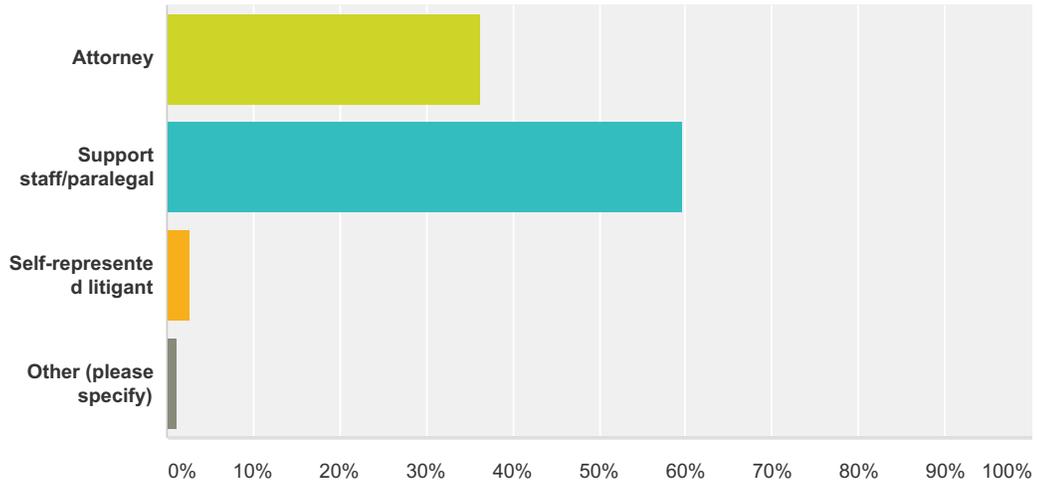


TrueFiling User Survey

Q1 Identify your position:

Answered: 492 Skipped: 0

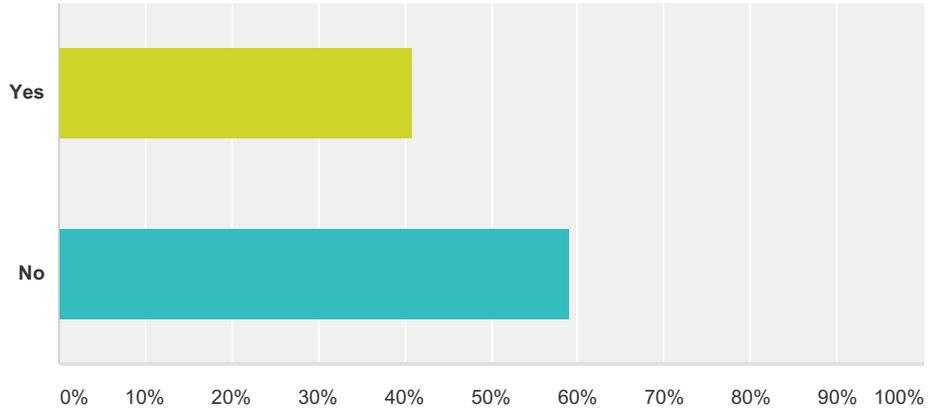


Answer Choices	Responses
Attorney	36.38% 179
Support staff/paralegal	59.76% 294
Self-represented litigant	2.64% 13
Other (please specify)	1.22% 6
Total	492

#	Other (please specify)	Date
1	accountant	7/27/2015 9:14 AM
2	IT Support	7/22/2015 7:47 AM
3	Office Manager	7/14/2015 9:42 AM
4	Administrator	7/14/2015 9:05 AM
5	J.D. Candidate	7/14/2015 8:33 AM
6	System Administrator	7/14/2015 8:00 AM

Q2 Are you a TrueFiling Firm Administrator?

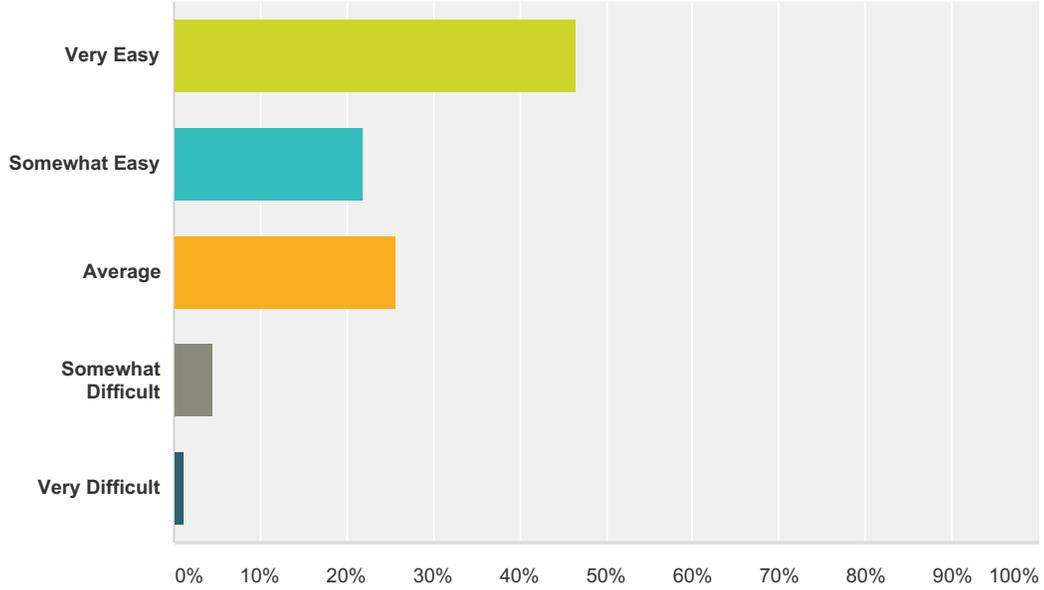
Answered: 486 Skipped: 6



Answer Choices	Responses
Yes	40.95% 199
No	59.05% 287
Total	486

Q3 How easy or difficult was it to accept your Firm Administrator's invitation to join the firm and complete the registration process with TrueFiling?

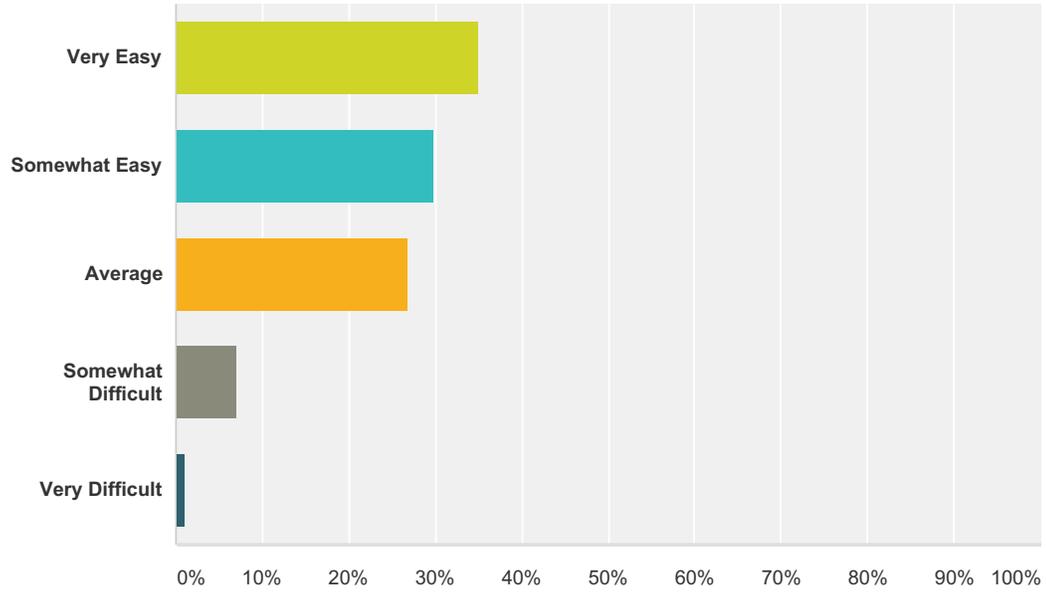
Answered: 256 Skipped: 236



Answer Choices	Responses	Count
Very Easy	46.48%	119
Somewhat Easy	21.88%	56
Average	25.78%	66
Somewhat Difficult	4.69%	12
Very Difficult	1.17%	3
Total		256

Q4 How easy or difficult was it to register your firm with TrueFiling and invite others to participate as Attorneys, Contacts, or Self-Represented Litigants?

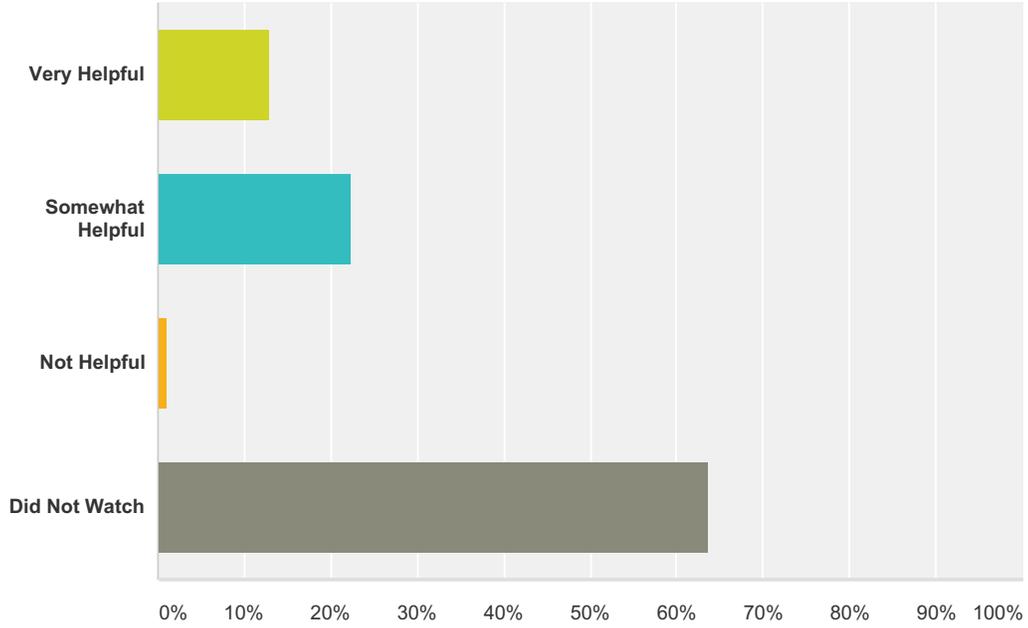
Answered: 197 Skipped: 295



Answer Choices	Responses	Count
Very Easy	35.03%	69
Somewhat Easy	29.95%	59
Average	26.90%	53
Somewhat Difficult	7.11%	14
Very Difficult	1.02%	2
Total		197

Q5 If you watched the webcast on being a TrueFiling firm administrator, how helpful was it?

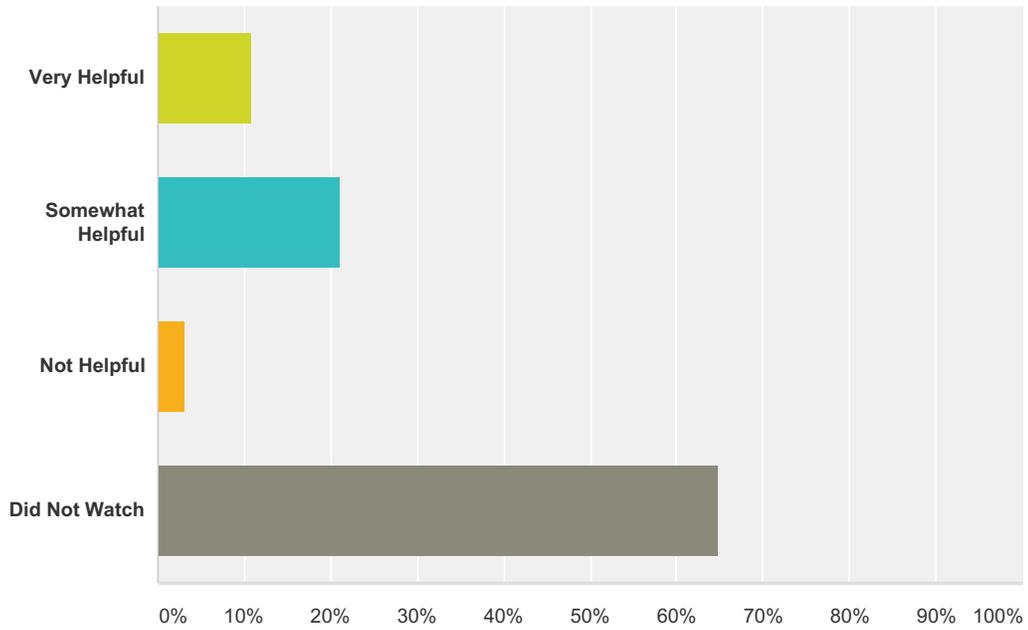
Answered: 201 Skipped: 291



Answer Choices	Responses	
Very Helpful	12.94%	26
Somewhat Helpful	22.39%	45
Not Helpful	1.00%	2
Did Not Watch	63.68%	128
Total		201

Q6 If you watched the webcast on e-filing with TrueFiling, how helpful was it?

Answered: 457 Skipped: 35

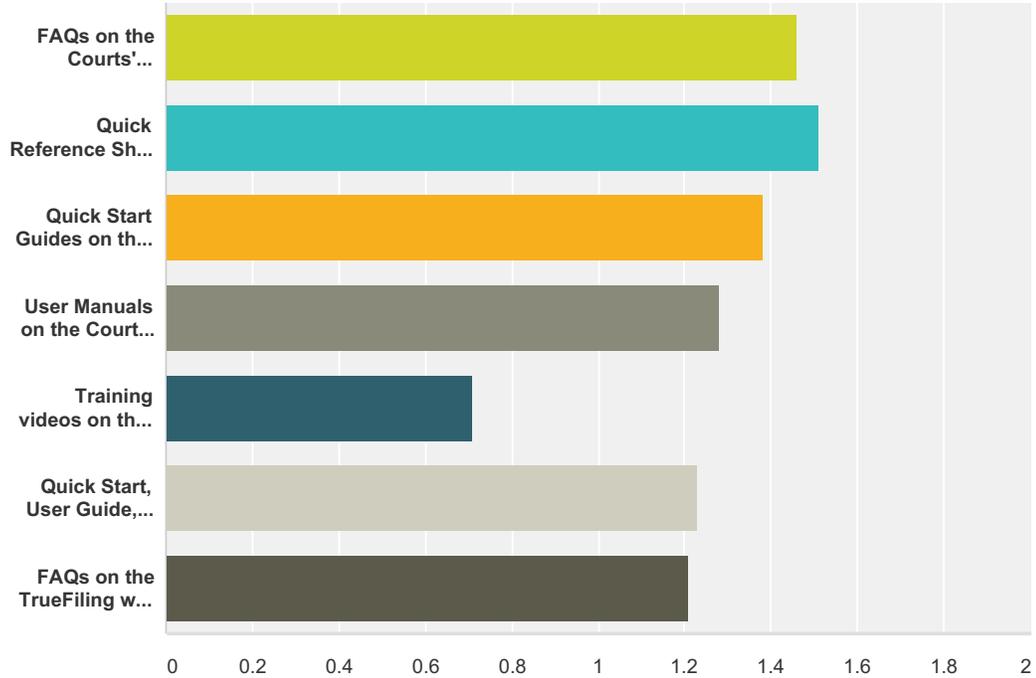


Answer Choices	Responses
Very Helpful	10.94% 50
Somewhat Helpful	21.01% 96
Not Helpful	3.06% 14
Did Not Watch	64.99% 297
Total	457

TrueFiling User Survey

Q7 Please identify the TrueFiling reference materials that you have reviewed and rank their helpfulness:

Answered: 415 Skipped: 77



	Very Helpful	Somewhat Helpful	Not Helpful	Did Not Use	Total	Weighted Average
FAQs on the Courts' e-filing webpage	23.46% 95	36.54% 148	2.96% 12	37.04% 150	405	1.46
Quick Reference Sheet on the Courts' e-filing webpage	26.72% 109	34.31% 140	2.70% 11	36.27% 148	408	1.51
Quick Start Guides on the Courts' e-filing webpage	23.15% 94	32.51% 132	3.20% 13	41.13% 167	406	1.38
User Manuals on the Courts' e-filing webpage	20.81% 82	30.46% 120	4.82% 19	43.91% 173	394	1.28
Training videos on the TrueFiling web site	10.63% 42	17.97% 71	3.04% 12	68.35% 270	395	0.71
Quick Start, User Guide, Admin Guide on the TrueFiling web site	21.05% 84	27.57% 110	4.26% 17	47.12% 188	399	1.23
FAQs on the TrueFiling web site	18.99% 75	29.62% 117	4.56% 18	46.84% 185	395	1.21

TrueFiling User Survey

Q8 If you answered Not Helpful to any of the reference materials, please identify the material and indicate why it wasn't helpful or how it could be improved:

Answered: 42 Skipped: 450

#	Responses	Date
1	The entire system is just not user friendly. Other than choosing a different system, I'm not sure how this one could be made so.	8/6/2015 2:59 PM
2	I don't really remember. It was a while ago	7/23/2015 10:40 AM
3	Manuals and training videos are helpful for general efilings, but if there is a problem with a filing, you always have to contact the clerk to find out what the issue is, and they are not always able to help. Sometimes it is an issue with the Judge, and sometimes it is an issue with the TrueFiling site.	7/22/2015 12:05 PM
4	the problem limitation of data load too many emails back to filing person- just give 1-2 emails all stated in these as done by contractor at circuit court tyler filling system-- waste of time to get information in pieces bits [REDACTED]	7/17/2015 1:34 PM
5	Initially I called the Court of Appeals Clerk and their fielded a couple of questions & they also gave me the phone number to the TrueFiling support team who I also called once, to answer a question. After that, the system is so user-friendly, that it pretty much walked you through how to use it. After I already filed at least two or three briefs, I did register for a one hour training session with TrueFiling. She did a very good job and it reminded me of elementary school because she was explaining everything so well and easily. The bottom line is that the TrueFiling system was put together very well, that once you register, it's super easy to start a new case or upload additional documents (e.g., exhibits, motions, reply briefs, etc.). I'm very thankful TrueFiling was created.	7/17/2015 9:29 AM
6	It is difficult to know when the filing has been truly accepted. You get many emails but it's confusing as to when it's actually accepted. It also takes a long time to get the Court stamped copy compared to the old e-filing system. Also, the website has very small print and it's hard to read the fine print on the FAQ or the webpage.	7/15/2015 1:14 PM
7	I was an experience user of Truefiling before the Court began using it.	7/15/2015 11:13 AM
8	Unsurprisingly, the TrueFiling website does not contain any information specific to appellate procedure in Michigan. More surprisingly, the Michigan materials also lack information on how to handle e-filing tasks that were formerly done in the clerk's office.	7/15/2015 10:40 AM
9	Too much info....	7/15/2015 10:33 AM
10	It was difficult obtaining helpful information on attaching exhibits at the same time as the original filing or doing it later. The whole bundling approach was confusing. It also was too long of a wait to see if an original filing was successfully docketed.	7/14/2015 2:58 PM
11	Looked at it but didn't find anything that wasn't answered in the other materials. The telephone Helper was much better.	7/14/2015 2:20 PM
12	When I use the reference materials, it is somewhat helpful, I actually have learned on my own for the most part., but really the last system used over the TrueFiling by far.	7/14/2015 1:41 PM
13	This efile program should not be so difficult that you must watch training videos and user manuals to quickly and easily efile a document. This program is not user friendly and is often very difficult to get a pleading to be accepted, filed and get stamped copy.	7/14/2015 1:38 PM
14	I did not use the new training videos - have been a trufiling user for a long time. I still find TruFiling very cumbersome with the way the documents are attached in filings. The other downfall, is that Trufiling sends out the service documents with no time stamp. You get various emails that say the document has been filed, has been served, etc. However, to get time stamped documents when actually accepted for filing and time stamped "Filed" you have to log back into the website and download it. The website is hard to navigate.	7/14/2015 1:23 PM
15	not specific enough	7/14/2015 1:07 PM

TrueFiling User Survey

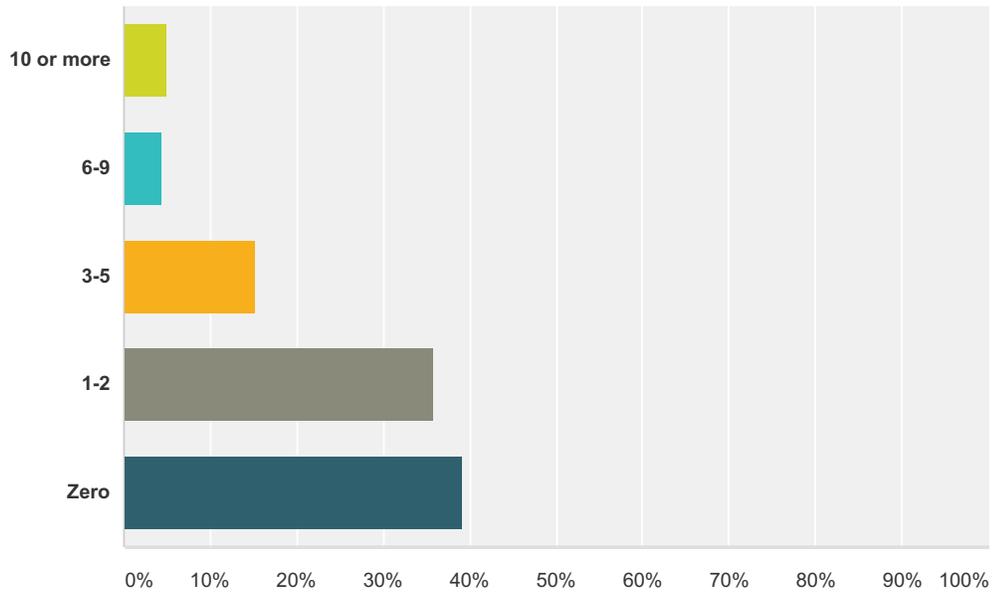
16	Compared to other e-filing systems, this is not user friendly and it does not time-stamp the documents as other systems do.	7/14/2015 11:53 AM
17	Training in office as part of the pilot program was very helpful.	7/14/2015 11:24 AM
18	It would be great if there was a final email stating that the filing has been approved instead of tentatively filed pending final clerk review, this can be confusing to some clients. Also in the Court of Appeals you have to be register on the eservice address list through the court, if once your firm/attorney register on TrueFiling they would link together instead of having to register on both to be able to receive an e-filing. Overall I feel the truefiling system has been an improvement for overall filing of documents.	7/14/2015 10:07 AM
19	N/A	7/14/2015 10:05 AM
20	"Somewhat helpful" means it is not good enough. TrueFiling is way more steps, cumbersome and with less self-verification than Wiznet.	7/14/2015 9:59 AM
21	The TrueFiling web site information does not address issues with specific courts.	7/14/2015 9:50 AM
22	This e-filing service is the worst any of my staff have experienced. It is not user friendly. For example, when a filing is complete, they do not receive an email with the notification of the acceptance, etc., instead they must go in to the e-filing system repeatedly to search and see if the item reflects being accepted. I am not certain why COA chose to go with a system that has also ranked so low (Macomb County) when e-filing systems used by Oakland County and others have been very successful.	7/14/2015 9:46 AM
23	Program is horrible and not user friendly. Very expensive to file, program needs to be scraped and start over. Of all the e-filing programs out there, UnTrueFiling is horrific and I cringe when I have to use it because there will be problems.	7/14/2015 9:43 AM
24	I am familiar with TrueFiling as I have used it with another Court.	7/14/2015 9:27 AM
25	TrueFiling is a cumbersome system. The User Guides and FAQs don't help, because the system is so flawed.	7/14/2015 9:21 AM
26	More unique questions	7/14/2015 9:19 AM
27	Because a few other court's use TrueFiling. I do not like it on their sites either. I find OCCC filing system easier, along with USDC and even WCCC. TrueFiling is not user friendly.	7/14/2015 9:17 AM
28	Not helpful because did not answer these questions: (1) how to serve non- registered attorney; (2) how to appear on a case just to receive copies of filings; (3) how to file IFP and get the POS when you have to wait days or weeks for the Clerk to accept under a temporary filling number; (4) ask the appellate courts why they refuse to serve opinions and orders electronically in addition to mailing (the federal courts do); (5) let people know documents can be filed in color (highlighted exhibits for the judges); (6) simplify finding the size limits for documents; (7) add in the drop- down box complaint type "original jurisdiction" for habeas, mandamus, superintending control, etc.; and (8) tell filers they either do or don't need to have a seperate document for the POS.	7/14/2015 9:00 AM
29	TOO many reference & quick start guides. You should have just one reference material. With so many, people get confused and mixed up - its just too many manuals.	7/14/2015 8:56 AM
30	The information regarding bundles could be better. I tried to bundle an answer and a proof of service and it was kicked back to me 3 times. It also takes too long for a document to be accepted by the clerk for filing.	7/14/2015 8:47 AM
31	Really? You're asking me to remember the tangled information I received over the past several months? Please!	7/14/2015 8:37 AM
32	Although the guides are somewhat helpful, the TrueFiling system is slow, antiquated, time-consuming, time-wasting, frustrating in getting results back. The Wiznet system used by Oakland County Circuit Courts or the system used by Wayne County Circuit Courts are quick, efficient, and user friendly.	7/14/2015 8:36 AM
33	I was looking for the answer to a very basic question regarding the attachment of exhibits and there was no indication in any document as to whether they should be attached to the main body of the document or as a separate piece of the filing.	7/14/2015 8:33 AM
34	when filing documents, the e filing system should be user friendly, such as the system oakland county circuit court uses. its one page and extremely user friendly	7/14/2015 8:25 AM
35	Specific issues regarding initial e-service of opposing counsel. TrueFiling does not have a "registered" list as before. Moreover, I had the Court reject pleadings even though I specifically contacted all opposing counsel for "consent" to e-service under MCR 2.107(C)(4). None of the TrueFiling info documents contain any guidance regarding this issue.	7/14/2015 7:51 AM

TrueFiling User Survey

36	Honestly, I am not completely sure which written resources I have used to file electronically. What I know is that I had little difficulty.	7/14/2015 7:41 AM
37	Hard to locate needed information. Couldn't even find link to true filing website. Called for help and given wrong info. Doesn't clearly provide info or links to different courts.	7/14/2015 7:35 AM
38	I attended a true filing training session in person.	7/14/2015 7:32 AM
39	Very confusing. Easier to learn as you use.	7/14/2015 7:05 AM
40	I personally prefer the system that Wayne County uses. It seems to be the easiest and most user-friendly from a litigant's perspective. TrueFiling is pretty good too though.	7/14/2015 4:03 AM
41	my experience Of the truefiling the material was helpful but the true filing clerk doesn't follow the manuals that is given on the websites , the filing through the circuit 16th Michigan court documents is uploaded one at a time and when the documents are submit it accept than rejected for Under essential things like and /s/for a signature,which could be amended without and rejection on a brief but the attorney form aren't treated the same, example I had to request for hear on a failed service of process summons 27 time just to get a request on a expired civil action put against me and I have not received a date as of the present date . In my opinion, it's not the websites or the video or manual it the true filing court clerks,they are not informed on how to precede with individuals forms, especially when it come to people representing themselves through the true filing proceedings.	7/14/2015 1:06 AM
42	The quick Start guide was confusing when it came to bundling documents. I was only able to file a couple documents due to confusion and then had to wait to file the rest of the documents because the case was put on hold I assume because the clerk had to assign a case number.	7/14/2015 12:17 AM

Q9 How many times have you initiated a new appeal or other case type in the MSC?

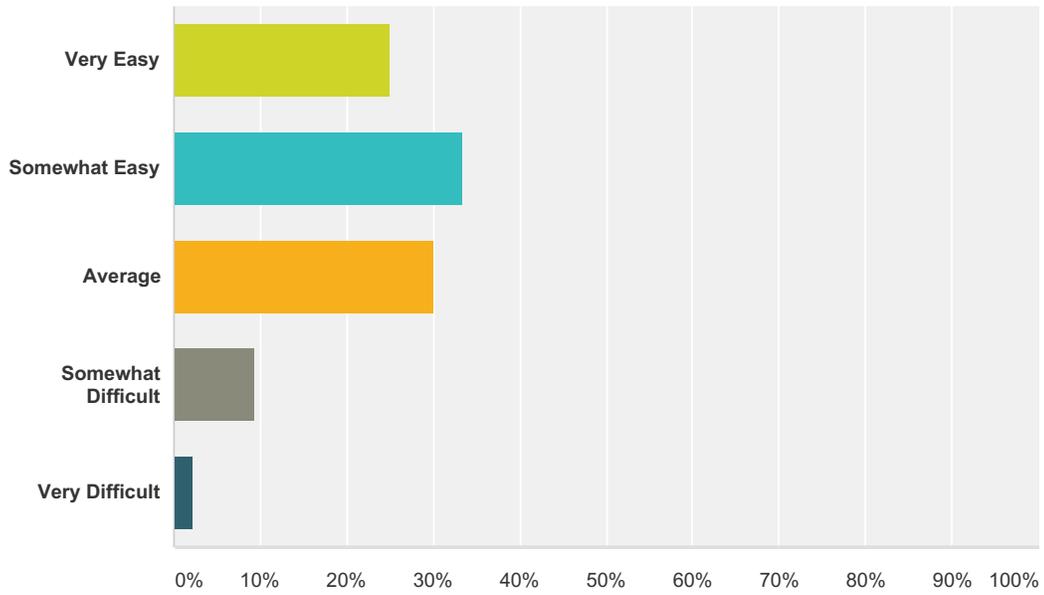
Answered: 411 Skipped: 81



Answer Choices	Responses
10 or more	5.11% 21
6-9	4.38% 18
3-5	15.33% 63
1-2	36.01% 148
Zero	39.17% 161
Total	411

Q10 How easy or difficult was it to navigate the case initiation process?

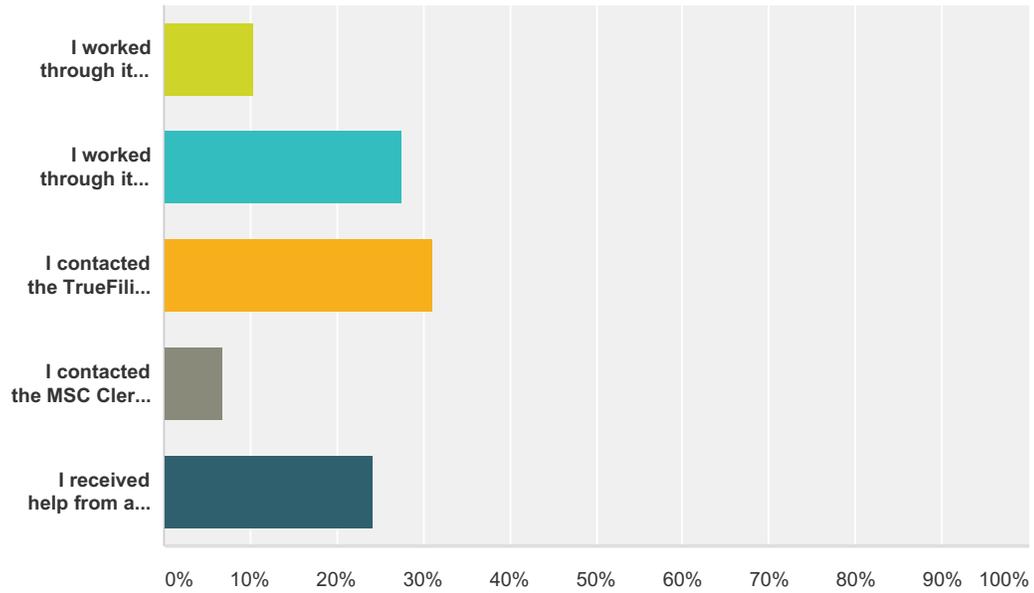
Answered: 267 Skipped: 225



Answer Choices	Responses
Very Easy	25.09% 67
Somewhat Easy	33.33% 89
Average	29.96% 80
Somewhat Difficult	9.36% 25
Very Difficult	2.25% 6
Total	267

Q11 How did you resolve the difficulty?

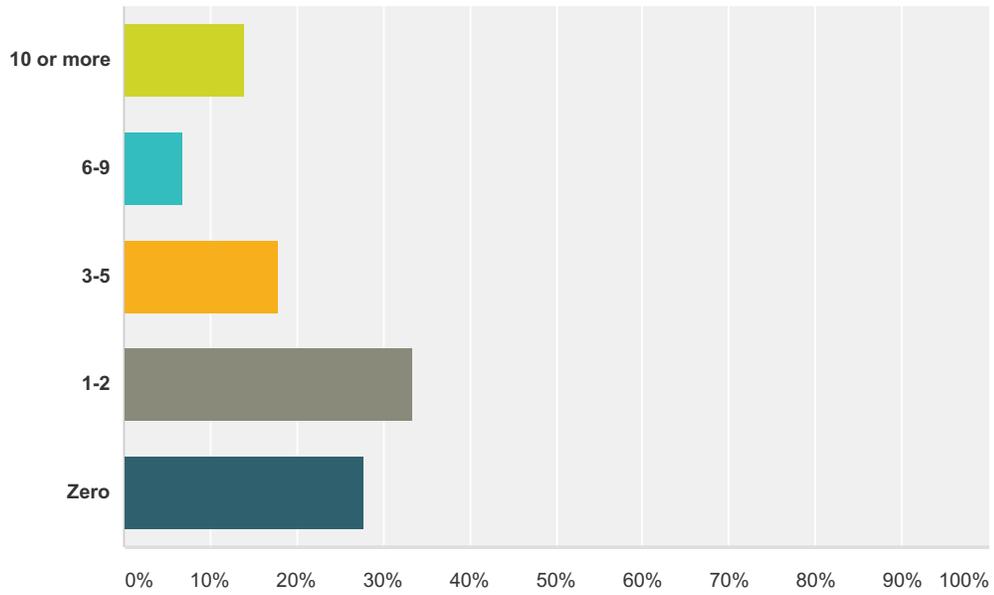
Answered: 29 Skipped: 463



Answer Choices	Responses
I worked through it myself without consulting any reference materials.	10.34% 3
I worked through it myself after consulting the reference materials.	27.59% 8
I contacted the TrueFiling Support Team	31.03% 9
I contacted the MSC Clerk's Office	6.90% 2
I received help from a co-worker	24.14% 7
Total	29

Q12 How many times have you initiated an appeal or other case type in the COA?

