



Illinois JusticeCorps Program Court Patron Feedback Survey Results Aggregate Report for All Sites

Methodology

During a two-week snapshot period from July 27 until August 7th, Illinois JusticeCorps Members at nine sites were asked to have all court patrons who were assisted by JusticeCorps Members, in more than a light-touch way, complete a brief *JusticeCorps Program Court Patron Feedback Survey*. This was completed at the end of their visit to the service site. JusticeCorps Members informed them that their feedback was completely confidential.

A total of 255 forms were submitted from all sites. The table below shows the nine participating sites and the number of surveys submitted by site. The response rates per site ranged from 20% to 98% for an overall survey response rate of 73%. This response rate produces a margin of error of + or - 3 which gives us confidence that the overall sample was representative of the court patrons served during that time period. The rule of thumb is that the confidence interval (or margin of error) should be 5 or less for the sample to be representative of the full population.

Court/Program	Location	Number of surveys received	Total number served	Response Rate	Margin of Error + or -
McLean County Law and Justice Center	Bloomington	55	56	98%	
Champaign County Circuit Court	Champaign	14	27	52%	
Circuit Court of Cook County First Municipal District – Richard J. Daly Center	Chicago	40	51	78%	
Madison County Courthouse	Edwardsville	6	30	20%	
Kankakee County Courthouse	Kankakee	17	23	74%	
9 th Judicial Circuit Courts in McDonough and Knox Counties	Macomb/ Galesburg	20	27	74%	
Circuit Court of Cook County, Sixth Municipal District – Markham Courthouse	Markham	45	46	98%	
Winnebago County Courthouse	Rockford	36	57	63%	
Lake County Courthouse	Waukegan	22	32	69%	
	Total	255	349	73%	3.19

Service Received

The vast majority (85%) of the court patrons reported that this visit had been their first time receiving assistance from a JusticeCorps volunteer. Very few (7%) had visited more than two times in the past.

How many times have you received assistance from a JusticeCorps volunteer? (N=250)	
This was my first time	211 (85%)
This is my second time	20 (8%)
2-3 previous visits	11 (4%)
More than 3 previous visits	8 (3%)

Visits with JusticeCorps volunteers were brief in nature, with just over half (54%) of the court patrons reporting visits of 15 minutes or less in length. Just 14% had visits more than 30 minutes.

About how long did you spend with the JusticeCorps volunteer today? (N = 248)	
Less than 10 minutes	68 (28%)
10-15 minutes	66 (26%)
16-30 minutes	79 (32%)
More than 30 minutes	35 (14%)

The majority of patrons (75%) received self-help assistance from JusticeCorps volunteers such as receiving help to fill out forms. Nearly two-fifths received an explanation of the legal process or other legal information and 18% were assisted with getting around the court house. Fewer (15%) were referred to other places for additional legal advice or help.

What kind of help did you receive from the JusticeCorps volunteer? (N = 247)	
Self-help assistance (like helping you find and fill out the proper forms)	185 (75%)
Received explanation of the legal process or other legal information	93 (38%)
Assistance getting around the court house	44 (18%)
Given a referral to where I could get legal advice or additional help	36 (15%)
Other	16 (6%)

Court patrons were asked to briefly describe the legal issue they needed assistance with. Frequently mentioned issues included divorce (33%), order of protection/restraining order (18%), visitation/custody (10%), housing/tenant issues (8%), and child support (7%).

Service Rating

Court patrons were then asked to rate a series of six items relating to the services received from the JusticeCorps volunteer during their visit. Their answers ranged from “poor” to “excellent” and answers were coded as follows:

- 1 = poor;
- 2 = good;
- 3 = average; or
- 4 = excellent.

An average score was determined for each item by adding up the responses for all court patrons who responded and dividing by the total number who responded (see table below). Additionally, an overall mean score was computed for all six items by totaling the scores given for each and dividing by the number of items to which they responded. Higher average scores are more desirable.

Each of the six items was rated very highly on the 4-point scale, with the overall score averaging 3.92. The highest scoring item pertained to the courtesy and politeness of the JusticeCorps volunteers. The item that scored the lowest (although still receiving very high marks) related to the explanation of the legal process and/or procedures.

Please rate the services received from the JusticeCorps Volunteer	Poor 1	Average 2	Good 3	Excellent 4	Mean Score
Courtesy and politeness (N = 253)	0 (0%)	1 (<1%)	10 (4%)	242 (96%)	3.95
Information provided in the language needed (N= 250)	1 (<1%)	1 (<1%)	9 (3%)	239 (96%)	3.93
Overall rating of assistance (N = 227)	0 (0%)	1 (<1%)	15 (7%)	211 (93%)	3.93
Amount of time spent with you (N = 226)	0 (0%)	1 (<1%)	20 (9%)	205 (91%)	3.90
Questions answered (N = 228)	0 (0%)	2 (1%)	18 (8%)	208 (91%)	3.89
Explanation of legal process or procedures (N = 248)	0 (0%)	3 (1%)	15 (6%)	230 (93%)	3.88
Overall					3.92

How could your experience today have been improved?

When asked how their experience could have been improved, nearly all of those who responded felt that everything was fine the way it was and thought that no changes were necessary. The only suggested improvements included the following: have coffee, make legal forms easier to understand and fill out, continue to hire young people to assist old people, serve clients faster, provide help rather than handing over a book for clients to read, have more Spanish speakers, increase computer speed, and eliminate deadlines for turning in papers.

Impact of Service

Court patrons were next asked to rate a series of four items relating to the extent to which their views changed after their visit. Their answers ranged from “no change” to “much more” and answers were coded as follows:

- 1 = no change;
- 2 = somewhat more; or
- 3 = much more.

An average score was determined for each item by adding up the responses for all court patrons who responded and dividing by the total number who responded (see table below). Additionally, an overall mean score was computed for all four items by totaling the scores given for each and dividing by the number of items to which they responded. Higher average scores are more desirable.

The vast majority (81%) of court patrons reported feeling much better prepared to proceed with their legal issue and 82% were much clearer on what they needed to do next. A majority (76%) reported that they had much more understanding of the legal process and 71% were much more confident representing themselves.

Please rate the extent to which you...	No change 1	Somewhat more 2	Much more 3	Mean Score
Feel better prepared to proceed with your legal issue (N=249)	9 (3%)	39 (16%)	201 (81%)	2.71
Know what to do next (N = 245)	9 (4%)	35 (14%)	201 (82%)	2.67
Now understand the legal process (N = 249)	15 (6%)	45 (18%)	189 (76%)	2.64
Feel more confident representing yourself (N = 227)	21 (9%)	46 (20%)	160 (71%)	2.33
Overall				2.72