

OPS Survey (final 4/21/98)

HELLO1

Hello. May I please speak to _____?

1 R IS ON LINE

HELLO2

Hello, this is _____ calling from the Oregon Survey Research Laboratory. The U of O Office of Public Safety has asked us to conduct a ten-minute survey of faculty, students, and staff on various aspects of safety on campus. I want to assure you that this survey is completely confidential and voluntary.

ENTER 1

QUEST

Do you have any questions about the survey before we begin?

1 NO QUESTIONS OR QUESTIONS ANSWERED

HAS QUESTIONS ---> REFER TO INTERVIEWER INSTRUCTIONS

COOPERAT

We appreciate your cooperation.

1 OK TO CONTINUE

CTRL/END NO

SAFE1

To begin, think about walking across the U of O campus at night. Overall, how safe do you feel about walking across campus at night -- (would you say) very safe, somewhat safe, not very safe, or not at all safe?

PROBE: Even if you never walk across campus at night, how safe would you feel if you were to?

1 VERY SAFE

2 SOMEWHAT SAFE

3 NOT VERY SAFE

4 NOT AT ALL SAFE

5 IF VOLUNTEERED: IT DEPENDS

SAFE2

How safe do you feel about walking across (the U of O) campus during the day?

PROBE: (Would you say) very safe, somewhat safe, not very safe, or not at all safe?

PROBE: Even if you never walk across campus during the day, how safe would you feel if you were to?

1 VERY SAFE

2 SOMEWHAT SAFE

3 NOT VERY SAFE

4 NOT AT ALL SAFE

5 IF VOLUNTEERED: IT DEPENDS

SAFE3

Now think about the areas around the edges of the main campus. How safe do you feel walking at night in the areas around the edges of (the U of O) main campus?

PROBE: (Would you say) very safe, somewhat safe, not very safe, or not at all safe?

PROBE: Even if you never walk around the edges of campus at night, how safe would you feel if you were to?

PROBE: Think of approximately a four-block radius around the main campus (such as 13th Street (on the west edge), Franklin Boulevard (on the north edge of the main campus), or 18th Street (on the south edge)).

1 VERY SAFE

2 SOMEWHAT SAFE

3 NOT VERY SAFE

4 NOT AT ALL SAFE

5 IF VOLUNTEERED: IT DEPENDS

SAFE4

What about during the day? (How safe do you feel walking during the day in the areas around the edges of (the U of O) main campus?)

PROBE: (Would you say) very safe, somewhat safe, not very safe, or not at all safe?

PROBE: Even if you never walk around the edges of campus during the day, how safe would you feel if you were to?

PROBE: Think of approximately a four-block radius around the main campus (such as 13th Street (on the west edge), Franklin Boulevard (on the north edge of the main campus), or 18th Street (on the south edge)).

- 1 VERY SAFE
- 2 SOMEWHAT SAFE
- 3 NOT VERY SAFE
- 4 NOT AT ALL SAFE
- 5 IF VOLUNTEERED: IT DEPENDS

SAFE5

In your personal experience at the U of O in the past 2 years, would you say that safety on campus is getting better, staying about the same, or getting worse?

PROBE: Since April 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE

IF SAFE1, SAFE2, SAFE3, SAFE4 OR SAFE5=3, 4 OR 5, ASK SAFE6; ELSE SKIPTO CRIMEEUG

SAFE6

What makes you feel not safe on or around the U of O campus?

OPEN-ENDED

CRIMEEUG

Have you ever been the victim of a crime in the Eugene area?

NOTE: INCLUDE PERSONAL AND PROPERTY CRIMES, SMALL OR LARGE..

INCLUDE CRIME UNREPORTED AND REPORTED.

INCLUDE EVEN IF NO ARREST/CONVICTION

- 1 YES
- 2 NO

CRIMEUO1

Have you ever been a victim of a crime on the U of O campus?

NOTE: INCLUDE PERSONAL AND PROPERTY CRIMES, SMALL OR LARGE..

INCLUDE CRIME UNREPORTED AND REPORTED.

INCLUDE EVEN IF NO ARREST/CONVICTION

- 1 YES
- 2 NO--> SKIPTO AWARE

CRIMEUO2

How many crimes have you been the victim of in the past 2 years on the U of O campus?

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDE PERSONAL AND PROPERTY CRIMES, SMALL OR LARGE..

INCLUDE CRIME UNREPORTED AND REPORTED.

