

**NC State University Police Department
2021 Customer Satisfaction Survey:
Executive Summary, By Survey Section**

University Police Department Services (*questions 1A - 1K*)

- Over 85 percent of the respondents in 2021 gave favorable ratings (“strongly agree” or “agree”) to seven of the eleven UPD services asked about. Respondents were most likely to “strongly agree” that the UPD:
 - Keeps victims/witnesses informed of case status (35% “strongly agree”)
 - Responds to calls in a timely manner (34%)
 - Provides the services requested of it (32%)
- Fifteen percent or more of respondents gave an unfavorable rating (“strongly disagree” or “disagree”) for the UPD services related to the following:
 - Makes customer service its top priority (19% “strongly disagree” or “disagree”)
 - Keeps victims/witnesses informed of case status (18%)
 - Is aware of needs/concerns of NCSU community (17%)
 - Provides good information on services they provide (16%)
 - Is effective in its role to ensure public safety (16%)
- The percentage who “strongly agree” that the UPD provides good services reduced in 2021 as compared to the 2019 survey in all eleven areas asked about. Ratings dropped most notably for:
 - Responds to calls in a timely manner (34% “strongly agree” in 2021 vs. 48% in 2019)
 - Is effective in its role to ensure public safety (27% vs. 39%)
 - Services are highly accessible (28% vs 40%)

Professionalism of Officers (*questions 2a-2k, 5*)

- Over 85 percent of respondents in 2021 gave favorable ratings (“strongly agree” or “agree”) to eleven of the twelve items asked about in regard to professionalism of UPD police employees. Respondents were most likely to “strongly agree” that UPD officers:
 - Are professional when interacting with faculty (39% “strongly agree”)
 - Are professional when interacting with staff (39%)
 - Telephone staff are courteous (39%)
 - Have a neat and professional appearance (37%)
 - Treat people fairly (35%)
- After steady increases since the 2010 survey, the percentage of those who “strongly agree” with various measures of the professionalism of UPD officers declined in the 2021 survey in all 12 areas asked about. Those areas experiencing the biggest decline in ratings are:
 - Have a neat and professional appearance (37% “strongly agree” in 2021 vs. 52% in 2019)
 - Are knowledgeable about what they do (33% vs. 44%)
 - Are courteous (34% vs. 45%)

Availability, Visibility, and Safety Information (*questions 3,4, 6-15, 18*)

- Over 85 percent of respondents gave a favorable rating for nine of the 13 specific items related to the availability and visibility of the UPD and the availability of information about safety on campus, with about forty percent or more saying they “strongly agree” that:
 - Crime alerts are appropriately issued across campus (44% “strongly agree”)
 - Public information about crimes on campus is readily available (42%)
 - Information about crime prevention/safety is readily available (38%)
- Respondents are most likely to be dissatisfied with the following:

- Patrol units are appropriately visible inside buildings (33% “strongly disagree” or “disagree”)
- Patrol units are appropriately visible during nighttime (24%)
- Patrol units are appropriately visible in parking lots (20%)
- After steady increases since the 2010 survey, the percentage of those who “strongly agree” that the UPD is available and providing appropriate information declined since the 2019 survey in all but one of the 13 areas asked about. Most notable declines are for:
 - Easy to contact correct person when requesting UPD assistance (32% “strongly agree” in 2021 compared to 43% in 2019)
 - Patrol units arrive at call in timely manner (32% vs. 42%)
 - There is an adequate number of NCSU police/security at games/events on campus (32% vs 41%)
 - Police employees are competent in their job duties (30% vs. 38%)

WolfAlert System (*questions 23_1-23_7, 24*)

- The vast majority of faculty, staff, and students responding to the survey say they would prefer notifications via text messaging (87% said “yes”) and broadcast email (84%). Just under one-third are supportive of using university audible warning system (31%), and university homepage notifications (30%), while just under one-fourth say they would use the OnCampus app (24%). There is only limited support for using Alertus desktop notifications (17%). When asked to select from the range of possible options, the single most preferred method of notifications about emergency situations is text messaging (68%).

