

**Mountwest Community & Technical College**  
**Department of Public Safety**

**PUBLIC SAFETY SURVEY**

The Department of Public Safety in an effort to maintain a safe environment for all members of the campus community is requesting your assistance. Below is a short survey that we are asking you to fill out and return to us. The goal of the survey is to provide us with information that will be helpful in the overall assessment of the department.

**1. What is your status at Mountwest Community & Technical College?**

- Student     Faculty     Staff     Administrator     Visitor

**2. What time are you normally on Campus:**

- 8 am to noon     8 am to 4 pm     Noon to 4 pm  
 Noon to 10 pm     4 pm to 10 pm

**3. Which campus do you primarily attend?**

- Main Campus - One Mountwest Way Huntington, WV  
 Center for Culinary Arts - 1648 Eighth Avenue Huntington, WV

**4. How many times have you had contact with the Mountwest Department of Public Safety?**

- 0     1-3     3-5  
 5-7     More than 7

**5. What was your reason for the latest contact?**

- Report a crime     Victim of a Crime  
 Witness of a Crime     Requesting general information such as directions  
 Other \_\_\_\_\_

**7. If you contacted the Mountwest Department of Public Safety, how did you contact them?**

- 304-710-3499 (Direct line)     911 / Cabell County 911 Dispatch  
 Walk In     Stopped an officer

**8. How would you rate the service provided by the staff with which you had contact?**

	Excellent	Good	Average	Fair	Poor
<u>Helpfulness/Support</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Timeliness of Response</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Knowledge</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Quality of Service</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Professional Conduct</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Overall Attitude</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**9. What is your overall impression of the Department of Public Safety? Please list reasons.**

**10. How do you feel about campus safety in the following areas?**

	Very Safe	Somewhat Safe	Safe	Somewhat Unsafe	Very Unsafe
Parking Lots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the Buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. Are there additional services or programs you think the Department of Public Safety should offer?**

Yes       No

If yes please explain:

.....  
.....  
.....

**12. How can the Mountwest Department of Public Safety better serve you?**

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.....  
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Please return your completed questionnaire via campus mail to the Department of Public Safety or drop it off at our office (101D Student Services). Thank you in advance for your time, cooperation, and assistance.

Sincerely,  
Paul Roach  
Director of Public Safety