

Achieving Digital Equity: Survey of Lower Income BC Residents

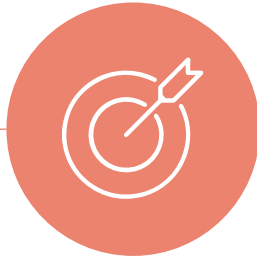
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June 16, 2021

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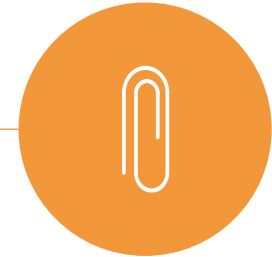
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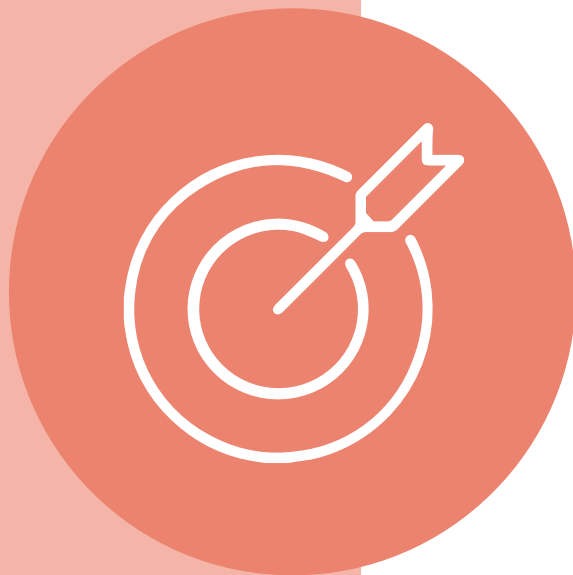
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Background & Approach

BACKGROUND

Legal Aid BC (LABC)'s *Achieving Digital Equity (ADE)* project is a multi-method study that seeks to better understand 'digital equity' in BC. Digital equity means all BC residents have enough technology access, opportunity, and ability to use digital tools to participate in online spaces, and access necessary information and services. From experience and prior research, LABC knows that many people face barriers to accessing and using resources on the Internet. Hence, the ADE study seeks to better understand these challenges, in order to improve access to digital legal resources and legal help in BC.

The ADE project is comprised of five components, which are a mix of qualitative and quantitative elements. As one component of the study, LABC commissioned Sentis to conduct a quantitative survey of BC residents – with a focus on the experiences of those with lower household incomes. The purpose of the survey is to quantify lower income BC residents' access, experiences, and comfort or interest with respect to using digital resources. Specific areas covered in the survey include:

- Access to technology (e.g., devices owned, regular and reliable access to the Internet on these devices)
- Internet activities participated in and the reasons for not participating in these activities
- Barriers to using technology
- Confidence and comfort using technology
- Self-assessments regarding Internet access, skill, interest, confidence and trust, and how and if these have changed due to the pandemic
- Attitudes towards using the Internet for legal help or sourcing legal information
- Types of legal issues individuals would be confident/comfortable using the Internet for, in terms of seeking help or information

This report contains the detailed findings from the survey and where applicable, references relevant findings from other Legal Aid BC research initiatives Sentis has conducted in the past few years.

Reports from all components of the Achieving Digital Equity Project can be viewed at the project website: <https://legalaid.bc.ca/about/reports/Achieving-Digital-Equity-Project>.

METHOD



Sentis commissioned Canada Post to produce a mailing list of 5,000 BC households with a 75% probability, on average, of being a lower income household (utilizing the Canada Post's Precision Targeting Tool)

Low-income households were defined based on a combination of household income and household size (See next slide for definitions.)



Sentis mailed each of the 5,000 households a package that included an invitation letter, paper survey and a postage-paid return envelope. **Recipients were given three options to participate in the survey: on paper, online or by telephone.**

The invitation letter explained the purpose of the research and included: an option to complete the survey online (survey link and unique passcode were provided), prize draw details, Sentis' toll-free line to call for information, help or to complete the survey over the telephone, a Sentis help email address and LABC verification information.



To help increase survey participation an incentive was offered in the form of a prize draw and detailed in the invitation letter.

Prize draw - chance to win one of 10 supermarket gift cards (1-\$500, 2-\$250, 3-\$100 and 4-\$50 gift cards)



411 surveys were completed/received (8% response rate).

- 329 paper surveys (80% of returned surveys)
- 80 online surveys (20% of returned surveys)
- 2 telephone surveys (<1% of returned surveys)

The margins of error for a sample size of 411 is $\pm 5\%$ at the 95% level of confidence

METHOD (continued)



Final survey results are mathematically weighted by age in accordance with the population of household maintainers in the BC.

The following criteria have been used to categorize survey responses into following groupings, using household income before taxes in combination with household size (number living in the household)*:



- **Lower Income** (n=225): Aligns with the BC government Climate Action Tax Credit table criteria (which was adjusted for 2020 by cost of living). *(This definition also aligns quite closely to the low-income cut-offs set by Legal Aid BC for CFCSA and Criminal Early Resolution cases.)*

➤ **Very Low-Income** (n=165): **A sub-set of the lower income category** which aligns with the federal government’s low-income cut-offs for 2020. *(This definition also aligns quite closely to the low-income cut-offs set by Legal Aid BC for Standard and Family Limited Representation cases.)*

- **Moderate/High Income** (n=186): Exceeds the cut-offs set for lower income households.

Grouping Criteria		
HH Size	Household (HH) Income	
	Lower Income <i>(BC Govt Climate Action Tax Credit Table)</i>	Very Low-Income <i>(Govt of Canada Low-Income Cut-offs 2020)</i>
1	< \$44,000	< \$25,921
2	< \$53,000	< \$32,270
3	< \$63,000	< \$39,672
4	< \$71,000	< \$48,167
5		< \$54,630
6		< \$61,613
7+		< \$68,598



1. The following lower income sub-groups – under 45 years of age, rural residents and Indigenous residents - have low base sizes (n <40) therefore results should be considered directional only.
2. While we invited respondents to identify diverse genders (see Respondent Profiles section), sample size constraints only permit us to discuss gender-based differences between those who identify as men or women.
3. Base sizes can differ from question-to-question due to respondents not answering all questions on submitted paper surveys.

*Because survey household income categories are not an exact match to the BC and Canada government lower income cut-offs, they have been grouped as closely as possible. Statistical imputation has been used to categorize 87 surveys which had missing household income and/or household size responses.



Highlights

Highlights

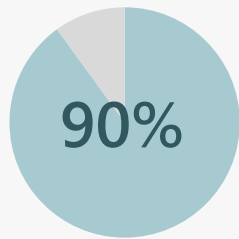
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The majority across all income groups report using the Internet

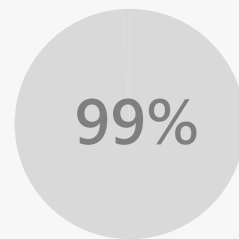
However, lower income households are less likely to use the Internet than those in moderate to high income households.

% WHO USE THE INTERNET

Lower Income HHs



Mod/High Income HHs



Further, lower income households are less likely to have Internet access on their devices.

% OWNING THE DEVICE WITH INTERNET ACCESS



Cell Phone



Laptop / Computer



Tablet / iPad



Printer / Scanner*

	Cell Phone	Laptop / Computer	Tablet / iPad	Printer / Scanner*
Lower Income HHs	69%	62%	33%	42%
Mod/High Income HHs	86%	87%	56%	76%

*Internet access not asked

Highlights (continued)

2

Internet use varies by income. Age makes a big difference too – especially among lower income households.

Email is the most common activity among all income and age groups.

90%

of lower income household Internet users use email

Including...

96% among those under 65

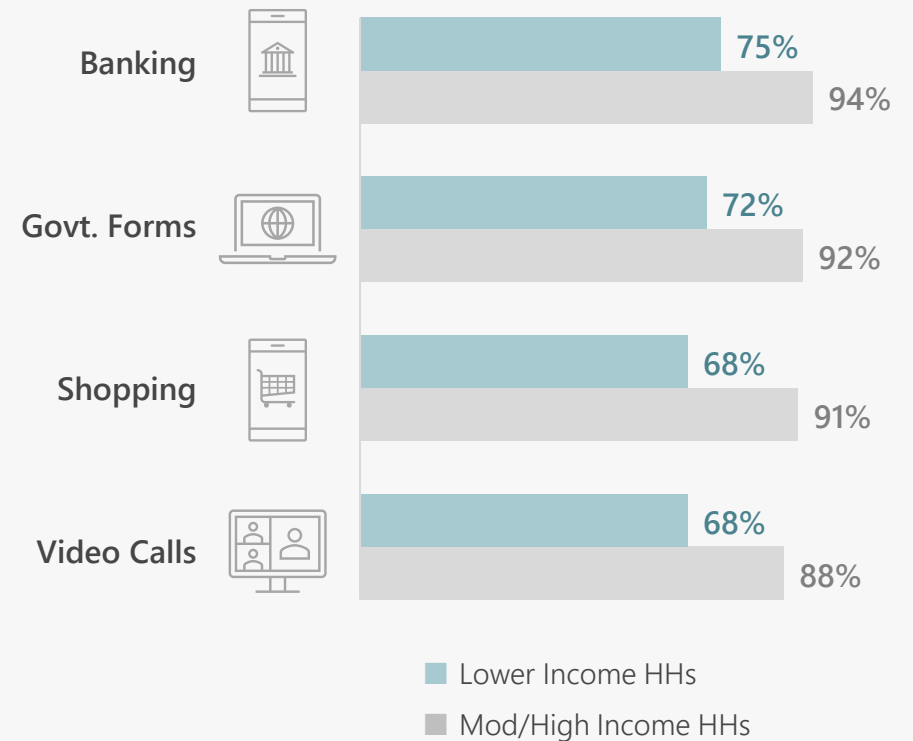
78% among those 65+



In comparison, 99% of mod/high income household Internet users use email

Those with higher incomes do more activities online – especially banking, filling out government forms, shopping and video calls

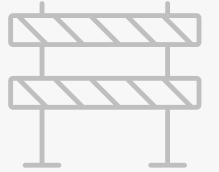
% OF INTERNET USERS DOING ACTIVITY ONLINE



Highlights *(continued)*

3

Over 40% of lower income households face barriers to using the Internet
(vs. 18% among those in moderate to high income households)



Access, followed by digital skill and trust are the main barriers faced by those in lower income households

% OF LOWER INCOME HOUSHOLDS FACING BARRIER
(% among Hi/Mod Income HHs)



Access Barriers
(too expensive, lack of devices, unreliable internet, etc.)

30%
vs. 11%



Digital Skill Barrier
(limited knowledge, tasks being perceived as difficult)

23%
vs. 5%



Trust Barrier
(privacy concerns / trust in entering personal info online)

20%
vs. 9%



Health / Disability Barriers
(emotional/mental health or physical condition)

13%
vs. 2%



Learning / Literacy / Language Barriers
(reading/learning or language issue)

6%
vs. 1%

Highlights *(continued)*

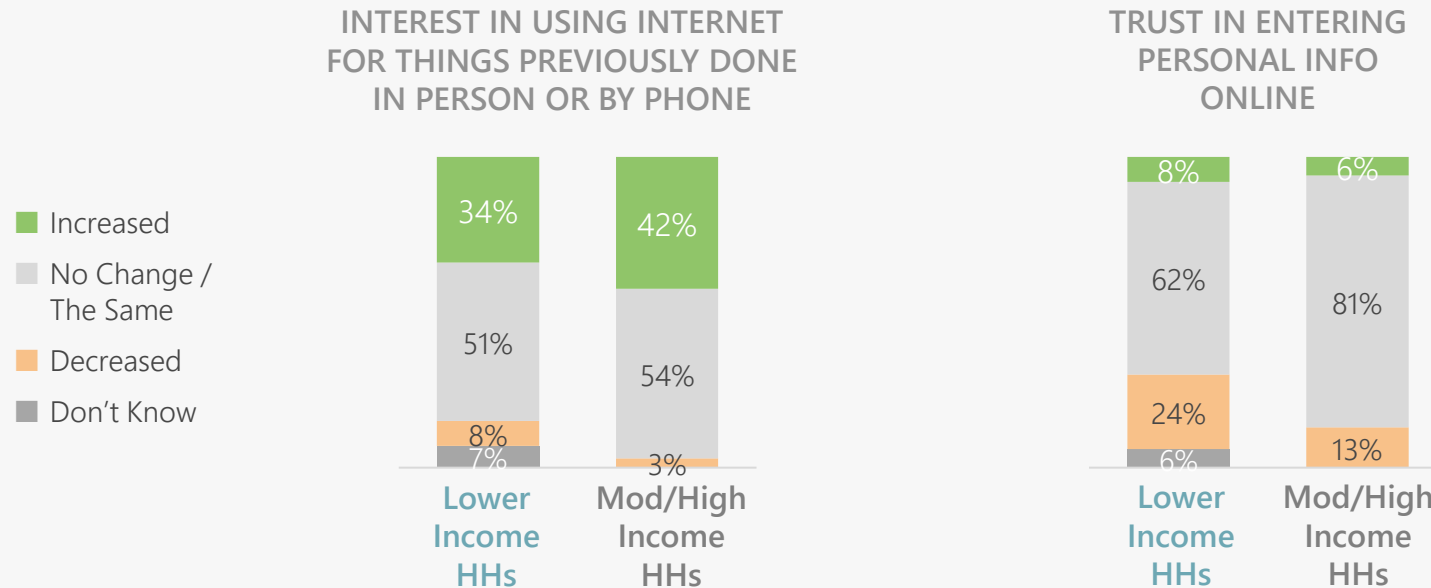
4

Across all income groups, the majority report that COVID-19 didn't impact their Internet use or perceptions.



