



MICHIGAN COURTS

*One Court of Justice*

**State Court Administrative Office  
(SCAO)**

**Customer Satisfaction  
Survey Results**

July 2014

Just as trial courts conducted a customer satisfaction survey to benchmark performance, SCAO conducted a customer satisfaction survey:

- To assess how well SCAO is serving the courts.
- To identify where SCAO is doing well and where SCAO can improve.

The survey was conducted in 2014 in two parts:

- Live, during the judges' conference.
- Online, for court staff and additional judges.

# 851 People Completed Surveys

## 392 Judges Completed the Survey

303 judges completed the live survey

89 judges completed the online survey

## 459 Court Staff Completed the Online Survey

135 court administrators

35 probate registers

21 juvenile registers

68 clerks

53 magistrates

48 referees

47 probation officers

18 friends of the court

34 other court staff

# Survey Questions

The survey included 18 questions related to:

technology initiatives

performance measures

concurrent jurisdiction plans

multi-court chief judges

customer service

# Scale

Respondents indicated their level of agreement with each statement on the following scale.

Strongly Agree

Agree

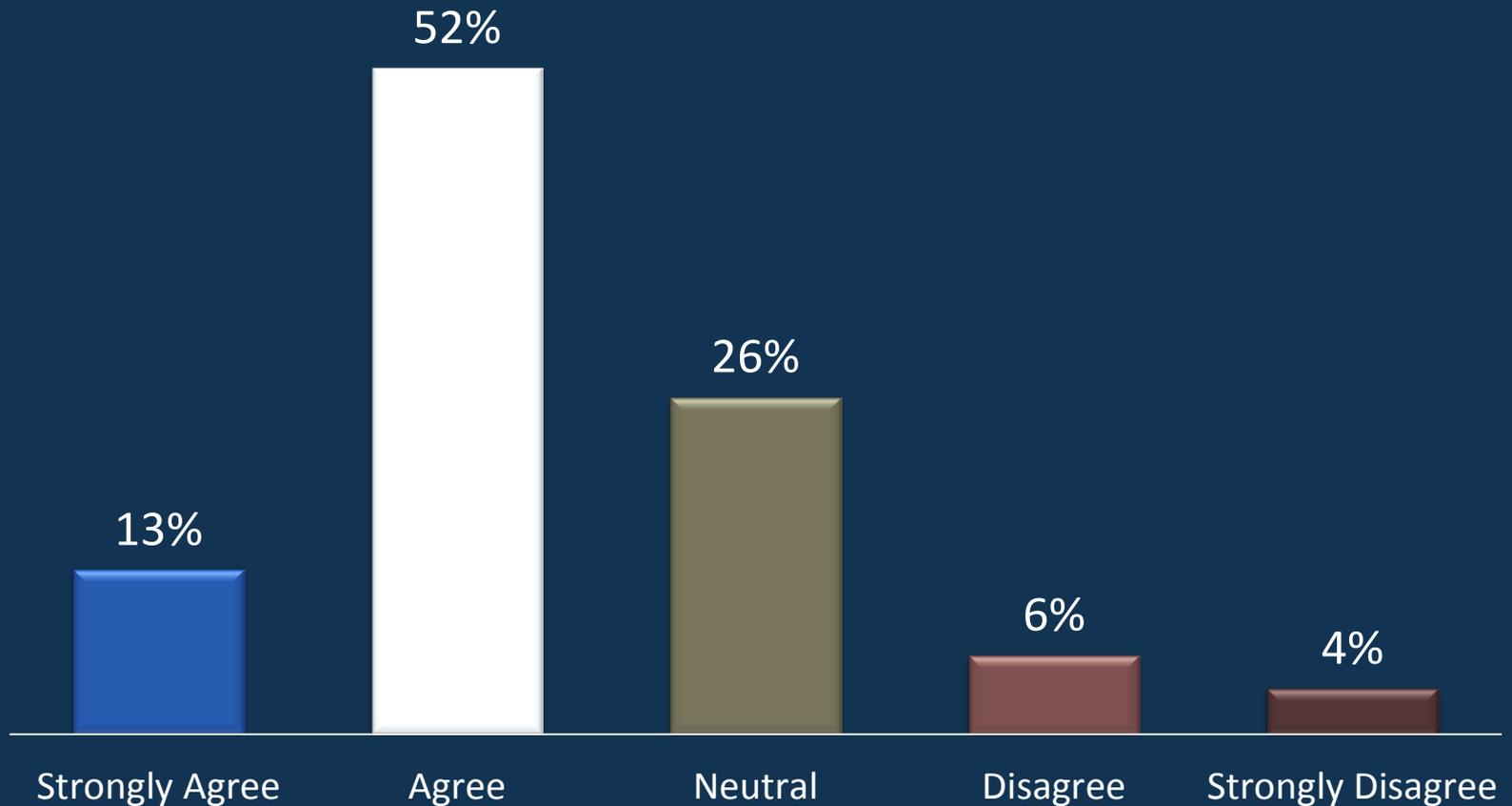
Neutral

Disagree

Strongly Disagree

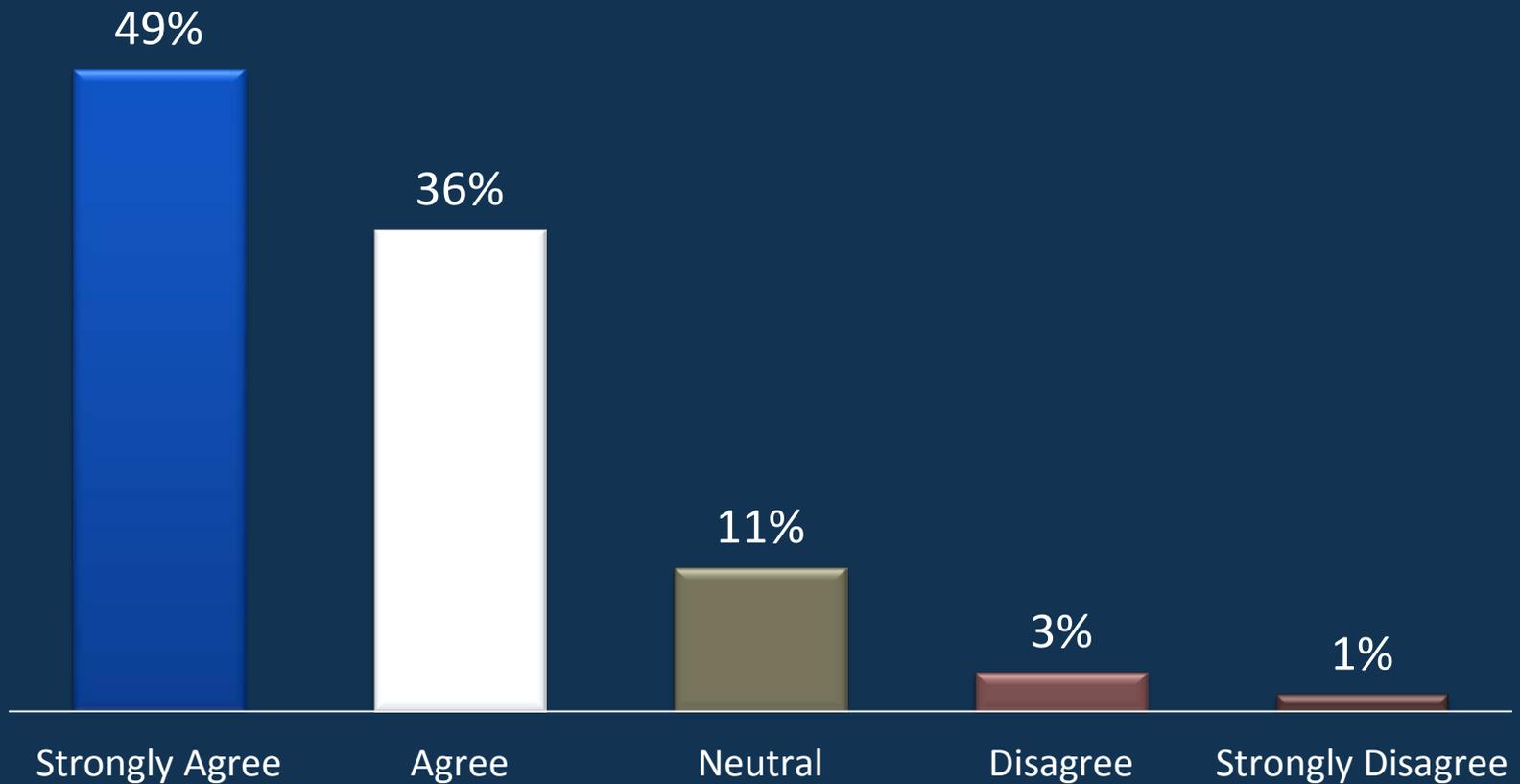
Not Applicable

# The recently redesigned *One Court of Justice* website is useful.



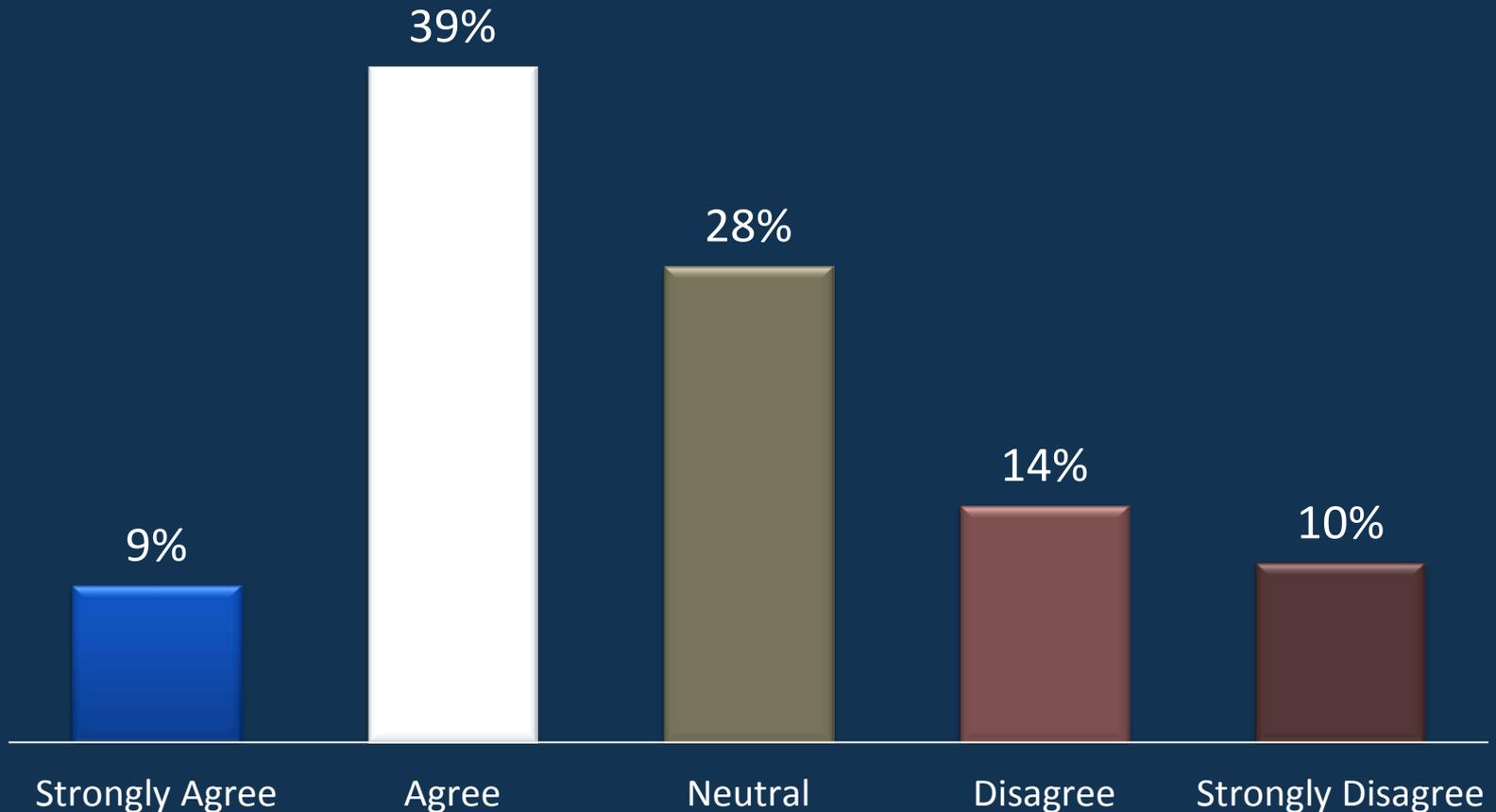
*105 additional respondents selected "Not Applicable"*

The SCAO initiative to install video conferencing equipment improves trial courts' ability to accommodate parties and witnesses.



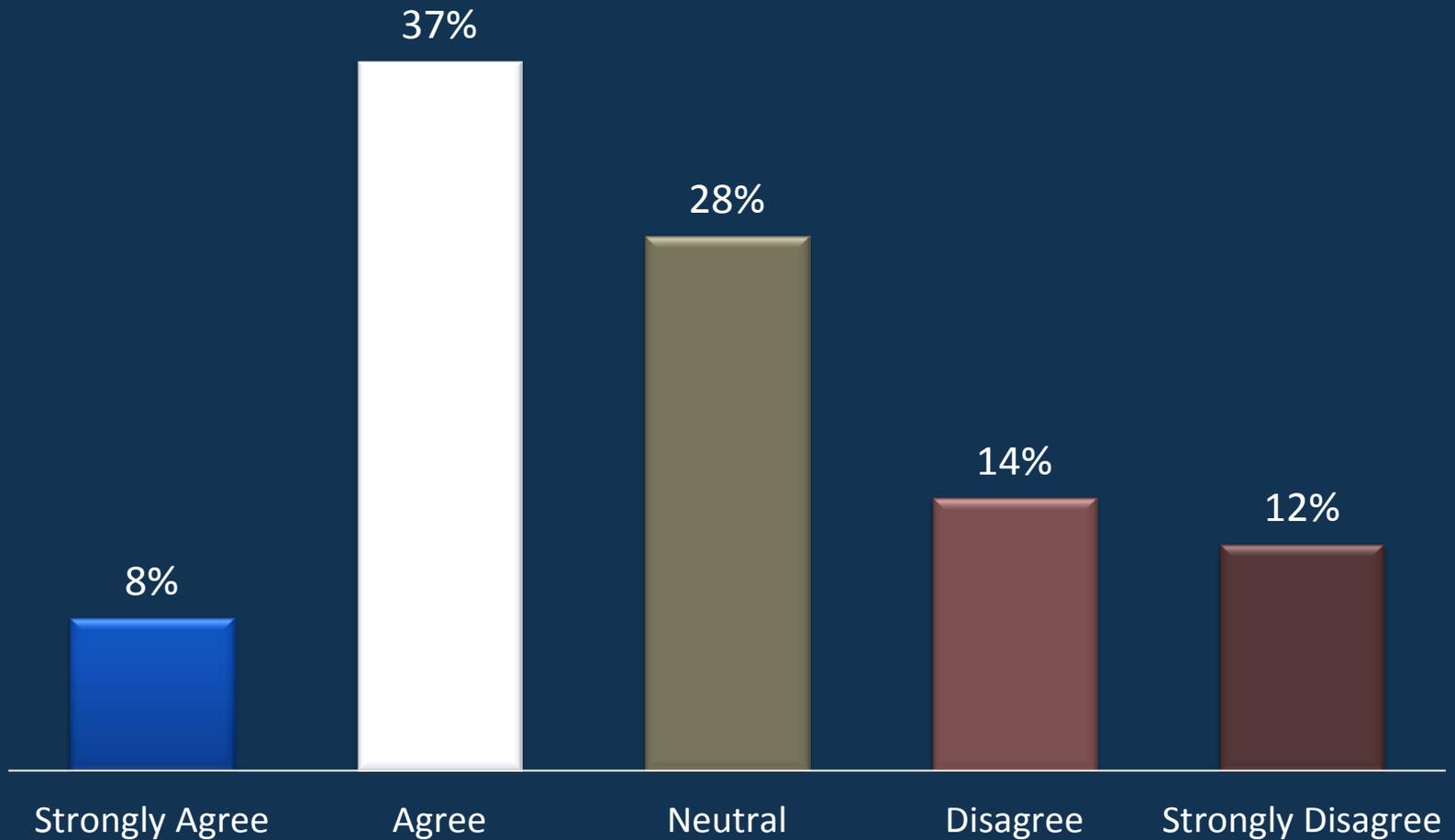
*55 additional respondents selected "Not Applicable"*

As a result of the performance measures initiative I have a better understanding of my court's data.



