

A&F CUSTOMER SATISFACTION SURVEY 2019/20

UNIVERSITY POLICE

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

STRENGTHS

- ✓ Helpful Staff
- ✓ Knowledgeable Staff
- ✓ Effectiveness of EPIC Program

IMPROVEMENT OPPORTUNITIES

- ✓ Moving in a Positive Direction
- ✓ Facilitates Problem Resolution
- ✓ Understands My Needs & Requirements



Moving in a Positive Direction to Meet Customer Needs



4.10

Mean Scores

- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent





2020 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).

2020
805
respondents

Strengths
Helpful Staff
Knowledgeable Staff
Effectiveness of EPIC Program

2019
1,251
respondents

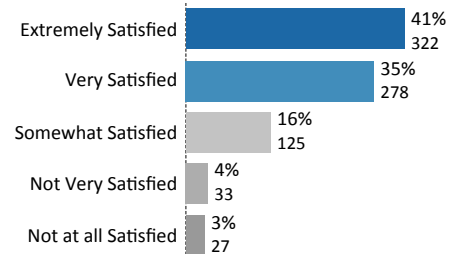
Opportunities
Understands My Needs and Requirements
Moving in a Positive Direction
Facilities Problem Resolution

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?

4.06
mean

Standard Deviation
1.02



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	2018	2019	2020		2020 change from prior year
1	Thinking of your OVERALL experience with University Police, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.26	4.22	4.06	★	↓
2	Understands my needs and requirements	4.27	4.25	4.06	★	↓
3	Accessible to customers (via phone/voicemail, email, OR in-person)	4.32	4.30	4.15	★	↓
4	Responsive to requests within an acceptable time frame	4.26	4.21	4.09	★	↓
5	Provides effective advice, support, and guidance	4.29	4.26	4.09	★	↓
6	Facilitates problem resolution	4.25	4.23	4.10	★	↓
7	Effectively uses websites and systems to provide access to University Police information and services	4.25	4.23	4.13		↓
8	Knowledgeable staff	4.32	4.31	4.17	★	↓
9	Helpful, courteous staff	4.34	4.32	4.18	★	↓
10	Moving in a positive direction to better meet my department's needs	4.30	4.28	4.10	★	↓
11	Effectiveness of the University Police Community Outreach (EPIC) Program (i.e. Coffee with a Cop, Crime Prevention Presentations, Self-Defense Classes (RAD), Sports with At-Risk Youth, et..)	4.29	4.30	4.13	★	↓

★ Change from prior year is statistically significant

Change - Increase/Decrease of 0.09 or greater

Background

- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition