



# **2013 California Courts Website Survey Results**

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PRODUCED BY THE  
WEB SERVICES UNIT

The California Courts web survey was posted on various web pages on the courts.ca.gov website on February 3 and was active through March 31. During this time, we received 425 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.

The survey covered several aspects of user experience research, including audience analysis, a content needs assessment, a findability evaluation, usability evaluation, and one open-ended question that allowed participants to provide feedback in their own words. In summary, we received answers to the following questions:

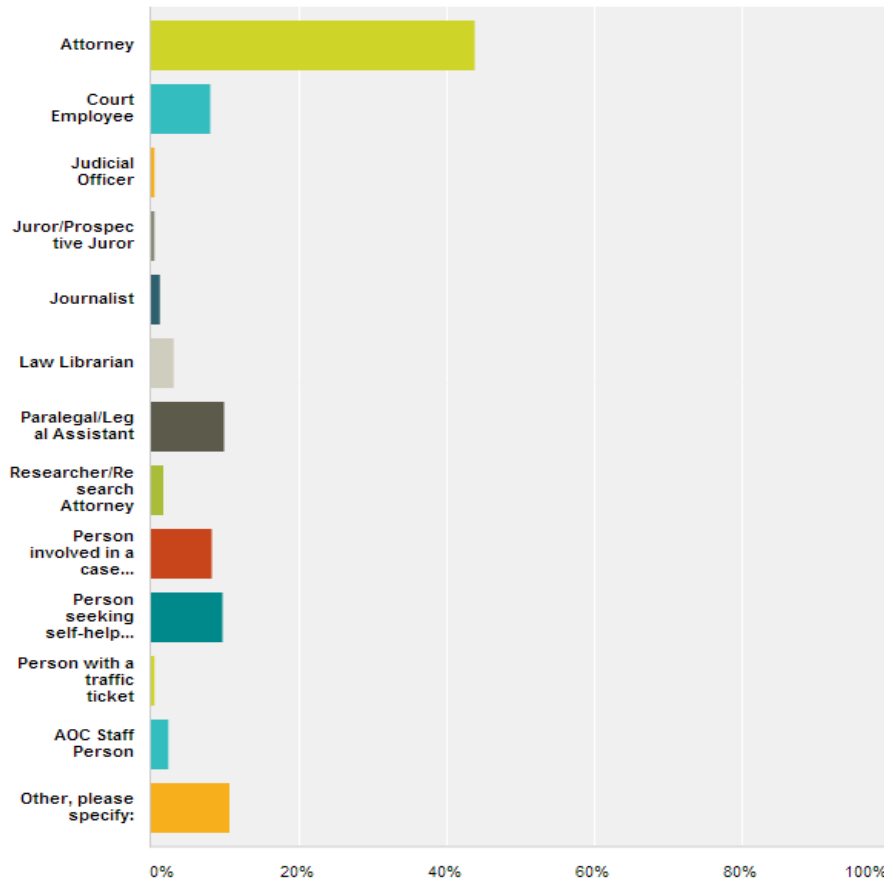
Specifically, participants answered these questions:

1. Please select the role that most closely describes you.
2. What were you looking for on our website?
3. Did you find what you were looking for?
4. Was the website easy to use?
5. Was the information on our website easy to understand?
6. Do you have any suggestions for improvements to this website?

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

Please select the role that most closely describes you:

Answered: 424 Skipped: 1



**What does this data mean?**

Legal professionals are some of the most frequent visitors to our site, and they also have a vested interest in providing feedback in regards to the site.

**Who would we like to hear from more?**

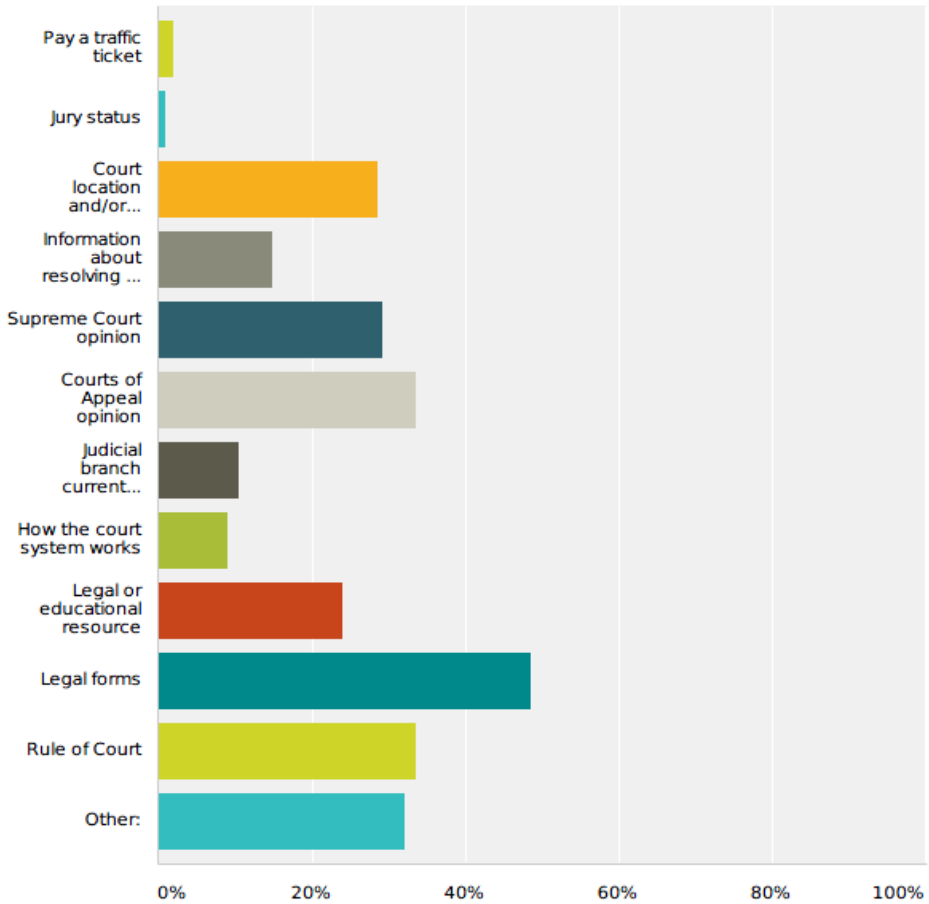
The general public. They're coming to our site because of an immediate need for resources/information/help. They don't have time to fill out a survey and there is no incentive to take the time.