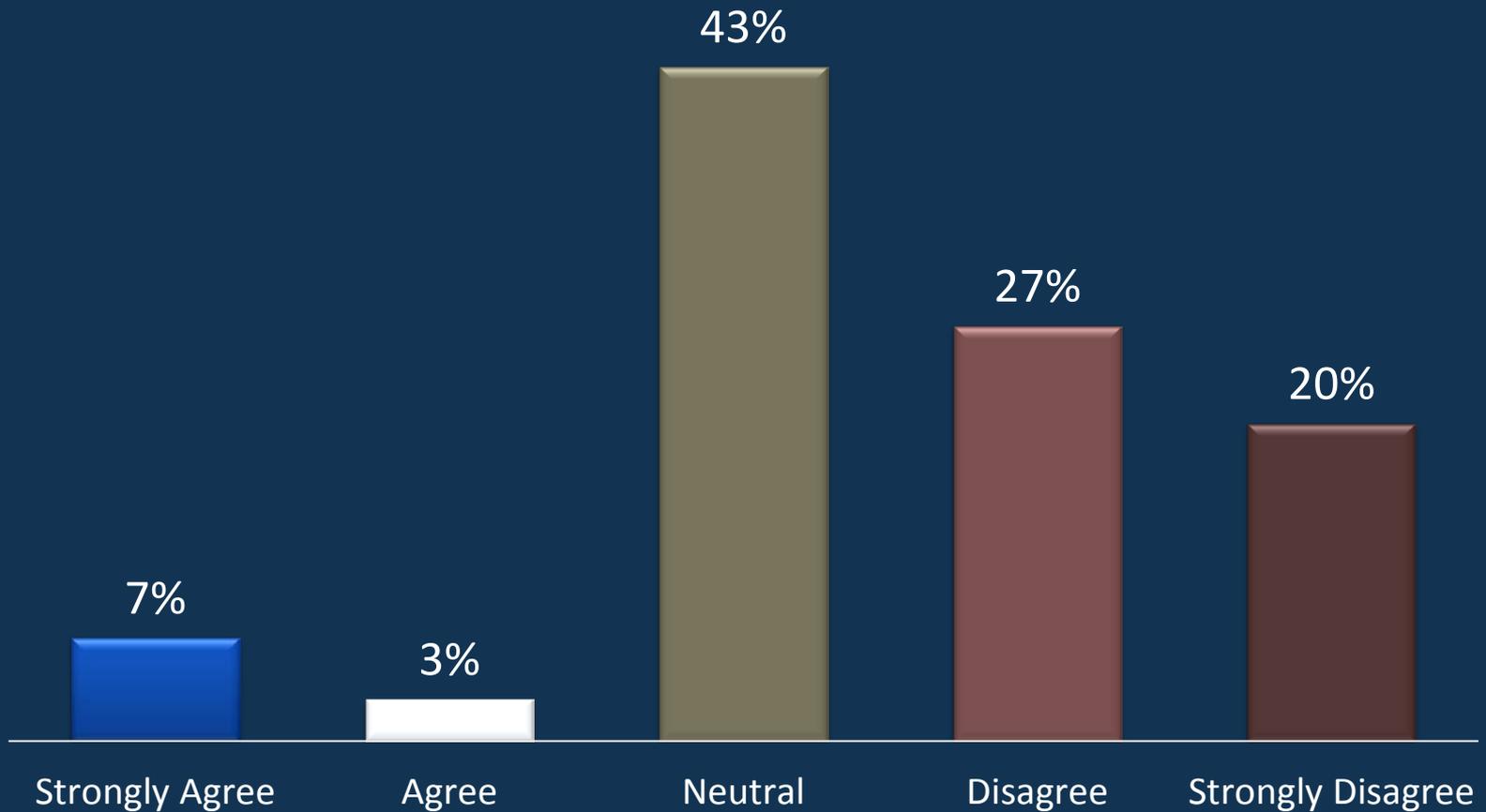
*66 additional respondents selected "Not Applicable"*

I understand how to use my performance measures data to improve my performance.



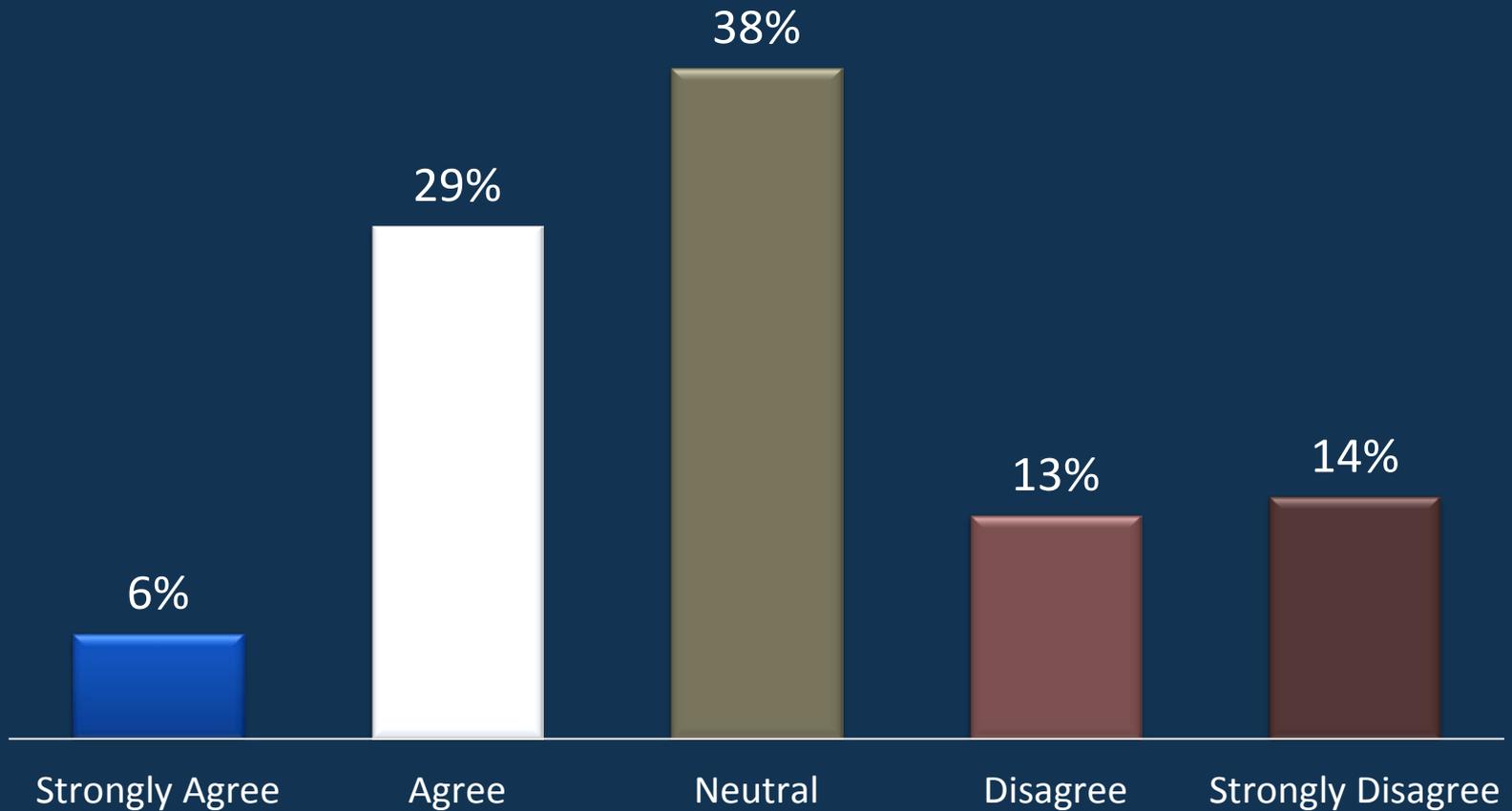
*66 additional respondents selected "Not Applicable"*

My court's performance has improved as a result of the performance measures initiative.



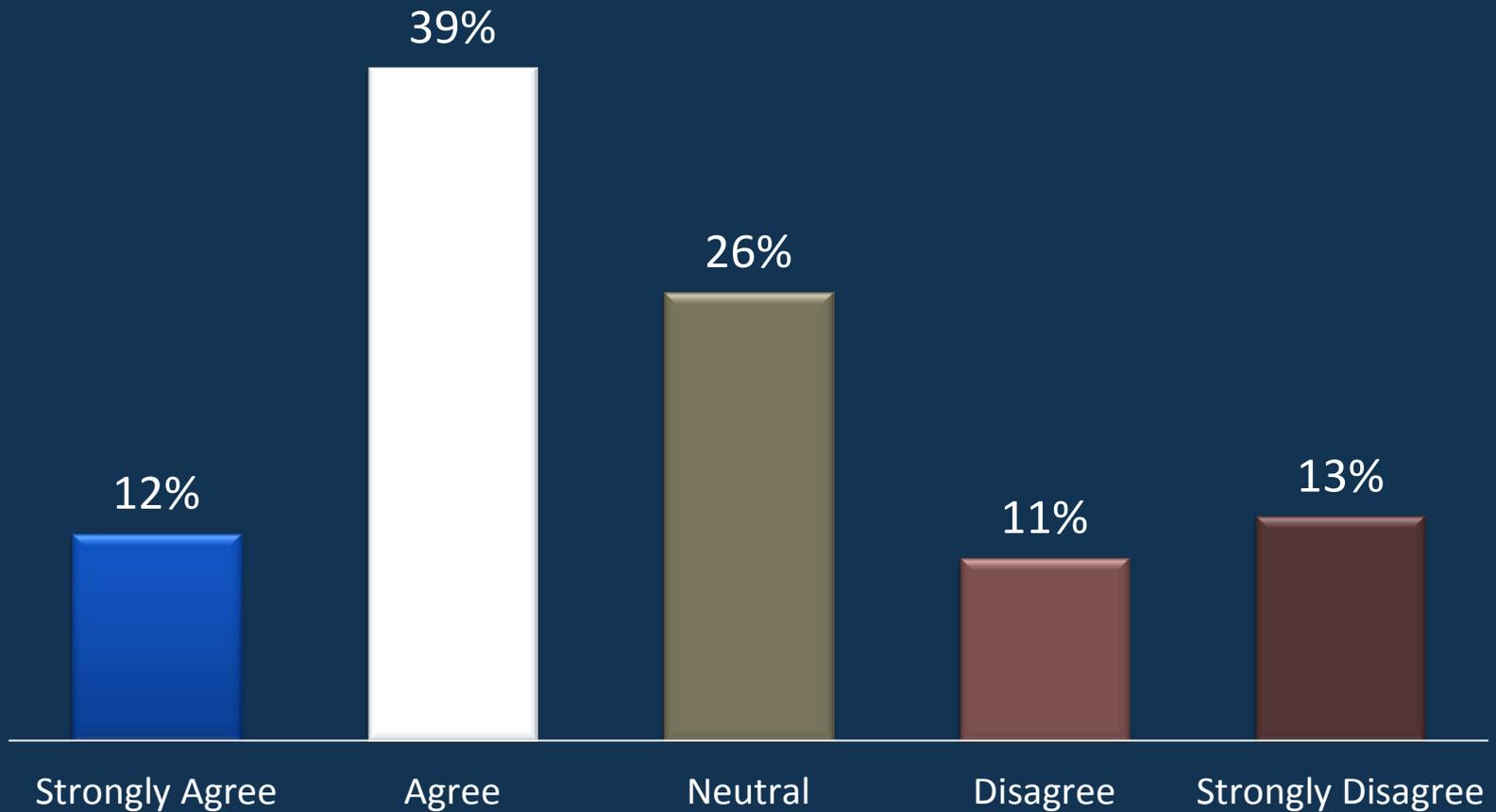
*76 additional respondents selected "Not Applicable"*