The most notable changes...

- Increased interest in going online, especially in moderate to high income households
- Decreased trust in entering personal information online, especially in lower income households



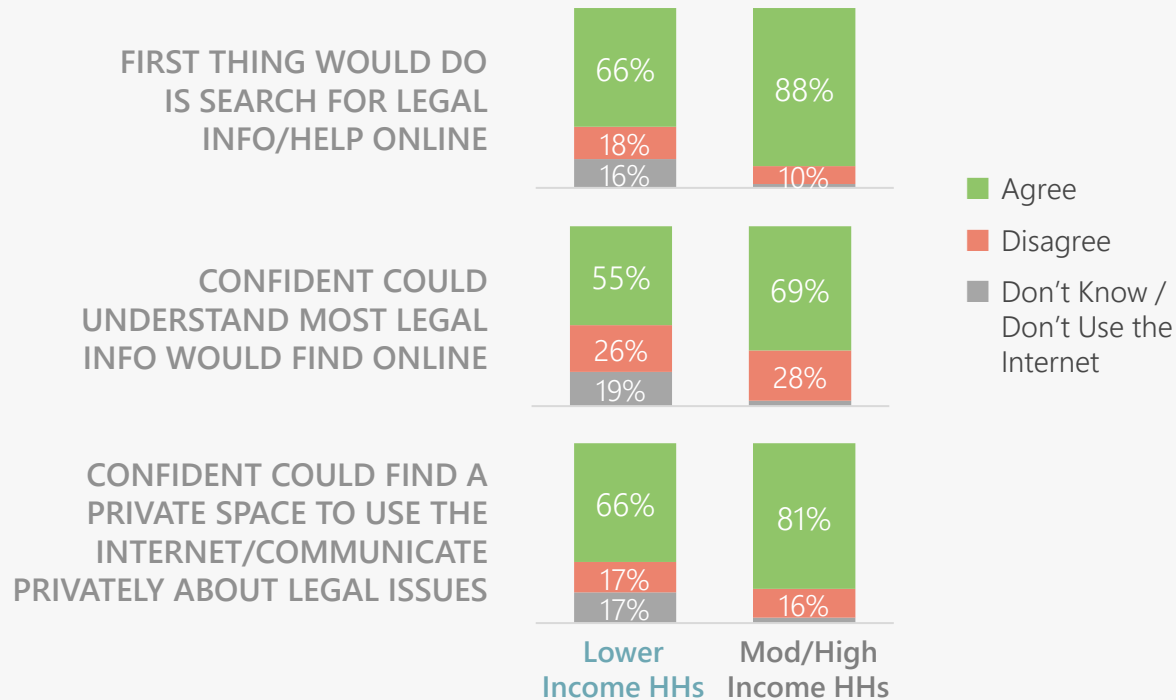
Generally, those in lower income HHs report more impacts due to COVID

Highlights (continued)

5

Many in lower income households are receptive to the idea of getting legal information or help online.

However, compared with those in moderate to higher income households, they are less inclined look for legal info online, less confident in their ability understand the info, and less apt to have a private space in which to go online



Interest in going online for legal help varies by legal issue



TOP 3 LEGAL PROBLEMS THAT THOSE IN LOWER INCOME HHs ARE MOST CONFIDENT / COMFORTABLE GETTING INFO ON/HELP WITH ONLINE



Consumer Problems

55%



Employment Problems

47%



Welfare / Social Assistance Problems

47%



However, online legal information and help does not replace the need for in-person help or advice (80% in lower income HHs and 94% in mod/high income HHs would still want help from a person/advisor after searching online)



SUMMARY OF FINDINGS

Internet Access & Usage

Internet Access & Usage

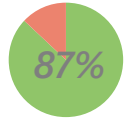
While 9 in 10 in lower income households use the Internet, this is fewer than among moderate to high income households (virtually all are internet users). Further, age-based usage varies more than it does in moderate to high income households.

Internet Usage by Household Income

Lower Income HHs



Very Low Income HHs



Mod/High Income HHs



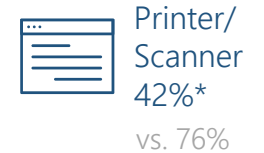
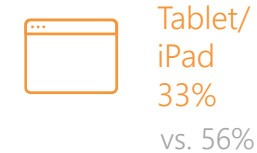
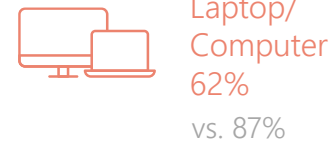
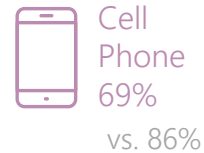
By Age

Under 45	98%	100%
45-64	94%	99%
65+	81%	98%

In the 2020 Legal Aid BC Client Survey, 75% of clients reported having regular and reliable Internet access. This lower rate of Internet usage among LABC clients could be because many have 'very low' incomes and/or because they also disproportionately experience housing insecurity, homelessness and/or other economic challenges.

Device ownership and connectivity varies by income. Lower income households tend to own fewer devices than their moderate to high income counterparts and are less likely to have Internet access on their devices. Only a minority of those in lower income households have access to printer/scanners and/or tablets.

Devices with Internet Access Among Those in Lower Income HHs



(% among Hi/Mod Income HHs shown in light grey font)

*Internet access not asked

The activities done online vary somewhat by income and age: Those in lower income households tend to be less active online than their moderate to high income counterparts, and younger individuals are more active online than those 65 and older, with this particularly being the case among those in lower income households. Email stands out as an activity that has widespread participation across all income levels and ages.

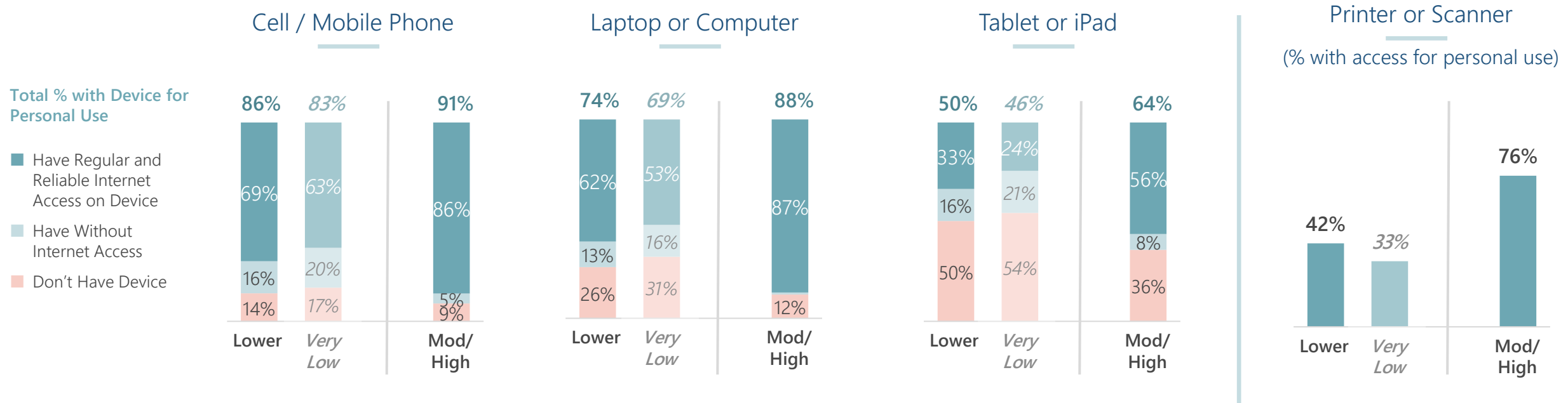
When it comes to online use and access perceptions, those in very low-income households are least likely to rate their online access, interest, confidence and trust as "high." At the same time, the majority of lower income households report their access, interest in using, skill and confidence in the information online as moderate to high. The exception to this is trust when entering personal information online – 49% of Internet users in lower income households, and 28% in moderate to high income households, rate their trust as 'low'.

DEVICE AND INTERNET ACCESS



The majority in lower income households (86%) report owning a cell phone, while slightly fewer (74%) report owning a laptop or computer. Half report owning a tablet/iPad and 42% have a printer or scanner. Comparatively, those in very low-income households are just as likely to own a cell phone but are less likely to own any of the other devices or less likely to have Internet access on the device). Most individuals in lower income households who own a cell phone or a laptop/computer have Internet on these devices; however, compared with those in moderate to high income households, greater proportions have devices without online access. Those living in moderate to high income households are relatively more likely to own more devices *and* have Internet access on them.

Those in lower income households who are under 45 years of age are more likely than their older counterparts to own a cell phone and/or a laptop/computer (and more likely to have Internet access on these devices).



Base: Lower Income (225); Very Low-Income (165); Mod/High Income (186)

Q3. Which of the following devices do you have access to for personal use? Choose all that apply.

Q4. And for which of these devices do you have regular and reliable access to the Internet? By regular and reliable, we mean having access to an internet connection for personal use that: (1) Has sufficient speed and bandwidth, (2) You can use for a reasonable amount of time, and (3) Is in a safe and relatively convenient place such as at home or at a friend's/relative's.

ACTIVITIES DONE ONLINE AMONG INTERNET USERS BY INCOME GROUPS

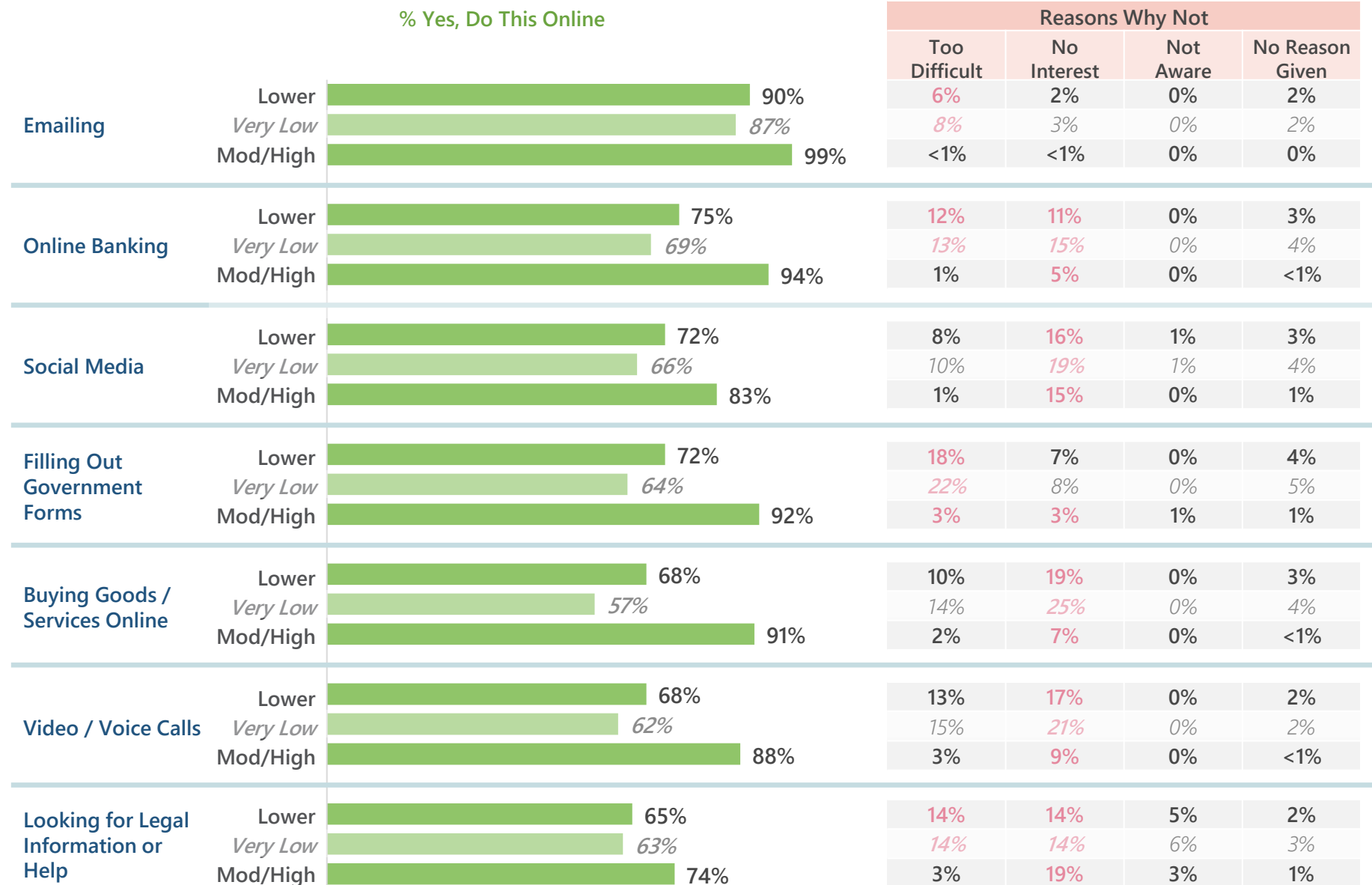


Those in moderate to high income households are much more active online compared with their lower income counterparts, especially when it comes to shopping, filling out government forms, video calls and online banking.

Those in very low-income households are just as likely as those other lower income households to use the Internet for emailing and looking for legal information/help but are slightly less likely to use it for the remaining activities.

While younger individuals are more active online than their older counterparts, this difference is less evident in moderate to high income households. However, the one exception is looking for legal information/help online – only about 44%-49% of those over 65 in both income brackets use the Internet for this purpose.

When it comes to reasons for not using the Internet for specific activities, those in moderate to high income households are less apt than their lower income counterparts to say it is because it is too difficult.



