



2021 UH MĀNOA COMMUNITY SAFETY SURVEY RESULTS

INTRODUCTION

Throughout March and April 2021, 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 sixteen days, during which time 1,488 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 past Community Safety Survey, which was conducted in February 2018. Any notable changes or trends between 2018 and 2021 surveys are noted in the narratives that accompany each question.

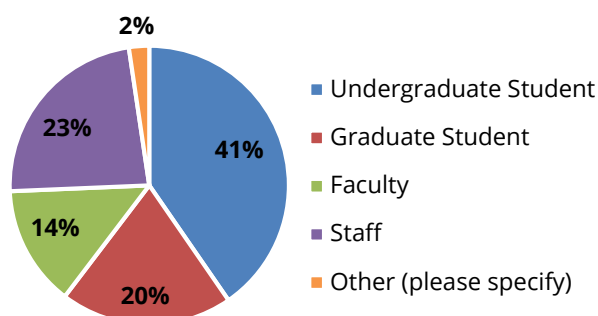
Conducting a campus safety survey during a long-term COVID-19 campus closure presented a variety of challenges, and it is possible that these challenges affected survey responses:

- Response numbers (1,488) are far lower than the 3,045 responses collected during the 2018 survey period, resulting in a smaller sample size than in past surveys
- Many students and employees have not been on campus for the majority of the past year, so completing a survey based on historical opinions may have been difficult for respondents, or they may have chosen not to participate at all
- Employee layoffs and a hiring freeze have lowered the overall number of employees on campus. However, according to UH Admissions, student enrollment has increased¹ despite the COVID-19 pandemic.

SURVEY CONTENT & ASSESSMENT

Question 1

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

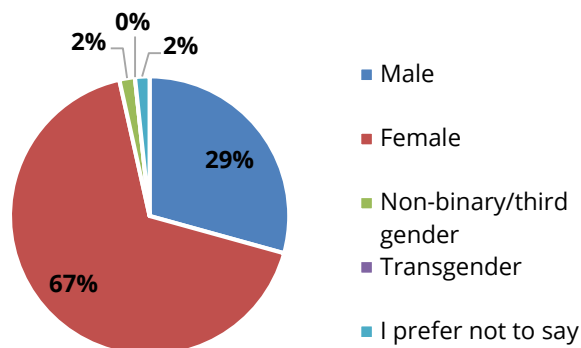


The majority of respondents to our survey were students, with undergraduate students representing the highest percentage of survey respondents. Based on the most recent data² for fall 2020 enrollment numbers, 5% of the overall undergraduate population and 6% of the overall graduate population responded to this survey. Based on 2019 personnel levels, 9% of faculty and staff responded to the survey. The response percentage dropped from the 2018 survey, in which 13% of the overall undergraduate, 11% of the overall graduate, and 12% of faculty and staff populations responded to the survey. Respondents who selected the "other" category were given the opportunity to clarify their response. Many of these respondents noted that they are both student and employee, post baccalaureate students, alumni, or other

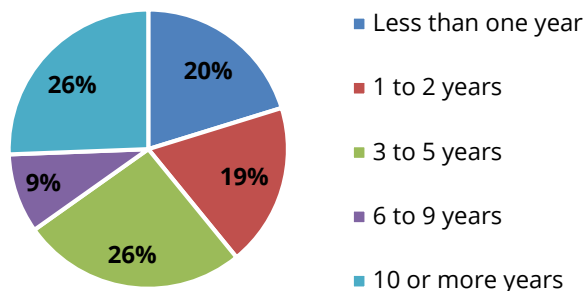
various affiliations with UH Mānoa. While survey results reflect a much lower percentage of the overall population than in past surveys, this is likely due to the fact that many students and employees have not been on campus as often (or at all) during the COVID-19 campus closure, and as a result did not respond to the survey.

¹ UH News. "UH Stems Enrollment Decline despite Pandemic and Economic Fallout." University of Hawai'i System News, 15 Oct. 2020, www.hawaii.edu/news/2020/10/15/uH-enrollment-pandemic-fallout/.

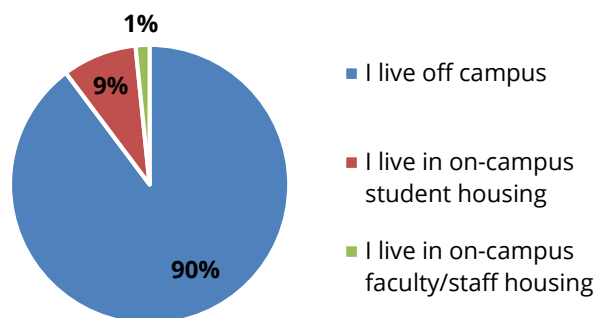
² Statistics courtesy of the Mānoa Institutional Research Office: <https://manoa.hawaii.edu/miro/>.

Question 2**What is your gender?**

Females comprise the majority of respondents at 67% of overall survey participants. According to the [Mānoa Institutional Research Office](#), females make up 57% of total student enrollment at UH Mānoa, and 53% of total employees (including full-time and part-time). This statistic suggests that females are proactively concerned for issues pertaining to safety and security. This is consistent with prior surveys, in which a similarly high proportion of respondents were female.

Question 3**How many years have you been affiliated with University of Hawai'i at Mānoa?**

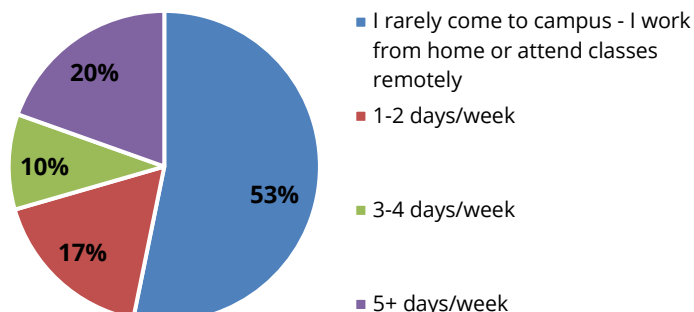
Survey respondents represent a wide cross-section of time and experience on the UH Mānoa campus.

Question 4**What is your current living arrangement?**

While the vast majority of respondents (90%) live off-campus, 10% of respondents either live in student or faculty housing on campus. This information is helpful when interpreting survey results, especially when paired with results to Question 5 on the following page.

Question 5

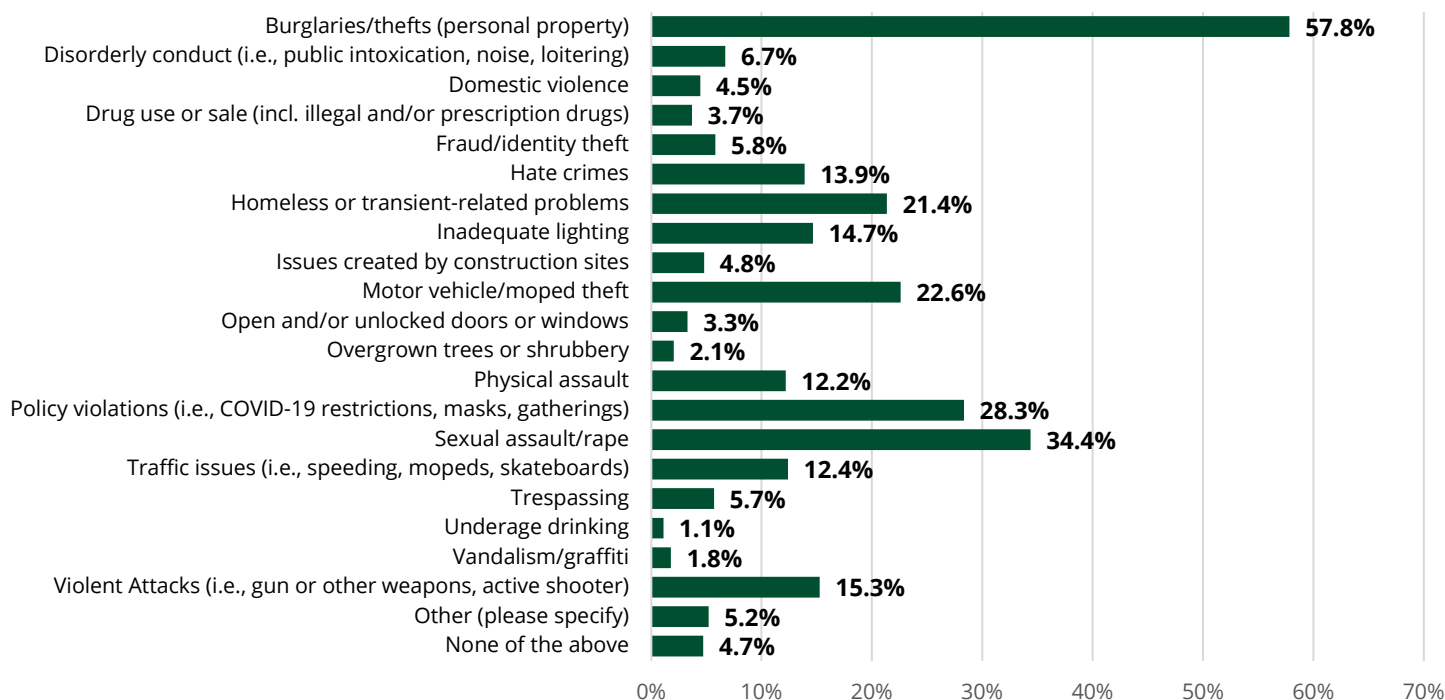
COVID-19 has impacted the number of students and employees on campus each day. On average, how many days a week are you physically on campus?



This question was added to the survey due to the large number of students and employees working or taking courses from home during the COVID-19 campus closure. With 53% of respondents either not coming to campus or rarely coming to campus, their perception of on-campus safety may be different than the perception of those who either live on campus or come to campus on a more regular basis.

Question 6

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



Survey responses suggest that the following safety issues are of most concern to our campus community:

- Burglaries/thefts (personal property) - 57.8%
- Sexual assault/rape - 34.4%
- Policy violations (i.e., COVID-19 restrictions, masks, gatherings) - 28.3%
- Motor vehicle/moped theft - 22.6%
- Homeless or transient-related problems - 21.4%

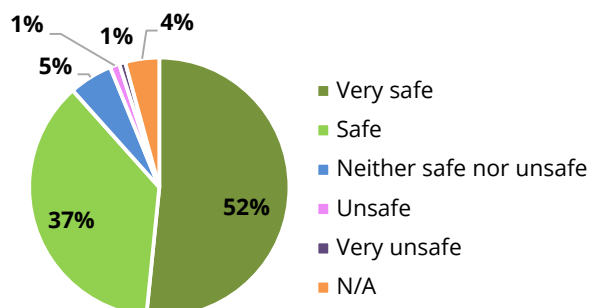
Although many safety concerns were listed, those outlined above account for the areas of greatest concern due to their higher response rate. The categories with lower response rates (by percentage) may not be considered primary areas of concern for the majority of students and employees. These results are relatively consistent with survey results for 2018, however, the “policy violations” choice was not available in 2018 since COVID-19 restrictions did not exist.

