

# 2018 UHM COMMUNITY SAFETY SURVEY RESULTS

*We are dedicated to providing a safe and secure campus, and serving our community with aloha.*

Subscribe to our safety e-newsletter:  
<http://eepurl.com/ba3H51>



*Follow us on social media!*

  @UHManoaSafety



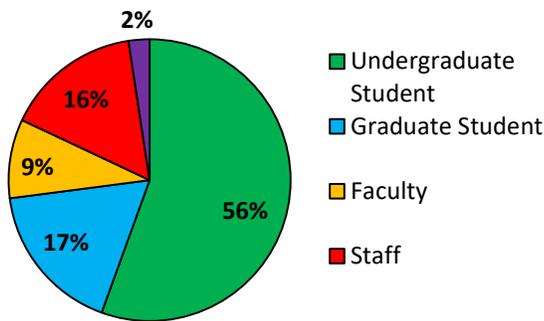
[manoa.hawaii.edu/dps](http://manoa.hawaii.edu/dps)

**Introduction**

In February 2018, the University of Hawai'i at Mānoa Department of Public Safety (DPS) launched a Community Safety Survey in an effort to better understand the campus climate as it relates to safety and security. The survey was available online for nine days, during which time 3,045 responses were recorded. The results of this survey are displayed in the following pages, along with descriptions, conclusions and recommendations for the UH Mānoa campus moving forward. In addition, comparisons were made to our initial Community Safety Survey, which was conducted in December 2014. Any notable changes or trends between 2014 and 2018 surveys are noted in the narratives that accompany each question.

**Question 1**

**My connection to University of Hawai'i at Mānoa is:**



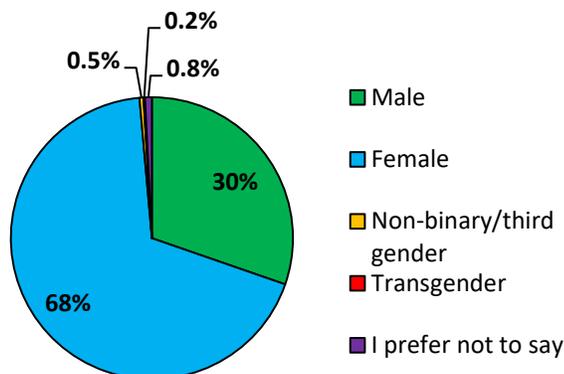
The majority of respondents to our survey were students, with undergraduate students representing the highest percentage of survey respondents. Based on the most recent data\* for fall 2017 enrollment numbers, 13% of the overall undergraduate population and 11% of the overall graduate population responded to this survey. Based on the 2016 faculty and staff count, 12% of faculty and staff responded to the survey. The response percentage dropped from the 2014 survey, which yielded an 18% response rate of both undergraduate and graduate student populations, and 15% of faculty and staff populations.

Current 2018 survey results suggest that a high enough percentage of students, faculty, and staff responded to this survey in order to make results reflective of the "overall" UH Mānoa community, and depict a correlation of opinions to the community as a whole.

*\*Enrollment and staff head count numbers courtesy of the Mānoa Office of Institutional Research.*

**Question 2**

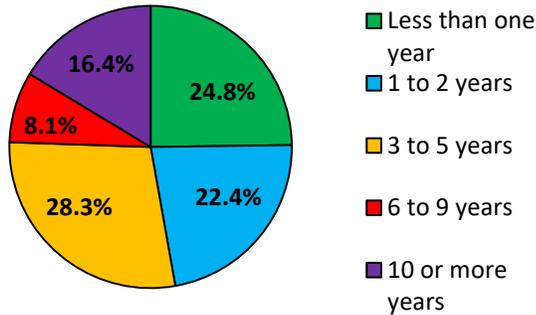
**What is your gender?**



Females comprise the majority of respondents at 68% of overall survey participants. This statistic suggests that females are proactively concerned for issues pertaining to safety and security.