# SCAO has appropriately responded to concerns with the performance measures initiative.



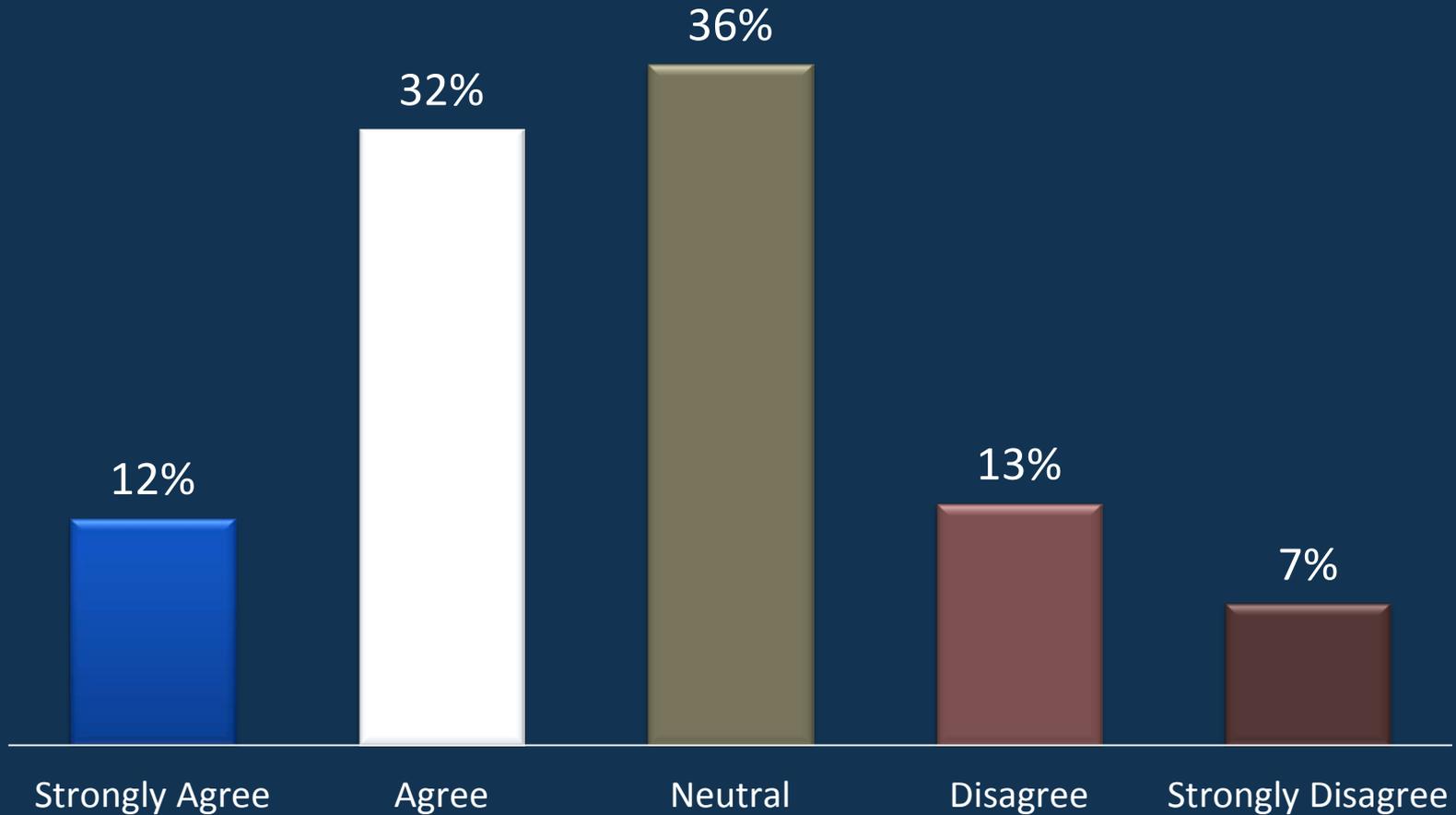
*94 additional respondents selected "Not Applicable"*

I see value in the use of performance measures data in the trial courts.



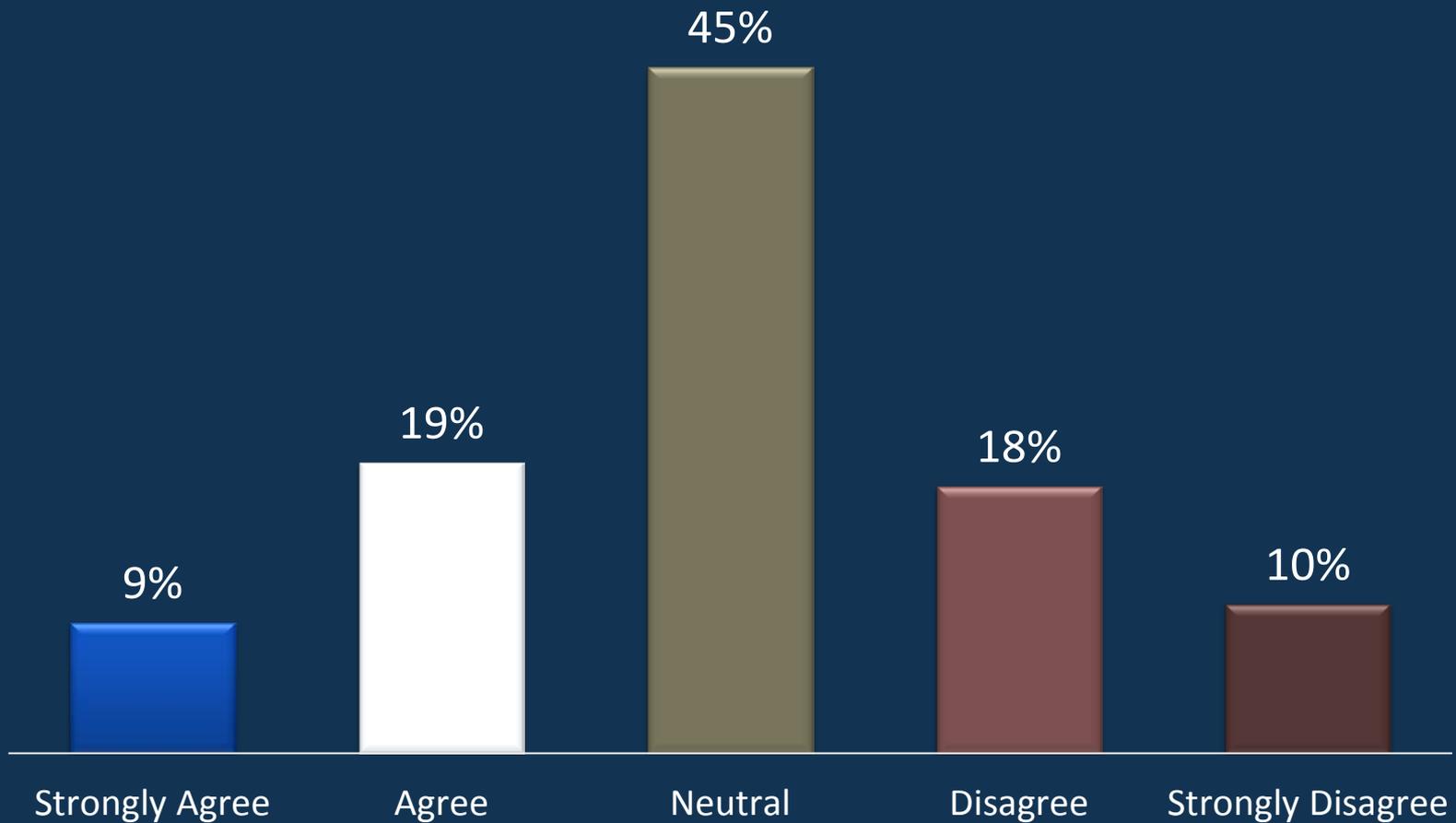
*55 additional respondents selected "Not Applicable"*

