



Jefferson County Court Access and Fairness Survey

Please tell us how we are doing by answering the following questions

In Sections I and II please circle the number that indicates your response to each statement below with 1=Strongly Disagree (SD), 2=Disagree (D), 3=Neither Agree or Disagree (N), 4=Agree (A), 5=Strongly Agree (SA), n/a=Not Applicable. In Section III please mark the appropriate response.

Section I: Access to the Court	SD	D	N	A	SA	n/a
1. Finding the courthouse was easy.	1	2	3	4	5	n/a
2. The forms I needed were clear and easy to understand.	1	2	3	4	5	n/a
3. I felt safe in the courthouse.	1	2	3	4	5	n/a
4. The court met my need for disability assistance.	1	2	3	4	5	n/a
5. The court made an adequate attempt to remove any language barriers.	1	2	3	4	5	n/a
6. I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	n/a
7. Court staff paid attention to my needs.	1	2	3	4	5	n/a
8. I was treated with courtesy and respect.	1	2	3	4	5	n/a
9. I easily found the courtroom or office I needed.	1	2	3	4	5	n/a
10. The court's Web site was useful.	1	2	3	4	5	n/a
11. The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	n/a

If you are a party or witness to a legal matter and appeared before a judicial officer today, complete questions 12-16:

Section II: Fairness	SD	D	N	A	SA	n/a
12. The way my case was handled was fair.	1	2	3	4	5	n/a
13. The judge listened to my side of the story before he or she made a decision.	1	2	3	4	5	n/a
14. The judge had the information necessary to make good decisions about my case.	1	2	3	4	5	n/a
15. I was treated the same as everyone else.	1	2	3	4	5	n/a
16. As I leave the court, I know what to do next about my case.	1	2	3	4	5	n/a

Section III: Background Information

17. What type of court (court office) were you involved with today?

Please check appropriate responses below. Mark all that apply.

- District
- Circuit
- Family
- Grand Jury

- Circuit Clerk's Office
- Payment Window
- Other, please specify: _____
- Unsure

18. What did you do at the court today?
Please check the appropriate responses below.

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

19. What type of case brought you to the courthouse today?
Please check the appropriate responses below.

- Traffic
- Criminal
- Civil matter
- Divorce, child custody or support
- Dependency, Abuse and Neglect
- Domestic Violence
- Juvenile matter
- Probate
- Small Claims
- Other, please specify: _____

20. How often have you been in the court house?
Please check the appropriate response below.

- Often
- Sometimes
- Rarely
- First Time
- Unsure

21. Did your employer pay you for the time you spent on jury service?
Please check the appropriate response below. (Only for Jurors)

- Yes
- No
- Not a Juror

22. Of the following, which do you most identify with?
Please check the most appropriate response below.

- American Indian/ Alaska Native
- Asian
- African American
- Hispanic/ Latino
- Native Hawaiian/ Pacific Islander
- White/ Caucasian
- Other, please specify: _____

23. How old are you?
Please indicate your age in the box below.

24. What is your gender?
Please check the appropriate response below.

- Male
- Female

25. What is your primary language?
Please check the appropriate response below.

- English
- Spanish
- Other, please specify: _____

26. Please provide any additional comments in the box below.

The Kentucky Court of Justice sincerely thanks you for taking the time to complete this survey.

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