Question 3

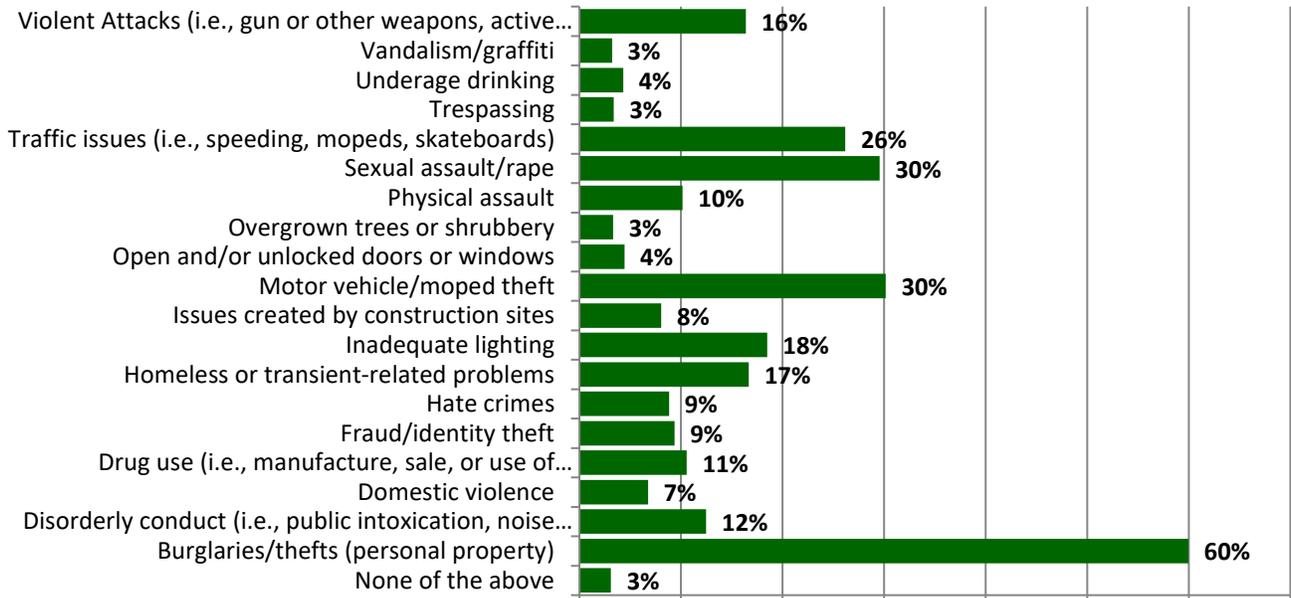
**How many years have you been affiliated with University of Hawai'i at Mānoa?**



Survey respondents represent a wide cross-section of time and experience on the UH Mānoa campus.

Question 4

**Please select the top 3 campus safety issues that you are most concerned about:**



*(Continued on next page)*

Question 4, cont.

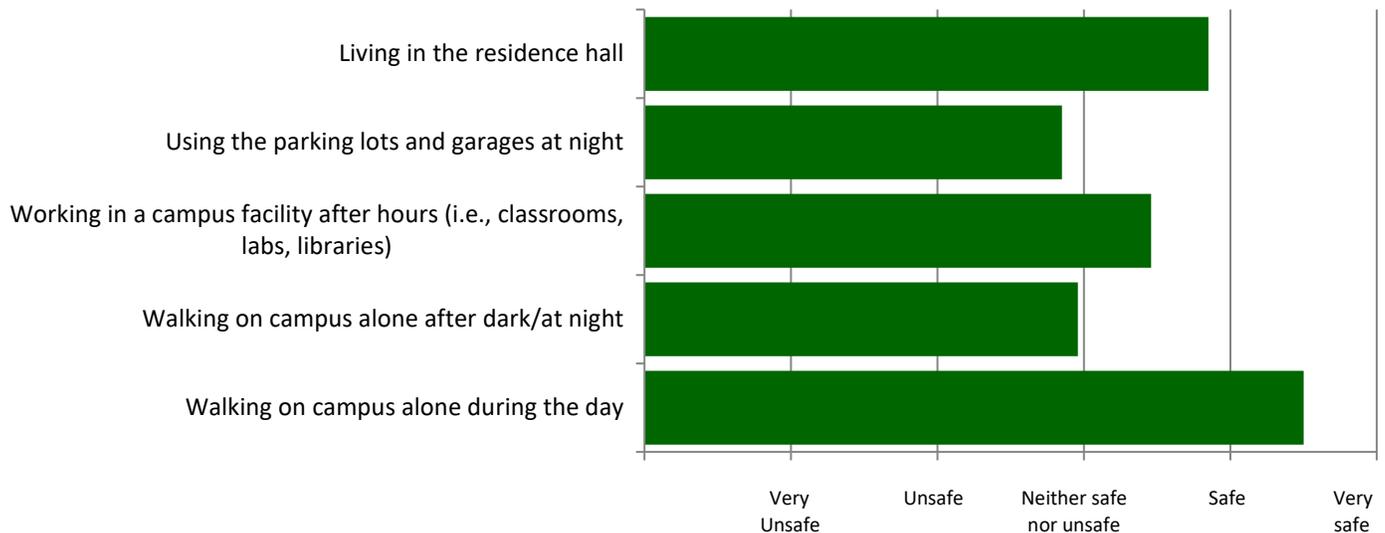
Survey responses suggest that at least one quarter of our community is most concerned about the following safety issues:

- Burglaries/thefts (personal property)
- Sexual assault/rape
- Motor vehicle/moped theft
- Traffic issues (i.e., speeding, mopeds, skateboards)

Although many safety concerns were listed, those outlined above account for the areas of greatest concern due to their higher response rate. Those categories with lower response rates (by percentage) may not be considered primary areas of concern for the majority of students, faculty, and staff on campus.

Question 5

**For each of the following locations, please indicate how safe you feel.**



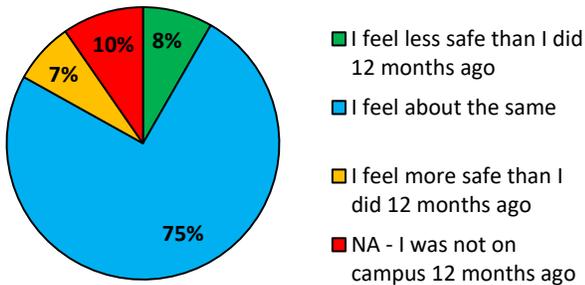
Most respondents (93%) reported feeling safe to very safe walking on campus alone during the day. This number drops significantly at night, wherein only 33% of respondents indicate feeling safe to very safe walking on campus alone at night, while 36% feel unsafe to very unsafe. Parking lot safety concerns at night reflect similar statistics, with 26% feeling safe to very safe, and 36% feeling unsafe to very unsafe. The majority of Student Housing residents who responded to this survey (72%) feel safe or very safe living in residence halls (21% were neutral). The average of these responses is depicted in the table above.

**Comparison to 2014 survey:** 2018 responses show a vast difference in responses from the 2014 survey, in which only 20% of respondents indicated feeling safe to very safe walking on campus alone at night. 2018 results show a 13% increase in feelings of safety for this statistic. In addition, 56% of respondents reported feeling unsafe to very unsafe walking alone at night in 2014, but this number decreased by 20%. Feelings of safety in parking lots also increased. In addition, the 2014 survey showed that 54% of residents felt safe to very safe living in residence halls. That percentage increased in 2018 to 72% of students living in residence halls who feel safe to very safe.

Overall results suggest that respondents today feel safer on campus than they did in 2014.

Question 6

**Over the past 12 months, to what extent have your feelings of safety in your community increased, decreased, or stayed the same?**



As these results show, the majority of respondents feel as safe as, or safer, than they did on campus 12 months ago. The percentage of respondents who indicate that they feel less safe is a concern to the department, and in an effort to learn more about why people might feel less safe on campus than they did 12 months ago, an additional question was asked of the respondents who indicated, "I feel less safe than I did 12 months ago." These respondents were directed to question 7 (below) to indicate their reasoning for feeling less safe.

Question 7

**PLEASE NOTE: RESPONSES TO QUESTION 7 APPLIED ONLY TO THE 8% OF TOTAL RESPONDENTS WHO ANSWERED "I FEEL LESS SAFE THAN I DID 12 MONTHS AGO" ON QUESTION 6. THOSE WHO GAVE ANY OTHER ANSWER WERE SENT DIRECTLY TO QUESTION 8.**

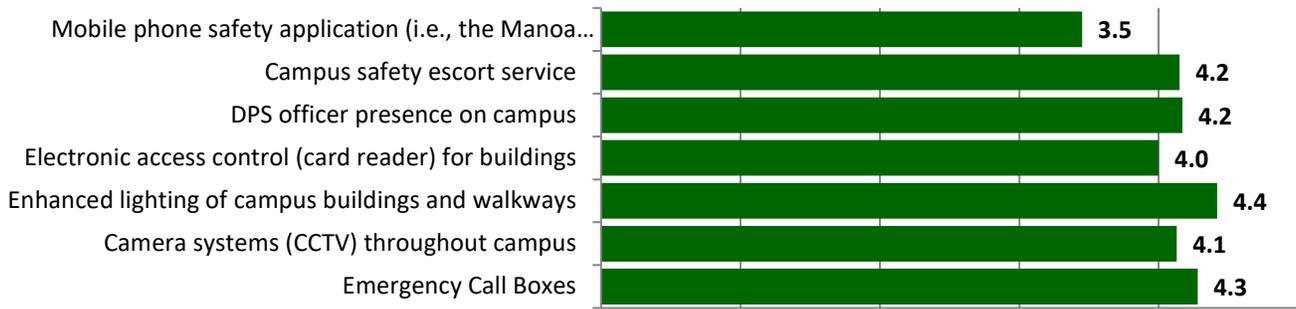
**Please explain why you feel less safe than you did 12 months ago.**