# Concurrent jurisdiction plans have improved the delivery of services to the public.



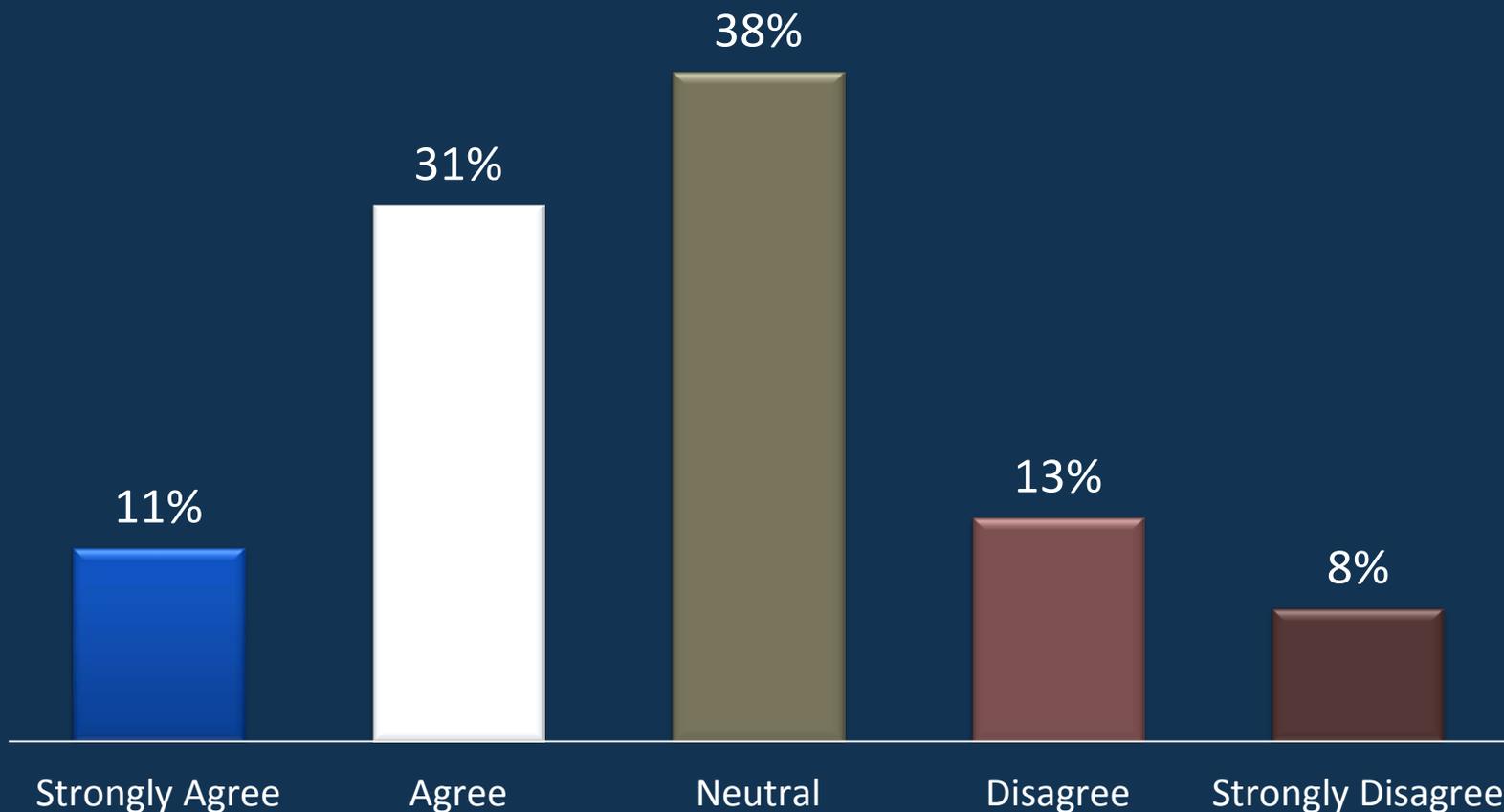
*118 additional respondents selected "Not Applicable"*

Concurrent jurisdiction plans have resulted in monetary savings for my court or funding unit.



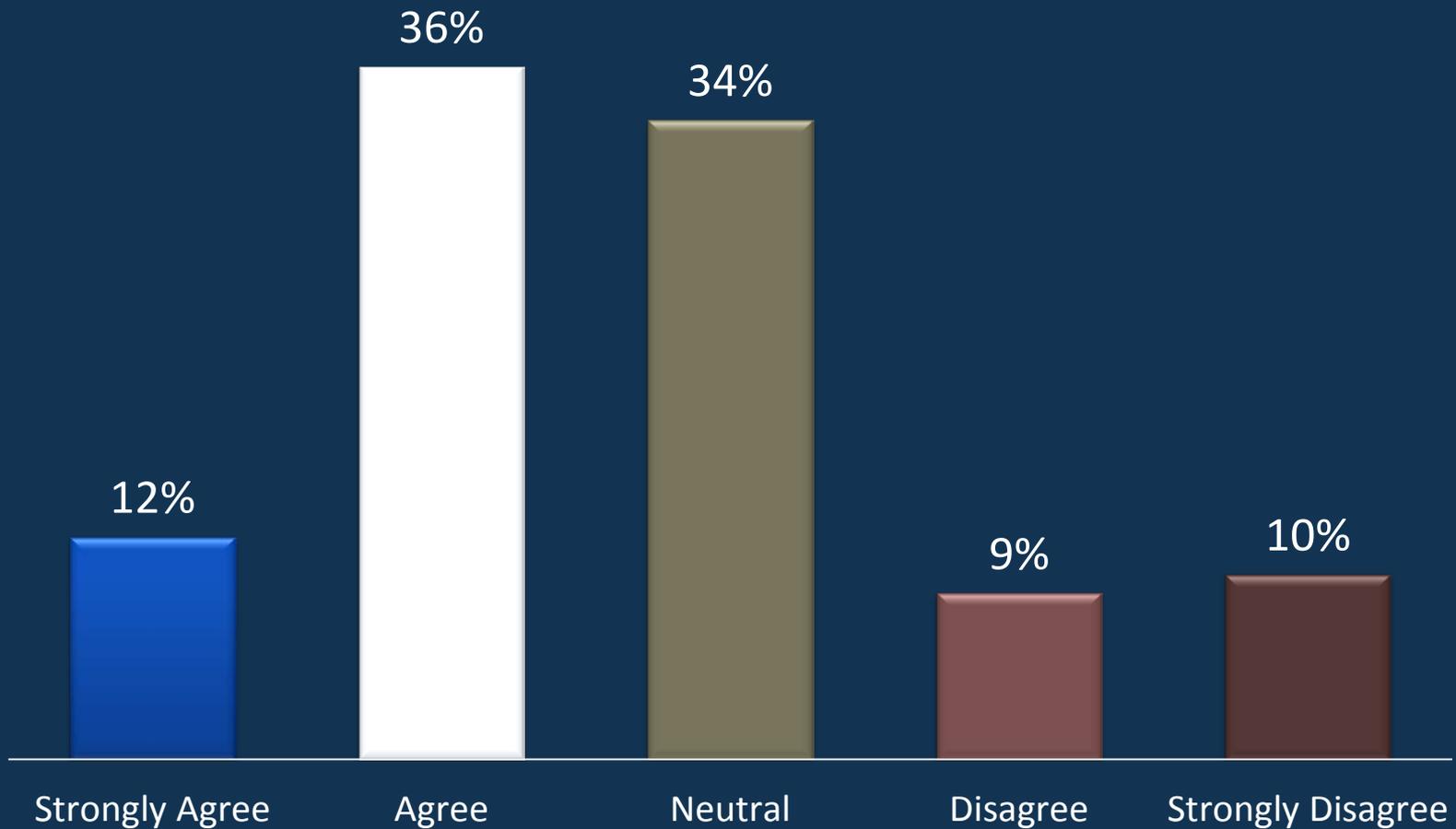
*180 additional respondents selected "Not Applicable"*

Concurrent jurisdiction plans have enabled more flexibility in my court for assigning judges.



