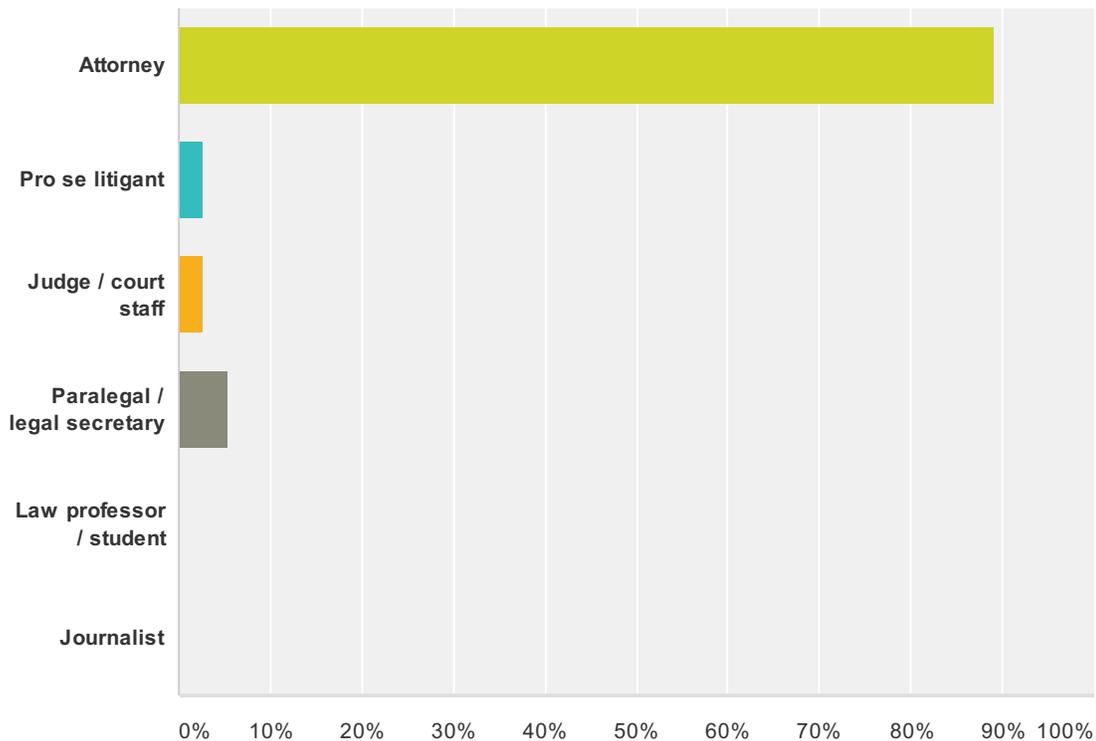


Q1 In what capacity do you interact with the MSC Clerk's Office? Select one.

Answered: 74 Skipped: 1



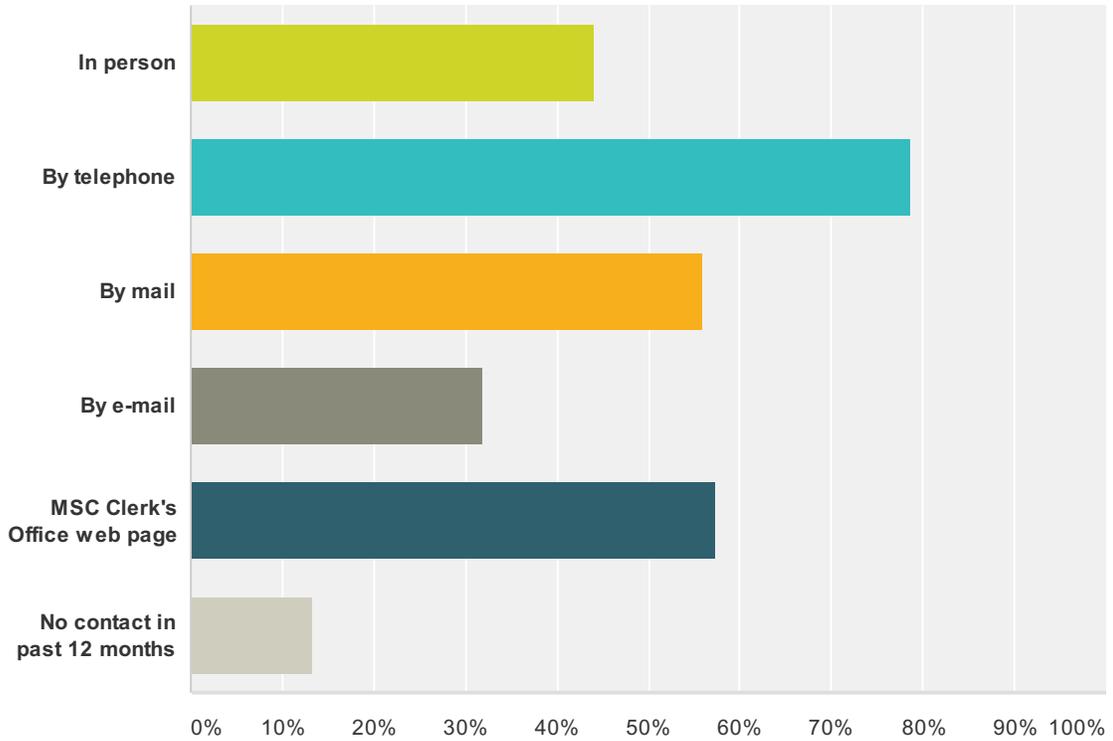
| Answer Choices | Responses |
|-----------------------------|-----------|
| Attorney | 89.19% 66 |
| Pro se litigant | 2.70% 2 |
| Judge / court staff | 2.70% 2 |
| Paralegal / legal secretary | 5.41% 4 |
| Law professor / student | 0.00% 0 |
| Journalist | 0.00% 0 |
| Total | 74 |

| # | Other (please specify) | Date |
|---|------------------------|-------------------|
| 1 | citizen | 6/15/2014 6:39 PM |

MSC Clerk's Office Survey

Q2 Please identify the types of contact you've had with the MSC Clerk's Office in the past twelve months. Select all that apply.

Answered: 75 Skipped: 0



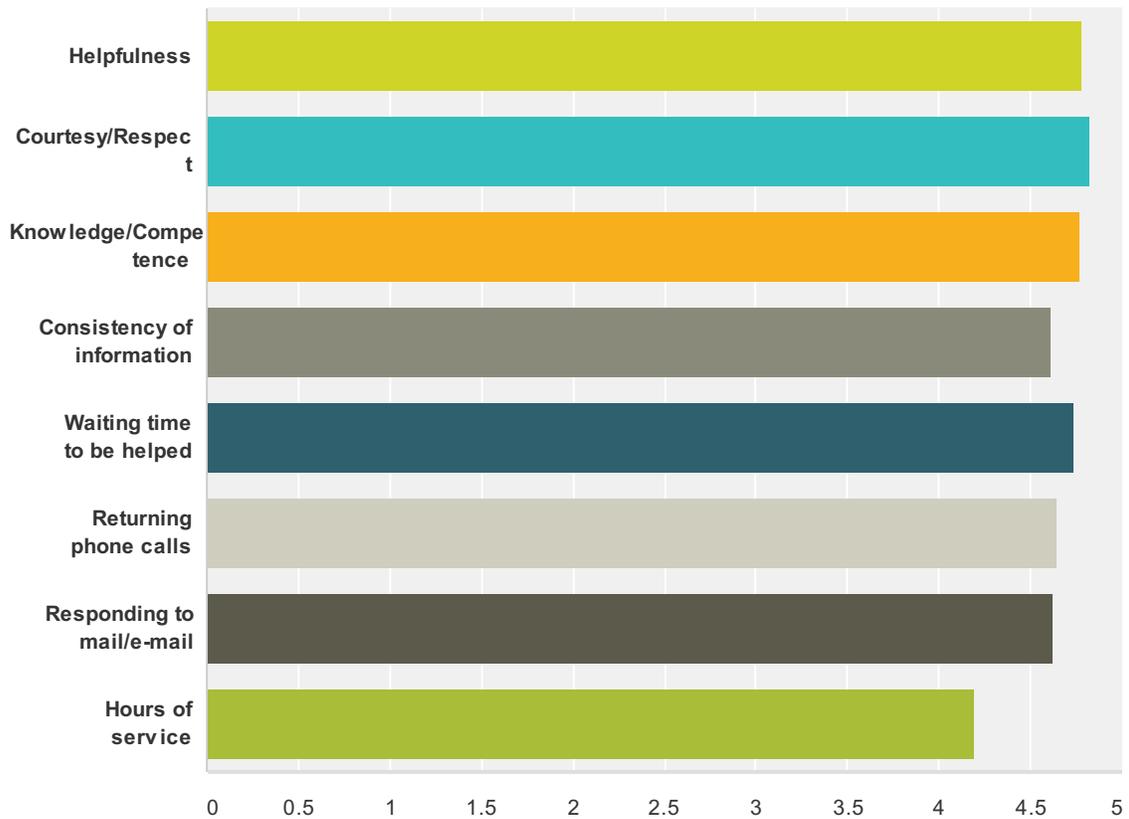
| Answer Choices | Responses |
|------------------------------|-----------|
| In person | 44.00% 33 |
| By telephone | 78.67% 59 |
| By mail | 56.00% 42 |
| By e-mail | 32.00% 24 |
| MSC Clerk's Office web page | 57.33% 43 |
| No contact in past 12 months | 13.33% 10 |
| Total Respondents: 75 | |