■ Top reason(s) by group

Base (among Internet Users): Lower Income (176-189); Very Low-Income (121-134); Mod/High Income (172-179)
Q7a. Do you use the Internet for the following activities? / Q7b. If no, why not? (Check the best (one) response for each activity you do not do on the Internet)

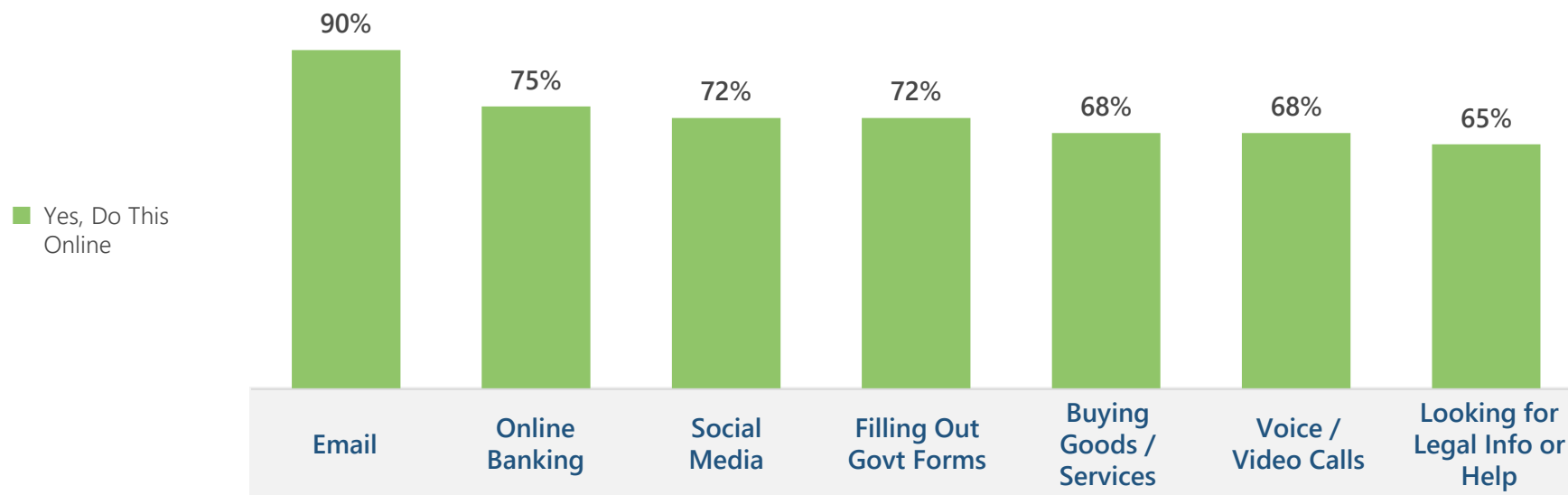
ACTIVITIES DONE ONLINE AMONG LOWER INCOME INTERNET USERS

Email stands out as the most common online activity, with 90% of lower income household Internet users saying they use it.

Lack of interest and difficulty level tend to be the main reasons these Internet users do not do certain activities online, with both reasons being chosen equally when it comes to looking for legal information/help. Other factors such as access, cost and trust are barriers to Internet use generally and therefore these may also be playing a role (see page 22.)

Age is a key factor when it comes to activities done online, with younger Internet users being more active online than their older counterparts. Emailing is an exception, with 78% of lower income Internet users 65 and older reporting use of email (versus 96% of those under 65). Social media usage shows the greatest divide between those under 45 years of age and those 45+ (91% of those under 45 are active on social media versus 71% of those 45 to 64, and 55% of those 65 and older).

Use of the Internet Among Internet Users in Lower Income Households



Reasons for Not Using The Internet for Each Activity

Reason	Email	Online Banking	Social Media	Filling Out Govt Forms	Buying Goods / Services	Voice / Video Calls	Looking for Legal Info or Help
Too Difficult	6%	12%	8%	18%	10%	13%	14%
No Interest	2%	11%	16%	7%	19%	17%	14%
Not Aware Could Do Online	0%	0%	1%	0%	0%	0%	5%
N/A - No Reason Given	2%	3%	3%	4%	3%	2%	2%

■ Top reason(s) by activity

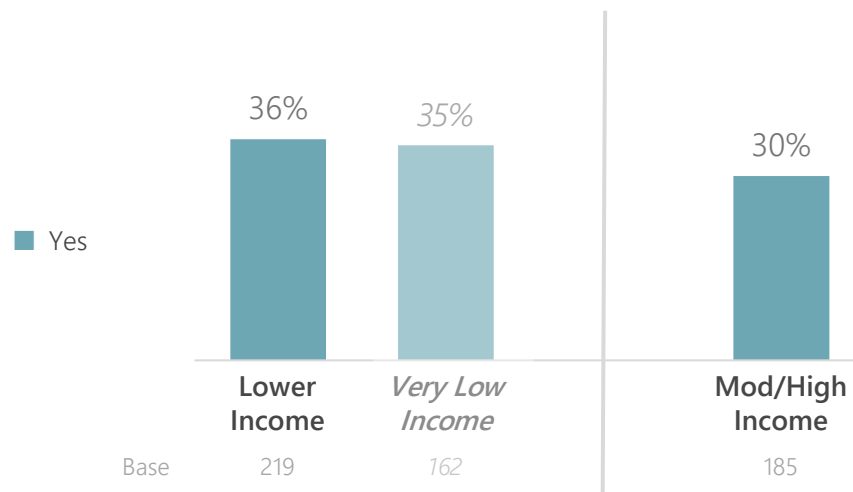
USE OF COMPUTERS IN PUBLIC SPACES

Prior to COVID-19, one-third of those in lower income households report using computers in public spaces (such as libraries or community centres) at least occasionally. This is consistent across all household income groups.

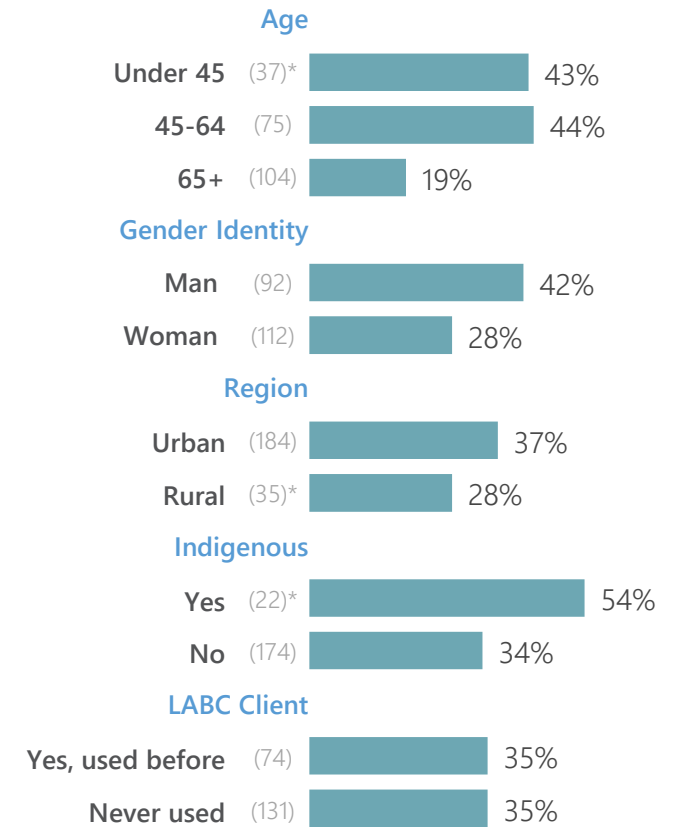
Among lower income households, usage of computers in public spaces is notably higher among those under 65 years of age, among those who identify as a man and among Indigenous residents. This same pattern of usage is also evident among those in moderate to high income households.

Confidence in using technology and the Internet is a factor when it comes to using a computer in a public space. Across all income groups, but especially among those in lower income households, the greater the confidence (i.e., self-rated confidence is a 7 or higher out of 10), the more likely the individual is to report using computers in public spaces.

Occasional Use of Internet on a Computer in a Public Space



Lower Income Subgroups



*CAUTION: small base size (n<50 residents).

NOTE: The question wording does not differentiate between the use of a public access computer versus the use of a personal device in a public space.

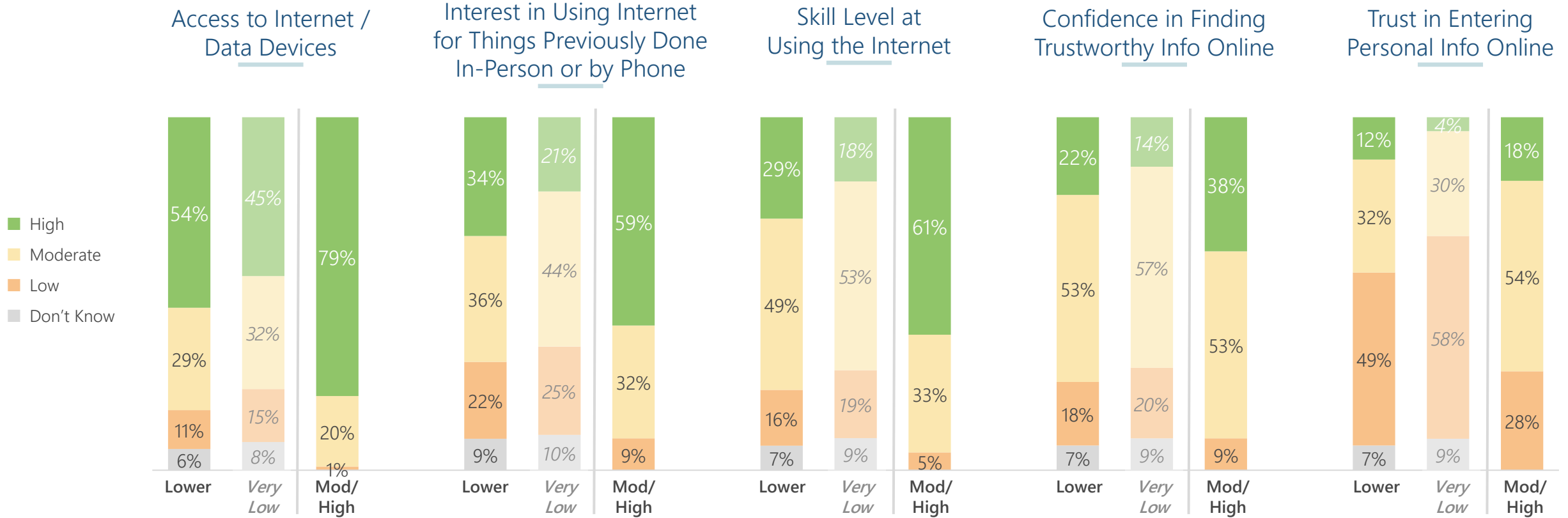
Q5. Prior to the COVID-19 pandemic, did you access the Internet at least occasionally using a computer in a public space such as at a library, community centre, or service office?

INTERNET PERCEPTIONS AMONG INTERNET USERS BY INCOME GROUPS



When it comes to Internet perceptions (i.e., how residents feel about their access and skill using the Internet, their interest in using it and their confidence and trust) those in very low-income households tend to give the most tempered assessments. Specifically, those in very low-income households are the least likely to rate their access, skill, interest and confidence in finding trustworthy information as high and are most apt to rate their trust in entering personal information online as low (58%).

Conversely, among those in moderate to high income households, the majority tend to rate their access, skill and interest in using the Internet as high. Confidence in finding trustworthy information online and trust in entering personal information online both draw more tempered ratings from this group; however, they generally express higher levels of confidence and trust than their lower income counterparts.



Base (among Internet Users): Lower Income (195-197); Very Low-Income (139-140); Mod/Hi Income (181-183)

Q8. How would you rate the following...

INTERNET PERCEPTIONS AMONG LOWER INCOME INTERNET USERS

Lower income Internet users generally feel they have high (54%) to moderate (29%) access to the Internet, data and devices. Among those under 45, 66% feel their access is high.

