



# 2014 California Courts Website Survey Results

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JUDICIAL COUNCIL  
OF CALIFORNIA

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ADMINISTRATIVE DIVISION

INFORMATION TECHNOLOGY

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## EXECUTIVE SUMMARY

The California Courts web survey was posted on various web pages throughout the courts.ca.gov website, from September 15 through October 31. During this time, we received 601 responses.

The intent of an annual survey is to obtain current feedback from end users so that we are better able to meet their needs.

One of the goals of this year's survey was to obtain an increase in responses from visitors to the Self Help section of the website. In previous years, we received a low rate of responses in comparison to the amount of traffic in this section. By placing the survey button on more Self Help pages, we achieved this goal.

The survey covered several aspects of user experience research, including audience analysis, a content needs assessment, a findability evaluation, usability evaluation, and open-ended questions that allowed participants to provide feedback in their own words.

The survey was segmented based on the first question, in which participants identified themselves as part of one of the categories below. This method allowed for further analysis into each of the categories, with questions tailored to each group:

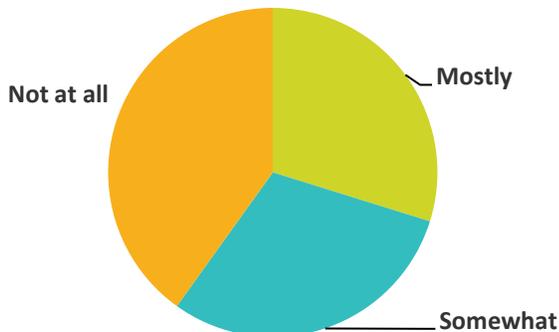
- Self Help Seeker
- Legal Professional
- Juror
- Legal Assistance Professional or Volunteer
- Employee of the CA Court System
- Media Professional
- Other

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

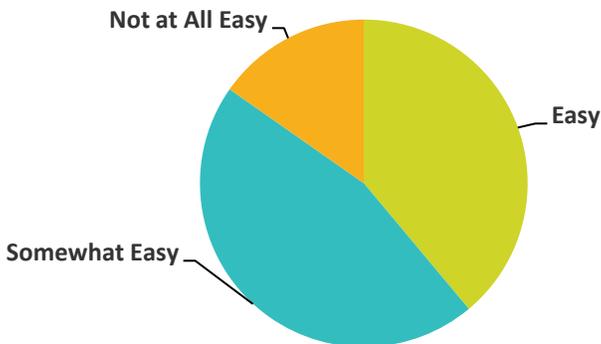


ALL SEGMENTS

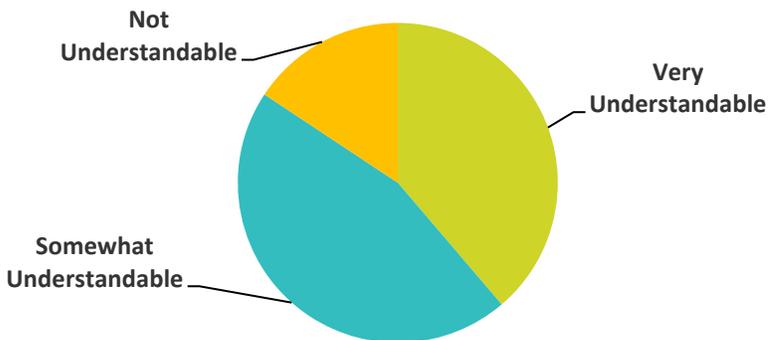
Did you find what you were looking for?



Was this website easy to use?



Was the information on this website easy to understand?

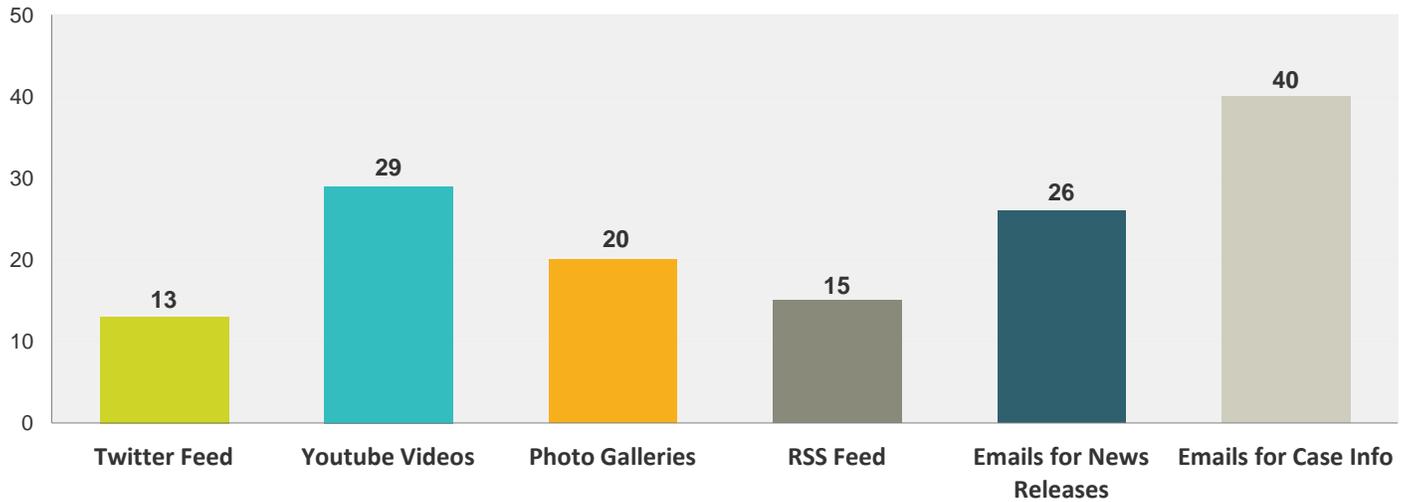


Note:

- All segments answered these 3 questions. In total, the results are most likely influenced by the self-help segment, which is more likely to offer a negative opinion. These individuals arrive with very high expectations and specific situations that might not be easily resolved online.
- Respondents may be looking for online customer service, easy resolution of their specific questions, contact information, or the ability to email someone for assistance – based on their experiences with commercial websites.
- Current efforts have been undertaken to improve the ease of use for self help seekers.

ALL SEGMENTS

Have you used these features on this website? Choose all that apply:



## RESULTS: SELF-HELP SEEKER

**Total responses: 334**

### Survey Goals

- Improve the ease at which self help respondents can accurately identify themselves.
- Increase the number of responses from self-help seekers.

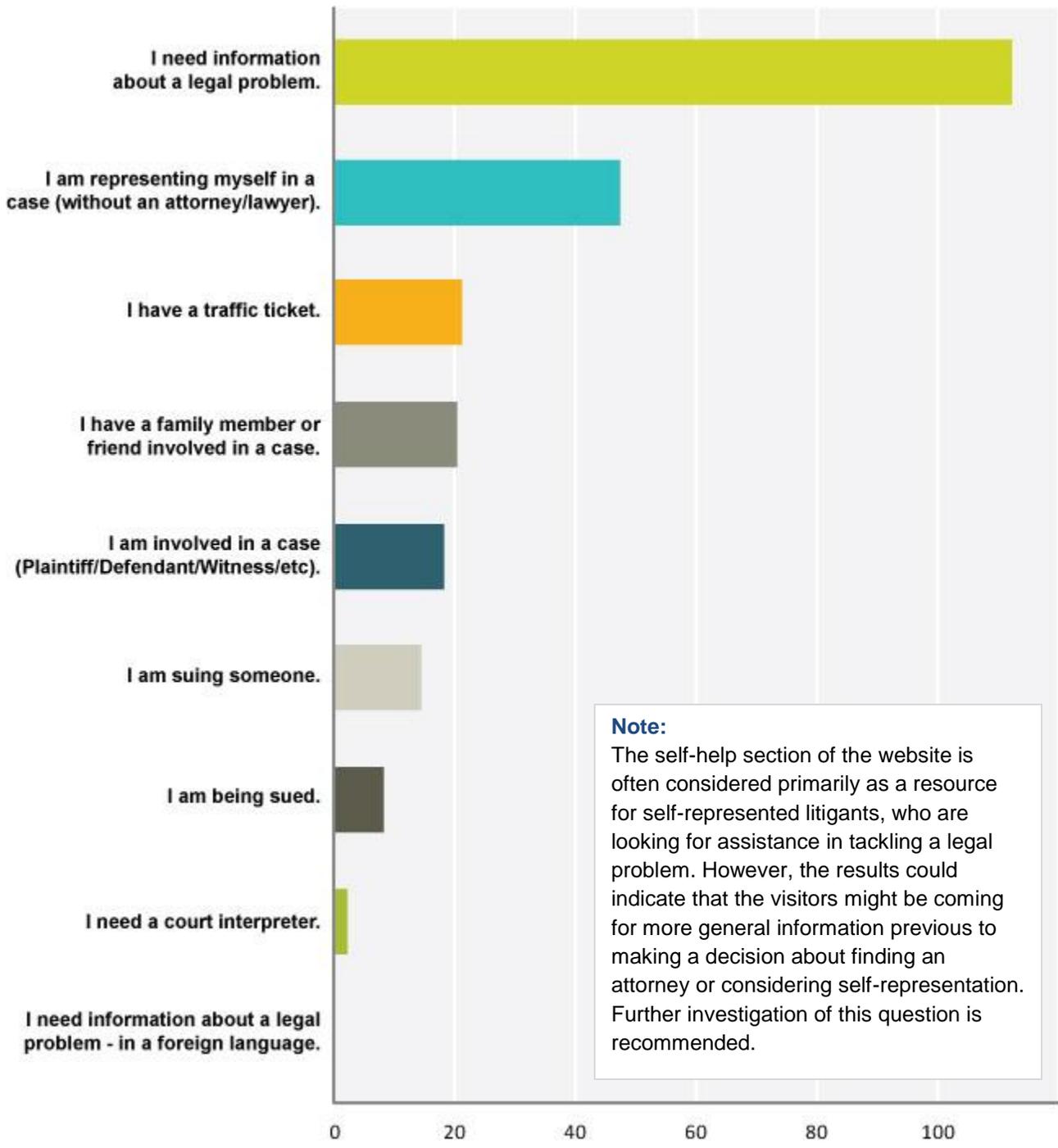
### Summary of Findings

- By far the largest segment of Self-Help Seekers were looking for information on Divorce or Separation.
- A significant portion of Self-Help Seekers were seeking help with legal forms. This is a relatively new insight for us and supports the case for more automated document assembly tools and instructions.
- A significant portion of Self-Help users reported not being able to find what they were looking for. We interpret this not as a comment on the organization of site information but rather to the assumption or expectation that users have with regards to the ability to actually pay tickets or find individualized assistance within the Online Self-Help Center.
- The features most respondents desired to find on our website were 1) Step-by-step forms instructions; 2) Mobile optimized site; and 3) video tutorials. These three functions should serve well as our compass points for future enhancements.
- Overall, the visitor and traffic trends of the Online Self-Help Center correlate with the survey results. In other words, information sought by users correlates to the pageviews we track within our Web Analytics program.
- In previous surveys, many respondents visiting the website for self help information did not accurately identify themselves as “self-help seekers.” This year, we placed the more generalized words “I am looking for information about a legal problem” in parenthesis beside the category. Although a majority of responses to the survey this year were in this category, several respondents still chose the category “Other” and described situations that we would internally refer to as self-help scenarios.
- Google Analytics can easily tell us which topics are being viewed the most – but it does not provide information about the situation or scenario the individual has visited the website in regards to. The first question helped to address this knowledge gap.

- The responses to the question “I am looking for information on the following topics” match Google Analytics data about the most popular topics in this section.
- Very few respondents chose that they were seeking information in a foreign language. Further research is needed to accurately represent the needs of foreign language speakers. They most likely would not choose to respond to a survey that is only presented in English.

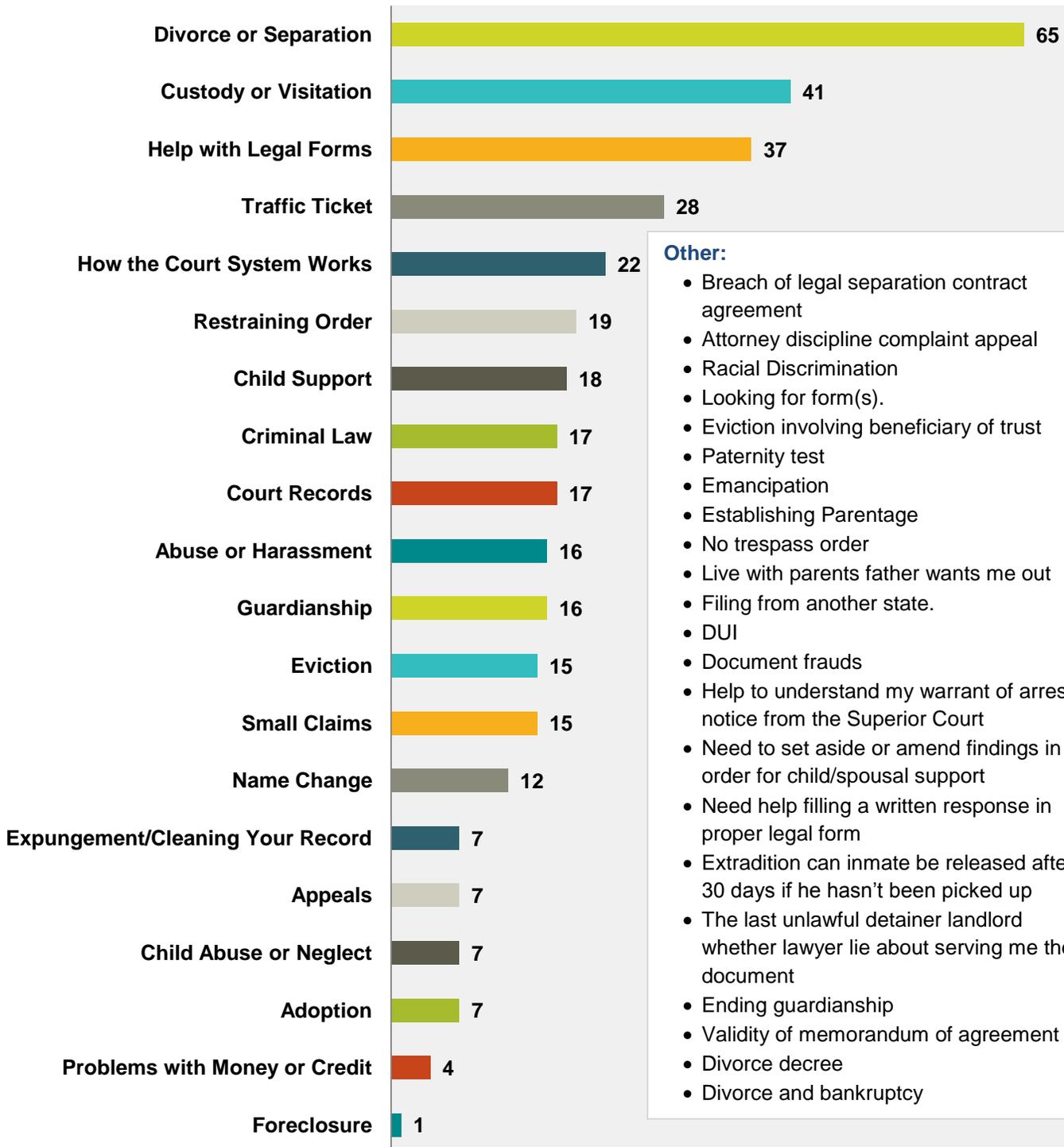
Audience Segment: Self-Help Seeker

Which of the following best describes your situation? Choose all that apply.



