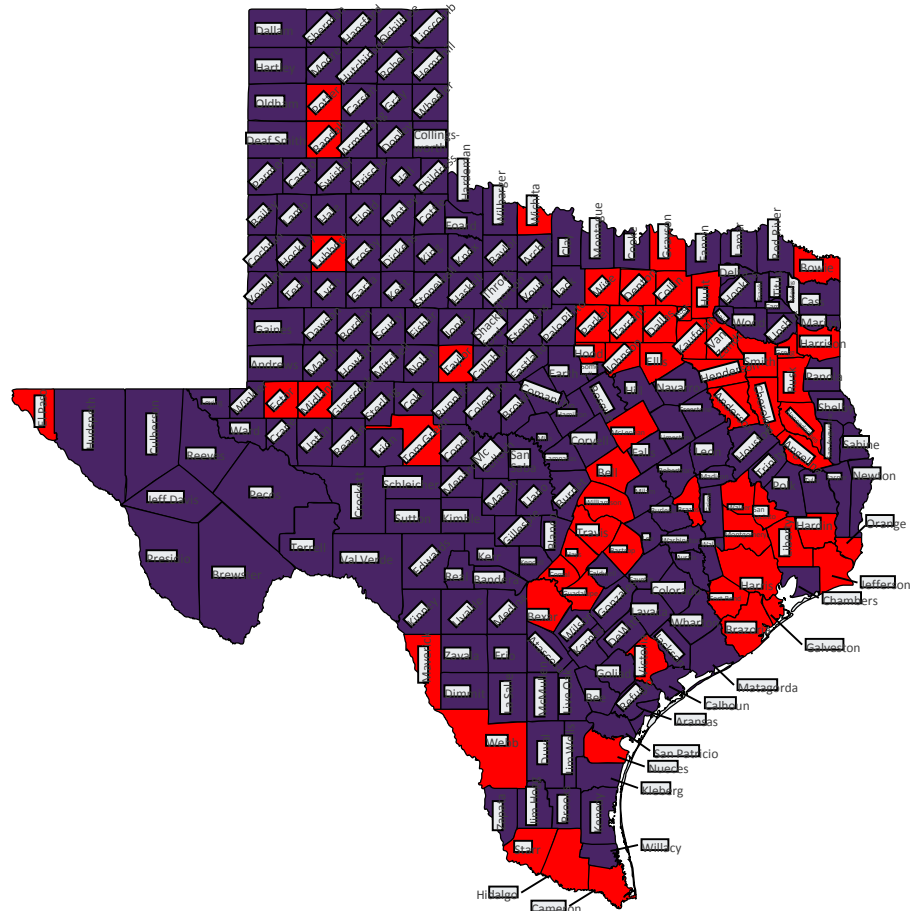




Electronic Filing for Self-Represented Litigants

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TOPICS

What we will talk about today

- Actual experiences of SRLs with e-filing based on user surveys
 - Texas (2015)
 - California (2013)
- Critical issues for SRLs in e-filing
- Alternatives for addressing issues

SURVEY QUESTION #1

Your poll will show here

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SURVEY QUESTION #2

Your poll will show here

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SURVEY QUESTION #3

Your poll will show here

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SURVEY OF SRLs – ORANGE COUNTY

Survey of Experience with e-filing:

- Mandatory e-filing program was 3 months old
- Electronic surveys sent to email addresses provided during e-filing
- Paper surveys distributed at self-help centers
- Received 303 responses from self-represented litigants

