

Results of Survey of Practitioners, July 2008

Summary

On July 11, 2008, the Clerk's Office posted a Customer Service survey on the Court's Web site and simultaneously sent an e-mail notice to the 751 persons signed up to receive Clerk's notices via the Clerk's list service. We received 88 responses to the survey, a return rate of 13%. Overall, the Clerk's Office received acceptable ratings in the five categories measured: general services, electronic communication, our people, CM-ECF and PACER, and the Court's Web site. As always, the highest ratings were for personal customer service.

About the Survey Respondents

In order to have a frame of reference for analysis and use of the results, we first asked each respondent to identify his or her role (debtor's or creditor's attorney, pro se creditor, legal staff, etc.) and the various methods used to interact with us. A summary of responses in this section follows.

- Role of respondent. One-half of the respondents (44) identified themselves as attorneys; 27 representing debtors and 17 representing creditors. Twenty-three of the respondents were legal staff. Twelve were *pro se* creditors; 9 were trustees, their staff, and staff of the office of the U. S. trustee.
- Times per week e-mail or call us. Results are undeterminable because the question was poorly phrased. The largest number for both methods was in the 0-5/0-1 times per week for e-mailing or calling (respectively).
- Days per week use CM-ECF and/or PACER. Approximately 53% of respondents use CM-ECF and/or PACER five or more days per week.
- Days per week access Court's Web site. Two-thirds of respondents access our site between 2-5 days per week.
- Times per month visit Customer Service counter. Only 5.3% indicated they visited the Clerk's Office between 2-5 times per month.

General services

We asked 5 questions relating to the quality and accessibility of our services. The rating scale was

- Not satisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- No opinion

General Services Rated	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	no opinion
Hours of operation	2.2%	2.2%	35.2%	42.9%	17.6%
Availability of paper files	2.2%	0.0%	16.5%	18.7%	62.6%
Time for copy request	1.1%	1.1%	17.8%	18.9%	61.1%
Time for audio file request	1.1%	2.2%	16.7%	6.7%	73.5%
Public access computer	1.1%	1.1%	11.0%	8.8%	78.0%

Electronic communication

The same rating scale for rating our services (above) was used for rating electronic communication.

Electronic Communication Services Rated	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	no opinion
Response time to voice messages	1.1%	3.4%	36.0%	39.3%	20.2%
Response time to e-mails	1.1%	3.4%	27.0%	44.9%	23.6%
Quality of assistance	0.0%	4.4%	25.6%	60.0%	10.0%
Assistance with CM-ECF	1.1%	1.1%	33.7%	56.2%	7.9%
PACER	1.1%	2.3%	37.9%	46.0%	12.6%
VCIS (Voice Case Info System)	0.0%	2.3%	15.9%	5.7%	76.1%

About our people

We asked customers to rate us on the following six attributes and to give us an overall rating for these attributes.

Attributes Rated	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	no opinion
Professional	1.1%	0.0%	31.1%	58.9%	8.9%
Courteous	0.0%	1.1%	28.9%	62.2%	7.8%

Attributes Rated	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	no opinion
Knowledgeable	1.1%	2.2%	32.2%	56.7%	7.8%
Helpful	1.1%	1.1%	25.6%	64.4%	7.8%
Efficient	1.1%	1.1%	27.8%	61.1%	8.9%
Consistent in information	1.1%	1.1%	32.2%	54.4%	11.1%
Overall rating	1.1%	1.1%	22.5%	67.4%	7.9%

About our electronic services

We asked our customers to rate our e-filing system (CM-ECF) and our Web site.

CM-ECF Services Rated	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	no opinion
Ease of filing documents	2.2%	13.5%	37.1%	42.7%	4.5%
Receipt of notices	1.1%	3.4%	36.0%	56.2%	3.4%
Ease accessing records	4.5%	6.7%	34.8%	50.6%	3.4%
Training in e-filing	1.1%	3.4%	37.1%	42.7%	15.7%
Assistance with e-filing	1.1%	5.6%	31.5%	50.6%	11.2%
Frequency of downtime	2.2%	5.6%	41.6%	34.8%	15.7%
Payment of fees	0.0%	5.7%	35.2%	34.1%	25.0%
Notice of errors	3.4%	6.8%	35.2%	35.2%	19.3%

Web Site	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	no opinion
Finding information	4.5%	15.7%	44.9%	33.7%	1.1%
Currency of information	0.0%	8.0%	44.8%	41.4%	5.7%
Organization of site	2.3%	17.0%	51.1%	28.4%	1.1%
Visual attractiveness	3.4%	12.6%	42.5%	34.5%	6.9%
Ease of navigation	5.7%	16.1%	46.0%	31.0%	1.1%

Comments - in their own words

The tables below list answers given by respondents. Letters in brackets indicate type of respondent:

CA = creditor attorney
LS = legal staff
TR = trustee/staff

DA = debtor attorney
PSC = *pro se* creditor

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

- In CM-ECF, would be helpful to go "back" when you've started going down the incorrect document type (as it's not "intuitive" how to designate a particular filing). Starting over is cumbersome. [CA]
- Difficult to locate local court rules. These should be easily accessible from the homepage. [CA]
- Web site can be better organized, have more material, more links to related entities. [DA]
- Need more motion samples [DA]
- Turnaround time for entry of default [DA]
- More trained staff [DA]
- I enjoy and use the public access computers on a regular basis. I would appreciate a little more user-friendly search options though. [DA]
- The system requires that I become the case manager for electronic filing. This is burdensome to practitioners and lacks of customer service because we are doing most of the service ourselves. [DA]
- The Web site menus are too complex at times. Simplicity would be appreciated. [DA]
- I didn't know that things were so tough that you'd charge \$0.50 per page. Kinda takes from the whole paperless operation. Just another tax. [DA]
- Don't give legal advice [DA]
- Cite LR in notices of error [DA]
- Follow local rules [DA]
- Not everyone uses Mozilla, so lengthen screen [DA]
- Service is poor, very poor [DA]
- Although Clerk's office is helpful, I notice when I call with questions lately, I always get asked if I have been to the Web site for my information. I would not have called if I could find it on the Web site. [LS]
- Categories for e-filing take some time getting used to. For new user, there isn't much direction on where to find the right categories, not easy to find. [LS]
- Less auto phone service, takes 2 - 3 minutes to go through auto-attendant, so I usually call someone directly [LS]
- Would like training when new forms/law changes [LS]
- Confusing the way we handled the Form 23 - NM Form 512 change. Not clear what documents would or would not be accepted after the deadline for changes went into effect. Had trouble getting clarification. [LS]
- Dead in water if e-filing after business hours and make a mistake - because there is no one available to help [LS]
- CM-ECF is down frequently during business hours. Downtime is frustrating. [PSC]
- More consistency in info from Clerk's Office [TR]
- A directory of Web sites, names, addresses, and phone numbers for bankruptcy court Clerk's Offices in USA [TR]

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

- Go back to paper filing [DA]
- I would like to see greater search functions on the public access computers. For example, part of managing a practice requires me to re-evaluate the number of cases in which I am associated. This is not possible under the current search functions. To find this information, I have to ask a Clerk's staff member to search for me. I find that to be inconvenient for both of us. [DA]
- Standard creditor addresses for noticing [LS]

In what areas of customer service do we excel?

- ▶ Court personnel are always courteous and helpful, often go out of their way to help. [CA]
- ▶ Training and assistance [CA]
- ▶ Always very friendly on the phone.[CA]
- ▶ I am convinced we have the best bankruptcy court in the USA! [CA]
- ▶ Cannot think of a single unpleasant experience with the court. [CA]
- ▶ Responsiveness [CA]
- ▶ Patient, thorough and courteous personnel by e-mail or on the phone, reminding me of some error I've made in filing documents [DA]
- ▶ I like version 3.2 and the option to search for events! DA]
- ▶ E-filing is a little easier with this latest upgrade. I appreciate typing in a few words under the Misc category and having my pleading come right up! Thank you.DA]
- ▶ The staff is very responsive to me and instantly recognizes me when I am there in person. /Well done. DA]
- ▶ I am exceptionally pleased with the wireless internet access on the 12th and 13th floors. [DA]
- ▶ I am out-of-state and my dealings with this clerk's office have been incredibly positive. [DA]
- ▶ Very, very helpful. [DA]
- ▶ Prompt responses to my questions. Immediate contact by staff when I make an error in filing. [DA]
- ▶ Mary in Judge Starzynski's office was at one time helping answer the phones for the clerk's office. Despite the many calls she was fielding, she was extremely helpful. The fact that the Clerk's and Judge's staff work together is an acknowledgment that Bankruptcy Court is striving to provide great customer service. [DA]
- ▶ Courtesy. Your employees are exemplary. Continue with your attitude. [DA]
- ▶ You can always tell me what to do next. [DA]
- ▶ Information on the Web and courteous treatment on the phone. [DA]
- ▶ Promptness, accessibility and willingness to help. [DA]
- ▶ Excellent response to CM-ECF problems. [DA]
- ▶ Your staff really does try to help when I call. [DA]
- ▶ Customer contact is always professional and courteous. [DA]
- ▶ I appreciate the opportunity to input my comment. I speak for all in our office who deal with Texas, Louisiana and New Mexico courts, that the most pleasant, professional, knowledgeable staff is located in NM. We always have a pleasant experience with this office. [LS]
- ▶ Our thanks to all departments in the Clerk's Office. You make our job much more pleasant than any other Clerk's office, including the District Courts. Just seems a qualification with NM employment in your office is courtesy and knowledge. Thanks again. Office manager, Adams Law Firm, LLC. [LS]
- ▶ What separates NM from TX and LA CM-ECF handlers, is that when an error is made, NM handlers correct the error, and notify you of same so it will not occur again. Excellent! [LS]
- ▶ Everyone who works in the USBC is very courteous, exceedingly friendly, and helpful. [LS]
- ▶ Sharon Kologie is exceptional and your training is excellent. [LS]
- ▶ I have enjoyed changing the way our office works with CM-ECF; I love the paperless format, and even the error messages as I learn from my and everyone else's mistakes. [LS]

