



## December 2014 ICCES Customer Survey Results

Thank you to all who responded to the customer survey that was available throughout the month of December. We value and rely on your feedback--the overall survey scores ensure we are moving in the right direction with ICCES, and we consider every written comment to find additional ideas for improvement.

Because transparency is important to us, we'd like to share the results with you. Below the survey score results, we attempted to answer many of the questions we received in the survey.

We also received many great suggestions for improving the system. If you submitted one of those, you may not see it mentioned below, but rest assured we will consider all of your ideas for future improvements. In fact, most of the changes we make originate from our customer surveys. You can follow key changes to the system for each release by visiting <http://www.courts.state.co.us/icces/releases>.

### Survey Scores

What is your overall satisfaction level with the ICCES e-filing program?	6.97 out of 9
What is your level of satisfaction with ICCES customer support?	7.63 out of 9
What is your level of satisfaction with the ICCES billing system?	7.01 out of 9

### Comments/Questions

**Q:** *Why do courts do things differently?*

**A:** This is a great question that we often get. Each local court is encouraged to be consistent in their practices. In fact, the State Court Administrator's Office

has an entire team dedicated to working with the courts on forming best practices and encouraging consistent procedures.

However, each jurisdiction can create local memos or Chief Judge orders which can result in local requirements that differ from other courts. In these situations, the court should be able to provide you with the proper documentation and guidance so that you know what is appropriate.

If you believe a court is not following the appropriate rules, Chief Justice Directives, or their own local orders, we encourage you to contact [CPR@judicial.state.co.us](mailto:CPR@judicial.state.co.us) to address those issues. We are fortunate to have a unified state court system in Colorado, but this does not completely eliminate some of the inconsistencies you may encounter with local procedures.

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**Q:** *Why are minute orders not available through ICCES, even if only available to case parties?*

**A:** Minute orders are not automatically available to the public because of concerns that some minute orders may contain sensitive information that cannot be released without review.

For case parties, it is currently a technical limitation. Because the courts enter minute orders directly into the court's legacy case management system, there isn't a filed document to share with case parties. In order to do that, the courts must print, scan, and upload these minute orders and suppress them for case parties (or they could choose to make them public if they believe it is appropriate). Some courts do this on a limited scale, but many do not.

We will review this technical limitation to see what can be done to improve the process.

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**Q:** *Can you clarify when I need to relate documents and how this is different with ICCES?*

**A:** The requirement of relating documents is the same in ICCES as it was in the past. Per CJD 11-01, all related documents (motions, proposed orders, responses and replies) shall be related to each other when electronically filed.

To relate documents in ICCES, click on the Options button from the Manage Filing screen (where you upload your documents) and select *Relate*.

Please send comments to [icces-feedback@judicial.state.co.us](mailto:icces-feedback@judicial.state.co.us).

**Q:** *Why does the home page say I have 100 unread alerts when I only see 20 when I load my alerts screen?*

**A:** The alerts screen defaults to only show alerts for the prior month so that the screen doesn't take too long to load (some people receive thousands of alerts a month). If the number on the home page doesn't match what you see, it is likely that some of those unread alerts are older than a month. If you wish, you can change the date range to find those unread alerts and mark them as read.

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**Q:** *Why does the system require I list myself as co-counsel when I am filing a substitution of counsel to replace the existing attorney?*

**A:** Your substitution of counsel isn't officially processed until the court clerk accepts your filing and updates the official court record. When you are building your substitution of counsel filing, ICCES simply displays the official court record as it is at that time. Once the court processes the substitution, the system will reflect the updated attorney information on future filings.

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**Q:** *Why do I need to reset my password so often?*

**A:** Currently, we only ask that you reset your password once a year. If you are resetting your password more frequently than that, please contact customer support.

We periodically review our password policy to ensure ICCES has sufficient security to protect the court information available within it. We understand this can be frustrating for many of our users and that some would prefer that passwords never expire. But we must balance the convenience of using the system with the security standards that we are required to uphold to as a criminal justice agency. Your personal ICCES account is tied to certain case information that is not public, and the Judicial Branch has a responsibility to protect this information appropriately.

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**Q:** *Why can't I have documents e-mailed to me?*

**A:** Security of the court record is of utmost importance with all decisions we make. Because e-mail is generally an unsecure way of transmitting documents, we do not attach documents to any e-mail we send out. E-mails can be intercepted by third parties and unintentionally reveal sensitive information. By requiring users to log in to ICCES, we ensure that documents and the information they contain are secured and accessible only to the appropriate people.

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**Q:** *Why does my auto pay information keep getting lost?*

**A:** We have been searching for the cause of this elusive issue for some time. Fortunately, we believe we know the cause and put a fix in place on Thursday, January 22<sup>nd</sup>. Any auto-pay information entered past the 22<sup>nd</sup> should stick for the long term. We sincerely apologize for the inconvenience this has caused and appreciate your patience while we worked through this issue. If you continue to experience this issue after entering (or verifying) your auto pay information, please contact our customer support team.

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**Q:** *Can we increase the maximum file size?*

**A:** We periodically review the minimum file size to ensure that it still meets the needs of the majority. We scrutinize this decision because allowing larger files would result in an increased load on the system, which could affect response time for all ICCES users. We have to balance these competing needs when deciding whether to increase the maximum file size. At this time, we are not considering making an increase but will continue to monitor it.

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**Q:** *If we can't increase the maximum file size, can you provide clear instructions on how to reduce file sizes?*

**A:** This is more difficult than we would like. Many file size issues stem from scanner settings that can be changed to produce smaller files. However, because of the multitude of different scanners that customers may purchase, the method of changing those settings vary greatly depending on the model and manufacturer.

Please send comments to [icces-feedback@judicial.state.co.us](mailto:icces-feedback@judicial.state.co.us).

In general, we recommend that you set your scanner to the lowest possible scanning resolution that will produce a clear, legible document. Scanner resolutions are measured in something called dpi (dots-per-inch) – for example, 400 dpi x 600 dpi. It may take some trial and error to find the right resolution for your scanner. You can also call our support team for more advanced solutions.

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**Q:** *Why do we get served with documents that are rejected?*

**A:** The Colorado Court Rules require that recipients receive e-service on the same calendar day that the filing was submitted, even if it is 11:59 PM. If ICCES waited for the clerk to review the document, it could be the next calendar day. By sending e-service immediately upon submission of the filing, we ensure that ICCES provides timely delivery, and more importantly, adherence to the rules.

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**Q:** *Will ICCES ever be mobile friendly?*

**A:** We will be investigating a mobile-friendly version of ICCES in the future. We see real value in being able to easily pull up case information and documents from your phone and/or tablet, and the feedback we've received supports that.

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**Q:** *Why do I need to enter a reason for changing the document security level?*

**A:** Ultimately, the level of security on a document is set by the court clerk. When you file a document with an increased level of security, the clerks have to review that change in order to ensure that they have the proper authority to seal or suppress it. By entering a reason, you expedite the review process by providing important information the clerks need to ensure that the document is secured properly.

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**Q:** *Why did you move the "Serve Only" checkbox to the front?*

**A:** When the document security definitions changed in CJD 05-01 on September 4<sup>th</sup>, 2014, the system needed to know up front whether or not you

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were filing to the court. Your document security options are different depending on what you choose. Based on the feedback in the survey, we will evaluate whether there is a way to make it more intuitive or easier to change if you forget to check it up front.

Please send comments to [icces-feedback@judicial.state.co.us](mailto:icces-feedback@judicial.state.co.us).