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Satisfaction Measures with the Franciscan Legal Clinic

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Satisfaction Measures with the Franciscan Legal Clinic

Fall 2007

Community Benchmarks Program
The Maxwell School of Syracuse University

Research Team
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Executive Summary
Satisfaction Measures with the Franciscan Legal Clinic
Fall 2007
Community Benchmarks Program
The Maxwell School at Syracuse University

Introduction

This report examines client and volunteer satisfaction with the services provided by the Franciscan Collaborative Ministries (FCM) Legal Clinic. This report was requested by FCM at the Assisi Center on the North Side of Syracuse. The purpose of the client survey is to address client concerns. The purpose of the volunteer survey is to continue the high retention rate of volunteers and to create a network among the volunteers to improve services for future and current clients.

Methods

The data contained in this report were collected by implementing two different surveys, one for clients of the clinic and one for volunteer attorneys of the clinic. The research team used two different methods to administer the surveys. The client surveys were administrated at the clinic during the clinic's hours of operation from Sept. 25-Oct. 11, 2007. The volunteer surveys were faxed to the attorney's law firms from Oct. 2-9, 2007. A total of 24 client and 11 volunteer surveys have been completed.

Findings- Client Survey

1. 83% of respondents have visited the Legal Clinic one to three times. (n= 24)

2. 26% of respondents were referred to the Legal Clinic by Legal Aid. (n=23)

3. 63% of respondents either drove themselves or were driven to the clinic. (n= 24)

4. 50% of respondents were very satisfied with the services provided by the clinic. (n=16)

5. 52% of respondents preferred to have a scheduled appointment rather than a walk- in. (n= 21)

6. 83% of respondents would like the clinic to have extended hours. (n=18)

7. 60% of respondents prefer the extended hours to be in the morning. (n=15)

8. 95% of respondents would recommend the Legal Clinic to others. (n=22)

9. 62% of respondents have not used a service similar to the Legal Clinic. (n=21)

10. 51% of respondents who have used similar legal programs say the Franciscan Legal Clinic is better. (n=8)

Findings- Volunteer Survey

1) 73% of respondents volunteer between zero and two hours at the Legal Clinic per month. (n=11)

2) 55% of respondents advise six to eight clients per day. (n=11)

3) 63% of respondents have volunteered at the clinic for three or more years. (n=11)

4) 64% of respondents are very satisfied with the operation of the clinic. (n=11)

5) 45% of respondents say periodic meetings would be useful for the volunteers. (n=11)

6) 72% of respondents are willing to help clients over the phone. (n=11)

    a) 100% of respondents say the walk-in system is preferred over having clients make appointments in advance. (n=11)

    b) 100% of respondents say only one volunteer attorney is needed each time the clinic is open. (n=10)

7) 60% of respondents say that keeping client records is unimportant. (n=10)

8) 86% of respondents say there is no need for the clinic to have extended hours. (n=7)

9) 57% of respondents are willing to volunteer more hours if the clinic extends its hours. (n=7)

10) 75% of respondents are willing to contribute one to three more hours of volunteering. (n=4)

11) 88% of respondents do not know other attorneys who would be interested in volunteering at the Legal Clinic. (n=8)

12) 54% of respondents say a directory would be useful for networking and client referral purposes. (n=11)

13) 63% of respondents have taken on or referred cases from the Legal Clinic. (n=11)

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Introduction

The Franciscan Collaborative Ministries (FCM) is a religious non-profit organization that is working to revitalize the North Side of Syracuse by offering various social entrepreneurship initiatives. The organization has also created and now maintains a collection of community services to help meet the increasing needs of the neighborhood. One of the services offered is the Franciscan Legal Clinic, which was established to provide free legal assistance, advice and referrals for those who cannot afford to hire an attorney.

The clinic has been in operation for several years. This report examines client and volunteer satisfaction with the clinic. The information collected addresses client concerns, provides information for the creation of a network to improve services for clients and will help to maintain the high retention rate of the volunteers.

Methods

Data for this study were collected by the research team during the clinic's operating hours. The data were gathered from the implementation of two surveys, a client survey and a volunteer survey. The client survey was administered at the clinic from Sept. 25-Oct. 11, 2007. The volunteer survey was administered via fax from Oct. 2-9, 2007. Both surveys were piloted from Sept. 25-27, 2007.

Client Survey

Instrument Design

The client survey was designed by the research team with the help of Sister Dolores Bush, the director of the North Side Ministries and the Franciscan Legal Clinic. The research team piloted the survey (Appendix I) at the clinic from Sept. 25-27, 2007. Based on the responses, the team made changes and the final version (Appendix II) was designed on Oct. 1, 2007. The following questions were changed after the survey pilot was conducted:

- In question number 16, "What is your race?" responses of "Latino" and "Please Identify" were added. Based on the responses received from the survey pilot the research team made the changes to identify a wider range of the races and ethnicities in the Syracuse area.

- In question number 15, "What is your age range?" responses were changed from "Under 35", "36-50", "51-65", and "66 and over" to "Under 17", "18-21", "22-25", "26-30", "31-40", "41-50", "51-60", and "61 and older". Based on the responses from the piloted survey the research team felt that the new response choices covered the age ranges of respondents in more depth.

Target Population and Sample

The target population is made up of the clients who visited the legal clinic during the time the survey was being administered. For various reasons, such as inaccurate records and the unknown number of clients per day, the exact target population is unknown. However, it is estimated to be 30 clients. The sample size is 24.

Table 1: Respondents' Age

Age n=19		
Age	Frequency	Percentage
22-25	1	5%
31-40	6	32%
41-50	1	5%
51-60	5	26%
61 and Older	6	32%

Table 2: Respondents' Gender

Gender n=24		
Sex	Frequency	Percentage
Male	14	58%
Female	10	42%

Table 3: Respondents' Race

Race n=21		
Race	Frequency	Percentage
Caucasian	11	52%
African American	5	24%
Asian/Pacific Islander	1	5%
Hispanic	1	5%
Latino	1	5%
Other	2	10%

Comments: Percents do not add up to 100% due to rounding.

Table 4: Respondents' Annual Income

Income n=22		
Income	Frequency	Percentage
Under $10,000	9	41%
$10,001-$20,000	10	45%
$30,001-$40,000	1	5%
Over $40,001	2	9%

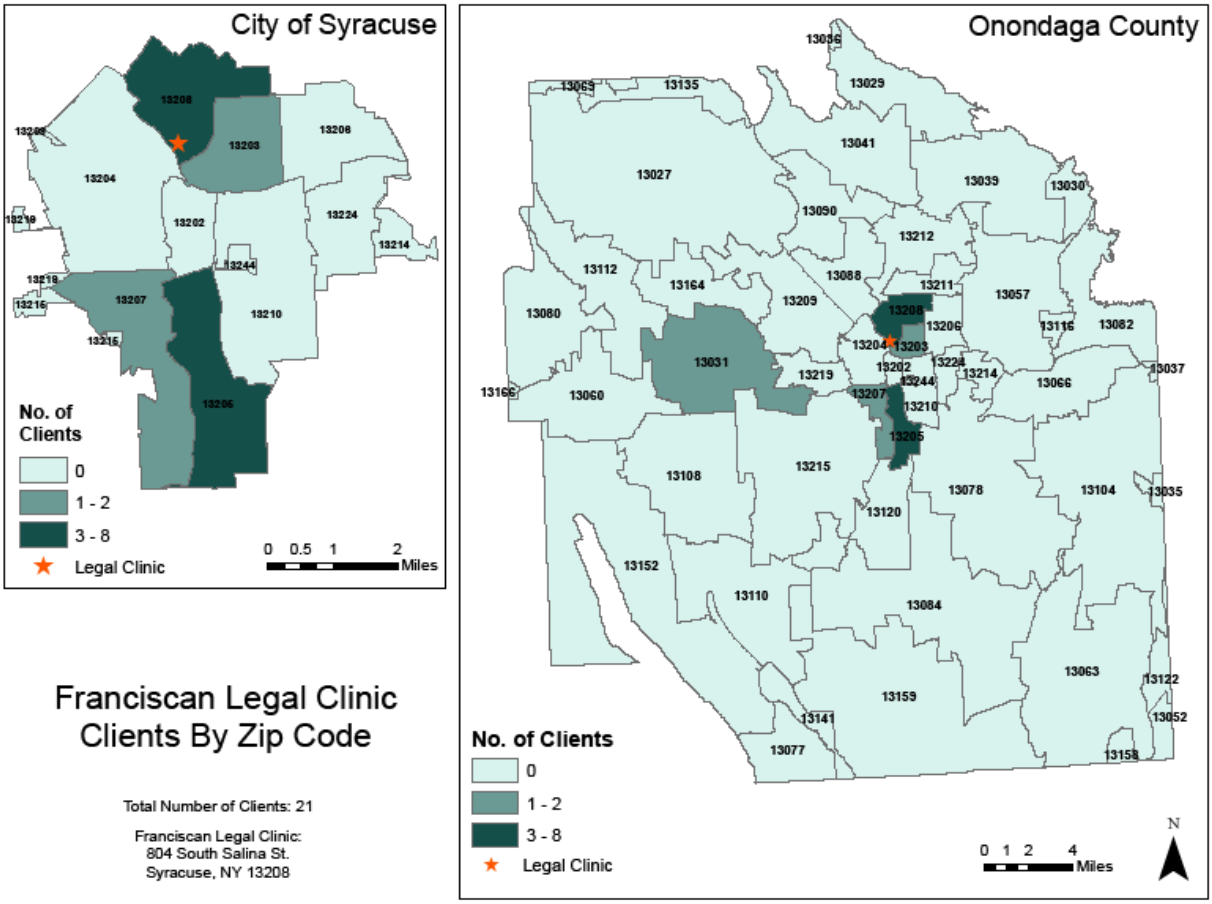
Table 5: Respondents' Level of Education

Education n=23		
Education	Frequency	Percentage
High School Diploma or Equivalent	5	22%
Some College	9	39%
College Degree	6	26%
Graduate Degree	3	13%

Table 6: Respondents' Zip Code

Zip Code n=23		
Zip Code	Frequency	Percentage
13031	1	4%
13146	1	4%
13201	1	4%
13203	2	9%
13205	8	35%
13207	2	9%
13208	8	35%

Figure 1: Map of Clients by Zip Code



Comment: The Franciscan Legal Clinic is located in Zip code 13208.