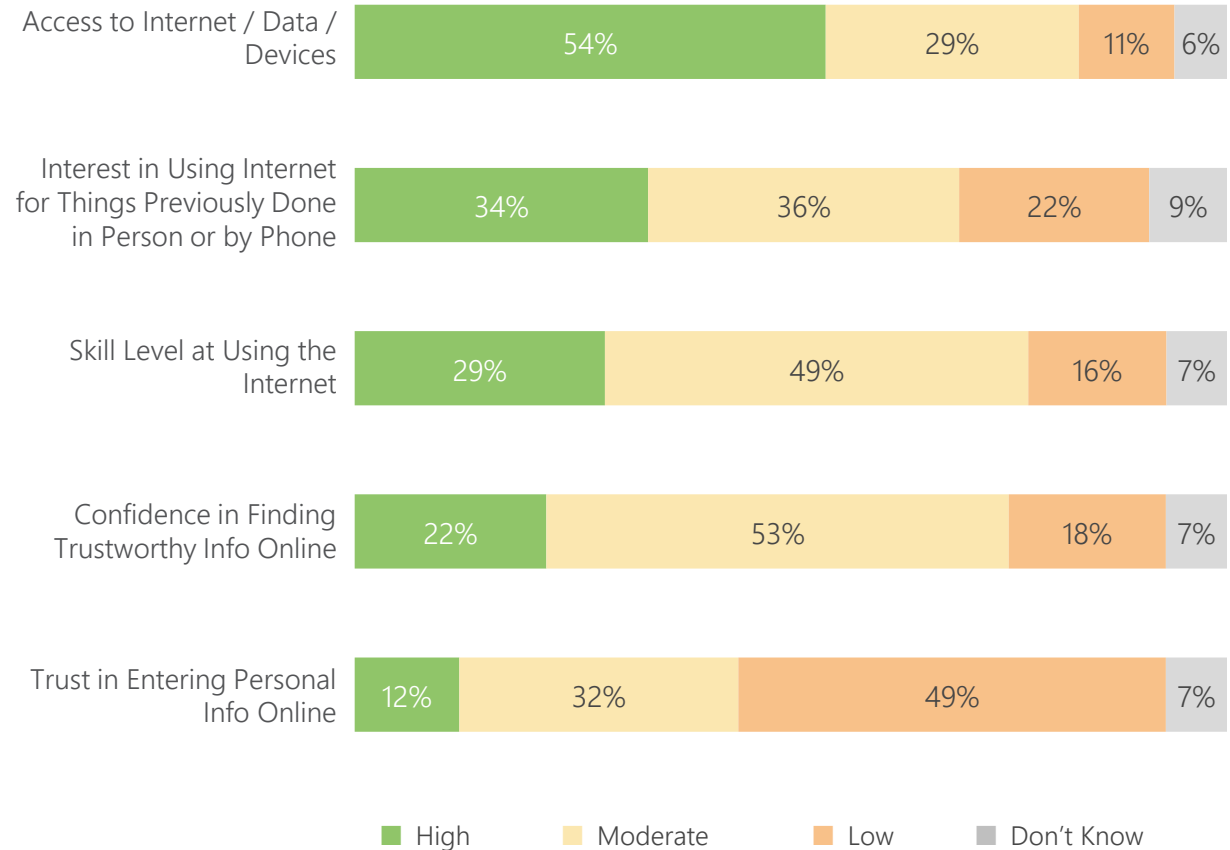
Interest in using the Internet for things previously done in person or by phone stands at 70% among those in lower income households with interest just as likely to be high as moderate. Again, those under 45 are more likely to rate their interest as high (57% vs. 34% overall).

Skill at using the Internet tends to be rated as moderate (49%) rather than high (29%) by those in lower income households. However, among under 45s, they are just as likely to rate their skill as high (46%) as they are to rate it as moderate (45%).

Confidence in finding trustworthy information online is even more likely to be rated by those in lower income households as moderate (53%) rather than high (22%). Along with those under 45 being more likely to rate their confidence as high (37%), those living in urban areas compared with those in rural areas are clearly more confident about the trustworthiness of online information (25% in urban areas rating their confidence as high versus only 7% living in rural areas).

When it comes to entering personal information online, those in lower income households are quite divided in their position – 44% say they have a high (12%) or moderate (32%) level of trust versus 49% who rate their trust level as low. This level of trust is highly related to age, with 57% of those 45 and older rating their trust level as low versus 30% among those under 45.

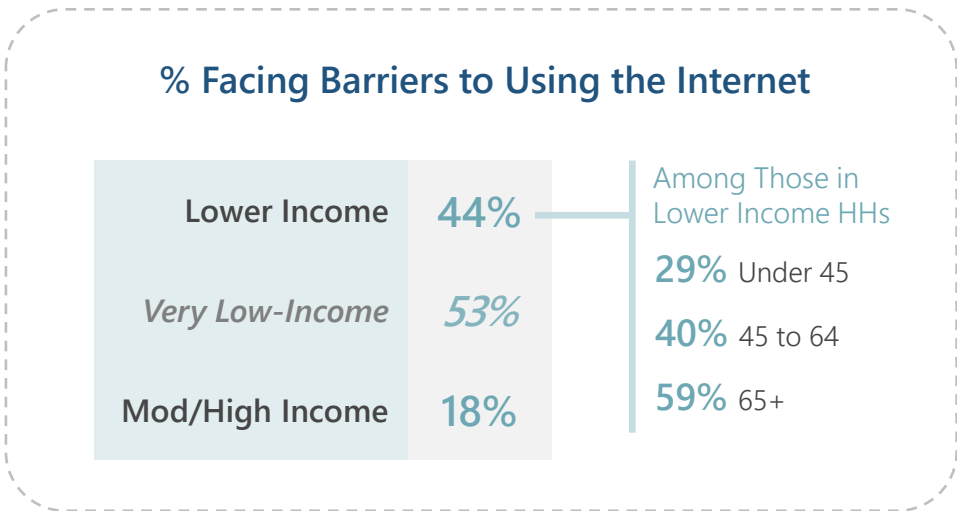
Access, Skill, Interest, Confidence and Trust in Using the Internet Among Internet Users in Lower Income Households



Barriers to Using the Internet

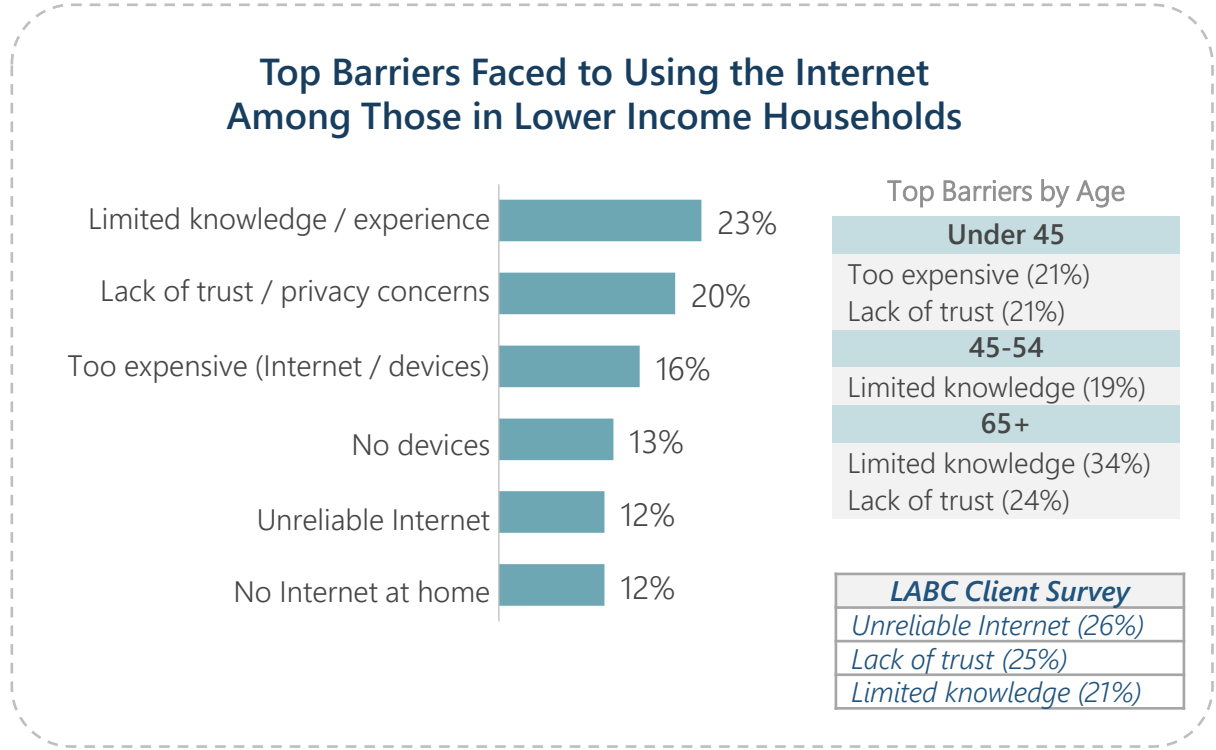
Those living in lower income households and especially those in very low-income households report facing more barriers to using the Internet compared with their counterparts living in moderate to high income households. When age is layered in, younger individuals face fewer barriers than older individuals.

This leaves only 56% of those in lower income households who are using the Internet regularly *without* barriers (versus 82% in moderate to high income households). Given how active we are as a society online, this level of unfettered usage is notably low.



While some barriers are more widespread among those in lower income households (such as trust and privacy concerns), others tend to be concentrated in specific age groups.

Many of these top concerns were also echoed in the 2020 Legal Aid BC Client Survey.



BARRIERS TO USING THE INTERNET AMONG LOWER INCOME RESIDENTS



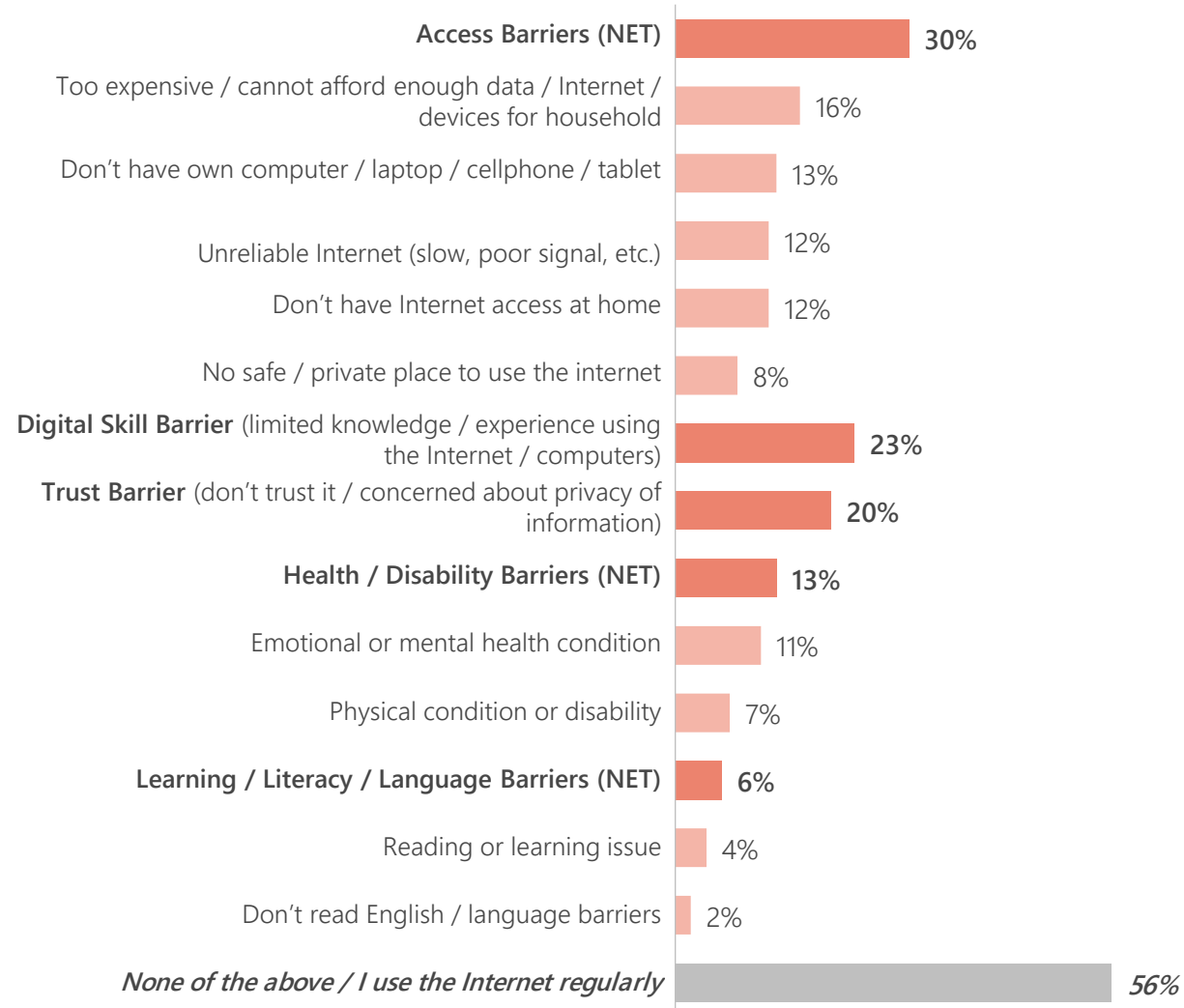
Barriers to Using the Internet Among Those in Lower Income Households

Among those in lower income households, over 40% experience at least one barrier to using the Internet or using it more often (versus only 18% in moderate to high income households).

Access is the primary barrier to using the Internet or using it more often (indicated by 30%).

Digital skill (i.e., being proficient with computers and the Internet) and trust are each mentioned by broadly one-in-five of those in lower income households as additional reasons for not using the Internet or using it more often. (Note that skill level is usually related to people's opportunities to access, learn, and use technology regularly.)

Less common barriers among those in lower income households include health and/or disability issues (13%) and learning, literacy, and/or language challenges (6%).



BARRIERS TO USING THE INTERNET BY SUBGROUPS



As noted on the previous slide, while over 40% of those in lower income households face barriers to using the Internet or using it more often, this is only the case for 18% of those in moderate to high income households. Those in very low-income households are most likely to face a variety of access barriers (37%), particularly when it comes to affordability. Comparatively, those in moderate to high income households face far fewer access barriers (11%). Regarding skill and trust, digital skill plays a more prominent role for those with lower income households (23%), whereas the top single barrier reported by those in moderate to high income households is trust/privacy concerns (9%).

