

industrial.

ISLG

Usability Testing - Report

August, 2018

Table of Contents

Table of Contents	1
Summary of Findings: Recommended Changes	4
Methodology	5
Participant Overview	5
Research Key	6
Sentiments: Initial Impressions Dashboard	7
Sentiment: Navigation	9
Tasks: Find a Case in the Subject Navigator	11
Tasks: Find Treaties and Rules, Find Annulment Committee Members	13
Tasks: Find Related Jurisprudence, Source Paragraphs and Cited Jurisprudence and comprehension	15
Tasks: Left Sidebar	18
Sentiments: First Impressions of Documents	20
Tasks: Navigate back to our previous position in the Subject Navigator	21
Tasks: Use Jurisprudence Citator to find a Case	23
Tasks: Using the Article Citator to find a Case	25
Tasks: Other Research Tools within a Document	27
Tasks: Using Full-Text Search	30
Tasks: Add to Research Notepad	32
Tasks: Access and Download Research Notepad	34
Tasks: Add to and use document comparison	36
Tasks: Create a Unique Report and Sentiment of Report	38
Tasks: Navigating to Report Pages	40
Sentiments: Case Reports	42
Sentiments: Arbitrator Reports	43

General Feedback & Wishlist Items	45
Subjective evaluations	46
This site is easy to use on a scale of 1 - 5	46
Subjective evaluations	47
The language is easy to understand on a scale from 1 - 5	47
Subjective evaluations	48
The information available is useful to me on a scale from 1 - 5	48
Appendices	49
Appendix 1: Participants	50
	50

Summary of Findings: Recommended Changes

**Summary of Findings:
Recommended Changed**

Though recommendations are made throughout the report, the following summarizes the most important elements to address.

Navigation

Participants struggled with the added levels of 'Research Tools' and 'Document Library'. It is advisable to create a flatter site structure by eliminating these categorizations.

Participants also struggled with the reduced navigation on cases. It's recommended that, when needed, a reduced navigation collapses entirely into a menu button.

Research Tools Available within a Case

Providing the other research tools within the case on the right-hand-side proved difficult for participants to understand. On all of these tools, the labelling choices need to be remedied. It is also recommended that we eliminate the right side-bar and make using these tools an intentional choice outside of what the participant is currently viewing. To make this more discoverable, these options need to be made more apparent before the user opens a case.

Creating Unique Reports

Creating unique reports was difficult for participants. To make this a more intuitive interaction, it's recommended that we eliminate the categories that separate the column options and make filtering a clearer and more obvious selection. We may also consider bringing each filter into closer proximity of the column it corresponds to.

Arbitrator Reports

Participants were delighted by the arbitrator reports. The only addition to this section is to add a few key missing details: nationality and current location. We should also add a report on who typically appoints the arbitrator and a report on sectors and subjects. Beyond these details and reports, there are several more that should be considered.

Methodology

The goal of usability testing is to assess the overall usability of the proposed designs for ISLG's research offering. Specifically, we were interested in learning whether users could gain a solid understanding of the new products/features added and if they could easily perform common tasks. To meet this goal, a usability study was conducted on a prototype of the proposed redesign. Participants were split into two groups and each group was given a different set of tasks to complete on the interface.

Participant Overview

Fifteen participants were recruited. We recruited participants from the various user groups.

Participant Breakdown

Law Firm	Academia	Government	Student
7	3	4	1

Research Key

To rate the usability issues we've uncovered, it's important to rate each task so as to understand the severity of errors and the user's ability to complete a task.

Ability to Complete Task

Rating	Meaning
2	Success - the user is able to complete a task without noticeable error.
1	Non-critical error - errors that are resolved by the participant or, if not detected, did not result in processing problems or unexpected results.
0	Critical error - unresolvable errors during the process of completing a task.

Severity of Problem

Rating	Meaning
Low	Users may experience insignificant or mild frustration, but will be able to complete desired task.
Medium	Users may experience noticeable frustration, but will be able to complete the task with added effort.
High	Users will experience noticeable delay/frustration and not be able to complete the task.
Success	Users will be able to complete the desired task.

