HANSARD SERVICES USER STUDY

Final Report

July 2023

Prepared for: Legislative Assembly of B.C.
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LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA

MALATEST

EXECUTIVE SUMMARY

The Legislative Assembly of B.C. provides for the recording, broadcasting, transcribing, indexing and publishing the debates of the Assembly and the proceedings of its committees through Hansard Services. The transcripts and broadcasts are full, accurate and impartial records of the work of the Members of the Legislative Assembly; these products and services are relied upon by a wide range of internal and external stakeholders. As part of an effort to understand how Hansard Services is being used and what priorities may exist among users for improvements, the Legislative Assembly of B.C. hired R.A. Malatest & Associates Ltd. to conduct a survey of users.

Two surveys were designed, one for internal users and another for external users. The surveys were administered for a six-week period in the Spring of 2023, from April 25 to June 6. During this period, 139 internal survey completions were obtained, and 158 external survey completions were achieved.

Overall, findings indicate that users, both internal and external, have high levels of satisfaction with the quality and timeliness of Hansard Services' products and services. In particular, the quality and timeliness of draft transcripts (Blues) and final transcripts (Whites) shows high satisfaction among all stakeholder groups. Similarly, among those who make use of accessibility tools to use Hansard Services' products and services, few challenges were noted.

Although satisfaction was generally high across most products and services offered by Hansard, a few priority areas for improvement were identified based on responses to the surveys. These included:

- Improving navigability and wayfinding on the site, including within Hansard Services pages and to Hansard Services pages from the Legislative Assembly's main site;

- Improving search functions on Hansard Services pages;

- Improving indexes through the creation of a global index and/or supporting use of indexes by making them more intuitive, providing supporting materials on how to use the indexes; and

- Addressing accuracy and timeliness concerns regarding the generation of closed captions on broadcasts and webcasts.

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1 BACKGROUND AND INTRODUCTION

The Legislative Assembly of British Columbia ("Legislative Assembly"), composed of 87 democratically elected Members (MLAs), is the deliberative body of the British Columbia Legislature. The Legislative Assembly is an independent entity separate from the Government of British Columbia.

Hansard Services at the Legislative Assembly is responsible for recording, broadcasting, transcribing, indexing and publishing the debates of the Assembly and the proceedings of its committees. The transcripts and broadcasts are full, accurate and impartial records of the work of the Members of the Legislative Assembly. The transcripts, broadcasts, indexes and other products and services of Hansard Services are relied upon by a wide range of internal and external stakeholders. These stakeholders are within the Assembly, Government, the media, the wider public sector, the legal and academic communities, and the general public, among others.

The Legislative Assembly contracted R.A. Malatest & Associates Ltd. (Malatest) to assess internal and external stakeholder satisfaction with Hansard Services and identify areas for future service improvements. Research activities included stakeholder identification through client discovery, quantitative and qualitative research involving the design and administration of a survey of internal and external stakeholders, and high-level data analysis.

2 METHODOLOGY

2.1 Client Discovery

The Legislative Assembly identified internal and external users of Hansard Services to participate in key informant interviews. Malatest conducted interviews with four internal stakeholders and four external to better understand the user groups and the information needs for the study. An interview guide containing five open ended questions was designed to gather information about how stakeholders use Hansard Services, what elements stakeholders find valuable, and what elements may need improvements. The interview guide can be referenced in **Appendix A**.

2.2 Survey Instrument Design

Malatest worked with the Legislative Assembly to develop the two survey questionnaires. The first instrument was developed for targeted internal users of Hansard Services, including individuals within the Assembly and wider Government (See **Appendix B**). The second instrument was developed for external users, such as members of the media, the wider public sector, legal and academic communities, and the public (See **Appendix C**). The informational needs identified from the key informant interviews were used to inform survey development. Both questionnaires were designed to examine stakeholders' frequency of use of Hansard Services' products and services, what products and services they use, whether they rely on the products and services for work or personal interest, satisfaction with the quality and timeliness of products and services, and accessibility of Hansard Services. The instruments consisted primarily of close-ended questions, but also included open-ended questions. The surveys were completed online.

2.3 Survey Samples and Administration

The Legislative Assembly provided Malatest with contact information for internal government users who were known or potential users of Hansard Services. Malatest contacted the internal sample by email to invite them to participate in the internal survey. Follow up emails were sent throughout the survey administration period to non-responding internal sample members. An unsubscribe link was included in all emails to ensure that these invitations and reminders complied with Canadian Anti-Spam Legislation (CASL). The external survey used a passive online surveying approach. Brief descriptions of the survey and links to the survey were available on the Hansard Services section of the Legislative Assembly website. Respondents were able to click on the survey links and complete the survey online.

2.4 Survey Respondents, Limitations and Cautions

In total, 139 internal stakeholders participated in the internal survey and 158 external stakeholders participated in the external survey.

Both the Internal and External Users Surveys achieved a strong survey sample, and for most survey items discussed in this report sample sizes are similarly large. However, for some items, follow-up questions were contingent on expressing dissatisfaction with a product or service. Due to the fact that throughout the survey, small numbers of respondents expressed dissatisfaction, comments on why users find Hansard Services challenging to use or suggestions for improvements are coming from a small number of respondents. As such, comments discussed throughout this report should be interpreted with some caution.

Additionally, the External Users Survey was fielded using a passive approach, where interested visitors to the Hansard Services page on the Legislative Assembly website could click a banner to take them to the survey. Given that this surveying approach relies entirely on self-selection into the sample, the findings for the External Users Survey should be interpreted with caution, and not assumed to be representative of all external users of Hansard Services.

2.5   Final Analysis and Reporting

Following the survey close date, internal and external survey data was cleaned to ensure the quality of the final data sets for further analysis. Malatest developed a coding framework to code responses to open-ended questions and 'other' responses to closed-ended items. Codes for the open-ended items were developed inductively from a sample of responses. Codes for the closed-ended items with text fields for 'other' responses were developed to up-code responses into existing response options and captured additional themes. Survey data was analyzed using statistical software (SPSS). Closed-ended questions were analyzed quantitatively using appropriate statistical methods (e.g., frequencies, cross-tabulations). Responses to open-ended questions and questions with text fields were coded and analyzed using the same quantitative approach. Throughout the report, *valid n* was used to indicate the number of respondents who answered each question or indicated each response option. The *valid n* may vary throughout the report, in text and under figures, as not all respondents were presented with all questions (i.e., some skip logics within the survey only presented a question on condition that the respondent had answered a certain way to a previous question), and non-valid responses (i.e., don't know or prefer not to say) have been removed from the *valid n*. It should also be noted that the proportions of respondents who responded to a single question do not always add up to 100% because some questions offered the option of selecting multiple responses in a single question, some respondents did not respond to every question, and proportions were rounded to the nearest decimal.

3   FINDINGS

3.1   Profile of Hansard Services Users

The survey asked Hansard Services' users about their experiences using Hansard Services' products, as well as their key needs or activities that they use Hansard Services' products for. Findings from these responses are discussed below.

3.1.1   Internal Survey Respondents

Over one-half of all internal users who responded to the survey reported using Hansard Services' products and services daily (21%) or weekly (39%). Approximately one-quarter of respondents reported using Hansard Services a few times per year (21%) or less frequently (5%). Please see **Figure 3.1.1** below for a full breakdown of responses to this question.

Figure 3.1.1: Frequency of Use of Hansard Services Products among Internal Users
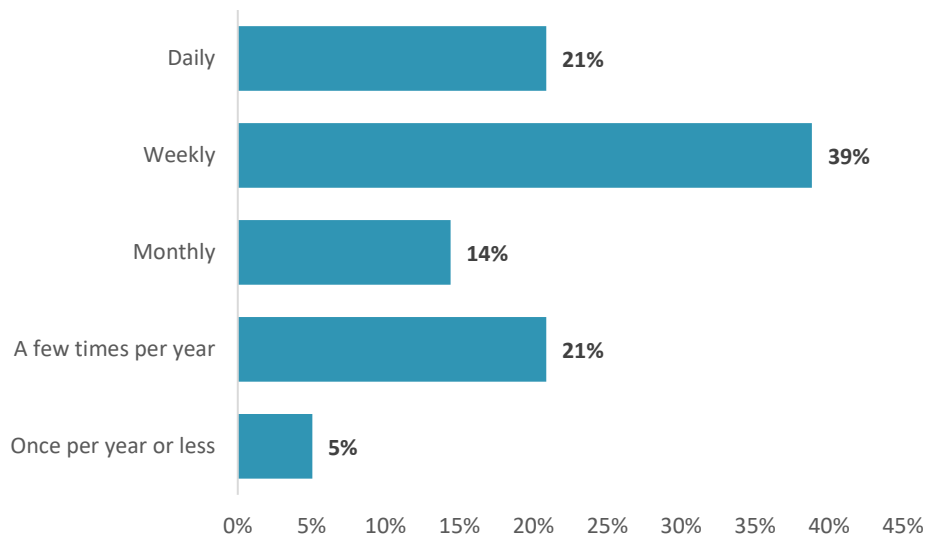
Valid *n*=139.
Source: Hansard Services Internal Users Survey (2023).

Among those respondents who use Hansard Services, the majority reported using Hansard Services' products for work related activities (98%, n=134). A very small number reported using Hansard Services' products for non-work-related activities (2%, n=3). Of those surveyed, two participants opted not to provide a response.

Of those who indicated use of Hansard Services for work-related activities, the most frequently reported activities were *monitoring or reporting on Question Period* (70%), *monitoring or reporting on statements* (56%), and *monitoring or reporting on bills* (56%).

Analysis of frequency of Hansard Services usage, by use for work-related purposes cannot be reported, due to small cell sizes in many instances across the table. Please see **Figure 3.1.2** for a full breakdown of responses to this question.

Figure 3.1.2: Work-Related Uses for Hansard Services among Internal Users

Use	Percentage
Monitoring or reporting on Question Period	70%
Monitoring or reporting on bills	56%
Monitoring or reporting on statements	56%
Monitoring or reporting on estimates	45%
Monitoring or reporting on Parliamentary Committee Proceedings	39%
Legal or political research	38%
Video production	25%
Publications	22%
Other	13%
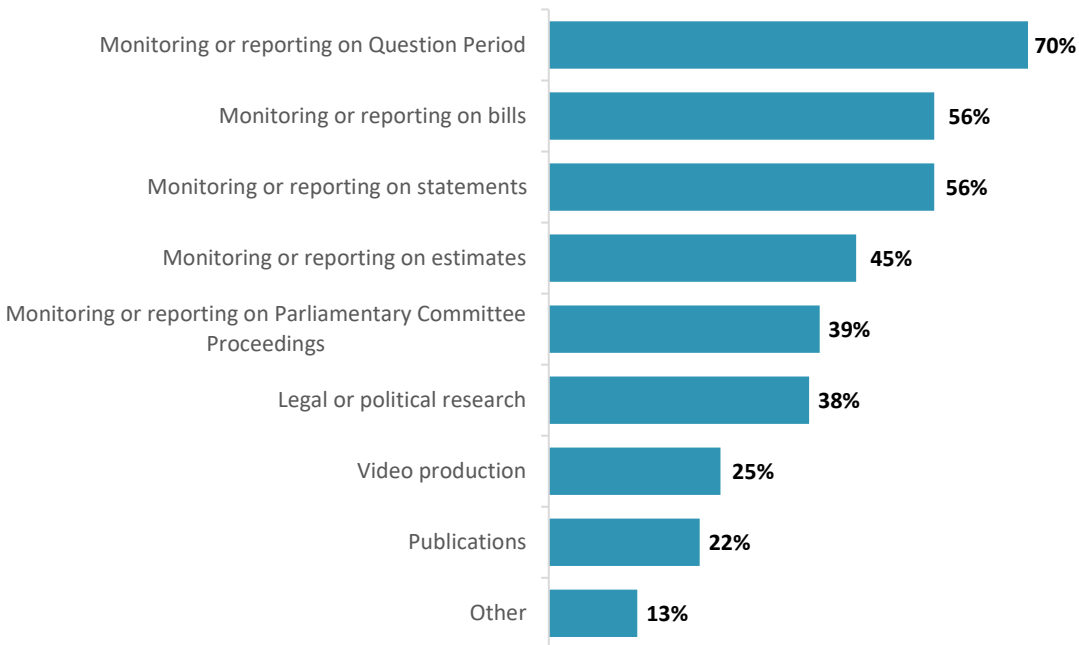
Valid *n*=132.
Percentages add to more than 100% due to the ability to select multiple responses.
Source: Hansard Services Internal Users Survey (2023).

The most common personal uses of Hansard Services products were *study* (68%, n=26) and *review* (53%, n=20). A small number of respondents selected *other* (13%, n=5) and *criticism* (5%, n=2).

Almost one-half of internal users of Hansard Services products reported themselves as members of a constituency office staff (44%), with the second largest group represented being caucus staff member (15%). Please see **Figure 3.1.3** below for a full breakdown of responses to this question.

Figure 3.1.3: Professions of Internal Hansard Services Users

Profession	Percentage
A constituency office staff member	44%
A caucus staff member	15%
A member of the Legislative Library	7%
A member of the Committees Office	7%
A member of the Office of the Clerk	7%
External to government	4%
A BC government employee, not otherwise specified	4%
A member of the Legislative Assembly	4%
An employee of the Legislative Assembly, not otherwise specified	3%
Parliamentary Education employee	1%
A member of Human Resource Operations	1%
Other	3%

Valid *n*=135.
Source: Hansard Services Internal Users Survey (2023).

Over three-quarters of respondents identified themselves as being in their mid career (48%, n=64) and in their early career (32%, n=43). Respondents identifying themselves as late career represented a smaller fraction (20%, n=27), with another five (n=5) respondents opting not to answer.

More than three-quarters of Hansard Services users reported being between 26 and 64 years old; this likely reflects the fact that the sample for this survey drew from individuals' work email addresses, therefore the survey sampled from those in the workforce (i.e., not retired and not a full-time student). Please see **Figure 3.1.4** below for a full breakdown of responses to this question.

Figure 3.1.4: Age Ranges of Internal Hansard Services Users
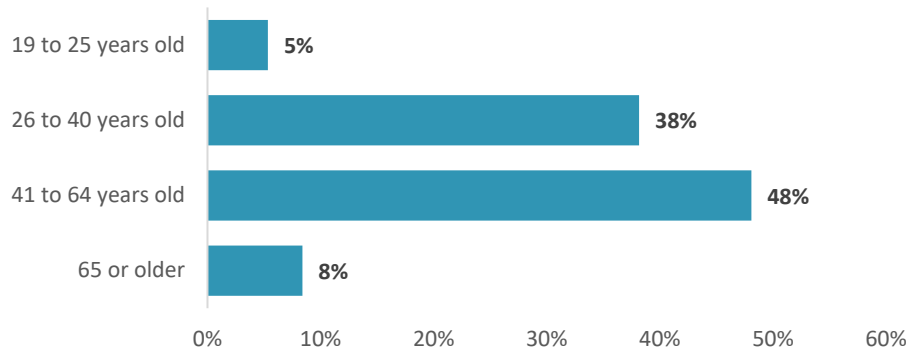
Valid *n*=135.
Percentages add to less than 100% due to rounding.
Source: Hansard Services Internal Users Survey (2023).

3.1.2   External Survey Respondents

Among respondents to the external users survey, approximately two thirds (66%) reported using Hansard Services once per week or more frequently. Few respondents (3%) reported being extremely casual users of Hansard Services, using the site once per year or less. Due to the open nature of survey sampling for the external survey, and the possibility of self-selection, these figures should not be assumed to be representative of the breakdown of all Hansard Services users. Please see **Figure 3.1.5** for a full breakdown of responses to this question.

Figure 3.1.5: Frequency of Use of Hansard Services among External Users
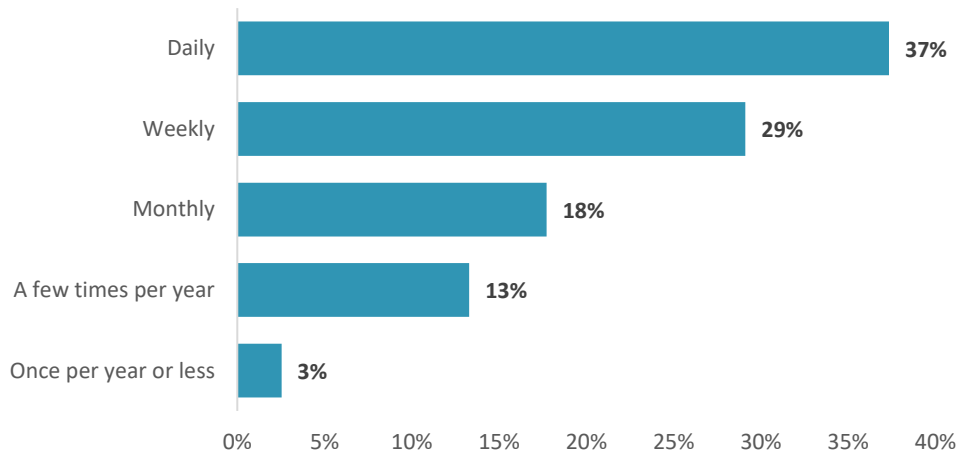
Valid *n*=158.
Source: Hansard Services External Users Survey (2023).

A large majority of external user respondents (92%) reported that they use Hansard Services for work-related activities. Among those respondents, the most frequently reported work activities included *monitoring or reporting on bills* (73% of respondents), *monitoring or reporting on Question Period* (63% of respondents), and *monitoring or reporting on Parliamentary Committee proceedings* (60% of respondents). **Figure 3.1.6** below illustrates all responses to this question.

Figure 3.1.6: Work-Related Uses for Hansard Services External Users

Use	Percentage
Monitoring or reporting on bills	73%
Monitoring or reporting on Question Period	63%
Monitoring or reporting on Parliamentary Committee proceedings	60%
Monitoring or reporting on estimates	51%
Monitoring or reporting on statements	47%
Legal research	46%
Monitoring or reporting on events	29%
Political research	21%
Academic research	15%
Educational resources	10%
Other	6%
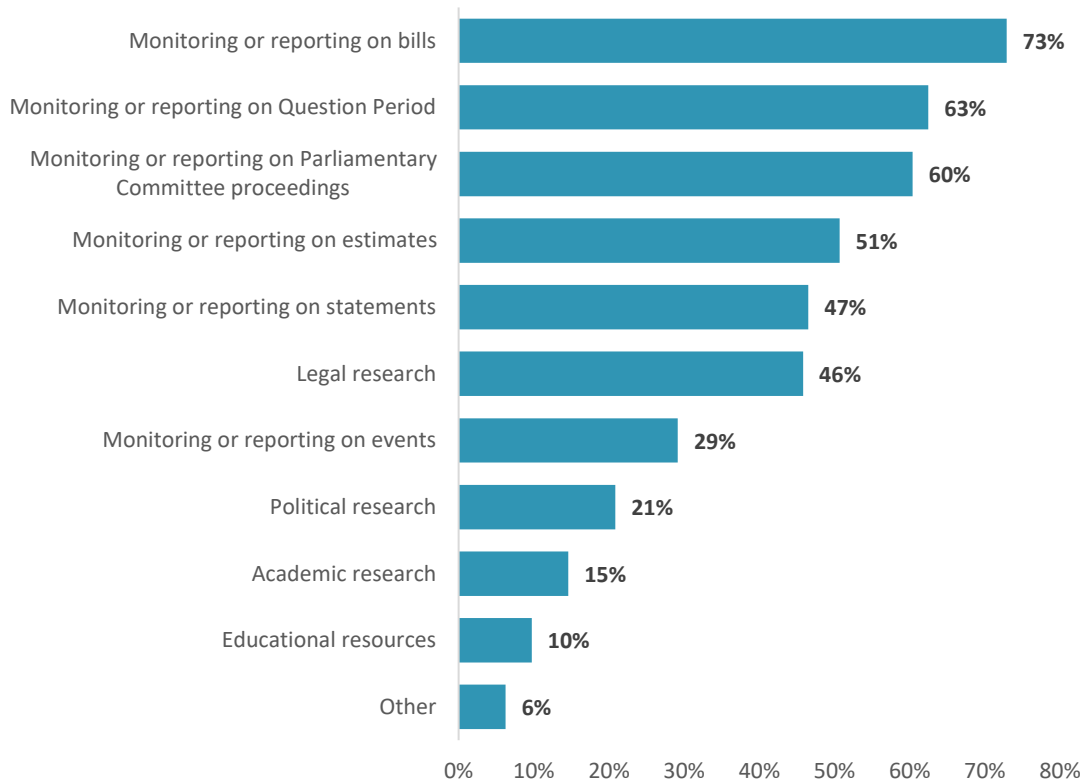
Valid *n*=144.
Percentages add to more than 100% due to the ability to select multiple responses.
Source: Hansard Services External Users Survey (2023).

One-half (50%) of all external user respondents reported using Hansard Services for personal interest. Among personal interest uses for Hansard Services, the most common uses were *private study* (61% of those who use Hansard for personal interest), and *review* (47%). Other uses were *criticism* (21%) and *other* (18%).

Similar to the Internal Users Survey, the vast majority of respondents to the External Users Survey (93%) were between 26 and 64 years old. Again, this likely reflects the fact that the most avid users of Hansard Services are using it for work-related purposes, and therefore the sample reflects a working-age population.

Valid *n*=150.
Source: Hansard Services External Users Survey (2023).

3.2   Use of Hansard Services

3.2.1   Internal Survey Respondents

Among the most frequently reported Hansard Services products used include *live webcast* (71%), *final transcripts)* (69%), and *draft transcripts* (67%). *Pre-clipped videos* (46%) and *Parliamentary Committee transcripts* (44%) were also among most frequently reported Hansard Services products used. Uses related to special projects or events were least-reported among survey respondents. Please see **Figure 3.2.1** below for a full breakdown of responses to this question.

Figure 3.2.1: Breakdown of Products used by Internal Hansard Services Users

Product	Percentage
Live webcast	71%
Final transcripts (Whites)	69%
Draft transcripts (Blues)	67%
Pre-clipped videos (Members' Statements, Question Period)	46%
Video archive on the Assembly website	44%
Parliamentary Committee transcripts	41%
TV broadcast	37%
Indexes	35%
YouTube live streams	27%
Twitter and Facebook live streams	19%
YouTube video archives	17%
Parliamentary Committee audio recordings	16%
Editing and drafting services for special projects	7%
Broadcasting services for special projects	6%
Design and publication services for special projects	3%
Other	5%

Valid *n*=139.
Percentages add to more than 100% due to the ability to select multiple responses.
Source: Hansard Services Internal Users Survey (2023).

Respondents reported a preference for contemporaneous Hansard Services products, with *live or current sitting* (83%) and *this week or current session (78%)* being the most frequently recorded answers. Please see **Figure 3.2.2** below for a full breakdown of responses to this question.

Figure 3.2.2: Time Periods of Reference for Hansard Services Tools among Internal Users
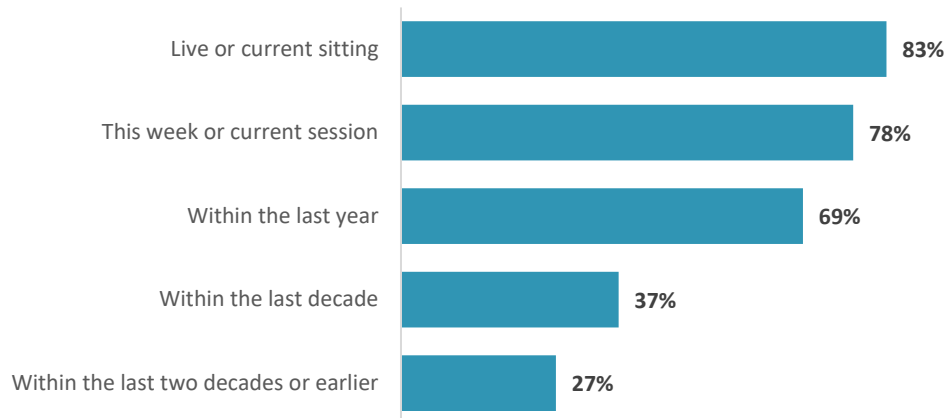
Valid *n*=139.
Percentages add to more than 100% due to the ability to select multiple responses.
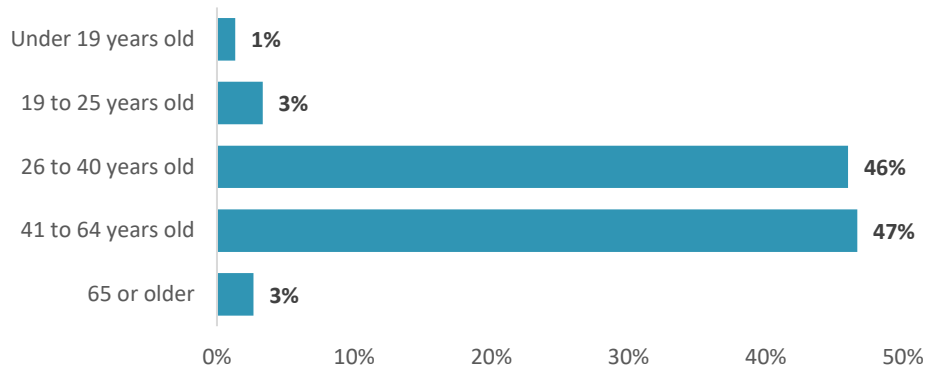Source: Hansard Services Internal Users Survey (2023).

When prompted on whether formats of Hansard Services products other than HTML and PDF would be helpful for drafting transcripts and final reports, a majority of those who answered this question reported that no other formats were needed (n=25). Other respondents identified formats accessible to screen readers (n=3), plain text or word files (n=2), or other more accessible formats (n=1). The majority of survey participants provided no response to this question (n=102).

One-half of internal users who responded to this survey question reported that they considered the digital signature that confirms no changes have been made to final reports important (30%) or very important (20%). Fewer than one in five respondents felt that the digital signature was not important. Please see **Figure 3.2.3** for more details.

