

Informing PLEI Connect

Community feedback from our online survey

June 2012

This report has been prepared by:



<http://povnet.org>

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I. Introduction

Community consultation

In January 2012 PovNet (<http://povnet.org>) conducted an online survey to inform the development of a private online Community of Practice (CoP) called PLEI Connect. PLEI Connect's purpose is to provide a space where PLEI practitioners in Canada can have frank conversations and share experiences and learning about technology and PLEI on an ongoing basis.

Our survey's goal was to collect information, feedback, ideas and examples from organizations across Canada engaged in using technology to further their public legal education and information (PLEI) goals, and to involve future members in the planning and development process.

Our responses served to identify:

- a) initial community content and key topics of interest;
- b) methods of participation/engagement most likely to succeed; and
- c) skill sets, projects and resources available within the community.

Our survey was designed to build on the insights that were distilled from the Just a Click Away (JACA) conference and final report. If you haven't yet had a chance to read this report, please take a moment to review the ideas and recommendations compiled on the Just a Click Away website.

<http://www.justaclickaway.ca>

Our project team

PLEI Connect is coordinated by PovNet and is just one facet of *Phase 2 of the Just a Click Away initiative*, which is supported with funding from the Access to Justice Fund, administered by the Law Foundation of Ontario. We are collaborating with an excellent project team, including Community Legal Education Ontario/Education juridique communautaire Ontario (CLEO), Courthouse Libraries BC and Éducaloi to meet the broad goal of "supporting a culture of learning and sharing" in the context of technology and the PLEI community.

About this report

This report aims to:

- provide an overview of the responses, ideas and feedback we received;
- share a brief analysis of the trends we identified; and
- offer a transparent view into our process of planning an online community of practice.

It contains information about how we planned our survey, and a summary of our key findings. In the appendix, you'll also find charts and summaries of all data that isn't personally identifiable.

Did you provide feedback?

We'll be contacting everyone who provided links and project descriptions in the months to come. We hope to find out more about your projects and to invite you to take part in PLEI Connect during the initial phases of development.

II. Planning the survey

Reviewing existing resources

Our first step was to inform our project by reviewing all available and relevant resources. This included taking a very close look at the JACA conference report, reviewing articles and guides about creating online communities, and exploring examples of successful social networks, communities of practice, social media strategies and general online sharing.

We signed up for several non-profit and technology sites dedicated to similar purposes and investigated their techniques for encouraging user engagement. We also tried out several special-interest online communities (for everything from knitting to mechanics) to give us additional insight into what features are most effective for exchanging information and making connections.

Our research showed to what degree site editors and moderators were involved in gaining and maintaining momentum within online communities. It also gave us some ideas on ways to evaluate the success of PLEI Connect.

Shaping our questions

The information we gathered was used to create a shortlist of potential content and a list of questions which could be used to directly inform the development of the website. These questions included:

- What are the key topics and specific issues that hold the most interest?
- What content is most useful for us to initially collect and create? What initial content can we identify?
- What are the best methods to capture and engage our members to regularly:
 - create and give feedback on content;
 - feel comfortable asking questions; and
 - share their experience and expertise?
- What kinds of skill sets, examples and resources do community members have available?
- Who is especially keen to participate? Who will find the community most useful? Who will be able to answer technical questions, and what are their areas of expertise?
- What kinds of connections already exist when it comes to getting technological advice and inspiration for PLEI projects? What kinds of connections do people want?
- What kinds of innovative PLEI and tech projects are members working on right now?

The Just a Click Away Conference Report identified several common themes that we drew on to help frame our survey questions.

- Learning and asking questions about other organizations' projects and innovations
- Finding ways of cooperating around collecting and analyzing data among organizations (ex: creative commons licensing, sharable data)
- Sharing components of PLEI resources to help each other build resources that contain current information.
- Privacy and confidentiality in the context of social media
- Risks and challenges of providing PLEI via technology (where it is and isn't possible)
- Ways to evaluate and measure the success of web-based projects (ex: analytics tools, survey tools)
- Technical advice and expertise from members of the PLEI community
- Free and open-source options and alternatives
- The role of social media in PLEI

~ Just a Click Away Conference Report, 2011

These broad questions were shaped into specific questions that we could directly pose to the PLEI community. Each short question was designed to offer insight into potential PLEI Connect content and features. The survey was set up to be flexible to a range of participation by asking short questions (multiple choice, true/false), providing ample space for long answers from those who wanted to share more feedback, and making most questions non-required.

Contacts and outreach

Our goal was to share our survey with as many interested people as possible from as many regions in Canada as possible. Our outreach database was mainly made up of PLEI community members who had expressed interest in, or were already involved in, the Just A Click Away initiative, of which PLEI Connect is a component.

Other initial contacts included members of the Public Legal Education Association of Canada (PLEAC) and PovNet's private, advocate-only email lists. Our partnering organizations (CLEO, Éducaloi and Courthouse Libraries BC) shared the invitation to complete the survey within their extensive networks.

The invitation to respond to our questionnaire was disseminated in an email which contained a direct link to the online survey. The survey was available from February 7th 2012 to February 24th 2012 (17 days), and was initially sent to 133 people. Of these initial contacts, 45 people completed the survey (77.6%), while the other 13 respondents came to us indirectly (as new contacts) from our referrers.

LimeSurvey: an open-source survey tool

Our aim is to develop PLEI Connect to be transparent, open and flexible, so we are naturally focused on using free, open-source software solutions throughout this project to meet our technical needs. We used LimeSurvey, an open source alternative to popular online survey tools, to create and manage our survey and responses.

We know others are investigating this tool as well ; we would like to report that we found it extremely efficient and fully-featured.

III. Key findings

III. i. Benefits of PLEI Connect

The survey helped us to develop an evaluation framework for determining PLEI Connect's usefulness, based on the key benefits that members of PLEI organizations hope to gain.

- **Having conversations and making connections with people who are engaged in similar work and challenges, to get advice, share information and make informed decisions.**

62.71% of respondents identified this benefit as either most important or very important. Related feedback includes:

- *"Cross-country alliances"*
- *"Promising practices"*
- *"A quick helpline for those working on tech projects (who often aren't terribly tech savvy)"*
- *"Networking tends to produce unforeseen benefits"*

Over half of our respondents (57.6%) said they already seek technical advice from PLEI colleagues when they run into technical issues, and 54.2% also consult with colleagues when planning a new tech-based project. There is a need to archive the informal conversations that are already taking place so others can benefit from them.

- **Learning what technical strategies and tools yield the most effective PLEI solutions, to save time and resources.**

61.02% of respondents identified this benefit as either most important or very important. Related feedback includes:

- *"In small orgs it is almost impossible to dedicate the resources to go at this alone, so sharing of knowledge is effective and efficient. Each org is not re-inventing the wheel in isolation."*
- *"Improved capacity of orgs to provide good services (e.g. evaluation techniques, funding partnerships, sharing of tools)"*
- *"Improved training opportunities for advocates across the country"*

- **Learning how other PLEI organizations are using technology, to get general inspiration and ideas.**

46.55% of respondents identified this benefit as either most or very important. Related feedback includes:

- *"Learn about PLEI strategies to serve Francophone and other language communities"*
- *"Help improve our website and make it more informative to our clients and interested parties"*
- *"Improved delivery of PLEI for some vulnerable populations (e.g. more resources available that are accessible for people with disabilities or those with dial-up Internet)"*

What can we measure?

- New topics and replies to discussions
- Discussion posts that are noted to have helped members
- General connections made (Ex: number of friends)
- Inter-provincial/territorial connections made
- Rural members and urban members
- Members who are connected to an organization
- Members who have completed profiles
- Frequency of member logins
- Technical questions asked and answered
- Articles and reviews that have helped members
- Articles that have engaged members (Ex: votes, comments)
- Innovative projects that spark comments and questions

III. ii. Initial content and key topics of interest

The survey helped us to identify which key themes will generate the most interest and provide the best opportunities for skills development and knowledge sharing for our future members.

- **Evaluating web projects**

Most responding organizations use a web statistics program (82.5%), and many also use polls and surveys to gather community feedback (67.5%). 72.41% of respondents ranked evaluating the usage and success of websites and social media projects as a very important activity they wanted to learn more about. Examples include:

- *“How to integrate evaluative data from two separate domains/sites (Ex: bilingual)”*
- *“Site traffic analytics that doesn't involve Google Analytics”*

- **Using social media tools**

The majority of responding organizations (72.5%) are using social media, and most of those organizations (86.1%) are updating their social media profiles at least once a week, which shows significant investment in these web tools.

The two most important social media goals that responding organizations identified are: increasing awareness of their organization and work (59%); and bringing attention to campaigns, news items or issues (24%). Some other examples of social media goals include:

- Engaging with youth
- Saving trees and reducing resource consumption
- Creating more accessible communication pathways
- Furthering fund development goals
- Adapting rapidly to changing legislation
- Communicating with mainstream media
- Inviting help (finding new office space, volunteers, etc.)
- Providing direct support and consultation to clients
- Following, linking to and liaising with similar organizations

- **Creating multimedia resources**

Many responding organizations have produced at least one multimedia resource, or are engaged in creating one right now (78%). Almost half those organizations (46.3%) are also sharing multimedia content on popular media sharing websites. 67.8% of respondents ranked creating multimedia projects as the most important activity they wanted to learn more about. Examples include:

- *“Creating webinars”*
- *“App development”*
- *“Information sharing via hand-held devices”*

- **Seeking open source, free or low-cost software solutions**

Most responding organizations tend to look for open-source, free or low-cost software solutions (72.5%), and 40.68% of respondents listed this as their most important topic of interest. Since tools, reviews and usage examples are such a major concern, this issue will merit its own section on the PLEI Connect website.

- **Participating in and providing online training and development**

Several respondents noted that gaining knowledge or skills related to providing or participating in online learning was an important issue. The majority of responding organizations have staff that have participated in some form of online PLEI-related training (82.5%), and almost half of those organizations (45%) also produce, manage and/or facilitate online training or courses.

- *“Training webinars”*
- *“Learning activities in Moodle and other learning platforms”*
- *“Online community development/facilitation”*

- **Providing long-distance legal services and connections**

Although just under half of our respondents (48.28%) rated providing long distance legal services as their most important priority, it’s a relevant topic we will need to highlight. Several of the innovative projects that organizations shared with us are focused on making connections via technology that can bridge geographical distances and are accessible to the broadest range of people. Examples of learning topics include:

- *“Online dispute resolution”*
- *“PLEI outreach that is accessible to rural and remote areas where broadband service is not likely to be available”*
- *“Teleconferencing technology”*
- *“Using a knowledge database, guides pathways and/or online chat to deliver PLEI”*

- **Ensuring the quality, freshness and validity of online legal information**

Many respondents ranked ensuring the quality of online legal information as the most important topic they wanted to engage with colleagues about (76.27%). Examples of quality-related topics for discussion include:

- *“Dealing with jurisdictional differences and user confusion about where their online legal advice is coming from”*
- *“Efficient systems to set up legal accuracy alerts or automatic updates”*
- *“Making PLEI across Canada more seamless”*

- **Collecting and sharing resources and information between similar organizations**

A significant number of respondents ranked collecting and sharing resources as the most important topic they wanted to engage with colleagues about (67.8%). Examples of resources-related topics for discussion include:

- *“Best practices”*
- *“Using Wikipedia to provide content, developing a consortium to share the work”*
- *“Various ways of sharing PLEI (high tech/low tech/medium cost/low cost) and making it easily customizable”*

- **Understanding the risks and challenges of providing PLEI via technology**

Several respondents ranked the risks and challenges of providing PLEI as the most important topic they wanted to engage with colleagues about (64.41%). The main focuses were user engagement and accessibility. Privacy and confidentiality issues were also mentioned. Examples include:

- *“Reaching people who are disinterested in, uncomfortable with and/or intimidated by technology”*
- *“Providing tech-based services to people with disabilities”*
- *“Serving users who have dial-up Internet”*
- *“Privacy and safety issues for workers and their clients”*

III. iii. Meaningful and ongoing member participation

The survey helped us identify how we can encourage meaningful and ongoing member engagement and offer ways to participate that don't require much time.

