

Appendix BB

New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Survey Instrument

This appendix provides results of the New Jersey Judiciary's Access and Fairness Public Survey Project conducted from October 7 to October 11, 2013, in every Superior Court Courthouse, certain associated Superior Court offices, and the Superior Court Clerk's Office in Trenton.

A total of 16,497 surveys were collected from 58 court buildings throughout the State of New Jersey. Respondents included all visitors to Superior Courts and selected, associated buildings on a particular day during the survey week who agreed to take part in the project.

Respondents were asked to rate their agreement with the statements in the survey. Statements 1 through 12 of the survey relate to access to the courts in the areas of service delivery, convenience and safety. Respondents who considered themselves a party (plaintiff or defendant) in a court case/legal matter and who also appeared in court that day were asked to respond to statements 13 through 19, which relate to their perception of fairness in the court proceeding.

Respondents were also asked to identify themselves according to the purpose of their visit, activity in the courthouse, case type, ethnicity/race, gender, age, whether they were represented by an attorney, and frequency in the courthouse. For purposes of the report, "agree" and "strongly agree" responses are grouped together.

The report highlights the data collected which will be used to examine the New Jersey Judiciary's continued efforts to ensure equal access and quality services to the public.

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Please Take Our Survey

Please take a few minutes to tell us what you think. Your views will help us improve our services. For each item below, please circle the number that best reflects your opinion, based on your experience with the New Jersey Judiciary today. This survey is anonymous. We do not ask for your name or any other identifying information. Your answers will not be connected to or influence any business you have with the court. The form itself is confidential.

Circle the Number That Best Describes Your Answer	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A
1. Finding the courthouse/court facility was easy.	1	2	3	4	5	N/A
2. The forms I needed and/or filed today were clear and easy to understand.	1	2	3	4	5	N/A
3. I felt safe in the courthouse/court facility.	1	2	3	4	5	N/A
4. Despite a physical disability, I was able to conduct my court business today.	1	2	3	4	5	N/A
5. I was able to receive the interpreting services I needed today.	1	2	3	4	5	N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	2	3	4	5	N/A
7. Court staff paid attention to my needs.	1	2	3	4	5	N/A
8. I was treated with courtesy and respect by court staff.	1	2	3	4	5	N/A
9. I was treated with courtesy and respect by uniformed court security.	1	2	3	4	5	N/A
10. I easily found the courtroom or office I needed.	1	2	3	4	5	N/A
11. The court's website was useful.	1	2	3	4	5	N/A
12. The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	N/A
<p>If you are a party (plaintiff or defendant) in a court case/legal matter and you appeared in court today continue with questions 13 – 19 below. If you are not a party or if you are a party but you did not appear in court today, skip to the questions on the next page.</p> <p>Today I appeared before a: (Select all that apply) <input type="checkbox"/> Judge <input type="checkbox"/> Hearing Officer <input type="checkbox"/> Other</p> <p>Your answers to the following questions will have <u>no</u> effect on your case.</p>						
13. The way my case was handled by the judge/hearing officer/other was fair.	1	2	3	4	5	N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2	3	4	5	N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	2	3	4	5	N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	1	2	3	4	5	N/A
17. I understand what happened in court/the session.	1	2	3	4	5	N/A
18. I was treated the same as everyone else.	1	2	3	4	5	N/A
19. As I leave court, I know what to do next in my case.	1	2	3	4	5	N/A

Please Turn Over and Continue

Please answer the following questions.

1. Please select the description below that best describes you. (Select ONE)

- A party (plaintiff or defendant) in a court case/legal matter Friend or family member Prosecutor/staff
 Victim or witness Public Defender/staff Private attorney Juror
 Law enforcement officer Social services staff Other

2. What did you do today? (Select all that apply)

- Attended a hearing or trial Attended mediation or arbitration Made a payment
 Received information Visited the Ombudsman/Self-Help Center Searched court records/obtained documents
 Visited Probation Jury service Filed papers Other

3. What type of case brought you to the courthouse/court facility today? (Select all that apply)

- Child Custody Child Support Juvenile Delinquency
 Division of Child Placement and Permanency - DCP (formerly Division of Youth and Family Services - DYFS)
 Divorce Landlord/Tenant Domestic Violence
 Foreclosure Civil Criminal
 Probation Other

4. If you are a party (plaintiff or defendant) in a court case/legal matter, are you represented by an attorney in the case?

- Yes No

5. How often are you in this courthouse/court facility? (Select ONE)

- First time in this courthouse/court facility Once a year or less Several times a year Several times a month

6. How do you identify yourself? (Select all that apply)

- American Indian or Alaskan Native Asian Black or African American Other
 Native Hawaiian or Other Pacific Islander White Hispanic or Latino

7. What is your gender?

- Male Female

8. What is your age range?

- Under 20 20 – 29 30 – 39 40 – 49 50 – 59 60 – 69 70 or older

Thank you for taking our survey today.

For Judiciary Use Only

Location Code

Day of the Month