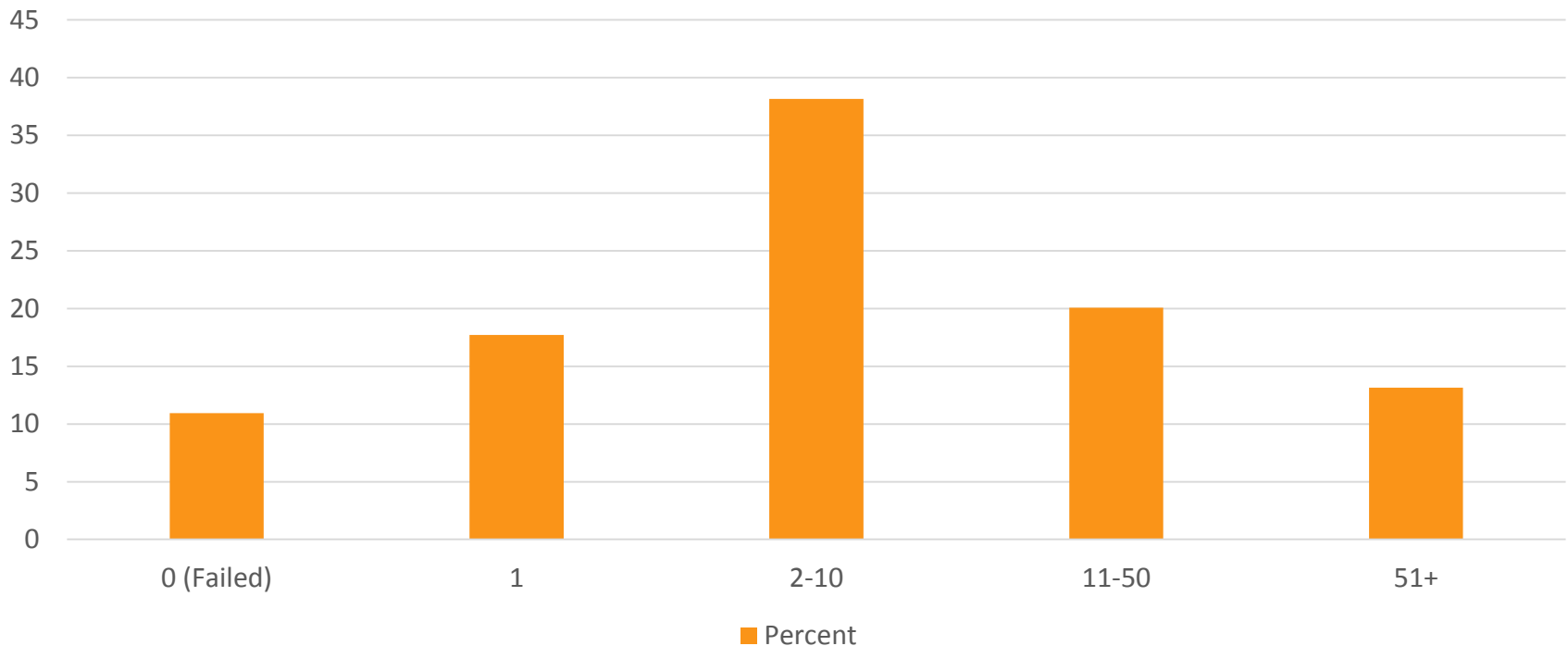
SURVEY OF SRLs – TEXAS

Survey of Experience with e-filing:

- E-filing program was 1 year old (permissive)
- Electronic surveys sent to email addresses provided during e-filing
- Received 548 responses from self-represented litigants

Texas SRL Survey (2015)

How Many Times Have You eFiled?



