



Results of the 2015 Illinois Circuit Courts Court User Survey

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Executive Summary

The use of a statewide survey to obtain feedback from users of Illinois' trial courts was one of the centerpiece recommendations resulting from the Supreme Court of Illinois' Future of the Courts Conference in 2013. Following that recommendation, the Illinois Judicial Conference Committee on Strategic Planning and the Administrative Office of the Illinois Courts (AOIC), under the leadership of the Supreme Court of Illinois, developed a court user survey framed from the National Center for State Courts CourTools' Access and Fairness Survey template. The survey was modified and expanded utilizing input from various sources including, but not limited to, the Illinois Conference of Chief Circuit Judges, the Access to Justice Commission and experts from Loyola University Chicago. The final version of the survey was approved by the Supreme Court of Illinois for implementation statewide in the Spring of 2015, and as a result, completed surveys were received from more than 12,000 court users from across Illinois' 102 counties. The major findings from the analyses of the surveys include:

- 1) Illinois' court users have a very positive view of the courts, as evidenced by responses to the individual statements included in the surveys as well as based on the composite measures of perceived "trust in the courts" and the "instrumental quality of the courts." "Instrumental quality of the courts" was a measure that combined court users' assessments of being treated with courtesy and respect, the accessibility of courts, and the ability to get court business done in a timely manner and with available and easy-to-use forms.
- 2) Certain respondent characteristics were consistently related to perceptions of trust in the courts, the instrumental quality of the courts, and having a positive opinion of the courts, including race, frequency in the courthouse over the past year, income level, and the urban, suburban or rural characteristics of where respondents lived.
- 3) Although African-Americans reported somewhat lower perceptions of trust in the courts, the instrumental quality of the courts, and having a positive opinion of the courts than whites or Hispanics, the majority of African-Americans held neutral to positive views across all three measures.
- 4) Respondents who indicated it was their first time in the courthouse evaluated the courts more favorably across all three measures—trust in the courts, the instrumental quality of the courts, and their opinions of the court system—than did more frequent users of the courthouse. Still, regardless of how often the respondent had been in the courthouse, the majority held positive views across all three measures.
- 5) Respondents with higher incomes reported higher levels of trust in the courts, had more favorable assessments of the instrumental quality of the courts, and were more likely to

report a positive view of the court system than those with lower incomes. Still, the majority of those with low incomes (i.e., below \$25,000 per year) held positive views across all three measures.

- 6) Individuals living in rural areas reported more favorable evaluations of the courts across all three measures (trust, instrumental quality, and positive view of the court system) than those living in urban areas. However, the majority of those living in urban areas still held positive views across all three measures.
- 7) No gender differences were evident in terms of respondent assessments of trust, instrumental quality, or positive view of the court system.
- 8) Somewhat more complex relationships were evident when respondent age and frequency of using the courthouse were examined across assessments of trust, instrumental quality, and positive view of the court system. Young respondents (those 18 years old and younger) reported higher levels of trust in the courts and were more likely to hold a positive view of the courts than middle-aged respondents (36 to 50 years of age), but those in the next age group (19-35) reported lower levels of trust in the courts than middle-aged respondents.
- 9) Individuals who indicated it was their first time in the courthouse evaluated the court particularly favorably across all three measures—trust in the courts, the instrumental quality of the courts, and their opinions of the court system. The least favorable evaluations (again, across all three measures) were reported by those who said they came to the courthouse 3-6 times a year.
- 10) Lawyers representing clients rated the instrumental quality of the courts more favorably than those who were not there for that purpose, and lawyers were also more likely to hold a positive view of the court system than the other respondents. Also, those in the courthouse for jury duty, or as a party to a case, were less likely to hold a positive view of the court system than those there for other purposes, and those in the courthouse for jury duty reported somewhat lower levels of trust in the court. However, the majority of those in the courthouse for jury duty still held positive views across these measures.
- 11) Analyses focused only on non-attorney respondents found levels of trust in the courts, evaluations of instrumental performance of the courts, and positive attitude toward the court system are explained almost entirely by individual characteristics of respondents or their cases, and are unrelated to the circuit in which the court resides.

Introduction

The notion and task of formally inviting court user feedback concerning Illinois' trial courts through the use of a statewide survey was one of the centerpiece recommendations resulting from the Supreme Court of Illinois' Future of the Courts Conference in 2013. Under the leadership of the Supreme Court of Illinois, in 2014 the Illinois Judicial Conference Committee on Strategic Planning and the Administrative Office of the Illinois Courts (AOIC) developed a court user survey framed from the National Center for State Courts CourTools' Access and Fairness Survey template. The survey was modified and expanded utilizing input from various sources including but not limited to the Illinois Conference of Chief Circuit Judges, the Access to Justice Commission and experts from Loyola University Chicago. The final version of the survey was approved by the Supreme Court of Illinois for implementation statewide in 2015.

The survey was designed to request court users exiting state courthouses to complete a brief questionnaire regarding their experience in court and their opinion of the court system. A major goal of the survey was to assess the level of satisfaction and trust in the work of the court. Such matters may include users' views on how well they were treated, how easily they were able to obtain information, whether they felt they were heard in court, and whether they perceived the end result as fair.

Each Chief Circuit Judge was provided with individualized survey instructions, marketing materials including posters and sample press release language, English surveys, Spanish and Polish surveys upon request, and survey deposit boxes. Each county within each circuit was assigned a minimum number of surveys to complete based upon the county's volume of annual case filings. Also taken into consideration were feasibility of collection and collecting enough surveys to provide meaningful data analysis for each county and circuit.

With the generous assistance and cooperation of the circuit courts, the survey was conducted in every state courthouse in Illinois from April 13, 2015 to May 1, 2015. A few counties began their surveys just prior to the April 13th start date or ended their survey implementation just after the May 1st end date in order to ensure they achieved collection of the assigned minimum number of completed surveys. Each Chief Circuit Judge had discretion to determine which days within this time period the survey would be conducted in his or her circuit. Instructions provided to the circuits suggested the days selected be typical court days for each site and sufficient in number to achieve collection of the assigned minimum number of completed surveys for each county in the circuit.

After collection of the surveys was complete, all survey responses were tendered to Loyola University Chicago for data compilation and data analyses. The surveys were

individually entered by students with faculty oversight, and instances where surveys had conflicting responses (i.e., multiple responses indicated when only one was allowed) were reviewed and modified based on a standardized approach. Data entry was checked through random samples of surveys being reentered and checked against the originally entered data, and this process indicated a high degree of data entry accuracy. Finally, frequencies of the responses to each question were generated and any outliers or non-valid responses were reexamined and corrected. The data were then analyzed by a multi-disciplinary team of faculty at Loyola University Chicago, including faculty from the Department of Criminal Justice and Criminology and the Department of Political Science.

The results of the statewide data analyses are presented herein.

Methodology

The goal of the survey was to gauge the views, attitudes, and experiences of those who access courts across Illinois' 24 circuit court jurisdictions.¹ The survey included two primary categories of questions, with the first set of questions (questions 1 through 19) primarily designed to gauge the general perceptions of the courts among all survey respondents, whether or not the respondent had actually been inside a courtroom or attended a court hearing. The second set of questions (questions 20 through 31) sought to gauge respondents' experiences in the courtroom and was only to be completed by those survey respondents who were in a courtroom on the day they completed the survey.² The final version of the survey is included in Appendix I, and Spanish and Polish versions of the survey were also developed and made available to respondents. The Spanish and Polish versions of the survey were formatted identically to the English version. Respondents were asked to indicate the degree to which they agreed or disagreed with the statements included on the survey, ranging from 1=strongly disagree to 5=strongly agree. Respondents were given the option of answering "neither disagree nor agree," with a value of 3, and if the respondent did not feel the question was applicable, they were asked to select "Not Applicable." For the analyses presented below, those who responded "Not Applicable" were excluded from the analyses for that question.

The sampling methodology involved having each of Illinois' 102 counties collect a specific number of surveys (a quota), with the sample size varying depending on the total volume of court activity in the county as measured by total court filings. Small counties were asked to collect 25 surveys during the sampling period (April 13, 2015 to May 1, 2015), while larger

¹ Each of Illinois' circuit court jurisdictions is made up of individual or multiple counties, and there are a total of 102 counties in Illinois.

² Out of the more than 12,300 completed surveys, between 6,900 and 8,200 respondents answered questions regarding their experiences in the courtroom (those respondents who completed the questions regarding their experiences in the courtroom did not necessarily answer every one of questions 20 through 31).

jurisdictions, depending on their size, were asked to collect 75, 100, 200, 350, 500, or, in the case of Cook County, 2,000 surveys.³ Given that data collection occurred across 102 different counties in the state, it was impossible to ensure a consistent method of participant recruitment; however, the AOIC provided some general instructions to each circuit to increase consistency and participation. See Appendix II for a sample of the instructions provided to the circuit courts by AOIC.

The overall goal was to collect a statewide sample of 11,000 surveys, and in the end, more than 12,300 usable surveys were returned, entered into a computer database, and analyzed. Because there are no existing data that describe the typical “court user” in Illinois, it is not possible to determine the degree to which the characteristics of those who completed the survey is representative of the overall population of citizens using the courts in Illinois. Summarized in Table 1 are the characteristics of those who completed the surveys, including their purposes for being at the courthouse, as well as their demographic and socio-economic characteristics. When asked “What did you do at the courthouse today,” almost 22 percent of those who completed the survey indicated that they had attended a hearing or trial, roughly 19 percent were attorneys representing clients in court, almost 10 percent were in court for jury duty, and roughly 10 percent were in court to search records, obtain documents, file papers, make payments or get information at the courthouse. It is important to keep in mind that 13 percent of the respondents selected multiple categories in response to this question, and thus the percentages reported in Table 1 are greater than 100 percent.

The most often reported type of case that brought the respondents into the courthouses were criminal cases, and specifically domestic violence cases, with these two types of cases combined accounting for just over 30 percent of the respondents. As with the prior question, 6 percent of respondents selected multiple case types, and thus, responses add up to more than 100 percent. Respondents also indicated that they received information about how the courts work from numerous sources, with “personal experience” being cited by roughly 40 percent of the respondents. Again, for this question, 25 percent of respondents selected multiple sources of information, and thus, responses add up to more than 100 percent.

In terms of the demographic characteristics of the sample, 55 percent were male and 45 percent were female.⁴ Although a large number of racial groups were represented in the sample,

³ Because the sample sizes from each county were not proportionately representative of total case filings in either their specific judicial circuit or the state as a whole, a weighting procedure was used so that the survey responses were representative of the volume of case filings in that jurisdiction. For example, if a county accounted for 2 percent of the total surveys statewide, but only 1 percent of the total court filings statewide, the surveys from that county were weighted by .50 (1%/2%). This procedure ensured that counties that were over or under-represented in the survey responses were not given greater or lesser weight than they should have given that county’s representation among case filings in Illinois.

⁴ Based on U.S. Census Bureau data for Illinois, in 2013 it was estimated that 51 percent of Illinois’ total population was female and 49 percent were male.

the largest percent of survey respondents was white (57 percent), followed by African-Americans (20 percent), Hispanics (12 percent), and individuals of other racial groups or who identify as multi-racial (11 percent).⁵ Other characteristics of the survey respondents worth noting was the small number of individuals under 18, and over 65 years of age, completing the survey, and the relatively large proportion of respondents (almost 30 percent) who reported having an advanced or professional academic degree. This relatively high level of education among many of those completing the survey is partially explained by the large proportion of survey respondents who were attorneys representing clients. A large portion of those who completed the survey reported that this was their first time in the courthouse in the past 12 months (25.5 percent of the respondents), and more than 20 percent reported having been in the courthouse only once or twice in the past year. On the other hand, more than 20 percent reported being in the courthouse weekly, and the majority of these individuals were made up of attorneys representing clients. One-half (49.9 percent) of the respondents self-reported that they lived in a suburban area, and less than 20 percent of those who completed the survey indicated that they lived in a rural area.

Table 1
Background Characteristics of Respondents Completing the
2015 Illinois Circuit Courts’ Court User Survey (Excludes Missing Responses)⁶

What did you do at the courthouse today? (Multiple responses possible, therefore total can exceed 100%)	Percent of Total
Search records/obtain documents	7.3%
File papers	10.5%
Make a payment	5.2%
Get information	8.8%
Appear as a witness	3.7%
Lawyer representing a client	18.8%
Jury duty	9.7%
Attend a hearing or trial	21.9%
Party to a case	10.0%
Probation appointment	4.1%
Other	18.7%
What type of case brought you to the courthouse today? (Multiple responses possible, therefore total can exceed 100%)	

⁵ Based on U.S. Census Bureau data for 2013, it is estimated that 63 percent of Illinois’ total population is white alone (not Hispanic or Latino), 15 percent are African-American alone, and 17 percent were Hispanic.

⁶ The following reflect the percent of surveys where the respondent did not provide answers to the questions: What did you do that the courthouse today (14%), what type of case brought you to the courthouse today (18%), how do you get most of your information about the courts (18%), how do you identify yourself-race (15%), age category (12%), education (14%), gender (13%), how often in the courthouse in the past 12 months (15%), are you represented by an attorney (19%), income (24%), do you live in an urban, suburban, or rural area (21%).

Civil Matter	18.4%
Criminal	30.8%
Divorce, Child Custody, or Support	10.1%
Domestic Violence	4.6%
Juvenile Matter	4.6%
Landlord/Tenant	2.4%
Probate	2.0%
Small Claims	2.4%
Traffic	17.8%
Other	14.4%
How do you get most of your information about how the courts work? (Multiple responses possible, therefore total can exceed 100%)	
TV News	16.7%
Movies/TV Shows	7.2%
Newspapers	9.6%
Internet	18.0%
Radio	4.3%
Personal Experience	39.9%
Family or friends	14.7%
Other	14.2%
How do you identify yourself?	
American Indian or Alaska Native	1.0%
Asian	2.3%
Black or African American	19.7%
Hispanic or Latino	12.3%
Native Hawaiian or Other Pacific Islander	0.3%
White or Caucasian	57.2%
Multiracial	4.4%
Other	2.7%
Total	100.0%
Which age category do you fit into?	
18 or younger	4.8%
19 – 35	35.8%
36 – 50	30.4%
51 – 65	22.3%
over 65	6.6%
Total	100.0%
What is your highest level of education?	
No High School Diploma	7.7%
High School Graduate/GED	19.1%
Some College	19.1%
2 Year College Degree	10.3%

4 Year College Degree	13.9%
Professional/Advanced Degree	29.9%
Total	100.0%
What is your gender?	
Male	55.0%
Female	45.0%
Total	100.0%
How many times in the last 12 months were you in this courthouse?	
This is my first time	25.5%
Rarely (1-2 times)	21.2%
Infrequently (3-6 times)	15.5%
Frequently (at least once per month)	15.3%
Regularly (at least once per week)	22.6%
Total	100.0%
Are you represented by an attorney in your case?	
Yes	20.5%
No	32.4%
Not Applicable	47.1%
Total	100.0%
What is your annual household income?	
Less than \$25,000	29.4%
\$25,000 - \$100,000	46.7%
More than \$100,000	23.8%
Total	100.0%
Do you live in an urban, suburban or rural area?	
Urban	33.3%
Suburban	49.9%
Rural	16.8%
Total	100.0%

Analyses of the survey responses were performed in a two-stage process. First, the responses to each of the individual statements included in the survey were analyzed, and the general patterns evident from those analyses were summarized. Following this, additional analyses were performed to summarize and group the responses to individual statements into more summary, composite measures of attitudes and opinions. Finally, multivariate statistical analyses were performed to assess and statistically isolate the degree to which attitudes and opinions varied across respondent characteristics, purposes for being in court, and circuits.

Results: General Perception of the Courts

In order to summarize the responses to questions 1 through 19, Table 2 includes the distribution of responses across the categories of Strongly Disagree, Disagree, Neither Agree nor

Disagree, Agree, or Strongly Agree. In addition to the percent of respondents answering with each of those attitudes, Table 2 also includes the average response (on a scale from 1 to 5) to each question, the percent of respondents in the combined category of “Agree + Strongly Agree,” and the percent of the respondents who either indicated the question was “not applicable” or left the question blank. The responses of not applicable were not used in the computation of the percentage or mean responses to the questions. The questions that prompted the largest proportion of respondents to indicate that either it was not applicable, or simply left the response blank, were those that had to do with the court’s web-site (question 14), for which 42 percent of the respondents indicated it was not applicable or left it blank, and that had to do with forms (questions 12 and 13), for which 18 percent of respondents indicated it was not applicable or left it blank.

As can be seen in Table 2, across each of the individual questions the majority of respondents who had an opinion agreed or strongly agreed with each statement, ranging from 56.9 percent agreeing or strongly agreeing with the statement “Based on my experience in court today, I have more trust in the court” (question 17) to 85 percent or more agreeing or strongly agreeing with the statements “I was treated with courtesy and respect by the court security staff,” (question 5), “I was easily able to physically access the courthouse,” (question 9), and “The courthouse was easy to find” (question 10). The statement that elicited the most disagreement was question 4, “Judges don’t let their personal feelings about the issues or the people involved affect how they rule,” where 17.2 percent of the respondents disagreed with that statement; still, the majority—63.3 percent--of the respondents with an opinion, agreed with the statement posed in question 4.

Table 2: Statewide Responses to Statements 1 through 19

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Average (1 to 5 scale)	Percent Agree + Strongly Agree	Percent Not Applicable/missing
1. Judges make sure peoples' rights are protected.	5.4%	4.8%	11.4%	36.0%	42.3%	4.1	78.3%	2.5% / 2.5%
2. Judges follow the law.	4.5%	4.8%	12.2%	36.9%	41.6%	4.1	78.3%	2.5% / 2.5%
3. Judges try to reach the correct result in the cases they hear.	4.7%	5.1%	12.5%	37.7%	40.0%	4.0	77.7%	2.6% / 3.3%
4. Judges don't let	6.7%	10.5%	19.3%	31.0%	32.3%	3.7	63.3%	3.0% / 3.4%

their personal feelings about the issues or the people involved affect how they rule.								
5. I was treated with courtesy and respect by the court security staff.	4.6%	3.6%	6.8%	29.4%	55.6%	4.3	85.0%	2.1% / 2.7%
6. I was treated with courtesy and respect by the court staff. (Excluding judges and security staff.)	4.3%	3.9%	7.4%	30.4%	54.0%	4.3	84.4%	3.0% / 3.1%
7. I was treated the same as everyone else.	4.6%	4.6%	10.2%	32.2%	48.4%	4.2	80.6%	2.5% / 3.2%
8. Courts are open at convenient times.	4.6%	5.5%	12.3%	36.6%	40.9%	4.0	77.5%	2.1% / 3.0%
9. I was easily able to physically access the courthouse.	3.9%	3.3%	6.9%	33.5%	52.5%	4.3	86.0%	1.5% / 2.9%
10. The courthouse was easy to find.	3.3%	2.9%	5.5%	33.3%	55.0%	4.3	88.3%	1.3% / 2.7%
11. I was able to get my court business done in a reasonable amount of time.	6.9%	8.1%	13.1%	33.1%	38.8%	3.9	71.9%	6.0% / 3.3%
12. The forms I needed were available.	4.3%	4.8%	15.0%	34.0%	41.9%	4.1	75.9%	14.4% / 3.4%
13. The forms I needed were easy to understand.	4.5%	5.6%	15.3%	34.4%	40.2%	4.0	74.6%	15.4% / 3.9%
14. The court's website was useful. (If website not used,	6.7%	7.8%	21.1%	29.9%	34.5%	3.8	64.4%	37.9% / 4.1%

please mark N/A.)								
15. Before today, my opinion of the court system was positive.	6.3%	7.6%	19.6%	31.7%	34.7%	3.8	66.4%	5.2% / 4.3%
16. After today, my opinion of the court system is positive.	6.7%	6.5%	18.0%	32.5%	36.4%	3.9	68.9%	4.6% / 3.8%
17. Based on my experience in court today, I have more trust in the courts.	7.8%	7.5%	27.8%	26.8%	30.1%	3.6	56.9%	8.0% / 4.1%
18. I trust the courts to reach a fair result for everyone involved.	7.5%	8.6%	17.4%	34.3%	32.2%	3.8	66.5%	2.3% / 3.7%
19. I trust the courts to protect everyone's rights.	7.2%	8.0%	14.4%	34.5%	35.9%	3.8	70.4%	1.9% / 3.7%

Analyses were also performed to gauge the degree to which responses to questions 1 through 19 were consistent with one another across respondents. In other words, did those who strongly agree with question 1 also strongly agree with the other questions, and did those who disagreed with one question also tend to disagree with other questions. To measure this consistency, a measure of the strength of the correlation across responses to each of the questions was computed, and is summarized in Appendix III. Correlation coefficients can range from 0, indicating no correlation, to 1, indicating a perfect correlation. Generally speaking, the correlations between the responses to statements 1 through 19 were moderate (.367 to .491) to strong (.606 to .786).

Development of Composite Measures of Trust in the Courts and the Instrumental Quality of the Courts

In order to summarize the responses to the question more effectively, analyses were also performed to determine the degree to which individual questions could be combined to produce a composite measure of similar concepts raised in the different statements. Using a technique called factor analysis, and existing research literature regarding public perceptions of the justice

system, responses to questions 1, 2, 3, 4, 17, 18, and 19 emerged as related to perceptions that conceptually can be interpreted as “trust in the courts.”

1. Judges make sure peoples' rights are protected.
2. Judges follow the law.
3. Judges try to reach the correct result in the cases they hear.
4. Judges don't let their personal feelings about the issues or the people involved affect how they rule.
17. Based on my experience in court today, I have more trust in the courts.
18. I trust the courts to reach a fair result for everyone involved.
19. I trust the courts to protect everyone's rights.

As described and presented in Table 2, above, the aggregate responses to each of these individual questions indicated relatively high levels of agreement and trust. When the responses to these seven questions were combined, and divided by seven, to form a single measure of “trust in the courts,” the average score (on a scale from 1 to 5) was 3.9, and 57 percent of respondents had a combined response to these collective questions regarding trust as agree or strongly agree.

Similarly, factor analysis revealed that the responses to question 5, 6, 8, 9, 10, 11, 12, and 13 were related to each other, and when combined and grouped together into a single measure can be conceptually viewed and interpreted as a composite measure of the “instrumental quality of the courts.”

5. I was treated with courtesy and respect by the court security staff.
6. I was treated with courtesy and respect by the court staff. (Excluding judges and security staff.)
8. Courts are open at convenient times.
9. I was easily able to physically access the courthouse.
10. The courthouse was easy to find.
11. I was able to get my court business done in a reasonable amount of time.
12. The forms I needed were available.
13. The forms I needed were easy to understand.

When these 8 questions were combined, and divided by 8, to form a single measure of the “instrumental quality of the courts,” the average (on a scale from 1 to 5) was 4.1, and 70.3 percent of respondents had a combined response to these collective statements regarding the instrumental quality of the courts as agree or strongly agree.

Relationship of Perceptions of Trust, Instrumental Quality, and Opinion of the Court System to Respondent Characteristics

Analyses were also performed to determine the degree to which the composite measures of “trust in the courts” and the “instrumental quality of the courts,” and agreement to statement 16 (“After today, my opinion of the court system is positive”)⁷ were related to various characteristics of the survey respondents, including the respondents’ demographic (age, race, and gender) and socio-economic (education level and income level) characteristics, the respondents’ purpose for being in the courthouse that day (the type of case and the specific purpose), their frequency of being in the courthouse, and the type of jurisdiction where they live (rural, suburban, or urban). Summarized in Appendix IV are the results of the three separate multivariate analyses that sought to gauge the degree to which these three separate measures (composite trust in the courts, composite instrumental quality of the courts, and “After today, my opinion of the court system is positive”) were related to each of these characteristics, after statistically controlling for the influence of the other respondent characteristics. Below is a summary of the findings from these analyses, and more detailed statistical tables resulting from the analyses are included in Appendices IV and V.

Race: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), whites and Hispanics held more favorable views regarding trust in the courts, the instrumental quality of the courts, and opinions of the court system than did blacks or other/mixed races. Thus, across all three measures, consistent patterns were found. However, it should also be pointed out that while the difference in perceptions between whites and blacks was statistically significant, the magnitude of the difference on the trust scale (which could range from 1 to 5) was not that large. For the entire sample, the average score on the trust in the courts scale was 3.9; for blacks the average was 3.6 and for whites the average was 4.0, or a difference of 0.4 points. Similarly, the average score on the instrumental quality scale for the total sample was 4.2 (again, on a scale from 1 to 5), while specifically among black respondents the average response was 3.9 and for whites it was 4.3. On the other hand, when asked to respond to the statement “After today, my opinion of the court system is positive,” 56.3 percent of blacks responded with a combined agree or strongly agree, compared to 75.1 percent of whites, a much larger difference than with the other two measures.

⁷ For the multivariate analyses, the response to statement 16 was recoded into a dichotomous variable, where agree and strongly agree were grouped together and the other responses were combined into a second category.

Age: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), the relationship between age and evaluations of the court shows some evidence of non-linearity. Young respondents (those 18 years old and younger) reported higher levels of trust in the courts than middle-aged respondents (36 to 50 years of age), but those in the next age group (19-35) reported lower levels of trust in the courts than middle-aged respondents. Similarly, respondents who were 18 years old or younger were more likely to hold a positive opinion of the court system than were respondents who were 36 to 50 years of age.

Education Level: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), higher educated individuals evaluated the instrumental quality of the courts more favorably than those with lower levels of education. In terms of trust in the courts, college graduates reported higher levels of trust in the courts than high school graduates. However, there was little evidence of other substantively meaningful education-related differences in trust in the courts, and education levels were also not related to the respondents' opinion of the court system. Thus, there were not consistent patterns found across the analyses of the three different measures.

Gender: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), male and female respondents had similar views regarding their trust in the courts, the instrumental quality of the courts, and their opinions of the court system. Thus, across all three measures, consistent patterns were found.

Frequency in the Courthouse: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), individuals who indicated it was their first time in the courthouse evaluated the court particularly favorably across all three measures—trust in the courts, the instrumental quality of the courts, and their opinions of the court system. The least favorable evaluations (again, across all three measures) were reported by those who said they came to the courthouse 3-6 times a year. Those who reported having been in a courtroom that day did not evaluate the courts differently in terms of trust in the courts or the instrumental quality of the courts, however, those who had been in a courtroom were more likely to report a positive view of the court system than were those who were not actually in a courtroom that day.

Income Level: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), higher income individuals reported higher levels of trust in the courts, had more favorable assessments of the instrumental quality of the courts, and report a positive view of the court system. Across all three measures, those who reported an income of more than \$100,000 per year had more positive views than those reporting annual incomes of less than \$25,000 per year.

Urban, Suburban or Rural Characteristics of Where Respondent Lived: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), the analyses also indicate that individuals living in rural areas reported more favorable evaluations of the court across all three measures (trust, instrumental quality, and positive view of the court system).

What did you do at the courthouse today? After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), there were only a couple statistically significant relationships that emerged between the purpose for being in the courthouse and the three measures of trust, instrumental quality, and positive view of the court system. First, lawyers representing clients rated the instrumental quality of the court more favorably than those who were not there for that purpose, and lawyers were also more likely to hold a positive view of the court system than the other respondents. Second, those in the courthouse for jury duty, or as a party to a case, were less likely to hold a positive view of the court system than those there for other purposes, and those in the courthouse for jury duty reported somewhat lower levels of trust in the court.

Case Type: After statistically controlling for all of the other respondent characteristics (i.e., all other characteristics being equal), there were only a few relationships between the type of case the respondent was involved in and the measures of trust, instrumental quality, and positive view of the court system. First, those who were involved with divorce or custody issues reported lower levels of trust in the court than all other respondents. Second, respondents who were involved in a criminal case were significantly less likely to have a positive view of the court system than all other respondents, but being in the courthouse for a criminal case was not related to the measures of trust or instrumental quality. In fact, none of the case types were statistically related to the instrumental quality of the courts measure.

Influence of Circuit-Level Court Characteristics to Perceptions of Trust, Instrumental Quality, and Opinion of the Court System

In addition to the individual characteristics of respondents influencing their reported trust in the courts, evaluation of the court's instrumental performance, and positive attitude toward the court system, analyses were also performed to assess the degree to which circuit court-level characteristics may influence these perceptions. Since respondents from the same circuit may have similar experiences with court functions – resource constraints, difficulties accessing court, staff interactions – it is possible that respondents from the same circuit have similar assessments regarding the three measures of trust, instrumental quality, and positive view of the court system. Using hierarchical multivariate regression models, three additional variables about each of the judicial circuits were added to the previous analyses, including the number of judges in the circuit, the number of new case filings per judge, and the number of new case filings per capita,

all based on data from the AOIC 2013 Annual Statistical Report, and more detailed statistical tables resulting from the analyses are included in Appendix VI. Prior research has shown that court contextual variables, such as caseloads, resources, and size, can affect case processing and outcomes; these may, in turn, affect respondents' perceptions of the court.

Appendix VI presents the results of the hierarchical multivariate regression models for the measures of trust in the courts, evaluation of the court's instrumental performance, and positive attitude toward the court system. These analyses examine how much of the variation in respondents' perceptions are explained by the circuit-level characteristics where the courthouse resides. These analyses excluded lawyers entering the courthouse to represent a client and individuals entering the courthouse for jury duty; the purpose was to examine lay-peoples' perceptions of the court and to assess those perceptions unrelated to jury duty. Overall, the results of these analyses indicated that none of the circuit-level factors were significantly related to respondents' trust in the courts, instrumental quality of the courts, or positive attitudes towards the court system. Further, a small portion of the variation in respondents' reported trust and assessment of the instrumental quality of the courts can be explained by the circuit in which they reside – roughly 3 to 4 percent of the variation in levels of trust and instrumental quality are explained by the circuit where the courthouse was located. Thus, respondents' levels of trust in the courts, evaluations of instrumental performance of the courts, and positive attitude toward the court system is explained almost entirely by individual characteristics of respondents or their cases, and are unrelated to the circuit in which the court resides. Overall, there was very little variation in levels of trust in the courts, evaluations of instrumental performance of the courts, and positive attitude toward the court system once the characteristics of the respondents were taken into consideration.

Results: Experience in Court Today

Similar to the summary of questions 1 through 19, to summarize the responses to each of questions 20 through 31, Table 3 includes the distribution of responses across the categories of Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, or Strongly Agree. In addition to the percentage of respondents responding with one of these categories, Table 3 also includes the average response (on a scale from 1 to 5), the percentage of respondents in the combined category of "Agree + Strongly Agree" and the percentage of the respondents who either indicated not applicable or left the question blank. The responses of not applicable were not used in the computation of the percentage or mean responses to the questions. Importantly, responses to statements 20 through 31 were specifically sought for those who were in a courtroom the day the survey was completed. Thus, a much larger proportion of the responses to these statements were indicated as being not applicable or left blank since not all of those who completed the survey were actually in a courtroom (i.e., they may have been there to file paperwork, meet with their probation officer, etc). As described in the introduction, out of the more than 12,300

completed surveys, roughly 6,900 to 8,200 respondents answered questions 20 through 31 (those respondents that completed the questions regarding their experiences in the courtroom did not necessarily answer every one of questions 20 through 31).

As can be seen in Table 3, across each of the individual questions the majority of respondents who had an opinion agreed or strongly agreed with each statement, ranging from 71.1 percent agreeing or strongly agreeing with the statement “At the beginning of court today, the judge explained what to expect in the courtroom” (question 21) to 82 percent or more agreeing or strongly agreeing with the statements “I was treated with courtesy and respect by the judge,” (question 27) and “I was able to understand the language used in the courtroom” (questions 30). The question that elicited the most disagreement was question 20, “Court started on time today,” where 18.9 percent of the respondents disagreed with that statement. Still, the majority – 71.9 percent – of the respondents with an opinion, agreed with the statement posed in question 20.

Table 3: Statewide Responses to Statements 20 through 31

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Average (1 to 5 scale)	Percent Agree + Strongly Agree	Percent Not Applicable/missing
20. Court started on time today.	7.9%	11.0%	9.3%	33.1%	38.8%	3.8	71.9%	6.0% / 27.4%
21. At the beginning of court today, the judge explained what to expect in the courtroom.	6.5%	9.3%	13.1%	31.9%	39.2%	3.9	71.1%	9.0% / 28.5%
22. The judge listened to my side of the story before he or she made a decision.	6.8%	5.9%	14.5%	31.6%	41.2%	4.0	72.8%	15.1% / 29.5%
23. The judge had the information necessary to make decisions about my case.	5.1%	5.8%	13.1%	33.7%	42.3%	4.0	76.0%	12.1% / 29.4%
24. At the end of my case, the judge explained what happened in court	6.1%	7.2%	15.1%	32.0%	39.6%	3.9	71.6%	13.4% / 29.9%

today.								
25. I understood the judge's explanation of what happened in court today.	5.3%	5.5%	12.2%	33.7%	43.2%	4.0	76.9%	11.6% / 30.1%
26. As I leave court, I know what to do next about my case.	4.9%	4.7%	10.6%	34.1%	45.7%	4.1	79.8%	11.2% / 30.0%
27. I was treated with courtesy and respect by the judge.	5.4%	3.4%	8.7%	30.6%	52.0%	4.2	82.6%	7.8% / 29.7%
28. The way my case was handled today was fair.	6.2%	5.0%	12.3%	30.5%	46.0%	4.1	76.5%	10.1% / 30.1%
29. I'm satisfied with the outcome of my case today.	8.0%	6.2%	14.7%	27.2%	43.9%	3.9	71.1%	11.2% / 30.0%
30. I was able to understand the language used in the courtroom.	4.2%	4.1%	8.1%	32.1%	51.5%	4.2	83.6%	7.4% / 30.0%
31. My case was decided promptly today.	7.2%	6.2%	13.1%	28.6%	44.9%	4.0	73.5%	12.1% / 30.0%

Analyses were also performed to gauge the degree to which responses to questions 20 through 31 were consistent with one another across respondents. In other words, did those who strongly agreed with question 20 also strongly agree with the other questions, and did those who disagreed with one question also tend to disagree with other questions. To measure this consistency, a measure of the strength of the correlation across responses to each of the questions was computed, and is summarized in Appendix III. Correlation coefficients can range from 0, indicating no correlation, to 1, indicating a perfect correlation. Generally speaking, the correlations between the responses to statements 20 through 31 were moderate (.49) to strong (.80).

Conclusions

This first-ever attempt to gauge the attitudes and views of Illinois' court users produced a number of findings that can be seen as encouraging by Illinois court practitioners and policy makers, and also provides some insight into possible areas for improvement. First, the data

collection process involved the coordination and effort of many people from across Illinois' 102 counties, and 24 judicial circuits, and resulted in the collection of a large number of completed surveys over a relatively brief period of time. Second, the general patterns and results evident in the collected data is that those who use Illinois' courts have a very positive view of the courts, as evidenced by responses to the individual statements as well as from the developed composite measures of perceptions of trust in the courts and the instrumental quality of the courts.

Appendix I: Survey Instrument in English, Spanish and Polish

Illinois Circuit Courts

COURTS QUESTIONNAIRE

On behalf of the judges and staff of the Illinois Circuit Courts, THANK YOU for participating in this survey. Your completion of this survey will help us to improve court services and your answers will remain anonymous.

Instructions: Using the scale below, please tell us how much you agree or disagree with the following statements by circling the appropriate number.

I. GENERAL PERCEPTION OF THE COURTS		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A (not applicable)
1)	Judges make sure peoples' rights are protected.	1	2	3	4	5	n/a
2)	Judges follow the law.	1	2	3	4	5	n/a
3)	Judges try to reach the correct result in the cases they hear.	1	2	3	4	5	n/a
4)	Judges don't let their personal feelings about the issues or the people involved affect how they rule.	1	2	3	4	5	n/a
5)	I was treated with courtesy and respect by the court security staff.	1	2	3	4	5	n/a
6)	I was treated with courtesy and respect by the court staff. <i>(Excluding judges and security staff.)</i>	1	2	3	4	5	n/a
7)	I was treated the same as everyone else.	1	2	3	4	5	n/a
8)	Courts are open at convenient times.	1	2	3	4	5	n/a
9)	I was easily able to physically access the courthouse.	1	2	3	4	5	n/a
10)	The courthouse was easy to find.	1	2	3	4	5	n/a
11)	I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	n/a
12)	The forms I needed were available.	1	2	3	4	5	n/a
13)	The forms I needed were easy to understand.	1	2	3	4	5	n/a
14)	The court's website was useful. <i>(If website not used, please mark N/A.)</i>	1	2	3	4	5	n/a
15)	Before today, my opinion of the court system was positive.	1	2	3	4	5	n/a
16)	After today, my opinion of the court system is positive.	1	2	3	4	5	n/a
17)	Based on my experience in court today, I have more trust in the courts.	1	2	3	4	5	n/a
18)	I trust the courts to reach a fair result for everyone involved.	1	2	3	4	5	n/a
19)	I trust the courts to protect everyone's rights.	1	2	3	4	5	n/a

(If you were not in a courtroom today, please skip Section II and proceed to Section III)

II. EXPERIENCE IN COURT TODAY		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A (not applicable)
20)	Court started on time today.	1	2	3	4	5	n/a
21)	At the beginning of court today, the judge explained what to expect in the courtroom.	1	2	3	4	5	n/a
22)	The judge listened to my side of the story before he or she made a decision.	1	2	3	4	5	n/a
23)	The judge had the information necessary to make decisions about my case.	1	2	3	4	5	n/a
24)	At the end of my case, the judge explained what happened in court today.	1	2	3	4	5	n/a
25)	I understood the judge's explanation of what happened in court today.	1	2	3	4	5	n/a
26)	As I leave court, I know what to do next about my case.	1	2	3	4	5	n/a
27)	I was treated with courtesy and respect by the judge.	1	2	3	4	5	n/a
28)	The way my case was handled today was fair.	1	2	3	4	5	n/a
29)	I'm satisfied with the outcome of my case today.	1	2	3	4	5	n/a
30)	I was able to understand the language used in the courtroom.	1	2	3	4	5	n/a
31)	My case was decided promptly today.	1	2	3	4	5	n/a

(Over)

III. BACKGROUND INFORMATION

- | | | | |
|--|--|--|--|
| <p>1. What did you do at the courthouse today? (Check all that apply.)</p> <p><input type="checkbox"/> Search records/obtain documents</p> <p><input type="checkbox"/> File papers</p> <p><input type="checkbox"/> Make a payment</p> <p><input type="checkbox"/> Get information</p> <p><input type="checkbox"/> Appear as a witness</p> <p><input type="checkbox"/> Lawyer representing a client</p> <p><input type="checkbox"/> Jury duty</p> <p><input type="checkbox"/> Attend a hearing or trial</p> <p><input type="checkbox"/> Party to a case</p> <p><input type="checkbox"/> Probation appointment</p> <p><input type="checkbox"/> Other: _____</p> | <p>2. What type of case brought you to the courthouse today?</p> <p><input type="checkbox"/> Civil Matter</p> <p><input type="checkbox"/> Criminal</p> <p><input type="checkbox"/> Divorce, Child Custody, or Support</p> <p><input type="checkbox"/> Domestic Violence</p> <p><input type="checkbox"/> Juvenile Matter</p> <p><input type="checkbox"/> Landlord/Tenant</p> <p><input type="checkbox"/> Probate</p> <p><input type="checkbox"/> Small Claims</p> <p><input type="checkbox"/> Traffic</p> <p><input type="checkbox"/> Other: _____</p> | <p>3. How do you get most of your information about how the courts work? (Check all that apply.)</p> <p><input type="checkbox"/> TV News</p> <p><input type="checkbox"/> Movies/TV Shows</p> <p><input type="checkbox"/> Newspapers</p> <p><input type="checkbox"/> Internet</p> <p><input type="checkbox"/> Radio</p> <p><input type="checkbox"/> Personal Experience</p> <p><input type="checkbox"/> Family or friends</p> <p><input type="checkbox"/> Other: _____</p> | <p>4. How do you identify yourself? (Check all that apply.)</p> <p><input type="checkbox"/> American Indian or Alaska Native</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Black or African American</p> <p><input type="checkbox"/> Hispanic or Latino</p> <p><input type="checkbox"/> Native Hawaiian or Other Pacific Islander</p> <p><input type="checkbox"/> White or Caucasian</p> <p><input type="checkbox"/> Multiracial</p> <p><input type="checkbox"/> Other: _____</p> |
| <p>5. Which age category do you fit into?</p> <p><input type="checkbox"/> 18 or younger</p> <p><input type="checkbox"/> 19 – 35</p> <p><input type="checkbox"/> 36 – 50</p> <p><input type="checkbox"/> 51 – 65</p> <p><input type="checkbox"/> over 65</p> | <p>6. What is your highest level of education?</p> <p><input type="checkbox"/> No High School Diploma</p> <p><input type="checkbox"/> High School Graduate/GED</p> <p><input type="checkbox"/> Some College</p> <p><input type="checkbox"/> 2 Year College Degree</p> <p><input type="checkbox"/> 4 Year College Degree</p> <p><input type="checkbox"/> Professional/Advanced Degree</p> | <p>7. What is your gender?</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p> | <p>8. How many times in the last 12 months were you in this courthouse? (Choose the closest estimate.)</p> <p><input type="checkbox"/> This is my first time</p> <p><input type="checkbox"/> Rarely (1-2 times)</p> <p><input type="checkbox"/> Infrequently (3-6 times)</p> <p><input type="checkbox"/> Frequently (at least once per month)</p> <p><input type="checkbox"/> Regularly (at least once per week)</p> |
| <p>9. Are you represented by an attorney in your case?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Not Applicable</p> | <p>10. What is your annual household income?</p> <p><input type="checkbox"/> Less than \$25,000</p> <p><input type="checkbox"/> \$25,000 - \$100,000</p> <p><input type="checkbox"/> More than \$100,000</p> | <p>11. Do you live in an urban, suburban or rural area?</p> <p><input type="checkbox"/> Urban</p> <p><input type="checkbox"/> Suburban</p> <p><input type="checkbox"/> Rural</p> | |

IV. Please share with us any additional comments or observations regarding your court experience (e.g., what suggestions do you have on how your court experience can be improved?)

Thank you!

Your input is greatly appreciated and will be used to serve you better.

(To be completed by Circuit Court survey staff prior to administering survey.)

Date: _____

Court Facility Name: _____

Court Facility Address: _____

Illinois Circuit Courts

CUESTIONARIO DE LA CORTE

En nombre de los jueces y el personal de las cortes de circuito de Illinois, le agradecemos su participación en esta encuesta. Sus respuestas nos ayudarán a mejorar los servicios de la corte, y permanecerán anónimas.

Instrucciones: Usando la escala a continuación, díganos qué tan de acuerdo o en desacuerdo está con las siguientes declaraciones, marcando el número correspondiente con un círculo.

I. PERCEPCIÓN GENERAL DE LAS CORTES	Muy en desacuerdo	En desacuerdo	No estoy en desacuerdo ni de acuerdo	De acuerdo	Muy de acuerdo	N/C (no corresponde)
1) Los jueces se aseguran de proteger los derechos de la gente.	1	2	3	4	5	N/C
2) Los jueces cumplen con la ley.	1	2	3	4	5	N/C
3) Los jueces tratan de llegar al resultado correcto en los casos que escuchan.	1	2	3	4	5	N/C
4) Los jueces no dejan que sus sentimientos personales sobre los asuntos ni las personas involucradas en el caso afecten su decisión.	1	2	3	4	5	N/C
5) El personal de seguridad de la corte me trató con cortesía y respeto.	1	2	3	4	5	N/C
6) El personal de la corte me trató con cortesía y respeto. <i>(No incluir a los jueces ni el personal de seguridad.)</i>	1	2	3	4	5	N/C
7) Me trataron igual que todos los demás.	1	2	3	4	5	N/C
8) Las cortes están abiertas en un horario cómodo.	1	2	3	4	5	N/C
9) Pude entrar al edificio de la corte fácilmente.	1	2	3	4	5	N/C
10) Pude encontrar la corte fácilmente.	1	2	3	4	5	N/C
11) Pude hacer lo que tenía que hacer en la corte en un tiempo razonable.	1	2	3	4	5	N/C
12) Los formularios que necesitaba estaban disponibles.	1	2	3	4	5	N/C
13) Los formularios que necesitaba eran fáciles de comprender.	1	2	3	4	5	N/C
14) El sitio web de la corte fue útil. <i>(Si no usó el sitio web, marque N/C.)</i>	1	2	3	4	5	N/C
15) Antes de hoy, tenía una opinión positiva del sistema de las cortes.	1	2	3	4	5	N/C
16) Después de hoy, mi opinión del sistema de las cortes es positiva.	1	2	3	4	5	N/C
17) Debido a mi experiencia de hoy en la corte, tengo más confianza en las cortes.	1	2	3	4	5	N/C
18) Confío en que las cortes llegarán a un resultado justo para todos los involucrados.	1	2	3	4	5	N/C
19) Confío en que las cortes protegerán los derechos de todos.	1	2	3	4	5	N/C

(Si no estuvo en la corte hoy, no responda a la sección II y pase a la sección III)

II. EXPERIENCIA DE HOY EN LA CORTE	Muy en desacuerdo	En desacuerdo	No estoy en desacuerdo ni de acuerdo	De acuerdo	Muy de acuerdo	N/C (no corresponde)
20) Hoy, las actividades de la corte empezaron a tiempo.	1	2	3	4	5	N/C
21) Al comienzo de las actividades de hoy en la corte, el juez explicó lo que iba a pasar.	1	2	3	4	5	N/C
22) El juez escuchó mi lado de los hechos antes de tomar una decisión.	1	2	3	4	5	N/C
23) El juez tenía la información necesaria para tomar decisiones sobre mi caso.	1	2	3	4	5	N/C
24) Al final de mi caso, el juez explicó lo que ocurrió hoy en la corte.	1	2	3	4	5	N/C
25) Comprendí la explicación del juez sobre lo que ocurrió hoy en la corte.	1	2	3	4	5	N/C
26) Al salir de la corte sé cual es el siguiente paso que debo tomar sobre mi caso.	1	2	3	4	5	N/C
27) El juez me trató con cortesía y respeto.	1	2	3	4	5	N/C
28) Mi caso fue manejado hoy en forma imparcial.	1	2	3	4	5	N/C
29) Estoy satisfecho con el resultado de mi caso hoy.	1	2	3	4	5	N/C
30) Pude comprender el lenguaje utilizado en la corte.	1	2	3	4	5	N/C
31) Decidieron mi caso hoy oportunamente.	1	2	3	4	5	N/C

(Al dorso)

III. INFORMACIÓN DE FONDO

- | | | | |
|---|---|--|---|
| <p>1. ¿Qué hizo hoy en la corte? (Marque todas las que correspondan.)</p> <p><input type="checkbox"/> Búsqueda de registros/
Obtener documentos</p> <p><input type="checkbox"/> Presentar documentos</p> <p><input type="checkbox"/> Hacer un pago</p> <p><input type="checkbox"/> Obtener información</p> <p><input type="checkbox"/> Comparecer como testigo</p> <p><input type="checkbox"/> Soy abogado/a que representa a un cliente</p> <p><input type="checkbox"/> Servicio de jurado</p> <p><input type="checkbox"/> Asistir a una audiencia o juicio</p> <p><input type="checkbox"/> Soy una parte del caso</p> <p><input type="checkbox"/> Cita de condena condicional (<i>probation</i>)</p> <p><input type="checkbox"/> Otro: _____</p> | <p>2. ¿Por qué tipo de caso vino hoy a la corte?</p> <p><input type="checkbox"/> Caso civil</p> <p><input type="checkbox"/> Caso penal</p> <p><input type="checkbox"/> Divorcio, custodia de los hijos o
manutención</p> <p><input type="checkbox"/> Violencia en el hogar</p> <p><input type="checkbox"/> Caso de menores</p> <p><input type="checkbox"/> Propietario/Inquilino</p> <p><input type="checkbox"/> Caso testamentario</p> <p><input type="checkbox"/> Reclamos menores</p> <p><input type="checkbox"/> Tráfico</p> <p><input type="checkbox"/> Otro: _____</p> | <p>3. ¿Cómo obtiene la mayor parte de su información sobre cómo funcionan las cortes? (Marque todas las que correspondan.)</p> <p><input type="checkbox"/> Noticias de TV</p> <p><input type="checkbox"/> Películas/Programa de TV</p> <p><input type="checkbox"/> Periódicos</p> <p><input type="checkbox"/> Internet</p> <p><input type="checkbox"/> Radio</p> <p><input type="checkbox"/> Experiencia personal</p> <p><input type="checkbox"/> Familiares o amigos</p> <p><input type="checkbox"/> Otro: _____</p> | <p>4. ¿Cómo se identifica a sí mismo? (Marque todas las que correspondan.)</p> <p><input type="checkbox"/> Indígena norteamericano o nativo de Alaska</p> <p><input type="checkbox"/> Asiático</p> <p><input type="checkbox"/> Negro o afroamericano</p> <p><input type="checkbox"/> Hispano o Latino</p> <p><input type="checkbox"/> Hawaiano nativo/Otro isleño del Pacífico</p> <p><input type="checkbox"/> Blanco o caucásico</p> <p><input type="checkbox"/> Multirracial</p> <p><input type="checkbox"/> Otro: _____</p> |
| <p>5. ¿En qué categoría de edad se encuentra?</p> <p><input type="checkbox"/> 18 años de edad o menor</p> <p><input type="checkbox"/> 19 a 35</p> <p><input type="checkbox"/> 36 a 50</p> <p><input type="checkbox"/> 51 a 65</p> <p><input type="checkbox"/> más de 65 años de edad</p> | <p>6. ¿Cuál es su nivel de educación más alto?</p> <p><input type="checkbox"/> Menos que un diploma de la escuela preparatoria</p> <p><input type="checkbox"/> Graduado de la escuela secundaria/
GED</p> <p><input type="checkbox"/> Algunos estudios universitarios</p> <p><input type="checkbox"/> Título universitario de 2 años</p> <p><input type="checkbox"/> Título universitario de 4 años</p> <p><input type="checkbox"/> Profesional/Título avanzado</p> | <p>7. ¿De qué sexo es?</p> <p><input type="checkbox"/> Masculino</p> <p><input type="checkbox"/> Femenino</p> | <p>8. ¿Cuántas veces estuvo en esta corte en los últimos 12 meses? (Marque la respuesta más aproximada.)</p> <p><input type="checkbox"/> Esta es mi primera vez</p> <p><input type="checkbox"/> Raramente (1 a 2 veces)</p> <p><input type="checkbox"/> Con poca frecuencia (3 a 6 veces)</p> <p><input type="checkbox"/> Frecuentemente (por lo menos una vez por mes)</p> <p><input type="checkbox"/> Con regularidad (por lo menos una vez por semana)</p> |
| <p>9. ¿Está representado por un abogado en su caso?</p> <p><input type="checkbox"/> Sí</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> No corresponde</p> | <p>10. ¿Cuál es el ingreso anual de su unidad familiar?</p> <p><input type="checkbox"/> Menos de \$25,000</p> <p><input type="checkbox"/> \$25,000 a \$100,000</p> <p><input type="checkbox"/> Más de \$100,000</p> | <p>11. ¿Vive en un área urbana, suburbana o rural?</p> <p><input type="checkbox"/> Urbana</p> <p><input type="checkbox"/> Suburbana</p> <p><input type="checkbox"/> Rural</p> | |

IV. Ponga cualquier comentario u observación adicional sobre su experiencia en la corte (por ejemplo, ¿qué sugerencias tiene para mejorar su experiencia en la corte?)

¡Muchas gracias!

Apreciamos su opinión y la usaremos para mejorar nuestro servicio.

