



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

2021 Police Department Customer Service Assessment

Preliminary Findings

Prepared by:

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I. Project Background

The UNC-Chapel Hill Police Department at the University of North Carolina at Chapel Hill conducts a Customer Service Survey every three years as part of their continuous improvement process and for certification purposes. The survey is managed by University of Chapel Hill Police Department (UNC Police) and the Office of Institutional Research and Assessment (OIRA). Prior to this survey administration, the survey was last conducted in 2018.

In the fall of 2021, OIRA worked with the UNC Police in updating and administering the Customer Service Survey to all faculty, staff, and students. Faculty and staff from the UNC Health Systems also participated in the survey.

II. Methodology

The survey instrument was developed by UNC Police and OIRA (see Appendix B). The survey contains five demographic questions and 44 questions regarding respondents' feedback along seven dimensions including:

- 1) Use of UNC Police resources (items 6 - 10)
- 2) Campus safety (items 11-16)
- 3) Interactions with UNC campus police (items 17 - 21)
- 4) Perceptions of the UNC campus police (items 22 - 26)
- 5) Communications, including items on the website or Alert Carolina (items 27 - 38)
- 6) Outreach Programs (items 39 - 42)
- 7) Recommendations for improvement (items 43 - 44)

The survey was distributed using the Qualtrics software to faculty and staff at both the university and the hospital. OIRA sent an initial email invitation to all faculty and staff on November 1st, 2021. Email reminders were sent on November 4th, 11th, 19th, and 30th, 2021. The survey was closed on December 7th, 2021.

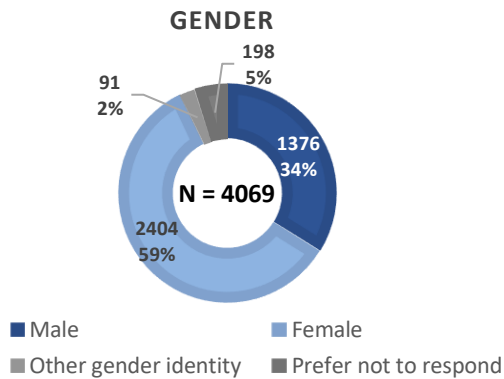
To protect confidentiality, responses were collected on a secure server in OIRA. All contact information provided by respondents and any other potential identifiers were separated from the survey responses to prevent subsequent linkages. As an additional precaution, OIRA staff reviewed respondents' comments to the open-ended questions in order to redact any information that might reveal the identity of respondents.

At the close of the survey, 4,069 responses were received from the population of 48,729 for a response rate of 8%. There were 1,667 student responses (41%) and 2,402 employee responses (59%). Among employee respondents, 561 self-identified as faculty (23%), 1,106 self-identified as staff (46%), and the rest identified as EHRA non-faculty, "other" or did not provide a response (31%).

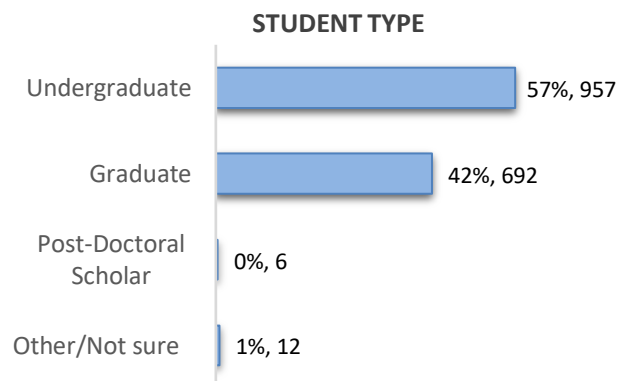
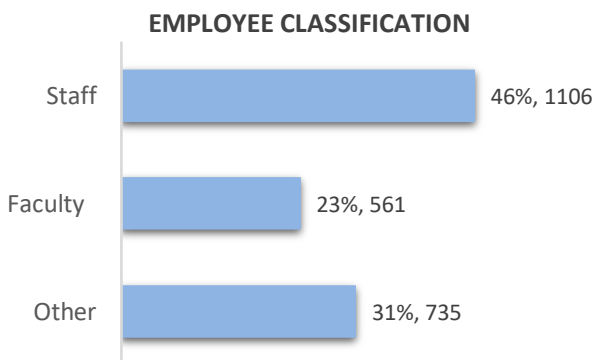
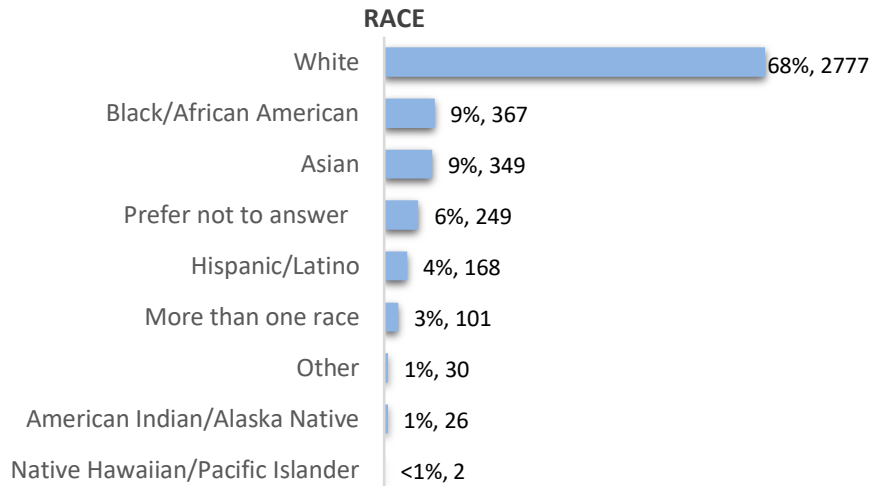
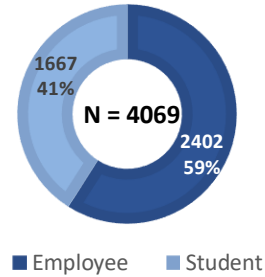
III. Survey Results

Findings based on the survey responses are provided in the tables and graphs below. In the first section, we provide the demographic characteristics of the survey respondents. In the second section, we highlight the responses for each key question on the survey. Open-ended response themes are included as Appendix A at the end of the report.

A. Demographic Characteristics of Survey Respondents



ROLE OF SURVEY RESPONDENTS



B. Survey Item Results

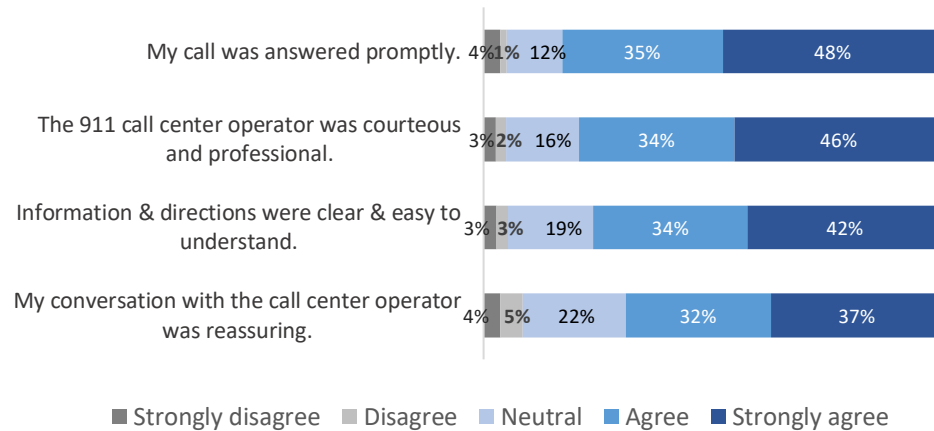
1. Use of UNC Police resources

How often did you interact with or use the following resources in the past year?

Resources	Daily		Weekly		Monthly		Quarterly		Annually		Never	
	N	%	N	%	N	%	N	%	N	%	N	%
Non-sworn Security	77	1.9%	119	2.9%	129	3.2%	197	4.8%	348	8.6%	3199	78.6%
Sworn law enforcement officer	48	1.2%	92	2.3%	150	3.7%	239	5.9%	562	13.8%	2978	73.2%
911 Center	32	0.8%	25	0.6%	35	0.9%	68	1.7%	216	5.3%	3693	90.8%
Non-emergency phone line	23	0.6%	45	1.1%	64	1.6%	171	4.2%	433	10.6%	3333	81.9%
Carolina Ready Safety App	12	0.3%	42	1.0%	137	3.4%	178	4.4%	148	3.6%	3552	87.3%

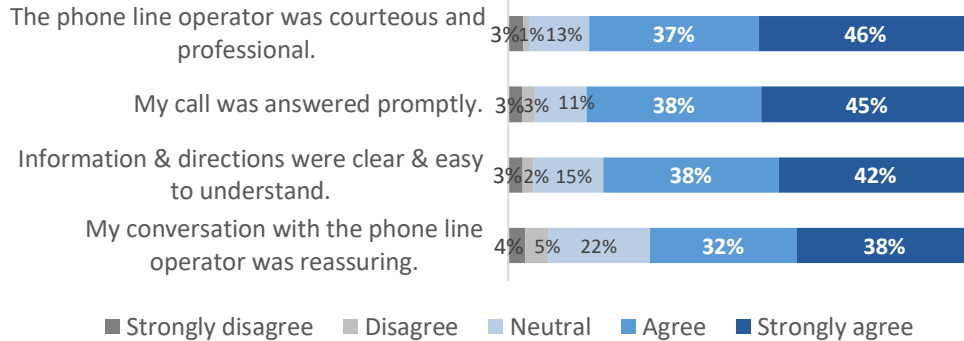
Respondents who indicated that they used the above resources annually or more were then asked about their experiences with each resource, as shown in the graphs below.

**Extent of agreement with statements regarding the
UNC Police Communications 911 Center
(n = 354)**



**Extent of agreement with statements regarding the
UNC Police Communications non-emergency phone line**

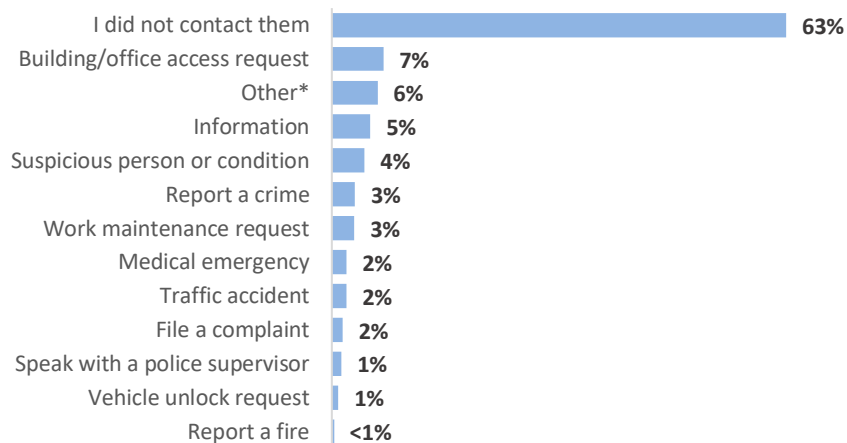
(n = 680)



For what reasons have you contacted the UNC Police Department Communications Center?

**For what reasons have you contacted the UNC Police
Department Communications Center?**

(n = 4,444)

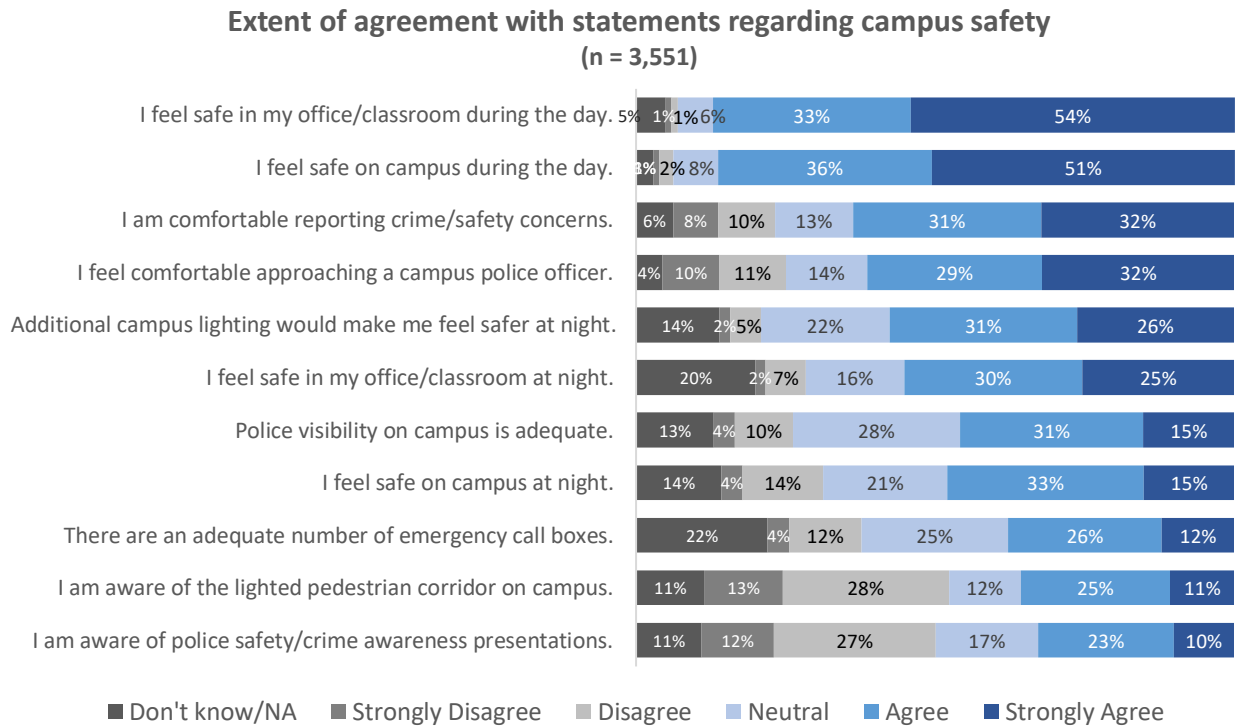


Note: Some respondents selected more than one survey response option. N-size reflects the total number of responses to the survey question.

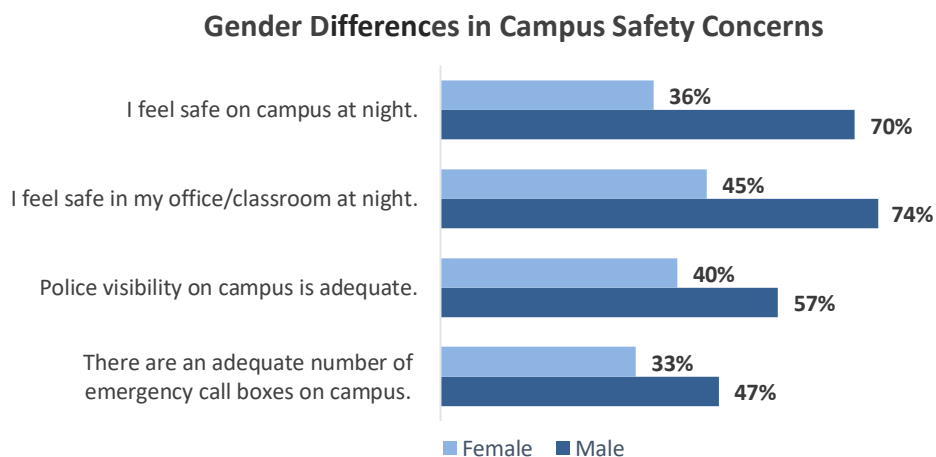
****"Other"* reasons (n = 255) for contacting the UNC Police Department Communications Center included: vehicle or parking issues (56), request for assistance with an individual (48), building access or issue (42), sharing information (29), event assistance (28), false alarms (26), lost objects (11), suspicious, lost, or stolen items (8), and need for an escort (7).

2. Campus Safety

While 87% of respondents indicated that they felt safe in offices and classrooms during the day, 55% agreed that they felt safe in these same spaces at night. The majority (57%) agreed that additional lighting across campus would make them feel safer.



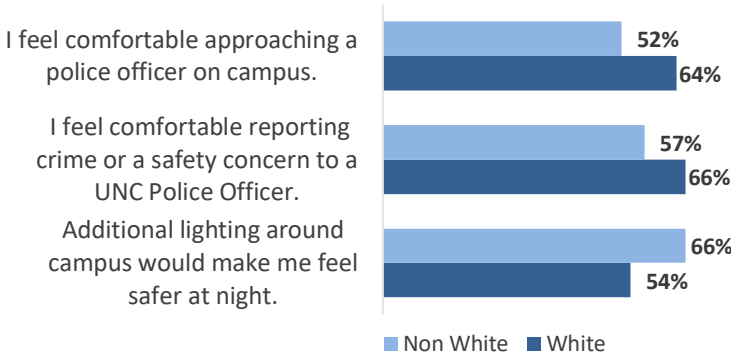
A much larger percentage of male respondents than female respondents agreed or strongly agreed favorably with issues regarding campus safety. Males and females differed by more than ten percentage points in the areas shown below.



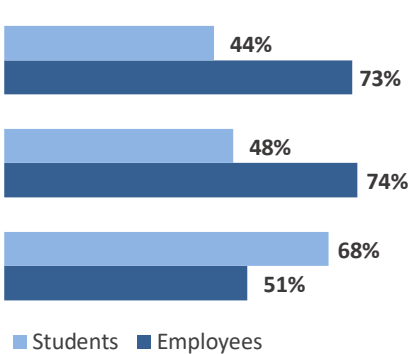
Other concerns about campus safety are experienced differently between white and non-white respondents, as well as student and employee respondents. A larger percentage of white respondents agreed or strongly agreed that they would be comfortable approaching campus police officers and reporting crimes or safety concerns, compared to non-white respondents. This finding was similar when comparing employees and students.

Safety concerns with the largest differences between white and non-white respondents, and employee and student respondents, are depicted in the graphs below.

**Race Differences
in Campus Safety Concerns**



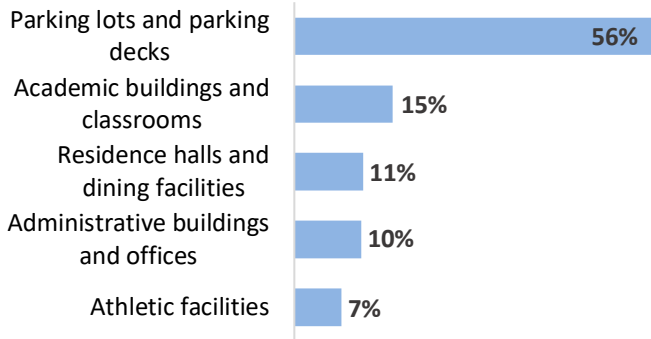
**Role Differences
in Campus Safety Concerns**



As shown in the graphs that follow, respondents are most concerned about safety in parking lots and parking decks, where crimes against person are most salient. Knowledge of call boxes and perceptions of the lighted pedestrian corridor are also depicted.

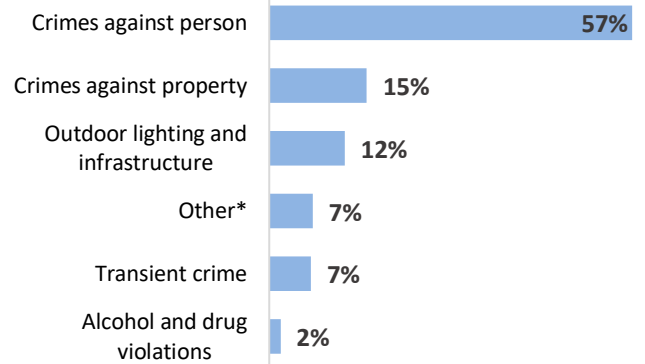
In what locations are you most concerned about safety on campus?

(n = 5,097)



What is your primary safety concern with the area(s) you selected?

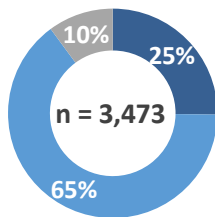
(n = 3,211)



Note: Some respondents selected more than one survey response option. N-size reflects the total number of responses to the survey question.