Question 7

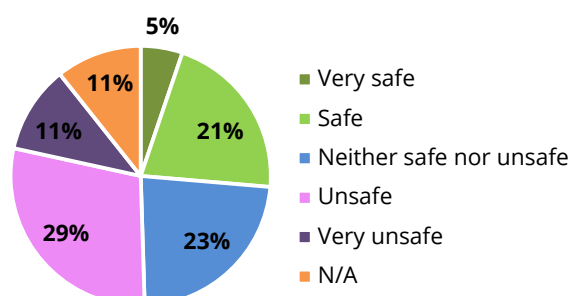
The majority of respondents (89%) feel safe walking on campus alone during the day. While respondents feel less safe walking on campus, working on campus, and using parking lots at night, students who live in residence halls overall feel safe to very safe (62%), with 29% feeling “neither safe nor unsafe” and 9% of respondents feeling unsafe or very unsafe.

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

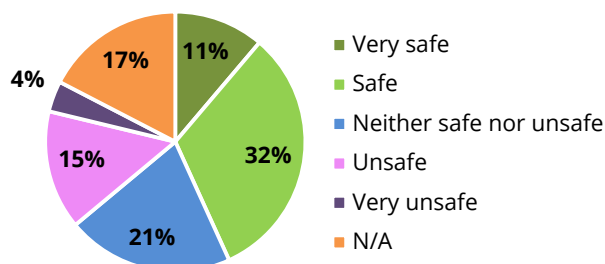
Walking on campus alone during the day



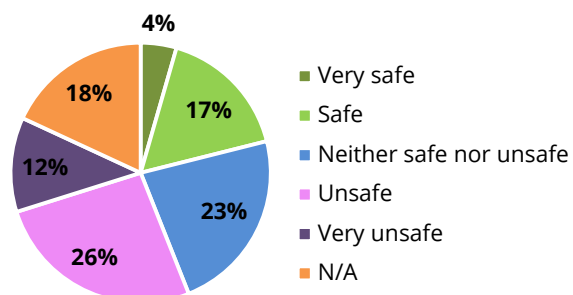
Walking on campus alone after dark/at night



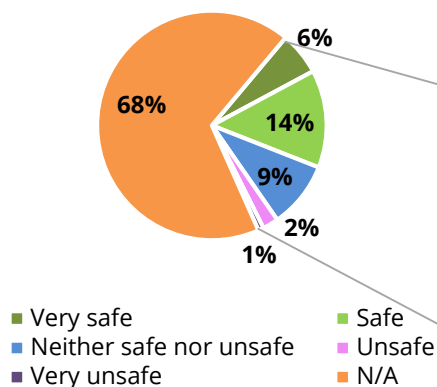
Working in a campus facility after hours (i.e., classrooms, labs, libraries)



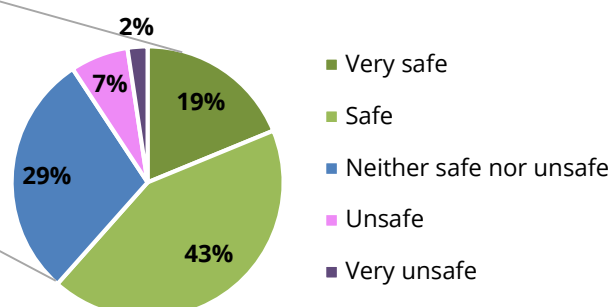
Using the parking lots and garages at night



Living in student housing

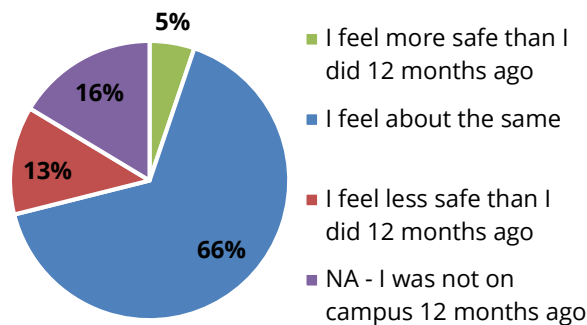


Living in student housing (student residents only; excluding "N/A" responses)



Question 8

Over the past 12 months, to what extent have your feelings of safety at UH Mānoa increased, decreased, or stayed the same?



The majority of respondents feel as safe as, or safer, than they did on campus 12 months ago (79%). Respondents who indicated that they feel less safe on campus than they did 12 months ago were directed to an additional question so they could provide feedback on why they feel less safe on campus (see results for Question 9 below).

Question 9

Please note: Responses to Question 9 only applied to the 13% of total respondents who answered "I feel less safe than I did 12 months ago," on Question 8. Those who gave any other answer were directed to Question 10.

