



2013 Serranus Survey Results

PRODUCED BY THE
WEB SERVICES UNIT

2013 Serranus Survey Results

The Serranus survey was posted on the home page of the website on March 24 and was active through April. The majority of respondents were Court Managers and Judicial Officers.

We received responses from 151 individuals and over 100 suggestions on ways to improve the site. 38 people volunteered to participate in focus groups so we can gain insights to further improve the user experience.

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

The survey covered several aspects of user experience research, including audience analysis, a content needs assessment, a findability evaluation, and 2 open-ended questions that allowed participants to provide feedback in their own words.

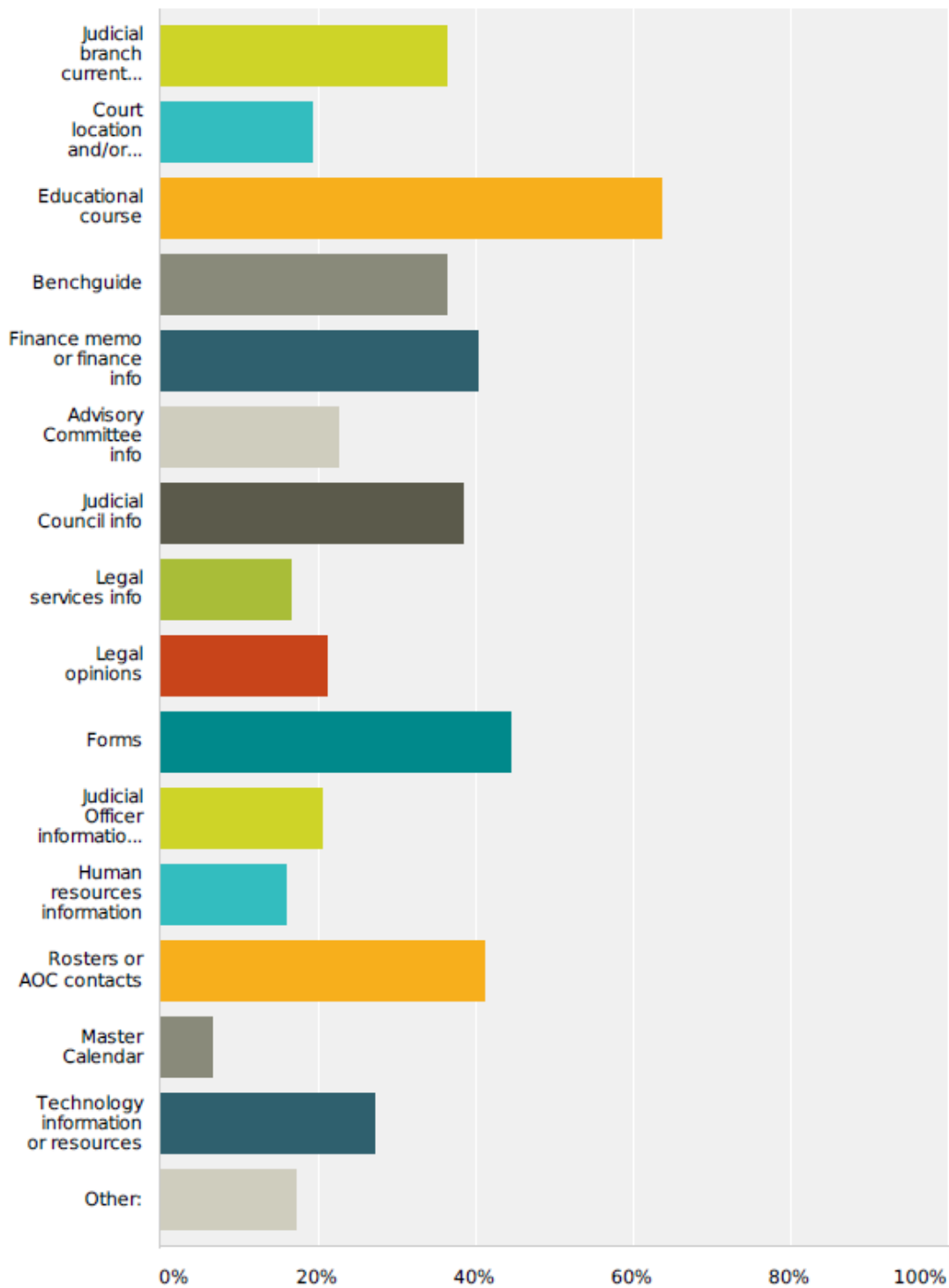
Participants answered these questions:

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. What function or task would you like to perform on Serranus that you can't do today?
5. If you could wave a magic wand to improve Serranus, what would you do?

For more information on this report, please contact the Web Communications Group at webcontent@jud.ca.gov.

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

Answered: 151 Skipped: 0



2013 Serranus Survey Results

Answer Choices	Responses	
Judicial branch current events	36.42%	55
Court location and/or website	19.21%	29
Educational course	63.58%	96
Benchguide	36.42%	55
Finance memo or finance info	40.40%	61
Advisory Committee info	22.52%	34
Judicial Council info	38.41%	58
Legal services info	16.56%	25
Legal opinions	21.19%	32
Forms	44.37%	67
Judicial Officer information or resources	20.53%	31
Human resources information	15.89%	24
Rosters or AOC contacts	41.06%	62
Master Calendar	6.62%	10
Technology information or resources	27.15%	41
Other:	17.22%	26
Total Respondents: 151		

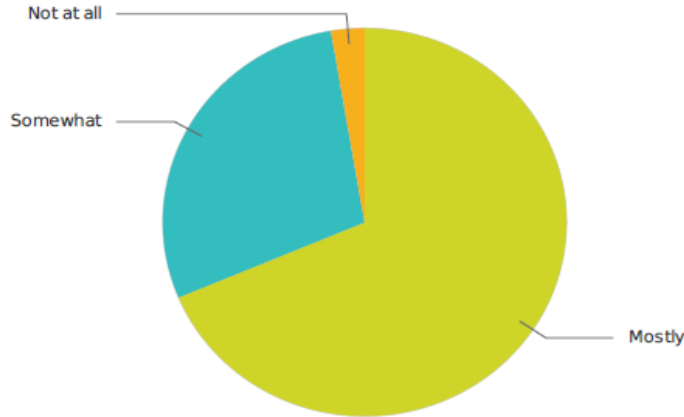
Other:

- Answer simple question like "what statute governs the color courts must use for their filing stamps".
- Anything that is on the website now--just easier to locate.
- Anything that might have effect on our court such as new laws, forms, procedures, programs.
- Audit.
- CA Supreme Court information on cases accepted for review of Marin Court Cases Appeals Court Information on current cases.
- CEB Online.
- Disposing e-waste.
- Ethics opinions and method for submitting question.
- Family law resources for courts.
- Form Updates; Invitations to Comment;
- I often go on Serranus and half the time I find what I need and the other half I can't find what I am looking for. It is not a very user friendly site at times.
- I use Serranus for everything listed.
- Information regarding master contracts or grant availability, contact information.
- JBCM & Contract Templates.
- JBCM and JBCL. Frankly, the website seems not for procurement folks, as the TCFPPM is uploaded, but some chapters are superseded by the JBCM which is not uploaded, or at least, not easily found.
- JBSIS.
- JBSIS Information.
- Listserve info.
- New legislation.
- New rules and forms.
- Pinetwork and executive network archives.
- Pinetwork - how to submit a question.
- Procurement information.
- Southern California Probation Training Manual.
- Surplus Materials.

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Q3 Did you find what you were looking for?

Answered: 150 Skipped: 1



Judicial Officers found what they were looking for more often:

83% Mostly
3% Not at All

Court Managers:

73% Mostly
3% Not at All

CEOs:

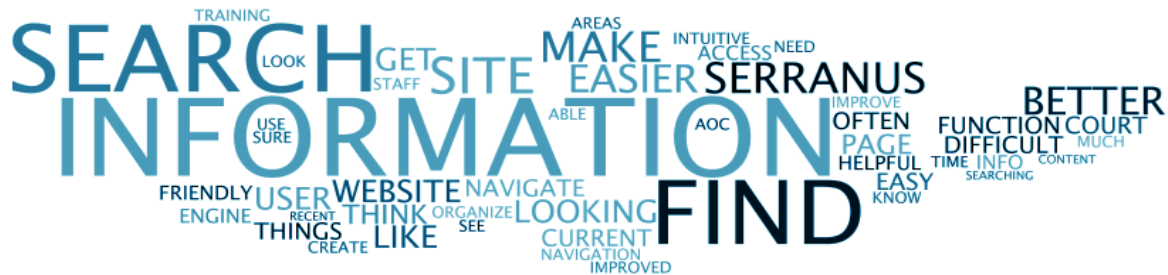
71% Mostly
0% Not at All

Answer Choices	Responses
Mostly	68.67% 103
Somewhat	28.67% 43
Not at all	2.67% 4
Total	150

What function or task would you like to perform on Serranus that you can't do today?

Answered: 69 Skipped: 82

The following word cloud provides a visual display of the top 50 terms that were entered in regards to tasks or functions that people would like to be included on the site. For a full list of responses, please see Appendix 1.



Themes in suggested functions/tasks

SEARCH

- Improve the search function, so that it returns the most relevant and most recent results.

NAVIGATION

- Improve the navigation, so that resources and information are easier to find.

CATALOGING

- Organize documents, files, and other resources in a way that is more user friendly, so that they are easier to search/access.

DESIGN

- Improve the layout and design of the site so that pages aren't cluttered and are easier to use.

CONTENT

- Provide a better platform for communication across the branch – such as a forum to ask questions, provide more answers to common questions.

Selected comments

Improve the Navigation: *"It's difficult to navigate. The location of information is hard to figure out - consequently very time consuming."*

Improve the Information Architecture: *"Very poorly organized - it reflects an old AOC org chart (i.e. who generated the info) rather than organizing the info in a user-friendly way."*

"The current format reflects who generated the document, not the target user."

Relevant Search Results: *"A better search process would be helpful. Results sometimes are not even applicable to the search question."*

Cataloged Publications: *"I would like to be able to search on the name of a publication, and have only that publication be a result of the search. Instead, a lot of other documents appear first, causing you to have to click through several pages to get to the item for which you are searching."*

Simplify the Layout: *"Site is difficult to navigate. It is way too cluttered." and ..."*
visually, it is not user friendly - too much on each page."

If you could wave a magic wand to improve Serranus, what would you do?

Answered: 89 Skipped: 62

The following word cloud provides a visual display of the top 50 terms that were entered in regards to making improvements to the website. The full list of responses is located in Appendix 2.



Themes in suggested improvements

SEARCH

- The search function should return relevant and recent results, up to the standards of a Google search.

USABILITY

- Make the site more user-friendly.

DESIGN

- Simplify the design/layout.

Selected comments

Meet user expectations for search results: *“Make the search engine work as good as Google.”*

Make it user-friendly: *“More user-friendly! Simplify! Needs to be better-organized. Has wonderful information but cannot find it!”*

Improve the layout: *“Better layout allowing easier navigation.”*

APPENDIX 1: What function or task would you like to perform on Serranus that you can't do today?

- Easily review an **archive of JC meeting audio recordings**.
- **Store and stream video**.
- **Webinars, live broadcasts** of Judicial Council meetings, updated links to current events.
- **Email addresses** for all judicial officers statewide.
- **Easier navigation** to AOC and Judicial Contacts; easier navigation to educational resources easier navigation to calendars for AOC committees.
- Find **call-in number for committee meetings**.
- Have we developed a location to **access and download one page scripts for standard hearings** in criminal and juvenile matters?
- **Filter capabilities** on the Surplus database.
- It's **difficult to navigate**. The location of information is hard to figure out - consequently very time consuming.
- **Research legal sites**; ask questions of AOC.
- Maybe a **clearinghouse of trial court decisions** on certain topics such as family law statements of decision. Another possibility is a place for judges to post questions with responses posted generally on a **web board** or limited in some fashion.
- **Open forum** outside email to bounce off ideas.
- **Submit an ethics question** for the committee to consider.
- Frankly, I prefer not to use the website...it is just one more resource (place to look for something) that is not as good as other existing resources.
- **Very poorly organized** - it reflects an old AOC org chart (i.e. who generated the info) rather than organizing the info in a user-friendly way. Educational online/on-demand content is limited and stale. All the educational content should be on-demand and more video options or streaming classes. Why aren't all the educational events videoed, archived, and streamed on-demand? **Search function doesn't work well**. In sum, Serranus is rich in content that is very hard to search and access because it is poorly organized. **Judges have very little time out of court and need a site that's easy to access**.
- A more **organized way of accessing the articles** and treatises by judges for judges by subject matter. Or making available when I access the benchguide.
- An **easier way to pull up reports**, etc....very hard to find certain items in Serranus.

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- I would like to be able to **search on the name of a publication, and have only that publication be a result** of the search. Instead, a lot of other documents appear first, causing you to have to click through several pages to get to the item for which you are searching.
- **More procurement resources** than currently available.
- **Get answers to simple clerk questions**, for example, where do I find the code that governs the color the courts file stamp must be?
- **Access to legal opinions.**
- **Obtain legal opinions.** Currently limited to CEO and judges.
- To have **access to read the legal opinions.** The search field does not pull information easily even when using a key word.
- **User dashboard.**
- It was April 11th and I was trying to find the April **AOC phone list** but the March one was still posted.
- Access **government codes and legislative actions.**
- A **better search** process would be helpful. Results sometimes are not even applicable to the search question.
- **Better search** engines.
- Have one **central portal for search and filter content.**
- I can't seem to find items I need using the search functionality. For example, I was looking for the Judicial Branch Contract Manual, and I can't easily get to that location. It brings up articles that talked about it, but not the actual manual.
- On several occasions, I have not been able to find items through the **search function**, such as the Trial Court Financial Policies and Procedures.
- **Search.**
- **Search Functions.**
- **Find** form 7As.
- Have a place where the judicial **listserves could be backed up** where judges could look back on issues discussed in past as a current resource.
- Conduct **searches on contacts, financial, facility, and committee information** and actually get up-to-date information and documents.
- The **search function is not very good**, so I would say it really isn't available and it needs to be improved. Also easily finding contact information for AOC. I spend way too much time trying to find the directory for AOC services/staff.

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- **Make search function more user friendly and more like Google** that seems to give me a list of what I'm searching. Often times hard to find document/reference unless exact, but you don't know exact.
- **Search** - and all documents that are related should be in the same area and easy to find instead of scattered all over the website. The current format reflects who generated the document, not the target user.
- The **search tool** takes you mostly to other courts information/forms and not the publications Serranus has.
- **Find things easier.** Way too many links with no "scent indicators". You have to do a lot of reading and/or searching in order to find what you are looking for.
- Find what I'm looking for - **visually, it is not user friendly - too much on each page.**
- Site is difficult to navigate. It is way **too cluttered.**
- I couldn't even find the link to Serranus. Very disappointing. I know my way around AOC pages and links a bit ... but spent 15 minutes looking to get into Serranus, and could not find the link to take me there.
- A Serranus tutorial/video on how to best use Serranus and **how to navigate** the site.
- Have not really considered Serranus as useful for anything other than getting ed bits.
- Site map.

APPENDIX 2: If you could wave a magic wand to improve Serranus, what would you do?

- **Easier access.**
- I'd like to find **an easy link to it.**
- In the past I have always had **password issues.** It would be nice to be able to set security questions so that the user can reset their own password.
- **Keep me signed in on my computer.**
- The structural organization of Serranus is **not intuitive or user friendly.** Often the information does not appear to be updated and contains old information. Again, **navigation definitely needs to be improved.**
- The site should have current content - **remove/archive obsolete content.** What about a **customizable dashboard** so that each user can add/remove widgets or sections of interest to them. **Master Calendar** of events in a weekly or monthly view with ability to drill down.
- Improve the interface for obtaining AOC staff, judge, and court staff **contact information.**
- More materials (videos, written) **geared more to clerical operations in the court.** (Although, PINetwork is outstanding and find this site most helpful).
- Add more resources on where to find **answers to our everyday questions** that we run into clerking at the counter and/or phones.
- **Clearer categories** for sources. Selections in margins are unclear and misleading.
- **Clearer organization** of materials.
- I would apply advanced taxonomy labeling to **organize everything better** and then develop an intuitive website with this info. Too much text and not enough graphics.
- If it were **organized by case type.** Each tab would include forms, legislation, listserves, benchguides, staff training etc. for that case type.
- **Information is buried too deeply.** I have to click too many links to get to what I'm looking for. If the site could be simplified so that information is not more than one or two clicks from the home page, that would be nice.
- I would have **less information on each page** so that the flow makes more sense.
- Make it **less busy.**

- Not have it be so busy & **cluttered**.
- **Streamline the look.**
- **Reorganize the home page.** Live chat with site expert if you are unable to find the information you are looking for.
- I would **improve the functionality and layout** of the website. The website is difficult to navigate and the search function does not work properly. Those two things combined make it difficult to locate information on the site.
- Have a **complete library** of forms, formats and examples of solicitation documents. Today it is somewhat limited.
- **Set up the archives better.** Needs a complete overhaul. Not that easy to find what you are really looking for, bad on the eyes.
- Live chat with AOC; group forums for courts across the state to utilize in place of the PIN.
- **Better education illustrating what Serranus could do for us.** Marketing to get us to try it. We need to be aware that it is there. Now I do not think of it as a resource too often.
- **Have some training on what it is for?**
- I would develop an online and interactive **basic training**, like MS Office products.
- **Change the name.** Native Americans are very offended by the fact that our site is named after Serranus Hastings.
- Better breakdown for location of information.
- **Better layout** allowing easier navigation.
- Create a tabbed based landing page.
- Create large icons on the front page for the different branches, for example, Judicial, HR, Purchasing, Finance, Forms, Education etc. Include all AOC-related information for the branches. These icons would take you to the areas you are interested in.
- **Easier to navigate.**
- Find a site **layout/navigation** that I like and copy it.
- Make it **easier to navigate.** I don't go on enough to always know where to look for things.
- **Make it more user-friendly...** make the info more of a web-layout, where locating it is more intuitive.
- Make the information described above much **more accessible** than it is. You have to drill down a couple of levels and I am never sure if I have accessed everything available to me in a particular area of the law.
- **Make things more easy to find.**

- Navigability through the system. At times, it is **difficult to find the information** that I was seeking. It has improved since the past however.
- **Organize the web site** so that it is easier to navigate to find a subject.
- The only way I can ever find anything is to use the search function - **I find the navigation very confusing.**
- Things just need to be easier to find, so **more user-friendly.**
- Sometimes **it's hard to get around on the site**, to find certain documents. I'm not sure what can be done about that. Maybe it has too much information and would be better with an option for separate portals - like, one for judges and one for operations, or both combined (for narrowing or expanding your search).
- **Navigation could be made a bit easier.** The presentation is a bit cluttered.
- It can be somewhat **difficult to navigate and search.** Refining the search feature would be helpful. I often have to go to the site map to find what I am looking for.
- It doesn't seem like the different areas of the website integrate effectively. I oftentimes receive a link to something on Serranus from a listserv group, but I would never be able to find that location on my own by just navigating or searching Serranus.
- Get updated information on there. **Organize the information** and somehow make sure the obsolete information is not the first returned in a search. Since the laws change rapidly I am looking for current information and usually get information from a couple of cycles ago.
- **Have the search cover all Judicial Council sites.**
- **Have the search engine within the Serranus be a little more user friendly.** Some of the items the I need or use are in drill down areas and searching for them does not take you to that area of the web page
- If you **have a good search** engine that can narrow down finds - so you don't get a bunch of irrelevant data to plow thru, that is the most helpful feature I believe. Thanks
- **Improve the search** box...I am rarely, if ever, able to find information throughout the search box.
- **Improve the search** function.
- **Improve the search** function. Currently, it seems that whatever I search for, the search engine doesn't bring it up. Frustrating.
- It's pretty good but perhaps **organize the files** better when you look up stuff.
- Locating the specific item you need can be cumbersome. The **search** function could work better.

- **Make searching for things easier.**
- **Make search engine work as good as Google.**
- When using the **search** tool - you have to put in the exact word - it should be a little more broad to grab what is close or similiar to what you are looking for.
- The **search function often does not help in finding the right information.** There is so much historical information on the site, it is hard to refine a search to get only recent information on a topic. It would be great if there was a way to segregate old info on a topic from more recent info. I don't know what the parameters would be but I think it is possible to get a consensus.
- Create a **better search** engine and add forum for immediate peer Q and A.
- **Improved search** functionality, I seem to have trouble finding items in the areas that I think best fits the category. I do a lot of clicking and still do not always find what I am looking for. Search by most recent date would be helpful too.
- While the site has wonderful information, getting to it has become cumbersome and time consuming. **I wish it would be like Google** or some of the search engines available in mobile applications. The home screens have become so crowded with content that make your eyes hurt.
- Build it to have more functionality, create the **search field** to be able to be by keyword easier as well as pull a listing from the links that redirect such as the Trial Court Policies and Procedures Manual, the trainings and etc. Would like to see Serranus become our all-inclusive website for court staff, judges, and etc to access. I have to look at several websites to find specific information.
- **More user-friendly!** Simplify! Needs to be better organized. Has wonderful information but cannot find it!
- Have the most current issues post at the top. **Name titles uniformly**, i.e. Uniform Bail schedule. When looking for the bail schedule the name varies from year to year making it difficult to find.
- Have some kind of information page that lets me know where I can find things between all the different websites that has to do with court business like the master agreements, the AOC RFPs, the contract upload templates, grants and the training seminars. Also include the links. Maybe this already exists, I just don't know where it is.
- It would be a gateway to all other Court intranet shared drives and a clearinghouse of current fiscal and operations information. It would also be the center of all statewide training.

