***Legal Services Client Survey***

***Directions:*** Please help us to improve our program by answering the following eight questions. We want to know how you are doing with your recovery process, and how we have helped. *Just circle the best answer for each question.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **As a result of the services I received from [your agency name here]:** | ***Strongly Agree*** | ***Agree*** | ***Neutral*** | ***Disagree*** | ***Strongly Disagree*** | ***NA*** |
| *Stability/Resolution:*   1. Obtaining legal help made it easier for me to regain a sense of control over my life. | ***5*** | ***4*** | ***3*** | ***2*** | ***1*** | ***-*** |
| *Understanding and Participation in the Criminal Justice (Legal) System*   1. I now have a better understanding of my role in the legal process 2. I now have a better understanding of my rights as a victim of crime. 3. I now have a better understanding of my role in the immigration process. | ***5***  ***5***  ***5*** | ***4***  ***4***  ***4*** | ***3***  ***3***  ***3*** | ***2***  ***2***  ***3*** | ***1***  ***1***  ***1*** | ***-***  ***-***  **NA** |
| *Satisfaction*   1. The attorney/BIA Representative on my case explained to me the laws that apply to my case. 2. The services the agency provided were timely. 3. The agency took my culture, religion, and orientation into consideration when providing me services. | ***5***  ***5***  ***5*** | ***4***  ***4***  ***4*** | ***3***  ***3***  ***3*** | ***2***  ***2***  ***2*** | ***1***  ***1***  ***1*** | ***-***  ***-***  ***-*** |

*Thank you for taking the time to help us improve our services.*