Campus Safety (*questions 17, 19a-19f, 20a-20l*)

- More than 50 percent of respondents in the 2021 survey “strongly agree” (13%) or “agree” (40%) that there are serious crimes on campus. However, when respondents were asked how safe they feel at various times and in various locations on campus, with the exception of when *walking around after dark*, 85 percent or more report feeling “somewhat” or “very safe” in each situation asked about. Faculty, staff and students were most likely to report feeling “very safe” in the following situations:
 - Walking around campus during the day (83% “very safe”)
 - Being on campus on the weekends (62%)
- As noted above, members of the campus community are most likely to feel “not very” or “not at all safe” walking around campus after dark (27%).
- After seeing an incline over the years in the percentages of respondents feeling “very safe” on campus at various times and locations, the numbers reporting feeling this way in the 2019 decreased. This decline continued in 2021 with respondents showing a decrease in feeling safe on campus across all six items asked about.
- Respondents were asked about various possible security risks on campus. One-third or more rated the following as a “very serious problem” at NC State:
 - Unauthorized people in buildings (40% “very serious problem”)
 - Vagrants/trespassers/panhandlers, etc (39%)
 - Inadequate police/security staffing (34%)
 - Poor lighting (32%)
- Of the potential risks asked about, faculty, staff and students were least likely to see the following as problematic:
 - Overgrown trees/shrubbery (64% “not at all” or “not very serious”)
 - Issues created by ongoing construction (56%)
 - Functions/classes held in isolated locations (51%)

- After consistent declines over time in the percentage of respondents saying various circumstance on campus created a “very serious problem,” the numbers expressing such opinions rose slightly in the 2021 survey. Increases were largest for:
 - Functions/classes held at late hours (19% “very serious problem” in 2021 vs. 14% in 2019)
 - Open/unlocked windows/doors (28% vs. 23%)

Security Measures (*questions 21a-21g*)

- A majority of faculty, staff and students indicate they would participate in or be supportive of all seven different security measures asked about. More than 80 percent of respondents indicated they were supportive of:
 - Increased lighting outside buildings (97%)
 - Electronic cards to access buildings (87%)
 - Cameras outside buildings (84%)
- The percentage of respondents indicating they would be willing to support security measures asked is generally unchanged from the 2019 survey, with two exceptions. Support has increased for:
 - Wearing ID card on campus (55% in 2021 vs. 47% in 2019)
- Support has slightly decreased for:
 - Cameras outside of buildings (84% in 2021 vs 88% in 2019)

Interacting with the NCSU PD (*questions 22a-22m*)

- Respondents were asked to indicate for which of a number of different reasons they might have interacted with the NC State UPD. Of the various reasons asked about, faculty, staff, and students were most likely to say they had interacted with the UPD when attending a safety lecture or workshop (27%), followed by during a fire alarm (26%). One-in-ten respondents said they had used UPD for being locked out of a building (10%).
- While in general there has been little change over time in the most likely reasons for which members of the campus community would have interacted with the NC State UPD, the percentage of faculty, staff and students who have had at least some interaction with UPD has decreased since 2019 for 10 of the 13 items asked about. The biggest decrease was in attending a safety lecture/workshop (27% in 2021 vs. 39% in 2019). The decline in interaction with UPD is most likely because of the COVID-19 pandemic, resulting in a less populated campus.

Local Police compared to NC State University Police (*questions NEWQ_1-NEWQ_7*)

- In 2021, seven new questions were added to the survey to assess how individuals compare the NC State University police department to local police departments. While sizeable numbers of respondents did not have an opinion, overall, respondents rate NC State University police more favorably than they do the local police. Most noteworthy findings are:
 - 64% of respondents “strongly agree” (17%) or “agree” (47%) *NC State University police provide more community help* as compared to local police
 - 62% of respondents “strongly agree” (19%) or “agree” (43%) *NC State University police are quicker to respond* as compared to local police
 - 52% of respondents “strongly agree” (15%) or “agree” (37%) *NC State University police are more trustworthy* as compared to local police

For more information, contact:

Institutional Strategy and Analysis at ncsusuveys@ncsu.edu

Prepared by Sierra J. Satterfield, M.S., Survey Research Analyst