



# 2011 California Courts Website Survey Results

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PRODUCED BY THE  
WEB SERVICES UNIT

The California Courts web survey was conducted in November 2011 and was active for two weeks. During this time, we received 225 responses.

The goal of the survey was to obtain current feedback from our end users so that we are better able to meet the needs of the audiences that visit our website.

Participants answered these questions:

1. Please select the role that most closely describes you.
2. Did you find the information you were seeking today?
3. How often do you visit our site?
4. What feature(s) of the site do you find most useful?
5. What feature(s) of this site do you find least useful?
6. What changes or improvements would you suggest for this site?

For more information on this report, please contact the Web Communications Group at [webcontent@jud.ca.gov](mailto:webcontent@jud.ca.gov).

**1. Please select the role that most closely describes you:**

Attorney	117	52%
Plaintiff/Defendant	19	8%
Juror/Prospective Juror	1	0%
Court Staff Person	7	3%
Journalist	8	4%
Researcher/Research Attorney	16	7%
Other, (See Appendix A)	58	26%
<b>Total</b>	<b>226</b>	<b>100%</b>

**2. Did you find the information you were seeking today?**

Yes	192	85%
No	7	3%
If no, please specify	26	12%
<b>Total</b>	<b>225</b>	<b>100%</b>

**3. How often do you visit our site?**

Every day	122	54%
Several times a week	62	27%
Several times a month	20	9%
About once a month	3	1%
Less than once a month	5	2%
This is my first time	16	7%
<b>Total</b>	<b>228</b>	<b>100%</b>

4. What feature(s) of this site do you find most useful?	
#	Response
1	Quick tips
2	Docket information for pending appeals and daily opinions, published and unpublished. Access to Judicial Council forms. Also, specific court information, location, phone numbers, etc.
3	PDF opinion files
4	Daily opinions.
5	Opinions, rules and court links
6	Full copies of the judges' opinions.
7	Slip opinions, Supreme Court weekly case summaries, and forthcoming opinions
8	The opinions page.
9	regular publication of cases
10	Posting of opinions.
11	opinions, rules, forms, court links
12	Recent opinions and search functions for the status of pending appeals
13	Quick access to opinions
14	The former ability to check on a daily basis what each of the courts of appeal have done in respect to both published and unpublished opinions.
15	EASY TO FILL OUT THE FORMS
16	opinions filed, case information
17	I read the published opinions daily and like that published and unpublished are segregated
18	Listing of case information and getting into the opinions
19	slip opinions and tracking of cases going to Supreme Court
20	Easy access to appellate case files, and to unpublished and published opinions.
21	Great way to keep track of whether I've been affirmed or reversed!
22	Opinions, Rules, and Forms
23	court rules
24	The case opinions are great. Also like the fact I can look at other case dockets on appeal and keep up with the status of the case that has an interest to me.
25	opinions

4. What feature(s) of this site do you find most useful?, cont...

26	opinions, orders list, forthcoming filings, appellate case info
27	Opinions (Recent) CRC Email alerts for cases on appeal Links to Superior Court websites Judicial Council Forms Briefs for Argued Cases (S.C.)
28	Daily appellate opinions, both published and unpublished. Case docket information. Cert granted information.
29	Reading recent published opinions
30	Opinions (both published & unpublished) Docket information Supreme Ct weekly conference results Supreme Ct Summary of Review-Granted Cases
31	the ability to open docs in word or pdf format
32	easy links to all available judicial forms
33	Seach functions
34	I like being able to read opinions and see case filings in real time.
35	<a href="http://www.courts.ca.gov/opinions-slip.htm">http://www.courts.ca.gov/opinions-slip.htm</a> opinions
36	Opinions and Rules of Court
37	case reports
38	Published and unpublished decisions.
39	Forms, Fee schedules
40	slip opinions, rules of court, Judicial Council forms
41	I am a Court of Appeal research attorney. I have the Opinions page as my home page, so that I am advised of new opinions as soon as they are handed down. The ability to request email updates on pending cases is also very helpful to me.
42	search
43	Opinions
44	ability to obtain reported decisions from the appellate courts as they are released.
45	Judicial Counsel Forms listed by Categories
46	Fillable forms, Wage Garnishments, Levies, etc...
47	opinions
48	posting of opinions separated by pub and non-pub
49	opinions
50	Each days new cases
51	checking published and unpublished opinions

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### 4. What feature(s) of this site do you find most useful?, cont...