INCLUDE EVEN IF NO ARREST/CONVICTION

CODE EXACT NUMBER; IF ZERO SKIPTO AWARE

CRIME2

Was (that /the most recent offense) a personal crime or a property crime, or both?

PROBE IF MORE THAN ONE: What type of crime happened to you most recently?

- 1 PERSONAL CRIME --> SKIPTO CRIME3
- 2 PROPERTY CRIME--> SKIPTO CRIME3
- 3 BOTH--> SKIPTO CRIME3
- 4 OTHER

CRIME2A

What happened (to you)?

PROBE: Can you tell me more about that?

OPEN-ENDED

CRIME3

Did that crime occur at night, during the day, at dusk, or at dawn?

- 1 NIGHT
- 2 DAY
- 3 DUSK
- 4 DAWN
- 5 IF VOLUNTEERED: OVER A PERIOD OF TIME
- 6 OTHER

CRIME4

Where did this (most recent) crime occur on (the U of O) campus?

OPEN-ENDED

CRIME5A

Did you report this crime to the Eugene Police Department?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: SOMEONE ELSE REPORTED IT TO EPD

CRIME5B

Did you report this crime to the U of O Office of Public Safety (or did the Eugene Police Department report it to the Office of Public Safety)?

- 1 YES, R REPORTED TO OPS
- 2 YES, EPD REPORTED TO OPS
- 3 IF VOLUNTEERED: SOMEONE ELSE REPORTED IT TO OPS
- 4 NO--->SKIPTO CRIME5D

CRIME5C

Overall, how satisfied were you with how the Office of Public Safety handled the situation -- (were you) very satisfied, somewhat satisfied, not very satisfied or not at all satisfied?

- 1 VERY SATISFIED--> SKIPTO AWARE
- 2 SOMEWHAT SATISFIED--> SKIPTO AWARE
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 IF VOLUNTEERED: MIXED EXPERIENCE

CRIME5CA

What were you dissatisfied about?

OPEN-ENDED

SKIPTO AWARE

CRIME5D

Why didn't you report this crime to the Office of Public Safety?

OPEN-ENDED

NOTE: IF R VOLUNTEERS SEXUAL ASSAULT, OFFER CRISIS LINE NUMBER
AS APPROPRIATE: 485-6700

AWARE

In general, how aware are you of the Office of Public Safety and its services on campus -- (would you say) very aware, somewhat aware, not very aware, or not at all aware?

- 1 VERY AWARE --> SKIPTO USE1
- 2 SOMEWHAT AWARE--> SKIPTO USE1
- 3 NOT VERY AWARE
- 4 NOT AT ALL AWARE

AWAREA

Before this survey, had you ever heard of the U of O Office of Public Safety?

- 1 YES

2 NO--> SKIPTO YRSEUGEN

3 (IF VOLUNTEERED) ASSUMED IT EXISTS, BUT HAD NOT HEARD OF IT--> SKIPTO YRSEUGEN

USE1

I am going to read you a list of services the Office of Public Safety provides on campus. I'd like you to tell me if you have had any direct, personal contact with the Office of Public Safety in regards to each of these services in the past 2 years. The first is fire alarms, safety alarms, emergency call boxes, and elevator alarms.

PROBE: Have you had any direct, personal contact with the Office of Public Safety about fire, safety, emergency call box, and elevator alarms on campus in the past 2 years?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE2

What about locking and unlocking rooms and buildings (in the past 2 years)?

PROBE: Have you asked the Office of Public Safety to lock or unlock rooms or buildings on campus in the past 2 years?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE3

(What about) keys to on-campus buildings and rooms (in the past 2 years)?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about processing key requests, issuing keys, collecting keys, and providing key refunds (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE4

(What about) help with security card readers on campus (in the past 2 years)?

PROBE: Have you asked the Office of Public Safety for assistance with monitoring or managing security card readers, or their records of who has the cards (on campus), in the past 2 years?

PROBE: Security cards are hard plastic cards (like credit cards) that authorized users slide into a key slot, in order to gain access to a particular room or building.

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE5

(What about) calls for help about crime on campus (in the past 2 years)?

PROBE: Have you asked the Office of Public Safety for assistance about a crime, or potential crime, on campus regarding yourself or someone else, in the past 2 years?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE6

Have you asked the Office of Public Safety to a jump-start car battery or to help you or someone else get into a car if the keys were locked in (on campus) (in the past 2 years)?

