

# eFiling with the Orange County Superior Court

## Introduction

Thank you for setting aside the time to take our survey! Your honest feedback is essential in helping us to improve eFiling services by addressing the needs of our users.

Please note that on Question #11 we are asking for your feedback regarding eFiling issues you may have had since March 1st, 2013. While eFiling was implemented on January 1st, 2013, we are interested in capturing any ongoing issues that are not related to the initial eFiling implementation.

Please note that mandatory questions are marked with an asterisk (\*).

### **\*1. Have you attempted to eFile with the Orange County Superior Court after January 1st, 2013?**

- Yes
- No

### **2. If yes, how many times have you eFiled?**

- 0 (attempted but failed)
- 1
- 2 - 10
- 11 - 50
- 51+

# eFiling with the Orange County Superior Court

## eFiling Service Providers

### **\*3. Which eFiling service provider(s) (EFSP) have you used?**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> American Legal Net   | <input type="checkbox"/> ISD                                | <input type="checkbox"/> Rapid Legal      |
| <input type="checkbox"/> E-Filings of America | <input type="checkbox"/> Legal Aid Society of Orange County | <input type="checkbox"/> Self-Help Center |
| <input type="checkbox"/> Essential Publishers | <input type="checkbox"/> One Legal                          | <input type="checkbox"/> I don't know     |

### **\*4. Which payment option(s) have you used for eFiling?**

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Credit card   | <input type="checkbox"/> Cash       |
| <input type="checkbox"/> e-check (ACH) | <input type="checkbox"/> Fee waiver |

# eFiling with the Orange County Superior Court

## Benefits of eFiling

**\*5. Did you ever file documents over the counter with the Orange County Superior Court before January 1st, 2013?**

- Yes
- No

**\*6. From your perspective, which of the following items do you see as benefits of eFiling? (Please select all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> eFiling is less expensive        | <input type="checkbox"/> eFiled documents are received more quickly    |
| <input type="checkbox"/> eFiling is more convenient       | <input type="checkbox"/> eFiled documents are processed more quickly   |
| <input type="checkbox"/> eFiling is less time-consuming   | <input type="checkbox"/> eFiled documents are rejected less frequently |
| <input type="checkbox"/> eFiling allows late night filing | <input type="checkbox"/> eFiled documents are available online sooner  |
| <input type="checkbox"/> Other (please describe)          |  |

**\*7. How satisfied are you with the speed at which an eFiling is accepted? (From submission of documents to confirmation of copy with file stamp)**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Nothing to compare to

# eFiling with the Orange County Superior Court

## eFiling Fees

**\*8. Is the vendor fee for eFiling more or less than what you would have spent taking the documents to the courthouse in person? (e.g., travel cost, parking fees, time from work, etc.)**

- More
- Less
- Not sure
- No difference

**\*9. Has the requirement to eFile ever discouraged you from filing documents?**

- Yes
- No

**10. If you answered "Yes" to Question #9 above, please check all reasons that apply.**

- Difficulty accessing a computer with internet
- Problems with payment process to complete transaction
- Cost
- Unclear or confusing process
- Selecting an eFiling provider
- Other (please describe)

# eFiling with the Orange County Superior Court

## Your Experience with eFiling

**\*11. If you have eFiled, have you had any of the following issues, since March 1st, 2013?  
(Please select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Difficulty accessing a computer with internet              | <input type="checkbox"/> Submitting a fee waiver                              |
| <input type="checkbox"/> Problems with payment process to complete your transaction | <input type="checkbox"/> Submitting documents by deadlines                    |
| <input type="checkbox"/> Filings were rejected                                      | <input type="checkbox"/> Receiving a confirmation that my filing was received |
| <input type="checkbox"/> Finding a suitable eFiling vendor                          | <input type="checkbox"/> I've experienced none of the above                   |
| <input type="checkbox"/> Other (please explain)                                     |   |