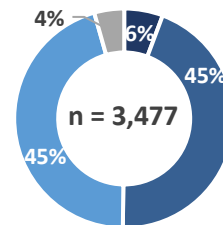
*"Other" primary safety concerns (n = 174) included police brutality and crimes (69), person or property crimes (22), active shooter events (19), lack of visibility/surveillance of campus spaces (17), sexual assault (14), unsafe driving (12), white supremacy and conspiracy-driven crimes (11), and mental health and homeless concerns (10).

I know the location of the closest call box to my work location.



■ Yes ■ No ■ Not Applicable

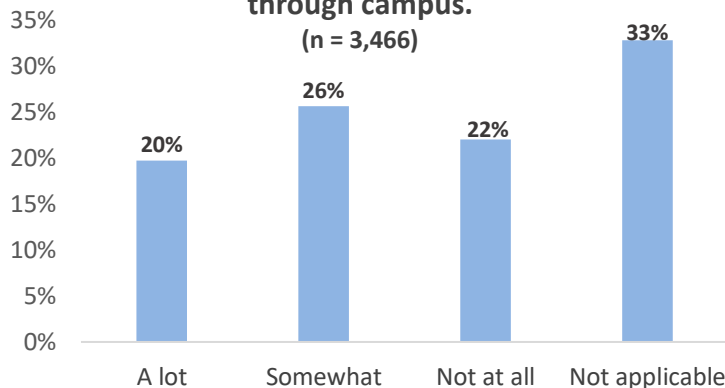
I know the location of call boxes across campus.



■ Yes, many ■ Yes, a few ■ No ■ Not Applicable

The presence of the lighted pedestrian corridor influences my choice of route through campus.

(n = 3,466)



3. Contact with UNC Police

Among respondents who reported “daily” or “weekly” contact with police officers, many more respondents saw police officers in police cars on campus than saw or interacted with them when they patrolled campus on foot or bike.

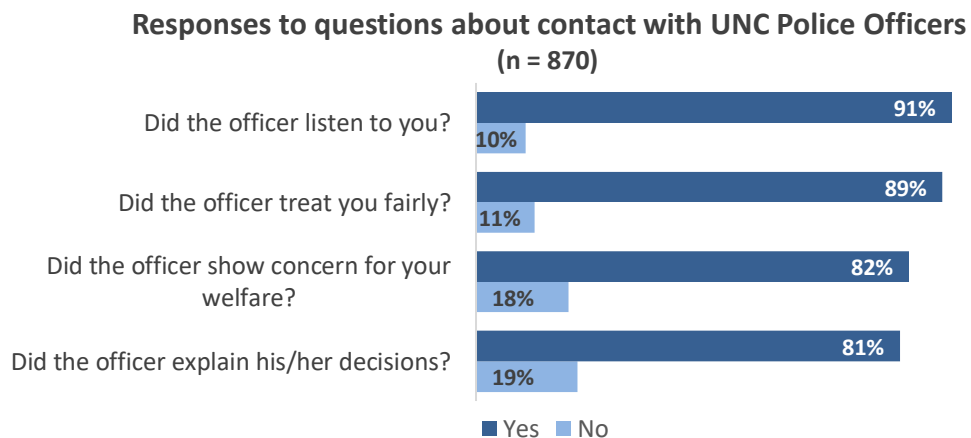
How frequently do you experience the following?

Resources	Daily		Weekly		Monthly		Quarterly		Annually		Never	
	N	%	N	%	N	%	N	%	N	%	N	%
I see police officers in police cars on campus.	877	25.4%	1179	34.1%	591	17.1%	375	10.8%	171	4.9%	265	7.7%
I see a foot/bike officer patrolling on campus.	172	5.0%	568	16.4%	669	19.3%	532	15.4%	393	11.4%	1124	32.5%
I interact with a foot/bike officer patrolling on campus.	22	0.6%	75	2.2%	98	2.8%	144	4.2%	270	7.8%	2849	82.4%

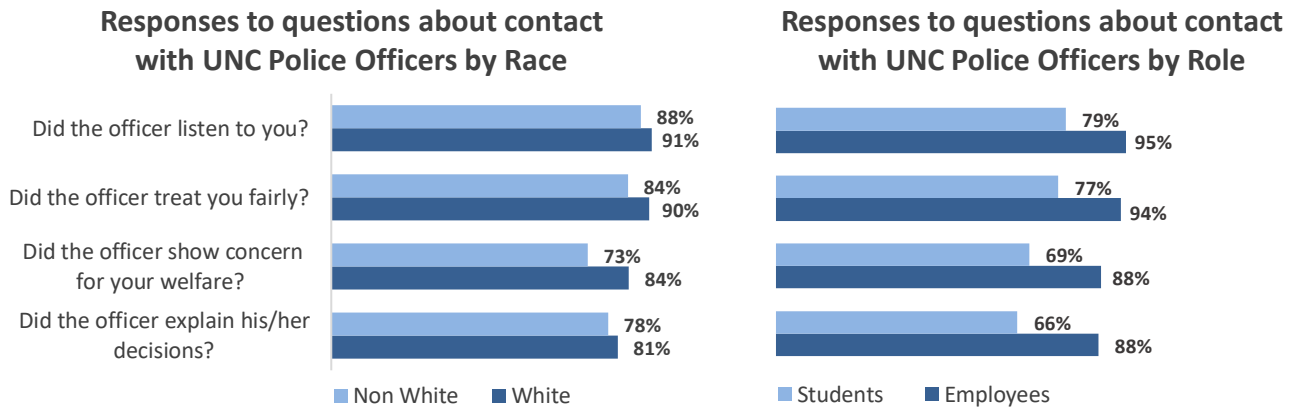
How frequently do you have personal interactions with the following members of UNC Police Department?

Resources	Daily		Weekly		Monthly		Quarterly		Annually		Never	
	N	%	N	%	N	%	N	%	N	%	N	%
Police Officers	46	1.3%	96	2.8%	123	3.6%	206	6.0%	585	17.1%	2375	69.2%
Police Administration/Staff	41	1.2%	60	1.7%	78	2.3%	142	4.1%	427	12.4%	2684	78.2%
Other	36	1.2%	34	1.2%	20	0.7%	25	0.9%	60	2.1%	2724	94.0%

Respondents who indicated that they interacted with any of the above members of the UNC Police Department “annually” or more were then asked follow-up questions about their interactions, as shown in the graph below.



The vast majority of respondents indicated that officers listened to them, treated them fairly, showed concern for their welfare, and explained decisions. An assessment of demographic differences revealed that a lower percentage of non-white respondents and students had positive agreement with these items compared to white respondents and employees. Differences between gender groups did not reveal any noteworthy differences.



Survey respondents had the most contact with UNC police officers through their attendance at an event (22%), followed by calls to the UNC police for non-emergency assistance (16%), and direct interaction with an officer speaking with them (15%).

In what ways have you had direct contact with a UNC Police officer?
(n = 2,696)

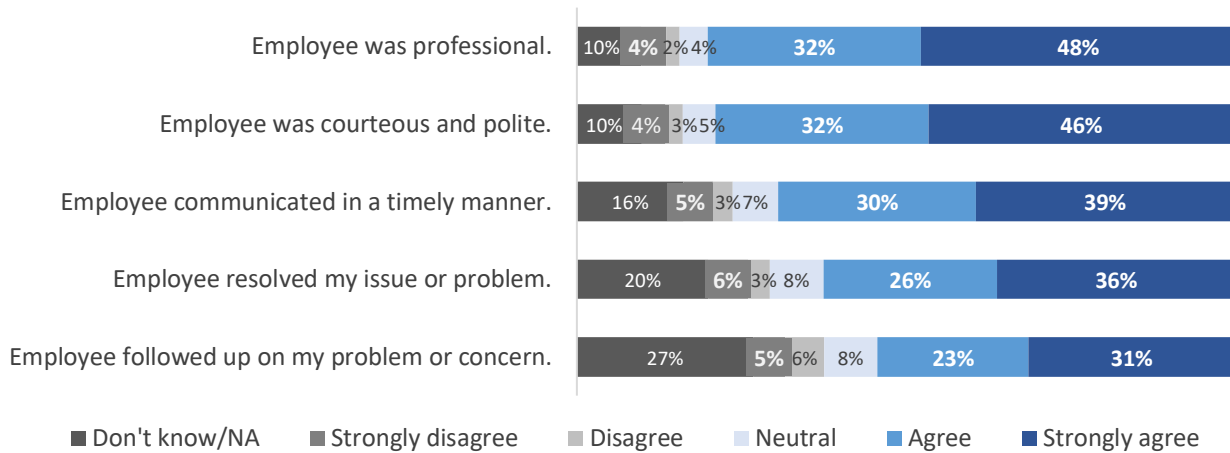


Note: Some respondents selected more than one survey response option. N-size reflects the total number of responses to the survey question.

*"Other" ways respondents were in direct contact with police (n = 163) included general citizen support (48; e.g., giving directions, training), saying hello (31), citizens sharing information to help police (26); building access issues or 911 misdial (20), assistance with a patient (19), police brutality or search (10), and vehicle or parking issue (9).