Responses to this question varied, and applied only to the 8% of respondents who indicated that they feel less safe on campus than they did 12 months ago. Responses cited the following concerns for feeling less safe on campus:

- Inadequate lighting in many areas of campus at night
- Possibility of a ballistic missile attack
- Hate groups/feelings of discrimination on campus
- Thefts on campus, including burglaries and moped thefts
- Homeless on or near campus

Question 8

**On a scale from 1 (not at all important) to 5 (extremely important), rate the importance of the following safety measures:**



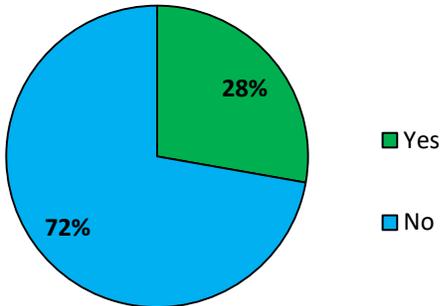
Safety measures on campus are very important to the UH Mānoa community. The above data indicates a broad community support for the safety initiatives which are currently in place at UH Mānoa.

Question 9

**Have you had or observed contact with a University of Hawai'i at Mānoa Public Safety Officer in the past 12 months?**

*Please note: All parking matters are handled by Commuter Services, and not by DPS officers.*

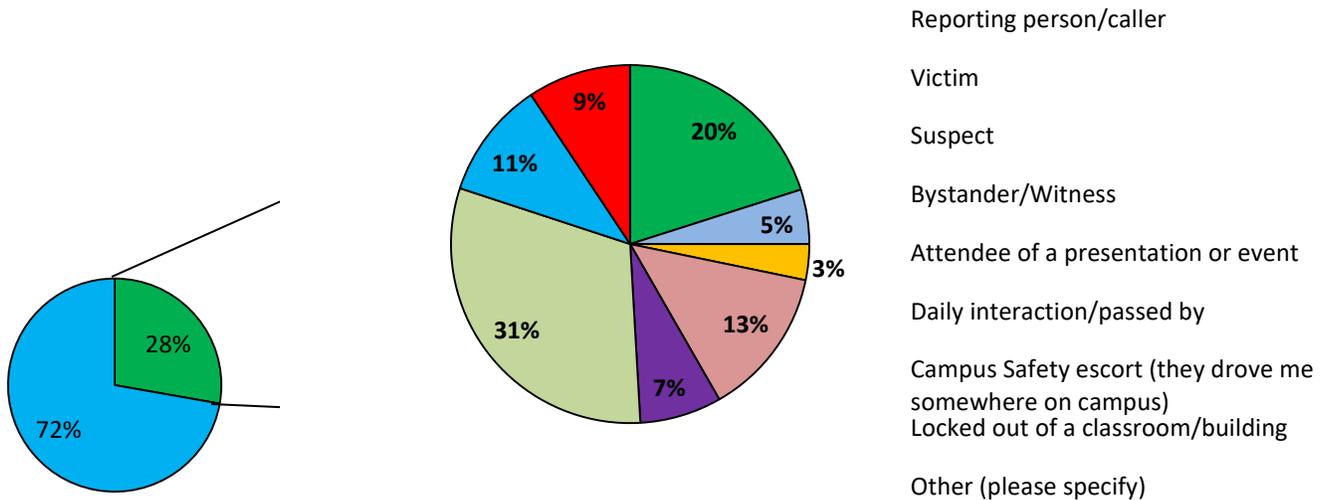
This question was asked to gain further understanding of the community's perception of DPS presence, and the quality of services offered. The 28% who answered "yes" to this question were directed to answer more detailed questions about their observations (see below.)



**PLEASE NOTE: RESPONSES TO QUESTIONS 10 AND 11 APPLIED ONLY TO THE 28% OF TOTAL RESPONDENTS WHO ANSWERED "YES" TO QUESTION 9. THOSE WHO ANSWERED "NO" TO QUESTION 9 WERE SENT DIRECTLY TO QUESTION 12.**

Question 10

**What was your role in the contact with a DPS officer?**



Those who responded by selecting "other" were given the option to fill in an open-ended response. The majority of respondents who marked "other," indicated that they had come into contact with an officer during one of the types of contact listed in the choices provided above (reporting person/caller, locked out of a building, etc.), or they had more than one type of interaction. It is our conclusion that the majority of those who marked "other" did not read/notice that their applicable interaction was listed within the choices provided.

