Constables in Residence Program

2010-2011 Pilot project year end report
The Team

Residence Life – Payge Mildebrath, Brittany Gawley, Beau Frigault, Kristin Lennan, Brandon Smith, Melissa Marucci, Kevin Beatty (not pictured: Kayley Mask).

Security Services – Cathy O’Donnell, Ian Holley, Melanie Hayter, Chris Clement, Sean Connolly, Krista Paolini, (not pictured: Mark Smith, Erik Ingerman).
The Program

Mission Statement

A partnership between university constables and the residence community intended to promote communication and safety in an environment of mutual respect and understanding.

Program Goals

- To build trust between security, residence staff and students.
- To create and maintain a connection with CA’s and RM’s.
- To increase the Security department’s accessibility in residence through visibility and approachability.
- To prevent incidents in residence from escalating to criminal incidents by becoming involved at an early stage.
- To increase student and staff awareness of roles and responsibilities of constables on campus.
- To change staff and student perceptions of the Security department from enforcement focused to safety focused.
- To create a personal (human) connection with students.
- To provide relevant and effective safety and Security training to the residence community.
Implementation

Each Constable was partnered with a Residence Manager and was responsible for program activities in that manager’s residences. In the initial months of the program Constables provided standardized monthly training sessions for building residents based on topics identified by the Security department. In the later months of the program Constables and Residence Managers worked together to create training sessions unique to the needs of each residence building. Constables attended building meetings and visited with resident students as their schedule allowed. A monthly report was submitted by each Constable outlining their activities (appendix A).

Meeting the goals

1. To build trust between Security, Residence Life staff and students.
   The program achieved this goal through meetings, training programs and a dedication by participants to spend quality time in each of the residences. The results of the student survey reflect the work put in towards this goal.

2. To create and maintain a connection with CA’s and RM’s.
   This goal was a solid success for the program. Staff at all levels expressed great enthusiasm for the program throughout the year.

3. To increase the Security department’s accessibility in Residence through visibility and approachability.
   This goal was met by the efforts of each Constable to spend time in their buildings and interact with their student population. The results of this work can be seen in the student survey. Constables had numerous experiences of students reporting issues or concerns, these issues may have gone unreported if a relationship of mutual respect and trust had not been built.

4. To prevent incidents in residence from escalating to criminal incidents by becoming involved at an early stage.
   This was a very difficult goal to measure but it was felt by the Constables involved to have been met as many had experiences working with Residence Managers and Community Advisors to resolve student issues.
5. *To increase student and staff awareness of roles and responsibilities of Constables on campus.*
This goal was met through training programs and the use of information screens in residences. The success of this goal can be seen in the student survey.

6. *To change staff and student perceptions of the Security department from enforcement focused to safety focused.*
The award by the Residence Life staff naming the program “Campus Partner of the Year” speaks to the success of this goal. Constables worked toward the achievement of this goal by delivering safety focused training programs during each month of the program.

7. *To create a personal (human) connection with students.*
Constables worked hard to create an atmosphere where students could talk informally in a relaxed setting. Constables attending the residence buildings common areas at different hours and making themselves approachable helped to achieve this goal. Constables also made an effort to participate in residence activities and events.

8. *To provide relevant and effective safety and Security training to the residence community.*
This goal was achieved through monthly training programs and the use of information screens in residence buildings. Training programs included alcohol awareness, theft prevention, healthy living and lock down procedures.

**Evaluation**

*Resident students participating in the healthy lifestyle “family feud” event in Les Prince Hall*
Student Survey

Residence students were asked about their experience with the Constables in Residence Program during the year end survey. 1696 students completed the survey with the following results:

*Are you aware of the Constables in Residence Program?* 56.78% said Yes.
*Have you found the Constables in Residence Program helpful?* 75.04% said No.
*Have you had a conversation with the Constable assigned to your Residence?* 82.67% said No.

While these numbers are not overwhelming they do provide a baseline for future measurement of the program and they indicate very strongly where the program needs to improve. (Full survey results available in appendix C)

To put the numbers in perspective, the six Constables in the program:

- Had memorable conversations with 294 students.
- Were helpful to 424 students.
- The program itself was recognized by 963 students.

(And these are just the students who took the time to complete the survey)

Program participants

Interviews with participating Constables, Residence Managers and Community Advisers revealed strong support for the project. Everyone feels there are areas where the program can be improved but the concept was well received. Comments about the program included:

- A very positive interaction with students
- The first meeting was most valuable
- Great personal connection
- Interactions and investigations much smoother
- Excellent level of cooperation
Challenges

The first and most obvious challenge was the creation and development of a program from infancy. Much of the preparation for program content was based on theories rather than prior application. A second significant challenge was faced when the program needed to accommodate a change of Residence Manager for one building and a change of Constable for another. A lesser challenge was identifying the best ways to reach our target audience; this was accomplished primarily through trial and error.

Solutions

The experience gained in the first year of the program will assist Constables and Residence Managers in better preparing the program content for future years. The program flexibility has been tested by the replacement of key personnel and has demonstrated its ability to survive such challenges. For reaching our target audience it was noted by participants that spontaneous programs had much better attendance than planned events.

Program participants are scheduled to meet during the summer to reassess the goals of the program and the means of achieving those goals. A review of training initiatives, training content and informational bulletins will also be conducted. Currently five of the six Constables involved in the program have expressed an interest in returning to the program next year.

Summation

The program aimed to strengthen the bonds between the Security department and the Residence community, to that end the program has been a success. The relationship between Constables and Residence Managers has definitely been improved by this program as has the relationship with Constables and Community Advisors. The program achieved all of the goals it set and has been recognized by the community as a valuable resource.

Going forward, the program has proven benefits for both the Security department and the Residence community. Improvements need to be made in the ability of the program to reach the Residence students in a meaningful way. The program also needs to become less of a Security program and more of a joint operation between Security and Residence Life.
Awards

Residence Life “Campus partner of the year 2010-2011”.

Media

McMaster Daily News – Article (Full article attached in appendix B)
Appendix A

Monthly reports

Monthly Update – September 2010

Overview

This month was mainly devoted introduction of the program to the residence community. Constables attended opening ceremonies for each residence and gave a brief overview of the Security department and the Constable in Residence Program.

Bates / Mary Keyes – S/Cst M. Hayter

No report filed.

Moulton / Wallingford / Mathews – S/Cst K. Paolini

During Welcome Week I attended all of my residences’ opening ceremonies and was able to assist in completing presentations for other CIRP officers, who were unable to do so due to extenuating circumstances.

During the month of September I was able to complete walks/patrols throughout my buildings and speak with many of the residents. All of the students that I encountered seemed to enjoy the contact and had an overall positive opinion of the project.

At the end of September, I attempted to have lunch with my RM Melissa, but due to call volume and such, I was pulled away.

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

The program was introduced to each residence during opening ceremonies and seemed to be well received. Informal visits were made to both residences during welcome week and I was able to speak with a number of residents as they came from or went to various events. Residence staff included me in the Edwards/Les Prince kickball game which was a great opportunity to meet people from both buildings. During the first weeks of regular classes I spent time in the lobby of Les Prince speaking to students about the Security department and alcohol awareness. At Edwards I attended the first floor meeting and spoke again about the Security department and alcohol awareness. R/M Lennan and I kept in touch via email and she ensured my photo and information were included in both residence bulletin boards.

Whidden / Woodstock – S/Cst C. Clement

Throughout September I spent time in Whidden Hall & Woodstock Hall making contact with residents and some Community Advisors on a personal basis. Responses were positive.
Mackay / Hedden – S/Cst S. Connolly, R/M K. Mask

I met with some assorted CA’s when I dropped into the buildings during the first two days after move in. I was unable to attend the opening ceremonies or meet with the Residence Manager do to my bereavement leave.

As such I met with the Residence Manager during the first week of school and I emailed her my schedule for the month of September and October. I was provided with e mails for all the CA’s. I sent out an introduction e mail to all the CA’s and I received some replies and will be added to e mail listings.

Brandon – S/Cst M. Smith

No report filed.

Training

Information on Security Services and alcohol awareness was prepared by S/Cst Hayter and was posted on the electronic bulletin boards and delivered verbally by the Constables to their communities. A presentation on lock down procedures was prepared by S/Cst Paolini for introduction in October.

Publications

An article describing the Constable in Residence Program was submitted to McMaster Daily News for consideration. A second article detailing the program from a security perspective was prepared for submission to the security trade magazine Blueline.

Miscellaneous

October activities may be limited with the possibility of a strike by campus employees which will place greater demands on Security resources.
Monthly Update – October 2010

Overview

This month Constables educated their residents in lock down procedures and continued the process of getting to know their resident students.

