

Final Results of Annual Police Survey 2024

Per Napa Valley College (NVC) Police policy and to address requirements of the California Community Colleges Chancellor’s Office, the College Police conducted a survey in spring 2024. The survey was administered online, with responses collected April 23 through June 3. The survey was distributed to NVC faculty, staff, and administrators via email. The survey link was also posted in the student newsletter.

Based on the responses collected via Qualtrics, 104 people accessed the survey. Ninety-seven people completed survey. The remainder of this document summarizes the responses collected among those 97 respondents.

Q1: Have you had any interaction with the College Police on campus in the last year?

Response	Number of Respondents	Proportion of Respondents
Yes	79	81%
No	18	19%

Q2: In the last year, what type of interaction(s) did you have with the College Police? Select all that apply.)

Number of Respondents = 77

Type of Interaction	Number of Respondents	Proportion of Respondents
Reporting	22	29%
Parking	18	23%
Emergency	13	17%
Investigation	13	17%
Assist a Citizen	9	12%
Escort	8	10%
Message Delivery	7	9%
Lost and Found	5	6%
Interview	4	5%
Battery Jump/Vehicle Lockout	3	4%
Other	47	61%

Q3: Thinking about all of your interactions with the College Police in the last year, did the College Police treat you with courtesy and respect?

Number of Respondents = 77

	Absolutely	Mostly	Somewhat	Minimally	No
Number of Respondents	71	3	--	2	1
Proportion of Respondents	92%	4%	--	3%	1%

Q4: Did you feel that the College Police listened to what you had to say?

Number of Respondents = 77

	Absolutely	Mostly	Somewhat	Minimally	No
Number of Respondents	69	4	1	--	3
Proportion of Respondents	90%	5%	1%	--	4%

Q5: How safe do you feel on campus?

Number of Respondents = 96

	Extremely Safe	Very Safe	Safe	Somewhat Safe	Not Safe
Number of Respondents	22	40	18	13	3
Proportion of Respondents	23%	42%	19%	14%	3%

Q6: How likely are you to call the College Police to seek help?

Number of Respondents = 96

	Extremely Likely	Very Likely	Likely	Somewhat Likely	Not Likely
Number of Respondents	59	26	5	4	2
Proportion of Respondents	61%	27%	5%	4%	2%

Demographics of Respondents

Q7: What is your current age?

Number of Respondents = 95

Age Group	Number of Respondents	Proportion of Respondents
19 or Less	--	--
20 to 24	1	1%
25 to 29	6	6%
30 to 34	8	8%
35 to 39	8	8%
40 to 54	39	41%
55 or Older	33	35%

Q8: What is your race/ethnicity? (Select all that apply.)

Number of Respondents = 94

Race/Ethnicity	Number of Respondents	Proportion of Respondents
African American/Black	4	4%
Asian	8	9%
Filipino	8	9%
Latinx/Hispanic	24	26%
Multiple Race/Other	11	12%
Native American	1	1%
Pacific Islander	1	1%
White	52	55%

Q9: What is your role at NVC? (Select the option that most closely reflects your current role.)

Number of Respondents = 96

Role	Number of Respondents	Proportion of Respondents
Student	--	--
Staff	43	45%
Faculty	40	42%
Administrator	12	13%
Visitor	1	1%

Q10: If there is anything else about your experience(s) with the College Police that you'd like to share, please do so in the space provided below.