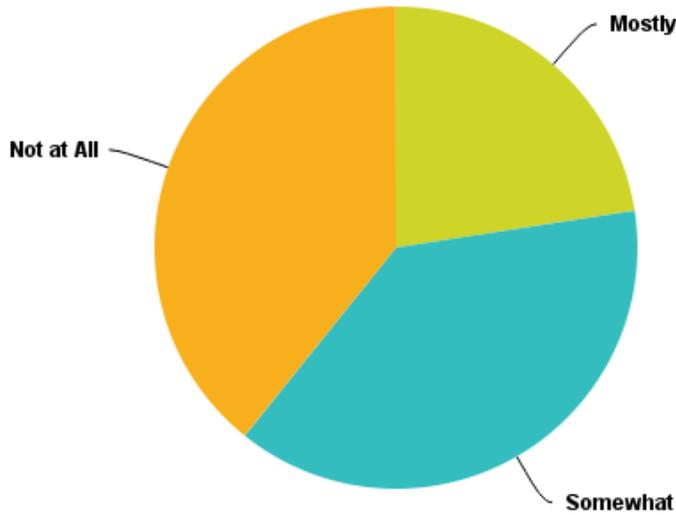
Audience Segment: Self Help Seeker

I need information on the following topic(s).  
Choose all that apply:



Audience Segment: Self Help Seeker

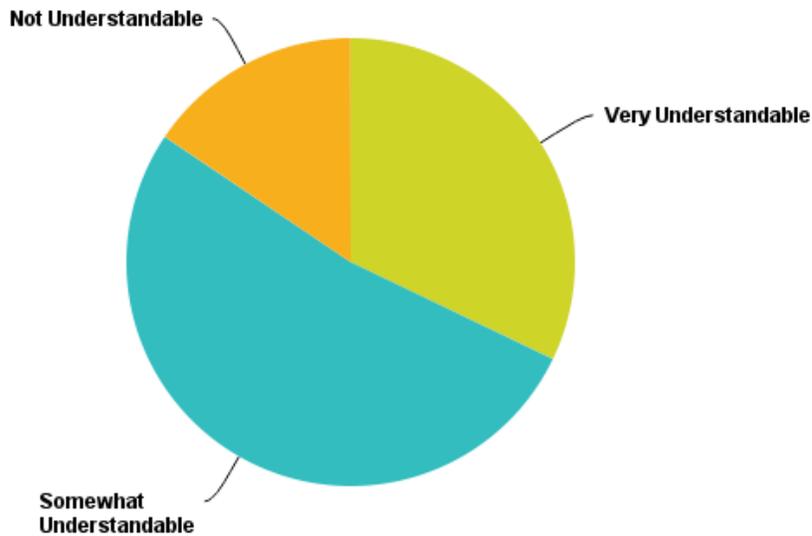
Did you find what you were looking for?



**Note:**

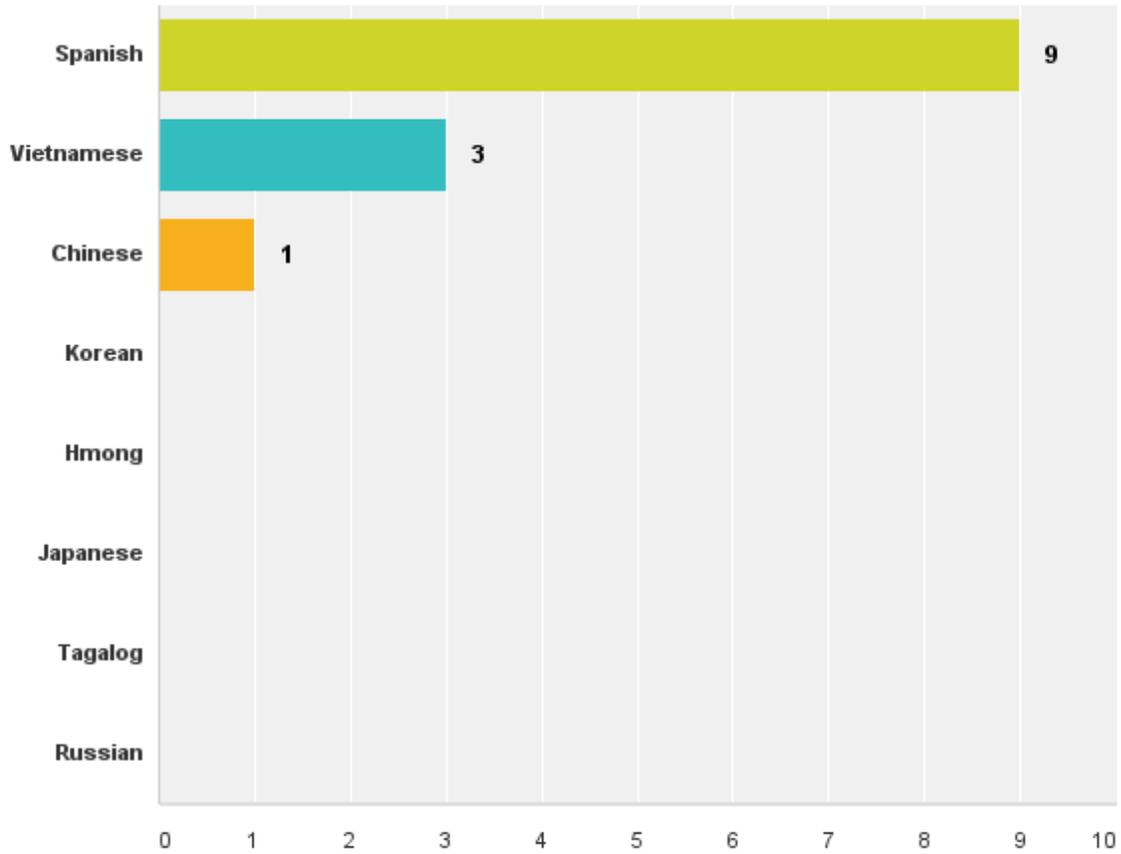
This segment is more likely to offer a negative opinion because they arrive with very high expectations and specific situations that might not easily be resolved online, rather than an indication that information on the site was either hard to find or not well organized. Several written comments, included below, corroborate this finding.

Was the information on this website easy to understand?



Audience Segment: Self Help Seeker

I am seeking resources and information  
in the following languages:



Audience Segment: Self Help Seeker

### Was this website easy to use?

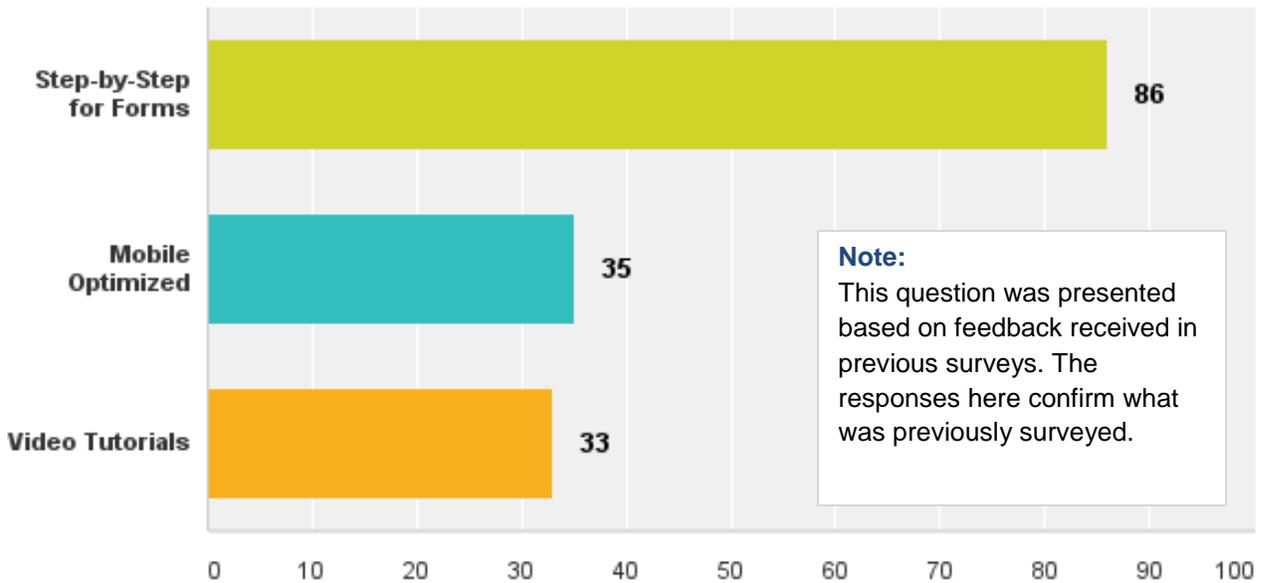


If you were looking for the following, please rate your experience.

	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied	N/A
Legal Forms	12.68% 18	14.08% 20	19.01% 27	14.79% 21	18.31% 26	21.13% 30
Videos	10.48% 11	6.67% 7	16.19% 17	3.81% 4	11.43% 12	51.43% 54

Audience Segment: Self Help Seeker

I would like to see this kind of feature on this website:

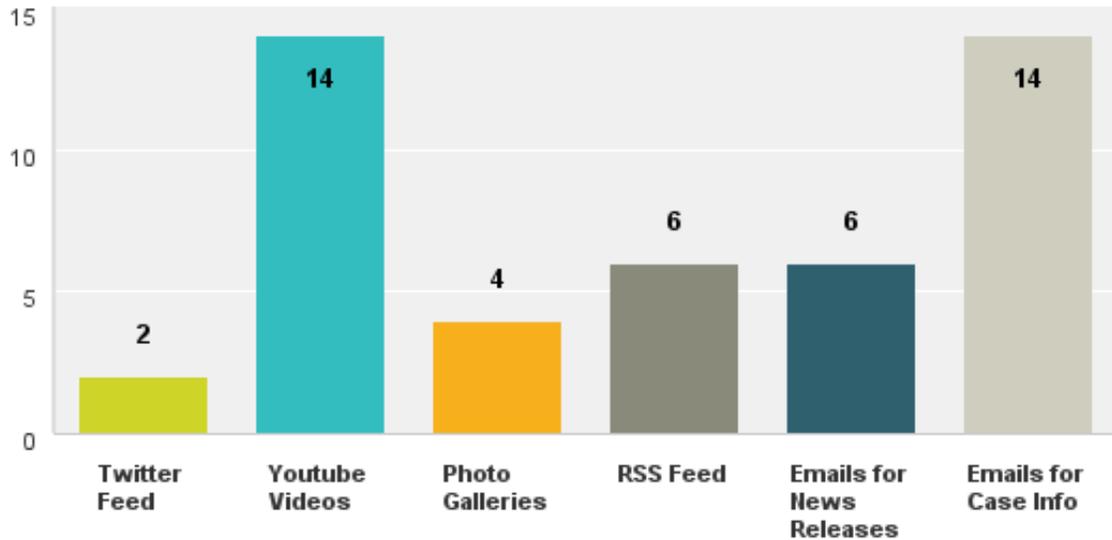


**Other:**

- E-mail addresses
- More resources for disabled litigants appearing pro se in family law matters
- A resource for citizens who have complied but are sent to priv collections
- An email address to contact
- Personal email of CA supreme court justices
- Concise form information other than Judicial Council forms.
- Operation scanning
- Process and timing guides
- Online Librarian
- Help by case number

Audience Segment: Self Help Seeker

Have you used these features on this website? Choose all that apply:



**Audience Segment: Self Help Seeker**

**Do you have any other suggestions for improvements to this website?**

Provide a way to look up civil cases and provide clear instructions for doing so.
Again, as a disabled person whose only option is to appear pro se I find the system so very frustrating. I'm expected to know what an attorney knows, yet have an intellectual disability and nobody wants to help for fear of being accused of being an unlicensed lawyer. I had hoped your ADA office would be somehow useful to such a vulnerable group of litigants. While they are great at compliance on a technical level there is no aid in regards to access.
Have a "chat with a representative" option.
Out of area citizens who have received and complied with "Fix it" tickets but are sent to private collections without knowledge or recourse is criminal. You need a resolution office A 25 fx it mailed three times, lost certified letters is holding my license renewal for \$871. We are law abiding public executives. Insane and cruel to less advantaged who have no recourse or money. Punitive and not justice.
I need assistance to ascertain what is the status of my appeal filed 4 months ago.
In matter of appeal state bar of Calif. attorney _____.
I filed this in clerk's office in SF.
I need help with a case of racial discrimination/racial profiling with the employment development department and GS Cosmeceutical USA Inc.
Have a denial from the State Bar, and thought there might be a cover sheet I could use on my Supreme Court filing. I'll call tomorrow during business hours; seems like there should be one.
New police officers
Individuals should be able to look up their traffic tickets and the due dates for the traffic school completion
Where do I ask the question?
Availability to view your complete traffic citations history.
Is there an address where I can retrieve any type of legal forms I need?
Yes that all thing that I've stated be considered and I did not find any information about how to collect on spousal support if one is representing themselves ?
The people answering questions should be more knowledgeable so as not to answer I'm sorry, I don't know.
Have a Q & A at the beginning to guide us through the website

## RESULTS: LEGAL PROFESSIONAL

**Total responses: 43**

### **Goals:**

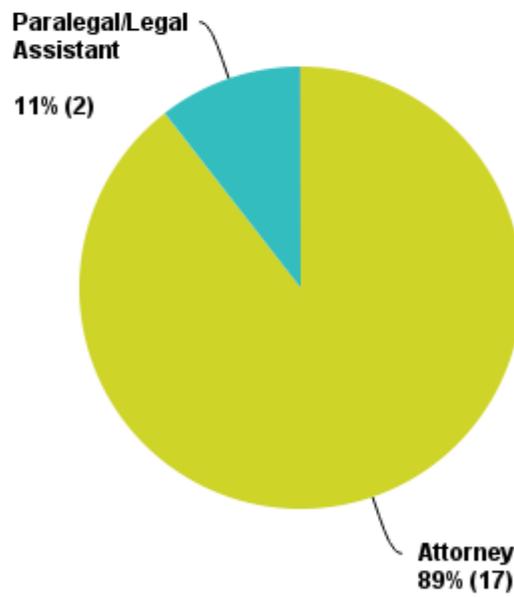
- To validate that responses in previous surveys of this segment are still valid.
- To obtain a rating of respondents' experiences with the most-utilized areas of the website for this segment.

