

2008 Campus Wide Satisfaction Survey



POLICE DEPARTMENT
THE UNIVERSITY OF TEXAS AT AUSTIN

 **ECS** Office of the Vice President for
Employee and Campus Services

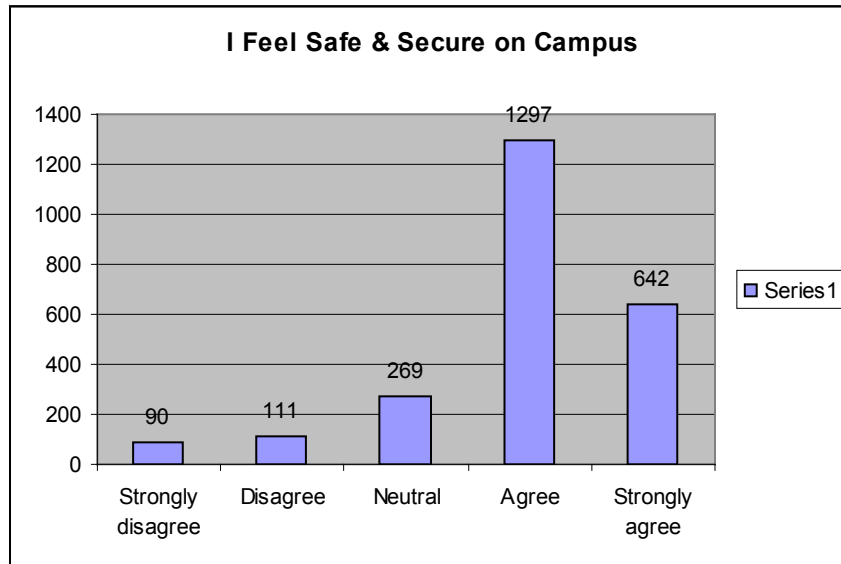
Executive Summary

As part of their accreditation process, The University of Texas at Austin Police Department (UTPD) surveyed the campus in March 2008 to determine the level satisfaction with its performance among its constituents. The survey was administered on-line with 2440 individuals responding. This number is a statistically significant representation of the campus' 21,000 faculty and staff and 50,000 students.

Positive Feedback

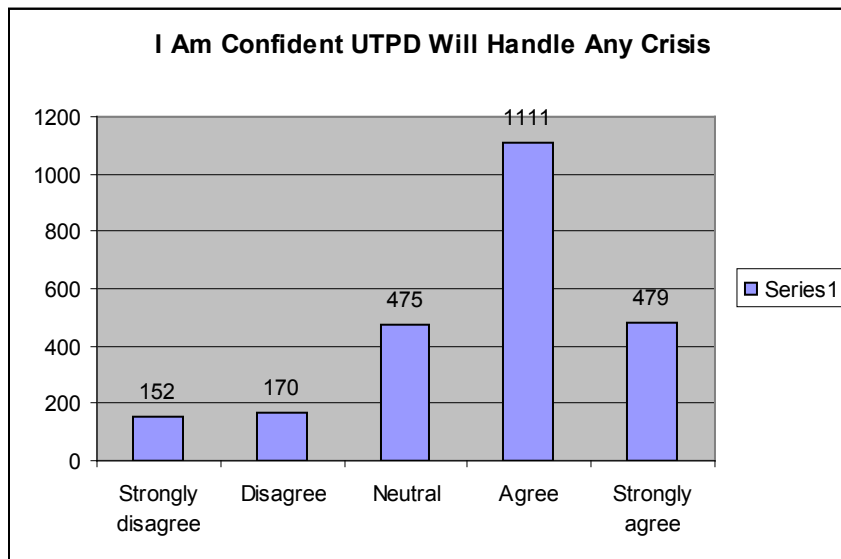
The overall scores for the department were very positive with most of those surveyed agreeing or strongly agreeing that they feel safe on campus and are confident UTPD will handle any crisis that presents itself.