**\*12. How easy or difficult was it to locate a computer with internet access that allowed you to eFile?**

- |                                 |  |
|---------------------------------|--|
| <input type="radio"/> Very easy | <input type="radio"/> Difficult                                      |
| <input type="radio"/> Easy      | <input type="radio"/> Very difficult                                 |
| <input type="radio"/> Neutral   | <input type="radio"/> I already have a computer with internet access |

**13. If you answered "Difficult" or "Very difficult" to question 12 above, where did you complete your eFiled documents?**

- |  |  |
|--|--|
| <input type="radio"/> Family/Friend's computer                                     | <input type="radio"/> Private paid computer (e.g., Kinko's, business center, etc.) |
| <input type="radio"/> Free public computer (e.g., library, community center, etc.) | <input type="radio"/> Self-Help Center (e.g., court, Legal Aid, etc.)              |
| <input type="radio"/> Other (please describe)                                      |  |

**\*14. If you had an eFiling rejected, how satisfied were you with the information that was provided by the Court explaining the reason(s) for rejection?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- I did not have an eFiling rejected

## Exemptions and Fee Waivers

**\*15. Were you aware that you have the option to apply for an exemption to eFiling based on undue hardship/prejudice?**

- Yes
- No

**16. Have you applied for an exemption to eFiling?**

- Yes (received)
- Yes (attempted but failed)
- No

**\*17. Were you aware that you have the option to apply for a fee waiver to waive filing fees?**

- Yes
- No

**18. Have you applied for a fee waiver since January 1st, 2013?**

- Yes (received)
- Yes (attempted but failed)
- No

**19. If yes, how easy was it to apply for the fee waiver?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

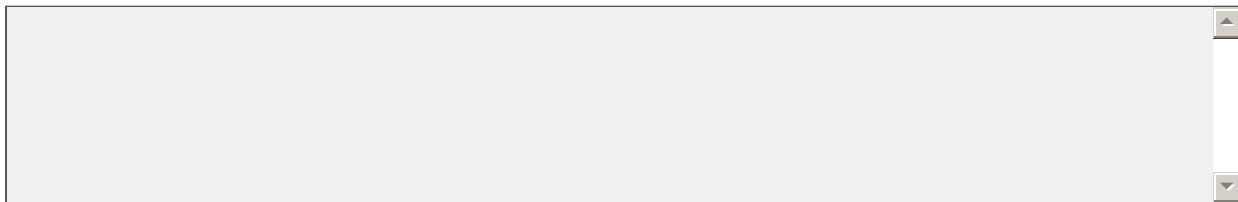
## Following Up with the Court

**\*20. Have you contacted the Court after eFiling your document to ask follow-up questions? (Please select all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> I contacted the Call Center                    | <input type="checkbox"/> I visited the Self-Help Center  |
| <input type="checkbox"/> I visited the Court's website                  | <input type="checkbox"/> No, I received notification from the Court that my document was filed |
| <input type="checkbox"/> I visited the Clerk's Office at the courthouse |  |



**21. Please explain your reason(s) for contacting the Court.**

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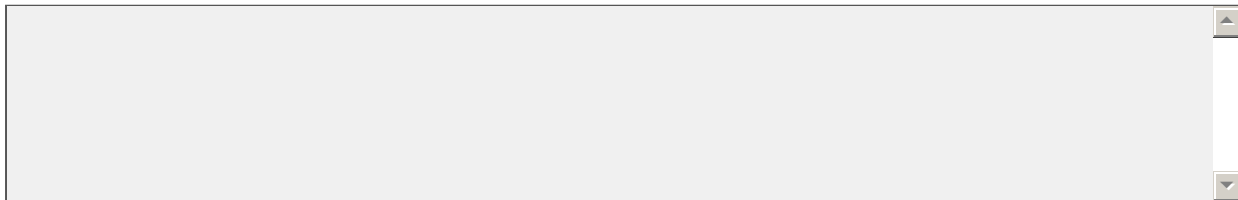
## Attorney Representation

**\*22. Have you been represented by an attorney at any time during the case in which you are currently eFiling?**

- Yes
- No

## Additional Feedback

**23. Please provide any additional feedback you may have regarding your experience with eFiling.**

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