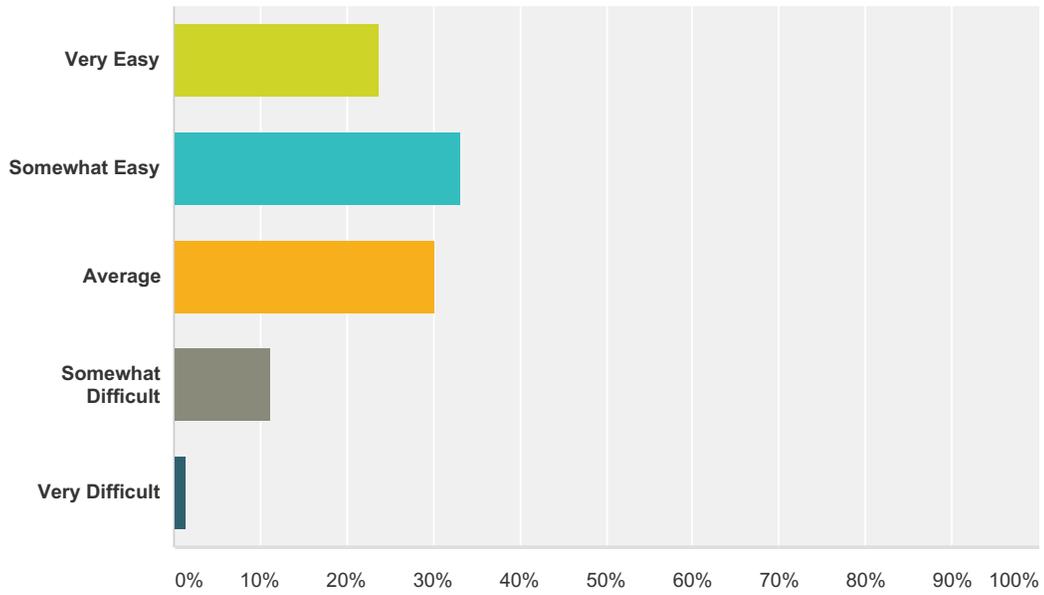
Answered: 407 Skipped: 85



Answer Choices	Responses
10 or more	14.00% 57
6-9	6.88% 28
3-5	17.94% 73
1-2	33.42% 136
Zero	27.76% 113
Total	407

Q13 How easy or difficult was it to navigate the case initiation process?

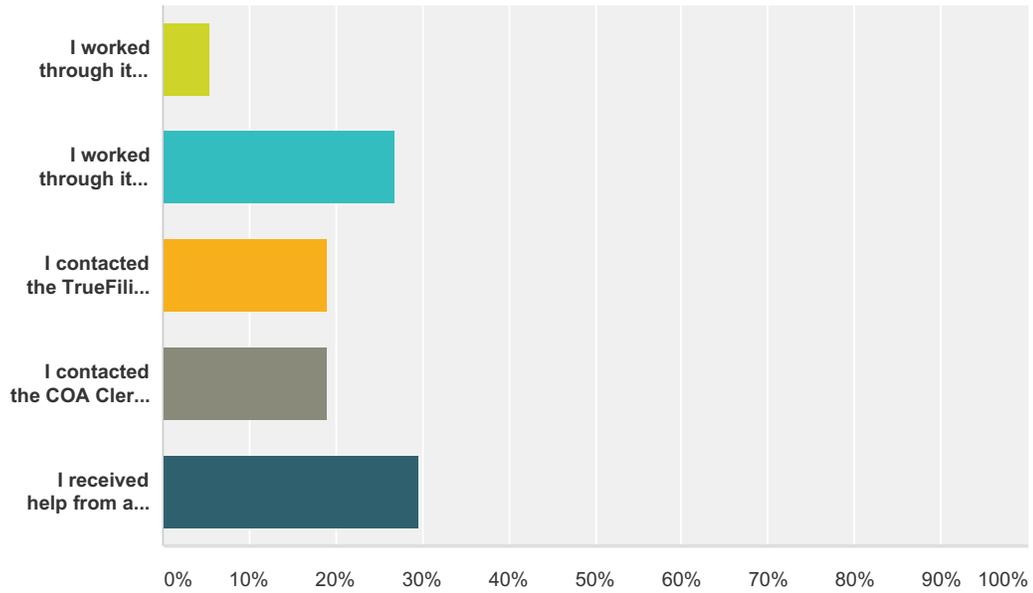
Answered: 293 Skipped: 199



Answer Choices	Responses
Very Easy	23.89% 70
Somewhat Easy	33.11% 97
Average	30.38% 89
Somewhat Difficult	11.26% 33
Very Difficult	1.37% 4
Total	293

Q14 How did you resolve the difficulty?

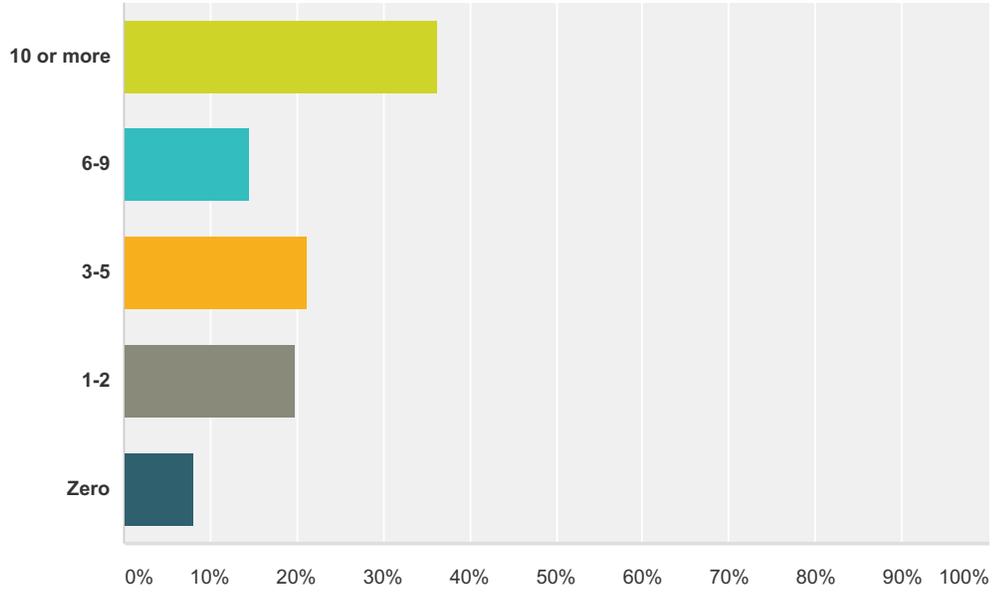
Answered: 37 Skipped: 455



Answer Choices	Responses
I worked through it myself without consulting any reference materials.	5.41% 2
I worked through it myself after consulting the reference materials.	27.03% 10
I contacted the TrueFiling Support Team	18.92% 7
I contacted the COA Clerk's Office	18.92% 7
I received help from a co-worker	29.73% 11
Total	37

Q15 How many times have you submitted a pleading in an existing case in the MSC or COA?

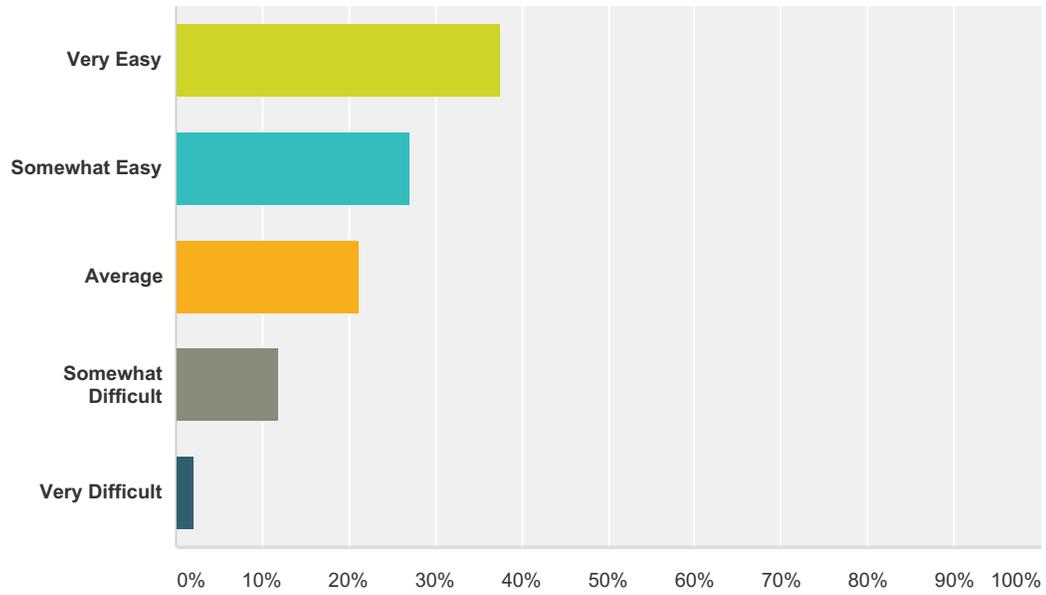
Answered: 405 Skipped: 87



Answer Choices	Responses
10 or more	36.30% 147
6-9	14.57% 59
3-5	21.23% 86
1-2	19.75% 80
Zero	8.15% 33
Total	405

Q16 How easy or difficult was it to navigate the process for filing into an existing case?

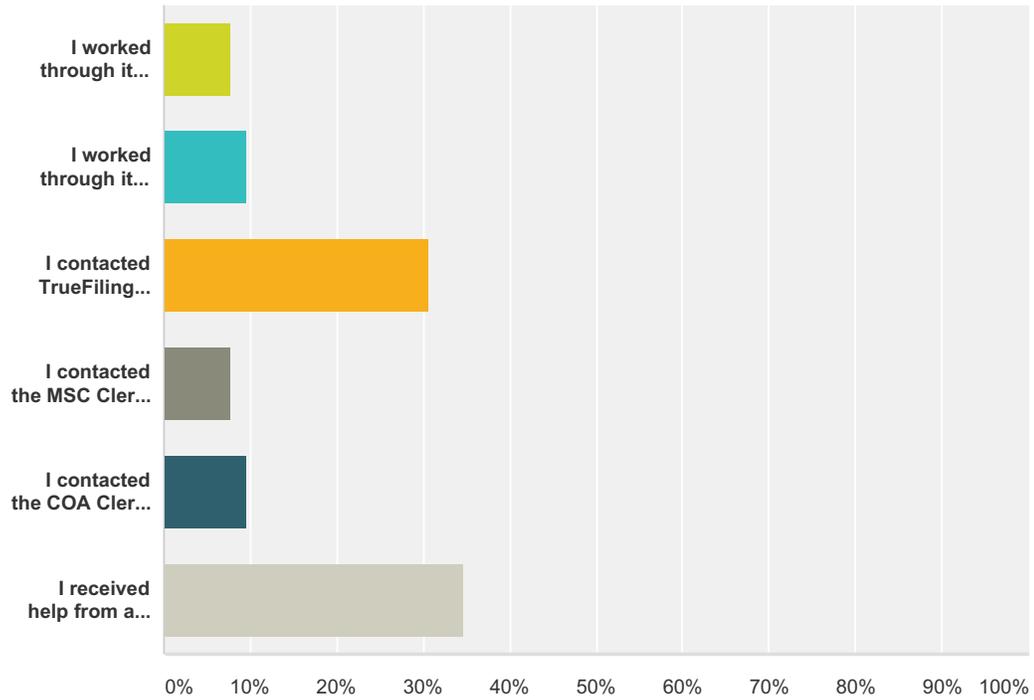
Answered: 372 Skipped: 120



Answer Choices	Responses
Very Easy	37.63% 140
Somewhat Easy	27.15% 101
Average	21.24% 79
Somewhat Difficult	11.83% 44
Very Difficult	2.15% 8
Total	372

Q17 How did you resolve the difficulty?

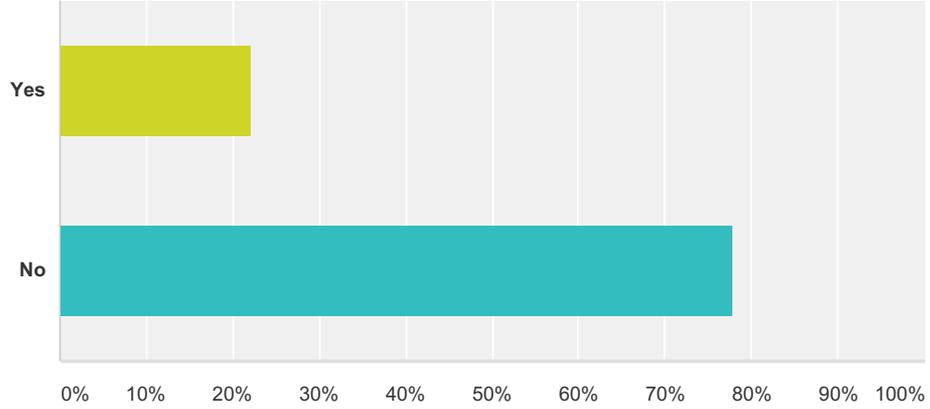
Answered: 52 Skipped: 440



Answer Choices	Responses
I worked through it myself without consulting any reference materials.	7.69% 4
I worked through it myself after consulting the reference materials.	9.62% 5
I contacted TrueFiling support	30.77% 16
I contacted the MSC Clerk's Office	7.69% 4
I contacted the COA Clerk's Office	9.62% 5
I received help from a co-worker	34.62% 18
Total	52

Q18 Have you ever had a problem in uploading a document to TrueFiling due to the 10 MB file-size restriction?

Answered: 403 Skipped: 89

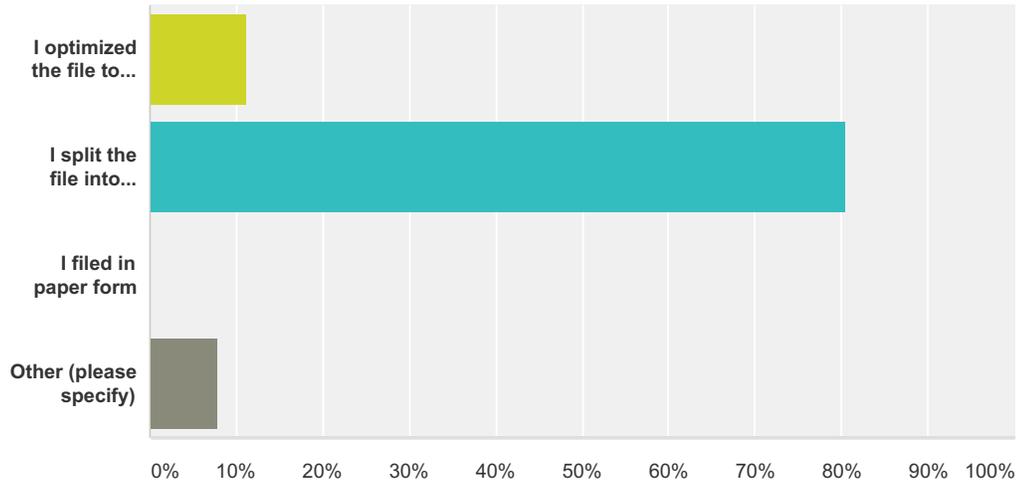


Answer Choices	Responses
Yes	22.08% 89
No	77.92% 314
Total	403

TrueFiling User Survey

Q19 How did you resolve this issue?

Answered: 88 Skipped: 404

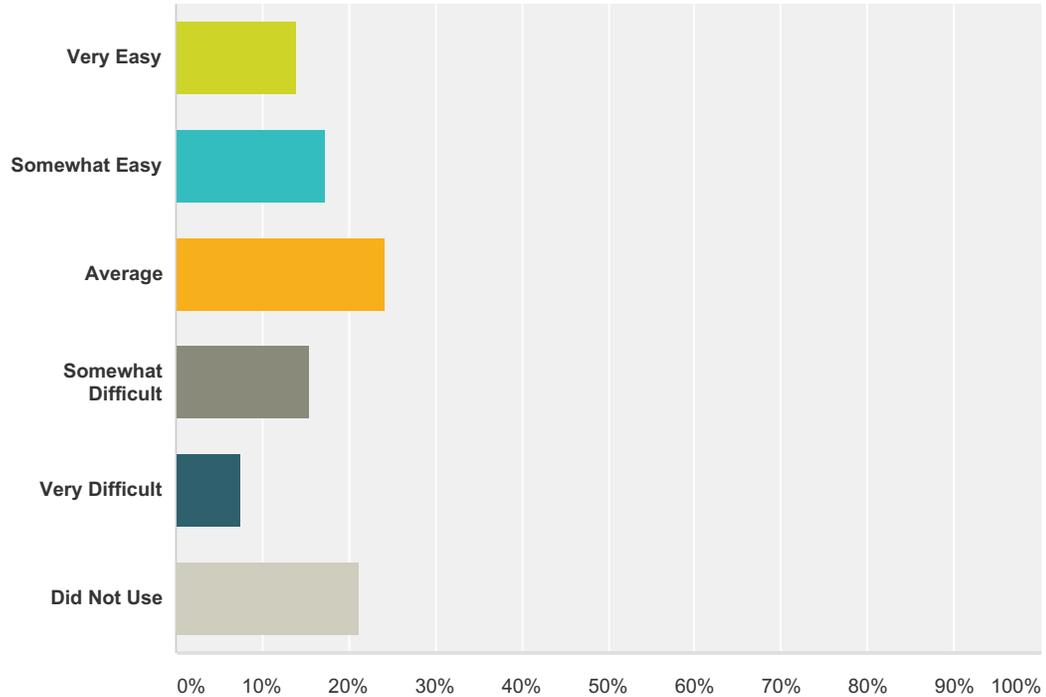


Answer Choices	Responses
I optimized the file to reduce its size	11.36% 10
I split the file into multiple documents	80.68% 71
I filed in paper form	0.00% 0
Other (please specify)	7.95% 7
Total	88

#	Other (please specify)	Date
1	The limit is lower then in other states. With large transcripts and briefs, the limit is to low.	7/21/2015 10:32 AM
2	need to know how does it help in restricting the size ??.....or how does it hurt any one ??	7/17/2015 1:36 PM
3	I optimized the file to reduce its size, I split the file into multiple documents and incurred additional charges. I feel that the Tyler Wiznet program is much more user friendly and prefer Tyler.	7/14/2015 1:25 PM
4	I rescanned to make it smaller	7/14/2015 10:54 AM
5	Issue resolved by optimizing the file and, splitting the file into multiple documents.	7/14/2015 10:10 AM
6	I called the court and got information on how to fix the problem. I had not printed a brief as a pdf but had instead copied it into a pdf format, which greatly increased its size. I was told I could either split the document into two parts or just print it as a pdf and greatly reduce its size.	7/14/2015 9:27 AM
7	I didn't the court did.	7/14/2015 9:02 AM

Q20 If you had to add service recipients who were not previously associated with the case, how easy or difficult was it for you to do so?