Figure 3.2.3: Importance of the Digital Signature to Internal Hansard Services Users
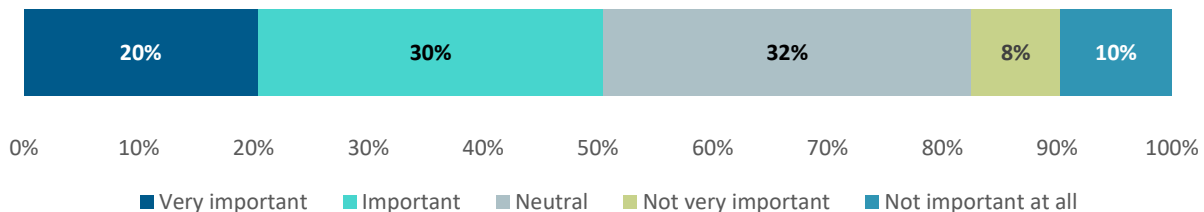
Valid *n*=139.
Source: Hansard Services Internal Users Survey (2023).

3.2.2   External Survey Respondents

The most commonly used products or tools among external survey respondents included draft and final transcripts; more than three-quarters of respondents reported making use of each of these tools. The least-used tools available through Hansard Services were Twitter and Facebook live streams (8% used this) and YouTube video archives (10% used this). **Figure 3.2.4** below illustrates all responses to this question.

Figure 3.2.4: Products used by External Hansard Services Users
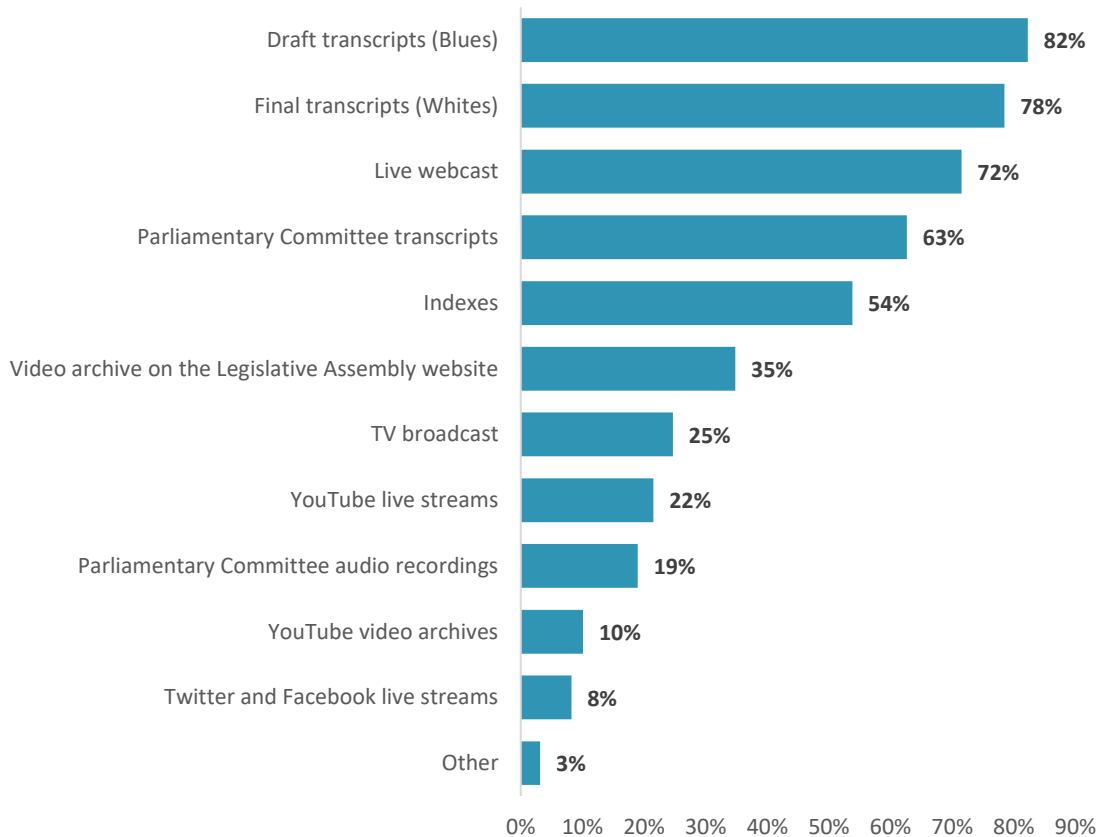
| Product	Percentage
Draft transcripts (Blues)	82%
Final transcripts (Whites)	78%
Live webcast	72%
Parliamentary Committee transcripts	63%
Indexes	54%
Video archive on the Legislative Assembly website	35%
TV broadcast	25%
YouTube live streams	22%
Parliamentary Committee audio recordings	19%
YouTube video archives	10%
Twitter and Facebook live streams	8%
Other	3%

Valid *n*=158.
Percentages add to more than 100% due to ability to select multiple responses.
Source: Hansard Services External Users Survey (2023).

Nearly nine in ten respondents to the external survey (89%) reported making use of Hansard Services tools and products relating to a live or current sitting, and more than four in five (81%) use Hansard Services for the week or current session. Forty-four percent of respondents reported making use of historical Hansard data (within the past two decades or earlier). **Figure 3.2.5** illustrates the breakdown of responses to this survey item.

Figure 3.2.5: Time Periods of Reference for Hansard Services Tools among External Users
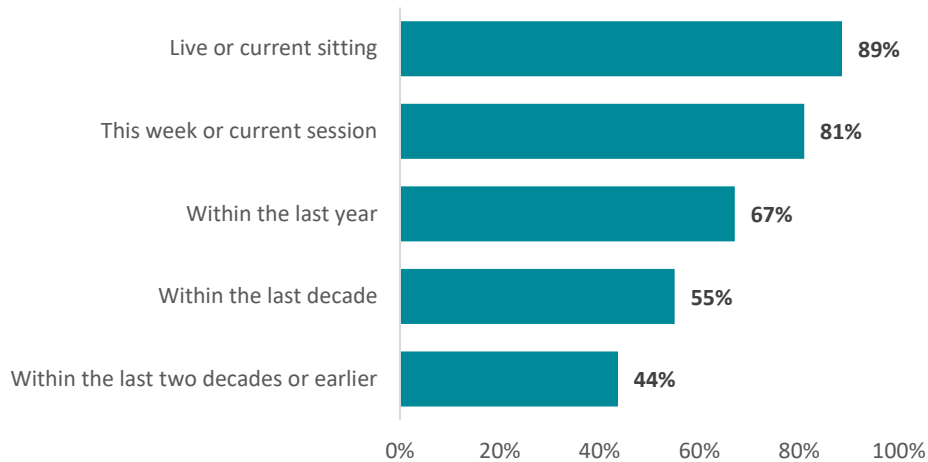
Valid *n*=158.
Percentages add to more than 100% due to ability to select multiple responses.
Source: Hansard Services External Users Survey (2023).

When asked about what formats are needed for draft and final transcripts, approximately one-third of respondents (32%) provided a response. Among these respondents, more than one-half (52%) indicated that the current approach of providing HTML formats for drafts, and HTML and PDF formats for finals, was sufficient for their purposes. Only a small number of respondents made suggestions for additional or alternate formats. Suggestions included:

- Plain text or Word documents (n=4);
- Making PDF finals available for drafts as well as historical sessions (n=2);
- XML format (n=2); and
- Videos of debates (n=1).

More than one-half of all respondents to the External Users Survey indicated that the digital signature in PDF versions of finals is important (28%) or very important (26%). Slightly less than one in five respondents felt that this signature was not very important or not important at all. Please refer to **Figure 3.2.6** for a breakdown of responses to this item.

Figure 3.2.6: Importance of the Digital Signature to External Hansard Services Users

26%	28%	28%	15%	4%

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

■ Very important   ■ Important   ■ Neutral   ■ Not very important   ■ Not important at all
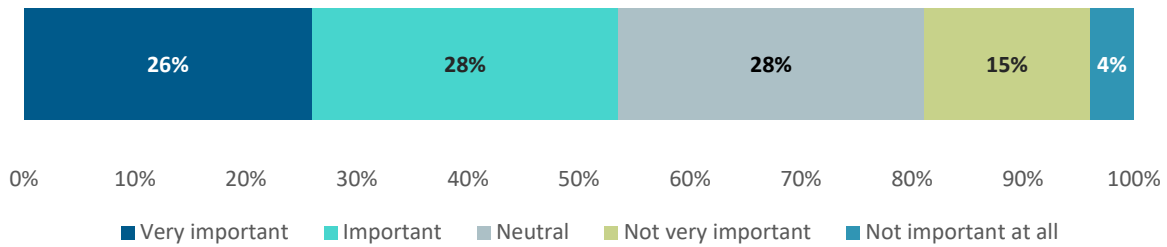
Valid *n*=127.
Percentages add to more than 100% due to rounding.
Source: Hansard Services External Users Survey (2023).

3.3   Quality of Hansard Services

3.3.1   Internal Survey Respondents

Survey respondents were asked to rate their satisfaction with the timeliness of several Hansard Services Products and Services. The majority of responses were positive, with respondents reporting feeling *very satisfied to satisfied* with the timeliness *of Legislative Assembly draft transcripts* (85%), *pre-clipped videos (*84%), and *Legislative Assembly final transcripts* (83%). Please see **Figure 3.3.1** for a full breakdown of responses to this question.

Figure 3.3.1: Internal User Reported Satisfaction with Timeliness of Select Hansard Services Products and Tools

Product/Tool	Very satisfied or Satisfied	Neutral	Dissatisfied or Very dissatisfied
Legislative Assembly draft transcripts (Blues) (n=110)	85%	14%	2%
Pre-clipped videos (n=79)	84%	13%	4%
Legislative Assembly final transcripts (Finals / Whites) (n=108)	83%	16%	1%
Broadcasting for special projects (n=51)	80%	20%	0%
Parliamentary Committee draft transcripts (Blues) (n=88)	78%	20%	1%
Parliamentary Committee final transcripts (Finals / Whites) (n=86)	77%	20%	3%
Parliamentary Committee audio recordings (n=63)	76%	22%	2%
Editing and drafting for special projects (n=49)	76%	22%	2%
YouTube (n=67)	75%	22%	3%
Video archive (n=82)	74%	22%	4%
Indexes (n=82)	67%	22%	11%
Design and publication for special projects (n=35)	63%	34%	3%

Valid *n* varies by item; please refer to the figure for details.
Source: Hansard Services Internal Users Survey (2023).

Dissatisfaction with timeliness was highest regarding the Indexes. However, when asked to provide detail on why they were dissatisfied, respondents tended to raise concerns with the *quality* of the indexes rather than their *timeliness*. As this was another question in the survey, concerns about quality are discussed in that section rather than here.

Across all other products and services, very few respondents provided specific comments related to challenges or dissatisfaction with timeliness of products and tools. Looking at responses globally, a few themes emerged. These included:

- General concerns or complaints about timeliness for new materials to be prepared and uploaded (relevant to most tools including drafts, finals, and videos);

- Emphasis on the fact that for their purposes, respondents need access to be extremely fast (i.e., delays of even a few hours can have negative impacts on their work); and

- Concerns about the quality of webcasts and videos, including lags in feed, lags in closed captioning, and audio challenges.

Survey respondents were also asked to rate their satisfaction with the *quality* of several Hansard Services Products and Services. Respondents reported feeling very satisfied to satisfied with the quality of *broadcasts* (94%), *Legislative Assembly draft transcripts* (93%), *Legislative Assembly final transcript*

(92%), and *Parliamentary Committee final transcripts* (92%)*. Please see **Figure 3.3.2** for a full breakdown of responses to this question.

Figure 3.3.2: Internal User Reported Satisfaction with Quality of Select Hansard Services Products and Tools

Product/Tool	Satisfied or very satisfied	Neither satisfied nor dissatisfied	Dissatisfied or very dissatisfied
Broadcast (n=101)	94%	6%	0%
Legislative Assembly draft transcripts (Blues) (n=110)	93%	7%	0%
Webcast (n=102)	92%	8%	0%
Parliamentary Committee final transcripts (Finals /…	92%	8%	0%
Legislative Assembly final transcripts (Finals / Whites)…	92%	8%	0%
Parliamentary Committee draft transcripts (Blues) (n=92)	91%	9%	0%
Video archive (n=82)	88%	12%	0%
Parliamentary audio recordings (n=69)	86%	13%	1%
YouTube (n=75)	83%	16%	1%
Pre-clipped videos (n=73)	82%	16%	1%
Broadcasting for special projects (n=50)	80%	20%	0%
Editing and drafting for special projects (n=46)	76%	22%	2%
Design and publication for special projects (n=43)	74%	26%	0%
Indexes (n=88)	73%	17%	10%

■ Satisfied or very satisfied   ■ Neither satisfied nor dissatisfied   ■ Dissatisfied or very dissatisfied

Valid *n* varies by item; please refer to the figure for details.
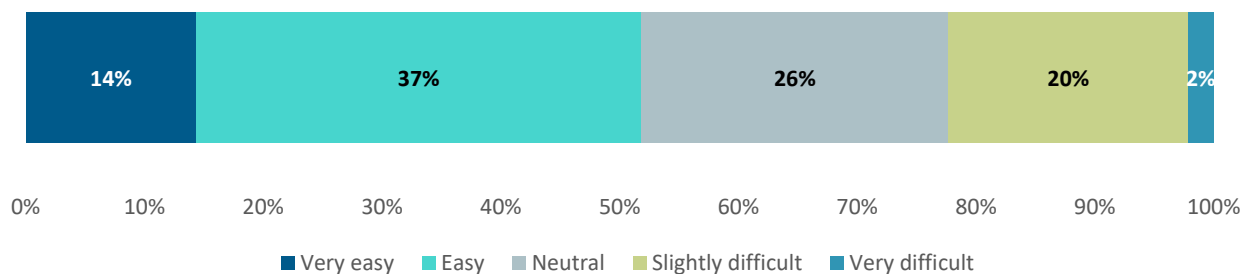Source: Hansard Services Internal Users Survey (2023).