Please explain why you feel less safe than you did 12 months ago (open-ended)

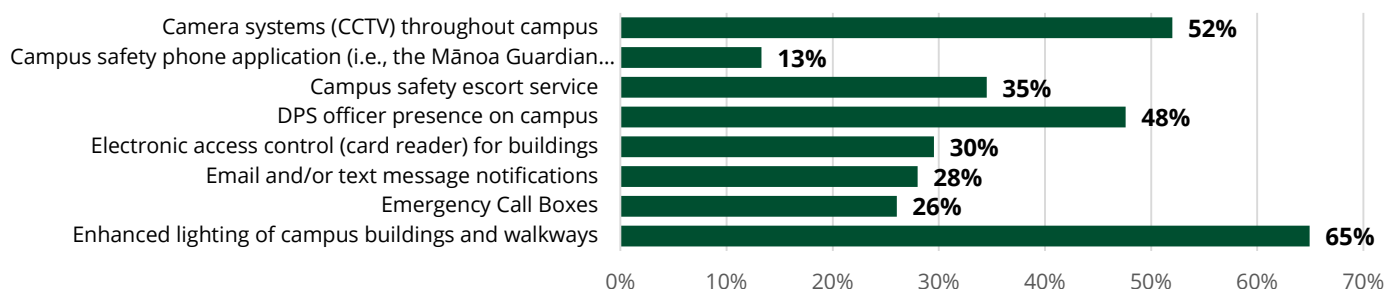
Responses to this question varied, but four major themes came up several times within these open-ended responses:

- Concerns about contracting the COVID-19 virus
- Homeless and/or non-affiliated individuals on campus
- Fewer people on campus (due to COVID-19 closure) means fewer "eyes" or witnesses on campus should something happen
- Thefts on campus, including burglaries and moped thefts

Many respondents noted that the increased number of criminal incidents occurring on the island of O'ahu make them feel less safe in general no matter where are, whether on or off campus. In addition, respondents noted that their perception of safety is impacted by the COVID-19 notification emails and timely warning crime alerts they receive (despite the fact that the number of timely warnings has remained consistent over the past several years).

Question 10

Please select the top 3 campus safety measures that are most important to you:



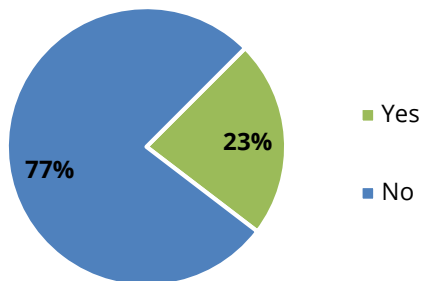
As the chart on the previous page shows, physical safety measures are very important to the UH Mānoa community. Data indicates a broad community support for safety initiatives currently in place on campus. In general, enhanced lighting, camera systems, and DPS officer presence on campus are the three most popular physical security measures.

Question 11

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 23% who answered "yes" to this question were directed to answer more detailed questions about their observations (see questions 12 - 14 below.)

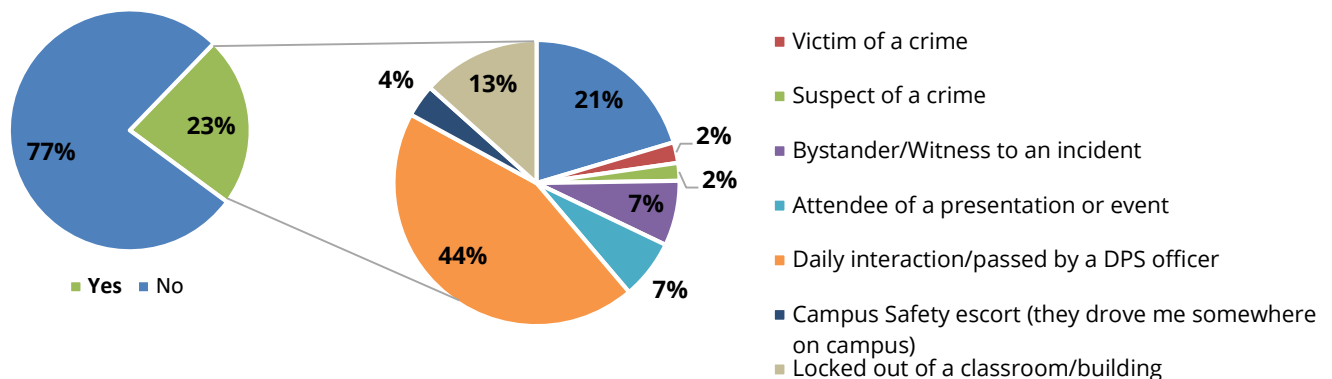


Please note: Responses to questions 12-14 applied only to the 23% of total respondents who answered "Yes" to Question 10. Those who answered "No" were sent directly to Question 15.

Question 12

What was your role in the contact with a DPS officer? (from "Yes" responses only)

Responses from Question 11



Respondents were also given the opportunity to respond by selecting "other," and could provide an open-ended response to describe the nature of their interaction with the DPS officer. 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 appears that the majority of those who marked "other" did not read/notice that their applicable interaction was listed within the choices provided.

Question 13

Please note: Responses to questions 12-14 applied only to the 23% of total respondents who answered "Yes" to Question 10. Those who answered "No" were sent directly to Question 15.