Bates / Mary Keyes – S/Cst M. Hayter, R/M P. Mildebrath

This month I spent lots of time in both my buildings talking with students and CA’s. I communicated regularly with Payge through email to discuss events happening in and around the buildings. No significant issues were brought to my attention.

Moulton / Wallingford / Mathews – S/Cst K. Paolini, R/M M. Marucci

I was able to create a RIS board outline for Campus Lockdown Procedures. Routine patrols and walks of my assigned buildings were completed.

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

This month I spent time in the Lobby and halls of Les Prince meeting students and delivering short tutorials on lock down procedures and tail gating. I also attended an Edwards Hall ‘Glee’ night and spoke with students around the building about lock down procedures and tail gating.

Whidden / Woodstock – S/Cst C. Clement, R/M B. Frigault

Although the early part of October was used for vacation, numerous walkthroughs were conducted with the goal of making informal contact with residents. The visits appeared positive, with some students identifying me from the digital display boards in the lobby.

Personalized flyers with attached business cards were placed under each Community Advisor’s door to introduce myself. C.A.’s were encouraged to have me come along for floor meetings or seminars on specific topics.

Towards the end of the month, I monitored the main entrance of each building for 1hr to deter/educate residents about tailgating. I made contact with 32 residents, and used the opportunity to discuss proper entry procedures. Students were also given literature to help them deter residence theft. Positive reinforcement in the form of chips and security whistles were also utilized.
Mackay / Hedden – S/Cst S. Connolly, R/M K. Mask

I attended a staff meeting for both Residences. During this meeting I received some feedback that many of the students have only seen my picture on the RIS and not seen me in person.

Do to this I engaged in several walk through of the Residences and was able to meet several students. As a result of one such meeting, a student asked to interview me for an engineering project dealing designing equipment for emergency service personnel.

I also provided a “Lockdown” and “Campus Violence” information card to each residence room.

Brandon – S/Cst M. Smith, R/M B. Gawley

Every bar/busy night I worked I made sure to make an effort to check in the staff on duty at Brandon. Brittany Gawley was mostly mia for the month I had difficulty getting in touch with her. I have just received an email from her as I’m writing this – hopefully in November there will be more opportunities to attend events as she has finally given me a schedule.

Training

A presentation on lock down procedures was prepared by S/Cst Paolini and was displayed on the Residence Information System. Educational presentations for the month of November were prepared by S/Cst Connolly.

Miscellaneous

An article was prepared for publication in the McMaster Daily News.
Monthly Update – November & December 2010

Overview

This month featured a meeting of all Constables and Residence Managers involved in the program. Constables educated their residents in procedures to protect their personal belongings during exams, complimentary pack-line locks were distributed during the presentations. The monthly updates for November and December were combined due to the low number of events in December.

Bates / Mary Keyes – S/Cst M. Hayter, R/M P. Mildebrath

I met with Payge a bunch of times this month, trying to combat room thefts because people leave their doors unlocked. We spent time walking thru Bates, knocking and doors, trying door handles, and speaking to students about the importance of locking suite doors. We did a survey for the students to fill out when we spoke to them, inquiring about how often doors are left unlocked etc. I went thru D3 and looked at the thefts in residence for the past 2 years, trying to get stats for Bates & Keyes. Payge and I have been in touch over the assault charges I laid, since it happened in her building. She was extremely helpful with getting the victim moved quickly. We’re trying to sort out time that we can continue our door knocking.

Moulton / Wallingford / Mathews – S/Cst K. Paolini, R/M M. Marucci

During November I was able to have a meeting with my Residence Manager Melissa Marcucci where concerns regarding fire safety were mentioned. This meeting occurred during a day shift and was on the evening in which unknown person(s) set paper towels on fire in Matthews Hall. I created, at the request of HPS, a RIS board presentation requesting assistance from residents of Matthews Hall with the investigation of the deliberately set fire.

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

I met with R/M Lennan and discussed activities in Les Prince and Edwards Hall. I attended the monthly floor meetings in Les Prince and discussed the pack line project and general exam security practices. I met with students informally in both Edwards Hall and Les Prince and was soundly beaten at fussball by a disturbingly large number of resident students. Unfortunately a medical issue prevented me from attending a number of events scheduled later in the month.

In December I distributed 38 pack-line locks to students studying in Les Prince and Edwards, the pack-line project and protection of personal property were discussed during these interactions.

