

2023 Department of Public Safety Survey

Background

The University of Minnesota Twin Cities campus takes a comprehensive and layered approach to public safety. A leader in this work is the University's Department of Public Safety (DPS), which includes the University of Minnesota Police Department (UMPD), University Security, and the Public Safety Emergency Communications Center (PSECC), which answers 911 calls and monitors building and campus cameras, among other services.

Gaining feedback on how the Twin Cities campus community perceives DPS' efforts is an important and ongoing step to evaluate the department's performance, identify opportunities for improvement, and determine if its goals and objectives remain aligned with community expectations. DPS uses an independent surveyor, University Survey and Assessment Services (USAS) to conduct this survey.



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Key Findings

Services



- ▶ **Building Security:** When asked, respondents preferred having buildings secured and accessible by U Card (78.5%) rather than open to the public (21.5%).

As of summer 2023, DPS is completing a comprehensive review of building access with building representatives and occupants.

- ▶ **Services:** Respondents have general knowledge of DPS services, but many are used far less frequently.
- Example: 69.3% are familiar with **624-WALK**, but only 26.2% use it.

Key Findings

Campus Safety

84.5%
of respondents
reported feeling
safe on campus.

63% reported feeling
safe off campus.

Respondents ranked which strategy for campus safety they deem most important (chose it #1)

1. Physical presence of UMPD: **49.2%**
2. Building security: **36.8%**
3. Technology: **12.1%**
4. Safety education and outreach: **8.2%**

This ranking speaks to the participant breakdown, as ~63% are University employees. Their background and position at the University offer unique experiences from other populations, such as students.

Key Findings

Communication

91.8%

of respondents state
email is the most
preferable mode to
receive information from
**the Department of
Public Safety.**

#UMNpublicsafety



Of the 40 respondents who chose "Other," 33 (82.5%) wrote in a response saying they **preferred to receive DPS information by text.**



Key Findings

Visibility

After reaching their lowest ratings in 2022, overall 2023 ratings for

visible UMPD presence

on four locations (East Bank, West Bank, St. Paul, and off campus)

increased.



The most substantial increase in rating was the **visible presence on the St. Paul campus.**

The average visibility rating rose eight percentage points year-to-year.

Method

The Department of Public Safety periodically conducts an online survey on the Twin Cities campus that measures feedback in three categories: **visibility**, **communication**, and **campus safety**.



This year's response rate for each group fell compared to previous years. Results from the 2011, 2015, 2018, and 2022 surveys are also considered as comparison points to measure how perceptions have changed over time.



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