



# Client Survey

505 Marquette NW, Ste. 700  
Albuquerque, NM 87102  
PO Box 25486  
Albuquerque, NM 87125  
newmexicolegalaid.org

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 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 it to your nearest NMLA office or mail it 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](mailto:contact@nmlegalaid.org), and somebody will contact you. Thank you for your time.

**[Please click here if you would prefer to take this survey online.](#)**

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      Excellent  
1 2 3 4 5

Overall satisfaction with NMLA services:

Poor      Excellent  
1 2 3 4 5

Staff courtesy:

Poor      Excellent  
1 2 3 4 5

What was your legal issue?

- |  |  |
|--|--|
| <input type="checkbox"/> Consumer          | <input type="checkbox"/> Housing             |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Education           |
| <input type="checkbox"/> Tribal Law        | <input type="checkbox"/> Family              |
| <input type="checkbox"/> Health            | <input type="checkbox"/> Government Benefits |
| <input type="checkbox"/> Other:            |  |

Competence of staff who worked with you:

Poor      Excellent  
1 2 3 4 5

Ease of applying for services:

Poor      Excellent  
1 2 3 4 5

Which office did you receive services from?

Convenience of office location:

Poor      Excellent  
1 2 3 4 5

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Albuquerque | <input type="checkbox"/> Santa Ana                  |
| <input type="checkbox"/> Clovis      | <input type="checkbox"/> Santa Fe                   |
| <input type="checkbox"/> Gallup      | <input type="checkbox"/> Silver City                |
| <input type="checkbox"/> Las Cruces  | <input type="checkbox"/> Taos                       |
| <input type="checkbox"/> Las Vegas   | <input type="checkbox"/> Volunteer Attorney Program |
| <input type="checkbox"/> Roswell     |   |

Treating you with dignity and respect:

Poor      Excellent  
1 2 3 4 5

What was most helpful to you when receiving NMLA services?

What could NMLA improve on?

Any additional comments?

