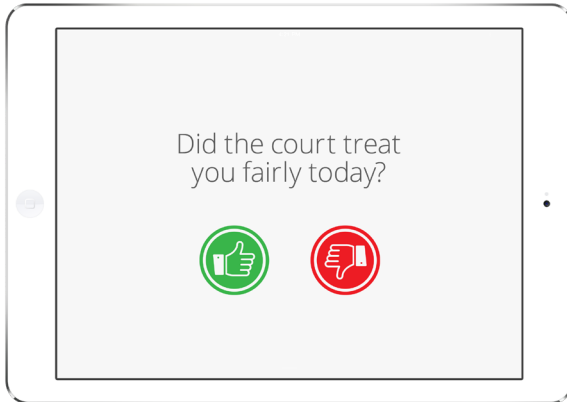


**WE WANT
TO HEAR
FROM YOU!**

Court
User
Feedback
Project



Can court user feedback help courts measure and improve court fairness?



Low-cost technology tools provide new options for court leaders to get input from court users in real-time. Inviting feedback gives voice to court users—a key dimension of procedural fairness—and provides valuable insights to court leaders when identifying and addressing practices and policies in need of improvement.

The big picture goal:

Help courts use feedback to make their courts more fair.

2020 Pilot Project

Feedback volume:	Up to 30 responses/day
Response rates (in-person):	4%-34% (14% average)
Response rates (via email):	7%-15%

1,900

COURT USERS

Over 3 months, pilot courts got feedback from over 1,900 court users



APPROX.
75%
In-person

APPROX.
25%
via Email



WANT TO COLLECT COURT USER FEEDBACK IN YOUR COURT?

Download the “We Want to Hear From You!” toolkit that includes a step-by-step guide and sample feedback questions.

The project was led by the Texas Municipal Courts Education Center (TMCEC) in partnership with LaGratta Consulting and with funding from the State Justice Institute (SJI-20-T-012). Questions about these efforts may be directed to Emily@lagratta.com at LaGratta Consulting and info@tmcec.com at TMCEC.