

Isabella County Trial Court Access and Fairness Survey

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	n/a
1	2	3	4	5	
←—————→					

Section I: Access to the Court *(Click on the circle under the appropriate number)*

1. Finding the courthouse was easy.
2. The forms I needed were clear and easy to understand.
3. I felt safe in the courthouse.
4. The court makes reasonable efforts to remove physical and language barriers to service.
5. I was able to get my court business done in a reasonable amount of time.
6. Court staff paid attention to my needs.
7. I was treated with courtesy and respect.
8. I easily found the courthouse or office I needed.
9. The court's website was useful.
10. The court's hours of operation made it easy for me to do my business.

If you are a party to a legal matter and appeared before a judicial officer today, complete questions 11-15:

Section II: Fairness *(Click on the circle under the appropriate number)*

1	2	3	4	5	n/a
←—————→					

11. The way my case was handled was fair.
12. The judge/hearing officer listened to my side of the story before he or she made a decision.
13. The judge/hearing officer had the information necessary to make good decisions about my case.
14. I was treated the same as everyone else.
15. As I leave the court, I know what to do next about my case.

Section III: Background Information

What did you do at the court today?

(Click all that apply)

- ___ Search court records/obtain documents
- ___ File papers
- ___ Make a payment
- ___ Get information
- ___ Appear as a witness
- ___ Attorney representing a client
- ___ Jury duty
- ___ Attend a hearing or trial
- ___ Law enforcement/probation/social services staff
- ___ Party to a legal matter

How often are you typically in this courthouse?

(Choose the closest estimate)

- ___ First time in this courthouse
- ___ Once a year or less
- ___ Several times a year
- ___ Regularly

What is your gender?

- ___ Male
- ___ Female

What type of case brought you here today?

- ___ Traffic
- ___ Criminal
- ___ Civil matter
- ___ Divorce, child custody or support
- ___ Juvenile matter
- ___ Probate matter
- ___ Small Claims
- ___ Other: _____

How do you identify yourself?

- ___ American Indian or Alaska Native
- ___ Asian
- ___ Black or African American
- ___ Hispanic or Latino
- ___ Native Hawaiian or other Pacific Islander
- ___ White
- ___ Mixed Race
- ___ Other: _____

When submitting by e-mail choose the e-mail selection that best matches how you send mail on the next screen.