Answer Choices	Responses
<b>Attorney</b>	<b>43.74%</b> 185
<b>Court Employee</b>	<b>8.04%</b> 34
<b>Judicial Officer</b>	<b>0.47%</b> 2
<b>Juror/Prospective Juror</b>	<b>0.47%</b> 2
<b>Journalist</b>	<b>1.18%</b> 5
<b>Law Librarian</b>	<b>3.07%</b> 13
<b>Paralegal/Legal Assistant</b>	<b>9.93%</b> 42
<b>Researcher/Research Attorney</b>	<b>1.65%</b> 7
<b>Person involved in a case (Defendant/Plaintiff)</b>	<b>8.27%</b> 35
<b>Person seeking self-help information</b>	<b>9.69%</b> 41
<b>Person with a traffic ticket</b>	<b>0.47%</b> 2
<b>AOC Staff Person</b>	<b>2.36%</b> 10
Other, please specify:	<b>10.64%</b> 45
<b>Total</b>	<b>423</b>

Please see Appendix 1 for a complete list of the “Other: please specify” results.

**Q2 What were you looking for on our website? Check all that apply:**

Answered: 421 Skipped: 3



**Attorneys looked for:**

1. Courts of Appeal Opinion
2. Supreme Court Opinion
3. Legal Forms
4. Rule of Court
5. Court Location

**Non-Attorneys looked for:**

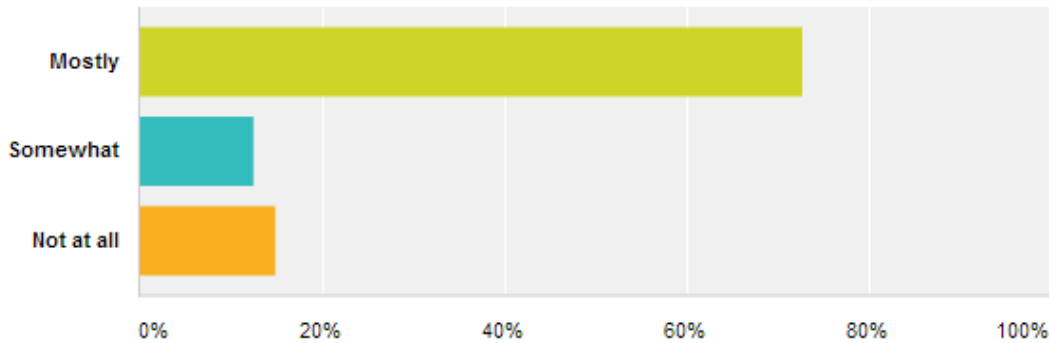
1. Legal Forms
2. Rule of Court\*
3. Legal or Educational Resource
4. Court Location
5. Information about resolving a legal issue

\* the general public could easily misinterpret the meaning of Rule of Court since they are not familiar with this terminology.

Answer Choices	Responses
<b>Pay a traffic ticket</b>	<b>1.66%</b> 7
<b>Jury status</b>	<b>0.71%</b> 3
<b>Court location and/or website</b>	<b>28.50%</b> 120
<b>Information about resolving a legal problem</b>	<b>14.73%</b> 62
<b>Supreme Court opinion</b>	<b>28.98%</b> 122
<b>Courts of Appeal opinion</b>	<b>33.49%</b> 141
<b>Judicial branch current events</b>	<b>10.21%</b> 43
<b>How the court system works</b>	<b>8.79%</b> 37
<b>Legal or educational resource</b>	<b>23.75%</b> 100
<b>Legal forms</b>	<b>48.46%</b> 204
<b>Rule of Court</b>	<b>33.49%</b> 141
<b>Other:</b>	<b>32.07%</b> 135
Total Respondents: 421	

