

#1

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Monday, December 18, 2017 6:01:30 PM  
**Last Modified:** Monday, December 18, 2017 6:07:41 PM  
**Time Spent:** 00:06:11  
**First Name:** Simon  
**Last Name:** Batifort  
**Email:** sbatifort@curtis.com  
**IP Address:** 10.40.0.112

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## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Multiple times a week**

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**Q2** How long have you been using ISLG? **3 or more years**

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**Q3** How long have you (or your organization) been a subscriber of ISLG? **3 or more years**

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**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Somewhat satisfied**

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**Q5** How satisfied are you with ISLG's ease of use? **Somewhat satisfied**

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**Q6** How satisfied are you with the look and feel of ISLG? **Somewhat satisfied**

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**Q7** How satisfied are you with the value for the money of ISLG? **Not applicable (I'm not responsible for the cost)**

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**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	5
Article Citator	1
Jurisprudence Citator	2
Terms & Phrases	3
Full Text Search	4

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**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Weekly</b>
Article Citator	<b>Rarely</b>
Jurisprudence Citator	<b>Rarely</b>
Terms & Phrases	<b>Weekly</b>
Full Text Search	<b>Weekly</b>
Treaties & Rules	<b>Rarely</b>
Dispute Documents	<b>Monthly</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Very useful**

**Q11** Do you share your research from ISLG? **No**

**Q12** How likely would you perform research from a tablet or smartphone? **Extremely likely**

**Q13** Overall, how satisfied are you with ISLG? **Somewhat satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**8 (Passive)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Not very useful**

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Very useful**

**Q17** How useful would it be to easily compare different investment treaties? **Somewhat useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Very useful**

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **1**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **4**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **3**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **2**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Extremely likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG?

Add Iran-US claims tribunal cases

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## #2

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Monday, December 18, 2017 7:01:40 PM  
**Last Modified:** Monday, December 18, 2017 7:05:44 PM  
**Time Spent:** 00:04:03  
**First Name:** Johannes  
**Last Name:** San Miguel Giralt  
**Email:** johannes.sanmiguel@gmail.com  
**Custom Data:** Universidad de Guayaquil  
**IP Address:** 10.40.128.242

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## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Once in a while**

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**Q2** How long have you been using ISLG? **Less than six months**

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**Q3** How long have you (or your organization) been a subscriber of ISLG? **Less than six months**

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**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Somewhat satisfied**

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**Q5** How satisfied are you with ISLG's ease of use? **Very satisfied**

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**Q6** How satisfied are you with the look and feel of ISLG? **Very satisfied**

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**Q7** How satisfied are you with the value for the money of ISLG? **Not applicable (I'm not responsible for the cost)**

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**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Jurisprudence Citator	3
Terms & Phrases	4
Full Text Search	5

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**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Monthly</b>
Article Citator	<b>Monthly</b>
Jurisprudence Citator	<b>Monthly</b>
Terms & Phrases	<b>Monthly</b>
Full Text Search	<b>Monthly</b>
Treaties & Rules	<b>Monthly</b>
Dispute Documents	<b>Monthly</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Very useful**

**Q11** Do you share your research from ISLG? **No**

**Q12** How likely would you perform research from a tablet or smartphone? **Extremely likely**

**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**Extremely likely - 10 (Promoter)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Very useful**

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Very useful**

**Q17** How useful would it be to easily compare different investment treaties? **Extremely useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Very useful**

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **2**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **1**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Very likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG? **Respondent skipped this question**

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## #3

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Monday, December 18, 2017 10:02:53 PM  
**Last Modified:** Monday, December 18, 2017 10:07:43 PM  
**Time Spent:** 00:04:49  
**First Name:** Veronique  
**Last Name:** Moutot  
**Email:** veronique.moutot@kimchang.com  
**Custom Data:** Kim & Chang  
**IP Address:** 10.40.0.112

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## Page 1: Current ISLG Experience

<b>Q1</b> How often do you use Investors-State LawGuide (ISLG)?	<b>Multiple times a month</b>
<b>Q2</b> How long have you been using ISLG?	<b>3 or more years</b>
<b>Q3</b> How long have you (or your organization) been a subscriber of ISLG?	<b>1 - 2 years</b>
<b>Q4</b> How satisfied are you with the accuracy and comprehensiveness of ISLG?	<b>Somewhat satisfied,</b> Details: ISLG is not absolutely comprehensive and I therefore usually check the results of my research if I have time, but this is normal.
<b>Q5</b> How satisfied are you with ISLG's ease of use?	<b>Very satisfied,</b> Details: The only problem is that ISLG disconnects itself (for instance when taking the time to read an award). It would be good to have a pop-up window asking whether we want to remain connected
<b>Q6</b> How satisfied are you with the look and feel of ISLG?	<b>Extremely satisfied</b>
<b>Q7</b> How satisfied are you with the value for the money of ISLG?	<b>Not applicable (I'm not responsible for the cost)</b>

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful) **Respondent skipped this question**

**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Monthly</b>
Article Citator	<b>Monthly</b>
Jurisprudence Citator	<b>Monthly</b>
Terms & Phrases	<b>Monthly</b>
Full Text Search	<b>Monthly</b>
Treaties & Rules	<b>Monthly</b>
Dispute Documents	<b>Monthly</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Somewhat useful**

**Q11** Do you share your research from ISLG?

Yes (please provide detail on how you share your research):  
I draft memos on my findings.

**Q12** How likely would you perform research from a tablet or smartphone? **Not at all likely**

**Q13** Overall, how satisfied are you with ISLG? **Extremely satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**Extremely likely - 10 (Promoter)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature).

**Very useful**  
Details:

It would definitely be useful to keep track of ones own research and resume a research where it was stopped. To share on ISLG would only be useful for when the research is done by a very junior member and had to be entirely reviewed by a more senior member.

**Q16** How useful would it be to filter cases by arbitrators and counsel?

**Very useful**

Details:

By arbitrator would be very useful. By counsel would be not very useful.

**Q17** How useful would it be to easily compare different investment treaties?

**Very useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case?

**Extremely useful**

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **2**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **4**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **3**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **1**

**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Not at all likely**

**Q21** Do you have suggestions on improvements and new features for ISLG?

thank you for this very good research tool!

## #4

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Tuesday, December 19, 2017 2:48:29 AM  
**Last Modified:** Tuesday, December 19, 2017 2:58:35 AM  
**Time Spent:** 00:10:05  
**First Name:** Deborah  
**Last Name:** Chukwuedo  
**Email:** Deborah@accendo-law.com  
**Custom Data:** Accendolaw  
**IP Address:** 10.40.128.242

## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Multiple times a month**

**Q2** How long have you been using ISLG? **Six months to a year**

**Q3** How long have you (or your organization) been a subscriber of ISLG? **Six months to a year**

**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Very satisfied**

**Q5** How satisfied are you with ISLG's ease of use? **Very satisfied**

**Q6** How satisfied are you with the look and feel of ISLG? **Very satisfied**

**Q7** How satisfied are you with the value for the money of ISLG? **Somewhat satisfied**

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	3
Jurisprudence Citator	4
Full Text Search	5

**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Rarely</b>
Article Citator	<b>Rarely</b>
Jurisprudence Citator	<b>Monthly</b>
Terms & Phrases	<b>Monthly</b>
Full Text Search	<b>Monthly</b>
Treaties & Rules	<b>Monthly</b>
Dispute Documents	<b>Monthly</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Somewhat useful**

**Q11** Do you share your research from ISLG? **No**

**Q12** How likely would you perform research from a tablet or smartphone? **Moderately likely**

**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**Extremely likely - 10 (Promoter)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Extremely useful**

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Not very useful**

**Q17** How useful would it be to easily compare different investment treaties? **Extremely useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Extremely useful**

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **2**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **1**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **4**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **3**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Extremely likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG? **Respondent skipped this question**

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## #5

**COMPLETE**

**Collector:** Email Invitation 1 (Email)  
**Started:** Tuesday, December 19, 2017 6:10:55 AM  
**Last Modified:** Tuesday, December 19, 2017 6:16:08 AM  
**Time Spent:** 00:05:12  
**First Name:** Heather  
**Last Name:** Striebel  
**Email:** hstriebel@curtis.com  
**IP Address:** 10.40.128.242

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## Page 1: Current ISLG Experience

- |  |   |
|--|---|
| <b>Q1</b> How often do you use Investors-State LawGuide (ISLG)?                  | <b>Multiple times a month</b>   |
| <b>Q2</b> How long have you been using ISLG?                                     | <b>3 or more years</b>  |
| <b>Q3</b> How long have you (or your organization) been a subscriber of ISLG?    | <b>I'm not sure how long my organization has been a subscriber for</b>                                      |
| <b>Q4</b> How satisfied are you with the accuracy and comprehensiveness of ISLG? | <b>Very satisfied</b>   |
| <b>Q5</b> How satisfied are you with ISLG's ease of use?                         | <b>Somewhat satisfied,</b><br>Details:<br>It can be slow and cumbersome at times to work with PDFs          |
| <b>Q6</b> How satisfied are you with the look and feel of ISLG?                  | <b>Somewhat satisfied,</b><br>Details:<br>It's not easy to navigate across sections and categories of cases |
| <b>Q7</b> How satisfied are you with the value for the money of ISLG?            | <b>Not applicable (I'm not responsible for the cost)</b>  |
-

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	1
Article Citator	3
Jurisprudence Citator	2
Terms & Phrases	4
Full Text Search	5

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**Q9** How often do you use the following ISLG research tools?

Subject Navigator	Monthly
Article Citator	Monthly
Jurisprudence Citator	Monthly
Terms & Phrases	Monthly
Full Text Search	Monthly
Treaties & Rules	Monthly
Dispute Documents	Rarely

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**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Somewhat useful**

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**Q11** Do you share your research from ISLG? **Yes** (please provide detail on how you share your research):  
I use it to write research memos

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**Q12** How likely would you perform research from a tablet or smartphone? **Very likely**

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**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

---

**Q14** How likely is it that you would recommend ISLG to a colleague?

**9 (Promoter)**

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Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Very useful**

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**Q16** How useful would it be to filter cases by arbitrators and counsel? **Very useful**

---

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

---

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Extremely useful**

---

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **1**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **2**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **4**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **3**

---

**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Very likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG? **Respondent skipped this question**

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## #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, December 19, 2017 7:30:15 AM  
**Last Modified:** Tuesday, December 19, 2017 7:40:19 AM  
**Time Spent:** 00:10:04  
**IP Address:** 10.40.0.112

## Page 1: Current ISLG Experience

<b>Q1</b> How often do you use Investors-State LawGuide (ISLG)?	<b>Multiple times a day</b>
<b>Q2</b> How long have you been using ISLG?	<b>1 - 2 years</b>
<b>Q3</b> How long have you (or your organization) been a subscriber of ISLG?	<b>I'm not sure how long my organization has been a subscriber for</b>
<b>Q4</b> How satisfied are you with the accuracy and comprehensiveness of ISLG?	<b>Somewhat satisfied,</b> Details: The Boolean searching leaves something to be desired and the site does not exhaustively cover relevant caselaw. Even just exhaustively covering public materials and providing a robust Boolean search function would make the site the single best one-stop resource around.
<b>Q5</b> How satisfied are you with ISLG's ease of use?	<b>Very satisfied</b>
<b>Q6</b> How satisfied are you with the look and feel of ISLG?	<b>Somewhat satisfied,</b> Details: The subject navigator is useful but not particularly intuitive.
<b>Q7</b> How satisfied are you with the value for the money of ISLG?	<b>Not applicable (I'm not responsible for the cost)</b>

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	2
Article Citator	3
Jurisprudence Citator	1
Terms & Phrases	5
Full Text Search	4

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**Q9** How often do you use the following ISLG research tools?

Subject Navigator	Daily
Article Citator	Weekly
Jurisprudence Citator	Daily
Terms & Phrases	Rarely
Full Text Search	Monthly
Treaties & Rules	Monthly
Dispute Documents	Never

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**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Somewhat useful**

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**Q11** Do you share your research from ISLG? **No**

---

**Q12** How likely would you perform research from a tablet or smartphone? **Slightly likely**

---

**Q13** Overall, how satisfied are you with ISLG? **Somewhat satisfied**

---

**Q14** How likely is it that you would recommend ISLG to a colleague?

**9 (Promoter)**

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## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Not very useful**

---

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Extremely useful**

---

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

---

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Somewhat useful**

---

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **3**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **1**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **2**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **4**

---

**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Moderately likely**

---

**Q21** Do you have suggestions on improvements and new features for ISLG?

Exhaustive coverage and a better full-text search function. ISLG is a great starting point for research but with a better Boolean search function and a full database of word-searchable PDFs it would be the only resource I would need for most investment treaty legal research tasks. The jurisprudence citator and subject navigator are both good tools to get started on a topic, and the suggestions mentioned above are good ideas, but a Westlaw-level full-text-search function would make an enormous difference.

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#7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, December 19, 2017 7:31:23 PM  
**Last Modified:** Tuesday, December 19, 2017 7:35:09 PM  
**Time Spent:** 00:03:46  
**IP Address:** 10.40.0.112

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## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Multiple times a month**

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**Q2** How long have you been using ISLG? **3 or more years**

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**Q3** How long have you (or your organization) been a subscriber of ISLG? **3 or more years**

---

**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Very satisfied**

---

**Q5** How satisfied are you with ISLG's ease of use? **Extremely satisfied**

---

**Q6** How satisfied are you with the look and feel of ISLG? **Very satisfied**

---

**Q7** How satisfied are you with the value for the money of ISLG? **Extremely satisfied**

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**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	4
Article Citator	2
Jurisprudence Citator	1
Terms & Phrases	3
Full Text Search	5

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**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Monthly</b>
Article Citator	<b>Monthly</b>
Jurisprudence Citator	<b>Monthly</b>
Terms & Phrases	<b>Rarely</b>
Full Text Search	<b>Rarely</b>
Treaties & Rules	<b>Monthly</b>
Dispute Documents	<b>Rarely</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Somewhat useful**

**Q11** Do you share your research from ISLG? **No**

**Q12** How likely would you perform research from a tablet or smartphone? **Slightly likely**

**Q13** Overall, how satisfied are you with ISLG? **Extremely satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**Extremely likely - 10 (Promoter)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Somewhat useful**

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Not very useful**

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Very useful**

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **4**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **3**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **1**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **2**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Slightly likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG? **Respondent skipped this question**

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## #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 20, 2017 7:13:58 AM  
**Last Modified:** Wednesday, December 20, 2017 7:33:42 AM  
**Time Spent:** 00:19:44  
**IP Address:** 10.40.0.112

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## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Multiple times a month**

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**Q2** How long have you been using ISLG? **3 or more years**

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**Q3** How long have you (or your organization) been a subscriber of ISLG? **3 or more years**

---

**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Very satisfied**

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**Q5** How satisfied are you with ISLG's ease of use? **Very satisfied**

---

**Q6** How satisfied are you with the look and feel of ISLG? **Very satisfied**

---

**Q7** How satisfied are you with the value for the money of ISLG? **Very satisfied**

---

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	1
Article Citator	3
Jurisprudence Citator	4
Terms & Phrases	2
Full Text Search	5

---

**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Monthly</b>
Article Citator	<b>Monthly</b>
Jurisprudence Citator	<b>Monthly</b>
Terms & Phrases	<b>Monthly</b>
Full Text Search	<b>Monthly</b>
Treaties & Rules	<b>Monthly</b>
Dispute Documents	<b>Monthly</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Very useful**

**Q11** Do you share your research from ISLG? **Yes** (please provide detail on how you share your research):  
With patrons and students, generally by demonstration or by email

**Q12** How likely would you perform research from a tablet or smartphone? **Not at all likely**

**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**8 (Passive)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Very useful**

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Very useful**

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Very useful**

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **4**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **2**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **3**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **1**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Not at all likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG? **Respondent skipped this question**

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#9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 20, 2017 1:49:15 PM  
**Last Modified:** Wednesday, December 20, 2017 1:53:56 PM  
**Time Spent:** 00:04:41  
**IP Address:** 10.40.0.112

## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Once in a while**

**Q2** How long have you been using ISLG? **3 or more years**

**Q3** How long have you (or your organization) been a subscriber of ISLG? **3 or more years**

**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Extremely satisfied**

**Q5** How satisfied are you with ISLG's ease of use? **Somewhat satisfied,**  
 Details:  
 I use it infrequently, so it's a slight learning curve each time.

**Q6** How satisfied are you with the look and feel of ISLG? **Very satisfied**

**Q7** How satisfied are you with the value for the money of ISLG? **Very satisfied**

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	3
Article Citator	5
Jurisprudence Citator	4
Terms & Phrases	2
Full Text Search	1

**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Rarely</b>
Article Citator	<b>Never</b>
Jurisprudence Citator	<b>Never</b>
Terms & Phrases	<b>Rarely</b>
Full Text Search	<b>Rarely</b>
Treaties & Rules	<b>Rarely</b>
Dispute Documents	<b>Rarely</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Very useful**

**Q11** Do you share your research from ISLG? **No**

**Q12** How likely would you perform research from a tablet or smartphone? **Moderately likely**

**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**9 (Promoter)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Not at all useful**,  
Details:  
not for me

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Not very useful**,  
Details:  
again, not something I would do, but could see it's use for firms

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case?

**Somewhat useful**

Details:

Rarely do I need this, but if faculty member is tracking something I could see its usefulness.

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **4**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **2**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **1**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **3**

**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Moderately likely**

**Q21** Do you have suggestions on improvements and new features for ISLG? **Respondent skipped this question**

## #10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 21, 2017 6:04:11 AM  
**Last Modified:** Thursday, December 21, 2017 6:12:55 AM  
**Time Spent:** 00:08:44  
**IP Address:** 10.40.128.242

## Page 1: Current ISLG Experience

**Q1** How often do you use Investors-State LawGuide (ISLG)? **Once in a while**

**Q2** How long have you been using ISLG? **3 or more years**

**Q3** How long have you (or your organization) been a subscriber of ISLG? **3 or more years**

**Q4** How satisfied are you with the accuracy and comprehensiveness of ISLG? **Somewhat satisfied,**  
 Details:  
 Subject navigator is a good thing but sometimes/often I cannot find I am looking for there (which I know were addressed in arbitral practice). Sometimes this is due to terminology used, but sometimes I can't find it at all.

**Q5** How satisfied are you with ISLG's ease of use? **Very satisfied**

**Q6** How satisfied are you with the look and feel of ISLG? **Very satisfied**

**Q7** How satisfied are you with the value for the money of ISLG? **Not applicable (I'm not responsible for the cost)**

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	1
Jurisprudence Citator	3
Full Text Search	2

**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Monthly</b>
Article Citator	<b>Never</b>
Jurisprudence Citator	<b>Never</b>
Terms & Phrases	<b>Never</b>
Full Text Search	<b>Rarely</b>
Treaties & Rules	<b>Never</b>
Dispute Documents	<b>Never</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Not very useful**

**Q11** Do you share your research from ISLG? **No**

**Q12** How likely would you perform research from a tablet or smartphone? **Slightly likely**

**Q13** Overall, how satisfied are you with ISLG? **Somewhat satisfied,**  
 Details:  
 One idea for improvement would be to add a temporal perspective. Say I know everything about MFN jurisprudence up to 2015, and I just want to learn about the most recent cases. As far as I know, currently I cannot do that.

**Q14** How likely is it that you would recommend ISLG to a colleague?

**8 (Passive)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Somewhat useful**,  
 Details:  
 I haven't yet used this feature.

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Not at all useful**

**Q17** How useful would it be to easily compare different investment treaties? **Somewhat useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Somewhat useful**

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**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **3**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Slightly likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG?

I wrote one suggestion (temporal feature) when responding to the last question on page 1.

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#11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, January 02, 2018 6:05:48 AM  
**Last Modified:** Tuesday, January 02, 2018 6:10:46 AM  
**Time Spent:** 00:04:58  
**IP Address:** 10.40.128.242

## Page 1: Current ISLG Experience

<b>Q1</b> How often do you use Investors-State LawGuide (ISLG)?	<b>Multiple times a month</b>
<b>Q2</b> How long have you been using ISLG?	<b>3 or more years</b>
<b>Q3</b> How long have you (or your organization) been a subscriber of ISLG?	<b>3 or more years</b>
<b>Q4</b> How satisfied are you with the accuracy and comprehensiveness of ISLG?	<b>Very satisfied</b>
<b>Q5</b> How satisfied are you with ISLG's ease of use?	<b>Very satisfied,</b> Details: I would prefer it if ISLG didn't log me out after a period of time. I do long research sessions in which I stop to read the cases in hard copy, and I often get logged out and lose continuity in my research.
<b>Q6</b> How satisfied are you with the look and feel of ISLG?	<b>Very satisfied</b>
<b>Q7</b> How satisfied are you with the value for the money of ISLG?	<b>Not applicable (I'm not responsible for the cost)</b>
<b>Q8</b> How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)	
Full Text Search	<b>5</b>

**Q9** How often do you use the following ISLG research tools?

Subject Navigator	<b>Monthly</b>
Article Citator	<b>Never</b>
Jurisprudence Citator	<b>Rarely</b>
Terms & Phrases	<b>Rarely</b>
Full Text Search	<b>Monthly</b>
Treaties & Rules	<b>Never</b>
Dispute Documents	<b>Rarely</b>

**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Extremely useful**

**Q11** Do you share your research from ISLG? Yes (please provide detail on how you share your research):  
I prepare research memos for my team

**Q12** How likely would you perform research from a tablet or smartphone? **Not at all likely**

**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

**Q14** How likely is it that you would recommend ISLG to a colleague?

**Extremely likely - 10 (Promoter)**

## Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Somewhat useful**,  
Details:  
This is not a feature I use but I can see how others would like it

**Q16** How useful would it be to filter cases by arbitrators and counsel? **Extremely useful**

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case?

**Somewhat useful** ,

Details:

It would be more useful if I could set alerts when a case is added to a subcategory in the subject navigator, for example.

**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **4**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **1**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **3**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **2**

**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Not at all likely**

**Q21** Do you have suggestions on improvements and new features for ISLG?

**Respondent skipped this question**

## #12

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, January 03, 2018 5:00:27 AM  
**Last Modified:** Wednesday, January 03, 2018 5:26:28 AM  
**Time Spent:** 00:26:00  
**IP Address:** 195.33.122.129

## Page 1: Current ISLG Experience

<b>Q1</b> How often do you use Investors-State LawGuide (ISLG)?	<b>Multiple times a week</b>
<b>Q2</b> How long have you been using ISLG?	<b>3 or more years</b>
<b>Q3</b> How long have you (or your organization) been a subscriber of ISLG?	<b>3 or more years</b>
<b>Q4</b> How satisfied are you with the accuracy and comprehensiveness of ISLG?	<b>Very satisfied,</b> Details: Good update ; helpfull links between collection of documents ; great diversity of research methods
<b>Q5</b> How satisfied are you with ISLG's ease of use?	<b>Somewhat satisfied,</b> Details: Maybe a little confusion among all options: research tools, treaties and rules, dispute documents AND all the methods (subject navigator, full text, jurisprudence citators...). Do the lawyers really use all these options?
<b>Q6</b> How satisfied are you with the look and feel of ISLG?	<b>Very satisfied,</b> Details: The home page is well done: a global search and all other methods described in one sentence
<b>Q7</b> How satisfied are you with the value for the money of ISLG?	<b>Very satisfied</b>

**Q8** How do you rank the usefulness of the following ISLG research tools? (1 = most useful to 5 = least useful)

Subject Navigator	1
Article Citator	4
Jurisprudence Citator	3
Terms & Phrases	5
Full Text Search	2

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**Q9** How often do you use the following ISLG research tools?

Subject Navigator	Daily
Article Citator	Weekly
Jurisprudence Citator	Weekly
Terms & Phrases	Rarely
Full Text Search	Daily
Treaties & Rules	Monthly
Dispute Documents	Monthly

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**Q10** How useful do you find the subcategories within tools (e.g. Arbitration Rules, Investment Treaties, etc.)? **Very useful**

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**Q11** Do you share your research from ISLG? **Yes** (please provide detail on how you share your research):  
Link to the list of results (that's why permanent links are very important) ; sometimes copy/paste

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**Q12** How likely would you perform research from a tablet or smartphone? **Slightly likely**

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**Q13** Overall, how satisfied are you with ISLG? **Very satisfied**

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**Q14** How likely is it that you would recommend ISLG to a colleague?

**8 (Passive)**

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Page 2: ISLG Improvements

**Q15** How useful would it be to more easily store and share research performed on ISLG (e.g., make further improvements to Notepad Feature). **Somewhat useful**

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**Q16** How useful would it be to filter cases by arbitrators and counsel? **Extremely useful**

---

**Q17** How useful would it be to easily compare different investment treaties? **Very useful**

---

**Q18** How useful would it be to setup alerts when new materials are released relevant to a particular case? **Extremely useful**

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**Q19** How do you rank the following potential improvements to ISLG? (1 = most useful to 4 = least useful)

Store and Share: More features within the Notepad Feature that allow you to store and share your research **4**

More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases) **1**

Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties) **3**

Alerts: More ways to track and set alerts for new content (e.g., set alert that notifies you when material relevant to case is released) **2**

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**Q20** Would you likely use ISLG more often on your tablet or smartphone if a mobile application were available? **Moderately likely**

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**Q21** Do you have suggestions on improvements and new features for ISLG?

Add old cases, decisions and awards which are not freely available or only published in specific publications ( for ex. first 3 volumes of ICSID Reports, International Legal Materials, Iran-US Claims Tribunal awards and decisions). Even if you can't just add these documents as they were published because of copyright issues, you can copy them (to my knowledge decisions are not under copyright protection) or create links to them.

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