

How Was Your SLS Experience

Description:

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Q1 The procedures for administering this survey were developed to maintain your anonymity from any party and to maintain the anonymity of who responds to the survey. However, when you use a computer to respond to a survey, the IP address of the computer you use will be transmitted to the company hired to conduct and provide analysis of this survey. No one intends to use this information for any purpose; however, you may want to use a public terminal if you do not want your IP address to be logged by the vendor.

Accept [Code = 1]

Do not accept (Go To End) [Code = 2]

Required answers: 1 Allowed answers: 1

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Q2 Are you:

A U.S. Citizen [Code = 1]

A Permanent Resident of the U.S. [Code = 2]

An International Student [Code = 3]

None of the above [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q3 Are you a U.S. veteran?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q4 Do you have any children or other dependents?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q5 What is your age? (Please enter whole number)

[Code = 1] [Textbox - Numeric]

Required answers: 0 Allowed answers: 1

Q6 What is your student status?

Freshman [Code = 1]

Sophomore [Code = 2]

Junior [Code = 3]

Senior [Code = 4]

Graduate [Code = 5]

Professional (Vet/Med/Law) [Code = 6]

Non-degree [Code = 7]

Required answers: 1 Allowed answers: 1

Q7 How do you identify yourself? (Check all that apply)

African-American [Code = 1]

Asian [Code = 2]

Hispanic [Code = 3]

Multiracial [Code = 4]

Native American/Alaskan Native [Code = 5]

Native Hawaiian/Pacific Islander [Code = 6]

White [Code = 7]

Foreign [Code = 8]

Other (please specify) [Code = 9] [Textbox]

Required answers: 1 Allowed answers: 9

Q8 What is your gender?

Male [Code = 1]

Female [Code = 2]

Other (please specify) [Code = 3] [Textbox]

Required answers: 1 Allowed answers: 1

Q9 What is your social status?

Single [Code = 1]

Married/Civil Union [Code = 2]

Required answers: 1 Allowed answers: 1

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Q10 What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?

None [Code = 1]

Minimal [Code = 2]

Moderate [Code = 3]

Significant [Code = 4]

Expert [Code = 5]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements:

Q11 I was satisfied with the goal the staff and I agreed to pursue in my case.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q12 I consider the final resolution to my case to be fair.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q13 The outcome of my case resolved my legal concern.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q14 The final resolution of my case was what I desired.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Please respond to the following: My case . . .

Q15 Required me to appear in court

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q16 Was resolved without a trial or court hearing

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q17 What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

None [Code = 1]

Minimal [Code = 2]

Moderate [Code = 3]

Significant [Code = 4]

Expert [Code = 5]

Required answers: 1 Allowed answers: 1

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Q18 Since my recent experience with Student Legal Service, my respect for the U.S. legal system has . . .

Greatly increased [Code = 5] [Numeric Value = 5]

Moderately increased [Code = 4] [Numeric Value = 4]

Neither increased nor decreased [Code = 3] [Numeric Value = 3]

Moderately decreased [Code = 2] [Numeric Value = 2]

Greatly decreased [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements:

Q19 I felt I was treated with courtesy and respect by the Student Legal Service staff.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q20 The staff members were approachable; I felt as though I could ask questions and discuss matters freely.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q21 I felt the staff members assigned to my case were competent.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q22 I felt the staff allowed me to give input on the handling of my case.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q23 I would use Student Legal Service again if I had a qualifying legal problem.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements: Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have . . .

Q24 A better understanding of the legal process

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q25 A better understanding of the role and function of attorneys

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q26 As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q27 Been motivated to take a greater interest in the law and current legal issues

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements:

Q28 I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q29 Without legal help, I would have considered leaving school.

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements: The services provided by SLS. . .

Q30 Enhanced my ability to focus on my studies

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q31 Allowed me to concentrate on my job

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q32 Allowed me to participate more fully in my family life

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q33 Allowed me to maintain my social relationships

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q34 Restored and/or enhanced my sense of well-being

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q35 Allowed me to feel less stressed about my legal issue

Strongly agree [Code = 5] [Numeric Value = 5]

Moderately agree [Code = 4] [Numeric Value = 4]

Neither agree nor disagree [Code = 3] [Numeric Value = 3]

Moderately disagree [Code = 2] [Numeric Value = 2]

Strongly disagree [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

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Q36 Before coming to Student Legal Service, did you consult or use information from any of the following? (Check all that apply)

An attorney/lawyer [Code = 1]

Family member(s) [Code = 2]

Friend(s) [Code = 3]

Law student [Code = 4]

A Legal/Law app [Code = 5]

Sites from internet search [Code = 6]

SLS website www.odos.illinois.edu/sls [Code = 7]

TV programs (Law and Order, Judge Judy, Judge Brown etc.) [Code = 8]

Required answers: 1 Allowed answers: 8

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Q37 How useful did you find the SLS website?

Very useful [Code = 4] [Numeric Value = 4]

Somewhat useful [Code = 3] [Numeric Value = 3]

A little useful [Code = 2] [Numeric Value = 2]

Not very useful [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q36='SLS website www.odos.illinois.edu/sls'

Q38 What one or two things did you learn about the law and/or the legal process from your experience with Student Legal Service?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

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