Question 11

Please use the scale to rate your experience or observation of the DPS officer(s):					
	Agree	Neither agree nor disagree	Disagree	I don't know	N/A
The dispatcher answered my call promptly.	55%	5%	2%	3%	35%
Based on the severity of my situation, the officer arrived on the scene in a timely manner.	45%	10%	6%	5%	32%
The officer displayed a professional demeanor and respectful attitude.	70%	8%	3%	5%	13%
The officer(s) took the matter seriously.	61%	7%	4%	6%	22%
The officer's appearance was professional and appropriate.	77%	6%	1%	4%	12%
The officer(s) offered useful tips to avoid this situation in the future.	44%	10%	7%	4%	35%
I am satisfied that the officer(s) did everything they could to help me resolve my issue.	55%	9%	4%	5%	26%

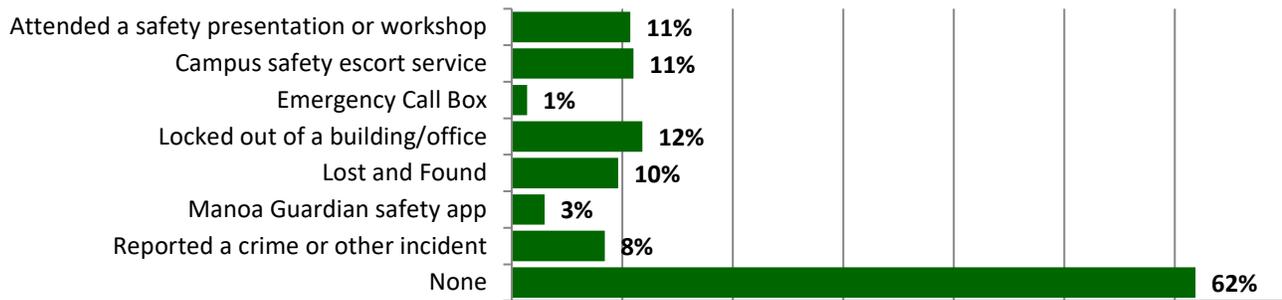
These results suggest that respondents believe DPS officers are most often answering calls promptly, taking matters seriously, and displaying a professional and respectful demeanor and appearance. Perceptions of respondents show that DPS has room for improvement in arriving on scene in a timely manner and offering useful tips to avoid future situations.

Respondents were given the option to leave a comment to further explain their situation. Comments varied with praise and suggestions, and from these comments, several conclusions can be made:

- Students, faculty and staff would like to see more officers on patrol, and more staffing in general.
- Response times to less severe incidents take longer than callers prefer in some instances, as a result of more severe cases taking precedent over less severe incidents.
- While some students have experienced long wait times for the Campus Safety Escort Service, other students appreciate the program and praised the fast response time and friendly service.
- Many students are concerned about non-UH community members and/or homeless individuals on campus.
- Many comments offered positive praise for past assistance.
- Some respondents were unaware that DPS does not have law enforcement or arrest authority.
- Some respondents would like to see officers leave their vehicles and conduct foot patrols more often.

Question 12

**Which of the following Public Safety services have you used in the past 12 months? (Please mark all that apply.)**



*(Continued on next page)*

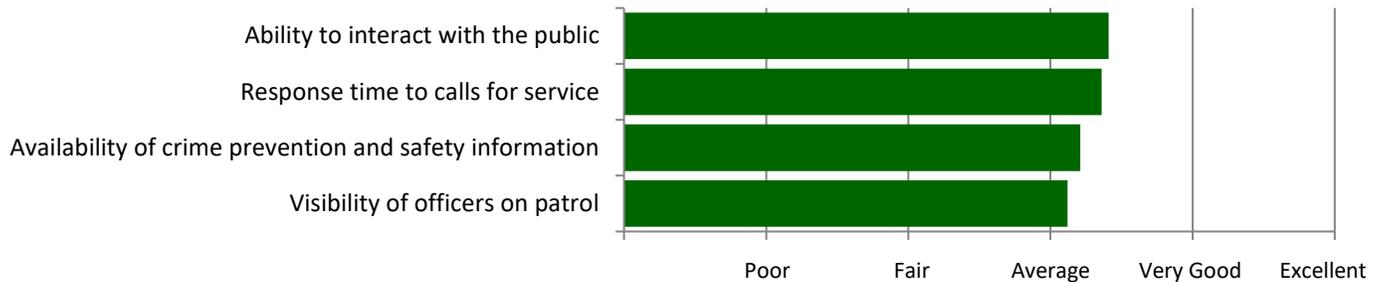
Several conclusions can be drawn from these results:

- Responses suggest that the Campus Safety Escort Service, safety presentations, lost and found, and unlocking buildings are the most commonly used DPS services.
- Although Emergency Call Boxes are listed as high importance in terms of physical safety measures on campus (see question 8) only 1% of respondents reported having used one in the past 12 months. In contrast, the Mānoa Guardian app is listed of lower importance on question 8, but is used to contact DPS three times more often than Emergency Call Boxes. This information suggests that that most people who contact DPS are more comfortable using cellular phones or landlines, and that the Mānoa Guardian app is growing in popularity.
- In conjunction with other questions in this survey, results may also suggest that students, faculty, and staff are unaware of services available to them through DPS. Advertising of services provided by DPS can be improved in some areas.

Those who responded by selecting “other” were given the option to fill in an open-ended response. In most cases, “other” category responses indicated that the person had used DPS services to report a fire alarm or because they were stuck in an elevator.

### Question 13

**How do you rate the quality of each of the following UHM DPS services?**



Average ratings of DPS services are depicted in the table above, and show a strong effort by the department overall. Despite the positive ratings on DPS services, the department understands the importance of continuous improvement through community policing, campus outreach programs, and awareness campaigns. This data correlates with questions 9 & 10, in which DPS receives an overall score of very good to excellent in terms of officers’ ability to interact with the public, answer calls promptly, and providing helpful and friendly service.

### Question 14

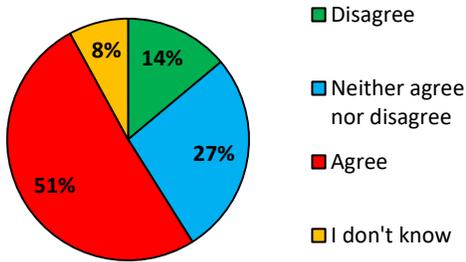
**Do you have any suggestions for how DPS can improve its services? Please describe.**

This open-ended question was designed to receive feedback on overall perceptions of the department. Comments reflect the following:

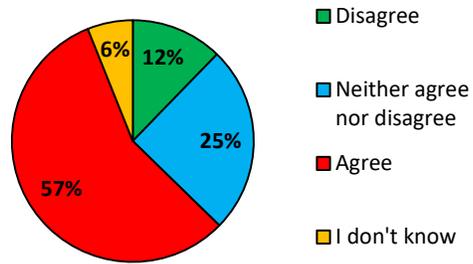
- Respondents would like to see more officers on patrol, particularly at night. Many believe that increasing staffing levels and conducting more foot patrols would help them to feel safer on campus.
- Some students, faculty, and staff would prefer if DPS had law enforcement authority on campus to handle traffic issues, arrests, and emergency incidents on campus.
- Many respondents expressed a desire to learn more about safety at UH Mānoa, and would prefer if DPS would advertise services more often. Some respondents were unaware that the department exists.
- Dispatchers on the phone, at times, are not as helpful as our community would like them to be. Some expressed that providing an approximate wait time for response to their call would be helpful.
- Even though Emergency Call Boxes are rarely utilized, they remain an important safety tool to the UH Mānoa community.
- Many respondents are concerned about moped thefts on campus, and some would like to have CCTV cameras around campus, particularly in moped parking areas.

Question 15

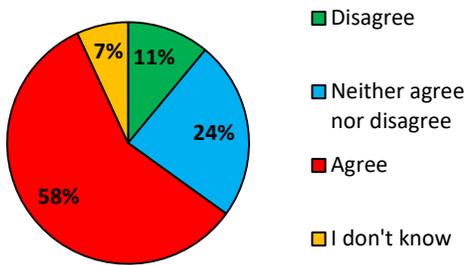
**I think that UHM could benefit from having its own police force on campus.**



