Rollins Guardian Policy
Campus Safety

Campus Safety, in conjunction with the Student Government Association, now offers the Rollins Guardian app as an augmentation to our current Emergency response systems on campus.

Rollins Guardian App:

The Rollins Guardian is a phone app to be used by the Campus Community (anyone holding a active “@rollins.edu” email). It will be an emergency app where one can contact Campus Safety and provide important emergency information such as ones location and medical background with the click of a button.

The app has three forms of notification: Send a Tip to Campus Safety, Call Campus Safety, or set Campus Safety as your Guardian when the Safety Timer runs out. Each of these features, when triggered, will notify campus safety of your profile information such as your name and number (as well as any other volunteered information), your general location via GPS tracking, and a log history of your past calls/triggers through the app.

The Rave Dispatch site should not change any Campus Safety practices in regards to responding to incidents. Rave Dispatch should help Campus Safety respond to incidents more effectively and with greater preparedness due to the added amount of information we are now being offered.

Officer Responsibilities:

- It is the Campus Safety Dispatch Officer or Supervisors responsibility to answer the calls that come in via telephone in concurrence with the case notification that opens through the Rave Dispatch system and to clear the cases.
- Using the information given to the officer from the system, officers will try to clear a case by making contact with a person via phone or going out to locate the individual that placed the call.
- If the officer is able to make contact with the person via phone, the case should be treated like any other incident. Rave case numbers should be logged on incident reports (if one is needed) and the daily log as they occur.
- If the dispatcher is able to send out an officer and the officer is able to make contact with the person face to face, proceed to treat the case as one would any other incident and again, log the Rave Dispatch case number in the incident report and daily log should the incident require it.
- Officers receiving any calls of a non-emergency nature via the app instead of through our general number (407-646-2999) reserve the right to appropriately prioritize your call as it is not an immediate emergency.
Off Campus Cases:
  • Off campus calls will generally be passed to corresponding Police Departments as they are out of the Campus Safety jurisdiction.
  • Officers do have a responsibility to still try and make contact with the student and if contact is made, either offer them contact with the Police Department or offer them related assistance depending on their needs once they return to campus.
  • Case number and information should be noted and the case should be left open for a period of 48 hours so as to not lose information.
  • If the students involved decide to write an incident report when they are back on campus, assuming the off campus issue continued or escalated once on campus, the case information can then be used in the incident report.

Hang Ups/No Contact with User:
  • If a hang up or no phone contact can be made, officers should try to the best of their ability to make face to face contact with the student, using available databases and contact resources as well as the Rave Dispatcher information to make inferences of the students possible location.
  • If contact cannot be made, Winter Park Police will be contacted and provided with as much information as is available to them in order to help clear the case.
  • Case number and information should be noted and the case should be left open for a period of 48 hours so as to not lose information.
  • If the students involved decide to write an incident report when they are back on campus, assuming the off campus issue continued or escalated once on campus, the case information can then be used in the incident report.

User Responsibility:
  • Users are expected to treat this app as they would a blue light phone or emergency system. It is only to be used in cases of on campus emergencies.
  • Please note that this security app is NOT an escort app, it is NOT a key assist app, and it is NOT a jump start app.
  • Users are expected to fill out the profile information with as much relevant and useful information as possible so that officers can make the best calls in regards to cases that may be opened.