

## 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%)

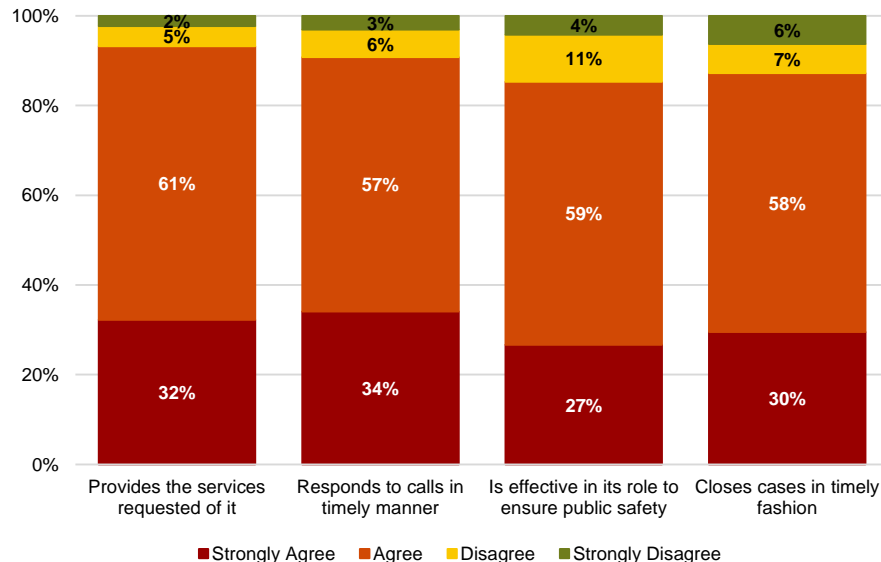


Generally, the University Police Department is rated more favorably than local police departments. As compared to local police, respondents believe:

- *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

NC State UPD...



The most common reasons respondents interacted with police employees:

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



$\frac{1}{5}$  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%)

