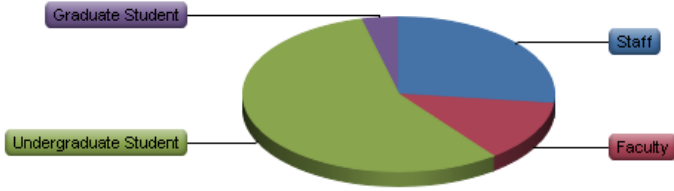


Initial Report

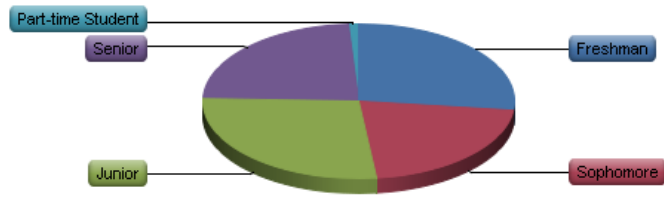
Last Modified: 10/16/2013

1. Are you (please choose what you consider to be your primary status here at the College):



Answer	Response	%
Staff	320	27%
Faculty	151	13%
Undergraduate Student	671	56%
Graduate Student	46	4%
Total	1,188	

2. Are you a:



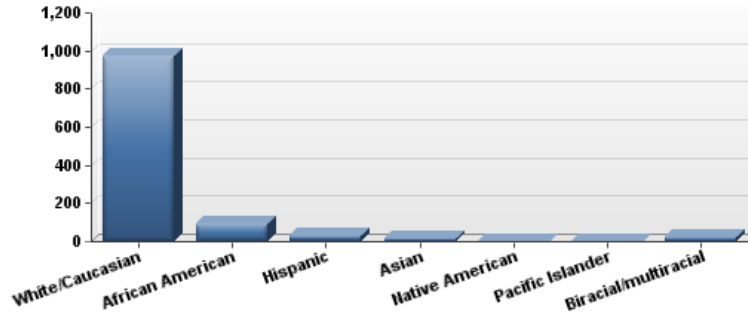
Answer	Response	%
Freshman	177	27%
Sophomore	140	21%
Junior	180	27%
Senior	154	23%
Part-time Student	7	1%
Total	658	

3. Gender:



Answer	Response	%
Male	347	30%
Female	816	70%
Total	1,163	

4. Race:

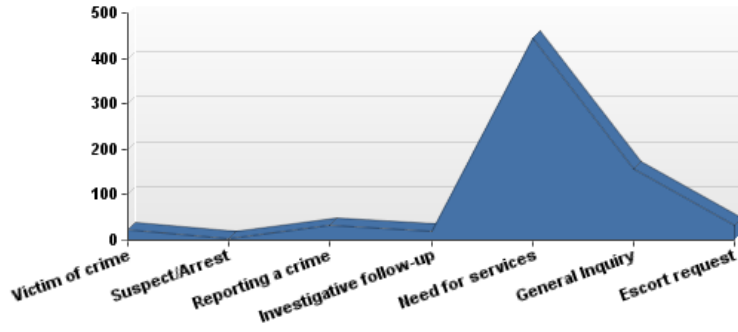


Answer	Response	%
White/Caucasian	975	85%
African American	97	8%
Hispanic	32	3%
Asian	19	2%
Native American	2	0%
Pacific Islander	1	0%
Biracial/multiracial	24	2%
Total	1,150	

5. In the past three years, have you personally called or visited Public Safety?

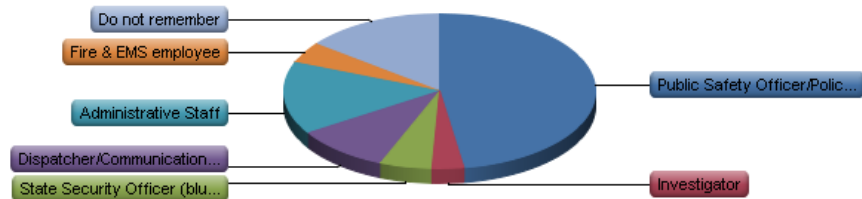
Answer	Response	%
Yes	724	62%
No	426	37%
Do not remember	17	1%
Total	1,167	

6. What was the nature of your most recent call or visit?



Answer	Response	%
Need for services	444	63%
General Inquiry	157	22%
Reporting a crime	32	5%
Escort request	32	5%
Victim of crime	22	3%
Investigative follow-up	18	3%
Suspect/Arrest	4	1%
Total	709	

