

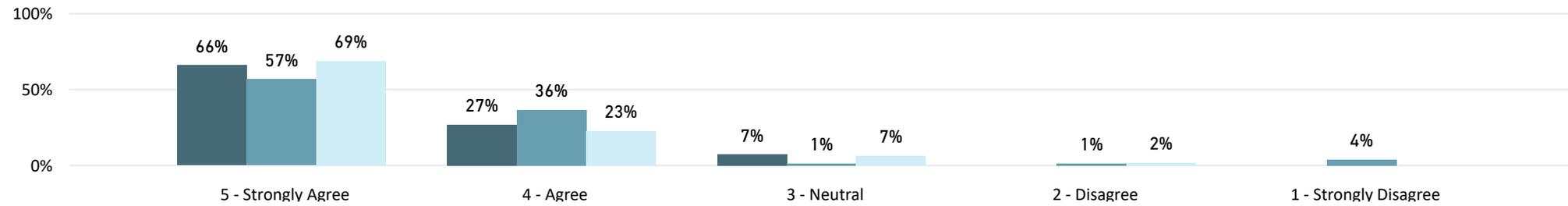


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	64	66%	42	57%	42	69%	148	64%
4 - Agree	26	27%	27	36%	14	23%	67	29%
3 - Neutral	7	7%	1	1%	4	7%	12	5%
2 - Disagree			1	1%	1	2%	2	1%
1 - Strongly Disagree			3	4%			3	1%
<b>Total</b>	<b>97</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>232</b>	<b>100%</b>

County

GOGEBIC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

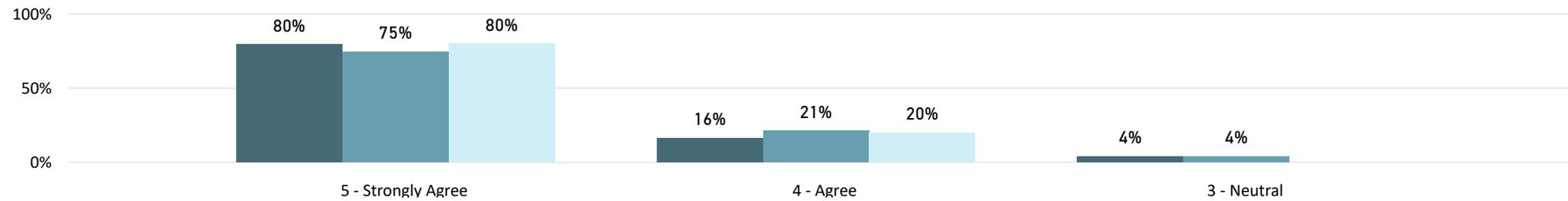


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	78	80%	56	75%	48	80%	182	78%
4 - Agree	16	16%	16	21%	12	20%	44	19%
3 - Neutral	4	4%	3	4%	0	0%	7	3%
<b>Total</b>	<b>98</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>233</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

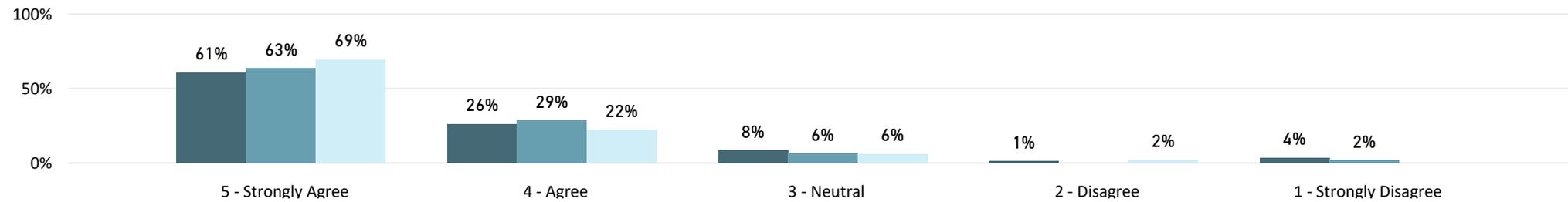


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	51	61%	40	63%	34	69%	125	64%
4 - Agree	22	26%	18	29%	11	22%	51	26%
3 - Neutral	7	8%	4	6%	3	6%	14	7%
2 - Disagree	1	1%			1	2%	2	1%
1 - Strongly Disagree	3	4%	1	2%			4	2%
<b>Total</b>	<b>84</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>196</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

