NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total N
Q1a: NCSU UPD provides high level of service to the University	29.3%	61.2%	6.7%	2.9%	1,280
Q1b: NCSU UPD provides the services requested of it	32.2%	61.0%	4.5%	2.3%	1,153
Q1c: NCSU UPD responds to calls in timely manner	34.1%	56.7%	6.1%	3.1%	893
Q1d: NCSU UPD provides good info on services they provide	25.9%	57.9%	12.2%	4.1%	1,294
Q1e: NCSU UPD's services are highly accessible	27.7%	61.3%	7.7%	3.4%	1,076
Q1f: NCSU UPD is aware of needs/concerns of NCSU community	25.8%	57.3%	11.1%	5.8%	1,152
Q1g: NCSU UPD is effective in its role to ensure public safety	26.7%	58.6%	10.5%	4.2%	1,316
Q1h: NCSU UPD makes customer service its top priority	28.3%	52.4%	12.8%	6.5%	899
Q1i: NCSU UPD keeps victims/witnesses informed of case status	35.1%	47.0%	10.7%	7.1%	643
Q1j: NCSU UPD closes cases in timely fashion	29.5%	57.7%	6.5%	6.3%	516
Q1k: NCSU UPD does an excellent job overall	26.6%	60.2%	9.2%	4.0%	1,167

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total N
Q2a: Police employees are professional when interacting with faculty	39.4%	56.4%	2.3%	1.8%	732
Q2b: Police employees are professional when interacting with students	32.7%	56.6%	6.6%	4.1%	814
Q2c: Police employees are professional when interacting with staff	39.2%	56.6%	2.1%	2.1%	852
Q2d: Police employees are courteous	33.9%	58.0%	5.4%	2.7%	1,155
Q2e: Police employees demonstrate competency and are knowledgeable about what they do	33.4%	59.3%	4.1%	3.2%	1,095
Q2f: Police employees go out of their way to help during time of need	34.1%	54.1%	7.8%	3.9%	897
Q2g: Police employees have a neat and professional appearance	37.4%	60.4%	1.2%	1.0%	1,278
Q2h: Police employees treat people fairly	35.4%	51.7%	7.6%	5.3%	922
Q2i: Police employees take the time to explain their actions	32.6%	50.9%	11.6%	4.8%	796
Q2j: Police employees enforce all laws, infractions, rules, regulations	31.4%	60.6%	5.3%	2.7%	962
Q2k: Police employees display positive attitude and behavior	32.0%	57.8%	7.4%	2.8%	1,105

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total N
Q3: Easy to contact correct person when requesting UPD assistance	31.9%	56.7%	7.9%	3.5%	685
Q4: NCSU patrol units arrive at call in timely manner	32.2%	59.3%	5.4%	3.1%	695
Q5: NCSU UPD telephone staff are courteous	38.7%	56.2%	2.8%	2.3%	683
Q6: Patrol units are appropriately visible during day	29.7%	57.7%	9.3%	3.3%	1,196
Q7: Patrol units are appropriately visible during nighttime	25.4%	50.9%	18.8%	5.0%	871
Q8: Patrol units are appropriately visible in parking lots	26.7%	53.2%	16.5%	3.6%	1,100
Q9: Patrol units are appropriately visible inside buildings	18.0%	49.3%	26.5%	6.3%	919
Q10: Public information about crimes on campus is readily available	41.9%	46.5%	7.0%	4.6%	1,308
Q11: Information about crime prevention/safety is readily available	38.0%	52.2%	6.6%	3.2%	1,288
Q12: Crime alerts are appropriately issued across campus	44.3%	43.8%	6.8%	5.0%	1,353
Q13: Victim assistance programs are readily available on campus	31.6%	54.9%	8.1%	5.4%	633
Q14: Adequate number of emergency blue light phones on campus	30.1%	53.5%	12.6%	3.8%	1,184
Q15: Adequate number of NCSU police/security at games/events on campus	31.5%	60.4%	7.0%	1.0%	858
Q16: People drive too fast on campus	14.3%	28.9%	49.2%	7.7%	1,281
Q17: There are serious crimes on campus	13.3%	39.5%	37.8%	9.4%	1,136
Q18: UPD employees are competent in their job duties	28.9%	64.7%	4.1%	2.3%	1,162

