

BOULDER COUNTY LEGAL SERVICES CLIENT SURVEY

Please help us improve Boulder County Legal Services by answering the following questions. We are interested in your honest opinions, whether positive or negative. Your responses to this questionnaire are completely anonymous. Please place your completed questionnaire in the box at the reception desk.

THANK YOU VERY MUCH!

Today's Date: ____/____/____

1. In general, how satisfied or dissatisfied are you with the help you received at Boulder County Legal Services?

- very satisfied
- somewhat satisfied
- somewhat dissatisfied
- very dissatisfied

2. How much do you agree or disagree with the following statements?

“Boulder County Legal Services provided me with professional legal advice that I would not have been able to afford otherwise.”

- I strongly agree
- I somewhat agree
- I somewhat disagree
- I strongly disagree
- I don't know

“I received enough advice at Boulder County Legal Services to help me understand my legal rights and options.”

- I strongly agree
- I somewhat agree
- I somewhat disagree
- I strongly disagree
- I don't know

3. Please rate the following about Boulder County Legal Services by checking the box next to each item that comes closest to your opinion.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/ not applicable
The courtesy of staff who interviewed you						
The staff's ability to answer your questions to your satisfaction						
The amount of time the staff spent with you						
The length of time you had to wait to get an appointment						
The convenience of the location						

4. If you received information and advice from Boulder County Legal Services but your case will not be assigned to a private attorney, to what extent will this information and advice help you with your legal problem?

- to a great extent
- to some extent
- only a little
- not at all

5. What was the most helpful aspect of Boulder County Legal Services?

6. In what way(s), if any, could Boulder County Legal Services have been more helpful to you?

7. If you were in need of similar help again, would you use Boulder County Legal Services?

- yes, definitely
- yes, probably
- no, probably not
- no, definitely not

8. Your legal problem(s):

9. Your gender: female male

10. Your race/ethnicity: Please check all that apply.

- African American Hispanic/Latino/Mexicano
- Asian/Pacific Islander Native American/Eskimo/Aleut
- White Non-Hispanic other (please specify) _____

11. Your age:

- less than 18
- 18 – 24
- 25 - 44
- 45 - 59
- 60 and over

12. The city in which you live:

- Boulder
- Lafayette
- Longmont
- Louisville/Superior
- Mountain Area
- Niwot
- Other Boulder County city (please specify) _____
- Outside Boulder County (please specify) _____