7. In your dealings with Public Safety personnel, did you interact with a(n):



Answer	Response	%
Public Safety Officer/Police Officer (gray uniform)	336	48 %
Investigator	23	3 %
State Security Officer (blue uniform)	38	5 %
Dispatcher/Communications Officer	69	10 %
Administrative Staff	107	15 %
Fire & EMS employee	31	4 %
Do not remember	103	15 %
Total	707	

8. More specifically, did you deal with:

Answer	Response	%
Fire safety	8	27%
Medical response	21	70%
Other services (permitting, sprinklers, alarms, etc.)	1	3%
Do not remember	0	0%
Total	30	

9. Please answer the following questions as they relate to your satisfaction concerning your most recent call to public safety.

#	Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses	Mean
1	Length of time it took the dispatcher to answer your call.	274	185	85	8	7	559	1.73
2	The officer's response time to the scene.	203	174	106	39	14	536	2.04

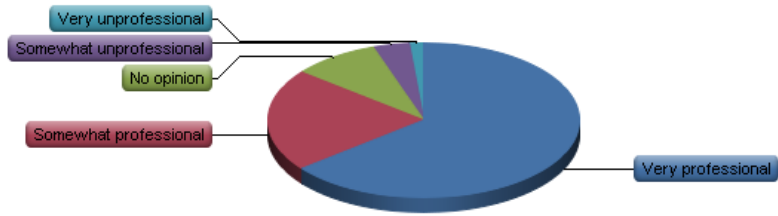
Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Length of time it took the dispatcher to answer your call.	49.02%	33.09%	15.21%	1.43%	1.25%	559
The officer's response time to the scene.	37.87%	32.46%	19.78%	7.28%	2.61%	536

10. Please answer the following as it relates to your most recent call to public safety.

#	Question	Yes	No	Total Responses	Mean
1	Did you receive a clear explanation of what was happening?	491	62	553	1.11
2	Did you feel you received fair treatment from the officer(s)?	511	32	543	1.06

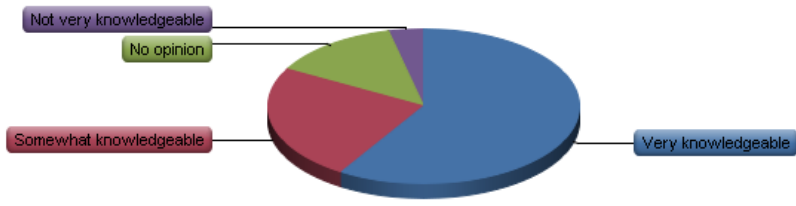
Question	Yes	No	Total Responses
Did you receive a clear explanation of what was happening?	88.79%	11.21%	553
Did you feel you received fair treatment from the officer(s)?	94.11%	5.89%	543

11. Describe the officer's/officers' demeanor at the time:



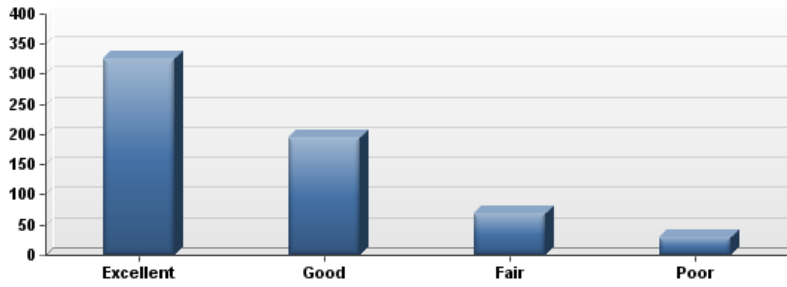
Answer	Response	%
Very professional	390	64%
Somewhat professional	130	21%
No opinion	55	9%
Somewhat unprofessional	23	4%
Very unprofessional	9	1%
Total	607	

