

MyLawBC Evaluation Survey

Frequently Asked Questions

What is the survey about?

The Legal Services Society of British Columbia (BC LSS) has hired R.A. Malatest & Associates, a Canadian research company, to conduct a survey with their website users to evaluate how well the website works and what could be improved. The survey is completely voluntary and your identity will not be shared.

What is the purpose of the survey?

The purpose of the survey will be to evaluate MyLawBC's website and online resources in order to determine whether it is meeting the needs of those who use it. Your feedback can help improve the website for future users.

How long will the survey take?

The survey will take approximately 2-3 minutes to complete.

What do I have to do?

If you are using MyLawBC.com, you will be asked to participate in a brief survey about your experience with the website. The survey will ask a few questions about the website and at the end it will ask you if you would like to participate in future research in order to gather more in-depth information about your website experience. In the future, you may be invited to participate in an online survey or telephone interview. If you agree to participate in future research about your website experience, you will have the opportunity to tell us the best way to reach you so that you can participate. Your participation is completely voluntary and will not affect the services you may be receiving from the Legal Services Society.

Do I have to participate?

Your participation is completely voluntary. Any services you are receiving from the Legal Services Society will not be affected. No one at the Legal Services Society will know if you participate or not.

Can I change my mind later?

If you decide to participate and then change your mind, you may do so without explanation. Withdrawing from the survey will not impact your services from the Legal Services Society in any way.

What will I get if I participate?

You will be helping the Legal Services Society improve MyLawBC.com, which is a free, online, legal resource. If you participate in the brief preliminary survey and select to participate in the prize draw, you will be entered into a random draw to win a \$100 cash prize. If you participate in a future user survey and select to participate in the prize draw, you will be entered into a random draw to win a \$150 cash prize. Users that provide feedback by way of a telephone interview will be provided with an honorarium of \$20.

Are there any risks?

There are no risks to completing the survey. This survey will ask questions about your experiences with MyLawBC.com. You can choose not to answer any question if you wish. Your decision to participate in the survey will not impact any services you receive from the Legal Services Society. Malatest also has rigorous policies and security in place to protect your privacy; for more information, please visit www.malatest.com/Privacy.htm

How can I complete the survey?

The survey is available online at MyLawBC.com. The answers come directly to Malatest and no one at the Legal Services Society will know how you answered the questions.

You can also complete the survey online by going to www.webreview.malatest.net

To complete the survey by phone, call Malatest at **1-855-412-1942**

Monday through Thursday: 8:30 a.m. and 8:30 p.m.

Friday: 8:30 a.m. – 5:00 p.m.

Saturday: 10:00 a.m. to 6:00 p.m.

Sunday: Noon till 8 p.m.

Are you trying to sell me something?

The sole purpose of the survey is to gather information about users' experiences on MyLawBC.com and evaluate what is working well and what could be improved. You will not be asked to buy anything.

What kind of information will be asked?

- Your overall experience with MyLawBC.com
- How often you visit the website
- The type of information you were trying to find on MyLawBC.com
- Your consent in participating in a more in-depth survey or a telephone interview about your overall experience using MyLawBC.com
- If you consent to participate in future research, we will ask you to tell us how you would like to be contacted and if there are any considerations that we should be aware of prior to contacting you

How is my information shared? Will anyone know what information I gave?

What you say in the survey will only be reported and shared when combined with other participants' information. Your personal information will not be shared; no one except Malatest researchers will be able to know how you answered questions.

How do I check if the survey is validated?

To verify that this is a valid survey you can go to the Marketing Research and Intelligence Association's (MRIA) website by [clicking here](#). The project registration is **20170602-690X**.

How do I delete the browser history on my computer/smart phone so no one knows that I was on the website or completed the survey?

There are different instructions depending on the web browser or device you use to access the Internet. In your web browser, you can [click here](#) and select your Internet browser from the list. If you have any difficulty, contact Nick Palaj at Malatest for assistance at 1-800-665-5848 ext 419 from 8:30 a.m. – 5:00 p.m. (PDT) Monday through Friday.

Where do I go to know what my privacy rights are?

To get more information about your privacy rights, you can read the Privacy Information Protection Act (PIPA) at http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_03063_01.

What is the Privacy Information Protection Act (PIPA)?

The Privacy Information Protection Act (PIPA) describes how organizations must handle your personal information. It includes rules about how to collect, use and disclose personal information such as your name, home address or home phone number. You can get a more detailed description on the website of the Office of the Information and Privacy Commissioner for British Columbia at <https://www.oipc.bc.ca/guidance-documents/1438>.

How do I find out more information about my rights or how to file a complaint?

If you want to get more information about your rights or to file a complaint, you can contact the Office of the Information and Privacy Commissioner at <https://www.oipc.bc.ca/for-the-public/> or call (250) 387-5629.

How do I get more information about Malatest's Privacy Policy?

If you would like to get more information about Malatest's privacy policy, go to <http://www.malatest.com/Privacy.htm>.

How do I get more information about the survey?

If you have more questions about the survey, you can call **Nick Palaj at Malatest at 1-800-665-5848 ext. 419** from 8:30 a.m. – 5:00 p.m. (PDT) Monday through Friday, or email webreview@malatest.com for more information.

To reach a representative from Legal Services Society of British Columbia, call Brooke Knowlton, Evaluations and Policy Coordinator at 604-601-6071 from 8:30 a.m. – 4:30 p.m. (PDT) Monday through Friday or email brooke.knowlton@lss.bc.ca for more information.

How do I access the survey?

To complete the survey online, go to www.webreview.malatest.net

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