

Appendix G

Customer Satisfaction Data

**Exhibit G.1
Butte/Glenn/Tehama County Customer Survey: Overall Satisfaction**

	Understand My Situation Better		Less Worried About My Situation		Less Confused About How Court Works		Know More About How Laws Work		Know What I Need to Do Next	
	%	N	%	N	%	N	%	N	%	N
Strongly agree	88%	63	58%	42	53%	38	50%	36	63%	45
Agree	13%	9	35%	25	44%	32	43%	31	35%	25
Disagree	0%	0	7%	5	1%	1	4%	3	1%	1
Strongly disagree	0%	0	0%	0	0%	0	1%	1	0%	0
Not applicable	0%	0	0%	0	0%	0	0%	0	0%	0
Missing	0%	0	0%	0	1%	1	1%	1	1%	1
Total	100%	72	100%	72	100%	72	100%	72	100%	72

	Staff Seemed Knowledgeable		Staff Explained Things Clearly		Staff Treated Me With Respect		Would Recommend to Friends	
	%	N	%	N	%	N	%	N
Strongly agree	79%	57	81%	58	81%	58	88%	63
Agree	19%	14	18%	13	17%	12	11%	8
Disagree	0%	0	0%	0	0%	0	0%	0
Strongly disagree	0%	0	0%	0	0%	0	0%	0
Not applicable	0%	0	0%	0	0%	0	0%	0
Missing	1%	1	1%	1	3%	2	1%	1
Total	100%	72	100%	72	100%	72	100%	72

**Exhibit G.2
Butte/Glenn/Tehama County Customer Survey: Satisfaction With Specific Services**

	Help With forms		Written Instructions for Forms		Staff to Answer Questions		Interpretation/ Translation Assistance		Help to Prepare for a Court Hearing	
	%	N	%	N	%	N	%	N	%	N
Very helpful	94%	68	64%	46	94%	68	50%	36	49%	35
Somewhat helpful	3%	2	4%	3	4%	3	3%	2	8%	6
Not very helpful	0%	0	0%	0	0%	0	0%	0	0%	0
Not at all helpful	0%	0	0%	0	0%	0	0%	0	0%	0
Not applicable	0%	0	17%	12	0%	0	33%	24	29%	21
Missing	3%	2	15%	11	1%	1	14%	10	14%	10
Total	100%	72	100.0%	72	100%	72	100%	72	100%	72

	Help Following Up With Court Orders		Educational Materials		Information on Where to Get More Help	
	%	N	%	N	%	N
Very helpful	40%	29	35%	25	47%	34
Somewhat helpful	13%	9	7%	5	11%	8
Not very helpful	0%	0	0%	0	0%	0
Not at all helpful	0%	0	0%	0	0%	0
Not applicable	32%	23	43%	31	26%	19
Missing	15%	11	15%	11	15%	11
Total	100%	72	100%	72	100%	72

**Exhibit G.3
Contra Costa County Customer Survey: Overall Satisfaction**

	Understand My Situation Better		Less Worried About My Situation		Less Confused About How Court Works		Know More About How Laws Work		Know What I Need to Do Next	
	%	N	%	N	%	N	%	N	%	N
Strongly agree	N/A	2	N/A	2	N/A	1	N/A	1	N/A	2
Agree	N/A	6	N/A	6	N/A	7	N/A	7	N/A	6
Disagree	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Strongly disagree	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Not applicable	N/A	1	N/A	1	N/A	1	N/A	1	N/A	1
Missing	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Total	N/A	9	N/A	9	N/A	9	N/A	9	N/A	9

	Helpful to Talk to Others		Staff Seemed Knowledgeable		Staff Explained Things Clearly		Staff Treated Me With Respect		Got Into Workshop in Timely Manner	
	%	N	%	N	%	N	%	N	%	N
Strongly agree	N/A	3	N/A	4	N/A	5	N/A	5	N/A	3
Agree	N/A	5	N/A	4	N/A	3	N/A	3	N/A	5
Disagree	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Strongly disagree	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Not applicable	N/A	1	N/A	1	N/A	1	N/A	1	N/A	1
Missing	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Total	N/A	9	N/A	9	N/A	9	N/A	9	N/A	9

