



Feedback in Action: Improving Client Feedback Systems to Enhance Immigration Legal Services

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INTRODUCTION

In the past couple of years, the unanticipated arrival of more than 50,000 immigrants and asylum seekers to Chicago compelled the legal community to increase legal services and implement new service models.ⁱ The City of Chicago, State of Illinois and service providers have invested more than 300 million dollars and thousands of hours of human resources in attending to the population arriving from the US southern border.ⁱⁱ A major component of this work has been providing immigration legal services. Yet, despite this tremendous investment, there has been no systematic plan to ask the immigrants and asylum seekers directly for input or feedback about legal services.ⁱⁱⁱ This is a problematic not only in this circumstance, but also for the overall resources within the immigration legal services community.

Immigrants are a backbone of Chicago communities and non-profit organizations have been providing immigration legal services for decades. With increasing demand for legal services in a challenging legal system, who determines what are priority needs? Recent humanitarian situations are forcing the legal services community to reflect on what are the most efficient and simultaneously culturally sensitive ways to deliver services? Also, how do we know, or measure, the impact of these efforts? While service providers can make educated decisions based on past experiences, engaging beneficiaries is essential for healthy programs.

Participatory evaluations engage stakeholders in contributing to the understanding of the project, how projects can be carried out, and the impact of the work. In this way, beneficiaries are co-creators, or co-pilots, of the project and the needs of the community are addressed. To accomplish this, evaluations can examine three different elements of projects or services:

1. The objective or needs of the community;
2. The implementation, or the means and methods to achieve the goals;
3. The impact: reviewing the short or long-term results, did the project achieve its goal and does the program continue, change, or end.

Immigrant communities require a consortium of services, such as shelter, health care, transportation, and education, in addition to legal services to navigate their immigration process. A wealth of research exists as to the benefits of participatory engagement in each of these sectors.^{iv} This paper will focus on non-profit immigration legal services providers in Chicago.

This analysis also recognizes that nonprofit immigration legal service providers are and have been working in a collapsed and complex legal system where demand for legal services far exceeds the available supply of legal service professionals. They are also already preparing potential responses for promised egregious policy changes in the immigration system in 2025. Despite these challenges, with core mission statements that endeavor to serve the immigrant community, defend human rights and provide equitable access to justice, programs can no longer afford to not engage beneficiaries in decision-making processes.

With an eye towards engaging beneficiaries in more programmatic decisions, we must first know what currently exists, and what are the limitations in regards to participatory evaluation mechanisms. This report synthesizes information shared by ten non-profit immigration legal service providers in the Chicagoland area. The findings suggest that while some organizations have mechanisms to collect feedback from clients, logistical and operational barriers limit those efforts. Finally, to facilitate participatory feedback mechanisms for non-profit legal services, programs can find resources with suggested, general questions for post-legal clinic and case closing surveys. Translations are also available for the questions in nine languages, in addition to a comparative chart of platforms to host and manage the surveys.



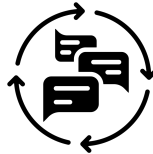
THE PROJECT

This project is funded by DePaul University’s Migration Collaborative and is part of a larger six-month project focused on engaging migrant and asylum seeker voices in immigration legal services in the Chicagoland area.^v This report is the first part of the project and is intended to review and encourage institutional participatory engagement mechanisms across the service sector. The second part of the project endeavors to collect feedback from Spanish-speaking migrants and asylum-seekers who arrived from the U.S. southern border in Chicago between Fall 2022 and Fall 2024. Findings will be shared in February 2025.

TERMINOLOGY



Immigration Legal Service Provider: As non-profit organizations, they offer assistance with immigration-related matters, such as providing legal guidance, preparing forms, and providing legal representation.



Participatory Feedback Mechanism or Participatory Evaluation: A system that actively involves the people directly affected by a program or initiative in providing feedback on its effectiveness, allowing them to contribute their perspectives and influence decision-making processes.



Participants are also recognized as beneficiaries or clients.

METHODOLOGY

Thirteen organizations were invited to share their processes and experiences with participatory evaluations; ten responded. Participation in the project was voluntary. Confidentiality was promised to facilitate transparency in communication. Virtual conversations lasted approximately 45 minutes and were based on six questions.^{vi} The information was compiled and analyzed in excel.

The initial selection of organizations started from a list of Access to Justice^{vii} members, taking into consideration organizations with varying size and scope of programs in the Chicagoland area. Nine of ten organizations interviewed provide direct legal services for family-based immigration matters to migrants and asylum seekers in the Chicagoland area. The other organization does not provide case management but focuses on information sharing and advocacy efforts for asylum seekers on the national level and with a presence in Chicago.

A few limitations impact this review of mechanisms and processes.



The number of organizations that provide immigration legal services has grown in the past two years. This report does not involve a representative sample of immigration legal service providers in the Chicagoland area.



As the questions focused on mechanisms and structures, this report does not look into the results of the feedback of the organizations that have collected input from their clients.



This project only requested conversations with legal teams. Had the questions been given to Development or Communication units within the same organizations, the results and priorities may be different.



FINDINGS

A. Status of Participatory Feedback Mechanisms within Chicagoland's Non-Profit Immigration Legal Service Providers

Ten of ten respondents said they want feedback from clients and would like to incorporate feedback into program decisions.

Of the ten organizations that were surveyed:

- Four organizations have active feedback mechanisms that vary in size and scope.
- One organization was in the design phase of their first survey mechanism and had yet to administer the evaluation, at the time of data collection.
- Two organizations had survey mechanisms that are no longer active.
- Three organizations have not yet implemented participatory feedback mechanisms.

Of the four organizations that have active feedback mechanisms, the mechanisms vary significantly in scope.

- One organization received funding in early 2024 to focus on collecting feedback from closed cases. They are actively collecting feedback and analyzing it on a quarterly basis.
- One organization has a link to a google form on their website and shares the survey to clients after legal clinics.
- One organization sends paper surveys to all clients across the organization that includes other social services; the legal team does not routinely see this feedback.
- One organization collects direct feedback via regular surveys, town-hall meetings or as needed depending on the topic.

The organization that was in designing their mechanism did so with the support of a consultant and plans to pilot it across two units in the organization. Inspired by strategic planning needs, they “want to have client voices in various layers of work: satisfaction, advocacy.” They are “making sure our policies and practices have an impact” by conducting in-depth surveys of clients with closed cases. At the time of data collection, they were also still considering how to analyze the data and apply the survey in the strategic plan in the future.

B. The Benefits of Participatory Feedback Mechanisms

Involving beneficiaries in the evaluation of programs implies that the evaluation objectives are wider than a narrow measuring of program outputs.^{viii} For immigration legal services, frequent project outputs include reporting the number of cases opened, the number of cases filed, the number of matters closed, the number of “Know Your Rights” presentations, or perhaps the number of cases with relief granted. While these numbers demonstrate work completed, they may not adequately measure actual impact on the lives, families, communities or access to justice in the immigration system.

Similarly, output numbers are generally funneled towards donors and other stakeholders, but if the objective is to serve the communities, then accountability to the community also necessary.^{ix} **In this way, participatory evaluations are linked to improving accountability and focus on the needs of those affected by interventions within the community.** In discussion about managing asylum workshops, one respondent noted that it's important to consider the content of the services, not just the framework or the numbers. Like others, she recognized how difficult it is to report complex legal services that carry significant implication for the beneficiary in mere number of people served. She is hopeful that feedback from participants will help reflect the value of time and effort given to this complex service.

Research shows that **structured feedback can highlight barriers or needs that traditional evaluations might not capture and this information then can lead to programmatic adjustments.**^x One of the organizations surveyed asks a general question upon initial engagement: What is the individual asylum seeker’s top priority for immigration? This data plays into the decision-making process of the organization’s

AT A GLANCE

BENEFITS



Improved Accountability



Culturally Relevant Adjustments



Empowered Client Decisions



Enhanced Service Impact



Addressed Barriers Effectively



Justified Program Choices



Community-Driven Improvements



Respected Client Opinions



Optimized Resource Allocation

actions as the organization responds to the top needs of the community. Not only does this input guide decision makers on priority issues in a resourced stretched industry but it can also help justify why organizations may choose not to offer a specific service. Taking into account the feedback can lead to adjustments that make resources more accessible and culturally appropriate.

Participatory feedback collected during the service provision also affects the overall impact and client satisfaction. A respondent shared that when preparing for a class action litigation, the legal team wanted to pursue their most aggressive strategy, but they recognized in doing so they would need to disclose additional personal information of the plaintiffs. After dialoguing with the class members and clearly laying out the options, the clients and attorneys found a solution that did not disclose so much personal information. While this example seemingly illustrates client management strategies, in the end, the clients were satisfied that they won the case, had less information disclosed and their opinions were respected in the process that impacts their lives.

Participatory evaluations encourage improvements designed with the input and support of those who will be most affected. One respondent shared that as legal status impacts an individual's capacity to engage with other services, in addition to their feelings of security and willingness to participate in society, it is important that clients are empowered to make decisions that impact their lives. To emphasize this she said,

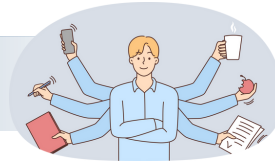
“[the work] is not just about legal services but about community services.”

In short, through participatory evaluations, programs not only garner information about the impact of their services but also have access to information that will support necessary programmatic adjustments.

C. Barriers to Participatory Feedback Mechanisms

While ten out of ten respondents said they would appreciate getting feedback from clients they also recognized barriers to collecting and managing the feedback. None of the barriers mentioned are insurmountable but they do require operational support. This section highlights barriers to operationalizing participatory feedback mechanisms.

Programs lack appropriate staff capacity.



All direct legal service organizations cited limitations of staff capacity as their main issue for implanting a participatory feedback mechanism.

In recent years, the demand for legal services has far outpaced capacity of legal service providers and in effect, overburdened resources.^{xi} In addition to managing increased demand, many of the organizations were hiring staff positions at the time of data collection. One organization had only two staff people in their immigration department, despite hundreds of people requesting legal support. Another organization with an active participatory feedback mechanism explained that they previously had an intern that was able to send the survey link to participants after every clinic and that garnered responses. The intern position is not currently filled however, and so they are not getting as much client feedback and they do not have staffing capacity to send the survey. Two organizations hired their first immigration attorney or DOJ representative within the past two years.

Respondents also highlighted that it is not just a matter of staff capacity but of competencies. Legal staff are trained and specialized in providing legal services; various respondents expressed frustrations that it is not the best use of legal time to conduct programmatic tasks such as client surveys. As one respondent explained,

“We get lost in delivering services, so we don’t think down the line. Funders only fund specific positions. All funded staff are involved from beginning to end of the project. When programmatic work falls to legal staff, it all adds up.”

All five of the programs that have, or are working towards, participatory evaluation mechanisms are run by multi-disciplinary professionals; or they are individuals with training other than, or in addition to, law degrees. On the other hand, four of the five programs that do not currently have participatory evaluation mechanisms are managed by lawyers. While non-profit culture invites professionals that want to help, and it requires flexibility and resourcefulness of staff,^{xii} every profession has a specific skill set that contributes to service provision and healthy teams. Intentional staffing, with multidisciplinary experience, may foster opportunities for participatory evaluations.

