

Final Report:
2006 Survey of Self-Represented Parties
in the Utah State Courts



Utah Judicial Council Standing Committee on
Resources for Self-Represented Parties

Judge John Baxter, Chair

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Executive Summary

In June of 2005, the Utah Judicial Council's Standing Committee on Resources for Self-Represented Parties (the Committee) began meeting to study the needs of self-represented parties, and to develop policy recommendations concerning those needs.

In February of 2006, with the assistance of a grant from the Center for Court Solutions, the Committee worked with Greacen Associates, LLC, to survey self-represented parties and those who work with them about their experiences in Utah's courts, and to analyze the survey results.

708 surveys were collected from 15 rural and urban Utah district and justice courts statewide.¹ Self-represented parties were surveyed at clerk's offices and in courtrooms. Judges, clerk staff, and attorneys were also surveyed.

The results of that survey are summarized here, with detailed information provided in the appendices.

Self-Represented Parties in Utah's Courts

Thousands of people appear in Utah's courts without lawyers. The table below, based on data collected by the Administrative Office of the Courts, shows the percentage of self-represented parties for select case types in cases filed in 2005.

Case type	Filings	Percent w/ 2 Attorneys	Percent w/ 1 Attorney	Percent w/ 0 Attorneys	Percent Self-Represented Petitioners	Percent Self-Represented Respondents
Divorce	12,828	17%	36%	47%	49%	81%
Protective Orders	5,219	13%	33%	54%	59%	82%
Stalking	898	7%	17%	76%	84%	84%
Evictions	8,251	3%	79%	19%	19%	97%
Small Claims	15,692	0%	2%	98%	99%	99%
Debt Collections	56,733	2%	97%	1%	1%	97%
Guardianship	1,319	1%	41%	58%	59%	2%

It is difficult for a layperson to effectively participate in Utah's courts because of the complicated nature of the law, and complex rules of evidence and procedure. As a result, an unrepresented litigant may not obtain the same benefits from the courts as a represented litigant.

¹ A complete list of participating courts and information about how the surveys were administered are provided in appendices A and B.

Who Are Utah's Self-Represented Litigants?

- Equal numbers of men and women represented themselves.
- 55% of self-represented litigants coming to the clerk's office and 52% of those coming to the courtroom were between the ages of 25 and 44.
- 61% of self-represented litigants who came to the clerk's office and 65% of those who came to the courtroom had one or no children in their household.
- 41% of litigants seeking assistance from the clerk's office and 47% of those coming to the courtroom report annual household incomes of \$24,000 or less. In both contexts, approximately 60% made \$36,000 or less annually. 25% of clerk's office respondents and 17% of courtroom respondents made \$36,000-\$96,000 annually. 15-17% in both contexts made over \$96,000 annually.
- 28% of clerk's office respondents had a high school education, and another 37% reported some college. 33% of courtroom respondents had a high school education, and another 35% reported some college.
- 19% of persons coming to the clerk's office and 23% of those appearing at a hearing or trial identified themselves as minorities:
 - 81% of clerk's office respondents identified themselves as White, 6% as Black, 2% as Asian, 2% as Native American, 2% as Pacific Islanders/Hawaiian, and 7% as some other race.
 - 77% of courtroom respondents identified themselves as White, 8% as Black, 3% as Asian, 3% as Native American, 2% as Pacific Islanders/Hawaiian, and 7% as some other race.
 - In a separate question, 13% of clerk's office respondents and 11% of courtroom respondents said they were Spanish/Hispanic/Latino.
- 95% of clerk's office users and 97% of persons appearing for hearing or trial reported English as their primary language.

Why Do They Represent Themselves?

- In Utah's district courts, 39% of respondents at the clerk's office said they did not have a lawyer in their case because their cases were not complicated enough to need a lawyer. Another 31% said they couldn't afford a lawyer.

- 30% of district court respondents at the time of trial said they did not have a lawyer because their cases were not complicated enough to need a lawyer, and 47% said they could not afford a lawyer.
- In Utah's justice courts, 59% of respondents at the clerk's office said they did not have a lawyer because their cases were not complicated enough to need a lawyer. Another 22% said they could not afford a lawyer.
- 68% of justice court respondents at the time of trial said they did not have a lawyer because their cases were not complicated enough to need a lawyer, and 12% said they could not afford a lawyer.
- The remaining respondents' reasons for representing themselves included not wanting to spend money on a lawyer, they had spoken to a lawyer and got enough help to proceed on their own, they did not know how to find or hire a lawyer, they did not trust lawyers, or they felt a lawyer would slow down the case.
- 9% of persons coming to the clerk's office in the district court and 8% of those coming to the clerk's office in the justice court had consulted a lawyer beforehand.
- 13% of persons coming to a district court proceeding and 14% of those in a justice court proceeding had consulted a lawyer beforehand.

What Brings Self-Represented Litigants to Court?

- The case types bringing people to the district courts were domestic relations (53%), small claims (16%), landlord/tenant (8%), other civil (8%), probate (7%), and protective orders (5%).
- The case types bringing people to the justice courts were traffic (60%), parking (13%), and small claims (18%).
- Most persons coming to the courthouse did so to file a new case (51%), or to file papers in or inquire about an existing case (44%).
- The district court clerk's offices served primarily plaintiffs or petitioners (75%).
- The justice court clerk's offices served primarily defendants or respondents (79%).

Where Do They Go for Help?

- Sources of help for district court clerk's office respondents included the Online Court Assistance Program (OCAP) (25%), the internet (20%), a friend or relative (19%), the Utah Courts' website (16%), and a court clerk (11%). 23% said they did not receive any help.
- Sources of help for justice court clerk's office respondents included a court clerk (14%), or a friend or relative (10%). 59% said they did not receive any help.
- Sources of help for district court courtroom respondents included a paid lawyer (18%), a court clerk (15%), and a friend or relative (11%). 54% said they did not receive any help.
- Sources of help for justice court courtroom respondents included a court clerk (14%), and a friend or relative (10%). 42% said they did not receive any help.

How Do Judges, Court Staff and Attorneys View Self-Represented Parties?

- Judges of both district and justice courts found consistent problems with litigants expecting judges and court staff to provide them with legal advice, which they are not allowed to do, failing to understand rules of procedure and evidence, failing to bring necessary witnesses and evidence to court, and refusing to accept the court's rulings.
- Attorneys emphasized the litigants' lack of reasonable expectations concerning case outcomes, and the difficulties attorneys face in negotiating with self-represented litigants.
- Court staff reported that self-represented litigants require large amounts of additional time not required by represented litigants. The major complaints of court staff were that self-represented litigants expect them to provide advice that they are not allowed or not qualified to provide, and to do their work for them.

How Do Self-Represented Parties Feel About Court Services?

Statewide satisfaction scores for clerk's office surveys ranged from 3.79 to 4.6 on a 5-point scale, with 5 being Strongly Agree.

- The highest average scores were for staff speaking their primary language (4.6), being treated with courtesy and respect by court staff (4.58), ease of finding the courthouse (4.47), and feeling safe in the courthouse (4.46).

- The lowest average scores were for the availability of parking (3.79), the helpfulness of the court's website (3.96), and the ease of use of the courthouse for persons with disabilities (3.99).

Statewide satisfaction scores for courtroom surveys ranged from 3.68 to 4.57 on a 5-point scale, with 5 being Strongly Agree.

- The highest average scores were for ease of finding the courthouse (4.57), staff speaking their primary language (4.56), being treated with courtesy and respect by the judge (4.51), being treated with courtesy and respect by court staff (4.43), and feeling safe in the courthouse (4.39).
- The lowest average scores were for the helpfulness of the court's website (3.68), the favorableness of the hearing (3.79), satisfaction with what happened at the hearing (3.94), finding the court forms needed before coming to court (4.0), ability to do what they came to the court to do (4.02), and availability of parking (4.04).

All respondents were asked to comment on what was most helpful and most frustrating about their visit to the Utah courts at the time of trial.

- Positive comments highlighted the courtesy, friendliness, and helpfulness of court staff and judges.
- Most complaints related to parking problems, long wait times, inefficient processes, problems with online forms, and not knowing what to do.

Conclusion

The mission of the Utah Courts is to provide the people an open, fair, efficient, and independent system for the advancement of justice under the law.

Our survey suggests that those representing themselves are fairly satisfied with court services. However, judges, attorneys, and court clerks reported that self-represented parties require more time than represented parties, expect court staff to provide advice they are not allowed to give, lack reasonable expectations about case outcomes, and fail to bring necessary witnesses and evidence to court and to understand procedural and evidentiary rules. Those needs must be addressed if the Utah Courts are to provide an open, fair, and efficient justice system.

To begin meeting those needs, the Committee presented its strategic plan to the Judicial Council in July, 2006. The plan included a proposed pilot project designed to address some of the challenges posed by self-represented litigants. The courts' request to fund the pilot project will be presented to the legislature during the 2007 session.

Appendix A

Data-Gathering Process

The Utah Standing Committee on Resources for Self-Represented Parties, with support from Greacen Associates, LLC, planned the following data-gathering process for this survey:

- Sixteen courts were recruited to gather data during the months of February and March, 2006. The courts chosen represent both courts of record and courts not of record in large, midsized, and small Utah communities.
- Five survey instruments were developed by the Committee with the help of Greacen Associates. The surveys¹ were:
 - A four-page survey of self-represented persons served at the clerk's office. Surveys were given to persons obtaining significant assistance and not, for instance, just seeking directions. Surveys were not given to persons seeking assistance with criminal cases; however, traffic and parking cases in the justice courts were included. Court staff completed the first questions on the survey instrument and asked the person served to complete the rest of the survey before leaving the clerk's office.
 - A four-page survey of self-represented parties appearing at a court hearing or trial. Court staff completed the first questions on the survey instrument and asked the self-represented party to complete the survey before leaving the courtroom.
 - A two-page survey of judges who frequently have self-represented parties in their courtroom, asking their perceptions of the performance of self-represented parties and their assessment of Utah's online self help tools in improving the performance of self-represented parties.
 - A two-page survey of lawyers who frequently have cases involving a self-represented opponent, asking for the same information as from the judges.
 - A two-page survey of court staff who have frequent contact with self-represented parties, asking for the same information as from the judges, but with more detail on their assessment of Utah's online self help tools.
 - The Utah Administrative Office of the Courts translated the clerk's office and courtroom surveys into Spanish and provided copies of those translated surveys to every participating court.

¹ Surveys are provided in Appendix I.

- Two special surveys were prepared for the Ogden court for its unique case management conferences, in which court staff make sure self-represented parties understand the court process and what will be required of them.

The first survey was a version of the clerk's office survey for the case manager to administer for all conferences held.

The second survey was a version of the courtroom survey on which the courtroom clerk would note whether the case had a case manager conference.

- The plan called for the collection of 795 surveys:
 - 230 clerk's office surveys from district courts
 - 230 clerk's office surveys from justice courts
 - 115 courtroom surveys from district courts
 - 115 courtroom surveys from justice courts
 - 105 participant surveys from judges, lawyers, and court staff, equally divided among district and justice courts

This report contains data on 708 surveys – 534 of the planned 690 surveys of self-represented parties, and 70 more surveys of judges, lawyers and court staff than planned for.

Each court received roughly 40% more survey forms than needed to reach its target. The courts were instructed to continue gathering data until they ran out of forms or until the survey period ended.

Because many courts fell short of their survey targets, courts were instructed in late February to return all surveys completed by February 28 to Greacen Associates for scoring, but to continue administering the surveys until they met their targets, or until the end of March.

Greacen Associates included the later-reported surveys in a baseline database for the use of the Utah courts to assess the effectiveness of programs implemented as a result of the strategic planning effort. Those later-reported surveys are not included in the data reported here.

Appendix B

Data Included in This Report

Fifteen courts provided data for this report. Two of those courts returned clerk's office, judge, attorney and court clerk surveys, but no courtroom surveys. Consequently, there is clerk's office, judge, attorney and court clerk survey data for fifteen courts, and courtroom survey data for thirteen courts.

The following table shows the number of completed surveys received from each court after the initial survey period in February, compared to the court's target numbers. The numbers actually received are shown in parentheses.

Survey Targets and Completed Surveys Received

Site	Court of Record		Court not of Record		Judge / Attorney / Court Clerk surveys
	At counter	In courtroom	At counter	In courtroom	
1 st District Brigham City/ Box Elder County	15 (10)	5 (4)	15 (10)	5 (7)	5 (9) (5)
2 nd District Ogden/Clearfield	40 (19)	20 (21)	40 (46)	20 (0)	15 (17) (4)
3 rd District Salt Lake City	75 (88)	50 (43)	75 (73)	50 (1)	50 (62) (8)
3 rd District Summit County/Heber City	15 (13)	5 (0)	15 (3)	5 (2)	5 (6) (8)
4 th District Nephi/Payson City	15 (5)	5 (4)	15 (16)	5 (4)	5 (5) (4)
5 th District Beaver / Iron County	15 (0)	5 (0)	15 (7)	5 (7)	5 (0) (8)
5 th District St. George/ Washington County	40 (39)	20 (18)	40 (40)	20 (24)	15 (15) (13)
7 th District Moab/ Grand County	15 (10)	5 (2)	15 (13)	5 (5)	5 (5) (5)
Totals	230 (184)	115 (92)	230 (208)	115 (50)	105 (174)

Sources of Surveys

Court Size	Clerk's Office		Courtroom		Judges / Attorneys / Court Clerks	
	District	Justice	District	Justice	District	Justice
Large	88	73	43	1	62	8
Mid-sized	49	86	39	24	32	17
Small	47	49	10	25	25	30
Totals	184	208	92	50	119	55

The courtroom survey data over-represents the large and mid-sized district courts, and under-represents the large justice court and the small district courts. Large and mid-sized justice courts are under-represented in the participant surveys.

Sources of Participant Surveys

Type of Participant	District Court Surveys	Justice Court Surveys	Total Surveys
Judges	25	14	39
Attorneys	49	10	59
Court clerks	45	31	76
Total	119	55	174

Response Rate Information Provided by the Participating Courts

Court and survey type	Number distributed	Number of valid surveys returned	Response rate
Brigham City District - clerk's office and courtroom	17	14	82%
Grand County Justice clerk's office	14	14	100%
Grand County Justice courtroom	5	5	100%
Matheson District clerk's office	101	88	87%
Matheson District courtroom	50	43	86%
Moab District clerk's office	10	9	90%
Moab District courtroom	2	2	100%
Nephi District - clerk's office and courtroom	14	9	64%
Payson City Justice clerk's office	24	16	67%
Salt Lake City Justice clerk's office	76	73	96%
Salt Lake City Justice courtroom	3	1	33%
St. George District clerk's office	42	39	93%
St. George District courtroom	24	18	75%

With three exceptions – the Salt Lake City Justice courtroom surveys, the Nephi District combined surveys, and the Payson City Justice clerk's office, the reported response rates were 75% or greater. Data reported indicates that the response rates for the survey as a whole are high enough to be reliable. The one Salt Lake City Justice courtroom survey is included in the overall data analysis, but a separate analysis of that court's courtroom survey data is not included.²

Some surveys were only partially completed or had a missing page. All partial surveys are included in the analysis, scoring the information provided. Where possible, the number of surveys for which data is missing is reported. Percentages are calculated excluding the missing values. Percentages may not add to 100% because of rounding.

² The Salt Lake City Justice Court reported that its low courtroom returns were due to coordination problems caused by rotating staffing by pro tem judges and part-time clerks, as well as limited numbers of small claims sessions each month – not from refusal of self-represented parties to complete surveys.

Four Spanish surveys were collected. All four are clerk's office surveys – two from the Salt Lake City Justice Court, one from the Ogden District Court, and one from the Washington County Justice Court. Two of the four showed very low monthly household income. Otherwise, the surveys rated court services within the range of other surveys – or in two cases higher than average. The data from the Spanish surveys is not included in the scores reported here, but has been included in the final database provided to the Administrative Office of the Courts.

One Ogden case management survey was collected. It showed that the process was highly regarded by the self-represented party. However, there is not sufficient data to compare satisfaction with the services received at the clerk's office.

Two of the courtroom surveys in Ogden indicated that the self-represented party had participated earlier in a case management conference. Although that is very little data, we do include an analysis comparing self-represented party satisfaction data from those two surveys with the other eighteen Ogden courtroom surveys.

As this report was nearing completion, Greacen Associates discovered that the way they coded the self-represented party survey data treated scores of “not applicable” and “don't know” as “0” and included those zeros in the calculation of the average scores reported here. That had the effect of reducing the average scores for variables with such answers. They re-analyzed the data excluding the “not applicable” and “don't know” scores from the analysis. The “missing data” values – questions that had no response – are reported for most questions, but “not applicable/don't know” scores are not reported. “Not applicable/don't know” scores exist only for the self-represented party satisfaction data; they are most frequent for the questions concerning helpfulness of the Internet and of assistance sought before coming to court.

Tests of statistical significance were performed on the original reports of the data for some of the special analyses. Some of the differences – for instance, between satisfaction scores for persons in contested and uncontested events and between persons in cases involving another unrepresented party and cases involving a represented party – were statistically significant. Most of the data comparisons, however, were not statistically significant. Data contained in this revised report have not been subjected to tests of statistical significance.

Appendix C

Clerk's Office Survey Data

Type of Case Bringing the Party to the Court

Case Type	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Other	3%	8%	5%
Parking	-	13%	7%
Traffic	-	60%	32%
Other civil	8%	1%	4%
Small claims	16%	18%	17%
Probate (guardianship, wills, inheritance)	7%	-	3%
Landlord/tenant	8%	1%	4%
Stalking injunction	1%	-	1%
Protective order	5%	-	2%
Divorce, child custody, visitation or support	53%	-	24%
Missing data - 6 of 392 cases			

Status of Case Inquired About

Case Status	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
New case filed	56%	47%	51%
Filing or inquiry about pending case	38%	49%	44%
Inquiry about closed case	4%	3%	3%
Inquiry not about any particular case	2%	2%	2%
Missing data - 15 of 392 cases			

Party Type of the Person Served

Party Type	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Plaintiff or petitioner	75%	18%	45%
Defendant or respondent	20%	79%	50%
Person helped is not a party to an open or closed case	5%	4%	4%
Missing data - 19 of 392 cases			

Representation Status of the Person Served

Representation Status	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Represented but attorney not present	3%	1%	2%
Unrepresented	97%	99%	98%
Missing data – 15 of 392 cases			

Reason for Coming to the Courthouse

Reason Reported	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
To file papers	68%	14%	39%
To get information	29%	17%	22%
To get forms	9%	6%	7%
To make a payment	4%	44%	25%
To search records	5%	6%	6%
Other	10%	28%	20%

Reported Assistance Obtained Before Coming to the Courthouse

Source of Assistance	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Paid lawyer	4%	2%	3%
Free lawyer	3%	4%	3%
Free legal clinic	6%	1%	3%
Legal aid services agency (such as Legal Aid, Legal Services, or Disability Law Center)	5%	1%	3%
Paralegal	1%	-	0%
Law library	2%	-	1%
Public library	4%	1%	3%
Court clerk	11%	14%	13%
Notary public	5%	1%	3%
Internet	20%	4%	12%
Utah courts' website	16%	3%	9%
Online Court Assistance Program (OCAP)	25%	1%	12%
Friend or relative	19%	10%	14%
Other	11%	10%	11%
No one	23%	59%	42%

Reported Type of Assistance Obtained Before Coming to the Courthouse

Type of Assistance	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Information on the law and procedure	17%	13%	15%
Advice from a lawyer	9%	6%	7%
Help on forms	42%	15%	28%
Other	32%	52%	42%

Reported Reason for Not Having a Lawyer

Reason Given	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
My case is not complicated enough to need a lawyer	39%	59%	54%
I cannot afford a lawyer	31%	22%	26%
I don't want to spend the money for a lawyer	7%	7%	7%
I spoke to a lawyer and got enough help to continue by myself	7%	6%	6%
Not applicable because I am represented by a lawyer	3%	5%	4%
I don't know how to find or hire a lawyer	2%	-	1%
I don't trust lawyers	1%	1%	1%
A lawyer would slow down the case	-	1%	0%
Missing data - 26 of 392 cases			

Reported Frequency of Courthouse Visits

Frequency of Visits	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
This is my first time	34%	39%	37%
Once a year or less	39%	35%	37%
Several times a year	18%	14%	16%
Regularly	8%	11%	10%
Missing data – 11 of 392 cases			

**Self-Represented Party Satisfaction With Clerk's Office Services
District/Justice Court Breakout**

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	District Court Average Score	Justice Court Average Score	Statewide Average Score
It was easy to find the courthouse	4.63	4.33	4.47
It was easy to find parking for my car	3.99	3.61	3.79
It was easy to find the place I needed to be in the courthouse	4.29	4.19	4.24

I feel safe in the courthouse	4.55	4.37	4.46
The courthouse is easy to use for persons with a physical disability	4.09	3.91	3.99
Court staff could speak in my primary language	4.65	4.56	4.60
The help I got before coming to the court was useful	4.21	4.05	4.13
I was able to do what I came to the court to do	4.44	4.36	4.40
The court's hours of operation made it easy for me to do my business	4.23	4.12	4.17
I was able to finish my business in a reasonable amount of time	4.21	4.09	4.14
As I leave the courthouse, I know what to do next	4.37	4.37	4.37
I got the information I needed	4.37	4.40	4.39
I got the forms I needed	4.38	4.41	4.39
I understood the forms and other information I received	4.26	4.25	4.25
The court's website was helpful	4.17	3.70	3.96
Court staff treated me with courtesy and respect	4.67	4.49	4.58
Missing data – From 9 to 23 of 392 cases, depending on the question			

**Self-Represented Party Satisfaction With Clerk's Office Services
Large/Mid-sized/Small Court Breakout**
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Large Court Average Score	Mid-sized Court Average Score	Small Court Average Score	Statewide Average Score
It was easy to find the courthouse	4.42	4.55	4.43	4.47
It was easy to find parking for my car	3.23	4.13	4.25	3.79
It was easy to find the place I needed to be in the courthouse	4.08	4.32	4.39	4.24
I feel safe in the courthouse	4.42	4.46	4.52	4.46
The courthouse is easy to use for persons with a physical disability	3.93	4.09	3.97	3.99
Court staff could speak in my primary language	4.59	4.68	4.48	4.60
The help I got before coming to the court was useful	4.00	4.11	4.40	4.13
I was able to do what I came to the court to do	4.36	4.39	4.48	4.40
The court's hours of operation made it easy for me to do my business	4.10	4.17	4.32	4.17
I was able to finish my business in a reasonable amount of time	4.09	4.08	4.35	4.14
As I leave the courthouse, I know what to do next	4.34	4.34	4.46	4.37
I got the information I needed	4.38	4.37	4.42	4.39

I got the forms I needed	4.37	4.45	4.35	4.39
I understood the forms and other information I received	4.20	4.33	4.23	4.25
The court's website was helpful	3.98	3.96	3.91	3.96
Court staff treated me with courtesy and respect	4.57	4.55	4.63	4.58
Missing data – From 6 to 19 of 364 cases, depending on the question				

Self-Represented Party Satisfaction With Clerk's Office Services
Large Courts District /Justice Breakout
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Large District Court Average Score	Large Justice Court Average Score	Large Court Average Score
It was easy to find the courthouse	4.64	4.14	4.42
It was easy to find parking for my car	3.93	2.35	3.23
It was easy to find the place I needed to be in the courthouse	4.11	4.03	4.08
I feel safe in the courthouse	4.52	4.29	4.42
The courthouse is easy to use for persons with a physical disability	4.05	3.80	3.93
Court staff could speak in my primary language	4.72	4.43	4.59
The help I got before coming to the court was useful	4.16	3.79	4.00
I was able to do what I came to the court to do	4.43	4.28	4.36
The court's hours of operation made it easy for me to do my business	4.23	3.93	4.10
I was able to finish my business in a reasonable amount of time	4.15	4.01	4.09
As I leave the courthouse, I know what to do next	4.37	4.30	4.34
I got the information I needed	4.40	4.36	4.38
I got the forms I needed	4.42	4.31	4.37
I understood the forms and other information I received	4.27	4.11	4.20
The court's website was helpful	4.19	3.63	3.98
Court staff treated me with courtesy and respect	4.68	4.43	4.57

Self-Represented Party Satisfaction With Clerk's Office Services
Mid-sized Courts District/Justice Breakout
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Mid-sized District Courts Average Score	Mid-sized Justice Courts Average Score	Mid-sized Courts Average Score
It was easy to find the courthouse	4.74	4.41	4.55
It was easy to find parking for my car	3.91	4.28	4.13
It was easy to find the place I needed to be in the courthouse	4.54	4.17	4.32
I feel safe in the courthouse	4.63	4.33	4.46
The courthouse is easy to use for persons with a physical disability	4.30	3.92	4.09
Court staff could speak in my primary language	4.74	4.64	4.68
The help I got before coming to the court was useful	4.23	4.02	4.11
I was able to do what I came to the court to do	4.52	4.30	4.39
The court's hours of operation made it easy for me to do my business	4.41	4.00	4.17
I was able to finish my business in a reasonable amount of time	4.35	3.89	4.08
As I leave the courthouse, I know what to do next	4.38	4.31	4.34
I got the information I needed	4.44	4.32	4.37
I got the forms I needed	4.53	4.38	4.45
I understood the forms and other information I received	4.42	4.25	4.33
The court's website was helpful	4.26	3.61	3.96
Court staff treated me with courtesy and respect	4.77	4.40	4.55

Self-Represented Party Satisfaction With Clerk's Office Services
Small Courts District/Justice Breakout
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Small District Courts Average Score	Small Justice Courts Average Score	Small Court Average Score
It was easy to find the courthouse	4.42	4.45	4.43
It was easy to find parking for my car	4.28	4.23	4.25
It was easy to find the place I needed to be in the courthouse	4.34	4.43	4.39
I feel safe in the courthouse	4.51	4.53	4.52
The courthouse is easy to use for persons with a physical disability	3.85	4.04	3.97
Court staff could speak in my primary language	4.31	4.59	4.48

The help I got before coming to the court was useful	4.31	4.46	4.40
I was able to do what I came to the court to do	4.36	4.57	4.48
The court's hours of operation made it easy for me to do my business	3.97	4.57	4.32
I was able to finish my business in a reasonable amount of time	4.13	4.51	4.35
As I leave the courthouse, I know what to do next	4.32	4.55	4.46
I got the information I needed	4.21	4.58	4.42
I got the forms I needed	4.03	4.57	4.35
I understood the forms and other information I received	3.97	4.41	4.23
The court's website was helpful	3.92	3.90	3.91
Court staff treated me with courtesy and respect	4.51	4.71	4.63

Demographic Data

Sex

Half of the respondents were male and half female.

Age of Clerk's Office Survey Respondents

Age Category	Percentage of Respondents
Under 18	1%
18-24	17%
25-34	29%
35-44	26%
45-54	15%
55-64	9%
65 and over	3%
Missing data – 38 of 392 cases	

Reported Number of Children in Household for Clerk's Office Survey Respondents

Number of Children under 18	Percentage of Respondents
0	40%
1	21%
2	19%
3	11%
4	7%
5 or more	1%
Missing data – 31 of 392 cases	

Reported Household Monthly Income for Clerk's Office Survey Respondents

Income Category	Percentage of Respondents
\$500 of less	7%
\$501 to \$1,000	9%
\$1,001 to \$1,500	14%
\$1,501 to \$2,000	11%
\$2,001 to \$2,500	11%
\$2,501 to \$3,000	7%
\$3,001 to \$3,500	4%
\$3,501 to \$4,000	4%
\$4,001 to \$5,000	8%
\$5,001 to \$6,000	3%
\$6,001 to \$7,000	4%
\$7,001 to \$8,000	2%
Above \$8,001	15%
Missing data – 48 of 392 cases	

Reported Education for Clerk's Office Survey Respondents

Highest Level of Schooling Completed	Percentage of Respondents
4 th grade or below	0%
5 th to 8 th grade	0%
9 th to 11 th grade	10%
High school/GED	28%
Some college	37%
Associates degree	10%
Bachelors degree	10%
Graduate degree	5%
Missing data – 26 of 392 cases	

Reported Racial Self-Identifications for Clerk's Office Survey Respondents

Race	Percentage of Respondents
White	81%
Some other race	7%
Black	6%
Asian	2%
Native American	2%
Pacific Islanders, including Hawaiian	2%

Comments from Clerk's Office Survey Respondents

District Courts

Brigham City	
Most helpful	Most frustrating
getting paper work on line	waiting in line
not much	having to be here
getting the records	the time it took
advocates	my boyfriend
nc	nothing
everything	nothing
the clerk helped me get my papers signed and notarized - very helpful	paying the fee
the staff - she was very helpful and had a lot of patience with me - very friendly	nothing
Matheson	
Most helpful	Most frustrating
The staff was easy to talk to. I had spoken to her on the first visit and she was just as welcoming	long queue
friendly, helpful staff	poor directions concerning use of the public access terminal to locate cases - cases need to be online
happy clerk	nothing
everyone was polite and helpful	nothing
welcome smile doesn't make me feel nervous to be in here	nothing
the person who helped me	being there
being able to get forms I needed without a run around	length of time waiting in line
legal aid in W-15	line at clerk's office
the agent assisting me	unfamiliar with filing small claims
clerk was very nice	paying for parking
being lucky enough to have Christie and Rachelle help me. They made sure I understood exactly what I needed to do. I have already been here twice and made several phone calls, but never received the kind of help I got today!	long time to get help - I had been here twice before for the same matter and never had a clear understanding of what I needed until now. I wish everyone had the same level of caring that Christie and Rachelle do.
The line was short when we first got here today	We couldn't find where to go and the line is long and not every spot is working
the staff	n/a
Nc	W-15 person never here - been here 4 times for help and advice on different days in 4 week period
the person who helped with my case info	nc
Michelle was very helpful	Instructions for contracting officer to serve documents could be posted above their mail boxes
The clerk was very helpful, looked up my case and made sure I got all my papers turned in so I didn't have to come back	nothing
people so nice	nothing
the staff	time - so many papers

the court lady knew how to help me put papers together	nc
friendly and courteous staff	The OCAP is misleading in that it states that paperwork may be completed at the court. I found out it must be done on line first after making initial visit.
the court clerk	I am still no closer to getting my papers served.
legal and the clerk	n/a
court clerk was very helpful	nc
the court clerk was very respectful and assisted us with what forms had to be signed	no frustrating problems
the person helping me	parking
the staff	nothing
Nc	bringing my children with me
clerk (small claims)	nothing this time - usually very long lines
staff was very helpful	nc
the clerk explained everything in good detail	Thinking I was going to be in here for long hours (but no - in less than 30 minutes I was done)
Customer Service was voluntary and courteous - did not feel I was just a number or problem to get rid of.	The line was long and I was worried I would not be able to file papers in time.
Notary Public was able to be done here	have to take time off work to file papers
Staff	nc
friendliness and helpfulness of staff	no frustration
the clerk helping sort through what papers from the online packet needed to be filed	the time in line - clerk chit chat while in line
Administrative office personnel	none
clerk had someone who could explain what to do to make it more clear for my case needs	nc
friendly service	online instructions still not complete
having clerks ready	the idiot at the adjacent window - he wanted to talk
the clerk was very nice and helpful	wait in line and having to hear others discuss business on cell phones
nc	most days waiting in line for help - today was better
the clerks were very knowledgeable people on procedures	the waiting in line
nc	parking in garage was full - had forms for court filled out from internet - had to fill out new NCR 4 part forms for a charge
No long waiting	good parking today - meters were not full
informative clerks	long lines, broken printer
nc	too many information and I cannot understand completely as a foreigner
not too complicated	nc
friendly service	nc
the clerk explained everything very well and left me with no questions - they were timely and effective	nothing today - Previously - waiting in a long, slow moving line
it was fast and easy	nothing
clerk's positive attitude and knowledge of procedures	taking off my belt for my pants to enter courthouse
the person who took the papers I filed	nothing