12. I would rate the officer(s) as...



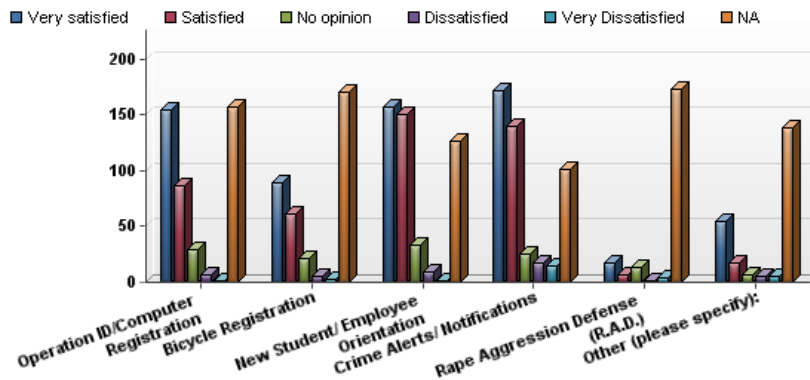
Answer	Response	%
Very knowledgeable	356	59%
Somewhat knowledgeable	146	24%
No opinion	81	13%
Not very knowledgeable	22	4%
Total	605	

13. How would you rate the overall service you received from Public Safety personnel?



Answer	Response	%
Excellent	326	53%
Good	195	32%
Fair	68	11%
Poor	30	5%
Total	619	

14. If used, provide a rating of the service:

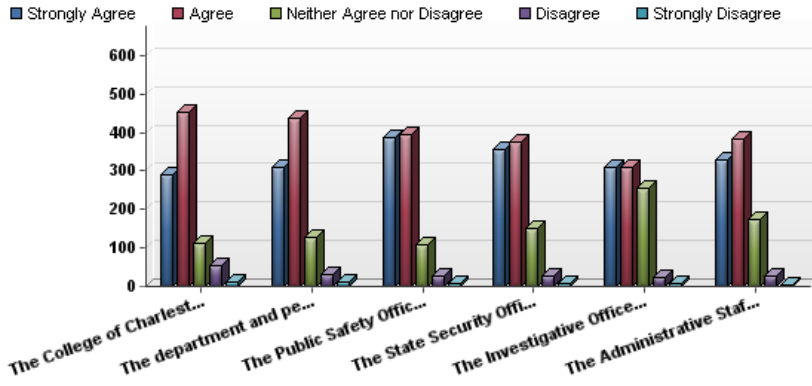


Question	Very satisfied	Satisfied	No opinion	Dissatisfied	Very Dissatisfied	NA	Total Responses
Operation ID/Computer Registration	35.55%	19.95%	6.65%	1.61%	0.23%	36.01%	436
Bicycle Registration	25.64%	17.38%	5.98%	1.42%	0.85%	48.72%	351
New Student/ Employee Orientation	32.64%	31.39%	7.07%	2.08%	0.42%	26.40%	481
Crime Alerts/ Notifications	36.52%	29.72%	5.31%	3.61%	3.18%	21.66%	471
Rape Aggression Defense (R.A.D.)	7.80%	3.21%	6.42%	0.92%	1.83%	79.82%	218
Other (please specify):	23.40%	7.23%	2.98%	2.13%	2.55%	59.15%	229

Other (please specify):
Lost Room Key
Open doors/lost dogs
Key service
Locked out of room
Honors Center Unlock
Reported used hypodermic needle sitting on ground
door opening
Escort Service
Locked out of office
Security for Carnvale Event
Getting an interview
Lost key; lost wallet
Rape whistles for student staff
Locked out of room
Getting a key when mine was locked in my room
Move-in security for summer program
Training by PS
Door opening service for students on the open list
Lost and Found
Fingerprinting
Panic Button Checks
Complaint against officer on staff
let me in office
administrative inquiry
Temporary room key
procedural questions
Door open
Report stolen keys
building access
lost items, reported fall/injury
Misc contact for student and colleague issues
dooropening trequest

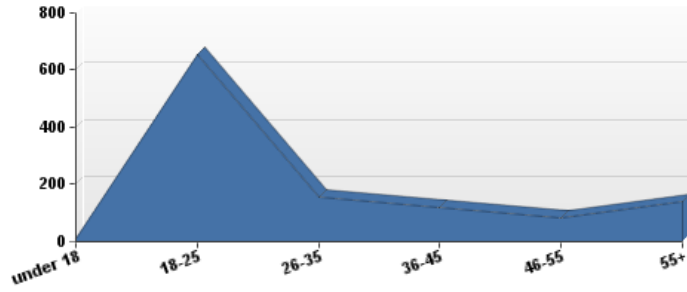
Escort
Lost and found
door unlocking
Letting me into buildings
Lost keys
building access
Request for follow up
Turned in lost items
Spare key use
lost dorm room key
Work with events
Lost and found in my button
Fire, Life, Safety
Parking issues
escort
escourt service
building access
Removing malfunctioning bike lock
opening a building
lost items
Locked out of Dorm room
vehicle - jump start
lost items & locked out of office
opening buildings
Locking self out of office or office building
Locked key in room
lost keys
Opening up a door
Loaner Key Servise
Administrative Services
cougar card service
lost and found
unlock office door
Car accident
Comstruction truck ran into college building wall
Event Planning
escort to car late at night
Locked out
Transport
LGBT issues (Need support in providing self-defense)
Found a cell phone
referred a student
asked questions about door openings
lost and found
lost & found
lost item pick up
Lost Key
Getting into buildings
Cougar Shuttle
Battery jump
Key pick-up

