

2009/10
Spring CSU Customer Satisfaction Survey of
Students, Faculty and Staff

SACRAMENTO STATE
UNIVERSITY POLICE

HIGHLIGHTS OF THE 2009/10 SURVEY

Sacramento State Police serve an essential role on campus according to 2009/10 survey respondents, whose ratings pushed Sac State to the top among the five CSU campuses surveyed (Sac State ranked 4.31 compared to the CSU mean of 3.82)

Sacramento State, with staffing slightly over one-half of the standard for a campus of its size, ranked Number One for overall student satisfaction among five CSU campuses surveyed (3.78 compared to the 3.59 CSU mean)

For the 2009/10 survey, Sacramento State’s police services rate first among all of the CSU campuses surveyed.

ISSUES	RESPONSE/STRATEGIC INITIATIVES
<p>Visibility/Awareness of Services</p> <ul style="list-style-type: none"> • Increase awareness (market and advertise) services, especially night escort • More uniformed officers present and visible • More in-class presentations • Increase approachability, student- centeredness • More police walking, less driving 	<ul style="list-style-type: none"> • Currently updating website for comprehensive service information • Published new service brochures and flyers • Distribute brochures/pamphlets at all presentations, at public counter, on campus and on website • Enhanced bicycle and foot patrols • Conduct ongoing crime prevention awareness presentations • Increased number of Community Service Officers • Community Service Officer handouts – classroom, off-campus and in Residence Halls • Community Service Specialists Program – Enhanced patrols for designated areas • Implemented new/enhanced community policing practices • Enhanced Bicycle Patrol Program • Schedule additional Town Hall meeting(s) with Residential Hall Life students • Full-time Officer assigned to Residential Hall Facilities

<p>Safety/Security</p> <ul style="list-style-type: none"> • Increase parking lot patrols (for vehicle safety) • Increase Residence Hall patrols (including parking lots) • Install more emergency call stations • Relocate “homeless” in buildings 	<ul style="list-style-type: none"> • Police logs posted on website • Periodic lighting survey conducted w/advisory to Facilities Services • Involved in facilities planning phases to address safety issues • Committed to live response to all calls • Improve response time to calls based on priorities • Report security issues to appropriate agencies w/recommendations • Police representatives participating in three different safety and security projects: <ul style="list-style-type: none"> ○ Lighting ○ Emergency Notification Systems ○ Crime Analysis and Traffic Flow
<p>Night Services</p> <ul style="list-style-type: none"> • Improve/enhance night services • Provide night patrol, including late night off campus, levy, bus stops, by foot, bicycle and car • Lighting <ul style="list-style-type: none"> ○ Improve levy lighting -- to La Riviera (lights on during day and off at night) ○ Improve parking lot lighting ○ Improve building lighting • Improve parking lot safety • Extend night shuttle hours to beyond 11 p.m. 	<ul style="list-style-type: none"> • Work collaboratively with the City of Sacramento to improve levy lighting • Improved lighting inter-campus and Residence Hall area, ongoing assessment • Created Safety Hornet Escort to escort persons leaving buildings/parking lots after hours • Conducted a joint building security program during the winter break • Community Service Officers on patrol inner campus, AIRC, Library and Residence Halls • Community Service Specialists on patrol at Folsom Hall/parking lots • Department open 24 hours/365 days per year • Battery Pack available upon request at Public Counter • Installed additional blue/emergency phones strategically on campus including parking lots/elevators/parking structures
<p>Notification/Communication</p> <ul style="list-style-type: none"> • Additional notification for emergency situations 	<ul style="list-style-type: none"> • Test Emergency Notification Systems at least two times per year • Formed Crisis Communication Workgroup • Added Visiplex Audible Alert System • Formed a committee to examine integrated Emergency Notification Systems process • Increased campus awareness of Emergency Notification Systems • Provided safety tip cards to encourage Emergency Notification Systems sign-up • Utilized Facebook and Twitter for rapid communication/notification