Question 1: 2417 Answered / 23 Skipped



Average Rating = 3.95 of possible 5

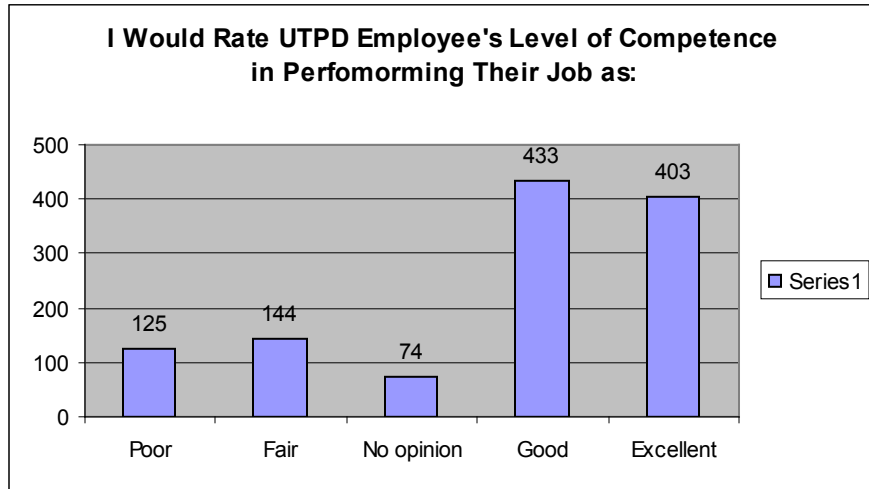
Question 2: 2387 Answered/53 Skipped



Average rating = 3.67 of possible 5

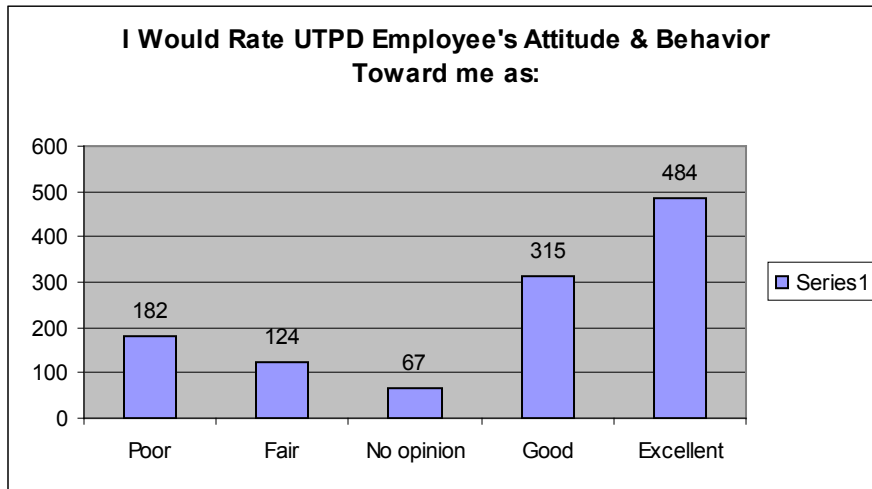
The respondents' confidence level was reinforced with their scores for UTPD's competency (3.72 of a possible 5) and the department's attitude and behavior (3.68 of a possible 5).

Question 6: 1180 Answered / 1260 Skipped



Rating Average = 3.72 of possible 5

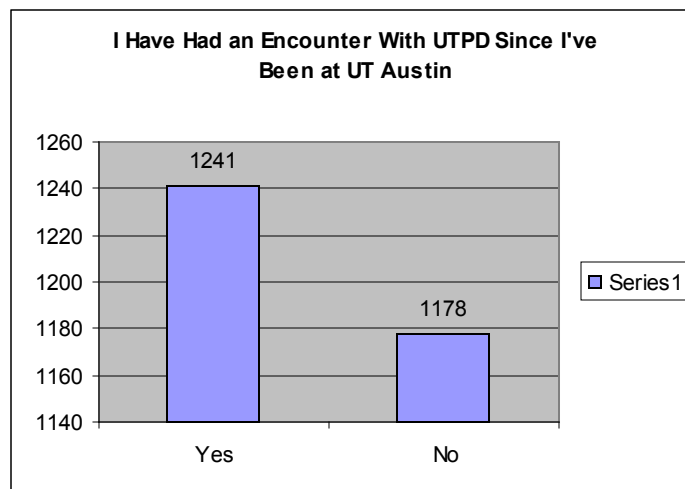
Question 6 Continued...



Rating Average = 3.68 of possible 5

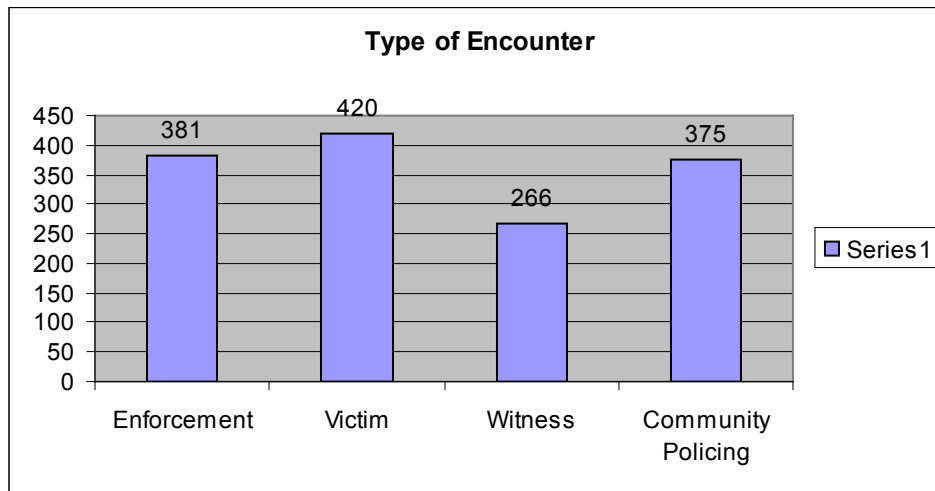
Of those individuals participating in the survey, roughly 51 percent reported having had an encounter with UTPD during their time with the university. The majority of those encounters were related to law enforcement, crime victims or witnesses. Only 34 percent indicated that the encounter related to the community policing program.

