

United States Bankruptcy Court
District of Massachusetts

Clerk's Office Survey Results

Part One: Clerk's Office Performance

Part Two: Satisfaction with Electronic Case Filing (ECF)

Part Three: The Court's Website

James M. Lynch, Clerk of Court
May 2010

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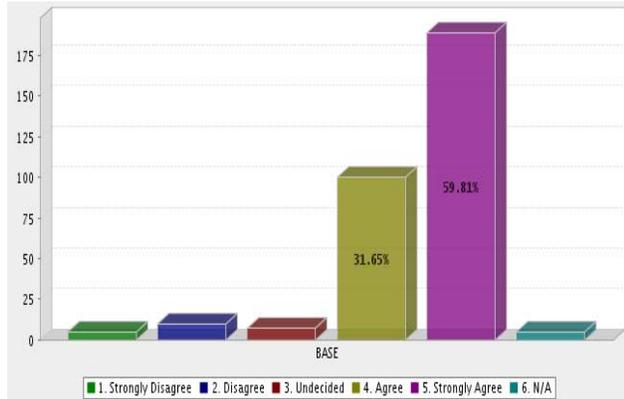
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Part One: Clerk's Office Performance

General Satisfaction with the Clerk's Office

Please indicate your level of agreement or disagreement with each of the following statements.

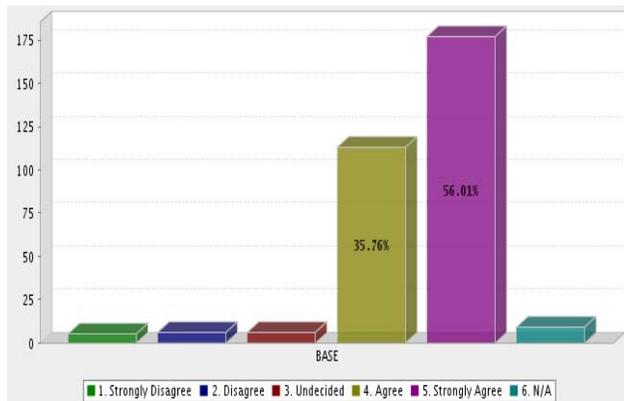
Clerk's office staff is friendly and courteous.



91.46% chose the following options:

- Strongly Agree
- Agree

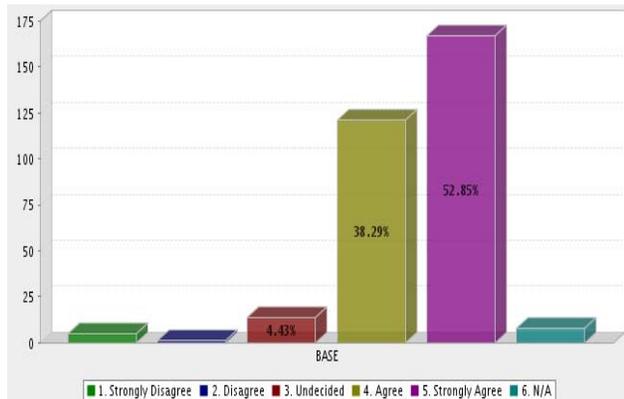
Clerk's Office staff respond to my inquiries in a timely manner.



91.77% chose the following options:

- Strongly Agree
- Agree

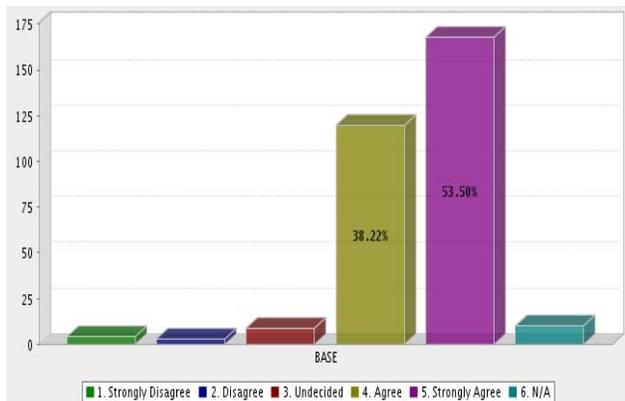
Clerk's Office staff are knowledgeable.



91.14% chose the following options:

- Strongly Agree
- Agree

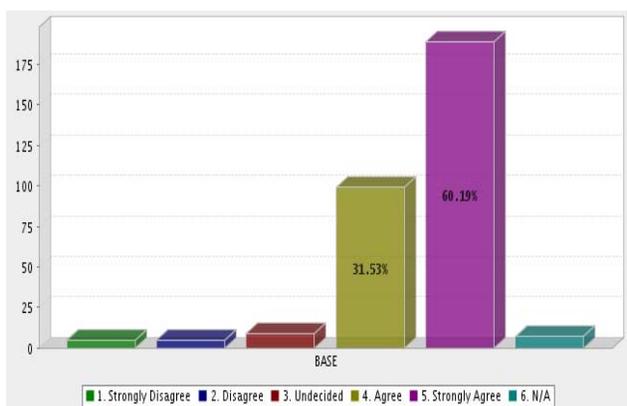
Clerk's Office staff are efficient.



91.72% chose the following options:

- Strongly Agree
- Agree

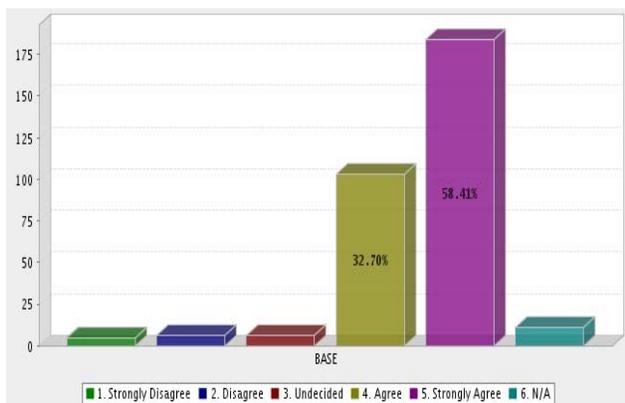
Clerk's Office staff have a professional attitude.



91.72% chose the following options:

- Strongly Agree
- Agree

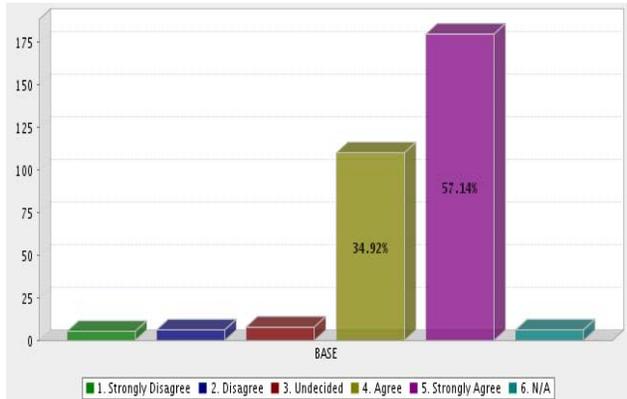
Clerk's Office staff serve the bar in a professional manner.



91.11% chose the following options:

- Strongly Agree
- Agree

I am satisfied with the performance of the Clerk's Office staff.



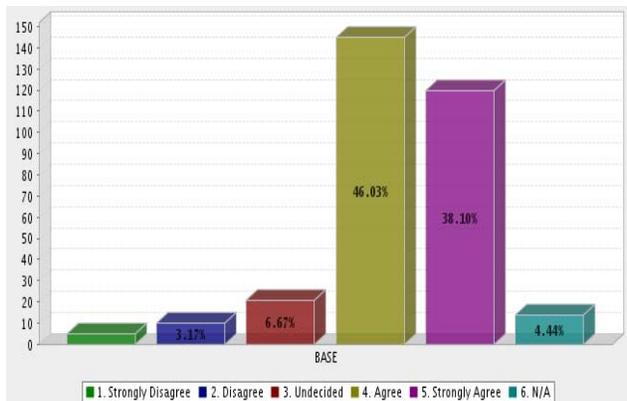
92.06% chose the following options:

- Strongly Agree
- Agree

General Satisfaction with the Telephone Service

Please indicate your level of agreement or disagreement with each of the following statements.

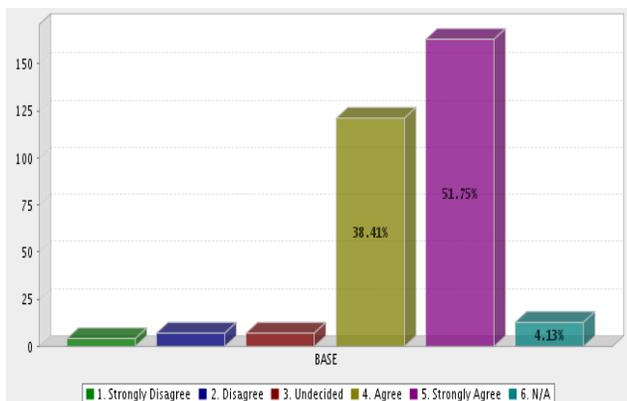
Telephone calls are picked up promptly.



84.13% chose the following options:

- Strongly Agree
- Agree

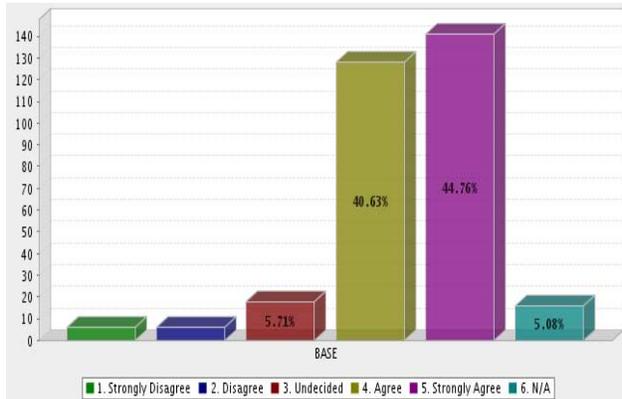
Telephone calls are answered courteously.



90.16% chose the following options:

- Strongly Agree
- Agree

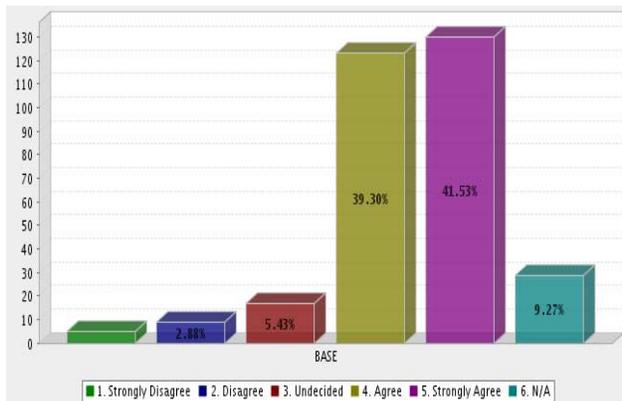
Inquiries are answered without being transferred to many different parties.



85.4% chose the following options:

- Strongly Agree
- Agree

Returned calls are made promptly.



