

**DISTRICT OF COLUMBIA SUPERIOR COURT, PROBATE DIVISION -- Customer Service Survey
COMPARATIVE EVALUATION OF SEPTEMBER and FEBRUARY 2004 SURVEYS**

Total Respondents in September 155
Total Respondents in February 286

Among the respondents who identified their roles in the Court that day, over a third (36%) were attorneys in September. In February, attorneys were 47% of the respondents.

Role	Frequency	Percent	Percent (excluding no response) Sept 2004	Percent (excluding no response) Feb 2004	Percentage point change from Feb to Sept
Attorney	50	32.3	36.0	46.6	-10.6
Party in a case	21	13.5	15.1	15.3	-0.2
Title researcher	13	8.4	9.4	8.0	1.3
Paralegal	4	2.6	2.9	2.8	0.1
Other	53	34.2	38.1	29.7	8.4
Total	139	89.7	100.0	100.0	
No Response	16	10.3	# responding		
All surveys	155	100.0	139	249	

Nearly one quarter of the respondents (23%) came to the Court to review a file, and nearly one fifth (19%) to file pleadings. Comparable numbers in February were 35% and 25%, respectively. This corresponds to a decline in these two categories, with increases in visits regarding small estates and other matters.

Reason of Visit	Frequency	Percent Sept 2004	Percent Feb 2004	Percentage point change from Feb to Sept
Review of a Court file	36	23.2	35.0	-11.7
Filing pleadings	30	19.4	24.8	-5.5
Filing will/Obtaining copies	8	5.2	13.3	-8.1
Inventory, accounting and fee compensation matters	9	5.8	9.8	-4.0
Intervention and conservatorship proceedings	12	7.7	9.4	-1.7
Small estates	27	17.4	8.0	9.4
Other	43	27.7	16.8	11.0
No Response	14	9.0	5.6	3.4
		# responding		
		141	270	

Reason of visit: Other, Categorized:	Frequency	Percent Sept 2004	Percent Feb 2004	Percentage point change from Feb to Sept
Obtain forms/documents/information	13	8.4	7.3	1.0
Filing for extension/motion/disclaimers/accounts/guardian report	10	6.5	4.5	1.9
Bond	7	4.5	0.0	4.5
Other	5	3.2	2.1	1.1
Open an estate	4	2.6	1.0	1.5
Will probate	3	1.9	1.0	0.9
Speak to Deputy	1	0.6	0.3	0.3
Fiduciary appointment	0	0.0	0.3	-0.3
Total	43	27.7	16.8	

Over ninety percent of the respondents agreed or strongly agreed that the service they received in various areas of the Probate Division was courteous and responsive. Ninety seven percent agreed or strongly agreed they *received assistance within 10 minutes of waiting*, and 98% agreed or strongly agreed their *visit was a positive experience*. These results correspond to further improvements from February results of 95% and 96%, respectively. (even though statistically within the margin of errors). The highest improvement was for *Deputy Register of Wills* (a key driver of Overall Satisfaction), and the largest decline was for *Guardianship of Minors Case Clerk*.

	Total Valid Response	Percent Total Agree Sept 2004	Percent Total Agree Feb 2004	Percentage point change from Feb to Sept	Mean Score Sept 2004	Mean Score Feb 2004	Change in mean score from Feb to Sep
Summary Table							
Q2- I received assistance within 10 minutes of waiting.	143	97.2	94.5	2.7	3.83	3.73	0.09
Q3- Overall, my visit today was a positive experience.	128	97.7	96.2	1.5	3.79	3.74	0.05
<i>The service was courteous and responsive from:</i>							
Q4.1- File Room Clerk	104	99.0	98.7	0.4	3.86	3.85	0.01
Q4.2- Adult Cons./Guard. Clerk	35	97.1	97.2	-0.1	3.83	3.79	0.04
Q4.3- Decedents' Estates or Guardianship of Minors Case Clerk	30	90.0	96.7	-6.7	3.57	3.77	-0.20
Q4.4- Deputy Register of Wills	50	96.0	93.9	2.1	3.82	3.63	0.19
Q4.5- Duty Auditor	30	96.7	100.0	-3.3	3.73	3.79	-0.06
Q4.6- Small Estates Specialist	40	97.5	100.0	-2.5	3.78	3.91	-0.14

Percent of responses strongly agreed to *receiving assistance within 10 minutes of waiting* increased from 82% in February to 87% in September.