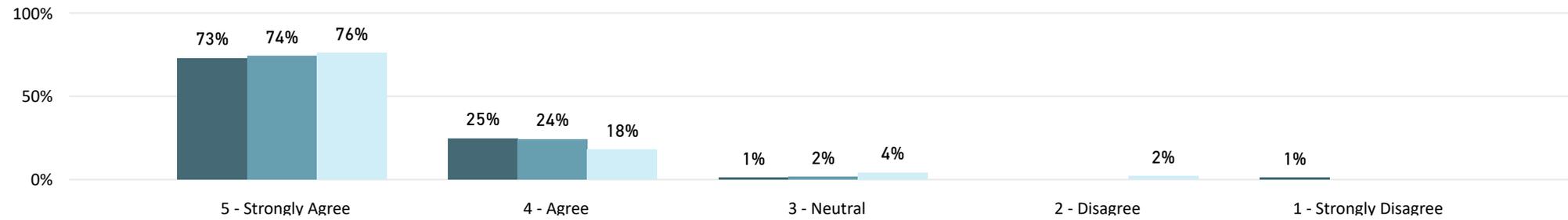


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	62	73%	46	74%	38	76%	146	74%
4 - Agree	21	25%	15	24%	9	18%	45	23%
3 - Neutral	1	1%	1	2%	2	4%	4	2%
2 - Disagree	0	0%	0	0%	1	2%	1	1%
1 - Strongly Disagree	1	1%	0	0%	0	0%	1	1%
<b>Total</b>	<b>85</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>197</b>	<b>100%</b>

County

GOGEBIC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

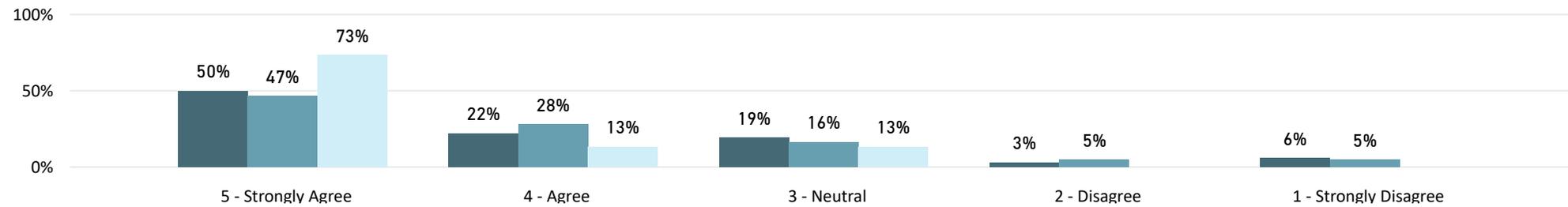


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	34	50%	20	47%	22	73%	76	54%
4 - Agree	15	22%	12	28%	4	13%	31	22%
3 - Neutral	13	19%	7	16%	4	13%	24	17%
2 - Disagree	2	3%	2	5%			4	3%
1 - Strongly Disagree	4	6%	2	5%			6	4%
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>141</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

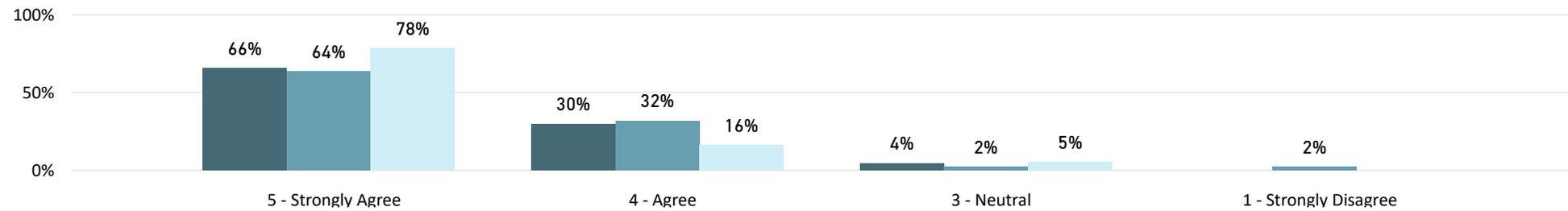


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	44	66%	28	64%	29	78%	101	68%
4 - Agree	20	30%	14	32%	6	16%	40	27%
3 - Neutral	3	4%	1	2%	2	5%	6	4%
1 - Strongly Disagree			1	2%			1	1%
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>37</b>	<b>100%</b>	<b>148</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