Whidden / Woodstock – S/Cst C. Clement, R/M B. Frigault

I continued with walkthrough checks of my residence buildings, with emphasis on interacting with Community Advisors at the evening sign in desks.
In keeping with November’s theme: property protection during exams, I distributed 20 free pack-line locks to students studying in Whidden & Woodstock. This provided an opportunity to discuss the pack-line initiative and how to safeguard property when writing exams.

Beau Frigault and I had a meeting in which we talked about the unique problems Residence Managers face, and how the culture of residence community living has an impact. Beau has been dealing with an ongoing noise issue since September. The challenge has been to balance freedom of expression vs. student’s right to a quiet living & study environment, in conjunction with the Residence Noise Policy. The problem has been compounded by the perception that some halls seem to vary in the way the noise policy is applied. This has caused some disharmony among students. Beau explained that the “culture of residence community living” is the unique makeup of each hall. Character & attitude can vary significantly by Hall and even floor, and can be influenced by Community Advisors.

Floor meetings have been cancelled in December. Instead, starting Dec 8, Stress Busters will be available from 7-9pm to help students deal with exam stress in a fun way.

**Mackay / Hedden – S/Cst S. Connolly, R/M Brandon**

I conducted several walks through of the buildings speaking with residents and CA’s. I attended floor meetings in both residences. During the meetings I spoke a little about the CiRP program and myself. I received extremely positive feedback.

**Brandon – S/Cst M. Smith, R/M B. Gawley**

I spent available time in November (there wasn’t much) touching base with CA’s and residents of Brandon in an unofficial fashion. Talked a lot about theft prevention and Alcohol Awareness. A formal meeting did not take place with Brittany and I due to Scheduling conflicts, but I will be meeting with her tomorrow night.

**Training**

A presentation on the pack-line project was prepared by S/Cst Connolly and was displayed on the Residence Information System. Constables spoke with their resident students about the pack-line project and general protection of personal property during exams.

**Miscellaneous**

A meeting of all Constables and Residence Managers was held on December 15th. The Constable in Residence Program was examined and suggestions were made to improve the delivery of the program. Feedback on the program from all parties involved was very positive.
Monthly Update – January 2011

Overview

A labour disruption on campus severely limited the amount of time Constables had available to complete residence programs, a particularly virulent cold making the rounds of the population did not help matters. January also marked the start of the 2nd term and the shift from program wide training initiatives to events specific to each residence.

Bates / Mary Keyes – S/Cst M. Hayter, R/M P. Mildebrath

Due to the labour dispute and illness I was unable to complete any program work.

Moulton / Wallingford / Mathews – S/Cst K. Paolini, R/M M. Marucci

During the month of January, I was unable to complete any items/events with the CIRP program, due to the strike.

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

I met with Kristin and we created a rough outline of events and training for the second term. I had numerous drop in visits to both residences where I talked with students in common areas and honed my foosball skills (finally managing to win a game).
I attended floor meetings in both buildings and spoke about the importance of the Landlord Tenant act for students looking at off campus housing for next year. I also set up a table at the Les Prince Information night for students moving off campus. At the floor meetings I unveiled the January challenge for students to build and photograph a snowman/snow tableau that related to a McMaster organization (contest winners to be announced in February).

Whidden / Woodstock – S/Cst C. Clement, R/M B. Frigault

Most of the month of January was used to assist with a campus labour dispute. Programming was completed for a hall initiative; however this could not be done this month. It is expected to be rolled over into February.
Mackay / Hedden – S/Cst S. Connolly, R/M B. Smith

I met with Brandon Smith and we discussed future projects for the semester. I conducted various patrols of the residences. I attended an off campus housing information session at Hedden Hall. I attended out of uniform and discussed various topics based on my own life experience with regards to renting an off campus house.

Brandon – S/Cst M. Smith, R/M B. Gawley

I met briefly with Brittany to discuss residence events.

Training

Training initiatives for the second term are being tailored by program participants for each residence individually.

Miscellaneous

Unfortunately S/Cst Mark Smith has had to leave the program due to an increased time commitment for another community policing project. S/Cst Erik Ingerman will be replacing him at Brandon Hall for the remainder of the year.
Monthly Update – February 2011

Overview

A short month made shorter by Reading week. Constables and Residence Managers worked on projects specific to the needs of their buildings.

