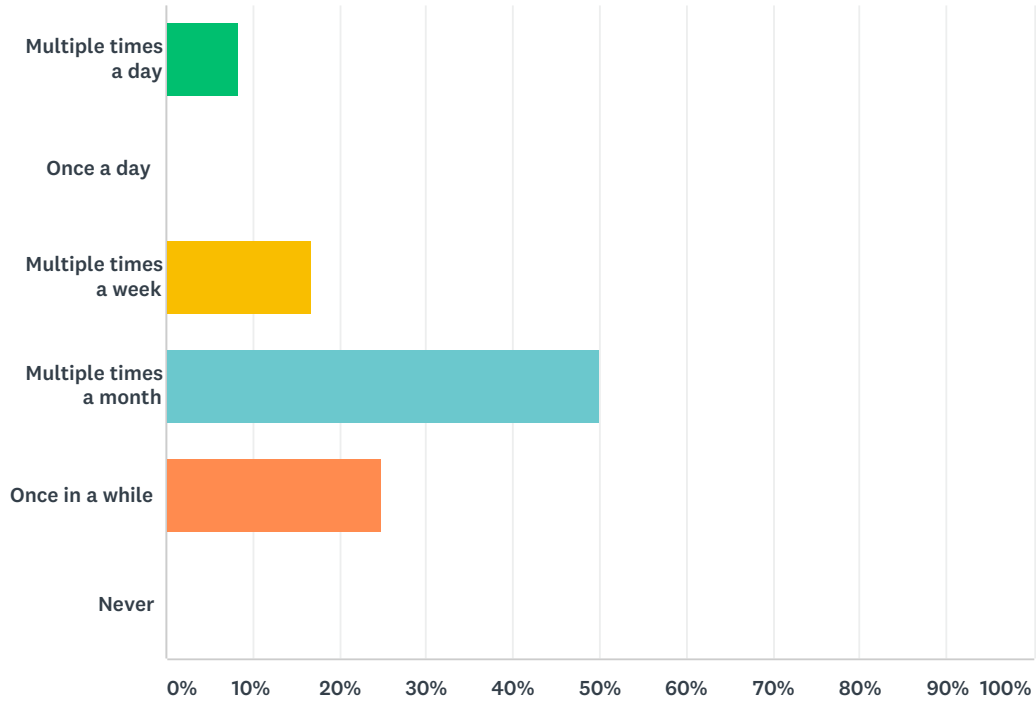


Q1 How often do you use Investors-State LawGuide (ISLG)?

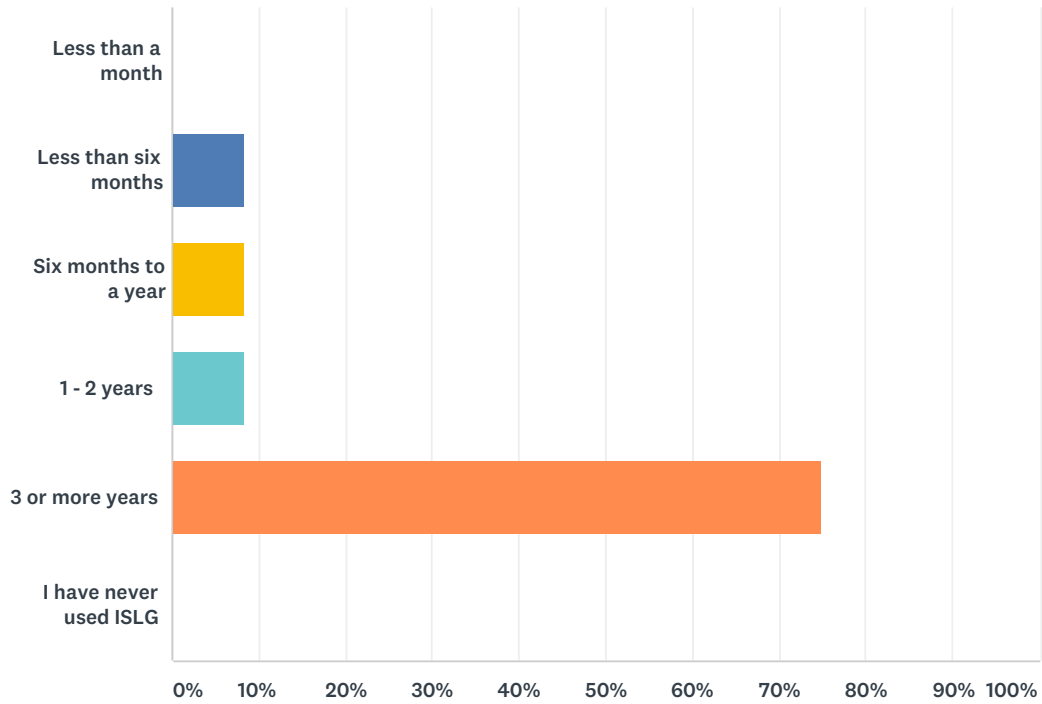
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Multiple times a day	8.33%	1
Once a day	0.00%	0
Multiple times a week	16.67%	2
Multiple times a month	50.00%	6
Once in a while	25.00%	3
Never	0.00%	0
TOTAL		12

Q2 How long have you been using ISLG?

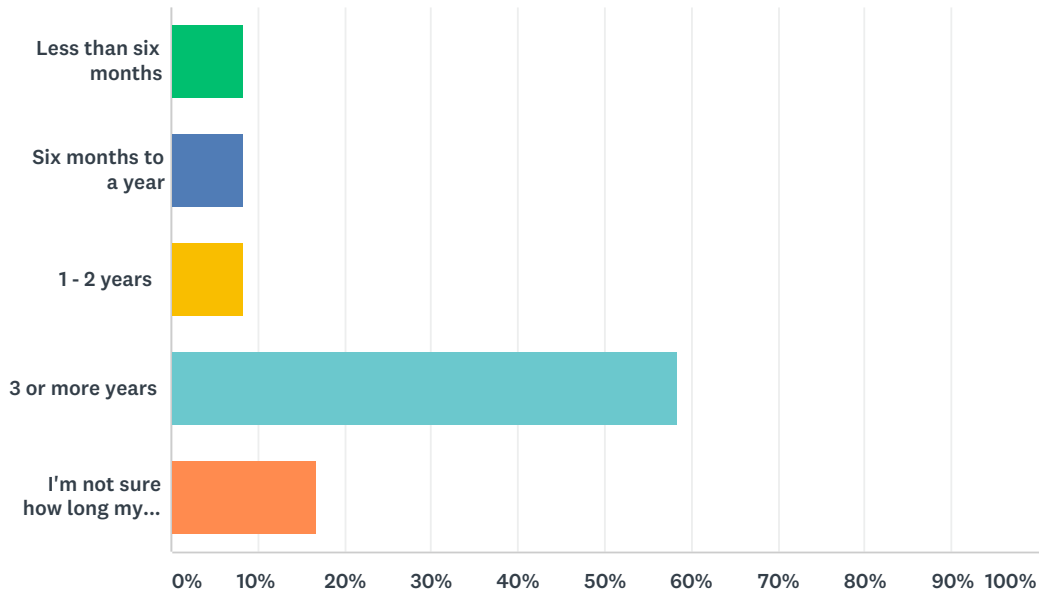
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than a month	0.00%	0
Less than six months	8.33%	1
Six months to a year	8.33%	1
1 - 2 years	8.33%	1
3 or more years	75.00%	9
I have never used ISLG	0.00%	0
TOTAL		12

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

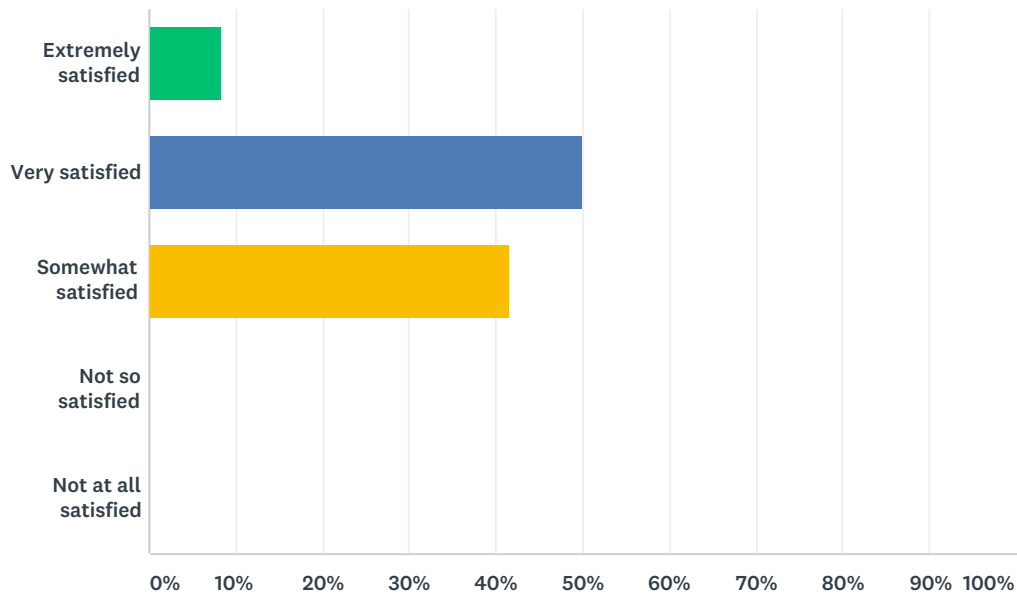
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than six months	8.33%	1
Six months to a year	8.33%	1
1 - 2 years	8.33%	1
3 or more years	58.33%	7
I'm not sure how long my organization has been a subscriber for	16.67%	2
TOTAL		12

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

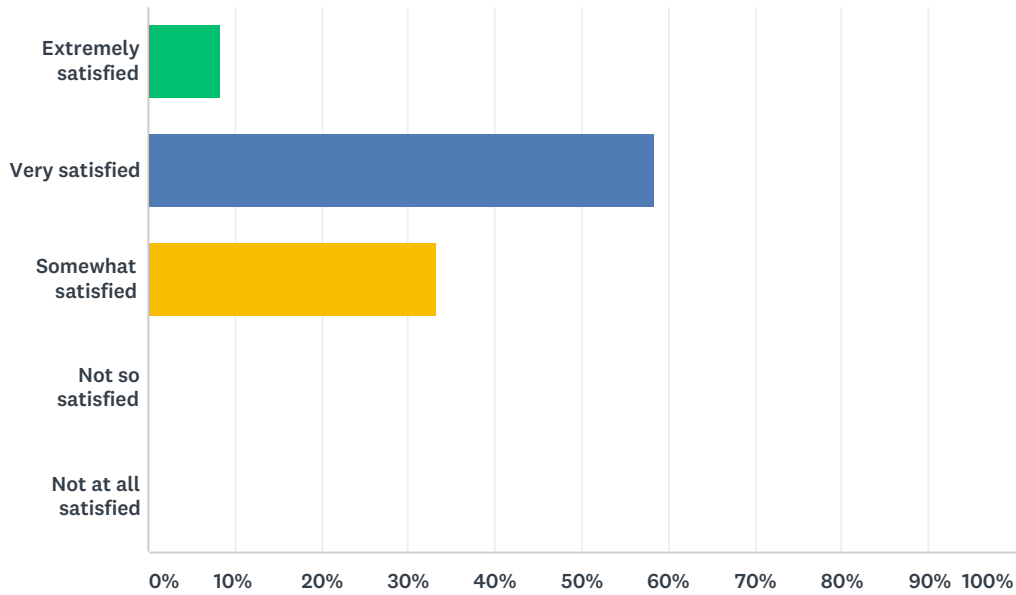
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	8.33%	1
Very satisfied	50.00%	6
Somewhat satisfied	41.67%	5
Not so satisfied	0.00%	0
Not at all satisfied	0.00%	0
TOTAL		12

