

Click a pathway to get started.

Separation, divorce & family matters

Abuse & family violence

Missed mortgage payments

Wills & personal planning



MY LAW BC EVALUATION

Final Report
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Prepared for: Legal Services Society



EXECUTIVE SUMMARY

R.A. Malatest & Associates Ltd. (“Malatest”) undertook an evaluation of MyLawBC and associated pathways on behalf of the Legal Services Society. The evaluation period lasted from September 2017 to the end of January 2019. During this period, data from several lines of evidence were collected and analyzed including:

- A pop-up survey on MyLawBC (n=1,823);
- A longer, user feedback survey hosted by Malatest (n=397);
- Key informant interviews with justice stakeholder representatives (n=18);
- Key informant interviews with MyLawBC pathway users (n=10); and
- MyLawBC web traffic data, through Google Analytics, for the period from October 1, 2017 through January 31, 2019.

Findings from these data sources were used to assess the efficacy of MyLawBC in terms of reaching target audiences, providing an accessible legal resource to users, providing users with needed legal information, and helping users resolve their legal issues and improve access to justice. Through web analytics data, questions of how users are making use of the pathways were also examined.

Who is using MyLawBC?

- There is **strong representation** among users from **all regions of BC**, suggesting reasonably equitable awareness of, and access to, MyLawBC among BC residents.
- Site users **tend to be highly educated**: **nearly two-thirds** of all survey respondents had **completed post-secondary education** or higher.
- Despite high education, **personal incomes among site visitors tended to be low**: one-half of respondents had personal annual incomes of **\$35,000 or less**.
- **Women comprise a large majority of site visitors** (73%).
- The website **almost exclusively serves English speakers**. Over **90% of survey respondents** indicated that **English was their first language**; among those whose first language was not English, all reported moderate or better English skills. Further, **97% of website visitors** over the evaluation period **used an English-language browser** to access the site.

How are the website and the tools being used?

- The site attracts **low numbers of repeat visitors**; over the evaluation period, **new users** comprised approximately **90% of all site visitors each month**.
- A **large majority of site visitors** who reported having a legal issue (74%) were **in the beginning stages of their legal issue**. This finding, combined with the finding above about new users, suggests that **MyLawBC is a good ‘first step’ to getting legal information and an orientation to their legal matters**.
- The **most popular pathways** were “**Divorce, Separation, and Family Matters**”. **Cumulative completion rates** of these pathways **ranged from 21% to 50%** over the evaluation period.
- **Common reasons for not completing** a pathway included **information being hard to find**, the pathway **not being relevant to the user’s legal issue**, and the pathway taking **too long to complete**.
- **Common reasons for not starting** a pathway included the user’s **legal issue not being listed**, and opting to **use a publication instead**.

Are the pathways easy to use?

- **Slightly more than half** (55%) of user feedback survey respondents reported that **information was easy to find on MyLawBC**.
- **Approximately two-thirds** (66%) of user feedback survey respondents reported that MyLawBC (including both informational resources and pathways) **was overall easy to use**.
- **Over 80% of pathway users** reported that it was **easy to understand the questions, answer questions, understand information provided, and to use the pathway overall**.
- **Fewer pathway users** (72%) reported that it was **easy to understand what they would get at the end of the pathway**.

Are the pathways providing helpful information and options?

- **A large majority of pathway users** indicated that the **information provided was useful** (73%), that the **action plan was useful** (70%), and that the **materials and resources** provided at the end of the pathway were useful (74%).
- **The majority of both pathway users and pathway non-users** believed that the site was **useful in identifying next steps**, providing them with **confidence to take next steps**, and giving them **confidence to resolve their legal issue**.
- **Pathway users were significantly more likely** than pathway non-users to feel that the site had **given them confidence to take the next steps** and to **resolve their legal issue**.
- **More than three-quarters** of all survey respondents (including both pathway users and non-pathway users) were **satisfied with MyLawBC**.

Is the website giving users more legal knowledge and understanding?

- **The majority of all site visitors** reported **improved understanding of laws (71%), legal options (65%), and their responsibilities (66%)** relevant to their legal issue.
- **Pathway users were significantly more likely than pathway non-users** to report that their **understanding had improved** (75% compared to 58%).
- **Justice system stakeholders** showed support for MyLawBC in interviews, believing that the site provides users with **information that is reliable, accurate, and trustworthy**. These stakeholders reported feeling **confident in referring their clients to MyLawBC**.

Is the website improving resolution of legal issues?

- **Most pathway users** (71%) reported that they **took at least 'some' of the recommended next steps in their customized action plan**.
- **A minority of both pathway users and pathway non-users** (28% and 20%, respectively) reported that they had **resolved their legal issue since visiting MyLawBC**; however, use of a **pathway had no significant impact** on the likelihood of resolving their legal issue.
- **Justice system stakeholders are positive** about how MyLawBC **provides legal assistance** to users facing the **legal issues addressed on the site**. However, these stakeholders acknowledged that the **tools and information** apply to **limited, narrow circumstances** and users facing **complex legal issues require more help** to resolve their legal challenges.

Is the website improving users' access to justice?

- Users feel **more confident** in **seeking out legal information independently**, and in their **understanding of their legal issue**.
- **A majority of site users** report using **additional recommended resources and/or services**.
- **Justice system stakeholders agreed** that MyLawBC **provides valuable legal information** and helps users be **more informed of their legal issues**, allowing them to act as **better self-advocates**.
- Stakeholders also acknowledged that **the tools are limited** in terms of **the legal issues that can be addressed through them**.
- A considerable minority of survey respondents indicated that their **legal issue wasn't listed** (28% of pathway non-users), or the **information in the pathway was not relevant** to their situation (23% of pathway non-completers).
- Overall, while the site appears to be **improving access to justice** for those who are facing **straightforward legal issues**, there remains **considerable demand for additional and/or expanded tools**, so that **more users can benefit from MyLawBC**.

Recommendations

- User feedback on the dialogue tool – a tool that takes two parties through the process of creating a separation agreement through – was considerably limited and this evaluation cannot speak to the success of the tool, or make recommendations for future improvements. As over half of all site visitors are facing separation, divorce, and family matters issues, it is likely that this tool could be useful to a large number of site visitors and is worthy of its own evaluation.
- **Improve navigability through pathways by opening resources in new tabs** and providing **easy “back” buttons**. As with challenges in finding information on the site, it was a minority of respondents who indicated that navigability was a challenge. However, this simple change would provide assistance to site users who may not be highly technically literate and find navigating online sites to be challenging.
- **Improve the site's reach to non-English speakers** through **outreach to community centres, immigrant programs and resources**, and **other in-person resources** for immigrants and new Canadians. Although only a minority of site visitors learned about the website through offline resources such as posters and pamphlets, this change could help increase awareness of the site among non-English speakers who may not be using available English-language legal resources such as the Legal Aid website and Clicklaw.
- **Improve accessibility of MyLawBC for non-English speakers by translating pages and pathways** into common languages spoken in British Columbia (e.g., Simplified Chinese for Mandarin and Cantonese speakers; Punjabi; Tagalog; others). As noted above, MyLawBC currently serves almost exclusively English speakers, and the reach of the site could be improved by making the site accessible to non-English speakers.
- **Consider offering more pathways and/or increasing the complexity of pathways**. The resources currently offered are helpful to those whose legal issues align with the resources, but there is considerable demand for pathways and tools that address more complex and a greater variety of legal issues. This may require a feasibility study by the Legal Services Society prior to moving forward.
- **Review the Missed Mortgage Payments Pathway**, and consider both **raising awareness of the tool** among key target audiences, and **improving the tool** by incorporating **more assistance with completing required paperwork and forms** when a property is in foreclosure.

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SECTION 1: BACKGROUND AND INTRODUCTION

1.1 Background on the Legal Services Society and MyLawBC

In 1979, the Legal Services Society (LSS) was established by the Legal Services Society Act to provide legal services throughout the province of British Columbia through provincial statute. LSS provides a range of innovative and collaborative legal aid services in British Columbia—including legal information, options and representation—with the aim of helping lower-income persons achieve equitable solutions to their legal problems, including those pertaining to serious family, child protection, immigration, and criminal law issues.

MyLawBC (<http://mylawbc.com>) was developed as a user-centric resource and was launched on May 30, 2016. The website is intended to increase access to justice for all British Columbians with a particular focus on low-income individuals. MyLawBC provides information on how to prevent and resolve everyday legal problems by creating customized, action-oriented plans using online tools, actively guiding people to resources, and connecting people to in-person resources via an online platform. Currently, the website focuses on family law, personal planning, wills and estates, and foreclosure issues.

MyLawBC’s Project Vision Statement is as follows:

“The vision of MyLawBC is that all people in British Columbia have access to relevant, useful and actionable Public Legal Education and Information (PLEI) that is tailored to their specific legal situation. This supports the LSS vision of a British Columbia where all people are empowered to take action toward timely and lasting solutions to their legal issues that improve their quality of life.”

MyLawBC seeks to empower users to achieve the following broad outcomes:

- Identify, mitigate, or manage their legal issue;
- Explore different paths that guide them to appropriate resources;
- Reach a solution and actionable outcomes; and
- Connect with in-person services such as duty counsel.

MyLawBC offers several interactive elements for users seeking information and resources that will be relevant to specific legal situations that they may be encountering. These elements include seven guided pathways for site users facing a variety of issues:

- Separation;
- Divorce;
- Family matters;
- Wills;
- Personal planning;
- Abuse and family violence; and
- Missed mortgage payments.

1.2 Evaluation of MyLawBC

The Legal Services Society hired R.A. Malatest & Associates Ltd. (“Malatest”), an evaluation firm based in Victoria, BC, to evaluate MyLawBC. The overall objective of the evaluation was to assess the performance of MyLawBC against its expected outcomes. Findings from the evaluation are expected to inform continuous development and improvement of the website. Three key domains were identified for this evaluation:

1. MyLawBC usability and user satisfaction;
2. MyLawBC’s ability to help users prevent and resolve everyday legal problems; and
3. MyLawBC’s ability to improve users’ access to justice.

In addition to these three evaluation domains, Malatest examined user background and demographic information to assess whether the program is effectively reaching the target groups for this service. The goal was to identify opportunities for the MyLawBC service to improve and better integrate with other legal resources available in BC, both through the Legal Services Society and elsewhere.

SECTION 2: RESEARCH METHODOLOGY

2.1 Evaluation Questions

The overall evaluation was structured by a series of questions, which were categorized broadly according to the key domains identified in **Section 1.2**. **Table 2.1** provides an overview of the questions that were used to guide this evaluation.

Table 2.1 Research Questions for the Evaluation of MyLawBC

Evaluation Domain	Research Question
User Backgrounds and Demographics	What are the demographic characteristics of MyLawBC users, in terms of socio-economic status?
	What legal issues are MyLawBC users facing?
	Does the audience of MyLawBC users align with the intended target audience?
	Are patterns of use changing over time?
User Satisfaction	Are users satisfied with the MyLawBC pathway that they used?
	What challenges did users encounter as they used the MyLawBC pathway?
	What did users like most about the MyLawBC pathway they used?
	Were users satisfied with the materials that they produced through the system?
	Are MyLawBC users confident in taking the next steps listed on their action plan?
	For users that have partially completed a pathway, why is that the case?
	What are the characteristics of MyLawBC that users found helpful?
Ability to help Users Prevent and Resolve Everyday Legal Problems	Are users better able to understand their legal issues by using MyLawBC?
	Is users' awareness of related legal issues relevant to their situation increased by using MyLawBC?
	What steps did MyLawBC users take after they finished using the service?
	Do MyLawBC users connect to any suggested agencies and services to help them with their legal issue? If so, which ones? Were they helpful?
	Do MyLawBC users use any suggested informational resources to help them with their legal issue? If so, which ones? Were they helpful?
	Do MyLawBC users reach a timely solution to their legal issue?
	Do MyLawBC users use the materials they created through MyLawBC to reach that solution? Were the documents produced accepted by legal professionals?
	Were there any other ways that MyLawBC helped them reach a solution?
Ability to Improve Users' Access to Justice	Why did users decide to use MyLawBC? Were users aware of other resources or supports? Did they use any other supports or resources before using MyLawBC? Were these supports / resources satisfactory? If not, why not? What characteristics of MyLawBC made it more accessible than other available resources?
	How did users find out about MyLawBC?
	Do key justice system stakeholders see MyLawBC as a useful and reliable tool for addressing legal issues?
	Are justice system stakeholders recommending MyLawBC to their clients?
	Do key justice system stakeholders feel that MyLawBC has improved access to justice for BC residents with legal issues covered by the service?
Improvements and Integration	What further action can be taken to help MyLawBC facilitate increasing access to justice for its users?
	How well does MyLawBC integrate with other LSS resources and services?
	How well does MyLawBC integrate with broader justice system resources and services?

A number of indicators, drawn from a variety of research methods (i.e., surveys, website traffic data, and key informant interviews) were used to answer these evaluation questions. Where possible, multiple indicators were used to answer evaluation questions to support validity and reliability of the research findings. Indicators for each evaluation question can be found in the full evaluation framework, included in **Appendix A**.

2.2 Research Methods

A mixed-methods research approach was adopted for the evaluation of MyLawBC, incorporating both quantitative methods (survey and web traffic data) and qualitative methods (key informant interview). Summaries of each of these research methods are provided in **Sections 2.2.1, 2.2.2, and 2.2.3** below. **Table 2.2** provides an overview of responses by type of research method.

Table 2.2 Research Participants

Research Method	Pop-up Survey	User Feedback Survey	Justice Stakeholder Interviews	MyLawBC User Interviews
Sample size	1,823	397	18	10

2.2.2 Online Surveys

Two online surveys were fielded during the evaluation period: one short, five-question survey that linked from a pop-up on MyLawBC; and one longer, 51-question survey that collected detailed feedback on users' experiences using the site.

Both surveys were designed by Malatest researchers, and approved by Legal Services Society representatives prior to being fielded. Both surveys were programmed by Malatest's in-house programming department, using the Computer-Assisted Web Interviewing (CAWI) software, CallWeb. The survey was hosted by Malatest's own secure servers located on-site in Victoria, BC. All data collected for both surveys was stored on these secure servers.

Pop-Up Survey

A pop-up survey invitation was embedded into MyLawBC, which asked site users if they would be willing to complete a short survey about their experience using the site that day. If users agreed, they could click a link that directed them to a Malatest-hosted survey page, where they were presented with the survey (see **Appendix B** for a copy of the pop-up survey).

The pop-up invitation was programmed by the Legal Services Society's IT contractor, Modria. Initially, the pop-up was programmed to appear for one in every five website visitors. After the first several months, however, this was altered to appear for one in every two website visitors, due to low participation rates in the survey. The pop-up survey invitation also offered respondents the opportunity to enter a draw for a \$100 cash prize; this incentive was approved by Legal Services Society prior to survey launch.

This survey consisted of five questions about respondents' experiences with MyLawBC on that day, in addition to a recruitment question asking respondents if they would be interested in participating in a longer, more detailed survey. Respondents who indicated interest in participating in a longer survey were asked to provide an email address and/or phone number where they could be contacted at a later date.

The pop-up survey was in the field from September 5, 2017 until January 8, 2018. There were 1,823 completed surveys at the end of the evaluation period.

User Feedback Survey

The sample for the user feedback survey was generated by asking pop-up survey respondents whether they would be willing to complete a further, more in-depth survey on their experience using MyLawBC (see above). Individuals who agreed and shared their contact information were contacted either by phone or email or both methods depending on their indicated preference. Individuals were sent automated invitation emails with a link and log-in code to the survey. Up to three reminder emails were sent on a weekly basis to those who had indicated willingness to participate in the survey, but had not yet completed it. Respondents who selected to be contacted via telephone received up to three weekly telephone calls, inviting them to complete the survey either over the telephone or online depending on their stated preference. Respondents who selected both telephone and online contact received an email invitation and follow-up reminder for the first three weeks. Those who did not complete the survey online received a telephone follow-up.

The user feedback survey contained 51 questions in total, although no individual respondent was asked to complete all 51 questions since different “streams” of questions were used based on answers to earlier questions. Topics covered in the user feedback survey included the accessibility and usefulness of the information accessed on MyLawBC, whether respondents completed a pathway on the site, and whether they completed any recommended follow-up steps or made use of recommended resources at the end of their session on the site. The survey invitations (whether by phone or email) offered respondents the opportunity to enter a draw for a \$150 cash prize. As with the pop-up survey, this incentive was discussed with and approved by Legal Services Society prior to survey launch.

A final set of questions at the end of the survey was added to recruit potential key informant interviewees. A question asked if the respondent would be willing to participate in a one-on-one interview by phone with a Malatest researcher and provide more detailed information about their use of MyLawBC. Respondents who agreed to be contacted for an interview were asked for their phone number and/or email address, best days and times to contact them (if a phone number was given), and any notes or special instructions for contacting them safely (e.g., if a person was still living with an abusive partner, special instructions may have been provided to ensure that the person was in a safe place to talk at the time).

The user feedback survey was in the field from February 16, 2018 until January 18, 2019. At the close of the survey, 397 completed surveys were collected.

2.2.3 Web Analytics

Web metrics were gathered in order to assess the characteristics, effectiveness, and reach of MyLawBC. System-level data was collected via Hiil, its subcontractor, and Google Analytics. Traffic to MyLawBC was gathered and assessed in terms of number of site and page visits, unique visits, referrals from other sources, language of user, and progression on the website past the home page. Information on search engine navigation to MyLawBC was also gathered; however, this data is limited in terms of analytical value due to the recently implemented added-security measures on Google searches.

Within the website, browsing behaviour of site visitors was analyzed. Domains of interest focused on internal site navigation activities including: visits per page, “bounces” (navigating to a page but then quickly navigating away), time spent on a page, and progression from the beginning of a pathway to the end.

The results of web analytics were prone to confounding factors such as advertising and time of year. These influences on browsing activity limit our insights into visitor behaviour. Therefore, descriptive data from web analytic measures were used to complement the overall survey results.

2.2.4 Key Informant Interviews

Twenty-eight in-depth, semi-structured interviews with MyLawBC users and legal system stakeholders were conducted in order to provide detailed insight into the site’s user-satisfaction rates, effectiveness in resolving legal problems, and ability to improve access to justice. Legal system stakeholders were individuals in a variety of roles (e.g., social workers, mediators, lawyers, other positions) at justice access centers, legal resource centers, and community resource centers throughout BC. In order to develop a guide for interviews, questions were framed in a neutral manner and offered opportunity for the interviewee to elaborate on key issues.

The contact information of key informants was assembled with the assistance of LSS in addition to the respondents to pop-up surveys that agreed to participate in further interviews. Potential interviewees were informed that, if they participated in an interview, they would receive a \$20 gratuity for their time. Candidates were contacted via telephone and the 30-60 minute interviews were scheduled and conducted by trained research staff.

Inductive content analysis was conducted on qualitative data from the interviews and comparisons between stakeholder groups were made. Themes and categories were defined through analysis of raw responses from key informants. Once themes were identified, the degree of consensus in responses was described using the following framework:

- “None” – no interviewees identified this issue or theme in their interviews;
- “Few” – fewer than a quarter of interviewees identified this issue or theme in their interviews;
- “Some” – more than a quarter, but less than half, of interviewees discussed this theme;
- “Many” – more than half, but less than three-quarters of interviewees discussed this theme;
- “Most” – more than three-quarters, but not all, interviewees discussed this theme; and
- “All” – all interviewees identified this theme in their interviews.

Responses from these interviews were selected to support broad survey findings in a non-identifying manner.

2.3 Limitations

While the mixed-methods approach of this evaluation – incorporating two surveys, web traffic data, and interviews with a variety of stakeholders – provides a strong basis on which to draw conclusions about MyLawBC’s relevance and outcomes for users, this study does have some limitations.

First, there was minimal information about the dialogue tool. Although there was a small number of dialogue tool users who completed the user feedback survey, this sample size is too small to draw conclusions about the experiences of dialogue tool users in general. In addition, no dialogue tool users agreed to be interviewed for this research, so there is no qualitative evidence available to supplement the small sample of survey respondents. For these reasons, Malatest recommends undertaking a separate evaluation of the dialogue tool at a later date (see **Section 5.6**).