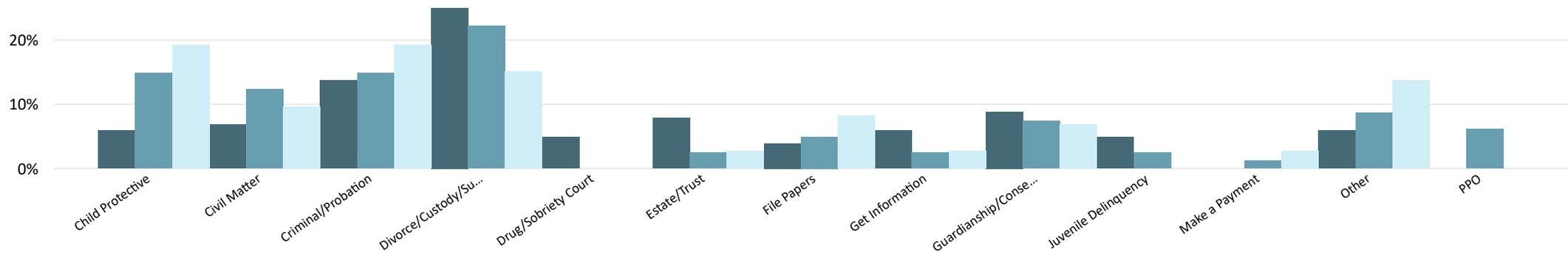
Race/Ethnicity



# 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	6	6%	12	15%	14	19%	32	13%
Civil Matter	7	7%	10	12%	7	10%	24	9%
Criminal/Probation	14	14%	12	15%	14	19%	40	16%
Divorce/Custody/Support	32	31%	18	22%	11	15%	61	24%
Drug/Sobriety Court	5	5%					5	2%
Estate/Trust	8	8%	2	2%	2	3%	12	5%
File Papers	4	4%	4	5%	6	8%	14	5%
Get Information	6	6%	2	2%	2	3%	10	4%
Guardianship/Conservatorship	9	9%	6	7%	5	7%	20	8%
Juvenile Delinquency	5	5%	2	2%			7	3%
Make a Payment			1	1%	2	3%	3	1%
Other	6	6%	7	9%	10	14%	23	9%
PPO			5	6%			5	2%
<b>Total</b>	<b>102</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>256</b>	<b>100%</b>

County

GOGEBIC ▼

Court

(Multiple Selections) ▼

Subset

All ▼

Survey Year

All ▼

Role

All ▼

Gender

All ▼

Race/Ethnicity

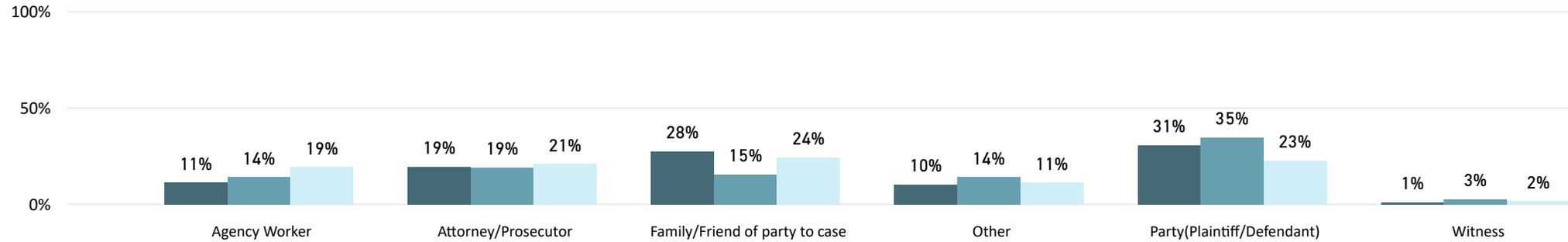
All ▼



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018

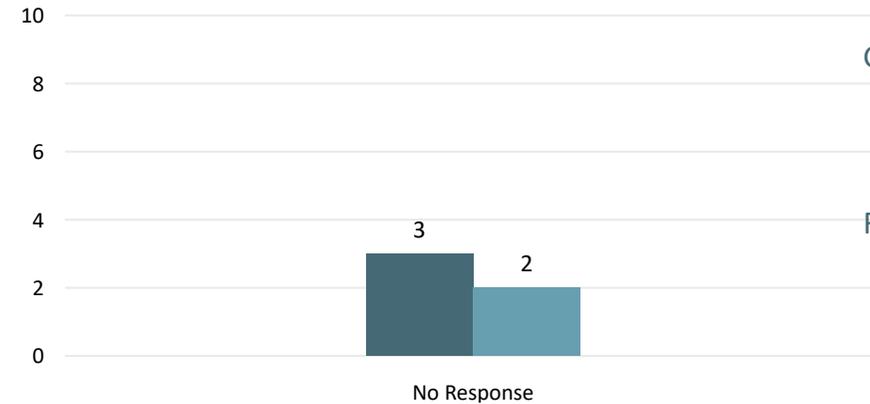


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	11	11%	11	14%	12	19%	34	14%
Attorney/Prosecutor	19	19%	15	19%	13	21%	47	20%
Family/Friend of party to case	27	28%	12	15%	15	24%	54	23%
Other	10	10%	11	14%	7	11%	28	12%
Party(Plaintiff/Defendant)	30	31%	27	35%	14	23%	71	30%
Witness	1	1%	2	3%	1	2%	4	2%
<b>Total</b>	<b>98</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>238</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016



