

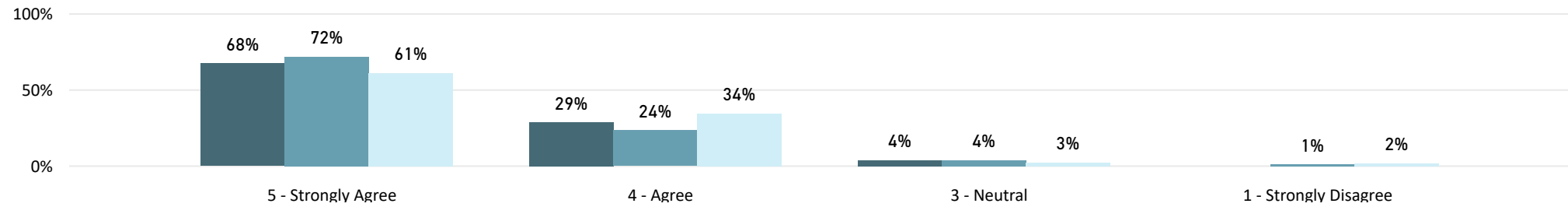


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
Time	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	106	68%	110	72%	73	61%	289	67%
4 - Agree	45	29%	36	24%	41	34%	122	28%
3 - Neutral	6	4%	6	4%	3	3%	15	3%
1 - Strongly Disagree			1	1%	2	2%	3	1%
Total	157	100%	153	100%	119	100%	429	100%

County

HILLSDALE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

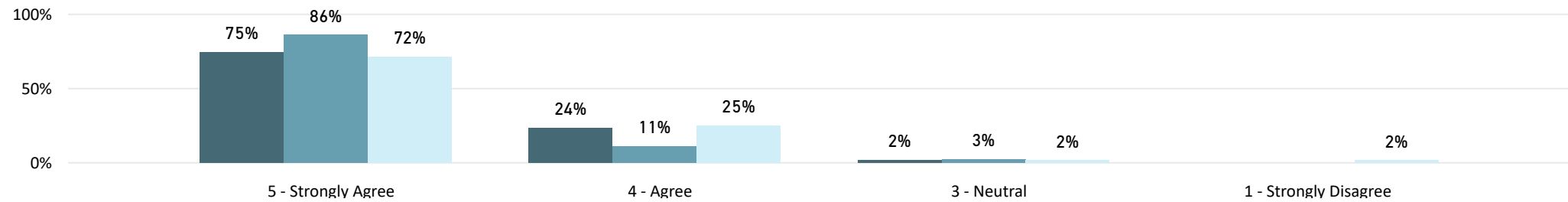


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	117	75%	137	86%	88	72%	342	78%
4 - Agree	37	24%	18	11%	31	25%	86	20%
3 - Neutral	3	2%	4	3%	2	2%	9	2%
1 - Strongly Disagree					2	2%	2	0%
Total	157	100%	159	100%	123	100%	439	100%

County

HILLSDALE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

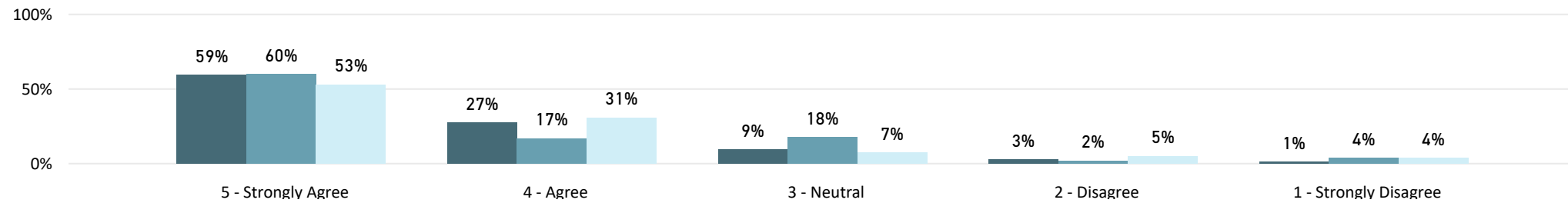


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 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	63	59%	64	60%	43	53%	170	58%
4 - Agree	29	27%	18	17%	25	31%	72	24%
3 - Neutral	10	9%	19	18%	6	7%	35	12%
2 - Disagree	3	3%	2	2%	4	5%	9	3%
1 - Strongly Disagree	1	1%	4	4%	3	4%	8	3%
Total	106	100%	107	100%	81	100%	294	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

