

Medium 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	960	73%	
4 Agree	297	23%	
3 Neutral	39	3%	
2 Disagree	14	1%	
1 Strongly Disagree	3	0%	
			4.7
NA Response(s)	15		

		<i>Mean</i>	
2) The forms I needed were clear and easy to understand.			
5 Strongly Agree	617	54%	
4 Agree	353	31%	
3 Neutral	140	12%	
2 Disagree	25	2%	
1 Strongly Disagree	11	1%	
			4.3
NA Response(s)	173		

3) I felt safe in the courthouse.			
5 Strongly Agree	906	69%	
4 Agree	317	24%	
3 Neutral	56	4%	
2 Disagree	23	2%	
1 Strongly Disagree	8	1%	
			4.6
NA Response(s)	5		

4) I was able to get my court business done in a reasonable amount of time today.			
5 Strongly Agree	746	60%	
4 Agree	330	27%	
3 Neutral	98	8%	
2 Disagree	40	3%	
1 Strongly Disagree	27	2%	
			4.4
NA Response(s)	66		

5) I was treated with courtesy and respect by court staff.			
5 Strongly Agree	938	72%	
4 Agree	278	21%	
3 Neutral	50	4%	
2 Disagree	24	2%	
1 Strongly Disagree	16	1%	
			4.6
NA Response(s)	10		

6) I easily found the courtroom or office I needed.			
5 Strongly Agree	859	67%	
4 Agree	337	26%	
3 Neutral	67	5%	
2 Disagree	17	1%	
1 Strongly Disagree	5	0%	
			4.6
NA Response(s)	31		

7) The court's website was useful.			
5 Strongly Agree	324	44%	
4 Agree	154	21%	
3 Neutral	204	28%	
2 Disagree	29	4%	
1 Strongly Disagree	22	3%	
			4.0
NA Response(s)	554		

8) The court's hours of operation made it easy for me to do my business.			
5 Strongly Agree	711	57%	
4 Agree	344	28%	
3 Neutral	136	11%	
2 Disagree	34	3%	
1 Strongly Disagree	17	1%	
			4.4
NA Response(s)	70		

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Section II: Fairness

9) The way the case was handled was fair.		<i>Mean</i>
5 Strongly Agree	456 56%	
4 Agree	184 23%	
3 Neutral	96 12%	
2 Disagree	35 4%	
1 Strongly Disagree	37 5%	
		<i>4.2</i>
NA Response(s)	178	

10) The judge/magistrate/referee listened to both sides of the story before making a decision.		<i>Mean</i>
5 Strongly Agree	433 58%	
4 Agree	189 25%	
3 Neutral	75 10%	
2 Disagree	29 4%	
1 Strongly Disagree	19 3%	
		<i>4.3</i>
NA Response(s)	219	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		<i>Mean</i>
5 Strongly Agree	428 57%	
4 Agree	195 26%	
3 Neutral	81 11%	
2 Disagree	29 4%	
1 Strongly Disagree	22 3%	
		<i>4.3</i>
NA Response(s)	201	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		<i>Mean</i>
5 Strongly Agree	484 63%	
4 Agree	194 25%	
3 Neutral	58 8%	
2 Disagree	20 3%	
1 Strongly Disagree	16 2%	
		<i>4.4</i>
NA Response(s)	190	

13) The judge/magistrate/referee told the parties what would happen next in the case.		<i>Mean</i>
5 Strongly Agree	446 60%	
4 Agree	183 25%	
3 Neutral	77 10%	
2 Disagree	14 2%	
1 Strongly Disagree	19 3%	
		<i>4.4</i>
NA Response(s)	212	

14) The outcome in my case was favorable to me.		<i>Mean</i>
5 Strongly Agree	243 43%	
4 Agree	136 24%	
3 Neutral	114 20%	
2 Disagree	37 6%	
1 Strongly Disagree	40 7%	
		<i>3.9</i>
NA Response(s)	284	

15) As I leave the court, I understand what happened in my case.		<i>Mean</i>
5 Strongly Agree	341 56%	
4 Agree	160 26%	
3 Neutral	54 9%	
2 Disagree	28 5%	
1 Strongly Disagree	22 4%	
		<i>4.3</i>
NA Response(s)	245	

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	215	17%
Family/friend of party to case	239	19%
Interpreter	2	0%
Juror	69	5%
Party	360	28%
Witness	36	3%
Other	360	28%

17) What did you do at court today?

