

Experiences With, Perceptions, and Expectations of Law Enforcement:

Results of a CSUF Campus Community Survey administered on behalf of CSUF PD Chief's Advisory Board

Submitted To:

Dr. Christie Gardiner
Professor
Department of Criminal Justice

Submitted By:

Rachel Peterson, MS
Project Manager

Laura Gil-Trejo, MA, MPH
Director

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EXECUTIVE SUMMARY

The Social Science Research Center (SSRC) at California State University, Fullerton (CSUF) partnered with campus researchers and the CSUF Police Department (CSUF PD) to administer an online survey to a sample of students, faculty, and staff between February 25 and April 7, 2025. The survey assessed perceptions of law enforcement (LE), past interactions, and knowledge and use of CSUF PD services. A total of 1,776 responses were collected (an 11.0% response rate).

To ensure representativeness, iterative weights were applied to account for differences in campus role, gender, age, and race/ethnicity.

Key Findings

- A majority of respondents (52.5%) reported having had direct interactions with LE between one and three times in their lives.
- The most common types of interaction respondents reported having with LE were conversations at community events, traffic stops, and vehicle-related incidents.
- 73.8% of those with prior contact had interacted with neighborhood police, 50.7% with another LE agency, and only 21.7% with CSUF PD.
- Although CSUF PD was the agency respondents had interacted with the least, it received the most favorable ratings across most interaction and perception measures.
- Of those with previous LE contact, 90.5% said the officer treated them with dignity and respect, 79.1% reported receiving explanations for officer actions, and 74.8% said they were provided with helpful resources.
- Positive experiences with LE were mostly associated with neighborhood police, likely due to more frequent contact.
- Negative past experiences with LE were linked to lower perceptions of CSUF PD.
- Perceptions of CSUF PD varied by identity: men, older respondents, and staff held more favorable views, while individuals of other genders reported the least positive perceptions.
- CSUF PD was rated more positively than other agencies on trust, fairness, and accountability.
- While favorable, overall perceptions of CSUF PD were moderate—not high—indicating areas for continued improvement in community engagement and trust-building.
- Respondents were most supportive of CSUF PD responding to active shooter situations, ensuring safety, and investigating crimes.
- Survey respondents were more likely to feel safe walking on the CSUF campus at night (76.4%) than in their neighborhoods (56.4%).
- Awareness of CSUF PD programs was low: fewer than 5% of respondents were familiar with initiatives such as the Tiered Safety Response System or the Holistic Public Safety Vision.
- Just 2.9% of respondents had participated in a CSUF PD outreach program; however, satisfaction among those who did was generally high.
- Nearly one-third of respondents reported visiting the CSUF PD website, with most users expressing satisfaction with the site's features.

INTRODUCTION

Researchers at California State University, Fullerton (CSUF), along with the CSUF Police Department (CSUF PD), were interested in learning about campus community members' perceptions of and past experiences with law enforcement (LE). More specifically, researchers at CSUF and CSUF PD sought to: (1) determine how campus community members perceive LE (including LE in California, neighborhood police, and CSUF PD) and whether perceptions vary by race/ethnicity, gender, age, socio-economic status (SES), or prior contact with LE; (2) understand campus community members' knowledge, utilization, and satisfaction with CSUF PD services and programs; and (3) describe campus community members' previous experiences with LE.

To this end, the Social Science Research Center (SSRC) at CSUF was contracted to administer an online survey to a sample of CSUF community members in the spring of 2025. The population of inference for the current study is all CSUF students, faculty, and staff (including CSUF Auxiliary Services Corporation staff). Given that CSUF students are frequently solicited to complete various university-related surveys throughout the year, a sampling approach was chosen over a census to minimize survey fatigue among students and prevent a lowered response rate. To accomplish this, the CSUF Office of Assessment and Institutional Effectiveness furnished the SSRC with a file containing the email addresses of a randomly selected 35% of the CSUF student body. In total, 14,375 students were contained in this list.

A census approach was utilized to survey faculty and staff. To accomplish this, the Department of Human Resources, Diversity, and Inclusion (HRDI) furnished the SSRC with a comprehensive list of all 3,975 CSUF faculty and staff working for the state. CSUF's Auxiliary Services Corporation (ASC) also provided the SSRC with a list of 566 ASC employees, not including student employees. The three lists containing students, faculty, and staff emails were combined, resulting in a total of 18,916 email addresses. This combined list served as the sample frame for the current study.

Researchers at CSUF designed the survey (see Appendix A for reproduction of survey), and SSRC staff programmed it into Qualtrics, an online survey platform. The survey was administered between February 25th and April 7th, 2025. Participants were recruited via email, with each receiving one initial invitation and up to four reminder emails. As an incentive, students who completed the survey were entered into an opportunity drawing to win one of thirty \$50 Amazon gift cards, while faculty and staff were entered into a separate drawing for one of ten \$100 Titan Shops gift cards. In total, 1,776 surveys were completed. Of the 14,375 students who were randomly selected to participate in the survey, 880 (6.1%) completed it. Of the 4,541 faculty and staff invited to participate, 896 (19.7%) submitted responses. The margin of error for the population estimate is plus or minus 2.21 percentage points with a confidence level of 95%. However, the margin of error is wider for sub-population estimates.

To ensure data quality and validity, SSRC staff exported and reviewed the survey data weekly throughout the fielding period. These routine checks verified the proper functioning of skip and display logic in the programmed survey, assessed item- and survey-level missing data, and identified any technical or content-related issues as they emerged. While the survey did not include formal attention checks, responses were monitored for patterns such as straight-lining or unusually fast completion times that might indicate low-quality data. No cases were flagged for removal based on these criteria.

Additionally, each invited participant received a unique survey link that could only be used once, preventing multiple submissions from the same individual.

While the survey sample reflects a broad cross-section of the campus community, certain groups were overrepresented or underrepresented relative to their actual proportions in the campus population. Faculty and staff, in particular, were overrepresented compared to students. Within each group (faculty, staff, and students), additional discrepancies emerged by age, gender, race and ethnicity, and, for faculty and students, college affiliation. To address these imbalances, an iterative weighting process was used for each group based on the relevant demographic variables. A general weight was then developed to align the combined sample with the overall campus population, while also incorporating the raked weights to ensure that demographic discrepancies within each group remained accounted for within the analysis (see Table 1 for unweighted vs. weighted campus population group distribution). For more information on the weighting procedures, please see Appendix B. The weighted data are presented throughout the report with one exception.¹ Analyses exploring differences in police perceptions based on respondents' demographic characteristics and previous experiences with LE were conducted with the unweighted data, as the weighting variables overlapped with the independent variables in the analysis and could obscure true group differences.

Table 1. Comparison of Weighted and Unweighted Sample Distributions to Campus Population by Group

Category	Unweighted		Weighted	
	Count	%	Count	%
Student	880	49.5	1,598	90.0
Faculty	320	18.0	91	5.1
Staff	576	32.4	87	4.9
Total	1,776	100.0 ²	1,776	100.0

As with any public opinion research, these data are subject to certain limitations. Despite efforts to enhance representativeness through weighting and ensure data quality, the possibility of unmeasured sources of error remains. These factors should be taken into account when interpreting the findings presented in this report.

¹ Due to the application of survey weights, some respondent counts shown in this report are rounded to the nearest whole number for clarity. As a result, percentages may not always align precisely with the displayed counts. This is a normal consequence of weighted survey data and does not indicate a calculation error.

² Due to rounding error, the sum of the percentages is 99.9%.

RESULTS

Sample Demographics

As displayed in Table 2, the largest percentage of survey respondents ($n = 415$; 24.7%) were affiliated with the College of Business and Economics, while the next largest proportions belonged to the Colleges of Humanities and Social Sciences ($n = 353$; 21.0%) and Health and Human Development ($n = 287$; 17.1%). These three colleges are also the largest three colleges on the CSUF campus.

**Table 2. College Affiliation of Survey Respondents
(Staff not Included)**

College	Count	%
Business and Economics	415	24.7
Humanities and Social Sciences	353	21.0
Health and Human Development	287	17.1
Engineering and Computer Science	223	13.3
Arts	141	8.4
Communications	113	6.7
Natural Sciences and Mathematics	107	6.4
Education	40	2.4
Total	1,679 ³	100.0

Table 3 illustrates that a near equal proportion of survey respondents had been at CSUF for less than a year ($n = 550$; 31.0%), between one to two years ($n = 565$; 31.8%), and between three and seven years ($n = 560$; 31.6%). The smallest proportion of respondents had been at CSUF between eight and thirteen years ($n = 48$; 2.7%) and more than thirteen years ($n = 51$; 2.9%).

Table 3. Length of Time at CSUF

Number of Years	Count	%
Less than a year	550	31.0
1-2 years	565	31.8
3-7 years	560	31.6
8-13 years	48	2.7
14 + years	51	2.9
Total	1,774 ⁴	100.0

The largest proportion of the survey sample was made up of 18-24 ($n = 1,235$; 69.6%) year-olds, followed by 25-34-year-olds ($n = 325$; 18.3%). This finding reflects the fact that the majority of the weighted survey sample was comprised of students. The remainder of the age distribution is depicted in Table 4.

³ Ten respondents declined to provide a response.

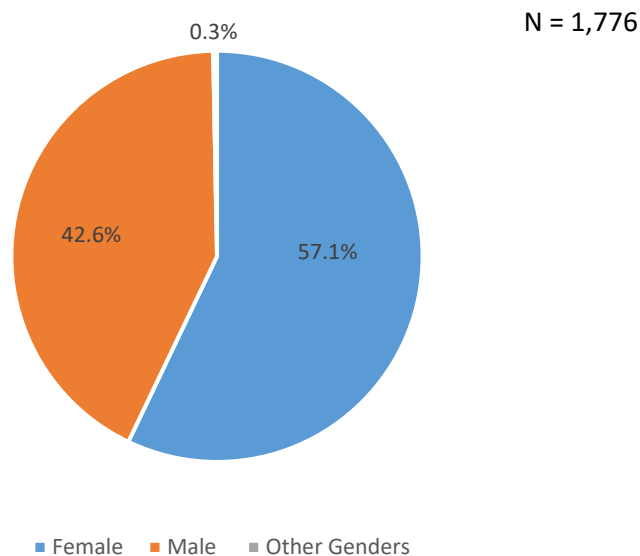
⁴ Two respondents declined to provide a response.

Table 4. Age of Survey Respondents

Age Group	Count	%
18 - 24	1,235	69.6
25-34	325	18.3
35-44	95	5.3
45-54	73	4.1
55+	47	2.7
Total	1,775⁵	100.0

As shown in Figure 1, the majority of the survey sample was female ($n = 1,013$; 57.1%), while 42.6% ($n = 755$) was male. Five (0.3%) belonged to some “other” gender, including agender, genderqueer, gender fluid, transgender, or binary.^{6,7}

Figure 1. Gender Identity of Survey Respondents.



The largest proportion of respondents self-identified as Hispanic/Latinx ($n = 923$; 54.6%), followed by Asian ($n = 364$; 21.6%), and White/ European American ($n = 242$; 14.3%). A nearly equal proportion of respondents identified as African American/Black ($n = 52$; 3.1%) or Middle Eastern/Arab American ($n = 50$; 3.0%). Those who are Hawaiian/Pacific Islander ($n = 3$; 0.2%), Native American/American Indian/Alaskan Native ($n = 2$; 0.1%), or who reported their ethnicity/racial group was not listed in the survey complete the distribution as shown in Table 5. Eighty-six respondents chose not to share their ethnic/racial identification.

⁵ One respondent declined to provide a response.

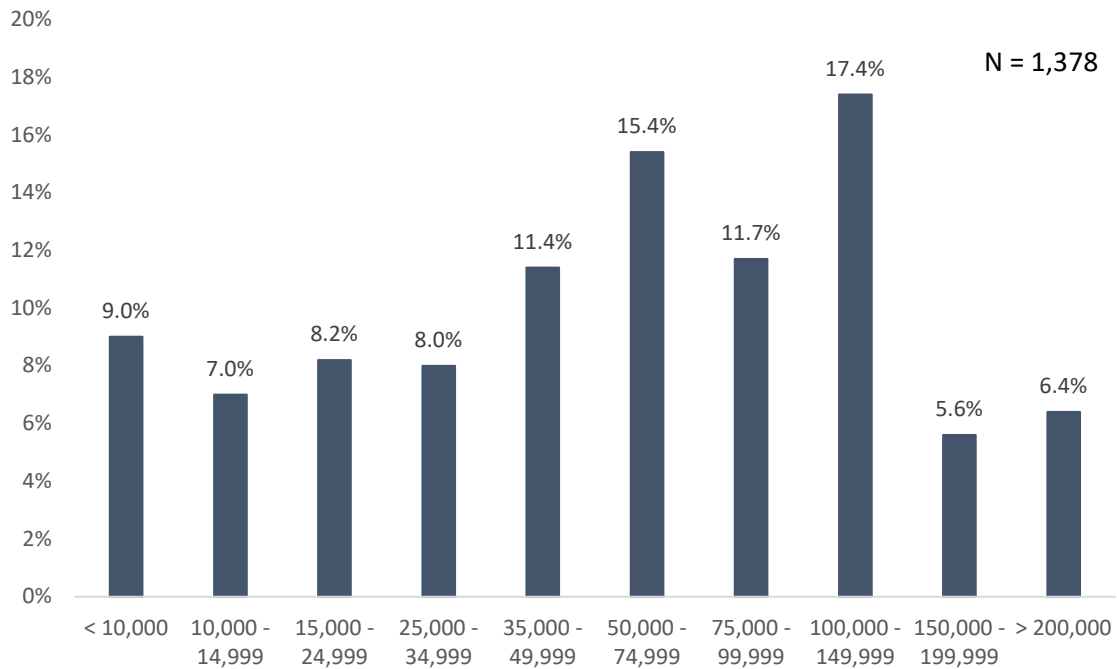
⁶ This report will refer to these as “of other genders” from here on.

⁷ Three respondents declined to provide a response.

Table 5. Race/Ethnic Identification of Survey Respondents

Race/Ethnicity	Count	%
Hispanic/Latinx	923	54.6
Asian/Asian American	364	21.6
White/ European American	242	14.3
Not listed	54	3.2
African American/Black	52	3.1
Middle Eastern/Arab American	50	3.0
Hawaiian/ Pacific Islander	3	0.2
Native American/American Indian/Alaskan Native	2	0.1
Total	1,690	100.0⁸

Figure 2 illustrates that the largest proportion of survey respondents had an annual household income of between \$100,000 and \$149,999 per year ($n = 240$; 17.4%), followed by the next largest proportions whose households earned over between \$50,000 and \$74,999 ($n = 212$; 15.4%), between \$75,000 and \$99,999 ($n = 161$; 11.7%), and between \$35,000 and \$49,999 ($n = 158$; 11.4%) a year.⁹

Figure 2. Annual Household Income of Survey Respondents¹⁰

Asked to provide the zip code of their residence, 1,581 respondents provided a response, while 57 stated they did not know, and another 138 declined to provide a response. Zip codes were categorized

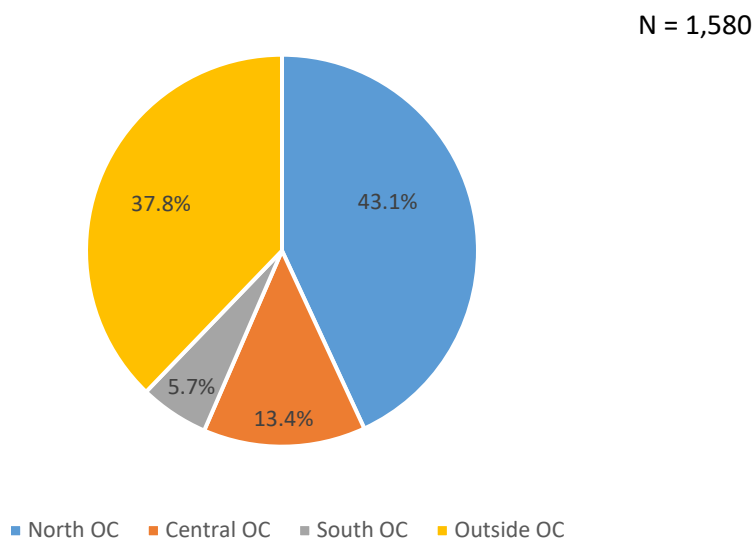
⁸ Due to rounding error, the sum of the percentages is 100.1%

⁹ Three hundred and ninety-eight respondents declined to provide a response to this survey item.

¹⁰ Due to rounding error, the sum of the percentages equal 100.1%.

as belonging to the Southern, Central, or Northern regions of Orange County.¹¹ Those zip codes that fell out of the county were categorized as belonging to a city outside of Orange County. The largest proportion of respondents resided within the Northern region of Orange County ($n = 681$; 43.1%), followed by a city outside of Orange County ($n = 598$; 37.8%). See Figure 3 for the remaining distribution.

Figure 3. Distribution of Survey Respondents Across Orange County Regions



When asked who would respond if they called 911, 10.5% ($n = 178$) of respondents stated they lived on campus, and CSUF PD would respond. Of the remaining 1,521 respondents who provided a valid response, 16.4% ($n = 249$) said they would rely on Fullerton PD for emergency assistance, as shown in Table 6, while 43.9% ($n = 668$) would depend on another police/sheriff's department in Orange County.¹² Nearly a quarter of respondents ($n = 377$; 24.8%) identified an agency in LA County as their local LE agency, while the remainder identified agencies in Riverside ($n = 97$; 6.4%), San Bernardino ($n = 78$; 5.1%), and San Diego ($n = 5$; 0.3%) counties. Three percent ($n = 47$) of respondents said some other LE agency not included in the provided list would respond if they dialed 911.

¹¹ The regions were determined based on the Orange County Service Planning Area (SPA) designations.

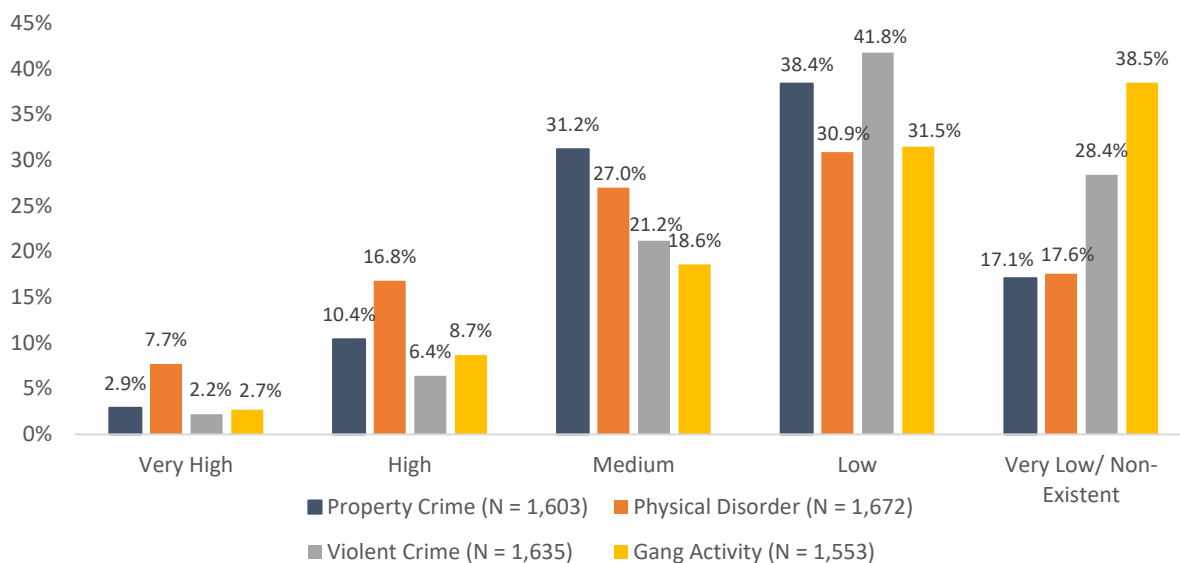
¹² Seventy-five individuals said they did not know who would respond and two declined to answer the question.

**Table 6. Responding LE Agency if Respondent Called 911
(CSUF Residents not Included)**

Location of LE Agency	Count	%
Other Orange County	668	43.9
LA County	377	24.8
Fullerton	249	16.4
Riverside County	97	6.4
San Bernardino County	78	5.1
Other	47	3.1
San Diego County	5	0.3
Total	1,521	100.0

Figure 4 illustrates respondents' perceptions of the amount of violent crime, property crime, physical disorder, and gang activity in their neighborhoods. As shown, respondents viewed violent crime and gang activity to be less problematic in their neighborhoods as indicated by the large proportions who rated the frequency of these activities to be "very low/nonexistent," and the small proportions who rated the frequency of these activities to be "very high." On the other hand, respondents viewed property crime and physical disorder (e.g., trash, vandalism, and homelessness) to be more problematic, as indicated by the smaller proportions who rated these activities as being "very low/nonexistent" in their neighborhood and the larger proportions who rated these activities as existing at a "high" or "very high" levels in their neighborhoods.

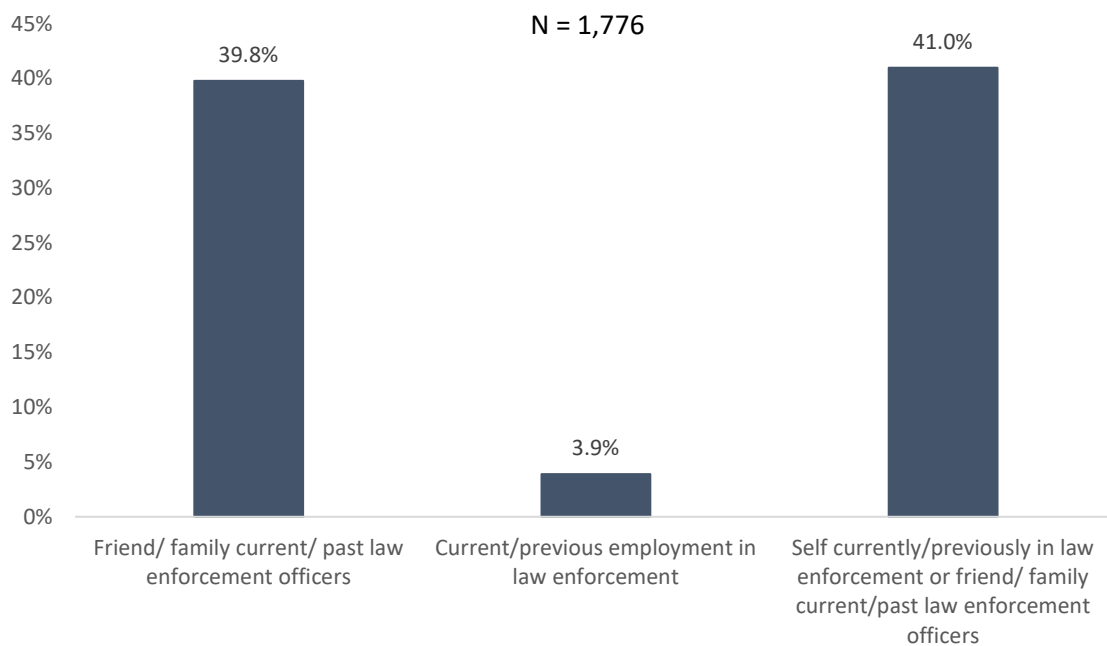
Figure 4. Level of Perceived Crime in Respondents' Neighborhoods



Personal Experiences with Police

As shown in Figure 5, 3.9% ($n = 70$) of respondents reported currently or previously working in LE, and 39.8% ($n = 707$) reported having friends/ family who are/were LE officers. Taken together, 41.0% ($n = 728$) of respondents either currently work/have previously worked in LE or have friends/family members who were/are currently affiliated with this profession.¹³

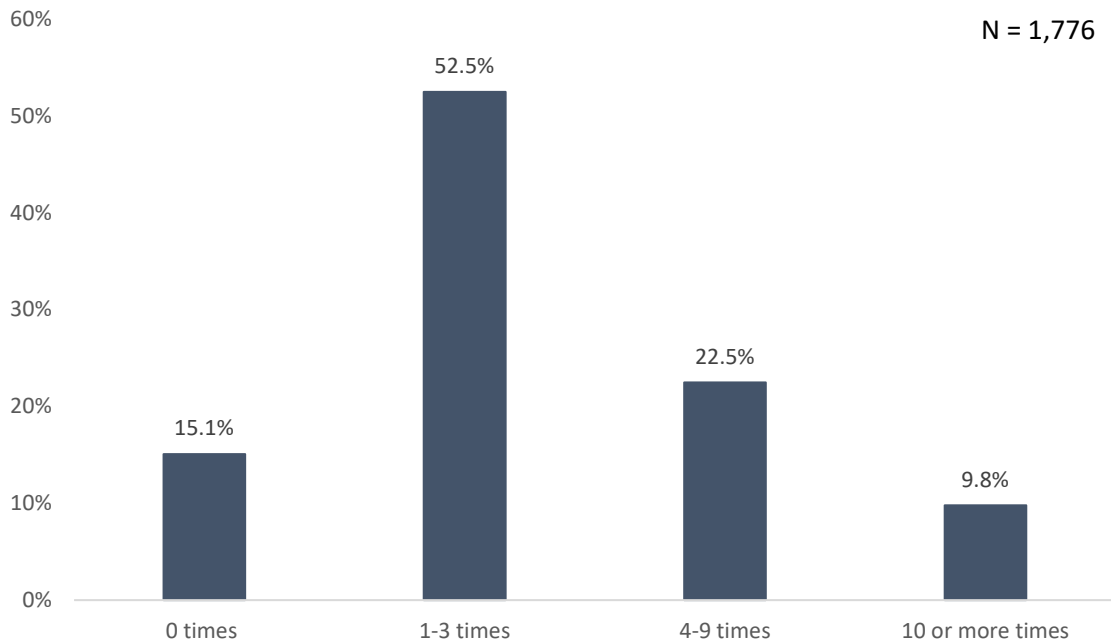
Figure 5. Percent of Respondents with LE Affiliation



As shown in Figure 6, the majority of respondents have had contact with a police officer between one and three times ($n = 933$; 52.5%). The second largest proportion of respondents ($n = 399$; 22.5%) stated they have had contact with the police between four and nine times. Approximately 15% of respondents ($n = 269$; 15.1%) have never had contact with a police officer, while less than 10% ($n = 175$; 9.8%) have interacted with an officer more than ten times. Despite the fact that the survey item instructed respondents not to include their interactions with family/friends who are/were in LE in their response, 7.5% ($n = 79$) of respondents without an affiliation to LE reported interacting with an officer 10 or more times compared to 13.2% ($n = 96$) of those who had some affiliation with the profession. Conversely, while 19.0% ($n = 199$) of those without an affiliation to LE reported never having had contact with an officer, 9.6% ($n = 70$) of those with an affiliation responded in the same way. These results suggest that it is possible respondents may have considered their interactions with family/friends who were currently/previous police officers in their response to this item.

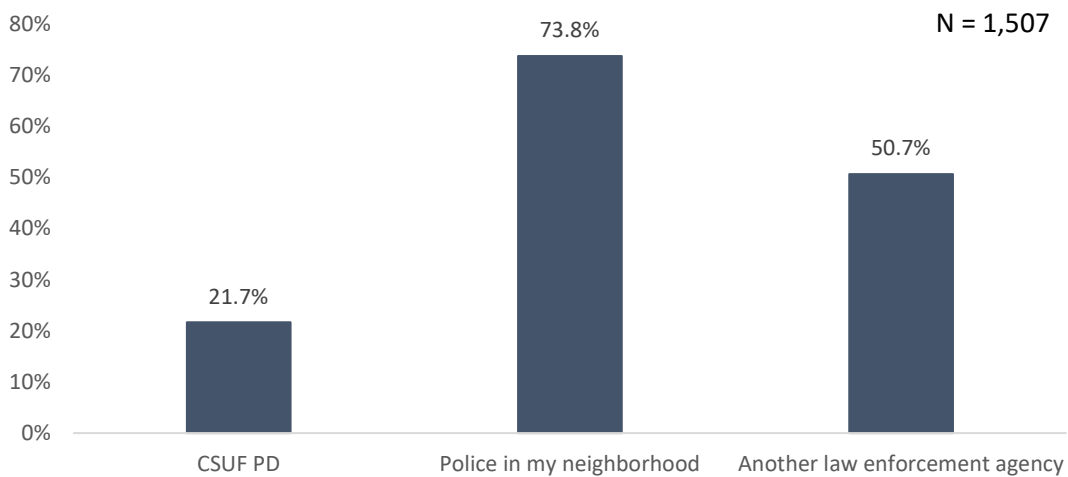
¹³ Forty-nine respondents reported both having worked or currently working in law enforcement and having friends/family who have either previously or are currently working in law enforcement.

