

APPENDIX A:
NATIONAL CENTER FOR STATE COURTS
ACCESS AND FAIRNESS SURVEY

ACCESS AND FAIRNESS SURVEY

SECTION I: ACCESS TO THE COURT

	(1) STRONGLY DISAGREE	(2) DISAGREE	(3) NEITHER AGREE NOR DISAGREE	(4) AGREE	(5) STRONGLY AGREE	N/A
1. Finding the courthouse was easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The forms I needed were clear and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I felt safe in the courthouse.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The court makes reasonable efforts to remove physical and language barriers to service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was able to get my court business done in a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Court staff paid attention to my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I easily found the courtroom or office I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The court's Web site was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The court's hours of operation made it easy for me to do my business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you are a party to a legal matter and appeared before a judicial officer today, complete questions 11-15:

SECTION II: FAIRNESS

	(1) STRONGLY DISAGREE	(2) DISAGREE	(3) NEITHER AGREE NOR DISAGREE	(4) AGREE	(5) STRONGLY AGREE	N/A
11. The way my case was handled was fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The judge listened to my side of the story before he or she made a decision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The judge had the information necessary to make good decisions about my case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I was treated the same as everyone else.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. As I leave the court, I know what to do next about my case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION III: BACKGROUND INFORMATION

What did you do at the court today?

(Check all that apply)

- Search court records/obtain documents
- File papers
- Make a payment
- Get information
- Appear as a witness
- Attorney representing a client
- Jury duty
- Attend a hearing or trial
- Law enforcement/probation/social services staff
- Party to a legal matter

How often are you typically in this courthouse?

(Choose the closest estimate)

- First time in this courthouse
- Once a year or less
- Several times a year
- Regularly

What type of case brought you to the courthouse today?

- Traffic
- Criminal
- Civil matter
- Divorce, child custody or support
- Juvenile matter
- Probate
- Small Claims
- Other: _____

What is your gender?

- Male
- Female

How do you identify yourself?

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Mixed Race
- Other: _____