53	opinions & attorney search
54	case information, opinions, rules, forms
55	Case information database (the lawyers I interview also use this), the published/unpublished opinions, the Supreme Court's weekly conf hearing, your press releases, the Supreme Court's case briefings. Your e-mail for case docket updates is a really helpful service, I know a ton of lawyers who love that as well. I'm a law student too, and have found it helpful for random-school-related stuff.
56	Most of the fratures are useful
57	Daily Opinions
58	Opinions Rules
59	Text of Opinions, forms, Rules
60	Being able to receive e-mail notifications regarding the status of particular cases and being able to read the published and unpublished opinions.
61	Online docket, opinions
62	Current opinions; judicial council forms
63	Information about newly decided appellate cases and calendars for pending appellate matters.
64	the ease of finding forms
65	forms easily found
66	The new slip opinions pages (published and unpublished), the Cal. Rules of Court, the CACI instructions, the local page for my Court of Appeal (contact and calendars), the Cal. Supreme Court weekly conference reports and forthcoming opinion announcements, the case info database for cases I'm working on and to follow cases relevant to clients as they go through their appellate history, and the judicial council forms.
67	I believe I will find what I am looking for, but having to answer survey prior to accessing information may not be accurate.
68	The last hundred hours of cases and the posting of cases, published and unpublished by appellate district, and in the case of the 4th District, by division. I also find the case information page useful.
69	court forms, appellate court opinions
70	the decisions
71	Availability of opionions and appellate court case information.
72	All
73	the forms didn't load
74	that you can link from the list of published cases directly to a docket's case information, using the little blue question mark.
75	daily opininions, both published and unpublished;

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### 4. What feature(s) of this site do you find most useful?, cont...

77	NONE
78	Search/ use of forms
79	Latest published Appellate Court decisions.
80	court opinions and attorney search
81	cases - both published and unpublished specific case information
82	Easy to use
83	judicial council forms; rules of court
84	case info, opinions, court calendars, clerk's office numbers
85	published cases
86	Case law access.
87	Organization of the materials. I can easily find what I'm looking at.
88	court dockets and opinions
89	Reading the decisions if like reading the newspaper. It's news.
90	self-help. It is very clear and easy to find stuff I needed.
91	Slip opinions, case information
92	slip opinions
93	prompt access to just-decided published and unpublished cases
94	searchable opinions, rules of court, jury instructions, court location and contact info.
95	The ease at which I can review cases
96	case information and opinions
97	forms, new decisions.
98	opinions and dockets
99	Court forms, links to various county courts, links to state appellate courts. At county level I want case information, judicial assignments, department phone/email info.; court addresses & clerk's office phone numbers all quickly accessible. Same with appellate courts.
100	Easy to use and download
101	searchability, the categories
102	CASE SUMMARY AND INDEX

## 4. What feature(s) of this site do you find most useful?, cont...

104	daily appellate opinion, forms
105	PUBLISHED OPINIONS
106	Opinions, forthcoming filings, and case information.
107	New cases
108	case information, published cases, rules of court, court addresses,
109	Listing the court's information; rules; clerk's number; supreme court e-filing website.
110	Case information and opinions.
111	You have changed the format of this site. I find it cumbersome to use.
112	UP TO DATE DOCUMENTS REQUIRED FOR THE COURT AVAILABLE IN AN EASY PDF FILE.
113	opinions
114	Daily opinions
115	cases, rules, courts
116	Forms
117	courts are combined.
118	Online docket (with caveat discussed in #5). Opinions. Calendars.
119	Published decisions
120	Review opinions on the day they are issued.
121	opinions AND attorney search
122	slip opinions posted quickly
123	decisions
124	Online dockets, calendars, listing of justices, forms.
125	daily publication of opinions
126	THE ABILITY TO COMPLETE THE FORM AND PRINT IT.
127	Totally worthless.
128	Form; Court Summary
129	UNLAWFUL DETAINER FORMS

## 4. What feature(s) of this site do you find most useful?, cont...

130	Unser Friendly so far.
131	The notice of forthcoming opinions that are to be posted the following day and the e-mail notification on all appellate court cases. I also appreciate all of the opinions being posted -- both the published and unpublished opinions. It's great to be able to read them the same day. I am a very frequent user of this web site.
132	how the forms are separated by its catagories
133	Access to new slip opinions, appellate dockets, rules of court.
134	Case information, opinions
135	How easy it is to locate and access and download legal forms.
136	Access to forms
137	Opinions, Forms, Easy to navigate back and forth.
138	prompt printing of opinions
139	The Supreme Court's Weekly Summary and the Published Opinions Supreme Court briefs
140	the 100 hour summary of recent decisions
141	I prefer the old Web site.
142	Case information
143	slip opinions
144	Reported cases, docket for ongoing cases
145	Superior Family Court forms, and local forms USINS Form U.S. Passport Forms U.S. Renew Passport forms
146	indexing, fillable forms
147	Access to recent published opinions on-line Easy use of judicial council forms List of certified court interpreters (many "interpreters" who prepare legal dox are neither lawyers nor interpreters)-helps to know.
148	Access to opinions.
149	Forms
150	Case information, email notifications and appellate/supreme court opinions
151	prompt access to published and unpublished opinions; availability of fillable forms
152	The decisions as they are published by the Court
153	Opinions
154	published opinions