Figure 6. Number of Contacts Respondents Have Had With LE



Respondents who reported having at least one interaction with LE in their lifetime were asked which agencies they had interacted with: CSUF PD, police in their neighborhood, or another LE agency. Participants could select all that applied. As shown in Figure 7, among the 1,507 individuals who had prior contact with LE, 73.8% ($n = 1,113$) reported interactions with neighborhood police, 50.7% ($n = 764$) with another LE agency, and 21.7% ($n = 327$) with CSUF PD. Because respondents could select all that applied, the percentages in Figure 7 sum to more than 100%.

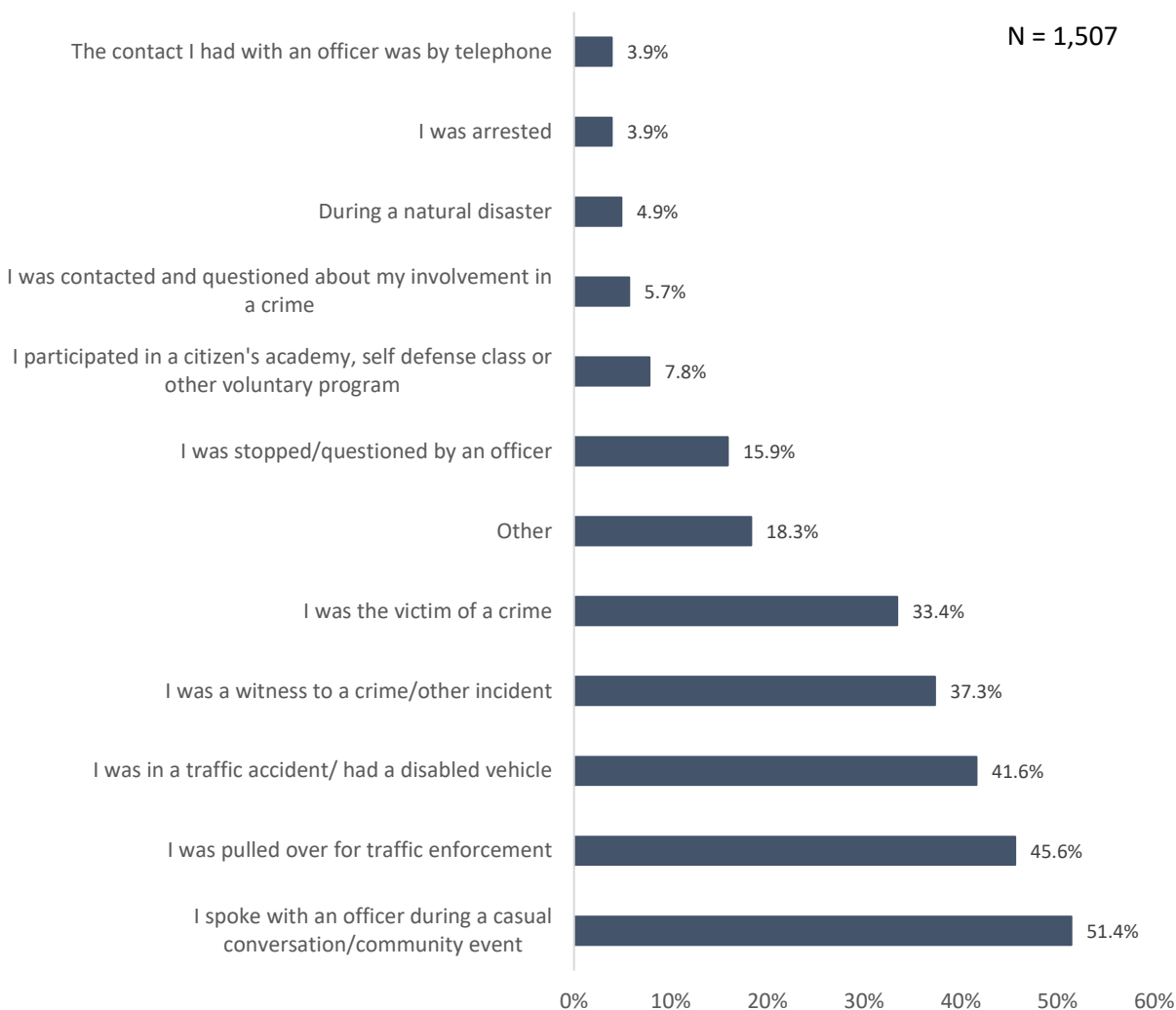
Figure 7. LE Agencies Respondents Have Had Contact With



The 1,507 respondents who reported having prior contact with LE were asked about the circumstances under which they came in contact with an officer. The largest proportion of respondents reported

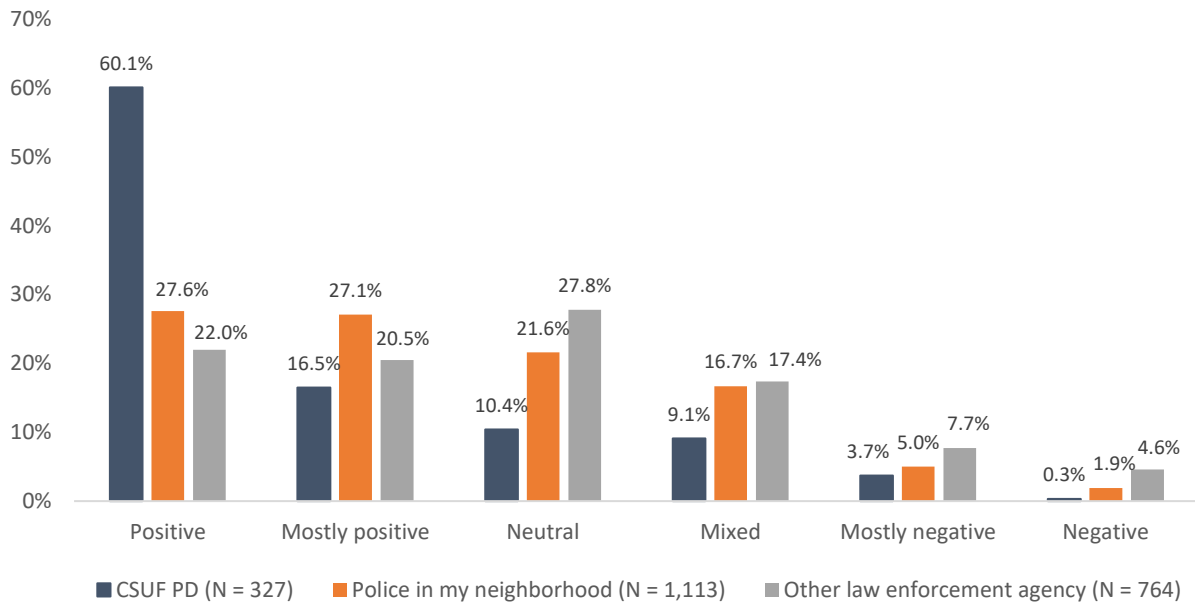
having a casual conversation with an officer at a community event ($n = 774$; 51.4%). The next largest proportions reported being pulled over by an officer for traffic enforcement purposes ($n = 687$; 45.6%) and coming into contact with an officer because they were involved in an accident/had a disabled vehicle ($n = 627$; 41.6%). The remaining results are presented in Figure 8. Because respondents were asked to select all the types of interactions they had had with LE, the percentages in Figure 8 sum to more than 100%.

Figure 8. Circumstances Under Which Respondents Have Interacted with LE in Their Lifetimes



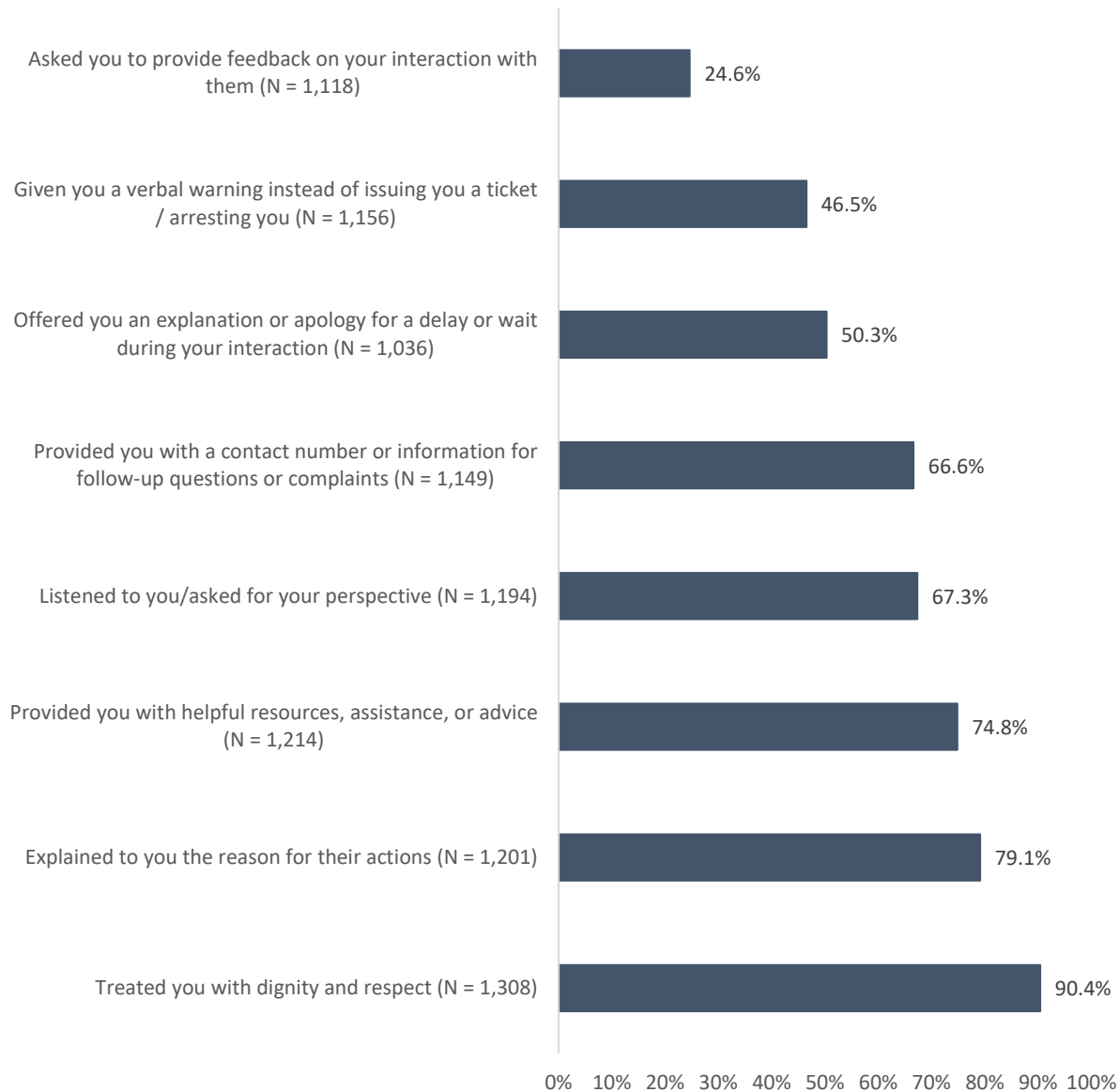
Next, respondents who had contact with LE were asked to rate their experiences with CSUF PD, police in their neighborhood, and other LE agencies. The results are depicted in Figure 9. As shown, although respondents reported the least amount of contact with CSUF PD, they rated their experience with them most favorably. The encounters respondents had with police in their neighborhoods or “other” police departments, however, were far more variable, indicating more mixed sentiments.

Figure 9. Description of Respondents' Encounters with LE



Respondents who reported having had at least one interaction with a LE officer in their lifetime were then asked to indicate whether they had ever experienced 20 different interactions with police officers. Of the 20 types of interactions respondents were asked about, eight were positive (e.g., “treated you with dignity and respect”), while the remaining 12 were negative (“pointed a gun at you”). Looking first at the positive interactions, Figure 10 shows that the majority of respondents indicated an officer has treated them with dignity and respect ($n = 1,183$; 90.4%), explained to them the reason for their actions ($n = 949$; 79.1%), provided them with helpful resources, assistance or advice ($n = 908$; 74.8%), listened to them/ asked for their perspective ($n = 804$; 67.3%), or provided them with a contact number or information for follow-up questions or complaints ($n = 765$; 66.6%). On the other hand, less than a quarter of respondents ($n = 275$; 24.6%) reported that an officer had ever asked them to provide feedback on their interaction with them. Because respondents could select more than one experience listed in Figure 10, the sum of the percentages in Figure 10 is greater than 100%.

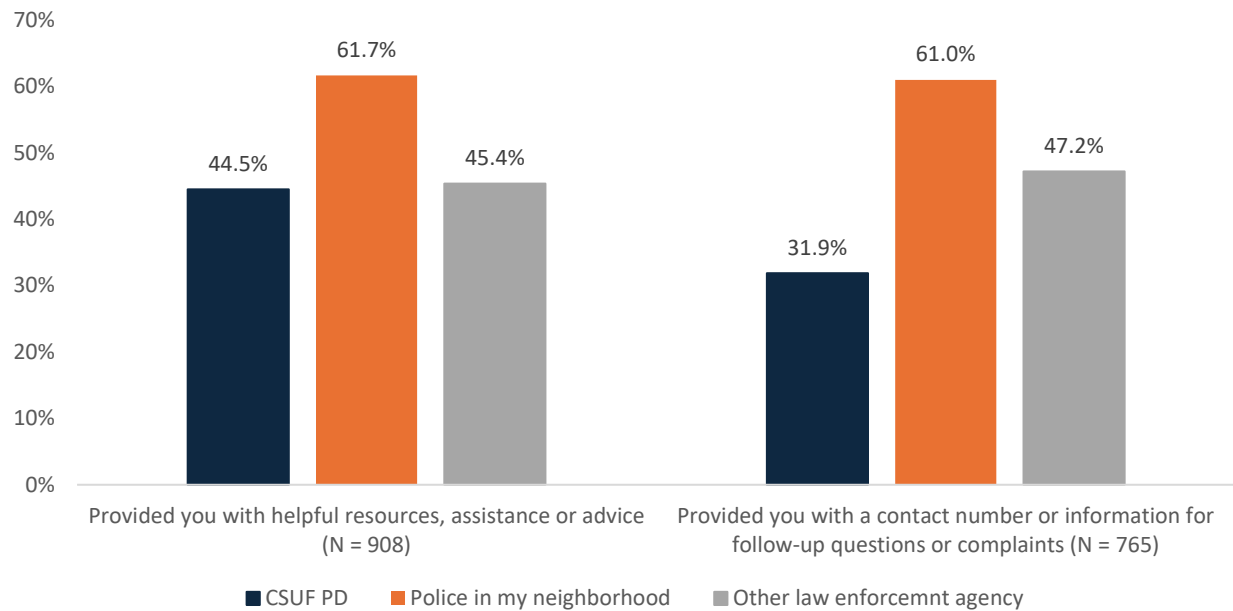
Figure 10. Positive Interactions With LE



For each of the positive experiences depicted in Figure 11, respondents indicated which agency they had that experience with: CSUF PD, police in their neighborhood, or some other LE agency. Figure 11 illustrates that respondents who had an officer provide them with helpful resources, assistance, or advice most commonly experienced this with police in their neighborhood ($n=561$; 61.7%). A near equal proportion of respondents who experienced this did so with those from other LE agencies ($n=412$; 45.4%) and CSUF PD ($n=404$; 44.5%). Similarly, those who have ever had an officer provide them with a contact number or information for follow-up questions or complaints have most commonly experienced this with police in their neighborhood ($n=467$; 61.0%). The next largest proportion experienced it with those from other LE agencies ($n=361$; 47.2%). A little more than a third had experienced this with CSUF

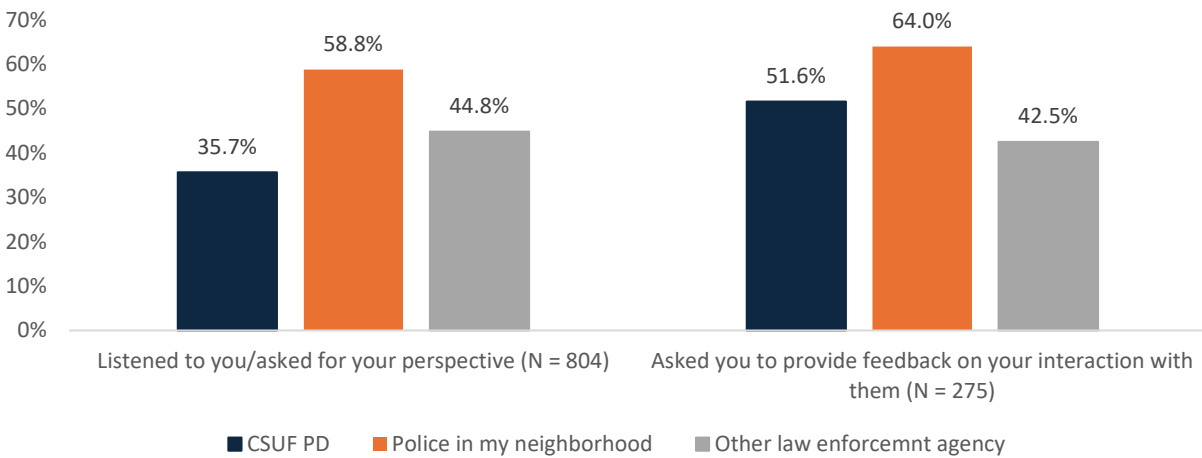
PD ($n = 244$; 31.9%). As respondents could select more than one response option presented in Figure 11, the sum of the percentages is greater than 100%.

Figure 11. Which Agency Provided Respondent with More Information



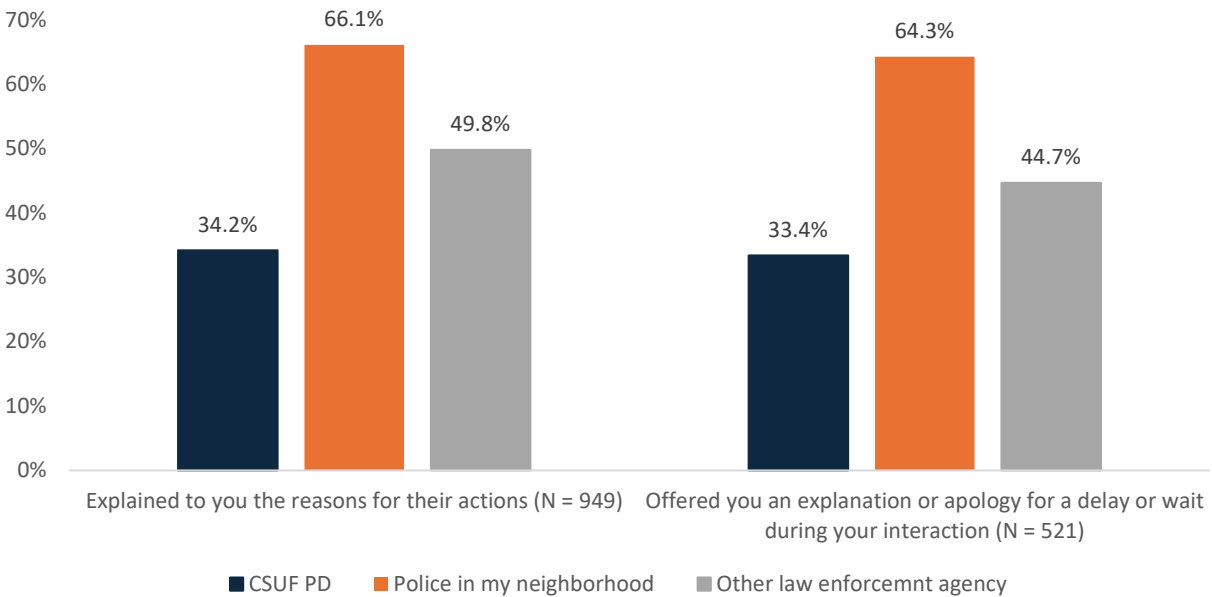
Following a similar pattern, respondents who had an officer listen to them or ask for their perspective most commonly experienced this with police in their neighborhood ($n = 473$; 58.8%), followed by those from other LE agencies ($n = 360$; 44.8%) and CSUF PD ($n = 287$; 35.7%) (See Figure 12). When it came to being asked for feedback about an interaction, police in their neighborhood ($n = 176$; 64.0%) again ranked the highest, followed by CSUF PD ($n = 142$; 51.6%) and other LE agencies ($n = 117$; 42.5%).

Figure 12. Which Agency Considered Respondent's Perspective



In a continuation of the trend, as shown in Figure 13, those who have had an officer explain the reasons for their actions have most commonly experienced this with police in their neighborhood ($n = 627$; 66.1%), followed by those from other LE agencies ($n = 473$; 49.8%) and CSUF PD ($n = 325$; 34.2%). Similarly, those who had ever had an officer explain or apologize for a delay or wait during their interaction had most commonly experienced this with police in their neighborhood ($n = 335$; 64.3%), followed by other LE agencies ($n = 233$; 44.7%) and CSUF PD ($n = 174$; 33.4%).

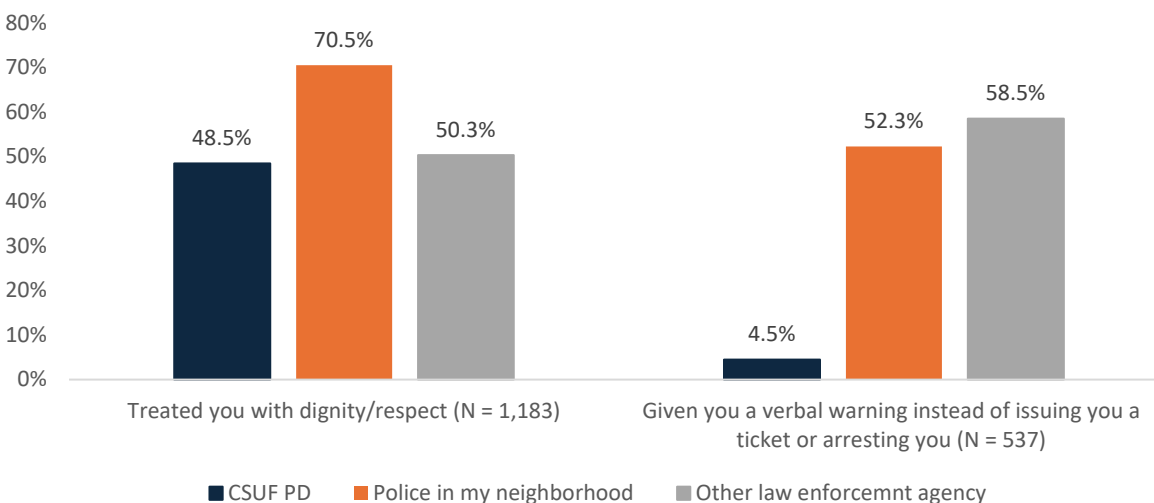
Figure 13. Which Agency Explained Their Actions



Looking at those who reported having been treated with dignity/respect by an officer, Figure 14 illustrates that this was most commonly experienced with police in their neighborhood ($n = 834$; 70.5%).

A similar proportion of respondents who had received dignity/respect from an officer had experienced this with officers from other LE agencies ($n = 595$; 50.3%) and CSUF PD ($n = 574$; 48.5%). Figure 14 illustrates that those who had received a verbal warning instead of a ticket or being arrested, most commonly experienced this with those from other LE agencies ($n = 314$; 58.5%), followed by police from their neighborhood ($n = 281$; 52.3%). Only 4.5% ($n = 24$) of those who had ever received a verbal warning instead of a ticket or been arrested experienced this with CSUF PD.

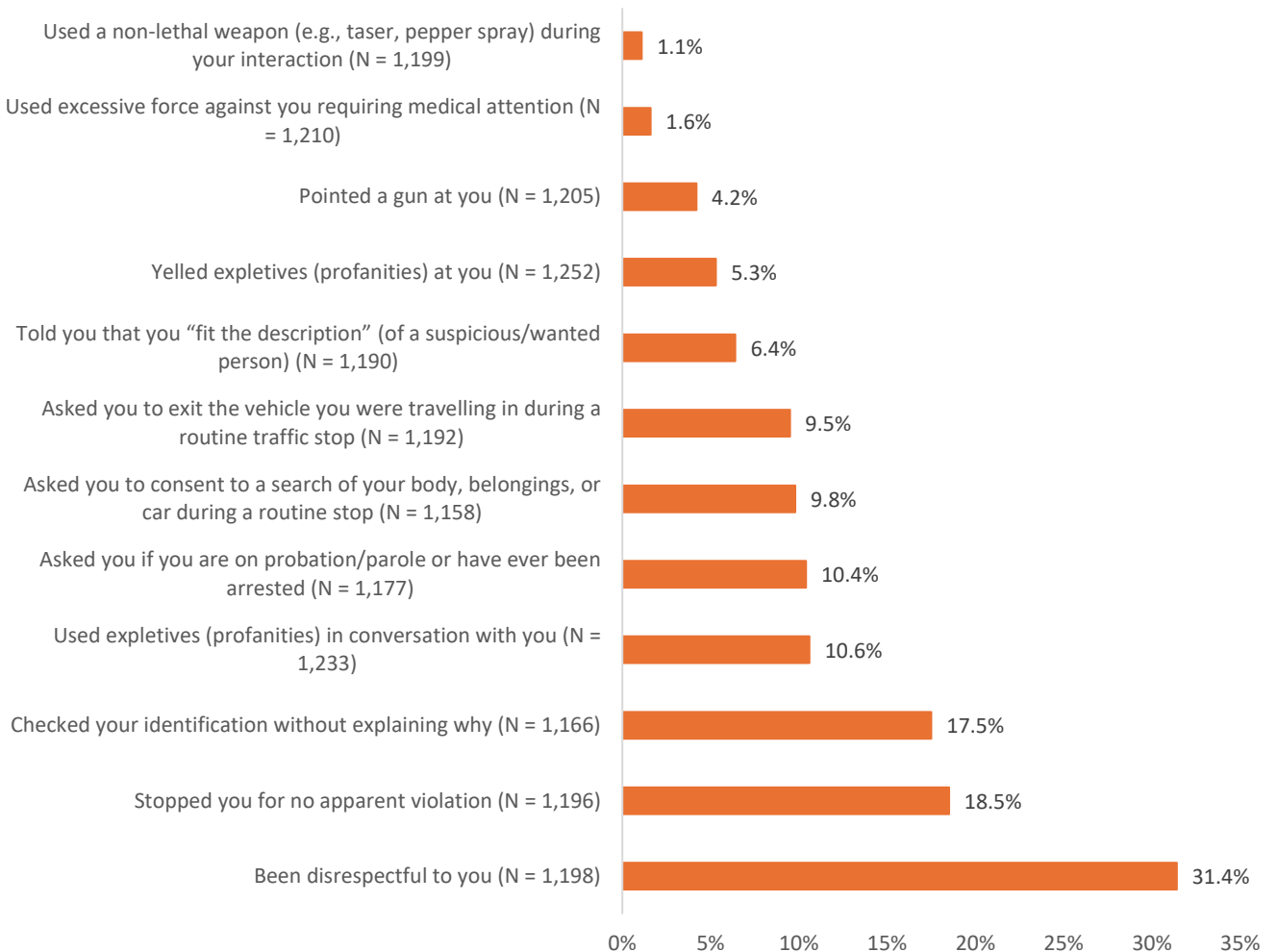
Figure 14. Which Agency Treated Respondent with Courtesy and Respect



Looking next at the negative interactions, Figure 15 shows that 31.4% ($n = 376$) of respondents who had ever interacted with LE indicated that an officer had been disrespectful to them, 18.5% ($n = 221$) had been stopped for no apparent reason, and 17.5% ($n = 204$) had their identification checked without an explanation. A nearly equal proportion of respondents indicated that they have had an encounter with an officer in which expletives were used in a conversation ($n = 131$; 10.6%) or they were asked if they were on probation/parole or had ever been arrested ($n = 123$; 10.4%). The smallest percentage of respondents reported that an officer had ever used excessive force against them, requiring medical attention ($n = 20$; 1.6%) or a nonlethal weapon during an interaction ($n = 13$; 1.1%). The rest of the distribution is presented in Figure 15. A new variable, “Negative experience with LE” was created to indicate whether respondents with previous contact with LE had ever experienced any of the negative interactions with LE depicted in Figure 15. In total, 576 (43.1%) of respondents reported having a negative experience with a police officer at some point in their lives, while 760 (56.9%) did not.¹⁴

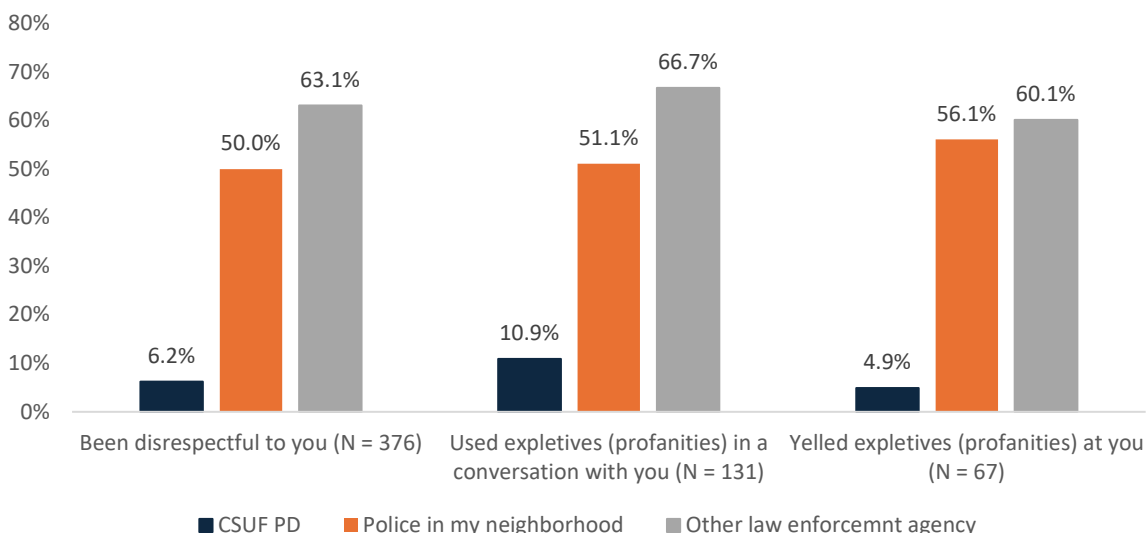
¹⁴ This information was unavailable for 171 respondents who were eligible to receive this series of questions. These respondents indicated that they either didn’t know the answer to the questions or the questions were not applicable to them.