Sentiments: Initial Impressions Dashboard

“Fantastic! Notifications were #1 on my list. Right now, it only tells me decisions have been added but not subjects and I can’t flag subjects that interest me.”

- Giovanni

“I have a research assistant so that’s great that they can share articles with me.”

- Victoria

“Notifications are updates on things I’ve been saving. Cool, I can add friends and share cases with them.”

- Diego

“I don’t want social media. This looks like social media.”

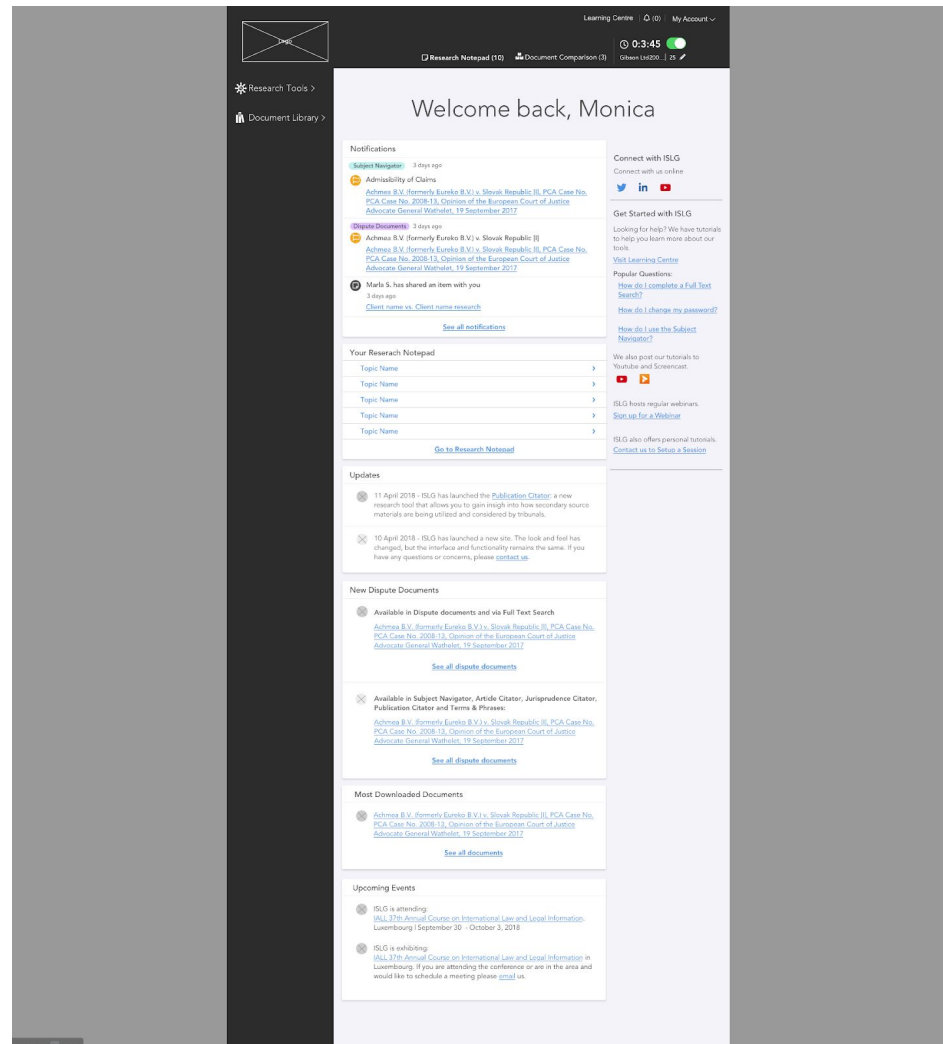
- Mark K.

“The research notepad would be helpful.”

- Melissa

“Notifications are really useful if I customized them.”

- David



—————
"I don't look at new dispute documents and events." -
Mark S.

—————
"Personally, I'd rather see updates. Most downloaded isn't that interesting to me." -
Marci

—————
"I use global search quite a bit. I like getting a heads up on what I can anticipate on what's in these areas."
- Giovanni

Findings:

Overall, perceptions of the homepage/dashboard were positive. Most participants were able to accurately identify the elements and most participants showed a positive sentiment towards the information available.