Positive Experiences

- Our Campus Police Department is very helpful and do a great service for our campus community.
- The campus police are amazing! In the past (but more than a year ago) I have had help from the police with battery jumps, escorts, letting me into locked buildings/rooms. I feel safe when I am on campus during off hours because I see the police patrolling. They are always friendly and helpful.
- I appreciate that they will just check things out (even if it doesn't seem like a big deal) just to make sure we all feel safe
- Connecting with students and NVC employees helps, so continue doing what you've been doing and take advantage of opportunities to work with students and getting student feedback.
- College Police have always responded accordingly to any incidents.
- I greatly appreciate the College Police in reacting quickly whenever there is an incident. They have a strong presence on campus and driving around campus which is reassuring.
- College Police treat me like family.
- always very pleasant
- I'm very grateful for all that you do.
- College Police have been quick and efficient with every call.
- The College police are always friendly, polite, willing to help and I feel safer knowing their great team is here to support our safety and campus well-being.
- I believe the existing Campus police officials are doing a great job.
- I think the College Police do a superb job!
- College Police does an outstanding job, and all their officers are amazing.
- Everyone in the Police Department is AMAZING. Thank you for the work you do.
- Our police force is the best I have seen. They are courteous, kind, professional, and always have the person's best interest in mind. They are great at responding, deescalating, and providing the best service they can.
- Keep up the good work!
- College police are quick to arrive, professional, and compassionate.
- Could not be happier or more appreciative of what y'all do.
- I appreciate their willingness to unlock buildings when needed!
- Everyone in College Police is approachable and helpful. Thank you!
- The College Police are extremely helpful and I am grateful for all of your help and your presence on campus.
- NVC Police is a very professional and courteous organization.
- Professional, discreet, punctual

- So thankful and grateful to have such an amazing college police team that listens, supports, and provides alternatives to support. thank you so much!
- Always prompt, courteous and excellent.
- I'm in a wheelchair that experiences barriers on campus and the college police have been there to provide a safety support on a hazardous campus. With continually experiencing failures in second floor library elevator the campus police have been rapid to respond.
- Our NVC police officers have always been very helpful, friendly, and dedicated to their jobs. Thank you all.
- Police officers are always helpful and supportive
- The College Police is very appreciated. Thank you for keeping us safe!
- Campus Police have been very responsive and helpful when I call asking to be let in to my classroom, or call about screeching cars (it was a police training exercise).

Suggestions/Negative Experiences

- It would be nice to have a more consistent and regular presence throughout campus during summer
- Follow up with the victim is important to feel valued and safe
- I wanted to know if there are working cameras in the Student Affairs Building? We had a Crisis last week.
- I have noticed that there are less students on campus and I've been noticing some persons that may or may not be students. These persons don't make me feel unsafe but it has changed the atmosphere at the campus, and I'm curious how the police is handling this situation.
- The College Police Department is great, but I don't feel safe on campus due to inadequate lighting at night.
- I never see them at night the building are easily targeted by thieves and the break ins continue. I also feel they are bias towards people they want to provide service for
- Feel safe if police car is seen in parking area after 6:00-6:30 PM when it's dark outside
- A few years ago I had an unpleasant interaction with a police officer on campus. [*Identifying information removed . . .*] attitude was aggressive and confrontational in a situation that didn't warrant it. I have not had further encounters with [*. . . identifying information removed . . .*] or any other officers.
- I work at night, that is the only reason I feel less safe. I feel as safe as anyone can during the day.
- [*Identifying information removed . . .*] told [*. . . identifying information removed . . .*] to be careful when working or dealing with me I heard this from [*. . . identifying information removed . . .*] this is bias as it can get
- As per NVC documentation, my understanding is that Campus Police is supposed to consistently report out significant incidents to the campus community. When [*. . . identifying information removed . . .*] someone had jumped up onto the balcony and thus could have accessed [*. . . identifying information removed . . .*], that seems to qualify as a significant event that should have swiftly been communicated to the campus. I have also had

experiences where I call campus police to pick up the phone, and no one answers. That doesn't make me feel safe in the event of, heaven forbid, an active shooter situation. I also think it's unfair to require folks to use their phones to call for help in an emergency, rather than offering some kind of panic button within classrooms -- not everyone has their phone, nor will they have the app immediately available in an emergency situation. The college has ample funding as we are basic aid, so I'd like to see the campus police fight for more resources to make campus safer. Please don't ever let admin tell you that there isn't any money. Review Mike's operational expenses document to see just much money we should have but are misusing. Thank you for your efforts in making things better! I appreciate that you've sent out a survey to help work toward improvements.

Other

- I work with students experiencing difficulties (unhoused, low income, mental health struggles). It has been hard getting support for them as we may not have all the resources they need on campus. A lot of times, my students need referrals to outside agencies.
- Would be great if there were more gender-inclusive restrooms in the center of campus, easier to find.