

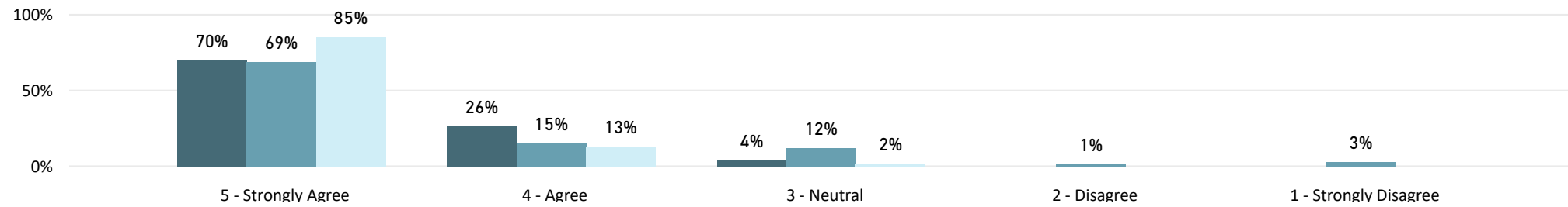


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 1 and 2 were directed to all respondents.

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

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear Time	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	37	70%	46	69%	46	85%	129	74%
4 - Agree	14	26%	10	15%	7	13%	31	18%
3 - Neutral	2	4%	8	12%	1	2%	11	6%
2 - Disagree			1	1%			1	1%
1 - Strongly Disagree			2	3%			2	1%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>174</b>	<b>100%</b>

County

WASHTENAW ▾

Court

C22 WASHTENAW ▾

Subset

FOC ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

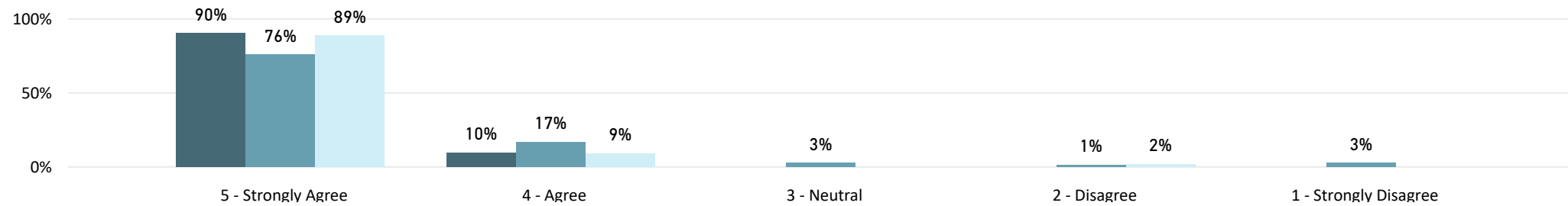


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 1 and 2 were directed to all respondents.

## 2. I was treated with courtesy and respect by court staff.

SurveyYear ● 2015 ● 2016 ● 2018



## 2. I was treated with courtesy and respect by court staff.

SurveyYear CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	47	90%	54	76%	48	89%	149	84%
4 - Agree	5	10%	12	17%	5	9%	22	12%
3 - Neutral			2	3%			2	1%
2 - Disagree			1	1%	1	2%	2	1%
1 - Strongly Disagree			2	3%			2	1%
<b>Total</b>	<b>52</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>177</b>	<b>100%</b>

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FOC

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

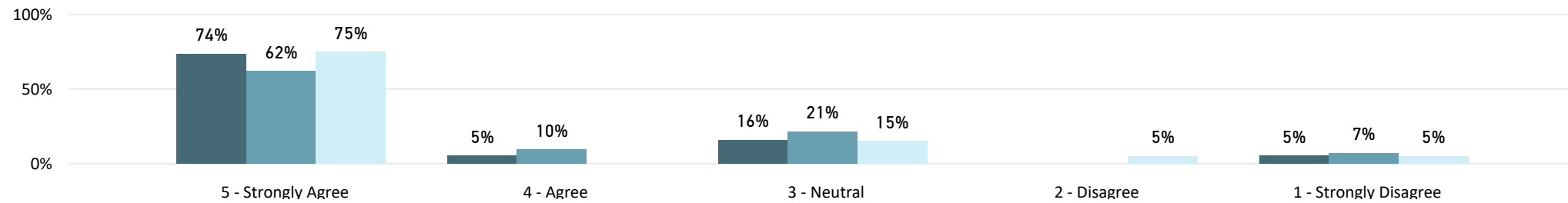


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 3 and 4 were directed to persons who attended a hearing or trial.

## 3. The way the case was handled was fair.

SurveyYear ● 2015 ● 2016 ● 2018



## 3. The way the case was handled was fair.

SurveyYear	2015		2016		2018		Total	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	14	74%	26	62%	15	75%	55	68%
4 - Agree	1	5%	4	10%			5	6%
3 - Neutral	3	16%	9	21%	3	15%	15	19%
2 - Disagree					1	5%	1	1%
1 - Strongly Disagree	1	5%	3	7%	1	5%	5	6%
<b>Total</b>	<b>19</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>81</b>	<b>100%</b>

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FOC

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

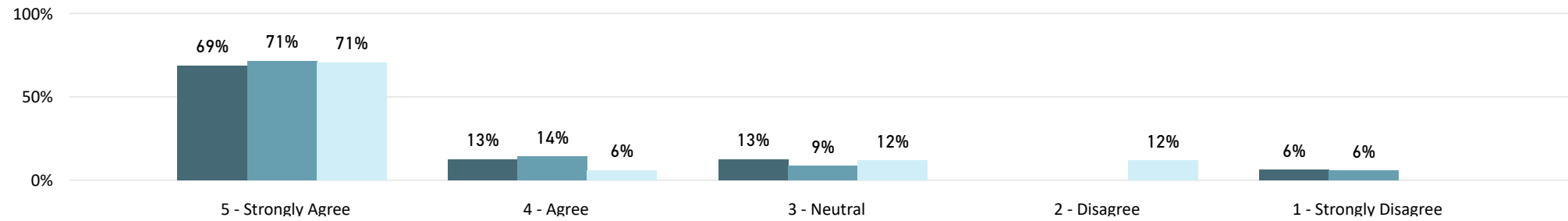


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 3 and 4 were directed to persons who attended a hearing or trial.

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

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	11	69%	25	71%	12	71%	48	71%
4 - Agree	2	13%	5	14%	1	6%	8	12%
3 - Neutral	2	13%	3	9%	2	12%	7	10%
2 - Disagree	0	0%	0	0%	2	12%	2	3%
1 - Strongly Disagree	1	6%	2	6%	0	0%	3	4%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>68</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

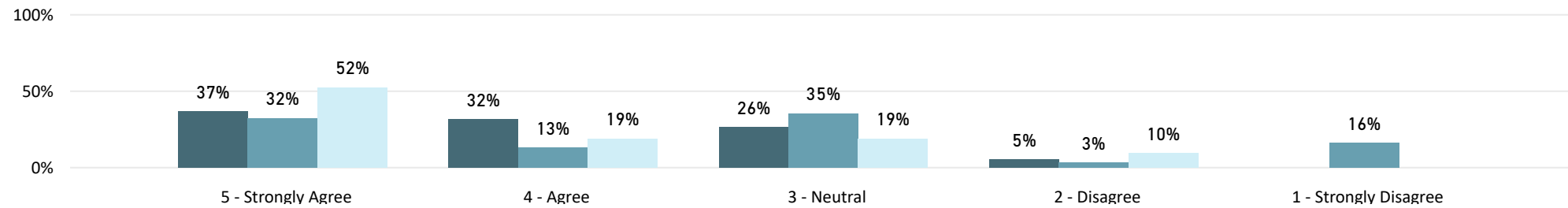


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 5 and 6 were directed to persons who were a party to the case.

## 5. The outcome in my case was favorable to me.

SurveyYear ● 2015 ● 2016 ● 2018



## 5. The outcome in my case was favorable to me.

SurveyYear	2015		2016		2018		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	7	37%	10	32%	11	52%	28	39%
4 - Agree	6	32%	4	13%	4	19%	14	20%
3 - Neutral	5	26%	11	35%	4	19%	20	28%
2 - Disagree	1	5%	1	3%	2	10%	4	6%
1 - Strongly Disagree			5	16%			5	7%
<b>Total</b>	<b>19</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>71</b>	<b>100%</b>

County

WASHTENAW ▾

Court

C22 WASHTENAW ▾

Subset

FOC ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

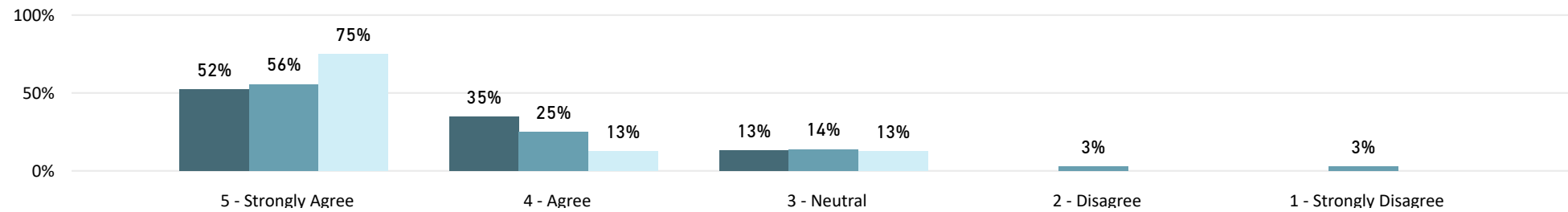


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 5 and 6 were directed to persons who were a party to the case.

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

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	12	52%	20	56%	18	75%	50	60%
4 - Agree	8	35%	9	25%	3	13%	20	24%
3 - Neutral	3	13%	5	14%	3	13%	11	13%
2 - Disagree			1	3%			1	1%
1 - Strongly Disagree			1	3%			1	1%
<b>Total</b>	<b>23</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

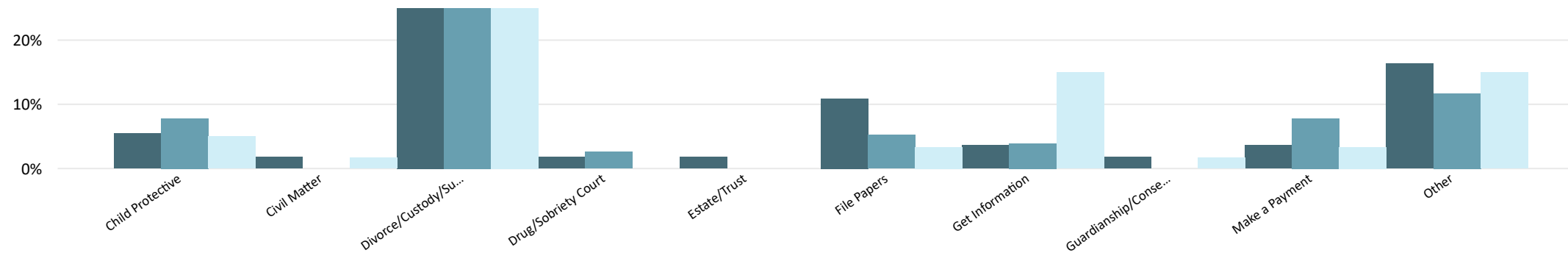
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



