



FOURTH JUDICIAL DISTRICT

Spanish Speaking Litigant Survey

Prepared by:
Fourth Judicial District Research Division

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Questions can be referred to:
Gina Kubits
Research Analyst
612-348-6045
Gina.Kubits@courts.state.mn.us

Fourth Judicial District Research Division Staff

Marcy R. Podkopacz, Ph.D.
Research Director

Deborah A. Eckberg, Ph.D.
Principal Research Associate

Ann Caron, MLS
Research Analyst II

Gina Kubits
Research Analyst

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We would also like to thank our volunteers who conducted all 56 surveys in Spanish. Carrie DuBose, Aida Hanson, Elizabeth Huyink, Harmony Kuller and Miriam Strand did an exceptional job approaching litigants for surveys as well as working with the Research Department to ensure successful data collection.

Interpreter Survey 2006

The Research Department of the Fourth Judicial District has conducted fairness studies in many different areas of the court. However, these studies had always been designed for English speakers. In working toward the state court's strategic goal of improving access to justice, the Scheduling/Interpreter Division identified an initiative to create and implement a measurement tool for customer satisfaction with interpreter services. We decided to start with Spanish because it yields the largest number of interpreter requests.

Throughout the months of March to September, Spanish speaking volunteers approached individuals appearing for various matters in Hennepin County courts and asked them for their feedback on a number of different topics. These topics included the ability of the interpreters, the treatment they received from the judge during their hearing as well as treatment by the interpreters. In addition, there were questions concerning the ease in finding the courthouse and courtrooms. A total of 56 people were interviewed using our Spanish language survey tool.

Survey Process

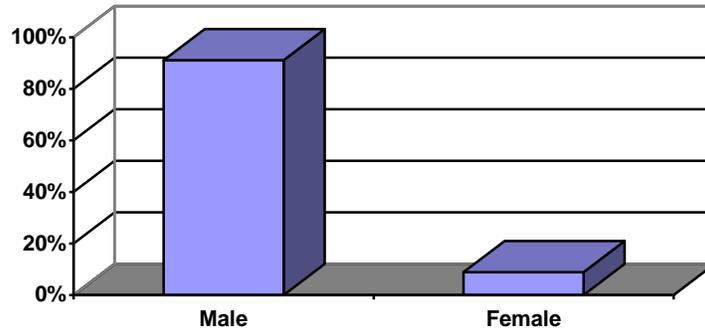
To conduct these surveys, Spanish speaking volunteers were sought and trained. These volunteers came from various Spanish speaking organizations as well as the University of Minnesota's Certificate Program in Interpreting. As interested volunteers contacted our department they were given a fluency test from a member of the Interpreters Unit to ensure an accurate translation of our survey tool. There was also a brief training session on survey administration conducted by our Research Department for each volunteer. Volunteers were then able to pick the location to cover (for example, going to one of the suburban courts if it were closer to their homes) as well as which days they would participate during the week.

On the days that we had a volunteer scheduled, a member of the Scheduling and Interpreters Unit would send a copy of their calendar to the Research Department showing where the Spanish interpreter(s) would be appearing with a litigant. The volunteer would then go to as many of the cases as they could, usually depending on the time of their shift and in which building they were located. After the litigants were finished with their hearings, the volunteer would then approach them about the survey. The surveys took about 5-7 minutes each to complete.

Demographics

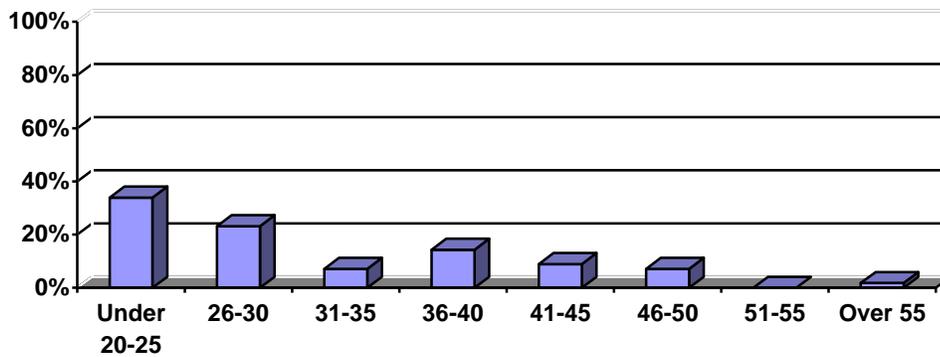
Almost all of the respondents of this survey were male (91.1%), while only 8.9% were female.

Gender of Respondents



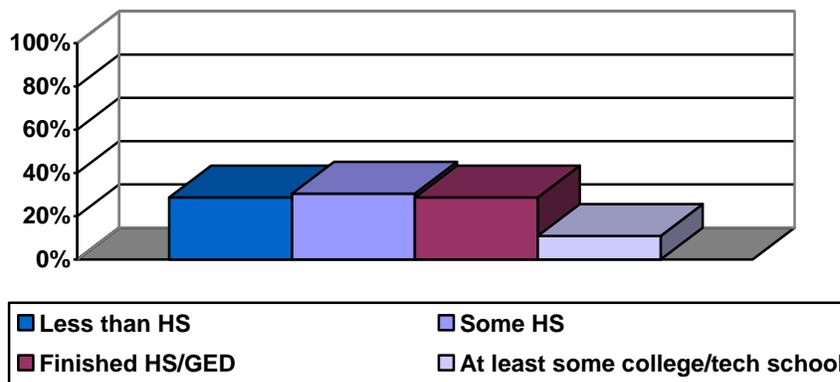
Most of the respondents we spoke with were under 30 years old, 57.1%. The category with the largest number of individuals was in the “under 20- 25 years old” range, with 33.9%.

Age Distribution of Respondents



The largest category of respondents (30.4%) had not completed high school, followed closely (28.6%) by both the finished high school/obtained a GED group, and those who had completed less than high school.

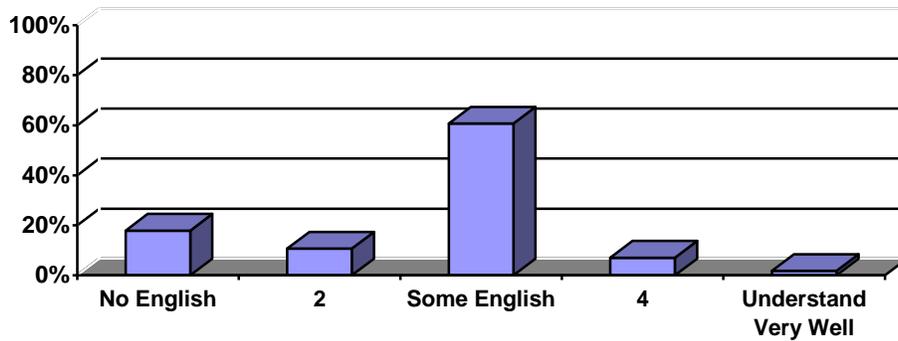
Level of Education of Respondents



As we were targeting only those who litigants who spoke Spanish, it was not surprising that 100% of the respondents considered themselves in the Hispanic/Latino racial group.

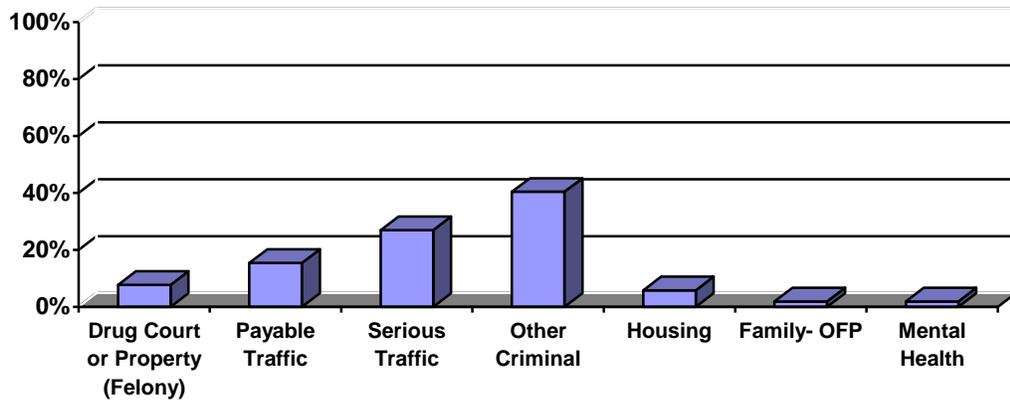
Respondents were also asked how they would classify their level of understanding the English language. Most (60.7%) responded that they knew some English, with the next largest category being “I do not understand English at all” with 17.9%. Only 1.8% of respondents claim to understand English very well.

Level of Understanding English



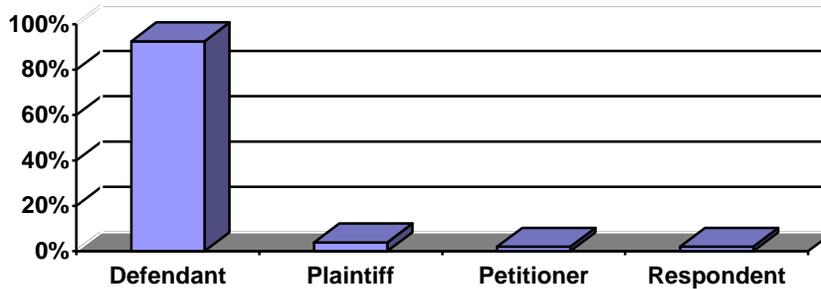
The most common case type for these respondents was the Other Criminal category at 40.4%. Serious Traffic and Payable Traffic were the next two main case types of the people we talked to, at 26.9% and 15.4%, respectively.

Case Type



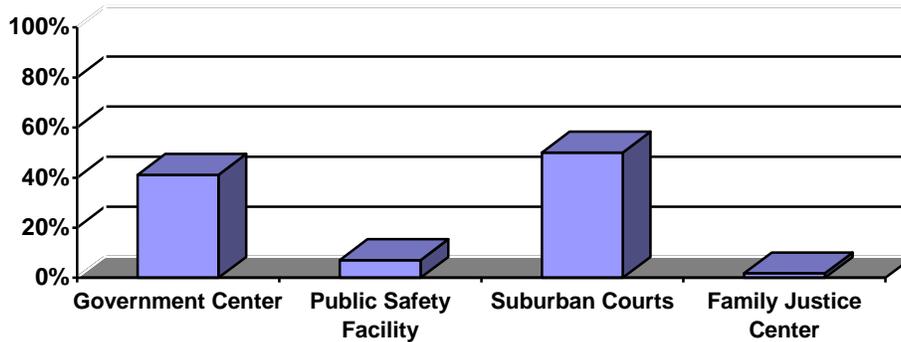
Nearly all (92.5%) of the respondents were appearing as defendants. The next largest category was for those appearing as plaintiffs (3.8%).

What is your role in this case?



Fifty percent of those we interviewed were appearing in the Suburban Court locations. There were also a large number of responses from the Government Center, with 41.1% of respondents.

Location of Hearings



We used a scale from 1 to 5 to represent levels of agreement with satisfaction statements; a 1 corresponds with ‘Strongly Disagree’ while a 5 corresponds with ‘Strongly Agree’. The table below shows an average of the responses given regarding how they felt they were treated by the interpreters.

Overall, respondents were very satisfied with the interpreter services, as noted in Table 1 below, which lists the means for all statements regarding interpreter services and ability. All averages are greater than 4.0, indicating a high level of agreement with each statement.

Some questions were added because the Interpreters Unit was curious to find out what our Spanish speaking litigants expected of their services. The reason for this is that prior to this survey, some interpreters felt that they were expected to be an attorney or a friend for the client. After administering the survey we found that the statement with the lowest average was “the interpreter is someone who will be my friend” at 4.11. Although this is still a high number, it may demonstrate that being a friend is not the most important factor to these litigants. This may be more evident when compared to statements such as “The interpreter treated me fairly”, and “The interpreter accurately interpreted what I said into English”, with scores of 4.85 and 4.89, respectively. The statement with the highest average was “The interpreter is someone who translates what I say into English and will translate the court proceedings into English for me”, with

a near perfect score of 4.96, indicating a good overall understanding of the interpreter’s role in the court proceeding.

Table 1. Average Responses to Experience with Interpreters

<i>How would you rate the following factors?</i>	<i>Average score (out of 5)</i>
The interpreter treated me fairly.	4.85
The interpreter respected my rights.	4.92
The interpreter was unbiased.	4.82
The interpreter acted professionally.	4.89
The interpreter was polite toward me.	4.94
I am confident that the interpreter will keep my case information confidential.	4.89
The interpreter accurately interpreted what I said into English.	4.89
The interpreter accurately interpreted what the English speaker said into my language.	4.84
I would use this interpreter again.	4.94
I believe all aspects of the court proceeding were interpreted for me.	4.89
The interpreter is someone who translates what I say into English and will translate the court proceedings into English for me.	4.96
The interpreter is someone who will be my friend.	4.11
The interpreter is someone who will represent my case in court.	4.56
The interpreter is someone who will represent my best interests.	4.63

The statements listed in the following table are the negatively worded questions, therefore the lower the score, the better. For example, a high score next to the statement “The interpreter was rude to me” would indicate there was a perceived problem in interpreter services. For all the negatively worded questions, the scores remained low across the board, once again indicating Spanish speaking litigants’ high level of satisfaction with our interpreters.

Table 2. Negatively worded questions

The interpreter was dishonest.	1.40
It was difficult for me to understand the interpreter's speech (in my own language).	2.06
I am unhappy with the interpreter services I received today.	1.45
The interpreter was rude to me. (<i>negatively worded</i>)	1.23

Two statements were added to get an idea of how clients felt they were being treated in general by court staff with whom they may have to conduct business. Once again, these average scores were greater than 4.0, indicating a high level of satisfaction with the treatment from non-interpreter court personnel.

Table 3. Average Responses regarding Court Staff

Court staff were helpful and provided me with the information I needed.	4.56
Court staff were polite toward me.	4.91

Easily gaining access and obtaining directions are an important aspect of any business, including how our courts are run. When asked about how easy it was to find the courthouse itself and the individual courtroom the litigants were to appear in, there were once again high averages. The access statement with the highest average was “I felt safe and secure at the court facility today”, with a score of 4.76.

Table 4. Average responses regarding access issues

Finding the courthouse was easy.	4.59
I easily found the courtroom or office I needed.	4.40
The court's hours of operation made it easy for me to do my business.	4.42
I felt safe and secure at the court facility today.	4.76

Statements were also added regarding the perceived treatment by the various judicial officers before whom these litigants appeared. Table 5 below shows that, overall, respondents were satisfied with the treatment from the judicial officers. The highest scoring statement was “The judicial officer treated me fairly” (4.72).

The last statement in this table is negatively worded, which again means that the lower the score, the better. In this case “The judicial officer was biased against me” scored a low 1.53.

Table 5. Average responses regarding Judicial Officer treatment

The judicial officer treated me fairly.	4.72
The judicial officer was neutral toward all parties in this case.	4.63
I understand what is required of me to comply with judicial officer's decision.	4.53
The judicial officer listened carefully to what I (or my lawyer) had to say in this case.	4.61
The judicial officer was biased against me.	1.53

The last set of statements are an evaluation of the court experience overall. Respondents were asked about their feelings regarding how quickly their case was completed, their overall satisfaction and their understanding of the court’s decision. Once again, averages for these statements were high, all close to a 5.0, or strongly agree. The statement in this section with the highest average score was “Overall, I am satisfied with my experience in court today” at 4.66, indicating that the satisfaction felt by these litigants after their experience with the interpreters, court staff and judge.

Table 6. Average responses regarding the Court overall

My case was completed in a timely fashion.	4.58
Overall, I am satisfied with my experience in court today.	4.66
I understand what is required of me to comply with the court's decision.	4.61

Results of Qualitative Analysis

At the end of the survey, we included three open-ended questions for respondents to tell us, in their own words, how they felt about their experience with the court. This section of the report summarizes those results; see Appendix XX for a complete list of all responses.

The first open-ended question read as follows:

“What were your expectations of the interpreter before you came to court?”

The top three responses to this question were:

Interpreter would interpret what I said (20)
That the interpreter would be nice/good/polite (13)
To help me with process/what to do in my case (5)

Other comments regarded the fact that some litigants had no expectations, or didn't know what to expect. There were also some people who anticipated that the interpreter would be easier to locate.

The second open-ended question read as follows:

“If you had a friend who was going to use the same interpreter who assisted you today, what would you tell your friend about this interpreter?”

The top three responses to this question were:

They were good/a good interpreter (41)
I would recommend this interpreter (11)
They were efficient (3)

The final open-ended question read as follows:

“Is there anything you think we can do to improve our interpreter services?”

The top three responses to this question were:

It's fine the way it is (33)
Need more interpreters (12)
I don't know (6)

Some people suggested further that process improvements would be helpful; such as not having the English-speaking person and the Spanish interpreter talking over each other, or being informed of who their interpreter would be before their case started.

Conclusions

Overall, Spanish-speaking litigants appear to be satisfied with their experiences at District Court. Their ratings of interpreters were all between 4.1-4.96, on a scale of 1-5 where 5 was the highest rating, indicating that they were highly satisfied with all aspects of their services and abilities. In addition, these litigants seemed pleased with the treatment from all of the court team members with whom they came into contact, whether it was the court staff, the judges or the interpreters themselves.

The open-ended responses we received also demonstrated the overwhelmingly positive feelings about the Interpreters Unit. There were no complaints mentioned aside from comments such as adding more interpreters or making the process easier when being assigned an interpreter and being told who that interpreter will tend to their case.

Appendix A: Interpreter Survey (English and Spanish version on following pages)

Our purpose is to help you communicate effectively within the court system. Your opinion is very important to us. You can help us improve the service and quality of our interpreters if you would please take a few minutes to complete this survey.

All information you give us will be kept strictly anonymous.

Language (to be completed by the interviewer)

SELECT ONE ANSWER ONLY.

- Cambodian Hmong Laotian Oromifa Russian
 Sign language Somali Spanish Vietnamese Other (specify)(Please write in)

Case Type (to be completed by the interviewer)

SELECT ONE ANSWER ONLY.

- (Criminal) Drug Court (Criminal) Property Court (Criminal) Payable Traffic (Criminal) Serious Traffic (Criminal) Domestic Abuse
 (Criminal) Other (Criminal) Felony (Criminal) Non-Felony (Civil) Harassment (Civil) Housing
 (Civil) Other (Family) OFP (Family) Dissolution (Family) Child Support (Family) Child Custody
 (Juvenile) Delinquency (Juvenile) Dependency Probate Mental Health

Location (to be completed by the interviewer)

SELECT ONE ANSWER ONLY.

- (Govt Center) Tower (Govt Center) Hearing Office (Govt Center) Public Service Level Public Safety Facility Domestic Abuse Service Center
 City Hall Suburban courts Family Justice Center Juvenile Justice Center

What is your role in this case?

SELECT ONE ANSWER ONLY.

- Defendant Plaintiff Petitioner Respondent Witness
 Other (specify)(Please write in)

The following statements are designed to help us understand how you feel about the interpreter services provided to you and about your court experience. The statements use a scale from 1-5 where (1) is strongly disagree, and (5) is strongly agree. Please provide us with the number that most closely represents your feelings for each statement.

These statements pertain to your experience with the interpreter.

	1	2	3	4	5
The interpreter treated me fairly	<input type="checkbox"/>				
The interpreter respected my rights	<input type="checkbox"/>				
The interpreter was unbiased	<input type="checkbox"/>				
The interpreter acted professionally	<input type="checkbox"/>				
The interpreter was polite toward me	<input type="checkbox"/>				
The interpreter was dishonest	<input type="checkbox"/>				
It was difficult for me to understand the interpreter's speech (in my own language)	<input type="checkbox"/>				
I am confident that the interpreter will keep my case information confidential	<input type="checkbox"/>				
The interpreter seemed impartial	<input type="checkbox"/>				
The interpreter accurately interpreted what I said into English	<input type="checkbox"/>				
The interpreter accurately interpreted what the English speaker said into my language	<input type="checkbox"/>				
I would use this interpreter again	<input type="checkbox"/>				
I am unhappy with the interpreter services I received today	<input type="checkbox"/>				
The interpreter was rude to me	<input type="checkbox"/>				
I believe all aspects of the court proceeding were interpreted for me	<input type="checkbox"/>				

These statements pertain to your experience in court and with the court staff.

	1	2	3	4	5
My case was completed in a timely fashion	<input type="checkbox"/>				
I felt safe and secure at the court facility today	<input type="checkbox"/>				
Overall, I am satisfied with my experience in court today	<input type="checkbox"/>				
I understand what is required of me to comply with the court's decision	<input type="checkbox"/>				
Court staff were helpful and provided me with the information I needed	<input type="checkbox"/>				
Court staff were polite toward me	<input type="checkbox"/>				
Finding the courthouse was easy	<input type="checkbox"/>				
I easily found the courtroom or office I needed	<input type="checkbox"/>				
The court's hours of operation made it easy for me to do my business	<input type="checkbox"/>				

These statements pertain to your experience with the judicial officer

SELECT ONE ANSWER ON EACH LINE ACROSS.

	1	2	3	4	5
The judicial officer treated me fairly	<input type="checkbox"/>				
The judicial officer was neutral toward all parties in this case	<input type="checkbox"/>				
The judicial officer was biased against me	<input type="checkbox"/>				
I understand what is required of me to comply with judicial officer's decision	<input type="checkbox"/>				
The judicial officer listened carefully to what I (or my lawyer) had to say in this case	<input type="checkbox"/>				

These statements pertain to your expectations about the interpreter

	1	2	3	4	5
The interpreter is someone who translates what I say into English and will translate the court proceedings into English for me	<input type="checkbox"/>				
The interpreter is someone who will be my friend	<input type="checkbox"/>				
The interpreter is someone who will represent my case in court	<input type="checkbox"/>				
The interpreter is someone who will represent my best interests	<input type="checkbox"/>				

Overall, how much English are you able to understand?

SELECT ONE ANSWER ONLY.

- 1 I do not understand English at all
- 2
- 3 I understand some English
- 4
- 5 I understand English very well

Gender (to be completed by interviewer)

SELECT ONE ANSWER ONLY.

- Male
- Female

How old are you?

____|____|____|

How do you identify yourself with regard to race or ethnicity?

SELECT ONE ANSWER ONLY.

- White
- Black or African American
- East African
- American Indian or Alaska Native
- Asian
- Native Hawaiian or other Pacific Islander
- Mixed race
- Hispanic or Latino
- Other(Please write in)

Do you consider yourself to be of Hispanic background?

SELECT ONE ANSWER ONLY.

- Yes
- No

What is the highest level of school you have completed?

SELECT ONE ANSWER ONLY.

- Less than high school
- Some high school
- Finished high school or GED
- Some trade school
- Some college
- Finished trade school
- Finished college

Including today, how many times have you used an interpreter in the court system?

--	--	--	--

If you had a friend who was going to use the same interpreter who assisted you today, what would you tell your friend about this interpreter?

--

Is there anything you think we can do to improve our interpreter services?

--

Nuestro propósito es ayudarle a comunicarse con eficacia dentro del sistema judicial. Su opinión es muy importante para nosotros. Usted puede ayudarnos a mejorar el servicio y la calidad de nuestros intérpretes si usted pudiera tomar algunos minutos para completar esta encuesta.

Toda la información que usted nos da será completamente anónima.

Language (to be completed by the interviewer)

SELECT ONE ANSWER ONLY.

- | | | | |
|-------------------------------------|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Cambodian | <input type="checkbox"/> Hmong | <input type="checkbox"/> Laotian | <input type="checkbox"/> Oromifa |
| <input type="checkbox"/> Russian | <input type="checkbox"/> Sign language | <input type="checkbox"/> Somali | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Other | | |

Case Type (to be completed by the interviewer)

SELECT ONE ANSWER ONLY.

- | | | | | |
|---|--|---|---|--|
| <input type="checkbox"/> (Criminal) Drug Court | <input type="checkbox"/> (Criminal) Property Court | <input type="checkbox"/> (Criminal) Payable Traffic | <input type="checkbox"/> (Criminal) Serious Traffic | <input type="checkbox"/> (Criminal) Domestic Abuse |
| <input type="checkbox"/> (Criminal) Other | <input type="checkbox"/> (Criminal) Felony | <input type="checkbox"/> (Criminal) Non-Felony | <input type="checkbox"/> (Civil) Harassment | <input type="checkbox"/> (Civil) Housing |
| <input type="checkbox"/> (Civil) Other | <input type="checkbox"/> (Family) OFP | <input type="checkbox"/> (Family) Dissolution | <input type="checkbox"/> (Family) Child Support | <input type="checkbox"/> (Family) Child Custody |
| <input type="checkbox"/> (Juvenile) Delinquency | <input type="checkbox"/> (Juvenile) Dependency | <input type="checkbox"/> Probate | <input type="checkbox"/> Mental Health | |