Ensuring language accessibility is an indispensable issue for all organizations.



Each organization surveyed requires communicating in at least two languages; one organization reports using 30-40 languages in any given month. In two of the mechanisms used by organizations, they had survey questions and responses in two or three languages on the same form. While practical, this response may make the survey more difficult to read and therefore less desirable to complete. Some platforms support surveys in multiple languages.

Two of the organizations that do not currently have participatory feedback mechanisms cited language as one of the main barriers. One respondent noted that in addition to language barriers, “a considerable number of clients have limited literacy skills, even in their native languages...” Facing similar situations, another respondent with feedback mechanisms shared that some case workers would verbally administer the survey over the phone and note the responses in the form.

Timing of immigration matters challenge service models.



As the length of adjudication times for immigration matters can take years, more immigration legal service providers are leaning into limited scope models.^{xiii} Traditionally, lawyers would engage a client from intake through adjudication of the matter-- or provide full representation on the case. Limited scope models, on the other hand, break full representation into smaller components. This, in theory, allows beneficiaries to move their case forward with legal counsel at various steps in the process and does not commit an attorney to a case for multiple years or decades. Both full representation and limited scope models face challenges with time and managing communication with clients.

Respondents recognized that full representation services often have no set time frames and thus it is difficult to establish procedures for when to ask for feedback. Annual surveys may not be necessary but only asking for feedback at the case closing may truncate important information about the process.

On the other hand, in shifting to limited scope, or triage services, legal service providers scramble to launch projects and deliver quick results to funders. The need to obtain funding, staff the project, roll it out, make adjustments, and report on the results often leaves minimal space or energy for programmatic structures. One respondent suggested that having a template survey structure and procedure that could easily be adaptable to different one-day services may help collect feedback.

**Technology: legal service providers
need support.**



Respondents expressed various concerns about managing data and technology. A few of the data and technology considerations include: which survey platform should host the questions and responses, text or email processes to communicate with participants, as well as general data analysis processes and skills.

Delivery methods of surveys impact the response rate and data analysis. One organization sends a paper-based survey to all clients, but results have not been shared within the legal department. Another organization offers an electronic version and a paper version to clients. All other organizations that have, or had, mechanisms use electronic surveys. Electronic surveys are generally preferred because they can be disseminated in a variety of ways such as a QR code, email or text message. E-surveys also minimize manual administrative labor and facilitate data analysis.

When determining how to disseminate the surveys, programs will need to decide where to host the survey. Two organizations have used Google Forms, which does not require a subscription. Three others have used a subscription services. Subscription services allow for survey logic, organizational branding, the capacity to manage the quantity and frequency of responses and provide certain analytics for reporting. Subscription services however often incur subscription fees, which require a budget.

In addition to platforms that can support participatory feedback mechanisms, some organizations are still working through general data collection processes. One respondent recognized that they do not have email addresses for all clients, or maybe clients do not regularly check emails. Accordingly, it is necessary to think through different communication methods such as a text or email option. Legal databases are also evolving to allow feedback directly into the database, and to cut out middle administrative tasks.

Respondents recognized that they are not fully aware of the options available to them for managing data or how those systems interact with legal databases, and that creating capacity to learn these technologies has not been possible. In short, most projects do not have data professionals involved in the project, but these tasks would fall to the legal team. Data professionals and program managers can facilitate these conversations.

Manage the information: how to actually do it?



Legal professionals understand the importance of preparing for answers to a question. The same goes for evaluations. When asked about any concerns to getting client feedback two respondents expressed fear at not being able to act on the feedback. On the contrary, one respondent proactively emphasized the need to commit to responding to feedback as a matter of accountability to beneficiaries.

Accordingly, multiple respondents stressed the importance of thinking through how the data would be used.

“Asking too many questions or having too many surveys will lose people.”

At this organization they have a general policy that participants cannot be surveyed again until the organization has responded to the first survey. Responses are often shared through a general newsletter email or informational post.

One respondent also anticipated the risk of overwhelming responses. For example, a survey may result in ten areas that need attention but it is not practical for an organization to immediately address all ten. She noted that,

“we will need to be selective and intentional”

and be careful of wanting to do everything but not doing anything in the end. This requires an intentional decision-making process and respect for the longer-term investment for program management.

Legal Culture and Varied Practices for Engaging Clients



Throughout the ten conversations non-profit immigration legal practitioners expressed a range of philosophical positions about engaging clients in their work. At one end of the spectrum is the idea that clients do not have time or capacity to provide feedback given their specific vulnerabilities. For example, the respondent suggests that fleeing war and then adapting and trying to establish life in the United States provides enough stress for clients to manage. Furthermore, this provider stressed the importance of winning the case and obtaining relief for the client.

Moving along the spectrum, the majority of respondents sit in the middle range, they think feedback would be useful but are limited by logistical details of how to obtain, manage and utilize the information. For example, one respondent said, “People get upset with the immigration system; they can express that. We need to think of how to capture it and respond to it.”

And, on the other end of the spectrum are organizations that are driven by feedback from asylum seekers. Committed to following the needs and desires of the community this provider notes that: “No conversation is beyond our members' ability to make a decision. We need to communicate clearly. It's about civic education and how to have real conversations.”

“These people are trying to survive and don't have the capacity. They aren't really thinking about feedback. They need help and how to find it.”

“No conversation is beyond our members' ability to make a decision. We need to communicate clearly. It's about civic education and how to have real conversations.”



“People get upset with the immigration system; they can express that. We need to think of how to capture it”

This survey may highlight a larger issue within the legal services field about regularly requesting feedback and how that feedback informs programmatic decisions. One respondent expressed frustration that it was difficult, and almost impossible, to find models of surveys and client-centered research at the national level of non-profit legal services.^{xiv} They commented,

“National not-for-profits are developing proposals based on research that show how a model works. Legal services aren't doing this yet. People don't know what they're doing. Old school models worked-- but do they work now? How do we know?”

Further analysis and discussion of industry culture extends the scope of this project but is something to consider for future conversations.

D. Structures that Facilitate Participatory Feedback Mechanisms

Multi-disciplinary professionals, such as program managers, are important for programmatic health and efficiency.

The overall data collected suggests a trend that organizations that currently have or have had participatory evaluation mechanisms are led by a professional with a multidisciplinary skill set. For example, one program is managed by a person who is a licensed social worker and lawyer; another by a data scientist, who also has her juris doctorate. Three programs surveyed are run by project managers who are trained in immigration law and policy but are not licensed attorneys. While the focus of the projects is to provide legal services, the systems that support those efforts depend on multi-disciplinary professionals to ensure efficiency, dignity in processes and measurable impact.

Passive and alternative methods for collecting feedback are also important.

Numerous respondents mentioned alternative methods for knowing clients were satisfied with legal services. For example, respondents mentioned family and friend referrals, or clients bringing a home-cooked meal or hand-written note to staff as a way to show appreciation. These passive data collection methods can give important information but do not replace organized client input about specific services.

There are numerous ways organizations can collect and monitor client feedback and needs. Additional ways respondents suggested they could evaluate client needs include:



- Tracking hits or clicks on website pages to know what is important to readers;
- Monitoring hits or comments on specific social media posts;
- Organizing and monitoring intake logs to ascertain information on certain services. For example, one organization tracks the types of services requested on their call log. They use this information to know what types of services are priority in the community.

E. Questions of Funding Participatory Feedback Mechanisms

Essential to any conversation about program structure and impact how projects are funded. Three of the four organizations with feedback mechanisms were supported by specific grants to design and launch feedback mechanisms. One respondent that would like to obtain client feedback expressed,

“Getting data directly from the people about their experiences, what do they want, what do they need, could help leverage and show program needs to funders.”

Another respondent simply stated,

“If we had staff capacity and funding to do this, then we could check the box on the funding proposal that we have these mechanisms.”

Participatory evaluations not only contribute to the efficient and effective use of resources, but they assist in the alignment of purpose and processes for equitable philanthropic endeavors.^{xv} Responses from legal service providers demonstrate opportunities to fund these efforts to support increased impact in migrant and asylum-seeking communities.



GENERAL OBSERVATIONS AND MOVING FORWARD

General Observations

After surveying ten immigration legal service providers in the Chicagoland area about participatory feedback mechanisms, the following general ideas emerged:



Organizations want to engage client feedback but are stuck in logistical and operational questions.



Asking for participant feedback requires time and resources to implement, analyze and respond to feedback.



Program managers provide a structure for success. Legal staff cannot (and should not) be expected to do it all.



Technology is critical to efficient data collection and evaluation. Numerous options exist for non-profit service providers.



Legal service programs could benefit from funding structures that specifically facilitate program managers and technology or data support.



Active and passive participant feedback is helpful.



Creating new program models is difficult and often involves a period of trial and error. Engaging participants- can provide key insights to facilities service delivery



Assessing the actual impact of work and not simply measuring output is important to meet the needs of individuals, ensure equitable and dignified delivery of services and to meet the larger missions of the organizations and funder.

Moving Forward

- By engaging participants, legal service providers can better address needs in the community and appropriately deliver services.
- Nonprofit immigration legal service programs need operational support such as multidisciplinary staff that support legal services.
- Funders can allow participatory feedback mechanisms and necessary organizational supports as part of funding proposals.



RESOURCES FOR PROGRAM STAFF

When asked about barriers to having participant feedback mechanisms one respondent explained that they had been thinking about this process for two years, but other priorities kept claiming precedence. She also suggested that having templates available, with translations, would facilitate the process. Similarly, another organization said they would love to restart their feedback mechanism but given capacity limitations, their ability to do so depends on someone else designing it. Hearing these statements, below are resources to support programs in starting or enhancing participatory feedback mechanisms.

Collecting and managing participatory or community-based data is an art that continues to evolve with professional attention. But, there are also basic ways to get started. The resources included here are suggestions and just the tip of iceberg as far as what is possible for participatory feedback mechanisms.

Service providers can use a variety of methods to collect feedback from clients such as surveys, website data analysis, interviews, focus groups. Each method has its pros and cons depending on what information is desired and the resources available to get it.^{xvi} Surveys, for example, can easily and cost-effectively reach many participants.^{xvii} While they can flexibly be disseminated to the target populations, data is limited to pre-determined questions. Interviews, on the other hand, provide more in-depth information and are more adaptable to a specific conversation, but they take time and resources to coordinate and execute.^{xviii}

As organizations prepare for, or look to enhance, participatory feedback mechanisms, it is helpful to think through these points.^{xix}



1. Clearly identify your objective for the evaluation.



2. What tools are available to create, support, or manage the survey? (see resource #3!)



3. Create the questions.



4. Create an introduction to the survey that explains the reason for asking, what you will do with the information, any confidentiality concerns and thanking the client for their time.



5. In what languages do you need to distribute the mechanism to ensure inclusion?



6. Determine when to send the evaluations and what staff to be involved.



7. Discuss how and who will review and analyze the results.



8. Share the results, as appropriate, with the team of stakeholders.



9. Respond to participant feedback.



10. Create an action plan.

A few tips for this process:

- Set practical expectations
- Be OK with criticism; this is an opportunity to evaluate or enhance impact

Sample Survey Questions

As service providers emphasized limited resources and, based on the fact that surveys facilitate cost-effective and flexible engagement, below are sample questions for surveys post-legal clinics or at case closing. The questions were compiled after reviewing current mechanisms shared by the respondent organizations.

