

COPS CUSTOMER OUTREACH AND INFORMATION SAMPLE QUESTIONS

NOTE TO OMB EXAMINERS: The following questions are samples of questions that may be asked at a COPS-funded event (conference, roundtable discussion, etc). There will never be more than 5 questions posed at one event.

Normally, these questions will be posed to grantees verbally. If these questions are distributed to participants as a hard or soft copy, they would be reformatted and would include the OMB number and expiration date in the top, right-hand corner, as well as the PRA notice at the conclusion of the document.

Order Methods: Publication Resources

If you order COPS publications, what method did you use to order this publication?

1. Called COPS Office Response Center
2. Downloaded from website
3. Ordered hard copy through the COPS Office Resource Library
4. Faxed an order form provided at an event (e.g., a conference)
5. E-mail request to COPS Response Center

Order Methods: Publication Resources

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate your preference for ordering publications in the future.

Format1. By phone

Format2. Online and download directly

Format3. Online and order printed copies

Format4. By E-mail

Format5. By Fax

Format6. By Mail

Format7. Using the publication order form at an event (e.g., conferences)

Publication Format Preferences

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate your preference for publication formats.

Format1. Hard copy

Format2. On CD with a compilation of other similar publications

Format3. Downloadable version (for printing or viewing on computer or electronic book)

Format4. Audio books

Format5. Online only

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

SatPub3. The information provided increased your understanding of community policing principles.

SatPub4. The information provided improved your ability to effectively implement the strategies presented to better prevent and/or respond to crime and disorder incidents.

SatPub5. The information provided improved your job effectiveness.

SatPub6. The information provided changed how you do or approach your job.

SatPub7. The information provided was relevant to law enforcement concerns within your community.

SatPub8. The information provided was clear and easy to understand.

SatPub9. The information provided covered the topic adequately.

SatPub10. I would recommend this publication to others.

SatPub11. Did you share the information that you learned with others?

1. Yes
2. No

Future Publication Needs

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how valuable publication products in these subject areas would be in increasing your ability to implement community policing strategies to enhance your agency’s capacity to prevent, solve, and control crime within your community.

Need1. Improving Police Operations

Publication subject examples: Recruitment and hiring, crime analysis, organizational structure, implementing technology, field training (PTO), and performance measurement.

Need2. Child/Youth Safety

Publication 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

Publication subject examples: Reentry, alternatives to incarceration, building partnerships with stakeholders, community oriented government and private sector practices.

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Need4. Homeland Security

Publication 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

Publication subject examples Tribal policing, policing in rural communities, mental illness and the homeless and campus safety.

Need6. Non-Violent Crimes/ Quality of Life Issues

Publication subject examples: Drugs and drug Use, cyber crime, fear of crime, social disorder offenses and public safety in a distresses economy.

Need7. Violent Crime

Publication subject examples: Urban violence, gang violence, and gun crime.

Need8. Integrity/Values-Based Policing

Publication subject examples: Ethics and Integrity, procedural justice and values-based discipline.

Paperwork Reduction Act Notice

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