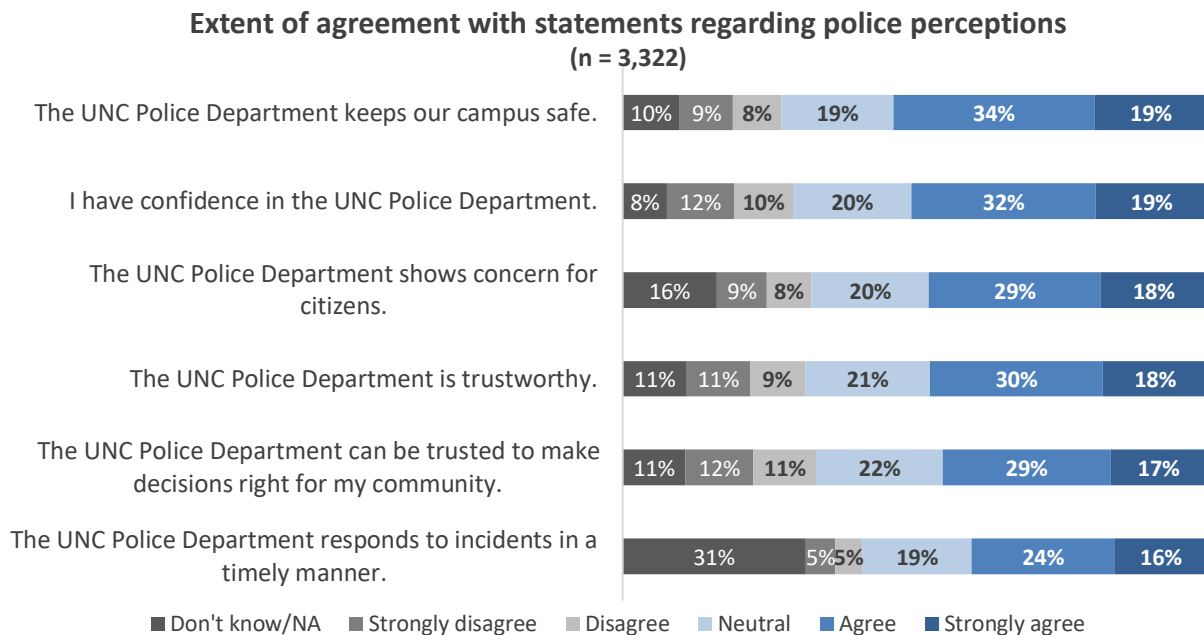
A strong majority of respondents agreed that the UNC police department was professional, courteous, timely in their communications, and resolved their problem. The respondents least agreed with the statement that UNC police department employees followed up on their problem or concern.

During my most recent personal interaction with a UNC Police Department...



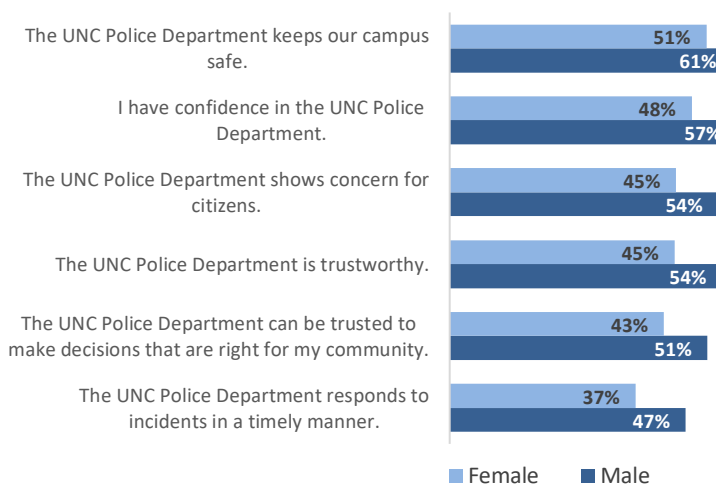
4. Police Perceptions

While over half of respondents agreed or strongly agreed that they had confidence in the UNC Police Department and that the UNC Police keep the campus safe, less than half of respondents felt that they showed concern for citizens, were trustworthy, could be trusted to make the right decisions for the community, and responded in a timely manner to campus incidents.

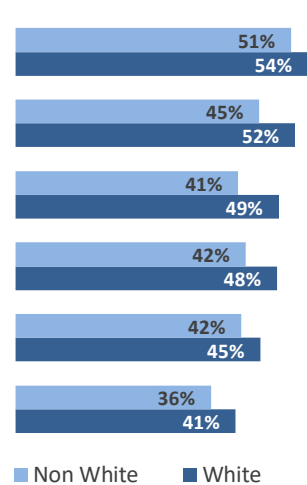


Analysis of demographic differences across these items revealed that females, students, and non-white respondents had less agreement (i.e., percent that agreed or strongly agreed) with positive statements about the six aspects of the UNC Police Department compared to males, employees, and white respondents. The largest differences were between employees and students.

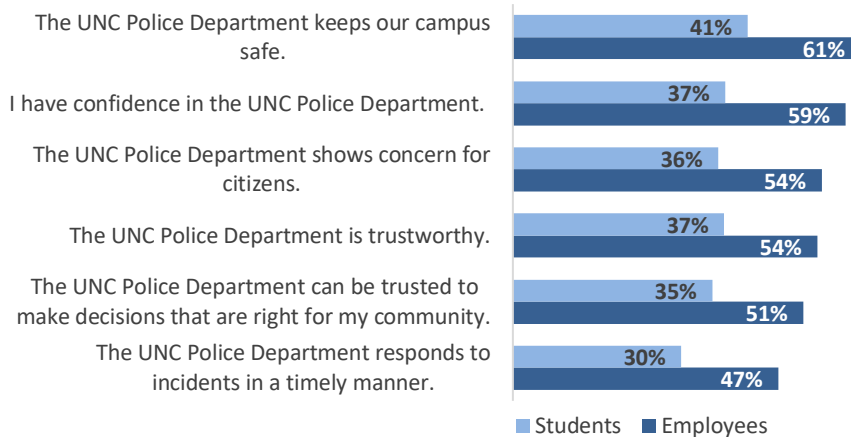
Perceptions of the UNC Police by Gender



Perceptions of the UNC Police by Race



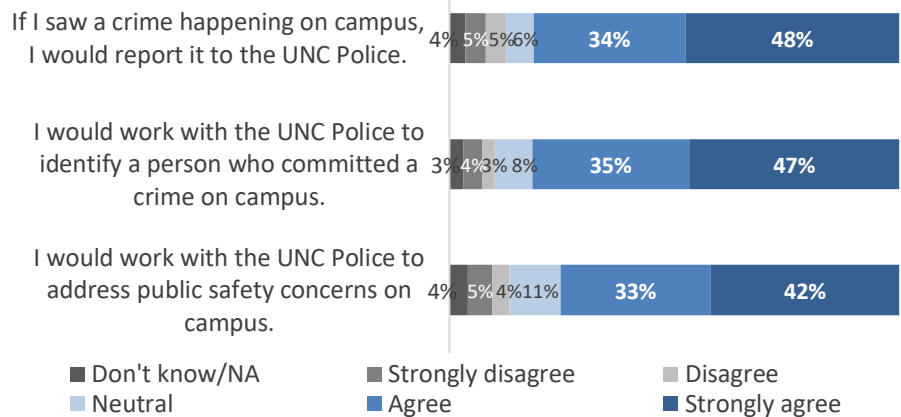
Perceptions of the UNC Police by Role



Most survey respondents indicated that they would report crimes they witness on campus, identify witnesses if needed, and work with the UNC Police to address public safety concerns.

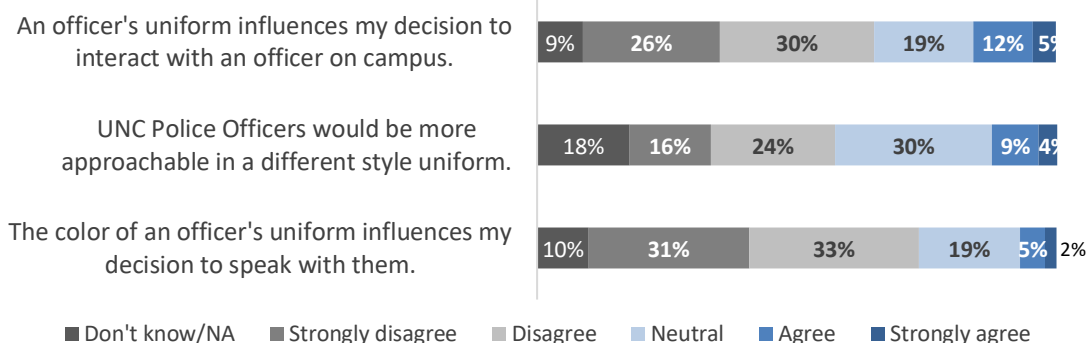
Respondents' agreement to interact with UNC Police in response to incidents (n = 3,314)

THE VAST MAJORITY OF RESPONDENTS WOULD ASSIST THE UNC POLICE DEPARTMENT WITH PUBLIC SAFETY CONCERNS.



Most survey respondents indicated that their decisions to interact with UNC Police, as well as the approachability of the UNC Police, was not influenced by their uniforms.

Respondents perceptions of UNC Police Department Uniforms (n = 3,290)



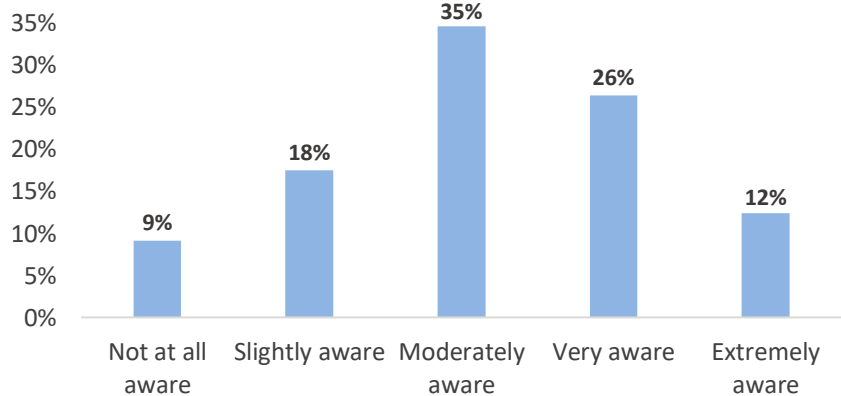
Survey respondents indicated their level of agreement with a list of characteristics of the UNC Police. The percentage of respondents who “agreed” or “strongly agreed” that a given characteristic applied to UNC police officers is shown in the graph below.

Respondents agreed that UNC Police Officers are...
(n = 3,185)



Level of awareness of the risks and challenges that law enforcement officers face on a daily basis
(n = 3,199)

MOST RESPONDENTS (73%) WERE AT LEAST MODERATELY AWARE OF THE DAILY RISKS AND CHALLENGES OF LAW ENFORCEMENT WORK.



5. UNC Police Website, Apps, and Social Media

UNC Police Website

Respondents utilized the UNC Police Department website most often for obtaining emergency alert information (28%) or for accessing the crime log (18%). Only 4% or fewer respondents accessed the website for any other reason during the course of the past year. Subsequently, many respondents (32% - 51%) did not share an opinion about the content available on the site, as seen in the graphic below.