Staff	wait time
Debra	waiting in line!!! Not enough clerks!!!
the clerk pointed out missing information	the wait
the lady who helped me today was both respectful and courteous	nothing
staff very helpful	parking
info desk	nothing
the court clerk	understaffed
everyone was nice and extremely helpful	parking
nc	long lines
easy access to courtroom and parking - friendly staff give great directions	nc
clerk's smile and helpful attitude	nc
got the help I needed	nothing
the clerk clarifying the 90 day grace period for divorce papers	nothing
having a nice court clerk	driving here
the clerk was very explanatory	waiting in line
it was fast - not a long line - great clerk offered suggestions that will save me time	traffic
the clerk who helped me	nc
the clerk lady help me smooth with her smile face - explain to do use right paper communicate with me - she have lots of patience	none
the clerk's help and Cozy's help in Online room	lines
the staff and their ability to answer my questions	nothing - it was a perfect visit
the lady that helped me wrote down exactly what I need to mail/file first	paying \$2/hour to park - but my visit was very short today, no complaints
everyone was helpful and courteous	nc
got it done	20 minute wait
Moab	
Most helpful	Most frustrating
they really couldn't help me	lack of time
Operating hours - open at 8 AM save me another trip	had a question regarding procedure - was told "read what it says"
the people	nothing
nc	this
the staff were helpful, but did not have the forms I needed - did give me a card with the web site, but I don't have a home computer	I did not get the forms I needed
Nephi	
Most helpful	Most frustrating
needed copies of divorce	nothing
Tanya is very friendly and helpful - she answered all of the questions that I had	When I first filed my papers, the other secretary did not want to answer my questions regarding if I could get an officer to serve my spouse the papers
Cindy's happy face	Having to go through this part of life
nc	don't understand paperwork

Ogden	
Most helpful	Most frustrating
Staff	parking
Tommy H helped us and knew exactly what to do what forms, signatures and timing	getting help copying papers on a laser jet that doesn't take forever
pleasant attitude and helpfulness of the clerk	parking
it was fast	the reason for coming today - divorce
the clerk was nice	nothing
Staff	nc
Tonya was superb!! She is gracious and helpful	nc
very friendly people	none
Court Clerk was extremely helpful and stayed late to finish my paperwork.	all the paper work
having more than one clerk's window open at a time so not to wait	nothing today
the lady who was at the counter	none
information clarified by clerk that I did not understand from the website	everything was fine
information was given in a friendly manner and was complete	none
staff very pleasant	when I have to take of my belt daily
being told what the website I visited did not do for me (not the court website)	nc
St George	
Most helpful	Most frustrating
the clerk gave me info about legal aid in less than 2 minutes - brochure and multiple phone numbers	It took me two days to get the modification paper work due to changes in the protective order system. I was sent back and forth between the SGPD and the court clerk 3 different times. Not one soul knew the website to get the new modification forms. SGPD employees treated me like a 2nd class citizen and were more concerned with why my ex-husband was still around instead of helping me get and feel safe.
staff very helpful and willing to help	nothing
Staff	all the paper work
nc	not knowing what to do
getting information	the forms are so out of sight, there are not enough computers, process server had to make copies
the personnel	nothing
court staff was great - thanks for the help	nothing
free legal clinic	nothing
People	nothing
not much really - I already knew	no attorney
the clerk was helpful	nothing
available workers	nc
the judge stopped the trial on time and started my case on time	the courtroom changed from my paper (J to C) and I was almost late
information center	never got frustrating

everyone was very pleasant	nc
person at the counter was very friendly, got the paperwork I needed quickly and did a great job	nothing
the clerk that helped me	need a desk/chair to sit and do forms
the judge putting me at ease	the plaintiffs lawyer didn't give a damn
the staff was knowledgeable	nothing
efficiency, informative, helpful, courteous	it was raining
just got the help I needed, no questions asked	no frustrations
nice lady at the office	nothing
knowing that I could count on the staff's knowledge and advice	the online form isn't working right
clerk's knowledge and experience	too many papers
friendly, quick service - they were willing to work with my schedule to set a hearing date	none today
staff friendliness	slower than I thought it would be today
the clerks were great	I had to go and get change because they only carry \$40 change and all I had was 2 \$100 bills
the clerks and their answers to my questions	I was unsure of what size paper to print my documents on, so I had to cut them down (but I could have called and asked someone)
the understanding	none
Sheriff at front desk	nc
the person helping me checked my protective order and I am filing to make sure everything is correct	nothing
the judge's professionalism (Schumate)	not applicable
the x-ray officer showed me where to go file my papers	none
Summit County	
Most helpful	Most frustrating
nc	plaintiff
Money	the other party
Mediator	the plaintiff
nothing in particular, but was OK	nc
nc	the plaintiff were wrong- settled because the majority of small claims are found in favor of plaintiffs regardless of cause (see ABA stats)
the court clerk	nothing
I got good help with all my questions	nothing
all my questions were answered	nothing
Staff	none

Justice Courts

Box Elder	
Most helpful	Most frustrating
Wendy Bee, county employee	none
court clerk was very helpful	nc
nc	waiting in line to receive small claims forms
staff to get me the papers I needed	nothing
helpful staff	nothing
the friendly staff	parking
hopefully to get this settled	nc
the girls in the court office (Wendy)	rain
Clearfield	
Most helpful	Most frustrating
the website with court times	missing my name going to the restroom
the receptionist	time
the second person I had to ask to help me	the negative, unhelpful attitude of the first person
courteous people sharing information with me	nothing - every time I have been here it's been just fine
nc	nothing
Staff	the layout of the parking lot and I had to go to a different location in the courthouse to pay a simple fine
the clerk's help	Waiting in line 3 times to pay fine - it's ridiculous to have to go upstairs then down then up again
assistance and help of court personnel - bailiff and clerk	was at court at 10 AM to deal with a warrant (after it was issued judge was on vacation and couldn't deal with it earlier - issued for "non-appearance") but had to return at 2 PM
not getting a warrant	nothing
Nothing	this is a simple traffic ticket - past experience I have never heard of or had to set a pre-trial hearing - speaking with the City Attorney never needed an appointment
friendly clerks	waiting and returning for the second time to appear for trial date
nc	having to go upstairs to get my docket number, then back downstairs to pay my fine
the lady at the window was very nice and helpful	I had to return multiple times because of incorrect information given to me over the phone - I was told the proof of insurance was not enough information for the judge when in fact the case was closed
clerk at window	no advice on options to pay for traffic ticket
nc	finding the courthouse
the lady was nice and helpful with everything	just coming - I hate to ever have to come - next time hopefully just a visit
to be able to get an extension to pay fine	the hours of court made it a little frustrating to fit into my schedule

nc	judge
the friendly people	the length of time it took the clerks to finish my paperwork
information from court clerk	nc
the staff was very open and informative - they made it less painful to deal with the court experience because they were so helpful and friendly	didn't realize I was going to have to appear before a judge - was a bit confused about how to plead because on the one count I am not guilty and on the other there is no contest
the elevator - the staff was friendly and helpful	nc
the extension I was given on payment of my fine	the hour and a half wait
video	nothing
the clerks were very courteous	having to pay the ticket
the staff	I had the wrong form for proof of insurance
seeing other trials	waiting
the staff was very informative	this case should have been taken care of when I got all the info for the judge
nc	this application and my bill
the court clerk was very helpful	nothing
the court staff was very helpful and I was treated respectfully	the times that the court operated
court staff was very helpful	nc
Grand County	
Most helpful	Most frustrating
quickness	the thought of turning right around and driving ten and a half hours back to L.A.
workers	nothing
the judge	sitting in the court room waiting for my case to be called
was very quick - didn't have to wait	nothing
prompt service	nothing
nothing	the fire
my attorney	Fitzgerald Public Defender
the way I was treated	that I had to make a payment
paying off one fine	cops in the library
the help with getting the papers I needed	none
Heber	
Most helpful	Most frustrating
It was a fast visit	nothing much
Susan - she is always pleasant and very helpful with all my needs	none

information received from Judge	nc
Iron County	
Most helpful	Most frustrating
there were no comments on the Iron County Counter surveys from self-represented parties	
Payson	
Most helpful	Most frustrating
very nice - treated me very well	nothing
clerks courteous	nc
very helpful	nc
the people that work here	nothing
efficiency	finding a way out of the building
clerks	nothing
Linda was terrific	had to wait
finding the court's window	nc
had some questions answered	nc
talking to the clerks	nothing
Salt Lake City	
Most helpful	Most frustrating
nothing	bailiff was rude
able to set up payment plans w/o seeing a judge - able to receive proof of warrant being lifted for necessary appointments	nothing
a friendly hearing officer who seemed sympathetic - very courteous	parking problem
everyone was very helpful and nice	nothing
quick lines, responsive help	none
the process was orderly and the staff was exceptionally helpful. I'm glad to know my tax dollars are well spent on friendly and capable staff who are very professional	Primarily parking. That is usually the difficulty, as well as the need for extended hours after the business day. Otherwise, not another concern
taking a number	long waits
the ticket for next person in queue	slight wait
information center	waiting
nc	totally unnecessary giving tickets out for 6 miles over the speed limit
nc	went to impound guard - sent me to impound police office - sent me back to 2E courthouse - I wasn't informed at the outset of what and how to resolve
nc	long wait time (4 hours)

getting info needed	commute and parking this AM
having payment forms visible	I got a boot put on my car for parking - it costs \$80 that I don't have and now I will miss work that could get me terminated and it is an inconvenience
information on consents	nothing
getting my fine lowered, more able to pay	nothing
adjustment of fine	nothing
the information from the courthouse clerk	nothing
the staff	maybe parking
knowing what to do with the forms I have	not having the correct payment
the clerk was very helpful	all visitors don't teach they kids - all over the place - please do something about
everyone was nice and they helped me with what I needed	I thought it was not going to take long
nc	parking sucks
the hearing officer explained things well	parking
talking with the hearing officer	everything went smooth
I had a very nice hearing officer that helped me as much as she could	I didn't get my fine reduced - felt the ticket I got was unjustified
hearing officer was very helpful and friendly	parking
the receptionist was very helpful, knowledgeable and courteous	inconvenient to find time to come here with school, work and volunteering
the fact that it was not busy	trying to find a place to park
kind assistance, understanding	nc
no waiting - I was helped immediately	Having to come in person to get a problem resolved
the hearing officer	na
explaining where and how to get to traffic school	trying to avoid a parking ticket - lack of parking spaces
nc	I missed my number because I had to put more money in the meter almost 2 blocks away - I had to wait another half hour. There is no parking down here. It's ironic because I was here for a parking ticket and am forced to risk another. Please put in better parking
nc	waiting
the people here - they were very helpful	all the different signs - it was very confusing
everything	nc
personnel	parking
nc	cash and carry justice system
very detailed info on what I needed to do	parking - walked four blocks
get information	waiting and time consuming

timely manner	charged for a ticket I did not receive
the information I received from the traffic judge	nc - fortunately I had a very pleasant experience
everything	nothing
kindness to my problem - I was greeted as a person	nc
nc	sent to wrong courthouse twice to file small claims
I came due to my ticket - I was helped within 10 minutes	the wrong line
easy and clear to understand procedures given to me by hearing officer	nothing
staff	nc
the hearing officer was friendly	the wait
Maria on the phone helped me out clearing up a problem with the jurisdiction of the UHP on the roads	The County and the City don't communicate at all. The jurisdiction on the roads. The UHP not knowing where the ticket should go.
the hearing officer	how high fines are
information on how to fill forms and next steps	nc
notary	nc
friendly	parking
the staff was very helpful	nothing
Washington County	
Most helpful	Most frustrating
Kristy - very friendly and helpful	How long we have to wait for a court date
making payments	none
just friendly people	can't think of anything
they called our insurance company - second trip not needed	nc
it's always the same thing in here - they take my money	giving up my money that I worked so hard to gain
the staff was nice and the building is nice	nothing
paid my ticket	I was confused where to go to pay my ticket
nc	nothing
the arrangements I made were still applicable	nc
the elevator was at the bottom floor	they couldn't find my file
nc	being charged a different amount than what my receipt says
the staff	nothing
small claims clerk has been very friendly and helpful	nc
Sherri was the most helpful	my head itches
the court staff treated me kindly	nc

was able to get in and out	2 months for court date
clerk at the counter was very courteous and polite	nc
the judge	nothing
the lady behind the desk	my name was not on the docket
the clerks	just having to be here
counter person	nc
clerk's advice	nc
accessibility	girls in the lobby playing around
they helped me understand reasons for needing service on court summons as opposed to just mailing them	nothing
nc	that I had to pay \$82 bucks!!
explanation of the court procedures were clear and concise	nothing
nc	it was hard to find
signs	the amount I had to pay

Appendix D

Courtroom Survey Data

Type of Case Heard

Case Type	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Other	3%	13%	7%
Other civil	11%	4%	9%
Small claims	25%	83%	44%
Probate (guardianship, wills, inheritance)	12%	-	8%
Landlord/tenant	9%	-	6%
Stalking injunction	1%	-	1%
Protective order	23%	-	15%
Divorce, child custody, visitation or support	16%	-	10%
Missing data – 7 of 142 cases			

Type of Proceeding

Case Status	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Hearing	68%	15%	55%
Trial	13%	42%	20%
Settlement conference	8%	21%	11%
Other	7%	21%	10%
Status conference	5%	-	3%
Missing data – 7 of 142 cases			

Presiding Officer

Party Type	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Judge	67%	100%	78%
Commissioner	33%	-	22%
Missing data - 8 of 142 cases			

Nature of Proceeding

Party Type	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Contested	62%	30%	51%
Uncontested	29%	54%	38%
Stipulated	6%	15%	10%

Mediated	1%	-	1%
Missing data - 14 of 142 cases			

Party Status of the Respondent

Party Type	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Plaintiff or petitioner	51%	61%	55%
Defendant or respondent	49%	39%	45%
Missing data - 11 of 142 cases			

Representation in the Proceeding

Representation Status	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Both parties unrepresented	49%	89%	63%
One party represented	51%	11%	37%
Missing data - 11 of 142 cases			

Reported Assistance Obtained Before the Proceeding

Source of Assistance	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Paid lawyer	18%	2%	9%
Free lawyer	3%	-	3%
Free legal clinic	3%	-	2%
Legal aid services agency (such as Legal Aid, Legal Services, or Disability Law Center)	3%	-	2%
Paralegal	2%	-	1%
Law library	2%	-	1%
Public library	2%	-	1%
Court clerk	15%	14%	15%
Notary public	3%	-	2%
Internet	5%	-	4%
Utah courts' website	2%	-	2%
Online Court Assistance Program (OCAP)	4%	-	3%
Friend or relative	11%	10%	11%
Other	3%	12%	9%
No one	54%	42%	50%

Reported Type of Assistance Obtained Before the Proceeding

Type of Assistance	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
Information on the law and procedure	17%	16%	17%

Advice from a lawyer	13%	14%	13%
Help on forms	30%	36%	30%
Other	27%	26%	28%

Reported Reason for Not Having a Lawyer

Reason Given	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
My case is not complicated enough to need a lawyer	30%	68%	43%
I cannot afford a lawyer	47%	12%	37%
I don't want to spend the money for a lawyer	10%	2%	8%
I spoke to a lawyer and got enough help to continue by myself	3%	17%	8%
I don't know how to find or hire a lawyer	3%	-	2%
I don't trust lawyers	2%	-	2%
A lawyer would slow down the case	1%	-	1%
Missing data - 15 of 142 cases			

Reported Frequency of Courthouse Visits

Frequency of Visits	District Courts Percentage	Justice Courts Percentage	Statewide Percentage
This is my first time	44%	33%	37%
Once a year or less	20%	45%	37%
Several times a year	22%	13%	16%
Regularly	15%	9%	11%
Missing data - 14 of 142 cases			

Self-Represented Satisfaction With Courtroom Proceedings District/Justice Court Breakout

Scores Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	District Court Average Score	Justice Court Average Score	Statewide Average Score
It was easy to find the courthouse	4.67	4.39	4.57
It was easy to find parking for my car	4.01	4.08	4.04
It was easy to find the place I needed to be in the courthouse	4.43	4.34	4.40
I feel safe in the courthouse	4.41	4.37	4.39
The courthouse is easy to use for persons with a physical disability	4.23	3.86	4.10
Court staff could speak in my primary language	4.63	4.43	4.56
I was prepared for court today	4.31	4.31	4.31
I was able to do a good job in representing myself	3.95	4.24	4.06

The help I got before coming to the court was useful	4.00	4.02	4.01
The court's website was helpful	3.89	3.39	3.68
Before coming to court, I was able to find the court forms I needed	3.92	4.13	4.00
I was able to understand the court forms	3.97	4.25	4.08
I was able to do what I came to the court to do	3.91	4.22	4.02
The court's hours of operation made it easy for me to do my business	4.01	4.11	4.05
I was able to finish my business in a reasonable amount of time	4.06	4.18	4.11
Court staff treated me with courtesy and respect	4.42	4.45	4.43
The judge treated me with courtesy and respect	4.49	4.54	4.51
The judge listened to my side before deciding	4.35	4.38	4.36
The judge had the information needed to make good decisions	4.19	4.40	4.27
The way my case was handled was fair	4.00	4.28	4.11
I understand what happened in my case and why	4.10	4.15	4.12
I am satisfied with what happened at my hearing	3.76	4.26	3.94
The outcome of the hearing was favorable to me	3.63	4.09	3.79
As I leave the courtroom, I know what to do next	4.11	4.15	4.13
Missing data – From 5 to 15 of 142 cases, depending on the question			

Large/Mid-sized/Small Court Breakout

Scores Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Large Court Average Score	Mid-sized Court Average Score	Small Court Average Score	Statewide Average Score
It was easy to find the courthouse	4.63	4.50	4.62	4.57
It was easy to find parking for my car	3.66	3.82	4.42	4.04
It was easy to find the place I needed to be in the courthouse	4.35	4.40	4.46	4.40
I feel safe in the courthouse	4.27	4.43	4.34	4.39
The courthouse is easy to use for persons with a physical disability	3.16	4.06	4.04	4.10
Court staff could speak in my primary language	4.57	4.54	4.43	4.56
I was prepared for court today	4.41	4.18	4.41	4.31
I was able to do a good job in representing myself	3.92	3.98	4.22	4.06
The help I got before coming to the court was useful	3.37	4.00	4.04	4.01
The court's website was helpful	2.12	3.59	3.46	3.68
Before coming to court, I was able to find the	3.52	3.96	4.17	4.00

court forms I needed				
I was able to understand the court forms	3.52	4.04	4.31	4.08
I was able to do what I came to the court to do	3.45	4.20	4.12	4.02
The court's hours of operation made it easy for me to do my business	3.49	4.26	4.06	4.05
I was able to finish my business in a reasonable amount of time	3.84	4.19	4.13	4.11
Court staff treated me with courtesy and respect	4.28	4.40	4.53	4.43
The judge treated me with courtesy and respect	4.36	4.48	4.59	4.51
The judge listened to my side before deciding	3.66	4.25	4.59	4.36
The judge had the information needed to make good decisions	3.69	4.23	4.52	4.27
The way my case was handled was fair	3.61	4.02	4.48	4.11
I understand what happened in my case and why	3.84	4.12	4.20	4.12
I am satisfied with what happened at my hearing	3.25	4.10	4.25	3.94
The outcome of the hearing was favorable to me	3.20	3.83	4.13	3.79
As I leave the courtroom, I know what to do next	3.90	4.07	4.36	4.13
Missing data – From 5 to 15 of 142 cases, depending on the question				

**Self-Represented Party Satisfaction With Courtroom Proceedings
Mid-sized Courts District/Justice Breakout**

Scores Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Mid-sized District Courts Average Score	Mid-sized Justice Courts Average Score	Mid-sized Court Average Score
It was easy to find the courthouse	4.69	4.21	4.50
It was easy to find parking for my car	3.76	3.92	3.82
It was easy to find the place I needed to be in the courthouse	4.53	4.21	4.40
I feel safe in the courthouse	4.46	4.39	4.43
The courthouse is easy to use for persons with a physical disability	4.15	3.88	4.06
Court staff could speak in my primary language	4.67	4.35	4.54
I was prepared for court today	4.11	4.29	4.18
I was able to do a good job in representing myself	3.88	4.14	3.98
The help I got before coming to the court was useful	3.90	4.15	4.00
The court's website was helpful	3.73	3.44	3.59
Before coming to court, I was able to find the court forms I needed	3.82	4.15	3.96
I was able to understand the court forms	3.94	4.20	4.04
I was able to do what I came to the court to do	4.18	4.25	4.20

The court's hours of operation made it easy for me to do my business	4.00	4.33	4.26
I was able to finish my business in a reasonable amount of time	4.11	4.33	4.19
Court staff treated me with courtesy and respect	4.42	4.35	4.40
The judge treated me with courtesy and respect	4.53	4.41	4.48
The judge listened to my side before deciding	4.29	4.19	4.25
The judge had the information needed to make good decisions	4.21	4.25	4.23
The way my case was handled was fair	4.00	4.05	4.02
I understand what happened in my case and why	4.19	4.00	4.12
I am satisfied with what happened at my hearing	4.06	4.19	4.10
The outcome of the hearing was favorable to me	3.81	3.86	3.83
As I leave the courtroom, I know what to do next	4.17	3.91	4.07
Missing data – From 5 to 15 of 142 cases, depending on the question			

**Self-Represented Party Satisfaction With Courtroom Proceedings
Small Court District/Justice Court Breakout**
Scores Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Small District Courts Average Score	Small Justice Courts Average Score	Small Court Average Score
It was easy to find the courthouse	4.80	4.54	4.62
It was easy to find parking for my car	4.56	4.37	4.42
It was easy to find the place I needed to be in the courthouse	4.50	4.44	4.46
I feel safe in the courthouse	4.40	4.32	4.34
The courthouse is easy to use for persons with a physical disability	4.33	3.90	4.04
Court staff could speak in my primary language	4.30	4.48	4.43
I was prepared for court today	4.70	4.29	4.41
I was able to do a good job in representing myself	4.00	4.32	4.22
The help I got before coming to the court was useful	4.33	3.96	4.04
The court's website was helpful	4.00	3.36	3.46
Before coming to court, I was able to find the court forms I needed	4.50	4.09	4.17
I was able to understand the court forms	4.33	4.32	4.31
I was able to do what I came to the court to do	3.89	4.22	4.12
The court's hours of operation made it easy for me to do my business	4.11	4.04	4.06
I was able to finish my business in a reasonable amount of time	4.29	4.09	4.13
Court staff treated me with courtesy and respect	4.56	4.52	4.53

The judge treated me with courtesy and respect	4.45	4.65	4.59
The judge listened to my side before deciding	4.67	4.57	4.59
The judge had the information needed to make good decisions	4.57	4.50	4.52
The way my case was handled was fair	4.57	4.46	4.48
I understand what happened in my case and why	3.83	4.29	4.20
I am satisfied with what happened at my hearing	4.00	4.33	4.25
The outcome of the hearing was favorable to me	3.63	4.30	4.13
As I leave the courtroom, I know what to do next	4.11	4.46	4.36
Missing data – From 5 to 15 of 142 cases, depending on the question			

Demographic Data

Sex

Half of the respondents were male and half female.

Age of Courtroom Survey Respondents

Age Category	Percentage of Respondents
Under 18	0%
18-24	12%
25-34	26%
35-44	26%
45-54	17%
55-64	12%
65 and over	7%
Missing data – 21 of 142 cases	

Reported Number of Children in Household for Courtroom Survey Respondents

Number of Children under 18	Percentage of Respondents
0	43%
1	22%
2	19%
3	9%
4	2%
5 or more	5%
Missing data – 19 of 142 cases	

Reported Household Monthly Income for Courtroom Survey Respondents

Income Category	Percentage of Respondents
\$500 of less	11%
\$501 to \$1,000	13%
\$1,001 to \$1,500	11%
\$1,501 to \$2,000	12%
\$2,001 to \$2,500	7%

\$2,501 to \$3,000	7%
\$3,001 to \$3,500	3%
\$3,501 to \$4,000	3%
\$4,001 to \$5,000	7%
\$5,001 to \$6,000	4%
\$6,001 to \$7,000	2%
\$7,001 to \$8,000	1%
Above \$8,001	17%
Missing data – 19 of 142 cases	

Reported Education for Courtroom Survey Respondents

Highest Level of Schooling Completed	Percentage of Respondents
4 th grade or below	1%
5 th to 8 th grade	1%
9 th to 11 th grade	6%
High school/GED	33%
Some college	35%
Associates degree	10%
Bachelors degree	14%
Graduate degree	2%
Missing data – 16 of 142 cases	

Reported Racial Self-Identifications for Courtroom Survey Respondents

Race	Percentage of Respondents
White	77%
Some other race	7%
Black	8%
Asian	3%
Native American	3%
Pacific Islanders, including Hawaiian	2%

Comments from Courtroom Survey Respondents

District Courts

Brigham City	
Most Helpful	Most frustrating
the list of who is in what courtroom	Nc
nc	the case was rescheduled
none	None
Matheson	
Most Helpful	Most frustrating
nothing	Delay
Judge Hilder	I couldn't find the courtroom

Judge's explanation	Nc
nc	feeling alone and un-learned - no legal advice given in my favor
the judge letting no talk to the lawyer	not knowing what to do, who to talk to at first
plaintiff's attorney	Time
asked questions and got answers	the other side
nc	realizing I was correct in not attempting to have him evicted earlier on a month to month
courtroom clerks, etc	Nc
service counter advice and forms	None
having people help us when needed	Nc
everyone here was very helpful and informative	Nc
There is a young lady down where you turn in papers that is very nice and helpful	I'm still stuck in the process without my house
Carla Black	ex-wife
The person for not showing up	having to take time to come for nothing
a right decision by Judge Derer	my rush to be on time
The great attitude of the judge - he made me feel that in this cause is going to be moral and legal justice inasmuch as my appeal is supported by rational proposal of law of public interest	Absolutely nothing because appeal was accepted
self help program	Security
info desk told me what courtroom	getting a judgment
nc	lack of justice in the law
the judge is flexible - easy to talk to and fair	Nc
nothing - we have to reschedule for a court date	my ex not showing up and not getting into trouble or sending in his documents - no answers
the legal aid and clerk on what to expect through out all of this as well as getting me the proper paper work	not knowing what to expect
Commissioner Casey listens and is fair	Having to proof myself against a nasty lawyer that has no respect because I am pro se
leaving	not having a lawyer present
the fairness of the judge	Nc
nc	the bloody court started at 14:00 instead of 13:30!
the judge's courteous attitude and understanding	the prosecutor
Moab	
Most Helpful	Most frustrating
finding a ride to get here	finding a ride to get home
the lawyer talked to me and let me know what I needed to know	Nothing
Nephi	
Most Helpful	Most frustrating
things went smooth	Nothing
judge	Nc
nothing	not fully being able to explain
honesty, precise explanation of hearings	Nc

Ogden	
Most Helpful	Most frustrating
knowing the law	usually it's a long waiting period - today there was not very many people in small claims - great!
door cop	waiting for the court to start
listening to the other cases to be more mentally prepared	very crowded in audience
nc	parking and not knowing whether I needed to pay before entering courthouse
security staff very nice - helped me find courtroom	Nc
nc	not scheduled in for my hearing
it was easy - been here before	Nothing
none	None
nice people	Nothing
staff response to questions	waiting
nc	the bailiff was unpleasant
clerk	having the person served
how nice the judge and bailiff were to me	parking
St. George	
Most Helpful	Most frustrating
staff	Nc
received custody of my grandson	Nc
everyone	Nothing
time	None
being able to see how cases before me were handled	my nervousness
the judge listened to my case to clarify my needs	Nc
nc	my ex was able to come sit next to me
the judge was fast and fair	None
quickness in and out	Nothing
the judge was fair	the issues involved
the helpfulness of the clerk at the window in the lobby	not having a lawyer to be able to address the issues I have in my child support case
one of the bailiffs and the judge being courteous	I felt the odds were stacked against me
Mr. Graff	my other party didn't show
everything	Nothing
the officer that showed us into the Judge's chamber	the short wait
the bailiff helped with the copies I needed	Nothing
talking to the judge	anxiety of going to court

Justice Courts

Box Elder	
Most Helpful	Most frustrating
Judge very helpful and explained proceedings	I had to wait too long before being heard
Clerk's answers to my questions	None
learned what I need to do to pay my debts	Nothing
I got all my judgments - judge is very good	Nc
clerk in office	None
the judge gave me a list of servers	Nothing
Grand County	
Most Helpful	Most frustrating
The lady next to me gave me a breath mint	This
pleasant comfortable tone	Nc
nc	plaintiff not showing up
winning case	client not showing up
the justice court staff	the other attorney
Heber	
Most Helpful	Most frustrating
the judge	Nothing
nc	having to wait so long
Iron City	
Most Helpful	Most frustrating
nc	the time - I'm from out of state - it would have been better if it were earlier
receptionist not judgmental	the hearing
everyone here was very helpful	waiting to be seen
the woman helping me cleared up confusion	I would rather be nice than ornery but no one pays attention when I am nice. Both times I was here I had to throw a fit before people were willing to help. But people were very helpful once they understood why I was frustrated.
Payson	
Most Helpful	Most frustrating
There were no comments from Payson Courtroom surveys	
Salt Lake City	
Most Helpful	Most frustrating
There were no comments from Salt Lake City Courtroom surveys	
Washington County	
Most Helpful	Most frustrating
the judge took time to explain everything - excellent judge (Jeffrey C. Wilcox)	Nothing
settled my business	Time
discussing the problem informally	not getting the dispute resolved
small claims staff	nothing - very smooth
the judgment was in my favor	it was not frustrating

nc	waiting to file forms - small claims clerk usually busy - on phone or with files - does a great job, just has a lot of work
explain the process	I did get the information I wanted from the person in jail
the judge was very explanatory	parking and setting
Judge	so many cases and not enough time
trip to court	no coffee houses
quickly done	Nothing

Appendix E

Judge Survey Data

Forty judge surveys were returned. Twenty-five were from district courts and fifteen were from justice courts.