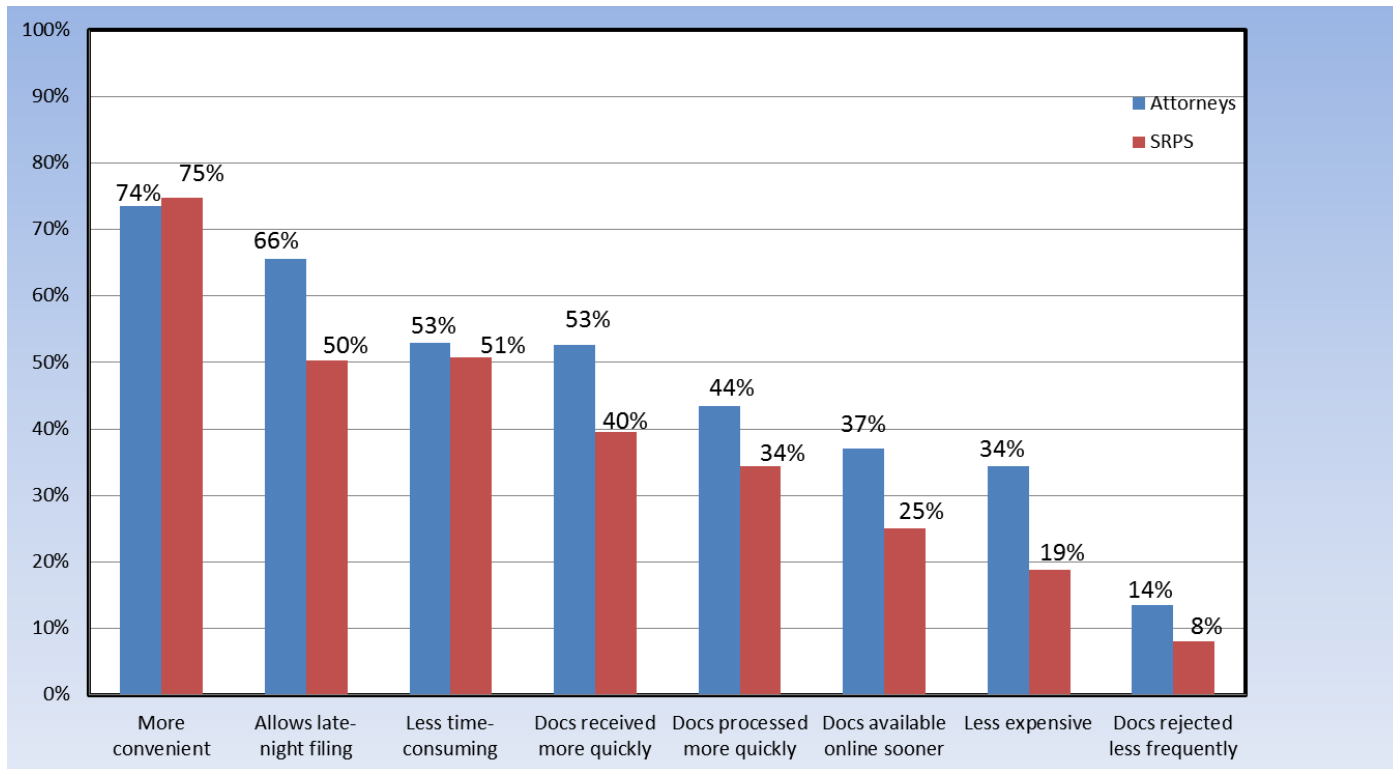
BEWARE OF ASSUMPTIONS

Self represented litigants have a range of capabilities relative to e-filing:

- Most self represented litigants have access to a computer and the internet
- Many self-represented litigants are computer literate
- Not all self-represented litigants are eligible for fee waiver
- Making eFiling easy will solve our SRL issue

