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Justice Sector Data Inventory Executive Summary

Purpose of the study:

This research is grounded in the premise that data informed decision-making should be utilized to guide decisions about resource allocations and systemic improvements in the justice sector. The term data informed is distinct from 'data-driven' as data informed suggests that other considerations, such as values and principles may play an important role in system design and improvements. The other premise of this research was that we don't currently have a good understanding of what data is being collected in Saskatchewan about our civil justice sector (as opposed to the criminal justice, corrections and policing sector). As a result, the research team tried to design an on-line survey tool to help understand:

- What information is being collected
- The purposes for which data is being collected
- Whether information is being shared between justice sector organizations

We also wanted to identify impediments or gaps to data collection experienced in the Justice Sector and/or to identify whether any organizations that participated in the survey appear to be collecting and using data in ways that may be helpful to other organizations.

24 justice sector organizations were chosen to participate and 19 did (2 declined and 3 did not respond to email requests). The research team designed the survey and engaged SSRL to complete the data collection. The research team also worked with SSRL in the preparation of the attached report.

Limitations: This study was not intended to provide a complete inventory of the data that is collected by all organizations that provide civil justice services in the province. Rather, organizations that were asked to participate in the survey were identified as representative of the types of services they provide within the civil justice sector. Due to concerns about how this information may be used, we are unable to name the organizations that participated in the survey, but instead have tried to focus on the types of activities or functions they engage in within Saskatchewan's civil justice sector. While 24 justice sector organizations were contacted, only 19 organizations participated (79% response rate).

Highlights:

General information:

- Almost all organizations surveyed are collecting *some* data (n = 18; 95.0%)
- Most organizations have policies around collection, use, access, and disclosure of data (n = 14; 78.0%)
- Less than half of the organizations think they need to obtain consent (n = 9; 44.4%); 50% replied that consent was not needed (n = 9) and the remainder were unsure (5%; n = 1) – of which the most common type is written consent.
- Data was most often collected at the beginning of the process (95%; n = 18), followed by at the end of the process (63%; n = 12)
- Manual data collection (paper-based: 78.9%; electronic: 84.2%) is more common than automatic (57.9%) data collection

- Historical data range quite a bit across organizations, ranging from 4 years to 110 years (mean: 28 years)
- Almost two-thirds (*n* = 12; 66.7%) collect some data that they don't analyze or use
- Most common impediments to data collection:
    - Time (*n* = 13; 68.4%)
    - Technological infrastructure (*n* = 11; 57.9%)
    - Personnel (n = 8; 42.1%)
- Most common impediments to data analysis:
    - Time (*n* = 15; 78.9%)
    - Personnel (*n* = 14; 73.7%)
    - Technological infrastructure (*n* = 11; 57.9%)
- Most common impediments to using/applying data:
    - Time (*n* = 10; 58.8%)
    - Personnel (*n* = 8; 47.1%)
    - Technological infrastructure

What data is collected?
- Client Demographics:
    - Most are collecting geographic residence (n = 16; 84%)
    - About half collect data like employment status, gender, number of children, age, receipt of government assistance, and marital status.
    - Few are collecting data like ethnicity, level of education, sexual orientation, housing status (many indicate they "could not" collect this data)
- User of service:
    - Over half are collecting: volume of new users; 37% collecting volume of recurring users
- Nature of legal issues:
    - Most collect this information: areas of law, types of application/processes, and nature of issues within areas of law.
- Services Requested and Delivered/Denied:
    - Most are collecting information about types of services *requested* and *delivered*; volume of services requested – *overall* and *by type*, and volume of services delivered – *overall* and *by type*.
    - Few are collecting about services *denied* (many indicate N/A in these cases)
- Referrals:
    - 36.8% collect data around referral given to users – overall. Approximately 1/5 to ¼ of organizations collect other types of referral information (several indicate they could with additional resources).
- Co-occurring services:
    - Organizations were most likely to collect data on whether users sought (37%; *n* = 7) or received (37%; *n* = 7) legal advice prior to service.

- Process and Outcomes:
  - Over half collected data around time duration of services delivered (n = 12; 63%), types of outcomes by users (n = 11; 58%).
  - About half collect data around point in process at which outcome is obtained by users and time duration between commencing and resolving the matter.
  - Less collected data around: steps taken by users prior/during service, time duration between milestones in service
- Employee:
  - More than half + many organizations collect employee and user engagement data
- Participation of Legal Counsel/Other Advocates:
  - Over half collected whether users are represented by legal counsel.
  - About half collected whether one/both parties are represented.
  - Over 1/3 collected points in the process when legal representation is engaged.
  - Few collect: whether and why legal counsel ceases to be involved (most indicate N/A), participation of other advocates/support by type (26.3% collected this information; 26.3% indicated n/a)
- Adjournments:
  - Few collect data around adjournments – most indicate they could with additional resources
- User Feedback:
  - Very few collect any user feedback data; the category most collected is whether users were satisfied with the service (31.6%)
- Co-occurring user issues:
  - Very few collect any data (21% or less of respondents)

What additional resources are needed to collect data?
- Most did not request additional resources for collecting demographic information
- For additional resources for collection of service users and nature of legal issues, additional software and additional training were most commonly cited.
- For additional resources for collection of services requested and services delivered/denied; referrals; co-occurring services; process and outcomes; employee and user engagement; legal counsel participation; and user feedback, additional software, additional training, and additional personnel were most commonly cited.
- For additional resources for collection of co-occurring user issues and adjournments, additional personnel, additional software, and spreadsheet created were most commonly cited.

Why can't data be collected?
- Demos: law/policy and privacy legislature were both cited
- For most other categories – not many organizations indicated that data *can't* be collected (anonymous users, providing information not required by court is inappropriate, they have no valid reason to collect the data)

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How is the data being used?

- **Demographics:** most commonly reviewed annually.
- **Users of service** most often reviewed annually by senior management and/or the Board of Directors, followed by having it inform service delivery adjustments and helping to flag trends to report to related service providers.
- **Nature of legal issues**: most collected data was reviewed annually by senior management and/or the board of directors, tracked regularly to inform service delivery, and reported publicly.
- **Services requested and delivered/denied**: most collected data was reviewed annually, tracked regularly to inform service delivery, and reported publicly.
- **Referrals**: most collected data was reviewed annually by senior management.
- **Co-occurring services**: most collected data was reviewed annually by senior management. Whether clients sought or received legal advice prior to service was often collected but not used.
- **Process and outcomes**: most collected data was reviewed annually by senior management. Process steps engaged in by users and steps taken by users were often collected but not used.
- **Employee and user engagement**: most collected data was reviewed annually by senior management and tracked regularly.
- **Participation of legal counsel or other advocates**: respondents generally collected this data but did not necessarily use it.
- **Adjournments, User Feedback, Co-occurring user issues**: not collected by enough organizations to draw any conclusions

Justice Data Inventory

Survey Report

June 2019

Table of Contents

Introduction

The purpose of this survey was to conduct a data inventory and evaluation focused on the justice sector and organizations involved in resolving everyday legal problems in Saskatchewan. The purpose of this research is to understand the data collection practices and how data is being used to inform service delivery and justice system improvements.

Methodology

In total, 19 public service providers in the justice sector in Saskatchewan completed the online survey. The survey questionnaire was hosted on Voxco and asked participants about their organizations' collection of data, consent process, impediments faced in analyzing and using data, and what type of data is commonly collected. Participants were also asked about additional resources that would be needed to collect certain data points, if there are any reasons they are unable to collect certain data points, and what the data is used for.

Findings from the survey are summarized and results are presented in tables and graphs as appropriate throughout this report. Information about the Social Sciences Research Laboratories, University of Saskatchewan, is located in Appendix A.

Findings

Role of Organization

Participants were asked about the role their organization plays in the resolution of disputes. Organizational roles included information/advice (63%; *n* = 12), mediation (42%; *n* = 8), dispute resolution forum (37%; *n* = 7), representation (26%; *n* = 5), investigation (26%; *n* = 5), enforcement/collection (26%; *n* = 5), other (32%; *n* = 6). The results are displayed in Figure 1[1].
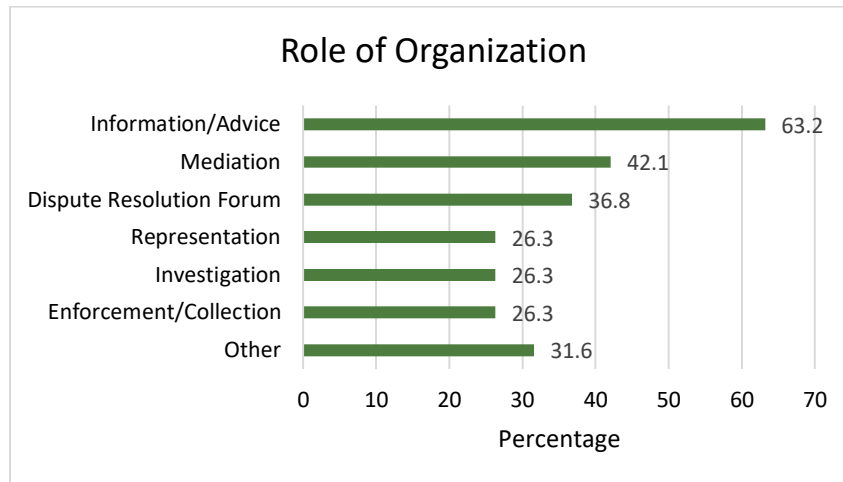
Figure 1. Role of Organization

For participants who indicated that their organization performed other duties, these other duties included: conflict resolution training; early resolution services; collecting small claims court information; providing administrative support; court security; and referrals to other organizations (i.e., community-based resources).

A new variable was also created where participants were classified based on their organization's primary role, with most organizations involved in information/advice (21%; n = 4), representation (21%; n = 4), or multiple roles (21%; n = 4). Organizations were also involved in dispute resolution forum (16%; n = 3), mediation (11%; n = 2), or enforcement/collection (11%; n = 2). The results are displayed in Table 1.

Table 1. Primary Role of Organization

Primary Role of Organization	Frequency	Percentage
Information/Advice	4	21.1%
Representation	4	21.1%
Dispute Resolution Forum	3	15.8%
Mediation	2	10.5%
Enforcement/Collection	2	10.5%
Multiple Roles	4	21.1%

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[1] Total percentages may exceed 100 as participants were able to choose multiple responses.

Data Collection Processes

Organization Data Collection

Participants were asked if their organization collects any data. The vast majority of participants stated that their organization does collect data (95%; *n* = 18), while only one participant stated that their organization doesn't collect data (5%; *n* = 1). Results are presented in Figure 2.

Does Your Organization Collect Data?
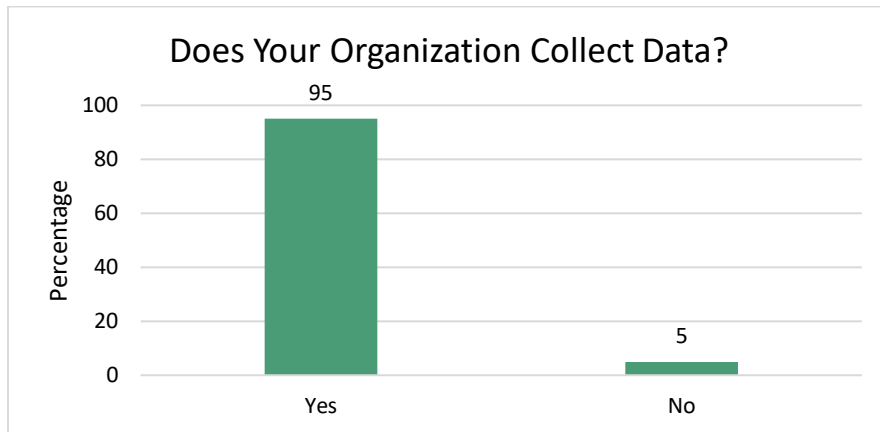
Figure 2. Data Collection

Data Collection Strategy

Participants were also asked how their organization determines which data points to collect. Participants generally indicated that they collect data that has always been collected (53%; *n* = 10) or that it depends on the current policy (26%; *n* = 5). One participant had missing data for this item. Three participants indicated that they had a different data collection strategy. Results are presented in Figure 3.

Data Collection Strategy
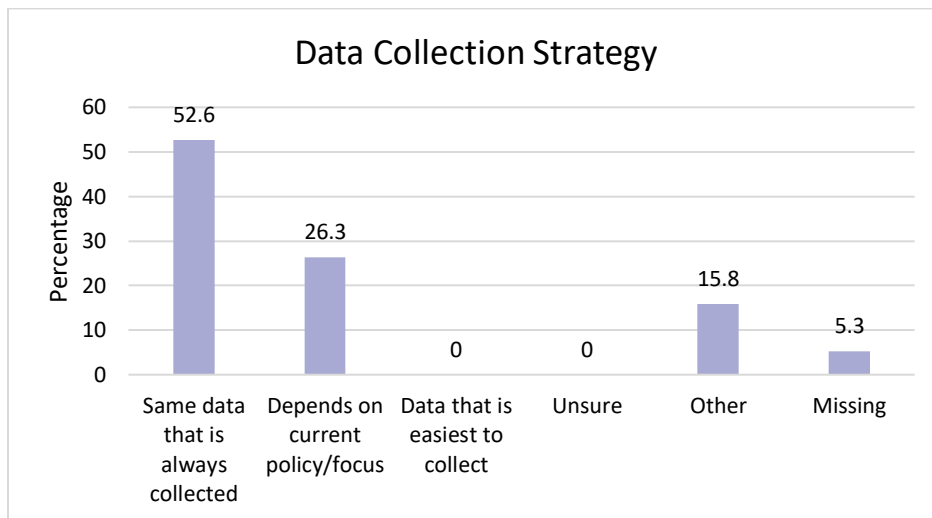
Figure 3. Data Collection Strategy

Among participants who indicated that their organization had a different data collection strategy, respondents generally stated that it involved a combination of data they have always collected, with some depending on policy and strategic focus. They also stated that it depends on the program.

Data Collection Policy

Participants were asked if their organization has a policy governing the collection, use, access, and disclosure of data. Most participants reported that their organization does have a policy (74%; n = 14), while the remainder stated that their organization does not have a policy (21%; n = 4). One participant had missing data for this item. Results are presented in Figure 4.
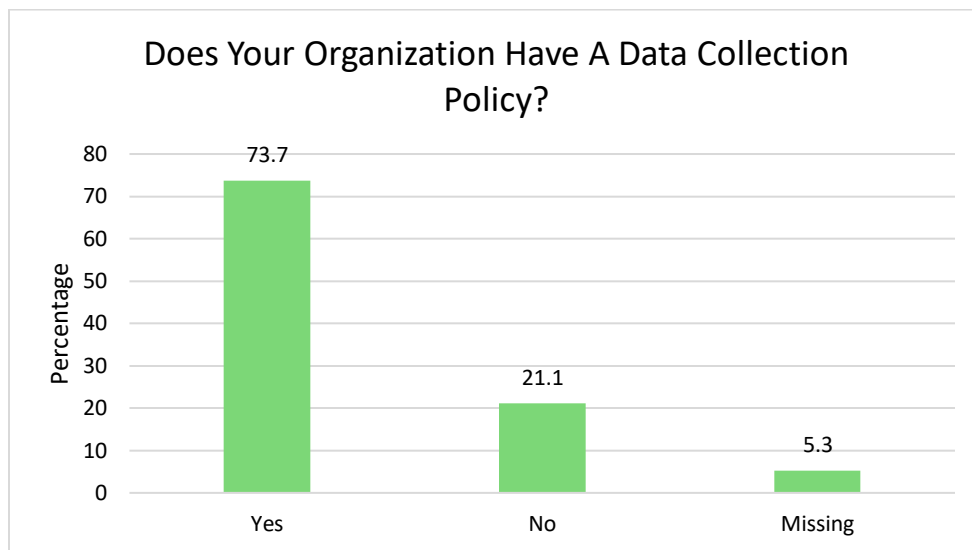
Figure 4. Data Collection Policy

Type of Consent

Respondents were asked if consent was needed for the data that they collect. A little under half said that it was (42%; n = 8), while the remainder said it wasn't needed (47%; n = 9) or were unsure (5%; n = 1). One participant had missing data for this item. Results are presented in Figure 5.

Consent Needed
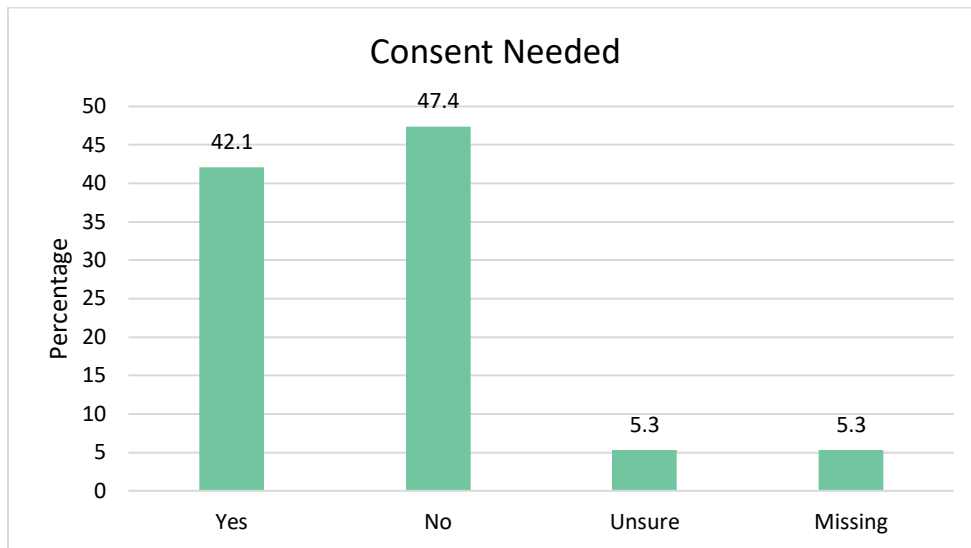
Figure 5. Need Consent

Following this, participants were asked what type of consent their organizations uses. Most organizations relied on written consent (47%; *n* = 9), with the remainder relying on verbal consent (16%; *n* = 3). Overall, six organizations did not obtain consent (32%). One participant had missing data for this item. Results are presented in Figure 6.
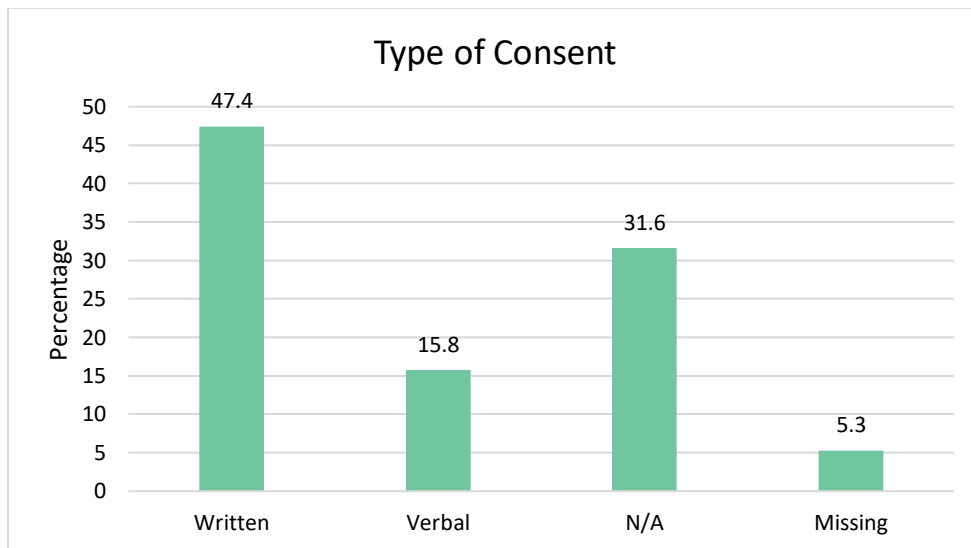
Type of Consent

Figure 6. Type of Consent

When Is Data Collected?

Participants were asked at what point in service delivery is data collected, with most respondents stating that data is collected at the beginning of the process (95%; *n* = 18), at the end of the process (63%; *n* = 12), and at each interaction (63%; *n* = 12). The results are displayed in Figure 7.
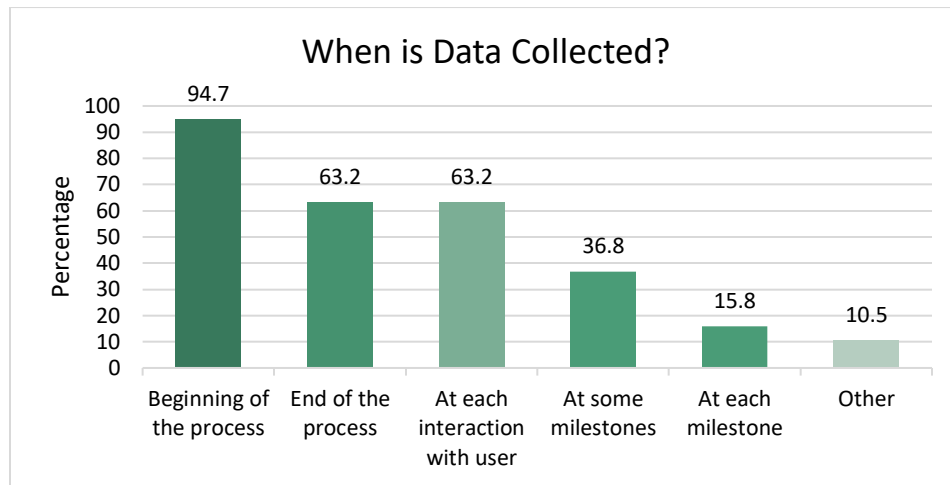
Figure 7. Data Collected During Service Delivery

Participants also stated that they collect data during investigative processes or throughout the course of service delivery.