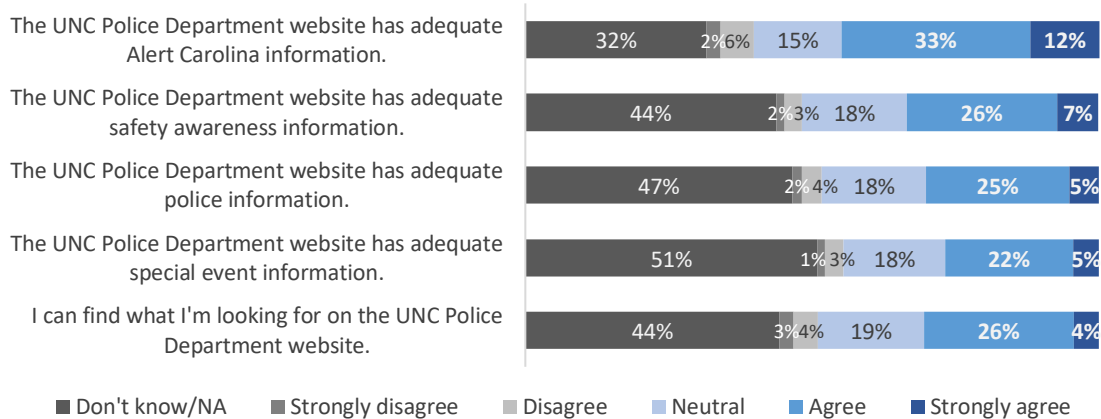
How frequently do you use the UNC Police Department website for the following?

Resources	Daily		Weekly		Monthly		Quarterly		Annually		Never	
	N	%	N	%	N	%	N	%	N	%	N	%
To access the crime log	22	0.7%	73	2.3%	101	3.2%	160	5.1%	219	7.0%	2558	81.6%
For emergency alert information	17	0.5%	79	2.5%	223	7.1%	284	9.0%	268	8.5%	2277	72.3%
I use the UNC Police Department website for another reason	10	0.4%	9	0.3%	11	0.4%	24	0.9%	66	2.4%	2670	95.7%
To request safety presentations	6	0.2%	5	0.2%	9	0.3%	13	0.4%	103	3.3%	3006	95.7%
To request event security	6	0.2%	7	0.2%	11	0.4%	22	0.7%	68	2.2%	3022	96.4%
To obtain a drone flight approval permit	5	0.2%	4	0.1%	2	0.1%	6	0.2%	17	0.5%	3098	98.9%
To request non-sworn security services	7	0.2%	7	0.2%	3	0.1%	15	0.5%	59	1.9%	3036	97.1%

Respondents' agreement with statements about the UNC Police

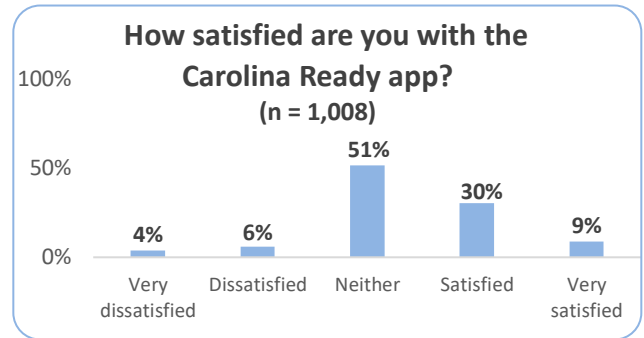
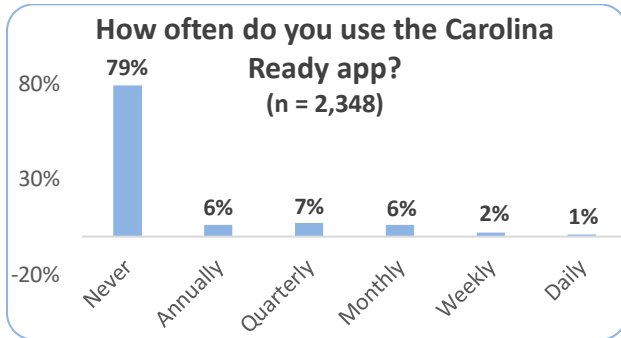
Department's website

(n = 1,192)



Carolina Ready App

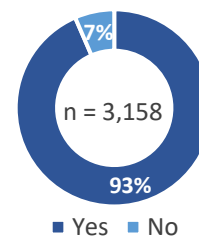
Respondents rarely used the Carolina Ready app, but 39% of those that chose to use it were “satisfied”, “very satisfied”, and the majority (51%) felt “neither satisfied nor dissatisfied”.



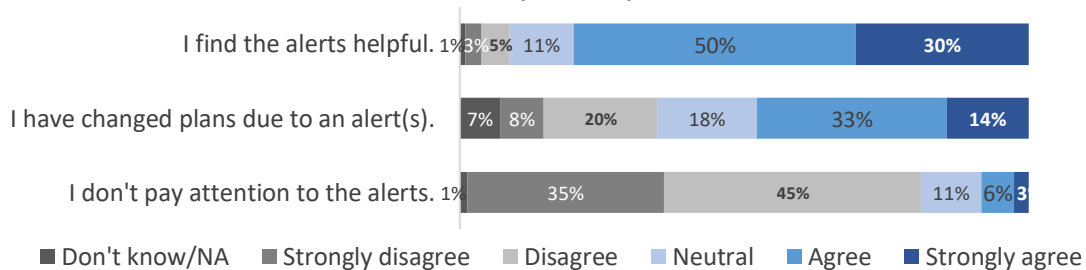
Alert Carolina System

The vast majority of respondents are familiar with UNC's Alert Carolina system, find the alerts helpful, and take action based on the information they receive.

Are you familiar with UNC's Alert Carolina system?



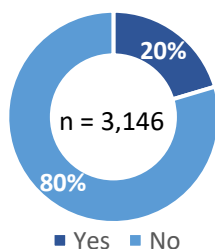
Agreement with statements about UNC's Alert Carolina System (n = 2,944)



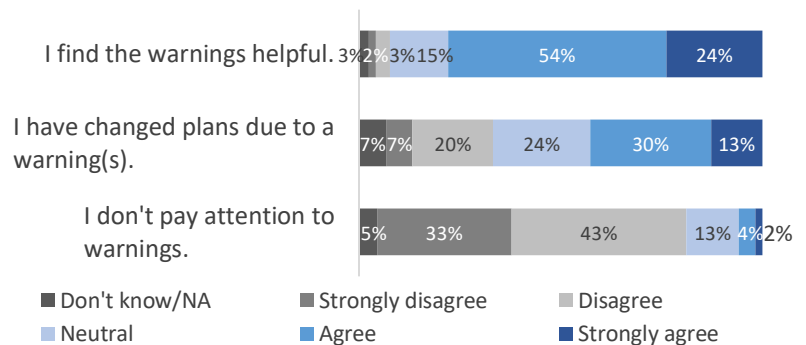
Timely Warnings

Most respondents are not familiar with Timely Warnings (80%), however, of those that are familiar with the system, most found the warnings helpful and 43% have taken action based on the information they receive.

Are you familiar with Timely Warnings?



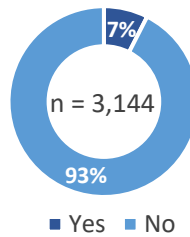
Agreement with statements about Timely Warnings (n = 640)



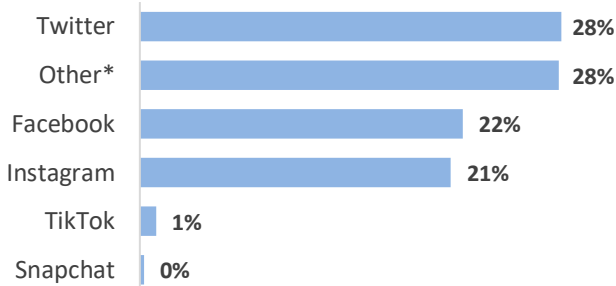
Social Media

Survey respondents indicated that social media is not a preferred method of getting information about the UNC Police Department.

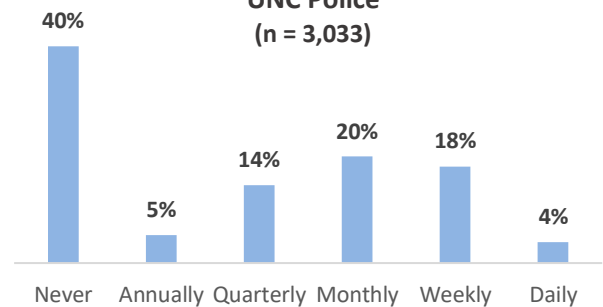
Do you use social media to keep up with UNC Police Department?



Preferred social media for getting information about the UNC Police Department (n = 2,610)



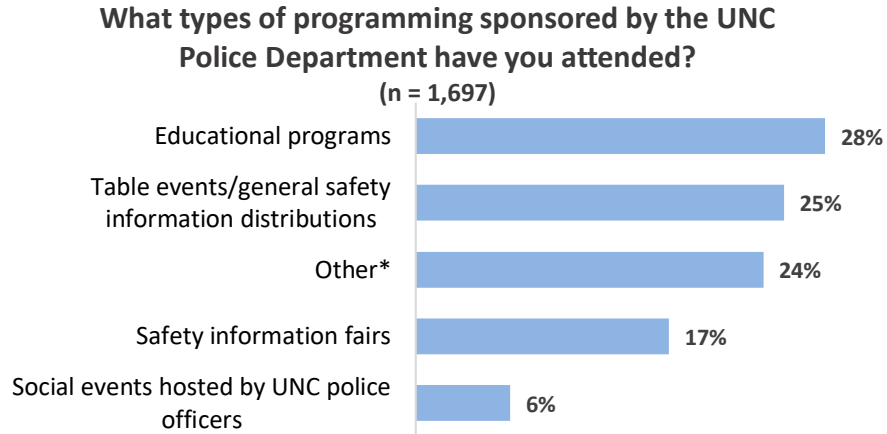
Desired frequency for receiving information on social media about the UNC Police (n = 3,033)



*"Other" media methods that respondents preferred for getting information about the police included no social media at all (139), emails or texts (105), websites (41); news articles (11), Alert Carolina (9), combination of Facebook/Instagram/Twitter (5), Reddit (4), Carolina Ready App (3), Google (3), WhatsApp (2), YouTube (2), and professional apps (2).

