

**The Secure Classrooms Protocol Taskforce
Report to Academic Council
Executive Summary**

January 28, 2010

Taskforce Charge

To develop protocol for usable and secure instructional space at the Largo Campus and extension centers and to create information/procedures for faculty and staff.

Taskforce Co-chairs

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Members

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Background

The first meeting of the taskforce was on October 7, 2009. Subsequent meetings were held on November 20, 2009, December 9, 2009, and January 7, 2010.

The taskforce identified the issues involved in securing academic space and focused its efforts on determining *immediate* solutions.

Enclosed please find the following draft documents for review and discussion:

- Procedural Recommendations for Securing and Accessing Classrooms with Technology
- Technology Solutions
- Protocol for Classroom Security and Usage

Recommendations

Below is a summary of the taskforce recommendations. (See the respective report for full discussion of each recommendation.)

Procedural Recommendations for Securing and Accessing Classrooms with Technology

Recommendation: Departments can utilize four methods to provide their faculty with access to locked rooms. *Specific procedures for each listed method are provided to ensure practical implementation.*

- Issue keys to faculty
- Identify secretarial personnel
- Require faculty to contact Campus Police
- Use a combination of the above methods

Technology Deterrents

Recommendations:

Continue to install the Extron Control System (classroom technology that maintains the capability of sending security alerts). *A process is provided that details the steps/actions required to be taken when the equipment network connection is severed from the control system, including actions taken by Campus Police.*

Acquire a cell phone for Campus Police to receive text messages.

Provide Campus Police with access to both Ad Astra and AssetWin, the college's room scheduling and asset database, respectively.

Protocol for Classroom Security and Usage

Recommendation: The college president or her designee should send a communication to all college employees that outlines protocol for classroom security and usage. This communication should be reviewed first by Academic Council and then Senior Staff and the President as appropriate. This communication should be disseminated at orientations for all newly hired faculty and staff and incorporated into faculty and staff handbooks. *A draft of the entire communication is provided.*

Other Issues

Two issues out of the purview of this taskforce were raised in the course of discussions that the taskforce determined needed to be addressed by the college:

1. Faculty members need instructions on where to get access to copying facilities.
2. Equipment theft is not only a classroom matter. The Library and other campus offices have had thefts as well. How will these issues be addressed?

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Report to Academic Council Procedural Recommendations for Securing and Accessing Classrooms with Technology

Primary Guidelines

All classrooms containing technology and teaching labs with computers should be locked when not in use by the instructor. (These guidelines are not to include open computer labs that are staffed with assigned personnel.)

Departments can utilize the following **four methods** to give their faculty access to locked rooms.

- **Issue keys to faculty** within departments by establishing a procedure to control keys, which should include identifying affected faculty, issuing keys, and collecting returned keys as needed. It is suggested that departments require faculty to turn in keys with their gradebooks at the end of the semester.
- **Identify secretarial staff** within their dept/division who will be responsible for opening doors for faculty.
- **Require faculty to contact Campus Police** 15 minutes before their class time to request that a classroom door be opened. Faculty must be at the classroom when Campus Police arrive to open the door. Campus Police will unlock the door but leave the door lock in the locked position to allow for subsequent closure.
- **Use a combination of the above methods**, such as issuing keys to full-time faculty, but requiring adjunct or weekend faculty to contact Campus Police, or have the door opened by secretarial support persons.

To ensure practical implementation of the above access procedures, the college must provide the following support:

Issuing Keys to Faculty

- Departments should request from Facilities Management any required keys at least two weeks preceding the date needed.
- Facilities Management must make keys available to each department on a timely basis.
- Facilities Management will assign non-electronic classroom keys to the department and not to individuals.
- Facilities Management will issue permanent electronic classroom key cards to individual faculty members. Required rooms will be electronically added or deleted from the card, as needed.
- Classrooms on floors of affected buildings will be open by the same key, when possible (not to include classroom labs).

- To support their ability to issue keys to faculty, departments such as Academic Enrichment (formerly PAS) and Hospitality that have classes taught primarily by adjunct faculty should have their classes scheduled in one building area to minimize the number of keys that may have to be issued.

Identifying Secretarial Staff

- The department must identify secretarial staff who will be available for opening all required doors during the designated class starting periods--day, evening, and weekends if applicable.
- Departments must have a secondary plan if the secretary is not available. The plan must be communicated to departmental faculty.
- Doors should be left in a locked position when opened.