Data Collection

The client survey information was collected at the clinic from Sept. 25-Oct. 11, 2007. The survey was implemented during the operating hours of the clinic, from 2-4 p.m. on Tuesdays and 6-8 p.m. on Thursdays. Respondents had the option of filling out a survey at the site, or if needed, have the survey read to them and recorded by the survey administrator. Out of the 24 respondents, 21 completed the survey on their own while three had the survey read to them and recorded.

Quality of the Data

It is not known if the findings in this report are representative of the target population. This is because the target population is unknown due to various reasons, such as inaccurate records and the number of clients per day is unknown.

Data Analysis

A codebook and workbook were created for the survey data in Microsoft Excel. To ensure that data entry was accurate, members of the research team paired up during the data entry process. One member read the data while the other person entered the data in the spreadsheet, which was then proofed.

Data Presentation

The data for the client survey are represented in the form of tables and charts in this report. Open-ended responses are grouped into categories and can be found in Appendix VII.

Volunteer Survey

Instrument Design

The volunteer survey was designed by the research team with the help of Sister Dolores. The research team piloted the survey (Appendix III) at the clinic between Sept. 25-27, 2007. Based on the responses, the team made changes and the final version (Appendix IV) was designed on Oct. 1, 2007. The following questions were changed in the pilot survey:

- In question number 16, “What is your race?”, “Latino” and “Please Identify” were added. Based on the responses received from the survey pilot the research team made the changes to identify a wider range of the races and ethnicities in the Syracuse area.

- In question number 15, “What is your age range?” responses were changed from “Under 35”, “36-50”, “51-65”, and “66 and over” to “Under 17”, “18-21”, “22-25”, “26-30”, “31-40”, “41-50”, “51-60”, and “61 and older”. Based on the responses from the piloted survey the research team felt that the new response choices covered the age ranges of respondents in more depth.

There was a discrepancy over whether, in the survey and report, the research team should use the term “client” or use a different term such as “walk-in” to describe those seeking legal assistance. This was because of ways in which the term was used in the open ended responses. In the suggestions received from the volunteers, one respondent said,

> *Do not refer to walk-ins as ‘clients.’ They are not clients, and that has a specific legal relationship connotation and meaning that we specifically do <u>not</u> wish to adopt as legal referral volunteers!!! If an attorney volunteer wants to take the next step with a retainer, then that person is a "client" of that attorney, not Franciscan Legal Referral Clinic.*

In contrast, two other volunteers used the term “client” when referring to those seeking legal assistance. The research team decided to use the term “client” since that was the term Sister Dolores and the majority of volunteers used.

Target Population and Sample

The target population is the 14 attorneys who volunteer at the legal clinic. The sample size is 11 volunteers, or 79% percent of the target population. Of the 14 total volunteers, 11 are male and three are female. 100% of the attorneys in the sample identify themselves as Caucasian. The sample is highly representative of the target population.

Table 7: Respondents' Gender

Gender n=11				
Gender	Frequency	Percentage	Target Population	Percentage of Target
Male	9	82%	11	79%
Female	2	18%	3	21%

Table 8 Respondents' Age

Age n=11		
Age	Frequency	Percentage
31 to 40	1	10%
41 to 50	3	30%
51 to 60	5	50%
61 or older	1	10%

Data Collection

The survey information was collected from Oct. 2-9, 2007. The method of contact was via fax. Respondents were asked to return the completed survey to the Community Benchmarks office at Syracuse University within one week.

Quality of the Data

This survey data is considered representative since there was a 79% response rate. The male respondents represent 79% of the target population and the female respondents represent 21% of the target population. The sample is 82% male and 18% female and is highly representative of the target population. The volunteer respondents consist of one retired attorney, one judge and nine practicing attorneys.

Data Analysis

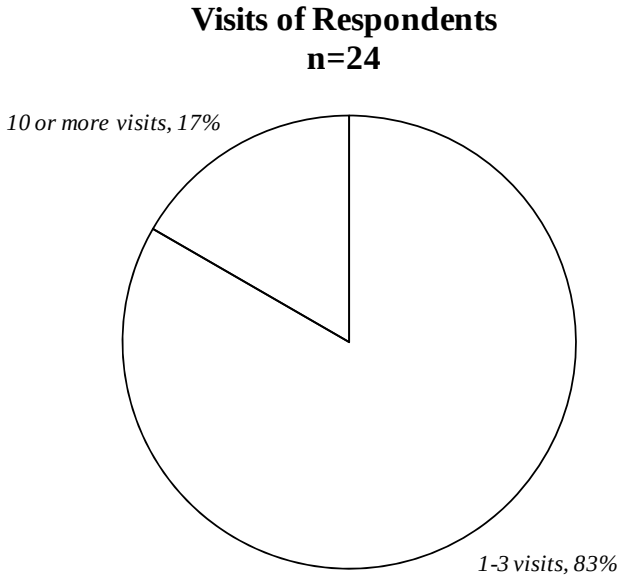
A codebook and workbook were created for the survey data in Microsoft Excel. To ensure that data entry was accurate, members of the research team paired up during the data entry process. One member read the data while the other person entered the data in the spreadsheet, which was then proofed.

Data Presentation

The data for the volunteer survey is represented in tables and charts in this report. Open-ended responses are grouped into categories and can be found in Appendix VIII.

Client Survey Findings

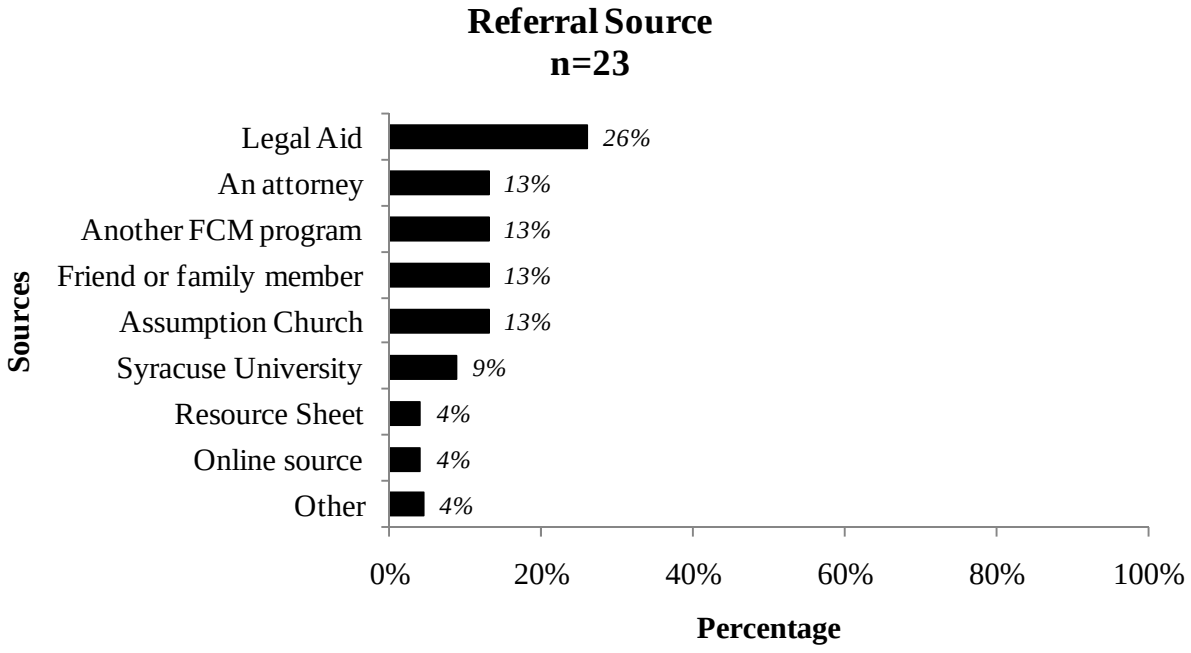
1. 83% of respondents have visited the Legal Clinic one to three times.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

Comment: Additional responses included on the survey but not selected by the respondents are "4-6" and "7-9."

