

SUPERIOR COURT OF STANISLAUS COUNT

Exit Survey of Court Users

Section I: Access to the Court

DATE: _____

Please select your answer from the drop down menu for each question.

1. Finding the courthouse was easy.
2. The forms I needed were clear and easy to understand.
3. I felt safe in the courthouse.
4. The court makes reasonable efforts to remove physical and language barriers to service.
5. I was able to get my court business done in a reasonable amount of time.
6. Court staff paid attention to my needs.
7. I was treated with courtesy and respect.
8. I easily found the courtroom or office I needed.
9. The court's web site was useful.
10. The court's hours of operation made it easy for me to do my business.

Section II: Fairness

If you are a party to a legal matter and appeared before a judicial officer today, please answer questions 11-15.

11. The way my case was handled was fair.
12. The judge listened to my side of the story before he or she made a decision.
13. The judge had the information necessary to make good decisions about my case.

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14. I was treated the same as everyone else.

15. As I leave the court, I know what to do next about my case.

Section III: Background Information (Check all that apply)

<p>16. What was your role at the courthouse today?</p> <p>I am a party to a legal matter; I am represented by an attorney.</p> <p>I am a party to a legal matter; I am representing myself.</p> <p>I am a witness.</p> <p>I am an attorney.</p> <p>I reported for jury duty.</p> <p>I am law enforcement/ probation/ social services staff.</p> <p>I am accompanying someone else who is here for court business.</p>	<p>17. What were you doing at court today?</p> <p>Searching court records, obtaining documents.</p> <p>Filing papers</p> <p>Making a payment</p> <p>Getting information</p> <p>Appearing as a witness</p> <p>Reporting for jury duty</p> <p>Attending a hearing or trial</p> <p>Attending mediation</p> <p>Other</p>	<p>18. What type of case brought you to court today?</p> <p>Traffic</p> <p>Criminal</p> <p>Civil matter</p> <p>Divorce, child custody or support</p> <p>Juvenile matter</p> <p>Probate</p> <p>Small claims</p> <p>Other:</p>
<p>19. How often are you typically in this courthouse? (Choose the closest estimate)</p> <p>First time in this courthouse</p> <p>Once a year or less</p> <p>Several times a year</p> <p>Regularly</p>	<p>20. What is your gender?</p> <p>Male</p> <p>Female</p>	<p>21. How do you identify yourself?</p> <p>American Indian or Alaska Native</p> <p>Asian</p> <p>Black or African</p> <p>American</p> <p>Hispanic or Latino</p> <p>Native Hawaiian or other Pacific Islander</p> <p>White</p> <p>Mixed Race</p> <p>Other</p>

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Section IV: General comments.

22. What was most *helpful* during your visit to the courthouse today?

23. What was most *frustrating* during your visit to the courthouse today?

<p>24. What keeps the court from being easy to use? (Mark all that apply)</p> <p>Lack of transportation</p> <p>Forms too hard to fill out</p> <p>Not enough information</p> <p>Language too hard to understand</p> <p>Court hours inconvenient</p> <p>Don't feel safe</p> <p>Not enough parking spaces</p> <p>Not enough signs</p> <p>No one to answer questions</p> <p>Other</p>	<p>25. What self-help services would you like the court to make available for you? (Mark all that apply)</p> <p>More information on website</p> <p>More informational brochures</p> <p>Form packets with instructions</p> <p>Someone to answer questions</p> <p>List of attorneys, their specialties, fees and costs</p> <p>Other</p>
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If you are not a self-represented litigant, you have completed the survey. Thank you. If you are a self-represented litigant, please complete the rest of the survey.

Do not fill out the rest of the survey if you are represented by an attorney, or if you are a witness, a juror, or a law enforcement, probation, or social service staff member.

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Section V: Self-Represented Litigants

If you appeared before a judicial officer at a hearing or trial today, please answer the following questions

26. Type of proceeding	27. Nature of proceeding Contested (Parties not in agreement) Uncontested (Parties in agreement)
28. Presiding officer	29. Representation Both parties represented themselves One party was represented by an attorney

30. Before this court proceeding, did you get help from? (Check all that apply)

- | | |
|---|---------------------|
| Paid lawyer | Court clerk |
| Free lawyer | Law library |
| Paralegal/ Notary | Law Library website |
| Court program to assist self-represented persons | Court website |
| Legal aid services agency (such as Legal Aid, Legal Services, or Disability Law Center) | Internet |
| Public library | Other |
| Friend or relative | No one |

31. Why do you not have a lawyer? (Choose the most important reason)

32. If you visited the court's program to assist self-represented persons today, please circle the number showing your level of overall satisfaction with the services you received:

After each statement, please make the closest choice to how you feel about your visit to the court's program to assist self-represented persons today (please skip questions 33- 38 if you did not visit the program.)

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- 33. The information I received at that program helped me to understand my situation better.
- 34. The staff seemed knowledgeable.
- 35. The staff listened to what I had to say.
- 36. The staff explained things to me clearly.
- 37. The staff treated me with respect.
- 38. I did not have to wait a long time to be served.

This section is for additional background information for self-represented litigants. This information will help the court make sure it is serving everyone.

- 39. What is your age?
- 40. How many children under 19 live in your household?
- 41. What is your total monthly household income (this includes all income sources including child support) before taxes?
- 42. What is the highest level of schooling you completed?

Thank you very much for assisting the court by completing this survey.