Bates / Mary Keyes – S/Cst M. Hayter, R/M P. Mildebrath

I had a meeting with Payge in early February discussing how things are going in the buildings. We brainstormed some programming ideas. We were supposed to have met over Reading Week, but unfortunately schedules didn’t allow for that. We have been emailing back and forth. We will be meeting at some point this weekend to touch base.

Moulton / Wallingford / Mathews – S/Cst K. Paolini, R/M M. Marucci

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

I Attended residence meetings in both Les Prince and Edwards, I also attended the weekly CA meeting which was very informative. The January challenge fell flat, I discussed the failure with Kristin and she said she had heard of similar problems with events scheduled by CA’s. Kristin recommended a spontaneous event as the students seem to respond better to unscheduled activities. Working on this theory we (myself, Kristin and CA’s from both residences) planned and held a Residence Family feud night focusing on healthy lifestyle choices. The Family feud event was very well received in both buildings and fun was had by all.

Whidden / Woodstock – S/Cst C. Clement, R/M B. Frigault

In addition to the usual walkthroughs, a bulletin board was set up in the lobby of each building to help educate residents regarding property protection. Topics included: property engraving/marking to prevent theft and assist in recovery if stolen, the STOP theft laptop protection program, and Residence Security. The hour spent in each residence was well received.

Mackay / Hedden – S/Cst S. Connolly, R/M B. Smith

I conducted several checks of the Residences having the opportunity to speak with several students. I met with Brandon Smith and we discussed how the program is
working. I assisted CA’s in conducting sweeps of Hedden Hall. I am planning on doing sweeps with both residences CA’s in March.

**Brandon – S/Cst E. Ingerman, R/M B. Gawley**

I familiarized myself with the program and spoke with other participating constables to get an idea of how they are implementing the program. I introduced myself to Brittany and scheduled a meeting with her to discuss events for March and April.

**Training**

Training initiatives were conceived specifically for each residence building.

**Miscellaneous**

Some action shots from the Les Prince/Edwards February Family Feud event.
Monthly Update – March 2011

Overview

A busy month with students finishing midterms and gearing up for final exams.

Bates / Mary Keyes – S/Cst M. Hayter, R/M P. Mildebrath

This month Payge & I met a few times….our goal was to focus on specific issues within each building. Bates seems to have an issue with false fire alarms...activated pull stations, people tampering with detectors etc. Mary Keyes is having issues with property damage. Payge and I created a small 5 question quiz for each of the buildings, based on the specific issue. On St. Patrick’s Day we set up a table in the lobby of the buildings and spent a few hours socializing and getting the students to fill out the quiz....the top winner from each building won a $20 gift card to Boston Pizza. The following week I attended the C.A. meeting and discussed the quiz and way to help prevent some of the problems. After that, I went through all the quizzes, marked them and found the winners. Payge and I then created posters to hang up in each building with the answers and the name of the winners.

Moulton / Wallingford / Mathews – S/Cst K. Paolini, R/M M. Marucci

During the month of March, I met with my Residence Manager, Melissa Marcucci, several times to discuss various on going issues within the buildings. Matthews Hall and its residents were the highlights of the discussions due to multiple laundry room thefts and a small fire. I created a Residence Information Screen template that discussed crime prevention measures for thefts (most specifically in the laundry room) that were distributed amongst all residences. I also put forward a theft education initiative (leaving flyers on unattended items in laundry rooms) that is still in the works, I am just waiting on some assistance from CA’s. Later in the month, due to a deliberate act of arson where a couch was set on fire within the basement common room of Matthews, I met with Melissa and the Matthews Hall CA’s, in an attempt to determine if the CA’s had, in their travels, heard of anyone taking responsibility for said fire or people coming forward with information to them. As a result, I did receive an email from a CA, who provided the name of a student who may be of interest to the department. Additionally, I created a RIS Board with my contact information, asking Matthews Hall residents to assist in the investigation by coming forward if they had any information.

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

I attended a weekly CA meeting and received my first pat on the back (for being “fly”). I made numerous drop-in visits to both residences and heard a lot of positive feedback about the program from students and CA’s. I have noticed a dramatic increase in the number of interactions I have with my resident students while patrolling the campus (outside of residence).
over the last few months, indicating the program is achieving the goal of making Constables more approachable.