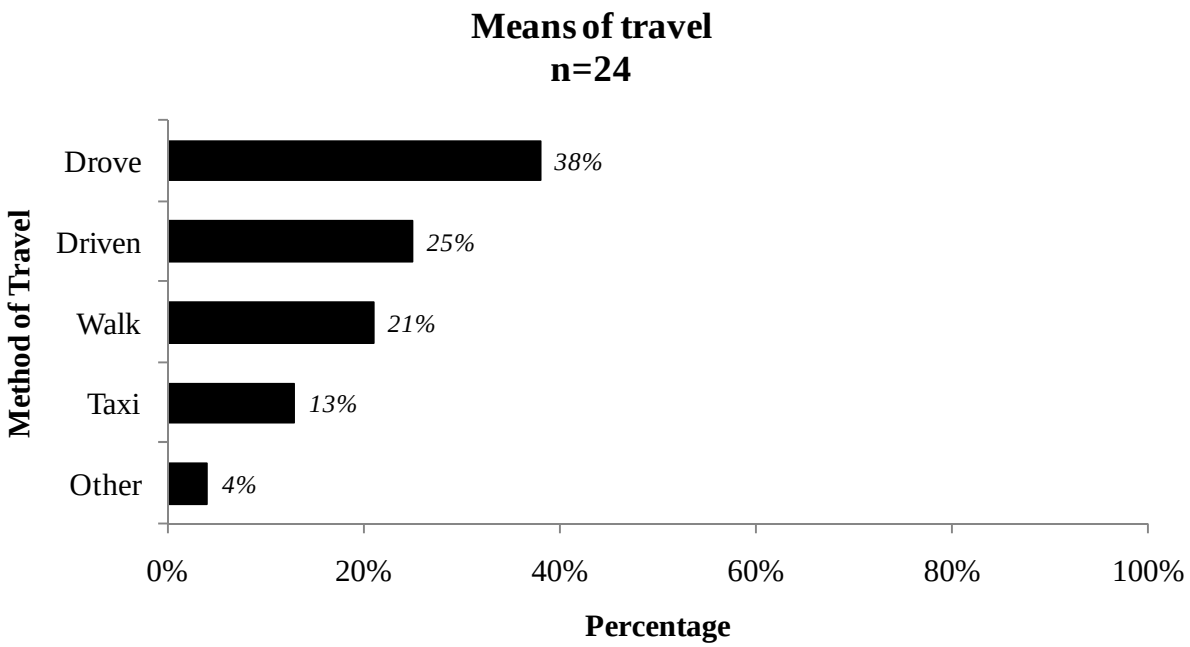
2. 26% of respondents were referred to the Legal Clinic by Legal Aid.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

Comment: Percentages do not add up to 100% due to rounding.

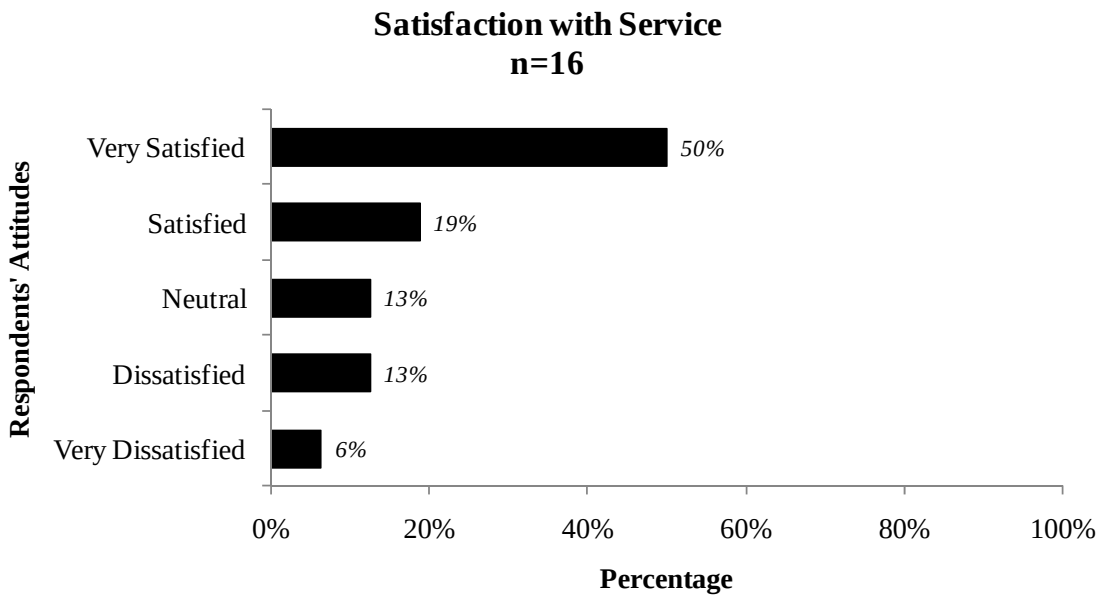
3. 63% of respondents either drove themselves or were driven to the clinic.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

Comment: Respondents who chose "other" were asked to specify their means of travel. One respondent specified "motorized wheelchair."

4. 50% of respondents were very satisfied with the services provided by the clinic.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

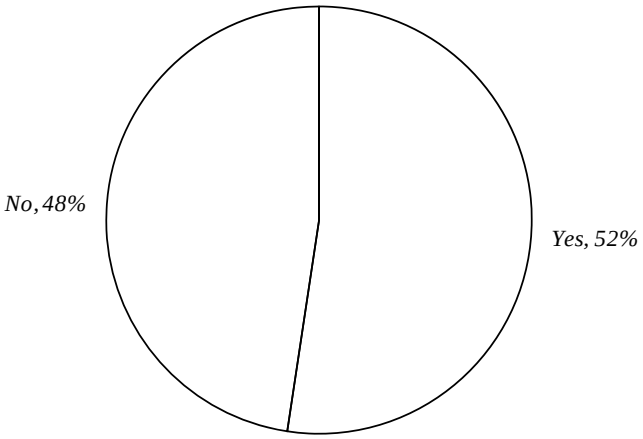
Comment: When asked for additional suggestions, clients gave various open-ended responses. A sample of responses include:

- Add more days and hours
- Advertise more
- Increase handicapped accessibility
- Include list of lawyer specialties

A full transcript of all suggestions can be found in Appendix VII.

5. 52% of respondents preferred to have a scheduled appointment rather than a walk-in.

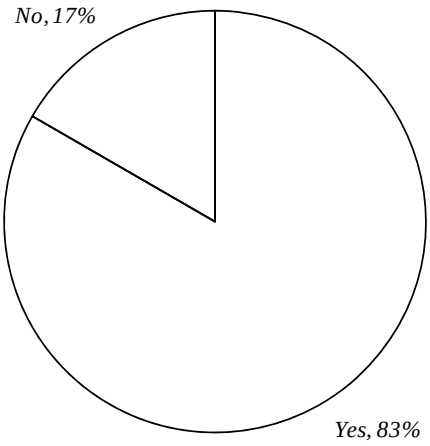
Advance Appointment Preference
n=21



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

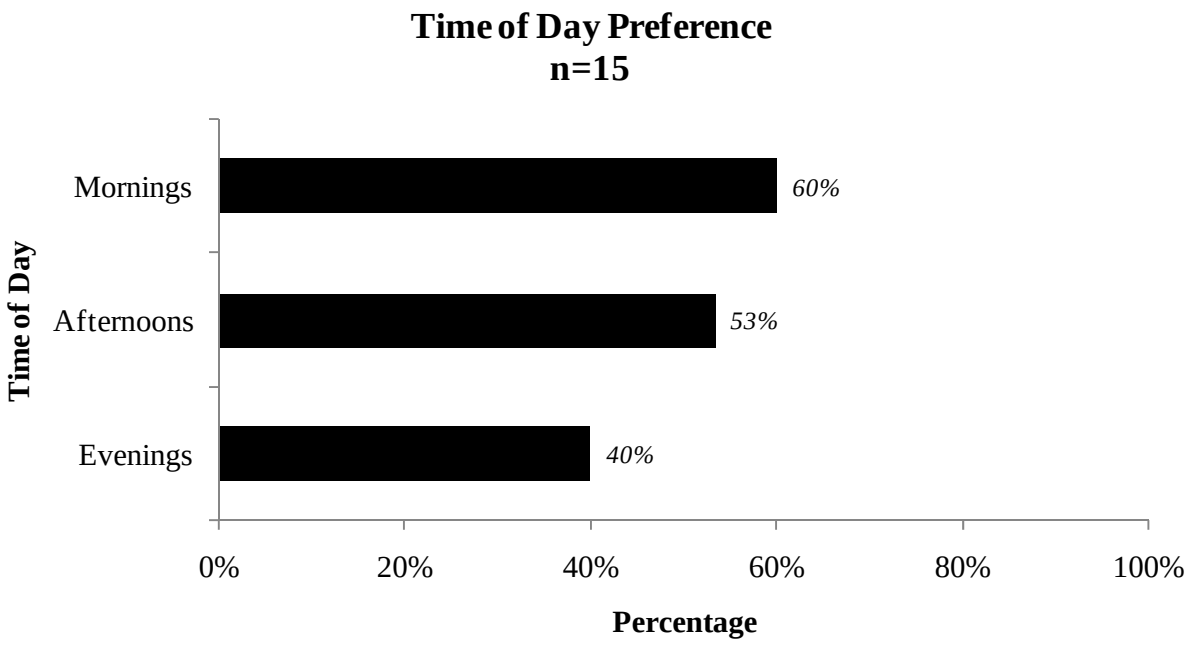
6. 83% of respondents would like the clinic to have extended hours.

Extension of Clinic Hours
n=18



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

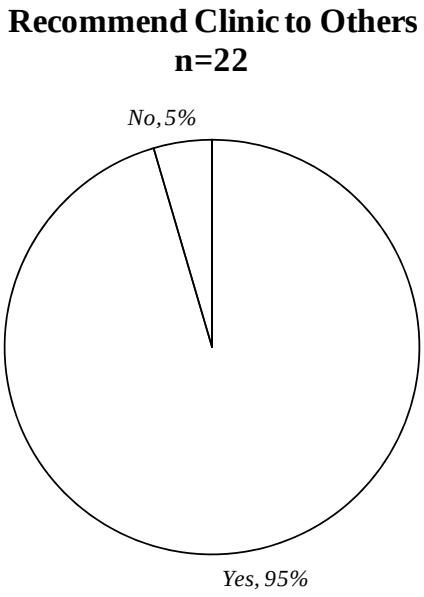
7. 60% of respondents prefer the extended hours to be in the morning.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

Comment: Percents do not add up to 100% because respondents were able to choose more than one response.

8. 95% of respondents would recommend the Legal Clinic to others.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

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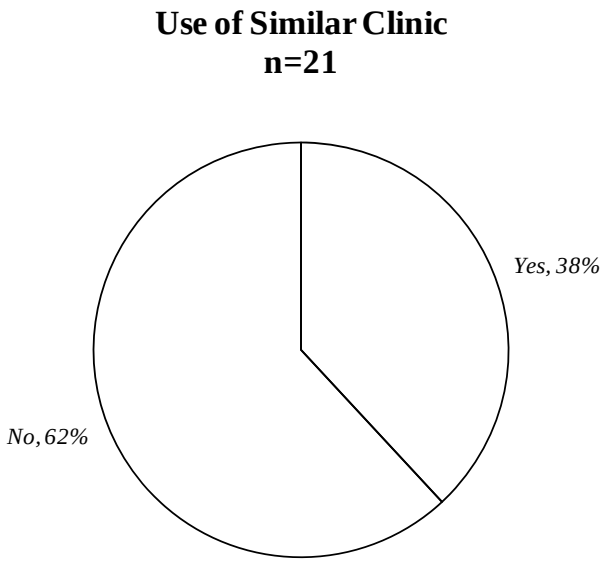
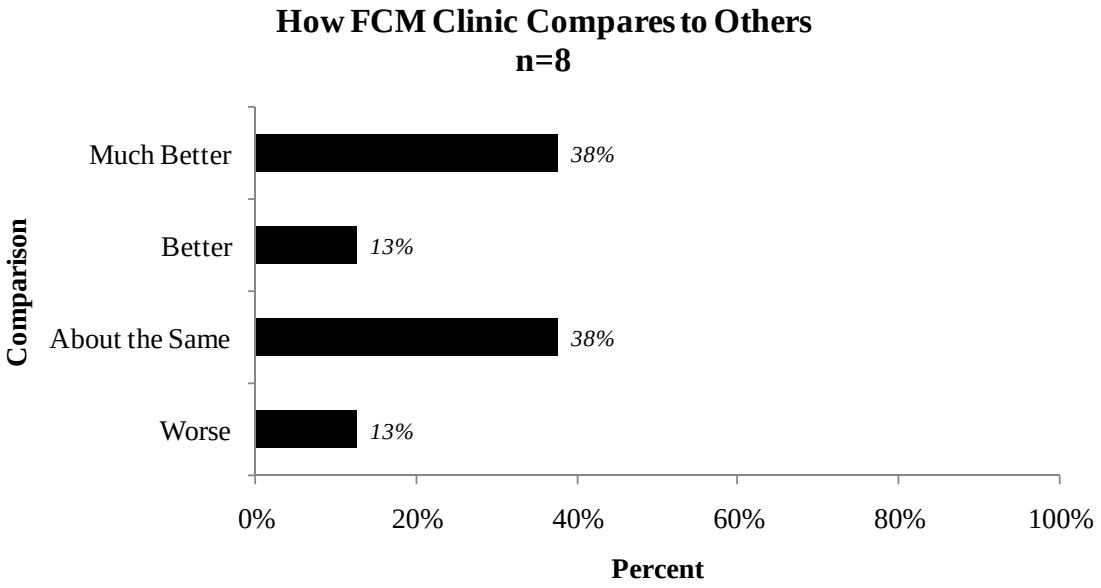
9. 62% of respondents have not used a service similar to the Legal Clinic.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

10. 51% of the respondents who have used similar legal programs say that the Franciscan Legal Clinic is better.

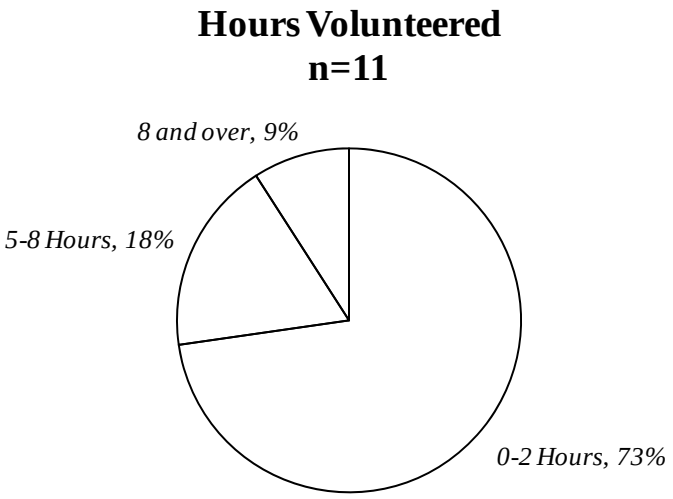


Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of clients with the Franciscan Legal Clinic.

Comment: Percentages do not add up to 100% due to rounding.

Volunteer Survey Findings

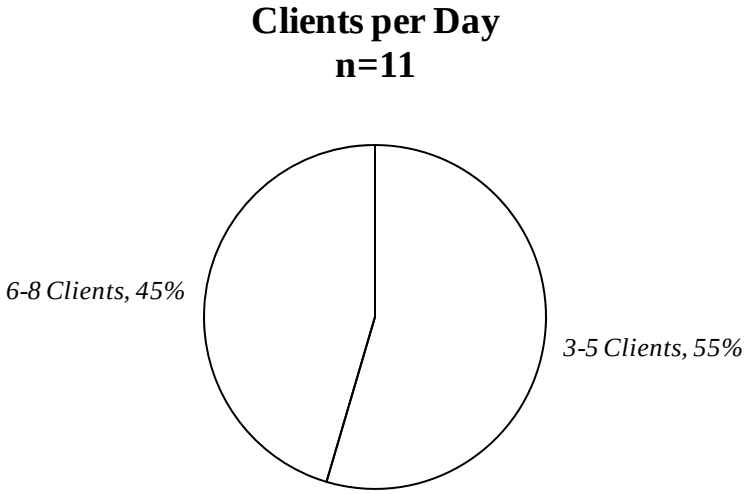
1. 73% of respondents volunteer between zero and two hours at the Legal Clinic per month.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: An additional response included on the survey but not selected by the respondents was "2-5."

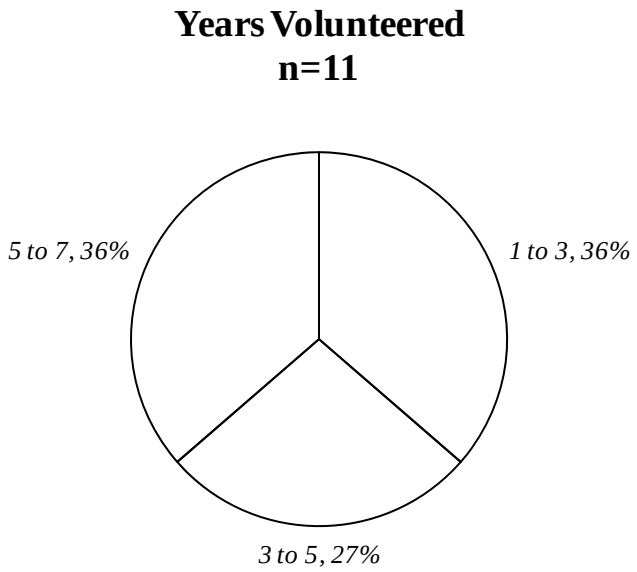
2. 55% of respondents advise six to eight clients per day.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: Additional responses included on the survey but not selected by the respondents were "0-2" and "8 or more."

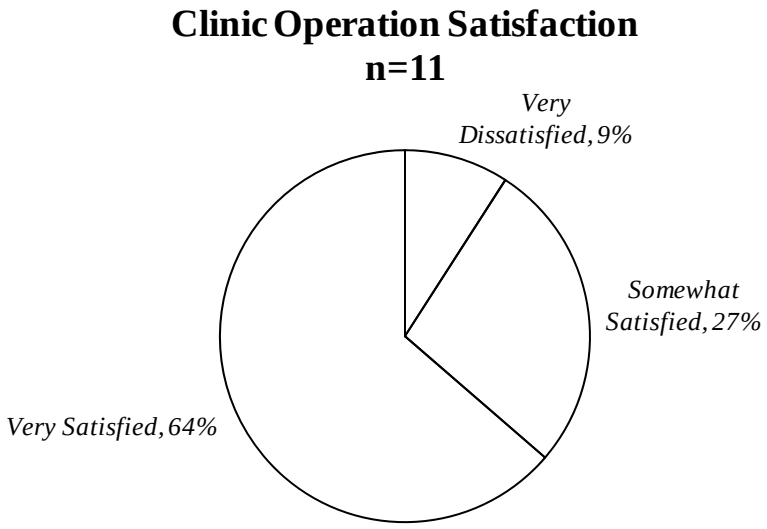
3. 63% of respondents have volunteered at the clinic for three or more years.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: An additional response included on the survey but not selected by the respondents was "Under 1 year."

