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2021 Campus Police Department Customer Satisfaction Survey: Fast Facts



- 44% "strongly agree" that crime alerts are appropriately issued across campus
- 42% "strongly agree" that public information about crimes on campus is readily available



- 94% "strongly agree" or "agree" University Police employees are competent in their job duties
- 87% "strongly agree" or "agree" University Police does an excellent job overall



>30% gave the most favorable ratings to each of the 11 skills related to professionalism of police employees asked about, with the most positive ratings for:

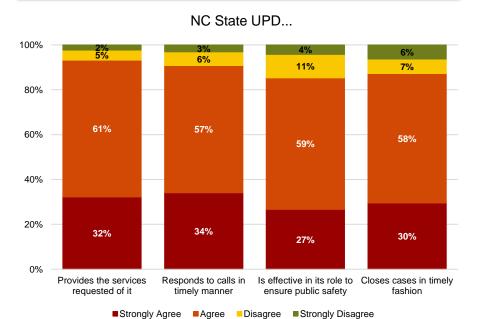
- Professional when interacting with faculty (39%)
- Professional when interacting with staff (39%)
- Telephone staff are courteous (39%)



Generally, the University Police Department is rated more favorably than local police departments. As compared to local police, respondents believe:

- NC State police provide more community help than local police (64% "strongly agree" or "agree")
- NC State police are quicker to respond than local police (62%)
- NC State police are more trustworthy than local police (52%)

Services, Availability, and Information





The most common reasons respondents interacted with police employees:

- Attend safety lecture/workshop (27%)
- Fire alarm (26%)
- Locked out of building (10%)



¹/₅ attended a violence presentation/active shooter presentation on campus

 Of those who attended, 95% reported being "very" (60%) or "moderately satisfied" (35%) with presentations



The top reason for not attending violence prevention presentation/active shooter presentation is *unaware* of such presentations (82%)

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Respondents are most likely to feel ...

- · "Very safe"
 - Walking around campus during day (83%)
 - Being on campus on the weekend (62%)
 - Attending NC State games/events/parties (55%)
- · "Not very safe" or "not safe at all"
 - Walking around campus after dark (27%)
 - Using parking lots/garages/decks (14%)
 - Working in office/lab after hours (12%)



Over half of respondents say they would support and/or willingly participate in all seven suggested security measures, with the most support for:

- Increased lighting outside buildings (97% support)
- Use of electronic cards to access buildings (87%)
- Use of cameras outside buildings (84%)



Methods of emergency notifications with most support:

- Text message (87% say "yes" to receiving such notification about an emergency)
- Broadcast email (84%)





Most often cited areas of safety concern:

- Poor/lack of lighting
- Number and presence of officers
- Parking lots/decks
- General safety
- Traffic/pedestrian safety
- Hillsborough St.



Almost 100 of the 200 respondents offering comments about the UPD said something favorable, most commonly:

- Thanking the UPD
- Praising the UPD's demeanor and professionalism

Campus Police Department Customer Satisfaction Survey Methodology

The Campus Police Department (CPD) Customer Satisfaction Survey asks respondents for their assessment of a range of specific areas related to the services provided by the University Police Department, the professionalism of the police officers, and the availability of information about crime on campus, as well as for their perceptions about safety on campus, their support for various security measures, and their personal interaction with campus police employees. The survey is typically administered every three years to eligible faculty, staff, and students at NC State. Faculty and staff who were employed as of November 1, 2021 with a FTE > .75 and students who were enrolled as of November 1, 2021, 18 years of age or older, and taking at least one non-distance education course were eligible to participate in the CPD 2021 survey.

In 2021, a total of 7,149 members of the campus community, including 33% of faculty and staff and 20% of students, were invited to participate in the survey. 1,575 people submitted the survey for a response rate of 22%.

Reports on results from the 2021 CPD Survey are available on the Institutional Strategy and Analysis website. For more information, contact Institutional Strategy and Analysis at ncsusurveys@ncsu.edu.