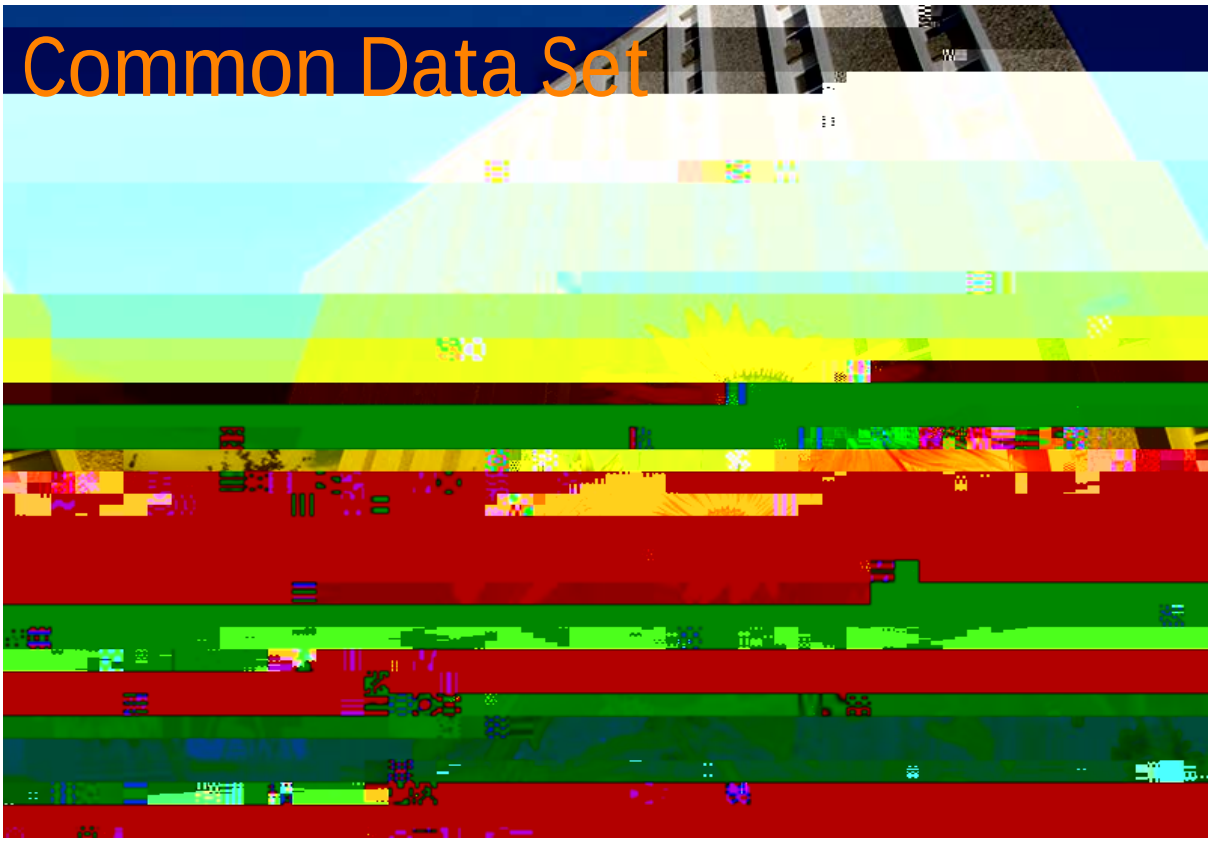
Common Data Set



UAF Photo by Todd Paris

2010-2011

UAF Office of Planning, Analysis and Institutional Research

B. ENROLLMENT AND PERSISTENCE

B1 **Institutional Enrollment - Men and Women** Provide numbers of students for each of the following categories as of the institution's official fall reporting date or as of October 15, 2010. Note: Report students formerly designated as “first professional” in the graduate cells.