### **Conclusions:**

- The top four content areas used by legal professionals are consistent with past surveys and include:
  - 1) Forms
  - 2) Appellate Opinions
  - 3) Case Information
  - 4) Rules of Court
- The ranking of "Self-Help Resources" as the fifth most sought after content was a new finding.
- In previous years, attorneys in particular responded with more feedback about the case information application and forms. It is unknown why they did not respond at the same rate this year.
- It is understood that attorneys visit the website more frequently than other segments. In this edition of the survey, we asked respondents to rate how often they visit. Most responded more than once per month.
- Although the segment of Legal Professional was listed as including the professions of Judge, Justice, Judicial Officer, Attorney, Research Attorney, and Paralegal – some respondents within this audience still chose **Other** and listed out their specific profession in relation to this category. The wording of the segmentation question should be reconsidered.
- In previous years, attorneys in particular responded with more feedback about the case information application and forms. It is unknown why they did not respond at the same rate this year.

Audience Segment: Legal Professional

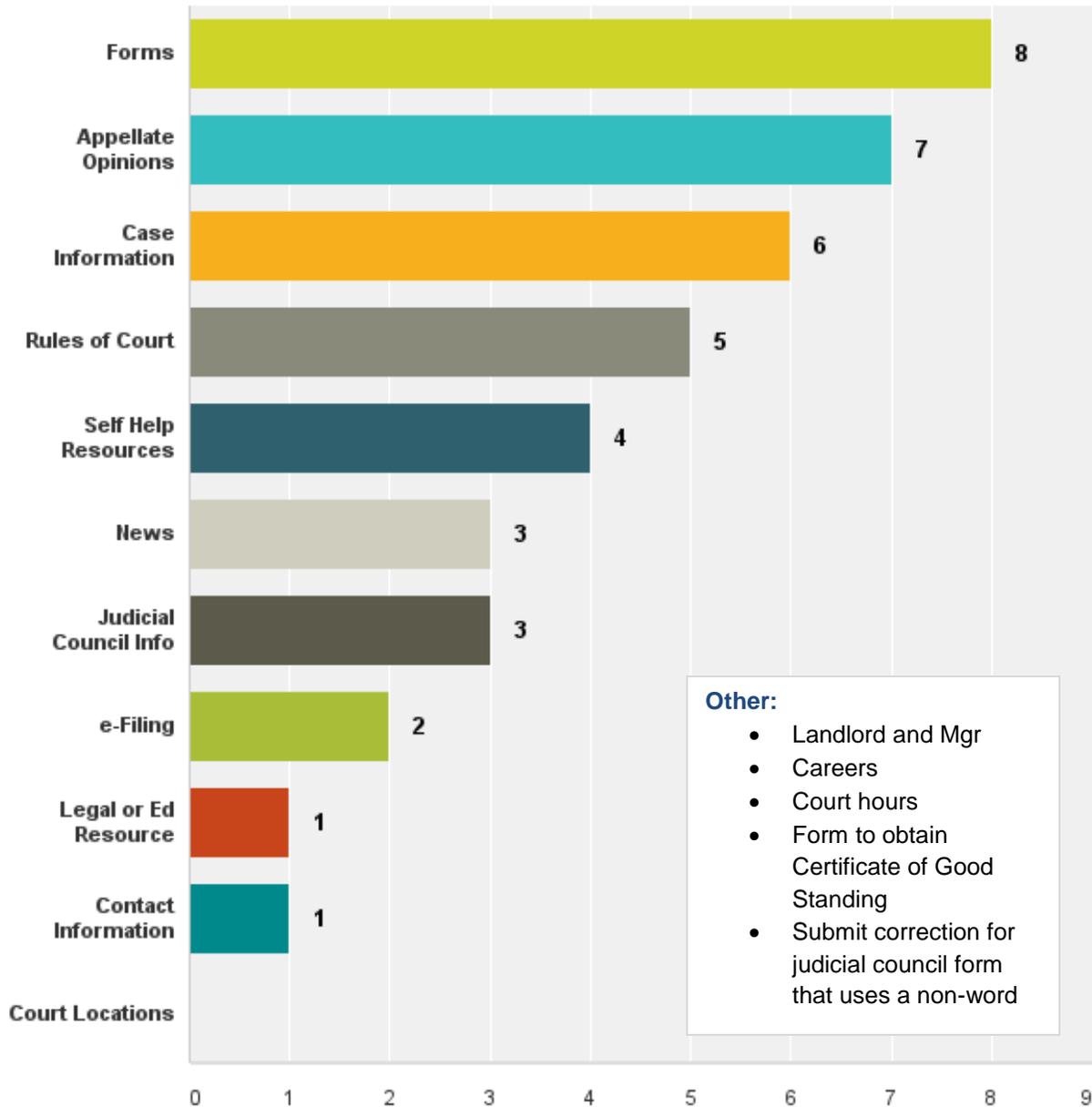
As a Legal Professional, what is your primary role?



- Other:**
- Librarian
  - Process server

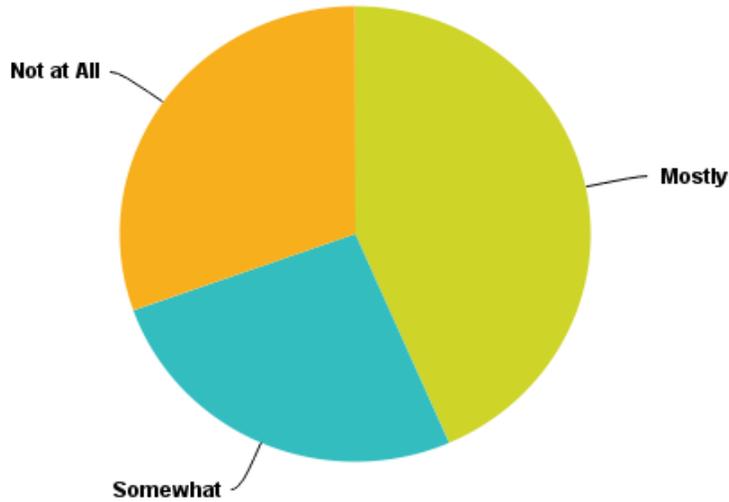
Audience Segment: Legal Professional

What were you looking for on this website? Check all that apply:

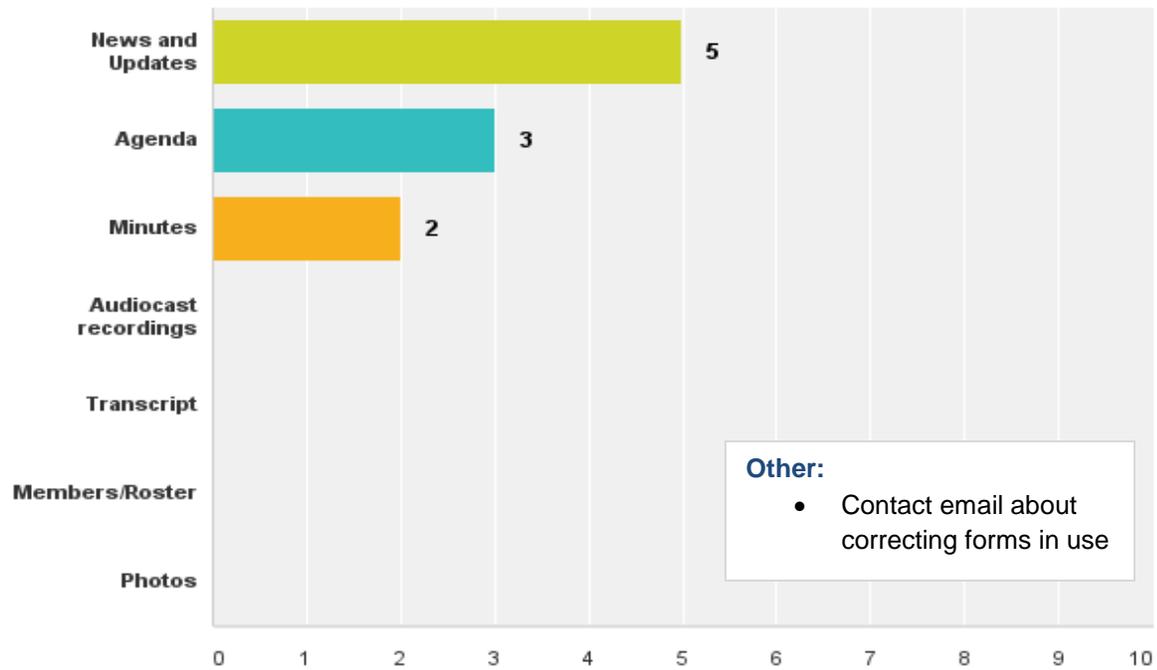


Audience Segment: Legal Professional

Did you find what you were looking for?



If you were looking for Judicial Council information, what were you looking for?  
Check all that apply:

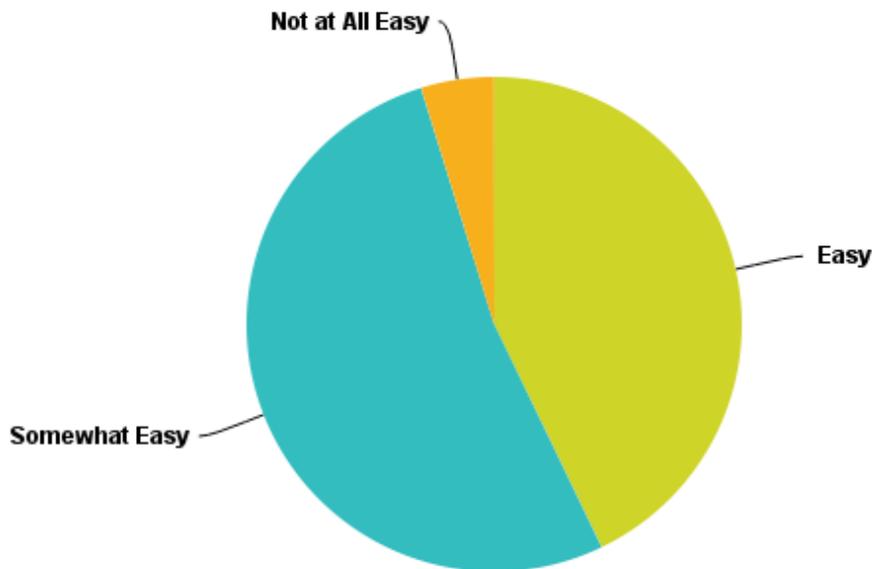


Audience Segment: Legal Professional

If you were looking for the following information, please rate your experience.

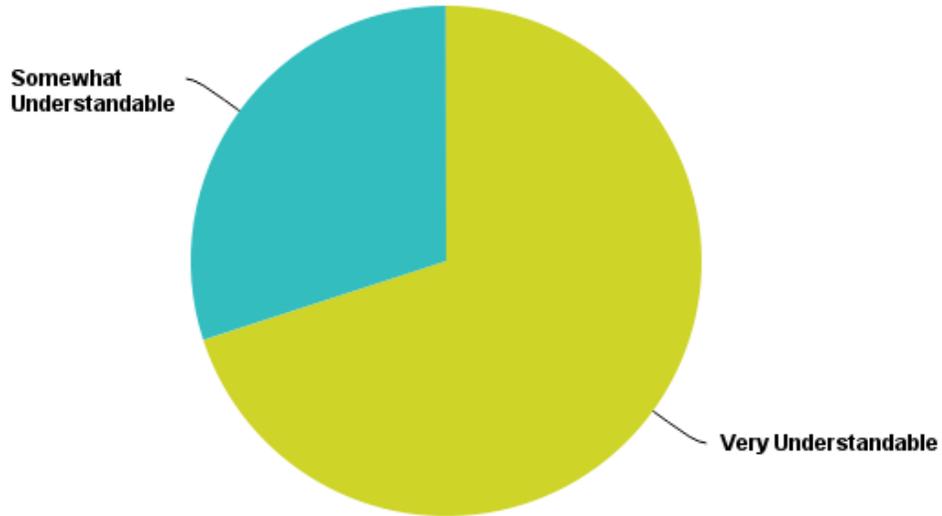
	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied	N/A
Rules of Court	0.00% 0	7.14% 1	7.14% 1	14.29% 2	21.43% 3	50.00% 7
Case Information	5.88% 1	11.76% 2	5.88% 1	17.65% 3	35.29% 6	23.53% 4
Opinions	6.25% 1	6.25% 1	0.00% 0	12.50% 2	43.75% 7	31.25% 5
Forms	6.25% 1	18.75% 3	18.75% 3	6.25% 1	31.25% 5	18.75% 3
E-filing	6.25% 1	25.00% 4	0.00% 0	18.75% 3	0.00% 0	50.00% 8

Was this website easy to use?

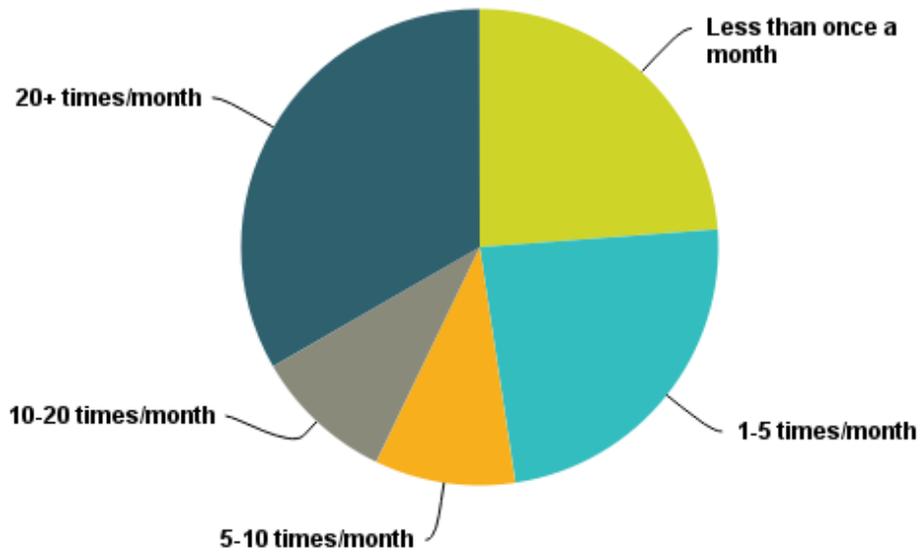


Audience Segment: Legal Professional

Was the information on this website easy to understand?