Reasons for Not Using the Internet At All / More Often	Among Those in Lower Income Households													
	Income			Age			Gender Identity		Region		Indigenous		Past LABC Client	
	Lower	Very Low	Hi/Mod	<45	45-64	65+	Man	Woman	Urban	Rural	Yes	No	Yes	No
Base	(219)	(161)	(183)	(38)*	(75)	(103)	(93)	(111)	(184)	(35)*	(23)*	(174)	(74)	(130)
Access Barriers (NET)	30%	37%	11%	30%	27%	33%	29%	30%	31%	22%	49%	25%	31%	30%
Too expensive / cannot afford enough data / Internet / devices for household	16%	21%	4%	21%	14%	15%	15%	18%	18%	8%	27%	13%	17%	16%
Don't have own computer / laptop / cellphone / tablet	13%	14%	1%	11%	9%	19%	12%	11%	14%	7%	34%	10%	12%	14%
Unreliable Internet (slow, poor signal, etc.)	12%	15%	6%	19%	11%	7%	10%	14%	11%	17%	22%	9%	17%	10%
Don't have Internet access at home	12%	15%	0%	5%	13%	17%	13%	9%	13%	8%	28%	9%	14%	11%
No safe / private place to use the internet	8%	11%	2%	15%	7%	6%	6%	11%	9%	7%	16%	6%	9%	9%
Digital Skill Barrier (limited knowledge / experience using the Internet / computers)	23%	28%	5%	15%	19%	34%	24%	22%	22%	27%	34%	19%	26%	22%
Trust Barrier (don't trust it / concerned about privacy of information)	20%	24%	9%	21%	14%	24%	14%	25%	19%	27%	10%	18%	22%	17%
Health Barriers (NET)	13%	18%	2%	15%	14%	10%	14%	14%	13%	14%	18%	13%	17%	11%
Emotional or mental health condition	11%	14%	0%	15%	12%	6%	11%	11%	11%	11%	18%	9%	15%	8%
Physical condition or disability	7%	10%	2%	5%	8%	8%	8%	7%	7%	11%	4%	9%	9%	6%
Learning / Literacy Barriers (NET)	6%	8%	1%	5%	6%	8%	4%	8%	5%	11%	7%	7%	7%	6%
Reading or learning issue	4%	6%	1%	2%	6%	5%	4%	5%	3%	11%	7%	4%	4%	5%
Don't read English / language barriers	2%	3%	0%	3%	0%	4%	1%	3%	2%	2%	0%	3%	3%	2%
Other reason	7%	10%	4%	3%	5%	14%	7%	8%	8%	5%	7%	7%	5%	9%
None of the above / I use the Internet regularly	56%	47%	82%	71%	60%	41%	58%	55%	57%	48%	45%	60%	53%	57%

■ Top barrier(s) by group

*CAUTION: small base size (n<50 residents).

Q6. Which of the following are reasons why you do not use the Internet or do not use it more often than you currently do? Check as many as apply or you can check 'None of the above/I use the Internet regularly'.

BARRIERS TO USING THE INTERNET BY SUBGROUPS (continued)



Age continues to play a key role in the digital experience. As noted previously, older individuals in lower income households face more barriers to using the Internet than younger individuals and those barriers are slightly different. For those 65 and older, digital skill (i.e., limited computer experience) is the primary barrier (34%), followed by trust/privacy concerns (24%). Among those 65 and older in moderate to high income households, digital skill is also the top barrier, but it is only mentioned by half as many of these older individuals (17%). The top barriers for those in lower income households who are younger are affordability (21%), trust/privacy concerns (21%) and unreliable service (19%).

Other notable barriers among those in lower income households:

- Those who identify as women are more likely than those who identify as men to have trust concerns (25% versus 14%, respectively) and are twice as likely to report having learning/literacy barriers (8% versus 4%, respectively).
- Those living in urban areas are more than twice as likely as those in rural areas to identify affordability issues (18% versus 8%); however, both groups name digital skill and trust their main single barriers to using the Internet.
- The small group of Indigenous individuals generally face more barriers to using the Internet compared with their non-Indigenous counterparts, particularly when it comes to access (49% versus 25%, respectively) and digital skill (i.e., knowledge/experience) (34% versus 19%, respectively).
- While past Legal Aid BC clients have very similar barriers to those who have never used Legal Aid, the former group is twice as likely to note emotional or health conditions that prevent them from using the Internet or using it more often (15% versus 8%, respectively).



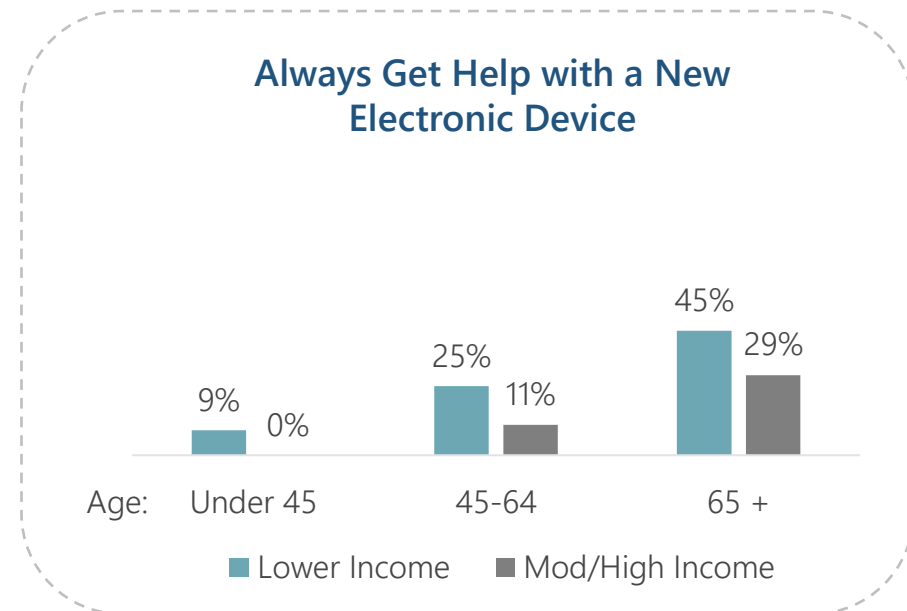
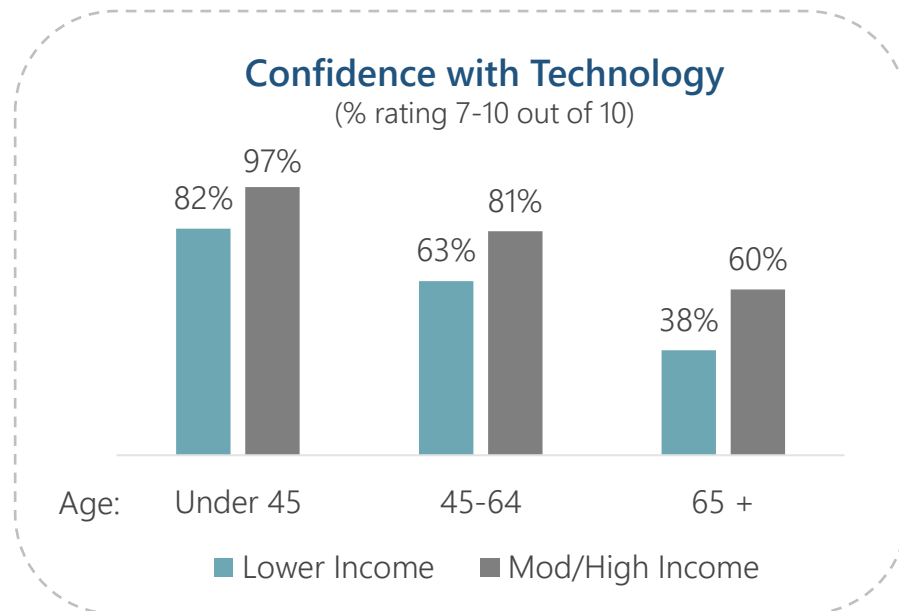
SUMMARY OF FINDINGS

Confidence & Comfort with Technology

Confidence & Comfort with Technology

Confidence and comfort with computers, technology and the Internet are key to the concept of 'digital equity'. What the results in this section show is that those in lower income households (especially those in very low-income households) have less confidence and need more support with technology than their moderate to high income counterparts - likely due to decreased opportunities and increased barriers. Further, what is at play here in large part is age. The group of residents in lower income households tend to be older than those in moderate to high income households, and older individuals are generally less confident with technology when compared with younger individuals.

When we compare confidence with technology and the need for help with new electronic devices by the age of those in lower income households versus their age-counterparts in moderate to high income households, those in lower income households are less confident across each of the age groups, even though confidence declines with age in both income groupings. This tells us that despite the age factor – household income level is also playing a role.



CONFIDENCE WITH TECHNOLOGY

Those living in lower income households have, at best, a moderate level of confidence when it comes to using computers, technology and the Internet. It is worth noting that confidence tends to come through opportunity and experience.

59% in lower income households rate their confidence as a 7 or higher out of 10. In comparison, 83% of those in moderate to high income households give a self-rating of 7 or higher out of 10.

Those with very low household incomes are the least confident – 51% give a self-rating of 7 or greater.

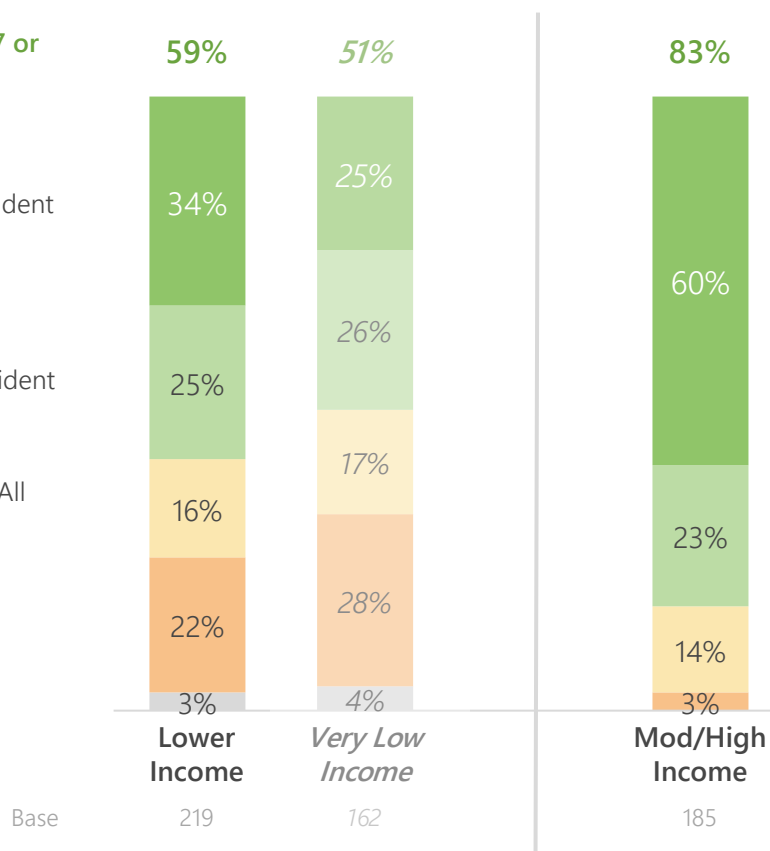
Age is the dominant factor at play when it comes to confidence with technology. Younger individuals are more confident with technology compared with their older counterparts.

Indigenous individuals also tend to have lower levels of confidence with technology compared with those who are not Indigenous.

Confidence Rating out of 10

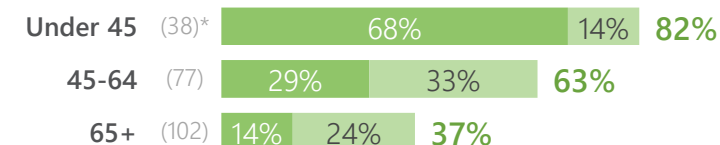
Total % Rating 7 or higher out of 10

- Extremely Confident (9-10)
- (7-8)
- (4-6)
- Not At All Confident (1-3)
- Don't Use Technology At All

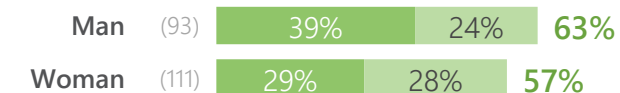


Lower Income Subgroups

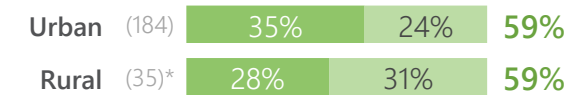
Age



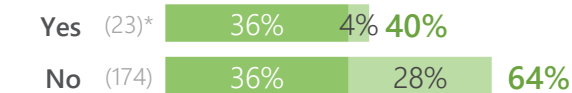
Gender Identity



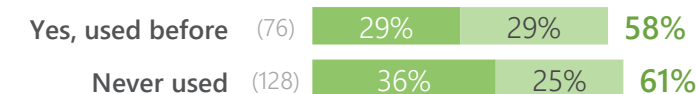
Region



Indigenous



LABC Client



*CAUTION: small base size (n<50 residents).

Q1. To begin, how confident are you using computers, technology and the Internet? 10 means you are extremely confident and 1 means you are not at all confident.

NEEDING HELP WITH TECHNOLOGY

Reflecting the level of self-confidence when it comes to dealing with technology, 53% of those in lower income households also say that when they get a new electronic device, they always or sometimes need help to set it up or figure out how to use it.

Among those in very low-income households, the proportion who sometimes or always need such assistance rises to 58%. Among those in moderate to high income households only 37% report always or sometimes needing assistance.

