

Self-Help Center Phone Survey

The Minnesota Judicial Branch is conducting a survey of customers about their experience with doing court business during the COVID-19 pandemic. May I ask you a few short questions about your experience? They will mostly be yes or no questions and the survey will take less than 5 minutes of your time.

Thank you for agreeing to participate in this survey. Your feedback will be confidential.

1. What type of case did you get help with today?
 - a. Mandatory Criminal – Court Required
 - b. Non-Mandatory Criminal - Payables
 - c. Civil
 - d. Family
 - e. Juvenile Delinquency
 - f. Juvenile CHIPS
 - g. Probate
 - h. Other/Unknown
2. Have you ever participated in a remote hearing?
 - a. Yes
 - b. No
 - c. Don't know
3. Are you preparing for an upcoming remote hearing?
 - a. Yes
 - b. No
 - c. Don't know
4. Have you ever participated in an in-person hearing?
 - a. Yes
 - b. No
 - c. Don't know
5. Did you understand the instructions from the court about how to connect to the remote hearing?
 - a. Yes
 - b. No
 - c. Did not receive instructions
6. Did you have any technology issues with the remote hearing?
 - a. Yes
 - b. No
7. Were you able to easily use the remote hearing technology?
 - a. Yes
 - b. No
8. Do you have convenient and reliable technology to participate in a remote hearing?
 - a. Yes
 - b. No
 - c. Don't know

9. Would you prefer to attend court hearings in-person or remotely?
 - a. Prefer in-person hearing
 - b. Prefer remote hearing
 - c. Don't know/No opinion
10. What are the main reasons you prefer remote hearings? [only if select 9b]
 - a. No travel time or travel costs
 - b. No parking costs
 - c. Do not need to find transportation
 - d. Do not need to arrange child care
 - e. Easier with work schedule/less time off work
 - f. Do not like going into the courthouse/less intimidating
 - g. Health safety (e.g. reduces COVID-19 risk)
 - h. Other
11. Should the court continue to conduct hearings remotely after the pandemic is over?
 - a. Yes
 - b. No
 - c. Don't know/No opinion