4. 64% of respondents are very satisfied with the operation of the clinic.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

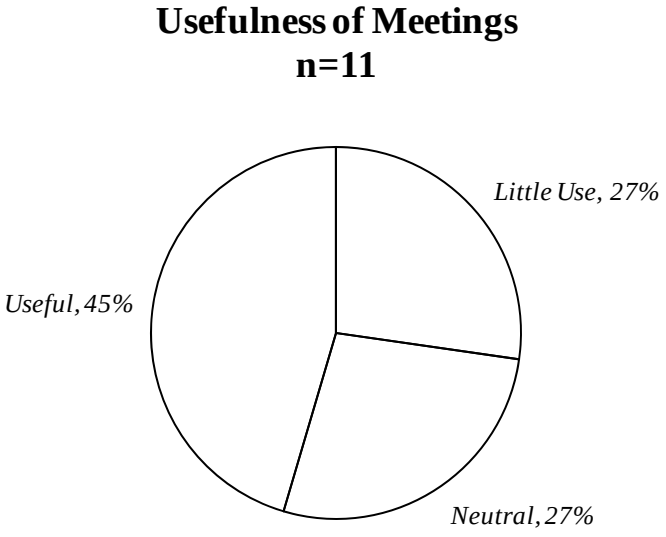
Comment: Additional responses included on the survey but not selected by the respondents were "Somewhat Dissatisfied" and "Neutral."

When asked for additional suggestions, volunteers gave various open-ended responses. A sample of responses includes:

- Read statement to clients about what volunteer duties are
- Referral agencies should be on a hand out form
- More security
- Do not refer to walk-ins as "clients"

A full transcript of all suggestions can be found in Appendix VIII.

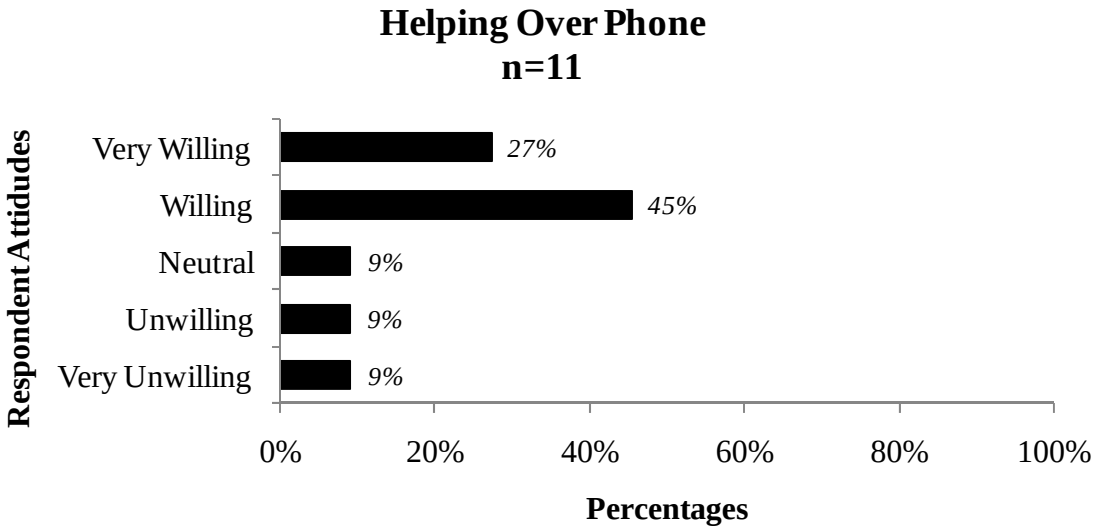
5. 45% of respondents say periodic meeting would be useful for the volunteers.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: Additional responses included on the survey but not selected by the respondents were "No Use" and "Very Useful."

6. 72% of respondents are willing to help clients over the phone.

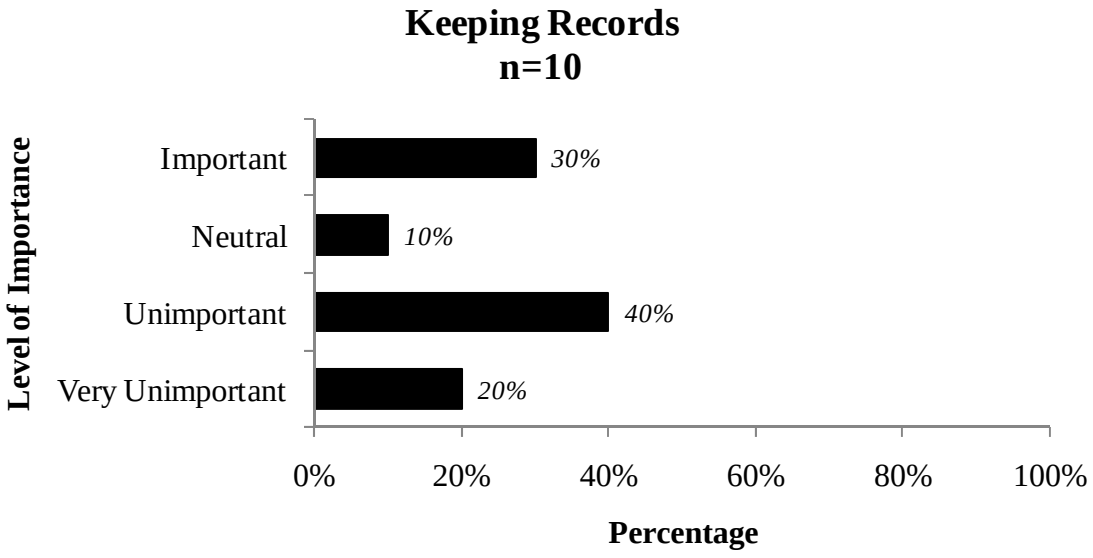


Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comments: When asked about client appointments and additional volunteers per session, the following findings were recorded:

- 100% of respondents say the walk-in system is preferred over having clients make appointments in advance. (n=11)
- 100% of respondents say only one volunteer attorney is needed each time the clinic is open. (n=10)

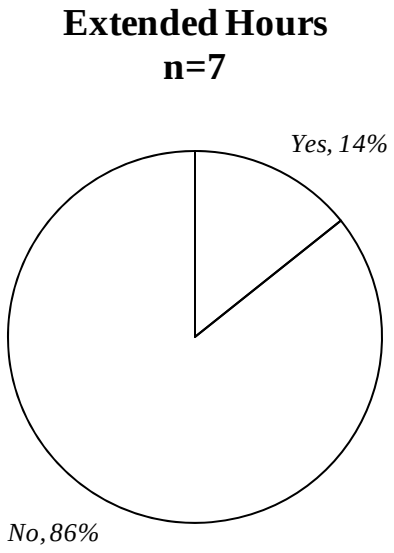
7. 60% of respondents say that keeping records of the clients is unimportant.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: An additional response included on the survey but not selected by the respondents was "Very Important."

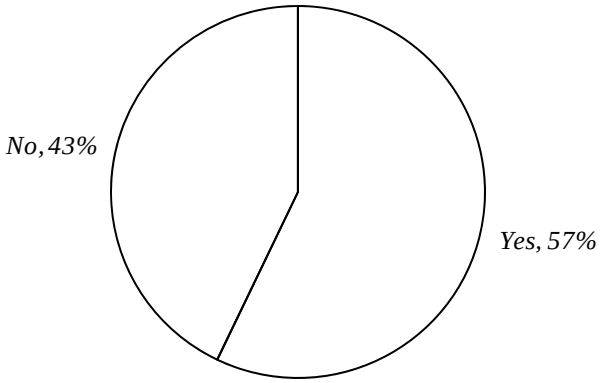
8. 86% of respondents say there is no need for the clinic to have extended hours.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

9. 57% of respondents are willing to volunteer more hours if the clinic extends its hours.

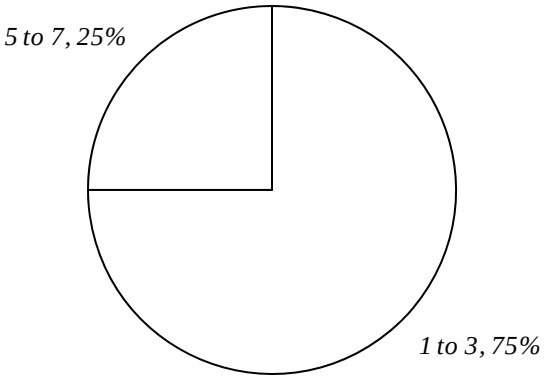
Volunteering More Often
n=7



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

10. 75% of respondents are willing to contribute one to three more hours of volunteering.

Volunteer Additional Hours
n=4

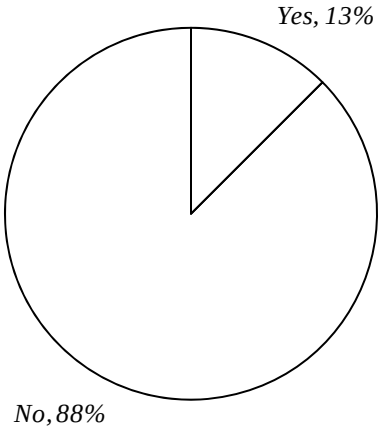


Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: Additional responses included on the survey but not selected by the respondents were "3-5" and "7 and over." Respondents only answered this question if they chose "yes" to the previous question.

