

DATE: December 8, 2023
TO: Reed Layton, Senior Director Public Safety
FROM: Lori McDonald, Accreditation Team Member
RE: Department of Public Safety Survey 2023

Following is an analysis of the Department of Public Safety survey dated October 2023. There were 1240 respondents who completed the survey, which is a reduction from the previous year.

The survey participants were fairly represented between residential students (17.81%), commuter students (27.96 %,) and faculty/staff members (54.23%).

Department's Office Staff

The overall rating of the Department's Office Staff showed most community members were Very Satisfied/Satisfied (94%) this number is comparable to the previous year.

The information for this assessment was taken from the following categories: Attitude of staff and helpfulness of written as well as verbal information.

Department's Police/Security Officers

The overall rating of the Department's Police and Security officer was a majority very Satisfied/Satisfied with the average rating of all categories or 93%. This remained constant from the previous survey dated December 2021.

The information for this assessment was taken from the following categories: Officer's response time, courteousness, knowledge, communication, professional appearance, and services the police/security officers provided.

Satisfaction with Safety Enhancement:

(Percentage reflects the Very Satisfactory /Satisfactory rating)

Safety Enhancement	Current Survey	Prior Survey
Lighting levels of residence halls	83.76%	83.92%
Lighting in parking lots	74.97%	71.90%
Lighting in academic areas	86.71%	86.48%
Campus crime prevention efforts	80.56%	86.95%
Communication of potential safety issues on campus	82.88%	83.95%
Number of blue light emergency phones	80.50%	74.61%
Enforcement of laws and policies	81.68%	84.66%
Presence of police and security on campus	80.27%	80.57%

Community's response to what are important services performed by the Department of Public Safety, in order of importance:

1. Providing night escorts
2. Foot patrols
3. Motor vehicle patrol
4. Crime prevention programs
5. Office/residential hall safety inspections
6. Parking enforcement

The Department of Public Safety services ranked in the same order of importance as the previous survey.

Rate the stated problems as No Problem/Minor Problem/Major Problem:

Public drinking, vandalism, burglaries/theft, drug use, and harassment ratings showed most of the community members stated the listed problems as minor problems on campus. This list of behaviors was ranked as a minor problem in the previous survey also.

Do you feel safe on campus during the day was a comfortable majority 97%, an increase of 1% from our previous survey.

Do you feel safe on campus during the night showed a 74% comfort level, a decrease of 1% from our previous survey.

How fearful are you that you will become a victim of crime on campus showed, 44% of the community is not fearful at all. This is an 9% decrease of community members not being fearful at all.

How familiar are you with various crime reduction initiative

Very familiar 18%

Moderately familiar 30%

Slightly familiar 28%

Not familiar at all 23%

Citizen recommendations for improvements

Lighting around campus especially along pedestrian paths around lake.

Increase familiarity of crime reduction initiatives.

Increase Police presence around areas off campus but frequented by students.