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

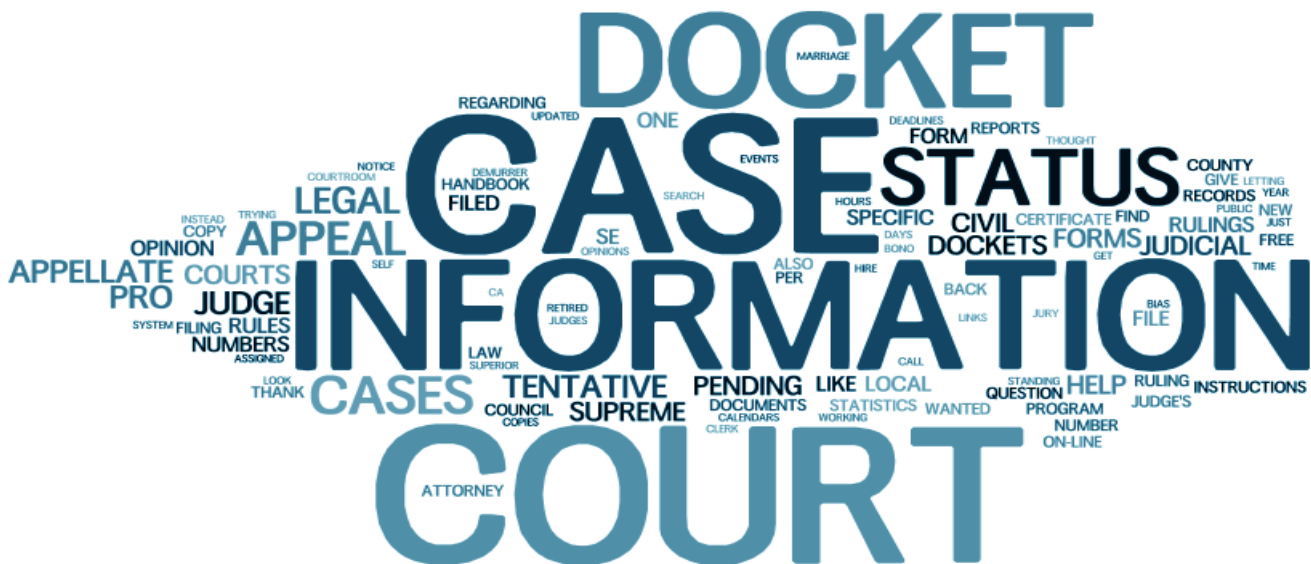
Answered: 418 Skipped: 7



**Attorneys** found what they were looking for more often:  
 88% Mostly  
 4% Not at All.  
 Whereas, **Non-attorneys**:  
 59% Mostly  
 22% Not at All.

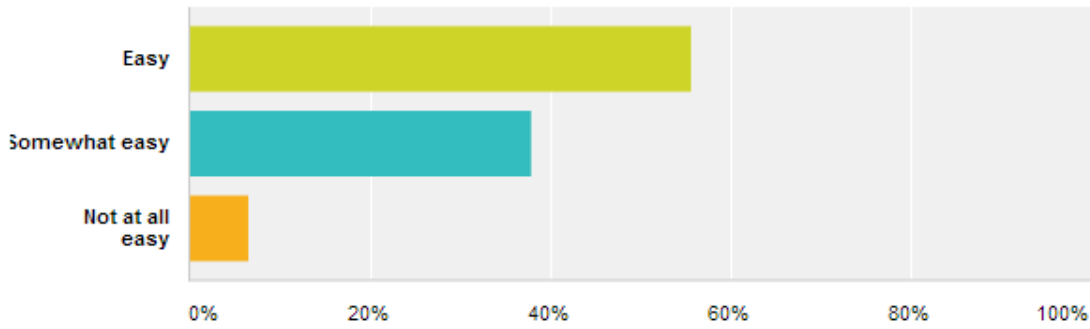
Answer Choices	Responses
Mostly	72.73% 304
Somewhat	12.44% 52
Not at all	14.83% 62
Total	418

When respondents chose "Other", they were asked to fill in an answer as to what they were seeking. The following word cloud provides a visual display of the top 50 terms that were entered. For a full list of responses, please see Appendix 2.



### Was the website easy to use?

Answered: 417 Skipped: 8

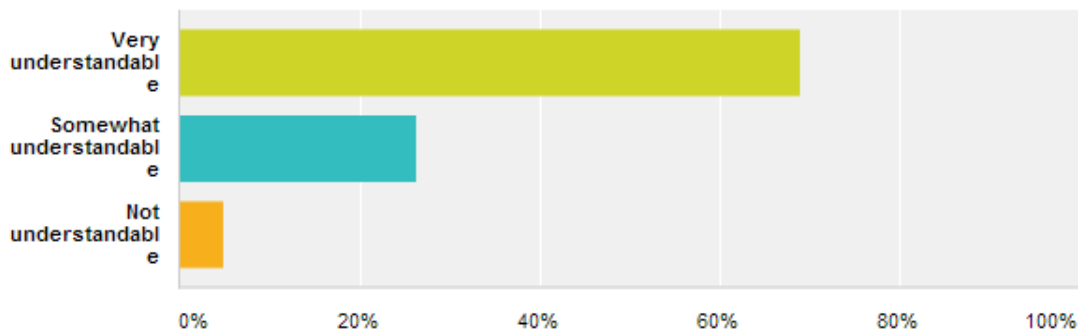


**Attorneys** and **non-attorneys** rated the ease of use on the site similarly.

Answer Choices	Responses	
Easy	55.64%	232
Somewhat easy	37.89%	158
Not at all easy	6.47%	27
Total		417

### Was the information on our website easy to understand?

Answered: 419 Skipped: 6



**Attorneys** found the information easier to understand:  
 75% Very  
 23% Somewhat  
 2% Not

Whereas, **Non-attorneys** responded:  
 65% Very  
 29% Somewhat  
 6% Not

Answer Choices	Responses	
Very understandable	68.97%	289
Somewhat understandable	26.25%	110
Not understandable	4.77%	20
Total		419

## Q6 Do you have any suggestions for improvements to this website?

Answered: 195 Skipped: 229

The following word cloud provides a visual display of the top 50 terms that were entered in regards to making improvements to the website. For a full list of responses, please see Appendix 3.



### Themes in suggested improvements

- **Better access** to documents within Case Information.
- **Improve search** within Case Information.
- **More access** to fillable forms & improve usability.
- **Improve design/layout** of the forms.
- **Feature more** contact information.