Synchronous or Retrospective Data

Participants were then asked whether the data that is collected is synchronous (in time with the occurrence of the reference event) or retrospective. Most organizations collected synchronous data (74%; *n* = 14). The results are displayed in Figure 8.
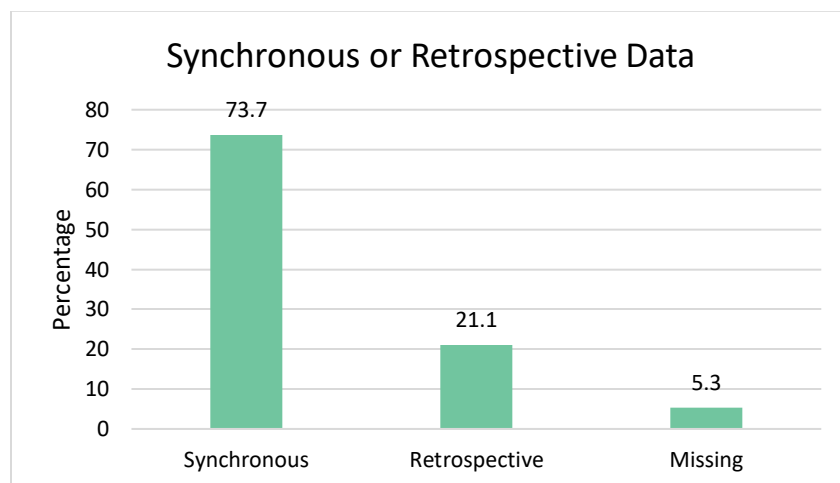
Figure 8. Synchronous or Retrospective

Same Data Collection Across Locations

Participants were asked if their organization collects the same data across locations. Most participants stated that their organization does collect the same data across locations (53%; *n* = 10). Eight participants stated that their organization did not have multiple locations (42%). One participant had missing data. Results are presented in Figure 9.
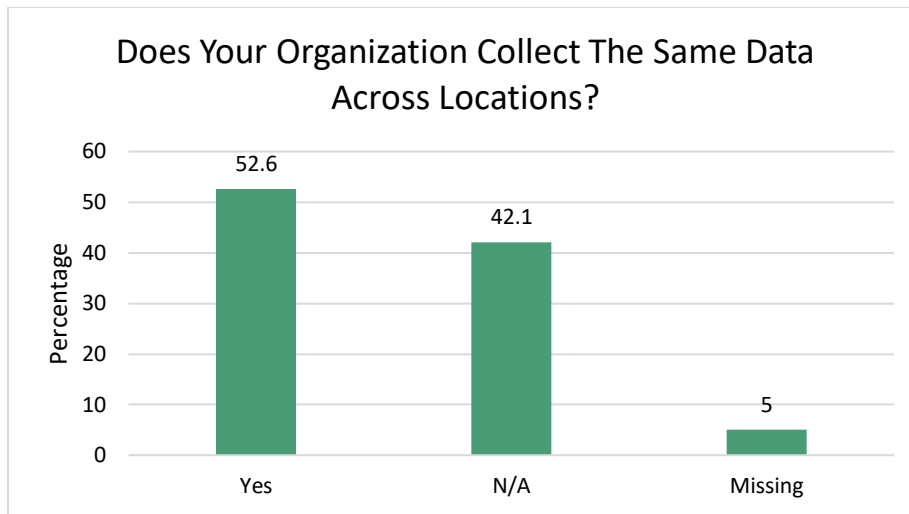
Figure 9. Data Collection Across Locations

Data Collection Over Time

Participants were also asked if their organization collects the same data points year over year, with the majority stating that they do (90%; *n* = 17). Results are presented in Figure 10.
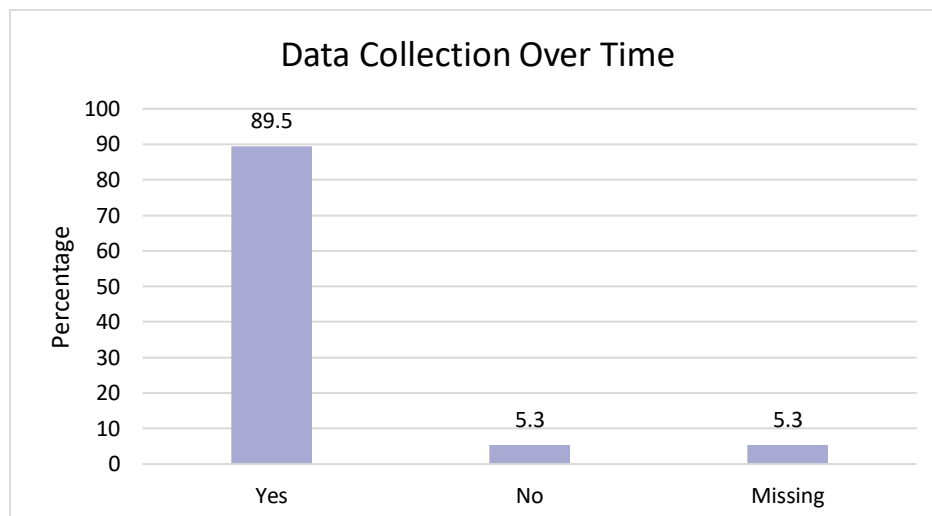
Figure 10. Data Collection Over Time

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Definitions of Data Collection Points

Participants were asked if their organization provides definitions for the data points that are collected for reference among staff. Most participants reported that their organization does have definitions for data points (79%; n = 15), while only three did not (16%). Results are presented in Figure 11.
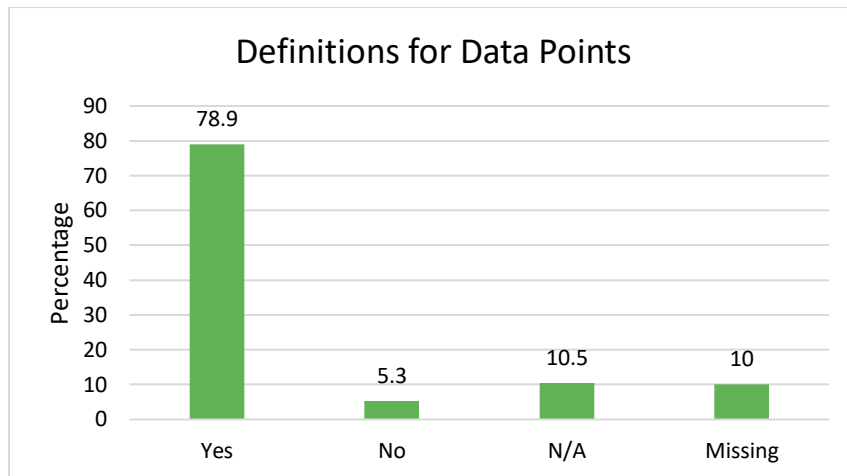
Figure 11. Definitions for Data Points

Impediments to Collecting Data

Respondents were also asked what impediments they face in collecting data. Respondents main impediments to data collection included time (68%; n = 13), technological infrastructure (58%; n = 11), and personnel (42%; n = 8). Results are presented in Figure 12.
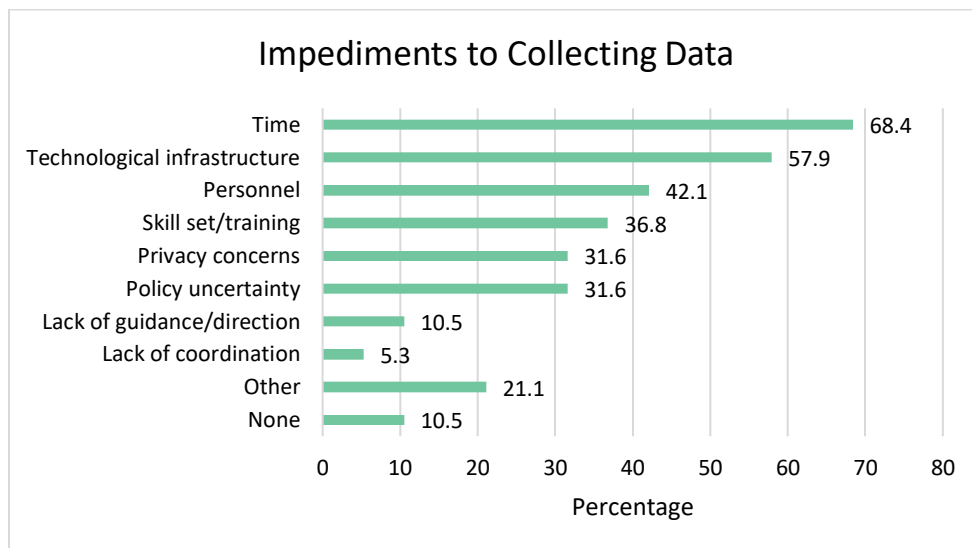
Figure 12. Campus Location

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Other impediments included: (1) Court Services collecting data manually, (2) lack of consistent interpretation of definitions, (3) clients not wanting to provide information, and (4) ensuring that all staff are complying with established expectations.

Format of Data

Participants were asked what format the data is complied and stored in. Most data were stored in manual electronic (84%; *n* = 16) or manual paper-based format (79%; *n* = 15), with the remainder stored in an automatic electronic format (58%; *n* = 11). The results are displayed in Figure 13.

Format of Stored Data
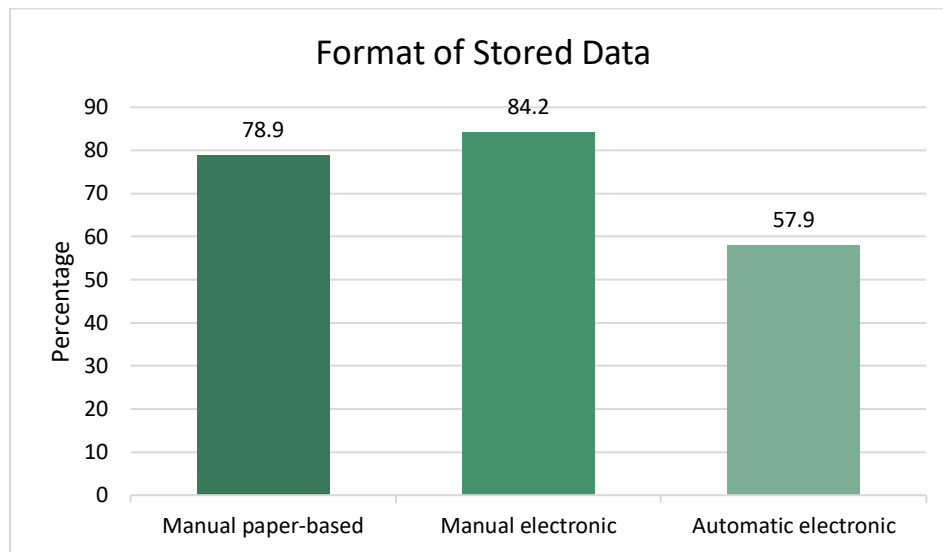
Figure 13. Data Collected During Service Delivery

Electronic or Automated Processes

Participants were first asked if they use any electronic or automated processes, with 12 participants stating that they do (63%) and the remainder stating that they do not (32%; *n* = 6). One participant had missing data for this item.

Participants described their processes in Table 2.

Table 2. Description of Electronic Processes

Description of Electronic/Automated Processes
All info is now in one location; customer interaction via system is scheduled in next 9 months; automating our survey process, including a thank you response; online 'request for service' and automated reply; ministry-wide centralized client base; managing data to capture trends for analysis
Databases
Enter new enforcement instructions in eCourt.
Excel Worksheets Online based programming that includes calendars and data collection
Google Analytics
Many office tasks utilize programs or processes to function. Generating cheques, for example.
Online Surveys
The computer system at Saskatchewan's Maintenance Enforcement Office stores the data
We collect certain data through our membership database platform with records certain events automatically. Other events are entered into the database manually after they occur.
We have a database; we use grant and donor tracking software
We utilized a off the shelf program: ProLaw, which we have adapted from a program normally utilized by law firms, to being the first Canadian tribunal to adapt for processes which replicate the processes used by the Courts.

Participants were then asked if they track any data related to these processes, with 8 stating that they track data (42%) and 4 stating that they do not track these processes (21%). Seven participants had missing data. Participants described their tracking processes in Table 3.

Table 3. Tracking Electronic Processes

Tracking of Electronic/Automated Processes
Information regarding the creation of cheques is tracked as well as information being updated when cheques are cashed.
Number of users, sessions, and page views
Some of the survey information became a resource for a Formal Program Evaluation
We can run regular reports or queries through the system
We track the applicants/respondents(parties) to any proceedings at this Board, given we are required by legislation to disclose and advance through annual reports, tabled in the Legislative Assembly.
We track the data in our database and report annually through an annual report; we report to a number of stakeholders throughout the year; we use grant and donor tracking software to keep us on track and to identify donor trends.
We track time staff spend on tasks and are able to analyze process time improvements, realign resources to different work, etc.

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The results are displayed in Figure 14.
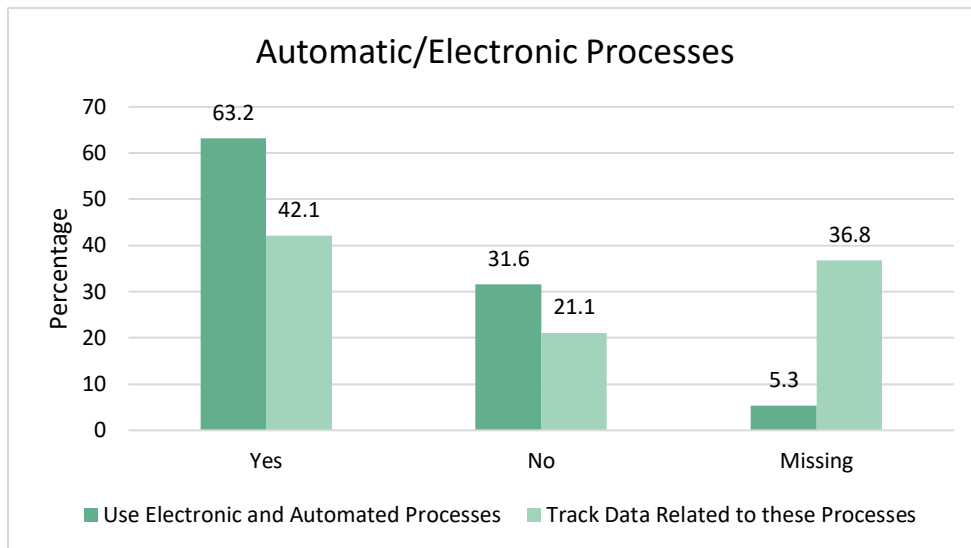
Figure 14. Automatic and Electronic Processes

Years of Historical Data

Participants were how many years of historical data they have, with most respondents stating that they have historical data up to the past 20 years (63%; *n* = 12).

Results are presented in Figure 15.
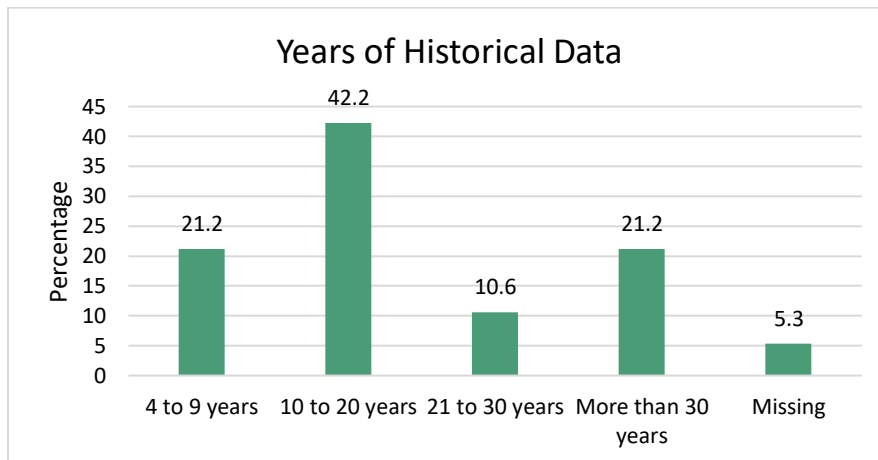
Figure 15. Years of Historical Data

Data Use in Annual Reporting

Participants were also asked if they use some or all of their data in their annual reporting, which most participants did (84%; *n* = 16). Results are presented in Figure 16.

Data Use in Annual Reporting

	84.2		
Percentage		10.5	5.3
	Yes	N/A	Missing
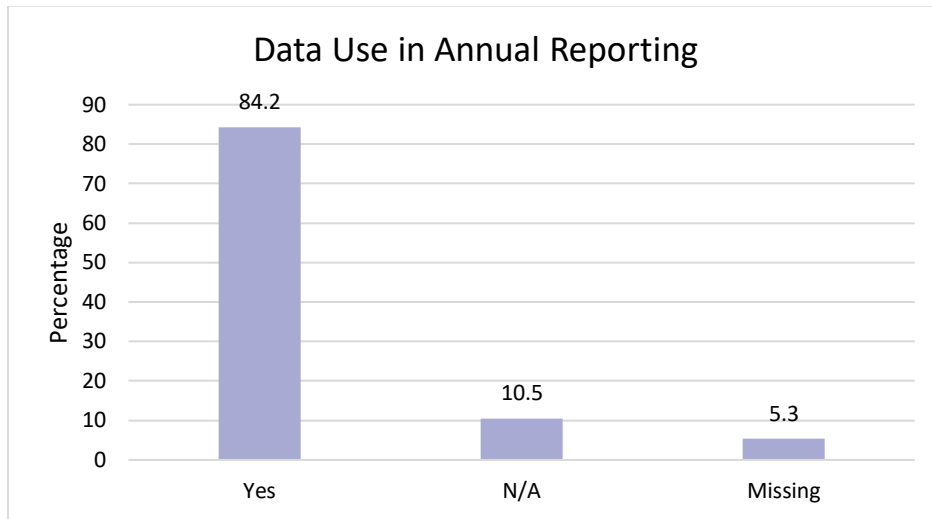
Figure 16. Data Use in Annual Reporting

Data Used to Track Trends to Manage Operations

Participants were asked if they use some or all of their data to track trends to manage operations, which most of them did (90%; *n* = 17). Results are presented in Figure 17.

Data Use to Track Trends to Manage Operations

	89.5		
Percentage		5.3	5.3
	Yes	No	Missing

Figure 17. Data Use to Track Trends

16
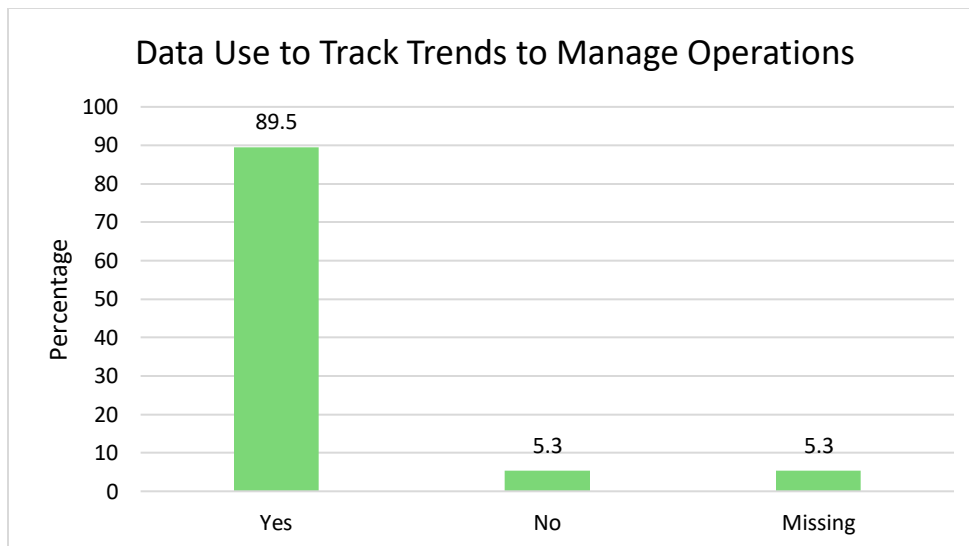
Unused Data

Respondents were also asked if they have any data that they collect, but that they don't use or analyze, with 63% of participants stating that they have data that they do not use (n = 12). Results are presented in Figure 18.
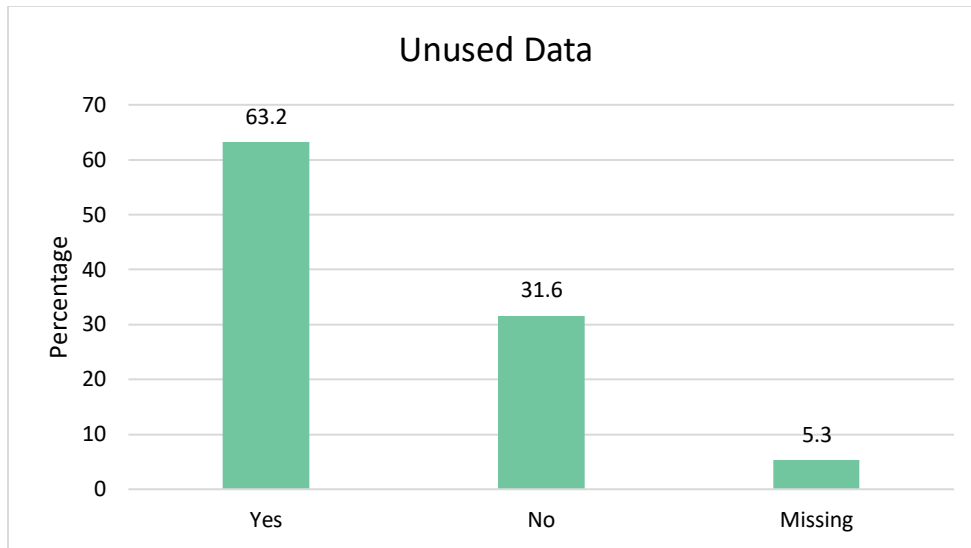
Figure 18. Unused Data

Impediments to Analyzing Data

Respondents were also asked what impediments they face in analyzing data. The most common impediments to data analysis were time (79%; n = 15), personnel (74%; n = 14), technological infrastructure (58%; n = 11), and skill set/training (32%; n = 6). Results are presented in Figure 19.
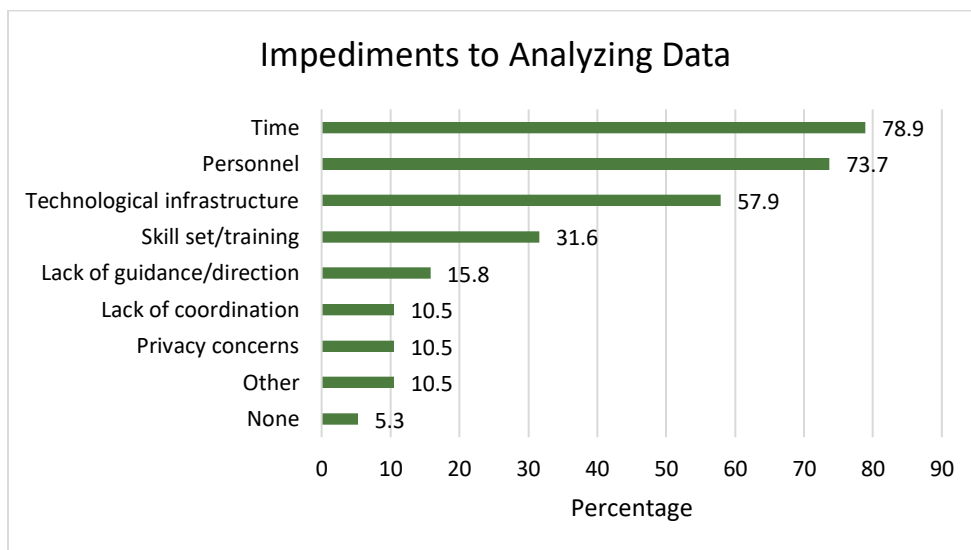
Figure 19. Impediments to Analyzing Data

Respondents also identified other impediments to data analysis, which included data not always being reliable, human error, and inconsistencies in data definitions and data entry.

Impediments to Using/Applying Data

Respondents were also asked what impediments they face in using/applying data. The most common impediments to applying and using data were time (63%; *n* = 12), personnel (53%; *n* = 10), technological infrastructure (47%; *n* = 9), and skill set/training (37%; *n* = 7). Results are presented in Figure 20.
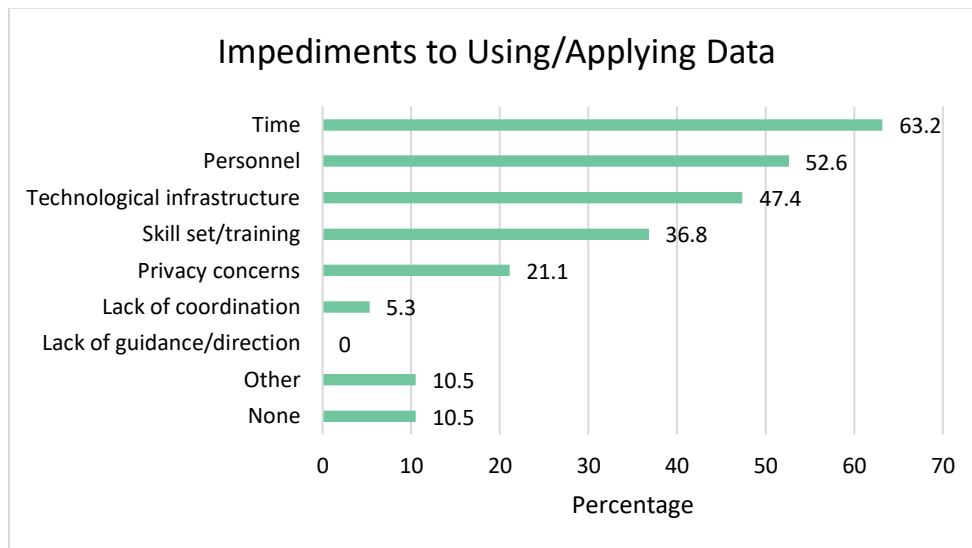
Figure 20. Impediments to Using Data

Respondents also identified other impediments to applying or using data, which included data not always being reliable, lack of capacity, and identifying areas of improvement but not being able to act on them due to funding or partnerships.

Effectively Engage with the Data Potential

Participants were asked what would make the biggest impact on their ability to effectively engage with the data potential in their organization. Responses are presented in Table 4, with most participants stating that a better technological platform would be the most useful.

Table 4. Improvements to Data Potential

What would make the biggest impact on your ability to effectively engage with the data potential?
Ability to easily input, retrieve, and manipulate data
Ability to go back four years and collect different data points (i.e. income levels and diversity)
Advanced IT tools
Better technological ability to accurately report information
Better technological infrastructure with automated report generation capacity
Better technological platform

Capacity/ability to recognize patterns we see and ability to address those patterns
Comparing our data to other agencies we could likely tailor our service and better assist clients
Efficient data intake processes, i.e. technology allowing for more intuitive extraction and use
Electronic collection methods and data analyst to compile the data and inform decision-making
Having more consistent use of the database to ensure that more data is captured
Having more than one person to analyze the data
Having personnel on staff who are able to do full data analytics
Improved scheduling and allocation of human resources
More supports to collect and use the data (i.e. technology, skill sets)
More time to analyze trends in the data to provide better service to clients
New eCRM system for improved capturing and reports for analysis
New software application for the purpose of running the office and tracking records/reports
Personnel trained in and dedicated to tasks of data collection/analysis/usage
Reduction in software malfunctions and loss of data through breaches
Technological infrastructure upgrades would be a huge plus

Information You Wish You Knew

Participants were also asked what information they wish they knew about their organization that their data could help them discover. Responses are presented in Table 5.

Table 5. Desired Information

What information do you wish you knew about your organization that your data could help you discover?
Amount of court time a particular type of application is expected to take
Better analysis of timeliness of appeals at various steps of the process
Drivers of work loads (e.g. unnecessary duplication, impact of outside influences) and outcomes
Document every client interaction to better understand the client - legal aid interaction
Impact of the program on court volumes to help justify the resources spent in early resolution
How do our clients also interact with Courts and Legal Aide
Number of self represented parties
More specific information regarding time taken and types of information viewed at website
Outcomes for all users, short and long term
Reasons for adjournments
The amount of work the office is processing
The impact of service inputs and outputs (e.g. activities performed) on outcomes
Time spent on each activity and financial cost of providing service
Time tracking of work activities of staff
Time/staff allocation and investment analysis per file
Trends in case types or processes
Trends on what clients are seeking assistance for, trends on what we actually represent on
What populations, geographically and demographically, we are not serving and why

Data Collection by Factors

Client Demographics

Respondents were asked if their organization collects data on a variety of client demographic factors (i.e., age, gender, ethnicity, etc.). Organizations were most likely to collect data on client's geographic residence (84%; n = 16), employment status (47%; n = 9), gender (47%; n = 9), number of children (47%; n = 9), age (42%; n = 8), receipt of government assistance (42%; n = 8), and marriage status (42%; n = 8).

Participants frequently stated that their organization could not collect data on ethnicity (26%; n = 5), level of education (26%; n = 5), or sexual orientation (26%; n = 5).

The responses are presented in Figure 21.
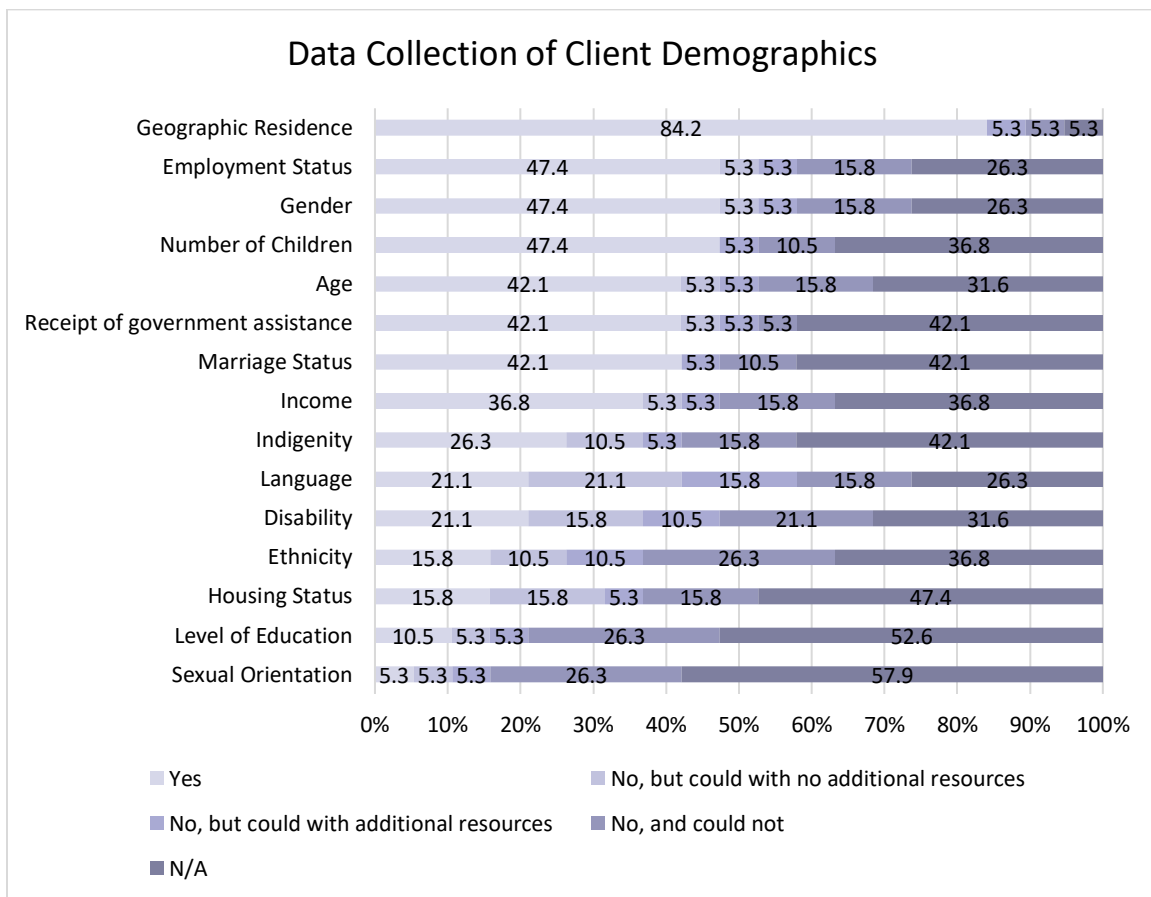
Figure 21. Data Collection of Client Demographics

Users of Service

Respondents were asked if their organization collects data on service users. Approximately, 53% of organizations collected data on the volume of new users (*n* = 10) and 37% collected data on the volume of recurring users (*n* = 7). Responses are presented in Figure 22.
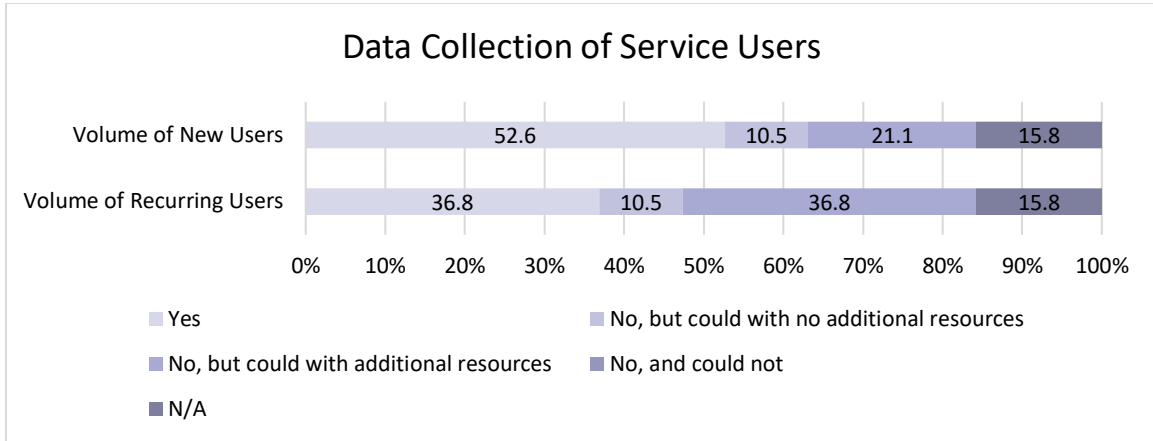
Figure 22. Data Collection of Service Users

Nature of Legal Issues

Respondents were asked if their organization collects data on the nature of the legal issue. Approximately, 84% of organizations collected data on the areas of law (*n* = 16), 74% on the types of applications/processes (*n* = 14), and 68% collected data on the nature of issues with areas of law (*n* = 13). Responses are presented in Figure 23.
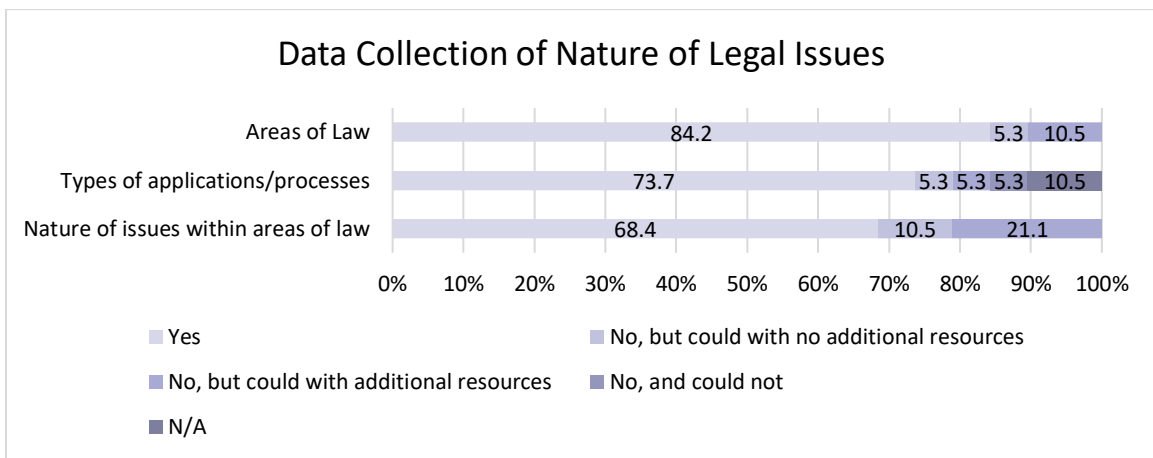
Figure 23. Data Collection of Nature of Legal Issues

Services Requested and Delivered/Denied

Respondents were asked if their organization collects data on services requested and delivered/denied. Organizations were most likely to collect data on the type of services requested (58%; *n* = 11), volume of services requested overall (79%; *n* = 15), and by type (63%; *n* = 12), as well as the type of services delivered (79%; *n* = 15), volume of services delivered overall (68%; *n* = 13), and by type (74%; *n* = 14).

Responses are presented in Figure 24.
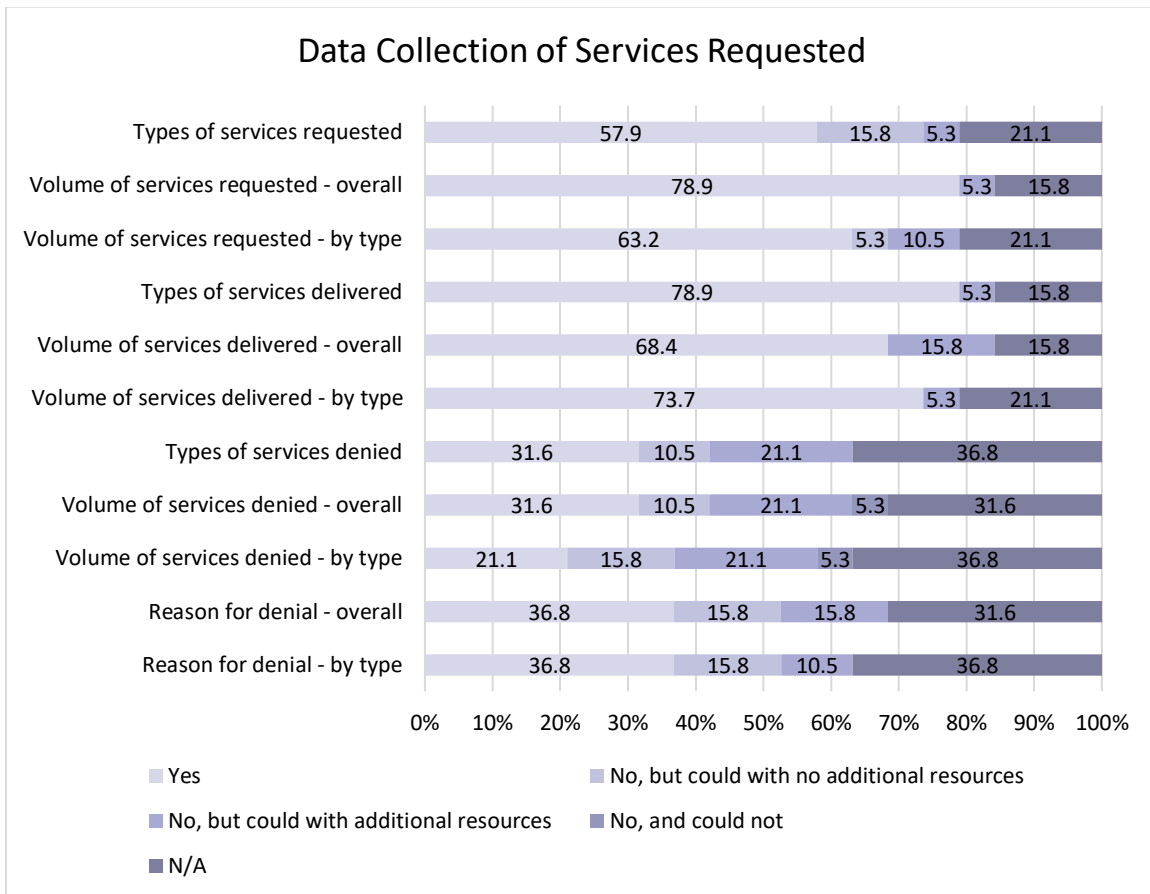
Figure 24. Data Collection of Services Requested

Referrals

Respondents were asked if their organization collects data on referrals. Organizations were most likely to collect data on the volume of referrals given to users overall (37%; *n* = 7). Only four to five organizations collected data on any of the other referral factors.

Responses are presented in Figure 25.

Figure 25. Data Collection of Referrals

Co-occurring Services

Respondents were asked if their organization collects data on co-occurring services. Organizations were most likely to collect data on whether users sought (37%; *n* = 7) or received (37%; *n* = 7) legal advice prior to service.

Responses are presented in Figure 26.
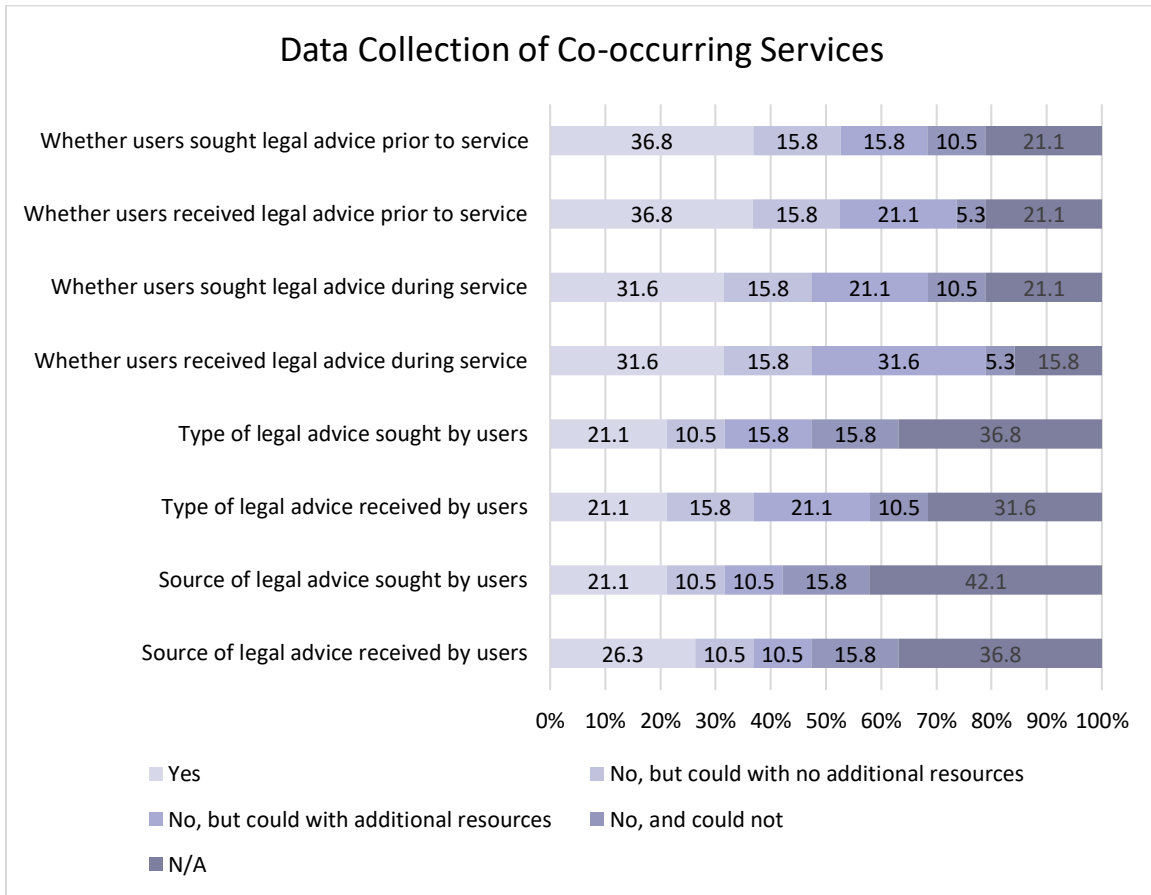
Figure 26. Data Collection of Co-occurring Services

Process and Outcomes

Respondents were asked if their organization collects data on processes and outcomes. Organizations were most likely to collect data on the time duration of services delivered (63%; *n* = 12), types of outcomes obtained by users (58%; *n* = 11), the point in the process in which the outcome is obtained by the user (47%; *n* = 9), and the time duration between commencing and resolving the matter (47%; *n* = 9).

Responses are presented in Figure 27.
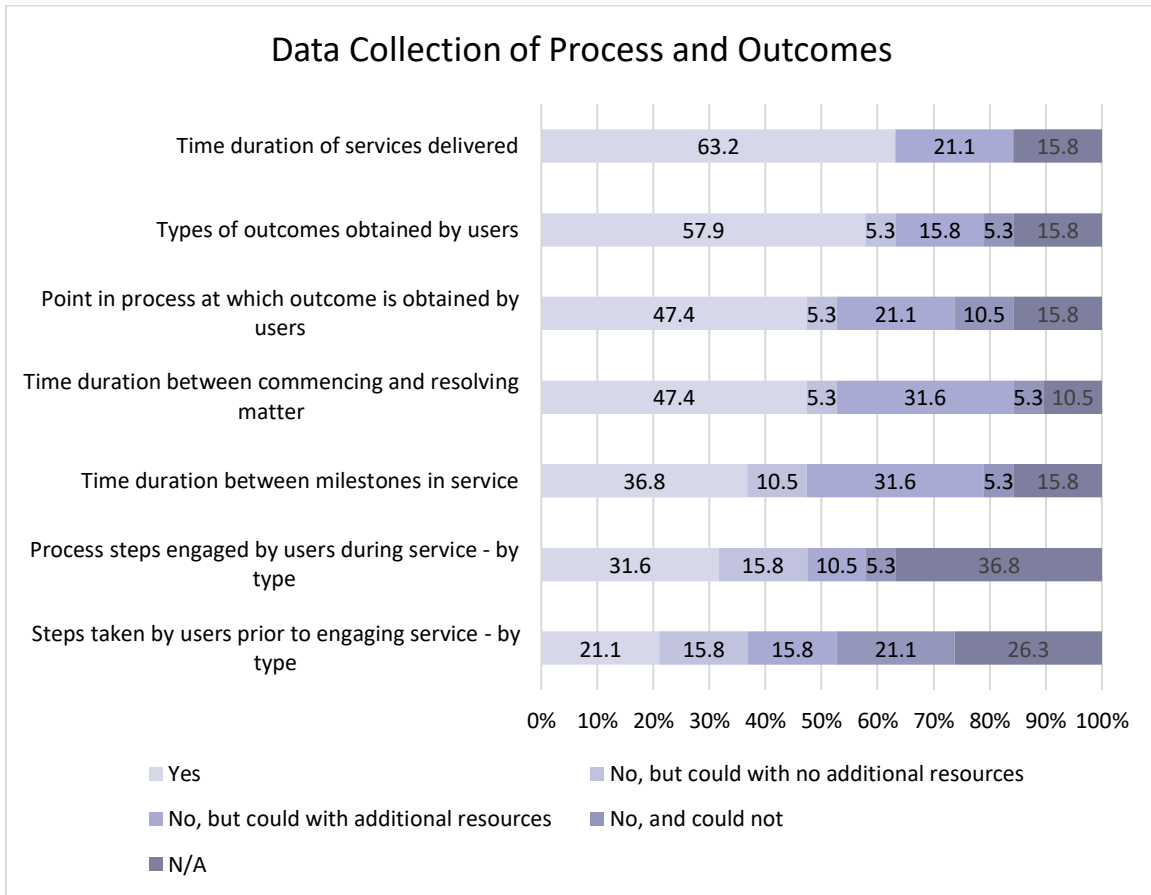
Figure 27. Data Collection of Process and Outcome

Employee and User Engagement

Respondents were asked if their organization collects data on employee and user engagement. Organizations were most likely to collect data on the location of service delivery (84%; *n* = 16), number of employees engaged in service delivery (74%; *n* = 14), and category of employees engaged in service delivery (74%; *n* = 14).

Responses are presented in Figure 28.
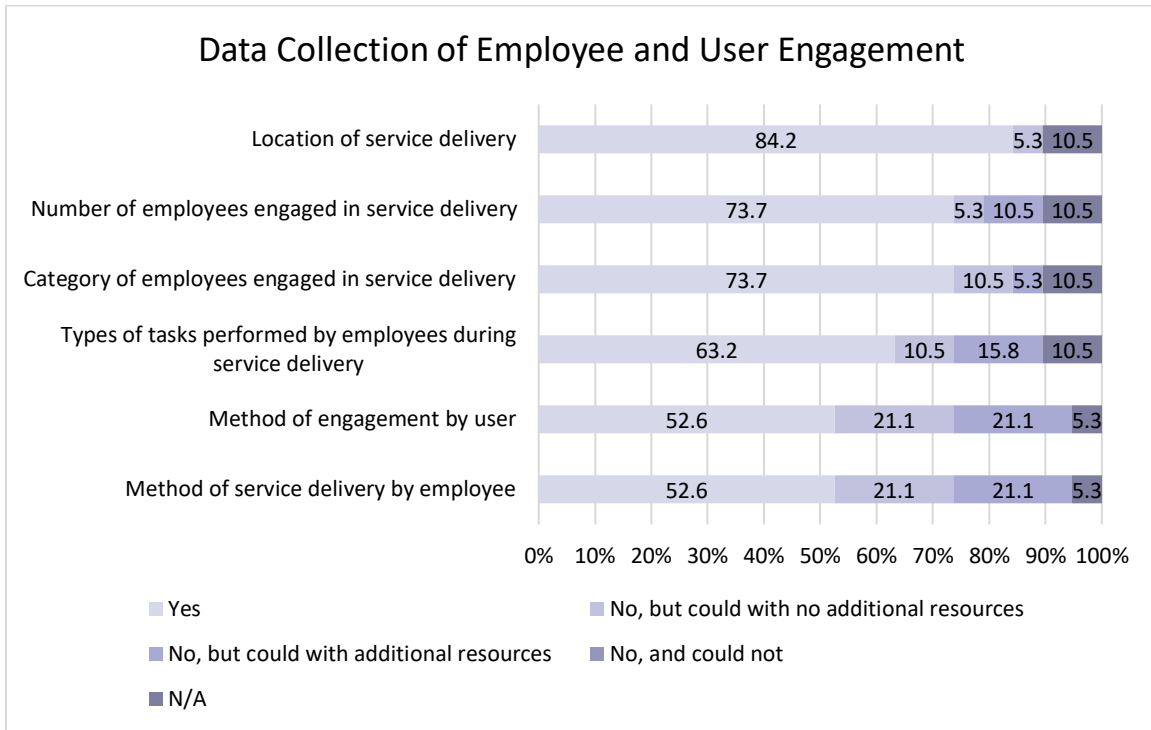
Figure 28. Data Collection of Employee and User Engagement

Participation of Legal Counsel or Other Advocates

Respondents were asked if their organization collects data on legal counsel participation. Organizations were most likely to collect data on whether users are represented by legal counsel (68%; *n* = 13) and whether both parties are represented by legal counsel (47%; *n* = 9). Responses are presented in Figure 29.
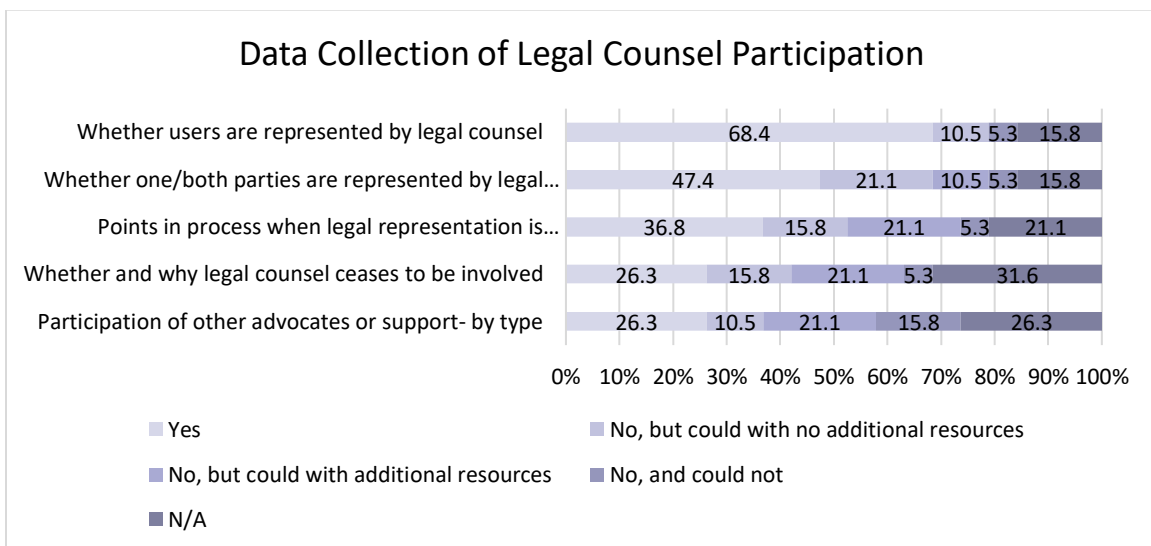
Figure 29. Data Collection of Legal Counsel Participation

26

Adjournments

Respondents were asked if their organization collects data on adjournments. Organizations were most likely to collect data on the number of adjournments per matter (21%; *n* = 4) and the reason for adjournments (21%; *n* = 4). However, few organizations collected data on adjournments. Responses are presented in Figure 30.