The 23% who answered "yes" on Question 11 were directed to answer more detailed questions about their observations. The table below depicts these results:

Please use the scale to rate your experience or observation of the DPS officer(s):				
	Agree	Neither agree nor disagree	Disagree	N/A
The dispatcher answered my call promptly	50%	5%	1%	45%
Based on the severity of my situation, the officer arrived on the scene in a timely manner.	44%	8%	4%	44%
The officer displayed a professional demeanor and respectful attitude.	77%	9%	3%	11%
The officer(s) took the matter seriously.	59%	10%	3%	27%
The officer's appearance was professional and appropriate.	81%	8%	1%	10%
The officer(s) offered useful tips to assist me in the future.	36%	8%	8%	48%
I am satisfied that the officer(s) did everything they could to help me.	59%	9%	6%	26%

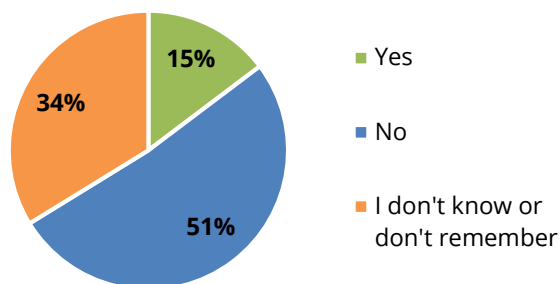
Respondents indicated that in the vast majority of circumstances, officers exhibit a professional appearance, answer calls promptly, display a professional attitude, take matters seriously, and do everything they can to help. Perceptions of respondents show that DPS has room for improvement in arriving 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:

- Many comments offered positive for past assistance in both emergency and non-emergency incidents.
- Students and employees in general appreciated seeing DPS officers enforce COVID-19 policies on campus, with a couple of respondents who were upset for the policies being enforced in their case.
- Respondents appreciate seeing DPS officers on patrol, and would like to see more officers in general on campus
- 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.
- Many students and employees are concerned about non-UH community members and/or homeless individuals on campus.

Question 14

Please note: Responses to questions 12-14 applied only to the 23% of total respondents who answered "Yes" to Question 10. Those who answered "No" were sent directly to Question 15.

Did the officer or someone else from DPS follow up with you after the incident?



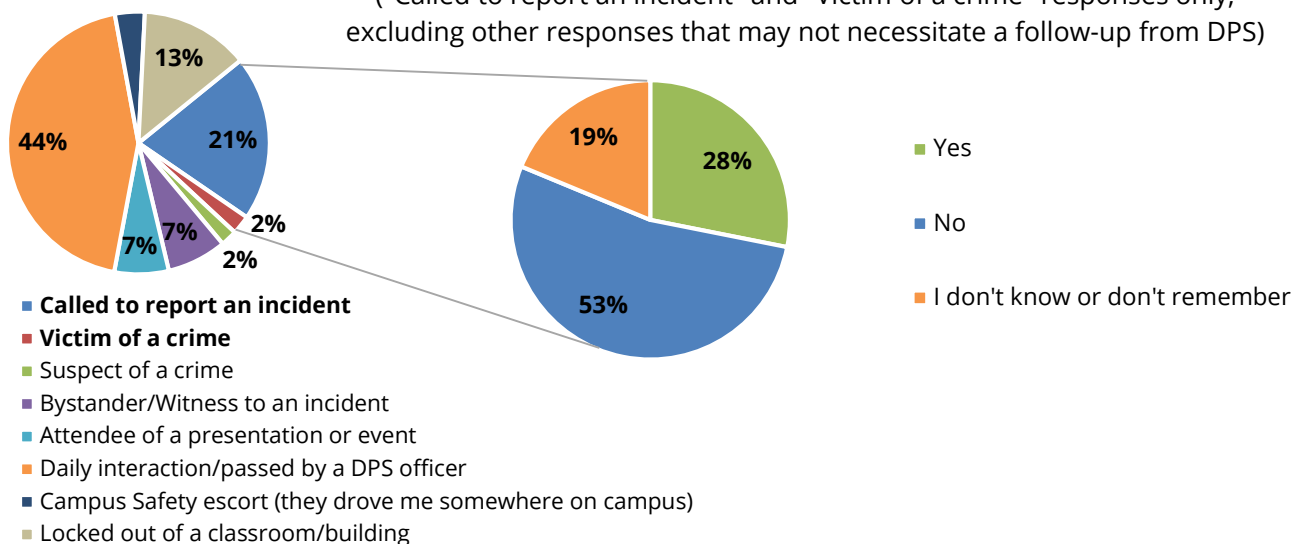
While everyday interactions and many incident reports (i.e., locked out of a building, attended a safety workshop, etc.) don't necessitate a follow-up response from DPS, this question was added to the survey this year to gauge how often DPS follows up on incident reports. Based on the results, it is difficult to tell whether or not DPS needs to follow up more often or not. However, DPS is working to increase investigation and follow-up activities for incidents such as property crimes, crimes against persons, and any other incidents that may require an update. For DPS contact such as daily interaction/passing by, safety escorts, building lockouts, and other non-criminal incidents, a follow-up response is not typically necessary. In contrast, a crime victim or reporting party may require follow-up, so this information was further analyzed below.