(A ser completado por el personal de la encuesta de la corte de circuito antes de administrarla.)

Date: _____

Court Facility Name: _____

Court Facility Address: _____

Illinois Circuit Courts

KWESTIONARIUSZ DOTYCZĄCY SĄDÓW

W imieniu sędziów i personelu Sądów Okręgowych Stanu Illinois, DZIĘKUJEMY za wzięcie udziału w niniejszej ankiecie. Wypełnienie tej ankiety pomoże nam usprawnić usługi sądowe, podczas gdy odpowiedzi pozostaną anonimowe.

Instrukcje: Posługując się niżej podaną skalą, proszę wskazać w jakim stopniu zgadza lub nie zgadza się Pani/Pan z poniższymi stwierdzeniami przez zakreślenie odpowiedniej cyfry.

I. OGÓLNA OCENA SĄDÓW		Zdecydowanie się nie zgadzam	Nie zgadzam się	Nie mam zdania	Zgadzam się	Zdecydowanie zgadzam się	N/D (nie dotyczy)
1)	Sędziowie zapewniają ochronę praw człowieka.	1	2	3	4	5	n/d
2)	Sędziowie przestrzegają prawa.	1	2	3	4	5	n/d
3)	Sędziowie starają się uzyskać prawidłowe wyniki w rozpatrywanej przez nich sprawie.	1	2	3	4	5	n/d
4)	Sędziowie nie dopuszczają do tego, żeby ich osobiste odczucia odnośnie kwestii lub osób związanych ze sprawą wpłynęły na ich decyzje.	1	2	3	4	5	n/d
5)	Personel ochrony sądu traktował mnie z uprzejmością i szacunkiem.	1	2	3	4	5	n/d
6)	Personel sądu traktował mnie z uprzejmością i szacunkiem. <i>(Wyluczając sędziów i personel ochrony).</i>	1	2	3	4	5	n/d
7)	Wszystkie osoby traktowane były w taki sam sposób.	1	2	3	4	5	n/d
8)	Sądy są otwarte w dogodnych godzinach.	1	2	3	4	5	n/d
9)	Fizyczny dostęp do budynku sądowego jest łatwy.	1	2	3	4	5	n/d
10)	Budynek sądowy można łatwo znaleźć.	1	2	3	4	5	n/d
11)	Załatwienie moich spraw w sądzie wymagało rozsądnej ilości czasu.	1	2	3	4	5	n/d
12)	Potrzebne mi formularze były dostępne.	1	2	3	4	5	n/d
13)	Potrzebne mi formularze były łatwo zrozumiałe.	1	2	3	4	5	n/d
14)	Strona internetowa sądu była użyteczna. <i>(Jeśli nie użyto strony internetowej, proszę zaznaczyć n/d).</i>	1	2	3	4	5	n/d
15)	Przed dniem dzisiejszym moja opinia o systemie sądowym była pozytywna.	1	2	3	4	5	n/d
16)	Po dniu dzisiejszym moja opinia o systemie sądowym jest pozytywna.	1	2	3	4	5	n/d
17)	Po moim dzisiejszym doświadczeniu w sądzie, mam większe zaufanie do sądów.	1	2	3	4	5	n/d
18)	Pokładam zaufanie w sądach, że uczciwie rozstrzygają sprawy w stosunku do każdej osoby związanej ze sprawą.	1	2	3	4	5	n/d
19)	Ufam, że sądy chronią prawa każdej osoby.	1	2	3	4	5	n/d

(Jeśli nie była/był Pani/Pan dzisiaj na sali sądowej, proszę pominąć część II i przejść do części III)

II. DZISIEJSZE DOŚWIADCZENIE W SĄDZIE		Zdecydowanie się nie zgadzam	Nie zgadzam się	Nie mam zdania	Zgadzam się	Zdecydowanie zgadzam się	N/D (nie dotyczy)
20)	Posiedzenie sądowe rozpoczęło się punktualnie.	1	2	3	4	5	n/d
21)	Na początku posiedzenia sądowego sędzia objaśnił czego należało oczekiwać w sądzie.	1	2	3	4	5	n/d
22)	Przed podjęciem decyzji sędzia wysłuchał mojego opisu sprawy.	1	2	3	4	5	n/d
23)	Sędzia miał informacje niezbędne do podjęcia decyzji w mojej sprawie.	1	2	3	4	5	n/d
24)	Pod koniec mojej sprawy sędzia objaśnił, co miało dzisiaj miejsce w sądzie.	1	2	3	4	5	n/d
25)	Zrozumiałam/em wyjaśnienia sędziego dotyczące tego, co zaszło dzisiaj w sądzie.	1	2	3	4	5	n/d
26)	Opuszczając sąd, wiem co należy obecnie zrobić w odniesieniu do mojej sprawy.	1	2	3	4	5	n/d
27)	Sędzia traktował mnie z uprzejmością i szacunkiem.	1	2	3	4	5	n/d
28)	Sposób potraktowania mojej sprawy dzisiaj był uczciwy.	1	2	3	4	5	n/d
29)	Jestem usatysfakcjonowana/y dzisiejszym wynikiem mojej sprawy.	1	2	3	4	5	n/d
30)	Byłam/em w stanie zrozumieć język użyty dzisiaj w sądzie.	1	2	3	4	5	n/d
31)	Decyzja w odniesieniu do mojej dzisiejszej sprawy została szybko podjęta.	1	2	3	4	5	n/d

(Przejdź do następnej strony)

III. INFORMACJE OGÓLNE

1. **Z jakiego powodu była/był Pani/Pan dzisiaj w sądzie? (Zaznaczyć wszystkie odnośne opcje).**
 Wyszukiwanie dokumentacji/uzyskanie dokumentów
 Złożenie papierów
 Uiszczenie opłaty
 Uzyskanie informacji
 Wystąpienie jako świadek
 Adwokat reprezentujący klienta
 Spełnienie obowiązku ławnika
 Udział w przesłuchaniu lub sprawie
 Jedna ze stron sprawy
 Spotkanie dotyczące nadzoru sądowego
 Inne: _____
2. **Jaki rodzaj sprawy był powodem Pani/Pana dzisiejszego pobytu w sądzie?**
 Sprawa cywilna
 Sprawa kryminalna
 Rozwód, prawna opieka nad dzieckiem, alimenty
 Przemoc w domu
 Sprawa dotycząca osoby nieletniej
 Właściciel domu/lokator
 Sprawa spadkowa
 Postępowanie w sprawie drobnych roszczeń
 Ruch drogowy
 Inne: _____
3. **Proszę podać źródło większości swoich informacji na temat pracy sądów. (Zaznaczyć wszystkie odnośne opcje).**
 Wiadomości telewizyjne
 Filmy/seriale telewizyjne
 Gazety
 Internet
 Radio
 Doświadczenie osobiste
 Rodzina lub znajomi
 Inne: _____
4. **W jaki sposób Pani/Pan siebie określa? (Zaznaczyć wszystkie odnośne opcje).**
 Indianka/Indianin
 Amerykańska/i lub rdzenna/y mieszkanka/mieszkaniec Alaski
 Azjatka/Azjata
 Czarna/y lub Amerykanka/Amerikanin pochodzenia afrykańskiego
 Latynoska/Latynos
 Rdzenna/y Hawajka/Hawajczyk lub pochodzenie z innych wysp Pacyfiku
 Biała/ y lub rasa kaukaska
 Pochodzenie wielorasowe
 Inne: _____
5. **Proszę podać zakres wieku.**
 18 lat lub poniżej
 19 – 35
 36 – 50
 51 – 65
 powyżej 65 lat
6. **Proszę podać poziom swojego wykształcenia.**
 Brak świadectwa maturalnego
 Świadectwo maturalne/świadectwo ukończenia wykształcenia średniego
 Pewne kursy wyższego wykształcenia
 Dyplom ukończenia 2-letniej szkoły wyższej
 Dyplom ukończenia 4-letniej szkoły wyższej
 Stopień wyższy/zawodowy
7. **Proszę podać swoją płeć.**
 Męska
 Żeńska
8. **Ile razy w okresie ostatnich 12 miesięcy była/był Pani/Pan w tym sądzie? (Proszę podać szacunkową liczbę).**
 Pierwszy raz
 Rzadko (1-2 razy)
 Nie często (3-6 razy)
 Często (co najmniej raz na miesiąc)
 Regularnie (co najmniej raz na tydzień)
9. **Czy w danej sprawie jest Pani/Pan reprezentowana/y przez adwokata?**
 Tak
 Nie
 Nie dotyczy
10. **Proszę podać roczny dochód gospodarstwa domowego.**
 Poniżej 25 000 USD
 25 000 - 100 000 USD
 Powyżej 100 000 USD
11. **Proszę podać rodzaj terenu zamieszkania.**
 Miejski
 Podmiejski
 Wiejski

IV. Proszę podzielić się z nami dodatkowymi uwagami lub obserwacjami na temat swojego doświadczenia w sądzie (np. jakie sugestie ma Pani/Pan odnośnie możliwości poprawy doświadczenia w sądzie).

Dziękujemy!

Pani/Pana odpowiedzi są dla nas cenne i zostaną wykorzystane do poprawy usług sądowych.

(Do wypełnienia przez personel ankietowy Sądu Okręgowego przed przeprowadzeniem ankiety).

Date: _____

Court Facility Name: _____

Court Facility Address: _____

Appendix II: Sample of Instructions Provided to Circuit Courts from the Administrative Office of the Illinois Courts Regarding Survey Completion

Thank you for your participation in the statewide court-user survey. The design of the survey is to ask court-users exiting the courthouse to complete a brief survey regarding their experience in court and their opinion of the court system. The individuals surveyed include but are not limited to litigants and their families and friends, victims and witnesses, attorneys (including assistant state's attorneys and public defenders), law enforcement officers, jurors, individuals doing record searches or having other business at the clerk's office and individuals conducting any other type of court business. Because the survey is designed to assess the views of the court's users, judges and court staff are excluded.

Number of Surveys to Complete

Each county in the State will be assigned a minimum number of surveys to complete. The counties in the _____ Judicial Circuit have been assigned the following minimum number of surveys to complete:

Survey Locations and Times

The court-user survey must be conducted in every courthouse in every Circuit within the period from April 13, 2015 to May 1, 2015. It is within the discretion of the Chief Judge and his/her designees as to what days within this time period the survey should be conducted in the Circuit. The days chosen need not be consecutive and need not be the same in every courthouse, as long as the days chosen are typical for each site, within the above date range and achieve collection of the assigned minimum number of completed surveys for each county in the Circuit. Once a schedule is finalized, be sure to notify need-to-know court staff (e.g. court security) of the day and times the survey will be administered.

Survey Administration and Supplies

Each Circuit is free to administer the survey in whatever way will achieve the collection of the assigned minimum number of completed surveys for each county in the Circuit. It is suggested that survey tables and chairs be placed around the exits to the courthouse and posters be placed conspicuously around the entrances to the facilities announcing the survey. Each Circuit will be provided with survey forms, survey deposit boxes, and posters. All other supplies will be the responsibility of the Circuit. Be sure to provide pens/pencils and hard surfaces for completing the survey (e.g. clipboards or tables.) You have also been provided with a sample press release should you choose to issue a press release in your Circuit.

Survey Staff and Training

The Chief Circuit Judge or Presiding Judge may designate a leader from court staff or the Circuit Clerk's Office to oversee the survey implementation in each courthouse. The Circuit may utilize court staff, clerk's office employees or volunteers to conduct the survey. Examples of such volunteers include college, graduate or law students, service club members (e.g. Kiwanis Club, Rotary Club, League of Women Voters, etc.), JusticeCorps members or retired court employees. If using court staff for implementation, criteria for staff selection might include friendliness, bilingual skills, and poise. The size of the team to hand out surveys and facilitate completion and return will vary according to the maximum number of individuals exiting the courthouse during any hour of the day. Arrangements should be made to rotate survey staff in staggered intervals to avoid fatigue and boredom while maintaining continuity.

Volunteers and court staff conducting the surveys should receive instructions. A brief orientation session and walk-through of arrangements should precede the data collection. At a minimum, survey staff should be instructed:

- To solicit court-users who are exiting the courthouse and not those that are entering;
- To write in or stamp the name and address of the court facility at the bottom of each survey and the date;
- To direct court-users to complete the survey immediately and not take the survey with them to complete later;

- To inform the survey takers that the surveys are anonymous; and
- To direct survey takers to place completed questionnaires in the survey deposit box which makes it clear to survey takers that their responses are anonymous and confidential.

Survey staff may be provided scripted greetings and answers to questions. Suggested opening lines include:

- "Do you have a moment to tell us how you were treated today?"
- "Please tell us how we can serve you better."
 - "We are improving customer service in the court. Do you have a minute to complete this customer service survey?"
- "Please tell us about your experience today."

Examples of objections to taking the survey and possible answers include:

- Objection: "You don't want to know what I think!"
Answer: "Yes we do, especially if it was a bad experience!"
- Objection: "This is my first time. I am not qualified to answer!"
Answer: "You are just the person we need to hear from, you have a unique perspective."
- Objection: "This doesn't pertain to me" (typically from attorneys or police who appeared in court)
Answer: "Please complete it from your perspective."
- Objection: "I am just here to file a paper, this doesn't apply to me."
Answer: "We want to hear from everybody."

Survey Return

Survey boxes and posters need not be returned to the Administrative Office. To ensure uniformity and integrity of the survey process, please return the completed surveys without review in a secure envelope(s) by **May 8, 2015** to:

Administrative Office of the Illinois Courts

Attention: Adam Brown

222 N. LaSalle, 13th Floor

Chicago, Illinois 60601

Please keep the survey responses separated by county.

Appendix III: Correlation Matrix

	q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	q11	q12	q13	q14	q15	q16	q17	q18	q19
q1	1																		
q2	.751**	1																	
q3	.729**	.747**	1																
q4	.610**	.621**	.644**	1															
q5	.541**	.525**	.543**	.469**	1														
q6	.542**	.528**	.551**	.469**	.793**	1													
q7	.573**	.569**	.575**	.520**	.668**	.699**	1												
q8	.482**	.460**	.491**	.443**	.509**	.522**	.564**	1											
q9	.467**	.443**	.467**	.379**	.556**	.561**	.544**	.587**	1										
q10	.455**	.438**	.453**	.367**	.553**	.547**	.531**	.537**	.745**	1									
q11	.484**	.480**	.501**	.449**	.519**	.526**	.537**	.557**	.533**	.532**	1								
q12	.511**	.510**	.525**	.474**	.544**	.564**	.586**	.570**	.576**	.561**	.651**	1							
q13	.508**	.495**	.521**	.472**	.536**	.536**	.549**	.558**	.548**	.548**	.608**	.757**	1						
q14	.498**	.483**	.516**	.472**	.457**	.475**	.507**	.550**	.494**	.479**	.546**	.606**	.612**	1					
q15	.540**	.521**	.556**	.494**	.488**	.489**	.505**	.501**	.440**	.442**	.513**	.531**	.548**	.599**	1				
q16	.615**	.595**	.632**	.563**	.548**	.560**	.583**	.542**	.486**	.478**	.589**	.592**	.606**	.608**	.786**	1			
q17	.583**	.576**	.608**	.572**	.480**	.496**	.545**	.510**	.413**	.397**	.551**	.547**	.553**	.585**	.645**	.750**	1		
q18	.611**	.613**	.637**	.597**	.494**	.502**	.562**	.506**	.436**	.412**	.533**	.552**	.545**	.559**	.628**	.721**	.768**	1	
q19	.633**	.624**	.633**	.593**	.506**	.521**	.567**	.490**	.439**	.421**	.518**	.543**	.541**	.552**	.605**	.695**	.714**	.839**	1

	q20	q21	q22	q23	q24	q25	q26	q27	q28	q29	q30
q20	1										
q21	.551**	1									
q22	.556**	.653**	1								
q23	.540**	.593**	.797**	1							
q24	.522**	.656**	.726**	.719**	1						
q25	.532**	.624**	.732**	.746**	.807**	1					
q26	.532**	.564**	.678**	.706**	.688**	.765**	1				
q27	.521**	.564**	.700**	.710**	.667**	.717**	.736**	1			
q28	.533**	.568**	.726**	.740**	.701**	.742**	.746**	.800**	1		
q29	.509**	.543**	.711**	.723**	.673**	.699**	.705**	.721**	.829**	1	
q30	.496**	.529**	.628**	.651**	.601**	.677**	.711**	.721**	.720**	.692**	1
q31	.546**	.556**	.676**	.697**	.651**	.681**	.679**	.690**	.744**	.758**	.700**

Appendix IV:

Results of Multivariate Analyses Examining Trust and Instrumental Quality of the Courts

	Trust in Court (1-5)		Instrumental Evaluation (1-5)	
	Missing Included	Missing Excluded	Missing Included	Missing Excluded
	<i>B</i>	<i>B</i>	<i>B</i>	<i>B</i>
Race				
Black vs. White	-0.39 **	-0.403 **	-0.247 **	-0.247 **
Hispanic vs. White	0.028	0.063	-0.098 *	-0.061
Other vs. White	-0.225 **	-0.204 **	-0.14 **	-0.123 **
Unknown vs. White	-0.391 **		-0.323 **	
Gender				
Male vs. Female	0.058	-0.04	0.01	0.006
Unknown vs. Female	-0.201		-0.134	
Age (comparison: 36 to 50 year olds)				
18 years old or younger	0.196 **	0.142	0.06	0.073
19 to 35 year olds	-0.12 **	-0.144 **	-0.064	-0.063
51 to 65 year olds	0.016	-0.044	-0.059	-0.095 **
Over 65 years of age	0.057	0.083	-0.013	0.007
Age is unknown	0.086		-0.011	
Education (comparison: high school graduates)				
High school dropout	0.108	0.082	0.116	0.114
Some college or associate degree	0.071	0.061	0.113 **	0.117 **
Four year college degree	0.122 *	0.207 **	0.123 **	0.173 **
Professional degree	0.052	0.065	0.123 **	0.139 *
Unknown education	0.269 **		0.322 **	
Annual Income (comparison: \$25,000 or less)				
\$25,001 to \$100,000	0.092 *	0.082	0.127 **	0.138 **
Over \$100,000	0.115 *	0.155 **	0.154 **	0.215 **
Income is unknown	0.133 *		0.142 **	
Location of respondent (comparison: urban)				
Suburban	0.059	0.065	0.034	0.061
Rural	0.278 **	0.308 **	0.191 **	0.241 **
Location is Unknown	0.109		0.106	
Cook County	-0.16 **	-0.128 **	-0.162 **	-0.135 **
Attendance at Court (Comparison: Infrequently 3 to 6 times a year)				
1 st time attended	0.338 **	0.329 **	0.264 **	0.241 **
Rarely one or two times	0.152 **	0.175 **	0.163 **	0.187 **
Frequently (at least once a month)	0.1	0.153 **	0.094	0.112 *

Regularly (at least weekly)	0.153 **	0.096	0.144 **	0.12 *
Attendance is unknown	0.063		-0.015	
Attended a Courtroom Today	0.037	0.001	0.033	-0.008
Purpose for being at courthouse				
Appear as a witness	-0.005	-0.016	0.048	0.01
Lawyer representing clients	0.029	0.034	0.174 **	0.149 **
Jury duty	-0.204 **	-0.13	-0.115	-0.053
Attend hearing or trial	0.005	0.081	0.003	0.034
Party to case	-0.06	0.016	0.006	0.057
Probation Appointment	0.046	0.061	-0.017	-0.001
Administrative Purpose	0.007	0.029	0.031	0.039
Other purpose	-0.024	0.05	0.028	0.085
Purpose was missing	0.003		-0.005	
Type of Case				
Criminal case	-0.064	-0.064	-0.04	-0.06
Civil case	-0.056	-0.109	-0.069	-0.01
Probate, Rental, and small claims	-0.112	-0.061	-0.065	-0.037
Traffic	0.022	0.093	-0.046	0.002
Domestic violence matter	0.1	0.002	-0.017	-0.046
Juvenile matter	-0.009	0.122	-0.038	-0.004
Divorce or custody issues	-0.161 **	0.093	-0.055	-0.021
Other legal issues not included in above categories	0.205 **	0.297 **	0.056	0.072
Type of case was not reported	0.091		0.054	
Constant	3.719 **	3.706 **	3.959 **	3.877 **
N	12359	8094	12359	8094
R-squared	.107	.134	.099	.110

* p < .001 and ** p < .0001.

Appendix V: Predictors of Positive View of the Court After Today's Visit

Predictors	Missing Cases Included		Missing Cases Excluded	
	B	Odds Ratio	B	Odds Ratio
Race				
Black vs. White	-.62	.54**	-.68	.51**
Hispanic vs. White	.06	1.06	.09	1.09
Other vs. White	-.46	0.63**	-.47	.63**
Unknown vs. White	-.62	0.54**		
Gender				
Male vs. Female	-.02	.99	-.03	.97
Unknown vs. Female	-.81	.44**		
Age (comparison: 36 to 50 year olds)				
18 years old or younger	.42	1.53*	.28	1.32
19 to 35 year olds	-.14	.87	-.18	.84
51 to 65 year olds	.05	1.05	.08	1.08
Over 65 years of age	.25	1.28	.35	1.41
Age is unknown	.63	1.88*		
Education (comparison: high school graduates)				
High school dropout	.15	1.16	.04	1.05
Some college or associate degree	-.02	.98	.01	1.01
Four year college degree	.14	1.15	.20	1.23
Professional degree	.20	1.22	.39	1.47**
Unknown education	.62	1.86*		
Annual Income (comparison: \$25,000 or less)				
\$25,001 to \$100,000	.13	1.14	.14	1.15
Over \$100,000	.38	1.46*	.35	1.42**
Income is unknown	.16	1.16		
Attendance at Court (Comparison: Infrequently 3 to 6 times a year)				
1 st time attended	.64	1.90**	.56	1.75**
Rarely one or two times	.42	1.52**	.42	1.51**
Frequently (at least once a month)	.13	1.13	.05	1.06
Regularly (at least weekly)	.29	1.33**	.21	1.23*
Attendance is unknown	.24	1.27		
Attended a Courtroom Today	.32	1.37**	.28	1.33**
Location of respondent (comparison: urban)				
Suburban	.07	1.08	.09	1.10
Rural	.35	1.42**	.33	1.39**
Location is Unknown	.05	1.06		
Cook County	-.09	.91	-.11	.89
Purpose for being at courthouse				
Appear as a witness	-.19	.82	-.19	.83

Lawyer representing clients	.32	1.38 [*]	.25	1.28
Jury duty	-.34	.71 [*]	-.18	.84
Attend hearing or trial	-.04	.96	-.02	.98
Party to case	-.36	.70 ^{**}	-.36	.70 ^{**}
Probation Appointment	.16	1.17	.22	1.25
Administrative Purpose	.09	1.10	.04	1.04
Other purpose	-.11	.90	-.16	.86
Purpose was missing	-.26	.77		
Type of Case				
Criminal case	-.27	.77 [*]	-.19	.82
Civil case	.02	1.02	.16	1.18
Probate, Rental, and small claims	-.07	.93	.02	1.02
Traffic	-.08	.93	.06	1.07
Domestic violence matter	-.09	.91	.01	1.01
Juvenile matter	-.09	.92	.02	1.01
Divorce or custody issues	-.04	.96	.10	1.10
Other legal issues not included in above categories	.13	1.14	.27	1.31
Type of case was not reported	-.01	.99		
Constant	.19	1.21		
Chi-square Model (47)	809.68	809.68	576.81	576.81
Nagelkerke R ²	.088	.088	.096	.096
Total Percentage Correctly Classified	66.1	66.1	68.1	68.1
Percentage Correctly Classified of Agreed	92.9	92.9	93.0	93.0
Percentage Correctly Classified of Disagreed or Neutral	15.2	15.2	16.8	16.8
Sample size	12,378	12,378	8,548	8,548

Note: The superscripts represent the probability values: ^{*} p < .001 and ^{**} p < .0001. Given the large sample sizes, probability levels greater than .001 were not considered to be significantly different from what one would find by chance alone.