**Whidden / Woodstock – S/Cst C. Clement, R/M B. Frigault**

Beau and I teamed up for a two fold initiative: crime prevention & reducing carbon footprints. A door to door survey of select floors was conducted to determine if students were keeping their rooms secure while vacant. Whidden Hall had 1 insecure room, while Woodstock Hall had 3. A notice was left behind in unlocked rooms as a reminder to keep doors secure. Many more students opened their doors during canvassing, allowing an opportunity to talk about this month’s CiRP initiative. At the same time, Beau spoke to students about personally pledging to reduce hydro use in their building. Changing routines and turning off lights and electrical appliances when not in use helps the environment and could help students win prizes.

**Mackay / Hedden – S/Cst S. Connolly, R/M B. Smith**

During the month of March I did several patrols of the Residences. I had many opportunities to speak with students during these times. I conducted sweeps of the Residences with the CA’s. This was a collaborative venture at the request of CA’s and the feedback was very positive.

**Brandon – S/Cst E. Ingerman, R/M B. Gawley**

I had a meeting with Brittany and made arrangements to meet the CA’s and residence students.

**Training**

Training initiatives were conceived specifically for each residence building.

**Miscellaneous**

Constables were asked to remind their resident students that bikes left on campus over the summer will not be here when they return, Krista creating a message to this effect for the residence message boards. Request put out to all Constables asking for more photos of residence activities.
Monthly Update – April 2011

Overview

The end of the school year, exams and residence move out combined to make this a very busy month.

Bates / Mary Keyes – S/Cst M. Hayter, R/M P. Mildebrath

Moulton / Wallingford / Mathews – S/Cst K. Paolini, R/M M. Marucci

Edwards / Les Prince – S/Cst I. Holley, R/M K. Lennan

I made numerous drop-in visits to both residences and received numerous positive comments about the program. Kristin and I had an end of year thank you party for the Residence Life staff of both buildings. Attended awards ceremony for both residences and received the “most likely to bring candy” award from team violet.

Whidden / Woodstock – S/Cst C. Clement, R/M B. Frigault

A quiet end to the school year. No programming or new initiatives were started due to the exam period.

Building on experiences and lessons learned this past year, I look forward to again partnering with the residence community for the 2010/11 school year.

Mackay / Hedden – S/Cst S. Connolly, R/M B. Smith

I did several visits into the Residences. I spoke to students regarding their exam statuses. I had a meeting with Brandon and we discussed some of the key factors of the program. I found the program both challenging and rewarding. It made an impact on my role as a Special Constable. In particular I found that my role as a Constable in Residence was a factor in having a female student from one of my residences come forward and report incidents of harassment.
Brandon – S/Cst E. Ingerman, R/M B. Gawley

Training

Training initiatives were conceived specifically for each residence building.

Miscellaneous

The program received the “campus partner of the year” award from Residence Life.
New program pairs special constables with campus residences

November 01, 2010

Special Constable Ian Holley has never spent as much time working in a McMaster residence as he has this year. His common presence at Les Prince and Edwards Halls, however, is not a reflection of any increase in student misbehavior. It's the result of an innovative new pilot program that is giving members of the University's security services team an up-close look at the on-campus living experience while introducing students living in residence to the people who keep them safe 24 hours a day.

The idea of a Constables in Residence Program (CIRP), as it has come to be known, has been around for some time, but didn't become reality until this year when it was taken up by Holley and tweaked to fit current resources and goals. Pairing constables with all of McMaster's residences, the program ensures that constables visit their adopted buildings as much as possible, allowing them to get to know the students that live there and helping to build a sense of trust on the part of both parties.

"We're used to dealing with the very small segment of the student population who can cause problems," said Holley. "But the more I become involved with other students, the more I find thoughtful, funny, intelligent people who actually like having special constables on campus. The experience so far has been truly awesome."

According to Kristin Lennan, residence manager for Les Prince and Edwards, the positive feelings are mutual.

"Students love having Ian around," she said. "They're starting to understand that special constables are part of the support team that is here to help them succeed at university."

Lennan also says that the program has helped students in residence realize that they may have more in common with security staff than they think.

"He participated in our opening ceremonies during Welcome Week, and when he's on the night shift he'll drop by the guest registration desk and chat with the student staff, who also work nights. He even came out and played in our inter-residence soccer-
baseball game," she said. "That sort of involvement really means a lot to students, and shows them the human face of the people who work as special constables."

So comfortable are the students with Holley that the special constable was invited to Les Prince and Edwards Halls' tongue-in-cheek Zombie Awareness Day last Saturday.