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

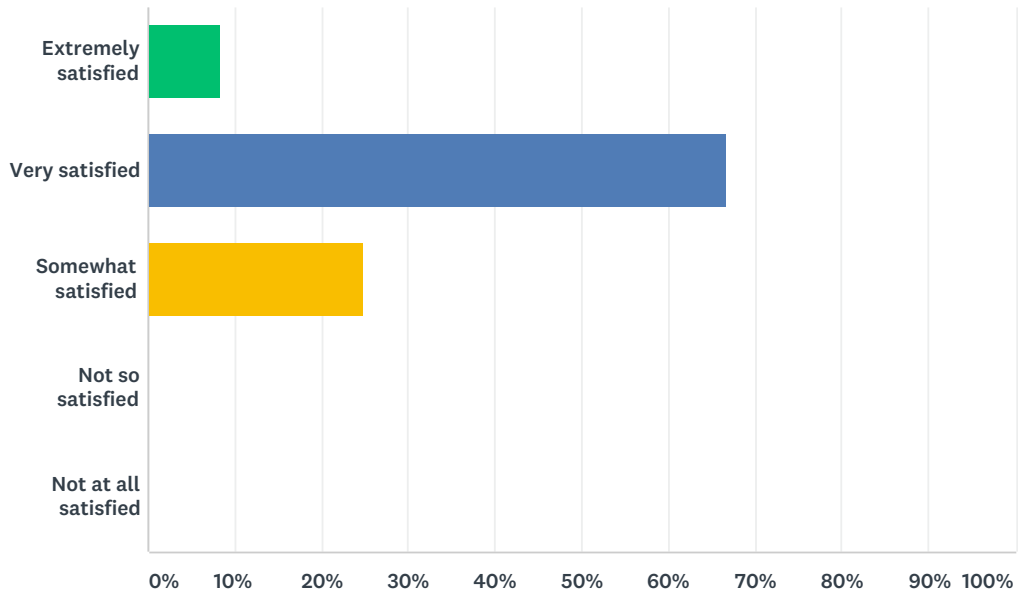
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	8.33%	1
Very satisfied	58.33%	7
Somewhat satisfied	33.33%	4
Not so satisfied	0.00%	0
Not at all satisfied	0.00%	0
TOTAL		12

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

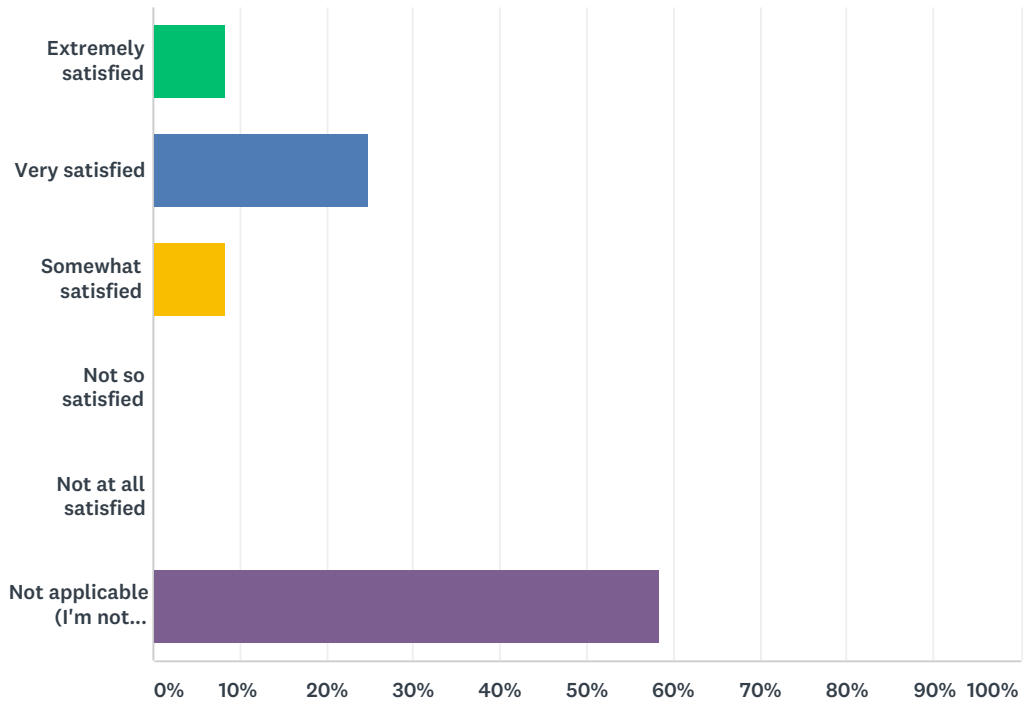
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	8.33% 1
Very satisfied	66.67% 8
Somewhat satisfied	25.00% 3
Not so satisfied	0.00% 0
Not at all satisfied	0.00% 0
TOTAL	12

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

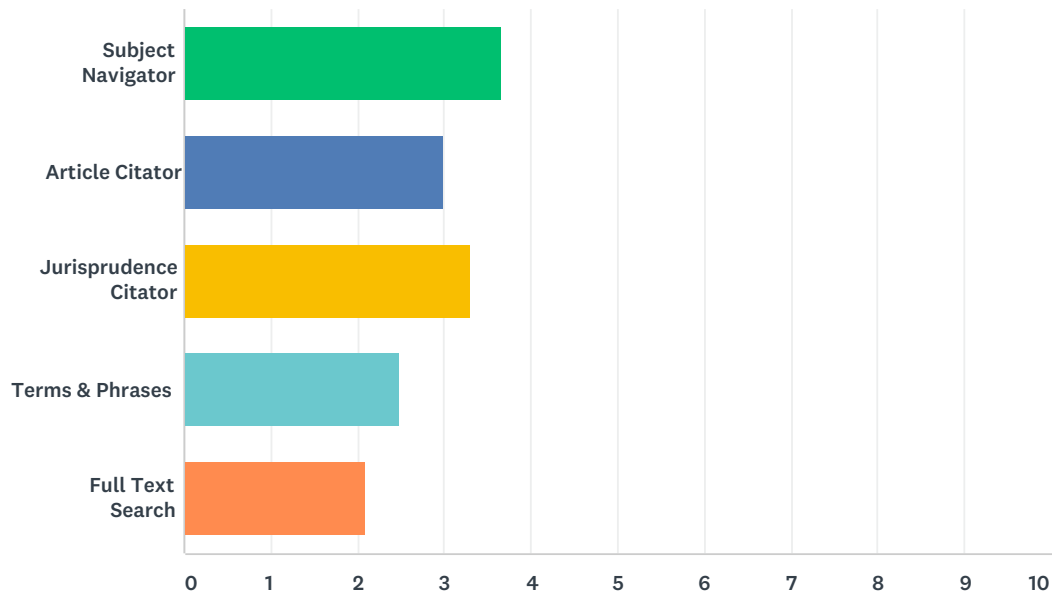
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	8.33%	1
Very satisfied	25.00%	3
Somewhat satisfied	8.33%	1
Not so satisfied	0.00%	0
Not at all satisfied	0.00%	0
Not applicable (I'm not responsible for the cost)	58.33%	7
TOTAL		12

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

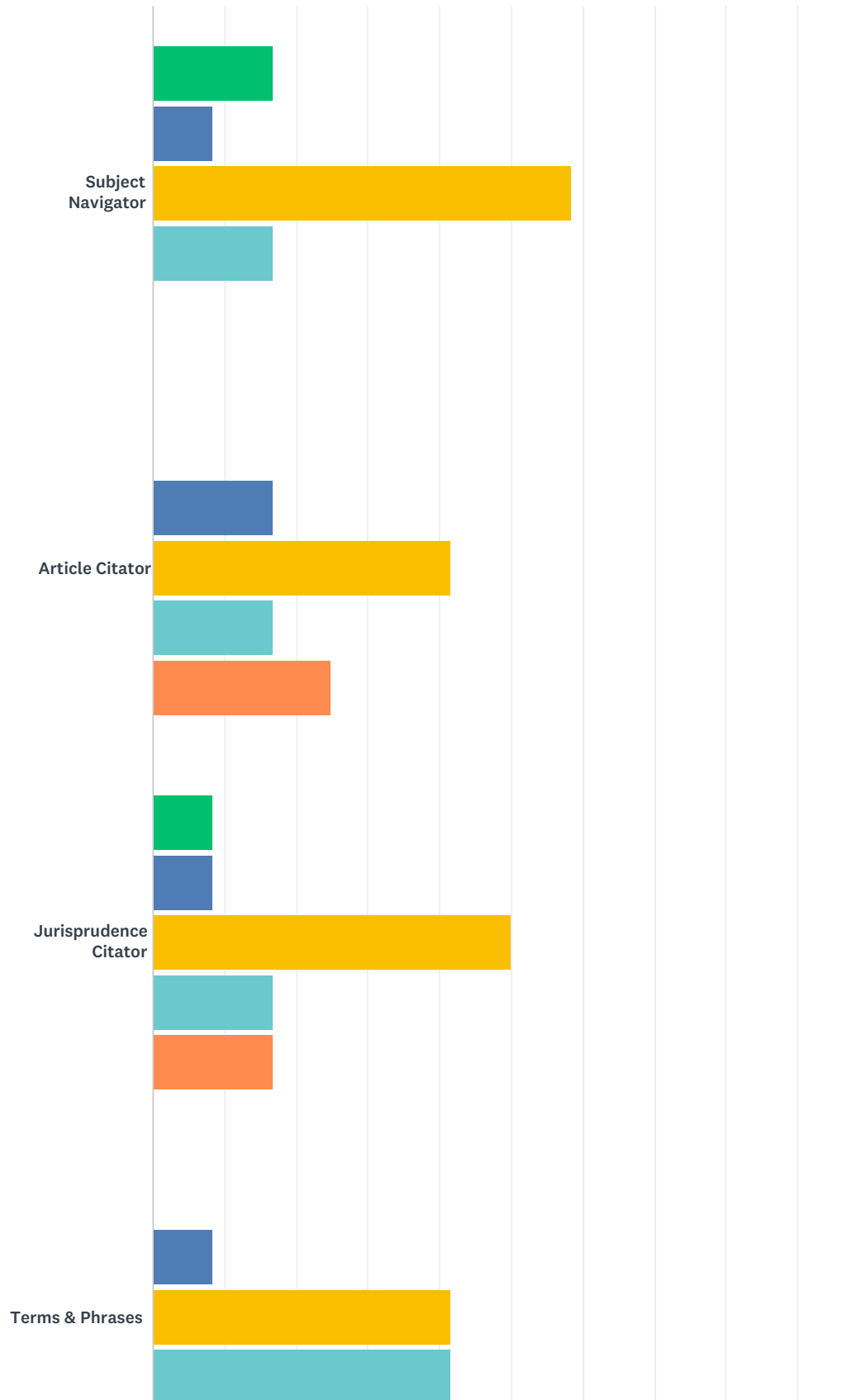
Answered: 11 Skipped: 1

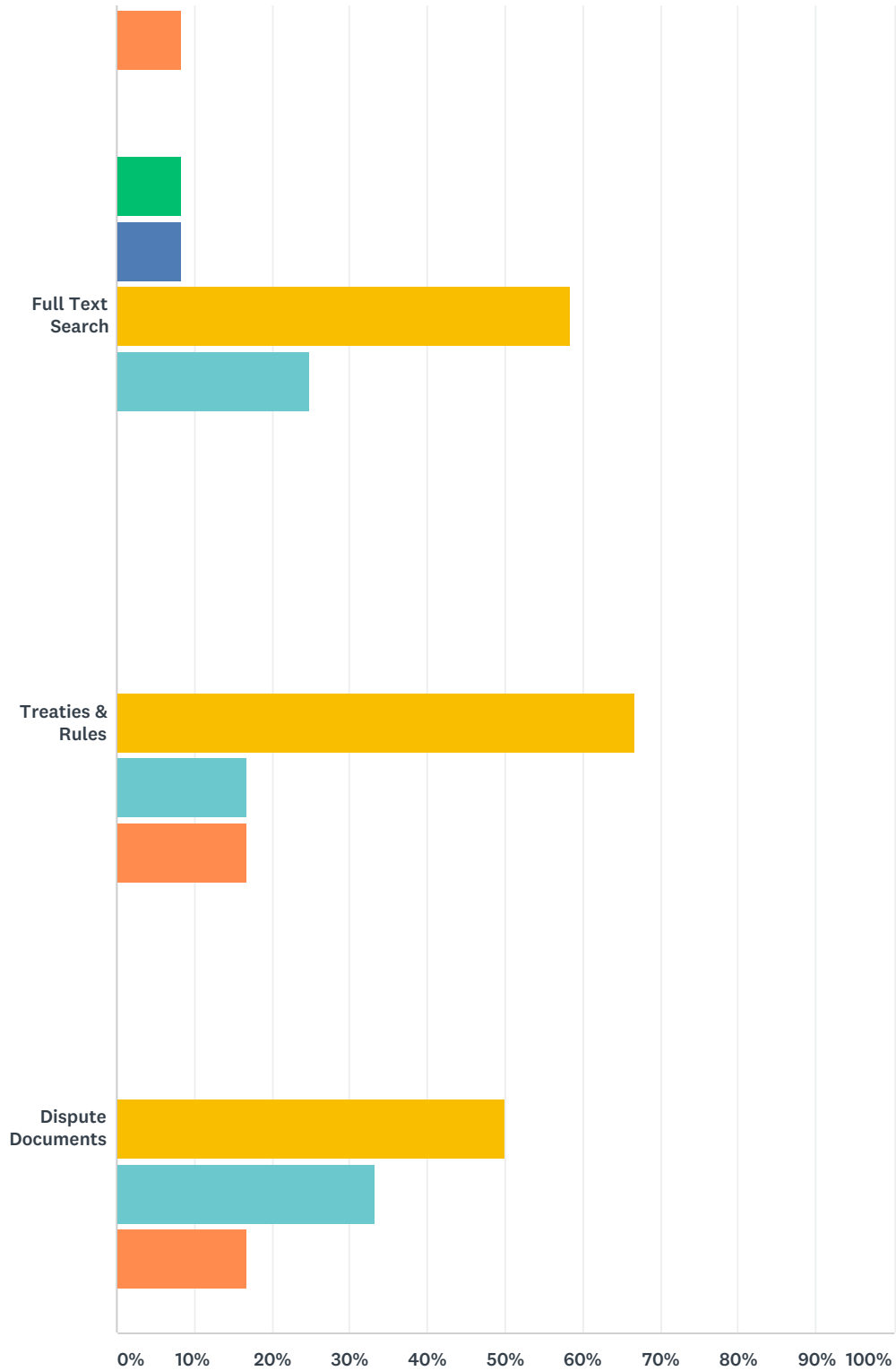


	1	2	3	4	5	TOTAL	SCORE
Subject Navigator	44.44% 4	11.11% 1	22.22% 2	11.11% 1	11.11% 1	9	3.67
Article Citator	14.29% 1	14.29% 1	42.86% 3	14.29% 1	14.29% 1	7	3.00
Jurisprudence Citator	20.00% 2	20.00% 2	30.00% 3	30.00% 3	0.00% 0	10	3.30
Terms & Phrases	0.00% 0	25.00% 2	25.00% 2	25.00% 2	25.00% 2	8	2.50
Full Text Search	9.09% 1	18.18% 2	0.00% 0	18.18% 2	54.55% 6	11	2.09

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

Answered: 12 Skipped: 0





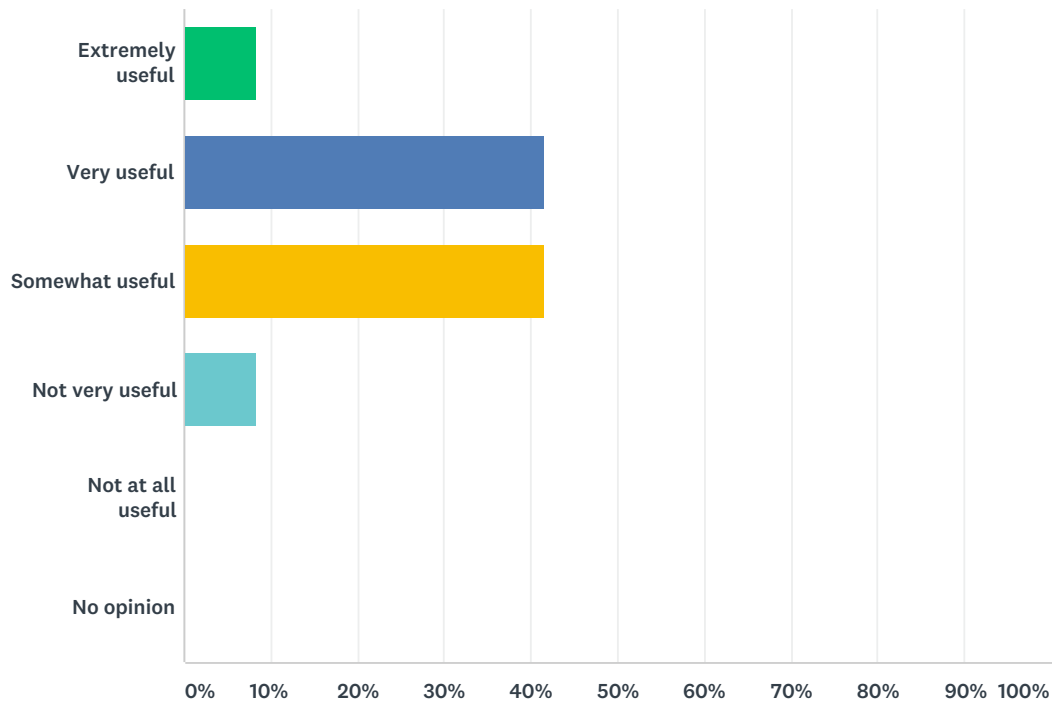
■ Daily
 ■ Weekly
 ■ Monthly
 ■ Rarely
 ■ Never

	DAILY	WEEKLY	MONTHLY	RARELY	NEVER	TOTAL