	4. What feature(s) of this site do you find most useful?, cont...
155	Local Rules, forms, calendar, and case information
156	Nothing yet
157	the list of decided cases, the e-mail alerts, the docket and the scheduled actions
158	It is clearly organized.
159	omitted
160	Current information on the status of cases on review, including ability to find newly filed cases the same day as they are filed.
161	Opinions, Docket information
162	Most of it. I check opinions everyday, case status regularly, and use it to submit briefs.
163	All
164	grateful it is available.
165	
166	How i am able to browse all the forms.
167	Quick tabs to unpublished opinions. Quick button on opinion to drill down on case history.
168	Forms
169	Quick access by citation.
170	1. All California State Courts are easily accessible on one website. 2. Judicial Council forms are available to be saved. 3. California Court Rules are easily accessible on this website.
171	Court Forms, Instruction Packets
172	NONE
173	The Self-Help sections and the Court Rules and Forms are the most helpful for my work in reference at the Los Angeles Public Law Library. Also the Courts section, especially the ability to search for opinions along with information for the various courts. Another area is the "Ask a Law Librarian" feature. I answer law related questions from the public from e-mail, phone, and in person, as well as through the "Ask a Law Librarian" or AskNow Reference Chat Service program every work day as a reference librarian. I refer to this website often for answers to these questions, to provide the library's patrons with assistance and information about the courts, various legal topics, and help with finding court rules and forms. It is absolutely invaluable in doing my legal reference work.
174	Reported cases
175	Easy to find Information

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176	Opinions and rules.
177	None
178	New opinions
179	drop down menu on unpublished opinions so I can just look at 2nd district.
180	Forms and information
181	The clerk who helped
182	court opinions online
183	Reading the most recently released court opinions.
184	Forms
185	court opinions
186	easy access to forms
187	Opinions
188	None yet
189	daily opinion
190	I use forms the most. However I am sure if I bothered to explore I would find other helpful features, I have never taken the time to do that.
191	APPELLATE OPINIONS FORMS
192	the clearness of all the opinions
193	Latest published opinions, latest changes to forms and rules.
194	More help for the consumer
195	Published opinions; appellate court information (dockets); links to Superior Court websites
196	Most useful = case info Next = opinions After that = instructions & rules Finally = general info (e.g., the realignment articles)

5. What feature(s) of this site do you find least useful?	
#	Response
1	Wordy sections
2	I never look at News and Reference.
3	None
4	Policy and administration
5	The case information page.
6	n/a
7	Nothing -- it's great.
8	none
9	having to go through multiple screens to see subsequent history on an appellate opinion when it is appealed to the state supreme court
10	The site recently lost functionality it used to have. The drop downs allowing me to select a specific district court of appeal no longer work.
11	Navigating into the case information section under the various appellate courts is cumbersome.
12	none
13	Searchable Database of all cases (way too slow)
14	None.
15	Utilize the entire site and find all information helpful
16	none
17	None
18	The system seems very slow
19	The lower court case information is generally too vague to be helpful.
20	Multiple website steps to determine legal counsel for the parties to a unpublished decision.
21	No opinion
22	I only use the features listed above, for the most part, so I have no opinion
23	????
24	That appellate briefs are not imaged and available for viewing (or purchase) from the website.

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25	all of it is useful, I just use some of them less frequently
26	Self-help-type-stuff that clutters your home page. It seems to me that in trying to make the website user friendly (i.e., for non-lawyers), you are compromising functionality for lawyers. Conceptually, I don't have a problem with that--provided that your site is being accessed by an adequate number of non-lawyers. My guess, however, is that you're fooling yourself if you think many lay people are using this site. And so you end up inconveniencing your core users and get nothing in return for it.
27	Material about the Judicial Council is hard to navigate.
28	I used to be able to limit search by district; now cannot do that. Since I usually am not as interested in unpublished opinions from other courts of appeal, it would be nice if it were easier to distinguish where the opinions come from or if they were grouped by district.
29	Hard to say. I am familiar with most states' appellate court dockets, and also use PACER to track all level of federal cases. Your site is clearly the best out of the states' sites. The one thing I would like to see you do is make more briefs available online. Many attorneys are surprised that I can't access the briefs online, and expect journalists like me to be able to do so. (And it doesn't make sense for me to drive to a courthouse that may be 50 to several hundred miles away for a brief.)
30	Search Finding other content
31	Have not yet determined.
32	N/A
33	more info is always nice, specifically how to fill out forms
34	photo tour?
35	The self-help center and the reference/reports.
36	the forms and rules.
37	N/A
38	None
39	the forms didn't load
40	If using firefox: when a pdf file of a docket is open, when I click to open that docket's case information, it uses the same tab as the pdf file, so then I can't see the pdf anymore unless I step "back" on the web browser.
41	Although I do appreciate very much the access to the free Lexis case research, the limited use of this database is frustrating . See below.
42	ALL
43	I haven't explored enough to find anything that isn't useful - in other words, it's all very useful to me.
44	none - all useful
45	The "About CA Courts" section
46	pdf. versions of opinions