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q2- I received assistance within 10 minutes of waiting.							
4- Strongly agree	124	80.0	86.1	86.7	3.83	81.8	5.0
3- Agree	15	9.7	10.4	10.5		12.8	-2.3
2- Disagree	2	1.3	1.4	1.4		2.6	-1.2
1- Strongly disagree	2	1.3	1.4	1.4		2.9	-1.5
0- No opinion	1	0.6	0.7				
Total	144	92.9	100.0	100.0		100.0	
No Response	11	7.1					
All surveys	155	100.0		143	# of valid responses	274	

Statistically significant differences among respondents in February, based on the role in agreement that they *received service within 10 minutes of waiting* disappeared with higher percentages of respondents in most categories responding as strongly agree.

All of the *attorneys* responding to this question agreed or strongly agreed (87% strongly agreed) that they *received service within 10 minutes of waiting*. Comparable scores in February were 90% of the attorneys agreed or strongly agreed, with 75% strongly agreed. Additionally, all of the *title researchers* and *parties in a case* responding to this question agreed or strongly agreed they *received service within 10 minutes of waiting*.

Q2- I received assistance within 10 minutes of waiting. (Sept 2004)

	Attorney	Party in a case	Title researcher	Other	Paralegal	Total
	40	15	10	44	2	111
4- Strongly agree	87%	83%	83%	92%	67%	87%
	6	3	2	3	0	14
3- Agree	13%	17%	17%	6%	0%	11%
	0	0	0	1	1	2
2- Disagree	0%	0%	0%	2%	33%	2%
	0	0	0	0	0	0
1- Strongly disagree	0%	0%	0%	0%	0%	0%
Total	46	18	12	48	3	127
	100%	100%	100%	100%	100%	100%

Q2- I received assistance within 10 minutes of waiting. (Feb 2004)

	Attorney	Party in a case	Title researcher	Other	Paralegal	Total
	82	28	20	56	6	192
4- Strongly agree	75%	80%	100%	85%	86%	80%
	17	6	0	8	1	32
3- Agree	15%	17%	0%	12%	14%	13%
	5	1	0	1	0	7
2- Disagree	5%	3%	0%	2%	0%	3%
	6	0	0	1	0	8
1- Strongly disagree	5%	0%	0%	2%	0%	3%
Total	110	35	20	66	7	239
	100%	100%	100%	100%	100%	100%

Percent of responses strongly agreed to their visit being a positive experience increased from 79% in February to 83% in September.

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q3- Overall, my visit today was a positive experience.					3.79		
4- Strongly agree	106	68.4	82.2	82.8		78.7	4.1
3- Agree	19	12.3	14.7	14.8		17.4	-2.6
2- Disagree	1	0.6	0.8	0.8		3.0	-2.2
1- Strongly disagree	2	1.3	1.6	1.6		0.9	0.7
0- No opinion	1	0.6	0.8				
Total	129	83.2	100.0	100.0		100.0	
No Response	26	16.8		128	# of valid responses	235	
All surveys	155	100.0					

Statistically significant differences among respondents in February, based on the role in agreement that their visit was a positive experience disappeared with higher percentages of respondents almost across the board responding as strongly agree.

All of the *attorneys* responded agreed or strongly agreed (83% strongly agreed) their visit was a positive experience. Comparable scores in February were 94% of the responding attorneys agreeing or strongly agreeing, with 73% strongly agreeing. Additionally, all of the *parties in a case* responding to this question agreed or strongly agreed (81% strongly agreed vs. 70% in February) their visit was a positive experience. There was a slight decline among *title researchers* from all of those responding to this question having agreed or strongly agreed in February to 91% of those responding agreed or strongly agreed in September that their visit was a positive experience.

Q3- Overall, my visit today was a positive experience. (Sept 2004)

	Attorney	Party in a case	Title researcher	Other	Paralegal	Total
	33	13	10	38	3	97
4- Strongly agree	83%	81%	83%	84%	100%	84%
3- Agree	7	3	1	7	0	18
	18%	19%	8%	16%	0%	16%
2- Disagree	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
1- Strongly disagree	0	0	1	0	0	1
	0%	0%	8%	0%	0%	1%
Total	40	16	12	45	3	116
	100%	100%	100%	100%	100%	100%

Q3- Overall, my visit today was a positive experience. (Feb 2004)

	Attorney	Party in a case	Title researcher	Other	Paralegal	Total
	69	21	13	50	4	157
4- Strongly agree	73%	70%	87%	85%	67%	76%
3- Agree	20	8	2	8	2	40
	21%	27%	13%	14%	33%	19%
2- Disagree	5	1	0	0	0	7
	5%	3%	0%	0%	0%	3%
1- Strongly disagree	1	0	0	1	0	2
	1%	0%	0%	2%	0%	1%
Total	95	30	15	59	6	206
	100%	100%	100%	100%	100%	100%

What Derives OVERALL SATISFACTION?