## 7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear TypeOfCase	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	3	5%	6	8%	3	5%	12	6%
Civil Matter	1	2%			1	2%	2	1%
Divorce/Custody/Support	29	53%	47	61%	33	55%	109	57%
Drug/Sobriety Court	1	2%	2	3%			3	2%
Estate/Trust	1	2%					1	1%
File Papers	6	11%	4	5%	2	3%	12	6%
Get Information	2	4%	3	4%	9	15%	14	7%
Guardianship/Conservatorship	1	2%			1	2%	2	1%
Make a Payment	2	4%	6	8%	2	3%	10	5%
Other	9	16%	9	12%	9	15%	27	14%
<b>Total</b>	<b>55</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>192</b>	<b>100%</b>

County

WASHTENAW ▾

Court

C22 WASHTENAW ▾

Subset

FOC ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

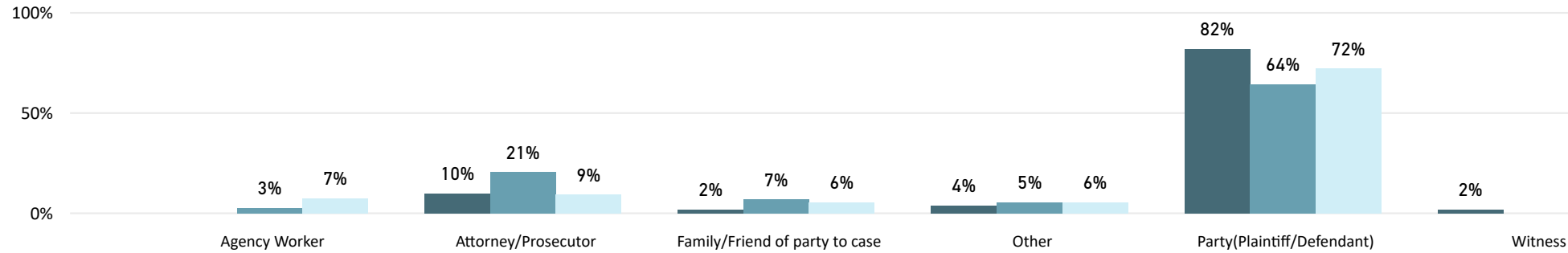
All ▾



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

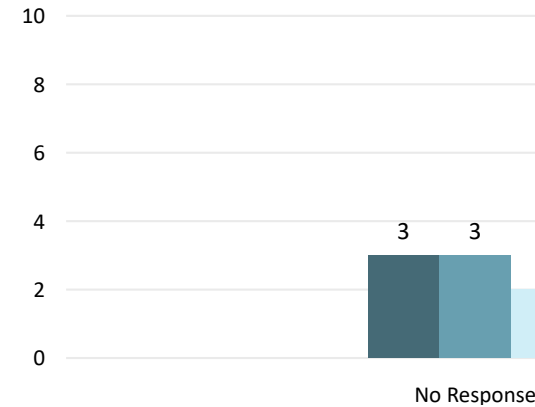


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			2	3%	4	7%	6	3%
Attorney/Prosecutor	5	10%	15	21%	5	9%	25	14%
Family/Friend of party to case	1	2%	5	7%	3	6%	9	5%
Other	2	4%	4	5%	3	6%	9	5%
Party(Plaintiff/Defendant)	41	82%	47	64%	39	72%	127	72%
Witness	1	2%					1	1%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>177</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