There was significant disagreement between participants on what information is most and least important. This is typically why applications allow their users customize their dashboards; different information is always going to be important to different users. **(Low)**

We did have one participant mention the missing Global Search and say that he uses it. Although only one participant mentioned it, it is important that we thoroughly weigh removing this feature. **(Medium)**

Another frequently noticed behaviour was participants trying to select the 'Subject Navigator' label and expecting it to bring them to the subject navigator. **(Low)**

Recommendations:

- Consider allowing users to drag elements in their home feed to reposition (probably not for MVP)
- Let's investigate Global Search and how we could potentially offer this in a way that still complies with the mental models users have around searching. Let's add google analytics tracking to the global search so we can assess its overall usage.
- In visual design, the labels on notifications should look less clickable.

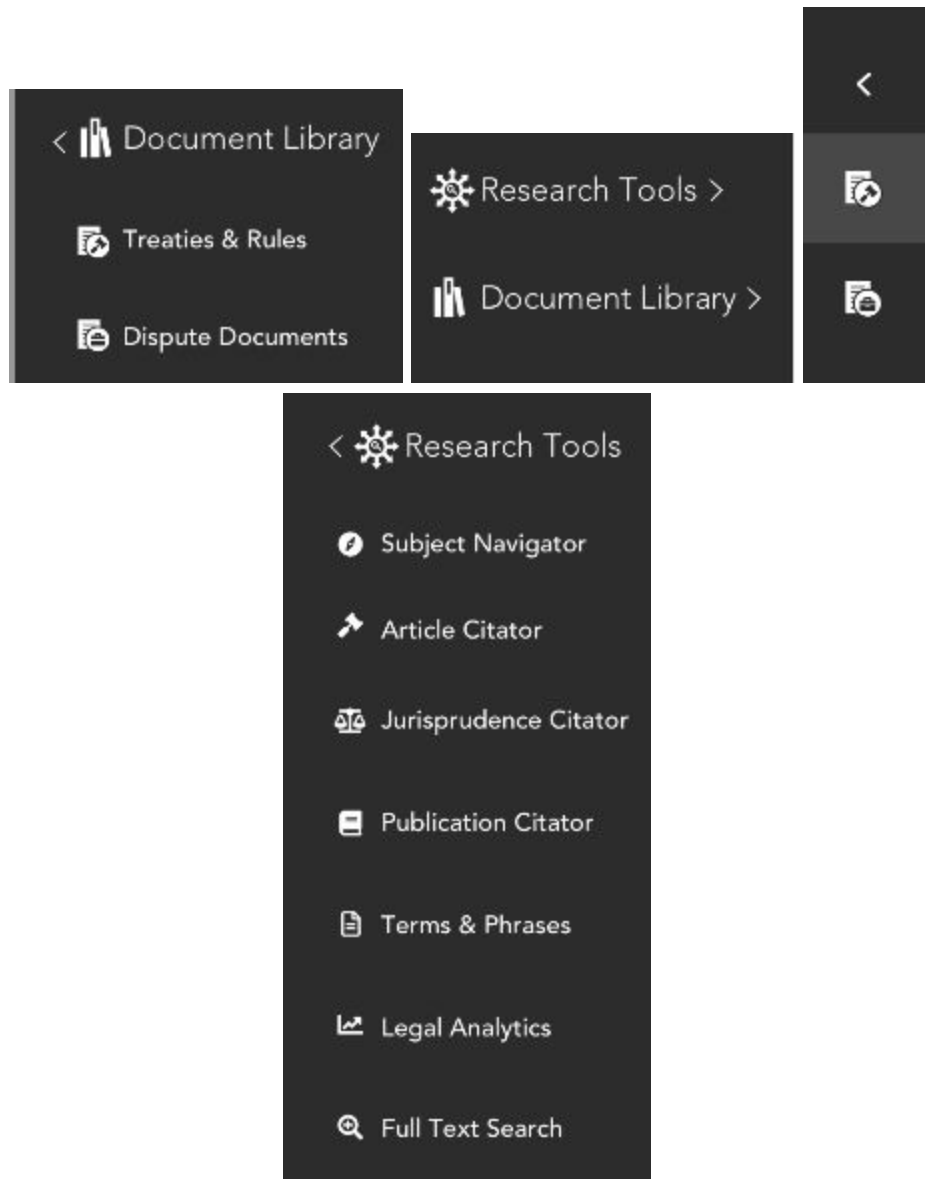
Sentiment: Navigation

*"There are not a lot of tabs on the side."
-Mark K.*

"I like being able to click on [the subject navigator] from the homepage." - Danielle

