**THE IOWA DISTRICT COURT SEVENTH JUDICIAL DISTRICT**

**ADMINISTRATIVE OFFICE, SCOTT COUNTY COURTHOUSE**

Honorable Marlita A. Greve Kathy M. Gaylord

Chief Judge District Court Administrator

County: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In Person  Telephone

|  |
| --- |
| **Customer Satisfaction Survey** |

1. I contacted the office above in connection with the following: (*check all that apply*)  
    File a New Case  Schedule a Hearing  Appear in Court  Jury Duty  
    EDMS Assistance  General Inquiry  Pay a Fine  Genealogy Research  
    Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. The person who helped me was: (*check all that apply*)  
    Respectful  Professional  Prompt  Courteous  Pleasant  
    Knowledgeable  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. The person who helped me: (*check one*)  
    was able to provide the assistance I needed during the visit or call.  
    offered to get back to me with an answer or solution and followed through within one day.  
    offered to get back to me with an answer or solution and did not follow through within one day.  
    referred me to someone else for assistance.  
    was not able to provide the assistance I needed.
4. Please check one box in each row to rate how well our services matched your expectations.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Exceeded expectations | Met expectations | Less than expected | Much less than expected |
| Overall quality of services provided |  |  |  |  |
| Consistency of services provided |  |  |  |  |
| Timeliness of service |  |  |  |  |
| Level of professionalism |  |  |  |  |

1. How would you rate your overall experience?  1  2  3  4 5  
    *(worst) (best)*
2. Additional comments and suggestions so that we may continue to improve:  
   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. If you would like us to follow up with you, please provide your name and phone number below:  
   Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RETURN YOUR SURVEY: 1) in person in the Court Administration office at the Scott County Courthouse;  
2) by email to** [**Kathy.Gaylord@iowacourts.gov**](mailto:Kathy.Gaylord@iowacourts.gov)**; or   
3) by mail to Kathy Gaylord, Court Administration, 400 West 4th St., Davenport, IA 52801  
Self-addressed stamped envelopes are available for your convenience.**