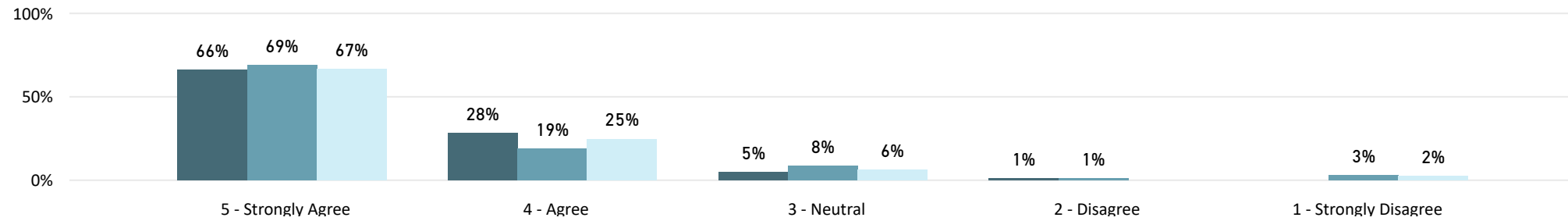


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	70	66%	73	69%	54	67%	197	67%
4 - Agree	30	28%	20	19%	20	25%	70	24%
3 - Neutral	5	5%	9	8%	5	6%	19	6%
2 - Disagree	1	1%	1	1%			2	1%
1 - Strongly Disagree			3	3%	2	2%	5	2%
Total	106	100%	106	100%	81	100%	293	100%

County

HILLSDALE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

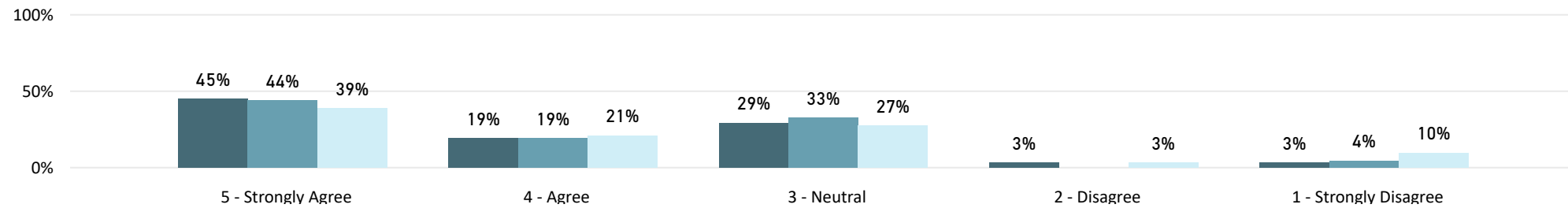


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	40	45%	39	44%	24	39%	103	43%
4 - Agree	17	19%	17	19%	13	21%	47	20%
3 - Neutral	26	29%	29	33%	17	27%	72	30%
2 - Disagree	3	3%			2	3%	5	2%
1 - Strongly Disagree	3	3%	4	4%	6	10%	13	5%
Total	89	100%	89	100%	62	100%	240	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

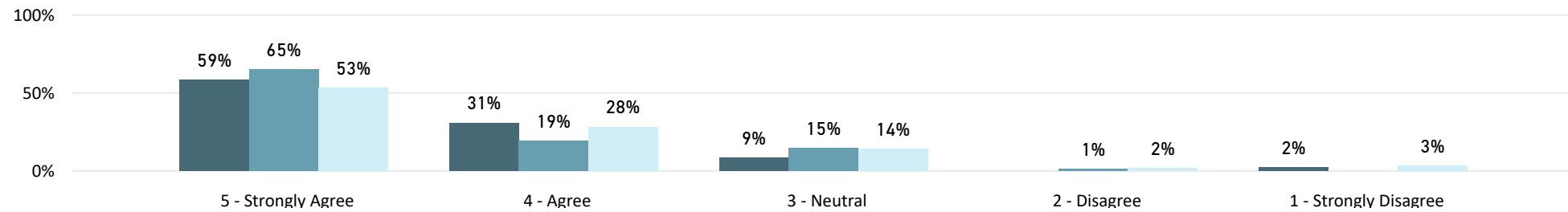


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	55	59%	58	65%	34	53%	147	60%
4 - Agree	29	31%	17	19%	18	28%	64	26%
3 - Neutral	8	9%	13	15%	9	14%	30	12%
2 - Disagree			1	1%	1	2%	2	1%
1 - Strongly Disagree	2	2%			2	3%	4	2%
Total	94	100%	89	100%	64	100%	247	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

