

For Office Use Only
Atty. Code _____
of Petitions _____
How admin _____
Who admin _____

Satisfaction Survey

*We are interested in your honest opinions, whether they are positive or negative.
Please answer all of the questions as they pertain to your last arrest.*

Please circle or fill in the responses that best describe you and your public defender.

Your gender		Male			Female			Transgender						
Your ethnic origin (Circle all that apply)		Mexican/ Mexican American		Hispanic/ Latino (not Mexican)		Caucasian		Native American/ Alaska Native		African American		Asian/ Pacific Islander	Other	
Age	8	9	10	11	12	13	14	15	16	17	18			
What is your primary language?				Spanish			English			Other _____				
Are you attending school/ GED preparation?						Yes, full-time			Yes, part-time			No		
Do you have a job?			Yes, full-time			Yes, part-time			No					
What is your public defender's gender?						Male		Female		Transgender				
What is your public defender's ethnic origin? (Circle all that apply)		Mexican/ Mexican American		Hispanic/ Latino (not Mexican)		Caucasian		Native American/ Alaska Native		African American		Asian/ Pacific Islander	Other	
Did your public defender talk to you using your primary language?											Yes	No		
What language did your public defender use when talking with you?						Spanish		English		Other _____				

Please circle the response that best reflects how much you agree or disagree with each statement.

My public defender fought hard for the best outcome on my case.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender clearly explained what her or his job is.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender clearly explained what she or he was going to do for me.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender clearly explained what was going to happen in court.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender kept in touch with me about my case.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender clearly explained what I was supposed to do in court.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender clearly explained what could happen if I was found guilty.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Overall, I was <u>not</u> happy with my public defender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender did a good job handling my case.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender was hard to understand.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Overall, I am happy with my public defender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I wish I had a different public defender on my case.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender treated me fairly.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender treated me with respect.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My public defender seemed to have enough time to prepare for my case.	Strongly Agree	Agree	Neither agree Nor disagree	Disagree	Strongly agree

My public defender acted on what I told him/her would work for me.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
My public defender gave me enough time to tell my side of the story.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
My public defender heard what I thought was important.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
My public defender did <u>not</u> care about my case.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
My public defender's expertise is more important than his ethnic origin or gender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I like my public defender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
If my friend was arrested, I would recommend my public defender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
If I need help in the future, I would want to have the same public defender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I would have preferred a public defender of a different gender from the one I had.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I would have preferred a public defender of a different ethnic origin from the one I had.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I felt I could be honest with my public defender	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I feel I can trust my public defender.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
The sentence I received was fair.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I had an opportunity to be heard in court.	Strongly agree	Agree	Neither agree nor	Disagree	Strongly disagree	
My public defender visited me in detention.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I was not detained.
My public defender met with my parents/guardians.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	My parents/ guardians are victims in my case.

Please circle every service and circle your satisfaction with every service your public defender helped you receive.						
Substance abuse treatment	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Anger management	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Counseling	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Health care/psychiatric medications	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
School/GED	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Housing/relative placement	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Job training/employment	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Other _____	No	Yes→	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
Do you think that your public defender should have helped you receive more services?	Yes, definitely		Maybe		No, definitely not	

Thank you very much, we appreciate your help.

Please write additional comments on back.

Suggested citation:

Korchmaros, J. and Stevens, S. (2009). Public Defender Satisfaction Survey. Southwest Institute for Research on Women, University of Arizona, Tucson, AZ.