Legal Server Case Management System Florida Users Survey

1. Information About You

You may submit this survey anonymously if desired, but a program name is necessary for us to improve support efforts.
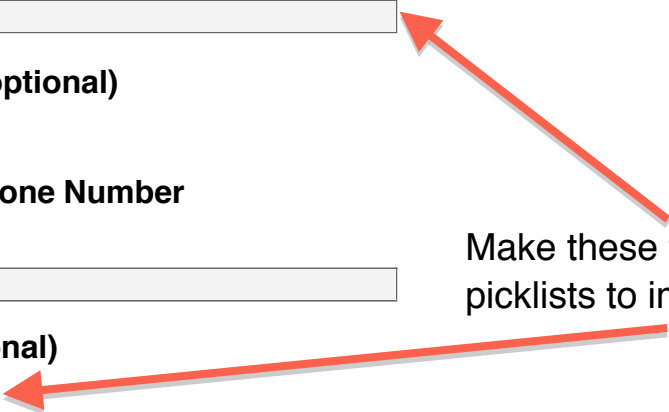
* 1. Your Program or Agency Name (required)

2. Your First and Last Name (optional)

3. Your Email Address and Phone Number (optional)

Make these two fields picklists to improve results.

4. Your Position or Role (optional)

Legal Server Case Management System Florida Users Survey

* 5. Select the categories in which you use Legal Server (multiple selections are ok, but you must select at least one).

☐ a. Case or matter data entry (sometimes called Intake data entry)

☐ b. Case notes

☐ c. Data tracking for special projects (EG: DV, FACLA, GAL, etc)

☐ d. Impact case handling (including class actions, litigation, & advocacy projects)

☐ e. Calendars/Events

☐ f. Recording time records/timeslips for yourself

☐ g. Recording time records/timeslips for others

☐ h. Uploading documents to case records

☐ i. Reporting

☐ j. Generating template-style documents for cases

☐ k. Pro bono project coordination (including attorney records and law firm organizations)

☐ l. Tracking Outreach/Other Matters records (presentations, clinics, outreach, brochures)

☐ m. Grant Management module

☐ n. System/Site Administration

☐ o. Form/Process Configuration Tools

☐ p. Other – please specify in text box

Other (please specify)

[   ]

Legal Server Case Management System Florida Users Survey

2. Legal Server System Functionality

* 1. What is your overall satisfaction level with the Legal Server case management system?

	Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied
Required Question: please select one.	○	○	○	○	○

Overall Satisfaction Comments (optional)

* 2. Do you feel that the Legal Server case management system has improved the services and quality of help that you provide to clients and applicants?

	It has greatly improved services/quality of assistance.	It has improved services/quality of assistance.	Legal Server has not affected the quality of assistance.	It has hindered the services and quality of assistance.	It has greatly hindered the services/quality of assistance.
Required question: please select one.	○	○	○	○	○

Other (please specify)

* 3. How would you compare the Legal Server case management system to other case management systems you have used?

	Legal Server is significantly better.	Legal Server is better.	About the same	Legal Server is not as good	Legal Server is significantly worse.	N/A - I have not used other case management systems.
Required question: please select one.	○	○	○	○	○	○

Comments on other CMS (optional)

* 4. How easy is the applicant intake (data entry) process in Legal Server?

	Very Easy/Intuitive	Easy	I'm Indifferent	Difficult	Very Difficult/Not Intuitive	N/A - I do not use these tools.
Required question: please select one.	○	○	○	○	○	○

Data Entry Comments (optional)

* 5. Do you feel confident in the Legal Server conflict search capabilities?

	Very Confident	Confident	I'm Indifferent	My confidence is low	Not at all Confident	N/A - I do not use these tools.
Required question: please select one.	○	○	○	○	○	○

Search Comments (optional)

* 6. How satisfied are you with the time keeping tools in Legal Server?

	Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied	N/A - I do not use these tools.
Required question: please select one.	○	○	○	○	○	○

Timekeeping Comments (optional)

* 7. If you use the calendar and scheduling tools in Legal Server, how useful are they?

	Very Useful	Useful	I'm Indifferent	Not Very Useful	Not Useful at all	N/A - I do not use these tools.
Required question: please select one.	○	○	○	○	○	○

Calendar Comments (optional)

* 8. When running reports from Legal Server, do you feel that the data results are accurate?

	Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied	N/A - I do not use these tools.
Required question: please select one.	○	○	○	○	○	○

Reporting Comments (optional)

* 9. How satisfied are you with the with the pro bono coordination tools in Legal Server?

	Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied	N/A - I do not use these tools.
Required question: please select one.	○	○	○	○	○	○

Pro Bono Tools Comments (optional)

10. Do you feel that any of the above-mentioned Legal Server features could be improved? If so, how?

11. Are there additional Legal Server features aside from the ones listed above that you really appreciate and would like to tell us about?

12. Are there other Legal Server features aside from the ones listed above that you would like to see improved or that you would like to have added?

3. Finding Help

* 1. How easy is it to find help when you have questions or problems with the Legal Server case management system?

	Very Easy	Easy	Neither	Difficult	Very Difficult	N/A - I have never needed help
Required question: please select one.	○	○	○	○	○	○

Finding Help Comments (optional)

[   ]

* 2. Do you know who to ask if you have questions or problems with the case management system?

[   ]

* 3. If you do know who to ask for help, is that person inside or outside of your program (staff or other)?

[   ]

* 4. When you ask for help, how quickly, on average, do you receive an acknowledgement of your request?

	3 Hours or Less	Within 12 Hours	About a Day	Two or Three Days	Over Three Days	N/A - I have never asked for help
Required question: please select one.	○	○	○	○	○	○

* 5. When you have an issue that requires resolution by someone outside your program, how satisfied, on average, are you with that response time?

	Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied	N/A - I don't work with a helpdesk assistant outside my program
Required question: please select one.	○	○	○	○	○	○

* 6. Do you feel like there are any challenges or barriers to getting help with Legal Server questions when you need it? If yes, please describe them.

[   ]

Legal Server Case Management System Florida Users Survey

4. Ongoing Training

✱ 1. Do any of your program administrators conduct Legal Server training sessions which are focused on your unique system usage?

   ○ Yes

   ○ No

Internal Training Comments (optional)

[text box]

✱ 2. Are you aware of the free web seminars which are available weekly from Legal Server software vendor PS Technologies?

   ○ Yes

   ○ No

Web Seminar Comments (optional)

[text box]

✱ 3. Have you attended any of the free web seminars conducted by PS Technologies?

   ○ Yes

   ○ No

If Yes, On What Topics?

[text box]

4. Are there specific Legal Server topics you would like additional training on? If so, please describe them.

[text box]

Legal Server Case Management System Florida Users Survey

5. Other Technology

✱ 1. How dependable would you say the internet connection is in your workspace?

	Constant Connectivity	Somewhat Dependable Connectivity	I have not noticed or am indifferent	Not Dependable, Somewhat Limited Connectivity	Very Limited Connectivity
Please select one.	○	○	○	○	○

✱ 2. Do you feel like the computer you work on regularly is adequate for your daily needs?

	Very Adequate	Adequate	I'm Indifferent	Inadequate	Very Inadequate
Please select one.	○	○	○	○	○

3. Are there other software products or technologies you think would make your job easier? If yes, please list.