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47	The format for the Local Rule of Court. The old format was much easier to find.
48	I only read decisions from my general area.
49	the view results tab for the DCA. It lists all the decisions instead of being searchable by only the District/Division desired.
50	inability to perform simple searches in opinions (I would not expect Westlaw or Lexis boolean-style searching)
51	self-help, news
52	I really do not find anything wrong with the site
53	Hard to find case information. I want to know if the appeal was granted.(Hopefully not.) I have a restraining order which was being appealed. Can't find any information on what happened yesterday. I did not want to attend the hearing. The less contact the better as far as I am concerned.
54	all the happy happy news release stuff
55	Having to click through multiple levels to get what I want; being subjected to insider "news," presumably of interest to court employees but no one else, at the first level rather than having that stuff buried so only those who care about it go through the multiple clicks necessary to get to it. In other words, make the stuff that most people need, the most accessible.
56	You have to jump around to find the forms.
57	When you open the 120 days view, there are now two side bars to scrow with. Very confusing and unnecessary, and very difficult to use. Also, the white background and nearly grey font is very difficult to read
58	ALL YOUR FEATURES ARE VERY USEFUL
59	Don't know because I probably don't use them
60	NEWS AND REFERENCE
61	self-help
62	The court's history
63	You have changed the format of this site. I find it cumbersome to use.
64	UNABLE TO SEARCH BY DOCUMENT NAME. NEED TO KNOW WHAT 'TYPE' OF DOCUMENT IT IS.
65	the need to go to the old interface for docket information and the inability to search multiple jurisdictions simultaneously on that part of the site.
66	search old cases
67	Opinions, Programs
68	none.
69	The Case Information section is very cumbersome to use. It's obviously a holdover from the

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	predecessor site. It should be integrated fully into the new site.
70	List of cases is not helpful in determining what kind of issue is being determined
71	Self-help.
72	old slip opinions could be kept longer
73	hard to navigate to local DCA rules
74	Having to open and read each cvil opinion to determine if it is impartant to my practice
75	THE WAY TO LOCATE THE FORMS. IT TAKES TO LONG TO GO THRU ALL THE FORMS LOOKING FOR THE FORM.
76	What did you do? You screwed this website up. It used to be so easy to pull published opinions. click on the district, click opinions, download your case. Now the menu doesn't even drop down. Total Fail.
77	EVERYTHING--IT IS FULL OF BUGS
78	All useful.
79	NONE
80	N/A
81	The occasional delay in posting opinions on which I get e-mail notifications.
82	there are times that its easier to find the form by its form number, but I do not see this with this new website
83	Accessing forms in Spanish and the ability to download these forms. Cannot open document to read or copy in Spanish.
84	Sometimes you have to dig for information / takes more time than you would think
85	Nothing.
86	News & Reference
87	can't find how to request certified copy of 1988 Decree Changing Name
88	the fact that the next available time limit is 120 days.
89	Nearly everything is less user friendly. I like the old cases pending page.
90	Death penalty cases
91	It is frustrating that when you use the pull-down menu for reported cases and choose "last 120 days," it takes you to a website showing only the last 100 hours. You have to select it a second time.
92	Superior Family Court forms, and local forms
93	N/A