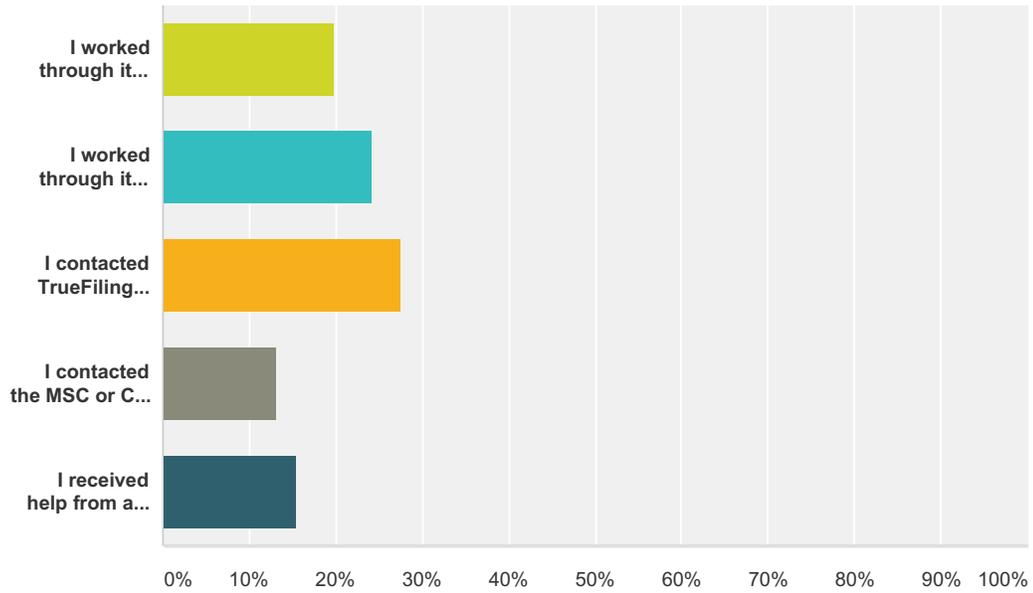
Answered: 399 Skipped: 93



Answer Choices	Responses	
Very Easy	14.04%	56
Somewhat Easy	17.29%	69
Average	24.31%	97
Somewhat Difficult	15.54%	62
Very Difficult	7.52%	30
Did Not Use	21.30%	85
Total		399

Q21 How did you resolve the difficulty?

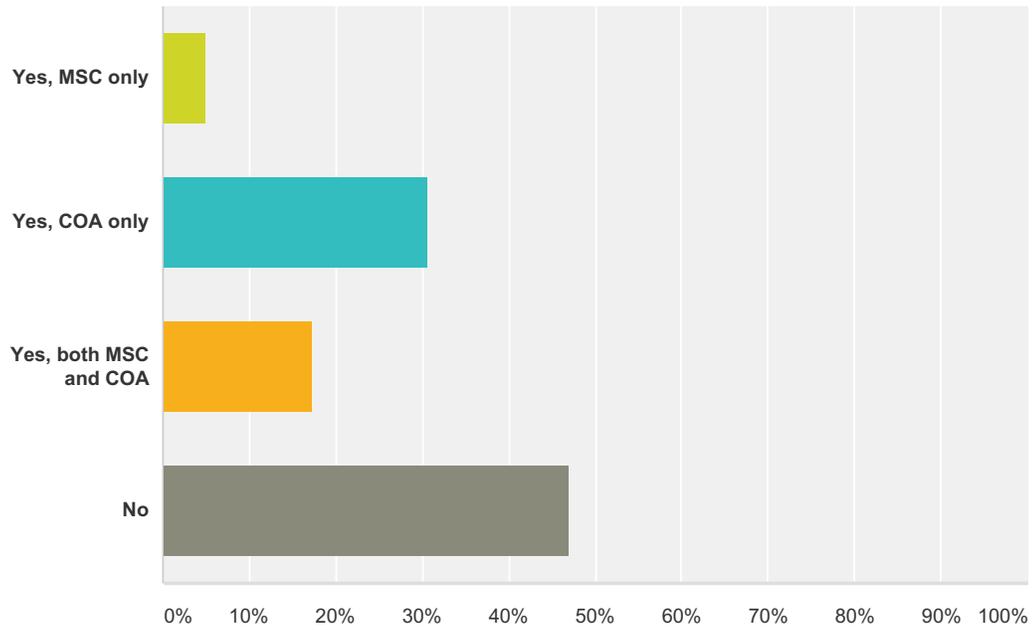
Answered: 91 Skipped: 401



Answer Choices	Responses
I worked through it myself without consulting any reference materials.	19.78% 18
I worked through it myself after consulting the reference materials.	24.18% 22
I contacted TrueFiling support	27.47% 25
I contacted the MSC or COA Clerk's Office	13.19% 12
I received help from a co-worker	15.38% 14
Total	91

Q22 Have you contacted the MSC or COA Clerk's Office for e-filing support?

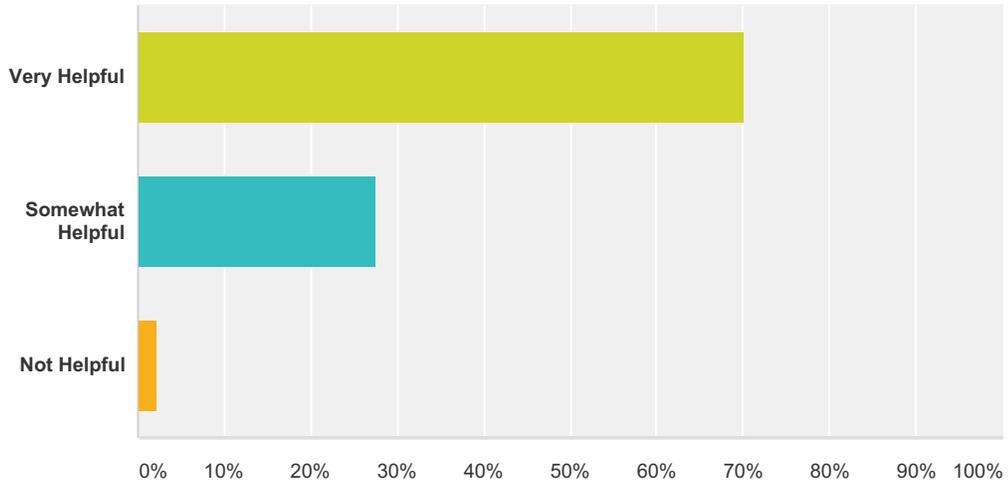
Answered: 398 Skipped: 94



Answer Choices	Responses
Yes, MSC only	5.03% 20
Yes, COA only	30.65% 122
Yes, both MSC and COA	17.34% 69
No	46.98% 187
Total	398

Q23 How helpful was the response?

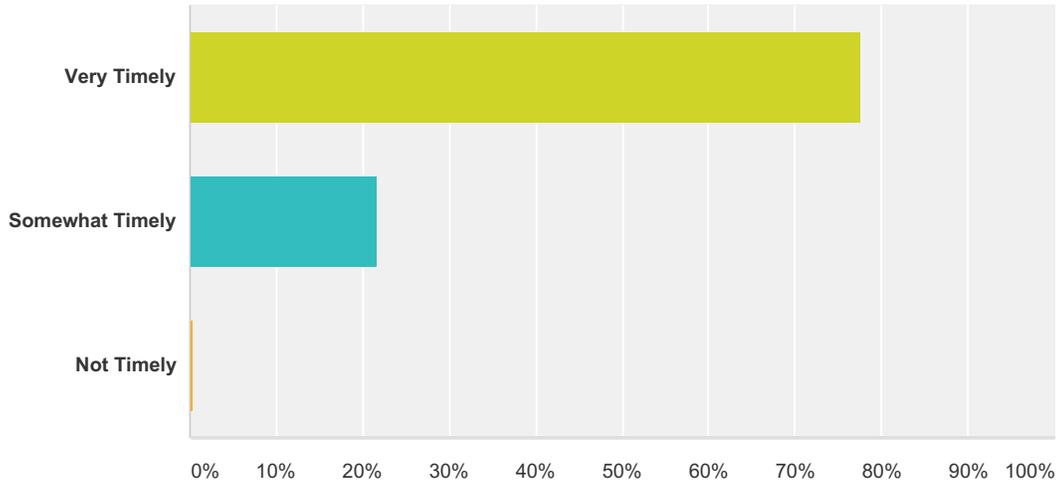
Answered: 211 Skipped: 281



Answer Choices	Responses	
Very Helpful	70.14%	148
Somewhat Helpful	27.49%	58
Not Helpful	2.37%	5
Total		211

Q24 How timely was the response?

Answered: 211 Skipped: 281



Answer Choices	Responses	
Very Timely	77.73%	164
Somewhat Timely	21.80%	46
Not Timely	0.47%	1
Total		211

TrueFiling User Survey

Q25 Support Comments:

Answered: 50 Skipped: 442

#	Responses	Date
1	Had a question about the signature requirements.	7/29/2015 5:36 PM
2	The only complaint I have is that the actual pleading being filed is not date-stamped. I realize the COA issues a Proof of Service with the date, but it's better to have the actual pleading date-stamped so you don't ever have to search for the Proof of Service.	7/28/2015 3:21 PM
3	I have not had much contact with MSC staff, however COA staff are always incredibly helpful and professional. A very impressive group of people.	7/27/2015 9:18 AM
4	All the staff at the COA is very, very helpful.	7/22/2015 12:08 PM
5	I assumed that as the Firm Administrator, I would automatically receive (by default) notice of ALL pleadings either filed or received by one of our participating attorneys. I don't like the fact that opposing counsel can choose to serve only one attorney in the firm and there is no notice to the firm (or in our case, prosecutor's office) in general that a pleading has been filed. I worry about times that the individual attorney may be out of the office or simply unaware of the email notification. The administrator email address should by default be noticed on everything connected to, sent, or received by any members of its firm.	7/20/2015 3:36 PM
6	problem was I was not told to add recipient in start and got problem- --- actually your training systems should go side to side with screen shots and should also be in paper format video --- problem as screen occupied so you are helpless but with paper format you can see on paper and work on computer like COA training books let which gives picture of document to be completed how - --	7/17/2015 1:45 PM
7	Mike is a great resource at the Court of Appeals.	7/17/2015 11:40 AM
8	Every time I've ever called the COA Clerk, they have always been very helpful in answering a question (like a filing question or MCR question) or by pointing you in the right direction (like to contact the TrueFiling Support Team).	7/17/2015 9:36 AM
9	The clerk's response was only somewhat helpful because of her tone; she seemed to think my question was idiotic, despite the fact that it was not covered in any of the support materials.	7/15/2015 10:42 AM
10	For COA applications, I have ended up having to file some without being able to e-serve the prosecutor's office properly because it is difficult or impossible to figure out how to connect an acceptable opposing counsel to the case when we do not know which individual assistant prosecutor will be handling the appeal or we need to connect a general e-mail address for the larger pros offices. For example, I can't seem to get the general Wayne County Prosecutor Appeals division e-filing acceptance email address to come up when I'm initiating a case, so I cannot connect it to the case when I am initiating. Then I get defect notices for improper service, but at that point - once the case has been generated in the e-filing system, I can then connect the Wayne Pros's general address and eserve them to correct the defect. It is highly annoying though -basically double work. For SC applications, it would be easier if we could simply pull up the case by the COA number that we are appealing and have it automatically initiate a new case in the SC with the case info that is already in the docket system.	7/14/2015 3:26 PM
11	The former system was much more user friendly. It would have been helpful to understand why the Supreme Court opted for this system over the existing one the Court of Appeals was using. I don't see any advantages with this platform. In addition to the previous comments, it was easier with the other system to click on the email received from the COA and quickly discern what was filed, who filed it, who was served, and then download a time stamped copy. The docketing also was much faster. I think the previous platform (Odyssey?) was superior to this one.	7/14/2015 3:03 PM
12	It defeats the purpose of e-filing, in my view, if I have to mail to the opposing party the initial documents on a case (and often all or some after that). There should a way to e-serve opposing parties for all filings, as was the case with the Tyler system.	7/14/2015 2:36 PM
13	I received a recorded message which told me what to do. Not as good as conversation with a person.	7/14/2015 2:31 PM
14	I like that you don't pay a fee when filing documents via TrueFiling unless a filing fee is required. However, I don't like not getting a time stamped coupy immediately the way you did when using the previous efile system. Also, I don't like all the emails you receive from TrueFiling.	7/14/2015 1:48 PM

TrueFiling User Survey

15	Always helpful, always kind and courteous.	7/14/2015 1:46 PM
16	I think there should be a bit more detail on "Initiating a New Case" in future webinars. Macomb County filings seem to take a long time to be "accepted". I've had to do Re-Notice's of Hearing because so much time had passed from the time of the original filing.	7/14/2015 11:56 AM
17	The MPSC Clerk's staff were extremely helpful in assisting me with my first time Case Initiation TrueFiling!!	7/14/2015 11:40 AM
18	Very helpful and very timely.	7/14/2015 10:51 AM
19	If it weren't for Inger, I couldn't have done it! She talked me through the first one, and then the second was easy.	7/14/2015 10:50 AM
20	If it was easier to file through this system, I would not have to contact anyone for help. This is the most unfriendly user filing system I have used.	7/14/2015 10:44 AM
21	To Whom It Concerns, I am researching, organizing, and documenting my own case because I don't have a lawyer at this time. My main goal is to prove that a fit mother or father shouldn't need to hire a lawyer to get their children back who were wrongfully taken into the jurisdiction of the court and put up for adoption without cause. I'm in the process of gathering the appropriate information to submit to the court to prove my Native American Indian Heritage because the family court did not conduct an interview with me to inquire about what tribe I am connected to and where after my initial claim. The family court also made it clear that my children were put up for adoption while my case is still under appeal in which case, it must be remanded back to the lower court or the decision must be reversed. The second issue involves the fact that the COA is automatically rejecting parents' appeals and not addressing their claims against their court-appointed lawyers' failure to defend them properly and the bias and lies told by the court-appointed advocates and guardian ad litem. I don't know why my children were put up for adoption and I received no paperwork telling me that my parental rights were terminated. Thirdly, according to the guardian ad litem, there was a foster care review in which the judge (Beagle) decided in favor of adoption, however, I was not notified of the review. How could a judge perform a review of the case without the parent present? There is nothing to substantiate a decision for adoption in my case or in most of the cases I've read about. I complied with all court-appointed services offered to me. Parents' Rights are being terminated randomly and without due process. A serious miscarriage of Justice is looming over everyone's head and it must be addressed. My children must be returned to me. Justice must be served. [REDACTED]	7/14/2015 10:40 AM
22	I called and immediately the call was answered.	7/14/2015 10:31 AM
23	There are several issues associated with TrueFiling. The steps involved are very confusing to users and I constantly hear how difficult it is from various secretaries that efile in all of the counties. In addition, one particular issue is when a filing is rejected. EVERYONE is notified that you have added as a service contact. Only the person submitting the documents should be notified so that all corrections can be made prior to the file being accepted and all parties notified.	7/14/2015 10:18 AM
24	From the standpoint of a lawyer who frequently practices before both appellate courts, MSC, COA, this system is a godsend. It has made the procedural aspects of appellate practicing far more efficient and manageable than before. [REDACTED]	7/14/2015 10:09 AM
25	The True Filing system is much more difficult than the Wiznet system that the Court started out with. I have problems figuring it out almost every time I use it. I have used it the most for Macomb County Circuit court and have had filings rejected at least 40% of the time. When you call the court (Macomb specifically) each different person you speak to tells you something different - obviously they are not all trained in the system the same way (if they are trained at all) because you get conflicting answers depending on who answers the phone when you call for help. I have not had to call COA or MSC more than once for an issue so I have experienced that problem with those courts - yet.	7/14/2015 9:48 AM
26	My staff has had difficulty in getting responses when attempting to get assistance with issues with their efilings and instead have used their co-workers to work through and figure out best methods themselves.	7/14/2015 9:48 AM
27	Both clerk offices are always helpful, especially the MSC and the COA Detroit.	7/14/2015 9:44 AM
28	This system is not user friendly. The previous Court of Appeals efilings system was very simple. I don't understand why the Supreme Court didn't adopt that program. TrueFiling makes you search for your time-stamped document after sending 15 emails -- each of which is NOT the time-stamped document. The opposing counsel in a case has to be registered or you cannot eserve them even if you have their approval. Macomb County, adopted this program and I was lucky because our office does not have a lot of Macomb County files. When I learned that the Supreme Court was going to utilize that program and that the COA was following suit, I was shocked -- out of all the efilings systems used in the metro Detroit area, this one is the worst. I might get used to it, but I will never like it.	7/14/2015 9:40 AM