Subject Navigator	16.67% 2	8.33% 1	58.33% 7	16.67% 2	0.00% 0	12
Article Citator	0.00% 0	16.67% 2	41.67% 5	16.67% 2	25.00% 3	12

Jurisprudence Citor	8.33% 1	8.33% 1	50.00% 6	16.67% 2	16.67% 2	12
Terms & Phrases	0.00% 0	8.33% 1	41.67% 5	41.67% 5	8.33% 1	12
Full Text Search	8.33% 1	8.33% 1	58.33% 7	25.00% 3	0.00% 0	12
Treaties & Rules	0.00% 0	0.00% 0	66.67% 8	16.67% 2	16.67% 2	12
Dispute Documents	0.00% 0	0.00% 0	50.00% 6	33.33% 4	16.67% 2	12

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

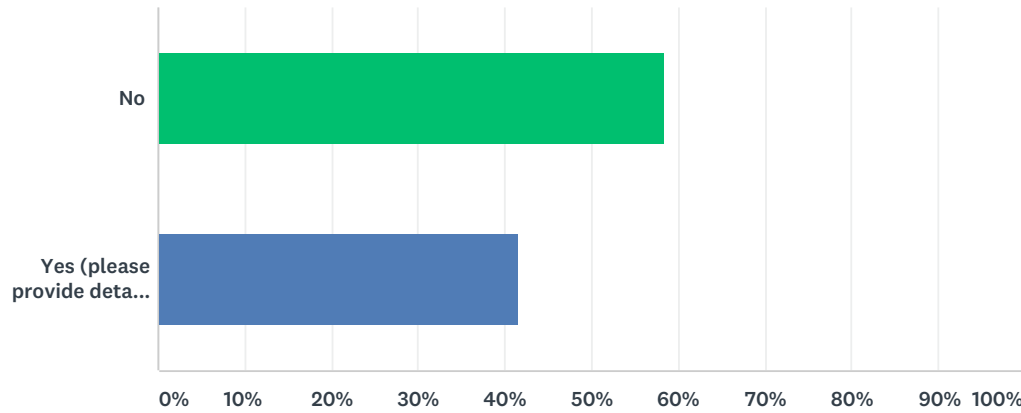
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely useful	8.33%	1
Very useful	41.67%	5
Somewhat useful	41.67%	5
Not very useful	8.33%	1
Not at all useful	0.00%	0
No opinion	0.00%	0
TOTAL		12

Q11 Do you share your research from ISLG?