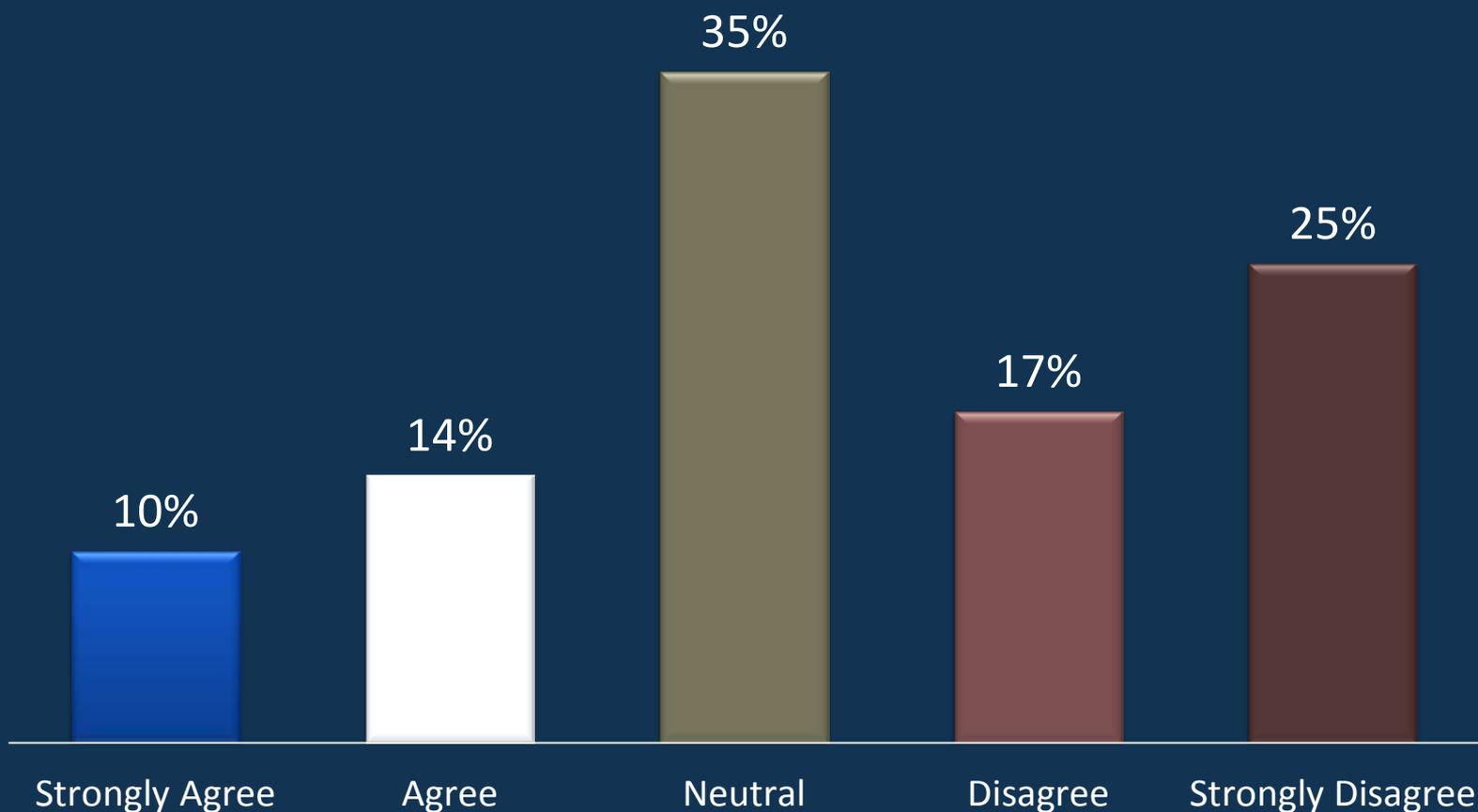
*186 additional respondents selected "Not Applicable"*

Concurrent jurisdiction plans have led to more collaboration between judges or courts.



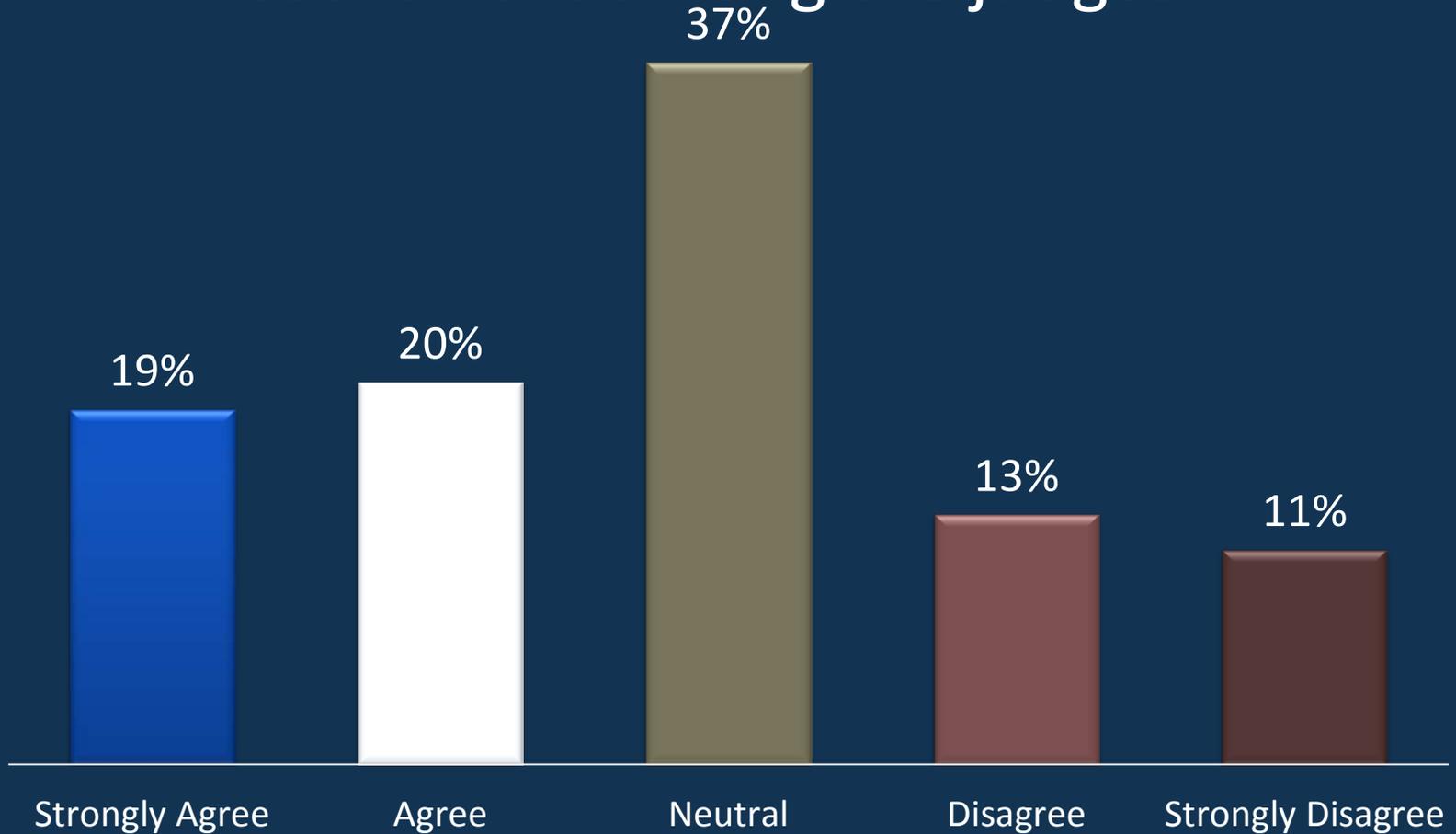
*148 additional respondents selected "Not Applicable"*