- **Focus on the small ways our members can participate**

Most of our respondents said they had rated or voted on a topic or product online (84.7%). Many also said they had personally taken the time to review something so others could learn from their experiences (71%). Over half of our respondents said they post their own status updates to social networking sites (56%), and a smaller number of people also said they comment on blogs, videos, news stories and status updates (46%).

By integrating these quick, microcontent-based features into every aspect of the site, members will easily be able to contribute to, and help determine the relevancy of, content even if their ability to commit time to PLEI Connect is extremely limited.

- **Be prepared to dedicate resources to maintaining momentum in discussion forums**

Some of the most highly rated discussion-based online activities that respondents preferred were passive. For example, most respondents said they read discussion forums and subscribe to email lists (78%). Only 32% said they added posts to discussion forums and only 20% were active in posting to email lists.

By engaging dedicated moderators who can spark discussion and encourage keepers, we can keep discussions relevant and fresh. Members will be able to subscribe via email to any conversations that interest them so they are automatically kept up-to-date.

“So much depends on who is actively engaged - many online forums lose momentum because they are not independently maintained and resourced.”

- **Include plenty of helpful multimedia content**

Most respondents said they watch or listen to PLEI-related multimedia at least a few times a month (79.7%), while 49.1% said they personally view multimedia (outside of work) at least a few times a week. Video format was also mentioned several times as a preferred method to receive training-type information (12 respondents said they wanted more access to learning opportunities through webinars specifically).

Multimedia formats can present accessibility concerns, but we can confirm that our audience is generally able to access those formats and prefers to use them when possible (in some cases to meet accessibility needs). We know it will be important to identify and feature multimedia content on all key topics of interest.

- **Provide clear and efficient methods to search and browse useful content**

Most of our respondents consider search engines to be their preferred method for finding technical information (84%). We will ensure our site search provides accurate and helpful results for members and, includes the ability to sort results by several facets, with a focus on member-identified relevancy (votes, reviews) and keywords (tags, taxonomy terms). The site will feature a collection of resources that is easy to browse from any part of the website.

- **Feature innovative examples and projects from Canada and beyond**

Many respondents said that they seek existing examples of technical solutions and challenges when investigating PLEI-and-tech (64%). In fact, this was the second most used method of finding solutions after using search engines.

Respondents shared over twenty excellent projects and innovations with us, each one having a direct relationship to the key topics and themes we've identified for PLEI Connect.

We will be following up with our respondents, conducting interviews and encouraging them to contribute their own projects and processes to PLEI Connect. Over time, we will build a gallery of innovative PLEI-and-tech projects to showcase concrete examples of solutions and provide opportunities for members to connect, give feedback and ask questions.

“How is technology delivering new levels of PLEI success in other jurisdictions? We need much more info from innovators beyond Canada.”

- **Leverage mobile technology**

Time and resource constraints are a concern for everyone in the PLEI community, so we need to take advantage of mobile technology to leverage the time and resources we do have. The various content and features of our community will be optimised for smartphones and other hand-held devices to allow members who use these tools to engage with PLEI Connect without having to dedicate a set amount of time at work or at home to participate.

III. iv. Engaging volunteers and experts

The survey helped us to shape a volunteer strategy that is best suited to contributors with minimal time resources.

- **Reach out to experts and encourage international connections**

Although all our respondents have an array of excellent PLEI and technology-related questions, there are fewer technical experts available who have the time resources to share their skills. For example, our respondents ranked asking and sharing technical expertise as the second most important potential benefit of PLEI Connect, but only 4 respondents said they would be able to answer basic technical questions for members of other PLEI organizations. We can expand our pool of available expertise by reaching out to technically skilled community members from Canada and internationally.

- **Be extremely clear on the expertise and time constraints for an “Ask a tech” forum**

Our members will be able to ask technical questions of all kinds to one another via PLEI Connect, but our forums may not be the final place where difficult or involved technical questions will be answered. Technical volunteers will be helping with very limited time resources, and in many cases their best move will be to help fellow members phrase their questions clearly, and empower them to seek complicated answers in the most appropriate places (a more concise web search, a specific online forum or support community). They can also help direct members to existing resources that can provide them with answers.

“We are all so busy - and I'm concerned that it will add to my workload, rather than advance expertise.”

- **Provide multiple microvolunteering opportunities**

Of the 88.8% of respondents who said they would be interested in being more involved, several also noted that financial, time and people resources are the issues that they expect will most impact their ability to participate fully.

The concept of microvolunteering is an appropriate approach when creating a mostly peer-generated and peer-reviewed community. Microvolunteering is characterized by requiring a very minimal time commitment (as little as 1 or 2 hours a week). Micro-volunteer tasks can be tended to in very small bits of time in a way that works within the volunteer’s schedule. This approach will allow us to hand over as much of the content creation and quality review tasks to members as possible.

When asked what volunteer tasks they would be willing to help with:

- 34 people said they would test the site before launch
- 16 people said they would suggest tools, resources and other content to feature
- 15 people said they would rate and featuring relevant content
- 12 people said they would spark and moderate discussion forums
- 6 people said they would write articles and reviews
- 4 people said they would answer technical questions

III. v. Resources and challenges

The survey identified that a substantial amount of time and people resources are already being dedicated to planning, developing and managing technology-related projects.

Time and resource investment into technology-based initiatives

Almost all responding organizations have at least one website (95%). Just over half of them update their websites at least once a week (52.8%) and 25% update a few times a month. The majority of responding organizations (72.5%) are also using social media, and most of those organizations (86.1%) are updating their social media profiles at least once a week.

“Not sure we have staff time to commit, but I would love to support this.”

When asked how much time responding organizations dedicate to their technology-based projects, 44.7% said they dedicate at least 20 hours of staff time per week, while 47.3% of organizations spend less than 10 hours per week.

Less than half of responding organizations said they have at least one dedicated staff member who investigates technical solutions (43%). More commonly, many organizations said they have one or two savvy, non-dedicated staff (60%), and several said they also have several staff, board or committee members who are involved (23%).

When it comes to outsourcing for technical expertise, 43% of responding organizations said they hire a technical consulting company, while 18% said they involve a knowledgeable community member. On an individual basis 58% of respondents said they ask their community for advice.

We intend for PLEI Connect to be a place where members can feel comfortable to ask exploratory questions and find the answers they are looking for to get them moving on their technical projects while saving valuable time and people resources. We hope our members will share referrals to reliable technical consultants who already are serving the PLEI and non-profit sector. Once we have a critical mass of technically skilled members, we hope to feature a way for member organizations to post tech-related contract and job opportunities.

Limitations in the office

One challenge we noted within the PLEI community is limited Internet access at work. Almost a quarter of respondents noted their Internet access was limited (23.7%), including staff working out of government offices and larger organizations.

In order to be able to view the most current web content, software such as browsers, PDF readers and media plugins must be kept up-to-date. We learned that only 28.8% of respondents have full control to update and install programs on their work computers. Out of those respondents who do not have administrative control, the majority can request changes and those are made within the week (35.6%), while the same amount have to wait at least a month (35.6%).

We want PLEI Connect to accommodate members who have limited access and/or permissions at work. All aspects of functionality and design will be tested for compatibility with current (and slightly outdated) versions of browser software.

IV. Conclusions

Features and content

The key themes PLEI Connect focus on include evaluation, social media, multimedia, open source/free software, online learning, ways to bridge geographical and accessibility gaps, the quality of online legal information, ways to share resources and info between organizations and the risks and challenges of providing PLEI via technology.

The types of content that will initially be featured include discussion forums, tools, resources and guides, videos, user profiles, and innovative PLEI-and-tech projects. We also hope to feature relevant articles and news.

Our aim is for all site content to be taggable, ratable, reviewable and sharable within a comprehensive, easy-to-browse architecture. Member-contributed content can link people with their interests and areas of expertise, and their activity on the site can help build key connections that can benefit the whole community.

Outreach and member engagement

PLEI Connect aims to be a tool that will save our members time when it comes to finding PLEI-and-tech related solutions. Before we can meet that goal, we need to gather a critical mass of people, connections, discussions, examples and resources that can serve as the base for our ongoing exchange of knowledge and skills. We know our future members will be limited in their ability to participate due to limited time and resources, so we've identified a few strategies to help get us on our feet:

- Members will be able to use quick methods they are already familiar with to participate, such as rating/voting, commenting, posting short updates and sharing/bookmarking links.
- Adopting a microvolunteering philosophy will help break down the work of managing PLEI Connect. We will be focusing our outreach efforts on gathering a diverse pool of interested members to take on tasks in their simplest, least time consuming formats.
- We've identified many PLEI community members who are willing to contribute their time to micro-tasks like testing the site, sparking and moderating discussions, suggesting and featuring content and helping other members find the answers to their technical questions.
- Including rural PLEI providers or those from underrepresented provinces and territories will help broaden our base. Branching out internationally will also help us expand our pool of expertise and identify inspiring PLEI-and-tech projects globally.

Project goals and evaluation

The responses we received helped to clarify what measurements we can take to learn how membership to PLEI Connect has improved the knowledge and skills of our members, and our whole PLEI community. Some examples include:

- Alliances and connections made (Ex: rural-urban, interprovincial/territorial, org to org);
- Helpfulness of discussions, resources and examples (Ex: what was highly rated? what was popular?);
- Usefulness of website tools and features are (Ex: what features are used the most/least?);
- Relevancy of website content (Ex: what tags were most used? what posts were most liked?)
- Success of our outreach efforts (Ex: how many active volunteers? how many new members?)

Next steps

PovNet is working on the technical development and design of the PLEI Connect website throughout 2012. We have selected Drupal as the software we will use to build our online community, and we are focusing on building and configuring our core features first.

Some examples of what our members can expect to see early on in PLEI Connect include private discussions, member profiles, blogs and tool reviews. We are making sure to build in plenty of room to extend all of PLEI Connect's features as our community grows in membership and participation.

On July 13th 2012 we are planning a soft launch of PLEI Connect. At this point, members of our project team and survey respondents who volunteered to be involved in testing features and contributing content will be invited to create their member accounts on PLEI Connect.

The Just a Click Away initiative has recently received additional funding from the Access to Justice in Both Official Languages Support Fund from the Department of Justice. We'll be working with our project partners to connect with francophone PLEI providers from across Canada to make this a bilingual project.

With the help of our newest community members, we hope PLEI Connect will be ready for public launch at the end of September 2012. At this stage, the core features of PLEI Connect will be fully functional and ready to grow directly based on member contributions.

If you are interested in learning more about PLEI Connect and/or being involved in any stages of the project, please contact mosa@povnet.org.

V. Responses and feedback

General survey statistics

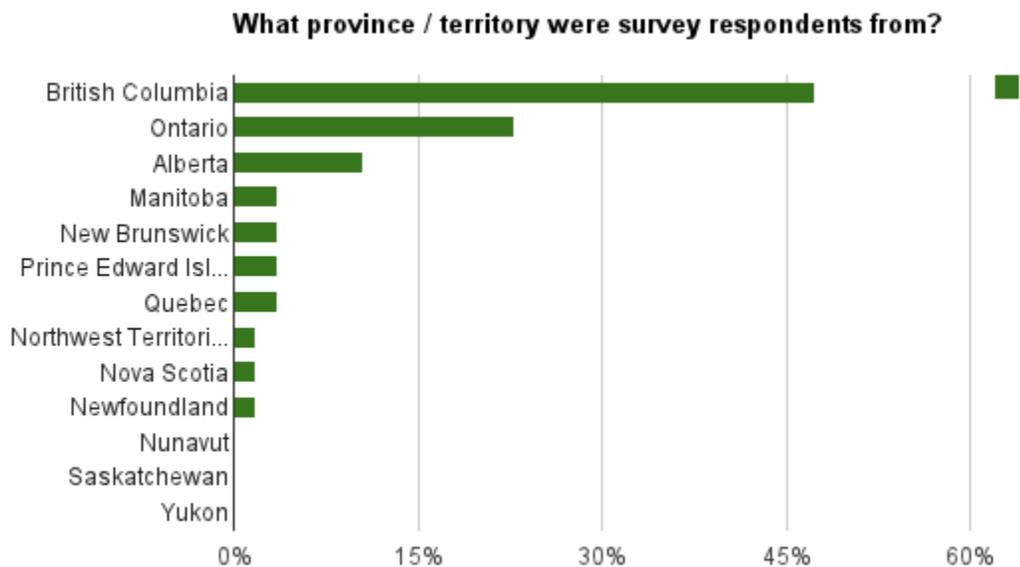
- Survey was available from February 7th 2012 to February 24th 2012 (17 days)
- Total number of people contacted directly via email: 133
- Total number of respondents: 58
- Total number of respondents who received the original email: 45
- Total number of respondents who were new contacts: 13
- Total number of respondents who signed up to be contacted about their responses: 55
- Total number of respondents who volunteered to be more involved in PLEI Connect: 48
- Total number of organizations represented (PLEI, Government, Educational): 43

Geographical representation

The majority of respondents were from British Columbia, with Ontario representing the second most represented province. We did not receive any responses from Nunavut, Saskatchewan or Yukon. Most responses were from people working in larger urban centres such as Vancouver, Toronto and Edmonton.