		FULL-TIME		PART-TIME	
B1		**Men**	**Women**	**Men**	**Women**
B1	**Undergraduates**				
B1	Degree-seeking, first-time freshmen	418	436	88	135
B1	Other first-year, degree-seeking	329	377	178	402
B1	All other degree-seeking	1,002	1,064	428	774
B1	*Total degree-seeking*	**1,749**	**1,877**	**694**	**1,311**
B1	All other undergraduates enrolled in credit courses	79	82	1,080	1,780
B1	*Total undergraduates*	**1,828**	**1,959**	**1,774**	**3,091**
B1	**Graduate**				
B1	Degree-seeking, first-time	75	74	19	32
B1	All other degree-seeking	247	249	163	277
B1	All other graduates enrolled in credit courses	3	10	15	39
B1	*Total graduate*	**325**	**333**	**197**	**348**
B1	Total all undergraduates				8,652
B1	Total all graduate				1,203
B1	**GRAND TOTAL ALL STUDENTS**				**9,855**

B2 **Enrollment by Racial/Ethnic Category.** Provide numbers of undergraduate students for each of the following categories as of the institution's official fall reporting date or as of October 15, 2010. Include international students only in the category "Nonresident aliens." Complete the "Total Undergraduates" column only if you cannot provide data for the first two columns. Report as your institution reports to IPEDS: persons who are Hispanic should be reported only on the Hispanic line, not under any race, and

		Degree-Seeking First-Time First Year	Degree-Seeking Undergraduates (include first-time first-year)	Total Undergraduates (both degree- and non-degree-seeking)
B2		5	86	154
B2		40	166	223
B2		20	150	189
B2		377	3,039	4,672
B2		177	859	1,448
B2		10	93	144
B2		1	17	21
B2		42	294	382
B2		405	927	1,419
B2		**1,077**	**5,631**	**8,652**

Persistence

B3 Number of degrees awarded from July 1, 2009 to June 30, 2010

B3	Certificate/diploma	231
B3	Associate degrees	204
B3	Bachelor's degrees	473
B3	Postbachelor's certificates	34
B3	Master's degrees	219
B3	Post-Master's certificates	
B3	Doctoral degrees – research/scholarship	45
B3	Doctoral degrees – professional practice	
B3	Doctoral degrees – other	

Graduation Rates

The items in this section correspond to data elements collected by the IPEDS Web-based Data Collection System's Graduation Rate Survey (GRS). For complete instructions and definitions of data elements, see the IPEDS GRS instructions and glossary on the 2010 Web-based survey.

For Bachelor's or Equivalent Programs

Please provide data for the Fall 2004 cohort if available. If Fall 2004 cohort data are not available, provide data for the Fall 2003 cohort.

Fall 2004 Cohort

Report for the cohort of full-time first-time bachelor's (or equivalent) degree-seeking undergraduate students who entered in Fall 2004. Include in the cohort those who entered your institution during the summer term preceding Fall 2004.

B4	Initial 2004 cohort of first-time, full-time bachelor's (or equivalent) degree-seeking undergraduate students; total all students:	518
B5	Of the initial 2004 cohort, how many did not persist and did not graduate for the following reasons: death, permanent disability, service in the armed forces, foreign aid service of the federal government, or official church missions; total allowable exclusions:	
B6	Final 2004 cohort, after adjusting for allowable exclusions: (subtract question B5 from question B4)	518
B7	Of the initial 2004 cohort, how many completed the program in four years or less (by August 31, 2008):	54
B8	Of the initial 2004 cohort, how many completed the program in more than four years but in five years or less (after August 31, 2008 and by August 31, 2009):	77
B9	Of the initial 2004 cohort, how many completed the program in more than five years but in six years or less (after August 31, 2009 and by August 31, 2010):	36
B10	Total graduating within six years (sum of questions B7, B8, and B9):	167

B16

B17

B18

B19
B20
B21

C. FIRST-TIME, FIRST-YEAR (FRESHMAN) ADMISSION

Applications

C1 **First-time, first-year, (freshmen) students:** Provide the number of degree-seeking, first-time, first-year students who applied, were admitted, and enrolled (full- or part-time) in Fall 2010. Include early decision, early action, and students who began studies during summer in this cohort. Applicants should include on003 Tw 9.12 6(l)-5(y)1C[//TT

C1	Total first-time, first-year (freshman) men who applied	925
C1	Total first-time, first-year (freshman) women who applied	1087
C1	Total first-time, first-year (freshman) men who were admitted	716
C1		831
C1		418
C1		88
C1		436
C1		135

C2

		Yes	No
C2			x
C2			
C2			
C2			
C2			
C2	Is your waiting list ranked?		
C2			
C2			

Admission Requirements

C3 **High school completion requirement**

C3

C3		x
C3		

C4

C4	Require	x
C4	Recommend	
C4	Neither require nor recommend	

C5 **Distribution of high school units required and/or recommended.** Specify the distribution of academic high school course units required and/or recommended of all or most degree-seeking students using Carnegie units (one unit equals one year of study or its equivalent). If you use a different system for calculating units, please convert.

