

LET US KNOW WHAT YOU THINK!

New Mexico Legal Aid
P.O. Box 25486
Albuquerque NM
87125-5486



Dear Client,

Providing you with the highest quality legal assistance at New Mexico Legal Aid is our priority. We would love to hear from you about your experience with us in order to better serve you and other New Mexicans in the future. This survey should only take a couple of minutes to complete. Please be assured all answers you provide are voluntary, confidential, and anonymous. When finished, please return to your nearest NMLA office or mail to the address above.

If you are interested in sharing your story to use in future NMLA advertisements, you are welcome to include your contact information in the extra comments section or send an email to contact@nmlegalaid.org and somebody will contact you. Thank you for your time.

If you prefer to take this survey online, please visit <http://bit.ly/NMLAsurvey>.

Thinking about your experience with New Mexico Legal Aid, on a scale from 1 to 5 (with 1 being “poor” and 5 “excellent”), please rate each of the following by filling the bubble that best represents your choice.

On-time performance and timeliness
Poor 1 2 3 4 5 Excellent

Overall satisfaction with NMLA services
Poor 1 2 3 4 5 Excellent

Staff courtesy
Poor 1 2 3 4 5 Excellent

What was your legal issue?
 Consumer Housing
 Domestic Violence Education
 Tribal Law Family
 Health Government Benefits
 Other: _____

Competence of staff who worked with you
Poor 1 2 3 4 5 Excellent

Ease of applying for services
Poor 1 2 3 4 5 Excellent

Which office did you receive services from?
 Albuquerque Santa Ana
 Clovis Santa Fe
 Gallup Silver City
 Las Cruces Taos
 Las Vegas Volunteer Attorney
 Roswell Program

Convenience of office location
Poor 1 2 3 4 5 Excellent

Treating you with dignity and respect
Poor 1 2 3 4 5 Excellent

What was most helpful to you when receiving NMLA services?

What could NMLA improve on?

Any additional comments?