As with the *timeliness* ratings above, the lowest-rated item in terms of quality among all Hansard Services products was the indexes; 10% of respondents reported being dissatisfied or very dissatisfied with the quality of indexes. When asked specifically what challenges they face, or what improvements are needed, these respondents noted:

- An effective search tool is needed to support the index (n=3);

- Indexes are sometimes incomplete, particularly for historical sessions (n=1);

- A need for some reference material on Parliamentary Session dates (n=1); and

- The need for a Global Index to support ease of searching (n=1).

Additionally, across other issues where respondents reported dissatisfaction (generally, video-related products such as pre-clipped videos, YouTube, etc.), the main issue identified was a need for video and/or audio indexing to specific speakers was needed.

When asked how easy they found overall use of the Legislative Assembly website for Hansard Services products, approximately one-half of respondents (51%) reported finding it easy or very easy, while approximately one-quarter reported finding it neither easy nor difficult, and slightly less than one-quarter found it to be difficult or very difficult.

Figure 3.3.3: Internal User Reported Ease of Use of the Public Website of the Legislative Assembly

Very easy	Easy	Neutral	Slightly difficult	Very difficult
14%	37%	26%	20%	2%

Valid *n*=139.
Percentages add to less than 100% due to rounding.
Source: Hansard Services Internal Users Survey (2023).

Respondents who reported finding it difficult or very difficult to access Hansard Services on the Legislative Assembly website were asked to provide further comment on this issue. Themes that emerged from these comments included:
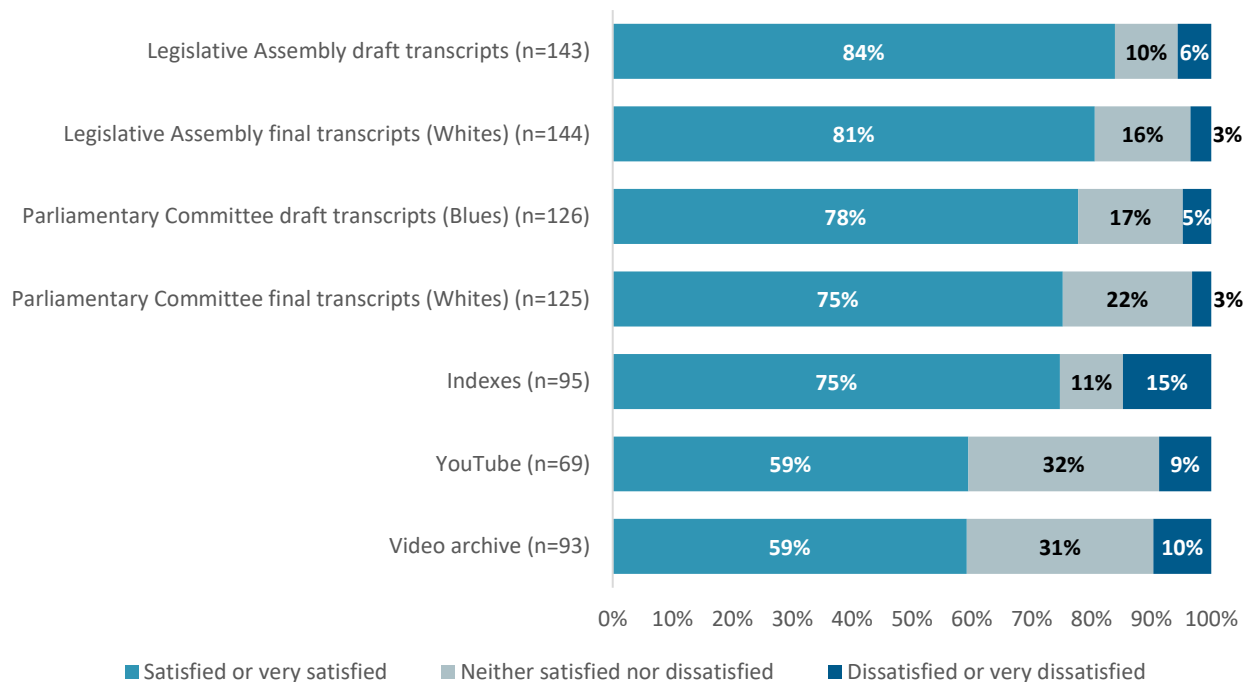
- Non-intuitive navigation of site (n=11);

- The large amount of information to sift through when looking for specific content (n=8);

- Poor search capabilities on the website (n=6);

- Inconsistent or insufficient labeling / keywords / wayfinding (n=5);

- Improvements to indexes needed (n=2);

- Downloads of content can be slow (n=1); and

- Information isn't always up to date (n=1).

3.3.2 External Survey Respondents

External survey respondents were generally satisfied with the timeliness of most products from Hansard Services. Satisfaction with timeliness was highest for Legislative Assembly Blues and Whites, and lowest for YouTube and video archive uploads. Please see **Figure 3.3.4** for an illustration of all ratings. External users only reported their level of satisfaction for the products and services they had used.

Figure 3.3.4: External User Reported Satisfaction with Timeliness of Select Hansard Services Products and Tools

Product	Satisfied or very satisfied	Neither satisfied nor dissatisfied	Dissatisfied or very dissatisfied
Legislative Assembly draft transcripts (n=143)	84%	10%	6%
Legislative Assembly final transcripts (Whites) (n=144)	81%	16%	3%
Parliamentary Committee draft transcripts (Blues) (n=126)	78%	17%	5%
Parliamentary Committee final transcripts (Whites) (n=125)	75%	22%	3%
Indexes (n=95)	75%	11%	15%
YouTube (n=69)	59%	32%	9%
Video archive (n=93)	59%	31%	10%

Valid *n* varies by item; please refer to the figure for details.
Source: Hansard Services External Users Survey (2023).

As with the Internal Users Survey, the question asking for details on dissatisfaction with the timeliness of indexes tended to result in comments on the quality of the indexes, and so these comments are not reported on here but incorporated into the paragraph on satisfaction with quality of Hansard Services.

Comments on the timeliness of other products where there were slightly higher rates of dissatisfaction tended to focus on the tight turnaround times needed to support respondents' work. These comments focused on the need for documents and video or audio clips to be available on a near-immediate basis, and that Hansard Services often sees delays in these products that then delay users' own work.

Satisfaction with the quality of Hansard Services products was highest among Blues and Whites for both Legislative Assembly and Parliamentary Committee proceedings. While more than 60% of all respondents reported being satisfied or very satisfied across all items, the products or services with the highest levels of dissatisfaction were webcasts (10% dissatisfied or very dissatisfied) and indexes (10% dissatisfied or very dissatisfied). Please see **Figure 3.3.5** for more details.

Concerns or suggestions for improving the indexes included:

- Comments that using the indexes is not intuitive, and requires some expertise to be efficient at it (n=6);
- There is a need for a global index across all sessions (n=2); and
- Searches do not return relevant results (n=2).

Concerns related to the webcasts included:

- The rewind function not being reliable or usable (n=3);
- Delayed and/or poor quality captions (n=2);
- Delays or lags in webcasts (n=2); and
- Navigation and wayfinding challenges in accessing webcasts (n=2).

Figure 3.3.5: External User Reported Satisfaction with Quality of Select Hansard Services Products and Tools
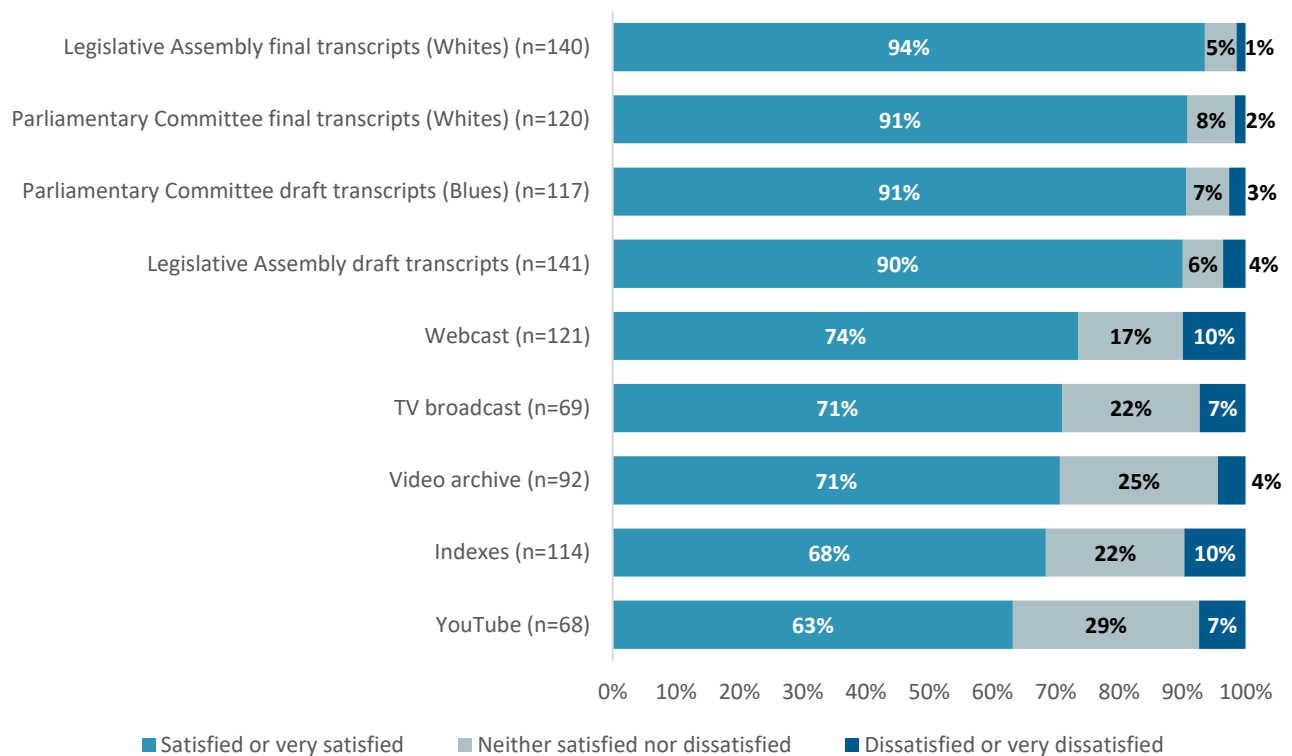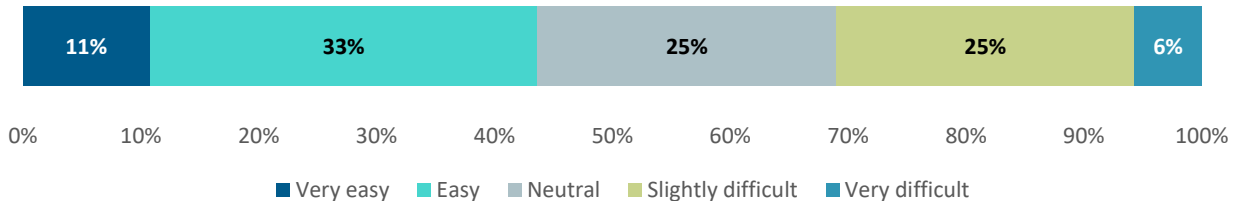

Valid *n* varies by item; please refer to the figure for details.
Source: Hansard Services External User Survey (2023).

Finally, survey respondents were asked to rate the overall ease of use of the Hansard Services site. Less than one-half (44%) of respondents found it easy or very easy to use, while one quarter (25%) reported a neutral opinion, and slightly less than one third (31%) found it difficult or very difficult to use.

Figure 3.3.6: External User Reported Ease of Use of the Public Website of the Legislative Assembly

11%	33%	25%	25%	6%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very easy ■ Easy ■ Neutral ■ Slightly difficult ■ Very difficult

Valid *n*=158
Source: Hansard Services External Users Survey (2023).

External users who reported it was 'Slightly difficult" or "Very difficult" searching for information on the website were asked to provide details of the challenges they encountered. The main themes that emerged from comments were:
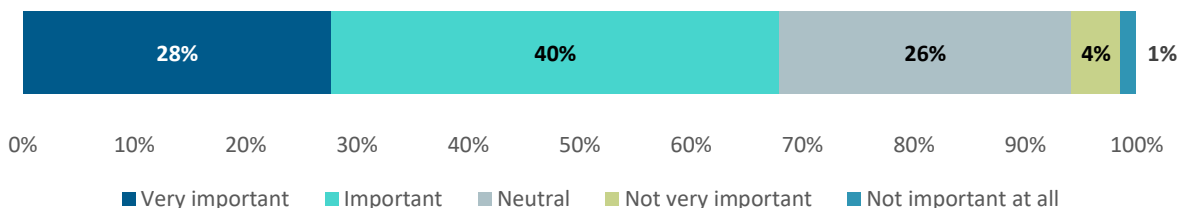
- Lack of intuitive navigation and limited wayfinding (n=23);

- Poor search functionality (n=14);

- Searching through historical records requires background knowledge on sessions, including what years each session occurred in, to search effectively (n=8); and

- Using Hansard Services requires the user have considerable knowledge of how government creates and maintains records (n=7).

