

Small 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	1,006	74%	
4 Agree	299	22%	
3 Neutral	45	3%	
2 Disagree	6	0%	
1 Strongly Disagree	5	0%	
			<i>4.7</i>
NA Response(s)	13		

		<i>Mean</i>	
2) The forms I needed were clear and easy to understand.			
5 Strongly Agree	623	55%	
4 Agree	354	31%	
3 Neutral	130	12%	
2 Disagree	15	1%	
1 Strongly Disagree	6	1%	
			<i>4.4</i>
NA Response(s)	231		

3) I felt safe in the courthouse.			
5 Strongly Agree	910	67%	
4 Agree	312	23%	
3 Neutral	105	8%	
2 Disagree	25	2%	
1 Strongly Disagree	14	1%	
			<i>4.5</i>
NA Response(s)	3		

4) I was able to get my court business done in a reasonable amount of time today.			
5 Strongly Agree	778	60%	
4 Agree	338	26%	
3 Neutral	119	9%	
2 Disagree	30	2%	
1 Strongly Disagree	22	2%	
			<i>4.4</i>
NA Response(s)	60		

5) I was treated with courtesy and respect by court staff.			
5 Strongly Agree	979	72%	
4 Agree	305	23%	
3 Neutral	53	4%	
2 Disagree	7	1%	
1 Strongly Disagree	9	1%	
			<i>4.7</i>
NA Response(s)	11		

6) I easily found the courtroom or office I needed.			
5 Strongly Agree	911	68%	
4 Agree	333	25%	
3 Neutral	67	5%	
2 Disagree	17	1%	
1 Strongly Disagree	7	1%	
			<i>4.6</i>
NA Response(s)	29		

7) The court's website was useful.			
5 Strongly Agree	277	41%	
4 Agree	141	21%	
3 Neutral	211	31%	
2 Disagree	30	4%	
1 Strongly Disagree	14	2%	
			<i>3.9</i>
NA Response(s)	646		

8) The court's hours of operation made it easy for me to do my business.			
5 Strongly Agree	730	56%	
4 Agree	382	29%	
3 Neutral	143	11%	
2 Disagree	30	2%	
1 Strongly Disagree	16	1%	
			<i>4.4</i>
NA Response(s)	58		

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Section II: Fairness

9) The way the case was handled was fair.		<i>Mean</i>
5 Strongly Agree	528 58%	4.3
4 Agree	235 26%	
3 Neutral	102 11%	
2 Disagree	25 3%	
1 Strongly Disagree	26 3%	
NA Response(s)	127	

10) The judge/magistrate/referee listened to both sides of the story before making a decision.		<i>Mean</i>
5 Strongly Agree	514 60%	4.4
4 Agree	223 26%	
3 Neutral	72 8%	
2 Disagree	25 3%	
1 Strongly Disagree	22 3%	
NA Response(s)	170	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		<i>Mean</i>
5 Strongly Agree	518 60%	4.4
4 Agree	224 26%	
3 Neutral	87 10%	
2 Disagree	15 2%	
1 Strongly Disagree	21 2%	
NA Response(s)	150	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		<i>Mean</i>
5 Strongly Agree	589 66%	4.5
4 Agree	210 24%	
3 Neutral	63 7%	
2 Disagree	9 1%	
1 Strongly Disagree	15 2%	
NA Response(s)	133	

13) The judge/magistrate/referee told the parties what would happen next in the case.		<i>Mean</i>
5 Strongly Agree	528 63%	4.5
4 Agree	203 24%	
3 Neutral	83 10%	
2 Disagree	11 1%	
1 Strongly Disagree	15 2%	
NA Response(s)	179	

14) The outcome in my case was favorable to me.		<i>Mean</i>
5 Strongly Agree	291 44%	4.0
4 Agree	155 24%	
3 Neutral	152 23%	
2 Disagree	31 5%	
1 Strongly Disagree	26 4%	
NA Response(s)	240	

15) As I leave the court, I understand what happened in my case.		<i>Mean</i>
5 Strongly Agree	401 58%	4.4
4 Agree	193 28%	
3 Neutral	63 9%	
2 Disagree	15 2%	
1 Strongly Disagree	16 2%	
NA Response(s)	207	

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	241	19%
Family/friend of party to case	251	20%
Interpreter	4	0%
Juror	22	2%
Party	353	28%
Witness	42	3%
Other	354	28%

17) What did you do at court today?

Appear as witness	47	3%
Attend hearing or trial	614	43%
File papers	185	13%
Get information	104	7%
Jury duty	13	1%
Meet probation/pretrial staff	99	7%
Search records/obtain docs.	44	3%
Other	307	22%

18) What type of case brought you to the

Child protective	156	11%
Civil matter	118	8%
Criminal/probation	258	18%
Divorce/custody/support	253	18%
Drug/sobriety court	73	5%
Estate/trust	73	5%
Guardianship/conservatorship	119	8%
Juvenile delinquency	91	6%
PPOs	22	2%
Small claims	4	0%
Traffic	41	3%
Other	215	15%

19) What is your gender?

