

## Public Satisfaction Survey

Encuesta de satisfacción pública

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年公众满意度调查

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<https://www.research.net/r/HuronD73B>



# 2023 Public Satisfaction Survey

73B District Court

Huron County



How much do you agree with the following about your experience in court today?

- 1) I was able to easily find my way around.
- 2) I was helped quickly today.
- 3) I felt safe at the courthouse today.
- 4) The security screening process was organized and efficient.
- 5) I completed my business easily.
- 6) I completed my business in a reasonable amount of time.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much do you agree with the following about the court employees and staff you dealt with today?

- 7) They treated me the same as everybody else.
- 8) They listened to what I had to say.
- 9) They did their best to help me.
- 10) They were friendly and respectful.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much do you agree with the following about Michigan courts generally?

- 11) Michigan courts do a good job overall.
- 12) I trust Michigan courts to handle my business in the future.
- 13) Michigan courts provide equal justice to all.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## COMPLETE THIS SECTION IF YOU WENT TO A HEARING OR TRIAL

How much do you agree with the following about the judge (or magistrate/referee) that handled the case?

- 14) They treated everyone with courtesy and respect.
- 15) They seemed prepared for the hearing.
- 16) They treated me the same as everybody else.
- 17) They listened to what I had to say.
- 18) They clearly explained any decisions to me.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much do you agree with the following about the case?

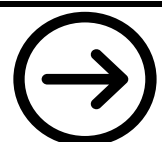
- 19) The way the case was handled was fair.
- 20) The outcome in the case was favorable to me.
- 21) I understand what happened in the case.
- 22) The court scheduling process was clear and simple.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 23) Was the case delayed even if you didn't want it to be?

Yes	No
<input type="radio"/>	<input type="radio"/>

# TURN PAGE OVER



**PLEASE COMPLETE ALL QUESTIONS IN THIS SECTION**

**24) What was your role in court today? (select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Plaintiff or petitioner on my own case       | <input type="checkbox"/> Guardian/Conservator           |
| <input type="checkbox"/> Defendant or respondent on my own case       | <input type="checkbox"/> Called for jury duty           |
| <input type="checkbox"/> Victim                                       | <input type="checkbox"/> Support person (family/friend) |
| <input type="checkbox"/> Witness on a case                            | <input type="checkbox"/> To watch court                 |
| <input type="checkbox"/> Agency Worker (e.g., MDHHS, law enforcement) | <input type="checkbox"/> Other                          |
| <input type="checkbox"/> Attorney/Prosecutor                          |   |

**25) What brought you to the court today? (select all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> Civil matter                    | <input type="checkbox"/> Probation   |
| <input type="checkbox"/> Criminal case                   | <input type="checkbox"/> Problem-solving court (e.g., drug, sobriety, mental |
| <input type="checkbox"/> Debt dispute                    | <input type="checkbox"/> health, veteran)                                    |
| <input type="checkbox"/> Juvenile delinquency case       | <input type="checkbox"/> Small claims  |
| <input type="checkbox"/> Landlord-tenant, eviction case  | <input type="checkbox"/> Traffic/ticket                                      |
| <input type="checkbox"/> Personal Protection Order (PPO) | <input type="checkbox"/> Other   |

**26) For the type of court business you had today, which do you prefer?**

- ☐ Online  
☐ In-person  
☐ No preference

**27) Did an attorney assist you today?**

- ☐ Yes, I hired an attorney  
☐ Yes, an attorney was appointed to me  
☐ No

**THE COURT IS COMMITTED TO BEING FAIR AND NOT DISCRIMINATING ON THE BASIS OF AGE, RACE, COLOR, NATIONAL ORIGIN, GENDER, AND ECONOMIC STATUS. COMPLETING THE SECTION BELOW IS OPTIONAL; HOWEVER, YOUR RESPONSE HELPS US KNOW IF WE ARE SUCCESSFUL.**

**28) How old are you?**

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> 17 or younger | <input type="checkbox"/> 50 - 64     |
| <input type="checkbox"/> 18 - 34       | <input type="checkbox"/> 65 or older |
| <input type="checkbox"/> 35 - 49       |                                      |

**29) With which gender do you most identify?**

- ☐ Female  
☐ Male  
☐ I prefer to self-identify: \_\_\_\_\_

**30) With which race/ethnicity do you most identify?**

- |  |   |
|--|---|
| <input type="checkbox"/> American Indian/Alaska Native | <input type="checkbox"/> Middle Eastern/<br>North African |
| <input type="checkbox"/> Asian                         | <input type="checkbox"/> White                            |
| <input type="checkbox"/> Black/African American        | <input type="checkbox"/> Other _____                      |
| <input type="checkbox"/> Hispanic/Latino               |   |

**31) What is your highest level of education?**

- |  |   |
|--|---|
| <input type="checkbox"/> Less than a high school diploma | <input type="checkbox"/> Associate's degree |
| <input type="checkbox"/> High school diploma or GED      | <input type="checkbox"/> Bachelor's degree  |
| <input type="checkbox"/> Some college, but no degree     | <input type="checkbox"/> Graduate degree    |

**32) Is there anything else you would like to share with us about your experience in court today?**

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Thank you for your time. Your feedback really makes a difference.