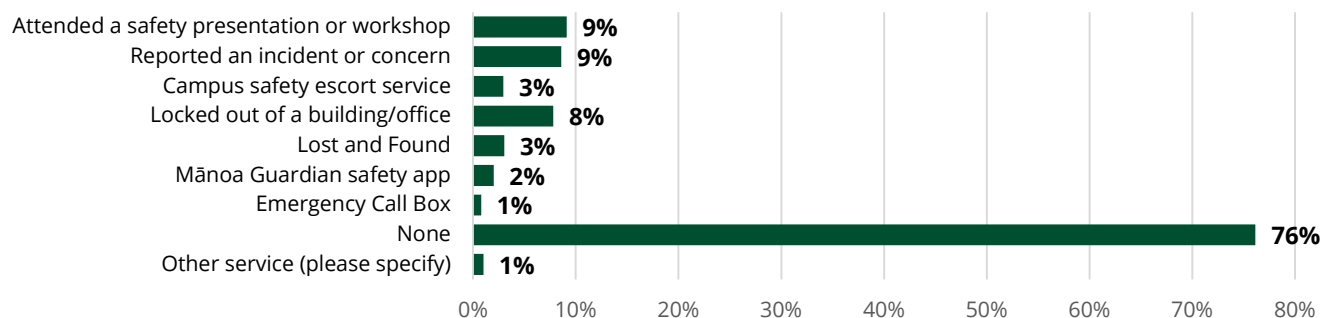
For respondents who selected their interaction as the Victim or Caller/Reporting party in Question 12, results showed nearly double the number of follow-up calls, with 28% of those respondents reporting that a DPS officer had followed up with them after they reported the incident. The chart below depicts this increase.

Did the officer or someone else from DPS follow up with you after the incident?

("Called to report an incident" and "Victim of a crime" responses only; excluding other responses that may not necessitate a follow-up from DPS)

Responses from Question 12

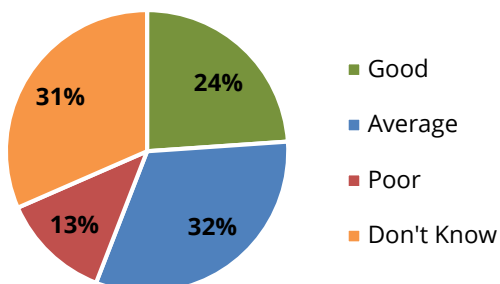
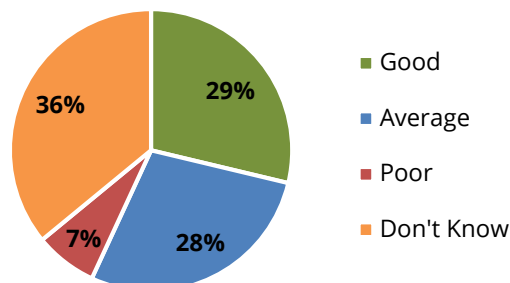
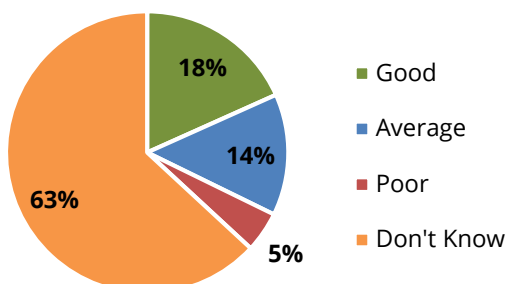
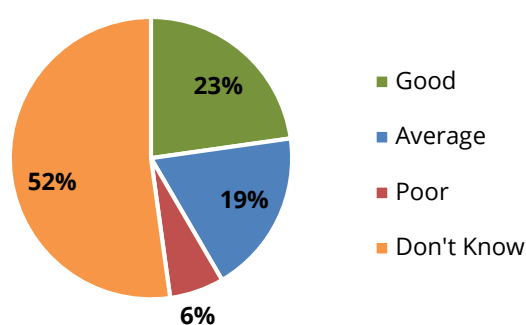


Question 15**Which of the following Public Safety services have you used in the past 12 months? (Please mark all that apply.)**

Responses suggest that incident response, safety presentations, and office/building lockout assistance are the most commonly used DPS services. While over 76% of respondents reported not using any DPS services in the past 12 months, many of our respondents haven't been on campus often due to the COVID-19 closure (see Question 5). 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 read DPS email notifications over the past year.

Question 16

Respondents were given the opportunity to rate the overall quality of several aspects of DPS services. Overall responses suggest that response times to calls for service and ability to interact with the public are the strongest aspects of DPS services. Visibility of officers on patrol and availability of crime prevention information rated slightly lower, indicating potential areas for improvement.

How do you rate the quality of DPS services?**Visibility of officers on patrol****Availability of crime prevention and safety information****Response time to calls for service****Ability to interact with the public**

Question 17**Do you have any suggestions for how DPS can improve its services? Please describe.**

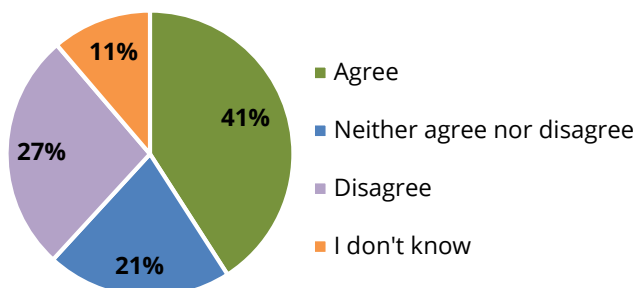
This open-ended question was designed to receive feedback on overall perceptions of DPS on campus. Comments reflect the following:

- Respondents would like to see more officers on patrol, particularly at night. Similarly, many respondents suggested hiring more officers.
- Many comments expressed a desire to see DPS officers get out of their vehicles more often, and conducting more foot patrols and bike patrols.
- Many respondents are concerned about crime on campus and would like to have more CCTV cameras, particularly at entrances to buildings and in parking areas (including moped racks).
- While many expressed opinions that DPS officers are generally polite and professional, respondents suggested that DPS officers work to be more approachable so students and employees feel more comfortable interacting with them and seeking help when they see them.
- Respondents would like to learn more about safety at UH Mānoa and suggested that DPS advertise its services more often, especially when new students and employees arrive on campus.

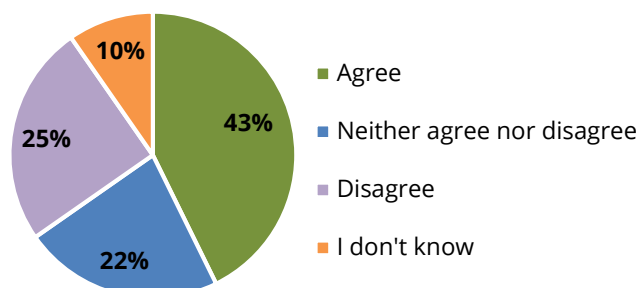
Question 18

DPS does not currently have law enforcement (police) authority and relies on local law enforcement (i.e., Honolulu Police) during on-campus emergencies and other incidents. Do you agree or disagree with the following statements?

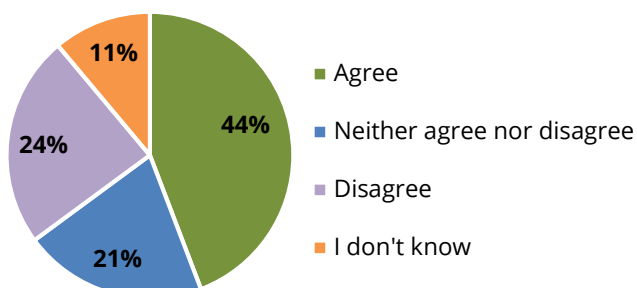
I think that UH Mānoa could benefit from having its own police force on campus.



I would feel safer with university police on campus.



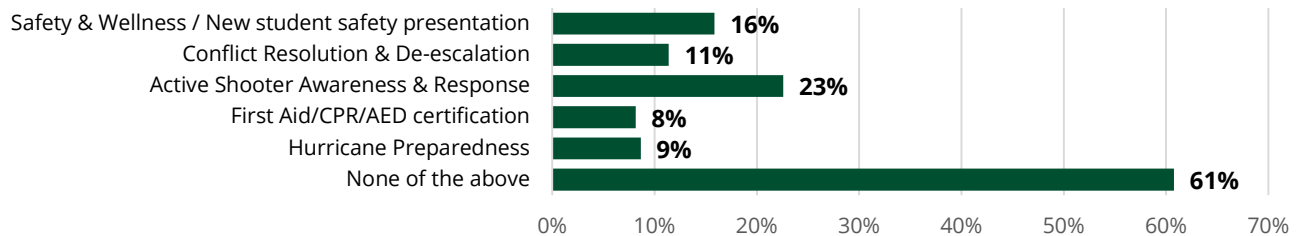
Having a police force is a beneficial resource to the campus community.



Responses to these three statements suggest that having law enforcement on UH Mānoa campus is broadly supported by the campus community.

Question 19

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



While only 9% of respondents reported having attended a safety presentation or workshop (Question 15), DPS has increased participation in its workshops over the past year by offering them on Zoom. The most popular workshops are Active Shooter Awareness & Response and Safety & Wellness. The Conflict Resolution & De-escalation workshop was added in 2019, and is quickly gaining popularity with the community. We hope that by continuing to offer sessions online, more students and employees will participate.

Please note: Responses to questions 20-21 applied only to the 39% of respondents who answered that they have attended a safety presentation in Question 19. Those who indicated "None of the above" were sent directly to Question 22.

Question 20

What star-rating would you give, based on the quality of the safety presentation you attended?



Average score = 4.1 stars

Question 21

Please provide us with feedback on the presentation(s) you attended (optional)

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

"These workshops were very informative and I wish they were more widely used/known about."

"Excellent. Learned and/or was a good refresher."

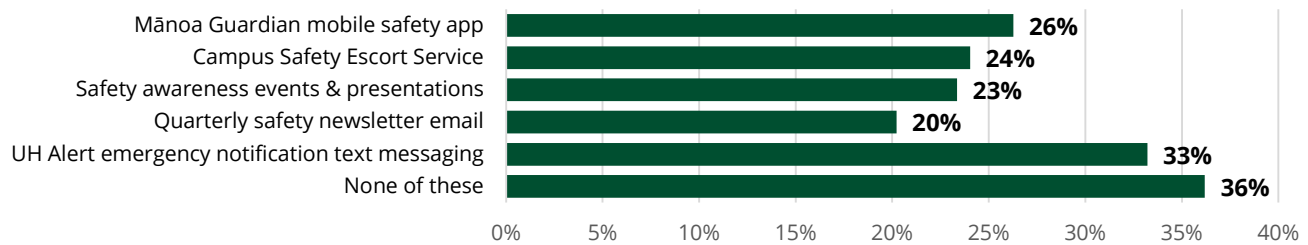
"High-quality presentations dispensing very useful information."

"The presentations are very well developed and have great information that is very important for us students to know about resources that can help us deal with these types of situations."

"I really appreciated the information that was shared at the Hurricane preparedness workshop. It was really timely with Hurricane Douglass last year."

"I still remember key moments from active shooter and CPR presentations that I think will stay with me always, and maybe help with reflexes if I'm ever in that situation"

"Very informative as part of UH community and for personal reasons. Please continue to offer these, but perhaps advertise more so others are aware of these sessions (possibly require all UH personnel to take these annually). Mahalo!"

