



CM/ECF WEB SITE AND HELP DESK ACCESS SURVEY

Please use the following scale to rate the website as well as the service provided to you by the CM/ECF help desk. Thank you for your time!

1 = Strongly Agree 2 = Agree 3 = Neither Agree or Disagree 4 = Disagree 5 = Strongly Disagree

Section I: Access to the Website

- 1. Finding the website was easy. 1 2 3 4 5
2. The web site was well organized and easy to maneuver within. 1 2 3 4 5
3. The instructions for using the site were easy to follow and helpful. 1 2 3 4 5
4. I was able to get my filing done in a reasonable amount of time. 1 2 3 4 5

Section II: HelpDesk

- 1. My call was answered promptly and courteously. 1 2 3 4 5
2. The person assisting me was knowledgeable and able to assist me in a timely manner. 1 2 3 4 5
3. The help desk attendant was unable to assist me, but directed me to someone who could do so in a timely manner. 1 2 3 4 5
4. I was pleased with the service I received from the help desk. 1 2 3 4 5

Section III: Background

1. What did you do on the website today? (check all that apply)

- Search records/obtain documents, File documents electronically, Other, Make a payment, Get information on, File a new case, Use links to other web sites

2. What type of case did you accessed the CM/ECF web site in the last month?

- Civil, Criminal, Miscellaneous, Multi-District Litigations, Petty Offense, General Research, Procedural Questions, Judges Requirements

3. How often have you accessed the CM/ECF website in the last month?

- 1-5 times, 6-10 times, 11-15 times, 16-20 times, 21-25 times, 26-30 times, Other

4. How often have you called the Help Desk in the last month?