Average Scores for Judge Surveys Perceptions of Self-Represented Parties By District, Justice and Statewide Totals

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Judges	Average Scores for Justice Court Judges	Average Scores for All Judges
Self-represented persons have documents prepared correctly	2.44	3.36	2.77
Self-represented persons have the necessary evidence and witnesses	2.24	2.71	2.41
Self-represented persons follow procedural rules	2.16	3.07	2.49
Self-represented persons participate effectively in court proceedings	2.54	3.71	2.97
Self-represented persons "tell their stories" effectively	2.88	3.69	3.16
Self-represented persons have realistic expectations about the likely case outcome	2.24	3.07	2.54
Self-represented persons appear to understand the court's rulings	2.88	3.93	3.26
Self-represented persons need the court's assistance to complete a hearing	4.08	3.14	3.74
Self-represented persons take more of your time than represented persons in similar cases	4.08	2.93	3.67

Average Scores for Judge Surveys Perceptions of the Effects of On Line Services By District, Justice and Statewide Totals

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Judges	Average Scores for Justice Court Judges	Average Scores for All Judges
The courts' website forms, instructions, and OCAP pleadings have			
improved the completeness and correctness of document filed by self-represented persons	3.88	3.17	3.73
improved the availability of necessary evidence and witnesses	2.59	3.20	2.70
improved self-represented persons' ability to participate effectively in court proceedings	2.73	3.71	2.97

improved self-represented persons' ability to "tell their stories"	2.77	3.33	2.89
helped create more realistic expectations in self-represented persons	2.45	3.40	2.64
reduced the need for court assistance to complete a hearing	2.78	3.57	2.97
reduced the amount of extra time generally required for self-represented persons	2.96	3.29	3.03

Judges' Perceptions of Percentage of Cases Requiring Rescheduling Because Self-Represented Party is Not Prepared

Percentage of Cases Rescheduled	Percentage of District Court Judges Reporting this Answer	Percentage of Justice Court Judges Reporting this Answer	Percentage of All Judges Reporting this Answer
Less than 10%	38%	79%	53%
10% to 25%	25%	7%	18%
26% to 50%	13%	7%	11%
More than 50%	13%	-	8%
Don't know	13%	7%	11%

Judges' Comments

The survey asked judges to identify the three most pressing problems that self-represented persons have in their interactions with the court and the legal system. Answers by individual courts are not reported in order to preserve respondents' anonymity. The number of responses does not correspond to the number of participant surveys returned because some judges did not answer this question.

Judges' Comments – District Courts

ability to follow procedural rules	ability to prepare necessary paperwork	unrealistic expectations
lack of understanding of procedure and lack of insights into the reasons behind procedural requirements	lack of understanding of the law itself	inability to focus on the issues before the court
self-represented persons constantly seek legal assistance from the court and court personnel, even when repeatedly admonished they cannot provide legal advice. The availability of website forms, instructions, etc has increased this expectation and dependency.	Refusal of self-represented persons to comply with rules of procedure and evidence - aggravated by their expectation that they should not be required to comply because they choose to represent themselves	lack of understanding of what the self-represented person must do to present case at trial level combined with the misunderstanding that "appeal" simply means re-stating this position until a judge finally rules in the manner self-represented person wishes

clarity of their claims and defenses - the forms give some help, but there still needs to be improvement	Pro se litigants have little knowledge about their claims and defenses expressed as legal concepts - this leaves the judge to assume and fill in the blanks if possible putting the judge in a position as advocate for the litigant	the forms give an impression to the litigant that the process is easy - just fill in the blanks
if they are appearing against a represented party, the self-represented individual will usually not know how to present evidence in a way that will withstand objection by counsel, or may not think to bring to court at all the relevant exhibits, witnesses, etc. at the time of the hearing or trial. (I do not, however, postpone trials for that reason.)	they want to be guided by the court or court staff regarding their positions under the law, i.e. what motions to file, etc and do not readily accept staff's statement that they cannot provide legal advice.	can't be particularly objective
understanding procedure and rules	nc	nc
access to advice vs. information	lack of availability of information about court policies and procedures not reflected in written materials	lack of time/patience by court staff
need to understand that many procedural rules apply to them even if pro se - probably should have a two page summary of the most common rules that can affect them	nc	nc
unrealistic expectations of what problems the court can redress or the scope of the remedies	Unfocused presentation of cases in court (irrelevant witness, augments and exhibits)	Inability to understand the role and importance of procedural rules, deadlines, etc (much more of a problem that substance or even evidence)
not prepared for trial - they expect the court to help them with their case	not familiar with rules of evidence or procedure	want results immediately
failure to accept and understand rulings	inability to effectively present their case at trial	lack of understanding of the rules of procedure
they need legal advice and the court usually cannot give it to them	they are unprepared	they expect too much leniency and relaxing of rules that apply to represented parties
I won't continue a pro se litigant's case unless the other side agrees; it's not fair to the judicial system and the other party who has prepared	they don't have the proper evidence and witnesses present - they don't understand rules of evidence and procedure even after multiple explanations	they don't tell their stories effectively; sometimes to the detriment of an otherwise good case
they simply don't understand procedures	they are not objective about their cases	they are unprepared

access to pleadings	understanding of what/who to bring to court for trial	understanding of the rules of civil procedure
they don't understand the rules of evidence and procedure and they don't know how to present their case	they can't be objective about their problems and can't assess the likelihood of success	they don't recognize the legitimate factual or legal issues so they mislead themselves and mishandle their cases
they don't understand the rules of evidence and procedure	don't understand rules of proof required to prove their cases	don't bring witnesses, evidence, documentation that they need
not having a workable grasp of the court's rules of procedure and evidence	nc	Nc
they need an attorney - the focus ought to be on making legal advice and representation available. Some people cannot afford doctors, but no one is foolish enough to suggest we teach them to self medicate or perform their own "minor" surgeries	they expect the judge to explain the law and give them legal advice - they have difficulty grasping the concept that giving them advice places the judge in a position where he/she is no longer impartial	court TV shows create a tremendous misimpression about allowable evidence and courtroom behavior
the forms prepared by the AOC and their availability on the internet has been helpful, but most people still need some assistance to help fill them out	It would be helpful if there was some resources or handbook to refer people to give them assistance with the basic rules of civil procedure and evidence	In the urban areas of the state we have volunteer mediators (usually law students) to help self-represented individuals resolve their disputes - it would be helpful if we had something similar in the rural areas of the state
self-represented persons do not understand the difference between getting what one can out of a hostile witness and trying to tell one's own story	when self-represented persons lose a ruling on an evidentiary issue, they tend to clam up and give up on presenting what they can	self-represented persons have not usually had a chance to get an objective evaluation of their prospects for success

Judges' Comments – Justice Courts

self-represented persons don't seem to read the relevant documentation	self-represented persons seem to want legal advice from the court	Nc
many find it difficult to articulate the real problem at issue and therefore don't always present the necessary evidence	many find it difficult not to argue with the opposing party	Nc
being prepared with witnesses and evidence	limiting case to just the necessary issues in the lawsuit	understanding the parameters of what they can or cannot get or ask for
don't understand the rules of evidence	don't understand hearsay rules	don't understand legal issues to prove their case
not familiar with burden of proof and need for evidence	become emotionally involved and do not accept decision or ruling	not familiar with law and rules of procedure

know what is important to prove the necessary parts of their case	nc	Nc
(I don't reschedule just because they are not prepared) Filling out paperwork	bringing necessary evidence to court	figuring out the collection process after a judgment has been entered
witnesses	extra copies of contract agreement to be presented to the court	not showing up for the hearings
lack of real knowledge about the court system in general and possible sanctions/sentences possible specifically	unrealistic expectations about the court's ability to solve the person's specific problem - mainly small claims cases	lack of qualified/certified language interpreters in our area
knowing the laws	nc	Nc
the importance to respond timely to court. More public awareness of court website forms and instructions may help	nc	nc
understanding procedures and following them whether they agree or not	understanding procedures to have witnesses present in court	being prepared with all necessary information day of court
interjecting while other party is testifying	plaintiff believes the court is going to collect the money	sometimes service understandings are a problem

Appendix F

Attorney Survey Data

Fifty-nine attorney surveys were returned. Forty-nine were from district courts and ten from justice courts.

Average Scores for Attorney Surveys Perceptions of Self-Represented Parties By District, Justice and Statewide Totals

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Attorneys	Average Scores for Justice Court Attorneys	Average Scores for All Attorneys
Self-represented persons have documents prepared correctly	2.35	3.00	2.46
Self-represented persons have the necessary evidence and witnesses	2.37	2.80	2.45
Self-represented persons follow procedural rules	1.98	2.80	2.12
Self-represented persons participate effectively in court proceedings	2.52	3.30	2.66
Self-represented persons "tell their stories" effectively	2.83	3.20	2.89
Self-represented persons have realistic expectations about the likely case outcome	2.20	2.60	2.27
Self-represented persons appear to understand the court's rulings	2.74	3.30	2.84
Self-represented persons need the court's assistance to complete a hearing	3.93	4.20	3.98
Self-represented persons take more of your time than represented persons in similar cases	3.96	3.00	3.82

Average Scores for Attorney Surveys Perceptions of the Effects of On Line Services By District, Justice and Statewide Totals

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Attorneys	Average Scores for Justice Court Attorneys	Average Scores for All Attorneys
The courts' website forms, instructions, and OCAP pleadings have			
improved the completeness and correctness of document filed by self-represented persons	3.46	3.43	3.86
improved the availability of necessary evidence and witnesses	2.74	3.38	2.86
improved self-represented persons' ability to participate effectively in court proceedings	3.05	3.75	3.18

improved self-represented persons' ability to "tell their stories"	2.66	3.38	2.79
helped create more realistic expectations in self represented persons	2.58	3.13	2.68
reduced the need for court assistance to complete a hearing	2.69	3.00	2.74
reduced the amount of extra time generally required for self-represented persons	2.68	3.13	2.76

Attorneys' Perceptions of Percentage of Cases Requiring Rescheduling Because Self-Represented Party is Not Prepared

Percentage of Cases Rescheduled	Percentage of District Court Attorneys Reporting this Answer	Percentage of Justice Court Attorneys Reporting this Answer	Percentage of All Attorneys Reporting this Answer
Less than 10%	26%	30%	26%
10% to 25%	29%	-	24%
26% to 50%	17%	-	14%
More than 50%	2%	30%	7%
Don't know	27%	40%	29%

Attorneys' Comments

The survey asked attorneys to identify the three most pressing problems that self-represented persons have in their interactions with the court and the legal system. Answers by individual courts are not reported in order to preserve respondents' anonymity.

Attorneys' Comments – District Courts

lack of knowledge of procedure	lack of courtesy to clerks and judges	lack of knowledge of law
lack of knowledge and understanding of the process	self-represented people don't understand the law or how it applies or expect the law in California or Idaho to apply in Utah	self-represented people don't understand what is relevant and tend to present information that is not related or relevant to the issues before the court
understanding technicalities of rules/statutes	realistic expectations	finding a common ground for negotiation/stipulation
lack of knowledge of procedure	Nc	Nc
lack of knowledge		
they don't have realistic expectations	they don't understand procedures	they want advice from opposing counsel
information	Nc	Nc
misunderstanding the role of the judge and the court	ignoring times and deadlines	Nc
basic process and	Nc	Nc

procedure		
lack of knowledge of procedure	evidence required	failure to communicate with counsel concerning settlement and other matters
lack of knowledge of procedure, law, rules	failure to comply with procedure, law, rules	Nc
don't know/follow rules of civil procedure	don't expect to be held to same standards as represented litigants	are frustrated with rules of evidence and standard of proof
they don't understand why everyone insists on following the court rules (picky, picky, picky)	they feel somehow entitled to special treatment because they can't afford a lawyer	they feel the result is unfair (unless they are totally victorious) because the other side had a lawyer and they didn't
unrealistic expectations	impatience	Nc
unrealistic expectations	nc	Nc
understanding procedure and evidence	nc	Nc
understanding procedure and evidence	staying focused on the issues before the court	being prepared for a hearing
legal understanding	procedural understanding	factual preparation
not familiar with rules and procedure	unrealistic expectations	inability to effectively articulate their position
they think morally, rather than logically	they do not understand procedures	they have no objective view
never follow procedural rules	are not held to same standards as parties who hire and pay an attorney due to relaxed standards	delay court room proceedings
lack of realistic expectations	lack of understanding of procedure	lack of evidence that is relevant and admissible
understanding of applicable law	false expectations	false sense of knowledge based on friends in similar situation or having read only a portion of the law
don't know what to expect	unrealistic expectations about what the outcome will be	very difficult to reach an agreement with them because they are gun shy of attorneys
self-represented persons are granted more leeway by the court	cases of self-represented persons take more of my time and more of the courts time despite limited issues in most cases	Helpful: Domestic relations coordinator very helpful and domestic conferences very effective in dealing with self-represented cases
they don't understand the law	they don't trust opposing counsel	they think they are not "treated fairly"
understanding the legal issues in question	nc	Nc
no knowledge of rules of procedure and evidence	failure to meet deadlines	Nc
not knowing or understanding the rules		
lack of knowledge of evidence/procedural rules	delay from irrelevant points to "tell their story"	creating additional costs for our clients with inappropriate pleadings/arguments

the false sense of security/competence the online forms give an unrepresented litigant	the false impression that the forms negate the need for and propriety of quality legal advice	the false belief that the system should be user friendly to lay persons - yet you don't see people in hospitals seeking to take out their own appendix!
general lack of knowledge of court procedures	general lack of understanding the process	the OCAP pleadings are a great help if the case is uncontested - if not they don't help at all.
lack of procedure knowledge		Nc
presentation of evidence	understanding rules of evidence, especially hearsay	expecting help from the judge in presenting case
lack of knowledge of court rules	more difficult to get a hold of than attorney represented individuals	improper paper filing
understanding the rules	understanding the rationale behind the rules	understanding how to use the rules
they are intimidated by the system	they lack the necessary understanding of the law, court rules and court procedure	they have unrealistic expectations
unrealistic expectations of what the outcome should be	lack of knowledge of statutory law and what their duties and obligations to others are	a belief that any decision or law that contradicts their idea of what is "fair" is wrong
lack of understanding of procedural rules	lack of understanding what evidence is admissible	lack of understanding on what is relevant to the case
lack of understanding of rules of evidence	they don't understand procedures	they are less responsive to opposing attorneys than other attorneys

Attorneys' Comments – Justice Courts

most self-represented people are very contentious and unwilling to have legitimate discussions regarding the case	nc	Nc
procedural rules difficult to understand even when explained	examination of opposing witnesses mostly ineffective	emotional involvement with their case outweighs all other factors
in misdemeanor courts defendants are often pushed through the system	nc	Nc
not knowing all information on laws and rules in regards to sentencing and punishment	nc	Nc
lack of procedure knowledge	costs - if they could afford an attorney they would get one	they understand their facts, but not the law. This puts the judge in a situation of having to act as lawyer, which is difficult to do in small claims cases where the facts are heard for the first time.
not understanding court procedures	nc	Nc

Time	confusion	competency
failure to understand procedural rules	nc	nc
knowing what a judge can and cannot do	"looking for justice"	not being able to present evidence properly

Appendix G

Court Clerk Survey Data

Seventy-six surveys were returned.

