



# United States Bankruptcy Court Northern District of Illinois Customer Satisfaction Survey Results for April 2014

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## Rating was done on a five-point scale:

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

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<b>Section I: Customer Service Experience</b>	<b>RATING</b>
01. Finding the courthouse was easy.	<b>4.73</b>
02. I felt safe in the courthouse.	<b>4.84</b>
03. The court makes reasonable efforts to remove physical and language barriers to service.	<b>4.56</b>
04. I was able to get my court business done in a reasonable amount of time.	<b>4.54</b>
05. I easily found the courtroom/office I needed.	<b>4.70</b>
06. The court's hours of operation made it easy for me to do my business.	<b>4.69</b>
07. The forms I needed were clear and easy to understand.	<b>4.47</b>
08. The court's website provides sufficient information.	<b>4.55</b>
09. I was treated with courtesy and respect	<b>4.78</b>
10. The court's staff employee paid attention to my needs.	<b>4.74</b>
11. The court's staff employee was very knowledgeable and polite.	<b>4.74</b>
12. The court's staff employee quickly resolved the problem.	<b>4.66</b>
13. The court's staff employee answered my call in a reasonable amount of time.	<b>4.63</b>
14. Overall, I was satisfied with the customer service experience.	<b>4.72</b>
15. The e-mail instructions received from the court staff was consistent and easy to follow.	
• Case Administration	<b>4.51</b>
• Courtroom Services	<b>4.61</b>
• Fiscal	<b>4.52</b>
• Public Service	<b>4.56</b>
• Systems	<b>4.53</b>
• Training	<b>4.48</b>

**Average Access Score 4.55**

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

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The Clerk's office conducted its 7<sup>th</sup> annual customer satisfaction survey during the month of April 2014, in the Dirksen Courthouse, the outlying counties and Rockford. 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 492 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* – 4.84 and statement one, *Finding the courthouse was easy* – 4.73. Our lowest rating statement seven, *the forms I needed were clear and easy to understand*—4.47

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*. Each team received a rating of 4.0 or better. Courtroom Services received the highest rating – 4.61 and Training received the lowest rating 4.48.

### SECTION II – BACKGROUND INFORMATION

#### Identify Your Role with This Court

The majority of our customers were attorneys 60.71%, creditors 3.53%, debtor/joint debtor (represented by an attorney) 10.15%, debtor/joint debtor (NOT represented by an attorney – Pro Se) 17.44%, trustees 0.88% and other 7.28%.

#### Most Recent Customer Service Experience

The highest rating in person 44.77%; by telephone 41.82% and e-mails 13.41%

#### Where Do You Conduct Business

75.00% of the respondents conduct business at the Eastern Division, 7.75% at the Western Division and 17.25% at both locations.

#### The Number of Visits to the Courthouse

56.6% of the respondents visit the courthouse on a regular basis, 18.5% several times a year, 16.7% first time in this courthouse and 8.2% once a year or less.

#### Calling the Court

41.01% of the respondents call the Help Desk at (312) 408-5000, 39.04% call the ECF Help Desk at (312) 408-7765, 20.79% call other numbers and 8.71% 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 51.14%, 21.59% were attending a hearing or a trial, 20.0% file papers, 7.73% get information, 2.05% party to a legal matter, 4.77% search court records/obtain documents and 5.68% make a payment.

**Demographics**

We also asked our customers to identify themselves, which 56.15% identified themselves as White, 28.64% Black or African American, 3.13% Hispanic or Latino, 1.79% Asian, 1.79% other, 1.57% mixed race, 1.12% American Indian or Alaska Native, .22% Native Hawaiian or other Pacific Islander and 5.59% preferred not to answer.

**Gender**

There were more males than females that responded to the survey, 57.27% males and 42.73% females.

**Comments**

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