Organizations should note that the length of the evaluation and question type will impact the client's willingness to complete it.^{xxi} Thus, there are two sections of suggested questions. The "Basic General Questions" section is considered the minimum questions to ask in a survey. Section two, "Additional Questions to Consider" are just that, different types of questions that a program may consider including in their survey. The additional questions offer suggestions that evaluate the process, or delivery of services, as well as impact of services.

Determining when to survey clients will also impact response rates.^{xxii} Surveys can be conducted on an on-going basis, or another option is to make a concerted effort during a specific time period or focused on a specific population. For example, if more interns are available for three summer months, feedback can be proactively collected during these months. Or, when rolling out a new project, feedback will help determine the viability for continuing the program.

Finally, to facilitate equitable engagement of different immigrant communities, the questions are translated in nine languages.

Platforms Options to Manage the Survey

The third resource is a chart of platforms that can help programs manage their surveys. This report does not endorse any specific platform but instead offers options that may serve different needs and budgets. Once an electronic survey is constructed the link or QR code can be shared in client communication via letters, text messages, emails, etc.

Support for staffing considerations

The fourth resource is available for staffing capacity considerations. DePaul University's Steans Center supports community partners through research, internships and more. In fact, because of connections with this study, one participating organization connected with a student via the [Steans Center](#) to help administer and analyze surveys. Another organization also previously connected with DePaul students to design, execute and analyze population specific surveys. Please connect directly with the Steans Center if interested.

1. Sample survey questions for client feedback post-legal clinic, in English with translations in Arabic, Burmese, Dari, Haitian Creole, French, Pashto, Russian and Spanish.
2. Sample survey questions for client feedback at case closing, in English with translations in Arabic, Burmese, Dari, Haitian Creole, French, Pashto, Russian and Spanish.
3. A comparative chart of platforms to manage electronic surveys.
4. DePaul Steans Center partners to support community-based organizations.

Notes

i New Arrivals Situational Awareness Dashboard, City of Chicago, last modified Nov. 27, 2024, <https://www.chicago.gov/city/en/sites/texas-new-arrivals/home/Dashboard.html>.

ii City of Chicago Updates to the New Arrivals Mission, April 12, 2024, https://www.chicago.gov/city/en/depts/mayor/press_room/press_releases/2024/april/april-new-arrival-updates.html.

iii Paral recommends that, “We need to learn to talk with the forced migrants” in order to know their experience, needs and plans, and to set up appropriate services for this population. Rob Paral, “Building a Plane While It’s Flying”: Illinois Confronts a New Era of Forced Migration, DePaul Migration Collaborative, Practitioner in Residence Report, April 2024, [https://law.depaul.edu/academics/centers-institutes-initiatives/depaul-migration-collaborative/projects/Documents/RP_Final%20Report%20\(Updated%203_31\).pdf](https://law.depaul.edu/academics/centers-institutes-initiatives/depaul-migration-collaborative/projects/Documents/RP_Final%20Report%20(Updated%203_31).pdf).

iv Community Commons, Seven Vital Conditions for Health and Well-Being, <https://www.communitycommons.org/collections/Seven-Vital-Conditions-for-Health-and-Well-Being>; Asset Based Community Development is at the center of a large and growing movement that considers local assets as the primary building blocks of sustainable community development. For more information see DePaul University’s Asset Based Community Development Institute, <https://resources.depaul.edu/abcd-institute/about/Pages/default.aspx>.

v DePaul’s Migration Collaborative “invites experts on migration, immigration, and human rights to collaborate, address migration challenges, and inform policies” See: <https://law.depaul.edu/academics/centers-institutes-initiatives/depaul-migration-collaborative/projects/Pages/reframing-refugee-project.aspx>

vi Participants may also be referred to as beneficiaries or clients within organizations. The six initial questions asked of immigration legal service providers are: 1.) Does your organization have any mechanism(s) to request feedback from participants* about the legal services they receive? If not, why not? If so, please proceed with the following questions; 2.) What are your organization’s current processes for collecting feedback from immigrants / asylum seekers? IE: Are all participants requested to provide feedback? At what point in their services are they invited to provide feedback? 3.) How is this information collected and/or stored? (e.g.: electronically, on paper, verbally?) 4.) Who at your organization collects this information? Who reviews/analyzes the information? Is this information involved in making any programmatic decisions? If so, how? 5.) Have you experienced any limitations in collecting feedback? If so, what are they? 6.) Anything else you want to share about participatory feedback at your organization?

vii Illinois Access to Justice provides education, outreach, and legal representation to historically marginalized communities impacted by mass deportation and incarceration. <https://ilaccesstojustice.com/>?

viii Promise and practice: participatory evaluation of humanitarian assistance, Forced Migration Review, Accessed Nov. 27, 2024, <https://www.fmreview.org/kaiser/>. ix Forced Migration Review. “Promise and practice.”

x UKAID, Department for International Development, Beneficiary Feedback in Evaluation, Feb. 2015, <https://www.betterevaluation.org/sites/default/files/Beneficiary-Feedback-Feb15a.pdf>.

xi “Too Few Immigration Attorneys: Average Representation Rates Fall from 65% To 30%,” TRAC Immigration, Jan. 24, 2024, <https://trac.syr.edu/reports/736/>; Neil Steinberg, “We’ve been trying to help: Legal community steps up for migrants” Chicago Sun Times, Jan. 1, 2024; Adriana Cardona-Maguigad, “Clock ticking for many recently arrived asylum seekers, but legal help is hard to find” WBEZ, Nov. 1, 2024, <https://www.wbez.org/immigration/2024/11/01/clock-ticking-for-many-recently-arrived-asylum-seekers-but-legal-help-is-hard-to-find>.

xii Eight of ten projects surveyed are managed by staff who are also responsible for providing legal services.

xiii “Explainer: Asylum Backlogs,” National Immigration Forum, last modified January 23, 2024, <https://immigrationforum.org/article/explainer-asylum-backlogs/>; “Saving Lives, Ending Inefficiencies,” Human Rights First, July 9, 2024, <https://humanrightsfirst.org/library/saving-lives-ending-inefficiencies/>; The following resources demonstrate recent limited scope, or pro se models of representation: “ABA, COI & HIAS, Pro Se+ Limited Scope Representation for Afghan Asylum-Seekers Toolkit,” ABA, April 2023, Jun. 13, 2024, https://www.americanbar.org/groups/public_interest/immigration/pro-bono-at-the-commission-on-immigration/free-resources/coi-hias-pro-se-plus-toolkit/; “First Phase of Centralized Immigration Application Workshops Serve Nearly 3,500 Migrants,” The Resurrection Project, last modified February 20, 2024, <https://resurrectionproject.org/first-phase-of-workshops-for-recent-arrivals-ends/>.

xiv Research shows that for-profit legal services do discuss client surveys. As for-profit motives and processes are different than non-profit services, additional discussion is beyond the scope of this review but one sample resource of a law firm survey was found here: Legal Client Survey Template, Harvest, accessed December 12, 2024, <https://www.getharvest.com/resources/legal-client-survey-template>. A study on client perceptions of public defenders may also inform continued conversation on participatory feedback within general legal services. See: C. Campbell et al., "Unnoticed, Untapped and Underappreciated: Clients' Perceptions of their Public Defenders," *Behavioral Sciences & the Law* 33, no. 6 (2015): 751–70, <https://onlinelibrary.wiley.com/doi/abs/10.1002/bsl.2182>.

xv Equitable Evaluation Initiative, "Equitable Evaluation Framework."

xvi Shackleton, S., Bezerra, J.C., Cockburn, J., Reed, M., & Abu, R. "Interviews and Surveys." In *The Routledge Handbook of Research Methods for Social-Ecological*, edited by R. Biggs, Alta de Vos, R. Preiser, H. Clement, K. Maciejewski & M. Schluter, 107. New York: Routledge, 2022. Systems; "Survey vs Interview for research: Discover the Difference," Survey Monkey, accessed Oct. 1, 2024, <https://uk.surveymonkey.com/mp/survey-vs-interview/>.

xvii Pasquale Schifino, "Eight practical methods to collect customer feedback," EasyFeedback, accessed November 12, 2024, <https://easy-feedback.com/blog/8-methods-to-collect-customer-feedback/>; "12 Ways to Effectively Collect Customer Feedback," SurveySensum, March 27, 2024, accessed November 22, 2024, <https://www.surveysensum.com/blog/collect-customer-feedback#:~:text=Customer%20surveys%20are%20one%20of,them%20more%20relevant%20and%20engaging.>

xviii Press Books, "13.1 Interview Research: What Is It and When Should It Be Used?," *Scientific Inquiry in Social Work*, <https://pressbooks.pub/scientificinquiryinsocialwork/chapter/13-1-interview-research-what-is-it-and-when-should-it-be-used/>; "Survey vs Interview for research: Discover the Difference," Survey Monkey, accessed Oct. 1, 2024, <https://uk.surveymonkey.com/mp/survey-vs-interview/>.

xix Miller, Sterling. "Creating a Customer Satisfaction Survey." Thomson Reuters. Accessed December 1, 2024. <https://legal.thomsonreuters.com/en/insights/articles/creating-a-client-satisfaction-survey>.

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xxi Miller, Sterling. "Creating a Customer Satisfaction Survey." Thomson Reuters. Accessed December 1, 2024. <https://legal.thomsonreuters.com/en/insights/articles/creating-a-client-satisfaction-survey>.

xxii Miller, Sterling. "Creating a Customer Satisfaction Survey." Thomson Reuters. Accessed December 1, 2024. <https://legal.thomsonreuters.com/en/insights/articles/creating-a-client-satisfaction-survey>. How to Run Effective Client Surveys as a Law Firm, Checkbox, <https://www.checkbox.com/blog/how-to-run-effective-client-surveys-as-a-law-firm>

ABOUT THE RESEARCHER

Ellen Miller is a humanitarian and a 2024-2025 DePaul Migration Collaborative (DMC) Practitioner in Residence. During her DMC residency, she conducted community-based research on Chicago's immigration legal services for recent arrivals and compiled her research into a report to shed light on lived experiences of benefiting populations and potential future programmatic decisions. Her work builds on best practices and practical tools for participatory evaluations amongst legal service providers.

RECOGNITION

Participating Legal Service Providers

- Ascend Justice
- ASAP
- Beyond Legal Aid
- Centro Romero
- Erie Neighborhood House
- HANA Center
- Legal Aid Society- Metropolitan Family Services
- Refugee One
- The Resurrection Project
- World Relief

Advisory Board

- Fred Tsao
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- Jill Nyhof, Senior Program Manager
- Dominique Cressler, Program Coordinator
- Alondra Felipe, Student Researcher
- Juliana Zanubi, Student Researcher
- Deeksha Chitturi, Marketing Intern

RESOURCE: PARTICIPATORY EVALUATION MECHANISMS

Sample Survey, Post-Clinic



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For Legal Service Providers

This resource is part of a report, “Feedback in Action: Improving Client Feedback Systems to Enhance Immigration Legal Services,” (Dec. 2024) and was funded by DePaul University’s Migration Collaborative.