In what areas of customer service do we excel?

- ▶ Your ECF Help Desk staff are great! [LS]
- ▶ Courtesy, willingness to help. Cordial, humans. [LS]
- ▶ Whenever I've needed help, I've received courteous and efficient help. Thank you all very much. [LS]
- ▶ You are wonderful! [LS]
- ▶ Courtesy, willing to explain procedures when I'm having a problem or don't understand. Also kind enough to be encouraging when I've been frustrated with ECF system. [LS]
- ▶ After working with Clerk's Offices in other courts, I find USBC staff to be very kind and friendly and mostly knowledgeable. I appreciate that I can call at any hour during business hours and get someone to help me. [LS]
- ▶ Customer service is excellent. [LS]
- ▶ I commend the entire staff on ease of CM-ECF system and the help I receive when I have a question. [LS]
- ▶ If you can't answer the question, the willingness to find someone who can is great! [LS]
- ▶ Whatever service you've provided to me has been exceptional. [LS]
- ▶ When I have left a telephone message or sent a question via e-mail, answers have been timely and very accurate. [LS]
- ▶ CM-ECF and PACER help. Calls are returned and answered quickly. Staff is very polite. We are always able to talk to a person--nothing is more frustrating than having a question that needs to be answered pronto and having to work through a phone menu, then leave a message. [LS]
- ▶ I have always enjoyed dealing with the people at the bankruptcy court. They are friendly and go out of their way to be helpful and get my question answered. They promptly return calls and e-mails. [LS]
- ▶ Questions answered and overall help is always exact. [PSC]
- ▶ Promptness. [PSC]
- ▶ Admitting that you do not know the answer to the inquiry and going to great lengths to find it. You are doing a great job. [TR]

What else would you like to share with us?

- Due to e-filing and document retrieval, most of these (general services items, e.g., hours of operation) do not apply to our Court. [CA]
- I liked ACE better than CM-ECF. [CA]
- I have found the NM courts the most responsive of TX, AZ, and NM. [CA]
- Nice folks. Staff seem more friendly and helpful these days. [DA]
- Enjoy working with everyone. [LS]
- Thanks for the help. Continue the good work. [LS]
- I commend entire staff in ease of ECFsystem and the help I receive when I have questions. [LS]
- We think you are doing a great job. You made the transition to e-filing a lot less painful than we expected. Your training classes have been very helpful. [LS]

Helpfulness of Clerk's News and Notices (91% of respondents)

- Very helpful, especially downtime notices [CA]
- Generally helpful. [CA]
- Gives me a heads up and I appreciate it! [CA]
- Very useful. [DA]
- Please continue the notices, since the information is helpful. [DA]
- Of course they help! [DA]
- Time and efficiency. [DA]
- Very helpful because I do not visit the Web site often. [DA]
- Glad to know about downtime well in advance. [DA]

Helpfulness of Clerk's News and Notices (91% of respondents)

- At least you've stopped sending e-blasts several times a week. I thought it was funny a couple of years ago to get an e-blast informing that an employee was going on holiday for a week. [DA]
- Updates are extremely beneficial, a must in the legal field, and delivery keeps us from researching information provided with the notices. [LS]
- Somewhat helpful. [LS]
- Very helpful. I have the B Ct's page as my home page so I can see every time it comes up if I have missed any e-mails or not. [LS]
- Help keep us on the "same page" and aware of future changes. [LS]
- They've saved me a lot of time. [LS]
- Keep me aware of changes and helpful hints. [LS]
- Very helpful in keeping use informed about changes or new items without having to go to the Web site. [LS]
- Very helpful. I work with TX, and NM is much better. [LS]
- Great for keeping up with changes I might not otherwise notice. I really appreciate them. [TR]

Clerk's action plan to address areas for improvement

This document will be posted on the public Web site. The Clerk will send a Notice to Practitioners notifying them of the posting and of the Clerk's plan to address areas for improvement