Exhibit G.3 (continued)

	Would Recommend to Friends	
	%	N
Strongly agree	N/A	5
Agree	N/A	3
Disagree	N/A	0
Strongly disagree	N/A	0
Not applicable	N/A	1
Missing	N/A	0
Total	N/A	9

Exhibit G.4
 Contra Costa County Customer Survey: Ratings of Videoconferencing Equipment and Facilities

	Sound Quality		Picture Quality		Room Size		Seating		Technical Assistance	
	%	N	%	N	%	N	%	N	%	N
1 (poor)	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
2	N/A	0	N/A	2	N/A	0	N/A	0	N/A	0
3	N/A	3	N/A	1	N/A	3	N/A	4	N/A	0
4	N/A	4	N/A	4	N/A	2	N/A	1	N/A	6
5 (excellent)	N/A	2	N/A	2	N/A	4	N/A	4	N/A	3
Missing	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Total	N/A	9	N/A	9	N/A	9	N/A	9	N/A	9
Average	3.9		3.7		3.0		2.9		3.8	

**Exhibit G.5
Contra Costa County Customer Survey: Satisfaction With Specific Services**

	Help With Forms		Written Instructions for Forms		Staff to Answer Questions		Interpretation/ Translation Assistance	
	%	N	%	N	%	N	%	N
Very helpful	N/A	5	N/A	6	N/A	6	N/A	1
Somewhat helpful	N/A	3	N/A	0	N/A	2	N/A	0
Not very helpful	N/A	0	N/A	0	N/A	0	N/A	0
Not at all helpful	N/A	0	N/A	0	N/A	0	N/A	0
Not applicable	N/A	1	N/A	3	N/A	1	N/A	7
Missing	N/A	0	N/A	0	N/A	0	N/A	1
Total	N/A	9	N/A	9	N/A	9	N/A	9

	Help to Prepare for a Court Hearing		Help Following Up With Court Orders		Educational Materials		Information on Where to Get More Help	
	%	N	%	N	%	N	%	N
Very helpful	N/A	1	N/A	1	N/A	3	N/A	1
Somewhat helpful	N/A	3	N/A	3	N/A	2	N/A	7
Not very helpful	N/A	0	N/A	0	N/A	0	N/A	0
Not at all helpful	N/A	0	N/A	0	N/A	0	N/A	0
Not applicable	N/A	4	N/A	4	N/A	3	N/A	1
Missing	N/A	1	N/A	1	N/A	1	N/A	0
Total	N/A	9	N/A	9	N/A	9	N/A	9

**Exhibit G.6
Fresno County Customer Survey: Overall Satisfaction**

	Understand My Situation Better		Less Worried About My Situation		Less Confused About How Court Works		Know More About How Laws Work		Know What I Need to Do Next	
	%	N	%	N	%	N	%	N	%	N
Strongly agree	80%	35	75%	33	71%	31	66%	29	71%	31
Agree	21%	9	25%	11	30%	13	32%	14	25%	11
Disagree	0%	0	0%	0	0%	0	0%	0	0%	0
Strongly disagree	0%	0	0%	0	0%	0	0%	0	0%	0
Not applicable	0%	0	0%	0	0%	0	0%	0	0%	0
Missing	0%	0	0%	0	0%	0	2%	1	5%	2
Total	100%	44	100.0%	44	100%	44	100%	44	100%	44

	Staff Seemed Knowledgeable		Staff Explained Things Clearly		Staff Treated Me With Respect		Would Recommend to Friends	
	%	N	%	N	%	N	%	N
Strongly agree	84%	37	82%	36	82%	36	82%	36
Agree	14%	6	18%	8	18%	8	16%	7
Disagree	0%	0	0%	0	0%	0	0%	0
Strongly disagree	0%	0	0%	0	0%	0	0%	0
Not applicable	0%	0	0%	0	0%	0	0%	0
Missing	2%	1	0%	0	0%	0	2%	1
Total	100%	44	100%	44	100%	44	100%	44