County

GOGEBIC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

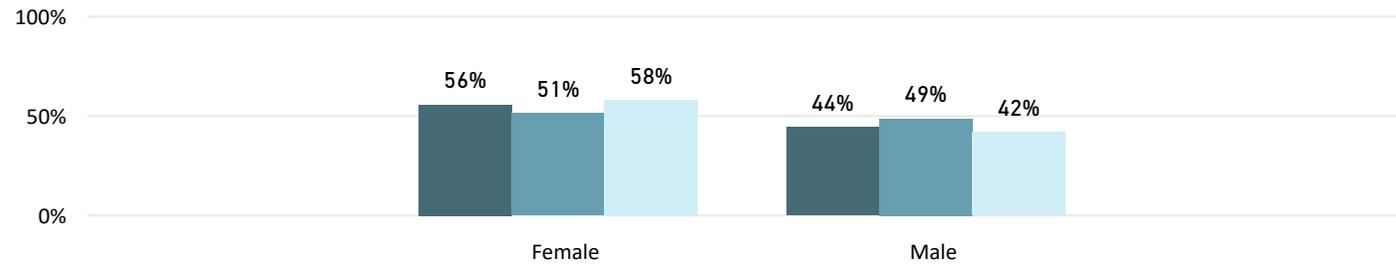
All



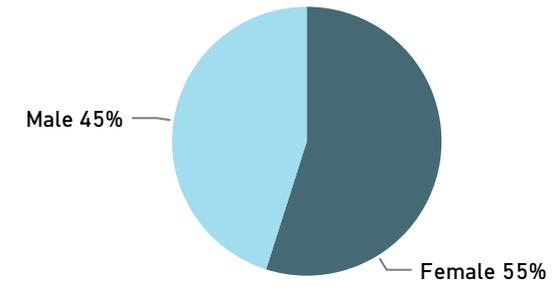
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

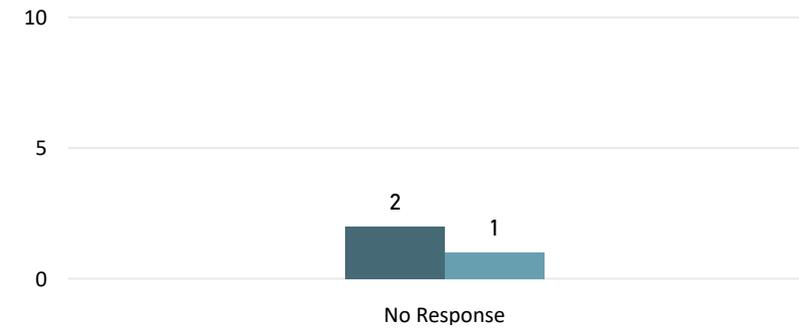


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	54	56%	39	51%	36	58%	129	55%
Male	43	44%	37	49%	26	42%	106	45%
<b>Total</b>	<b>97</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>235</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015 ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

GOGEBIC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

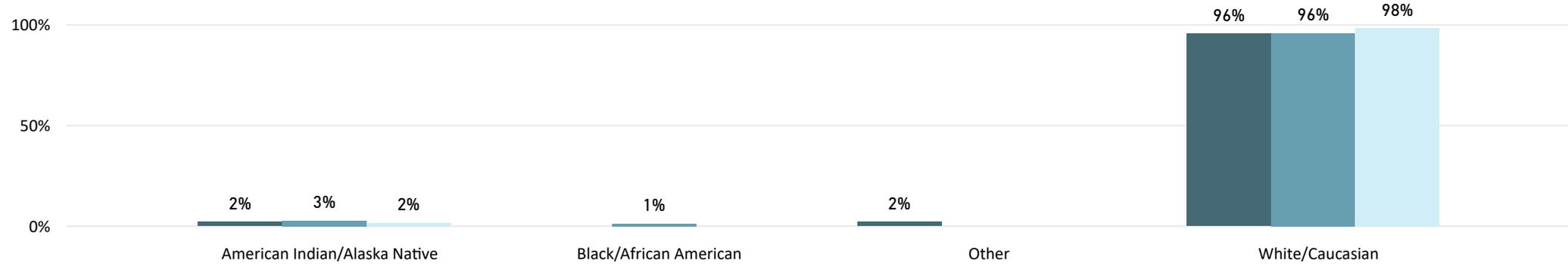
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	2	2%	2	3%	1	2%	5	2%
Black/African American			1	1%			1	0%
Other	2	2%					2	1%
White/Caucasian	89	96%	71	96%	61	98%	221	97%
<b>Total</b>	<b>93</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>229</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016

