

STUDENT LEGAL SERVICES SATISFACTION SURVEY FORM

QUARTER: (Circle one)

FALL

WINTER

SPRING

SUMMER

YEAR 20_____

STANDING: (Circle one)

Undergraduate

Graduate

Student Org

1. Please circle the word that best describes your experience in scheduling an appointment? (Circle One)

Convenient Difficult Easy Inconvenient

2. At the office and on the telephone, were you treated in a friendly and courteous manner?

Yes No

3. When you arrived for your appointment, were you given clear instructions about completing your Intake Form?

Yes No

4. Do you feel you had enough time during your Intake session to share all the information that is relevant to your case?

Yes No

5. Did you arrive at least three minutes before your appointment?

Yes No

6. Did you arrive to your appointment late? If so, why?

Yes No

7. Did you have a follow-up appointment?

Yes No

8. Was the follow-up appointment: (Please circle all that apply)

By E-mail In Person By Telephone

9. Was the information you received presented to you clearly?

Yes No

10. Was the information you received useful in helping you make a decision about how to handle your legal question/matter?

Yes No

11. Were you given one or more options to pursue?

Yes No

12. Did you decide to follow one of the options presented by SLS?

Yes No

13. If you followed an option suggested by SLS, was the outcome:

Negative Positive Neutral Still Pending

14. Did SLS refer you to a private attorney or to an organization?

Yes No

If referred, to whom were you referred?

15. How was your experience with the organization or lawyer to whom SLS referred you?

Excellent Good Mediocre Unsatisfactory

16. Would you use the services at SLS in the future?

Yes No

17. What was your overall experience at SLS?

Excellent Good Mediocre Unsatisfactory

18. How did you learn about SLS?

Friend Flyer Faculty/Staff

Other: _____

COMMENTS:

Please fold, staple and return by campus mail (MC 0329) or place in the box in the lobby.