



Lawyers for Neighborhoods

Pro Bono Project Client Survey

To: Current and Recent Clients of the Pro Bono Project

From: Kelly Pfeifer, Supervising Attorney and Alyson Harkins, Outreach Coordinator

Please take a few moments to let us know how you feel about your experiences with the Pro Bono Project. Your response will help the Community Law Center and the Pro Bono Project improve practices and assist many more community and nonprofit organizations in the future. If you need help with this form, please contact Alyson Harkins at 410.366.0922 x15 or alysonh@communitylaw.org.

NOTE: If you wish to remain anonymous, do not fill in this section with identifying information.

Date:

Name of Organization:

Mailing Address (*Include City, County, State and Zip Code*):

Contact Person and Title:

Phone:

Email:

Pro Bono Attorney:

1. How did you find out about our Project?

Another Client Another organization: _____ Government Official/Agency

Website Other Attorney Other: _____

2. When you first contacted us for help, how did you reach us?

Telephone Email Came into office

3. When you first contacted the Pro Bono Project, with whom did you speak?

Kelly Pfeifer Danielle Deckard Alyson Harkins Other Staff

4. Overall, how satisfied were you with the following services of the Pro Bono Project?
(Please check one box for each question.)

	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Not Satisfied
The way in which you applied for our services					
Amount of time it took from when you first contacted the Project until your case was assigned to an attorney					
Promptness of communications from your attorney					
Amount of time your attorney spent with you					
The way your attorney explained your case and the legal options available to you					
Preparedness and thoroughness of your attorney					
Amount of respect and concern your attorney showed for you					
Amount of time it took to finish your case					
Outcome or result of your case					

5. If you need help again, would you return to the Pro Bono Project?
 Yes Probably Not sure Probably not No

6. Do you have anything else you would like to tell us? _____

Please send this form back to us::

Alyson Harkins
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 Baltimore, MD 21211
 410.366.7763 (fax), alysonh@communitylaw.org

Thank you for taking the time to complete this survey. Your response will help us improve our services.