

Large Circuit and Probate Courts Comparison Group Public Satisfaction Survey

Section I: Access to the Court

			<i>Mean</i>
1) Finding the courthouse was easy.			
5 Strongly Agree	1,509	71%	
4 Agree	522	24%	
3 Neutral	75	4%	
2 Disagree	15	1%	
1 Strongly Disagree	17	1%	
			4.6
NA Response(s)	26		

			<i>Mean</i>
2) The forms I needed were clear and easy to understand.			
5 Strongly Agree	974	51%	
4 Agree	595	31%	
3 Neutral	240	13%	
2 Disagree	52	3%	
1 Strongly Disagree	35	2%	
			4.3
NA Response(s)	270		

3) I felt safe in the courthouse.			
5 Strongly Agree	1,442	67%	
4 Agree	532	25%	
3 Neutral	111	5%	
2 Disagree	30	1%	
1 Strongly Disagree	24	1%	
			4.6
NA Response(s)	24		

4) I was able to get my court business done in a reasonable amount of time today.			
5 Strongly Agree	1,135	54%	
4 Agree	566	27%	
3 Neutral	227	11%	
2 Disagree	92	4%	
1 Strongly Disagree	75	4%	
			4.2
NA Response(s)	57		

5) I was treated with courtesy and respect by court staff.			
5 Strongly Agree	1,493	69%	
4 Agree	510	24%	
3 Neutral	95	4%	
2 Disagree	26	1%	
1 Strongly Disagree	28	1%	
			4.6
NA Response(s)	8		

6) I easily found the courtroom or office I needed.			
5 Strongly Agree	1,378	65%	
4 Agree	576	27%	
3 Neutral	114	5%	
2 Disagree	35	2%	
1 Strongly Disagree	13	1%	
			4.5
NA Response(s)	41		

7) The court's website was useful.			
5 Strongly Agree	520	41%	
4 Agree	296	23%	
3 Neutral	337	27%	
2 Disagree	73	6%	
1 Strongly Disagree	36	3%	
			3.9
NA Response(s)	863		

8) The court's hours of operation made it easy for me to do my business.			
5 Strongly Agree	1,111	54%	
4 Agree	628	30%	
3 Neutral	204	10%	
2 Disagree	78	4%	
1 Strongly Disagree	50	2%	
			4.3
NA Response(s)	91		

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Section II: Fairness

			<i>Mean</i>
9) The way the case was handled was fair.			
5 Strongly Agree	714	50%	
4 Agree	399	28%	
3 Neutral	163	11%	
2 Disagree	68	5%	
1 Strongly Disagree	75	5%	
			<i>4.1</i>
NA Response(s)	204		

			<i>Mean</i>
10) The judge/magistrate/referee listened to both sides of the story before making a decision.			
5 Strongly Agree	705	53%	
4 Agree	381	28%	
3 Neutral	148	11%	
2 Disagree	49	4%	
1 Strongly Disagree	56	4%	
			<i>4.2</i>
NA Response(s)	262		

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.			
5 Strongly Agree	720	53%	
4 Agree	394	29%	
3 Neutral	133	10%	
2 Disagree	52	4%	
1 Strongly Disagree	53	4%	
			<i>4.2</i>
NA Response(s)	236		

12) The judge/magistrate/referee treated everyone with courtesy and respect.			
5 Strongly Agree	820	60%	
4 Agree	370	27%	
3 Neutral	100	7%	
2 Disagree	45	3%	
1 Strongly Disagree	36	3%	
			<i>4.4</i>
NA Response(s)	215		

13) The judge/magistrate/referee told the parties what would happen next in the case.			
5 Strongly Agree	724	55%	
4 Agree	371	28%	
3 Neutral	140	11%	
2 Disagree	41	3%	
1 Strongly Disagree	32	2%	
			<i>4.3</i>
NA Response(s)	267		

14) The outcome in my case was favorable to me.			
5 Strongly Agree	464	43%	
4 Agree	231	21%	
3 Neutral	243	23%	
2 Disagree	65	6%	
1 Strongly Disagree	76	7%	
			<i>3.9</i>
NA Response(s)	364		

15) As I leave the court, I understand what happened in my case.			
5 Strongly Agree	597	52%	
4 Agree	339	29%	
3 Neutral	152	13%	
2 Disagree	30	3%	
1 Strongly Disagree	37	3%	
			<i>4.2</i>
NA Response(s)	286		

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	380	18%
Family/friend of party to case	440	21%
Interpreter	9	0%
Juror	35	2%
Party	598	28%
Witness	71	3%
Other	589	28%

17) What did you do at court today?

