



THE CIVIL JUSTICE SYSTEM AND THE PUBLIC RESEARCH PROJECT

Short Questionnaire – Public

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You may fill out this questionnaire before your scheduled interview or complete it with the researcher at the time of the interview.

Section A: Information about the Civil Court System

We would like to know how you found the **information** that you needed to use the **civil justice system**. We would also like to know how useful the information was, and how easy it was to find. You are welcome to add comments about the questions as you go, or make some notes at the end.

By **'civil justice,'** we don't mean the criminal courts. We mean the courts that deal with cases like:

- family law
- child welfare
- injuries from accidents
- property disputes, and
- wills and estates

By **'system'** we include everyone who has a role in civil court proceedings, such as:

- judges
- lawyers
- other people who work at the courthouse
- native and other support workers
- services such as Legal Aid
- government, and
- public legal education groups.

1. From what sources did you get the information that you needed to use the civil court system?

For each question, follow these steps:

Step 1: Circle **Y only** if you have used the information source

Step 2: If **you** used the source of information, please rate how **useful** the source was on the scale below.

No Use At All = 1 2 3 4 = Very Useful

SOURCE OF INFORMATION	Step 1		Step 2			
	Used Source ? Yes/No		How Useful ?			
Personal Sources (Friends, Co-workers, Family members)	Y	N	1	2	3	4
Police Services	Y	N	1	2	3	4
Band Council Office	Y	N	1	2	3	4
An elected government representative (MP, MPP, MLA, MNA, municipal councillor etc.) or Government Department	Y	N	1	2	3	4
Court Information Desk or Booth/Kiosk	Y	N	1	2	3	4
Court administrative staff (e.g. clerks)	Y	N	1	2	3	4
Court security staff	Y	N	1	2	3	4
Legal Aid (including Youth and Family Law offices)	Y	N	1	2	3	4
A paralegal	Y	N	1	2	3	4
A lawyer	Y	N	1	2	3	4
Public Library	Y	N	1	2	3	4
Law Library	Y	N	1	2	3	4
A community centre or shelter	Y	N	1	2	3	4
A school class or program	Y	N	1	2	3	4
Newspaper articles	Y	N	1	2	3	4
TV News/documentaries/information programs	Y	N	1	2	3	4
Radio News/documentaries/information programs	Y	N	1	2	3	4
Television Drama Shows	Y	N	1	2	3	4
The Internet (World Wide Web)	Y	N	1	2	3	4
Notices or Signs in the courthouse	Y	N	1	2	3	4
Public Legal Education sessions/workshops	Y	N	1	2	3	4
Public Legal Education pamphlets and booklets	Y	N	1	2	3	4
Public Legal Education video	Y	N	1	2	3	4
Public Legal Information Telephone Line (e.g. 1-800 number)	Y	N	1	2	3	4

2. What kinds of information did you use?

For each question, follow these steps:

Step 1: Circle **Y** if **you know** the information is available

Step 2: Circle **Y** if **you used** the information

Step 3: If you circled **Y** for **both** please rate:

a.) How easy it was to access the information

Very Hard to Get = 1 2 3 4 = Very Easy to Get

b.) How useful the information was.

