



**AN EVALUATION OF THE CLICKLAW WIKIBOOK  
*JP BOYD ON FAMILY LAW:***

**PHASE 1 FINAL REPORT**

Prepared by:

Lorne D. Bertrand, Ph.D.  
Joanne J. Paetsch, B.A.

Submitted to:

The Law Foundation of British Columbia  
and  
Courthouse Libraries BC

October 2015

The views in this report are those of the authors,  
and do not necessarily reflect the views of the  
Law Foundation of British Columbia or  
Courthouse Libraries BC.

# TABLE OF CONTENTS

<b>Executive Summary .....</b>	<b>vii</b>
<b>Acknowledgements .....</b>	<b>xii</b>
<b>1.0 Introduction .....</b>	<b>1</b>
1.1 Background.....	1
1.2 Description of the Project.....	2
1.3 Methodology.....	3
1.3.1 Study Design.....	3
1.3.2 Data Collection .....	4
1.3.3 Limitations .....	4
<b>2.0 Results from Google Analytics .....</b>	<b>6</b>
2.1 Introduction .....	6
2.2 Demographic Characteristics .....	6
2.3 User Characteristics .....	8
2.4 Characteristics of Pages Viewed .....	9
<b>3.0 Findings from the Pop-up Survey .....</b>	<b>13</b>
3.1 Demographic Characteristics .....	13
3.2 Experiences with the Wikibook .....	15
3.3 Respondents' Satisfaction with the Wikibook .....	17
3.4 Respondents' Concluding Comments .....	20
<b>4.0 Findings from the Initial Follow-up Survey.....</b>	<b>23</b>
4.1 Demographic Characteristics .....	23
4.2 Respondents' Opinions about the Wikibook .....	25

4.3	Responses from Teachers/Professors .....	30
4.4	Responses from Legal Professionals .....	30
4.5	Respondents' Legal Problems .....	33
<b>5.0</b>	<b>Summary, Conclusions and Recommendations .....</b>	<b>37</b>
5.1	Summary .....	37
	5.1.1 Google Analytics .....	37
	5.1.2 Pop-up Survey .....	38
	5.1.3 Initial Follow-up Survey .....	39
5.2	Conclusions.....	42
5.3	Recommendations.....	44
	Glossary .....	46
	Appendix A Pop-up Wikibook Survey	
	Appendix B Follow-up Wikibook Survey	

## LIST OF TABLES AND FIGURES

Figure 2.1	Percentage of Canadian Page Views by Province/Territory .....	7
Figure 2.2	Percentage of Page Views by Day of Week.....	7
Figure 2.3	Percentage of Page Views by Number of Times User was on the Site .....	8
Figure 2.4	Percentage of Page Views by Number of Pages Viewed in the Current Session .....	9
Table 2.1	Top Twenty Pages Viewed and Associated Characteristics.....	10
Figure 3.1	Age of Respondents to Pop-up Survey.....	13
Figure 3.2	Where Respondents to Pop-up Survey Reside .....	14
Figure 3.3	Size of Town or City Where Respondents to Pop-up Survey Reside.....	14
Figure 3.4	Highest Level of Education Achieved by Respondents to Pop-up Survey .....	15
Figure 3.5	How Respondents Found Out about the Site .....	16
Figure 3.6	Why Respondents Said they Visited the Site.....	17
Figure 3.7	Extent to Which Respondents Agreed with the Statement: “This website is easy to use” .....	17
Figure 3.8	Extent to Which Respondents Agreed with the Statement: “I found the legal information that I was looking for” .....	18
Figure 3.9	Extent to Which Respondents Agreed with the Statement: “I know more than I did before” .....	19
Figure 3.10	Extent to Which Respondents Agreed with the Statement: “I’d recommend this website to others” .....	19
Table 3.1	Respondents’ Reasons Why Wikibook Didn’t Meet their Needs .....	20
Table 3.2	Respondents’ Additional Comments.....	22
Figure 4.1	Age of Respondents to Follow-up Survey .....	23

Figure 4.2	Size of Town or City Where Respondents to Follow-up Survey Reside .....	24
Figure 4.3	Highest Level of Education Achieved by Respondents to Follow-up Survey.....	24
Figure 4.4	Extent to Which Respondents Found the Information in the Wikibook Useful.....	25
Table 4.1	Respondents' Answers to Various Questions About the Wikibook .....	26
Table 4.2	Extent to Which Respondents Agreed with Various Statements About the Wikibook .....	26
Table 4.3	Respondents' Suggestions on What Could be Changed to Make the Wikibook Better .....	27
Table 4.4	What Respondents Liked Best about the Wikibook .....	28
Table 4.5	What Respondents Liked Least about the Wikibook .....	29
Table 4.6	Respondents' Occupation if their Job Involved the Law .....	31
Table 4.7	Areas of the Law Respondents are Primarily Involved In.....	31
Table 4.8	Reasons Legal Professionals Gave for Directing Clients to the Wikibook.....	32
Table 4.9	Reasons Legal Professionals Gave for Accessing the Wikibook.....	32
Figure 4.5	Respondents' Reports of Who was Helping Them with their Legal Problem.....	33
Figure 4.6	Respondents' Estimates of Their Legal Fees So Far .....	34
Table 4.10	Issues Involved in Respondents' Legal Problems.....	35
Figure 4.7	Respondents' Reports of Whether they Used Various Mechanisms to Try and Resolved Their Legal Problem .....	35

## EXECUTIVE SUMMARY

### Introduction

In 2013, Clicklaw, a public legal education website operated by Courthouse Libraries BC, added *JP Boyd on Family Law* to its collection of on- and off-line wikibooks. Wikibooks are websites built on the MediaWiki platform, an open-source application that powers websites such as Wikipedia and Scholarpedia. Wikibooks are agile, highly adaptable websites typically used to present large amounts of information from multiple authors in a digestible, easily accessible manner. Unlike most MediaWiki websites that allow any user to adjust content, Clicklaw wikibooks use a unique content development model in which potential contributors are screened by the Clicklaw Wikibooks team before being given editorial privileges.

The wikibook *JP Boyd on Family Law* contains more than 120 webpages of substantive legal information, about 500 definitions of common legal words and phrases, links to hundreds of key government and non-government resources, and more than 100 downloadable forms for the British Columbia Supreme and Provincial Courts. In print format, the wikibook exceeds 650 pages. Anecdotal information suggests that the wikibook has been very well received by the bar, the bench and the general public.

In November 2014 the Canadian Research Institute for Law and the Family received a grant from the Law Foundation of British Columbia to conduct the first phase of an evaluation of the *JP Boyd on Family Law* wikibook. Courthouse Libraries BC, which operates the wikibook, then agreed to match the funding to allow an examination of the longitudinal impact of the legal information obtained by users. The grant from Courthouse Libraries BC helps to defray the expenses in the first phase of the project and will fund the second phase of the study.

The first phase of this project evaluated the outputs and the outcomes of the wikibook by collecting and analyzing usage data from Google Analytics and user feedback provided through a pop-up survey accessed through the website and a follow-up survey one week later in order to gauge the efficacy of the wikibook as a collaborative public legal education model.

### Conclusions

The wikibook *JP Boyd on Family Law* is one of several titles available through Courthouse Libraries BC's Clicklaw series. Data from Google Analytics indicate that 46% of the page views in the entire Clicklaw series are of *JP Boyd on Family Law*. Using this statistic, it is estimated that over 63,000 users accessed the wikibook during the five-

month data collection period for this project. This suggests the popularity and usefulness of the site.

According to the pop-up and follow-up surveys, over two-thirds of respondents were female. It may be that women are more likely to respond to a survey invitation; however, women may also be more likely to be self-represented and therefore more inclined to seek legal information from public sources. While the largest proportion of survey respondents was aged 35-44 years, substantial proportions were aged 45-54 and 25-34, indicating that the wikibook is being accessed by a very broad age group.

Additional demographic data from both Google Analytics and the pop-up survey indicated that the substantial majority of users of the wikibook are Canadian and, not surprisingly given the regional focus of the wikibook, are largely from British Columbia. However, it is interesting to note that a considerable number of users are from other parts of Canada as well as international locations. While the majority of users live in metropolitan areas, a large number are from small towns with populations under 10,000. This indicates that the wikibook is reaching rural residents where the availability of legal information and services may be limited.

Findings from the pop-up and follow-up surveys demonstrate that the wikibook is being used by both professionals and members of the public, and that users are, in general, well educated. One-third of respondents to the follow-up survey said that they have a job involving the law or are a law student, and half of these reported that they direct their clients to the wikibook as well. Almost all legal professionals said that they would recommend the wikibook to their colleagues, suggesting that the website is useful for both lawyers and members of the public.

Data from Google Analytics indicate that almost one-third of page views were made by return users, and one-third of respondents to the pop-up survey said that they had visited the wikibook previously. According to Google Analytics, over three-quarters of page views resulted from users who were directed to the page by a search engine. Similarly, one-half of respondents to the pop-up survey said that they found the wikibook through an on-line search, suggesting that the website is friendly to or well optimized for search engines.

One of the positive features of the wikibook is that the information it offers is very accessible to the public and can be copied, saved and reused. However, less than one-half of the follow-up survey participants were aware of this feature.

Both the pop-up and follow-up surveys asked several questions regarding users' satisfaction with the wikibook and responses were extremely positive. Approximately three-quarters of respondents to the pop-up survey agreed that: the wikibook is easy to use; they knew more after visiting the wikibook than they had before; and, they would recommend the wikibook to others. Almost all users said that they would use the



wikibook again. The vast majority of respondents to the follow-up survey said that they found the information in the wikibook to be very useful or somewhat useful. Likewise, almost all respondents agreed that they were able to find the information they needed quickly and easily and they were able to understand the information. Further, almost all participants agreed that the wikibook is a reliable source of information and is more helpful than other sources they have used.

When asked what they liked best about the wikibook, the most common responses were that the website is easy to navigate, easy to understand, and very informative. When asked what they liked least about the wikibook, the most common comments were that it did not have the information they were looking for or the information was not presented in sufficient depth.

While almost all respondents to the follow-up survey agreed that the design and layout of the wikibook made it easy to use, almost one-third thought that the wikibook could be improved. The most common suggestions for improvement were to: add more information and topics; include case law references and citations; and, provide links to other resources.

Google Analytics provides data on the pages that are most frequently accessed on a website, which, for the wikibook, provides an indication of demand for information on particular topics. The most frequently accessed pages in the wikibook, aside from the main or index page, were those that provided practical advice such as the “How Do I...” pages and the pages with access to court forms. This usage pattern suggests that the wikibook is being used by self-represented litigants. Of the pages that cover particular topic areas, those with the highest views included the pages dealing with types of family law agreements, children in family law matters, and financial issues. Additional areas that respondents to the follow-up survey said they would like to see included in the wikibook were topics related to procedural issues, orders, financial issues, and examples of personal situations.

Over one-half of respondents to the follow-up survey said that they are currently dealing with a legal problem and that their problems began, on average, over two years ago. Of the individuals with a legal problem, only one-third reported that they have a lawyer and one-half said they have spent less than \$1000 in legal fees, lending support to the theory that a large proportion of the users of the wikibook are self-represented. Over two-thirds of respondents said that the information in the wikibook has helped them to deal with their legal problem and over three-quarters thought that the information would help them in the future. The second phase of this project will provide the opportunity to examine the long-term efficacy of the wikibook by surveying individuals six months after completion of the initial follow-up survey.

## Recommendations

The findings from this phase of the evaluation of the wikibook *JP Boyd on Family Law* are extremely positive. Users overwhelmingly reported that the wikibook was easy to use and understand and they were able to find the information they were looking for. Further, users said that they found the information very helpful in dealing with their legal problems and they would use the site again in the future.

Based on the findings of the evaluation, the following recommendations can be made:

- (1) This evaluation provides evidence that the wikibook is an extremely valuable resource and it should continue to be hosted by Courthouse Libraries BC. In addition, the website should be updated as necessary to ensure that the most current information is available.
- (2) Although less than one-third of survey respondents thought that the wikibook needs improvement, a common comment was that respondents wanted more information on the topics already included as well as on additional topics. Consideration should be given to expanding the information in the wikibook.
- (3) One of the interesting findings is that the wikibook is used not only by the public, but also by legal professionals. One comment offered by professionals was that they would like more case law and citations included in the wikibook, and consideration should be given to adding this material if it can be done without negatively impacting the accessibility and readability of the wikibook.
- (4) Findings indicated that the wikibook is used by individuals in both large metropolitan and smaller communities; almost one-third of survey respondents reported living in towns or cities with populations less than 50,000. Given the need for access to legal information in rural areas, consideration should be given to further promotion of the wikibook in smaller communities.
- (5) The evaluation suggests that the wikibook is being accessed by self-represented litigants. Given the tremendous need for accessible legal information among this group, additional efforts could be made to further promote the wikibook to individuals without legal representation.
- (6) Although the majority of survey respondents used the on-line wikibook's search function and found the information they were looking for, some respondents reported having problems searching the site. The search function should be reviewed to determine if it is functioning as expected and if any refinements are necessary.

- (7) Given that less than one-half of respondents to the follow-up survey knew that material in the wikibook can be copied, saved and reused, a statement to this effect should be added to the wikibook index page or featured more prominently.
- (8) Since the Create a Book function was used by very few visitors to the wikibook, a more detailed explanation of this feature and its usefulness should be included on the website.
- (9) The evaluation demonstrates the effectiveness of the wiki model in providing legal information to both members of the public and legal professionals. For this reason, other jurisdictions should consider adopting this model for delivery of public legal education.

## ACKNOWLEDGEMENTS

The authors would like to express their appreciation to a number of individuals and organizations for making completion of this project possible. First, thank you to the Law Foundation of British Columbia and Courthouse Libraries BC for providing the funding to conduct the evaluation.

From Courthouse Libraries BC, we extend our appreciation to Brenda Rose, Nate Russell, and Audrey Jun for their input into the design of the project and for reviewing the data collection instruments and this report. Thanks also to Johanne Blenkin for reviewing a draft of the report and to Daniel Lindenberger for completing the programming for the pop-up survey.

Thank you to all of the users of *JP Boyd on Family Law* who completed our surveys – this project would not have been possible without your input.

From the Canadian Research Institute for Law and the Family, we wish to thank John-Paul Boyd, Executive Director, for his guidance throughout the project and for reviewing a draft of this report and Alysia Wright for her review of the report.

Finally, we gratefully acknowledge the ongoing financial support of the Institute by the Alberta Law Foundation.

## 1.0 INTRODUCTION

### 1.1 Background

In September 2014, the Canadian Research Institute for Law and the Family applied to the Law Foundation of British Columbia for a grant to examine the efficacy of the Clicklaw wikibook *JP Boyd on Family Law* and was informed in November 2014 that its application had been successful.<sup>1</sup> The grant covers expenses related to the first phase of an evaluation of the wikibook. Courthouse Libraries BC, which operates the wikibook, then agreed to match the funding to allow examination of the longitudinal effects of the legal information obtained by users. The grant from Courthouse Libraries BC helps to defray the expenses in the first phase of the project and will fund the second phase of the study.

Clicklaw is a public legal education website, operated by Courthouse Libraries BC, aimed at enhancing access to justice by aggregating high quality, plain language legal information from more than 25 contributing organizations. Clicklaw began to experiment with new technologies for the delivery of public legal education in 2012 when it launched the publication *Legal Help for British Columbians* as an online wikibook.

Wikibooks are websites built on the MediaWiki platform, an open-source application that powers websites such as Wikipedia, Scholarpedia and the infamous WikiLeaks. Wikibooks are agile, highly adaptable websites typically used to present large amounts of information from multiple authors in a digestible, easily accessible manner. Unlike most MediaWiki websites that allow any user to adjust content, Clicklaw wikibooks use a unique content development model in which potential contributors are screened by the Clicklaw Wikibooks team before being given editorial privileges.

In 2013, Clicklaw added *JP Boyd on Family Law*, a substantially larger publication, to its collection of wikibooks. This wikibook contains more than 120 webpages of substantive legal information, about 500 definitions of common legal words and phrases, links to hundreds of key government and non-government resources, and more than 100 downloadable forms for the Supreme and Provincial Courts. The wikibook also has a Create a Book function that allows users to create and customize a book containing information of interest to them which can then be saved or printed. In print format, the wikibook exceeds 650 pages. The content of the wikibook is covered by a Creative Commons license. Anecdotal information suggests that the wikibook has been very well received by the bar, the bench and the general public.

---

<sup>1</sup>John-Paul Boyd is the Executive Director of the Canadian Research Institute for Law and the Family and the author of the original content of the wikibook *JP Boyd on Family Law*. Mr. Boyd did not access or review any of the data collected for this project prior to preparation of this report.