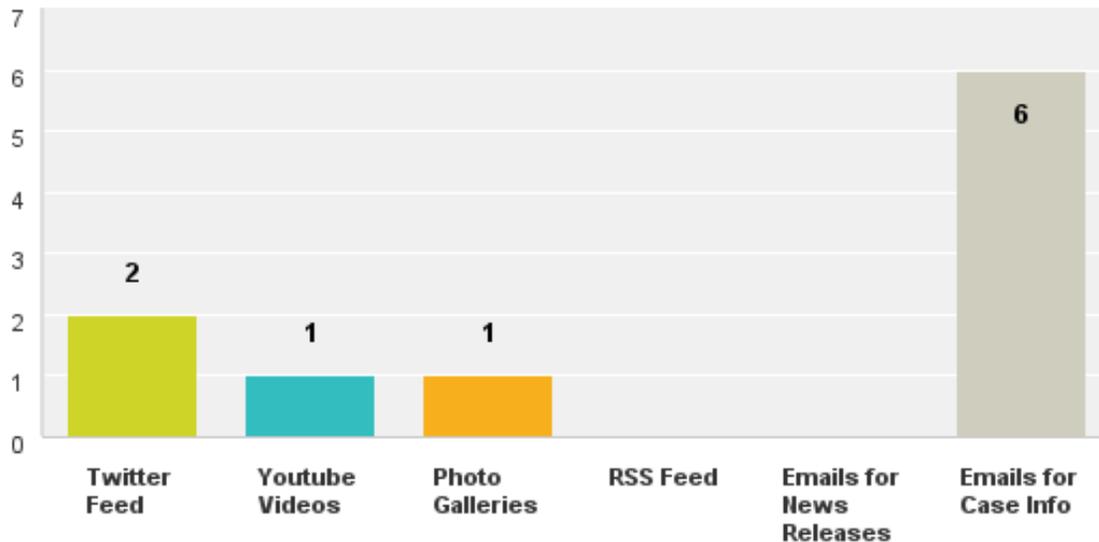


How often do you visit this website?



Audience Segment: Legal Professional

Have you used these features on this website? Check all that apply:



Do you have any suggestions for improvements to this website?

This is one of the best state judiciary websites in the country. Clear, concise information about the role of the judiciary and how it relates to the other branches of government and how it relates to the public. More states should use this as a guide.
A standardized form for obtaining a Certificate of Good Standing, along with fee information, would be very helpful, and would save your clerks from having to answer standard questions. Thank you.
Too hard to find other government web sites. Same with jury instructions.
The main page should include links for case information and e-filing.
I write a blog on Court of Appeal decisions involving civil procedure. I'm concerned about links to published opinions. Why do you move published opinions into an archive folder after 120 days? I can't think of a reason why you would need to do so (although I'm a lawyer, not a systems engineer). It changes the urls for them and makes any links to them stale.
Please include ALL applicable Criminal Forms, not just the one for felonies. Specifically, please include current Misdemeanor, DUI and Prop 36 plea forms.
There should be an option to receive email notice of all items entered on an appellate court docket.

## RESULTS: JUROR

**Total responses: 17**

### **Goals:**

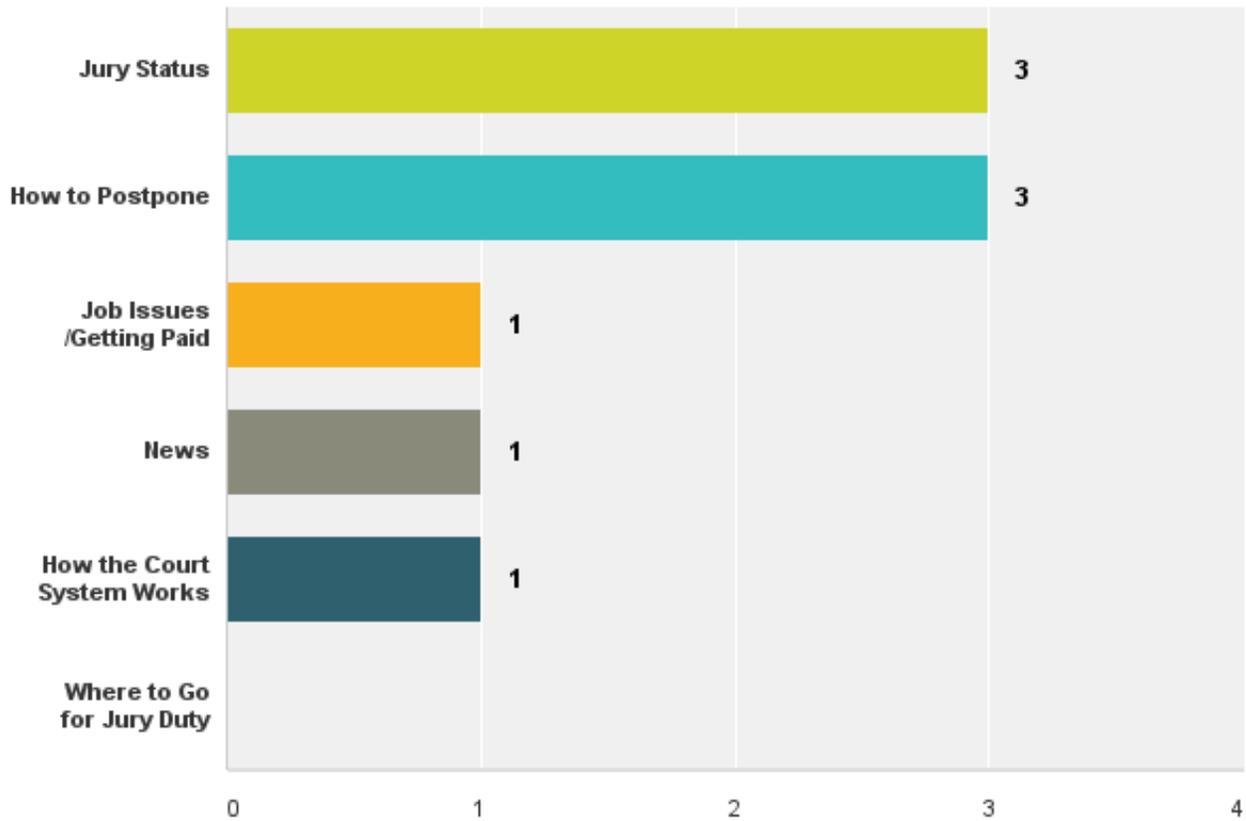
- To learn more about the reasons why jurors land on this website, when they should be visiting their local superior court websites.
- To obtain feedback about jurors' preferences for receiving notifications about jury duty.

### **Conclusions:**

- Although some jurors responded to the question about using special features on the website such as notifications for case information – it may be that they did not fully understand what we were referring to specifically.
- From responses to suggestions for improvements to the website, it seems that jurors are expecting an enterprise system similar to the DMV – in which they are able to access their jury information and services in one place.
- Of all segments, jurors recorded the highest percentage of “Not at All” answers to the question whether they found what they were looking for on our site.

Audience Segment: Juror

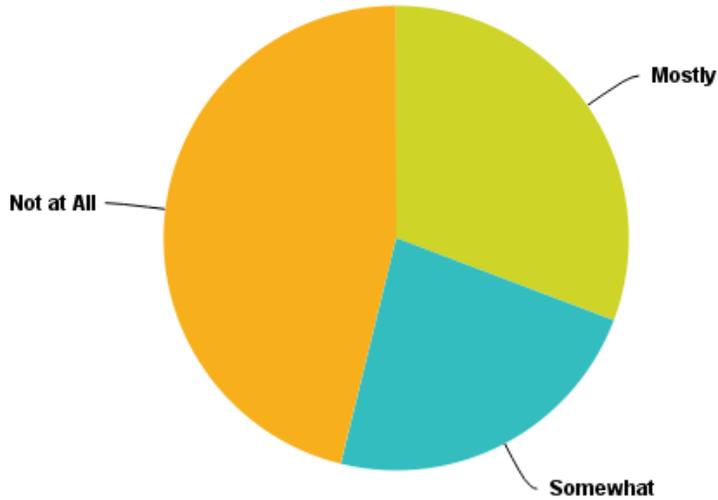
### What were you looking for on this website?



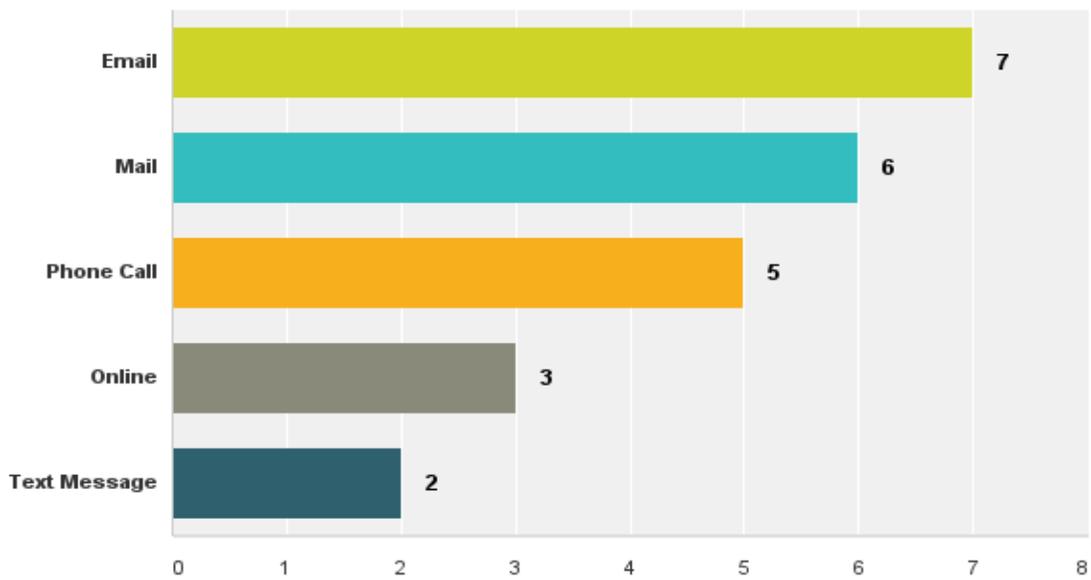
- Other:**
- Feedback form
  - I lost my juror information badge and phone number
  - Juror orientation
  - Change residence address

Audience Segment: Juror

Did you find what you were looking for?

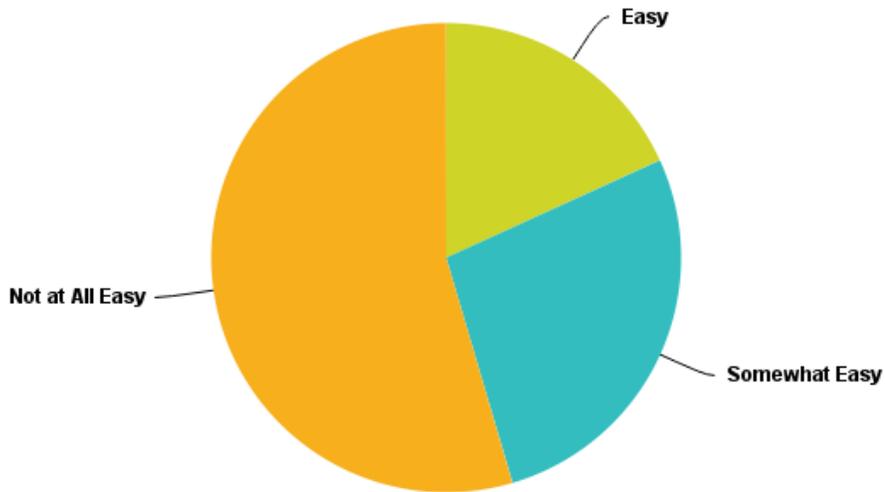


How would you prefer to get your jury reporting instructions and updates? Check all that apply:

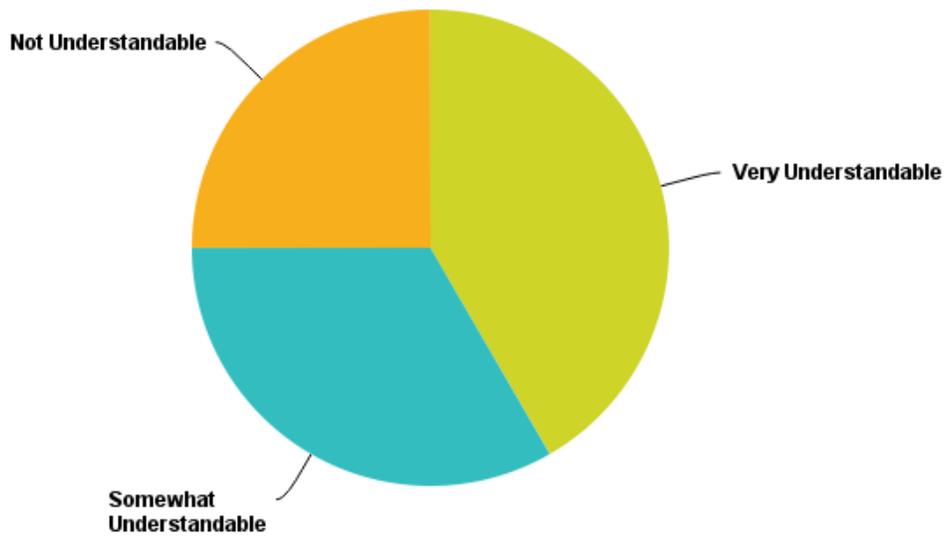


Audience Segment: Juror

Was this website easy to use?