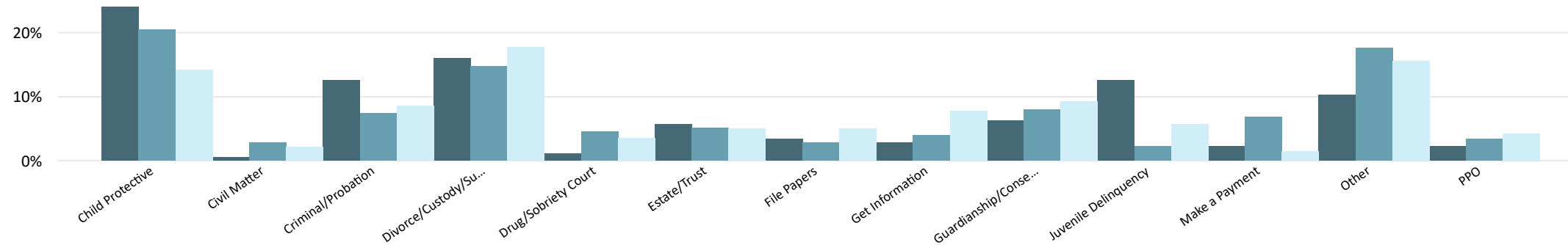
Race/Ethnicity



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	42	24%	36	20%	20	14%	98	20%
Civil Matter	1	1%	5	3%	3	2%	9	2%
Criminal/Probation	22	13%	13	7%	12	9%	47	10%
Divorce/Custody/Support	28	16%	26	15%	25	18%	79	16%
Drug/Sobriety Court	2	1%	8	5%	5	4%	15	3%
Estate/Trust	10	6%	9	5%	7	5%	26	5%
File Papers	6	3%	5	3%	7	5%	18	4%
Get Information	5	3%	7	4%	11	8%	23	5%
Guardianship/Conservatorship	11	6%	14	8%	13	9%	38	8%
Juvenile Delinquency	22	13%	4	2%	8	6%	34	7%
Make a Payment	4	2%	12	7%	2	1%	18	4%
Other	18	10%	31	18%	22	16%	71	14%
PPO	4	2%	6	3%	6	4%	16	3%
Total	175	100%	176	100%	141	100%	492	100%

County

HILLSDALE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

HILLSDALE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

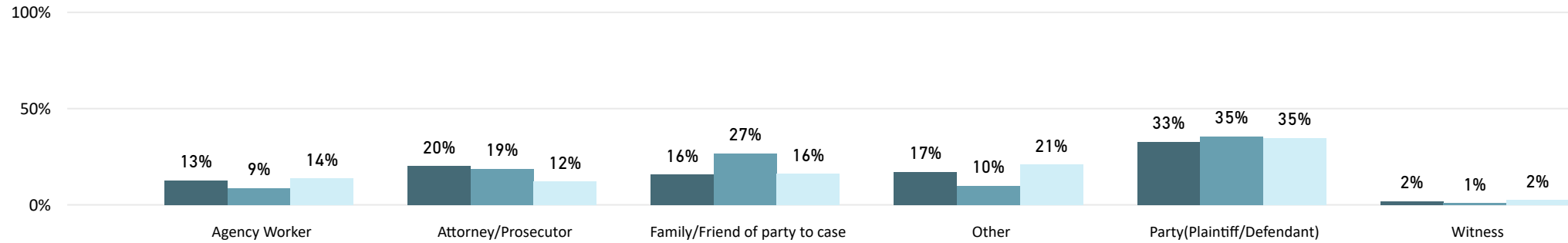
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

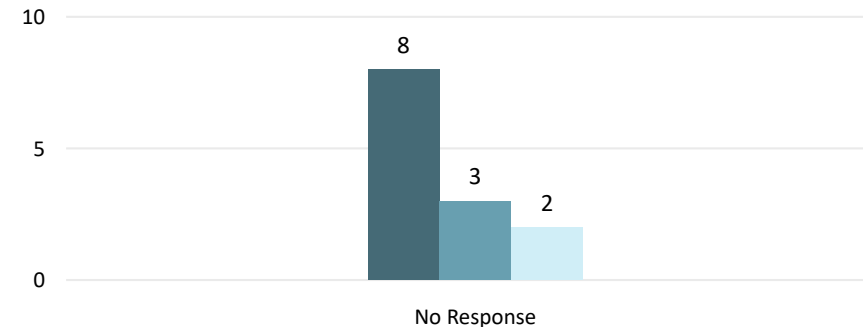


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	20	13%	14	9%	17	14%	51	11%
Attorney/Prosecutor	32	20%	30	19%	15	12%	77	17%
Family/Friend of party to case	25	16%	43	27%	20	16%	88	20%
Other	27	17%	16	10%	26	21%	69	16%
Party(Plaintiff/Defendant)	52	33%	57	35%	43	35%	152	34%
Witness	3	2%	1	1%	3	2%	7	2%
Total	159	100%	161	100%	124	100%	444	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