Figure 15. Negative Interactions with LE



For each of the negative experiences depicted in Figure 16, respondents indicated which agency they had that experience with: CSUF PD, police in their neighborhood, or some other LE agency. Figure 16 shows that respondents who had an officer yell expletives at them have most commonly experienced this with an officer from some other LE agency ($n = 40$; 60.1%), followed by police in their neighborhood ($n = 37$; 56.1%). Slightly less than 5.0% ($n = 3$; 4.9%) reported having experienced this type of interaction with CSUF PD. The same pattern emerged with respect to respondents' experiences of being treated disrespectfully. That is, respondents who have ever been treated disrespectfully by a LE officer most often experienced this with an officer from some other LE agency ($n = 237$; 63.1%), followed by an officer in their neighborhood ($n = 188$; 50.0%) and least often by a CSUF PD officer ($n = 23$; 6.2%). Looking at respondents who have ever experienced an officer using expletives in a conversation with them, the same pattern emerges. Respondents who had ever had an officer use expletives in a conversation with them have most commonly experienced this with some other LE agency ($n = 87$; 66.7%), followed by police in their neighborhood ($n = 67$; 51.1%). This type of interaction was least commonly experienced with CSUF PD ($n = 14$; 10.9%).

Figure 16. Which Agency Demonstrated Disrespect Toward Respondent



As shown in Figure 17, of those who have ever been stopped for no apparent violation, the largest proportion reported an officer from some other police department ($n = 144$; 65.1%) had done so, followed by police in their neighborhood ($n = 101$; 45.6%). Less than 5.0% of these respondents ($n = 11$; 4.8%) said they have been stopped for no reason by CSUF PD. Nearly six in ten of those who had been told they “Fit the description” of a suspicious or wanted person had been told this by an officer from some other LE agency ($n = 46$; 60.1%), while 48.3% ($n = 37$) had experienced this type of interaction with police in their neighborhood. Only 4.2% ($n = 3$) have been told this same statement by a CSUF PD officer. Among those who had ever been asked by an officer if they were on probation/parole or had a prior arrested, 72.0% ($n = 88$) said this occurred with an officer from some other LE agency, while 55.9% ($n = 69$) reported it happened with a police officer in their neighborhood. Less than 6.0% ($n = 7$; 5.7%) of respondents who have found themselves in this situation reported that it was with a CSUF PD officer. Considering the respondents who stated they had a police officer check their identification without explaining why, 57.8% ($n = 118$) had experienced this with a LE officer from some other agency, while 47.3% ($n = 97$) experienced this with police officers in their neighborhood. Nearly 11.0% ($n = 22$; 10.9%) of respondents who had their identification checked without an explanation reported that this occurred with a CSUF PD officer.

Figure 17. Which Agency Demonstrated Displays of Suspicion

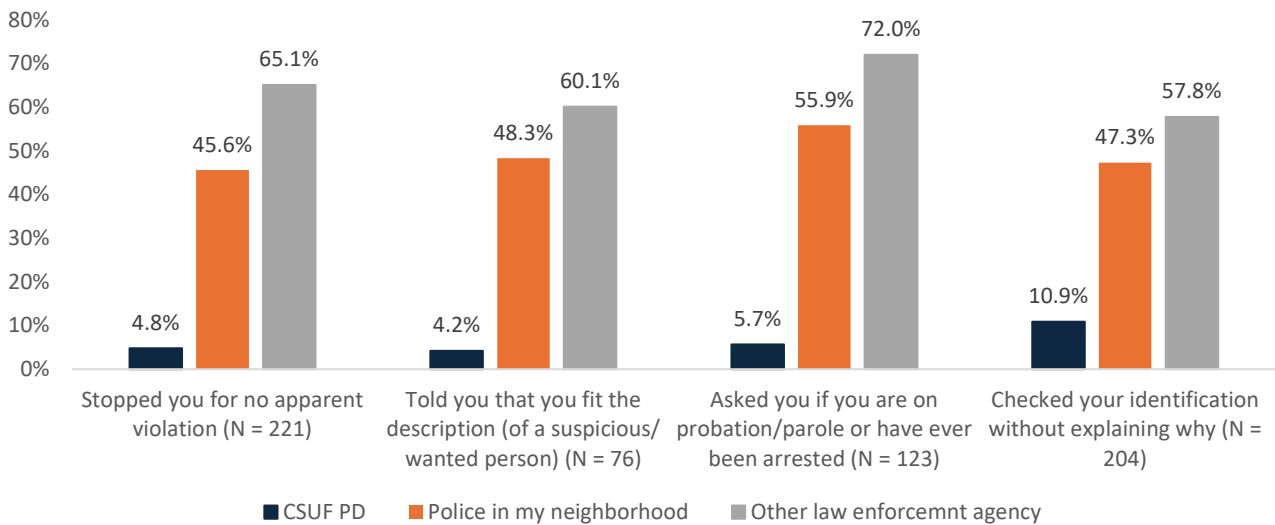
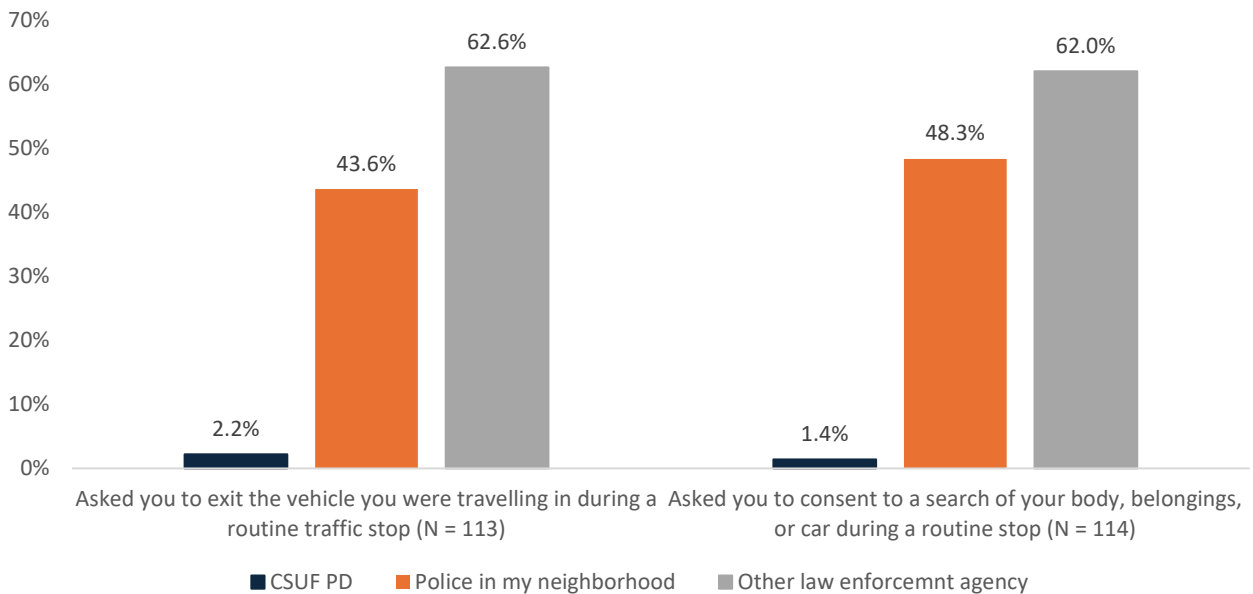


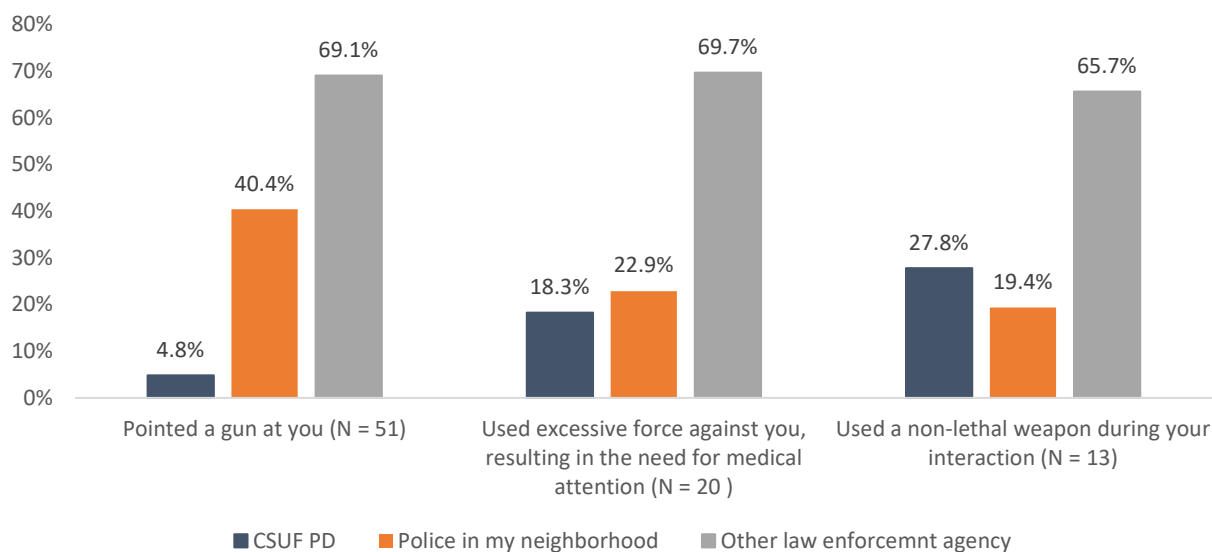
Figure 18 shows that, among those who were ever asked to exit a vehicle they were traveling in during a routine traffic stop, the majority say they were told to do so by some other LE agency ($n = 71$; 62.6%). The next largest proportion was told to do so by an officer in their neighborhood ($n = 49$; 43.6%). A negligible percentage reported being told to exit a vehicle they were traveling in by a CSUF PD officer ($n = 3$; 2.2%). The same pattern emerges when looking at respondents who have ever been asked to consent to have their body, belongings, or car searched during a routine stop, as shown in Figure 18.

Figure 18. Which Agency Demonstrated Escalatory



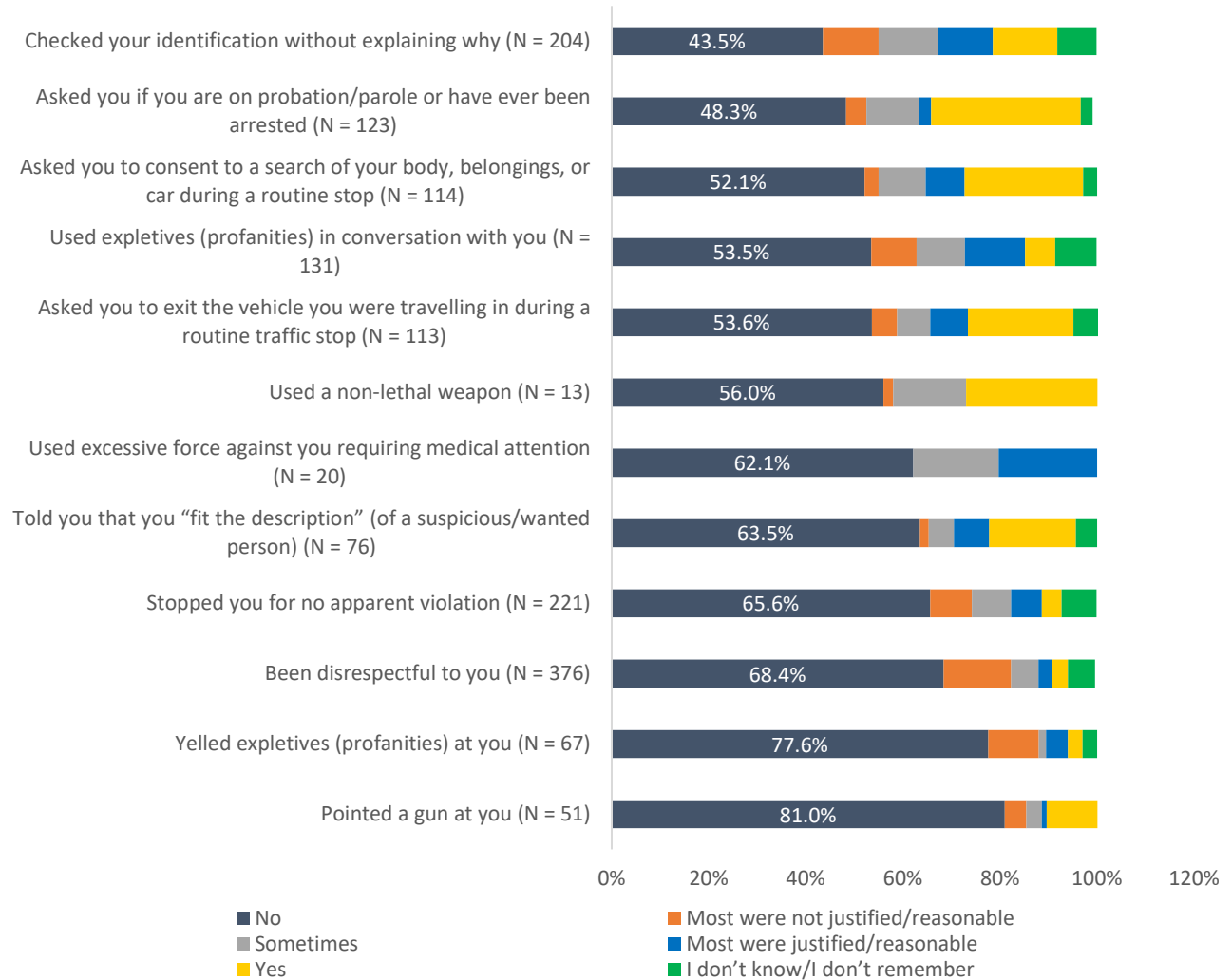
Among the 51 respondents who ever had a gun pointed at them, 69.1% ($n = 35$) reported this occurred at the hands of an officer from some other LE agency, while 40.4% ($n = 21$) reported it was a police officer in their neighborhood who had done so. Nearly 5% ($n = 2$; 4.8%) reported that a CSUF PD had pointed a gun at them at some point. Slightly less than 70% ($n = 14$; 69.7%) of the 20 respondents who had excessive force used against them reported that an officer from some other LE agency had taken this action. A little more than 22.0% ($n = 5$; 22.9%) of those who had excessive force of this degree used against them reported it occurring at the hands of police in their neighborhood and nearly two in ten ($n = 4$; 18.3%) report that a CSUF PD officer used excessive force against them (See Figure 19). Looking at 13 respondents for whom a non-lethal weapon was used during an interaction with LE, 65.7% reported this occurred with a police officer from another agency ($n = 8$; 65.7%), while 27.8% ($n = 4$) reported it occurred with CSUF PD. Less than 20% of respondents ($n = 2$; 19.4%) for whom a non-lethal weapon was used in an interaction with LE reported experiencing this with a police officer in their neighborhood.

Figure 19. Which Agency Engaged in Bodily Harm/Threats of Bodily Harm



Respondents who experienced each interaction type depicted in Figure 15 were asked to rate how reasonable they felt the officer's behavior was using the following scale: "no," "most were not justified/reasonable (if it happened more than once)," "sometimes (if it happened more than once)," "most were justified and reasonable (if it happened more than once)" and "yes." As shown in Figure 20, respondents were least likely to view having a gun pointed at them ($n = 41$; 81.0%), having expletives (profanities) yelled at them ($n = 52$; 77.6%), and being treated disrespectfully ($n = 255$; 68.4%) as justified and reasonable.

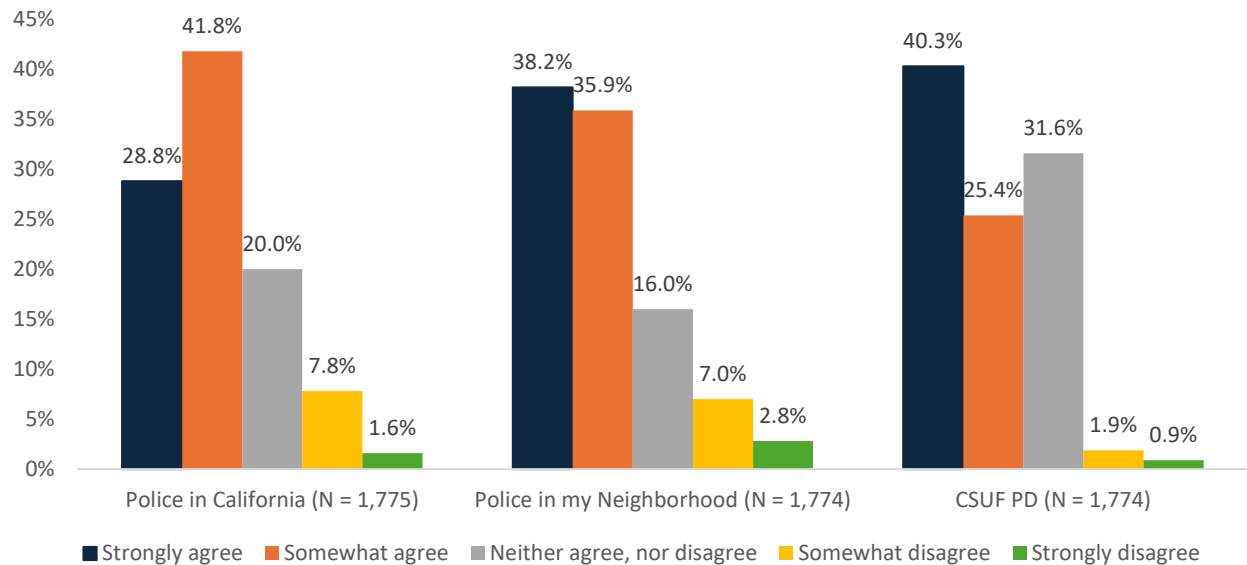
Figure 20. Perceived Reasonableness of Officer Actions



Perceptions of Police

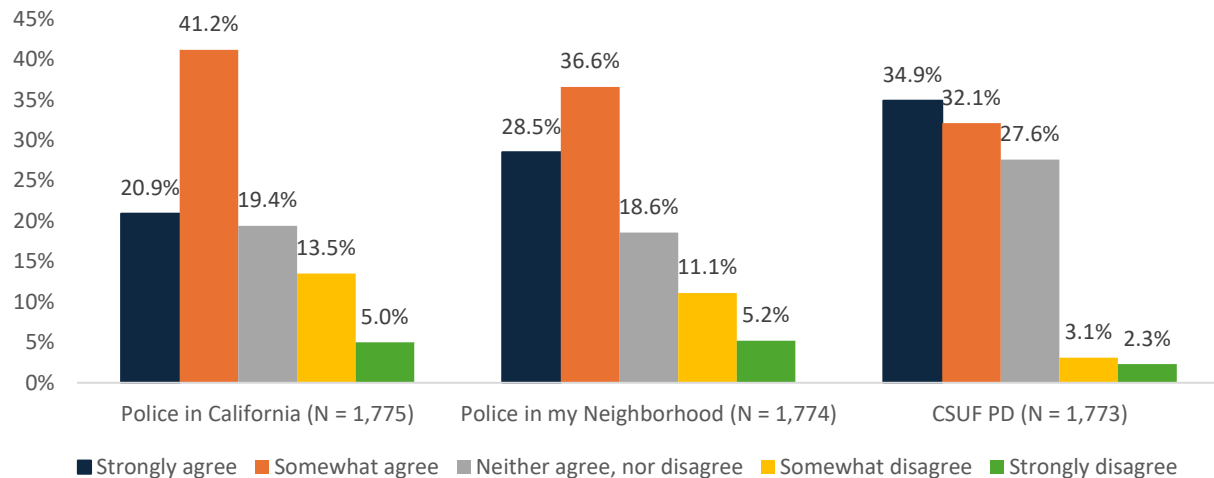
As shown in Figure 21, survey respondents were more likely to “strongly agree” that CSUF PD ($n = 714$; 40.3%) and police in their neighborhood ($n = 678$; 38.2%) promptly respond to calls for assistance in comparison to police in California ($n = 511$; 28.8%). Note that the larger proportion of respondents who “neither agree, nor disagree,” with the statement in reference to CSUF PD ($n = 561$; 31.6%) relative to police in California ($n = 356$; 20.0%) or neighborhood police ($n = 284$; 16.0%) likely reflects the fact that fewer survey participants have had direct interactions with CSUF PD. As previously noted, only 21.7% ($n = 327$) of respondents with prior contact with LE reported any contact with CSUF PD. This may have resulted in respondents being less able or willing to express a clear opinion on CSUF PD.

Figure 21. Rate Agreement: Police promptly respond to calls for assistance



Asked to rate their agreement with the statement “police are effective in resolving problems that really concern people,” participants were most likely to “strongly agree” with this statement when asked about CSUF PD ($n = 618$; 34.9%) followed by police in their neighborhood ($n = 506$; 28.5%). Respondents were less likely to “strongly agree” that police in California ($n = 372$; 20.9%) are effective in resolving problems that really concern people. Figure 22 displays additional results.

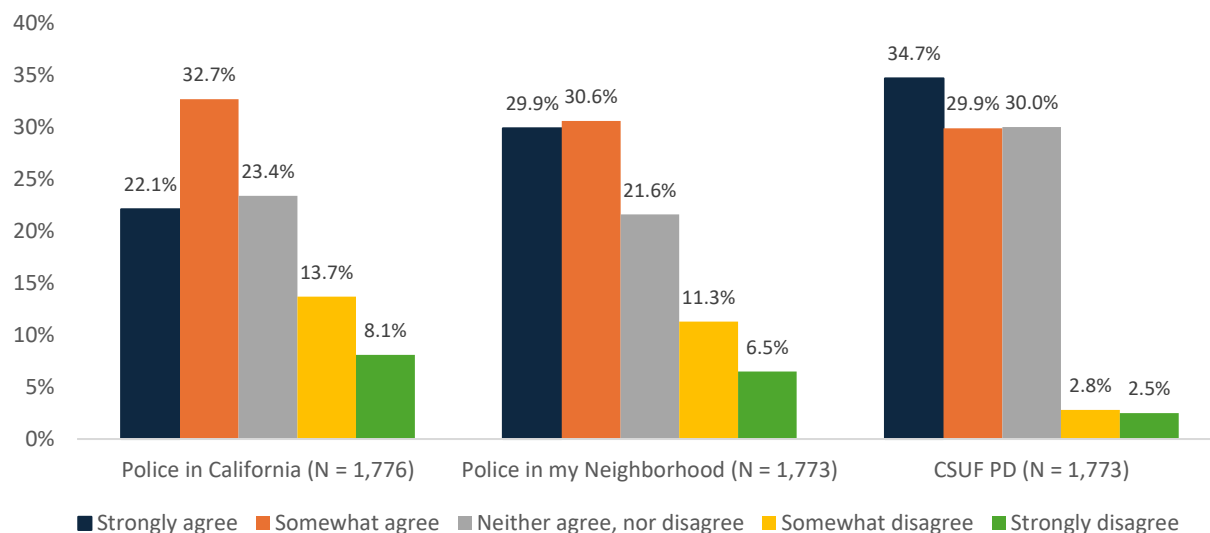
Figure 22. Rate Agreement: Police are effective at resolving problems that really concern people



As shown in Figure 23, survey respondents were more likely to “strongly agree” that CSUF PD ($n = 615$; 34.7%) and police in their neighborhood ($n = 531$; 29.9%) are doing a good job working together with the community to solve local problems in comparison to police in California ($n = 393$; 22.1%).

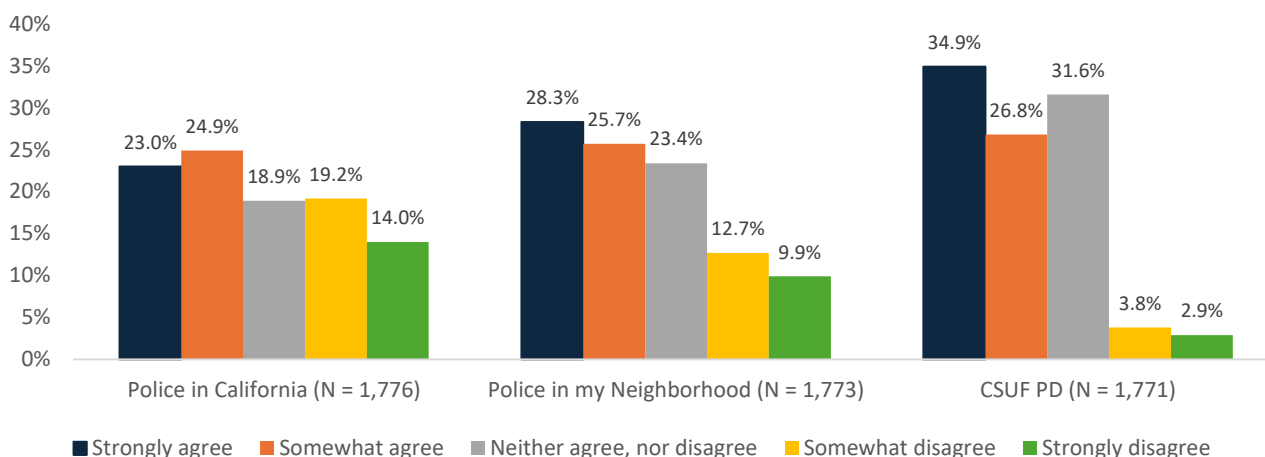
Conversely, a larger proportion of respondents strongly disagreed that police in California ($n = 144$; 8.1%) and police in their neighborhood ($n = 116$; 6.5%) are doing a good job in this regard compared to CSUF PD ($n = 45$; 2.5%).