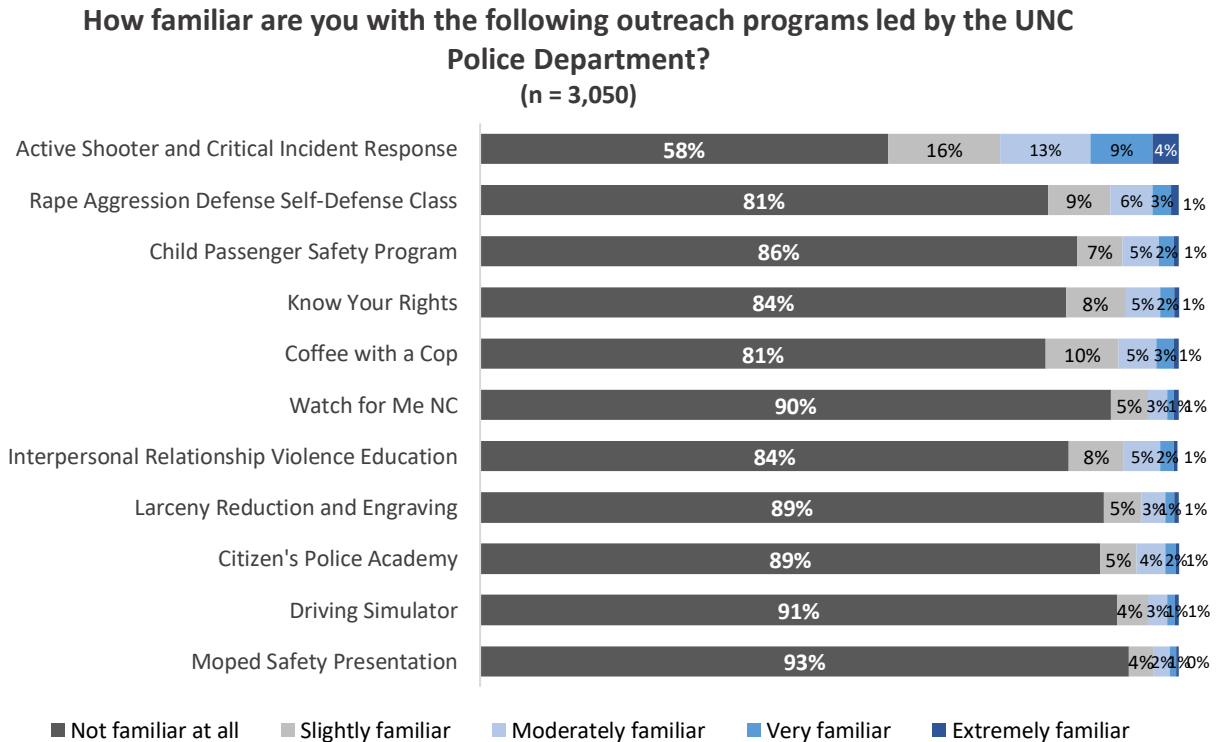
6. UNC Police Outreach

Of the programming sponsored by the UNC Police, the largest percentage of respondents (28%) attended educational programs, followed by events to learn about general safety information. The majority of respondents were not familiar with specific outreach programs, with more than 75% “not familiar at all” with all of the outreach programs with the exception of the Active Shooter and Critical Incident Response training.



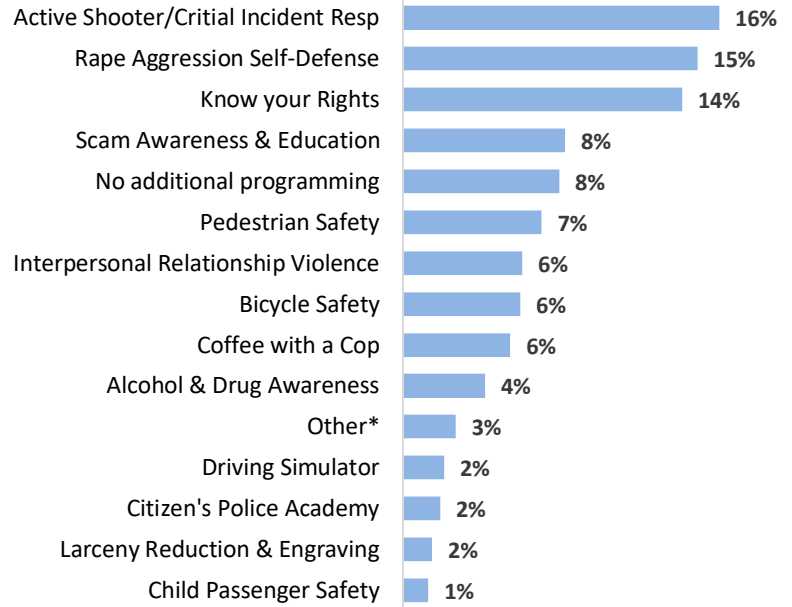
Note: Some respondents selected more than one survey response option. N-size reflects the total number of responses to the survey question.

*“Other” police programming respondents have attended include safety presentations/training (25), community events/discussions (8), department presentations (8), work-related training (7), bicycle safety (3), and a lighting tour (2).



What types of programming would you most like to see? (n = 6,883)

RESPONDENTS ARE MOST INTERESTED IN MORE OUTREACH PROGRAMMING REGARDING ACTIVE SHOOTER AND CRITICAL INCIDENT RESPONSE, SELF-DEFENSE TRAINING, AND PROGRAMS ABOUT CITIZEN'S RIGHTS.

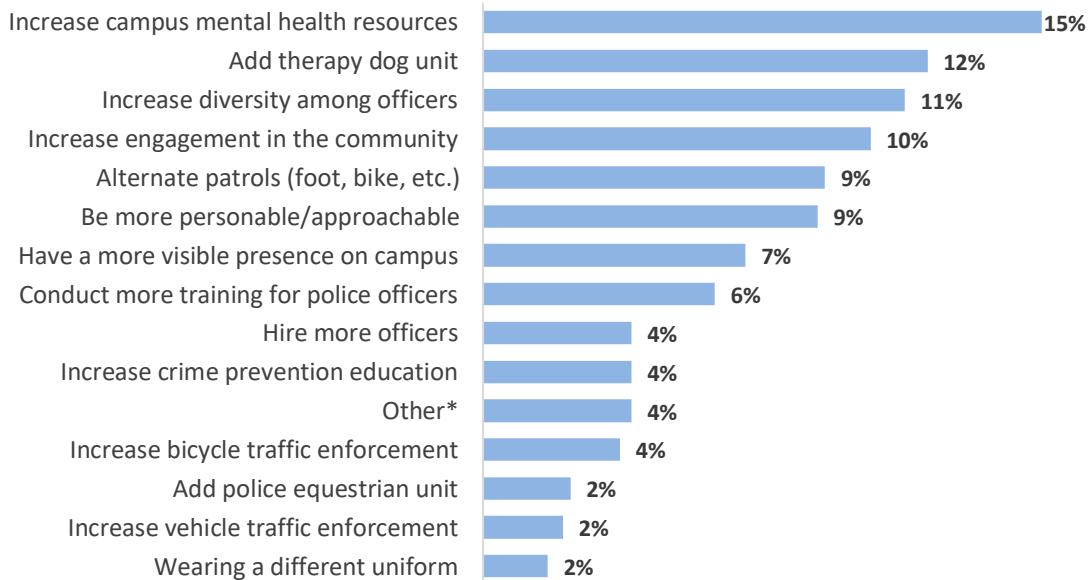


Note: Some respondents selected more than one survey response option. N-size reflects the total number of responses to the survey question.

*"Other" police programming respondents would like to see include police outreach to gain community trust (29), CRT and race issues (23), defunding the police (23), public safety/crime prevention (21), rape defense/sexual assault prevention (19), training for police (14), pedestrian safety (13), community policing (9), mental health training (8), and cybercrime prevention (4).

Respondents were most interested in improving the UNC Police Department by increasing the availability of mental health resources for the campus community (15%), followed by adding a therapy dog unit (12%), and increasing officer diversity (11%).

Which of the following recommendations do you think would improve the UNC Police Department?



*"Other" recommendations for the UNC police department are provided in Appendix A.

APPENDIX A: Themes from the Police Survey Comments

The survey asked students and employees to respond to open-ended questions to obtain their recommendations for the UNC Police, and to share any additional comments about their experience with and perceptions of the police. The open-ended responses were analyzed using thematic analysis, which involves the systematic reading, interpreting, and categorizing of qualitative data into theme-based patterns (Miles, Huberman, & Saldaña, 2014). The themes that emerged from the qualitative analysis and representative comments for each theme are provided below.

A. Recommendations to improve the UNC Police Department

An analysis of 480 recommendations provided by 401 respondents for ways the police department could be improved resulted in the following 13 themes.

- 1. Abolish or defund the police (88, 18%)**
"Decrease funding and eliminate gun-carrying."
"Defund the police and replace them with trained mental health crisis workers and professionals with extensive training in de-escalation."
- 2. Increase accountability/transparency (80, 17%)**
"Be more transparent about decisions."
"Show accountability to students and staff, not UNC administration; believe women's reports."
- 3. Decrease police presence on campus (62, 13%)**
"Decrease police presence on campus and [increase] investment in non-law-enforcement programs to support students and employees."
- 4. Officers should be more approachable (57, 12%)**
"Be outfitted more like public safety officers and less like police officers."
"Don't carry guns on campus around students."
- 5. Allocate more resources to mental health initiatives (46, 10%)**
"Divert resources to other university departments that are better suited to address issues of mental health or other crises."
"Mental health training for officers to navigate crises on campus."
- 6. Implement non-police public safety team (46, 10%)**
"Provide alternative safety and community programs other than police."
"Have community police with a mental health team working together."
- 7. Improve campus/road safety (26, 5%)**
"[Need] more pedestrian safety at street crossings."
"More emergency boxes and streetlights."