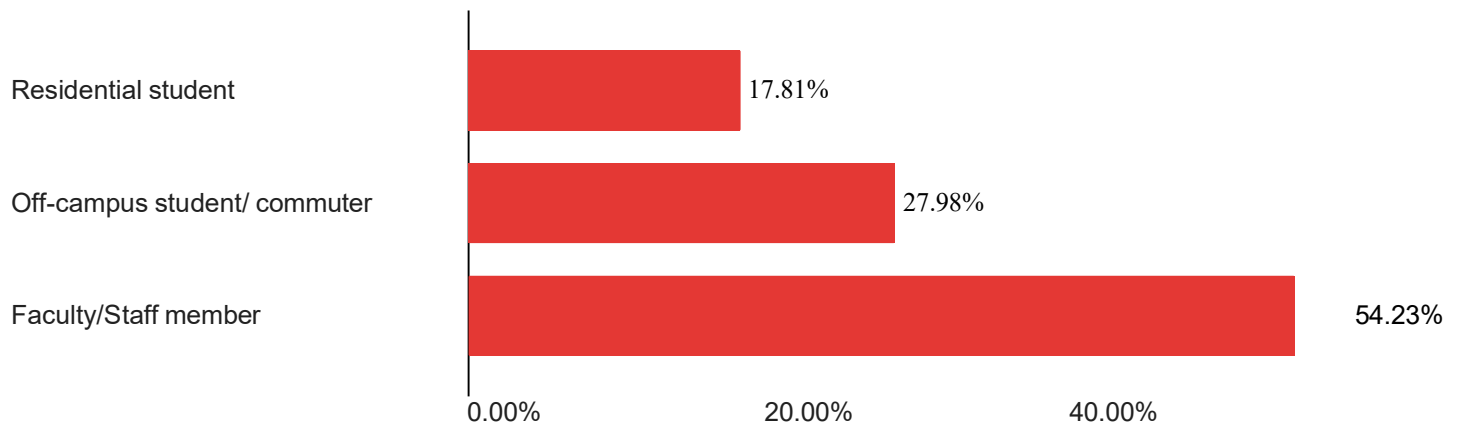
PS Survey 2023

Public Safety Survey - 2023

October 13th, 2023, 10:40 am

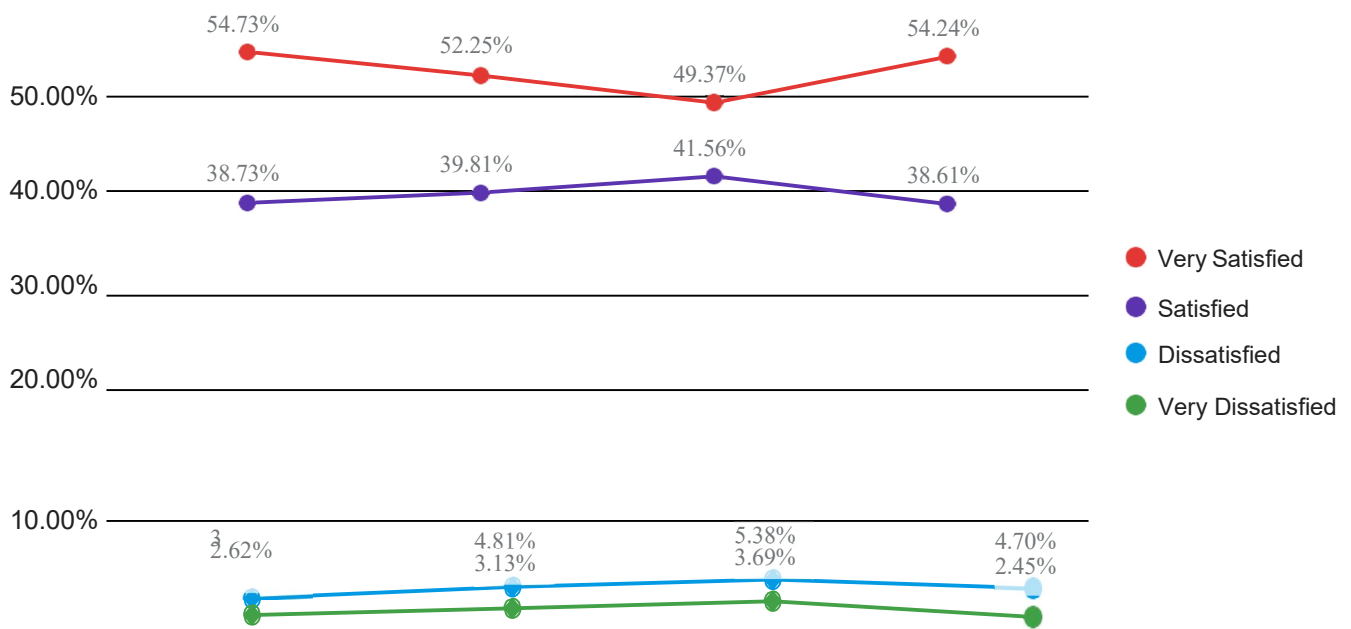
Q2 - I am a

#	Answer	%	Count
1	Residential student	17.81%	221
2	Off-campus student/ commuter	27.96%	347
3	Faculty/Staff member	54.23%	672
	Total	100%	1,240