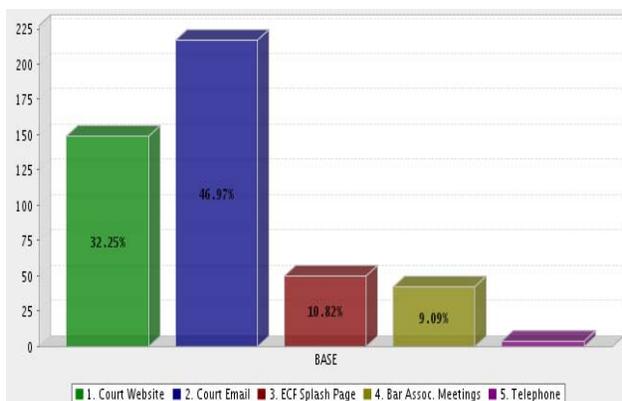
80.83% chose the following options:

- Strongly Agree
- Agree

Communications from the Clerk's Office

How Do you Receive Updates and Information from the Court Concerning the following:

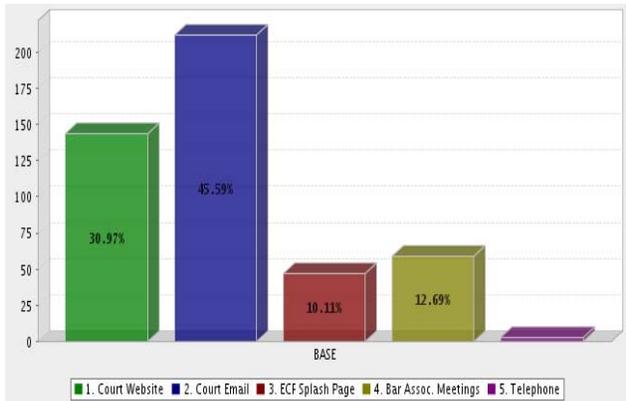
Fee Changes



79.22% chose the following options:

- Court Email
- Court Website

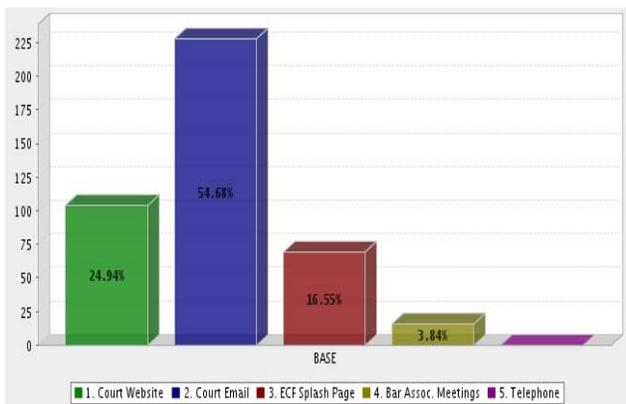
Procedural Changes



76.56% chose the following options:

- Court Email
- Court Website

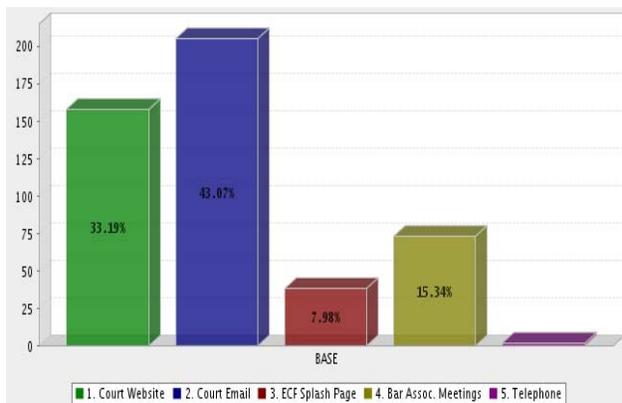
ECF Updates and Upgrades



79.62% chose the following options:

- Court Email
- Court Website

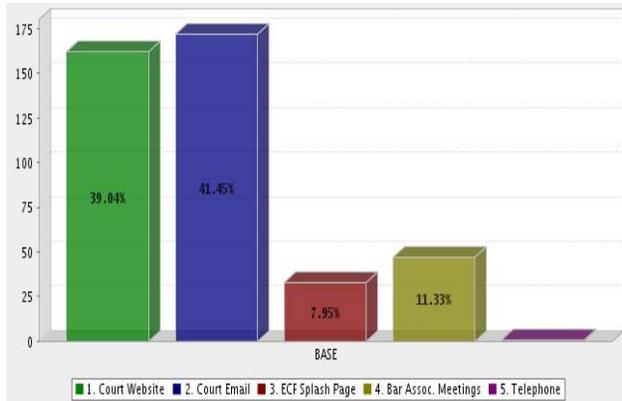
Local Rule Changes



76.26% chose the following options:

- Court Email
- Court Website

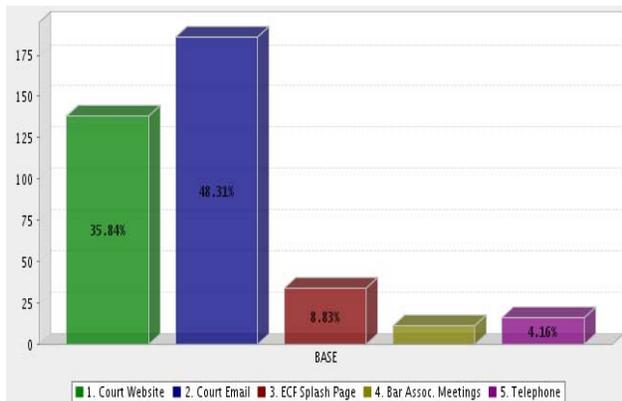
Standing Orders



80.48% chose the following options:

- Court Email
- Court Website

Court Closures



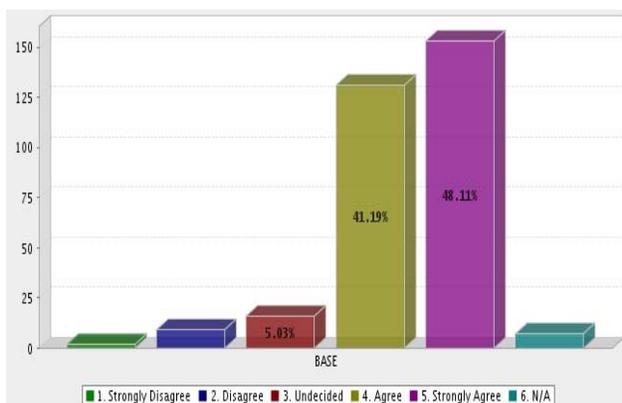
84.16% chose the following options:

- Court Email
- Court Website

General Satisfaction with Case Management

Please indicate your level of agreement or disagreement with each of the following statements.

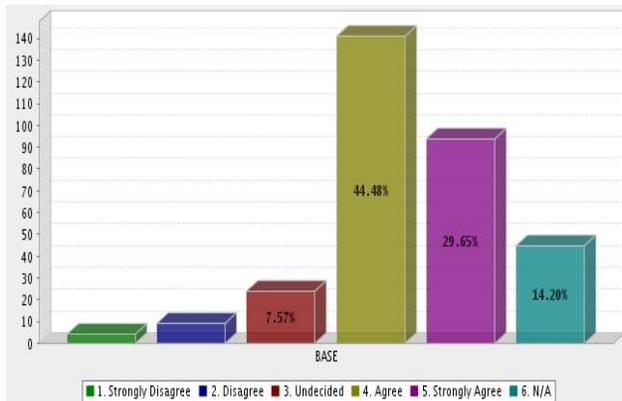
Orders are entered in a timely manner.



89.31% chose the following options:

- Strongly Agree
- Agree

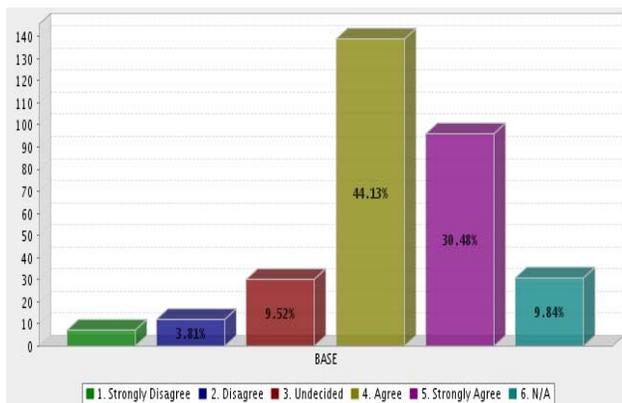
Discharge orders are entered in a timely manner.



74.13% chose the following options:

- Strongly Agree
- Agree

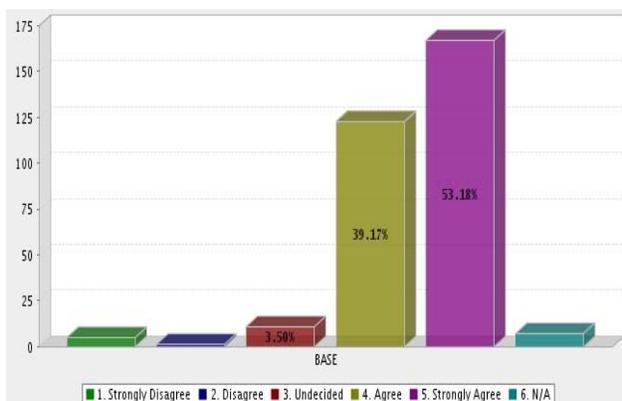
Cases are closed in a timely manner.



74.6% chose the following options:

- Strongly Agree
- Agree

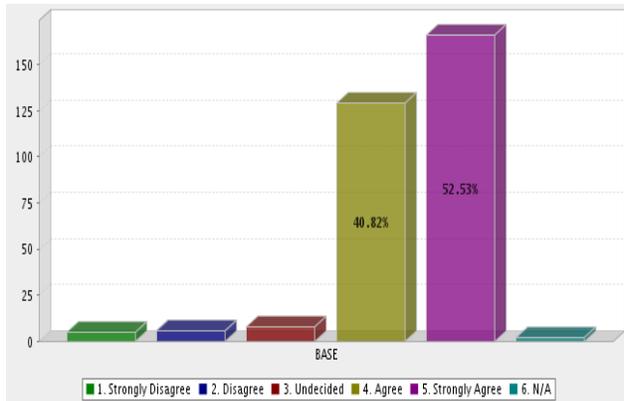
The integrity of the electronic case files is reliable.



92.36% chose the following options:

- Strongly Agree
- Agree

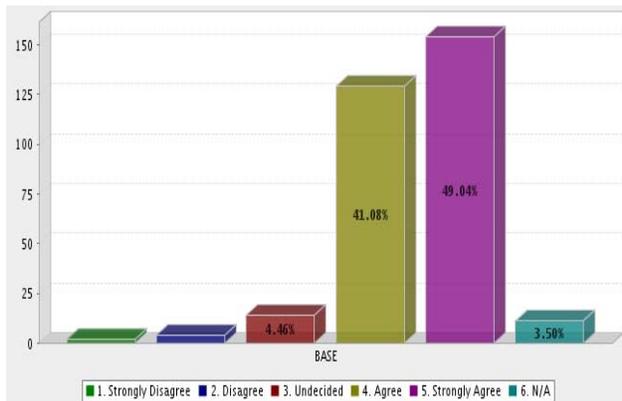
Dockets are readable and easy to understand.



93.35% chose the following options:

- Strongly Agree
- Agree

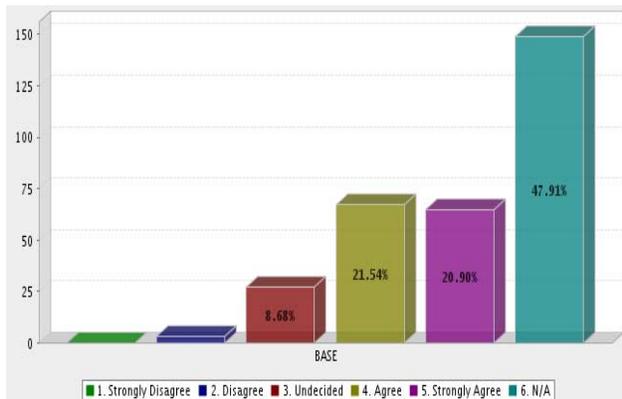
Hearings are set in a timely manner.



90.13% chose the following options:

- Strongly Agree
- Agree

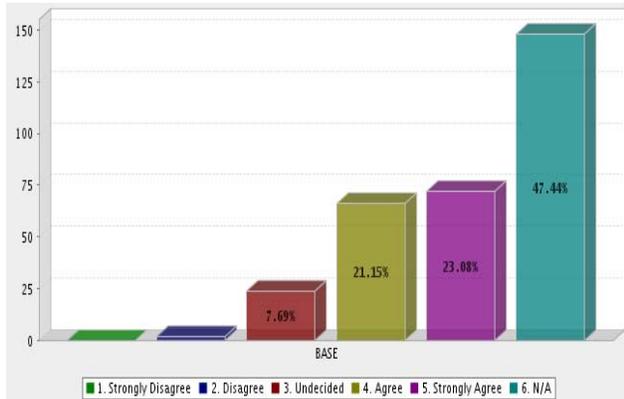
Transcript requests are honored promptly.



69.45% chose the following options:

- N/A
- Agree

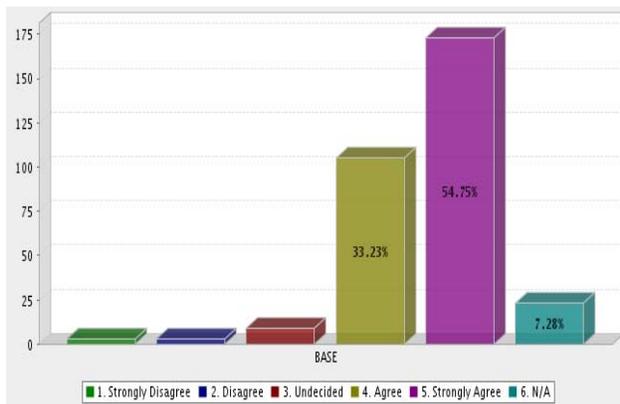
Transcripts are accurate.



70.51% chose the following options:

- N/A
- Agree

The quality of communications with the courtroom staff is timely, accurate and informed.

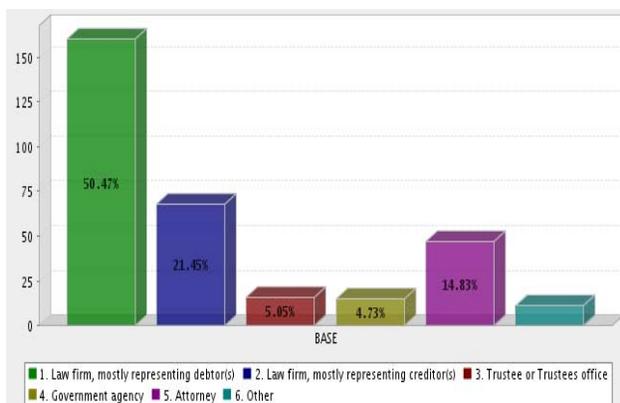


87.97% chose the following options:

- Strongly Agree
- Agree

Demographic Information

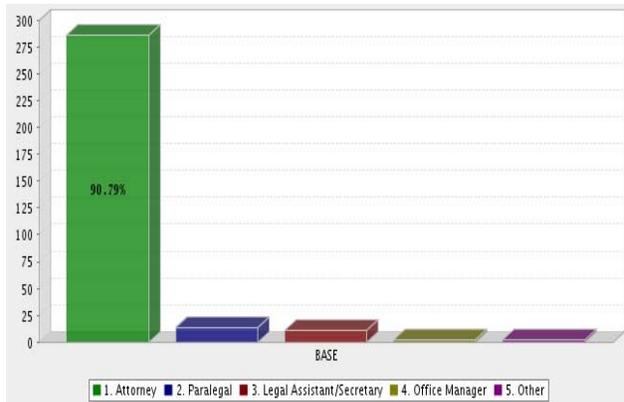
About My Office - What best describes the type of office or organization in which you work?



71.92% chose the following options:

- Law firm, mostly representing debtor(s)
- Law firm, mostly representing creditor(s)

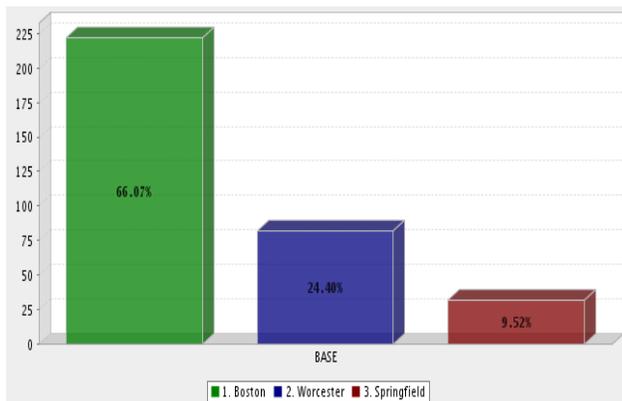
About Me - What best describes your title or role in your office?



95.24% chose the following options:

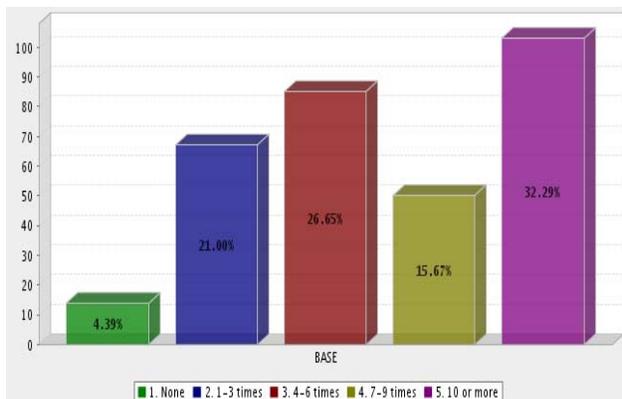
- Attorney
- Paralegal

With which of the three offices of the Bankruptcy Court Clerk's Office do you have the most contact?



- Boston 66.07%
- Worcester 24.40%
- Springfield 9.52%

In the past 12 months, about how many times have you contacted the Clerk's office by telephone, email or in person?



58.93% chose the following options:

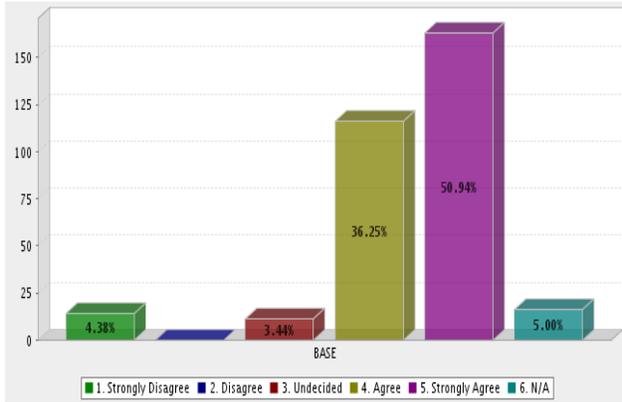
- 10 or More Times
- 4-6 Times

Part Two: Satisfaction with Electronic Case Filing (ECF)

General Satisfaction with ECF

Please indicate your level of agreement or disagreement with each of the following statements.

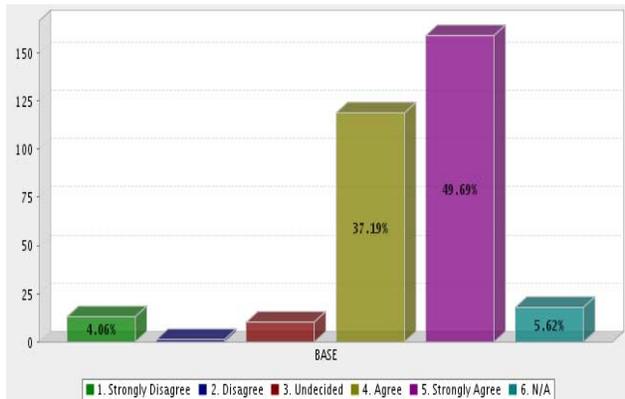
Clerk's Office staff are knowledgeable about ECF.



87.19% chose the following options:

- Strongly Agree
- Agree

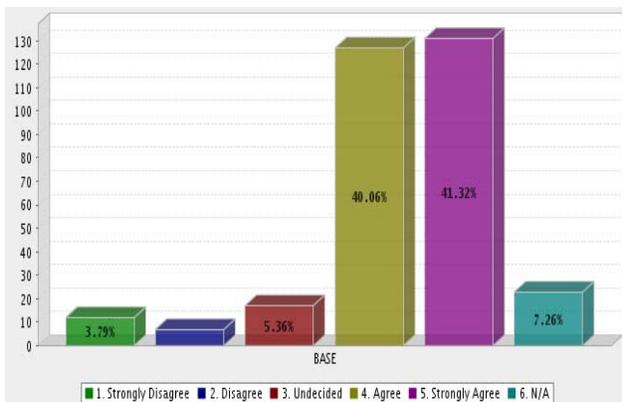
Clerk's Office staff are able answer my ECF questions and resolve my ECF issues promptly and accurately.



86.88% chose the following options:

- Strongly Agree
- Agree

Clerk's Office staff are available to assist me when I call or email with an ECF issue.



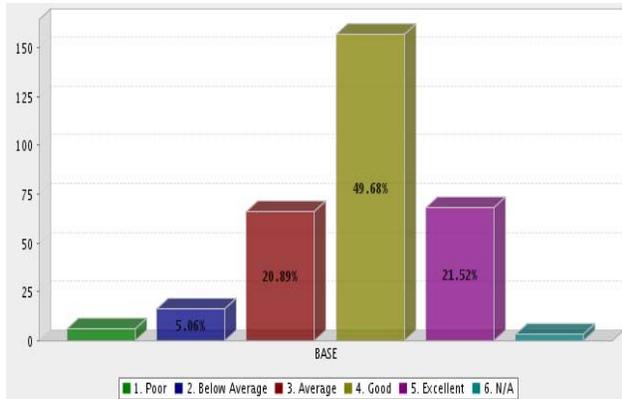
81.39% chose the following options:

- Strongly Agree
- Agree

General Use of ECF

Please rate the ECF System in each of the following areas:

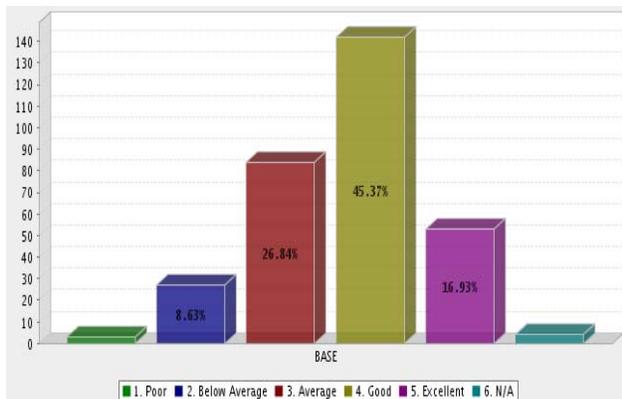
Ease of use (user-friendly)



71.2% chose the following options:

- Good
- Excellent

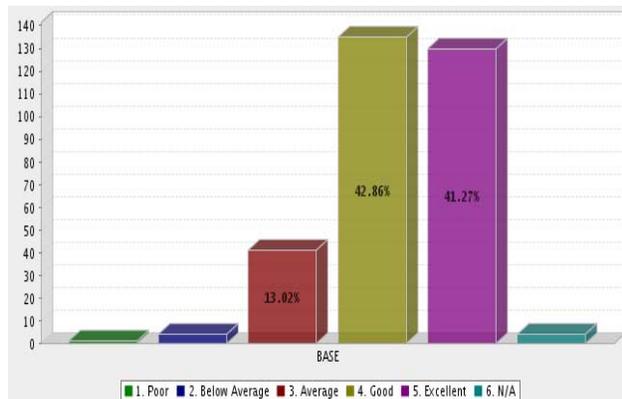
Ability to locate and utilize filing events



72.2% chose the following options:

- Good
- Excellent

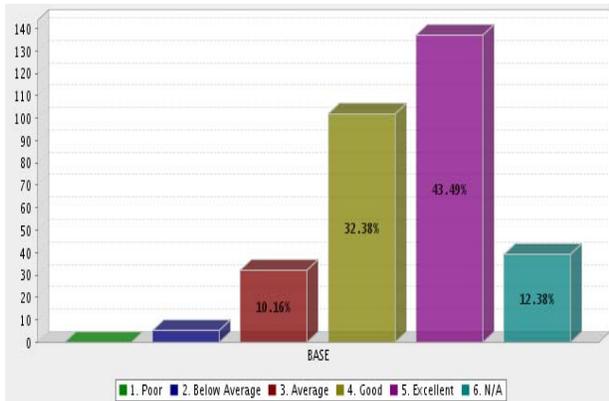
Accuracy and clarity of email notices



84.13% chose the following options:

- Good
- Excellent

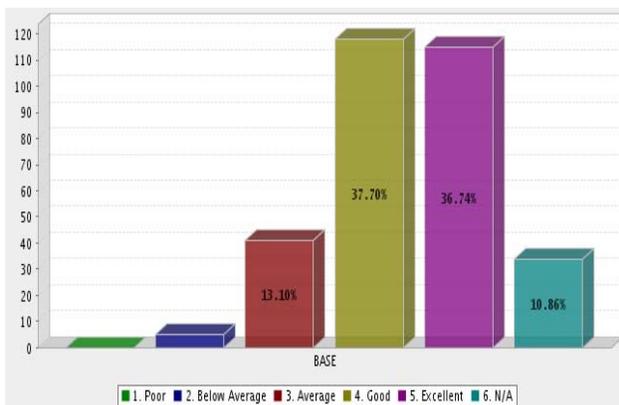
Ability to pay filing fees online



75.87% chose the following options:

- Good
- Excellent

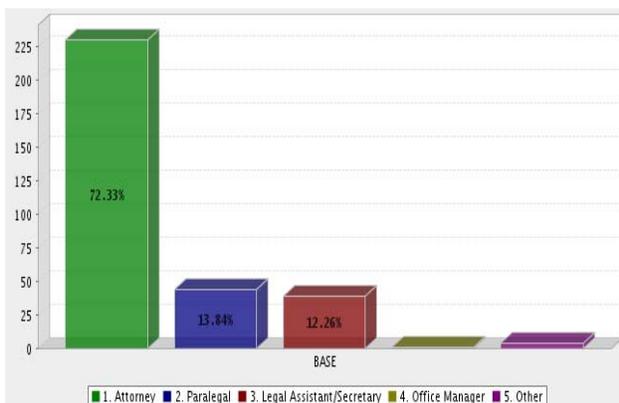
Ability to manage your account (change password, address, telephone or email information)



74.44% chose the following options:

- Good
- Excellent

What is the role of the primary person in your organization who enters documents into ECF?

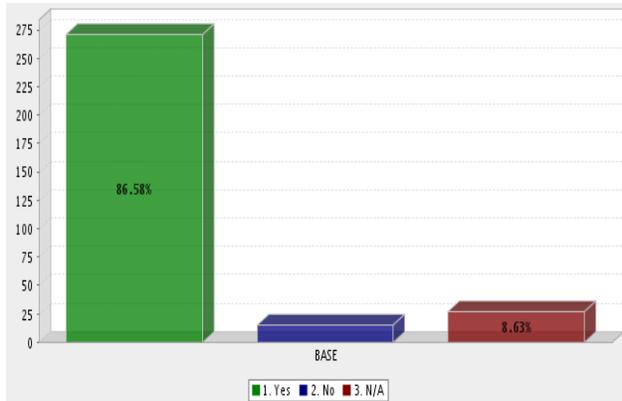


- Attorney 72.33%
- Paralegal 13.84%
- Legal Assistant/Secretary 12.26%
- Office Manager 0.31%
- Other 1.26%

Preferences Related to ECF (Recent Upgrades to the Application)

For each statement listed below, please indicate your preference by selecting either "yes" or "no."

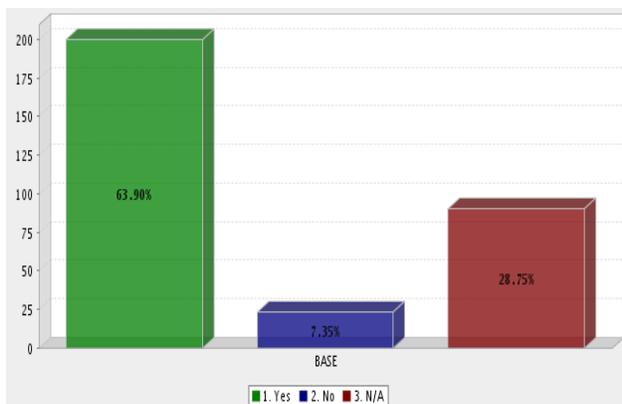
I like the cascading (drop-down) menus in ECF.



95.21% chose the following options:

- Yes
- N/A

I like the search feature in ECF.



92.65% chose the following options:

- Yes
- N/A

I like the most commonly used category of events.



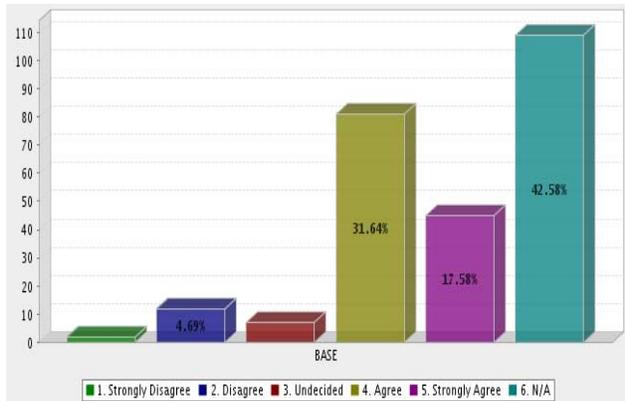
90.82% chose the following options:

- Yes
- N/A

General Satisfaction with ECF Registration and Training

If you have registered for an ECF login and password in the past 12 months and/or attended training, please indicate your level of agreement or disagreement with each of the following statements:

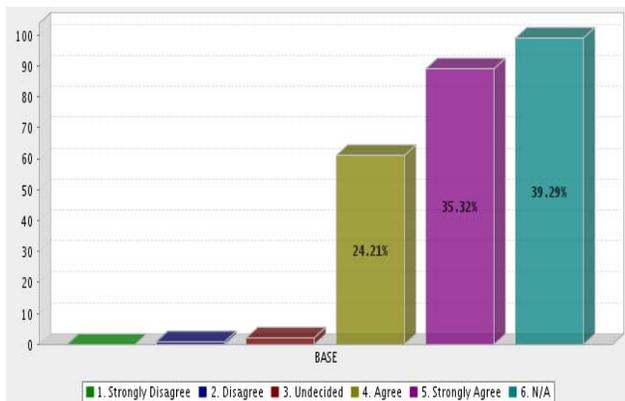
The registration process is quick and simple.



74.22% chose the following options:

- N/A
- Agree

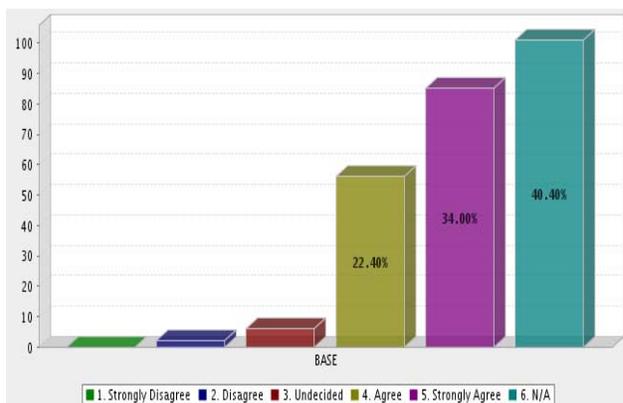
Staff are friendly and courteous.



74.6% chose the following options:

- N/A
- Strongly Agree

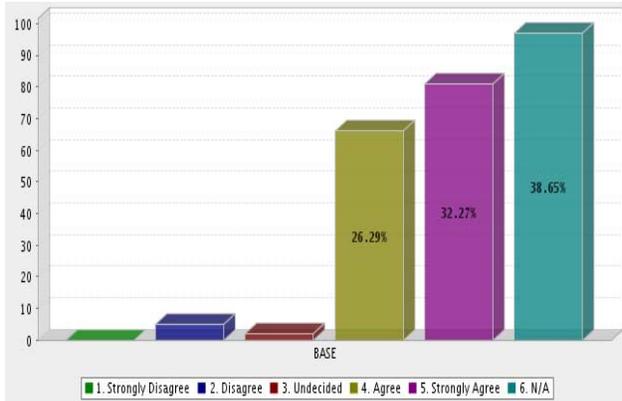
Staff are responsive to my questions and needs.



74.4% chose the following options:

- N/A
- Strongly Agree

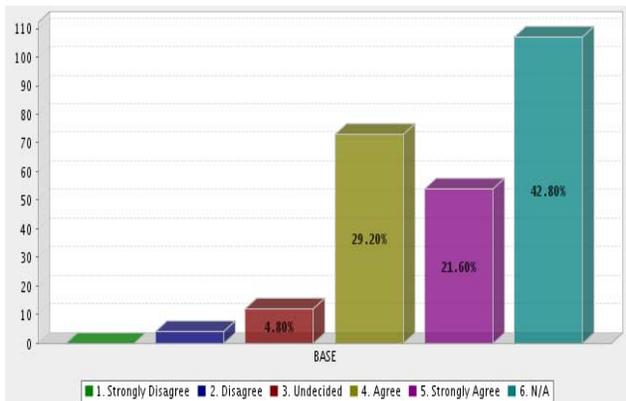
I received my login/password in a timely manner.



70.92% chose the following options:

- N/A
- Strongly Agree

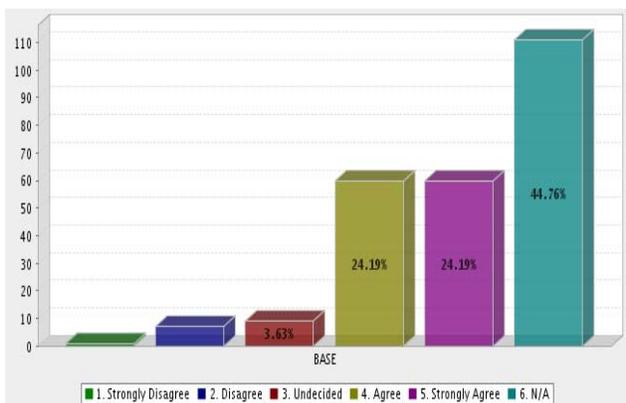
Registration forms are easy to locate on the courts web site.



72.0% chose the following options:

- N/A
- Agree

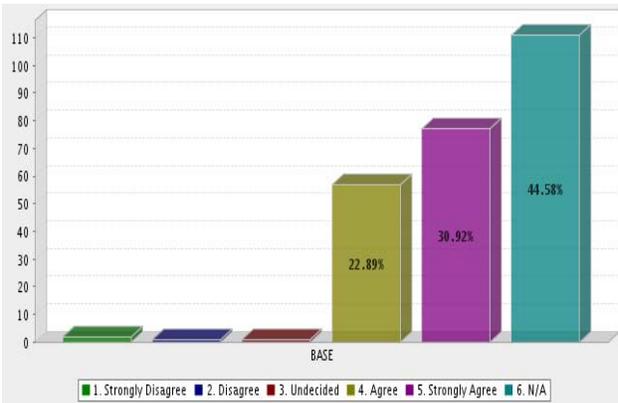
Signing up for training was quick and simple.



68.95% chose the following options:

- N/A
- Agree

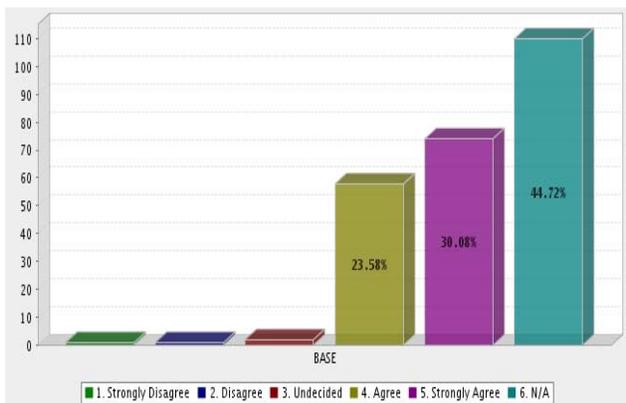
Trainers were friendly and courteous.



75.5% chose the following options:

- N/A
- Strongly Agree

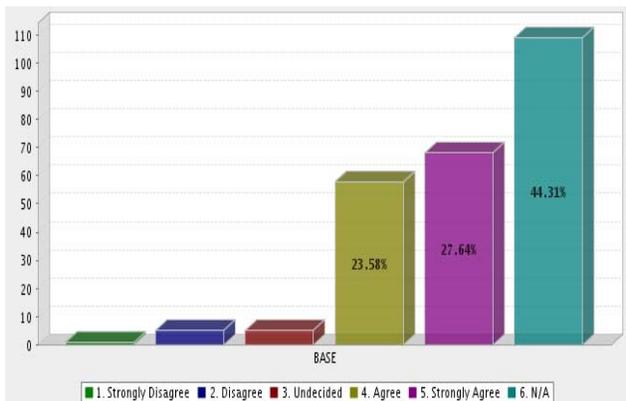
Trainers were knowledgeable and responsive to my questions.



74.8% chose the following options:

- N/A
- Strongly Agree

The training content and materials were relevant.

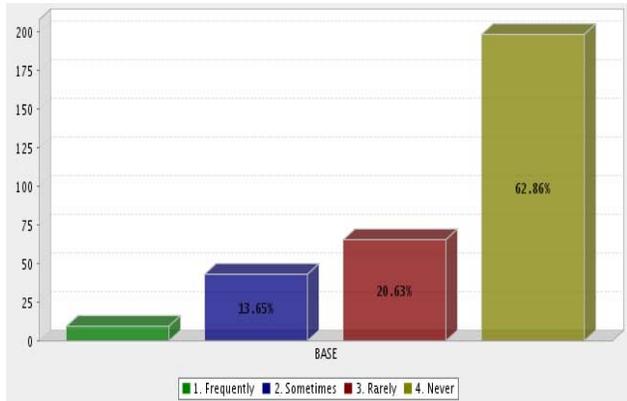


71.95% chose the following options:

- N/A
- Strongly Agree

Frequency of Use of Court Resources

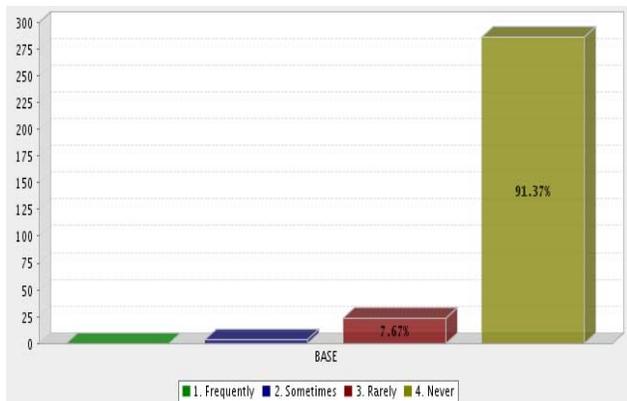
Teleconferencing (audio)



83.49% chose the following options:

- Never
- Rarely

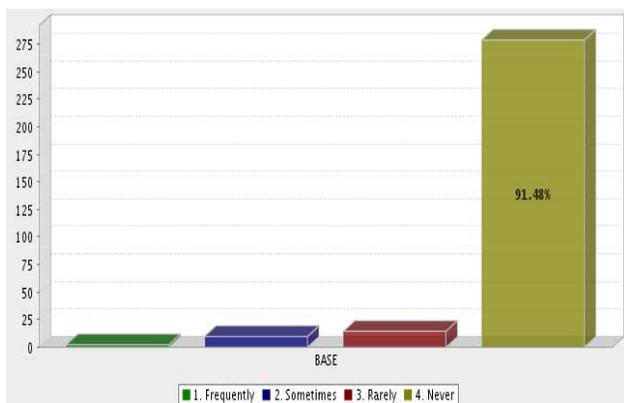
Videoconferencing



99.04% chose the following options:

- Never
- Rarely

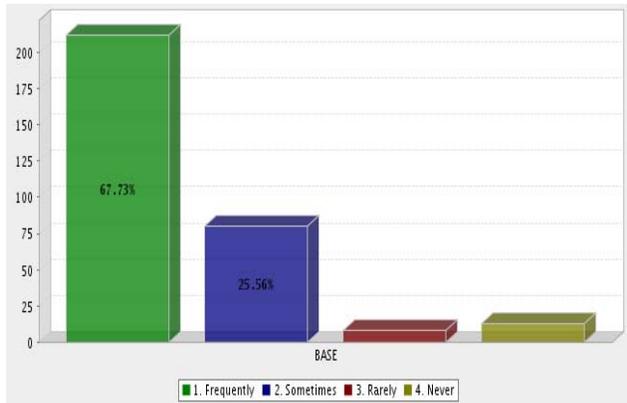
Document Camera (Electronic Courtroom)



96.07% chose the following options:

- Never
- Rarely

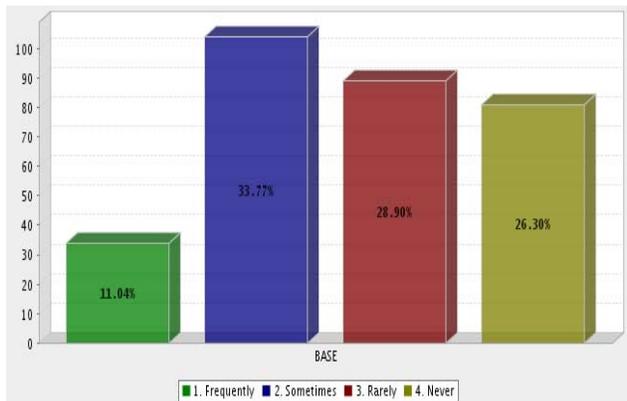
Courts Website (www.mab.uscourts.gov)



93.29% chose the following options:

- Frequently
- Sometimes

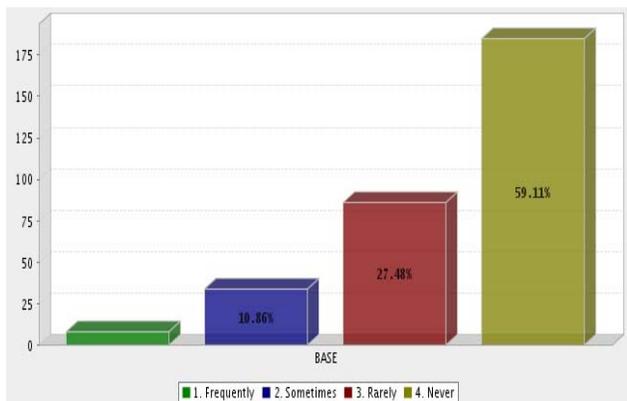
Online ECF User Manual



62.66% chose the following options:

- Sometimes
- Rarely

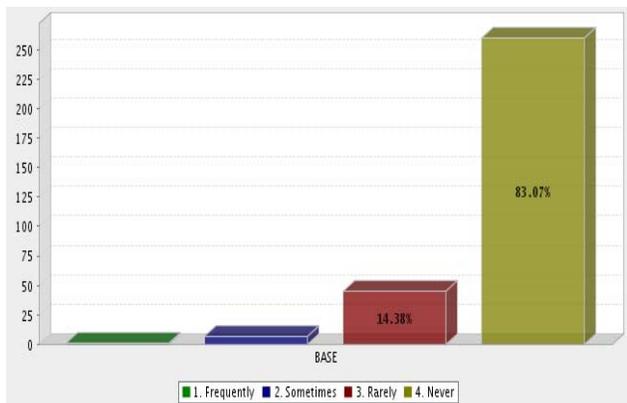
PACER Terminals in the Clerk's Office



86.58% chose the following options:

- Never
- Rarely

VCIS (Voice Case Information System)

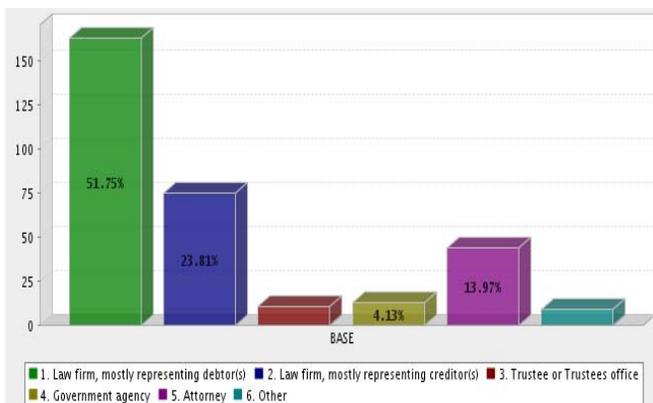


97.44% chose the following options:

- Never
- Rarely

Demographic Information

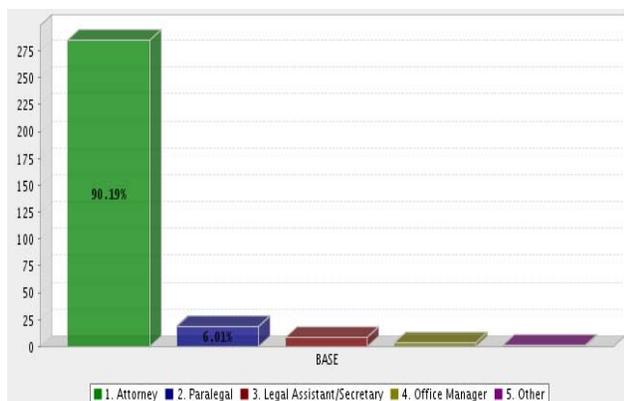
ABOUT MY OFFICE - *What best describes the type of office or organization in which you work?*



75.56% chose the following options:

- Law firm, mostly representing debtor(s)
- Law firm, mostly representing creditor(s)

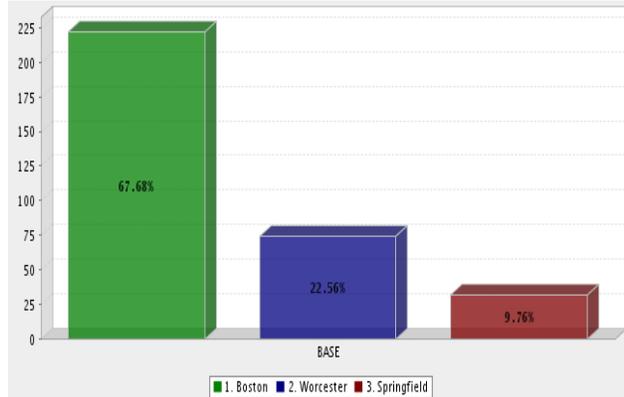
ABOUT ME - *What best describes your title or role in your office?*



96.2% chose the following options:

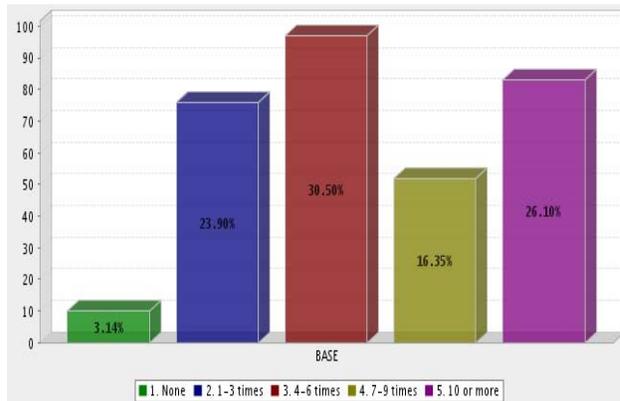
- Attorney
- Paralegal

With which of the three offices of the Bankruptcy Court Clerk Offices do you have the most contact?



- Boston 67.68%
- Worcester 22.56%
- Springfield 9.76%

In the past 12 months, about how many times have you contacted the Clerks office by telephone, email or in person?



56.6% chose the following options:

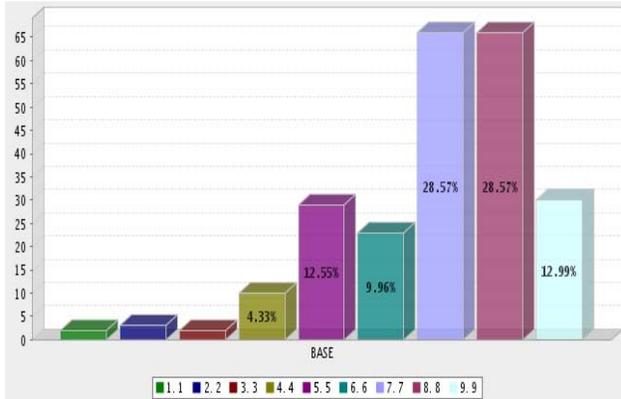
- 4-6 Times
- 10 or More Times

Part Three: Court Website

GENERAL SATISFACTION WITH COURT WEBSITE

From a scale of 1-9 (1=lowest rating; 9=highest rating) please rate the courts website for the following:

Overall aesthetic appearance



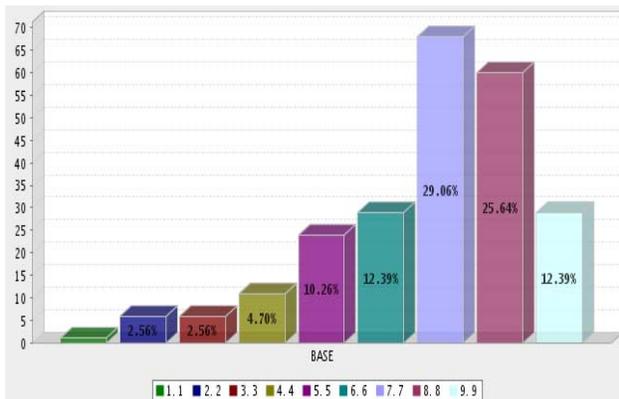
57.14% chose the following options:

➤ 7

➤ 8

1=lowest rating; 9=highest rating)

Ease of navigation

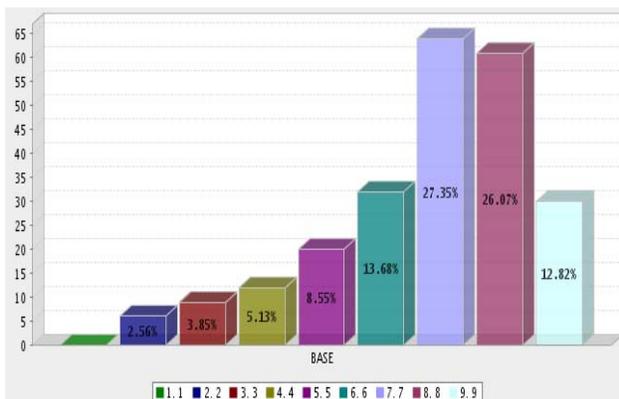


54.7% chose the following options:

➤ 7

➤ 8

Clarity and organization of layout

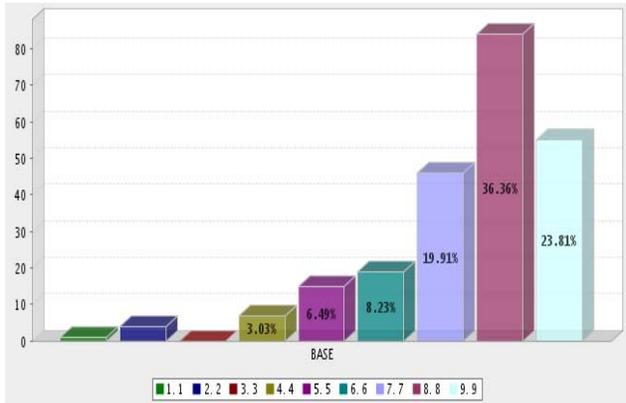


53.42% chose the following options:

➤ 7

➤ 8

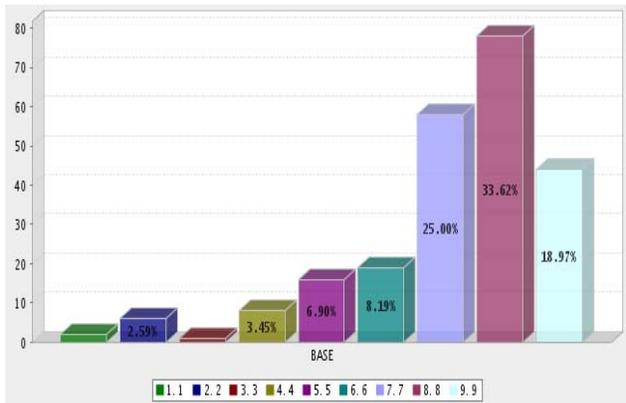
Text size



60.17% chose the following options:

- 8
- 9

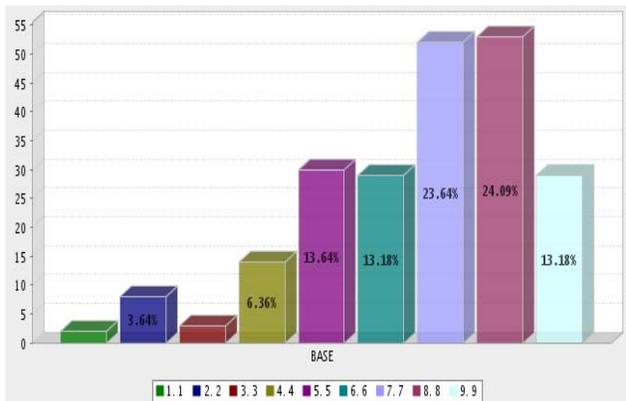
Effectiveness of links



58.62% chose the following options:

- 8
- 7

Search Feature



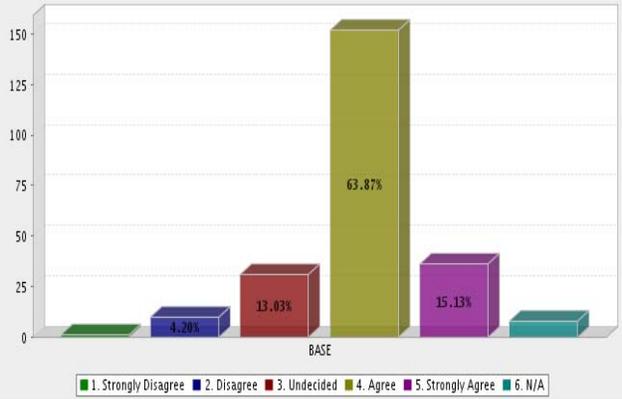
47.73% chose the following options:

- 8
- 7

General Content of the Website

Please rate your level of agreement with each of the following:

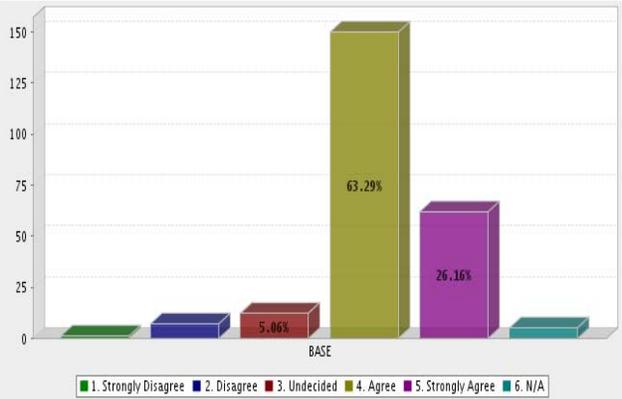
I find suitable answers to my questions on the website.



78,99% chose the following options:

- Agree
- Strongly Agree

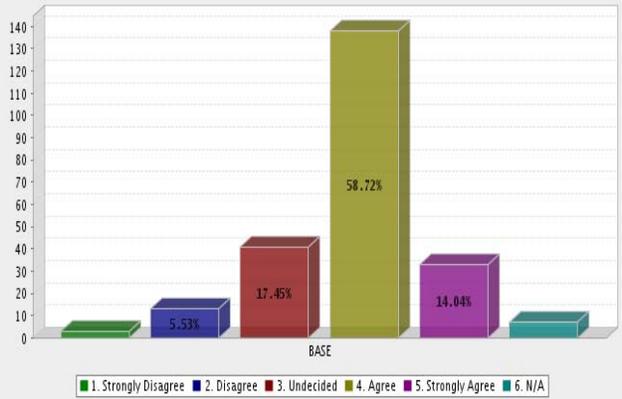
Information on the website is current and up-to-date.



89.45% chose the following options:

- Agree
- Strongly Agree

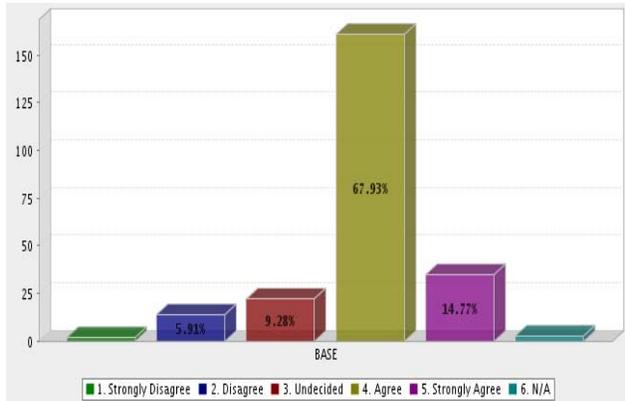
I like the categories of the different menu items.



76.17% chose the following options:

- Agree
- Undecided

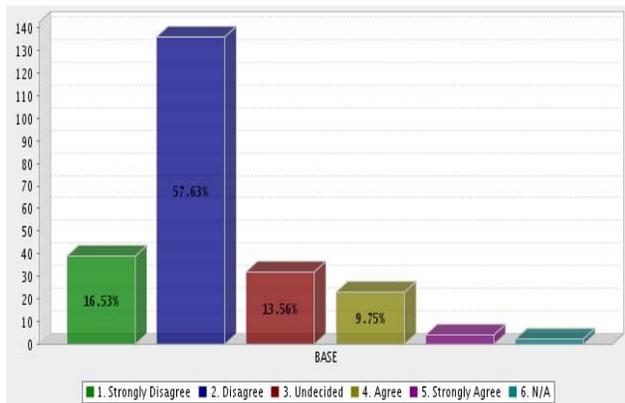
The content meets my needs.



82.7% chose the following options:

- Agree
- Strongly Agree

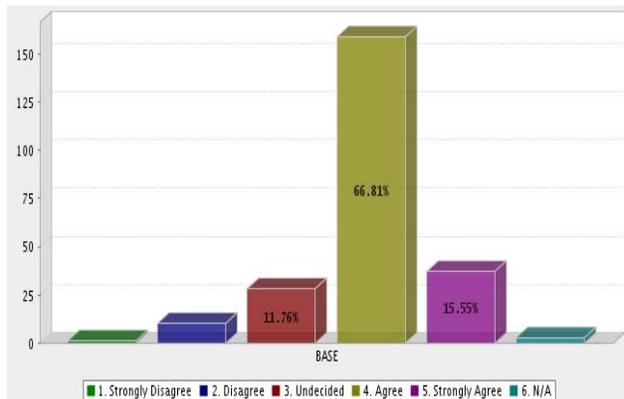
There is too much information on the website.



74.15% chose the following options:

- Disagree
- Strongly Disagree

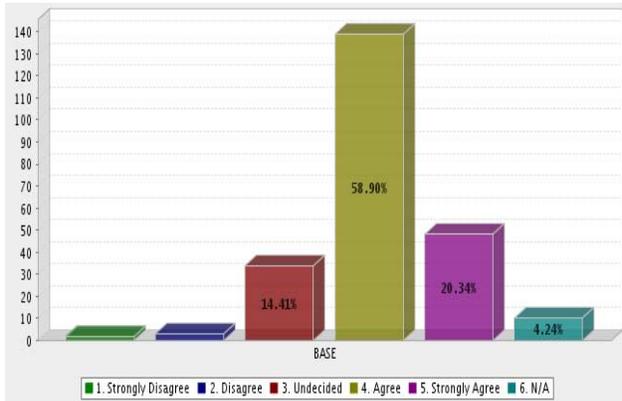
The content is clearly written and easy to understand.



82.35% chose the following options:

- Agree
- Strongly Agree

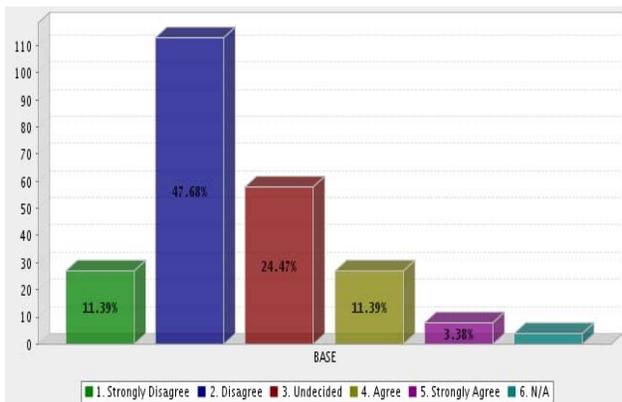
Links on the website are current and working.



79.24% chose the following options:

- Agree
- Strongly Agree

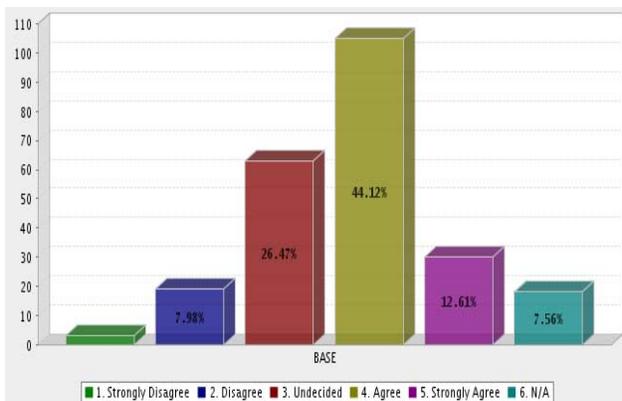
There is not enough information on the website.



72.15% chose the following options:

- Disagree
- Undecided

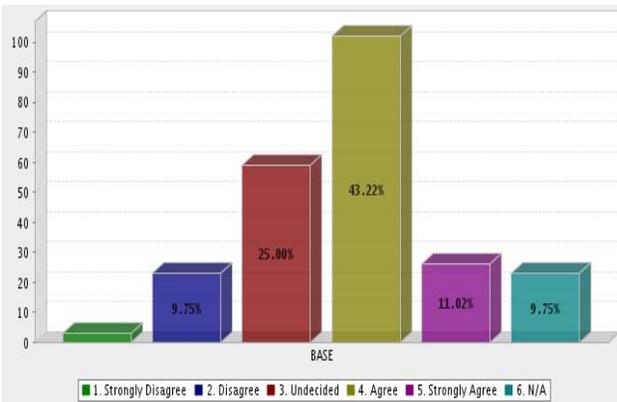
I benefit from the Announcements on the home page.



70.59% chose the following options:

- Agree
- Undecided

The search feature is helpful.



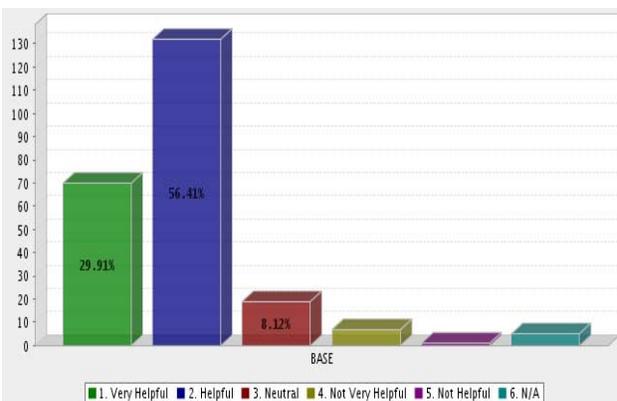
68.22% chose the following options:

- Agree
- Undecided

WEBSITE MENU ITEMS AND ORGANIZATION

Please indicate your level of satisfaction or dissatisfaction with the following areas of the Courts website.