Second, comparisons between user feedback survey data and pop-up survey data combined with web traffic analytic suggests that the user feedback survey respondents were more likely to be invested in their use of MyLawBC. User feedback survey respondents were more likely than the general population of all site visitors (based on web analytics data), to complete their pathway. In addition, user feedback survey respondents were more likely than pop-up survey respondents to provide positive responses to questions such as, whether they found the information they were looking for and their overall rating of the site. It is likely that user feedback survey respondents self-selected into the survey for some reason related to their investment in the site or length of time they had spent using it. For that reason, user feedback survey findings should be interpreted with some caution as they are likely not representative of the experience of all MyLawBC users.

Third and finally, qualitative interview data was collected from a limited number of individuals (18 justice system stakeholders and 10 MyLawBC users). While findings from these interviews are used to help explain the 'why' of patterns and findings from survey data and supplement information that is not easily measured through surveys, the sample of individuals interviewed is small and should not be taken as representative.

SECTION 3: FINDINGS

3.1 User Background, Demographics, and Use of MyLawBC

3.1.1 Socio-economic Status of Users

MyLawBC is primarily aimed at low-income individuals who need legal assistance on routine matters. MyLawBC aims to empower people to solve and avoid everyday legal problems by providing tailored legal information, interactive tools and connecting people to in-person services that can help.

Nearly one-third of survey respondents (31%) reported personal income of less than \$20,000 annually; slightly less than two-thirds of respondents (64%) reported personal income of less than \$50,000 annually. Nearly one-quarter (24%) reported income between \$50,000 and \$79,999, and 12% reported income of \$80,000 or more.

Table 3.1 User Feedback Survey Respondents' Income Levels

Which of the following most closely matches your personal annual income? (n=354)	Valid Percent
Less than \$20,000	31.1%
Between \$20,000 and \$34,999	18.6%
Between \$35,000 and \$49,999	14.1%
Between \$50,000 and \$64,999	15.0%
Between \$65,000 and \$79,999	9.3%
\$80,000 or more	11.9%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

A survey question also inquired about educational background. Approximately 16% of respondents had a secondary school-equivalent education or less. One-fifth of respondents (21%) had some post-secondary education, while 40% had completed post-secondary education. Nearly one-quarter of respondents (24%) had graduate-level education.

It is important to note that the user feedback survey was voluntary, and may be subject to self-selection biases among respondents. Although the majority of MyLawBC users have a post-secondary education (or higher), nearly half have a low personal income (less than \$35,000 annually).

3.1.2 Legal Issues Faced by Users

The majority of pop-up survey respondents visited MyLawBC to look for information related to separation and divorce (60%). A considerable proportion of respondents also reported using the website for either abuse or family violence (15%) and/or wills and estate planning (35%). Only a small proportion (2%) indicated that they visited the site for information on missed mortgage payments. A similar proportion indicated that they visited the website looking for information on child custody and support issues. A variety of other topics were noted in the open-ended response field to this question, including:

- Estate settlement and executor help (for survivors of an estate, not the person who made the will);
- Civil claims;
- Tenancy law;

- Human rights complaints or issues;
- Property repossession or foreclosure (other than primary residences);
- Action / response to government agency action (e.g., fighting a Ministry of Child and Family Development order);
- Tax law; and
- Immigration issues.

For each of the above issues, less than 1% of respondents indicated seeking help in these areas.

Almost three-quarters of pop-up survey respondents (74%) indicated that their legal issue was at the beginning stages. Nearly one-in-five (18%) indicated that their legal issue was partway through, and 8% indicated that their legal issue was at or near the end. This suggests that MyLawBC is providing an important “first step” resource for people facing legal issues.

Responses to the longer, user feedback survey indicate that separation and divorce are the topics of greatest interest to users. Nearly two-thirds (65%) of users who used any of the pathways on MyLawBC used the Separation, Divorce, and Family Matters pathway.¹ Furthermore, over half of all pathway users (58%) reported that this pathway was the main tool they used on MyLawBC.

Table 3.2 Pathway Use on MyLawBC

Tool Name	Proportion of tool users who used this tool (total n=291)*	Proportion of tool users who <i>mainly</i> used this tool (total n=291)*
Separation, Divorce, and Family Matters	65.3%	58.4%
Wills and Personal Planning	36.4%	29.9%
Abuse and Family Violence	15.1%	8.3%
Missed Mortgage Payments	3.4%	1.0%

Source: MyLawBC User Feedback Survey, 2019

*Proportions add to more than 100% due to multiple responses

“Mainly used” a tool means that survey respondents indicated that this tool was the primary or most-used tool on the site that they interacted with.

Wills and Personal Planning were the next-most used tools, with over one-third of respondents using the tool at some point and nearly 30% reporting this as the main tool they used on MyLawBC. Missed Mortgage Payments was the least-used pathway reported in the user feedback surveys. This aligns with findings from the pop-up survey and reflects low levels of missed mortgage payments in the population more generally when compared to separation, divorce, family violence, etc.

Many of the 18 stakeholder interviewees reported using the pathways with their clients, as an alternative to lawyers and notaries. “Using” these pathways varied slightly among stakeholders, ranging from providing

¹ The survey instrument provided four response options regarding why people were using the website: 1) Separation, Divorce, and Family Matters; 2) Wills and Personal Planning; 3) Abuse and Family Violence; and 4) Missed Mortgage Payments. Because of this approach to measurement, we are not able to break out users of each of the three family-related pathways individually, nor for the two Wills and Personal Planning pathways.

specific information on how to access the site to sitting down with their clients and walking through the tool with them. Among these interviewees, the most common tools were the Wills and Personal Planning pathway (15 stakeholders) and the Separation, Divorce, and Family Matters pathway (13 stakeholders). Other pathways were used less frequently by stakeholders; three reported using the Abuse and Family Violence pathway with clients, and only one used the Missed Mortgage Payments pathway.

3.1.3 Comparison to Target Audience

As mentioned in **Section 3.1.1**, the majority of users have low personal annual income, which aligns with the target audience for MyLawBC. Many of the users are also well-educated, having completed a post-secondary education or higher. A large majority of users were women (73%), while 26% were men and approximately 1% were gender variant (e.g., two-spirit, non-binary, other).

The large majority of survey respondents (91%) indicated that English was their first language, while 9% indicated that it was not. Among those who indicated that English was not their first language, 80% reported that their English skills were proficient, and a further 11% indicated that their English skills were somewhat strong. There were no respondents who rated their English skills as “somewhat weak” or weak, which makes it challenging to know what resources these users might find useful on MyLawBC. A cross-tabulation and Chi-squared analysis indicated that there are no significant differences in tools used, by English language skill; English language speakers of all levels were equally likely to make use of various pathways.

This finding – that the majority of users are native English speakers or have strong English skills – was corroborated by Google Analytics data. Over the entire evaluation period, 97% of new and total site visitors were using an English-language browser at the time of their site visit. The next-most common browser language setting was French (0.6% of visitors), followed by simplified Chinese (0.5%), and Korean (0.4%). Other languages used by site visitors included Brazilian, Portuguese, and Taiwanese.

Survey respondents represented all regions of BC (Vancouver Coastal, Vancouver Island, Fraser, Interior, and Northern). Northern respondents represented the smallest proportion of respondents, at less than 10%. However, this is likely reflective of the small population in the region, and not indicative of a failure to reach individuals in this region. Similarly, high response rates from certain regions (e.g., Vancouver, Vancouver Island) are likely reflective of higher populations in these areas and not an over-representation of these individuals.

Table 3.3 User Feedback Respondents’ Regions

If you live in BC, which region do you live in? (n=390)	Valid Percent
Vancouver Region	35.9%
Vancouver Island Region	22.3%
Interior Region	19.5%
Fraser Region	11.3%
Northern Region	9.2%
I don’t live in British Columbia	1.8%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

3.1.4 Patterns of Site Use

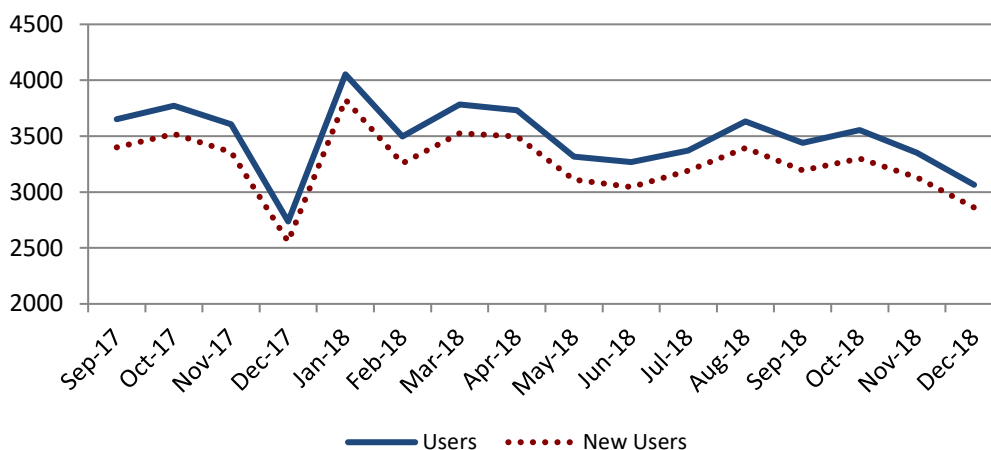
Overall Site Use Patterns

The pop-up survey asked respondents how frequently they had used MyLawBC in the past month. More than three-quarters of respondents (79%, full sample n=1,823) indicated that this was their first visit to the site. A further 20% of respondents indicated that they had used the site more than once, but less than ten times in the past month. A very small proportion of respondents (1%) had used the site ten times or more in the past month.

Website traffic data was also collected and analyzed to identify patterns and trends in tool use over time. This data provides a more fulsome picture of tool use, as this data captures *all* users of MyLawBC and not just those who agreed to complete a survey.

Overall, the site achieved its highest number of users (both overall and new) in January of 2018 (4,053 total users and 3,826 new users). Since then, there has been a modest decline in both overall users and new users. As of December 2018, there were 3,066 overall users that visited the site and 2,862 new users. Throughout the entire evaluation period, new users consistently represented approximately 92-93% of all site users, suggesting that MyLawBC is effectively attracting new users to the site.

Figure 3.1 Number of Users and New Users on MyLawBC

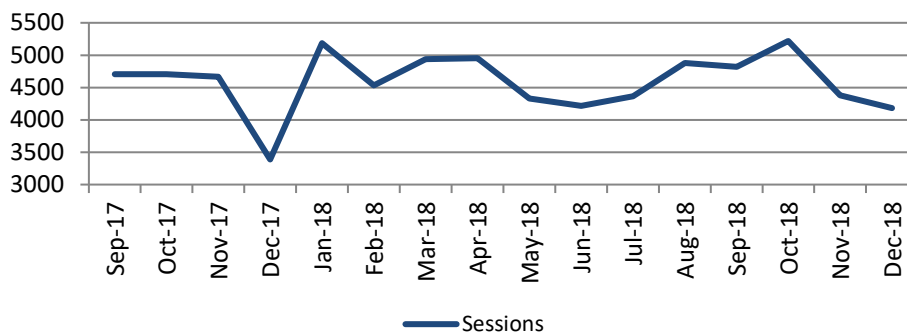


Source: Google Analytics data for MyLawBC.com – All Site Data

The numbers of sessions² per month were also tracked throughout the evaluation period. The number of sessions per month ranged from a low of 3,388 (December 2017) to a high of 5,219 (October 2018). As would be expected based on the low proportion of returning users to the site, the number of sessions per month tracks closely to the number of users per month illustrated above in **Figure 3.1**.

² Sessions are defined as a single user’s visit to the website, including the time spent on all pages within the website, within a set period of time. For analysis purposes, the default “session time” of 30 minutes was used for this assessment. Given that the average session time remained well below 30 minutes (see **Figure 3.3**), this appears appropriate for identifying a single session on MyLawBC.

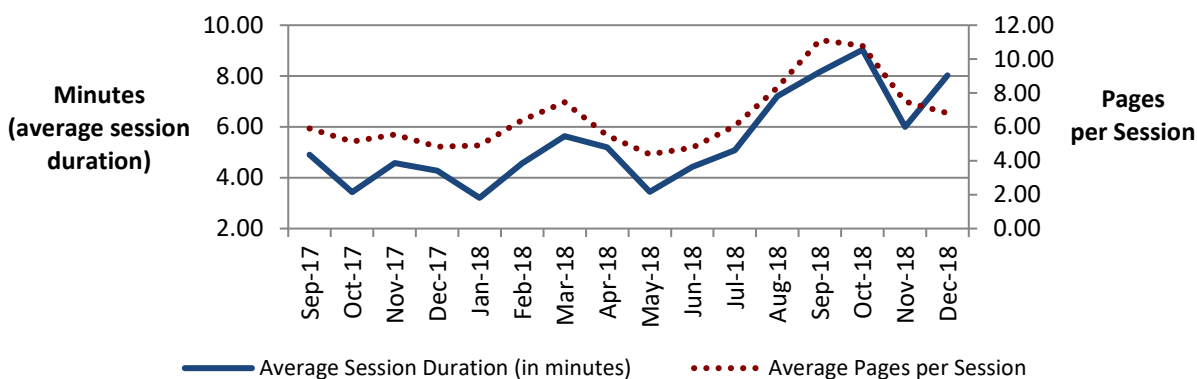
Figure 3.2 Number of Sessions on MyLawBC



Source: Google Analytics data for MyLawBC.com – All Site Data

Average time spent on the site and pages visited on the site, per session, were tracked over time as well. **Figure 3.3** below illustrates these trends over time. Average time on site ranged from a low of three minutes and thirteen seconds (January 2018) to a high of nine minutes and two seconds (October 2018). The average pages per session tracked closely with time on site, with average pages per session ranging from a low of 4.38 (May 2018) to a high of 11.13 (September 2018). Each month, except for December 2018, the number of pages visited per session remained higher than the minutes spent in an average session; this suggests that the typical user spends less than one minute on each page that they visit on MyLawBC.

Figure 3.3 Average Time per Session on MyLawBC

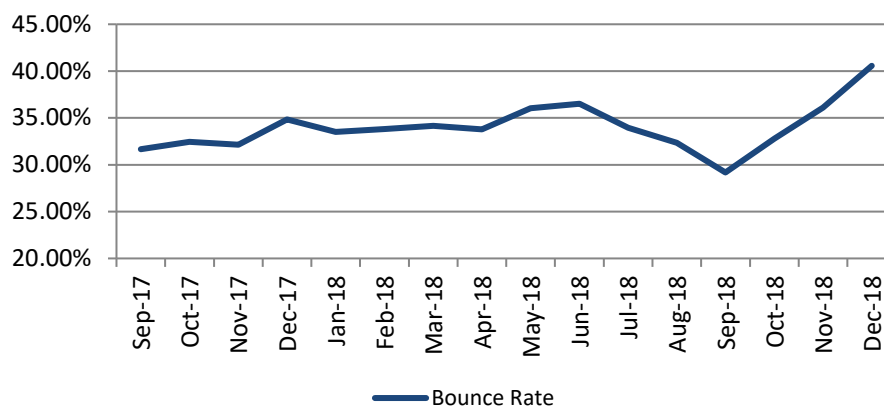


Source: Google Analytics data for MyLawBC.com – All Site Data

Finally, “bounce rates” over time were examined. Google Analytics qualifies a site visit as a “bounce” if a person visits a page on the site, but does not navigate to any other pages on the site. Visits that “bounce” are not incorporated into calculations of average time per session, as there is no second data request (through loading of another page) from which to calculate time spent on the site. Bounce rates from MyLawBC varied considerably over the evaluation period, from 29% (September 2018) to 41% (December 2018), but showed no consistent trend over time. Bounce rates can be interpreted as users who followed a link to the site, but quickly realized that the site did not have what they were looking for and so navigated away. There are a couple of possible explanations for the lack of trend in bounce rates over time. One is that the general public is not becoming more aware of the MyLawBC site, and so continue to be likely to briefly explore the site before realizing it does not have what they are looking for (whereas if they had some

knowledge of what the site is, they may have avoided following a link to the page in the first place). Another possible explanation may be Google rankings that can change over time; if, within the evaluation period examined here, MyLawBC’s rankings changed in relation to various search terms (e.g., “divorce law BC”), then the number of people finding and following the link from a search may have changed based on where MyLawBC turned up in the results. A comparison of bounce rates against traffic source, however, does not support the notion that organic search traffic is a source of high bounce rates; across the evaluation period, organic search sources of traffic resulted in bounce rates of between 31 to 34%.

Figure 3.4 Bounce Rates on MyLawBC



Source: Google Analytics data for MyLawBC.com – All Site Data

Pathway Tool Use Patterns

Malatest examined the use of specific pathways on the website and analyzed the number of unique page visits to key pages in each of the pathways on a quarterly basis. This provided a sense of tool use patterns and how these patterns have changed over time. The seven pathways examined were:

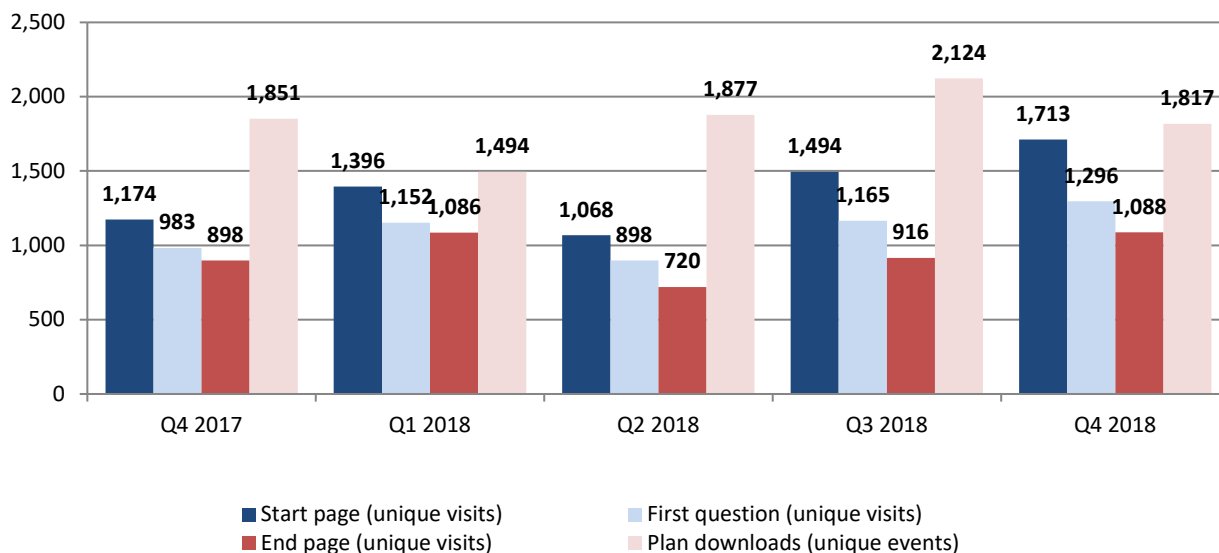
- Make a Separation Plan;
- Get Family Orders;
- I’ve Been Served with a Court Document (divorce papers);
- Make a Safety Plan (for victims of family violence);
- Missed Mortgage Payment;
- Make a Will; and
- Plan for the Future.

As noted above, the most-visited pathways were the pathways related to family law, and wills and personal planning. The least-used pathway was the Missed Mortgage Payments pathway, which consistently had fewer than 200 pathway starters, and fewer than 100 pathway completers, in each quarter throughout the evaluation period.

Pathway starters on the “Make a Separation Plan” varied over time. The first quarter of 2018 showed a jump in pathway starters, followed by a return to numbers comparable to Q4 of 2017, and growth throughout the remainder of the evaluation period. The proportion of pathway starters reaching an end

point declined over time, from a high of 78% in Q1 of 2018 to a low of 61% in Q8 of 2018. These findings suggest that higher traffic to the pathway does not necessarily result in higher use of the full tool. Notably, the number of plan downloads consistently exceeded the number of pathway starters throughout the evaluation period, perhaps suggesting that pathway completers download their plans multiple times (perhaps from different devices).