Q3 - If applicable, based on your experience, please rate your level of satisfaction with the Department of Public Safety's office staff using the following categories:

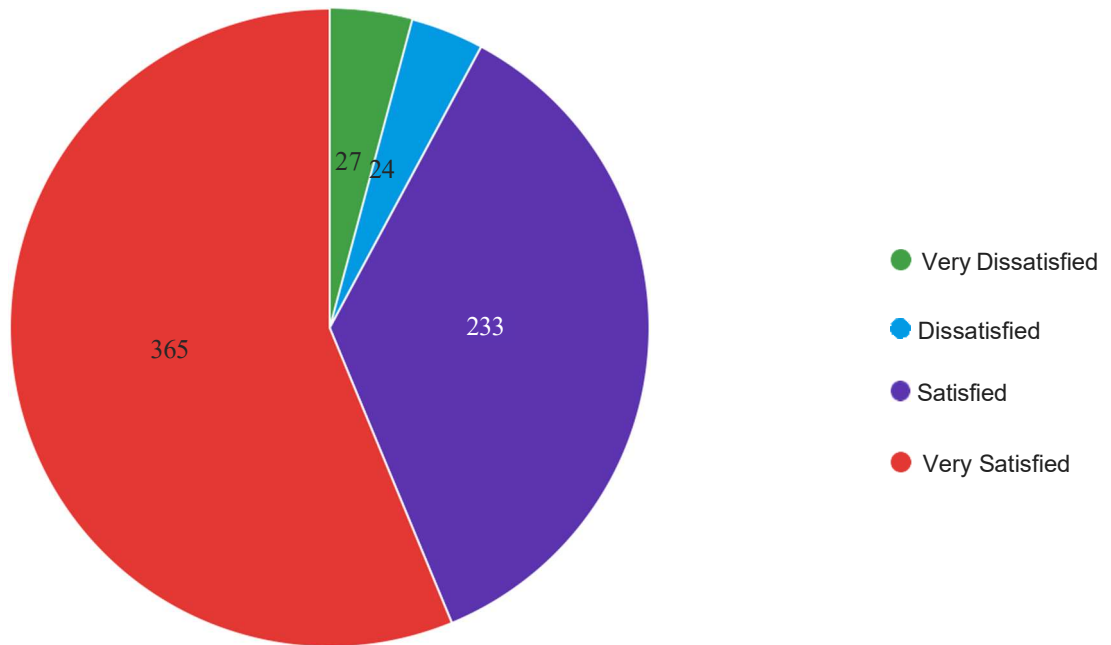
#	Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
1	Attitude of professional staff	54.73% 544	38.73% 385	3.92% 39	2.62% 26	994
2	Helpfulness of verbal information	52.25% 500	39.81% 381	4.81% 46	3.13% 30	957
3	Helpfulness of written information	49.37% 468	41.56% 394	5.38% 51	3.69% 35	948
4	Overall competence of employee	54.25% 531	38.61% 378	4.70% 46	2.45% 24	979



Q4 - If applicable, based on your experience, please rate your level of satisfaction with the Department of Public Safety's police/security officers using the following categories:

officers using the following categories:

#	Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
1	Helpfulness of Dispatcher	56.24% 365	35.90% 233	3.70% 24	4.16% 27	649
2	Officer's response time	54.26% 357	35.71% 235	6.69% 44	3.34% 22	658
3	Officer's courteousness	60.00% 450	32.13% 241	4.40% 33	3.47% 26	750
4	Officer's knowledge	57.70% 416	35.09% 253	3.74% 27	3.47% 25	721
5	Officer's communication	57.55% 423	34.56% 254	3.67% 27	4.22% 31	735
6	Officer's professional appearance	63.35% 491	32.65% 253	1.81% 14	2.19% 17	775
7	Services the officer provided	59.12% 428	33.01% 239	4.42% 32	3.45% 25	724



Q5 - Rate your level of satisfaction with the following safety enhancements:

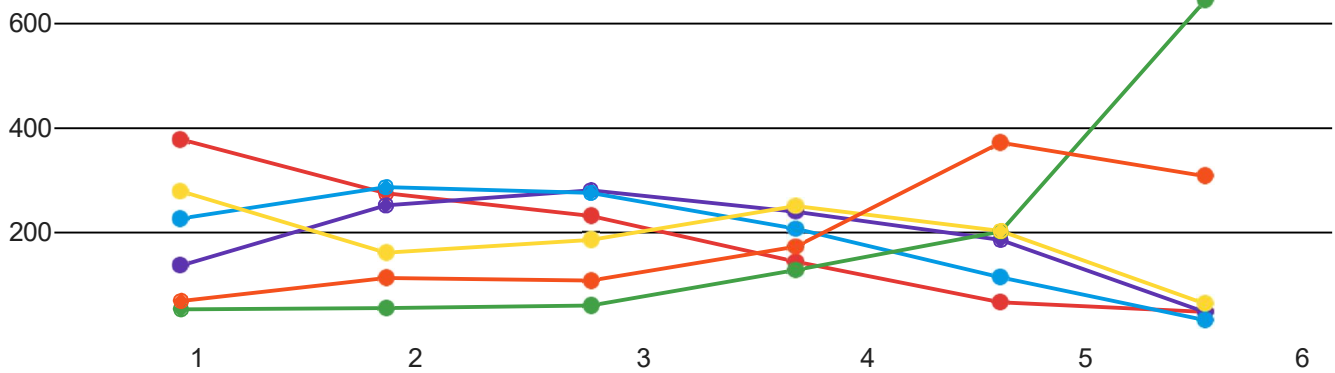


- Lighting levels of residence halls ● Lighting levels in parking lots ● Lighting levels in academic areas
- Campus crime prevention efforts ● Communication of potential safety issues on campus
- Number of blue light emergency phones ● Enforcement of laws and policies
- The presence of campus police and security

#	Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
1	Lighting levels of residence halls	35.06% 203	48.70% 282	11.23% 65	5.01% 29	579
2	Lighting levels in parking lots	22.24% 240	52.73% 569	18.54% 200	6.49% 70	1079
3	Lighting levels in academic areas	31.95% 339	54.76% 581	9.99% 106	3.30% 35	1061
4	Campus crime prevention efforts	30.08% 311	50.48% 522	11.61% 120	7.83% 81	1034
5	Communication of potential safety issues on campus	38.72% 441	44.16% 503	10.18% 116	6.94% 79	1109
6	Number of blue light emergency phones	28.60% 286	51.90% 519	14.80% 148	4.70% 47	1000
7	Enforcement of laws and policies	32.49% 321	49.19% 486	11.23% 111	7.09% 70	988
8	The presence of campus police and security is adequate	32.13% 355	48.14% 532	13.94% 154	5.79% 64	1105

Q6 - Rank what you feel are the most important service activities performed by the Department of Public Safety: Directions: Drag and drop in order, one is most important and six is the least important.

