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An Evaluation of LiveJustice.org

An Interactive Qualifying Project Report
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by

Elana V. Mayer

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Approved:
Professor Kent J. Rissmiller, Major Advisor
Professor James K. Doyle, Co-Advisor

Abstract

LiveJustice is a website that offers free housing advice and is run by the Legal Assistance Corporation of Central Massachusetts. LACCM came to WPI and asked us to test the website by surveying users before they launched it to the public. By asking social service representatives, students at WPI, and actual clients to view the site and respond to questions, we gathered information and gave a final report to LACCM on *LiveJustice*'s functionality and suggested improvements.

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Introduction

Although “equal justice for all” is essential to American democracy, we all know that many people, specifically low income and elderly persons, do not have adequate access to legal services. Legal Assistance Corporation of Central Massachusetts (LACCM) assists low-income and elderly Worcester County residents with their civil legal needs. Their priorities include housing, public benefits, disability, mental health, family, elderly and Medicare advocacy (Neighborhood Law, 2001).

Often, in housing disputes, the tenant’s ability to maintain possession of their housing depends on the quality and timeliness of the legal services available to them. To better serve their clients, LACCM has created the *LiveJustice* website under a grant from the Department of Commerce’s Technology Opportunities Program (TOP) (LiveJustice, 2002).

LiveJustice is an interactive website designed to provide low-income and elderly tenants facing eviction as well as community-based organizations with ready access to legal assistance using e-commerce technology. The goals of *LiveJustice* are to “(a) improve the ability of low-income tenants to obtain accurate and timely legal information; (b) increase the number of tenants who maintain possession of their tenancies; (c) improve the living conditions of tenants maintaining possession of their tenancies; and (d) increase the amount of time that tenants are able to maintain their tenancies prior to vacating” (LACCM, 2001).

Most low-income households in need of legal help are unable to obtain a lawyer due to their financial constraints and in other circumstances their lack of

knowledge. Currently tenants can obtain free legal assistance through telephone hotline systems. However, this system does not always offer an immediate response; in some cases, tenants have to wait days, before receiving an answer. Frequently the delay is too long and tenants lose their housing before they know their rights.

LACCM proposed *LiveJustice* as a “natural extension of the existing telephone hotline system utilized throughout the legal services community nationwide” (Technology Opportunities Program, 2002). The idea is that a web-based system will improve efficiency and quality of legal assistance to low income and elderly tenants, as well as reduce the cost in assisting them.

The website links clients, specifically tenants and social services providers, directly with a legal advocate. Clients will be able to engage in a real-time discussion over the web. The technology used will allow a legal advocate to share documents and legal forms with clients, using a standard web browser.

LiveJustice is the first “virtual law office,” or website allowing clients to chat in real time with a live legal advocate. Florida Rural Legal Services (FRLS) received funding from TIIAP (Telecommunications and Information Infrastructure Assistance Program) in 1998 to fund the Florida Inland Counties Online Network (ICON), which employed video conferencing technology to link clients with legal personnel (Technology Opportunities Program, 2002). TOP also funded the Help Me Project, developed by Pine Tree Legal Assistance in 2000. The Help Me Project also used video teleconferencing to link battered women’s shelters to the courts. The disadvantage of such technologies is that clients are limited by the

software and equipment that they have access to or can afford. With *LiveJustice*, clients only need to have access to the Internet.

The objective of our project is to gather data from surveys collected during the site's beta test to make recommendations to LACCM in order to enhance *LiveJustice* and to better attend to their clients' needs as well as to determine the relative feasibility of the site related to their goals.

In order to determine what, if any, changes needed to be made before *LiveJustice* is released to the public we asked individuals, acting as clients with housing problems, to complete a survey after they viewed *LiveJustice*.

Convenience sampling of social services providers, WPI students and consumers – tenants in Worcester County with real housing needs – was used to distribute surveys. All perspectives were gathered to obtain a more in-depth evaluation.

An initial findings report was submitted to LACCM in December, 2002 before *LiveJustice* was launched. The report included an in-depth evaluation of the site. The areas specifically pointed out were the bugs found, the overall usability of the site, and the statistics to back our results. In the end, it was their decision of whether or not they wanted to review, accept the results, and change their site according to our findings.

Literature Review

Technology Opportunities Program

LACCM funded *LiveJustice* through a grant from the Department of Commerce's Technology Opportunities Program, TOP, formerly the National Telecommunications and Information Administration, NTIA. It is a "highly competitive grant program designed to demonstrate practical applications of new telecommunications and information technologies to serve the public interest" (Legal Assistance Corporation of Central Massachusetts, 2002).

"[TOP] promotes the widespread availability and use of digital network technologies in the public and non-profit sectors" (Technology Opportunities Program, 2002b). It awards grants for projects demonstrating innovative uses of technology. The projects are evaluated, and the results are shared with those in rural and underserved communities to help spread the technology.

As of 2001, TOP has awarded 55 grants, totaling over \$200 million (Department of Commerce, 2001) to projects in all 50 states, Puerto Rico and the District of Columbia and the US Virgin Islands.

Legal Assistance Corporation of Central Massachusetts

Established more than forty years ago, LACCM provides low income and elderly households with civil legal services.

LACCM's mission is "to protect and advance the rights of low-income and elderly people" (*LiveJustice*, 2002). LACCM helps their clients achieve social and economic justice while meeting their basic needs.

E-Commerce

Electronic commerce, or e-commerce, is defined as business transacted electronically, for example, over the Internet through computers (Dictionary.com, 2002).

“E-Commerce technology creates a new infrastructure where consumer and business transactions can occur 24 hours a day, world wide, in real time” (House, 2002). The world of e-commerce is a business that can be reached 24/7/365 and is very convenient. Due to recent advances, e-commerce has become a more cost-effective and time-efficient way to conduct business. LiveJustice is based on this e-commerce technology.

Web Beta Testing

During a web beta test, a sample of the new website’s target audience is asked to interact and evaluate the site (Whatis.com, 2002). Functionality, appearance and quality of content are among the aspects of a site being evaluated during a beta test.

According to the Cognition & Instructional Technologies Laboratory (CITL), beta tests should include “both subject matter experts ... and target audience members” (Cognition & Instructional Technologies Laboratory, 2001). Beta tests are meant to “uncover first hand impressions, processes and transactions, user-friendliness and over all experiences with the web site (Userminds, 2002).

Web Usability

Simply stated, if someone cannot use a specific website to their satisfaction, or they become frustrated, they will go somewhere else and not

return; which is why usability is important. The usability of a website can be described as “the extent to which it achieves its specific goals with effectiveness and satisfaction in a particular context” (Instone, 2001). It is also a measure of the users’ experience while interacting with the website. Users must be able to complete tasks quickly, easily and enjoyably (Monash University, 2001).

Usability tests are used to improve the functionality of a site (Scarborough, 1998). Companies often contract usability engineers to conduct usability tests on their websites. Usability tests are typically conducted prior to the site being released to the public (University of Wisconsin, 2002), during the beta phase.

Beta usability testers, those who actually interact with the site, provide feedback to help improve the usefulness of the site and identify technical problems. If the encountered problems are addressed and the users’ feedback is taken into account, usability tests ensure a “successful site launch” (Userminds, 2002).

There is a science to determine the usability of a website. However, the following five-steps can be used when there are insufficient funds to hire usability engineers.

Know your purpose – know why people are visiting the site and what their purpose is for visiting it.

Find Ordinary Users – invite people in the target audience to view the site.

Watch and Learn – observe users using the site and note any difficulties the user has while navigating. Usually usability studies are completed in person.

Collect the Data – ask follow up questions to find out what the users liked and disliked.

Go back to the Drawing Board – use what you have learned to improve the site (Instone, 2001).

Although the usability of a website depends primarily on the purpose and primary users, in most cases, for a website to be “usable” it must be “accessible, appealing, consistent, clear, simple, navigable and forgiving” (National Library of Canada, 2001). The site’s content, layout, look and speed are among the important issues when determining usability (Kyrnin, 2002).

Usability tests are often completed with an observer monitoring a representative user navigating a website. The observer simply takes notes and observes the reactions and interactions with the representative and the site, not offering help if the representative gets “lost.” If finances allow, the testing is completed in a usability lab, complete with audio and video equipment to fully capture the experience. Once complete the observer asks for feedback on the overall impression of the site, either verbally or through a questionnaire. The audio and video tapes are beneficial when later preparing reports.

Surveying

There are three main types of surveys; they are personal or face-to-face interviews; a self-administered survey or a telephone surveys (Bernard, 2002, p. 242), each with their own advantages and disadvantages, which can be seen below.

Face-to-Face

Face-to-face survey administrations are good when you do not want respondents to view questions out of order, as they do not allow respondents to flip ahead in the survey and answer questions out of order. They are also advantageous when illiterate or immobile persons may take part in the survey.

However, they can be costly, both in time and in money. It is often difficult not to show bias when administering a survey in person.

Telephone Surveys

Surveys administered over the telephone combine the personal touch of face-to-face administrations with the impersonal feel of self-administered surveys. However, they can be expensive and again, the interviewer may introduce bias unknowingly. Telephone surveys do not work well if the survey or questionnaire is lengthy. It could also be a problem in low-income areas where a large portion of the population may not have access to a phone.

Self Administered Surveys

While one cannot control how questions are interpreted, or the order in which the questions are answered, self-administered surveys allow for a larger sample while maintaining a relatively low cost. A great advantage of this type of survey is that respondents can choose from a list of responses. For example, the following question would not work well in a personal or telephone interview situation.

Which of the following areas of the website did you explore and how much time did you spend in each section? (Check all that apply)

A little	Some	A lot	
_____	_____	_____	“About Us” / “About LiveJustice”
_____	_____	_____	“Look in our legal library”
_____	_____	_____	“Learn about the court system”
_____	_____	_____	“Find out where to go for help online”
_____	_____	_____	“Get directions”
_____	_____	_____	“Live Help”
_____	_____	_____	“News Flash!”
_____	_____	_____	“My Account”

Figure 1

Convenience Sampling

Bernard describes convenience sampling as “a glorified term for grabbing whoever will stand still long enough to answer your questions” (Bernard, p. 184).

Convenience sampling is a non-probability method (StatPac, 2002), which means it cannot be used to make predictions about the population. Instead, this method is primarily used in preliminary research to estimate results.

Simultaneous Browsing, Web Chatting and Form Sharing

“[T]he ability to browse the Internet, or more specifically a web site or section of a web site, with someone located remotely” is known as co-browsing (Monaghan, 2001). This technology is primarily used in sales, where sales representatives “link browsers with the customer and collaboratively navigate the web together” (Web Conferencing Central, 2002). Sales representatives and customers are able to view the same webpage, at the same time, from different locations.

A primitive form of co-browsing is known as page pushing. A representative pushes a web page onto the customer's screen, a new browser is opened and the representative can direct the customer to the information within that page. The difference, and benefits, of co-browsing are that while co-browsing both parties see the same web page (Gleeaves, 2001). Furthermore, users can highlight text on a page while co-browsing to direct particular attention to important sections.

Web chatting allows two users to communicate in real time over the Internet. Users type in their question or remark and hit "send," in most cases. Their text appears as a script, with the other user's response on the two screens. Web chatting enhances the benefits of co-browsing. Simultaneous web chatting and co-browsing allow users to "jointly navigate web-pages while allowing an environment to chat [and] research" (Customer Contact Channels, 2001).

With the combination of these technologies, you can chat with an expert in a specific area, concurrently search for the information you are looking for and, obtain, and print, applicable forms without ever having to leave your computer or pick up the phone.

A great example of the use of this technology is an immobile grandmother wants to purchase something for her grandchild's wedding, from the wedding registry, but is unable to physically get to the store. If the store her grandchild is registered at uses this technology, a representative could start a co-browsing session with her. With the added chat capabilities, representative would ask for her grandchild's name. The grandmother could see the representative type the

name into the registry page and make corrections if it is being misspelled. The gift registry would appear on both the grandmother's and representative's monitors. The two can continue browsing and discussing products until a decision is made and a purchase has been made (Gleaves, 2001).

Similar online collaboration is available through video conferencing; however, video conferencing requires additional hardware – web cams, microphones and video servers – in addition to the maintenance of all of the equipment. Co-browsing employs standard web browsers, if you have a computer and access to the Internet you can co-browse!

Free/Low-Cost Legal Help

Similar to crisis hotlines, the legal world also provides hotlines for clients to call “for immediate advice and referrals” (Illinois EJP, 2001). Hotlines can be helpful if clients are unable to meet directly with an attorney or legal advocate. However, the systems do not come without cost; service is not always immediate. Hours of operation are often limited and can cause clients to be placed on ‘hold’ for tremendous periods of time.

Currently there are websites available for tenants to access free basic information on their housing needs. Tenants can view their basic rights and find out what course of action they can take to resolve the problem on their own. However, the services are very impersonal and are not tailored to the individual needs of the person.

Sites are often geared to the specific state in which they are located. An example of such a site is one provided by Massachusetts Legal Services

Programs at www.neighborhoodlaw.org/housing.htm. In Texas, Austin Tenants' Council offers a free website containing information on tenants' rights and responsibilities (ATC, 2001). Sections of the Texas Property Code, pertaining to landlord-tenant situations, are included as are the legal form letters to download. Clients can email their questions to staff at the Austin Tenants' Council if they have additional questions.

Pine Tree Legal Assistance, through a TOP grant in 2000, developed the Help Me Project (TOP, 2000). The Help Me Project utilizes Internet based video conferencing technology to link domestic violence shelters directly to courthouses. Victims are able to communicate directly with judges safely from a shelter.

One site, <http://law.freeadvice.com>, offers a chat service for a fee of \$9.95 (Freeadvice.com, 2002). Once paid, the service is available for one calendar week from the date of registration. The service, known as Ask A Lawyer, is intended to provide legal information to clients. As stated on their web page, the Live Chat Lawyer may:

- ❖ Explain general legal concepts in your area of the law
- ❖ Ask questions to help you clarify the facts
- ❖ Explain the legal issues involved
- ❖ Refer you to information on legal and government resources, including FreeAdvice.com and its affiliated sites
- ❖ Outline alternatives to consider with an attorney of your own
- ❖ Suggest governmental agencies or other organizations to assist you

- ❖ Explain how a lawyer might assist you, and/or
- ❖ Discuss how you may go about finding local counsel, through a bar operated lawyer referral service, a legal plan, law school legal clinic, or our AttorneyPages.com Lawyer Directory.

This site explicitly states that any things said during chat sessions will not be held in attorney-client privilege.

Currently, *LiveJustice* is the only site that offers free legal advice from a legal advocate, in real time. *LiveJustice* is also completely confidential.

Internet Access

Free Internet access is provided at most public libraries in Worcester County, as well as at community or senior citizen centers. Additionally, in Worcester, the following locations provide free Internet access to the public during the hours listed (Worcester Resources.Org, 2002):

Great Brook Valley Homework Center

107 Tacoma Street

Hours: Monday through Thursday, 3:00 – 7:00pm

Great Brook Valley – Resident Opportunity Self-Sufficiency

143 Tacoma St

Hours: Monday through Friday, 8:00am – 4:30pm

Lakeside Computer Education Center

19 Garland St, Apt 1

Hours: Monday through Friday, 3:00 – 6:00pm

Oak Hill Community Development Corporation

74 Providence St

Hours: 9:00am – 5:00pm

Parent Information Center

768 Main St

Hours: Monday through Friday, 9:00am – 4:00pm

Workforce Central, Resource Room
44 Front St, 6th floor
Hours: Monday through Friday, 9:00am – 4:30pm

YWCA of Central Massachusetts, The Career Resource Center
1 Salem Square
Hours: Monday through Friday, 8:30- 4:30pm

Conclusion

Gathering all this research was rewarding in itself. The fact that so much information is out there about this topic is helpful in writing towards enlightening people on what *LiveJustice* is trying to do. *LiveJustice* is out there now to help people understand their legal rights about housing laws and their rights and will increase the amount of residents that will keep their homes. This document is a background on what *LiveJustice* stemmed from. The Legal Assistance Corporation of Central Massachusetts created *LiveJustice* from a grant by the Department of Commerce's Technology Opportunities Program. The background we provide is based on the methods we used to conduct our survey and what information we based our survey on.

Writing this background was difficult at first, but eventually the information became more than enough. One has to know where to look when researching a broad topic such as "Project or Grants Similar to *LiveJustice*". One lesson learned by doing this research is one has to know where to look before they can start researching. One has to look at what aspects of their project they will need to look at for example, with *LiveJustice*, we knew to look at e-commerce. We knew this because that is exactly what *LiveJustice* is doing: creating a business

through electronic means. We looked up the things that *LiveJustice* is and was created on: local/free legal advice, e-commerce, and co-browsing. We also looked up information regarding the method for which we were surveying the website: usability, beta testing, and types of surveys. One has to understand what their project is based on before they can begin research.

Methodology

Legal Assistance Corporation of Central Massachusetts asked us to evaluate the *LiveJustice* website in the preliminary stages to determine what, if any, changes need to be made before the final release to the public. During our project, we distributed surveys to a convenience sampling of students, clients, and social service representatives that have viewed *LiveJustice*.

In accordance with Clark's Institutional Review Board (IRB) for Research on Human Subjects, participants were required to sign a consent form. The consent forms are individually geared towards each group of participants. It explains *LiveJustice* and our research goals. The consent forms remind participants that participation is voluntary and explains how their information and rights will be protected. The consent form for WPI students includes notification that students' grades and academic standing will not be affected by participation, or lack thereof, in our research.

Survey Distribution

Surveys were distributed to social service providers, clients, and students at WPI who agreed to view the site and participate in our study.

A self-administered survey proved to be our best option, for several reasons. Our surveys were relatively lengthy and would require a significant amount of time if we were to administer over the phone, and scheduling a convenient time with the social service providers proved to be difficult. In addition, several questions required a list of options or ratings, which also would take a significant amount of time to relay to an individual evaluating the website.

Responses to our questions would not be affected if the respondent looked ahead at the coming questions. Blind or illiterate persons were not included in our survey, as *LiveJustice* does not yet support the needs of those visually impaired.

Survey Design

A series of questions were developed to assist in obtaining feedback from people about their experience with *LiveJustice*. Different surveys were developed for social service providers, students, and client.

All of the surveys gather information in areas such as

- ❖ Experience with *LiveJustice*
- ❖ Evaluation of *LiveJustice*
- ❖ Experience with housing problems and the law
- ❖ The characteristics of the computer used to access *LiveJustice*
- ❖ The respondent's Internet experience
- ❖ Basic information about the respondent

The information gathered about the respondent's experience and evaluation of *LiveJustice* was used to help improve the site's content. We looked at how much time they spent exploring the website, and in individual sections of the site, as well as what they looked at.

In order for LACCM to assist clients through *LiveJustice*, they need to know what common housing problems *LiveJustice* users will have. To do this, one of the survey questions asked the clients what housing problems they were seeking advice/information about. There were common problems listed, such as

living conditions, eviction or discrimination, as well as the opportunity for clients to write in their own response, in the “other” category, if it is not listed.

After asking clients what their overall impression of *LiveJustice* was – in regards to content, design, and ease of use – we asked them to provide their own response to such questions as what they liked or disliked about the site. We also asked if they have any suggestions for improvement. From there, the clients were asked specific questions regarding the site; including such things as the site’s innovation, page design and availability of information. Also included are questions regarding the login procedure, screen display rate and proper display on the screen.

Comparing experiences with *LiveJustice* with experiences with free legal assistance could help verify that *LiveJustice* is a practical tool for receiving legal assistance.

Although the content of the three surveys was relatively similar, there were some expected differences. For instance, we asked the social service providers if they felt this site would meet the needs of their clients. Obviously, there is no need to ask students this question. Similarly, we asked the students about their computer characteristics, we are assuming that students are more apt to know more about the computer they are using than the social service providers, and particularly the clients.

Knowing the computer characteristics, of the respondents, allowed us to determine if there are inherent conflicts with commonly used computer applications and *LiveJustice*. For instance, we currently know that Netscape

Navigator® users are unable to use the live chat feature. We sought information about other conflicts when other browsers or operating systems are used.

We asked about people's experience with the Internet to determine if the Internet will be a useful means by which legal advice is transferred. It is also important to know if LACCM's target clients, the elderly and low-income tenants, have ready access to the Internet and can employ the services of *LiveJustice* with ease.

Sample Design

Our sample can most accurately be described as a [quasi] stratified random sample (Bernard, 2002). We divided our sample population into one of three groups – social service providers, students and clients. We then sampled members of each subgroup, or strata.

Due to its feasibility, we used convenience sampling within each of the three strata.

Social Service Providers

Chats were scheduled with social service providers through LACCM. The feedback from social service providers was expected to be particularly helpful, as they have experience with clients, housing problems and the law.

The original intent was to have the social service providers complete the survey over the phone. However, due to enormous difficulties trying to contact them on the phone, just to arrange a time to conduct a follow up interview and complete the survey, our strategy shifted to distributing the survey to them via email, or a hard copy in the mail.

WPI Students

WPI has a large population of students living off campus in tenant situations who we expected could ask real life questions based on their experiences, or their friends. For this reason, we choose to distribute surveys to WPI students. In addition, it is not uncommon for students, at WPI, to be familiar with web page layout and design. They offered great feedback in that area of the site as well.

Because of time constraints and the relatively large number of students whom agreed to participate, we did not schedule chat times. Instead, each student was given instructions on how, and when, they could log on to *LiveJustice* and complete a chat to evaluate the site.

Clients

The Massachusetts Justice Project, MJP, agreed to assist LACCM in the beta phase of *LiveJustice*. Clients walking into LACCM or MJP, seeking legal advice on a housing problem were asked if they would mind trying *LiveJustice*. A computer was supplied for them on site. Once they were done with their chat they were given a survey to complete.

Distributing the survey to clients is logical, as they are real people in need of legal housing assistance. They were able to provide input/feedback on the site's content.

Unfortunately, during the beginning weeks, it was difficult to recruit clients with housing problems. Hoping to increase the number of respondents, LACCM began offering clients a monetary incentive of \$10 to view the site and to complete a survey.

Survey Evaluation

After the surveys were completed and returned, the information from each question was entered into a database. The data was sorted according to question type, and response. From that, conclusions were made as well as recommendations to LACCM.

Database Design

Due to the variation in questions, a separate database was designed for each of the three groups participating in our study. Each database separated the survey down by sections, with each section on at least one worksheet. Sections requiring responses that could not be coded directly into the database were assigned an additional worksheet specifically for fill in responses. The full text of the client's response was maintained.

Microsoft Excel was used to hold our data. Each survey question was assigned an identifying keyword or phrase; correspondingly, each answer response was also assigned a code to be entered in the database. For example, in the database, "Time" corresponds to the question "About how much time did you spend exploring the *LiveJustice* web site?" The respondent has the following options:

- 15 minutes or less
- 16 – 30 minutes
- 30 – 60 minutes
- More than 1 hour

Figure 2

When entered into the database, the response was entered as "1" if the respondent spent "15 minutes or less" exploring *LiveJustice* or "2" if the

respondent spent “16 – 30 minutes,” and so on. For other questions, variables were used that would easily identify the response.

The three databases were then merged together for easier analysis. In order to distinguish which questions came from what surveys, a survey and question code was placed above the identifying keywords.

Evaluation

Surv. Type & Ques #	S1/C1/SR4	S6/C6/SR9	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/C7/SR10	S7/SR10	SR10
[Keyword]	Impression	Problems	interesting	design	easy	useful	helpful	understand	time	login	links	display	Quickly	readable

Figure 3

The heading “Evaluation” indicates that this worksheet is from the “Your Evaluation of the *LiveJustice* Website” section of the surveys.

The column labeled “Impression” corresponds to the survey question “What is your overall impression of the *LiveJustice* website?”

While the box directly above it identifies the survey type and question number, contains that question, “S1” tells that it is the first question, of that particular section, on the student survey. While “C1” and “SR4” indicate that on the client survey, it is question number 1 of that section, and question 4 on the Social Services survey.

Findings and Evaluations

While conducting this survey some things became clear: this website will be a great help to people who want to know their housing rights. It also made us ask what will people do if they do not have internet access. So far, many places have been found to have free internet access, and they allow people to use them for a certain amount of time. The next step would be to let the people know what they have for resources for the internet.

In the issue of the website itself, there is some work to be done. If the bugs cannot be fixed by the service provider, then when the contract runs out the service provider can be switched.

LiveJustice has the potential to be a great website that provides the user with the needed information. The only way it is going to be noticed and used is if LACCM has a large amount of advertising. They should also tell the clients where they could access the internet if they do have a computer or the internet at home.

Analysis of Results

In both the primary and secondary reports given to LACCM, which can be found in Appendix A and Appendix B, respectively, the only questions analyzed were the ones that were most important to the improvement of *LiveJustice* before it was launched. The site was launched in the first week of January. The results now presented are the aftermath of many hours of work and surveying. This report includes many of the questions that were analyzed in the two previous reports, but it also includes ones that have not been analyzed. The goal of this analysis is not only to relate survey questions to each other and compare the numbers, but also to answer some of our own questions about how the website fared during the surveying process.

The main analysis was on the problems for which people use *LiveJustice*. The choices were pretty wide spread in this category, ranging from living conditions with 43.8% to security deposits with 4.7%. This shows that not everyone has the same housing problem and they range from a simple security deposit question to a more complicated question of how people should be living.

The next topic to be analyzed was about the respondent's impression of *LiveJustice*. The first question in this category asked respondents to rate their overall impression of *LiveJustice*. This question uses a rating scale from 1 to 5, 1 being not at all favorable and five being extremely favorable. The largest response was a rating of 4, which had 59% and the lowest response was 1 with only 1.6%. The next question asked about problems with the website, like getting lost or receiving an error message. This question could only be answered with a

yes or no. In the end 34.4% said they did not have problems with the website while 65.6% said they did. Respondents were then given an opportunity to explain problems they encountered and many did, which can be found in Appendix E. These percentages do not look very good. *LiveJustice* is supposed to be an easy website to manage and preview. For example, one of the social service providers could not get their login name to work.

Another part of the website that was very important to evaluate was the Live Chat feature. The first question asked for a rating (1-5) of the respondent's overall impression of the Live Chat. 40.6% selected the highest rating of 5. The lowest rating of 1 had a percentage of 6.3%. This indicates that there are many different opinions of the website. The next question in this category asked whether respondents had problems typing in, or reading responses from the legal advocate. Unfortunately, not many people answered this question and the general consensus was also not encouraging. The final results were 28.6% answering "no" and 67.9% said "yes". There is also a section where the respondents could explain their answer, which are found in Appendix E. The third question in this category matches the previous question. This question asked the evaluators if they had problems receiving or viewing documents displayed by the legal advocate. This was also a "yes" or "no" question with space for a respondent to explain the problem. In the end we determined that 19.2% answered no and 80.8% said yes, and indicated the problems they had with the co-browsing, which can be found in Appendix E. These were essential questions

in determining the practical use of the live chat feature. Unfortunately the responses were not very supportive of the live chat.

The next category focused on *LiveJustice* itself. The first question was only asked of the social service representatives. The question asked if the evaluator had previous experience with a free legal service other than *LiveJustice*. This was another question with a yes or no answer, but persons answering “yes” were also asked to indicate whether this experience was in a personal or professional context. There was also a fill-in response for people who answered “yes”. The highest percentage (62.5%) answered no. No social service respondents had experience with a free legal service for a personal problem.

Another factor of this project that we were concerned with was whether or not the evaluator owned a functioning computer. This question was only asked to the students and the clients. Out of all the students and clients, more people owned a functioning computer than did not. 58.2% owned a functioning computer and 41.8% did not own one.

There is one other issue that is not as important as the other topics discussed above, but it is still something of interest. This topic has to do with the hours of *LiveJustice*. The first question asked if the hours of the “Live Help” were convenient. This question was administered with a rating system from 1 to 5, 1 being not convenient at all and 5 being quite convenient. A plurality 34.6% rated convenience at 4 while only 5.8% gave a rating of 1 or 2. The second question was to determine the most convenient time for the site to be available. It asked what time the evaluators used the live chat feature. From the numbers it is seen

that more people (27.9%) used the live chat between the hours of noon and 1 pm. The hours that people were more likely to use the service were before 9 am and after 5 pm, and all these percentages were 0%. This percentage is due to the fact that LACCM, and therefore *LiveJustice*, was closed between those hours. The reason that the percentage was so high between the hours noon and 1 pm was because it is usually peoples' lunch hour, so most people are free at that time. People do not want to miss any work hours so they schedule a time during their lunch hour. The hours of *LiveJustice* are the same working hours that most companies use, so clients are going to use the only free time they have during the work day to address other issues, like getting legal advice.

Social Service Representatives

The social service representatives were the first group surveyed because they have experience with the needs of the clients and understand the clients' needs for housing information. When testing the site the social service representatives were asked to assume the role of clients. We surveyed 8 social service representatives. Unlike the students and the clients, the social service representatives were not asked the question of whether the hours were convenient for them. Appointments were made with LACCM for them to logon and use the live chat feature. We then sent them a survey by mail in a hard copy or by email. They then filled out the survey and sent us back a hard copy.

The first category is about the information the social service representatives believed the clients were looking for. There were ties in the

answers of this question, for example the highest percentage, which happened to be 57.1%. Another tie happened between Eviction and Discrimination. The third tie was the lowest percentage at 0%. Finally, the tied components of the question were Living Conditions, Moving In, and Utilities. The percentages have a large range.

The next category evaluated was the overall impression of the website. The highest percentage was 57.1% for a rating of 4. The lowest percentage was 0% for a rating of 1. The next question asked about problems with the website. The answers given to us by the evaluators was exactly even, 50% answered “yes” and 50% answered “no”. The reasons for these problems can be found in Appendix E.

The next category looked at was the live chat feature. The first question asked the respondent’s overall impression of the live chat feature. Only five people out of the eight social service representatives answered this question. No respondents rated the website poorly (1 or 2). The highest percentage was 60% for a rating of 5. The next question asked if the respondents had any problems typing or reading the messages from the legal advocate. 60% answered “no” and 40% said “yes”, the respondents problems are indicated in Appendix E. The other question deals with problems in receiving or viewing documents while co-browsing. 100% said that they did not have any problems with co-browsing. None had problems with co-browsing. This says a lot about this feature. If no one experienced problems with the co-browser then I believe that it was a very good investment by LACCM for *LiveJustice*.

The last category deals with the evaluators' previous experience with a free legal service, other than LiveJustice. As previously stated, this question was only asked of the social service representatives. The highest percentage was 62.5% for "no" and 0% for "yes, personal". The other 37.5% only indicated some professional experience with free legal services.

Students:

The students were a very large group, 47 in all. They were very helpful in our surveying and were willing to help out in any way they could. The students came to the legal advocate with real housing issues and got their questions answered. We had two student surveys, one was distributed during A term and the other "updated" version was distributed during B term.

The first question the students were asked about what housing problems they needed information on. 55.3% of the students selected a problem with Living Conditions. Other problems were Eviction selected by 14.9%, Moving In selected by 10.6%, Discrimination selected by 8.5%, Security Deposits selected by 2.1%, Rent Payments selected by 25.5%, Utilities selected by 4.3%, and Other selected by 27.7%. The students answered in every single option available for them to answer. However, the students were given the instructions to use the website and fill out the survey as if they were a client. This, in turn, means that we do not know whether or not the problems the students discussed with the legal advocate were real problems. In the second version of the survey we added an option of "testing the site" in the question of why they looked at the site. None

of the students picked that option. As a result we are led to believe that the students came to *LiveJustice* looking for information on real problems and real concerns.

The next category dealt with the respondent's overall view of the website, including the live chat feature. The first question asked the students impression of the web site. Most students rated the site a 4 (66.7%) and 84.5% gave the site a positive rating of 4 or 5. Only 4.4% rated the site poorly (1 or 2). The next question asked if the students had any problems while viewing the website. A large percentage, 63%, answered "no" and 37% answered "yes". The student also had an opportunity to explain why they choose their option, which can be found in Appendix E. From the percentages we can establish that the students had a good impression of the website.

The next category dealt with the impression and functionality of the live chat feature. The first question asked the students their impression of the live chat feature. A plurality of students gave the feature a 5 (36.8%) while 68.4% rated it positively overall (4 or 5). However, 26.3% rated the feature poorly (1 or 2). The next question asks if the students had problems during their live chat session. 33.3% answered "no". This question was only in the first version of the student survey. The B term survey split the questions into two parts: the first question asks about typing and reading the responses in the live chat box, the second refers to the viewing and receiving of the pages while co-browsing. 56.3% indicated no problems with typing or reading responses but 43.8% did indicate problems, these problems can be found in Appendix E. The second

question asked about the receiving or viewing the pages pushed by the legal advocate. Two-thirds said that they did not have problems with the co-browsing while the other third said that they did have problems co-browsing. These problems can be found in Appendix E.

The next category was concerned with the students' computer. The first question asked if the students currently owned a functioning computer. Surprisingly 59.6% do not own a functioning computer, and 40.4% do own one. One would think that a college student would own a functioning computer, especially at a technical school, but it seems as if that is not so.

We also asked the students about the hours of *LiveJustice* and their convenience. The first question asked the students if the hours were convenient for them. 39.6% rated the hours positively (4 or 5) and 21% thought the hours were inconvenient. The next question asked at what hours the students tried to use the live chat feature. The highest percentage, 27.8%, was between the hours of noon to 1 pm. The lowest percent was 0% at the hours, before 9 am and after 5 pm, which is not unusual because those are normal working hours. Knowing the time information will be useful to LACCM so they can plan their hours accordingly.

The students were a good group to survey because many started living off campus and were dealing with landlords for the first time. Many of them may have had trouble with their landlord already and were seeking advice on their problems.

Clients:

The clients were our most valuable commodities in this project. The website has been created for them and so we went to them for their opinion. It took some persuasion for them to agree to take some time out of their day and visit the site and fill out the survey. In the end 9 clients filled out the survey.

The first category dealt with why the clients visited the website. One-third of the clients answered each of the following: Eviction, Rent Payments, and Public or Subsidized Housing. Only 11.1% indicated a problem with Moving In or Security Deposits.

The next category dealt with the website itself. The first question asked about the clients impression of the website. 66.6% rated the website positively (4 or 5). No one rated the website negatively (1 or 2). The next question asked if the clients had any problems using the website. 88.9% answered “no” and 11.1% answered “yes”, and these problems can be found in Appendix E.

The next category dealt with the live chat feature. The first question asked about the clients’ overall impression of the live chat feature. Three-quarters of the clients rated the live chat highly (4 or 5). No one rated it poorly (1). The next question asked if the client had any problems with typing or reading the responses of the legal advocate. 85.7% answered “no” and 14.3% answered “yes”, and the problems can be found in Appendix E. The last question of this category asked if the clients had any problems viewing or receiving the pages pushed by the legal advocate. 100% answered “no” and so, therefore, clients evidently found co-browsing to be easy.

The next category asked about the clients' computers. This question asked if the respondents currently owned a functioning computer. 50% did have a functioning computer and 50% did not. Fifty percent of clients with computers is a very promising percentage and bodes well for a program like *LiveJustice*.

The last category, though not as important as the previous ones, is still a valid one. This category deals with the convenience of the hours of the LiveJustice website. Most clients found the hours of to be convenient (66.7%), while no one rated the hours as inconvenient (1 or 2).

Conclusion

All of our results have been calculated and scrutinized. They have been gone over many times making sure they are accurate. Comparing one group to another is the focus of this study. All of the surveyed groups tended to like the overall impression of the website. However, despite the great impression of the website, many of them had problems with it. A large portion of the surveyed people said that they had experienced errors, but they liked the website. The same thing occurs with the live chat feature. Many people said that they liked the live chat and had a great overall impression of it. However, many more people experienced problems than did not. So, looking at these two examples one concludes that the overall impression of the site does not always depend on the factor of running into errors and other problems.

These three groups were very different people to survey. The social service providers are determined to be the “experts” on the subjects that are addressed on the website. The students were an outside source that were consulted on account of their possibly having housing problems or wanting a challenge in testing the website. The clients were our actual group of users of the website. All of these groups, whether they be small or big all had a significant impact on the project and all opinions were accounted for. The questions analyzed above were chosen because of their significance to the project and they could be related to each other.

Final Suggestions

If this project continues as it has been doing, with a rate of 10 people visiting the site per day, then it should be a success in its small field. *LiveJustice* is one of the only websites out there that will offer free legal advice about housing, as previously stated in our background information. Also, the percentage of clients who have a computer is promising; 50% of the clients surveyed owned a computer. However, there are a few suggestions to be made for the site to continue to be a success.

In our last report it was suggested that some bugs in the system could be fixed to make the site more usable and functional. Some of these bugs included the incompatibility of the site with Netscape Navigator and the rest can be found in Appendix A and Appendix B, which contains our last report given to LACCM. If the bugs cannot be fixed for a long time then LACCM will have to consider their options for fixing the website. One option is for them to continue with the current service provider and have them fix the bugs before the new contract is renewed. The second option is to change providers to one that will fix the bugs the system has or does not have those bugs in the first place. Either option is available.

The bugs that plague the *LiveJustice* website are discussed in the preliminary and secondary reports given to LACCM. One thing that bothered most of the respondents was that *LiveJustice* is not compatible with Netscape Navigator. Many respondents, mostly the social service representatives believe that they, and the clients, would be more likely to use Netscape Navigator than

Internet Explorer. Another thing that hindered accessing the site was that the backspace key did not work when the user was co-browsing with the advocate. Instead of the backspace key deleting the last thing the respondents typed, it worked as a back button for the open co-browsing window. The third thing that was prominent in the past two reports was the fact that many people could not complete the chat because they did not receive an answer from the legal advocate. We believe that they did not receive an answer from the advocate because she was busy with another client and they were unaware of it. This bug can be fixed by adding a queue system, one that tells the client that the advocate is busy with another client, what number they are in line, and approximately how long they will have to wait to speak to the advocate.

In reference to the bugs of the system there also other options to consider, for example, what to do with the suggestions to improve the website. If LACCM chooses to update their website and add some of the features that any of the respondents suggested, they have to consider the same two options as above. If the features they choose to add on cannot be added while the site is functioning, then either they can be added on when the contract is renewed or the service provider can be changed when the contract runs out.

Another thing that LACCM should look into is the advertising of *LiveJustice*. As we have been told by LACCM, the advertising of *LiveJustice* is being done through mailings to their clientele, emailing to other law offices similar to LACCM like the Massachusetts Justice Project, papers tacked to surfaces such as telephone poles and announcement boards, and advertisements on the

sides of busses. Though they have been advertising the site all over the city I do not believe they are getting all the clients they could be. This is because they need to tell people where they can access the site. This is possible wherever there is public internet access, and preferably free access. The free access is more appealing and will therefore be more of an advantage for the website and business because more people will want to log on.

LACCM has created a great thing. *LiveJustice* will provide many people with the information they need in a timely fashion. This website will help to educate the public about their housing rights and help people to stay in their houses longer. The main goal is to help people to understand their rights and use the law to their advantage so they can provide a better environment for their family. *LiveJustice* can do this.

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Appendix A

Initial Findings

Our initial sample included 32 respondents; 26 were undergraduates at WPI the remaining 6 worked for social service agencies in Worcester.

Overall Impression of LiveJustice

After looking at the site, and completing a live chat, respondents largely stated that they had a favorable impression of *LiveJustice*. Twenty-one of the students rated their impression as 4 or higher*. Three out of the 6 social service representatives declared the same.

Students and social service representatives, alike, acknowledged, overwhelmingly, that the best part of the website was that it was easy to understand and user-friendly. They described the site as: “easy to use and pleasing to the eye,” “simple set up with straightforward links” and that it was “professional, organized and easy to use.”

Some went on to say that they liked the ‘Legal Library’ the most; the information was easy to understand and contained a great deal of information. One third of the respondents indicated that the idea of the ‘Live Chat’ as their favorite part of the site.

Unfortunately, some of the experiences with the ‘Live Chat’ caused it to be listed as a “least favorite” area of the site as well. Common complaints were that it “takes too long,” or that there was “too much waiting” or they

* All ratings range between 1 and 5. A rating of 5 would indicate the most positive response, unless otherwise indicated.

“didn’t receive a response from the legal advocate.” We believe this was because the advocate was chatting with another client.

In addition to the nuisance of not knowing why the legal advocate is not responding, respondents acknowledged problems with the co-browsing feature. Although, one respondent said it was a great idea for clarification purposes, several had complaints with this feature. It appears that when the co-browsing screen is enabled clients cannot type in ‘your message’ box until the advocate has completed the search. In addition, when respondents were able to reenter text in ‘your message’ box, the backspace key navigated the webpage being displayed, instead of backspacing in the message box.

One client was unable to enter a ‘rating,’ for a co-browsing page “when asked to enter a rating, I entered my rating and hit submit. A box then appeared that said ‘Please enter a rating.’” Two clients received error messages, and one was kicked off. Unfortunately, there was no other explanation of what message(s) they received.

There was complaint among the social service representatives that the service, specifically the ‘Live Chat’ was not available to Netscape users. In addition, they felt uncomfortable providing detailed information online. One commented that the “advocate seemed disconnected.”

Suggestions for Improvement

Chat

The suggestion was made to have more advocates on hand for faster service, especially during peak hours; or even an “[Artificial Intelligence] program for off hours.” This would allow extended access for clients

The analogy was made between the current set up and sitting in a doctor’s waiting room with no receptionist – you have no way of knowing what is going on, or if the doctor even knows you are waiting. In order to remedy the problem a system could be set up that would place clients in a queue until the advocate is available.

With a queue, the advocate would respond to each client in the order in which they tried to begin their chat. The client should also be made aware that they are waiting for the advocate to finish a chat, and possibly others afterwards, as well as the approximate length of time they will have to wait, if available.

Other Suggestions

The largest number of improvement suggestions concerned the ‘Live Chat.’ However, a few respondents had other suggestions. There were 4 comments about the need for a Frequently Asked Questions, or ‘FAQ,’ section. Clients could check the FAQ section and find something similar to what they were looking for; minimizing the amount of time they would have to wait for an answer. One student also had the idea of having a “Question Post” in the ‘Live Help’ area so that clients could read similar cases.

Along the same idea as searching for a similar case a 'Search' option or a 'Site Map' could be included on the website. Clients could enter key words and search within the LiveJustice site.

Other suggestions included the following:

- ❖ The website, especially the chat, must be compatible with every Internet browser, not just Internet Explorer
- ❖ Clients could be identified by a username instead of an account number
- ❖ The chat screen could be larger
- ❖ The box for 'Your Message' needs to be enlarged significantly
- ❖ The 'Self Help' could be enlarged and include more "Local Information"
- ❖ There should be multilingual capabilities
- ❖ The red asterisk (*) in Account Setup is never defined

Summary

Our initial findings were positive, as with any beta test there are obvious bugs that need to be discovered and worked out. A second round of surveys is being distributed to students and the research will be extended to our target audience, consumers – or actual clients, within the upcoming weeks.

Appendix B

Secondary Evaluation

Based on the preliminary investigation of 62 respondents, this report is submitted to provide a brief analysis of selected areas of the site in order to accommodate improvements to *LiveJustice* before it is released to the public.

Although our sample size nearly doubled, results were similar to the original sample of 32 respondents. The sample was divided into three strata, social services representatives, with 8 respondents, WPI Students, with 47 respondents and consumers, with 8 respondents. When appropriate the three strata are combined and analyzed. If there is large between variation, the strata were dealt with individually.

Overall Impression

Statistically, respondents had a favorable impression of the *LiveJustice* website. Eighty-one percent of the sample answering the question “How favorable was your impression of LiveJustice?” answered with a rating of '4' or higher,* with an average impression of 4.19.

Overwhelmingly, when asked, “what [they] liked most about LiveJustice” the most common response was that it was easy to understand and user friendly. The ‘Legal Library’ and the ability to obtain information and documents easily were also among the favorites.

* All ratings range between 1 and 5. A rating of 5 would indicate the most positive response, unless otherwise indicated.

Seventy-two percent identified the 'Live Chat' as their favorite area of the site. Even respondents who were not able to complete a chat acknowledged that the idea of the chat was their favorite part.

Seventy-two percent of the respondents surveyed were able to complete a chat. Those who were able to complete a chat indicated that communication with the live advocate was clear and unambiguous. Eighty-two percent of the respondents stated that "advocate understood the question [they] asked." Sixty-nine percent were satisfied with the answers that they received. Unfortunately, 52% of this population encountered problems while trying to chat.

Due to the large number of problems encountered, 24% of the respondents whom answered "what did you like least about the site?" indicated that the live chat was a least favorite area. Frequent explanations of the problems were "it takes too long," there was "too much waiting," and they "didn't receive a response from the advocate." Fifty-two percent of the respondents stated that the advocate responded less than "extremely quickly." We believe this was because the advocate was chatting with another client at the time the respondents were trying to initiate their chat.

More often than not respondents had problems "typing in [their] questions or reading responses from the legal advocate" and receiving or viewing documents. In addition, respondents had problems while co-browsing with the legal advocate; while the legal advocate is searching, clients are not able to type in the message box. Instead, what they type

appears in the co-browsing page while the advocate is typing in the parameters for the search. After the search is complete and clients are able to type in the message box again, the backspace key does not work properly.

One respondent had problems rating one of the pages displayed during their co-browsing session; “when asked to enter a rating, I entered my rating and hit submit. A box then appeared that said ‘please enter a rating.’”

While trying to initiate the co-browsing, two respondents received error messages and one was kicked off. Unfortunately, no other information was provided on the particular error messages.

The social service representatives were concerned that the ‘Live Chat’ was not available to Netscape users, indicating that they feel a significant population, either in the social service agency world, or prospective clients, use Netscape rather than Internet Explorer. Particular to this group were the responses indicating that some might feel uncomfortable providing detailed information, or obtaining legal advice online.

Suggestions for Improvement

Suggestions did not vary significantly from the first evaluation. Since so many people had problems waiting or not receiving a response from the advocate, a number of suggestions were geared towards fixing this problem. The analogy was made between the current setup and a doctor's waiting room with no receptionist; you have no idea of knowing what is going on, or if the doctor even knows you are there waiting to be seen.

Remedies included having more advocates on hand during peak hours or an artificial intelligence program that would allow clients to participate in something similar to the live chat if the advocate is busy or during times when the chat is not offered.

Another solution, which maintains the live chat with a real legal advocate, is to place clients in a queue if the advocate is chatting with someone already.

With a queue, the advocate would respond to each client in the order in which they tried to initiate their chat. A queue would eliminate the frustration clients may feel when they do not get a response, as it should notify them that the advocate is indeed there, but with another client.

Other areas of concern that need to be addressed include the inability to backspace while the co-browsing page is enabled. A few people felt that the message box should be larger.

For clients that are unable to spend the extra time chatting with, or waiting for, the legal advocate a frequently asked questions or FAQ page would allow clients to search for similar questions.

Similarly, including a search page or a “site map” may be beneficial. It would allow clients who may not be able to navigate the web, as deftly as others, to enter keywords to search, and be directed to the information within *LiveJustice* that they are looking for.

We found no connection between the computer characteristics of the respondents and their ability to use LiveJustice without problems. However, there is a web-browser compatibility problem must be addressed. Currently the chat is only compatible with Microsoft Internet Explorer; the live chat should be made compatible with every internet browser.

It would be easier for clients to remember their login information if they were allowed to pick their own username, rather than being assigned an account number. A survey of 17 students revealed that 88% of them would be more likely and or favorable to remembering a login name rather than a number.

As expected, there are technical problems that need to be corrected before the site is released to the public. However, in general consumers, social service representatives and students alike feel that *LiveJustice* is a great tool and will help low income and elderly tenants.

Appendix C

LiveJustice is the interactive website of The Legal Assistance Corporation of Central Mass (LACCM). The site offers direct access to housing law and to legal professionals who can answer questions about housing problems with clients on-line. LACCM is working with faculty and students at Worcester Polytechnic Institute (WPI) to evaluate *LiveJustice* and determine whether *LiveJustice* is a useful tool for people with questions about housing law.

In the early stages of this research, we are asking a variety of social service providers and legal professionals to become familiar with the site and answer questions to assist us in evaluating and improving the site. We are asking that you answer the questions about your site visit on the enclosed questionnaire. We are asking that you return the Questionnaire to:

Professor Kent Rissmiller
Department of Social Science and Policy Studies
100 Institute Rd
Worcester, MA 01609

Or via email at kjr@wpi.edu, on or before **Monday September 23, 2002**.

You should know that all of the information gathered using our survey will be strictly confidential and used only for research purposes. Participation is, of course, voluntary and you are free to refuse to answer any of the questions.

We believe that this initial test of *LiveJustice* will help improve the site and ensure that it becomes a valuable resource for tenants in Worcester County. We hope that it can become a model for web-based legal assistance programs elsewhere.

We look forward to your participation. If you have questions about the website or this study, please feel free to contact Prof. Kent Rissmiller, Social Science and Policy Studies, WPI, Worcester, MA 01609, 508-831-5019, kjr@wpi.edu.

Thank you for your time and participation in this research,

Liz Thompson
Elana Mayer

Today's Date: _____



Your Evaluation of LiveJustice

Thank you for agreeing to participate in the evaluation of the LiveJustice.org web site. The survey will take approximately 15 minutes to complete. Your answers will be strictly confidential, and you may omit answering any specific question if you wish.

I. Experience with LiveJustice.org

First we need to know a little bit about how you used the LiveJustice.org web site.

1. About how much time did you spend exploring the LiveJustice.org web site?

- 15 minutes or less
- 16-30 minutes
- 31-60 minutes
- more than 1 hour

2. For which of the following housing problems were you seeking information or advice from LiveJustice.org? (check all that apply)

- Living conditions
- Eviction
- Moving In
- Discrimination
- Security Deposits
- Rent Payments
- Utilities
- Public or subsidized housing
- Other (Please describe: _____)

3. Which of the following areas of the web site did you explore and how much? (check all that apply)

A little	Some	A lot	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"About LiveJustice"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Look in our legal library"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Learn about the court system"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Find out where to go for help online"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Get Directions"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Live Help"
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	"Newsflash!"

II. Evaluation of the LiveJustice.org Web Site

Next we would like your opinions on the design, content, and ease of use of the web site.

4. How favorable was your overall impression of the LiveJustice.org web site?

Not at all
favorable
1

2

3

4

Extremely
favorable
5

5. What did you most like about the site?

6. What did you most dislike about the site?

7. What one area of the site would you most like to see improved? How?

8. What, if anything, do you feel is missing from the site?

9. Did you have any problems while using the web site, for example, getting “lost” or receiving an error message?

- NO
- YES

If YES: Please describe:

10. Please indicate the extent to which you agree or disagree with the following statements about LiveJustice.org:

	Strongly disagree				Strongly agree
	1	2	3	4	5
The site was interesting	1	2	3	4	5
The page design was clean and uncluttered	1	2	3	4	5
It was easy to locate the desired information	1	2	3	4	5
The services and content provided were useful	1	2	3	4	5
The menu choices were helpful	1	2	3	4	5
The information presented was understandable	1	2	3	4	5
The time required to use the site was acceptable	1	2	3	4	5
The login procedure went smoothly	1	2	3	4	5
The links provided to other web sites were useful	1	2	3	4	5
The pages on the site displayed <u>properly</u>	1	2	3	4	5
The pages on the site displayed <u>quickly</u>	1	2	3	4	5
The information presented was easily readable	1	2	3	4	5

11. Do you have any previous experience, either personal or professional, with a free legal assistance program other than LiveJustice.org?

- NO (Please skip to Q-14)
- YES, personal
- YES, professional
- YES, both personal and professional

If YES: Please name and/or describe the program(s): _____

12. Compared to your previous experience with free legal assistance, how would you rate the quality of assistance provided by LiveJustice.org?

Much Higher Quality					Much Lower Quality
1	2	3	4	5	

13. Compared to your previous experience with free legal assistance, how would you rate the convenience of Livejustice.org?

Much more Convenient					Much Less Convenient
1	2	3	4	5	

III. Live Chat Evaluation

Now we are interested more specifically in your thoughts about the Live Chat feature of LiveJustice.org, in which you engaged in an on-line conversation with a legal advocate.

14. How favorable was your overall impression of the Live Chat feature?

Not at all favorable					Extremely favorable
1	2	3	4	5	

15. Did the legal advocate seem to understand the questions you asked?

Understood none of my questions					Understood all of my questions
1	2	3	4	5	

16. Did the legal advocate answer your questions to your satisfaction?

None of my questions were answered					All of my questions were answered
1	2	3	4	5	

17. Did the legal advocate respond to your questions quickly?

Not quickly at all					Extremely quickly
1	2	3	4	5	

18. Did you experience any problems while typing in your questions or reading the responses of the legal advocate?

___ NO
___ YES

If YES: Please describe:

19. Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

- NO
- YES

If YES: Please describe:

IV. Internet experience

We also need to know a little bit about your experience using computers and the Internet.

20. In the past year, have you used a computer to send email or view web pages over the Internet?

- NO (Skip to Q- 23)
- YES

21. In the past year, where have you used a computer to access the Internet? (check all that apply)

- Home
- Work
- Social Services Agency
- Library
- Other (Please describe: _____)

22. About how many hours in an average week do you spend on the Internet?

- 0-5 hours
- 6-10 hours
- 11-20 hours
- 21-40 hours
- more than 40 hours

23. How would you rate your skill at accessing information on the World Wide Web?

- | | | | | | |
|-----------------------|---|---|---|---|-------------------|
| Not skilled
at all | | | | | Highly
skilled |
| 1 | 2 | 3 | 4 | 5 | |

24. Are you generally comfortable with the idea of obtaining important information over the World Wide Web?

- | | | | | | |
|---------------------------|---|---|---|---|--------------------------|
| Not comfortable
at all | | | | | Perfectly
comfortable |
| 1 | 2 | 3 | 4 | 5 | |

25. Are you comfortable with the idea of participating in a “live chat” with another individual over the Internet?

Not comfortable at all					Perfectly comfortable
1	2	3	4	5	

26. Are you comfortable with the idea of obtaining personal legal assistance over the Internet through a “live chat” with a legal advocate?

Not comfortable at all					Perfectly comfortable
1	2	3	4	5	

27. In the past year, how often have you participated in a live group discussion or “chat” over the internet?

- ___ Never
- ___ A few times
- ___ Several times
- ___ Many times
- ___ A lot

V. About You

Now we need some information about yourself.

28. Gender:

- Female
- Male

29. Age:

- 17 yrs. or younger
- 18-24 yrs.
- 25-40 yrs.
- 41-60 yrs.
- 61-75 yrs.
- 76 yrs. or older

30. Marital status

- Single, never married
- Single, previously married
- Married

31. How many people currently live in your household as their primary place of residence?

people

32. How many members of your household are children, under the age of 18, that live with you?

children (write "0" if none)

33. Ethnicity:

- American Indian or Alaskan Native
- Asian or Pacific Islander
- Hispanic or Mexican American
- Black or African American (Non-Hispanic)
- White (Non-Hispanic)
- Other (Please specify: _____)

34. What is your approximate annual household income, before taxes?

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$59,999
- \$60,000 to \$79,999
- \$80,000 or more

35. What is the highest educational level you have obtained?

- No high school
- Some high school
- High school diploma or GED
- Trade school
- Some college
- Associate's/Two-year degree
- Bachelor's/Four-year degree
- Some graduate school
- Graduate degree

36. On average, how many hours per week are you employed?

- Not currently employed
- 1-9 hours
- 10-19 hours
- 20-29 hours
- 30-39 hours
- 40-49 hours
- 50 or more hours

37. What languages do you speak fluently?

- a. _____
- b. _____
- c. _____

38. How would you rate your skill in written English?

- | | | | | | | | |
|----------------------|---|---|---|---|---|---|----------------------|
| Not fluent
at all | | | | | | | Completely
fluent |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |

VI. Additional Comments

Finally, we'd be interested in any additional comments you would like to make about LiveJustice.org and this survey.

Do you have any other comments about the LiveJustice.org web site or suggestions for improving it?

Do you think LiveJustice.org would meet the needs of your clients that have legal problems related to housing? Why or why not?

Do you have any comments about this survey or how it could be improved?

That's all! Thank you very much for your participation.



Date: _____

Your Evaluation of LiveJustice

Thank you for agreeing to participate in the evaluation of the LiveJustice web site. Your answers will be strictly confidential, and you may omit answering any specific question if you wish.

I. Experience with LiveJustice

How did you use LiveJustice?

1. About how much time did you spend exploring the LiveJustice web site?

- 15 minutes or less
- 16 – 30 minutes
- 30 – 60 minutes
- more then 1 hour

2. When did you explore the Live Justice website?

Day (of week): _____ Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

3. What housing problem were you seeking information or advice from LiveJustice?

(check all that apply)

- Living conditions
- Eviction
- Moving in
- Discrimination
- Security Deposits
- Rent Payments
- Utilities
- Other (Please Specify) _____

4. What was your purpose for visiting LiveJustice.org? (check all that apply)

- Search for legal information on your own
- Learn how the housing court system works
- Find information on other organizations that help tenants
- Talk to an attorney or paralegal about your housing problems
- Get help finding and filling out legal forms
- Get help finding additional legal representation
- Other (Please Specify): _____

5. Did you get satisfactory information/advice from LiveJustice?

- Yes
- No: why not?

6. Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

A little	Some	A lot	
_____	_____	_____	“About Us” / “About LiveJustice”
_____	_____	_____	“Look in our legal library”
_____	_____	_____	“Learn about the court system”
_____	_____	_____	“Find out where to go for help online”
_____	_____	_____	“Get directions”
_____	_____	_____	“Live Help”
_____	_____	_____	“News Flash!”
_____	_____	_____	“My Account”

II. Evaluation of the LiveJustice Web Site

Your opinions of the design, content and ease of use of the web site

1. Please rate your overall impression of the LiveJustice website?

Not at all
favorable
1

2

3

4

Extremely
Favorable
5

2. What did you like most about the site?

3. What did you like least about the site?

4. What one area of the site would you most like to see improved? How?

5. Do you feel that there is anything missing from the site? What?

6. Did you have any problems while using the website? For example, getting “lost” or receiving an error message?

- No
- Yes: Please Describe

7. Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

	Strongly Disagree				Strongly Agree
The site was interesting	1	2	3	4	5
The page design was clean and uncluttered	1	2	3	4	5
It was easy to locate the desired information	1	2	3	4	5
The services and content provided were useful	1	2	3	4	5
The menu choices were helpful	1	2	3	4	5
The site was easy to understand	1	2	3	4	5
The time required to use the site was acceptable	1	2	3	4	5
The login procedure went smoothly	1	2	3	4	5
The links to other sites were useful	1	2	3	4	5
The page displayed quickly	1	2	3	4	5

8. Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?

Yes

No: Why not? Please explain and continue to the next section.

9. Did the legal advocate respond to your questions quickly?

Yes

No

10. Was the legal advocate able to answer your questions to your satisfaction? (Please rate your answer)

None of my
questions
were
answered

1

2

3

4

All of my
questions
were
answered

5

11. Did you experience any problems during your live chat session?

No

Yes: Please describe.

12. Were the available "LIVE HELP" hours convenient for you?

Not convenient
at all

1

2

3

4

Quite
convenient

5

III. Experience with Housing Problems and the Law

1. Do you currently have a case pending before the Worcester Housing Court?

- Yes
- No

2. Are you currently represented by an attorney for a housing problem?

- Yes
- No

3. In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

- Yes
- No (please skip to Section IV)

4. In what year did you receive this assistance? (check all that apply)

- 1997
- 1998
- 1999
- 2000
- 2001
- 2002

5. Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

Much lower
quality
1

2

3

4

Much higher
quality
5

6. Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

Much less
convenient
1

2

3

4

Much more
convenient
5

IV. Your Internet Experience

7. Do you currently own a functioning computer?

- No
- Yes

8. In the past year, where have you used a computer to access the internet? (check all that apply)

- Home
- Work
- Social Services Agency
- Library
- Other (please describe): _____

9. About how many hours a week do you spend on the internet?

- 0-5 hours
- 6-10 hours
- 11-20 hours
- 21-40 hours
- more than 40 hours

10. How would you rate your skill at obtaining information on the internet?

- | | | | | | |
|-------------|---|---|---|--|----------------|
| Not skilled | | | | | Highly Skilled |
| 1 | 2 | 3 | 4 | | 5 |

11. Are you generally comfortable with the idea of obtaining important information over the internet?

- | | | | | | |
|-----------------|---|---|---|--|------------------|
| Not Comfortable | | | | | Very Comfortable |
| 1 | 2 | 3 | 4 | | 5 |

12. How do you feel about participating in a “live chat” with another individual over the internet?

- | | | | | | |
|-----------------|---|---|---|--|------------------|
| Not Comfortable | | | | | Very Comfortable |
| 1 | 2 | 3 | 4 | | 5 |

13. Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

- | | | | | | |
|-----------------|---|---|---|--|------------------|
| Not Comfortable | | | | | Very Comfortable |
| 1 | 2 | 3 | 4 | | 5 |

14. In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

- Never
- A few times
- Several times

III. About you

1. Gender

- Male
- Female

2. Age

- 17 years, or younger
- 18-24 years
- 25-40 years
- 41-60 years
- 61-75 years
- 76 years, or older

3. How many people, including yourself, live in your household?

people

4. How many children, under the age of 18, do you live with?

children (if none, please write "0")

5. Ethnicity

- American Indian or Alaskan Native
- Asian or Pacific Islander
- Hispanic or Mexican American
- Black or African American (Non – Hispanic)
- White (Non – Hispanic)
- Other (please specify): _____

6. What is your approximate annual household income, before taxes?

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$59,999
- \$60,000 to \$79,999
- \$80,000 or more

7. What is the highest educational level you have obtained?

- Never attended high school
- Some high school
- High school diploma or GED
- Trade school
- Some college
- Associate's / Two year degree
- Bachelor's / Four year degree
- Some graduate school
- Graduate degree

8. How many hours a week are you employed, on average?

- Not currently employed
- 1-9 hours
- 10-19 hours
- 20-29 hours
- 30-39 hours
- 40-49 hours
- 50 or more hours

9. What languages do you speak fluently?

- 1. _____
- 2. _____
- 3. _____

10. How would you rate your fluency in written English?

Not fluent

1

2

3

4

Completely
Fluent

5

IV. Additional Comments

Do you have any other comments about the LiveJustice website?

Do you have any suggestions for improving LiveJustice?

Do you have any comments about this survey, or how it could be improved?

Thank you very much for your time and participation!!

Date: _____



Your Evaluation of LiveJustice

Thank you for agreeing to participate in the evaluation of the LiveJustice web site. Your answers will be strictly confidential, and you may omit answering any specific question if you wish.

I. Experience with LiveJustice

How did you use LiveJustice?

1. About how much time did you spend exploring the LiveJustice web site?

- 15 minutes or less
- 16 – 30 minutes
- 30 – 60 minutes
- more than 1 hour

2. When did you explore the Live Justice website?

Day (of week): _____ Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

3. What housing problem were you seeking information or advice from LiveJustice?

(check all that apply)

- Living conditions
- Eviction
- Moving in
- Discrimination
- Security Deposits
- Rent Payments
- Utilities
- Other (Please Specify) _____

4. What was your purpose for visiting LiveJustice.org? (check all that apply)

- Search for legal information on your own
- Learn how the housing court system works
- Find information on other organizations that help tenants
- Talk to an attorney or paralegal about your housing problems
- Get help finding and filling out legal forms
- Get help finding additional legal representation
- Test the site
- Other (Please Specify): _____

5. Did you get satisfactory information/advice from LiveJustice?

- Yes
- No: why not?

6. Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

A little	Some	A lot	
_____	_____	_____	“About Us” / “About LiveJustice”
_____	_____	_____	“Look in our legal library”
_____	_____	_____	“Learn about the court system”
_____	_____	_____	“Find out where to go for help online”
_____	_____	_____	“Get directions”
_____	_____	_____	“Live Help”
_____	_____	_____	“News Flash!”
_____	_____	_____	“My Account”

II. Evaluation of the LiveJustice Web Site

Your opinions of the design, content and ease of use of the web site

1. Please rate your overall impression of the LiveJustice website?

Not at all
favorable
1

2

3

4

Extremely
Favorable
5

2. What did you like most about the site?

3. What did you like least about the site?

4. What one area of the site would you most like to see improved? How?

5. Do you feel that there is anything missing from the site? What?

6. Did you have any problems while using the website? For example, getting "lost" or receiving an error message?

No

Yes: Please Describe

7. Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

	Strongly Disagree				Strongly Agree
The site was interesting	1	2	3	4	5
The page design was clean and uncluttered	1	2	3	4	5
It was easy to locate the desired information	1	2	3	4	5
The services and content provided were useful	1	2	3	4	5
The menu choices were helpful	1	2	3	4	5
The site was easy to understand	1	2	3	4	5
The time required to use the site was acceptable	1	2	3	4	5
The login procedure went smoothly	1	2	3	4	5
The links to other sites were useful	1	2	3	4	5
The page displayed quickly	1	2	3	4	5

8. Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?

Yes

No: Why not? Please explain and continue to the next section.

III. Live Chat Evaluation

Now we are interested more specifically in your thoughts about the Live Chat feature of LiveJustice.org, in which you engaged in an on-line conversation with a legal advocate. (Please skip this section if you were not able, or did not complete a Live Chat”

1. How favorable was your overall impression of the Live Chat feature?

Not at all favorable					Extremely favorable
1	2	3	4	5	

2. Did the legal advocate seem to understand the questions you asked?

Understood none of my questions					Understood all of my questions
1	2	3	4	5	

3. Was the legal advocate able to answer your questions to your satisfaction? (Please rate your answer)

None of my questions were answered					All of my questions were answered
1	2	3	4	5	

4. Did the legal advocate respond to your questions quickly?

Yes
 No

5. Did you experience any problems while typing in your questions or reading the responses of the legal advocate?

No
 Yes; please describe

6. Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

- No
- Yes: Please describe.

7. Were the available "LIVE HELP" hours convenient for you?

Not convenient at all					Quite convenient
1	2	3	4	5	

8. What time did you use / or try to use the "LIVE HELP" feature?

- Before 8:00am
- Between 8:00am and 9:00am
- Between 9:00am and 10:00am
- Between 10:00am 11:00am
- Between 11:00am and noon
- Between noon and 1:00pm
- Between 1:00pm and 2:00pm
- Between 2:00pm and 3:00pm
- Between 3:00pm and 4:00pm
- Between 4:00pm and 5:00pm
- After 5:00pm

IV. Experience with Housing Problems and the Law

1. Do you currently have a case pending before the Worcester Housing Court?

- Yes
- No

2. Are you currently represented by an attorney for a housing problem?

- Yes
- No

3. In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

- Yes
- No (please skip to Section IV)

4. In what year did you receive this assistance? (check all that apply)

- 1997
- 1998
- 1999
- 2000
- 2001
- 2002

5. Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

Much lower
quality

1

2

3

4

Much higher
quality

5

6. Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

Much less
convenient

1

2

3

4

Much more
convenient

5

V. Computer Characteristics

Information on the features of the computer you used to access LiveJustice.

1. Which internet browser were you using when you explored LiveJustice?
 Microsoft Internet Explorer
 Netscape Navigator
 Other (please specify): _____

2. Which Operating System were you using when you accessed LiveJustice?
 Microsoft Windows : Version _____
 MacIntosh OS: Version _____
 Other (please specify): _____

3. Did the page display properly? What was the screen resolution?
 640 x 800 pixels
 800 x 600 pixels
 1024 x 768 pixels
 Other (please specify): _____
 Don't know

4. What size monitor did you view LiveJustice with? (measured across the diagonal)
 Less than 10 inches
 10-13 inches
 14-15 inches
 16-18 inches
 More than 18 inches
 Don't know

5. How were you connected to the internet when you accessed LiveJustice?
 Dial-up modem, 56 Kbps
 Dial-up modem, 28.8 Kbps
 Dial-up modem, other (speed? _____)
 Broadband cable
 DSL (Digital Subscriber Line)
 Satellite Broadband
 ISDN (Integrated Services Digital Network)
 LAN (Local Area Network)
 Other (Please describe: _____)
 Don't know

VI. Your Internet Experience

1. Do you currently own a functioning computer?
 No
 Yes

2. In the past year, where have you used a computer to access the internet? (check all that apply)
 Dorm room
 Home
 Work
 Social Services Agency
 Library
 Other (please describe): _____

3. About how many hours a week do you spend on the internet?
 0-5 hours
 6-10 hours
 11-20 hours
 21-40 hours
 more then 40 hours

4. How would you rate your skill at obtaining information on the internet?

Not skilled				Highly Skilled
1	2	3	4	5

5. Are you generally comfortable with the idea of obtaining important information over the internet?

Not				Very
Comfortable				Comfortable
1	2	3	4	5

6. How do you feel about participating in a “live chat” with another individual over the internet?

Not				Very
Comfortable				Comfortable
1	2	3	4	5

7. Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

Not				Very
Comfortable				Comfortable
1	2	3	4	5

8. In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

- Never
- A few times
- Several times

VII.About you

1. Gender

Male

Female

2. Age

17 years, or younger

18-24 years

25-40 years

41-60 years

61-75 years

76 years, or older

3. How many people, including yourself, live in your household?

people

4. How many children, under the age of 18, do you live with?

children (if none, please write "0")

5. Ethnicity

American Indian or Alaskan Native

Asian or Pacific Islander

Hispanic or Mexican American

Black or African American (Non – Hispanic)

White (Non – Hispanic)

Other (please specify): _____

6. What is your approximate annual household income, before taxes?

Less than \$10,000

\$10,000 to \$14,999

\$15,000 to \$19,999

\$20,000 to \$29,999

\$30,000 to \$39,999

\$40,000 to \$59,999

\$60,000 to \$79,999

\$80,000 or more

7. What is the highest educational level you have obtained?

- Never attended high school
- Some high school
- High school diploma or GED
- Trade school
- Some college
- Associate's / Two year degree
- Bachelor's / Four year degree
- Some graduate school
- Graduate degree

8. How many hours a week are you employed, on average?

- Not currently employed
- 1-9 hours
- 10-19 hours
- 20-29 hours
- 30-39 hours
- 40-49 hours
- 50 or more hours

9. What languages do you speak fluently?

- 1. _____
- 2. _____
- 3. _____

10. How would you rate your fluency in written English?

Not fluent

1 2 3 4

Completely
Fluent

5

VIII. Additional Comments

Do you have any other comments about the LiveJustice website?

Do you have any suggestions for improving LiveJustice?

Do you have any comments about this survey, or how it could be improved?

Thank you very much for your time and participation!!

Date: _____



Your Evaluation of LiveJustice

Thank you for agreeing to participate in the evaluation of the LiveJustice web site. Your answers will be strictly confidential, and you may omit answering any specific question if you wish.

I. Experience with LiveJustice

How did you use LiveJustice?

1. About how much time did you spend exploring the LiveJustice web site?

- 15 minutes or less
- 16 – 30 minutes
- 30 – 60 minutes
- more than 1 hour

2. When did you explore the Live Justice website?

Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

3. For what housing problem were you seeking information or advice from LiveJustice? (check all that apply)

- Living conditions
- Eviction
- Moving in
- Discrimination
- Security Deposits
- Rent Payments
- Utilities
- Public or Subsidized Housing
- Other (Please Specify) _____

4. What was your purpose for visiting LiveJustice.org? (check all that apply)

- Search for legal information on your own
- Learn how the housing court system works
- Find information on other organizations that help tenants
- Talk to an attorney or paralegal about your housing problems
- Get help finding and filling out legal forms
- Get help finding additional legal representation
- Other (Please Specify): _____

5. Did you get satisfactory information/advice from LiveJustice?

- Yes
- No: why not?

6. Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

A little	Some	A lot	
_____	_____	_____	“About Us” / “About LiveJustice”
_____	_____	_____	“Look in our legal library”
_____	_____	_____	“Learn about the court system”
_____	_____	_____	“Find out where to go for help online”
_____	_____	_____	“Get directions”
_____	_____	_____	“Live Help”
_____	_____	_____	“News Flash!”
_____	_____	_____	“My Account”

II. Evaluation of the LiveJustice Web Site

Your opinions of the design, content and ease of use of the web site.

1. Please rate your overall impression of the LiveJustice website?

Not at all favorable					Extremely favorable
1	2	3	4	5	

2. What did you like most about the site?

3. What did you like least about the site?

4. What one area of the site would you most like to see improved? How?

5. Do you feel that there is anything missing from the site? What?

6. Did you have any problems while using the website? For example, getting “lost” or receiving an error message?

No
 Yes: Please Describe

7. Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

	Strongly Disagree				Strongly Agree
The site was interesting	1	2	3	4	5
The page design was clean and uncluttered	1	2	3	4	5
It was easy to locate the desired information	1	2	3	4	5
The services and content provided were useful	1	2	3	4	5
The menu choices were helpful	1	2	3	4	5
The site was easy to understand	1	2	3	4	5
The time required to use the site was acceptable	1	2	3	4	5
The login procedure went smoothly	1	2	3	4	5
The links to other sites were useful	1	2	3	4	5
The page displayed quickly	1	2	3	4	5

8. Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?

Yes

No: Why not? Please explain and continue to the next section.

III. Live Chat Evaluation

1. How favorable was your overall impression of the Live Chat feature?

Not at all favorable				Extremely favorable
1	2	3	4	5

2. Did the legal advocate understand the questions you asked?

Understood none of my questions				Understood all of my questions
1	2	3	4	5

3. Did the legal advocate answer your questions to your satisfaction?

None of my questions were answered				All of my questions were answered
1	2	3	4	5

4. Did the legal advocate respond to your questions quickly?

Not quickly at all				Extremely Quickly
1	2	3	4	5

5. Did you experience any problems while typing in your questions, or reading the responses of the legal advocate?

No
 Yes: please describe

6. Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

No

Yes: please describe

7. Were the available "LIVE HELP" hours convenient for you?

Not
convenient at
all

1

2

3

4

Quite
convenient

5

IV. Experience with Housing Problems and the Law

1. Do you currently have a case pending before the Worcester Housing Court?

- Yes
- No

2. Are you currently represented by an attorney for a housing problem?

- Yes
- No

3. In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

- Yes
- No (please skip to Section IV)

4. In what year did you receive this assistance? (check all that apply)

- 1997
- 1998
- 1999
- 2000
- 2001
- 2002

5. Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

- | | | | | | |
|-----------------------|---|---|---|---|------------------------|
| Much lower
quality | | | | | Much higher
quality |
| 1 | 2 | 3 | 4 | 5 | |

6. Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

- | | | | | | |
|-------------------------|---|---|---|---|-------------------------|
| Much less
convenient | | | | | Much more
convenient |
| 1 | 2 | 3 | 4 | 5 | |

V. Your Internet Experience

1. Do you currently own a functioning computer?

- No
- Yes

2. In the past year, where have you used a computer to access the internet? (check all that apply)

- Home
- Work
- Social Services Agency
- Library
- Other (please describe): _____

3. About how many hours a week do you spend on the internet?

- 0-5 hours
- 6-10 hours
- 11-20 hours
- 21-40 hours
- more than 40 hours

4. How would you rate your skill at obtaining information on the internet?

Not skilled 2 3 4 Highly skilled
1 2 3 4 5

5. Are you generally comfortable with the idea of obtaining important information over the internet?

Not comfortable 2 3 4 Very comfortable
1 2 3 4 5

6. How do you feel about participating in a "live chat" with another individual over the internet?

Not comfortable 2 3 4 Very comfortable
1 2 3 4 5

7. Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

Not Comfortable					Very Comfortable
1	2	3	4	5	

8. In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

Never
 A few times
 Several times

VI.About you

1. Gender

- Male
- Female

2. Age

- 17 years, or younger
- 18-24 years
- 25-40 years
- 41-60 years
- 61-75 years
- 76 years, or older

3. How many people, including yourself, live in your household?

people

4. How many children, under the age of 18, do you live with?

children (if none, please write "0")

5. Ethnicity

- American Indian or Alaskan Native
- Asian or Pacific Islander
- Hispanci or Mexican American
- Black or African American (Non – Hispanic)
- White (Non – Hispanic)
- Other (please specify): _____

6. What is your approximate annual household income, before taxes?

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$59,999
- \$60,000 to \$79,999
- \$80,000 or more

7. What is the highest educational level you have obtained?

- Never attended high school
- Some high school
- High school diploma or GED
- Trade school
- Some college
- Associate's / Two year degree
- Bachelor's / Four year degree
- Some graduate school
- Graduate degree

8. How many hours a week are you employed, on average?

- Not currently employed
- 1-9 hours
- 10-19 hours
- 20-29 hours
- 30-39 hours
- 40-49 hours
- 50 or more hours

9. What languages do you speak fluently?

- 1. _____
- 2. _____
- 3. _____

10. How would you rate your fluency in written English?

Not fluent

Completely
fluent

1

2

3

4

5

VII. Additional Comments

Do you have any other comments about the LiveJustice website?

Do you have any suggestions for improving LiveJustice?

Do you have any comments about this survey, or how it could be improved?

Thank you very much for your time and participation!!

Appendix D



Date: _____

Evaluation of LiveJustice

About how much time did you spend exploring the LiveJustice web site?

15 minutes or less 3/7 42.9%
 16 – 30 minutes 1/7 14.3%
 30 – 60 minutes 2/7 28.6%
 more than 1 hour 1/7 14.3%

When did you explore the Live Justice website?

Day (of week): _____ Month: _____
 Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What housing problem were you seeking information or advice from LiveJustice?
(check all that apply)

Living conditions 0/7 0%
 Eviction 4/7 57.1%
 Moving in 0/7 0%
 Discrimination 4/7 57.1%
 Security Deposits 1/7 14.3%
 Rent Payments 1/7 14.3%
 Public or Subsidized Housing 1/7 14.3%
 Utilities 0/7 0%
 Other (Please Specify): 1/7 14.3%

Did you get satisfactory information/advice from LiveJustice?
(STUDENTS, CONSUMERS, SOCIAL SERVICE)

Yes 45/54 83.3%
 No: why not? 9/54 16.7%

Social Service Representatives Response Statistics

Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

A little		Some		A lot		
2/6	33.3%	4/6	66.7%	0/6	0%	“About Us” / “About LiveJustice”
1/5	20%	4/5	80%	0/5	0%	“Look in our legal library”
0/3	0%	3/3	100%	0/3	0%	“Learn about the court system”
¼	25%	2/4	50%	¼	25%	“Find out where to go for help online”
0/3	0%	2/3	66.7%	1/3	33.3%	“Get directions”
0/5	0%	2/5	40%	3/5	60%	“Live Help”
½	50%	½	50%	0/2	0%	“News Flash!”

Please rate your overall impression of the LiveJustice website?

Not at all favorable					Extremely Favorable
1	2	3	4	5	
0/7	1/7	1/7	4/7	1/7	
0%	14.3%	14.3%	57.1%	14.3%	

What did you like most about the site?

See Fill In Response

What did you like least about the site?

See Fill In Response

What one area of the site would you most like to see improved? How?

See Fill In Response

Do you feel that there is anything missing from the site? What?

See Fill In Response

Did you have any problems while using the website? For example, getting “lost” or receiving an error message?

___ No	3/6	50%
___ Yes: Please Describe	3/6	50%

See Fill In Response

Social Service Representatives Response Statistics

Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

	Strongly Disagree				Strongly Agree
The site was interesting	0/7 0%	0/7 0%	0/7 0%	3/7 42.9%	4/7 57.1%
The page design was clean and Uncluttered	0/7 0%	0/7 0%	1/7 14.3%	2/7 28.6%	4/7 57.1%
It was easy to locate the desired Information	0/7 0%	0/7 0%	1/7 14.3%	2/7 28.6%	2/7 28.6%
The services and content provided were useful	0/7 0%	0/7 0%	2/7 28.6%	4/7 57.1%	1/7 14.3%
The menu choices were helpful	0/7 0%	0/7 0%	0/7 0%	5/7 71.4%	2/7 28.6%
The site was easy to understand	0/7 0%	0/7 0%	1/7 14.3%	2/7 28.6%	3/7 42.9%
The time required to use the site was acceptable	0/7 0%	1/7 14.3%	0/7 0%	3/7 42.9%	3/7 42.9%
The login procedure went smoothly	1/7 14.3%	2/7 28.6%	1/7 14.3%	1/7 14.3%	2/7 28.6%
The links to other sites were useful	0/5 0%	0/5 0%	1/5 20%	2/5 40%	2/5 40%
The page displayed quickly	0/7 0%	1/7 14.3%	1/7 14.3%	3/7 42.9%	2/7 28.6%
The pages displayed properly	0/7 0%	0/7 0%	0/7 0%	4/7 57.1%	3/7 42.9%
The information presented was easily readable	0/7 0%	0/7 0%	0/7 0%	5/7 71.4%	2/7 28.6%

Did you use the "LIVE HELP" feature of the web site to "chat" with a legal advocate?

Yes 41/56 73.2%

No: Why not? Please explain and continue to the next section. 15/56 26.8%

See Fill In Response

How favorable was your overall impression of the Live Chat feature?

Not at all favorable					Extremely favorable
1	2	3	4	5	
0/5 0%	0/5 0%	2/5 20%	0/5 0%	3/5 60%	

Social Service Representatives Response Statistics

Did the legal advocate seem to understand the questions you asked?

Understood none of my questions					Understood all of my questions
1	2	3	4	5	
0/5	1/5	1/5	3/5	0/5	
0%	20%	20%	75%	0%	

Was the legal advocate able to answer your questions to your satisfaction? (Please rate your answer)

None of my questions were answered					All of my questions were answered
1	2	3	4	5	
0/4	3/4	0/4	1/4	0/4	
0%	75%	0%	25%	0%	

Did the legal advocate respond to your questions quickly?

Not quickly at all					Extremely Quickly
1	2	3	4	5	
0/5	1/5	2/5	1/5	1/5	
0%	20%	40%	20%	20%	

Did you experience any problems while typing in your questions or reading the responses of the legal advocate?

___ No 3/5 60%
___ Yes; please describe 2/5 40%

See Fill In Response

Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

___ No 3/3 100%
___ Yes: Please describe. 0/3 0%

See Fill In Response

Were the available "LIVE HELP" hours convenient for you?

Not convenient at all					Quite convenient
1	2	3	4	5	
6/43	3/43	11/43	17/43	6/43	
14%	7%	25.6%	39.5%	14%	

Social Service Representatives Response Statistics

Do you have any previous experience, either personal or professional, with a free legal assistance program other than LiveJustice.org?

(SOCIAL SERVICE)

- NO (Please skip to Q-14) **5/8 62.5%**
 - YES, personal **0/8 0%**
 - YES, professional **2/8 25%**
 - YES, both personal and professional **1/8 12.5%**
- If YES: Please name and/or describe the program(s): _____
- _____

Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

Much lower quality					Much higher quality
1	2	3	4	5	
0/2	0/2	1/2	1/2	0/2	
0%	0%	50%	50%	0%	

Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

Much less convenient					Much more convenient
1	2	3	4	5	
0/2	0/2	1/2	1/2	0/2	
0%	0%	50%	50%	0%	

In the past year, have you used a computer to send email or view web pages over the Internet?

(SOCIAL SERVICE)

- NO **0/7 0%**
- YES **7/7 100%**

In the past year, where have you used a computer to access the internet? (check all that apply)

- Home **6/7 85.7%**
- Work **6/7 85.7%**
- Social Services Agency **0/7 0%**
- Library **1/7 14.3%**
- Other (please describe): **0/7 0%**

Social Service Representatives Response Statistics

About how many hours a week do you spend on the internet?

0 total	2/62	3.2%
___ 0-5 hours	4/7	57.1%
___ 6-10 hours	2/7	28.6%
___ 11-20 hours	0/7	0%
___ 21-40 hours	1/7	14.3%
___ more than 40 hours	0/7	0%

How would you rate your skill at obtaining information on the internet?

Not skilled				Highly Skilled	
1	2	3	4	5	
0/7	0/7	5/7	0/7	2/7	
0%	0%	71.4%	0%	28.6%	

Are you generally comfortable with the idea of obtaining important information over the internet?

Not Comfortable				Very Comfortable	
1	2	3	4	5	
0/7	0/7	2/7	1/7	4/7	
0%	0%	28.6%	14.3%	57.1%	

How do you feel about participating in a “live chat” with another individual over the internet?

Not Comfortable				Very Comfortable	
1	2	3	4	5	
0/7	1/7	2/7	2/7	2/7	
0%	14.3%	28.6%	28.6%	28.6%	

Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

Not Comfortable				Very Comfortable	
1	2	3	4	5	
0/7	1/7	1/7	3/7	2/7	
0%	14.3%	14.3%	42.9%	28.6%	

In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

___ Never	4/7	57.1%
___ A few times	2/7	28.6%
___ Several times	1/7	14.3%
___ Many times	0/7	0%
___ A lot	0/7	0%

Social Service Representatives Response Statistics

Gender

<input type="checkbox"/>	Male	5/7	71.4%
<input type="checkbox"/>	Female	2/7	28.6%

Age

<input type="checkbox"/>	17 years, or younger	0/7	0%
<input type="checkbox"/>	18-24 years	0/7	0%
<input type="checkbox"/>	25-40 years	3/7	42.9%
<input type="checkbox"/>	41-60 years	3/7	42.9%
<input type="checkbox"/>	61-75 years	1/7	14.3%
<input type="checkbox"/>	76 years, or older	0/7	0%

Marital Status

(SOCIAL SERVICE)

<input type="checkbox"/>	Single, never married	1/7	14.3%
<input type="checkbox"/>	Single, previously married	1/7	14.3%
<input type="checkbox"/>	Married	5/7	71.4%

How many people, including yourself, live in your household?

<input type="checkbox"/>	people			
# of People:	1: 1/7	14.3%	4: 0/7	0%
	2: 4/7	57.1%	5: 1/7	14.3%
	3: 1/7	14.3%		

How many children, under the age of 18, do you live with?

<input type="checkbox"/>	children (if none, please write "0")		
# of Children:	0: 6/7	85.7%	
	1: 0/7	0%	
	2: 1/7	14.3%	

Ethnicity

<input type="checkbox"/>	American Indian or Alaskan Native	0/7	0%
<input type="checkbox"/>	Asian or Pacific Islander	0/7	0%
<input type="checkbox"/>	Hispanic or Mexican American	0/7	0%
<input type="checkbox"/>	Black or African American (Non – Hispanic)	0/7	0%
<input type="checkbox"/>	White (Non – Hispanic)	6/7	85.7%
<input type="checkbox"/>	Other (please specify):	1/7	14.3%

Social Service Representatives Response Statistics

What is your approximate annual household income, before taxes?

___ Less then \$10,000	0/4	0%
___ \$10,000 to \$14,999	0/4	0%
___ \$15,000 to \$19,999	0/4	0%
___ \$20,000 to \$29,999	0/4	0%
___ \$30,000 to \$39,999	1/4	25%
___ \$40,000 to \$59,999	1/4	50%
___ \$60,000 to \$79,999	2/4	25%
___ \$80,000 or more	0/4	0%

What is the highest educational level you have obtained?

___ Never attended high school	0/7	0%
___ Some high school	0/7	0%
___ High school diploma or GED	0/7	0%
___ Trade school	0/7	0%
___ Some college	1/7	14.3%
___ Associate's / Two year degree	1/7	14.3%
___ Bachelor's / Four year degree	0/7	0%
___ Some graduate school	1/7	14.3%
___ Graduate degree	4/7	57.1%

How many hours a week are you employed, on average?

0 total	21/63	33.3%
___ Not currently employed	0/7	0%
___ 1-9 hours	0/7	0%
___ 10-19 hours	0/7	0%
___ 20-29 hours	0/7	0%
___ 30-39 hours	3/7	42.9%
___ 40-49 hours	3/7	42.9%
___ 50 or more hours	0/7	0%
RETIRED -	1/7	14.3%

What languages do you speak fluently?

ENGLISH:	8/8	100%
FRENCH:	1/8	12.5%

How would you rate your fluency in written English?

Not fluent						Completely Fluent
1	2	3	4	5	6	7
0/7	0/7	0/7	1/7	0/7	1/7	5/7
0%	0%	0%	14.3%	0%	14.3%	71.4%

Social Service Representatives Response Statistics

Do you have any other comments about the LiveJustice website?

See Fill In Response

Do you have any suggestions for improving LiveJustice?

See Fill In Response

Do you think LiveJustice.org would meet the needs of your clients that have legal problems related to housing? Why or why not?

(SOCIAL SERVICE)

See Fill In Response

Do you have any comments about this survey, or how it could be improved?

See Fill In Response

Date: _____



Evaluation of LiveJustice

About how much time did you spend exploring the LiveJustice web site?

- 15 minutes or less **9/47 19.1%**
- 16 – 30 minutes **15/47 31.9%**
- 30 – 60 minutes **18/47 38.3%**
- more than 1 hour **4/47 8.5%**

When did you explore the Live Justice website?

- Day (of week): _____
- MONDAY: **1/21 4.8%**
 - TUESDAY: **0/21 0%**
 - WEDNESDAY: **3/21 14.3%**
 - THURSDAY: **8/21 38.1%**
 - FRIDAY: **10/21 47.6%**
- Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What housing problem were you seeking information or advice from LiveJustice?
(check all that apply)

- Living conditions **26/47 55.3%**
- Eviction **7/47 14.9%**
- Moving in **5/47 10.6%**
- Discrimination **4/47 8.5%**
- Security Deposits **1/47 2.1%**
- Rent Payments **12/47 25.5%**
- Utilities **2/47 4.3%**
- Other (Please Specify) **13/47 27.7%**

Student Response Statistics

What was your purpose for visiting LiveJustice.org? (check all that apply)

<input type="checkbox"/> Search for legal information on your own	16/46	34.8%
<input type="checkbox"/> Learn how the housing court system works	6/46	13.0%
<input type="checkbox"/> Find information on other organizations that help tenants	1/46	2.2%
<input type="checkbox"/> Talk to an attorney or paralegal about your housing problems	22/46	47.8%
<input type="checkbox"/> Get help finding and filling out legal forms	0/46	0%
<input type="checkbox"/> Get help finding additional legal representation	0/46	0%
<input type="checkbox"/> Test the site	17/46	37%
<input type="checkbox"/> Other (Please Specify):	1/46	2.2%

Did you get satisfactory information/advice from LiveJustice?

<input type="checkbox"/> Yes	36/45	80%
<input type="checkbox"/> No: why not?	9/45	20%

Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

A little		Some		A lot		
19/44	43.2%	20/44	45.5%	5/44	11.2%	“About Us” / “About LiveJustice”
14/40	35%	14/40	35%	12/40	30%	“Look in our legal library”
16/40	40.%	15/40	37.5%	9/40	22.5%	“Learn about the court system”
15/31	48.4%	12/31	38.7%	4/31	12.9%	“Find out where to go for help online”
15/28	53.6%	11/28	39.3%	2/28	7.1%	“Get directions”
9/43	20.9%	11/43	25.6%	23/43	53.5%	“Live Help”
13/27	48.1%	11/27	40.7%	3/27	11.1%	“News Flash!”
22/37	59.5%	11/37	29.7%	4/37	10.8%	“My Account”

Please rate your overall impression of the LiveJustice website?

Not at all favorable				Extremely Favorable
1	2	3	4	5
1/45	1/45	5/45	30/45	8/45
2.2%	2.2%	11.1%	66.7%	17.8%

What did you like most about the site?

See Fill in Response

What did you like least about the site?

See Fill in Response

What one area of the site would you most like to see improved? How?

See Fill in Response

Do you feel that there is anything missing from the site? What?

See Fill in Response

Did you have any problems while using the website? For example, getting “lost” or receiving an error message?

___ No **29/46 63%**
 ___ Yes: Please Describe **17/46 37%**

See Fill in Response

Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

(STUDENTS, CONSUMERS, SOCIAL SERVICE)

	Strongly Disagree				Strongly Agree
The site was interesting	0/46 0%	1/46 2.2%	9/46 19.6%	20/46 43.5%	16/46 34.8%
The page design was clean and Uncluttered	2/46 4.3%	1/46 2.2%	5/46 11.9%	18/46 39.1%	20/46 43.5%
It was easy to locate the desired Information	2/46 4.3%	2/46 4.3%	8/46 17.4%	17/46 37%	17/46 37%
The services and content provided were useful	1/45 2.2%	2/45 4.4%	5/45 11.1%	17/45 37.8%	20/45 44.4%
The menu choices were helpful	2/46 4.3%	1/46 2.2%	11/46 23.9%	18/46 39.1%	14/46 30.4%
The site was easy to understand	1/46 2.2%	3/46 6.5%	7/46 15.2%	21/46 45.7%	13/46 28.3%
The time required to use the site was acceptable	0/46 0%	5/46 10.9%	9/46 19.6%	20/46 43.5%	12/46 26.1%
The login procedure went smoothly	2/45 4.4%	5/45 11.1%	6/45 13.3%	14/45 31.1%	18/45 40%
The links to other sites were useful	2/43 4.7%	0/43 0%	14/43 32.6%	20/43 46.5%	7/43 16.3%
The page displayed quickly	3/46 6.5%	4/46 8.7%	3/46 6.5%	16/46 34.8%	20/46 43.5%

Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?
 Yes **14/47 9.8%**
 No: Why not? Please explain and continue to the next section. **33/47 70.2%**
See Fill in Response

How favorable was your overall impression of the Live Chat feature?

Not at all favorable					Extremely favorable
1	2	3	4	5	
2/19	3/19	1/19	6/19	7/19	
10.5%	15.8%	5.3%	31.6%	36.8%	

Did the legal advocate seem to understand the questions you asked?

Understood none of my questions					Understood all of my questions
1	2	3	4	5	
2/16	0/16	0/16	4/16	10/16	
12.5%	0%	0%	25%	62.5%	

Was the legal advocate able to answer your questions to your satisfaction? (Please rate your answer)

None of my questions were answered					All of my questions were answered
1	2	3	4	5	
4/32	1/32	4/32	11/32	12/32	
14.5%	3.1%	14.5%	34.4%	37.5%	

Did you experience any problems during your live chat session?
 No **7/21 33.3%**
 Yes: please describe **14/21 66.7%**
See Fill in Response

Did the legal advocate respond to your questions quickly?
 Yes **22/31 71%**
 No **9/31 29%**

Did you experience any problems while typing in your questions or reading the responses of the legal advocate?
 No **9/16 56.3%**
 Yes; please describe **7/16 43.8%**
See Fill in Response

Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

- No **10/15 66.7%**
- Yes: Please describe. **5/15 33.3%**

See Fill in Response

Were the available “LIVE HELP” hours convenient for you?

Not convenient at all					Quite convenient
1	2	3	4	5	
6/43	3/43	11/43	17/43	6/43	
14%	7%	25.6%	39.5%	14%	

What time did you use/try to use the “LIVE HELP” feature?

(STUDENT)

- Before 8:00am **0/18 0%**
- Between 8:00am and 9:00am **0/18 0%**
- Between 9:00am and 10:00am **1/18 5.6%**
- Between 10:00am 11:00am **2/18 11.1%**
- Between 11:00am and noon **3/18 16.7%**
- Between noon and 1:00pm **5/18 27.8%**
- Between 1:00pm and 2:00pm **3/18 16.7%**
- Between 2:00pm and 3:00pm **2/18 11.1%**
- Between 3:00pm and 4:00pm **2/18 11.1%**
- Between 4:00pm and 5:00pm **2/18 11.1%**
- After 5:00pm **1/18 0%**

Do you currently have a case pending before the Worcester Housing Court?

- Yes **0/47 0%**
- No **47/47 100%**

Are you currently represented by an attorney for a housing problem?

- Yes **0/47 0%**
- No **47/47 100%**

In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

- Yes **0/47 0%**
- No (please skip to Section IV) **47/47 100%**

In what year did you receive this assistance? (check all that apply)

This question was not answered by any of the students in reference to the question above.

Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

(STUDENT, CONSUMER, SOCIAL SERVICE) – same as above

Much lower quality					Much higher quality
1	2	3	4	5	
0/9	0/9	5/9	3/9	1/9	
0%	0%	55.6%	33.3%	11.1%	

Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

(STUDENT, CONSUMER, SOCIAL SERVICE) – same as above

Much less convenient					Much more convenient
1	2	3	4	5	
0/9	0/9	3/9	4/9	2/9	
0%	0%	33.3%	44.4%	22.2%	

Which internet browser were you using when you explored LiveJustice?

<input type="checkbox"/> Microsoft Internet Explorer	20/21	95.2%
<input type="checkbox"/> Netscape Navigator	0/21	0%
<input type="checkbox"/> Other (please specify):	2/21	9.5%

Which Operating System were you using when you accessed LiveJustice?

<input type="checkbox"/> Microsoft Windows :	20/21	95.2%
<input type="checkbox"/> MacIntosh OS:	0/21	0%
<input type="checkbox"/> Other (please specify):	1/21	4.8%

Did the page display properly? What was the screen resolution?

(STUDENT)

<input type="checkbox"/> 640 x 800 pixels	0/21	0%
<input type="checkbox"/> 800 x 600 pixels	2/21	9.5%
<input type="checkbox"/> 1024 x 768 pixels	10/21	47.6%
<input type="checkbox"/> Other (please specify):	3/21	14.3%
<input type="checkbox"/> Don't know	6/21	28.6%

What size monitor did you view LiveJustice with? (measured across the diagonal)

<input type="checkbox"/> Less than 10 inches	0/21	0%
<input type="checkbox"/> 10-13 inches	3/21	14.3%
<input type="checkbox"/> 14-15 inches	5/21	23.8%
<input type="checkbox"/> 16-18 inches	7/21	33.3%
<input type="checkbox"/> More than 18 inches	4/21	19.0%
<input type="checkbox"/> Don't know	2/21	9.5%

Student Response Statistics

How were you connected to the internet when you accessed LiveJustice?

<input type="checkbox"/> Dial-up modem, 56 Kbps	1/21	4.8%
<input type="checkbox"/> Dial-up modem, 28.8 Kbps	0/21	0%
<input type="checkbox"/> Dial-up modem, other (speed? _____)	0/21	0%
<input type="checkbox"/> Broadband cable	0/21	0%
<input type="checkbox"/> DSL (Digital Subscriber Line)	7/21	33.3%
<input type="checkbox"/> Satellite Broadband	0/21	0%
<input type="checkbox"/> ISDN (Integrated Services Digital Network)	0/21	0%
<input type="checkbox"/> LAN (Local Area Network)	13/21	61.9%
<input type="checkbox"/> Other (Please describe: _____)	0/21	0%
<input type="checkbox"/> Don't know	0/21	0%

Do you currently own a functioning computer?

<input type="checkbox"/> No	28/47	59.6%
<input type="checkbox"/> Yes	19/47	40.4%

In the past year, where have you used a computer to access the internet? (check all that apply)

<input type="checkbox"/> Dorm room	0/62	0%
<input type="checkbox"/> Home	41/47	87.2%
<input type="checkbox"/> Work	41/47	87.2%
<input type="checkbox"/> Social Services Agency	13/47	27.7%
<input type="checkbox"/> Library	22/47	46.8%
<input type="checkbox"/> Other (please describe): _____	21/47	44.7%

About how many hours a week do you spend on the internet?

<input type="checkbox"/> 0-5 hours	5/47	10.6%
<input type="checkbox"/> 6-10 hours	9/47	19.1%
<input type="checkbox"/> 11-20 hours	15/47	31.9%
<input type="checkbox"/> 21-40 hours	8/47	17%
<input type="checkbox"/> more than 40 hours	10/47	21.3%

How would you rate your skill at obtaining information on the internet? (

Not skilled					Highly Skilled
1	2	3	4	5	
0/47	0/47	4/47	19/47	24/47	
0%	0%	8.5%	40.4%	51.1%	

Are you generally comfortable with the idea of obtaining important information over the internet?

Not Comfortable					Very Comfortable
1	2	3	4	5	
0/47	1/47	2/47	14/47	30/47	
0%	2.1%	4.3%	29.8%	63.8%	

Student Response Statistics

How do you feel about participating in a “live chat” with another individual over the internet?

Not Comfortable					Very Comfortable	
1	2	3	4	5		
1/47	3/47	4/47	17/47	23/47		
2.1%	6.4%	8.5%	36.2%	48.9%		

Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

Not Comfortable					Very Comfortable	
1	2	3	4	5		
2/47	4/47	7/47	20/47	14/47		
4.3%	8.5%	14.9%	42.6%	29.8%		

In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

___ Never	15/47	31.9%
___ A few times	13/47	27.7%
___ Several times	19/47	40.4%

Gender

___ Male	27/47	57.4%
___ Female	20/47	42.6%

Age

___ 17 years, or younger	0/47	0%
___ 18-24 years	45/47	95.7%
___ 25-40 years	1/47	2.1%
___ 41-60 years	1/47	2.1%
___ 61-75 years	0/47	0%
___ 76 years, or older	0/47	0%

How many people, including yourself, live in your household?

___ people				
# of People: 1:	5/47	10.6%	5:	5/47 10.6%
2:	10/47	21.3%	6:	2/47 4.3%
3:	9/47	19.1%	13:	1/47 2.1%
4:	14/47	29.8%	15:	1/47 2.1%

How many children, under the age of 18, do you live with?

___ children (if none, please write “0”)				
# of Children: 0:	37/47	78.7%	2:	0/47 0%
1:	9/47	9.1%	3:	1/47 2.1%

Student Response Statistics

Ethnicity

<input type="checkbox"/> American Indian or Alaskan Native	0/46	0%
<input type="checkbox"/> Asian or Pacific Islander	3/46	6.5%
<input type="checkbox"/> Hispanic or Mexican American	2/46	4.3%
<input type="checkbox"/> Black or African American (Non – Hispanic)	0/46	0%
<input type="checkbox"/> White (Non – Hispanic)	40/46	87%
<input type="checkbox"/> Other (please specify):	1/46	2.2%

What is your approximate annual household income, before taxes?

<input type="checkbox"/> Less than \$10,000	27/46	58.7%
<input type="checkbox"/> \$10,000 to \$14,999	1/46	2.2%
<input type="checkbox"/> \$15,000 to \$19,999	1/46	2.2%
<input type="checkbox"/> \$20,000 to \$29,999	4/46	8.7%
<input type="checkbox"/> \$30,000 to \$39,999	3/46	6.5%
<input type="checkbox"/> \$40,000 to \$59,999	1/46	2.2%
<input type="checkbox"/> \$60,000 to \$79,999	4/46	8.7%
<input type="checkbox"/> \$80,000 or more	5/46	10.9%

What is the highest educational level you have obtained?

<input type="checkbox"/> Never attended high school	0/47	0%
<input type="checkbox"/> Some high school	0/47	0%
<input type="checkbox"/> High school diploma or GED	5/47	10.6%
<input type="checkbox"/> Trade school	2/47	4.8%
<input type="checkbox"/> Some college	40/47	85.1%
<input type="checkbox"/> Associate's / Two year degree	1/47	2.1%
<input type="checkbox"/> Bachelor's / Four year degree	1/47	2.1%
<input type="checkbox"/> Some graduate school	0/47	0%
<input type="checkbox"/> Graduate degree	0/47	0%

How many hours a week are you employed, on average?

<input type="checkbox"/> Not currently employed	9/47	19.1%
<input type="checkbox"/> 1-9 hours	7/47	14.9%
<input type="checkbox"/> 10-19 hours	9/47	19.1%
<input type="checkbox"/> 20-29 hours	2/47	4.3%
<input type="checkbox"/> 30-39 hours	5/47	10.6%
<input type="checkbox"/> 40-49 hours	1/47	0%
<input type="checkbox"/> 50 or more hours	1/47	0%

How would you rate your fluency in written English?

Not fluent					Complete ly fluent
1	2	3	4	5	
0/47	0/47	0/47	1/47	46/47	
0%	0%	0%	2.1%	97.9%	

Do you have any other comments about the LiveJustice website?

See Fill in Response

Do you have any suggestions for improving LiveJustice?

See Fill in Response

Do you think LiveJustice.org would meet the needs of your clients that have legal problems related to housing? Why or why not?

See Fill in Response

Do you have any comments about this survey, or how it could be improved?

See Fill in Response

Date: _____



Evaluation of LiveJustice

About how much time did you spend exploring the LiveJustice web site?

<input type="checkbox"/> 15 minutes or less	2/8	25%
<input type="checkbox"/> 16 – 30 minutes	5/8	62.5%
<input type="checkbox"/> 30 – 60 minutes	1/8	12.5%
<input type="checkbox"/> more than 1 hour	0/8	0%

When did you explore the Live Justice website?

Day (of week): _____ Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What housing problem were you seeking information or advice from LiveJustice?

(check all that apply)

<input type="checkbox"/> Living conditions	2/9	22.2%
<input type="checkbox"/> Eviction	3/9	33.3%
<input type="checkbox"/> Moving in	1/9	11.1%
<input type="checkbox"/> Discrimination	2/9	22.2%
<input type="checkbox"/> Security Deposits	1/9	11.1%
<input type="checkbox"/> Rent Payments	3/9	33.3%
<input type="checkbox"/> Public or Subsidized Housing	3/9	33.3%
<input type="checkbox"/> Utilities	2/9	22.2%
<input type="checkbox"/> Other (Please Specify):	2/9	22.2%

What was your purpose for visiting LiveJustice.org? (check all that apply)

<input type="checkbox"/> Search for legal information on your own	4/9	44.4%
<input type="checkbox"/> Learn how the housing court system works	1/9	11.1%
<input type="checkbox"/> Find information on other organizations that help tenants	2/9	22.2%
<input type="checkbox"/> Talk to an attorney or paralegal about your housing problems	5/9	55.6%
<input type="checkbox"/> Get help finding and filling out legal forms	1/9	11.1%
<input type="checkbox"/> Get help finding additional legal representation	0/9	0%
<input type="checkbox"/> Other (Please Specify):	0/9	0%

Did you get satisfactory information/advice from LiveJustice?

___ Yes 9/9 100%
 ___ No: why not? 0/9 0%

See Fill In Response

Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

	A little	Some	A lot	
	0/5 0%	3/5 60%	2/5 40%	“About Us” / “About LiveJustice”
	1/6 16.7%	3/6 50%	2/6 33.3%	“Look in our legal library”
	¼ 25%	2/4 50%	¼ 25%	“Learn about the court system”
	1/5 20%	2/5 40%	2/5 40%	“Find out where to go for help online”
	¼ 25%	¼ 25%	2/4 50%	“Get directions”
	1/6 16.7%	0/6 0%	5/6 83.3%	“Live Help”
	¼ 25%	¼ 25%	2/4 50%	“News Flash!”
	1/5 20%	2/5 40%	2/5 40%	“My Account”

Please rate your overall impression of the LiveJustice website?

Not at all favorable				Extremely Favorable
1	2	3	4	5
0/9	0/9	3/9	2.9	4/9
0%	0%	33.3%	22.2%	44.4%

What did you like most about the site?

See Fill In Response

What did you like least about the site?

See Fill In Response

What one area of the site would you most like to see improved? How?

See Fill In Response

Do you feel that there is anything missing from the site? What?

See Fill In Response

Client Response Statistics

Did you have any problems while using the website? For example, getting “lost” or receiving an error message?

No **8/9 88.9%**
 Yes: Please Describe **1/9 11.1%**

See Fill In Response

Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:

	Strongly Disagree				Strongly Agree
The site was interesting	0/9 0%	0/9 0%	2/9 22.2%	2/9 22.2%	5/9 55.6%
The page design was clean and Uncluttered	0/9 0%	0/9 0%	3/9 33.3%	1/9 11.1%	5/9 55.6%
It was easy to locate the desired Information	0/9 0%	0/9 0%	1/9 11.1%	2/9 22.2%	6/9 66.7%
The services and content provided were useful	0/9 0%	0/9 0%	1/9 11.1%	2/9 22.2%	2/9 22.2%
The menu choices were helpful	0/9 0%	0/9 0%	3/9 33.3%	2/9 22.2%	4/9 44.4%
The site was easy to understand	0/9 0%	1/9 11.1%	1/9 11.1%	3/9 33.3%	4/9 44.4%
The time required to use the site was acceptable	0/8 0%	0/8 0%	3/8 37.5%	1/8 12.5%	4/8 50%
The login procedure went smoothly	0/9 0%	0/9 0%	3/9 33.3%	2/9 22.2%	4/9 44.4%
The links to other sites were useful	0/9 0%	0/9 0%	3/9 33.3%	2/9 22.2%	4/9 44.4%
The page displayed quickly	0/9 0%	0/9 0%	3/9 33.3%	2/9 22.2%	4/9 44.4%

Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?

Yes **8/9 88.9%**
 No: Why not? Please explain and continue to the next section. **1/9 11.1%**

See Fill In Response

How favorable was your overall impression of the Live Chat feature?

Not at all favorable				Extremely favorable
1	2	3	4	5
0/8	1/8	1/8	3/8	3/8
0%	12.5%	12.5%	37.5%	37.5%

Client Response Statistics

Did the legal advocate seem to understand the questions you asked?

Understood none of my questions					Understood all of my questions
1	2	3	4	5	
0/8	1/8	1/8	0/8	6/8	
0%	12.5%	12.5%	0%	75%	

Was the legal advocate able to answer your questions to your satisfaction? (Please rate your answer)

None of my questions were answered					All of my questions were answered
1	2	3	4	5	
0/8	0/8	1/8	3/8	4/8	
0%	0%	12.5%	37.5%	50%	

Did the legal advocate respond to your questions quickly?

Not quickly at all					Extremely Quickly
1	2	3	4	5	
0/8	1/8	0/8	2/8	5/8	
0%	12.5%	0%	25%	62.5%	

Did you experience any problems while typing in your questions or reading the responses of the legal advocate?

___ No	6/7	85.7%
___ Yes; please describe	1/7	14.3%

See Fill In Response

Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

___ No	8/8	100%
___ Yes: Please describe.	0/8	0%

See Fill In Response

Were the available "LIVE HELP" hours convenient for you?

Not convenient at all					Quite convenient
1	2	3	4	5	
0/9	0/9	2/9	1/9	6/9	
0%	0%	22.2%	11.1%	66.7%	

Client Response Statistics

Do you currently have a case pending before the Worcester Housing Court?

Yes 4/9 44.4%
 No 5/9 55.6%

Are you currently represented by an attorney for a housing problem?

Yes 2/8 25%
 No 6/8 75%

In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

Yes 2/8 25%
 No (please skip to Section IV) 6/8 75%

In what year did you receive this assistance? (check all that apply)

1997 2/4 50%
 1998 1/4 25%
 1999 0/4 0%
 2000 0/4 0%
 2001 1/4 25%
 2002 0/4 0%

Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

Much lower quality					Much higher quality
1	2	3	4	5	
0/6	0/6	4/6	1/6	1/6	
0%	0%	66.7%	16.7%	16.7%	

Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

Much less convenient					Much more convenient
1	2	3	4	5	
0/6	0/6	2/6	2/6	2/6	
0%	0%	33.3%	33.3%	33.3%	

Do you currently own a functioning computer?

No 4/8 50%
 Yes 4/8 50%

Client Response Statistics

In the past year, where have you used a computer to access the internet? (check all that apply)

<input type="checkbox"/> Home	4/8	50%
<input type="checkbox"/> Work	1/8	12.5%
<input type="checkbox"/> Social Services Agency	1/8	12.5%
<input type="checkbox"/> Library	3/8	37.5%
<input type="checkbox"/> Other (please describe):	3/8	37.5%

About how many hours a week do you spend on the internet?

<input type="checkbox"/> 0 total	2/8	25%
<input type="checkbox"/> 0-5 hours	2/8	25%
<input type="checkbox"/> 6-10 hours	1/8	12.5%
<input type="checkbox"/> 11-20 hours	2/8	25%
<input type="checkbox"/> 21-40 hours	1/8	12.5%
<input type="checkbox"/> more then 40 hours	0/8	0%

How would you rate your skill at obtaining information on the internet?

Not skilled					Highly Skilled
1	2	3	4	5	
0/8	2/8	2/8	0/8	4/8	
0%	25%	25%	0%	50%	

Are you generally comfortable with the idea of obtaining important information over the internet?

Not Comfortable					Very Comfortable
1	2	3	4	5	
0/8	2/8	0/3	1/8	5/8	
0%	25%	0%	12.5%	62.5%	

How do you feel about participating in a "live chat" with another individual over the internet?

Not Comfortable					Very Comfortable
1	2	3	4	5	
0/7	0/7	2/7	2/7	3/7	
0%	0%	28.6%	28.6%	42.9%	

Are you comfortable obtaining personal legal assistance over the internet through a "live chat" with a legal advocate?

Not Comfortable					Very Comfortable
1	2	3	4	5	
0/9	0/9	3/9	1/9	5/9	
0%	0%	33.3%	11.1%	55.6%	

In the past year, how often have you participated in a live discussion or "chat" on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

<input type="checkbox"/> Never	4/9	44.4%
<input type="checkbox"/> A few times	4/9	44.4%
<input type="checkbox"/> Several times	1/9	11.1%

Gender

<input type="checkbox"/> Male	5/9	55.6%
<input type="checkbox"/> Female	4/9	44.4%

Age

<input type="checkbox"/> 17 years, or younger	0/9	0%
<input type="checkbox"/> 18-24 years	1/9	11.1%
<input type="checkbox"/> 25-40 years	6/9	66.7%
<input type="checkbox"/> 41-60 years	2/9	22.2%
<input type="checkbox"/> 61-75 years	0/9	0%
<input type="checkbox"/> 76 years, or older	0/9	0%

How many people, including yourself, live in your household?

<input type="checkbox"/> people					
# of People: 1:	3/9	33.3%	4:	2/9	22.2%
2:	2/9	22.2%	40:	1/9	11.1%
3:	2/9	22.2%			

How many children, under the age of 18, do you live with?

<input type="checkbox"/> children (if none, please write "0")					
# of Children: 0:	3/7	42.9%	3:	0/7	0%
1:	1/7	14.3%	4:	0/7	0%
2:	2/7	28.6%	5:	1/7	14.3%

Ethnicity

<input type="checkbox"/> American Indian or Alaskan Native	0/8	0%
<input type="checkbox"/> Asian or Pacific Islander	0/8	0%
<input type="checkbox"/> Hispanic or Mexican American	2/8	25%
<input type="checkbox"/> Black or African American (Non – Hispanic)	2/8	25%
<input type="checkbox"/> White (Non – Hispanic)	4/8	50%
<input type="checkbox"/> Other (please specify): _____	0/8	0%

What is your approximate annual household income, before taxes?

<input type="checkbox"/> Less than \$10,000	9/9	100%
<input type="checkbox"/> \$10,000 to \$14,999	0/9	0%
<input type="checkbox"/> \$15,000 to \$19,999	0/9	0%
<input type="checkbox"/> \$20,000 to \$29,999	0/9	0%
<input type="checkbox"/> \$30,000 to \$39,999	0/9	0%
<input type="checkbox"/> \$40,000 to \$59,999	0/9	0%
<input type="checkbox"/> \$60,000 to \$79,999	0/9	0%

What is the highest educational level you have obtained?

<input type="checkbox"/> Never attended high school	0/9	0%
<input type="checkbox"/> Some high school	3/9	33.3%
<input type="checkbox"/> High school diploma or GED	1/9	11.1%
<input type="checkbox"/> Trade school	1/9	11.1%
<input type="checkbox"/> Some college	2/9	22.2%
<input type="checkbox"/> Associate's / Two year degree	1/9	11.1%
<input type="checkbox"/> Bachelor's / Four year degree	0/9	0%
<input type="checkbox"/> Some graduate school	1/9	11.1%
<input type="checkbox"/> Graduate degree	0/9	0%

How many hours a week are you employed, on average?

0 total	8/9	88.9%
<input type="checkbox"/> Not currently employed	0/9	0%
<input type="checkbox"/> 1-9 hours	0/9	0%
<input type="checkbox"/> 10-19 hours	0/9	0%
<input type="checkbox"/> 20-29 hours	1/9	11.1%
<input type="checkbox"/> 30-39 hours	0/9	0%
<input type="checkbox"/> 40-49 hours	0/9	0%
<input type="checkbox"/> 50 or more hours	0/9	0%
RETIRED -	0/9	0%

What languages do you speak fluently?

ENGLISH:	9/9	100%
SPANISH:	2/9	22.2%

How would you rate your fluency in written English?

Not fluent				Completely Fluent	
1	2	3	4	5	
0/9	0/9	1/9	0/9	8/9	
0%	0%	11.1%	0%	88.9%	

Do you have any other comments about the LiveJustice website?

See Fill In Response

Do you have any suggestions for improving LiveJustice?

See Fill In Response

Do you think LiveJustice.org would meet the needs of your clients that have legal problems related to housing? Why or why not?

See Fill In Response

Do you have any comments about this survey, or how it could be improved?

See Fill In Response



Date: _____

Evaluation of LiveJustice

About how much time did you spend exploring the LiveJustice web site?

(ALL SURVEYS)

<input type="checkbox"/> 15 minutes or less	14/61	23%
<input type="checkbox"/> 16 – 30 minutes	21/61	34.4%
<input type="checkbox"/> 30 – 60 minutes	21/61	34.4%
<input type="checkbox"/> more than 1 hour	5/61	8.2%

When did you explore the Live Justice website?

(STUDENT, CLIENT)

Day (of week): _____

MONDAY: **1/21 4.8%**

TUESDAY: **0/21 0%**

WEDNESDAY: **3/21 14.3%**

THURSDAY: **8/21 38.1%**

FRIDAY: **10/21 47.6%**

Month: _____

Date (circle one):

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What housing problem were you seeking information or advice from LiveJustice?

(check all that apply)

(ALL SURVEYS)

<input type="checkbox"/> Living conditions	28/64	43.8%
<input type="checkbox"/> Eviction	14/64	21.9%
<input type="checkbox"/> Moving in	6/64	9.4%
<input type="checkbox"/> Discrimination	10/64	15.6%
<input type="checkbox"/> Security Deposits	3/64	4.7%
<input type="checkbox"/> Rent Payments	16/64	25%
<input type="checkbox"/> Public or Subsidized Housing	4/17	23.5%

(CLIENT, SOCIAL SERVICE)

<input type="checkbox"/> Utilities	4/64	6.3%
<input type="checkbox"/> Other (Please Specify):	16/64	25%

All Respondents Response Statistics

What was your purpose for visiting LiveJustice.org? (check all that apply)

(STUDENT, CLIENT)

<input type="checkbox"/> Search for legal information on your own	20/55 36.4%
<input type="checkbox"/> Learn how the housing court system works	7/55 12.7%
<input type="checkbox"/> Find information on other organizations that help tenants	3/55 5.5%
<input type="checkbox"/> Talk to an attorney or paralegal about your housing problems	27/55 49.1%
<input type="checkbox"/> Get help finding and filling out legal forms	1/55 1.8%
<input type="checkbox"/> Get help finding additional legal representation	0/55 0%
<input type="checkbox"/> Test the site (STUDENT ONLY)	17/46 37%
<input type="checkbox"/> Other (Please Specify):	1/55 1.8%

Did you get satisfactory information/advice from LiveJustice?

(ALL SURVEYS)

<input type="checkbox"/> Yes	45/54 83.3%
<input type="checkbox"/> No: why not?	9/54 16.7%

See Fill In Response

Which of the following areas of the website did you explore and how much time did you spend in each section? (check all that apply)

(ALL SURVEYS)

A little	Some	A lot	
21/55 38.2%	27/55 49.1%	7/55 12.7%	“About Us” / “About LiveJustice”
16/51 31.4%	21/51 41.2%	14/51 27.5%	“Look in our legal library”
17/47 36.2%	20/47 42.6%	10/47 21.3%	“Learn about the court system”
17/40 42.5%	16/40 40%	7/40 17.5%	“Find out where to go for help online”
16/35 45.7%	14/35 40%	5/35 14.3%	“Get directions”
10/54 18.5%	13/54 24.1%	31/54 57.4%	“Live Help”
15/33 45.5%	13/33 39.4%	5/33 15.2%	“News Flash!”
23/42 54.8%	13/42 30.9%	6/42 14.3%	“My Account” (STUDENT, CLIENT)

Please rate your overall impression of the LiveJustice website?

(ALL SURVEYS)

Not at all favorable				Extremely Favorable
1	2	3	4	5
1/61	2/61	9/61	36/61	13/61
1.6%	3.3%	14.8%	59%	21.3%

What did you like most about the site?
(ALL SURVEYS)
See Fill In Response

What did you like least about the site?
(ALL SURVEYS)
See Fill In Response

What one area of the site would you most like to see improved? How?
(ALL SURVEYS)
See Fill In Response

Do you feel that there is anything missing from the site? What?
(ALL SURVEYS)
See Fill In Response

Did you have any problems while using the website? For example, getting “lost” or receiving an error message?
(ALL SURVEYS)

No **21/61 34.4%**
 Yes: Please Describe **40/61 65.6%**

See Fill In Response

Please indicate the extent to which you agree or disagree with the following statements about LiveJustice:
(ALL SURVEYS)

	Strongly Disagree				Strongly Agree	
The site was interesting	0/61 0%	1/61 1.6%	11/61 18%	25/61 41%	25/61 41%	
The page design was clean and Uncluttered	2/62 3.2%	1/62 1.6%	9/62 14.5%	21/62 33.9%	29/62 46.8%	
It was easy to locate the desired Information	2/62 3.2%	2/62 3.2%	10/62 16.1%	22/62 35.5%	25/62 40.3%	
The services and content provided were useful	1/61 6.1%	2/61 3.3%	8/61 13.1%	23/61 37.7%	27/61 44.3%	
The menu choices were helpful	2/62 3.2%	1/62 1.6%	14/62 22.6%	25/62 40.3%	20/62 32.3%	
The site was easy to understand	1/61 1.6%	4/61 6.6%	9/61 14.8%	26/61 42.6%	20/61 32.8%	1/61 1.6%
The time required to use the site was acceptable	0/61 0%	6/61 9.8%	12/61 19.7%	24/61 39.3%	19/61 31.1%	
The login procedure went smoothly	3/61 4.9%	7/61 11.5%	10/61 16.4%	17/61 27.9%	24/61 39.3%	

All Respondents Response Statistics

The links to other sites were useful	2/57 3.5%	0/57 0%	18/57 31.6%	24/57 42.1%	13/57 22.8%
The page displayed quickly	0/7 0%	1/7 14.3%	1/7 14.3%	3/7 42.9%	2/7 28.6%
The pages displayed properly	3/62 4.8%	4/62 6.5%	6/62 9.7%	22/62 35.5%	27/62 43.5%
The information presented was easily readable	0/7 0%	0/7 0%	0/7 0%	5/7 71.4%	2/7 28.6%

Did you use the “LIVE HELP” feature of the web site to “chat” with a legal advocate?

(STUDENT, CLIENT)

___ Yes 41/56 73.2%
 ___ No: Why not? Please explain and continue to the next section. 15/56 26.8%

See Fill In Response

How favorable was your overall impression of the Live Chat feature?

(ALL SURVEYS)

Not at all favorable					Extremely favorable
1	2	3	4	5	
2/32 6.3%	4/32 12.5%	4/32 12.5%	9/32 28.1%	13/32 40.6%	

Did the legal advocate seem to understand the questions you asked?

(ALL SURVEYS)

Understood none of my questions					Understood all of my questions
1	2	3	4	5	
2/29 6.9%	2/29 6.9%	2/29 6.9%	7/29 24.1%	16/29 55.2%	

Was the legal advocate able to answer your questions to your satisfaction? (Please rate your answer)

(ALL SURVEYS)

None of my questions were answered					All of my questions were answered
1	2	3	4	5	
4/44 9.1%	4/44 9.1%	5/44 11.4%	15/44 34.1%	16/44 36.4%	

All Respondents Response Statistics

Did the legal advocate respond to your questions quickly?

Yes **22/31 71% (STUDENT, CLIENT)**
 No **9/31 29% (STUDENT, CLIENT)**
(SOCIAL SERVICE)

Not quickly at all				Extremely Quickly
1	2	3	4	5
0/13	2/13	2/13	3/13	6/13
0%	15.4%	15.4%	23.1%	46.1%

Did you experience any problems during your live chat session?

No **7/21 33.3%**
 Yes: please describe: **14/21 66.7%**
See Fill In Response

Did you experience any problems while typing in your questions or reading the responses of the legal advocate?

(ALL SURVEYS)
 No **8/28 28.6%**
 Yes; please describe **19/28 67.9%**
See Fill In Response

Did you experience any problems receiving or viewing any documents displayed by the legal advocate?

(ALL SURVEYS)
 No **5/26 19.2%**
 Yes: Please describe. **21/26 80.8%**
See Fill In Response

Were the available "LIVE HELP" hours convenient for you?

(STUDENT, CLIENT)

Not convenient at all				Quite convenient
1	2	3	4	5
6/52	3/52	13/52	18/52	12/52
11.5%	5.8%	25%	34.6%	23.1%

All Respondents Response Statistics

What time did you use/try to use the "LIVE HELP" feature?

(STUDENT)

<input type="checkbox"/> Before 8:00am	0/18	0%
<input type="checkbox"/> Between 8:00am and 9:00am	0/18	0%
<input type="checkbox"/> Between 9:00am and 10:00am	1/18	5.6%
<input type="checkbox"/> Between 10:00am 11:00am	2/18	11.1%
<input type="checkbox"/> Between 11:00am and noon	3/18	16.7%
<input type="checkbox"/> Between noon and 1:00pm	5/18	27.8%
<input type="checkbox"/> Between 1:00pm and 2:00pm	3/18	16.7%
<input type="checkbox"/> Between 2:00pm and 3:00pm	2/18	11.1%
<input type="checkbox"/> Between 3:00pm and 4:00pm	2/18	11.1%
<input type="checkbox"/> Between 4:00pm and 5:00pm	2/18	11.1%
<input type="checkbox"/> After 5:00pm	0/18	0%

Do you currently have a case pending before the Worcester Housing Court?

(STUDENT, CLIENT)

<input type="checkbox"/> Yes	4/56	7.1%
<input type="checkbox"/> No	52/56	92.9%

Are you currently represented by an attorney for a housing problem?

(STUDENT, CLIENT)

<input type="checkbox"/> Yes	2/55	3.6%
<input type="checkbox"/> No	53/55	96.4%

Do you have any previous experience, either personal or professional, with a free legal assistance program other than LiveJustice.org?

(SOCIAL SERVICE)

<input type="checkbox"/> NO (Please skip to Q-14)	5/8	62.5%
<input type="checkbox"/> YES, personal	0/8	0%
<input type="checkbox"/> YES, professional	2/8	25%
<input type="checkbox"/> YES, both personal and professional	1/8	12.5%

If YES: Please name and/or describe the program(s): _____

In the past 5 years, have you received free legal assistance for a housing problem from a source other than LiveJustice?

(STUDENT, CLIENT)

<input type="checkbox"/> Yes	2/55	3.6%
<input type="checkbox"/> No (please skip to Section IV)	53/55	96.4%

All Respondents Response Statistics

In what year did you receive this assistance? (check all that apply)

(STUDENT, CLIENT)

1997 **3/5 60%**
 1998 **1/5 20%**
 1999 **0/5 0%**
 2000 **0/5 0%**
 2001 **1/5 20%**
 2002 **0/5 0%**

Compared to your previous experiences with free legal assistance, how would you rate the quality of assistance provided by LiveJustice?

(ALL SURVEYS)

Much lower quality					Much higher quality
1	2	3	4	5	
0/8	0/8	5/8	3/8	1/8	
0%	0%	62.5%	37.5%	12.5%	

Compared to your previous experiences with free legal assistance, how would you rate the convenience of LiveJustice?

(ALL SURVEYS)

Much less convenient					Much more convenient
1	2	3	4	5	
0/8	0/8	3/8	3/8	2/8	
0%	0%	37.5%	37.5%	25%	

Which internet browser were you using when you explored LiveJustice?

(STUDENT)

Microsoft Internet Explorer **20/21 95.2%**
 Netscape Navigator **0/21 0%**
 Other (please specify): **2/21 9.5%** - AOL,
 MOSILLA/KONQUEROR

Which Operating System were you using when you accessed LiveJustice?

(STUDENT)

Microsoft Windows : **20/21 95.2%** Version: 98, 2k, mil, NT, XP, professional, 2k professional, XP professional
 MacIntosh OS: **0/21 0%** Version: _____
 Other (please specify): **1/21 4.8%** - Linux

All Respondents Response Statistics

Did the page display properly? What was the screen resolution?

(STUDENT)

<input type="checkbox"/> 640 x 800 pixels	0/21	0%
<input type="checkbox"/> 800 x 600 pixels	2/21	9.5%
<input type="checkbox"/> 1024 x 768 pixels	10/21	47.6%
<input type="checkbox"/> Other (please specify):	3/21	14.3% - 1600x1200, 1280x1024, 1280x960
<input type="checkbox"/> Don't know	6/21	28.6%

What size monitor did you view LiveJustice with? (measured across the diagonal)

(STUDENT)

<input type="checkbox"/> Less than 10 inches	0/21	0%
<input type="checkbox"/> 10-13 inches	3/21	14.3%
<input type="checkbox"/> 14-15 inches	5/21	23.8%
<input type="checkbox"/> 16-18 inches	7/21	33.3%
<input type="checkbox"/> More than 18 inches	4/21	19.0%
<input type="checkbox"/> Don't know	2/21	9.5%

How were you connected to the internet when you accessed LiveJustice?

(STUDENT)

<input type="checkbox"/> Dial-up modem, 56 Kbps	1/21	4.8%
<input type="checkbox"/> Dial-up modem, 28.8 Kbps	0/21	0%
<input type="checkbox"/> Dial-up modem, other (speed? _)	0/21	0%
<input type="checkbox"/> Broadband cable	0/21	0%
<input type="checkbox"/> DSL (Digital Subscriber Line)	7/21	33.3%
<input type="checkbox"/> Satellite Broadband	0/21	0%
<input type="checkbox"/> ISDN (Integrated Services Digital Network)	0/21	0%
<input type="checkbox"/> LAN (Local Area Network)	13/21	61.9%
<input type="checkbox"/> Other (Please describe: ____)	0/21	0%
<input type="checkbox"/> Don't know	0/21	0%

Do you currently own a functioning computer?

(STUDENT, CLIENT)

<input type="checkbox"/> No	23/55	41.8%
<input type="checkbox"/> Yes	32/55	58.2%

In the past year, have you used a computer to send email or view web pages over the Internet?

(SOCIAL SERVICE)

<input type="checkbox"/> NO	0/7	0%
<input type="checkbox"/> YES	7/7	100%

All Respondents Response Statistics

In the past year, where have you used a computer to access the internet? (check all that apply)

(ALL SURVEYS)

<input type="checkbox"/> Dorm room	0/62	0%
<input type="checkbox"/> Home	51/62	82.3%
<input type="checkbox"/> Work	48/62	77.4%
<input type="checkbox"/> Social Services Agency	14/62	22.6%
<input type="checkbox"/> Library	26/62	41.9%
<input type="checkbox"/> Other (please describe):	24/62	38.7% - (mostly students) SCHOOL

About how many hours a week do you spend on the internet?

(ALL SURVEYS)

<input type="checkbox"/> 0 total	2/62	3.2%
<input type="checkbox"/> 0-5 hours	11/62	17.7%
<input type="checkbox"/> 6-10 hours	12/62	19.4%
<input type="checkbox"/> 11-20 hours	17/62	27.4%
<input type="checkbox"/> 21-40 hours	10/62	16.1%
<input type="checkbox"/> more than 40 hours	10/62	16.1%

How would you rate your skill at obtaining information on the internet?

(ALL SURVEYS)

Not skilled					Highly Skilled
1	2	3	4	5	
0/62	2/62	11/62	19/62	30/62	
0%	3.2%	17.7%	30.6%	48.4%	

Are you generally comfortable with the idea of obtaining important information over the internet?

(ALL SURVEYS)

Not Comfortable					Very Comfortable
1	2	3	4	5	
0/62	3/62	4/62	16/62	39/62	
0%	4.8%	6.5%	25.8%	62.9%	

How do you feel about participating in a "live chat" with another individual over the internet?

(ALL SURVEYS)

Not Comfortable					Very Comfortable
1	2	3	4	5	
1/61	4/61	8/61	21/61	28/61	
1.6%	6.6%	13.1%	34.4%	45.9%	

All Respondents Response Statistics

Are you comfortable obtaining personal legal assistance over the internet through a “live chat” with a legal advocate?

(ALL SURVEYS)

Not Comfortable					Very Comfortable
1	2	3	4	5	
2/63	5/63	11/63	24/63	21/63	
3.2%	7.9%	17.5%	38.1%	33.3%	

In the past year, how often have you participated in a live discussion or “chat” on the internet? (excluding Instant Messaging services, ie AIM, ICQ, etc)

(ALL SURVEYS)

___ Never	23/63	36.5%
___ A few times	19/63	30.2%
___ Several times	21/63	33.3%
___ Many times	0/7	0%
___ A lot	0/7	0%

Gender

(ALL SURVEYS)

___ Male	37/63	58.7%
___ Female	26/63	41.3%

Age

(ALL SURVEYS)

___ 17 years, or younger	0/63	0%
___ 18-24 years	46/63	73%
___ 25-40 years	10/63	15.9%
___ 41-60 years	6/63	9.5%
___ 61-75 years	1/63	1.6%
___ 76 years, or older	0/63	0%

How many people, including yourself, live in your household?

(ALL SURVEYS)

___ people					
# of People: 1:	9/63	14.3%	6:	2/63	3.2%
2:	16/63	25.4%	13:	1/63	1.6%
3:	12/63	19%	15:	1/63	1.6%
4:	16/63	25.4%	40:	1/63	1.6%
5:	6/63	9.5%			

How many children, under the age of 18, do you live with?

(ALL SURVEYS)

___ children (if none, please write “0”)					
# of Children: 0:	46/61	75.4%	3:	1/61	1.6%
1:	10/61	16.4%	4:	0/61	0%
2:	3/61	4.9%	5:	1/61	1.6%

All Respondents Response Statistics

Ethnicity

(ALL SURVEYS)

<input type="checkbox"/> American Indian or Alaskan Native	0/61	0%
<input type="checkbox"/> Asian or Pacific Islander	3/61	4.9%
<input type="checkbox"/> Hispanic or Mexican American	4/61	6.6%
<input type="checkbox"/> Black or African American (Non – Hispanic)	2/61	3.3%
<input type="checkbox"/> White (Non – Hispanic)	50/61	82%
<input type="checkbox"/> Other (please specify):__	2/61	3.3%

What is your approximate annual household income, before taxes?

(ALL SURVEYS)

<input type="checkbox"/> Less then \$10,000	36/59	61%
<input type="checkbox"/> \$10,000 to \$14,999	1/59	1.7%
<input type="checkbox"/> \$15,000 to \$19,999	1/59	1.7%
<input type="checkbox"/> \$20,000 to \$29,999	4/59	6.8%
<input type="checkbox"/> \$30,000 to \$39,999	4/59	6.8%
<input type="checkbox"/> \$40,000 to \$59,999	2/59	3.4%
<input type="checkbox"/> \$60,000 to \$79,999	6/59	10.2%
<input type="checkbox"/> \$80,000 or more	5/59	8.5%

What is the highest educational level you have obtained?

(ALL SURVEYS)

<input type="checkbox"/> Never attended high school	0/63	0%
<input type="checkbox"/> Some high school	3/63	4.8%
<input type="checkbox"/> High school diploma or GED	6/63	9.5%
<input type="checkbox"/> Trade school	3/63	4.8%
<input type="checkbox"/> Some college	43/63	68.3%
<input type="checkbox"/> Associate's / Two year degree	3/63	4.8%
<input type="checkbox"/> Bachelor's / Four year degree	1/63	1.6%
<input type="checkbox"/> Some graduate school	2/63	3.2%
<input type="checkbox"/> Graduate degree	4/63	6.3%

How many hours a week are you employed, on average?

(ALL SURVEYS)

<input type="checkbox"/> 0 total	21/63	33.3%
<input type="checkbox"/> Not currently employed	9/63	14.3%
<input type="checkbox"/> 1-9 hours	7/63	11.1%
<input type="checkbox"/> 10-19 hours	9/63	14.3%
<input type="checkbox"/> 20-29 hours	3/63	4.8%
<input type="checkbox"/> 30-39 hours	8/63	12.7%
<input type="checkbox"/> 40-49 hours	4/63	6.3%
<input type="checkbox"/> 50 or more hours	1/63	1.6%
<input type="checkbox"/> RETIRED -	1/63	1.6%

All Respondents Response Statistics

What languages do you speak fluently?

(ALL SURVEYS)

ENGLISH:	63/63	100%
SPANISH:	8/63	12.7%
CHINESE:	1/63	1.6%
GERMAN:	2/63	3.2%
TURKISH:	1/63	1.6%
VIETNAMESE:	1/63	1.6%
FRENCH:	1/63	1/6%
ALBANIAN/SERBO CROETIAN:	1/63	1.6%

How would you rate your fluency in written English?

(ALL SURVEYS)

Not fluent						Completely
						Fluent
1	2	3	4	5	6	7
0/63	0/63	1/63	2/63	54/63	1/63	5/63
0%	0%	1.6%	3.2%	85.4%	1.6%	7.9%

Do you have any other comments about the LiveJustice website?

(ALL SURVEYS)

See Fill In Response

Do you have any suggestions for improving LiveJustice?

(ALL SURVEYS)

See Fill In Response

Do you think LiveJustice.org would meet the needs of your clients that have legal problems related to housing? Why or why not?

(SOCIAL SERVICE)

See Fill In Response

Do you have any comments about this survey, or how it could be improved?

(ALL SURVEYS)

See Fill In Response

Appendix E

<i>Experience Free Response</i>		
<i>survey #</i>	<i>Ques #</i>	
SR1	3	Issues regarding quiet enjoyment, landlord harassment

Experience Free Response	
survey #	
	Ques 5: What did you LIKE most about the site?
SR1	The sit was very pleasing to the eye and gave clear, concise directions
SR2	Language was clear and understandable to the lay person. Good amount of resource information
SR3	It was easy to use
SR4	Clear directions
SR5	
SR6	
SR7	That someone could be accessed to give directions
SR8	Ease of navigation, nice colors and layout
	Ques 6: What did you most DISLIKE about the site?
SR1	The fact that I could not get into the "Live" chat part I have Netscape and did not realize that one cannot "chat" using Netscape
SR2	Slightly uncomfortable with providing detailed personal information online - although it was clear to me why and how it would be used. / Is this info available in other languages?
SR3	I don't know where to go if I need technical assistance while I am on the web
SR4	I did not dislike it but, as an advocate, I fell it is more effective to have a phone conversation with an attorney or paralegal
SR5	A advocate was not available at all times I logged on.
SR6	
SR7	After realizing I wasn't being helped with the problem the service started feeling like "red-tape ruaround"
SR8	Not enough specific informaiton as static content (but access to advocate is great dynamic content)
	Ques 7: What one area of the site would you most like to see improved? How?
SR1	Allow Netscape users to use the "talk with a lawyer/paralegal" function
SR2	None really - This is a well designed site. It is obvious that a great deal of thought went in to the design It would be nice if the text could be translated even if just the intro parts-redirecting the non English reading user

SR3	-
SR4	
SR5	See above
SR6	
SR7	People are in crisis situations with affordable housing issues - info must be provided where people can go if eviction is inevitable! - some cases warrant an emergency response
SR8	More specific information (Maybe in Q + A format) for those visiting site just to browse
	Ques 8: What, if anything, do you feel is missing from the site?
SR1	Too early to tell, however looks pretty comprehensive
SR2	Some kind of - personal touch, for lack of a better phrase. I felt like I was communicating with a computer not a real person sometimes
SR3	
SR4	
SR5	
SR6	
SR7	Unknown?
SR8	
	Ques 9: (yes/no): Did you have any problems while using the website?
SR1	Yes: initially, I could not log on to the site. After entering my information, it told me that I was already a user but would not give me an acct. #. However this problem was resolved upon my second attempt
SR2	
SR3	Yes: I was unable to download the chat. The person on the LiveJustice call me to mention that she saw e long in, she taped the welcome note by I was unable to read it. My computer was downloading. I waited for over 15 minutes, then log out and tried to start over again. Same things happened. I was unable to download the chat. I tried 4 times and then gave up. I called Maya from Legal Assistance and left her a message explaining the situation. I didn't hear from here yet.
SR4	
SR5	

SR6	
SR7	
SR8	Yes; I think the server froze as during a live chat. I couldn't send or receive messages then I tried to log on again and received an error reading that I couldn't or my username and password didn't match (I know they were accurate as I had written them down)
	<i>Ques 11: (yes/no) Previous legal experience</i>
SR1	Neighborhoodlaw.org, pine tree legal services website, mass justice project, LACCM, Legal advocacy and resource centers, GBLS, etc.
SR2	Legal Assistance Corp. Once reviewed the program as part of the United Way Allocations Process -
SR3	
SR4	
SR5	
SR6	
SR7	I am a former administrator for Central Mass Legal Services and have also volunteered (as an attorney) for LACCM.
SR8	

Live Chat Evaluation	
Survey #	
	Ques 18: any problems
SR1	
SR2	
SR3	
SR4	
SR5	
SR6	
SR7	Yes; I couldn't edit!
SR8	See #9

Additional comments	
survey #	
	<i>Do you have any other comments about LiveJustice.org website or suggestions for improving it?</i>
SR1	Although the site is a good <u>alternative</u> available to clients, I do not think it is a helpful viable option for low-income folks of limited literacy to get the kind of in-depth legal advice that they need and whose need can be met by a hotline system!
SR2	I would have liked the legal advisor to make some sort of connection with me as the user- like- an acknowledgement of how I was feeling or that my situation was difficult, easy to deal with, etc. It felt a little like using the "help" feature in microsoft word
SR3	-
SR4	The legal advocate was not able to provide me the info requested
SR5	There has to be a advocate available during working hours
SR6	I was unable to initiate a chat, as scheduled, from my home computer. I do not have Microsoft Internet Browser and cannot access iton my old Maccintosh. Many indigent clients will probably have the same problem
SR7	I presented a situation that was urgent for a family of (4) with a household income of \$18k annually - the end result was that I was facing the streets with an asthmatic minor in the dead winter!
SR8	Excellent idea!
	<i>Do you think LiveJustice.org would meet the needs of your clients that have legal problems related to housing? Why or why not?</i>
SR1	Although the site would be moderately helpful if my clients had internet access, many don't. In addition, many have a very low educational level/literacy level and have disabilities which would prevent them from usging this. In addistion, many of my clients want to be able to explain their legal problem and strategize re: their problem
SR2	For a client advocate, yes. For a skilled computer user who speak/reads english very well - yes. Housing issues can be very emotionally charged for some people, this may not suffice for the client who needs someone to talk to - who can validate their feelings and/or explain in more detail
SR3	-
SR4	Yes, although I prefer a telephone conversation.
SR5	For the most part, you can get the advise - direction you need
SR6	

SR7	I'm inclined to think so - but there are existing gray areas where I think not - ie - "tenant at will" situations
SR8	I work closely with housing advocates here and I think they would find the site helpful to their clients
	<i>Do you have any comments about how this survey could be improved?</i>
SR1	The Question: "have you had any contact with a free legal assistance program before" - does this mean computer program or any free legal assistance program?
SR2	I would ask: give us your impression of the overall LiveJustice Chat session. Was it what you were expecting? Please explain. To this question, I would answer: Actually, I was expecting that it would take longer - I attempted to create a complex scenario but felt that i was quickly fit into a category... like - This is what you do in the case of an eviction - please read the info to the right - do you have any other questions? When I questioned the advisor, however, I did get the info i needed.
SR3	-
SR4	
SR5	No!
SR6	
SR7	No
SR8	Great survey as well

Experience Free Response (Section I)	
survey #	
	#3 What housing problem were you seeking advice on?
S3	Rent in crease, words of renovation (work not done)
S8	ground maintenance
S9	Safety Issues
S12	exterminators
S18	repairs, - water damage
S21	fixed a bad living condition after they refused and they threatened to raise my rent until I left the apartment
S27	N/A
S30	I only asked usual and not important questions to test if they really reply quickly and nicely
S31	Problems with mice - do we have to pay rent?
	#4 What was your purpose for visiting LiveJustice?
S12	my "problem" was landlord's obligation to exterminate bugs
	#5 Did you get satisfactory information/advice?
S13	No; did not receive reply
S18	No; nobody responded to any question
S21	No; it appeared to be problems with the browser when going to co-browsing- it kept giving me a "cannot find the page" message. I logged off and back on. Same thing happened. She said she would email me answers but I did get email with answers. I was helped satisfactorily.
S27	No; I learned about the processes but the livechat did not work. More about that later.
S34	No: I was not able to chat, for some reason the computer said "please wait while the chat is lading" each time I tried
S36	I got referenced to all kinds of stuf and eventually put it all together
S38	Noise Complaints
S42	Housing Authorities were mailing grandmother dig up and replace an underground oil tank with an above ground oil tank
S47	No; Live chat would not load - tried 4 different times, none worked

Evaluation Free Response	
survey #	
Ques 2	What did you like most about the site?
S1	The legal library was very informative. It let me know a lot about my rights as a tenant as well as answered question before I needed to speak with an attorney
S2	It was very easy to understand the advice and the site was easy to navigate
S3	live chat / live help very informative
S4	Very easy to find desired information, clear, easily understood language
S5	You get free legal advice
S6	
S7	It was user friendly. It was easy to navigate
S8	*lots of info was really easy to find. *directions, phone #s, what to expect and what to do was really helpful. * Very easy to understand
S9	The live chat session provided a great deal of information
S10	I liked the interactive chat. It allowed me to get some professional answers to difficult questions.
S11	Easy to use, informative, gave good places to look for more information if it wasn't on the website
S12	That it is there! 2 years ago I did not find this site when I really could have used it. Now I know where to go when I need this kind of help. Low income households need representation
S13	Easy to understand
S14	All topics seemed to be covered, but I would like to see them in more detail
S15	The legal library, the tips that they gave in the moving in section, the discrimination section
S16	It was very easy to navigate and all the links were easy to follow. Information was obtained with much ease. I also liked the fact that after I was done talking to the paralegal, she emailed some information to me.
S17	How easy it was to get connected and sign up
S18	Ease-of-use, the ability to speak directly with a lawyer
S19	Simplistic set-up and straightforward links
S20	The opportunity to chat with a paralegal about housing problems
S21	The library- where you could look up a problem or laws/rules in a particular subject where a person could see what needs to be done for a certain procedure or their right on a subject
S22	I loved how I could see what my legal aid was searching, that way I could help clarify my problem

S23	It looked professional, and was well organized and easy to use
S24	The concept for live help is a good one I just wish someone was there. The interface is pretty nice
S25	It worked well in accomplishing its purpose
S26	Live Help - it has a few problems (i.e. with accessibility) - but it is a great idea and works well... eventually.
S27	Clean layout. Fonts/colors well-chosen in general
S28	The live chat
S29	the design is simple and easy to navigate
S30	I like the live chat most
S31	The best thing is that there is actually someone the to chat with and help you find the documents you are looking for
S32	Layout
S33	I like the fact you could ask someone (actual person) a question instead of having to search everywhere and find nothing
S34	There was a lot of useful info presented in a way that was easy to understand
S35	The information on the court systems
S36	Easy navigation
S37	The information is really helpful and well detailed
S38	The potential for interactive conversation
S39	Legal library w/ all its info
S40	The site is well laid out and the information given is very straightforward
S41	I liked all the information its released in the news flash and also the availability of figures dealing with housing
S42	The quality of the site. It was helpful
S43	I like that you could get directions to any court and print up forms
S44	It offers a lot of knowledge especially to people who don't know much about the law
S45	The immediate live help I received. I had my question answered within 5 minutes
S46	The idea of it and the live chat
S47	The morals, what it is trying to promote