**Exhibit G.7
Fresno County Customer Survey: Satisfaction With Specific Services**

	Help With Forms		Written Instructions for Forms		Staff to Answer Questions		Interpretation/ Translation Assistance		Help to Prepare for a Court Hearing	
	%	N	%	N	%	N	%	N	%	N
Very helpful	89%	39	77%	34	93%	41	68%	30	32%	14
Somewhat helpful	7%	3	14%	6	5%	2	5%	2	9%	4
Not very helpful	0%	0	0%	0	0%	0	0%	0	0%	0
Not at all helpful	0%	0	0%	0	0%	0	0%	0	2%	1
Not applicable	2%	1	7%	3	0%	0	21%	9	41%	18
Missing	2%	1	2%	1	2%	1	7%	3	16%	7
Total	100%	44	100%	44	100%	44	100%	44	100.0%	44

	Help Following Up With Court Orders		Educational Materials		Information on Where to Get More Help	
	%	N	%	N	%	N
Very helpful	34%	15	16%	7	43%	19
Somewhat helpful	9%	4	7%	3	14%	6
Not very helpful	0%	0	0%	0	0%	0
Not at all helpful	0%	0	0%	0	0%	0
Not applicable	48%	21	61%	27	30%	13
Missing	9%	4	16%	7	14%	6
Total	100%	44	100%	44	100%	44

**Exhibit G.8
San Francisco County Customer Survey: Overall Satisfaction**

	Understand My Situation Better		Less Worried About My Situation		Less Confused About How Court Works		Know More About How Laws Work		Know What I Need to Do Next	
	%	N	%	N	%	N	%	N	%	N
Strongly agree	58%	60	39%	40	38%	39	37%	38	49%	51
Agree	40%	42	46%	48	50%	52	52%	54	49%	51
Disagree	0%	0	10%	10	9%	9	8%	8	1%	1
Strongly disagree	1%	1	3%	3	1%	1	1%	1	0%	0
Not applicable	0%	0	0%	0	0%	0	0%	0	0%	0
Missing	1%	1	3%	3	3%	3	3%	3	1%	1
Total	100%	104	100%	104	100%	104	100%	104	100%	104

	Staff Seemed Knowledgeable		Staff Explained Things Clearly		Staff Treated Me With Respect		Would Recommend to Friends	
	%	N	%	N	%	N	%	N
Strongly agree	68%	71	64%	67	72%	75	69%	72
Agree	30%	31	32%	33	25%	26	29%	30
Disagree	0%	0	1%	1	1%	1	1%	1
Strongly disagree	0%	0	0%	0	0%	0	0%	0
Not applicable	0%	0	0%	0	0%	0	0%	0
Missing	2%	2	3%	3	2%	2	1%	1
Total	100%	104	100%	104	100%	104	100%	104

**Exhibit G.9
San Francisco County Customer Survey: Satisfaction With Specific Services**

	Help With Forms		Written Instructions for Forms		Staff to Answer Questions		Interpretation/ Translation Assistance		Help to Prepare for a Court Hearing	
	%	N	%	N	%	N	%	N	%	N
Very helpful	64.4%	67	51.0%	53	71.2%	74	30.8%	32	45.2%	47
Somewhat helpful	11.5%	12	16.3%	17	16.3%	17	8.7%	9	12.5%	13
Not very helpful	0.0%	0	2.9%	3	0.0%	0	0.0%	0	1.9%	2
Not at all helpful	0.0%	0	0.0%	0	1.0%	1	0.0%	0	0.0%	0
Not applicable	18.3%	19	22.1%	23	6.7%	7	48.1%	50	27.9%	29
Missing	5.8%	6	7.7%	8	4.8%	5	12.5%	13	12.5%	13
Total	100.0%	104	100.0%	104	100.0%	104	100.0%	104	100.0%	104

	Help Following Up With Court Orders		Educational Materials		Information on Where to Get More Help	
	%	N	%	N	%	N
Very helpful	27.9%	29	31.7%	33	46.2%	48
Somewhat helpful	11.5%	12	16.3%	17	14.4%	15
Not very helpful	1.0%	1	3.8%	4	0.0%	0
Not at all helpful	0.0%	0	0.0%	0	1.0%	1
Not applicable	44.2%	46	30.8%	32	24.0%	25
Missing	15.4%	16	17.3%	18	14.4%	15
Total	100.0%	104	100.0%	104	100.0%	104

