Department of Justice
Office of Community Oriented Policing Services
Increasing Community Policing Capacity
Customer Satisfaction Survey FY 2011
NOTE: TRAINING VERSION- SENT QUARTERLY

Introduction

The Department of Justice Community Oriented Policing Services (COPS) is committed to providing you, our customers, with services that truly meet your needs. Reviewing your feedback helps to ensure that we are delivering on our commitment to you. To this end, we have commissioned the CFI Group, an independent third-party research group, to conduct a survey that asks if your agency's community policing efforts have been impacted by COPS resources. We would also like to determine your satisfaction with our products and ways that we can improve our service to you.

The CFI Group will treat all information you provide as confidential. The information you provide will be combined with information from other respondents for research and reporting purposes. Your individual responses will not be released. This brief survey will take approximately 10 minutes of your time.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1505-0191.

ELIGIBILITY TO TAKE THE SURVEY QUESTION

OVER1.   Have you received training or technical assistance, with respect to implementing community policing, from the COPS Office or COPS Office sponsored training or technical assistance providers?

1. Yes **(ASK Overall Training Question)**

2. No **(GO TO END AND THANK THEM- NO NEED TO FILL OUT SURVEY)**

OVERALL TRAINING QUESTION

OverTrain1. How did you learn about this Training? (SELECT ONE)

1. Website/Electronic Library
2. Search Engine
3. Flyer
4. Press Release
5. Conference
6. Colleague
7. COPS Staff member recommendation
8. COPS grant requirement

Training/Technical Assistance Format Preferences

Please indicate your top three choices for your preference of format from the list below…
First Choice _____
Second Choice _____
Third Choice _____

1. Classroom training within your region

2. Classroom training outside of your region

3. Classroom training at your organization site

4. Individualized technical assistance at your organization site

5. Self-paced online training

6. Webcasts/Podcasts (non-interactive)

7. Webcasts (Interactive)

8. Live conference calls

9. Reading training curriculum and materials

10. Training Conferences, Summits, or Roundtables

11. Other, please describe _____

Satisfaction and Use of Resource: Training

Please use a 10-point scale, where "1" means "Strongly Disagree" and "10" means "Strongly Agree"

SatTrain1.   The information provided increased your understanding of community policing principles.

SatTrain2.   The information provided improved your ability to effectively implement the strategies presented to better prevent and/or respond to crime and disorder incidents.

SatTrain3.   The information provided improved your job effectiveness.

SatTrain4.   The information provided changed how you do or approach your job.

SatTrain5.   The information provided was relevant to law enforcement concerns within your community.

SatTrain6.   Did you share the information that you learned with others?

  1. Yes
  2. No

Increasing Community Policing Capacity: Training and Technical Assistance Resources

Please use a 10-point scale, where "1" means "Strongly Disagree" and "10" means "Strongly Agree" to indicate how the training and/or technical assistance that you received from the COPS Office or COPS Office sponsored training/technical assistance providers increased your agency's capacity to do the following.

CapTrain1. Develop collaborative partnerships with individual and organizational stakeholders in the community such as other government agencies, community organizations, individuals, businesses and the media?

CapTrain2. Engage in problem-solving to prevent, respond, and/or better analyze crime. This could include implementing such things as the SARA problem solving model of Scanning, Analysis, Response and Assessment?

CapTrain3. Institute organizational changes that support the implementation of community policing strategies such as encouraging the application of modern management practices to increase efficiency and effectiveness?

Increasing Technological Capacity: Training

TechCapTrain1.Improve technological capabilities to better prevent and/or respond to crime and disorder incidents such as providing ready access to timely information on crime and a forum to communicate externally with the public and/or internally within your agency?

Future Training Needs

Please use a 10-point scale, where "1" means "Not very valuable" and "10" means "Very valuable" to indicate how valuable the following training categories would be in increasing your ability to implement community policing strategies to enhance your capacity to prevent, solve, and control crime within your community.

Need1. Improving Police Operations
  Training subject examples: Recruitment and hiring, crime analysis, organizational structure, implementing technology, field training (PTO), and performance measurement.

Need2. Child/Youth Safety
  Training subject examples: Children exposed to violence, school-based policing, preventing teen violence, truancy, combating child sexual predators, internet safety.

Need3. Enhancing Community Partnerships with Law Enforcement
  Training subject examples: Reentry, alternatives to incarceration, building partnerships with stakeholders, community oriented government and private sector practices.

Need4. Homeland Security
  Training subject examples: Role of law enforcement in the investigative and intelligence gathering processes, information sharing, protecting privacy and civil liberties.

Need5. Community Policing in Specific Populations and Environments
  Training subject examples Tribal policing, policing in rural communities, mental illness and the homeless and campus safety.

Need6. Non-Violent Crimes/ Quality of Life Issues
  Training subject examples: Drugs and drug Use, cyber crime, fear of crime, social disorder offenses and public safety in a distresses economy.

Need7. Violent Crime
  Training subject examples: Urban violence, gang violence, and gun crime.

Need8. Integrity/Values-Based Policing
  Training subject examples: Ethics and Integrity, procedural justice and values-based discipline.

Other1. What other training subjects that are not listed above would increase your ability to implement community policing strategies to enhance your capacity to prevent, solve, and control crime within your community?

  1. _____

  2. _____

  3. _____

ACSI Benchmark Questions – T&TA

ACSI1. First, please consider all your training and/or technical assistance experiences to date with the Department of Justice COPS Office or COPS sponsored training providers. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with COPS?

ACSI2. To what extent, if any, has the Department of Justice COPS Office met your training expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."

ACSI3. Forget about the Department of Justice COPS Office for a moment. Now, imagine the ideal community-policing sponsored training. How well do you think the Department of Justice COPS Office compares with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Demographics

Demo1. Which of the following best describes your agency? (SELECT ONE)

1. Law Enforcement Agency (IF 1 CHECKED ASK Demo 1.1 and Demo 1.2)

2. Law Enforcement Support Organization (IF 2 CHECKED ASK Demo 2.1 and Demo 2.2)

3. Government Agency (Non-Law Enforcement) (IF 3 CHECKED ASK Demo 3.1 and Demo 3.2)

4. Educational Institution (IF 4 CHECKED ASK Demo 4.1 and Demo 4.2)

5. Community-Based Organization

6. Private Sector (IF 6 CHECKED ASK Demo 6.1 and Demo 6.2)

(IF 1 CHECKED ASK Demo 1.1 and Demo 1.2)

Demo1.1. Which of the following best describes your law enforcement agency type?

  1. Federal
  2. State
  3. City
  4. County
  5. Tribal
  6. Other (Transit, Park, Port Authority, etc.)

Demo1.2 Which of the following best describes your role (If you are answering the survey for someone else that used the publication, please select their role)?

1. Command Staff
2. Mid-Level Manager
3. Line Level Officer
4. Civilian
5. Other, please describe _____

(IF 2 CHECKED ASK Demo 2.1 and Demo 2.2)

Law Enforcement Support Organizations may the Police Foundation, IACP, NOBLE, NSA, NASRO, unions, advocacy groups, and others.

Demo2.1 Which of the following best describes your law enforcement support organization type?

1. Federal
2. State
3. City
4. County
5. Tribal
6. Other, please describe

Demo2.2 Which of the following best describes your role?

1. Executive Director
2. Director/Manager
3. Program/Project Manager
4. Analyst/Researcher
5. Administrative Staff
6. Grant Manager
7. Other, please describe _____

(IF 3 CHECKED ASK Demo 3.1 and Demo 3.2)

Demo3.1 Which of the following best describes your government agency type?

1. Federal
2. State
3. City
4. County
5. Tribal.

6. Other, please describe _____

Demo3.2 Which of the following best describes your role?

1. Elected Official
2. Executive Director
3. Director/Manager
4. Program/Project Manager
5. Analyst/Researcher
6. Administrative Staff
7. Community Liaison
8. Counselor
9. Attorney
10. Other, please describe _____

(IF 4 CHECKED ASK Demo 4.1 and Demo 4.2)

Demo4.1 Which of the following best describes your education institution type?

1. Elementary
2. Secondary
3. Public College/University
4. Private College/University
5. Other, please describe _____

Demo4.2 Which of the following best describes your role?

1. Principal/President
2. Assistant Principal/Vice President
3. Department Chair
4. Teacher/Professor/Instructor
5. Counselor
6. School Board Member
7. Student
8. Parent
9. Other, please describe _____

(IF 5 CHECKED ASK Demo5.1 and Demo 5.2)

Demo5.1 Which of the following best describes your community-based organization type?

1. Civic organization
2. Faith-based

3. Youth

4. Neighborhood watch

5. Crime prevention

6. Other, please describe _____

Demo5.2 Which of the following best describes your title?

1. Executive Director

2. Religious Leaders

3. Director/Manager

4. Analyst/Researcher

5. Administrative Staff

6. Community Member

7. Other, please describe _____

(IF 6 CHECKED ASK Demo 6.1 and Demo 6.2)

Demo6.1 Which of the following best describes your industry type?

1. Security

2. Retail

3. Hotels/ Motels

4. School Security (non-Law Enforcement)

5. Military

6. Entertainment/ Sports Arena

7. Hospital/Medical Center

Demo6.2 Which of the following best describes your role?

1. Executive Director

2. Director/Manager

3. Program/Project Manager

4. Analyst/Researcher

5. Administrative Staff

6. Other, please describe

Demo7. Please indicate the population size of the jurisdiction that you represent

    1. Over 1,000,000

    2. Between 250,000 and 1,000,000

    3. Between 150,000 and 250,000

    4. Between 50,000 and 150,000

    5. Between 10,000 and 50,000

    6. Between 5,000 and 10,000

    7. Between 1,000 and 5,000

    8. Less than 1,000

    9. Not applicable- I do not represent an organization (e.g., I am an interested individual)

Open-ended question

Is there anything you would like to add that will help the COPS Office to improve the usefulness of COPS Office training and technical assistance?