The following resource is not a survey to be distributed to clients but a list of questions to be considered when constructing a survey. Below are examples of questions that program staff at non-profit immigration legal service organizations may consider for a client evaluation at the time of closing a case. This process will look different to all organizations and so programs should modify the questions and responses to fit their program needs.

Given the different language needs of immigrant communities, the questions are translated in nine languages. This resource also includes an analysis of platforms to manage your e-evaluations. Some of these platforms also offer translations or evaluations in multiple languages.

There are two sections of suggested questions. The “**Basic general questions**” section is considered the minimum questions to ask in a survey. Section two, “**Additional Questions to Consider**” are just that, different types of questions that you may consider including in your survey. In the lists below, text in *italics* should be modified or removed before publishing or circulating any surveys.

Languages Available

- English
- Arabic
- Burmese
- Dari
- French
- Haitian Creole
- Pashto
- Russian
- Spanish

This tool kit is part of a report on participatory feedback mechanisms for legal service providers in Chicago. The project is funded by the DePaul Migration Collaborative.

English

Post Clinic Survey

Thank you for attending the clinic. Your feedback is important to us. Please take a moment to share your experiences at the legal clinic. Your comments are anonymous. This information will be reviewed and incorporated into future programmatic decisions.

Basic questions:

1. What type of legal assistance did you receive?
 - a. *(List services available, IE: TPS (initial or renewal)/ Work Authorization / DACA renewal / Citizenship/ Green card / Asylum / Special Immigrant Juvenile Status / Other)*
2. Is this your first time you have received legal services from [organization]?
 - a. Yes / No / I don't remember
3. How would you rate your overall experience at the clinic?
 - a. Poor, moderate, Good, Excellent
4. Help us improve our services. What recommendations do you have to improve our clinic services?
5. Name *(Note: Only collect the name if there is a concrete reason to use it, and then explain why you want their name or, do not ask for their name)*

Additional questions to consider:

- How long did it take to complete the application today? (text or 1-2hrs; 3-5hrs; 6-9 hrs)
- How did you hear about us?
 - Friend / family member / school / work/ shelter / another organization / social media / other
- How was the application process?
 - Easy, Moderate, Difficult, NA
- How was getting an appointment for the clinic?
 - Easy, Moderate, Difficult, NA
- How was your experience with the interpreter?
 - We had problems, the interpreter situation did not work; It was kind of difficult; It was pretty good; It was great
- How was accessing the location of the clinic?
 - Easy, Moderate, Difficult, NA
- Would you recommend our services to other migrants or asylum seekers?
 - Yes / No / Maybe

Arabic

Post Clinic Survey

نشكر لكم حضوركم العيادة. إن ملاحظاتكم مهمة للغاية بالنسبة لنا. نرجو منكم تخصيص بعضا من الوقت لمشاركة تجربتكم في العيادة القانونية. ملاحظاتكم ستكون سرية ولن يتم الكشف عن هويتكم. سيتم مراجعة هذه البيانات واستخدامها في تحسين قرارات البرنامج المستقبلية.

اسئلة عامة / Basic General Questions

١. ما نوع المساعدة القانونية التي تلقيتها؟

قائمة بالخدمات المتاحة، على سبيل المثال: الحماية المؤقتة (التقديم الأول أو التجديد) / تصريح العمل / تجديد حالة DACA / الجنسية / بطاقة الإقامة الدائمة / اللجوء / حالة القاصر المهاجر الخاصة / خدمات أخرى

٢. هل هذه هي المرة الأولى التي تتلقى فيها خدمات قانونية من [المنظمة]؟

نعم / لا / لا أتذكر

٣. كيف تقييم تجربتك العامة في العيادة؟

ضعيف، متوسط، جيد، ممتاز

٤. ساعدنا في تحسين خدماتنا. ما هي التوصيات التي تقترحها لتحسين خدمات العيادة؟

٥. الاسم **Only collect the name if there is a concrete reason to use it, and then explain why you want their name or, do not ask for their name.**

أسئلة إضافية يجب أخذها في الاعتبار: / Additional questions to consider

- م من الوقت استغرق إتمام الطلب اليوم؟ (نص ساعة أو 1-2 ساعات؛ 3-5 ساعات؛ 6-9 ساعات)
- كيف سمعت عنا؟ صديق / فرد من العائلة / المدرسة / العمل / المأوى / منظمة أخرى / وسائل التواصل الاجتماعي / مصدر آخر
- كيف تصف عملية التقديم؟ سهلة، متوسطة، صعبة، لا تنطبق
- كيف كانت عملية الحصول على موعد في العيادة؟ سهل، متوسط، صعب، لا ينطبق
- كيف كانت تجربتك مع المترجم؟ واجهنا بعض الصعوبات، لم تكن خدمة المترجم مرضية؛ كانت صعبة إلى حد ما؛ كانت جيدة بشكل عام؛ كانت ممتازة
- كيف كانت سهولة الوصول إلى موقع العيادة؟ سهل، متوسط، صعب، لا ينطبق
- هل تنصح الآخرين من المهاجرين أو طالبي اللجوء بخدماتنا؟ نعم / لا / ربما

Burmese (Myanmar) Post Clinic Survey

ဆေးခန်းသို့ တက်ရောက်ခဲ့သည့်အတွက် ကျေးဇူးတင်ပါသည်။ သင့်တို့ပြန်ချက်သည် ကျွန်ုပ်တို့ အတွက် အရေးကြီးပါသည်။ ကျေးဇူးပြု၍ ဤဥပဒေဆေးခန်းတွင် ကြိုတွေ့ခဲ့ရသောသင့် အတွေ့အကြုံများကို မျှဝေပါရန် မေတ္တာရပ်ခံအပ်ပါသည်။ သင့်၏မှတ်ချက်များကို အမည်မဖော် ဘဲထားရှိမှာဖြစ်ပါသည်။ ဤအချက်အလက်များကို အနာဂတ်အစီအစဉ်ဆိုင်ရာ ဆုံးဖြတ်ချက်များ ချမှတ်ရာတွင် ထည့်သွင်းစဉ်းစားသွားမည် ဖြစ်ပါသည်။

Basic General Questions / အခြေခံမေးခွန်းများ

၁။ သင်ကြိုဆေးခန်းတွင် ဥပဒေရေးရာမည်သည့်အကူအညီမျိုးရရှိခဲ့ပါသလဲ?

a. (ရရှိနိုင်သောဝန်ဆောင်မှုများမှာ- ဥပမာ - TPS (ပထမဆုံး/သက်တမ်းတိုး) / တရားဝင် အလုပ်လုပ်ခွင့် / DACA သက်တမ်းတိုး / တရားဝင်နိုင်ငံသားလျှောက်ထားခြင်း / အစိမ်းရောင် ကတ် / ခိုလှုံခွင့် / အကျဉ်းကျနေသာ သက်ငယ်ရွှေ့ပြောင်းအခြေနေထိုင်သူ၏ လက်ရှိ အခြေအနေ / အခြားအကြောင်းအရာ)

၂။ [အဖွဲ့အစည်း၏] ဥပဒေရေးရာဝန်ဆောင်မှုများကို သင် ပထမဆုံးအသုံးပြုတာဖြစ်ပါသလား?

a. ဟုတ်ကဲ့ / မဟုတ်ပါ / မမှတ်မိတော့ပါ

၃။ သင်၏ ဆေးခန်းတွင်ရရှိခဲ့သော ယေဘုယျအတွေ့အကြုံကို အဆင့်သတ်မှတ်ပေးပါ။

a. မကောင်းပါ။ အလယ်အလတ်၊ ကောင်းပါတယ်၊ အထူးကောင်းပါတယ်

၄။ ကျွန်ုပ်တို့၏ဝန်ဆောင်မှုများကို တိုးတက်စေရန် ကူညီပေးပါ။ ကျွန်ုပ်တို့၏ဆေးခန်းဝန်ဆောင်မှု များကို တိုးတက်စေရန် သင်ဘာများအကြံပြုချင်ပါသနည်း။

၅။ အမည် (Only collect a name if there is a concrete reason to use it, and then explain why you want their name. Or, do not ask for their name.)

Additional Questions to Consider / ထပ်စောင်းမေးခွန်းများ

- ယနေ့လျှောက်လွှာကို ဖြေဆိုရတွင်အချိန်မည်မျှ ကြာခဲ့ပါသလဲ။
- (text သို့မဟုတ် 1-2 နာရီ၊ 3-5 နာရီ၊ 6-9 နာရီ)
- သင်ကျွန်ုပ်တို့အကြောင်းကို ဘယ်လိုသိရှိခဲ့ပါသလဲ?
- သူငယ်ချင်းမှတစ်ဆင့်/ မိသားစုဝင် / ကျောင်း / အလုပ် / နေရာခိုလှုံရာမှတစ်ဆင့် / အခြားအဖွဲ့ အစည်း / လူမှုမီဒီယာ / အခြား
- လျှောက်လွှာတင်ရခြင်းအပေါ်ဘယ်လိုခံစားရပါသလဲ?
- လွယ်ကူသည် / သာမန်ပါဘဲ / ခက်ခဲပါသည်
- ဆေးခန်းတွင် ရက်ချိန်းယူခြင်းကို ဘယ်လိုခံစားရပါသလဲ?

Burmese (Myanmar) Post Clinic Survey

- လွယ်ကူသည်၊ အလယ်အလတ်ဖြစ်သည်၊ ခက်ခဲသည်၊ မသက်ဆိုင်ပါ။
- ပြဿနာရှိခဲ့ပါသည်၊ စကားပြန်နှင့် ပြောရတာ အဆင်မပြေပါ၊ အနည်းငယ်ခက်ခဲခဲ့သည်၊ တော်တော်ကောင်းပါတယ်၊ အလွန်ကောင်းပါတယ်
- ဆေးခန်းကို လာရတာ အဆင်ပြေပါသလား။
- လွယ်ကူသည်၊ အလယ်အလတ်ဖြစ်သည်၊ ခက်ခဲသည်၊ မသက်ဆိုင်ပါ
- ကျွန်ုပ်တို့၏ဝန်ဆောင်မှုများကို အခြားရွှေ့ပြောင်းအခြေနေထိုင်သူများ သို့မဟုတ် ခိုလှုံသူများ အား ညွှန်းပေးပါမလား။
- ဟုတ်ကဲ့ / မညွှန်းပေးပါ / မသေချာပါ။

Dari

Post Clinic Survey

تشکر از حضور شما در کلینیک. بازخورد شما برای ما مهم است. لطفاً یک لحظه وقت بگذارید تا تجارب خود را در کلینیک حقوقی به اشتراک بگذارید. نظریات شما ناشناس است. این معلومات مرور و در تصامیم برنامه ای آینده مدغم خواهد شد.