**Exhibit G.10
Overall Satisfaction by Major Case Type**

	Family Law		Other Civil Law	
	%	N	%	N
Understand My Situation Better				
Strongly agree	80%	59	61%	51
Agree	20%	15	39%	33
Disagree	0%	0	0%	0
Strongly disagree	0%	0	0%	0
Total	100%	74	100%	84
Less Worried About My Situation				
Strongly agree	65%%	48	41%	34
Agree	35%	26	43%	36
Disagree	0%	0	14%	12
Strongly disagree	0%	0	2%	2
Total	100%	74	100%	84
Less Confused About How Court Works				
Strongly agree	58%	43	41%	34
Agree	42%	31	48%	40
Disagree	0%	0	11%	9
Strongly disagree	0%	0	0%	0
Total	100%	74	100%	83
Know More About How Laws Work				
Strongly agree	57%	41	40%	33
Agree	43%	31	49%	41
Disagree	0%	0	10%	8
Strongly disagree	0%	0	1%	1
Total	100%	72	100%	83
Know What I Need to Do Next				
Strongly agree	69%	50	50%	42
Agree	32%	23	49%	41
Disagree	0%	0	1%	1
Strongly disagree	0%	0	0%	0
Total	100%	73	100%	84
Staff Seemed Knowledgeable				
Strongly agree	84%	61	71%	60
Agree	16%	12	29%	24
Disagree	0%	0	0%	0
Strongly disagree	0%	0	0%	0
Total	100%	73	100%	84

Exhibit G.10 (continued)

	Family Law		Other Civil Law	
	%	N	%	N
Staff Explained Things Clearly				
Strongly agree	84%	62	66%	55
Agree	16%	12	33%	27
Disagree	0%	0	1%	1
Strongly disagree	0%	0	0%	0
Total	100%	74	100%	83
Staff treated me with respect				
Strongly Agree	82%	60	71%	60
Agree	18%	13	27%	23
Disagree	0%	0	1%	1
Strongly Disagree	0%	0	0%	0
Total	100%	73	100%	84
Would recommend to friends				
Strongly Agree	87%	64	66%	55
Agree	14%	10	33%	27
Disagree	0%	0	1%	1
Strongly Disagree	0%	0	0%	0
Total	100%	74	100%	83

Exhibit G.11
Satisfaction With Specific Services by Major Case Type

	Family Law		Other Civil Law	
	%	N	%	N
Help With Forms				
Very helpful	93%	67	86%	59
Somewhat helpful	7%	5	15%	10
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	72	100%	69
Written Instructions for Forms				
Very helpful	90%	55	72%	42
Somewhat helpful	10%	6	22%	13
Not very helpful	0%	0	5 %	3
Not at all helpful	0%	0	0%	0
Total	100%	61	100%	58
Staff to Answer Questions				
Very helpful	95%	69	80%	61
Somewhat helpful	6%	4	20%	15
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	73	100%	76
Interpretation or Translation Assistance				
Very helpful	95%	38	85%	29
Somewhat helpful	5%	2	15%	5
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	40	100%	34
Help to Prepare for a Court Hearing				
Very helpful	72%	26	71%	35
Somewhat helpful	25%	9	25%	12
Not very helpful	0%	0	4%	2
Not at all helpful	3%	1	0%	0
Total	100%	36	100%	49
Help Following Up on Court Orders				
Very helpful	78%	28	57%	20
Somewhat helpful	22%	8	40%	14
Not very helpful	0%	0	3%	1
Not at all helpful	0%	0	0%	0
Total	100%	36	100%	35

Exhibit G.11 (continued)

	Family Law		Other Civil Law	
	%	N	%	N
Educational Materials				
Very helpful	77%	20	56%	23
Somewhat helpful	23%	6	37%	15
Not very helpful	0%	0	7%	3
Not at all helpful	0%	0	0%	0
Total	100%	26	100%	41
Information on Where to Get More Help				
Very helpful	67%	33	71%	31
Somewhat helpful	33%	16	27%	12
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	2%	1
Total	100%	49	100%	44

