

# GeorgiaLegalAid.org User Survey

## LEGALAID-GA.ORG / GEORGIALEGALAID.ORG WEB SITE EVALUATION SURVEY

Please complete as much of this survey as possible.

Questions marked with a \* are required.

Part I: Web Site and Computer Access Information.

### \*1. Where do you live in Georgia?

### 2. Where did you learn about the web site? Choose all that apply.

- Atlanta Legal Aid Society
- Georgia Legal Services Program
- Other Legal Aid or Pro Bono Program
- Court
- Lawyer or Bar Association
- Social Service Agency or Community Program
- Friend
- Newspaper, Radio, Television
- Web Search Engines

Other (please specify)

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**\*3. Where do you usually go to find a computer to get to the Internet? Choose all that apply.**

- Home
- Home of a Family Member
- Work
- School
- College
- Public Library
- Community Center
- Seniors Center
- Church

Other (please specify)

Part II: Education, Computer Experience, and Income Information. This information will be used to help us find out how easy it is for people to use the web site if they do not have much experience with computers. It will also help us to figure out whether we are reaching people that Georgia Legal Services Program and Atlanta Legal Aid Society are trying to serve (people with low incomes).

**4. Please tell us how much education you have: Choose one.**

- Grade School
- Some High School
- High School Graduate
- Some college
- Associate's Degree
- Bachelor's Degree
- Some graduate school
- Professional graduate degree
- Ph.D.

**5. How much experience do you have using the Internet?**

- None
- Some
- A Lot

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**6. We'd like to know about the income levels of people who use our site. By "low income" we mean someone who would probably be eligible for legal services from Atlanta Legal Aid Society and Georgia Legal Services Program (the maximum income for an individual is about \$11,000 and for a family of four it's about \$23,000 per year). Please choose what best fits your situation. I am:**

- An attorney getting information for a low income client.
- Getting information for someone else who is low income.
- Working with an agency that serves low income people.
- Not low income, but hope this information will be useful.
- A low income person getting information for myself.
- Just browsing.

Other (please specify)

Part III. Evaluation and Feedback About Web Site.

**7. How easy or hard was it to find the information you needed? Choose one.**

- Very Easy
- Easy
- Somewhat Difficult
- Hard
- Very Hard

**8. How helpful was the web site?**

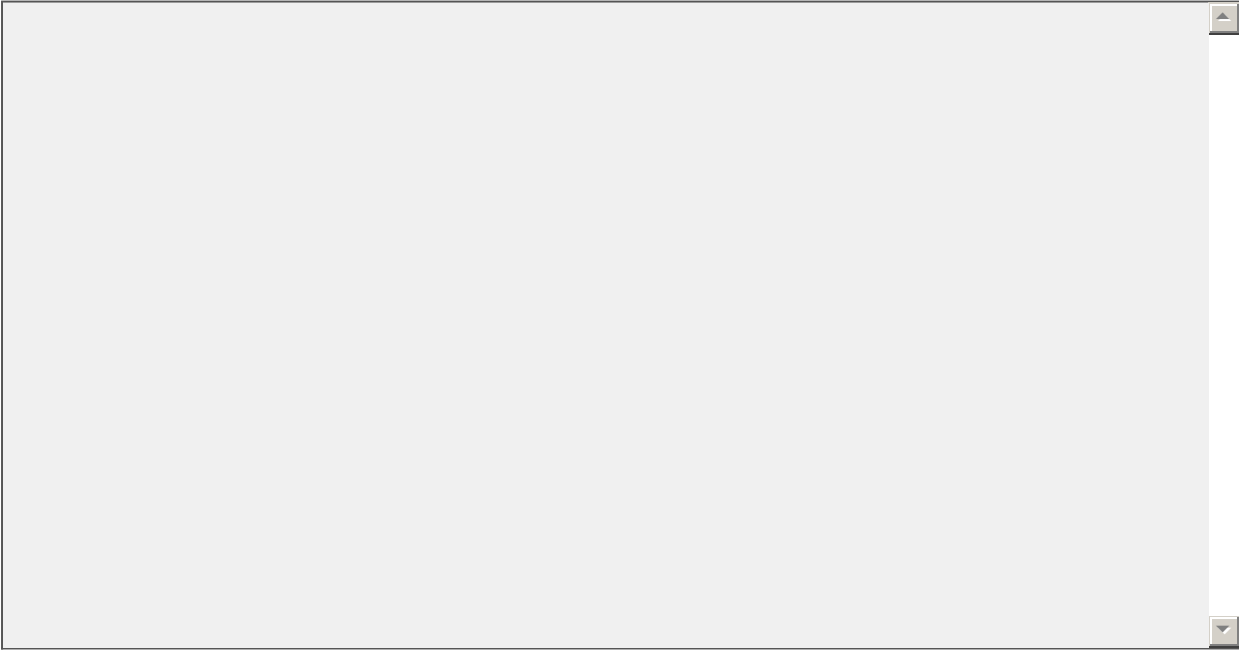
- Very helpful
- Somewhat helpful
- Not helpful

**9. Did you find the answer to your legal problem?**

- Yes
- No
- I found part of the answer

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**10. What other changes should we make to the web site to help you solve your legal problem?**



Thank you for helping us improve LegalAid-GA.org / GeorgiaLegalAid.org .