# The appointment of a multi-court chief judge has improved my court's efficiency.



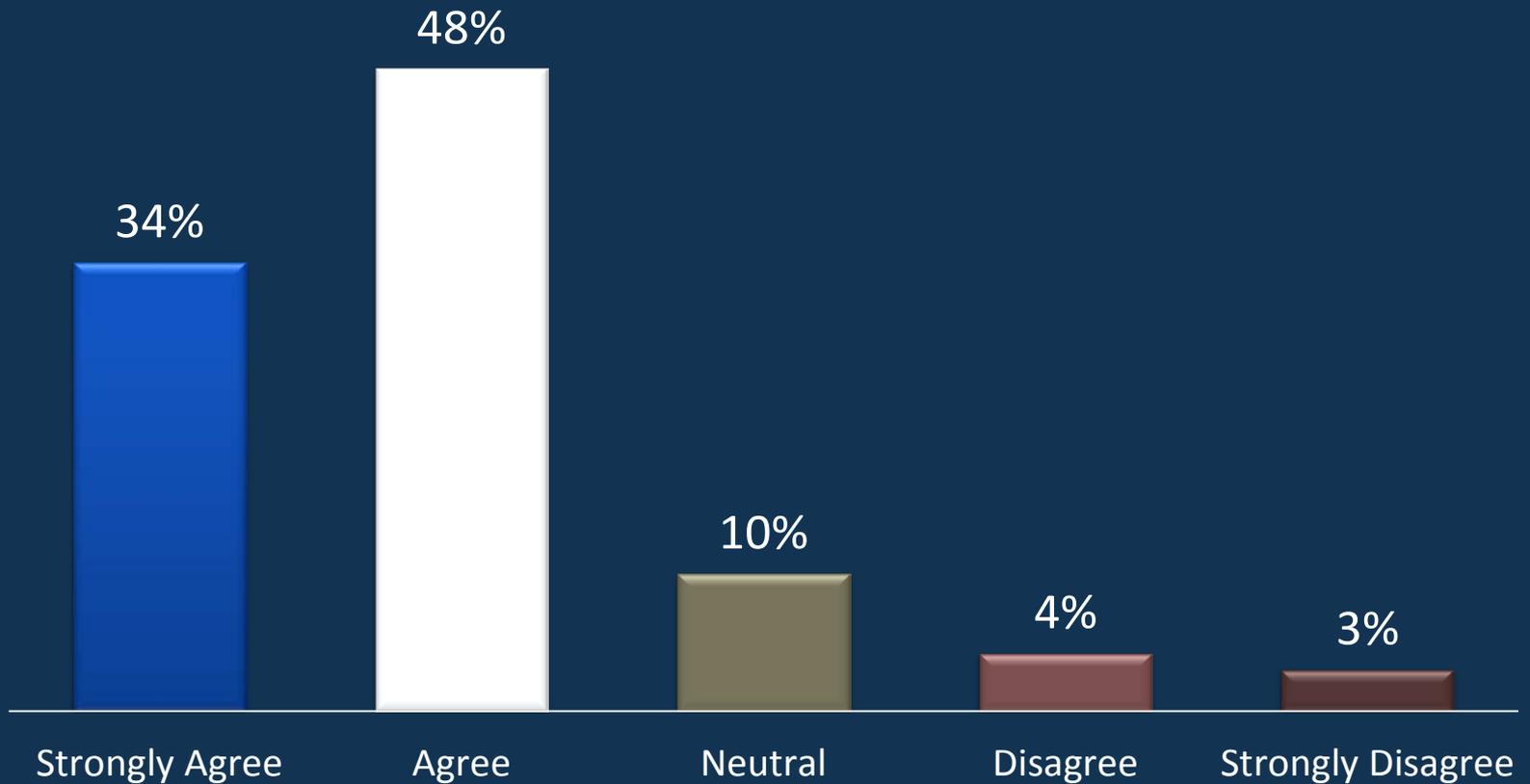
*264 additional respondents selected "Not Applicable"*

The appointment of a multi-court chief judge for my court has created resentment among the judges.



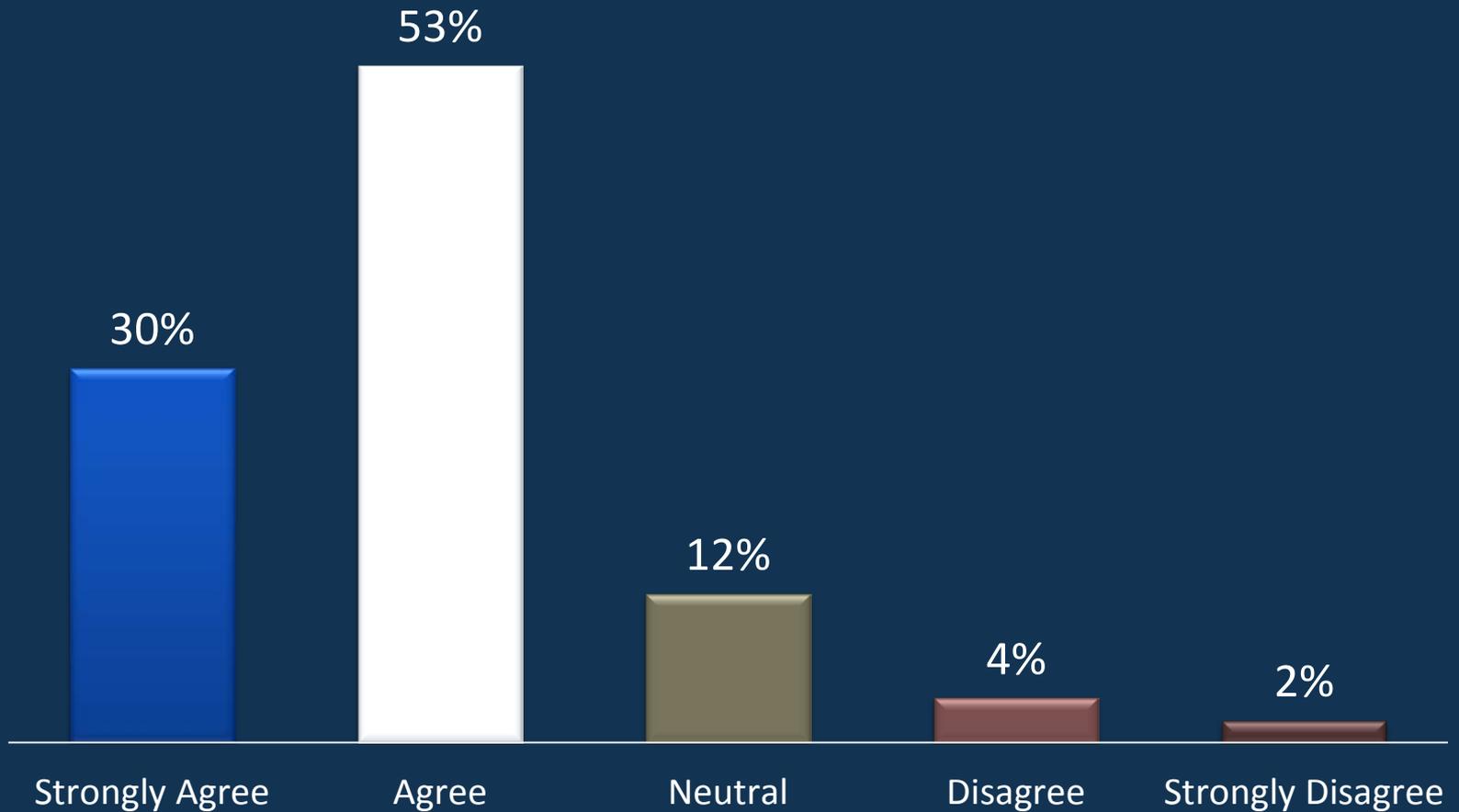
*278 additional respondents selected "Not Applicable"*

# SCAO staff provide timely information.



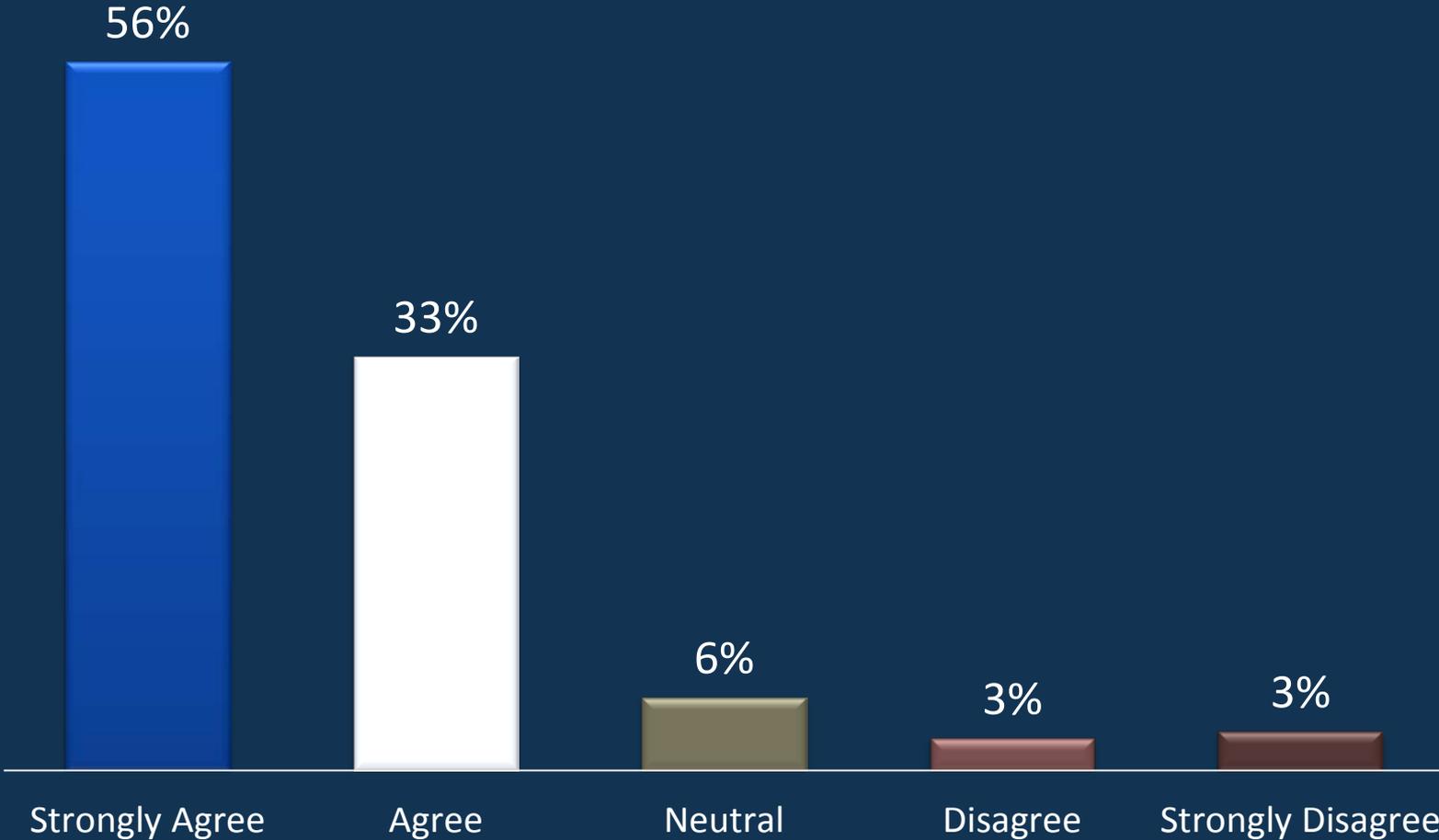
*29 additional respondents selected "Not Applicable"*

