**Customer Satisfaction Survey**

**As part of a statewide effort to evaluate the benefits of self-help legal services, we would like to ask for your feedback about the services you received today. Your responses will help us improve our services to the public. Your name will not be connected to your responses, and your participation will not impact your court case in any way.**

**This survey is voluntary; you may choose to skip any questions you do not wish to answer. Thank you for your help!**

**Please answer the following questions about the assistance you received:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Somewhat Agree** | **Somewhat Disagree** | **Disagree** | **Strongly Disagree** |
| The staff treated me with respect. | □ | □ | □ | □ | □ | □ |
| The staff explained things to me clearly. | □ | □ | □ | □ | □ | □ |
| I received the information I needed. | □ | □ | □ | □ | □ | □ |
| I know what I need to do next. | □ | □ | □ | □ | □ | □ |
| Overall, I am satisfied with the services I received. | □ | □ | □ | □ | □ | □ |

What did you like most about the services you received?

How could services be improved?

Probate:

* **Conservatorship**
* **Guardianship (Pet)**
* **Guardianship (Objector)**
* **Limited Conservatorship**
* **Probate**
* **Other (please describe): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Other:

* **Gov’t Child Support (IV-D)**
* **Traffic**
* **Expungements**

Civil:

* **Civil Harassment (Pet)**
* **Civil Harassment (Resp)**
* **Consumer Debt/Finance**
* **Elder Abuse**
* **General Civil**
* **Landlord/Tenant (Tenant)**
* **Landlord/Tenant (Landlord)**
* **Name Change**
* **Small Claims (Plaintiff)**
* **Small Claims (Defendant)**
* **Other Civil: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

To Be Completed by Staff

County: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Court/Site Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1) SUBSTANTIVE AREA** (check all that apply):

Family Law:

* **Adoption**
* **Child Custody/Visitation**
* **Child Support (non IV-D)**
* **Divorce/Dissolution**
* **Domestic Violence/DVRO** **(Pet)**
* **Domestic Violence/DVRO (Resp)**
* **Parentage**
* **Spousal/Partner Support**
* **Other Family Law (describe):**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

2) **SERVICE TYPE PROVIDED** (check all that apply):

* **One-on-One Assistance (in person)**
* **Workshop (in person)**
* **In-Courtroom Assistance/Day of Court**
* **Mediation/Settlement Conference**
* **Remote Services (please describe):**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **Triage**
* **Other (please describe):**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_