

**Form for 3.3.2 (Page 1 of 5)**  
**Illustrative Questionnaire Concerning the**  
**Users' View of the Court's Equality and Fairness**

**Introduction**

The objective of this questionnaire is to obtain your views on how well the court treats you and others in civil and criminal cases. The court wishes to use your views to evaluate the degree to which it is meeting the basic goals of fairness and equality. Would you please take a few minutes and complete this form?

Please understand that your identity will be kept confidential. The results will be used to help the court improve its performance by seeing how the typical users of the legal process view their experiences.

Thank you for your cooperation.

**Part I. Views Toward How Social Groups Are Treated**

First, we would like to know whether the court shows favoritism to some groups when it makes its decisions. By the term "court," we mean judges, courtroom staff, and workers in the clerk's office. Based on your experiences, would you please indicate your opinion about the following statements by circling the appropriate number.

**Form for 3.3.2 (Page 2 of 5)**  
**Illustrative Questionnaire Concerning the**  
**Users' View of the Court's Equality and Fairness**

	Agree Strongly		Agree in Part/ Disagree in Part		Disagree Strongly		Don't Know
1. The court is neutral (showing neither favoritism nor hostility) in its treatment of the following groups:							
a. African Americans	1		2		3		4
b. Asian Am./Pacific Islanders	1		2		3		4
c. Caucasian Americans	1		2		3		4
d. Hispanic Americans	1		2		3		4
e. Men	1		2		3		4
f. Native Americans	1		2		3		4
g. Women	1		2		3		4

Note: If you disagreed at all with the above statement (responses "3," "4," or "5"), please indicate whether the court showed favoritism or hostility toward the group.

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**Form for 3.3.2 (Page 3 of 5)**  
**Illustrative Questionnaire Concerning the**  
**Users' View of the Court's Equality and Fairness**

**Part II. Specific Views of How You Were Treated**

Next, we would like to know how *you* were treated by the court. By the term "court," we mean judges, courtroom staff, and workers in the clerk's office.

For each question, please circle the appropriate number.

- |   | Yes, Very<br>Much So |   | Somewhat |   | Not at All | Does Not<br>Apply to Me |
|---|----------------------|---|----------|---|------------|-------------------------|
| 2. Do you believe that your treatment by the court was influenced by your     |                      |   |          |   |            |                         |
| a. Age  | 1                    | 2 | 3        | 4 | 5          | 6                       |
| b. Gender   | 1                    | 2 | 3        | 4 | 5          | 6                       |
| c. Income   | 1                    | 2 | 3        | 4 | 5          | 6                       |
| d. Nationality  | 1                    | 2 | 3        | 4 | 5          | 6                       |
| e. Race   | 1                    | 2 | 3        | 4 | 5          | 6                       |
| 3. Did the court treat you equally?   | 1                    | 2 | 3        | 4 | 5          | 6                       |
| 4. Did the court treat you fairly?  | 1                    | 2 | 3        | 4 | 5          | 6                       |
| 5. Generally speaking, how satisfied were you with how the court treated you? |                      |   |          |   |            |                         |

- | Very<br>Satisfied | Satisfied | Satisfied<br>in Part/<br>Dissatisfied<br>in Part | Dissatisfied | Very<br>Dissatisfied |
|-------------------|-----------|--|--------------|----------------------|
| 1                 | 2         | 3  | 4            | 5                    |

**Form for 3.3.2 (Page 4 of 5)**  
**Illustrative Questionnaire Concerning the**  
**Users' View of the Court's Equality and Fairness**

**Part III. Background**

Finally, would you please provide us with some background information? This information will help us learn more about who uses the court.

6. What brought you to the courthouse on \_\_\_\_\_? (Circle one)
- a. Attend a hearing in my case
  - b. Attend a hearing of a family member, friend, neighbor, or other person
  - c. Pay a fine
  - d. Serve on a jury
  - e. Serve as a witness
  - f. Simply observe
  - g. Look up court records
  - h. Talk to a lawyer
  - i. Conduct a title search
  - j. Deliver documents
  - k. Other (please specify \_\_\_\_\_)
7. If you were involved in a case before the court, please indicate the type of case below: (Circle one)
- a. Civil
  - b. Criminal
  - c. Domestic Relations
  - d. Juvenile
8. Is this your first visit to the courthouse? (Circle one)
- Yes                      No
9. How many times in the past year have you visited the courthouse? \_\_\_\_\_

**Form for 3.3.2 (Page 5 of 5)**  
**Illustrative Questionnaire Concerning the**  
**Users' View of the Court's Equality and Fairness**

10. Which of the following describes you? (Circle appropriate response)

25 yrs or younger    26-35    36-45    46-55    56 and above

Male                  Female

African American                  Asian American/Pacific Islander

Caucasian American                  Hispanic American

Native American

Other Racial/Ethnic Background (please specify \_\_\_\_\_)

**Special Comments**

Is there anything you would like to add in describing your experiences? If so, please use the space provided below.

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