

# Exit Survey of Court Users

Date

Name of Court

## Section I: Access to the Court

Please circle your answer for each question.

		Strongly disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree	Not applicable
1.	Finding the courthouse was easy.	1	2	3	4	5	0
2.	The forms I needed were clear and easy to understand.	1	2	3	4	5	0
3.	I felt safe in the courthouse.	1	2	3	4	5	0
4.	The court makes reasonable efforts to remove physical and language barriers to service.	1	2	3	4	5	0
5.	I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	0
6.	Court staff paid attention to my needs.	1	2	3	4	5	0
7.	I was treated with courtesy and respect.	1	2	3	4	5	0
8.	I easily found the courtroom or office I needed.	1	2	3	4	5	0
9.	The court's web site was useful.	1	2	3	4	5	0
10.	The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	0

## Section II: Fairness

	Did you appear before a judicial officer today?  If "Yes", please answer questions 11-15. If "No" please proceed to question 16.	Yes	0	No	0		
		Strongly disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree	Not applicable
11.	The way my case was handled was fair.	1	2	3	4	5	0
12.	The judge listened to my side of the story before he or she made a decision.	1	2	3	4	5	0
13.	The judge had the information necessary to make good decisions about my case.	1	2	3	4	5	0
14.	I was treated the same as everyone else.	1	2	3	4	5	0
15.	As I leave the court, I know what to do next about my case.	1	2	3	4	5	0

**Section III: Background Information.**

<p>16. What was your role at the courthouse today? (Check one)</p> <p><input type="checkbox"/> I am a party to a legal matter; I am represented by an attorney.</p> <p><input type="checkbox"/> I am a party to a legal matter; I am representing myself.</p> <p><input type="checkbox"/> I am a witness.</p> <p><input type="checkbox"/> I am an attorney.</p> <p><input type="checkbox"/> I reported for jury duty.</p> <p><input type="checkbox"/> I am law enforcement/ probation/ social services staff.</p> <p><input type="checkbox"/> I am accompanying someone else who is here for court business.</p>	<p>17. What were you doing at court today? (Check one)</p> <p><input type="checkbox"/> Searching court records, obtaining documents.</p> <p><input type="checkbox"/> Filing papers.</p> <p><input type="checkbox"/> Making a payment.</p> <p><input type="checkbox"/> Getting information.</p> <p><input type="checkbox"/> Appearing as a witness.</p> <p><input type="checkbox"/> Reporting for jury duty.</p> <p><input type="checkbox"/> Attending a hearing or trial.</p> <p><input type="checkbox"/> Attending mediation.</p> <p><input type="checkbox"/> Other _____</p>	<p>18. What type of case brought you to court today? (Check one)</p> <p><input type="checkbox"/> Traffic</p> <p><input type="checkbox"/> Criminal</p> <p><input type="checkbox"/> Civil matter</p> <p><input type="checkbox"/> Divorce, child custody or support</p> <p><input type="checkbox"/> Juvenile matter</p> <p><input type="checkbox"/> Probate</p> <p><input type="checkbox"/> Small claims</p> <p><input type="checkbox"/> Other: _____</p>
<p>19. How often are you typically in this courthouse? (Choose the closest estimate)</p> <p><input type="checkbox"/> First time in this courthouse</p> <p><input type="checkbox"/> Once a year or less</p> <p><input type="checkbox"/> Several times a year</p> <p><input type="checkbox"/> Regularly</p>	<p>20. What is your gender? (Check one)</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>	<p>21. How do you identify yourself? (Check one)</p> <p><input type="checkbox"/> American Indian or Alaska Native</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Black or African American</p> <p><input type="checkbox"/> Hispanic or Latino</p> <p><input type="checkbox"/> Native Hawaiian or other Pacific Islander</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Mixed Race</p> <p><input type="checkbox"/> Other</p>

**Section IV: General comments.**

22. What was most *helpful* during your visit to the courthouse today?

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23. What was most *frustrating* during your visit to the courthouse today?

