

Small District Courts Comparison Group Public Satisfaction Survey

Section I: Access to the Court

		<i>Mean</i>
1) Finding the courthouse was easy.		
5 Strongly Agree	473 72%	
4 Agree	146 22%	
3 Neutral	29 4%	
2 Disagree	6 1%	
1 Strongly Disagree	1 0%	
		4.7
NA Response(s)	1	

		<i>Mean</i>
2) The forms I needed were clear and easy to understand.		
5 Strongly Agree	339 56%	
4 Agree	189 31%	
3 Neutral	58 10%	
2 Disagree	12 2%	
1 Strongly Disagree	4 1%	
		4.4
NA Response(s)	50	

3) I felt safe in the courthouse.		
5 Strongly Agree	437 67%	
4 Agree	158 24%	
3 Neutral	39 6%	
2 Disagree	9 1%	
1 Strongly Disagree	10 2%	
		4.5
NA Response(s)	0	

4) I was able to get my court business done in a reasonable amount of time today.		
5 Strongly Agree	386 61%	
4 Agree	160 25%	
3 Neutral	60 9%	
2 Disagree	16 3%	
1 Strongly Disagree	11 2%	
		4.4
NA Response(s)	16	

5) I was treated with courtesy and respect by court staff.		
5 Strongly Agree	478 74%	
4 Agree	133 20%	
3 Neutral	23 4%	
2 Disagree	13 2%	
1 Strongly Disagree	2 0%	
		4.7
NA Response(s)	3	

6) I easily found the courtroom or office I needed.		
5 Strongly Agree	437 69%	
4 Agree	158 25%	
3 Neutral	28 4%	
2 Disagree	5 1%	
1 Strongly Disagree	6 1%	
		4.6
NA Response(s)	16	

7) The court's website was useful.		
5 Strongly Agree	138 39%	
4 Agree	64 18%	
3 Neutral	123 35%	
2 Disagree	15 4%	
1 Strongly Disagree	14 4%	
		3.8
NA Response(s)	271	

8) The court's hours of operation made it easy for me to do my business.		
5 Strongly Agree	344 55%	
4 Agree	183 29%	
3 Neutral	68 11%	
2 Disagree	24 4%	
1 Strongly Disagree	9 1%	
		4.3
NA Response(s)	22	

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Section II: Fairness

		<i>Mean</i>
9) The way the case was handled was fair.		
5 Strongly Agree	190 47%	
4 Agree	130 32%	
3 Neutral	51 13%	
2 Disagree	16 4%	
1 Strongly Disagree	16 4%	
		<i>4.1</i>
NA Response(s)	72	

		<i>Mean</i>
10) The judge/magistrate/referee listened to both sides of the story before making a decision.		
5 Strongly Agree	173 46%	
4 Agree	122 32%	
3 Neutral	57 15%	
2 Disagree	16 4%	
1 Strongly Disagree	10 3%	
		<i>4.1</i>
NA Response(s)	90	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		
5 Strongly Agree	190 49%	
4 Agree	132 34%	
3 Neutral	49 13%	
2 Disagree	14 4%	
1 Strongly Disagree	5 1%	
		<i>4.3</i>
NA Response(s)	80	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		
5 Strongly Agree	207 52%	
4 Agree	135 34%	
3 Neutral	36 9%	
2 Disagree	12 3%	
1 Strongly Disagree	5 1%	
		<i>4.3</i>
NA Response(s)	76	

13) The judge/magistrate/referee told the parties what would happen next in the case.		
5 Strongly Agree	200 53%	
4 Agree	115 31%	
3 Neutral	44 12%	
2 Disagree	11 3%	
1 Strongly Disagree	5 1%	
		<i>4.3</i>
NA Response(s)	97	

14) The outcome in my case was favorable to me.		
5 Strongly Agree	128 37%	
4 Agree	101 29%	
3 Neutral	75 21%	
2 Disagree	21 6%	
1 Strongly Disagree	24 7%	
		<i>3.8</i>
NA Response(s)	106	

15) As I leave the court, I understand what happened in my case.		
5 Strongly Agree	200 54%	
4 Agree	115 31%	
3 Neutral	38 10%	
2 Disagree	8 2%	
1 Strongly Disagree	7 2%	
		<i>4.3</i>
NA Response(s)	91	

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	49	8%
Family/friend of party to case	78	13%
Interpreter	1	0%
Juror	17	3%
Party	241	40%
Witness	21	3%
Other	201	33%

17) What did you do at court today?

Appear as witness	20	3%
Attend hearing or trial	184	28%
File papers	69	10%
Get information	52	8%
Jury duty	16	2%
Meet probation/pretrial staff	110	17%
Search records/obtain docs.	14	2%
Other	195	30%

18) What type of case brought you to the

Child protective	7	1%
Civil matter	77	12%
Criminal/probation	188	30%
Divorce/custody/support	5	1%
Drug/sobriety court	51	8%
Estate/trust	4	1%
Guardianship/conservatorship	0	0%
Juvenile delinquency	3	0%
PPOs	4	1%
Small claims	33	5%
Traffic	141	22%
Other	118	19%

19) What is your gender?

Female	259	44%
Male	332	56%

20) How do you identify yourself?

American Indian / Alaska Nat.	10	2%
Asian	0	0%
Multiracial/biracial	2	0%
Black/African American	26	4%
Hispanic/Latino	5	1%
White/Caucasian	583	92%
Other	8	1%

21) How often are you typically in the courthouse?

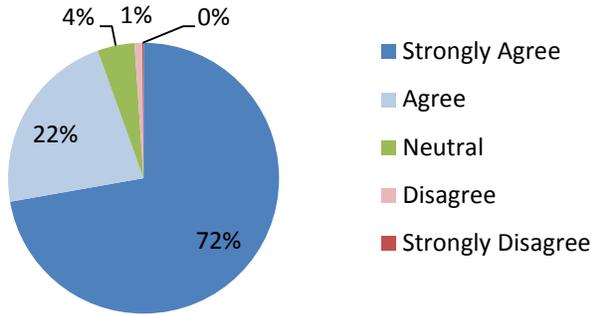
First time	127	21%
Once a year or less	186	31%
Several times a year	109	18%
Regularly	187	31%

Courts Included

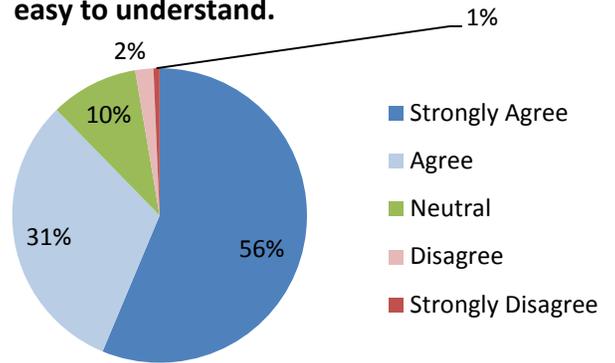
Barry	D56B
Branch	D03A
Cass	D04
Delta	D94
Hillsdale	D02B
Huron	D73B
St. Joseph	D03B
Tuscola	D71B

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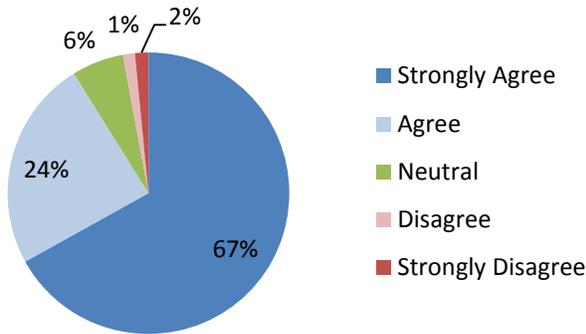
Finding the courthouse was easy.



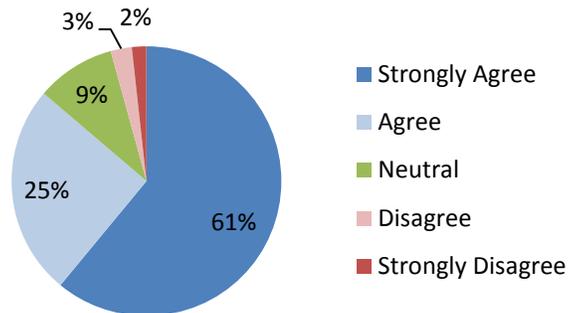
The forms I needed were clear and easy to understand.



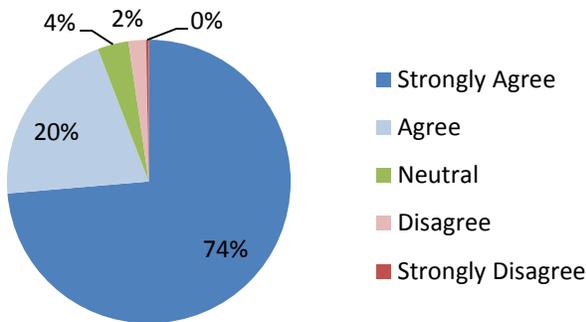
I felt safe in the courthouse.



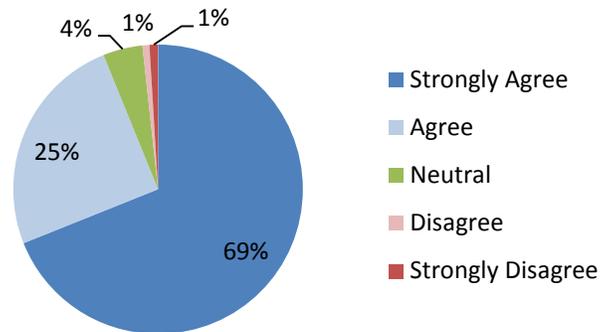
I was able to get my court business done in a reasonable amount of time today.



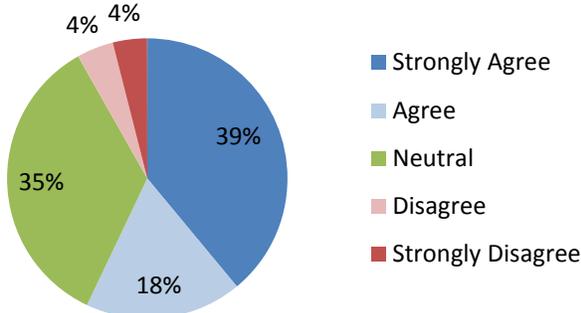
I was treated with courtesy and respect by court staff.



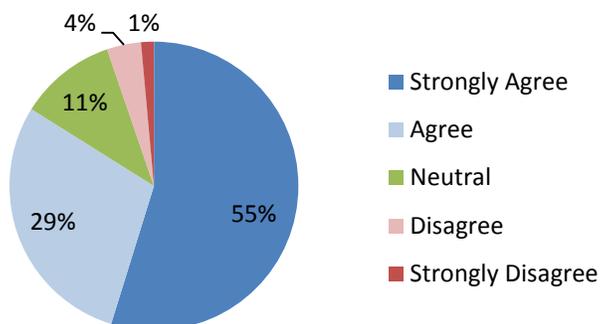
I easily found the courtroom or office I needed.



The court's website was useful.

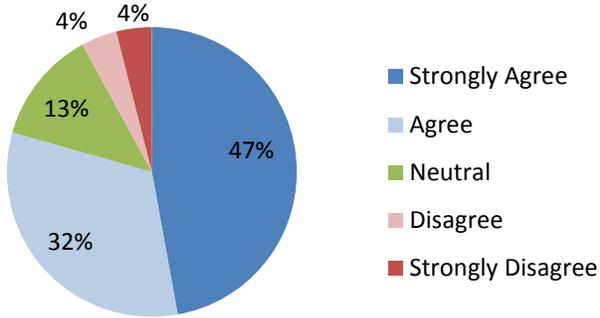


The court's hours of operation made it easy for me to do my business.

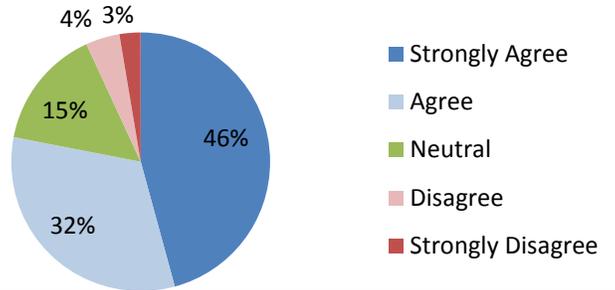


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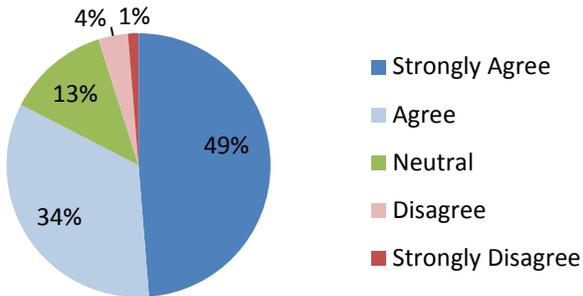
The way the case was handled was fair.



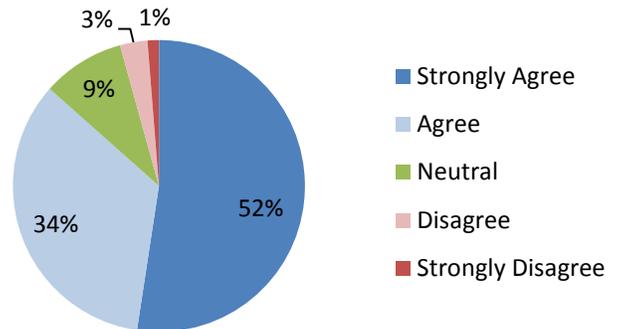
The judge/magistrate/referee listened to both sides of the story before making a decision.