Appear as witness	36	3%
Attend hearing or trial	450	34%
File papers	226	17%
Get information	128	10%
Jury duty	68	5%
Meet probation/pretrial staff	69	5%
Search records/obtain docs.	44	3%
Other	299	23%

18) What type of case brought you to the

Child protective	141	11%
Civil matter	95	7%
Criminal/probation	201	15%
Divorce/custody/support	331	25%
Drug/sobriety court	38	3%
Estate/trust	61	5%
Guardianship/conservatorship	119	9%
Juvenile delinquency	84	6%
PPOs	29	2%
Small claims	5	0%
Traffic	12	1%
Other	188	14%

19) What is your gender?

Female	670	54%
Male	563	46%

20) How do you identify yourself?

American Indian / Alaska Nat.	19	1%
Asian	4	0%
Multiracial/biracial	22	2%
Black/African American	51	4%
Hispanic/Latino	58	4%
White/Caucasian	1,114	85%
Other	35	3%

21) How often are you typically in the courthouse?

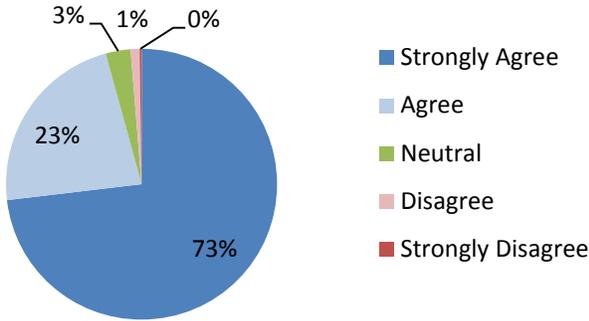
First time	177	14%
Once a year or less	353	28%
Several times a year	259	20%
Regularly	482	38%

Counties Included

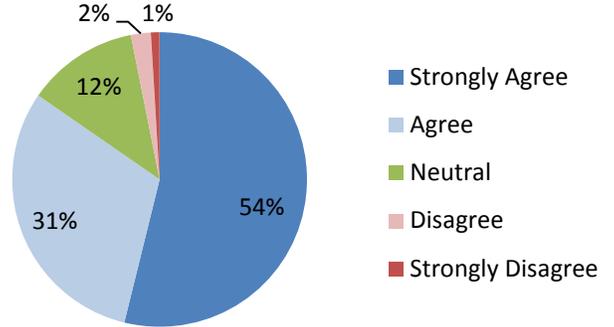
Allegan	Lenawee
Bay	Marquette
Eaton	Midland
Isabella	Shiawassee
Lapeer	Van Buren

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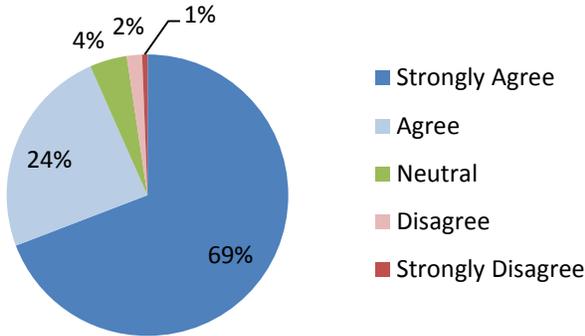
Finding the courthouse was easy.