The wikibook model implemented in *JP Boyd on Family Law* is innovative in a number of important ways. First, it engages more than 30 members of the provincial bar and bench in a collaborative, voluntary effort to produce and maintain a quality, up-to-date public legal education resource using a decentralized, online editing platform and content originally written by John-Paul Boyd. Second, it provides public legal education through a novel, highly searchable platform that gives users the ability to export information in a variety of formats, including PDF, ePUB and print-on-demand publication. Third, it is powered by free open-source software, and as such has modest maintenance costs after setup.

This evaluation is intended to review the efficacy of the wikibook model of public legal education established by *JP Boyd on Family Law*. In the event the efficacy of this model of public legal education delivery is proven, the introduction of additional wikibook titles, written and maintained by legal professionals in concert with public legal education providers, would be supported within British Columbia and in other jurisdictions.

## 1.2 Description of the Project

The first phase of this project evaluated the outputs and the outcomes of the wikibook *JP Boyd on Family Law* by collecting and analyzing usage data from Google Analytics and user feedback provided through a pop-up survey on the website and a follow-up survey, administered one week later, in order to gauge the efficacy of the wikibook as a collaborative public legal education model. The goals of the first phase of the evaluation were to:

- establish a demographic profile of users;
  - determine whether the website:
    - assists users in understanding the nature of their family law problem,
    - provides the family law information sought by its users,
    - provides information in a manner that is both intelligible and useful to its users, and
    - provides information that assists users in resolving family law problems;
- and
- make recommendations with respect to cautions and best practices for the use of wikibooks as a platform for the delivery of public legal education.

The second phase of the project is being funded by Courthouse Libraries BC and will run from 1 September 2015 to 31 March 2016. This phase of the evaluation will examine the longitudinal effect of legal information obtained from the wikibook through follow-up electronic and telephone surveys, conducted with the original sample group about six months after completion of their first phase surveys. The second phase of the evaluation will:

- determine the extent of users' subsequent and overall use of the wikibook;
- obtain users' retrospective opinions on the utility and usability of the wikibook;
- determine the extent to which information obtained from the wikibook assisted users in resolving their family law problem; and
- determine the extent to which information obtained from the wikibook improved users' general legal competence and ability to identify and address legal issues.

This report presents the findings from the first phase of the study. Chapter 2.0 contains an analysis of the Google Analytics data, Chapter 3.0 contains the results of the pop-up survey, and Chapter 4.0 presents the findings from the initial follow-up survey. The final chapter summarizes the results from the evaluation of the wikibook *JP Boyd on Family Law* and make recommendations regarding the use of the wikibooks for the delivery of public legal education.

## 1.3 Methodology

### 1.3.1 Study Design

Project team members worked with staff at Courthouse Libraries BC to develop the methodology for the evaluation. The Institute was very fortunate in that Courthouse Libraries BC was already in the process of developing the software needed to implement a pop-up survey. It was decided that in order to ensure a good response rate, the pop-up survey had to be very brief and potential respondents should be offered an incentive for completing the survey. To parallel the other pop-up surveys being implemented by Courthouse Libraries BC, an entry form to a monthly draw for a \$100 prepaid Visa gift card was offered to respondents who completed the pop-up survey. To obtain more detail about respondents' demographics and their opinions of the wikibook, respondents were asked if they were willing to be contacted by email in about a week's time to complete a second survey. If they completed the second survey, they would be given five additional entries for the draw.

The pop-up survey was drafted and reviewed by the project team and staff at Courthouse Libraries BC. Some questions on the pop-up survey were designed to parallel items on Courthouse Libraries BC's other surveys to maximize comparability among the projects. When users accessed the wikibook, a pop-up message asked them if they were willing to complete a short survey when they left the website. The pop-up survey was programmed through Fluid Surveys, a Canadian-based online survey tool, and users only received the pop-up message once so they were not inundated with survey requests regardless of frequency of subsequent use of the website. The pop-up survey asked respondents some general demographic questions such as their age, gender, location and highest level of education obtained, as well as some general opinions about the wikibook. A copy of the pop-up survey is included in Appendix A.

The follow-up survey was also administered through Fluid Surveys. Respondents who agreed to complete the follow-up survey were sent an individualized email with a link to the survey so that their responses to the follow-up survey could be linked to their pop-up survey. The follow-up survey asked more specific questions about users' opinions about the wikibook, why they accessed the site, and whether they are personally dealing with a legal problem. Additional questions were asked if respondents were teachers/professors or had a job involving the law. A copy of the follow-up survey is included in Appendix B.

### **1.3.2 Data Collection**

After several rounds of testing using various platforms, the pop-up survey was successfully launched on 10 March 2015. Each week, project staff members reviewed the pop-up survey data to determine which participants agreed to participate in the follow-up survey, and individualized emails were sent to consenting participants with a link to the follow-up survey. Response rates were excellent. During the data collection period,<sup>2</sup> 546 individuals completed the pop-up survey and 351 (64.3%) agreed to be contacted about the second survey, however three follow-up survey invitations were undeliverable. Of the 348 potential respondents to the follow-up survey, 142 (40.8%) completed the follow-up survey, and 117 (82.4%) agreed to be contacted again in six months' time to talk about the long-term benefits of the wikibook, constituting the second phase of the evaluation.

Canadian survey respondents who completed the pop-up survey and provided their email address were given one entry in the monthly draw for a \$100 prepaid Visa gift card, and participants who completed the follow-up survey were provided with five additional entries in the monthly draw.

Data regarding website traffic and usage for the wikibook were downloaded from Google Analytics for the same time period that surveys were being conducted, 10 March 2015 through 7 August 2015.

### **1.3.3 Limitations**

Some limitations to the data collected for this project should be noted. Google Analytics relies on cookies stored on users' computers to track website traffic and usage. For this reason, users who have cookies turned off or frequently clear their cookies will not have their usage accurately recorded. Similarly, users who have javascript disabled in their browsers, users who use multiple devices to access the same site, and multiple users who access a site from the same device will not generate reliable usage data. Thus, data from Google Analytics should be viewed as estimates of the actual usage of the wikibook rather than a precise measure.

---

<sup>2</sup>The pop-up survey was live for about a 4.5 month period between 10 March 2015 and 24 July 2015. Data collection for the initial follow-up survey occurred during the period 18 March 2015 to 7 August 2015.



While the large sample size for the pop-up survey enhances the generalizability of findings to the population as a whole, it should be kept in mind that there could be differences between users of the wikibook who completed the pop-up and those who chose not to. For this reason, caution should be exercised in generalizing the findings to all users of the wikibook. Similarly, considerably more individuals agreed to complete the initial follow-up survey than actually completed it. Therefore, those who did complete it should not be viewed as necessarily representative of everyone who agreed to do so.

## 2.0 RESULTS FROM GOOGLE ANALYTICS

### 2.1 Introduction

Google Analytics is a free web analysis service maintained by Google that tracks and generates reports on website traffic. Although primarily intended to assist businesses in tracking clients' web page access, it is also very useful in examining the usage of non-commercial websites such as the *JP Boyd on Family Law* wikibook. Since it provides information on the individual pages on a website, Google Analytics can provide an indication of which pages in the wikibook are accessed most frequently; this can be used as an indication of the popularity of individual topics. It also provides data on the number of times users have accessed the site, the number of pages viewed during an individual session, and tracks the length of time users spend on individual pages, all of which can provide an indication of the popularity and usefulness of the site. One limitation of Google Analytics is that it relies on cookies to track website traffic, and users who have cookies turned off or frequently clear their cookies will not have their usage reliably tracked. Similarly, users who have javascript disabled in their browsers, users who use multiple devices to access the same site, and multiple users who access a site from the same device will not generate reliable usage data. For these reasons, findings from Google Analytics should be viewed as an estimate of website traffic rather than a precise measure.

This chapter presents data obtained from Google Analytics for the wikibook during the same period that data were being collected from the pop-up and initial follow-up surveys, 10 March 2015 through 7 August 2015. During this period, a total of 136,927 individual page views were logged. As the unit of analysis is the page view, this cannot be used as an indication of the number of wikibook users since users can, and frequently do, access multiple pages during a single visit to the website. However, the number of users during this time period can be estimated since Google Analytics reports that 46% of the traffic on all of Courthouse Libraries BC's wikibooks are to the *JP Boyd on Family Law* site. Since there were 137,908 users of all wikibooks during this time period, an estimate of the number of users of *JP Boyd on Family Law* is 63,438.

### 2.2 Demographic Characteristics

As would be expected, the majority of wikibook page views were by Canadian users (81.4%); 9.7% of page views were from the United States and 8.9% were from other international locations including the United Kingdom, India, Australia, South Africa, the Philippines, New Zealand, and Malaysia. Figure 2.1 presents the percentage of page views originating in Canada by users' province or territory. Over two-thirds of page views originated in British Columbia (67.8%), followed by Ontario (17.6%), and Alberta (8.5%). All other provinces and territories each accounted for less than 2% of page views.

**Figure 2.1**  
**Percentage of Canadian Page Views by Province/Territory**

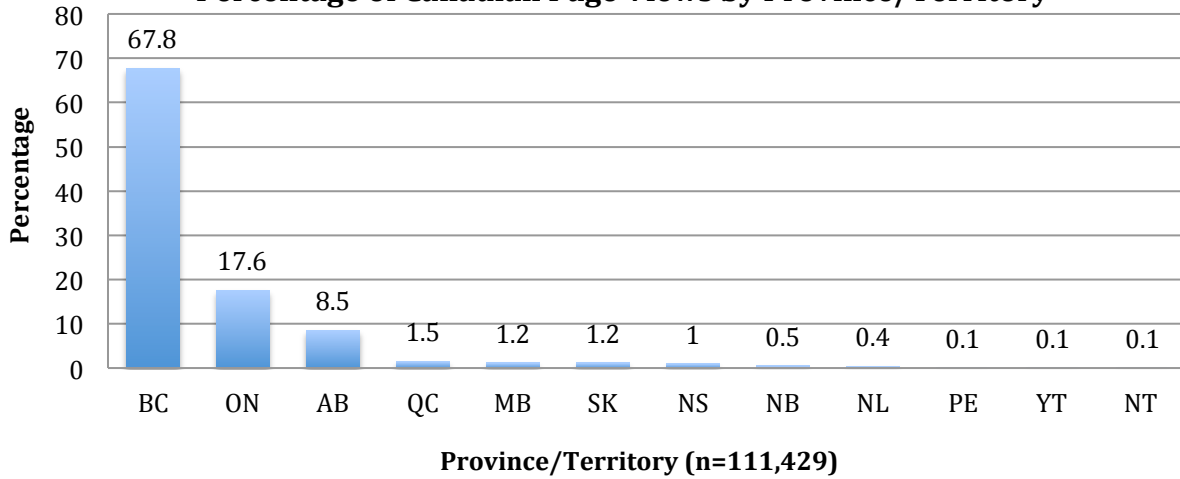
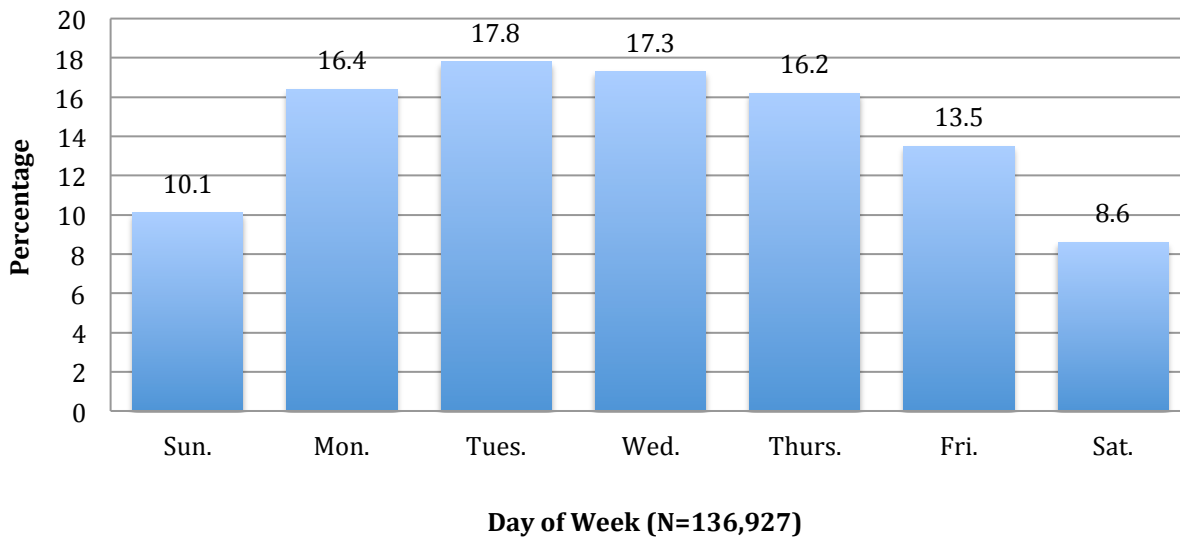


Figure 2.2 provides a breakdown of wikibook page views by day of the week. Weekends had the lowest proportion of page views, with 8.6% of all page views occurring on Saturday and 10.1% occurring on Sunday. Page views peaked on Tuesday with 17.8% and then consistently dropped off for the rest of the week. Further analysis revealed that page views were lower on statutory holidays than they normally were on that day of the week. For example, page views on Victoria Day in May represented 2.8% of all page views for that month; other Mondays in May accounted for 3.8%, 4.2%, and 4.4% of all page views during that month.

**Figure 2.2**  
**Percentage of Page Views by Day of Week**



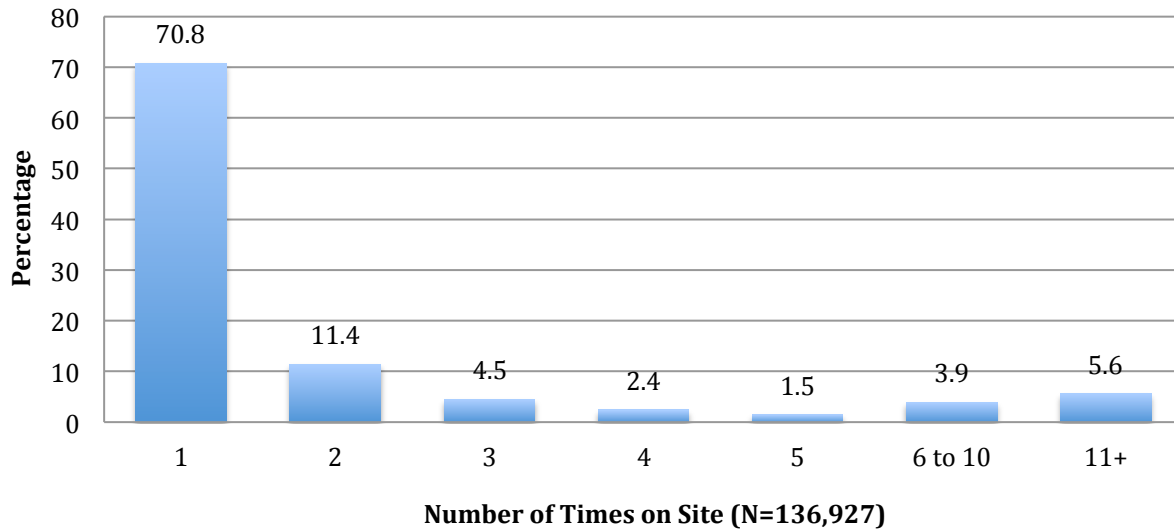
## 2.3 User Characteristics

Google Analytics provides data on several characteristics of users and their patterns of behaviour while interacting with a website. Of the 136,927 page views of the wikibook during the period 10 March 2015 through 7 August 2015, 70.8% were initiated by users who had not previously visited the wikibook, while 29.2% were by return users.

With regard to the method by which users navigated to a particular page in the wikibook, 77.3% of page views resulted from users being directed to the page by a link provided by a search engine. For 13.8% of page views, users were referred to the wikibook from a link on another website, and for 8.9% of page views, users navigated directly to the wikibook, either via a bookmark or by directly typing in the page's url.

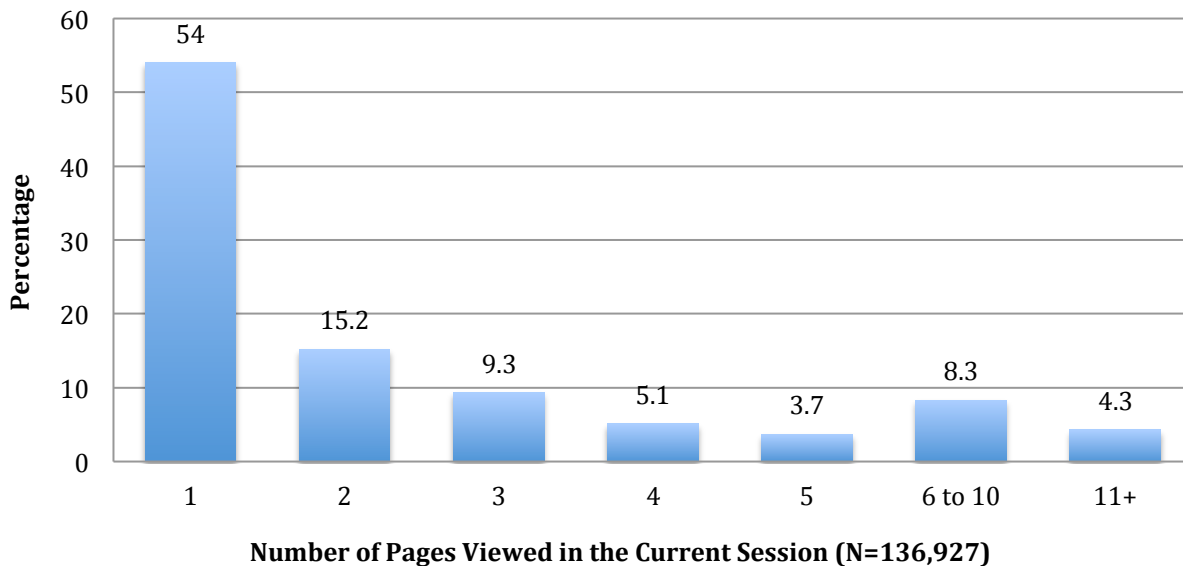
Google Analytics tracks the number of times users have visited a particular website. Figure 2.3 presents the proportion of page views by the number of times users have visited the wikibook. The total number of times users had accessed the wikibook ranged from 1 to 293. For 70.8% of page views, users were visiting the wikibook for the first time. For 11.4% of page views, users were accessing the site for the second time. A substantial number of page views were initiated by users who had accessed the site several times: 3.9% of views were by individuals who had used the site between 6 and 10 times, and 5.6% of page views were by users who had accessed the wikibook 11 or more times.

**Figure 2.3**  
**Percentage of Page Views by Number of Times**  
**User Was on the Site**



Google Analytics also provides data regarding the number of pages users view during their current session, Figure 2.4. In the time period under consideration, users accessed between 1 and 180 pages of the wikibook in one session. Out of the 136,927 page views that occurred during the target time period, just over one-half (54%) involved users accessing a single page, while for 15.2% of page views, users accessed two pages during that session. A substantial number of page views were made during a session in which individuals accessed several pages: for 8.3% of page views, users accessed between 6 and 10 pages during that session, while for 4.3% of page views, users accessed 11 or more pages.

**Figure 2.4**  
**Percentage of Page Views by Number of Pages Viewed**  
**in the Current Session**



## 2.4 Characteristics of Pages Viewed

Google Analytics generates data on characteristics of each page contained within a website. Table 2.1 presents this information for the 20 pages in the wikibook with the highest number of page views during the target time period. Not surprisingly, the index page of the wikibook had the highest number of page views since this page is the gateway for accessing pages devoted to specific topics. The second and third pages with the highest numbers of views are part of the “How Do I...” section of the wikibook and deal with the preparation of affidavits and information on how to get married in British Columbia. Many of the pages with the highest number of views deal with financial aspects of family law and include child support and the child support guidelines, spousal support, property and debt in family law matters, and child support arrears.

**Table 2.1**  
**Top Twenty Pages Viewed and Associated Characteristics**

<b>Page</b>	<b>Page Views (n)</b>	<b>Entrances (n)</b>	<b>Bounce Rate (%)</b>	<b>Exit Rate (%)</b>	<b>Time on Page (Minutes)</b>
JP Boyd on Family Law	9,396	5,610	24.5	25.0	1.2
How Do I Prepare an Affidavit	7,106	6,231	89.5	86.0	4.4
How Do I Get Married In British Columbia	6,790	6,182	88.6	87.6	5.5
Family Law Agreements	6,370	5,306	74.4	72.3	3.4
Children in Family Law Matters	5,784	4,651	76.6	72.6	3.9
Supreme Court Forms (Family Law)	4,860	1,957	24.3	33.3	2.7
Child Support Guidelines	4,766	3,559	86.7	79.8	5.4
Spousal Support	4,660	3,465	78.3	71.4	4.6
Protecting Property & Debt in Family Law Matters	4,022	3,451	84.8	81.6	5.5
Property & Debt in Family Law Matters	3,902	2,849	79.7	73.2	4.8
Child Support	3,851	2,798	78.0	69.6	3.5
Separation Agreements	3,774	2,537	79.0	72.2	4.9
Enforcing Orders in Family Matters	2,875	2,395	85.9	82.1	5.5
Child Support Arrears	2,761	2,330	87.6	83.7	5.8
Guardianship, Parenting Arrangements and Contact	2,457	1,717	81.7	72.6	4.5
Family Relationships	2,364	1,818	67.5	63.6	2.8
Marriage Agreements	2,282	1,981	90.5	85.9	4.4
Provincial Court Forms (Family Law)	2,272	992	30.3	30.9	1.5
How Do I Fix an Error in an Affidavit or Add to an Affidavit	1,757	1,518	90.4	87.3	5.9
Cohabitation Agreements	1,726	1,306	84.8	77.1	4.7

N=136,927

A few of the top 20 pages deal with various family law agreements such as separation agreements, marriage agreements, and cohabitation agreements. In addition, several of the most frequently accessed pages are related to general family law topics such as children in family law matters, enforcing orders in family matters, guardianship, parenting arrangements and contact, and family relationships. Finally, two of the most frequently viewed pages provide access to forms for the Supreme Court and the Provincial Court.

In Google Analytics, entrances refer to the number of visits to a website that start on a specific page. Entrances to the wikibook that are on pages dealing with specific topics suggest that visitors were searching for information regarding that topic and were directed to that page. Pages that had the top 20 page views with the highest number of entrances were how to prepare an affidavit, getting married in British Columbia, the wikibook index page, family law agreements, and children in family law matters.

Bounces are visits to a website during which only one page is viewed, while the bounce rate refers to the percentage of total visits to a specific web page where that is the only page on the site that is viewed. Whether a high bounce rate for a particular page is negative depends on the content of the page. Ideally, the bounce rate should be relatively low for pages that are mainly intended to direct visitors to other pages on the site, such as the index page in the wikibook. However, a high bounce rate for pages devoted to specific topics can be an indication that visitors entered the website on the page containing the information they were looking for and then left the site after accessing that information.

Table 2.1 presents the bounce rate for the 20 pages in the wikibook with the highest number of page views. The index page for the wikibook had one of the lowest bounce rates (24.5%), suggesting that visitors used the main page as a way to navigate to the specific information they were seeking. The pages containing Supreme Court and Provincial Court forms also had low bounce rates (24.3% and 30.3%, respectively), suggesting that visitors viewed other pages in the wikibook dealing with specific topic areas in addition to accessing the forms they needed. All of the other pages dealing with specific topics had considerably higher bounce rates (ranging from 67.5% for family relationships to 90.5% for marriage agreements), which suggests that visitors are more likely to exit the site once they have accessed the particular information they were seeking.

Exits refer to the number of visits to a web site that end on a particular page and the exit rate is the percentage of visits that end on a particular page out of the total number of visits to that page. The desirable pattern for exit rates is similar to that for bounce rates: the exit rate should be lower for pages that are meant to direct visitors to other pages on the website. In line with the bounce rates, for the wikibook the lowest exit rates are for the index page (25%), Provincial Court forms (30.9%) and Supreme Court forms (33.3%). The pages with information on specific family law topics all had considerable higher exit rates, and ranged from 63.6% for family relationships to 87.6% for how to get married in British Columbia.

Time on page is measured as the difference between when a visitor lands on a page and when they navigate to the next page on the website. It should be viewed as an underestimate because Google Analytics doesn't track the time spent on the last page before exiting the site. As with the bounce and exit rates, it would be expected that

pages intended to direct visitors to other pages on the site would have a lower average time on page than pages covering specific content areas. The pages with the lowest time on page in the wikibook are the index page (1.2 minutes), the Provincial Court forms page (1.5 minutes) and the Supreme Court Forms page (2.7 minutes). Time on page for the pages dealing with specific content areas ranged from 3.4 minutes for family law agreements to 5.9 minutes for how to fix an error in an affidavit or add to an affidavit.



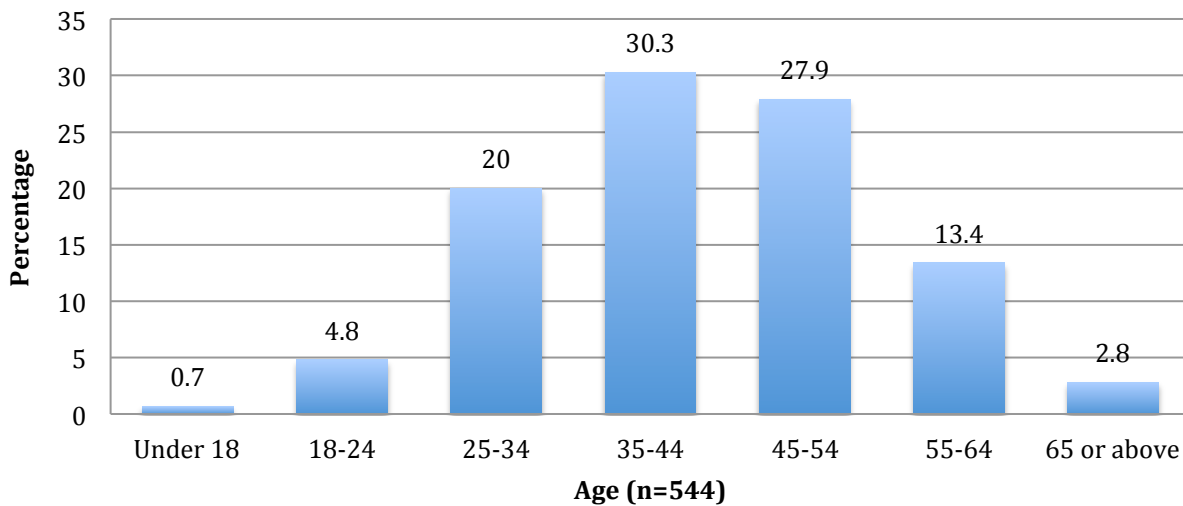
### 3.0 FINDINGS FROM THE POP-UP SURVEY

#### 3.1 Demographic Characteristics

A total of 546 pop-up surveys were completed. Respondents were asked a number of questions regarding their demographic characteristics.<sup>3</sup> Just over two-thirds of respondents identified themselves as female (68.5%; n=374); males comprised 30.6% (n=167) of the sample and three individuals (0.6%) identified themselves as an “Other” gender. Two individuals declined to answer this question. According to *BC Stats*, the 2015 population of British Columbia is comprised of 50.4% females and 49.6% males, indicating that females are over-represented in the pop-up survey sample.

Figure 3.1 presents the age of respondents. Almost one-third (30.3%) fell into the 35-44 age group, followed by the 45-54 (27.9%) and the 25-34 (20%) age groups. Four respondents (0.7%) were under the age of 18, while 15 (2.8%) indicated that they were over the age of 65. This pattern indicates that respondents in the 35-44 and 45-54 age groups are substantially over-represented in the sample, in comparison to the 2015 age breakdown of British Columbians over the age of 15 years as reported by *BC Stats* (15.3% aged 25-34 and 17.1% aged 45-54). Respondents aged 65 and older are substantially under-represented in the survey sample; this age group represents 20.4% of the 2015 population over 15 years of age.

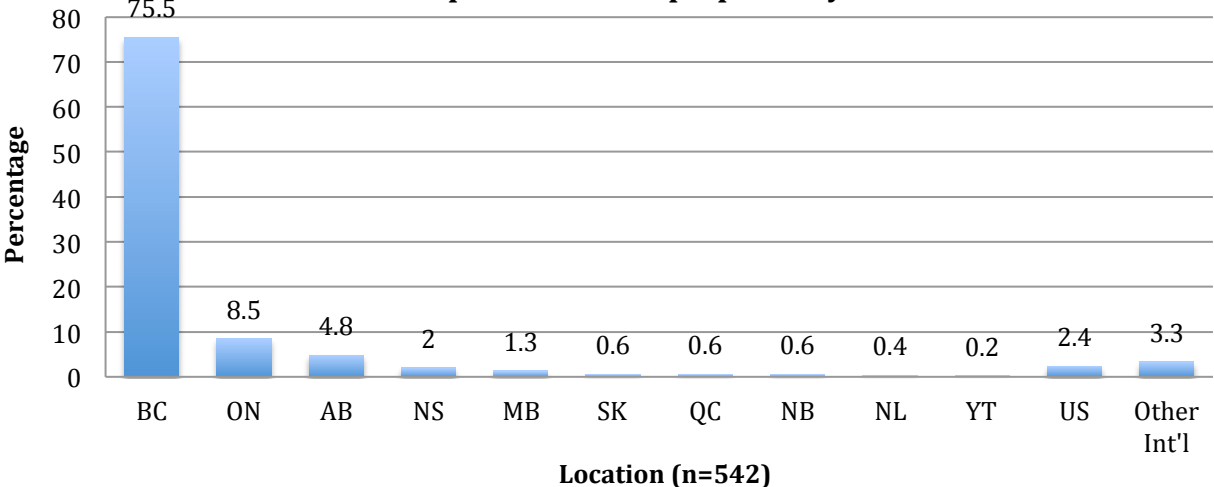
**Figure 3.1**  
**Age of Respondents to Pop-up Survey**



<sup>3</sup> Given that the majority of survey respondents were from British Columbia, demographic data were examined separately for British Columbia and the entire sample. Findings were very similar and therefore only data for the entire sample are presented.

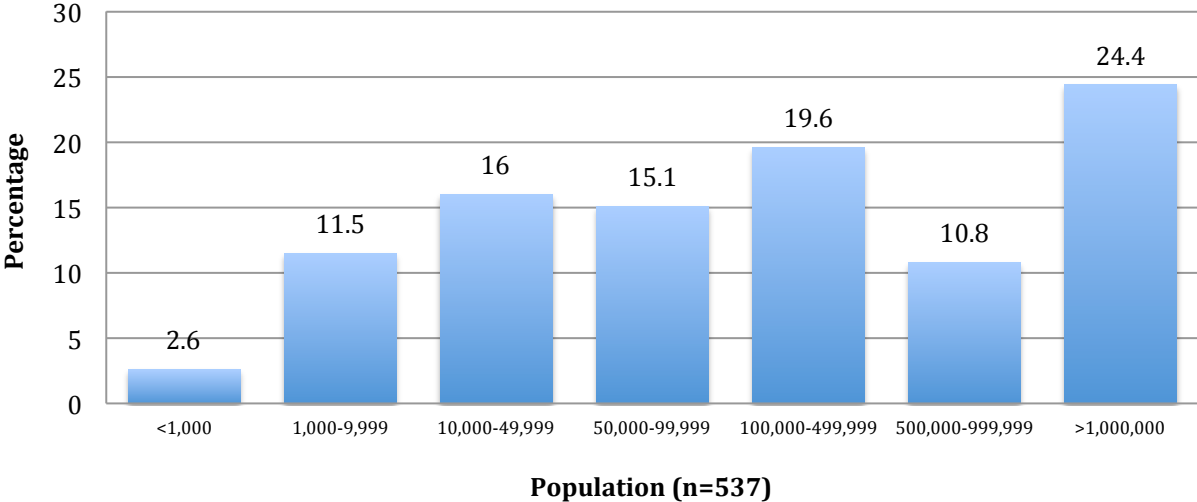
The substantial majority of respondents (94.3%) live in Canada. A small number of individuals indicated that they live in the United States (2.4%) or other international locations (3.3%) including India, Africa, and various South East Asian countries. Most Canadian respondents said that they live in British Columbia (75.5%), followed by Ontario (8.5%), Alberta (4.8%), and Nova Scotia (2%); Figure 3.2.

**Figure 3.2**  
**Where Respondents to Pop-up Survey Reside**



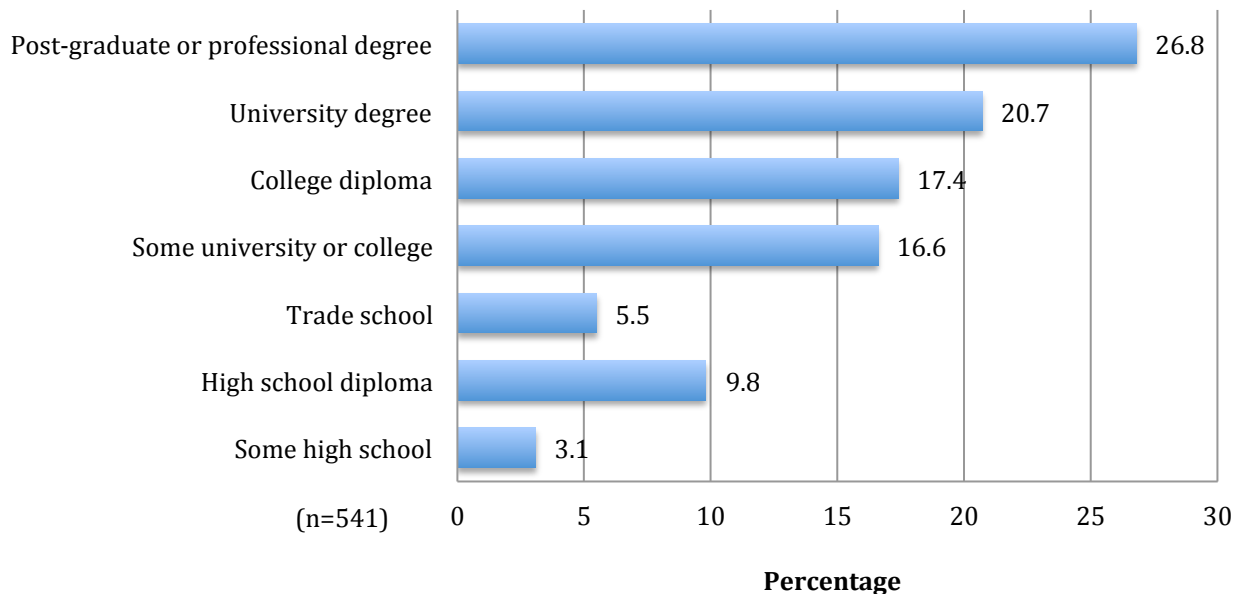
When asked the size of the city or town where they live, almost one-quarter (24.4%) of respondents said that they live in a city with more than 1,000,000 people, followed by cities with populations of 100,000 - 499,999 (19.6%) and 10,000 - 49,999 (16%); Figure 3.3. A substantial number of individuals indicated that they lived in small towns with populations less than 10,000 (14.1%).

**Figure 3.3**  
**Size of Town or City Where Respondents to Pop-up Survey Reside**



Respondents were also asked the highest level of education they had completed; Figure 3.4. The most common level of education reported was a post-graduate or professional degree (26.8%), followed by a university degree (20.7%), a college diploma (17.4%), or some university or college (16.6%). Fewer numbers of respondents said that they had a high school diploma (9.8%), had completed trade school (5.5%), or had completed some high school (3.1%). These findings indicate that the sample of pop-up survey respondents has considerably higher levels of educational attainment than the British Columbia population as a whole. According to the 2006 census, 24% of the population aged 25 to 64 years had a university bachelor's degree or higher, compared to 47.5% of pop-up survey respondents. Further, in the general British Columbia population, high school graduation was the highest level of educational attainment for 26% of the population, compared to 9.8% of survey respondents and 12% of British Columbians had less than high school completion, compared to 3.1% of survey respondents.

**Figure 3.4**  
**Highest Level of Education Achieved by**  
**Respondents to Pop-up Survey**



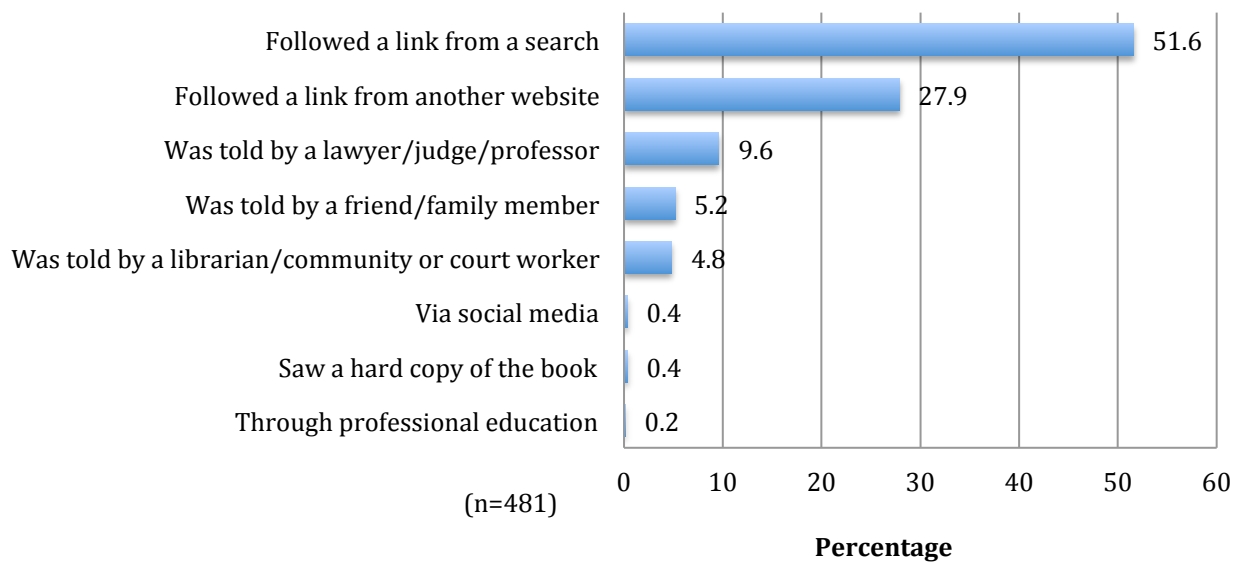
### 3.2 Experiences with the Wikibook

Respondents to the pop-up survey were asked a number of questions regarding their experiences using the wikibook. When asked if the occasion when they completed the survey was their first time visiting the site, two-thirds of respondents who answered this question (66.8%; n=322) said that it was, while 33.2% (n=160) had visited the site previously; 64 individuals did not answer this question. This is comparable to the data from Google Analytics, which indicated that, for 70.8% of page views, users were

visiting the wikibook for the first time. Individuals who had previously accessed the site were asked to provide the date when they first visited it. The number of months between when they had first accessed the site and their current visit ranged from within the past month to 111 months; the average length of time between their first visit and the current one was 19.5 months.

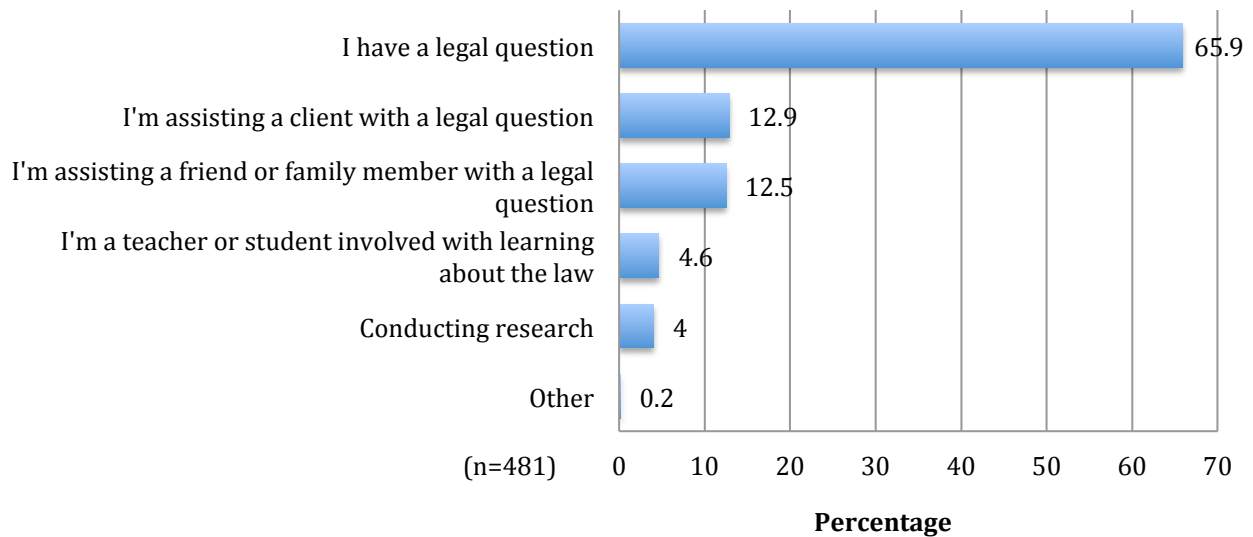
When asked how they found out about the site, the most common responses were that they had followed a link contained in an on-line search (51.6%) or they had followed a link from another website (27.9%); Figure 3.5. One-fifth of individuals (19.6%) said that they had been referred to the wikibook by a professional or friend/family member. Relatively few said that they learned about the wikibook through social media (0.4%), by viewing a hard copy of the book (0.4%), or through professional education (0.2%).

**Figure 3.5**  
**How Respondents Found Out about the Site**



Almost two-thirds of respondents (65.9%) said that they visited the wikibook because they were looking for help with a legal question; Figure 3.6. Considerably fewer individuals said that they were assisting a client with a legal question (12.9%) or assisting a friend or family member with a legal question (12.5%). A few respondents said that they are a teacher or student learning about the law (4.6%) or conducting legal research (4%).

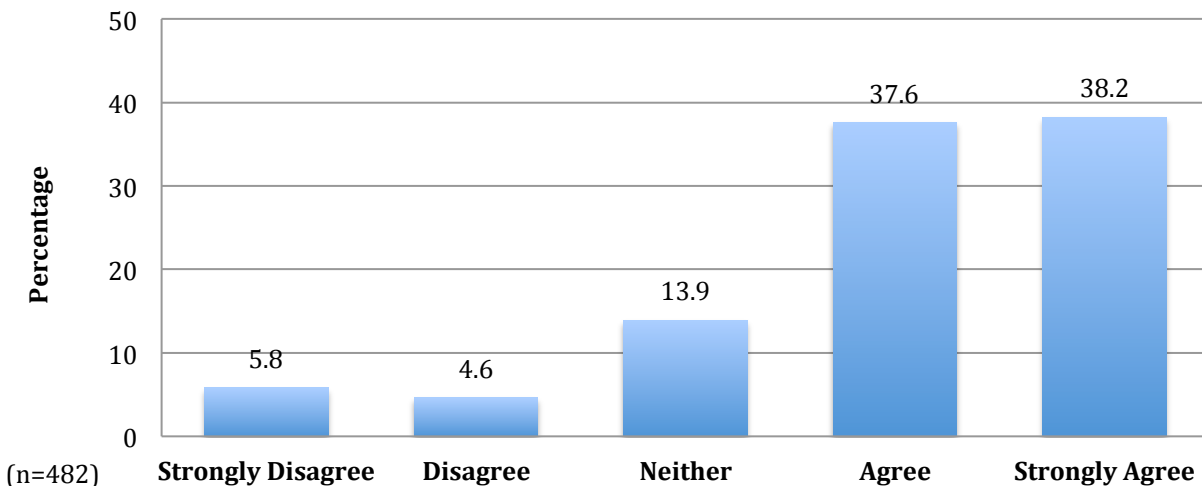
**Figure 3.6**  
**Why Respondents Said they Visited the Site**



### 3.3 Respondents' Satisfaction with the Wikibook

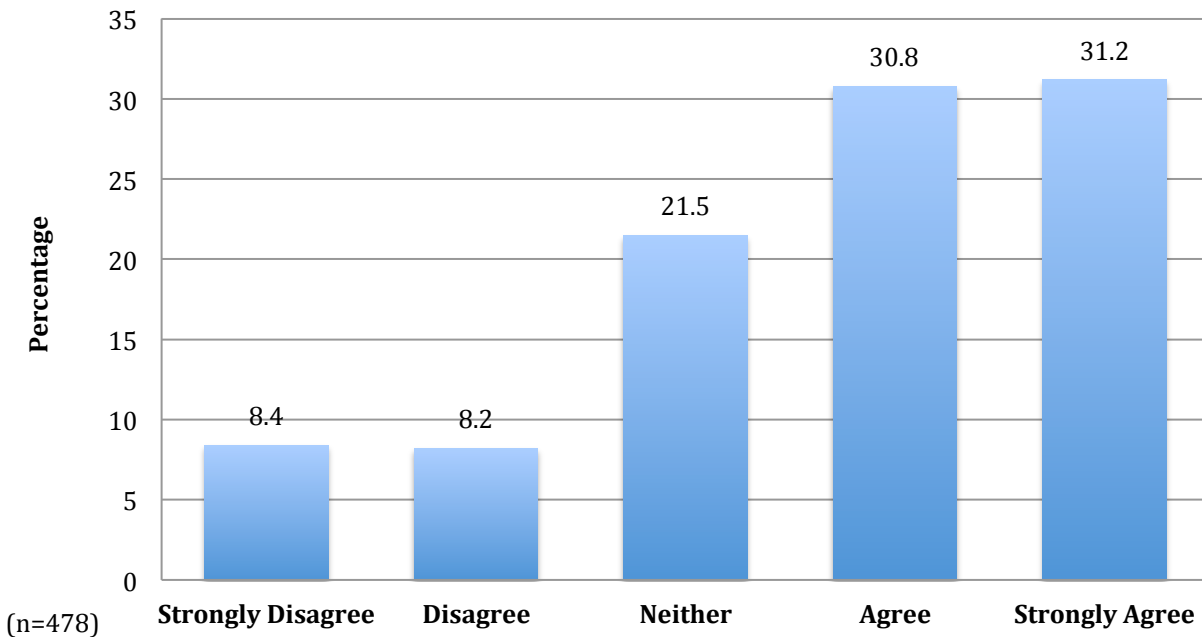
The pop-up survey asked questions regarding respondents' level of agreement with statements about the wikibook on a five-point Likert scale ranging from 1-Strongly Disagree to 5-Strongly Agree. The extent to which individuals agreed that the wikibook is easy to use is shown in Figure 3.7. Responses were quite positive, with three-quarters of participants (75.8%) agreeing or strongly agreeing with this statement; 10.4% disagreed or strongly disagreed. The average rating on the five-point scale was 4.0.

**Figure 3.7**  
**Extent to Which Respondents Agreed with the Statement:**  
**"This website is easy to use"**



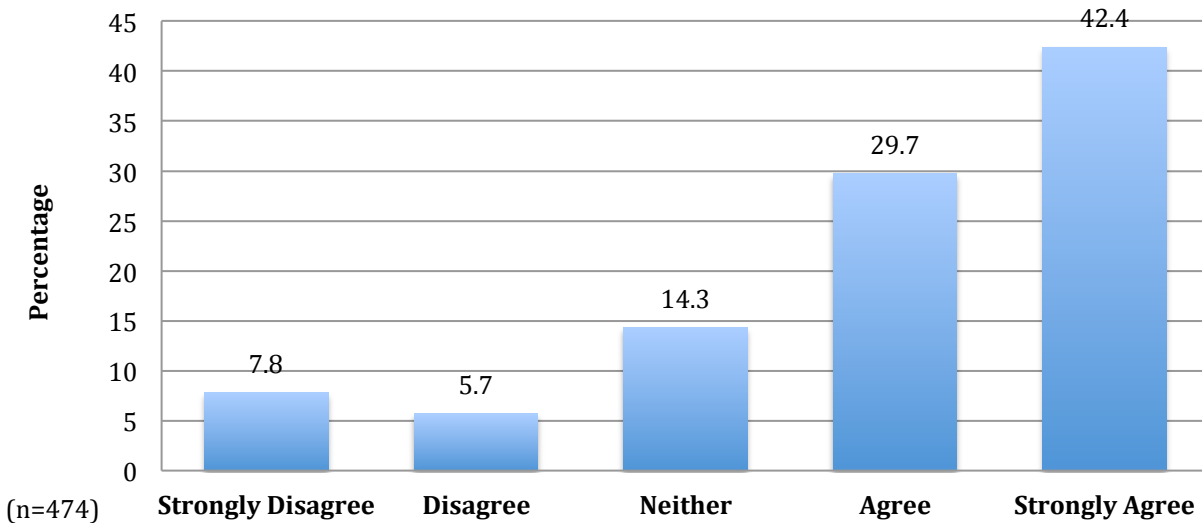
When asked the extent to which they agreed that they found the legal information they were looking for in the wikibook, 62% agreed or strongly agreed that they had, while 21.5% neither agreed nor disagreed with this statement; Figure 3.8. A smaller proportion (16.6%) disagreed or strongly disagreed with this statement. The average rating on the five-point scale was 3.7.

**Figure 3.8**  
**Extent to Which Respondents Agreed with the Statement:**  
**"I found the legal information that I was looking for"**



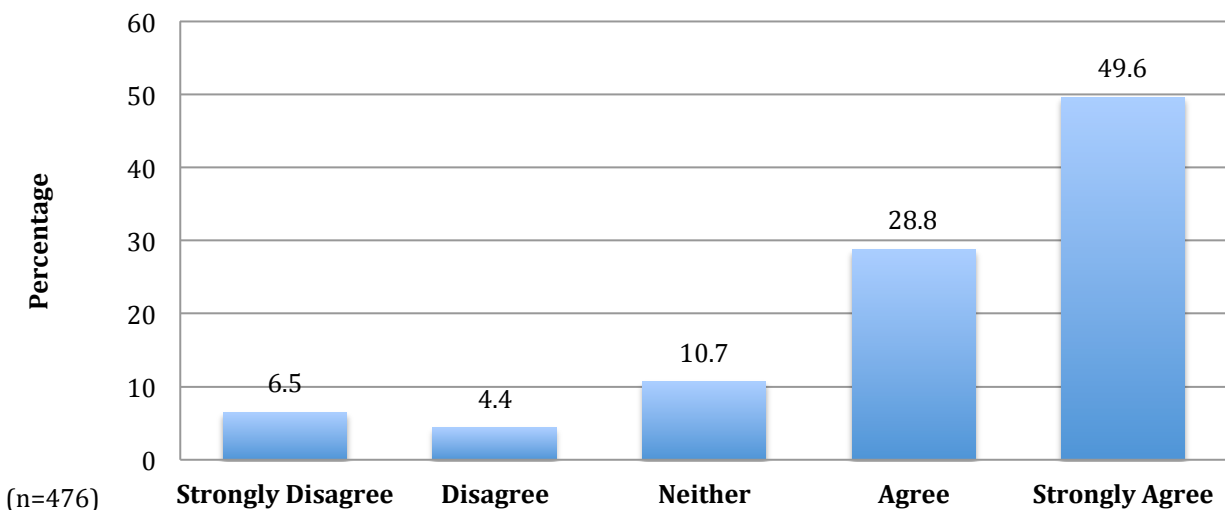
Respondents were asked the extent to which they agreed that they knew more after visiting the wikibook than they did before; Figure 3.9. Almost three-quarters of respondents (72.1%) agreed or strongly agreed with this statement, while 13.5% either disagreed or strongly disagreed. The average rating on the five-point scale was 3.9.

**Figure 3.9**  
**Extent to Which Respondents Agreed with the Statement:**  
**"I know more than I did before"**



Participants were also asked the extent to which they agreed with the statement that they would recommend the website to others; Figure 3.10. Over three-quarters of respondents (78.4%) either agreed or strongly agreed with this statement, while 10.9% either disagreed or strongly disagreed. The average rating on the five-point scale was 4.1. Finally, when asked if they would use the wikibook again, the substantial majority of individuals who answered this question (93.7%; n=449) said that they would; only 6.3% (n=30) of respondents said that they would not use the website again.

**Figure 3.10**  
**Extent to Which Respondents Agreed with the Statement:**  
**"I'd recommend this website to others"**



### 3.4 Respondents' Concluding Comments

Respondents who thought that the wikibook did not meet their needs were asked to explain why that was the case, and 50 respondents provided comments; Table 3.1. The most common response was that the wikibook did not have the specific information they were looking for (62%). Other comments, provided by substantially fewer participants, included that the site is too broad and needs more detailed information (8%) and that the respondent would like more assistance with written agreements such as templates or the option to buy sample agreements, as well as examples of how to complete forms (6%).

**Table 3.1**  
**Respondents' Reasons Why Wikibook Didn't Meet their Needs**

<b>Reasons</b>	<b>n</b>	<b>%</b>
It didn't have the specific information I was looking for	31	62.0
Site is too broad/needs more detailed information	4	8.0
Would like templates for written agreements/option to buy sample agreements/examples of how to complete forms	3	6.0
Would be good to have more practical information on what to do; not just what the law says/step-by-step information	2	4.0
Technical requirements were too onerous/couldn't access forms on a particular laptop computer	2	4.0
Site bounced from link to link/took me places I didn't need	2	4.0
Site jumped right to survey	2	4.0
Site could be better organized for the learning disabled (perceptual disabilities)	1	2.0
Would like more citations – cases supporting information	1	2.0
Searching for information in the search bar yields no results	1	2.0
Too complicated to search through the information	1	2.0

Total number of comments=50



Finally, all respondents were asked if they had any additional comments, and 64 individuals provided 73 comments; Table 3.2. Overall, comments were very positive and included that the wikibook is an excellent resource and provides great information and expressions of appreciation for the site (67.1%), positive comments regarding the writing style of the wikibook (8.2%), and positive comments regarding the layout and links provided in the wikibook (4.1%). A few respondents commented that the wikibook did not have the information they were seeking (4.1%).

Examples of specific comments provided included:

*You've done a superb job. Keep up the good work. Your guidance has been greatly appreciated.*

*Don't stop the great work that is being done!*

*Thank you. I give legal advice over the phone, and most of the self-represented litigants with whom I speak use your site, and all who do speak highly of it.*

*The wikibook is great and covers so much of the basics. Good links to women fleeing violent situations and warnings about the legal grey period before separation documents are signed would be helpful (like informal parenting agreements becoming defacto). But it's one of the more comprehensive sites I know of.*

*Clicklaw is an invaluable resource in BC for family law issues. The accessibility to answers and clarity of those answers that the website provides to both lawyers and lay-litigants is second to none.*

*I was researching for my separation and found this to be, quite literally, the most useful and comprehensive resource available. I now have an agreement and was just looking up how to make a slight amendment. Thanks to all who put it together.*

*Legal information and help needs to be more accessible and easy to find and use, because many people are being forced to proceed without aid of a lawyer and must do a lot of legal things themselves. The more info the better, but must be written in a way self-litigants can understand.*

*All the information is helpful, but non-represented litigants have no voice in family court if the other person has a lawyer. No justice without representation.*

**Table 3.2**  
**Respondents' Additional Comments**

Comments	n	%
Excellent resource/ great information/ thank you	49	67.1
Nice friendly language/ well written/ easy to understand	6	8.2
Did not have the information I was looking for	3	4.1
Nice layout/ easy to process/ extra links helpful	3	4.1
I encourage my family law clients to use the site to gain general information	3	4.1
Easy to use/ user friendly	2	2.7
Would be nice to have examples of how laws apply to individual circumstances/ examples of simple and complex completions	2	2.7
Why not have forms linked in the guidelines section/ add links to multi-lingual information resources	2	2.7
A shorter, intuitive URL would be nice for referring the site to clients	1	1.4
Search function appears to be non-functional	1	1.4
Very time consuming to get to the pages you need	1	1.4

Total number of comments=73

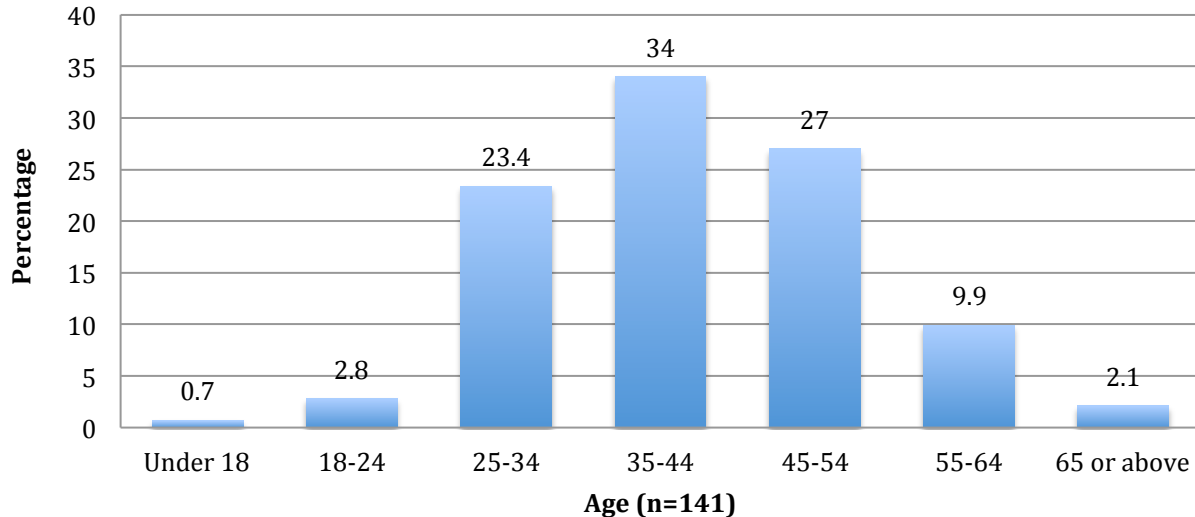
## 4.0 FINDINGS FROM THE INITIAL FOLLOW-UP SURVEY

### 4.1 Demographic Characteristics

Completed follow-up surveys were received from 142 respondents. Overall, the demographic characteristics of participants who completed the follow-up survey were quite similar to those who completed the pop-up survey, suggesting that follow-up survey respondents are a representative sample of pop-up survey respondents. Just over two-thirds (69.5%; n=98) identified themselves as female; 41 (29.1%) were male and 2 respondents (1.4%) identified their gender as “Other.” Information on gender was missing for one individual.

Figure 4.1 presents the age of respondents to the follow-up survey. Similar to the findings of the pop-up survey, one-third of respondents (34%) fell into the 35-44 age group, followed by ages 45-54 (27%) and 25-34 (23.4%). Relatively few participants were under the age of 25 (3.5%) or 65 or older (2.1%), and one respondent did not report his or her age.

**Figure 4.1**  
**Age of Respondents to Follow-up Survey**

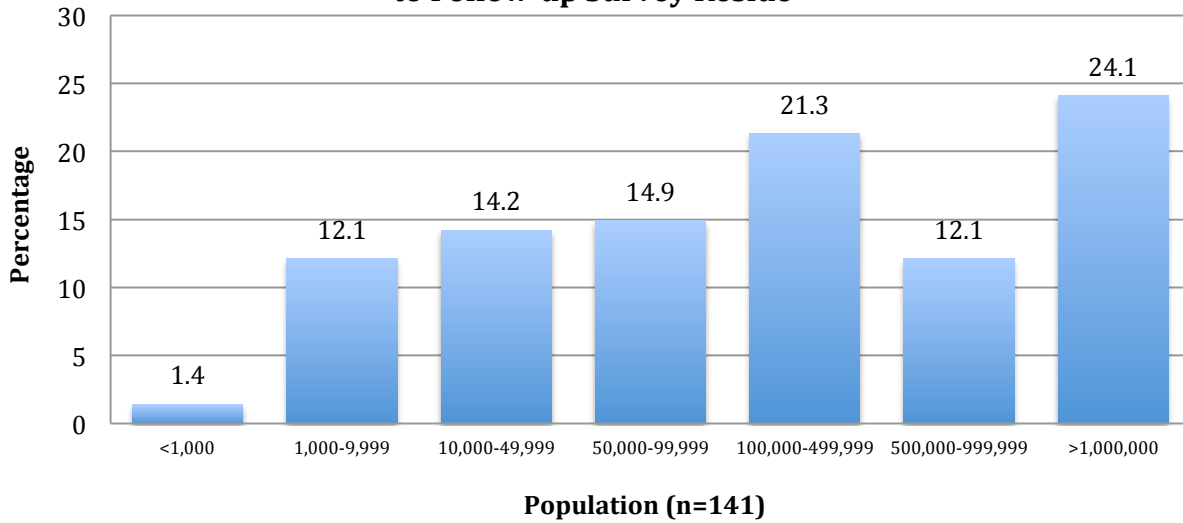


The substantial majority of respondents to the initial follow-up survey were residents of British Columbia (84.4%). Relatively few individuals were from other locations including Ontario (7.8%), Alberta (3.5%), Nova Scotia (2.8%), Manitoba (0.7%), and the Yukon (0.7%). No one from outside of Canada completed the follow-up survey.

Figure 4.2 presents the size of the city or town in which respondents live. Almost one-quarter (24.1%) reside in a large metropolitan centre with a population of more

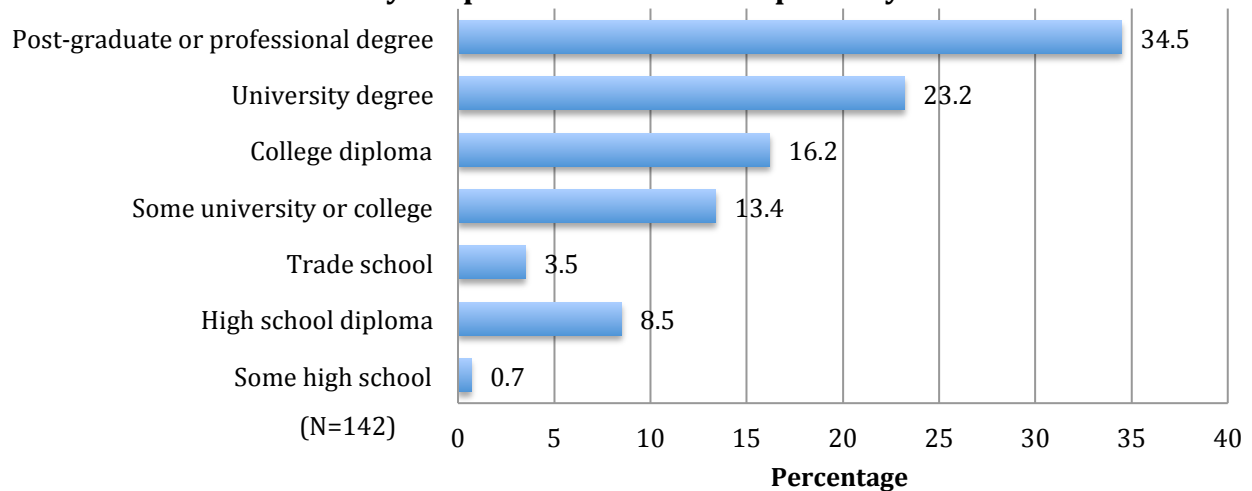
than 1,000,000 (Vancouver), followed by cities with 100,000-499,999 people (21.3%). Several respondents live in smaller communities with a population of less than 10,000 (13.5%). This information was missing for one respondent.

**Figure 4.2**  
**Size of Town or City Where Respondents**  
**to Follow-up Survey Reside**



Just over one-third (34.5%) of follow-up survey respondents had a post-graduate or professional degree, and almost one-quarter (23.2%) had a university degree; Figure 4.3. Substantial numbers of participants had a college diploma (16.2%) or some university or college education (13.4%); 8.5% had completed high school.

**Figure 4.3**  
**Highest Level of Education Achieved**  
**by Respondents to Follow-up Survey**



## 4.2 Respondents' Opinions About the Wikibook

Respondents who completed the initial follow-up survey were asked a number of questions regarding their opinions of the wikibook. When asked to rate how useful they found the information in the wikibook, responses were very positive: 70.4% of participants said that the information was very useful, and 28.2% rated the information as somewhat useful; Figure 4.4. Only 1.4% said that the information was not useful.

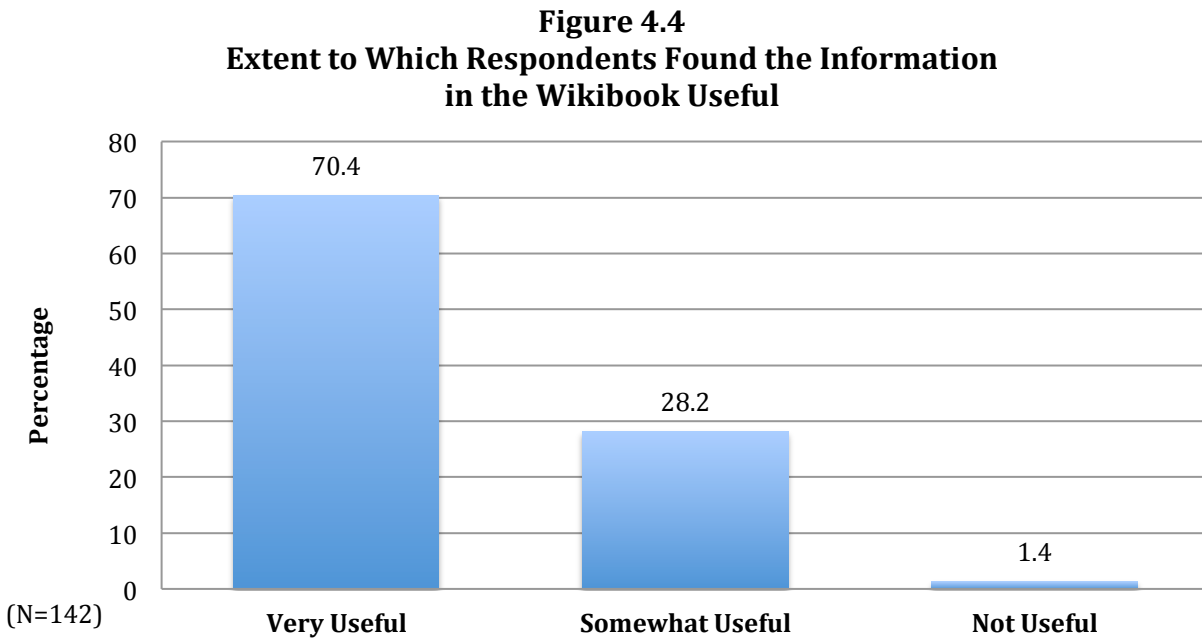


Table 4.1 provides participants' responses to several questions regarding the wikibook. Less than one-half of respondents (44.4%) said that they knew that the material in the wikibook can be copied, saved and reused, and 31% said that they saved or printed some of the information from the wikibook. Only two respondents (1.4%) said that they used the Create a Book function.

Some respondents (12.9%) said that they had bought or intended to buy a copy of the wikibook from a print-on-demand service, while 5% said that they had used a printed version of the wikibook at a library. Almost three-quarters of participants (70.9%) said that they had used the online wikibook's search function and, of those, the substantial majority (91%) said that they found the information they were searching for.

**Table 4.1**  
**Respondents' Answers to Various Questions About the Wikibook**

Questions	Yes		No	
	n	%	n	%
Did you know that the material on this site can be copied, saved and reused?	63	44.4	79	55.6
Did you save or print any of the information you found in this wikibook?	44	31.0	98	69.0
Did you use the Create a Book function?	2	1.4	140	98.6
Did you or will you buy a copy of the wikibook from a print-on-demand service?	18	12.9	122	87.1
Did you use the printed version of the wikibook at a library?	7	5.0	134	95.0
Did you use the online wikibook's search function?	100	70.9	41	29.1
If you used the search function, did you find the information you were searching for? <sup>1</sup>	91	91.0	9	9.0

N=142

<sup>1</sup> This question was only asked of respondents who said they used the online wikibook's search function; n=100.

Table 4.2 presents the extent to which respondents agreed with several statements regarding the wikibook on a four-point Likert scale ranging from Strongly Agree to Strongly Disagree. Almost all participants (93.6%) strongly agreed or agreed that they were able to find information quickly and easily, and 97.1% strongly agreed or agreed that they were able to understand the information on the site.

**Table 4.2**  
**Extent to Which Respondents Agreed with Various Statements About the Wikibook**

Statements	Strongly Agree	Agree	Disagree	Strongly Disagree
	%	%	%	%
I was able to find information quickly and easily (n=141)	37.6	56.0	1.4	5.0
I was able to understand the information on the site (n=141)	48.9	48.2	0.0	2.8
The design and layout made the wikibook easy to use (n=140)	40.0	55.0	1.4	3.6
The wikibook had the information I needed (n=141)	29.8	53.9	12.8	3.5
The wikibook is a reliable source of information (n=140)	39.3	55.0	2.1	3.6
The wikibook is more helpful than other resources I have used (n=140)	27.1	57.1	11.4	4.3

N=142

Almost all respondents (95%) strongly agreed or agreed that the design and layout made the wikibook easy to use, while 83.7% strongly agreed or agreed that the wikibook had the information they needed. Most respondents thought that the wikibook is a reliable source of information, with 94.3% strongly agreeing or agreeing that this is the case. Finally, 84.2% of participants strongly agreed or agreed that the wikibook was more helpful than other resources they had used.

When asked if they thought that the wikibook needs improvement, less than one-third of respondents (30.9%) thought that it does. Participants who said that improvements were needed were asked to elaborate on their answer and 40 respondents provided 47 comments; their comments were coded and are provided in Table 4.3. The most common comment (48.9%) was that the wikibook needs more information and/or more topics. As one respondent said, *“It is a very good place to begin to look for an answer. As time goes on, more detailed information could be added, or alternatively directions on where to find more detailed information.”* Fewer respondents (12.8%) thought that more case law/more citations are needed or that links should be provided to other resources (12.8%). For example, one individual commented, *“I’m a lawyer and I find it a great tool as a starting point for research. Case law would be of assistance (even as footnotes) but I appreciate that this is for lay people and the authors may not want to overwhelm.”*

**Table 4.3**  
**Respondents’ Suggestions on What Could be Changed**  
**to Make the Wikibook Better**

Suggested Improvements	n	%
More information/more thorough information/more topics	23	48.9
More case law/more citations	6	12.8
Provide links to other resources	6	12.8
Ongoing updates/continuous quality improvement	3	6.4
Layout	2	4.3
Time lines	2	4.3
Better search function	2	4.3
Include a definitions column	1	2.1
Add a feature article of the day to capture some interest	1	2.1

Total number of comments=47

Some respondents who wanted more information made suggestions for specific topics they would like to see included in the wikibook. Some of the topics were procedural in nature, such as how to hire a process server and more information on Supreme Court practices and procedures. One respondent wanted to know how many

witnesses are needed for a wedding in BC, and another requested an explanation of documents and forms in layman terms.

Some of the suggested topic areas related to orders, such as more information on the realities of what the courts will or will not order, step-by-step description of how to vary an order, and greater guidance with respect to final orders in undefended cases. Another respondent suggested adding links to sample parenting schedules for different ages/situations.

Suggested topics regarding financial matters included more information on how to prepare financial statements, information about divorce guidelines for dividing pensions, and links to a support calculator for shared custody and spousal support. One respondent wanted to know if the engagement ring is considered excluded property during a divorce, and another wanted to know how to deal with property claims with an unresponsive party.

Lastly, some of the suggestions for additional information to be included in the wikibook related to personal situations, such as more information on real life applications of the law. One respondent wanted to know what happens when an ex-husband becomes disabled after separation, and another requested more practical information for nuanced situations and situations where there is abuse.

All participants were asked what they liked best about the wikibook and 101 individuals provided 124 comments. Their responses were coded and are shown in Table 4.4. The most common comments were related to ease of use and accessibility (38.7%). For example, one respondent said, *“It is well laid out by topic and easy to scroll to find the header for the information I’m seeking”* and another commented that it is *“Well organized. Easy to find information on a variety of family law topics.”* One respondent said, *“I use Wikipedia a lot, and some of the features that are similar – like the layout – make it user friendly.”*

**Table 4.4**  
**What Respondents Liked Best about the Wikibook**

<b>Comments</b>	<b>n</b>	<b>%</b>
Easy to navigate/easy to find information/accessibility	48	38.7
Easy to understand/plain language	33	26.6
Very informative/quality of information	26	21.0
Search function is helpful	8	6.5
Links to forms, court sites, and other resources	3	2.4
Step-by-step instructions/how to’s	2	1.6
Information is specific to British Columbia	2	1.6
Examples of court applications	1	0.8

Total number of comments=124



Over one-quarter of the comments (26.6%) related to the extent to which the wikibook is easy to understand and uses plain language. As one respondent commented, “I refer my clients to it and they can understand the language and concepts as presented.”

Over two-fifths of the comments (21%) related to the fact that the wikibook is very informative and contains high quality information. One respondent said, “Its content is comprehensive and well researched.” A few individuals commented that the search function is helpful (6.5%).

Lastly, one particularly satisfied user said:

*The information was easy to find, easy to understand and presented in a well thought out way. My questions were completely answered by the site, some questions I didn't know I had were answered too :-). I am a single mum with a deadbeat husband so every penny is important. Thanks for the great site! Pertinent and up to date on the new family law act. LOTS of detailed information. Less vague than other online resources.*

Respondents were also asked what they liked least about the wikibook and 39 individuals provided 42 comments that were coded and are provided in Table 4.5. The most common comments were that the wikibook did not have the information they were looking for (31%) and that there was not enough in depth information (23.8%).

**Table 4.5**  
**What Respondents Liked Least about the Wikibook**

<b>Comments</b>	<b>n</b>	<b>%</b>
It did not have the information I was looking for	13	31.0
Not enough in depth information	10	23.8
The layout/bland design/small print/disorganized	7	16.7
A little technical/some legal terms are hard to understand	3	7.1
Search function/search terms are hard to pinpoint for layperson	3	7.1
Lack of citations	2	4.8
Not enough specific examples of application of law to facts	1	2.4
Advertising	1	2.4
Information was inaccurate	1	2.4
Largely unfinished – needs more work and contributions	1	2.4

Total number of comments=42

One respondent said, *“It did not have the information I was looking for, but to be fair it was a finer point and I appreciate the wikibook is meant to cover broader topics”* and another commented, *“Could always use more content.”*

Some of the comments related to the layout and/or design of the wikibook (16.7%), and other comments were provided by fewer numbers of respondents. One respondent said what they liked least about the wikibook was *“The search function – usually I drill down rather than search.”*

### **4.3 Responses from Teachers/Professors**

Respondents were asked if they are a teacher or professor and 10 individuals (7%) said that they are. One of these respondents said that they have distributed printed or electronic copies of material in the wikibook to their students, or that they plan to do so in the future. When asked if they would recommend the wikibook to their colleagues, eight teachers (80%) said that they would.

Six respondents (60%) said that they had accessed the wikibook to find general information about family law or the family justice system, while seven (70%) said that they were looking for information about a specific family law issue. Only one respondent said that he or she had accessed the wikibook to get information for use in the classroom, and one individual said that he or she was seeking information to help plan a curriculum. Finally, four teachers (40%) said that they had accessed the wikibook for personal use.

### **4.4 Responses from Legal Professionals**

Respondents were asked if they have a job involving the law or are a law student, and 49 individuals (34.5%) said that this applied to them. Most of these respondents said that they are a lawyer (43.8%) or law student (18.8%); Table 4.6. Fewer individuals said that they are an advocate or support worker with a community agency (10.4%) or a government employee (8.3%).

The majority of legal respondents said that they are primarily involved in family law (81.6%), while substantial numbers indicated that they are primarily involved with wills and estates (42.9%) and other areas of civil law (42.9%); Table 4.7. Participants indicated that, on average, 50.6% of their work involves family law issues; responses ranged from 0% to 100%.

**Table 4.6**  
**Respondents' Occupation if their Job Involved the Law**

Occupation	n	%
Lawyer	21	43.8
Law student	9	18.8
Advocate or support worker with a community agency	5	10.4
Government employee	4	8.3
Legal assistant	1	2.1
Paralegal	1	2.1
Non-lawyer mediator or arbitrator	1	2.1
Court employee	1	2.1
Other <sup>1</sup>	5	10.4

n=48

<sup>1</sup> Other includes: Peace officer; consultant; legal researcher; and divorce coach/parenting coordinator.

**Table 4.7**  
**Areas of the Law Respondents are Primarily Involved In**

Area of Law	n	%
Family law	40	81.6
Wills and estates	21	42.9
Other kinds of civil law	21	42.9
Criminal law	9	18.4
Other kinds of administrative law	7	14.3
Poverty law	6	12.2
Immigration	4	8.2
Other <sup>1</sup>	8	16.3

n=49; Multiple response data

<sup>1</sup> Other includes: Corporate/commercial law; Environmental law; Real estate; Aboriginal law; Labour and employment; Child welfare; and Social justice.

Legal respondents were asked if they direct their clients to the wikibook and 25 (51%) said that they do. When asked why they direct clients to the wikibook, 14 individuals made 17 comments. The most common responses were to get more information (35.3%) and because the material in the wikibook is easy to understand (35.3%); Table 4.8. Specific comments provided included: *“It is by far the most useful resource I’ve found to date. Client feedback has been positive”* and *“Historically back to JP Boyd’s Blog, he has done an excellent job of helping people understand family law.”*

When asked if they would recommend the wikibook to other legal professionals, almost all respondents (93.9%; n=46) said that they would.

**Table 4.8**  
**Reasons Legal Professionals Gave for Directing Clients to the Wikibook**

Reasons	n	%
To get information/more knowledge/good resource for understanding the process	6	35.3
Easy to understand	6	35.3
Good resource for clients that are self-represented	3	17.6
Easy to access	2	11.8

Total number of comments=17

As shown in Table 4.9, the most common reasons respondents gave for accessing the wikibook were to find information about a specific family law issue (61.2%), to find general information about family law or the family justice system (51%), or to find information for a specific file or client (49%); Table 4.9.

**Table 4.9**  
**Reasons Legal Professionals Gave for Accessing the Wikibook**

Reasons	n	%
To find information about a specific family law issue	30	61.2
To find general information about family law or the family justice system	25	51.0
To find information for a specific file or client	24	49.0
For personal use	7	14.3
Other	2	4.1

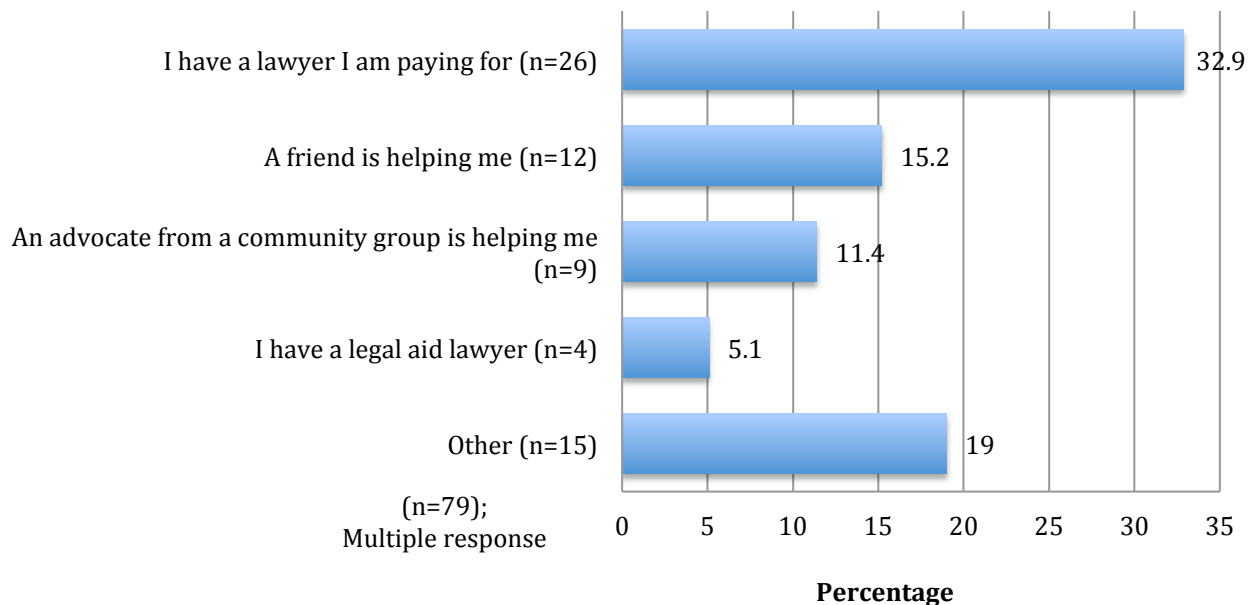
n=49; Multiple response data

## 4.5 Respondents' Legal Problems

All respondents were asked if they are currently dealing with a legal problem, and the majority (55.6%; n=79) said that they are. These individuals said that their legal problem had begun an average of 27.1 months prior to completing the follow-up survey, and ranged from within the past month to 132 months earlier.

Participants were asked if they had anyone helping them with their legal problem, and their responses are presented in Figure 4.5. One-third of participants (32.9%) said that they have a lawyer that they are paying for, while 15.2% said that a friend is helping them and 11.4% said that an advocate from a community group is providing assistance. Relatively few respondents (5.1%) said that they are receiving assistance from legal aid. Two-fifths of participants (19%; n=15) reported receiving assistance from other sources, including: duty counsel; free legal advisor or legal clinic; family; and previously had a lawyer but are no longer represented.

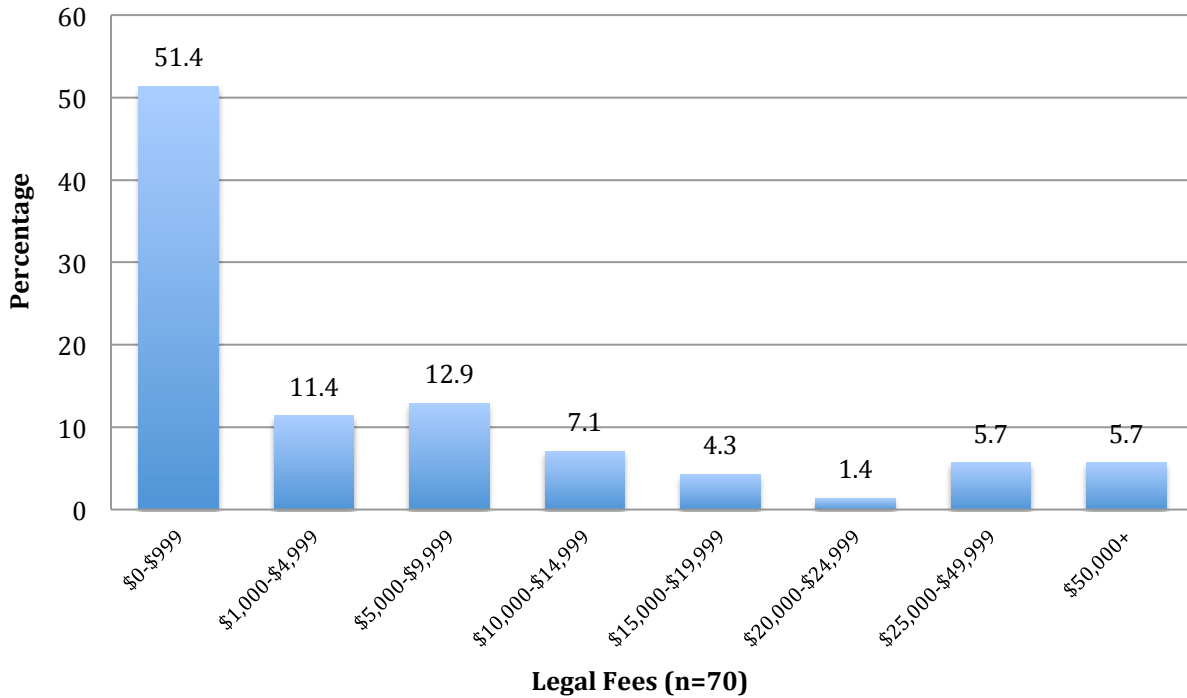
**Figure 4.5**  
**Respondents' Reports of Who was Helping Them**  
**with their Legal Problem**



When asked how many lawyers they had received assistance from over the course of their legal problem, responses ranged from 0 to 6. Over one-quarter of individuals (27.8%) said that they had not received any assistance from a lawyer; 30.4% said that they had received assistance from one lawyer and 21.5% had received legal help from two lawyers.