8. **Teach CRT and provide anti-racism training (22, 5%)**
"Require extensive anti-racism training and make it an annual requirement for all."
"Conduct diversity, equity, inclusion training for police officers."
9. **Conduct bias training (15, 3%)**
"Offer bias training and add mental health crisis responders that are unarmed and mental health professionals."
"Have very extensive training on implicit bias."
10. **Provide de-escalation training (12, 2%)**
"Increase training on how to deescalate volatile situations so use of force does not become necessary."
"Offer force reduction training, de-escalation training, civil rights training for the police."
11. **Increase police presence in less trafficked areas (12, 2%)**
"More presence around campus at night."
"Add more patrols to less trafficked areas on campus (for example behind the hospitals at night)."
12. **Increase awareness/attention to sexual assault reports (9, 2%)**
"Address rape, sexual assault, and focusing on preventing them by offering programming specifically for men. The university trainings on sexual assault do absolutely nothing if rapists don't face consequences when they're reported."
13. **Provide more support for officers (5, 1%)**
"Improve officer's morale. Officers have been told they are terrible for the last few years by the public. They come to work at UNC and don't feel valued."
"More money for officers to hire better quality candidates."

B. Additional Comments

The last item of the survey asked respondents to provide any additional comments they had for the UNC Police. 583 respondents shared additional comments, with some respondents providing comments that fit into more than one of the 11 themes below.

1. **Increase accountability/transparency (171, 24%)**
"I worry most about the perception that campus police protect visiting white supremacists more than black students, faculty and staff. I doubt that view applies to all or even most officers, but the perception of such bias is widespread and toxic to the UNC community. Active efforts to correct this perception are vital for community wellbeing."
"The incident with the students protesting at the Hannah-Jones tenure vote made me far more uncertain in and hesitant towards the police because I didn't see any consequences for their actions."

2. **Appreciation for police officers** (143, 20%)

"I have had only few personal interactions with UNC Campus police and the officers have been always a pleasure to speak with. Thank you for your service making our campus a safe place for work and study!"

"I highly commend the UNC Police for making possible a very safe campus environment."

3. **Improve relations with campus community** (94, 13%)

"Policing is an incredibly difficult job. But, there needs to be more emphasis on community...Trust has been eroded and we need to integrate more community efforts into our police department."

"Police officers have an incredibly hard job. They put their lives on the line every day. To me, part of their job is also building community and trust. That doesn't always come across with every officer."

4. **Improve campus safety** (73, 10%)

"This semester is the most unsafe I have ever felt here at Carolina. I am extremely disappointed in the crime and harassment we women face every day just walking on Franklin or to get to class."

"The biggest concerns are from people coming onto campus from outside, especially at night, and assaulting campus population."

5. **Abolish or defund the police** (58, 8%)

"There is no need to have police on campus. The police statistically do not solve a majority of crimes reported nor do they really help make students feel safe...having traffic monitors and 'security' instead of police officers is a great alternative."

"Please abolish the police in its entirety and build something new to replace the police and replace the jobs of those who worked as former police officers. We have experts on this campus who can help build this new programming."

6. **Implement a crisis response/mental health team** (43, 6%)

"I would like to see more investment in wholistic, mental health and social services rather than in police/carceral services."

"Increased mental health resources and community safety resources (such as unarmed people trained in responding to a mental health crisis and deescalating conflict) would keep campus safe."

7. **Increase officer education/training requirements** (42, 6%)

"If they haven't already, police officers would benefit from getting & maintaining Mental Health First Aid certification. Also, training in de-escalation and awareness of biases and privilege."

"All cops should receive thorough and intensive bias training."

"Conflict de-escalation training, civil liberties training; all should take precedent over combat training."

8. **Implement non-police public safety team** (32, 5%)

"There are different ways we can imagine handling public safety without necessarily bringing in police."

"I think that a lot of solutions would be...even better if they were spearheaded by an entity separate from UNC Police. I think officers would serve this community much better serving elsewhere in the realm of public safety and outreach."

9. **Improve road safety** (26, 4%)

"Cars frequently endanger bicycle riders by cutting into lanes and passing too close and at high speeds. Police should monitor and issue citations to car drivers."

"More traffic monitoring is probably the most helpful thing I can think of. People are constantly speeding...especially late at night or early in the morning and I never see anyone getting ticked despite how dangerous it is for pedestrians."

10. **Increase programming for students/faculty** (22, 3%)

"I really think active shooter trainings should be more advertised/available. As someone who works in an academic building, I am nervous about these things and have never been trained on how to handle them."

"I love the police! Just had no idea all of the things they are doing to improve safety and education for safety awareness etc. Would love to see a training on what to do when out and see something that your gut tells you isn't right BEFORE it becomes an incident. What all we can do to avoid (or prevent) things like that from occurring in the first place."

11. **Decrease police presence on campus** (13, 2%)

"We don't need police officers to respond to many of the incidents on campus, but include other types of respondents. I think this would help with trust and feeling safe with less concern of potential police bias or violence."

"For many students and employees, adding more police presence to campus would make them feel LESS safe, not safer."

APPENDIX B: UNC Police Department Customer Service Survey

UNC Police Department Customer Service Survey – Fall 2021

Intro Thank you for your willingness to provide your insights and opinions about your experience with UNC's Police Department and the resources they provide. The purpose of this brief survey is to collect your feedback regarding your interactions with UNC-Police, UNC-Police Department resources, perceptions of campus safety, and overall customer service. It takes about 10-12 minutes to complete this survey. This survey is administered by UNC's Office of Institutional Research and Assessment (OIRA), so your responses will be kept confidential and will only be reported in summary form to UNC's Police Department. The results of this survey will be used to improve your experiences with UNC Police Department resources and your safety on campus! Thanks again.

End of Block: Intro

Start of Block: Demographics

Gender What gender do you identify with?

- Male (1)
- Female (2)
- Another gender identity (please specify) (3)

- I prefer not to respond (4)

Race To which race or group(s) do you *most* identify? Select one

- American Indian/Alaska Native (1)
- Asian (2)
- Native Hawaiian or Other Pacific Islander (3)
- Black or African American (4)
- White or Caucasian (5)
- Hispanic or Latino (6)
- More than one race (7)
- Other (please tell us) (8) _____
- Prefer not to answer (9)

Role Which of the following describes your role at UNC?

- Employee (1)
- Student (2)

Display This Question:

If Which of the following describes your role at UNC? = Employee

Employee Class What appointment type do you hold?

- EHRA non-faculty (1)
- EHRA faculty (2)
- SHRA (Staff) (3)
- I am not sure (4)
- Other (please tell us) (6) _____

Display This Question:

If Which of the following describes your role at UNC? = Student

StudentType What type of student are you at UNC?

- Undergraduate Student (1)
- Graduate Student (Masters, Doctoral) (2)
- Post-Doctoral Scholar (3)
- I am not sure (4)
- Other (please tell us) (5) _____

End of Block: Demographics

Resources_1 How often did you interact with or use the following resources in the past year?

	Never (1)	Annually (2)	Quarterly (3)	Monthly (4)	Weekly (5)	Daily (6)
Carolina Ready Safety App (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UNC Police Communications 911 Center (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UNC Police Communications non-emergency phone line (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UNC Police sworn law enforcement officer (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UNC Security, non-sworn (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How often did you interact with or use the following resources in the past year? = UNC Police Communications 911 Center [Annually]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications 911 Center [Quarterly]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications 911 Center [Monthly]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications 911 Center [Weekly]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications 911 Center [Daily]

911 Call Center Please indicate the extent to which you agree or disagree with the following statements regarding the *UNC Police Communications 911 Center*.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)
My call was answered promptly. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 911 call center operator was courteous and professional. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and directions provided by the call center operator were clear and easy to understand. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My conversation with the call center operator was reassuring. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How often did you interact with or use the following resources in the past year? = UNC Police Communications non-emergency phone line [Annually]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications non-emergency phone line [Quarterly]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications non-emergency phone line [Monthly]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications non-emergency phone line [Weekly]

Or How often did you interact with or use the following resources in the past year? = UNC Police Communications non-emergency phone line [Daily]

Phone Line Please indicate the extent to which you agree or disagree with the following statements regarding the *UNC Police Communications non-emergency phone line*.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)
My call was answered promptly. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The phone line operator was courteous and professional. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and directions provided by the phone line operator were clear and easy to understand. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My conversation with the phone line operator was reassuring. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Resources_2 For what reasons have you contacted the UNC Police Department Communications Center? *(Select all that apply)*

- I did not contact the UNC Police Communications Center (12)
- Building/office access request (2)
- File a complaint (4)
- Information (3)
- Medical emergency (1)
- Report a crime (7)
- Report a fire (8)
- Speak with a police supervisor (6)
- Suspicious person or condition (5)
- Traffic accident (9)
- Vehicle unlock request (10)

Work maintenance request (11)

Other (please specify): (13) _____

Resources_3 How frequently have you done the following?

	Never (1)	Annually (2)	Quarterly (3)	Monthly (4)	Weekly (5)	Daily (6)
I have utilized UNC Police Department Community Services to complete a security survey. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have used fingerprinting services at the UNC Police Department. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have submitted a crime tip through Silent Witness (anonymously report a crime) on the UNC Police Department website. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have registered my personal belongings through Reportit Leads online. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have requested a police report from the UNC Police Department. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have requested vehicle assistance after locking my keys in my car or for a dead battery from a UNC police officer. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have requested a drone permit from the UNC Police Department. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Resources

Start of Block: Campus Safety

CampusSafety_1 Please rate your feelings about the following statements:

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Don't know/Not applicable (6)
I feel safe on campus during the day. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe on campus at night. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my office/classroom during the day. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my office/classroom at night. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police visibility on campus is adequate. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable approaching a police officer on campus. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable reporting crime or a safety concern to a UNC Police Officer. (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are an adequate number of emergency call boxes on campus. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of police safety and crime awareness presentations. (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of the lighted pedestrian corridor on campus. (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional lighting around campus would make me feel safer at night. (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CampusSafety_2 In what locations are you most concerned about safety on campus? *(Select all that apply)*

- Academic buildings and classrooms (2)
 - Administrative buildings and offices (3)
 - Athletic facilities (4)
 - Parking lots and parking decks (1)
 - Residence halls and dining facilities (5)
-

CampusSafety_3 What is your *primary* safety concern with the area(s) you selected above?