Female	665	52%
Male	605	48%

20) How do you identify yourself?

American Indian / Alaska Nat.	58	4%
Asian	3	0%
Multiracial/biracial	9	1%
Black/African American	29	2%
Hispanic/Latino	17	1%
White/Caucasian	1,195	89%
Other	37	3%

21) How often are you typically in the courthouse?

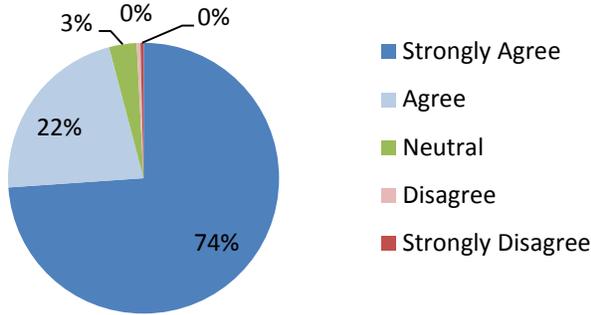
First time	206	16%
Once a year or less	352	27%
Several times a year	262	20%
Regularly	495	38%

Counties Included

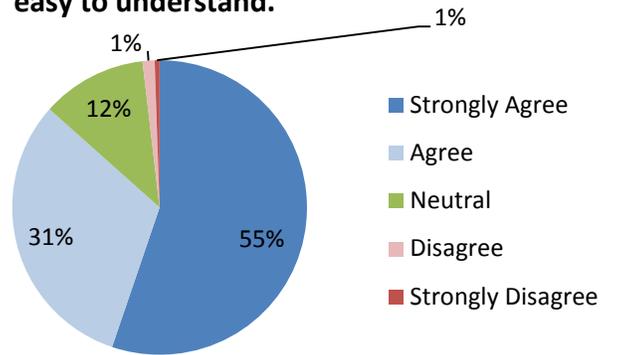
Barry	Emmet
Branch	Hillsdale
Cass	Huron
Charlevoix	Sanilac
Chippewa	St. Joseph
Delta	Tuscola

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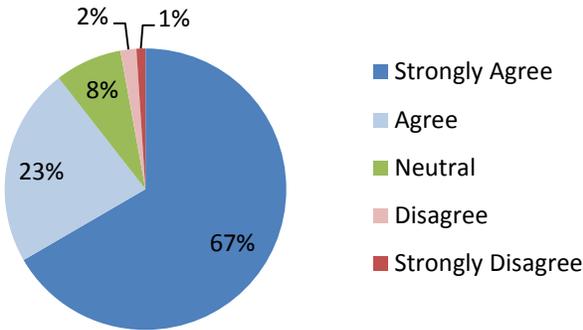
Finding the courthouse was easy.



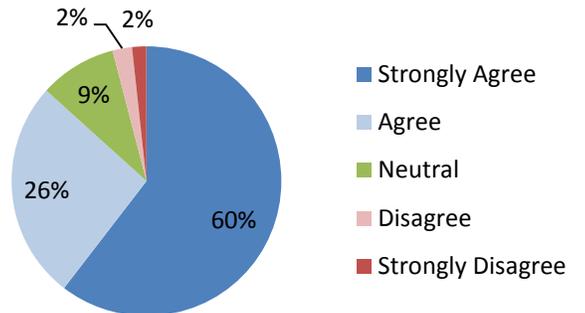
The forms I needed were clear and easy to understand.



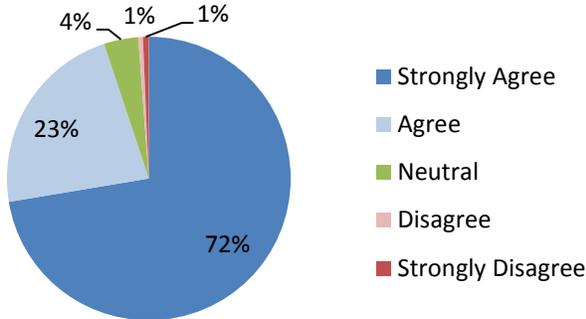
I felt safe in the courthouse.



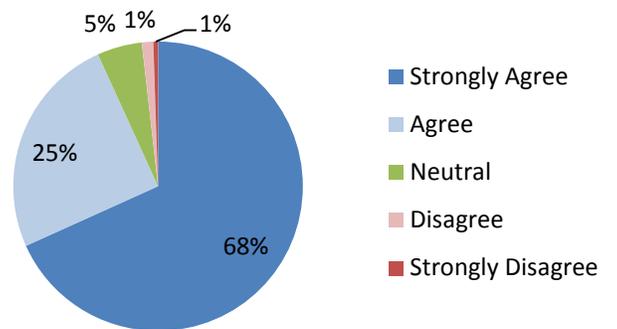
I was able to get my court business done in a reasonable amount of time today.