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Very safe	Somewhat safe	Not very safe	Not at all safe	Total N
Q19a: How safe you feel: Walking around campus during day	83.3%	15.2%	1.1%	0.4%	1,431
Q19b: How safe you feel: Walking around after dark	21.9%	51.3%	20.7%	6.1%	1,424
Q19c: How safe you feel: Working in office/lab after hours	46.3%	41.9%	8.9%	2.9%	1,421
Q19d: How safe you feel: Using parking lots/garages/decks	41.8%	44.3%	10.9%	3.0%	1,429
Q19e: How safe you feel: Attending NCSU games/events/parties	55.0%	37.1%	4.2%	3.7%	1,408
Q19f: How safe you feel: Being on campus on the weekends	61.8%	32.9%	3.5%	1.8%	1,419

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Very serious problem	Somewhat serious	Not very serious	Not at all serious	Total N
Q20a: Security risk: Poor lighting	31.6%	43.1%	21.0%	4.4%	1,336
Q20b: Security risk: Doors propped open	24.9%	32.7%	29.6%	12.8%	1,278
Q20c: Security risk: Overgrown trees/shrubbery	11.6%	24.6%	43.3%	20.5%	1,343
Q20d: Security risk: Unauthorized people in buildings	39.7%	34.4%	18.9%	6.9%	1,270
Q20e: Security risk: Vagrants/trespassers/panhandlers, etc	39.2%	33.0%	18.5%	9.3%	1,300
Q20f: Security risk: Open/unlocked doors/windows	27.7%	37.2%	24.0%	11.1%	1,281
Q20g: Security risk: Inadequate police/security staffing	34.0%	32.6%	21.0%	12.4%	1,191
Q20h: Security risk: Functions/classes held in isolated locations	17.1%	32.4%	37.5%	13.0%	1,149
Q20i: Security risk: Functions/classes held at late hours	19.3%	36.7%	32.9%	11.1%	1,204
Q20j: Security risk: Issues created by ongoing construction	11.0%	33.5%	41.0%	14.5%	1,262
Q20k: Security risk: Lack of info about crime on campus	26.6%	27.9%	24.8%	20.6%	1,301
Q20l: Security risk: Lack of awareness - crime prevention	24.7%	36.1%	24.1%	15.1%	1,289

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Yes	No	Total N
Q21a: Participate/support: Wearing ID card on campus	54.9%	45.1%	1,413
Q21b: Participate/support: Electronic cards to access bldgs	87.2%	12.8%	1,415
Q21c: Participate/support: Cameras outside buildings	84.1%	15.9%	1,414
Q21d: Participate/support: Cameras inside bldgs(common areas)	75.1%	24.9%	1,413
Q21e: Participate/support: Restricting access to few doors/bldg	63.6%	36.4%	1,411
Q21f: Participate/support: Restricting access of outsiders	74.7%	25.3%	1,410
Q21g: Participate/support: Increased lighting outside bldgs	96.8%	3.2%	1,408

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Yes	No	Total N
Q22a: Interacted w/ NCSU UPD: Personal escort	5.9%	94.1%	1,404
Q22b: Interacted w/ NCSU UPD: Locked out of car	4.8%	95.2%	1,404
Q22c: Interacted w/ NCSU UPD: Used panic/burglar alarm	2.7%	97.3%	1,402
Q22d: Interacted w/ NCSU UPD: Used blue emergency phone	2.2%	97.8%	1,399
Q22e: Interacted w/ NCSU UPD: Attnd safety lecture/wrkshp	27.4%	72.6%	1,406
Q22f: Interacted w/ NCSU UPD: Witness to a crime	5.6%	94.4%	1,402
Q22g: Interacted w/ NCSU UPD: Currency escort	1.8%	98.2%	1,400
Q22h: Interacted w/ NCSU UPD: Locked out of bldg	9.5%	90.5%	1,403
Q22i: Interacted w/ NCSU UPD: Fire alarm	25.5%	74.5%	1,404
Q22j: Interacted w/ NCSU UPD: Involved in traffic accident	6.4%	93.6%	1,398
Q22k: Interacted w/ NCSU UPD: Victim of a crime	3.8%	96.2%	1,400
Q22l: Interacted w/ NCSU UPD: Committed an offense	2.3%	97.7%	1,396
Q22m: Interacted w/ NCSU UPD: Other	14.8%	85.2%	1,002