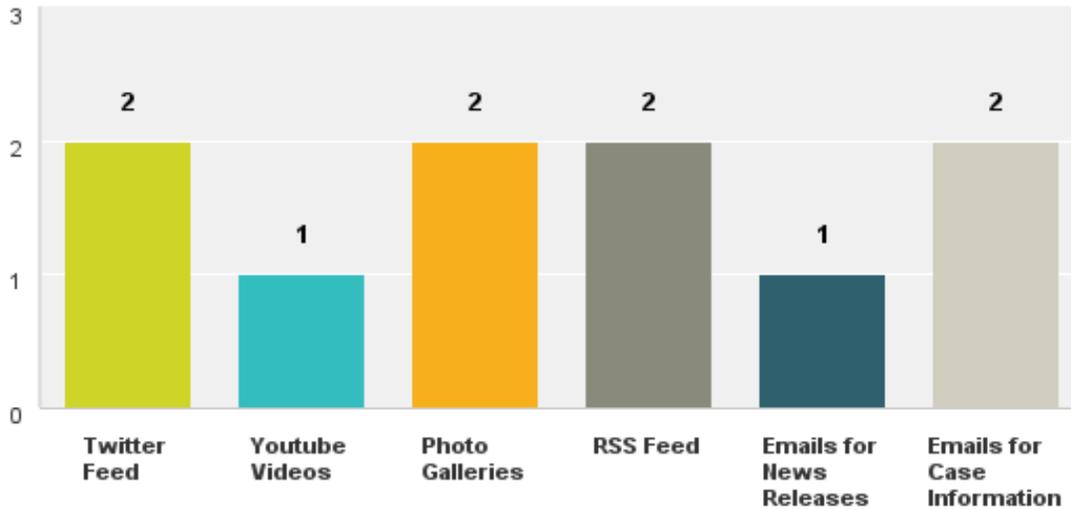


Was the information on this website easy to understand?



Audience Segment: Juror

Have you used these features on this website? Check all that apply:



Do you have any suggestions for improvements to this website?

It should be easier to navigate to see if you need to appear or not appear for jury duty - very difficult to locate info and I am somewhat computer literate.

It used to be easy to change jury duty online. Now I can't even find it!

Put a phone number so that I can talk to a real person.

The website is terrible. There is no place to email anyone. And there is no live person to ever answer the phone.

Edit the juror information. Too much presented in an essay format. Difficult to navigate simple juror info. Both oral presentations and the judge welcome are old school and boring. Try having something more contemporary. Explain something such as parking by the clerk needs some updating. Way too much info.

## RESULTS:

### LEGAL ASSISTANCE PROFESSIONAL OR VOLUNTEER

**Total responses: 32**

#### **Goals:**

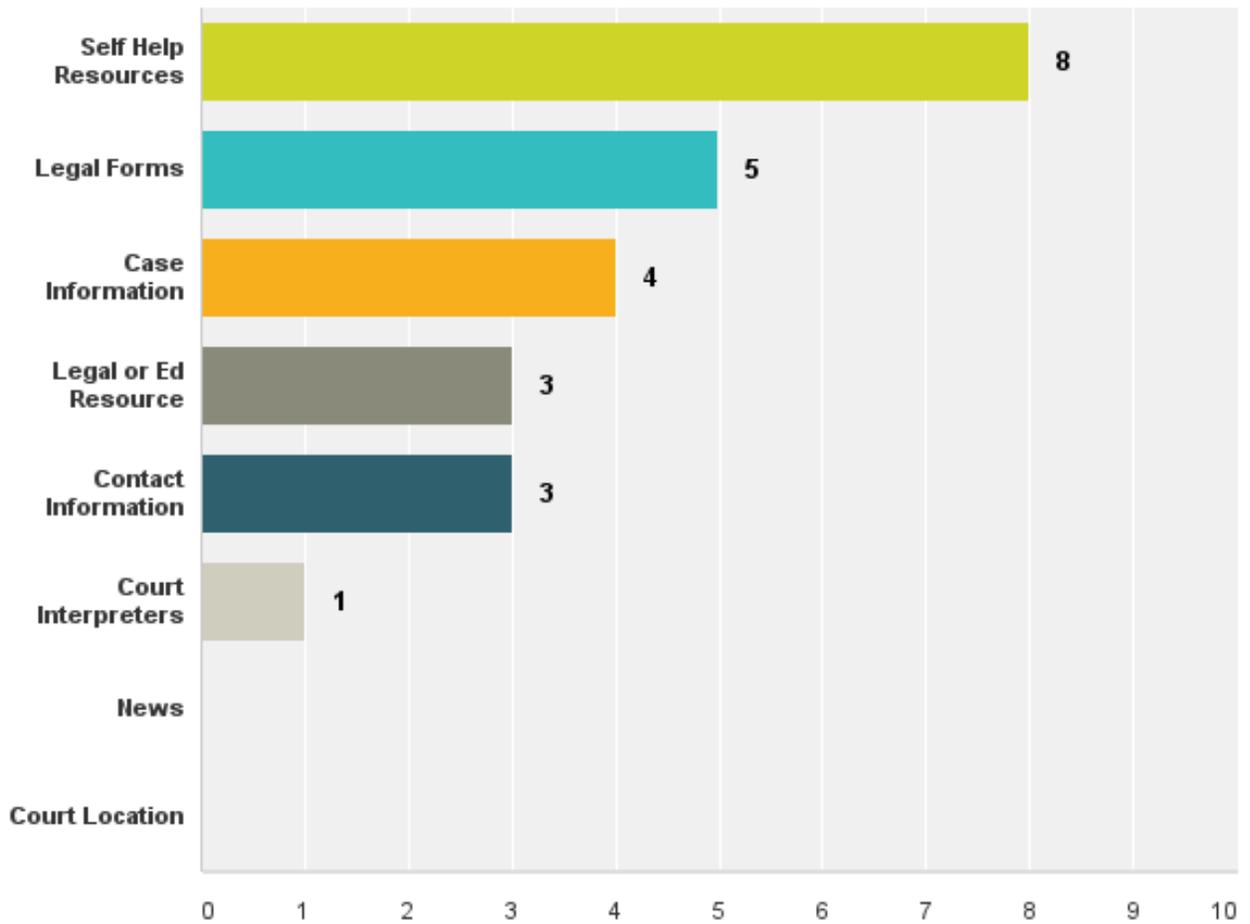
- To gain a better understanding of the types of content Legal Assistance Professionals or Volunteers are looking for on the public website.

#### **Conclusions:**

- It is recommended that more responses be obtained from this segment in the next survey.
- This is a broad category that is difficult to define in a simple phrase. The individuals who hold positions within this segment have varied and specific job titles and may not be recognizing themselves within the title of Legal Assistance Professional or Volunteer. Instead, several have opted to choose **Other** on question 1. The wording for this segment should be reconsidered.
- Based on the responses to the “what were you looking for” question and the “did you find what you were looking for” question, it is recommended that more research be performed to better understand the needs of this segment in relation to the self help center and other content on the website.

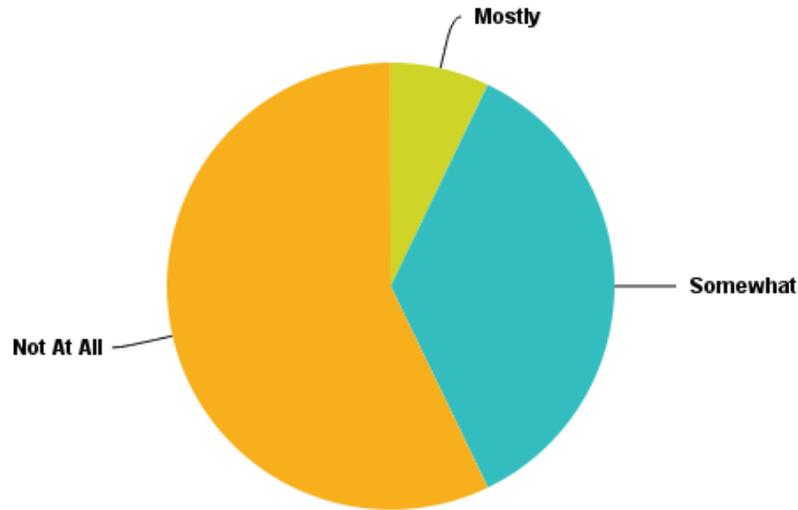
Audience Segment: Legal Assistance Professional or Volunteer

**What were you looking for on this website? Check all that apply:**



Audience Segment: Legal Assistance Professional or Volunteer

**Did you find what you were looking for?**



**I am seeking resources or information for my clients in the following languages:**

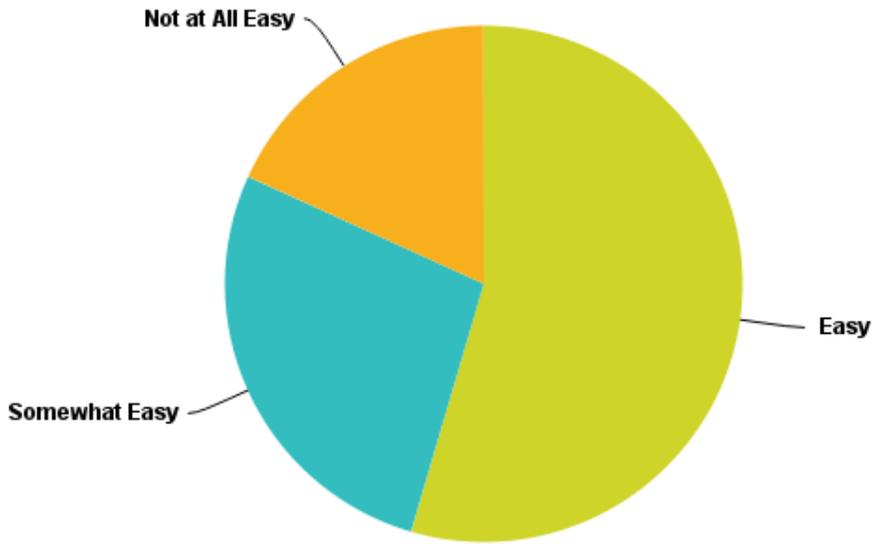
- Other:**
- Other
  - English
  - English
  - Italian
  - English

**If you were looking for the following information, please rate your experience.**

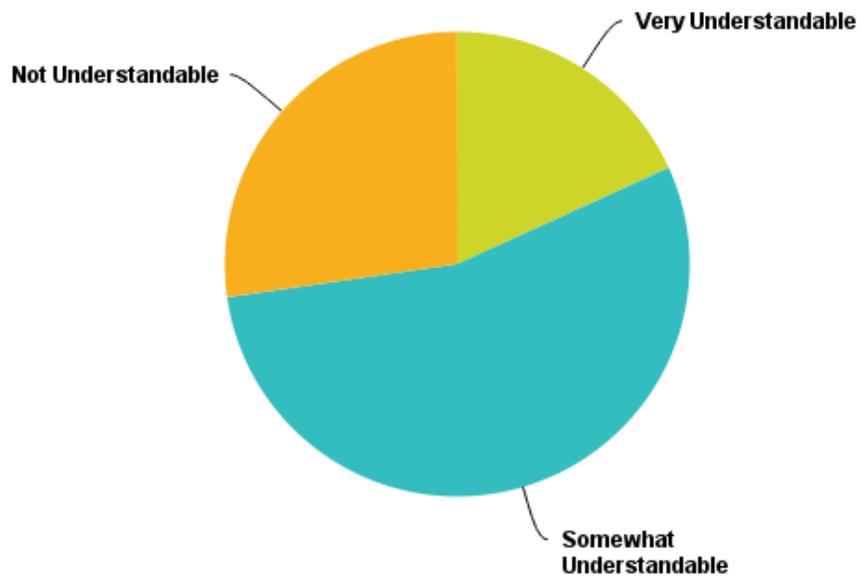
	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Legal Forms	33.33% 3	22.22% 2	22.22% 2	0.00% 0	0.00% 0
Case Information	40.00% 4	10.00% 1	20.00% 2	10.00% 1	10.00% 1
Self Help Resources or Information	42.86% 3	28.57% 2	14.29% 1	14.29% 1	0.00% 0

Audience Segment: Legal Assistance Professional or Volunteer

**Was this website easy to use?**

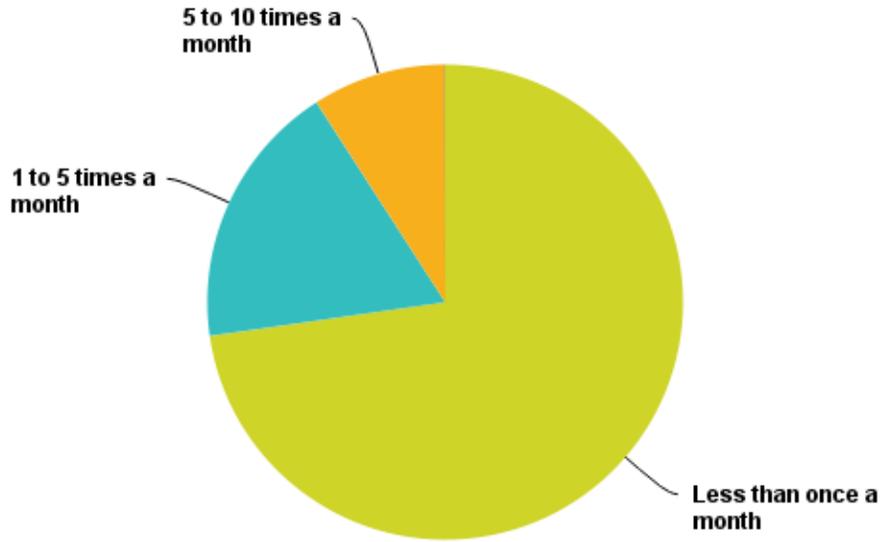


**Was the information on this website easy to understand?**

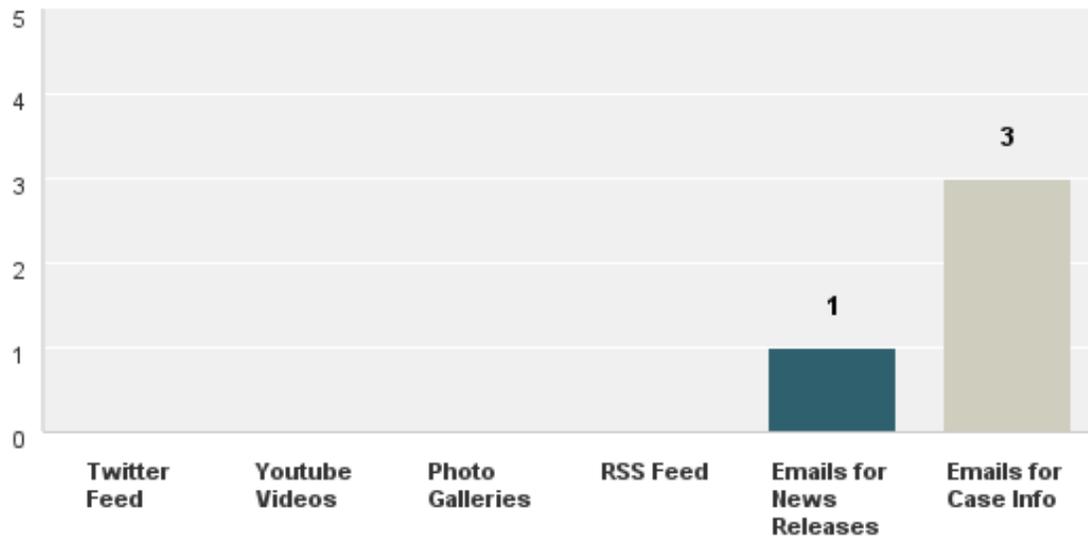


Audience Segment: Legal Assistance Professional or Volunteer

### How often do you visit this website?



### Have you used these features on this website? Choose all that apply:



Audience Segment: Legal Assistance Professional or Volunteer

**Do you have any suggestions for improvements to this website?**

It would be nice to be able to at least see which documents have been filed. Would be great to be able to access documents filed to download. Thank you.

I needed to locate past records for a case I am working on in another State. I checked several websites for CA and could only locate one site that was helpful. Sacramento website was very helpful. I know there is another case I need from Woodland, CA (Yolo County). I cannot locate a site that allows research free or with a fee.

## RESULTS: EMPLOYEE OF THE CA COURT SYSTEM

**Total responses: 76**

### **Goals:**

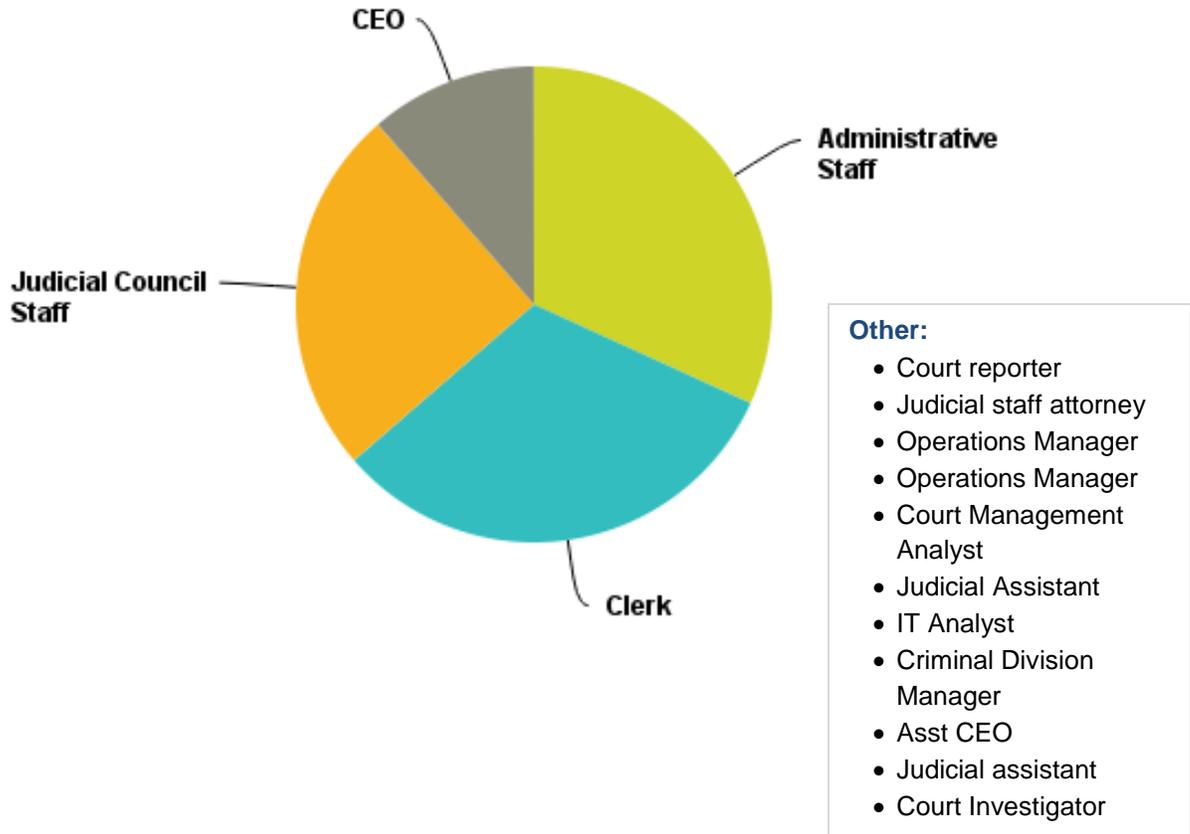
- To gain a better understanding of the types of content employees are looking for on the public website.
- To assess which types of Judicial Council content respondents are most interested in.

### **Conclusions:**

- Due to more internal promotion of the survey this year, a larger number of responses were gathered from employees of the Judicial Council and the courts. A link to the survey was distributed through a listserv, the Judicial Council Staff intranet, and through email.
- It is recommended that the title “Administrative Staff” used in the roles question be amended in the next survey to be more descriptive. “Administrative Staff” was found to be too vague. The intention was to encompass all court staff that are neither a CEO nor Clerk, but this was not clear.
- On the question of “what were you looking for?” – the most selected response was Rules of Court, followed closely by Judicial Council Info, News, and Forms. Judicial Council Staff are not considered a primary audience.
- Employees of the judicial branch visit the website more frequently and are more likely to be familiar with the content in various sections of the website, allowing them to more easily find what they are looking for.

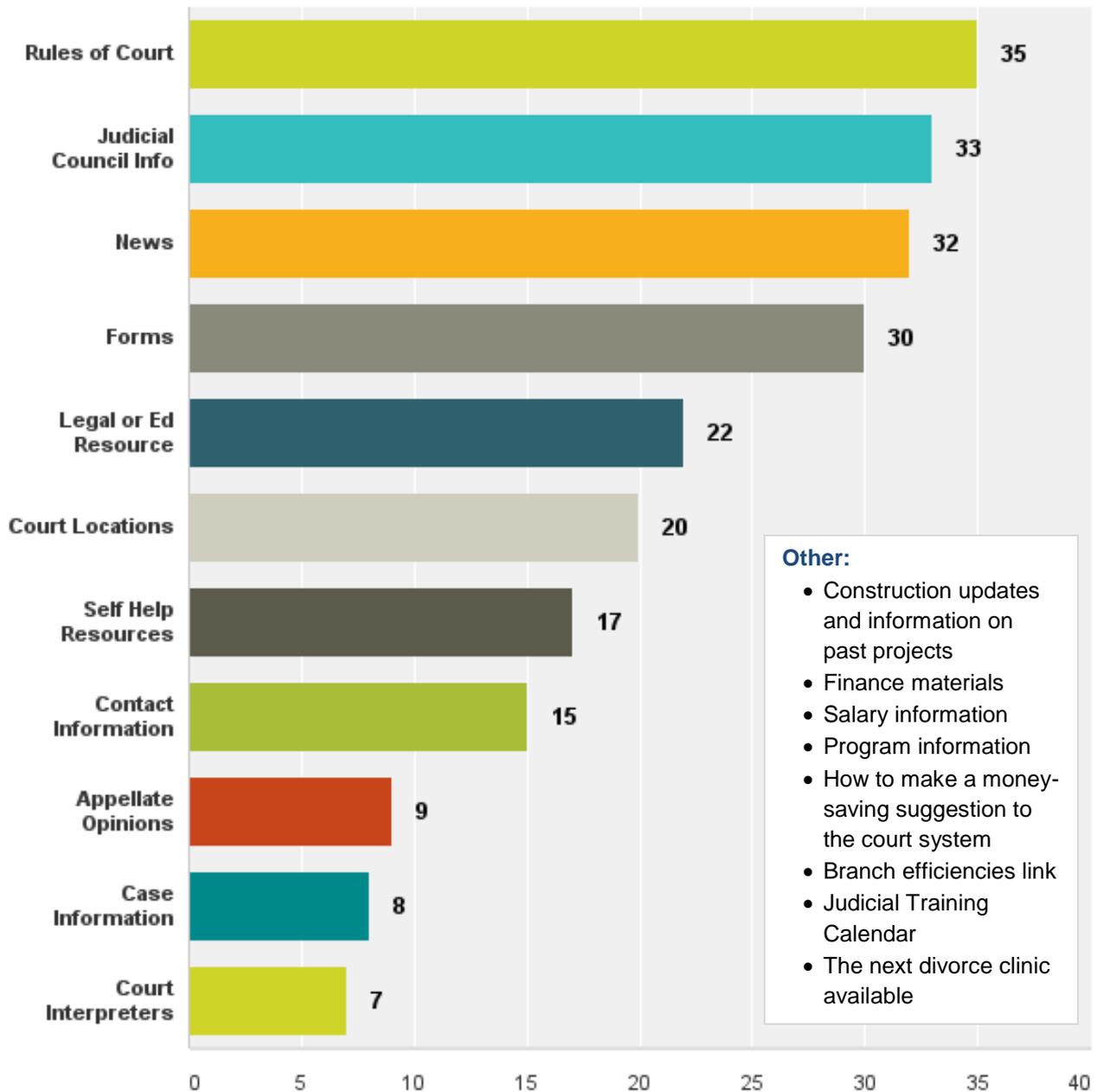
Audience Segment: Employee of the CA Court System

### What is your role as an employee of the California court system?



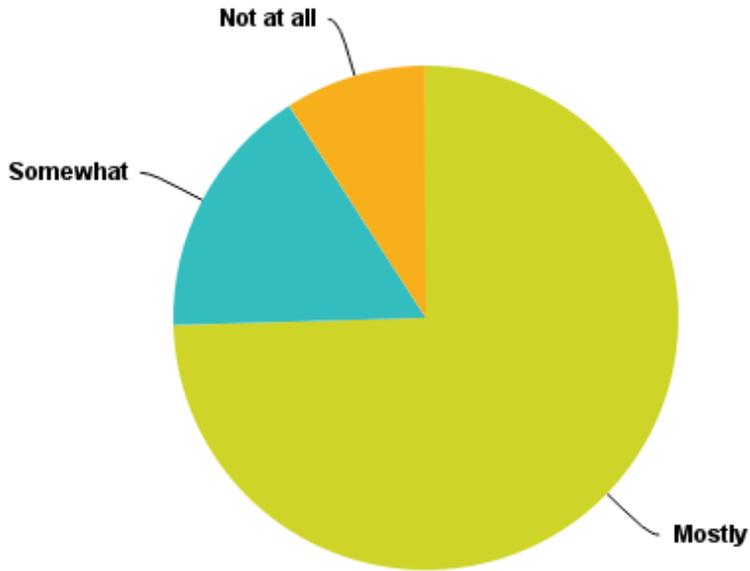
Audience Segment: Employee of the CA Court System

**What were you looking for on our website? Check all that apply:**



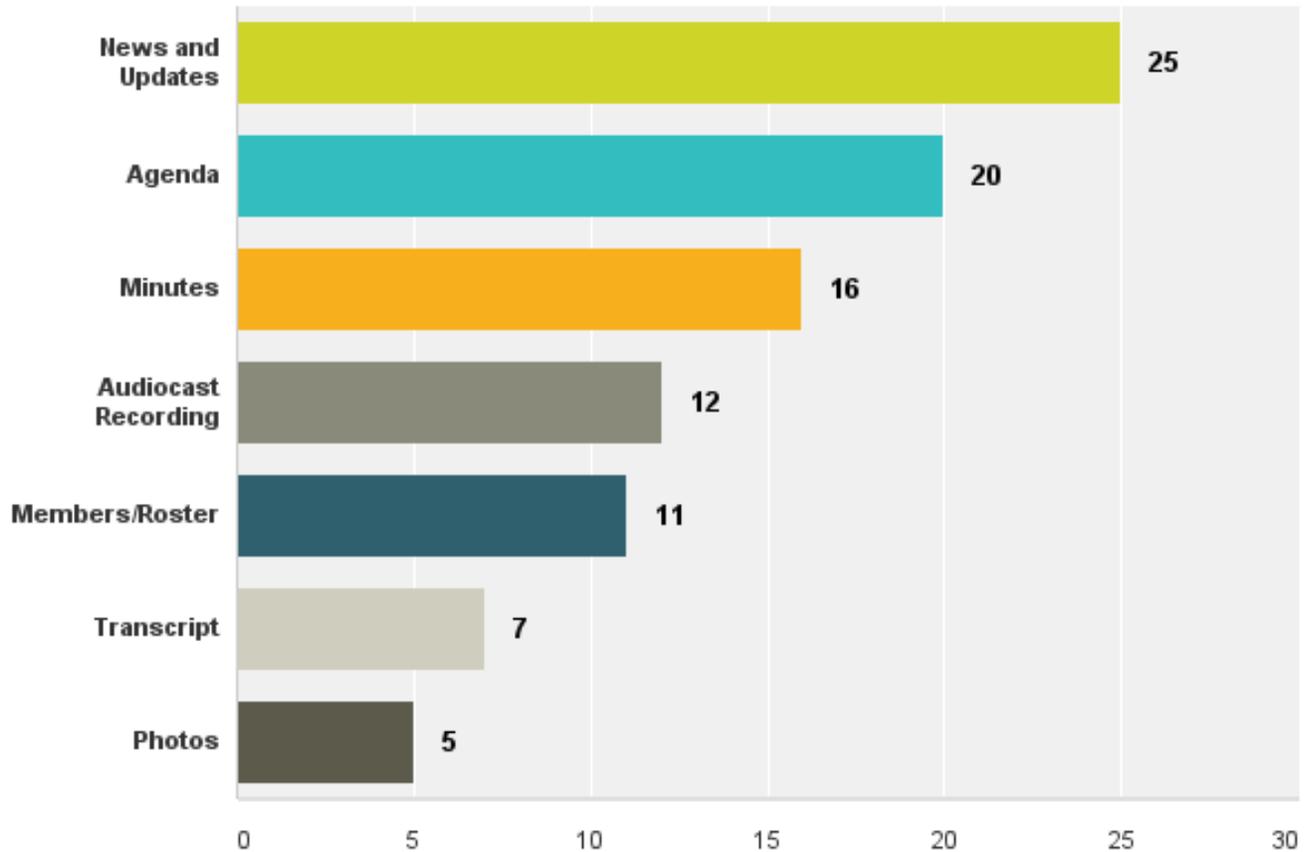
Audience Segment: Employee of the CA Court System