Appear as witness	95	4%
Attend hearing or trial	865	39%
File papers	365	16%
Get information	220	10%
Jury duty	31	1%
Meet probation/pretrial staff	114	5%
Search records/obtain docs.	86	4%
Other	462	21%

18) What type of case brought you to the

Child protective	253	11%
Civil matter	172	8%
Criminal/probation	271	12%
Divorce/custody/support	526	24%
Drug/sobriety court	36	2%
Estate/trust	94	4%
Guardianship/conservatorship	265	12%
Juvenile delinquency	152	7%
PPOs	54	2%
Small claims	19	1%
Traffic	31	1%
Other	349	16%

19) What is your gender?

Female	1,081	53%
Male	948	47%

20) How do you identify yourself?

American Indian / Alaska Nat.	13	1%
Asian	13	1%
Multiracial/biracial	21	1%
Black/African American	370	17%
Hispanic/Latino	98	5%
White/Caucasian	1,528	72%
Other	72	3%

21) How often are you typically in the courthouse?

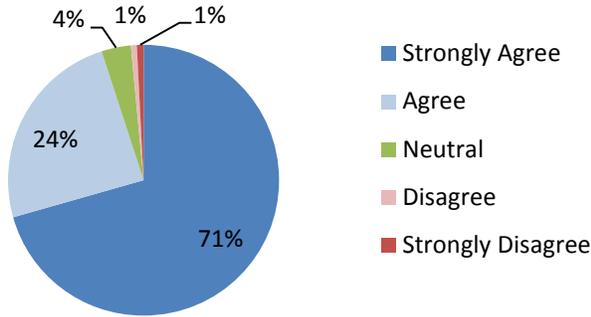
First time	250	12%
Once a year or less	610	30%
Several times a year	488	24%
Regularly	703	34%

Counties Included

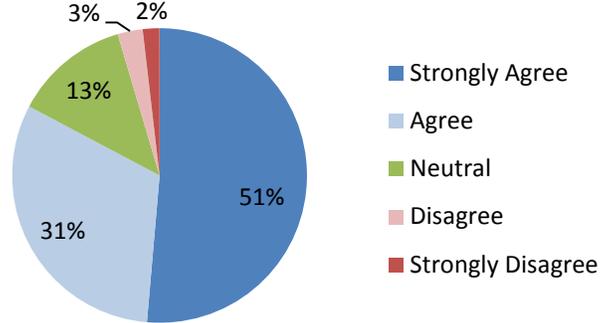
Berrien	Monroe
Calhoun	Muskegon
Ingham	Ottawa
Jackson	Saginaw
Kalamazoo	St. Clair
Livingston	

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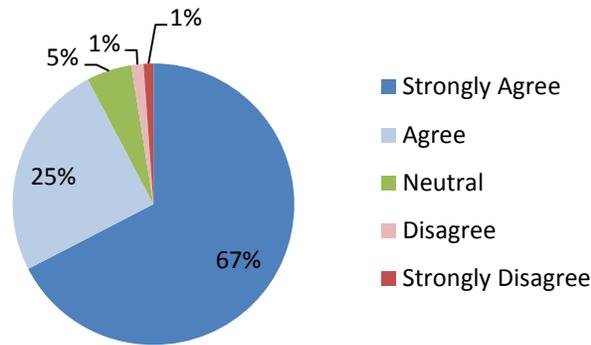
Finding the courthouse was easy.