3.4   Priorities for Improvement

3.4.1   Internal Survey Respondents

More than two-thirds of internal survey respondents (68%) reported that the stability and reliability of the Hansard Services style was important to them (please see **Figure 3.4.1** below).

Figure 3.4.1: Importance of Stability in Hansard Services Style and Look among Internal Users

28%	40%	26%	4%	1%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very important ■ Important ■ Neutral ■ Not very important ■ Not important at all

Valid *n*=137.
Percentages add to less than 100% due to rounding.
Source: Hansard Services Internal Users Survey (2023).

When asked why the stability and reliability of Hansard Services' look and style was important, the most common themes that emerged from comments included *supporting ease of searching and finding*

information (n=33), *supporting the credibility and authority of Hansard Services as a resource* (n=21), *supporting ease of interpreting and understanding information* (n=12), and *ensuring work that references links remains usable for years to come* (n=10).

Similarly, approximately two-thirds of these survey respondents reported that the stability of URLs for Hansard Services was important (33%) or very important (35%). Six percent of respondents reported that this was not very important, and no respondents indicated "not important at all".

Approximately 35% of respondents indicated using accessibility services for those who are hard of hearing, including closed captioning and/or sign language interpretation. Of these respondents, approximately four in five reported they were satisfied (64%) or very satisfied (16%) with these accessibility services. One respondent noted in comments that there were many errors in the closed captioning services available on broadcasts. Due to the wording of this question, it is not possible to know what proportion of these respondents made use of the sign language interpretation. It should be noted, however, that no open-ended responses commented on this accessibility support.
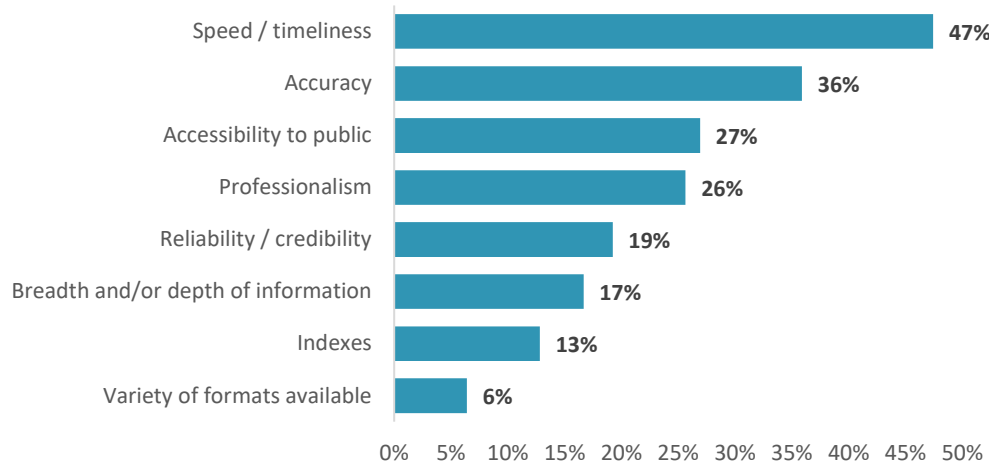
Five percent of survey respondents (n=7) reported using other accessibility tools, such as screen readers, to access Hansard Services products and services. Of these, only one person indicated dissatisfaction with the function of accessibility services with Hansard products; this respondent reiterated comments regarding errors in closed captioning services.

Approximately one-quarter of respondents (27%) reported using other products and tools as alternatives or comparators to the BC Legislative Assembly's Hansard Services. Among these respondents, nearly all reported that they were pleased with Hansard Services operated by the BC Legislative Assembly, and only seven made reference to other tools that could be reviewed for improvements in BC. These included:

- A preference for the organization and layout of Hansard materials made available for the Alberta provincial government (n=4);

- The searching capabilities of federal Hansard materials (n=3); and

- The ability to download materials in XML format from federal Hansard materials (n=1).

The greatest strengths of Hansard Services reported by respondents included the speed with which materials are released, and their accuracy. **Figure 3.4.2** below illustrates themes identified in comments to this item.

Figure 3.4.2: Internal User Reported Strengths of Hansard Services' Products and Services
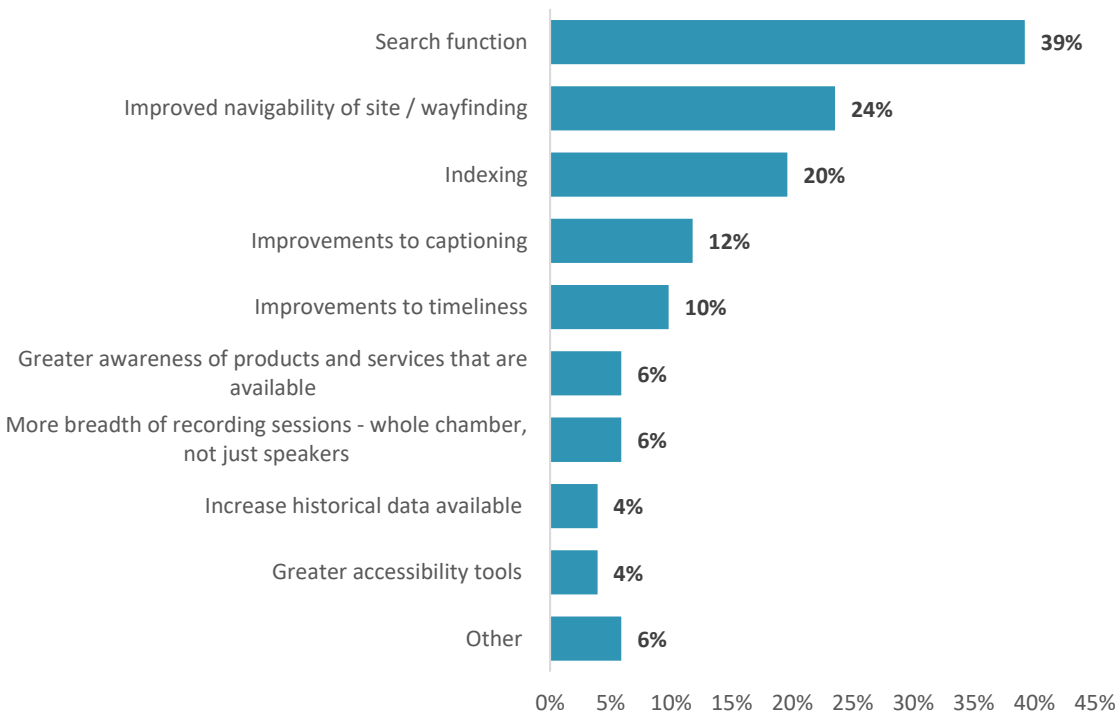
Category	Percentage
Speed / timeliness	47%
Accuracy	36%
Accessibility to public	27%
Professionalism	26%
Reliability / credibility	19%
Breadth and/or depth of information	17%
Indexes	13%
Variety of formats available	6%

Valid *n*=60.
Percent adds to more than 100% due to multiple themes being coded to single responses.
Source: Hansard Services Internal Users Survey (2023).

When asked to provide recommendations for improvements to Hansard Services' products and services, the most suggested areas for improvement were search functions and improved navigability and wayfinding.

Figure 3.4.3: Internal User Suggestions for Improvements to Hansard Services' Products and Services

Category	Percentage
Search function	39%
Improved navigability of site / wayfinding	24%
Indexing	20%
Improvements to captioning	12%
Improvements to timeliness	10%
Greater awareness of products and services that are available	6%
More breadth of recording sessions - whole chamber, not just speakers	6%
Increase historical data available	4%
Greater accessibility tools	4%
Other	6%

Valid *n*=51.
Percentages add to more than 100% due to comments receiving multiple codes.
Source: Hansard Services Internal Users Survey (2023).

3.4.2   External Survey Respondents

Most External Users Survey respondents reported that the stability and reliability of the Hansard Services style was important (34%) or very important (36%) to them (please see **Figure 3.4.4** below).

Figure 3.4.4: Importance of Stability in Hansard Services Style and Look among External Users
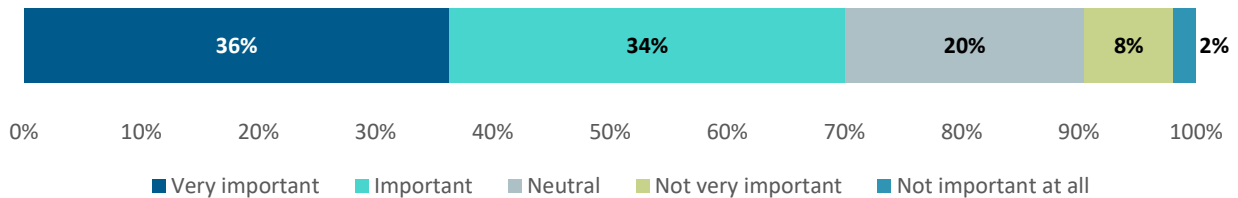
Valid *n*=156.
Source: Hansard Services External Users Survey (2023).

Similar to internal users, external users cited things like ease of access and interpretation (65%) and credibility of Hansard (27%) as reasons why stability and reliability of the style of Hansard is important. Other reasons noted included the need for consistent "inputs" into work product and processes that external users had in place, and a general need for professional, high quality documents.

Among external users, nearly three-quarters of respondents reported that the stability of URLs of Hansard Services' products and tools was important (29%) or very important (44%). Fewer than one in ten respondents reported that this stability was not very important (5%) or not at all important (2%).

A single survey item asked respondents whether they used accessibility tools for those who are hard of hearing; this item included both closed captioning services and sign language interpretation. One-quarter of respondents to the External Users Survey (25%) reported making use of these accessibility tools. Of these respondents, slightly less than three quarters reported that they were satisfied (57%) or very satisfied (14%) with these services. Four individuals (12%) reported being dissatisfied or very dissatisfied with these services. Challenges noted in open-ended comments included errors in captioning (n=2) and delays in captioning (n=1). There were no comments regarding sign language interpretation, and given the structure of the question, it is not possible to know what proportion of respondents used closed captioning services, sign language interpretation, or both.

Only six respondents to this survey indicated using other accessibility tools to access Hansard Services products; of these six, all reported that the tools worked very well (n=1) or mostly well (n=5) in supporting access to Hansard Services.

Nearly one-half (49%) of external user respondents reported using comparable tools from other jurisdictions. A small number of these respondents provided on-topic answers to what features BC Hansard Services should consider adopting from other jurisdictions. These included:

- The ability to search for mentions or discussions of a bill or piece of legislation across time or sessions (n=10);
- Indexing of transcripts to speaker (n=6); and

- Greater linking among transcript pages to aid discoverability of related materials (n=2).

Among external user respondents to the survey, the most noted strengths among survey respondents were timeliness (48%) and accuracy (38%). **Figure 3.4.5** below illustrates all themes identified among comments on this question.

Figure 3.4.5: External User Reported Strengths of Hansard Services' Products and Services
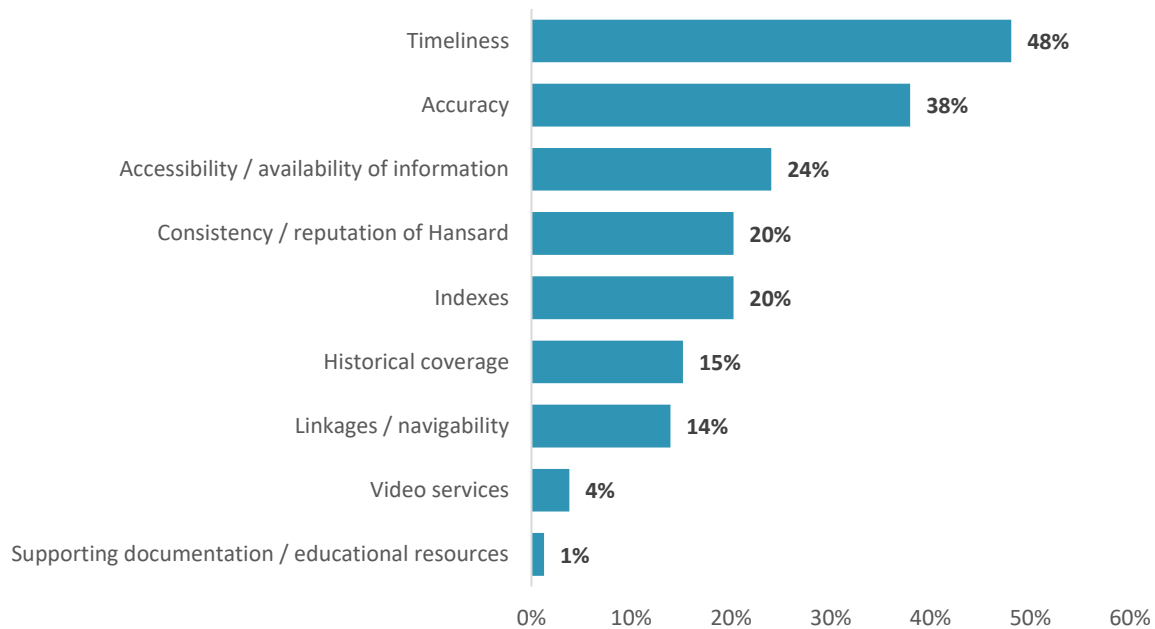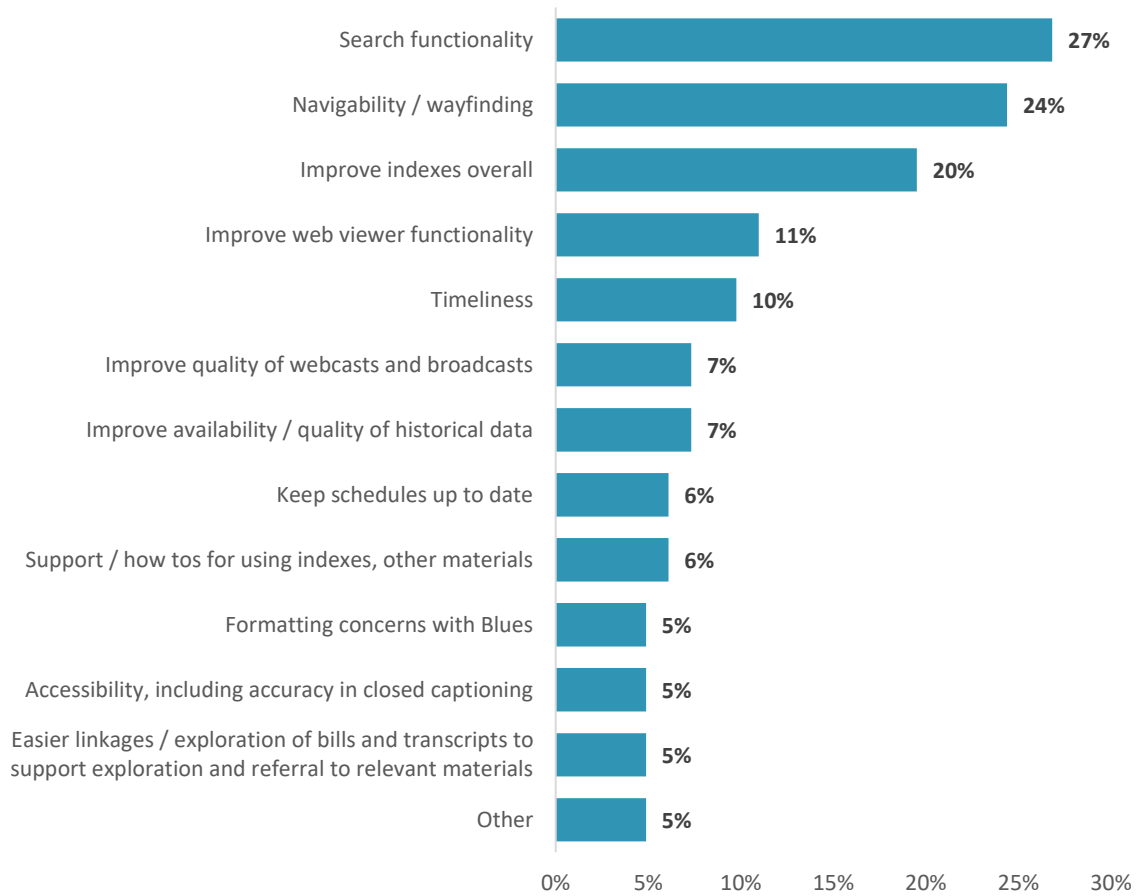

Valid *n*=79.
Percentages may add to more than 100% due to comments receiving multiple codes.
Source: Hansard Services External Users Survey (2023).

Regarding suggestions for improvements to Hansard Services, the top recommendations for improvements included an improved search function on the site (27% of valid comments), improved navigability and wayfinding (24%), and overall improvements to indexes (20%). **Figure 3.4.6** below illustrates all major themes identified among comments to this survey item.

Figure 3.4.6: External User Suggestions for Improvements to Hansard Services' Products and Services

Category	Percentage
Search functionality	27%
Navigability / wayfinding	24%
Improve indexes overall	20%
Improve web viewer functionality	11%
Timeliness	10%
Improve quality of webcasts and broadcasts	7%
Improve availability / quality of historical data	7%
Keep schedules up to date	6%
Support / how tos for using indexes, other materials	6%
Formatting concerns with Blues	5%
Accessibility, including accuracy in closed captioning	5%
Easier linkages / exploration of bills and transcripts to support exploration and referral to relevant materials	5%
Other	5%

Valid *n*=82.
Percentages may add to more than 100% due to comments receiving multiple codes.
Source: Hansard Services External Users Survey (2023).

4   CONCLUSIONS AND RECCOMENDATIONS

How is Hansard Services on the Legislative Assembly website being used?

Among both external and internal survey respondents, the large majority of Hansard Services users are accessing Hansard for work-related purposes, on a weekly basis or more frequently.

Both internal and external users rely heavily on both draft transcripts (Blues) and final transcripts (Whites) from Legislative Assembly and/or Parliamentary Committee proceedings. Internal users also make heavy use of broadcasts, while external users did not report using this service frequently.

Monitoring and reporting on bills, Question Period, statements, and Parliamentary proceedings were among the top uses of Hansard Services for both internal and external users.

How satisfied are users with Hansard Services' products and services?

The majority of respondents, both internal and external users, reported high levels of satisfaction across nearly all Hansard Services' products and tools. There was particularly high satisfaction with the timeliness and quality of draft transcripts and final transcripts. Across nearly all items examined, in both surveys, satisfaction rates with quality and timeliness were extremely high, typically 90% or higher.

The majority of respondents from both the internal and external surveys expressed satisfaction with the timeliness of indexes. However, out of all Hansard services and products, indexes received the highest level of dissatisfaction on quality across both surveys (between 10% and 15% reporting some level of dissatisfaction).

Concerns and challenges noted related to the indexes included the inability to search across all sessions from a single index, the need to be familiar with Parliamentary sessions to effectively search using the indexes, and the general need to learn how to use the indexes before being able to use them effectively (i.e., they're not intuitive). It should be emphasized that overall, satisfaction with the indexes is high, but this feedback provides direction and suggestions for improvements that would provide the highest value to users.

How can Hansard Services be improved?

Several directions or recommendations for improvements to Hansard Services emerged from the surveys; it is important to note that there were no major areas of divergence between internal and external stakeholders, or among different groups of internal stakeholders, indicating that these changes would benefit most users.

One major theme that emerged across multiple comment fields was poor navigability of the site; comments noted that it is not easy or intuitive to find Hansard Services on the Legislative Assembly website, nor is it easy to find specific information within Hansard Services pages on the site. Improved navigability, wayfinding, and in general design for web was recommended by many respondents.

Another area for improvement noted was search functions across Hansard Services. Comments noted that the search function on Hansard Services was poor, frequently returning irrelevant content and

duplicate pages, and having limited to no advanced search capabilities (e.g., filters). Respondents, particularly external users, noted a desire to see this feature improved on Hansard Services.

Indexes were noted as an area for improvement among both internal and external respondents. Some of the concerns or suggestions related to indexes included the creation of a global index for searching, updating and improving indexes on historical sessions, and improving the overall usability of indexes by making them more intuitive, and/or providing supporting documentation on how to use them.

Finally, while this issue was noted among a small number of respondents, concerns regarding the timeliness and accuracy of closed captioning on broadcasts and webcasts were noted. Concerns included that captions are frequently inaccurate representations of what is being said, and that there are at times lags in the generation of closed captions for what is occurring on screen. Given that this speaks to an issue of accessibility and equity for British Columbians, this may be a priority area for improvements despite the small numbers of individuals commenting on this issue in our reporting.

APPENDIX A: KEY INFORMANT INTERVIEW GUIDE

HANSARD SERVICES USER RESEARCH

Key Stakeholder Interview Guide

Introduction

R.A. Malatest & Associates has been hired by the Legislative Assembly of B.C. to conduct some user research regarding Hansard Services. Hansard Services is the body that publishes the official reports of the Legislative Assembly and Parliamentary Committees, and broadcasts Assembly and Committees proceedings.

This user research aims to understand the types of users that are accessing Hansard Services, what products these user groups are accessing, and general user satisfaction with the site. Findings from this research will be used to identify priority areas for investment in the future.

Our research is still in the beginning stages, and we are seeking expert stakeholder input on identifying key user groups. You have been identified as a major user of Hansard Services, and we are interested in hearing your input on what elements of Hansard Services are important to you and your colleagues. This interview will ask some questions about your use of Hansard Services, what elements you find valuable and what elements may need improvements.

Your participation in this interview is entirely voluntary. You may stop the interview at any time. If I ask a question that you feel unable to answer, or do not want to answer, please let me know and we will move on. Your identity will be kept confidential in all reporting; we will not attach any responses to your name, or any other details that may identify you. Due to the small number of interviews being conducted, it may be possible for representatives at Hansard Services to guess that you participated, however we will never share details about what you specifically said during this interview.

Questions

1. To start, can you tell me a little about your job and the duties it entails?

2. What products or tools from Hansard Services do you use most frequently?

3. To your knowledge, how widespread is use of Hansard Services among your colleagues or professional community?

4. Can you think of any elements of Hansard Services that could be improved? If yes, what are they?

5. Are you aware of any organizations or working groups – whether formal or informal – in your professional community that would benefit from learning more about Hansard Services? If yes, what are they?

Do you have anything else you'd like to comment or add that hasn't come up in our discussion?

Legislative Assembly Hansard Services Stakeholder Engagement

Internal Survey

Online Intro:

The Legislative Assembly of B.C. is conducting an engagement with Hansard Services' users. This project aims to collect stakeholder feedback to support future service improvements for users of Hansard Services.

Hansard Services publishes the official reports of the Legislative Assembly and Parliamentary Committees, and broadcasts Assembly and Parliamentary Committee proceedings. The transcripts and broadcasts are full, accurate and impartial records of the work of the Members of the Legislative Assembly.

The Legislative Assembly of B.C. has contracted R.A. Malatest & Associates Ltd., an independent research firm, to conduct research activities on their behalf. Your name will not be associated with your responses. For reporting purposes, responses will be aggregated and summarized to be shared with the Legislative Assembly of B.C. Hansard Services.

At any point in the survey, you can return to any of the previous screens by using the survey navigation buttons at the bottom of each screen. You can also exit the survey at any time and return to finish the survey at a later date. All of the information that you have entered will be saved if you decide to exit the survey. When you return you will be taken directly to the last question you answered. Efforts have been made to support accessibility of this survey for people using assistive technologies such as screen readers.

If you have any questions or require help to complete the online survey, please contact:

> Emma Lewis
> Research Assistant, R.A. Malatest & Associates Ltd.
> e.lewis@malatest.com
> 250.384.2770 ext. 431

If you are ready to start this survey, please enter the Survey ID provided to you in your invitation email below, then click next.

<telkey field>

<<Start Survey>>

1. **How often do you use Hansard Services' products and services?**
    - o Daily
    - o Weekly
    - o Monthly
    - o A few times per year
    - o Once per year or less
    - o Never (continue to Ineligible Survey Close script)

Ineligible Survey Close Script

Thank you for your interest in this survey. Your answers so far indicate that this study will not be applicable to you. Out of respect for your time, we will end the survey here. If you have any questions about this study, please reach out to the research contact at Malatest overseeing this research:

Emma Lewis
Research Assistant, R.A. Malatest & Associates Ltd.
e.lewis@malatest.com
250.384.2770 ext. 431

2. **What Hansard Services products or tools do you use? Please select all that apply:**
    - ☐ Draft transcripts (Blues) (if Q2= "Draft transcripts (Blues)" continue to Q3)
    - ☐ Final reports (Finals/Whites) (if Q2= "Final reports (Finals/Whites)" continue to Q3)
    - ☐ Parliamentary Committee transcripts
    - ☐ Editing and drafting services for special projects
    - ☐ Indexes
    - ☐ Design and publication services for special projects
    - ☐ Live webcast
    - ☐ TV Broadcast
    - ☐ YouTube live streams
    - ☐ Twitter and Facebook live streams
    - ☐ YouTube video archives
    - ☐ Video archive on the Assembly website
    - ☐ Parliamentary Committee audio recordings
    - ☐ Pre-clipped videos (Members' Statements, Question Period)
    - ☐ Broadcasting services for special projects
    - ☐ Other, please describe: ___
    - o Not sure / Prefer not to say

3. **(Ask only if responded "Draft transcripts (Blues)," "Final transcripts (Finals/Whites)" or "Committee transcripts" to Q2) Hansard Services offers an HTML format of draft transcripts, and PDF and HTML formats of final reports. Are there any other formats that would be helpful to you?**

    _____
    - o Not sure / Prefer not to say

4. **(Ask only if responded "Final transcripts (Finals/Whites)" or "Committee transcripts" to Q2) The PDF version of the final reports include a digital signature that confirms no changes have been made to the file since the signature was applied. How important to you is this digital signature?**

   - o Very important
   - o Important
   - o Neutral
   - o Not very important
   - o Not important at all
   - o Not sure / Prefer not to say

5. **Which time period(s) of Hansard Services' products or tools are you most interested in? Please select all that apply:**

   - ☐ Live or current sitting
   - ☐ This week or current session
   - ☐ Within the last year
   - ☐ Within the last decade
   - ☐ Within the last two decades or earlier
   - o Prefer not to say

6. **Do you use Hansard Services for work-related activities?**

   - o Yes (if Q6= "Yes", continue to Q7)
   - o No (if Q6= "No", skip to Q8)
   - o Prefer not to say (if Q6= "Prefer not to say", skip to Q8)

7. **(Ask only if responded "Yes" to Q6) What work-related activities do you use Hansard Services for? Please select all that apply:**

   - ☐ Monitoring or reporting on statements
   - ☐ Monitoring or reporting on estimates
   - ☐ Monitoring or reporting on bills
   - ☐ Monitoring or reporting on the Question Period
   - ☐ Monitoring or reporting on Parliamentary Committee proceedings
   - ☐ Legal or political research
   - ☐ Editing and drafting materials
   - ☐ Publications
   - ☐ Broadcasting special events
   - ☐ Video production
   - o Other, please describe: ___
   - o Prefer not to say

8. **Do you use Hansard Services for personal interest?**

   - o Yes (if Q8= "Yes", continue to Q9)
   - o No (If Q8= "No", skip to Q10)
   - o Prefer not to say (If Q8= "Prefer not to say", skip to Q10)

9. **(Ask only if responded "Yes" to Q8) What personal activities do you use Hansard Services for? Please select all that apply.**
   - ☐ Private study
   - ☐ Criticism
   - ☐ Review
   - ☐ Other: ___
   - o Prefer not to say

10. **(Skip if respondent indicated "Not sure / Prefer not to say" for Q2) Please rate how satisfied or dissatisfied you are with the <u>timeliness</u> of each Hansard Services' product or tool. By timeliness, we mean the length of time it takes for materials to become available on the appropriate platform. If you have not used a service or product, please indicate "Not applicable" on the right.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
Legislative Assembly draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Legislative Assembly final reports (Finals/Whites)	☐	☐	☐	☐	☐	☐
Parliamentary Committee draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Parliamentary Committee final reports (Finals/Whites)	☐	☐	☐	☐	☐	☐
Editing and drafting for special projects	☐	☐	☐	☐	☐	☐
Indexes	☐	☐	☐	☐	☐	☐
Design and publication for special projects	☐	☐	☐	☐	☐	☐
YouTube	☐	☐	☐	☐	☐	☐
Video archive	☐	☐	☐	☐	☐	☐
Parliamentary Committee audio recordings	☐	☐	☐	☐	☐	☐

Pre-clipped videos	☐	☐	☐	☐	☐	☐
Broadcasting for special projects	☐	☐	☐	☐	☐	☐

11. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10a) You indicated that you are dissatisfied with the timeliness of Legislative Assembly draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

12. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10b) You indicated that you are dissatisfied with the timeliness of Legislative Assembly final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

13. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10c) You indicated that you are dissatisfied with the timeliness of Parliamentary Committee draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

14. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10d) You indicated that you are dissatisfied with the timeliness of Parliamentary Committee final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

15. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10e) You indicated that you are dissatisfied with the timeliness of editing and drafting for special projects from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

16. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10f) You indicated that you are dissatisfied with the timeliness of indexes from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

17. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10g) You indicated that you are dissatisfied with the timeliness of design and publication services for special projects from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

18. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10h) You indicated that you are dissatisfied with the timeliness of YouTube uploads from Hansard Services. Can you please provide detail on why you answered this way?**

    _____
    o Prefer not to say

19. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10i) You indicated that you are dissatisfied with the timeliness of the video archive from Hansard Services. Can you please provide detail on why you answered this way?**

    _____
    o Prefer not to say

20. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10j) You indicated that you are dissatisfied with the timeliness of Committee audio recordings from Hansard Services. Can you please provide detail on why you answered this way?**

    _____
    o Prefer not to say

21. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10k) You indicated that you are dissatisfied with the timeliness of pre-clipped videos from Hansard Services. Can you please provide detail on why you answered this way?**

    _____
    o Prefer not to say

22. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10l) You indicated that you are dissatisfied with the timeliness of broadcasting services for special projects from Hansard Services. Can you please provide detail on why you answered this way?**

    _____
    o Prefer not to say

23. **(Skip if respondent indicated "Not sure / Prefer not to say" for Q2) Please rate how satisfied or dissatisfied you are with the quality of each Hansard Services' service or product. By quality, we mean the content's accuracy, correctness of spelling, and formatting, and the precision and depth of indexes. If you have not used a service or product, please indicate "Not applicable" on the right.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
Legislative Assembly draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Legislative Assembly final reports (Finals/Whites)	☐	☐	☐	☐	☐	☐
Parliamentary Committee	☐	☐	☐	☐	☐	☐

draft transcripts (Blues)						
Parliamentary Committee final reports (Finals/Whites)	☐	☐	☐	☐	☐	☐
Editing and drafting for special projects	☐	☐	☐	☐	☐	☐
Indexes	☐	☐	☐	☐	☐	☐
Design and publication for special projects	☐	☐	☐	☐	☐	☐
Webcast	☐	☐	☐	☐	☐	☐
Broadcast	☐	☐	☐	☐	☐	☐
YouTube	☐	☐	☐	☐	☐	☐
Video archive	☐	☐	☐	☐	☐	☐
Parliamentary Committee audio recordings	☐	☐	☐	☐	☐	☐
Pre-clipped videos	☐	☐	☐	☐	☐	☐
Broadcasting for special projects	☐	☐	☐	☐	☐	☐

24. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23a) You indicated that you are dissatisfied with the quality of Legislative Assembly draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
- o Prefer not to say

25. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23b) You indicated that you are dissatisfied with the quality of Legislative Assembly final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
- o Prefer not to say

26. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23c) You indicated that you are dissatisfied with the quality of Parliamentary Committee draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
- o Prefer not to say

27. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23d) You indicated that you are dissatisfied with the quality of Parliamentary Committee final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

28. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23e) You indicated that you are dissatisfied with the quality of editing and drafting services for special projects from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

29. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23f) You indicated that you are dissatisfied with the quality of indexes from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

30. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23g) You indicated that you are dissatisfied with the quality of design and publication services for special projects from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

31. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23h) You indicated that you are dissatisfied with the quality of webcasts from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

32. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23i) You indicated that you are dissatisfied with the quality of TV broadcasts from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

33. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23j) You indicated that you are dissatisfied with the quality of YouTube uploads from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

34. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 21k) You indicated that you are dissatisfied with the quality of the video archive from Hansard Services. Can you please provide detail on why you answered this way?**

_____
o   Prefer not to say

35. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23l) You indicated that you are dissatisfied with the quality of Parliamentary Committee audio recordings from Hansard Services. Can you please provide detail on why you answered this way?**
    _____
    o   Prefer not to say

36. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23m) You indicated that you are dissatisfied with the quality of pre-clipped videos from Hansard Services. Can you please provide detail on why you answered this way?**
    _____
    o   Prefer not to say

37. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 23n) You indicated that you are dissatisfied with the quality of broadcasting for special projects from Hansard Services. Can you please provide detail on why you answered this way?**
    _____
    o   Prefer not to say

38. **Thinking about the Hansard Services products you use, how easy is it to find the information you need on the public website of the Legislative Assembly?**
    o   Very easy
    o   Easy
    o   Neutral
    o   Slightly difficult
    o   Very difficult
    o   Prefer not to say

39. **(Ask only if responded "slightly difficult" or "very difficult" to 38) You indicated that it is difficult to find the information you need on the public website of the Legislative Assembly. Can you please provide detail on why you answered this way?**
    _____
    o   Prefer not to say

40. **How important to you are the stability and reliability of the style and look of Hansard Services' products and tools, including HTML Finals, Indexes, and Videos?**
    o   Very important
    o   Important
    o   Neutral
    o   Not very important
    o   Not important at all
    o   Prefer not to say

41. **(Ask only if responded "very important" or "important" to 40) You indicated that the stability and reliability of the style and look of Hansard Services' products and tools is important. Can you please provide detail on why you answered this way?**
    _____

42. **How important to you is the stability of the URLs of Hansard Services' products and tools, including HTML Finals, Indexes, and Videos?**
   o   Very important
   o   Important
   o   Neutral
   o   Not very important
   o   Not important at all
   o   Prefer not to say

43. **Do you make use of Hansard Services' accessibility tools to support people who are hard of hearing: closed captioning on broadcasts and archived videos, and/or sign language interpretation?**
   o   Yes
   o   No
   o   Prefer not to say

44. **<Ask only if indicated "Yes" to Q43> How satisfied are you with the quality of these accessibility services for people who are hard of hearing?**
   o   Very satisfied
   o   Satisfied
   o   Neither satisfied nor dissatisfied
   o   Dissatisfied
   o   Very dissatisfied
   o   Not sure / Prefer not to say

44a. **<Ask only if indicated "Dissatisfied" or "Very dissatisfied" to Q44> You indicated you are dissatisfied with the quality of accessibility services for people who are hard of hearing. Can you please provide detail on why you answered this way?**
   <open text box>
   o   Prefer not to say

45. **Do you use any accessibility support tools when accessing Hansard Services on the Legislative Assembly website, such as a screen reader?**
   o   Yes
   o   No
   o   Prefer not to say

46. **<Ask only if indicated "Yes" to Q45> How well do the accessibility tools that you use function on Hansard Services' pages on the Legislative Assembly website?**
   o   Very well – I experience few to no challenges using these tools
   o   Mostly well – I sometimes experience some challenges when using these tools on the website, but not enough to hamper my access to the information I need
   o   Mostly poorly – I often experience challenges when using these tools on the website, and they sometimes hamper my access to the information I need

o Very poorly – I almost always experience challenges when using these tools on the website, and they frequently hamper my access to the information I need
o Not sure / Prefer not to say

47. **<Ask only if indicated "Mostly well," "Mostly poorly," or "Very poorly" to Q46> Please describe the challenges you experience when using accessibility tools on Hansard Services' pages on the Legislative Assembly website. If you are comfortable, please share details on the types and / or names of the accessibility tools you use.**
   o <open-ended text box>
   o Prefer not to answer

48. **Do you access Hansard's products and tools from other jurisdictions, or alternative products or tools similar to Hansards'?**
   o Yes
   o No
   o Prefer not to say

49. **(Ask only if responded "Yes" to Q48) Please indicate any features or services of Hansard's products from other jurisdictions or products similar to Hansards' that you like or rely on.**
   _____
   o Not sure / Prefer not to say

50. **Please briefly describe strengths of Hansard Services' products and services:**
   _____
   o I cannot think of any strengths
   o Not sure / Prefer not to say

51. **Please briefly describe areas where Hansard Services' products and services could improve:**
   _____
   o I cannot think of any suggestions for improvements
   o Not sure / Prefer not to say

To help us better understand the users of Hansard Services and their needs, we have some demographic questions for you. Please keep in mind that your identity will remain confidential, and we will never link any identifying details to your other responses.

52. **Do you consider yourself a member of any of the following professions? Please select the one that is most applicable.**
   o A member of the Legislative Assembly
   o A caucus staff member
   o A constituency office staff member
   o A member of the Office of the Clerk
   o A member of the Committees Office
   o A member of the Legislative Library
   o A member of Human Resource Operations

- o   A member of the Parliamentary Education Office
- o   Other, please describe: __
- o   Prefer not to say (skip to Q45)

53. Which of the following best describes where you are at in your career?
- o   Early career – I have less than five years of experience in this field
- o   Mid career – I have five to twenty years of experience in this field
- o   Late career – I have more than twenty years of experience in this field
- o   Prefer not to say

54. How old are you?
- o   Under 19 years old
- o   19 to 25 years old
- o   26 to 40 years old
- o   41 to 64 years old
- o   65 or older
- o   Prefer not to say

55. Would you be willing to join a panel of Hansard Services users, to be consulted for future survey and research purposes about how Hansard Services can be improved? Your contact information will be collected and used only for the purposes of contacting you about future Hansard Services research; your information will never be sold, leased, shared, or otherwise used for any other purpose without your consent.
- o   Yes, my email address is: _____
- o   No, I'd prefer not to participate

Those are all the questions we have for you today. Thank you for taking the time to participate in the survey.

Legislative Assembly Hansard Services Stakeholder Engagement

External Survey

Online Intro:

The Legislative Assembly of B.C. is conducting an engagement of Hansard Services' users. This project aims to collect stakeholder feedback to support future service improvements for users of Hansard Services.

Hansard Services publishes the official reports of the Legislative Assembly and Parliamentary Committees, and broadcasts Assembly and Parliamentary Committee proceedings. The transcripts and broadcasts are full, accurate and impartial records of the work of the Members of the Legislative Assembly.

