

Massachusetts Appeals Court Survey

Start of Block: Default Question Block

Q1 The CCJ/COSCA Rapid Response Team (RRT) has provided funding to the Massachusetts Appeals Court to address issues related to returning to the courthouse, continuation of remote work arrangements and how they should be managed, maintaining employee engagement and a collegial environment. The Court has formed a working group to begin exploring these issues, develop potential alternatives and make recommendations. This questionnaire is the first step in gathering input. It is being administered by the National Center for State Courts (NCSC) who will compile the responses and provide a summary report to the working group. The confidentiality of all respondents will be maintained with no attribution to any individual. While this questionnaire is voluntary, we encourage your participation and appreciate your assistance in completing it and submitting your responses.

If you should have any problems accessing the questionnaire or otherwise need assistance, please contact Alisa Kim of the NCSC at: akim@ncsc.org.

Q2 Please indicate the Department you work in:

- Justice of the Appeals Court
 - Clerk's Office
 - Secretarial
 - Law Clerks
 - Staff Attorneys
 - Court Administration
 - Court Officers
 - Other (please describe): _____
-

Q10 Are you considered to be part of Court Management?

Yes

No

Q3 <p>The Appeals Court has taken proactive steps to ensure a healthy and safe courthouse environment, such as installing glass dividers between workstations, counters and on the bench in the courtrooms, upgrading to high-efficiency, anti-microbial air filters, and installing sanitation stations throughout common areas. With respect to returning to the courthouse, how important do you believe the following additional precautions are?

	Not Important	Important Until Threat of Infection is Minimal	Very Important/Permanent	Unsure
Employee self-health screening prior to coming to the courthouse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature screening at entry for employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature screening at entry for public visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforce social distancing in hallways & courtrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforce social distancing in offices & departmental space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mandatory face coverings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Optional face coverings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitizing all public & departmental spaces daily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No/low touch equipment and fixtures; i.e. doors, phones, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COVID-19 testing for personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continue remote work arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please describe):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 Please provide additional comments, explanations, or suggestions if you wish:

Q4 <p>Please rate your degree of satisfaction thus far with respect to the following aspects of remote working:</p>

	Not at All Satisfied	Somewhat Satisfied	Neutral or Unsure	Satisfied	Very Satisfied	N/A or Not Remote
Ability to Work Efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Produce Quality Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tech Support - Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tech Support - JISD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining Work-Life Balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing Work-related Stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining Collegial Relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staying Fully Engaged in your Job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management Oversight of Remote Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Please provide any additional comments, explanations, or suggestions if you wish:

Q6 Do you prefer that some form of remote working arrangements continue after returning to the courthouse?

- Yes
- No

Q7 If remote working arrangements do continue, would you prefer its form to be:

- Fully remote for all staff – all work is remote but staff to come in as needed
- Partially remote – some days remote/some days at the courthouse, on a fixed schedule
- Infrequent remote – usually in the courthouse with occasional remote work
- Fully on-site – rarely remote unless based on emergency/critical need
- Other – please describe

Q8 How important do you believe the following conditions would be for possible future remote working arrangements at the Court?

	Not Important	Important but Not Essential	Very Important/Essential	Unsure
Identical Form of remote work for all Departments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different Form(s) of remote work based on Department function	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identical Form of remote work for all staff in the same Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different Form(s) of remote work for staff in the same Dept., based on job function	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Choice to Participate in Remote Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protocols to Allow/Revise remote work based on court needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 A number of factors may complicate individual planning for a return to work at the courthouse. Please check the factors below as they would apply to you personally:

	Yes	No	Not Applicable
Transportation to/from the courthouse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arranging Child or Elder Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Health-related Issues or Concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other – please describe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9 Please provide additional personal complicating factors, if any:

Q13 A return to working at the courthouse, whether full-time or hybrid, will require each employee to make plans and arrangements, appropriate to their individual circumstances. Please check the amount of notice that you may need to make such plans and arrangements.

- 1 week
- 2 weeks
- 3 weeks
- Other (please describe): _____

Q14 Please provide any additional comments that you would like the workgroup to see:
