

Public Satisfaction Survey Results

The public satisfaction measure provides a tool for surveying all court users about their experience in the courthouse by allowing court users to rate the court's accessibility and its treatment of the public in terms of fairness, equality, and respect. Comparison of results by locations, division, type of customer, and across courts can inform court management practices.

NOTES FOR 2022 DATA PACKET: The 2021 survey was conducted entirely online and resulted in fewer responses than prior years when the survey was conducted on paper. Courts that received 10 or more responses or 10% or more of the 2018 responses, will receive from SCAO a summary of their surveys in the 2022 data packet. To meet this threshold, your summary may include more courts or subsets of surveys than in prior years. For example, the results from circuit, probate, and district courts may be combined for one county.



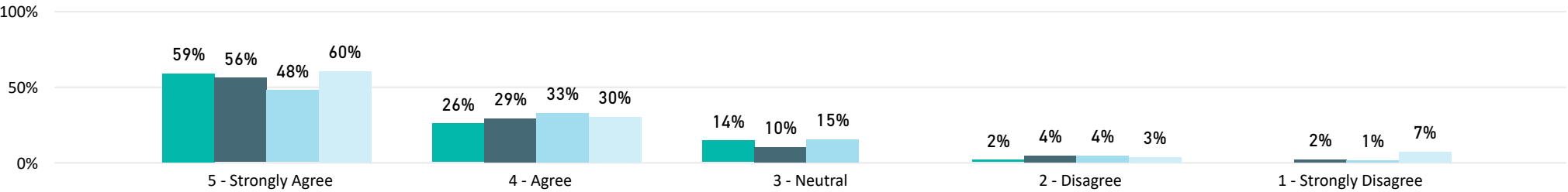
ACCESS · TRANSPARENCY · TRUST

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 2021



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

SurveyYear	2015		2016		2018		2021		Total	
Time	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	78	59%	68	56%	57	48%	18	60%	221	55%
4 - Agree	34	26%	35	29%	39	33%	9	30%	117	29%
3 - Neutral	19	14%	12	10%	18	15%			49	12%
2 - Disagree	2	2%	5	4%	5	4%	1	3%	13	3%
1 - Strongly Disagree			2	2%	1	1%	2	7%	5	1%
Total	133	100%	122	100%	120	100%	30	100%	405	100%

County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All



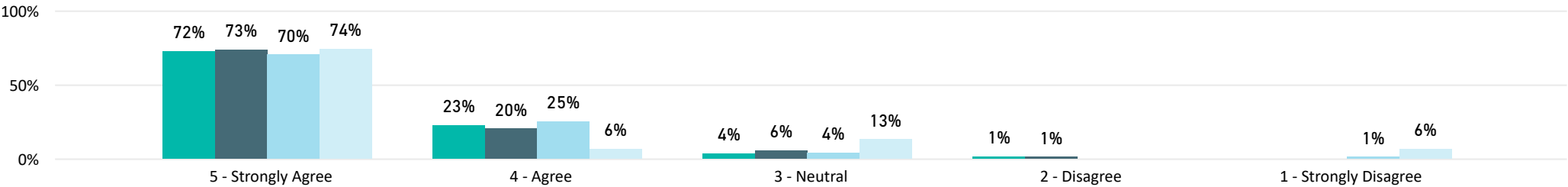
ACCESS · TRANSPARENCY · TRUST

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 2021



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

SurveyYear	2015		2016		2018		2021		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	102	72%	91	73%	87	70%	23	74%	303	72%
4 - Agree	32	23%	25	20%	31	25%	2	6%	90	21%
3 - Neutral	5	4%	7	6%	5	4%	4	13%	21	5%
2 - Disagree	2	1%	1	1%					3	1%
1 - Strongly Disagree					1	1%	2	6%	3	1%
Total	141	100%	124	100%	124	100%	31	100%	420	100%

