1. Is this your first visit to the self help desk?
   ___Yes  ___No

2. How comfortable are you in using the internet?
   ___I am comfortable using the internet
   ___I can use the internet with some help
   ___I am not comfortable using the internet

3. Was the internet used during your visit at the self help desk today? (If “no” skip to #7)
   ___Yes  ___No

4. Which of the following statements describes your experience in **finding** legal information on the internet:
   ___I was able to find legal information on the internet related to my question with little or no help
   ___I needed assistance to find legal information related to my question on the internet
   ___I was unable to find legal information related to my question on the internet

5. Which of the following statements describes your experience in **understanding** legal information on the internet:
   ___I was able to understand the information on the internet without help
   ___I needed help to understand information that was on the internet
   ___I did not understand the information on the internet

6. Which of the following statements describes your experience in **accessing materials** from the internet to take with you:
   ___I found and printed information from the internet without help
   ___I needed help in printing information from the internet
   ___I did not receive any material from the internet to take with me

7. Do you better understand your question or legal problem?
   ___Yes  ___No  ___I’m not sure
8. Do you know what your next steps should be to answer your question or legal problem?
   ____Yes          ____No          ____I'm not sure

9. Did you learn about other resources for help with your question or problem?
   ____Yes          ____No          ____I'm not sure

10. What is your primary language?
     ____English     ____Spanish     ____Other (please specify)__________________

11. How long were you at the self help desk today?
     ____Less than 5 minutes     ____5-15 minutes     ____More than 15 minutes

12. What is your household income?
     ____less than $15,000
     ____$15,000-$29,999
     ____$30,000-$44,999
     ____$45,000-$59,999
     ____$60,000-$74,999
     ____more than $75,000

13. How many people are in your household? _______

Would you be willing to speak to someone about your experience at the self help desk? If so, please provide your name and telephone number. All information will be kept confidential.

Name___________________________ Telephone_______________________