

2014 Michigan Trial Court Public Satisfaction Survey Planning Guide

3-4 Weeks Before Survey

Read the survey requirements and frequently asked questions at <http://courts.mi.gov/Administration/admin/op/performance/Pages/Public-Satisfaction-Survey.aspx>.

Determine the location(s) where the survey will be administered.

- If the court has multiple locations, determine if the survey can be distributed on the same day or days at all locations.
- If there are multiple courts in one location, the courts are strongly encouraged to coordinate to conduct one survey for all courts.
- Administer the survey at the building exits, if possible. If there are other entities in the same building, administer the survey at court contact points such as outside the courtroom, at the clerk's office, in the probation office, in the friend of the court office.

Determine who will administer the survey.

- Determine how many team members will be needed to distribute the survey each day during peak and nonpeak times. Identify who the team members will be, such as court employees, interns, students, or senior citizen volunteer groups.

Determine when the survey will be administered.

Determine if the survey will be needed in Spanish, Arabic, and/or Simplified Chinese.

Request an electronic copy of the survey.

- Notify SCAO of the survey dates, the courts involved, and languages needed.
 - By phone at 517-373-4835 or
 - By e-mail at publicsatisfaction@courts.mi.gov.

1-2 Weeks Before Survey

Print survey.

- The court is responsible for printing copies of the survey SCAO sends. Please carefully follow the printing instructions to ensure that SCAO can scan your responses.

Assemble other supplies.

- Pens, clipboards, tables, chairs, signs, survey collection boxes, name tags.

Train team members.

- Team members should have a clear understanding of the purpose of the survey and the logistics of distribution.
- Go through the survey questions with the team members so they understand them and can help people answer the questions.
- Team members should be given a script to encourage participation. The survey should not be left on a table for court users to fill out if they see it; team members should seek out court users and encourage them to respond.

The court is conducting a survey about your experience with the court today. We would greatly appreciate you taking the time to fill out the survey. It will only take a couple of minutes. Your input will help us improve court services. Participation in the survey is anonymous and will not affect your case in any way.

- Team members should be aware if the survey is available in different languages.
- Team members should help people who do not read or fully understand the questions. The volunteer may explain the questions in simpler language, clarify any question, and record the person's answers on the survey.
- Team members should thank people for their time, even if they didn't fill out a survey.

Notify stakeholders.

- Notify judges, court staff, court security, correctional officers, local bar, appointed counsel, local funding unit, and other frequent users of the courts about the upcoming survey. People who are located in your building that use the court, such as prosecutors or public defenders, should be given the opportunity to complete a survey.

Day of Survey

Set up materials.

- Hang signs indicating "Court Survey Day." Set up pens, clipboards, tables, chairs, survey collection boxes, name tags, blank surveys.

Remind judges and staff who have public contact about the survey.

- Give judges and court staff the script to encourage participation.

Assign a lead person.

- Assign someone to be easily accessible and available to answer questions, assist people in completing the survey, and collect completed surveys.

After Survey is Complete

Collect completed surveys.

- Volunteers may collect completed surveys, but the court should also provide a collection box for people who prefer to return surveys anonymously.

Have chief judge sign the survey certification form.

Mail surveys to SCAO.

- Send all surveys, a blank copy of the survey you distributed, and the survey certification signed by the chief judge by **December 1, 2014**, to:

Trial Court Services
Attention: Public Satisfaction Survey
P.O. Box 30048
Lansing, MI 48909

Questions/Concerns

If you have questions or concerns about how to administer the customer satisfaction survey, please contact:

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