Average Scores for Court Clerk Surveys Perceptions of Self-Represented Parties By District, Justice and Statewide Totals

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Clerks	Average Scores for Justice Court Clerks	Average Scores for All Clerks
Self-represented persons have documents prepared correctly	2.58	3.16	2.82
Self-represented persons have the necessary evidence and witnesses	2.28	3.13	2.64
Self-represented persons follow procedural rules	2.29	3.20	2.65
Self-represented persons participate effectively in court proceedings	2.64	3.53	3.03
Self-represented persons "tell their stories" effectively	2.73	3.53	3.07
Self-represented persons have realistic expectations about the likely case outcome	2.38	2.63	2.48
Self-represented persons appear to understand the court's rulings	2.82	3.14	2.95
Self-represented persons need the court's assistance to complete a hearing	4.08	3.50	3.83
Self-represented persons take more of your time than represented persons in similar cases	4.71	3.26	4.12

Average Scores for Court Clerk Surveys Perceptions of the Effects of OCAP Forms By District, Justice and Statewide Totals

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Clerks	Average Scores for Justice Court Clerks	Average Scores for All Clerks
The courts' OCAP forms have			
improved the completeness and correctness of document filed by self-represented persons	3.51	3.13	3.41
improved the availability of necessary evidence and witnesses	2.46	3.00	2.66
improved self-represented persons' ability to participate effectively in court proceedings	2.60	3.27	2.80
improved self-represented persons' ability to "tell their	2.62	3.21	2.78

stories”			
helped create more realistic expectations in self-represented persons	2.64	2.93	2.72
reduced the need for court assistance to complete a hearing	2.03	2.87	2.28
reduced the amount of extra time generally required for self-represented persons	2.68	3.00	2.76

**Average Scores for Court Clerk Surveys
Perceptions of the Effects of Website Forms and Instructions
By District, Justice and Statewide Totals**
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Scores for District Court Clerks	Average Scores for Justice Court Clerks	Average Scores for All Clerks
The courts’ website forms and instructions have			
improved the completeness and correctness of document filed by self-represented persons	3.39	3.15	3.31
improved the availability of necessary evidence and witnesses	2.57	3.00	2.73
improved self-represented persons’ ability to participate effectively in court proceedings	2.69	3.16	2.85
improved self-represented persons’ ability to “tell their stories”	2.83	2.94	2.87
helped create more realistic expectations in self-represented persons	2.49	2.95	2.64
reduced the need for court assistance to complete a hearing	2.12	2.70	2.33
reduced the amount of extra time generally required for self-represented persons	2.44	2.85	2.58

**Court Clerks’ Perceptions of Percentage of Cases Requiring Rescheduling
Because Self-Represented Party is Not Prepared**

Percentage of Cases Rescheduled	Percentage of District Court Clerks Reporting this Answer	Percentage of Justice Court Clerks Reporting this Answer	Percentage of All Clerks Reporting this Answer
Less than 10%	22%	50%	33%
10% to 25%	13%	30%	20%
26% to 50%	18%	3%	12%
More than 50%	9%	3%	7%
Don’t know	38%	3%	28%

Clerks' Comments

The survey asked clerks to identify the three most pressing problems that self-represented persons have in their interactions with the court and the legal system. Answers by individual courts are not reported in order to preserve respondents' anonymity.

Clerks' Comments – District Courts

lack of understanding about what forms to complete and submit next	lack of understanding about how to complete an order	lack of understanding on what was ordered
the court clerks are not attorneys just for them (procedure rules)	personal service or certificate of service for all documents (no ex parte communication)	pro se persons need to read the instructions provided - the clerk cannot spend hours everyday on the phone with them
they don't understand the proceedings	they won't comply with the documents that the court has to have to complete cases	they want the clerks to tell them step by step what they need to do
extra time required by a pro se to complete forms	extra time for them to find out just what they need and then they expect us to fill it out for them	procedural proceeding are not understood - they are demanding as to what to expect
they expect proceedings to be like things they see on TV - they are not prepared with evidence	they're not familiar with filing documents when they're told to prepare an order when they're instructed to	they have a misconception that clerks are attorneys and expect us to know the answers to their questions - they don't understand that it's improper to ask us
affidavits are not filled out in their entirety - 95% of them are usually left blank	military service affidavits are not filled out correctly - the reasons given are not specific enough	pro se parties expect the clerks to fill out or tell them what to put in their documents
lack of knowledge concerning court protocol	nc	nc
getting pro se litigants to submit the needed forms or supporting documents that are filled out completely and accurately and mailed to the appropriate parties	explaining to pro se litigants why they have to go to so many hearings (in front of the commissioners) or to mediation before they can get before the judge	when at hearing or in trial, pro se litigants have difficulty in getting exhibits into evidence properly and questioning witnesses properly to get the testimony they want into evidence
they don't understand procedure during trials	they are not usually ready with witnesses, exhibits, etc	they cause a lot of wasted time on clerks trying to walk them through their forms or what happens next
don't understand the rules	want the judge or clerk to give them guidance	aren't prepared with needed evidence
we have no idea what is on the website	they have no idea what they are doing with the paperwork or in court	they get two different answers for the same question
no funds to hire an attorney	do not get as much consideration as party being represented	nc

not understanding court procedures	not understanding how to fill out paperwork properly	not knowing what paperwork to submit to the court
pro se will not or do not read the instructions provided with their packets - they (most of the time) expect the clerks to help them understand the process and make sure they have signed everything	pro se are in a very fragile emotional state when they first start the process and so, when you explain the process they still are unable to comprehend what you are saying	pro se also do not understand the difference between legal advice and procedural advice
not understanding what the recommendations of the court mean - interpreting the recommendations	not knowing how to fill out their paperwork properly or what to put in their paperwork	not understanding that clerks can't help them fill out their paperwork, give them advice or what to do or decipher what their orders mean - basically don't understand that we can't give them legal advice AT ALL!!
unwillingness to read instructions, documents for familiarly and unwillingness to ask attorneys for legal advice when they get stuck (they would rather ask clerks for legal advice)	the expectation that the clerk they hand in their forms to will spend as much time as needed to "do the rest" for them, especially for those who are unprepared	unwillingness/inability to have their forms notarized in advance
they do not have knowledge of courts terms and procedures	they have trouble finding help - if they need some resources that can be provided by the person from legal aid and she is not there, there is no back up. They may end up making several trips to the court. When Waine's clinic was available there was backup - he also was able to help with a greater variety of situations than legal aid can	the forms on OCAP and the court website and instructions still could use some improvement. I believe garnishment forms have wage and non-wage forms all lumped together. I believe OCAP instructions could be improved by seeking from someone who doesn't understand procedures and language of the court. In general, I have found that the most intelligent people can follow generally the instructions. Other people can read them repeatedly and still not have a clue. (Of course there are many who do not read them.) People doing evictions for the first time, without exception in my experience, do not have the required number of forms and back up documentation.
understanding the complex process of the court system	filling out the forms completed	lack of understanding of the law
telling their story while examining witnesses	know court protocol - knowing proper way to introduce evidence, etc (procedures)	nc
they do not have the resources to file motions, memorandums, notice to submits that they can get online - they just have to make up their own which isn't always professional	they are not able to answer the motions and memorandums	nc

they expect clerks to give them legal advice because they can't afford an attorney	they don't know the rules and they think they don't have to follow them	nc
they don't listen, they expect us to tell them, they don't listen	they expect us to tell them what to do and how to do everything	they don't listen
they don't know how to proceed if case is contested	they need documents for paternity, custody and support and modification of divorce - these documents are not on OCAP	nc
language barriers	knowledge of procedure and rules	their requirements
criminal - I think the pro se criminal defendant is disadvantaged because he does not know the possible negotiations available to him	civil and domestic - the only problem I see, because I work in court, not at the counter, is that they don't understand hearsay rules and have trouble telling their story effectively. They may bring affidavits or letters from people that are not admissible or have problems asking witnesses questions. Many times they get frustrated because they have prepared to tell the story but are objected to because it is hearsay.	nc
inability to understand court's order - unaware final order needs to be prepared	failure to prepare and send certificate of mailing	court must assist and lead pro se litigants to get information needed for court to make decision
they usually don't read information or can't read or have poor comprehension skills and don't understand what they are being asked and answer question that has no relevance	unprepared with proof - have documents at home - didn't think they needed to bring them and too late - trial has begun	lose control and interrupt the judge sometimes too often and they get warned by bailiff and judge
they still need help, if not more so, just in a different capacity	they still have no understanding of legal terms, procedures, statutes, codes, etc	understanding the limits of clerks, judges in advising or instructing them - more often than not they leave here frustrated and/or angry or even more confused
getting answers	understanding procedures	nc
understanding the order to file documents	nc	nc
lack of understanding of the court system	lack of preparation	expectation of more help from staff
they don't understand - sometimes don't answer the questions correctly and the wrong forms are printed out	they expect me to go through their papers and tell them what to fill out and what to sign	they don't understand what needs to be filed and why
they don't understand court procedure	incomplete or wrong documents	do not understand court rulings

understanding procedure and outcome	wanting clerks to tell them what to file and how to file	nc
they do not understand the legal process	they think we are a collection agency - once they get a judgment they come to us to see what we are going to do to get them their money	they think we are an attorney and expect us to tell them what to do, how to prepare documents - they become angry if we tell them what we don't know
expect clerks to tell them what to do	demand more prompt attention and response	do not take time to read instructions or help - expect clerks just to help them
lack of knowledge	dependence on clerks for help	misunderstanding of clerk's role - they expect clerks to do more than clerks' role
they don't read the instructions	they just bring in the forms and ask us what to do now	they say they don't have access to a computer and we direct them to the local library and they don't like that because they basically want us to do it for them
they don't read the instructions	they say they don't have access to a computer (we have a library) or the knowledge to use one	they come to the court with the paperwork run off and expect us to sort, staple, and do all the explanation for each document
lacks general procedural knowledge	always looking for clerk's assistance in process and same takes lots of time	nc
a lack of knowledge of how the law works	a lack of communication skills	a lack of evidence and/or witnesses

Clerks' Comments – Justice Courts

understanding the procedural requirements of the court	lack of understanding legal alternatives or options available to them that counsel would most likely be aware of	nc
the ability to acquire information	nc	nc
lack of knowledge of procedure	want legal advice	nc
they don't know the law or ordinances for traffic or parking (but neither do most attorneys)	never willing to take responsibility for their actions - neither do attorneys - attorneys are not as smart as they want you to think they are	they think this is retail sales when this is about law enforcement
they want us to tell them what to do and how to fill out the forms	they don't want to read the instructions or get the information off the website	nc
clarity on procedures	unreal expectations	preparedness
lack of knowledge about how the system works	asking advice of the clerks	not doing enough research
do not read information - they want someone to explain	nc	nc

people just don't want to read anything - have been doing small claims for 5 years - they just don't read	do not understand rules and procedure	want court to do the work for them and want someone to tell them what to do
they do not read instructions whether online or printed	they do not listen and do not want to do their own work	do not have realistic expectations
lack of knowledge of procedure and language	people do not read no matter how much material you give them	people just want us to tell them how to do everything when we cannot (where to file, how to file, what to file, when to file...)
don't understand order of proceedings	have unrealistic expectations of outcome	don't understand court has limitations in assisting with their case
not reading the instructions	thinking they will get the money from small claims court	nc
expecting to be ruled in their favor	don't read instructions before asking questions	nc
not understanding how to file	not satisfied with judgment	not filing satisfaction of judgment forms
understanding of court procedure	lack of confidence before the bench	following up on sentencing procedures
not prepared	not reading instructions thoroughly	nc
they don't want to read the instructions	they want legal advice from the clerks - they don't understand why we can't help them	they want the money now
disorganization - don't have a clue	don't know how to fill out paperwork properly	don't take summons seriously
defendants usually need help filling out their papers	most people do not understand what an arraignment is, so I would say court procedure	a lot of defendants think that the court will appoint them a lawyer
understanding court procedures	understanding necessary documents for filing or court	needing help with filling out forms, etc
needing help with paperwork	wanting us to tell them the outcome of their case	not having complete paperwork
self-represented persons who forget that small claims court is all self help and civil and they don't want to do anything - they think the court should do all the paperwork, etc	nc	nc
understanding the importance of evidence	understanding the meaning of self help	they seem to think the court has the responsibility to collect a judgment
they are unaware of what is needed/involved with their case	they lack basic knowledge, including simple definitions	they seem to have high expectation and want everything done right away

Appendix H

Comparative and Special Analyses

Greacen Associates conducted six special analyses of aspects of the Utah survey data.

Comparison of Utah Self-Represented Party Satisfaction Data with Data from the Trial Court Research and Improvement Consortium Research Data

During 2004, the Trial Court Research and Improvement Consortium (TCRIC) assessed court efforts to assist self-represented parties in nine jurisdictions in the United States with well-established programs to assist self-represented parties. The TCRIC effort included surveys of self-represented persons leaving court programs designed to assist them and leaving courtrooms following hearings or trials. The TCRIC data serves as a useful baseline for self-represented party assessments of the performance of courts with established programs to meet their needs.

The Committee decided not to use the TCRIC survey instruments in Utah. However, some of the statements used in the Utah surveys are the same as, or close to, those used in the TCRIC instruments. This analysis compares the Utah statewide scores with the scores from eight of the nine TCRIC jurisdictions; one of the TCRIC jurisdictions had so few completed surveys that the data is of limited value.

The first table below compares the results of the clerk's office surveys in the Matheson courthouse with the TCRIC exit surveys from programs designed to meet the needs of self-represented parties.

- Because most of the TCRIC jurisdictions were general jurisdiction courts in large metropolitan areas (with the exception of Alaska, which was statewide), the Matheson courthouse scores were used to represent Utah. On these five items, the Matheson scores were very similar to the statewide Utah scores.
- The Matheson courthouse has a Legal Aid Society paralegal-staffed family law clinic.
- The TCRIC surveys were administered to persons leaving court-sponsored programs to assist self-represented parties. The Utah surveys were administered to persons leaving the clerk's office, not the Legal Aid Society clinic.
- The survey asked only about the effectiveness of the clerk's office in providing services; it did not mention the Legal Aid Society clinic or its services. There is no way to know, therefore, whether survey respondents used the services of the Legal Aid Society clinic and therefore whether the existence of the clinic had any effect on the ratings.

The Utah scores have been transformed from a scale with 5 as the highest value to a scale with 1 as the highest value. The table below shows the exact language of the

statements from the two survey instruments. The language is very close for some of the questions, but different in others.

**TCRIC and Utah Statements Compared
Clerk's Office Survey**

Utah statement	TCRIC statement
I was able to finish my business in a reasonable amount of time	I did not have to wait a long time to be served
As I leave the courthouse, I know what to do next	I know what I need to do next
I got the information I needed	The information I received today helped me to understand my situation better
I understood the forms and other information I received	The staff explained things to me clearly
Court staff treated me with courtesy and respect	The staff treated me with respect

The compromises involved in making some of the above comparisons would not be appropriate for a rigorous research study. However, they are worthwhile in gauging the effectiveness of Utah's current processes for serving self-represented parties.

**Comparative Ratings of Court Processes
by Self-Represented Parties
Eight Jurisdictions in the TCRIC Study and Utah Clerk's Offices
(5 point scale with 1 being highest)**

Question asked of self-represented parties	Balti- more City MD	Harford County MD	Mont- gomery County MD	Prince Georges County MD	Alaska	Dade County FLA	Henne- pin County MN	Mari- copa County AZ	Utah
Information helped me understand my situation	1.30	1.21	1.20	1.52	1.42	1.72	1.64	1.40	1.60
I know what I need to do next	1.32	1.34	1.24	1.49	1.42	1.65	1.66	1.43	1.63
Staff explained things clearly	1.24	1.28	1.24	1.37	1.33	1.50	1.54	1.28	1.73
Staff treated me with respect	1.14	1.17	1.10	1.35	1.29	1.48	1.44	1.16	1.32
I did not have to wait a long time	1.18	1.59	1.84	1.35	1.48	1.74	1.77	1.21	1.85

**TCRIC and Utah Statements/Questions Compared
Courtroom Survey**

Utah statement	TCRIC question
I was prepared for court today	Did you feel prepared for your hearing today?
I was able to do a good job in representing myself	Did you do a good job representing yourself?
Court staff treated me with courtesy and respect	Did the court clerk and other courtroom staff treat you with respect?
The judge treated me with courtesy and respect	Did the judge treat you with respect?
The judge had the information needed to make	Did you feel you were able to tell the judge

good decisions	everything you thought he/she should know in order to make a decision?
The way my case was handled was fair	Was the judge's ruling fair?
I understand what happened in my case and why	Can you explain what was the outcome of your hearing today?
I am satisfied with what happened at my hearing	Are you satisfied with what happened during your hearing today?

**Comparative Ratings of Court Processes
by Self-Represented Parties
Eight Jurisdictions in the TCRIC Study and Utah Courtrooms
(5 point scale with 5 being highest)**

Question asked of self-represented parties	Baltimore City MD	Harford County MD	Montgomery County MD	Prince Georges County MD	Alaska	Dade County FL	Hennepin County MN	Mari-copa County AZ	Utah
Felt prepared	4.12	4.13	4.63	4.21	3.60	4.54	4.19	3.57	4.41
Judge treated you with respect	4.45	4.36	4.91	4.79	4.86	4.87	4.66	4.65	4.36
Staff treated you with respect	4.47	4.44	4.91	4.91	4.83	4.77	4.67	4.64	4.28
Able to tell the judge everything s/he needed to know	4.01	3.72	4.69	4.42	4.52	4.46	4.18	3.91	3.69
Did a good job representing yourself	4.29	4.12	4.74	4.64	3.63	4.65	4.02	3.65	3.92
Can explain the outcome of the hearing	4.36	4.41	4.81	4.26	4.64	4.57	4.87	4.09	3.84
Judge's ruling fair	3.97	4.19	4.89	4.62	4.64	4.62	4.18	3.77	3.61
Satisfied with what happened today	3.81	3.92	4.89	4.48	4.18	4.61	4.08	3.68	3.25

Effect of Gender on Self-Represented Party Satisfaction

**Self-Represented Party Satisfaction With Courtroom Proceedings
Breakout by Gender Statewide
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree**

Statement	Men	Women
It was easy to find the courthouse	4.58	4.65
It was easy to find parking for my car	3.98	4.15
It was easy to find the place I needed to be in the courthouse	4.47	4.31
I feel safe in the courthouse	4.48	4.35
The courthouse is easy to use for persons with a physical disability	4.16	4.15
Court staff could speak in my primary language	4.43	4.69

I was prepared for court today	4.28	4.39
I was able to do a good job in representing myself	3.98	4.13
The help I got before coming to the court was useful	4.04	4.09
The court's website was helpful	3.70	3.77
Before coming to court, I was able to find the court forms I needed	3.87	4.21
I was able to understand the court forms	4.04	4.19
I was able to do what I came to the court to do	4.04	4.00
The court's hours of operation made it easy for me to do my business	3.94	4.15
I was able to finish my business in a reasonable amount of time	4.07	4.16
Court staff treated me with courtesy and respect	4.43	4.47
The judge treated me with courtesy and respect	4.47	4.58
The judge listened to my side before deciding	4.34	4.47
The judge had the information needed to make good decisions	4.18	4.44
The way my case was handled was fair	4.05	4.22
I understand what happened in my case and why	4.09	4.23
I am satisfied with what happened at my hearing	3.84	4.02
The outcome of the hearing was favorable to me	3.63	3.93
As I leave the courtroom, I know what to do next	4.11	4.17
Missing data – From 5 to 15 of 142 cases, depending on the question		

**Self-Represented Party Satisfaction With Courtroom Proceedings
Breakout by Sex for District and Justice Courts**
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	District Courts		Justice Courts	
	Men	Women	Men	Women
It was easy to find the courthouse	4.71	4.66	4.28	4.63
It was easy to find parking for my car	3.89	4.17	4.16	4.13
It was easy to find the place I needed to be in the courthouse	4.54	4.30	4.32	4.33
I feel safe in the courthouse	4.58	4.26	4.28	4.50
The courthouse is easy to use for persons with a physical disability	4.26	4.26	3.94	3.94
Court staff could speak in my primary language	4.59	4.72	4.11	4.65
I was prepared for court today	4.37	4.31	4.11	4.52
I was able to do a good job in representing myself	3.95	3.94	4.05	4.43
The help I got before coming to the court was useful	4.03	4.09	4.06	4.09
The court's website was helpful	3.79	3.95	3.62	3.40
Before coming to court, I was able to find the court forms I needed	3.79	4.07	4.00	4.44
I was able to understand the court forms	3.91	4.13	4.28	4.30
I was able to do what I came to the court to do	4.06	3.76	4.00	4.35
The court's hours of operation made it easy for me to do my business	3.95	4.08	3.94	4.25
I was able to finish my business in a reasonable amount of time	4.05	4.12	4.11	4.23
Court staff treated me with courtesy and respect	4.44	4.45	4.42	4.50
The judge treated me with courtesy and respect	4.51	4.53	4.39	4.68

The judge listened to my side before deciding	4.35	4.38	4.31	4.60
The judge had the information needed to make good decisions	4.11	4.30	4.33	4.64
The way my case was handled was fair	3.95	4.03	4.28	4.48
I understand what happened in my case and why	4.03	4.18	4.24	4.30
I am satisfied with what happened at my hearing	3.65	3.80	4.29	4.35
The outcome of the hearing was favorable to me	3.39	3.83	4.11	4.09
As I leave the courtroom, I know what to do next	4.10	4.11	4.11	4.26
Missing data – From 5 to 15 of 142 cases, depending on the question				

Effect of Race on Self-Represented Party Satisfaction

There is little data on minority perceptions of the courtroom experience – 11 surveys for Blacks, 9 surveys for “some other race,” and 4 surveys for Native Americans. There are also 14 surveys in which the respondents identified themselves as Spanish / Hispanic / Latino. The numbers are so small that comparisons would not be appropriate.

This is more data on self-represented party satisfaction with clerk’s office services – 22 surveys for Blacks, 19 surveys for “some other race,” and 7 for Native Americans.

Self-Represented Party Satisfaction With Clerk’s Office Services Breakout by Race

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Black	Native American	Some other race	White
It was easy to find the courthouse	4.68	4.57	4.53	4.51
It was easy to find parking for my car	3.59	3.57	4.19	3.72
It was easy to find the place I needed to be in the courthouse	4.36	4.29	4.28	4.26
I feel safe in the courthouse	4.36	4.57	4.42	4.53
The courthouse is easy to use for persons with a physical disability	4.14	4.00	4.15	4.52
Court staff could speak in my primary language	4.64	4.43	4.26	4.69
The help I got before coming to the court was useful	4.18	4.00	4.12	4.26
I was able to do what I came to the court to do	4.50	4.14	4.26	4.48
The court's hours of operation made it easy for me to do my business	4.23	3.71	4.05	4.30
I was able to finish my business in a reasonable amount of time	4.45	4.33	4.16	4.28
As I leave the courthouse, I know what to do next	4.68	4.40	4.42	4.41
I got the information I needed	4.59	4.57	4.26	4.43
I got the forms I needed	4.57	4.50	4.12	4.46
I understood the forms and other information I received	4.10	4.57	4.06	4.33
The court's website was helpful	4.00	4.75	3.57	4.06

Court staff treated me with courtesy and respect	4.65	4.83	4.42	4.67
Missing data – From 6 to 19 of 364 cases, depending on the question				

Effect of a Lawyer’s Presence in the Courtroom on Self-Represented Party Satisfaction

Does the presence of a lawyer on the other side change a self-represented party’s perception of a proceeding’s fairness in Utah? The average scores for six of the satisfaction questions for self-represented parties in cases with and without an opposing lawyer were compared.

Comparison of Self-Represented Party Satisfaction in Cases With and Without a Lawyer Representing the Other Party
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Score for Cases With Two Self-Represented Parties	Average Score for Cases With a Self-Represented Party and a Represented Party
The judge treated me with courtesy and respect	4.49	4.45
The judge listened to my side before deciding	4.40	4.29
The judge had the information needed to make good decisions	4.31	4.23
The way my case was handled was fair	4.14	4.00
I understand what happened in my case and why	4.20	3.98
I am satisfied with what happened at my hearing	4.12	3.59

Effect of a Contested Proceeding on Self-Represented Party Satisfaction

A similar analysis was conducted to test whether self-represented parties in contested proceedings had lower satisfaction than those in uncontested or stipulated proceedings.

Comparison of Self-Represented Party Satisfaction in Cases With and Without a Lawyer Representing the Other Party
Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Score for Contested Cases	Average Score for Uncontested Cases
The judge treated me with courtesy and respect	4.42	4.51
The judge listened to my side before deciding	4.26	4.40
The judge had the information needed to make good decisions	4.13	4.43
The way my case was handled was fair	3.86	4.30
I understand what happened in my case and why	3.94	4.27

I am satisfied with what happened at my hearing	3.61	4.31
---	------	------

Ogden Case Management Conferences

Only two of Ogden's twenty-one courtroom surveys showed that a self-represented party had previously participated in a case management conference. The average self-represented party satisfaction scores for those two cases were compared with the average scores for the other eighteen to see whether participation in a conference made a difference. Two cases are an inadequate basis for drawing any conclusions about this issue. However, the data provided below suggests that the case management conference made a positive difference.

The table below is reduced to the statements that might have been affected by a case management conference.

The self-represented parties who had participated in a case management conference gave higher ratings on ten of the fifteen statements. In some instances, the difference was large. Because of the few cases with case management conferences, this data does not prove the benefits of this procedure; however, it suggests the utility of conducting a further study of the question.

Comparison of Self-Represented Party Satisfaction in Cases in Ogden With and Without a Previous Case Management Conference

Based on Five Point Scale: 5 = Strongly Agree to 1 = Strongly Disagree

Statement	Average Score for Cases With Previous Case Management Conference	Average Score for Cases Without Previous Case Management Conference
I was prepared for court today	4.00	4.11
I was able to do a good job in representing myself	3.50	3.88
The help I got before coming to the court was useful	3.50	3.58
The court's website was helpful	3.50	3.67
Before coming to court, I was able to find the court forms I needed	4.50	3.69
I was able to understand the court forms	4.50	3.79
I was able to do what I came to the court to do	3.50	4.00
Court staff treated me with courtesy and respect	4.50	4.17
The judge treated me with courtesy and respect	4.50	4.29
The judge listened to my side before deciding	4.50	3.79
The judge had the information needed to make good decisions	4.50	3.86
The way my case was handled was fair	4.50	3.88
I understand what happened in my case and why	4.50	4.00
I am satisfied with what happened at my hearing	4.50	3.89
As I leave the courtroom, I know what to do next	3.50	4.06

Appendix I – Survey Instruments



Please take a few minutes to complete this survey to help improve services for people who come to court without a lawyer. Your name and case number are not on this form, so your answers are confidential and **cannot** be used in any case in which you may be involved.

To be completed by court staff

1. Case type

- Divorce, child custody, visitation or support
- Protective order
- Stalking injunction
- Landlord/tenant
- Probate (guardianship, wills, inheritance)
- Small claims
- Other civil
- Traffic
- Parking
- Other

2. Status of case inquired about

- New case filed
- Filing or inquiry about pending case
- Inquiry about closed case
- Inquiry not about any particular case

3. Party status

- Plaintiff/petitioner
- Defendant/respondent
- Person helped is not a party to an open or closed case

4. Representation status

- Represented but attorney not present
- Unrepresented

Please begin answering questions on the back of this page

To be completed by self represented person

5. I came to the courthouse today to: (Mark all that apply)

- File papers
- Get information
- Get forms
- Make a payment
- Search records or get documents
- Other

6. Before coming to the courthouse, I got help from: (Mark all that apply)

- Paid lawyer
- Free lawyer
- Free legal clinic
- Legal aid services agency (such as Legal Aid, Legal Services, or Disability Law Center)
- Paralegal
- Law library
- Public library
- Court clerk
- Notary public
- Internet
- Utah courts' website
- Online Court Assistance Program (OCAP)
- Friend or relative
- Other
- No one

7. Before coming to the courthouse, I got help on: (Mark all that apply)

- Information on the law and procedure
- Advice from a lawyer
- Forms
- Other

8. If I am unrepresented, I do not have a lawyer because: (Mark only the most important reason)

- I spoke to a lawyer and got enough help to continue by myself
- My case is not complicated enough to need a lawyer
- I cannot afford a lawyer
- I don't want to spend the money for a lawyer
- A lawyer would slow down the case
- I don't know how to find or hire a lawyer
- I don't trust lawyers
- Not applicable because I am represented by a lawyer

9. I come to the courthouse: (Mark the closest estimate)

- Today is my first time
- Once a year or less
- Several times a year
- Regularly

Please go on to next page

Please state your agreement or disagreement with the following statements about your experience today

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
10. It was easy to find the courthouse	<input type="radio"/>					
11. It was easy to find parking for my car	<input type="radio"/>					
12. I was easy to find the place I needed to be in the courthouse	<input type="radio"/>					
13. I feel safe in the courthouse	<input type="radio"/>					
14. The courthouse is easy to use for persons with a physical disability	<input type="radio"/>					
15. Court staff could speak in my primary language	<input type="radio"/>					
16. The help I got before coming to the court was useful	<input type="radio"/>					
17. I was able to do what I came to the court to do	<input type="radio"/>					
18. The court's hours of operation made it easy for me to do my business	<input type="radio"/>					
19. I was able to finish my business in a reasonable amount of time	<input type="radio"/>					
20. As I leave the courthouse, I know what to do next	<input type="radio"/>					
21. I got the information I needed	<input type="radio"/>					
22. I got the forms I needed	<input type="radio"/>					
23. I understood the forms and other information I received	<input type="radio"/>					
24. The court's website was helpful	<input type="radio"/>					
25. Court staff treated me with courtesy and respect	<input type="radio"/>					

26. What was most *helpful* during your visit to the courthouse today?

27. What was most *frustrating* during your visit to the courthouse today?

Please continue on the back of this page

The following information will help the Utah courts make sure they are serving everyone.