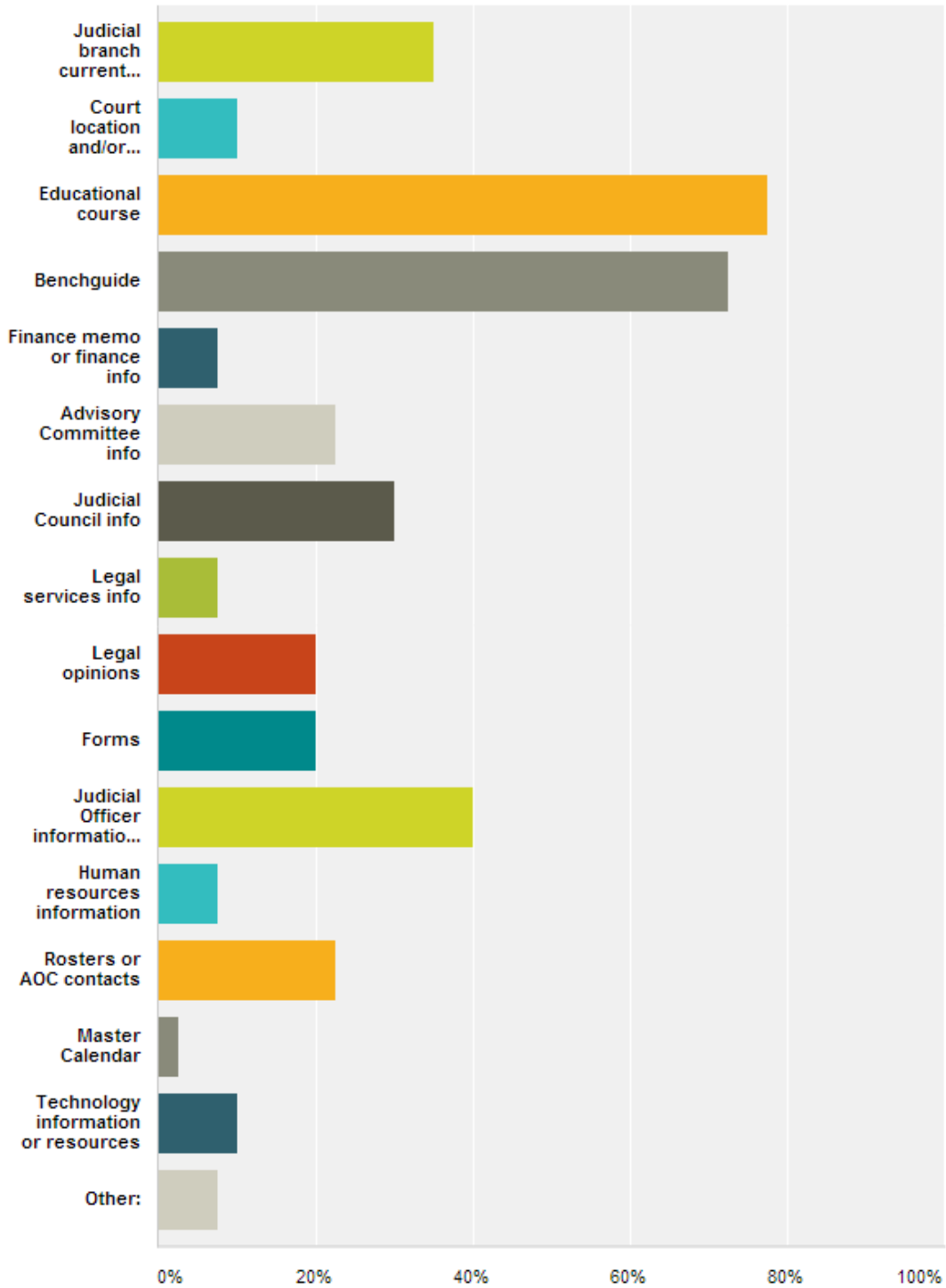
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- **Update** the old documents.
- Hire a usability consultant to **make the website user-friendly** and easy to use.
- AD authentication with CCTC AD servers.

APPENDIX 3: Survey Results – Judicial Officers

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

Answered: 40 Skipped: 0



2013 Serranus Survey Results

Answer Choices	Responses	
Judicial branch current events	35%	14
Court location and/or website	10%	4
Educational course	77.50%	31
Benchguide	72.50%	29
Finance memo or finance info	7.50%	3
Advisory Committee info	22.50%	9
Judicial Council info	30%	12
Legal services info	7.50%	3
Legal opinions	20%	8
Forms	20%	8
Judicial Officer information or resources	40%	16
Human resources information	7.50%	3
Rosters or AOC contacts	22.50%	9
Master Calendar	2.50%	1
Technology information or resources	10%	4
Other: Responses	7.50%	3
Total Respondents: 40		

What function or task would you like to perform on Serranus that you can't do today?