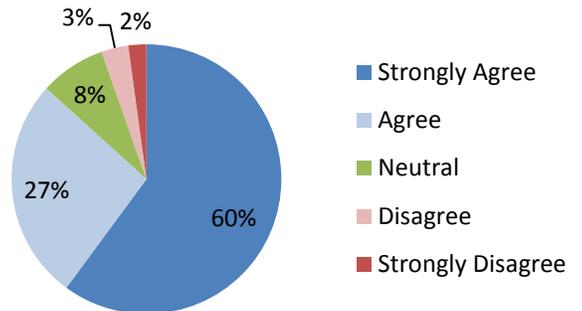
The forms I needed were clear and easy to understand.



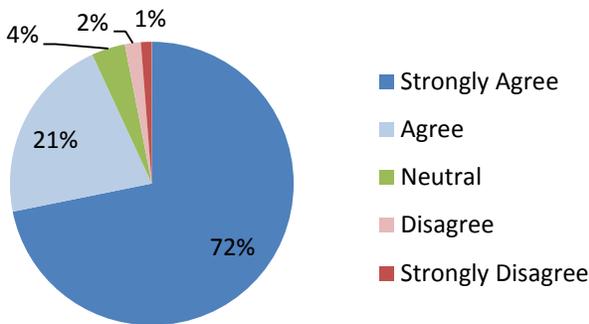
I felt safe in the courthouse.



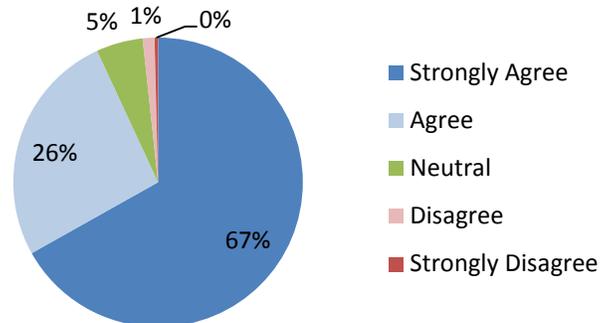
I was able to get my court business done in a reasonable amount of time today.



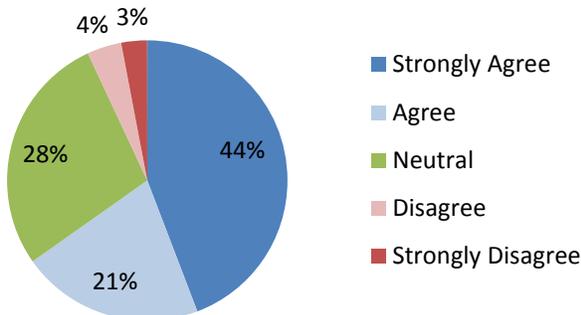
I was treated with courtesy and respect by court staff.



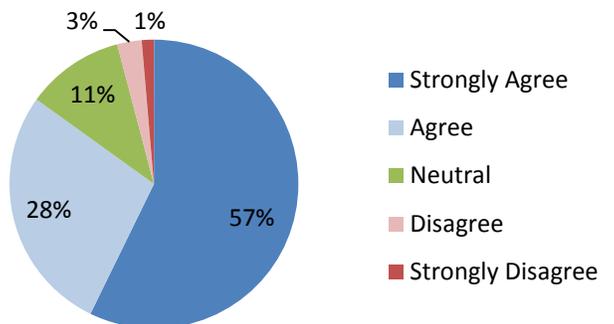
I easily found the courtroom or office I needed.



The court's website was useful.

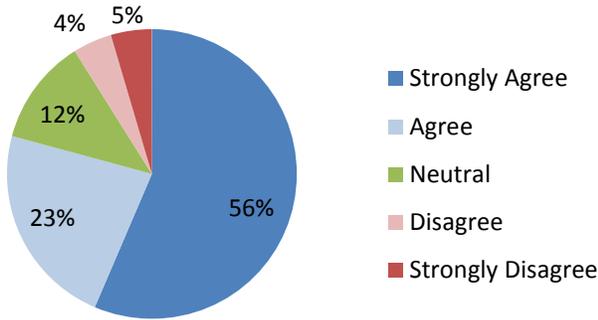


The court's hours of operation made it easy for me to do my business.

