**Court Leader’s Advantage Video Podcast Questions**

**Time Marker Sheet**

September 20, 2022, Episode

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| 2 minutes38 seconds | Emily La Gratta, How did you come to work on this topic of court user feedback? Why do you think court leaders should invest in this strategy, particularly in addition to all their other priorities they have? |
| 4 minutes38 seconds | James Cho, good customer feedback is notoriously hard to get. Generally, people do not like responding to surveys. Tell us how your court collected feedback. |
| 6 minutes30 seconds | DeVon Kissick-Kelly, what were some of the challenges you encountered during the collection process? |
| 7 minutes35 seconds | Did you receive any interesting write-in comments? |
| 9 minutes37 seconds | Judge Landau, one of the primary reasons to obtain customer feedback is to refine an existing program. Tell us what changes to programs in your court you have been able to make based on the feedback you have received. |
| 12 minutes11 seconds | [Judge Landau] What has been your experience with virtual hearings? |
| 15 minutes31 seconds | Judge Kuhlman, how did it feel to have court users providing feedback on their specific experience in your courtroom? |
| 18 minutes25 seconds | Some courts have started providing expanded social services such as help with housing, food, and employment counseling. Has user feedback from your court helped inform other agencies of what court users want and need? |
| 24 minutes30 seconds | Finally, what advice do you have for those tuning in to today’s episode? |