- A more organized way of accessing the articles and treatises by judges for judges by subject matter. Or making available when I access the benchguides.
- A Serranus tutorial/video on how to best use Serranus and how to navigate the site.
- Email addresses for all judicial officers statewide.
- Have a place where the judicial listserves could be backed up where judges could look back on issues discussed in past as a current resource.
- Have not really considered Serranus as useful for anything other than getting Ed bits.
- Have we developed a location to access and download one page scripts for standard hearings in criminal and juvenile matters"?
- It's difficult to navigate. The location of information is hard to figure out - consequently very time consuming.
- Maybe a clearinghouse of trial court decisions on certain topics such as family law statements of decision. Another possibility is a place for judges to post

questions with responses posted generally on a webboard or limited in some fashion.

- Search - and all documents that are related should be in the same area and easy to find instead of scattered all over the website. The current format reflects who generated the document, not the target user.
- Site is difficult to navigate. It is way too cluttered.
- Submit an ethics question for the committee to consider.
- Very poorly organized - it reflects an old AOC org chart (i.e. who generated the info) rather than organizing the info in a user-friendly way. Educational online/on-demand content is limited and stale. All the educational content should be on-demand and more video options for streaming classes. Why aren't all the educational events videoed, archived and streamed on-demand? Search function doesn't work well. In sum, Serranus is rich in content that is very hard to search and access because it is poorly organized. Judges have very little time out of court and need a site that's easy to access.

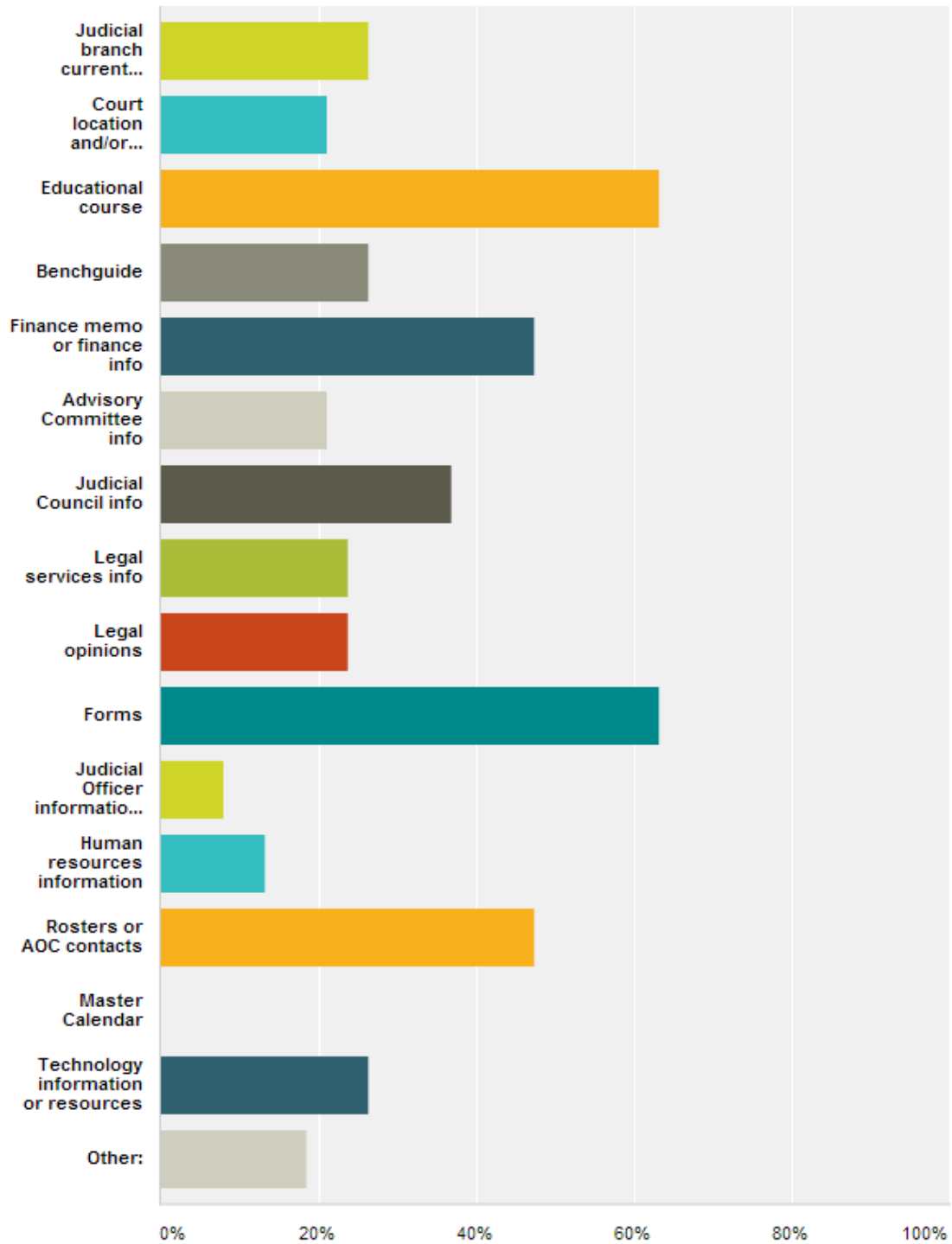
If you could wave a magic wand to improve Serranus, what would you do?

- Better breakdown for location of information
- Better education illustrating what Serranus could do for us. Marketing to get us to try it. We need to be aware that it is there. Now I do not think of it as a resource too often.
- Better layout allowing easier navigation.
- Change the name. Native Americans are very offended by the fact that our site is named after Serranus Hastings
- Clearer categories for sources. Selections in margins are unclear and misleading.
- Clearer organization of materials.
- Easier access.
- Hire a usability consultant to make the website user friendly and easy to use.
- I think it is well developed, organized and accessible.
- I'd waive the wand over myself to make myself access Serranus more often.
- keep me signed in on my computer
- Make it less busy.
- Make the information described above much more accessible than it is. You have to drill down a couple of levels and I am never sure if i have accessed everything available to me in a particular area of the law.
- Navigation could be made a bit easier. The presentation is a bit cluttered.
- Not have it be so busy & cluttered.
- Organize the web site so that it is easier to navigate to find a subject.
- Things just need to be easier to find, so more user friendly.

APPENDIX 4: Survey Results – Court Managers

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

Answered: 38 Skipped: 0



2013 Serranus Survey Results

Answer Choices	Responses	
Judicial branch current events	26.32%	10
Court location and/or website	21.05%	8
Educational course	63.16%	24
Benchguide	26.32%	10
Finance memo or finance info	47.37%	18
Advisory Committee info	21.05%	8
Judicial Council info	36.84%	14
Legal services info	23.68%	9
Legal opinions	23.68%	9
Forms	63.16%	24
Judicial Officer information or resources	7.89%	3
Human resources information	13.16%	5
Rosters or AOC contacts	47.37%	18
Master Calendar	0%	0
Technology information or resources	26.32%	10
Other: Responses	18.42%	7
Total Respondents: 38		

What function or task would you like to perform on Serranus that you can't do today?

- A better search process would be helpful. Results sometimes are not even applicable to the search question.
- Access to legal opinions.
- Can't think of any at the moment.
- Conduct searches on contacts, financial, facility and committee information and actually get up-to-date information and documents.
- Get answers to simple clerk questions, for example, where do I find the code that governs the color the courts file stamp must be?
- I can't seem to find items I need using the search functionality. For example, I was looking for the Judicial Branch Contract Manual, and I can't easily get to that location. It brings up articles that talked about it, but not the actual manual.
- Search functions.
- The search tool takes you mostly to other courts information/forms and not the publications Serranus has.

- Webinars, live broadcasts of Judicial Council meetings, updated links to current events.

If you could wave a magic wand to improve Serranus, what would you do?

- Add more resources on where to find answers to our everyday questions that we run into clerking at the counter and/or phones.
- Get updated information on there. Organize the information and somehow make sure the obsolete information is not the first returned in a search. Since the laws change rapidly I am looking for current information and usually get information from a couple of cycles ago.
- Have some kind of information page that lets me know where I can find things between all the different websites that has to do with court business like the master agreements, the AOC RFPs, the contract upload templates, grants and the training seminars. Also include the links. Maybe this already exists, I just don't know where it is.
- Have the most current issues post at the top. Name titles uniformly IE Uniform Bail schedule. When looking for the bail schedule the name varies from year to year making it difficult to find
- If it were organized by case type. Each tab would include forms, legislation, listserves, benchguides, staff training etc. for that case type.
- If you have a good search engine that can narrow down finds - so you don't get a bunch of irrelevant data to plow thru, that is the most helpful feature I believe. Thanks.
- Improved search functionality, I seem to have trouble finding items in the areas that I think best fits the category. I do a lot of clicking and still do not always find what I am looking for. Search by most recent date would be helpful too.
- In the past I have always had password issues. It would be nice to be able to set security questions so that the user can reset their own password.
- It can be somewhat difficult to navigate and search. Refining the search feature would be helpful. I often have to go to the site map to find what I am looking for.
- It doesn't seem like the different areas of the website integrate effectively. I oftentimes receive a link to something on Serranus from a listserv group, but I would never be able to find that location on my own by just navigating or Searching Serranus.
- It would be a gateway to all other Court intranet shared drives and a clearinghouse of current fiscal and operations information. It would also be the center of all statewide training.
- Make it more user-friendly...make the info more of a web layout, where locating it is more intuitive.
- More materials (videos, written) geared more to clerical operations in the court. (Although, PINetwork is outstanding and find this site most helpful).
- Navigability through the system. At times, it is difficult to find the information that I was seeking. It has improved since the past however.