1143 Responses

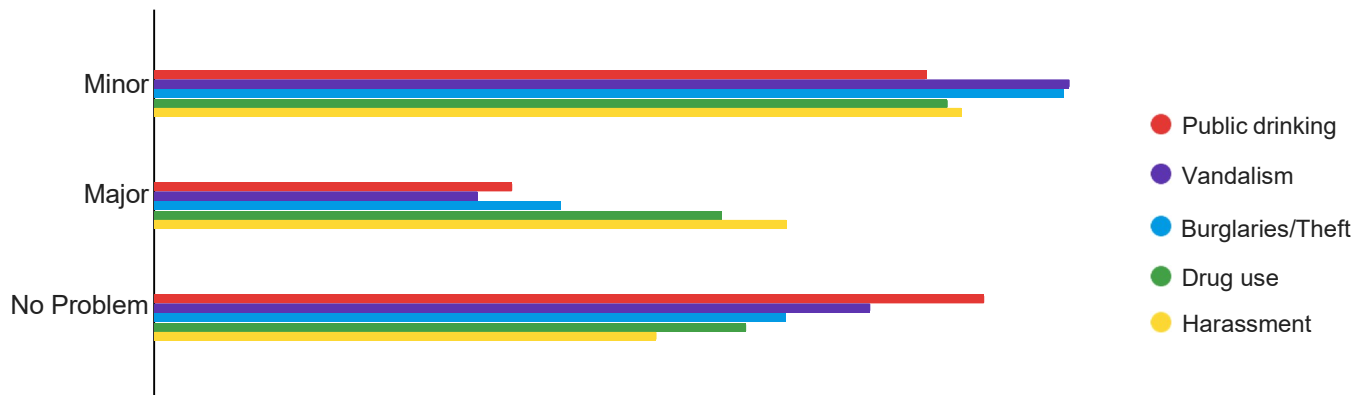


● Providing nighttime escorts
 ● Motor vehicle patrols
 ● Foot patrols
 ● Parking enforcement
● Crime prevention programs
 ● Office/residential hall safety inspections

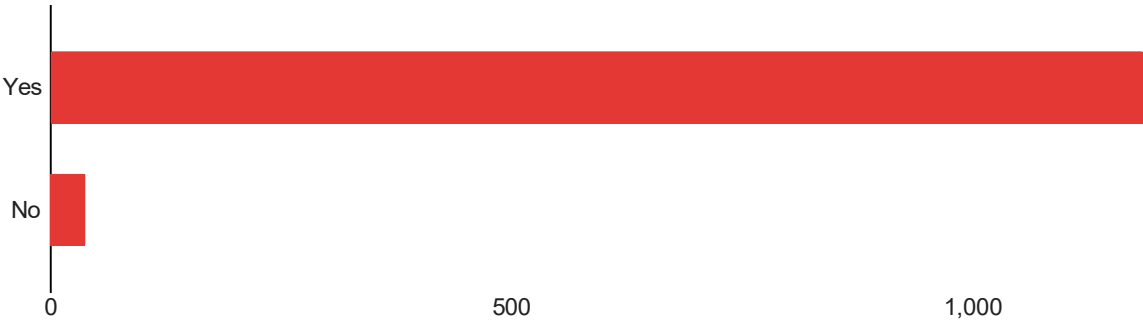
#	Question	1	2	3	4	5	6	Total
1	Providing nighttime escorts	33.07% 378	24.06% 275	20.30% 233	12.60% 144	5.77% 66	4.20% 48	1,144
2	Motor vehicle patrols	11.99% 137	22.05% 252	24.58% 281	21.00% 240	16.27% 186	4.11% 48	1,144
3	Foot patrols	19.86% 228	25.11% 287	24.15% 276	18.11% 207	9.97% 114	2.80% 32	1,144
4	Parking enforcement	4.64% 53	4.81% 55	5.25% 60	11.20% 128	17.67% 203	56.43% 645	1,144
5	Crime Prevention	24.41% 279	14.09% 161	16.27% 186	21.96% 252	17.76% 203	5.51% 63	1,144
6	Office/residential hall safety inspections	6.04% 69	9.89% 114	9.45% 108	15.14% 173	32.55% 372	26.95% 308	1,144

Q7 - What is your opinion of the seriousness of the following problems on Rowan's campuses?

#	Question	Minor		Major		No Problem		Total
1	Public drinking	46.82%	454	16.54%	210	36.64%	488	1,152
2	Vandalism	46.82%	538	16.54%	190	36.64%	421	1,149
3	Burglaries/Theft	48.72%	535	20.87%	239	32.40%	371	1,145
4	Drug use	40.59%	466	29.09%	334	30.31%	348	1,148
5	Harassment	41.59%	475	32.57%	372	25.83%	295	1,142