British Columbians were our major respondents because the majority of our initial contacts were from the JACA conference and PovNet email lists (both based in BC). Ontario is also popular because CLEO is part of the PLEI Connect project team and reposted the survey link to their contacts.

We identified that we need to focus our future outreach efforts on the maritime and prairie provinces and the northern territories, as well as gain more rural participation.



Section 1: Key themes for knowledge and skill development

The Just A Click Away conference identified areas where knowledge or skills could be developed to provide better access to PLEI via technology.

Q1 - Activities of interest

Our question:

Please rate how interested you are in learning more about how your organization can best approach each of the following activities.

Activities of interest:

- Evaluating the usage and success of your website and social media projects (Ex: analytics, surveys)
- Creating multimedia resources (Ex: videos, webinars and webcasts)
- Using social networking and media as a tool to further your PLEI goals
- Planning a website that speaks to your audience
- Providing long-distance legal assistance services via technology

Options - Level of interest:

We assigned a number value to each option to allow us to rate each choice:

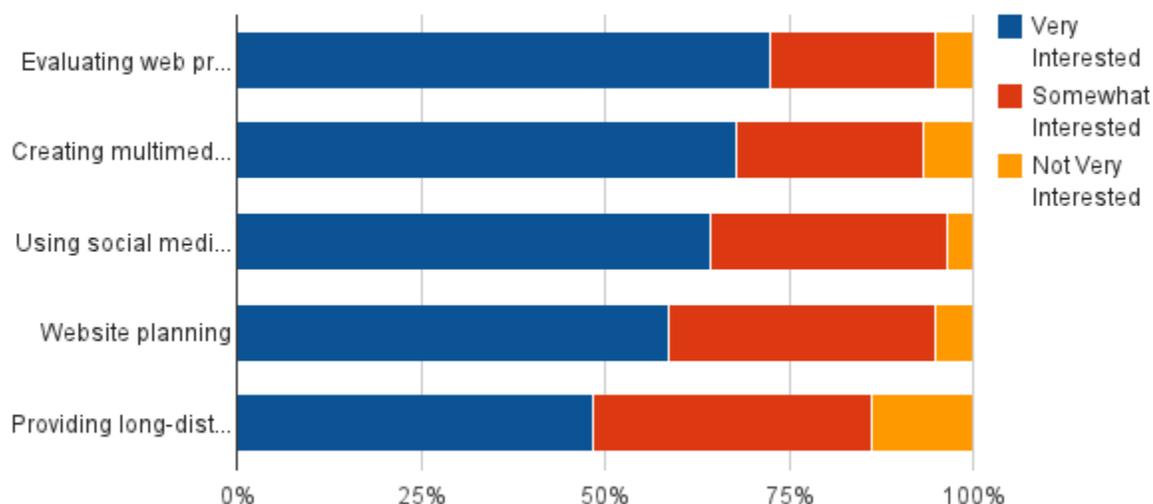
- **Very interested** = 3
- **Somewhat interested** = 2
- **Not very interested** = 1

Summary of responses:

59 respondents gave feedback about technical activities they would like to learn more about.

Activity	Very Interested (# of respondents / % of responses)	Somewhat Interested (# of respondents / % total responses)	Not Very Interested (# of respondents / % total responses)	Rating (Total points)
Evaluating web projects	42 / 72.41%	13 / 22.41%	3 / 5.17%	155
Creating multimedia resources	40 / 67.80%	15 / 25.42%	4 / 6.78%	154
Using social media tools	38 / 64.41%	19 / 32.20%	2 / 3.39%	154
Website planning	34 / 58.62%	21 / 36.21%	3 / 5.17%	147
Long-distance legal services	28 / 48.28%	22 / 37.93%	8 / 13.79%	136

What PLEI-and-tech activities are people most interested in learning more about?



Skills and activities - custom feedback

16 respondents provided us with valuable and detailed information about the technical activities they wanted to learn more about.

Evaluation

- How to integrate evaluative data from two separate domains/sites (Ex: bilingual) - tips on more effective approaches.
- Site traffic analytics that doesn't involve Google Analytics

Multimedia

- Webinars
- App development
- Facilitating information sharing via hand-held devices.

Social media

- Online networks
- Creating safe and active online discussion areas for frontline workers

Website planning

- Coordinating content between bilingual/multi-lingual websites
- Creating and maintaining a portal site

Long-distance legal services

- Online dispute resolution.
- PLEI outreach that is accessible technologically to rural and remote areas where broadband services are not likely to be available.
- Using a knowledge database, guided pathways and/or online chat to deliver PLEI.
- Long-distance legal education
- Teleconferencing technology

Providing and participating in online training

- Training webinars
- Learning activities in Moodle and other learning platforms (e.g. crosswords, quizzes)
- Online community development/facilitation, etc.

Q2 - Topics of interest

Our question: Please rate the current importance of being able to engage with fellow colleagues about the following topics related to technology and PLEI.

Topics of interest:

- Free and/or open-source options and alternative software
- Risks and challenges of providing PLEI via technology
- Privacy and confidentiality on the Internet
- Quality, freshness and validity of online legal information
- Collecting and sharing resources and information between similar organizations (ex: creative commons licensing)

Options - Level of interest:

We assigned a number value to each option to allow us to rate each choice.

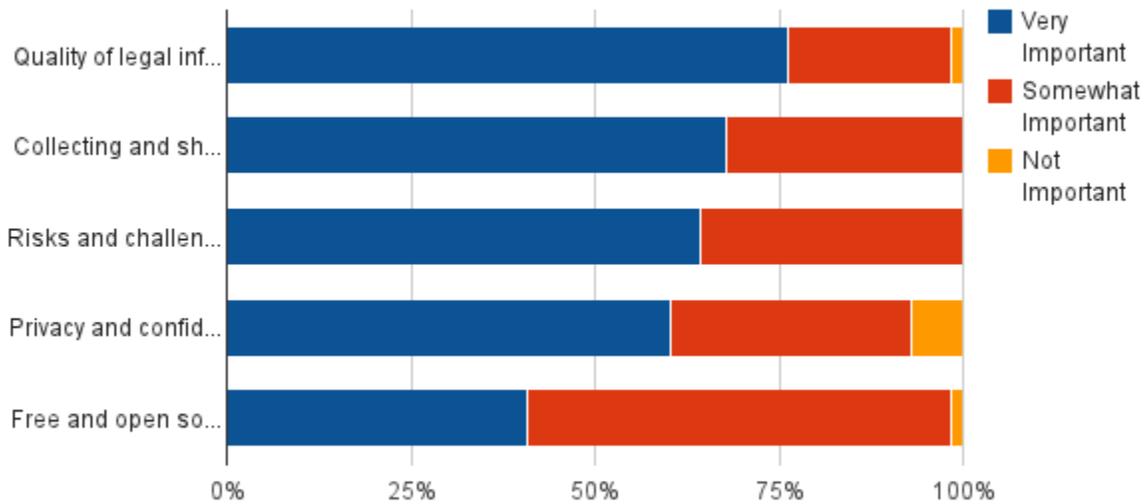
- **Very important** = 3
- **Somewhat important** = 2
- **Not important** = 1

Summary of responses:

59 respondents gave feedback about technical topics they would like to engage with fellow colleagues about.

Topic	Very Important (# of people / % of responses)	Somewhat Important (# of people / % of responses)	Not Important (# of people / % of responses)	Rating (Total points)
Quality of legal information	45 / 76.27%	13 / 22.03%	1 / 1.69%	162
Collecting and sharing resources	40 / 67.80%	19 / 32.20%	0 / 0.00%	158
Risks and challenges of providing PLEI	38 / 64.41%	21 / 35.59%	0 / 0.00%	156
Privacy and confidentiality	35 / 60.34%	19 / 32.76%	4 / 6.90%	147
Free/ open source options	24 / 40.68%	34 / 57.63%	1 / 1.69%	141

What PLEI-and-tech topics are of most interest to people?



Knowledge and topics - custom feedback

9 respondents provided us with valuable and detailed information about technical topics they would like to engage with fellow colleagues about.

Quality of legal information

- Dealing with jurisdictional differences and user confusion about where their online legal advice is coming from
- Efficient systems to set up legal accuracy alerts or automatic updates.
- Using social media to focus attention on PLE resources, eg. for people who move from province to province; making PLE across Canada more seamless

Risks and challenges

- Innovative ways to engage youth online
- Reaching people who are disinterested in/uncomfortable with/intimidated by technology
- Providing tech-based services to people with a variety of disabilities
- Serving users who have dial-up Internet

Free and open source options

- Open-source solutions to all activities
- Database for statistics

Collecting and sharing PLEI resources

- Best practices
- Shared templates for data collection, proposal development, client communication, statistical analysis, reporting etc.
- Keeping staff up to date on technologies
- Using Wikipedia to provide content. Perhaps developing a consortium to share the work.
- Building an international community of interested providers, researchers, policy makers.
- How other jurisdictions are using technology in ways that we in BC are not. And how technology is delivering new levels of PLEI success in other jurisdictions. Need much more info from innovators beyond Canada.
- Various ways of sharing online PLE (high tech/ low tech/ medium cost/ low cost) and making it easily customizable.

Privacy and confidentiality

- Privacy & safety issues for users (workers & their clients)

Q3 - Perceived benefits of online community of practice

Our question: What do you see as the most important benefits your organization would gain by having access to an online community focused on technology and PLEI? Please rate each of the possible benefits below in order of importance, where 1 is the most important benefit you can see, and 5 is the least important benefit you can see.

Options - Possible benefits:

- We can learn how other PLEI organizations are using technology, to get general inspiration and ideas.
- We can have conversations and make direct connections with people who are engaged in similar work and challenges, to get advice, share information and make informed decisions.
- We can learn what technical strategies and tools yield the most effective PLEI solutions, to save us time and resources.
- We can get feedback on our project(s) from members of our PLEI community, to spread awareness of our work and look for ways to improve.
- We can make our resources and knowledge available to other organizations that would benefit from having access, to contribute to furthering our mutual goal of better access to PLEI by sharing our expertise.

Rating your responses: We assigned a number value to each option to allow us to rate each choice.

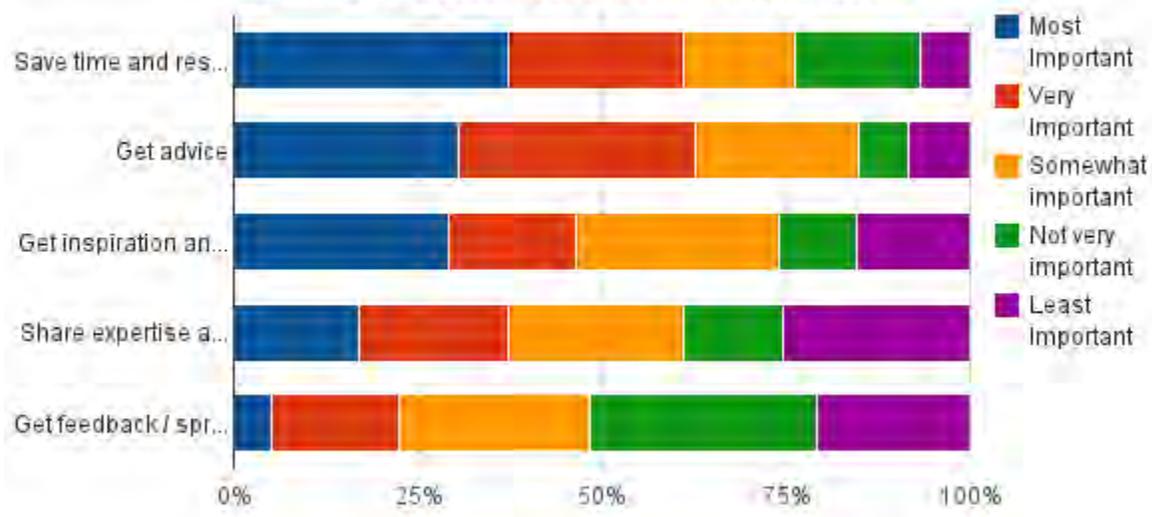
- **Most important** = 5 points
- **Least important** = 1 points

Summary of responses:

59 respondents gave feedback about possible/desired benefits of an online community of practice.

Benefit	Most Important (# of people / % of responses)	Very Important	Somewhat important	Not very important	Least Important	Sum of Rating (points)
Get advice and share info	18 / 30.51%	19 / 32.20%	13 / 22.03%	4 / 6.78%	5 / 8.47%	218
Save time and resources	22 / 37.29%	14 / 23.73%	9 / 15.25%	10 / 16.95%	4 / 6.78%	217
Get inspiration and ideas	17 / 29.31%	10 / 17.24%	16 / 27.59%	6 / 10.34%	9 / 15.52%	194
Share your expertise and resources	10 / 16.95%	12 / 20.34%	14 / 23.73%	8 / 13.56%	15 / 25.42%	171
Get feedback / spread awareness of your project(s)	3 / 5.17%	10 / 17.24%	15 / 25.86%	18 / 31.03%	12 / 20.69%	148

What do people see as the most important benefits of having access to an online space dedicated to communication about PLEI and technology initiatives?



Benefits to an online community of practice - custom feedback

8 respondents provided us with valuable and detailed information about possible/desired benefits.

- Improved training opportunities for advocates across the country
- Quick "helpline" for those working on tech projects (who often aren't terribly tech savvy)
- Promising practices
- In small orgs it is almost impossible to dedicate the resources to go at this alone so sharing of knowledge is effective and efficient. Each org is not re-inventing the wheel in isolation.
- Improved capacity of orgs to provide good services (e.g. evaluation techniques, funding partnerships, sharing of tools)
- Help improve our website and make it more informative to our clients and interested parties.
- Learn about PLEI strategies to serve Francophone and other language communities.
- Improved delivery of PLEI for some vulnerable populations (e.g. more resources available that are accessible for people with disabilities or those with dial-up internet)
- Ability to connect with other organizations
- Networking tends to produce unforeseen benefits.
- Cross-country alliances of non-profit/ advocate sector

Section 2: Multimedia tools and practices

Q1 - Organizations producing PLEI-related multimedia content

Our question: Does your organization currently produce any multimedia resources to further your PLEI goals?

Options:

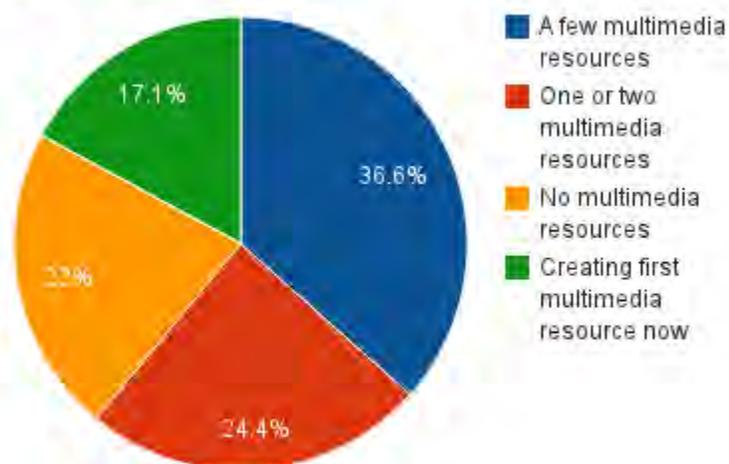
- Yes, we have several multimedia resources
- Yes, we have one or two multimedia resources
- Yes, we are creating our first multimedia resource right now.
- No, this isn't something we've done.

Summary of responses:

41 organizations gave feedback about producing PLEI-focused multimedia projects/resources.

Multimedia resources produced	# of organizations	% of organizations
A few multimedia resources	15	36.6%
One or two multimedia resources	10	24.4%
No multimedia resources	9	22%
Creating first multimedia resource now	7	17.1%

How many PLEI organizations create multimedia resources, and how many resources do they create?



Q2 - Organizations planning to produce PLEI-related multimedia content in the future

Our question: Is your organization planning on producing any multimedia content in the future to further your PLEI goals? (Conditional: We only asked this question if the respondent indicated that their organization has not produced any multimedia resources)

Options:

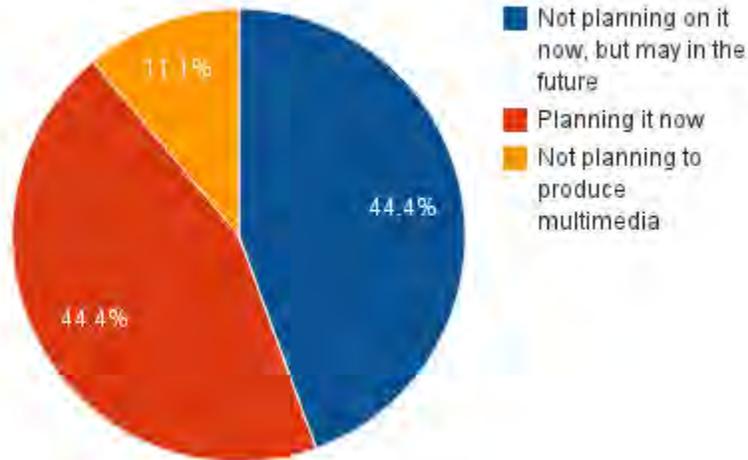
- Yes, we would like to create a multimedia resource
- No, we aren't planning on producing any multimedia resources, but we may in the future
- No, this isn't something we're interested in

Summary of responses:

9 organizations with no PLEI-focused multimedia resources gave feedback about their future plans.

Plans to produce multimedia content in the future	# of organizations	% of organizations
Not planning on it now, but may in the future	4	44.4%
Planning it now	4	44.4%
Not planning to produce multimedia	1	11.1%

Out of the organizations who don't already have at least one multimedia resource, how many are planning to create one?



Q3 - Identify innovative PLEI-focused multimedia projects/resources

Our question: Please feel free to share links to or descriptions of your PLEI-focused multimedia resources with us. We are seeking to identify innovative projects and resources to feature on the PLEI Connect site, and we'd love to know what your organization is up to.

Responses: A total of 26 respondents gave custom feedback about their PLEI-focused multimedia projects/resources. Due to the private nature of that information, it is not included in this report.

Q4 - Organizations sharing multimedia content via media sharing websites

Our question: Does your organization share PLEI-related photos, videos or other multimedia content on popular media sharing sites like YouTube, Vimeo, Flickr and/or Picasa?

Options:

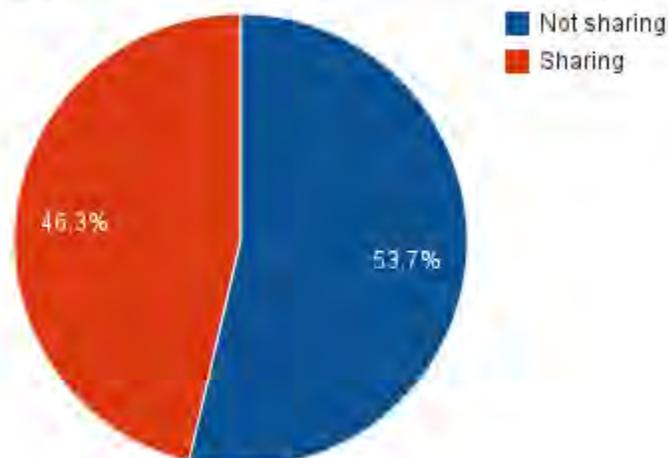
- Yes
- No

Summary of responses:

41 organizations gave feedback about sharing PLEI-focused multimedia projects/resources.

Organizations sharing multimedia content	# of organizations	% of organizations
Not sharing	22	53.7%
Sharing	19	46.3%

How many organizations are sharing PLEI-related photos, videos or other multimedia content on media sharing sites?



Q5 - Individuals personally sharing multimedia content via media sharing websites

Our question: Outside of work, do you personally share photos, videos or other multimedia content on popular media sharing sites like YouTube, Vimeo, Flickr and/or Picasa?

Options:

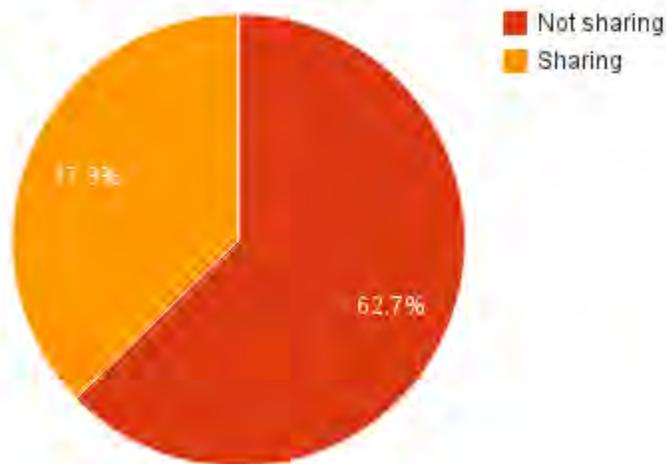
- Yes
- No

Summary of responses:

59 respondents gave feedback about personally sharing multimedia content (outside of work).

Individuals personally sharing multimedia (outside of work)	# of respondents	% of respondents
Not sharing	37	62.7%
Sharing	22	37.3%

How many people personally share photos, videos or other multimedia content on media sharing sites?



Q6 - Frequency of viewing/listening to work or PLEI-related multimedia resources

Our question: How often do you watch/listen to online PLEI-related multimedia resources produced by other organizations for work? This can include podcasts, YouTube videos, instructional webinars, etc.

Options:

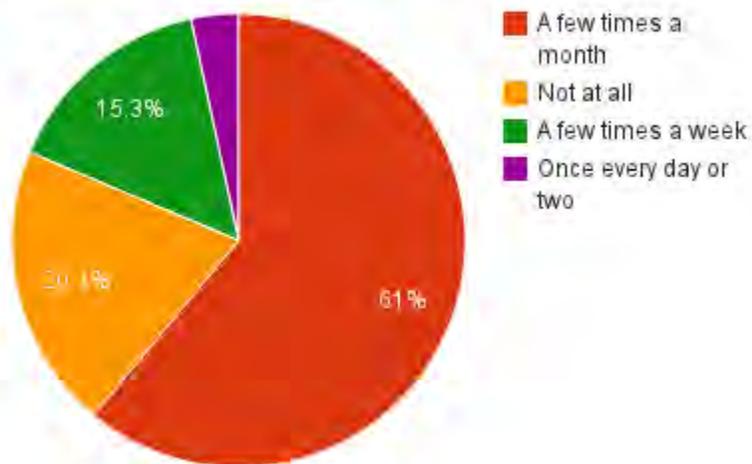
- A few times a day
- Once every day or two
- A few times a week
- A few times a month
- Not at all

Summary of responses:

59 respondents gave feedback about how often they view/listen to PLEI-related multimedia content.

Frequency of viewing/listening to work or PLEI-related multimedia	# of respondents	% of respondents
A few times a month	36	61%
Not at all	12	20.3%
A few times a week	9	15.3%
Once every day or two	2	3.4%
A few times a day	0	0%

How often do people view / listen to PLEI-and-tech related multimedia for work?



Q7 - Frequency of personally watching/listening to online multimedia

Our question: How often do you personally watch/listen to online multimedia produced by others, outside of work? This can include podcasts, YouTube videos, webinars, etc.

Options:

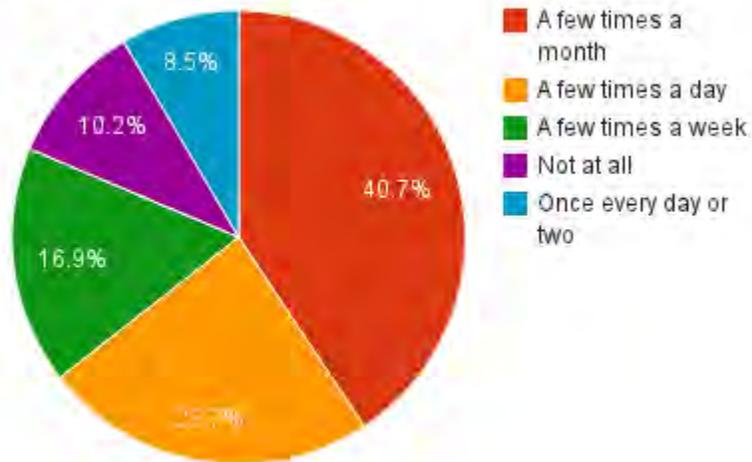
- A few times a day
- Once every day or two
- A few times a week
- A few times a month
- Not at all

Summary of responses:

59 respondents gave feedback about how often they personally view/listen to multimedia content (outside of work).

Frequency of personally watching/listening to online multimedia	# of respondents	% of respondents
A few times a month	24	40.7%
A few times a day	14	23.7%
A few times a week	10	16.9%
Not at all	6	10.2%
Once every day or two	5	8.5%

How often do people personally view / listen to general multimedia, outside of work?



Section 3: Social media tools and practices

Q1 - Organizations using social media tools

Our question: Is your organization using any social media tools to connect with members and clients? *(Part A)*
You may optionally include the names of the tools you are using in the comments box. *(Part B)*

Options - Part A:

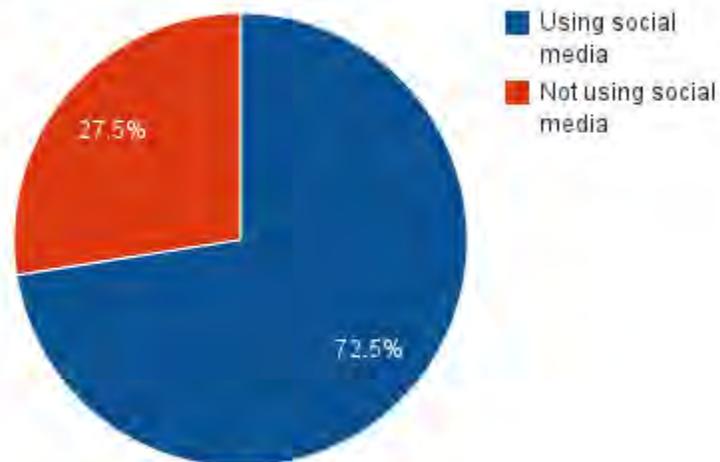
- Yes, we do.
- No, we don't.

Summary of responses - Part A:

40 organizations gave feedback about the social media tools they are using.

Organizations using social media tools	# of organizations	% of organizations
Using social media	29	72.5%
Not using social media	11	27.5%

How many PLEI organizations are using social media tools?



Summary of custom feedback - Part B:

21 organizations shared the names of the social media tools they are using, and provided additional information.

Social media tool	# of organizations	% of organizations
Facebook	19	34.5%
Twitter	18	32.7%
LinkedIn	9	16.5%
YouTube	6	10.9%
Google +	1	1.8%
MSN	1	1.8%
Tweetdeck	1	1.8%

Social media - custom feedback

5 respondents provided us with additional details on their organization's social media practices.

- Resources are few and far between including providing content to social media
- The Justice Canada firewall actively blocks all access to social media sites.
- Adopted a social media strategy April 2011 (following PLEAC and Click-Away conference education/information). Have monthly themes that we tweet and post on, themes align with traditional trends i.e. January - Consumer Law, February - Paying Taxes. Tweet/post trending topics and retweet/repost PLEI community tweets/posts.
- Only a small part of what we post to social media is PLEI.
- We primarily use these tools to broadcast information but rarely engage in a back and forth dialogue with other people/organizations.

Q2 - Frequency of social media updates

Our question: How often does your organization update your various social media homes/profiles? (Ex: updating your Facebook wall, tweeting on Twitter). Please choose the option that best fits your organization’s general approach. (Conditional: We only asked this question if the respondent indicated that their organization does use social media)

Options:

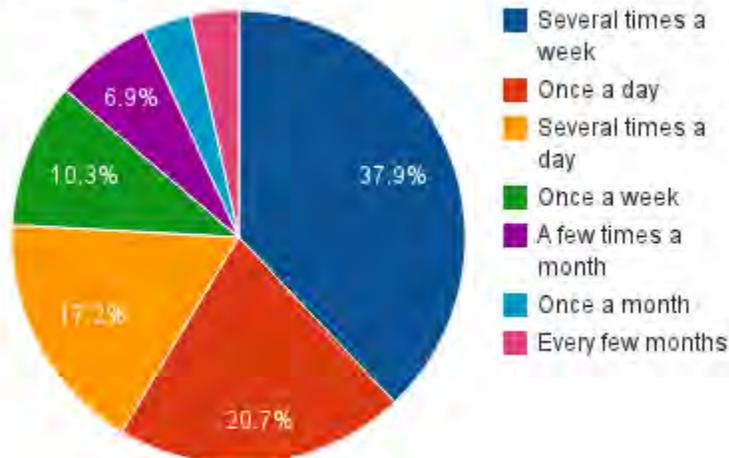
- Several times a day
- Once a day
- Several times a week
- Once a week
- A few times a month
- Once a month
- Every few months

Summary of responses:

29 organizations gave feedback about how often they update their various social media homes.

Frequency of social media updates	# of organizations	% of organizations
Several times a week	11	37.9%
Once a day	6	20.7%
Several times a day	5	17.2%
Once a week	3	10.3%
A few times a month	2	6.9%
Once a month	1	3.5%
Every few months	1	3.5%

If using social media tools, how often do PLEI organizations update their social media home(s) / profile(s)?



Q3 - Social media goals

Our question (Part A): How would you best describe your organization’s goals when delivering PLEI via social media? Please rate each of the options below in order of importance, where 1 is your most important goal, and 5 is your least important goal. *(Conditional: We only asked this question if the respondent indicated that their organization does use social media)*

Options - Social media goals:

- To increase awareness of our organization and the work we do.
- To collect feedback from our community.
- To bring attention to specific campaigns, news items, or issues.
- To mobilize our community to take action on specific issues.
- To generate community discussion and engage our members.

Rating your responses: We assigned a number value to each option to allow us to rate each choice.

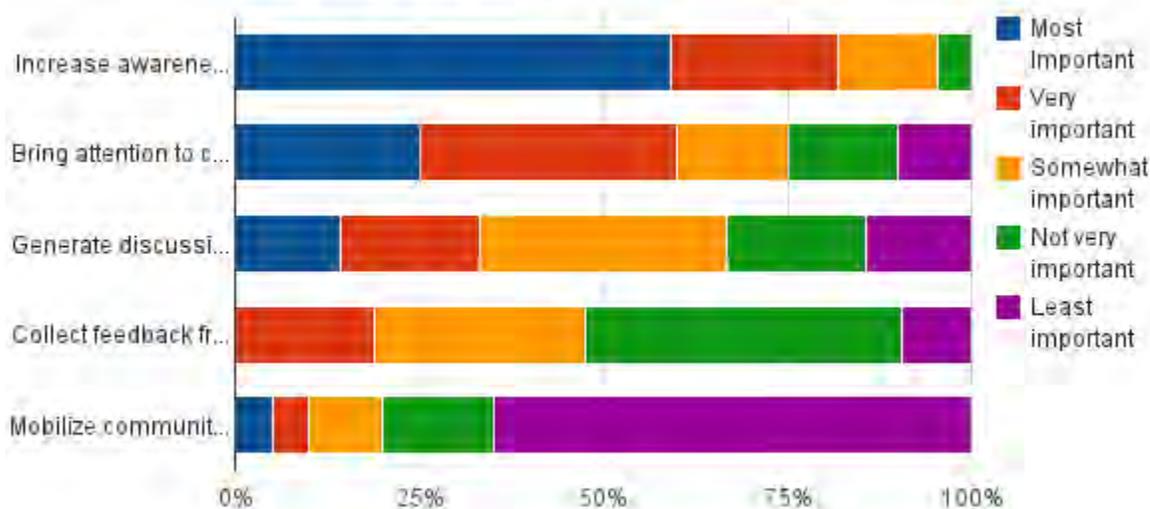
- **Most important** = 5 points
- **Least important** = 1 points

Summary of responses:

22 respondents gave custom feedback about their organization’s PLEI-focused usage of social media tools.

Social media goals	Most Important (# of people / % of responses)	Very Important	Somewhat important	Not very important	Least Important	Sum of Rating (points)
Increase awareness of organization and work	13 / 59%	5 / 23%	3 / 14%	1 / 5%	0 / 0%	96
Bring attention to campaigns, news items, or issues	5 / 24%	7 / 33%	3 / 14%	3 / 14%	2 / 10%	70
Generate discussion and engage members	3 / 15%	4 / 20%	7 / 35%	4 / 20%	3 / 15%	63
Collect feedback from community	0 / 0%	4 / 19%	6 / 29%	9 / 43%	2 / 10%	54
Mobilize community to take action	1 / 5%	1 / 5%	2 / 10%	3 / 15%	13 / 65%	34

What are the most important goals PLEI providers have when using social media?



Our question (Part B): Please describe any additional goals your organization has when it comes to using social media.

Social media goals – custom feedback

10 respondents from 10 organizations gave custom feedback about their social media goals.

- Engaging with Youth.
- Creating more accessible communication pathways.
- Increased interactivity with clients.
- Rapid adaptation to changing legislation and changing communication platforms.
- Reaching more clients without ratcheting up costs.
- Sharing important information and sights rapidly and widely.
- Influencing policy.
- Educating mainstream media.
- Saving trees and reducing resource consumption.
- It's a part of our liaison and outreach-to-the-legal-community work.
- Our use of social media and multimedia has mostly focused on furthering fund development goals rather than as a PLEI tool.
- To invite help - finding new office space, volunteers for photo shoot.
- This is mostly due to the resources (both people and \$) required to create and utilize these tools across our organization.
- Raise awareness of PLEI for the purpose of increasing community awareness, knowledge and use of PLEI
- To learn of community interests and needs through following topical discussions (e.g., A2J) and feeds of others
- To link to other like-minded groups and organizations
- To provide direct support and consultation to clients who are dealing with poverty law issues
- To share legal info with followers; To inspire followers to learn more about legal rights, info & training
- We use social media to communicate primarily with the PLEI community and media, rather than the public.

Q5 - Individuals personally using social media tools outside of work

Our question: Do you personally use any social media tools to connect with friends, family and/or colleagues?