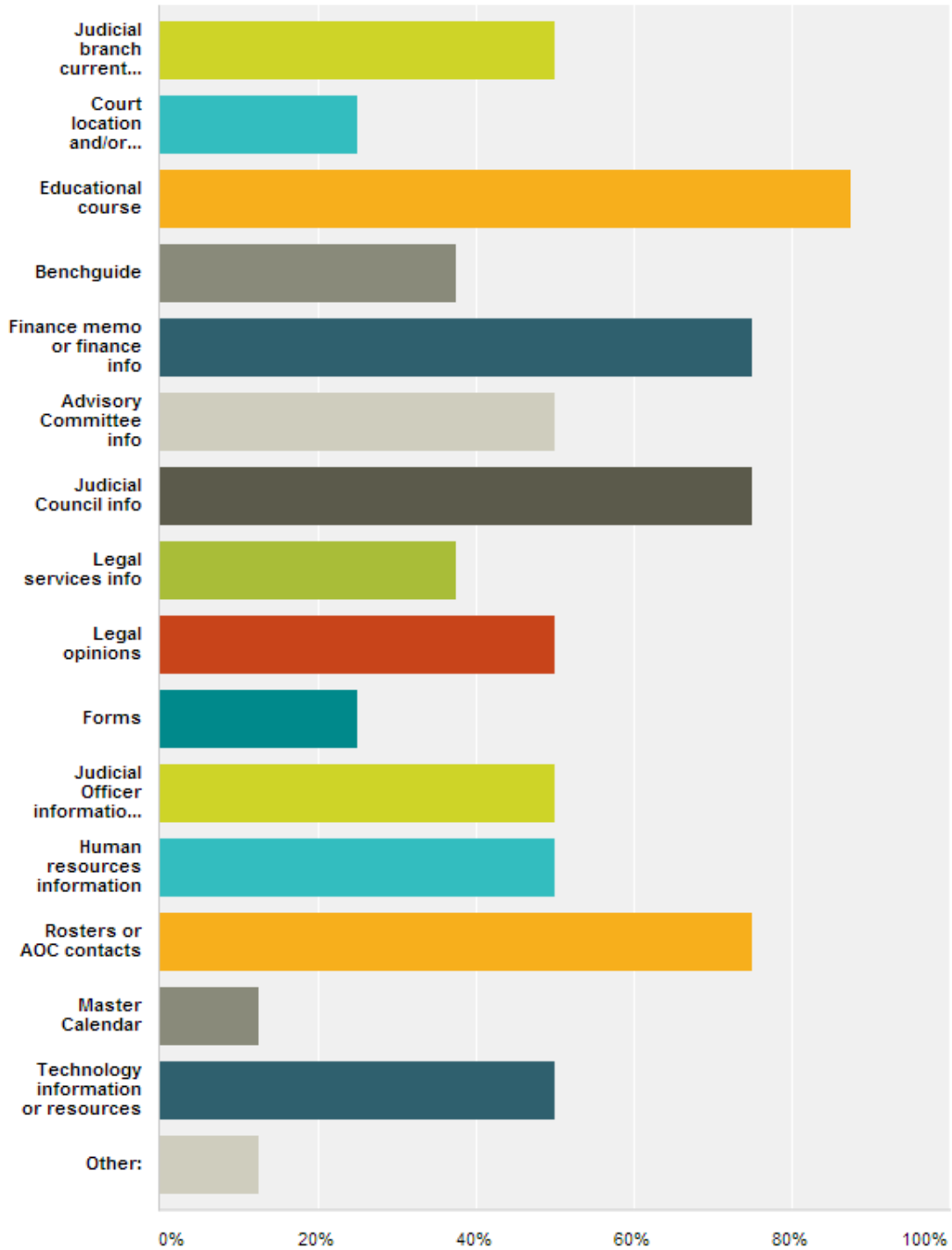
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- Reorganize the home page. Live chat with site expert if you are unable to find the information you are looking for.
- Sometimes it's hard to get around on the site, to find certain documents. I'm not sure what can be done about that. Maybe it has too much information and would be better with an option for separate portals - like, one for judges and one for operations, or both combined (for narrowing or expanding your search).
- The site is easy to navigate which is very helpful.
- When using the search tool - you have to put in the exact word - it should be a little more broad to grab what is close or similar to what you are looking for.

APPENDIX 5: Survey Results – CEOs

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

Answered: 8 Skipped: 0



2013 Serranus Survey Results

Answer Choices	Responses	
Judicial branch current events	50%	4
Court location and/or website	25%	2
Educational course	87.50%	7
Benchguide	37.50%	3
Finance memo or finance info	75%	6
Advisory Committee info	50%	4
Judicial Council info	75%	6
Legal services info	37.50%	3
Legal opinions	50%	4
Forms	25%	2
Judicial Officer information or resources	50%	4
Human resources information	50%	4
Rosters or AOC contacts	75%	6
Master Calendar	12.50%	1
Technology information or resources	50%	4
Other: Responses	12.50%	1
Total Respondents: 8		

What function or task would you like to perform on Serranus that you can't do today?

- Have one central portal for searching and filtering content.
- Find form 7As.

If you could wave a magic wand to improve Serranus, what would you do?

- Have the information more current and updated. Many of the advisory committee pages are not updated.
- Improve the interface for obtaining AOC staff, judge and court staff contact information.
- It's pretty good, but perhaps organize the files better when you look up stuff.
- Set up the archives better. Needs a complete overhaul. Not that easy to find what you are really looking for, bad on the eyes.
- The search function often does not help in finding the right information. There is so much historical information on the site, it is hard to refine a search to get only recent information on a topic. It would be great if there was a way to

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- segregate old info on a topic from more recent info. I don't know what the parameters would be but I think it is possible to get a consensus.
- While the site was wonderful information, getting to it has become cumbersome and time consuming. I wish it would be like Google or some of the search engines available in mobile applications. The home screens have become so crowded with content that it makes your eyes hurt.