

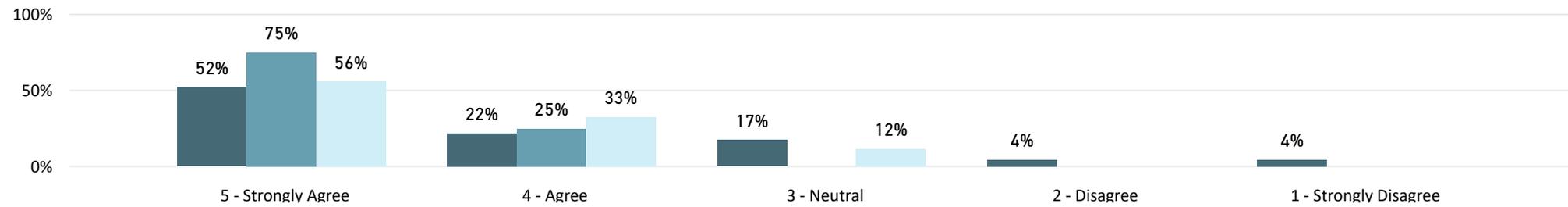


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	12	52%	12	75%	24	56%	48	59%
4 - Agree	5	22%	4	25%	14	33%	23	28%
3 - Neutral	4	17%			5	12%	9	11%
2 - Disagree	1	4%					1	1%
1 - Strongly Disagree	1	4%					1	1%
<b>Total</b>	<b>23</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>82</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

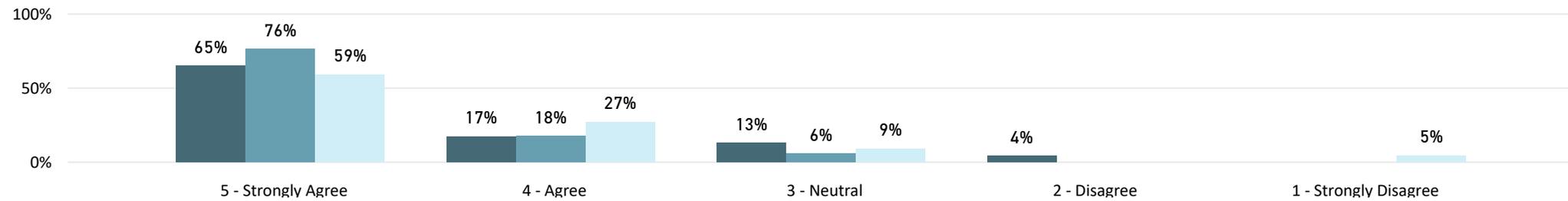


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	15	65%	13	76%	26	59%	54	64%
4 - Agree	4	17%	3	18%	12	27%	19	23%
3 - Neutral	3	13%	1	6%	4	9%	8	10%
2 - Disagree	1	4%					1	1%
1 - Strongly Disagree					2	5%	2	2%
<b>Total</b>	<b>23</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>84</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

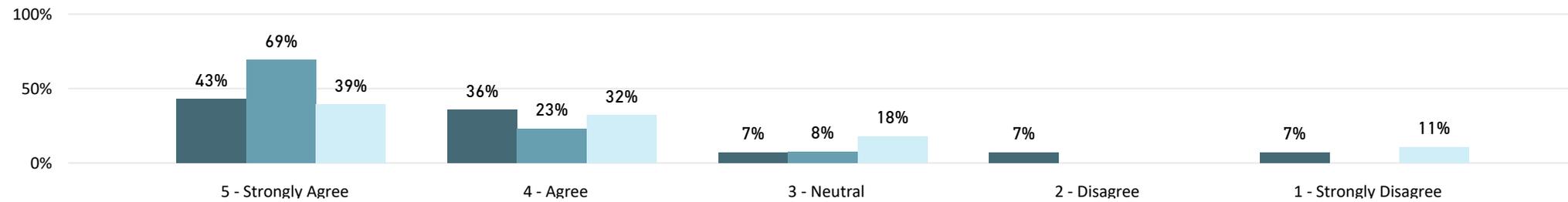


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	43%	9	69%	11	39%	26	47%
4 - Agree	5	36%	3	23%	9	32%	17	31%
3 - Neutral	1	7%	1	8%	5	18%	7	13%
2 - Disagree	1	7%					1	2%
1 - Strongly Disagree	1	7%			3	11%	4	7%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>55</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

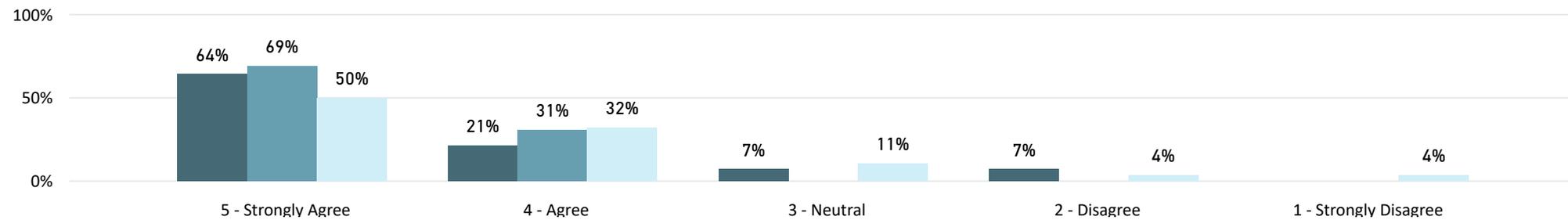


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	9	64%	9	69%	14	50%	32	58%
4 - Agree	3	21%	4	31%	9	32%	16	29%
3 - Neutral	1	7%			3	11%	4	7%
2 - Disagree	1	7%			1	4%	2	4%
1 - Strongly Disagree					1	4%	1	2%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>55</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

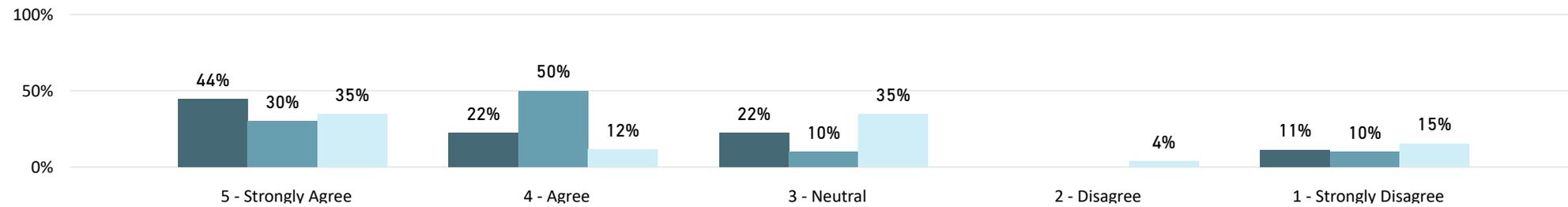


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	4	44%	3	30%	9	35%	16	36%
4 - Agree	2	22%	5	50%	3	12%	10	22%
3 - Neutral	2	22%	1	10%	9	35%	12	27%
2 - Disagree					1	4%	1	2%
1 - Strongly Disagree	1	11%	1	10%	4	15%	6	13%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>45</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

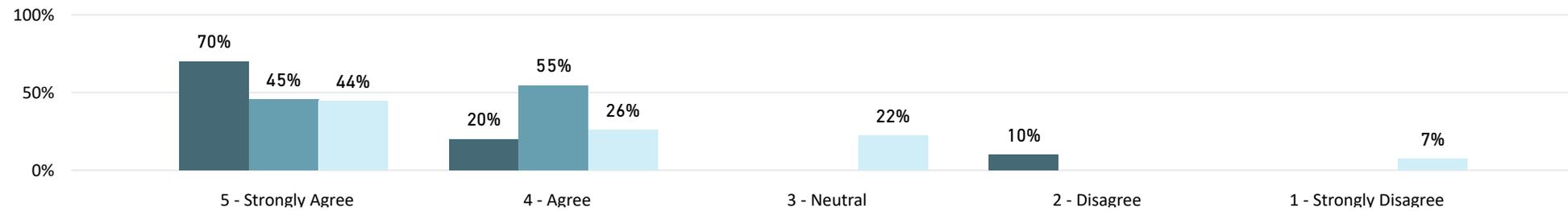


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	7	70%	5	45%	12	44%	24	50%
4 - Agree	2	20%	6	55%	7	26%	15	31%
3 - Neutral					6	22%	6	13%
2 - Disagree	1	10%					1	2%
1 - Strongly Disagree					2	7%	2	4%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>48</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

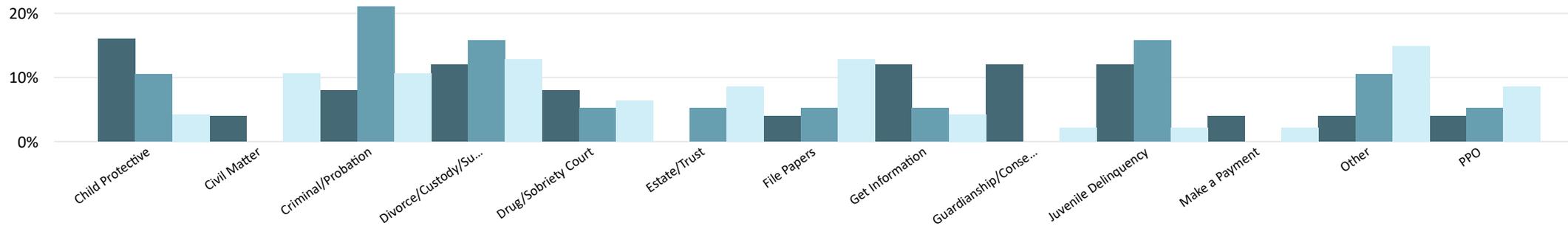
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 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	4	16%	2	11%	2	4%	8	9%
Civil Matter	1	4%			5	11%	6	7%
Criminal/Probation	2	8%	4	21%	5	11%	11	12%
Divorce/Custody/Support	3	12%	3	16%	6	13%	12	13%
Drug/Sobriety Court	2	8%	1	5%	3	6%	6	7%
Estate/Trust			1	5%	4	9%	5	5%
File Papers	1	4%	1	5%	6	13%	8	9%
Get Information	3	12%	1	5%	2	4%	6	7%
Guardianship/Conservatorship	3	12%			1	2%	4	4%
Juvenile Delinquency	3	12%	3	16%	1	2%	7	8%
Make a Payment	1	4%			1	2%	2	2%
Other	1	4%	2	11%	7	15%	10	11%
PPO	1	4%	1	5%	4	9%	6	7%
<b>Total</b>	<b>25</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>91</b>	<b>100%</b>

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

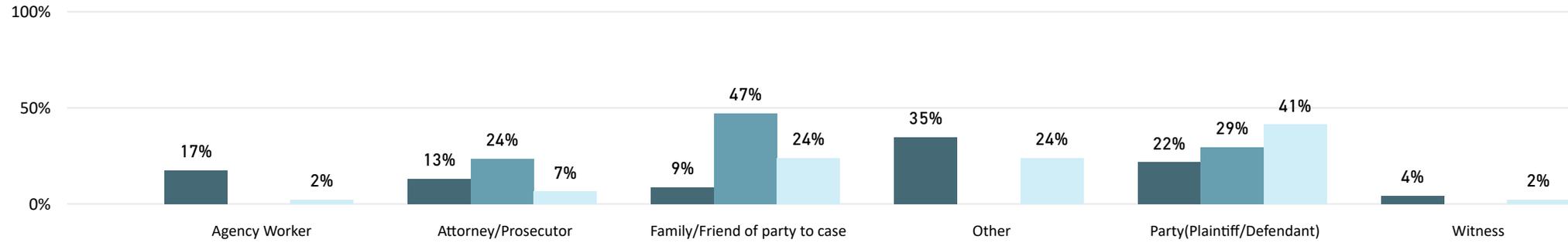
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

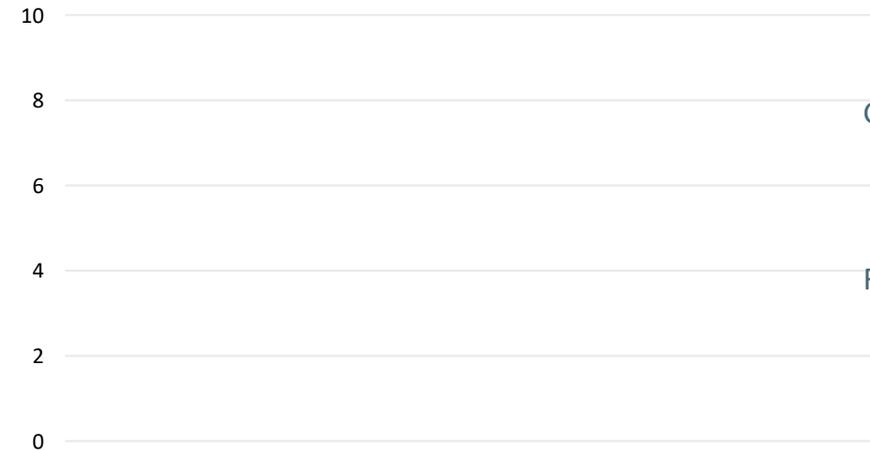
SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	17%			1	2%	5	6%
Attorney/Prosecutor	3	13%	4	24%	3	7%	10	12%
Family/Friend of party to case	2	9%	8	47%	11	24%	21	24%
Other	8	35%			11	24%	19	22%
Party(Plaintiff/Defendant)	5	22%	5	29%	19	41%	29	34%
Witness	1	4%			1	2%	2	2%
<b>Total</b>	<b>23</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>86</b>	<b>100%</b>