15. Please state your level of agreement with the following statements based on your perceptions of the department of Public Safety and their officers and personnel.



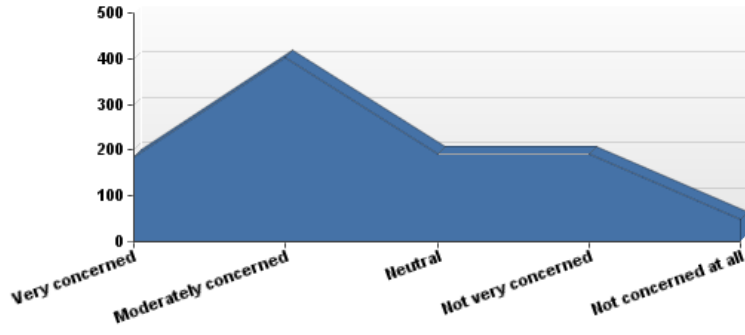
Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses
The College of Charleston's Public Safety departments meets my expectations.	31.39%	49.03%	12.23%	5.95%	1.41%	924
The department and personnel of Public Safety are competent.	33.80%	47.61%	14.02%	3.37%	1.20%	920
The Public Safety Officers (gray uniforms) are respectful in their attitudes and behavior towards members of our college community.	42.04%	42.58%	11.59%	3.14%	0.65%	923
The State Security Officers (blue uniforms) are respectful in their attitudes and behavior towards members of our college community.	38.91%	40.76%	16.30%	3.04%	0.98%	920
The Investigative Officers are respectful in their attitudes and behavior towards members of our college community.	34.11%	34.22%	28.13%	2.66%	0.89%	903
The Administrative Staff and Dispatchers are respectful in their attitudes and behavior towards members of our college community.	35.87%	41.74%	18.80%	3.04%	0.54%	920

16. To what age group do you belong?



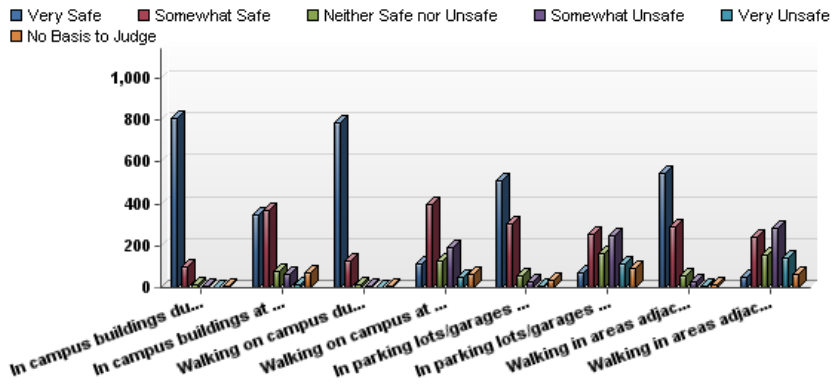
#	Answer	Bar	Response	%
1	under 18		11	1%
2	18-25		654	56%
3	26-35		156	13%
4	36-45		122	10%
5	46-55		81	7%
6	55+		140	12%
	Total		1,164	