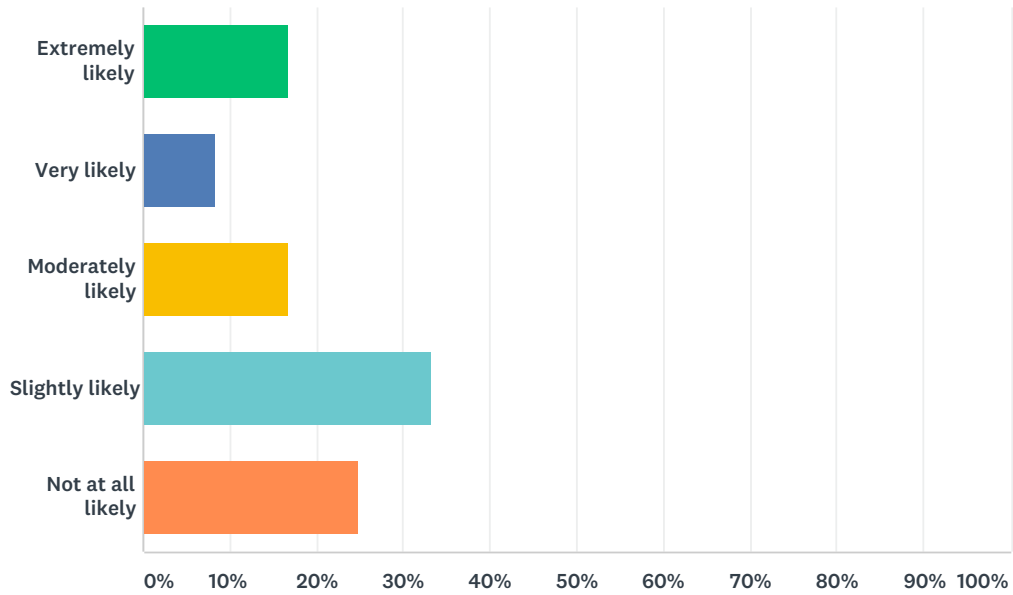
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	58.33%	7
Yes (please provide detail on how your share your research)	41.67%	5
TOTAL		12

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

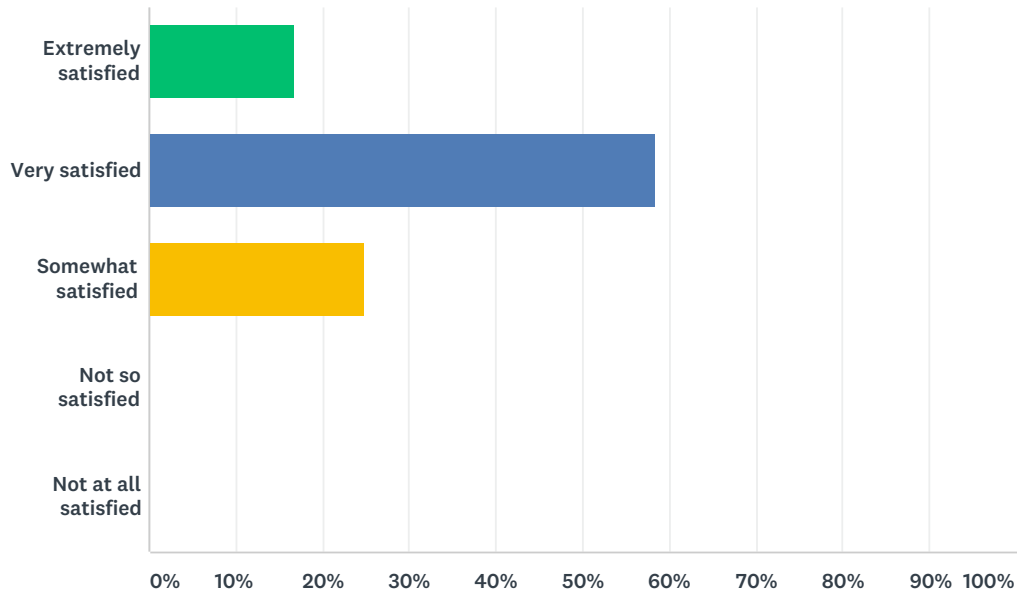
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	16.67%	2
Very likely	8.33%	1
Moderately likely	16.67%	2
Slightly likely	33.33%	4
Not at all likely	25.00%	3
TOTAL		12

Q13 Overall, how satisfied are you with ISLG?

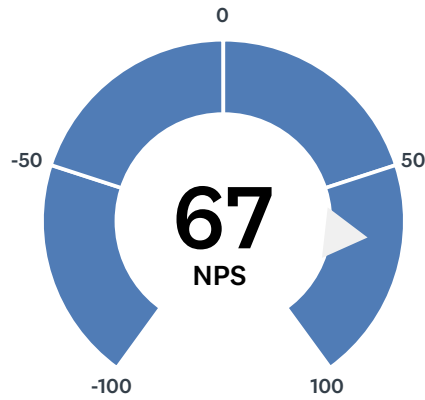
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	16.67%	2
Very satisfied	58.33%	7
Somewhat satisfied	25.00%	3
Not so satisfied	0.00%	0
Not at all satisfied	0.00%	0
TOTAL		12

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

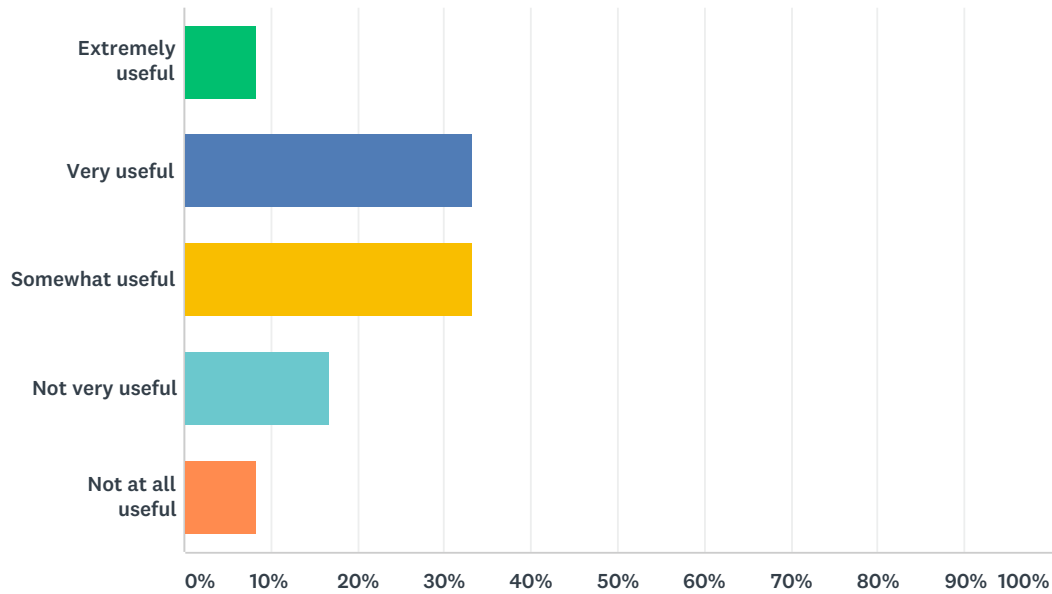
Answered: 12 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
0	33%	67%	67
0	4	8	

