

# Customer Satisfaction Survey 2017/18

## University Police Department

University Police is responsible for campus safety, crime prevention, investigations, key registration, live scan, safety escorts, and emergency preparedness.

**4.27**  
Understands Customer Needs

**4.32**  
Accessible to Customers

**4.26**  
Responsive to Requests


**4.29**  
Provides Effective Advice & Guidance

**4.25**  
Resolves Problems Effectively

**4.25**  
Effectively Uses Website

**4.32**  
Knowledgeable Staff

**4.34**  
Helpful Staff

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



**1,100**  
Respondents



**4.26**  
Overall Satisfaction with UPD



**4.30**  
Moving in a Positive Direction to Meet Customer Needs

### STRENGTHS

Moving in a Positive Direction

Provides Effective Advice



### Opportunities for IMPROVEMENT

Understands Customer Needs

Resolves Problems Effectively

Outreach



# The Road to Success Customer Satisfaction Survey

## University Police (Campus Safety)

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

2018

1,100  
respondents

2017

1,364 respondents

### Strengths

Moving in a Positive Direction  
Provides Effective Advice, Guidance  
Helpful Staff

### Opportunities

Understands My Needs and Requirements  
Resolves Problems Effectively  
Outreach

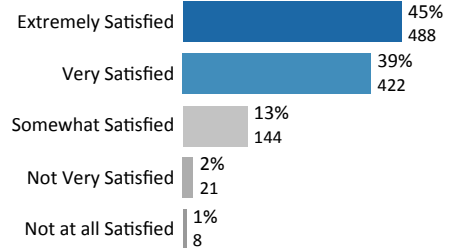
### Overall Satisfaction

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?

4.26

mean

Standard Deviation  
0.81



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	Chg from 2017 to 2018
1	Thinking of your OVERALL experience with University Police (Campus Safety), how would you rate your satisfaction with University Police (Campus Safety) during the past 12 months in meeting your depart..	4.18	4.26	
2	Understands my needs and requirements	4.19	4.27	
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.25	4.32	
4	Responsive to requests or problems within an acceptable time	4.21	4.26	
5	Provides effective advice, support, and guidance	4.22	4.29	
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	
7	Resolves problems effectively	4.16	4.25	
8	Effectively uses websites and systems to provide access to University Police (Campus Safety) information and services	4.21	4.25	
9	Knowledgeable staff	4.27	4.32	
10	Helpful, courteous staff	4.26	4.34	
11	Moving in a positive direction to better meet my department's needs	4.23	4.30	

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

### Background

- 2018 was the second year for The Road to Success 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) 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 used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores