

Recommendations and Future Directions

Recommendations

Suggested Actions	Why are These Actions Recommended?
<p>1. While a video format emerged as the top preference for participants in the experiment, and one of the top preferences in the focus group, mixing formats or using multiple formats may be the most accessible option.</p>	<ul style="list-style-type: none"> • Some individuals in the focus group thought that mixing formats could help with language barriers. • In open-ended survey responses, some commented that they would like to see mixed modes (e.g., adding pictures to the summary, or including a short summary to go with the video). • Forty survey respondents (38.4%) chose more than one option when asked about their preferred format of information. • Service provider meetings pointed to the importance of considering the diverse needs of newcomers, who have varying English proficiencies and computer skills.
<p>2. Develop shorter and longer versions of legal information resources.</p>	<ul style="list-style-type: none"> • As indicated by service providers who work with newcomers, newcomers have varying needs. The amount of information they need will also depend on their specific situations. At times they may need a quick answer, while at other times they may want to understand a topic more comprehensively. • While some survey respondents valued the informativeness and level of detail included in the resources, others recommended more summarized versions, or the use of bullet points to summarize the information further.
<p>3. Not all newcomers speak English or have computer access/skills. Offer resources in various languages and make the materials accessible to newcomer agencies.</p>	<ul style="list-style-type: none"> • Some survey respondents recommended offering translated legal information resources. This would make the content more accessible to a wider range of newcomers. • One focus group participant suggested fostering connections between legal offices and newcomer agencies, so that newcomer agencies could have improved access to legal information. Then, newcomer agency employees could assist newcomers in understanding the information, especially those with lower levels of English.

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<p>4. Make resources visually appealing, such as by using color and including graphics that help convey what the content is saying.</p>	<ul style="list-style-type: none"> Participants in the focus group and the experimental survey made this suggestion, for example, to improve understandability of the resource.
<p>5. Facilitate resource clarity in a variety of ways:</p> <ul style="list-style-type: none"> Use a larger font size Emphasize important words (e.g., by bolding them) Use plain and clear English Use examples If someone is speaking on a video, make their mouth visible and ensure they are speaking slowly Make the words accessible on multiple types of devices 	<ul style="list-style-type: none"> These suggestions stemmed from participant responses in the focus group and survey.
<p>6. Add contact information to the resources to promote continued learning.</p>	<ul style="list-style-type: none"> This was suggested by a focus group participant, so that people know where to go if they have questions or want to know more information.

Future Directions

1. Complete a comprehensive needs assessment of legal information from a more representative sample of newcomers. This will help determine which topics to prioritize and how to make online informational resources accessible to newcomers with varying levels of skills, access to resources, and lengths of time spent in Canada.
2. Include newcomers in the development of materials. The extent to which they benefit from the resources is associated with factors such as understandability, perceptions of accuracy and helpfulness, and satisfaction with the resource. Combining a comprehensive needs assessment with the opportunity for newcomers to review drafted materials will help them experience positive outcomes.
3. When evaluating future online legal information resources, ensure data collection materials are developed in multiple languages. Have translators available for qualitative data collection and/or offer surveys in common languages of the target population.
4. Conduct similar evaluations focusing on other legal topics to explore whether certain resource formats are preferred, or more effective, for different legal topics.
5. For online legal information materials, conduct in-depth user-testing to test accessibility, ease of navigation, language level, understandability, and comprehensiveness. Continuously evaluate the effectiveness of the resources, including outcomes at different levels, and the changing needs of newcomers.