- Alcohol and drug violations (1)
 - Crimes against person (2)
 - Crimes against property (e.g., theft, vandalism) (3)
 - Outdoor lighting and infrastructure (4)
 - Transient crime (5)
 - Other (please specify): (6) _____
-

CampusSafety_4 I know the location of the closest call box to my work location.

- Yes (1)
 - No (2)
 - Not Applicable (4)
-

CampusSafety_5 I know the location of call boxes across campus.

- Yes, many (1)
 - Yes, a few (2)
 - No (3)
 - Not Applicable (4)
-

CampusSafety_6 The presence of the lighted pedestrian corridor influences my choice of route through campus.

- A lot (1)
- Somewhat (2)
- Not at all (3)
- Not applicable (4)

End of Block: Campus Safety

Start of Block: Police Contact

Contact_1 How frequently do you experience the following?

	Never (2)	Annually (3)	Quarterly (4)	Monthly (5)	Weekly (6)	Daily (7)
I see a foot/bike officer patrolling on campus. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I interact with a foot/bike officer patrolling on campus. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see police officers in police cars on campus. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Contact_2 How frequently do you have personal interactions with the following members of UNC Police Department?

	Never (1)	Annually (2)	Quarterly (3)	Monthly (4)	Weekly (5)	Daily (6)
Police Officers (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Administration/Staff (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify): (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Annually]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Quarterly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Monthly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Weekly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Daily]

Contact_3 In what ways have you had direct contact with a UNC Police officer? *(Select all that apply)*

- Attended an event where an officer was present (12)
- Arrested (8)
- Called UNC Police/911 (1)
- Called UNC Police for non-emergency assistance (2)
- Involved in a traffic accident (9)
- Officer questioned me (16)
- Officer spoke to me (15)
- Received a warning or citation (5)
- Required medical or crisis assistance (10)
- Required service or information for myself (11)
- Requested service or information for others (14)
- Utilized police services such as fingerprinting, vehicle unlock, or battery jump assistance (13)
- Was interviewed about a crime or incident (3)
- Was pulled over for a traffic violation (4)
- Was the victim of a crime (7)

Witnessed a crime (6)

Other (please specify): (17) _____

Display This Question:

If How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Annually]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Quarterly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Monthly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Weekly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Officers [Daily]

Contact_4 We would like to ask a few questions about the UNC police officer contact you just noted. If you experienced more than one contact with an officer in the last 12 months, answer for just the *most recent* incident.

	No (1)	Yes (2)	Not applicable (3)
Did the officer listen to you? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer show concern for your welfare? (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer explain his/her decisions? (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you fairly? (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Administration/Staff [Annually]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Administration/Staff [Quarterly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Administration/Staff [Monthly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Administration/Staff [Weekly]

Or How frequently do you have personal interactions with the following members of UNC Police Departm... = Police Administration/Staff [Daily]

Contact_5 Rate your *most recent* personal interaction with a UNC Police Department administrator or staff member on each of the following criteria:

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/NA (6)
Employee was courteous and polite. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee was professional. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee followed up on my problem or concern. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee communicated in a timely manner. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee resolved my issue or problem. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Police Contact

Start of Block: Police Perceptions

Perceptions_1 Please indicate your level of agreement with the following statements.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/NA
The UNC Police Department can be trusted to make decisions that are right for my community. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department is trustworthy. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department responds to incidents in a timely manner. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department shows concern for citizens. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department keeps our campus safe. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have confidence in the UNC Police Department. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Perceptions_2 Please indicate your level of agreement with the following statements.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/NA
If I saw a crime happening on campus, I would call the UNC Police Department to report it. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would work with the UNC Police Department to identify a person who has committed a crime on campus. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would work with the UNC Police Department to address public safety concerns on campus. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Perceptions_3 Please indicate your level of agreement with the following statements.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/NA
UNC Police Officers would be more approachable in a different style uniform. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An officer's uniform influences my decision to interact with an officer on campus. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The color of an officer's uniform influences my decision to speak with an UNC Police officer. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Perceptions_4 Please rate your level of agreement with the following perceptions that UNC Police Officers are...

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/Not applicable (6)
Biased (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competent (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fair (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Giving citizens a chance to explain (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intimidating (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional (21)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respected (23)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violating citizen's rights (26)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Perceptions_5 What is your level of awareness of the risks and challenges that law enforcement officers face on the job on a daily basis?

- Not at all aware (1)
- Slightly aware (2)
- Moderately aware (3)
- Very aware (4)
- Extremely aware (5)

End of Block: Police Perceptions

Start of Block: Website

Website_1 How frequently do you use the UNC Police Department website for the following?

	Never (1)	Annually (2)	Quarterly (3)	Monthly (4)	Weekly (5)	Daily (6)
For emergency alert information (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To request safety presentations (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To request event security (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To access the crime log (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To obtain a UAS (Drone) flight approval permit (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To request non-sworn security services (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use the UNC Police Department website for another reason (please describe): (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

- If How frequently do you use the UNC Police Department website for the following? = Annually*
- Or How frequently do you use the UNC Police Department website for the following? = Quarterly*
- Or How frequently do you use the UNC Police Department website for the following? = Monthly*
- Or How frequently do you use the UNC Police Department website for the following? = Weekly*
- Or How frequently do you use the UNC Police Department website for the following? = Daily*

Website_2 Please rate your feelings about the following statements about the UNC Police Department's website.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/NA
I can find what I'm looking for on the UNC Police Department website. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department website has adequate police information. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department website has adequate special event information. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department website has adequate Alert Carolina information. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The UNC Police Department website has adequate safety awareness information. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Website

Start of Block: CarolinaReady

CarolinaReady_1 How satisfied are you with the Carolina Ready app?

- Very dissatisfied (1)
- Dissatisfied (2)
- Neither satisfied nor dissatisfied (8)
- Satisfied (9)
- Very satisfied (10)
- Not applicable (11)

CarolinaReady_2 How often do you use the Carolina Ready app?

- Never (6)
- Annually (7)
- Quarterly (8)
- Monthly (9)
- Weekly (10)
- Daily (11)
- Not applicable (12)

End of Block: CarolinaReady

Start of Block: Alert Carolina

Alert_1 Are you familiar with UNC's Alert Carolina System?

- Yes (1)
- No (2)

Display This Question:

If Are you familiar with UNC's Alert Carolina System? = Yes

Alert_2 Please indicate the extent to which you agree or disagree with the following statements regarding UNC's Alert Carolina System.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/NA
I find the alerts helpful. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have changed plans due to an alert(s). (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't pay attention to the alerts. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Alert_Text Do you have any comments about Alert Carolina? If so, please provide your feedback below.

End of Block: Alert Carolina

Start of Block: TimelyWarnings

TW_1 Are you familiar with Timely Warnings?

- Yes (1)
- No (2)

Display This Question:

If Are you familiar with Timely Warnings? = Yes

TW_2 Please indicate the extent to which you agree or disagree with the following statements regarding Timely Warnings.

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Don't know/Not applicable (6)
I find the warnings helpful. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have changed plans due to a warning(s). (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't pay attention to warnings. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: TimelyWarnings

Start of Block: Social Media

SMedia_1 Do you use social media to keep up with UNC Police Department?

- Yes (1)
- No (2)

SMedia_2 My preferred social media site or app to get information about the UNC Police Department is/would be:

- Facebook (1)
 - Instagram (3)
 - Snapchat (5)
 - TikTok (4)
 - Twitter (2)
 - Other (please specify): (6) _____
-

SMedia_3 How often would you like to receive information on social media about what the UNC Police Department is doing?

- Never (14)
- Annually (15)
- Quarterly (16)
- Monthly (17)
- Weekly (18)
- Daily (19)

End of Block: Social Media

Start of Block: Outreach

Outreach_1 What types of programming sponsored by the UNC Police Department have you attended? *(Select all that apply)*

- Educational programs (1)
- Safety information fairs (2)
- Social events hosted by UNC police officers (3)
- Table events/general safety information distributions (4)
- Other (please specify): (5) _____

Outreach_2 How familiar are you with the following outreach programs led by the UNC Police Department?

	Not familiar at all (1)	Slightly familiar (2)	Moderately familiar (3)	Very familiar (4)	Extremely familiar (5)
Active Shooter and Critical Incident Response (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Passenger Safety Program (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizen's Police Academy (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coffee with a Cop (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driving Simulator (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpersonal Relationship Violence Education (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know Your Rights (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Larceny Reduction and Engraving (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moped Safety Presentation (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rape Aggression Defense Self-Defense Class (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watch for Me NC (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Outreach_3 What types of programming would you most like to see? *(Select up to three)*

- Active shooter and Critical Incident Response (2)
 - Alcohol and Drug Awareness (1)
 - Bicycle Safety (3)
 - Child Passenger Safety (5)
 - Citizen's Police Academy (4)
 - Coffee with a Cop (6)
 - Driving Simulator (12)
 - Interpersonal Relationship Violence Education (8)
 - Know your Rights (11)
 - Larceny Reduction and Engraving (7)
 - Pedestrian Safety (9)
 - Rape Aggression Defense Self-Defense Class (15)
 - Scam Awareness and Education (10)
 - Other (please specify): (13) _____
 - None - No additional programming is needed (14)
-

Outreach_4 Where would you like to see police programming held on campus? *(Select all that apply)*

- Academic buildings and classrooms (2)
- Graham Student Union (1)
- Libraries (5)
- Residence halls and dining facilities (6)
- Student Recreation Center (4)
- The Pit (3)
- UNC Police Department (7)

End of Block: Outreach

Start of Block: Recommendations

Recommendations Which of the following recommendations do you think would improve the UNC Police Department? *(Select all that apply)*

- Add police equestrian unit (1)
- Alternate patrols (foot, bike, etc.) (2)
- Be more personable/approachable (3)
- Conduct more law enforcement training for police officers (4)
- Have a more visible presence on campus (5)
- Hire more officers (11)
- Increasing availability of mental health resources for the campus community (6)
- Increase bicycle traffic enforcement (7)
- Increase crime prevention/educational presentations (8)
- Increase diversity among officers (10)
- Increase engagement in the community (9)
- Increase vehicle traffic enforcement (12)
- Wearing a different uniform (13)
- Other (please specify): (14) _____

Comments Thank you for completing this survey. If you have any additional comments or recommendations, please provide them here.