Figure 23. Rate Agreement: Police are doing a good job working together with community members to solve local problems



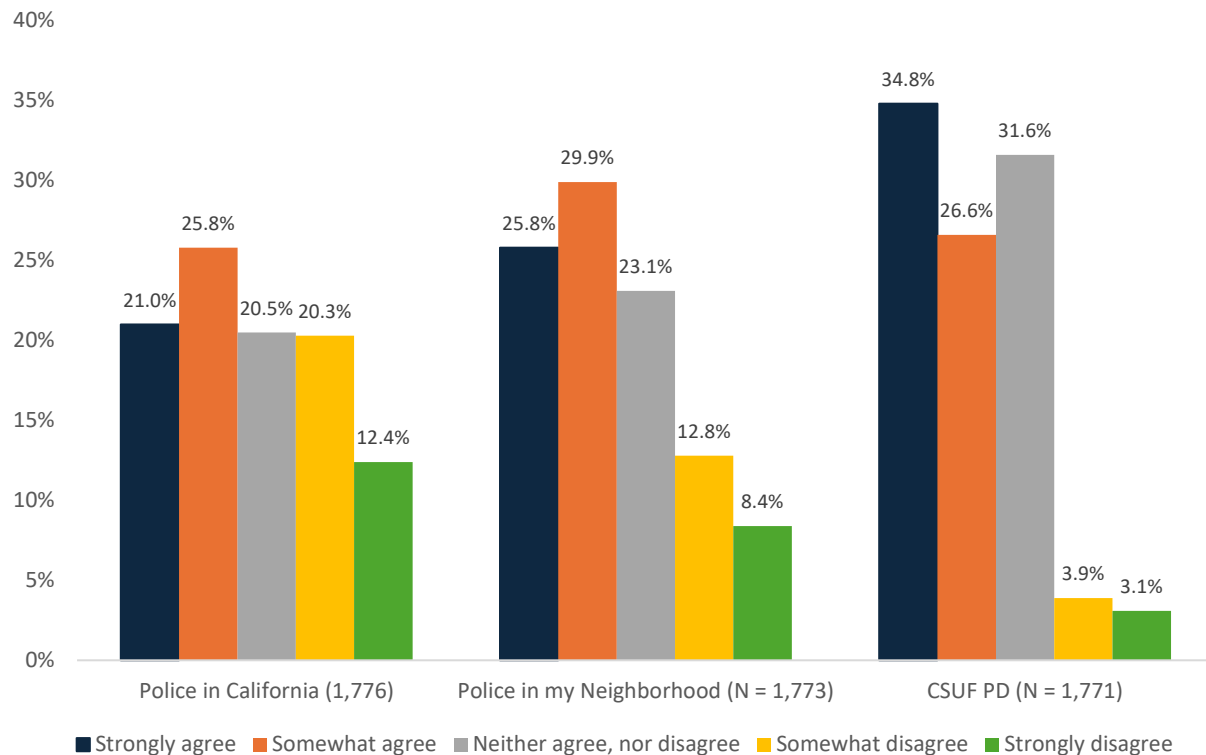
Concerning how well police equally enforce the laws amongst all people in their jurisdiction, Figure 24 demonstrates that respondents were most likely to believe CSUF PD does so ($n = 618$; 34.9%) compared to police in their neighborhood ($n = 501$; 28.3%), and police in California ($n = 408$; 23.0%). Respondents were more inclined to “strongly disagree” with this statement as it pertains to police in California ($n = 249$; 14.0%) and neighborhood police ($n = 176$; 9.9%) compared to CSUF PD ($n = 51$; 2.9%).

Figure 24. Rate Agreement: Police enforce laws consistently amongst all the people in their jurisdiction



When asked, respondents were most likely to “strongly agree” that CSUF PD are doing a good job treating all community members with dignity and respect ($n = 616$; 34.8%), as shown in Figure 25 compared to police in their neighborhood ($n = 457$; 25.8%) and police in California ($n = 373$; 21.0%). The reverse trend is observed when looking at the proportion of respondents who “somewhat disagree” or “strongly disagree” with the statement.

Figure 25. Rate Agreement: Police treat all community members with dignity and respect



Respondents were more likely to perceive CSUF PD as willing to take the time to listen to people, as indicated by the proportion of respondents who strongly agreed with the statement in Figure 26 ($n = 606$; 34.1%). A lower proportion of respondents strongly agreed with the statement as it pertains to police in their neighborhood ($n = 454$; 25.6%) and police in California ($n = 353$; 19.9%). The remaining results are displayed in Figure 26.

Figure 26. Rate Agreement: Police take time to listen to people

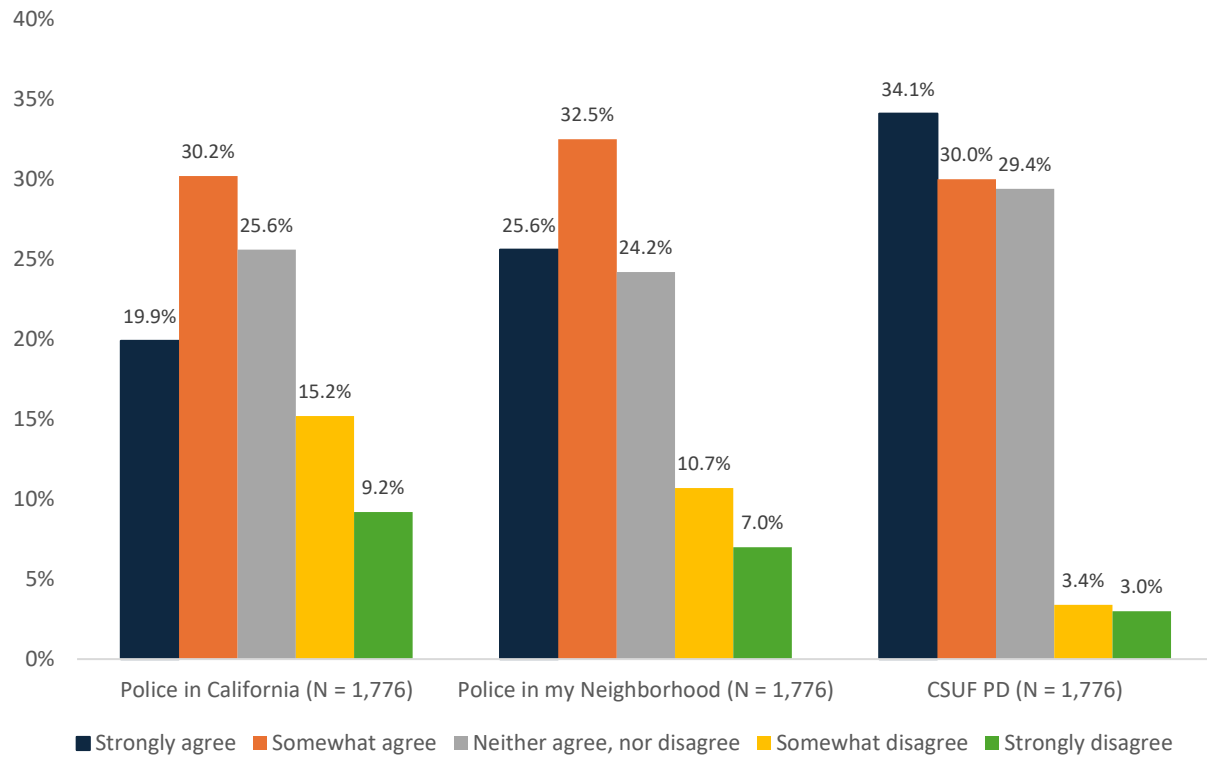
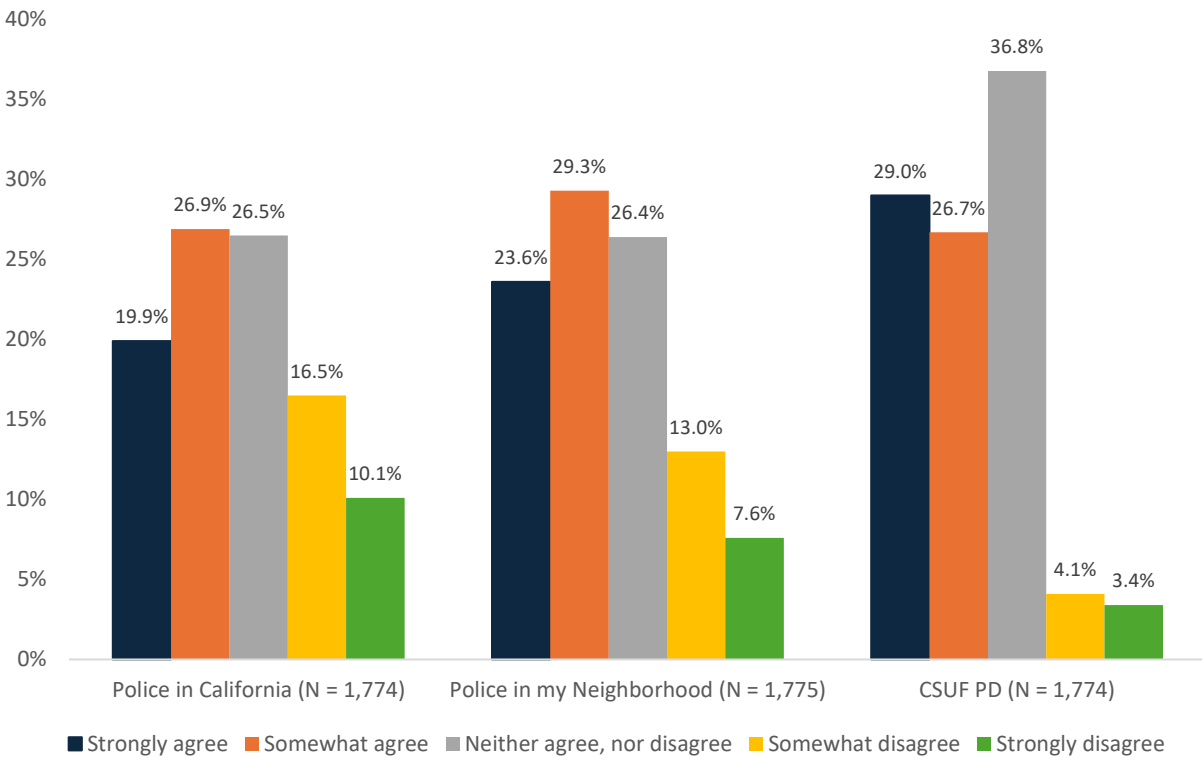


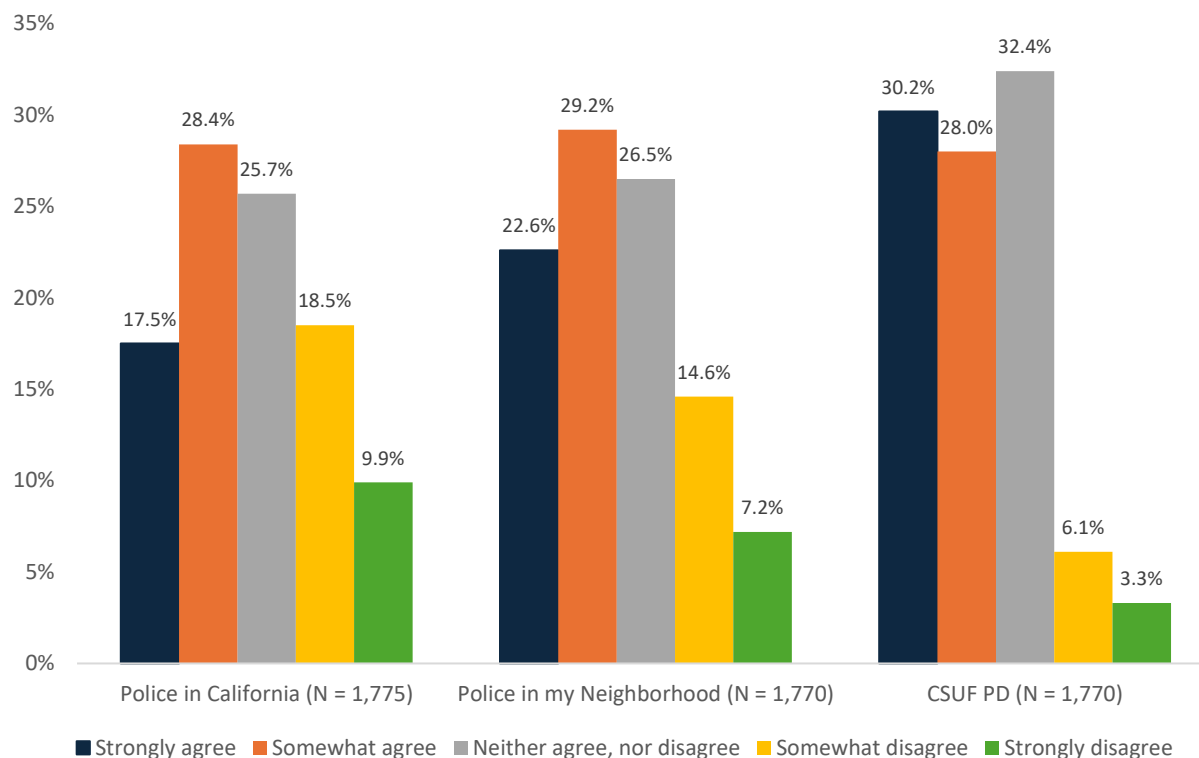
Figure 27 illustrates survey respondents were more likely to “strongly agree” that CSUF PD “explain their decisions to the people they deal with” ($n = 514$; 29.0%) in comparison to police in their neighborhood ($n = 419$; 23.6%), and police in California ($n = 353$; 19.9%).

Figure 27. Rate Agreement: Police explain their decisions to the people they deal with



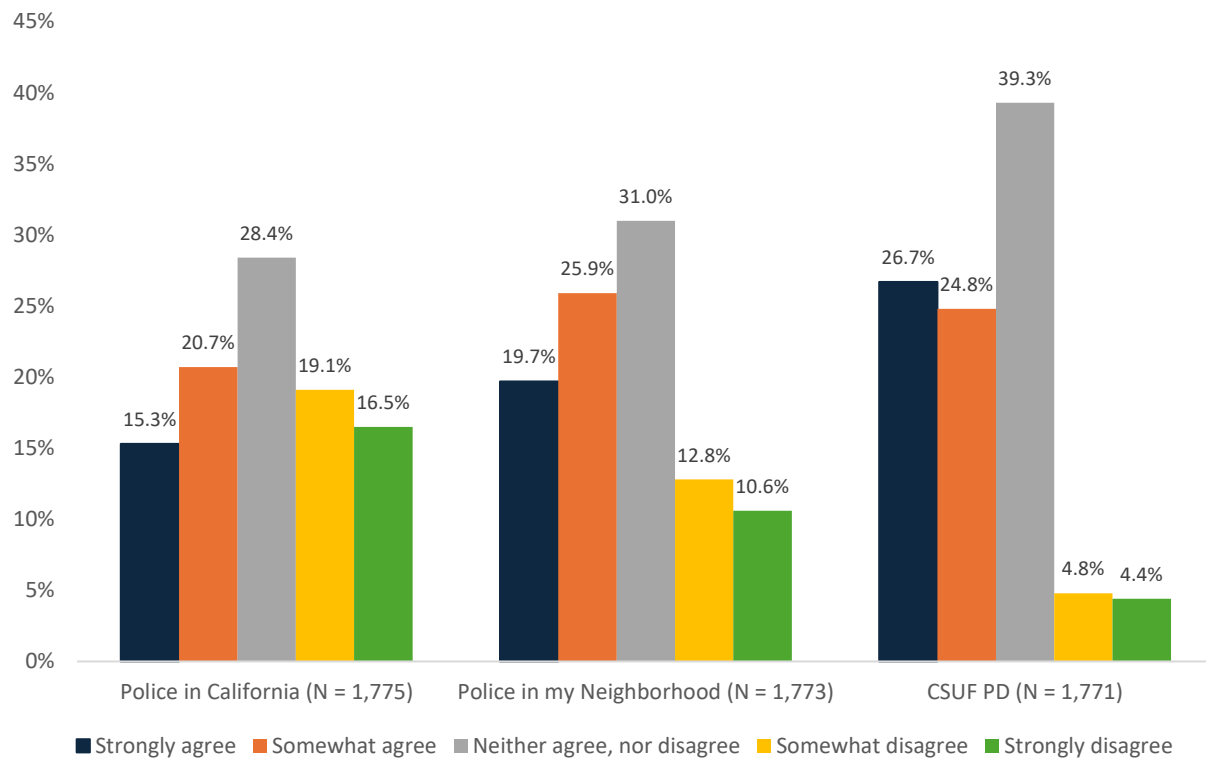
Similar to sentiments surrounding police explaining their decisions, Figure 28 shows that a larger proportion of survey participants strongly agreed that the CSUF PD are “doing a good job being transparent (sharing information of public concern) with the people in their jurisdiction” ($n = 535$; 30.2%), than police in their neighborhood ($n = 399$; 22.6%), and police in California ($n = 310$; 17.5%).

Figure 28. Rate Agreement: Police are doing a good job being transparent with the people in their jurisdiction



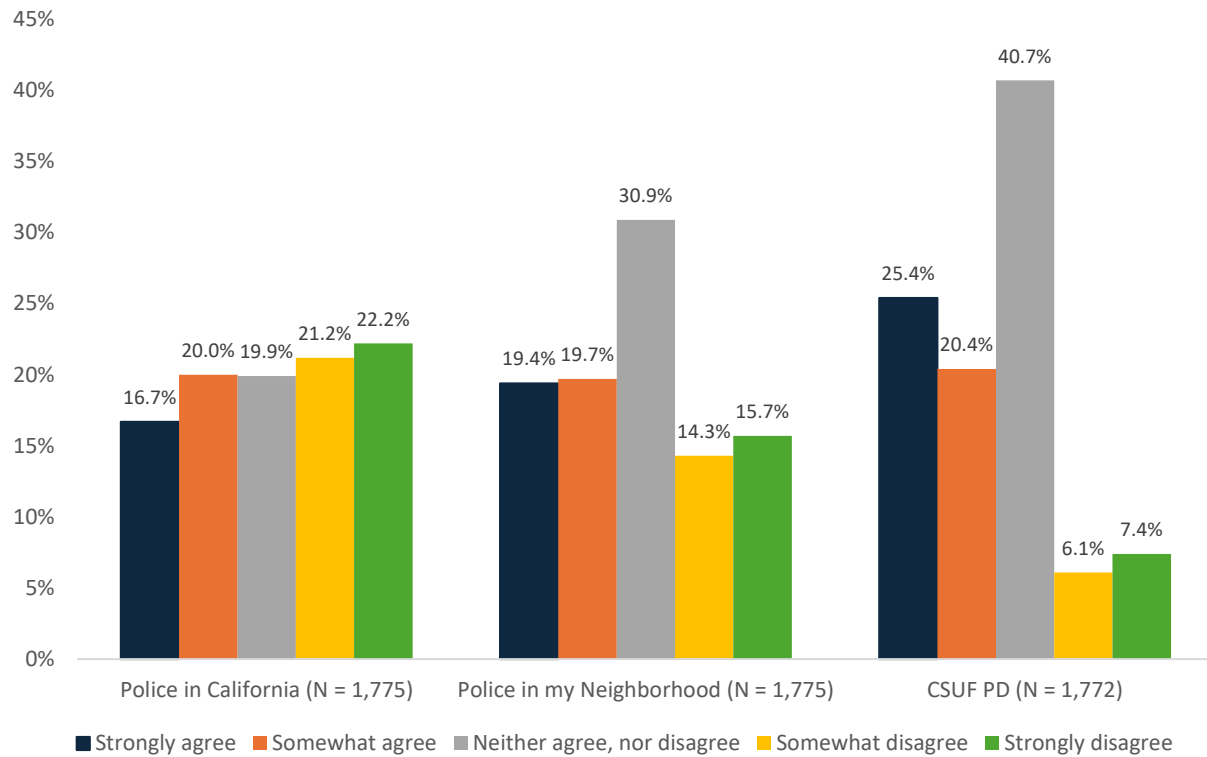
As illustrated in Figure 29, a notably larger proportion of survey completers strongly agreed that the CSUF PD officers use the right amount of force while carrying out their duties ($n = 472$; 26.7%) as compared to police in the respondents' neighborhoods ($n = 349$; 19.7%), and police in California ($n = 271$; 15.3%). Conversely, a lower proportion of respondents strongly disagreed with the statement in Figure 29 ($n = 78$; 4.4%) when it pertains to CSUF PD, as compared to when it pertains to neighborhood police ($n = 188$; 10.6%) and police in California ($n = 271$; 16.5%)

Figure 29. Rate Agreement: Police use the right amount of force for each situation



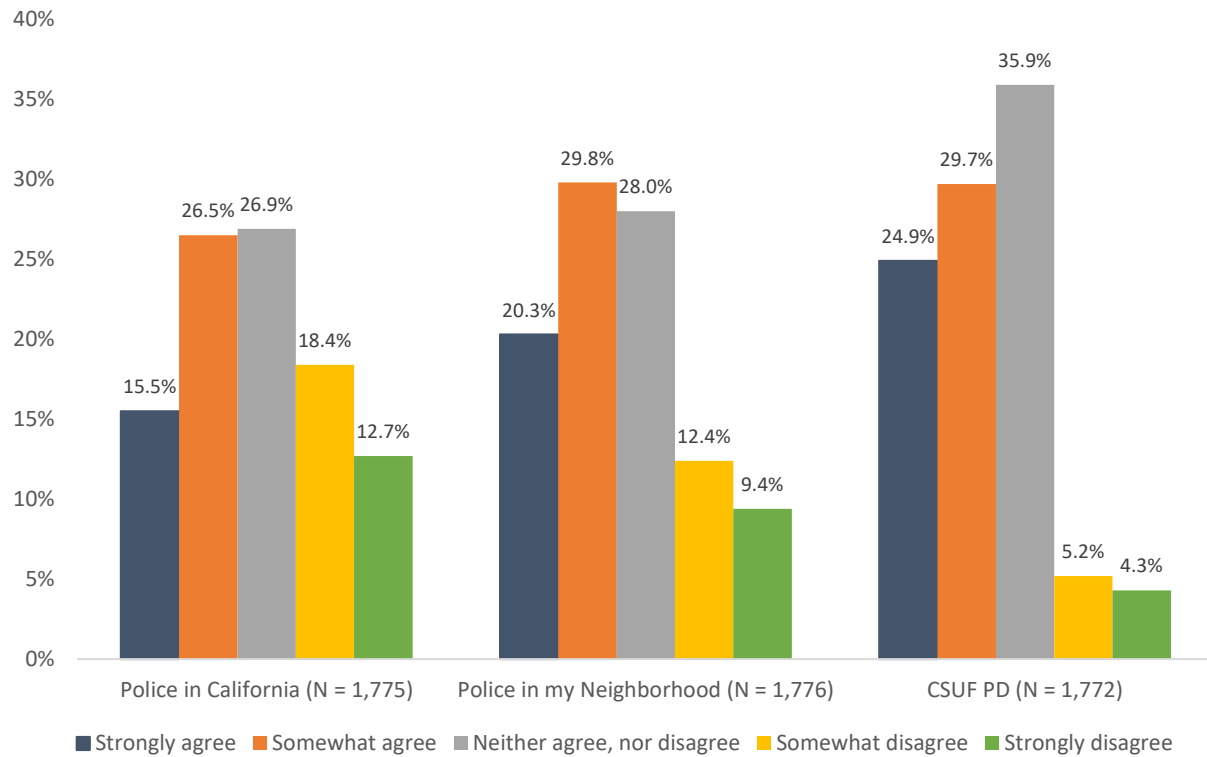
As shown in Figure 30 respondents were more likely to believe that CSUF PD are held accountable for their actions as indicated by the proportion who strongly agreed with the statement ($n = 450$; 25.4%), followed by neighborhood police ($n = 345$; 19.4%). Respondents were least likely to “strongly agree” that police in California are held accountable for their actions ($n = 297$; 16.7%). The remaining results are displayed in Figure 30.

Figure 30. Rate Agreement: Police are held accountable for their actions



When asked to rate their agreement with the statement in Figure 31, participants were more likely to “strongly agree” that CSUF PD ($n = 442$; 24.9%) and police in their neighborhood ($n = 361$; 20.3%) are honest compared to police in California ($n = 276$; 15.5%). On the other hand, respondents were more likely to “strongly disagree” that police in California are honest ($n = 276$; 12.7%) compared to police in their neighborhood ($n = 168$; 9.4%) and to a larger degree CSUF PD ($n = 75$; 4.3%).

Figure 31. Rate Agreement: Police are honest



The observed agreement rating with each of the statements presented in Table 7 were summed to create a measure of perceptions towards CSUF PD. When summed, these items demonstrated excellent internal consistency ($\alpha = .92$), suggesting they collectively measure a single underlying construct: perceptions towards CSUF PD. Scores on this measure ranged from 11 to 55, and an average score of 41.7 was observed. An analysis examining the relationship between respondents' perceptions of CSUF PD and various demographic characteristics and past experience with LE was conducted next. The results are presented in Figure 32.

Table 7. Statements Assessing Respondent's Perceptions of LE

In general, the police...
Promptly respond to calls for assistance.
Are effective in resolving problems that really concern people.
Are doing a good job working together with community members to solve local problems.
Enforce laws consistently amongst all people in their jurisdiction.
Treat all community members with dignity and respect.
Take the time to listen to people.
Explain their decisions to the people they deal with.
Are doing a good job being transparent with people in their jurisdiction.
Use the right amount of force for each situation.
Are held accountable for their actions.
Are honest.

As shown in Figure 32, those who reported having experienced a negative interaction with LE perceived CSUF PD less favorably ($M = 39.8$; $SD = 11.2$) than those who had not experienced this type of interaction ($M = 44.2$; $SD = 8.6$), a difference that was statistically significant.¹⁵ Additionally, while women ($M = 41.8$; $SD = 9.5$) perceived CSUF PD slightly less favorably than men ($M = 43.5$; $SD = 10.2$), those of other genders ($M = 32.4$; $SD = 11.4$) perceived CSUF PD less favorably than both men and women.¹⁶ Figure 32 also demonstrates that those who were 35 years of age and over ($M = 43.4$; $SD = 10.6$) viewed CSUF PD more favorably than did those who were between the ages of 18 and 24 ($M = 41.5$; $SD = 9.1$), and 25 to 35 ($M = 40.4$; $SD = 10.6$).¹⁷ Staff ($M = 44.7$; $SD = 9.2$) had a significantly more positive view of CSUF PD than students ($M = 40.9$; $SD = 9.8$) and faculty ($M = 40.5$; $SD = 11.4$), a difference that is statistically significant.¹⁸ Perceptions of CSUF PD did not vary by respondents' ethnicity or their affiliation with LE.