Regression analysis results from combined February and September data indicate that agreement on "receiving service within 10 minutes of waiting," and "courteous and responsive service from Deputy Register of Wills" have the strongest impact on having "a positive experience with the visit," followed by "courteous and responsive service from Small Estates Specialist" and "from File Room Clerk" and helpful information in brochures "When Someone Dies" and "Small Estate Proceedings."

Dependent Variable: Q3- Overall, my visit today was a positive experience.

Independent Variables	Beta Scores from Regression Analysis
Q2r- I received assistance within 10 minutes of waiting.	35%
Q4.4r- The service from Deputy Register of Wills was courteous and responsiv	32%
Q4.6r- The service from Small Estates Specialist was courteous and responsiv	20%
Q4.1r- The service from File Room Clerk was courteous and responsive	17%
Q7.1r- Information in the When Someone Dies brochure was helpful	14%
Q7.4r- Information in the Small Estate Proceedings brochure was helpful	11%

Almost all responding (99%) in both February and September surveys agreed or strongly agreed "the service from File Room Clerk was courteous and responsive".

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.1- The service was courteous and responsive from: File Room Clerk					3.83		
4- Strongly agree	90	58.1	77.6	86.5		86.7	-0.1
3- Agree	13	8.4	11.2	12.5		12.0	0.5
2- Disagree	1	0.6	0.9	1.0		0.9	0.1
1- Strongly disagree	0	0.0	0.0	0.0		0.4	-0.4
0- No opinion	12	7.7	10.3				
Total	116	74.84	100.00	100.0		100.0	
No Response	39	25.16					
All surveys	155	100.00		104	# of valid responses	225	

Percent of strongly agree responses to *courteous and responsive service from Adult Cons./Guard. Clerk* slightly increased from 83% to 86%.

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.2- The service was courteous and responsive from: Adult Cons./Guard. Clerk							
4- Strongly agree	30	19.4	53.6	85.7	3.83	83.3	2.4
3- Agree	4	2.6	7.1	11.4		13.9	-2.5
2- Disagree	1	0.6	1.8	2.9		1.4	1.5
1- Strongly disagree	0	0.0	0.0	0.0		1.4	-1.4
0- No opinion	21	13.5	37.5				
Total	56	36.1	100.0	100.0		100.0	
No Response	99	63.9		35	# of valid responses	72	
All surveys	155	100.0					

All of the *attorneys* responding agreed or strongly agreed (91% strongly agreed) "*the service from Adult Cons./Guard. Clerk was courteous and responsive*". Comparable scores in February were 96% of the attorneys agreed or strongly agreed, with 79% strongly agreed.

Q4.2- The service was courteous and responsive from: Adult Cons./Guard. Clerk. (Sept 2004)

	Attorney	Party in a case	Title researcher	Other	Paralegal	Total
4- Strongly agree	10 91%	0 0%	4 80%	9 100%	1 50%	24 83%
3- Agree	1 9%	1 50%	1 20%	0 0%	1 50%	4 14%
2- Disagree	0 0%	1 50%	0 0%	0 0%	0 0%	1 3%
Total	11 100%	2 100%	5 100%	9 100%	2 100%	29 100%

Q4.2- The service was courteous and responsive from: Adult Cons./Guard. Clerk. (Feb 2004)

	Attorney	Party in a case	Title researcher	Other	Paralegal	Total
4- Strongly agree	22 79%	8 100%	4 80%	16 76%	2 100%	52 81%
3- Agree	5 18%	0 0%	1 20%	4 19%	0 0%	10 16%
2- Disagree	1 4%	0 0%	0 0%	0 0%	0 0%	1 2%
1- Strongly disagree	0 0%	0 0%	0 0%	1 5%	0 0%	1 2%
Total	28 100%	8 100%	5 100%	21 100%	2 100%	64 100%

The scores in the area of "*courteous and responsive service from Decedents' Estates or Guardianship of Minors Case Clerk*" experienced highest decline between February and September surveys with 90% agreed or strongly agreed in September vs. 97% in February.