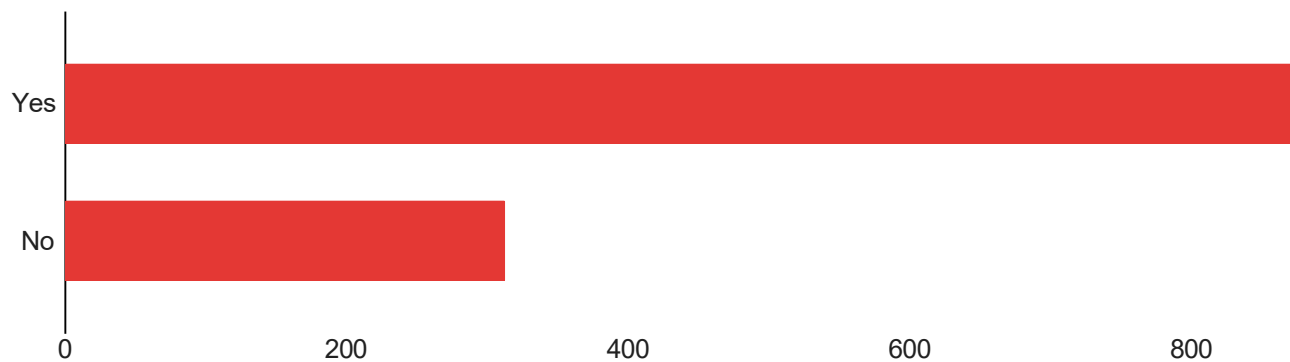


Q8 - Do you feel safe on campus during the day?



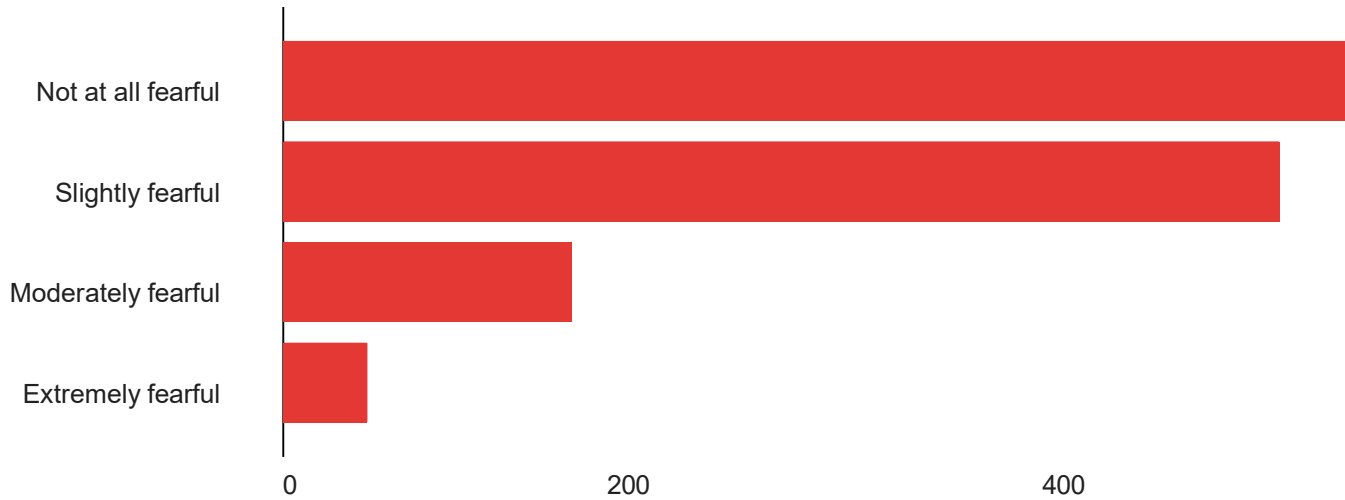
#	Answer	%	Count
1	Yes	96.67%	1,183
2	No	3.03%	37
	Total	100%	1,220

Q9 - Do you feel safe on campus during the night?