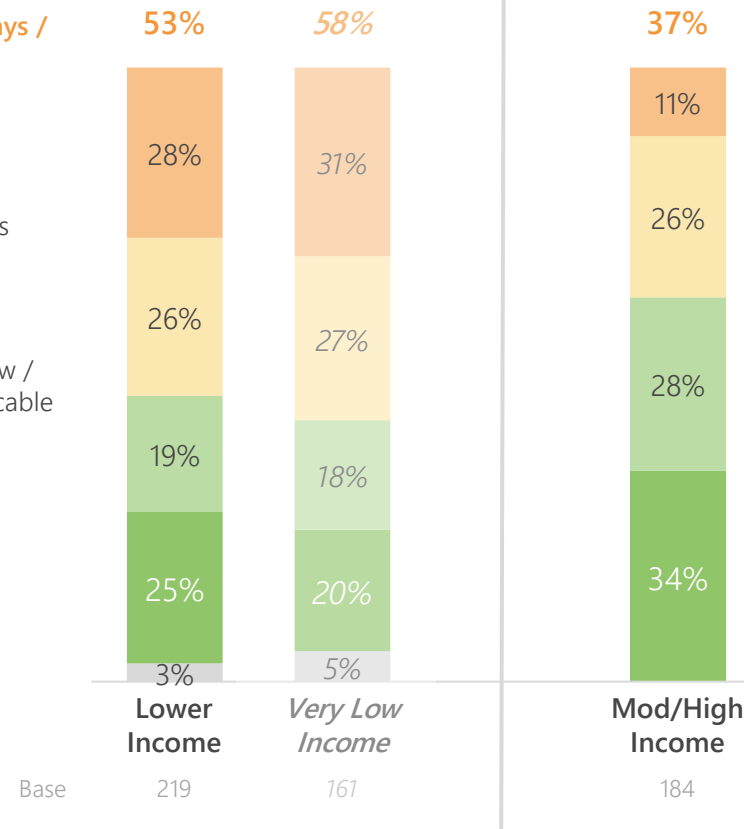
Again, across all income groups, age is highly correlated with the need for help with technology. Among those in lower income households, only 25% of those under 45 say they need such assistance, while among those over 65, 71% say they always or sometimes need help.

Other groups in lower income households that are more likely to say they need help with technology compared with their counterparts include: those who identify as women (64%), those living in rural areas (64%) and those who identify as non-Indigenous (52%).

Require Help From Others to Set Up / Show How to Use New Electronic Device

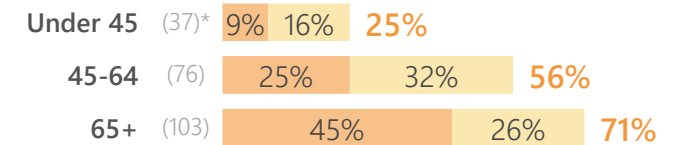
Total % Always / Sometimes

- Always
- Sometimes
- Rarely
- Never
- Don't Know / Not Applicable

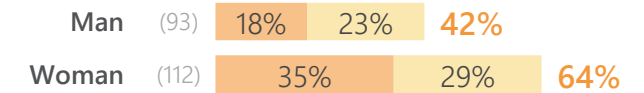


Lower Income Subgroups

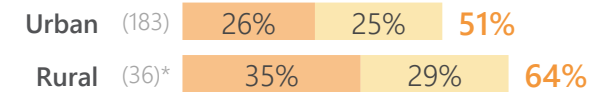
Age



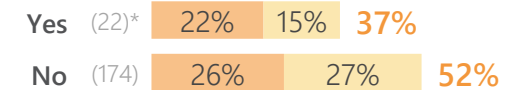
Gender Identity



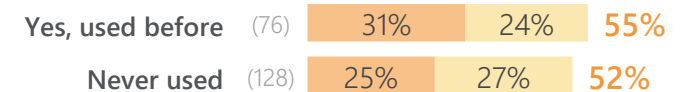
Region



Indigenous



LABC Client



*CAUTION: small base size (n<50 residents).

Q2. And when you get a new electronic device, do you need someone else to set it up or show you how to use it? Check one answer only.

Impact of COVID on Internet Use & Attitudes

The most common response among Internet users is that COVID-19 has had some, but not widespread impact on their use and perceptions of the Internet, especially when it comes to their skill/proficiency and their confidence in finding trustworthy information online

The most notable impact of COVID 19 has been that it has increased interest in using the Internet for things previously done in person or by phone and has even increased access to the Internet or devices. Increased interest in using the Internet for things previously done in person or by phone since COVID is greater among Internet users in moderate to high income households than among those in lower income households (42% versus 34%, respectively.)

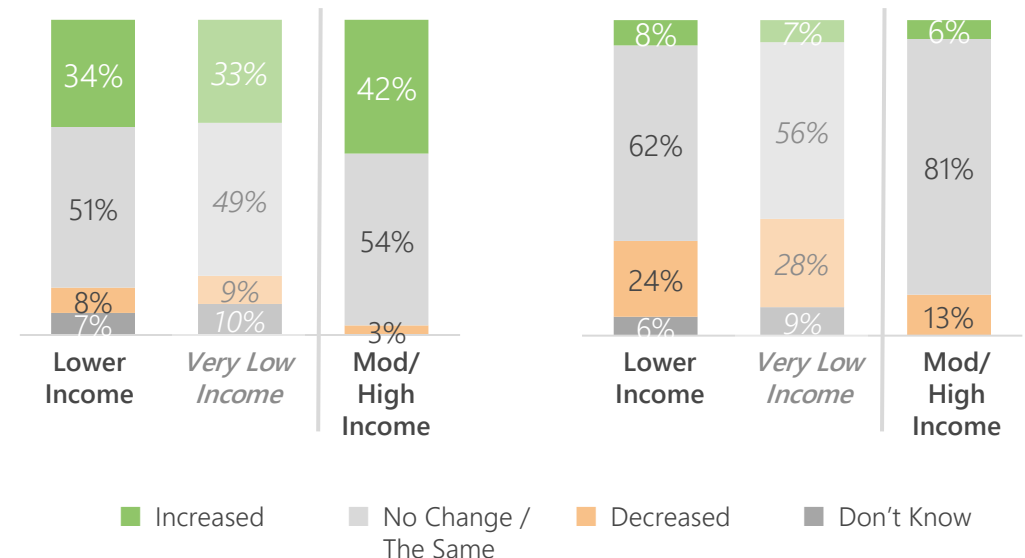
While trust in entering personal information online is a perception generally unchanged by the pandemic (between 56% and 81% across all groups say it has not changed), it is also the most negatively affected perception. Lower income Internet users are three times more likely to say their trust has decreased (24%) rather than increased (8%) since COVID, while among Internet users in moderate to high income households, 81% say their trust level when it comes to entering personal information online has not changed.

In the 2020 Legal Aid BC Client Survey, clients were asked how easy or difficult it has been to access legal aid services since the pandemic hit and responses tend to generally align with the trends discussed above. Specifically, 46% said it has been easy or ok to access services, 41% said there has been no impact and 13% said it has been more difficult. The latter group wants to access legal aid services in-person at legal aid offices or courthouses and that has been largely unavailable.

Impact of COVID-19 on Interest and Trust by Income

Interest in Using Internet for Things Previously Done In-Person or by Phone

Trust in Entering Personal Info Online



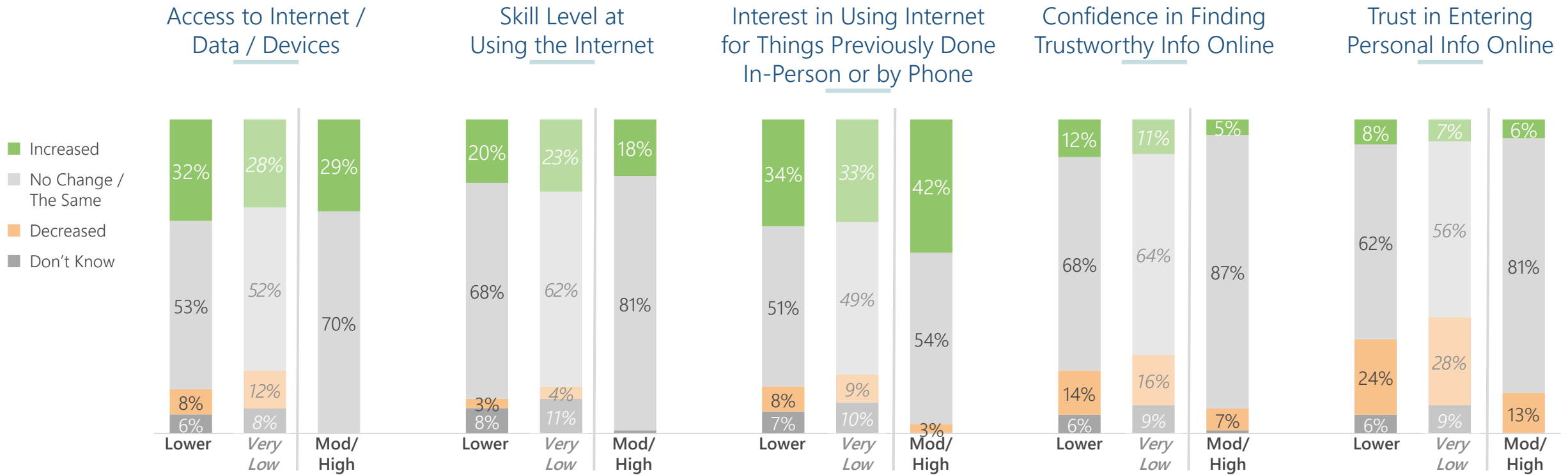
IMPACT OF COVID-19 ON INTERNET USE AND ATTITUDES AMONG INTERNET USERS



In all areas other than interest, COVID's impact on Internet use and attitudes appears to have been greater for those in lower income households than for those in moderate to high income households. Across all income groups, about one-third report that their Internet access has increased during the pandemic; however, those in lower income households are more likely to report their access has decreased (8% of lower income versus < 1% in moderate to high income households).

Generally, skill in using the Internet and confidence in finding trustworthy information online are the least affected by COVID. Regarding skill, despite some reported changes (e.g., about one-in-five feel their skill has increased), 68% of Internet users in lower income households and over 80% in moderate to high income households report that nothing has changed on this front. When it comes to confidence in finding trustworthy information online, again, the majority say nothing has changed (68% of users in lower income households and 87% in moderate to high income households). However, among Internet users in lower income households, they are just as likely to report that their confidence in finding trustworthy information online has increased (12%) as decreased (14%).

Across all areas, Internet users in very low-income households report online usage and attitudes that are highly similar to lower income users overall.



Base (among Internet Users): Lower Income (196-197); very low-income (139-140); Mod/Hi Income (183)

Q9. How, if at all, has the COVID-19 pandemic changed...

IMPACT OF COVID-19 ON INTERNET PERCEPTIONS AMONG INTERNET USERS (continued)

Among lower household income Internet users there are some notable differences by age:

- Those under 45 years of age are more likely to say that their:
 - Access to the Internet and devices has decreased since COVID (16% versus 8% among all lower income Internet users).
 - Interest in using the Internet for things they used to do in-person or by phone has increased since COVID (55% versus 34%)
 - Trust in entering personal information online has not changed since COVID (73% versus 62%)
- Those 45 to 64 are the most likely to report their skill level at using the Internet has increased since COVID (28% versus 20% among all lower income Internet users)

Age-based differences among Internet users in moderate to high income households are as follows:

- Those under 45 are particularly likely to say their interest in using the Internet and their access to the Internet has increased since COVID (59% and 40%, respectively)
- Those 65 and older are the most likely to say that their trust in entering personal information online has decreased since COVID (20% versus 13% among all those in moderate to high income households)



SUMMARY OF FINDINGS

Seeking Legal Information Online

Seeking Legal Information Online

Looking for legal information online presents challenges for those in lower income households, especially among those 65 and older. One of the most strongly held views among those in lower income households is that even if they search for legal information or help online, they still want to get help from an actual person (80% agreeing). These results are highly consistent with other recent research completed for Legal Aid BC.

In the 2020 Community Dialogues qualitative study, a key recommendation was that *'Legal Aid BC should balance online services with a human touch. Online resources don't eliminate the need that clients have for guidance from Legal Aid BC staff and community partners. In fact, the rapid increase in online resource options probably makes the availability of those who can assist the client with their journey toward resolution all the more important.'* Further, in the 2020 Legal Aid BC Client Survey, the top suggestions among those who had used at least one of the organization's websites or online resources were to: (1) have more help understanding the law or their legal issue, (2) offer an online chat function and (3) get assistance from Legal BC staff to navigate the website. When clients from this same survey who do not have reliable and regular Internet access were asked about the main barriers they are facing to use the Internet, the top comment was "I would rather talk to someone who could help me than read the information on the Internet".

When compared with those in moderate to high income households, it becomes even clearer that those in lower income households are less inclined to look for legal information and help online, are less confident in their ability to find and understand that information (including where to start looking and not being confused or overwhelmed by the information found) and are less apt to have a private space to use the Internet for this purpose.

Another perspective held by 74% of those in lower income households is that the type of legal problems being faced would dictate whether they went online for information and/or help. In terms of which types of legal problems these individuals feel most confident and comfortable going online for – consumer problems, employment issues and welfare or social assistance issues top the list; however, compared with those in moderate to high income households they are less inclined to go online for any type of legal problem.

In the 2020 Everyday Legal Needs Survey conducted for Legal Aid BC, it was noted that lower income individuals are experiencing more (and more types of) legal issues – with consumer and employment problems holding first and second place as the top types of legal issues experienced in the past 3 years. So, while legal problems are mounting among those in lower income households, many do not have sufficient Internet access, confidence and/or comfort to use the Internet to address these issues.