Options:

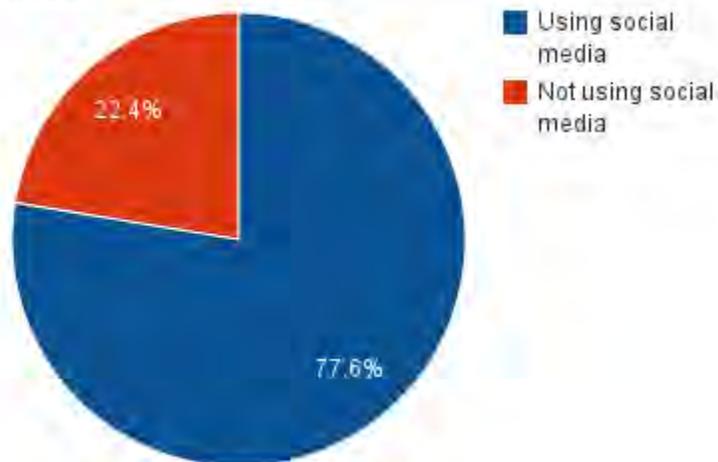
- Yes
- No

Summary of responses:

A total of 58 respondents gave feedback about personally sharing multimedia content (outside of work).

Individuals personally sharing multimedia content via media sharing websites (outside of work)	# of respondents	% of respondents
Sharing	45	77.6%
Not sharing	13	22.4%

How many people personally use social media tools to connect with friends, family and/or colleagues outside of work?



Section 4: Other online practices

Q1 - Individuals who use rating or voting features

Our question: Have you personally ever rated or voted on a topic or product online? (Ex: Like/Dislike, 0-5 Stars)

Options:

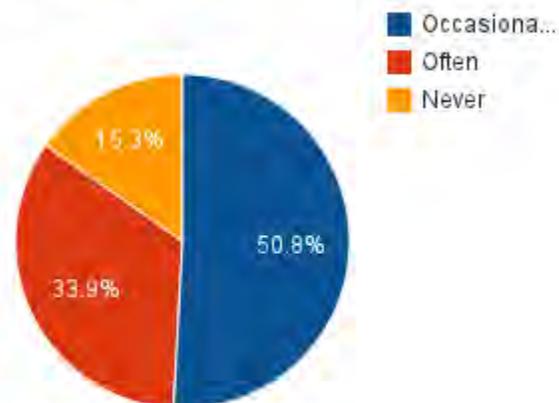
- Yes, often
- Yes, occasionally
- No

Summary of responses:

A total of 59 respondents gave feedback about personally rating or voted on a topic or product online.

Individuals who use rating or voting features	# of respondents	% of respondents
Occasionally	30	50.8%
Often	20	33.9%
Never	9	15.3%

How many people rate or vote on topics or products online?



Q2 - Individuals who review online content

Our question: Have you personally ever taken time to review something online so others can learn from your experience?

Options:

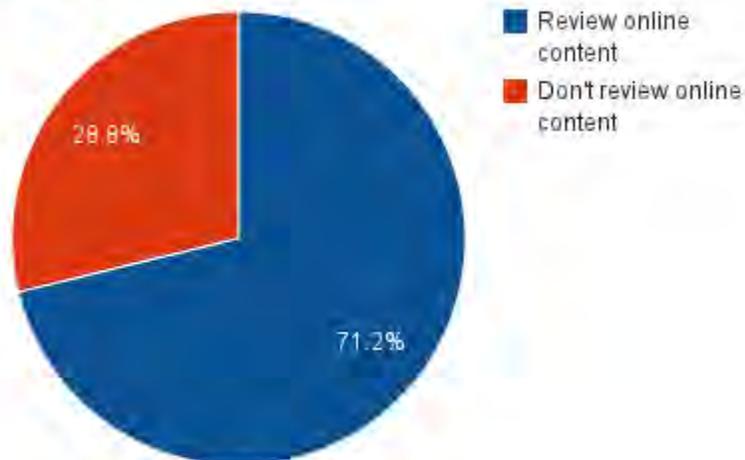
- Yes
- No

Summary of responses:

A total of 59 respondents gave feedback about reviewing online content.

Individuals who review online content	# of respondents	% of respondents
Review online content	42	71.2%
Don't review online content	17	28.8%

How many people review something online so others can learn from their experience?



Q3 - Individuals who participate in other online activities

Our question: Do you currently participate in any of the following ways of engaging in online discussion? Please check all that apply to your current personal AND professional online practices.

Online activities:

- I read discussion forums
- I post to discussion forums
- I am subscribed to email lists
- I am active in posting to email lists
- I participate in telephone/video conferencing
- I use chat and instant messaging programs
- I post status updates via a social networking site
- I comment on blogs, videos, news stories or status updates

Options:

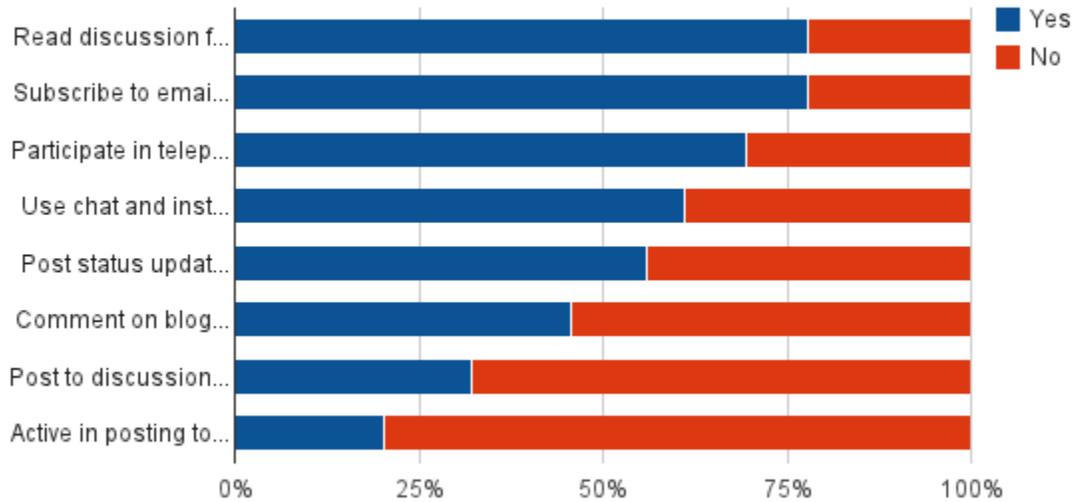
- Yes
- No

Summary of responses:

A total of 59 respondents gave feedback about their participation in other online activities.

Online activities	Yes (# of respondents)	Yes (% of respondents)	No (# of respondents)	No (% of respondents)
Read discussion forums	46	78%	13	22%
Subscribe to email lists	46	78%	13	22%
Participate in telephone/video conferencing	41	69%	18	31%
Use chat and instant messaging programs	36	61%	23	39%
Post status updates via social networking sites	33	56%	26	44%
Comment on blogs, videos, news stories or status updates	27	46%	32	54%
Post to discussion forums	19	32%	40	68%
Active in posting to email lists	12	20%	47	80%

How many people participate in the following online activities?



Q4 - Organizations participating in online training or courses related to PLEI

Our question: Has any of the staff at your organization ever participated in any PLEI and/or technology related online training or courses? (Part A) You may optionally provide details on what online training you've tried in the comments box. (Part B)

Options - Part A:

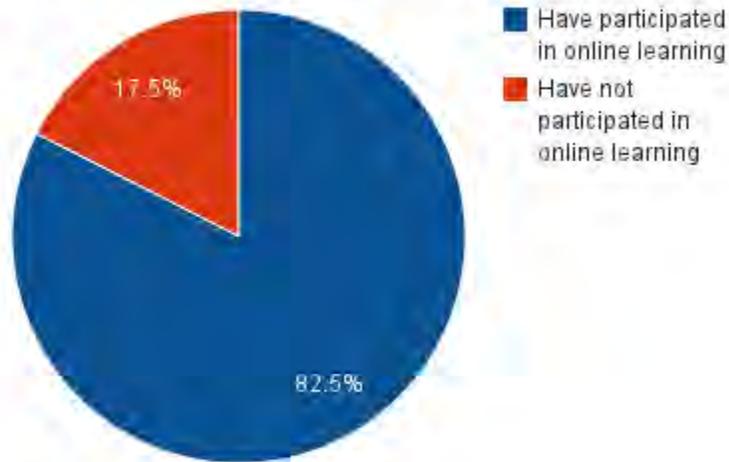
- Yes, we have
- No, we haven't

Summary of responses - Part A:

58 respondents from 40 organizations gave feedback about their participation in online training or courses related to PLEI.

Staff participation in online learning	# of organizations	% of organizations
Have participated in online learning	33	82.5%
Have not participated in online learning	7	17.5%

How many organizations have staff who have participated in online training or courses related to PLEI?



Participation in online training - custom feedback

18 respondents from 18 organizations shared feedback about online training they have participated in.

- Advocacy staff are required to take online training offered through PovNetU
- CLEONet webinars
- Clicklaw, Justice Education Society programs, BCCL online videos
- Creating effective websites & search engine optimisation, Just a Click Away conference in Vancouver
- I have taken a seniors course with PovNet. I do not think the organization as a whole has participated however.
- I've taken online computer training - Word 2003, Access 2003
- Just a Click Away webinars
- One of our staff has participated in a PLEI course in BC, and I participated in a variety of events, ranging from "lunch 'n' learn" sessions on marketing via social media to Health Canada symposia on web-based Health Information.
- LESA (Legal Education Society of Alberta) webinars, software training
- Just a Click Away webinars
- Members of our staff have participated in training on how to use Clicklaw in our own work.
- Online course on online instruction (!). Many webinars of online tools/databases of legal information.
- Online seminars and webinars. Online courses. Reading PLEI articles (Richard Zorza, Michael Geist etc.)
- PovNetU Course
- Speaking personally: participating in and facilitating webinars; Moodle Moot; online trainings (self-directed only) but nothing PLEI-related
- Staff has attended PovNetU training courses. Question below: We also help facilitate these same courses.
- The pre-Just A Click Away Conference modules
- We have had training from Pro Bono. net which hosts our website

Q5 - Organizations who produce/manage PLEI online training or courses

Our question: Does your organization currently produce or manage any PLEI and/or technology related online training or courses, either for the public or for colleagues?

Options:

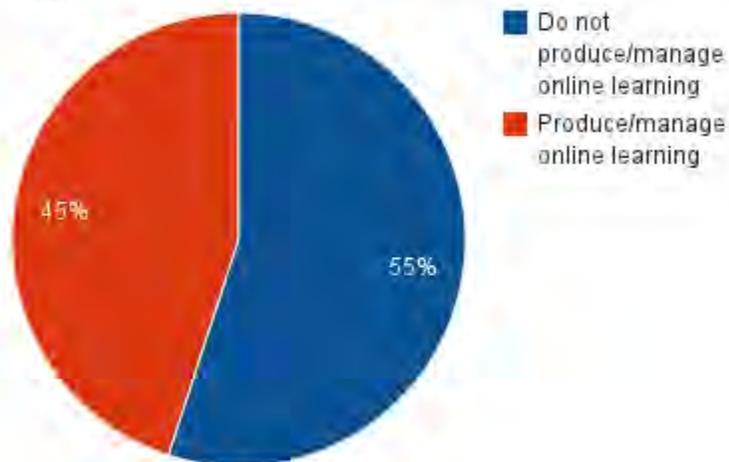
- Yes, we do
- No, we don't

Summary of responses:

58 respondents from 40 organizations gave feedback about producing/managing PLEI online training or courses.

Organizations producing/managing online learning	# of organizations	% of organizations
Do not produce/manage online learning	33	55%
Produce/manage online learning	18	45%

How many organizations currently produce or manage any PLEI and/or technology related online training or courses?



Q6 - Organizations who use a web stats program

Our question: Does your organization use a web statistics program to track how people are using your website?
(Ex: Google Analytics, Webalizer, PiWik)

Options:

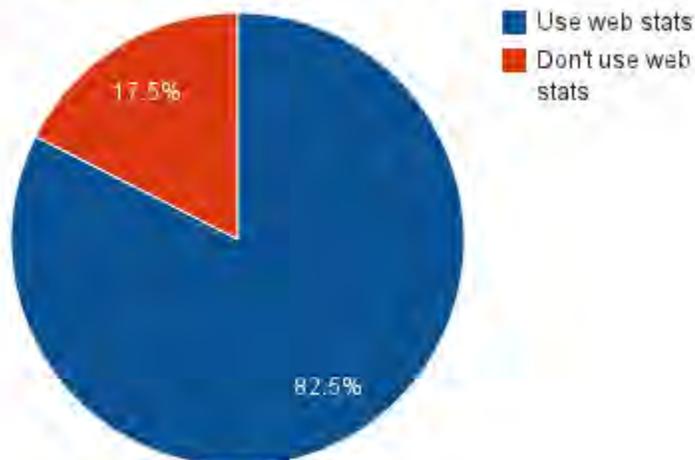
- Yes, we do
- No, we don't

Summary of responses:

58 respondents from 40 organizations gave feedback about use a web statistics program.