Basic General Questions / سوالات اساسی عمومی

۱ شما چه نوع کمک حقوقی دریافت کردید؟

یک. (خدمات موجود را لیست کنید، بطور مثال: TPS (اولیه یا تمدید)/ مجوز کار / تمدید DACA / تابعیت/ کارت سبز / پناهندگی / وضعیت ویژه نوجوان نوجوان / دیگر)

۲ آیا این نخستین بار است که شما خدمات حقوقی را از [سازمان] دریافت کرده اید؟

یک. بله / نه / یادم نیست

۳ آیا این نخستین بار است که شما خدمات حقوقی را از [سازمان] دریافت کرده اید؟

یک. بله / نه / یادم نیست

۴ شما تجربه عمومی خود را در کلینیک چگونه ارزیابی میکنید؟

یک. ضعیف، متوسط، خوب، عالی

۵ به ما کمک کنید تا خدمات ما را بهبود بخشیم. شما برای بهبود خدمات کلینیک ما چه توصیه های دارید؟

۶ نام [Only collect the name if there is a concrete reason to use it, and then explain why you want their name or, do not ask for their name.](#)

Additional Questions to Consider / سوالات اضافی برای در نظر گرفتن

- تکمیل کردن درخواست امروز چقدر وقت گرفت؟ (متن یا 1-2 ساعت؛ 3-5 ساعت؛ 6-9 ساعت)
- چگونه در مورد ما شنیدید؟
 - دوست / عضو خانواده / مکتب / کار / سرپناه / سازمان دیگر / رسانه های اجتماعی / دیگر
- پروسه درخواست چگونه بود؟
 - آسان، متوسط، مشکل، هیچ

- گرفتن یک قرار ملاقات برای کلینیک چگونه بود؟
 - آسان، متوسط، مشکل، هیچ
- تجربه شما با مترجم چگونه بود؟
 - ما مشکلات داشتیم، وضعیت ترجمان کار نمیکرد؛ این یک نوع مشکل بود؛ این خیلی خوب بود؛ عالی بود
- دسترسی به موقعیت کلینیک چگونه بود؟
 - آسان، متوسط، مشکل، هیچ
- آیا شما خدمات ما را به مهاجرین یا پناهجویان دیگر توصیه میکنید؟
 - بلی / نه / شاید

French

Post Clinic Survey

Merci de participer à la clinique. Nous tenons compte de vos commentaires, veuillez prendre le temps de partager votre expérience à la clinique juridique. Vos commentaires sont anonymes. Nous allons examiner cette information pour y intégrer les décisions de programmes dans l'avenir.

Basic questions / Questions générales

1. Quel type de service juridique avez-vous reçu?
 - a. (List the services available, for example: Statut de Protection Temporaire (TPS) (initial or le renouvellement) / Autorisation de Travail / le renouvellement de DACA (Action différée pour les enfants immigrants) / Citoyenneté / Carte de résident (carte verte) / Asile / Statut de Jeune Immigré Spécial / Autre)
2. Est-ce que c'est votre première fois à recevoir des services juridiques de [organization]?
 - a. Oui / Non / Ne sais pas
3. Comment évaluez-vous l'expérience complète à la clinique?
 - a. Mauvais, passable, bon, excellent
4. Aidez-nous à améliorer nos services. Quelles recommandations avez-vous pour améliorer nos services aux clients?
5. Name (Only collect the name if there is a concrete reason to use it, and then explain why you want their name or, do not ask for their name)

Additional Questions to Consider / Questions additionnels à considérer

- Combien de temps prenez-vous aujourd'hui pour finir la demande? (zone de texte ou 1-2hrs; 3-5hrs; 6-9 hrs)
- Comment découvrez-vous notre clinique?
 - Ami.e / Proche / École / Travail/ Refuge pour les sans-abris / Autre organisation / Médias sociaux / Autre
- Comment sentez-vous le processus de demande?
 - Facile, Moyen, Difficile, Rien à signaler
- Comment sentez-vous la complexité d'obtenir un rendez-vous?
 - Facile, Moyen, Difficile, Rien à signaler
- Comment s'est passée votre expérience avec l'interprète?
- Nous avons eu de la difficulté, la situation d'interprète ne fonctionne pas did not work; C'était un peu difficile; C'était pas mal; C'était très bien

French (Cont.) Post Clinic Survey

- Sentez-vous des difficultés pour accéder à la clinique chez nous?
 - Facile, Moyen, Difficile, Rien à signaler
- Recommandez-vous nos services aux autres migrants ou aux demandeurs d'asile?
 - Oui / Non / Peut-être

Haitian Creole

Post Clinic Survey

Mèsi paske w te ale nan klinik la. Fidbak ou enpòtan pou nou. Tanpri pran yon ti moman pou pataje eksperyans ou nan klinik legal la. Kòmantè ou yo anonim. Enfòmasyon sa yo pral revize epi enkòpore nan pwochen desizyon pwogram yo.

General Questions / Kesyon debaz:

1. Ki kalite asistans legal ou te resevwa?
 - a. (List services available, for example: TPS (inisyelman oswa renouvèlman)/ Otorizasyon travay / renouvèlman DACA / Sitwayènte / Rezidans / Azil / Estati Espesyal pou Jèn Imigran / Lòt)
2. Èske se premye fwa ou resevwa sèvis legal nan men [organization]?
 - a. Wi / Non / Mwen pa sonje
3. Ki jan ou ta evalye eksperyans jeneral ou nan klinik la?
 - a. Pòv, Jis, bon, ekselan
4. Ede nou amelyore sèvis nou yo. Ki rekòmandasyon ou genyen pou amelyore sèvis klinik nou yo?
5. Non (Only collect a name if there is a concrete reason to use it, and then explain why you want their name. Or, do not ask for their name.)

Additional Questions to Consider / Lòt kesyon pou konsidere:

- Konbyen tan li te pran pou ranpli aplikasyon an jodi a? (tèks oswa 1-2 èdtan; 3-5 èdtan; 6-9 èdtan)
- Ki jan ou te tande pale de nou?
 - Zanmi / manm fanmi / lekòl / travay / abri / yon lòt òganizasyon / rezo sosyal / lòt
- Ki jan pwosesis aplikasyon an te ye?
 - Fasil, Jis, Difisil, pa aplike
- Kijan li te ye pou jwenn randevou pou klinik la?
 - Fasil, Jis, Difisil, Pa aplike
- Ki jan eksperyans ou te ye ak entèprèt la?
 - Nou te gen pwoblèm, sitiasyon entèprèt la pat mache; Li te yon tijan difisil; Li te bon; Li te vrèman bon
- Ki jan yo te jwenn aksè nan kote klinik la?
 - Fasil, Jis, Difisil, Pa aplike
- Èske w ta rekòmande sèvis nou yo bay lòt imigran oswa moun k ap chèche azil?
 - Wi / Non / Petèt

Pashto

Post Case Closing Survey

په کلینیک کې د گډون لپاره مننه. ستاسو نظر زموږ لپاره مهم دی. مهرباني وکړئ یو څه وخت ونیسئ ترڅو خپلې تجربې په حقوقي کلینیک کې شریک کړئ. ستاسو نظرونه پټ دي. دا معلومات به وڅیړل شي او په راتلونکي پروگرامي پریکړو کې به شامل شي.

Basic General Questions / اساسي عمومي پوښتنې

تاسو کوم ډول قانوني مرستې ترلاسه کړې؟

تجدید / DACA د کار اجازه / د / (ابتدایي یا نوي کول) IE: TPS، د خدماتو لیست شتون لري (تابعیت / شنه کارت / پناه / د ځانگړي مهاجر ځوان حالت / نور

ایا دا لومړی ځل دی چې تاسو د [سازمان] څخه حقوقي خدمتونه ترلاسه کړي

هو / نه / زه په یاد نه یم

تاسو به په کلینیک کې خپله ټوله تجربه څنگه ارزوئ؟

غریب، اعتدال، ښه، غوره

زموږ سره د خدماتو په ښه کولو کې مرسته وکړئ. زموږ د کلینیکي خدماتو د ښه کولو لپاره تاسو کوم وړاندیزونه لرئ؟

Only collect the name if there is a concrete reason to use it, and then explain why you want their name or, do not ask for their name. نوم

Additional Questions to Consider / د غور کولو لپاره اضافي پوښتنې

- نن ورځ د غوښتنلیک بشپړولو څومره وخت نیولی؟ (متن یا 1-2 ساعته؛ 3-5 ساعته؛ 6-9 ساعته)
- زموږ په اړه مو څنگه واوریدل؟
 - ملگری / د کورنۍ غړی / ښوونځی / کار / سرپناه / بله اداره / ټولنیز رسنۍ / نور
- د غوښتنلیک پروسه څنگه وه؟
 - اسانه، اعتدال، ستونزمن، هیڅ شی
- کلینیک ته د ملاقات وخت څنگه و؟
 - اسانه، اعتدال، ستونزمن، هیڅ شی
- د ژباړونکي سره ستاسو تجربه څنگه وه؟
 - موږ ستونزې درلودې، د ژباړونکي وضعیت کار نه کاوه؛ دا یو ډول ستونزمن وو؛ ډېره ښه وه؛ دا ډیره ښه وه
- د کلینک موقعیت ته لاسرسی څنگه و؟
 - اسانه، اعتدال، ستونزمن، هیڅ شی
- ایا تاسو نورو مهاجرینو یا پناه غوښتونکو ته زموږ خدمتونه وړاندیز کوئ؟
 - هو / نه / شاید

Russian

Post Clinic Survey

Спасибо, что посетили нашу клинику. Ваш отзыв очень важен для нас. Пожалуйста, уделите минуту, чтобы поделиться своим опытом обращения в юридическую клинику. Ваши комментарии останутся анонимными. Эта информация будет рассмотрена и учтена при принятии будущих решений нашей организации.

Basic questions / Основные вопросы

1. Какую юридическую помощь вы получили?
 - а. (Перечислите доступные услуги, например: TPS (первичное или продление) / Разрешение на работу / Продление DACA / Гражданство / Грин-карта / Убежище / Статус особого иммигранта несовершеннолетнего / Другое
2. Это первый раз, когда вы получаете юридические услуги от [organization]?
 - а. Да / Нет / Не помню
3. Как вы оцениваете свой общий опыт работы с нашей клиникой?
 - а. Неудовлетворительно / Удовлетворительно / Хорошо / Отлично
4. Помогите нам улучшить наши услуги. Какие рекомендации вы могли бы дать для улучшения работы нашей клиники?
 - а. (Текстовое поле для комментариев)
5. Nom de client (**Note: Only collect the name if there is a concrete reason to use it, and then explain why you want their name or, do not ask for their name**)

Additional questions to consider / Дополнительные вопросы

- Сколько времени у вас заняло сегодня заполнение заявления? (Текстовое поле или выбор: 1-2 часа; 3-5 часов; 6-9 часов)
- Как вы узнали о нас?
 - Друг / Член семьи / Школа / Работа / Приют / Другая организация / Социальные сети / Другое
- Насколько для вас был сложным процесс подачи заявления?
 - Легко / Умеренно / Трудно / Нет ответа
- Насколько было просто записаться на прием в клинику?
 - Легко / Умеренно / Трудно / Нет ответа

Russian (Cont.) Post Clinic Survey

- Как вы оцениваете свой опыт работы с переводчиком?
 - У нас возникли проблемы при работе с переводчиком
 - Было довольно сложно
 - Довольно хорошо
 - Отлично
- Насколько было удобным добраться до места расположения клиники?
 - Легко / Умеренно / Трудно / Нет ответа
- Рекомендовали бы вы наши услуги другим мигрантам или лицам, ищущим убежища?
 - Да / Нет / Возможно

Spanish

Post Clinic Survey

Gracias por asistir a la clínica. Sus comentarios son importantes para nosotros. Tómese un momento para compartir sus experiencias en la clínica jurídica. Sus comentarios son anónimos. Esta información se revisará y se incorporará en futuras decisiones programáticas.