**Exhibit G.12
Overall Satisfaction by Service Delivery Method**

	Drop-In		Workshop	
	%	N	%	N
Understand My Situation Better				
Strongly agree	71%	58	70%	60
Agree	29%	24	30%	26
Disagree	0%	0	0%	0
Strongly disagree	0%	0	0%	0
Total	100%	82	100%	86
Less Worried About My Situation				
Strongly agree	60%	50	45%	38
Agree	30%	25	47%	40
Disagree	8%	7	7%	6
Strongly disagree	1%	1	1 %	1
Total	100%	83	100%	85
Less Confused About How Court Works				
Strongly agree	56%	45	42%	35
Agree	36%	29	55%	46
Disagree	9%	7	2%	2
Strongly disagree	0%	0	0%	0
Total	100%	81	100%	83
Know More About How Laws Work				
Strongly agree	51%	41	49%	42
Agree	40%	32	47%	40
Disagree	8%	6	4%	3
Strongly disagree	1%	1	0%	0
Total	100%	80	100%	85
Know What I Need to Do Next				
Strongly agree	61%	49	55%	47
Agree	38%	31	45%	38
Disagree	1%	1	0%	0
Strongly disagree	0%	0	0%	0
Total	100%	81	100%	85
Staff Seemed Knowledgeable				
Strongly agree	77%	63	77%	65
Agree	23%	19	23%	19
Disagree	0%	0	0%	0
Strongly disagree	0%	0	0%	0
Total	100%	82	100%	84

Exhibit G.12 (continued)

	Drop-In		Workshop	
	%	N	%	N
Staff Explained Things Clearly				
Strongly agree	74%	61	79%	66
Agree	2%	21	21%	18
Disagree	1%	1	0%	0
Strongly disagree	0%	0	0%	0
Total	100%	83	100%	84
Staff treated me with respect				
Strongly Agree	77%	64	80%	67
Agree	22%	18	20%	17
Disagree	1%	1	0%	0
Strongly Disagree	0%	0	0%	0
Total	100%	83	100%	84
Would recommend to friends				
Strongly Agree	78%	64	79%	67
Agree	21%	17	21%	18
Disagree	1%	1	0%	0
Strongly Disagree	0%	0	0%	0
Total	100%	82	100%	85

Exhibit G.13
Satisfaction With Specific Services by Service Delivery Method

	Drop-In		Workshop	
	%	N	%	N
Help With Forms				
Very helpful	95%	70	92%	65
Somewhat helpful	5%	4	9%	6
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	74	100%	71
Written Instructions for Forms				
Very helpful	84%	56	89%	48
Somewhat helpful	13%	9	11%	6
Not very helpful	3%	2	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	67	100%	54
Staff to Answer Questions				
Very helpful	90%	71	90%	73
Somewhat helpful	10%	8	10%	8
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	79	100%	81
Interpretation or Translation Assistance				
Very helpful	89%	41	100%	28
Somewhat helpful	11%	5	0%	0
Not very helpful	0%	0	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	46	100%	28
Help to Prepare for a Court Hearing				
Very helpful	78%	32	77%	39
Somewhat helpful	15%	6	24%	12
Not very helpful	5%	2	0%	0
Not at all helpful	2%	1	0%	0
Total	100%	41	100%	51
Help Following Up on Court Orders				
Very helpful	75%	30	66%	21
Somewhat helpful	23%	9	34%	11
Not very helpful	3%	1	0%	0
Not at all helpful	0%	0	0%	0
Total	100%	40	100%	32

Exhibit G.13 (continued)

	Family Law		Other Civil Law	
	%	N	%	N
Educational Materials				
Very helpful	70%	19	76%	34
Somewhat helpful	30%	8	22%	10
Not very helpful	0%	0	2%	1
Not at all helpful	0%	0	0%	0
Total	100%	27	100%	45
Information on Where to Get More Help				
Very helpful	77%	34	70%	39
Somewhat helpful	21%	9	30%	17
Not very helpful	0%	0	0%	0
Not at all helpful	2%	1	0%	0
Total	100%	44	100%	56