TrueFiling User Survey

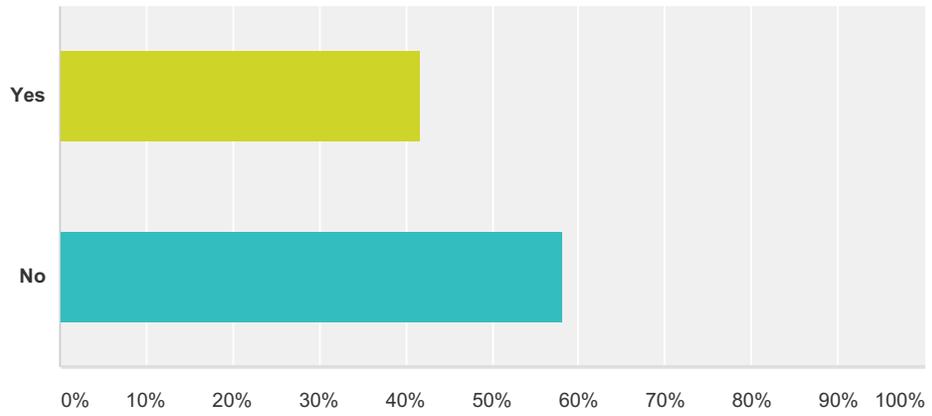
29	I have no problems with how the MSC or COA handle the filings. The problem is the TrueFiling system. It doesn't have enough capability in uploading documents, the process is time-consuming, cumbersome and confusing. I efile with other systems regularly in the course of my job, and TrueFiling is hands down the worst system I have to work with. I literally dread using it every single time. It serves documents before acceptance by the Courts, I have to log in twice to get a time-stamped copy. The problems are endless. I much prefer the federal court system, or the Odyssey or Tyler systems used by the state courts.	7/14/2015 9:26 AM
30	The new filing system is more time consuming and not user friendly at all. I do not understand the concept of why you have to upload each document separately. It's redundant and inconvenient and the previous system was much more efficient.	7/14/2015 9:13 AM
31	Nothing tells filers to add an index of exhibits or provides any acceptable format for splitting documents such as A-E then F-H. Nothing states appellants should use numbers to label exhibits while appellees use letters.	7/14/2015 9:08 AM
32	Phone calls to the COA for assistance are very helpful. I have had limited experience with MSC. The 10MB size limit is just too small especially when exhibits such as deposition transcripts need to be filed. I recently had to file with the MSC and one exhibit, a dep transcript, had to be broken down into 3 separate attachments. There were other exhibits as well that had to be broken down due to the size. It took me over 90 minutes to e-file this specific document along with exhibits. I am not a fan of the TrueFiling system. I have had occasion to use it in the Circuit Court as well and that is a nightmare.	7/14/2015 9:07 AM
33	The 10 MB limit is very restricting.	7/14/2015 9:06 AM
34	The e-filing support staff were of great help - they should get paid more for what they go through with people like us calling for help and complaining about the True Filing e-filing system.	7/14/2015 9:02 AM
35	TrueFiling sets a top-notch standard for e-filing.	7/14/2015 8:43 AM
36	Friendly and accurate on both accounts	7/14/2015 8:42 AM
37	This is the worst system the court could have chosen. It is the same one used in Macomb County Circuit Courts where even the clerks complain about its slowness and ridiculous time consumption.	7/14/2015 8:39 AM
38	Macomb Circuit Court uses True Filing, and I was disappointed to see COA going to that system. Wiznet was much easier. The main thing about True Filing that I do not like, is that if a pleading submitted through the system is rejected you are not notified until days later.	7/14/2015 8:39 AM
39	I liked the old e-filing system. True Filing is not user friendly.	7/14/2015 8:34 AM
40	Not a fan of TrueFiling prefer the old e-filing it was must faster.	7/14/2015 8:29 AM
41	However, the whole process was so confusion and difficult compared to other e-filing systems, I finally did a paper filing.	7/14/2015 8:20 AM
42	Tru-Filing is the worst e-filing system in use in Michigan that I have to use. The e-filing system used in Oakland County Circuit Court, that used to be used for Court of Appeals was much easier and more user friendly. Wayne County Circuit Court's e-filing is also much easier.	7/14/2015 8:12 AM
43	After a pleading is filed, a response is automatically sent to the pleading party. Those emails are somewhat ambiguous.	7/14/2015 8:08 AM
44	Hold time was minimal in COA unlike lower courts!	7/14/2015 8:06 AM
45	Many times I am directed to contact TrueFiling, instead.	7/14/2015 8:04 AM
46	Problem in uploading file which was a very small file. Finally closed out and re did which was accepted but then untimely. True filing couldn't give me any proof about the technical stall. I signed on before midnight. Filings should be given time of logging on or starting to upload document rather than when finally submitted due to stalling of up loading or technical problems. Because True filing site cant give you any proof there was a technical problem when there is, and when system doesn't work there is not notice that there is a problem. You have to make the decision that there is a technical problem and to close upload and restart instead of a message to reload when it is not working.	7/14/2015 7:46 AM
47	Both courts were very helpful and seemed happy to help. I use the truefiling support desk but these questions were more geared toward how the MCA or MSC wanted something filed.	7/14/2015 7:43 AM

TrueFiling User Survey

48	<p>So far, the system has been pretty easy to use. Most of my information about how to use TrueFiling has come from a coworker, which is why I haven't availed myself of any of the tutorials. I think the only complaint I would have so far is the number of confirming emails I receive after a filing--one gets a little lost on which emails are truly relevant. Regarding TrueFiling support: I only used it once, but the response was prompt, answered my question concisely, and was perfectly cordial. That was appreciated.</p>	7/14/2015 7:42 AM
49	<p>The questions I had related to service of documents on counsel. The way we could get permission from counsel to e-serve them in the past was very simple. In the new system, if they are not signed up for e-filing we cannot serve them via e-service even if they had agreed previously to accept e-service. This is very inconvenient.</p>	7/14/2015 7:28 AM
50	<p>here's a Example: My request for a hearing was rejected on the court date send to MSC, to hear the case but when I called to ask why the request for hearing was rejected, again, the true filing clerk said my request for hear was accepted but my brief was rejected I ask so how did I suppose to know that if the clerk send back a rejected for the whole case on the request for hearing, the true filing clerk did not have and answer therefore that date was put down as a miss hearing date so I had to request all over again</p>	7/14/2015 1:25 AM

Q26 Have you contacted the TrueFiling Support Team for e-filing support?

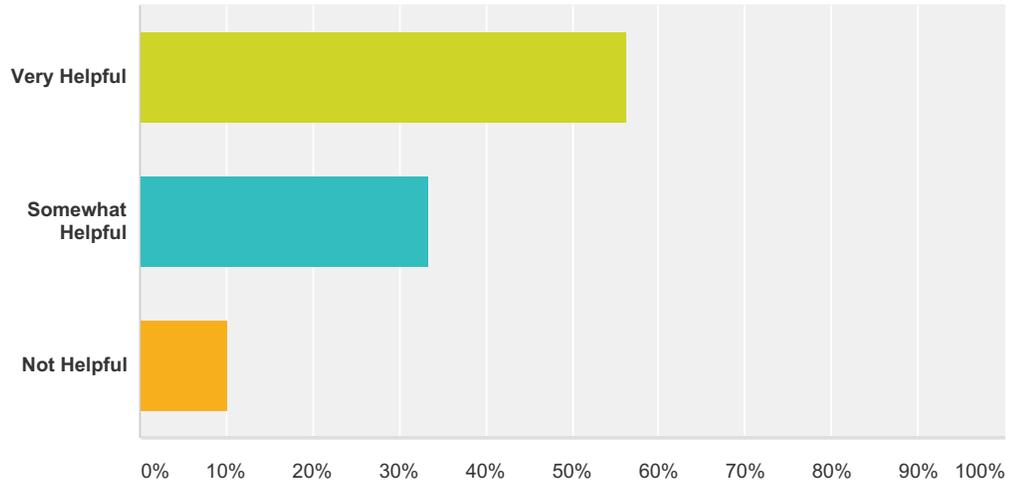
Answered: 395 Skipped: 97



Answer Choices	Responses
Yes	41.77% 165
No	58.23% 230
Total	395

Q27 How helpful was the response?

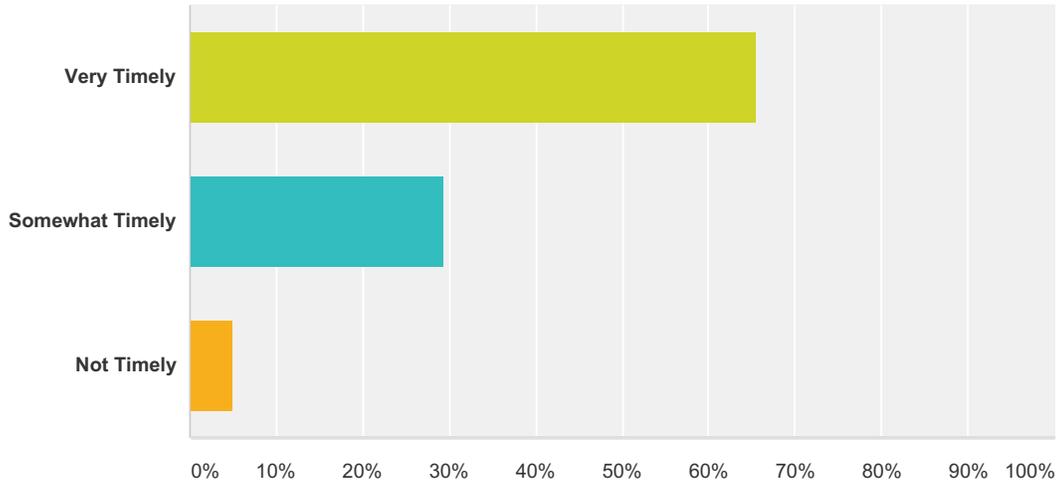
Answered: 165 Skipped: 327



Answer Choices	Responses	
Very Helpful	56.36%	93
Somewhat Helpful	33.33%	55
Not Helpful	10.30%	17
Total		165

Q28 How timely was the response?

Answered: 163 Skipped: 329



Answer Choices	Responses	
Very Timely	65.64%	107
Somewhat Timely	29.45%	48
Not Timely	4.91%	8
Total		163

TrueFiling User Survey

Q29 TrueFiling Support Comments:

Answered: 27 Skipped: 465

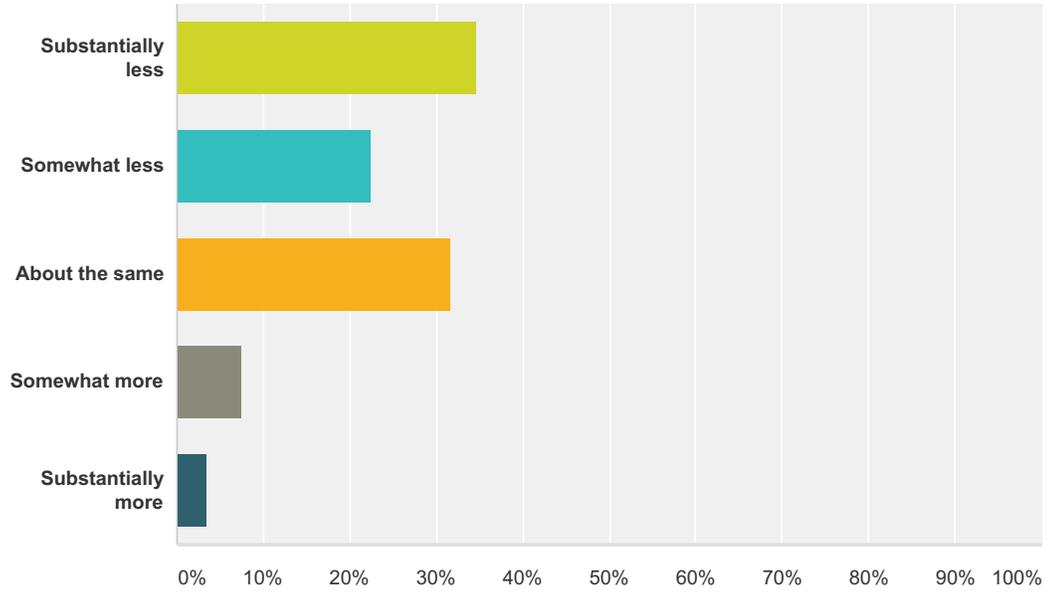
#	Responses	Date
1	Although all Michigan attorneys are admitted to the Michigan Court of Appeals and were e-served in our established cases the previous e-filing system, not all of those attorneys are available to be added to e-service on TrueFiling unless they have already filed something in the TrueFiling "family" of courts such as Macomb County Circuit Court. This is extremely frustrating. The site also moves slowly.	7/23/2015 11:35 AM
2	missed adding recipient --- defendants name before filling-	7/17/2015 1:46 PM
3	I called TrueFiling support when I was setting up my account to make sure I did it right and didn't miss anything. They were kind and helpful and it was a very quick and easy process.	7/17/2015 9:39 AM
4	Have had nothing but positive experiences with the True Filing Technical Support staff whenever I have called.	7/14/2015 11:57 AM
5	My main concern whenever computer automation replaces human interaction is that non-lawyer technical people do not inadvertently change the court rules or even the informal rules of practice. For instance, I do mostly do appeals and I often work with trial lawyers who are not part of my firm--but they represent the same client. I was disappointed that, in order to add one of my co-counsels to a case I had initiated, I had to identify them as an opposing counsel. Obviously, if we represent the same client, we are not in opposition to one another. Consequently, I complained about it to the TrueFiling people.	7/14/2015 11:16 AM
6	See above.	7/14/2015 10:51 AM
7	Again, if this system were more user friendly, no one would have to be contacted when filing documents.	7/14/2015 10:44 AM
8	The True Filing help desk can only help you with technical issues - not with problems figuring out how to file particular documents (e.g. motion; brief; exhibits, etc.)	7/14/2015 9:50 AM
9	Again, not a user friendly program and substandard compared to what the other courts are using.	7/14/2015 9:48 AM
10	I contacted the e-filing support team, but I really needed the Court e-filing help desk, so they could not help me.	7/14/2015 9:41 AM
11	I'm sure you are locked into a TrueFiling contract, but the Odyssey system was much more user friendly, it didn't send you a dozen emails about your filing (from "congratulations" you clicked submit, to it is being processed, it has been received, it has been tentatively accepted, then accepted pending review, review pending docketing, and finally docketed), AND you could actually download a time-stamped copy of your document directly from Odyssey. If you intend to stay with TrueFiling, please ask them to fix this. We need just ONE email that either (1) the document has been filed WITH a link to a time-stamped copy; or (2) notifying us there has been an error and the document has not been filed.	7/14/2015 9:32 AM
12	The TrueFiling staff are very pleasant and try to be very helpful. It's the program that's flawed.	7/14/2015 9:27 AM
13	I find this system much more difficult to use than the previous e-filing system. It also seems less logical.	7/14/2015 9:26 AM
14	Navigation of the site is substantially inferior compared to the prior site by Tyler Technologies. It is more difficult to scroll through history and to quickly search and find cases and filings. The response time seems to be much slower than the prior site. The site is also visually difficult due to the font sizes and colors.	7/14/2015 9:12 AM
15	TrueFiling staff is much easier to deal with than court staff if you are not an attorney.	7/14/2015 9:11 AM
16	The typical response is "You'll have to take that up with the Circuit Court Clerk's office". I have not called or contacted them for any COA or MSC filings.	7/14/2015 9:08 AM
17	The e-filing support staff were of great help - they should get paid more for what they go through with people like us calling for help and complaining about the True Filing e-filing system.	7/14/2015 9:03 AM
18	The TrueFiling support team basically tells me it depends on the court's response and not their system. If the courts are so slow to responding perhaps an easier system like Wiznet or the system Wayne County uses would be a more intelligent choice for e-filing. I do not know anyone, attorney, support staff, or court clerks who are happy with the TrueFiling system.	7/14/2015 8:40 AM
19	None of the people I have spoken with are friendly and they make you feel you are interrupting their time. They are NOT helpful at all and quite rude. Rather deal with the COA Clerks who are always nice and helpful.	7/14/2015 8:30 AM

TrueFiling User Survey

20	Automated response and the options were not very helpful.	7/14/2015 8:25 AM
21	Took several days due to a "glitch" in the system; not because the worker did not try to help immediately.	7/14/2015 8:15 AM
22	We worked through a huge issue with delayed email service, and TrueFiling was incredibly helpful and timely.	7/14/2015 8:05 AM
23	Out of all the E-Filing programs I worked with. I would have to say that True Filing is at the bottom of the list. The U.S. District Court's and Wayne County's Tylerhost are the best, then Wiznet from Oakland County then True Filing is the last. Macomb County uses True Filing and either they don't know how to utilize it correctly or they are just making it extremely difficult to you as they reject everything. I think if the Court is attempting to use a program state wide they should definitely NOT go with True Filing.	7/14/2015 7:59 AM
24	Given wrong info and caused untimely filing. Specifically ask about Supreme Court filing info which was buried and given wrong info it would come up. Did inform True Filing but worker simply gave inadequate response and did not inform supervisor of problem.	7/14/2015 7:49 AM
25	Contacted help desk many times. Only had one less than favorable contact. Usually very responsive and very helpful.	7/14/2015 7:44 AM
26	So far, TrueFiling has been pretty easy to use. Most of my information on how to file has been obtained from a coworker, which is why I haven't watched any of the tutorials. Regarding the one time I requested e-filing support, the response was prompt, answered my question concisely, and was cordial. It was appreciated.	7/14/2015 7:43 AM
27	It was an error with the Court directly and not with true system.	7/14/2015 7:36 AM

Q30 How would you rate the costs of e-filing and e-service with TrueFiling compared to filing and serving paper copies?