Organizations using web stats	# of organizations	% of organizations
Use web stats	33	82.5%
Don't use web stats	7	17.5%

How many organizations use a web statistics program to track how people are using their website(s)?



Q7 - Organizations who use polls or surveys to gather public feedback

Our question: Does your organization ever use polls or surveys to gather public feedback?

Options:

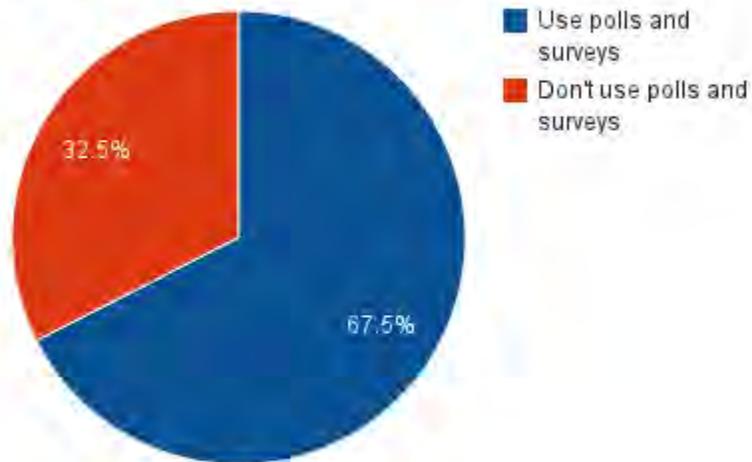
- Yes, we do
- No, we don't

Summary of responses:

59 respondents from 40 organizations gave feedback about using polls or surveys.

Organizations using polls and surveys	# of organizations	% of organizations
Use polls and surveys	27	67.5%
Don't use polls and surveys	13	32.5%

How many organizations use use polls or surveys to gather public feedback?



Q8 - Organizations who have websites

Our question: Does your organization have a website? (*Part A*) You may optionally include links in the comments box. (*Part B*)

Options - Part A:

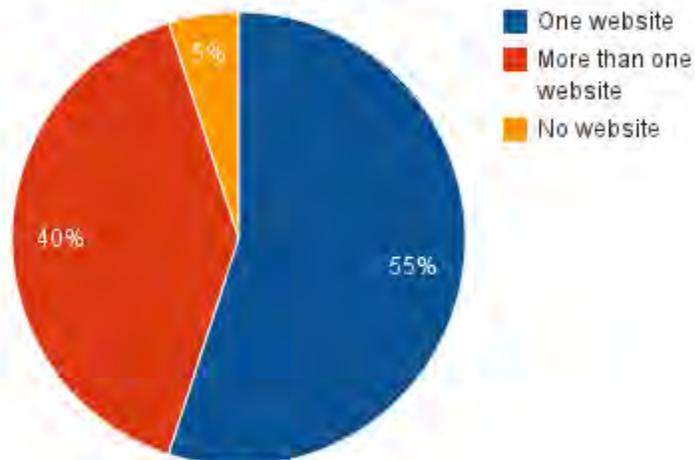
- Yes, we have one website.
- Yes, we have more than one website.
- No, we don't.

Summary of responses - Part A:

59 respondents from 40 organizations gave feedback about their website(s).

Organizations with websites	# of organizations	% of organizations
One website	22	55%
More than one website	16	40%
No website	2	5%

How many organizations have websites?



Summary of custom feedback - Part B:

19 respondents from 19 organizations provided links to their website(s) - Not included in this report.

Q9 - Frequency of website content updates

Our question: How often does your organization update your website with new content?

Options:

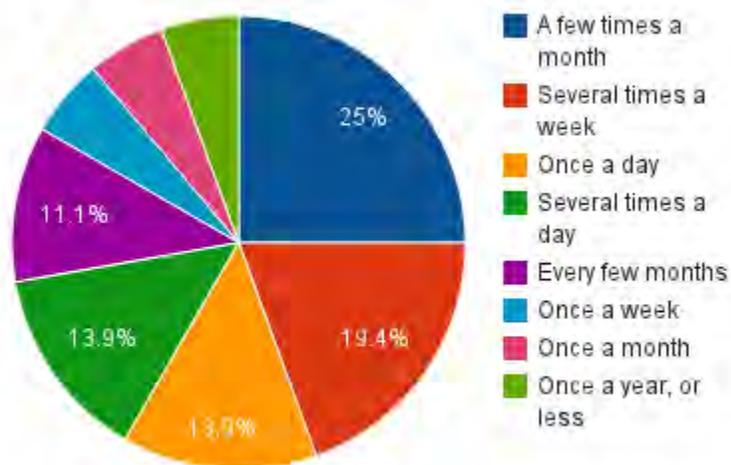
- Several times a day
- Once a day
- Several times a week
- Once a week
- A few times a month
- Once a month
- Every few months
- Once a year, or less

Summary of responses:

54 respondents from 36 organizations gave feedback about how often they update their website(s).

Frequency of website updates	# of organizations	% of organizations
A few times a month	9	25%
Several times a week	7	19.4%
Once a day	5	13.9%
Several times a day	5	13.9%
Every few months	4	11.1%
Once a week	2	5.6%
Once a month	2	5.6%
Once a year, or less	2	5.6%

How often do organizations update their website(s) with new content?



Q10 - Organizations who seek open-source, free or low-cost software solutions

Our question: Does your organization tend to look for open-source, free or low-cost software solutions when it comes to choosing tools for technology-based PLEI projects?

Options:

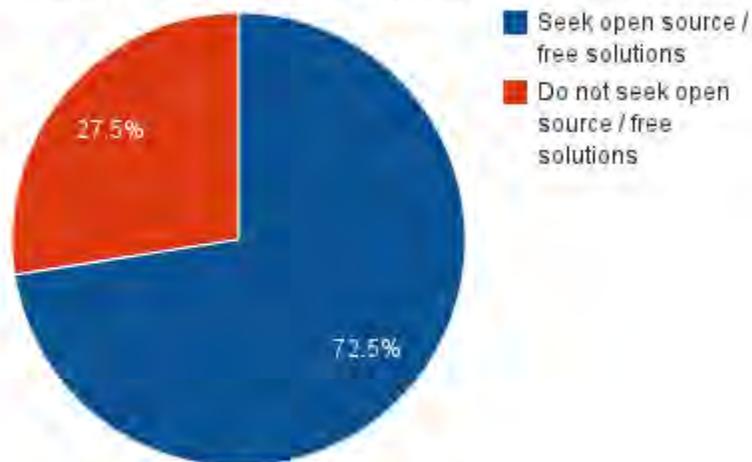
- Yes, we do
- No, we don't.

Summary of responses:

59 respondents from 40 organizations gave feedback about seeking open-source, free or low-cost tools.

Organizations seeking open source/free options	# of organizations	% of organizations
Seek open source / free solutions	29	72.5%
Do not seek open source / free solutions	11	27.5%

How many organizations tend to look for open-source, free or low-cost software solutions when it comes to choosing tools for technology-based PLEI projects?



Section 5: Resources

Q1 - Individuals with limited Internet access at work

Our question: Is your Internet access limited in any way at work? (Ex: are you unable to access various social media websites?)

Options:

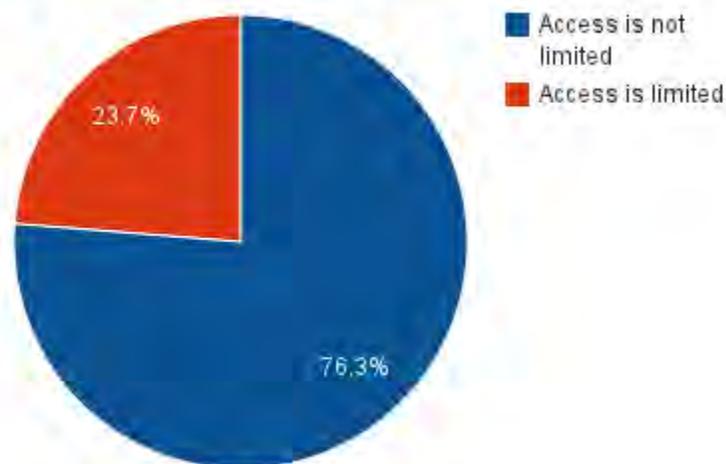
- Yes, I do have limited access
- No, I am able to view all web pages and internet content.

Summary of responses:

59 respondents gave feedback about their Internet access at work.

Individuals with limited Internet access	# of respondents	% of respondents
Access is not limited	45	76.3%
Access is limited	14	23.7%

How many people have limited Internet access at work?



Q2 - Updates and changes to work computers

Our question: Are you and other staff at your organization able to update your computers and install new programs to try out?

Options:

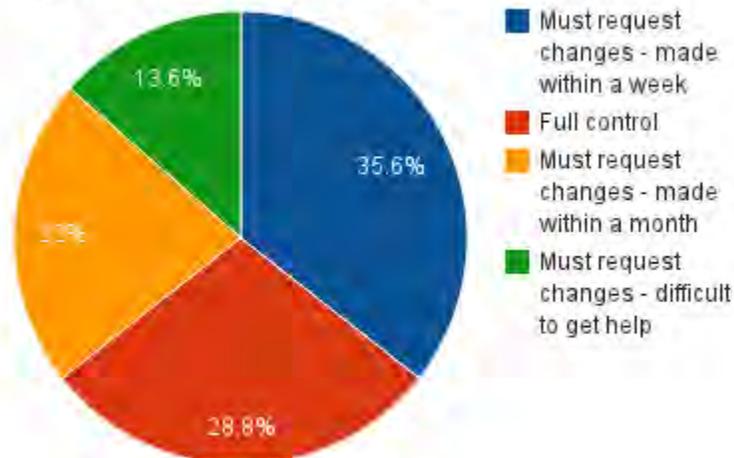
- Yes, we always have full control our work computers.
- No, but we can ask for help, and the requested changes usually happen within a week.
- No, but we can ask for help, and the requested changes usually happen within a month.
- No, we cannot make these changes, and it's difficult to get assistance when it comes to these types of requests.

Summary of responses:

59 respondents gave feedback about how they perform updates and make changes to their work computers.

Individuals with administrative control of work computers	# of respondents	% of respondents
Must request changes - made within a week	21	35.6%
Full control	17	28.8%
Must request changes - made within a month	13	22%
Must request changes - difficult to get help	8	13.6%

How many people need to request help with updating their computers and installing new programs at work? How quickly are those requests performed?



Q3 - Seeking general technical advice from PLEI colleagues

Our question: Do you ever seek the advice of your PLEI colleagues (internally and/or outside your organization) if you feel stuck or stumped on a technical issue of any kind?

Options:

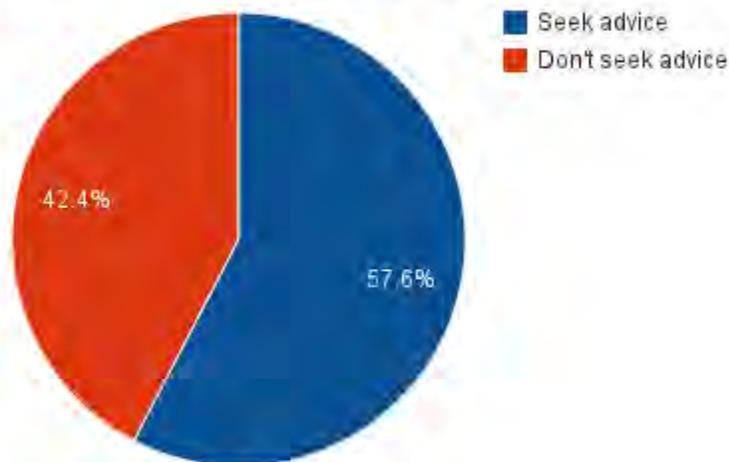
- Yes, I do
- No, I don't

Summary of responses:

59 respondents gave feedback about seeking technical advice from PLEI colleagues.