### Selected comments

**Improve the Content:** *"Pare it down and streamline the information."*

**Improve Case Information:** *"The website should have capabilities the same as or better than PACER."*

**Selected comments, continued**

**Provide E-filing:** *“efiling for all cases would be great”*

**Group the Forms:** *“It would nice to be able to download entire form modules, i.e. all civil or all discovery, at one time rather than individually”*

**Improve Access to Opinions:** *“A RSS feed for opinions would be SUPER!”*

**Provide Mobile Access:** *“Make mobile-friendly”*



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

Access Center Manager and Family Law Facilitator	Petitioner
Administrative Assistant/Office Manager	Plaintiff
Advocate for youth and young adults	Prisoner
Attorney/Legal Aid Executive Director	Private party interested in justice instead of judicial corruption
Author	Private party tracking AG extension requests on case
Citizen	Pro per
Civics teacher	Professor
Congregation member	Prospect interpreter
Deputy Attorney General	Research in personal decision making re: choosing a doctor
Family Law Facilitator	Retired appellate judge
Friend trying to help find info for help	Retired Court Employee
I want to bid for your RFQ court forms	Self-Help attorney employed by court
Interested citizen	Self-Help Center Manager and FLF
IT architecture	Self-Help Center Program Assistant
Kidnapping	Self-help manager
Landlord seeking to have tenant return premises	Student
Law student	Tehama County Victim Witness
Legal Assistant to Attorney	Coordinator
Managing attorney for Legal Self Help	Unemployed
Paralegal and court volunteer	
Person	
Person Without Attorney	

**APPENDIX 2: What were you looking for?**

Appellate court dockets	Docket for appellate case	The docket and opinion service for the DCA and S.Ct. is invaluable. I look forward to the day when comparable on-line, free access is provided by the trial courts.
Case docket	Docket information	
Case Docket	Docket information	
Case docket information	Docket information	Case status
Case docket information.	Docket information (Case Information) for pending cases in	Case status
Case docket information.	Court of Appeal and Supreme Court.	case status
Case dockets; filing fee amounts; Court of Appeal statistics	Docket information and published statements of court policy	Case status - Copies from court file
Case information	Docket information, documents.	Case status (docket)
Case Information and electronic copies of filed documents	Docket sheet/docket events	Case status information Civil jury instructions
Case information.	Docketing information about a specific case.	Case status/docket
Case information.	Documents filed in the case.	Civil case status; tentative rulings.
Case specific information/docket	Names of parties; CDC # of petitioner; dates of filing and final decision of cases; docket sheet	Docket status
Case/docket information	On-line case information	Events in cases assigned to me
Cases/Issues pending in the California Supreme Court	Online dockets	Status of pending cases
Court cases	On-line dockets of pending cases to which I am assigned.	Status of a case.
Court docket	Opinions of the appellate division of the superior court	Status of Appellate cases, calendars for Courts of Appeal and Supreme Court
Court docket and forms.	Pending cases regarding medical health care	Status of appellate court case
Court docket.	Probate Notes/Status of pleadings mailed to Court for filing.	Status of particular cases
Court of Appeal docket information	Superior court docket, tentative rulings	Complaint about a Judge and Court
Court of appeal docket information.		Figuring out how the weight of public opinion in this country is over-ridden by keep letting this piece of crap Lohan off, and off, and off, her crime indulgent
Court of appeal dockets		
Docket and case status		

lifestyle? What is the matter with you and the judicial system by letting so called celebrities flout the law and be above it?

I am a defendant in a civil case, and I am pro se. I find the substantive legal issues easy to navigate, but the Court rules and deadlines completely mystifying. I was in what I thought was going to be a hearing on my Demurrer, where I was totally freaked out because the Judge and Clerk said that the tentative ruling applied, and that anyone who wanted to oppose the tentative ruling needed to give notice to the courtroom three days before the case management conference (or something like that, it was all also said at break-neck pace). I thought I had blown it, until I got home and found the Judge's ruling posted. He had sustained my demurrer, and dismissed the Plaintiff's case (with leave to re-file with a new cause of action). No one seemed capable of just saying that. The judge wanted me to call the Alameda County Bar Association, and was shocked to learn there was no free assistance available for pro se civil defendants. I don't think I need a pro bono attorney, I just need the court to have one place where they list all of the deadlines and definitions specific to that location.

To see if the court received the traffic school completion certificate,

In re Marriage of Perez: a CA Family Law case that held that 1 hours of settlement discussion is worth 10 hours of Attorney time; but it may be case sensitive or

numbers instead of works; also without the quote, many non-case links appeared. Not helpful.

Suing a sitting judge for extreme bias

Trying to figure out why the Court is involved in Highway robbery for fees.

What can I do about a bias Judge?

Would like to suggest creating a Judgment Debtor's Statement of Assets that can be used if the Debtor is a business. The questions on the SC133 are primarily for a person.

Court Room phone numbers

Phone numbers for specific departments within local courthouses.

A number I could call to ask a question about name change they did not address on the self help page

Information on if as a litigant that has not filed anything in my case on either side for nearly 1 year, am I required to be mediated with the same mediator as previously. Because it is my understanding that this isn't true but she is the only one that comes to get us.

E-filing

Fillable forms. Please bring them back (or tell me where I can find them). Thank you.

Fillable legal forms – where are they?

I wanted to type a form FL150 SC100

Information on how to fill out a form, specifically EJ-100 and what the instrument number is on the abstract of judgment form, there are 2 numbers.

Instructions on how to file a Declaration for Default or Uncontested Dissolution or Legal Separation > for FL 170.

Samples of forms and legal pleadings

Employment opportunities

I have been working in the Court setting since 1973. Working as the Courtroom Clerk, I recently retired April 2012. I'm very skilled at Criminal Law. I'm looking for a 'hire a retiree' back program. I have to admit, my X-CEO does not like me however I don't know why. My personnel file is excellent and all the Judge's I have worked with can give me references. Does any program exist to hire 'retired' people back. I would love to work a couple days per week and my knowledge is extensive. Thank you, Carol Sanders, El Dorado County. email is ceejay055@gmail.com

Court officers & Presiding Judges

Judicial Council meeting information

Judicial Council Reports

Reports to the Judicial Council Regarding form and rule changes.