C22 WASHTENAW

Subset

FOC

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

All

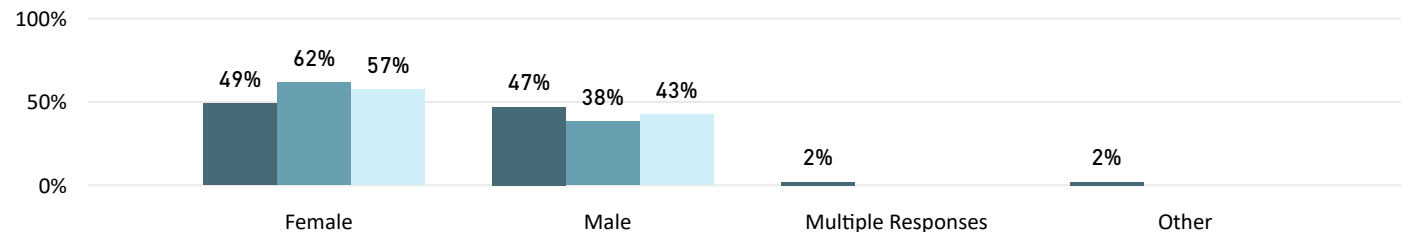




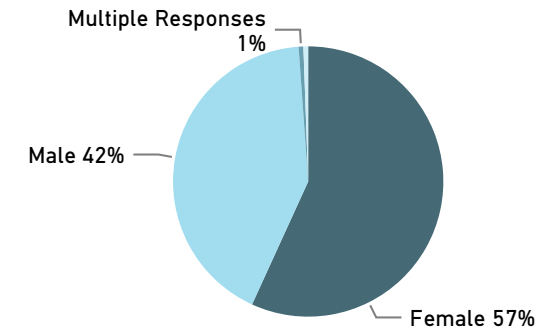
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

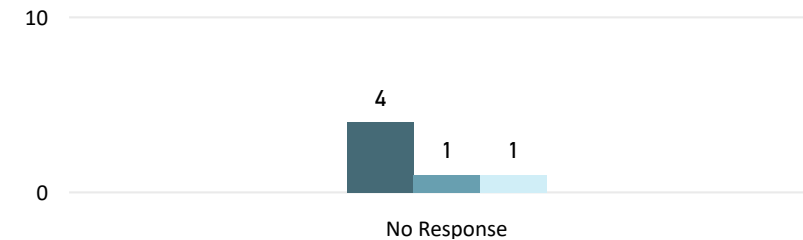


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	24	49%	45	62%	31	57%	100	57%
Male	23	47%	28	38%	23	43%	74	42%
Multiple Responses	1	2%					1	1%
Other	1	2%					1	1%
<b>Total</b>	<b>49</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>176</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FOC

Survey Year

All

Role

All

Type of Case

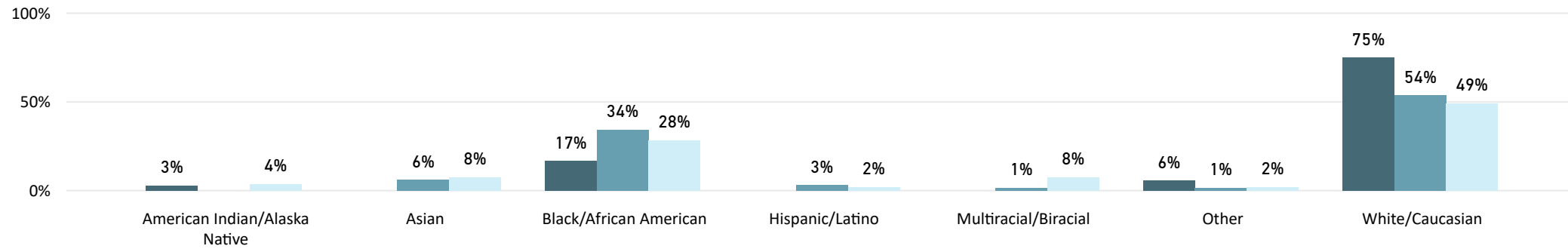
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	3%			2	4%	3	2%
Asian			4	6%	4	8%	8	5%
Black/African American	6	17%	23	34%	15	28%	44	28%
Hispanic/Latino			2	3%	1	2%	3	2%
Multiracial/Biracial			1	1%	4	8%	5	3%
Other	2	6%	1	1%	1	2%	4	3%
White/Caucasian	27	75%	36	54%	26	49%	89	57%
<b>Total</b>	<b>36</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>156</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

