



## Michigan Supreme Court

State Court Administrative Office  
Michigan Hall of Justice  
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Phone (517) 373-0128

John A. Hohman, Jr.  
State Court Administrator

### MEMORANDUM

DATE: July 31, 2014

TO: Judges  
cc: Court Administrators  
Probate Registers

FROM: John A. Hohman, Jr.

RE: 2014 Trial Court Public Satisfaction Survey

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Michigan courts take public service very seriously. By listening to those who use the courts, we can make good public service even better.

Last year, more than 21,000 people responded to the first statewide public satisfaction survey. The results were overwhelmingly positive. Ninety-four percent agreed that “I was treated with courtesy and respect by court staff” and 81 percent agreed that “The way the case was handled was fair.” [Michigan Lawyers Weekly](#) summarized the survey, stating, “. . . users of the court system, from attorneys to litigants, are pleased with the way that the courts work.”<sup>1</sup>

To ensure that courts continue to provide excellent service, and to identify areas where we can improve, courts will conduct this survey annually. Documents providing details on the minimum requirements for the survey are available at the following links: [Requirements](#), [Planning Guide](#), [FAQ](#), and [Certification](#). To make the survey easier to complete, it was shortened and reformatted.

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

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<sup>1</sup> <http://milawyersweekly.com/news/2014/07/28/viewpoint-feedback-from-the-boss/>