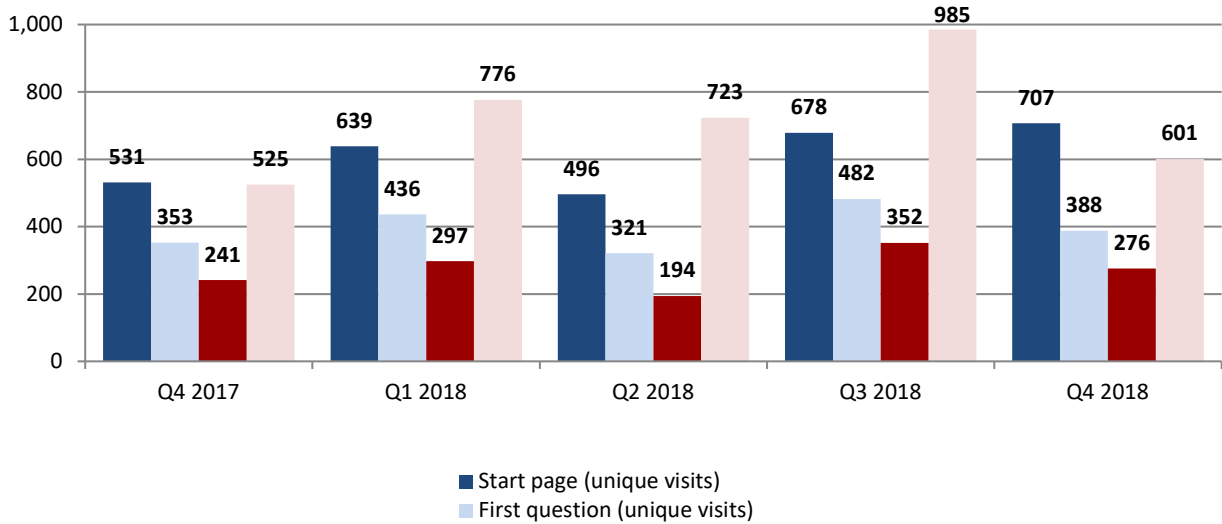
Figure 3.5 “Make a Separation Plan” Pathway– Users Reaching Key Milestones, Trends over Time



Source: Google Analytics data for MyLawBC.com – All Site Data

Similar to the “Make a Separation Plan” pathway, the “Get Family Orders” pathway saw a slight jump in pathway starters in Q1 of 2018, followed by a fall in Q2 of 2018 and consistent growth thereafter throughout the evaluation period. Users reaching the pathway end page, as a proportion of users who began the tool, was considerably lower than the “Separation Plan” pathway throughout the evaluation period. This proportion ranged from a high of 52% (Q3 of 2018) to a low of 39% (Q2 and Q4 of 2018). In all quarters throughout the evaluation period, the number of unique plan downloads largely outnumbered the number of users reaching the pathway end page, suggesting that users may be downloading their plans multiple times.

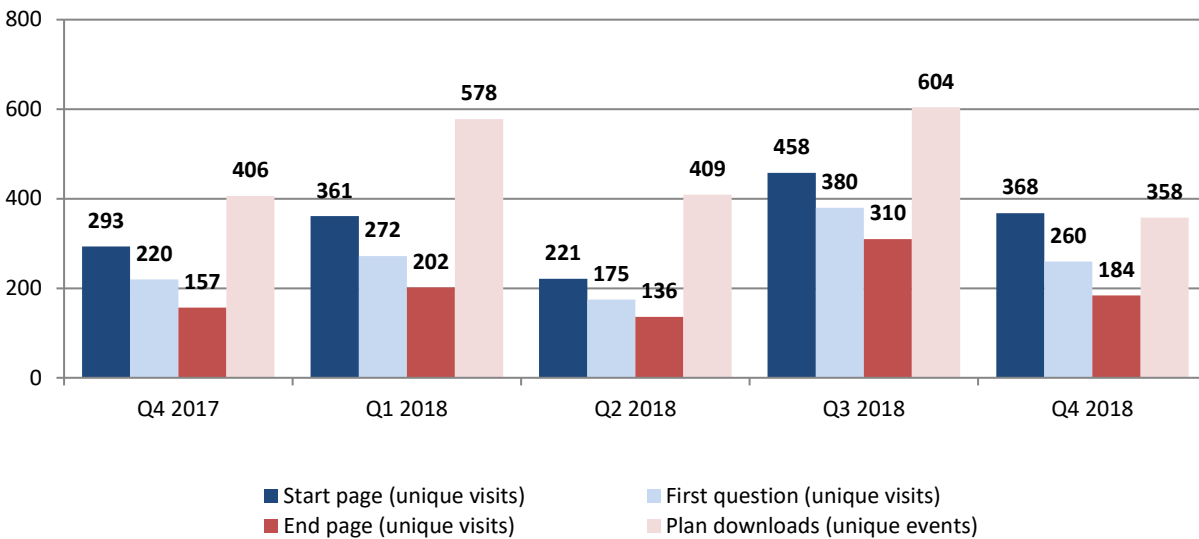
Figure 3.6 “Get Family Orders” Pathway – Users Reaching Key Milestones, Trends over Time



Source: Google Analytics data for MyLawBC.com – All Site Data

As above, users visiting the start page of the “I’ve Been Served with a Court Document” pathway spiked in Q1 of 2018, then decreased again and saw growth after that. There was a slight downturn in Q4 of 2018 for this pathway’s start page, but overall the trend remained consistent as with the other pathways. Users reaching the end of this pathway, as a proportion of users visiting the pathway start page, was highly variable over time; this ranged from a low of 50% (Q4 of 2018) to a high of 68% (Q3 of 2018). Throughout the evaluation period, unique plan download events outnumbered the number of users reaching the pathway’s end page considerably.

Figure 3.7 “I’ve Been Served with a Court Document” Pathway– Users Reaching Key Milestones, Trends over Time



Source: Google Analytics data for MyLawBC.com – All Site Data

Users reaching the start page of the “Make a Safety Plan” pathway, for individuals experiencing family violence, showed a slight downturn in Q2 of 2018, followed by considerable growth in the last two quarters of 2018. Throughout most of the evaluation period, users reaching the end of the pathway (as a proportion of pathway starters) remained

[Victims of domestic violence] feel out of control in life, it’s a legal maze they are trying to get through. MyLawBC has a good pathway, gives ideas, assures users it is not a hopeless situation.

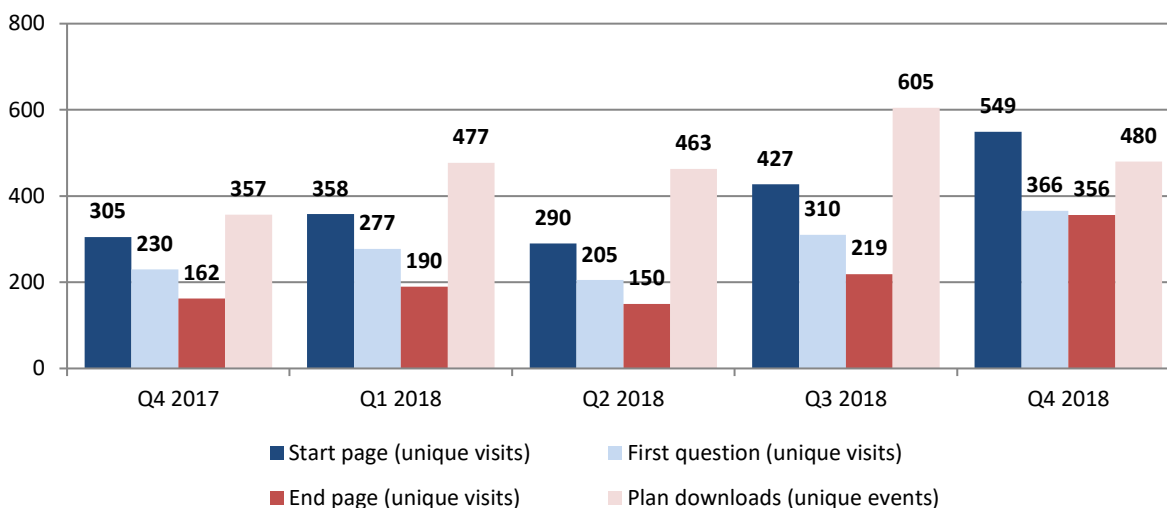
Justice System Stakeholder

quite consistent; from the fourth quarter of 2017 through the third quarter of 2018, this was between 51% and 53%. In the last quarter of 2018, however, it spiked to 65%; web analytics data was not able to provide information that may suggest a reason for this sudden change. As with other pathways, the number of plan downloads exceeded the number of users reaching the end of the pathway in each quarter.

[MyLawBC pathway] was easier than the other options [available to me]. I appreciated the privacy of doing it on my own time.

Abuse and Family Violence Pathway User

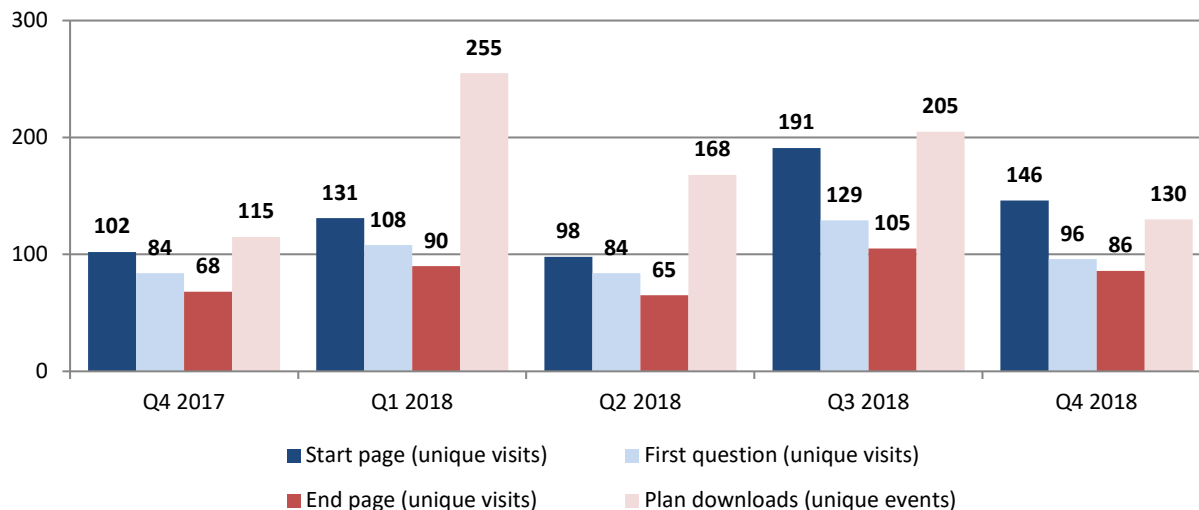
Figure 3.8 “Make a Safety Plan” Pathway – Users Reaching Key Milestones, Trends over Time



Source: Google Analytics data for MyLawBC.com – All Site Data

The number of users visiting the “Missed mortgage Payment” pathway’s first page varied considerably throughout the evaluation period, ranging from a low of 98 (Q2 of 2018) to a high of 191 (Q3 of 2018). Pathway completers, as a proportion of users visiting the pathway start page, was relatively consistent from Q4 of 2017 through Q2 of 2018, between 66% and 69%. Then, in the last two quarters of 2018, it dropped to between 55% and 59%. Throughout the evaluation period, the number of plan downloads exceeded the number of users reaching the end of the pathway.

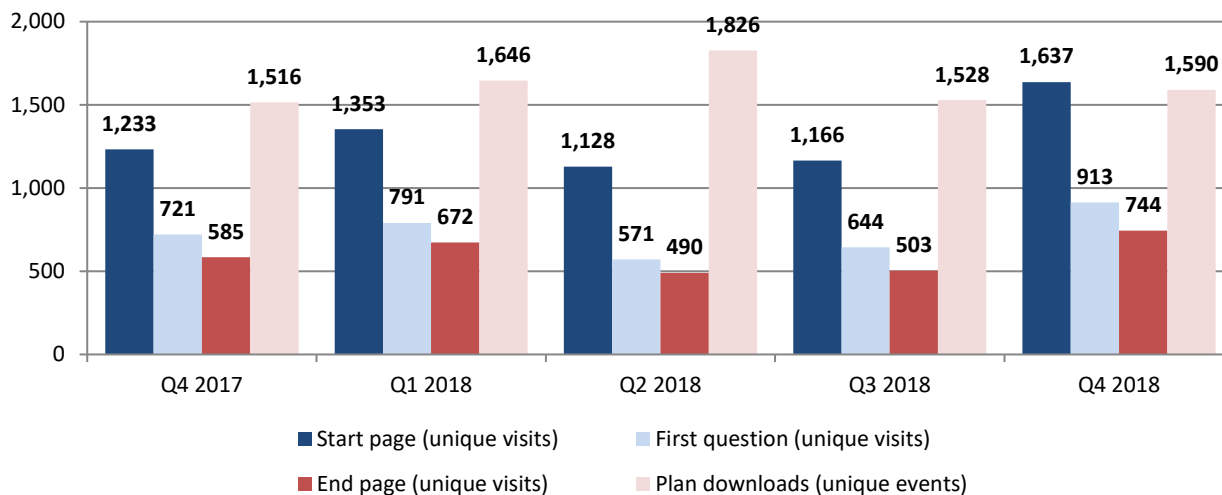
Figure 3.9 “Missed Mortgage Payment” Pathway – Users Reaching Key Milestones, Trends over Time



Source: Google Analytics data for MyLawBC.com – All Site Data

Pathway starters on the “Make a Will” pathway remained relatively consistent in the first four quarters of the evaluation period (ranging from 1,128 in Q2 of 2018 to 1,353 in Q1 of 2018). The last quarter of 2018 saw a large increase in the number of users visiting the pathway start page, with 1,637 unique visitors visiting the page in those three months. As a proportion of pathway start page visitors, pathway completers were low throughout the evaluation period. Completion rates ranged from a high of 50% (Q1 of 2018) to a low of 43% (Q2 and Q3 of 2018). In each quarter, the number of unique download events exceeded the number of unique users visiting the pathway end page.

Figure 3.10 “Make a Will” Pathway – Users Reaching Key Milestones, Trends over Time

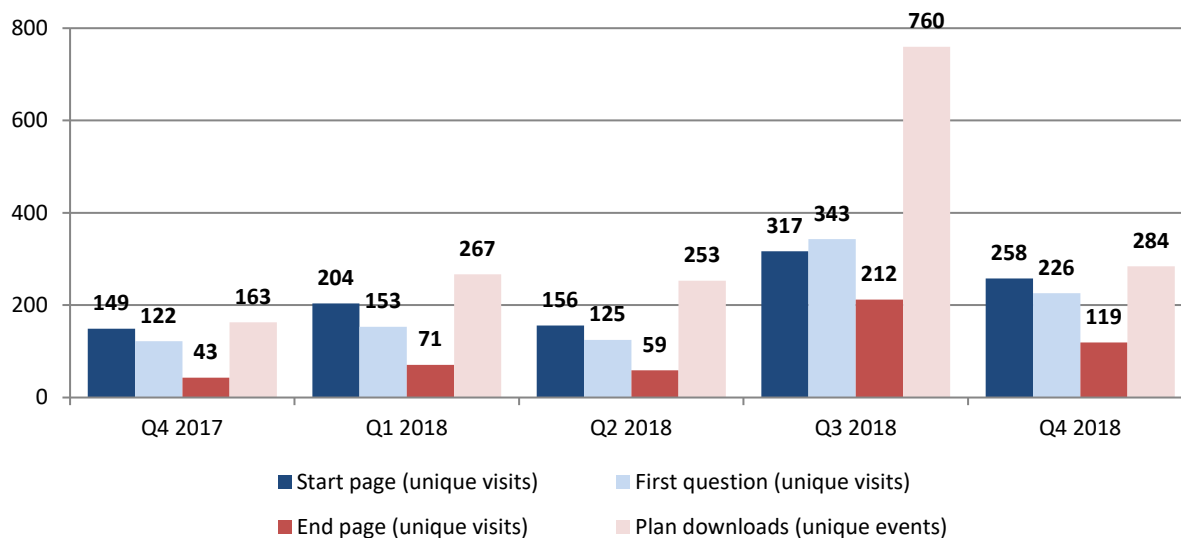


Source: Google Analytics data for MyLawBC.com – All Site Data

The “Plan for the Future” pathway was the second-least used pathway, after the “Missed Mortgage Payment” pathway, on MyLawBC. The number of users visiting the pathway start page saw increases in the

last two quarters of 2018. The proportion of pathway completers (as a proportion of all unique users visiting the pathway start page) was low across nearly all quarters in the evaluation period – between 29% (Q4 of 2017) and 46% (Q4 of 2018). In the third quarter of 2018, however, there was a large spike in the proportion of pathway completers, reaching 67%. This coincided with a spike in the number of unique plan download events on the site, however further investigation into web traffic data was not able to provide any more insight that might explain this sudden change in web traffic patterns for this pathway.

Figure 3.11 “Plan for the Future” Pathway – Users Reaching Key Milestones, Trends over Time



Source: Google Analytics data for MyLawBC.com – All Site Data

Pathway Non-Use and Non-Completion

Survey questions asked respondents who reported using no pathways at all, why they had chosen not to use any of these tools. **Table 3.4** below summarizes survey respondents’ answers.

Table 3.4 Reasons for Pathway Non-Users Not Using a Pathway

Why didn't you use the pathway?	Proportion of pathway non-users (total n=102)*
I just wanted to visit / explore the site	43.1%
My legal issue was not listed	28.4%
I used a publication instead	7.8%
I will complete a pathway at a later time	6.9%
Other: I was looking for specific information / a specific page on this site that did not involve a tool	5.9%
Other: I was unaware of the pathway tools	2.9%
Other: I thought the tools would be too complicated or take too much time	2.0%
Other: I prefer to use in-person services	2.0%
Other: I thought the pathway tool was not intended for me / my demographic	1.0%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

It didn't apply to my unique situation in separation...I worked for over two hours through the sequence of questions only to find at the end that it wasn't going to answer my situation.

Survey Respondent

Survey questions asked pathway users whether they completed the main pathway that they started, and if not, why not. Slightly more than one-third of pathway users (35%) did not complete their pathway.³ The most common reason given for not completing was that the information users were looking for in the tool was hard to find (25% of non-

[I] found it tedious to wind through the pathway to find the specific topic I was searching for.

Survey Respondent

completing users), followed by finding the information irrelevant to their particular situation or legal issue (23% of non-completing users). **Table 3.5** below provides a summary of reasons given for not completing a pathway that users had started. Notably, none of the survey respondents indicated that they intended to come back and complete the pathway at a later date.

Table 3.5 Reasons for Not Completing a Pathway

Why didn't you complete the pathway?	Proportion of non-completers (total n=100)*
The information I was looking for was hard to find	25.0%
It wasn't relevant to my situation / legal issue	23.0%
I used alternative resources instead	22.0%
It took too long to complete	15.0%
The pathway tool was hard to use	13.0%
I resolved my legal issue	8.0%
Other: I was just looking for information, not options	6.0%
Other: I was doing this on behalf of someone else	6.0%
Other: Technical failure with website	3.0%
Other: The pathway / tool recommended I not use it	1.0%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may add to more than 100% due to multiple responses

The large majority of user interviewees had completed their pathways (n=9), with only one interviewee who had not completed. For that reason, there was little qualitative data available from interviewees on why pathways were left incomplete by some users.

3.2 User Satisfaction

3.2.1 Ease of Use

Several questions in the user feedback survey asked for respondents' feedback on how easy they found both the website generally, and the pathways specifically, to use. All survey respondents (both those who used tools, and those who did not) were asked to rate the ease of finding the information they were looking

³ Given that pathway completion rates in the population of all pathway users, based on web traffic analytics, is between 15 and 50% (depending on pathway), the low rate of non-completion among survey respondents suggests that user feedback survey respondents are not representative of the population of all pathway users. Survey respondents may reflect a portion of pathway users and overall site visitors who are more invested and interested in MyLawBC.

for on the site, and the overall ease of use of the site. There were no statistically significant differences between tool users and non-tool users in their responses, so responses for these groups are combined in **Table 3.6** below.

Table 3.6 Ease of Use of MyLawBC: Finding Information and Overall Use

Survey item	Proportion reporting “Difficult” or “Very difficult”	Proportion reporting “Neither difficult nor easy”	Proportion reporting “Easy” or “Very easy”
Ease of: Finding the information I was looking for. (total n=197)*	19.8%	25.4%	54.8%
Ease of: Overall, using the site. (total n=199)*	11.5%	22.1%	66.3%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Pathway users were asked a series of questions about whether the tools were easy to use. With the exception of “understanding what you will get at the end of the tool,” more than 80% of respondents reported that use of the tool was “easy” or “very easy. On the item “understanding what you will get at the end of the tool,” slightly less than three-quarters of respondents (72%) agreed the pathways were “easy” or “very easy”. **Table 3.7** summarizes survey responses on these items below.