The Legislative Assembly of B.C. has contracted R.A. Malatest & Associates Ltd., an independent research firm, to conduct research activities on their behalf. Please note your name will not be associated with your responses in any reporting to the Legislative Assembly. For reporting purposes, responses will be aggregated and summarized to be shared with and used by the Legislative Assembly of B.C. Hansard Services for the purposes of improving Hansard Services' products and tools offerings.

At any point in the survey, you can return to any of the previous screens by using the survey navigation buttons at the bottom of each screen. Efforts have been made to support accessibility of this survey for people using assistive technologies such as screen readers.

If you have any questions regarding the collection of your information or require help to complete the online survey, please contact:

> Emma Lewis
> Research Assistant, R.A. Malatest & Associates Ltd.
> e.lewis@malatest.com
> 250.384.2770 ext. 431

<<Start Survey>>

1. **How often do you use Hansard Services' products and services?**
   - Daily (skip to Q2)
   - Weekly (skip to Q2)
   - Monthly (skip to Q2)
   - A few times per year (skip to Q2)
   - Once per year or less (skip to Q2)
   - Never (continue to Ineligible Survey Close script)

Ineligible Survey Close Script

Thank you for your interest in this survey. Your answers so far indicate that this study will not be applicable to you. Out of respect for your time, we will end the survey here. If you have any questions about this study, please reach out to the research contact at Malatest overseeing this research:

> Emma Lewis
> Research Assistant, R.A. Malatest & Associates Ltd.
> e.lewis@malatest.com
> 250.384.2770 ext. 431

2. **What Hansard Services products or tools do you use? Please select all that apply:**
   - ☐ Draft transcripts (Blues) (if Q2=Draft transcripts (Blues), continue to Q3)
   - ☐ Final transcripts (Finals/Whites) (if Q2= Final transcripts (Finals/Whites), continue to Q3)
   - ☐ Parliamentary Committee transcripts
   - ☐ Parliamentary Committee audio recordings
   - ☐ Indexes
   - ☐ Live webcast
   - ☐ TV broadcast
   - ☐ YouTube live streams
   - ☐ Twitter and Facebook live streams
   - ☐ YouTube video archives
   - ☐ Video archive on the Legislative Assembly website
   - ☐ Other, please describe: ___
   - Not sure/Prefer not to say

3. **(Ask only if responded "Draft transcripts (Blues)," "Final transcripts (Finals/Whites)" or "Parliamentary Committee transcripts" to Q2) Hansard Services offers an HTML format of the draft transcripts and PDF and HTML formats of the final reports. Are there any other formats that would be helpful to you?**

   _____
   - Not sure / Prefer not to say

4. **(Ask only if responded "Final transcripts (Finals/Whites)" or "Parliamentary Committee transcripts" to Q2) The PDF version of the final reports include a digital signature that confirms no changes have been made to the file since the signature was applied. How important to you is this digital signature?**

o   Very important
o   Important
o   Neutral
o   Not very important
o   Not important at all
o   Not sure / Prefer not to say

5. **Which time period(s) of Hansard Services' products or tools are you most interested in? Please select all that apply:**
    ☐   Live or current sittings
    ☐   This week or current session
    ☐   Within the last year
    ☐   Within the last decade
    ☐   Within the last two decades or earlier
    o   Prefer not to say

6. **Do you use Hansard Services for work-related activities?**
    o   Yes (if Q6=Yes, continue to Q7)
    o   No (if Q6=No, skip to Q8)

7. **What work-related activities do you use Hansard Services for? Please select all that apply:**
    ☐   Monitoring or reporting on statements
    ☐   Monitoring or reporting on estimates
    ☐   Monitoring or reporting on bills
    ☐   Monitoring or reporting on Question Period
    ☐   Monitoring or reporting on Parliamentary Committee proceedings (i.e., select standing committees and special committees)
    ☐   Monitoring or reporting on events
    ☐   Legal research
    ☐   Political research
    ☐   Educational resources
    ☐   Academic research
    ☐   Other, please describe: ___
    o   Prefer not to say

8. **Do you use Hansard Services for personal interest?**
    o   Yes (if Q8=Yes, continue to Q9)
    o   No (if Q8=No, skip to Q10)

9. **What personal activities do you use Hansard Services for? Please select all that apply.**
    ☐   Private study
    ☐   Criticism
    ☐   Review
    ☐   Other: ___
    o   Prefer not to say

10. (Skip if respondent indicated "Not sure / Prefer not to say" for Q2) Please rate how satisfied or dissatisfied you are with the timeliness of each Hansard Services product or tool. By timeliness, we mean the length of time it takes for materials to become available on the appropriate platforms used by Hansard Services. If you have not used a service or product, please indicate "Not applicable" on the right.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
Legislative Assembly draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Legislative Assembly final transcripts (Finals/Whites)	☐	☐	☐	☐	☐	☐
Parliamentary Committee draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Parliamentary Committee final transcripts (Finals/Whites)	☐	☐	☐	☐	☐	☐
Indexes	☐	☐	☐	☐	☐	☐
YouTube	☐	☐	☐	☐	☐	☐
Video archive	☐	☐	☐	☐	☐	☐

11. (Ask only if responded "dissatisfied" or "very dissatisfied" to 10a) You indicated that you are dissatisfied with the timeliness of Legislative Assembly draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?

_____
o   Prefer not to say

12. (Ask only if responded "dissatisfied" or "very dissatisfied" to 10b) You indicated that you are dissatisfied with the timeliness of Legislative Assembly final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?

_____
o   Prefer not to say

13. (Ask only if responded "dissatisfied" or "very dissatisfied" to 10c) You indicated that you are dissatisfied with the timeliness of Parliamentary Committee draft transcripts, or blues, from Hansard Services. Can you please provide detail on why you answered this way?

_____
o   Prefer not to say

14. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10d) You indicated that you are dissatisfied with the timeliness of Parliamentary Committee final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

15. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10d) You indicated that you are dissatisfied with the timeliness of indexes from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

16. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10e) You indicated that you are dissatisfied with the timeliness of YouTube uploads from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

17. **(Ask only if responded "dissatisfied" or "very dissatisfied" to 10f) You indicated that you are dissatisfied with the timeliness of the video archive from Hansard Services. Can you please provide detail on why you answered this way?**
_____
o   Prefer not to say

18. **(Skip if respondent indicated "Not sure / Prefer not to say" for Q2) Please rate how satisfied or dissatisfied you are with the quality of each Hansard Services' service or product. By quality, we mean the content's accuracy, correctness of spelling, formatting, depth of content, and/or broadcast quality (depending on tool type). If you have not used a service or product, please indicate "Not applicable" on the right.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
Legislative Assembly draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Legislative Assembly final transcripts (Finals/Whites)	☐	☐	☐	☐	☐	☐
Parliamentary Committee draft transcripts (Blues)	☐	☐	☐	☐	☐	☐
Parliamentary Committee final	☐	☐	☐	☐	☐	☐

transcripts (Finals/Whites)						
Indexes	☐	☐	☐	☐	☐	☐
Webcast	☐	☐	☐	☐	☐	☐
TV broadcast	☐	☐	☐	☐	☐	☐
YouTube	☐	☐	☐	☐	☐	☐
Video archive	☐	☐	☐	☐	☐	☐

19. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16a) You indicated that you are dissatisfied with the quality of Legislative Assembly draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?**

   o   Prefer not to say

20. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16b) You indicated that you are dissatisfied with the quality of Legislative Assembly final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

21. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16c) You indicated that you are dissatisfied with the quality of Parliamentary Committee draft transcripts, or Blues, from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

22. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16d) You indicated that you are dissatisfied with the quality of Parliamentary Committee final reports, or Whites, from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

23. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16e) You indicated that you are dissatisfied with the quality of indexes from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

24. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16f) You indicated that you are dissatisfied with the quality of webcasts from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

25. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16g) You indicated that you are dissatisfied with the quality of TV broadcasts from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

26. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16h) You indicated that you are dissatisfied with the quality of YouTube uploads from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

27. **(Ask only if respondent "dissatisfied" or "very dissatisfied" to 16i) You indicated that you are dissatisfied with the quality of the video archive from Hansard Services. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

28. **Thinking about the Hansard Services products you use, how easy is it to find the information you need on the public website of the Legislative Assembly?**
   o   Very easy
   o   Easy
   o   Neutral
   o   Slightly difficult
   o   Very difficult
   o   Prefer not to say

29. **(Ask only if responded "slightly difficult" or "very difficult" to 24) You indicated that it is difficult to find the information you need on the public website of the Legislative Assembly. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

30. **How important to you are the stability and reliability of the style and look of Hansard Services' products and tools, including HTML Finals, Indexes, and Videos?**
   o   Very important
   o   Important
   o   Neutral
   o   Not very important
   o   Not important at all
   o   Prefer not to say

31. **(Ask only if responded "very important" or "important" to 26) You indicated that the stability and reliability of the style and look of Hansard Services' products and tools is important. Can you please provide detail on why you answered this way?**
   _____
   o   Prefer not to say

32. **How important to you is the stability of the URLs of Hansard Services' products and tools, including HTML Finals, Indexes, and Videos?**
   o   Very important

- o Important
- o Neutral
- o Not very important
- o Not important at all
- o Prefer not to say

33. **Do you make use of Hansard Services' accessibility tools to support people who are hard of hearing: closed captioning on broadcasts and archived videos, and/or sign language interpretation?**
- o Yes
- o No
- o Prefer not to say

34. **<Ask only if indicated "Yes" to Q33> How satisfied are you with the quality of these accessibility services for people who are hard of hearing?**
- o Very satisfied
- o Satisfied
- o Neither satisfied nor dissatisfied
- o Dissatisfied
- o Very dissatisfied
- o Not sure / Prefer not to say

34a. **<Ask only if indicated "Dissatisfied" or "Very dissatisfied" to 34> You indicated you are dissatisfied with the quality of accessibility services for people who are hard of hearing. Can you please provide detail on why you answered this way?**
<open text box>
- o Prefer not to say

35. **Do you use any accessibility support tools when accessing Hansard Services on the Legislative Assembly website, such as a screen reader?**
- o Yes
- o No
- o Prefer not to say

36. **<Ask only if indicated "Yes" to Q35> How well do the accessibility tools that you use function on Hansard Services' pages on the Legislative Assembly website?**
- o Very well – I experience few to no challenges using these tools
- o Mostly well – I sometimes experience some challenges when using these tools on the website, but not enough to hamper my access to the information I need
- o Mostly poorly – I often experience challenges when using these tools on the website, and they sometimes hamper my access to the information I need
- o Very poorly – I almost always experience challenges when using these tools on the website, and they frequently hamper my access to the information I need
- o Not sure / Prefer not to say

37. **<Ask only if indicated "Mostly well," "Mostly poorly," or "Very poorly" to Q36> Please describe the challenges you experience when using accessibility tools on Hansard Services'**

pages on the Legislative Assembly website. If you are comfortable, please share details on the types and / or names of the accessibility tools you use.
- o <open-ended text box>
- o Prefer not to answer

38. **Do you access Hansard's products and tools from other jurisdictions, or alternative products or tools similar to Hansards'?**
- o Yes (if Q29=Yes, continue to Q30)
- o No (if Q29=No, skip to Q31)
- o Prefer not to say

39. **Please indicate any features or services of Hansard's products from other jurisdictions or products similar to Hansards' that you like or rely on.**
   _____
- o Not sure / Prefer not to say

40. **Please briefly describe strengths of Hansard Services' products and services:**
   _____
- o I cannot think of any strengths
- o Not sure / Prefer not to say

41. **Please briefly describe areas where Hansard Services' products and services could improve:**
   _____
- o I cannot think of any suggestions for improvements
- o Not sure / Prefer not to say

To help us better understand the users of Hansard Services and their needs, we have some demographic questions for you. Please keep in mind that your identity will remain confidential, and demographic data will be reported in aggregate only so will never be used to identify you in your answers.

42. **Do you consider yourself a member of any of the following professions? Please select the one that is most applicable.**
- o A member of the Legislative Assembly, or a member of a caucus or support official
- o A judge, lawyer, or member of the legal profession (e.g., notary public, paralegal)
- o A government official not in a legal profession
- o A news reporter or member of the news media
- o A member of a political or advocacy group (e.g., civil society group)
- o A librarian, historian or archivist
- o A member of the Legislative Assembly administrative staff
- o Other, please describe: _____
- o None of the above / My interest in Hansard Services is for personal interest only (skip to Q35)
- o Prefer not to say (skip to Q35)

43. **Which of the following best describes where you are at in your career?**
   - ○ Early career – I have less than five years of experience in this field
   - ○ Mid career – I have five to twenty years of experience in this field
   - ○ Late career – I have more than twenty years of experience in this field
   - ○ Prefer not to say

44. **How old are you?**
   - ○ Under 19 years old
   - ○ 19 to 25 years old
   - ○ 26 to 40 years old
   - ○ 41 to 64 years old
   - ○ 65 or older
   - ○ Prefer not to say

45. **Would you be willing to join a panel of Hansard Services users, to be consulted for future survey and research purposes about how Hansard Services can be improved? Your contact information will be collected and used only for the purposes of contacting you about future Hansard Services research; your contact information will never be sold, shared, or otherwise used for any other purpose without your consent.**
   - ○ Yes, my email address is: _____
   - ○ No, I'd prefer not to participate

Those are all the questions we have for you today. Thank you for taking the time to participate in the survey.