**I would feel safer with university police on campus.**



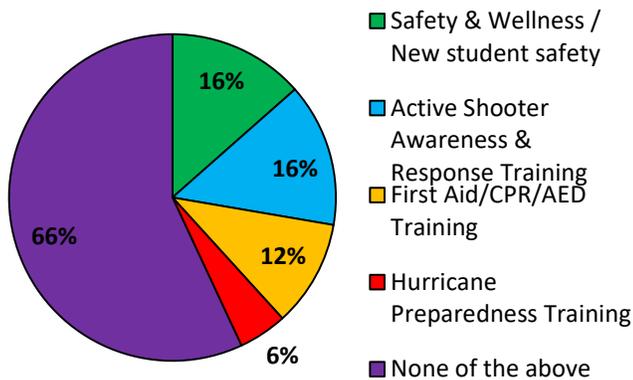
**Having a police force is a beneficial resource to the campus community.**



Results suggest that an overwhelming majority of the UH Mānoa community not only supports, but would feel safer with its own police force on campus. Results from open-ended responses in question 14 also support the idea to incorporate law enforcement authority into the department.

Question 16

**Please select any DPS safety presentations that you have attended at UH Mānoa:**



While only 11% of respondents reported having attended a safety presentation or workshop (see question 12), this has grown since our 2014 Community Safety Survey, in which only 5% of respondents had attended a presentation. Our most popular training sessions are Active Shooter Awareness & Response Training and Safety & Wellness workshops. DPS plans to continue offering these education programs, and increase our advertising of these programs to our campus community.

**PLEASE NOTE: RESPONSES TO QUESTIONS 17 & 18 APPLIED ONLY TO THE 34% OF TOTAL RESPONDENTS WHO ANSWERED THAT THEY HAVE ATTENDED A SAFETY PRESENTATION ON QUESTION 16. THOSE WHO INDICATED "NONE OF THE ABOVE" IN QUESTION 16 WERE SENT DIRECTLY TO QUESTION 19.**

Question 17

**How would you rate the quality of the presentation you attended?**

**Average score = 4.1 stars**



Question 18

**Please tell us more about your experience.**

This open-ended question was designed to receive specific feedback on overall quality of safety presentations. Select comments are listed below (exactly as written by the respondent):

*"Very knowledgeable officers, I attended a first-aid training a while ago with another officer, he was FANTASTIC, he gave a lot of really good additional information and didn't just teach out of the book. He made the class relatable and kept it interesting with his story's."*

*"It was very well done, the teacher was excellent, and the resources were very helpful."*

*"All the presentations I attended were excellent and well organized. I feel they were all beneficial to me as a UH employee."*

*"The CPR training and first aid training was great. But that is not what concerns me. Why are moped thefts reported immediately whereas the presence of and arrest of individuals within campus instructional buildings are not?"*

*"If I remember it was required for freshman, which I think is a good idea because we can all benefit from it whether we want to be there or not"*

*"I loved the convenience of getting CPR certified through work and the trainers were excellent."*

*"Very engaging presentation. I appreciate that these presentations are offered."*

*"The active shooter training was excellent"*

*"It was very well organized and well presented with a wealth of information."*

*"I was retold about how to be safe at night, but as a girl, I know about that already. How do we be save for a missile? I want that!"*

*"The information was useful and provided in an engaging way. I look forward to attending more presentations in the future."*

*"The active shooter training was wonderful. I actually set it up for our faculty, staff and students to attend in our building. They did a walk through with us. I also worked with another staff member to set up CPR and first aid training on 2 days to accommodate our staff, faculty and GA/TA's. They were wonderful teachers!"*

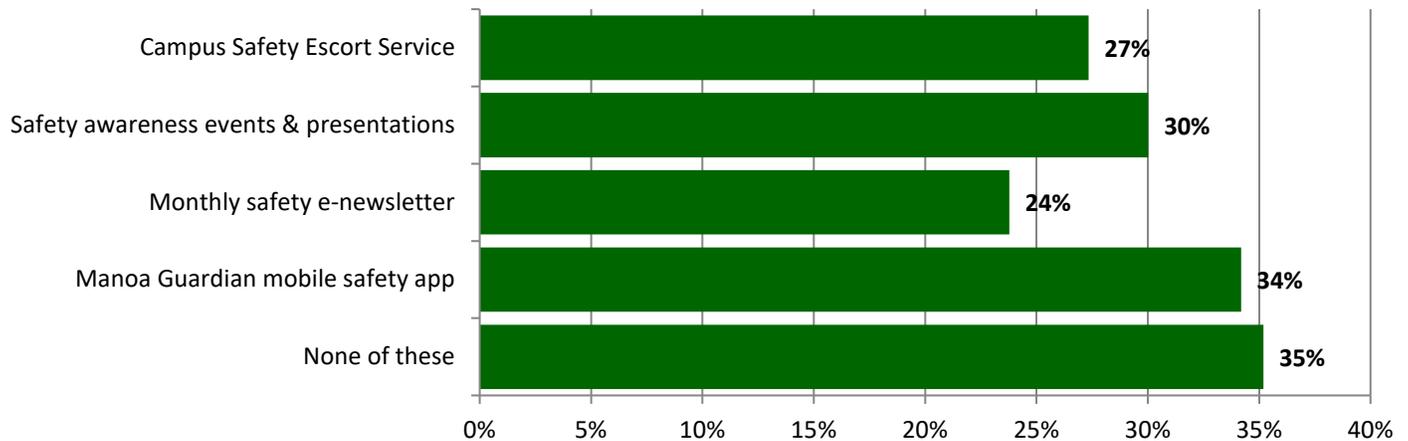
*"Very informative but no scare mongering"*

