



United States Bankruptcy Court Northern District Of Illinois Access Survey Results June, 2009

Rating was done on a five-point scale:

1—strongly disagree; 2—disagree; 3—neither agree/disagree; 4—agree; 5—strongly agree

	Ratings
Section I. Access	
1. Finding the courthouse was easy.	4.5
2. The forms I needed were clear and easy to understand.	4.0
3. I felt safe in the courthouse.	4.5
4. The court makes reasonable efforts to remove physical and language barriers to service.	3.4
5. I was able to get my court business done in a reasonable amount of time.	4.2
6. Court staff paid attention to my needs.	4.2
7. I was treated with courtesy and respect.	4.6
8. I easily found the courtroom or office I needed.	4.5
9. The courts Web site was useful.	4.1
10. The court's hours of operation made it easy for me to do my business.	4.2

Average Access Score 4.3

Thank You, Your Opinion Counts!
Please visit our website for more details

2009 Customer Satisfaction Survey Results

The Clerk's office conducted its annual customer satisfaction survey during the month of June 2009, in the Dirksen Courthouse, the outlying counties and Rockford. The survey was also accessible on the website. All customers who received service in the courtrooms and/or intake areas were invited to respond. 374 responses were collected.

HIGHLIGHTS OF THE FINDINGS

GOAL: To get feedback from our customers and to achieve an 80% or higher overall score and at least an average of a 4.0 to each question on our survey.

OVERALL ACCESS INDEX SCORES

Using a 100-point scale, the United States Bankruptcy Court Northern District of Illinois received an overall access index score of 85.3.

Under the access category, we received a rating of 4.0 or better in all but one question. We continued to receive our highest ratings on question seven, "I was treated with courtesy and respect." Our lowest rating on question four, "The court makes reasonable efforts to remove physical and language barriers to service."

THE REASON FOR THE VISIT TO THE COURTHOUSE

The majority of our customers continue to be attorneys representing clients at 61.7%, 31.8% were attending a hearing or a trial, 6.8% were a party in a legal matter, 2.6% were making a payment, 7.7% were getting information 5.8% were searching for documents and 12.5% were filing papers.

THE NUMBER OF VISITS TO THE COURTHOUSE

61.4% of the respondents visit the courthouse on a regular basis. 18.6% visit several times a year; 8.4% once a year or less; and 11.6% first time in the courthouse.

GENDER

More males than females that responded to the survey: 62% males and 38.3% females.

DEMOGRAPHICS

We also asked our customers to identify themselves. 67.8% identified themselves as White, 17.6% Black or African American, 4.9% Hispanic or Latino, 1.3% mixed race, 4.2% other, 2.6 Asian, 1.3% American Indian or Alaska Native and .7% Native Hawaiian or other Pacific Islander.

COMMENTS

In the area of service in the courthouse, we continue to receive favorable comments.

2009 Customer Satisfaction Survey Results

Based on the survey results and feedback we will focus on the following:

- Sending ILNB Newsletter regarding performance issues with CM/ECF whenever appropriate
- Expanding customer service hours
- Enabling our forms and website default to 100% view to the extent possible
- Researching language translation feature for website
- Providing additional assistance for pro se filers
- Modifying the website to include links to the U.S. Trustee and Chapter 13 Trustees' websites ***(Completed)**
- Changing the following title on the website under "Filing without a Lawyer"
***(Completed)**
 - From** Administrative Office **to** Bankruptcy Basics/Tutorials
 - From** Attorney filing without attorney **to** Guide to Filing without Lawyer