County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

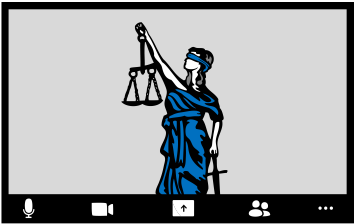
All

Gender

All

Race/Ethnicity

All



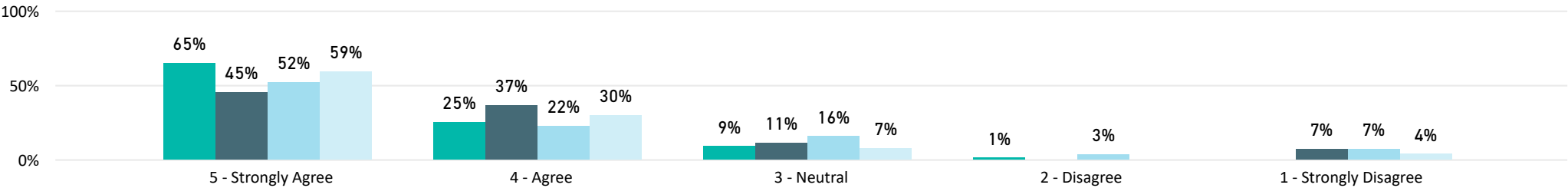
ACCESS · TRANSPARENCY · TRUST

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 2021



3. The way the case was handled was fair.

SurveyYear	2015		2016		2018		2021		Total	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	59	65%	32	45%	30	52%	16	59%	137	55%
4 - Agree	23	25%	26	37%	13	22%	8	30%	70	28%
3 - Neutral	8	9%	8	11%	9	16%	2	7%	27	11%
2 - Disagree	1	1%			2	3%			3	1%
1 - Strongly Disagree			5	7%	4	7%	1	4%	10	4%
Total	91	100%	71	100%	58	100%	27	100%	247	100%

County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All



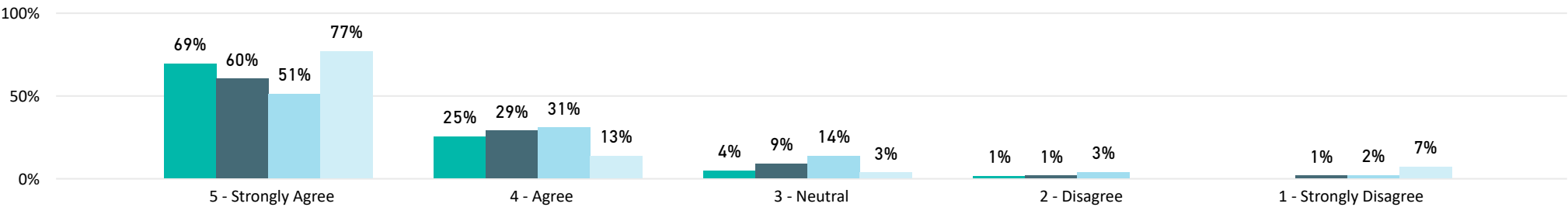
ACCESS · TRANSPARENCY · TRUST

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 2021



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

SurveyYear	2015		2016		2018		2021		Total	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	63	69%	42	60%	30	51%	23	77%	158	63%
4 - Agree	23	25%	20	29%	18	31%	4	13%	65	26%
3 - Neutral	4	4%	6	9%	8	14%	1	3%	19	8%
2 - Disagree	1	1%	1	1%	2	3%			4	2%
1 - Strongly Disagree			1	1%	1	2%	2	7%	4	2%
Total	91	100%	70	100%	59	100%	30	100%	250	100%

County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All



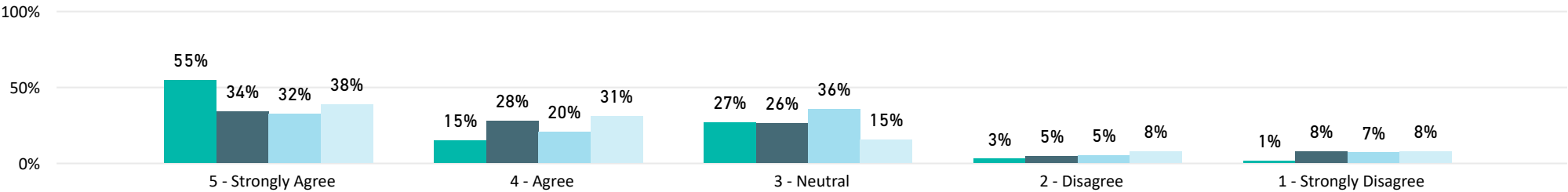
ACCESS · TRANSPARENCY · TRUST

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 2021



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

SurveyYear	2015		2016		2018		2021		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	41	55%	22	34%	19	32%	5	38%	87	41%
3 - Neutral	20	27%	17	26%	21	36%	2	15%	60	28%
4 - Agree	11	15%	18	28%	12	20%	4	31%	45	21%
1 - Strongly Disagree	1	1%	5	8%	4	7%	1	8%	11	5%
2 - Disagree	2	3%	3	5%	3	5%	1	8%	9	4%
Total	75	100%	65	100%	59	100%	13	100%	212	100%

