

Community College of Philadelphia  
Leadership Institute 2011-2012  
Security Desk Reference Guide Project Final Report  
Team: LaVern Allen, Kate Martin, Rasheed Williams  
Mentor: Charlie Schaffner

Summary of the Challenge

The challenge our team has decided to take on is trying to alleviate some of the confusion and misdirection students and other visitors to campus have expressed concern about when coming to campus for service. Students as well as staff from various departments have shared experiences the student and visitors have had with being sent to multiple offices before arriving at the correct office to handle their need.

Purpose of the Project

Our team will attempt to eliminate the “wild goose chase” around campus by providing information to security officers at each security desk which will result in a better experience and good service for the students and visitors. The information we plan to provide will be in the form of a reference guide or manual that will be updated each semester. We interviewed staff members and students prior to embarking on this project. Both groups spoke of the lack of information that the guards have at our entrances. The students had problems with being told the wrong information and getting the “run around” when trying to find specific areas. The staff members we spoke to were fed up with having to redirect frustrated students who were sent to the wrong area. Newly hired CCP Security Manager Charles Schaffner and Allied Barton account manager Michelle Casciato were very supportive of our efforts because it directly impacts the effectiveness of CCP’s security staff.

Summary of Research Findings

We provided a survey to all of the security officers who are stationed at the entrances of each building on campus. The survey asked about the current resources provided for them, the information previously provided, most frequently asked questions, and the value of a new resource guide. We received 17 responses to the survey and 13 officers agreed that a reference guide would be helpful to them to provide better directions and information to students and visitors.

Overview of the Project

The guide will be a clear, concise reference manual for each security desk to assist students and visitors. It will contain all the pertinent locations and functions of each department that a student or visitor may need. The guide will be added to the "Post Orders" binder at each security station throughout the college. Whenever changes in location or function occur we can add or remove information as needed. Our hope is that we can provide the security officers with

a tool to help better guide the students to their destination and stop wasted trips, and the overall frustration that comes from misinformation and lack of directions.

### Advantages

Providing better directions to students and visitors will set the ground work for a better overall experience with Community College of Philadelphia. It will allow persons to get to the right place to have their needs addressed without waiting to visit several offices before finally reaching the correct office. With the new construction around campus there is sure to be an even greater need for students and visitors to ask for directions. Since security officers are often the first persons encountered when entering a building, they are usually the persons who receive the questions. With the reference guide, officers will have the information needed at their finger tips. Having someone with the knowledge or information available to answer their questions will give students and visitors confidence in their decision that Community College of Philadelphia is a place willing to provide the path to their endless possibilities.

### Timeline

We have already begun gathering the information needed for the reference guide and have created an outline for the information we plan to provide in the guide. We plan to have all of the information needed by February. The guide will be assembled by the end of March for a final review by our mentor.

Update: April 30, 2012

With the current construction project nearing completion our guide is not quite finished. The current version of the guide will be finalized by May 18<sup>th</sup> 2012. The online version of the guide should be complete by the Fall 2012 semester. This version will be accessible by anyone who logs into the CCP.edu. Security Supervisor Rasheed Williams will maintain and update both versions of the guide as needed.

### Budget

We anticipate at this time the budget needed would be about \$65. This would be \$5 per guide for printing and binders. This would be an update to the current post orders at each security station and the cost would be absorbed by the security department.

### Plan for Sharing Results

We talked briefly about the possibility of an email blast to the college departments letting them know about the guide and who they can contact to share any events or department updates that should be added or changed in the guide.

Beginning on June 18<sup>th</sup> 2012 we will survey the security staff regarding the usefulness of the Reference Guide. Between the Summer 2 semester and the Fall 2012 semester we will survey the new Fall 2012 students regarding the effectiveness of the security personnel.

## What We Learned:

### LaVern

Before we started I did not realize the need for an updated reference guide to help security better serve our incoming students and guests. I was a little surprised to see that according to the survey the guards and students felt a need. As leaders we must take control of things we see a need to make better here at the college, work together to get things done, and if we find that there is a blockage try to move forward. I was not sure that our project was going to make a difference until we saw the many frustrations of staff and students.

### Rasheed

This project was special for me because it helps me help others throughout the college community. Working here at the college I've experienced frustration from students and staff regarding poor directions. I've seen students stand in a particular line for over an hour only to be told they are in the wrong line. I've seen poor direction lead to verbal disputes between visitors and staff. So being on the inside I knew there was a need for a new guide. I was fortunate that my teammates suggested that we focus on this during our initial brainstorming session.

Working with my team taught me how to take the reins of a task and delegate according to strength, actually the Hermann Brain Dominance test helped with that. It taught me how to recognize my own weaknesses and try to make them strengths. I think most importantly it showed me that a team which is focused on a particular task can accomplish anything.