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

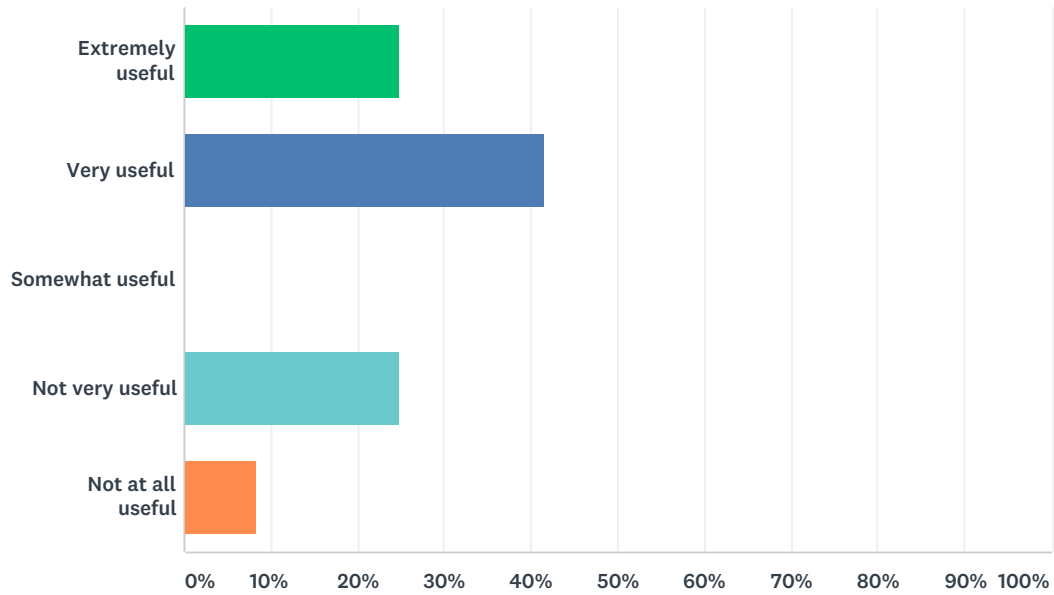
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely useful	8.33% 1
Very useful	33.33% 4
Somewhat useful	33.33% 4
Not very useful	16.67% 2
Not at all useful	8.33% 1
TOTAL	12

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

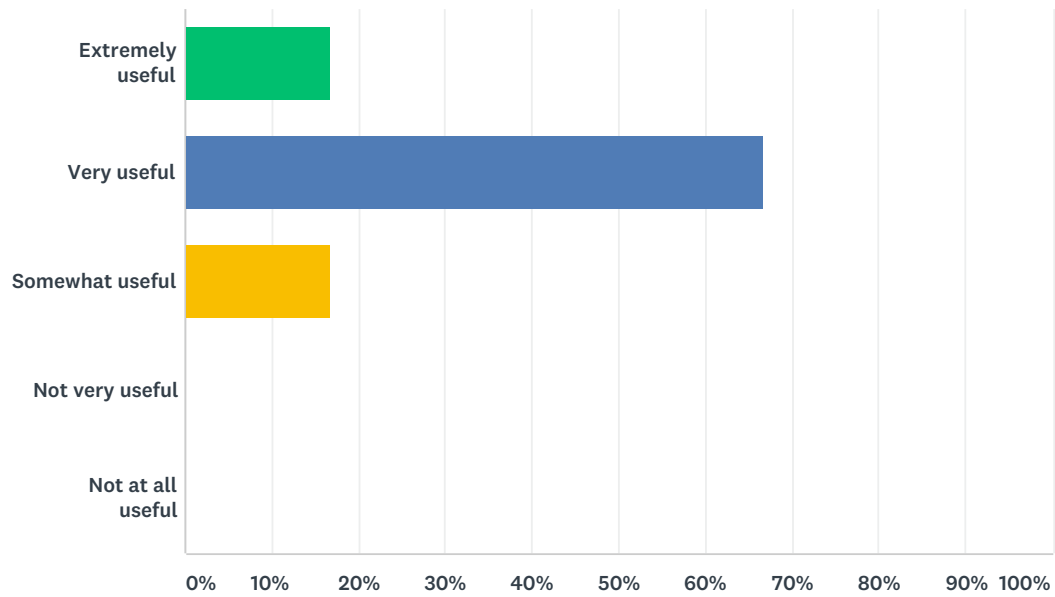
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely useful	25.00%	3
Very useful	41.67%	5
Somewhat useful	0.00%	0
Not very useful	25.00%	3
Not at all useful	8.33%	1
TOTAL		12

