

SURVEY FOR COURT USER WITHOUT AN ATTORNEY

Thank you for taking the time to answer a few questions about your court experience today. You will not be asked to give your name. The court will not see your individual answers. We want to know if you were able to participate in your court matters (whether it was a hearing, meeting with court staff, or asking questions), during the COVID pandemic. Your answers will help the courts figure out what works well and what needs to be improved. (Correct ● Incorrect ☹ ☒ ☻)

TODAY'S COURT HEARING

1 What kind of issue did you have with the court today?

- Family Law (divorce, parenting plan, child support, parentage, adoption)
- Protection order (domestic violence, sexual assault, vulnerable adult, anti-harassment, other)
- Juvenile dependency (child abuse and neglect, foster care, termination of parental rights)
- Juvenile offender
- Eviction hearing or other landlord/tenant issues
- Debt Collection case
- Traffic Infraction/other ordinance violation
- Adult Criminal
- Probate/will
- Guardianship
- Other (*Please specify*)

2 Did you understand what you needed to do in court today?

- Yes
- No

3 If you had a hearing in court today, did you understand what you need to do next?

- Yes
- No
- Not applicable

4 Were court staff or other resources offered to help you understand what you needed to do?

- Yes
- No

5 Were you treated with respect?

- Yes
- No → *Please explain*

6 If it were available, would you prefer to handle court matters in evenings or on weekends?

- Yes
- No

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7 If you had to make a payment for court fees or fines, would you prefer to make a payment electronically or by phone?

- Yes
- No

8 How did you attend to your court matter or hearing?

- In-person
- Video
- Phone (voice only) → Please skip to question **12** below

IN-PERSON

9 Did the court's safety measures help you feel safe from COVID infection? (Check all that apply)

- Yes, I felt safe from COVID infection at the courthouse
- No, more masks and hand sanitizers are needed
- No, more distancing between people is needed
- No, I would have preferred a video or phone contact.
- Other (Please describe)

10 Thinking about the reason why you came to court today, would you prefer to take care of your court matters over the phone, internet, or email?

- Yes
- No

11 Do you have access to a device and internet to take care of your court matters by phone, tablet or computer?

- Yes
- No

Please skip to question **18** on the next page

VIDEO OR PHONE

12 How did you access the court? (Check all that apply)

- I used my own device (phone, tablet, or computer) and internet service
- I had to go somewhere else to use the internet
- I had to borrow/purchase equipment to attend my hearing
- Other (Please explain)

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13 Were instructions about how to access your court matter easy to get and understand?

- Yes
- No

14 Did you have any problems with technology during your court contact?

- Yes
- No

15 While taking care of your court matters, were you able to clearly hear others who were speaking?

- Yes
- No

16 Were you able to clearly communicate with others?

- Yes
- No

17 Would you have preferred to conduct your court matter in-person?

- Yes
- No

COURT BACKGROUND

18 What type of court were you in today?

- Superior Court
- District Court
- Municipal Court
- Don't Know

19 What county or city was your court in?

20 Did you use any of the following court services today? *(Check all that apply)*

- Interpreters
- Disability Accommodations
- None of the Above

If your needs were not met, please explain

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BACKGROUND

21 Which one of the following best describes you? *(Check all that apply)*

- White or Caucasian
- Black or African American
- Asian or Asian American
- Native American or Alaska Native
- Native Hawaiian or other Pacific Islander
- Multi-race
- Hispanic/Latinx
- Other

22 Which of the following best describes you?

- Male
- Female
- Non-Binary

23 Which best describes your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

24 Please share what the court could have done to better help you take care of your court matter.