| # | Other (please specify) | Date |
|---|-------------------------|------|
| | There are no responses. | |

MSC Clerk's Office Survey

Q3 Please rate the MSC Clerk's Office in the following categories:

Answered: 73 Skipped: 2



| | Poor | Below Average | Average | Above Average | Excellent | N/A | Total | Average Rating |
|----------------------------|------------|---------------|--------------|---------------|--------------|--------------|-------|----------------|
| Helpfulness | 0.00% 0 | 0.00% 0 | 2.74% 2 | 16.44% 12 | 79.45% 58 | 1.37% 1 | 73 | 4.78 |
| Courtesy/Respect | 0.00% 0 | 0.00% 0 | 2.74% 2 | 12.33% 9 | 83.56% 61 | 1.37% 1 | 73 | 4.82 |
| Knowledge/Competence | 0.00% 0 | 0.00% 0 | 4.17% 3 | 13.89% 10 | 80.56% 58 | 1.39% 1 | 72 | 4.77 |
| Consistency of information | 0.00% 0 | 1.39% 1 | 4.17% 3 | 25.00% 18 | 65.28% 47 | 4.17% 3 | 72 | 4.61 |
| Waiting time to be helped | 0.00% 0 | 0.00% 0 | 2.78% 2 | 19.44% 14 | 72.22% 52 | 5.56% 4 | 72 | 4.74 |
| Returning phone calls | 0.00% 0 | 0.00% 0 | 5.48% 4 | 9.59% 7 | 42.47% 31 | 42.47% 31 | 73 | 4.64 |
| Responding to mail/e-mail | 1.39% 1 | 0.00% 0 | 1.39% 1 | 13.89% 10 | 41.67% 30 | 41.67% 30 | 72 | 4.62 |
| Hours of service | 0.00% 0 | 0.00% 0 | 28.17% 20 | 12.68% 9 | 45.07% 32 | 14.08% 10 | 71 | 4.20 |

MSC Clerk's Office Survey

Q4 Please tell us what the MSC Clerk's Office does well.