		Units Required	**Units Recommended**
C5	Total academic units	16	

C8A Does your institution make use of SAT, ACT, or SAT Subject Test scores in admission decisions for first-time, first-year, degree-seeking applicants? x

C8A If yes, place check marks in the appropriate boxes below to reflect your institution's policies for use in admission for **Fall 2012**.

		ADMISSION				
C8A		**Require**	**Recommend**	**Require for Some**	**Consider if Submitted**	**Not Used**
C8A	SAT or ACT	x				
C8A	ACT only				x	
C8A	SAT only				x	
C8A	SAT and SAT Subject Tests or ACT				x	
C8A	SAT Subject Tests only				x	

C8B If your institution will make use of the ACT in **admission** decisions for first-time, first-year, degree-seeking applicants for **Fall 2012**, please indicate which ONE of the following applies: (regardless of whether the writing score will be used in the admissions process):

C8B	ACT with Writing Component required	
C8B	ACT with Writing component recommended	x
C8B	ACT with or without Writing component accepted	

C8C Please indicate how your institution will use the SAT or ACT writing component; check all that apply:

C8C		**SAT essay**	**ACT essay**
C8C	For admission		
C8C	For placement	x	x
C8C	For advising	x	x
C8C	In place of an application essay		
C8C	As a validity check on the application essay		
C8C	No college policy as of now		
C8C	Not using essay component		

C8D **In addition**, does your institution use applicants' test scores for academic advising?

C8D		Yes	No
		x	

C8E Latest date by which SAT or ACT scores must be received for fall-term admission 8/01

C8E Latest date by which SAT Subject Test scores must be received for fall-term admission

C8F If necessary, use this space to clarify your test policies (e.g., if tests are recommended for some students, or if tests are not required of some students):

C8F

C8G Please indicate which tests your institution uses for placement (e.g., state tests):

C8G	SAT	x
C8G	ACT	x
C8G	SAT Subject Tests	
C8G	AP	
C8G	CLEP	x

C10 34%

C16 **Notification to applicants of admission decision sent** *(fill in one only)*

C16	On a rolling basis beginning (date):	1-Jan
C16	By (date):	1-Sep
C16	Other:	

C17 **Reply policy for admitted applicants** *(fill in one only)*

C17	Must reply by (date):	
C17	No set date:	x
C17	Must reply by May 1 or within _____ weeks if notified thereafter	
C17	Other:	

C17		08/01
C17		$350
C17		

C21
C21

C22	**Early action**			
C22			Yes	No
C22				
				x

C22
C22
C22

C22
C22 Yes No
C22

D7	If a minimum college grade point average is required of transfer applicants, specify (on a 4.0 scale):	2.00

D8	List any other application requirements specific to transfer applicants:

D9 List application priority, closing, notification, and candidate reply dates for transfer students. If applications are reviewed on a continuous or rolling basis, place a check mark in the "Rolling admission" column.

		Priority Date	Closing Date	Notification Date	Reply Date	Rolling Admission
D9	Fall	2/15	7/1			X
D9	Winter					
D9	Spring	6/1	11/1			X
D9	Summer					

		Yes	No
D10	Does an open admission policy, if reported, apply to transfer students?	x	

D11	Describe additional requirements for transfer admission, if applicable:

Transfer Credit Policies

D12	Report the lowest grade earned for any course that may be transferred for credit:	C

		Number	Unit Type
D13	Maximum number of credits or courses that may be transferred from a two-year institution:		

		Number	Unit Type
D14	Maximum number of credits or courses that may be transferred from a four-year institution:		

D15	Minimum number of credits that transfers must complete at your institution to earn an associate degree:	15.00
D16	Minimum number of credits that transfers must complete at your institution to earn a bachelor's degree:	30.00

D17	Describe other transfer credit policies:

E. ACADEMIC OFFERINGS AND POLICIES

E1 **Special study options:** Identify those programs available at your institution. Refer to the glossary for definitions.