Basic questions:

1. ¿Qué tipo de asistencia legal recibió usted?
 - a. (List the services available, for example: TPS (inicial o renovación) / Autorización de trabajo/ Renovación de DACA/ Ciudadanía/ Tarjeta verde/ Asilo/ Estatus especial de inmigrante juvenil/ Otros)
2. ¿Es la primera vez que recibe servicios legales de [organization]?
 - a. Sí/No/No recuerdo
3. ¿Cómo calificaría su experiencia general en el taller?
 - a. Pobre, regular, bueno, excelente
4. Ayúdanos a mejorar nuestros servicios. ¿Qué recomendaciones tiene para mejorar los servicios del taller?
5. Nombre (Note: Only collect a name if there is a concrete reason to use it and then explain why you want their name. Or, do not ask for their name).

Additional questions to consider:

- ¿Cuánto tiempo tardó hoy para completar su solicitud? (cuadro de texto o 1-2 horas; 3-5 horas; 6-9 horas, etc.)
- ¿Cómo se enteró de nosotros?
 - Amigo/familiar/escuela/trabajo/refugio/otra organización/redes sociales/otro
- ¿Cómo fue el proceso con la solicitud?
 - Fácil, Moderado, Difícil, No Aplicable
- ¿Cómo fue conseguir una cita para el taller?
 - Fácil, Moderado, Difícil, No Aplicable
- ¿Cómo fue su experiencia con el intérprete?
 - Tuvimos problemas, la situación del intérprete no funcionó; fue un poco difícil; Estuvo bastante bien; estuvo genial
- ¿Cómo fue acceder a la ubicación del taller?
 - Fácil, Moderado, Difícil, No Aplicable
- ¿Recomendaría nuestros servicios a otros inmigrantes o solicitantes de asilo?
 - Sí/No/Quizás

RESOURCE: PARTICIPATORY EVALUATION MECHANISMS

Sample Survey, Case Closing



DePaul
Migration
Collaborative

For Legal Service Providers

This resource is part of a report, “Feedback in Action: Improving Client Feedback Systems to Enhance Immigration Legal Services,” (Dec. 2024) and was funded by DePaul University’s Migration Collaborative.

The following resource is not a survey to be distributed to clients but a list of questions to be considered when constructing a survey. Below are examples of questions that program staff at non-profit immigration legal service organizations may consider for a client evaluation at the time of closing a case. This process will look different to all organizations and so programs should modify the questions and responses to fit their program needs.

Given the different language needs of immigrant communities, the questions are translated in nine languages. This resource also includes an analysis of platforms to manage your e-evaluations. Some of these platforms also offer translations or evaluations in multiple languages.

There are two sections of suggested questions. The “**Basic general questions**” section is considered the minimum questions to ask in a survey. Section two, “**Additional Questions to Consider**” are just that, different types of questions that you may consider including in your survey. In the lists below, text in *italics* should be modified or removed before publishing or circulating any surveys.

Languages Available

- English
- Arabic
- Burmese
- Dari
- French
- Haitian Creole
- Pashto
- Russian
- Spanish

This tool kit is part of a report on participatory feedback mechanisms for legal service providers in Chicago. The project is funded by the DePaul Migration Collaborative.

English

Case Closing Survey

Thank you for working with [organization]. As your case is now closed with our office, we would appreciate feedback about the services. Your comments will help make our programs better.

Basic questions:

1. What kind of legal case did you just complete? (*list of case types + "other"*)
2. Did your case directly involve: (list population types that may need to be flagged)
 - a. Family members
 - b. LGBT matters
 - c. Domestic violence
 - d. Detention matters
3. What was the outcome of your case?
 - a. (*Filed and pending; Approved / Granted; Partially Approved; Denied; Not sure / other*)
4. How do you evaluate the overall service for this case?
 - a. (*Poor, Moderate, Good, Excellent*)
5. Would you recommend our services to your friends?
 - a. (*Yes / Maybe / No*)
6. Help us improve our services. What recommendations would you make to improve the services at [organization]?
7. Name (*only ask for names if there is a specific purpose IE: you offer follow-up*)

Additional questions to consider:

- Do you feel your attorney (or legal team) respected your opinions? *Never, sometimes, most of the time, Always, NA*
- How many different attorneys or staff did you work with during this case?
- Approximately, for how long was your case pending?
- Rate your experiences:
 - Communication from staff members *Poor / Moderate / Good / Excellent*
 - Using technology for the application process *Poor / Moderate / Good / Excellent*
 - Service during appointment *Poor / Moderate / Good / Excellent*
 - Your experience with interpreters *Poor / Moderate / Good / Excellent*
- What was the best part of working with your legal team on your case?
- What was the most difficult part of working with your legal team on your case?
- How do you see the decision on this case impacting your life moving forward?

Arabic

Case Closing Survey

شكراً لكم على التعامل مع [اسم المنظمة]. نظراً لانتهاؤ قضيتكم/حالتكم مع مكتبنا، يسعدنا سماع ملاحظاتكم حول خدماتنا، حيث تساهم آراؤكم القيمة في تطوير برامجنا وتحسينها باستمرار.

اسئلة عامة / Basic General Questions

١. ما نوع القضية القانونية التي أتممتها مؤخراً؟ (قائمة بأنواع القضايا + اخرى)
٢. هل ارتبطت حالتك بشكل مباشر بأي من الفئات التالية
فرد الأسرة
قضايا مجتمع الميم - المثليين (LGBT)
العنف الأسري
قضايا الاحتجاز
٣. ماذا كانت نتيجة قضيتك؟
- (تم تقديمها وما زالت قيد النظر؛ تمت الموافقة/تم منحها؛ تمت الموافقة عليها جزئياً؛ تم رفضها، غير متأكد؛ أخرى)
٤. كيف تقيم مستوى الخدمة العامة لهذه الحالة؟
(ضعيف، متوسط، جيد، ممتاز)
٥. هل توصي بخدماتنا لأصدقائك؟
(نعم / ربما / لا)
٦. نرجو منك مساعدتنا في تحسين خدماتنا. ما هي التوصيات التي تقترحها لتحسين الخدمات في [المنظمة]؟
٧. الاسم (Only ask for names if there is a specific purpose IE: you offer follow-up)

أسئلة إضافية يجب أخذها في الاعتبار / Additional questions to consider

- هل شعرت أن محاميك (فريقك القانوني) احترم آراءك؟ أبداً، أحياناً، في معظم الأحيان، دائماً، لا ينطبق
- كم عدد المحامين أو الأفراد الذين تعاملت معهم خلال هذه القضية؟ (مربع نص)

Arabic (cont.)

Case Closing Survey

- كم من الوقت استغرقت قضيتك حتى تم البت فيها؟
- قم بتقييم تجاربك: سيئة / متوسطة / جيدة / ممتازة
 - التواصل من قبل أعضاء الفريق
 - استخدام التكنولوجيا لعملية التقديم
 - الخدمة أثناء الموعد
 - تجربتك مع المترجمين
- ما هو أفضل جزء من العمل مع فريقك القانوني في قضيتك؟
- ما هو التحدي الأكبر الذي واجهته أثناء العمل مع فريقك القانوني في قضيتك؟
- كيف تعتقد أن قرار هذه القضية سيؤثر على حياتك في المستقبل؟

Burmese (Myanmar)

Case Closing Survey

[organization] နှင့်အတူ အလုပ်လုပ်ပေးခဲ့သည့်အတွက် ကျေးဇူးတင်ပါသည်။ သင့်အမှု ပြီးစီး ပြီဖြစ်သောကြောင့် ကျွန်ုပ်တို့ ဝန်ဆောင်မှုများနှင့်ပတ်သက်ပြီး သင့်တုံ့ပြန်ချက်များကို ကျွန်ုပ်တို့ ကတိဖုံးထားပါသည်။ သင့်မှတ်ချက်များသည် ကျွန်ုပ်တို့၏အစီအစဉ်များကို ပိုမိုကောင်းမွန်စေ ရန် ကူညီပေးမည်ဖြစ်သည်။

Basic General Questions / အခြေခံမေးခွန်းများ

၁။ သင်မကြာသေးမီက တရားရင်ဆိုင်ခဲ့ရသောအမှုကိုဖော်ပြပါ။
(အမှုအမျိုးအစားများ + "အခြား")

၂။ သင့်အမှုသည် အောက်ပါအခြေအနေများနှင့် တိုက်ရိုက်ဆက်နွယ်ပါသလား?
(က) မိသားစုဝင်များ
(ခ) လိင်စိတ်/လိင်ဝိသေသလက္ခဏာတိမ်းညွတ်ခံယူဖော်ပြမှုကွဲပြားနေသူများနှင့်ဆိုင်သော အကြောင်းအရာများ
(ဂ) အိမ်တွင်းအကြမ်းဖက်မှု
(ဃ) ဖမ်းဆီးထိန်းသိမ်းခြင်းနှင့်ဆက်နွယ်မှုများ

၃။ သင့်အမှု၏ နောက်ဆုံးရလဒ်အဖြေကို ဖော်ပြပါ။
(တင်သွင်းပြီး စေအတောင့်ဆိုင်နေဆဲ၊ တရားဝင်ခွင့်ပြုချက်ရပြီး၊ တစ်စိတ်တစ်ပိုင်း ခွင့်ပြုချက်ရပြီး၊ ငြင်းဆိုခံရသည်၊ မသေချာသေးပါ / အခြား)

၄။ ဤအမှုအတွက် ကျွန်ုပ်တို့၏ဝန်ဆောင်မှုကို အကြမ်းဖျင်းပြောရလျှင် သင်ဘယ်လိုအကဲဖြတ် မည်နည်း။
(ကျေနပ်မှုမရှိပါ၊ အလယ်အလတ်ဖြစ်သည်၊ ကောင်းပါသည်၊ အထူးကောင်းသည်)

၅။ ကျွန်ုပ်တို့၏ဝန်ဆောင်မှုများကို သင့်သူငယ်ချင်းများအား အကြံပြုမည်လား?
(ဟုတ်ကဲ့ / မသေချာပါ / မပြုပါ)

၆။ ကျွန်ုပ်တို့၏ဝန်ဆောင်မှုများကို တိုးတက်စေရန် ကူညီပေးပါ။ [အဖွဲ့အစည်း]၏ဝန်ဆောင်မှုများ ကို တိုးတက်စေရန် သင့်အကြံပြုချင်တာရှိရင်ပြောပြပေးပါ။

၇။ အမည် (only ask for names if there is a specific purpose IE: you offer follow-up)

