

## Respondent Satisfaction Survey

**Purpose of survey:** To assess the effect of participation in the youth court program on respondents.

**Reason for survey:** Chapter 10 of the *National Youth Court Guidelines* discusses the value of evaluating program services. Youth courts will need to identify both process measures (what did the program do) and outcome measures (what effect did the program have). Satisfaction surveys are one method by which youth courts can gauge the level of impact the program has had on various clients (e.g., volunteers, respondents, parents/guardians, victims).

**Suggested ways to use the survey:**

- Adapt the questions and language used in the survey to match how your program does things. You may want to add or delete questions as well.
- Determine when you want to give the survey to respondents to complete (e.g., via mail after they have been successfully discharged from the program, during their exit interview).
- If mailed, include a cover letter requesting their assistance and a self-addressed stamped envelope for them to use when they return the survey.
- Let respondents know that they can complete the survey anonymously.
- Print survey on colored paper (light pastel) so it will stand out from other papers that may be on their countertops or desks.
- Compile results.
- Report results to board of directors or advisory committee and other stakeholders for the program.
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**[Insert program name]  
Respondent Satisfaction Survey**

All answers to the questions below will remain **ANONYMOUS** and **CONFIDENTIAL**. Please do not write your name on this evaluation. Your thoughtful and timely responses are appreciated. Please return your survey in the enclosed self-addressed stamped envelope by **[insert due date]** to:

[insert return address]

Please choose one answer for each question unless otherwise stated. Use additional paper for comments if needed. Please **PRINT** your comments.

1. Gender:      Male\_\_\_\_\_ Female\_\_\_\_\_
2. Offense(s)/Violation(s) charged:\_\_\_\_\_
3. How old were you when you **first** appeared in the [insert name of program]?  
\_\_\_\_\_
4. Had you heard about the [insert name of program] before you were a participant?  
Yes\_\_\_\_\_ No\_\_\_\_\_
5. How important were each of the following reasons in your decision to participate in youth court? Please check one for each category.

	Very Important	Somewhat Important	Not Important
◆ Youth court was a way for me to be positively involved in the juvenile justice system.	_____	_____	_____
◆ My parents encouraged me.	_____	_____	_____
◆ A jury of young people was used in determining my sentence.	_____	_____	_____
◆ My youth court proceeding was closed to the public.	_____	_____	_____
◆ The youth court provided me with an educational experience.	_____	_____	_____
◆ I would rather be assigned community service than pay fines through the court.	_____	_____	_____
◆ I liked having the opportunity to be a juror at the completion of my community service.	_____	_____	_____

6. Has your experience in the [insert name of program] increased your understanding of the legal system? Yes \_\_\_\_\_ No \_\_\_\_\_
7. Were you satisfied with your representation during your sentencing hearing? Yes \_\_\_\_\_ No \_\_\_\_\_
8. What was the exact number of community service hours assigned to you? \_\_\_\_\_
9. Were you satisfied with the sentence you received?

Yes \_\_\_\_\_ No \_\_\_\_\_

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10. Did you feel the [insert name of program] staff provided you with...
- |  | Yes   | No    |
|--|-------|-------|
| a thorough explanation of youth court?             | _____ | _____ |
| a clear understanding of your choices?             | _____ | _____ |
| a clear understanding of what was expected of you? | _____ | _____ |
| answers to your questions in a timely manner?      | _____ | _____ |
| accurate community service instructions?           | _____ | _____ |

11. Overall, were you satisfied with the performance of the [insert name of program] staff?

Yes \_\_\_\_\_ No \_\_\_\_\_

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

12. Has your youth court experience helped you become a more responsible adolescent?

Yes \_\_\_\_\_ No \_\_\_\_\_

If you checked “**yes**” above, please indicate how you have been affected. Check all that apply.

- I make more thoughtful decisions regarding my actions. \_\_\_\_\_
- I have increased communication with my parent(s). \_\_\_\_\_
- I have participated in extra community service. \_\_\_\_\_
- I have received better school grades. \_\_\_\_\_
- I am a law-abiding citizen. \_\_\_\_\_
- I have become more selective of my friends. \_\_\_\_\_

Other:

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13. How do you feel about your experience with community service with regards to the following? Please check one for each category.

	Very Pleased	Somewhat Pleased	Neutral	Somewhat Displeased	Very Displeased	Not Applicable
◆ Different community service projects which I performed.	_____	_____	_____	_____	_____	_____
◆ Agency where I performed my hours	_____	_____	_____	_____	_____	_____
◆ Type of tasks I was expected to perform.	_____	_____	_____	_____	_____	_____
◆ Working together with other youth on projects.	_____	_____	_____	_____	_____	_____

14. Have you been **arrested** since completing the youth court program?

Yes \_\_\_\_\_ No \_\_\_\_\_ Do not want to answer \_\_\_\_\_

15. Was there anything that you particularly **liked** about the youth court program?

Yes \_\_\_\_\_ No \_\_\_\_\_

Please explain:

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16. Was there anything that you particularly **disliked** about the youth court program?

Yes \_\_\_\_\_ No \_\_\_\_\_

Please explain:

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17. What **two** changes would you suggest to improve the [insert program name]?

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18. What was your **overall** level of satisfaction with your involvement in the [insert program name]?

Extreme \_\_\_\_\_                      Somewhat \_\_\_\_\_                      Not at all \_\_\_\_\_

19. Additional Comments:

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**Thank you again for taking the time to complete this evaluation. Your responses will aid in any future changes within the [insert program name].**