No Use at All = 1 2 3 4 = Very Useful

INFORMATION ABOUT	Step 1		Step 2		Step 3							
	Avail- able ?		Used ?		Ease of access ?				How Useful ?			
	Yes/No		Yes/No									
The purpose of the civil court system	Y	N	Y	N	1	2	3	4	1	2	3	4
Legal information centres, kiosks, and services	Y	N	Y	N	1	2	3	4	1	2	3	4
How to find a lawyer	Y	N	Y	N	1	2	3	4	1	2	3	4
Range of costs and fees	Y	N	Y	N	1	2	3	4	1	2	3	4
Legal Aid	Y	N	Y	N	1	2	3	4	1	2	3	4
Alternative legal services (e.g. Paralegal, Community-based assistance, Advocates)	Y	N	Y	N	1	2	3	4	1	2	3	4
Social support services (Native Court Workers, Social Services, Mental Health Workers, etc.)	Y	N	Y	N	1	2	3	4	1	2	3	4
Translation services	Y	N	Y	N	1	2	3	4	1	2	3	4
Other options for solving disputes (such as mediations, settlement conferences, mini-trials, arbitration, traditional Aboriginal approaches)	Y	N	Y	N	1	2	3	4	1	2	3	4
Representing yourself in court	Y	N	Y	N	1	2	3	4	1	2	3	4
Understanding legal terms	Y	N	Y	N	1	2	3	4	1	2	3	4
How to fill out forms	Y	N	Y	N	1	2	3	4	1	2	3	4
Correct court behaviour/etiquette	Y	N	Y	N	1	2	3	4	1	2	3	4
The roles of the people in court	Y	N	Y	N	1	2	3	4	1	2	3	4
Understanding case lists/postings	Y	N	Y	N	1	2	3	4	1	2	3	4
Courthouse hours of operation and contact information	Y	N	Y	N	1	2	3	4	1	2	3	4
Map of the courthouse	Y	N	Y	N	1	2	3	4	1	2	3	4
Directions to the courthouse	Y	N	Y	N	1	2	3	4	1	2	3	4
Court parking and public transport options	Y	N	Y	N	1	2	3	4	1	2	3	4
Child care availability	Y	N	Y	N	1	2	3	4	1	2	3	4
Understanding judicial orders, directions and decisions	Y	N	Y	N	1	2	3	4	1	2	3	4
Appealing orders, directions and decisions	Y	N	Y	N	1	2	3	4	1	2	3	4
Enforcing the judge's orders, directions and decisions	Y	N	Y	N	1	2	3	4	1	2	3	4
How to make a complaint	Y	N	Y	N	1	2	3	4	1	2	3	4
How to become involved in reforming/changing the civil justice system	Y	N	Y	N	1	2	3	4	1	2	3	4

Section B: Background Demographics: For Comparison Only

Previous research shows that different groups in society have different perspectives and experiences of the civil court system. Knowing a little about those taking part in the research helps us to better understand the information we receive. It will also help improve communication materials in the future.

You do not have to answer if you do not wish to. **Any information you provide will remain absolutely confidential.**

3. The following items are often used to get information and communicate. Do you personally own, or have access to the following items?

FOR EACH ITEM, PLEASE INDICATE WITH A CHECK MARK IF YOU PERSONALLY HAVE THIS, JUST HAVE SOME ACCESS TO IT, OR DO NOT HAVE IT AT ALL.

AID TO COMMUNICATION	Personally Have	Have Access to	Do Not Have
Telephone line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public library card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Television set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cable/satellite television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio cassette player	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VCR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to the World Wide Web (Internet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal e-mail address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CD ROM Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVD player	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What is the highest level of education you have finished?

LEVEL OF EDUCATION	
check highest level only	
Some high school or less	<input type="checkbox"/>
High school graduate	<input type="checkbox"/>
Some post secondary (incomplete university, college, trade or training program)	<input type="checkbox"/>
Community college, trade or other training diploma	<input type="checkbox"/>
University Bachelors degree	<input type="checkbox"/>
University Graduate degree	<input type="checkbox"/>
Professional degree (e.g. law, medicine)	<input type="checkbox"/>

5. Which age group are you?

AGE GROUP	
Check which group you belong to	
Under 18	<input type="checkbox"/>
18 – 24	<input type="checkbox"/>
25 – 34	<input type="checkbox"/>
35 – 44	<input type="checkbox"/>
45 – 54	<input type="checkbox"/>
55 – 64	<input type="checkbox"/>
65 and Over	<input type="checkbox"/>

6. Where does your family's yearly income (before taxes) appear below?

INCOME GROUP	
Check which group you belong to	
Under \$10,000	<input type="checkbox"/>
\$10,000 to \$14,999	<input type="checkbox"/>
\$15,000 to \$19,999	<input type="checkbox"/>
\$20,000 to \$24,999	<input type="checkbox"/>
\$25,000 to \$34,999	<input type="checkbox"/>
\$35,000 to \$44,999	<input type="checkbox"/>
\$45,000 to \$54,999	<input type="checkbox"/>
\$55,000 to \$64,999	<input type="checkbox"/>
\$65,000 to \$74,999	<input type="checkbox"/>
\$75,000 to \$99,999	<input type="checkbox"/>
\$100,000 or more	<input type="checkbox"/>

7. How many people are supported by the total income for your household?

Number = _____

8. What is the first language that you learned to speak?

Language = _____

9. Were you born in Canada?

Yes No

10. Do you think of yourself as part of any First Nation, Métis, or Inuit peoples?

Yes No



Which Group(s)? _____

11. Do you think of yourself as part of any ethnic or minority group?

Yes No



Which Group(s)? _____

Thank you very much for taking part in this research.

*Please feel free to write any additional comments on this form, or to
make further comments to the interviewer.*

Comments: