

CLEAR *Online Application - User Survey

Your feedback is important to us. Information from public users of the CLEAR*Online Intake application is crucial to the support and effectiveness of the tool.

This short survey is anonymous and is not linked to your application.

Thank you.

1. How did you find out about this online application?

- NJP's website (www.nwjustice.org)
- Washington LawHelp website
- Other website
- Social Service agency or community organization
- Librarian
- By calling CLEAR or NJP or other legal services provider
- Found it through a search engine like Google, Yahoo, Bing, etc.
- Heard it from a friend or family member
- Written materials such as posters, bookmarks, etc
- Other

Other (please specify)

2. Did you attempt to call the CLEAR toll-free phone line first?

- Yes
- No

3. Did you think this online application was easy to use?

- Yes, it was easy to use
- No, it was not easy to use
- No opinion
- Other comments

Other (please specify)

4. What type of legal problem do you have? (check one)

- Government benefits or welfare programs for cash or food
- Benefits for healthcare
- Housing
- Family (No Domestic Violence)
- Domestic Violence
- Consumer (includes bankruptcy, debt collection, ripoffs/scams,credit/loan issues)
- Employment
- Education/School issues
- Criminal
- Immigration
- Wills and Estates
- Taxes
- Workman's Comp
- Personal Injury

5. Would you recommend this online application to friends and family?

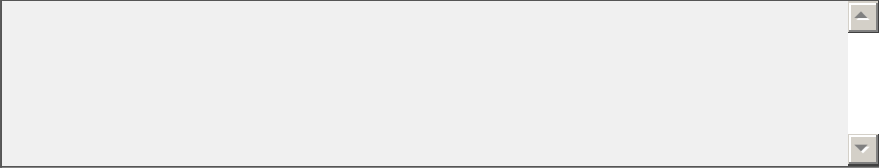
- Yes
- No

6. Did you find the resources and websites presented to you at the end of the application to be useful?

- Yes
- No
- I don't know yet. I have not viewed them.

7. Did you experience any technical difficulties or errors when using the application? If so, please describe in as much detail what happened. Please include the question (not only the number) that was a problem.

8. What changes would most improve our online application as a means of applying for legal help?

A large, empty text input field with a vertical scrollbar on the right side, intended for user input.