Question 4: 2419 answered / 21 Skipped



51.3% Yes / 48.7% No

Question 5: 1103 Answered / 1337 Skipped



34.5% Enforcement / 38.1% Victim / 24.1% Witness / 34% Community Policing Presentation

Possible Opportunities for Growth or Future Focus

Areas which present themselves as possible opportunities for growth or future focus were covered in questions 3 and 5 of the survey.

Question 3, "The most important safety issue UTPD can address is _____," was open response which needed to be categorized for analysis (see chart below). When collapsed into categories the largest responses were 1) Safety after dark/increased presence at night (321), 2) General safety/Emergency preparedness (227), and 3) Theft, robbery, burglary (224).

1551 participants responded to this open question

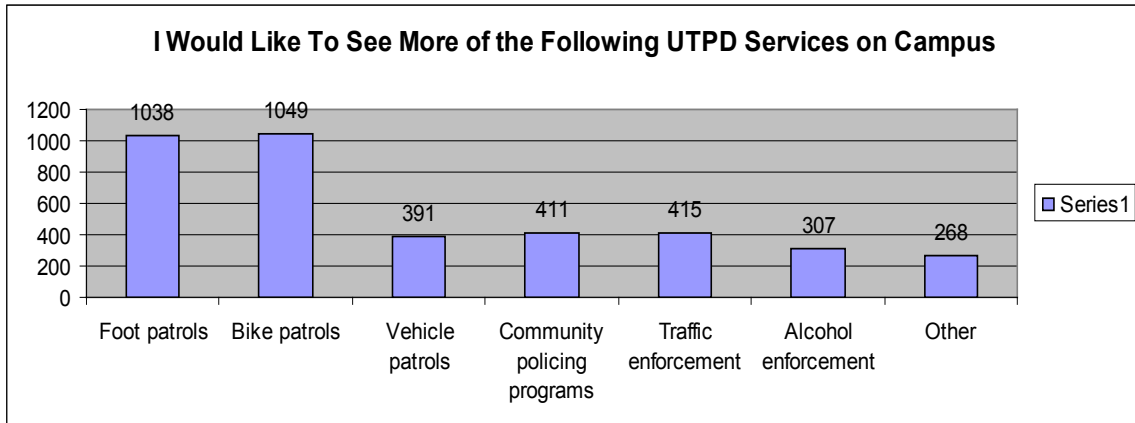
Question 3. The most important safety issue UTPD can address is:

Response Category	Number responded	Percent of participants responding*
Safety after dark/Increased presence at night	321	21%
General safety/Emergency preparedness	227	15%
Theft, robbery, burglary	224	14%
Homeless, trespassers, Guadalupe and West of Campus	183	12%
Pedestrians vs. Bikes vs. Autos; Traffic enforcement (jaywalking, bike and auto violations)	163	11%
Violence against women (sexual assault, stalking), women's safety (including more RAD classes)	98	6%
Armed person, terrorist threat, bomb threat, VT type tragedy	87	6%
Assault/other violent crime	67	4%
Alcohol and Drug related offenses	53	3%
Increase police patrol/visibility, get police walking and out of the cars	39	2.50%
Miscellaneous (did not make category because less than five respondents mentioned it; most dealt with issues not related to UTPD e.g., lighting, parking, ticket writing, rude/offensive remarks)	157	10%

*Percentages do not total 100 because some respondents gave several answers to the question

Question 7, "I would like to see more of the following UTPD services on campus," yielded the high responses for more foot patrols (53.7%) and more bike patrols (54.2%).

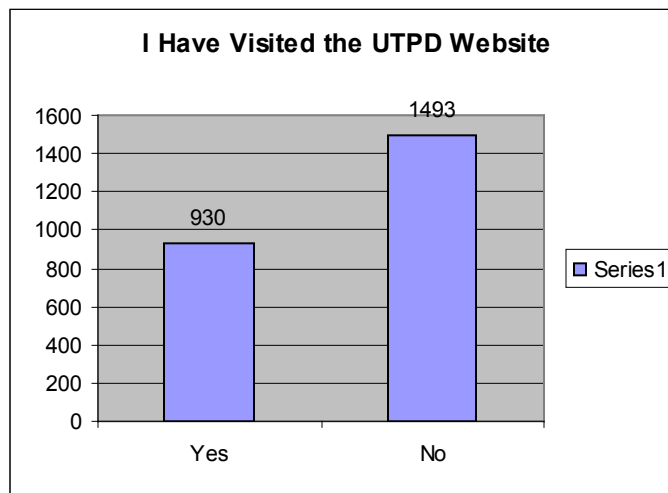
Question 7: 1934 Answered / 506 Skipped



53.7% Foot Patrol / 54.2% Bike Patrol / 20.2% Vehicle Patrols / 21.3% Community Policing Programs / 21.5% Traffic Enforcement / 15.9% Alcohol Enforcement / 13.9% Other

Finally, responses to question 2 in the survey indicate that only 38.4% of those participating had ever visited the UTPD Website. This would be something to consider in future crime prevention, recruitment, and general public awareness promotions.

Question 2: 2423 Answered / 17 Skipped



38.4% Yes / 61.6% No