

HOW ARE WE DOING?

DEPARTMENT OF ADMINISTRATIVE HEARINGS

"THE QUALITY OF LIFE COURT"

To help us address and serve the needs of the general public, please complete this survey and provide any additional comments that are necessary. Thank you for your cooperation.

Date: _____

1. What location did you visit?

Central Hearing Facility (400 W. Superior) Room # _____

2006 East 95th Street Room # _____ 4445 North Pulaski Road Room # _____

2. How would you rate the **Administrative Law Judge** in the following categories?

Professionalism:

Excellent Good Poor

Courteousness:

Excellent Good Poor

Information Knowledge:

Excellent Good Poor

3. How would you rate the **DOAH Support Staff** in the following categories?

Professionalism:

Excellent Good Poor

Courteousness:

Excellent Good Poor

Information Knowledge:

Excellent Good Poor

4. How well did you understand the hearing process?

Completely Fairly Not At All

If "Fairly" or "Not At All" what could have helped you to understand the process better?

What could have helped you better understand the process?

Additional comments regarding Questions #2, #3, & #4:

5. How would you rate **non-DOAH personnel: i.e., corporation counsel, other department representatives, Finance cashiers or Security** in the following categories?

Name of other department: _____

Name of representative (if known): _____

Professionalism:

Excellent *Good* *Poor*

Courteousness:

Excellent *Good* *Poor*

Information Knowledge:

Excellent *Good* *Poor*

Additional comments regarding Question #5:

6. What was helpful/challenging during your visit to the courthouse? Please explain:

7. Additional comments?

Optional

Name: _____

Phone number: _____

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