Answered: 51 Skipped: 24

| # | Responses | Date |
|----|--|--------------------|
| 1 | Responds to inquiries politely, knowledgably, helpfully. | 6/18/2014 9:40 PM |
| 2 | Just about everything. Corbin Davis set up a fantastic office. | 6/18/2014 10:42 AM |
| 3 | website is helpful and easy to follow. | 6/17/2014 2:00 PM |
| 4 | Pretty much everything | 6/17/2014 11:48 AM |
| 5 | Everything! Other Court Clerks should take lessons from the Clerks at the Supreme Court. Always courteous, helpful and polite. | 6/17/2014 10:31 AM |
| 6 | Very helpful and responsive to questions from counsel. | 6/17/2014 9:52 AM |
| 7 | More efficient, accessible, consistent and friendly than COA offices. The COA offices vary widely, even within the same office based on who is being interacted with. Some COA staff are excellent to deal with, others not so much. The MSC Clerk's Office is consistent and reliably predictable, which removes a great deal of stress, especially in emergency filings. | 6/16/2014 8:15 PM |
| 8 | The MSC Clerk's Office is very knowledgeable in the Court Rules and Procedures. If the Clerk does not know the answer he/she gets you to someone who can answer the question. | 6/16/2014 3:25 PM |
| 9 | Frisndly and knowledgeable staff | 6/16/2014 11:58 AM |
| 10 | Getting me answers | 6/16/2014 11:18 AM |
| 11 | Response to inquiries. | 6/16/2014 11:13 AM |
| 12 | Handle business | 6/15/2014 6:39 PM |
| 13 | The staff is extremely knowledgeable and I can count on them to provide answers to the unusual questions I pose. The website has excellent information and is user friendly as well. | 6/13/2014 3:19 PM |
| 14 | Everything, seriously. They should give lessons. | 6/10/2014 2:27 PM |
| 15 | In my experience over the last 20+ years, the MSC Clerk's Office has gone above and beyond any government office. They take the time to listen. The office personnel are experienced and knowledgeable. They have provided answers to every question I have asked and if they don't know the answer they say so then offer suggestions on where the answers may be found. | 6/5/2014 6:26 PM |
| 16 | I always feel I get competent and courteous guidance when I call. | 6/5/2014 1:10 PM |
| 17 | Accessibility and the ability to quickly get an answer from the right person. | 6/5/2014 11:11 AM |
| 18 | Information about practical details for filings. | 6/5/2014 11:04 AM |
| 19 | Answering info, processing paperwork | 6/5/2014 10:55 AM |
| 20 | Just about everything. | 6/4/2014 4:55 PM |
| 21 | Prompt contact on any issues related to filings, helpful staff. | 6/4/2014 2:10 PM |
| 22 | Staff is always willing to answer questions and are very helpful. | 6/4/2014 11:32 AM |
| 23 | The staff is knowledgeable and helpful. If the staff does not know the answer, the staff says so and offers to call with the answer. | 6/3/2014 10:22 PM |
| 24 | See previous answers | 6/3/2014 8:07 PM |
| 25 | I can't say. I haven't dealt with them in about eight years. | 6/3/2014 7:42 PM |
| 26 | Interactions with the MSC Clerk's Office (from what I recall) are generally painless. If I need information, they provide it. If there's something they need to tell me, they're clear in their communications. I don't need more. | 6/3/2014 3:44 PM |

MSC Clerk's Office Survey

| | | |
|----|--|-------------------|
| 27 | I have been filing with the Mich SCT for well over 20 years. They have always been pleasant, helpful and easy to work with. | 6/3/2014 3:07 PM |
| 28 | You do everything well. You answer questions. You are helpful. You are a model of how other clerk's offices should treat litigants. | 6/3/2014 2:35 PM |
| 29 | The clerk's office is very helpful and user friendly in answering questions and otherwise explaining what must be filed, and how things should be done. | 6/3/2014 2:32 PM |
| 30 | The MSC Clerk's Office communicates well with counsel and staff. In my experience, the clerks have been very courteous, patient, and helpful. | 6/3/2014 2:15 PM |
| 31 | Basically, everything. | 6/3/2014 1:47 PM |
| 32 | very courteous and competent | 6/3/2014 1:33 PM |
| 33 | The Clerk's do a great job of answering my questions. They are very clear and concise which is helpful to someone who doesn't always practice in the MI Supreme Court. | 6/3/2014 1:27 PM |
| 34 | Whoever answers the phone is very helpful. | 6/3/2014 12:34 PM |
| 35 | Very helpful and courteous. | 6/3/2014 12:11 PM |
| 36 | I have never had a bad experience in dealing with the sct clerk's office. They are knowledgeable and will answer your question or get back to you with a response if they do not know the answer. | 6/3/2014 11:50 AM |
| 37 | The Supreme Court Clerk's Office has always treated attorneys as human beings and helped them to follow the rules and assisted them with solving problems. This stands in sharp contrast with many federal and state court clerks, many of whom are under the impression that the public is fortunate to be ignored by them. | 6/3/2014 11:26 AM |
| 38 | The staff is courteous and respectful. Information is provided promptly. | 6/3/2014 11:26 AM |
| 39 | Helpful. Answers questions courteously. Respectful. | 6/3/2014 10:58 AM |
| 40 | The staff is always pleasant and courteous. It is a joy to deal with them! | 6/3/2014 10:18 AM |
| 41 | Provides information courteously and competently | 6/3/2014 10:16 AM |
| 42 | Helpful when contacted (though I do not often have need to contact); its reasonableness and flexibility is also greatly appreciated | 6/3/2014 10:14 AM |
| 43 | I have done appellate work for over forty years and have always found the MSC Clerk's office to be extremely helpful and responsive. Most importantly I have, in my memory, had no rejection of pleadings for petty issues by the MSC Clerk's office. | 6/3/2014 10:09 AM |
| 44 | Personal service. I never feel like a number. The MSC is the most user-friendly court I deal with. Thank you! | 6/3/2014 10:00 AM |
| 45 | very good about fielding questions. | 6/3/2014 9:55 AM |
| 46 | All of the above. | 6/3/2014 9:45 AM |
| 47 | The staff who answer the phones almost always have the answer I need; not necessarily the one I want but at least it's an answer and it's consistent. | 6/3/2014 9:44 AM |
| 48 | Does well avoiding "form over substance" in terms of procedures -- working with counsel to effectuate the appeal process with practical assistance to help all avoid pitfalls. | 6/3/2014 9:41 AM |
| 49 | I appreciate the Clerk's office's practice of calling and/or emailing to alert practioners that a decision has been rendered in their case, rather than simply seeing it come days later in the mail. | 6/3/2014 9:27 AM |
| 50 | Just about everything; I have no complaints. I find the MSC clerk's office (as well as the Court of Appeals clerk's office in Grand Rapids) extremely helpful. | 6/3/2014 9:23 AM |
| 51 | Very informative and helpful. The clerk's office staff is very courteous. | 6/3/2014 9:21 AM |

