

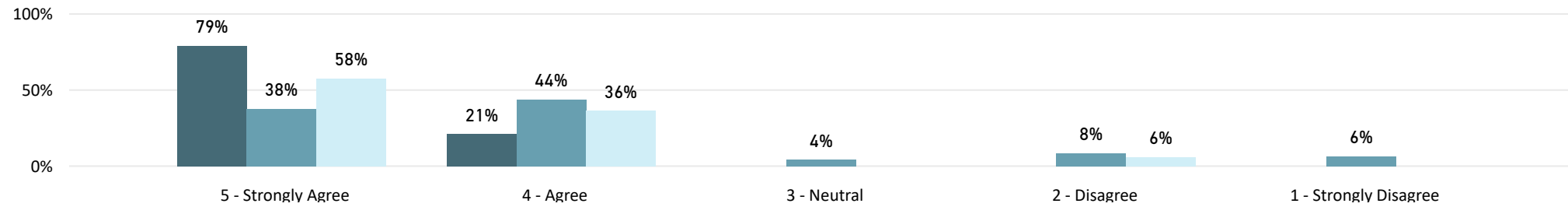


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	15	79%	18	38%	19	58%	52	52%
4 - Agree	4	21%	21	44%	12	36%	37	37%
3 - Neutral			2	4%			2	2%
2 - Disagree			4	8%	2	6%	6	6%
1 - Strongly Disagree			3	6%			3	3%
<b>Total</b>	<b>19</b>	<b>100%</b>	<b>48</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>100</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

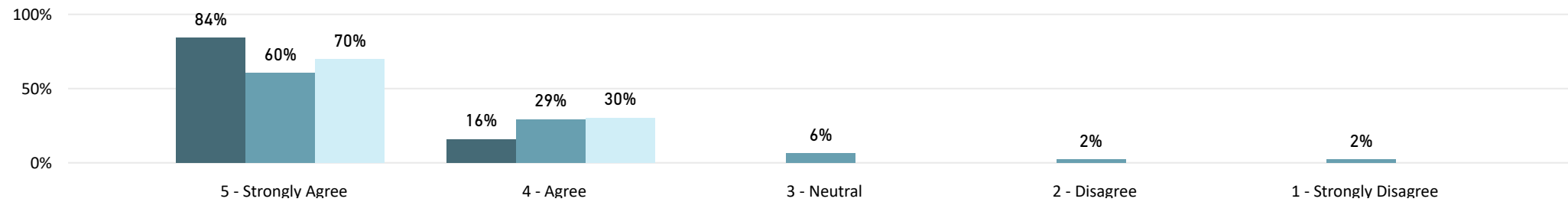


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	16	84%	29	60%	23	70%	68	68%
4 - Agree	3	16%	14	29%	10	30%	27	27%
3 - Neutral			3	6%			3	3%
2 - Disagree			1	2%			1	1%
1 - Strongly Disagree			1	2%			1	1%
<b>Total</b>	<b>19</b>	<b>100%</b>	<b>48</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>100</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

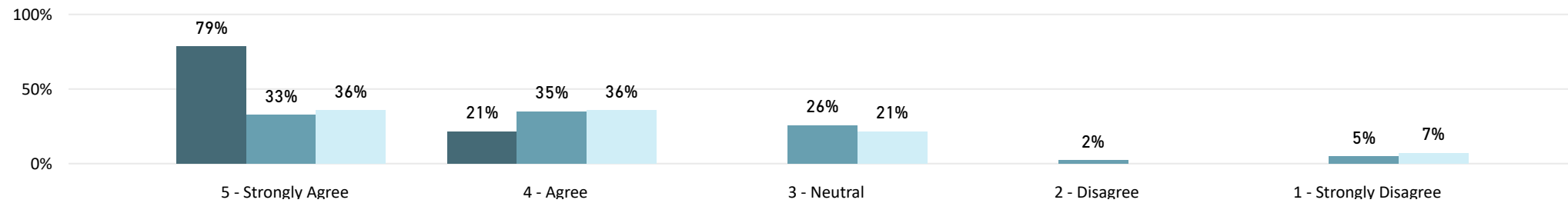


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	11	79%	14	33%	5	36%	30	42%
4 - Agree	3	21%	15	35%	5	36%	23	32%
3 - Neutral			11	26%	3	21%	14	20%
2 - Disagree			1	2%			1	1%
1 - Strongly Disagree			2	5%	1	7%	3	4%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>71</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