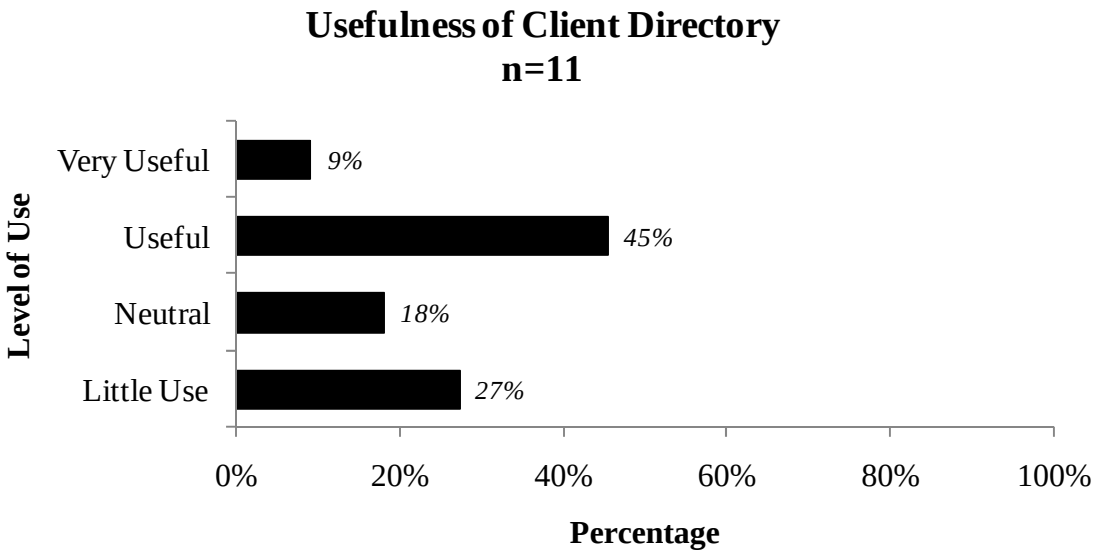
11. 88% of respondents do not know other attorneys who would be interested in volunteering at the Legal Clinic.

Know Other Attorneys to Volunteer
n=8



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

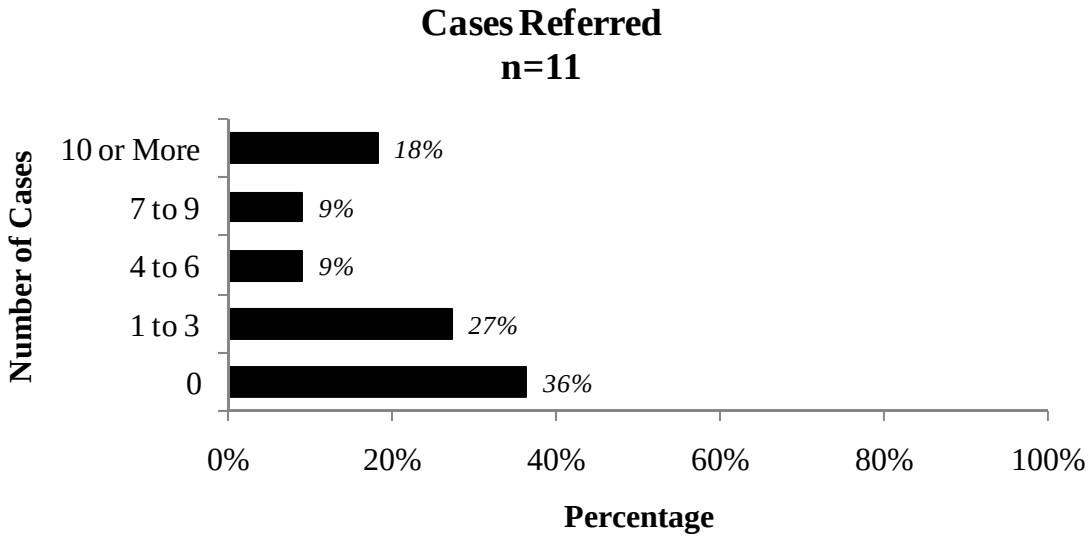
12. 54% of respondents say a directory would be useful for networking and client referral purposes.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Comment: An additional response included on the survey but not selected by the respondents was "No Use."

13. 63% of respondents have taken on or referred cases from the Legal Clinic.



Source: Data collected in fall 2007 using a survey designed by Community Benchmarks Program researchers to determine the satisfaction of volunteers with the Franciscan Legal Clinic.

Recommendations

Based on the information provided by clients and volunteers, researchers are making the following recommendations to the Franciscan Legal Clinic.

1. A directory of the volunteer attorneys would be useful to everyone who provides support to the clinic. This directory would be circulated to all the volunteers so that they could easily contact each other to converse about repeat clients and possibly make client referrals, request for their scheduled time, if necessary, or anything else they may like to discuss.

2. Make the clinic more handicapped accessible. This could include a ramp to get up through the entrance and chairs in the waiting room that are higher off the ground, making it easier for people to get up and down. This is especially important for senior citizens, who comprise 32% of the sample population.

3. Extend the clinic's operating hours. An overwhelming number of clients, 83%, indicate that this would better assist their needs and the needs of others. It may be difficult for some to visit the clinic during the current operating hours, which are two days a week in two hour blocks.

Appendices

Appendix I: Pilot Client Survey I
Appendix II: Final Client Survey III
Appendix III: Pilot Volunteer Survey V
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Appendix I

Pilot Client Survey

Dear Franciscan Legal Clinic Client,
We are conducting a survey for the Franciscan Collaborative Ministries to measure satisfaction with the Legal Clinic. Thank you for taking the time to complete the survey. Please remember, all your responses are completely anonymous.

1) How many times have you visited the Clinic?
___1-3 ___4-6 ___7-9 ___10 or More

2) How did you hear about the Clinic?
___From a friend or family member ___From the Assumption Church ___Online Source
___From another Franciscan Ministries program ___From an attorney ___Other
   i) If "other," please explain: _____

3) How did you get to the Clinic?
___Walk ___ Bus ___You Drove ___Someone Drove You ___Taxi ___Other
   i) If "other," please explain: _____

4) How satisfied are you with the service that you have received at the Legal Clinic?
___Very Dissatisfied ___Dissatisfied ___Neutral ___Satisfied ___Very Satisfied ___Don't Know

5) Would you prefer to make appointments in advance, as opposed to the walk-in system?
___Yes ___No ___Don't Know

6) Do you think the Clinic should extend its hours of operation?
___Yes ___No ___Don't Know
   i) If yes, what hours would work best for you?
   ___Morning ___Afternoon ___Evening ___Don't Know

7) Would you recommend the Clinic to others?
___Yes ___No ___Don't Know

8) Have you used a similar legal service elsewhere?
___Yes ___No ___Don't Know

   i) If yes, how would you compare the Franciscan Legal Clinic to the other legal service providers?
   ___Much Worse ___Worse ___About the Same ___Better ___Much Better ___Don't Know

9) What is your gender?
___ Male ___Female

10) What is your age range?
___ Under 35 ___36-50 ___51-65 ___66 and over

11) How would you best identify your race/ethnicity? (check all that apply)
___ Caucasian ___African American ___Asian and Pacific Islander ___Hispanic
___Other

12) What is the highest level of education you have completed?
___No Schooling ___Elementary School ___Junior High School ___Some High School ___ High School Diploma or Equivalent ___Some College ___College Degree ___Graduate Degree

13) Please list the 5-digit Zip code where you reside: _____

14) What is your estimated annual household income?
___ Under $10,000 ___$10,001-$20,000 ___$20,001 - $30,000 ___$30,001-$40,000 ___Over $40,001

15) Do you have any suggestions for improving the Clinic?

_____
_____
_____
_____
_____
_____
_____
_____

Appendix II

Final Client Survey

Dear Franciscan Legal Clinic Client,
We are conducting a survey for the Franciscan Collaborative Ministries to measure satisfaction with the Legal Clinic. Thank you for taking the time to complete the survey. Please remember, all your responses are completely anonymous.

1) How many times have you visited the Clinic?
___1-3 ___4-6 ___7-9 ___10 or More

2) How did you hear about the Clinic?
___From a friend or family member ___From the Assumption Church ___Online Source
___From another Franciscan Ministries program ___From an attorney ___Other
   i) If "other," please explain: _____

3) How did you get to the Clinic?
___Walk ___ Bus ___You Drove ___Someone Drove You ___Taxi ___Other
   i) If "other," please explain: _____

4) How satisfied are you with the service that you have received at the Legal Clinic?
___Very Dissatisfied ___Dissatisfied ___Neutral ___Satisfied ___Very Satisfied ___Don't Know

5) Would you prefer to make appointments in advance, as opposed to the walk-in system?
___Yes ___No ___Don't Know

6) Do you think the Clinic should extend its hours of operation?
___Yes ___No ___Don't Know
   i) If yes, what hours would work best for you?
   ___Morning ___Afternoon ___Evening ___Don't Know

7) Would you recommend the Clinic to others?
___Yes ___No ___Don't Know

8) Have you used a similar legal service elsewhere?
___Yes ___No ___Don't Know

   i) If yes, how would you compare the Franciscan Legal Clinic to the other legal service providers?
   ___Much Worse ___Worse ___About the Same ___Better ___Much Better ___Don't Know

9) What is your gender?
___ Male ___Female

10) What is your age range?
___ 17 or under ___18-21 ___22-25 ___26-30 ___ 31-40___ 41-50___ 51-60

___ 61 and older

11) How would you best identify your race/ethnicity? (check all that apply)
___ Caucasian ___African American ___Asian and Pacific Islander ___Hispanic ___Latino
___Other (Please Identify: _____)

12) What is the highest level of education you have completed?
___No Schooling ___Elementary School ___Junior High School ___Some High School ___ High School Diploma or Equivalent ___Some College ___College Degree ___Graduate Degree

13) Please list the 5-digit Zip code where you reside: _____

14) What is your estimated annual household income?
___ Under $10,000 ___$10,001-$20,000 ___$20,001 - $30,000 ___$30,001-$40,000 ___Over $40,001

15) Do you have any suggestions for improving the Clinic?