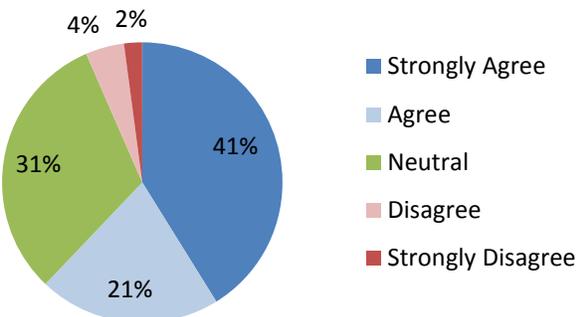
I was treated with courtesy and respect by court staff.



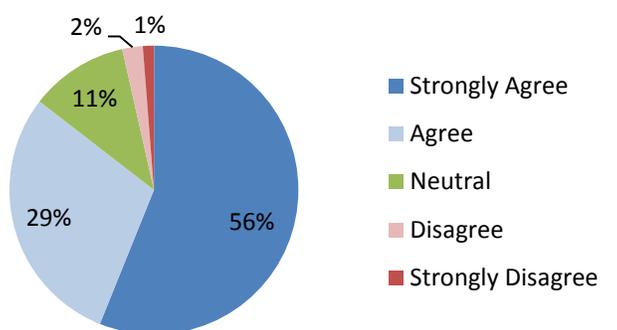
I easily found the courtroom or office I needed.



The court's website was useful.

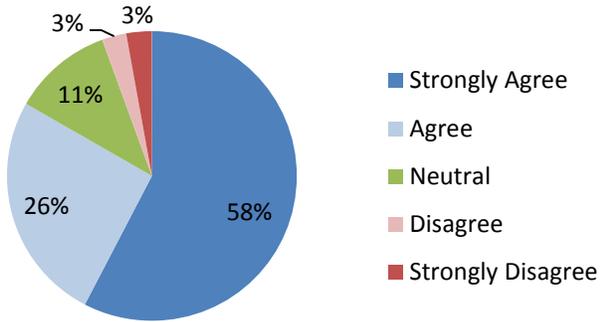


The court's hours of operation made it easy for me to do my business.

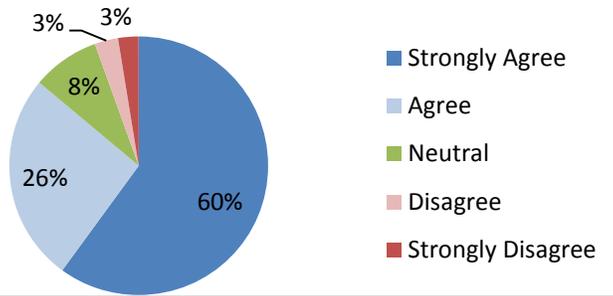


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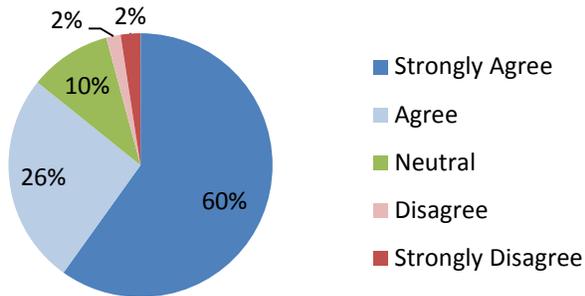
The way the case was handled was fair.



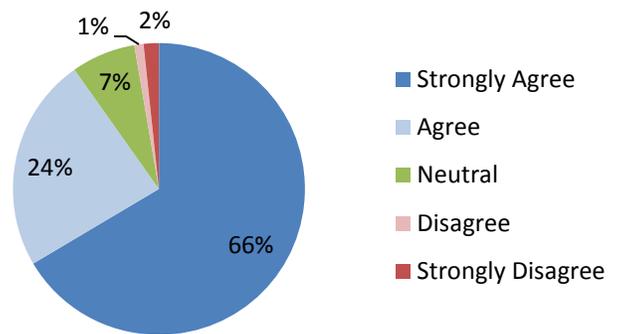
The judge/magistrate/referee listened to both sides of the story before making a decision.