*"...the rooms at campus center are always freezing for the presentations...but the DPS officer does a good job. :)"*

*"Should be mandatory for everyone."*

Question 19

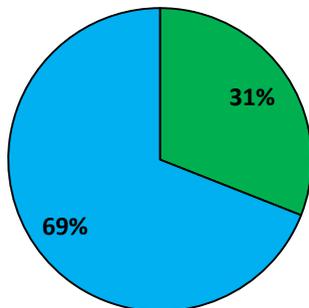
**Which of the following events and publications would you like to receive more information about?**



A large portion of our campus community would appreciate receiving information on new and existing services provided by DPS. Please see synthesis of survey results (below) for more information regarding new and continuing efforts.

Question 20 - 21

**I would like to receive the UHM Department of Public Safety e-newsletter, which includes information on campus safety, awareness events and presentations, and other helpful tips.**



Yes, Sign me up!  
(Please enter email address below)

No, thank you

DPS is very pleased that 1,818 respondents indicated that they would like to receive safety information – this is an increase from the 1,311 people who indicated the same response in the 2014 Community Safety Survey. DPS has increased its marketing efforts, but plans to continue expanding availability of information.

In question 21, giving an email address was optional.

Synthesis of Survey Results

This 2018 Community Safety Survey yielded important results, and DPS plans to use this data to assist with both current and future program development and strategic planning. Responses and opinions of campus safety have stayed consistent between 2014 and 2018 surveys on some questions, and have changed drastically on other questions. We have indicated any drastic changes in response from 2014 to 2018 in our narratives for each question. Some respondents offered safety suggestions, and while some specifically pertain to DPS, many of these suggestions relate to broader safety concerns on campus. Several conclusions can be drawn from these results, as well as recommendations for the department moving forward:

- Burglary/theft, traffic issues, and motor vehicle thefts (including mopeds) are of great concern to faculty, staff, and students, and many respondents would prefer to receive fewer emails regarding these concerns. DPS is currently working

to reduce the number of emails, in an effort to provide less frequent, yet informative safety information and reminders for our campus.

- Sexual assault also remains a top concern for our campus community. Specific training for DPS staff has been established, and expanded awareness programming for the UH Mānoa community is being developed in partnership with PAU Violence.
- Safety during evening hours on campus is still a primary concern of many respondents. Our community would prefer to see more officers on patrol at night and increased lighting in darker areas of campus. DPS will pass these concerns along to the appropriate administrative offices.
- Some responses indicate that response times to calls for service are longer than they would prefer. It was suggested that DPS notify a caller if the wait time may be longer than expected, due to other calls for service taking precedent. DPS will take this into consideration for future calls for service, and whenever possible, notify callers if they should expect a longer than expected wait time.
- The staffing levels at DPS are of concern to the campus community, including the number of officers on patrol during evening hours. DPS is in the process of hiring new staff, and will continue efforts to recruit knowledgeable and qualified officers to our team.
- Students, faculty, and staff enjoy many of the services offered on campus, including the Campus Safety Escort Service and the safety awareness presentations. DPS will continue to expand marketing efforts for these services.
- While many members of our campus community regard Emergency Call Boxes as an important safety tool, more people use cellular phones, landlines, and the Mānoa Guardian app to contact DPS. DPS will continue to offer the Mānoa Guardian app to the campus community, and expand campus awareness through safety campaigns.
- The UH Mānoa community is not only supportive, but survey results show a need for, a dedicated law enforcement capability within the UHM Department of Public Safety.

### **Conclusion**

The UH Mānoa Department of Public Safety is very appreciative of those who took the time to complete the 2018 Community Safety Survey. Our department intends to use these results to continue our efforts towards ensuring a safer campus and serving our community with aloha.