_____
_____
_____
_____
_____
_____
_____
_____

Appendix III

Pilot Volunteer Survey

Dear Franciscan Legal Clinic Volunteer,
We are conducting a survey for the Franciscan Collaborative Ministries to measure current satisfaction of our volunteers. Our goal is to continue the high retention rate of volunteers and to find out how to improve client services. Thank you for taking the time to complete the survey. Please remember, all your responses are completely anonymous.

1) How many hours per month, on average, do you volunteer at the Legal Clinic?
___ 0-2 ___ 2-5 ___5-8 ___8 and over

2) How many clients per day, on average, do you advise at the Legal Clinic?
___0-2 ___3-5___6-8 ___ 8 or more

3) How long have you been volunteering at the Legal Clinic?
___ Under 1 year ___1-3 years ___3-5 years ___ 5-7 years

4) How satisfied are you with how the Clinic operates?
___ Very Dissatisfied ___ Somewhat Dissatisfied ___ Neutral ___ Somewhat Satisfied ___Very Satisfied ___Don't Know

5) How useful would it be to have periodic meetings of volunteers for networking and/or evaluation purposes?
___ No Use ___Little Use ___Neutral ___Useful ___Very Useful ___Don't Know

6) Would you prefer to have clients make appointments in advance, as opposed to the walk-in system?
___Yes ___No ___Don't Know

7) How willing are you to help clients over the phone during your volunteer hours?
___Very Unwilling ___Unwilling ___Neutral ___Willing ___Very Willing ___Don't Know

8) How important would it be to create and maintain records of all clients at the Center?
___Very Unimportant ___Unimportant ___Neutral ___Important ___Very Important ___Don't Know

9) Do you think that more than one volunteer is needed each time the Clinic is open?
___Yes ___No ___Don't Know

10) Do you think the Clinic should extend its hours of operation?
___Yes ___No ___Don't Know

a) If the hours of operation at the Clinic were extended, would you be willing to volunteer additional hours?
___Yes ___No ___Don't Know

b) If "Yes," how many hours would you be willing to add per month?
___1-3 ___3-5 ___5-7 ___7 and over ___Don't Know

11) Do you know of any other attorneys who might be interested in volunteering at the Clinic?
___Yes ___No ___Don't Know

12) How useful do you think it would be to create a directory of volunteers for networking purposes and client referral?
___ No Use ___Little Use ___Neutral ___Useful ___Very Useful ___Don't Know

13) How many cases from the Clinic have you taken on or referred to other lawyers?
___0 ___ 1-3 ___4-6 ___7-9 ___10 or More

14) What is your gender?
___ Male ___Female

15) What is your age range?
___ Under 35 ___36-50 ___51-65 ___66 and over

16) How would you best identify your race/ethnicity? (Check all that apply)
___ Caucasian ___African American ___Asian and Pacific Islander ___Hispanic ___Other

17) Do you have any suggestions for improving the Clinic?

_____
_____
_____
_____
_____
_____
_____
_____

Appendix IV

Final Volunteer Survey

Dear Franciscan Legal Clinic Volunteer,
We are conducting a survey for the Franciscan Collaborative Ministries to measure current satisfaction of our volunteers. Our goal is to continue the high retention rate of volunteers and to find out how to improve client services. Thank you for taking the time to complete the survey. Please remember, all your responses are completely anonymous.

1) How many hours per month, on average, do you volunteer at the Legal Clinic?
___ 0-2 ___ 2-5 ___5-8 ___8 and over

2) How many clients per day, on average, do you advise at the Legal Clinic?
___0-2 ___3-5___6-8 ___ 8 or more

3) How long have you been volunteering at the Legal Clinic?
___ Under 1 year ___1-3 years ___3-5 years ___ 5-7 years

4) How satisfied are you with how the Clinic operates?
___ Very Dissatisfied ___ Somewhat Dissatisfied ___ Neutral ___ Somewhat Satisfied ___Very Satisfied ___Don't Know

5) How useful would it be to have periodic meetings of volunteers for networking and/or evaluation purposes?
___ No Use ___Little Use ___Neutral ___Useful ___Very Useful ___Don't Know

6) Would you prefer to have clients make appointments in advance, as opposed to the walk-in system?
___Yes ___No ___Don't Know

7) How willing are you to help clients over the phone during your volunteer hours?
___Very Unwilling ___Unwilling ___Neutral ___Willing ___Very Willing ___Don't Know

8) How important would it be to create and maintain records of all clients at the Center?
___Very Unimportant ___Unimportant ___Neutral ___Important ___Very Important ___Don't Know

9) Do you think that more than one volunteer is needed each time the Clinic is open?
___Yes ___No ___Don't Know

10) Do you think the Clinic should extend its hours of operation?
___Yes ___No ___Don't Know

a) If the hours of operation at the Clinic were extended, would you be willing to volunteer additional hours?
___Yes ___No ___Don't Know

b) If "Yes," how many hours would you be willing to add per month?
___1-3 ___3-5 ___5-7 ___7 and over ___Don't Know

11) Do you know of any other attorneys who might be interested in volunteering at the Clinic?
___Yes ___No ___Don't Know

12) How useful do you think it would be to create a directory of volunteers for networking purposes and client referral?
___ No Use ___Little Use ___Neutral ___Useful ___Very Useful ___Don't Know

13) How many cases from the Clinic have you taken on or referred to other lawyers?
___0 ___ 1-3 ___4-6 ___7-9 ___10 or More

14) What is your gender?
___ Male ___Female

15) What is your age range?
___ Under 17 ___18-21 ___22-25 ___26-30___31-40___41-50___51-60___61 or older

16) How would you best identify your race/ethnicity? (Check all that apply)
___ Caucasian ___African American ___Asian and Pacific Islander ___Hispanic
___ Latino ___Other (Please Identify: _____)

17) Do you have any suggestions for improving the Clinic?

_____
_____
_____
_____
_____
_____
_____
_____

Appendix V

Client Survey Frequencies

Data Frequencies: Franciscan Collaborative Ministries Legal Clinic Client Survey

1) How many times have you visited the Clinic?

1-3	20
4-6	0
7-9	0
10 or More	4

2) How did you hear about the Clinic?

From a friend or family member	3
From the Assumption Church	3
Online source	1
From another Franciscan Ministries program	3
From an attorney	3
Other	10
88	1

3) How did you get to the Clinic?

Walk	5
Bus	0
You Drove	9
Someone Drove You	6
Taxi	3
Other	1

4) How satisfied are you with the service that you have received at the Legal Clinic?

Very Dissatisfied	1
Dissatisfied	2
Neutral	2
Satisfied	3
Very Satisfied	8
Don't Know	0

5) Would you prefer to make appointments in advance, as opposed to the walk-in system?

Yes	11
No	10
Don't Know	0

6) Do you think the Clinic should extend its hours of operation?

Yes	15
No	3
Don't Know	6

i) If yes, what hours would work best for you?

Morning

Yes	9
No	4
99	11

Afternoon

Yes	8
No	5
99	11

Evening

Yes	6
No	7
99	11

Don't Know

Yes	2
No	11
99	11

7) Would you recommend the Clinic to others?

Yes	21
No	1
Don't Know	2

8) Have you used a similar legal service elsewhere?

Yes	8
No	13
Don't Know	3

i) If yes, how would you compare the Franciscan Legal Clinic to the other legal service providers?

Much Worse	0
Worse	1
About the Same	3
Better	1
Much Better	3
Don't Know	5
99	11

9) What is your gender?

Male	14
Female	10

10) What is your age range?

17 or under	0
18-21	0
22-25	1
26-30	0
31-40	6
41-50	1
51-60	5
61 and older	6
99	5

11) How would you best identify your race/ethnicity? (check all that apply)

Caucasian	11
African American	5
Asian and Pacific Islander	1
Hispanic	1
Latino	1
Other	2
99	3

12) What is the highest level of education you have completed?

No Schooling	0
Elementary School	0
Junior High School	0
Some High School	0
High School Diploma or Equivalent	5
Some College	9
College Degree	6
Graduate Degree	3
99	1

13) Please list the 5-digit Zip code where you reside: (Open ended responses)

13031	1
13146	1
13201	1
13203	2
13205	8
13207	2
13208	8
99	1

14) What is your estimated annual household income?

Under $10,000	9
$10,001-$20,000	10
$20,001 - $30,000	0
$30,001-$40,000	1
Over $40,001	2
99	2

15) Do you have any suggestions for improving the Clinic? (Open ended responses)

More lawyers	1
More days/hours	2
Handicap accessibility	1
List the lawyers specialties	1

Appendix VI

Volunteer Survey Frequencies

Dear Franciscan Legal Clinic Volunteer,
We are conducting a survey for the Franciscan Collaborative Ministries to measure current satisfaction of our volunteers. Our goal is to continue the high retention rate of volunteers and to find out how to improve client services. Thank you for taking the time to complete the survey. Please remember, all your responses are completely anonymous.

1) How many hours per month, on average, do you volunteer at the Legal Clinic?

0-2	8
2-5	0
5-8	2
8 and over	1

2) How many clients per day, on average, do you advise at the Legal Clinic?

0-2	0
3-5	6
6-8	5
8 or more	0

3) How long have you been volunteering at the Legal Clinic?

Under 1 year	0
1-3 years	4
3-5 years	3
5-7 years	4

4) How satisfied are you with how the Clinic operates?

Very Dissatisfied	1
Somewhat Dissatisfied	0
Neutral	0
Somewhat Satisfied	3
Very Satisfied	7
Don’t Know	0

5) How useful would it be to have periodic meetings of volunteers for networking and/or evaluation purposes?

No Use	0
Little Use	3
Neutral	3
Useful	5
Very Useful	0
Don’t Know	0

6) Would you prefer to have clients make appointments in advance, as opposed to the walk-in system?