Appendix VI: Results of Multi-Level Analyses Examining Trust and Instrumental Quality of the Courts

Predictors	Model 1: Trust			Model 2: Instrumental		
	B	SE	Sig.	B	SE	Sig.
Race (Ref.=White)						
Black	-0.373	0.034	.000	-0.262	0.028	.000
Hispanic	0.029	0.042	.492	-0.037	0.035	.291
Other	-0.272	0.040	.000	-0.176	0.033	.000
Gender (Ref.=Female)						
Male	0.095	0.023	.000	0.092	0.019	.000
Age (Ref.=36 to 50 year olds)						
18 years old or younger	0.128	0.068	.060	0.145	0.056	.010
19 to 35 year olds	-0.012	0.028	.665	0.007	0.023	.747
51 to 65 year olds	0.011	0.035	.747	0.026	0.029	.359
Over 65 years of age	0.138	0.061	.024	0.099	0.050	.051
Education (Ref.=HS graduates)						
High school dropout	0.130	0.048	.007	0.047	0.040	.238
Some college or associate degree	0.064	0.030	.033	0.058	0.024	.019
Four year college degree	0.104	0.040	.010	0.093	0.033	.005
Professional degree	0.068	0.046	.141	0.097	0.038	.012
Annual Income (Ref.=\$25,000 or less)						
\$25,001 to \$100,000	0.152	0.044	.001	0.117	0.036	.001
Over \$100,000	0.074	0.027	.007	0.068	0.022	.002
Attendance at Court (Ref.=Infrequently 3 to 6 times a year)						
1 st time attended	0.250	0.035	.000	0.156	0.029	.000
Rarely one or two times	0.151	0.033	.000	0.087	0.027	.002
Frequently (at least once a month)	-0.066	0.038	.080	-0.011	0.031	.705
Regularly (at least weekly)	0.223	0.044	.000	0.097	0.037	.009
Attended a courtroom today	0.062	0.028	.031	-0.020	0.023	.399
Location of courthouse (Ref.=Urban)						
Suburban	0.058	0.033	.083	0.053	0.027	.055
Rural	0.043	0.030	.160	0.047	0.025	.060
Purpose for being at courthouse						
Appear as a witness	-0.006	0.064	.918	-0.015	0.053	.777
Attend hearing or trial	-0.022	0.038	.564	-0.008	0.032	.798
Party to case	-0.103	0.044	.019	-0.021	0.036	.548
Probation Appointment	0.018	0.062	.769	-0.023	0.052	.653
Administrative Purpose	-0.101	.049	.039	-0.007	0.040	.857
Other purpose	-0.013	0.042	.742	0.027	0.035	.434
Type of Case						
Criminal case	-0.103	0.046	.025	-0.061	0.038	.107
Civil case	-0.015	0.074	.743	0.006	0.030	.857
Probate, Rental, and small claims	-0.061	0.046	.407	-0.114	0.061	.063
Traffic	0.101	0.047	.034	0.029	0.039	.453
Domestic violence matter	0.044	0.063	.488	0.009	0.057	.986
Juvenile matter	0.062	0.067	.374	-0.027	0.056	.619

Divorce or custody issues	-0.062	0.051	.228	-0.027	0.042	.525
Other legal issues	0.030	0.052	.556	-0.033	0.043	.434
Circuit Factors						
Number of judges	-0.003	0.004	.408	-0.003	0.003	.264
Cases per judge	-0.008	0.0004	.071	-0.005	0.003	.126
Cases per capita	-0.001	0.0008	.094	0.005	0.007	.431
Intercept	3.53	.190	.000	4.005	0.154	.000
Between Circuit Variance Explained	3.6%			3.2%		

Results of Multi-Level Analyses Examining Positive View of the Court After Today's Visit

Predictors	B	Odds	Sig.
Race (Ref.=White)			
Black	-0.126	0.88	.000
Hispanic	0.040	1.04	.061
Other	-0.107	0.89	.000
Gender (Ref.=Female)			
Male	0.051	1.05	.000
Age (Ref.=36 to 50 year olds)			
18 years old or younger	0.020	1.02	.542
19 to 35 year olds	-0.017	0.98	.225
51 to 65 year olds	0.037	1.03	.035
Over 65 years of age	0.121	1.12	.000
Education (Ref.=HS graduates)			
High school dropout	0.049	1.05	.045
Some college or associate degree	0.010	1.01	.467
Four year college degree	0.038	1.03	.054
Professional degree	0.041	1.04	.075
Annual Income (Ref.=\$25,000 or less)			
\$25,001 to \$100,000	0.056	1.05	.011
Over \$100,000	0.032	1.03	.016
Attendance at Court (Ref.=Infrequently 3 to 6 times a year)			
1 st time attended	0.124	1.13	.000
Rarely one or two times	0.063	1.06	.000
Frequently (at least once a month)	-0.011	0.98	.557
Regularly (at least weekly)	0.129	1.13	.000
Attended a courtroom today	0.018	1.01	.205
Location of courthouse (Ref.=Urban)			
Suburban	0.019	1.01	.253
Rural	0.013	1.01	.419
Purpose for being at courthouse			
Appear as a witness	-0.028	0.97	.369
Attend hearing or trial	-0.046	0.95	.017
Party to case	-0.085	0.91	.000
Probation Appointment	-0.010	0.99	.727
Administrative Purpose	-0.021	0.97	.388

Other purpose	-0.033	0.96	.112
Type of Case			
Criminal case	-0.018	0.98	.117
Civil case	0.018	1.01	.436
Probate, Rental, and small claims			
Traffic	0.038	1.03	.102
Domestic violence matter	0.009	1.00	.776
Juvenile matter	0.024	1.02	.476
Divorce or custody issues	0.011	1.01	.653
Other legal issues	0.029	1.02	.253
Circuit Factors			
Number of judges	-0.001	0.001	.464
Cases per judge	-0.003	0.001	.048
Cases per capita	-0.005	0.003	.110
Intercept	.526	.078	.000
Between Circuit Variance Explained	2.4%		

Illinois Circuit Courts Court User Survey

Survey Authorized by the Supreme Court of Illinois

Survey Developed by the Illinois Judicial Conference
Committee on Strategic Planning in Collaboration with
the Administrative Office of the Illinois Courts

Survey Conducted by the Illinois Circuit Courts

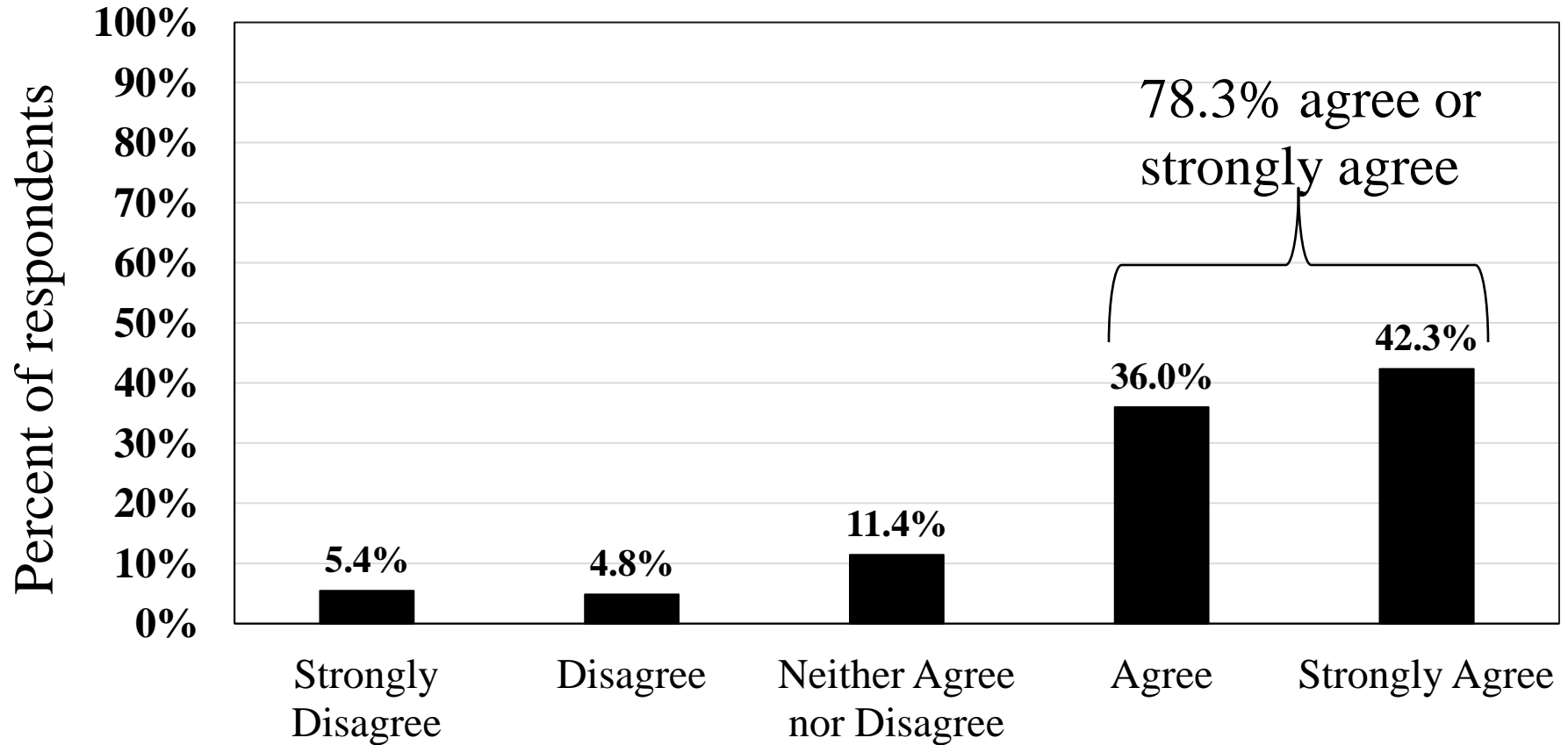
Data Entry & Analyses performed by Faculty & Students
at Loyola University Chicago

June, 2015



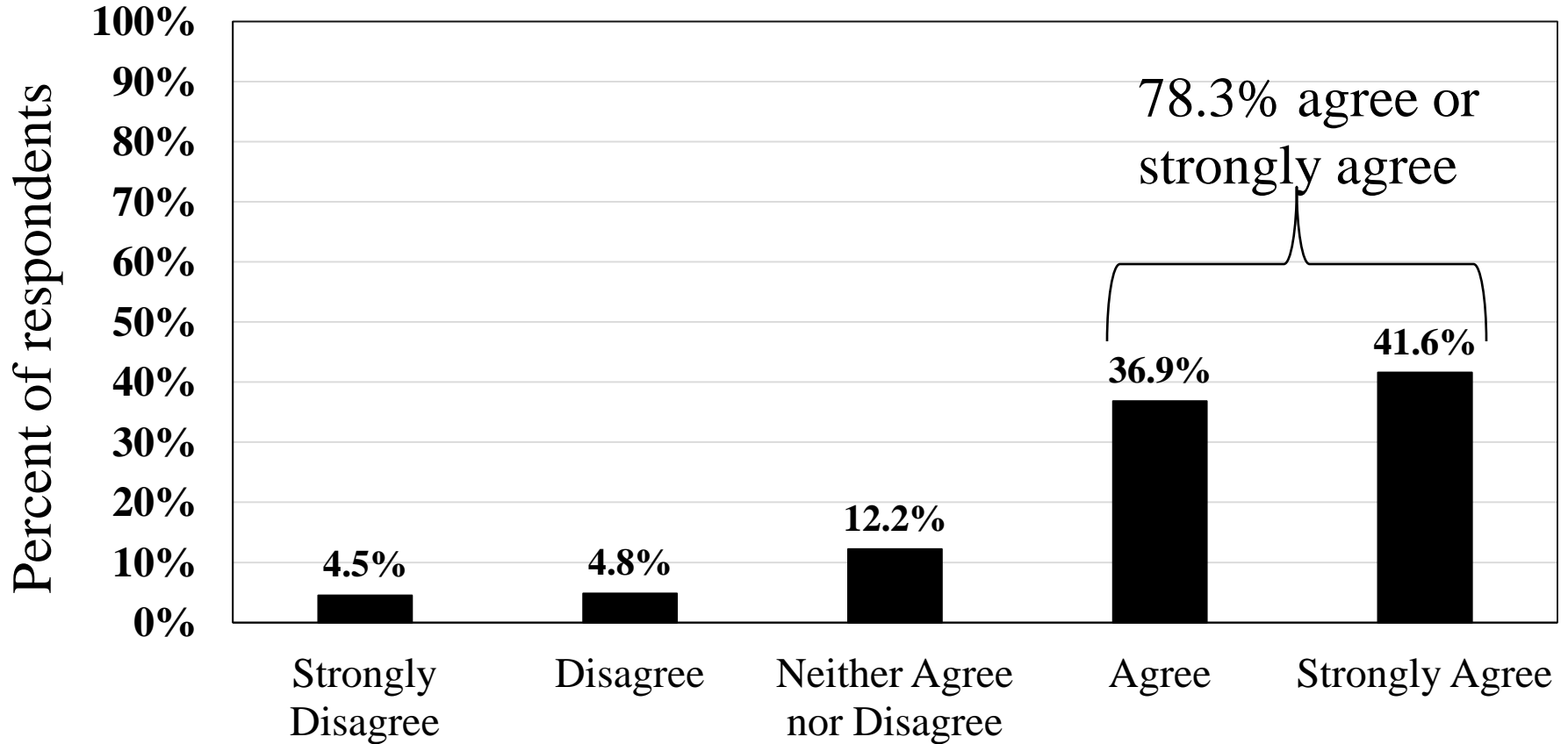
- Self-administered surveys given to court users exiting the Illinois Circuit Courts during the period between on or about April 13, 2015 to on or about May 1, 2015;
- Number of surveys submitted totaled 12,360;
- For questions 1 through 19, the number of respondents varied by question, from 9,976 to 11,866.

Statewide Responses to Question 1 (Judges make sure peoples' rights are protected.)



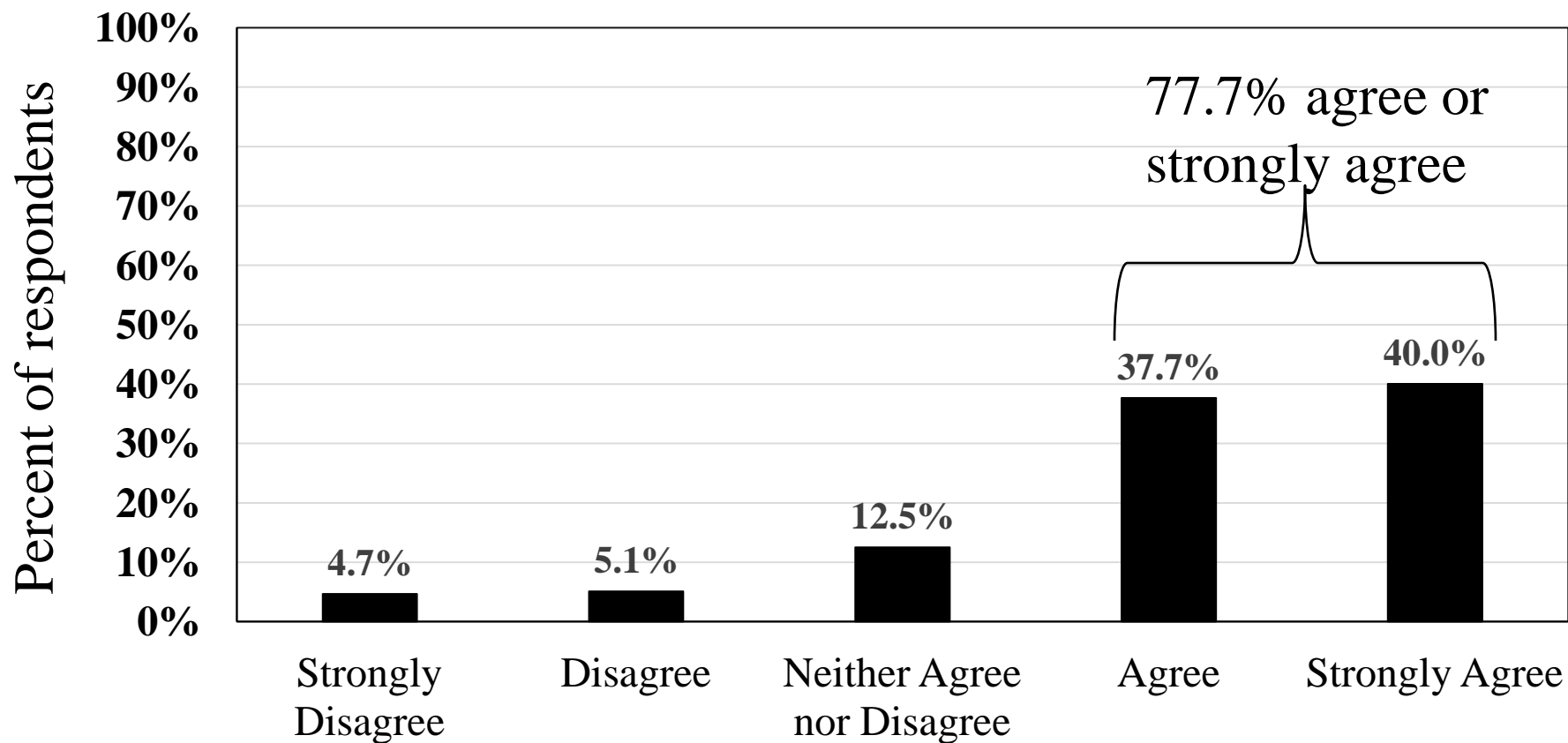
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,742), analyses by Loyola University Chicago

Statewide Responses to Question 2 (Judges follow the law.)



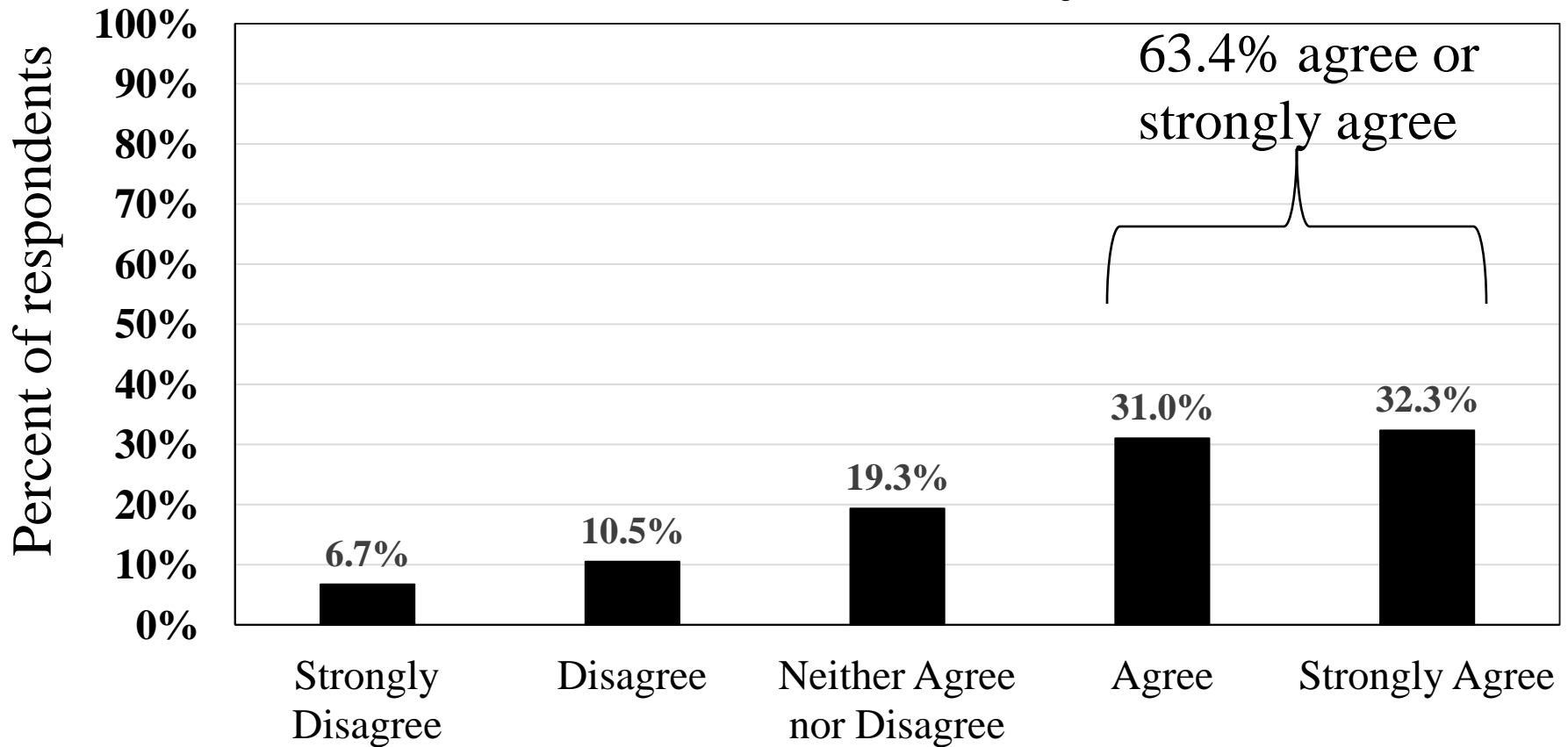
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,733), analyses by Loyola University Chicago

Statewide Responses to Question 3 (Judges try to reach the correct result in the cases they hear.)



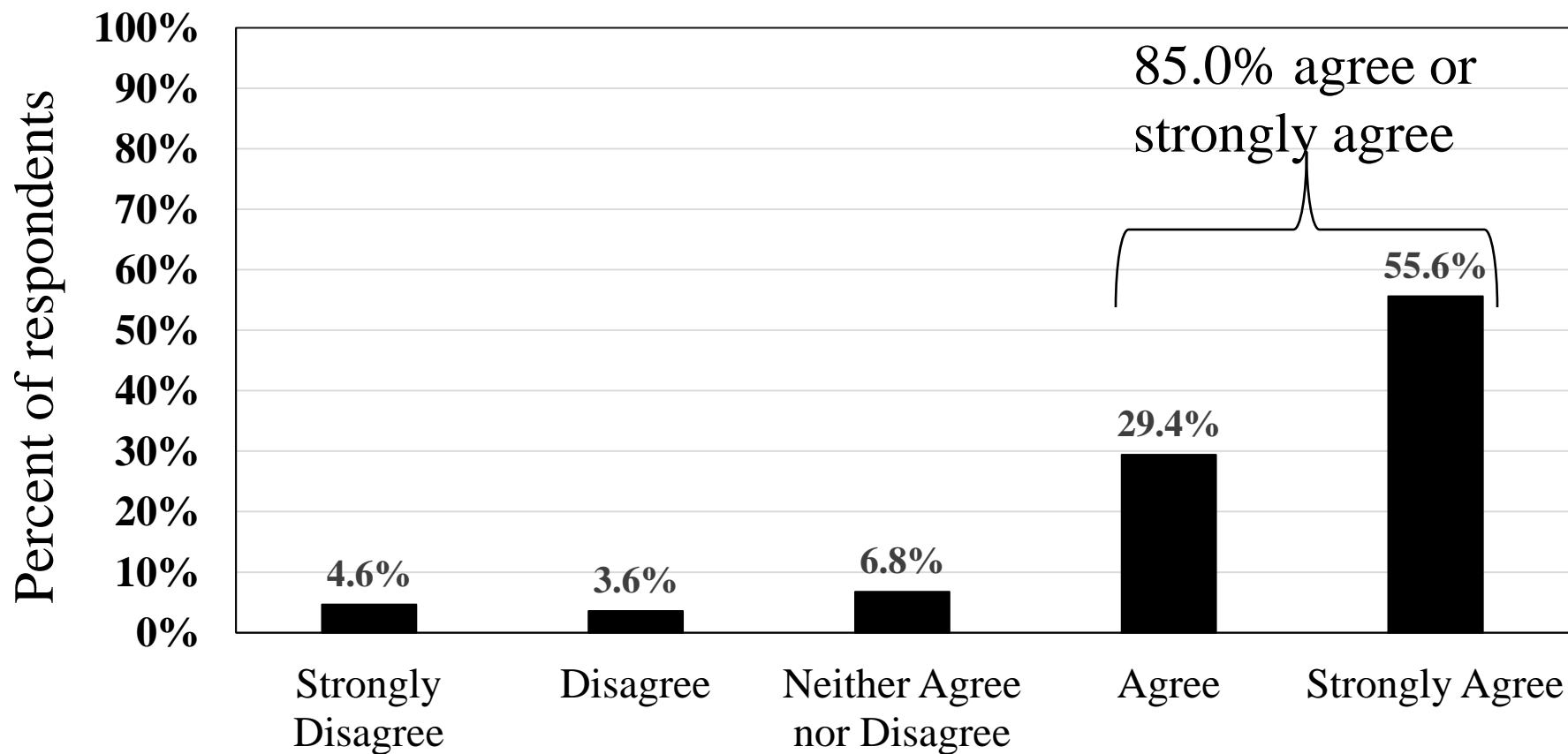
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,635), analyses by Loyola University Chicago

Statewide Responses to Question 4 (Judges don't let their personal feelings about the issues or the people involved affect how they rule.)



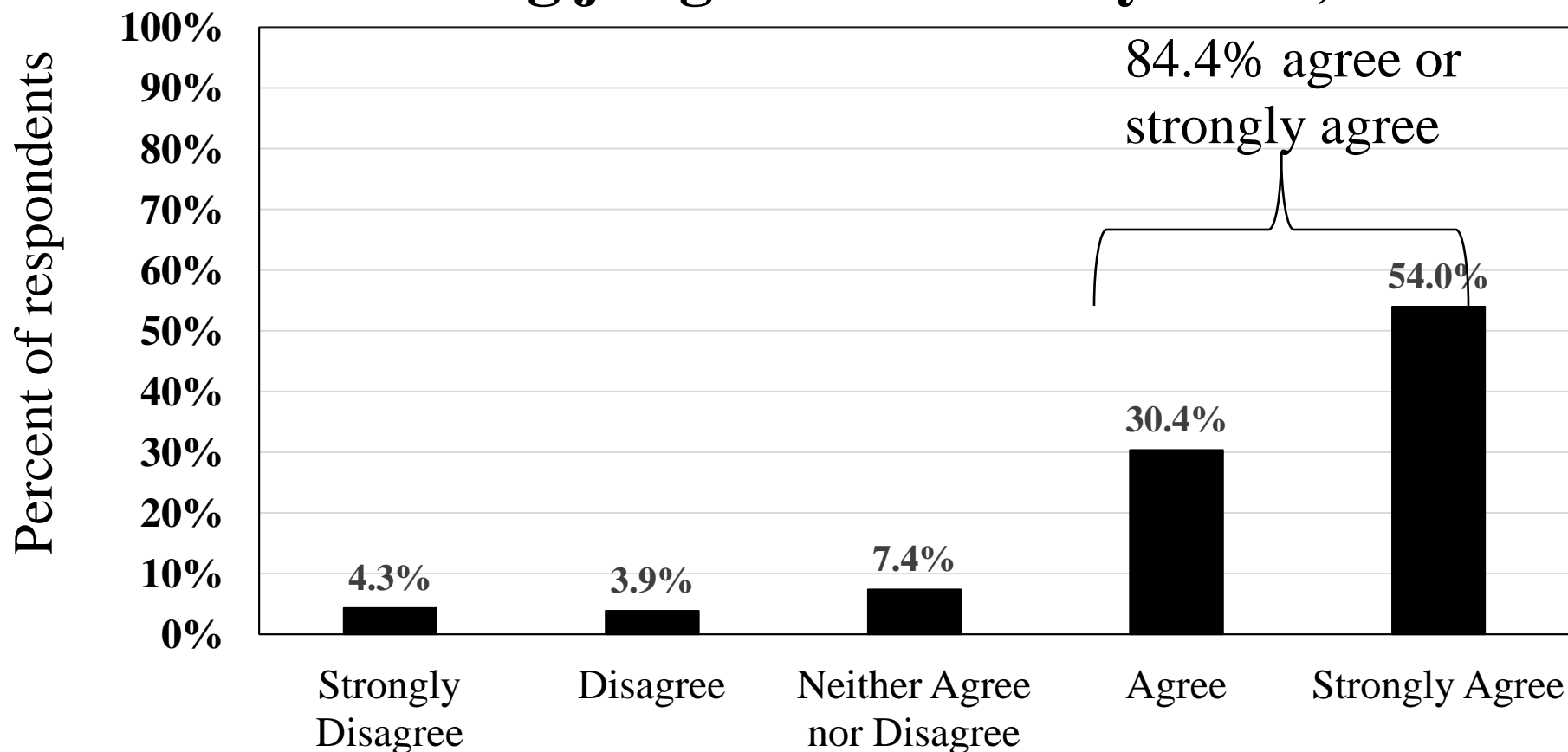
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,572), analyses by Loyola University Chicago

Statewide Responses to Question 5 (I was treated with courtesy and respect by the court security staff.)



