



LEGAL SERVICES CORPORATION
Technology Initiative Grant Program
Client Web Site Evaluation System

COMMUNITY PROVIDER SURVEY

INSTRUMENT

Community Provider Name: \_\_\_\_\_

Note: You can leave this blank if you wish. We are requesting the name of your organization to enable us to follow-up with you as needed. It will not be provided to the any other groups and your responses will remain confidential.

Thank you for taking the time to complete this survey. As you may know, \_\_\_\_\_ has been working to increase access to legal information and resources for low-income persons through the \_\_\_\_\_ Web site. In order to help us better understand our efforts, we would appreciate your feedback on the following questions.

1. In which area(s) do you provide support to low-income persons / your program's constituents? (Please check all that apply)

Table with 2 columns: checkbox, area of support. Rows include: Community / economic development, Divorce and child custody issues, Domestic violence, Education, Employment/job training, Eviction and housing issues, Health, mental health, Immigration, Public benefits, Rights / services for people with disabilities, Senior citizens' rights and services, Substance abuse, Other (Please identify)

**2. In what ways do you assist low-income persons / your program's constituents?**  
(Please check all that apply)

<input type="checkbox"/>	I represent them in legal cases
<input type="checkbox"/>	I answer legal questions
<input type="checkbox"/>	I refer them to other sources of legal help
<input type="checkbox"/>	I provide non-legal assistance
<input type="checkbox"/>	Other

**3. How familiar are you with the \_\_\_\_\_  
Web site?**

<input type="checkbox"/>	Very familiar ( <b>Please go to question #4</b> )
<input type="checkbox"/>	Somewhat familiar ( <b>Please go to question #4</b> )
<input type="checkbox"/>	I did not know that this Web site exists ( <b>Stop here</b> )

**4. How did you learn about the Web site?**

*[Name of Web site]*

<input type="checkbox"/>	From the {name} legal services program
<input type="checkbox"/>	From a colleague
<input type="checkbox"/>	Through a browser/search engine
<input type="checkbox"/>	From a link from another site
<input type="checkbox"/>	From an advertisement/publication
<input type="checkbox"/>	At a presentation/meeting/training
<input type="checkbox"/>	Other

**5. To what extent are the low-income persons you assist aware of the Web site?**  
(Please check all that apply)

**Of those with whom I've discussed the Web site:**

<input type="checkbox"/>	Most are aware of the Web site and have used it
<input type="checkbox"/>	Most are aware of the Web site but have not used it
<input type="checkbox"/>	Most are not aware that the Web site exists
<input type="checkbox"/>	I do not know whether they are aware of the Web site

**6. How often do you refer those who you assist to the Web site**

*(Please check all that apply)*

<input type="checkbox"/>	Frequently ( <b>Please go to question #7</b> )
<input type="checkbox"/>	Occasionally ( <b>Please go to question #7</b> )
<input type="checkbox"/>	Never ( <b>Please go to question #12</b> )

**7. For what type of legal issues do you refer those who you assist to the Web site?**

*(Please check all that apply)*

<input type="checkbox"/>	Community / economic development
<input type="checkbox"/>	Divorce and child custody
<input type="checkbox"/>	Domestic violence
<input type="checkbox"/>	Education
<input type="checkbox"/>	Employment/job training
<input type="checkbox"/>	Eviction and housing issues
<input type="checkbox"/>	Health, mental health
<input type="checkbox"/>	Immigration
<input type="checkbox"/>	Public benefits
<input type="checkbox"/>	Rights / services for people with disabilities
<input type="checkbox"/>	Senior citizens' rights and services
<input type="checkbox"/>	Substance abuse
<input type="checkbox"/>	Other (Please identify)

**8. How often do you receive comments or feedback from clients about the Web site?**

*[Name of Web site]:*

<input type="checkbox"/>	Often ( <b>Please go to question #9</b> )
<input type="checkbox"/>	Sometimes ( <b>Please go to question #9</b> )
<input type="checkbox"/>	Seldom or never ( <b>Please go to question #10</b> )

**9. What type of comments do you receive from clients? (Please check any that apply)**

Positive (Please describe).

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Negative (Please describe).

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**10. How often do users have trouble with or ask for help in using the Web site?**

	Frequently (Please go to question #11)
	Occasionally (Please go to question #11)
	Never (Please go to question #12)

**11. What do users typically have trouble with or ask for help with when using the Web site? (Please check all that apply)**

	How to use the computer/Internet/printer
	Knowing where to look for the information
	Finding information that is useful to them
	Understanding the information and knowing what next steps to take
	Downloading documents
	Other

**12. How often does your program contribute to or publish content on the site?**

	Often (Please go to #13)
	Sometimes (Please go to #13)
	Rarely (Please go to #13)
	Never (Please go to #15)

**13. How simple or hard has it been to contribute to or publish content on the site?**

	Very simple
	Simple
	Neither
	Hard
	Very hard

**14. Please explain why this process is (was) simple or hard?**

**15. How often do you use the Web site to get information to help those who you assist?**

	Frequently ( <b>Please go to question #16</b> )
	Occasionally ( <b>Please go to question #16</b> )
	Never ( <b>Please go to question #20</b> )

**16. For what type of legal issues do you use the Web site? (Please check all that apply)**

	Community / economic development
	Divorce and child custody
	Domestic violence
	Education
	Employment/job training
	Eviction and housing issues
	Health, mental health
	Immigration
	Public benefits
	Rights / services for people with disabilities
	Senior citizens' rights and services
	Substance abuse
	Other (Please identify)

**17. How easy or hard is it for you to find the information you need on the Web site?**

	Very Easy
	Easy
	Neither
	Hard
	Very Hard

*Please provide comments here:*

**18. How useful is the information you find on the Web site?**

	Very Useful
	Useful
	Not Useful

*Please provide comments here:*

**19. To what extent do you find the Web site helpful in your work assisting low-income persons with legal issues?**

	Very helpful
	Helpful
	Not helpful

**20. Please identify any legal issue areas that are not currently included in the Web site but that you think should be:**

**21. Please identify any legal issue areas that you think are not adequately covered in the Web site but that you think should be:**

**22. Please identify any specific materials that you think should be added to the Web site?**

**23. What suggestions do you have to improve the Web site?**

**24. Please provide any additional comments you have about the Web site here:**

**THANK YOU FOR YOUR HELP!**