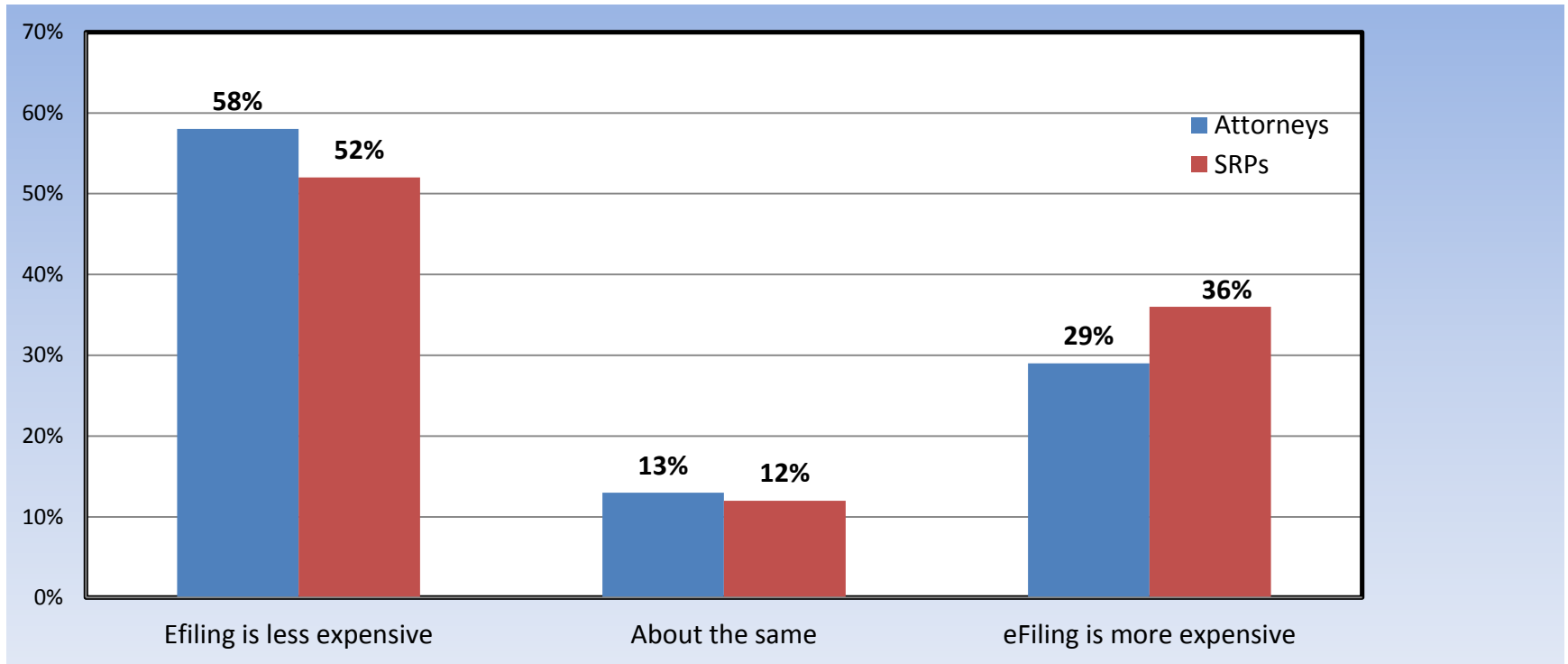
OVERALL - BENEFITS OF E-FILING

What are the benefits of e-filing?

