

**NC State University Police Department
2021 Customer Satisfaction Survey**

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable	Total N
Q1a: NCSU UPD provides high level of service to the University	24.2%	50.5%	5.5%	2.4%	17.4%	1,574
Q1b: NCSU UPD provides the services requested of it	24.2%	45.8%	3.4%	1.7%	24.9%	1,569
Q1c: NCSU UPD responds to calls in timely manner	18.7%	31.1%	3.3%	1.7%	45.1%	1,571
Q1d: NCSU UPD provides good info on services they provide	21.9%	48.9%	10.3%	3.4%	15.6%	1,570
Q1e: NCSU UPD's services are highly accessible	20.2%	44.7%	5.6%	2.4%	27.1%	1,573
Q1f: NCSU UPD is aware of needs/concerns of NCSU community	19.6%	43.5%	8.4%	4.4%	24.0%	1,573
Q1g: NCSU UPD is effective in its role to ensure public safety	22.9%	50.1%	9.0%	3.6%	14.4%	1,573
Q1h: NCSU UPD makes customer service its top priority	16.2%	30.0%	7.3%	3.7%	42.7%	1,572
Q1i: NCSU UPD keeps victims/witnesses informed of case status	15.4%	20.6%	4.7%	3.1%	56.2%	1,574
Q1j: NCSU UPD closes cases in timely fashion	10.7%	21.0%	2.4%	2.3%	63.7%	1,573
Q1k: NCSU UPD does an excellent job overall	20.1%	45.5%	7.0%	3.0%	24.4%	1,572

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable	Total N
Q2a: Police employees are professional when interacting with faculty	17.8%	25.4%	1.1%	0.8%	55.0%	1,492
Q2b: Police employees are professional when interacting with students	21.1%	36.6%	4.3%	2.7%	35.4%	1,492
Q2c: Police employees are professional when interacting with staff	19.2%	27.6%	1.0%	1.0%	51.1%	1,490
Q2d: Police employees are courteous	25.6%	43.7%	4.1%	2.0%	24.6%	1,491
Q2e: Police employees demonstrate competency and are knowledgeable about what they do	24.6%	43.6%	3.0%	2.3%	26.4%	1,487
Q2f: Police employees go out of their way to help during time of need	20.4%	32.4%	4.7%	2.4%	40.1%	1,491
Q2g: Police employees have a neat and professional appearance	32.3%	52.1%	1.0%	0.8%	13.7%	1,491
Q2h: Police employees treat people fairly	22.7%	33.2%	4.9%	3.4%	35.8%	1,488
Q2i: Police employees take the time to explain their actions	17.4%	27.2%	6.2%	2.6%	46.6%	1,489
Q2j: Police employees enforce all laws, infractions, rules, regulations	21.0%	40.6%	3.6%	1.8%	33.0%	1,489
Q2k: Police employees display positive attitude and behavior	23.6%	42.5%	5.4%	2.1%	26.4%	1,487

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**Overall Results
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	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable	Total N
Q3: Easy to contact correct person when requesting UPD assistance	13.8%	24.5%	3.4%	1.5%	56.7%	1,433
Q4: NCSU patrol units arrive at call in timely manner	14.4%	26.5%	2.4%	1.4%	55.2%	1,431
Q5: NCSU UPD telephone staff are courteous	15.8%	23.0%	1.2%	0.9%	59.0%	1,433
Q6: Patrol units are appropriately visible during day	25.3%	49.1%	7.9%	2.8%	14.9%	1,427
Q7: Patrol units are appropriately visible during nighttime	18.4%	37.0%	13.6%	3.6%	27.3%	1,431
Q8: Patrol units are appropriately visible in parking lots	21.5%	42.7%	13.2%	2.9%	19.7%	1,431
Q9: Patrol units are appropriately visible inside buildings	12.5%	34.4%	18.5%	4.4%	30.3%	1,428
Q10: Public information about crimes on campus is readily available	38.5%	42.7%	6.4%	4.3%	8.1%	1,433
Q11: Information about crime prevention/safety is readily available	34.5%	47.5%	6.0%	2.9%	9.1%	1,434
Q12: Crime alerts are appropriately issued across campus	41.8%	41.3%	6.4%	4.7%	5.7%	1,434
Q13: Victim assistance programs are readily available on campus	14.6%	25.4%	3.8%	2.5%	53.7%	1,431
Q14: Adequate number of emergency blue light phones on campus	26.6%	47.4%	11.2%	3.3%	11.5%	1,434
Q15: Adequate number of NCSU police/security at games/events on campus	20.7%	39.6%	4.6%	0.7%	34.4%	1,433
Q16: People drive too fast on campus	12.8%	25.8%	44.0%	6.9%	10.5%	1,435
Q17: There are serious crimes on campus	10.6%	31.5%	30.2%	7.5%	20.2%	1,435
Q18: UPD employees are competent in their job duties	23.8%	53.2%	3.4%	1.9%	17.7%	1,430