Excuse for jury duty

Legal representation-pro bono	Notice of forthcoming opinions Docket of a Supreme Court case	Court operations
Any info i can find regarding foreclosures. we have no resources to give customers where they can get help with paperwork. our self help center does not help the public with UDs.	Handbook for Conservators - UPDATED!!! "This handbook is based on information available as of July 2002. Although the handbook is updated periodically, it is not possible to reprint it every time California conservatorship laws change." Seriously - it's been 11 years.	DCSS info/modification
Child Custody and Eviction		Disabled attorney seeking information
Claims		How do you read the opinion?
My rights as a mother	Copy of birth certificate & copy of divorce record	I use AVVO.com to post question for legal advice. It is free! It was a great help for me as pro per. I also like to have access to briefs filed by litigants in the Appellate Court.
Self-help in Ridgecrest	Copy of marriage certificate	Information on our program
Self-help information	Court records	Judicial branch: transparency
Simple instructions to take a party to small claims court instead of having to look thru a myriad of forms and pages trying to understand what one needs to do.	Criminal history records search for a background check.	Links to other sites
What is the Pro Se oath of Pauper? How does it effect those who file a Pro Se Lawsuit?	Search Court Records	POS
Local rules from a variety of courts in CA	Information on how to appeal a #300 Civil Assessment	Referrals for Legal Services Clients.
Local Rules; case status; Department listings with Judge assignments; judge's standing orders; tentative rulings	Statistics	Reports
Tentative rulings, local rules, judges standing orders/rules.	Statistics (e.g. number of construction defect cases per year)	Sections of the 14th Amendment of the U.S. Constitution
An alert system that will notify me of any new laws that have changed. For example; text allert or Facebook notifications. Thank you	Tracking turn times on district, Divisions and Deputy AG	AOC information
	FYI, it should be "Court of Appeal" opinion -- not "CourtS of Appeal" in your menu on this question.	Link to individual county courts.
	Alternatives to sentencing in a d.v. case scenario	Supreme court policies, argument calendars
	Checking up on a new website page	Court calendar

**APPENDIX 3: Do you have any suggestions for improvements to this website?**

Live webstreams from the Court of Appeals when they are hearing cases would be a great service . . . **Open justice** and all that jazz.

Update oral argument **broadcasts**

I have a difficult time finding the **calendar for the Supreme and appellate courts** reflecting which cases will be argued that day and at what time and in what order.

It would be great to access **Superior Court pleadings** in every county online, and to do so at no charge.

The website should have capabilities the same as or better than **PACER**.

Access to documents like on **PACER**

**Briefs in court of appeal cases should be available on line.** All briefs in cal supreme court cases should be available, not just when they are set for argument. Thanks and I really appreciate how user-friendly the court on-line system is.

Full **online copies of appellate briefs** and more timely access to LexisNexis versions of opinions would be very helpful.

I appreciate access to the opinions via lexis, really. I would like **access to appellate briefs** too. I expect annotated codes is asking for too much, but if not, then is asking for MB Forms of Pleading and Practice too much?

I wish that **on-line dockets** were available for the superior courts, in both criminal and civil cases, as they are in the Courts of Appeal and Supreme Court. Also, now that **electronic filing** is becoming more common, there should be a way to access the court documents (i.e. pleadings, motions, decisions, etc) on-line directly from the on-line docket. A good example is the federal court's **PACER** system which allows users to pull up the docket of a case, and then click on links to pull up actual documents filed in court.

I would like to see a system that much like the federal courts' **PACER** where all docketing events such as briefs and pleadings are accessible through the website

If funding permits, all courts should have **on-line dockets**. And if funding permits, all courts should have copies - even for a fee - of documents filed in that court. Even if this system were instituted on a go-forward basis, that would not require inputting already-filed documents, that would be an improvement.

It would be nice if all **documents** can be scanned so we can view in other locations instead of going to the records department, stand in line to request the file, then wait for them to get it, then go through the physical file to view the document.

**On-line document access** like the Federal Court has

**PDF copies of opinions and other documents** filed in the Court of Appeal and Supreme Court should be hyperlinked to the docket similar to the PACER program in the federal courts.

People are always asking why **case documents** don't show up with the docket. It would be great if we could put documents attached to ACCMS on the public website so court users could access them.

All **opinions should be available from the docket**, rather than having to find them through separate "Opinions" portion of website. Links to other parts of the site should be available in each portion. So, if I'm in the appellate case info part, I should be able to get to the opinions or forthcoming filings parts, if not directly, at least by having a link that will take me far enough out that I can then get there. Too much of a silo approach.

I preferred the old website where the case, party and **docket information were all on one screen that could be printed**. Now, to get a docket sheet with all pertinent information, you have to select and print three separate pages.

I use the court website frequently to find information on superior courts and appellate courts. Some websites are very easy to use and are well-organized. Some websites, on the other hand, seem disorganized and don't present information as well. Also, I would appreciate being able to obtain filings and other **documents** from the court's website. Alameda County offers this service, which I find extremely useful. Not all courts offer this, but they should.

**Stay away from using abbreviations on docket**; Under scheduled actions, make it unambiguous whether action is anticipated (e.g. remittur to issue rather than "issued,"); If there is a lengthy minute order, it would be nice to have it posted, just as with opinions, since we sometimes experience delays in getting orders.

Yes, perhaps put corresponding annotations of like phrases on side bars for **identification of like cases or citations**.

Make it **easier to cite** as a source.