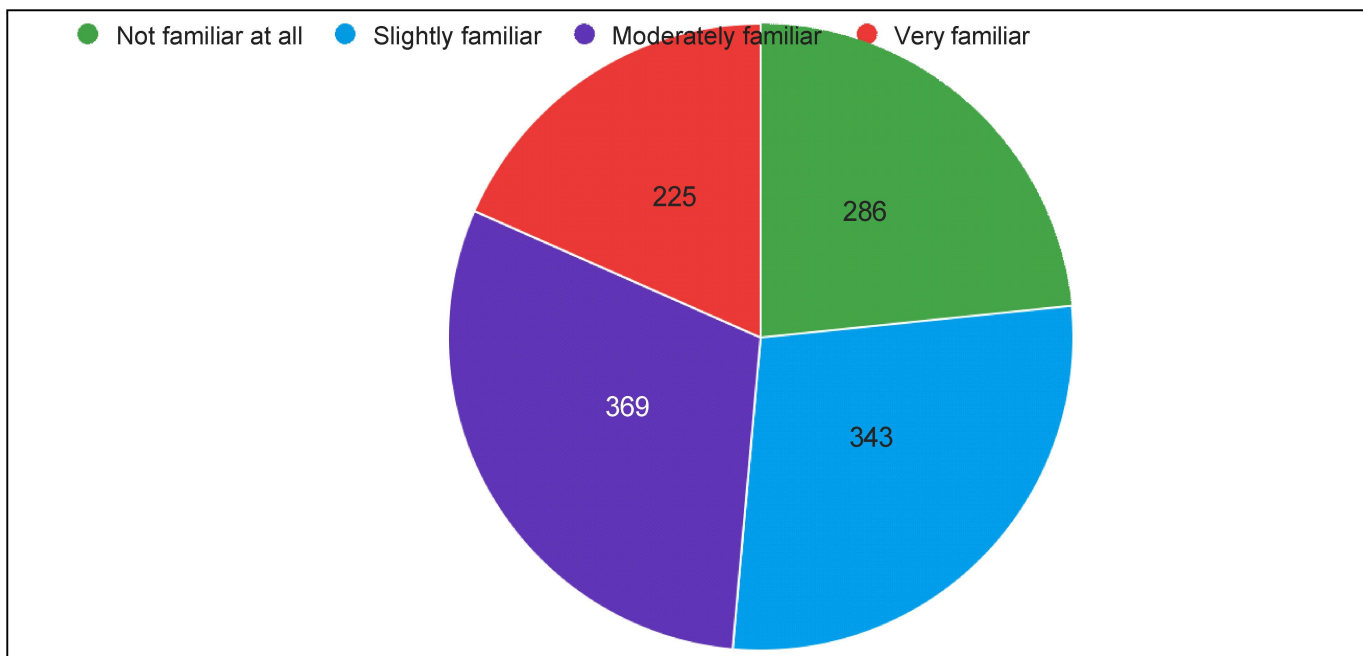
#	Answer	%	Count
1	Yes	7.74%	876
2	No	26.26%	312
	Total	100%	1,188

Q10 - How fearful are you that you will become a victim of crime on campus?



#	Answer	%	Count
1	Not at all fearful	43.73%	534
2	Slightly fearful	40.95%	500
4	Moderately fearful	11.88%	145
5	Extremely fearful	3.44%	42
	Total	100%	1,221

Q11 - How familiar are you with various crime reduction initiatives? (ie, R.A.D., Walking Escort, Active Shooter Training, Take Back the Night)

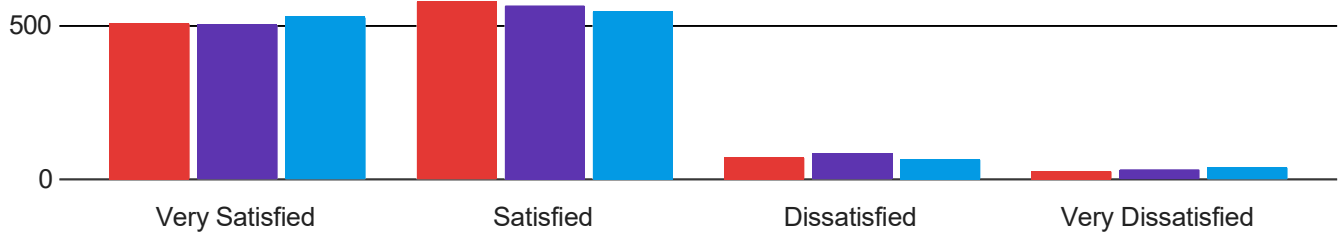


#	Answer	%	Count
1	Very familiar	18.40%	225
2	Moderately familiar	30.17%	369
3	Slightly familiar	28.05%	343
4	Not familiar at all	23.39%	286
	Total	100%	1,223