Individuals who seek technical advice from colleagues	# of respondents	% of respondents
Seek advice	34	57.6%
Don't seek advice	25	42.4%

When stuck on a technical issue, how many people seek the advice of their PLEI colleagues?



Q4 - Seeking feedback from PLEI colleagues about new projects in development

Our question: Do you ever ask for advice or feedback from your PLEI colleagues (internally and/or outside your organization) during the development of an online or technology-based PLEI project?

Options:

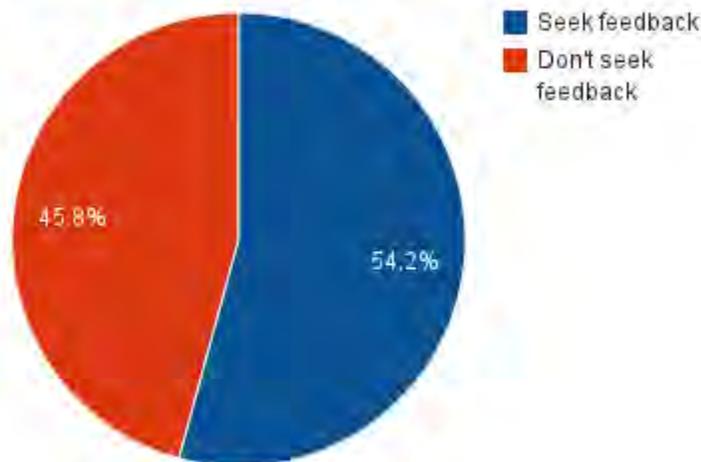
- Yes, I do
- No, I don't

Summary of responses:

59 respondents gave feedback about seeking feedback from PLEI colleagues about projects in development.

Individuals who seek feedback on technical projects from colleagues	# of respondents	% of respondents
Seek feedback	32	54.2%
Don't seek feedback	27	45.8%

When creating a new PLEI-and-tech project, how many people seek feedback from PLEI colleagues?



Q5 - Human resources for investigating and exploring technological solutions

Our question: Who investigates and explores technological solutions for your organization? Choose all that apply.

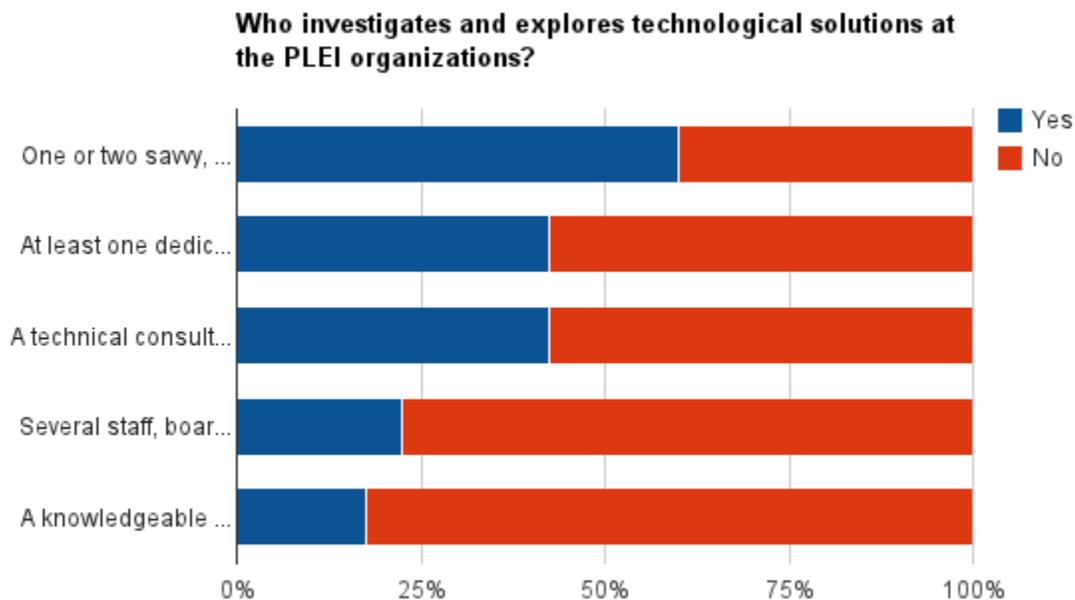
Options:

- We have at least one staff member who is totally dedicated to managing our use of technology.
- We have one or two savvy staff members who look into technology-related issues in addition to their regular work.
- We have several staff, board and/or committee members who investigate technological needs and discuss solutions together.
- We involve (a) knowledgeable community member(s) to help us figure out the best route to take.
- We hire a technical consulting company to help us figure out the best route to take.

Summary of responses:

59 respondents from 40 organizations gave feedback about their organizations' human resources for investigating and exploring technological solutions.

Human resources for researching technical solutions	# of organizations	% of organizations
One or two savvy, non-dedicated staff	24	60%
At least one dedicated staff member	17	43%
A technical consulting company	17	43%
Several staff, board and/or committee members	9	23%
A knowledgeable community member	7	18%



Q6 - Preferred methods for investigating options and finding PLEI-and-tech solutions

Our question: If you are involved in exploring technical solutions, please check all the approaches that apply to your process.

Options:

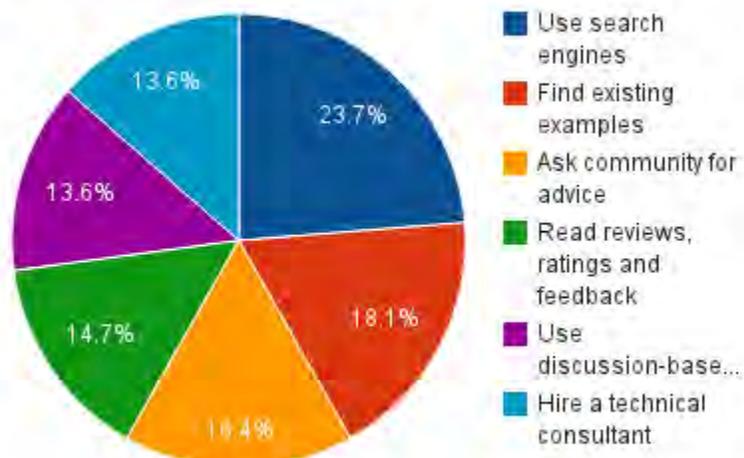
- I use search engines to locate websites containing tips, resources and tool suggestions.
- I read and ask questions on discussion-based websites.
- I check related user reviews, ratings and other public feedback.
- I seek existing examples of similar technical solutions / challenges.
- I ask the community for advice, including our volunteers, other local organizations, friends and family.
- I hire a technical consulting company to help.

Summary of responses:

50 respondents from 40 organizations gave feedback about their preferred methods for investigating options and finding PLEI-and-tech solutions.

Methods for finding PLEI-and-tech solutions	# of respondents	% of respondents
Use search engines	42	84%
Find existing examples	32	64%
Ask community for advice	29	58%
Read reviews, ratings and feedback	26	52%
Use discussion-based websites	24	48%
Hire a technical consultant	24	48%

How do people who are directly involved in finding PLEI-and-tech solutions investigate their options?



Q7 - Time resources for technology-based projects

Our question: How much time does your organization dedicate (in total) to working on all of your technology-based projects? This includes planning, investigating, updating websites and social media, technical maintenance, etc.

Options:

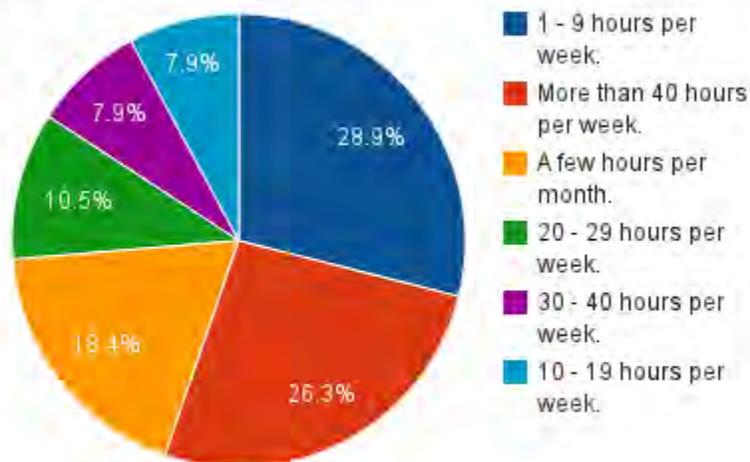
- More than 40 hours per week
- 30 - 40 hours per week
- 20 - 29 hours per week
- 10 - 19 hours per week
- 1 - 9 hours per week
- A few hours per month

Summary of responses:

56 respondents from 38 organizations gave feedback about their time resources for technology-based projects.

Time dedicated to technology-based projects	# of organizations	% of organizations
1 - 9 hours per week	11	28.9%
More than 40 hours per week	10	26.3%
A few hours per month	7	18.4%
20 - 29 hours per week	4	10.5%
30 - 40 hours per week	3	7.9%
10 - 19 hours per week	3	7.9%

How much time do PLEI organizations dedicate to technology-based projects?



Section 6: Getting involved

Q1 - Identify innovative technology-based PLEI projects and ideas

Our question: We would love to hear what technology-based PLEI projects your organization is working on, or what projects you will be working on soon. Please take a moment to let us know about what you are up to -- we may contact you for an interview, and feature your innovative project on PLEI Connect / La Connexion VIJ!

Innovations

24 respondents from 20 organizations gave custom feedback about their innovative PLEI-and-technology-based projects and ideas. We can't directly share that feedback with you, but here's a short list of just some of the inspiring PLEI and tech projects that we'll be encouraging members to share with one other via PLEI Connect:

- Moodle-based training with audio and text
- General info in ASL videos
- Podcasts
- Online training for advocates and front line workers
- User needs survey
- Website redesign
- Conversion of fact sheets and booklets to e-books
- Webinars: legal information, train the trainer, evaluating PLEI projects.
- Videos
- Post-event broadcasting
- Print-on-demand Wikibooks
- Youth website
- Creation of video resources through a peer-generated process that will rely primarily on hand-held multi-media devices to capture content.
- Smartphone app that provides legal information to tenants about their rights when dealing with their landlord
- Affordable means to capture the rich content of our in-person presentations to community groups in ways that permit widespread dissemination and sharing while also respecting privacy
- Provide summary legal advice by video conference
- YouTube channel featuring segments on topical issues relating to the law
- Online Registry for personal planning documents
- Applications that are relevant to First Nations and Inuit communities
- Closed information/discussion site
- New production platform for books and document assembly system
- Quiz questions associated with videos
- Private online resource bank for lawyers, law students, articling students and pro bono clinic staff, to support the legal community in pro bono initiatives.

Q2 – Identify key members who want to be more involved in helping with PLEI Connect

Our question: Would you (or anyone else in your organization) like to be more involved in the PLEI Connect / La Connexion VIJ community? If so, please check off the tasks that interest you.

Options:

- Helping to test the new online community before it publically launches.
- Writing articles or reviews on innovative projects and/or technical solutions.
- Sparking and/or moderating informed community discussion on topics that are relevant.
- Identifying and/or rating popular and useful community content.
- Answering basic technical questions for members of other PLEI organizations.
- Suggesting tools and resources to be featured on the website.
- No thanks.

Summary of responses:

59 respondents gave feedback about how (and if) they would like to be more involved in PLEI Connect.

Volunteer tasks	# of respondents	% of respondents
Testing site before launch	34	34.7%
Suggesting tools and resources	16	16.3%
Identifying relevant content	15	15.3%
Moderating discussion	12	12.2%
Not involved	11	11.2%
Writing articles or reviews	6	6.1%
Answering technical questions	4	4.1%

How many people are interested in helping with PLEI Connect, and how would they like to be involved?