E1	Accelerated program	×
E1	Cooperative education program	×
E1	Cross-registration	
E1	Distance learning	×
E1	Double major	×
E1	Dual enrollment	×
E1	English as a Second Language (ESL)	
E1	Exchange student program (domestic)	×
E1	External degree program	×
E1	Honors Program	×
E1	Independent study	×
E1	Internships	×
E1	Liberal arts/career combination	
E1	Student-designed major	×
E1	Study abroad	×
E1	Teacher certification program	×
E1	Weekend college	
E1	Other (specify): legislative aide intern program; excellent undergraduate research opportunities	x

E2 **This question has been removed from the Common Data Set.**

E3 **Areas in which all or most students are required to complete some course work prior to graduation:**

E3	Arts/fine arts	×
E3	Computer literacy	
E3	English (including composition)	×
E3	Foreign languages	
E3	History	×
E3	Humanities	×
E3	Mathematics	×
E3	Philosophy	×
E3	Sciences (biological or physical)	×
E3	Social science	×
E3	Other (describe): library science; advanced writing and oral presentation skills	×

Library Collections: The CDS Publishers will collect library data again when a new Academic Libraries Survey is in place.

F1			
F1		First-time, first-year (freshman) students	Undergraduates
F1			
		8%	12%
F1			
F1			
F1			
		39%	20%
F1	Percent who live off campus or commute	61%	80%
F1	Percent of students age 25 and older	13%	36%
F1	Average age of full-time students	19	23
F1		21	26

F2		
F2	Campus Ministries	x
F2	Choral groups	x
F2	Concert band	x
F2	Dance	x
F2	Drama/theater	x
F2	International Student Organization	x
F2	Jazz band	x
F2	Literary magazine	x
F2	Marching band	
F2	Model UN	x
F2	Music ensembles	x
F2	Musical theater	
F2	Opera	
F2	Pep band	x
F2	Radio station	x
F2	Student government	x
F2	Student newspaper	x
F2	Student-run film society	
F2	Symphony orchestra	x
F2	Television station	x
F2	Yearbook	

F3		
F3		At Cooperating Institution
F3	Army ROTC is offered:	
F3	Naval ROTC is offered:	
F3	Air Force ROTC is offered:	

F4

F4

G. ANNUAL EXPENSES

G0 Please provide the URL of your institution's net price calculator:

Provide 2011-2012 academic year costs of attendance for the following categories that are applicable to your institution.

G1 **Undergraduate full-time tuition, required fees, room and board** List the typical tuition, required fees, and room and board for a full-time undergraduate student for the FULL 2011-2012 academic year (30 semester or 45 quarter hours for institutions that derive annual tuition by multiplying credit hour cost by number of credits). A full academic year refers to the period of time generally extending from September to June; usually equated to two semesters, two trimesters, three quarters, or the period covered by a four-one-four plan. Room and board is defined as double occupancy and 19 meals per week or the maximum meal plan. Required fees include only charges that all full-time students must pay that are not included in tuition (e.g., registration, health, or activity fees.) Do not include optional fees (e.g., parking, laboratory use).

		First-Year	Undergraduates
G1	PRIVATE INSTITUTIONS Tuition:		
G1	PUBLIC INSTITUTIONS Tuition:		
	In-district	$4,620	$5,115
G1	PUBLIC INSTITUTIONS		
	In-state (out-of-district):	$4,620	$5,115
G1	PUBLIC INSTITUTIONS		
	Out-of-state:	$16,260	$16,755
G1	NONRESIDENT ALIENS Tuition:	$16,260	$16,755
G1	REQUIRED FEES:	$950	$960
G1	ROOM AND BOARD: (on-campus)	$6,960	$6,960
G1	ROOM ONLY: (on-campus)	$3,610	$3,610
G1	BOARD ONLY: (on-campus meal plan)	$3,350	$3,350