*"I like the side menu. It's much easier to access."
- Claudia*

*"I want to see a link to the document library."
- Marci*



Findings:

The top level of the site's architecture posed a significant problem for participants. While they quickly adapted to navigation being placed on the left, they struggled initially with the two top categories, 'Research Tools' and 'Document Library'. (Medium)

Participants also struggled to understand the reduced menu. While this is due in part to not being able to show the interactivity of it collapsing and the tooltips/being able to re-expand, it still seems to be outside of what is familiar to these participants. (Medium)

Recommendations:

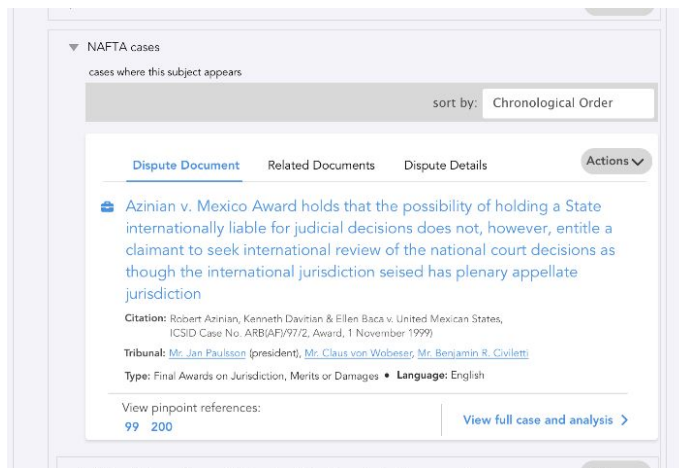
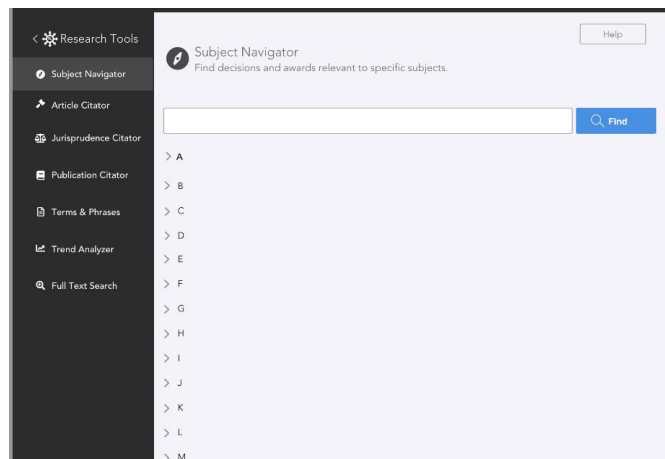
- Create a flatter site structure by eliminating any top level categories and making all navigation elements available to users at all times.
- We should explore collapsing the entire menu under a 'menu' button when it needs to be reduced.

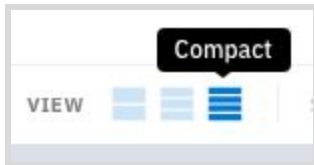
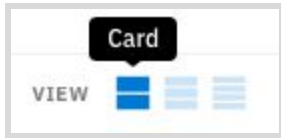
Tasks: Find a Case in the Subject Navigator

"I like lots of info crammed into one place. So I don't like the larger text. I know the older partners like it though."
- Nabila

"Minimize the amount of text I see on a page." - Claudia

Research Question(s): Participants were asked to find a specific case in the subject navigator.