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94	General pronouncements on the home page--I mean, everybody knows state agencies are getting the budget axe but I can't do much about it.
95	Access to judicial forms. The layout is confusing
96	N/A
97	MCLE
98	That you can't save forms after they are filled out (at least with PDF reader); that unpublished opinions disappear after 60 days; can they be archived?
99	It is hard to segregate the decisions into categories of interest. There are no short summaries.
100	Having to go from this site to the DCA site--used to be able to go directly to DCA site.
101	The previous site had a link to opinions that were under review by Supreme Court - this was very helpful - I can't find this information on the new site if it still exists
102	All of it so far
103	the search feature is useful, but very slow
104	None
105	omitted
106	No opinion.
107	I do not use the forms section at all.
108	all useful to someone
109	the glossary should have case abbreviation info.
110	
111	IT WAS ALL VERY HELPFUL.
112	Inability to fill in forms on computer.
113	Very difficult to print--I believe Lexis intentionally created this difficulty in order to migrate business to their for-pay cite.
114	I haven't encounter that problem yet.
115	N/A
116	IT TAKES FIVE MINUTES FOR YOUR FORMS TO OPEN UP ONCE YOU HAVE CLICKED ON TO THEM OR THEY DON'T OPEN UP AT ALL AND I HAVE TO GO OUT AND GO BACK IN SEVERAL TIMES
117	Probably "policy and administration" and "programs." These are just areas that I don't visit often.
118	None
119	Finding all forms and filling out forms on line.

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120	I only use the forms.
121	None
122	The search engine. Finds absolutely nothing worthwhile.
123	There isn't a rules section. If the Court is going to demand bound copies with red covers, specific instructions on such things should be provided as well as allowing indigent people to just use the regular Judicial Council forms. Why have Judicial Council forms if the Clerk, especially the one with a mean streak, is going to refuse it because it doesn't have red covers? Does this mean Equal Protection of the Law only applies to people who can afford to have their papers bound in red?
124	N/A
125	Having to link between the case docket and this website.
126	Specificity
127	na
128	hard to find phone and fax numbers for your agency
129	Calendars
130	Information others would find useful.

6. What changes or improvements would you suggest for this site?

#	Response
1	Use bullet points and lists to make sure each point to considered.
2	if i attend court should I be given chance to talk too or just say your name and plaintiff attorney does all the TALKING AND JUDGEMEND IS MADE BASED ON WRONGFULL INFORMATION
3	Can't think of any right at the moment.
4	I'm satisfied with how it is now.
5	None. I think it is a great site.
6	I wish the archives went back further.
7	I check the site at LEAST daily, and would very much be aided by an RSS feed of the published/unpublished slip opinions in real time. I would also VERY much appreciate a link from the weekly case summaries wherein it says that briefing is deferred pending a particular case to the "case information" for that lead case so that I could see where in the process it was, access the briefs, and read the question presented for that case.
8	(1) Scan all filings in .PDF format and make them publicly available. (2) The site has too much information that is unrelated to the daily business of the courts.
9	It is not easy to find calendars of scheduled oral arguments or changes in the rules of court. Some forms are oddly labeled. For example, habeas corpus forms are under miscellaneous.
10	None. This is a fast-loading, clean-looking, user-friendly, and frequently-updated site. I can't ask for more. If you add anything (like indexing or summaries), it'll slow things down. Well done, and thanks!!
11	Return to the former ability to seach cases by district and division
12	THAT A LIST OF FORMS BE PUT TOGATHER RATHER THEN HAVING TO LOOK FOR THEM
13	none
14	allow searching unpublished opinions by district--that option was dropped recently, and it takes a long time to find our district out of all the others when seeing what's been handed down in the past day(s). keep cases on the cite for longer.
15	Can't think of any.
16	Restore the drop down menus and allow me to select individual courts of appeal so I don't have to hunt through unpublished decisions of districts other than the one I care about.
17	Improve the interface for locating appellate status updates.
18	none
19	I deal in civil practice and it would be nice to be able to catagorize criminal versus civil, and then different categories the civil cases. For example, appeal from dismissal at the pleading stage to appeal from jury verdict. But overall I do benefit from the web site.

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20	none
21	the links for forthcoming filings and orders list should be closer to the top (maybe on the left side) so that one is not required to page down to get to them. also, it would be good if each opinion opened in a separate window instead of opening over the last one (unless of course the shift key is held down), which is how the old site functioned.
22	Would like an RSS feed for opinions page so I know when the latest opinions are posted.
23	Searchable index for the CRC.
24	None.
25	Although I realize that budgetary problems have delayed electronic filing, etc. But it's a pity that it's not possible to retrieve the major filings (i.e, the appellate briefs) through this site. In contrast, PACER allows electronic access to just about everything in federal cases.
26	none
27	None
28	Faster page loading
29	I would like to be able to search for case information in a combined database (as a separate option from searching by court). I would like the site to be more like PACER with document copies available for review. And of course I would like to be able to file documents electronically on this site.
30	Functionality. Either my local court's browser is not compatible with the design of this site, or you need to test the tabs, buttons, and links again.
31	Perhaps a map that shows the boundaries of each court of appeal district.
32	Forms were previously grouped by cause of action; i.e., Unlawful Detainer section contained Summons, Complaint, Proof of Service, Default documents, Judgment, Writ, etc. Now these have been separated out into other areas. This requires opening several sets of forms and takes much more time. I would like to see the former arrangement restored.
33	It seems to work fine; I can't think of any specific thing that needs improvement
34	User interface needs professional overhaul and QA, especially for browser compatibility. Search should be added/improved.
35	See No. 5
36	The ability to fill in forms from prior visits, ie, the site use to remember names and addresses and I could pick from list, now that features does not appear available anymore :(
37	1) make viewing published opinions a one-click process, with that button being displayed right on the home page 2) make it much easier to navigate to "case information" where one can, for instance, view docket for an appellate case. Presently, it takes a tortured path of clicks to get to the screen where one can access such information.
38	"Case information" should be one or two steps easier to get. The Realignment pages should be easier to get to.
39	see above.
40	I would like all districts of the Court of Appeal to provide the same information.

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41	Make appellate briefs available online for most/all cases. Or at least do it for the civil cases. You could pay for this by charging users like me for them. As a journalist, I wouldn't mind having to pay an extra 10% on each brief, either. It isn't such a foreign concept either, the LA Superior Court charges more than PACER for briefs/documents already.
42	The website is veeerrrry sloooooooow
43	Better organization Clearer title
44	Paginated opinions so that reference can be made to appropriate portions of opinions in memoranda by page reference with live links to cited opinions and annotated Codes and Rules. Repair glitch in focus/print commands so that it does not continuously loop back to the same opinion/print dialog box/member sign in id when utilizing this site for extended periods.
45	I would love it if when you check the cases that you are registered for that the system would also give you the case name rather than simply the Court of Appeal number. Copies of the materials filed would also be a great informational tool, and not just the briefs either.
46	I would encourage you to identify appeals by originating county. I monitor the activity from my jurisdiction, and this would prevent me from having to scroll through every case that comes out of my appellate district.
47	a free info guide on how to fill out forms and which forms are for what... I have to say thank you thank you for having this available to the common layman (women)
48	Allow e-mail notification for every time a new entry's made in a case's docket, so they're easier to follow -- not just the selected entries currently available for e-mail notification. The opinion search (1850-present) is a clunky database, and Lexis has a demonstrated ability to o better. On the weekly conference results, it would be nice to have the issuesummaries for cases granted review issued contemporaneously. I've used this site for at least 11 years and you continue to do an outstanding job making info available.
49	I liked the old website better. It was more user friendly.
50	I find the site very useful and the consolidation into this single site makes it very helpful. Thanks.
51	the federal appeals site tells you if a case is civil, criminal, and so forth.
52	Shortly after the change in format/place for accessing published and unpublished opionoins (I think that happned in the past few months), I've had trouble with the function that is supposed to allow you to narrow the opinions shown to a particular court (it flat-out does not work). I'd like that to work better (at all).
53	a place where complaints can be sent via this website of which, would cause reason for an audit of ongoing actions., As in my case, the court has lied about juvenile dependancy cases., Saying there is only 1 dpo18979, when in fact, there are 3.,,
54	Motions, P&A
55	make the forms load
56	When opening a docket's case information from the little blue question mark on the published cases list, open it in a new web browser for me.
57	Allow more space on SC100 for more specific address information on defendent including title, if any.
58	I beleive there should be free online research(both State and Federal) with shepardizing provided by the Judicial Council and this site. ALso, a reference of California and Federal annotated codes would be great. SOme of us lawyers have never been able to get financially secure, even after 9 years of practice, and with the continual reduction in the hours of operation of various local law libraries, the need for such services described herein is very great. Thank you for taking the time to provide this survey and view my comments.

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59	sample forms.
60	Search by key word or subject (i.e. CEQA cases, cases involving state agencies (Resources Agency, State Water Board, Regional Water Boards, Department of Forestry and Fire Protection, etc.), etc.)
61	More details in specific case information
62	None
63	none
64	The case info. tab can be very slow.
65	be able to get case history in same place as cases
66	I would recommend that you allow for people to sign up to be alerted by e-mail when new cases, published or unpublished, are posted to the site.
67	None
68	solve the issue described in #5 above
69	Most important thing is easy to find informations.
70	Let people subscribe by email to received new slip opinions as they are released.
71	see above
72	I preferred your old site better, but I am now use to this one.
73	It is visually confusing to have "unpublished opinions" highlighted in blue on the left when it is actually the published opinions which are being listed. It would be useful to have the "last 100 hours" expanded to the "last five days."
74	the old interface was faster.
75	See above.
76	Please post the new CH forms immediately.
77	All the forms are not in the category that needs to be filed with specific forms. Would like to see the forms listed in the previous style.
78	get rid of the sub-scrow bar.
79	NO SUGGESTIONS
80	I'd like to see transcripts or audio of California Supreme Court oral arguments available in all cases.
81	IT'S FINE.
82	I would like to see video of oral arguments in all cases before the California Supreme Court, not just selected ones.
83	videos of oral arguments in all courts of appeal
84	Removing the court's history and when choosing a document to be e-filed to the supreme court, I would make the