Table 3.7 Ease of Use of Pathways

Survey item	Proportion reporting “Difficult” or “Very difficult”	Proportion reporting “Neither difficult nor easy”	Proportion reporting “Easy” or “Very easy”
Ease of: Understanding the questions in the tool (n=181)*	2.8%	14.9%	82.3%
Ease of: Answering the questions in the tool (n=179)*	3.9%	11.2%	84.9%
Ease of: Understanding the information provided in the tool (n=179)*	7.3%	11.7%	81.0%
Ease of: Understanding what you will get at the end of the tool (n=179)*	10.1%	18.4%	71.5%
Ease of: Overall, using the tool (n=179)*	7.3%	8.4%	84.4%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Interview findings illustrated similar responses to these survey results. Some of the positive comments of the site that were noted by interviewees included: the site was easy to navigate and was user-friendly; the language used was easy to understand; the site provided next steps; and the site provided a wealth of information. However, one individual indicated it was necessary for them “to look up a lot of information”. Another interviewee expressed the site was simplistic, to the detriment of the usefulness of the information and options provided by MyLawBC.

It was easy to navigate...the things that made it easy to navigate were detrimental because it was too simplistic...it was frustrating...[the Missed Mortgage Payments pathway] was of no real help itself, but I used some of the resources.

User Interviewee

3.2.2 Usefulness of Site Materials

A slight majority of pop-up survey users (53%) indicated that they found what they were looking for on MyLawBC. A further 14% indicated that they did not find what they were looking for, while 33% were unsure. Given that a third of respondents to the site were not clear on whether the information they had found would be useful to them, there may be opportunities to improve the clarity of language in the resources and materials on MyLawBC.

In the user feedback survey, respondents who had not completed a pathway (either never started one, or started but did not complete) were asked how easy or difficult it was for them to find the information they were looking for on MyLawBC. Slightly more than half (55%) indicated that it was “easy” or “very easy”, roughly a quarter (25%) indicated it was neither easy nor difficult, and 20% indicated that it was “difficult” or “very difficult” to find the information they were looking for.

The biggest demand among users, based on open-ended survey responses and some interview findings, is clearer instructions at the beginning of the pathways on who should be using these tools, and in what circumstances. The limitations of the tools, and the circumstances in which they should *not* be used, could be listed before a user begins a pathway.

The user feedback survey asked pathway users to rate the usefulness of the materials and resources provided to them at the end of the pathway. Two survey items asked respondents to rate the usefulness of the outputs from the pathways they used. Responses to these survey items are provided below. A large majority of respondents found both the information provided in the pathway to be useful (73%), as well as the action plan provided at the end of the pathway (70%).

Table 3.8 Usefulness of Pathway Outputs

Survey Item	Proportion reporting “Not at all useful” or “A little useful”	Proportion reporting “Somewhat useful”	Proportion reporting “Mostly useful” or “Very useful”
Usefulness of: The information provided in the pathway* (n=274)	8.8%	17.9%	73.3%
Usefulness of: The action plan provided at the end of the pathway* (n=240)	14.2%	15.8%	70.0%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Respondents who had used pathways were asked how helpful they found the materials to be. **Table 3.9** below summarizes respondents’ ratings of the usefulness of these materials.

Table 3.9 Usefulness of Pathway Materials and Resources

Overall, of the materials and/or takeaways you used, how helpful were they in reaching a solution to your issue?	Proportion reporting “Not at all helpful” or “A little helpful”	Proportion reporting “Somewhat helpful”	Proportion reporting “Mostly helpful” or “Very helpful”
Pathway tool users (total n=154)*	11.0%	14.3%	74.0%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Both pathway users and non-users were asked about their subjective feelings of confidence and knowledge related to their legal issue, and moving forward with next steps. **Table 3.10**, **Table 3.11**, and **Table 3.12** below summarize the findings of these survey items. Overall, pathway non-users (those who had not used any tools) were significantly less likely to agree that MyLawBC had helped them identify next steps, and were significantly less confident in taking next steps and finding legal information on their own. This suggests that the pathways are successfully providing users with needed legal information, and giving them the skills and confidence needed to work towards resolving their own legal issues.

Table 3.10 Usefulness of MyLawBC in Identifying Next Steps

Rate your agreement: The information provided to me in the tool helped me identify the next steps in resolving my legal issue	Pathway non-users (n=104)*	Pathway users (n=284)*
Strongly disagree	10.6% ^A	3.2%
Disagree	10.6%	5.6%
Neither agree nor disagree	36.5%	26.4%
Agree	32.7%	41.6%
Strongly agree	9.6%	23.2% ^B

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

^A Proportional responses of pathway non-users were significantly higher (p<.05) than pathway users.

^B Proportional responses of pathway users were significantly higher (p<.05) than pathway non-users.

Table 3.11 Respondents' Confidence in Taking Next Steps

Rate your agreement: As a result of the site, I felt more confident in taking the next step(s) towards resolving my legal issue	Pathway non-users (n=104)*	Pathway users (n=284)*
Strongly disagree	8.7% ^A	3.5%
Disagree	12.5% ^A	4.9%
Neither agree nor disagree	21.2%	22.5%
Agree	41.4%	44.0%
Strongly agree	9.6%	25.0% ^B

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

^A Proportional responses of pathway non-users were significantly higher (p<.05) than pathway users.

^B Proportional responses of pathway users were significantly higher (p<.05) than pathway non-users.

Table 3.12 Respondents' Confidence in Finding Legal Information Independently

Rate your agreement: As a result of the site, I felt more confident in finding legal information on my own	Pathway non-users (n=104)*	Pathway users (n=284)*
Strongly disagree	9.6% ^A	2.8%
Disagree	18.3% ^A	8.1%
Neither agree nor disagree	21.2%	21.1%
Agree	41.4%	45.4%
Strongly agree	9.6%	22.5% ^B

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

^A Proportional responses of pathway non-users were significantly higher (p<.05) than pathway users.

^B Proportional responses of pathway users were significantly higher (p<.05) than pathway non-users.

3.2.3 Overall Satisfaction

Overall, slightly less than half of pop-up survey respondents (44%) indicated that their overall experience of the site was positive (i.e., rated it a four or five out of five, “Very good” or “Excellent”). More than a third of these respondents (39%) rated the site moderately (i.e., rated it a three out of five, “Good”), and slightly less than one-fifth of respondents (17%) rated it poorly.

Responses from the more in-depth user feedback survey were considerably more positive. There were no significant differences among user groups in their responses to the overall satisfaction question, so responses are reported in the aggregate in **Table 3.13** below. Overall, nearly three-quarters of respondents (75%) reported being “Satisfied” or “Very satisfied” with MyLawBC and/or tool(s) they used.

Table 3.13 Overall Satisfaction with MyLawBC and Tools Used

How would you rate your overall level of satisfaction with the MyLawBC site / tools you used?	Proportion of non-pathway users (n=99)*	Proportion of pathway users (n=279)
Satisfied or very satisfied	68.7%	76.7%
Neutral	18.2%	16.1%
Very dissatisfied or dissatisfied	13.2%	7.2%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

The majority of interviewees were satisfied with their MyLawBC experience, corroborating these survey results. A few respondents indicated the site was easy to use, the site used plain language, and the information effectively clarified their questions.

3.3 Improving Resolution of Legal Issues

3.3.1 Improving Users’ Knowledge and Understanding

Survey respondents were asked to rate the change in their understanding of their legal situation as a result of using tools on MyLawBC. Comparisons between the pathway non-user group and the pathway user group were conducted. Across all three survey items measuring respondents’ understanding, pathway users were significantly more likely to say that their understanding had improved as a result of using the site compared to those who had not used any tools.

Across all groups, a small minority of respondents indicated that they understood *less* as a result of visiting MyLawBC and/or using the tools available on the site, while at least half of all user groups indicated that their understanding improved across all indicators. The finding that pathway users are significantly more likely to report improved understanding than pathway non-users suggests that the pathways are effective in giving site visitors the information and tools needed to orient themselves to their legal situation and needs.

Table 3.14 Change in Users’ Understanding after Using MyLawBC

Survey Item	User Group	Proportion reporting “I understand less”	Proportion reporting “My understanding has not changed”	Proportion reporting “I understand more”
Rate your change in understanding of: The laws that apply to your situation	Pathway non-users (n=87)*	4.6%	37.9% ^A	57.5%
	Pathway users (n=272)*	2.6%	22.8%	74.6% ^B
Rate your change in understanding of: Your legal options	Pathway non-users (n=97)*	5.4%	40.9% ^A	53.8%
	Pathway users (n=270)*	1.9%	29.6%	68.5% ^B
Rate your change in understanding of: Your responsibilities	Pathway non-users (n=91)*	7.7% ^A	38.5%	53.9%
	Pathway users (n=271)*	2.6%	28.0%	69.4% ^B

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

^AProportional responses of pathway non-users was significantly larger (p<.05) than pathway users.

^BProportional responses of pathway users was significantly larger (p<.05) than pathway non-users.

Pathway users and non-users were also asked to rate the level of trust they had in the information they had received from MyLawBC. As highlighted in **Table 3.15** below, almost three-quarters of respondents (72%) indicated that they had a high level of trust in the information available on the website. Pathway users and non-users did not differ significantly from one another in their ratings of trust in information found, so their responses are reported in the aggregate in **Table 3.15** below.

Table 3.15 Level of Trust in Information and Options Found on MyLawBC

Please rate the level of trust you have that the site/tool provided you with accurate information and options	Survey respondents (pathway users and non-users combined) (n=369)*
A high degree of trust	71.3%
Neutral	24.9%
No trust	3.8%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Interview findings confirmed these survey results. All interviewees explicitly stated “yes” in their response regarding trusting the information on MyLawBC, citing a variety of different reasons: mixture of legal and plain language; information was cross-referenced with other resources; and the information was clearly coming from LSS.

A few interviewees indicated that their level of understanding of the law, legal options and responsibilities for their legal issue did not change as a result of using MyLawBC. One participant indicated that the information aligned with their current knowledge, while another interviewee indicated the information was not relevant to their situation. A majority of respondents articulated that their level of

[Users are able to] take control over their own legal problems or concerns, rather than having the court decide.

Justice System Stakeholder

understanding had increased as a result of using MyLawBC.

Findings from stakeholder interviews supported these findings as well. The majority of stakeholders felt the site provided accurate, reliable and trustworthy legal information to its users. Some of these same respondents indicated the reason being that the information is “clearly coming from LSS”.

Stakeholders indicated three main areas in which MyLawBC provides users with the skills, abilities and knowledge necessary to improve access to justice. Some participants stated MyLawBC provides solutions, resources, and options and allows access to justice. A few respondents articulated that MyLawBC empowers clients.

A few justice system stakeholders noted that resolving an issue outside of the courts is usually faster and more efficient. In addition to helping users come to quicker solutions to their legal issues, a few stakeholders mentioned that the ability to use MyLawBC “on their own schedule” was helpful for users, particularly those whose work and personal schedules make accessing services available during business hours difficult.

3.3.2 Taking Next Steps

Pathway users were asked whether they made use of any of the materials and resources that were provided to them at the end of the tool they used (e.g., lists of agencies and societies that could provide further help or additional reading that may be relevant to their situations). Approximately 60% of pathway users reported making use of additional materials, resources, and/or referrals provided.⁴

Pathway users were also asked a series of questions regarding whether they had made use of any additional resources, such as contacting suggested services at the end of their pathway or consulting resources. These findings are presented in Table 3.16 below. Slightly more than half of pathway users contacted suggested services, while nearly two-thirds looked into suggested resources. Users of the Abuse and Family Violence pathway were significantly more likely ($p < .05$) to have contacted one or more services recommended in their pathway, compared to Separation, Divorce and Family Matters and Wills and Personal Planning pathway users. Users of the Separation, Divorce and Family Matters pathway were significantly more likely ($p < .05$) to have looked at one or more resources recommended in their pathway, compared to users of the Wills and Personal Planning pathway.

⁴ The high proportion of survey respondents reporting using resources, compared to the low proportions of pathway completers found in the web analytics data, may be due to a few different factors. First, based on likelihood of completing a pathway, it appears that highly interested or invested individuals self-selected into this survey. Second, there may be a social desirability effect at play in this question, with respondents wishing to appear proactive about their legal issue(s). Finally, not all resources and referrals provided at the end of pathways were downloadable PDF documents, and therefore the web analytics data did not fully capture use of all possible resources available to pathway users.

Table 3.16 Pathway Users’ Use of Services and Resources

Survey Item	Yes	No
Have you contacted any of the services that were suggested in your customized action plan? (n=277)	53.8%	46.2%
Have you looked into any of the resources that were suggested to you to learn more about your legal issue? (n=246)	63.8%	36.2%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Pathway users who reported they had used these services and resources were then asked to rate the helpfulness of each. **Table 3.17** below summarizes responses to these items. Pathway users appear to be more satisfied with resources than with recommended services.

Table 3.17 Pathway Users’ Ratings of Service and Resource Helpfulness

Survey Item	Proportion reporting “Not at all helpful” or “A little helpful”	Proportion reporting “Somewhat helpful”	Proportion reporting “Mostly helpful” or “Very helpful”
Overall, were these services helpful in resolving your issue? (n=143)	24.5%	21.7%	53.9%
Overall, were the resources helpful in resolving your issue? (n=153)	13.7%	19.6%	66.7%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Interview findings did not align with survey results regarding the usefulness of the service agencies that were presented in their action plan. Of the interviewees who answered this question (n=5), nearly all (n=4) indicated that the services were not helpful, as they did not apply to their particular situation. Therefore, qualitative findings did not clarify why survey respondents found the resources helpful. However, the findings from the four respondents who said that resources were *not* helpful indicated that the main problem they experienced was that the resources did not apply to their particular situation.

The usefulness of information resources was confirmed through interview responses. Some interviewees utilized the resources, while finding them helpful even in the event that the information was not quite tailored to their specific situation. Some interviewees declined to answer; very few interviewees had made no use of the information resources provided at the end of their pathway.

Some survey questions also asked about next steps that users had taken after completing a pathway. Pathway users were asked how many steps identified in their action plan they had taken, and their intentions for future steps. **Table 3.18** and **Table 3.19** summarize the results of these survey items.

Table 3.18 Pathway Users' Next Steps Taken

Of the steps or actions that were recommended to you by the tool, approximately how many of them did you actually follow?	Proportion of pathway completers responding (n=194)*
None	10.3%
A few	19.1%
Some	23.2%
Several	21.7%
Most or all	25.8%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Table 3.19 Pathway Users' Intentions for Next Steps

How likely is it that you will follow all or some of the steps outlined in your tool's action plan when trying to resolve your legal issue?	Proportion of pathway completers responding (n=14)*
Very unlikely	14.3%
Not likely	28.6%
Neutral	42.9%
Likely	7.1%
Very likely	7.1%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

More than two-thirds of pathway users (71%) reported that they had completed at least some of the steps recommended to them in their customized action plans. Among those who had completed no steps or only a few steps, commitment to complete these steps was low; only 14% (n=2) of these users reported that it was likely or very likely that they would complete these steps.

Interviewees provided further detail about taking the steps listed in their action plan. The majority of interviewees followed the steps provided in their customized plans, although not necessarily in their

When...writing a separation agreement where they both agree, it helps resolve their legal issue. But when it comes to the court processes, MyLawBC needs to expand on that. I think it is a great start, but not a be-all and end-all in terms of resolution.

Justice System Stakeholder

entirety. Two specific steps were commonly followed among interviewees: utilizing templates to create their own safety or separation agreement, and printing and storing their action plan to ensure it was accessible if information required updating in the future. One respondent contacted a local law group, which was not listed in their action plan. A few of these interviewees were satisfied with their ability to take the next steps in their action plan.

[The pathways are] referring people to lots of resources. It's good to have everything right there, straightforward, and easy to follow.

Justice System Stakeholder

Interviews with stakeholders provided further details concerning MyLawBC's ability to help resolve legal issues for their clients. Three main points that allowed users to move towards resolving their legal issue, were discussed. First, some stakeholders indicated that the site provided information and resources. Secondly, some interviewees expressed that users are provided with options, allowing them to move

forward with steps or plans that felt customized or appropriate to their situations. Third, a few participants articulated that the site is easy to use and does not intimidate or “scare away” potential users from taking advantage of the site.

3.3.3 Finding Resolutions

Since visiting MyLawBC, slightly more than one-quarter of survey respondents (26%) had resolved their legal issue.⁵ There were no statistically significant differences between pathway users and non-users in terms of likelihood they had resolved their legal issue. However, pathway non-users were more likely to indicate that this was “not applicable” to them. This is likely a reflection of the fact that many people who visited the site but did not use any tools were just looking for informational purposes, and did not necessarily have a legal issue to be resolved. Pathway completers were significantly more likely than non-completers to have resolved their legal issue since visiting MyLawBC (41% of completers compared to 15% of non-completers, $p < .05$).

Table 3.20 Respondents’ Resolution to Legal Issues since visiting MyLawBC

Since visiting MyLawBC, have you resolved your legal issue?	Pathway non-users (n=104)*	Pathway Users (n=277)*
Yes	20.2%	28.2%
No	54.8%	56.3%
Not applicable	25.0% ^A	15.5%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

^A Proportional responses of pathway non-users were significantly higher ($p < .05$) than pathway users.

Users who indicated they had since reached a resolution to their legal issue were asked whether MyLawBC had helped them resolve their legal issue. Pathway non-users were significantly more likely to indicate that the site had *not* helped them reach a resolution, while pathway users were significantly more likely to indicate the site had helped them. Findings should be interpreted with caution, due to a small sample size among pathway non-users (n=21).

Table 3.21 Respondents’ Perceptions of MyLawBC’s Assistance in Resolving Legal Issue

Do you think that the tool / website helped you resolve your legal issue?	Pathway non-users (n=21)	Pathway Users (n=78)
Yes	52.4%	84.6% ^B
No	33.3% ^A	7.7%
Not sure	14.3%	7.7%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

^A Proportional responses of pathway non-users were significantly higher ($p < .05$) than pathway users.

^B Proportional responses of pathway users were significantly higher ($p < .05$) than pathway non-users.

⁵ Respondents were asked whether they had since resolved their legal issue. The meaning of “resolved” was left to the interpretation of respondents.

3.4 Improving Access to Justice

3.4.1 Reasons for Using MyLawBC

One question on the pop-up survey asked respondents about the purpose of the information they were looking for on MyLawBC. More than three-quarters of respondents (78%) indicated that the information they were looking for was for their own personal use. The next-most-common response was seeking information for a friend, family member, or someone else (13%). Other responses included “for research purposes” (6%) and “general interest” (2%). A further one percent of respondents indicated that they were using MyLawBC as a resource for clients they worked for. These respondents indicated that they worked in law themselves, or worked in community resource centers or shelters, and wanted to be able to direct their clients to MyLawBC with confidence.

The pop-up survey also asked respondents how they first found MyLawBC. The large majority of respondents found the site through some sort of online web direction: a link from Legal Services Society’s Legal Aid site (32%), a link from a government website (25%), through a link from another website (10%), through Clicklaw (7%), or through a web search (7%). Offline sources of information about MyLawBC included referrals from people or organizations (14%); pamphlets, booklets, or posters about the site (2%), and seminars or presentations (1%).

Clicklaw I use once in awhile – it is set up in a different way...covers a wide range of topics, but gives you limited options and availability.

Justice Worker

A majority of interviewees were aware of and/or utilized alternative resources other than MyLawBC. Some interviewees reported using additional legal resources in resolving their legal issue. Other resources included Legal Aid Services, Clicklaw, People’s Law School, and UBC Law Clinic. A few participants were unaware of alternative resources. Some of the respondents found the site through a Google search, while a few others heard about the site through a colleague or another website.

3.4.2 Stakeholders’ and Experts Trust in MyLawBC Pathways

All stakeholders recommended MyLawBC to their clients for three main reasons: clients feel a sense of empowerment; MyLawBC assists low-income populations; and clients obtain useful information.