Question 22**Which of the following events and publications would you like to receive more information about?**

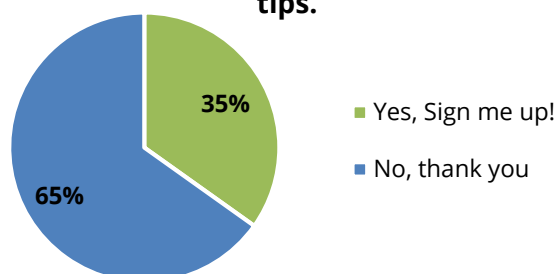
Respondents indicated that they would appreciate receiving information on new and existing services provided by DPS. Results are consistent with the 2018 survey, however, given the number of responses indicating that more safety information should be made available to the community, these results show that some community members do not want more information on campus safety. Please see Synthesis of Survey Results section for more information regarding new and continuing efforts for campus safety messaging.

Question 23**Can you suggest any public safety presentations or workshops that you may want to see in the future?**

This open-ended question was designed to receive feedback for presentations we may be able to add in the future. This was a new question added to the survey, and responses suggest confusion about the question's wording, as many respondents listed training sessions that DPS already offers (i.e., active shooter, theft prevention, general safety tips, etc.) A few respondents expressed desire to learn self-defense. If we ask this question in future surveys, we will be sure to re-word it so responses are more useful.

Question 24

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



35% of respondents indicated that they wish to receive more information on campus safety via the DPS newsletter. These results are consistent with the 2018 survey, which yielded similar results. It is our hope that interest in public safety information and activities will increase in the future.

Question 25

Question 25 gave respondents the option to enter a drawing by entering an email address.

SYNTHESIS OF SURVEY RESULTS

Data from our triennial safety surveys is used to assist with safety program development and strategic planning. The past two surveys were conducted in 2014 and 2018. From past to present surveys, responses and opinions have remained relatively consistent in many respects, while opinions on certain key issues have shifted slightly. Suggestions offered throughout the survey were sometimes aimed more at campus as a whole (i.e., increased lighting, safer walkways, etc.) while others were directed at specific areas of DPS responsibility such as patrolling campus, physical security systems, and community education. We have reached several important conclusions and recommendations from these results:

- Burglaries and theft of personal property, traffic issues, homeless concerns, and COVID-19 policy violations are the most concerning safety issues on our campus. While the numbers of these incidents have not necessarily increased over the past three years, the overall perception of safety is affected whenever campus notifications are sent out via text message or email. DPS continues to issue Emergency Notifications and Timely Warnings, as consistent with federal Jeanne Clery Act requirements. Crime statistics and university policies pertaining to campus safety can be found in our [Annual Security & Fire Safety Report](#).
- Sexual Assault continues to be an important concern, especially for students. DPS continues to work closely with UH Mānoa Office of Title IX, Office of Student Conduct (formerly Judicial Affairs), Student Housing, Confidential Advocates, UH Athletics, Student Affairs, and other campus departments. As part of this close working relationship, DPS employees receive training on relevant operations, policies, and best practices (i.e., sexual assault and domestic violence response, Title IX training, legal training, etc.). In addition to receiving training, DPS provides training to these departments on relevant safety topics, DPS procedures, Jeanne Clery Act requirements, and much more.
- COVID-19 has presented safety challenges for campuses across the country, and this is especially clear based on survey responses. For UH Mānoa, the campus closure drastically reduced the number of “eyes” on campus, thus creating a perception of isolation and decreased safety for those who continue to use campus each day. While the reduced number of people on campus is an unavoidable side effect of a closure, our community expressed the desire for increased presence and campus patrols, including foot and bike patrols. DPS is currently working to increase these patrols. In addition, we are filling as many open positions as possible, while staying within the guidelines of the System-wide hiring freeze.
- Respondents indicated that security camera systems, or CCTV (closed-circuit television) cameras are important to their perception of campus safety. This was reflected in answers to the questions and in the open-ended comments sections. DPS is currently in the process of implementing a campus-wide CCTV program, which will strengthen physical security measures on campus. These systems will assist with monitoring group sizes during events, and they will allow for 24/7 monitoring of key areas of campus. While camera systems don’t necessarily prevent crime, they can assist in investigation and response to ongoing emergencies on campus. This is a multi-year project and will be ongoing.
- Respondents expressed support for Emergency Call Boxes and the Mānoa Guardian campus safety app. DPS is working with UH Information Technology Services (ITS) to remove and replace broken, outdated, and/or non-accessible Emergency Call Boxes on campus. The Mānoa Guardian app is also increasing in popularity for students and employees.
- In general, the UH Mānoa community would like to know more about safety on campus. While DPS has increased advertising and social media presence over the years, we will continue to expand our messaging and service. With the transition to online workshops, DPS has been able to reach audiences throughout UH System, which creates a safer university community overall.
- In many cases throughout the survey, students and employees expressed their desire for more information on safety, but when given the opportunity to sign up for the DPS newsletter, only 35% of respondents opted in. DPS will explore other options further.
- Overall, the community expressed an appreciation for DPS services, yet a desire to see the

department continue to expand safety measures on campus. For a comprehensive report of DPS initiatives, including current and future projects, please see the [DPS Strategic Plan on our website](#).

CONCLUSION

The UH Mānoa Department of Public Safety is very appreciative of those who took the time to complete the 2021 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. Our next campus safety survey will be conducted in 2024. Mahalo for your support!