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	drop-down arrow operational when you click on it. Not everyone knows that you have to use the scroll button on your mouse instead of clicking on the down arrow as would normally be done to choose from a drop-down menu.
85	Revert back to your previous format. It is difficult to find a case on first using the new format.
86	WOULD LIKE TO BE ABLE TO SEARCH BY DOCUMENT NAME.
87	see no. 5
88	none. not that it can't improve, it's that i would think you get better suggestions for the use of your limited resources.
89	Finding a particular judicial council form has become very burdensome -- the "improved" organization of this site is very awkward and not user-friendly.
90	none.
91	Incorporate everything from the old site (yellowish color scheme) into the current site, so that one doesn't have to open a new window, e.g., to obtain case information.
92	Add a brief description of the type of case involved (civil, criminal, juvenile, probate, domestic, etc.)
93	None.
94	Last website was much simpler to locate and print out forms. This new website is much more cumbersome to get to the proper form screen to access.
95	make audio tapes of oral arguments available online. North Dakota has for years. Why can't California?
96	Adding additional information about the contents of the case e.g. Issues presented or Statutes analyzed. For Example: "Class certification and CCP 437c." or "SLAPP" or "Mortgage Fraud"
97	IT SHOULD BE DIVIDED BY TYPE OF CASE, FAMILY LAW, CIVIL, ECT.
98	Scrap your "new and improved" version. It's horrible. Find a new line of work where you won't do any damage.
99	Civil Judgment file is damaged and "not repairable".
100	None at this time.
101	I suggest that you let the user change font sizes. Some of the spaces are too small to fit the names of all the Plaintiffs/Defendants, which makes it difficult to use.
102	NONE
103	N/A
104	Quicker turn-around in posting opinions once they've been filed. Otherwise, great job!
105	Remove the rules of court from those horribly annoying frames. Having multiple scroll bars (one from the browser, one from the frame) is hard to use and very annoying.
106	Have more forms readily available in different languages.
107	A section that says: use this for for... Also if things were broken into sections e.g. spousal, child etc
108	I find perfect just the way it is.

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109	none
110	I pretty much like it just the way it is. The present format is an improvement on the former one; it's more immediately accessible.
111	Ability to email inquiry to information desk
112	the ability to search for decisions within 1 week, 1 months, 2 months. To sort by time.
113	Bring back the old Web site please.
114	The "Unpublished Opinion" page doesn't work properly. If I select a particular court (e.g., Third District) and press "View," it shows me all unpublished opinions of all courts -- at least until I select a particular court a second time and press "View" a second time.
115	Improvement of the drop down menu. Currently when I click on "opinions", I cannot then move down to select published or unpublished, instead I have to go into the page and select "published" or "unpublished" on the sidebar menu. Just a suggestion for ease of use. thanks.
116	See above. Make the pull-down list for "last 120 days" of reported cases work. Thank you!
117	none come to mind...it works great!
118	Can I get back to you on that? It's basically a top-notch website as I see it.
119	I liked the old format. It looked more professional.
120	Listing the superior court case number on the page that comes up when one clicks a link from an email notification on the status of a case. I practice in dependency and most of my cases are listed by initials. I typically don't have the appellate case number at my fingertips (unless I'm handling the appeal). I use the juvenile court case number to identify which case it is on appeal. I have to jump to a different page to get that number after I click the link in the email. While a mere inconvenience, it would eliminate one step if the superior court number were listed along with the appellate case number.
121	Archive unpublished opinons, save filled-out PDF forms [or make forms available in Word format?
122	For some reason when you look on Opinions and select a specific court, then click view, it goes back to the "Last 100 Hours" list, and you have to specify again. Frustrating and unnecessary.
123	I liked the Old Supreme Court site better where information regard conference, upcoming decisions, calendar etc. was available with fewer clicks. (Also see above)
124	As to Court forms: the font should be the same for all court forms. Some show as Times New Roman, others as Arial. As to Case Registry: Family Law matters should be added.
125	Need better explanation how to work it
126	issue alerts for 8.220(a)(2) notices
127	Is there a way to get automatic email notification when a case is filed, since they seem to be filed throughout the day.
128	Omitted.
129	All eight Divisions of the Second DCA are combined into one site. But the three Divisions of the Fourth DCA are not combined. I would like to see the Fourth combined into a single site.
130	It is somewhat of a hassle to find specific judges, where they are currently sitting, and court addresses. Not

