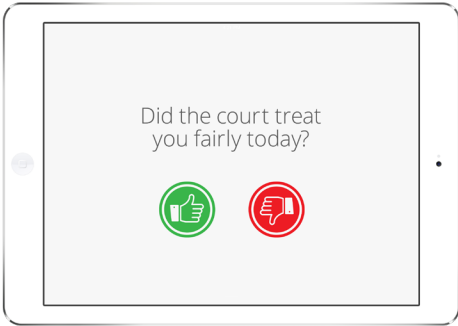


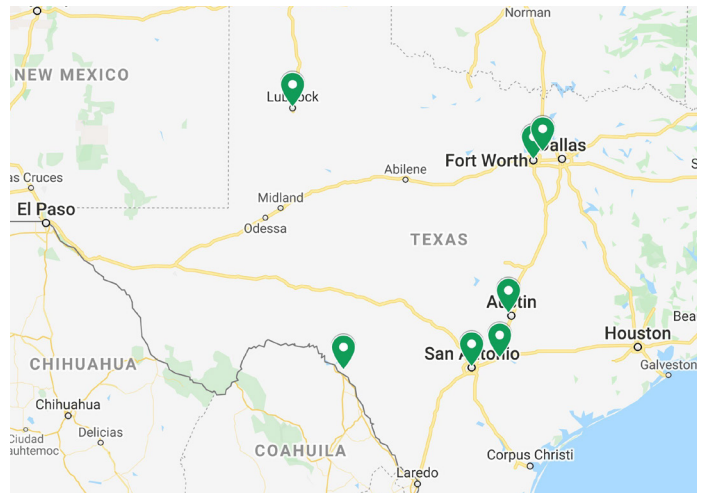
The **“We Want To Hear From You!” Court User Feedback Project** set out to test new ways for court leaders to collect and learn from court user feedback.



- ? What might court leaders do differently if they knew that a significant number of court users thought the court did not treat them fairly?
- ? What might a judge do differently if she knew that court users felt they had more voice in the process when she took time to invite questions at the end of each appearance?
- ? What might a court administrator do differently if he knew that a third of court users do not feel like they understand the next steps in their case after being served at an information window?

**WHO:** Courts that Prioritize Fairness & Trust

Many courts have made meaningful investments in procedural fairness, a concept that emerged out of studies showing that how court users feel they are treated has a significant impact on their perceptions of fairness and their voluntary compliance with the court. These high-aiming courts have implemented judicial and court staff training, used judicial bench cards, and made improvements to their court websites and signage. Some have even used court user surveys and comment cards to collect feedback, but these practices remain far from mainstream and tend to be difficult to sustain as routine practice.



7 municipal courts in Texas partnered with us to collect and review court user feedback over a 3-month pilot

**The big picture goal:**  
Help courts use feedback to make their courts more fair

Thanks to low-cost technology tools, court leaders have new options to collect and learn from court user feedback. Inviting feedback gives voice to court users—a key dimension of procedural fairness—and provides valuable insights to court leaders when identifying and addressing court practices and policies in need of improvement.

**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

## WHAT: Real-time Court User Feedback

Pilot courts used off-the-shelf feedback software on iPad tablets and within staff email signatures to request feedback from court users July through September 2020. Due to pandemic responses during the pilot, courts implemented modified processes and some courts were not holding any in-person hearings. As such, in-person feedback covered experiences at court clerks' windows and (less commonly) attending court in-person, whereas remote feedback solicited via email was used as follow-up to court users' virtual court appearances and after communicating with court staff via email.

Using real-time data and summary reports provided by project staff, court leaders digested what insights the feedback volume and content suggested.

### SAMPLE FEEDBACK REQUESTED

<p><b>Did the court treat you with respect today? / ¿La corte lo trató con respeto el día de hoy?</b></p> 	<p><b>How could we improve our service? / ¿Cómo podemos mejorar nuestro servicio?</b></p> 	<p><b>Do you think this court is neutral and unbiased? / ¿Usted cree que la corte es neutral e imparcial?</b></p>   <p>Court Clerk West Lake Hills municipal Court of Record, NO. 1 <a href="http://www.westlakehills.org/court">www.westlakehills.org/court</a></p>
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### SAMPLE FEEDBACK RECEIVED

- *I got my first violation which is really embarrassing and [staff name] helped me out with no judgment.*
- *Since I couldn't leave work or... wait while on the phone, [staff name] was very gracious to communicate with me through emails. She did her very best getting me information on how to help... pay my ticket and... keep it off my record.*
- *Wonderful folks in a thankless job.*

### Did the court treat you fairly today?



**WHY:** Court user feedback is the best way to know whether court fairness efforts are improving perceptions of fairness and trust.

<b>Feedback volume:</b>	Up to 30 responses/day
<b>Response rates (in-person):</b>	14% average 30%+ in two courts
<b>Response rates (via email):</b>	Ranging 7-15%

**WE WANT TO HEAR FROM YOU!**

Court User Feedback Project

**Download** a step-by-step toolkit with sample feedback questions [here](#).

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](mailto:Emily@lagratta.com) at [LaGratta Consulting](http://LaGratta Consulting) and [info@tmcec.com](mailto:info@tmcec.com) at [TMCEC](http://TMCEC).