**Paginate decisions**. Now, I have to pull the decision up on FindLaw to get page numbers for cite purposes.

**Include future scheduled actions** in Supreme Court docket information

I can't find the CA Supreme Court case Strauss v. Horton. **It shouldn't be that hard to find an opinion handed down by the court**.

It would be helpful if you didn't have to know the appellate district to search for a case. If all you know is a party name, you have to conduct multiple searches to try to find the case. **The lack of uniformity in the Superior Court websites is a significant problem**. Last weekend, I was searching various Superior Court websites searching for copies of jury verdicts. The lack of uniformity made it difficult and time consuming because I had to figure

out how to navigate each particular county's website. Also, for those counties that have some documents on line, there are different systems for accessing them. Some of these systems allow you to pull up copies of documents, but you can only print them a single page at a time. Some websites charge for document access; others do not. There is also a lack of uniformity in how documents are described when they are logged into the system by the court. Some courts describe documents in detail by using the document's entire caption. That is very helpful. Others will simply enter something like "Opposition Document" and you can't tell what that is or who filed it.

It would be very helpful if you **integrated all the appellate districts for case searching**. I might be looking for a case but not know what district it's in and I have to search each one as it is set up now.

Make it possible to **search cases by party name without having to pay a fee**.

What I would like to see added is **a way to search all at once for cases across all divisions** (e.g. use one party name to search all three parts of the 4th district) and all or more than one specified districts (e.g., by petitioner name in the First, Second, and Sixth). I would also like to see all opinions accessible from a case's docket forever. Also, general oral argument schedules should be easier to find, and all courts should be required to put up easy to find specific case schedules a week or so before argument.

Yes, your case search engine by attorney's name or firm should **include which Attorney at the AG's office case is assigned**.

**Different Courts of Appeal have inconsistent approaches** to using the website (some post oral argument calendars, others don't; some post upcoming due dates for briefs, others don't). These **should be made uniform**, and in favor of more information rather than less.

Sacramento County's website is harder to get to the dockets, but the documents are free to access. Los Angeles County's website is easier to navigate, but the documents are not free to access. But I am grateful that there is any information available online in these courts. Would love to see state courts move to a **PACER** type system, not only for document access, but for e-filing and service.

As a prosecutor with the Attorney General's office it would be great to check on the **status of cases online and confirm dates, times and courtrooms**. Some counties offer this, some do not including Los Angeles, and this should change.

Please leave the **previous year updates to statutes** on the website for the entire first quarter

I would like to see **better updates regarding the status of cases**. Once cases are fully briefed, they can languish for months without update. It would be nice to have some guide regarding the current status of a court's docket to better advise clients about when opinions may be forthcoming.



Provide documents giving a good **overview of court forms** required for processes and closure of probate and conservatorship (and similar court processes). The documents should be intended to help those on the service list to adequately monitor these processes. In my case I am a disgruntled devisee. The probate has been open for over a year and was proceeded by a conservatorship. I bought a very old but relatively cheap book on California conservatorships and a book on California probate but I wish there were a more concise document available listing all ESSENTIAL forms that need to be filed with the court. The executor and his lawyer wave their hands and point fingers in various directions when contacted by the other devisees. I have been trying to expedite the process and am preparing to file a pleading with the court or a complaint with the Probate Investigation Unit (pro se as I have been below the poverty line for over 20 years and cannot afford to hire a lawyer). My resources have been the internet and amazon.com which have both been helpful but very time-consuming. I am sure others have found themselves in similar situations and would appreciate more **detailed handbooks** than the ones I have found on your website.

Wow, I would have never figured that filing a small claims action was so complicated. Quite a wake-up call!

You refer people to <http://lawhelpca.org> to find a local legal aid organization to help them. That site is as slow as molasses. I wish there was a Change of Venue Court Form. It's **too complicated** for a pro per to create their own change of venue request on pleading paper.

Links to where to write, call, anything.

**Phone numbers** for help.

Provide **contact #'s** not just emails.

**Contact info.**

Don't hide court room **phone numbers**.

A brief **outline of the process** would be nice - is there another place I can find this information?

Add a **Glossary of legal terms** and phrases.

Add **more information on courts of limited jurisdiction** and filing limited jurisdiction cases.

Be **more informative to those not familiar with the courts** and what they see on TV. Also inform the justices that the civil proc and rule of evidence are to be adhered to

I was unable to find **information about subpoenas in a family case**. I need to subpoena a school and there is no clear instructions on how to and if I'm supposed to provide the other party with a copy of the subpoena.



I wish that your website would **focus more on the intimate partner violence side of DV issues.**

If the information is not available through the web site, put that fact in the **FAQ.**

**More in-depth information** would be good and nice. Not enough information here, see Sacramento web pages court information for a better detailing of how to get some help.

**More info.**

**More resources for the public.**

No. It's broken. **Way too much 'go-here, choose-that,'** but all is vague and provides no real help. It is the really the same as no information at all. However, to be fair, the site has helped me in the past with a family court case.

Not be so **cumbersome.**

Please offer **extensive ways for self help.** Highly appreciate it

Provide a **direct link for filing fees.** Publish statistics about reversal rates by Division (distinguishing civil/criminal) and current wait from last brief to oral argument; clients always want to know.

Provide humans to help the SRL better understand what to do - The website alone is not sufficient in Family Law for the SRL.

**Question and answer forum?**

**Self-help youtube videos.**

The **statutes of limitations for small claims court.**

**Tutorial on what to expect on court date.** What to bring, representing yourself etc.

You need a great deal more indexing and cross-referencing. You simply **MUST** create an area that explains things like the schedule for civil litigation and the way this Court applies the tentative ruling clause. In the rules, all it says is that the Court may or may not adopt the tentative ruling. That is meaningless. There should be a page with definitions. And how about **someone who answers questions - not legal questions, logistical questions specific to this Court.**

I'm looking for the **petition to adopt an adult** in Los Angeles Superior Court. It's not listed under adoption. Listing under adoption would be an improvement.