G1 Comprehensive tuition and room and board fee (if your college cannot provide separate tuition and room and board fees):

G1 Other:

I1

	Full-time	Part-time
	Exclude	Include only if

I1	g)	Total number whose highest degree is a master's but not a terminal master's	84	124	208
I1	h)	Total number whose highest degree is a bachelor's	31	83	114
I1	i)	Total number whose highest degree is unknown or other (Note: Items **f**, **g**, **h**, and **i** must sum up to item **a**.)	52	221	273
I1	j)	Total number in stand-alone graduate/ professional programs in which faculty teach virtually only graduate-level students	0	0	0

I2 **StulySS SUB-**

I2 12 to 1 (based on 6842 students and 580 faculty).

I3

In the table below, please use the following definitions to report information about the size of classes and class sections offered in the Fall 2010 term.

Class Sections: A class section is an organized course offered for credit, identified by discipline and number, meeting at a stated time or times in a classroom or similar setting, and not a subsection such as a laboratory or discussion session. Undergraduate class sections are defined as any sections in which at least one degree-seeking undergraduate student is enrolled for credit. Exclude distance learning classes and noncredit classes and individual instruction such as dissertation or thesis research, music instruction, or one-to-one readings. Exclude students in independent study, co-operative programs, internships, foreign language taped tutor sessions, practicums, and all students in one-on-one classes. Each class section should be counted only once and should not be duplicated because of course catalog cross-listings.

Class Subsections: A class subsection includes any subsection of a course, such as laboratory, recitation, and discussion subsections that are supplementary in nature and are scheduled to meet separately from the lecture portion of the course. Undergraduate subsections are defined as any subsections of courses in which degree-seeking undergraduate students enrolled for credit. As above, exclude noncredit classes and individual instruction such as dissertation or thesis research, music instruction, or one-to-one readings. Each class subsection should be counted only once and should not be duplicated because of cross-listings.

Using the above definitions, please report for each of the following class-size intervals the number of class sections and class subsections offered in Fall 2010. For example, a lecture class with 800 students who met at another time in 40 separate labs with 20 students should be counted once in the “100+” column in the class section column and 40 times under the “20-29” column of the class subsections table.

I3

I3

I3	**CLASS**	**2-9**	**10-19**	**20-29**	**30-39**	**40-49**	**50-99**	**100+**	**Total**
I3	**SECTIONS**	317	373	286	53	37	37	9	1112

I3	**CLASS SUB-**	**2-9**	**10-19**	**20-29**	**30-39**	**40-49**	**50-99**	**100+**	**Total**
I3	**SECTIONS**	38	76	13	6	0	0	0	133

J1 Degrees conferred between July 1, 2009 and June 30, 2010

Common Data Set Definitions

All definitions related to the financial aid section appear at the end of the Definitions document.

Items preceded by an asterisk (*) represent definitions agreed to among publishers which do not appear on the CDS document but may be present on individual publishers' surveys.

***Academic advisement:** Plan under which each student is assigned to a faculty member or a trained adviser, who, through regular meetings, helps the student plan and implement immediate and long-term academic and vocational goals.

Accelerated program: Completion of a college program of study in fewer than the usual number of years, most often by attending summer sessions and carrying extra courses during the regular academic term**.**

Admitted student: Applicant who is offered admission to a degree-granting program at your institution.

***Adult student services:** Admission assistance, support, orientation, and other services expressly for adults who have started college for the first time, or who are re-entering after a lapse of a few years.

American Indian or Alaska Native: A person having origins in any of the original peoples of North and South America (including Central America) who maintains cultural identification through tribal affiliation or community recognition.

Applicant (first-time, first year): An individual who has fulfilled the institution's requirements to be considered for admission (including payment or waiving of the application fee, if any) and who has been notified of one of the following actions: admission, nonadmission, placement on waiting list, or application withdrawn (by applicant or institution).

Application fee: That amount of money that an institution charges for processing a student's application for acceptance. This amount is *not* creditable toward tuition and required fees, nor is it refundable if the student is not admitted to the institution.

