

**OKLAHOMA
LEGAL ASSISTANCE PROGRAM
PARTICIPANT SURVEY**

County of Residence: _____

Gender

Female Male

Age

60-74 75-84 85 +

1. Services you received?

- Telephone conversation with receptionist
- Telephone conversation with an eligibility worker
- Telephone conversation with an attorney/paralegal
- Legal Information/Education
- Legal Advice Counsel
- Brief Legal Services (assistance with forms, paperwork, etc.)
- Full Legal Representation

2. Please indicate **PROMPTNESS** of any **CALL BACK**

- Excellent (1-2 business days) Good (3-4 business days)
- Fair (5 business days) Poor (more than 5 business days)

3. Please indicate overall **COURTESY** (check appropriate box for each staff person)

Receptionist: Excellent Good Fair Poor

Eligibility Worker: Excellent Good Fair Poor

Paralegal: Excellent Good Fair Poor

Attorney: Excellent Good Fair Poor

4. Legal Aid Services was able to help me with my problem? *If no, skip to #6*

Yes No

5. Based on this experience, are you satisfied with the overall quality of the services provided?

Very Satisfied Satisfied Somewhat Satisfied Not Satisfied

6. Legal Aid Services was not able to help me with my legal problem beyond legal advice and counsel, because...

I did not qualify for services

My problem was not the kind that Legal Aid Services handles

My case was not likely to be successful

My case was too complex for Legal Aid Services

Other _____

Turn page for question 7 & 8

7. How likely are you to recommend our services?

Very Likely Likely Somewhat Likely Not Likely

8. What would you do to improve our services?
