



Remote Court Survey for the General Public

Illinois courts are committed to continuing to offer remote court appearances by phone or videoconference technology (for example: Zoom or Skype). Help us refine rules and policies by completing this short survey.

NOTE: This survey is for members of the general public, including self-represented litigants, jurors, and individuals who may never have had any contact with Illinois courts. Lawyers and other legal professionals should fill out the survey available at: <https://forms.gle/4wjDH42fZVCgCCsx8>

1. Which county do you live in?

2. What is your age?

- a. 18-24
- b. 25-34
- c. 35-44
- d. 45-54
- e. 55-64
- f. 65-74
- g. 75+

3. What technology do you have access to? You may choose more than one.

- a. Reliable internet connection
 - b. Unreliable internet connection
 - c. Unlimited or nearly unlimited internet access (for example: I don't have a data cap or I have a data cap but almost never reach it)
 - d. Limited internet access (for example: I have a data cap that I often reach)
 - e. Desktop or laptop computer
 - f. Tablet
 - g. Smart phone
 - h. Landline
 - i. Other, please describe:
-
-

4. Since March 2020, what videoconference technology (with both video and audio) have you used for meetings or appointments? You may choose more than one.
- a. Zoom
 - b. Teams
 - c. WebEx
 - d. Skype
 - e. GoToMeeting
 - f. CourtCall
 - g. None
 - h. Other, please describe:
-
-

5. When using videoconference technology (with both video and audio) for a meeting or appointment, how comfortable do you feel?
- a. Very comfortable
 - b. Somewhat comfortable
 - c. A little comfortable
 - d. Not at all comfortable
 - e. Not applicable

6. Have you ever had to go to court to:
- a. Handle a parking/traffic ticket?
 - i. Yes
 - ii. No
 - b. Appear as a party to a family case (for example: divorce, child custody, child support)?
 - i. Yes
 - ii. No
 - c. Appear as a party to any other type of civil lawsuit (for example: small claims, eviction, foreclosure)?
 - i. Yes
 - ii. No
 - d. Appear as a party to a criminal case (for example: misdemeanor, felony)?
 - i. Yes
 - ii. No
 - e. Participate in any court case not as a party (for example: as a witness or family member)?
 - i. Yes
 - ii. No
 - f. Report for jury duty or serve on a jury?
 - i. Yes
 - ii. No

g. Other? Please describe:

7. Please tell us if you would face any of these problems if you had to attend court in-person at the courthouse. You may choose more than one.
- a. Finding care for a child or family member
 - b. Time off work or school
 - c. Disability-related barriers
 - d. Distance to travel
 - e. Finding transportation
 - f. Public health concerns
 - g. None
 - h. Other, please describe:
-
-

8. Please tell us if you would face any of these problems if you had to attend court by phone or videoconference technology. You may select more than one.
- a. Finding care for a child or family member
 - b. Time off work or school
 - c. Disability-related barriers
 - d. No computer or smart phone
 - e. Limited or no access to reliable internet
 - f. Lack of experience or comfort using technology
 - g. None
 - h. Other, please describe:
-
-

9. Would you use videoconference technology to handle court business:
- a. Reporting for jury screening?
 - i. Yes
 - ii. No
 - iii. It depends
 - b. Serving on a jury if selected?
 - i. Yes
 - ii. No
 - iii. It depends

- c. Attending an arbitration or mediation?
 - i. Yes
 - ii. No
 - iii. It depends
- d. Appearing for your own court case?
 - i. Yes
 - ii. No
 - iii. It depends
- e. If you answered “It depends” above, please explain here:

10. Tell us whether you would prefer to appear in-person at the courthouse or remotely by videoconference technology if you had a court case in the following types of cases:

- a. Child custody
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- b. Divorce
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- c. Eviction
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- d. Small claims
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- e. Consumer debt
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- f. Probate and estate
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- g. Order of protection or other domestic violence related case
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- h. Criminal case
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse

- i. Traffic ticket
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse
- j. Juvenile case
 - i. Remotely by videoconference technology
 - ii. In-person at the courthouse

11. Would you feel like you were at a disadvantage if:

- a. You appeared for a court case by phone (with audio only) and the other side of the case appeared by videoconference technology (with both video and audio)?
 - i. Yes
 - ii. No
 - iii. I don't know
- b. You appeared for a court case by phone (with audio only) and the other side of the case appeared in-person at the courthouse?
 - i. Yes
 - ii. No
 - iii. I don't know
- c. You appeared for a court case by videoconference technology (with both video and audio) and the other side of the case appeared in-person at the courthouse?
 - i. Yes
 - ii. No
 - iii. I don't know

12. If you answered yes to any of the above, please explain why you would feel disadvantaged?

13. Since March 2020, have you attended a court hearing using videoconference technology (with both video and audio) or by phone (with audio only)? You may choose more than one.

- a. Yes, using a videoconference technology (with both video and audio)
- b. Yes, using a phone (with audio only)
- c. Yes, using both a videoconference technology (with both video and audio) and a phone (with audio only)
- d. No

14. How would you rate your experience with videoconferencing for your court hearing (with both video and audio)?
- Very satisfied
 - Somewhat satisfied
 - Neutral
 - Somewhat dissatisfied
 - Very dissatisfied
 - Not applicable
15. How would you rate your experience with calling in for your court hearing (with audio only)?
- Very satisfied
 - Somewhat satisfied
 - Neutral
 - Somewhat dissatisfied
 - Very dissatisfied
 - Not applicable
16. Please rate the following statement: Courts should continue to hold hearings by videoconference because it allows them to hear more cases, resolve cases more quickly, and it makes it easier for people to participate without having to travel to a courthouse, take time off work, or find childcare.
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree
17. Please rate the following statement: Courts should stop holding hearings by videoconference because technology problems can disrupt the whole system, not everyone can use this technology, and people are less likely to take videoconference hearings as seriously as if they had to appear in a courtroom in-person.
- Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree