LEGAL SERVICES CORPORATION
TIG FINAL EVALUATION REPORT

Grantee Name: Colorado Legal Services   **TIG grant number**: 07433
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Contact person: Molly French   **Phone number**: 303.866.9395
Email address: mfrench@colegalserv.org

I. **Project Goals:**
`   The overall goal of this project was to increase and enhance client services by developing web-based video content and technologies for use through the LawHelp template, and by replicating use of webcasting technologies previously available through the Colorado advocate website to create new content and resources for legal aid advocates.

   Objectives:
   1. *Increase client's access to legal information and services by streaming, recording and posting video trainings and assessing the effectiveness of the trainings.*

   2. *Increase the quality of services provided by CLS staff and pro bono advocates by webcasting eight live trainings through the CO advocates' site and recording and posting the streamed video trainings on the site.*

   3. *Increase the quality of services provided to individuals with Limited English proficiency (LEP) by translating into Spanish and posting two recorded video trainings.*

   4. *Compile and post modules (bookshelves) with training and resource materials to complement video trainings.*

II. **Methods and data used to develop the evaluation findings include the following:**
   Quantitative
   • Number of trainings to video stream live and/or record
   • Number of links posted to presentations/trainings as video files to the CLS LawHelp.org (public) and advocate websites
   • Number of surveys posted with videos on the CLS LawHelp.org (public) and advocate sites
   • Usage data was collected in the administrative sections of the CLS LawHelp.org (public) and advocate sites regarding the number of individuals who viewed videos (Appendix B)
   • The number of attendees was collected at the live webcasting for advocates
   • Links posted to additional resources and information in the video content modules on the LawHelp.org (public) and advocate sites (Appendix C)
   • Number of outreach activities conducted:

   Qualitative
   • Technical specifications for streaming/recording video technology were distributed by Pro Bono Net
   • A description of roles to be played by different partners in production of the technology was identified as each training was scheduled to be streamed/videotaped
   • Equipment testing prior to streaming and recording videos
   • Feedback collected from attendees of the live-streaming broadcasts prior to the start of the streaming in order to adjust audio/video quality

III. Summary of Major Accomplishments, Recommendations and Future Steps

- CLS developed a total of twelve web-based video resources and enhanced each posting by incorporating additional links to external resources related to the specific topic, plus included links to a survey requesting user feedback in each video module
- CLS, along with Pro Bono Net, developed the infrastructure necessary to provide a tool to use to post video to the LawHelp.org site, making the tool available nationally to all legal aid programs using the LawHelp.org template
- CLS created Webcasting Instructions (Appendix G) – a document to be used by legal aid programs nationwide interested in webcasting. These instructions include a description of CLS best practices in using the ProBono.net webcasting tool and ProBono.net-recommended video equipment
- CLS developed video resources serving individuals with Limited English Proficiency

The videos were on the site for only a short period of time before they began to receive multiple hits. (See examples below. Full usage statistics in Appendix B):

Video	Public Site	Advocate Site	# of Hits
Bankruptcy		x	23
Custody and Post Decree Issues (English/Spanish)	x		44
How to File a Small Claims Case	x		13
How to Conduct an Unemployment Hearing	x		27
How to Conduct an Unemployment Hearing		x	35
Warranty of Habitability Training		x	32
Warranty of Habitability Training (Part II)		x	21

As the most viewed video produced as a result of this project on Colorado's LawHelp.org (public) site, the Modification of Post Decree Custody Orders video illuminates the importance of bilingual resources for potential LEP clients and the need to develop additional content addressing issues facing this particular demographic. Continuing to integrate multilingual content as part of the ongoing development of the LawHelp.org (public) site would greatly benefit Colorado's LEP population as well as potentially motivate legal aid programs nationwide to actively integrate additional multilingual content into their sites.

Throughout the project, CLS took the opportunity to analyze the efficiency of the existing technologies and consider if and how they could be improved. Specifically, CLS found the Pro Bono Net-authored instructions for hosting a live webcast hard to follow and especially tricky to implement given the differing equipment and bandwidth availability. CLS generated instructions (Appendix G) specific to its experience to complement the instructions found on the ProBono.net site. Particular to the technology equipment, CLS discovered that existing software programs installed on the laptop used for the project overrode recognition of the FlashPlayer media player used by ProBono.net's live webcasting tool. Overall, the capability to fully understand and utilize the tools available helped CLS produce the best possible results for the project.

IV. In-Depth Analysis of Accomplishments

The overall goal of this project was to increase and enhance client services by developing web-based video content and technologies for use through the LawHelp.org (public) template, and by replicating use of webcasting technologies previously available through the Colorado advocate website to create new content and resource for legal aid advocates.

CLS successfully completed the overall goal of this project to enhance client services by completing the following:

- Working with Pro Bono Net to create a webcasting tool for the LawHelp.org site which is now available to legal aid programs nationwide who are using the LawHelp.org template
- Posting video content to the CLS LawHelp.org (public) site (www.ColoradoLegalServices.org) using the newly developed webcasting tool on the LawHelp.org template; and by posting video content to the CLS advocate site for use by CLS advocates and pro bono attorneys statewide.
- Defining Roles: Molly French met with Liz Keith several times during the project's first three quarters to review development and testing involved in creating the webcasting tool for the LawHelp.org (public) site. Roles were defined, and a CLS Technology Assistant was hired to carry out the majority of project work. Molly met several times with the newly hired Technology Assistant Alexa (Alexa left to go to law school approx. mid-project) as well as Kathryn (who became the CLS Technology Assistant once Alexa departed) to discuss project progress and next steps. Kathryn consulted with Liz throughout the project to fine tune the technology used in broadcasting, taping, editing, chaptering and posting the videos for use by both advocates and pro se litigants.

Defining Roles
- Colorado Bar Association staff met with Technology Unit staff to arrange taping of the Small Claims video
- A pro bono attorney conducted the Small Claims training
- CLS Family and Children Unit staff and Buckley Military personnel met with Technology Unit staff to discuss, plan and record the Protection Order video
- The Co-Administrators of Volunteer Services met with the Technology Unit Manager to discuss taping several volunteer trainings
- The CLS Consumer Unit Managing Attorney met with Technology Unit staff to discuss taping of the Bankruptcy training
- A paralegal in the CLS Family and Children Unit met with the Technology Unit Assistant to discuss drafting a script for and taping the Unemployment Hearing video
- Kathryn met with the Managing Attorney of the CLS Denver Family and Children Unit to discuss the bilingual Modification of Post Decree Custody Orders video and script that would be drafted prior to the training
- The CLS Co-Director of Administration and Access met with a representative of VICARS to discuss and plan the videotaping of an ID Theft training

Quantity and Quality Improvements
Below are examples of how the quantity and quality of content on the CLS LawHelp.org (public) and advocate sites increased substantially as a result of work completed on this project.

A. Videos
Here is a list of new videos on the sites and the length of each video:
For advocates:
- Bankruptcy (49 min.)
- Collecting a Judgment (20 min.)

- Divorce, Military Families and Personal Protection Orders (43 min.)
- Healthcare and Income Benefits Programs (39 min.)
- How to File a Small Claims Case (58 min.)
- How to Communicate w/ Someone Experiencing Mental Illness (58 min.)
- How to Conduct an Unemployment Hearing (16 min.)
- Identity Theft (1 hr, 48 min.)
- Understanding Poverty (1 hr)
- Warranty of Habitability (streamed live – total of two parts equals approximately 3 hrs)

For the LawHelp.org (public) site serving clients, potential clients and pro se litigants:
- How to Conduct an Unemployment Hearing (also posted on advocate site)
- How to File a Small Claims Case (also posted on advocate site)
- Modification of Post Decree Custody Orders (English/Spanish) (36 min.)
- Security Deposits (Spanish) (21 min.)

After the initial videotaping, overall audio quality for the videos was good, but some adjustments were made to the audio portion of the videos using the software Camtasia. CLS staff, especially Kathryn Dahlke, spent numerous hours adjusting sound quality, editing and chaptering videos before posting them to the CLS websites.

B. Audio/Video Quality
Initially when Kathryn and Molly attempted to live-stream a video training on the new Warranty of Habitability laws, the audio and video quality on staff and advocate computers was extremely poor, therefore staff were asked to call-in and participate on a conference call instead of relying on using the webcasting tool to view the training on their computers. The training was also quickly moved from the webcasting tool delivery format to the GoToMeeting (LegalMeetings) software. Participants asked questions via the chat in the GTM software, and Molly relayed the questions to the presenter (who was not using a computer). Once the issue was resolved, the Technology Unit scheduled and produced a second training (Part II) on Warranty of Habitability laws which was successfully streamed live. Interactivity between the audience and presenter during this 'live' streaming was very successful. Participants were able to ask questions during the presentation and the presenter was able to respond to them in 'real' time.

C. Outreach and Feedback
Outreach activities included in-person and online promotion of availability and use of the videos. Outreach activities are described in Appendix D.

User feedback surveys were posted with each video to collect user data on both how the technology was working and also to help determine whether individuals watching the videos found them useful. To this date one person has responded to the survey posted with videos on the LawHelp (public) site (Appendix E) and five advocates have responded to the survey posted with the videos on the advocate site (Appendix F).

D. Technology
Notable Changes as a Result of Project

Development of Webcasting Tool for LawHelp.org (public) Site
- The webcasting tool was developed and is now available for use by legal aid coordinator's nationwide on the LawHelp.org (public) template.
- Mike Monahan, from State Bar of Georgia Pro Bono Project is in the process of developing public webcasts on housing issues and will use the new tool to post them on

the State Bar of Georgia Pro Bono Project LawHelp.org template. Margaret Shinn at Legal Aid Services of Oklahoma has experimented with the possibility of posting video using the webcasting tool.
- The webcasting tool on the LawHelp.org (public) site has been demoed and promoted in two Pro Bono Net Tuesday Administrator Trainings (in December 2008 and June 2009), one joint Legal Services National Technology Assistance Project/Pro Bono Net training (June 2009) and on several LawHelp Coordinator calls.

Efficiency and Cost-effectiveness of the Grantee's Operations
- Because CLS was able to videotape trainings, CLS staff and pro bono attorneys who were (and are) interested in the specific areas of law covered in videos posted to the site have the luxury of viewing them at their leisure from their own computers, wherever they are located geographically, as the videos are available online 24/7.

- CLS staff who have viewed the videos have eliminated countless hours of travel time they would have had to allocate to attend in-person trainings. The additional staff resource time can then be used to directly serve clients.

- The webcasting tool created for the LawHelp.org (public) site is now available to legal services programs on the LawHelp.org template nationwide. Programs now have the option to broadcast trainings live and/or to post trainings in video format onto their LawHelp.org (public) sites. The partnership between CLS and ProBono.Net made this possible.

V. Factors Affecting Project Accomplishments

Characteristic of most legal aid programs, factors such as insufficient time initially allocated for specific project steps, conflicting individual and overall organizational priorities and time available for each, and in CLS' particular case a staff change, seem to have inhibited the possibility for meeting the benchmarks of this project on time. The collaboration of multiple individuals on the project significantly improved the overall production and delivery of new video resources, but unforeseen events and outside concerns often interfered with meeting the initial project timeline. Furthermore, the time necessary to complete each project benchmark was drastically underestimated in the initial project plan. One project step In particular, transcription of the videos, took much more time than had originally been allocated to the task. The transcripts for LawHelp.org (public) site content not only required creation of the original text, but multiple text revisions, in order that trainings could be understood by pro se litigants. However, with the help of a dedicated volunteer, the transcription process took less time than if it were completed solely by one Technology Unit staff person. CLS experienced an unpredictable added value by having volunteers help with video transcription in that the volunteers provided a second opinion to help determine whether the training was written in plain English. Therefore any edits to improve transcription comprehension were suggested and made as needed.

Another project step that took much longer than anticipated was editing the video recordings. For the most part editing each video, both audio and visual portions, in preparation of posting them to the sites took several days. As with most public speaking, each presenter seemed to have their own unique way of inserting unnecessary tangential information, pauses, 'ums' and 'you knows' into their presentations. Kathryn, the Technology Assistant, meticulously edited each video, significantly decreasing the length and size, for easier posting and viewing by site users. By carefully editing each video she made watching the videos a much more efficient process for viewers.

Another element affecting the final outcome of the project was the functionality of the technology available in the template. CLS encountered unexpected problems with the webcasting tool on the Colorado advocate site while attempting to stream a live webcast. After extensive testing of the webcasting tool and multiple trial live webcasts, CLS still had problems creating a live stream of video when the scheduled event began. Although the problem was eventually resolved, many of the elements involved with the issue were not thoroughly addressed in the instructions provided by ProBono.net. As a result of the these individual struggles, CLS consulted with other legal aid programs to gain feedback from their experience with the webcasting tool and generated its own 'best practices' instructions (Appendix G).

On a related issue, during the project CLS discovered an Internet bandwidth limitation when attempting to stream live video. This was a result of several organization-wide factors. Sharing a T1 1.5MG Internet line in an office of more than fifty individuals presented its own concerns, for example no more than three individuals can be streaming live video at the same time without clogging up the bandwidth. The addition of a live video stream only negatively compounded the availability of limited bandwidth. During the project this problem presented itself in two ways – even though the equipment was successfully tested the evening prior, the first prescheduled live webcast was unsuccessful in recognizing and displaying the visual component within the webcasting module. Individual viewers on the other end of the live video stream could not see the video. After fifteen minutes of unsuccessfully trying to complete a live video stream, the Technology Unit decided to video record the presenter while the 'live' training was conducted. They used GoToMeeting software to broadcast the handouts used in the training. Attendees participated through the telephone and their computers, and relayed questions via the GTM chat feature. The second part of the live webcast was successful because, by scheduling a specific date and time in which staff could collaboratively watch the live video from one computer instead of multiple stations at the same CLS office, Technology Unit staff determined the approach would eliminate redundant use of bandwidth and allow viewers to watch the broadcast live. As a result of this discovery, CLS is in the process of securing increased bandwidth through its Internet Service Provider in order to be able to successfully stream live webcasts in the future.

Dedication of staff to follow through from project inception to completion positively impacted the final project outcome. Molly French was instrumental in the following: coordinating all parties involved in the project, maintaining a feasible video-recording schedule, and providing consistent project oversight to ensure its progress. As project staffing changed in the middle of the project, Kathryn (the newly hired staff person) was swiftly trained and made aware of the projects' development and given support to ensure project continuity. Additional individuals involved in the project (CLS staff and volunteers, Colorado Bar Association staff, Buckley military personnel, and several Colorado pro bono attorneys) were also helpful in their willingness to be filmed, graciousness of sharing presentation materials and adeptness at providing additional project support and resource information.

VI. Strategies to Address Major Challenges

CLS approached the challenges presented during the project as opportunities for growth and learning. Depending on the challenge at hand, CLS sought advice from other legal aid programs having prior experience with the particular technologies used to complete the project. Mike Monahan from State Bar of Georgia Pro Bono Project was extremely helpful in providing feedback and sharing the instructions he created as a result of working with the webcasting tool. The shared experience and encouragement from other legal aid offices was an invaluable method of retrieving pertinent information to help address the challenges faced during different steps in accomplishing project goals.

Additional courses of action CLS took in attempts to resolve problems encountered during the project were the collaboration of specific individuals within the organization. Molly, Kathryn and the Technology Unit volunteer frequently brainstormed what 'best practices' should be applied at various stages of the project. The consideration of alternative methodologies to achieve the desired end result helped establish a more accurate and comprehensive understanding of the processes involved. Teamwork and constructive opinions facilitated a cohesive approach to resolve challenges that otherwise could not be addressed by a single individual. In addition to inter-organizational collaboration, Kathryn Dahlke regularly sought advice and instruction from Liz Keith from ProBono.net. Liz provided valuable insight to the capabilities of the webcasting tool and assisted in addressing many issues familiar to individuals very experienced with the tool.

Furthermore, CLS tested the technology required of the project on a continual basis. The webcasting module used throughout the project yielded varying degrees of success depending on the approach taken. CLS carefully took notice of what strategies worked best given the limited bandwidth and time constraints and adjusted its' approach to the project accordingly. Also, by revisiting and researching perpetual issues, CLS uncovered beneficial strategies to achieve the best possible end result. The opportunity to step back, reorganize and analyze the effectiveness of a specific course of action enabled CLS to reflect on and choose the ideal 'best practices' approach.

As the project neared completion and the new video resources were posted to the LawHelp.org (public) and CLS advocate sites, CLS realized the need to extensively promote availability of the videos in order to successfully meet the overall objectives of the project and to ensure individuals knew the videos existed. Unless a special effort is may by those working with the website templates, the LawHelp.org (public) and Colorado advocate sites do not adequately identify or call attention to updated or newly posted site resources. For example and by template design, the date indicated in a particular video resource inaccurately reflects any newer, more recent updates made to the resource. To help address this shortcoming, CLS conducted extensive outreach to community organizations and stakeholders in order to adequately promote the addition of new video resources. CLS presented the new video resources to more than twenty different groups through the use of online or in-person meetings. Promotion of the new videos was also accomplished through distribution of the CLS bi-monthly outreach website enewsletter. This enewsletter is sent to three hundred and sixty-three community advocates, Workforce Centers and librarians throughout Colorado. Additionally, CLS made custom modifications to the homepages of the LawHelp.org (public) and Colorado advocate sites to highlight and inform visitors of the newly posted video resources.

VII. **Major Lessons and Recommendations**

Successful development, production and posting of new video resources for pro se litigants and legal aid advocates enhanced the CLS Technology Unit's ongoing efforts to provide increased access to current legal information through the use of innovative technologies. With the production, by CLS and ProBono.net, and promotion of the new module to allow for posting of videos to the LawHelp.org (public) site, **CLS recognized the need for pre-training, including fostering familiarity with the tool, to be able to successfully work with the software.** Proper time and resources must be allocated prior to project initiation and commencement in order to acquire the knowledge and skills necessary to effectively develop new video resources.

CLS experienced difficulty in meeting the benchmark deadlines of the project as a result of an underestimation of time required to fully develop quality video content. **If done again, a more feasible project timeframe and an objective assessment of additional priorities of everyday work duties would be recommended.** Also, an individual attempting a similar project should expect there to be glitches in the technology and software, and possibly

anticipate individual participation and commitments by key personnel to change. Initially, the project possibilities present an exciting, alternative method of information and service delivery. Only later does the realization begin that staff may experience frustration regarding discrepancies in the time commitment allocated and required, which is enhanced by the existence of unfamiliar software or other technologies involved in the project.

The completion of the project solidified the importance of providing accurate, up-to-date information on the CLS sites. **It is imperative to have organizational staff actively participate in collaborating and maintaining resource content to effectively educate the pro se litigant.** The reliance on CLS staff to create video content illustrates the responsibility they assume in generating website resources, in addition to communicating the value of the information provided to the target population. The willing collaboration of CLS staff with the Technology Unit was crucial to the success of the project. The inclusion of multiple perspectives from various staff members improved the applicability and accessibility of video content for the intended audience.

Despite extensive outreach efforts for this project and past projects, the CLS Technology Unit is still learning and understanding its intended audiences lack of knowledge, willingness and/or desire to fully utilize newly created and posted resources. Given the dates video content was posted and means by which it was promoted to the community, the Technology Unit has still received feedback indicating a potential client could not find any related material about their issue on the LawHelp.org (public) site, when clearly the information is available. While feedback regarding website content is always encouraged and valued, it is discerning to the Tech Unit to learn there is still a lack of awareness or ability to access potentially helpful information. On the LawHelp.org (public) site, channels specifically dedicated to resource types would be extremely beneficial to a less technically-savvy individual. For example, CLS Tech Unit staff believe that by providing a single point of reference for each type of content, whether it is a webcast or video resource, a screencast, or an external website link, website users would be more inclined to refer to specific website content to increase comprehension of their legal issue. **An online tutorial (such as a screencast) or instruction on how to navigate the LawHelp.org (public) site to find resources on substantive legal topics would be very helpful** to eliminate some of the organizational restrictions inherent of the template. CLS provided a tutorial similar to this on its LawHelp.org site and is in the process of revising it. Technology Unit staff have recently met with ProBono.net staff to express these ideas and share feedback from individual user experience. ProBono.net plans to consider this and feedback from other programs using the LawHelp.org template in the redesign of their template.

CLS recognizes the limitless possibility of developing video content to address various legal issues, but realizes that it is a very time consuming process and depends heavily on the commitment and solid participation of the organization's staff. **Besides the importance of recruiting community organizations to recognize and invest in the project,** the relatively new platform used to broadcast the specific information can make it somewhat challenging for potential clients to understand how to access web-based resources. CLS is considering **creating instructions or hosting a mini-training to educate community organizations on how to access and promote the video resources to a wider audience.** The promotion of available legal resources from all stake-holders within the community is unmatched and not viable if done exclusively by one organization. Partnership is invaluable.

Appendix A
Video Surveys

I. Advocate-focused Videos

Videos on the CLS Website - Feedback

1. Please let us know your experience with the videos and what would help in the future.

1. Which video did you watch?

- [ ] Bankruptcy
- [ ] Collecting a Judgment
- [ ] Divorce, Military Families and PPOs
- [ ] Healthcare and Income Benefits Programs
- [ ] How to Communicate with Someone Experiencing Mental Illness
- [ ] How to Conduct an Unemployment Hearing
- [ ] How to File a Small Claims Case
- [ ] Identity Theft

2. Did the technology work for you?

- [ ] Yes
- [ ] No

If no, please explain

[   ]

3. Was the presenter's information thorough?

- [ ] Yes
- [ ] No

If no, what did you want to hear about that was left out of the presentation?

[   ]

4. I learned something new that will help me in my practice.

- [ ] Yes
- [ ] No

If no, please explain your prior experience with this topic.

[   ]

5. Please let us know what other topics you would like to see covered in video format.

[   ]

6. Please let us know any other thoughts or ideas here - thanks.

[   ]

[Done]

Videos on the CLS Public Site - Feedback Request

1. Please let us know your experience with the videos and what would help in the future.

1. Which video did you watch?

☐ Small Claims

☐ Divorce

☐ Bankruptcy

☐ Security Deposit (screencast)

☐ Modification of Domestic Relations Orders

☐ Mobile Home Eviction

☐ El depósito de garantía: concozca sus derechos – Security Deposits – Your Rights (solamente en Español)

2. Did the technology work for you?

☐ Yes

☐ No

If no, please explain

[   ]

3. Was the presenter's information thorough?

☐ Yes

☐ No

If no, what did you want to hear about that was left out of the presentation?

[   ]

4. Did the video help you understand your legal rights and responsibilities?

☐ Yes

☐ No

If no, please describe why not.

5. Did you look at the materials attached to the video you watched (if any materials were available)?

☐ Yes

☐ No

If no, why not?

[   ]

6. Please let us know what other topics you would like to see covered in video format.

[   ]

7. Please let us know any other thoughts or ideas here – thanks.

[   ]

[Done]

Appendix B

Statistics of Video Users

Video	Public Site	Advocate Site	# of Hits
Bankruptcy		x	23
Collecting a Judgment		x	7
Custody and Post Decree Issues (English/Spanish)	x		44
Divorce, Military Families and Personal Protection Orders		x	8
Healthcare and Income Benefits Programs		x	6
How to File a Small Claims Case	x		13
How to File a Small Claims Case		x	5
How to Communicate w/ Someone Experiencing Mental Illness		x	11
How to Conduct an Unemployment Hearing	x		27
How to Conduct an Unemployment Hearing		x	35
Identity Theft		x	8
Security Deposits (Spanish)	x		6
Warranty of Habitability Training		x	32
Warranty of Habitability Training (Part II)		x	21
Total Video Views			246

Appendix C

Video Modules

Advocate Site:
- Bankruptcy – Bankruptcy handout created by CLS and user survey link
- Collecting a Judgment – Contempt Citation court forms and instructions, user survey link
- Divorce, Military Families and Personal Protection Orders – domestic-related court forms, Protection Order court forms, self help legal resources on CLS public site, user survey link.
- Healthcare and Income Benefits Programs – self help legal resources on CLS public site, user survey link
- How to Communicate with Someone Experiencing Mental Illness – link to national and local mental health resources, user survey link.
- How to Conduct an Unemployment Hearing – links to Colorado Department of Labor and Employment, Unemployment Insurance Benefits, and user survey link
- How to File a Small Claims Case – court forms and instructions, link to user survey
- Identity Theft – link to Victims Initiative of Counseling, Advocacy and Restoration of the Southwest (Or VICARS) self help resources, links to other national and statewide resources, link to user survey

Public Site:
- How to Conduct an Unemployment Hearing – video, transcript, links to additional self help resources, link to user survey
- How to File a Small Claims Case – video, transcript, links to additional self help resources, link to user survey
- Modification of Domestic Orders (English/Spanish) – video, links to court forms and instructions, link to user survey
- Security Deposits (Spanish) – video, transcription, handout of additional resources and links for public, link to user survey (posted in Spanish)

Appendix D

CLS conducted twenty-three outreach activities, including the following:
- o Promoted use of videos in person or online at the following:
  - Access to Justice Commission Meetings
  - Denver Management Meetings
  - Statewide Pro Bono Coordinator Meetings
  - CLS statewide Managing Attorney Meetings
  - CLS Family and Public Benefits Task Force Meeting
  - Colorado Bar Association Meeting
  - Denver Community Resource Forum (presentations)
- o Promoted use of videos online:
  - Emails to the CLS listserv
  - Continuous posting to CLS LawHelp.org (public) site news section and on front page of the CLS advocate site
  - Listings in the 'What's New on the CLS Website' community email newsletters
  - Request to Colorado Judicial Branch to post link to videos on their website

Appendix E

LawHelp (Public) Site Survey Response
1. Which video did you watch? Small Claims
2. Did the technology work for you? Yes
3. Was the presenter's information thorough? (skipped question)
4. Did the video help you understand your legal rights and responsibilities? Yes
5. Did you look at the materials attached to the video you watched?
6. Please tell us what other topics you would like to see in video format? (skipped question)
7. Please let us know any other thoughts or ideas here – thanks. "I believe I received the information I needed thank for your help."

Appendix F

Advocate Site Survey Responses
1. Which video did you watch?
   Bankruptcy - 3
   Collecting a Judgment - 2
   Divorce, Military Families and PPOs - 1
   Healthcare and Income Benefits Programs - 2
   How to Communicate w/ Someone Experiencing Mental Illness - 1
   How to Conduct an Unemployment Hearing – 3
2. Did the technology work for you? Yes – 4; No – 1. If not, please explain: 3 – videos very chopping, did not stream properly; The Bankruptcy video is the Healthcare video; except the video keeps stopping and I have found that I have to 'reverse' to start again
3. Was the presenter's information thorough? Yes – 5
4. I learned something new that will help me in my practice. Yes – 4; No – 1
5. Please let us know what other topics you would like to see covered in video format.
   Foreclosure – 2
6. Please let us know any other thoughts or ideas here – thanks.
   "I really enjoyed the use of video as an educational tool."

Appendix G

How to Configure the "Live Webcasting' Tool
on the ProBono.net Site *(broadcasting live or pre-recorded video)*

These instructions were generated as we were using a Dell Latitude D820 laptop computer, Windows XP OS, and a Sony Handycam DCR-HC38 and are specific to this equipment. Make sure Adobe Flash Player is installed on your computer before you attempt to broadcast or record video using the webcasting tool.

> First and most importantly – test this prior to scheduling any live or pre-recorded video broadcast! Second - make sure you are logged in as an administrator!

Note: step I. should be completed before your computer and video camera are connected and can be completed from any computer with Internet access.

I. Schedule Your Calendar Event
- On the CLS Advocate site, in the Civil Law section, under the **calendar tab,** select 'add event' (located top right on the page).
- In the General Event Information section, create the event title, description and select a specific start day of training (omit putting the hour it begins or any specific time). Make sure you complete every field that is asterisked.
- In the Attachment section, select 'Webcast'.
- Make sure the event has an 'approved' status and the appropriate member restrictions are selected. (Note: if you are going to broadcast the video 'live', you may want to make sure you allow anyone (select 'No restrictions') to watch the video. If attendees are not logged in, and you have selected 'Members only', things can get chaotic at the beginning of the live stream as attendees may not have logged in.)
- Scroll to the end of the page; make sure it is assigned a topic and click 'submit'.
- (Next I usually navigate to the COAdvocate homepage to allow the new data to register and reload.)

II. Back to the Calendar
- After the event has been created, go back to the newly calendared event (in the site Calendar) and click on the backend/admin controls (icon looks like a small piece of paper and pencil and is next to the title of your Event).
- Go to 'Attachments' on that page.
- Click '2.Edit', under the title WebCast Producer heading
- From the drop down menu labeled 'Select Raw Stream', select the title of the calendared event followed by the word *Webcast*.
- Make sure your event is highlighted. Then, remain under the Existing Chapters box, and click 'Save Module'. A pop up window should appear verifying the module is saved. Click on OK. Scroll to the end of the page and click submit.

III. Camera/Laptop Connectivity
- While both the computer and video camera are turned-off (but placed in appropriate places), plug the USB video camera cord in to an appropriate USB drive in the computer and the other end of the cord to the left side input of the camera (found behind the flip out viewer/display).
- Next plug the firewire cord in the computer (found on the left side on Dell laptop computer) and in the video camera.

- The camera firewire input is labeled I-DV and can be found as the tab/drive opposite the camera lens next to the power supply plug-in (on the left).
- Next, turn the computer and camera 'on'.
- Login to Civil Law, under the Calendar option (in the case you have logged out), find the calendar event on the day of your training
- Click the Edit icon (looks like a small piece of paper and pencil next to the title of your event).
- Scroll down to the Attachments section of the page.
- Under the Webcast Producer heading, click the first tab '1. Record'. By clicking 'Record', a small Adobe Flash Player should appear imbedded in the screen with a grey box and time counter.

Important!

To verify your computer is receiving the correct signal from the camera driver, right click in the grey box where normally a video is displayed, and choose the 'settings option'. A small Adobe Flash Player Settings screen will pop up. The second tab (icon) in this menu (looks like a monitor with an eye on it) should have 'Allow' selected and the fifth tab (looks like a mini-webcam) should have a drop down menu which allows you to select the camera driver that corresponds to the camera you wish to use. Click close, the video seen on the camera should be shown in the Flash Player view.

However, if this doesn't happen, try clicking the 'Edit' tab (under the Webcast Producer heading) and from the Select Raw Stream drop-down menu, select the name of your event followed by the word webcast. Click on 'Save Module'. Then click back to the 'Record' tab under the Webcast Producer title. The picture should now be congruent with the camera view. Also, be certain there are no other windows or actions related to the camera or video recording device open. (For example, our computer automatically recognized the USB driver of the camera and intended to import prerecorded video content off of the tape, instead of streaming live or previously selected and recorded video content.)

> *Having problems? Not to fret, give yourself plenty of time! There could be many factors at play, including your organization's bandwidth availability, Pro Bono Net template functionality, computer settings (make sure there is not another driver overriding recognition of the flash player). I followed the exact steps multiple times and the picture would not load. I left the set-up as is and returned a half hour later and the picture had automatically registered. We also recommend communicating with Pro Bono Net often to determine whether or not their server / host / flash player is being maintained or experiencing technical difficulties.*

Things/issues to keep in mind if you cannot see the video picture in the webcasting module:
  o Often it is a matter of restarting all devices in the order that they will initiate at the same point and then recognize any new hardware
  o Verify that Camtasia or any other video application on your computer is not overriding the video camera driver you have selected
  o Remember this particular approach at capturing a webcast requires using ProBono.net, they might be having server, speed and/or communication issues that could be affecting the webcast module or template functionality.

* Remember, these instructions were generated using a Dell Latitude D820 laptop computer and a Sony Handycam DCR-HC38