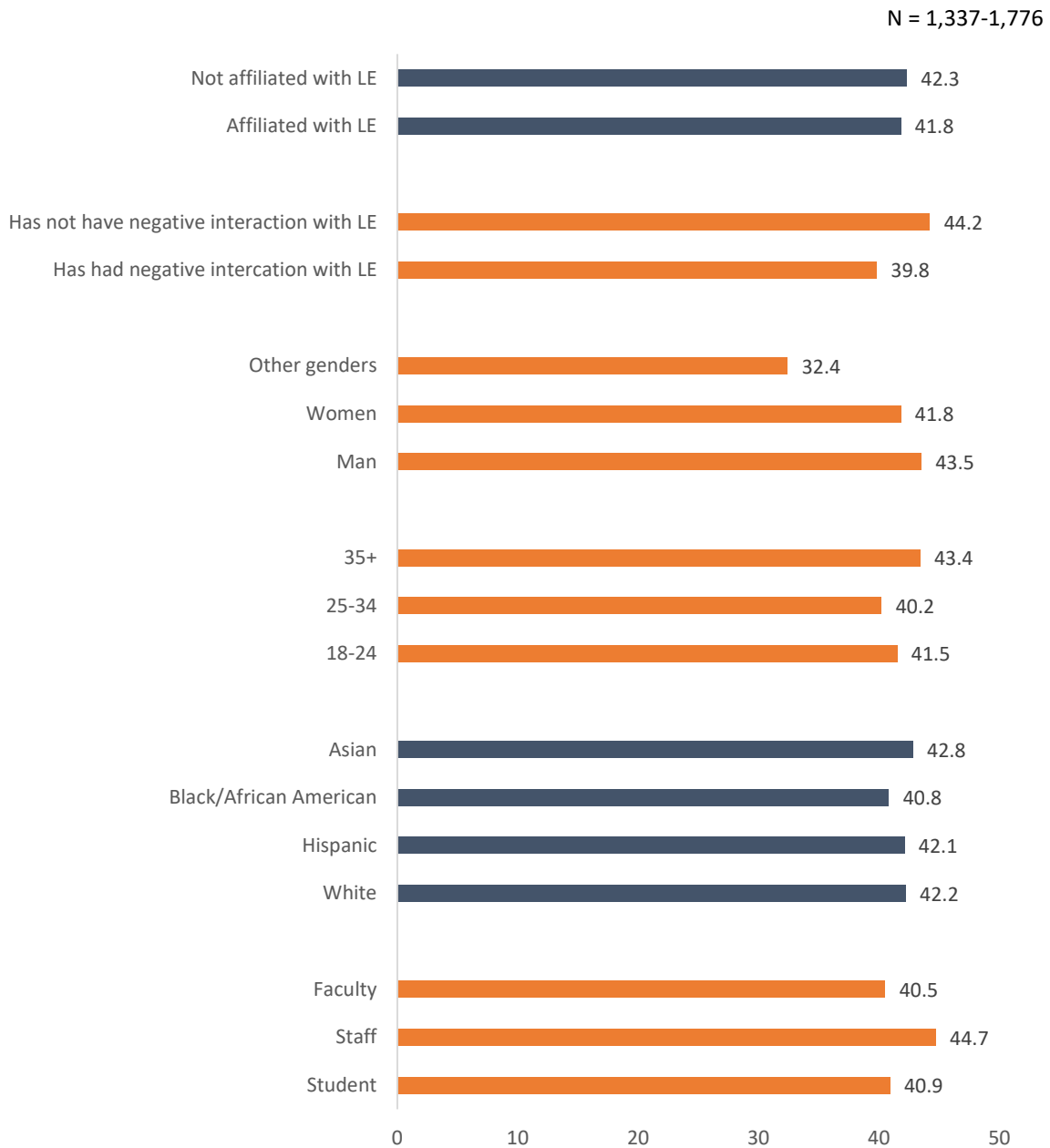
¹⁵ $F(1; 1,469) = 72.0, p < .001$

¹⁶ $F(1; 1,776) = 25.7, p < .001$

¹⁷ $F(1; 1,776) = 12.1, p < .001$

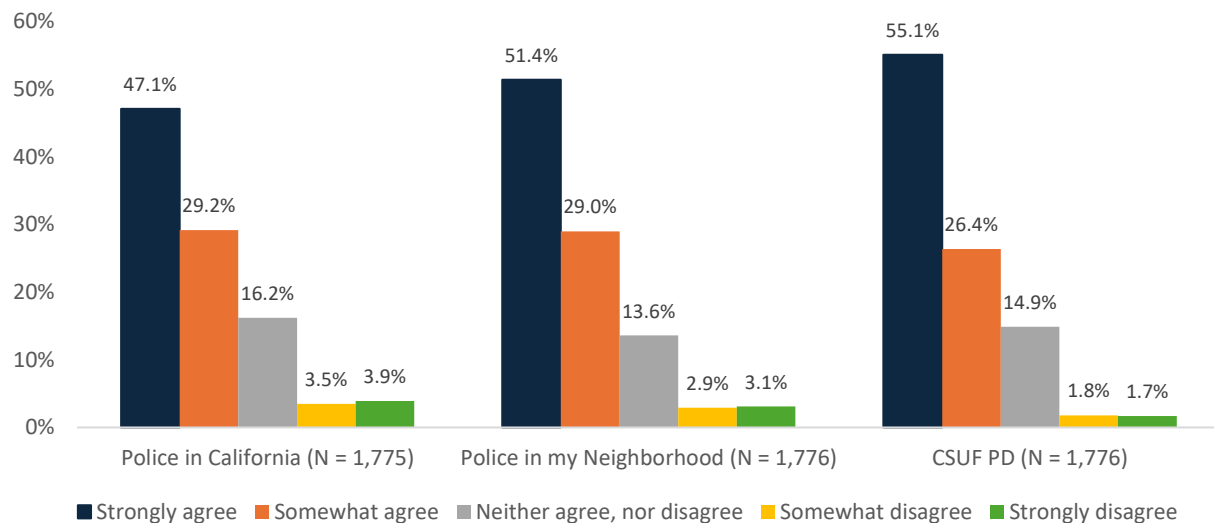
¹⁸ $F(2; 1,776) = 30.1, p < .001$

Figure 32. Characteristics Related to Perceptions of CSUF PD



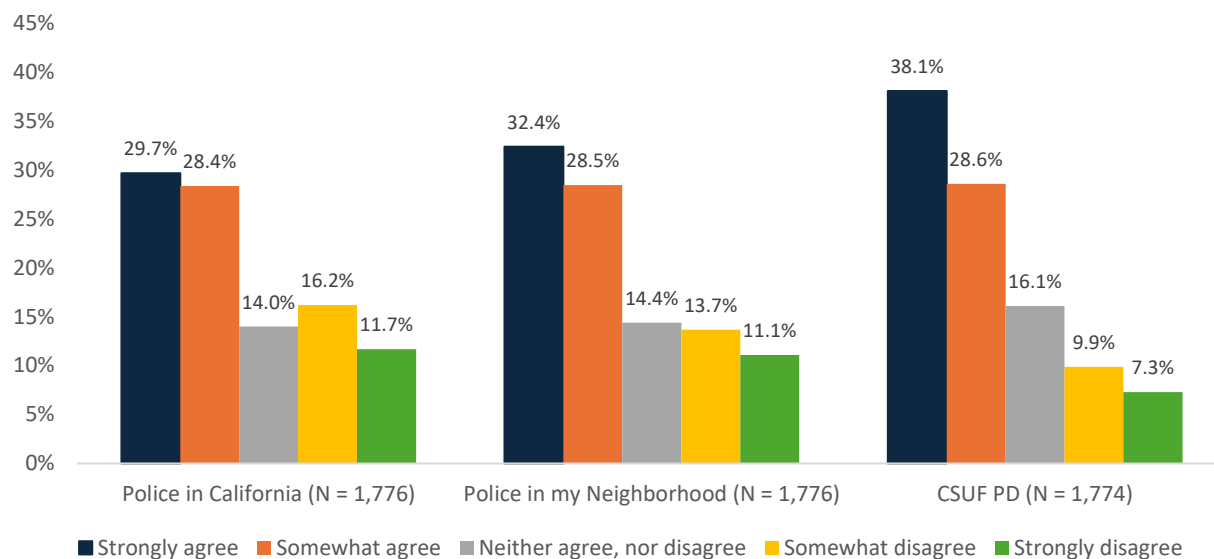
The largest proportion of respondents “strongly agree” that they are likely to provide information to the police to help find a suspected criminal, regardless of the department. However, they are slightly more likely to provide this type of information to CSUF PD ($n = 979$; 55.1%) and police in their neighborhood ($n = 913$; 51.4%) compared to police in California ($n = 837$; 47.1%). Results are illustrated in Figure 33.

Figure 33. Rate Agreement: I am likely to provide information to the police to help them find a suspected criminal



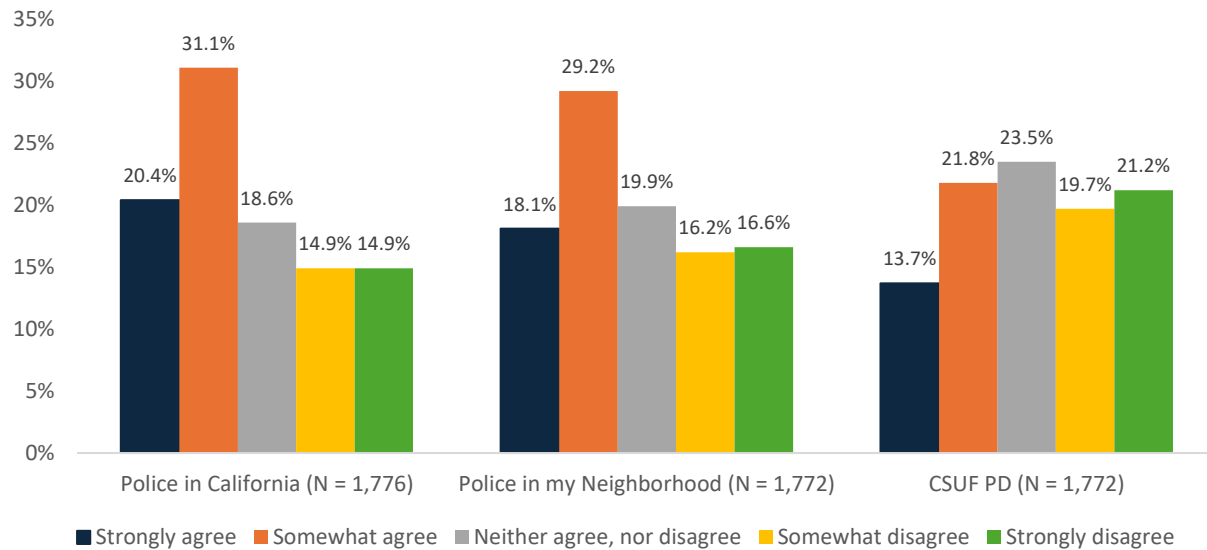
As shown in Figure 34, 38.1% ($n = 676$) of survey respondents “strongly agree” they feel comfortable speaking with a uniformed CSUF PD. This compares to 32.4% ($n = 575$) and 29.7% ($n = 528$) of respondents who feel the same way regarding police in their neighborhood and police in California, respectively.

Figure 34. Rate Agreement: I feel comfortable speaking to a uniformed police officer



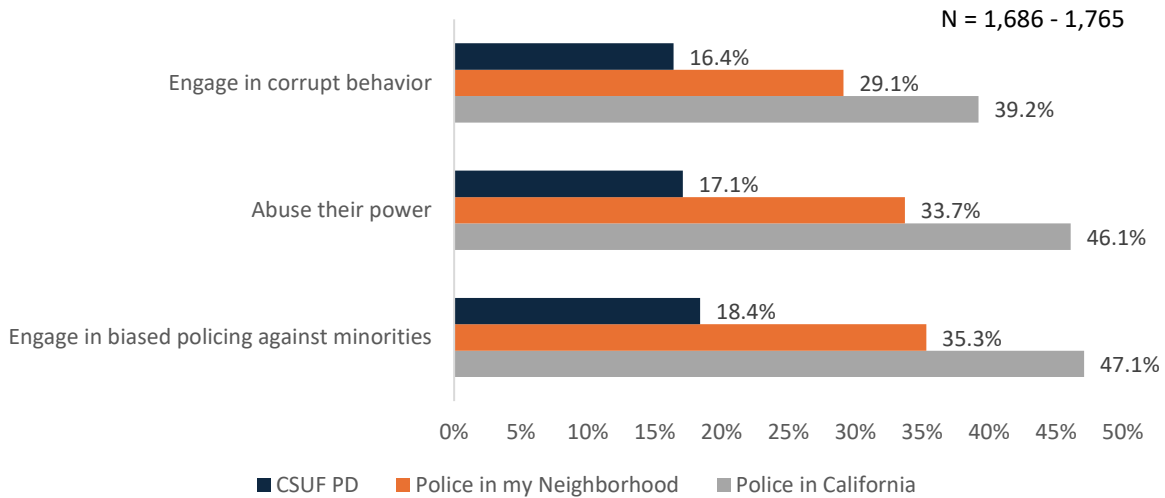
As shown in Figure 35, 13.7% ($n = 243$) of respondents “strongly agree” that the presence of CSUF PD makes them feel intimidated, fearful, and/or threatened. This compares to the 18.1% ($n = 320$) and 20.4% ($n = 363$) who feel the same way about police in their neighborhood and police in California.

Figure 35. Rate Agreement: The presence of LE causes me to feel intimidated, fearful, and/or threatened



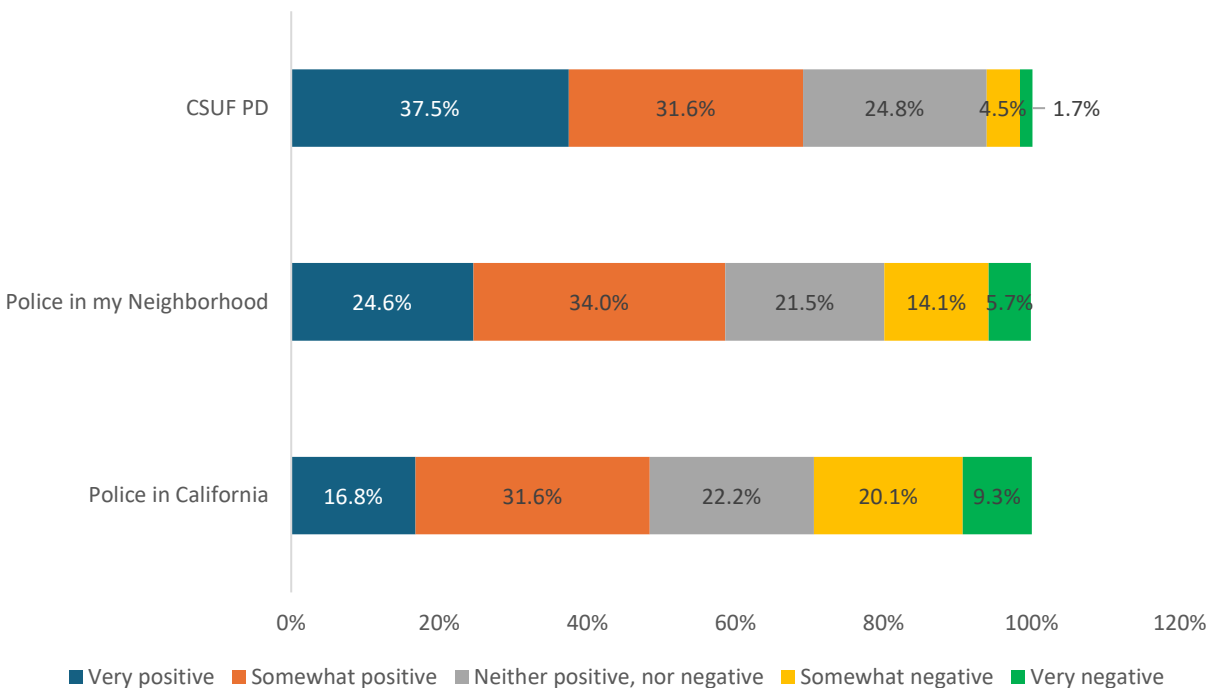
Respondents were asked to indicate what percentage of CSUF PD, police in their neighborhood, and police in California engage in corrupt behavior, abuse their power, and engage in biased policing against minorities. The results are presented in Figure 36. As shown, across all three behaviors, a higher mean percentage is observed for police in California, followed by neighborhood police. The lowest mean percentage is observed for CSUF PD, indicating a more favorable perception.

Figure 36. What percent of officers do you think...



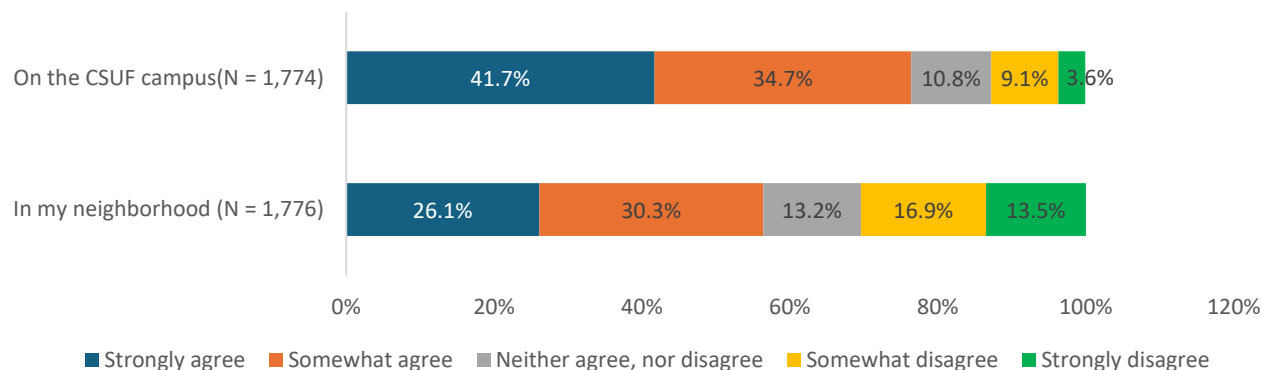
Looking at respondents' overall opinion of LE, Figure 37 shows that respondents view CSUF PD most favorably. More specifically, a larger proportion of respondents rate their overall opinion of CSUF PD as being "very positive" ($n = 665$; 37.5%) compared to police in their neighborhood ($n = 437$; 24.6%), and police in California ($n = 298$; 16.8%). Conversely, a substantially lower proportion of respondents rated CSUF PD as being "very negative," ($n = 29$; 1.7%) compared to police in their neighborhood ($n = 101$; 5.7%) and police in California ($n = 298$; 9.3%).

Figure 37. Overall, my opinion of police is...



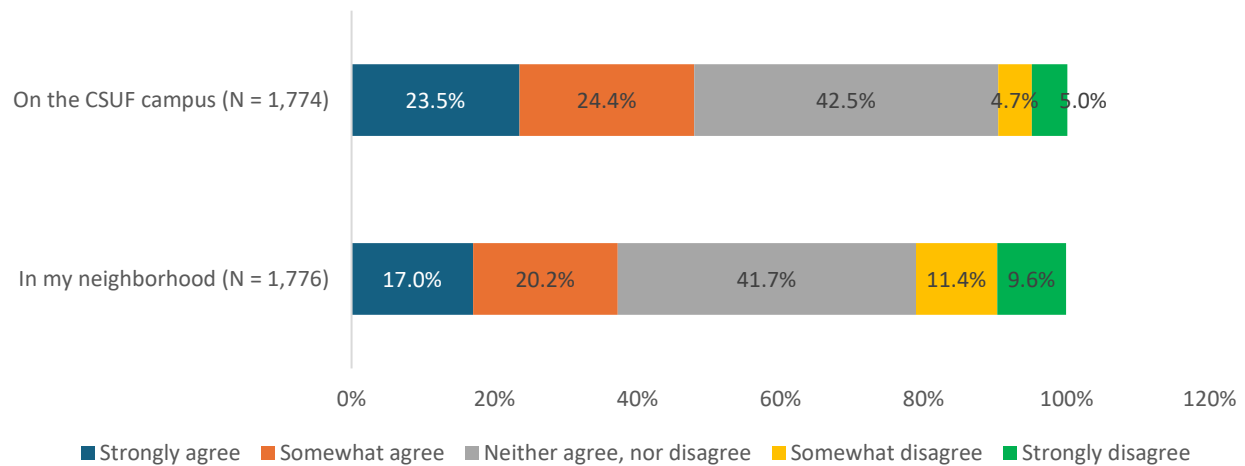
As shown in Figure 38, respondents generally feel equally safe walking around the CSUF campus at night. More specifically, 41.7% ($n = 740$) of respondents “strongly agree” they generally feel safe walking around the CSUF campus at night, while 34.7% ($n = 615$) “somewhat agree” with the statement. Respondents generally feel less safe walking around at night in their own neighborhoods, with 26.1% ($n = 463$) strongly agreeing with the statement in Figure 38 and another 30.3% ($n = 539$) somewhat agreeing with the statement.

Figure 38. Rate Agreement: I generally feel safe walking around at night



Respondents rated their agreement with the statement, “I have noticed positive changes in my community as a result of police initiatives.” As shown in Figure 39, a slightly larger proportion of respondents ($n = 418$; 23.5%) strongly agreed that they have noticed positive changes in their community as a result of CSUF PD initiatives compared to initiatives undertaken by police in their neighborhood ($n = 302$; 17.0%). The largest proportion of respondents neither agreed nor disagreed with the statement as it pertained to both CSUF PD ($n = 753$; 42.5%) and police in their neighborhoods ($n = 741$; 41.7%).

Figure 39. Rate Agreement: I have noticed positive changes in my community as a result of police initiatives



Respondents believed CSUF PD to be slightly more involved in community activities and programs than police in their local neighborhoods. More specifically, as shown in Figure 40, a slightly larger proportion of respondents strongly agreed that CSUF PD ($n = 507$; 28.6%) is actively involved in community activities and programs compared to police in their neighborhoods ($n = 369$; 20.8%).

Figure 40. Rate Agreement: Police are actively involved in community activities and programs

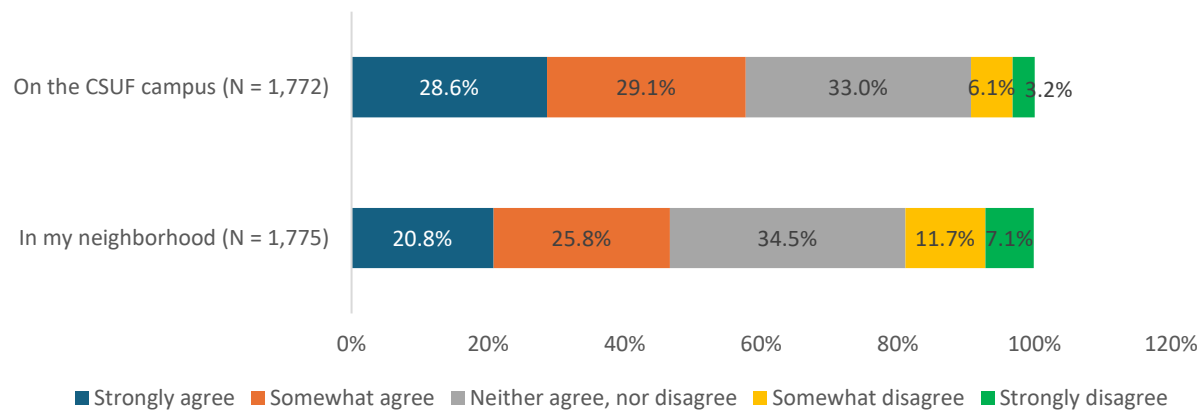
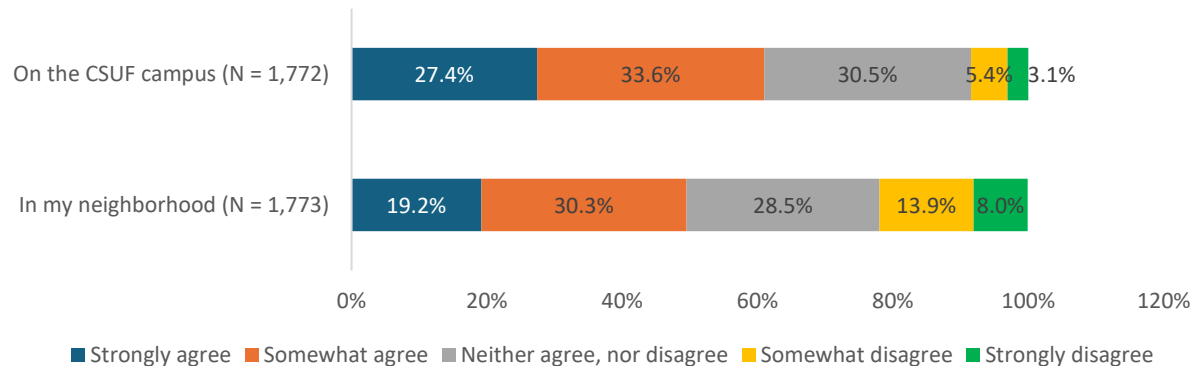


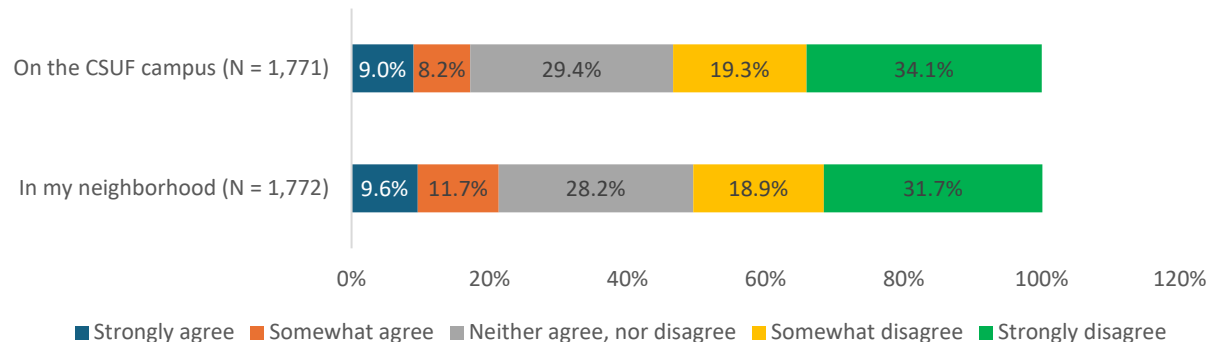
Figure 41 shows that survey respondents were more inclined to believe that CSUF PD understands the specific needs and concerns of the community compared to police in their neighborhoods. While 19.2% ($n = 341$) of respondents strongly agreed with the statement in Figure 41 as it pertained to police in their neighborhoods, 27.4% ($n = 485$) did so when the statement pertained to CSUF PD.

Figure 41. Rate Agreement: Police understand the specific needs and concerns of the community



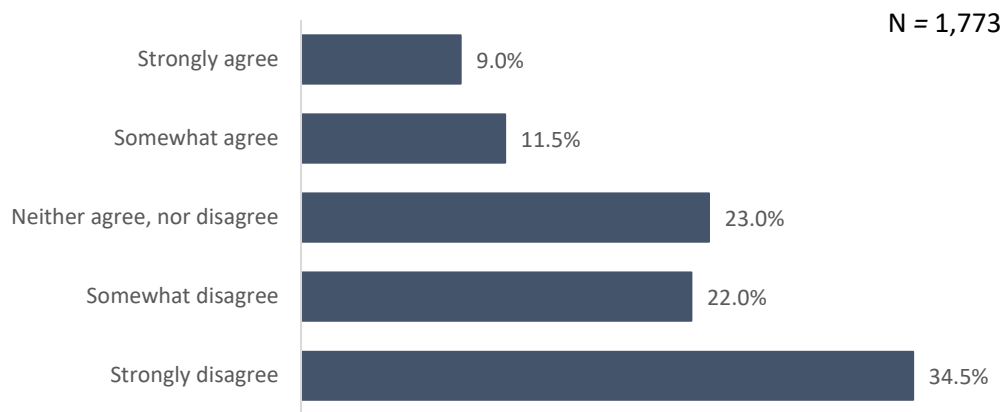
More than half of the respondents either strongly disagreed or somewhat disagreed with the statement, “defunding the police will make the community safer.” The distribution of responses is similar across LE agency types, as shown in Figure 42. While 50.6% of respondents either strongly ($n = 561$; 31.7%) or somewhat disagreed ($n = 334$; 18.9%) that defunding their neighborhood police would make their community safer, a similar proportion was observed when the statement was directed at CSUF PD. That is, 53.4% either strongly disagreed ($n = 604$; 34.1%) or somewhat agreed ($n = 343$; 19.3%) that defunding CSUF PD officers would make their community safer. The next largest proportion of respondents neither agreed nor disagreed with the statement. As shown in Figure 42, nearly two in ten respondents supported defunding the police, whether in their neighborhood or on campus, as indicated by the proportions of respondents who strongly agreed or agreed with the statement.