Yes	0
No	11
Don't Know	0

7) How willing are you to help clients over the phone during your volunteer hours?

Very Unwilling	1
Unwilling	1
Neutral	1
Willing	5
Very Willing	3
Don't Know	0

8) How important would it be to create and maintain records of all clients at the Center?

Very Unimportant	2
Unimportant	4
Neutral	1
Important	3
Very Important	0
Don't Know	0
No Response	1

9) Do you think that more than one volunteer is needed each time the Clinic is open?

Yes	0
No	10
Don't Know	1

10) Do you think the Clinic should extend its hours of operation?

Yes	1
No	6
Don't Know	4

a) If the hours of operation at the Clinic were extended, would you be willing to volunteer additional hours?

Yes	4
No	3
Don't Know	2
No Response	2

b) If "Yes," how many hours would you be willing to add per month?

1-3	3
3-5	0
5-7	1
7 and over	0
Don't Know	0
No Response	7

11) Do you know of any other attorneys who might be interested in volunteering at the Clinic?

Yes	1
No	7
Don't Know	3

12) How useful do you think it would be to create a directory of volunteers for networking purposes and client referral?

No Use	0
Little Use	3
Neutral	2
Useful	5
Very Useful	1
Don't Know	0

13) How many cases from the Clinic have you taken on or referred to other lawyers?

0	4
1-3	3
4-6	1
7-9	1
10 or More	2

14) What is your gender?

Male	9
Female	2

15) What is your age range?

Under 17	0
18-21	0
22-25	0
26-30	0
31-40	1
41-50	3
51-60	5
61 or older	1

16) How would you best identify your race/ethnicity? (Check all that apply)

Caucasian	11
African American	0
Asian and Pacific Islander	0
Hispanic	0
Latino	0
Other (Please Identify: _____)	0

17) Do you have any suggestions for improving the Clinic? (Open ended responses)

Improve Handicapped Accessibility	1
Improve Security	1
Define Clinic's Role to Clients	1
Stop Referring to People Who Visit the Clinic for Advice as Clients	1
Clinic Runs Well	2

Appendix VII

Client Data Spreadsheet

[redacted]

Client Open Ended Suggestion Responses

ID	SUGG
1	Always try to follow the straight path! Did St. Francis of Assisi say that?
2	I think it is fine though additional lawyers would make it even better. As would more days. The lawyers at the clinic are there because they truly want to help people. I've had five attorneys in five years and all they did was take $200,000 in estate funds. I and my two children have experienced perjury, corruption of justice and altering of a legal contract. I also must say that Dick Storto should NEVER be allowed to corrupt the minds of young law students. He is "brightly corrupt" much like Roger Scott who was finally dis barred 25 years ago.
3	Well if you were add more days an hours that would really be great, and also a lot of people in Syracuse do not know this place even exist so it would help to advertise more, so that you can help more people. Thank you.
4	No
5	Chairs that are higher up for olderpeople to sit in. Chairs were hard to get in and out in waiting room. Ramp. Handles at doorways to help people
6	No
7	List the lawyers specialties
8	Maybe they could help, rather than giving a referral to other clinics
9	Always try to follow the straight path! Who said this?
10	
11	
12	
13	
14	
15	First time and I would have to see how their service can help or not help me.
16	
17	
18	
19	
20	
21	Try to assist clients further
22	
23	None at this time.
24	

Appendix VIII

Volunteer Data Spreadsheet

[redacted]

[redacted]

Appendix IX

Client Data Codebook

COLUMN	FIELD NAME	DEFINITION	CATEGORIES
A	ID	Survey ID number	1-11
B	VISIT	Number of time's respondent has visited the clinic	1=1-3 Visits
			2=4-6 Visits
			3=7-9 Visits
			4=10 or More
C	REFER	How respondent heard about the clinic	1=From a Friend or a Family Member
			2=From the Assumption Church
			3=From an Online Source
			4=From another FCM Program
			5=From an Attorney
			6=Other
D	TRAVEL	How respondent travelled to the clinic	1=Walk
			2=Bus
			3=Respondent Drove
			4=Someone Drove Respondent
			5=Taxi
			6=Other
E	SERVICE	Quality of service respondent received	1=Very Dissatisfied
			2=Dissatisfied
			3=Neutral
			4=Satisfied
			5=Very Satisfied
			0=Don't Know
F	APPOINT.	Whether or not respondent would have liked to be able to make an appointment at the clinic in advance	1=Yes
			2=No
			0=Don't Know
G	HOURS	Respondent's opinion on whether the clinic should extend hours of operation	1=Yes
			2=No
			0=Don't Know
H	TIME	What time of day respondent thinks the clinic should add hours	1=Morning
			2=Afternoon
			3=Evening
			0=Don't Know

COLUMN	FIELD NAME	DEFINITION	CATEGORIES
I	RECOMM	Would respondent recommend the clinic to others	1=Yes
			2=No
			0=Don't Know
J	OTHER	Has respondent used a similar legal service before	1=Yes
			2=No
			0=Don't Know
K	COMPARE	If respondent has been to a similar clinic, how does the FCM Legal Clinic compare to the others	1=Much Worse
			2=Worse
			3=About the Same
			4=Better
			5=Much Better
			0=Don't Know
L	GENDER	Repondents' gender	1=Male
			2=Female
M	AGE	Respondents' age	1=17 or Under
			2=18-21
			3=22-25
			4=26-30
			5=31-40
			6=41-50
			7=51-60
			8=61 and Older
N	RACE	Respondents' race/ethnicity	1=Caucasian
			2=African-American
			3=Asian/Pacific Islander
			4=Hispanic
			5=Latino
			6=Other

COLUMN	FIELD NAME	DEFINITION	CATEGORIES
O	EDUC	Respondents' educational level	1=No Schooling
			2=Elementary School
			3=Junior High School
			4=Some High School
			5=High School Diploma or Equivalent
			6=Some College
			7=College Degree
			8=Graduate Degree
P	ZIP	Respondents' ZIP code	
Q	INCOME	Respondents' annual household income level	1=Under $10,000
			2=$10,001-$20,000
			3=$20,001-$30,000
			4=$30,001-$40,000
			5=Over $40,001
R	SUGG	Respondents' suggestions for improving the clinic	

Appendix X

Volunteer Data Codebook

COLUMN	FIELD NAME	DEFINITION	CATEGORIES
A	ID	Survey ID number	1-24
B	VOLUNT	Number of hours, on average, per month respondent volunteers at the clinic	1=0-2 Hours
			2=2-5 Hours
			3=5-8 Hours
			4=8 or More
C	CLIENT	Number of clients, on average, per day respondent sees at the clinic	1=0-2 Clients
			2=3-5 Clients
			3=6-8 Clients
			4=8 or More Clients
D	YEARS	How long has respondent been volunteering at the clinic	1=Under 1 year
			2=1-3 Years
			3=3-5 Years
			4=5-7 Years
E	OPER	Respondents' satisfaction rate with the operations of the clinic	1=Very Dissatisfied
			2=Dissatisfied
			3=Neutral
			4=Satisfied
			5=Very Satisfied
			0=Don't Know
F	MEET	Whether respondent thinks period meetings between all the volunteers would be useful or not	1=No Use
			2=Little Use
			3=Neutral
			4=Useful
			5=Very Useful
			0=Don't Know
G	ADVANC	Whether volunteers would like clients to make appointments in advance, rather than walking in	1=Yes
			2=No
			0=Don't Know
H	PHONE	Whether volunteers are willing to help clients over the phone or not	1=Very Unwilling
			2=Unwilling
			3=Neutral
			4=Willing
			5=Very Willing
			0=Don't Know

COLUMN	FIELD NAME	DEFINITION	CATEGORIES
I	RECORD	Respondents' opinion on whether it is good idea to keep records of client interactions	1=Very Unimportant
			2=Unimportant
			3=Neutral
			4=Important
			5=Very Important
			0=Don't Know
J	NUMBER	Whether respondent thinks more than one volunteer is necessary during hours of operation	1=Yes
			2=No
			0=Don't Know
K	EXTEND	Whether respondent thinks Clinic should extend it's hours of operation	1=Yes
			2=No
			0=Don't Know
L	WILLING	Whether Respondent is willing to work additional hours at the clinic	1=Yes
			2=No
			0=Don't Know
M	HOURS	How many more hours would respondent add	1=1-3 Hours
			2=3-5 Hours
			3=5-7 Hours
			4=More than 7 Hours
			0=Don't Know
N	LAWYER	Does respondent know of any other attorneys who may want to volunteer at	1=Yes
			2=No
			0=Don't Know
O	DIRECT	Whether respondent thinks a directory would be useful for networking and client referrals	1=No Use
			2=Little Use
			3=Neutral
			4=Useful
			5=Very Useful
			0=Don't Know
P	CASES	Number of cases the volunteer has taken on or referred to other attorneys	1=0 Cases
			2=1-3 Cases
			3=4-6 Cases
			4=7-9 Cases
			5=10 or More Cases
Q	GENDER	Repondents' gender	1=Male
			2=Female
R	AGE	Respondents' age	1=17 or Under
			2=18-21
			3=22-25
			4=26-30
			5=31-40
			6=41-50
			7=51-60
			8=61 and Older

COLUMN	FIELD NAME	DEFINITION	CATEGORIES
S	RACE	Respondents' race/ethnicity	1=Caucasian
			2=African-American
			3=Asian/Pacific Islander
			4=Hispanic
			5=Latino
			0=Other
T	SUGG	Respondents' suggestions for improving the clinic	