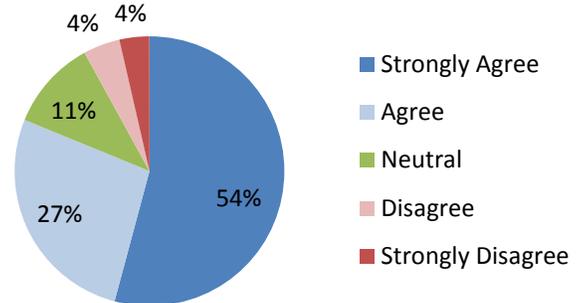
The forms I needed were clear and easy to understand.



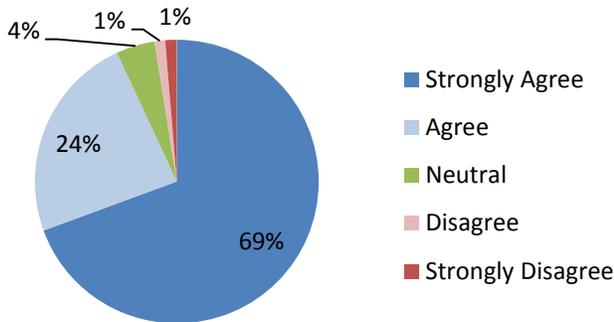
I felt safe in the courthouse.



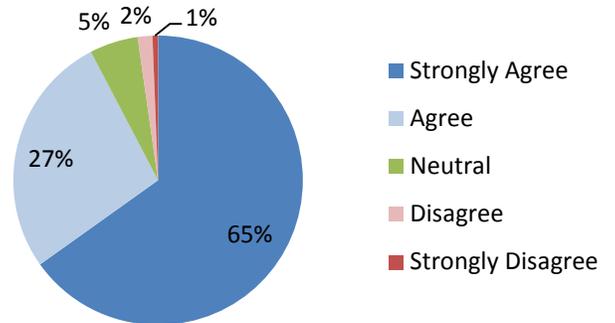
I was able to get my court business done in a reasonable amount of time today.



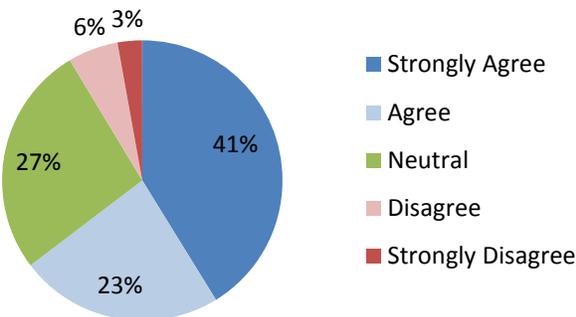
I was treated with courtesy and respect by court staff.



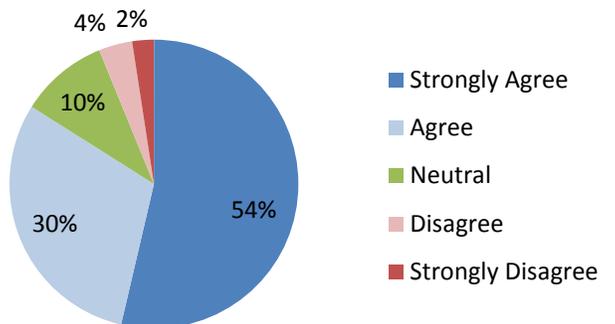
I easily found the courtroom or office I needed.



The court's website was useful.

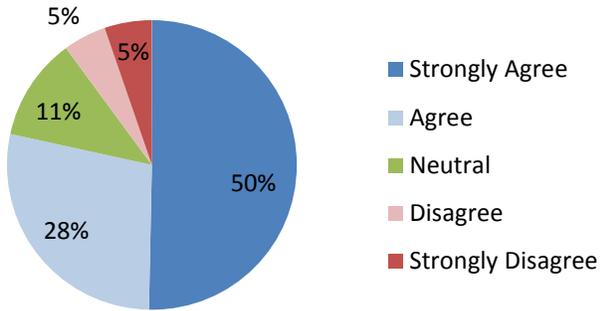


The court's hours of operation made it easy for me to do my business.