**Make the information in Equal Access section normally utilized by SHC staff more easily accessible for the public to use** in completing their cases. E.g. link more directly from the Self help section.

Make the **equal access materials easier to search for** and/or searchable from the main web page.

If you know a little something about the court system, the site is manageable. If not, good luck! **Most lay people don't understand court terms.** I know what I'm doing and I sometimes get frustrated when looking for a certain case.

**Pare it down and streamline the information.**

**Update the Handbook for Conservators.**

**Cite your information sources.**

**E-filing** for all cases would be great

The Holy Grail would be to have **briefs e-filed in the appellate courts available for download** like opinions already are.

A specific area for **information for all trial courts, i.e. court executive officer, presiding judge**, etc. This information is on Serranus.

Have a **portal for each division.** What everyone does in the AOC, who are the contacts. etc?

Include a **section for retired court employees.**

Where are the **older reports?** Previously there were more resources.

**Make it easier to find.**

Sometimes it is **difficult to find things.** But I am not enough of a computer geek to make suggestions.

The **forms are not all Google Chrome compatible.** Fix that please. And some don't allow enough lines for address info.

I couldn't find where you make **comments or suggestions.** Judge this morning in San Bernardino complained about small type on FL-300

Please **make all the forms the same.** Some of them have 4 lines on the top for the attorney information; some have less. The font differs from form to form. It's hard to use the forms because of the inconsistency.

The forms are quite restrictive in the fields. This is especially true for the name of the court and the name of the law firm/attorney. Any way to **make the fields larger?**

You **can't always get information on the local forms without it running out of room.** They don't allow enough spaces so letters get eaten up- it should be tried out by the

persons constructing it-have some of the clerks try it out so the bugs are worked out before it hits the public.

**Allow forms to be viewed and filled out.** A huge waste of time on this site

Any chance the **fillable forms can convert to Adobe Reader 9.5**? Right now, the automatic download brings me a form that I cannot fill out on-line. The download prompts with a box for an alternate form, but it takes a minute or two longer each time. In the meantime, we still love you and I use this website all the time anyway.

**Fillable forms are needed.** Thanks.

Have the forms open in pdf, not the new view, which are **not fillable**. It took awhile to figure out to click the open w/different browser button in order to fill out the forms

**I want the site allow me to file forms.**

I was trying to find the **forms on which I can type in the information** and have it print out. It was not possible to find those. I downloaded Adobe, and searched and searched, but it was not possible to find what I needed. What is going on?

**Make the forms fillable!** They used to be.

Up until recently, **judicial council forms** were available in PDF format on this site. Now, they are in some other format (and if there is a way to make them PDF without buying more software, I don't see it) which will not allow me to type info on the screen, and I have to print the forms out and fill them out by hand. This does not make for nice, neat, professional-looking forms to file at court, and it takes a lot longer. Please, please very strongly consider going back to the way it was before - meaning that the forms are available in PDF once more. That was much, much better. Thank you.

**I downloaded adobe and still the form would not open.**

**How do I get the whole packet necessary?**

I think you should have **a list of what forms are needed** for certain cases such as Dissolution of marriage with kids. If the person was to click on it another screen would pop up with all of the forms they will need. Then you would ask a series of questions such as Petitioner name, respondent name, child(Rens) name(s) address, number, how long marriage, date of separation... etc then all of the forms would automatically be filled in with proper check marks and info.

It would nice to be able to **download entire form modules**, i.e. all civil or all discovery, at one time rather than individually

Give **more information on how to fill out the forms**, where to find the information to fill out forms, and clearer information on the terms if they are interchangeable.

**Samples of completed forms.**

Some items on the **how to forms are confusing** but was able to find out which box to fill out.

**With each form that is used to file, included instructions on how to file it.** FL-170, I was given partial instructions of what I needed to bring back & was told to come back with the documents/copies after 30-days and she would assist me. Today I go back and the gentleman at the information desk said there is instructions online (there isn't) was hesitant to give me any guidance what-so-ever other than it gets put in the drop box even though I wait 5 minutes while he went step-by-step for the lady that had NO PAPERWORK before me, at least I had most everything I needed I just needed a little guidance. It is very frustrating. I am willing to help myself, but you have to provide me the tools.

**Forms could be easier to locate** - maybe, most used? by type of action? chronological through a case?

**Could not find Noticed of Motion form FL-301.** No comment as to discontinuation of form or new number assigned.

Form MIL-010, Notice of Petition and Petition for Relief from Financial Obligation during Military Service is listed under Military Service form group and and All Forms Listed by Number. But in All Forms Listed by Name, Form MIL-010 **did not appear during three searches, and did appear during one search.**

**Forms for termination of tenancy** such as current 3 day notice to pay rent or quit; keep the end of the year legislative updates for a longer period of time.

It's sometimes **difficult to locate a form** if you don't know what area it's listed under on the website. For example, Sub of Attorney - Civil is listed under Miscellaneous rather than Civil.

Be able to put **number of form** you are looking for.

**Have box where we can enter circumstance, with pop up for form.**

I suggest you post online completed judicial council forms that have been filed with the applicable court so readers can **see what the forms looks like when completed and filed.** I do not see a confidentiality issue, hold certain cases such as unlawful detainer, because the forms are public record.

**As many Family Law Forms as possible translated to Spanish.** The FL-115 used to be available in Spanish. I think only one or two words changed on newest update yet form no longer available in Sp. Thanks for all that you do.

Having a **Spanish version** of the FW-001 Request to Waive Court Fees would be very helpful.

