

## Introduction

The United States Bankruptcy Court for the District of New Mexico would like to know how well we met your needs when you conducted business with us. Your feedback will help us improve the quality of our services and our ability to effectively respond to your needs.

We will compile our survey results and post them to the Court's web site in early September. If you would like to receive a copy of the results directly, send e-mail to [web\\_ntp@nmcourt.fed.us](mailto:web_ntp@nmcourt.fed.us) requesting your own copy.

## About you

1. Which of the following best describes you?

Debtor's attorney

Creditor's attorney

Legal staff

Case trustee/staff

U.S.Trustee's office staff

Creditor without an attorney

General public

Other (please specify)

2. On average, how many times per week do you e-mail someone in the Clerk's Office?

0-5

6-15

16+

3. On average, how many times per week do you telephone someone in the Clerk's Office?

0-1

2-4

5+

4. On average, how many days per week do you use the CM-ECF and/or PACER systems?

0-1

2-4

5+

5. On average, how many days per week do you access the Court's website? ([www.nmcourt.fed.us/usbc](http://www.nmcourt.fed.us/usbc))?

0-1

2-4

5+

6. In an average month, how many times do you visit our customer service (intake) counter?

0-1

2-4

5+

# About our services and operations

Please rate how satisfied you are with the service you receive in the categories listed below.

## 1. General Services

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	No opinion
Hours of operation	jñ	jñ	jñ	jñ	jñ
Availability of paper files for viewing	jñ	jñ	jñ	jñ	jñ
Turnaround time for copy requests	jñ	jñ	jñ	jñ	jñ
Fulfilling requests for audio files	jñ	jñ	jñ	jñ	jñ
Public access computers	jñ	jñ	jñ	jñ	jñ

Any additional comments on our service in general?

## 2. Electronic Communication

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	No opinion
Response time to voice messages	jñ	jñ	jñ	jñ	jñ
Response time to e-mails	jñ	jñ	jñ	jñ	jñ
Quality of assistance you received	jñ	jñ	jñ	jñ	jñ
Assistance with CM-ECF	jñ	jñ	jñ	jñ	jñ
PACER	jñ	jñ	jñ	jñ	jñ
VCIS (Voice Case Information System)	jñ	jñ	jñ	jñ	jñ

Anything else you want us to know about our electronic systems or methods of electronic communication?

# About our people

Please rate your interactions with the personnel of the Clerk's Office.

## 1. We strive to excel in the following areas. How do we do?

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	No opinion
Professional	jñ	jñ	jñ	jñ	jñ
Courteous	jñ	jñ	jñ	jñ	jñ
Knowledgeable	jñ	jñ	jñ	jñ	jñ
Helpful	jñ	jñ	jñ	jñ	jñ
Efficient	jñ	jñ	jñ	jñ	jñ
Consistent in information we give	jñ	jñ	jñ	jñ	jñ
How do you rate us overall?	jñ	jñ	jñ	jñ	jñ

Anything else you want to note about interactions with Clerk's Office staff?

# About our electronic services

Now that we have been a CM-ECF court for two years, we would like to know how satisfied you are with CM-ECF, PACER and electronic filing. We would also like to know what you think about our web site.

## 1. CM-ECF and PACER

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	No opinion
Ease of submitting/filing documents	jn	jn	jn	jn	jn
Receipt of notices	jn	jn	jn	jn	jn
Ease of accessing records	jn	jn	jn	jn	jn
Training in e-filing	jn	jn	jn	jn	jn
Assistance with e-filing	jn	jn	jn	jn	jn
Frequency of system downtime	jn	jn	jn	jn	jn
Payment of fees	jn	jn	jn	jn	jn
Notice of errors	jn	jn	jn	jn	jn

Any additional comments on the CM-ECF or PACER systems?

## 2. Court's web site

[www.nmcourt.fed.us/usbc](http://www.nmcourt.fed.us/usbc)

	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	No opinion
Finding information you need	jn	jn	jn	jn	jn
Currency of information you need	jn	jn	jn	jn	jn
Organization of site	jn	jn	jn	jn	jn
Visual attractiveness	jn	jn	jn	jn	jn
Ease of navigation	jn	jn	jn	jn	jn

Any additional comments about the Court's web site?

## Your ideas and suggestions

We would appreciate it if you would take a little extra time to answer these questions.

1. In what areas of customer service do we need to improve?

2. What new features or services would you like to see from the Clerk's Office?

3. In what areas of customer service do we excel?

4. What else would you like to share with us?

5. Do you receive Clerk's News and Notices e-mails from us?

Yes

No

If yes, please let us know how helpful these notices are to you