Several pathways – Separation, Divorce, Family Matters, Wills, and Personal Planning – were mentioned in many interviews. The majority of these discussions were positive. Stakeholders stated that MyLawBC allows clients to quickly narrow down their situation, better prepares them for meetings, and provides information and guidance on what to do next.

[The site is] very diverse and knowledgeable. It helps to empower them to find information on their own.

Justice System Stakeholder

While most interviewees had positive comments on many aspects of MyLawBC, a few interviewees did note limitations to the site’s usefulness including the Missed Mortgage Payments pathway, the Make a Will pathway, and the Plan for the Future pathway.

The first issue brought up focused on the limited usefulness of the Missed Mortgage Payments pathway. This interviewee explained that the pathway provided useful information for someone dealing with this legal issue, but there were no forms or “do-it-yourself” options to assist with document preparation. As

considerable paperwork is required in a situation where a homeowner has missed one or more mortgage payments, this was a major limitation to the usefulness of the pathway.

The wills pathway is very niche and does not apply to special cases, such as in unequal distribution or unique estates.

Justice System Stakeholder

One stakeholder had navigated the “Plan for the Future” pathway for themselves and found the outcomes to be unclear. This stakeholder noted that they required additional assistance and wished they could have been referred to another resource. They also expressed concern for other users with less legal experience in a similar position.

A few stakeholders clearly stated that the Make a Will pathway was useful, as long as the wills were simple. A few interviewees noted that MyLawBC was not conducive to complex wills. This limitation is noted on the website itself, and people in complex situations are advised not to use the site but to consult a lawyer instead.

According to stakeholders, MyLawBC is useful depending upon how comfortable a client is using a computer, whether they are literate, and whether English is their first language. Among justice system stakeholders who work directly with clients, many noted that these were predictors of whether they would need to provide guidance to someone in using MyLawBC, or if they simply referred someone to use the site on their own. Furthermore, a few stakeholders stated some individuals may prefer to work through the information themselves and MyLawBC is useful for professionals.

An ability to use a computer and literacy were the two main challenges to the site’s reach noted by respondents. Individuals, such as seniors, may not have the technological skills to utilize MyLawBC and people with fewer English skills would find the website difficult to use.

Literacy is an issue, being able to determine what the information means...it’s made to be simple but some people need more one-on-one help.

Justice System Stakeholder

Four stakeholders agreed that MyLawBC has the necessary information to assist users in preventing legal issues from occurring or escalating. Each participant provided different reasons: the information is neutral and factual; MyLawBC provides the client with multiple options and pathways to suit their circumstances; and the website makes the information available (assuming that a major cause of legal issues and/or their escalation is simply lack of knowledge on the part of individuals).

Some participants mentioned that MyLawBC may help avoid the escalation of legal issues for users. These interviewees also noted, however, that this is situation dependent. In regards to the Separation pathway, respondents indicated if an agreement can be made between the two individuals, de-escalation is possible, allowing clients to move forward without having to hire lawyers or move through the court system.

I think it can avoid escalation, as hopefully they can navigate through the website and realize they have the ability to deal with conflict and issues they are having.

Justice System Stakeholder

Interviewees discussed the kinds of impact that MyLawBC had for residents in BC with regards to access to justice. The top three remarks indicated by some interviewees were: MyLawBC relieves pressure on the court system; the site provides information on legal options; and clients feel more confident. Some interviewees also indicated the site increases accessibility to those who reside in remote communities, and the site is another tool for clients to utilize. A few interviewees expressed that the site does not allow for face-to-face interaction, which can be a challenge for people who

would prefer it, or need one-on-one support for any number of reasons (e.g., learning disability, low English literacy, other reasons).

3.4.3 Impacts on Use of Other Legal Services and Resources

Very few interviewees reported using other supports to resolve their legal issue. Among those user interviewees who had used other legal resources, Clicklaw was most discussed. One individual indicated Clicklaw and MyLawBC were equally easy to navigate; however, Clicklaw was similar to Wikipedia and better suited for people doing research as opposed to specifically assisting an individual with their legal problem. Another individual mentioned Clicklaw provided a sample form (this interviewee did not identify specifically what form, but they were looking for assistance with separation and divorce matters), which they found helpful, a tool which MyLawBC does not offer.

The user feedback survey asked pathway users whether they had undertaken any steps that were *not* recommended in their customized action plans, in an effort to resolve their legal issue. Slightly more than half (57%) indicated that they had *not* taken any steps outside of what was indicated in the plan, while 43% had. Table 3.22 summarizes the actions taken among those who reported taking additional action outside of what was recommended. The most common additional step taken was reaching out for free legal advice (42%), followed by “other” steps that do not involve a lawyer (33%). Although it appears that only a minority of all pathway users report contacting a lawyer for free legal advice, it is not possible to know whether the pathways are *reducing* demand for pro bono legal services. It is possible that, even in the absence of a pathway, only a minority of people facing legal challenges would seek out free legal advice.

Table 3.22 Pathway Users’ Additional Steps Taken Outside of Action Plan Recommendations

What steps have you taken?	Proportion of pathway completers responding (n=121)*
Contacted a lawyer for free legal advice (pro bono, legal aid, duty counsel, etc.)	42.2%
Contacted and paid for a notary / lawyer	24.8%
Other / none of the above steps	33.1%

Source: MyLawBC User Feedback Survey, 2019

*Proportions may not add to 100% due to rounding

Justice stakeholder interviewees noted other resources for people seeking help with their legal issues: a majority of interviewees noted Legal Services Society’s Legal Aid site, and some mentioned Clicklaw. A few interviewees also mentioned self-counsel books as a resource. Interviewees noted both positives and negatives to each of these sites.

Interviewees noted that both Legal Aid⁶ and Clicklaw provided a greater volume of information than MyLawBC. Interviewees also noted that Legal Aid offers self-help guides to users.⁷ While these sites do provide a greater depth of information on a wider range of topics than MyLawBC, interviewees also noted that this is not always a positive. Some justice stakeholder interviewees noted that to make effective use of

⁶ Respondents spoke about LSS websites in general terms, therefore ‘Legal Aid’ could refer to either the LSS corporate site, the Aboriginal Legal Aid site, or the Family Law site.

⁷ While not specifically mentioned in interviews, this is likely a reference to the Family Law site, as this is the only LSS site that provides self-help guides.

these sites, users need to have at least some knowledge about their legal issue – these resources are not for ‘beginners’. In this way, MyLawBC fills a unique niche in online legal help in BC, as it provides that ‘first step’ for users facing select legal issues.

Lastly, a few stakeholders reported self-counsel press books as resources for people looking for assistance with their legal issues; a benefit of these resources was that they provide example forms and templates for users to work from.

3.5 Improvement and Integration with Other Legal Resources

Stakeholders suggested several areas that MyLawBC could add to the site in order to improve the services currently offered. Suggestions included criminal law, housing, welfare, social issues, disability benefits, and a link to the spousal support calculator.

Some justice stakeholder interviewees stated that MyLawBC does not have the necessary information to assist users in preventing legal issues from occurring, as the client is typically already in a situation that

I tell them to get advice from a family lawyer and to see family duty counsel. The website isn't enough to educate them.

Justice System Stakeholder

requires legal assistance by the time they consult the site. These interviewees identified three main sources of their skepticism: people do not have control over the actions of another person; MyLawBC is a factual site rather than preventative site; and the Wills and Mortgage pathways do not assist in avoiding legal problems.

Some stakeholders cited Clicklaw and the LSS Family Law website as alternatives legal resources. Self-counsel press books were also mentioned by a few stakeholders. As noted by interviewees, the main differences between MyLawBC and sites like Clicklaw and LSS Family Law, are that MyLawBC offers more ‘hand-holding’ to help users find the types of information they are looking for. In contrast, other sites provide a wealth of information but users would have to already know what topics and keywords they were looking for to effectively use those resources.

If people already know what it is they are looking for, Clicklaw and LSS Family Law sites are easier as they can search for one thing and find it, whereas with MyLawBC you have to answer questions and it could take more time to get to the information you know you need.

Justice System Stakeholder

Overall, MyLawBC serves a unique need that is not filled by other free or low-cost legal services in BC. MyLawBC provides British Columbians facing legal issues with a good ‘first step’ to addressing their legal issues by introducing laws applicable to their situation and identifying their legal options. Since many interviewees noted that other resources such as Legal Aid⁸ and Clicklaw can be overwhelming to new users, ‘integration’ with these resources may not be a helpful goal. Instead, these sites should continue to be listed as resources for further reading. Further, coordination between these sites could allow for users to quickly identify their own needs and be redirected to the site most appropriate for their level of knowledge and understanding of their legal situation. For example, Clicklaw and Legal Aid home pages could include links for individuals who are ‘not sure where to start’ that direct to MyLawBC.

⁸ Respondents spoke about LSS websites in general terms, therefore ‘Legal Aid’ could refer to either the LSS corporate site, the Aboriginal Legal Aid site, or the Family Law site.

Justice system stakeholders indicated that there is demand for additional content on MyLawBC, particularly in areas of criminal law, housing, and disability benefits. Further, there is evidence from the user feedback survey that site visitors are looking for information that is not available to them on MyLawBC: 28% of pathway non-users indicated that they did not use a pathway because their legal issue was not listed and 23% of pathway non-completers said that they did not complete the pathway because it was not relevant to their legal issue. It appears that there is an opportunity for improvement to MyLawBC through expansion of the legal issues included on the site.

SECTION 4: CONCLUSIONS AND RECOMMENDATIONS

Who is using the website?

The majority of MyLawBC users are well-educated – nearly two-thirds of respondents had completed post-secondary education or attended graduate school. Personal income among users, however, was lower than expected based on their education levels. One-half of survey respondents indicated that they had a personal annual income of \$35,000 or less. Women were greatly over-represented among users of MyLawBC (73%). British Columbians throughout the province are aware of MyLawBC and are making use of the site insofar as all regions of BC were well-represented in the user feedback survey.

Finally, based on user feedback data, it appears that MyLawBC is almost exclusively serving people with advanced English skills since over 90% of respondents indicated that English was their first language. This finding was supported by web analytics data: site users using English-language browsers (including Canadian, British, American, and Australian English) represented 97% of all site visitors over the evaluation period.

How is the website being used?

MyLawBC does not attract high numbers of repeat visitors. The high rate of new users suggests that site users may not be returning to MyLawBC as a “reference source,” but instead as a tool to help orient themselves to their legal issues and become acquainted with areas for further research.

The "Make a Separation Plan" and "Make a Will" pathways were the most popular tools available on MyLawBC. The "Make a Separation Plan" pathway consistently had over one thousand visitors to the pathway start page in each quarter throughout the evaluation period. This pathway also had a high rate of pathway completion, between 61% and 78% throughout the evaluation period. The "Make a Will" was also very popular, and consistently had at least 1,200 visitors to the pathway start page in each quarter throughout the evaluation period. Completion rates on this pathway were lower than the Make a Separation Plan, however, ranging between 43% and 50%.

The "Abuse and Family Violence" pathway had lower counts of users on a quarterly basis than several of the other pathways on MyLawBC, but this pathway saw consistent growth in users each quarter over the evaluation period. It also had a moderate completion rate of around 50% throughout the entire evaluation period.

The “Missed Mortgage Payments” pathway was the least-used of all pathways on MyLawBC, with fewer than 400 users starting the tool each quarter. Pathway completion rates were also low, ranging from 1% (Q4 of 2018) to 28% (Q1 of 2018).

Among those who start but do not complete a pathway, the most common reasons for non-completion are: information that the user is looking for is hard to find through the tool; the pathway wasn’t relevant to the user’s situation or legal issue; users found other resources to help them instead; and, the pathway took too long to complete.

Survey respondents who did not use a pathway at all were asked why they did not use one. Approximately half of all respondents indicated that they were looking for information on the site that did not involve use of a tool – either they just wanted to explore the site and what information was available, or they were

looking for a specific page or piece of information that did not require use of a pathway. Other reasons for not using a pathway included: the user's legal issue was not listed; the user made use of a publication instead; and the user intends to complete a pathway at another time.

Among both pathway non-completers and pathway non-users, the limited legal issues and situations addressed by the pathways are a major reason for not using them. In addition, roughly one-quarter of users who start a pathway are discouraged from completing it by their inability to quickly navigate to the information they are looking for from the pathway.

Is the website easy to use?

As described above, pathway users and non-users identified several challenges in using the pathways that discouraged them from completing or starting them. In particular, difficulty finding the information they were looking for was cited by a considerable proportion of all site visitors (pathway users and non-users) as a barrier to using the pathways.

User feedback survey respondents indicated somewhat positive attitudes regarding MyLawBC's ease of use. Slightly more than half of respondents indicated that information was easy to find on the site, and slightly less than two thirds reported that overall use of the site was easy. It should further be noted that less than 12% of website users were actually critical of the overall ease of using the site.

With regards to specific aspects of the pathways, a large majority of user feedback survey respondents found most elements of the tools easy to use. There was lower satisfaction on one particular item: 72% of users found it easy to understand what they would get at the end of the tool (compared to 80% or more on other items). Pathway user interviewees agreed that the pathways themselves were straightforward, easy to use and understand. Specifically, interviewees commented on the ease of navigation and simple language as major positives with the tool.

Responses from the pop-up survey, however, were less positive. Slightly more than half of pop-up survey respondents indicated that they found the information they were looking for, while a third of these respondents were unsure whether they had found the information they were looking for, and a further 14% indicated that they had not found what they were looking for.

Overall, these findings suggest that the pathways are well-designed and simple to follow. However, users appear to be unsure about what information they can expect to find through these tools, and can become discouraged when they do not find information quickly as they progress through a pathway. Given that one-third of the pop-up survey respondents were unsure whether they had found the information they were looking for, and a quarter of tool non-completers indicated that they stopped using the tool because they could not easily find the information they were looking for, there appears to be room to improve how legal information is presented on the site to make it more clear to users.

Is the website providing helpful information and legal options?

A large majority of pathway users indicated that they found both the information provided in the pathway useful, and the action plan provided at the end of the pathway useful. Further, three-quarters of pathway users found the materials and resources provided at the end of the tools to be helpful.

A majority of site users reported that the site was useful in identifying next steps and providing them with confidence to take next steps in resolving their legal issues. However, a comparison of pathway users to non-users showed that pathway users were significantly more likely to agree on these items. This was further supported by the fact that pathway non-completers (those who started but did not finish a pathway) were also significantly less likely than pathway completers to agree that the site was useful in identifying next steps and giving them confidence to move forward with their issue. While these findings may suggest that completion of a pathway results in better outcomes for users, it is also possible that those with less complicated legal issues are more likely to complete a pathway. Further, their greater satisfaction may be related to the relative ease of identifying and taking next steps rather than a direct impact of the pathways themselves.

Overall satisfaction with MyLawBC and the tools available on it was high among user feedback survey respondents and key informant interviewees. Nearly three-quarters of survey respondents reported being satisfied or very satisfied with MyLawBC overall. Similarly, most site user interviewees expressed satisfaction with the site; only one interviewee noted dissatisfaction, due to the information provided not being applicable to this person's legal issue.

Is the website giving users more legal knowledge and understanding?

Across all user groups (pathway users and non-users), the majority of survey respondents reported that after visiting MyLawBC, their understanding of laws, legal options, and their responsibilities (relevant to their legal issue) had improved. However, pathway users were significantly more likely to report that their understanding had improved ($p < 0.05$), suggesting that the pathways provide a good orientation to users' legal issues.

A majority of site users who completed the user feedback survey also indicated that they felt more confident in doing additional research to find more legal information independently. As with the above items, however, pathway users were significantly more likely to report greater confidence with this than users who did not use any pathways.

User interviewees largely reported that they felt the website had helped them understand their legal issues and how to resolve them. Interviews with justice system stakeholders supported the finding that MyLawBC helped individuals gain a better understanding of their legal issues. Many of these interviewees reported that they believed the information provided on the site was reliable, accurate, and trustworthy, and therefore they felt confident in referring clients to the site.

Is the website improving resolution of legal issues?

A majority of pathway users (71%) reported completing at least "some" of the recommended next steps in their customized action plan. Among those who had undertaken only a few or none of the recommended next steps, commitment to complete these steps was low; over 85% of these individuals reported that their likelihood to undertake recommended next steps was "neutral," "not likely," or "very unlikely."

A minority of pathway users (28%) and non-users (20%) reported that since visiting MyLawBC, they had resolved their legal issue. There were no significant difference between pathway non-users and pathway users, suggesting that the pathways did not improve resolution of users' legal issues any more than simply reading information on MyLawBC. However, among those who had resolved their legal issue since visiting the site, pathway users were significantly more likely to attribute resolution of their legal issue to

MyLawBC. Nearly 85% of pathway users indicated that MyLawBC had helped them resolve their legal issue, compared to 52% of non-users.

Justice stakeholder interviewees were positive about MyLawBC and the pathways offered, but also acknowledged their limitations. Most interviewees believed that people whose legal issues fell within the scope of the tools offered on the site could receive excellent help and information on the site. At the same time, however, some interviewees acknowledged that the pathways were applicable only to relatively straightforward, simple situations and could not be used for people in more complicated circumstances. This led these interviewees to note that the site could be improved and increase users' ability to resolve issues even further.

Is the website improving users' access to justice?

As noted above, MyLawBC users felt more confident in seeking out legal information independently and felt more confident in their legal understanding as a result of their use of the site. Use of a pathway does not appear to have an impact on likelihood of resolving legal issues compared to simply browsing the website; however, among those who had resolved their legal issues, pathway users were significantly more likely to attribute at least some of the resolution of their issue to using MyLawBC.

Many site users indicated that they made use of other legal resources either before or after they visited MyLawBC. Pathway users were more likely to make use of information resources rather than in-person or phone-based services, and also rated information resources as more helpful to their situation than services recommended at the end of their pathway. Slightly less than a quarter of all pathway users indicated that they had sought out free legal options after completing their pathway, while 14% of pathway users had sought out paid legal options. Further, only half of pathway user interviewees reported making use of any of the recommended services provided through the pathway. Of these five interviewees, four indicated that they did not find the services or resources helpful.

Overall, responses from survey data and interviews with pathway users suggest that pathway users may be looking for more "do-it-yourself" options rather than one-on-one services provided to them by an organization or individual. While some survey responses and interviews suggest that having references to resources and organizations is helpful and used by some, many of the site visitors appear to make greater use of "research-type" resources such as reading materials, Clicklaw, and legal form templates.

Justice system stakeholders largely agreed that MyLawBC provides valuable legal information and allows users to have greater access to justice, as it allows them to be more informed of legal issues and act as better advocates for themselves (whether in an official capacity, representing themselves, or simply navigating the legal system). Many stakeholders reported having great trust in the information available on MyLawBC and recommending the resource to clients of their own.

Some justice system stakeholders, however, noted that the site is limited in who it can help. Interviewees noted that both comfort with computers and literacy can have impacts on whether someone is able to make use of the site. A few of these stakeholders noted that they sometimes walk their clients through these tools with them, if they believe that their clients would struggle to access or understand the information on their own.

SECTION 5: RECOMMENDATIONS

5.1 Consider creating shortcuts on pathway start pages to resources and downloadable publications.

A considerable proportion of site users indicated that they struggled to find the information they were looking for on MyLawBC. Being unable to find the information they were looking for quickly was a main reason that about a quarter of pathway non-completers stopped using the tool once they started. Throughout many questions on the user feedback survey, some respondents indicated that finding the information they were looking for was a challenge.

Although a minority of respondents indicated that they found it difficult to find information on MyLawBC, it was one of the most common complaints or challenges noted by respondents. By making resources such as fact sheets, guides, and other documentation easily accessible on MyLawBC, users may be more willing to stay on the site and potentially explore other tools and resources available.

5.2 Address navigability issues, including opening resources and referrals in new tabs.

Some respondents indicated that the chief challenge they had with using MyLawBC was navigating the resources and materials provided at the end of the pathways. These respondents indicated that it was not always easy to find their way back to the end page of the pathway, particularly if they opened a resource document or followed a link from the initial end page of the pathway. Opening additional linked resources and referrals in new tabs, to preserve the end page that users reached in the pathway, may help to better orient users to the nature of the pathway and how the resources and referral documents are meant to relate to the main tools that they are being walked through. Additionally, it may help to provide users with an easy way to change an earlier answer in the pathway tool, rather than navigating to the page through their browser's "back" button, which can sometimes result in issues with re-sending information.