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

	Very serious problem	Somewhat serious	Not very serious	Not at all serious	Don't Know	Total N
Q20a: Security risk: Poor lighting	30.4%	41.4%	20.2%	4.2%	3.8%	1,417
Q20b: Security risk: Doors propped open	23.1%	30.3%	27.4%	11.9%	7.3%	1,418
Q20c: Security risk: Overgrown trees/shrubbery	11.2%	23.7%	41.7%	19.7%	3.7%	1,415
Q20d: Security risk: Unauthorized people in buildings	36.2%	31.4%	17.3%	6.3%	8.9%	1,414
Q20e: Security risk: Vagrants/trespassers/panhandlers, etc	36.4%	30.7%	17.2%	8.7%	7.1%	1,417
Q20f: Security risk: Open/unlocked doors/windows	25.6%	34.3%	22.1%	10.3%	7.6%	1,413
Q20g: Security risk: Inadequate police/security staffing	30.0%	28.7%	18.5%	10.9%	11.8%	1,414
Q20h: Security risk: Functions/classes held in isolated locations	14.9%	28.2%	32.6%	11.3%	13.0%	1,407
Q20i: Security risk: Functions/classes held at late hours	17.4%	33.1%	29.6%	10.0%	9.9%	1,415
Q20j: Security risk: Issues created by ongoing construction	10.1%	30.7%	37.6%	13.3%	8.3%	1,413
Q20k: Security risk: Lack of info about crime on campus	25.0%	26.3%	23.3%	19.4%	6.1%	1,413
Q20l: Security risk: Lack of awareness - crime prevention	23.1%	33.8%	22.6%	14.2%	6.3%	1,413

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**Overall Results
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	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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	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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**Overall Results
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	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_9: Preferred Way to Receive Notifications: I do not wish to receive such notifications	2.0%	98.0%	1,420

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	Text messaging	Broadcast email	OnCampus app	Alertus desktop notification	University homepage	University audible warning system	Other	I do not wish to receive such notifications	Total N
Q24: Single most preferred method of notification about emergency situations	67.9%	25.2%	1.3%	0.9%	0.5%	2.6%	0.2%	1.4%	1,413

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

	Very satisfied	Moderately satisfied	Moderately dissatisfied	Very dissatisfied	Don't Know	Total N
Q26a: Satisfaction with violence prevention/active shooter presentation	58.4%	34.2%	3.0%	1.7%	2.7%	411

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

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know	Total N
NewQ_1: Compared to local police, NC State University police are more trustworthy	10.7%	27.2%	30.0%	3.3%	1.6%	27.7%	1,393
NewQ_2: Compared to local police, NC State University police are quicker to respond	12.6%	28.5%	21.9%	2.1%	1.1%	33.7%	1,393
NewQ_3: Compared to local police, NC State University police provide more community help	11.9%	33.2%	20.5%	3.8%	1.1%	29.5%	1,393
NewQ_4: Compared to local police, NC State University police complete less training	1.7%	5.7%	22.8%	8.8%	5.0%	55.9%	1,392
NewQ_5: Compared to local police, NC State University police have less resources	2.6%	14.0%	20.6%	9.8%	4.5%	48.4%	1,389
NewQ_6: Compared to local police, NC State University police have less power	2.2%	15.7%	21.4%	13.1%	5.5%	42.1%	1,391
NewQ_7: Compared to local police, NC State University police use more discretion	4.0%	17.8%	26.7%	4.4%	1.9%	45.1%	1,391

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