MSC Clerk's Office Survey

Q5 Please tell us what the MSC Clerk's Office can do better.

Answered: 36 Skipped: 39

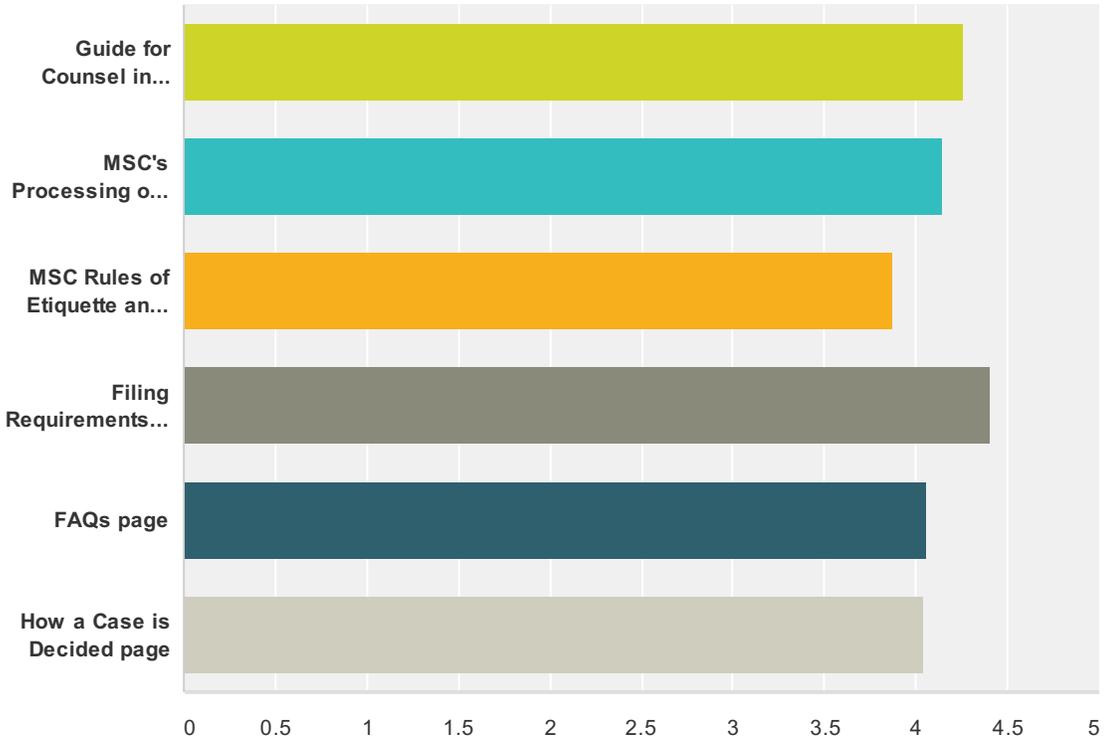
| # | Responses | Date |
|----|--|--------------------|
| 1 | It would be helpful if there were "branch" offices for filing. For example, if the Clerk's Office of the Court of Appeals were authorized to accept filings on behalf of the MSC, it would make filing a lot easier for so many. The Court of Appeals clerk's office could merely accept the filing, date-stamp it, and pass it along, with no responsibility for the filing. If the filing is defective, the date of filing in the C/A office is the effective date, so attorneys would need to plan carefully. | 6/23/2014 1:43 PM |
| 2 | Publicize policy changes that affect filings, e.g., if late replies or late answers are accepted without motion | 6/17/2014 11:48 AM |
| 3 | Move forward with electronic filing in the MSC. Ideally, make briefs and motions downloadable from the electronic docket, as is now the case for orders. | 6/17/2014 9:52 AM |
| 4 | E-filing. Please. The cost differential between COA and MSC filings is huge. | 6/16/2014 8:15 PM |
| 5 | It should start electronic filing | 6/16/2014 11:18 AM |
| 6 | Handle business | 6/15/2014 6:39 PM |
| 7 | Implementing an e-filing system would be fabulous, and I look forward to seeing what becomes available in the near future. | 6/13/2014 3:19 PM |
| 8 | No clue. | 6/10/2014 2:27 PM |
| 9 | Electronic filing PLEASE!!! | 6/5/2014 10:55 AM |
| 10 | Start handing out free Ice Cream | 6/4/2014 4:55 PM |
| 11 | Encourage MSC to implement an e-filing system of its own, rather than still relying on in-person delivery or mail delivery. | 6/4/2014 2:10 PM |
| 12 | E-filing please soon. This would be a real convenience and time saver for those of us not in the Lansing area. One other area which I have encounter in the past, although not for several months, is when I file exhibits with an application. Sometimes I received a note back that advises that we should not file exhibits as the Court receives the lower court file. However, I know of no rule that prohibits the filing of exhibits and it is my understanding that court clerks, commissioners and even Justices prefer that exhibits relevant to an application be provided. I don't know if this is a "court internal rule" or just one clerk's preference. Other than this though, my dealings with the Court and its staff over the past almost 30 years have always been professional, courteous and extremely helpful. Thank you! | 6/4/2014 12:34 PM |
| 13 | Not sure. But IOPs would help. | 6/3/2014 8:07 PM |
| 14 | Make sure Westlaw and other services are notified of decisions when they are issued, and that they acknowledge receipt. Sometimes decisions have avoided these databases. Also, it would be nice to have Supreme Court briefs in a searchable database, instead of just pdfs. | 6/3/2014 3:54 PM |
| 15 | Electronic filing would be nice. | 6/3/2014 3:07 PM |
| 16 | I wish you would allow electronic filing of pleadings. | 6/3/2014 2:35 PM |
| 17 | Electronic filing, which I understand is coming. | 6/3/2014 2:32 PM |
| 18 | While I know it is in process, e-filing is the most important function this is needed, and it is critical for counsel that the deadline for same be midnight, rather than the 5:00 p.m. deadline that is currently being proposed. I assume that the Clerk's office will be busy working out the bugs. Also, I have encountered several factual errors in the case summaries that are available to counsel and the public at the time of oral argument. | 6/3/2014 2:15 PM |
| 19 | I did go to the MSC Clerk's reception counter a couple of times when no one in the last decade or so when no was there. That's about the only thing I can "negatively" comment on in 30+ years of dealing with the MSC. It's, at bottom, a great institution in all respects. | 6/3/2014 1:47 PM |

