



United States Bankruptcy Court Northern District of Illinois Customer Satisfaction Survey Results for June 2011

Rating was done on a five-point scale:

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

Section I: Customer Service Experience	RATING
01. Finding the courthouse was easy.	4.7
02. I felt safe in the courthouse.	4.8
03. The court makes reasonable efforts to remove physical and language barriers to service.	4.5
04. I was able to get my court business done in a reasonable amount of time.	4.4
05. I easily found the courtroom/office I needed.	4.6
06. The court's hours of operation made it easy for me to do my business.	4.5
07. The forms I needed were clear and easy to understand.	4.4
08. The court's website provides sufficient information.	4.5
09. I was treated with courtesy and respect	4.7
10. The court staff employee paid attention to my needs.	4.6
11. The court staff employee was very knowledgeable and polite.	4.6
12. The court staff employee quickly resolved the problem.	4.6
13. The court staff employee answered my call in a reasonable amount of time.	4.5
14. Overall, I was satisfied with the customer service experience.	4.6
15. The e-mail instructions received from the court staff was consistent and easy to follow.	
• Case Administration	4.4
• Courtroom Services	4.5
• Fiscal	4.4
• Public Service	4.5
• Systems	4.4
• Training	4.4

Average Access Score 4.5

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

The Clerks office conducted its 5th annual customer satisfaction survey during the month of June 2011, in the Dirksen Courthouse, the outlying counties and Rockford. We modified the survey to include four new survey questions, removed survey questions regarding filing without an attorney and added three new background questions. 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 506 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.

SECTION I – CUSTOMER SERVICE EXPERIENCE

We received a rating of 4.0 or better in all statements under the **Customer Service Experience** category. We received our highest ratings on the following two statements: statement two, *I felt safe in the courthouse* – 4.75% and statement 1, *Finding the courthouse was easy* – 4.68%. For the past four years we received our highest rating on question seven: *I was treated with courtesy and respect* – 4.67%. Our lowest rating on statement four, *I was able to get my court business done in a reasonable amount of time* – 4.39%.

We added a new statement to reflect the consistency of information provided to our customers, statement 15; *the e-mail instructions received from the court staff was consistent and easy to follow*. The customer was given the opportunity to rate each team. Each team received a rating of 4.0 or better. Courtroom Services received the highest rating – 4.52 and Training received the lowest rating 4.36.

SECTION II – BACKGROUND INFORMATION

New – Identify Your Role With This Court

The majority of our customer's role with this court were attorneys 68.8%, creditors 6.5%, debtor/joint debtor (represented by an attorney) 7.2%, debtor/joint debtor (NOT represented by an attorney – Pro Se) 8.0%, trustees 2.6% and other 6.9%.

New – Most Recent Customer Service Experience

To determine the most recent customer service experience, we added the method of contact made with the court staff employee. The highest rating was in-person 40.6%; next by telephone 38.7% and finally e-mail 20.7%.

New – Where Do You Conduct Business

68.3% of the respondents conduct business at the Eastern Division, 8.3% at the Western Division and 23.4% at both locations.

The Number Of Visits To The Courthouse

57.8% of the respondents visit the courthouse on a regular basis, 19.3% several times a year, 10.9% once a year or less and 12.0% first time in the courthouse.

New – Calling The Court

50.3% of the respondents call the ECF Help Desk at (312) 408-7765, 39.8% call the Help Desk at (312) 435-5694, 14.6% call other numbers and 12% call the Rockford courthouse.

The Reason For The Visit To The Courthouse

The majority of our customers continue to be attorneys representing a client at 58.2%, 35.6% were attending a hearing of a trial, 4.4% a party in a legal matter, 1.8% make a payment, 7.0% to get information 3.3% search for documents and 10.3% to file papers.

Demographics

We also asked our customers to identify themselves, which 67.5% identified themselves as White, 14.6% Black or African American, 3.5% Hispanic or Latino, 2.0% mixed race, 2.2% other, 2.8% Asian, 0.9% American Indian or Alaska Native, 0.2% Native Hawaiian or other Pacific Islander and 6.3% preferred not to answer.

Gender

There were more males than females that responded to the survey, 59.1% males and 40.9% females.

Comments

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