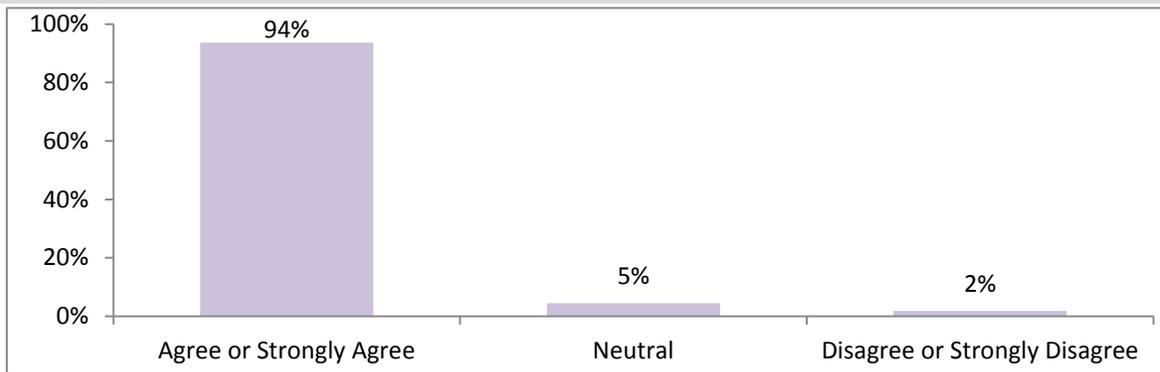


Questions 1 and 2 were directed to all respondents.

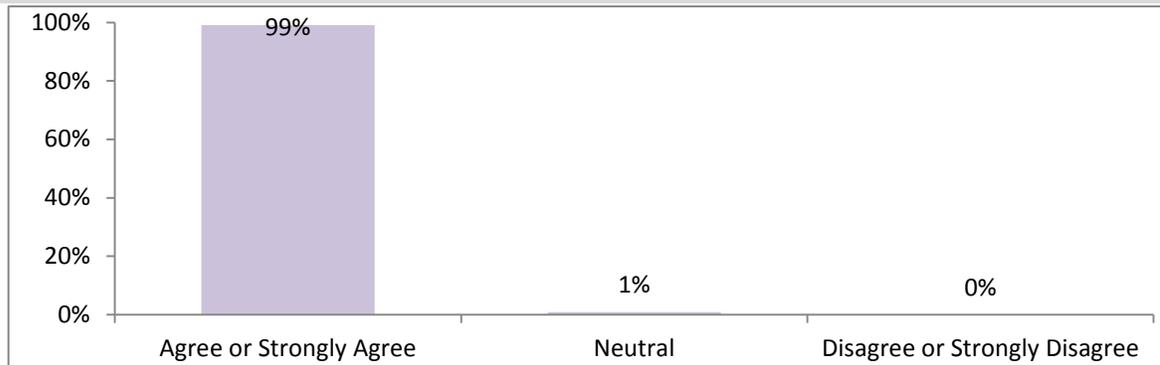
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	77	69%
4 Agree	27	24%
3 Neutral	5	5%
2 Disagree	1	1%
1 Strongly Disagree	1	1%
Total Responses	111	
Score	4.6	
NA - Not Applicable	4	
No Response	2	



2) I was treated with courtesy and respect by court staff.