Findings:

Overall, participants are still able to easily navigate to a subject and find the corresponding case. **(Success)**

From a subjective perspective, we have participants sharing opposing opinions on the ways in which cases should be displayed. Some participants feel that the new card structure is too large while others preferred this and noted feeling lost in the current ISLG database when there's too much text close together. **(Low)**

Recommendations:

- We should consider offering display options such as, 'Card' and 'Condensed'.

Task Success and Error Rates:

Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Victoria	2
Nabila	2
Bélen	2
Mark K.	2
Score	16/16

Tasks: Find Treaties and Rules, Find Annulment Committee Members

“Tribunal is useful only later in my research. Not at this stage.” - Mark K.

“Treaties and Rules belong in dispute details.” - Bélen

“Annulment is very important.” - Mark K.

“Document type isn’t that useful to me.” - Bélen

“I want to click on the annulment decision to see it.” - Danielle

“The citation is very good - I’d copy and paste it at this point.” - Bélen

“I like that the tribunal is listed here. It’s good to have all of this context up front”- Danielle

Research Question(s): Participants were asked to find treaties and rules that apply to the case. They were also asked to find out who the annulment committee members were.

cases where this subject appears

sort by: Chronological Order

Dispute Document Related Documents **Dispute Details** Actions ▾

Robert Azinian, Kenneth Davitian, & Ellen Baca v. United Mexican States (ICSID Case No. ARB(AF)/97/2)

Claimant(s): [Robert Azinian, Kenneth Davitian, & Ellen Baca](#)

Respondent(s): [United Mexican States](#)

Tribunal: [Mark Brown](#) (president), [Suzy White](#) (claimant), [Monica Black](#) (respondent)

Annulment Committee Members: [Mark Brown](#) (president), [Suzy White](#) (claimant), [Monica Black](#) (respondent)

Resubmission Tribunal Members: [Mark Brown](#) (president), [Suzy White](#) (claimant), [Monica Black](#) (respondent)

Resubmission Annulment Committee Members: [Mark Brown](#) (president), [Suzy White](#) (claimant), [Monica Black](#) (respondent)

Subject: Mining Concession

Economic Sector: Oil, Gas & Mining

▶ See all dispute details

cases where this subject appears

sort by: Chronological Order

Dispute Document **Related Documents** Dispute Details Actions ▾

Applicable Rules: 📖 [ICSID Arbitration \(Additional Facility\) Rules \(1978\)](#)

Applicable Treaty: 📖 [NAFTA - Chapter 11: Investment](#)

Documents in dispute (10)

▶ See All

“I’d like to see annulment warnings on the cases in a more visible way.” - Diego

Findings:

Participants had great difficulty finding applicable treaties and rules. This is because participants often expected these details to be found in ‘Dispute Details’. (medium)

Participants were able to easily find the annulment committee members. (success)

“I need to see the latest cases and know that there hasn’t been an annulment.” - David (noted before the usability test started)

Participants often mentioned wanting to view the document corresponding to the annulment. While this could be found in the documents related to the dispute - this separation does not comply with ‘direct manipulation’; users will often expect to interact directly with an item. (low)

Several participants noted how important it is to know if an annulment has happened and suggested flagging those documents for which an annulment has happened. (nice-to-have)

Recommendations:

- We should reconsider the way information is organized. While card tabs seem to be working well, we need to provide all information under dispute details. This will most closely map to user expectations.
- We should add a special visual cue to the front of cards for cases that have been annulled.
- We should consider adding a quick ‘copy citation’ action to the front of the card.

Task Success and Error Rates:

Find Applicable Treaties and Rules

Participant	Outcome
Claudia	2
Diego	2
Mark S.	0
Danielle	N/A
Victoria	0
Nabila	0
Bélen	0
Mark K.	0
Score	4/14