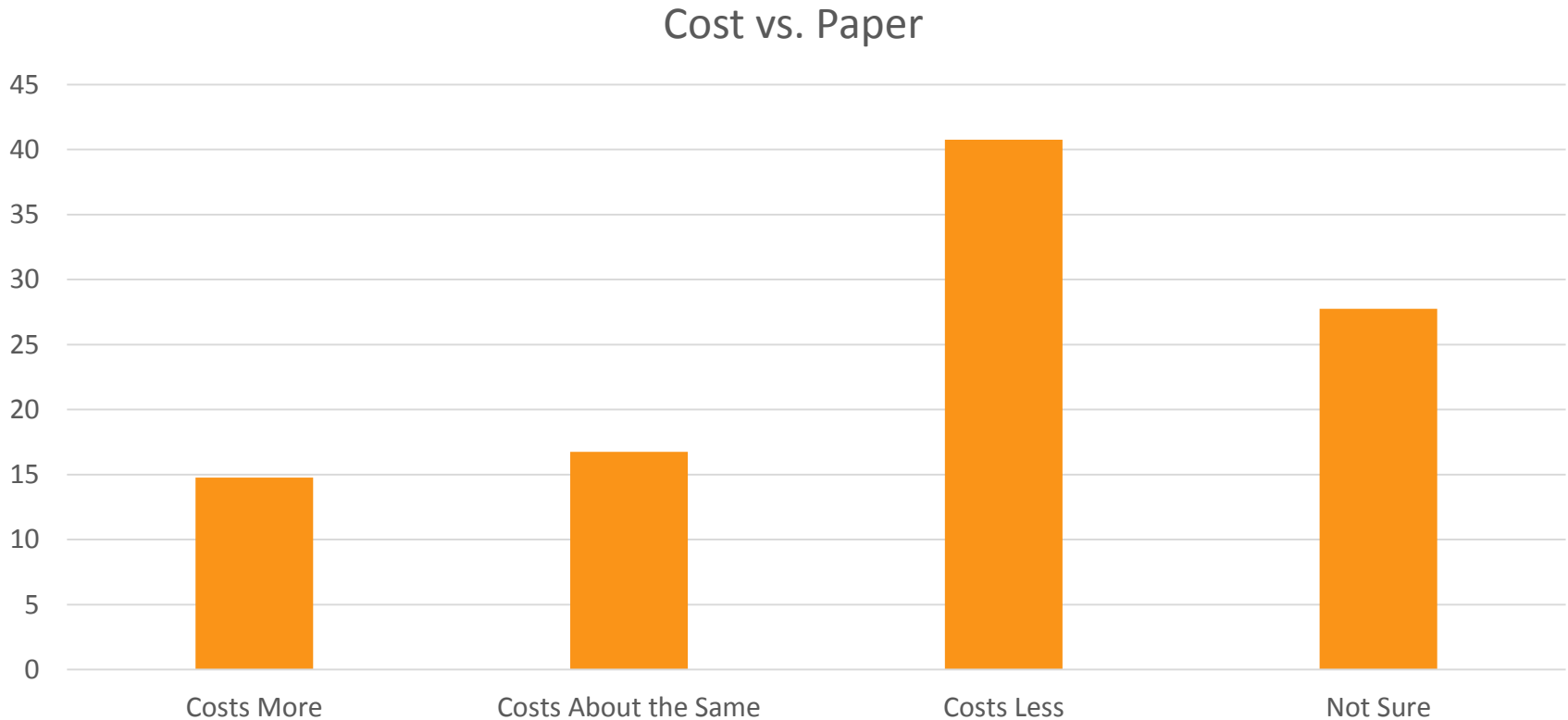


OVERALL – COST OF E-FILING

How do to the costs of e-filing compare to paper filing?



TEXAS SRLs FIND E-FILING CHEAPER



OVERALL – MANDATE

E-FILING REQUIREMENT DOES **NOT** DISCOURAGE FILING

	Orange	Texas
E-filing did not discourage filing	75%	71%
If did discourage, what was reason:		
Unclear or confusing process	63%	69%
Cost	36%	27%
Problems with payment process to complete transaction	23%	30%
Difficulty accessing a computer with internet	19% (5% OF TOTAL)	14%
Selecting EFSP	18%	27%
Other	49%	48%

FILING STEPS COMPARISON

Paper Filing

- Prepare document
- Sign
- Make copies
- Get to Courthouse
- File document and pay fee

E-Filing

- Prepare document
- Sign
- Select EFSP and register
- Upload document and pay fee

The process is the punishment

PREPARING THE DOCUMENT

PROBLEMS DESCRIBED

ALTERNATIVE SOLUTIONS

- Use of document assembly programs
- Self-help programs, NGOs, etc., provide forms, instruction, and computers



SIGNATURES

PROBLEMS DESCRIBED

- signing electronically prepared documents

ALTERNATIVE SOLUTIONS

- CA & TX have rules allowing /s/

SELECTING EFSP

PROBLEMS DESCRIBED

- How do you know which one to use?

ALTERNATIVE SOLUTIONS

- Orange - Legal Aid Society is an EFSP
 - For use in their programs
 - Court self-help clinics file through them

PAYING ANY FILING FEE

What forms of payment are accepted?
Which forms of payment are most used?

FORM OF PAYMENT	ORANGE	TEXAS
Credit Card	91%	73%
Fee Waiver	9%	27%
E-check (ACH)	5%	0%
Cash	1.4%	0%

E-FILING PROCESS

- Converting paper documents to electronic form for filing
- Need to bookmark
- Uploading document
 - Selecting document type
 - Large documents

REJECTION OF FILING

- MOST COMMON REASONS FOR REJECTION
 - Incorrect Formatting
 - Incorrect Fees
 - Combined PDFs
 - Filer's Request
 - Addressed to wrong clerk

SRL VS. ATTORNEY REJECTION

Attorneys

8.41%

SRLs

6.12%

QUESTIONS?



or