Data Collection of Adjournments

	Yes	No, but could with no additional resources	No, but could with additional resources	No, and could not	N/A
Reasons for adjournments	21.1	5.3	47.4		26.3
Number of adjournments per matter	21.1	10.5	42.1		26.3
Point in process at which adjournment is obtained	15.8	5.3	52.6		26.3
Volume of adjournments overall	15.8	15.8	42.1		26.3
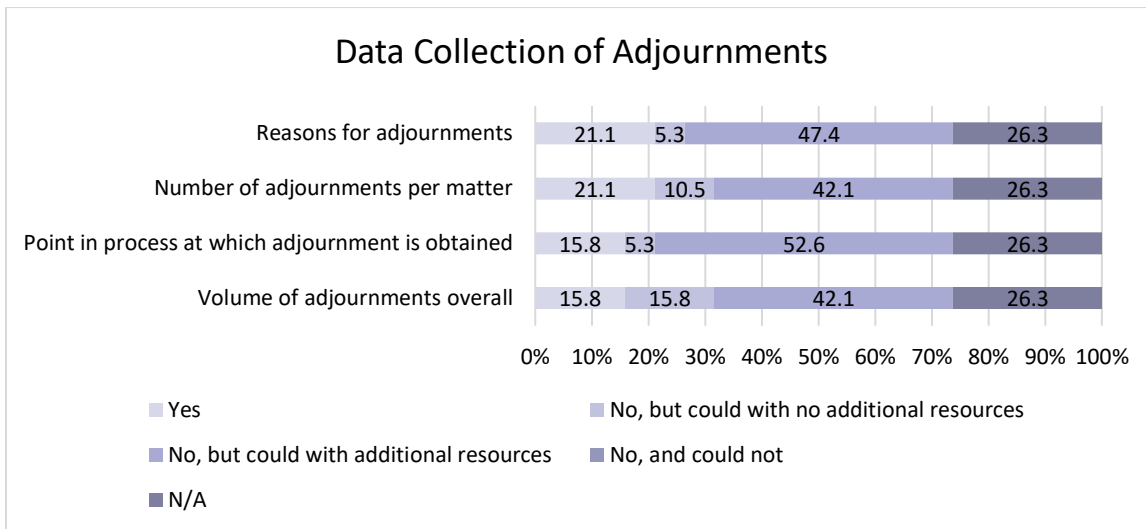
Figure 30. Data Collection of Adjournments

User Feedback

Respondents were asked if their organization collects data on user feedback. Organizations were most likely to collect data on whether users were satisfied with the service (32%; *n* = 6) and whether users perceived that information obtained was accurate/accessible (21%; *n* = 4). However, few organizations obtained data on user feedback. Responses are presented in Figure 31.

Data Collection of User Feedback

Question	Yes	No, but could with no additional resources	No, but could with additional resources	No, and could not	N/A
Whether users were satisfied with the service	31.6	15.8	36.8	5.3	10.5
Whether users felt info was accessible/accurate	21.1	10.5	47.4	5.3	15.8
How users identified the service	15.8	10.5	36.8	15.8	15.8
Whether users better understood the law and their rights	15.8	10.5	47.4	10.5	15.8
Whether users perceived their matter to be resolved…	15.8	10.5	47.4	10.5	15.8
Whether users felt they were able to meaningfully participate	15.8	10.5	47.4	10.5	15.8
Whether users understand relevant legal infromation	15.8	10.5	47.4	10.5	15.8
Whether users believed their matter to be resolved	10.5	15.8	47.4	10.5	15.8
Whether users feel empowered to manage future legal issues	10.5	10.5	47.4	15.8	15.8
Whether users understood the outcome	10.5	10.5	47.4	10.5	21.1
Whether users perceived intake to be clear and fair	5.3	5.3	57.9	5.3	26.3
Whether users perceived process/service to be affordable	5.3	5.3	31.6	5.3	52.6
Whether users perceived process/service to be fair	5.3	5.3	52.6	10.5	26.3
Whether users perceived their best interests were considered	5.3	10.5	52.6	15.8	15.8
Whether users perceived the system to be trustworthy	5.3	21.1	42.1	10.5	21.1
Whether users experienced any obstacles to access	5.3	10.5	52.6	10.5	21.1
Whether users experienced delay in receiving service	5.3	10.5	57.9		26.3
Whether users felt service delivery was culturally appropriate	5.3	10.5	52.6	15.8	15.8
Whether users experienced any consequences	0	10.5	57.9	10.5	21.1
Whether users were able to access relevant legal info	0	21.1	42.1	15.8	21.1

Legend: ■ Yes ■ No, but could with no additional resources ■ No, but could with additional resources ■ No, and could not ■ N/A
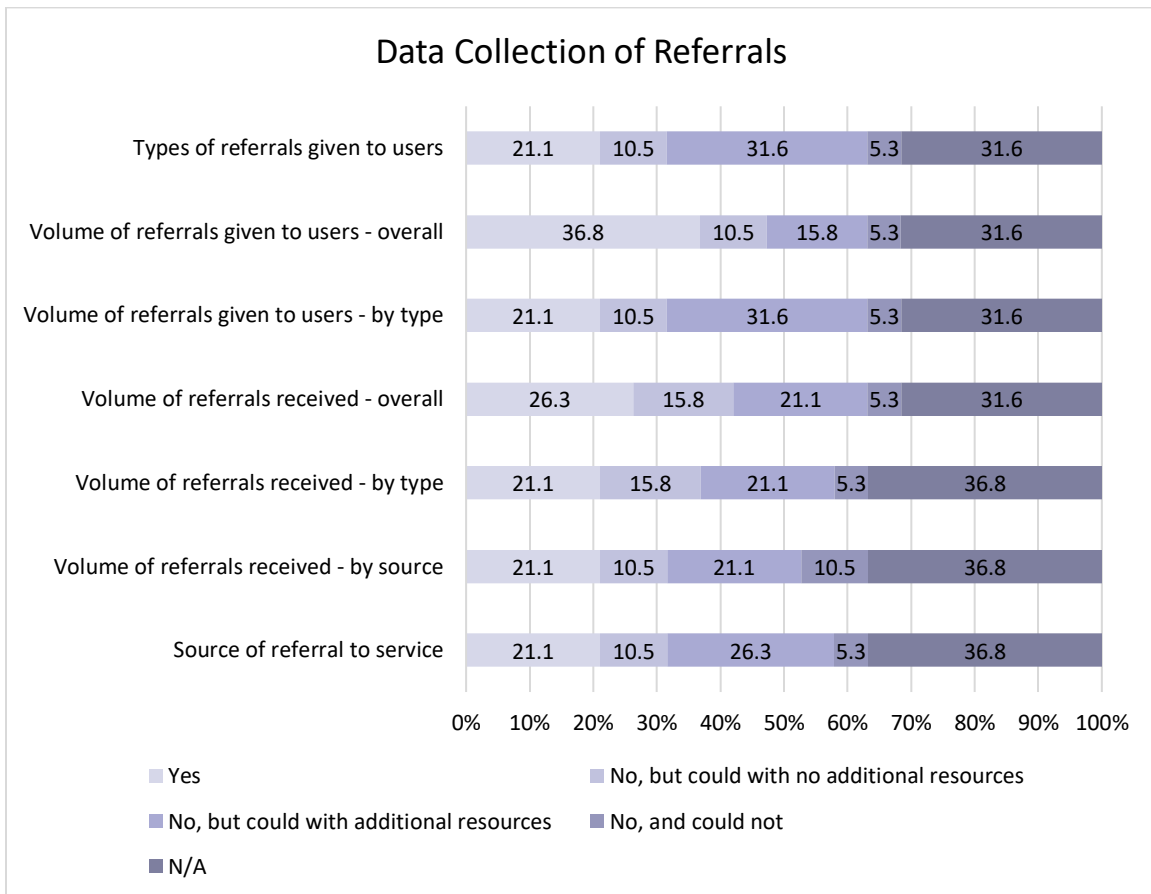
Figure 31. Data Collection of User Feedback

Co-occurring User Issues

Respondents were asked if their organization collects data on co-occurring user issues. Organizations were slightly more likely to collect data on whether users experienced a breakdown of relationship due to legal issues (21%; *n* = 4). Responses are presented in Figure 32.

Data Collection of Co-Occurring User Issues
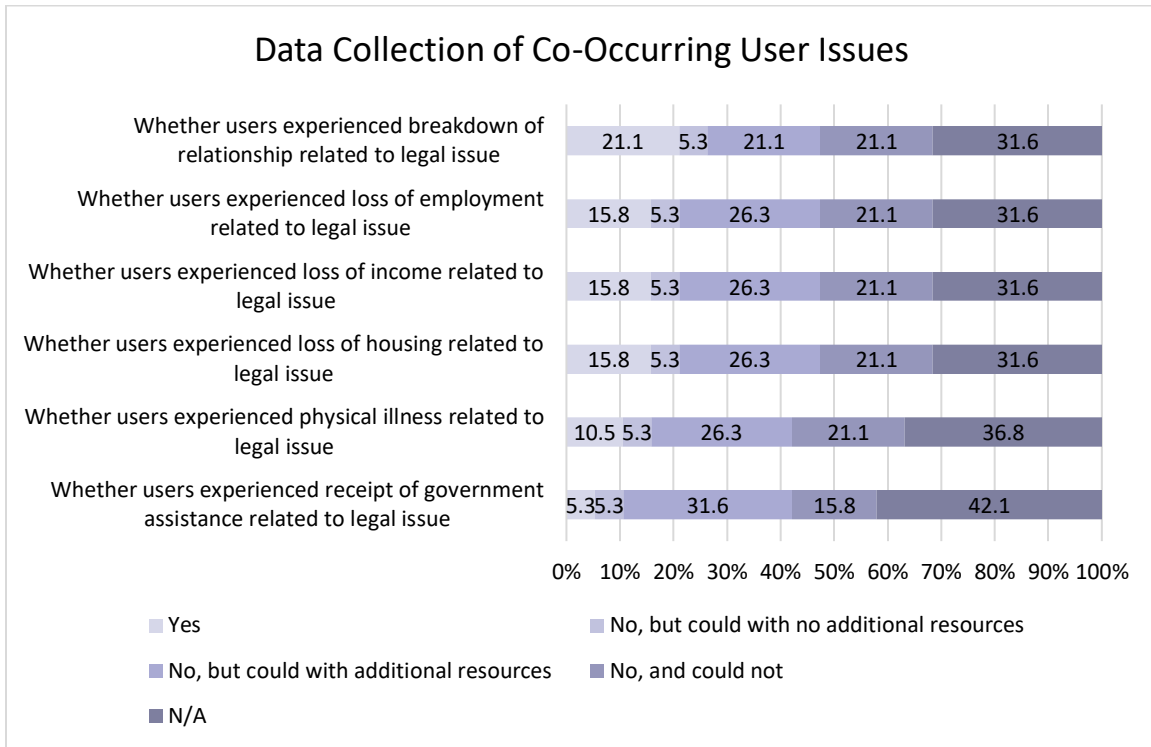
Figure 32. Data Collection of Co-occurring user issues

Other

Lastly, respondents were asked if their organization collects data on any other data points not captured in the survey inventory. Responses are presented in Table 6.

Table 6. Collection of Other Data Points

Collection of Other Data Points
Information may be asked in the course of an investigation but not captured
Our satisfaction survey breaks data points down to how they feel they were treated, if they felt heard, if kept up-to-date and also ask for comments on suggestions to help us serve clients better in future
There are some points we examine periodically through an evaluative project, where we have capacity (time, funding, etc.)
The Court has an interest in users overall experience and feelings about the use of the Courts, as well as access to Justice, but it may not be appropriate for the Court to survey participants on those matters
We collect information regarding the current living arrangements of families experiencing separation and divorce. We also ask about the current parenting arrangements, names, age and gender of children, and primary residence. We also have a robust screen for domestic violence

.

Additional Resources Needed to Collect Data

Client Demographics

Respondents were asked what additional resources their organization would need to collect data on client demographics. Overall, respondents requested very few additional resources that would be needed to collect data on client demographics. One participant requested additional software across all demographic factors. Furthermore, two participants provided additional comments. For collecting data on ethnicity or language, one participant stated that they would simply need to add to their current system. For collecting data on language or disability, another participant stated that they would need to change their database, which would have financial implications for their organization.

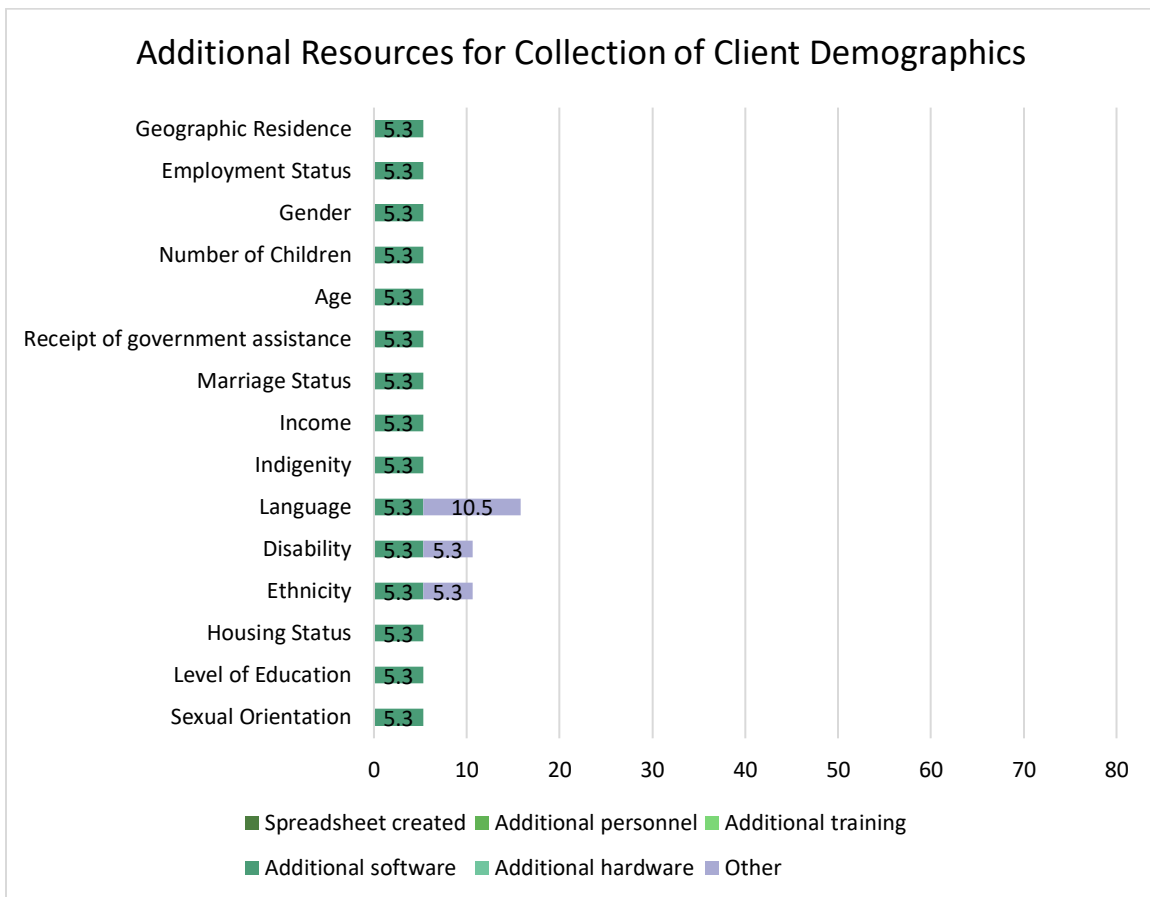The responses are presented in Figure 33.

Figure 33. Additional Resources for Client Demographics

Users of Service

Respondents were asked what additional resources their organization would need to collect data on service users. Respondents were most likely to request additional software or additional training. None of the participants requested additional hardware. Furthermore, two participants provided additional comments. For collecting data on volume of new and recurring users, one participant stated that they would need to change their database, which would have financial implications for their organization. Another participant stated that they would simply need to map it out as the data is already there.

The results are displayed in Figure 34.

Figure 34. Additional Resources for Service Users

Nature of Legal Issues

Respondents were asked what additional resources their organization would need to collect data on the nature of the legal issue. Three participants requested additional hardware in order to collect data on the nature of issues within areas of law. Furthermore, three participants requested other resources that were not provided in the list. For collecting data on areas of law, one participant stated that they would need amended forms to ensure participants identify the area of law and another participant stated that the Court Services would do this on the Court's behalf. For collecting data on the nature of issues within areas of law, one participant stated that they have collected the data, they just don't have time to analyze and use it.

Responses are presented in Figure 35.

Additional Resources for Collection of Nature of Legal Issues
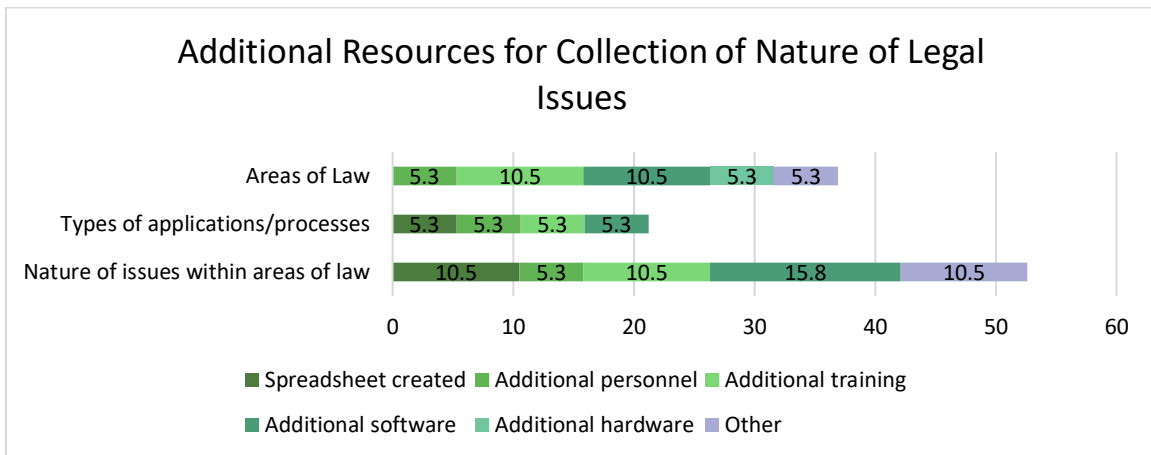
Figure 35. Additional Resources for Nature of Legal Issues

Services Requested and Delivered/Denied

Respondents were asked what additional resources their organization would need to collect data on services requested and delivered/denied. Respondents were mostly likely to request additional resources to collect data on services denied, and they often requested additional personnel, training, and software. None of the participants had other requests that were not provided in the survey. Responses are presented in Figure 36.

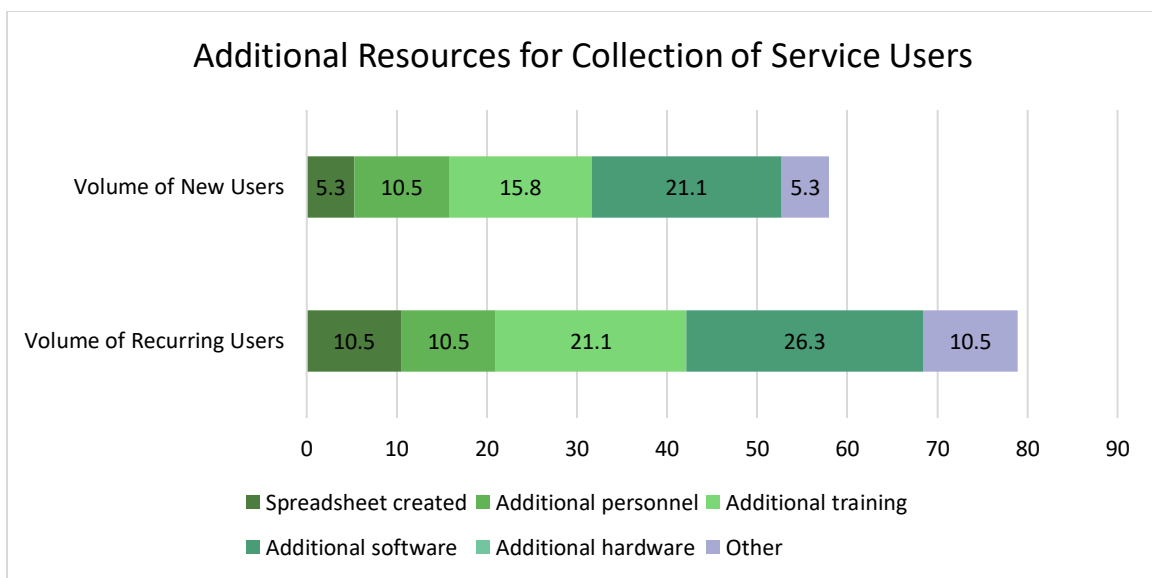## Additional Resources for Collection of Services Requested
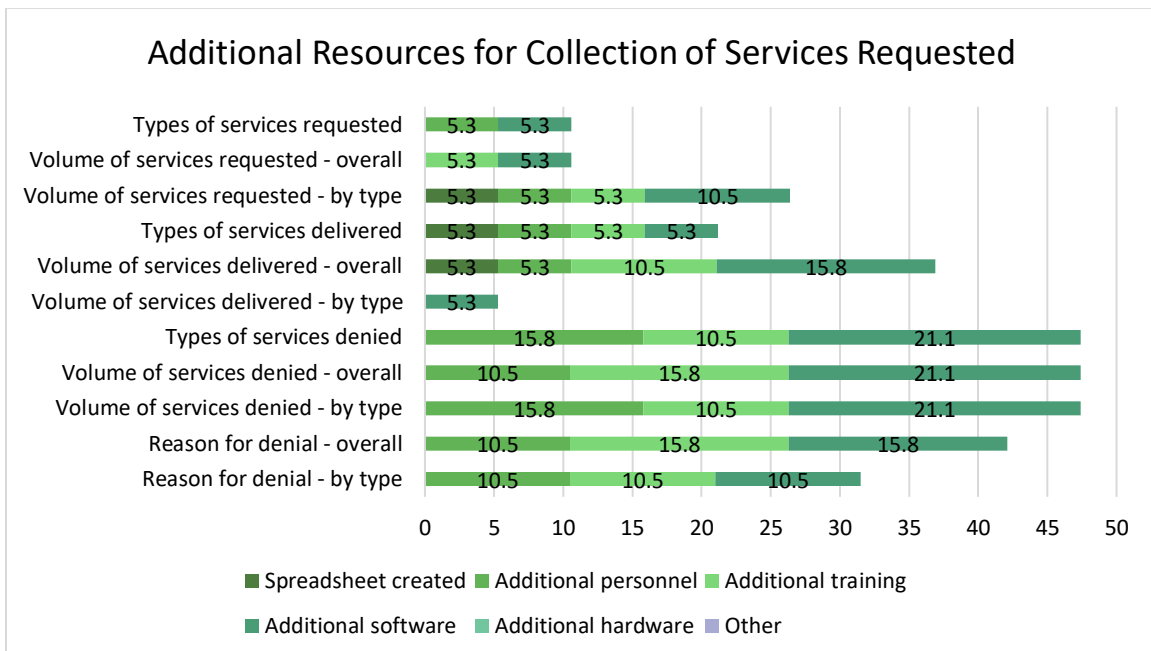
Figure 36. Additional Resources for Services Requested

Referrals

Respondents were asked what additional resources their organization would need to collect data on referrals. Participants were most likely to request additional resources to collect data on type of referrals given to users, volume of referrals given to users by type, and source of referral to services. Again, the most commonly requested resources included additional software, additional training, and additional personnel. None of the participants requested additional hardware.

Furthermore, two participants provided additional comments One participant stated that they would need to add data points to current system in order to collect data on types of referrals given to users and volume of referrals by type. The second participant stated that they would need to conduct software modification to collect these data points.

Responses are presented in Figure 37.
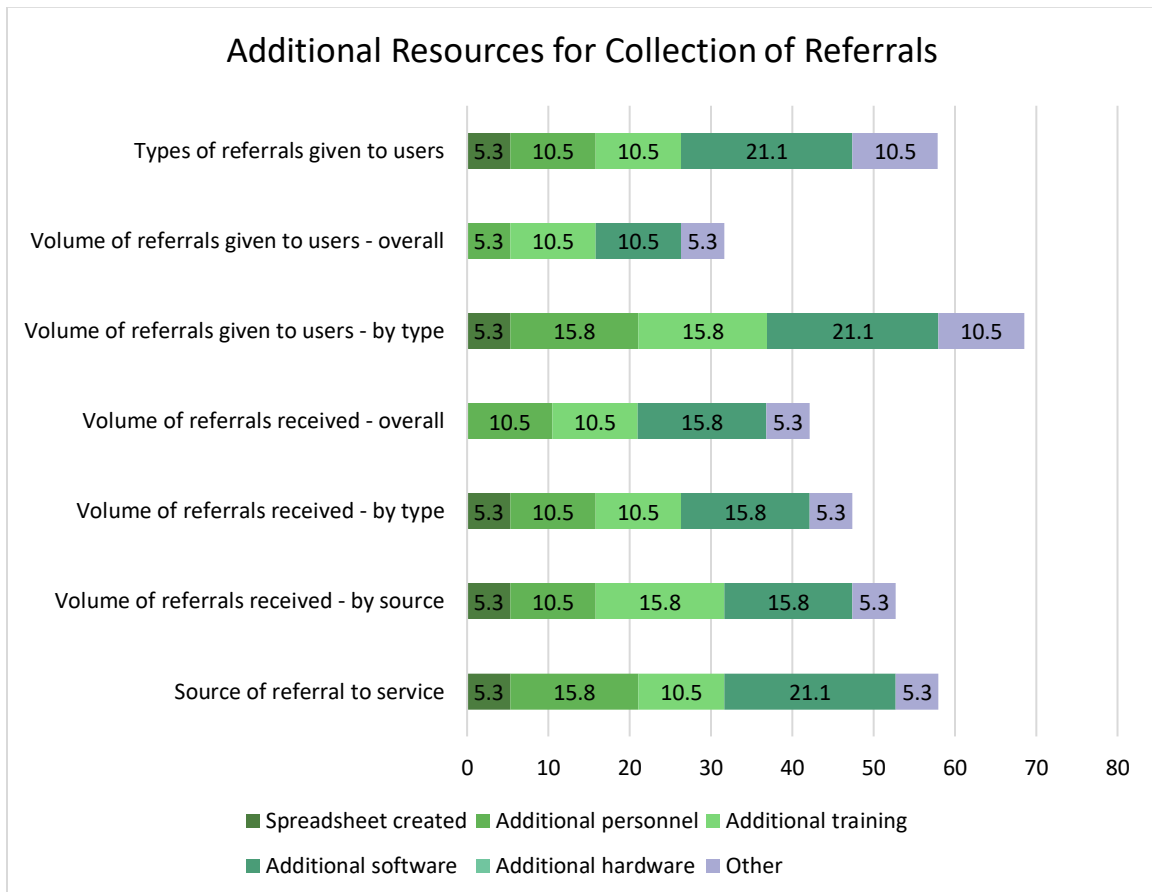
Figure 37. Additional Resources for Referrals

Co-occurring Services

Respondents were asked what additional resources their organization would need to collect data on co-occurring services. Participants were most likely to request additional resources to collect data on whether users received or sought legal advice during service. The most commonly requested resources included additional software, additional training, and additional personnel. None of the participants requested additional hardware.