Figure 42. Defunding the Police Will Make the Community Safer



Respondents also rated their agreement with the statement “CSUF PD should be disarmed, meaning other LE agencies would respond to on-campus 911 calls, crimes, and emergencies.” The distribution of responses to this survey item was similar to the distribution observed in Figure 43. The largest proportion of respondents either strongly disagreed ($n = 612$; 34.5%) or somewhat disagreed ($n = 390$; 22.0%) with the statement. While the next largest proportion ($n = 408$; 23.0%) neither agreed nor disagreed with the statement, reflecting some indecision with respect to this issue. Nearly two in ten respondents either strongly agreed ($n = 159$; 9.0%) or somewhat agreed ($n = 204$; 11.5%) with the statement. Three respondents did not provide an answer to this question.

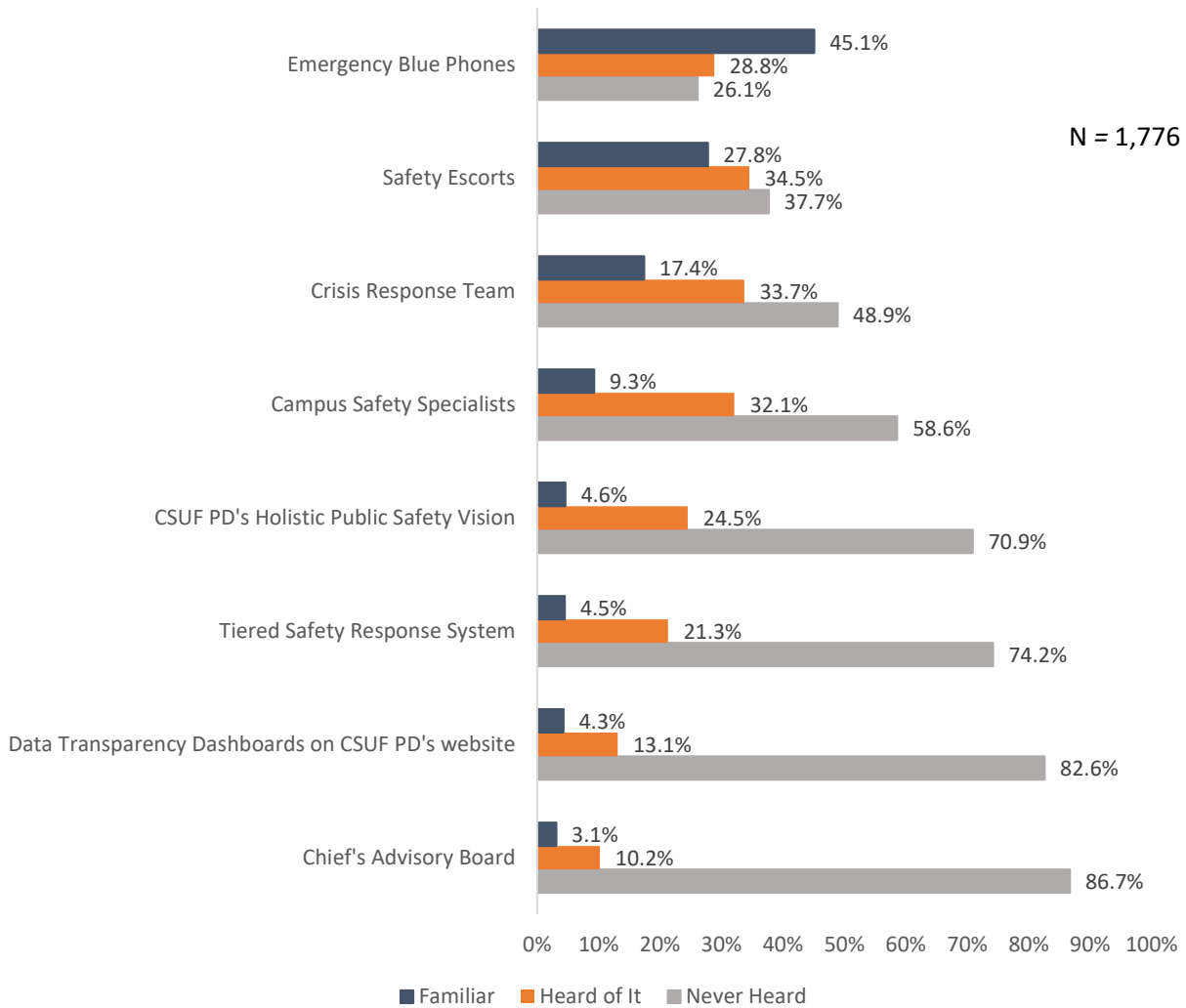
Figure 43. CSUF PD Officers Should be Disarmed



Knowledge, Utilization, and Satisfaction with CSUF PD

Respondents were asked to rate their knowledge of various CSUF PD campus safety initiatives using the following scale: “I’ve never heard of this,” “I’ve heard of this, but don’t know much about it,” and “I am familiar with this and could tell others about it.” The initiatives with the highest levels of reported familiarity were the Emergency Blue Phones ($n = 801$; 45.1%) and Safety Escorts ($n = 494$; 27.8%), as shown in Figure 44. In contrast, the initiatives with the lowest familiarity were the Chief’s Advisory Board ($n = 56$; 3.1%), the Tiered Safety Response System ($n = 79$; 4.5%), and CSUF PD’s Holistic Public Safety Vision ($n = 82$; 4.6%).

Figure 44. Knowledge of CSUF PD's Campus Safety Initiatives



As a follow-up, respondents who indicated they had heard of or were familiar with an initiative were asked to select all the ways they had learned about it (see Table 8). Across all initiatives, the most frequently cited ways respondents heard about them were marketing on campus, social media, presentations and events, and conversations with colleagues or classmates. For example, respondents most commonly reported learning about the Crisis Response Team through presentations and events ($n = 383$; 42.3%) and the Emergency Blue Phones through conversations with classmates or colleagues ($n = 514$; 39.1%) and presentations and events ($n = 489$; 37.3%). In contrast, the least frequently cited source across all initiatives was learning through direct use or participation in the service or program itself.

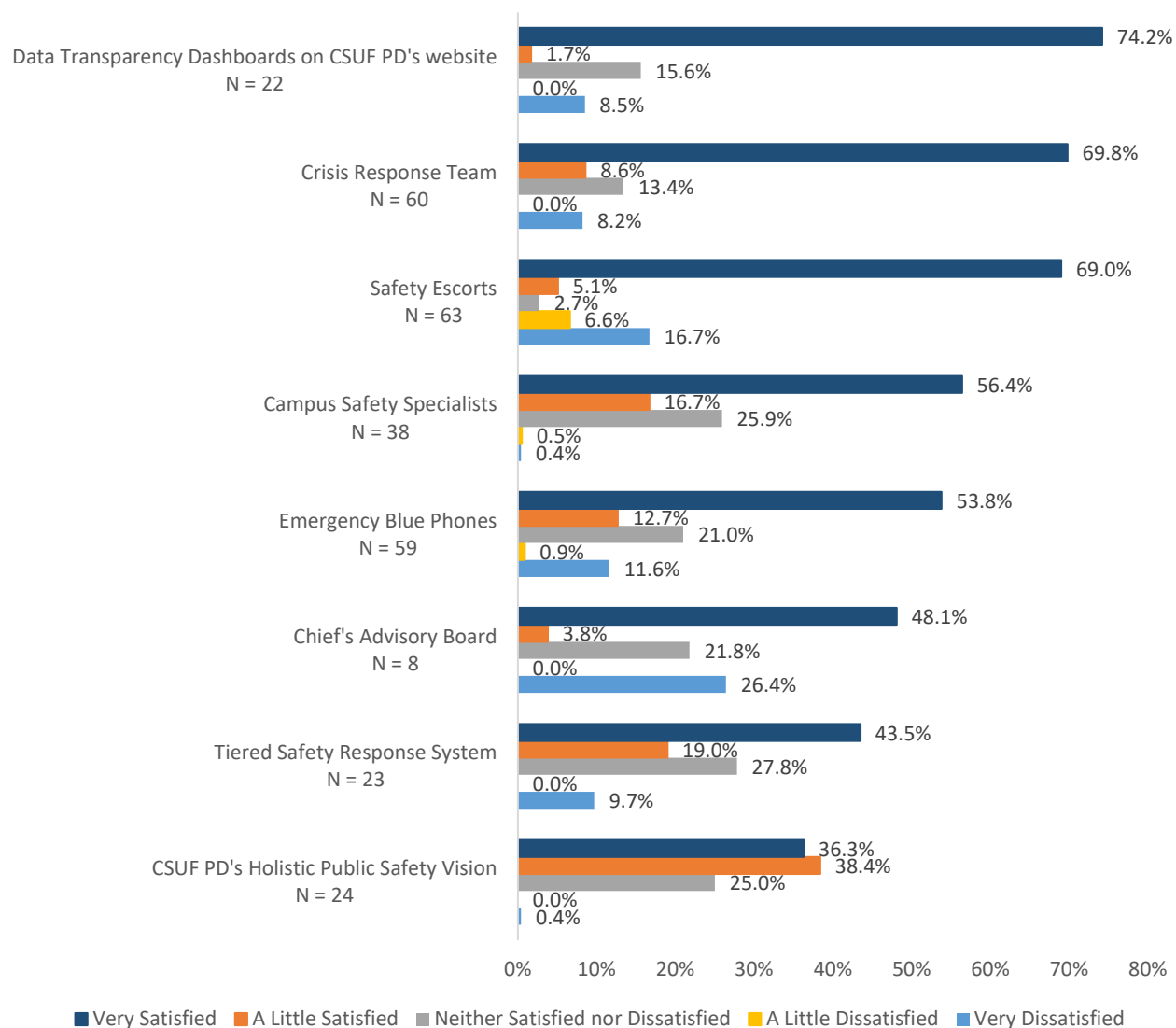
Table 8. How Respondents Heard about CSUF Campus Safety Initiatives¹⁹

	Marketing on Campus	Social Media	Presentation/ Event	CSUF PD Website	Colleague/ Classmate	Used Service/ Participated in Program
	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)
CSUF PD's Holistic Public Safety Vision (N = 517)	188 (36.3%)	152 (29.4%)	114 (22.2%)	100 (19.3%)	87 (16.9%)	24 (4.7%)
Tiered Safety Response System (N= 459)	82 (17.9%)	130 (28.2%)	143 (31.2%)	75 (16.3%)	81 (17.6%)	23 (4.9%)
Campus Safety Specialists (N = 735)	172 (23.4%)	176 (24.0%)	181 (24.7%)	119 (16.2%)	182 (24.8%)	38 (5.1%)
Crisis Response Team (N = 907)	221 (24.4%)	226 (25.0%)	383 (42.3%)	115 (12.7%)	285 (31.4%)	60 (6.6%)
Emergency Blue Phones (N = 1,312)	437 (33.3%)	215 (16.4%)	489 (37.3%)	182 (13.8%)	514 (39.1%)	59 (4.5%)
Safety Escorts (N = 1,106)	180 (16.3%)	195 (17.6%)	460 (41.6%)	151 (13.6%)	511 (46.2%)	63 (5.7%)
Data Transparency Dashboards on CSUF PD's website (N = 310)	55 (17.8%)	54 (17.5%)	66 (21.4%)	80 (25.9%)	59 (19.0%)	22 (7.1%)
Chief's Advisory Board (N = 237)	36 (15.2%)	48 (20.3%)	55 (23.2%)	46 (19.4%)	43 (18.1%)	8 (3.4%)

¹⁹ Since respondents were asked to select all the ways in which they had heard about an initiative, the combined percentages may exceed 100.0%.

Respondents who stated they had either used or participated in one of the campus safety initiatives were asked another follow-up question about their level of satisfaction with the experience. Overall, most reported being satisfied. Data Transparency Dashboards on CSUF PD's website ($n = 16$; 74.2%), Crisis Response Team ($n = 42$; 69.8%), and Safety Escorts ($n = 44$; 69.0%) had the highest proportions of respondents who said they were "very satisfied" with their experience. Notably, while Safety Escorts received one of the highest "very satisfied" ratings, it also had one of the highest proportions of respondents who reported being "very dissatisfied" ($n = 11$; 16.7%), indicating a wider range of experiences with this service. The Chief's Advisory Board had the highest proportion of "very dissatisfied" respondents ($n = 2$; 26.4%), though this finding should be interpreted with caution, given that only eight respondents indicated they had participated in the initiative at all. For the full distribution of responses, see Figure 45.

Figure 45. Level of Satisfaction with Campus Safety Initiatives Respondents Used/Participated In



For each of the campus safety initiatives, respondents who had used or participated in the service were asked to provide any additional feedback they had for the service. See below for a selection of the responses.²⁰

CSUF PD's Holistic Public Safety Vision

- *"Appreciate the Tiered Approach to Safety Responses."*
- *"Conforming to community is great, but it is starting to get in the way of police officers' duties."*
- *"Frisbee has been a game changer."*

Tiered Safety Response

- *"I was locked out, the response was by non-armed individuals, which was absolutely fine. In an actual emergency though, I would hope that real officers respond."*

Campus Safety Specialists

- *"Amazing part of CSUF PD and their tiered response system. Integral to the safety and security of the campus."*
- *"I have witnessed the CSS behavior with students here at the Health Center. I am impressed by the program."*
- *"In a situation that does not involve a threat (which was the case when I had contact with them), they were very helpful and provided the right level of response."*
- *"When they are present, they are awesome. There were a few fire alarms when they were absent."*

Crisis Response Team

- *"This is an essential service on campus. I have walked several students over and been pleased with everything they offer and the staff is amazing."*
- *"Wonderful program!"*

Emergency Blue Phones

- *"I used the phone to call during an evacuation drill to report someone who could not get out of the building, but never heard back. I didn't know if the issue was resolved. Later, I was copied on an email to all building marshals asking if anyone knew about the call. This was disappointing. Shouldn't they have contacted me? I was the one who made the call."*
- *"They sometimes do not work and need to be checked regularly."*
- *"I love this service. I've had to be escorted to my car before. I've had friends try the service, but they were not offered an escort. There may be inconsistencies depending on who is working at night."*
- *"It was good to have it so that I could stand by it. I think it prevented the person to be potentially violent with me because he knew I was calling the police."*

²⁰ No additional feedback was provided for the Data Transparency Dashboards or the Chief's Advisory Board.

Safety Escorts

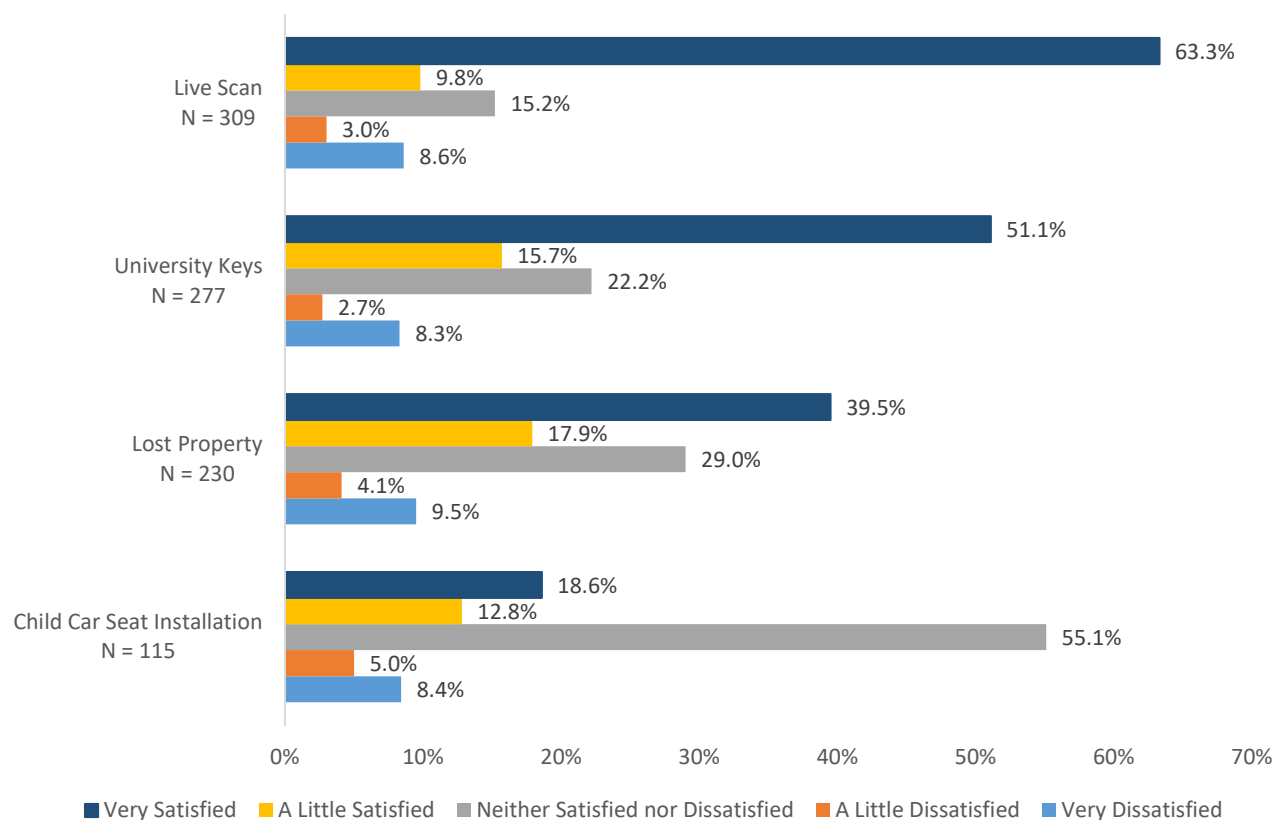
- *“A long time ago (2010) I called one for a student. I did not use it myself. The person came to my office and escorted the student to her car.”*
- *“Always friendly & helpful; they never made me feel dumb or bad for asking for an escort.”*
- *“I have heard from colleagues that police will not do escorts now if requested.”*
- *“Slow but effective-students need to know to use blue phone if feeling immediately unsafe rather than waiting for an escort.”*

Survey participants were also asked whether they had ever used any of the following CSUF PD services: Live Scan (a digital fingerprinting service used for background checks), Lost Property, University Keys, or Child Car Seat Installation. Nearly a third ($n = 503$; 30.3%) of respondents reported using at least one of the CSUF PD services while 69.7% ($n = 1,156$) stated they had not used any of the services.²¹

Respondents who reported using any of the listed CSUF PD services were asked a follow-up question about their level of satisfaction with each service, using the scale: “Very dissatisfied,” “A little dissatisfied,” “Neither satisfied nor dissatisfied,” “A little satisfied,” and “Very satisfied.” A “Haven’t used” option was also provided for each service. As shown in Figure 46, of the 309 participants who had used the Live Scan service, the majority ($n = 196$; 63.3%) reported being “very satisfied” with their experience. A similar pattern emerged for the University Keys service, with a majority ($n = 142$; 51.1%) of the 277 users reporting they were “very satisfied.” Experiences with the lost property service was slightly more varied; however, of the 230 respondents who had used the Lost Property service, the largest proportion ($n = 91$; 39.5%) reported being “very satisfied.” The child car seat installation service stood out as the only one where a neutral response was most common: of the 115 respondents who had used the service, over half ($n = 63$; 55.1%) stated they were “neither satisfied nor dissatisfied,” suggesting a more ambivalent experience.

²¹ One hundred seventeen respondents stated they were not sure if they had used one of the services.

Figure 46. Respondent Satisfaction with CSUF PD Services



Respondents were also invited to share additional feedback about their experiences with CSUF PD services. A selection of their comments is presented below.

Live Scan

- *“Easy to use the Live Scan service at CSUF PD. Followed the instructions posted online and was able to get my Live Scan done in a timely manner.”*
- *“I wish I knew the cost ahead of time.”*
- *“Very helpful and efficient service. Staff were so polite.”*
- *“The wait and cost are prohibitive.”*

Lost Property

- *“Believe PD could do more to actively contact owners of lost property using names on IDs, numbers on keys, etc.”*
- *“Called the PD and call went unanswered.”*
- *“I’ve reported lost property to PD and their website provides an excellent source on [lost] items.”*
- *“One time my wallet was lost on campus, and UPD called me to inform me it had been turned in. I appreciated this.”*

University Keys

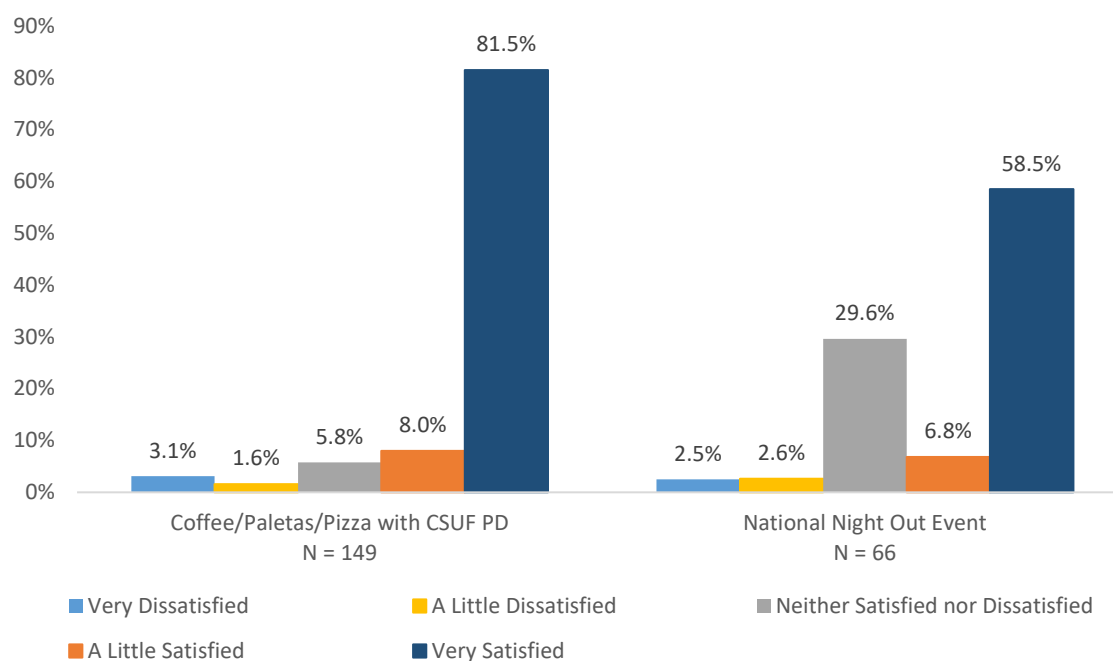
- *“About as quick and efficient as I could have hoped! Very kind as well.”*
- *“Can be difficult to work with sometimes.”*
- *“I wish getting keys did not involve going to a police station.”*
- *“They often get the keys wrong or lose the paper where it states we returned it.”*

Child Car Seat Installation

- *“Hardly see any marketing for it.”*
- *“Think this is a great resource to offer.”*

Participants were asked whether they had ever participated in any CSUF PD engagement events, such as Coffee/Paletas/Pizza with CSUF PD or National Night Out. Only 12.4% of respondents ($n = 214$) reported they had attended at least one of these events.²² Those who had participated were asked to rate their experience on a scale ranging from “Very dissatisfied” to “Very satisfied” with a “Haven’t used” option provided as well. Of the 149 respondents who had attended Coffee/Paletas/Pizza with CSUF PD, 81.5% ($n = 121$) reported being “very satisfied” with the event. Similarly, 58.5% ($n = 39$) of the 66 who attended National Night Out described being “very satisfied” with the event. See Figure 47 for the full distribution of responses.

Figure 47. Respondent Satisfaction with CSUF PD Engagement Events



To better understand participants’ satisfaction ratings, they were asked to provide additional feedback they may have about their experience of the event. See below for a sample of responses.

²² Fifty-three respondents stated they were unsure if they had attended one of the engagement events and three respondents skipped the question.

Coffee/Paletas/Pizza with CSUF PD

- *“Appreciate the engagement.”*
- *“During work hours, my department does not allow staff to attend.”*
- *“This is a fun way to interact with LE on campus. It humanizes them.”*

National Night Out

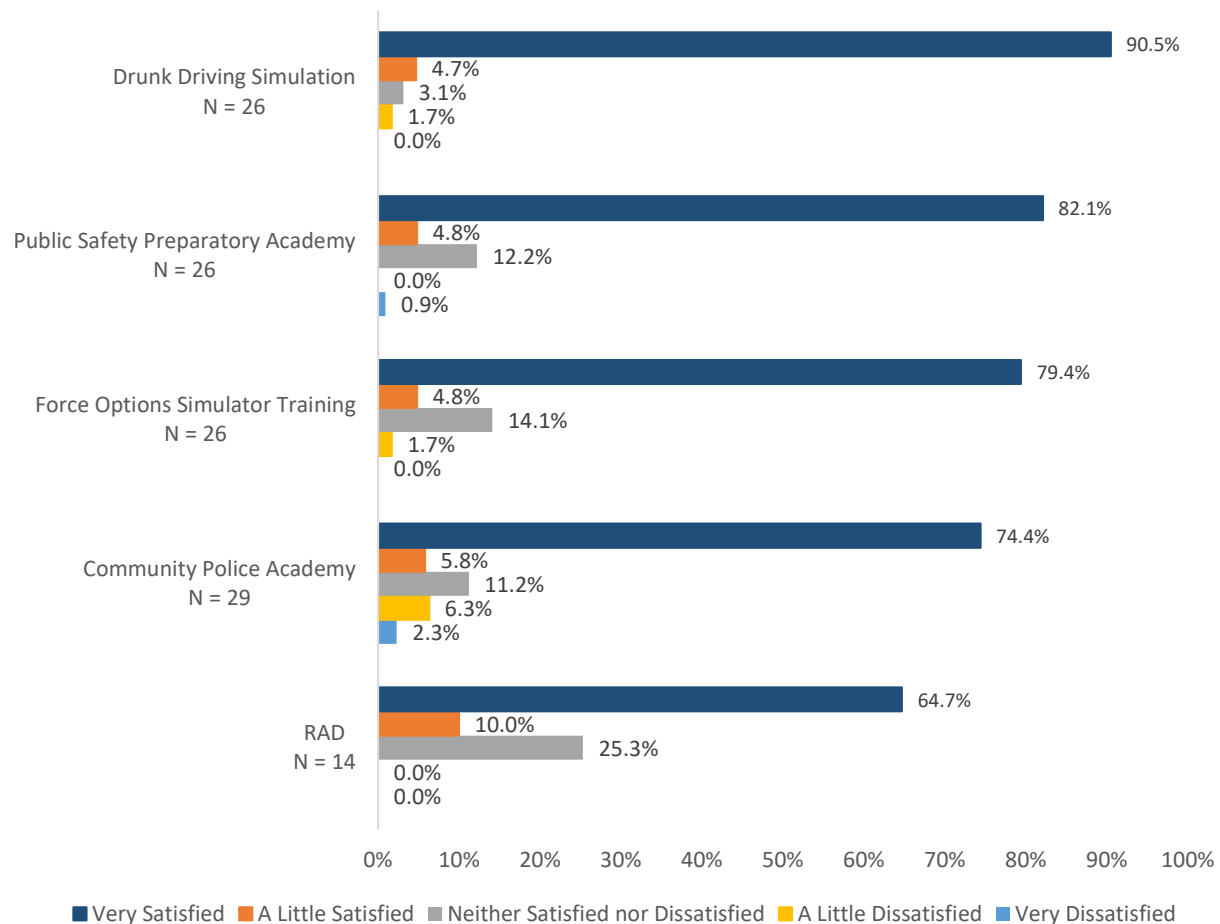
- *“Good food.”*
- *“Love to attend but I see it on social media after the fact. Would love it if it was more heavily promoted.”*

When asked whether they had participated in any CSUF PD outreach programs (such as Community Police Academy, RAD, Public Safety Preparatory Academy, Force Options Simulator Training, or Drunk Driving Simulation), most respondents ($n = 1,657$; 97.1%) indicated they had not.²³ The 50 individuals (2.9%) who reported participating in at least one of the programs were asked a follow-up question to assess their level of satisfaction on a scale ranging from “Very dissatisfied” to “Very satisfied.”²⁴ As shown in Figure 48, most participants reported being “very satisfied” with their experience across all programs. The Drunk Driving Simulation program received the highest proportion of “very satisfied” responses, with 90.5% of participants ($n = 24$) selecting that option. RAD had the most variation in satisfaction, with nine (64.7%) stating they were “very satisfied,” three (25.3%) reporting they were “neither satisfied nor dissatisfied,” and one (10.0%) indicating they were “a little satisfied.”