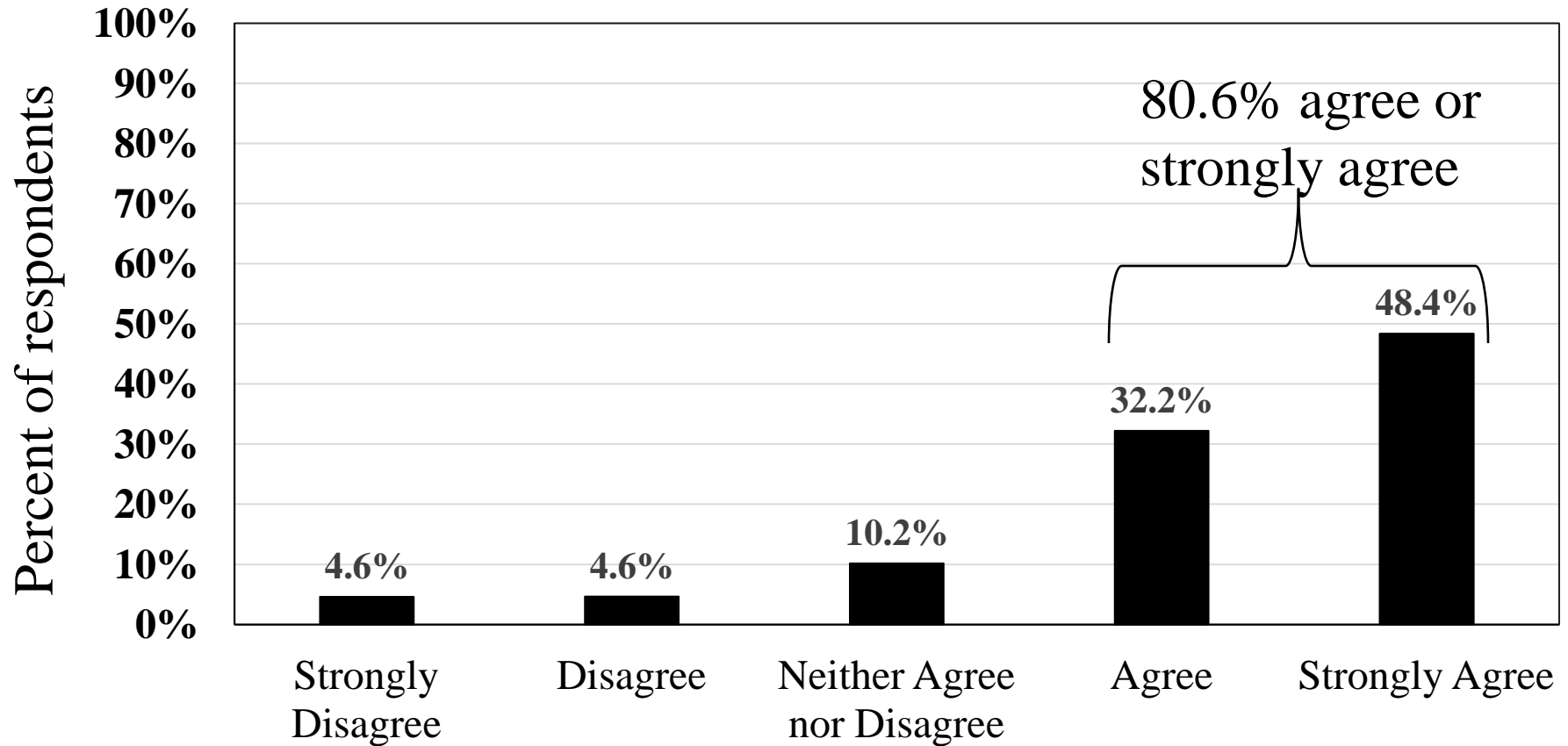
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,769), analyses by Loyola University Chicago

Statewide Responses to Question 6 (I was treated with courtesy and respect by the court staff-- Excluding judges and security staff.)



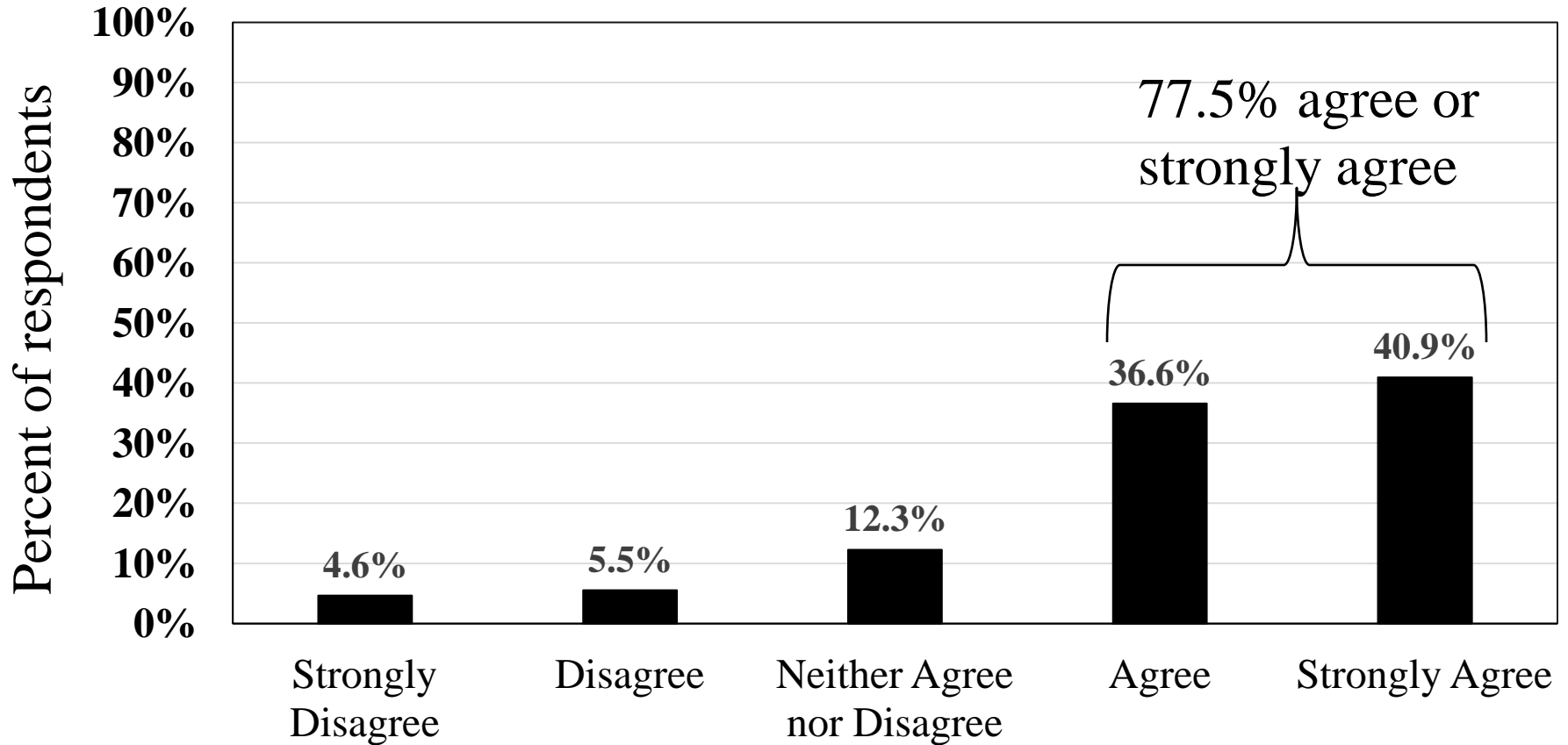
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,607), analyses by Loyola University Chicago

Statewide Responses to Question 7 (I was treated the same as everyone else.)



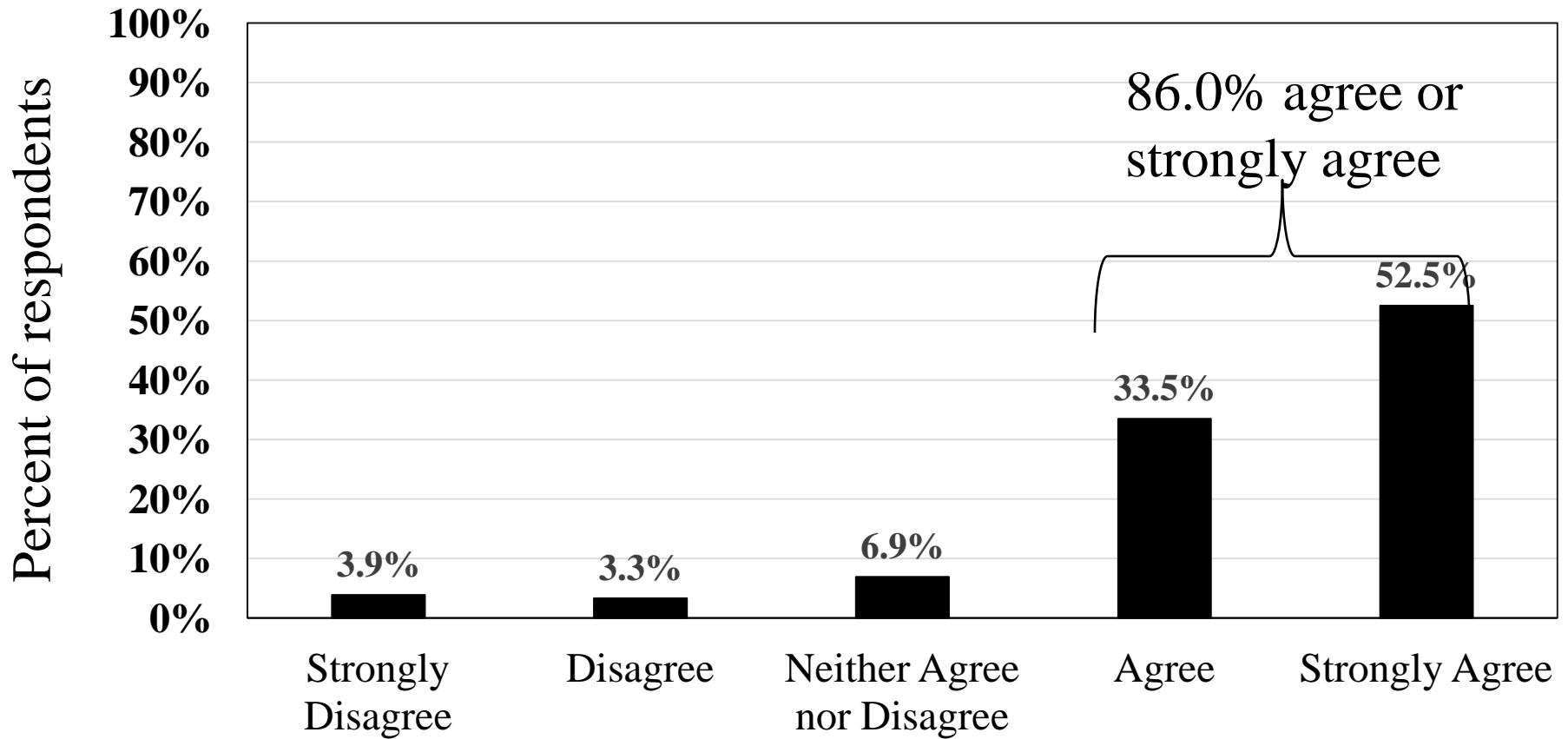
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,657), analyses by Loyola University Chicago

Statewide Responses to Question 8 (Courts are open at convenient times.)



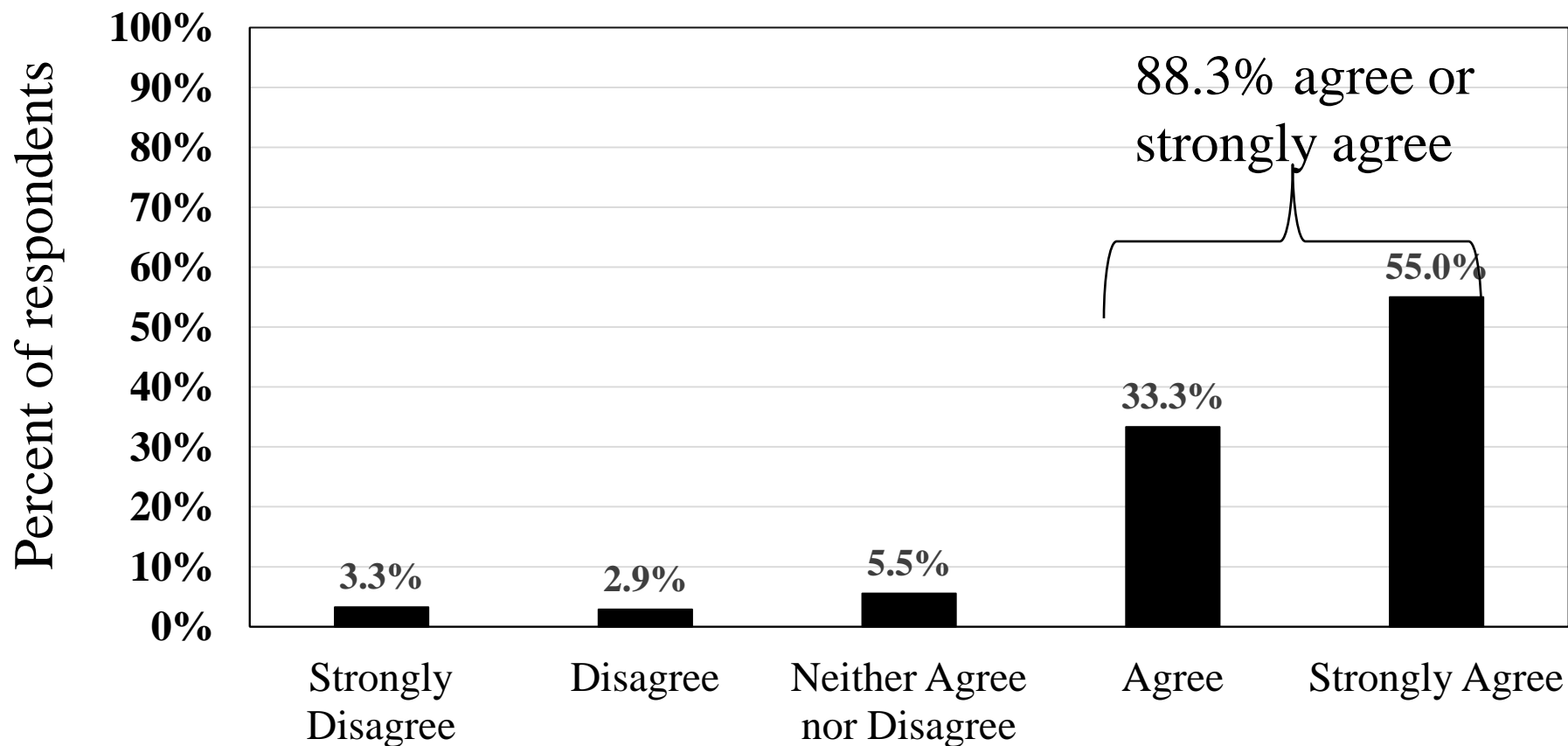
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,722), analyses by Loyola University Chicago

Statewide Responses to Question 9 (I was easily able to physically access the courthouse.)



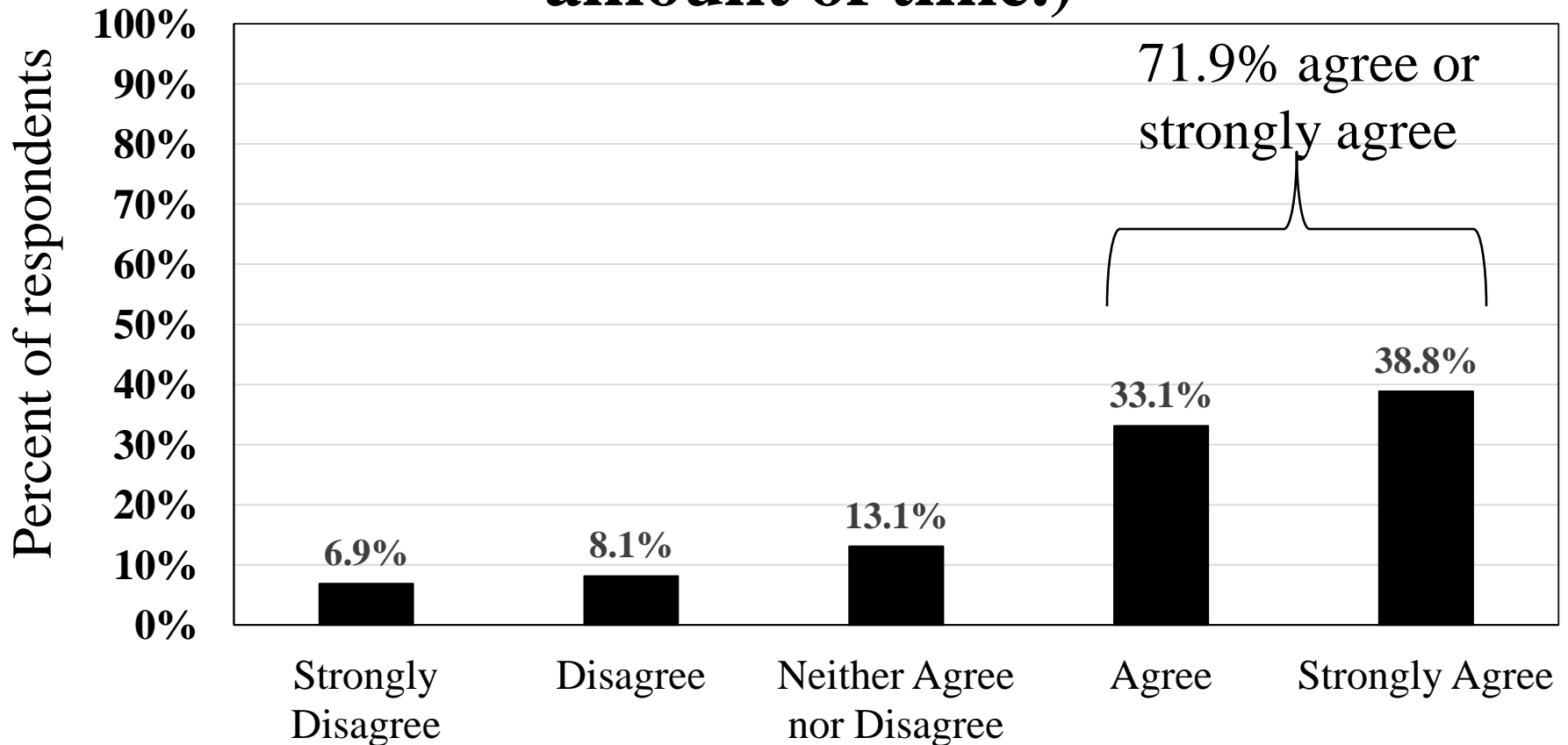
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,815), analyses by Loyola University Chicago

Statewide Responses to Question 10 (The courthouse was easy to find.)



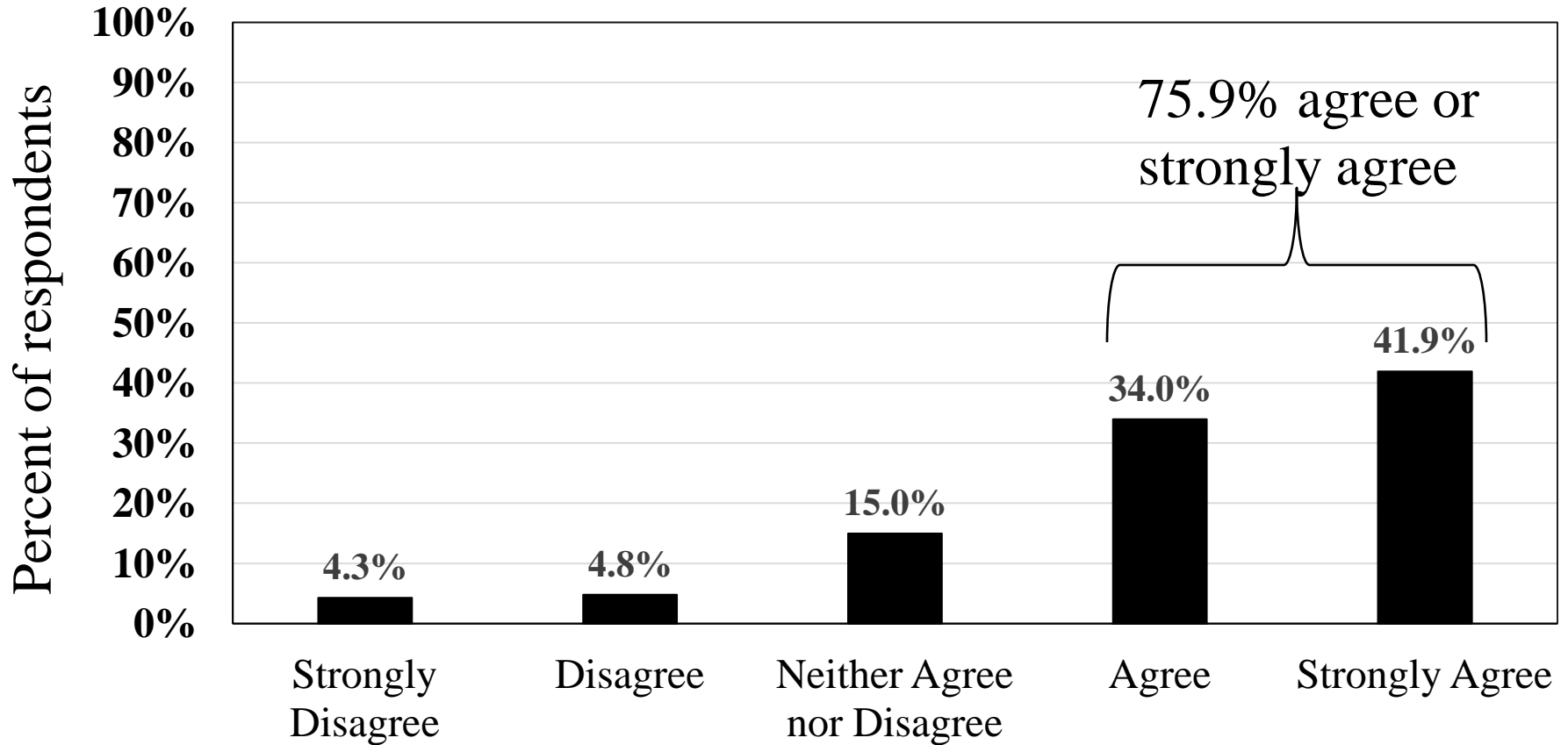
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,866), analyses by Loyola University Chicago

Statewide Responses to Question 11 (I was able to get my court business done in a reasonable amount of time.)



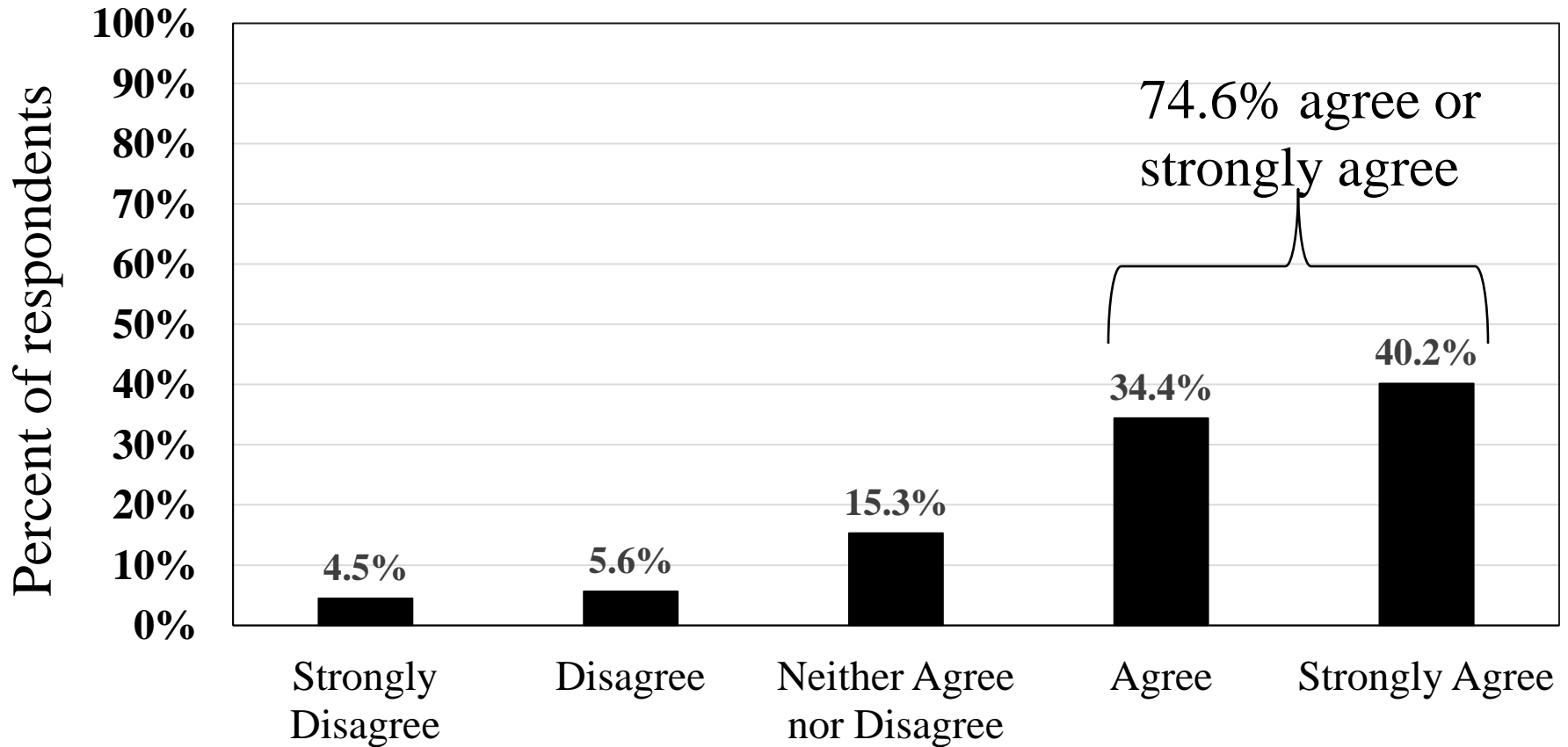
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,216), analyses by Loyola University Chicago

Statewide Responses to Question 12 (The forms I needed were available.)