17. How concerned are you about safety at the College of Charleston?



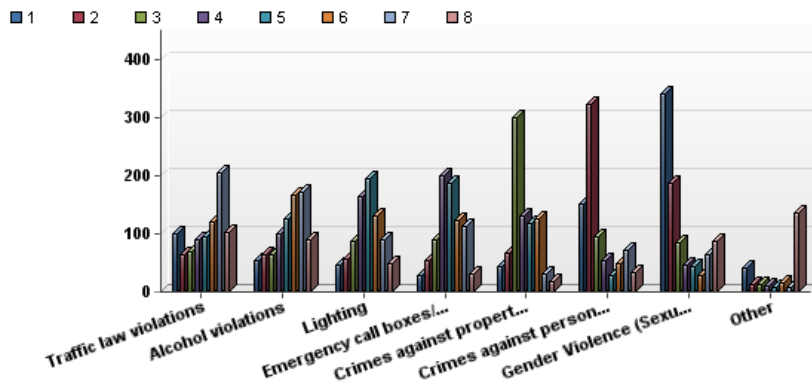
#	Answer	Bar	Response	%
1	Very concerned		185	18%
2	Moderately concerned		404	40%
3	Neutral		190	19%
4	Not very concerned		192	19%
5	Not concerned at all		48	5%
	Total		1,019	

18. Please indicate how safe you feel in each of the following statements.



#	Question	Very Safe	Somewhat Safe	Neither Safe nor Unsafe	Somewhat Unsafe	Very Unsafe	No Basis to Judge	Total Responses	Mean
1	In campus buildings during the day	810	102	14	7	1	7	941	1.20
2	In campus buildings at night	348	366	77	64	13	70	938	2.19
3	Walking on campus during the day	786	130	17	5	2	4	944	1.22
4	Walking on campus at night	110	399	129	191	52	63	944	2.86
5	In parking lots/garages during the day	511	303	58	27	4	38	941	1.75
6	In parking lots/garages at night	70	252	163	247	114	94	940	3.39
7	Walking in areas adjacent to the campus during the day	545	291	60	28	4	14	942	1.62
8	Walking in areas adjacent to the campus at night	53	240	156	287	144	61	941	3.44

19. Please rank the following from most concerning (1) to least (8) regarding safety and security on campus.











#	Answer	1	2	3	4	5	6	7	8	Total Responses
1	Traffic law violations	99	65	69	89	94	120	204	102	842
2	Alcohol violations	55	63	65	100	126	167	173	89	838
3	Lighting	47	57	88	163	196	130	89	48	818
4	Emergency call boxes/Blue Phones	29	53	89	199	187	122	114	31	824
5	Crimes against property (Burglary, Theft, Vandalism, etc.)	43	67	300	132	119	125	32	17	835
6	Crimes against persons (Assault, Robbery, etc.)	151	323	95	54	29	48	73	33	806
7	Gender Violence (Sexual Assault, Stalking, etc.)	341	188	84	45	43	27	65	86	879
8	Other	41	14	13	11	8	15	8	135	245
	Total	806	830	803	793	802	754	758	541	-

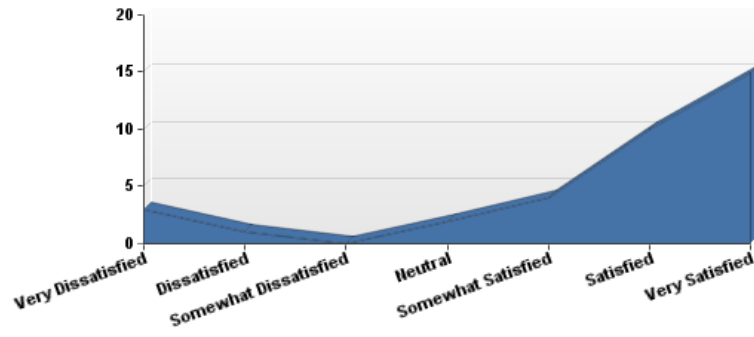
Other
Bike riding on bricks
Adjacent area crimes
Non CofC persons in & around campus buildings
skate board/bikes - traffic safety/personal safety
Biking unlawfully
Drugs on Campus
my traffic law issue is with pedestrians, bicyclers & skateboarders making it unsafe for drivers by not following rules & laws
Dangerous roommate
environmental issues
Bicyclists! (esp w/ no helmets)
bicycle and skateboarding on the street - not following traffic laws
nothing here
attitudes
Abuse of position. By officers, especially when race is involved
Skateboarders!!!
Drugs
Marijuana Use
none
littering
bicycle security
Bicycles hitting pedestrians
Traffic during the day around students on bikes
Clown attacks
bikers on sidewalk, or going wrong way on one way street
Skateboarders
EMS
bicycles following the law
harrassment (in general -- whistling/comments)
Public acts of racism

Access Control
Bike Safety
Refuse creation and litter
bicycles attached to parking meters, and cyclists ignoring traffic rules
jay walking
Drug Manifestation
mass shooter scenario
Building security
LGBT Issues
please see box below!
NA
Bicycles
walking at night
biking