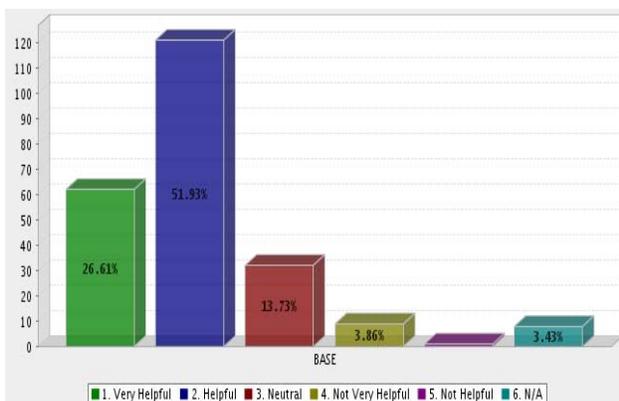
Court Information



86.32% chose the following options:

- Helpful
- Very Helpful

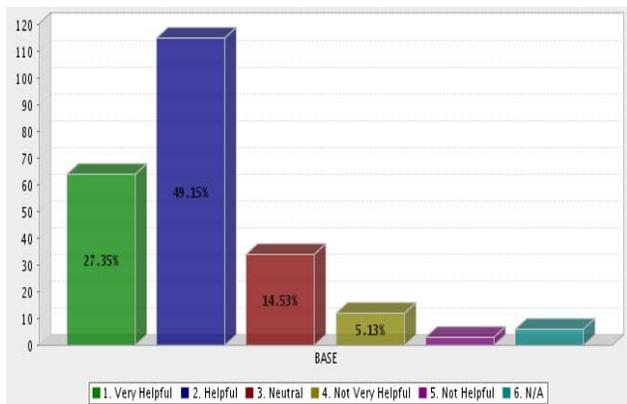
Bankruptcy Information



78.54% chose the following options:

- Helpful
- Very Helpful

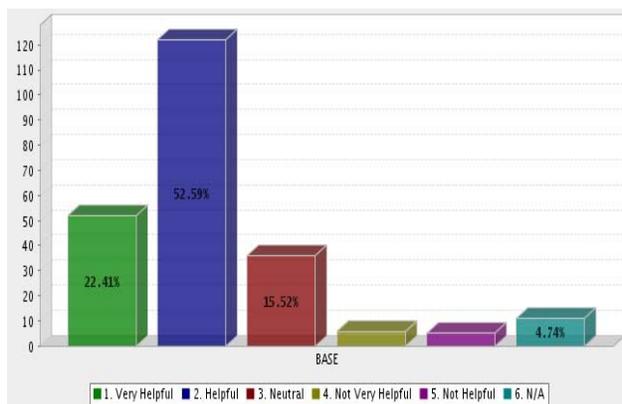
ECF Information



76.5% chose the following options:

- Helpful
- Very Helpful

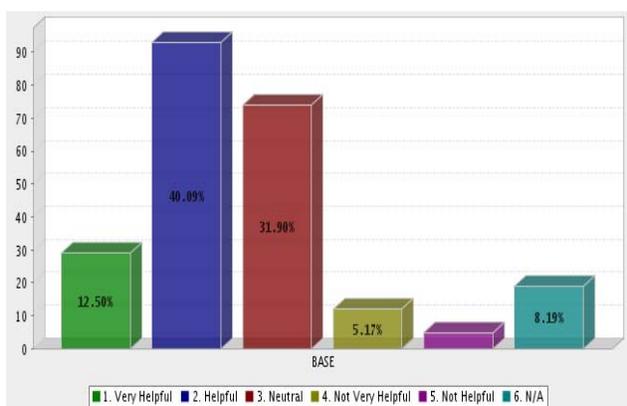
Judges Information



75% chose the following options:

- Helpful
- Very Helpful

Scrolling Announcements



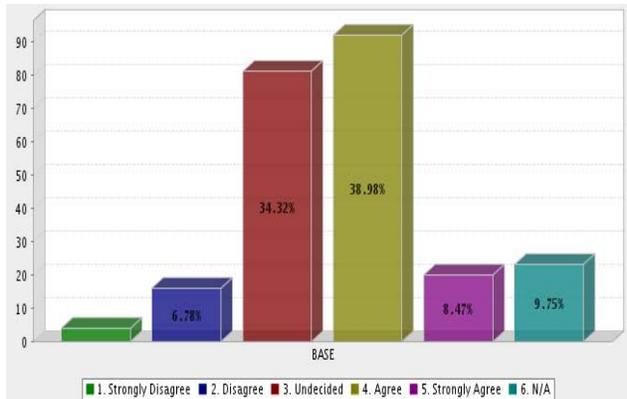
71.98% chose the following options:

- Helpful
- Neutral

ANNOUNCEMENTS AND SPECIAL NOTICES

Please indicate your level of agreement or disagreement with each of the following statements:

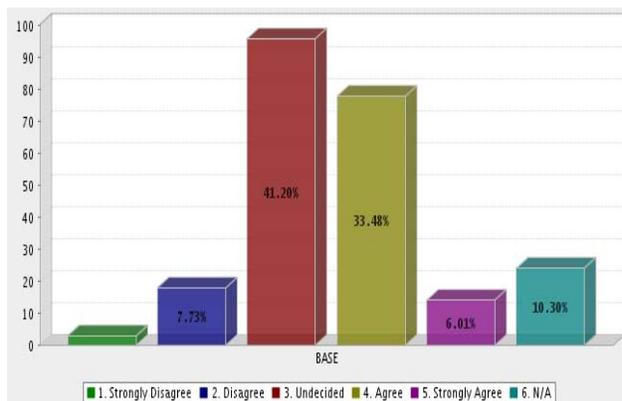
The Announcement page is very helpful to me.



73.31% chose the following options:

- Agree
- Undecided

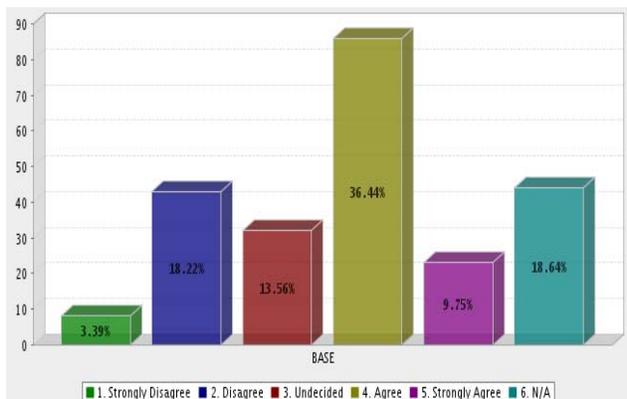
The Scrolling Announcement is very helpful to me.



74.68% chose the following options:

- Undecided
- Agree

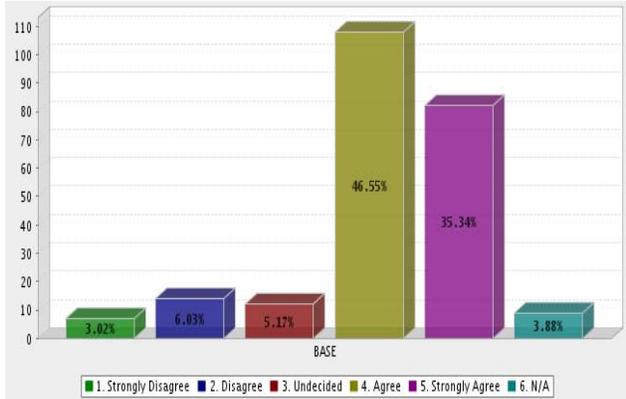
I check the Court webpage for closing information in bad weather.



55.08% chose the following options:

- Agree
- N/A

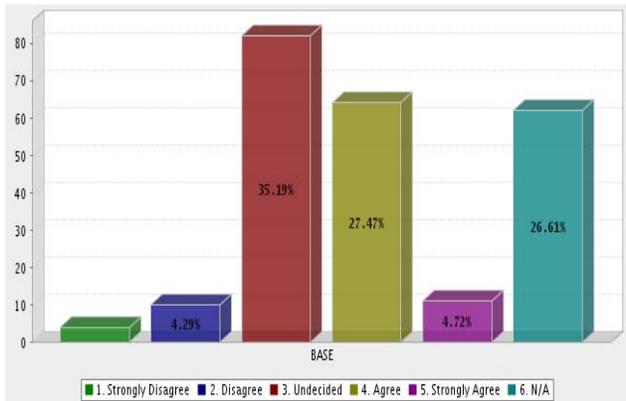
I obtain copies of local rules and forms from the webpage.



81.9% chose the following options:

- Agree
- Strongly Agree

The Courts RSS feed for announcements is useful.

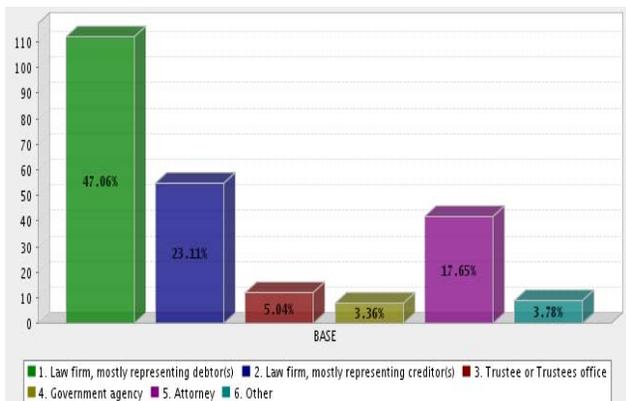


62.66% chose the following options:

- Undecided
- Agree

Demographics

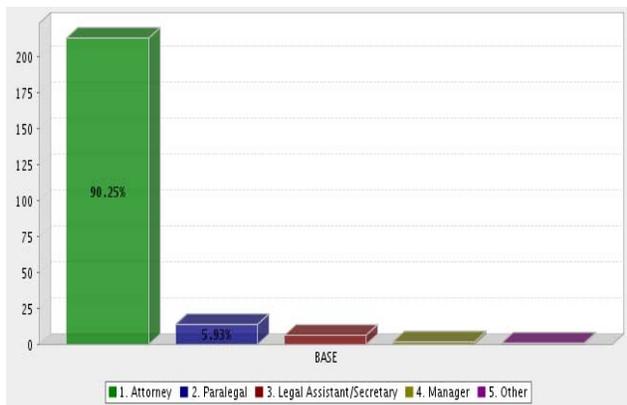
About My Office - What best describes the type of office or organization in which you work?



70.71% chose the following options:

- Law firm, mostly representing debtor(s)
- Law firm, mostly representing creditor(s)

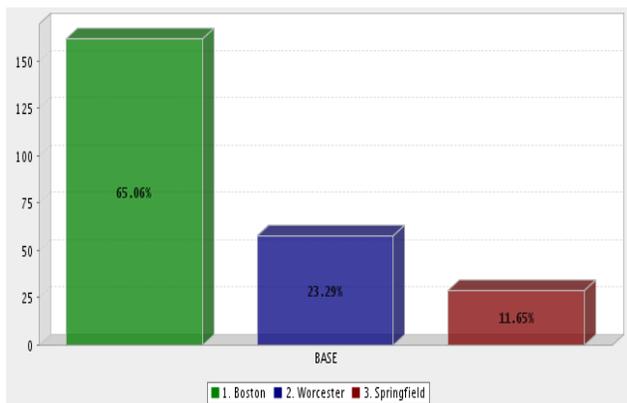
About Me - *What best describes your title or role in your office?*



96.19% chose the following options:

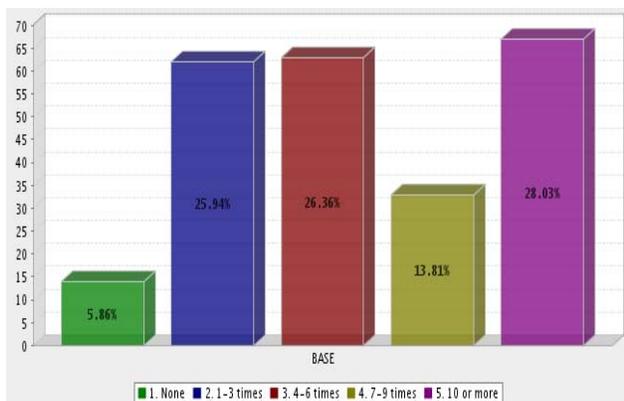
- Attorney
- Paralegal

Which of the three offices of the Bankruptcy Court Clerks Office do you have the most contact?



- Boston 65.06%
- Worcester 23.29%
- Springfield 11.65%

In the past 12 months, about how many times have you contacted the Clerks office by telephone, email or in person?



54.39% chose the following options:

- 10 or more
- 4-6 times