5.3 Take steps to improve the site's reach to non-English speakers.

Over 90% of survey respondents indicated that English was their first language compared to approximately 69% of all British Columbians who reported that English was their first language in the 2016 Census. Further, 97% of site visitors were using an English-language browser during their visit, despite the fact that English is the most commonly used language in only 79% of British Columbia households (based on 2016 Census data). Overall, this suggests that there is a gap in the reach of MyLawBC to non-English speaking households in BC.

The most common ways that MyLawBC users learned about the site (based on pop-up survey data) was through links from other websites such as a Legal Aid site, other government websites, or Clicklaw. Due to the fact that the language targeting and accessibility of other sites is outside the control of Legal Services Society, it may be difficult to increase non-English traffic to the site through these sources, although some consultation may be possible with some of the organizations that manage these sites.

Referrals from people and organizations were the main way that about 14% of site users learned about MyLawBC, and a further 2% learned about the site through posters and other publications. Legal Services Society may want to reach out to community organizations and centers that primarily serve non-English speakers (e.g., community-based programs for new immigrants, cultural centers, etc.) to build connections

and awareness of the site among these communities. Creating non-English-language posters and publications may also help to build awareness among non-English speakers in BC.

In addition to improving advertising and outreach to British Columbians who do not have strong English skills, the website itself could be made more accessible to non-English speakers by translating web pages and pathway tools into common languages spoken in BC. Some of the most common, non-official languages in BC are Cantonese, Mandarin, Punjabi, and Tagalog. Legal Services Society may benefit from some outreach and consultation with local justice access centres and community resource centres throughout the province to get a better sense of what population groups and minority languages may be best served through additional translations on MyLawBC.

5.4 Consider offering more pathways and/or increasing the complexity of pathways.

A considerable proportion of MyLawBC users indicated through the pop-up and user feedback surveys that their legal issues were not listed or addressed in the available pathways. This finding was corroborated by interviews with justice system stakeholders; they commonly mentioned that while the pathways were excellent resources for people who are facing legal issues that align with what the site offers, these tools are limited. They are not able to address more complex legal issues, and the number and range of legal issues that they address is small.

The use of automated tools to identify legal options is still a relatively new approach to providing legal assistance to people, and the extent to which tools can be customized and tailored to effectively address a variety of different circumstances and legal issues remains an open question. However, based on findings from this evaluation, it appears that there is demand from both site users and justice system stakeholders to see these services expanded to address a greater variety of legal issues and circumstances. This may be an area for Legal Services Society to conduct further research and to examine the possibility of creating and implementing such tools through a feasibility study, for example

5.5 Review the content of the Missed Mortgage Payment pathway, and consider options for improvement.

The Missed Mortgage Payment pathway was the least-used of all the pathways available on the site. Reasons for low uptake of this pathway could include alternate resources available to individuals (e.g., credit counseling services) that are used instead, and a low proportion of MyLawBC users being homeowners (particularly given that the website is targeted towards low-income households in BC). Further, there were issues identified with the pathway by justice system stakeholders, including the lack of paperwork or forms available through the tool that could assist in providing users a “do-it-yourself” solution to their legal issue.

There may be opportunities to improve awareness of the tool through posters, publications, and other awareness-raising tools at other service centers such as credit counseling services and banks or credit unions. The tool itself may also benefit from improvement by offering options for users to take steps to address their legal issues, rather than simply providing information. Making available some of the forms and paperwork needed for people who are in arrears on their mortgage or in foreclosure may provide greater benefit to pathway users and increase uptake of the tool.

5.6 Undertake a separate evaluation of the Dialogue Tool.

Due to challenges with the roll-out of the Dialogue Tool on MyLawBC, very little data was collected on this tool. Only seven of the 397 user feedback survey respondents had completed the Dialogue Tool, and none of the site users interviewed for this research had used the Dialogue Tool. Therefore, Malatest was not able to examine the impact of use of the tool on users' legal outcomes or attitudes towards their legal situation (e.g., confidence in taking next steps).

To address the need for an assessment of this tool, Legal Services Society should consider undertaking research similar to the evaluation completed here, but focused solely on use of the dialogue tool. Timing of such an evaluation should be discussed with Legal Services Society's information and technology contractor, to ensure that the evaluation begins after the tool has been finalized and has been operating without challenges for a reasonable length of time.

APPENDIX A: EVALUATION FRAMEWORK

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	KII Guide Question/Survey Question
MyLawBC's Usability and User Satisfaction ⁹					
What are the demographic characteristics of MyLawBC users, in terms of socio-economic status?	Numbers and proportions of respondents indicating family incomes of low, modest, and high income brackets	Online survey of MyLawBC users	Evaluation Survey	Asking respondents about their SES may be invasive for a tracking survey so respondents may be asked to identify by income category rather than exact amount Sample size may not be sufficient to generalize to all users	Q45 – Q51
What legal issues are MyLawBC users facing?	Numbers and proportions of users who opt for each of the four pathways: <ul style="list-style-type: none"> • Separation / divorce, family issues • Abuse and family violence • Missed mortgage payments • Wills and personal planning 	Web analytics data from mylawbc.com	Web analytics data from Modria and/or Google Analytics		
	• Numbers and proportions of users who utilize the Dialogue Tool for creating separation agreements	Web analytics data from ODR tool	Web analytics data from Modria and/or Google Analytics		
Does the audience of MyLawBC users align with the intended target audience?	Users'/stakeholders' choice of tool use and demographic characteristics	Online survey of MyLawBC users	Evaluation Survey	[LSS Definition of Target Audience: <u>it is intended for low income people, and a lesser extent other people who cannot afford lawyers, to help them get access to justice (as defined) in relation to the specific</u>	Q2, Q3, Q45 – Q51
		Key informant interviews	Interviews with MyLawBC users and		Q1
			Justice system stakeholders		Q2b.

⁹ Applies to both users that completed their pathway/dialogue session, and those who stopped using the platform before completion.

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	KII Guide Question/Survey Question
				<u>legal issues that are covered by MLBC.]</u>	
Are patterns of use changing over time (i.e., rates of use of the pathways and dialogue tools)?	Numbers and proportions of users who: <ul style="list-style-type: none"> • Use each type of guided pathway • Use the online dispute resolution tool for various issues 	Web analytics data from mylawbc.com	Web analytics data from Modria and/or Google Analytics		
Are users satisfied with the MyLawBC pathway/dialogue tool that they used?	Users/stakeholders self-report of satisfaction level after having used pathway/dialogue tool	Online survey of MyLawBC users	Evaluation Survey		Q30, Q30_SUB
		Key informant interviews	Interviews with MyLawBC users		Q19
What challenges did users encounter as they used the MyLawBC pathway/dialogue tool (e.g., technical, computer skills, trust of web-based system, etc.)?	Users/stakeholders self-report of issues and challenges experiences using the MyLawBC pathway/dialogue tool	Online survey of MyLawBC users	Evaluation Survey	Issues may not be recalled depending on recency of issue and memory of challenges	Q13, Q14, Q18 Q13_SUB, Q14_SUB, Q18_SUB
		Key informant interviews	Interviews with MyLawBC users and stakeholders		Q11(user), Q12(user), Q3(stakeholder)
What did users like most about the MyLawBC pathway/dialogue tool they used?	Users/stakeholders self-report on the aspects of the pathway/dialogue tools that were most useful to them	Online survey of MyLawBC users	Evaluation Survey		Q9, Q12, Q36
		Key informant interviews	Interviews with MyLawBC users		Q19
Were users satisfied with the materials that they produced through the system (e.g., action plans, legal documents)?	Users self-report on satisfaction with the materials produced by the system	Online survey of MyLawBC users	Evaluation Survey	Having sufficient numbers of respondents who produced materials through the system	Q9b, Q10, Q11, Q34, Q35
Are MyLawBC users confident in taking the next steps listed on their action plan, or through the dialogue tool?	Self-reported level of confidence in taking the next steps listed on their action plan/dialogue tool	Online survey of MyLawBC users	Evaluation Survey		Q17
		Key informant interviews	Interviews with MyLawBC users		Q5

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	KII Guide Question/Survey Question
For users that have partially completed a pathway or the dialogue tool, why is that the case?	Self-reported reasons for not completing a pathway or the dialogue tool	Online survey of MyLawBC users	Evaluation Survey	This may be difficult to answer as users who stop using the pathway or dialogue tool may not be inclined to participate in the evaluation survey	Q4, Q5, Q6, Q32
		Key informant interviews	Interviews with MyLawBC users		Q3(b)
What are the characteristics of MyLawBC that users found helpful? (e.g., did users find MyLawBC to be credible and/or trustworthy, and why?)	Users self-report on aspects of the website that was most useful to them	Key informant interviews	Interviews with MyLawBC users		Q2Probe, Q11

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	
MyLawBC's Ability to Prevent and Resolve Users' Everyday Legal Problems					
Are users better able to understand their legal issues by using MyLawBC?	Are users better able to understand their legal issues by using MyLawBC?	Online survey of MyLawBC users	Evaluation Survey		Q8, Q9, Q11
		Key informant interviews	Interviews with MyLawBC users		Q19, Q19_SUB
Is users' awareness of related legal issues relevant to their situation increased by using MyLawBC?	Self-reported awareness of relevant legal issues among MyLawBC users	Online survey of MyLawBC users	Evaluation Survey	Limitations to self-reported awareness	Q17
		Key informant interviews	Interviews with MyLawBC users		Q10
What steps did MyLawBC users take after they finished using the service?	Self-reported steps taken after completing the guided pathways and/or using the Online Dispute Resolution (ODR) tool	Online survey of MyLawBC users	Evaluation Survey	Once legal issues are resolved, users may not want to complete a survey (reluctance to revisit a difficult period in one's life)	Q20, Q21, Q22, S22Steps
		Key informant interviews	Interviews with MyLawBC users		Q4, Q5, Q6, Q7

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	
Do MyLawBC users connect to any suggested agencies and services to help them with their legal issue? If so, which ones? Were they helpful?	Self-reported connections made to suggested agencies and services as provided by the pathway and/or dialogue tool	Online survey of MyLawBC users	Evaluation Survey		Q23, Q24
	Respondents provide names of agencies and services used after referral from guided pathway and/or dialogue tool	Key informant interviews	Interviews with MyLawBC users		Q13, Q14
Do MyLawBC users use any suggested informational resources to help them with their legal issue? If so, which ones? Were they helpful?	Users self-reports of usage of MyLawBC's suggested informational resources	Online survey of MyLawBC users	Evaluation Survey		Q25, Q26
	Users identify information resources that were referred from the pathway and/or dialogue tool	Key informant interviews	Interviews with MyLawBC users		Q15, Q16,
Do MyLawBC users reach a timely solution to their legal issue?	Users self-report whether their legal issue was resolved in a timely fashion or not	Online survey of MyLawBC users	Evaluation Survey	Determining the definition of 'timely' will be challenging depending on issue and circumstance. Will need to be largely based on user's perceptions.	Q15, Q16
		Key informant interviews	Interviews with legal system stakeholders		Q18(user), Q6b(stakeholder)
Do MyLawBC users use the materials they created through MyLawBC to reach that solution? Were the documents produced accepted by legal professionals (i.e., was their will notarized?)?	Self-reports on the materials generated through MyLawBC and whether the materials helped users reach a solution	Online survey of MyLawBC users	Evaluation Survey	Difficult to assess from legal stakeholders if they had MLBC clients referred to them, therefore it will not be possible to ask these questions to legal stakeholders.	Q22steps, Q10, Q11, Q12, Q34, Q35, Q38
	Users identify the materials they used from MyLawBC that helped them reach a solution				
	Users identify materials that were accepted by legal professionals				

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	
Were there any other ways that MyLawBC helped them reach a solution?	Self-reports of other aspects of MyLawBC that helped users reach a solution	Online survey of MyLawBC users	Evaluation Survey		Q28, Q28_SUB
		Key informant interviews	Interviews with MyLawBC users		Q17(user)

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	
MyLawBC's Ability to Improve Users' Access to Justice					
Why did users decide to use MyLawBC? <ul style="list-style-type: none"> Were users aware of other supports / resources? Did they use any other supports or resources before using MyLawBC? Were these supports / resources satisfactory? If not, why not? What characteristics of MyLawBC made it more accessible than other available resources? 	Users' reasons for using MyLawBC Users' self-reported knowledge and satisfaction of other supports or resources they may be aware of and their comparative value	Key informant interviews	Interviews with MyLawBC users and legal system stakeholders		Q1(user), Q2(user), Q3(stakeholder), Q4(stakeholder)
How did users find out about MyLawBC?	Users report on the method of learning about MyLawBC	Online survey of MyLawBC users	Pop-up Survey and interviews with MyLawBC users		Q3(pop-up), Q1(user)
Do key justice system stakeholders see MyLawBC as a useful and reliable tool for	Stakeholders agree that MyLawBC is useful for addressing common legal issues in a way	Key informant interviews	Interviews with legal system stakeholders		Q1(stakeholder), Q3(stakeholder), Q6(stakeholder), Q7(stakeholder)

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	
addressing legal issues?	that is accessible to those who need it				
	Stakeholders agree that MyLawBC provides users with sufficient, accurate, and reliable legal information				
Are justice system stakeholders recommending MyLawBC to their clients?	Stakeholders report recommending MyLawBC to their clients	Key informant interviews	Interviews with legal system stakeholders		Q2(stakeholder)
Do key justice system stakeholders feel that MyLawBC has improved access to justice for BC residents with legal issues covered by the service?	Stakeholders agree that MyLawBC has improved access to justice for the targeted group	Key informant interviews	Interviews with legal system stakeholders	<i>Access to justice</i> in the context of helping individuals in BC avoid, manage and resolve legal issues and disputes	Q7(stakeholder), Q9 (stakeholder),
What further action can be taken to help MyLawBC facilitate increasing access to justice for its users?	Stakeholders' recommendations for improving the service with aim of improving access to justice	Key informant interviews	Interviews with legal system stakeholders		Q9(stakeholder)
	Users' reports of issues that could not be addressed, insufficient information, other challenges that they faced in using the services	Online survey of MyLawBC users	Evaluation survey		Q29, Q37, Q13_SUB, Q29_SUB
How well does MyLawBC integrate with other LSS resources / services?	Stakeholders report on the compatibility of MyLawBC with LSS resources and services Stakeholders report on	Key informant interviews	Interviews with legal system stakeholders	May be most appropriate for LSS staff and board to respond to this.	Q8(stakeholder), Q8probe(stakeholder)

Evaluation Question	Indicator(s)	Research Methods	Data Sources	Assumptions / Concerns	
	the issues/benefits with how MyLawBC integrates with their resources and services				
How well does MyLawBC integrate with broader justice system resources / services?	<p>Stakeholders' feedback on how MyLawBC integrates with other justice system resources/services</p> <p>Stakeholders' recommendations on improving MyLawBC integration with other justice system resource/services</p>	Key informant interviews	Interviews with legal system stakeholders		<p>Q4a(stakeholder)</p> <p>Q9probe(stakeholder)</p>

APPENDIX B: DATA COLLECTION TOOLS



**MyLawBC Draft Pop-Up
Questionnaire**

Malatest – Hosted Survey

Web Review Survey

Welcome to **MyLawBC.com’s** feedback survey. **MyLawBC.com** is provided by Legal Services Society (Legal Aid BC). At the end of the survey you will be asked if you would like enter into a draw to win a **\$100 cash prize**.

R.A. Malatest & Associates Ltd. is an independent Canadian research firm that has been hired to conduct this survey on behalf of Legal Services Society. Your participation in this survey is voluntary, and only Malatest will know how you responded. If you would like more information about how Malatest will protect your privacy, please **click here**. [Include link to In-Depth Privacy Info Page.]

Malatest understands that there are many reasons why people use a resource like **MyLaw** and are aware of concerns with privacy and safety. **We will not ask any personal questions about the legal issue you are coming to MyLawBC.com for.** We are only interested in knowing if **MyLaw** helped you address your legal concerns. If you participate in this short survey and are concerned about who will view your browsing history, **click here** to learn how to delete it.

Do we have your consent to proceed with this brief 2 to 3 minute feedback survey?

- Yes → [Continue]
- No → [Conclusion 1]

Section 1: User Feedback

1. Overall, how was your experience navigating the site today?(Select one)

- Poor
- Fair
- Good
- Very Good
- Excellent

2. Did you find what you were looking for? (Select one)

- Yes
- No
- Not sure

3. How did you first find out about MyLawBC.com? (Select one)

- Through a link from another Legal Aid BC website
- Through a link from a government website
- Through Clicklaw
- Through a link from another website → Please specify: _____
- Referral by a person/organization → Please specify: _____

August 8, 2017



MyLawBC Draft Pop-Up

Questionnaire

- Other → Please specify: _____

- 4. How often have you visited MyLawBC.com in the past month? (Select one)
 - This is my first time
 - A few times (less than 10 visits)
 - Many times (more than 10 visits)

- 5. What information were you looking for on MyLawBC.com? (Select all that apply)
 - Separation, divorce and family matters
 - Abuse and family violence
 - Missed mortgage payments
 - Wills and personal planning
 - Other → Please specify: _____

- 6. At approximately what stage of resolution is your legal issue at?
 - At the beginning
 - Partway through
 - At or near the end
 - Do not know
 - Not applicable

- 7. Why were you looking for information on MyLawBC.com? (Select one)
 - For personal assistance/information
 - For assistance/information for someone else (e.g., friend, family member)
 - For research purposes
 - For general interest
 - Other → Please specify: _____

Section 2: Consent to Participate in a Future Survey and/or Interview

Legal Services Society is currently evaluating **MyLawBC.com** to ensure people like you can find answers to their legal issues.

In order to help improve the accessibility and usability of **MyLawBC.com**, for users like yourself, we would like to know if you would be willing to provide additional feedback by participating in a more in-depth survey or a telephone interview. Surveys can be completed over the telephone or online. If you complete the more in-depth user survey you will have a chance to enter to win a **\$150 cash prize**.

Participants selected for an interview will receive a **\$20 honorarium**.

Again, we are only interested in how **MyLaw** helped you resolve your issue and how we can improve its usability for other people. We will not ask you questions about your legal issue.



MyLawBC Draft Pop-Up

Questionnaire

Can we contact you in the near future to help us improve **MyLawBC.com**?

- Yes → [Continue]
- No → [Prize Draw 1]

Section 3: Respondent Information

Thank you for your interest in helping improve **MyLawBC.com** and its tools.

1. What is the best way to reach you?

- By phone → [Telephone Contact]
- By email → [Email Contact]
- Both → [Email and Telephone Contact]

Note: Your survey responses from today will not be linked to your personal information and will not affect of the services you have received from the Legal Services Society. Only Malatest will know the answers you provide. Legal Services Society will not receive your individual responses because Malatest will provide all participants' information grouped together.

Telephone Contact

A. Please provide the best phone number to reach you. [(___) - ___-___]

First name or alias: [Open-ended text field]

B. What is the best day(s) and time to contact you?

Day(s) of the week	Time(s) of the day (Please include am or pm)
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

C. Can we leave a voicemail?



MyLawBC Draft Pop-Up

Questionnaire

- Yes
- No

D. Are there special considerations we should know of prior to contacting you on the telephone?
 [Open-ended text field][Mouse hover: “When Malatest calls you for participation, we will remind you that this is a survey about “website feedback” and once you agree to participate and we know you are in a private location, we will discuss the survey and interview in more detail. We will not provide detail to anyone about the survey, unless we have confirmed that we are speaking with you”].

→ [Prize Draw 2]

Email Contact

A. Please provide your email. [Open-ended text field]

[Programming note: Please ensure valid email addresses only]

B. Are there special considerations we should know of prior to contacting you by email?

[Open-ended text field]

→ [Prize Draw 2]

Section 4: Prize Draw and Conclusion

Prize Draw 1

Thank you for your feedback. If you would like to be entered into the prize draw to win a cash prize of **\$100** please provide us with your contact information. We will only contact you if you have been awarded the prize.

- Name or alias [Open-ended text field First Name, and open-ended field for Last Name]
- Please provide the best phone number to reach you. [(___) - ___ - ___] → [Terminate→ Conclusion 1]
- Please provide your email. [Open-ended text field] → [Terminate→ Conclusion 1]
- No thank you, please don't enter me into the prize draw. → [Terminate→ Conclusion 1]

[Programming note: “Name or alias” and email and/or phone number should be mandatory fields, unless respondents select “No thank you”. Respondents can select both email and telephone.]



