

**UNITED STATES DISTRICT COURT  
SOUTHERN ILLINOIS  
OFFICE OF THE CLERK**

**CUSTOMER SATISFACTION SURVEY**

Your insights and perceptions of the services provided by the District Court Clerk’s Office are important to us!

Please take a few minutes to complete this short form, letting us know what you think about our performance.

Thanking you in advance for your time.

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**Please indicate your degree of agreement using a scale of 1 (strongly agree) to 5 (strongly disagree) with the following statements and the level of importance to you.**

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The U.S. District Clerk’s Office has staff ...	Agree/Disagree					Importance to You__		
_____	(Circle one)					(Circle one)		
who have sufficient knowledge to handle general information requests	1	2	3	4	5	High	Medium	Low
who provide accurate information	1	2	3	4	5	High	Medium	Low
who have reasonable waiting time for obtaining case information	1	2	3	4	5	High	Medium	Low
who enters documents and/or judgments in a timely manner	1	2	3	4	5	High	Medium	Low
who maintain the CM/ECF help desk with knowledge and patience	1	2	3	4	5	High	Medium	Low
who respond promptly to search requests	1	2	3	4	5	High	Medium	Low
who provide satisfactory copy services	1	2	3	4	5	High	Medium	Low
who seem concerned about me, my clients and my cases	1	2	3	4	5	High	Medium	Low
has staff who demonstrate effective communication skills	1	2	3	4	5	High	Medium	Low
has staff who are consistently courteous and professional in appearance	1	2	3	4	5	High	Medium	Low

Please list your name and any other comments/concerns you wish to address below. If you would like to discuss or submit information privately, please e-mail the Clerk of Court directly at [norbert\\_jaworski@ilsd.uscourts.gov](mailto:norbert_jaworski@ilsd.uscourts.gov).

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