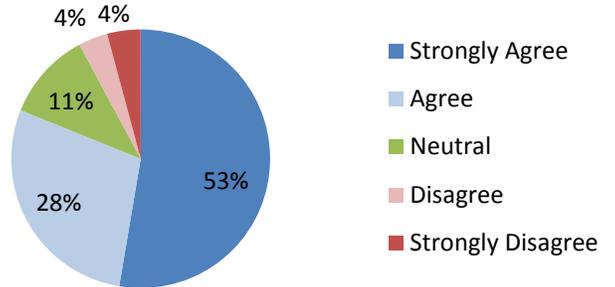


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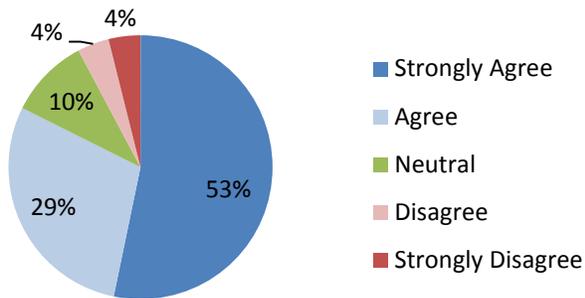
The way the case was handled was fair.



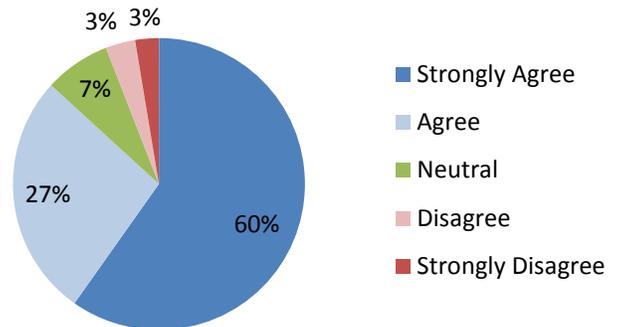
The judge/magistrate/referee listened to both sides of the story before making a decision.



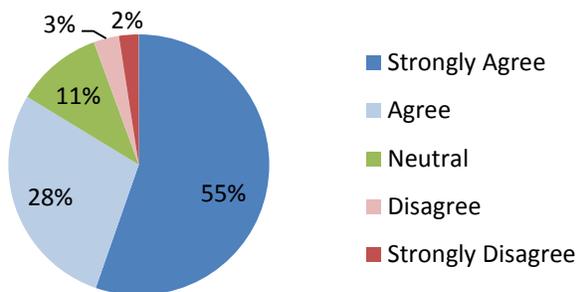
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



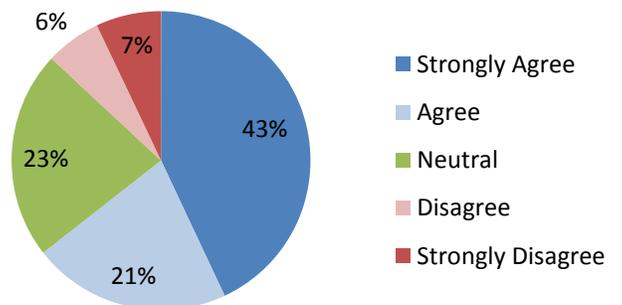
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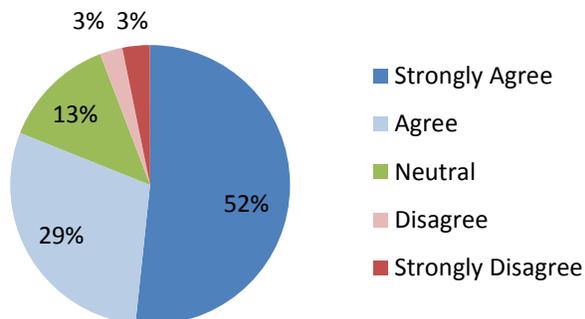
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The outcome in my case was favorable to me.