Location (to be completed by the interviewer)

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> (Govt Center) Tower | <input type="checkbox"/> (Govt Center) Hearing Office | <input type="checkbox"/> (Govt Center) Public Service Level | <input type="checkbox"/> Public Safety Facility |
| <input type="checkbox"/> Domestic Abuse Service Center | <input type="checkbox"/> City Hall | <input type="checkbox"/> Suburban courts | <input type="checkbox"/> Family Justice Center |
| <input type="checkbox"/> Juvenile Justice Center | | | |

¿Cual es su rol en este caso?

- | | | |
|---|---|--|
| <input type="checkbox"/> Defendant (Acusado) | <input type="checkbox"/> Plaintiff (Demandante) | <input type="checkbox"/> Petitioner (Peticionario) |
| <input type="checkbox"/> Respondent (Demandado) | <input type="checkbox"/> Witness (Testigo) | <input type="checkbox"/> Other (Otro) |

Las siguientes declaraciones son diseñadas para ayudarnos a entender cómo usted se siente sobre los servicios del intérprete proporcionados a usted y sobre su experiencia con el tribunal. Las declaraciones utilizan una escala de 1-5 donde (1) significa estar fuertemente en desacuerdo, y (5) significa estar fuertemente en acuerdo. Por favor elija el número que mejor representa sus sentimientos para cada declaración.

Estas declaraciones tienen que ver con su experiencia con el intérprete.

	1	2	3	4	5
El intérprete me trató justo	<input type="checkbox"/>				
El intérprete respetó mis derechos	<input type="checkbox"/>				
El intérprete fue imparcial	<input type="checkbox"/>				
El intérprete actuó de forma profesional	<input type="checkbox"/>				
El intérprete me trató con respeto	<input type="checkbox"/>				
El intérprete fue deshonesto	<input type="checkbox"/>				
Fue difícil para mi que entender el discurso del intérprete (en mi propio idioma)	<input type="checkbox"/>				
Tengo confianza que el intérprete mantendrá confidencial la información de mi caso	<input type="checkbox"/>				
El intérprete interpretó con certeza al ingles lo que yo decía	<input type="checkbox"/>				
El intérprete interpretó con certeza lo que decía la persona de habla ingles a mi idioma	<input type="checkbox"/>				
Yo usaría este interprete de nuevo	<input type="checkbox"/>				
Estoy descontento con los servicios de interprete que recibí hoy	<input type="checkbox"/>				
El intérprete fue grosero con migo	<input type="checkbox"/>				

Pienso que todos los aspectos del procedimiento en el tribunal fueron interpretados para mi	<input type="checkbox"/>				
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Estas declaraciones tienen que ver con su experiencia en el tribunal y con el personal del tribunal.

	1	2	3	4	5
Mi caso fue completado de forma eficaz	<input type="checkbox"/>				
Me sentí seguro y protegido en los edificios del tribunal hoy	<input type="checkbox"/>				
En total, estoy satisfecho con mi experiencia en el tribunal hoy	<input type="checkbox"/>				
Entiendo qué se requiere de mí para conformarme a la decisión del tribunal	<input type="checkbox"/>				
El personal del tribunal me asistieron y me proveyeron la información que yo necesitaba	<input type="checkbox"/>				
El personal del tribunal me trató con respeto	<input type="checkbox"/>				
Encontrar el edificio del tribunal fue fácil	<input type="checkbox"/>				
Pude encontrar fácilmente la sala del tribunal o la oficina que buscaba	<input type="checkbox"/>				
Las horas de oficio del tribunal me facilitaron mis asuntos con el tribunal	<input type="checkbox"/>				

Estas declaraciones tienen que ver con su experiencia con el juez

	1	2	3	4	5
El juez me trató justo	<input type="checkbox"/>				
El juez fue imparcial hacia todas las partes en este caso	<input type="checkbox"/>				
El juez estaba en contra de mí	<input type="checkbox"/>				
Entiendo que se requiere de mí para poder cumplir con la decisión del juez.	<input type="checkbox"/>				
El juez le prestó atención a lo que yo (o mi abogado) tenía que decir en este caso	<input type="checkbox"/>				

Estas declaraciones tienen que ver con sus expectativas sobre el intérprete

	1	2	3	4	5
El intérprete es alguien que traduce lo que yo digo al inglés y que traducirá al español los procedimientos del tribunal	<input type="checkbox"/>				
El intérprete es alguien que será mi amigo	<input type="checkbox"/>				
El intérprete es alguien que representará mi caso en el tribunal	<input type="checkbox"/>				
El intérprete es alguien que representará mis mejores intereses	<input type="checkbox"/>				

¿Cuanto inglés es capaz de entender?

<input type="checkbox"/>	1 No entiendo nada de inglés
<input type="checkbox"/>	2
<input type="checkbox"/>	3 Entiendo algo de inglés
<input type="checkbox"/>	4
<input type="checkbox"/>	5 Entiendo el inglés muy bien

Gender (to be completed by interviewer)

Male Female

¿Cuántos años tiene?

____|____|____|

¿Cómo se identifica usted con respecto a raza o etnia?

Caucásico Negro o Africano Americano De África del Este Indígena Americano o nativo de Alaska Asiático
 Nativo de Hawai o otra isla del Pacífico De raza mixta Hispano o Latino Otro

¿Cuál es el nivel más alto de educación que usted ha completado?

<input type="checkbox"/>	Menos de secundaria	<input type="checkbox"/>	Algunos años de universidad
<input type="checkbox"/>	Algunos años de secundaria	<input type="checkbox"/>	Escuela técnica (completado)
<input type="checkbox"/>	Secundaria o Bachillerato (completado)	<input type="checkbox"/>	Universidad (completado)
<input type="checkbox"/>	Algunos años de escuela técnica		

¿Incluyendo hoy, cuantas veces ha usado un intérprete en los tribunales?

--	--	--	--

¿Cuáles fueron sus expectativas del intérprete antes de comparecer en el tribunal?

--

¿Se cumplieron esas expectativas?

Si No

¿Si usted tuviera un amigo que iba a utilizar al mismo intérprete quien le asistió hoy, qué le diría usted a su amigo sobre este intérprete?

--

¿Hay cualquier cosa que usted piensa que podemos hacer para mejorar nuestros servicios de interpretación?

--

Appendix B: Open- Ended Responses

What were your expectations of the interpreter before you came to court?

Interpreter would interpret (20)

“I expected somebody to translate what I said.” “I expected him to do his job translating and interpreting what I said.”

That the interpreter would be nice/good/polite (13)

“What I expected, to be nice.” “To be a good person.”

To help me with process/what to do (5)

“To explain everything about my case.” “Help me, defend me.”

I don't know/Not sure (4)

“I didn't know what to expect!” “I don't know.”

Thought I would be able to recognize interpreter better (3)

“I expected to see the interpreter inside the court.” “No one told me who it was going to be.”

No expectations (3)

“None.”

Other (4)

“Didn't think I was going to need an interpreter because my daughter-in-law was with me.” “That everything I said would be confidential.”

If you had a friend who was going to use the same interpreter who assisted you today, what would you tell your friend about this interpreter?

They were good/a good interpreter (41)

“That is a very good interpreter.” “She is a good person to translate.”

I would recommend this interpreter (11)

“I would recommend her as an interpreter.” “That my friend should use the interpreter.”

They were efficient (3)

“He is very efficient and precise.” “She was efficient.”

Other (3)

“Not good, not bad.” “He interprets.”

“Is there anything you think we can do to improve our interpreter services?”

It's fine the way it is (33)

“Everything is all right!” “I do not have a suggestion.”

Need more interpreters (12)

“Have more interpreters because there aren't enough!” “I would like to see more interpreters because we were many Spanish speakers and only one interpreter.”

I don't know (6)

“I don't know.”

Process improvement suggestion (5)

“I would rather have a consecutive interpretation, or not be able to hear the English speaking person.” “To make a confirmation call about who the interpreter will be before your case because sometimes you don't know until 5 minutes before your case who it will be.”

Other (2)

“Larranaga helped us a lot!!” “Everybody has been very respectful.”