MyLawBC Draft Pop-Up

Questionnaire

Prize Draw 2

Thank you for your feedback. Would you like to be entered into a prize draw to win a **\$100 cash prize**?

- Yes
- No → [Terminate → Conclusion 2]

Can we use the same contact information you have provided to us for our follow-up research to contact you if your name is drawn as a prize winner?

- Yes → [Terminate → Conclusion 2]
- No → [Prize Draw 3]

Prize Draw 3

Please provide us with a name and contact information in case your name is drawn as a prize winner.

- Name or alias [Open-ended text field]
- Please provide the best phone number to reach you. [(___) - ___ - ____] → [Terminate→ Conclusion 2]
- Please provide your email. [Open-ended text field] → [Terminate→ Conclusion 2]
- No thank you, please don't enter me into the prize draw. → [Terminate→ Conclusion 2]

[Programming note: "Name or alias" and email and/or phone number should be mandatory fields, unless respondents select "No thank you". Respondents can select both email and telephone.]

Conclusion 1

Once you click **Submit Survey** your survey will be received. Thank you for taking the time to contribute to this research. [Click here](#) if you need assistance in clearing your browser history.

Conclusion 2

Once you click **Submit Survey** your survey will be received. Thank you for taking the time to contribute to this research. We look forward to contacting you in the near future. [Click here](#) if you need assistance in clearing your browser history.



MyLawBC User Feedback

Questionnaire

Malatest – Hosted Survey

Welcome to MyLawBC's User Feedback Survey

You provided feedback in a preliminary survey and we would now like to ask you some more in-depth questions about your experience using MyLawBC. This is a short 10-12 minute survey and your input will help Legal Services Society (legal aid) understand what works well with **MyLawBC** and what needs to improve.

This survey will not ask any personal questions about the legal issue you visited the website for. We are only interested in knowing if the website helped you address your legal concerns. At the end of this survey, you will be invited to enter a draw to win a **cash prize of \$150** as a thank-you for providing your feedback.

To begin the survey please enter your secure access code and select **Continue**

- Continue → [Continue, next page]
-

Malatest understands that there are many reasons why people use a resource like **MyLawBC** and are aware of concerns with privacy and safety. If you participate in this survey, we encourage you to delete your browser history. Click here to learn about internet browsing history. [Include link to Deleting your browser history page.]

Please click on Begin Survey if you want to complete the survey

- Begin Survey → [Continue to Section 1]
- No thanks → [Terminate]

R.A. Malatest & Associates Ltd. is an independent Canadian research firm that has been hired to conduct this survey on behalf of Legal Services Society. Your participation in this survey is voluntary, and only Malatest will know how you responded. If you would like more information about how Malatest ensures privacy, please click here. [Include link to In-Depth Privacy Info Page.]

Section 1: MyLawBC.com - Usability and User Satisfaction

MyLawBC's guided pathways help users find answers to legal questions. Depending on the reason you visited MyLawBC, you may have used one or more of the following **pathways**:

- Separation, divorce and family matters
- Abuse and family violence
- Missed mortgage payments
- Wills and personal planning

You may also have used the **Dialogue Tool**, which is a tool that helps separating couples negotiate issues online and reach a separation agreement. In order to use the tool, couples must first create accounts for themselves and then negotiate the details of their separation.

If you have used any of the guided pathways, or the Dialogue Tool, we would like to get your feedback on how the site worked for you.

- Continue → [Continue, next page]

1. When you visited MyLawBC, did you use a guided pathway and/or the dialogue tool?

- Yes [→ Q2]
- No [→ Q6]

[Programming note: If Q1 = "No" then, subsequent questions/responses will require an auto-fill with the text "MyLawBC Website", which is indicated by "[insert MyLawBC Website]".]

2. Please tell us **which pathway(s) you used** when you visited MyLawBC? If you used the Dialogue Tool, you can select "Dialogue Tool" from the list below. **(Select all that apply)**

[Programming note: Mouse hover for sub-pathways]

1. Separation, divorce and family matters pathway

Mouseover over entire response: *which could include one or more of the following pathway:*

- Make a Separation Plan pathway
- Get Family Orders pathway
- I've been served with a court document pathway

2. Abuse and family violence pathway

Mouseover over entire response: *which includes the following pathway:*

- Make a Safety Plan pathway

3. Missed mortgage payments pathways

Mouseover over entire response: *which includes the following pathway:*

- Find Out if You Can Keep Your Home pathway

4. Wills and personal planning pathway

Mouseover over entire response: *which could include either one or both of the following pathways:*

- Make a Will pathway
- Plan for the Future pathway

5. Dialogue Tool

Mouseover over entire response: *which could include either or both of the following pathways:*

- Review your Situation pathway
- Directly to the Dialogue Tool

[Programming note: If only one response is selected from above skip to Q4 unless it was the Dialogue Tool. If the Dialogue Tool was the only response selected, please skip to Section 4. If two or more response categories are selected, go to Q3, and populate with only the pathways selected in Q2.]

3. Of these pathways, can you tell us which pathway **you used the most** to resolve your situation? **(Please select only one response)** [Programming note: if Dialogue Tool and another pathway was selected in Q2, please recall the text: “ If you mainly used the Dialogue Tool, please select Dialogue Tool from the options below”]

- Separation, divorce and family matters pathway:
- Abuse and family violence pathway:
- Missed mortgage payments pathway:
- Wills and personal planning pathway:
- Dialogue Tool [Skip to Q31]

[Programming note: Based on the respondent’s selection of either Q2 or Q3, subsequent questions/responses will require an auto-fill of the pathway name (e.g., “Make a separation plan pathway” should be inserted when indicated by “[insert auto-fill Q2 or Q3]”. If the respondent selected the Dialogue Tool in Q2, then send them to Section 4 [Q31] regardless of their response to Q3.]

4. Did you complete the [insert response from Q2 or Q3] you used?

- Yes [If “Yes” → Q7]
- No [If “No” → Q5]

5. [Ask if Q4=No] Why didn’t you complete the pathway? **(Select all that apply)**

- It wasn’t relevant to my situation/legal issue
- It took too long to complete
- The information I was looking for was hard to find
- The [insert response from Q2/ Q3] was hard to use
- I resolved my legal issue
- I used alternative resources instead
- Other → Please explain [Open-ended text field]

[skip to Q7]

6. [Ask if Q1=No] Why didn’t you use the pathway or dialogue tool?

- My legal issue was not listed
- I just wanted to visit/explore the website
- I used a publication instead
- I will complete a pathway at a later time
- Other → Please explain [Open-ended text field]



MyLawBC User Feedback

Questionnaire

7. How recently did you complete the [insert auto-fill Q2/Q3]?

- Within the past two weeks
- More than two weeks, but less than one month ago
- More than one month, but less than two months ago
- More than two months, but less than four months ago
- More than four months, but less than 6 months ago
- More than six months ago
- I don't remember

8. Thinking back to when you visited [if Q1=No MyLawBC Website or recall response from Q2 or Q3 if Q1=Yes], can you please rate the degree of ease or difficulty in:

	Very Difficult	Difficult	Neither Difficult nor Easy	Easy	Very Easy	Not Applicable
a. [Q1=Yes] Understanding the questions in the [insert auto-fill Q2/Q3].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. [Q1=Yes] Answering the questions in the [if Q1 = "Yes" insert auto-fill Q2/Q3].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. [Q1=Yes] Understanding the information provided in the [if Q1 = "Yes" insert auto-fill Q2/Q3].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. [Q1=Yes] Understanding what you will get at the end of the [if Q1 = "Yes" insert auto-fill Q2/Q3].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. [Q1=Yes] Overall, using the [if Q1 = "Yes" insert auto-fill Q2/Q3].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. [Q1=No or Q4=No] Finding the information I was looking for on the MyLawBC website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. [Q1=No or Q4=No] Overall, using the MyLawBC website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. **[Q1=Yes]** Please rate the usefulness of each of the following aspects of the [insert auto-fill Q2/Q3] using a scale of 1 to 5 where 1 is "Not at all Useful" and 5 is "Very Useful":

	Not at all Useful 1	A Little Useful 2	Somewhat Useful 3	Mostly Useful 4	Very Useful 5	Not Applicable
a. The information provided in the pathway.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



MyLawBC User Feedback

Questionnaire

b. The action plan provided to you at the end of the pathway.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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MyLawBC User Feedback

Questionnaire

10. [Q1=Yes] MyLawBC’s pathways provide users with a number of materials and takeaways prior to reaching the pathway endpoint and receiving a tailored action plan. Can you tell us if you used any of the following materials or takeaways?

[Programming note: Recall list of materials and takeaways based on the pathway selected in Q2/Q3 – See Appendix A - Materials Per Pathway]

- Example “A” +
- Example “B” Yes, I used one or more of these materials[→ Q11]
- Example “C” No, I didn’t use any of these materials [skip → Q12]
- Example “D” I don’t remember [skip →Q12]

11. Overall, of the materials and/or takeaways you used, please rate how helpful you found them to be in reaching a solution to your issue. [Ask only if Q10=Yes]

Not at all Helpful 1	A Little Helpful 2	Somewhat Helpful 3	Mostly Helpful 4	Very Helpful 5	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. [Q1=Yes] What aspects of the [insert auto-fill Q2 or Q3] did you like? **(Select all that apply)**

- The pathway explained how it was going to help me
- The information provided was clearly presented and easy to understand
- The information in the customized action plan provided at the end of the [insert auto-fill Q2/Q3]
- My customized action plan was clear and easy to follow
- I could print my customized action plan and keep it as a reference
- Overall, the ease of using the pathway
- Other -> Please specify : <open-ended text field>

13. What, if any, challenges or issues did you encounter when using the [if Q1=No MyLawBC Website or recall response from Q2 or Q3 if Q1=Yes]? **(Select all that apply)**

- I didn’t have any challenges or issues
- It was difficult to use
- The pathway did not apply to my situation
- It did not contain the information I was looking for
- The information was hard to understand
- It took too long to get through the pathway [Only show if Q1=“Yes”]
- I’m not very experienced with computers or using the internet
- Other → Please specify: [Open-ended text field]

[Programming Note: For those that selected “It did not contain the information I was looking for” Ask 14]



MyLawBC User Feedback

Questionnaire

14. [Q13=It did not contain the information I was looking for OR Q1=No or Q4=No] What information was missing that you were looking for? <open-ended text field>

Section 2: MyLawBC.com - Ability to Prevent and Resolve Users' Everyday Legal Problems

15. [everybody gets Q15, unless Q5 = "I resolved my legal issue"] Since visiting MyLawBC, have you resolved your legal issue?

- Yes [If "Yes" → Q16]
- No [If "No" → Q17]
- Not applicable [If "Not Applicable" → Q17]

16. Do you think the [if Q1=No MyLawBC Website or recall response from Q2 or Q3 if Q1=Yes] helped you resolve your legal issue?

- Yes
- No
- Not sure

17. [Everybody gets Q17] Please rate your level of agreement on the following statements.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. The information provided in the [insert auto-fill "MyLawBC website" or Q2/Q3], helped me identify the next steps in resolving my legal issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. As a result of using the [insert auto-fill "MyLawBC website" or Q2/Q3], I felt more confident in taking the next step(s) towards resolving my legal issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. As a result of using the [insert auto-fill "MyLawBC website" or Q2/Q3] I felt more confident in finding legal information on my own.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. [Everybody gets Q18] On a scale from 1 to 3 where 1 is "No Trust", 2 is "Neutral" and 3 is a "High Degree of Trust", please rate the level of trust you have that the [insert auto-fill "MyLawBC Website "if Q1=No or Q2 or Q3 if Q1=Yes] provided you with accurate information and advice?

No Trust 1	Neutral 2	High Degree of Trust 3	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



MyLawBC User Feedback

Questionnaire

19. [Everybody gets Q19] As a result of using the [if Q1=No MyLawBC Website or recall response from Q2 or Q3 if Q1=Yes], please rate how you feel your level of understanding has changed with respect to the following statements:

	I understand less	My understanding has not changed	I understand more	Not Applicable
a. Your understanding of <u>the laws</u> that apply to your situation.	0	0	0	0
b. Your understanding of your <u>legal options</u> (i.e., options you can take to resolve your issue).	0	0	0	0
c. Your understanding of your <u>responsibilities</u> (i.e., steps you must take to resolve your legal issue).	0	0	0	0

20. [Q1=Yes] Of the steps or actions that were recommended to you by the [insert auto-fill Q2/Q3] action plan, approximately how many of them did you actually follow?

None	A Few	Some	Several	Most or All	Not Applicable
0	0	0	0	0	0

- I haven't started working on my action plan yet, but plan to in the near future
[Programming note: Skip to Q21 if Q20= "None"]

21. [Q20=None] How likely is it that you will follow all or some the steps outlined in your [insert auto-fill Q2/Q3] action plan when trying to resolve your legal issue?

Very Unlikely 1	Not Likely 2	Neutral 3	Likely 4	Very Likely 5	Not Applicable
0	0	0	0	0	0

22. [Q1=Yes] Have you undertaken any steps or actions towards resolving your issue that were *not* recommended by the [insert auto-fill Q2/Q3] action plan?

- Yes →
- No

[Programming note: if respondent selects "Yes", include the question and response selections below]

[Q22=Yes]

Q22Steps. What steps have you taken?

- Contacted a lawyer for free legal advice (pro bono, legal aid, duty counsel, etc.)
- Contacted and paid for a notary/lawyer
- None of the above steps



MyLawBC User Feedback

Questionnaire

23. [Q1=Yes, and Q2 or Q3 = "1","2","3","4"] Have you contacted any of the services that were suggested in your customized action plan?
 [Recall list of services based on the pathway/tool selected in Q2/Q3 – See Appendix A for the list of services.]

- Example "A" Yes, I contacted one or more of the services [→ Q24]
 Example "B" No, I have not contacted any of the services on this list [Skip to Q25]
 Example "C" I do not remember [Skip to Q25]
 Example "D"
 Example "E"

24. Overall, were these services helpful in resolving your issue? Please rate the services on a scale of 1 to 5, where 1 is "Not at all Helpful" and 5 is "Very Helpful". [Populate list of services that were selected by the respondent in Q23, as per example table format below]

Not at all Helpful 1	A Little Helpful 2	Somewhat Helpful 3	Mostly Helpful 4	Very Helpful 5	Not Applicable
0	0	0	0	0	0

25. [Q1=Yes, and Q2 or Q3 = "1","3","4", but not if "2" is selected] Have you looked into any of the resources that were suggested to you to learn more about your legal issue?

[Recall list of resources based on the pathway/tool selected in Q2/Q3 – See Appendix A for a list of resources]

- Example "A" Yes, I looked at one or more of the resources [→ Q26]
 Example "B" No, I have not looked at any of the resources on this list [Skip to Q27]
 Example "C" I do not remember [Skip to Q27]
 Example "D"

26. Overall, were the resources helpful in resolving your issue? Please rate the helpfulness of the resources you accessed on a scale of 1 to 5, where 1 is "Not at all Helpful" and 5 is "Very Helpful".

Not at all Helpful 1	A Little Helpful 2	Somewhat Helpful 3	Mostly Helpful 4	Very Helpful 5	Not Applicable
0	0	0	0	0	0



MyLawBC User Feedback

Questionnaire

27. In terms of seeking further legal support, would you say you are:

- Likely to hire a lawyer (or have hired a lawyer)
- Likely to apply for legal aid (or have already)
- Likely to represent myself (I am representing myself)
- None of the above
- Don't know

[Only ask if Q5 ≠ "5" – "I resolved my legal issue"]

28. [Everybody gets Q28] Were there other ways that MyLawBC helped you reach a solution to your legal issue?

- Yes → Please describe: <open-ended text field>
- No

Section 3: MyLawBC.com - Ability to Improve Users' Access to Justice

[Programming note: all open-text fields should be non-mandatory]

29. [Everybody gets Q29] What can we do to improve MyLawBC? <open-ended text>

- No comment

30. [Everybody gets Q30] How would you rate your overall level of satisfaction with the *[if Q1=No MyLawBC Website or recall response from Q2 or Q3 if Q1=Yes]*?

Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
1	2	3	4	5	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Programming note: Respondents are now go to Section 5: Demographics]

Section 4: Dialogue Tool

[Programming note: respondents go to this section if "Dialogue Tool" is selected as a final response in either Q2 or Q3. Those that have not selected Dialogue Tool from either from Q2 or Q3 skip this section entirely.]

31. Which of the following applies to you?

- I invited my spouse to use the Dialogue Tool and we both used it
- I invited my spouse to use the Dialogue Tool but only I used it
- I was invited **by** my spouse to use the Dialogue Tool
- I used the Dialogue Tool by myself and did not invite my spouse

32. Did you complete the negotiation section of the Dialogue Tool?

- Yes [→ Q33]
- No, I did not complete it but I intend to complete it [→ Q34]
- No, I did not complete it and I do not intend to complete it [→ Q34]



MyLawBC User Feedback

Questionnaire

- 33. [Ask only if Q32 = Yes] Did the Dialogue Tool contain the right information to allow you to express you or your family’s needs when working on your **Separation Agreement**?
 - Yes
 - No [If “No” is selected then display “Please tell us why?” <open-ended textfield>]

- 34. Can you tell us if you used any of the following materials or takeaways from the Dialogue Tool? **(Select all that apply)**
 - Your Separation Agreement
 - Sample Separation Agreement
 - Dialogue Tool Orientation/Overview video clip
 - FAQ
 - Dialogue Tool Guide
 - Get Help with Your Agreement
 - Online Chat Function
 - Legal Information Factsheets or PDF’s
 - I didn’t use any of these materials [Skip to Q8_SUBF]
 - I don’t remember [Skip to Q8_SUBF]

- 35. Of the materials and/or takeaways you used please rate overall how helpful you found them to be in reaching a solution to your issue? [A list of materials and/or takeaways selected from the previous response Q.5 will show]

Not at all Helpful 1	A Little Helpful 2	Somewhat Helpful 3	Mostly Helpful 4	Very Helpful 5	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 36. What aspects of the Dialogue Tool did you like? **(Select all that apply)**
 - The Dialogue Tool explained how it was going to help me
 - The information provided was clearly presented and easy to understand
 - The Separation Agreement I could obtain
 - Overall, the ease of using the Dialogue Tool
 - Other -> Please specify : <open-ended text field>

- 37. What aspects of the Dialogue Tool could be improved? [open-ended text field]

- 38. [Only ask if Q34= Your Separation Agreement] You selected the **Separation Agreement** from the list of materials and takeaways from the previous questions. Did you and your spouse reach a mutual agreement in the **Separation Agreement**?
 - Yes
 - No



MyLawBC User Feedback

Questionnaire

39. [Only ask if Q34= Your Separation Agreement]Did you print the **Separation Agreement**?
- Yes
 - No
40. [Only ask if Q34= Your Separation Agreement]Did you and your spouse sign the **Separation Agreement**?
- Yes
 - No
41. [Only ask if Q34= Your Separation Agreement]Did you have a lawyer review your **Separation Agreement** before signing it?
- Yes
 - No
42. [Only ask if Q34= Your Separation Agreement]Did you file your **Separation Agreement** with the Court?
- Yes → [If yes ask Q43]
 - No →[If No ask Q44]
43. [Only ask if respondents selected “Yes” from Q42] Did the Court accept your **Separation Agreement**?
- Yes → Q44
 - No → Q44
44. Did you use any professionals such as family justice counsellors, mediators, family lawyers, collaborative family lawyers, arbitrators to help you reach an agreement with your spouse?
- Yes
 - No

[Programming note: Once this section is completed, respondents go to sub-section “4.1 Survey Questions for Dialogue Tool Users”]



MyLawBC User Feedback

Questionnaire

Section 4.1: Survey Questions for Dialogue Tool Users

[Programming note: respondents who selected "I didn't use any of these materials" or

"I don't remember" for Q34, or who have selected "Yes" or "No" to Q44 will complete this sub-section.

For programming purposes, as these questions are the same in the main survey, we will name the questions, for example 8.f_SUB, 8.g_SUB, 13_SUB, etc.] [All open-text fields should be non-mandatory]

[Section 4.1 is asked if Q34= I didn't use any of these materials or Q34=I DON'T REMEMBER or Q44=YES or Q44=NO]

8_SUB Thinking back to when you visited the Dialogue Tool, can you please rate the degree of ease or difficulty in:

Table with 7 columns: Very Difficult, Difficult, Neither Difficult or Easy, Easy, Very Easy, Not Applicable. Rows include 'f. Finding the information I was looking for...' and 'g. Overall, using the Dialogue Tool.'