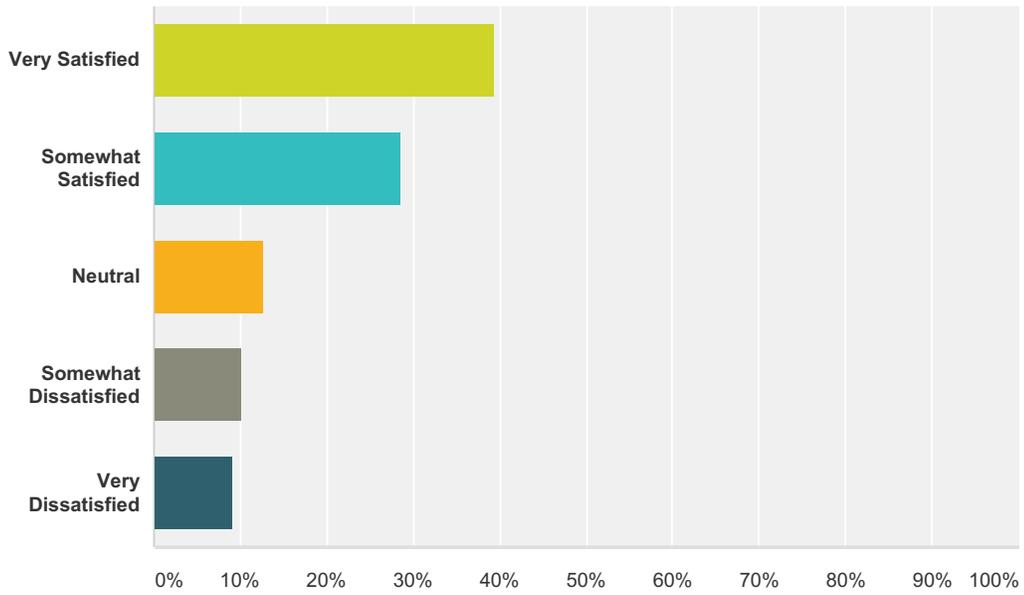
Answered: 395 Skipped: 97



Answer Choices	Responses
Substantially less	34.68% 137
Somewhat less	22.53% 89
About the same	31.65% 125
Somewhat more	7.59% 30
Substantially more	3.54% 14
Total	395

Q31 How would you rate your overall satisfaction with TrueFiling?

Answered: 395 Skipped: 97



Answer Choices	Responses	Count
Very Satisfied	39.49%	156
Somewhat Satisfied	28.61%	113
Neutral	12.66%	50
Somewhat Dissatisfied	10.13%	40
Very Dissatisfied	9.11%	36
Total		395

TrueFiling User Survey

Q32 What improvements or enhancements to TrueFiling would you like to see?

Answered: 191 Skipped: 301

#	Responses	Date
1	Larger file size availability and better format for viewing service contacts.	8/3/2015 4:34 PM
2	1. I'd like to have a screen where I can access all filings by all parties in a case and all opinions/orders, like we can do with PACER. To see only my own filings is not helpful if I become involved in the middle of a case. While this may be less of an issue in the appellate courts, I have used Truefiling in the circuit court and it is an issue to have limited access to the information. The COA docket sheet does not provide any party-filed materials, so it is not an alternative. As a result, Truefiling is really only 1/3 of a full docketing system. 2. I appreciate the status updates on my filings, but it's crazy to receive six emails after I file a one-page notice of appearance. If there is an archive feature that sends me only one email a day, I don't want to use that because I do want notice of the other substantive filings in the case as they are made. Perhaps you could login to the system and see the updates as they are made, but only get an email when the final decision is made to accept or reject a filing.	7/31/2015 2:37 PM
3	It is not user friendly. It is difficult to register a firm and add people to the account. It requires information for registration only to realize once the process is complete that the information requested set up the filer account name rather than the firm account. Also, when setting up the service list, it requires more information and setting up another user, now we get multiple notifications. The entire system is extremely poorly designed, TOO TIME CONSUMING, and not up to par with other filing systems used across the USA.	7/31/2015 2:26 PM
4	I actually like the way that the Michigan Court of Appeals utilizes the TrueFiling system and wish that other court(s) that use TrueFiling would adopt the Court of Appeals method.	7/31/2015 11:50 AM
5	Date-stamping the pleading once it is accepted by the court	7/28/2015 3:22 PM
6	All other Court e-filing systems return a "time-stamped" copy of the pleading that was efiled. TrueFiling sends back the document via email but there are no markings confirming the e-filing.	7/28/2015 8:19 AM
7	I would like to see generalized e-service addresses for all prosecutors' offices.	7/27/2015 12:38 PM
8	It would be helpful to have a "look-up" option for serving attorneys when initiating a new MSC or COA appeal. Alternatively, it would be helpful if an attorney's address could be entered in a block of text rather than individual fields for street address, city, state, and ZIP, or possibly utilizing a firm name "look-up" field. Otherwise, having e-filing capability for the MSC and COA is great!	7/27/2015 12:25 PM
9	I would like to get an electronic, pdf, copy of a filing with the receipt stamp on the spine - so I have it for my records.	7/27/2015 9:20 AM
10	The history list is cumbersome. I'm not a very technical person so I don't have any suggestions to cure.	7/25/2015 6:47 PM
11	Just like the court rules, I think the state electronic system should mirror the federal court procedures for electronic records.	7/25/2015 3:01 PM
12	1. Allow firms to limit the persons who can be served electronically, so that individual attorneys are not served but rather a general office email. 2. Coordinate with the Court so that opposing counsel's e-service information populates automatically once the case information is entered.	7/22/2015 1:23 PM
13	Being able to pull copies of the opposing side pleadings from the system if they were electronically filed.	7/21/2015 5:04 PM
14	TOO MANY E-MAILS!!!! I don't see the purpose of an e-mail after every single event in the life of filing. Every other system appears to use one e-mail indicating that the document has been filed. At the most, it may be useful to send one e-mail to the filing party indicating that the document has been received and is pending. But the number of e-mails that this system generates is not necessary or helpful.	7/21/2015 11:18 AM
15	The system could be more user friendly. Having experience the old system and the new system, I preferred the old system. The system needs to have a way to print documents with the date time stamp after filing, similar to the old system. It also needs to break of what documents are served to the person filing the pleading. I serve myself just to make sure that the documents are received and served. Way to many e-mails associated from the system.	7/21/2015 10:36 AM

TrueFiling User Survey

16	That is becomes mandatoy for all attorneys. I know there will be pro per people but it should be mandatory otherwise.	7/20/2015 5:18 PM
17	See previous comment re: automatic/default notice to administrator of all (incoming/outgoing) firm activity	7/20/2015 3:38 PM
18	It would be helpful to have information regarding filing proposed orders to the court.	7/20/2015 12:31 PM
19	Being able to accept larger attachments is crucial! Adding more selection of the type of filing would be helpful as well.	7/20/2015 8:32 AM
20	I don't think that TrueFiling is very user friendly or intuitive. I find it much easier to navigate the e-filing system used by Wayne County and Oakland County.	7/20/2015 8:23 AM
21	should have paper booklet as a support with screen shots what to see what to expect and how to do ? along with video--	7/17/2015 1:47 PM
22	adding parties and counsel could be easier.	7/17/2015 11:41 AM
23	More Circuit Courts added - with uniformity throughout the Court System of Michigan.	7/17/2015 11:39 AM
24	Although there is always room for improvement. My honest appraisal or assessment of the TrueFiling system is that it is very close to flawless, and I would rate it an A+. Always keep your eyes and ears open for helpful suggestions, because change is always inevitable. For now, I think everything is running very efficiently.	7/17/2015 9:43 AM
25	When there are exhibits or attachments, I would rather file it as all one document.	7/16/2015 11:40 AM
26	Notifications when the pleading has been accepted as filed. I didn't receive any even though my preferences asked for notification.	7/16/2015 11:28 AM
27	There should be one email / notice per filing only. Instead, there are several per filing, cluttering the inbox. For example, I recently filed a one page notice, and received 5 emails about it. Moreover, it's difficult to tell which email contains a link to the actual filing. Lawyers want one notification / email that contains a link to a time/e-filed stamped filing (much like e-filing in federal court). Anything more is inefficient and unnecessary.	7/16/2015 10:03 AM
28	Compatibility with web browsers seems to be becoming an issue. Not sure if it's TrueFiling or another service that no longer works with Google Chrome. (Wayne County, Michigan - Third Circuit Court might be the one that would not work with Chrome.) I would not object to installing a small app or program for e-filing with courts.	7/16/2015 8:50 AM
29	document size limits need to be removed, or at least enlarged to something reasonable when images are part of the exhibits that are being utilized/filed. The result of these limits is (a) that one has to spend time splitting documents into smaller chunks for separate uploading, and (b) locally we've had to pay extra for each of those separate uploads, which does not make sense.	7/15/2015 4:38 PM
30	Increase the megabyte size for attachments.	7/15/2015 3:51 PM
31	The wait time to get a document tentatively approved is long. Once a document is approved, there are several steps you need to go through to print and save the document.	7/15/2015 2:27 PM
32	Mandatory e-file service sign up for all parties.	7/15/2015 1:57 PM
33	I would like to see larger print on the cheat sheets as it's hard to read. Also, a quick response time as to the final filing of the document. The old system sent you a copy and the new one you have to go back in and find it.	7/15/2015 1:17 PM
34	I have only used the TrueFiling a few times so far. Therefore, I do not have any recommendations for improvements or enhancements. The ability to file without running to the post office is an improvement in itself.	7/15/2015 12:29 PM
35	I would like to be able to upload exhibits greater than 10 MB. It was cumbersome having to split my exhibit package and try to guess how many MB's each PDF would be.	7/15/2015 11:43 AM
36	I would like to see mandatory acceptance of e-filed documents. I would also like a time stamped copy of my filed document sent to me.	7/15/2015 11:37 AM
37	When a document is filed, the last e-mail you get is that the document has been accepted pending clerk review. You do not get any notice when a clerk has reviewed your document and deemed it acceptable. Such a confirmation e-mail should be provided.	7/15/2015 10:45 AM
38	Cannot figure out how to add opposing counsel who will get paper service. Don't have time to try to figure out stuff like this every time.	7/15/2015 10:36 AM
39	Make it free.	7/15/2015 9:43 AM

TrueFiling User Survey

40	Comments: When e-filing appeals with the COA, I have e-filed many but previously through "TrueFiling" about 3. Regarding costs and time limit - It is extremely helpful to be able to e-file as opposed to "in person" so we do not have to leave the office or hire a runner, and the time limit (up to midnight) is extremely helpful and appreciated. Overall I am very pleased with the TrueFiling system.	7/15/2015 9:08 AM
41	More categories or easier ways to identify documents filed would be helpful.	7/15/2015 7:48 AM
42	We have had some issues in the past with TrueFiling in Macomb County. We don't know if it is that particular county's set-up or if it is a TrueFiling issue.	7/15/2015 7:45 AM
43	Online filing is great, but TrueFiling is not the best system I have seen. The systems in place in Oakland, Wayne, etc. are more user-friendly than TrueFiling.	7/14/2015 10:59 PM
44	It was odd to grab the document to be filed on the desk top; used to just pulling it out of the case index as a pdf file, which I do prefer.	7/14/2015 3:58 PM
45	If there was a way to select the number or types of emails to receive upon filing. As it stands now, a single filing can generate 5-6 emails. If you do several filings in a row, the emails can arrive all day.	7/14/2015 3:48 PM
46	Have a button to search for opposing counsel/other attorneys right on the main screen, so I don't have to open a (non-related) pending case just to do the attorney look up. File stamp documents immediately so that we don't have to wait and then download a file stamped copy hours or days later. This will also provide all attorneys the file stamped copy, and not just the filing party. Currently, if my opposing counsel files a document, I will never have the file stamped copy. When you are in a case, and click "view register of actions" it just brings us to the COA website, and not to the COA docket for the case we are looking up. My firm administrator is also an administrator on truefiling, but she does not receive the "paid notification" so I have to separately forward that email to her (and even though she is noted as the servicing email). The email notifications setting are not clear as to what each category covers (and how many emails each category might generate for each filing).	7/14/2015 3:41 PM
47	Make the application process (initiating cases) easier.	7/14/2015 3:27 PM
48	See prior comments.	7/14/2015 3:04 PM
49	The TrueFiling System is extremely slow. In addition, sometimes the search for opposing counsel does not bring up attorneys known to be in the system. It would also be nice if there was an option on the screen where you add additional recipients to click to make them permanent. For example, when initiating a case, the only attorney or recipient that remains after adding more, is the attorney initiating the filing. Any other recipients need to be re-added the next time a filing is done. However, I think my main concern is the extremely slow respond time of this system. Other than that, I would like to see it mandatory for all COA & MSC filings (except perhaps in pro per filers). And even now, some pro per filers are registered users. Thank you for allowing our input.	7/14/2015 3:03 PM
50	See my previous comments about e-service limitations of TrueFiling.	7/14/2015 2:38 PM
51	Too many emails are sent. This is annoying when you are busy. I believe it is four. I would prefer not to have to scroll through cases to find mine. I would prefer to have the time-stamped copy received in my email instead of having to look it up. Other than this, the system seems fine.	7/14/2015 2:34 PM
52	I like the TrueFiling system MUCH BETTER than Wiznet. Not quite as nice as the federal courts' ECF, but maybe that's because I'm more accustomed to the ECF system.	7/14/2015 2:26 PM
53	The system should automatically provide a time-stamped copy of the pleading, rather than having to go in and manually retrieve it every time.	7/14/2015 1:53 PM
54	If given the choice of e-filing or paper filing there is no question e-filing. However, I thought the previous service provider for eservice was much easier to use, you received a time stamped copy immediately and you did not receive the numerous emails that you receive with the TrueFiling System. I do like not paying the service fee for non filing fee documents with TrueFiling.	7/14/2015 1:51 PM
55	Love the filing system. Happy that MSC joined in with COA.	7/14/2015 1:47 PM
56	Would like the system to be more user friendly when filing documents. It seems like there are a lot more steps than with the previous filing system .	7/14/2015 1:45 PM
57	Wayne County's Odyssey efile program is very good. Macomb County should consider changing from TrueFiling to another program. Oakland County is also very good. Honestly, no one in my office likes TrueFiling.	7/14/2015 1:41 PM

TrueFiling User Survey

58	It would be helpful if e-filing was mandatory-it would help immensely it would make service a lot easier. Also, when filing documents there is quite a long time (sometimes not until the next day) before receiving the COA date stamped copy. I prefer to send the stamped copy by mail to opposing counsel but that isn't always possible, as the document does not reach me by email until the next day.	7/14/2015 1:39 PM
59	I feel that the Wayne County Circuit Court and the Oakland County Circuit Court E-filing process is very easy like it better.	7/14/2015 1:12 PM
60	Less notifications when something is filed - I would just prefer to get the notification that it was actually filed with the court system.	7/14/2015 1:10 PM
61	lower cost and more help for the high cost	7/14/2015 1:09 PM
62	Make the size of filings larger 15MB would be great!!	7/14/2015 12:46 PM
63	Note: I don't do the actual e-filing.	7/14/2015 12:24 PM
64	1) Every time we file anything, there are 3-6 emails notifications generated that basically say the same thing; 2) We think that if a document is filed electronically, registered parties to that case should have access to the document electronically from the docket. 3. Any and all documents filed with TrueFiling should have some kind of heading that shows a document number and a date that it was submitted. This should be done at the time it is initially filed because even if a document is determined defective in some manner, often the filing party is issued a notice to make the corrections but the response date does not change. It would be helpful to the responding party to be able to just look at the document and see the date it was filed. 4. Notifications from the Court could also be generated through TrueFiling and emailed to the appropriate parties so that Notices are received more timely than by the US Mail -- especially if something is sent on a Thursday or Friday and you don't receive Notice to Monday or Tuesday - 4 days are lost on response dates just because of mailing.	7/14/2015 12:14 PM
65	A reduction in the number of email notifications after filing a document would be a huge improvement.	7/14/2015 12:12 PM
66	When we file an appeal with the Court of Appeals, we have to pay a \$25 fee to the trial court. With the growth of e-filing in trial courts, this often means we have to pay the trial court electronically - which also means we have to file an appearance in the trial court so the computer will accept our notice of appeal and payment (strangers to the case cannot file into the trial court records electronically, and some courts apparently will not accept payments or filings by mail). This is a bulky step and puts appellate counsel on the hook for further trial court services. In the past, this also means I have been on the e-service list for continuing events at the trial court. It would be preferable if we could pay the \$25 trial court fee to the Court of Appeals and have the appellate court transfer the payment to the trial court with a copy of the notice of appeal.	7/14/2015 12:05 PM
67	I would Wiznet e-filing system much easier.	7/14/2015 12:00 PM
68	In the COA, I would like to have the clerk's automatically review and send an approval and/or rejection notification, rather than having to wait in the mail to find out if our pleading submitted was rejected or not.	7/14/2015 11:59 AM
69	I would like to have court-stamped documents delivered to us directly rather than having to wait for the tentatively filed email and then going into the history and downloading them. This is very time consuming.	7/14/2015 11:57 AM
70	This system should be user friendly like the other systems.	7/14/2015 11:55 AM
71	1. Create a list of attorneys (with email addresses) that have registered with TrueFiling, similar to the list that was available on the COA website when Wiznet/Tyler was the e-filing server. When initiating a new case, you don't know whether opposing counsel is registered until you try (often unsuccessfully) to list that attorney. If the attorney is not registered, you have to create a proof of service saying that document was mailed, copy the document, and mail it. You can't immediately e-file that proof of service because additional e-filings into a new case aren't possible until the COA has given the case a docket number. 2. The parties should be allowed to file an "agreement for e-service" for a case, which was allowed under the prior e-filing system. That is an easier process to get an attorney registered, rather than asking them to independently register with TrueFiling. 3. The categorization of service recipients (i.e., "attorney", "new contact", "self-represented filer") seems unnecessary. (That wasn't required under the prior e-filing system.) When I add my trial attorney as an "attorney" for purposes of service/case contact, the system automatically registers the attorney as a member of my solo law firm. 4. I prefer the prior e-filing procedure for obtaining a time-stamped copy of the filed document, i.e., it was automatically e-served.) Presently, you have to go into the TrueFiling system to retrieve a time-stamped copy. 5. The 10 MB limitation on the size of files that can be uploaded is far too low. Lengthy transcripts that have to be scanned for e-filing must be split up into separate attachments. The prior COA e-filing system (and e-filing systems in several circuit courts) don't have that "size" restriction. If there has to be a "size" restriction, it should be at least 15 MB (or, ideally, 20 MB). 6. The TrueFiling guides are rather confusing.	7/14/2015 11:45 AM
72	Court service of notices and orders via electronic service.	7/14/2015 11:19 AM