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

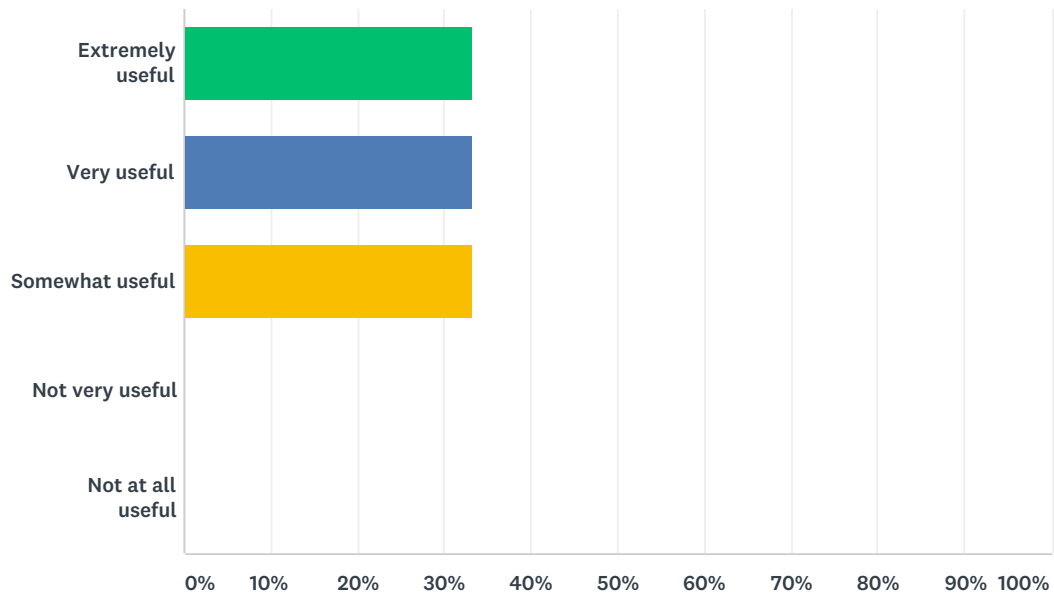
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely useful	16.67%	2
Very useful	66.67%	8
Somewhat useful	16.67%	2
Not very useful	0.00%	0
Not at all useful	0.00%	0
TOTAL		12

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

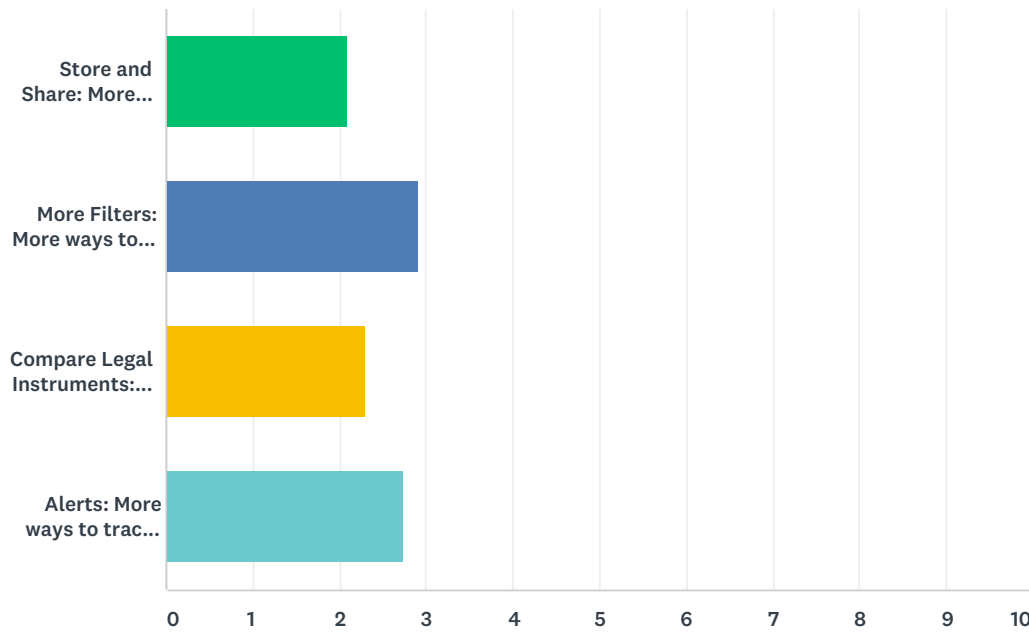
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely useful	33.33%	4
Very useful	33.33%	4
Somewhat useful	33.33%	4
Not very useful	0.00%	0
Not at all useful	0.00%	0
TOTAL		12

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

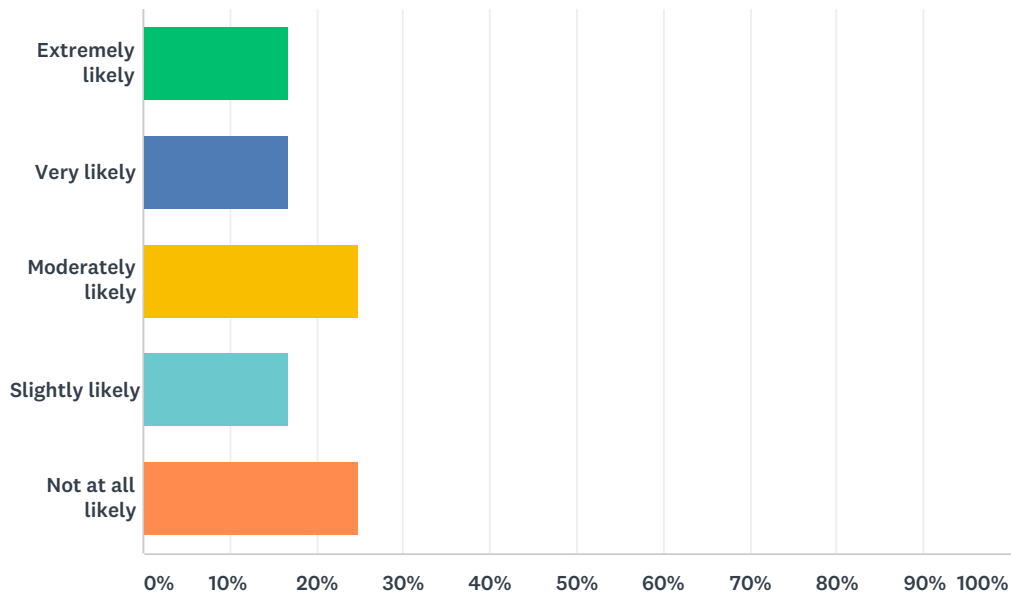
Answered: 12 Skipped: 0



	1	2	3	4	TOTAL	SCORE
Store and Share: More features within the Notepad Feature that allow you to store and share your research	20.00% 2	20.00% 2	10.00% 1	50.00% 5	10	2.10
More Filters: More ways to filter and isolate materials by categories (e.g., identify arbitrators, counsel, etc. associated with cases)	36.36% 4	36.36% 4	9.09% 1	18.18% 2	11	2.91
Compare Legal Instruments: More ways to compare and contrast legal instruments (e.g., compare different investment treaties)	20.00% 2	10.00% 1	50.00% 5	20.00% 2	10	2.30
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)	25.00% 3	33.33% 4	33.33% 4	8.33% 1	12	2.75

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

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	16.67%	2
Very likely	16.67%	2
Moderately likely	25.00%	3
Slightly likely	16.67%	2
Not at all likely	25.00%	3
TOTAL		12

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

Answered: 5 Skipped: 7