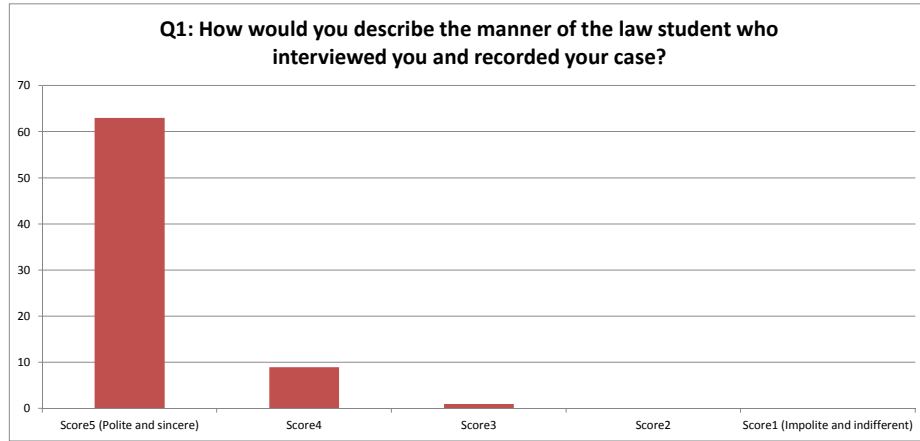


Customers' Survey Chart (Statistics) –January 2017 semester (as of 5 May 2017)

Q1: How would you describe the manner of the law student who interviewed you and recorded your case?

Polite and sincere <--5, 4, 3, 2, 1--> Impolite and indifferent

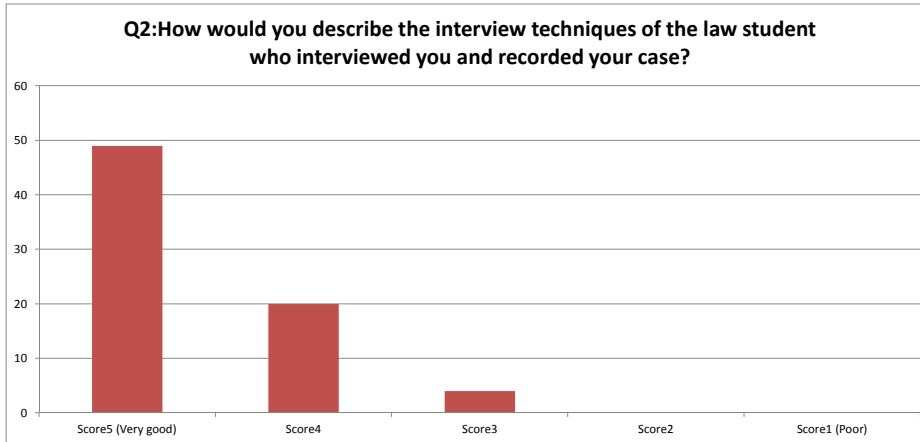
| | Score5 (Polite and sincere) | Score4 | Score3 | Score2 | Score1 (Impolite and indifferent) | Total |
|----|-----------------------------|--------|--------|--------|-----------------------------------|-------|
| Q1 | 63 | 9 | 1 | 0 | 0 | 73 |



Q2: How would you describe the interview techniques of the law student who interviewed you and recorded your case?

Very good <--5, 4, 3, 2, 1--> Poor

| | Score5 (Very good) | Score4 | Score3 | Score2 | Score1 (Poor) | Total |
|----|--------------------|--------|--------|--------|---------------|-------|
| Q2 | 49 | 20 | 4 | 0 | 0 | 73 |



Q3: How would you describe the level of satisfaction to the Advice Session of the Free Legal Advice Scheme?

Very satisfied <--5, 4, 3, 2, 1--> Very Dissatisfied

| | Score5 (Very satisfied) | Score4 | Score3 | Score2 | Score1 (Very dissatisfied) | Total |
|----|-------------------------|--------|--------|--------|----------------------------|-------|
| Q3 | 61 | 12 | 0 | 0 | 0 | 73 |