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.3- The service was courteous and responsive from: Decedents' Estates or Guardianship of Minors Case Clerk							
4- Strongly agree	22	14.2	44.0	73.3	3.57	80.0	-6.7
3- Agree	5	3.2	10.0	16.7		16.7	0.0
2- Disagree	1	0.6	2.0	3.3		3.3	0.0
1- Strongly disagree	2	1.3	4.0	6.7		0.0	6.7
0- No opinion	20	12.9	40.0				
Total	50	32.3	100.0	100.0		100.0	
No Response	105	67.7		30	# of valid responses	60	
All surveys	155	100.0					

Percent of strongly agree responses to *courteous and responsive service from Deputy Register of Wills*, a key driver of overall satisfaction showed a significant increase from 73% to 86%.

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.4- The service was courteous and responsive from: Deputy Register of Wills							
					3.82		
4- Strongly agree	43	27.7	64.2	86.0		72.8	13.2
3- Agree	5	3.2	7.5	10.0		21.1	-11.1
2- Disagree	2	1.3	3.0	4.0		2.6	1.4
1- Strongly disagree	0	0.0	0.0	0.0		3.5	-3.5
0- No opinion	17	11.0	25.4				
Total	67	43.2	100.0	100.0		100.0	
No Response	88	56.8		50	# of valid responses	114	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.5- The service was courteous and responsive from: Duty Auditor							
					3.72		
4- Strongly agree	24	15.5	49.0	80.0		79.2	0.8
3- Agree	5	3.2	10.2	16.7		20.8	-4.2
1- Strongly disagree	1	0.6	2.0	3.3		0.0	3.3
0- No opinion	19	12.3	38.8				
Total	49	31.6	100.0	100.0		100.0	
No Response	106	68.4		30	# of valid responses	72	
All surveys	155	100.0					

Percent of strongly agree responses to *courteous and responsive service from Small Estates Specialist* showed a decline from 91% in February to 83% in September. However, due to small sample size, this difference was not statistically significant.

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.6- The service was courteous and responsive from: Small Estates Specialist							
					3.78		
4- Strongly agree	33	21.3	56.9	82.5		91.3	-8.8
3- Agree	6	3.9	10.3	15.0		8.7	6.3
1- Strongly disagree	1	0.6	1.7	2.5		0.0	2.5
0- No opinion	18	11.6	31.0				
Total	58	37.4	100.0	100.0		100.0	
No Response	97	62.6		40	# of valid responses	46	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q4.7- The service was courteous and responsive from: Other							
					3.90		
4- Strongly agree	18	11.6	52.9	90.0		74.1	15.9
3- Agree	2	1.3	5.9	10.0		14.8	-4.8
2- Disagree	0	0.0	0.0	0.0		3.7	-3.7
1- Strongly disagree	0	0.0	0.0	0.0		7.4	-7.4
0- No opinion	14	9.0	41.2				
Total	34	21.9	100.0	100.0		100.0	
No Response	121	78.1		20	# of valid responses	27	
All surveys	155	100.0					

Q4.7- The service was courteous and responsive from: Other (Categorized)	Frequency	Percent Sept 2004
Order Desk	2	1.3
Surety Bond	2	1.3
Robert Nielubowski	1	0.6
Mr. LaBriola	1	0.6
Cashier	2	1.3
Secretary	1	0.6
Gdn for minor's prop	1	0.6
Gurtz	1	0.6
Customer service	1	0.6
Ms. Hill	1	0.6
Total	13	8.4

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Order Desk		
4- Strongly agree	2	100.0
Total	2	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Surety Bond		
4- Strongly agree	1	50.0
3- Agree	1	50.0
Total	2	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Robert Nielubowski		
4- Strongly agree	1	100.0
Total	1	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Mr. LaBriola		
4- Strongly agree	1	100.0
Total	1	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Cashier		
4- Strongly agree	2	100.0
Total	2	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Secretary		
4- Strongly agree	1	100.0
Total	1	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Gdn for minor's prop		
4- Strongly agree	1	100.0
Total	1	100.0

	Frequency	Percent Sept
Q4.7- The service was courteous and responsive from: Customer service		
4- Strongly agree	1	100.0
Total	1	100.0

Twenty-three percent of the respondents received a brochure in advance of the visit, and all but one were in English.