28. Sex

- Male
- Female

29. Age

- under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over

31. Total monthly household income (this includes all income sources including child support) before taxes:

- \$500 or less
- \$501 to \$1,000
- \$1,001 to \$1,500
- \$1,501 to \$2,000
- \$2,001 to \$2,500
- \$2,501 to \$3,000
- \$3,001 to \$3,500
- \$3,501 to \$4,000
- \$4,001 to \$5,000
- \$5,001 to \$6,000
- \$6,001 to \$7,000
- \$7,001 to \$8,000
- above \$8,001

33. Race. Check all that apply to you

- White
- Black/African American
- American Indian or Alaska Native
- Asian Indian
- Chinese
- Filipino
- Japanese
- Korean
- Vietnamese
- Native Hawaiian
- Guamanian or Chamorro
- Samoan
- Other Pacific Islands _____
- Other Asian _____
- Some other race

30. How many children under 19 live in your household?

- 0
- 1
- 2
- 3
- 4
- 5 or more

32. Highest level of schooling completed

- 4th grade or below
- 5th to 8th grade
- 9th to 11th grade
- High school /GED
- Some college
- Associates degree
- Bachelors degree
- Graduate degree

34. Are you Spanish/Hispanic/Latino?

- No
- Yes - Mexican, Mexican American, Chicano
- Yes – Puerto Rican
- Yes – Cuban
- Yes – Other Spanish/Hispanic/ Latino

35. My primary language is

- English
- Spanish
- Other _____

When you have completed the survey, please put it into the envelope addressed to Greacen Associates, seal the envelope and return it to the clerk. Thank you very much for assisting the Utah court system by providing this information.

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Survey of Self-Represented Persons – Courtroom



Authorized by Utah Judicial Council

Please take a few minutes to complete this survey to help improve services for people who come to court without a lawyer. Your name and case number are not on this form, so your answers are confidential and **cannot** be used in any case in which you may be involved.

To be completed by court staff

1. Case type

- Divorce, child custody, visitation or support
- Protective order
- Stalking injunction
- Landlord/tenant
- Probate (guardianship, wills, inheritance)
- Small claims
- Other civil
- Other

2. Type of proceeding

- Trial
- Hearing
- Status conference
- Settlement conference
- Other

3. Presiding officer

- Judge
- Commissioner or hearing officer

4. Nature of proceeding

- Contested
- Uncontested
- Stipulated
- Mediated

5. Party status

- Plaintiff/petitioner
- Defendant/respondent

6. Representation

- Both parties unrepresented
- One party represented

Please begin answering questions on the back of this page

To be completed by self-represented person

7. Before this court proceeding, I got help from: (Mark all that apply)

- Paid lawyer
- Free lawyer
- Free legal clinic
- Legal aid services agency (such as Legal Aid, Legal Services, or Disability Law Center)
- Paralegal
- Law library
- Public library
- Court clerk
- Notary public
- Internet
- Utah courts' website
- Online Court Assistance Program (OCAP)
- Friend or relative
- Other
- No one

8. Before this court proceeding, I got help on: (Mark all that apply)

- Information on the law and procedures
- Advice from a lawyer
- Forms
- Other

9. I do not have a lawyer because: (Mark only the most important reason)

- I spoke to a lawyer and got enough help to continue by myself
- My case is not complicated enough to need a lawyer
- I cannot afford a lawyer
- I don't want to spend the money for a lawyer
- A lawyer would slow down the case too much
- I don't know how to find or hire a lawyer
- I don't trust lawyers

10. I come to the courthouse: (Mark the closest estimate)

- Today is my first time
- Once a year or less
- Several times a year
- Regularly

Please go on to next page

Please state your agreement or disagreement with the following statements about your experience today

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
11. It was easy to find the courthouse	<input type="radio"/>					
12. It was easy to find parking for my car	<input type="radio"/>					
13. I was easy to find the place I needed to be in the courthouse	<input type="radio"/>					
14. I feel safe in the courthouse	<input type="radio"/>					
15. The courthouse is easy to use for persons with a physical disability	<input type="radio"/>					
16. Court staff could speak in my primary language	<input type="radio"/>					
17. I was prepared for court today	<input type="radio"/>					
18. I was able to do a good job in representing myself	<input type="radio"/>					
19. The help I got before coming to the court was useful	<input type="radio"/>					
20. The court's website was helpful	<input type="radio"/>					
21. Before coming to court, I was able to find the court forms I needed	<input type="radio"/>					
22. I was able to understand the court forms	<input type="radio"/>					
23. I was able to do what I came to the court to do	<input type="radio"/>					
24. The court's hours of operation made it easy for me to do my business	<input type="radio"/>					
25. I was able to finish my business in a reasonable amount of time	<input type="radio"/>					
26. Court staff treated me with courtesy and respect	<input type="radio"/>					
27. The judge treated me with courtesy and respect	<input type="radio"/>					
28. The judge listened to my side before deciding	<input type="radio"/>					
29. The judge had the information needed to make good decisions	<input type="radio"/>					
30. The way my case was handled was fair	<input type="radio"/>					
31. I understand what happened in my case and why	<input type="radio"/>					
32. I am satisfied with what happened at my hearing	<input type="radio"/>					
33. The outcome of the hearing was favorable to me	<input type="radio"/>					
34. As I leave the courthouse, I know what to do next	<input type="radio"/>					

Please continue on the back of this page

35. What was most *helpful* during your visit to the courthouse today?

36. What was most *frustrating* during your visit to the courthouse today?

The following information will help the Utah courts make sure they are serving everyone.

37. Sex

- Male
- Female

38. Age

- under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over

40. Total monthly household income (this includes all income sources including child support) before taxes:

- \$500 or less
- \$501 to \$1,000
- \$1,001 to \$1,500
- \$1,501 to \$2,000
- \$2,001 to \$2,500
- \$2,501 to \$3,000
- \$3,001 to \$3,500
- \$3,501 to \$4,000
- \$4,001 to \$5,000
- \$5,001 to \$6,000
- \$6,001 to \$7,000
- \$7,001 to \$8,000
- above \$8,001

39. How many children under 19 live in your household?

- 0
- 1
- 2
- 3
- 4
- 5 or more

41. Highest level of schooling completed

- 4th grade or below
- 5th to 8th grade
- 9th to 11th grade
- High school /GED
- Some college
- Associates degree
- Bachelors degree
- Graduate degree

42. Race. Check all that apply to you

- White
- Black/African American
- American Indian or Alaska Native
- Asian Indian
- Chinese
- Filipino
- Japanese
- Korean
- Vietnamese
- Native Hawaiian
- Guamanian or Chamorro
- Samoan
- Other Pacific Islands _____
- Other Asian _____
- Some other race

43. Are you Spanish/Hispanic/Latino?

- No
- Yes - Mexican, Mexican American, Chicano
- Yes - Puerto Rican
- Yes - Cuban
- Yes - Other Spanish/Hispanic/ Latino

44. My primary language is

- English
- Spanish
- Other _____

When you have completed the survey, please put it into the envelope addressed to Greacen Associates, seal the envelope and place it into the box labeled "Greacen Associates." Thank you very much for assisting the Utah court system by providing this information.

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**Survey of Judicial Officers
Information about Self Represented Persons**



Authorized by Utah Judicial Council

Please take a few minutes to complete this survey to help the Judicial Council collect information on the needs of self represented persons and their current impact on our courts. Please return this survey by February 28, 2006, to the address listed at the end of the survey.

Please indicate your opinion, based on your recent experience as a judicial officer

	Always	Usually	Sometimes	Rarely	Never	Not Applicable
1. Self-represented persons have documents prepared correctly	<input type="radio"/>					
2. Self-represented persons have the necessary evidence and witnesses	<input type="radio"/>					
3. Self-represented persons follow procedural rules	<input type="radio"/>					
4. Self-represented persons participate effectively in court proceedings	<input type="radio"/>					
5. Self-represented persons "tell their stories" effectively	<input type="radio"/>					
6. Self-represented persons have realistic expectations about the likely case outcome	<input type="radio"/>					
7. Self-represented persons appear to understand the court's rulings	<input type="radio"/>					
8. Self-represented persons need the court's assistance to complete a hearing	<input type="radio"/>					
9. Self-represented persons take more of your time than represented persons in similar cases	<input type="radio"/>					

Please state your agreement or disagreement with the following statements about the effects of the courts' website forms, instructions, and OCAP pleadings on the performance of self represented persons.

The courts' website forms, instructions, and OCAP pleadings have	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know/ Not Applicable
10. improved the completeness and correctness of documents filed by self represented persons	<input type="radio"/>					
11. improved the availability of necessary evidence and witnesses	<input type="radio"/>					
12. improved self represented persons' ability to participate effectively in court proceedings	<input type="radio"/>					
13. improved self represented persons' ability to "tell their stories"	<input type="radio"/>					
14. helped create more realistic expectations in self represented persons	<input type="radio"/>					
15. reduced the need for court assistance to complete a hearing	<input type="radio"/>					
16. reduced the amount of extra time generally required for self represented persons	<input type="radio"/>					

Continue on back of this page

17. In what percentage of civil cases involving self-represented persons have hearings or trials had to be re-scheduled because of a self represented party's lack of preparation?

- Less than 10%
- 10% to 25%
- 26% to 50%
- More than 50%
- I don't know

18. What are the three most pressing problems that self represented persons have in your court?

a)

b)

c)

When you have completed the survey, please put it into the envelope provided, seal the envelope and mail or hand deliver it by February 28, to [Greacen & Assoc. will insert name and address of local court contact person]

Thank you very much for assisting the Utah court system by providing this information.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
<input type="radio"/>								
<input type="radio"/>								

**Survey of Attorneys
Information about Self Represented Persons**



Authorized by Utah Judicial Council

Please take a few minutes to complete this survey to help the Judicial Council collect information on the needs of self represented persons and their current impact on our courts. Please return this survey by February 28, 2006, to the address listed at the end of the survey.

Based on your recent experience representing clients, please indicate your opinion about opposing parties who are self represented.

	Always	Usually	Sometimes	Rarely	Never	Not Applicable
1. Self-represented persons have documents prepared correctly	<input type="radio"/>					
2. Self-represented persons have the necessary evidence and witnesses	<input type="radio"/>					
3. Self-represented persons follow procedural rules	<input type="radio"/>					
4. Self-represented persons participate effectively in court proceedings	<input type="radio"/>					
5. Self-represented persons "tell their stories" effectively	<input type="radio"/>					
6. Self-represented persons have realistic expectations about the likely case outcome	<input type="radio"/>					
7. Self-represented persons appear to understand the court's rulings	<input type="radio"/>					
8. Self-represented persons need the court's assistance to complete a hearing	<input type="radio"/>					
9. Self-represented persons take more of your time than represented persons in similar cases	<input type="radio"/>					

Please state your agreement or disagreement with the following statements about the effects of the courts' website forms, instructions, and OCAP pleadings on the performance of self represented persons.

The courts' website forms, instructions, and OCAP pleadings have	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know/ Not Applicable
10. improved the completeness and correctness of documents filed by self represented persons	<input type="radio"/>					
11. improved the availability of necessary evidence and witnesses	<input type="radio"/>					
12. improved self represented persons' ability to participate effectively in court proceedings	<input type="radio"/>					
13. improved self represented persons' ability to "tell their stories"	<input type="radio"/>					
14. helped create more realistic expectations in self represented persons	<input type="radio"/>					
15. reduced the need for court assistance to complete a hearing	<input type="radio"/>					
16. reduced the amount of extra time generally required for self represented persons	<input type="radio"/>					

Continue on back of this page

17. In what percentage of civil cases involving self-represented persons have hearings or trials had to be rescheduled because of a self represented party's lack of preparation?

- Less than 10%
- 10% to 25%
- 26% to 50%
- More than 50%
- I don't know

18. What are the three most pressing problems that self represented persons have in their interactions with the court and the legal system?

a)

b)

c)

When you have completed the survey, please put it into the envelope provided, seal the envelope and mail or hand deliver it by February 28, to [Greacen & Assoc. to insert name and address of local court contact person]

Thank you very much for assisting the Utah court system by providing this information.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
<input type="radio"/>								
<input type="radio"/>								

**Survey of Court Clerks: Counter and Courtroom
Information about Self Represented Persons**



Authorized by Utah Judicial Council

Please take a few minutes to complete this survey to help the Judicial Council collect information on the needs of self represented persons and their current impact on our courts. Please return this survey by February 28, 2006, to the address listed at the end of the survey.

I work with self represented litigants:

- At the public counter
- In the courtroom, helping the judge
- Both at the public counter and in the courtroom

Please indicate your opinion, based on your recent experience as a court staff member

	Always	Usually	Sometimes	Rarely	Never	Not Applicable
1. Self-represented persons have documents prepared correctly	<input type="radio"/>					
2. Self-represented persons have the necessary evidence and witnesses	<input type="radio"/>					
3. Self-represented persons follow procedural rules	<input type="radio"/>					
4. Self-represented persons participate effectively in court proceedings	<input type="radio"/>					
5. Self-represented persons "tell their stories" effectively	<input type="radio"/>					
6. Self-represented persons have realistic expectations about the likely case outcome	<input type="radio"/>					
7. Self-represented persons appear to understand the court's rulings	<input type="radio"/>					
8. Self-represented persons need the court's assistance to complete a hearing	<input type="radio"/>					
9. Self-represented persons take more of your time than represented persons in similar cases	<input type="radio"/>					

Please state your agreement or disagreement with the following statements about the effects of the OCAP forms on the performance of self represented persons. On the next page, you will be asked the same questions about the website forms and instructions.

The courts' OCAP forms have	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know/ Not Applicable
10. improved the completeness and correctness of documents filed by self represented persons	<input type="radio"/>					
11. improved the availability of necessary evidence and witnesses	<input type="radio"/>					
12. improved self represented persons' ability to participate effectively in court proceedings	<input type="radio"/>					
13. improved self represented persons' ability to "tell their stories"	<input type="radio"/>					
14. helped create more realistic expectations in self represented persons	<input type="radio"/>					
15. reduced the need for court assistance to complete a hearing	<input type="radio"/>					
16. reduced the amount of extra time generally required for self represented persons	<input type="radio"/>					

Continue on back of this page

Please state your agreement or disagreement with the following statements about the effects of the courts' website forms and instructions on the performance of self represented persons.

The courts' website forms and instructions have	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know/ Not Applicable
17. improved the completeness and correctness of documents filed by self represented persons	<input type="radio"/>					
18. improved the availability of necessary evidence and witnesses	<input type="radio"/>					
19. improved self represented persons' ability to participate effectively in court proceedings	<input type="radio"/>					
20. improved self represented persons' ability to "tell their stories"	<input type="radio"/>					
21. helped create more realistic expectations in self represented persons	<input type="radio"/>					
22. reduced the need for court assistance to complete a hearing	<input type="radio"/>					
23. reduced the amount of extra time generally required for self represented persons	<input type="radio"/>					
24. In what percentage of civil cases involving self-represented persons have hearings or trials had to be rescheduled because of a self represented party's lack of preparation? <input type="radio"/> Less than 10%						
<input type="radio"/> 10% to 25%						
<input type="radio"/> 26% to 50%						
<input type="radio"/> More than 50%						
<input type="radio"/> I don't know						

25. What are the three most pressing problems that self represented persons have in your court?

a) _____

b) _____

c) _____

When you have completed the survey, please put it into the envelope provided, seal the envelope and mail or hand deliver it by February 28, to [insert name and address of local court contact person] See Excel list forwarded to you f/ this info.

Thank you very much for assisting the Utah court system by providing this information.

<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								