Find Annulment Committee Members

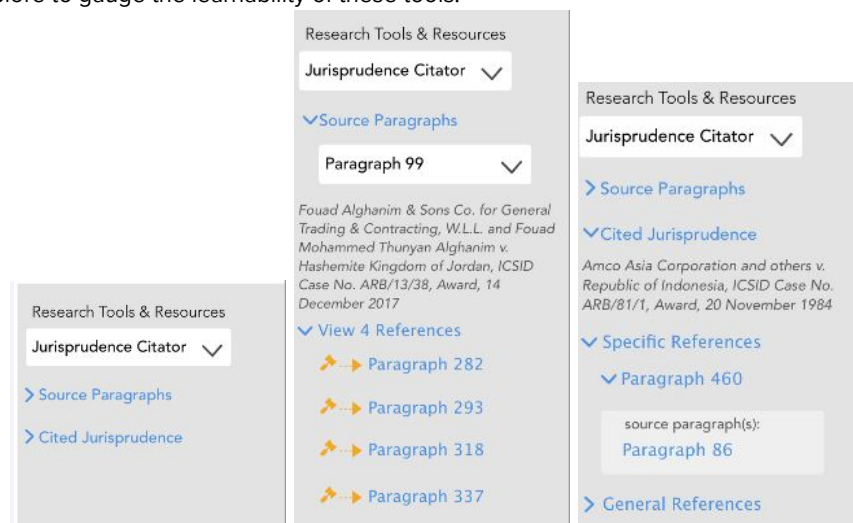
Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	2
Victoria	2
Nabila	2
Bélen	2
Mark K.	2
Score	16/16

Tasks: Find Related Jurisprudence, Source Paragraphs and Cited Jurisprudence and comprehension

"I want to see cases ordered by most cited." - Victoria

"I want to see [the excerpt] of the case citing Azinian in this window." - Victoria

Research Question(s): Participants were asked if they could distinguish the difference between 'Source Paragraphs' and 'Cited Jurisprudence'. They were then asked to explore to gauge the learnability of these tools.



Findings:

Participants had great difficulty finding related jurisprudence; their initial impression was not to assume that this information would be found by opening the document. This was a critical problem that needs to be addressed. **(high)**

The differences between Source Paragraphs and Cited Jurisprudence was also not immediately distinguishable. Even after exploring, source paragraphs caused significant problems for participants. **(high)**

The participants had difficulty distinguishing that the right-hand-side had nothing to do with the subject/article/publication participants initially opened the dispute document to learn about. They consistently thought that the jurisprudence references were to the paragraph they select from the subject navigator. **(high)**

Recommendations:

- To increase discoverability, let's find a way to hint at the other research tools being available from the card (before the participant has opened the case).

- To improve the use of the other tools, we should expose all of these tools visually when the user opens the document so that they can see the options made available to them.
- We should remove the left sidebar and make the research tools available by a separate means.
- To improve understanding, we should re-label Source Paragraphs and Cited Jurisprudence to a more easy-to-understand and direct label i.e., Cases Citing this Document and Cases this Document Cited.
- For citing jurisprudence, we should consider allowing the user to view the portion of the document that cites within the window they're viewing.

Task Success and Error Rates:

Find Cited Jurisprudence

Participant	Outcome
Claudia	0
Diego	0
Mark S.	0
Danielle	0
Victoria	0
Nabila	0
Bélen	0
Mark K.	0
Score	0/16

Initial Idea: the difference between Source Paragraphs and Cited jurisprudence

Participant	Outcome
Claudia	0
Diego	0
Mark S.	0
Danielle	2
Victoria	1
Nabila	0
Bélen	0
Mark K.	2
Score	5/16

Comprehension of Cited Jurisprudence after using

Participant	Outcome
Claudia	2
Diego	0
Mark S.	0
Danielle	2
Victoria	1

Comprehension of Cited Jurisprudence after using

Participant	Outcome
Claudia	1
Diego	2
Mark S.	2
Danielle	2
Victoria	2

industrial.

