and fire departments to offer programs to raise student awareness of fire prevention and security issues in the neighborhood.

For example; in response to a police bulletin regarding a rash of purse snatchings at a train station a half mile from campus, AI brought in an officer from the local police department to provide crime prevention tips and guidance to the campus community. AI also hired a trainer to teach a Rape Aggression Defense (RAD) class for students.

Involvement in the Community: Offering Support

The security organization fields complaints and/or comments from the large neighborhood surrounding the school. Parking is an ongoing concern, due to congestion in the city and neighborhood. The security staff manages campus parking, implementing measures to improve community traffic control.

The Office of Safety and Security hosts events that will help the neighborhood and the city, as well as improve the university's community relations. AI coordinates with community law enforcement to offer seminars and self-defense courses at no cost to area residents and students.

AI security personnel attend meetings and events impacting neighborhood and community, including active involvement with city planners, police, fire, city council.

Improvements to the University Security Program:

Improving Record-Keeping Efficiency

In preparation for a summer conference, AI centralized the documentation of guests renting the dorms in the summer. By organizing the records in one location, the logistics were streamlined and the conference holders reported that it was one of the most well-run events they had in years.

AI also centralized and updated all the campus drivers' information to expedite the process of identifying cars that are illegally parked and locating the owners. Prior to this improvement, security had to contact up to four different departments to locate the vehicle owner. By putting all the information in one place - what class each student is in, parents' names, sticker number, etc. - AI has been able to significantly reduce the time involved in relocating a vehicle that is blocking deliveries, or otherwise causing issues.

AI improved Clery reporting methods under the leadership of the AI Security Director, who has formal training and education on Clery reporting. Under the Clery Act, the university is required to supply all statistics of crime on campus and in surrounding neighborhoods. This involves acquiring statistics from the police department and compiling them into a report, sifting out the crimes in the immediate area. The university is required to report statistics of crime on campus and off campus, as well as a fire log, and statistics of student violations such as incidents of drinking and drugs on campus. The security team manually reviews daily reports, incident reports and other resources to meet reporting requirements.

Active Approach to Success: Enhancing the Environment

Security is an integral part of the university's culture, and a liaison between the university and the community. AI provides a dynamic and interactive security program, actively and continuously monitoring security threats on campus and in the surrounding neighborhood to adjust security procedures accordingly. Successfully securing the educational environment involves not only securing campus facilities, but ensuring the protection of the students, faculty and visitors to the university; as well as coordinating with the community and law enforcement to enhance student life and the community as a whole.