13_SUB What, if any, challenges or issues did you encounter when using the Dialogue Tool? (Select all that apply)

- I didn't have any challenges or issues
It was difficult to use
The Dialogue Tool did not apply to my situation
It did not contain the information I was looking for
The information was hard to understand
It took too long to get through to use the Dialogue Tool
I'm not very experienced with computers or using the internet
Other -> Please specify: [Open-ended text field]

[Programming Note: For those that selected "It did not contain the information I was looking for" Ask 14_SUB]

14_SUB What information was missing that you were looking for? <open-ended text field>[Ask if Q13 = "It did not contain the information I was looking for"]

18_SUB On a scale from 1 to 3 where 1 is "No Trust", 2 is "Neutral" and 3 is a "High Degree of Trust", please rate the level of trust you have that Dialogue Tool provided you with accurate information and advice?

Table with 4 columns: No Trust 1, Neutral 2, High Degree of Trust 3, Not Applicable. Row contains radio button symbols (O).



MyLawBC User Feedback

Questionnaire

19_ SUB As a result of using Dialogue Tool, please rate how you feel your level of understanding has changed with respect to the following statements:

	I understand less	My understanding has not changed	I understand more	Not Applicable
a. Your understanding of <u>the laws</u> that apply to your situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Your understanding of your <u>legal options</u> (i.e., options you can take to resolve your issue).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Your understanding of your <u>responsibilities</u> (i.e., steps you must take to resolve your legal issue).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27_ SUB In terms of seeking further legal support, would you say you are:

- Likely to hire a lawyer (or have hired a lawyer)
- Likely to apply for legal aid (or have already)
- Likely to represent myself (I am representing myself)
- None of the above
- Don't know

28_ SUB Were there other ways that MyLawBC helped you reach a solution to your legal issue?

- Yes → Please describe: <open-ended text field>
- No

29_ SUB What can we do to improve MyLawBC? <open-ended text>

- No comment

30_ SUB How would you rate your overall level of satisfaction with the Dialogue Tool?

Very Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor Satisfied	Somewhat Satisfied	Very Satisfied	Not Applicable
1	2	3	4	5	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Programming note: Respondents now go to Section 5: Demographics]

Section 5: Demographics

Thanks for completing the survey so far! In this last section, we will ask you some basic questions about yourself. These questions help us understand **MyLawBC** users such as yourself, and we will use the information to improve the website based on users' needs. Again, all your responses will remain anonymous and confidential, and Legal Services Society will not see any individual responses; all responses are grouped together (aggregated).

The more information you provide, the more helpful it will be for Legal Services Society in improving **MyLawBC**. Just remember you don't have to answer the following questions if you don't want to.

45. Is English your first language?

- Yes [If "Yes", skip to Q47]
- No [If "No" →Q46]
- Prefer not to answer

46. How would you rate your English language ability?

- Strong/Proficient
- Somewhat strong
- Moderate
- Somewhat weak
- Weak
- Prefer not to answer

47. With which gender identity do you most identify?

- Female
- Male
- Gender Variant/Non-Conforming/Two-Spirit
- Other
- Prefer not to answer

48. Which of the following income ranges best matches your personal annual income? Please note that this refers to your own individual income, NOT your total family income if you have a spouse or partner.

- Less than \$20,000
- Between \$20,000 and \$34,999
- Between \$35,000 and \$49,999
- Between \$50,000 and \$64,999
- Between \$65,000 and \$79,999
- More than \$80,000
- Prefer not to answer

49. What is your marital status?

- Single (never married)
- Married/Common-law
- Divorced
- Separated
- Widowed
- Prefer not to answer



MyLawBC User Feedback

Questionnaire

50. What is the highest level of education you have completed?
- No high school
 - Some high school
 - Graduated high school
 - Some post secondary education
 - Completed post secondary education (degree, diploma)
 - Graduate school
 - Prefer not to answer
51. If you live in BC, which region do you live in?
- Vancouver Region
 - Fraser Region
 - Interior Region
 - Vancouver Island Region
 - Northern Region
 - I don't live in British Columbia
 - Prefer not to answer

Section 6: Prize Draw and Conclusion

Thank you again for your contribution to this important research. Your feedback will help Legal Services refine and evolve **MyLawBC** into an online resource that will better meet the needs of British Columbians looking for online legal assistance. As a thank you for your time and effort in providing feedback, we would like to know if you want to be entered into the survey prize draw. By providing your name and contact information, you may be selected to win **\$150 cash prize**.

Would you like to be entered into the cash prize draw?

- Yes → [Prize Draw 1]
- No → [Conclusion 1]

Prize Draw 1

Can we use the same contact information you have provided to us prior to today in order to contact you if your name is drawn as a prize winner?

[Programming note: display/present the name/alias, and contact information above the response options. These will be recalled from the pop-up survey]

- Yes → [→ Conclusion 2]
- No, I'd like to update my contact information → [Prize Draw 2]

Note: Your survey responses from today will not be linked to your personal information and will not affect the services you have received from Legal Services Society. Only Malatest will know the answers you have provided. Legal Services Society will not receive your individual responses because Malatest will provide all participants' information grouped together.

Prize Draw 2

Please provide us with a name and contact information in case your name is drawn as a prize winner.

- Name or alias <open-ended text field>
- Please provide the best phone number to reach you. < (___) - ___ - ____ > → [Go to → Conclusion 2]
- Please provide your email. <open-ended text field> → [Go to → Conclusion 2]
- No thank you, please don't enter me into the prize draw. → [Go to → Conclusion 1]

[Programming note: "Name or alias" and email and/or phone number should be mandatory fields, unless respondents select "No thank you". Respondents can select both email and telephone.]

Conclusion 1

Once you click **Submit Survey**, we will receive your completed survey responses. Thank you for taking the time to contribute to this research. [Click here](#) if you need assistance in clearing your browser history.

Conclusion 2

Once you click **Submit Survey**, we will receive your survey. Thank you for taking the time to contribute to this research. If you are drawn as a winner to the **MyLawBC** User Feedback Survey Prize Draw we will contact you via the contact method you have specified. Malatest will not leave voicemails and strive to reach you using the contact information you have provided. [Click here](#) if you need assistance



in clearing your browser history.

Terminate

Thank you for your consideration. You may now close this window. If you still wish to still complete the survey, please [click here](#).

[If respondents click “click here” please route them back into survey, otherwise, automatically the window should close after 10 seconds]

MyLawBC Evaluation Justice Stakeholder Key Informant Interview Guide

Thank you for taking the time to participate in an interview for the MyLawBC evaluation. The company I work for, R.A. Malatest & Associates (Malatest) has been contracted by Legal Services Society to conduct this evaluation which consists of user feedback surveys and interviews with MyLawBC users and stakeholders. Legal Services Society is the provider of legal aid in BC which includes providing free legal information and hosting the MyLawBC website. We have asked you to participate in this interview to provide insight into MyLawBC's usability, its ability to prevent or resolve legal issues for users, and its ability to improve users' access to justice. [Definition of Access to Justice: Access to justice helps people to avoid, manage and resolve legal issues and disputes.]

Your participation is voluntary and you can skip questions or stop at any time. The information you provide will be summarized by Malatest and your responses will remain anonymous. The results of all the research will be combined by Malatest and provided in a final report to Legal Services Society.

The interview should take about 30 to 60 minutes to complete depending on your responses. With your permission, I would like to audio-record the interview for note-taking purposes and to ensure I have captured your information accurately. The recording will not be shared, and will be destroyed once interview notes are complete.

May I audio record our conversation?

Do you have any questions before we begin?

Section 1: MyLawBC's Usability

My first question has to do with the work that you do and your role as it relates to MyLawBC or Legal Services Society.

1. Can you tell me your job title and briefly describe your job as it relates to Legal Services Society? Can you tell me your experience with MyLawBC?
Probe: How often do you use the website? How do you use it? Which areas of the website do you use? How familiar are you with it?
2. Do you recommend or assist clients/individuals to use MLBC? Why or why not?
 - a. Have you received any feedback from clients on their experience with MLBC? Explain.
 - b. Can you tell me if the clients you refer to MyLawBC differ from clients you regularly see? In what aspects do these clients differ from others you may serve?
3. Is this online, self-directed platform helpful in assisting people with their family, abuse/domestic violence, mortgage, and wills and personal planning issues? Why or why not?
 - a. Are there other legal issues, aside from what MyLawBC already covers that could be addressed through an online platform such as MyLawBC?

Section 2: MyLawBC's ability to prevent and resolve users' everyday legal issues

4. What are the characteristics of MyLawBC that would cause people to use it over other resources?

- i. Are there any alternate or comparable legal resources that you know of that MyLawBC users would use? If so, can you tell me how this resource compares with MyLawBC?

Probe: What makes those resources preferable over MyLawBC? Is this resource easier to use than MyLawBC? Is it easier to access than MyLawBC? Is the information these resources provide more helpful to you or to MyLawBC users? Please explain the differences.

- ii. Can you tell me who would find a resource like MyLawBC to be helpful? Who wouldn't?

5. [For stakeholders from service agencies] Can you tell me if you have been contacted by MyLawBC users seeking legal help or advice? *If yes:* Can you tell me about the types of services or resources that you were able to provide to MyLawBC users?

- a. Were the types of services or information they wanted available through MyLawBC? *If yes* → Why do you feel they came to you with these questions? *If no* → What were you looking for? Please explain.

6. Do you think MLBC helps users resolve their legal issues? Why or why not? What about MLBC facilitates this resolution or impedes it?

- a. Do you think MLBC has the necessary information to assist users in preventing legal issues from occurring or escalating? Why or why not? What is missing?
- b. Does MyLawBC provide users with the skills, abilities, and knowledge necessary to improve access to justice? Does MyLawBC support people in reaching a timely solution to their legal problem?
- c. Do you feel that MyLawBC provides accurate, reliable and trustworthy legal information to its users?

7. What has been the impact on users from using MyLawBC? Do you have any anecdotal examples you can provide?

MyLawBC's ability to improve users' access to justice

8. How does MLBC fit in with existing justice system resources or services? Are there any issues you or others may have experienced with respect to MyLawBC's compatibility with these resources or services? Does MyLawBC complement these services? Or does it duplicate them?

Probe: Do you have any suggestions on how to improve MyLawBC's compatibility with other services or resources?

9. What kinds of impact(s) with regards to *access to justice* has MyLawBC had for residents of BC?

Probe: What do you think the impact is or could be on the justice system overall?

10. Do you have any suggestions for MyLawBC to improve *access to justice* for its users?

Section 6: Conclusion

Those are all the questions I have for you. Thanks very much for your time and input. Do you have any further comments or suggestions about MyLawBC or any aspects of the website or tools offered by the website?

MyLawBC Evaluation User Key Informant Interview Guide

Thank you for taking the time to take part in an interview for the MyLawBC evaluation. Legal Services Society has hired R.A. Malatest & Associates, a Canadian research company, to survey and interview MyLawBC users to find out how well the website works and what could be improved. Legal Services Society is the provider of legal aid in BC which includes providing free legal information and hosting the MyLawBC website.

During our interview we will not ask you any questions about your legal issue and there is no need to share details of this with me if you choose not to. Your participation is completely voluntary and you can skip any questions that you don't want to answer. You can also stop the interview at any point; all you have to do is tell me.

Nothing you say will be connected to you personally – your name will not be linked with anything you say. The results of all the research will be combined by Malatest and provided in a final report to Legal Services Society.

As part of this interview, we will be using some of your MyLawBC feedback survey responses, to help direct some of the questions we have. The interview should take about 30 to 60 minutes to complete, depending on your responses. With your permission, I would like to audio-record the interview for note-taking purposes. During the interview I will also be taking notes to ensure I have captured the information you provide. The recording will not be shared, and will be erased once my interview notes are complete.

May I audio record our conversation?

Do you have any questions before we begin?

Section 1: MyLawBC's usability and user satisfaction

First, I would like to ask some questions about why you used the MyLawBC website, and what you found helpful.

[Ask all interviewees]

11. Without disclosing the details of your legal issue, can you tell me why you went to MyLawBC? Was it to get legal information or perhaps contact information for a lawyer, or something else? How did you find out about it? Were you aware of other resources prior to going to MyLawBC?

Probe: Did you use any other legal help before you went to MyLawBC? Were they helpful? Why or why not?

12. What was it about MyLawBC that made it helpful for you? Was it easier or more challenging to use compared to other resources?

[Ask only if MLBC Pathway incomplete - if Q4 = 2 “No”]

13. In the MyLawBC survey you did before this interview, you said you did not finish the pathway you used. Since then, have you finished this or any other pathway(s)?

- a. If yes: Can you tell me what pathway(s) you used? Did you finish this pathway? Did it help you resolve your issue?

Or:

- b. If no: Can you tell me more about why you didn't you finish the pathway? Do you think the pathway helped you resolve your legal issue?

- c. If no, then ask: What other steps, if any, have you used to help you with your legal issue?

Probe: How did they compare to MyLawBC? What are the differences? What would need to be different about MyLawBC in order for you to go back and use it?

[Note: MLBC Pathway incomplete interviewees can skip → to completing Q8 and Q9, as applicable, then Q10 through Q12, and then Q17 through Q19]

[Ask only if MLBC Pathway completed - Q4 = 1 “Yes”]

14. Can you tell me what steps you took after you finished using MyLawBC? Were any of these steps listed in your action plan?

15. How would you describe your ability to take the next steps that were in your action plan?

Probe: Did the information from MyLawBC prepare you to take the next steps to resolve your legal issue?

[Ask only if MLBC Pathway completed & steps not taken Q22 = 2 “no”]

16. You said that you did not take any of the steps in your action plan, can you tell me why?

Probe: Was there missing information? What information would have been helpful? Were any of the steps outlined in your action plan unrealistic for you to take?

[Ask only if MLBC Pathway completed & steps not taken Q22steps = 3 “none of the above steps”]

17. You said in the survey that you completed some of the steps outlined in your action plan, but then there were others that you took that weren't listed. Can you tell me what these were? Were they helpful?

Section 2: MyLawBC's ability to prevent and resolve users' everyday legal issues

[Ask all & if Q 19A, B and C = 3 "I understand more"]

8. You said in the survey that your level of understanding of the law, legal options and responsibilities for your legal issue had increased as a result of using MyLawBC's pathway. Can you tell me how the pathway increased your understanding of the law, and legal options and responsibilities that applied to your situation?

[Ask all & if Q 19A, B and C = 2 "My understanding has not changed"]

9. You said in the survey that your level of understanding of the law, legal options and responsibilities for your legal issue did not change as a result of using MyLawBC's pathway. How could the pathway better help with your understanding of the law, and legal options and responsibilities that applied to your situation?

[Ask all interviewees]

Sometimes people face other challenges or issues that make it difficult to resolve their legal matters. I would like to read a list of a few different types of challenges and ask you some questions to see if you experienced any of them while trying to resolve your legal issue. Just remember, you don't have to go into detail about the challenges experienced, if any. A "yes" or "no" response will do.

These challenges can include:

Personal challenges like language barriers, ability to read and write English, poverty, lack of family or community support, or exposure to family violence.

Health challenges like a major health issue, disability, mental health condition, addiction, or acquired brain injury.

And, other legal challenges like immigration status, conflicts with landlords, criminal charges, or other involvements with the law.

10. Briefly, can you tell me if you experienced any of these or any other challenges while you were using MyLawBC?

a) Did MyLawBC help you in dealing with these challenges?

11. Were you able to easily navigate the MyLaw BC website? Did you navigate the website alone or did you have assistance or need support?

Probe: Did you have any concerns with using the computer or the internet for help? If yes, what challenges did this create for you?

Probe: Was the self-guided format easy to use? If not, what would you have preferred?

12. Did you trust the information provided in MyLawBC?

If not, please explain your concerns with the information provided, and why you did not trust the information.

[Interviewer note: for Q'13 – 14, please read examples of resources from Appendix B]

[MLBC Pathway completed & Q23 = 1 “Yes, I contacted one or more of the services”]

13. In the survey, you said that you contacted one or more of the service agencies that were provided to you in your action plan. Can you tell me which of the service agencies you contacted?

a) Were they helpful? How did they help?

[MLBC Pathway completed & Q23 = 2 “No, I have not contacted any of the services on this list”]

14. In the survey, you said that you did not contact any of the service agencies that were provided to you in your action plan. Can you tell me why?

Probe: Did you contact any service agencies that were not on the list? Were there service agencies that should have been suggested, but were missing from the action plan?

[Interviewer note: for Q'15 – 16, please read examples of resources from Appendix C]

[MLBC Pathway completed & Q25 = 1 “Yes, I looked at one or more of the resources”]

15. In the survey, you said that you looked at one or more of the informational resources that were provided to you by your action plan. Can you tell me which of the resources you looked at or used?

a) Were they helpful? How did they help?

[MLBC Pathway completed & Q25 = 2 “No, I have not looked at any of the resources on this list”]

16. In the survey, you said that you did not look at any of the informational resources that were provided to you by your action plan. Can you tell me why?

Probe: Did you look into resources that were not on the list? Were there resources that should have been on the list?

[Ask all interviewees]

17. Were there any other ways that MyLawBC helped you resolve or move forward with your legal issue? If yes, please explain.

18. Do you think MyLawBC helped you resolve or move forward with your issue faster than if you had not used it? Why do you think it did or it didn't?

19. Overall, were you satisfied with the MyLawBC pathway you used? What did you like best about the MyLawBC pathway you used?

Section 3: Conclusion

Those are all the questions I have for you. Thanks very much for your time and input. Do you have any further comments or suggestions about MyLawBC or any aspects of the website or tools offered by the website?

Section 4: Contact information for Gratuity

Name: _____

Address: _____

Note: Gratuities will be sent without mention of Legal Services or MyLawBC on the envelope.

Appendix A: Information for Distressed interviewees – not to be shared

If you sense that a respondent is becoming distressed, please ask if they would like to have the telephone number of resources they can contact for help.

Services:

Crisis Line - VictimLINK: 1-800-563-0808 (Provides free and confidential counselling and referrals to multilingual services)

Legal Aid: 1-866-577-2525

*If a respondent is in immediate danger – ask them to hang-up and call 911 or their local police station.

Appendix B: List of Services

List of services for those who completed **Separation, divorce and family matters**:

- o Access Pro Bono Society of BC
- o BC Association of Clinical Counsellors.
- o BC Family Law Unbundling Roster
- o BC211
- o Child Support Officers
- o Credit Counselling Society of BC.
- o Family Justice Counsellors
- o Family Maintenance Enforcement Program
- o Healthlink BC
- o Justice Access Centres
- o Lawyer Referral Service
- o Legal Aid BC
- o Mediate BC
- o VictimLink BC

For respondents who selected **Abuse and family violence pathway**:

- o BC Society of Transition Houses (BCSTH)
- o BC211
- o Canada Revenue Agency
- o Department of Justice
- o Ending Violence Association of BC
- o Helpline for Children
- o Mental Health Services - Canadian Mental Health Association
- o Ministry of Social Development & Poverty Reduction
- o PovNet
- o VictimLink BC

For respondents who selected **Missed mortgage payments pathway**:

- o Access Pro Bono Society of BC
- o Community Legal Assistance Society
- o Credit Counselling Society
- o Lawyer Referral Service
- o PovNet

For respondents who selected **Wills and personal planning pathway**:

- o Access Pro Bono Society of BC Wills Clinics
- o Access Pro Bono Society of BC
- o BC Centre for Elder Advocacy and Support
- o Law Students' Legal Advice Program
- o Lawyer Referral Service
- o Nidus Personal Planning Resource Centre website
- o A Notary
- o People's Law School
- o Public Guardian and Trustee of BC
- o Society of Notaries Public of BC
- o The Law Centre (Victoria)

Appendix C: List of informational resources

For respondents who selected **Separation, divorce and family matters pathway**:

- o Families Change
- o Family Law in BC website
- o Federal Government's Budget Calculator
- o Parenting After Separation Handbook

For respondents who selected **Missed mortgage payments pathway**:

- o Dial-A-Law
- o Legal Aid publications about foreclosure
- o The Condominium Manual