ATTITUDES TOWARD SEEKING LEGAL INFORMATION ONLINE BY INCOME GROUPS

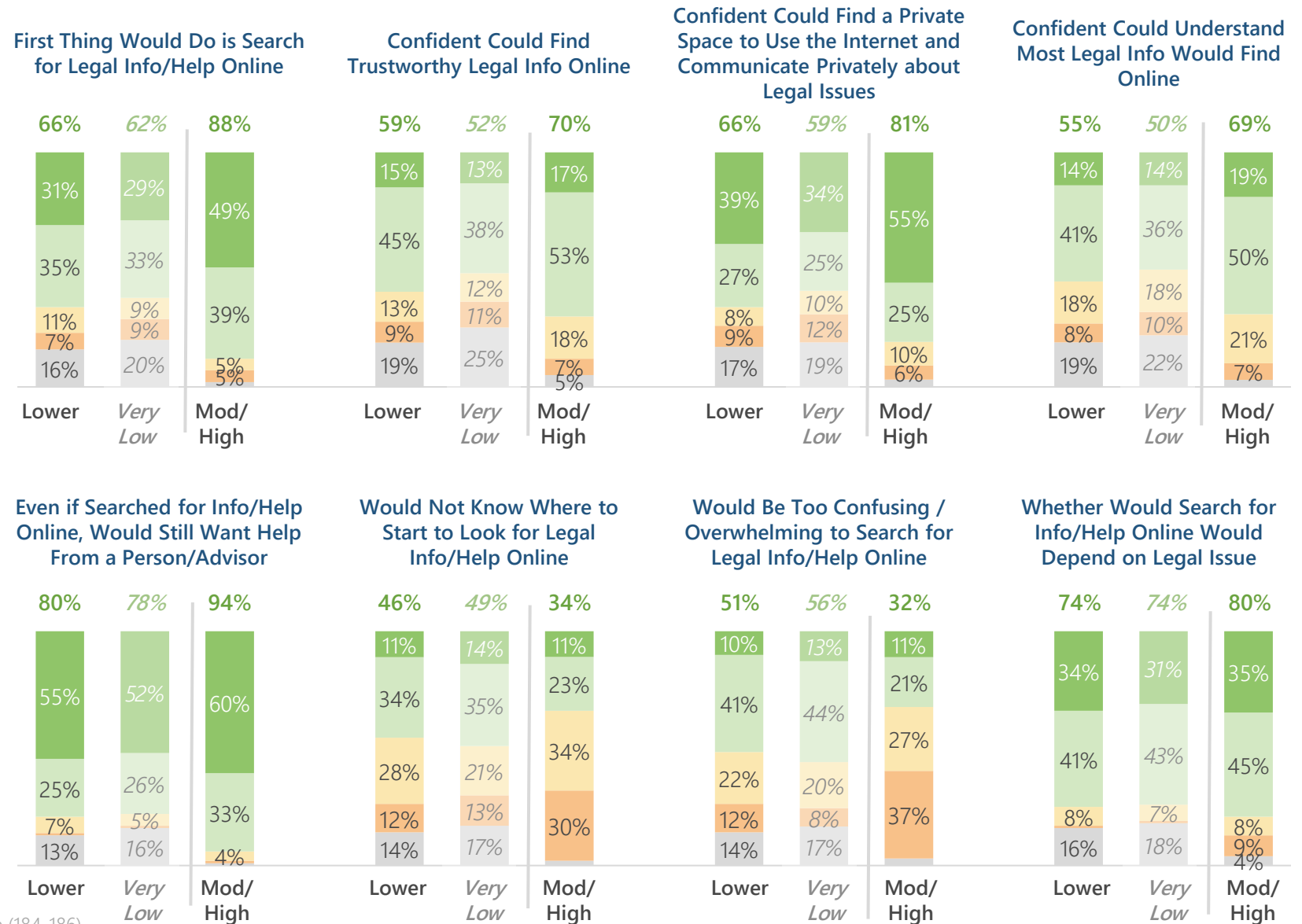


Compared with those in moderate to high income households, those in lower income households are:

- Less likely to turn to the Internet first for legal information or help
- Less confident that they could (1) trust the legal information they found online, (2) understand the information and (3) find a private space to use the Internet for this purpose
- Slightly less likely to still want help from a person or advisor (they are more uncertain)
- More likely to agree they would not know where to start to look for legal information or help online and more likely to think that searching for such information would be too confusing or overwhelming for them

Total % Agree

- Strongly Agree
- Somewhat Agree
- Somewhat Disagree
- Strongly Disagree
- Don't Know / Don't Use the Internet



Base (Total): Lower Income (221-223); very low-income (161-164); Mod/Hi Income (184-186)

Q10. Imagine you had a legal issue or problem that you need help with or information on. How much do you agree or disagree with the following? (Check one answer per line)

ATTITUDES TOWARD SEEKING ONLINE LEGAL INFORMATION AMONG LOWER INCOME RESIDENTS



From a list of eight sentiments regarding seeking legal information online, two stand out as they receive the greatest agreement from those in lower income households. The first is that even if they searched online, these individuals would still want help from a person or legal advisor (80% agreeing) and that the decision to search for legal information online is highly dependent on the legal problem (74% agreeing).

For two-thirds of those in lower income households, searching online for legal help would be the first thing they do, and they would feel confident they could find a private place to use and communicate about their legal issue.

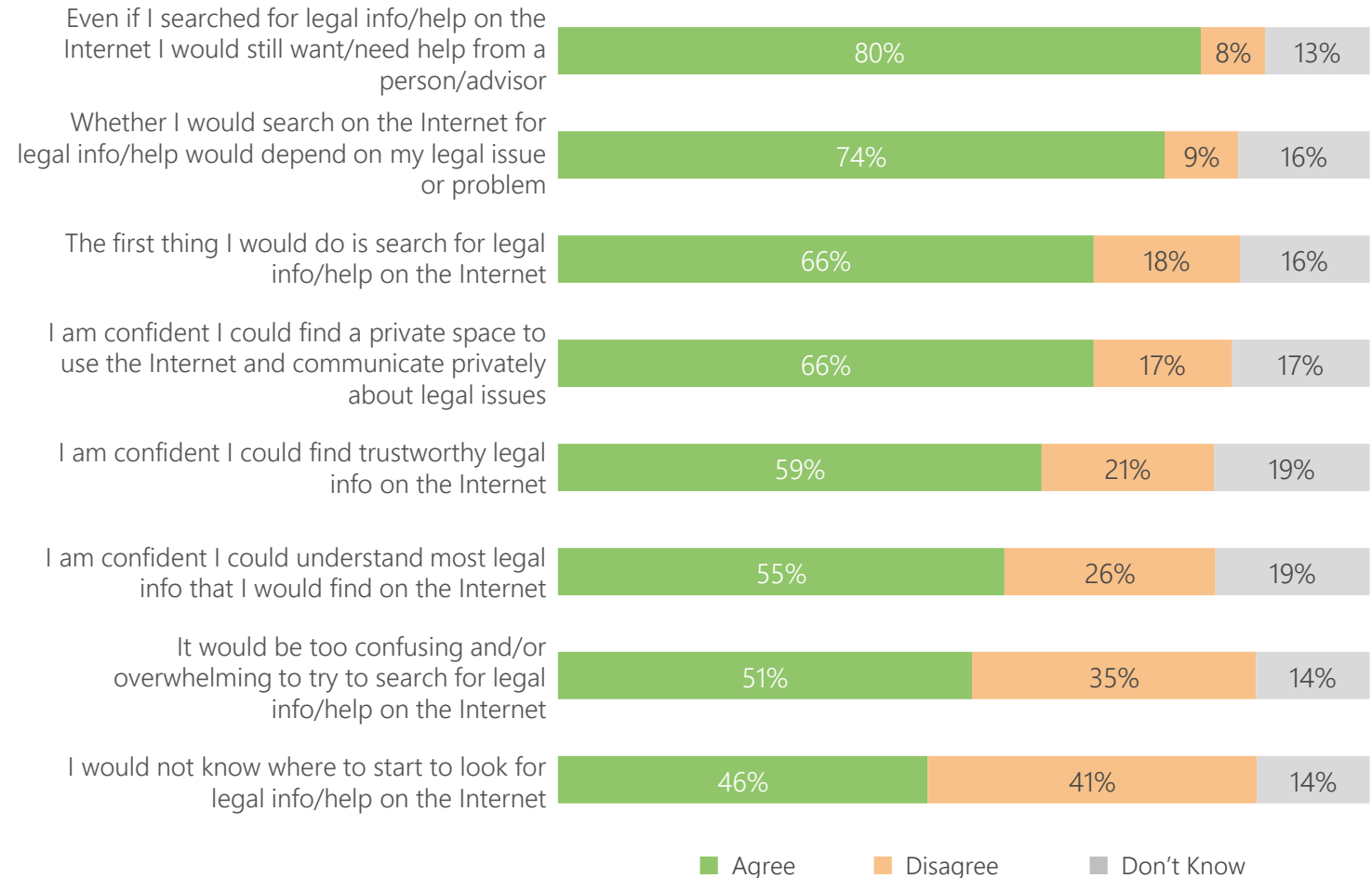
For the remaining four items, attitudes are more mixed. Two of the most divisive attitudes are not knowing where to start to look for legal information (46% agree and 41% disagree) and that it would be too confusing or overwhelming to try to go online for legal information or help (51% agree and 35% disagree).

For the most part, attitudes towards seeking information online correlate strongly with age. Those under 45 and those between 45 to 64 generally have highly similar attitudes that reflect the total of all lower income individuals. However, those 65 and older tend to hold more tempered views when it comes to looking for legal information online and about 30% of this older group said they don't know how they feel, reflecting their lower level of comfort with online activity in general.

Indigenous individuals in lower income households tend to be very similar to older residents – their responses are more tempered and about 30% say they don't hold a point of view on the topic of accessing online legal information.

Imagine You Have a Legal Issue or Problem You Need Help With Or Information On

(among all those in lower income households)



ATTITUDES TOWARD SEEKING ONLINE LEGAL INFORMATION AMONG LOWER INCOME RESIDENTS (continued)



Education also correlates with some of the attitudes that lower income Internet users have about seeking legal information online. Lower income Internet users with more formal educational credentials (i.e., they have completed some type of post secondary schooling) express more confidence and trust in using the Internet to search for legal information and are more apt to turn to it first for this purpose when compared with their counterparts with fewer years of formal education. Further, while the majority of all lower income Internet users (regardless of education) agree that even if they went online for legal information they would still want help from a person or advisor and that whether they went online to search would depend upon the legal problem they had, agreement is more widespread among those with post secondary schooling.

There are two areas where formal education does not come into play among lower income Internet users: it being too confusing or overwhelming to search for legal information online and not knowing where to start to look for such information online. Both these attitudes tend to be divisive (with broadly half agreeing and half disagreeing) across all lower income Internet users.

CONFIDENCE AND COMFORT GOING ONLINE FOR HELP WITH LEGAL ISSUES BY INCOME GROUPS

Those in lower income households have significantly less confidence and comfort going online for legal help or information when compared with those in moderate to high income households. The only exception to this is legal actions and police incidents/criminal charges, where sentiments are largely the same.

Those in lower income households are most confident and comfortable going online for legal information pertaining to consumer problems (55% would), employment issues (47%), welfare or social assistance issues (47%) and housing or land issues (42%). Just over one-quarter say they would not go online for help with any legal issue (compared with only 14% among those in moderate to high income households).

Once again age is the dominant factor at play among those in lower income households, with younger individuals being more confident and comfortable going online for help with most legal issues. Further, while only 20% of those under 65 years of age say they would not go online at all for help with legal issues, this proportion increases to 42% among those 65 and older.

Those in very low-income households are relatively less inclined to turn to the Internet for help with legal issues compared with their other lower income counterparts; however, the issues that they are most confident and comfortable going online to get help with are generally the same.

Confident and Comfortable going Online for Info/Help if Facing Type of Legal Issue

	Lower Income	Very Low-Income	High/Mod Income
Base	(216)	(158)	(185)
Consumer	55%	47%	77%
Employment	47%	42%	65%
Welfare or social assistance	47%	41%	58%
Housing or land	42%	36%	65%
Wills and powers of attorney	34%	24%	51%
Hospital treatment/release	30%	24%	43%
Family issues	29%	23%	49%
Personal injury	29%	21%	40%
Money or debt	29%	18%	49%
Legal actions	27%	20%	35%
Immigration	25%	19%	48%
Police incidents or criminal charges	25%	17%	31%
Discrimination	20%	13%	44%
None of the above / Do not use Internet	28%	33%	14%



SUMMARY OF FINDINGS

Respondent Profiles

Profile of Residents Participating in Survey

Those in lower income households tend to be older than those in moderate to high income households (34% versus 17%, respectively, are 65 and older).

Across all income groups, the majority have regular and reliable Internet access on at least one device. However, while access is widespread among those in moderate to high income households (93%), it is relatively lower among those in lower income households (80%).

Further, 10% of those in lower income households say they do not use the Internet at all versus only 1% of those in moderate to high income households.

	Lower Income	Very Low-Income	High/Mod Income
Base	(225)	(165)	(186)
Age			
19 – 24	2%	3%	2%
25 – 34	11%	7%	16%
35 – 44	14%	11%	18%
45 – 54	13%	13%	26%
55 – 64	24%	28%	17%
65 +	34%	36%	17%
Prefer not to say	2%	3%	4%
Region			
Vancouver Coastal	43%	41%	21%
Fraser Valley	17%	18%	23%
Vancouver Island	16%	16%	29%
Interior	21%	22%	21%
Northern	3%	3%	5%
Urban or Rural Area			
Urban	86%	85%	81%
Rural	14%	15%	19%
Internet Access / Usage			
Regular / Reliable Internet Access on 1+ Device	80%	74%	93%
No Regular / Reliable Internet Access	10%	14%	6%
Don't Use the Internet At All	10%	13%	1%

■ Significantly higher / lower than High/Mod Income

Profile of Residents Participating in Survey

Those in lower income households are significantly more likely than those in moderate to high income households to report having trans experience (8% versus 2%, respectively) or to not want to share that information (14% versus 5%, respectively).

Those in lower income households, compared with those in moderate to high income households, also tend to report having less formal education. Just under one-quarter of those in lower income households report completing university versus 46% of those in moderate to high income households.

Among those in very low-income households only 15% report completing university.