### Did you find what you were looking for?



Audience Segment: Employee of the CA Court System

**If you were looking for Judicial Council information, what were you looking for?  
Check all that apply:**

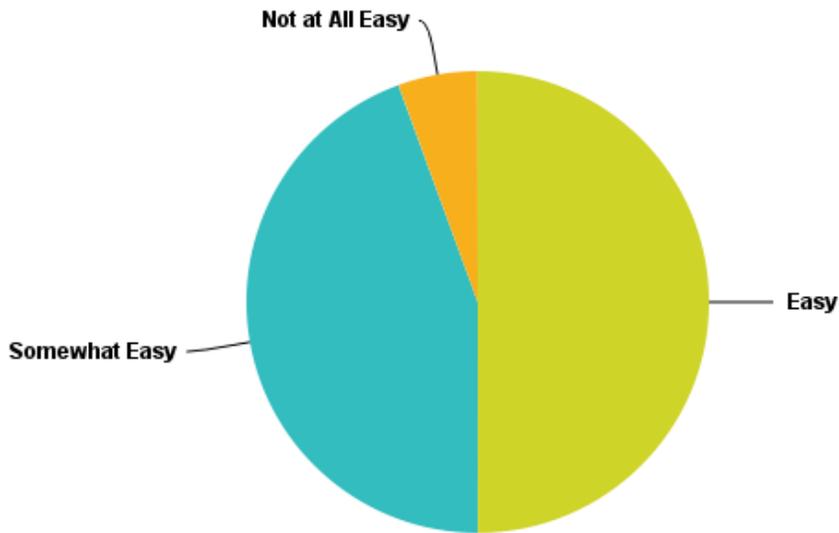


**Other:**

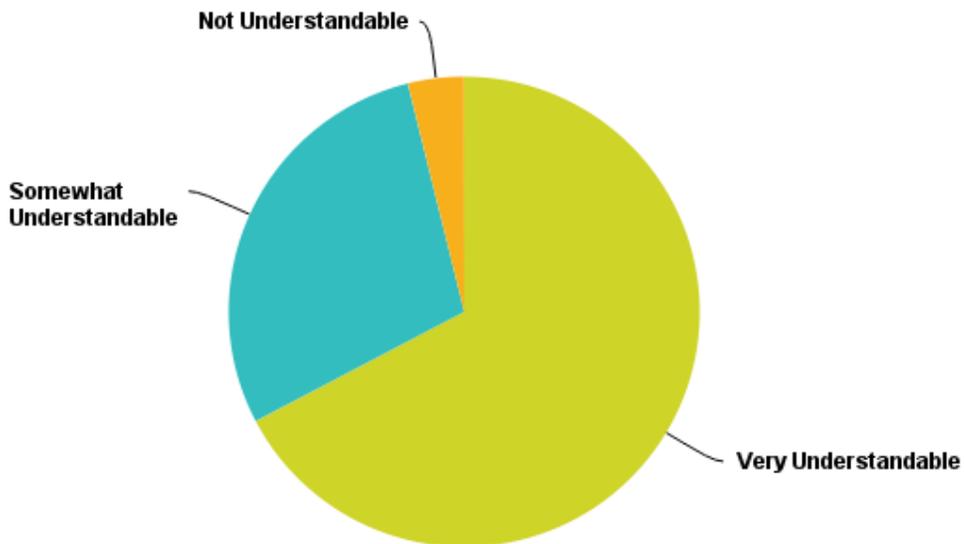
- Rules
- Judicial Council restructuring information
- When is the next divorce clinic?

Audience Segment: Employee of the CA Court System

Was this website easy to use?

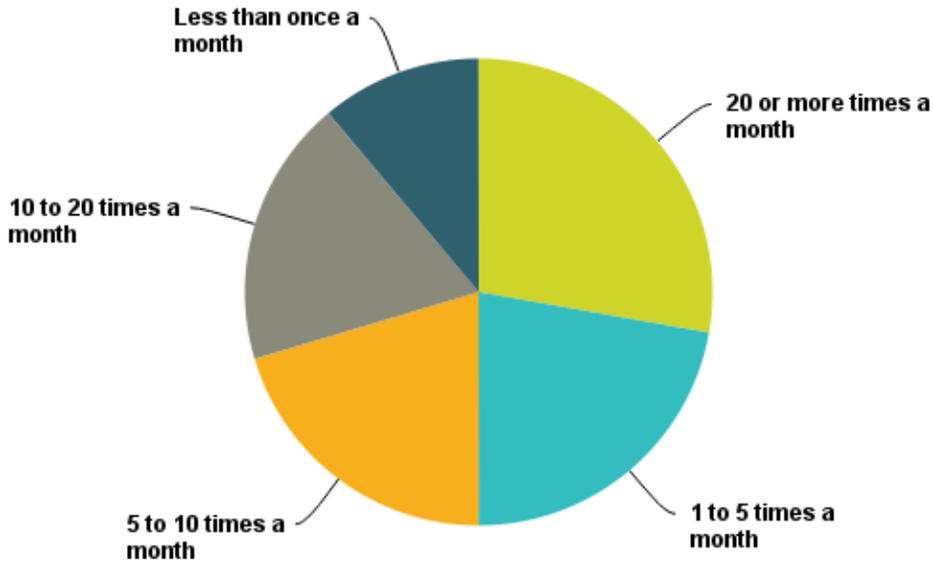


Was the information on this website easy to understand?

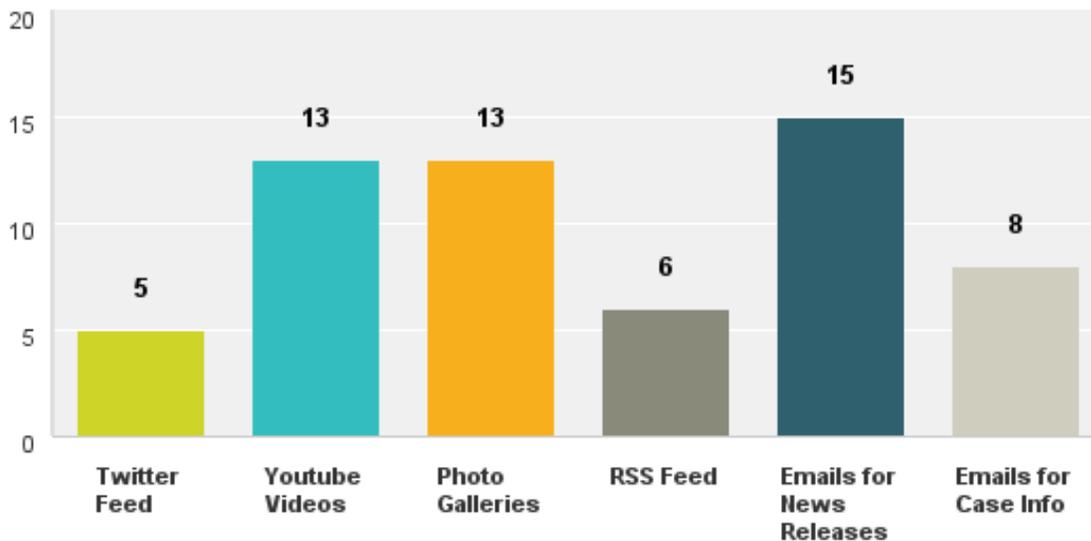


Audience Segment: Employee of the CA Court System

How often do you visit this website?



Have you used these features on this website? Check all that apply:



Audience Segment: Employee of the CA Court System

**Do you have any suggestions for improvements to this website?**

Improve navigation and update information more often.
Make the directory on the 1st page more user friendly. It is difficult to find the right department and then the right subject matter/link. It is too cluttered.
Case Information search page requires far too many mouse moves/clicks. Should be able to click on court and enter case number.
One - easier access to find interpreters. I don't think the average user would know to go to programs and then to find an interpreter. Thank you.
Make links easier to spot.
Some of the stuff is really old and should be placed in archives
The overall organization and navigability of the rules is pretty poor. They should be more accessible from the main page and better organized for the ease of the end user. It would be nice to have them be searchable as well as be able to adjust the font size since it appears so small on-screen.
Improve organization of information in a more easy to find manner

## RESULTS: MEDIA PROFESSIONAL

### **Total responses: 4**

Although the survey recorded 4 responses of Media Professional on the question “Which of the following most closely describes you?” – there were no corresponding responses to the remaining questions from this segment. In previous surveys, media professionals have provided feedback.

## RESULTS: OTHER

**Total responses: 95**

### **Goals:**

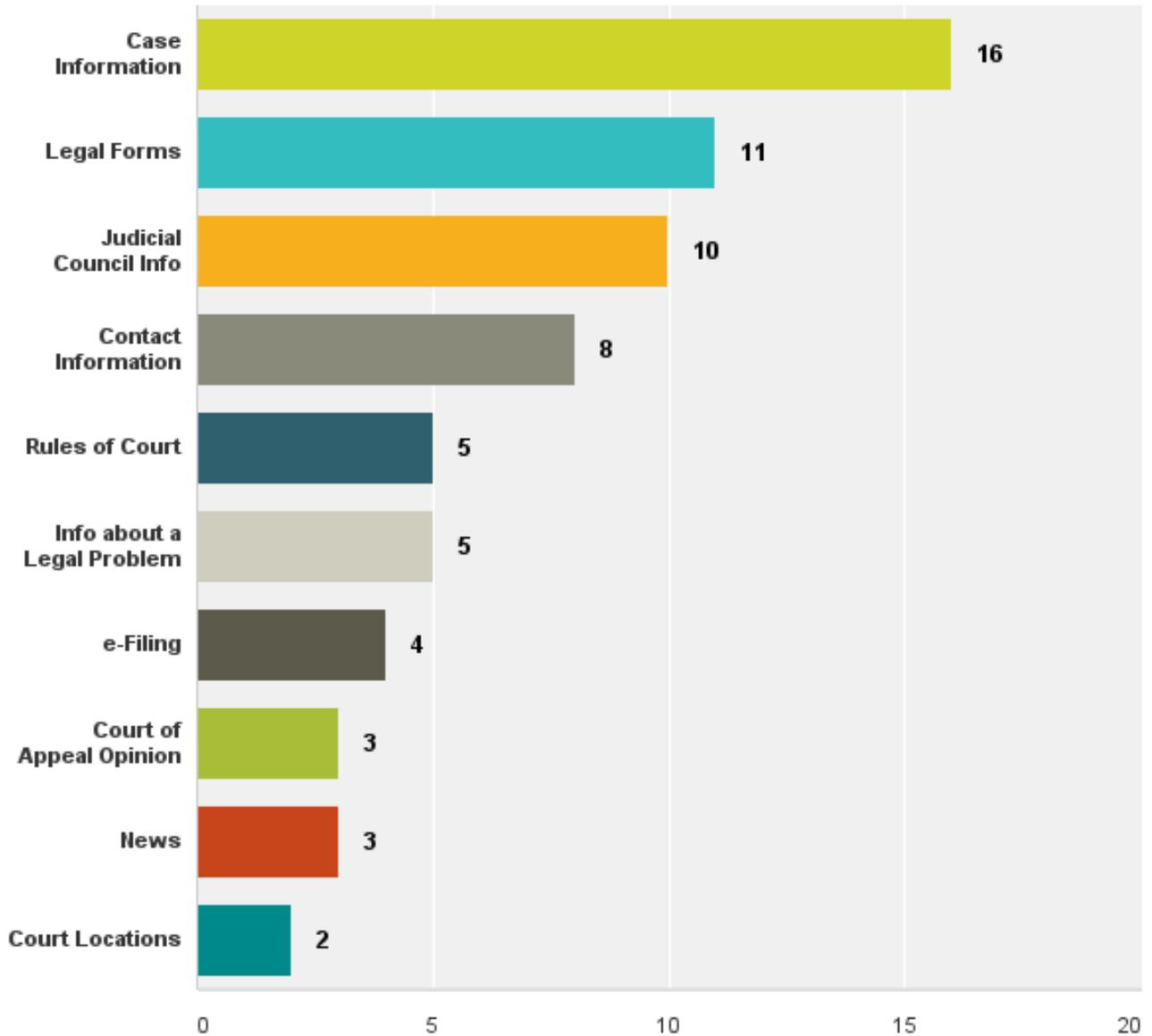
- To gather information about respondents who fall outside of the defined segments.

### **Conclusions:**

- Although one of the goals in planning this year's survey was to reduce the number of respondents who chose **Other**, 16% of respondents still chose this option.
- Of these respondents, several fall into the defined categories, but they unfortunately did not choose the group that most closely relates to them. Further analysis should be performed in advance of the creation of the next survey to address this issue.
- Because of the timing of the survey, several respondents were looking for information on judges/justices who were involved in the fall 2014 election.
- One group of respondents in this segment was identified as requiring customer service – in other words, they were looking for contact information, or advice about a specific legal problem. Respondents in this category can have high expectations based on their experiences on commercial websites – they are accustomed to live chat, a prominent phone number, and the ability to talk to someone quickly. This identifies a growing need and possible solution for improving the website.

Audience Segment: Other

What were you looking for on this website? Choose all that apply:



For respondents that chose "Other", see the following page.

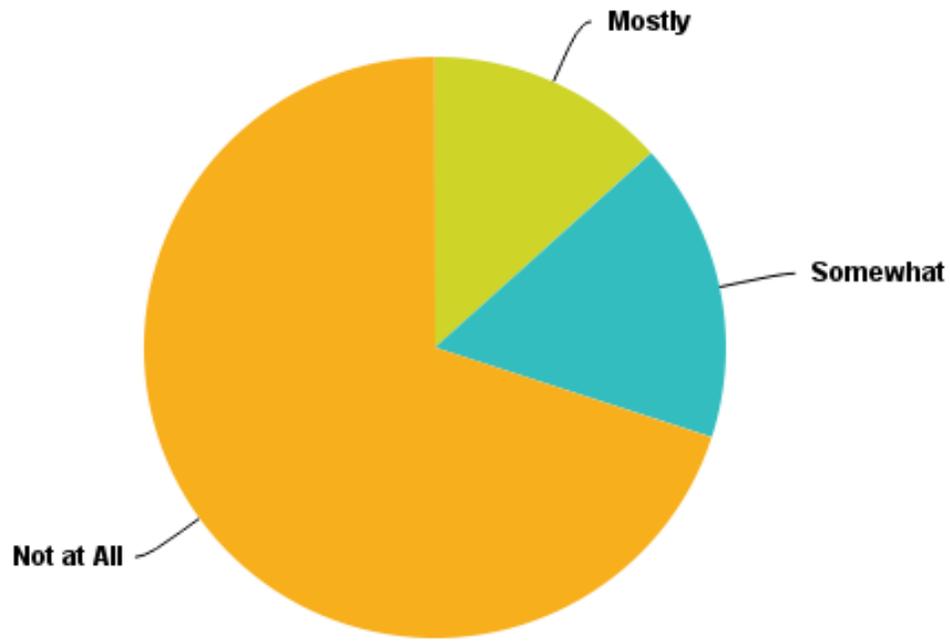
## Audience Segment: Other

### Other:

- Traffic
- Election information on justices on the ballot
- Candidate Information
- A safe relocation/shelter, ADA advocate
- Judges running for re-election
- Information for authority to sanction shifty performance by coco county sup ct
- How discrimination, corruption, and fraud are addressed.
- Qualifications, Guides and Information
- Date of my divorce
- Information about my divorce
- Need information over process
- Court communication plan
- Juror compensation
- Divorce
- I have a Guardianship Court Order for a child that states WARNING: This appointment is not effective until letters have issued. The order has been filed, signed, and has a case number. What additional "letter" is required?
- How get rid of someone else's eviction on my record.
- Jury selection e-mail address
- Results to cause a 'Cease & Desist' from overbearing Storage Manager
- H&S codes
- Can't get automated system to work
- Marriage/divorce records of my father
- Divorce steps
- Help with abuse of power by Court
- Help in getting free notary

Audience Segment: Other

Did you find what you were looking for?

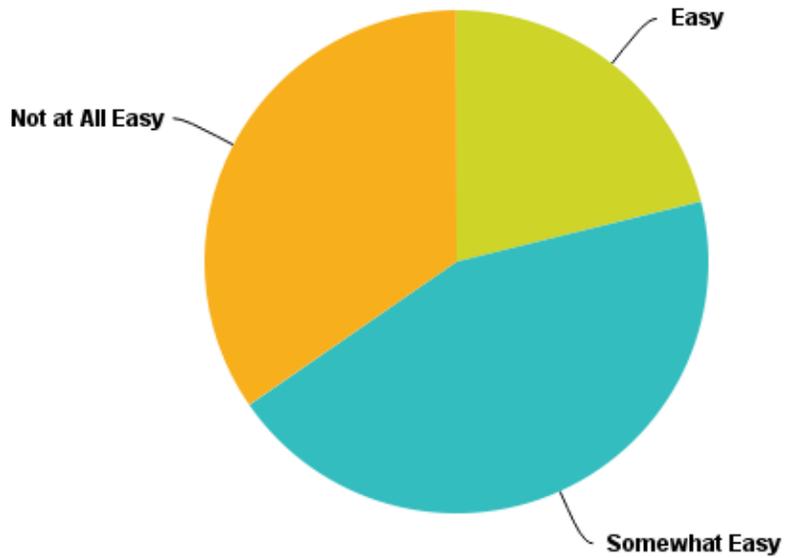


If you were looking for the following information, please rate your experience.

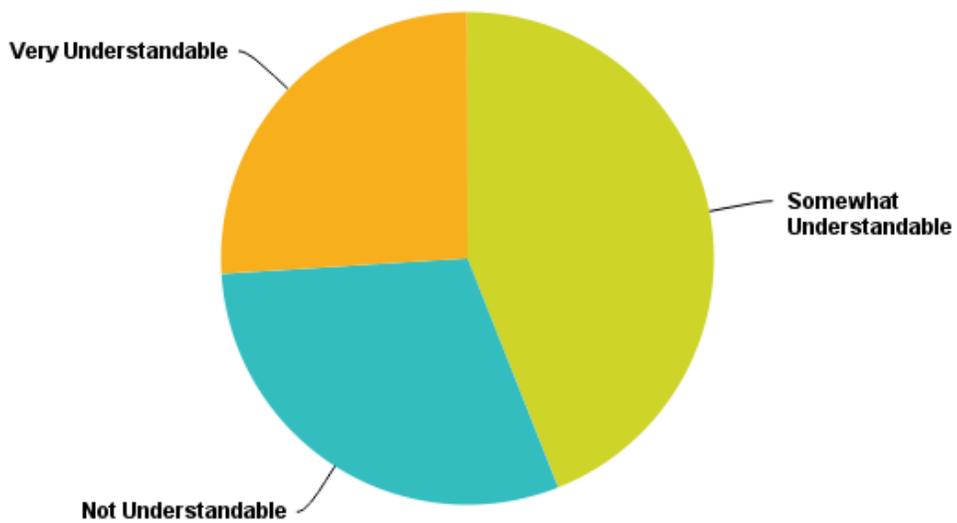
	Very Unsatisfied	Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Case Information	50.00% 19	10.53% 4	26.32% 10	5.26% 2	7.89% 3
Legal Forms	36.36% 12	12.12% 4	30.30% 10	6.06% 2	15.15% 5
Court of Appeal Opinion	29.03% 9	12.90% 4	38.71% 12	6.45% 2	12.90% 4
Information About a Legal Problem	31.25% 10	6.25% 2	37.50% 12	9.38% 3	15.63% 5

**Audience Segment: Other**

**Was this website easy to use?**

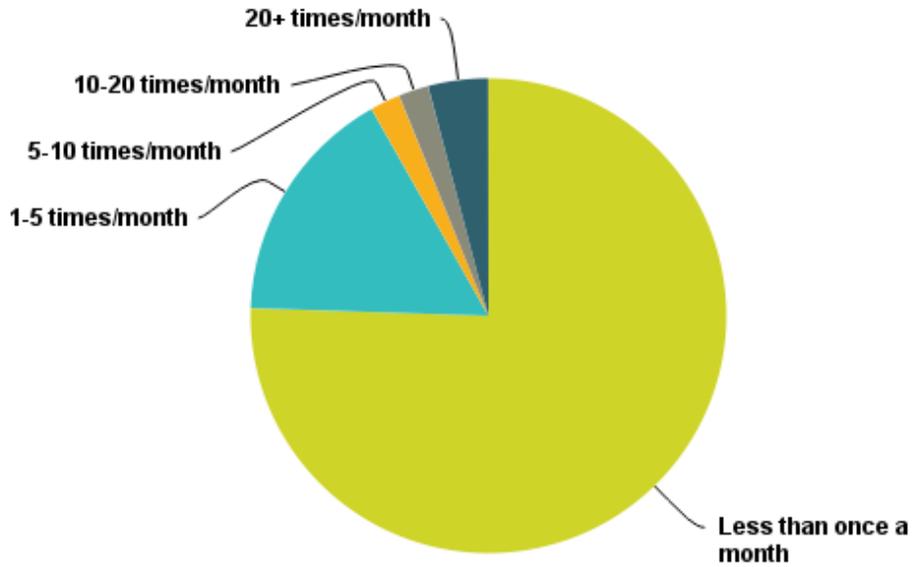


**Was the information on this website easy to understand?**

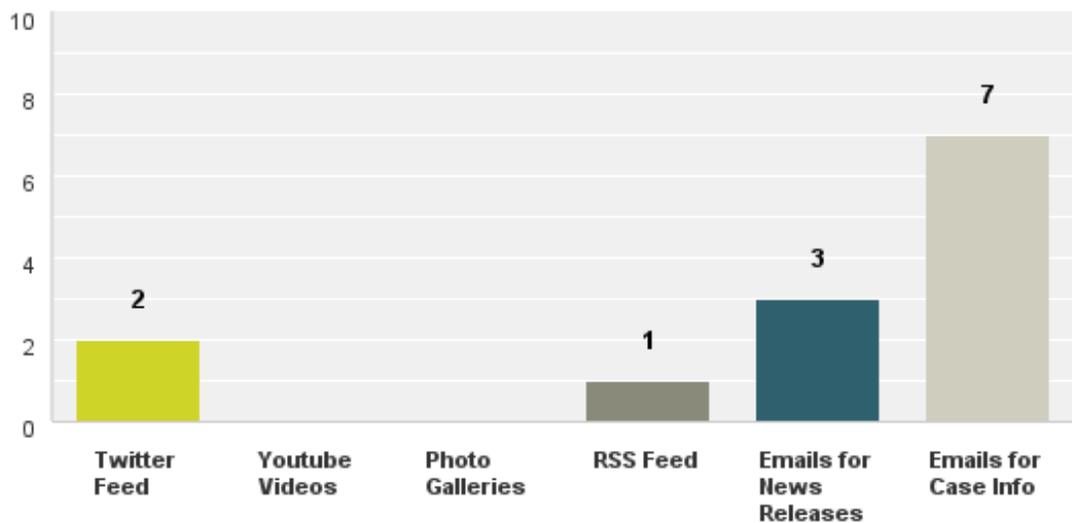


**Audience Segment: Other**

**How often do you visit this website?**



**Have you used these features on this website? Choose all that apply:**



**Audience Segment: Other**

**Do you have any suggestions for improvements to this website?**

<p>Before voting on approval, voters should be able to review the records of justice candidates - - how they voted on recent decisions - where is this information??</p>
<p>Yes. Please have a reference of some sort for personal Information on the Associate Justices of the Third Appellate Court. Six Associate Judges along with the presiding Judge are named on the official General Election Ballot November 4, 2014, Placer, California. There are seven on the ballot. I must admit that I did find info on Judge Raye and Judge Hoch. However, I got so frustrated trying to get info on Judge Robie, I gave up and decided to fill out this questionnaire. These Judges are asking the voters to elect them for another term in office by voting for or against them. I wonder how many people have ever heard their names? I've never have. I would like to know something about them though. How many years have they served on the court? Who appointed them? Background? Etc. I've only lived in this county for three years. But that shouldn't matter. It should be simple or easy to get information regarding these people. How many voters just fill in the "yes" or "no" in the oval box without a clue who they are voting for? How many don't even bother to fill in the box at all? I bet there are a LOT. Unfortunately, this is how we citizens get some very poor representation. Your website is very informative on everything pertaining to the Court of Appeal Third Appellate District. Please make it easy to get info on the Judges. Thank You.</p>
<p>Yes. Make contact of a direct person easily accessible. This will be the second time I will need to go down to the courthouse to fix a problem that should have been a simple phone call. This website seems useless for me. Thanks.</p>
<p>I don't see any information about getting this sort of records...even indicating how one would do this would be helpful.</p>
<p>Please add a simple offender / inmate lookup tool that includes a link or a copy of their court case information, including county and sentencing information.</p>
<p>Maybe having a list of forms by topics where you can browse and file by yourself...like the online taxes forms. Thank you.</p>
<p>Nowhere is it easy to find where to look up a case by case number. This should be very basic.</p>
<p>Could there be a place to communicate to the Jury Selection people directly? Not only because of the time used being selected (there is a loss of income per day \$50 or \$100 or more) placing hardships and distractions on the Jurors Financially but when it is religiously undesirable to participate in such actions unless actually an eyewitness to the act.</p>
<p>Actual case information.</p>
<p>How to deal with harassment from previous manager of a rental when nothing is owed, no longer occupying, vacated unit and notified within five days of the last date money was due for continuing rental usage.</p>
<p>I filed my request for transfer to the Supreme Court months ago and have not heard back. My case is "Not Found".</p>
<p>Where is civil complaint form? # 982.1? Why isn't it there? I know it exists because I have kit.</p>

## APPENDIX 1: OTHER ROLES

Please select the role that most closely describes you. Other:

Government employee looking for info on a lawsuit between jurisdictions	Case Information
A concerned Parent advocating for a disabled adult child	Citizen
Chan Robles logging in	Citizen
Citizen	Citizen
I am a descendent of tribe through my grandmother	Citizen
I am the Citizen	Citizen
Private citizen	Citizen
Trying to find out background information on Assoc. Justices running for office on the Court of Appeals Third Appellate District, Seats 1 through 5	Citizen
Harassment trying "Public Humiliation" making false accusations of drug use. While delivering a pizza on her working hours on my property. Her second time doing so.	Customer Service
An Appellant trying to look up my case	Customer Service
Looking for information about a specific criminal's court case	Customer Service
Need to find the date of my divorce from Sacramento County	Customer Service
I need help in getting an affidavit of residence notary but I don't have the money for it. Is there any other way I can get it notary so my kids can be enrolled in school?	Customer Service
I need help printing out custody forms	Customer Service
I need to obtain a lawyer to present my case my child has been neglected abused and bullied at school from students and staff	Customer Service
I was looking for a phone number that would lead to speaking directly with a person and not an automated machine.	Customer Service
Indispensible party with no opportunity to be heard	Customer Service
Question about arrears child support payments to child's mother after emancipation	Customer Service
Senior in Florida, billed for empty Storage Unit vacated before last rental date ended, harassed on-line and cell phone for payment not owed now five times contacted	Customer Service
Someone else's eviction on my record!!!	Customer Service
How do I find out if my wife has filed for a divorce or legal separation	Customer Service
Want to know which justices supported or opposed prop 8	Data
Number of criminal cases appealed	Data
Research on judges for educated election information	Election
Those judges running for reelection	Election
Voter	Election
Voter	Election

voter looking for information on justices	Election
Voter trying to find out about candidates	Election
Courthouse	Employee
Retired employee of the CA courts	Employee
Interpreter	Interpreter
Potential candidate for Court Assistance Programs (Court Interpreter)	Interpreter
Spanish, English interpreter	Interpreter
Interested in Courtroom Clerk Position	Job Seeker
Prospective juror	Juror
Child rights advocate	Legal Assistance Professional
Librarian	Legal Assistance Professional
Attorney	Legal Professional
Addiction specialist	Professional
Dept of State - Passport Division	Professional
Manager of a political campaign	Professional
Municipal Employee	Professional
Retired Federal Employee	Professional
Get the judgment report	Records
I am getting a passport tomorrow; did not know my divorce was important? Where can I find this information online?	Records
I need to find my old Divorce papers from 1973-74	Records
Need to find divorce file	Records
Child	Self Help Seeker
Defendant	Self Help Seeker
Divorce	Self Help Seeker
Divorce case	Self Help Seeker
Divorce information	Self Help Seeker
Driver	Self Help Seeker
Durable power of attorney	Self Help Seeker
Emancipated minor	Self Help Seeker
Ex-Federal prisoner	Self Help Seeker
Extension	Self Help Seeker
Family member	Self Help Seeker
Felony Arson, Burglary Victim	Self Help Seeker
Have questions about child custody with one parents lives different state than the child	Self Help Seeker
I was arrested for trumped charges and case was dismissed. I had to be bailed out and now want to sue for police to pay this bail they put on me for no reason. What forms do I use?	Self Help Seeker

I'm looking for a conform declaration of order	Self Help Seeker
Lent someone a large sum of money. I have a signed paper saying they would pay it back. I have not received any and it is 2 years. What do I do???	Self Help Seeker
Look divorce information	Self Help Seeker
Mother and wife seeking help	Self Help Seeker
Petitioner	Self Help Seeker
Someone looking for a divorce	Self Help Seeker
Tenants	Self Help Seeker
Warrant	Self Help Seeker
Where can I go get free help with a eviction	Self Help Seeker
Student	Student
Legal studies teacher	Teacher
Ticket	Traffic