Figure 4.6 presents respondents' estimates of how much they have paid in legal fees over the course of their current problem. Just over one-half of participants (51.4%) said that they have spent between \$0 and \$999 so far, while 11.4% have spent between \$1,000 and \$4,999 and 12.9% have spent between \$5,000 and \$9,999. A few individuals said that they have spent between \$25,000 and \$49,999 (5.7%) or over \$50,000 (5.7%).

**Figure 4.6**  
**Respondents' Estimates of Their Legal Fees So Far**



Participants were asked what issues are involved in their current legal problem and their responses are summarized in Table 4.10. The most common legal problems reported were issues related to child support and children's expenses (58.2%), divorce (45.6%), issues surrounding parenting (39.2%), and property division (36.7%).

When asked if they are trying to resolve their legal problem without going to court, two-thirds (67.1%; n=53) said that they are. Figure 4.7 presents the dispute resolution mechanisms that respondents have used to try to solve their legal problem. The most common dispute resolution that had been attempted was negotiation, with 37.7% saying that they had tried this without a lawyer and 36.2% had tried negotiation with the assistance of a lawyer. The next most common non-court dispute resolution mechanism was mediation (26.1% without a lawyer and 30.4% with legal assistance). The majority of respondents reported that they have not tried arbitration (85.2%) or parenting coordination (73.3%). Almost two-thirds of participants (61.4%) said that they have been to court to try to resolve their legal problem; of these, 48.8% had been to court without a lawyer and 51.2% had been to court with legal assistance.

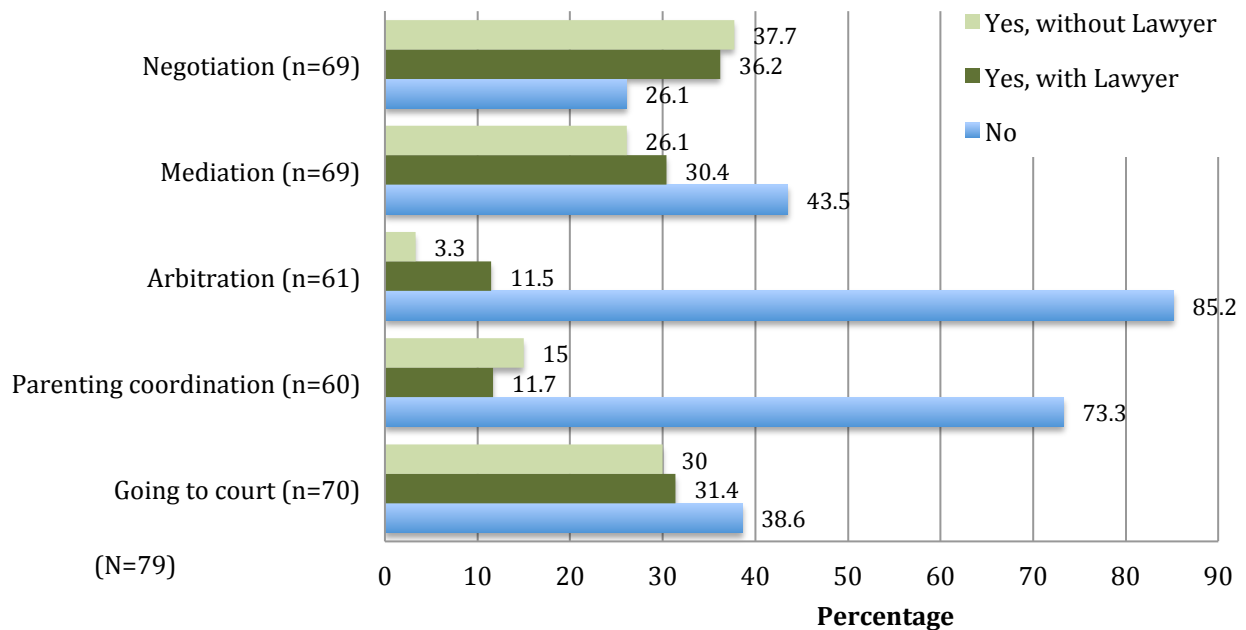
**Table 4.10**  
**Issues Involved in Respondents' Legal Problems**

Issues	n	%
Child support and/or children's expenses	46	58.2
Divorce	36	45.6
Guardianship, parenting plans, custody, contact or access	31	39.2
Dividing property and/or debt	29	36.7
Spousal support	21	26.6
Separation	20	25.3
Family law agreements	18	22.8
Family violence	13	16.5
Child welfare or child protection	9	11.4
Other <sup>1</sup>	6	7.6

n=79; Multiple response data

<sup>1</sup> Other includes: perjury, fraud and lawyer misconduct; other civil issue; rental property; probate law; and human rights.

**Figure 4.7**  
**Respondents' Reports of Whether they Used Various Mechanisms to Try and Resolve Their Legal Problem**



Just over one-half of respondents (50.6%; n=40) said that their problem is currently in court; of these, 50% (n=20) said that their legal issue is being dealt with in a superior court while 42.5% (n=17) said that they are proceeding in a provincial or territorial Court. Almost two-thirds of participants (60%; n=24) whose legal problem was in court said that they have already received interim orders, while 17.5% (n=7) said that they have received a final order and a further 17.5% (n=7) said that they have appealed one or more orders.

Respondents who have a legal problem were asked if the information they found in the wikibook helped them to deal with their problem, and 70.5% (n=31) said that it did. In addition, 78.6% (n=44) of respondents said that the information will help them in the future.



## 5.0 SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

### 5.1 Summary

#### 5.1.1 Google Analytics

##### *Demographic Characteristics*

- Out of 136,927 page views of the wikibook during the period 10 March 2015 through 7 August 2015, 81.4% were by Canadian users, 9.7% were by users in the United States, and 8.9% were by users in other international locations.
- Over two-thirds of Canadian page views (67.8%) were from British Columbia.

##### *User Characteristics*

- The majority of page views (70.8%) were by users who had not previously visited the wikibook, while 29.2% were by return users.
- 11.4% of page views were by users who were visiting the wikibook for the second time; 3.9% of page views were by users who had accessed the wikibook between 6 and 10 times and 5.6% of page views were by users who had visited the site 11 or more times.
- Over three-quarters of page views (77.3%) were by users who were directed to the page by a search engine; users were referred to the wikibook by a link from another website in 13.8% of page views, and users navigated directly to the wikibook in 8.9% of page views.
- Just over one-half of page views (54%) were by users accessing a single page of the wikibook during their session; in 8.3% of page views, users accessed between 6 and 10 pages and in 4.3% of page views users accessed 11 or more pages.

##### *Characteristics of Pages Viewed*

- The main or index page of the wikibook had the highest number of page views, followed by the pages on how to prepare an affidavit and how to get married in British Columbia.
- The pages that visitors were most likely to access first were how to prepare an affidavit, how to get married in British Columbia, the wikibook index page, family law agreements, and children in family law matters.

- The wikibook pages with the lowest bounce rate were the index page, Supreme Court forms and Provincial Court forms. The page with the highest bounce rate was the page dealing with marriage agreements.
- The pages with the lowest time on page were the index page, and the Provincial Court and Supreme Court forms pages. The page with the longest time on page was the page dealing with how to fix an error in an affidavit or add to an affidavit.

### 5.1.2 Pop-up Survey

#### *Demographic Characteristics*

- Out of 546 pop-up surveys received, 68.5% were completed by females and 30.6% were completed by males.
- Almost one-third of respondents (30.3%) fell into the 35-44 age group, while 27.9% were aged 45-54 and 20% were 25-34.
- Almost all respondents were residents of Canada (94.3%), and one-quarter (24.4%) lived in large metropolitan areas with populations greater than 1,000,000. A substantial proportion of respondents (14.1%) lived in small towns with populations less than 10,000.
- Over one-quarter of participants (26.8%) had a post-graduate or professional degree, while 20.7% had a university degree.

#### *Experiences with the Wikibook*

- Two-thirds of respondents (66.8%) said that the wikibook session when they completed the survey was the first time they had visited the wikibook, while 33.2% had used the wikibook previously.
- One-half of participants (51.6%) found the wikibook through an on-line search, while 27.9% had followed a link to the wikibook from another website.
- The majority of respondents (65.9%) said that they visited the wikibook because they were seeking help with a legal question.

### *Respondents' Satisfaction with the Wikibook*

- Three-quarters of respondents (75.8%) agreed or strongly agreed that the wikibook is easy to use, while 10.4% disagreed or strongly disagreed with this statement.
- The majority of participants (62%) agreed or strongly agreed that they found the legal information they were looking for in the wikibook, while 16.6% disagreed or strongly disagreed.
- Almost three-quarters of respondents (72.1%) agreed or strongly agreed that they knew more after visiting the wikibook than they had before, while 13.5% disagreed or strongly disagreed.
- Over three-quarters of participants (78.4%) agreed or strongly agreed that they would recommend the wikibook to others, while 10.9% disagreed or strongly disagreed.
- The substantial majority of respondents (93.7%) said that they would use the wikibook again.

#### **5.1.3 Initial Follow-up Survey**

### *Demographic Characteristics*

- Of the 142 follow-up surveys received, over two-thirds (69.5%) were completed by females, and 29.1% were completed by males.
- One-third of respondents (34%) were aged 35-44, while 27% were 45-54 and 23.4% were 25-34.
- All participants were residents of Canada and the substantial majority were from British Columbia (84.4%).
- One-quarter of respondents (24.1%) lived in large cities with populations of greater than 1,000,000 residents and 21.3% lived in cities with a population of 100,000-499,999. Several respondents (13.5%) lived in smaller communities with populations less than 10,000.
- Over one-third of respondents (34.5%) had a post-graduate or professional degree, and an additional 23.2% had a university degree.

### *Respondents' Opinions about the Wikibook*

- The majority of respondents (70.4%) said that the information they found in the wikibook was very useful, and an additional 28.2% rated the information as somewhat useful.
- Less than one-half of participants (44.4%) knew that the material in the wikibook can be copied, saved and reused, while 31% said that they saved or printed some of the information from the wikibook and only 1.4% used the Create a Book function.
- A few respondents (12.9%) said that they had bought or intended to buy a copy of the wikibook from a print-on-demand service, while 5% had used a printed version of the wikibook at a library.
- Almost three-quarters of participants (70.9%) used the online wikibook's search function and, of these, the substantial majority (91%) said that they found the information they were looking for.
- Almost all participants (93.6%) agreed or strongly agreed that they were able to find information quickly and easily, and 97.1% agreed or strongly agreed that they were able to understand the information in the wikibook.
- Almost all respondents (95%) agreed or strongly agreed that the design and layout of the wikibook made it easy to use, while 83.7% agreed or strongly agreed that the wikibook had the information they needed.
- Almost all participants (94.3%) agreed or strongly agreed that the wikibook is a reliable source of information, and 84.2% agreed or strongly agreed that the wikibook was more helpful than other sources they had used.
- Less than one-third of respondents (30.9%) thought that the wikibook needs improvements.

### *Responses from Teachers/Professors*

- Ten respondents (7%) said that they are a teacher or professor. Eight of these individuals said that they would recommend the wikibook to their colleagues.
- Six teachers said that they had accessed the wikibook to find general information about family law or the family justice system, while seven said that they were looking for information about a specific family law issue.
- Four teachers said that they had accessed the wikibook for personal use.

### *Responses from Legal Professionals*

- One-third of respondents (34.5%) said that they have a job involving the law or are a law student.
- The majority of legal respondents (81.6%) said that they are primarily involved in family law and that, on average, 50.6% of their work involves family law issues.
- Just over one-half of the participants (51%) said that they direct their clients to the wikibook, and almost all (93.9%) said that they would recommend the wikibook to other professionals.
- The most common reasons given by legal professionals for accessing the wikibook were to find information about a specific family law issue (61.2%), to find general information about family law or the family justice system (51%), or to find information for a specific file or client (49%).

### *Respondents' Legal Problems*

- Over one-half of respondents (55.6%) said that they are currently dealing with a legal problem and that their problem had begun an average of 27.1 months prior to completing the survey.
- When asked who was helping them with their legal problem, one-third of participants (32.9%) said that they have a lawyer that they are paying for, while 15.2% said that a friend is helping them and 11.4% said that an advocate from a community group is providing assistance.
- One-half of respondents (51.4%) said that they have spent \$0-\$999 in legal fees so far, while 11.4% have spent \$1,000-\$4,999 and 12.9% have spent \$5,000-\$9,999.
- The most common legal problems reported by respondents were issues related to child support and children's expenses (58.2%), divorce (45.6%), issues surrounding parenting (39.2%), and property division (36.7%).
- Two-thirds of participants (67.1%) said that they are trying to resolve their legal problem without going to court.
- The most common dispute resolution processes that respondents had tried were negotiation (73.9%) and mediation (56.5%). Almost two-thirds of respondents (61.4%) said that they have been to court to try to resolve their problem at one point.

- One-half of respondents (50.6%) said that their legal problem is currently before the court.
- The majority of respondents (70.5%) said that the information in the wikibook had helped them to deal with their legal problem, and 78.6% said that they thought the information will help them in the future.

## 5.2 Conclusions

The goal of the first phase of this project was to evaluate the outputs and outcomes of the wikibook *JP Boyd on Family Law* by collecting and analyzing usage data from Google Analytics as well as user feedback provided through a pop-up survey on the website and a second, follow-up survey one week later. The goals of the first phase of the evaluation were to:

- establish a demographic profile of users;
- determine whether the website:
  - assists users in understanding the nature of their family law problem,
  - provides the family law information sought by its users,
  - provides information in a manner that is both intelligible and useful to its users, and
  - provides information that assists users in resolving family law problems;
- and
- make recommendations with respect to cautions and best practices for the use of wikibooks as a platform for the delivery of public legal education.

The wikibook *JP Boyd on Family Law* is one of several titles available through Courthouse Libraries BC's Clicklaw wikibook series. Data from Google Analytics indicate that 46% of the page views in the entire Clicklaw series are of pages in *JP Boyd on Family Law*. Using this statistic, it is estimated that over 63,000 users accessed the wikibook during the five-month data collection period for this project. This suggests the popularity and usefulness of the site.

According to the pop-up and follow-up surveys, over two-thirds of respondents were female. It may be that women are more likely to respond to a survey invitation; however, women may also be more likely to be self-represented and therefore more inclined to seek legal information from public sources. While the largest proportion of survey respondents was aged 35-44 years, substantial proportions were aged 45-54 and 25-34, indicating that the wikibook is being accessed by a very broad age group.

Additional demographic data from both Google Analytics and the pop-up survey indicated that the substantial majority of users of the wikibook are Canadian and, not surprisingly given the regional focus of the wikibook, are largely from British Columbia. However, it is interesting to note that a considerable number of users are

from other parts of Canada as well as international locations. While the majority of users live in metropolitan areas, a large number are from small towns with populations under 10,000. This indicates that the wikibook is reaching rural residents where the availability of legal information and services may be limited.

Findings from the pop-up and follow-up surveys demonstrate that the wikibook is being used by both professionals and members of the public, and that users are, in general, well educated. One-third of respondents to the follow-up survey said that they have a job involving the law or are a law student, and half of these reported that they direct their clients to the wikibook as well. Almost all legal professionals said that they would recommend the wikibook to their colleagues, suggesting that the website is useful for both lawyers and members of the public.

Data from Google Analytics indicate that almost one-third of page views were made by return users, and one-third of respondents to the pop-up survey said that they had visited the wikibook previously. According to Google Analytics, over three-quarters of page views resulted from users who were directed to the page by a search engine. Similarly, one-half of respondents to the pop-up survey said that they found the wikibook through an on-line search, suggesting that the website is friendly to or well optimized for search engines.

One of the positive features of the wikibook is that the information it offers is very accessible to the public and can be copied, saved and reused. However, less than one-half of the follow-up survey participants were aware of this feature.

Both the pop-up and follow-up surveys asked several questions regarding users' satisfaction with the wikibook and responses were extremely positive. Approximately three-quarters of respondents to the pop-up survey agreed that: the wikibook is easy to use; they knew more after visiting the wikibook than they had before; and, they would recommend the wikibook to others. Almost all users said that they would use the wikibook again. The vast majority of respondents to the follow-up survey said that they found the information in the wikibook to be very useful or somewhat useful. Likewise, almost all respondents agreed that they were able to find the information they needed quickly and easily and they were able to understand the information. Further, almost all participants agreed that the wikibook is a reliable source of information and is more helpful than other sources they have used.

When asked what they liked best about the wikibook, the most common responses were that the website is easy to navigate, easy to understand, and very informative. When asked what they liked least about the wikibook, the most common comments were that it did not have the information they were looking for or the information was not presented in sufficient depth.

While almost all respondents to the follow-up survey agreed that the design and layout of the wikibook made it easy to use, almost one-third thought that the wikibook could be improved. The most common suggestions for improvement were to: add more information and topics; include case law references and citations; and, provide links to other resources.

Google Analytics provides data on the pages that are most frequently accessed on a website, which, for the wikibook, provides an indication of demand for information on particular topics. The most frequently accessed pages in the wikibook, aside from the index page, were those that provided practical advice such as the “How Do I...” pages and the pages with access to court forms. This usage pattern suggests that the wikibook is frequently used by self-represented litigants. Of the pages that cover particular topic areas, those with the highest views included the pages dealing with types of family law agreements, children in family law matters, and financial issues. Additional areas that respondents to the follow-up survey said they would like to see included in the wikibook were topics related to procedural issues, orders, financial issues, and examples of personal situations.

Over one-half of respondents to the follow-up survey said that they are currently dealing with a legal problem and that their problems began, on average, over two years ago. Of the individuals with a legal problem, only one-third reported that they have a lawyer and one-half said they have spent less than \$1000 in legal fees, lending support to the theory that a large proportion of the users of the wikibook are self-represented. Over two-thirds of respondents said that the information in the wikibook has helped them to deal with their legal problem and over three-quarters thought that the information would help them in the future. The second phase of this project will provide the opportunity to examine the long-term efficacy of the wikibook by surveying individuals six months after completion of the initial follow-up survey.

### **5.3 Recommendations**

The findings from this phase of the evaluation of the wikibook *JP Boyd on Family Law* are extremely positive. Users overwhelmingly reported that the wikibook was easy to use and understand and they were able to find the information they were looking for. Further, users said that they found the information very helpful in dealing with their legal problems and they would use the site again in the future.

Based on the findings of the evaluation, the following recommendations can be made:

- (1) This evaluation provides evidence that the wikibook is an extremely valuable resource and it should continue to be hosted by Courthouse Libraries BC. In addition, the website should be updated as necessary to ensure that the most current information is available.



- (2) Although less than one-third of survey respondents thought that the wikibook needs improvement, a common comment was that respondents wanted more information on the topics already included as well as on additional topics. Consideration should be given to expanding the information in the wikibook.
- (3) One of the interesting findings is that the wikibook is used not only by the public, but also by legal professionals. One comment offered by professionals was that they would like more case law and citations included in the wikibook, and consideration should be given to adding this material if it can be done without negatively impacting the accessibility and readability of the wikibook.
- (4) Findings indicated that the wikibook is used by individuals in both large metropolitan and smaller communities; almost one-third of survey respondents reported living in towns or cities with populations less than 50,000. Given the need for access to legal information in rural areas, consideration should be given to further promotion of the wikibook in smaller communities.
- (5) The evaluation suggests that the wikibook is being accessed by self-represented litigants. Given the tremendous need for accessible legal information among this group, additional efforts could be made to further promote the wikibook to individuals without legal representation.
- (6) Although the majority of survey respondents used the on-line wikibook's search function and found the information they were looking for, some respondents reported having problems searching the site. The search function should be reviewed to determine if it is functioning as expected or if any refinements are necessary.
- (7) Given that less than one-half of respondents to the follow-up survey knew that material in the wikibook can be copied, saved and reused, a statement to this effect should be added to the wikibook index page or featured more prominently.
- (8) Since the Create a Book function was used by very few visitors to the wikibook, a more detailed explanation of this feature and its usefulness should be included on the website.
- (9) The evaluation demonstrates the effectiveness of the wiki model in providing legal information to both members of the public and legal professionals. For this reason, other jurisdictions should consider adopting this model for delivery of public legal education.

## GLOSSARY

Bounces: In Google Analytics, bounces are visits to a website during which only one page is viewed.

Bounce Rate: In Google Analytics, the bounce rate refers to the percentage of total visits to a specific web page where that is the only page on the site that is viewed.

Clicklaw: Clicklaw is a public legal education website, operated by Courthouse Libraries BC, aimed at enhancing access to justice by aggregating high quality, plain language legal information from more than 25 contributing organizations.

Entrances: In Google Analytics, entrances refer to the number of visits to a website that start on a specific page.

Exits: In Google Analytics, exits refer to the number of visits to a website that end on a particular page.

Exit Rate: In Google Analytics, the exit rate is the percentage of visits that end on a particular page out of the total number of visits to that page.

Google Analytics: Google Analytics is a free web analysis service maintained by Google that tracks and generates reports on website traffic.

Mean: The mean is the average response to a question. It is calculated by adding up all of the responses received and then dividing the resulting sum by the total number of responses.

Missing Cases: The number of responses on individual questions that are not available. The most common reason for missing cases in survey data is that the respondent chose not to answer a particular question.

Multiple Response Data: Multiple response data refers to questions in which respondents are allowed to choose more than one answer. In tables where multiple response data are presented, the percentages presented for individual items may total more than 100.

N and n: N refers to the total number of respondents to a survey or interview or the total number of files that were available for review while n refers to a subset of the total responses that may be selected for specific data analyses. For example, if 100 people respond to a survey,  $N = 100$ . If 30 of those respondents identify as female, then  $n = 30$  females and  $n = 70$  males.

Pop-up Survey: A pop-up survey is a brief survey that visitors to a website are asked to complete upon leaving the site.

Range: The lowest and highest responses from the range of responses received to a question.

Representativeness: The extent to which the responses to a survey are likely to reflect the responses that would be given if every potential respondent could be surveyed.

Response Rate: The percentage of completed surveys out of the total number distributed to potential respondents.

SPSS: Statistical Package for the Social Sciences, a widely used software program for analyzing social science data.

Time on Page: In Google Analytics, time on page is measured as the difference between when a visitor lands on a page and when they navigate to the next page.

Wikibook: A wikibook is a website built on the MediaWiki platform, an open-source application, and is an agile, highly adaptable website typically used to present large amounts of information from multiple authors in a digestible, easily accessible manner.

## **APPENDIX A**

### **POP-UP WIKIBOOK SURVEY**

# Wikibook Survey

---

The Canadian Research Institute for Law and the Family is studying the effectiveness of this wikibook and we need your help. This survey will only take a few minutes to complete and you will not be identified. If you finish the survey, you can enter your name in a monthly draw for a \$100 Visa Gift Card\*. We'll draw a name each month from March to July 2015, and contact the winners by e-mail.

\* Canadian residents only. Employees and contractors of Courthouse Libraries BC and the Canadian Research Institute for Law and the Family are not eligible for the draw.

## ABOUT YOU

### How old are you?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or above

### What is your gender?

- Male
- Female
- Other

### Where do you live?

- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Nunavut
- Newfoundland and Labrador
- Yukon
- Northwest Territories
- Other, please specify... \_\_\_\_\_

### How big is the town or city where you live?

- Less than 1,000 people
- 1,000 - 9,999
- 10,000 - 49,999
- 50,000 - 99,999
- 100,000 - 499,999
- 500,000 - 999,999
- 1,000,000 or more

### What is the highest level of education you've finished?

- Some high school
- High school diploma
- Trade school
- Some university or college
- College diploma
- University degree
- Post-graduate or professional degree
- Other, please specify... \_\_\_\_\_

## ABOUT THE WIKIBOOK

### Is this your first time visiting this site?

- Yes
- No

### If no, about when did you first visit this site?

\_\_\_/\_\_\_/\_\_\_ (YYYY/MM/DD)

### How did you find out about this site?

- Followed a link from another website
- Followed a link from a search (Google, Bing, etc.)
- Via social media
- Was told by a friend/family member
- Was told by lawyer
- Was told by librarian/community worker
- Other, please specify... \_\_\_\_\_

### Why did you visit this site?

- I have a legal question
- I'm assisting a client with a legal question
- I'm assisting a friend or family member with a legal question
- I'm a teacher or student involved with learning about the law
- Other, please specify... \_\_\_\_\_

**Do you agree with the following statements?**

	1 (Strongly disagree)	2	3	4	5 (Strongly agree)
This website is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the legal information that I was looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know more than I did before	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'd recommend this website to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Would you use this site again?**

- Yes
- No

**If this wikibook didn't meet your needs, please tell us why.**

**Do you have any additional comments?**

**Thank you for taking the time to complete this survey. If you'd like to enter the monthly draw for a \$100 Visa Gift Card, please give us your name and e-mail address. We will keep your contact information private and will not share it with anyone else. Your contact information will not be associated with your answers to this survey.**

**Name:**

**E-mail address:**

**We value your opinion and we'd really like to know what you think about this wikibook. We'd like to contact you in about a week's time by e-mail to ask you to take another short survey about how you liked and used this wikibook. If you finish the second survey, we'll give you five extra entries in the monthly draw. That means you'll have six chances to win a \$100 Visa Gift Card.**

**Can we contact you about the second survey?**

- Yes, please e-mail me about the second survey
- No, I am not willing to participate in another survey

**Thank you very much for your participation. If you have any questions or comments about this survey or the wikibook, please contact us by e-mail at [crilf@ucalgary.ca](mailto:crilf@ucalgary.ca) or by telephone at 403-216-0340.**



## **APPENDIX B**

### **FOLLOW-UP WIKIBOOK SURVEY**

# Wikibook Follow-up Survey

---

The Canadian Research Institute for Law and the Family is studying the effectiveness of the wikibook JP Boyd on Family Law and we need your help. About a week ago, you finished a short survey after visiting the wikibook. We'd like to know more about what you thought of the wikibook and how useful it was to you. This survey will only take 10 to 15 minutes to complete and you will not be identified. If you finish the survey, we'll give you five extra entries in our monthly draw to win a \$100 Visa Gift Card\*, giving you a total of six chances to win.

\* Canadian residents only. Employees and contractors of Courthouse Libraries BC and the Canadian Research Institute for Law and the Family are not eligible for the draw.

## ABOUT THE WIKIBOOK

### How useful was the information you found in this wikibook?

- Very useful
- Somewhat useful
- Not useful

### Please answer yes or no to the following questions:

	Yes	No
Did you know that the material on this site can be copied, saved and reused?	<input type="radio"/>	<input type="radio"/>
Did you save or print any of the information you found in this wikibook?	<input type="radio"/>	<input type="radio"/>
Did you use the Create a Book function?	<input type="radio"/>	<input type="radio"/>
Did you or will you buy a copy of the wikibook from a print-on-demand service?	<input type="radio"/>	<input type="radio"/>
Did you use the printed version of the wikibook at a library?	<input type="radio"/>	<input type="radio"/>
Did you use the online wikibook's search function?	<input type="radio"/>	<input type="radio"/>
If you used the search function, did you find the information you were searching for?	<input type="radio"/>	<input type="radio"/>

## WHAT DID YOU THINK OF THE WIKIBOOK?

### Do you agree with the following statements?

	Strongly disagree	Disagree	Agree	Strongly agree
I was able to find information quickly and easily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to understand the information on the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The design and layout made the wikibook easy to use

The wikibook had the information I needed

The wikibook is a reliable source of information

The wikibook is more helpful than other resources I have used

**Does the wikibook need improvements?**

- Yes
- No

**If yes, what could be changed about the wikibook to make it better?**

**What did you like best about the wikibook?**

**What did you like least about the wikibook?**

**ABOUT YOU**

**Are you a teacher or professor?**

- Yes
- No [if no, system will skip teacher-specific questions]

**At what level do you teach?**

- Elementary school (grades 1-6)
- Junior high school (grades 7-9)
- Senior high school (grades 10-12)
- Post-secondary trade school
- College
- University
- Other, please specify... \_\_\_\_\_

**Have you or will you distribute printed or electronic copies of material in this wikibook to your students?**

- Yes
- No

**Would you recommend this wikibook to your colleagues?**

- Yes
- No
- If no, why not? \_\_\_\_\_

**Why did you access this wikibook? (Check all that apply)**

- To find general information about family law or the family justice system
- To find information about a specific family law issue
- To get information for use in my classroom
- To get court or other forms for use in my classroom
- To help plan my curriculum
- For personal use
- Other, please specify... \_\_\_\_\_

**Do you have a job involving the law or are you a law student?**

- Yes
- No [if no, system will skip lawyer-specific questions]

**What is your occupation?**

- Advocate or support worker with a community agency
- Law student
- Legal assistant
- Paralegal
- Non-lawyer mediator or arbitrator
- Lawyer
- Judge
- Court employee
- Government employee
- Other, please specify... \_\_\_\_\_

**What areas of the law are you primarily involved in? (Check all that apply)**

- Family law
- Wills and estates
- Other kinds of civil law
- Poverty law
- Immigration
- Other kinds of administrative law
- Criminal law
- Other, please specify... \_\_\_\_\_

**In the last five years, about what percentage of your work has involved family law issues?**

**Do you direct clients to this site?**

- Yes
- No
- If yes, why? \_\_\_\_\_

**Would you recommend this site to other legal professionals?**

- Yes
- No
- If no, why not? \_\_\_\_\_

**Why did you access this wikibook? (Check all that apply)**

- To find general information about family law or the family justice system
- To find information for a specific file or client
- To find information about a specific family law issue
- For personal use
- Other, please specify... \_\_\_\_\_

## **YOUR LEGAL PROBLEM**

**Are you currently dealing with a legal problem?**

- Yes
- No [if no, system will skip to end page]

**About when did your legal problem start?**

\_\_\_/\_\_\_/\_\_\_ (YYYY/MM/DD)

**Do you have anyone helping you with this legal problem? (Check all that apply)**

- I have a legal aid lawyer
- I have a lawyer I am paying for
- An advocate from a community group is helping me
- A friend is helping me
- Other, please specify... \_\_\_\_\_

**How many lawyers have you had over the course of this legal problem?**

**What do you think you've paid in legal fees for your legal problem so far?**

- Less than \$1,000
- \$1,000-\$4,999
- \$5,000-\$9,999
- \$10,000-\$14,999
- \$15,000-\$19,999
- \$20,000-\$25,000
- Other, please specify... \_\_\_\_\_

**What are the issues in your legal problem? (Please check all that apply)**

- Family violence
- Child welfare or child protection
- Guardianship, parenting plans, custody, contact or access
- Child support and/or children's expenses
- Spousal support
- Dividing property and/or debt
- Family law agreements
- Separation
- Divorce
- Other, please specify... \_\_\_\_\_

**Are you trying to resolve your legal problem without going to court?**

- Yes
- No

**Have you used any of the following to try and resolve your legal problem?**

	No	Yes, with a lawyer	Yes, without a lawyer
Negotiation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mediation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arbitration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Going to court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Is your legal problem in court?**

- Yes
- No
- I don't know

**If your legal problem is in court, which court are you in?**

- a Provincial Court or a Territorial Court in Canada
- a Supreme Court or Court of Queen's Bench in Canada
- a Court of Appeal in Canada
- a court somewhere else, please specify: \_\_\_\_\_
- I don't know

**If your legal problem is in court:**

- |                                     | Yes                   | No                    |
|-------------------------------------|-----------------------|-----------------------|
| Do you have any interim orders yet? | <input type="radio"/> | <input type="radio"/> |
| Do you have a final order yet?      | <input type="radio"/> | <input type="radio"/> |
| Have you appealed any orders?       | <input type="radio"/> | <input type="radio"/> |

**Have you been to court or tried to resolve your legal problem since you first used this wikibook?**

- Yes
- No

**If yes, did the information you found in this wikibook help you with your legal problem?**

- Yes
- No

**If no, do you think that the information you found in this wikibook will help you with your legal problem?**

- Yes
- No

**Thank you for taking the time to complete this survey. If you'd like to have five more entries in the monthly draw for a \$100 Visa Gift Card, please give us your name and e-mail address. We will keep your contact information private and will not share it with anyone else. Your contact information will not be associated with your answers to this survey.**

**Name:**

**E-mail address:**

**We value your opinion and we'd really like to know what you think about this wikibook. We'd like to contact you again in about six months to ask about how you used the wikibook and whether it helped you with your legal problem. If you agree and we're able to get your feedback, you can enter a draw for a free \$500 iTunes gift card\*, good for movies, music and books.\* Canadian residents only. Employees and contractors of Courthouse Libraries BC and the Canadian Research Institute for Law and the Family are not eligible for the draw.**

**May we contact you again in six months' time to ask about the long-term benefits of this wikibook?**

- Yes, please contact me about the wikibook.
- No, please do not contact me again.

**Thank you very much for your participation. If you have any questions or comments about this survey or the wikibook, please contact us by e-mail at [crilf@ucalgary.ca](mailto:crilf@ucalgary.ca) or by telephone at 403-216-0340.**

---