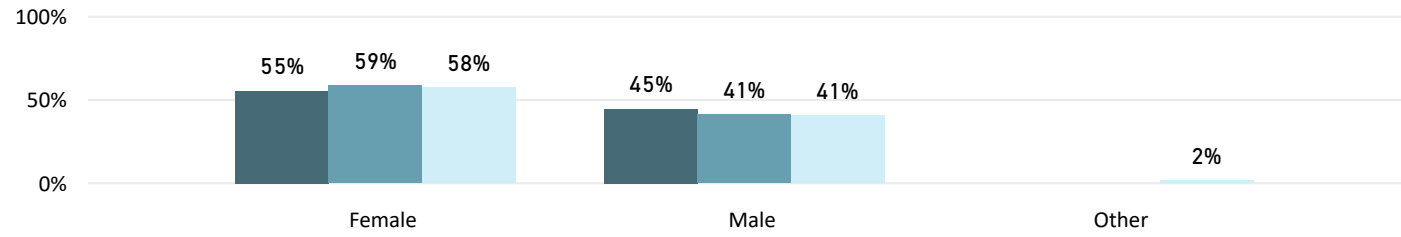




MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

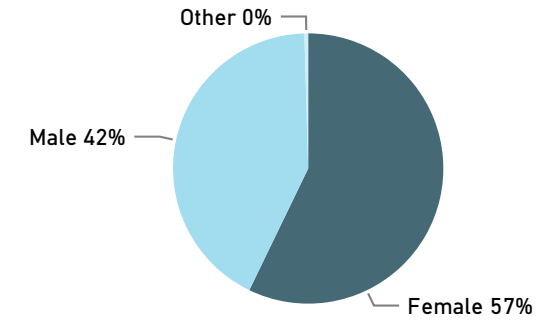
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

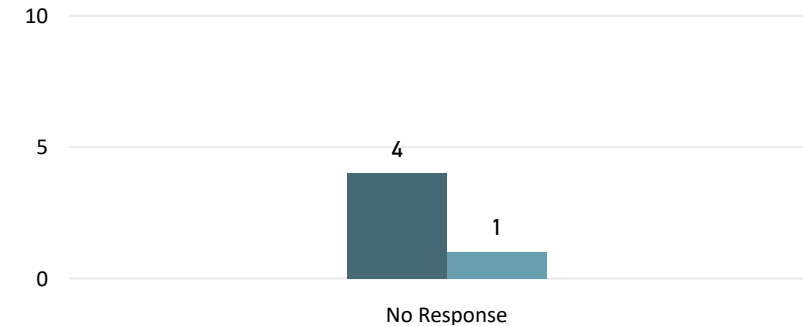
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	88	55%	95	59%	72	58%	255	57%
Male	71	45%	67	41%	51	41%	189	42%
Other					2	2%	2	0%
Total	159	100%	162	100%	125	100%	446	100%

9. What is your gender?



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

HILLSDALE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

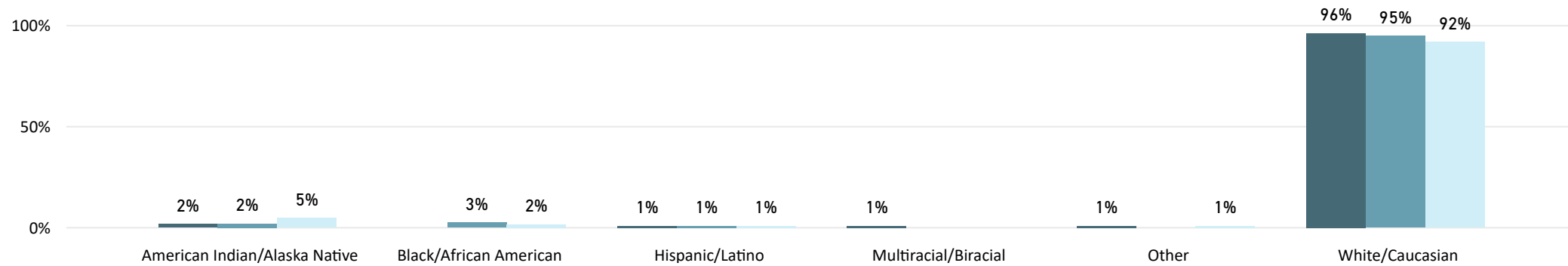
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	2%	3	2%	6	5%	12	3%
Black/African American			4	3%	2	2%	6	1%
Hispanic/Latino	1	1%	1	1%	1	1%	3	1%
Multiracial/Biracial	1	1%					1	0%
Other	1	1%			1	1%	2	0%
White/Caucasian	155	96%	149	95%	114	92%	418	95%
Total	161	100%	157	100%	124	100%	442	100%

10. No Responses.

SurveyYear ● 2016 ● 2018