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Yes	No	Total N
Q23_1: Preferred Way to Receive Notifications: Text Messaging	87.1%	12.9%	1,420
Q23_2: Preferred Way to Receive Notifications: Broadcast Email	83.7%	16.3%	1,420
Q23_3: Preferred Way to Receive Notifications: OnCampus app	23.8%	76.2%	1,420
Q23_4: Preferred Way to Receive Notifications: Alertus desktop notification	17.1%	82.9%	1,420
Q23_5: Preferred Way to Receive Notifications: University homepage	30.0%	70.0%	1,420
Q23_6: Preferred Way to Receive Notifications: University audible warning system	31.3%	68.7%	1,420
Q23_7: Preferred Way to Receive Notifications: Other	0.9%	99.1%	1,420
Q23_7: Preferred Way to Receive Notifications: Other	0.9%	99.1%	1,420

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Text messaging	Broadcast email	OnCampus app	Alertus desktop notification	University homepage	University audible warning system	Other	Total N
Q24: Single most preferred method of notification about emergency situations	68.9%	25.6%	1.3%	1.0%	0.5%	2.6%	0.2%	1,398

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Yes	No	Total N
Q26: Attended a violence prevention/active shooter presentation	18.2%	81.8%	1,416

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Very satisfied	Moderately satisfied	Moderately dissatisfied	Very dissatisfied	Total N
Q26a: Satisfaction with violence prevention/active shooter presentation	60.0%	35.2%	3.1%	1.8%	404

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Yes	No	Total N
Q26c_1: Reason for not attending violence prevention/active shooter presentation: Unaware of such presentations	82.3%	17.7%	1,004
Q26c_2: Reason for not attending violence prevention/active shooter presentation: Scheduling conflict	9.2%	90.8%	1,004
Q26c_3: Reason for not attending violence prevention/active shooter presentation: Make me too uncomfortable	3.2%	96.8%	1,004
Q26c_4: Reason for not attending violence prevention/active shooter presentation: Not required	23.3%	76.7%	1,004
Q26c_5: Reason for not attending violence prevention/active shooter presentation: Not interested	17.3%	82.7%	1,004
Q26c_6: Reason for not attending violence prevention/active shooter presentation: Other	3.7%	96.3%	1,004

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NC State University Police Department
2021 Customer Satisfaction Survey

Overall Results
(Excludes "Don't Know/Not Applicable" Responses)

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total N
NewQ_1: Compared to local police, NC State University police are more trustworthy	14.8%	37.4%	41.2%	4.5%	2.2%	973
NewQ_2: Compared to local police, NC State University police are quicker to respond	19.1%	43.0%	33.0%	3.2%	1.6%	905
NewQ_3: Compared to local police, NC State University police provide more community help	16.8%	47.1%	29.1%	5.4%	1.5%	931
NewQ_4: Compared to local police, NC State University police complete less training	3.9%	13.0%	51.8%	20.0%	11.4%	621
NewQ_5: Compared to local police, NC State University police have less resources	5.1%	27.1%	40.0%	19.1%	8.8%	705
NewQ_6: Compared to local police, NC State University police have less power	3.8%	27.1%	37.0%	22.7%	9.4%	800
NewQ_7: Compared to local police, NC State University police use more discretion	7.4%	32.5%	48.6%	8.0%	3.5%	754

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