TrueFiling User Survey

73	I would like to receive time-stamped copies of documents file whether I am the filer or recipient I would like the last email that is received to have a link to the time-stamped copy instead of having to go back into TrueFiling to retrieve a copy I would like the ability to see whether opposing counsel is a TrueFiler without having to input specific case information I would like the ability to have TrueFiling send a courtesy copy to other interested parties (such as the lower courts)	7/14/2015 11:18 AM
74	Bring back the free docket copy after you file a paper. How about a "fireworks" emoticon after you have successfully filed your papers using TrueFiling?	7/14/2015 10:57 AM
75	File stamp on each document	7/14/2015 10:56 AM
76	The only real difficulty is adding service recipients for a filing and then having to add those same service recipients to a subsequent filing in the same case. This difficulty will resolve itself when all attorneys are required to efile. Presently, I have persuaded attorneys to allow me to efile, but since they are not registered, the opposing attorneys and their staff need to be manually reentered for every filing. I wish their was a way for the system to store those service recipients.	7/14/2015 10:53 AM
77	TrueFiling is not a bad tool to use and, I appreciate that the Michigan Appellate Courts have streamlined the e-filing process in TrueFiling (as opposed to the e-filing process for TrueFiling in other state courts). However, those of us who use all of the e-filing systems on a regular basis still prefer the former Michigan Court of Appeals' system, Wiznet. In addition, I dislike that: (1) the service recipients from the filing firm don't receive a copy of the time-stamped document of what the firm filed, as a link to the e-filing notification e-mail; and, (2) the service recipients don't receive a time-stamped copy of the opposition's pleadings at all. The process to go back into the TrueFiling System in order retrieve a time-stamped copy of what we have filed is onerous and unnecessary - especially since other e-filing courts link, to the notification e-mail, the time-stamped copies of all documents filed in a case. (This may be the number one complaint that I receive from other e-filers in our firm.) Also, it would be wonderful if the system were set up so the Court had the ability to issue and file its Orders and Opinions in a case, via the TrueFiling site, including e-service on all of the case service contacts. The document size limitations are an issue - especially when e-filing an application for leave to appeal in either appellate court. Sometimes the most time-consuming and difficult part of the filing is trying to separate the exhibits into appropriately-sized files. (This is a close 2nd in the complaints I receive.) Thank you for your consideration of these comments.	7/14/2015 10:51 AM
78	I can't see any improvements right now, as I've only done it twice. I think with more practice and use, it will get easier. I am very satisfied with it, even now!	7/14/2015 10:51 AM
79	I would like to see this program gone and changed to WizNet. In the event that that will not be done, this program needs to be more user friendly. The Court efilng staff needs to know what is an "attachment" and what is an "added" filing. When I get info from the Court on how to file and it is rejected with a note that "that is not how we do it" when I was just told to do it that way, it is very frustrating. A person filing should be able to sit down and get a document filed within a few minutes, not a half-hour to an hour and should not be brought to tears because the filing is rejected. Also, we should be notified immediately that the filing has been accepted, not a week later! I don't understand the reasoning behind that little gem at all, especially if you are filing a motion to be heard in a week and you get notice the day before the hearing that your filing was not accepted. Again, this needs to be more USER friendly. When the Court Clerks cannot answer question regarding filing or you get more than one answer on how to file, there is a definite problem.	7/14/2015 10:50 AM
80	I am very unhappy with the silly patchwork of systems--Odyssey, TrueFiling, Pacer/ECF and others. Why can't we just have Pacer/ECF? It is the best system. I have heard that it would cost a lot to upgrade, but this patchwork is much worse. I could complain for hours about the haphazard way the Michigan courts are run, and this lack of coordination is just one indication. For an example of well run courts with the most robust judicial assessments in the US, look at Utah. The Utah rules of civil procedure are exactly like the federal rules, except for areas like divorce and probate where there are no federal rules. The courts need to absolutely eliminate local rules, which are completely unnecessary, make absolutely no sense and cause needless trouble. One bright spot in all of this is the MTT, which has a pretty good electronic filing system and has spectacularly streamlined things in the last few years. Sorry to not be happy, but you asked, so I answered.	7/14/2015 10:49 AM
81	I do not like the numerous emails I receive stating that a document has been filed. I also do not like that I do not receive a time-stamped copy of a document after it has been filed. I would like to see those issues changed.	7/14/2015 10:46 AM
82	I would like to see a template for briefs and other documents that are required to initiate a case. Also, I would like to see a page that explains what the procedure is for suing the CPS/DHS as in what documents are necessary to prove the case.	7/14/2015 10:45 AM
83	the bundle system is cumbersome.	7/14/2015 10:44 AM

TrueFiling User Survey

84	The navigation for cases is a bit clunky. Since the account is registered to a specific user, it would be a helpful feature to have all current cases associated with that attorney come up with out having to search for them. There is also difficulty adding and deleting attorneys within cases specifically for Pro Hac Vice. The certificate or Proof of Service feature is incredibly valuable, however, there should be an easy option to add additional parties for service as a courtesy copy. Overall the site is easier to use than ECF, but there are still some issues with ease of use and functionality.	7/14/2015 10:39 AM
85	It is a very slow website. Even though it is easy to use, I have to set aside at least twenty minutes to eFile something. It is very time consuming compared to other eFiling sites.	7/14/2015 10:33 AM
86	I love electronic filing and wish that all courts were required to adopt a system for e-filing. It would make most sense for the system to be uniform among the courts, however. It is a serious inconvenience to have to have a new account for each county or each different provider.	7/14/2015 10:27 AM
87	I would like to be able to see the register of actions within the TrueFiling page rather than be directed out to the CoA page and have to perform another search.	7/14/2015 10:19 AM
88	Compared to the e-filing done at Wayne County Circuit Court and Oakland County Circuit Court - True-Filing is very cumbersome and time-consuming. It takes too long to get a processed document - days instead of an hour as with the other courts. Using a bundle to e-file documents is not an intuitive process, and it is not clear that different parts of a pleading have to be filed separately instead as one document.	7/14/2015 10:17 AM
89	I would like to only see an email regarding whether the e-filing has been accepted or rejected, not all the status updates, etc.	7/14/2015 10:16 AM
90	It would be great if there was a final email stating that the filing has been approved instead of tentatively filed pending final clerk review, this can be confusing to some clients. Also in the Court of Appeals you have to be register on the eservice address list through the court, if once your firm/attorney register on TrueFiling they would link together instead of having to register on both to be able to receive an eFiling. Overall I feel the truefiling system has been an improvement for overall filing of documents	7/14/2015 10:10 AM
91	The email addresses for all of the state prosecutors should be added by criminal case to the system automatically.	7/14/2015 10:09 AM
92	You should go back to the Odyssey e-Filing System. It is more user friendly and when you receive the email from them it has the actual time-stamped copy in the email. You don't have to keep going back to check and see if the document was processed yet and take a chance of forgetting about the fact that it was filed. There are too many things to have to remember these days with all of the e-Filing, etc. and having to actually go into the system again to see if it was filed and navigate to get the actual time-stamped copy is ridiculous. ALL of the other courts that e-File, including the Federal Courts that I have dealt with i.e. Eastern, Western Michigan, Indiana, Oklahoma, Alabama all send the actual copy of the time-stamped document back to you. You don't have to go search for it. Oakland County does it and for God's sake even WAYNE COUNTY sends you the actual time-stamped copy. This system is used in Macomb County also and it is a terrible system. I don't know who used it and have wondered if for some reason it was cheaper than Odyssey or something. Let me tell you if that is the case, the money you are saving is not worth it. It is so frustrating and needs to be changed. I have spoken to clerks at Macomb, Court of Appeals and one at the Michigan Supreme Court, as well as secretaries and no one likes the system. The clerk I spoke to at MSC said that MSC doesn't even use TrueFiling. They may have switched over since I spoke to her about 2 mos. ago. In any event, TrueFiling is not a user friendly system, it causes the user to have to go through too many steps to file and to get a time-stamped copy and I feel it should be changed back to Odyssey e-filing which is much more user friendly and gives you your time-stamped copy in an email the way it should. Thank you.	7/14/2015 10:07 AM
93	I receive too many email status updates/confirmations for one single submission/filing.	7/14/2015 9:57 AM
94	I don't like the fact that filed copies of pleadings no longer contain e-filing information along the side of each page. I like to know when looking at a document that it is the FILED version.	7/14/2015 9:57 AM

TrueFiling User Survey

95	I absolutely HATE the True Filing system. It is confusing EVERY TIME you use it. You have to input service recipients every time you file instead of the system saving a master list. The whole "bundle" thing is confusing. What constitutes an "attachment" and what doesn't is confusing. The immediate service of the document on the parties without having been accepted by the court (yet) is stupid and confusing. Sometimes it takes a week or more to find out if your filing has been accepted or rejected - which causes problems when you are filing on a deadline/due date - then you have to refile everything if you are rejected (and you are not past your filing due date). It's difficult and redundant and I wish all the courts would use WIZNET like Oakland County Circuit Court. It's easy to use and literally only takes you 2 minutes to file something (instead of half an hour like True Filing b/c it's so confusing!!) AND you get your acceptance or rejection right away AND the document is only served on the parties one time (instead of instantly with True Filing - and then again when it has been accepted by the court - whenever that may be) AND the Wiznet pleadings show a time-stamp on every page of the document and not just the first page. PLEASE GO BACK TO WIZNET!!!!!!	7/14/2015 9:56 AM
96	First of all, thank you so much for asking for input from users. I am familiar with the True Filing system and how it functions, but do not find it user friendly at all. Very cumbersome, and too many hidden icons. It just doesn't "flow." I have only used the True Filing system for Michigan's higher courts once. Mostly I am familiar with it through the Macomb County Circuit Court, who also uses True Filing. In my honest opinion, I wish the high courts would return to the Tyler Odyssey (formerly Wiznet) system that Oakland and Wayne Counties use. This sentiment is shared by most (if not all) of the legal assistants in our firm. From our end, there are no comparing the two systems. Hands down the Tyler Odyssey system wins out on every feature and function. Again, thank you for valuing our input. Have a wonderful day!	7/14/2015 9:56 AM
97	Time-stamp copy needs to be available very close to time of e-filing.	7/14/2015 9:55 AM
98	I find the number of e-mails that get sent with each filing to be overwhelming. There are multiple e-mails that go out per e-mail. I find the TrueFiling process to be counter-intuitive compared to other e-filing (USDC, Oakland County, etc.). I hate the service process - it is awful that it is not mandatory e-service and then to find out if someone is on the approved e-service list is not intuitive, the search method is horrible. Michigan Court of Appeals Filing is difficult, at best to use.	7/14/2015 9:54 AM
99	None	7/14/2015 9:51 AM
100	More user friendly.	7/14/2015 9:49 AM
101	1. Each filing generates WAY to many emails to the filer. I wish they could reduce it to one, the way it was with Wiznet. 2. While I am down Memory Lane, I also wish TrueFiling would immediately date/timestamp the filing, so that the copy that's kicked out via email bears it - again, as Wiznet did. I don't want to be misunderstood, in general I think TrueFiling is an improvement over Wiznet. I don't miss being nickel/dimed \$5.15'd to death with every filing. But it's a monumental pain to a) sift through all those emails to see which one(s) should be saved, and b) revisit the TrueFiling site a day or two later to download a timestamped copy. [REDACTED]	7/14/2015 9:47 AM
102	I would like to see the COA go back to the previous efile system and the Supreme Court adopt that.	7/14/2015 9:45 AM
103	The windows that appear are small and I am unable to expand them.	7/14/2015 9:42 AM
104	The multiple notifications that are sent when you file a document are overwhelming and you are unable to see whether the document has actually been filed making it difficult if you are up against a deadline.	7/14/2015 9:41 AM
105	The size restriction is a problem, especially with COA documents, which, as the Court knows, can be very large. It is very frustrating to split documents up just to e-file.	7/14/2015 9:40 AM
106	During case initiation, being able to switch out the original filing document without deleting your entire bundle; adding opposing counsel in from the very first service in a COA or MSC case	7/14/2015 9:40 AM
107	See Comment 18. FIRST, too many emails regarding filings. We need just one email that tells us whether the document has been received or rejected. SECOND, we need links to time-stamped copies for our files. We could get those Odyssey, but not through TrueFiling. THIRD, remove the 10MB file restriction, or at least increase it to 50MB. It is a needless drain on time to keep breaking apart PDFs to get to the 10MB limit, especially when using high-speed internet renders the restriction size too small.	7/14/2015 9:39 AM
108	When e-filing a document after hours, the proof of service does not allow a manual input that the snail mail copies for those not on eservice will be sent the following day. As a result, we either need to wait until the next day to actually do the filing, or file, print the proof of service, hand write a correction on the proof of service, and refile the proof of service, neither of which seems very efficient. Additionally, it would be helpful if I cannot find one of the emails that was sent to me on a case, to be able to access the filed documents through a link on the TrueFiling web site.	7/14/2015 9:32 AM

TrueFiling User Survey

109	I liked the format of Wiznet more, as True File has had many glitches.	7/14/2015 9:31 AM
110	I would like to see the Courts use a different system. Barring that, delay service of the document until it is accepted by the Court, email a time-stamped copy, increase the upload file size, and make the efile process more streamlined.	7/14/2015 9:29 AM
111	I would like to see that when counsel uses e-filing they be REQUIRED to serve other counsel that is registered for e-filing through the system. Our office has been served by mail when opposing counsel has filed through e-filing and due to the delay of the mail system both USPS and inside our office (prosecutor's office) it reduces our time to timely file our response. This has occurred in cases where the appellant's counsel knows we accept e-filing, so I assume it is a method to game the system somehow.	7/14/2015 9:29 AM
112	Again, this system seems much more difficult than the previous system. Also, you really don't save much in copying and mailing costs as many parties are not associated with the case and must be served by mail anyways. The convenience is nice, but the previous filing system was much more user friendly and was convenient. This system seems less logical than the previous e filing system.	7/14/2015 9:28 AM
113	The other e-filing system was much easier and user friendly. Don't care for TrueFiling.	7/14/2015 9:27 AM
114	Notification and service to parties AFTER the documents (along with a link to access the time-stamped documents) have been time-stamped (like the e-filing systems that Oakland County Circuit and Wayne County Circuit use). Serving untime-stamped documents is useless, because then we have to serve the time-stamped document ourselves on the other parties (which makes more work for us, and is also a waste of our money). Also, more choices when it comes to what type of document we are filing (i.e.-again like the Oakland and Wayne County systems). Most of the choices and/or the way they are named is very ambiguous. It is also a waste of support staff's time to have to go and check all the time to see if the document has been filed yet. The biggest thing is to have court clerk's re-trained to do things in a timely manner. Mainly Macomb County Circuit Court, sometimes Court of Appeals. It is unacceptable and completely ridiculous that we have to wait sometimes two or three weeks for simple pleadings and motions to be time-stamped/filed through the system. Macomb county only has THREE Judges who use e-filing and it takes them sometimes weeks to file things through the system. They're excuse is well, we're really busy and we do thing in the order they are received. Oakland and Wayne Counties have TEN TIMES the amount of e-filing Judges and have things time-stamped (along with the automatic e-mail that gives you notice and access to the time-stamped document) within the hour, if not the day! The excuses that Court of Appeals clerks, and Macomb County clerks give for laziness and not doing their jobs is un-excusable and, again, unacceptable, along with them changing the rules and how documents are to be filed or attached to serve their moods has got to stop (i.e.-Macomb County will tell you to file this way one day, then it will get rejected the next and they tell you something different or the one clerk will tell you one thing and another clerk will tell you a different thing). If I had my way true-filing would go and everyone would use the same e-filing system as either Oakland County or Wayne County (preferably Wayne county).	7/14/2015 9:26 AM
115	Ability to upload larger files without the need of reformatting or splitting the document. Extra steps or docs simply creates more room for error.	7/14/2015 9:25 AM
116	Switch back or go to another type of service.	7/14/2015 9:20 AM
117	Make it much more user friendly, and less time consuming where you don't have to upload each document separately. It is not the most efficient filing system when you have a large document to file. It's redundant and difficult to understand. Also, the time stamp copy should automatically be sent to you rather than you going into the system and looking fir it. The return copy that is generated to you is not even a time stamp copy. it's pointless.	7/14/2015 9:19 AM
118	I'd like to see more circuit courts using it!	7/14/2015 9:19 AM
119	I already answered this. The bugs just need to get worked out. There also needs to be a way to file under seal like ECF has. Certain types of cases should not have everything open to view, i.e., juvenile. EFiling should be mandatory not optional.	7/14/2015 9:15 AM
120	The TrueFiling platform is the problem, there is not an easy way to navigate the system. The process for uploading documents is difficult and confusing. The TrueFiling system is slow, and the user does not know for days, sometimes weeks if the document filed was accepted. The Tyler system that was previously used by the COA was much more user friendly.	7/14/2015 9:15 AM
121	See prior comments, generally a better experience visually, and easier and faster navigation	7/14/2015 9:13 AM
122	Previously mentioned in this survey, but will state again that the file size needs to be increased. 10MB is not large enough to accommodate documents required and necessitated with the filing.	7/14/2015 9:09 AM
123	I would like to see a faster turn around time.	7/14/2015 9:08 AM