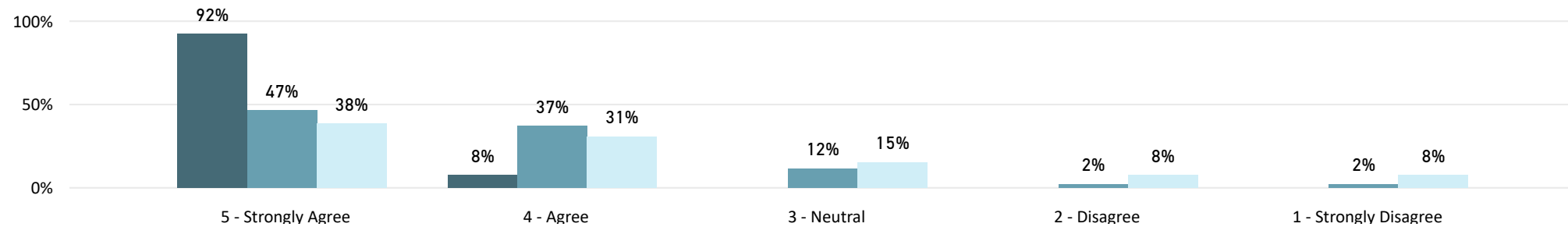


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	12	92%	20	47%	5	38%	37	54%
4 - Agree	1	8%	16	37%	4	31%	21	30%
3 - Neutral			5	12%	2	15%	7	10%
2 - Disagree			1	2%	1	8%	2	3%
1 - Strongly Disagree			1	2%	1	8%	2	3%
<b>Total</b>	<b>13</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>69</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

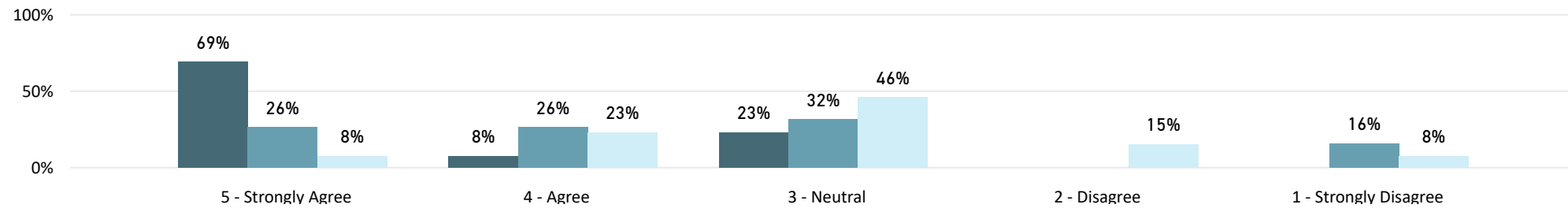


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	9	69%	10	26%	1	8%	20	31%
4 - Agree	1	8%	10	26%	3	23%	14	22%
3 - Neutral	3	23%	12	32%	6	46%	21	33%
2 - Disagree					2	15%	2	3%
1 - Strongly Disagree			6	16%	1	8%	7	11%
<b>Total</b>	<b>13</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>64</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

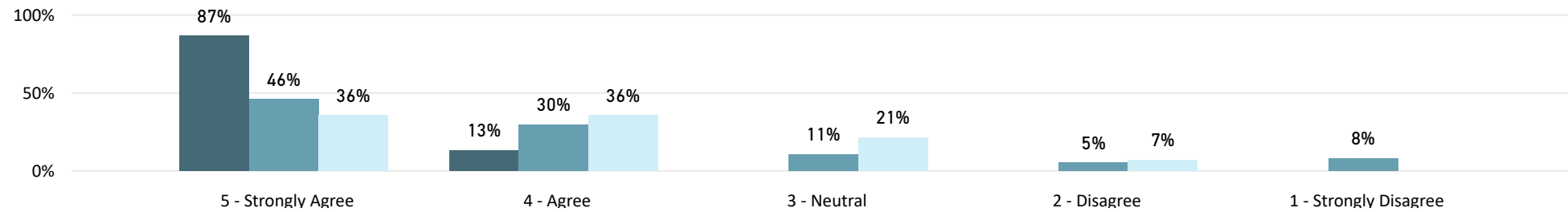


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	13	87%	17	46%	5	36%	35	53%
4 - Agree	2	13%	11	30%	5	36%	18	27%
3 - Neutral			4	11%	3	21%	7	11%
2 - Disagree			2	5%	1	7%	3	5%
1 - Strongly Disagree			3	8%			3	5%
<b>Total</b>	<b>15</b>	<b>100%</b>	<b>37</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>66</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

