



**LEGAL SERVICES CORPORATION
Technology Initiative Grant Program
2nd Year Web Site Evaluation System**

ADVOCATE SURVEY INSTRUMENT

Name of Web Site:

Your feedback is very important to us. Please take a few minutes to let us know what you think about our website.

1. Who are you?

- A pro bono attorney. *(If you are a pro bono attorney, please complete the additional questions at the end of this survey)*
- A staff attorney of a Legal Services/Aid office.
- A non-attorney staff member of a Legal Services/Aid office.
- A member of a social services agency.
- A paralegal.
- A law school student.
- Other: _____

2. For how many years have you been providing legal support to low-income clients?

- Less than one year.
- Between one and five years.
- Between five and ten years.
- More than ten years.

3. In which legal areas have you provided legal assistance to low-income persons? (Please check all that apply.)

- Bankruptcy
- Civil Rights
- Consumer

- Disability
- Domestic violence
- Education
- Employment
- Family Law
- Health
- Housing
- Public benefits
- Social security, SSI
- Unemployment compensation
- Wills and probate
- Other: _____

4. How did you learn about the advocate website? (Please check all that apply.)

- From the program I work for.
- From another legal services program.
- From a colleague.
- From a conference/presentation.
- Through a link from another website.
- From a publication/advertisement.
- Other: _____

5. How frequently do you use the following components of the website and related technology?

[Identify all relevant pieces of your advocate website]

	Regularly	Periodically	Rarely	Never

Listserv				
Brief Banks/Library				
Case Placement Services				
Bulletin Boards				
Calendar				
Job Listings				
Search Feature				

6. How easy or difficult is it for you to use the following components of the website and related technology?

[Identify all relevant pieces of your advocate website]

	Very Easy	Easy	Hard	Very Hard	N/A
Listserv					
Brief Banks/Library					
Case Placement Services					
Bulletin Boards					
Calendar					
Job Listings					
Search Feature					

For those features you found difficult to use, why are they difficult?

7. How helpful is the information and support you receive through the following components of the website and related technology?

[Identify all relevant pieces of your advocate website]

	Very Helpful	Helpful	Not Helpful	N/A
Listserv				
Brief Banks/Library				
Case Placement Services				

Bulletin Boards				
Calendar				
Job Listings				
Search Feature				

Please indicate your agreement with the following statements by placing a check in the appropriate box.

	Strongly Agree	Agree	Strongly Disagree	Disagree	N/A
8. The website increases my knowledge about the legal issues facing my clients.					
9. The website increases my ability to identify appropriate legal remedies for my clients.					
10. The website enables me to collaborate more with other advocates.					
11. The website helps me to complete my legal research more quickly.					
12. The website enables me to produce higher quality legal research.					
13. The website enables me to take on cases in legal areas new to me.					
14. The website improves the knowledge and skills I need to more effectively represent my clients.					

Please provide details or any other comments about your answers above:

15. Could you please provide an example or two of how the website has helped you to serve a low-income client?

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16. What suggestions do you have to improve the website and related technology?

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17. Is there anything not included on the website that should be included? If so, please identify.

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IF YOU ARE A PRO BONO ADVOCATE, PLEASE ALSO COMPLETE THE FOLLOWING QUESTIONS.

1. How large is the law firm for which you work?

<input type="checkbox"/>	I am a solo practitioner.
<input type="checkbox"/>	Two to five attorneys.
<input type="checkbox"/>	Six to ten attorneys.
<input type="checkbox"/>	More than ten attorneys

2. How many pro bono cases do you handle on average in a year?

<input type="checkbox"/>	None
<input type="checkbox"/>	1 or 2

	Between 3 and 5
	More than 5

We are interested in knowing a bit more about whether and how our website and related technology services support you in your pro bono representation:

3. To what extent has the website and related services reduced the administrative burdens of your pro bono work (case referrals, reporting, etc)?

	To a great extent
	Somewhat
	Not at all
	N/A

4. To what extent did the website and the related technology provided by the program influence your decision to be a part of the pro bono panel?

	To a great extent
	Somewhat
	Not at all
	N/A

5. To what extent do the website and the related technology provided by the program play a role in your decision to stay on the pro bono panel?

	To a great extent
	Somewhat
	Not at all
	N/A

6. Did you sign-up to volunteer using an on-line registration tool?

	Yes (<i>Please go to #7</i>)
	No (<i>Please go to #9</i>)

7. How easy or hard was it to use the online registration tool?

	Very Easy
	Easy
	O.K.
	Hard
	Very Hard

8. What features of the online registration toll made it easy or hard to use?

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9. Please provide any other comments about how the website has influenced your pro bono work:

Thank you!