

INTRODUCTION

Thank you for your willingness to provide feedback on this survey. Your response will be used to learn more about the different strategies that have been used to complete the vital work of the Minnesota Judicial Branch during the pandemic. The survey should take 10 – 15 minutes to complete.

Thank you very much for your time. Please start the survey now by clicking on the Next button below.

RESPONDENT

1. What is your role?
 - a. Court/District Administrator
 - b. Court Manager/Supervisor
 - c. Court staff (non-supervisory)
 - d. Court Reporter
 - e. Law Clerk
 - f. Judge
 - g. Senior Judge
 - h. Referee
 - i. Magistrate
 - j. Hearing officer
 - k. SCAO
 - l. Other [comment]

2. What district do you primarily work in?

3. What county do you primarily work in?
 - a. List of counties; St. Louis locations

CASE PRIORITIZATION DURING COVID-19

1. Is your court using specific criteria or tools to prioritize case types for processing (e.g. statute, court rules, Other Side Workgroup guidance, volume of work, etc.)?
 - a. Yes
 - b. No
 - c. Don't know.

2. What case types are being prioritized? Please select all that apply.
 - a. Mandatory Criminal
 - b. Non-Mandatory Criminal
 - c. Civil
 - d. Family
 - e. Juvenile Delinquency
 - f. Juvenile CHIPS
 - g. Probate

3. Please describe how your court is using criteria and/or tools to prioritize work.
4. Are there any case types that your court has had to put on hold?
 - a. Yes
 - b. No
 - c. Don't know
5. What case types have you had to put on hold? Please select all that apply.
 - a. Mandatory Criminal
 - b. Non-Mandatory Criminal
 - c. Civil
 - d. Family
 - e. Juvenile Delinquency
 - f. Juvenile CHIPS
 - g. Probate

STRATEGIES FOR NAVIGATING THE PANDEMIC

6. Has your court handled more criminal expungement requests without a hearing during COVID-19?
 - a. Yes – significantly more
 - b. Yes – somewhat more
 - c. No – somewhat less
 - d. No – significantly less
 - e. Don't know/Not applicable
7. Has your court handled more misdemeanor or gross misdemeanor cases by plea petition filed/e-filed without appearance (plea by mail) during COVID-19?
 - a. Yes – significantly more
 - b. Yes – somewhat more
 - c. No – somewhat less
 - d. No – significantly less
 - e. Don't know/Not applicable
8. Has your court conducted paper reviews in lieu of scheduled hearings during COVID-19?
 - a. Yes
 - b. No
 - c. Don't know

9. For which case type(s) has your court used paper reviews? (Select all that apply.)
- a. Mandatory Criminal
 - b. Non-Mandatory Criminal
 - c. Civil
 - d. Family
 - e. Juvenile Delinquency
 - f. Juvenile CHIPS
 - g. Probate/Mental health
10. How beneficial would it be to continue paper reviews post-pandemic for: [Matrix question]
Options: Litigants, attorneys, efficiency of your court
- i. Very beneficial
 - ii. Somewhat beneficial
 - iii. Not beneficial
11. What strategies have worked well for your court to conduct case-related work while navigating the pandemic and reopening the courts? [note: remote hearings will be asked about in the next section]
12. Are there specific [pandemic resources](#) that have been helpful in guiding your work efforts?

STRATEGIES FOR NAVIGATING THE PANDEMIC - REMOTE HEARINGS

When completing this section, please reflect on your overall experience with remote hearing technology when used for court hearings (i.e. not for staff meetings, Judicial Council meetings, or other purposes). If you have feedback on the audio quality, visual quality, connectivity, or other components of a specific remote hearing, please use [this survey](#) to report that ongoing feedback.

13. Have you conducted, supported, observed, or participated in a remote hearing during the pandemic? (A remote hearing is one in which telephone or video conference technology is used)
- a. Yes
 - b. No
14. What remote hearing technology is your court currently using? Please select all that apply.
- a. Cisco Virtual Meeting Room (VMR)
 - b. Telephone conference
 - c. WebEx
 - d. Zoom
 - e. Other (write-in comment)

15. In your experience, how would you rate the overall user experience with the technology?
 - a. Very good
 - b. Good
 - c. Neither good nor bad
 - d. Bad
 - e. Very bad

16. In your experience overall, are most justice partners able to navigate and easily use the remote hearing technology?
 - a. Yes (comment)
 - b. No (comment)
 - c. Don't know

17. In your experience overall, are litigants able to navigate and easily use the remote hearing technology?
 - a. Yes (comment)
 - b. No (comment)
 - c. Don't know

18. In your experience, are *contested* hearings in a remote environment as effective as an in-person *contested* hearing?
 - a. Yes (comment)
 - b. No (comment)
 - c. Don't know/not applicable

19. In your experience, are *uncontested* hearings in a remote environment as effective as an in-person *uncontested* hearings?
 - a. Yes (comment)
 - b. No (comment)
 - c. Don't know/not applicable

20. Are you able to successfully complete your work in a remote hearing setting the same as if everyone were in-person?
 - a. Yes
 - b. No (comment)
 - c. Not applicable

21. Which case types are conducive to remote hearings? Please select all that apply.
- a. Mandatory Criminal
 - b. Non-Mandatory Criminal
 - c. Civil
 - d. Family
 - e. Juvenile Delinquency
 - f. Juvenile CHIPS
 - g. Probate
 - h. Other
 - i. None
22. In your experience, how do remote hearings affect access to justice for litigants?
- a. Greatly increase access to justice (comment)
 - b. Somewhat increase access to justice (comment)
 - c. Neither increase nor decrease access to justice (comment)
 - d. Somewhat decrease access to justice (comment)
 - e. Greatly decrease access to justice (comment)
23. Do you think remote hearing technology should be used after the pandemic as an ongoing method to conduct court proceedings?
- a. Yes
 - b. No

SCAO Section

The mission of the State Court Administrator's Office is to serve the citizens of Minnesota through its leadership in developing and implementing statewide administrative policy and practices, and delivering efficient and effective services in support of the Judicial Branch.

24. Please describe new strategies you employed to continue to support this mission in your work since March 2020.

25. Please select all of the COVID-19 resources that you have either contributed to or used yourself since March 2020:

- a. COVID News Hub
- b. HR Public Health & Pandemic Page
- c. COOP Site on oneCourtMN University Site
- d. HR Supervisor Gateway Resources for Supervising Remote Employees
- e. Organizational Change Management COVID-19 Page & Resources
- f. MJB Preparedness Plan
- g. Pandemic Policy 300(o)
- h. Teleworking Agreement 322(a)
- i. Other - comment

26. Please provide any comments or suggestions about these resources or others that you think may be helpful

27. Do you have any suggestions for strategies the Branch has employed to support local courts, continue case processing, and support to employees and judges during the pandemic that should become permanent?

FINAL THOUGHTS

28. What new work arrangements, case processing methods, or strategies for hearing cases do you think should be continued after the pandemic and/or made permanent?

29. Are there any additional applications, services, or technologies that should be considered or invested in to help facilitate remote hearings and/or the return to work?

30. Do you have any final comments about processes, practices, or strategies that have been used during COVID-19 that have helped your court/workplace continue its work?

THANK YOU PAGE