

# 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. You can also return this by email to [contact@nmlegalaid.org](mailto:contact@nmlegalaid.org).

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](mailto: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?

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What could NMLA improve on?

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Any additional comments?

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