TrueFiling User Survey

124	I would like to have the option to include service by mail on the Court-generated Proof of Service as we had with the Tyler system.	7/14/2015 9:07 AM
125	The 10 mb limit is too restrictive, especially in COA cases where the documents filed are quite large.	7/14/2015 9:07 AM
126	More timely acceptance/rejection of filing so that the user can timely re-file, if necessary. TrueFiling is not as user friendly as other courts' e-filing programs.	7/14/2015 9:05 AM
127	Go back the old e-filing system on the Court of Appeals web site. One of the things I don't like about this new True Filing system is that it doesn't have a docket page to go to, to see what has been filed and/or print off filings for a small price. I'm very unhappy with the True Filing system.	7/14/2015 9:04 AM
128	Using another e-filing system altogether like Odyssey (Wayne County Circuit Court)	7/14/2015 9:01 AM
129	It takes too long to file. There are too many steps. There are too many emails about the filing that adds to confusion. Odyssey simply sends an email advising if a filing is accepted or rejected, it is a very clear and easy process. I find True Filing to be absolutely time consuming and not user friendly at all.	7/14/2015 9:01 AM
130	To be able to see that a filing was accepted and see that it was accepted sooner. Many times a filing is rejected and I do not know about it for days. Also, the speed of filing a document. It is too slow in between screens.	7/14/2015 9:00 AM
131	Sometimes it is confusing when you file a document because you get 4 to 5 email of the full process of filing. I think it would be more sufficient just to receive ONE email confirming and accepting the filing.	7/14/2015 8:59 AM
132	It also takes too long for documents to be accepted by the clerk for filing (over 2 weeks before finding out if the bundle was or wasn't accepted).	7/14/2015 8:55 AM
133	Unlike the Wayne and Oakland e-filing systems, you do not get time stamped copies from the TrueFiling or a service list. As such, you are unable to be certain when the Court actually received the document and who was actually e-served. Also, it is not as easy to navigate through the TrueFiling system as it is in the Wayne and Oakland County e-filing systems. Of the three e-filing systems I utilize, I would rate the Oakland County system number 1, Wayne County number 2 (and the only reason that I say number 2 for Wayne County is that they actually have too many selections; i.e., they have numerous motions listed by name where the Oakland County system just has you choose that it is a motion. In my opinion, there is no need to list the names of every type of motion that could be filed. A motion fee is \$20.00 for whatever motion you are filing so that would be sufficient. The Oakland system is much more streamlined than the Wayne County system in that respect but both of them are far easier to navigate than the TrueFiling system.	7/14/2015 8:54 AM
134	More intuitive and user friendly. Do not have time to thoroughly train on the system. I thought I filed an answer timely only to find out it was uploaded but not filed.	7/14/2015 8:54 AM
135	I would like for it to be easier to add parties/contacts to a case. Also, if a person e-files, it would be nice if they were automatically added to the service recipient list for future filings. I would also like for the filed documents to be date and time stamped like they used to be after e-filing with the old MCOA e-filing service. I would prefer to only receive one email notification for the whole filing, and not separate emails for the filing and the auto-generated POS.	7/14/2015 8:49 AM
136	Receive way too many emails regarding the filing process. One recent filing resulted in approximately 16 emails.	7/14/2015 8:49 AM
137	Permitting a large office (for example, a prosecutor's office) to register as a user and have all pleadings served on that user (one central email address), with individual attorneys as secondary contacts who are also served. In large offices with a high turnover in attorneys having the office as a user is essential. The current system was designed without regard to how large offices manage caseloads.	7/14/2015 8:46 AM
138	It would be helpful to be able to e-file a document and get it back time-stamped without having to go through all of the emails indicating the Court has accepted the filing and it has been served. It would also be helpful to receive time-stamped pleadings filed by any party in a case after the Court has filed the pleading. As it is now, True Filing does not afford time-stamped copies of any documents that were not filed by our office. It would also be nice to confirm that all parties received a time-stamped copy of pleadings that were filed as is the case with other e-file systems.	7/14/2015 8:46 AM
139	Too complicated to get a time stamped copy of pleading. Also, the variety of email communications are confusing.	7/14/2015 8:45 AM
140	I would like to see the service recipient options at the case initiation stage.	7/14/2015 8:44 AM

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141	Get rid of the batching feature. Allow pleadings to be filed as one document, rather than breaking down i.e. Motion, Brief, Exhibits, Notice of Hearing, Proof of Service. This should all be scanned in as ONE document, exactly like Wayne and Oakland Counties do. I am very glad I don't do more e-filing in Macomb!!!! It is extremely difficult and very convoluted in the processes. It would be very helpful if all of the courts could work on the same system type. Too many courts and different rules to e-filing. But, 100% guarantee all support staff agree that they dislike having to efile ANYTHING in Macomb or COA. (At least in our office, but more than likely everywhere!) Plus, the multiple emails is a pain! Even if you go in and select the items you want to receive emails for, you still get too many emails. On one filing alone, I received 22 emails!!! You really don't need to email every time there is an action done with the e-filing. Additionally, I think they really need to email the invoice and true/time-stamped copies, like Wayne County does!!! This system needs to be totally revamped to be more user friendly.	7/14/2015 8:43 AM
142	Scrap this system all together. It is frustrating to wait weeks to see if your filing has been accepted. It takes forever to finally download your filed paper and your invoice. I don't know whose idea it was to use this system, but I would rather pay more for the service than to waste literally hours a week in dealing with this most difficult, senseless system.	7/14/2015 8:42 AM
143	I would like to see one system used throughout all State Courts. TrueFiling seems to be the best one out there, and it's also refreshing that we pay only the statutory fee (as we did with paper filings) and there is no third party making money every time we file into a case. The support I received when I reached out to TrueFiling was far superior than the interactions I've had with other e-filing providers.	7/14/2015 8:42 AM
144	Notice of rejected pleadings not timely.	7/14/2015 8:40 AM
145	I can't think of any. Getting started was problematic, and I have to re-learn the ropes if I haven't filed in a few weeks, but that would be true of any system.	7/14/2015 8:39 AM
146	We probably receive too many confirmation e-mail concerning a single filing (5-6 is too many). But overall the appellate filing process is pretty straightforward and when I made a mistake in our electronic Proof of Service, True Filing support was quick and accurate in correcting my error.	7/14/2015 8:37 AM
147	Get rid of it.	7/14/2015 8:35 AM
148	Friendly people in the Truefiling support staff.	7/14/2015 8:31 AM
149	State-wide e-filing in every court	7/14/2015 8:31 AM
150	There needs to be some kind of timely notification that the filing has been received/accepted rather than having to wait a day. . . many times we are filing on a deadline and not finding out that the submission has been rejected until after the deadline is frustrating. This hasn't happened in the COA or MSC, but with the TrueFiling systems in a couple of the Circuit Courts. It may be staffing issues, or it may be the TrueFiling process, but that is the most frustrating feature we've encountered so far!	7/14/2015 8:30 AM
151	use in ALL courts so we don't have to learn/use so many different e-filing systems	7/14/2015 8:30 AM
152	Its a hard system to use.	7/14/2015 8:28 AM
153	Complete overhaul to the same system that Oakland or Wayne County Circuit Courts use. Having to split a document into multiple pieces and attach as a new document each time, adding caption pages to exhibits, ridiculous.	7/14/2015 8:27 AM
154	There should be a registered email address for all users like there used to be. Once you add a service recipient once, you shouldn't have to add the same service recipient every time you file a new bundle for that particular case. It seems like I get 100 confirming emails every time I file something new.	7/14/2015 8:23 AM
155	Switch to Wiznet.	7/14/2015 8:22 AM
156	TrueFiling is the most difficult of all the Michigan e-file systems. It cannot be improved or enhanced as far as I am concerned.	7/14/2015 8:21 AM
157	At the present time, the TrueFiling system generates a minimum of 6-7 emails to the filer with each document submitted, whereas with the previous method of e-filing that was not the case. In my opinion, that is inefficient, so I would streamline that process.	7/14/2015 8:20 AM
158	Less steps when filing and receiving less emails after filing. Only the true copy is needed.	7/14/2015 8:20 AM
159	TrueFiling is not user friendly or intuitive. For instance, proofs of service and stamped copies are buried in separate locations. A list of registered TrueFilers would be very helpful. It is very difficult to determine whether opposing counsel has registered.	7/14/2015 8:18 AM
160	This system generates a burdensome number of servicing notifications, etc. for the filer.	7/14/2015 8:16 AM

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161	I don't like the large number of e-mails I receive after e-filing a document, all of which indicate the status of that filing at its various stages of the process. I would much rather receive an e-mail confirming that the e-filing was submitted, and later an e-mail confirming the e-filing was accepted. If people need to check on other details (i.e. was payment approved, etc.), they should be able to do that on their own through the e-filing website. But I cannot stand the 6+ (I would guess) e-mails I get on each filing I submit to the system.	7/14/2015 8:15 AM
162	There are too many options for the filing codes, leaving some filings to be rejected because they were categorized incorrectly.	7/14/2015 8:15 AM
163	I think the multiple emails generated from filing a pleading is too many and overloads our system that we electronically store documents on. I prefer how COA used to supply just the stamped document and generate the proof of service.	7/14/2015 8:14 AM
164	Acceptance of documents bigger than 10 MB	7/14/2015 8:14 AM
165	Go back to the e-filing system previously in place.	7/14/2015 8:13 AM
166	Please make adding numerous filings to the same bundle easier. When navigating the 13th CC - Grand Traverse County TrueFiling bundle, there is a link on the summary page that allows me to quickly add additional court filings; however, the COA and MSC sites are not set up that way and it takes additional time and effort to add a second or third document to the bundle. The process for including additional court filings should be uniform across the board for all courts. It shouldn't feel like I have to learn a new system because this is a different court.	7/14/2015 8:12 AM
167	None	7/14/2015 8:11 AM
168	Lessening the duration of the "pending" time following the submission of a pleading.	7/14/2015 8:10 AM
169	All documents coming through in one email (proof of service coming with the filed documentS), or even one link (maybe to a zip), sort of how WizNet e-served. FEWER EMAILS!	7/14/2015 8:10 AM
170	More and greater access without the fees to public records!!	7/14/2015 8:08 AM
171	Updated videos that show how the current website looks. The Courts' webcast cut in and out and was essential useless.	7/14/2015 8:08 AM
172	I would like a the client matter number field and an add contact field added to the case initiation options in the Court of Appeals and Supreme Courts to allow for a smoother case initiation. I would also like the lag time between screens, while loading, to be significantly reduced.	7/14/2015 8:03 AM
173	1. Would like to be able to receive time-stamped copies whether I am the filer or the recipient. 2. Would like that last e-mail that is received to have a link to the time-stamped copy instead of having to go in and retrieve the time-stamped copy through the history. 3. Would like the ability to see if an opposing counsel is a truefiler without having to input specific case information. Sometimes I like to see if an attorney is an e-filer so I know if I am going to have to mail it or can e-file it. 4. I would like the ability for truefiling to send a copy of certain documents to the lower court. If the lower court is an e-filing court, I have to prepare and send a separate proof of service indicating that I have served them via e-filing. If there was some way to indicate some kind of courtesy copy that would be very helpful. 5. I do note that there are now headings in the history for filed, submitted, etc. These are very helpful and appreciated.	7/14/2015 8:00 AM
174	Stop using it in any of the Courts.	7/14/2015 8:00 AM
175	1) We don't get served with a Court timestamped version of pleadings; have to go into system and download specifically. Can never do that as opposing counsel. Being served with timestamped e-copies is very useful. 2) We should be able to e-serve opposing counsel when initiating a case when the attorney/firm is on a "registered list" (I know there isn't one now, but one should be created), OR counsel is specifically contacted and agrees to e-service. As opposing counsel, it is helpful to be e-served from the inception. 3) 10MB is the way too small a limitation given the number and volumes of exhibits that usually accompany an appellate brief.	7/14/2015 7:57 AM
176	TrueFiling is a difficult process. You don't have an immediate answer with TrueFiling as you did with Odyssey system. TrueFiling is a wait and see process. A lot of times you don't have the luxury of waiting and hoping the document was approved.	7/14/2015 7:53 AM
177	See prior comment. Website options could be greatly improved and links to True filing from COA.	7/14/2015 7:50 AM
178	My biggest complaint would be the number of confirming emails after a filing. It is hard to determine which are most relevant.	7/14/2015 7:45 AM
179	Other than having the entire bar registered, I can only imagine fewer clicks to e-file pleadings (but that's in a perfect world).	7/14/2015 7:39 AM

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180	The category restrictions, i.e. not being able to upload multiple documents that relate to each other without adding another filing code, make it difficult to efile. Also, the way emails are generated and sent seems unnecessary. There are too many sent and it's not clear which we can neglect to receive based on the wording used in the menu. We don't want to miss anything important but it's not obvious which are actually necessary when reviewing the setting menus.	7/14/2015 7:35 AM
181	When you are served with a truefiling document, you have to open the main document and each attachment separately instead of being able to combine them for printing or saving to a document management system. It is very inconvenient and much more time consuming as you have to print each part and then scan them together to be able to save the main document and the attachments into your computer document management system as one document. Also, it seems that e-filing should become mandatory to all lawyers so that the e-service can be accomplished to all counsel. It is mandatory in other courts and should be mandatory in the Court of Appeals and the Michigan Supreme Court.	7/14/2015 7:32 AM
182	It is annoying and can be very overwhelming to receive a TrueFiling Notification for every single step of the filing process. Then you are required to closely monitor every notification to confirm once filed, and then you have to login to the site and obtain your time-stamped copy and receipt. A user should be able to login, file the document, and get their receipt all in a timely manner. It recently took the Court 8 days to process and 'file' a Notice of Appearance our firm filed. On another occasion, we had to re-notice our motion 3 times because the clerk could not timely process all of our supporting motion documents. This is not acceptable when the parties are dealing with court deadlines. The documents should be filed with the Court within a couple of hours as would be the case if someone had to go to the court and hand-file them, if not faster since the process is electronic.	7/14/2015 7:32 AM
183	I get 2 notifications for filing, service, acceptance, payment. This is a bit of notification overload.	7/14/2015 7:31 AM
184	I'm very disappointed that the Supreme Court and Court of Appeals chose to go with TrueFiling. As someone who has e-filed into several different courts with different software programs, I have found that TrueFiling is the absolute worst to use. The other assistants in my office feel the same. The Court of Appeals was one of the easiest to file into (along with Oakland County) when they used their previous system (Wiznet). That system is the most user-friendly to use. I don't like not getting a court-stamped copy sent directly through e-mail.	7/14/2015 7:11 AM
185	When the document is received back, I would like it to show the time stamp on the side.	7/14/2015 7:06 AM
186	This survey was somewhat confusing. My comments are on the former e-filing system since I have not yet filed using TrueFiling.	7/14/2015 6:47 AM
187	True filing clerks need more experience with self representing client's Less unnecessary rejected Documents can be amended and filed instead of being totally rejected	7/14/2015 1:31 AM

TrueFiling User Survey

188	<p>As a Accounting Information Systems auditor I would like to make the following comments: 1. My documents were never rejected on the TrueFiling side but on the case management / front-end side it was showing an alleged defect in my filings. An improvement would be to fully utilize the TrueFiling system and reject documents in the TrueFiling system so that both systems are in sync. As it stands, it appears that end users were manually manipulating the front-end register of actions. 2. My COA case was in a "incomplete holding status" for the entire time that it was pending. This does not give the public confidence in the impartiality of the system. I don't believe that a Judge ever saw my filings for this reason. I believe the clerks had undue influence and were keeping my case from moving forward to the research team and then on to the Judges. An improvement would be to have better management oversight of the filings that are in "incomplete holding status" which would included a management report with management signatures and attached documentation with reasons for the hold. 3. It does not appear that the back-end/TrueFiling system fees are reconciled everyday with the front-end Case Management System. I had to make a phone call and file complaints to get a refund that was due to me. This does not comply with Accounting Best Practices and opens the system up for fraud and embezzlement. An improvement would be to have clerks "batch out" in both systems everyday, reconcile and have management oversight of this process. 4. There are "skipped" numbers on the case management side register of actions but nothing was ever communicated on the TrueFiling side. Again, this does not give the public confidence in the system and gives the appearance of ex parte communications. When a self-represented litigant is involved they must be treated equally with opposing counsel. An improvement would be to have the front-end system completely transparent with NO skipped numbers on the register of actions. 5. The system appears to have the capability of back-dating which does not give the public confidence. When I would file things through TrueFiling there would sometimes be numerous business days before they showed in the front-end/case management register of actions. Evidence of this delay is seen on the register of actions by the item numbers being out-of-sequence. An improvement would be to lock the system down so that end-users can not change dates. The date documents are entered in TrueFiling should be the date that is used on the register of actions and should occur with no delay the next business day. Documents should either show on the register the next day or show in TrueFiling rejected documents and not in "limbo" somewhere out of view. 6. There seems to be opportunity to automate the back-end and front-end systems so that there is less opportunity for end users to manually manipulate such an important piece of justice. An improvement would be to automate the sync between the two systems and anything that is not automated should have management reports that are reviewed and signed off daily with explanations for the manual manipulations - these explanations should be available to the litigants and the public. If you have any questions please feel free to contact me! [REDACTED]</p>	7/14/2015 12:59 AM
189	<p>I am completely satisfied with how the program operates. Filing documents is very easy. The only problem I had was adding an opposing counsel to a case. However, TrueFiling telephone support was extremely helpful and I resolved the issue in about 5 minutes</p>	7/14/2015 12:21 AM
190	<p>Could a FAQ be added about initiating a case and what to do about service recipients? When I initiate the case with my application to appeal, there are no opposing counsel as service recipients yet, and I can't figure out how to add them. I wonder if there is a way to initiate the case without filing an actual document/pleading so that when I have been able to add a service recipient who's on the list, they will be served via truefiling and I won't have to send them a hard copy. Everything else about the system seems intuitive, but not this. I had a deficiency notice on my first filing because I entered the email for the service recipient manually, and for the second, I just sent it via mail and did a proof of service that I filed after the case was initiated and a case number was assigned.</p>	7/14/2015 12:17 AM
191	<p>I'm told by court personnel they can't easily sort attachments or exhibits wthey they are uploaded individually with specific identifiers--that's absurd and reflects some poor design of the software. From the user end, no such problem.</p>	7/14/2015 12:05 AM