



UNIVERSITY *of*  
DENVER

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To: The DU Community  
From: Don Enloe, Director of Campus Safety  
Re: 2014 Community Survey Results

January 20, 2015

In the Fall of 2014, the Department of Campus Safety conducted a campus-wide survey of students, faculty and staff to solicit feedback regarding service levels, perceptions and training programs that Campus Safety provides. To continue this dialogue, Campus Safety has scheduled a series of open forums to continue to receive feedback and educate the DU Community regarding issues surrounding Campus Safety. The first forum is scheduled for January 28<sup>th</sup>, from 7-9p.m. in the Special Event Room at the Anderson Academic Commons.

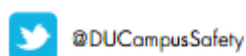
We take your feedback seriously; the results of this survey have highlighted our strengths and our weaknesses. We will use this knowledge to improve our customer service, design new educational programs and services for the community and to enhance our overall value to the DU community.

If at any time you have a concern or a comment please contact me directly at the phone number or email below.

Sincerely,

**Don Enloe**

Director  
Campus Safety  
Parking & Transportation  
303-871-2463  
denloe@du.edu





## Campus Safety 2014 Community Survey

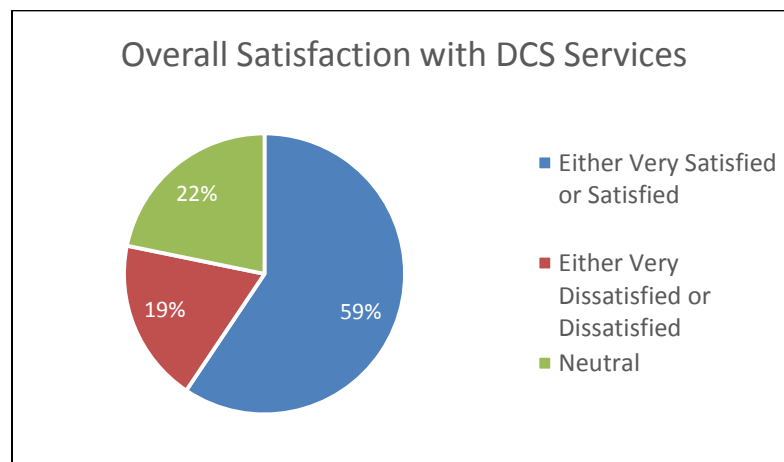
Summary of results and recommendations

### Background

The Division of Campus Safety (DCS) issued a survey to the University of Denver community (faculty, staff and students) Oct. 20 – Nov. 7, 2014. The survey was developed under consultation with the University's Office of Institutional Research and was delivered electronically. It was completed by 965 unique respondents. Undergraduate students and University staff were the most responsive groups.

Note: Due to the significant number of responses related to Parking Services, a separate report has been compiled for those responses.

### Key findings



### Quantitative results

Category	Total Responses	% of Total Comments
General Negative Feedback	87	9.51%
Communication / DUALert	77	8.42%
General Positive Feedback	60	6.56%
Visibility / Presence	43	4.70%
Safety at Night / Escorts	39	4.26%
Sexual Assault	22	2.40%

- **Classes** (Intro to Self Defense, R.A.D., CPR/AED, active shooter and custom trainings)
  - An average of 34 percent of respondents did not know about the variety of classes offered by DCS.
    - Of the respondents who participated in DCS classes, the majority were satisfied or very satisfied with the class.

- **Services** (escorts, security assessments, DU Alert, blue-light phones, door unlocks and jump starts)
  - While only an average of 18 percent of respondents were not aware of the services provided by campus safety, only 21 percent had utilized a service.
    - Of the respondents who utilized a service, the majority were satisfied or very satisfied with the service.
- **Communication**
  - Text messages and email are the top channels through which respondents would like to receive crime information and alerts.
- **Security systems** (fire alarm, security alarm, CCTV, access control and blue-light phones)
  - While a large majority of respondents indicated never using these security systems (aside from access control), 90 percent indicated that these systems help keep the DU community safe and secure, while only eight percent on average feel the systems are intrusive in their daily campus routines.

### Qualitative results



*\*Questions and results related to Parking Services were compiled in a separate report given the significant amount of data collected in that category.*

### **Recommendations/Corrective Actions**

- All Officers have received additional training on DU Alert messages and protocols to provide communication in a timely manner.
- Campus Safety will begin a quarterly series of open forums (SafeTalk) to continue to receive community feedback and educate the community on the steps DCS is taking to address the community's concerns and to ensure safety and security on campus.
- The Blue-Light Emergency Phones will undergo a review in spring 2015. Many respondents to this survey were concerned about the availability of the phones. After an assessment of Campus Safety records, we found that the phones are fully operational 99 percent of the time.

- Officers should increase the number of daily foot patrols to increase visibility to DU Community members.
- Officers will receive specialized customer service training in the spring of 2015. This will improve the value/quality of our contacts with members of the DU Community.
- Work on a marketing plan with University Marketing & Communications to promote DCS classes and improve the DCS website.