

## **TPAC eFile Focus Group Questions**

### **General Questions**

- 1) Are there any features or functions in the current forms that you would like to have in the new form?
- 2) Are there features or functions in the current forms that you do not want in the new form?
- 3) The concept for the new form is that it will give the user more flexibility in terms of workflow and the number of different actions that can be performed in a single form session. Would it be worthwhile to also provide a simplified, “quick-action” interface that will allow users to perform a single task on a single record quickly?
- 4) When you decide to make attorney form updates to record(s), do you generally have all information you need or do you need to pull up TSDR or your internal system to look up particular information on a case(s)?
- 5) When using the form to replace the primary attorney of record with another appointed attorney, is there any reason you would want to review the attorneys currently listed in the TSDR record?
- 6) When you want to update multiple records at one time (changes to multiple cases), how do you find the case numbers you want to work on (in current situation)? Do you have an internal docketing system where you extract the information?
- 7) When updating multiple records at a time, what information would you like to have handy to support your work?

### **Correspondence Questions**

- 8) Is there any value in collecting correspondence information (including email addresses) for appointed attorneys other than the primary attorney of record?
- 9) The current limit on secondary courtesy copy email addresses is four (in addition to the primary correspondence email address). Is that sufficient? If not, how many would you like to be able to enter?

### **Filing Receipts/Payment Receipts**

- 10) What kind of information would you like to see in filing receipts for attorney form actions?

- 11) Instead of a complete copy of the actions performed, would you prefer an abbreviated version of an emailed receipt/acknowledgment that provides a link (or some other means) for viewing a more detailed description of the actions performed?
- 12) If a form session involves multiple actions on multiple records with various owners, how should the receipt/acknowledgment be handled? One receipt per session, one receipt for each batch of records with the same owner, one receipt for each record, something else?

### **Signature Issues**

- 13) Would you ever print before completing the form for signature? In addition, would you use a “Print to Sign” function, where you print something out for signature and then upload it?
- 14) What types of e-signature options are you interested in beyond the current traditional e-signature of alphanumeric characters between two forward slashes (e.g., sign by mouse)?

### **Notification Questions**

- 15) Would you like owner and primary attorneys to be notified for any changes made by any external user?