	Lower Income	Very Low-Income	High/Mod Income
Base	(225)	(165)	(186)
Gender Identity			
Man	43%	45%	37%
Woman	51%	48%	57%
Non-binary or gender fluid	1%	0%	1%
Indigenous or cultural gender	2%	3%	1%
Other	2%	2%	0%
Prefer not to say	2%	2%	4%
Trans Experience			
Yes	8%	10%	2%
No	78%	76%	93%
Prefer not to say	14%	14%	5%
Education			
Grade school or some high school	14%	16%	4%
Completed high school	18%	21%	9%
Some technical / vocational school / college	15%	15%	9%
Completed technical / vocational school / college	15%	16%	17%
Some university	10%	10%	16%
Completed university	12%	7%	28%
Post graduate degree	11%	8%	18%
Prefer not to say	5%	7%	0%

■ Significantly higher / lower than High/Mod Income

Profile of Residents Participating in Survey

There are more individuals identifying as Indigenous in lower income households (11%) than in moderate to high income households (2%).

(Note: According to 2016 Statistics Canada Census, 6% of the BC population identify as Indigenous.)

The language the majority of individuals are most comfortable reading and learning in is English; however, among those in very low-income households, 15% are more comfortable with another language (versus 9% in moderate to high income households).

	Lower Income	Very Low-Income	High/Mod Income
Base	(225)	(165)	(186)
Indigenous Identity			
First Nations	4%	4%	1%
Métis	6%	6%	1%
Inuit	0%	0%	0%
Other	1%	1%	0%
No	80%	75%	96%
Prefer not to say	10%	13%	1%
Cultural Background			
White, European descent, Caucasian or similar	63%	58%	68%
Person of colour, visible minority, non-white BIPOC	8%	8%	13%
Mixed race, biracial, multiracial	8%	10%	7%
Other	11%	11%	6%
Prefer not to say	9%	13%	6%
Language Most Comfortable Reading/Learning			
English	86%	83%	91%
Cantonese	1%	1%	1%
Mandarin	1%	1%	1%
Punjabi	0%	0%	<1%
Other	11%	13%	6%
Prefer not to say	1%	2%	0%

■ Significantly higher / lower than High/Mod Income

Profile of Residents Participating in Survey

Lower income households differ in size from moderate to high income households in two ways:

1. They have more one person households (47% versus 18%, respectively), and
2. They have more large households (8% with five or more people in their home versus 2%, respectively)

Eight-in-ten of those in moderate to high income households report they have never used Legal Aid (so 18% have used Legal Aid in the past). Comparatively, 36% of those in lower income households report using Legal Aid in the past (so twice as many).

	Lower Income	Very Low-Income	High/Mod Income
Base	(225)	(165)	(186)
Household Size			
1 person	47%	46%	18%
2 people	23%	23%	40%
3 people	13%	12%	21%
4 people	6%	5%	15%
5 or more people	8%	10%	2%
Prefer not to say	3%	4%	4%
Household Income			
<\$25K	42%	59%	0%
\$25K to <\$35K	21%	19%	0%
\$35K to <\$45K	14%	6%	0%
\$45K to <\$55K	8%	1%	2%
\$55K to <\$65K	2%	0%	10%
\$65K to <\$75K	2%	0%	8%
\$75K to <\$105K	0%	0%	26%
\$105K +	0%	0%	26%
Prefer not to say	12%	16%	28%
Legal Aid Usage			
Yes – used in past 2 years	10%	9%	7%
Yes – used more than 2 years ago	26%	28%	11%
No / never used	58%	56%	79%
Prefer not to say	6%	7%	4%

■ Significantly higher / lower than High/Mod Income

APPENDIX

Copy of Letter and Survey



3. Which of the following devices do you have access to for personal use? **(Indicate below)**

4. And for which of these devices do you have regular and reliable access to the Internet? By regular and reliable, we mean having access to an internet connection for personal use that: (1) Has sufficient speed and bandwidth, (2) You can use for a reasonable amount of time, and (3) Is in a safe and relatively convenient place such as at home or at a friend's/relative's.

	Devices I have: (Choose all that apply)	I have regular & reliable Internet access on this device for personal use (Check one answer per line)
Cell / mobile phone	<input type="radio"/> ¹	<input type="radio"/> ¹ Yes <input type="radio"/> ² No
Laptop or computer	<input type="radio"/> ²	<input type="radio"/> ¹ Yes <input type="radio"/> ² No
Tablet / iPad	<input type="radio"/> ³	<input type="radio"/> ¹ Yes <input type="radio"/> ² No
Printer or scanner	<input type="radio"/> ⁴	
None of the above	<input type="radio"/> ⁹⁹	

5. Prior to the COVID-19 pandemic, did you access the Internet at least occasionally using a computer in a public space such as at a library, community centre, or service office? **(Check one answer only)**

¹ Yes ² No ⁹⁸ Can't Recall ⁹⁹ Don't Use Internet At All

6. Which of the following are reasons why you do not use the Internet or do not use it more often than you currently do? **(Check as many as apply or you can check 'None of the above/I use the Internet regularly')**

<input type="radio"/> ¹	Unreliable Internet (slow, poor signal, etc.)
<input type="radio"/> ²	I don't have my own computer/laptop/cellphone/tablet
<input type="radio"/> ³	No safe/private place to use the Internet
<input type="radio"/> ⁴	I do not read English/language barriers
<input type="radio"/> ⁵	Too expensive/cannot afford enough data/Internet/devices for my household
<input type="radio"/> ⁶	Don't have Internet access at home
<input type="radio"/> ⁷	Limited knowledge/experience using the Internet/computers
<input type="radio"/> ⁸	I have a physical condition or disability (e.g. vision, dexterity, pain) that makes it difficult
<input type="radio"/> ⁹	I have an emotional or mental health condition that makes it difficult
<input type="radio"/> ¹⁰	I have a reading or learning issue that makes it difficult
<input type="radio"/> ¹¹	I don't trust it/concerned about privacy of my information
<input type="radio"/> ⁹⁶	Other reason, please specify: _____
<input type="radio"/> ⁹⁹	None of the above/I use the Internet regularly

7. Do you use the Internet for the following activities? **(Check 'yes' or 'no' in each line. If 'no' indicate why)**

	Yes	No	7b. If no, why not? (Check one answer per line)			
			Too difficult for me	No interest	Unaware could do online	Don't use Internet
Emailing	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁹
Social media (e.g. Facebook, Instagram, Twitter)	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	
Online banking	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	
Buying goods/services online	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	
Voice/video calls (e.g. Zoom, Skype, FaceTime)	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	
Filling out government forms (e.g. for benefits, taxes, services, etc.)	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	

8. How would you rate the following... (Check one answer per line)

	High	Moderate	Low	Don't Know	Don't use Internet
Your access to the Internet/data/devices?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	<input type="radio"/> ⁹⁹
Your skill level at using the Internet?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	
Your interest in using the Internet for things you previously did in person or by telephone?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	
Your confidence in finding trustworthy information on the Internet?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	
Your trust in entering personal information on the Internet?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	

9. How, if at all, has the COVID-19 pandemic changed... (Check one answer per line)

	Increased	No change/ the same	Decreased	Don't Know	Don't use Internet
Your access to the Internet/data/devices?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	<input type="radio"/> ⁹⁹
Your skill level at using the Internet?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	
Your interest in using the Internet for things you previously did in person or by telephone?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	
Your confidence in finding trustworthy information on the Internet?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	
Your trust in entering personal information on the Internet?	<input type="radio"/> ¹	<input type="radio"/> ²	<input type="radio"/> ³	<input type="radio"/> ⁹⁸	

SEEKING LEGAL INFORMATION

10. Imagine you had a legal issue or problem that you need help with or information on. How much do you agree or disagree with the following? (Check one answer per line)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know	Don't use Internet
The first thing I would do is search for legal information or help on the Internet	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	<input type="radio"/> ⁹⁹
I am confident I could find trustworthy legal information on the Internet	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	
I am confident I could find a private space to use the Internet and communicate privately about legal issues	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	
I am confident I could understand most legal information that I would find on the Internet	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	
Even if I searched for legal information or help on the Internet I would still want/need help from a person/advisor	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	
I would not know where to start to look for legal information or help on the Internet	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	
It would be too confusing and/or overwhelming to try to search for legal information or help on the Internet	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	
Whether I would search on the Internet for legal help or information would depend on my legal issue or problem	<input type="radio"/> ⁴	<input type="radio"/> ³	<input type="radio"/> ²	<input type="radio"/> ¹	<input type="radio"/> ⁹⁸	

11. If you were facing any of the following issues, which ones would you feel confident and comfortable going on the Internet for information or help? (Check as many as apply)

<input type="radio"/> ¹	Consumer problems (e.g. purchasing faulty goods, being overcharged)	<input type="radio"/> ⁸	Police incidents or criminal charges
<input type="radio"/> ²	Employment (e.g. job loss, workplace discrimination)	<input type="radio"/> ⁹	Family issues (e.g. separation, divorce, child custody or access, support payments)
<input type="radio"/> ³	Money or debt (e.g. personal bankruptcy, collecting on a debt)	<input type="radio"/> ¹⁰	Wills and powers of attorney
<input type="radio"/> ⁴	Welfare or social assistance (e.g. seeking benefits)	<input type="radio"/> ¹¹	Personal injury (e.g. car accident, slip and fall)
<input type="radio"/> ⁵	Housing or land (e.g. neighbour/landlord-tenant issues)	<input type="radio"/> ¹²	Hospital treatment/release (e.g. patient's rights)
<input type="radio"/> ⁶	Immigration (e.g. obtaining the proper papers)	<input type="radio"/> ¹³	Legal actions (e.g. being sued)
<input type="radio"/> ⁷	Discrimination on the basis of race, gender, age, etc.	<input type="radio"/> ⁹⁹	None of the above OR I do not use the Internet

ABOUT YOU (This section helps us understand different people's views and experiences. Responses are private and confidential.)

12. How old are you? (Check one answer only)

<input type="radio"/> ¹	Under 19 years	<input type="radio"/> ³	25 – 34 years	<input type="radio"/> ⁵	45 – 54 years	<input type="radio"/> ⁷	65 years or older
<input type="radio"/> ²	19 – 24 years	<input type="radio"/> ⁴	35 – 44 years	<input type="radio"/> ⁶	55 – 64 years	<input type="radio"/> ⁹⁹	Prefer not to say

13. How do you identify? (Check one answer only)

<input type="radio"/> ¹	Man	<input type="radio"/> ⁴	Indigenous or cultural gender
<input type="radio"/> ²	Woman	<input type="radio"/> ⁹⁶	I am (please specify): _____
<input type="radio"/> ³	Non-binary or gender fluid	<input type="radio"/> ⁹⁹	Prefer not to say

14. Do you identify as someone with trans experience? ¹ Yes ² No ⁹⁹ Prefer not to say

15. What is the highest level of education you have achieved? (Check one answer only)

<input type="radio"/> ¹	Grade school or some high school	<input type="radio"/> ⁵	Some university
<input type="radio"/> ²	Completed high school	<input type="radio"/> ⁶	Completed university
<input type="radio"/> ³	Some technical/vocational school or college	<input type="radio"/> ⁷	Post-graduate degree
<input type="radio"/> ⁴	Completed technical/vocational school or college	<input type="radio"/> ⁹⁹	Prefer not to say

16. Do you identify as First Nations, Métis or Inuit? (Check one answer only)

<input type="radio"/> ¹	First Nations	<input type="radio"/> ⁹⁶	Other Indigenous (please specify): _____
<input type="radio"/> ²	Métis	<input type="radio"/> ⁴	No
<input type="radio"/> ³	Inuit	<input type="radio"/> ⁹⁹	Prefer not to say

17. Which of the following best describes you? (Check one answer only)

<input type="radio"/> ¹	White, European descent, Caucasian or similar	<input type="radio"/> ⁹⁶	Other (please specify): _____
<input type="radio"/> ²	Person of colour, visible minority, non-white, BIPOC	<input type="radio"/> ⁹⁹	Prefer not to say
<input type="radio"/> ³	Mixed race, biracial, multiracial		

18. In what language are you most comfortable reading and learning? (Check one answer only)

<input type="radio"/> ¹	English	<input type="radio"/> ⁴	Punjabi
<input type="radio"/> ²	Cantonese	<input type="radio"/> ⁹⁶	Other, please specify _____
<input type="radio"/> ³	Mandarin	<input type="radio"/> ⁹⁹	Prefer not to say

19. How many people, including yourself, live in your household? (Check one answer only)

¹ One ² Two ³ Three ⁴ Four ⁵ Five or more ⁹⁹ Prefer not to say

20. What is your household's total annual income before taxes? (Check one answer only)

<input type="radio"/> ¹	Less than \$25,000	<input type="radio"/> ⁵	\$55,000 to less than \$65,000	<input type="radio"/> ⁹	\$95,000 to less than \$105,000
<input type="radio"/> ²	\$25,000 to less than \$35,000	<input type="radio"/> ⁶	\$65,000 to less than \$75,000	<input type="radio"/> ¹⁰	\$105,000 or more
<input type="radio"/> ³	\$35,000 to less than \$45,000	<input type="radio"/> ⁷	\$75,000 to less than \$85,000	<input type="radio"/> ⁹⁹	Prefer not to say
<input type="radio"/> ⁴	\$45,000 to less than \$55,000	<input type="radio"/> ⁸	\$85,000 to less than \$95,000		

21. Have you ever used legal aid services? (Check one answer only)

¹ Yes-in past 2 years ² Yes-more than 2 years ago ³ No/Never ⁹⁹ Prefer not to say

Please mail your completed survey to Sentis in the enclosed postage paid envelope by March 28, 2021

Check here if you would like to be entered into the **prize draw**

Check here if we can contact you about participating in **future research**

If you checked yes to either of the above, please fill in the following (print clearly in BLOCK LETTERS):

Name or initials: _____ Phone # or email address: _____