

UNIVERSITY OF WEST FLORIDA POLICE DEPARTMENT

UWFPD SATISFACTION SURVEY

We are interested in knowing your perception of the service the University Police Department has provided. Please complete this survey and place it in the drop box located in the Police Station's (Building 19's) front lobby. Your name is not required and we sincerely thank you for your assistance. If possible, please supply the name of the UWFPD employee to aide us in providing enhanced service to you our customer.

What is your University status? :

Student

Faculty

Staff

Visitor

Performance of the Police Communications Operator(s)/Officer(s) with whom you had contact:

For each item identified below, indicate the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey item	Scale				
	Poor	Below Average	Good	Above Average	Excellent
1. Helpfulness of:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5
2. Friendliness:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5
3. Knowledge:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5
4. Quality of Service:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5
5. Professional Conduct:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5
6. Response Time:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5
7. Provided Complete Information:					
Police Communications Operator (Dispatcher)	1	2	3	4	5
Patrol Officer	1	2	3	4	5

Date: _____ Time: _____

We are interested in your opinion of the service we have provided. Please provide any additional comments below:
