



United States Bankruptcy Court Northern District Of Illinois Customer Satisfaction Survey Results for June, 2010

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. | 4.6 |
| 2. The forms I needed were clear and easy to understand. | 3.7 |
| 3. I felt safe in the courthouse. | 4.7 |
| 4. The court makes reasonable efforts to remove physical and language barriers to service. | 3.5 |
| 5. I was able to get my court business done in a reasonable amount of time. | 4.0 |
| 6. Court staff paid attention to my needs. | 4.1 |
| 7. I was treated with courtesy and respect. | 4.6 |
| 8. I easily found the courtroom or office I needed. | 4.6 |
| 9. The courts Web site was useful. | 3.9 |
| 10. The court's hours of operation made it easy for me to do my business. | 4.3 |

Average Access Score 4.2

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

The Clerk's office conducted its 4th annual customer satisfaction survey during the month of June 2010, in the Dirksen Courthouse, the outlying counties and Rockford. We modified the survey only to address the issues we have control over and changed the name to Customer satisfaction. The survey was accessible on the website as well as, all customers receiving service in the courtrooms or intake areas were invited to respond. We collected 475 responses.

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 scores

We received a rating of 4.0 or better in all statements under the access category. We received our highest ratings on question three; for the past three years we received our highest rating on question seven; I was treated with courtesy and respect which now came in second to the highest. 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 a client at 59.2%, 36.5% were attending a hearing of a trial, 6.3% a party in a legal matter, 5.4% make a payment, 10.4% to get information 5.9% search for documents and 11.5% to file papers.

THE NUMBER OF VISITS TO THE COURTHOUSE

57.5% of the respondents visit the courthouse on a regular basis, 19.5% several times a year, 9.3% once a year or less and 14.0% first time in the courthouse.

GENDER

There were more males than females that responded to the survey, 63.7% males and 36.5% females.

DEMOGRAPHICS

We also asked our customers to identify themselves, which 65.8% identified themselves as White, 19.5% Black or African American, 5% Hispanic or Latino, 2% mixed race, 3.2% other, 4.3 Asian, 1.1% American Indian or Alaska Native and .2% Native Hawaiian or other Pacific Islander.

COMMENTS We continue to receive favorable comments in the area of service in the courthouse.