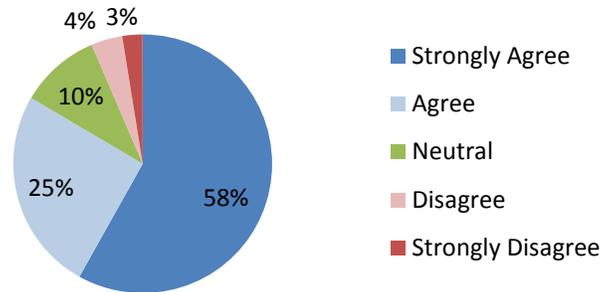


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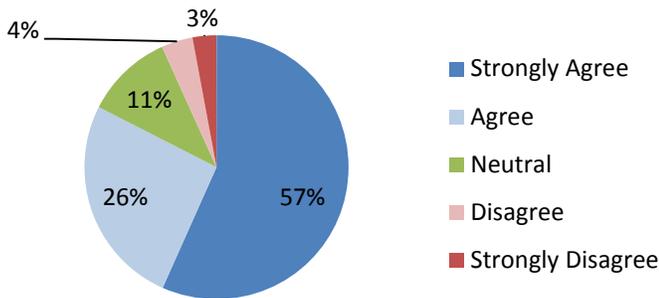
The way the case was handled was fair.



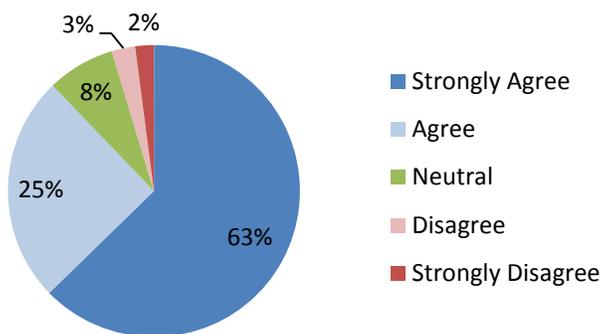
The judge/magistrate/referee listened to both sides of the story before making a decision.



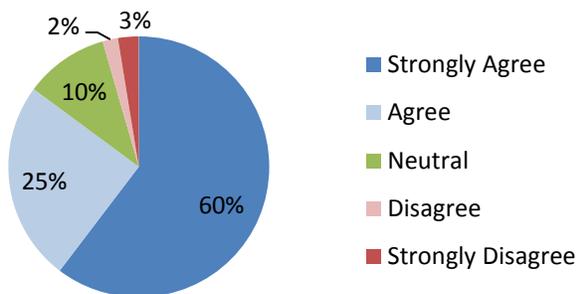
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



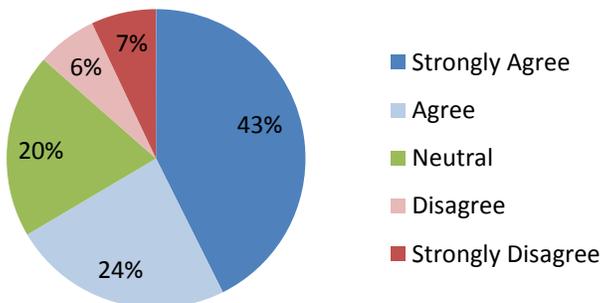
The judge/magistrate/referee treated everyone with courtesy and respect.