Can't enter the summons for eviction or the default for eviction, **confused.**

**Excuse for jury service.**

**Easily accessible from mobile devices would be nice.**

### **Make mobile-friendly**

**"Careers" (i.e., job opportunities) should be featured more prominently** rather than being relegated to the bottom of the page. I found it astoundingly difficult to figure out where jury instructions were hiding.

A more **simple way to get to where you want to go.**

Could you **put "Ask the Law Librarian" link in a more prominent place.** I'm one of many librarians that answers the online questions and the number of users has decline significantly following some website changes. If this link were more visible it would help more people know about our service. Thanks!

**Have a clear entry on the home page for "Orders".**

Have a link for **parentage issues on the front page.** This info is buried. Thanks for an otherwise fantastic website.

**It takes several clicks to get to the recent opinions. It would be better if there was just one link straight from the home page.**

Just include a **link that says "Records Index" or Criminal History....**something that is usable. Most other counties do this.

**Put "case information" on the home page,** or, at least, more prominently. Right now it takes at least three clicks to get to it, and it is usually at the bottom of the page and hard to find.

Put "Live Chat" next-to Self Help in the gray toolbar below Judicial Branch Home. **Link "Live Chat" to the AskNow 24/7 Law Librarian site** so a substantial segment of the public - who can use a computer but who nevertheless needs help - can get assistance right away

Some of the **menus overlap** so when you select them it accidentally clicks on the wrong menu item. For example, on the courts website, if you select courts on the upper left, the "news and references" pops up and gets in the way. It could just be my browser, but it's a pain. I so appreciate that you have email alerts - this is very helpful for me in tracking cases. Also, please do not eliminate the previews that Lynne Mayo sends about the oral argument sessions including the question presented. Without them, I would not be able to cover the cases because it would take too long for me to research each case. Thank you!

**There are so many tabs and buttons, it is very confusing** and it doesn't help when you don't know what exactly you are looking for. It would be probably helpful for someone who is the judecial system, but for anyone else. If you make less tabs and less categories, would be much easier to surf.

**Trying to find some information on the website has been a little confusing/time consuming.** For example, trying to find the calendar for oral arguments took a bit of clicking around, as I recall. Sometimes information about the calendars, such as who is on the panel, is not up to date.

**More email notification**, e.g., 8.220 notice sent, Petn.(review rehearing, writ) granted, denied, writ or osc issued. Put oral argument recordings on site for download. ND does!

Provide **email notification for all docket entries** in all cases.

The email notifications only send emails for particular docket events. It would be extremely helpful to be able to choose to **get an email any time anything at all is added to the docket**. Crucial orders and documents often do not generate an email notification because they don't fit into a neat category. The site could still provide an option of more limited emails for people that want that, but the option of an email notification for every single docket entry would make my life much easier. Thanks!

The **e-notification system is unreliable**. Often we sign up for e-notices only to never receive any notice. PACER, by contrast, is older, clunkier, but it never messes up.

There should be an option to receive **email notifications of ALL docket entries**, not just the handful of categories specified (such as when briefs are filed). For example, counsel may be awaiting an order on a motion. It's necessary to check the docket manually to see whether there has been a ruling. Notification of all entries would parallel the effective federal ECF notice system.

**Separate Supreme Court opinions from Court of Appeal opinions.** (2) Make available more than past 120 days of opinions.

I would like to read the opinion not just get dates when an action occurs. How?

Make it **easy to access the opinions of the appellate division** of the superior court.

**Opinions and pleadings should be accessible online.**

There's some **confusing redundancy in the links to opinions**, and sometimes it takes a couple of tries to get to the one I want.

**A RSS feed for opinions** would be SUPER!

**Fix it so a person can print what is shown in large enough type to read.** I have to copy and paste the info to a new Word doc. in landscape setting, with narrow margins and enlarge to 12-pt to make a readable document. 2) Fix it so it does not print a second (blank) sheet when there is only information on one sheet.

Make forms such as **copies of birth certificate & certificate (or whatever you call it) of a divorce record easy to find and to copy.**

I am not quite sure why some things are done on one website (appellatecases.courtinfo.ca.gov) and sometimes you are transferred to another website (<http://www.courts.ca.gov/courtssofarpeal.htm>), but **I am all for having everything in one place.**

## POSITIVE COMMENTS

I came to the Shasta County Courts web page to get forms for a name change. You have done a GREAT job. The first results on a Google search wanted to charge \$7.95 for the same service that you offer for free.

I ended on the web-site while looking for something else. I am amazed that it exists! My daughter did her senior project in high school on the topics of understanding civil and human laws at 18. She did her research in 2009. This web-site looks like her project. I like it! I recently started a nonprofit for the purpose of teaching students k5-12 about civics and human rights; especially what those rights looks like once they reach 18. This web-site will help me successfully add specific information to my proposals. Amazing. Thank you for such an interactive website! Bravo!

I find it's easy to overlook how much information is available on the website. I'm surprised and gratified when a customer has actually taken the time to research his/her issue on the court's website.

I use your website to find legal information for law library patrons and find it extremely easy to use and content-rich. I especially like the almost step-by-step guides to common legal processes, with links to the forms you will need. The only improvement I can think of would be to add sample, filled-out forms as an example. Thank you for your website!

I was able to find what I needed very quickly

It's very helpful.

Keep up the good work.

The court's websites are excellent. Keep up the good work! Thanks.

This is the first time I have used the Court website and I found it EZ to use and understand. Thank you!

This website is fine. Finding the link for this website on the Los Angeles County Superior Court's website was not easy.

Very good source of information.

Your website is great as is. It is very user friendly. I like to see a forum that posts legal issues to California Law Schools for law student law-review programs. Thanks.