MSC Clerk's Office Survey

| | | |
|----|---|-------------------|
| 20 | e-file?? which I know is on the way - seriously though - never had a bad experience | 6/3/2014 1:33 PM |
| 21 | I haven't run into any issues yet. | 6/3/2014 1:27 PM |
| 22 | I was not aware that postal mail addressed to the Clerk's Office actually goes to a central receiving station and, therefore, is not "received" on the date it is "delivered." It would be advisable to make this clear on the web site. | 6/3/2014 12:34 PM |
| 23 | Institute e-filing. | 6/3/2014 12:11 PM |
| 24 | From a practitioner's view point I can not offer any suggestions. The service is always professional and exceeds any clerk's office that I regularly deal with in the state of federal system. | 6/3/2014 11:50 AM |
| 25 | Not much. | 6/3/2014 11:26 AM |
| 26 | The handling of emergency issues and motions for immediate consideration needs significant improvement. First, as is done in the COA, the Clerk's office should confirm with respondent's counsel that they have been served. Second, they should be given a clear deadline for a response. The emergency application/motion should not be submitted to the Court until that period has expired unless respondent's counsel indicates that no response will be filed. When a decision is made, notice should be made promptly to all counsel by telephone. That is not happening in all cases. | 6/3/2014 11:26 AM |
| 27 | N/A | 6/3/2014 10:58 AM |
| 28 | When the website is revised, it would be helpful to have an explanation of where things went or how things were reorganized. Same thing when the name of guide changes. I had a hard time finding the Supreme Court IOPs when the name changed! | 6/3/2014 10:18 AM |
| 29 | Roll out e-filing! | 6/3/2014 10:16 AM |
| 30 | I know you are working on it, but electronic filing will be a great help in logistics. We have been operating in a paperless environment in our law office for 7 years, and have been doing large electronic filings since the MPSC began the process many years ago. Not only is it easier to make an electronic filing, but the ability to electronically search pleadings and exhibits is an invaluable tool. | 6/3/2014 10:00 AM |
| 31 | sometimes the clerk says things that are not consistent with the court rules, but it sometimes feels like they are answering questions based on their personal preferences and not what the judges/commissioners prefer. I would prefer to submit my papers in a way that make it easier for the judges/commissioners. | 6/3/2014 9:55 AM |
| 32 | Implement e-filing system. | 6/3/2014 9:45 AM |
| 33 | I am an appellate practitioner and I can tell you that my life and that of the COA Clerk's office were vastly improved when the COA published their IOPs 10-12 years ago, whenever it was. I'm guessing it probably cut way down on the number of phone inquiries. I think the Supreme Court should think about doing the same thing, to the extent it has anything similar. I have somewhere a dusty copy of something handed out several bench-bar conferences ago of what were labeled "Supreme Court IOPs" but they were pretty scant and, though useful, didn't address a lot of the types of issues that make practitioners pick up the phone and call. ("How was I supposed to know not to use tabs???..."). Anyhow, if the MSC has anything approximating the COA's IOPs that it could put out for public consumption, I think that would be a great development. E-filing also would be nice, though I understand that's in the works. All of that aside, I think the Clerk's office does an excellent job and they are always very helpful to me. | 6/3/2014 9:44 AM |
| 34 | I cannot think of anything at this time. | 6/3/2014 9:27 AM |
| 35 | I don't know if this is feasible, and it really isn't all that big a deal -- but extending e-filing to the Supreme Court would be nice. | 6/3/2014 9:23 AM |
| 36 | None. | 6/3/2014 9:21 AM |

Q6 Please rate the value or usefulness of the following resources on the Court's website:

Answered: 73 Skipped: 2



| | Low | (no label) | Medium | (no label) | High | N/A | Total | Average Rating |
|--|------------|------------|--------------|--------------|--------------|--------------|-------|----------------|
| Guide for Counsel in Cases to be Argued in the MSC | 0.00% 0 | 1.39% 1 | 16.67% 12 | 22.22% 16 | 40.28% 29 | 19.44% 14 | 72 | 4.26 |
| MSC's Processing of Cases and Administrative Matters Guide | 1.41% 1 | 1.41% 1 | 16.90% 12 | 23.94% 17 | 35.21% 25 | 21.13% 15 | 71 | 4.14 |
| MSC Rules of Etiquette and Conduct | 4.23% 3 | 2.82% 2 | 19.72% 14 | 22.54% 16 | 28.17% 20 | 22.54% 16 | 71 | 3.87 |
| Filing Requirements page | 0.00% 0 | 0.00% 0 | 12.68% 9 | 21.13% 15 | 43.66% 31 | 22.54% 16 | 71 | 4.40 |
| FAQs page | 0.00% 0 | 1.43% 1 | 22.86% 16 | 20.00% 14 | 30.00% 21 | 25.71% 18 | 70 | 4.06 |
| How a Case is Decided page | 1.41% 1 | 1.41% 1 | 16.90% 12 | 18.31% 13 | 26.76% 19 | 35.21% 25 | 71 | 4.04 |

MSC Clerk's Office Survey

Q7 Are there other informational resources, features, or functions that you would like the Court to add to its website?