20. What specific recommendations and/or suggestions can you offer to improve the overall performance and delivery of services by the College of Charleston Department of Public Safety? (select all that apply)

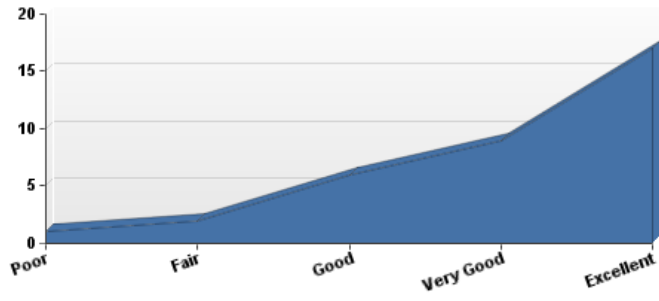
#	Answer	Bar	Response	%
1	Hire more officers		211	25%
2	Use more "alternate patrol methods" (i.e., officers patrolling on foot, bicycles, T-3's)		349	42%
3	Conduct more traffic enforcement		254	30%
4	Conduct more bicycle/skateboard/pedestrian enforcement		340	41%
5	Be more present and visible in residence halls		169	20%
6	Conduct more crime prevention/educational programs		242	29%
7	Foster more community involvement/relationships		325	39%
8	Other		99	12%

21. What was your level of satisfaction with the Fire and/or EMS response?



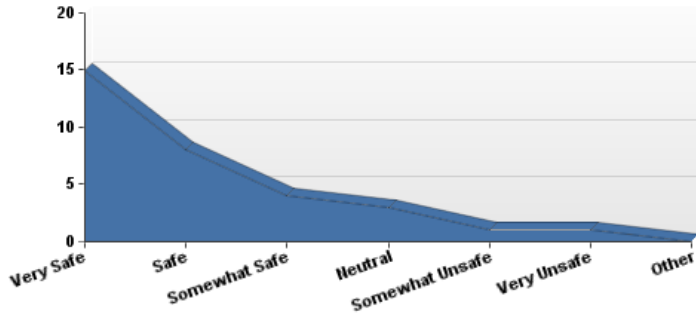
#	Answer	Bar	Response	%
1	Very Dissatisfied	■	3	9%
2	Dissatisfied	■	1	3%
3	Somewhat Dissatisfied		0	0%
4	Neutral	■	2	6%
5	Somewhat Satisfied	■	4	11%
6	Satisfied	■	10	29%
7	Very Satisfied	■	15	43%
	Total		35	

22. What was your perception of the knowledge level of the Fire and/or EMS responder(s)?



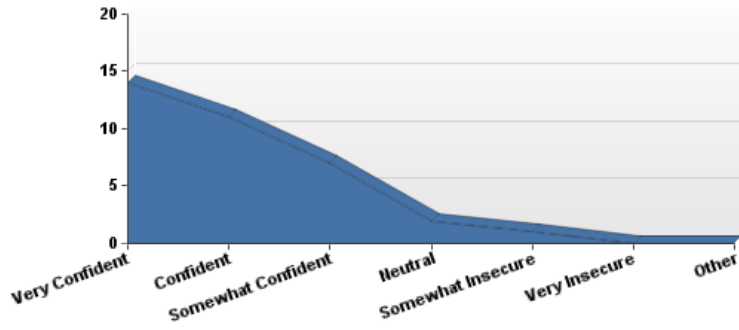
#	Answer	Bar	Response	%
1	Poor	1	1	3%
2	Fair	2	2	6%
3	Good	6	6	17%
4	Very Good	9	9	26%
5	Excellent	17	17	49%
	Total		35	

23. As it concerns Fire Safety, how safe do you feel on campus?



#	Answer	Bar	Response	%
1	Very Safe		15	47%
2	Safe		8	25%
3	Somewhat Safe		4	13%
4	Neutral		3	9%
5	Somewhat Unsafe		1	3%
6	Very Unsafe		1	3%
7	Other		0	0%
	Total		32	

24. As it concerns Emergency Medical Services, how confident and/or comfortable do you feel on campus?



#	Answer	Bar	Response	%
1	Very Confident		14	40%
2	Confident		11	31%
3	Somewhat Confident		7	20%
4	Neutral		2	6%
5	Somewhat Insecure		1	3%
6	Very Insecure		0	0%
7	Other		0	0%
	Total		35	