Furthermore, two participants provided additional comments. One participant stated that the court currently does not think this information is relevant, so they do not collect it. Another participant stated that some of this data may not be appropriate to collect.

Responses are presented in Figure 38.
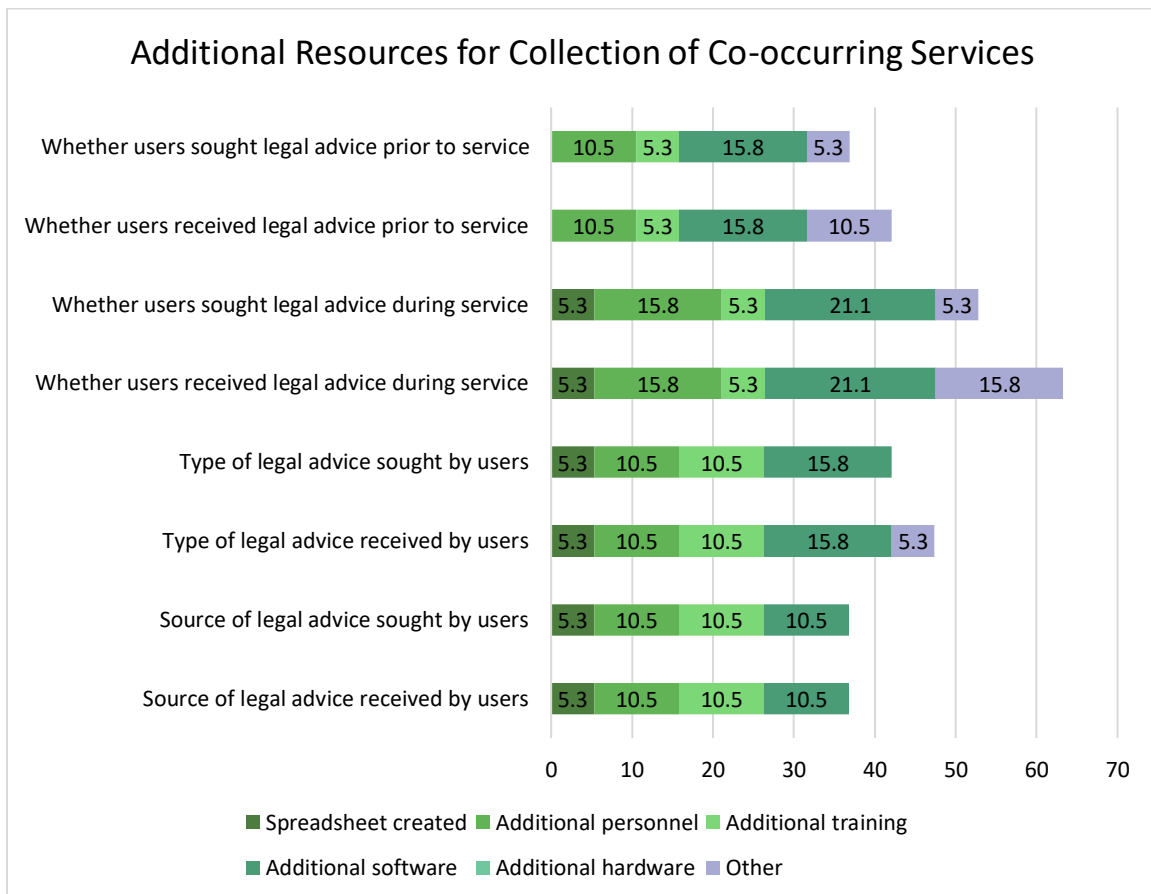
Figure 38. Additional Resources for Co-occurring Services

Process and Outcomes

Respondents were asked what additional resources their organization would need to collect data on processes and outcomes. Participants were most likely to request additional resources to collect data on time duration between milestones in service, time duration between commencing and resolving the matter, and time duration of services delivered. The most commonly requested resources included additional software, additional training, and additional personnel. None of the participants requested additional hardware.

Furthermore, one participant made a comment that the Court doesn't collect data, but Court Services does, and it would be Court Services that would require additional resources. Responses are presented in Figure 39.
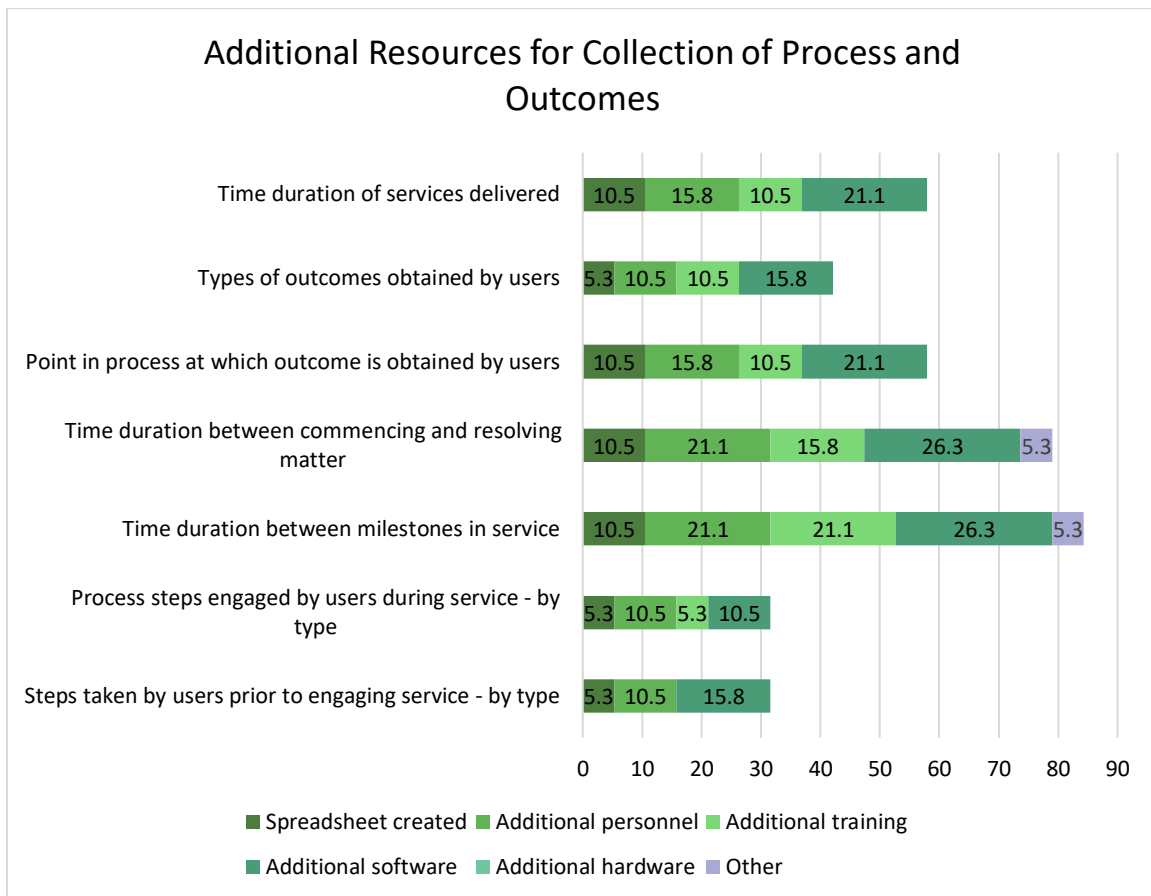
Figure 39. Additional Resources for Process and Outcome

Employee and User Engagement

Respondents were asked what additional resources their organization would need to collect data on employee and user engagement. Participants were most likely to request additional resources to collect data on method of engagement by user and method of service delivery by employee. None of the participants requested any additional resources for collecting data on location of service delivery. The most commonly requested resources included additional software, additional training, and additional personnel. None of the participants requested additional hardware. Additionally, none of the participants requested any other resources.

Responses are presented in Figure 40.
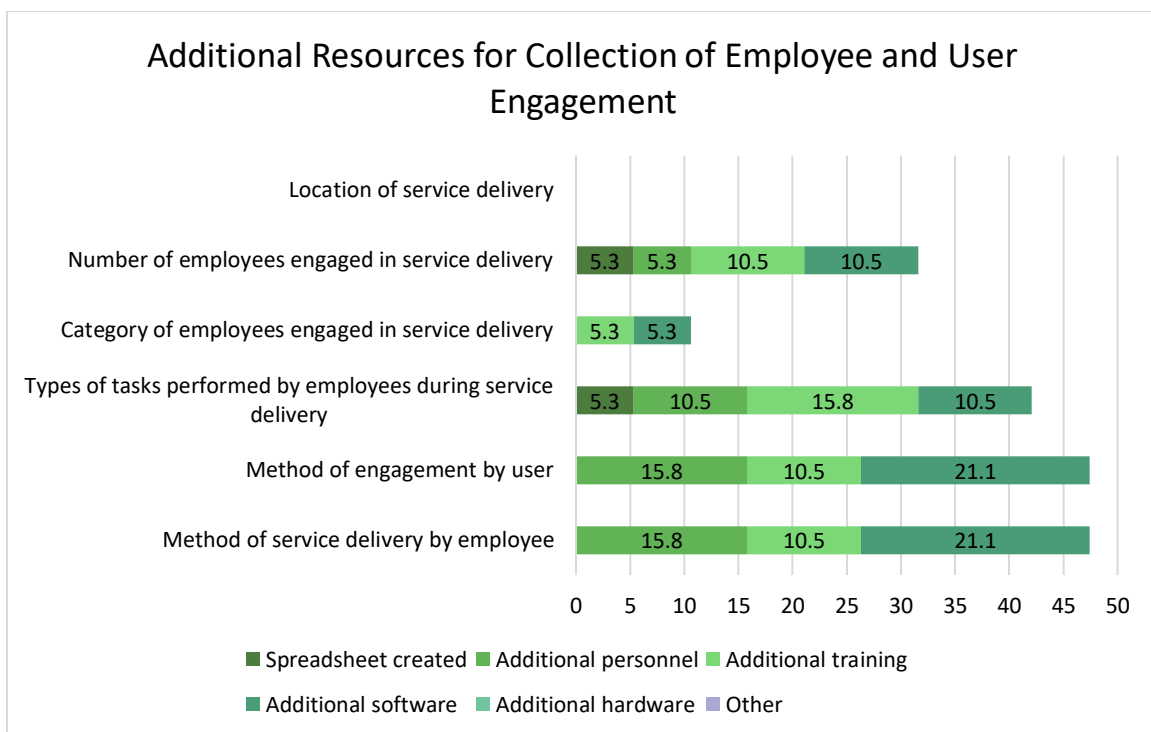
Figure 40. Additional Resources for Employee and User Engagement

Participation of Legal Counsel or Other Advocates

Respondents were asked what additional resources their organization would need to collect data on legal counsel participation. Participants were most likely to request additional resources to collect data on the points in process where legal representation is engaged. None of the participants requested any additional resources for collecting data on whether users are represented by legal counsel. The most commonly requested resources included additional software and creating spreadsheets. None of the participants requested additional hardware.

Furthermore, only one participant requested additional resources that were not provided in the survey and they stated that they would require an amended form.

Responses are presented in Figure 41.
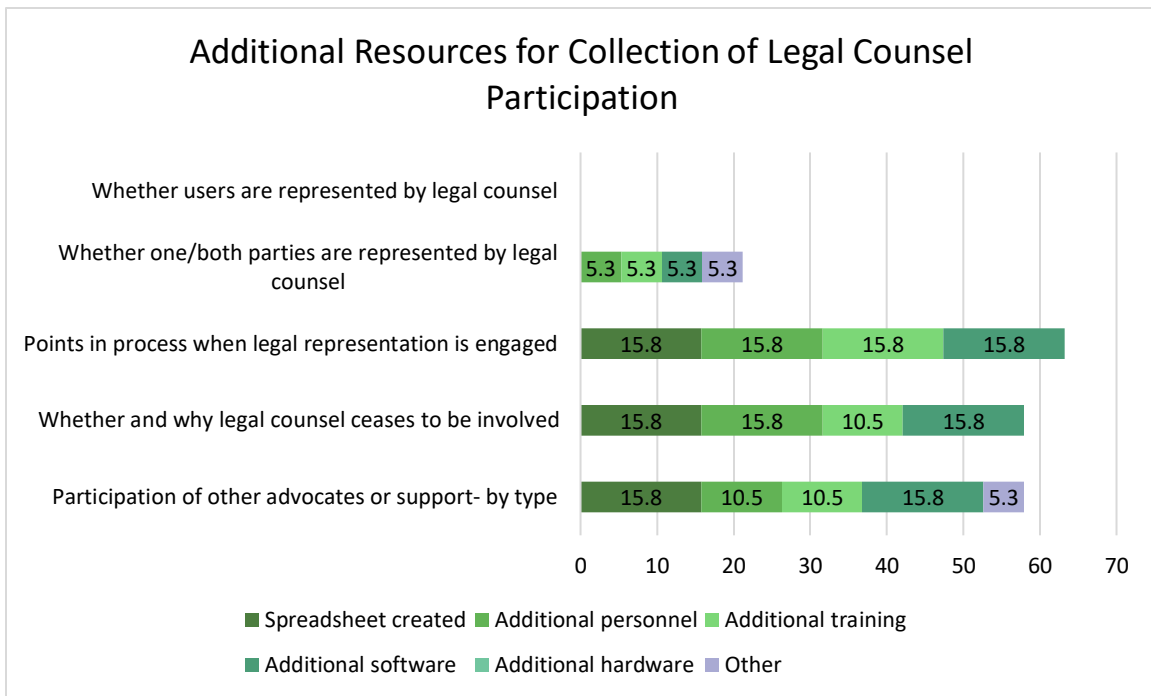
Figure 41. Additional Resources for Legal Counsel Participation

Adjournments

Respondents were asked what additional resources their organization would need to collect data on adjournments. The most commonly requested resources included additional software and additional personnel. None of the participants requested additional hardware.

Furthermore, only one participant requested additional resources that were not provided in the survey and they stated that they would require an amended form.

Responses are presented in Figure 42.
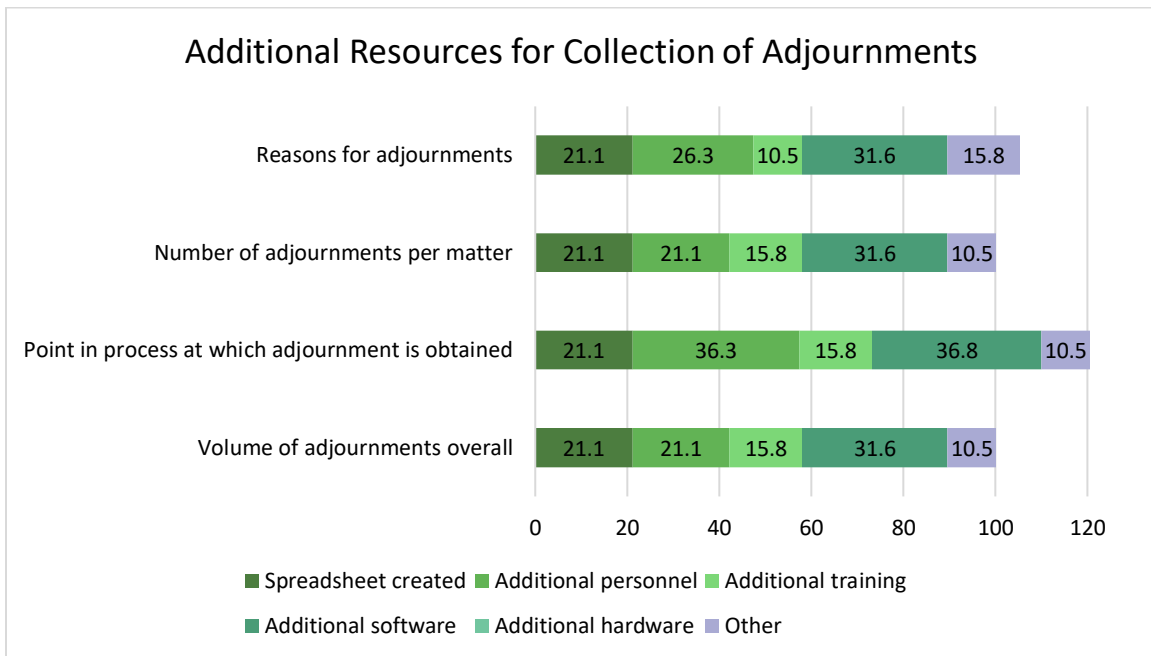
Figure 42. Additional Resources for Adjournments

User Feedback

Respondents were asked what additional resources their organization would need to collect data on user feedback. Participants were likely to request additional resources to collect data on all of the user feedback processes. The most commonly requested resources included additional software and additional personnel. None of the participants requested additional hardware.

Furthermore, three participants requested additional resources that were not provided in the survey, which included client surveys, focus groups, or a third-party survey.

Responses are presented in Figure 43.

Additional Resources for Collection of User Feedback

Category	Spreadsheet created	Additional personnel	Additional training	Additional software	Additional hardware	Other
Whether users were satisfied with the service	5.3	15.8	15.8	26.3	10.5	
Whether users felt info was accessible/accurate	10.5	26.3	21.1	31.6	10.5	
How users identified the service	5.3	26.3	15.8	21.1	5.3	
Whether users better understood the law and their rights	10.5	21.1	21.1	31.6	15.8	
Whether users perceived their matter to be resolved…	10.5	21.1	21.1	36.8	15.8	
Whether users felt they were able to meaningfully participate	10.5	21.1	21.1	36.8	15.8	
Whether users understand relevant legal information	10.5	26.3	21.1	31.6	10.5	
Whether users believed their matter to be resolved	10.5	21.1	15.8	36.8	15.8	
Whether users feel empowered to manage future legal issues	10.5	21.1	15.8	31.6	15.8	
Whether users understood the outcome	10.5	21.1	21.1	36.8	15.8	
Whether users perceived intake to be clear and fair	15.8	31.6	21.1	36.8	15.8	
Whether users perceived process/service to be affordable	10.5	21.1	15.8	26.3	5.3	
Whether users perceived process/service to be fair	15.8	26.3	21.1	36.8	15.8	
Whether users perceived their best interests were considered	10.5	26.3	15.8	36.8	15.8	
Whether users perceived the system to be trustworthy	10.5	21.1	21.1	36.8	10.5	
Whether users experienced any obstacles to access	15.8	26.3	21.1	36.8	15.8	
Whether users experienced delay in receiving service	15.8	26.3	26.3	42.1	15.8	
Whether users felt service delivery was culturally appropriate	10.5	26.3	15.8	36.8	15.8	
Whether users experienced any consequences	15.8	31.6	21.1	36.8	15.8	
Whether users were able to access relevant legal info	10.5	21.1	26.3	31.6	10.5	

■ Spreadsheet created ■ Additional personnel ■ Additional training
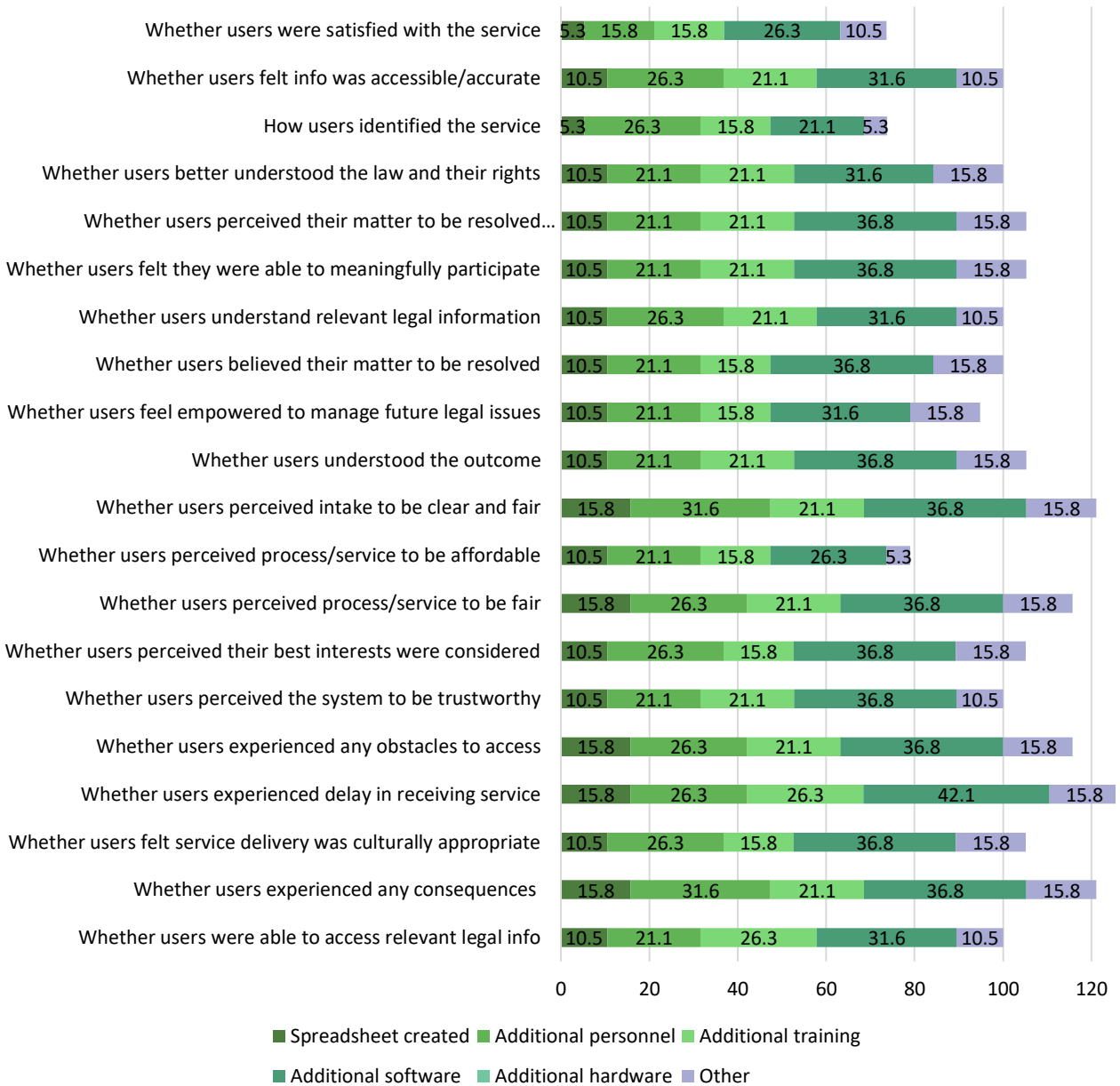■ Additional software ■ Additional hardware ■ Other

Figure 43. Additional Resources for User Feedback

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Co-occurring User Issues

Respondents were also asked what additional resources their organization would need to collect data on co-occurring user issues. Participants were most likely to request additional resources to collect data on loss of employment, loss of housing, physical illness, or receipt of government assistance. The most commonly requested resources included additional software, additional personnel, and creating spreadsheets. None of the participants requested additional hardware.

Furthermore, two participants requested additional resources that were not provided in the survey and they stated that they would need to update the databases or use a third-party survey.

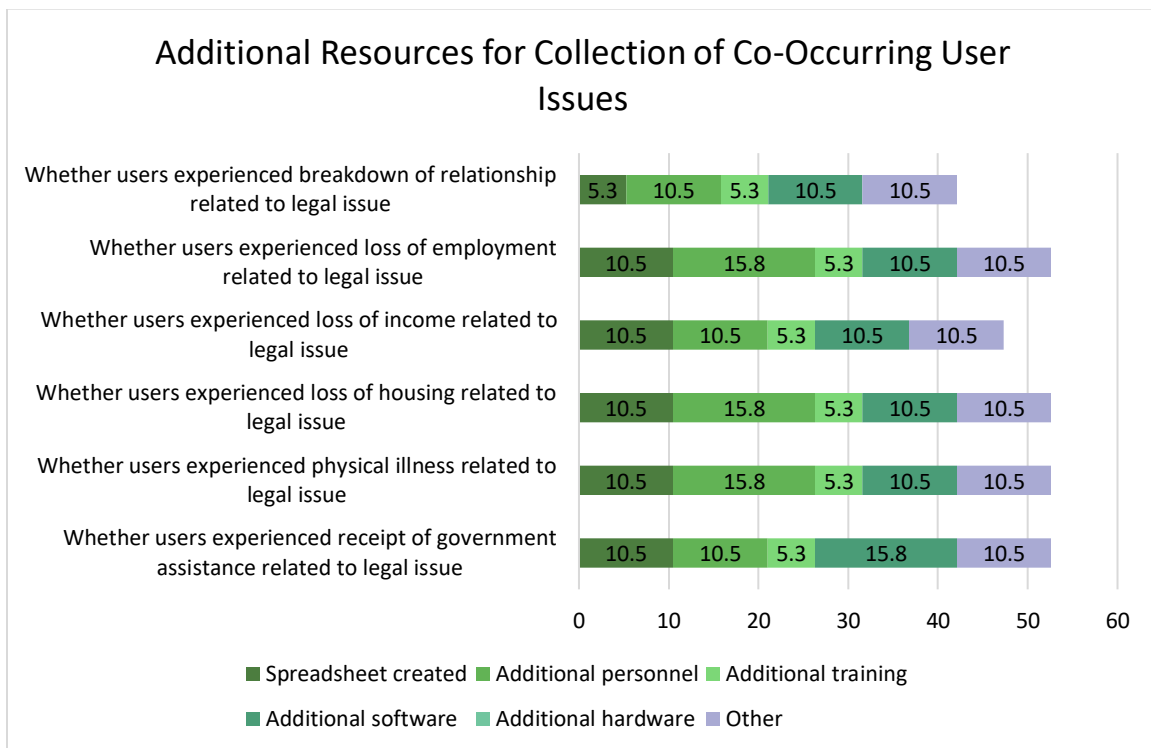Responses are presented in Figure 44.

Figure 44. Additional Resources for Co-occurring user issues

Why Can't Your Organization Collect These Data Points?

Client Demographics

Respondents were asked why their organization cannot collect data on client demographics. Overall, two respondents stated that they could not collect some demographic factors due to privacy legislature. Three respondents also stated that they could not collect data on some demographic factors due to law or policy.

Furthermore, 3 participants provided other reasons why their organization cannot collect this data, which included: (1) anonymous users; (2) providing personal information that is not required by court processes is inappropriate; (3) privacy reasons; and (4) they have no valid reason to collect data.

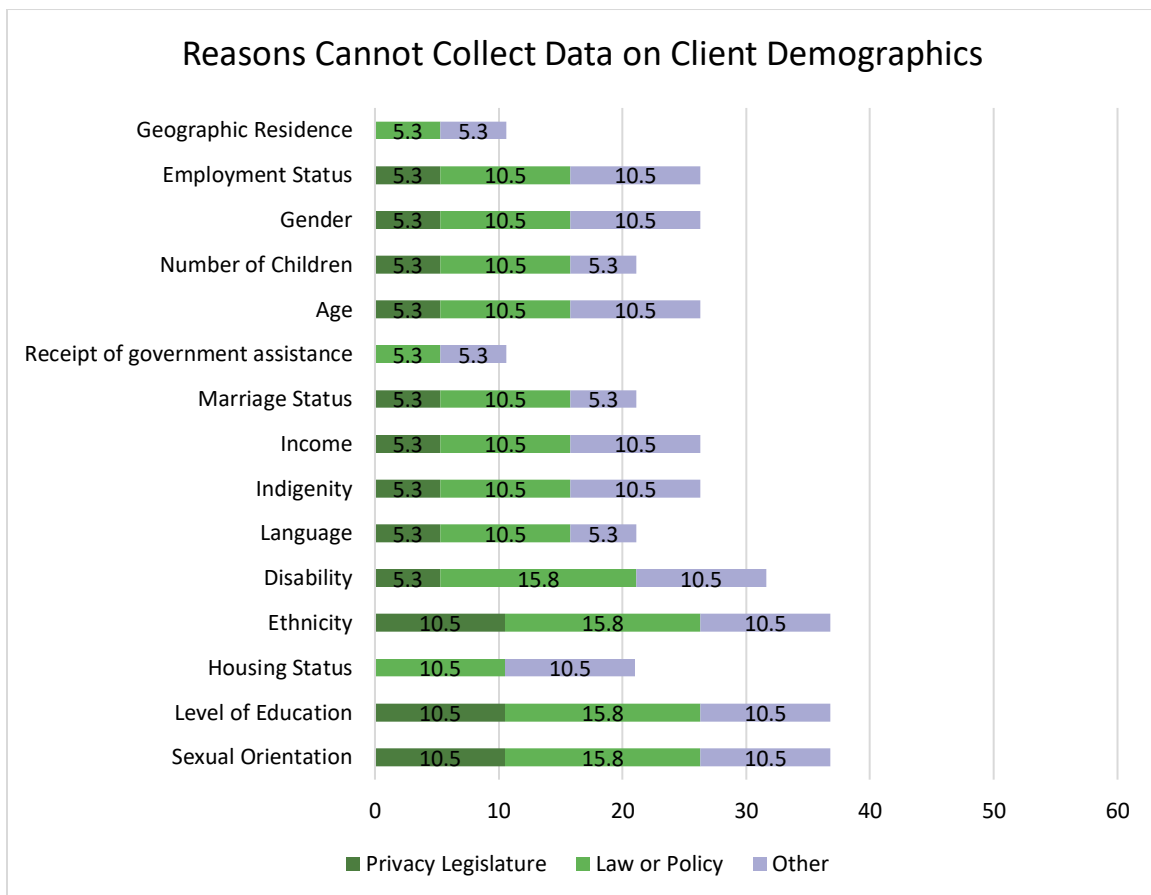The responses are presented in Figure 45.

Figure 45. Reasons Cannot Collect Data on Client Demographics

Users of Service

Respondents were asked why their organization cannot collect data on service users. Overall, none of the respondents stated that they couldn't collect data on service users.

Nature of Legal Issues

Respondents were asked why their organization cannot collect data on the nature of the legal issue. Overall, only one participant stated that they couldn't collect data on types of applications/processes due to law or policy. No other participants had issues collecting data on the nature of legal issues.
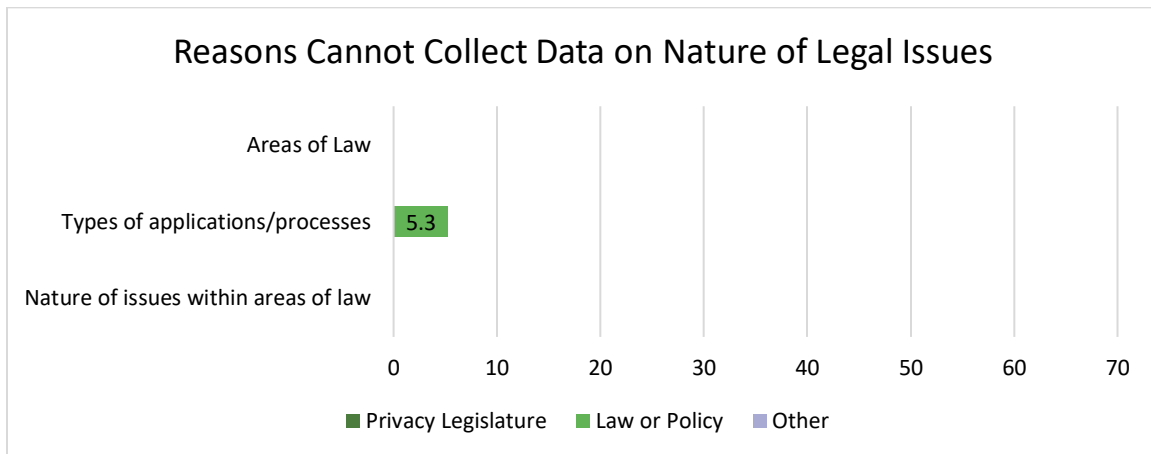
The responses are presented in Figure 46.

Figure 46. Reasons Cannot Collect Data on Nature of Legal Issues

Services Requested and Delivered/Denied

Respondents were asked why their organization cannot collect data on services requested and delivered/denied. Overall, almost none of the participants had issues collecting data on services requested and delivered. Only one participant provided another reason why their organization cannot collect on volume of services denied, which was that they don't track this data.

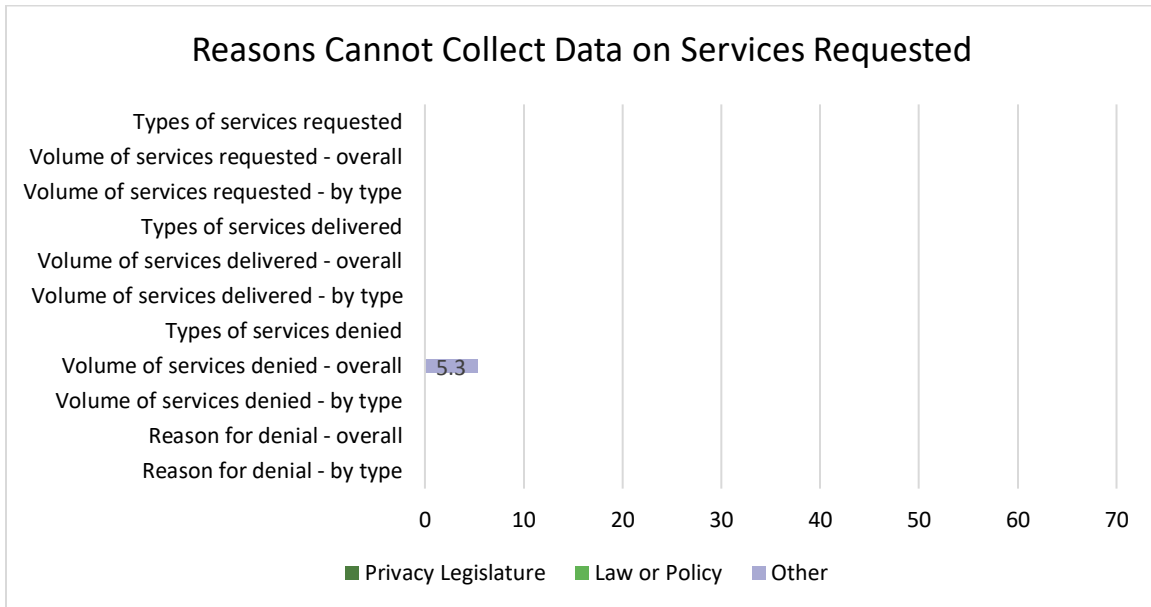The responses are presented in Figure 47.

Reasons Cannot Collect Data on Services Requested

Figure 47. Reasons Cannot Collect Data on Services Requested

Referrals

Respondents were asked why their organization cannot collect data on referrals. Overall, almost none of the participants had issues collecting data on referrals. Only one participant provided another reason why their organization cannot collect on referrals, which was that they don't track this data and there is too high of a demand for their services.
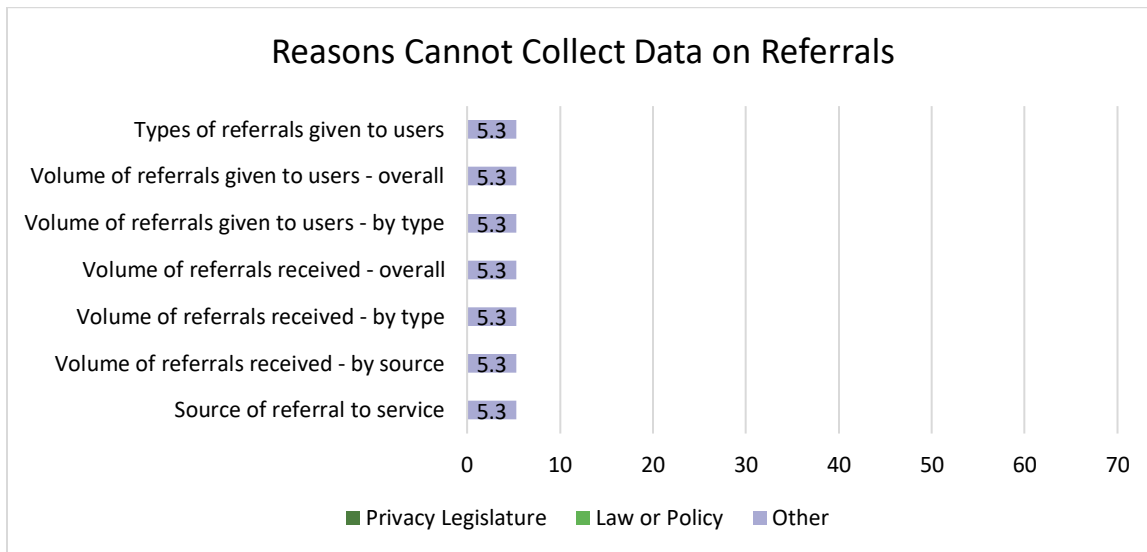
The responses are presented in Figure 48.

Reasons Cannot Collect Data on Referrals

Figure 48. Reasons Cannot Collect Data on Referrals

Co-occurring Services

Respondents were asked why their organization cannot collect data on co-occurring services. Overall, respondents stated that there were a few co-occurring services that they could not collect data on due to privacy legislature.

Furthermore, two participants provided other reasons why their organization cannot collect this data, which included: (1) that they don't track it and (2) that it may unintentionally bias the Court or breach lawyer client confidentiality.

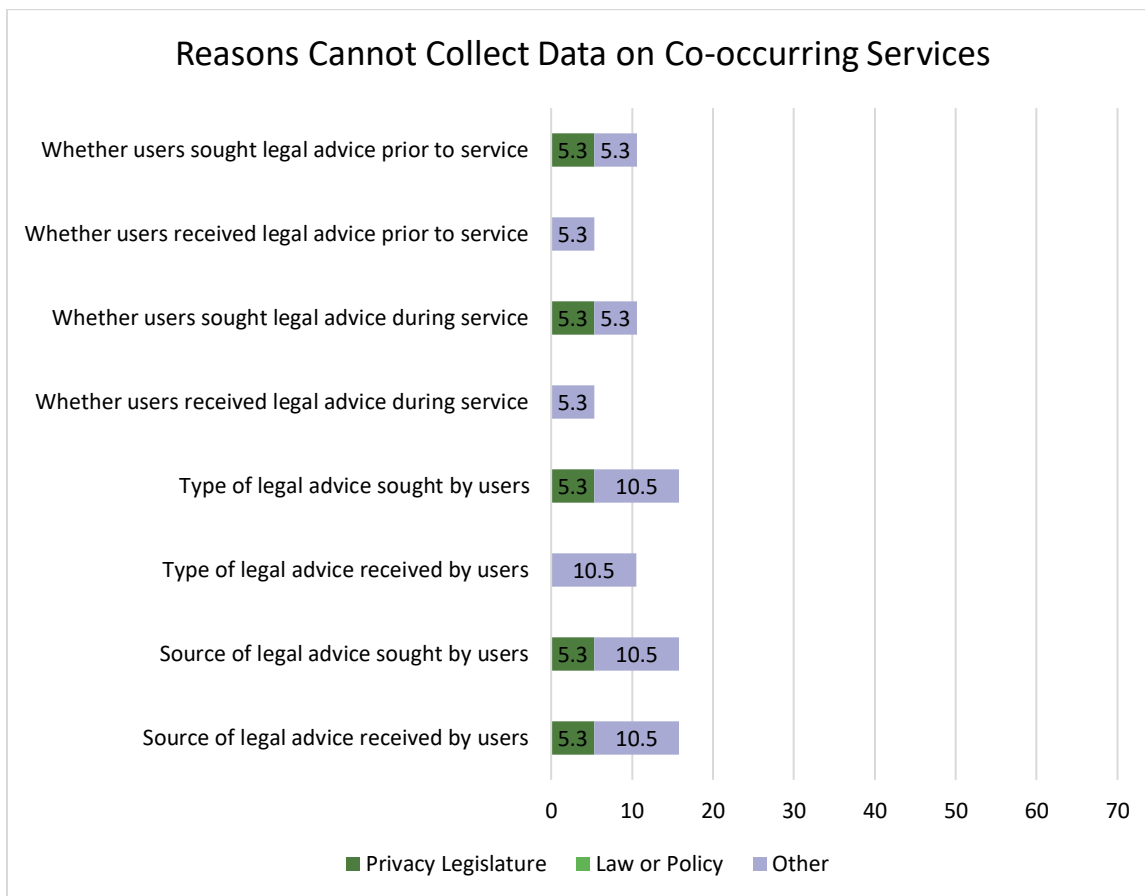The responses are presented in Figure 49.

Figure 49. Reasons Cannot Collect Data on Co-occurring Services

Process and Outcomes

Respondents were asked why their organization cannot collect data on processes and outcomes. Only one participant stated that they could not collect data on the steps taken by users prior to engaging service, due to privacy legislature.

Furthermore, 4 participants provided other reasons why their organization cannot collect this data, which included: (1) don't track this data; (2) anonymous users; (3) it would be part of a bigger initiative; and (4) it might bias the Court.

The responses are presented in Figure 50.

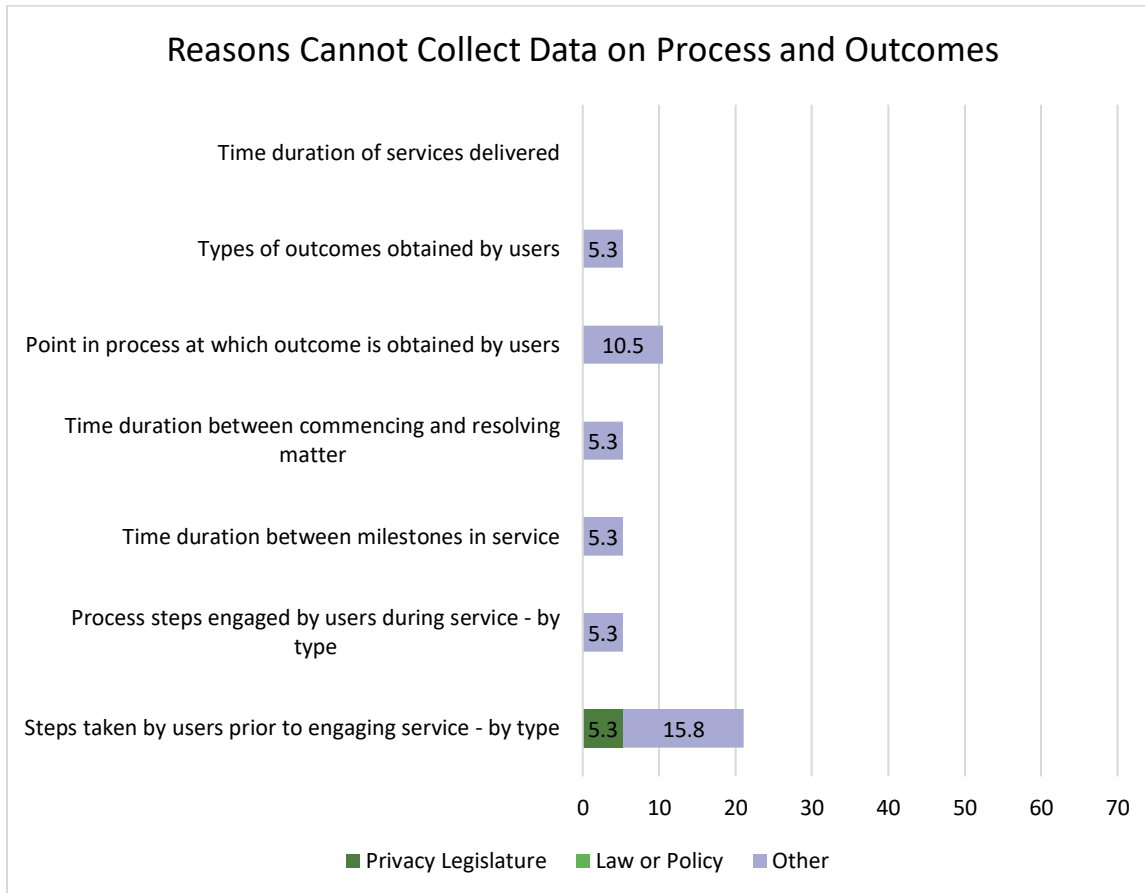## Reasons Cannot Collect Data on Process and Outcomes

Figure 50. Reasons Cannot Collect Data on Process and Outcome

Employee and User Engagement

Respondents were asked why their organization cannot collect data on employee and user engagement. Overall, none of the respondents stated that they couldn't collect data on employee and user engagement.

Participation of Legal Counsel or Other Advocates

Respondents were asked why their organization cannot collect data on legal counsel participation. Overall, only one respondent stated that they could not collect data on participation of other advocates or support, due to privacy legislature.

Furthermore, 4 participants provided other reasons why their organization cannot collect this data, which included: (1) don't track this data; (2) anonymous users; (3) The Court doesn't track this data, but Court Services does; and (4) it may breach lawyer/client confidentiality and unintentionally bias the Court.

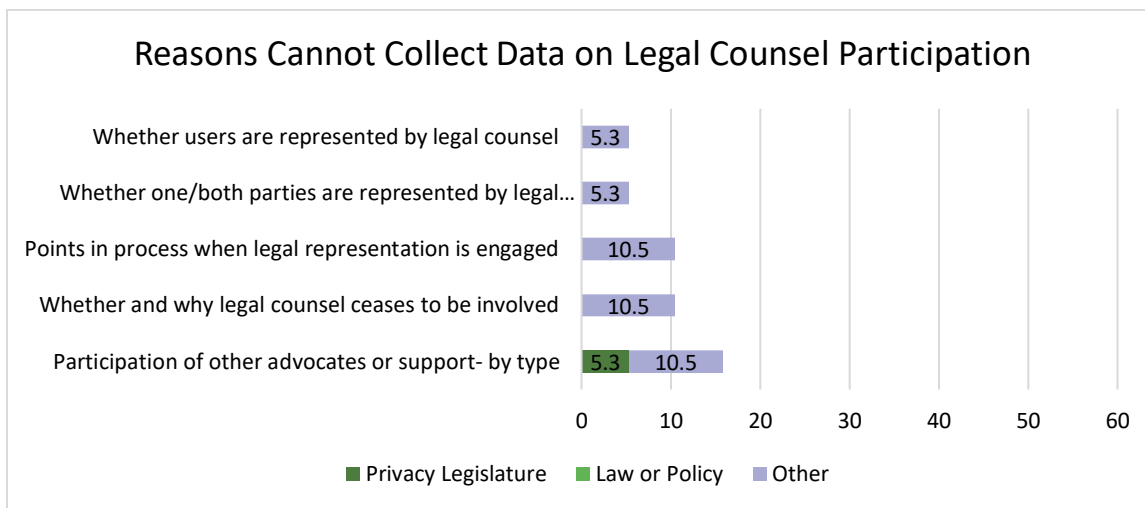The responses are presented in Figure 51.

Figure 51. Reasons Cannot Collect Data on Legal Counsel Participation

Adjournments

Respondents were asked why their organization cannot collect data on adjournments. Overall, none of the respondents stated that they couldn't collect data on adjournments.

User Feedback

Respondents were asked why their organization cannot collect data on user feedback. Overall, none of the respondents stated that they couldn't collect data due to privacy legislature or law and policy. However, 4 participants provided other reasons why their organization cannot collect this data, which included: : (1) don't track this data; (2) anonymous users; (3) needs to be in their best interest/not part of mandate; and (4) it may unintentionally bias the Court.

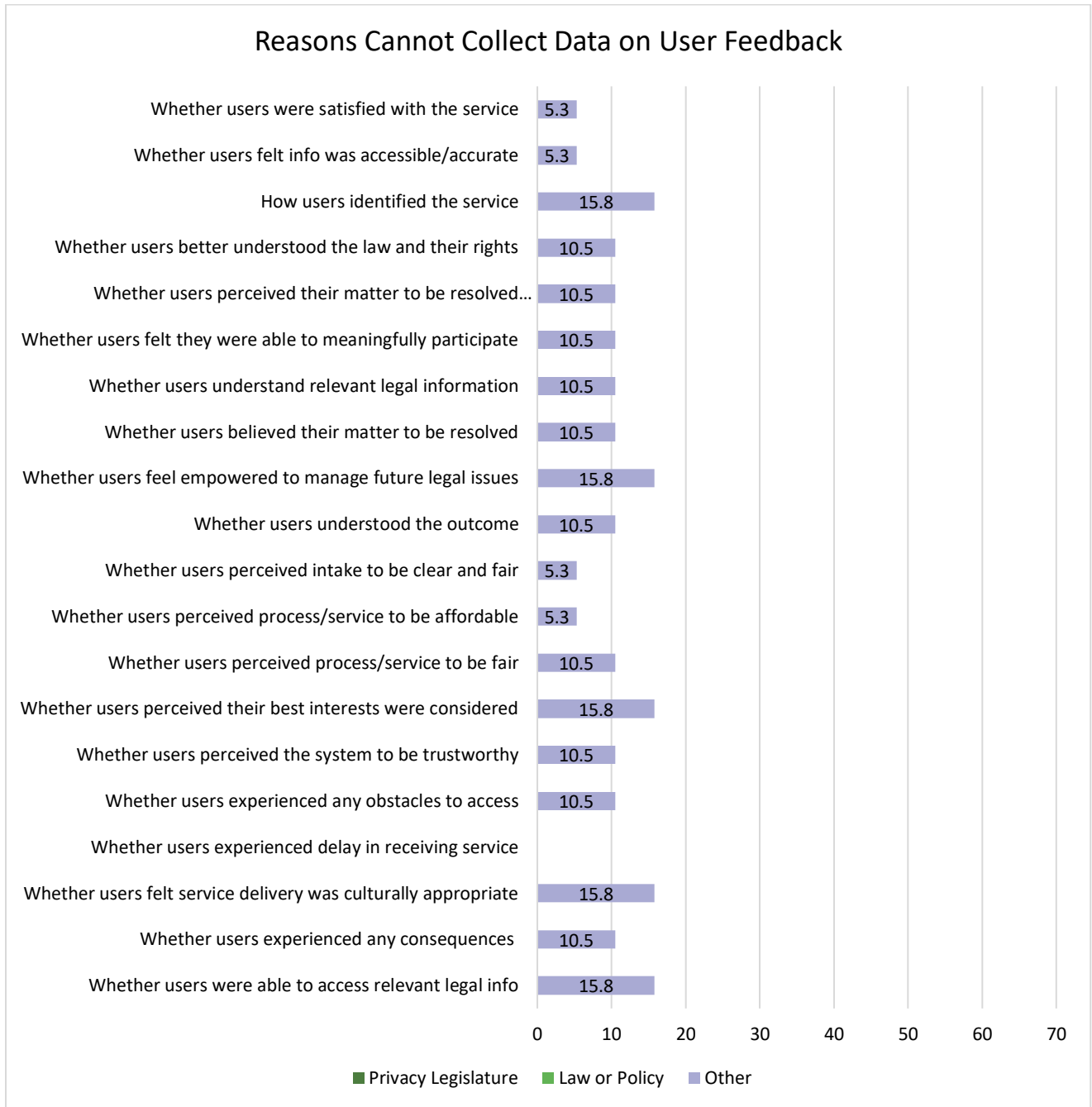The responses are presented in Figure 52.

Reasons Cannot Collect Data on User Feedback

Category	Value
Whether users were satisfied with the service	5.3
Whether users felt info was accessible/accurate	5.3
How users identified the service	15.8
Whether users better understood the law and their rights	10.5
Whether users perceived their matter to be resolved...	10.5
Whether users felt they were able to meaningfully participate	10.5
Whether users understand relevant legal information	10.5
Whether users believed their matter to be resolved	10.5
Whether users feel empowered to manage future legal issues	15.8
Whether users understood the outcome	10.5
Whether users perceived intake to be clear and fair	5.3
Whether users perceived process/service to be affordable	5.3
Whether users perceived process/service to be fair	10.5
Whether users perceived their best interests were considered	15.8
Whether users perceived the system to be trustworthy	10.5
Whether users experienced any obstacles to access	10.5
Whether users experienced delay in receiving service	
Whether users felt service delivery was culturally appropriate	15.8
Whether users experienced any consequences	10.5
Whether users were able to access relevant legal info	15.8

Legend: ■ Privacy Legislature ■ Law or Policy ■ Other

Figure 52. Reasons Cannot Collect Data on User Feedback

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Co-occurring User Issues

Respondents were asked why their organization cannot collect data on co-occurring user issues. Overall, one respondent stated that they could not collect data on co-occurring user issues due to law or policy.

Furthermore, 4 participants provided other reasons why their organization cannot collect this data, which included: (1) don't track this data; (2) anonymous users; (3) not part of mandate; and (4) it may unintentionally bias the Court.
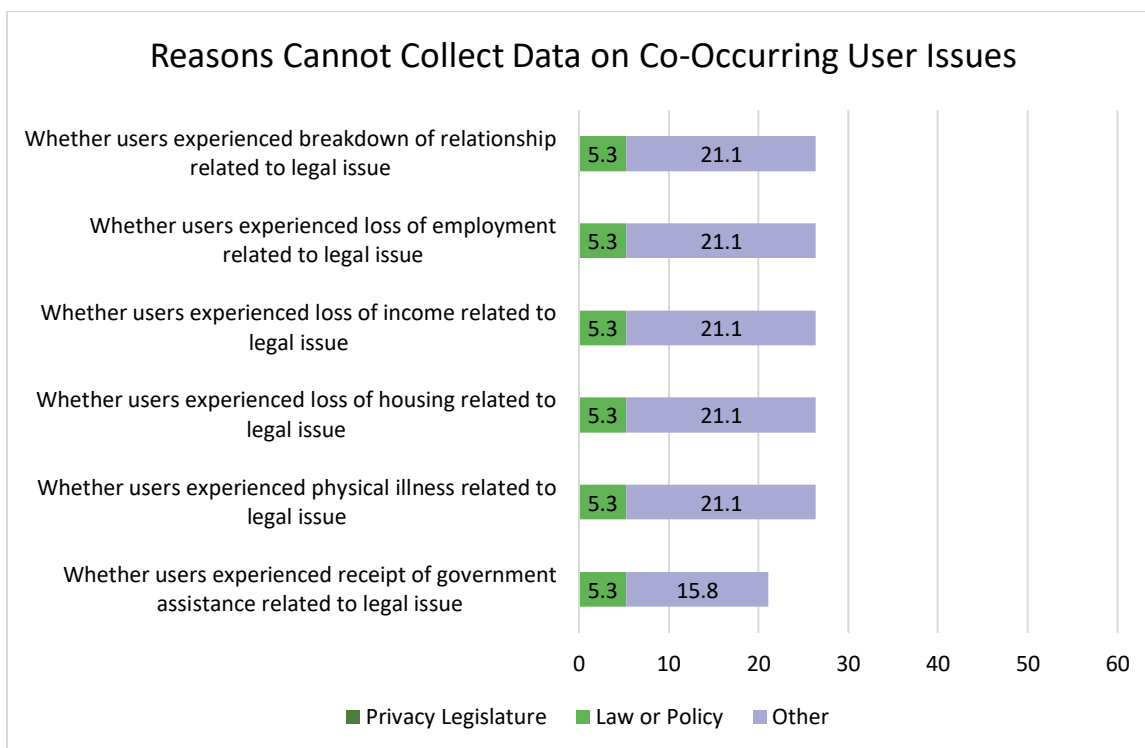
The responses are presented in Figure 53.

Figure 53. Reasons Cannot Collect Data on Co-occurring user issues

Use of Collected Data Points

Client Demographics

Respondents were asked how their organization uses the data collected on client demographics. Most organizations reviewed client demographics annually by senior management and tracked them regularly to inform service delivery adjustments. Data was often collected but not necessarily used for geographic residence, employment status, number of children, government assistance, marriage status, and income.

Furthermore, six participants stated that the data points were used in other ways that were not provided in the survey list. Participants identified these additional uses of the data: (1) informing assignment of files and location of meetings; (2) for CRC purposes; (3) necessary for hearing; (4) assessing needs and opportunities for consumers; (5) for application process; and (6) playing a role in fees.
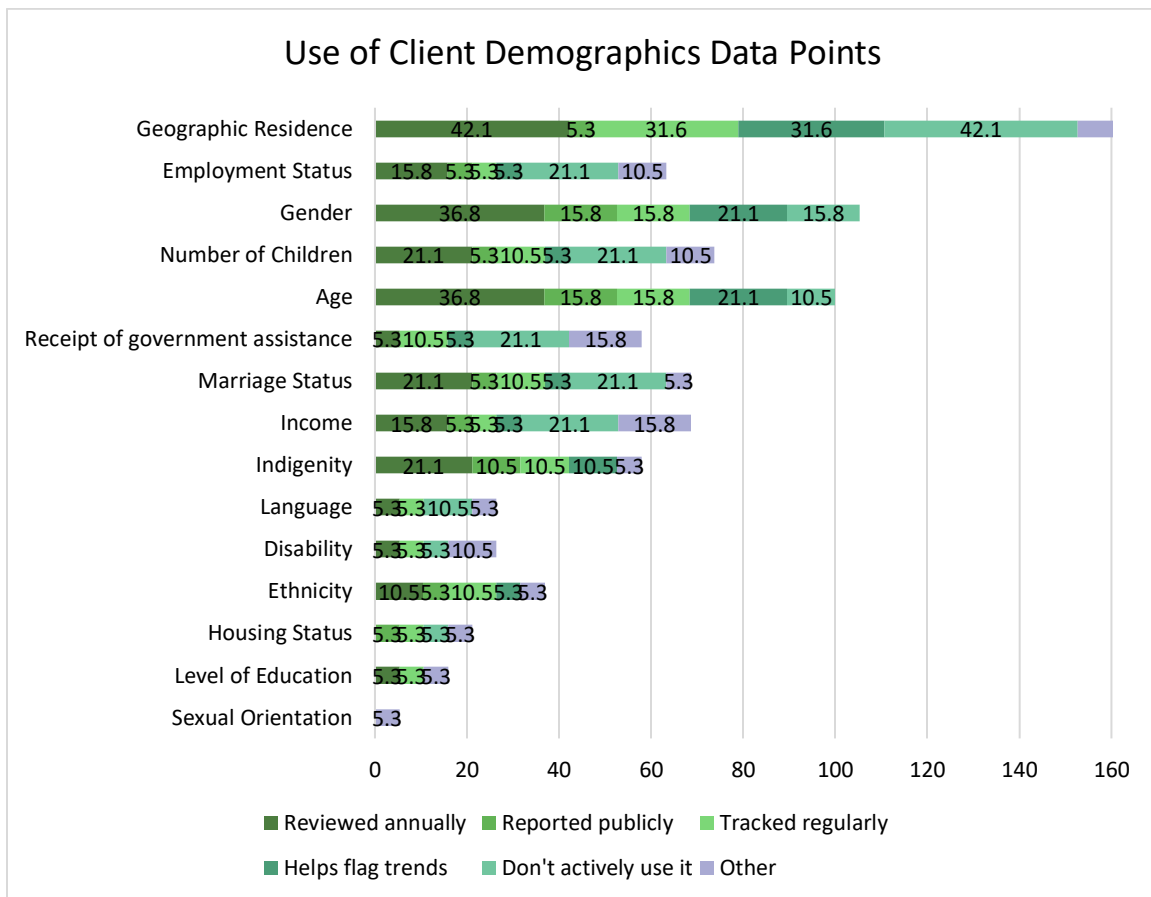
The responses are presented in Figure 54.

Figure 54. Use of Client Demographic Data Points

Users of Service

Respondents were asked how their organization uses the data collected on service users. Overall, respondents were most likely to use the data in annual reviews and to track information to inform service delivery. None of the participants reported any other uses of the data.
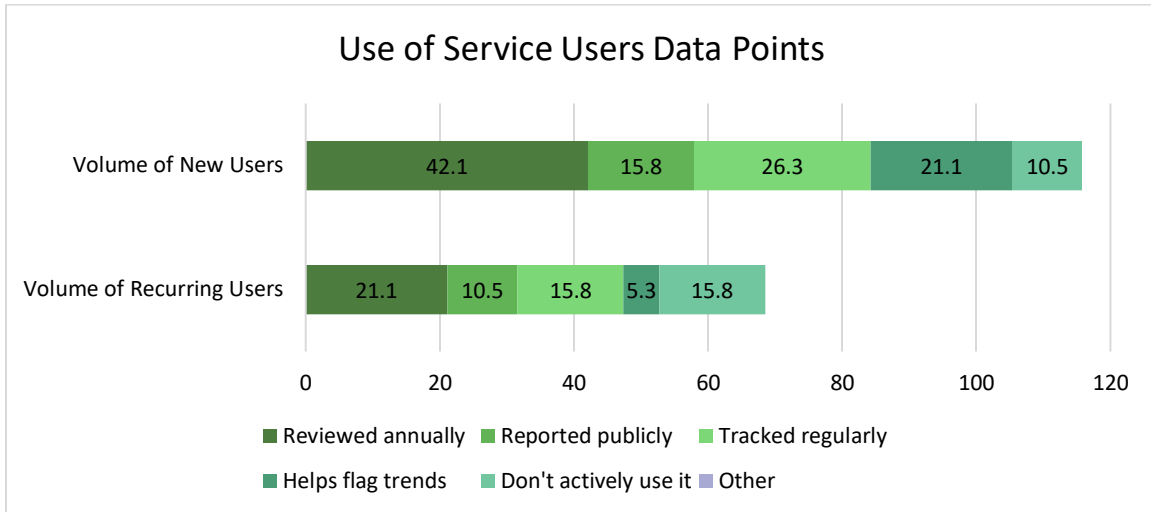
The responses are presented in Figure 55.

Use of Service Users Data Points

	Reviewed annually	Reported publicly	Tracked regularly	Helps flag trends	Don't actively use it
Volume of New Users	42.1	15.8	26.3	21.1	10.5
Volume of Recurring Users	21.1	10.5	15.8	5.3	15.8

Legend: ■ Reviewed annually ■ Reported publicly ■ Tracked regularly ■ Helps flag trends ■ Don't actively use it ■ Other

Figure 55. Use of Service Users Data Points

Nature of Legal Issues

Respondents were asked how their organization uses the data collected on the nature of legal issues. Overall, most collected data was reviewed annually, tracked regularly to inform service delivery, and reported publicly.

Furthermore, two participants stated that the data points were used in other ways that were not provided in the survey list. One participant stated that they track this data to deal with each complaint and monitor trends. Another participant stated that they are trying to limit these services, as they are over capacity.
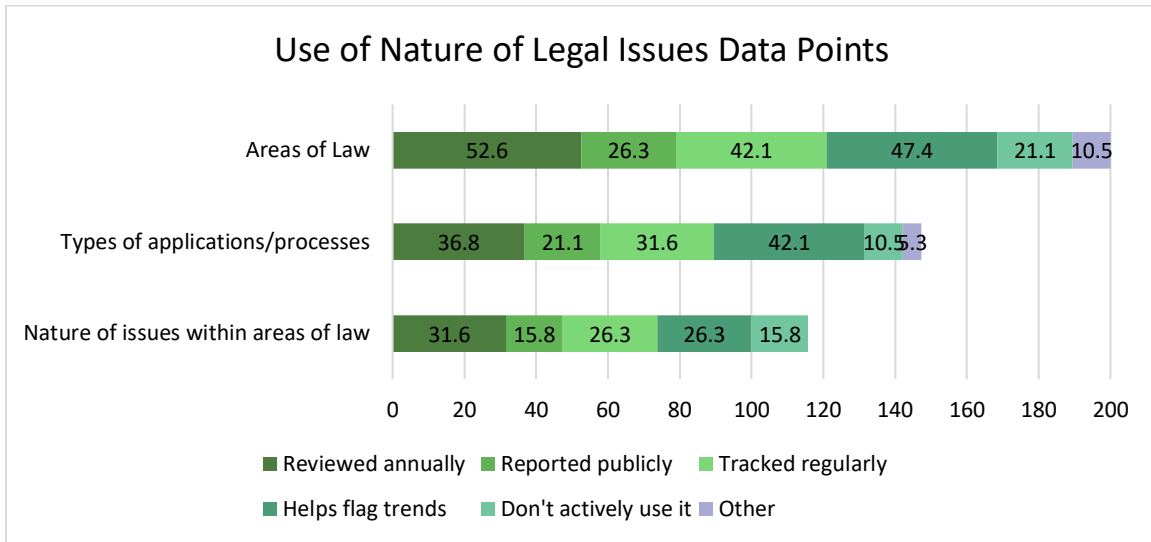
The responses are presented in Figure 56.

Figure 56. Use of Nature of Legal Issues Data Points

Services Requested and Delivered/Denied

Respondents were asked how their organization uses the data collected on services requested and denied. Overall, most collected data was reviewed annually, tracked regularly to inform service delivery, and reported publicly. Data was also used to help flag trends.

Furthermore, five participants stated that the data points were used in other ways that were not provided in the survey list. Four of these participants stated that they do not fully track this data. One participant stated that it helps them determine when they are at capacity and cannot take on more clients.

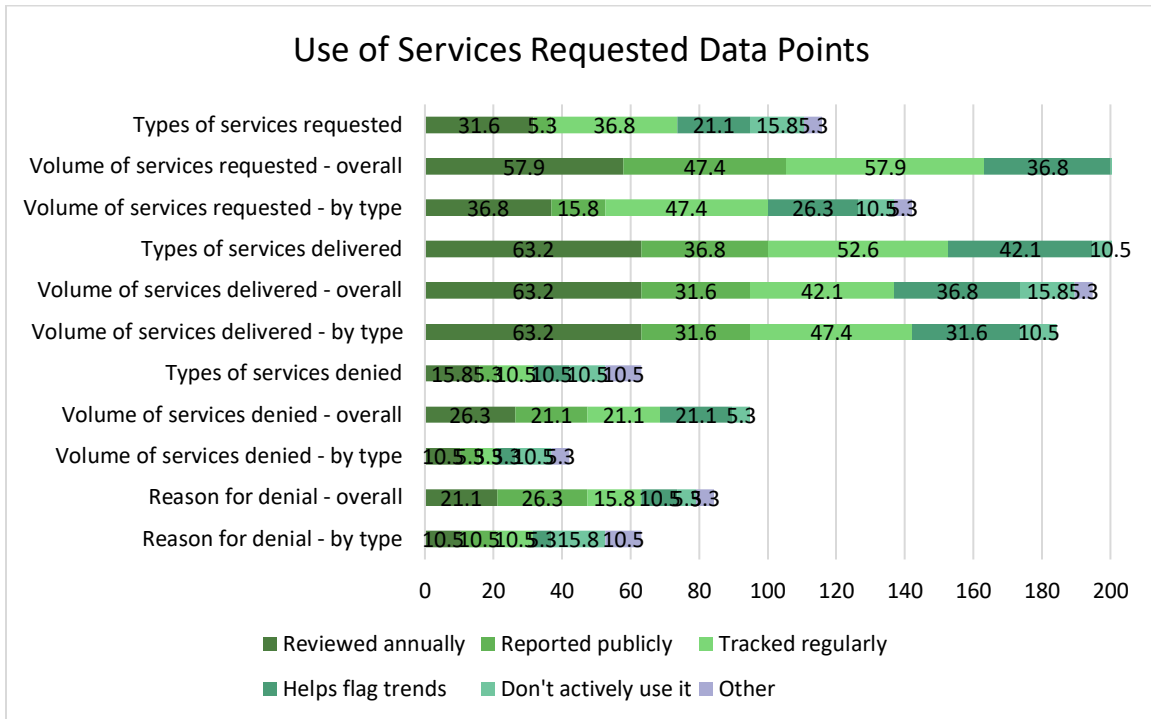The responses are presented in Figure 57.

Figure 57. Use of Services Requested Data Points

Referrals

Respondents were asked how their organization uses the data collected on referrals. Overall, most collected data was reviewed annually by senior management. None of the participants stated that the data points were used in other ways that were not provided in the survey list.

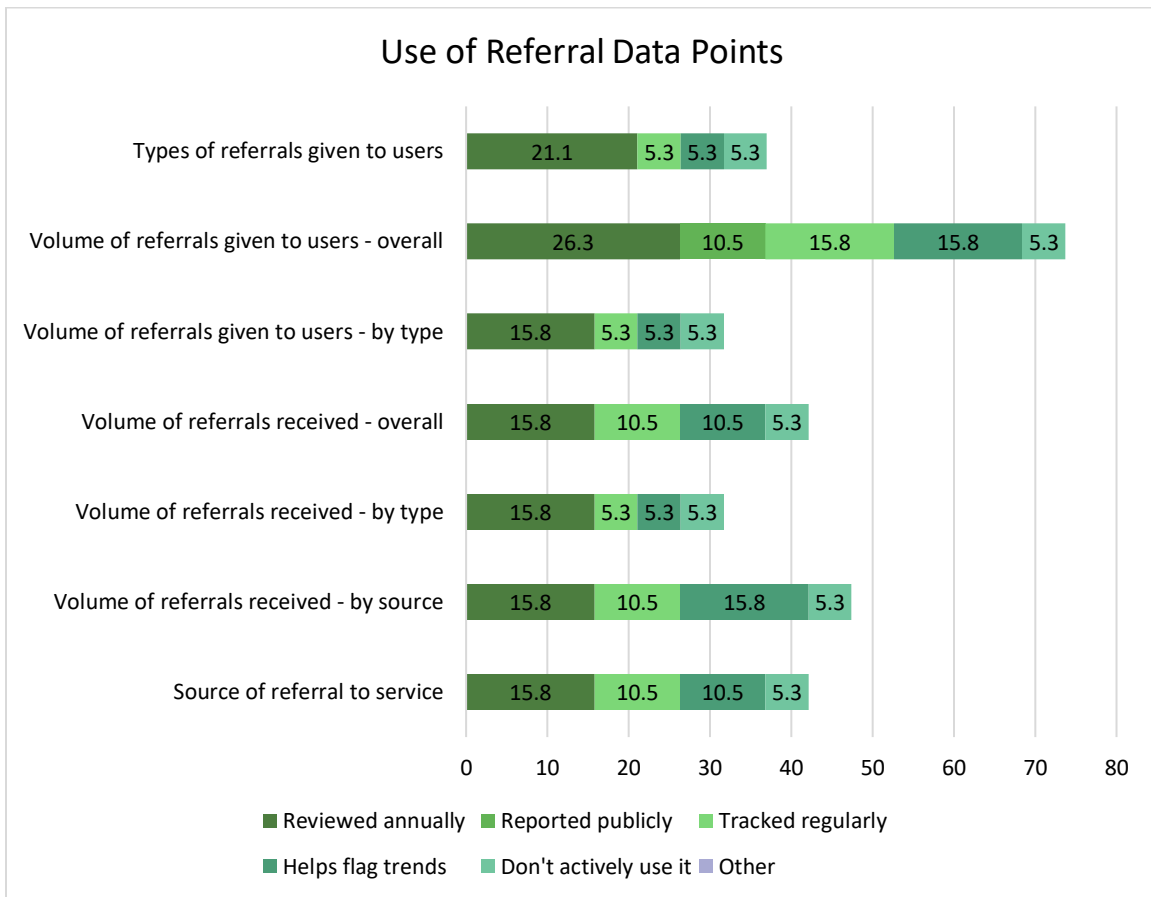The responses are presented in Figure 58.

Figure 58. Use of Referral Data Points

Co-occurring Services

Respondents were asked how their organization uses the data collected on co-occurring services. Overall, most collected data was reviewed annually by senior management. Whether clients sought or received legal advice prior to service was often collected but not used.

Furthermore, two participants stated that the data points were used in other ways that were not provided in the survey list. Participants' responses included (1) the data is used in a case-by-case manner and (2) appellant's advise if they have retained legal counsel for the purpose of the appeal.
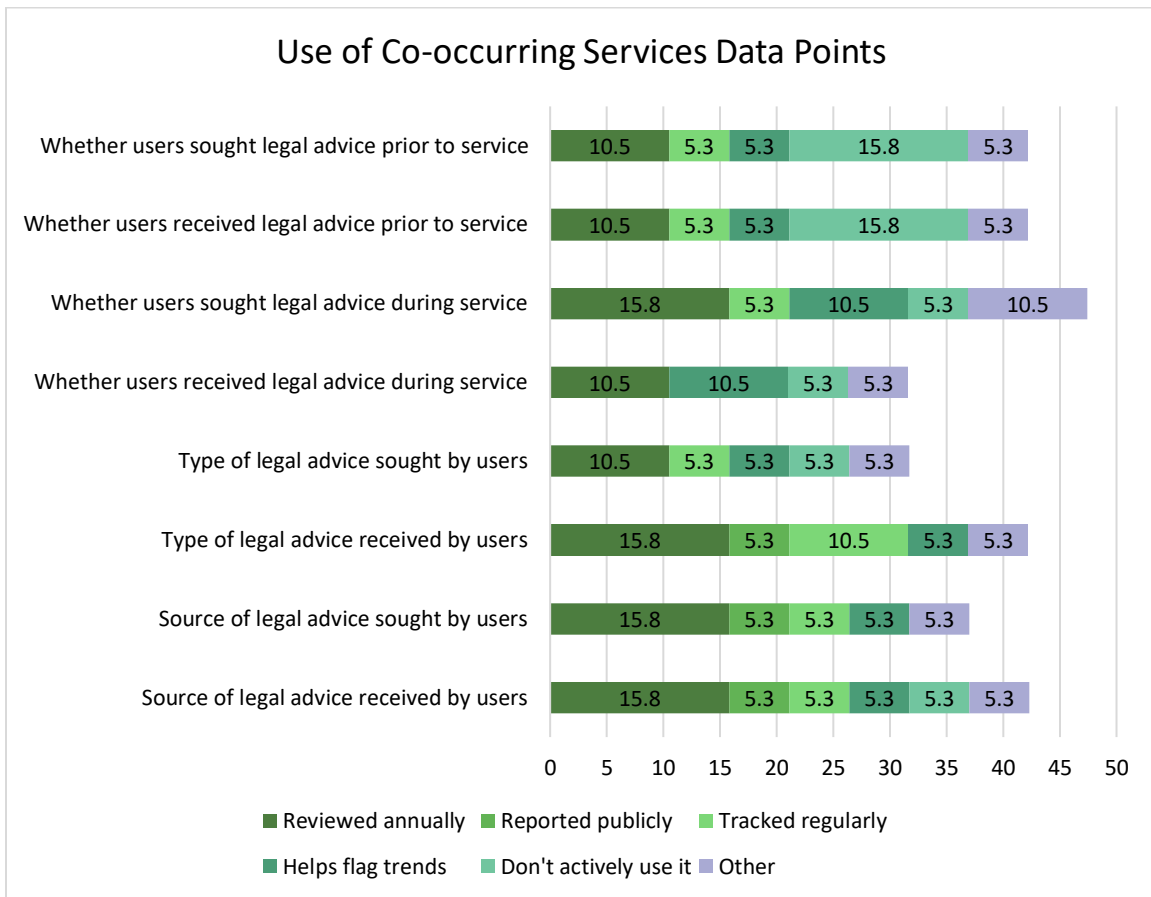
The responses are presented in Figure 59.

Figure 59. Use of Co-occurring Services Data Points

Process and Outcomes

Respondents were asked how their organization uses the data collected on process and outcomes. Overall, most collected data was reviewed annually by senior management. Process steps engaged in by users and steps taken by users were often collected but not used.

