

Release Date: 02/21/2013

PURPOSE

Andrews University is seeking a case management & incident tracking software solution that is web-based, hosted onsite and can be accessed from any authorized workstation within our network and remotely via SSL. This system will allow detailed case management, tracking and reporting via defined requirements and user specific dashboards. This software solution will replace some of our existing systems while migrating existing data into the new database.

Who We Are

Andrews University is a Seventh-day Adventist Christian higher education institution where Christ is celebrated and reflected in the academic, social, physical and spiritual experiences of its members. We are located in southwest Michigan village of Berrien Springs. The University consists of eight schools or colleges, offering 130 undergraduate majors and 70 graduate majors. The campus student population is approximately 3,500.

Divisions

Division of Student Life- This office offers support services to the student population. It is comprised of several other offices, each with a unique role to play. Under the Division of Student Life, you will find:

- Central Office of Student Life
- Office of Campus Ministries
- Guest & Convention Services
- Office of International Student Services
- Counseling & Testing Center
- Campus Housing
- Office of Student Activities & Athletics

Office of Campus Safety - This office consists of 17 members who are divided into three distinctive job assignments: dispatch, patrol and inspections/ life safety officers. This office is not a law enforcement entity but is made up of non-sworn officers, whose responsibilities include 24/7 physical security and an emergency dispatch call center, with incident reporting and investigative services.

USIT- The University Student Intervention Team is an assessment team responsible for evaluating threats posed by specific students. The team is responsible for receiving reports from our campus community which may indicate a threat.

Faculty and Staff Members - The educational and support staff of the campus have the closest interaction with our student population. They will most often be in a position to make reports based upon their direct observations.

The Office of Campus Safety, USIT and the Division of Student Life work closely with one another in responding to violations of the code of student conduct, violations of state law and threats to safety. The need for accurate record keeping that will closely track cases from an initial report through resolutions is essential.

Concept

The following is **one** example of the evolution of a case through this system:

Campus Safety receives a complaint in reference to a student. The initial call is received from a caller at our central dispatch station. The dispatcher records the following:

Record the information of the person making the report, such as:

- Name
- Address
- Description of call
- Date & time of observation or incident (This system is required to date/time stamp and audit log all activity)
- Automatically generated incident or report number
- Witness or suspect information entered in as required fields if previous selections require it.

This system will a cross reference all available data to include list of previous reports that the individual may have been involved with. Additionally, when the dispatcher forwards the call to the officer on duty, the system will keep a time line of these events as they occur. See example:

Dispatch Module -- [with 41 Log Entries] -- Sorted by: Call Time, Descending -- Log Entries selected

File Move Edit Options Help

Shift	Start	End	Dispatcher	On	Off
4pm-8pm	12/20/12 - 16:00	12/20/12 - 20:00			

Officer	Assignment	Status
Chapman, B.	Patrol	Dispatched
Sierra-Rivera, Ivan	Compliance/Ins...	Dispatched
Panigot, B.	Special	Dispatched
Pate, J.	Special	Dispatched

Officer	Assignment	Status

Dispatch: / / : Status: Dispatched

Arrived: / / : Type: RADIO-R

Elapsed: Officer: Chapman, B.

Status	Officer	Disp.	Arriv.	Elaps.
Dispatched	Chapman, B.			
Dispatched	Chapman, B.			

Called 12/20/12 14:19 Call Taker: Michelle Wallis Location: Station 1 Incident

Dispatch / / : Initiated: Radio Caller:

Arrived / / : Call Type: RADIO-R

Cleared / / : Officer: Chapman, B.

Elapsed: Phone: () -

Officer	Disp.	Arriv.	Clear.
Chapman, B.			

Log No	Called	Dispatch	Arrived	Cleared	Officer (1)	Report No	Call Type	Location	Caller
186036	14:19				Chapman, B.		RADIO-R	Station 1	
186035	14:06	14:06	14:06	14:19	Chapman, B.	12-002769	ASSIST-ESCORT	Administration	
186034	13:53			14:06	Chapman, B.		RADIO-R	Campus Patrol	
186033	13:35			13:35	Sierra-Rivera, Ivan		RADIO-R	PT	
186032	13:31			13:35			TELEPHONE ASSIST-TX		Dean Keele 148275
186030	13:30			13:30			TWO WEEK TEMPORARY PAR...		Aguy, Calerbe [148653]
186029	13:23			13:26			TELEPHONE ASSIST-TX		Dean Keele 148275
186031	13:21			13:53	Chapman, B.		RADIO-R	Station 1	

Close Find Prev Next Add Edit Delete Shift Dispatcher Officer PreView Filter Update Help

The officer on duty investigates the matter and generates a narrative documenting their findings. The initial officer forwards the report to a supervisor for review. See example below:

The screenshot shows the 'Incident Reports' application window. The title bar indicates it is sorted by Incident Number and names are selected. The interface includes a menu bar (File, Move, Edit, Options, Help) and several data entry fields. The report number is 13-000140, dated 01/20/2013 at 23:39, with Officer 1 being Jorgensen, Johnathon. The description is 'Dispatch: SUSPICIOUS SITUATION'. The location is 'Beechwood Apartments'. The status is 'Open Pending Review'. The incident occurred at 23:44, with an arrival time of 23:46 and a clear time of 00:01. The status date is 01/22/2013, and it was modified on 01/24/2013 by clerk JS. The incident involves a person named John Doe, who is listed with a day of birth of //, involvement of S, and a street address of 123 Main St. The narrative describes a suspicious situation at Beechwood Apartments on 1/20/13 around 2344 hours, where the officer searched for a person standing outside the office wearing dark clothes and carrying a book bag, but was unsuccessful in locating the individual.

File Class	Description
9800-7	Suspicious Situations

Location	Common Name
Beechwood Apartments	

Names	Vehicles	Documents	Property	Evidence	Tickets	HotSheet	Pictures	Narratives	
Name	Day of Birth	T	R	S	Involvement	Street Address	Phone	Arrests	Charge
John Doe	//	I			S	123 Main St			

On 1/20/13 around 2344 hours, AUOCS Dispatch notified me that the building manager of Beechwood apartments noticed a person standing outside the office wearing dark clothes standing next to a tree with a book bag. When I arrived to the area around 2346 hours, I started on foot patrol of the area behind beechwood apartments and towards garland complexes. While searching, I did not find any persons fitting any description the caller made to AUOCS Dispatch or even any person at all was found in the area. After searching on foot, I continued to search the remaining area via the squad truck and was not successful in locating any individual. Continued patrol of the area was continued throughout the night.

The supervisor reviews the report and he can then:

- Send the report back for edits by the initial officer, or
- He can make the edits himself and forward the report on, or
- He can add to the report by generating a second narrative of other required information, and/or
- Forward the report to another dept. for continued action needed such as Student Life

The Vice President for Student Life or her assistant receives the report for review. The report is then forwarded to a person within the Counseling & Testing Center as well as the Central Office Student Life Dean or residence hall dean for additional action.

Counseling & Testing takes an action and they close out their part of the case.

Student Life or residence hall dean take some action and after completing an additional narrative the case is closed, but the system will retain the information for an indefinite period of time.

As each of these steps occur the database keeps up with these assignments. If the case sits idle for a defined time without a new action, the system will automatically generate an email reminder both to the person the case has been assigned as well as to the last person to forward it. The system will be able to send emails to the university's email system (SMTP).

Once all required action has occurred the case is closed but all data is retained.

The system would follow the report from its creation to completion. While the case was moving through the system any authorized user (with access or as limited as we determine) would be able to check on the progress of the case.

Along the way the authorized users would be able to query the system to observe the evolution of the case. The system shall integrate with student databases including Banner (our Student Information System) so that student contact information, listed emergency contacts, student pictures and other pertinent data will be viewable along with case information within the case management system/tracking system, when doing queries and reports, and to aid in ongoing investigations.

This system will allow any authorized University personnel to generate an initial report and then forward the report with a task assignment for follow-up. The system will allow initial reports to be generated by any one of the departments who are granted with new report or case creation rights. The system shall interface with LDAP and/or Microsoft Active Directory to validate user login credentials; preferably it could use the already established groups to set users rights within the system. The system would allow for different levels of access for different users, based on job assignments. For example some users would have editing authority while others may only have viewing rights.

The system would allow for the classification of reports into different categories such as but not limited to classification for Clery reportable crimes. The system must also allow for an administrator to edit these categories as they may change over time. Here are some examples of current Clery reportable crimes:

- Murder/Non-Negligent
- Negligent Manslaughter
- Sex Offenses
- Robbery
- Assault, etc....

The system would also allow for the classification of reports into categories pertaining to violations of the code of student conduct such as;

- Alcohol or substance abuse
- Evening accountability
- Sexually related

The system should allow specified users to see an audit trail or report of all open or unresolved cases. It should also allow for queries for things such as the numbers of specific types of cases within a defined time period. This system must have the ability to search its data files including free form narratives for words and or phrases within these narratives. The system must also have the current Clery defined classifications so the user can classify new entries as one of the Clery reportable offenses. It must also generate stats for defined time periods, such as week, monthly and yearly. This system shall also be able to generate report statistics such as;

- 1.) Solved crimes (both Clery and non Clery crimes)
- 2.) Unsolved crimes (both Clery and non Clery crimes)
- 3.) Mental health cases (active or completed cases)
- 4.) Violations of the code of student conduct
- 5.) Case totals to assigned investigator (both active or completed, with a breakdown by weekly, monthly or yearly)

Users with administrative rights should have the ability to edit these statistic parameters as necessary.

The system must have an archive storage ability that will not slow down the speed of the entire system as the internal history files grow.

The “Initial Report” should be able to start with either of the primary users of this system, Campus Safety, Division of Student Life and/or the Counseling & Testing Center. If a new case is initiated at the Counseling & Testing Center, the system should allow these reports to be classified in a category that will keep it “completely confidential” from everyone other than an authorized person working within the Counseling & Testing Center. However, if it becomes necessary, they should have the ability to share the information as desired.

The system should have the ability to create “tickle” or reminder notices for follow-up to a specific case. This may include creating reminders for staff who need to follow up on details related to disciplinary actions or student crises for defined time periods such as one month, six months or a year after a case is otherwise “closed.” This follow-up will often, but not always, relate to expressing care for students and/or family members.

The system should allow for the storage of protocol lists that can be easily accessed by case type and perhaps even appear when a case type is identified, so that everyone managing a case can view and record their actions against the recommended steps. Many of these protocols have already been created but may not always be readily available in a crisis.

Deadline for submissions is set for April 30th , 2013.
Please submit your responses to;

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