²³ Seventy participants stated they were unsure if they had participated in an outreach program.

²⁴ Respondents were also given the response option “Haven’t used” in case they had not participated in the program being referenced.

Figure 48. Respondent Satisfaction with CSUF PD Outreach Programs



Participants were offered the opportunity in the survey to provide additional feedback about their experience with the outreach programs they participated in. Responses for each program are provided below.²⁵

Community Police Academy

- *"This was interesting. Done via Zoom."*

Force Operations Simulator Training

- *"This was really interesting and I'm glad it exists."*

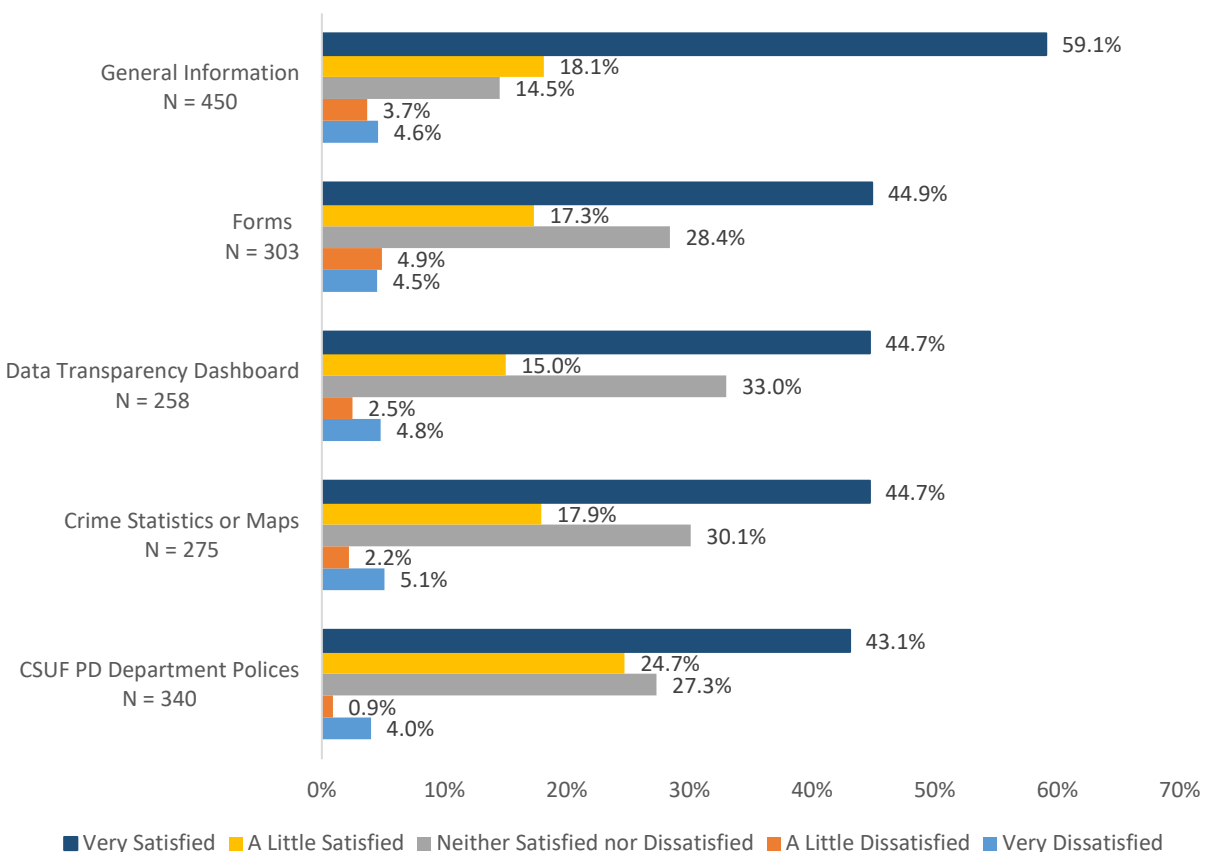
RAD

- *"Great program!"*

²⁵ No additional feedback was provided for the Public Safety Preparatory Academy, and while comments were submitted for the Drunk Driving Simulation, they described how participants encountered the program rather than offering feedback.

To assess familiarity with the CSUF PD website, respondents were asked if they had visited it. Nearly a third ($n = 518$; 31.3%) indicated they had, while 68.7% ($n = 1,136$) reported they had not.²⁶ Those who had visited the site were asked to rate their satisfaction with various features, including the data transparency dashboard, crime statistics or maps, CSUF PD department policies, forms, and general information (e.g., programs/services, location, and hours of operation) on a scale ranging from “Very dissatisfied” to “Very satisfied.”²⁷ Across all features, the majority of participants reported being either “a little satisfied” or “very satisfied.” General information had the largest proportion of respondents ($n = 266$; 59.1%) who said they were “very satisfied” with the feature, followed by forms ($n = 136$; 44.9%), the data transparency dashboard ($n = 115$; 44.7%), crime statistics or maps ($n = 123$; 44.7%), and department policies ($n = 147$; 43.1%). The full distribution of responses is presented in Figure 49.

Figure 49. Respondent Satisfaction with CSUF PD Website Features



²⁶ One hundred twenty-two participants said they were unsure if they had visited the website.

²⁷ Respondents were also given the response option “Haven’t used” in case they had not used one of the features being referenced.

Similar to other satisfaction items on the survey, respondents were provided the opportunity to give additional feedback on the features to contextualize their satisfaction rating. A sample of responses for each of the features is provided below.²⁸

Data Transparency Dashboard

- *"Data is limited and not helpful."*

Crime Statistics or Maps

- *"I was a crime major and like to see what is happening around us."*
- *"Not helpful."*
- *"The dashboard cannot handle more than 500 records found, even when decreasing the types of calls and it only shows a blank map which can be misleading and initially made me think that there were not any crimes."*

Forms

- *"I think some forms were outdated when I tried to use them."*
- *"Sometimes hard to locate exact form."*
- *"Very easy to use."*

General Information

- *"Again, I wish it was easier to find things."*
- *"I could not find an events calendar or list of dates for the engagement opportunity programs."*
- *"Website header takes up a lot of room on my monitor so it is hard to read and find menu items."*
- *"When there is an emergency, it would be helpful to have immediate updates posted. Sometimes it's taken a while to see clarification on social media or some other means."*

SUMMARY AND CONCLUSIONS

In Spring 2025, the Social Science Research Center (SSRC) at California State University, Fullerton conducted an online survey of the CSUF campus community to assess perceptions of LE. The survey gathered feedback from 1,776 students, faculty, and staff regarding their views and experiences with the CSUF University Police Department (CSUF PD), neighborhood police, and police in California more broadly.

Although most respondents had interacted with LE at some point in their lives, relatively few had direct contact with CSUF PD. Despite this lower level of familiarity, CSUF PD was consistently rated more favorably than neighborhood police or other LE agencies, with those who had interacted with the department more likely to describe their experiences as respectful, helpful, and transparent. At the same time, negative interactions (e.g., disrespectful treatment, suspicion-based stops, and use of force) were most often attributed to LE agencies outside of CSUF PD and respondents' neighborhood police.

²⁸ No additional feedback was provided for CSUF PD department policies. Instead, one respondent stated it had been a while since they had used the feature and didn't remember their experience.

This pattern suggests that while negative experiences with LE are not uncommon, they are more frequently linked to agencies beyond the immediate campus or respondents' local communities.

To better understand overall perceptions of CSUF PD among the campus community, responses to 11 survey items related to police effectiveness, fairness, and community trust were combined into a single measure. Analysis of this measure revealed that individuals who had not experienced a negative interaction with LE viewed CSUF PD more positively than those who had. Perceptions also varied by demographic group, with men, older respondents, and staff expressing significantly more favorable views of CSUF PD, while individuals of other genders reported the least positive perceptions. Perceptions of CSUF PD appear to be shaped by both personal experience and identity, highlighting the need for equitable and consistent engagement across the campus community.

Respondents also rated CSUF PD more favorably in areas such as understanding community needs, involvement in campus activities, and the perceived effect of safety initiatives. However, awareness of these initiatives varied widely. Programs like Emergency Blue Phones and Safety Escorts were relatively well known, while others (e.g., Chief's Advisory Board and the Tiered Safety Response System) had much lower levels of recognition. This suggests that increasing visibility and communication around CSUF PD's efforts could further strengthen community trust.

It should be noted that while CSUF PD was rated more favorably than other LE agencies across a range of measures, the ratings were moderate rather than high. This suggests that there are still opportunities for the department to strengthen its efforts and further enhance how it serves and supports the campus community. For instance, although CSUF PD was less frequently associated with the most severe forms of force, such as having a gun pointed at a respondent, some individuals still reported experiencing excessive force or the use of non-lethal weapons. These findings suggest that, while overall perceptions are generally more positive for CSUF PD, there remains room for continued growth in areas such as officer conduct and communication. This may involve additional training or guidance for officers to help prevent these types of interactions in the future, as well as broader efforts to ensure the campus community is well-informed about what to expect during police encounters. Continued attention to these issues will be important for building trust and ensuring consistent, equitable experiences for all members of the campus community.

Overall, the findings indicate that CSUF PD is viewed more positively than other LE agencies across a range of aspects, particularly among those with direct experience. At the same time, the results point to opportunities for continued growth, especially in increasing awareness of safety initiatives, addressing concerns about the use of force, and ensuring equitable treatment for all members of the campus community.

Appendix A.

Survey of CSU Fullerton Community Members' Perceptions of LE

HSR-24-25-231

Survey of CSU Fullerton Community Members' Perceptions of Law Enforcement

[DISPLAY IF GROUP=FACULTY/STAFF/ADMINISTRATOR. OTHERWISE, SKIP TO INT2]

INT1 California State University, Fullerton is interested in community attitudes toward law enforcement. The survey contains a series of questions about your perceptions of police, your experience with police, and your knowledge/satisfaction of CSUF Police Department (PD) programs and services. Your participation in the survey is greatly appreciated. Your participation in this survey is voluntary. No more than minimal risk is involved with this survey. You may hesitate to answer certain questions in the survey due to discomfort or another reason. If so, you may choose to not answer any question. You may have concerns about confidentiality. Please know that survey responses are confidential and your confidentiality will be protected to the extent allowed by law. Results will be presented in aggregate form. You may refuse to participate or discontinue your involvement at any time without penalty. Faculty and staff who complete this survey will be entered into a drawing to win a **\$100 Titan Shop gift certificate** (10 gift certificates to be awarded). The results of this survey may also have the societal benefit of providing information on public attitudes toward police and public experience with police. It will also provide important information to CSUF PD Chief's Advisory Board to guide CSUF PD in creating appropriate programs and training for community members and officers, with a goal of improving police community relations on campus. This survey will take approximately 10-15 minutes to complete. Please feel free to contact Laura Gil-Trejo at (657) 278-7691 or lgil-trejo@fullerton.edu if you have any questions or would like to verify the authenticity of this study. If you have any questions about your rights as a research participant, you may contact California State University, Fullerton IRB at (657) 278-7719. *I have carefully read and/or I have had the terms used in this consent form and their significance explained to me. By clicking below, I agree that I am at least 18 years of age and agree to participate in this project.*

[IF GROUP=STUDENT, CONTINUE. OTHERWISE, SKIP TO T1]

INT2 California State University, Fullerton is interested in community attitudes toward law enforcement. The survey contains a series of questions about your perceptions of police, your experience with police, and your knowledge/satisfaction of CSUF Police Department (PD) programs and services. Your participation in the survey is greatly appreciated. Your participation in this survey is voluntary. No more than minimal risk is involved with this survey. You may hesitate to answer certain questions in the survey due to discomfort or another reason. If so, you may choose to not answer any question. You may have concerns about confidentiality. Please know that survey responses are confidential and your confidentiality will be protected to the extent allowed by law. Results will be presented in aggregate form. You may refuse to participate or discontinue your involvement at any time without penalty. Students who complete this survey will be entered into a drawing to win a **\$50 Amazon gift certificate** (30 gift certificates to be awarded). The results of this survey may also have the societal benefit of providing information on public attitudes toward police and public experience with police. It will also provide important information to CSUF PD Chief's Advisory Board to guide CSUF PD in creating appropriate programs and training for community members and officers, with a goal of improving police community relations on campus. This survey will take approximately 10-15 minutes to complete. Please feel free to contact Laura Gil-Trejo at (657) 278-7691 or lgil-trejo@fullerton.edu if you have any questions or would like to verify the authenticity of this study. If you have any questions about your rights as a research participant, you may contact California State University, Fullerton IRB at (657) 278-7719.

I have carefully read and/or I have had the terms used in this consent form and their significance explained to me. By clicking below, I agree that I am at least 18 years of age and agree to participate in this project.

T1 *As a participant in the study, your honest opinions and experiences are important to our research team and your campus police department. Please answer the questions in your own opinion and to the best of your knowledge.*

Perceptions of Police

T2 *The following questions ask about your experiences with and opinions of police.*

Q1. What law enforcement agency would respond if you called 911 from your residence/the place you stay at night?

1. SoCal LEA's [INSERT LIST OF LA, ORANGE, SAN DIEGO, RIVERSIDE, SAN BERNARDINO, VENTURA, SANTA BARBARA, AND IMPERIAL COUNTY LEAs]
2. CSUF UPD (Only select if you live on campus)
3. Other
7. I don't know

Q2 What is the zip code of your residence/the place you stay at night?

1. Specify zip code, SPECIFY>
2. I don't know
9. Decline to answer

T3 Please indicate whether you *strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree* with the following statements about police.

For the following statements:

- “Police in California” refers to police/sheriffs in California.
- “Police in my neighborhood” refers to police/sheriffs that would respond if you called 911 from your residence/place you sleep at night.
- “CSUF PD” refers to police on CSUF campus.

- Q3 In general, the police promptly respond to calls for assistance.
- Q4 In general, the police are effective in resolving problems that really concern people (e.g., preventing crime, maintaining order, ...)
- Q5 In general, the police are doing a good job working together with community members to solve local problems.
- Q6 In general, the police enforce laws consistently amongst all people in their jurisdiction, regardless of residents’ age, race/ethnicity, or gender.
- Q7 In general, the police treat all community members with dignity and respect, regardless of residents’ age, race/ethnicity, or gender.
- Q8 In general, the police take time to listen to people.
- Q9 In general, the police explain their decisions to people they deal with.
- Q10 In general, the police are doing a good job being transparent (sharing information of public concern) with the people in their jurisdiction.
- Q11 In general, the police use the right amount of force for each situation.
- Q12 In general, the police are held accountable for their actions.
- Q13 In general, the police are honest.
- Q14 I am likely to provide information to the police to help them find a suspected criminal.
- Q15 I generally feel comfortable speaking to a uniformed police officer.
- Q16 The presence of law enforcement causes me to feel intimidated, fearful, and/or threatened.
- a. Police in California
 - b. Police in my neighborhood
 - c. CSUF PD
 1. Strongly agree
 2. Somewhat agree
 3. Neither agree nor disagree
 4. Somewhat disagree
 5. Strongly disagree

T4 Please indicate how prevalent you think the following behaviors are among police officers.

For the following statements:

- “Police in California” refers to police/sheriffs in California.
- “Police in my neighborhood” refers to police/sheriffs that would respond if you called 911 from your residence/place you sleep at night.
- “CSUF PD” refers to police on CSUF campus.

- Q17 How many police officers do you think engage in corrupt behavior? (Act in a morally questionable way to benefit the officer; e.g., take bribes, lie on police reports, steal suspects' money/drugs)
- Q18 How many police officers do you think abuse their power? (Actions that intentionally injure human dignity to accomplish a police goal; e.g., intimidation, false arrest, unwarranted surveillance/stops/searches...)
- Q19 How many police officers do you think engage in biased policing against minorities?
- a. Police in California
 - b. Police in my neighborhood
 - c. CSUF PD
 1. Almost all (90 to 100%)
 2. Many/Most (60-89%)
 3. About Half (40-59%)
 4. Few/Some (10-39%)
 5. None/Almost none (0-9%)
- Q20 Overall, my opinion of the police.
- a. Police in California
 - b. Police in my neighborhood
 - c. CSUF PD
 1. Very positive
 2. Somewhat positive
 3. Neither positive nor negative
 4. Somewhat negative
 5. Very negative
- T5 Please indicate whether you *strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree* with the following statements about safety and police involvement in your community.
- Q21 I generally feel safe walking around at night.
- Q22 I have noticed positive changes in my community as a result of police initiatives.
- Q23 Police are actively involved in community activities and programs.
- Q24 Police understand the specific needs and concerns of the community.
- Q25 Defunding the police will make the community safer.
- a. In my neighborhood
 - b. On CSUF campus
 1. Strongly agree
 2. Somewhat agree
 3. Neither agree nor disagree
 4. Somewhat disagree
 5. Strongly disagree

- Q26 CSUF PD officers should be disarmed; meaning other law enforcement agencies (city police/county sheriff) would respond to on-campus 911 calls, crimes, and emergencies.
- a. On CSUF campus
 1. Strongly agree
 2. Somewhat agree
 3. Neither agree nor disagree
 4. Somewhat disagree
 5. Strongly disagree

Personal Experience with Police

- T6 Please tell us a little about your experience/s with police.
- Q27 Do you have any friends or family members who are/were law enforcement officers?
1. Yes
 2. No
- Q28 Do you currently, or have you previously, worked in law enforcement?
1. Yes
 2. No
- Q29 During your lifetime, approximately how many times have you had contact with a police officer? (Do not include interactions with family/friends who are/were law enforcement officers or your own current/previous experience working in law enforcement)
1. 0, I have not had contact with a police officer [SKIP TO T8]
 2. 1 - 3 times [CONTINUE]
 3. 4 - 9 times [CONTINUE]
 4. 10 or more times [CONTINUE]
- Q30 Under what circumstances have you had contact with an officer during your lifetime? (Select all that apply)
- a. I was the victim of a crime/filed a report.
 - b. I was a witness to a crime/other incident or reported a situation to police.
 - c. I was involved in a traffic accident/had a disabled vehicle.
 - d. I spoke with an officer during casual conversation or a community event.
 - e. I was pulled over for traffic enforcement (potential traffic violation, checkpoint).
 - f. I was stopped/questioned by an officer while going about my day (for something other than traffic).
 - g. I was contacted and questioned/interviewed by an officer about my potential involvement in a crime.
 - h. I was arrested by an officer.
 - i. I participated in a citizen's academy, self-defense class, or other voluntary program.
 - j. During a natural disaster (e.g., wildfire evacuation, earthquake, etc.).
 - k. The only contact I have ever had with an officer was by telephone, not in person.
 - l. Other
 0. NOT SELECTED
 1. SELECTED

Q31 Thinking of the officers you have had contact with, which agency or agencies did they work for?
(Select all that apply)

- 1) CSUF PD
- 2) The police/sheriff's department that patrols my neighborhood
- 3) Another law enforcement department (not CSUF PD nor my neighborhood police/sheriff)

0. NOT SELECTED

1. SELECTED

[DISPLAY IF Q31_2 = 1]

Q32_1 How would you describe your encounter/s with the police/sheriff's department that patrols your neighborhood ___?

1. Positive
2. Mostly positive (if more than one encounter)
3. Neutral (encounter/s was neither positive nor negative)
4. Mixed (encounters were equally positive and negative)
5. Mostly negative (if more than one encounter)
6. Negative

[DISPLAY IF Q31_1 = 1]

Q32_2 How would you describe your encounter/s with police from CSUF PD ___?

1. Positive
2. Mostly positive (if more than one encounter)
3. Neutral (encounter/s was neither positive nor negative)
4. Mixed (encounters were equally positive and negative)
5. Mostly negative (if more than one encounter)
6. Negative

[DISPLAY IF Q31_3 = 1]

Q32_3 How would you describe your encounter/s with police from another law enforcement department (not CSUF PD nor my neighborhood police/sheriff) ___?

1. Positive
2. Mostly positive (if more than one encounter)
3. Neutral (encounter/s was neither positive nor negative)
4. Mixed (encounters were equally positive and negative)
5. Mostly negative (if more than one encounter)
6. Negative

T7 Please indicate whether an officer has ever ...

For the next set of questions, select:

- **“Yes”** if you had the experience mentioned
- **“No”** if you had an encounter in which an officer could have done the thing being asked about but did not
- **“I’m not sure”** if you do not recall if you had an encounter that may qualify
- **“Not Applicable”** if you have not had an encounter that would qualify
- **“Decline to answer”** if you do not wish to answer the question.

Q33 Treated you with dignity/respect.

Q34 Provided you with helpful resources, assistance, or advice.

Q35 Explained to you the reasons for their actions

Q36 Listened to you/asked for your perspective.

Q37 Offered you an explanation or apology for a delay or wait during your interaction

Q38 Provided you with a contact number or information for follow-up questions or complaints.

Q39 Asked you to provide feedback on your interaction with them

Q40 Checked your identification without explaining why

Q41 Been disrespectful to you

Q42 Used expletives (profanities) in conversation with you

Q43 Yelled expletives (profanities) at you

Q44 Stopped you for no apparent violation

Q45 Given you a verbal warning instead of issuing you a ticket or arresting you

Q46 Told you that you “fit the description” (of a suspicious/wanted person)

Q47 Asked you if you are on probation/parole or have ever been arrested

Q48 Asked you to exit the vehicle you were travelling in during a routine traffic stop

Q49 Asked you to consent to a search of your body, belongings, or car during a routine stop

Q50 Used a non-lethal weapon (e.g., taser, pepper spray) during your interaction

Q51 Pointed a gun at you

Q52 Used excessive force against you requiring medical attention.

1. Yes
2. No
7. I’m not sure
8. Not Applicable
9. Decline to answer

[DISPLAY IF Q33 = 1]

Q33a Which agency treated you with dignity/respect? (Select all that apply)

1. CSUF PD
 2. Police in my neighborhood
 3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q34 = 1]

Q34a Which agency provided you with helpful resources, assistance, or advice? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
 - 0. NOT SELECTED
 - 1. SELECTED

[DISPLAY IF Q35 = 1]

Q35a Which agency explained to you the reasons for their actions? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
 - 0. NOT SELECTED
 - 1. SELECTED

[DISPLAY IF Q36 = 1]

Q36a Which agency listened to you/asked for your perspective? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
 - 0. NOT SELECTED
 - 1. SELECTED

[DISPLAY IF Q37 = 1]

Q37a Which agency offered you an explanation or apology for a delay or wait during your interaction? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
 - 0. NOT SELECTED
 - 1. SELECTED

[DISPLAY IF Q38 = 1]

Q38a Which agency provided you with a contact number or information for follow-up questions or complaints? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
 - 0. NOT SELECTED
 - 1. SELECTED

[DISPLAY IF Q39 = 1]

Q39a Which agency asked you to provide feedback on your interaction with them? (Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q40 = 1]

Q40a Which agency checked your identification without explaining why? (Select all that apply)

4. CSUF PD
5. Police in my neighborhood
6. Other law enforcement agency
2. NOT SELECTED
3. SELECTED

[DISPLAY IF Q40 = 1]

Q40b Do you feel the officer's actions were justified/reasonable?

1. Yes
2. Most were justified/reasonable (if it happened more than one time)
3. Sometimes (if it happened more than one time)
4. Most were not justified/reasonable (if it happened more than one time)
5. No
7. I don't know/I don't remember

[DISPLAY IF Q41 = 1]

Q41a Which agency has been disrespectful to you? (Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q41 = 1]

Q41b Do you feel the officer's actions were justified/reasonable?

1. Yes
2. Most were justified/reasonable (if it happened more than one time)
3. Sometimes (if it happened more than one time)
4. Most were not justified/reasonable (if it happened more than one time)
5. No
7. I don't know/I don't remember

[DISPLAY IF Q42 = 1]

Q42a Which agency used expletives (profanities) in conversation with you? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
- 0. NOT SELECTED
- 1. SELECTED

[DISPLAY IF Q42 = 1]

Q42b Do you feel the officer's actions were justified/reasonable?

- 1. Yes
- 2. Most were justified/reasonable (if it happened more than one time)
- 3. Sometimes (if it happened more than one time)
- 4. Most were not justified/reasonable (if it happened more than one time)
- 5. No
- 7. I don't know/I don't remember

[DISPLAY IF Q43 = 1]

Q43a Which agency yelled expletives (profanities) at you? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
- 0. NOT SELECTED
- 1. SELECTED

[DISPLAY IF Q43 = 1]

Q43b Do you feel the officer's actions were justified/reasonable?

- 1. Yes
- 2. Most were justified/reasonable (if it happened more than one time)
- 3. Sometimes (if it happened more than one time)
- 4. Most were not justified/reasonable (if it happened more than one time)
- 5. No
- 7. I don't know/I don't remember

[DISPLAY IF Q44 = 1]

Q44a Which agency stopped you for no apparent violation? (Select all that apply)

- 1. CSUF PD
- 2. Police in my neighborhood
- 3. Other law enforcement agency
- 0. NOT SELECTED
- 1. SELECTED

- [DISPLAY IF Q44 = 1]
- Q44b Do you feel the officer's actions were justified/reasonable?
1. Yes
 2. Most were justified/reasonable (if it happened more than one time)
 3. Sometimes (if it happened more than one time)
 4. Most were not justified/reasonable (if it happened more than one time)
 5. No
 7. I don't know/I don't remember
- [DISPLAY IF Q45 = 1]
- Q45a Which agency gave you a verbal warning instead of issuing you a ticket or arresting you? (Select all that apply)
1. CSUF PD
 2. Police in my neighborhood
 3. Other law enforcement agency
 0. NOT SELECTED
 1. SELECTED
- [DISPLAY IF Q46 = 1]
- Q46a Which agency told you that you "fit the description" (of a suspicious/wanted person)? (Select all that apply)
1. CSUF PD
 2. Police in my neighborhood
 3. Other law enforcement agency
 0. NOT SELECTED
 1. SELECTED
- [DISPLAY IF Q46 = 1]
- Q46b Do you feel the officer's actions were justified/reasonable?
1. Yes
 2. Most were justified/reasonable (if it happened more than one time)
 3. Sometimes (if it happened more than one time)
 4. Most were not justified/reasonable (if it happened more than one time)
 5. No
 7. I don't know/I don't remember
- [DISPLAY IF Q47 = 1]
- Q47a Which agency asked you if you are on probation/parole or have ever been arrested? (Select all that apply)
1. CSUF PD
 2. Police in my neighborhood
 3. Other law enforcement agency
 0. NOT SELECTED
 1. SELECTED

[DISPLAY IF Q47 = 1]

Q47b Do you feel the officer's actions were justified/reasonable?