Requiring Faculty to Contact Campus Police

- Adequate Campus Police must be available to open doors when requested--days, evenings, and weekends if applicable.
- Based on the plans that departments submit regarding door opening requests, Campus Police should identify appropriate personnel to be available to open doors.
- Working hall college phones should be available to faculty to allow them to contact Campus Police in a timely manner.
- Doors should be left in a locked position when opened.
- Campus Police should confirm the identity of faculty accessing classrooms by reviewing their PGCC ID card, if necessary

Extension Centers and Other Off-campus Locations (Joint Base Andrews, Laurel College Center, Skilled Trades Center, and University Town Center) - Classroom access procedures are implemented and managed by coordinators at the extension centers and are not addressed within the above procedures.

Additional Procedures

- Faculty should ensure that all of their students have left the classroom and that the room door is closed and locked.
- Faculty should ensure that doors are closed and locked when they exit the classroom, unless students have arrived for the next class or the next classroom instructor has arrived. Faculty will make the determination if they choose to allow waiting students to enter and remain in the classroom. Their determination may include requesting student s' PGCC ID cards.
- Departments, through their deans, will notify the Academic Affairs office of their classroom access plan for faculty. The Academic Affairs office will compile these

plans and distribute a compiled plan to Campus Police and the Evening Administrators.

- Departments are encouraged to issue keys for all weekend faculty because of the limited number of Campus Police who are available during the weekend period.

Presented by a subcommittee of the Secure Classrooms Protocol Taskforce:

- Betty Habershon, convener
- Robert Barshay, member
- June Fordham, member
- Fatina Taylor, member

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Technology Deterrents

Extron Control System

Many of our classrooms that are equipped with technology utilize Extron pushbutton control system technology. This system is connected to our college network and is capable of sending automated alerts when the system is disconnected from the network. The ceiling mounted projection is part of this system and disconnecting the projector will initiate an alert.

This equipment is currently installed in 56 classrooms:

CAT

30 classrooms/labs

Bladen Hall

1st floor: 133

2nd floor: 202, 204, 211, 213, 214, 215, 216, 217, 219, 223

Marlboro Hall

1st floor: 1097, 1098, 1104, 1019, 1016

2nd floor: 2055

3rd floor: 3113, 3119

Chesapeake Hall

109, 115

UTC

212, 213, 218

Laurel CC

208, 311

Recommendation 1: The taskforce recommends that the college continue to install classroom technology that maintains the capability of sending security alerts. Each system will require a dedicated static IP address on the college's network. Currently, not all of our classroom systems have an assigned static IP address.

Recommendation 2: The taskforce further recommends that the following steps occur when network connection is severed from this system.

1. Upon network disconnect, a text message alert will be sent to a dedicated cell phone manned by Campus Police during working hours both day and evening. It should be noted that this cell phone does not currently exist and must be acquired by the college. Additionally, an email alert will be sent to CampusPolice@pgcc.edu.
2. The message should indicated that: "Technology has been disconnected in _____ (example: BH 205) at (time and date of incident).

3. The alert will also be sent via email to AV Technology Services at AVTS@pgcc.edu and via text message to all dedicated AV Technology Services cell phones.
4. Campus Police should be the first responders to investigate the incident. To assist in their investigation and with their report, Campus Police should have access to both Ad Astra and AssetWin to identify and verify information regarding room usage and equipment data.
5. AV Technology Services will follow up after the Campus Police investigation to identify further action regarding the repair and/or replacement of equipment.
6. Technology Services will notify Campus Police in advance of any maintenance performed on these systems that may initiate a false alert.

Action Items:

1. Ensure that all current and future classroom control equipment is assigned a static IP address. (Technology Services)
2. Acquire a dedicated Blackberry phone to be used by Campus Police for electronic notifications. (Campus Police/Technology Services)
3. Setup and test the automated alert system contained in existing classroom technology systems. (Technology Services)
4. Provide Campus Police access to both Ad Astra and AssetWin.