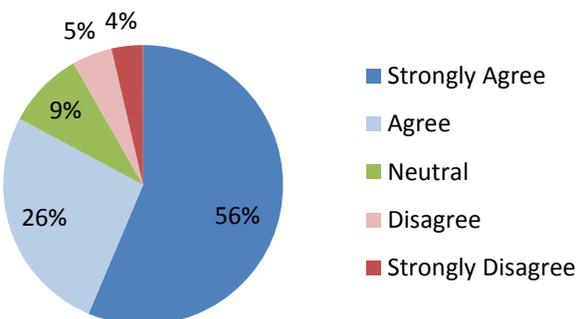
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



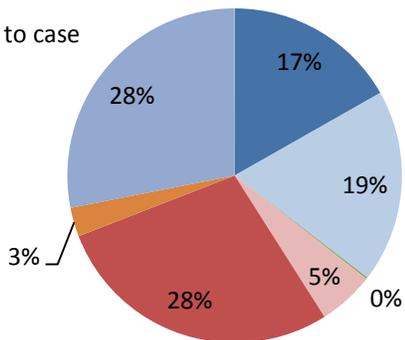
As I leave the court, I understand what happened in my case.



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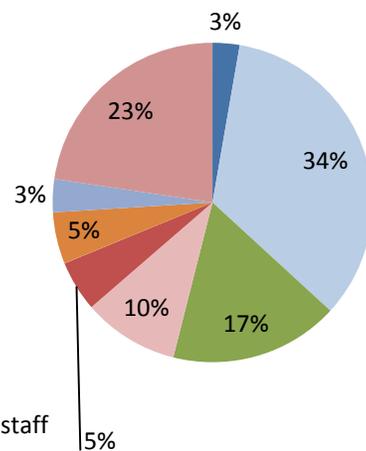
Who are you?

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



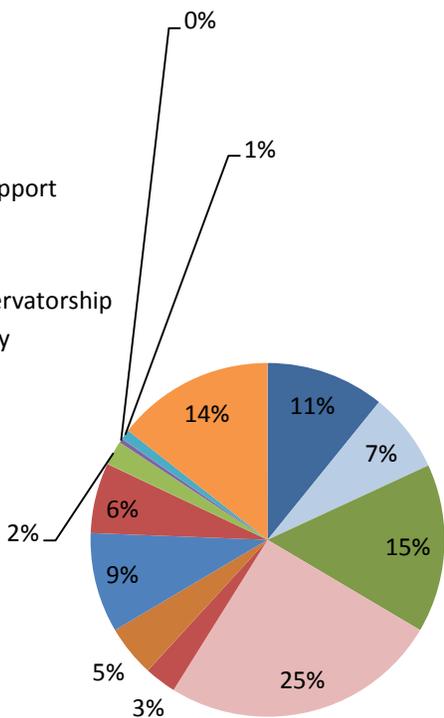
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- Appear as witness
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- Get information
- Jury duty
- Meet probation/pretrial staff
- Search records/obtain docs.
- Other



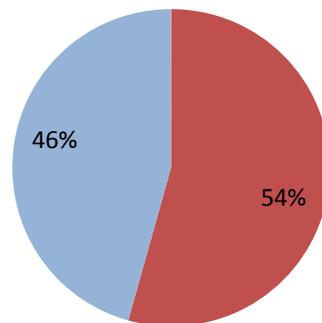
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- Child protective
- Civil matter
- Criminal/probation
- Divorce/custody/support
- Drug/sobriety court
- Estate/trust
- Guardianship/conservatorship
- Juvenile delinquency
- PPOs
- Small claims
- Traffic
- Other



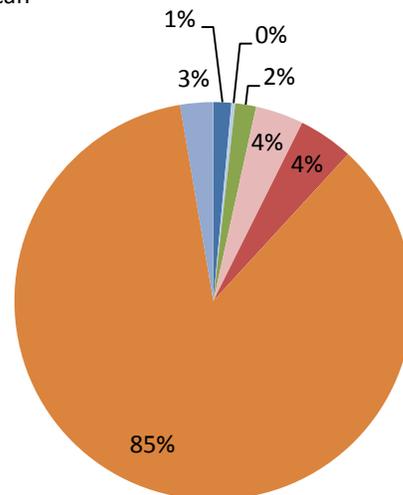
What is your gender?

- Female
- Male



How do you identify yourself?

- American Indian / Alaska Nat.
- Asian
- Multiracial/biracial
- 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