1. Yes
2. Most were justified/reasonable (if it happened more than one time)
3. Sometimes (if it happened more than one time)
4. Most were not justified/reasonable (if it happened more than one time)
5. No
7. I don't know/I don't remember

[DISPLAY IF Q48 = 1]

Q48a Which agency asked you to exit the vehicle you were travelling in during a routine traffic stop?
(Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q48 = 1]

Q48b Do you feel the officer's actions were justified/reasonable?

6. Yes
7. Most were justified/reasonable (if it happened more than one time)
8. Sometimes (if it happened more than one time)
9. Most were not justified/reasonable (if it happened more than one time)
10. No
7. I don't know/I don't remember

[DISPLAY IF Q49 = 1]

Q49a Which agency asked you to consent to a search of your body, belongings, or car during a routine stop? (Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q49 = 1]

Q49b Do you feel the officer's actions were justified/reasonable?

1. Yes
2. Most were justified/reasonable (if it happened more than one time)
3. Sometimes (if it happened more than one time)
4. Most were not justified/reasonable (if it happened more than one time)
5. No
7. I don't know/I don't remember

[DISPLAY IF Q50 = 1]

Q50a Which agency used a non-lethal weapon (e.g., taser, pepper spray) during your interaction?
(Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q50 = 1]

Q50b Do you feel the officer's actions were justified/reasonable?

1. Yes
2. Most were justified/reasonable (if it happened more than one time)
3. Sometimes (if it happened more than one time)
4. Most were not justified/reasonable (if it happened more than one time)
5. No
7. I don't know/I don't remember

[DISPLAY IF Q51 = 1]

Q51a Which agency pointed a gun at you? (Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q51 = 1]

Q51b Do you feel the officer's actions were justified/reasonable?

1. Yes
2. Most were justified/reasonable (if it happened more than one time)
3. Sometimes (if it happened more than one time)
4. Most were not justified/reasonable (if it happened more than one time)
5. No
7. I don't know/I don't remember

[DISPLAY IF Q52 = 1]

Q52a Which agency used excessive force against you, resulting in the need for medical attention?
(Select all that apply)

1. CSUF PD
2. Police in my neighborhood
3. Other law enforcement agency
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q52 = 1]

- Q52b Do you feel the officer's actions were justified/reasonable?
1. Yes
 2. Most were justified/reasonable (if it happened more than one time)
 3. Sometimes (if it happened more than one time)
 4. Most were not justified/reasonable (if it happened more than one time)
 5. No
 7. I don't know/I don't remember

Knowledge, Utilization, and Satisfaction with CSUF PD

T8 Over the past two years, the CSUF PD has engaged in a vision of holistic public safety that utilizes a tiered response system and emphasizes community engagement, accountability, and transparency to support a safe, inclusive, and welcoming university. How familiar are you with each of the following?

Q53 CSUF PD's holistic public safety vision

1. I've never heard of this [SKIP TO Q54]
2. I've heard of this but don't know much about it [CONTINUE]
3. I am familiar with this and could tell others about it [CONTINUE]

Q53a How did you hear about CSUF PD's holistic public safety vision? (Select all that apply)

- a. Saw it in marketing on campus (flyers, sandwich boards, etc.)
- b. Saw it on social media
- c. Heard about it in a presentation or at an event
- d. Read about it on the CSUF PD website
- e. Heard about it from colleagues or classmates
- f. I have used the service/participated in this program
- g. Don't know

0. NOT SELECTED

1. SELECTED

[DISPLAY IF Q53a_f = 1]

Q53b How satisfied were you with the CSUF PD's holistic public safety vision?

1. Very dissatisfied
2. A little dissatisfied
3. Neither satisfied nor dissatisfied
4. A little satisfied
5. Very satisfied

[DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]

Q54 Tiered Safety Response System (sending the right professional to each situation)

1. I've never heard of this [SKIP TO Q55]
2. I've heard of this but don't know much about it [CONTINUE]
3. I am familiar with this and could tell others about it [CONTINUE]

- Q54a How did you hear about the Tiered Safety Response System? (Select all that apply)
- Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - Saw it on social media
 - Heard about it in a presentation or at an event
 - Read about it on the CSUF PD website
 - Heard about it from colleagues or classmates
 - I have used the service/participated in this program
 - Don't know
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q54a_f = 1]

- Q54b How satisfied were you with the Tiered Safety Response System?
- Very dissatisfied
 - A little dissatisfied
 - Neither satisfied nor dissatisfied
 - A little satisfied
 - Very satisfied

[DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]

- Q55 Campus Safety Specialists (CSS) (unarmed public safety officers)
- I've never heard of this [SKIP TO Q56]
 - I've heard of this but don't know much about it [CONTINUE]
 - I am familiar with this and could tell others about it [CONTINUE]

- Q55a How did you hear about Campus Safety Specialists (CSS)? (Select all that apply)
- Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - Saw it on social media
 - Heard about it in a presentation or at an event
 - Read about it on the CSUF PD website
 - Heard about it from colleagues or classmates
 - I have used the service/participated in this program
 - Don't know
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q55a_f=1]

- Q55b How satisfied were you with the Campus Safety Specialists (CSS)?
- Very dissatisfied
 - A little dissatisfied
 - Neither satisfied nor dissatisfied
 - A little satisfied
 - Very satisfied

[DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]

- Q56 Crisis Response Team (CRT) (mental health professional from CSUF CAPS [Counseling and Psychological Services] responds to persons in distress with a CSUF PD Campus Safety Specialist)
1. I've never heard of this [SKIP TO Q57]
 2. I've heard of this but don't know much about it [CONTINUE]
 3. I am familiar with this and could tell others about it [CONTINUE]

- Q56a How did you hear about Crisis Response Team (CRT)? (Select all that apply)
- a. Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - b. Saw it on social media
 - c. Heard about it in a presentation or at an event
 - d. Read about it on the CSUF PD website
 - e. Heard about it from colleagues or classmates
 - f. I have used the service/participated in this program
 - g. Don't know
 0. NOT SELECTED
 1. SELECTED

[DISPLAY IF Q56a_f = 1]

- Q56b How satisfied were you with the Crisis Response Team (CRT)?
1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
- [DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]

- Q57 Emergency Blue Phones
1. I've never heard of these or seen them on campus [SKIP TO Q58]
 2. I've heard of these/seen them on campus but don't know much about them [CONTINUE]
 3. I am familiar with these and could tell others about them [CONTINUE]

- Q57a How did you hear about Emergency Blue Phones? (Select all that apply)
- a. Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - b. Saw it on social media
 - c. Heard about it in a presentation or at an event
 - d. Read about it on the CSUF PD website
 - e. Heard about it from colleagues or classmates
 - f. I have used the service/participated in this program
 - g. Don't know
 0. NOT SELECTED
 1. SELECTED

- [DISPLAY IF Q57a_f = 1]
- Q57b How satisfied were you with the Emergency Blue Phones?
1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
- [DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]
- Q58 Safety Escorts
1. I've never heard of this [SKIP TO Q59]
 2. I've heard of this but don't know much about it [CONTINUE]
 3. I am familiar with these and could tell others about them [CONTINUE]
- Q58a How did you hear about Safety Escorts? (Select all that apply)
- a. Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - b. Saw it on social media
 - c. Heard about it in a presentation or at an event
 - d. Read about it on the CSUF PD website
 - e. Heard about it from colleagues or classmates
 - f. I have used the service/participated in this program
 - g. Don't know
0. NOT SELECTED
1. SELECTED
- [DISPLAY IF Q58a_f = 1]
- Q58b How satisfied were you with the Safety Escorts?
1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
- [DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]
- Q59 Data Transparency Dashboards on CSUF PD website (provides information about police stops, use of force, complaints and other key metrics)
1. I've never heard of this [SKIP TO Q60]
 2. I've heard of this but don't know much about it [CONTINUE]
 3. I am familiar with this and could tell others about it [CONTINUE]

- Q59a How did you hear about the Data Transparency Dashboards on the CSUF PD website? (Select all that apply)
- a. Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - b. Saw it on social media
 - c. Heard about it in a presentation or at an event
 - d. Read about it on the CSUF PD website
 - e. Heard about it from colleagues or classmates
 - f. I have used the service/participated in this program
 - g. Don't know
0. NOT SELECTED
1. SELECTED

[DISPLAY IF Q59a_f = 1]

- Q59b How satisfied were you with the Data Transparency Dashboards on the CSUF PD website?
- 1. Very dissatisfied
 - 2. A little dissatisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. A little satisfied
 - 5. Very satisfied
- [DISPLAY OPTIONAL TEXTBOX FOR ADDITIONAL COMMENTS]

- Q60 Chief's Advisory Board (CAB) (board that advises CSUF PD chief on important matters and forms a bridge between CSUF community and CSUF PD)
- 1. I've never heard of this [SKIP TO Q61]
 - 2. I've heard of this but don't know much about it [CONTINUE]
 - 3. I am familiar with this and could tell others about it [CONTINUE]

- Q60a How did you hear about Chief's Advisory Board (CAB)? (Select all that apply)
- a. Saw it in marketing on campus (flyers, sandwich boards, etc.)
 - b. Saw it on social media
 - c. Heard about it in a presentation or at an event
 - d. Read about it on the CSUF PD website
 - e. Heard about it from colleagues or classmates
 - f. I have used the service/participated in this program
 - g. Don't know
0. NOT SELECTED
1. SELECTED

- [DISPLAY IF Q60a_f = 1]
- Q60b How satisfied were you with the Chief's Advisory Board (CAB)?
1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
- [DISPLAY OPTIONAL TEXTBOX]
- T8 CSUF PD provides a variety of programs and services for the campus community. How familiar are you with each of the following?
- Q61 Have you used any of these CSUF PD Services: Live Scan (digital fingerprinting service used for background checks), Lost Property, University Keys, or Child Car Seat Installation?
1. No [SKIP TO Q62]
 2. Yes [CONTINUE]
 7. I'm not sure [SKIP TO Q62]
- Q61a How satisfied were you with the program/service provided?
- a. Live Scan
 - b. Lost Property
 - c. University Keys
 - d. Child Car Seat Installation
 1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
 6. Haven't used
- [DISPLAY FEEDBACK TEXTBOX]
- Q62 Have you participated in any CSUF PD engagement events such as Coffee/Paletas/Pizza with CSUF PD or National Night Out?
1. No [SKIP TO Q63]
 2. Yes [CONTINUE]
 7. I'm not sure [SKIP TO Q63]
- Q62a How satisfied were you with the program/service provided?
- a. Coffee/Paletas/Pizza with CSUF PD
 - b. National Night Out
 1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
 6. Haven't used
- [DISPLAY FEEDBACK TEXTBOX]

Q63 Have you participated in any CSUF PD Outreach Programs (Community Police Academy, RAD, Public Safety Preparatory Academy, Force Options Simulator Training, Drunk Driving Simulation)?

1. No [SKIP TO Q64]
2. Yes [CONTINUE]
7. I'm not sure[SKIP TO Q64]

Q63a How satisfied were you with the program/service provided?

- a. Community Police Academy
 - b. Drunk Driving Simulation
 - c. Force Options Simulator Training
 - d. Public Safety Preparatory Academy
 - e. RAD
 1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
 6. Haven't used
- [DISPLAY FEEDBACK TEXTBOX]

Q64 Have you visited the CSUF PD website?

1. No [SKIP TO T9]
2. Yes [CONTINUE]
7. I'm not sure[SKIP TO T9]

Q64a How satisfied were you with the program/service provided?

- a. Data transparency dashboard
 - b. Crime statistics or maps
 - c. CSUF PD department policies
 - d. Forms
 - e. General Information on programs/services, location, hours of operation, etc.
 1. Very dissatisfied
 2. A little dissatisfied
 3. Neither satisfied nor dissatisfied
 4. A little satisfied
 5. Very satisfied
 6. Haven't used
- [DISPLAY FEEDBACK TEXTBOX]

Demographic Questions

T9 *These last questions are for classification purposes only. Responses will not be used to identify individual respondents. All information will be aggregated for analysis purposes.*

- Q65 I primarily identify myself as a...
1. Student
 2. Staff
 3. Faculty
 4. Administrator
- Q66 How long have you been at Cal State Fullerton?
1. Less than 1 year
 2. 1-2 years
 3. 3-7 years
 4. 8-13 years
 5. 14+ years
- Q67 What is your college affiliation?
1. College of Business and Economics
 2. College of the Arts
 3. College of Communications
 4. College of Education
 5. College of Engineering and Computer Science
 6. College of Health and Human Development
 7. College of Humanities and Social Sciences
 8. College of Natural Sciences and Mathematics
- Q68 What is your current age?
1. 18-24
 2. 25-34
 3. 35-44
 4. 45-54
 5. 55+
- Q69 What is your gender?
1. Agender
 2. Genderqueer or Gender fluid
 3. Transgender
 4. Non-Binary
 5. Man
 6. Woman
 7. Other (please specify), SPECIFY>
 9. Prefer not to disclose

- Q70 What is your race/ethnicity?
1. African-American/Black
 2. Asian/Asian American
 3. Hawaiian/Pacific Islander
 4. Hispanic or Latinx
 5. Native American/American Indian/Alaskan Native
 6. Middle Eastern/Arab American
 7. White/European American
 8. Not listed above
 9. Prefer not to disclose
- Q71 What was your family's estimated household income in 2023?
1. Less than \$10,000 per year
 2. Between \$10,000 and \$14,999 per year
 3. Between \$15,000 and \$24,999 per year
 4. Between \$25,000 and \$34,999 per year
 5. Between \$35,000 and \$49,999 per year
 6. Between \$50,000 and \$74,999 per year
 7. Between \$75,000 and \$99,999 per year
 8. Between \$100,000 and \$149,999 per year
 9. Between \$150,000 and \$199,999 per year
 10. \$200,000 or more per year
 99. Prefer not to answer
- Q72 How would you describe the amount of _____ in your neighborhood?
- a. Violent crime
 - b. Property crime
 - c. Physical disorder (e.g., trash, vandalism, homelessness...)
 - d. Gang activity
 1. Very low/Non-existent
 2. Low
 3. Medium
 4. High
 5. Very High
 7. I don't know
- Q73 Do you have any additional comments, questions, or recommendations for CSUF PD?
SPECIFY>
- Q74 Would you be willing to be contacted by a researcher at a later date to discuss your past experiences with law enforcement in a focus group or interview?
1. Yes, SPECIFY NAME AND EMAIL>
 2. No

CONC Thank you for your time and opinions. If you would like to talk with someone further about this survey or topic, please contact the appropriate person/office below.

Primary Investigator
Christine Gardiner, Ph.D.
Email: cgardiner@fullerton.edu
Phone: (657) 278 - 3608

CSUF University Police Department
Phone: (657) 278 - 2515
Email: upd.pio@fullerton.edu

CSUF Associated Students Inc
Email: asclerical@fullerton.edu
Phone: (657) 278 - 2468

CSUF Counseling and Psychological Services
Website: you.fullerton.edu
Phone: (657) 278 - 3040

Appendix B

Weighting

To ensure the accuracy and representativeness of survey findings, an iterative weighting approach was used to correct for demographic differences between the survey sample and the broader campus population. While the survey captured a wide range of campus voices, faculty and staff were notably overrepresented relative to students. Additional discrepancies emerged within each group (faculty, staff, and students) by gender, age, race/ethnicity, and, for faculty and students, college affiliation.

To assess whether weighting was necessary, a series of chi-square tests of independence were conducted comparing the survey sample to the known population distributions for each key demographic variable. All variables included in the weighting process showed statistically significant differences, indicating that the sample distributions were not representative of the population and that adjustment was needed.

To address these differences, separate iterative weights were calculated for each group using population benchmarks provided by Cal State Fullerton (CSUF) Office of Institutional Effectiveness and Planning and, for staff, the Auxiliary Services Corporation (ASC). These sources provided the population proportions for each key demographic category, which served as the targets for the weighting process.

An iterative weight is a statistical adjustment that aligns the sample distribution with known population proportions across multiple variables at the same time. It is calculated through a step-by-step process where initial weights are applied to match one variable (e.g., gender), then sequentially adjusted to match others (e.g., age, race/ethnicity), repeating this cycle until all variables of interest closely align with the population proportions.

At the core of the process, each category's raw weight is calculated using the formula:

Weight = Population Proportion / Sample Proportion

This ensures that underrepresented groups are given more influence in the analysis and overrepresented groups are proportionally reduced. Because these raw weights can vary widely depending on the level of imbalance, they were normalized so that the average weight within each group equaled 1.0, preventing alteration to the overall sample size.

After calculating the group-specific weights, a general weight was created to align the combined survey sample with the overall campus population. This general weight incorporated the normalized group weights and further adjusted for campus role, gender, age, and race/ethnicity to ensure representativeness across the full dataset.

The iterative weight presented in the tables throughout this section is the primary adjustment applied during analysis. Because this method accounts for multiple overlapping variables simultaneously, the final weight assigned may differ slightly from participant to participant, even among those who fall into the same individual category. The next section details the steps and adjustments involved in the weighting process, beginning with the group-level weights.

Campus Role Weights

Students

To ensure the survey results accurately reflected the broader student population at CSUF, an iterative weight was calculated to correct for imbalances in representation across key demographic characteristics including college affiliation, gender, and race/ethnicity. While the raw student sample captured a wide range of experiences, certain subgroups were either over- or underrepresented relative to their actual proportions on campus. Population benchmarks used to guide this process were supplied by CSUF Office of Institutional Effectiveness and Planning. The weights calculated for each student respondent adjusted for these imbalances, ensuring more representative estimates across all analyses. See Tables 9–11 for a comparison of student population and survey sample proportions, along with the corresponding weights.

Table 9. Student Population and Survey Sample by College²⁹

College	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Business and Economics	10,049	25.1%	192	21.8%	1.15
Arts	3,246	8.1%	64	7.3%	1.11
Communications	2,697	6.7%	53	6.0%	1.12
Education	863	2.2%	42	4.8%	0.45
Engineering and Computer Science	5,429	13.6%	128	14.5%	0.93
Health and Human Development	6,840	17.1%	136	15.5%	1.10
Humanities and Social Sciences	8,526	21.3%	203	23.1%	0.92
Natural Sciences and Mathematics	2,411	6.0%	62	7.0%	0.85
Total	40,061	100.0% ³⁰	880	100.0%	–

Table 10. Student Population and Survey Sample by Gender³¹

Gender	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Woman	23,469	57.1%	499	56.7%	1.01
Man	17,483	42.6%	320	36.4%	1.17
Other genders	114	0.3%	35	4.0%	0.07
Unknown	3	0.0%	26	3.0%	0.00
Total	41,069	100.0%	880	100.0% ³²	–

²⁹ $\chi^2(7, N=880) = 38.02, p < 0.01$

³⁰ Due to rounding error, the sum of the percentages is 100.1%.

³¹ $\chi^2(3, N=880) = 11,430.52, p < 0.01$

³² Due to rounding error, the sum of the percentages is 100.1%.

Table 11. Student Population and Survey Sample by Race/Ethnicity³³

Race/Ethnicity	Population Count	Population %	Sample Count	Sample %	Iterative Weight
African-American/Black	1,117	2.7%	31	3.5%	0.77
Asian/Asian American	8,414	20.5%	234	26.6%	0.77
Hawaiian/Pacific Islander	57	0.1%	5	0.6%	0.24
Hispanic or Latinx	22,312	54.3%	371	42.2%	1.29
Native American/American Indian/Alaskan Native	43	0.1%	9	1.0%	0.10
White	5,740	14.0%	159	18.1%	0.77
Not listed/Prefer not to answer	3,386	8.2%	71	8.1%	1.02
Total	41,069	100.0% ³⁴	880	100.0% ³⁵	–

Faculty

To improve the accuracy and representativeness of the faculty survey findings, an iterative weighting process was applied to adjust for significant differences between the survey sample and the overall faculty population at CSUF. Specifically, weights were calculated to address uneven representation across the key characteristics of college affiliation, gender, and race/ethnicity. Within the faculty group, those with certain demographics were either overrepresented or underrepresented compared to their actual proportions. Population benchmarks provided by CSUF Office of Institutional Effectiveness and Planning served as the basis for the adjustments. The resulting weights ensure that the aggregated findings better reflect the demographics of the entire faculty population. Tables 12–14 show the comparison between population and sample distributions, along with the weights used to align the data accordingly.

³³ $\chi^2(5, N=880) = 13.40, p < 0.01$

³⁴ Due to rounding error, the sum of the percentages is 99.9%.

³⁵ Due to rounding error, the sum of the percentages is 100.1%.

Table 12. Faculty Population and Survey Sample by College³⁶

College	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Business and Economics	342	15.3%	35	10.9%	1.40
Arts	266	11.9%	24	7.5%	1.59
Communications	155	6.9%	18	5.6%	1.23
Education	162	7.3%	22	6.9%	1.06
Engineering and Computer Science	143	6.4%	21	6.6%	0.98
Health and Human Development	348	15.6%	53	16.6%	0.94
Humanities and Social Sciences	551	24.7%	117	36.6%	0.68
Natural Sciences and Mathematics	265	11.9%	30	9.4%	1.27
Total	2,232	100.0%	320	100.0% ³⁷	–

Table 13. Faculty Population and Survey Sample by Gender³⁸

Gender	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Woman	1,176	52.5%	186	58.1%	0.90
Man	1,054	47.1%	131	40.9%	1.15
Other genders	8	0.4%	3	0.9%	0.38
Total	2,238	100.0%	320	100.0% ³⁹	–

Table 14. Faculty Population and Survey Sample by Race/Ethnicity⁴⁰

Race/Ethnicity	Population Count	Population %	Sample Count	Sample %	Iterative Weight
African-American/Black	98	4.4%	13	4.1%	1.08
Asian/Asian American	491	21.9%	54	16.9%	1.30
Hawaiian/Pacific Islander	4	0.2%	3	0.9%	0.19
Hispanic or Latinx	375	16.8%	52	16.3%	1.03
Native American/American Indian/Alaskan Native	0	0.0%	0	0.0%	1.00
White	1,139	50.9%	156	48.8%	1.04
Not listed/Prefer not to answer	131	5.9%	42	13.1%	0.45
Total	2,238	100.0% ⁴¹	320	100.0% ⁴²	–

³⁶ $\chi^2(7, N=320) = 30.29, p < 0.01$

³⁷ Due to rounding error, the sum of the percentages is 100.1%.

³⁸ $\chi^2(2, N=320) = 7.48, p = 0.02$

³⁹ Due to rounding error, the sum of the percentages is 99.9%.

⁴⁰ $\chi^2(6, N=320) = 43.37, p < 0.01$

⁴¹ Due to rounding error, the sum of the percentages is 100.1%.

⁴² Due to rounding error, the sum of the percentages is 100.1%.

Staff

To ensure that staff responses accurately represented the broader campus workforce, an iterative weighting process was used to adjust for discrepancies in age, gender, and race/ethnicity between the survey sample and the full staff population. Population benchmarks were compiled from two sources: the CSUF Office of Institutional Effectiveness and Planning for state-side staff, and the ASC for non-profit staff. Importantly, the staff group included only those employed in staff roles who were not simultaneously enrolled as students. Because the initial staff sample showed imbalances in key demographics, the weighting process was needed to improve the representativeness of the findings. Tables 15–17 present a comparison of the unweighted sample and staff population proportions, along with the weights used to correct for these differences.

Table 15. Staff Population and Survey Sample by Age⁴³

Age Category	Population Count	Population %	Sample Count	Sample %	Iterative Weight
18-24	227	9.9%	34	5.9%	1.67
25-34	685	29.8%	166	28.8%	1.03
35+	1,388	60.3%	376	65.3%	0.92
Total	2,300	100.0%	576	100.0%	–

Table 16. Staff Population and Survey Sample by Gender⁴⁴

Gender	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Woman	1,429	62.1%	403	70.0%	0.89
Man	859	37.3%	168	29.2%	1.28
Other genders	12	0.5%	5	0.9%	0.60
Total	2,300	100.0% ⁴⁵	576	100.0% ⁴⁶	–

⁴³ $\chi^2(2, N=576) = 11.68, p < 0.01$

⁴⁴ $\chi^2(2, N=576) = 17.34, p < 0.01$

⁴⁵ Due to rounding error, the sum of the percentages is 99.9%.

⁴⁶ Due to rounding error, the sum of the percentages is 100.1%.

Table 17. Staff Population and Survey Sample by Race/Ethnicity⁴⁷

Race/Ethnicity	Population Count	Population %	Sample Count	Sample %	Iterative Weight
African-American/Black	125	5.4%	31	5.4%	1.01
Asian/Asian American	451	19.6%	99	17.2%	1.14
Hawaiian/Pacific Islander	9	0.4%	5	0.9%	0.45
Hispanic or Latinx	981	42.7%	195	33.9%	1.26
Native American/American Indian/Alaskan Native	6	0.3%	5	0.9%	0.30
White	603	26.2%	170	29.5%	0.89
Not listed/Prefer not to answer	125	5.4%	71	12.3%	0.44
Total	2,300	100.0%	576	100.0% ⁴⁸	–

All Sample Weight

Once the group-specific iterative weights were finalized for students, faculty, and staff, a general weight was created to ensure the full survey sample reflected the overall campus population. This general iterative weight began by applying each respondent's final normalized group weight and adjusting for the actual proportion of students, faculty, and staff on campus, correcting for the overrepresentation of faculty and staff in the sample. After accounting for group proportions, additional adjustments were made for gender, age, and race/ethnicity. An iterative weighting process was then carried out using the full dataset, refining the weight until the distribution of all key demographic variables (campus role, gender, age, and race/ethnicity) aligned with the campus population. These population totals were calculated by summing the counts for each demographic category across all three groups. See Tables 18–21 for a comparison of the campus population and survey sample proportions for each of the key demographic variables, along with the corresponding weights.

Table 18. Campus Population and Survey Sample by Role⁴⁹

Role	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Students	41,069	90.1%	880	49.5%	1.82
Staff	2,238	4.9%	576	32.4%	0.15
Faculty	2,300	5.0%	320	18.0%	0.28
Total	45,607	100.0%	1,776	100.0% ⁵⁰	–

⁴⁷ $\chi^2(6, N=576) = 76.39, p < 0.01$

⁴⁸ Due to rounding error, the sum of the percentages is 100.1%.

⁴⁹ $\chi^2(2, N=1,776) = 3,658.44, p < 0.01$

⁵⁰ Due to rounding error, the sum of the percentages is 99.9%.

Table 19. Campus Population and Survey Sample by Age⁵¹

Age Category	Population Count	Population %	Sample Count	Sample %	Iterative Weight
18-24	31,730	69.6%	716	40.3%	1.73
25-34	8,401	18.4%	351	19.8%	0.93
35+	5,461	12.0%	709	39.9%	0.30
Total	45,592	100.0%	1,776	100.0%	–

Table 20. Campus Population and Survey Sample by Gender⁵²

Gender	Population Count	Population %	Sample Count	Sample %	Iterative Weight
Woman	26,074	57.2%	1,088	61.3%	0.93
Man	19,396	42.5%	619	34.9%	1.22
Other genders	134	0.3%	43	2.4%	0.12
Unknown	3	0.0%	26	1.5%	0.00
Total	45,607	100.0%	1,776	100.0% ⁵³	–

Table 21. Campus Population and Survey Sample by Race/Ethnicity⁵⁴

Race/Ethnicity	Population Count	Population %	Sample Count	Sample %	Iterative Weight
African-American/Black	1,340	2.9%	75	4.2%	0.70
Asian/Asian American	9,356	20.5%	387	21.8%	0.94
Hawaiian/Pacific Islander	70	0.2%	13	0.7%	0.21
Hispanic or Latinx	23,668	51.9%	618	34.8%	1.49
Native American/American Indian/Alaskan Native	49	0.1%	14	0.8%	0.14
White	7,482	16.4%	485	27.3%	0.60
Not listed/Prefer not to answer	3,642	8.0%	184	10.4%	0.77
Total	45,607	100.0%	1,776	100.0%	–

⁵¹ $\chi^2(2, N=1,776) = 1,378.22, p < 0.01$ ⁵² $\chi^2(3, N=1,776) = 6,326.46, p < 0.01$ ⁵³ Due to rounding error, the sum of the percentages is 100.1%.⁵⁴ $\chi^2(6, N=1,776) = 368.19, p < 0.01$