Q5- Received any brochures in advance of visit	Frequency	Percent (including no responses)			Percentage point change from Feb to Sept
		Sept	Sept	Feb	
No	105	67.7	74.5	80.4	-6.0
Yes	36	23.2	25.5	19.6	6.0
Total	141	91.0	100.0	100.0	
No Response	14	9.0			
All surveys	155	100.0			

Q6- Language of brochure	Frequency	Percent		Percentage point change from Feb to Sept
		Sept	Feb	
English	47	30.3	23.8	6.5
Spanish	1	0.6	0.0	0.6
No Response	107	69.0	76.2	-7.2
Total	155	100.0	100.0	

The highest increase in agreed or strongly agreed that the information in the brochure was helpful between February and September surveys was for *Opening a Probate Proceeding* brochure, followed by *Small Estate Proceedings* and *When Someone Dies* brochures. The largest decline in scores between February and September was for the *Guardianship and Conservatorship of Adults* brochure. In addition, *Guardianship for Minor* brochure received one of the lowest scores. Since the helpfulness of information in this area has an impact on overall customer satisfaction, any improvements in this brochure can help improve the overall satisfaction scores.

Summary Table- Information in the brochure was helpful:	Total Valid Response	Percent Total Agree		Percentage point change from Feb to Sept	Mean Score Sept 2004	Mean Score Feb 2004	Change in mean score from Feb to Sep
		Sept 2004	Feb 2004				
Q7.1- When Someone Dies	21	95.2	91.9	3.3	3.76	3.57	0.19
Q7.2- Opening a Probate Proceeding	24	95.8	90.5	5.4	3.79	3.52	0.27
Q7.3- Guardianship of Minor	14	85.7	88.0	-2.3	3.64	3.44	0.20
Q7.4- Small Estate Proceedings	25	96.0	91.7	4.3	3.72	3.61	0.11
Q7.5- General Info- Small Estates	18	88.9	90.9	-2.0	3.72	3.58	0.15
Q7.6- Guardianship and Conservatorship of Adults	13	76.9	85.7	-8.8	3.38	3.36	0.03
Q7.7- Conservatorship	10	80.0	79.2	0.8	3.40	3.33	0.07
Q7.8- Record Keeping and Filing Duties	12	91.7	90.0	1.7	3.67	3.63	0.03

Q7.1- Information in the brochure was helpful: When Someone Dies	Frequency	Percent (including N/O and no responses)		Percent (excluding N/O and no response)	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
		Sept	Sept				
4- Strongly agree	17	11.0	38.6	81.0	3.76	70.3	10.7
3- Agree	3	1.9	6.8	14.3		21.6	-7.3
2- Disagree	1	0.6	2.3	4.8		2.7	2.1
1- Strongly disagree	0	0.0	0.0	0.0		5.4	-5.4
0- No opinion	23	14.8	52.3				
Total	44	28.4	100.0	100.0		100.0	
No Response	111	71.6		21	# of valid responses	37	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.2- Information in the brochure was helpful: Opening a Probate Proceeding							
4- Strongly agree	20	12.9	43.5	83.3	3.79	66.7	16.7
3- Agree	3	1.9	6.5	12.5		23.8	-11.3
2- Disagree	1	0.6	2.2	4.2		4.8	-0.6
1- Strongly disagree	0	0.0	0.0	0.0		4.8	-4.8
0- No opinion	22	14.2	47.8				
Total	46	29.7	100.0	100.0		100.0	
No Response	109	70.3		24	# of valid responses	42	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.3- Information in the brochure was helpful: Guardianship of Minor							
4- Strongly agree	12	7.7	31.6	85.7	3.64	64.0	21.7
3- Agree	0	0.0	0.0	0.0		24.0	-24.0
2- Disagree	1	0.6	2.6	7.1		4.0	3.1
1- Strongly disagree	1	0.6	2.6	7.1		8.0	-0.9
0- No opinion	24	15.5	63.2				
Total	38	24.5	100.0	100.0		100.0	
No Response	117	75.5		14	# of valid responses	25	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.4- Information in the brochure was helpful: Small Estate Proceedings							
4- Strongly agree	19	12.3	38.8	76.0	3.72	72.2	3.8
3- Agree	5	3.2	10.2	20.0		19.4	0.6
2- Disagree	1	0.6	2.0	4.0		5.6	-1.6
1- Strongly disagree	0	0.0	0.0	0.0		2.8	-2.8
0- No opinion	24	15.5	49.0				
Total	49	31.6	100.0	100.0		100.0	
No Response	106	68.4		25	# of valid responses	36	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.5- Information in the brochure was helpful: General Info- Information in the brochure was helpful: Small Estates							
4- Strongly agree	15	9.7	35.7	83.3	3.72	72.7	10.6
3- Agree	1	0.6	2.4	5.6		18.2	-12.6
2- Disagree	2	1.3	4.8	11.1		3.0	8.1
1- Strongly disagree	0	0.0	0.0	0.0		6.1	-6.1
0- No opinion	24	15.5	57.1				
Total	42	27.1	100.0	100.0		100.0	
No Response	113	72.9		18	# of valid responses	33	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.6- Information in the brochure was helpful: Guardianship and Conservatorship of Adults							
4- Strongly agree	9	5.8	23.1	69.2	3.38	57.1	12.1
3- Agree	1	0.6	2.6	7.7		28.6	-20.9
2- Disagree	2	1.3	5.1	15.4		7.1	8.2
1- Strongly disagree	1	0.6	2.6	7.7		7.1	0.5
0- No opinion	26	16.8	66.7				
Total	39	25.2	100.0	100.0		100.0	
No Response	116	74.8		13	# of valid responses	28	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.7- Information in the brochure was helpful: Conservatorship							
4- Strongly agree	6	3.9	16.7	60.0	3.40	62.5	-2.5
3- Agree	2	1.3	5.6	20.0		16.7	3.3
2- Disagree	2	1.3	5.6	20.0		12.5	7.5
1- Strongly disagree	0	0.0	0.0	0.0		8.3	-8.3
0- No opinion	26	16.8	72.2				
Total	36	23.2	100.0	100.0		100.0	
No Response	119	76.8		10	# of valid responses	24	
All surveys	155	100.0					