# SCAO staff provide accurate information.



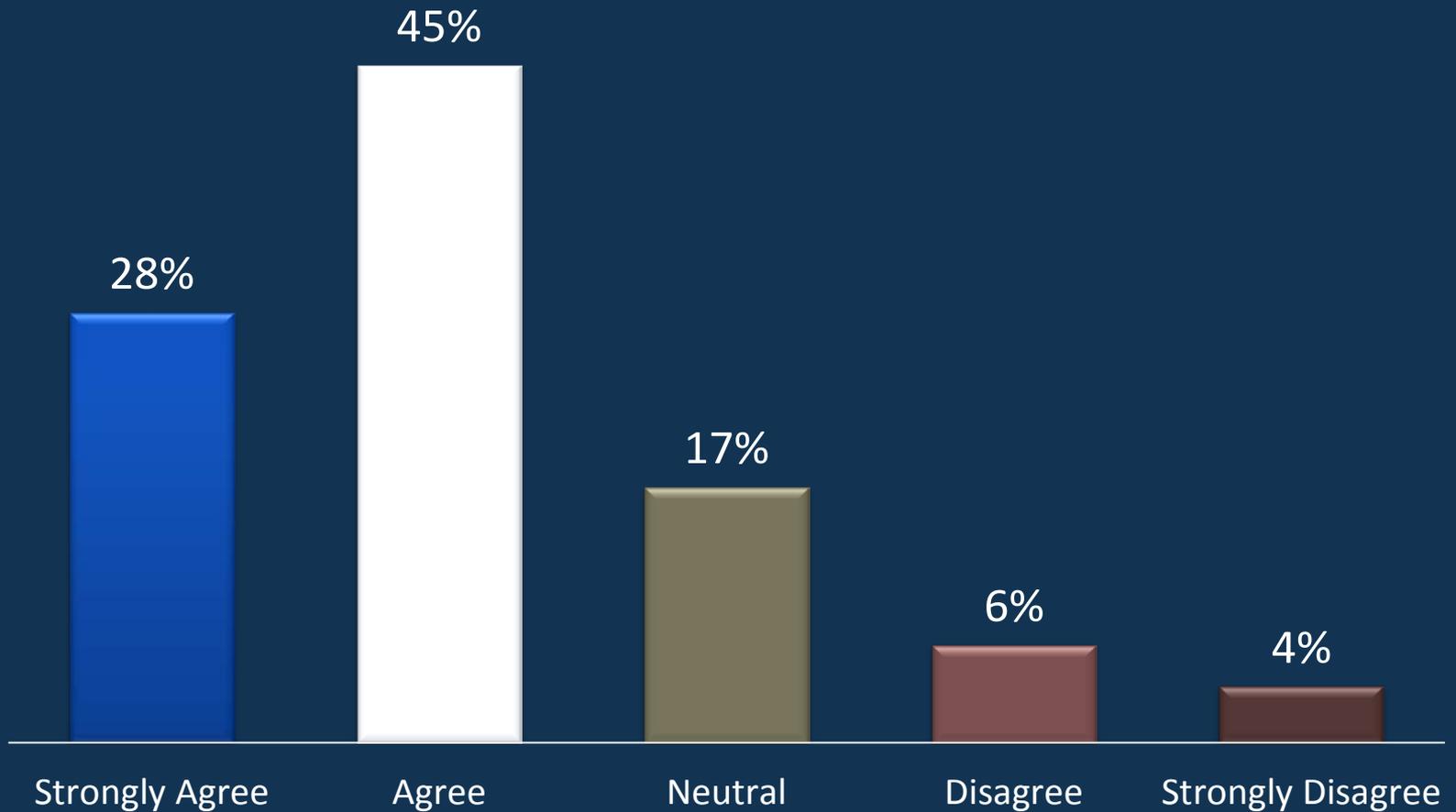
*22 additional respondents selected "Not Applicable"*

# SCAO staff treat me with courtesy and respect.



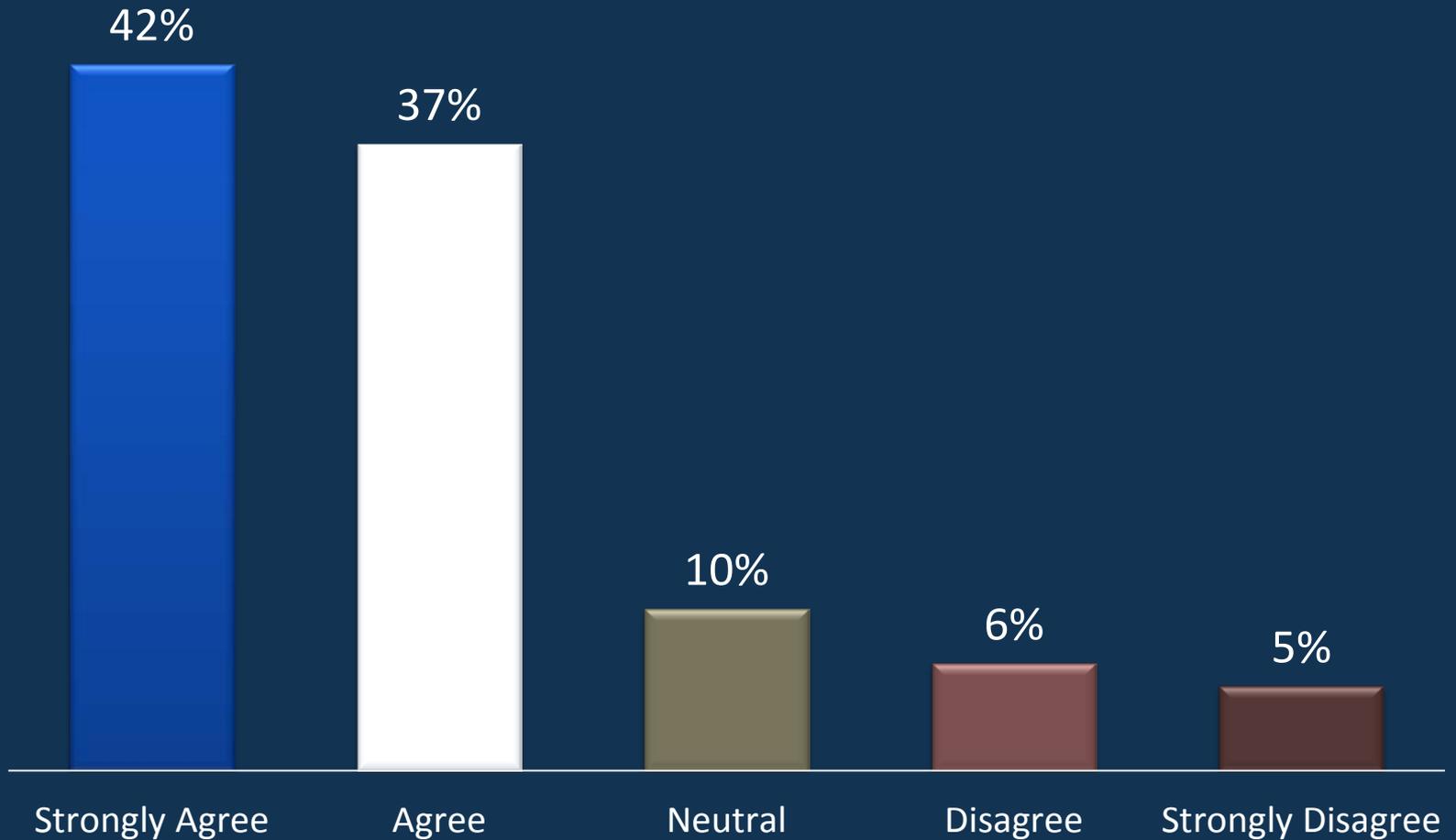
*25 additional respondents selected "Not Applicable"*

# SCAO provides opportunities for feedback on services.



*35 additional respondents selected "Not Applicable"*

# I am comfortable contacting SCAO on administrative and ethical issues.



*23 additional respondents selected "Not Applicable"*