County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All



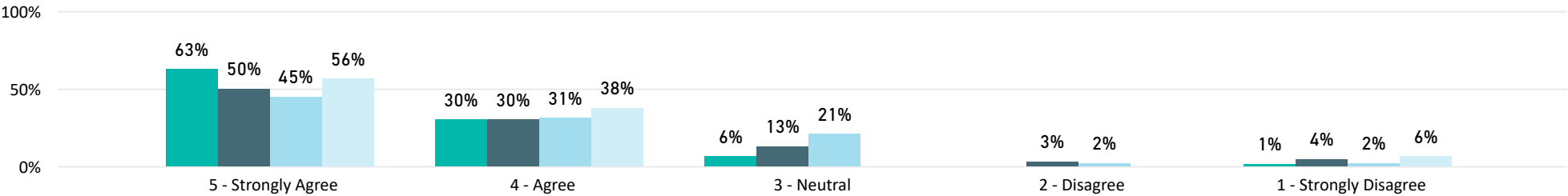
ACCESS · TRANSPARENCY · TRUST

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 2021



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

SurveyYear	2015		2016		2018		2021		Total	
Understand	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	50	63%	35	50%	26	45%	9	56%	120	54%
4 - Agree	24	30%	21	30%	18	31%	6	38%	69	31%
3 - Neutral	5	6%	9	13%	12	21%			26	12%
2 - Disagree			2	3%	1	2%			3	1%
1 - Strongly Disagree	1	1%	3	4%	1	2%	1	6%	6	3%
Total	80	100%	70	100%	58	100%	16	100%	224	100%

County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

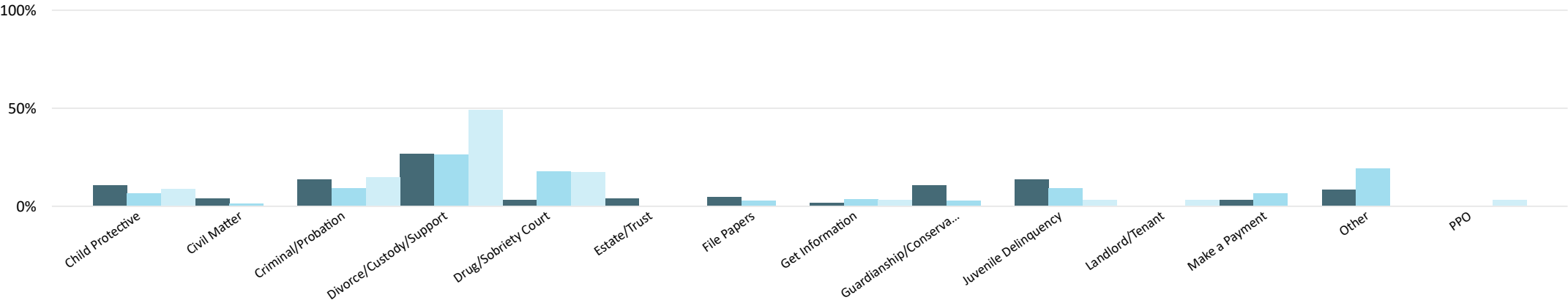
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear 2016 2018 2021



County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All

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

SurveyYear	2015		2016		2018		2021		Total	
TypeOfCase	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	10	6%	14	10%	8	6%	3	9%	35	7%
Civil Matter	4	2%	5	4%	1	1%			10	2%
Criminal/Probation	22	13%	18	13%	11	9%	5	14%	56	12%
Divorce/Custody/Support	36	21%	36	26%	33	26%	17	49%	122	26%
Drug/Sobriety Court	31	18%	4	3%	22	17%	6	17%	63	13%
Estate/Trust	6	4%	5	4%					11	2%
File Papers	4	2%	6	4%	3	2%			13	3%
Get Information	4	2%	2	1%	4	3%	1	3%	11	2%
Guardianship/Conservatorship	7	4%	14	10%	3	2%			24	5%
Juvenile Delinquency	20	12%	18	13%	11	9%	1	3%	50	11%
Landlord/Tenant							1	3%	1	0%
Make a Payment	7	4%	4	3%	8	6%			19	4%
Other	17	10%	11	8%	24	19%			52	11%
PPO							1	3%	1	0%
Total	168	100%	137	100%	128	100%	35	100%	468	100%