Electronic Doors

Although not a recommendation from this taskforce for an immediate solution, it is noted for the informational purpose of this report that Technology Services is presently working with a vendor to offer the college a wireless electronic door solution. An electronic door solution will allow the issuance of cards to faculty for only those rooms they are authorized to enter for classes. Cards for adjunct faculty would be keyed on a semester basis. Electronic door enhancements/retrofits would be included when the college modernizes each classroom with technology. Submitted by Joe Rossmeier, vice president for Technology, memo dated 12/14/2009.

Protocol for Classroom Security and Usage
Draft Communication

TO: All College Employees
FROM: College President or Designee
SUBJECT: Protocol for Classroom Security and Usage
DATE:

Incidences of theft of projectors, laptops, and other technology equipment from classrooms threaten the quality of teaching and learning as budget constraints may not allow for the replacement of this expensive and valuable equipment.

The college continues to investigate and implement enhanced security measures and technology deterrents to theft of classroom equipment. However, these efforts can only be effective with the help of all employees. Most thefts that occur from classrooms happen when the rooms and property are left unattended. This has prompted increased awareness of the importance of establishing basic protocol for classroom security and usage.

Please read carefully the attached *Protocol for Classroom Security and Usage*. It is critical that those who teach classes, facilitate workshops, or lead other learning activities in classrooms make these procedures a part of your daily routine at the college to help prevent theft of property. Please note that departments should provide occasional monitoring by faculty and staff for classrooms in their areas that are used as open-study rooms.

Thank you for your continued efforts to create an optimal learning environment for our students. If in doubt, please lock up. Security of equipment is everyone's responsibility.

Protocol for Classroom Security and Usage

Entering the Classroom/Lab

- Contact Campus Police (x0666) 15 minutes before the start of the class if you need to have a classroom door opened. You must be at the classroom when Campus Police arrive to open the door. Campus Police may ask for College ID. Campus Police will unlock the door but will leave the door lock in the locked position to allow for subsequent closure.
- Leave doors in a locked position when opened.

Preparing to Leave the Classroom

- Erase content on board.
- In rooms with permanent equipment:
 - Turn OFF projector.
 - Do NOT turn off PC.
- If you have reserved portable equipment:
 - Turn OFF projector and PC.
 - Do NOT leave equipment unattended.
- Turn OFF room lights.

Exiting the Classroom

- Ensure that all of your students have left the classroom.
- Close and lock the room door when exiting the classroom unless students have arrived for the next class or the next classroom instructor has arrived. If you choose to allow waiting students to enter and remain in the classroom, you may request to see students' PGCC ID cards.
- If you are teaching or facilitating the last session in the evening, you **must** lock the door.

For your reference, the table below contains important contact information for additional assistance in the classroom.

Classroom Contact Information

Action/Issue	Department	Phone Number, Email, Website
To report suspicious activity or assistance needed with entering the classroom or locking the classroom door	Campus Police	301.322.0666
To request technical support for classroom equipment	Technology Services	301.322.0404
To report physical space issues (e.g., ceiling leak, lights not working, clock not working, missing desks or chairs, temperature extremely cold or hot)	Contact one of the following: Department Secretary Building Coordinator Workforce Development and Continuing Education (WDCE) Coordinator -or- Facilities Management	Facilities Management: (301) 322-0658
To request training on classroom technologies	Technology Resource Center (TRC)	Complete a Technology Training Request form by using the TRC Technology Tutorials icon on your desktop. Email questions pertaining to training to: TechnologyResourceCenter@pgcc.edu .

Action/Issue	Department	Phone Number, Email, Website
To request a room key or electronic key card	Department Chair or Secretary WDCE Coordinator (The procedures for key distribution vary by department. Please confirm these procedures with your department.)	
To obtain room supplies such as markers and erasers	Department Chair or Secretary WDCE Coordinator (The procedures for obtaining supplies vary by department. Please confirm these procedures with your department.)	
To temporarily move to a different classroom due to unacceptable environmental conditions, such as excessive noise or temperatures	Department Chair or Secretary WDCE Coordinator In the evenings: Evening/Weekend Administrator	(240) 508-5732
To report issues or request assistance related to extension centers and other off-campus locations	Extension center program supervisor or site coordinator on duty	Joint Base Andrews Lynn Lubey 301-322-0778 Laurel College Center Nancy Grinberg 410-772-4162 Skilled Trades Center Adrienne Crowell 301-322-0894 x203 or x204 University Town Center Dennis Huffman 301-277-5934 x209