

A&F CUSTOMER SATISFACTION SURVEY 2018/19

University Police Department

University Police oversees campus safety, crime prevention programs, investigations, event security, live scan, key and bicycle registration, safety escorts, and more.

STRENGTHS

Moving in a Positive Direction

Knowledgeable Staff

Accessible to Customers



IMPROVEMENT Opportunities

Understands Customer Needs

Resolves Problems Effectively

Provides Effective Advice, Guidance



1,251

Respondents

4.22

Overall Satisfaction with
Department Services

4.28

Moving in a Positive Direction to
Meet Customer Needs

Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent





Administration & Finance Customer Satisfaction Survey

University Police

University Police oversees campus safety, crime prevention programs, investigations, event security, live scan, key registration, bicycle registration, safety escorts, (UPD does not issue parking tickets).

2019

1,251
respondents

Strengths

- Moving in a Positive Direction
- Knowledgeable Staff
- Accessible to Customers

2018

1,100
respondents

Opportunities

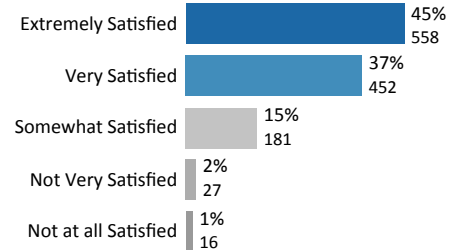
- Understands My Needs and Requirements
- Resolves Problems Effectively
- Provides Effective Advice, Guidance

Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

4.22
mean

Standard Deviation
0.87



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

Mean Score

#	Question	2017	2018	2019	2019 change from prior year
1	Thinking of your OVERALL experience with University Police, how would you rate your satisfaction with University Police (Campus Safety) during the past 12 months in meeting your ..	4.18	4.26	4.22	
2	Understands my needs and requirements	4.19	4.27	4.25	
3	Accessible to customers (via phone/voicemail, email, OR in-person)	4.25	4.32	4.30	
4	Responsive to requests or problems within an acceptable time	4.21	4.26	4.21	
5	Provides effective advice, support, and guidance	4.22	4.29	4.26	
6	Satisfaction with the effectiveness of the University Police Community Outreach (EPIC) Program (i.e. Crime Prevention Presentation, Self-Defense Class, Coffee with a Cop, Police Simulator)?	4.25	4.29	4.30	
7	Resolves problems effectively	4.16	4.25	4.23	
8	Effectively uses websites and systems to provide access to University Police information and services	4.21	4.25	4.23	
9	Knowledgeable staff	4.27	4.32	4.31	
10	Helpful, courteous staff	4.26	4.34	4.32	
11	Moving in a positive direction to better meet my department's needs	4.23	4.30	4.28	

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- 2019 was the third year for the Administration & Finance Customer Satisfaction Survey
- 20 different services across 8 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 45,073 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,736 (19.4%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only use certain services that were relevant to them
- The survey was available to take from March 5 to March 29, 2019
- N/As and blank responses did not count in calculations for mean scores