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	impossible, but it all should be easier.
131	Hard to improve it.
132	
133	I would suggest having instructions with your forms. It would be alot easier to understand some of it.
134	Create an RSS feed so that one can subscribe to the Published Opinions page and receive e-mails as new opinions are released. 9th Cir., California Supreme and US Supreme usually follow a consistent release schedule and are easy to follow. As the California releases happen throughout the day, a RSS feed would be a fantastic way to keep up the latest and then unsubscribe easily when no longer wanting to follow the court to closely.
135	Make all forms fillable on computer.
136	Include Shepards--would pay a small by-use fee for this. Make Lexis make printer user-friendly.
137	It would be helpful if we could fill out a JC form and then save it. Currently, you can only save it first and then fill out the form. Otherwise, if you fill out the form first and then try to save it, the data will disappear after saving, and we would have to fill out the form again. However, this is a minor issue.
138	None at this time.
139	HAVE THE TECH CHECK YOUR END OUT TECH CHECKED OUR END AND STATES ITS YOUR WEBSITE THAT THAS THE PROBLEM
140	The "Ask a Law Librarian" link could be featured more prominently on the home page. More information about the process that a basic civil law suit follows could be included. The "getting started" section is great but it seems geared more to the plaintiff's side not the defendant. Some of the information in the Self-Help section is a bit hard to find and a user needs to click through the various links to find what they are looking for. This is a great resource and tool for the self-represented as well as the people helping the self-represented. Keep up the good work. Christine - Reference Librarian
141	A six month index of reorted cases
142	The organization of the site is not always intuitive for browsing (as opposed to searching.) For instance, on the court of appeal page, the "About the Court of Appeal" subtopics contain things that aren't really "about" the court of appeal. They are related to the court of appeal, but I wouldn't expect to find them in an "about" page. <a href="http://www.courts.ca.gov/2958.htm">http://www.courts.ca.gov/2958.htm</a> And, I would like to see E-filing a.s.a.p., of course!
143	Return to the way forms were shown and filled out on line.
144	The forms should always be legible.
145	Make it possible to search, by word(s), for the rules regarding the exact formatting for documents to be filed with the California Courts. I am frequently asked to find the most up-to-date rules regarding font choice, margins, footnotes, etc. As this site is currently set up, it is almost impossible to locate this information.
146	Post new opinions, both reported and unpublished, at the earliest possible time.
147	If cases could be categorized, as Dependency, Delinquency, Family, it would be helpful.
148	Adresses and Phone numbers found easier would help
149	Your new website design seems worse than the old one in terms of appearance and usability. I would recommend switching back to the old design.

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150	Add/enhance the search engine. A simple drop down list of key phrases, i.e. search and seizure, Miranda, etc., allows for someone doing research to find those case where these key phrases (and others) are found.
151	Make this site user friendly keeping in mind that the Clerks are not the nicest, most helpful people in the court system.
152	Sometimes the forms do not open.
153	It was easier to find what you are looking for on the individual court pages (i.e. CSC & DCAs) in the old version of this website.
154	N/A
155	Also, I think it would be helpful if when an opinion is posted it lists the date it was submitted.
156	Lead me to the actual year of the hearing
157	None. I especially like the new site.
158	BETTER ORGANIZED INDEX FOR FORMS. SOME OF THE CATEGORIES MAKE NO SENSE.
159	that all of the opinions be of the same format
160	Restore old system of showing viewed links, so that if I "save target as" WITHOUT opening the link first, the link will show as viewed afterwards.
161	Be able to access newly reported cases by district
162	the phone number for an ombudsman
163	Require all District Courts of Appeal to publish their argument calendars on the website
164	I'm pretty happy with it. Sometimes it is necessary to root through the categories and subcategories to find something, but there is a lot of information so that is probably unavoidable.

**APPENDIX A**

**Other User Types:**

ALJ	
2	Paralegal
3	attorney retired
4	Judge
5	Law professor
6	judge
7	PRIVATE CITIZEN
8	Judge of the Superior Court
9	legal secretary
10	Administrator
11	insurance claims manager
12	Citizen
13	Paralegal
14	Sheriff's Civil Unit
15	law student
16	Judge
17	trustee of estate
18	Paralegal
19	Researcher/non attorney
20	nosy
21	A Father, who is trying to understand why the court would illegally detaining my daughter?
22	Copy Editor for Official Reports, Lexis Nexis
23	Insurance Adjuster
24	CA resident
25	Science/Technical Consultant