"The point of CIRP is for our staff to get to know the students in the McMaster community and for us to work proactively instead of reactively, as is often the case," said Cathy O'Donnell, whose job it is as security manager to help develop and train frontline staff. "It's a program that's unique to McMaster, and so far it has been very successful."

"I think the program will have very positive long-term effects," said Holley, "because the students are finding out that there are human beings wearing these uniforms."
Appendix C – Survey Results

Residence Outcome Survey Results: Constables in Residence Program

The Residence Outcome Survey was available to McMaster University students from March 30th, 2011 to April 22nd, 2011. Both student-staff and students completed the survey, however the following results will encompass student responses. Out of the 1696 total responses, 1603 were from students only, from all residence buildings.

Demographics

The respondents to the survey were mostly White (49.65%), first year (82.47%) students aged 18 (48.61%) who had only attended McMaster campus (98.29%) and who had attended McMaster University for at least two semesters (82.25%). The demographic breakdowns for the respondents to the survey are listed below:

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<th>Gender</th>
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<td>3.26</td>
</tr>
<tr>
<td>Latino(a)/Hispanic</td>
<td>0.83</td>
</tr>
<tr>
<td>Indigenous/Aboriginal</td>
<td>0.26</td>
</tr>
<tr>
<td>White</td>
<td>49.65</td>
</tr>
<tr>
<td>Multiracial</td>
<td>1.92</td>
</tr>
<tr>
<td>Biracial</td>
<td>1.98</td>
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<table>
<thead>
<tr>
<th>Year of Study</th>
<th>%</th>
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<tbody>
<tr>
<td>1</td>
<td>82.47</td>
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<tr>
<td>2</td>
<td>8.38</td>
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<tr>
<td>3</td>
<td>5.76</td>
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<tr>
<td>4</td>
<td>2.94</td>
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<tr>
<td>5</td>
<td>0.45</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>1.08</td>
</tr>
<tr>
<td>18</td>
<td>48.61</td>
</tr>
<tr>
<td>19</td>
<td>33.92</td>
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<tr>
<td>20</td>
<td>10.13</td>
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<td>21</td>
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<tr>
<td>22</td>
<td>1.65</td>
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<tr>
<td>23</td>
<td>0.44</td>
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<tr>
<td>24</td>
<td>0.13</td>
</tr>
<tr>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>26 and older</td>
<td>0.13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transfer Status</th>
<th>%</th>
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<tbody>
<tr>
<td>McMaster University only</td>
<td>98.29</td>
</tr>
<tr>
<td>Transfer from another school</td>
<td>1.71</td>
</tr>
</tbody>
</table>
These results were pulled from all students who completed the survey:

- **Are you aware of the Constable in Residence Program?**
  - **56.78% responded yes**
- **Have you found the Constable in Residence Program helpful?**
  - **75.04% responded no**
- **Have you had a conversation with the Constable assigned to your Residence?**
  - **82.67% responded no**

The following results were pulled from each residence building on-campus:

**Les Prince Hall:**
- **Are you aware of the Constable in Residence Program?**
  - **76.06% responded yes**
- **Have you found the Constable in Residence Program helpful?**
  - **66.90% responded no**
- **Have you had a conversation with the Constable assigned to your Residence?**
  - **72.54% responded no**
Edwards Hall:
- Are you aware of the Constable in Residence Program?
  - 77.14% responded yes
- Have you found the Constable in Residence Program helpful?
  - 51.43% responded yes
- Have you had a conversation with the constable assigned to your residence?
  - 57.14% responded yes

McKay Hall:
- Are you aware of the Constable in Residence Program?
  - 51.09% responded yes
- Have you found the Constable in Residence Program helpful?
  - 82.61% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 80.43% responded no

Hedden Hall:
- Are you aware of the Constable in Residence Program?
  - 64.44% responded yes
- Have you found the Constable in Residence Program helpful?
  - 75.56% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 85.19% responded no
Whidden Hall:
- Are you aware of the Constable in Residence Program?
  - 55.86% responded yes
- Have you found the Constable in Residence Program helpful?
  - 80.18% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 80.18% responded no

Woodstock Hall:
- Are you aware of the Constable in Residence Program?
  - 55.21% responded yes
- Have you found the Constable in Residence Program helpful?
  - 83.33% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 81.25% responded no

Brandon Hall:
- Are you aware of the Constable in Residence Program?
  - 54.21% responded yes
- Have you found the Constable in Residence Program helpful?
  - 70.53% responded no