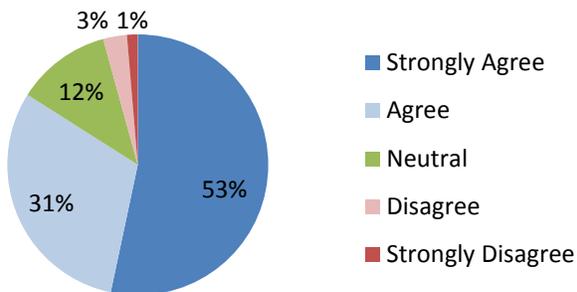
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



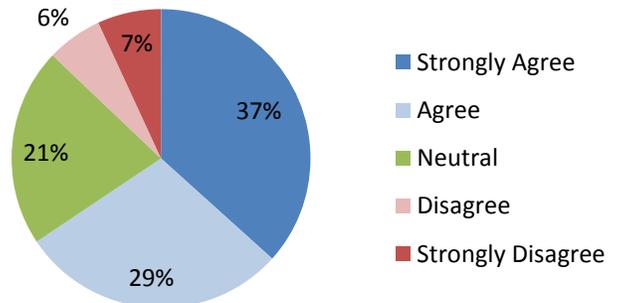
The judge/magistrate/referee treated everyone with courtesy and respect.



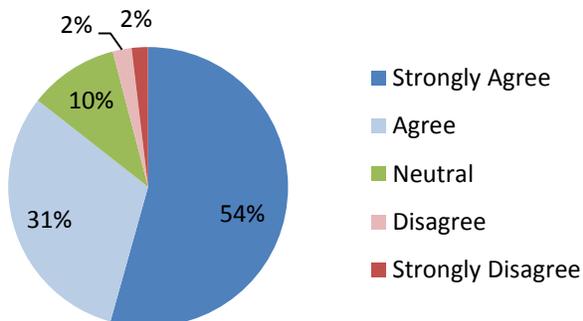
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



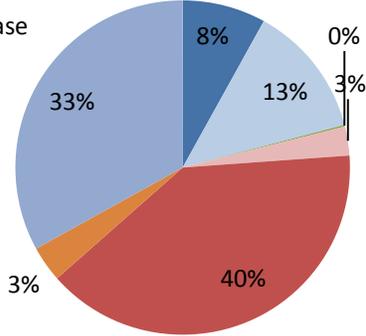
As I leave the court, I understand what happened in my case.



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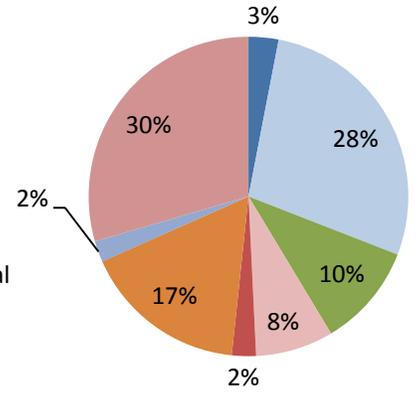
Who are you?

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



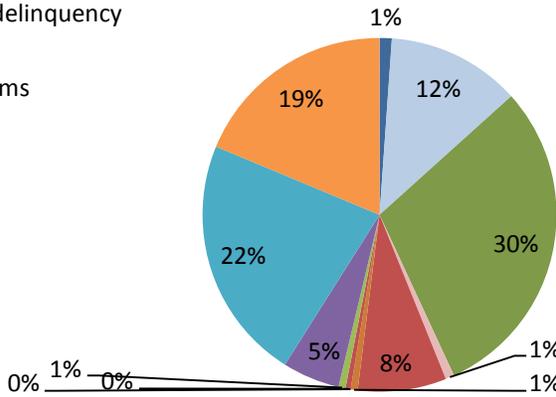
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- Appear as witness
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- File papers
- Get information
- Jury duty
- Meet probation/pretrial staff
- Search records/obtain docs.
- Other



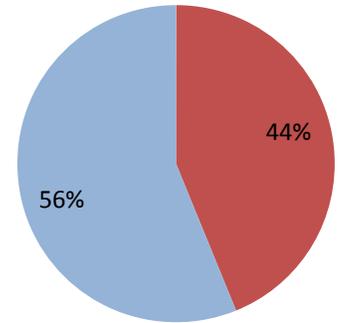
What type of case brought you to the courthouse today?

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



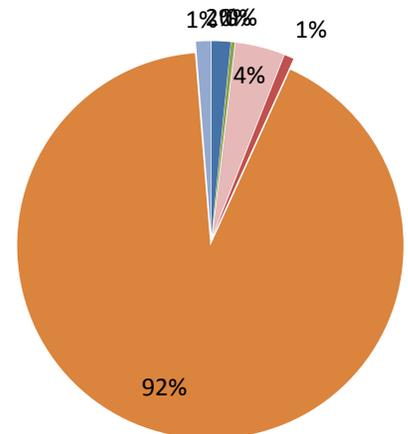
What is your gender?

- 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