	Frequency	Percent (including N/O and no responses) Sept	Percent (including N/O, excluding no responses) Sept	Percent (excluding N/O and no response) Sept	Mean Score	Percent (exc. N/O and no resp) Feb	Percentage point change from Feb to Sept
Q7.8- Information in the brochure was helpful: Record Keeping and Filing Duties							
4- Strongly agree	9	5.8	22.5	75.0	3.67	76.7	-1.7
3- Agree	2	1.3	5.0	16.7		13.3	3.3
2- Disagree	1	0.6	2.5	8.3		6.7	1.7
1- Strongly disagree	0	0.0	0.0	0.0		3.3	-3.3
0- No opinion	28	18.1	70.0				
Total	40	25.8	100.0	100.0		100.0	
No Response	115	74.2		12	# of valid responses	30	
All surveys	155	100.0					

	Frequency	Percent (including no responses) Sept	Percent (excluding no response) Sept	Percent (excluding no response) Feb	Percentage point change from Feb to Sept
Q8- Reason for disagreement in Q7					
Not detailed enough	2	1.3	40.0	37.5	2.5
Did not have time to read	3	1.9	60.0	50.0	10.0
Other				12.5	
Total	5	3.2	100.0	87.5	
No Response	150	96.8			
All surveys	155	100.0			

The most frequently mentioned suggestions for improvement was "*public access to computers*" suggested by 9% of those who made a suggestion. Twenty-eight percent of those who made an additional comment/suggestion commented on *overall excellent service* and 35% reported that everything was fine as it is.

Suggestions for improvement (Categorized)	Frequency	Percent (including no responses) Sept	Percent (excluding no response) Sept	Percent (excluding no response) Feb
No, things are fine	16	10.3	34.8	23.9
Comment on overall excellent service	13	8.4	28.3	21.7
Repair public access computer and install more terminals	4	2.6	8.7	2.2
Comment on outstanding service received from a particular empl	3	1.9	6.5	13.0
Train staff in courtesy and public service	2	1.3	4.3	8.7
Comment on disappointing service received from particular empl	2	1.3	4.3	3.3
Need for more staff	2	1.3	4.3	15.2
Copier availability	2	1.3	4.3	
There has been an improvement compared to a previous visit	1	0.6	2.2	3.3
Train staff in complexities of proceedings	1	0.6	2.2	
Total	46	29.7	100.0	
No Response	109	70.3	# responding	
All surveys	155	100.0	46	92
			30%	32%