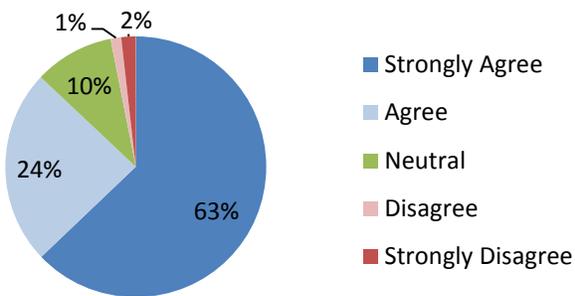
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



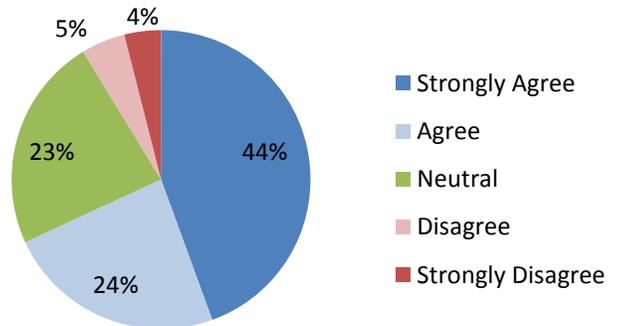
The judge/magistrate/referee treated everyone with courtesy and respect.



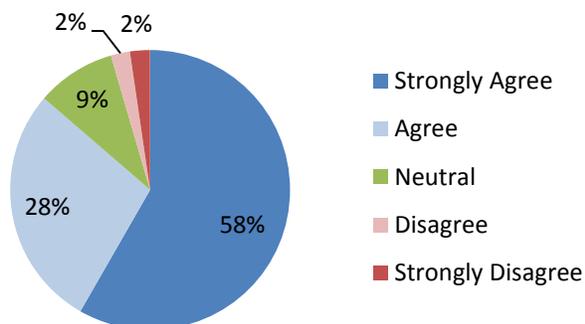
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



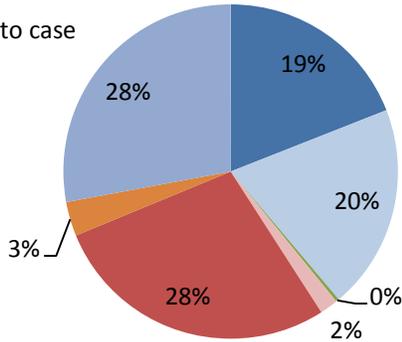
As I leave the court, I understand what happened in my case.



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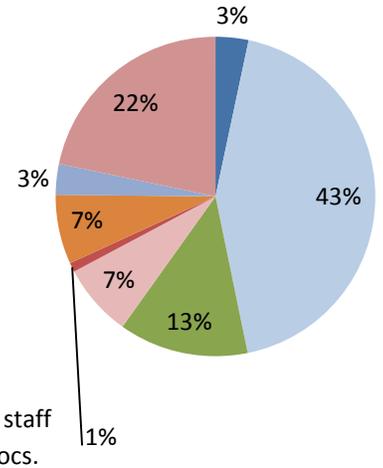
Who are you?

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



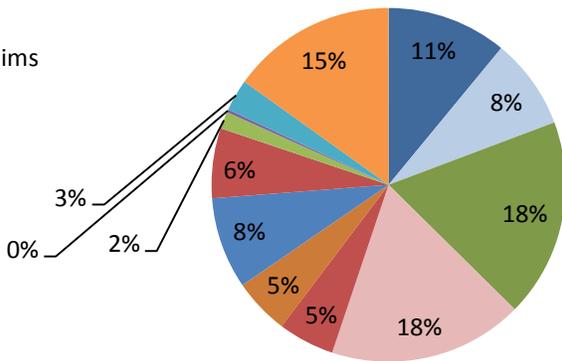
What did you do at court today?

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



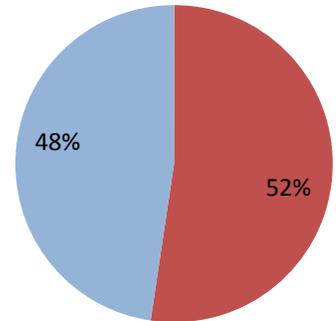
What type of case brought you to the courthouse today?

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



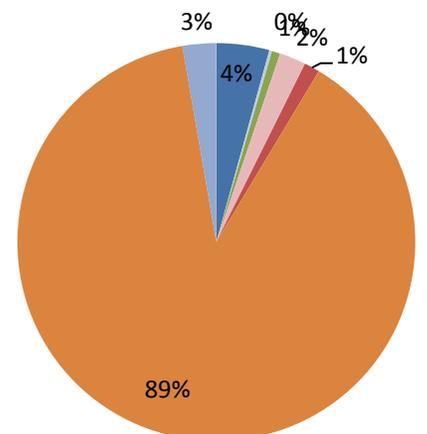
What is your gender?

- 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

