

Evaluation: Evaluation of the Van Nuys Legal Self Help Center - Final Report (UCLA School of Law 2001)



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In April of 2001, the Empirical Research Group of the UCLA School of Law was commissioned by San Fernando Valley Neighborhood Legal Services and the County of Los Angeles to "design a system, procedure and framework for evaluating the effectiveness of the Self Help Legal Access Center" in the Van Nuys Courthouse (Los Angeles County). Their evaluation aimed to answer four questions:

- Does the Center make a difference in the outcomes experienced by litigants?
- Do litigants assisted by the Center feel more satisfied with their experience in court as a result of the Center's services?
- Is the Court satisfied with the assistance that the Center provides to litigants?

- Are there any demonstrable methods of improving the Center's services?

The Group used several methodologies to measure the effectiveness and influence of the Self-Help Center, including: examining case files in the offices of various court clerks; placing observers in courtrooms and in the Center; interviewing litigants and court officers; surveying visitors of the Center; and examining Center applications. The Group's findings are presented in this August 30, 2001, report.

[Evaluation of Van Nuys Legal Self-Help Center](#)

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