Asian or Pacific Islander: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or Pacific Islands. This includes people from China, Japan, Korea, the Philippine Islands, American Samoa, India, and Vietnam.

Associate degree: An award that normally requires at least two but less than four years of full-time equivalent college work.

Bachelor's degree: An award (baccalaureate or equivalent degree, as determined by the Secretary of the U.S. Department of Education) that normally requires at least four years but *not* more than five years of full-time equivalent college-level work. This includes ALL bachelor's degrees conferred in a five-year cooperative (work-study plan) program. (A cooperative plan provides for alternate class attendance and employment in business, industry, or government; thus, it allows students to combine actual work experience with their college studies.) Also, it includes bachelor's degrees in which the normal four years of work are completed in three years.

Black, non-Hispanic: A person having origins in any of the black racial groups of Africa (except those of Hispanic origin).

Board (charges): Assume average cost for 19 meals per week or the maximum meal plan.

Books and supplies (costs): Average cost of books and supplies. Do not include unusual costs for special groups of students (e.g., engineering or art majors), unless they constitute the majority of students at your institution.

Calendar system: The method by which an institution structures most of its courses for the academic year.

Campus Ministry: Religious student organizations (denominational or nondenominational) devoted to fostering religious life on college campuses. May also refer to Campus Crusade for Christ, an interdenominational Christian organization.

*

Differs by program (calendar system): A calendar system classification that is used by institutions that have occupational/vocational programs of varying length. These schools may enroll students at specific times depending on the program desired. For example, a school might offer a two-month program in January, March, May, September, and November; and a three-month program in January, April, and October.

Diploma: See **Postsecondary award, certificate, or diploma.**
Distance learning: An option for earning course credit at off-campus locations via cable television, internet, satellite classes, videotapes, correspondence courses, or other means.
Doctor's degree-research/scholarship: A Ph.D. or other doctor's degree that requires advanced work beyond the master's level, including the preparation and defense of a dissertation based on original research, or the planning and execution of an original project demonstrating substantial artistic or scholarly achievement. Some examples of this type of degree may include Ed.D., D.M.A., D.B.A., D.Sc., D.A., or D.M, and others, as designated by the awarding institution.

Doctor's degree-professional practice: A doctor's degree that is conferred upon completion of a program providing the knowledge and skills for the recognition, credential, or license required for professional practice. The degree is awarded after a period of study such that the total time to the degree, including both pre-professional and professional preparation, equals at least six full-time equivalent academic years. Some of these degrees were formerly classified as "first-professional" and may include: Chiropractic (D.C. or D.C.M.); Dentistry (D.D.S. or D.M.D.); Law (L.L.B. or J.D.); Medicine (M.D.); Optometry (O.D.); Osteopathic Medicine (D.O); Pharmacy (Pharm.D.); Podiatry (D.P.M., Pod.D., D.P.); or, Veterinary Medicine (D.V.M.), and others, as designated by the awarding institution.

Doctor's degree-other:

First-time student: A student attending any institution for the first time at the level enrolled. Includes students enrolled in the fall term who attended a postsecondary institution for the first time at the same level in the prior summer term. Also includes students who entered with advanced standing (college credit earned before graduation from high school).
First-time, first-year (freshman) student: A student attending any institution for the first time at the undergraduate level. Includes students enrolled in the fall term who attended college for the first time in the prior summer term. Also includes students who entered with advanced standing (college credits earned before graduation from high school).
First-year student: A student who has completed less than the equivalent of 1 full year of undergraduate work; that is, less than 30 semester hours (in a 120-hour degree program) or less than 900 contact hours.

Freshman: A first-year undergraduate student.
***Freshman/new student orientation:** Orientation addressing the academic, social, emotional, and intellectual issues involved in beginning college. May be a few hours or a few days in length; at some colleges, there is a fee.
Full-time student (undergraduate): A student enrolled for 12 or more semester credits, 12 or more quarter credits, or 24 or more contact hours a week each term.
Geographical residence (as admission factor): Special consideration in the admission process given to students from a particular region, state, or country(,)-1(or 6C88(s)-8(gi)3(v)4(en t)-111 Tw [(A)2(s))2CID 28 >>

Liberal arts/career combination: Program in which a student earns undergraduate degrees in two separate fields, one in a liberal arts major and the other in a professional or specialized major, whether on campus or through cross registration.
Master's degree: An award that requires the successful completion of a program of study of generally one or two full-time equivalent academic years of work beyond the bachelor's degree. Some of these degrees, such as those in Theology (M.Div., M.H.L./Rav) that were formerly classified as "first-professional", may require more than two full-time equivalent academic years of work.

