

# Diagnostic Tool: Public Trust and Confidence



This tool helps court leaders evaluate current practices and the importance of this topic. For each statement, rate the level of importance or practice in your court or work unit.

1. Court leadership is aware of the importance of fostering public trust in the courts.		
1	3	5
Low	Somewhat	High

2. Court leadership is informed of the methods that courts may engage to support confidence in court operations, processes, and judicial outcomes.		
1	3	5
Low	Somewhat	High

3. Court leadership provides orientation and expectation for judges and staff on actions that contribute to trust and on items that may diminish trust in the court.		
1	3	5
Unsure	Somewhat	Yes/High

4. Court leadership is familiar with tools to obtain court user and litigant feedback on access, processes, fairness, and treatment.		
1	3	5
Unsure	Somewhat	Yes/High

5. Court leadership evaluates ways that case assignment, scheduling, and calendar systems might contribute to or diminish trust in the court.		
1	3	5
Unsure	Somewhat	Yes/High

6. Judicial officers and court personnel evaluate operational areas, services, or protocols that may impact public perceptions of the court and its role.		
1	3	5
Unsure	Somewhat	Yes/High

7. Senior court leadership – judicial officers and managers – use feedback measures and data to monitor court user feedback and inform on public trust and confidence.		
1	3	5
No	Don't Know	Yes

8. Court leadership relies on knowledge about public trust and confidence in courts and seeks to inform the public and funding agency about court operations.		
1	3	5
No	Don't Know	Yes

**Scoring:** Tally the score for each statement. Total: \_\_ Use the following legend to identify actions.

**Score of 33-40:** Identify ways to sustain actions for public trust and confidence in the court and its processes.

**Score of 17-32:** Learn and apply proven practices for change or modification to support public trust and confidence.

**Score of 0-16:** conduct further study of the concepts and practices that may be used to create trust in the court.

