



# Indiana State University

Public Safety Department  
Police

To: All Officers  
All Communications Officers

From: Bill Mercier 

Date: January 14, 2004

Re: Fall Semester Satisfaction Survey

Cc: Vice President Ramey  
David Wright  
Tom Rios  
Teresa Evans

As you know, this past Fall the Department of Public Safety conducted its first "satisfaction survey" of individuals who had contact with our Department. Individuals to be surveyed were selected at random from names which appeared on police reports.

One hundred ninety nine anonymous surveys were mailed during the Fall Semester, of these forty five were completed and returned while an additional seven were returned as undeliverable. The surveys consisted of eight multiple choice questions and one open ended opportunity for respondents to comment on the service they received. The questions and response totals are reproduced below:

1. My call to Public Safety was handled by the Dispatcher in a courteous, professional manner.
  - Strongly Agree-36
  - Somewhat Agree-2
  - Somewhat Disagree-0
  - Strongly Disagree-1
  - No Opinion-4
  - Blank-2
  
2. Officers responded promptly to my call.
  - Strongly Agree-33
  - Somewhat Agree-5
  - Somewhat Disagree-2
  - Strongly Disagree-1
  - No Opinion-2
  - Blank-2
  
3. Officers appeared knowledgeable and were able to answer my questions.
  - Strongly Agree-28

Somewhat Agree-6  
Somewhat Disagree-3  
Strongly Disagree-3  
No Opinion-4  
Blank-2

4. I felt officers treated my problem seriously.

Strongly Agree-30  
Somewhat Agree-8  
Somewhat Disagree-2  
Strongly Disagree-2  
No Opinion-1  
Blank-2

5. Officers treated me with courtesy and respect.

Strongly Agree-35  
Somewhat Agree-5  
Somewhat Disagree-2  
Strongly Disagree-1  
No Opinion-1  
Blank-2

6. I felt officers did everything they could to resolve my problem.

Strongly Agree-27  
Somewhat Agree-9  
Somewhat Disagree-3  
Strongly Disagree-3  
No Opinion-1  
Blank-2

7. Overall, I am satisfied with how ISU Public Safety handled this situation.

Strongly Agree-27  
Somewhat Agree-8  
Somewhat Disagree-3  
Strongly Disagree-3  
No Opinion-3  
Blank-1

8. My contact with Public Safety occurred:

Between 7am and 3pm-17  
Between 3pm and 11pm-27  
Between 11pm and 7am-5  
Blank-1

A number of respondents choose to comment on the service they received, these comments are reproduced below:

"I felt that the officers were rude and not very helpful (not all, but most) my problem is still not solved and I am very unsatisfied with the way my situation was handled. ISU needs new Public Safety among other things. Thank you!"

"When I called for follow-up information on the case I was transferred several times then hung up because I was tired of being on hold. I have received the information on my case and am very dissatisfied."

"I believe that walks should be encouraged for young ladies, not discouraged."

"These people were outstanding. Will I be billed for this? Have been waiting-let me hear from you."

"The officer was very nice to me. Thank you very much."

"They did a great job."

"(The officer) was extremely courteous and stayed with me, reassuring me until the fire department paramedics arrived to take me to the ER. The officer that handled my request for a copy of the report (was) also very courteous-he obtained a new copy for me to expedite my insurance claim as the employee who normally handles this was already gone for the day. Excellent service! Thank you!"

"Officers had report all wrong and had to call me two days later to find out what direction I was going. They told me that I ran the red light since the witness said the south bound traffic had the green light. They had me going west on Chestnut when I was going south on 7<sup>th</sup>. I was in pain with a headache and they never offered to get me help. I called my daughters and they took me to the hospital. I hope they are never called again to help me. The kid ran a red light, was speeding, and had no insurance. Nothing was done to him, I'm still without a car and have no idea how long it will be in the shop."

"I called about someone's car being broken into but it almost seemed like I was a suspect when I was just trying to help!"

"I feel that if the ISU police were patrolling like they should I would still have a CD player and a back window."

"Everything went well."

"I was told if there was time the tapes would be viewed. I know there is a slim chance of finding who done this, but I would like to see the taps viewed."

"Thank you!"

"Officers were very kind."

"I had problems with harassment over the Internet and I feel more could have been done to solve the problem. I don't feel it was taken seriously enough by Public Safety or the Police Department of Terre Haute."

"I appreciate the work you do. I feel safe and that you take my problems seriously."

“Need to beef up patrol in parking lots. A lot of car damage, talk around campus makes it look like Public Safety (is) not really patrolling.”

“I never heard anything from anyone: I wondered what had happened.”

“They wouldn’t look at the video tape or let me look at it to see if we could find out who did it.”

“The above questions are all N/A. The contact I personally had was to obtain a copy of the accident report which was handled very well. My son’s car was involved in an accident by a fellow ISU student.”

As you can see from the above information, the large majority of people who responded felt we are doing an excellent job. Certainly there is some room for improvement, but for the most part I believe most people are satisfied with the level of service they receive from us. We will continue sending this survey out in the Spring and will share the results as soon as they are available.

Thanks to everyone for these continued good work and a special thanks to Teresa Evans for preparing and mailing the surveys.