Answered: 30 Skipped: 45

| # | Responses | Date |
|----|---|--------------------|
| 1 | Admin orders hard to find and sometimes need superseded ones to ascertain changes A S Ct IOP on line would also be very helpful (as the CofA has done) | 6/17/2014 11:48 AM |
| 2 | See above. Electronic filing, with access to briefs and motions. | 6/17/2014 9:52 AM |
| 3 | I can't say I've used the resources above so I can't rate them. (I clerked when the Court was in the Williams Building). But e-filing would be a very nice addition. We keep hearing it is coming | 6/16/2014 8:15 PM |
| 4 | No | 6/16/2014 11:58 AM |
| 5 | See above | 6/16/2014 11:18 AM |
| 6 | no | 6/15/2014 6:39 PM |
| 7 | Efiling will be a huge plus! | 6/13/2014 3:19 PM |
| 8 | It should make more briefs available as PDF files | 6/10/2014 2:27 PM |
| 9 | Online access to applications, answers to applications, and merits briefing. | 6/5/2014 1:10 PM |
| 10 | Please add an easier method to find opinions issued for the term. Use the US Supreme Court's web site as an example: one page has opinions issued, one page has sliplists, one page has opinions by volume. | 6/4/2014 2:17 PM |
| 11 | None. | 6/4/2014 2:10 PM |
| 12 | Sorry. I've been practicing a long time, and don't have much imagination when it comes to this. | 6/3/2014 3:44 PM |
| 13 | I have found that the "old" website seemed a little more user friendly as far as being to go through the list of cases that were argued to see if a decision had been made or if the case was still pending. Also, I found it very helpful to be able to access the briefs from older cases. It now appears that the Court's web site only goes back 3 years. It's helpful to be able to see what arguments the parties may have presented to the court in those cases where a new case involves a similar issue. | 6/3/2014 3:37 PM |
| 14 | Directions etc. on electronic filing when it becomes available. Anything additional or different that the Court wants practitioners to know or do. | 6/3/2014 2:32 PM |
| 15 | I am waiting to see how the new e-filing system will work! | 6/3/2014 2:15 PM |
| 16 | A list of calendar cases, also listing the issues on which leave has been granted. | 6/3/2014 2:05 PM |
| 17 | No. | 6/3/2014 1:47 PM |
| 18 | Possibly additional information on Notifying the lower courts of your application. | 6/3/2014 1:27 PM |
| 19 | Efiling. | 6/3/2014 12:11 PM |
| 20 | Yes, the court should have followed the last survey and kept the briefs and older opinions available instead of removing them after seeking input from people you use that information. | 6/3/2014 11:50 AM |
| 21 | It would be useful to be able to download copies of all filed documents (briefs, motions, responses, applications, answers, etc.), not just orders and opinions, from the web site. | 6/3/2014 11:26 AM |
| 22 | I am still mourning the discontinuance of the Michigan Appellate Digest. I found it much faster and easier to locate case cites for basic appellate principles than using Westlaw or Lexis. It was an extremely handy feature. It would be fabulous to have access to it, but I understand the budgetary pressure. I only wish I had kept an index of those handy cites! | 6/3/2014 10:18 AM |
| 23 | I confess that I'm not as familiar with the website as I should be. I turn first to the rules and then call the always-helpful Clerk's Office. | 6/3/2014 10:16 AM |

MSC Clerk's Office Survey

| | | |
|----|---|-------------------|
| 24 | Electronic filing! | 6/3/2014 10:14 AM |
| 25 | The ability to download applications and briefs from the case dockets would be a wonderful addition. Some electronic filing systems offer this (MPSC) while others do not (Court of Appeals). I hope that you will add this feature when your electronic filing system goes active. | 6/3/2014 10:00 AM |
| 26 | More information on the procedures used by the clerk's office | 6/3/2014 9:55 AM |
| 27 | See number 5. Perhaps all the above resources related to filings (Processing of Cases and Administrative Matters Guide, Filing Requirements page, FAQs, etc) could be combined into one IOP-type document. | 6/3/2014 9:44 AM |
| 28 | A list of cases in which leave is granted or oral argument on application is granted, with very brief statements of issues being considered. (Perhaps this is already there....???) | 6/3/2014 9:41 AM |
| 29 | On #6: all that is helpful to the general public, but most are not for attorneys – except for the guide to counsel how cases should be argued in the MSC, which from my observation must be frequently ignored. | 6/3/2014 9:23 AM |
| 30 | No. | 6/3/2014 9:21 AM |