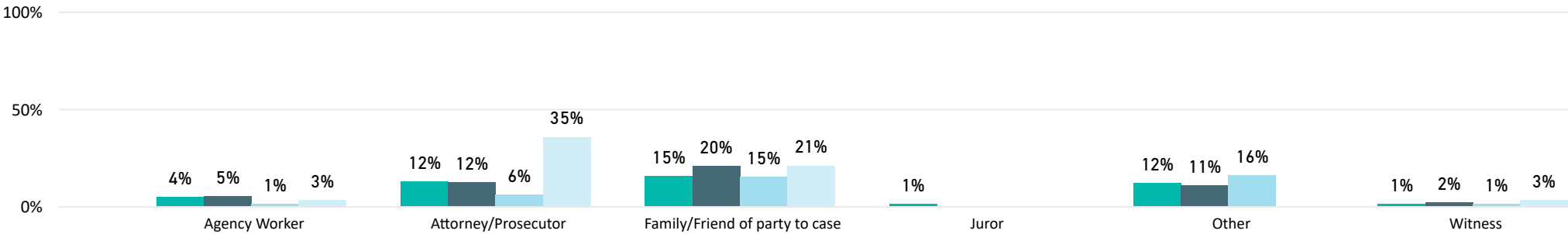


ACCESS · TRANSPARENCY · TRUST

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear 2015 2016 2018 2021



County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

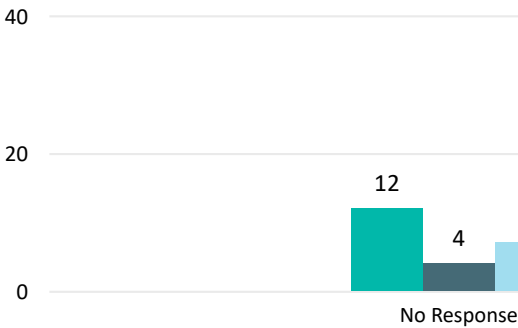
All

8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		2021		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	4%	6	5%	1	1%	1	3%	14	3%
Attorney/Prosecutor	17	12%	15	12%	7	6%	12	35%	51	12%
Family/Friend of party to case	21	15%	25	20%	18	15%	7	21%	71	17%
Juror	1	1%							1	0%
Other	16	12%	13	11%	19	16%			48	12%
Party (Plaintiff/Defendant)	75	55%	62	50%	76	62%	13	38%	226	54%
Witness	1	1%	2	2%	1	1%	1	3%	5	1%
Total	137	100%	123	100%	122	100%	34	100%	416	100%

8. No Response

SurveyYear 2015 2016 2018



Type of Case

All

Gender

All

Race/Ethnicity

All

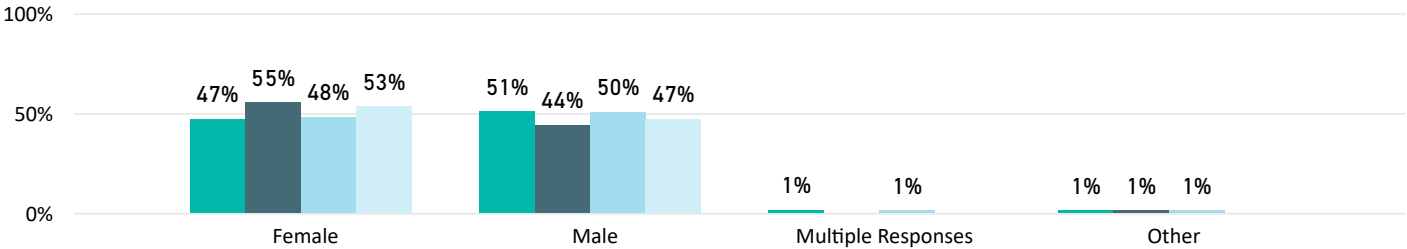


ACCESS · TRANSPARENCY · TRUST

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

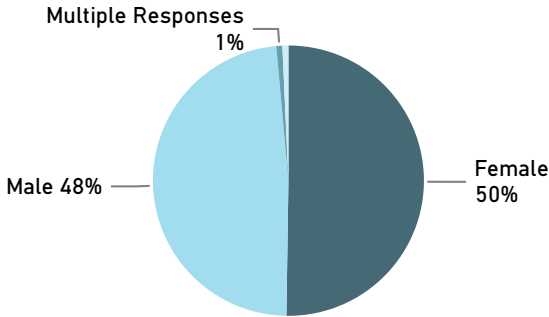
Gender Type: 2015 2016 2018 2021



9. What is your gender?

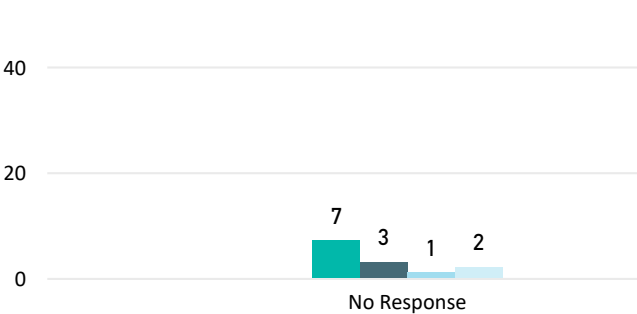
SurveyYear	2015		2016		2018		2021		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	64	47%	68	55%	61	48%	17	53%	210	50%
Male	69	51%	54	44%	64	50%	15	47%	202	48%
Multiple Responses	2	1%			1	1%			3	1%
Other	1	1%	1	1%	1	1%			3	1%
Total	136	100%	123	100%	127	100%	32	100%	418	100%

9. What is your gender?



9. No Responses

Gender Type: 2015 2016 2018 2021



County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All

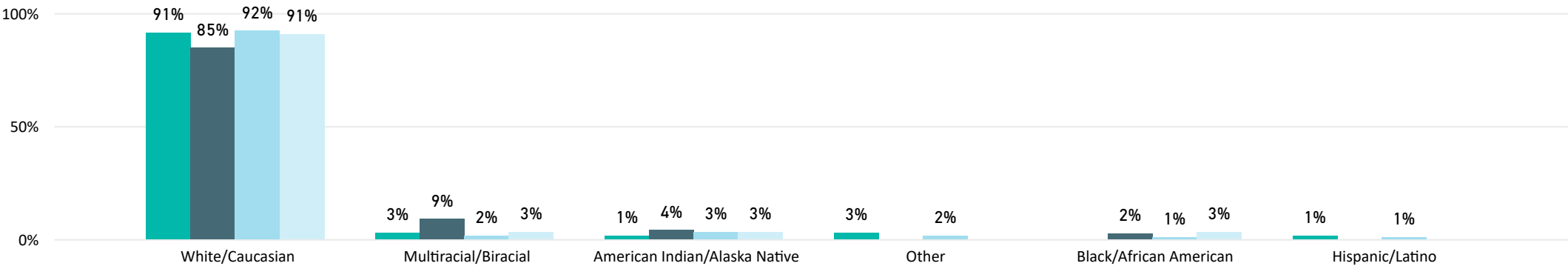


ACCESS · TRANSPARENCY · TRUST

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear 2015 2016 2018 2021

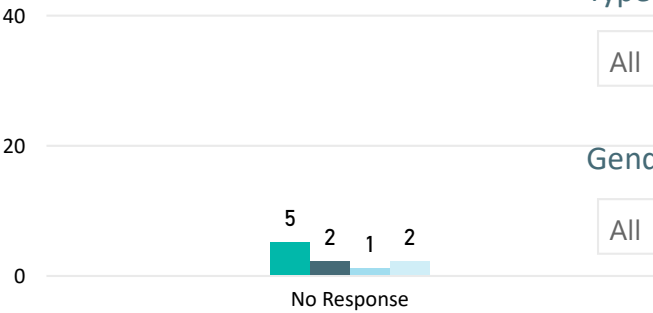


10. How do you identify yourself?

SurveyYear	2015		2016		2018		2021		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	2	1%	5	4%	4	3%	1	3%	12	3%
Black/African American			3	2%	1	1%	1	3%	5	1%
Hispanic/Latino	2	1%			1	1%			3	1%
Multiracial/Biracial	4	3%	11	9%	2	2%	1	3%	18	4%
Other	4	3%			2	2%			6	1%
White/Caucasian	126	91%	105	85%	117	92%	29	91%	377	90%
Total	138	100%	124	100%	127	100%	32	100%	421	100%

10. No Responses.

SurveyYear 2015 2016 2018 2021



County

BARRY

Court

C05P08 BARRY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All