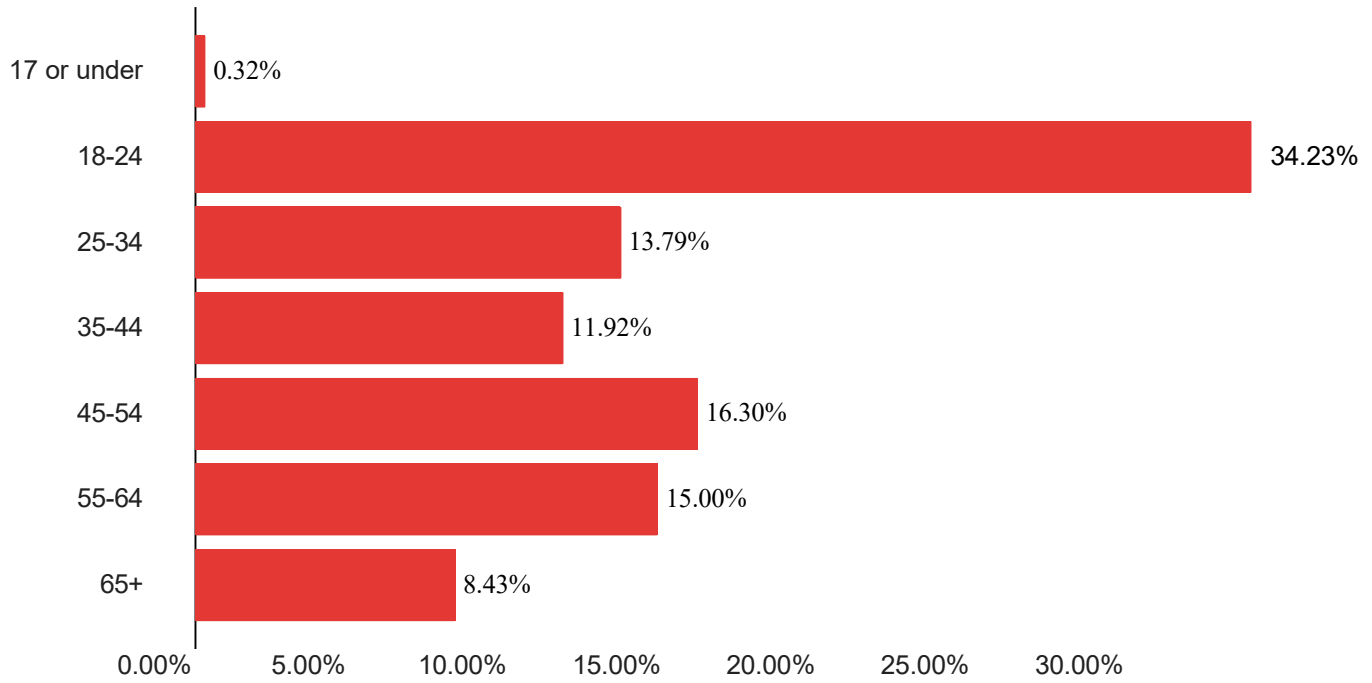
Q12 - Rate your overall experience with the Department of Public Safety:

#	Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
1	Overall competence of department employees	42.85% 509	48.82% 580	6.06% 72	2.27% 27	1,188
2	Overall department performance	42.65% 505	47.72% 565	7.09% 84	2.53% 30	1,184
3	Your perception of officers' attitude and behavior	44.76% 530	46.37% 549	5.57% 66	3.29% 39	1,184

- Overall competence of department employees
- Overall department performance
- Your perception of officers' attitude and behavior



Q13 - Please identify your age group:



#	Answer	%	Count
1	17 or under	0.32%	4
2	18-24	34.23%	422
3	25-34	13.79%	170
4	35-44	11.92%	147
5	45-54	16.30%	201
6	55-64	15.00%	185
7	65+	8.43%	104
	Total	100%	1,233