PROBE: Have you called the Office of Public Safety for vehicle assistance (on campus) (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE AND E-MAIL.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE7

(What about) safety escorts (in the past 2 years)?

PROBE: Have you asked the Office of Public Safety to personally walk you or someone else across campus or to a vehicle, or sit with you in a classroom or office, if you feared for your safety, in the past 2 years?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE8

Have you had any direct, personal contact with campus patrol officers in the past 2 years?

PROBE: (In the past 2 years,) have you had any direct, personal contact with officers who patrol campus in cars, on bicycles, or on foot to help ensure public safety?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE9

Have you attended a campus event at which the Office of Public Safety provided security services (in the past 2 years)?

PROBE: (In the past 2 years,) have you attended an sports event, a speech by a famous visitor, a musical performance, or some other kind of special event for which the Office of Public Safety provided or arranged for security services?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE10

(What about) formal presentations about campus safety (such as bicycle safety) (in the past 2 years)?

PROBE: Have you attended any of the formal presentations the Office of Public Safety gives to various campus groups about safety related issues, in the past 2 years?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE11

(What about) informal information about how to find particular buildings, rooms, events, classes, or people (in the past 2 years)?

PROBE: Have you asked the Office of Public Safety for informal information to find particular buildings, rooms and people (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE12

Have you had any direct, personal contact with the Office of Public Safety about safety-related programs (such as the Nadia Telsey self defense classes, the Rape Awareness and Defense classes, and the Creating a Rape-Free Environment program) (in the past 2 years)?

PROBE: Have you had any direct, personal contact with (them/the Office of Public Safety) about the Nadia Telsey self defense classes, the Rape Awareness and Defense classes, and the Creating a Rape-Free Environment program (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE13

Have you used parking lots, parking meters, or parking spaces on campus (in the past 2 years)?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about parking spaces, parking meters or parking lots on the U of O campus (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE14

Have you had any direct, personal contact with the Office of Public Safety about parking or parking permits (for yourself, visitors or others) (in the past 2 years)?

PROBE: Have you bought or obtained parking permits for cars and other vehicles (for yourself, visitors or others) (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE15

(What about) citations for cars, bicycles and other vehicles that break rules (in the past 2 years)?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about parking tickets and other kinds of citations for vehicles (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE16

(What about) bicycle registration?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about registering bicycles (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE17

Have you used your U of O identification card to ride buses in Lane County (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE18

(What about) police reports (in the past 2 years)?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about police reports (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE19

(What about) background checks (for driving records, criminal history, and finger prints) (in the past 2 years)?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about people's driving records, criminal backgrounds, and fingerprints (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE20

(What about) lists of certified U of O drivers, complaints about U of O drivers, and accident reports (in the past 2 years)?

PROBE: Have you had any direct, personal contact with the Office of Public Safety about its lists of certified U of O drivers, complaints about U of O drivers, and accident reports involving U of O vehicles (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: INCLUDES TELEPHONE, E-MAIL AND LETTERS.

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE21

(What about) the Office of Public Safety's World Wide Web site (in the past 2 years)?

PROBE: Have you visited or used the Office of Public Safety's World Wide Web site to petition citations, request keys, get crime and safety alerts, check drivers' clearance, or other things (in the past 2 years)?

PROBE: Since April of 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

NOTE: OPS's WWW site address is: <http://safetyweb.uoregon.edu>

1 YES

2 NO

3 IF VOLUNTEERED: DID NOT KNOW OPS DID THIS

USE22

Is there anything else (you have had direct personal contact with the Office of Public Safety about in the past 2 years)?

1 YES

2 NO --> SKIPTO SATISF1

USE22A

What was that (about)?

OPEN-ENDED

SATISF1

Overall, how satisfied have you been in your personal experience with the Office of Public Safety in the last 2 years -- (would you say) very satisfied, somewhat satisfied, not very satisfied or not at all satisfied?

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

1 VERY SATISFIED--> SKIPTO GOODJOB1

2 SOMEWHAT SATISFIED--> SKIPTO GOODJOB1

3 NOT VERY SATISFIED

4 NOT AT ALL SATISFIED

5 IF VOLUNTEERED: IT VARIES

SATISF1A

What have you been dissatisfied about?

OPEN-ENDED

GOODJOB1

Overall, how would you rate the competence of people who work in the Office of Public Safety -- (would you say) excellent, good, fair or poor?

PROBE: Please think about the staff at the Office of Public Safety, not U of O public safety officers.