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**If you are not a self-represented litigant, you have completed the survey. Thank you. If you are a self-represented litigant, please complete pages 3 and 4 of the survey.**

## Section V: Self-Represented Litigants

Are you a self-represented litigant?  If "Yes", please complete the remainder of the survey. If "No", stop here.	Yes  0	No  0
Did you appear before a judge today?  If "Yes", please answer questions 24-27		
24. Type of proceeding <input type="checkbox"/> Trial <input type="checkbox"/> Hearing <input type="checkbox"/> Status conference <input type="checkbox"/> Settlement conference <input type="checkbox"/> Other	25. Nature of proceeding <input type="checkbox"/> Contested <input type="checkbox"/> Uncontested	
26. Presiding officer <input type="checkbox"/> Judge <input type="checkbox"/> Commissioner or hearing officer <input type="checkbox"/> Not sure	27. Representation <input type="checkbox"/> Both parties represented themselves <input type="checkbox"/> One party was represented by an attorney	

28. Before this court proceeding, did you get help from? (Check all that apply)

<input type="checkbox"/> Paid lawyer	<input type="checkbox"/> Public library
<input type="checkbox"/> Free lawyer	<input type="checkbox"/> Law library
<input type="checkbox"/> Court program to assist self-represented litigant	<input type="checkbox"/> Court clerk
<input type="checkbox"/> Legal aid services agency (such as Legal Aid, Legal Services, or Disability Law Center)	<input type="checkbox"/> Internet
<input type="checkbox"/> Paralegal/ Notario	<input type="checkbox"/> Court website
<input type="checkbox"/> Friend or relative	<input type="checkbox"/> Other _____
	<input type="checkbox"/> No one

29. Why do you not have a lawyer? (Check only the most important reason)

<input type="checkbox"/> I spoke to a lawyer and got enough help to continue by myself	<input type="checkbox"/> I cannot afford a lawyer
<input type="checkbox"/> My case is not complicated enough to need a lawyer	<input type="checkbox"/> I don't want to spend the money for a lawyer
<input type="checkbox"/> A lawyer would slow down the case too much	<input type="checkbox"/> I don't know how to find or hire a lawyer
<input type="checkbox"/> I don't trust lawyers	

Did you visit the court's [insert name of self help program and location within the courthouse] today?	Yes  0	No  0
If "Yes", please answer questions 30-36. If "No" go on to question 37.		

30. If you visited the court's [add name of self help program with a courthouse location to identify it (e.g., on the first floor) here] today, please circle the number showing your level of overall satisfaction with the services you received:

5 (very satisfied)

4 (satisfied)

3 (neither satisfied nor unsatisfied)

2 (unsatisfied), or

1 (very unsatisfied).

After each statement, please check the box that comes closest to how you feel about your visit to the court's [add name of self help program here] today.

	Strongly disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree	Not applicable
31. The information I received at that program helped me to understand my situation better.	1	2	3	4	5	0
32. The staff seemed knowledgeable.	1	2	3	4	5	0
33. The staff listened to what I had to say.	1	2	3	4	5	0
34. The staff explained things to me clearly.	1	2	3	4	5	0
35. The staff treated me with respect.	1	2	3	4	5	0
36. I did not have to wait a long time to be served.	1	2	3	4	5	0

Additional background information for self-represented litigants. The following information will help the court make sure it is serving everyone.

<p>37. What is your age?</p> <p>_____ under 18</p> <p>_____ 18-24</p> <p>_____ 25-34</p> <p>_____ 35-44</p> <p>_____ 45-54</p> <p>_____ 55-64</p> <p>_____ 65 and over</p>	<p>38. How many children under 19 live in your household?</p> <p>_____ 0</p> <p>_____ 1</p> <p>_____ 2</p> <p>_____ 3</p> <p>_____ 4</p> <p>_____ 5 or more</p>	<p>39. What is your total monthly <u>household</u> income (this includes all income sources including child support) <u>before</u> taxes?</p> <p>_____ \$500 or less</p> <p>_____ \$501 to \$1,000</p> <p>_____ \$1,001 to \$1,500</p> <p>_____ \$1,501 to \$2,000</p> <p>_____ \$2,001 to \$2,500</p> <p>_____ \$2,501 to \$3,000</p> <p>_____ \$3,001 to \$3,500</p> <p>_____ \$3,501 to \$4,000</p> <p>_____ \$4,001 to \$5,000</p> <p>_____ \$5,001 to \$6,000</p> <p>_____ \$6,001 to \$7,000</p> <p>_____ \$7,001 to \$8,000</p> <p>_____ above \$8,001</p>	<p>40. What is the highest level of schooling you completed?</p> <p>_____ 4<sup>th</sup> grade or below</p> <p>_____ 5<sup>th</sup> to 8<sup>th</sup> grade</p> <p>_____ 9<sup>th</sup> to 11<sup>th</sup> grade</p> <p>_____ High school /GED</p> <p>_____ Some college</p> <p>_____ Associates degree</p> <p>_____ Bachelors degree</p> <p>_____ Graduate degree</p>
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Thank you very much for assisting the court by completing this survey.