Matthews Hall:
- Have you had a conversation with the constable assigned to your residence?
  - 87.89% responded no

- Are you aware of the Constable in Residence Program?
  - 69.90% responded yes
- Have you found the Constable in Residence Program helpful?
  - 56.31% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 72.82% responded no
Moulton Hall:
- Are you aware of the Constable in Residence Program?
  - 59.49% responded yes
- Have you found the Constable in Residence Program helpful?
  - 79.75% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 84.81% responded no

Wallingford Hall:
- Are you aware of the Constable in Residence Program?
  - 52% responded no
- Have you found the Constable in Residence Program helpful?
  - 76% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 96% responded no

Mary E. Keyes Hall:
- Are you aware of the Constable in Residence Program?
  - 65.98% responded no
- Have you found the Constable in Residence Program helpful?
  - 85.57% responded no
- Have you had a conversation with the constable assigned to your residence?
  - 94.85% responded no

Bates Hall:
- Are you aware of the Constable in Residence Program?
  - 55.44% responded no
- Have you found the Constable in Residence Program helpful?
  - 81.87% responded no

- Have you had a conversation with the constable assigned to your residence?
  - 90.16% responded no
Residence Outcome Survey Results: Constables in Residence Program

The Residence Outcome Survey was available to McMaster University students from March 30th, 2011 to April 22nd, 2011. Both student-staff and students completed the survey, however the following results will encompass student responses. Out of the 1696 total responses, 1603 were from students only, from all residence buildings.

Demographics

The respondents to the survey were mostly White (49.65%), first year (82.47%) students aged 18 (48.61%) who had only attended McMaster campus (98.29%) and who had attended McMaster University for at least two semesters (82.25%).

The demographic breakdowns for the respondents to the survey are listed below:

Gender %
Female 60.2
Male 38.13
Transgender 0.45

Race/Ethnicity %
Asian 22.71
South Asian 13.69
West Asian/Middle Eastern 2.11
Black/African Canadian 3.26
Latino(a)/Hispanic 0.83
Indigenous/Aboriginal 0.26
White 49.65
Multiracial 1.92
Biracial 1.98

Transfer Status %
McMaster University only 98.29
Transfer from another school 1.71

Year of Study %
1 82.47
2 8.38
3 5.76
4 2.94
5 0.45
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<td>0.13</td>
</tr>
</tbody>
</table>
These results were pulled from all students who completed the survey:

**Constable in Residence Program**

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>yes</td>
<td>0.00%</td>
</tr>
<tr>
<td>no</td>
<td>20.00%</td>
</tr>
<tr>
<td></td>
<td>40.00%</td>
</tr>
<tr>
<td></td>
<td>60.00%</td>
</tr>
<tr>
<td></td>
<td>80.00%</td>
</tr>
<tr>
<td></td>
<td>100.00%</td>
</tr>
<tr>
<td>yes</td>
<td>0%</td>
</tr>
<tr>
<td>no</td>
<td>100%</td>
</tr>
</tbody>
</table>

Are you aware of the Constable in Residence program?

Have you found the Constable in Residence program helpful?

Have you had a conversation with the Constable assigned to your
residence?

• Are you aware of the Constable in Residence Program?
  % 56.78% responded yes

• Have you found the Constable in Residence Program helpful?
  % 75.04% responded no

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The following results were pulled from each residence building on-campus:

Les Prince Hall:
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  % 72.54% responded no

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• Have you found the Constable in Residence Program helpful?
  83.33% responded no
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  81.25% responded no

Brandon Hall:
• Are you aware of the Constable in Residence Program?
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  % 79.75% responded no
  • Have you had a conversation with the constable assigned to your
    residence?
  % 84.81% responded no
Wallingford Hall:

- Are you aware of the Constable in Residence Program?
  
  % 52% responded no

- Have you found the Constable in Residence Program helpful?
  
  % 76% responded no

- Have you had a conversation with the constable assigned to your residence?
  
  % 96% responded no

Mary E. Keyes Hall:

- Are you aware of the Constable in Residence Program?
  
  % 65.98% responded no

- Have you found the Constable in Residence Program helpful?
  
  % 85.57% responded no

- Have you had a conversation with the constable assigned to your residence?
  
  % 94.85% responded no

Bates Hall:

- Are you aware of the Constable in Residence Program?
  
  % 55.44% responded no

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