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

5 IF VOLUNTEERED: IT VARIES

GOODJOB2

What about the uniformed public safety officers' attitudes and behavior toward students, faculty and staff -- would you rate officers' attitudes and behavior (toward campus community members) as excellent, good, fair or poor?

PROBE: Please think about U of O public safety officers, not the staff at the Office of Public Safety.

PROBE: U of O public safety officers dress in public safety types of uniforms.

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

5 IF VOLUNTEERED: IT VARIES

GOODJOB3

Overall, how good a job would you say the Office of Public Safety does in providing services these days -- (would you say) excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

5 IF VOLUNTEERED: IT VARIES

GOODJOB4

In your personal experience (at the U of O) in the past 2 years, would you say the Office of Public Safety is getting better, staying about the same, or getting worse in carrying out its duties?

PROBE: Since April 1996.

PROBE IF R HAS BEEN ON CAMPUS LESS THAN 2 YEARS: Since you have been here.

1 BETTER

2 ABOUT THE SAME

3 WORSE

IF GOODJOB1=4-5, GOODJOB2=4-5 GOODJOB3=4-5 OR GOODJOB4=3, ASK NEGATIVE;
ELSE SKIPTO YRSEUGEN

NEGATIVE

Would you briefly tell me more about your negative assessment of the Office of Public Safety?

PROBE: In one of the previous questions, you rated the Office as "poor," "it varies" or "worse;" would you please tell me more about why you feel that way?

OPEN-ENDED

YRSEUGEN

I will end the survey by asking a few questions about you. First, how many years have you lived in the Eugene area (altogether)?

PROBE IF R SAYS "MY WHOLE LIFE": How many years would that be?

OPEN-ENDED

CODE EXACT NUMBER OF YEARS; LESS THAN 1 YEAR = 0

POSITION

Are you a student, faculty member (who does research and teaching), classified staff member, or an officer of administration (at the U of O)?

PROBE IF MORE THAN ONE: What is your main position?

1 STUDENT

2 FACULTY

3 CLASSIFIED

4 OFFICER OF ADMINISTRATION

5 IF VOLUNTEERED: OTHER

WORKUO1

Do you now, or have you ever, worked in the (U of O) Office of Public Safety?

1 YES

2 NO

IF POSITION=2-5, CODE WORKUO2=1 AND SKIPTO DARK

WORKUO2

Do you have a job on the U of O campus?

NOTE: R MAY BE EMPLOYED BY UO OR ANOTHER EMPLOYER

1 YES --> SKIPTO DARK

2 NO

WORKUO2

Do you have a job at a place around the edges of the main U of O campus?

1 YES

2 NO

DARK

How often do you arrive at or leave from campus when it is dark outside - never, rarely, sometimes, or often?

1 NEVER

2 RARELY

3 SOMETIMES

4 OFTEN

YRSUO

How many years have you worked at or near U of O (altogether)?

PROBE: By near, I mean around the edges of campus.

OPEN-ENDED

ENTER EXACT NUMBER OF YEARS; LESS THAN 1 YEAR = 0

SEX

(I know this may sound silly but) Are you male or female?

1 MALE

2 FEMALE

AGE

How old are you?

ENTER EXACT NUMBER OF YEARS

RACE

What is your race or ethnicity?

PROBE FROM ANSWER CATEGORIES: Are you

1 WHITE

2 BLACK

3 AMERICAN INDIAN

4 ASIAN/PACIFIC ISLANDER

5 LATINO/HISPANIC

6 OTHER

TRANSP

What is your primary method of transportation to the U of O campus?

PROBE FROM LIST

1 CAR, MOTORCYCLE, VAN

2 BIKE

3 BUS

4 BUS+BIKE COMBINATION

5 WALK/LIVE ON CAMPUS

6 DROPOFF/PICKUP

7 OTHER

BEST

What do you think is the one best thing about safety on the U of O campus or the Office of Public Safety?

OPEN-ENDED

IMPROVE

If there is one thing you could change or improve about safety on the U of O campus or the Office of Public Safety, what would it be?

OPEN-ENDED

ENDING

That is the end of the survey! On behalf of the (U of O) Office of Public Safety, I would like to thank you for your time and participation.

INTOBS

INTERVIEWER OBSERVATION: PLEASE RECORD HERE ANY *PERTINENT* COMMENTS BY R NOT ADEQUATELY CAPTURED IN THE SURVEY.

INTID

ENTER YOUR INTERVIEWER ID NUMBER