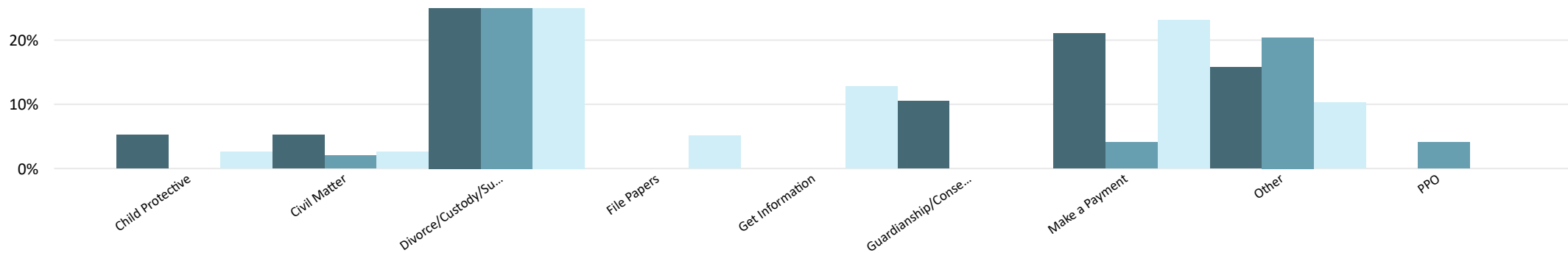
Race/Ethnicity



# 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	1	5%			1	3%	2	2%
Civil Matter	1	5%	1	2%	1	3%	3	3%
Divorce/Custody/Support	8	42%	34	69%	17	44%	59	55%
File Papers					2	5%	2	2%
Get Information					5	13%	5	5%
Guardianship/Conservatorship	2	11%					2	2%
Make a Payment	4	21%	2	4%	9	23%	15	14%
Other	3	16%	10	20%	4	10%	17	16%
PPO			2	4%			2	2%
<b>Total</b>	<b>19</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>107</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

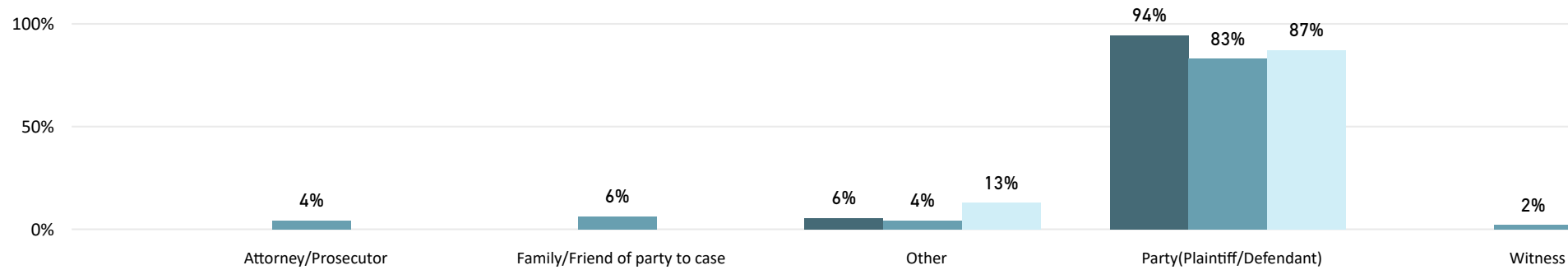
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018

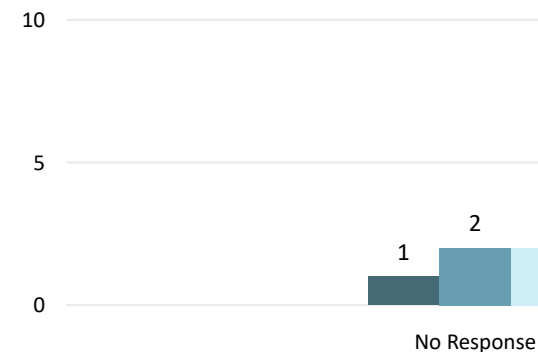


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Attorney/Prosecutor			2	4%			2	2%
Family/Friend of party to case			3	6%			3	3%
Other	1	6%	2	4%	4	13%	7	7%
Party(Plaintiff/Defendant)	17	94%	39	83%	27	87%	83	86%
Witness			1	2%			1	1%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>96</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

OTSEGO

Court

C46 OTSEGO

Subset

FOC

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

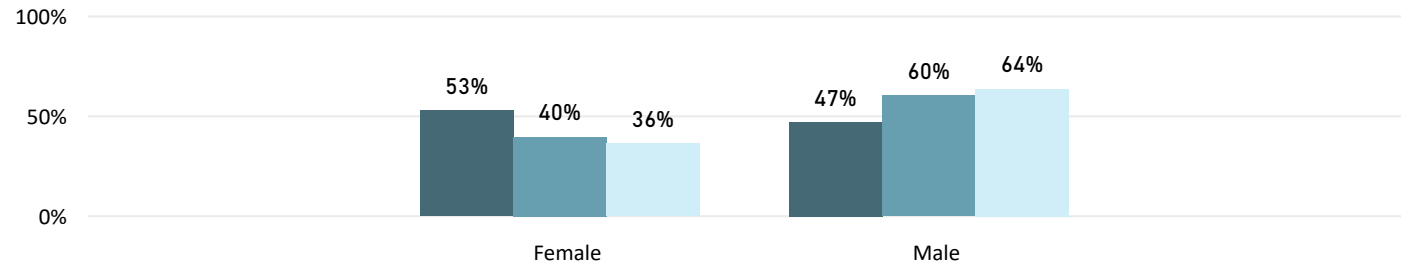
All



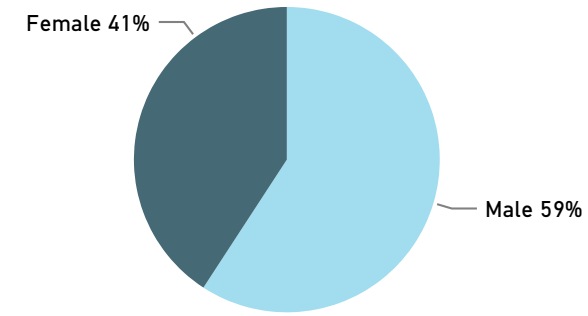
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

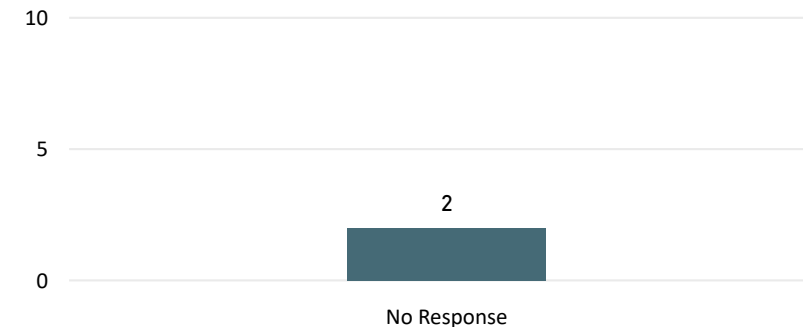


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	9	53%	19	40%	12	36%	40	41%
Male	8	47%	29	60%	21	64%	58	59%
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>48</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>98</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

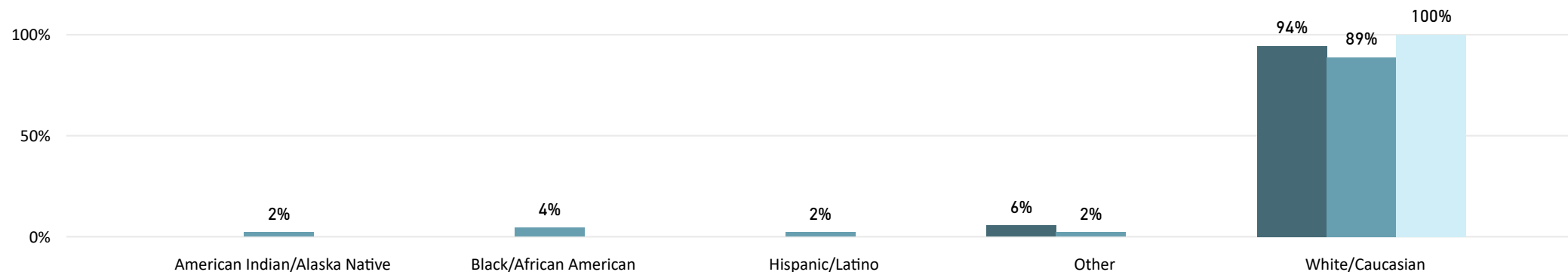
Role

Type of Case

Gender

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native			1	2%			1	1%
Black/African American			2	4%			2	2%
Hispanic/Latino			1	2%			1	1%
Other	1	6%	1	2%			2	2%
White/Caucasian	17	94%	40	89%	31	100%	88	94%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>94</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