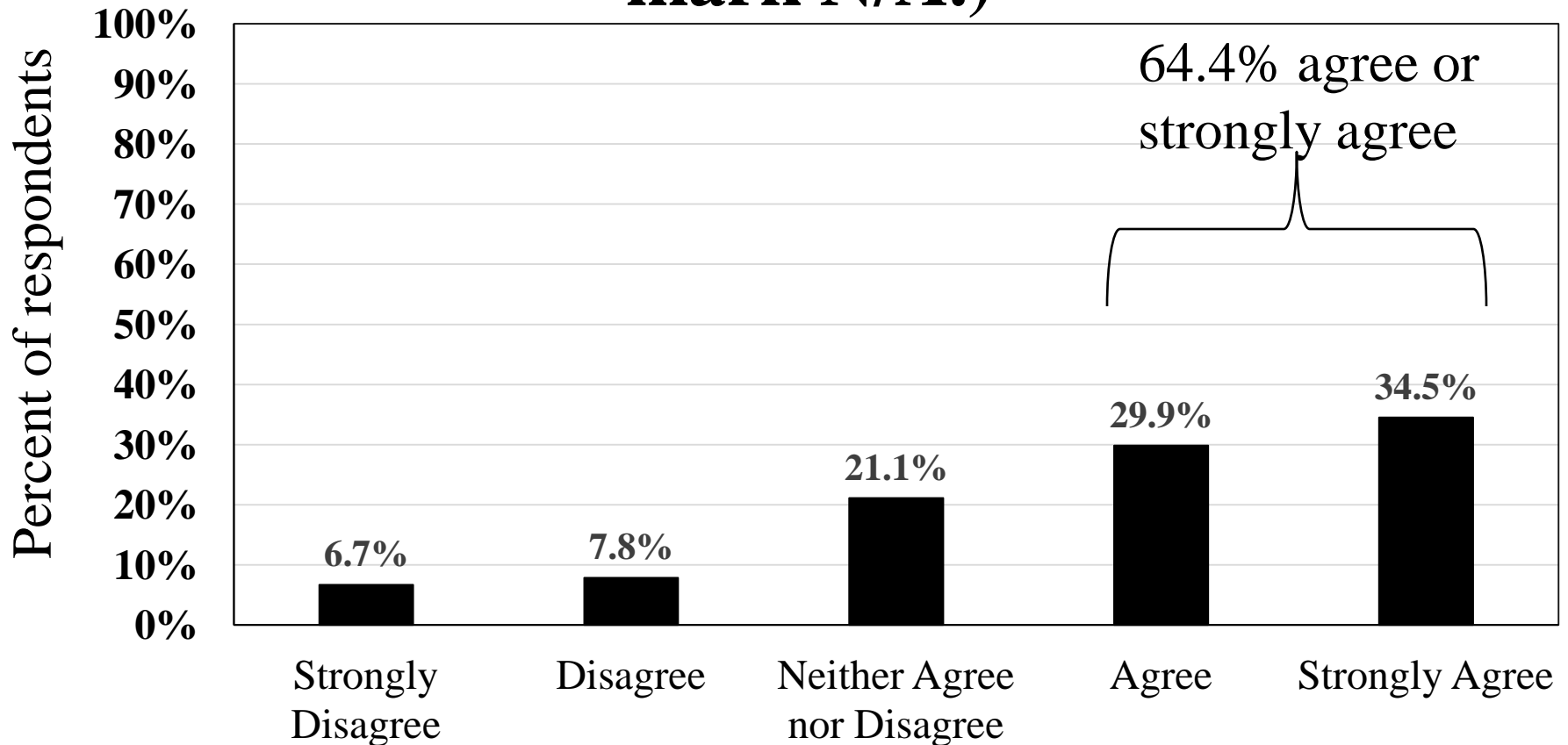
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=10,155), analyses by Loyola University Chicago

Statewide Responses to Question 13 (The forms I needed were easy to understand.)



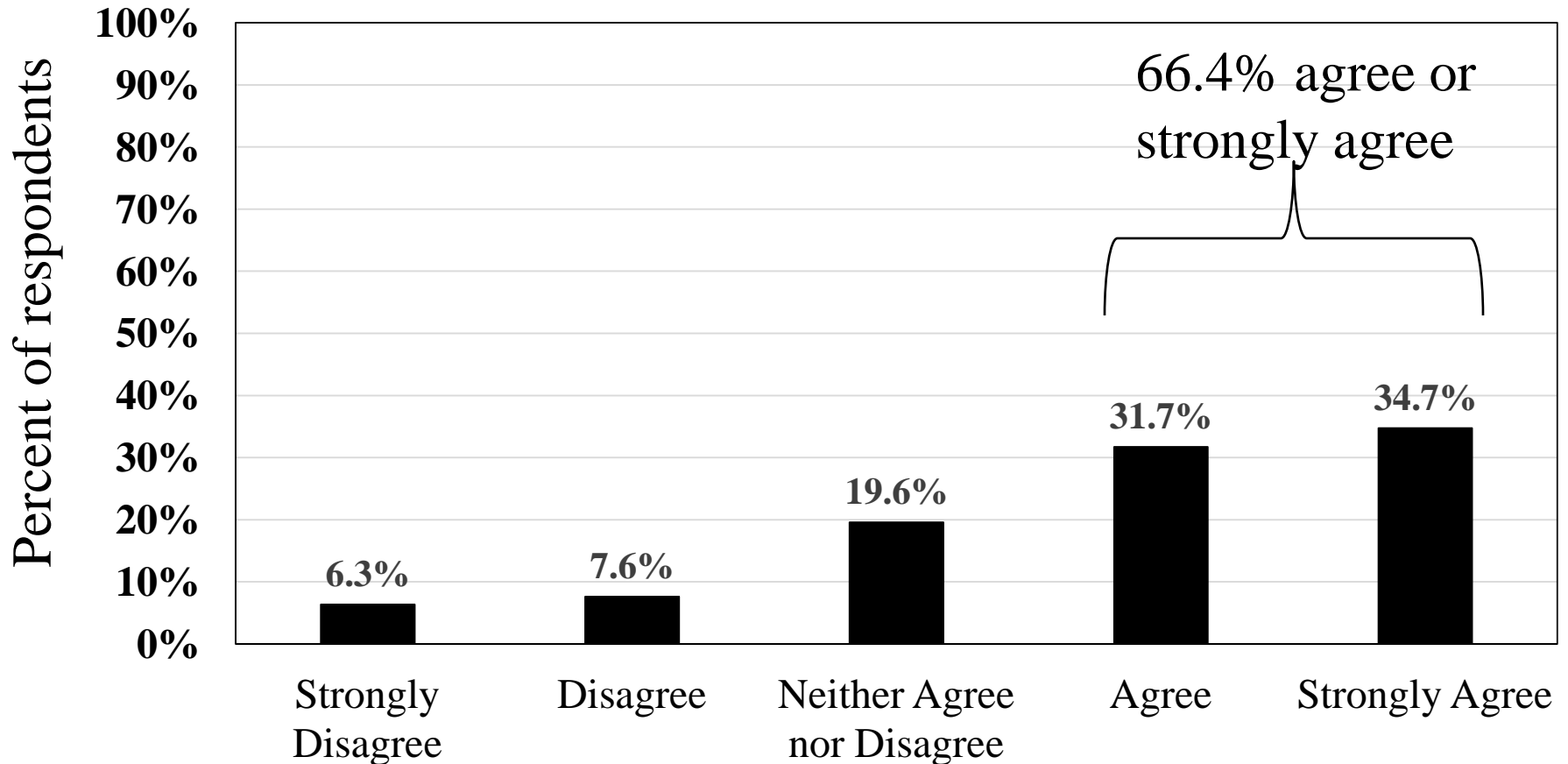
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=9,976), analyses by Loyola University Chicago

Statewide Responses to Question 14 (The court's website was useful--If website not used, please mark N/A.)



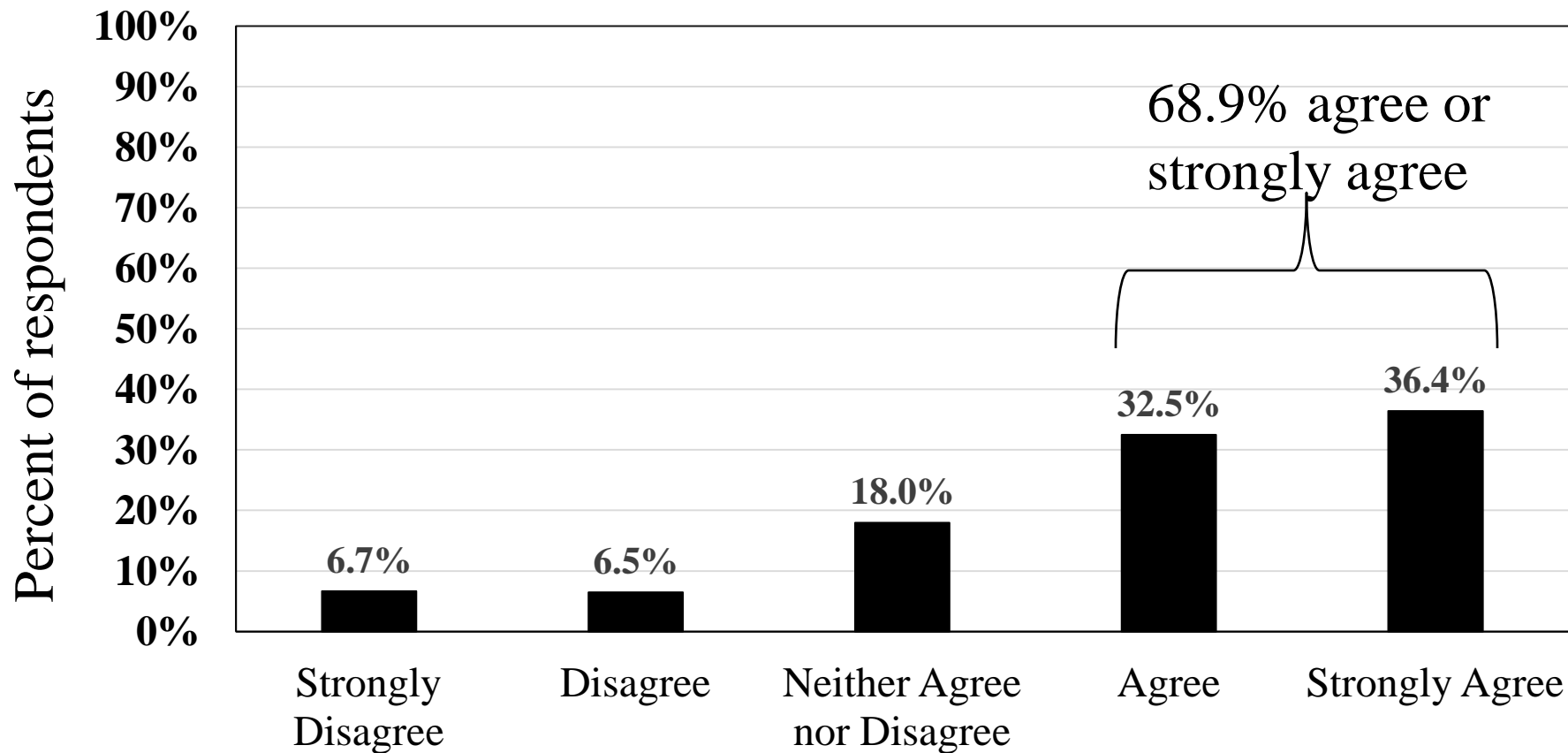
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,170), analyses by Loyola University Chicago

Statewide Responses to Question 15 (Before today, my opinion of the court system was positive.)



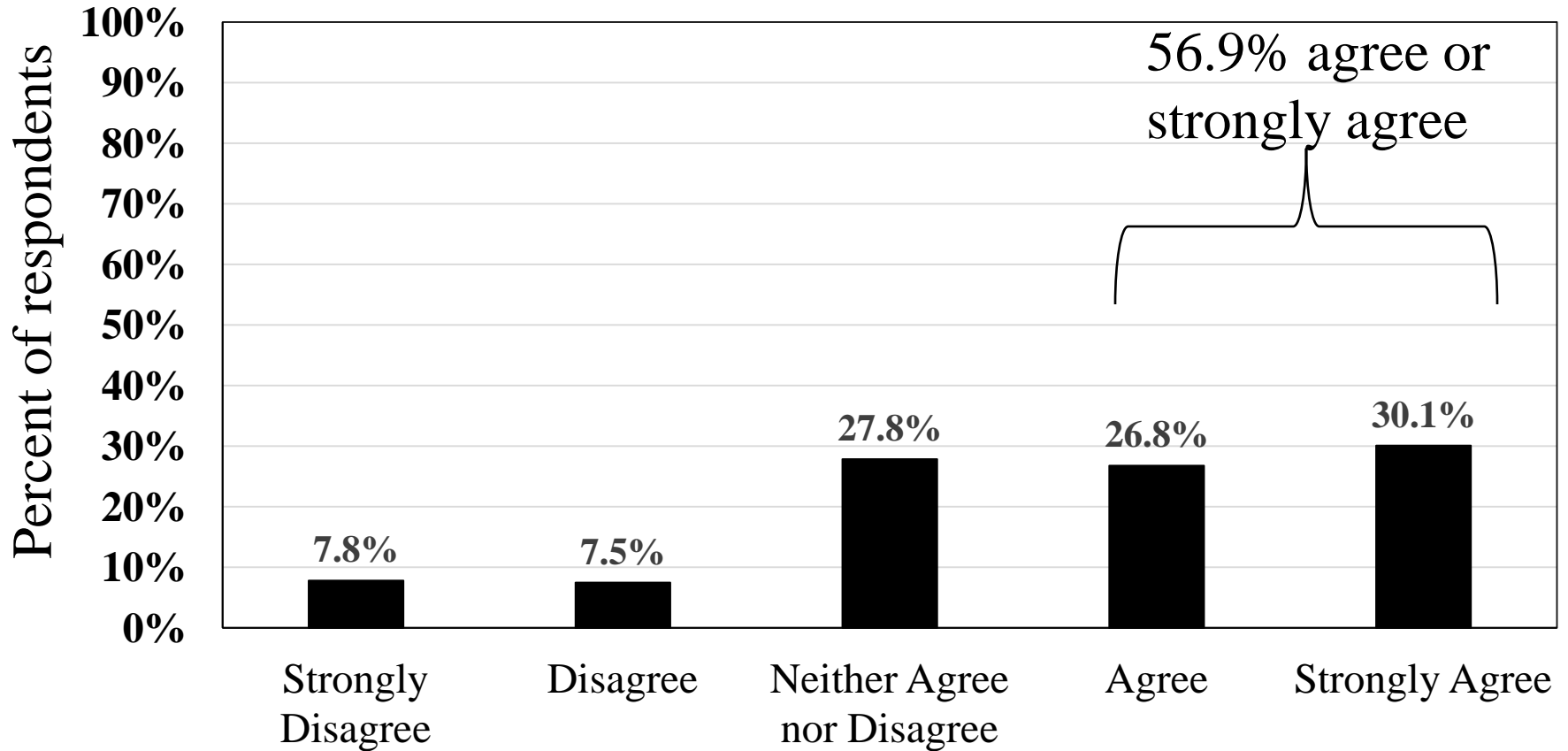
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,189), analyses by Loyola University Chicago

Statewide Responses to Question 16 (After today, my opinion of the court system is positive.)



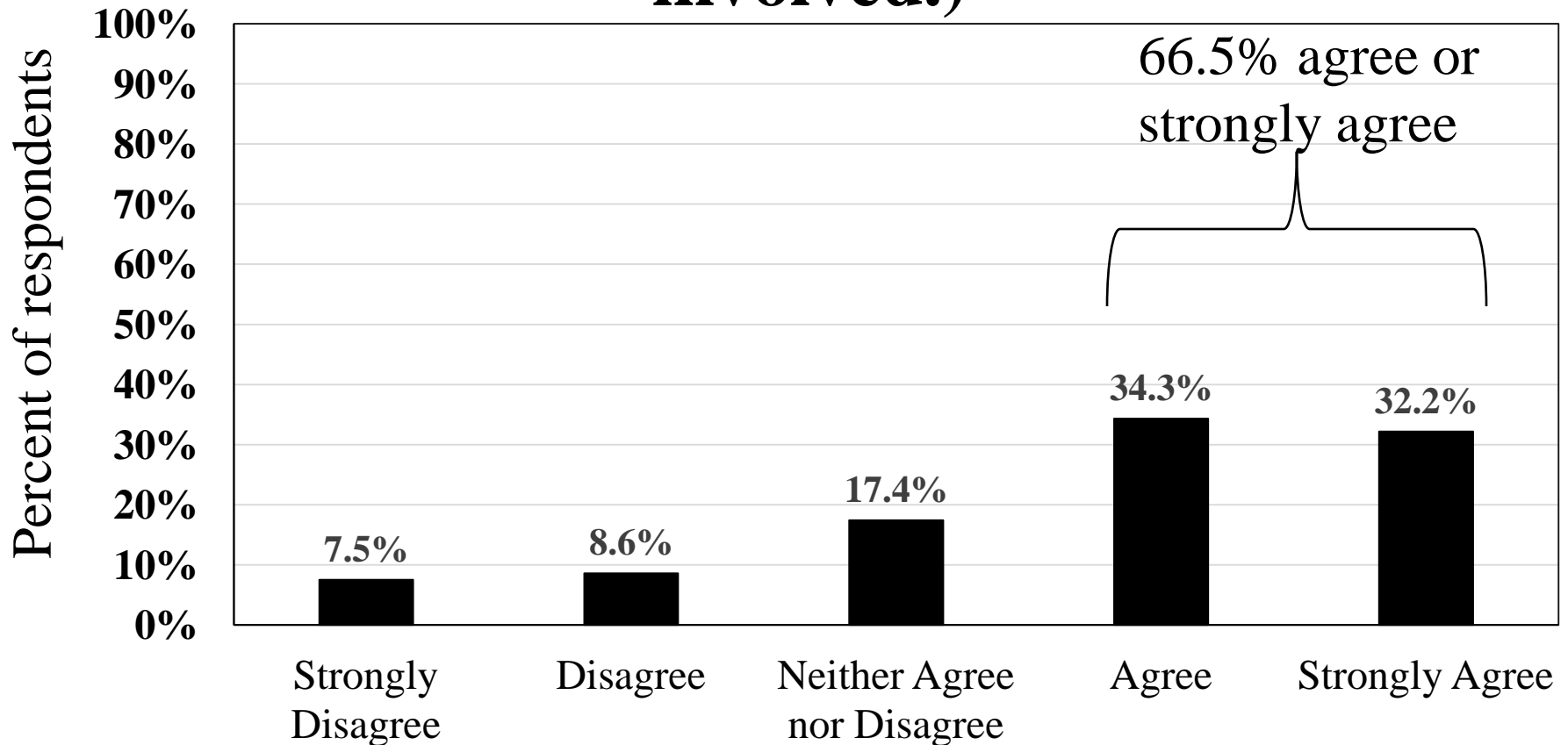
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,316), analyses by Loyola University Chicago

Statewide Responses to Question 17 (Based on my experience in court today, I have more trust in the courts.)



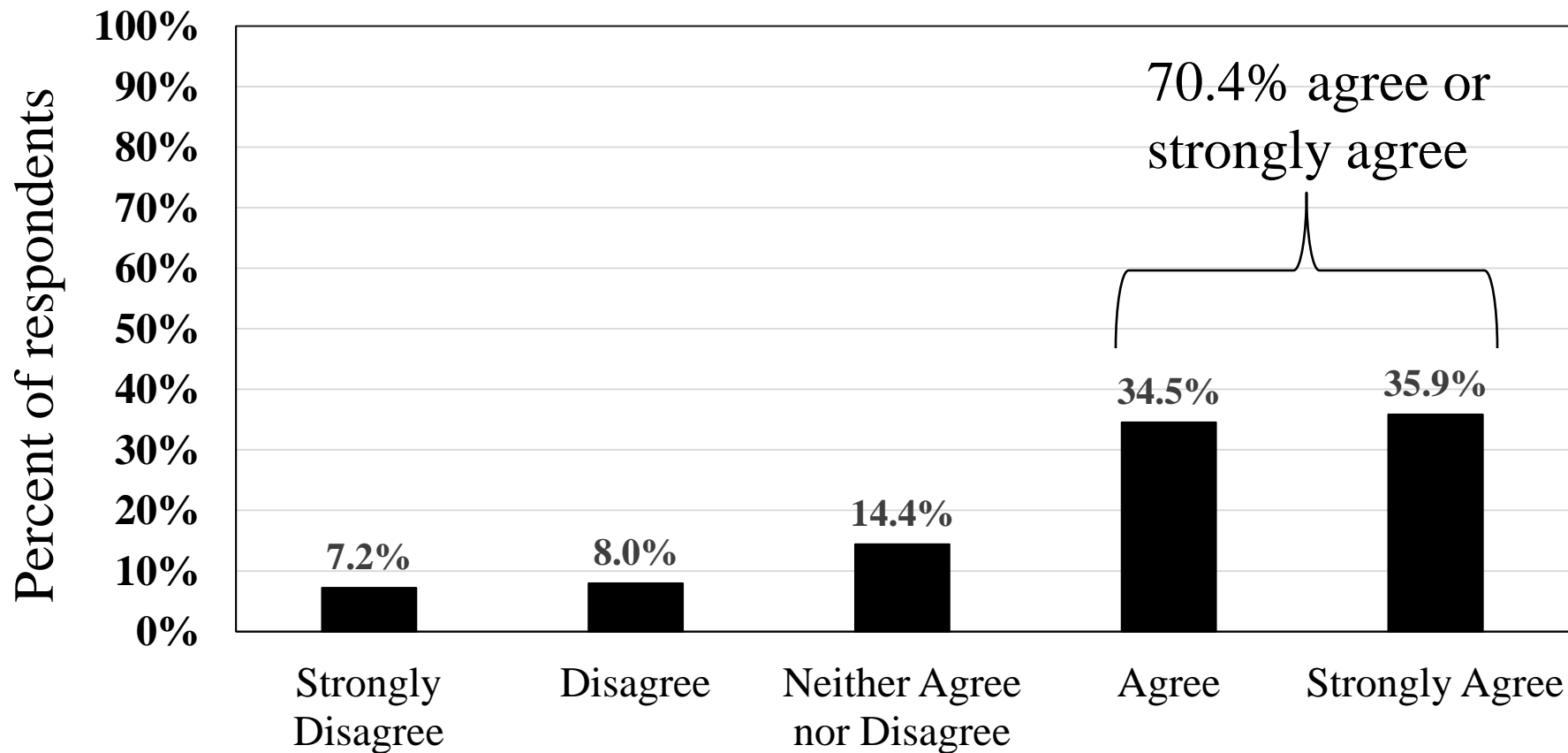
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=10,860), analyses by Loyola University Chicago

Statewide Responses to Question 18 (I trust the courts to reach a fair result for everyone involved.)



Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,614), analyses by Loyola University Chicago

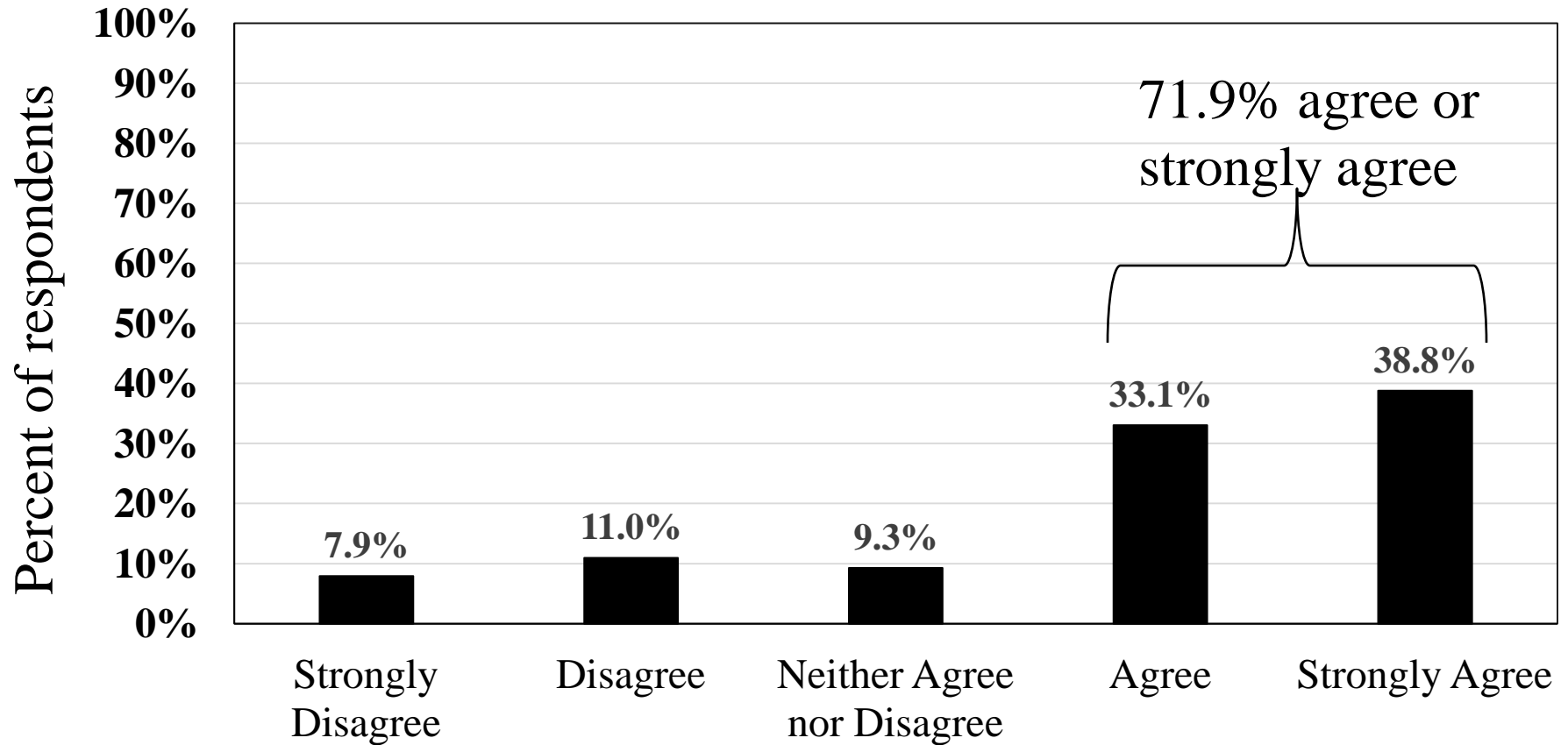
Statewide Responses to Question 19 (I trust the courts to protect everyone's rights.)



Source: Illinois Circuit Courts Questionnaire, weighted responses (n=11,670), analyses by Loyola University Chicago

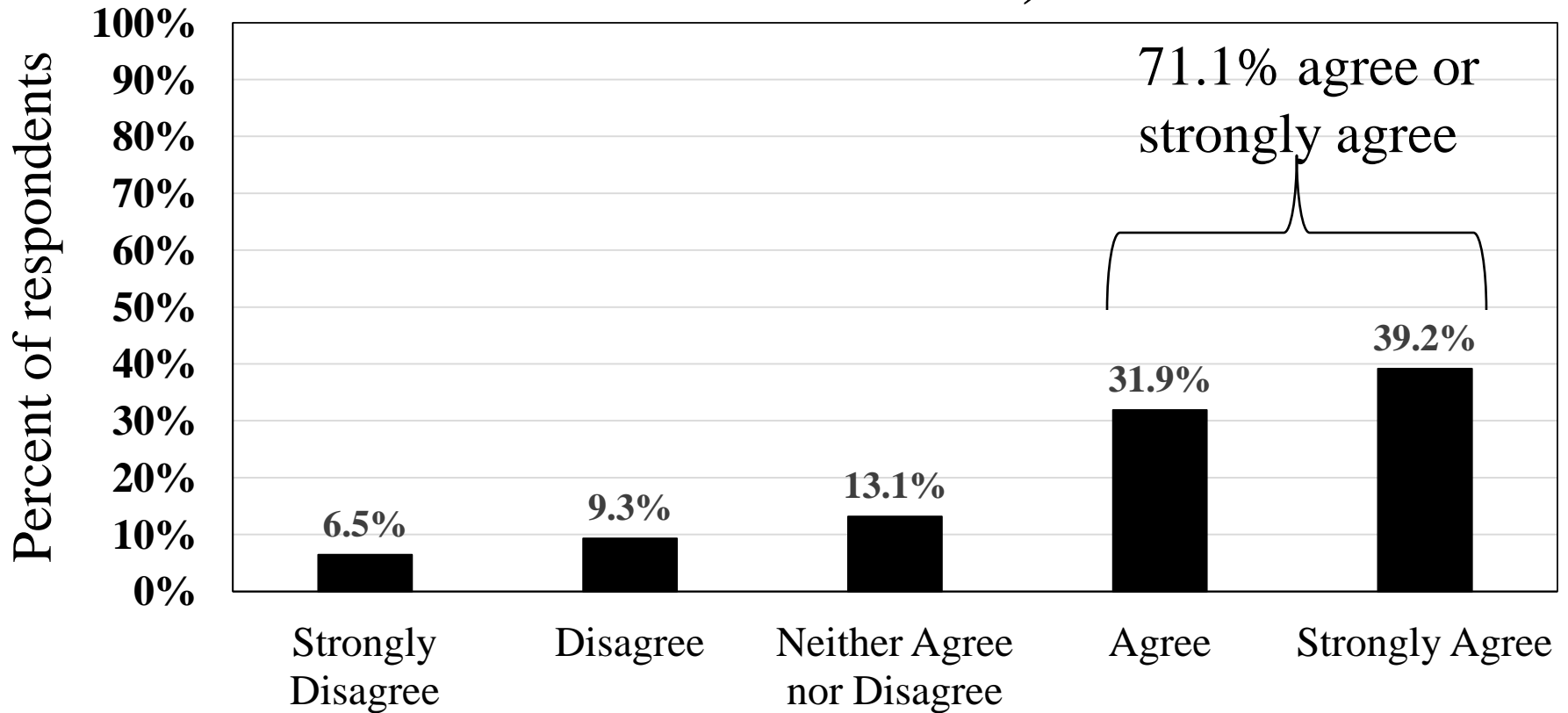
- Questions 20 through 31 were only for those people that indicated they were in a courtroom that day. Number of respondents varied by question, from 6,857 to 8,237.

Statewide Responses to Question 20 (Court started on time today.)



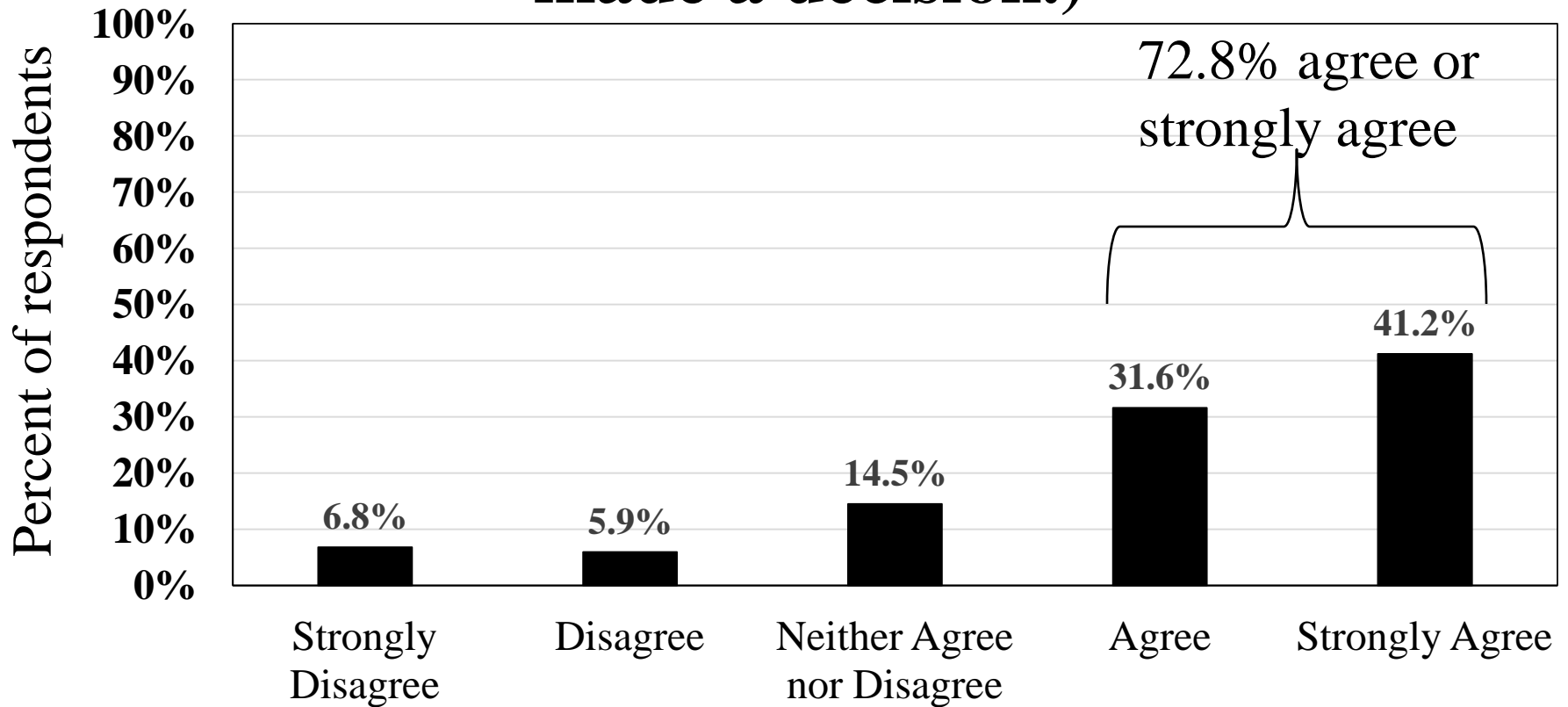
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=8,237), analyses by Loyola University Chicago

Statewide Responses to Question 21 (At the beginning of court today, the judge explained what to expect in the courtroom.)



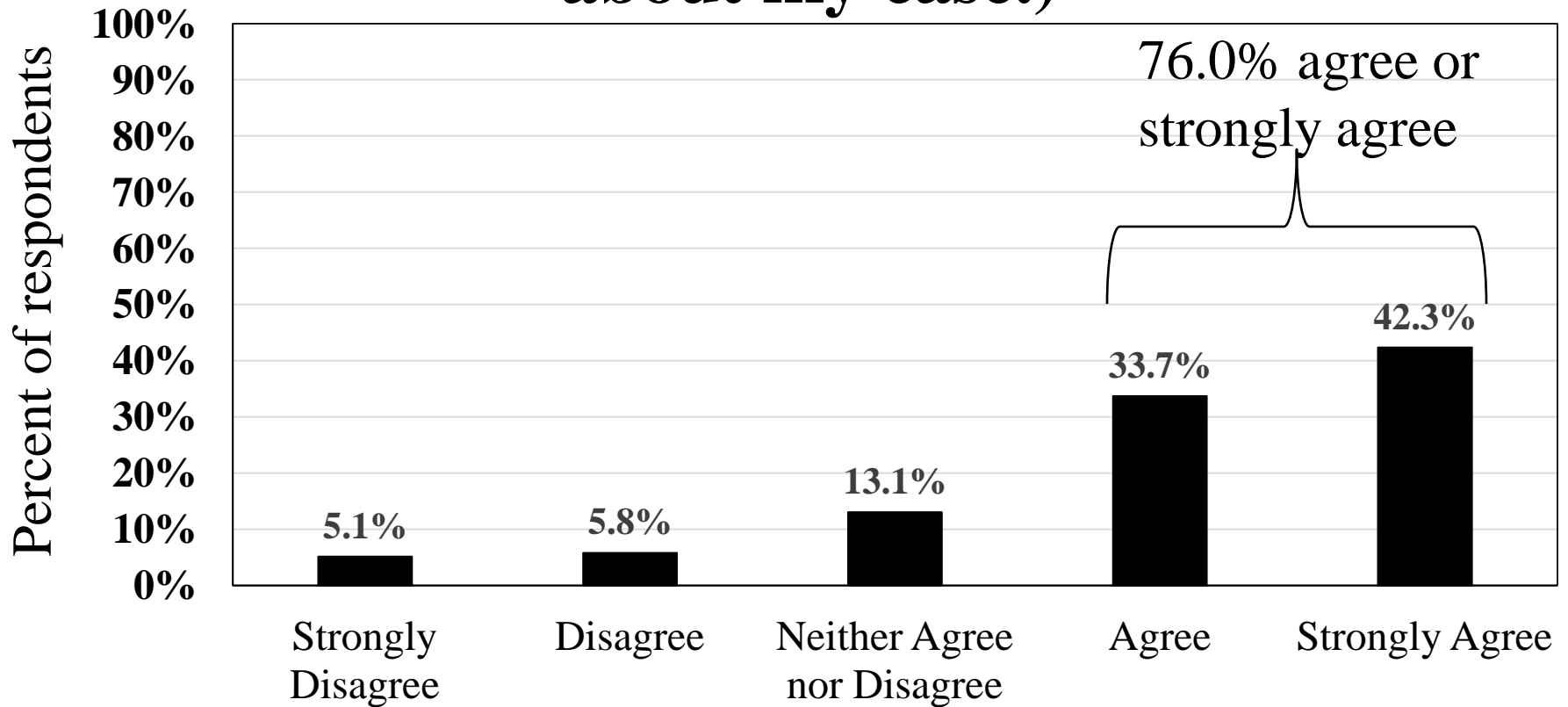
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,716), analyses by Loyola University Chicago

Statewide Responses to Question 22 (The judge listened to my side of the story before he or she made a decision.)



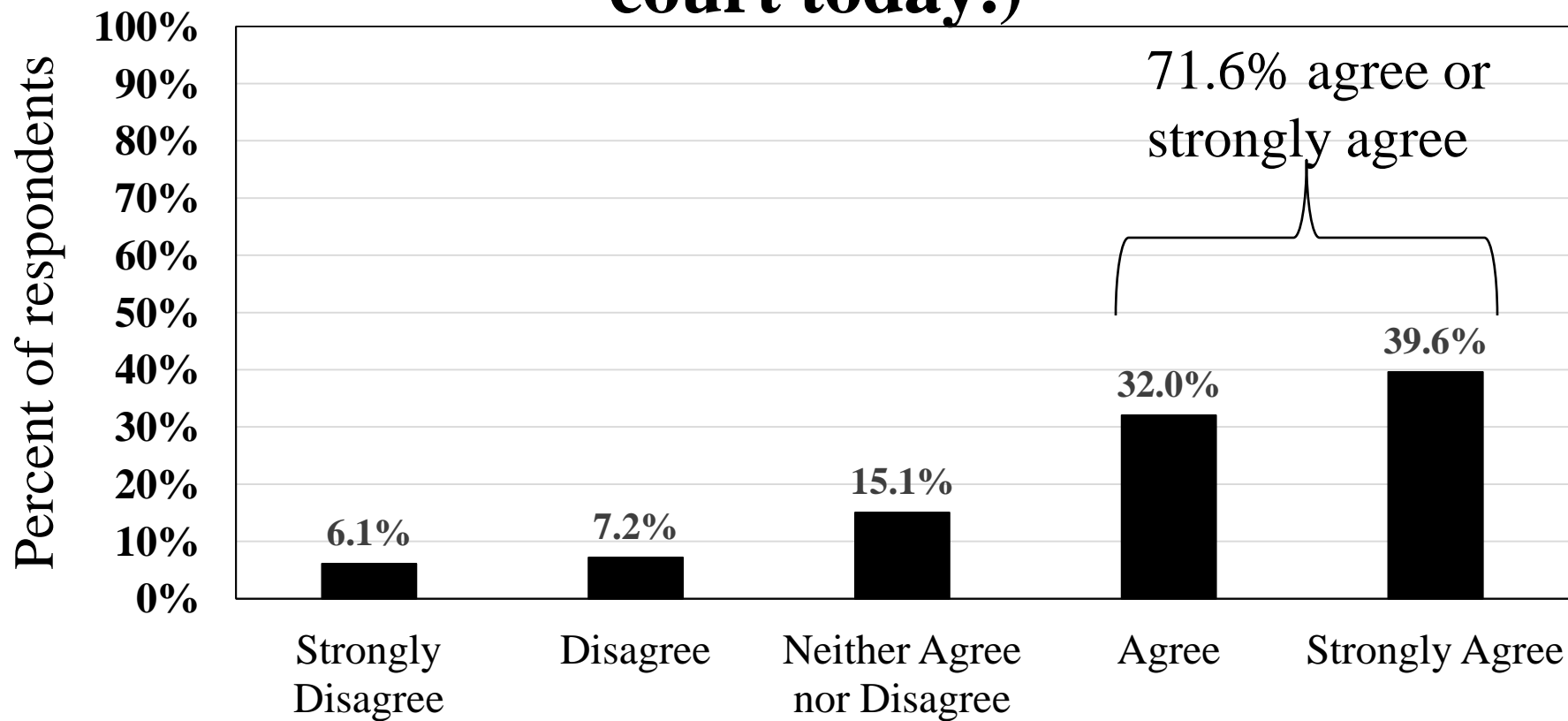
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=6,857), analyses by Loyola University Chicago

Statewide Responses to Question 23 (The judge had the information necessary to make decisions about my case.)



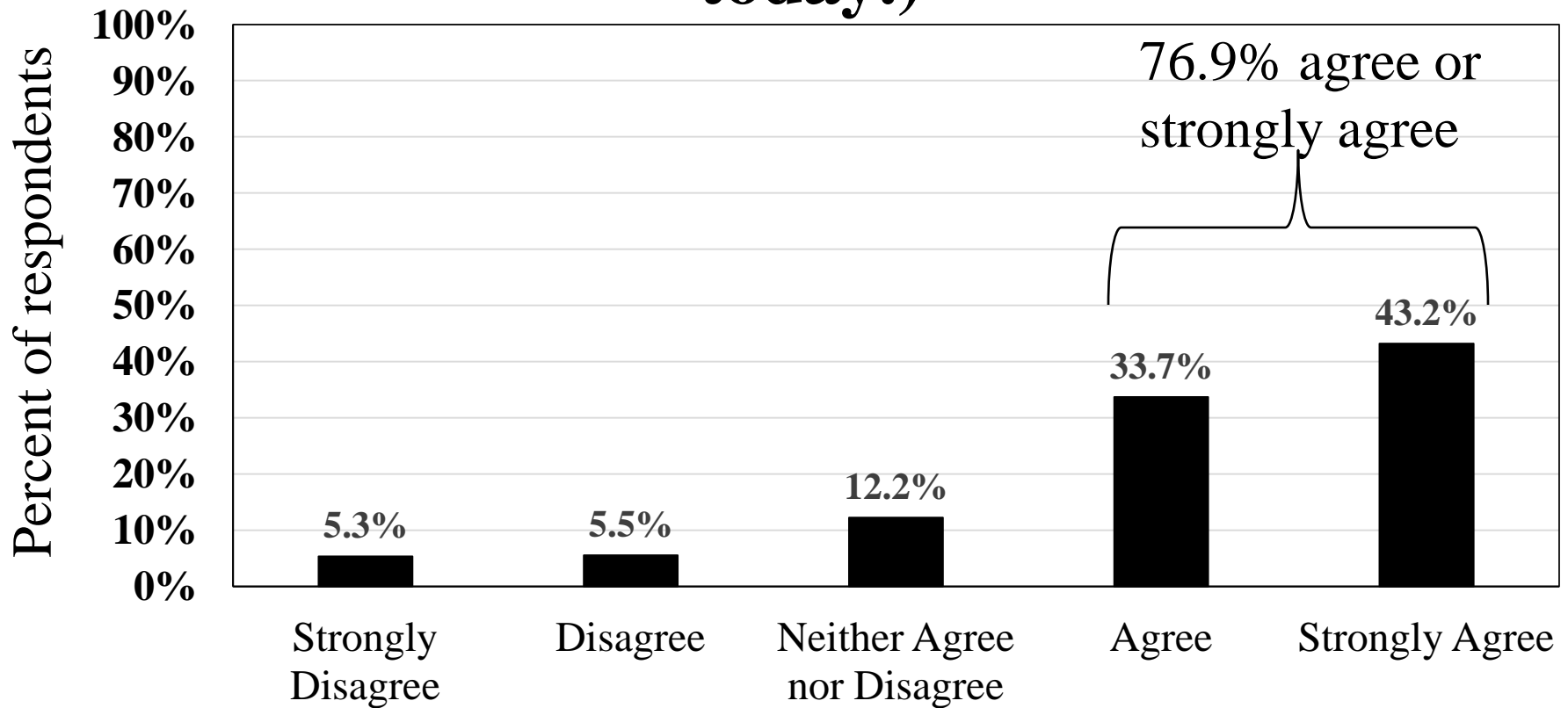
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,228), analyses by Loyola University Chicago

Statewide Responses to Question 24 (At the end of my case, the judge explained what happened in court today.)



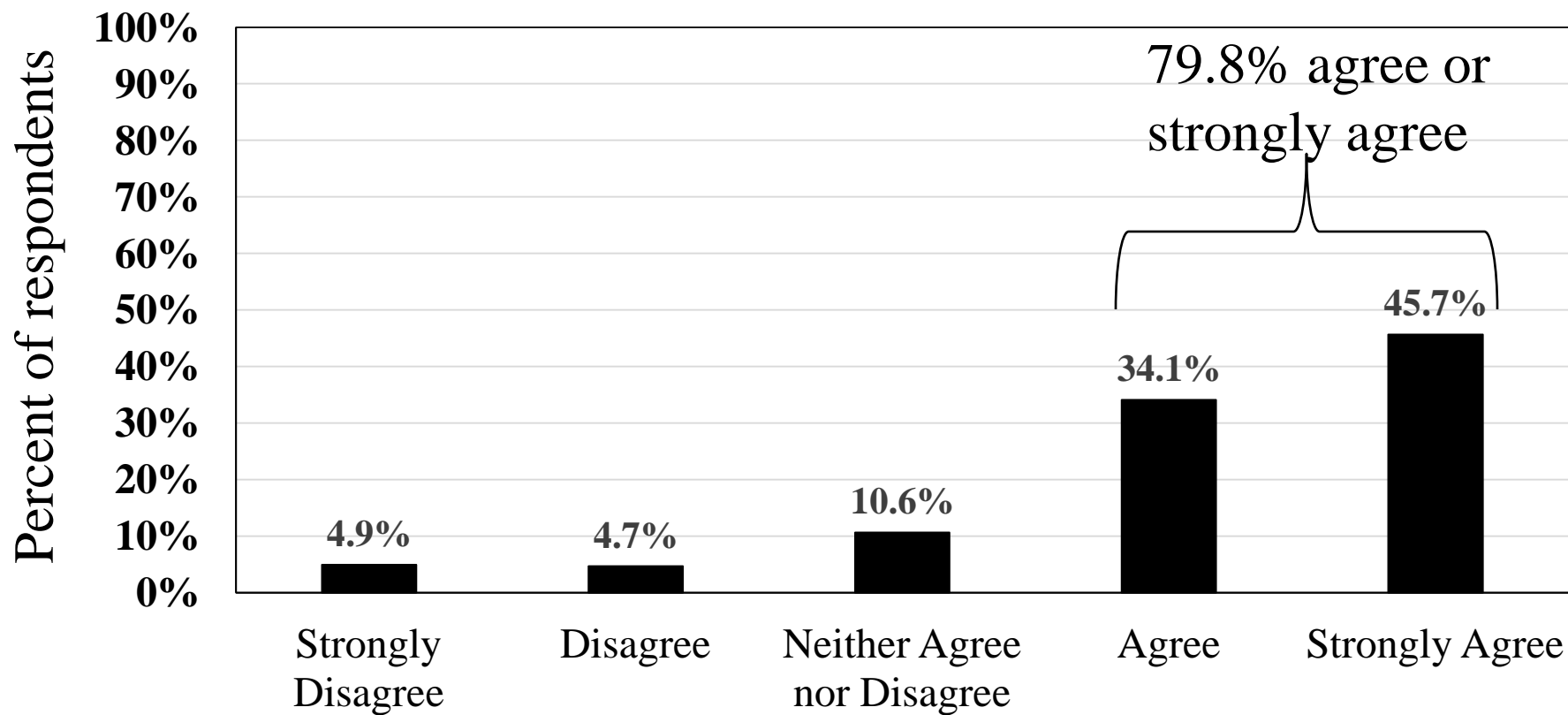
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,001), analyses by Loyola University Chicago

Statewide Responses to Question 25 (I understood the judge's explanation of what happened in court today.)