Burmese/Myanmar (CONT.) Case Closing Survey

Additional Questions to Consider / အပိုစောင်းမေးခွန်းများ

- သင့်ရှေ့နေ (ဥပဒေအဖွဲ့) သည် သင့်အမြင်ရှုထောင့်အပေါ် လေးစားခဲ့သည်ဟု သင်ခံစားပါသလား။
 - ဘယ်တော့မှ မလေးစားခဲ့ပါ။ တစ်ခါတစ်လေ၊ အချိန်အများစု၊ အမြဲလေးစားခဲ့သည်။ မသက်ဆိုင်ပါ။
- ဤအမှုရှင်ဆိုင်သည့်ကာလအတွင်း သင့်နှင့်အတူ လုပ်ဆောင်ခဲ့သော ရှေ့နေ သို့မဟုတ် ဝန်ထမ်း ဘယ်နှစ်ဦးရှိခဲ့ပါသနည်း။
- သင့်အမှုသည် ခန့်မှန်းခြေဘယ်လောက်ကြာမြင့်ခဲ့ပါသနည်း။
- သင့်အတွေ့အကြုံကို အဆင့်သတ်မှတ်ပါ။

ကျေနပ်စရာမကောင်းပါ / အလယ်အလတ်ကျေနပ်မှုရှိပါသည် / ကောင်းသည် / အထူးကောင်းသည်

- ဝန်ထမ်းများနှင့် ပြောဆိုဆက်သွယ်မှု
 - လျှောက်လွှာတင်ရာတွင် နည်းပညာအသုံးပြုမှု
 - ရက်ချိန်းအတွင်းရရှိသောဝန်ဆောင်မှု
 - စကားပြန်များနှင့် သင့်အတွေ့အကြုံ
- သင့်ဥပဒေအဖွဲ့နှင့် လုပ်ဆောင်ရာတွင် အကောင်းဆုံးအပိုင်းက ဘာဖြစ်ပါသလဲ?
 - သင့်ဥပဒေအဖွဲ့နှင့် လုပ်ဆောင်ရာတွင် အခက်အခဲဆုံးအပိုင်းက ဘာဖြစ်ပါသလဲ?
 - ဤအမှုအပေါ်ချမှတ်ခဲ့သည့် ဆုံးဖြတ်ချက်သည် သင့်အနာဂတ်ကို ဘယ်လိုအကျိုးသက်ရောက်မှု ဖြစ်စေမည်ဟု သင်မြင်ပါသလဲ?

Dari

Case Closing Survey

تشکر از کار کردن با [سازمان]. طوریکه قضیه شما حالا با دفتر ما بسته شده است، ما از بازخورد در مورد خدمات قدردانی خواهیم کرد. نظریات شما کمک خواهد کرد تا برنامه های ما بهتر شود

Basic General Questions / سوالات اساسی عمومی

۱ سوالات اساسی عمومی؟ ("List of Case Types + other")

۲ آیا قضیه شما مستقیماً شامل:

- یک. اعضای خانواده
- ب. LGBT مهم است
- ج. خشونت های خانوادگی
- د. موضوعات بازداشت

۳ شما چگونه خدمات عمومی را برای این قضیه ارزیابی میکنید؟
یک. (ضعیف، متوسط، خوب، عالی)

۴ شما چگونه خدمات عمومی را برای این قضیه ارزیابی میکنید؟
یک. (ضعیف، متوسط، خوب، عالی)

۵ آیا شما خدمات ما را به دوستان تان توصیه میکنید؟

۶ به ما کمک کنید تا خدمات ما را بهبود بخشیم. شما چه توصیه هایی را برای بهبود خدمات در [سازمان] ارائه می دهید؟

۷ نام (Only ask for names if there is a specific purpose IE: you offer follow-up)

Additional Questions to Consider / سوالات اضافی برای در نظر گرفتن:

- آیا شما احساس میکنید که وکیل (تیم حقوقی) شما به نظریات شما احترام گذاشته است؟ هیچگاه، بعضی اوقات، بیشتر اوقات، همیشه، هیچ
- در جریان این قضیه با چند وکیل یا کارمند مختلف کار کردید؟ (جعبه متن)
- تقریباً، قضیه شما برای چه مدت در انتظار بود؟
- تجربیات خود را ارزیابی کنید: ضعیف / متوسط / خوب / عالی
 - ارتباطات از اعضای کارمندان
 - استفاده از تکنالوژی برای پروسه درخواست
 - خدمات در جریان ملاقات
 - تجربه شما با ترجمان ها

Dari (Cont.) Case Closing Survey

- بهترین بخش کار کردن با تیم حقوقی شما در قضیه شما چه بود؟
- مشکل ترین بخش کار کردن با تیم حقوقی شما در قضیه شما چه بود؟
- شما چگونه میبینید که تصمیم در مورد این قضیه زندگی شما را در آینده متاثر میسازد؟

French

Case Closing Survey

Merci de travailler avec [organization]. Puisque votre affaire se termine maintenant avec notre bureau, nous apprécions vos commentaires selon les services. Vos commentaires aident à améliorer nos programmes.

Basic General Questions / Questions générales:

1. Quel type de cas venez-vous de terminer? (*list of case types + "other"*)
2. Votre cas impliquait-il:
 - a. Des enfants
 - b. Des questions LGBT
 - c. La violence conjugale
 - d. Les questions de détention
3. Quel a été le résultat de votre affaire?
 - a. (*Déposée et pendante; Approuvé / Accédée ; Approuvée Partiellement; Rejetée; Pas sûr / autre*)
4. Comment évaluez-vous le service complet pour cette affaire?
 - a. *Mauvais / Passable / Bon / Excellent*
5. Aidez-nous à améliorer nos services. Quelles sont vos recommandations pour améliorer les services à [organization name]?
 - a. (*Oui / Peut-être / Non*)
6. Aidez-nous à améliorer nos services. Quelles sont vos recommandations pour
7. Nom de client (*Only ask for names if there is a specific purpose IE: you offer follow-up*)

Additional Questions to Consider / Questions Additionnels à Considérer:

- Sentez-vous que votre avocat (ou l'équipe juridique) a bien entendu votre avis? *Jamais, parfois, souvent, toujours, rien à signaler*
- Avec combien d'avocats ou personnels juridique avez-vous travaillé pendant cette affaire?
- Pour combien de temps était votre affaire pendante?
- Évaluez vos expériences: *Mauvais / Passable / Bon / Excellent*
 - Le communication du personnel
 - L'utilisation de la technologie pour la demande
 - La service pendant le rendez-vous
 - L'expérience avec interprètes

French (Cont.) Case Closing Survey

- Laquelle était la meilleure partie de la collaboration avec l'équipe juridique sur votre affaire?
- Laquelle était la partie la plus difficile de la collaboration avec l'équipe juridique sur votre affaire?
- Comment imaginez-vous l'effet de la décision judiciaire sur votre vie?

Haitian Creole

Case Closing Survey

Mesi paske w te travay avèk (Organization). Akoz dosye w lan fenmen nan ofis nou an, nou tap apresye Kòmantè w de sèvis yo. Remak ou yo ap ede pwogram nou yo vin pi miyò.

General Questions / Kesyon general:

1. Ki kalite ka legal ou fèk konplete? (*list case types + "lòt"*)
2. Èske ka w la te enplike dirèkteman:
 - a. Manm fanmi yo
 - b. LGBT zafè
 - c. Vyolans domestik
 - d. Zafè detansyon
3. Ki rezilta ka w la?
 - a. (*Depoze ak annatant; Apwouve/Aksepte; Yon pati apwouve; Yo refize; Pa sèten/lòt*)
4. Ki jan ou evalye sèvis la an jeneral pou ka sa a?
 - a. (*Pòv, jis, bon, ekselan*)
5. Èske ou ta rekòmande sèvis nou yo bay zanmi ou yo?
 - a. (*Wi / Petèt / Non*)
6. Ede nou amelyore sèvis nou yo. Ki rekòmandasyon ou ta fè pou amelyore sèvis yo nan [organization]?
7. Non (*Only ask for names if there is a specific purpose IE: you offer follow-up*)

Additional Questions to Consider / Lòt kesyon pou konsidere:

- Èske w santi avoka w (ekip legal) te respekte opinyon w? pa ditou, pafwa, pi fò nan tan, toujou, pa aplikab
- Konbyen diferan avoka oswa anlwaye ou te travay avèk pandan ka sa a?
- Apeprè, pou konbyen tan ka w la te annatant?
- Evalye eksperyans ou yo: *pòv / modere / bon / ekselan*
 - kominikasyon nan men manm pèsonèl la
 - Sèvi ak teknoloji pou pwosesis aplikasyon an
 - Sèvis pandan randevou
 - Eksperyans ou ak entèprèt
- Ki sa ki te pi bon lè ou tap travay ak ekip legal ou a sou ka ou a?
- Ki sa ki te pi difisil lè ou tap travay ak ekip legal ou a sou dosye w la?
- Ki jan ou wè desizyon an sou ka sa a ka afekte lavi ou nan tan kap vini an?

Pashto

Case Closing Survey

د [organization] سره د کار کولو لپاره مننه. لکه څنګه چې ستاسو قضیه اوس زموږ د دفتر سره تړل شوې، موږ به د خدماتو په اړه د نظرونو ستاینه وکړو. ستاسو نظرونه به زموږ د پروګرامونو په ښه کولو کې مرسته وکړي

Basic General Questions / اساسي عمومي پوښتنې

۱ تاسو څه ډول قانوني قضیه بشپړه کړې؟ (list of case types + "other")
 ۲ آیا ستاسو قضیه په مستقیم ډول د خپل وه: (د نفوس ډولونه لیست کړئ چې ممکن بیرغ ته اړتیا ولري)

د کورنۍ غړي
 مهم دی LGBT
 کورنۍ تاوتریخوالی
 توقیف مهم دي

۳ ستاسو د قضیې پایله څه وه؟

(دوسیه شوی او پاتې دی؛ تصویب شوی / ورکړل شوی؛ په جزوی توګه تصویب شوی؛ رد شوی؛ ډاډه نه دی / نور)

۴ تاسو د دې قضیې ټولیز خدمت څنګه ارزوئ؟

(غریب، اعتدال، ښه، غوره)

ایا تاسو خپلو ملګرو ته زموږ خدمتونه وړاندیز کوئ؟

(هو/شاید/نه)

۵ زموږ سره د خدماتو په ښه کولو کې مرسته وکړئ. تاسو به په [Organization] کې د خدماتو د ښه کولو لپاره کوم وړاندیزونه وکړئ؟

۶ نوم (Only ask for names if there is a specific purpose IE: you offer follow-up)

Additional Questions to Consider / د غور کولو لپاره اضافي پوښتنې

- آیا تاسو احساس کوئ چې ستاسو څارنوال (قانوني ټیم) ستاسو نظرونو ته درناوی لري؟ هیڅکله، هیڅکله، ډیری وختونه، تل، هیڅ شی
- تاسو د دې قضیې په جریان کې له څو مختلفو وکیلانو یا کارمندانو سره کار کړی؟
- تقریباً، ستاسو دوسیه د څومره مودې لپاره پاتې وه؟

Pashto (Cont.) Case Closing Survey

- د خپلو تجربو درجه بندي کړئ: ضعيف / اعتدال / ښه / غوره
 - کارمندانو د غړو څخه اړیکه
 - د غوښتنلیک پروسې لپاره د ټیکنالوژۍ کارول
 - د ګمارنې پرمهال خدمت
 - د ژباړونکو سره ستاسو تجربه
- ستاسو په قضیه کې ستاسو د قانوني ټیم سره د کار کولو غوره برخه څه وه؟
- ستاسو په قضیه کې ستاسو د قانوني ټیم سره د کار کولو ترټولو ستونزمن برخه کومه وه؟
- تاسو د دې قضیې په اړه پریکړه څنګه ګورئ چې ستاسو د ژوند په پرمختګ اغیزه کوي؟

Russian

Case Closing Survey

Спасибо за сотрудничество с [organization]. Поскольку ваше дело в нашем офисе теперь закрыто, мы были бы признательны за ваш отзыв о предоставленных услугах. Ваши комментарии помогут нам сделать наши программы еще лучше.