Minority affiliation (as admission factor): Special consideration in the admission process for members of designated racial/ethnic minority groups.
***Minority student center:** Center with programs, activities, and/or services intended to enhance the college experience of students of color.
Model United Nations: A simulation activity focusing on conflict resolution, globalization, and diplomacy. Assuming roles as foreign ambassadors and “delegates,” students conduct research, engage in debate, draft resolutions, and may participate in a national Model UN conference.
Nonresident alien: A person who is not a citizen or national of the United States and who is in this country on a visa or temporary basis and does not have the right to remain indefinitely.
***On-campus day care:** Licensed day care for students’ children (usually age 3 and up); usually for a fee.

Open admission: Admission policy under which virtually all secondary school graduates or students with GED equivalency diplomas are admitted without regard to academic record, test scores, or other qualifications.
Other expenses (costs):

Private institution: An educational institution controlled by a private individual(s) or by a nongovernmental agency, usually supported primarily by other than public funds, and operated by other than publicly elected or appointed officials.
Private for-profit institution: A private institution in which the individual(s) or agency in control receives compensation, other than wages, rent, or other expenses for the assumption of risk.
Private nonprofit institution: A private institution in which the individual(s) or agency in control receives no compensation, other than wages, rent, or other expenses for the assumption of risk. These include both independent nonprofit schools and those affiliated with a religious organization.
Proprietary institution: See **Private for-profit institution.**
Public institution: An educational institution whose programs and activities are operated by publicly elected or appointed school officials, and which is supported primarily by public funds.
Quarter calendar system: A calendar system in which the academic year consists of three sessions called quarters of about 12 weeks each. The range may be from 10 to 15 weeks. There may be an additional quarter in the summer.
Race/ethnicity: Category used to describe groups to which individuals belong, identify with, or belong in the eyes of the community. The categories do not denote scientific definitions of anthropological origins. A person may be counted in only one group.
Race/ethnicity unknown: Category used to classify students or employees whose race/ethnicity is not known and whom institutions are unable to place in one of the specified racial/ethnic categories.

External scholarships and grants: Scholarships and grants received from outside (private) sources that students bring with them (e.g., Kiwanis, National Merit scholarships). The institution may process paperwork to receive the dollars, but it has no role in determining the recipient or the dollar amount awarded.
Financial aid applicant: Any applicant who submits **any one of** the institutionally required financial aid applications/forms, such as the FAFSA.
Indebtedness: Aggregate dollar amount borrowed through any loan program (federal, state, subsidized, unsubsidized, private, etc.; excluding parent loans) while the student was enrolled at an institution. Student loans co-signed by a parent are assumed to be the responsibility of the student and **should** be included.

Institutional scholarships and grants: Endowed scholarships, annual gifts and tuition funded grants for co- uoren2004 Tc and tole in det Tf -0.002 Tc 0.001 Tw 4023-1(Tf -0.002 Tc 1 Tw 4023-2202 Tc Tc 1 Tn)1(e2 ;)-1(ex)6 e2

SUMMARY OF SIGNIFICANT CHANGES TO THE CDS FOR 2010-2011

The items listed below are shaded in yellow throughout the spreadsheet's worksheets.

CHANGED ITEMS

B2	Enrollment by Racial/Ethnic Category reflects new reporting standards
G	Added survey question to collect the URL of school's Net Price Calculator
G4	Tuition & fees vary by instructional program changed to a Yes/No response
G4	Added percent of undergraduates who pay more than the tuition and fees reported in G1
H12	Removed FFELP categories
J	CIP category 27 updated to reflect mathematics and statistics
J	CIP category 28 & 29 now includes Military science and military technologies
J	CIP category 43 is now Homeland Security, law enforcement, firefighting, and protective services