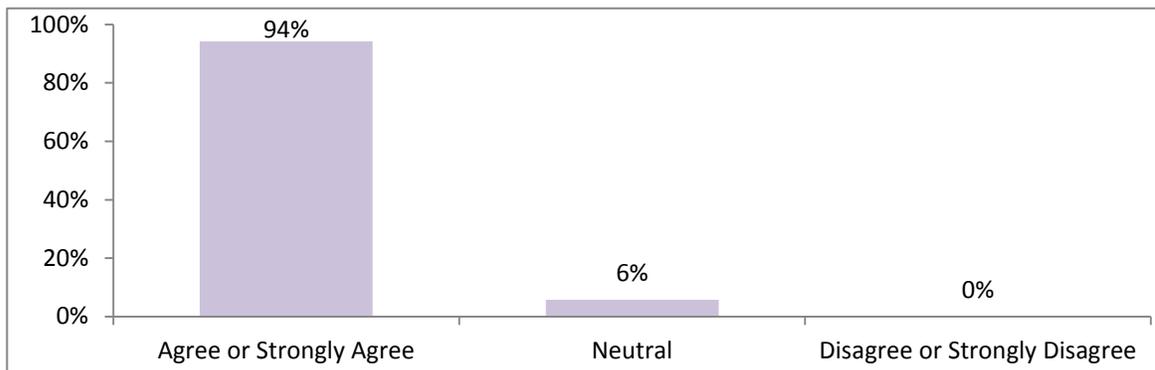
	2015	
5 Strongly Agree	91	80%
4 Agree	22	19%
3 Neutral	1	1%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	114	
Score	4.8	
NA - Not Applicable	0	
No Response	3	



Questions 3 and 4 were directed to persons who attended a hearing or trial.

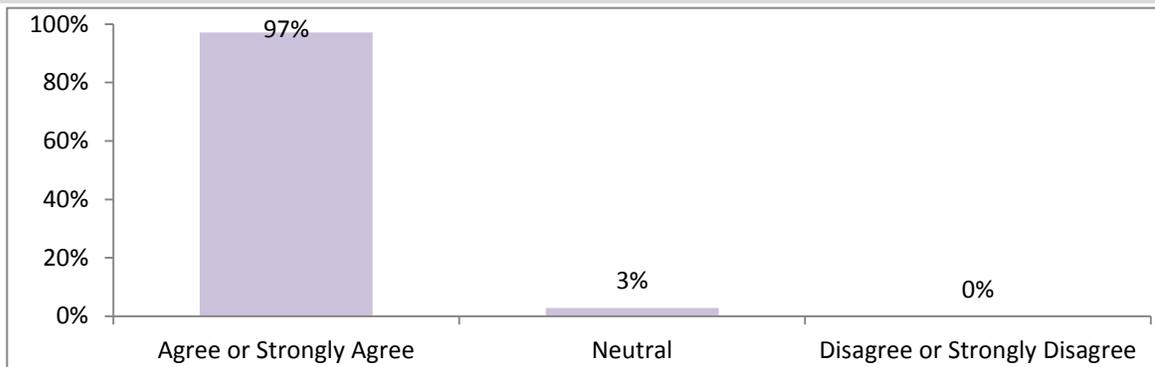
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	53	77%
4 Agree	12	17%
3 Neutral	4	6%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	69	
Score		4.7
NA - Not Applicable	19	
No Response	29	



4) The judge/magistrate/referee treated everyone with courtesy and respect.

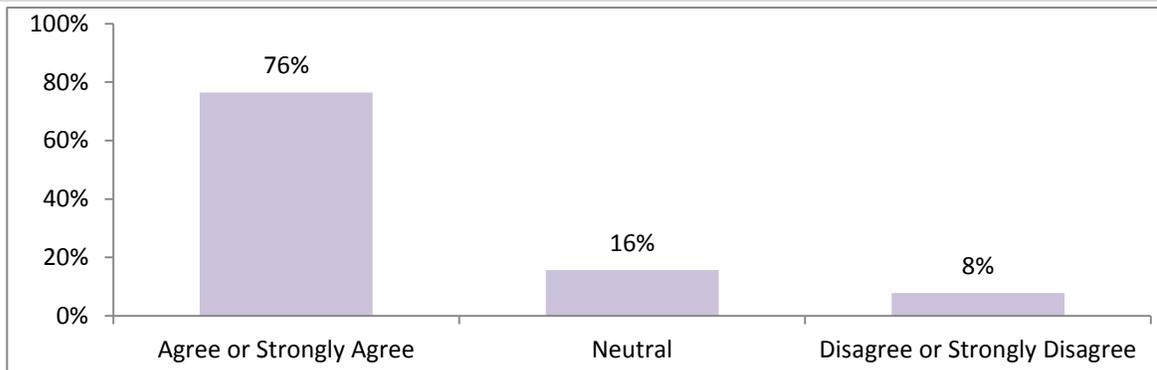
	2015	
5 Strongly Agree	54	77%
4 Agree	14	20%
3 Neutral	2	3%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	70	
Score		4.7
NA - Not Applicable	18	
No Response	29	



Questions 5 and 6 were directed to persons who were a party to the case.

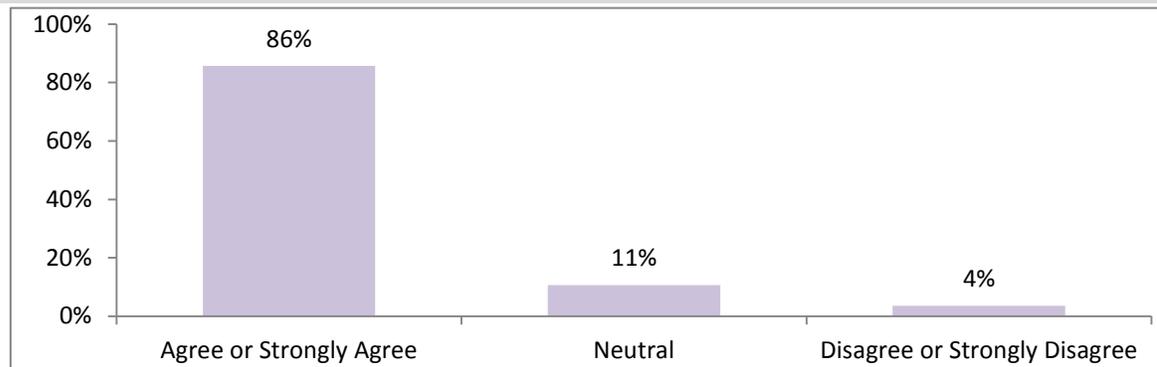
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	28	55%
4 Agree	11	22%
3 Neutral	8	16%
2 Disagree	3	6%
1 Strongly Disagree	1	2%
Total Responses	51	
Score		4.2
NA - Not Applicable	35	
No Response	31	



6) As I leave the court, I understand what happened in my case.

	2015	
5 Strongly Agree	37	66%
4 Agree	11	20%
3 Neutral	6	11%
2 Disagree	2	4%
1 Strongly Disagree	0	0%
Total Responses	56	
Score		4.5
NA - Not Applicable	29	
No Response	32	



Cass County Circuit and Probate Courts

Questions 7-10 were directed to all respondents.

7) What type of case brought you to the courthouse today? (Shade ALL that apply.)

	2015	
Child protective	24	21%
Civil matter	7	6%
Criminal/probation	18	16%
Divorce/custody/support	21	18%
Drug/sobriety court	10	9%
Estate/trust	5	4%
File papers	7	6%
Get information	3	3%
Guardianship/conservatorship	10	9%
Juvenile delinquency	1	1%
Landlord/Tenant	0	0%
Make a payment	0	0%
PPO	7	6%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	21	18%
Number of Respondents	115	
No Response	2	

8) Who are you? (Shade ALL that apply.)

	2015	
Party (Plaintiff/Defendant)	37	32%
Agency Worker	16	14%
Attorney/prosecutor	25	22%
Family/friend of party to case	16	14%
Juror	0	0%
Witness	5	4%
Other	20	17%
Number of Respondents	115	
No Response	2	

Cass County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	55	48%
Female	62	54%
Other	0	0%
Number of Respondents	115	
No Response	2	

10) How do you identify yourself? (Shade ALL that apply.)

	2015	
American Indian / Alaska Nat.	5	4%
Asian	2	2%
Multiracial/biracial	3	3%
Black/African American	12	11%
Hispanic/Latino	3	3%
White/Caucasian	88	79%
Other	2	2%
Number of Respondents	112	
No Response	5	