General Questions / Основные вопросы:

1. Правовое дело какого типа вы только что завершили? (list of case types+ "другое")
2. Было ли ваше дело непосредственно связано с:
 - a. Членами семьи
 - b. Вопросами ЛГБТИК+
 - c. Домашним насилием
 - d. Вопросами содержания под стражей
3. Каков был исход вашего дела?
 - a. (Подано и находится на рассмотрении; Одобрено / Удовлетворено; Частично одобрено; Отклонено; Не уверен(а)/другое)
4. Как вы оцениваете качество услуг, предоставленных по вашему делу?
 - a. (Неудовлетворительно, Удовлетворительно, Хорошо, Отлично)
5. Рекомендовали бы вы наши услуги своим знакомым?
 - a. (Да / Возможно / Нет)
6. Помогите нам улучшить качество наших услуг. Какие рекомендации вы бы дали для улучшения работы [organization]?
7. Имя клиента: (only ask for names if there is a specific purpose IE: you offer follow-up)

Дополнительные вопросы:

- Считаете ли вы, что ваш адвокат (юридическая команда) уважал(а) ваше мнение?
 - (Никогда, Иногда, Большую часть времени, Всегда, Н/Д)
- Сколько различных адвокатов или сотрудников работали с вами по этому делу?
- Как долго ваше дело находилось в рассмотрении?

Russian (Cont.) Case Closing Survey

- Оцените свой опыт по следующим пунктам: (*Неудовлетворительно / Удовлетворительно / Хорошо / Отлично*)
 - Общение с сотрудниками
 - Использование технических средств в процессе подачи заявления
 - Обслуживание во время приема
 - Ваш опыт работы с переводчиками
- Что было лучшей частью сотрудничества с вашей юридической командой по вашему делу?
- Что было самым сложным в работе с вашей юридической командой по вашему делу?
- Как, по вашему мнению, решение по этому делу повлияет на вашу жизнь в будущем?

Spanish

Case Closing Survey

Gracias por trabajar con [organization]. Como su caso ya está cerrado en nuestra oficina, agradeceríamos recibir sus comentarios sobre los servicios. Sus comentarios nos ayudarán a mejorar nuestros programas.

Preguntas generales básicas:

1. ¿Qué tipo de caso legal acaba de completar? (list case types + "otros")
2. ¿Su caso involucró directamente a:
 - a. Miembros de la familia
 - b. Asuntos LGBT
 - c. Violencia doméstica
 - d. Asuntos de detención
3. ¿Cuál fue el resultado de su caso?
 - a. *(Presentado y pendiente; Aprobado/Concedido; Parcialmente aprobado; Negado; No estoy seguro/otro)*
4. ¿Cómo evalúa el servicio general para este caso?
 - a. *(Pobre, Moderado, Bueno, Excelente)*
5. ¿Recomendarías nuestros servicios a tus amigos?
 - a. *(Sí/Tal vez/No)*
6. Ayúdenos a mejorar nuestros servicios. ¿Qué recomendaciones haría para mejorar los servicios de [organization]?
7. Nombre (only ask for names if there is a specific purpose IE: you offer follow-up)

Preguntas adicionales a considerar:

- ¿Siente que su abogado(a) (u equipo legal) respetó sus opiniones? *(Nunca, a veces, la mayoría de las veces, siempre, no aplica)*
- ¿Con cuántos abogados o miembros del personal diferentes trabajó durante este caso?
- ¿Aproximadamente cuánto tiempo estuvo pendiente su caso?
- Califica tus experiencias: *Mala / Moderada / Buena / Excelente*
 - Comunicación de los miembros del personal.
 - Uso de la tecnología para el proceso de solicitud.
 - Servicio durante la cita.
 - Tu experiencia con los intérpretes.
- ¿Cuál fue la mejor parte de trabajar con su equipo legal en su caso?
- ¿Cuál fue la parte más difícil de trabajar con su equipo legal en su caso?
- ¿Cómo cree que la decisión sobre este caso afectará su vida en el futuro?

Platforms for Participatory Evaluations*								
	Free/ Paid accounts	Multiple users or single user	Analytics	Branding	Dissemination	Multi Language	Best used for	Standout Feature
Google Forms	Free with Google account	Single user (form owner); No multi-admin support. Can collaborate	Basic reporting with charts and export to Google Sheets.	No direct branding; uses basic Google interface.	Links, embed codes, email sharing.	Yes, users can translate manually or through Google integrations	Simple surveys, feedback forms, quizzes.	Easy integration with other Google services (Sheets, Drive).
JoForm	Free tier with limitations (5 forms, 100 submissions/month). Paid tiers with more features.	Multi-user available with paid tiers.	Advanced analytics, reports, and integration with tools like Google Analytics.	Full branding (logos/colors) available in paid versions; limited customization in free	Links, QR codes, email invites, social media embeds.	Yes, supports multiple languages, including form translation.	Complex forms with integrations (payment, widgets).	Powerful integrations and form-building customization
Survey Monkey	Free version with limitations (10 questions per survey, 100 responses per survey); Paid tiers offer more features	Multi-user/team features available in higher-tier plans	Advanced analytics, cross-tab reporting, and custom reporting.	Full branding available in paid versions; limited in free.	Links, QR codes, email invites, social media sharing.	Yes, supports surveys in multiple languages.	Employee feedback, customer surveys.	Powerful analytics and brand recognition for larger organizations
Microsoft Forms	Free with a Microsoft account; More features with Microsoft 365 subscription.	Single user (form owner); collaboration available via Office 365.	Basic reporting with built-in graphs and Excel export.	No direct branding options available.	Links, QR codes, email, embed codes.	Yes, supports multiple languages.	Quick forms and quizzes for internal teams or education.	Seamless integration with Microsoft Office suite.
Survey Planet	Free version with unlimited surveys; Pro version with additional features (custom themes, export options).	Single admin only.	Basic reporting in free version; advanced analytics and export in Pro version.	Limited customization in free version; branding features in Pro version.	Links, embed codes, email invitations.	Yes, supports multilingual surveys.	Casual use, quick feedback collection.	Extremely user-friendly for basic surveys.
Fillout	Free tier with limitations; Paid tiers for more advanced features and higher limits.	Multi-admin/team collaboration available in paid tiers.	Advanced analytics, custom reports, and integration options.	Full branding available with logos/colors (including free version).	Links, QR codes, email, embed codes.	Yes, supports multiple languages with form translation.	Integrations with apps like Zapier, Airtable, and Webflow.	Modern design and flexibility in embedding forms.

Compiled Oct 2024

*This table was prepared as part of a toolkit to facilitate participatory feedback mechanisms for program managers. This is not an exhaustive list and no endorsements are made for any particular product.



Academic Service Learning (ASL)

Student development is critical to the mission of the Steans Center and the curriculum of Community Service Studies. All of the programs at Steans are positioned to equip students with the knowledge and experience necessary to transform them into future leaders and socially conscious citizens. This comes in part from the hands-on, real world approach of community-based service learning that students experience through coursework, training, workshops, and privilege/social justice reflections. There are a wide variety of opportunities at the Steans Center for students to get involved with community-based service learning. Below are some of the ways that students can become involved.

ASL Opportunities for DePaul Students & Community Partners

- Student employment at the Steans Center
- Scholarships
- Community-based research assistant opportunities
- Internships with community organizations and schools
- Events and workshops
- Service learning study abroad

Partnerships develop out of relationships resulting in mutual transformation and cooperation between parties

We view partnerships as motivated by a desire to combine forces to address the respective missions of DePaul and community organizations. Ideally this results in outcomes greater than any one organization could achieve alone. Well planned and transparent collaboration creates a sense of shared purpose that serves the common good (Partnership Forum, 2008). The report of the Community Partner Summit (Community-Campus Partnerships for Health, 2006-08, p. 13) identified three essential components for authentic community-higher education partnerships:

- Quality processes: relationship-focused, characterized by integrity; trust-building; acknowledgement of history, commitment to learning and sharing credit.
- Meaningful outcomes: specific and significant to all partners.
- Transformation: at individual, institutional and organizational, and societal levels.

Direct Service

Students engage in service that directly benefits a community organization's existing programming (e.g., tutoring, providing health screenings).

Project-based Service

Students produce a tangible product by the end of the term (e.g., creating a website, PR plan, assessing organizational recruitment strategies).

Community-based Research

Students contribute to a research effort defined and driven by a community partner.

Advocacy

Students support an ongoing campaign to address a critical social, economic, and/or environmental issue in Chicago or internationally.

Solidarity Solidarity involves valuing the dignity of all people, respecting them as individuals, in the pursuit of justice, community-building and peace. For example, the Center supports courses at prisons where DePaul students study side-by-side with incarcerated students as part of the Inside-Out Prison Exchange Program.

Our Vision of Community Partnerships

At DePaul University's Steans Center, relationships with community partners are the cornerstone of our work. Partnerships are defined as: Shared vision, resources, rewards, and risks. Community partners are not considered solely as recipients of services or resources, but as equal partners who have educational resources to share with the broader community including the university. We view them as co-educators who have an equal stake in exchange of resources. As such, our partnerships allow for space for people to talk freely about expected rewards of collaboration but also about the potential risks to the time and resources among others.

Essential Partnership Components

- *Assets (resources, strengths, and interests) identification and recognition for all partners*
- *Dialogue within partners and between partners*
- *Creation of common language*
- *Relationship-building strategies*
- *Describing and understanding each other's culture*
- *Learning together*
- *Collaborative problem posing and solving*
- *Collaborative agenda setting*
- *Identification and recognition of each partner's needs, issues and challenges*
- *Self assessment and reflection within each partner group and between partners*
- *Constant negotiation and modification*
- *Supporting infrastructure in each partner's organization*

Based on these principles, the Steans Center creates "educational partnerships" where community organizations share in the process of educating our students, faculty and staff. At the same time, we work as hard as possible with our community partners to assure that the services and resources provided by DePaul contributes to the existing work of the organization. We ask that partners evaluate our support and partnership regularly. In sum, we view partnerships as assets that require regular nurturing and critical self-reflection so that DePaul and its community partners can improve the lives of the people we all seek to serve.