Furthermore, five participants provided additional comments. Generally, participants stated that the data was only tracked on select measures and only used on a case-by-case basis.

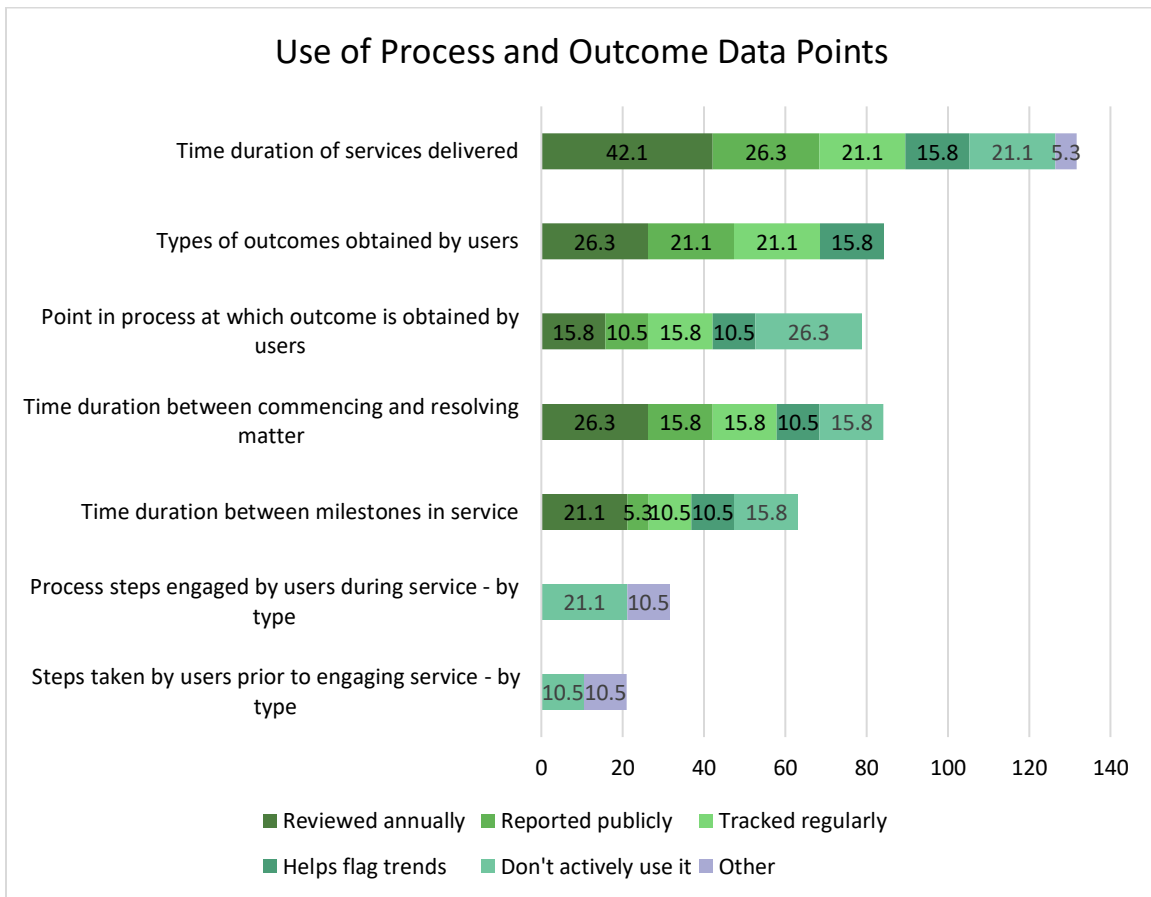The responses are presented in Figure 60.

Use of Process and Outcome Data Points

Figure 60. Use of Process and Outcome Data Points

Employee and User Engagement

Respondents were asked how their organization uses the data collected on employee and user engagement. Overall, most collected data was reviewed annually by senior management and tracked regularly. Furthermore, one participant stated that the data was used on an as-needed basis.

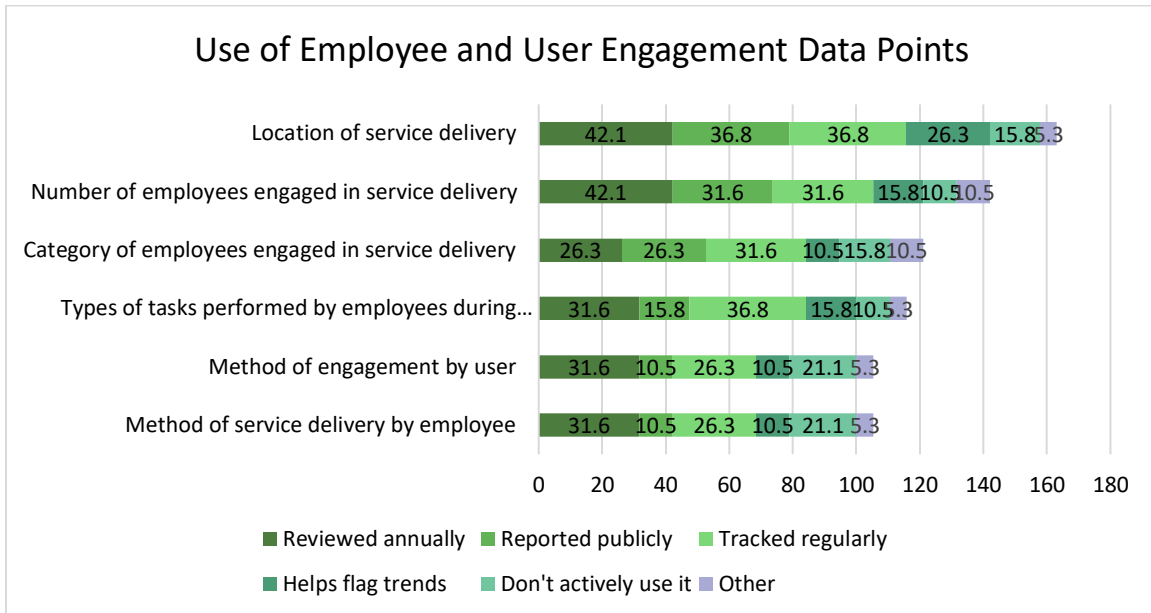The responses are presented in Figure 61.

Figure 61. Use of Employee and User Engagement Data Points

Participation of Legal Counsel or Other Advocates

Respondents were asked how their organization uses the data collected on participation of legal counsel. Overall, respondents generally collected this data but did not necessarily use it. Data was generally not reported publicly or used to help flag trends.

Furthermore, four participants provided additional comments. Participants stated that (1) the data was used in eCourt only; (2) data was recorded on case file but not statistically tracked; (3) Used in a case-by-case manner; and (4) data is needed on an individual basis. The responses are presented in Figure 62.
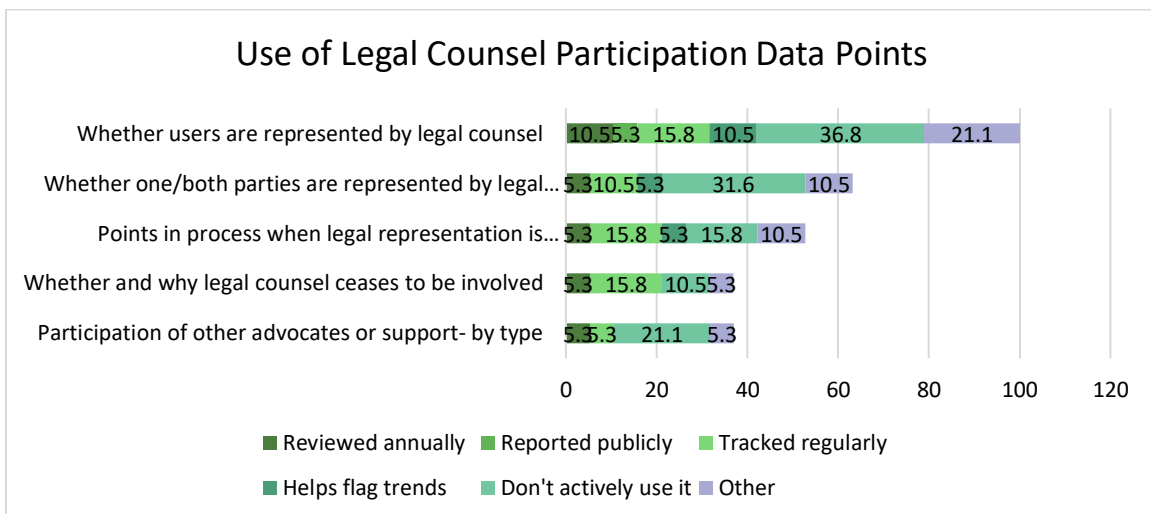

Figure 62. Use of Legal Counsel Participation Data Points

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Adjournments

Respondents were asked how their organization uses the data collected on adjournments. Overall, respondents generally used this data for their annual reviews, or they collected the data, but did not use it.

Furthermore, one participant stated that the data belongs to the courts. The responses are presented in Figure 63.
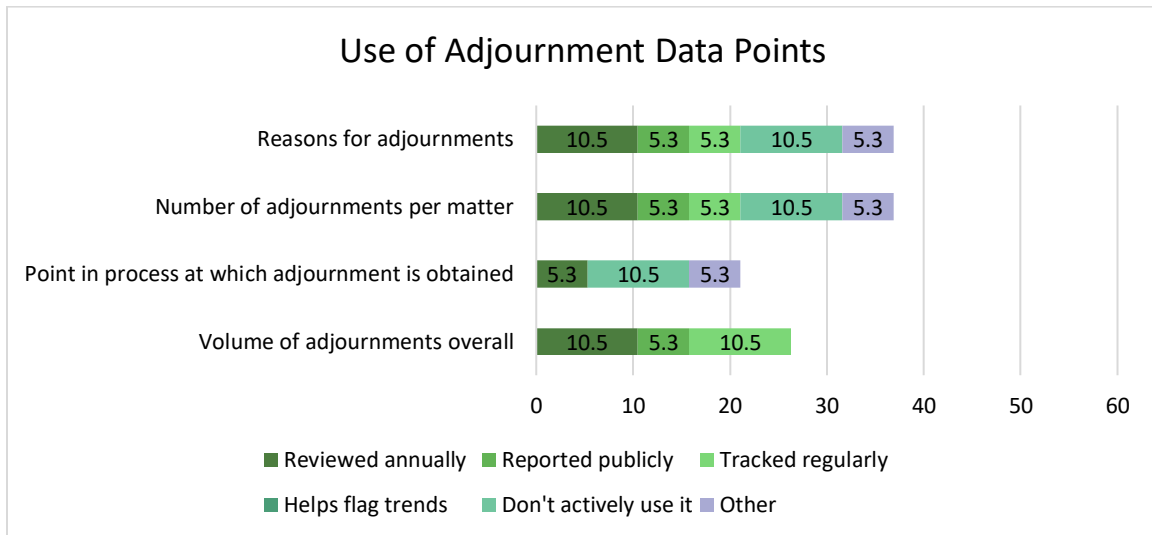

Figure 63. Use of Adjournment Data Points

User Feedback

Respondents were asked how their organization uses the data collected on user feedback. Overall, respondents were most likely to have multiple uses for the data when collecting data on whether clients were satisfied with the service, whereby the data was reviewed annually and tracked to inform service delivery.

Furthermore, two participants stated that some of the data was only collected and used in funding reports or when applying for a fee waiver.
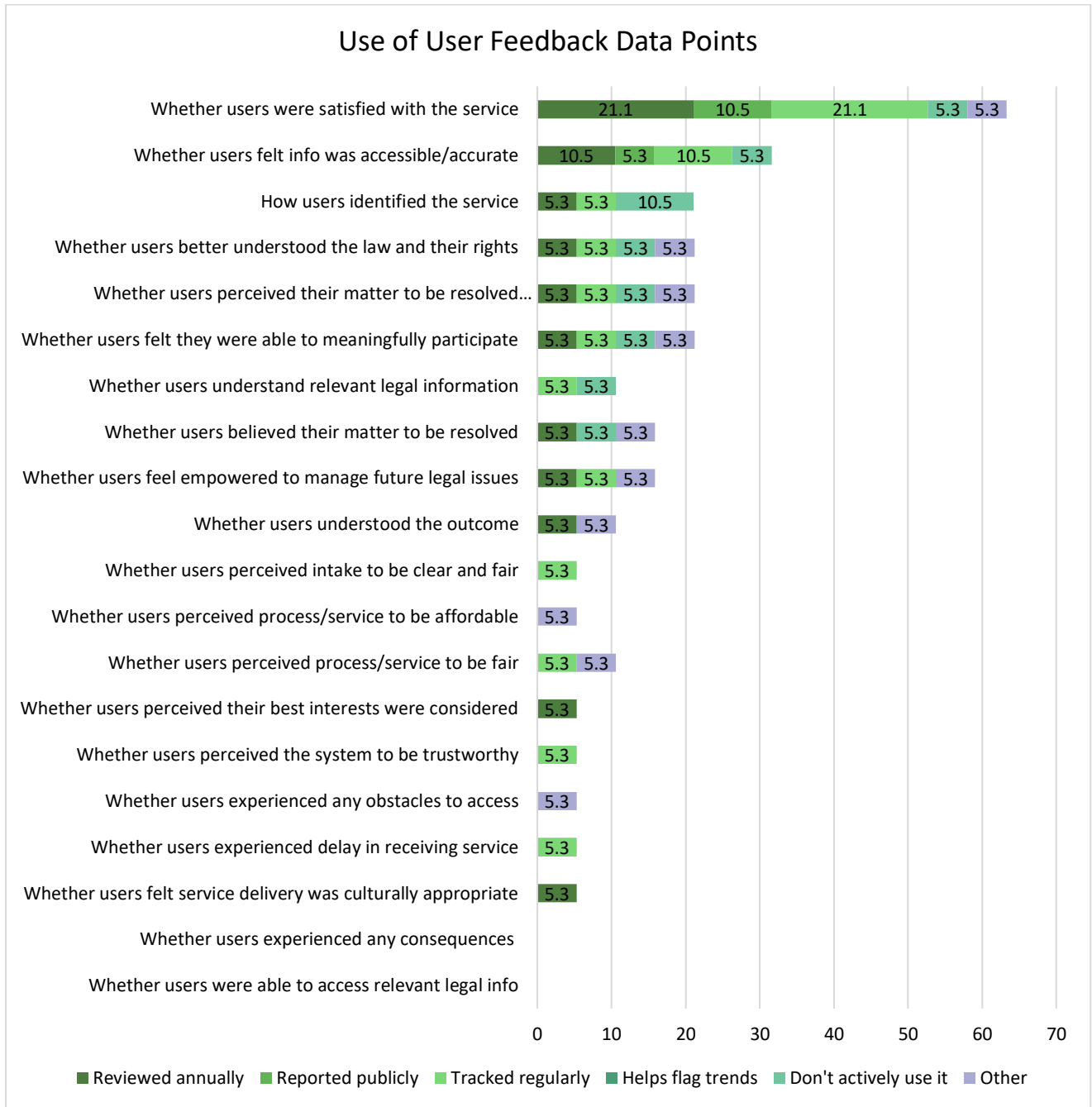
The responses are presented in Figure 64.

Use of User Feedback Data Points

Figure 64. Use of User Feedback Data Points

Co-occurring User Issues

Respondents were asked how their organization uses the data collected on co-occurring user issues. Overall, data on whether users experienced a breakdown in relationships, or a loss of housing were mostly likely to be used.

Furthermore, two participants provided additional comments about the data, including: (1) Used in a case-by-case manner and (2) We offer complainants the ability to file an Impact statement covering these areas to better understand the impact of lawyer misconduct.

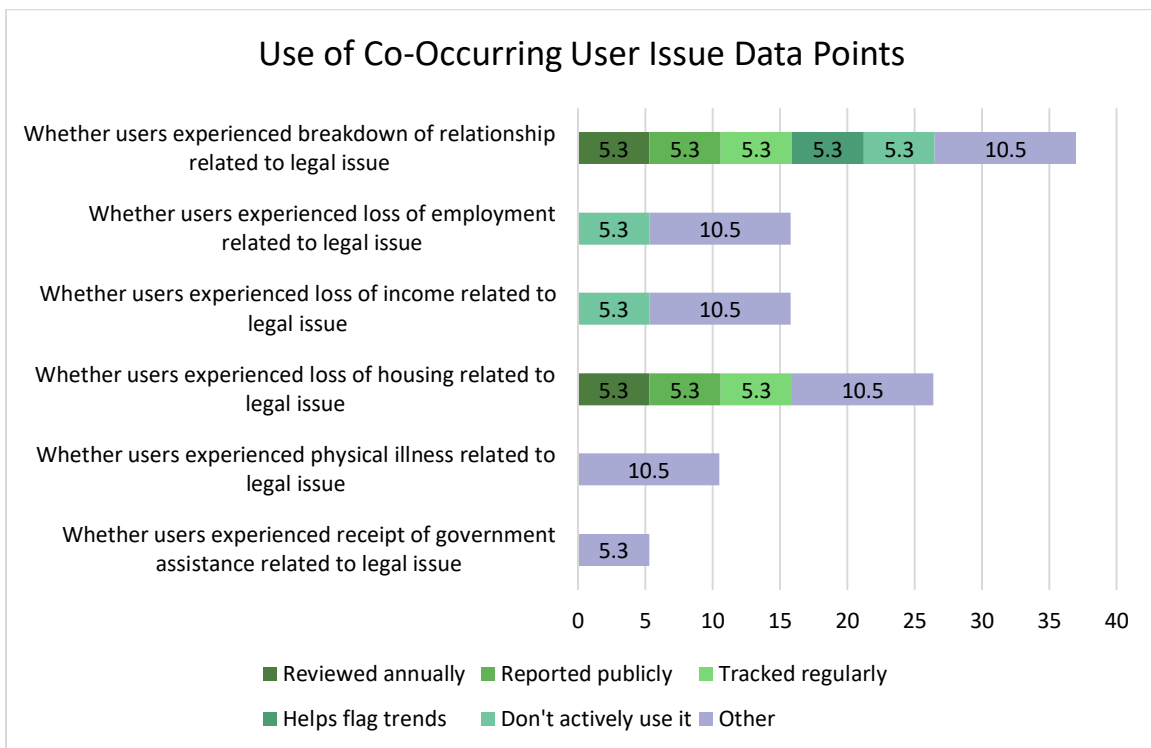The responses are presented in Figure 65.

Figure 65. Use of Co-occurring User Issue Data Points

Conclusion

The purpose of this survey was to conduct a data inventory evaluation focused on the justice sector and organizations involved in resolving everyday legal problems in Saskatchewan. In total, 19 public service providers in the justice sector in Saskatchewan completed the online survey.

Among these organizations, the most common organizational roles included information/advice (63%; n = 12), mediation (42%; n = 8), and dispute resolution forum (37%; n = 7). The vast majority of participants stated that their organization collects data (95%; n = 18). Most organizations relied on written consent (47%; n = 9) or verbal consent (16%; n = 3), with six organizations not obtaining consent (32%). Furthermore, data was generally collected at the beginning of the process (95%; n = 18), at the end of the process (63%; n = 12), and at each interaction (63%; n = 12). Most organizations collected synchronous data (74%; n = 14) as opposed to retrospective data (21%; n = 4).

The most common impediments to collecting, analyzing, and using data included time, technological infrastructure, and personnel. Most organizations also used definitions for data points for reference among staff (79%; n = 15). Overall, most participants stated that they use electronic or automated processes (63%; n = 12), with 42% stating that they track these processes (n = 8). Data was often used in annual report (84%; n = 16), to track trends that can be used to manage operations (90%; n = 17), or it was collected but not used (63%; n = 12).

Following this, participants were asked what data their organization collects, as well as the additional resources that they would need to collect this data. For additional resources most participants requested additional software, training, and personnel, with very few requesting additional hardware. Respondents were also asked for the reasons why they could not collect data on certain variables, with most respondents stating "other" reasons for why they could not collect this data, with the exception of client demographics, where it was commonly due to privacy legislature or law and policy.

Additional reasons why organizations could not collect this data included: not having a valid reason to collect this data, breaching lawyer/client confidentiality, or biasing the court. Lastly, participants were asked how their organization uses the data they have collected, with most data points being reviewed annually by senior management, used to flag trends to report to service providers, or tracked regularly to inform service delivery. Organizations also often collected data on several variable without using it, including geographic residence, employment status, number of children, marriage status, income, areas of law, whether users sought or received legal advice prior to service, the point in the legal process when the outcome is obtained, and whether users are represented by legal counsel.

More specifically, for client demographics, most organizations collected data on geographic residence (84%; *n* = 16), employment status (47%; *n* = 9), gender (47%; *n* = 9), number of children (47%; *n* = 9), age (42%; *n* = 8), receipt of government assistance (42%; *n* = 8), and marriage status (42%; *n* = 8). Few organizations collected data on ethnicity, housing status, level of education, or sexual orientation. Very few participants requested additional resources in order to collect this data, with only one participant requesting additional software to collect data on client demographics.

For service users, about half of participants stated that their organization collected data on volume of new users (53%; *n* = 10), while 37% collected data on the volume of recurring users (*n* = 7). In order to collect data on these data points, most participants requested additional software or additional training.

For nature of legal issues, participants also frequently collected data on areas of law (84%; *n* = 16), types of applications (74%; *n* = 14), and nature of issues within law (68%; *n* = 13). In order to collect data on these data points, most participants requested additional software or additional training.

For services delivered and denied, data was most likely to be collected on volume of services requested overall (79%; *n* = 15), types of services delivered (79%; *n* = 15), volume of services delivered by type (74%; *n* = 14), volume of services delivered overall (68%; *n* = 13), volume of services requested by type (63%; *n* = 12). Organizations were least likely to collect data on types of services denied overall (32%; *n* = 6) and by type (21%; *n* = 4). In order to collect data on these data points, most participants requested additional software, training, or personnel, particularly when collecting data on services denied.

Data on referrals was not commonly collected, with only four to seven participants collecting data on referral information. Organizations were most likely to collect data on volume of referrals given to users overall (37%; *n* = 7). In order to collect data on referrals, most participants requested additional software, with some also requesting additional personnel and training.

Data on co-occurring services was also not commonly collected. Organizations were most likely to collect data on whether users sought or received legal advice prior to service (37%; *n* = 7) or during service (32%; *n* = 6). In order to collect data on co-occurring services, most participants requested additional software or additional personnel.

For process and outcomes, data was commonly collected for time duration of services delivered (63%; *n* = 12), types of outcomes obtained by users (58%; *n* = 11), the point in the process in which the outcome is obtained by the user (47%; *n* = 9), and the time duration between commencing and resolving the matter (47%; *n* = 9). In order to collect data on these data points, most participants requested additional software or additional personnel.

For employee and user engagement, organizations were most likely to collect data on the location of service delivery (84%; n = 16), number of employees engaged in service delivery (74%; n = 14), and category of employees engaged in service delivery (74%; n = 14). In order to collect data on these data points, most participants requested additional software or additional personnel.

Organizations were most likely to collect data on whether users are represented by legal counsel (68%; n = 13) and whether both parties are represented by legal counsel (47%; n = 9). In order to collect data on legal counsel participation, most participants requested additional software or additional spreadsheets.

Data on adjournments was also not commonly collected. Organizations were most likely to collect data on reasons for adjournments (21%; n = 4) or number of adjournments per matter (21%; n = 4). In order to collect data on these data points, most participants requested additional software or additional personnel.

Data on user feedback was not commonly collected. Organizations were most likely to collect data on user satisfaction (32%; n = 5) or whether user felt legal information was accessible and accurate (21%; n = 4). Otherwise, less than four organization collected data on the remaining variables. In order to collect data on user feedback, most participants requested additional software, with some also requesting additional personnel and training.

Data on co-occurring user issues was also not commonly collected. Organizations were most likely to collect data on whether users experienced a breakdown of relationships (21%; n = 4). Otherwise, less than four organization collected data on the remaining variables. In order to collect data on these data points, most participants requested additional software, additional personnel, and additional spreadsheets.

Appendix A – About the Social Sciences Research Laboratories

The Social Sciences Research Laboratories (SSRL) is a unique and leading network of nine research laboratories made possible by the Canada Foundation for Innovation, the Government of Saskatchewan, and the University of Saskatchewan, including many of its colleges, schools and administrative units. As a research support unit, the SSRL assists faculty, staff and students undertaking research in the social sciences by providing access to specialized research infrastructure (computers, software and equipment) and research space (specific and multi-purpose), and providing access to research supports in the form of specialists with backgrounds and training in specific social science research methodologies (quantitative research; qualitative research; experimental research; surveys; GIS and cartography; social network analysis; among many others).

Our mission:
To provide shared research infrastructure and technical administrative support to faculty, staff and students at the University of Saskatchewan and beyond, to facilitate the design, delivery and dissemination of cutting-edge social science research.

The SSRL currently consists of the following laboratories:
- *Community-Based Observation Laboratory (COL)*
- *Experimental Decision Laboratory (EDL)*
- *EEG Hyperscanning Laboratory (EHL)*
- *Mixed Methods Research Laboratory (MMRL)*
- *Qualitative Research Laboratory (QRL)*
- *Survey and Group Analysis Laboratory (SGAL)*
- *Social Network Laboratory (SNL)*
- *The Spatial Laboratory (TSL)*
- *Video Therapy Analysis Laboratory (ViTAL)*

The SSRL has three objectives:

- To provide researchers access to shared research infrastructure and technical and administrative support.
- To enable hands-on research training opportunities for undergraduate and graduate students in the social sciences.
- To enable and support investigator-driven and community-engaged research.

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