

ALL I CAN SAY IS...



SURVEY RESULTS - HOW TO IMPROVE OUR PROCEDURE MANUAL

By: Hon. Karen S. Jennemann, Kim Osment, and Jeanne Kraft

Roughly two years ago, the Bankruptcy Court started posting our procedures on The Source. We have made numerous improvements and changes to address the requests of our attorneys, paralegals, staff, and parties. Now, you can find the procedures (and much more) front and center on our website. But, we know we can do better! So, we sent out a survey to our users.

On May 30, 2019, we collected the survey results to learn how our website and particularly the procedure manual is working. We got numerous helpful suggestions. THANK YOU for your input!

Overall, we are pleased our attorneys and their staffs are using the procedure manual and appreciate the resource. Please spread the word, particularly to attorneys working at the *Pro Se* Clinics around the Middle District of Florida. The procedure manual is especially helpful to attorneys helping our unrepresented parties.

The most surprising revelation from the survey was that over 76% of the respondents did not know they could contact the procedure manual committee via email with comments, questions, or concerns. Please know you can send us suggestions ANYTIME to this email address: flmb_procedures@flmb.uscourts.gov. You need not wait for our annual survey to share your good ideas!!!

The committee reviewed and discussed each response and proposed ways to implement the recommended change or suggestion. Some recommended changes we can implement almost immediately. For example, starting NOW we will send a monthly eBlast to CM/ECF users and court staff highlighting specific updates or changes made to the procedure manual and external website. We want to keep you informed about improvements to the procedure manual as they occur.

Other changes or additions you requested require the Court to develop an internal procedure component that will take time. As soon as these internal procedures are complete, however, the committee will post the new external procedure. For example, we hope to post procedures on continuances and case reinstatements by January 2020.

Thank you to all individuals who completed the survey. Your comments and suggestions were appreciated.