Ques 3	<i>What did you like least about the site?</i>
S1	I didn't really understand the concept of My Account. Live help area was never available
S2	It only referred to living conditions, not other areas of life
S3	Takes too long, always on another chat
S4	Did not feel some issues were dealt with enough specific detail
S5	No, I like everything
S6	
S7	I didn't find a great need for an account. However it would be nice to log in immediately. It seems you have to go out of your way to log in.
S8	Nothing, very well organized, easy to understand
S9	Need something under FAQ
S10	Nothing really. The site was very organized
S11	It wasn't accessible to everyone
S12	I could not get the live chat to work. I visited the site on Thursday, October 3rd from 1:10 to 1:40. Was something not working properly?
S13	
S14	I was unable to speak with a paralegal. I waited approximately a half hour. I found it annoying that there isn't any type of confirmation that you are waiting
S15	That the chat only gives legal advice for landlord tenant issues. That's what the attorney said. I asked the attorney a few questions about the house that my family bought and she said that it was only for people renting. It should be accessible for home owners too
S16	The most annoying part of the site was the brief technical difficulty I encountered on live justice where I was unable to backspace
S17	Took too long to get a response
S18	There is a problem with co browsing a site with the lawyer when typing or hitting backspace. The browser page is navigated or typed into, instead of into the chat box
S19	No search option, or website map
S20	Being cut off midway through my chat
S21	For now, when you went into the set-up of double browsing it gave an error message. I re logged in and chatted again with the legal person. It appears when we went to double browsing it popped me out. a lot more time spent then I thought

S22	I had some problems with errors using the legal aid directed co-browsing sessions. I think my browser crashed after she made a couple of attempts to connect me to the co-browser.
S23	Chat response time was poor and there was no way to know if you were aiding because the paralegal or lawyer was busy talking to someone else or just simply not there
S24	The dearth of self help material In live help a user should be able to send multiple messages at a time while waiting for a response
S25	Color scheme
S26	
S27	LiveChat did not work. Newsflash is black on dark blue, hard to read. See attached 'bug list'
S28	
S29	Only 1 person can chat at a time
S30	The name
S31	
S32	Signing up was too tedious. You should be able to use your own screenname
S33	Despite the hours being acceptable to me, some working 2 jobs I might not find find the hours convenient
S34	I didn't like that I couldn't chat with an attorney
S35	The account page should be easier to find your information, and there should still be navigation buttons there
S36	Colors made it a bit busy (left text bar)
S37	nothing
S38	I suppose its legal issues in general but getting a straight answer to an issue could be difficult
S39	No one resoponded to live chat
S40	The site lacked a search toolbar, however, the site may not need one
S41	the message board was dead
S42	The small live chat window
S43	The text box in the chat page would not let me backspace once the navigation screen was enabled
S44	Live help vs. my act. I filled out two different things and I don't know why
S45	Links are a little too cluttered
S46	Lack of contact and naviagion couldn't get back to main page from My Account
S47	Script bugs (could not access chat)

Ques 4	<i>What one are of the site would you like to see improved? How?</i>
S1	The Live Help section should be improved dramatically. Perhaps with an AI program for off hours and real paralegal for peak hours
S2	none
S3	Live chat, more people on hand for faster answers
S4	Live chat is during times when low wage (and regular for that matter) are at work. How can they get live help if it's only offered when can't access it?
S5	I think it was OK. But I didn't have much experience on internet and website
S6	
S7	There should be a question post in the live help where you read other cases with similar problems
S8	*chat was kind of slow at the beginning. *Couldn't enter question until the system was ready
S9	Putting something under the FAQ
S10	None
S11	Make it available to everyone
S12	I like FAQ sections to see if there is already an answer to a question that I have, but the FAQ section on this website did not have a very good search option -> I did not find any FAQ that matched any of the 5 or 10 that I had searched for
S13	chat... less waiting
S14	There should be some sort of conformation that you are waiting in line. Maybe a message, that says how many people are in front of you
S15	
S16	Overall, I think the site is very user friendly, especially with interactive ability. It was using a very fast internet connection, so its hard to know how people with less powerful machines and a dial up connection would react
S17	Make the chat screen larger
S18	
S19	
S20	It seemed pretty good already
S21	On line chat when a double browser is set up. Also faster feedback from person didn't know if had connection if person was there or not, or if I had done something wrong with the log in
S22	In my experience the live chat has some bugs and a waiting room like experience without a receptionist (so you don't know what's going on)

S23	In the live chat, the message box where you type "your message" was not nearly big enough, it's only big enough for a couple of words per line and only two lines. It was very difficult to see if you had made a mistake before sending your message
S24	Definitely self help, more local information. Also, adding username and password hash is server side would eliminate the need for a client to remember an account number
S25	Home page. Could be easier to navigate; pertinent stuff should be displayed first
S26	see attached bug list
S27	
S28	Live chat. To at least have proper waiting screens
S29	The name, the site should be renamed. LiveJustice is a very serious and scary name for the word "justice" gives me the impression of I am being judged. Actually the site is to help people. A different name such as live assistance would be nicer. So it would give me the impression of I am being helped.
S30	
S31	Sign up
S32	Log in method --> set up account (see #6: when log in for first time put in phone number and got error of only 10 digits allowed when tried to redo got log in page for already having account I eventually figured it out))
S33	The chat area should be 24 hour so you can use it anytime you want
S34	The account page. It should be more clear
S35	Overall design with colors and borders
S36	The live-help
S37	
S38	Live chat, lower IE/Netscape requirements, people on hand to assist.
S39	Same as question #3 (The site lacked a search toolbar, however the site may not need one)
S40	Message board because no one responded to my question
S41	The live chat could be larger
S42	Chat should be bigger
S43	The front page - it emphasises mostly talking live but I think it's better to let people choose what they want to do 1st instead live chat is the 1st thing a person can click
S44	Create a help page that will help a person if they cannot figure out how to navigate
S45	Navigation links on all pages.
s46	Live chat to a more stable (didn't work) chat

S47	
Ques 5	<i>Do you feel that there is anything missing from the site?</i>
S1	Use of multi lingual capabilities
S2	legal rights of a renter-> what to do about invasion of privacy by the landlord
S3	Live chat, more people on hand, faster service
S4	Remember, not all people with housing problems have access to the internet. How will you help these people?
S5	No
S6	
S7	No
S8	Nothing, very inclusive
S9	Possibly a topic listing for information
S10	None
S11	Nope
S12	For me, nothing I can think of
S13	
S14	In the self help section there could be more quick facts about your legal rights
S15	The advice section for people who own a house already
S16	Overall, very comprehensive. Much information is available for use by general public. The information was presented simplistically so that any user would be able to understand
S17	No
S18	Not important, but the red asterisk is not defined in the "account setup" page. Some people may not know what they mean
S19	Search engine
S20	No
S21	The specific rights and procedures for court appearances if necessary, is there but I had extenuating circumstances that the regular procedure was not applicable. And the answer was not addressing this circumstance
S22	No
S23	
S24	Not particularly, except an away message system for live help that would let people know when the attorney is not around

S25	Unsure
S26	
S27	Not really, though even more information is always a plus
S28	No
S29	No
S30	no
S31	no
S32	
S33	no
S34	Nope
S35	no
S36	nothing missing
S37	no
S38	It was pretty comprehensive
S39	no
S40	same as question 3 (the site lacked a search toolbar, however, the site may not need one), otherwise nothing
S41	Live interaction is very weak in many areas
S42	No
S43	Nope
S44	no
S45	Yes, #4 (create a help page that will help a person if they cannot figure how to navigate)
S46	Navigation
S47	Not that I can think of

Ques 6	<i>Did you have any problems while using the website?</i>
S1	Yes; Applet never loaded for the LiveHelp program on Oct 8, 2002. Didn't even notice the NewsFlash! On the right hand side, until I searched for it
S2	
S3	
S4	
S5	
S6	
S7	
S8	Yes; when co-browsing in the live chat, I went to rate the web page given. I entered the rating, clicked submit, system responded "please enter a rating"
S9	
S10	
S11	
S12	Yes: I couldn't get the chat to work (just said "please wait while chat loads" over and over again), I also didn't find any relative FAQ's
S13	
S14	Yes; I did not know that my account number was going to be emailed to me. It just you have already registered and please login as a returning customer. But it was in fact my first time. This was a cause for confusion
S15	
S16	
S17	
S18	Yes; see # 3 (There is a problem when co browsing a site with the lawyer. When typing or hitting backspace, the browser page is navigated or typed into, instead of the chat box.) I guess the problem is the cursor is moved back to the co browser page automatically after clicking in the chat box
S19	
S20	Half way through the chat the browser changed, causing an "illegal operations" message and the program shut down.
S21	Yes; received an error message when the "chat room" person set up a double browser search for my question. This happened twice - I logged out and back in but the server did the same thing and gave an error message "This page cannot be displayed"

S22	Yes; when my legal aid tried to show me a search the second time, I got an error "an exception of type 'com.ms.com.comfailexception' was not handled, do you want to debug?"
S23	Yes; I did not really understand the "co-browsing" area of the live chat. I did not want to try it for fear of losing the chat"
S24	
S25	
S26	
S27	Yes; see bug list
S28	
S29	
S30	
S31	Yes; the document that person on the other end was showing me didn't load for about 3 minutes after she sent them
S32	
S33	When log in for first time put in phone number and got error of only 10 digits allowed when tried to redo got log in page for already having account. --> I eventually figured it out
S34	The chat part would not work for me
S35	Yes; I kept getting errors when typing the live chat
S36	
S37	
S38	
S39	
S40	
S41	
S42	
S43	Yes; while I was chatting, the response box froze up the whole page crashed
S44	
S45	
S46	Yes; getting lost
S47	Live chat would not begin

Ques 8	<i>Did you use the LIVEHELP feature to talk to a legal advocate?</i>
S1	No; Could not get applet program to run during the morning of October 8, 2002
S2	No; I didn't actually have a problem with my landlord/lease and was uncomfortable submitting his name
S3	
S4	No; Hours were very inconvenient. I am only available after 5pm
S5	
S6	No; was not available at the time
S7	No; I didn't have the java client to allow for it
S8	
S9	
S10	
S11	
S12	No; I tried, I visited the site between 1:10 and 1:40 pm on Thursday, Oct 3. I tried several times and it simply said "please wait while chat loads"
S13	
S14	No; too long of a wait (now 45 minutes)
S15	
S16	
S17	No; I left a message for help, but it was never responded to (10:15am)
S18	
S19	
S20	
S21	
S22	
S23	No; After submitting a question (two actually) I received no response. I waited about 15 minutes and then gave up
S24	No; I tried but it didn't work
S25	
S26	
S27	No; Did not work, see buglist
S28	

S29	
S30	
S31	
S32	
S33	
S34	No; I tried but the chat wouldnot load to my computer
S35	No; it wouldn't load
S36	
S37	
S38	
S39	
S40	
S41	
S42	
S43	
S44	
S45	
S46	
S47	No; Would not load

Ques 11	<i>Did you experience any problems during your live chat session?</i>
S1	Yes; could not load the applet on Oct 8, 2002
S2	
S3	Yes; always with someone else
S4	
S5	
S6	
S7	
S8	
S9	
S10	
S11	Yes; you can't press backspace while typing, or it will go "back" on the co-browser window
S12	Yes; I never got through
S13	Yes; Had to wait a long time After 10 minutes left it
S14	
S15	Yes; The first time when the chat was downloading, it disconnected me an it returned to the login page
S16	couldn't backspace to correct errors. Also, one point, when a server was to be opened on my window it didn't open
S17	Yes; Nobody responded
S18	after clicking in the chat box)
S19	
S20	Yes; The program shut down
S21	minutes and made me think that I had been disconnected. Also the questions and answers sometimes overlapped
S22	Yes; co browsing had some error messages
S23	Yes; no response as described earlier
S24	Yes; only what was mentioned before
S25	
S26	
27 - 46	See Live Chat Evaluation

Live Chat Evaluation (Fill In)	
Ques 5	<i>Did you experience any problems while typing in your questions or reading the response?</i>
1-->26	FI II - first survey
S27	
S28	The window to the right used for cobrowsing did not work
S29	
S30	
S31	During the chat the whole screen went blank and froze for about 30 seconds I was about to log off and come back again when it unfroze
S32	
S33	
S34	
S35	
S36	It took forever for my chat to be established
S37	
S38	
S39	No response after 15 minutes
S40	
S41	They never responded
S42	
S43	Could not backspace or delete. Text box froze-up. Page crashed
S44	Couldn't use the backspace when typing because it was deleting off of the other window the legal advocate had opened. Delete key didn't work either.
S45	
S46	

Ques 6	<i>Did you experience any problems receiving or viewing documents displayed by legal advocate?</i>
1-->26	FI II - first survey
S27	
S28	Same as #5 (The window to the right used for cobrowsing did not work)

S29	The window seemed to lag a bit
S30	
S31	Problems I described before: screen blanked and froze and the document took about 3 minutes to load
S32	
S33	NA
S34	
S35	
S36	It all worked well
S37	
S38	
S39	
S40	
S41	They messages by the legal advocate were never sent during the live chat session
S42	The window was small. A older person would have a real hard tuff time reading the responses
S43	
S44	
S45	
S46	
S47	

<i>Your Internet Experience (#2)</i>	
<i>survey #</i>	<i>Where have you used a computer to access the internet?</i>
S1	School laboratories
S5	School
S12	School
S15	School
S20	School
S23	School
S24	School

Additional comments	
survey #	
	Do you have any other comments about the LiveJustice website?
S1	
S2	No
S3	
S4	Website is great and helpful, but the people who really need it probably don't have internet or have good enough English skills
S5	Not really
S6	
S7	no
S8	Website was great. It covered all areas of legal system. If I have a legal problem I will check the website again.
S9	
S10	I really liked being able to see what the paralegal was doing on her computer
S11	Useful and important website, I'm glad it's there but many low income people might not know about it, or have easy access to the internet
S12	It is great that it is there
S13	It was very well put together. Quite aesthetic
S14	
S15	It was clear and easy to navigate
S16	
S17	
S18	It is awesome! Very helpful
S19	
S20	I think it's a good idea for people with housing issues that can't afford legal advice
S21	It is an excellent tool and one that is most needed here in Worcester and I am sure in other larger cities. People need to know their rights and have a "free recourse" when they can't afford lawyers- usually those that cannot are the very people most victimized by "slum lords"
S22	

S23	It was well organized and easy to use. I think it would be a very useful tool, assuming the people it was designed for knew about it and had Internet access
S24	No, good concept though
S25	Nope
S26	
S27	Well done - work out the tech bugs and it will be quite nice
S28	
S29	The log in needs to be smoother
S30	no
S31	
S32	
S33	
S34	nope
S35	no
S36	Are the elderly and low-income residents ever going to actually go "on-line" for help or have access they know about...
S37	nope. Good job!
S38	
S39	Get more legal people to use live chat
S40	none
S41	Live help is very unreliable because n0one of my posted messages were answered
S42	no
S43	very interesting and helpful website
S44	no
S45	very concise, easy to understand
S46	
S47	Try to improve overall puretiotriy of the site
	<i>Do you have any suggestions for improving LiveJustice?</i>

S1	
S2	
S3	Broaden the topics
S4	
S5	Have a mirror site in Spanish
S6	is it possible to add more then only housing law?
S7	
S8	Have immediate log-in and track what the user has done for easier repeated use
S9	It was a little slow to login to the chat. I also sent my question before the assistant or the system was ready so I had to resubmit
S10	
S11	
S12	The hours for the LiveHelp should be more accessible
S13	Open chats to hours listed
S14	
S15	
S16	There should be some kind of help for people that own a house already
S17	
S18	Maybe try and have more then one person on the other end answering questions
S19	
S20	
S21	I guess, make the chats more consistent so that they don't crash anymore
S22	Fix server. Maybe more then one legal counsel available at a time.
S23	After my browser crashed and I deluged in I spent some significant time in limbo waiting to be recognized again. Maybe more legal aids could be working the site at the same time
S24	There could be some sort of queue system in the live chat so you wouldn't just be sitting there wondering when you were going to get a response and if there was actually someone there to help you.
S25	More flexible chat hours
S26	Not really
S27	see bug list

S28	
S29	
S30	no
S31	
S32	use your own screen name when you sign up
S33	The only improvement is more times where live legal is available
S34	nope
S35	change the my account page a bit
S36	a significant ad campaign for low-income and elderly people will probably be necessary to get any people online to the site
S37	
S38	If the co-browser window was slightly larger that would be helpful
S39	See above (Get more legal people to use live chat)
S40	none
S41	Live help needs big improvement
S42	work on the live chat set up
S43	Nope, is good as is
S44	no
S45	help page as stated before
S46	more content
S47	Try to improve overall puretiotriy of the site
	<i>Do you have any comments about the survey or how it could be improved?</i>

S1	
S2	
S3	No
S4	
S5	It is too long. I feel obligated to visit every part of the site
S6	It is OK
S7	
S8	No
S9	None
S10	
S11	
S12	Nope
S13	
S14	
S15	
S16	I don't see how question 8,9 or 10 of section V "about you" relates to the evaluation of the website
S17	
S18	If you need all this information it's fine, but if not try to shorten it
S19	
S20	
S21	No, it was thorough
S22	Excellent idea and survey questions
S23	
S24	It was good, similar to other surveys I have taken from professional survey taking organizations
S25	Several options (such as NA) are missing. I recommend dynamics in document design and usability testing handbook for testing your survey design.
S26	Nope
S27	no
S28	
S29	

S30	no
S31	
S32	
S33	
S34	nope
S35	no
S36	no
S37	nope. Great idea
S38	
S39	Excellent survey
S40	nope, it's a good survey
S41	This survey was decent in comprehending a person's experience with the live justice website. I don't believe much improvement is needed to the survey.
S42	No
S43	Survey is very comprehensive
S44	no
S45	no
S46	Ask specifically who spoke in live chat
S47	An electronic form would be more convenient/ efficient/ likely to get input

Experience Free Response (Section I)	
#3 What housing problem were you seeking advice on?	
survey #	
C1	
C2	
C3	Maintenance Schedules
C4	
C5	
C6	Mobile Housing
C7	
C8	
C9	

Evaluation Free Response	
survey #	
Ques 2	<i>What did you like most about the site?</i>
C1	Instant live talking with a rep.
C2	I enjoyed it all
C3	Easy access from remote locations
C4	They basically help a lot, with different information
C5	All kinds of listings on housing available
C6	Easy access
C7	Being Able to talk to someone online and not having to wait for a reply email or a return phone call
C8	It was easy
C9	Talking to an attorney
Ques 3	<i>What did you like least about the site?</i>
C1	Too Slow
C2	Putting my info. Into the account
C3	Nothing
C4	
C5	nothing
C6	Timely
C7	Nothing
C8	
C9	
Ques 4	<i>What one are of the site would you like to see improved? How?</i>
C1	Faster speed
C2	Would this be accessible to individuals who are blind?
C3	
C4	Nothing really, it's helpful
C5	All is good enough
C6	NA

C7	None
C8	
C9	Site is fine
Ques 5	<i>Do you feel that there is anything missing from the site?</i>
C1	no
C2	no
C3	
C4	no
C5	no
C6	No
C7	I felt that it was very helpful and resourcelful and I will visit the site again
C8	no
C9	no
Ques 6	<i>Did you have any problems while using the website?</i>
C1	
C2	
C3	
C4	
C5	
C6	
C7	Yes; in loggin in I had to leave out the phone number. Said I already was a member
C8	
C9	
Ques 8	<i>Did you use the LIVEHELP feature to talk to a legal advocate?</i>
C1	
C2	
C3	
C4	
C5	
C6	

C7	
C8	
C9	

Fill In: Live Chat Evaluation	
	Ques 5: Did you have any problems typing in your questions or reading responses?
C1	
C2	
C3	
C4	Only when info came through
C5	
C6	
C7	
C8	
C9	
	Ques 6: Did you experience problems receiving or viewing any documents displayed?
C1	
C2	
C3	
C4	
C5	
C6	
C7	
C8	
C9	

Your Internet Experience (#2)

survey # *Where have you used a computer to access the internet?*

C1	
C2	Worcester State College
C3	Vet's shelter
C4	
C5	
C6	
C7	Volunteer
C8	
C9	

Additional comments	
survey #	
	<i>Do you have any other comments about the LiveJustice website?</i>
C1	How would you commercialize this to the disability community, if you need help, give me a buzz
C2	
C3	
C4	No, it a good program for people
C5	NO
C6	Helpful
C7	No
C8	No
C9	none
	<i>Do you have any suggestions for improving LiveJustice?</i>
C1	
C2	
C3	
C4	No!
C5	NO
C6	no
C7	No
C8	no
C9	none
	<i>Do you have any comments about this survey or how it could be improved?</i>
C1	
C2	
C3	
C4	No
C5	NO
C6	do more

C7	No, I was satisfied completely
C8	no
C9	none