

2015 Michigan Trial Court Public Satisfaction Survey Requirements

- Each court shall distribute the required survey for a minimum of five full business days between August 1, 2015 and October 31, 2015. Any court may distribute the survey longer than five days. These days do not need to be consecutive.
- Each county-funded court shall submit at least two sets of surveys – one for circuit/family/probate court users and one for district court users. All other courts must submit at least one set of surveys.
 - **OPTIONAL:** Each court can request blank surveys for specific courts, divisions, units, or locations, such as circuit court, probate court, family division, juvenile division, friend of the court, probation, Franklin Murphy Hall of Justice, etc. SCAO will produce results for each subset of surveys it receives.
- Each court shall obtain a representative sample of different court users (parties, attorneys, family/friends of parties, jurors, etc.).
- Each court shall obtain a representative sample of the types of cases heard by the court (civil, criminal, domestic relations, traffic, etc.).
- Surveys shall be offered to as many court users as possible.
- Surveys shall be offered to court users at each location where the court conducts business with the public, such as the Friend of the Court Office.
- By November 1, 2015, the court shall mail to SCAO all surveys, a blank copy of the survey, and the survey certification signed by the chief judge.
 - **NEW!** Instead of sending hard copies through postal mail, courts can scan and return the completed surveys as a PDF file attached to an e-mail message.

Variances

If your court is able to obtain a representative sample of different court users and types of cases in less than five full business days, please contact the Statistical Research Division to request a variance from the requirements.

If your county-funded court is unable to obtain two separate sets of surveys – one for circuit/family/probate court users and one for district court users – please contact the Statistical Research Division to request a variance from the requirements.

Questions/Concerns/Assistance

If you have questions or concerns about how to administer the customer satisfaction survey, if your court would have any difficulty meeting the survey requirements, or if you would like SCAO's assistance in planning your survey, please contact:

Statistical Research Division
E-mail: publicsatisfaction@courts.mi.gov
Phone: 517-373-0130