## 8. No Response



County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

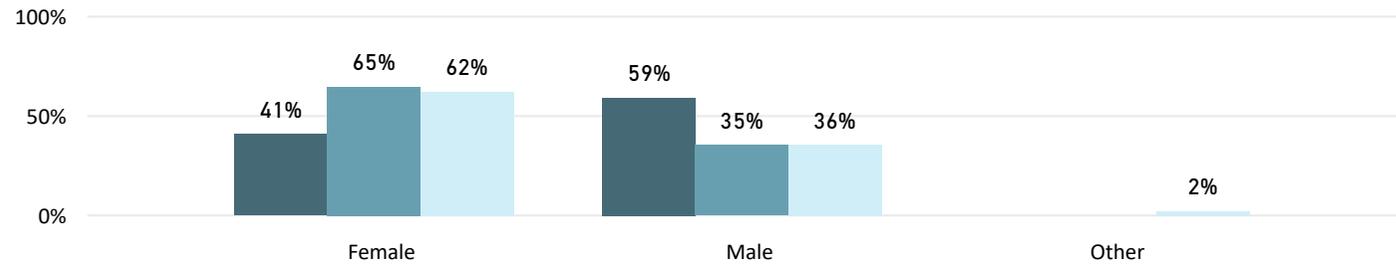
All



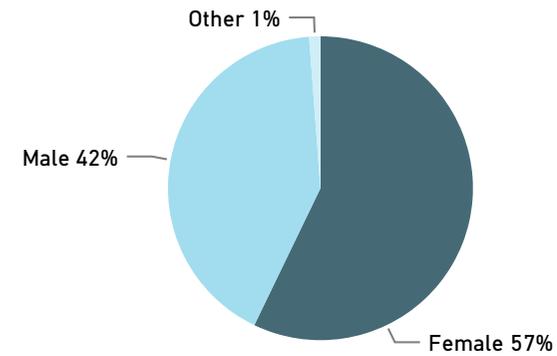
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

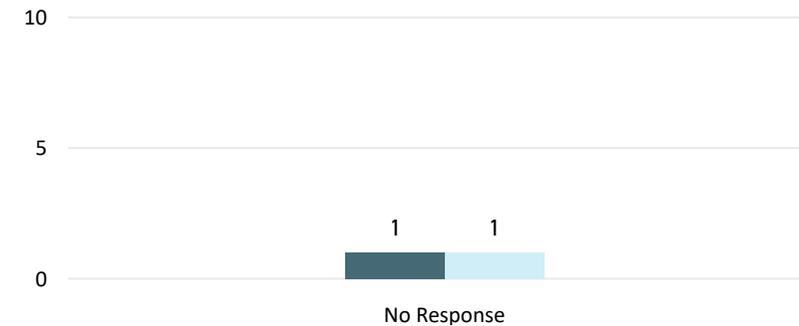


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	9	41%	11	65%	28	62%	48	57%
Male	13	59%	6	35%	16	36%	35	42%
Other					1	2%	1	1%
<b>Total</b>	<b>22</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>84</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015 ● 2018



County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ROSCOMMON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

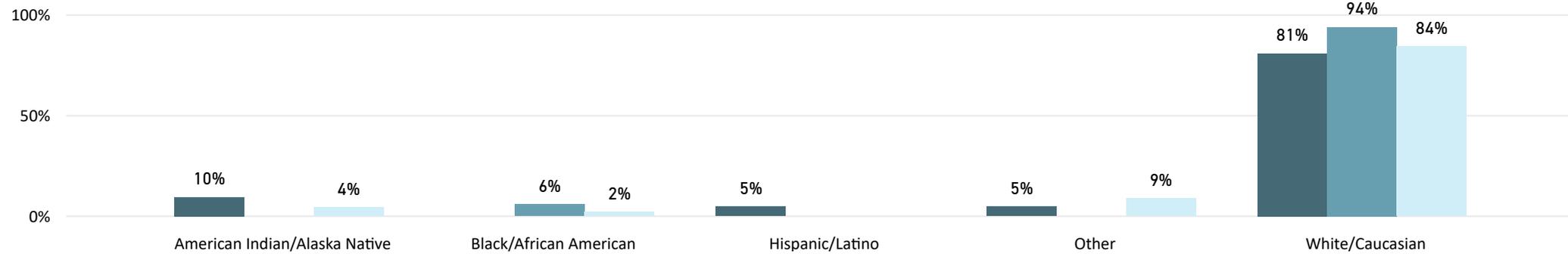
All

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	2	10%	0	0%	2	4%	4	5%
Black/African American	0	0%	1	6%	1	2%	2	2%
Hispanic/Latino	1	5%	0	0%	0	0%	1	1%
Other	1	5%	0	0%	4	9%	5	6%
White/Caucasian	17	81%	16	94%	38	84%	71	86%
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2018

