

## Survey for Self-represented Debtors, July 2008

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The United States Bankruptcy Court for the District of New Mexico would like to know how well we met your needs when you filed for bankruptcy. Your responses to this survey will help us improve the quality of services and our responsiveness to the needs of persons filing for bankruptcy without the advice and assistance of an attorney in the future. Please mark the choices that best represent your response and return the completed survey in the return envelope we have provided. Survey responses are anonymous. If you prefer to fill out this survey online through the Internet, the survey can be accessed at:

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### A. About you

1. Which of the following best describes the types of debts you had when you filed your petition? Please select all that apply.

- credit card debts
  - medical expenses
  - foreclosure of your primary residence
  - basic living expenses (rent/gasoline/food, etc.)
  - cost of running a small business
  - other \_\_\_\_\_
- 

2. What was the primary reason for filing bankruptcy? Select only one.

- loss of employment
  - major medical expense
  - student loans
  - over-spending on consumer products
  - failure of small business
  - aftermath of a divorce
  - other reason \_\_\_\_\_
- 

3. What age range are you in?

- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 and over

4. How did you obtain information about filing bankruptcy in New Mexico?

- through the court's web site
  - by asking the Clerk's Office to mail information to you
  - by visiting the Clerk's Office in person
  - through the uscourts.gov web site
  - experiences of others who had already filed
  - other \_\_\_\_\_
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5. How many times did you visit the Clerk's Office in person (other than attending your creditor's meeting if that meeting was held in the courthouse)?  
 never     just once     2 - 3 times     more than 3 times

6. How many times did you call the Clerk's Office?  
 never     just once     2 - 3 times     more than 3 times

7. How many times did you use the public access computers in the Clerk's Office?  
 never     just once     2 - 3 times     more than 3 times

8. Did you use a bankruptcy petition preparer (a person who typed your documents for you but did not provide legal advice)?

yes

If yes, how would you rate the services of the preparer?

very helpful     helpful     not helpful

other reason \_\_\_\_\_  
\_\_\_\_\_

no    If no, why not? Select all that apply.

too expensive     didn't know about "petition preparers"

seemed easy enough to prepare the papers myself

other reasons \_\_\_\_\_  
\_\_\_\_\_

9. Why didn't you hire an attorney? Select all that apply.

too expensive     did not want to bother

thought I could do it myself

had a bad experience with attorney in the past

did not know how to select an attorney

I did have to hire an attorney after I filed my petition

other reason \_\_\_\_\_  
\_\_\_\_\_

**B. About our services**

Using the rating scale below, please rate how satisfied you were with the following services:

<b>This rating</b>	<b>Means you were</b>
1	Very satisfied; no improvement needed
2	Satisfied; minor improvement needed
3	Somewhat satisfied; improvement needed
4	Not satisfied; much improvement needed
5	I did not use this feature; have no opinion

<b>General Services</b>	<b>Rating (highest = 1)</b>
Hours of operation	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Time at the customer service counter to file your petition	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Turnaround time for copy requests	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Public access computers	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Any additional comments on our service in general?	

<b>This rating</b>	<b>Means you were</b>
1	Very satisfied; no improvement needed
2	Satisfied; minor improvement needed
3	Somewhat satisfied; improvement needed
4	Not satisfied; much improvement needed
5	I did not use this feature; have no opinion

<b>Electronic Communication</b>	<b>Rating (highest = 1)</b>
Response time to voice messages	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Response time to e-mails	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Quality of assistance you received	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Assistance using PACER	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
VCIS (Voice Case Info System)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Anything else you want us to know about our electronic systems or methods of electronic communication?	

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**C. About our materials for self-represented filers**

The Clerk's Office has prepared a packet of information and forms as well as resources available on the court's web site to help people filing bankruptcy without assistance of an attorney. Using the same rating scale above, please rate how satisfied you were with the following resources:

<b>Information Resources</b>	<b>Rating (highest = 1)</b>
Availability of petition forms	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Instructions for completing forms	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Ease in completing petition forms	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Ability to complete forms on-line	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Availability of information on the court's web site	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Petition filing instruction packet	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Information about pre-filing credit counseling	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Information about financial management debtor education	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Information about non-filing spouse	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Information about the creditors meeting	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

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**D. About our people**

Using the same criteria you used to rate our resources above, please rate the personnel of the Clerk's Office.

<b>This rating</b>	<b>Means you were</b>
1	Very satisfied; no improvement needed
2	Satisfied; minor improvement needed
3	Somewhat satisfied; improvement needed
4	Not satisfied; much improvement needed
5	I did not use this feature; have no opinion

<b>1- We strive to be:</b>	<b>Rating (highest = 1)</b>
Professional	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Courteous	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Knowledgeable	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Helpful	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Efficient	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Anything else you want to note about interactions with Clerk's Office staff?	

<b>2- We strive to be:</b>	<b>Rating (highest = 1)</b>
Consistent in information we give	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
People who listen	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
People who value your time	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Respectful of your situation	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
How do you rate us overall?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

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**E. Your ideas and suggestions**

We would very much 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?**

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2. **What new features or services would you like to see the Clerk's Office offer in the future?**

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

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

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Thank you for taking the time to complete this survey. Please return your survey to us in the enclosed envelope.