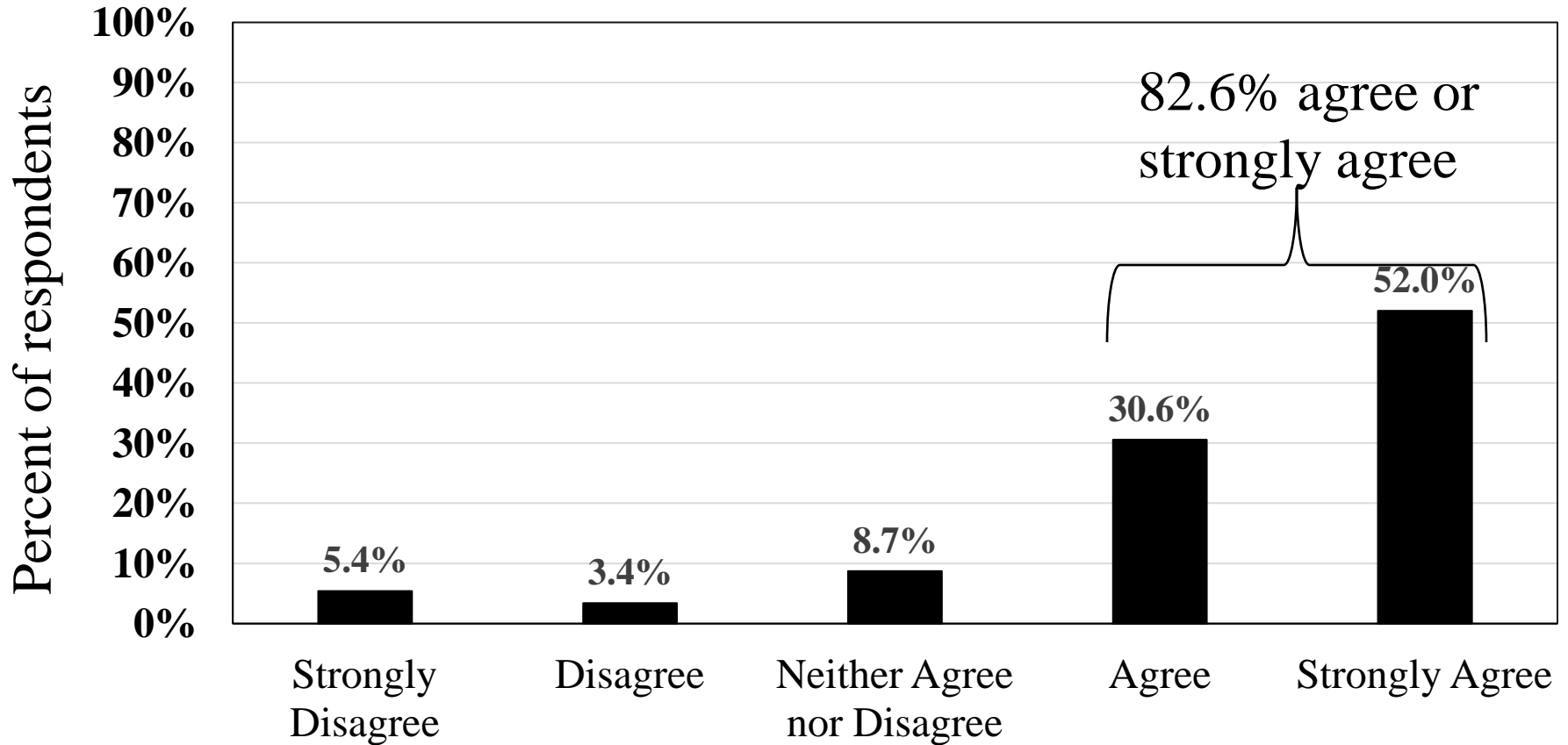
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,204), analyses by Loyola University Chicago

Statewide Responses to Question 26 (As I leave court, I know what to do next about my case.)



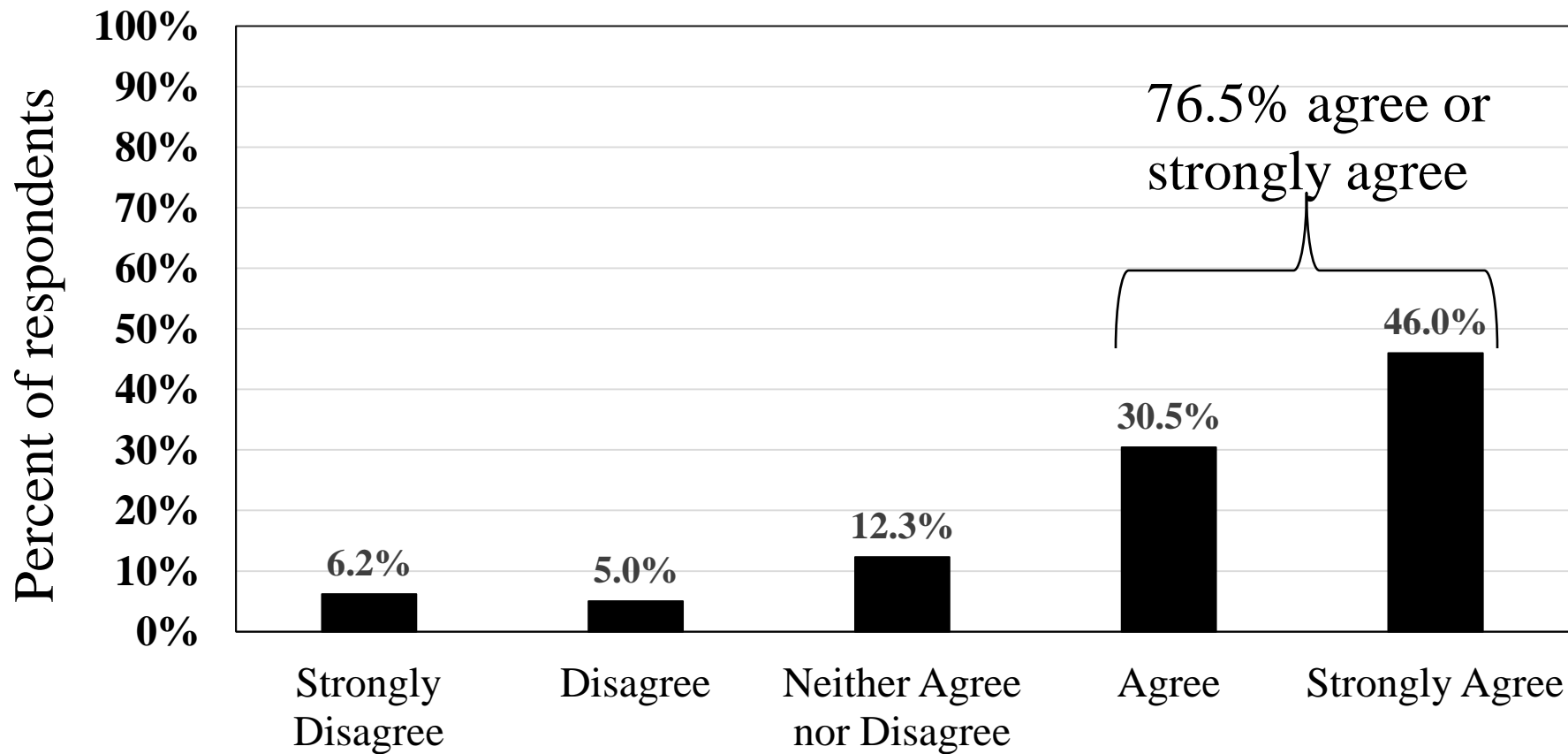
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,263), analyses by Loyola University Chicago

Statewide Responses to Question 27 (I was treated with courtesy and respect by the judge.)



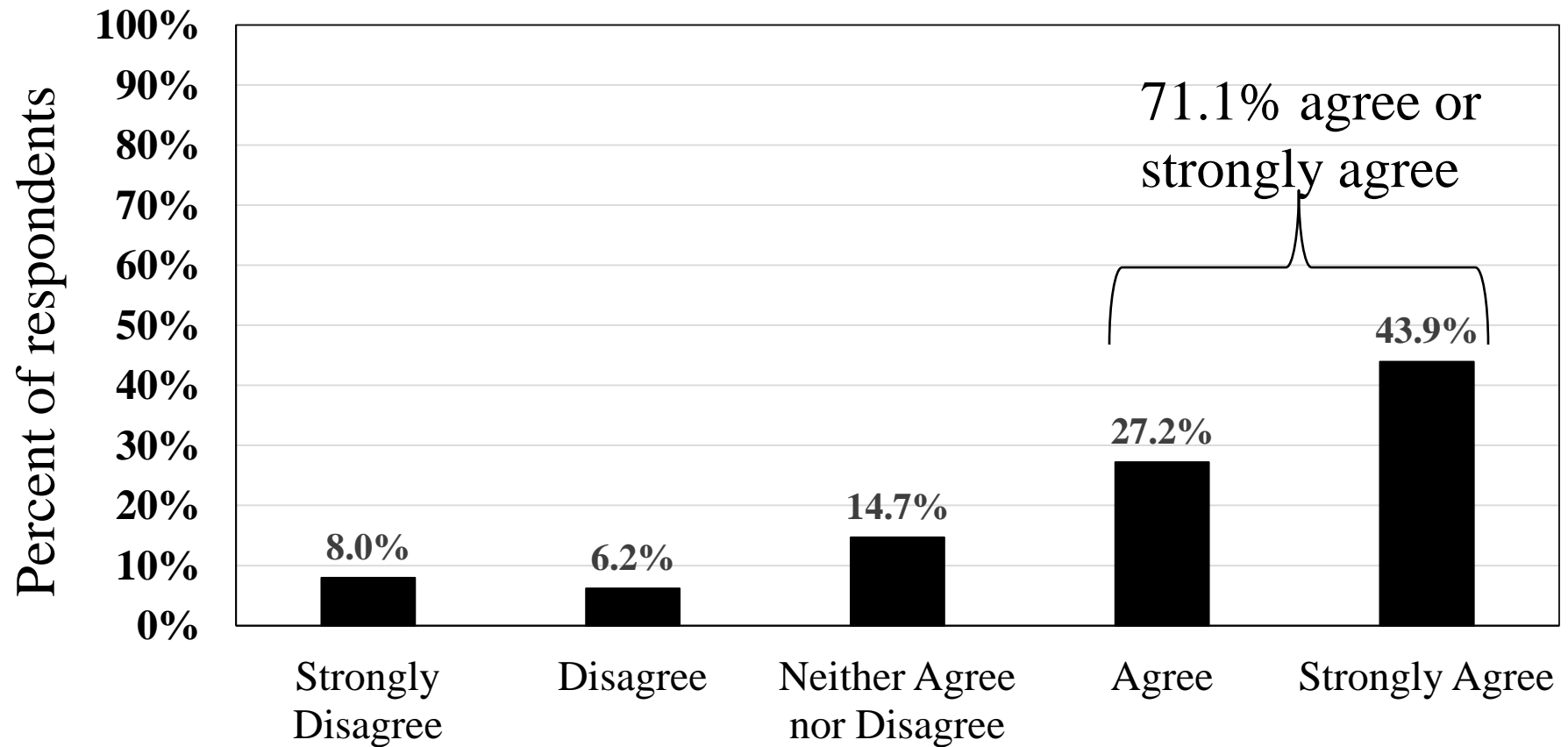
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,716), analyses by Loyola University Chicago

Statewide Responses to Question 28 (The way my case was handled today was fair.)



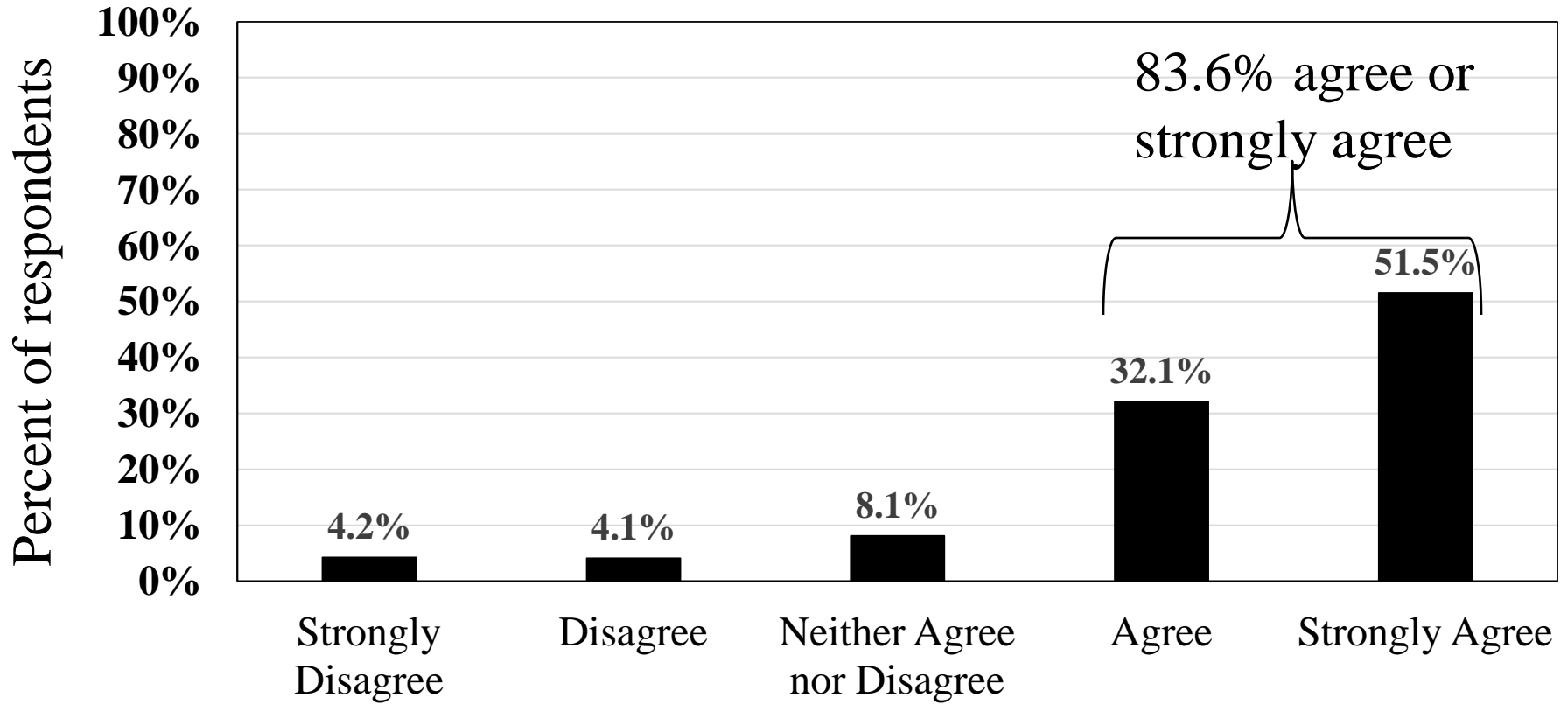
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,384), analyses by Loyola University Chicago

Statewide Responses to Question 29 (I'm satisfied with the outcome of my case today.)



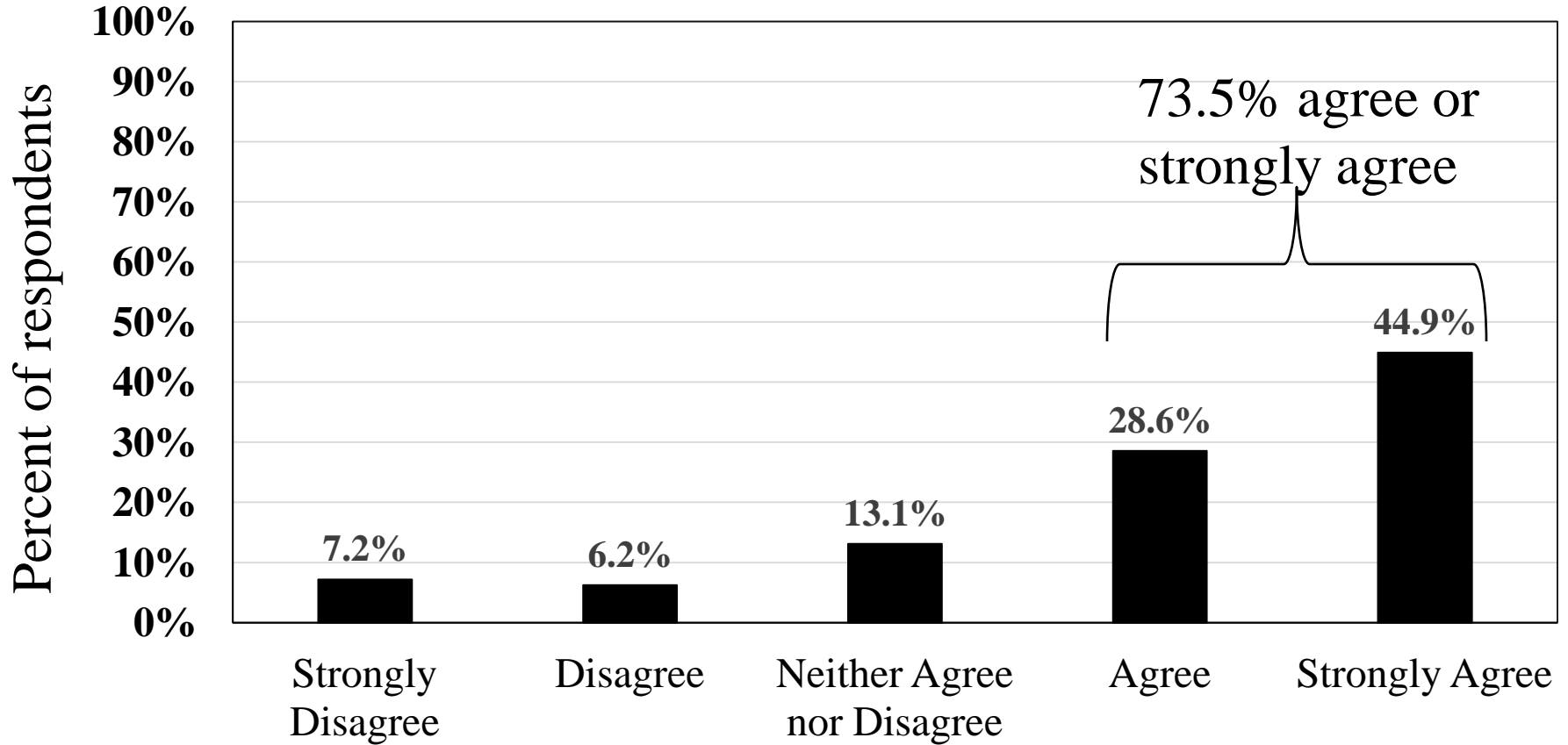
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,270), analyses by Loyola University Chicago

Statewide Responses to Question 30 (I was able to understand the language used in the courtroom.)



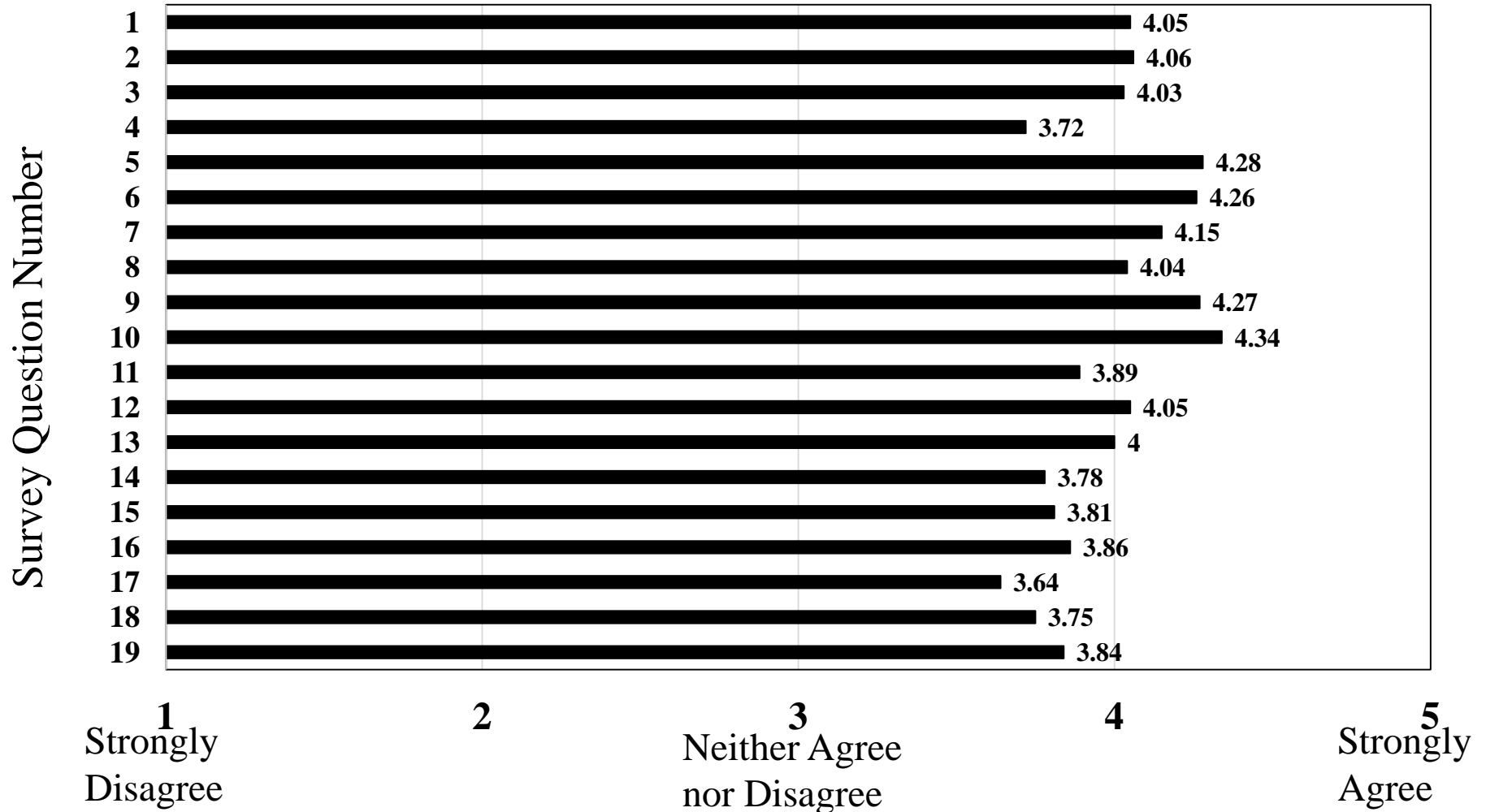
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,742), analyses by Loyola University Chicago

Statewide Responses to Question 31 (My case was decided promptly today.)



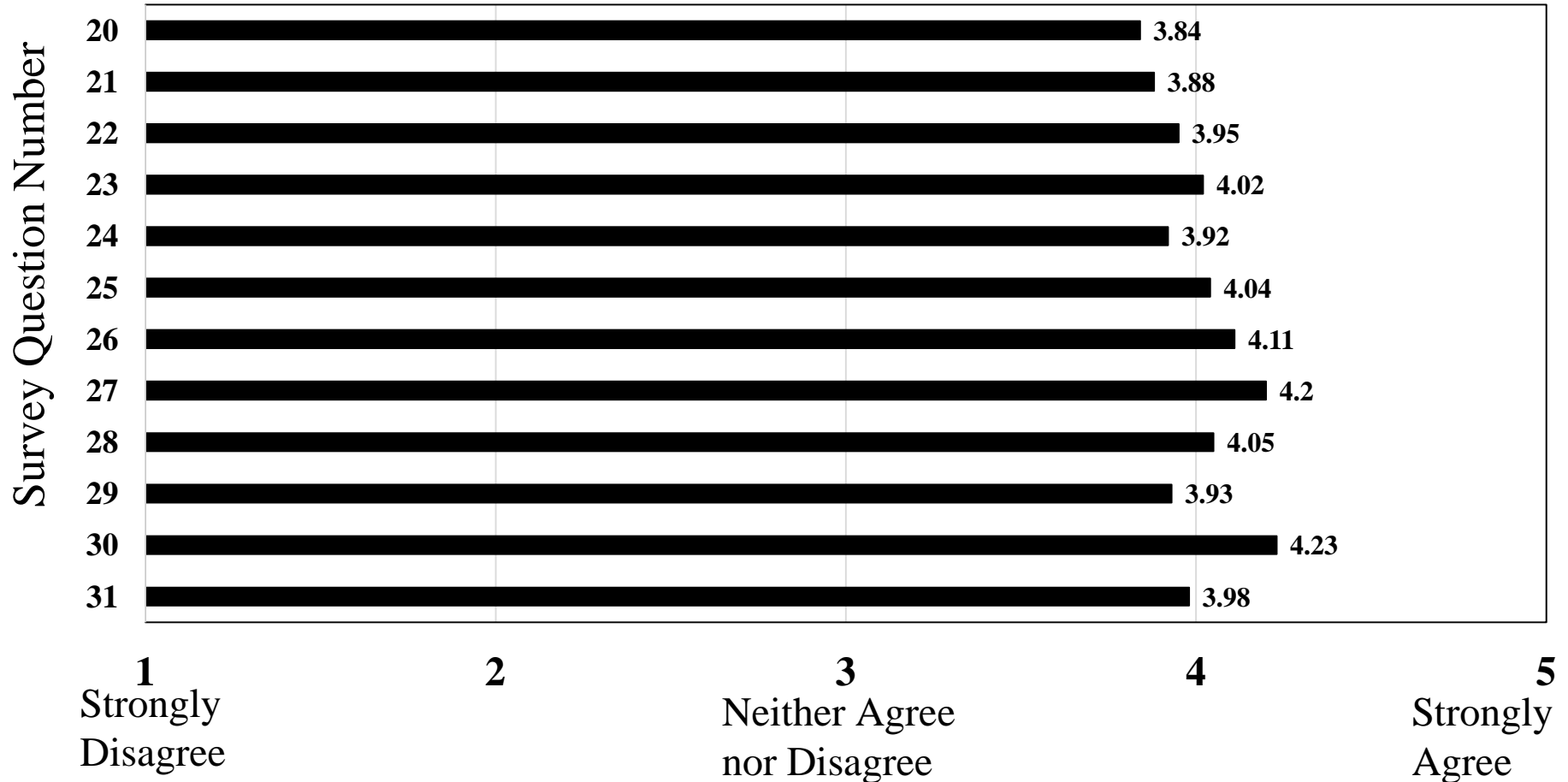
Source: Illinois Circuit Courts Questionnaire, weighted responses (n=7,149), analyses by Loyola University Chicago

Statewide Average Responses to Questions 1 through 19 (Range 1 to 5)



Source: Illinois Circuit Courts Questionnaire, weighted responses, analyses by Loyola University Chicago

Statewide Average Responses to Questions 20 through 31 (Range 1 to 5)



Source: Illinois Circuit Courts Questionnaire, weighted responses, analyses by Loyola University Chicago