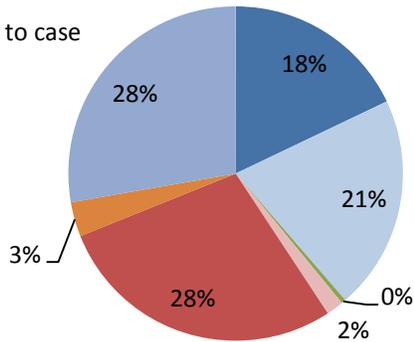
As I leave the court, I understand what happened in my case.



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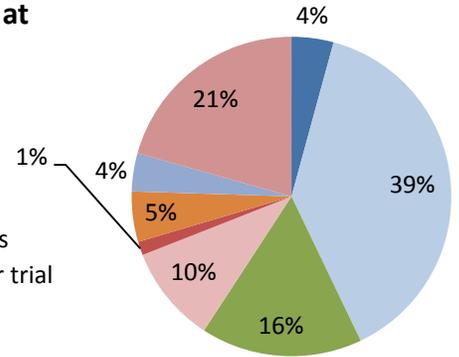
Who are you?

- Attorney/prosecutor
- Family/friend of party to case
- Interpreter
- Juror
- Party
- Witness
- Other



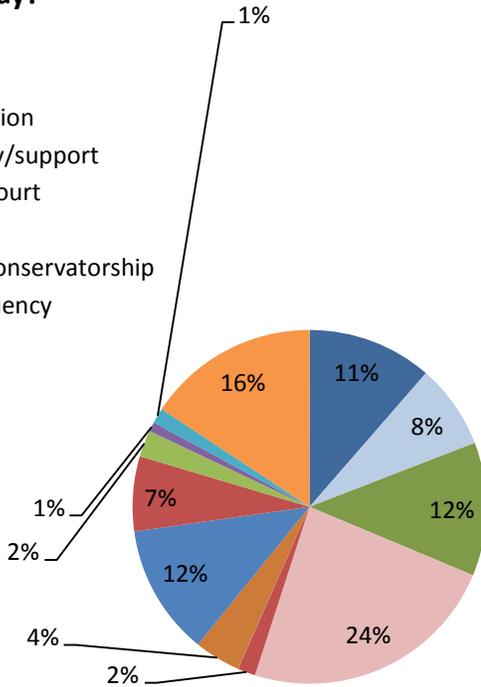
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- Jury duty
- Meet probation/pretrial staff
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- Other



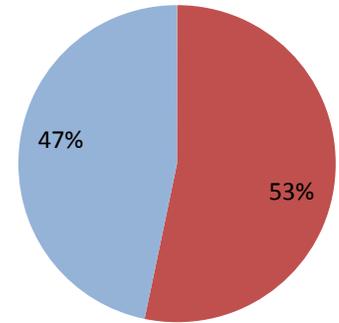
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- Guardianship/conservatorship
- Juvenile delinquency
- PPOs
- Small claims
- Traffic
- Other



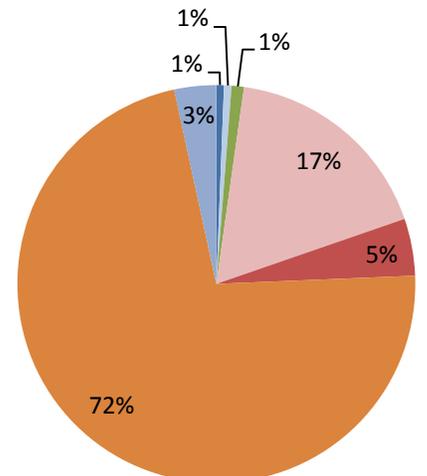
What is your gender?

- Female
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How do you identify yourself?

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- Black/African American
- Hispanic/Latino
- White/Caucasian
- Other



How often are you typically in the courthouse?

- First time
- Once a year or less
- Several times a year
- Regularly