Nabila	0
Bélen	2
Mark K.	1
Score	8/16

Nabila	0
Bélen	2
Mark K.	1
Score	12/16

Tasks: Left Sidebar

“I want to see both [tagged excerpts] at the same time.” - Victoria

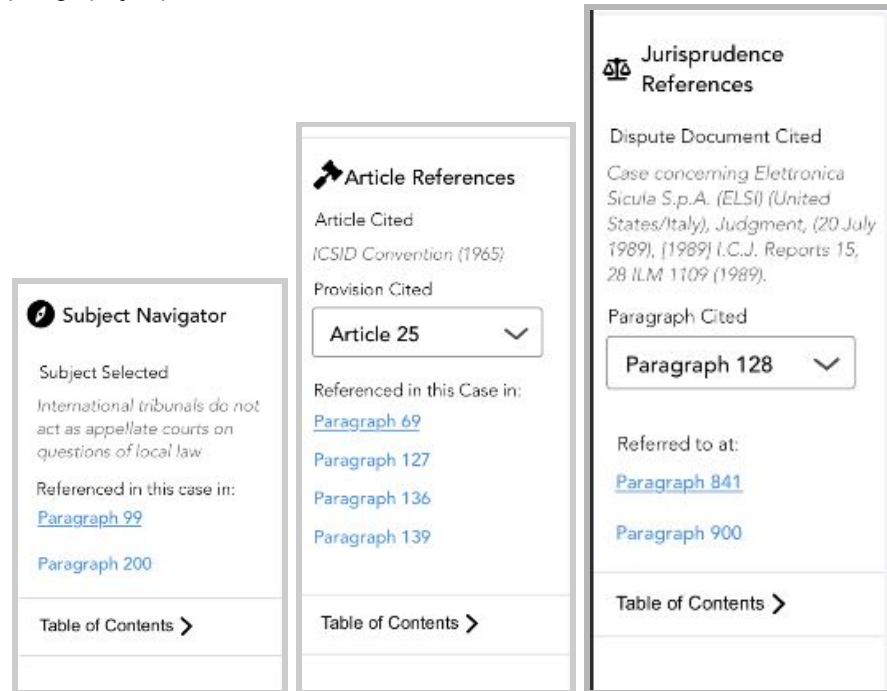
“I like to see the tag within the context of the paragraphs before and after.” - Nabila

To be able to see what different articles are cited in a document is so helpful.” - Melissa

“I like to see the entire award; I like seeing the highlight in the context of the entire document.” - David

“The most useful this is to jump to the quote.” - Mark S.

Research Question (s): Participants were asked to use the left sidebar to find another portion of the document cited elsewhere in the document they were viewing. Participants were also asked what they expected to happen if they selected the second paragraph jump link.



Findings:

The left side menu was largely successful among participants. They understood how to see different citations from their initial selection and they were able to comprehend how to navigate to different places in the documents where those citations appear. **Success**

While most participants would prefer to view the excerpts within the document, one participant mentioned a desire to compare language and, therefore, wanted to see just the highlighted portions.

Recommendations:

- We should consider adding an option to just view excerpts but still default to displaying the highlighted portions within the document as most participants wanted to view the highlight within the context of the entire document.

Task Success and Error Rates:

Expectation of Selecting Paragraph 200

Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	2
Victoria	2
Nabila	2
Bélen	0
Mark K.	2
Score	14/16

Find other sections of ELSI cited in this document

Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	0
Victoria	N/A
Nabila	N/A
Bélen	2
Mark K.	2
Score	10/12

Find other provisions of ICSID cited in this document

Participant	Outcome
Ioanna	0
Susanna	2
Melissa	2
Marci	2
David	2
Giovanni	N/A
Herb	2
Score	10/12

Sentiments: First Impressions of Documents

“The blue highlight is really useful.” - Bélen

“This is way more user-friendly than the small window.” - Diego

“There’s a lot going on here. The symbols are overwhelming.” - Mark K.

Non-Investment Treaty Jurisprudence > International Court of Justice (ICJ) and Permanent... > Case concerning Elettronica S.p.A. (ELSI) ... > Paragraph 128 > UAB E Energija (Lithuania) v. Republic of Latvia, ICSID Case No. ARB/12/33, Award, 22 December 2017

Download Document + Add to Document Comparison + Add to Notepad

Copy Document Details

UAB E Energija (Lithuania) v. Republic of Latvia, ICSID Case No. ARB/12/33, Award, 22 December 2017

Type: Final Awards on Jurisdiction, Merits or Damages • Language: English

Tribunal: [Dr. Paolo Michele Patocchi](#) (president), [Prof. Dr. August Reinisch](#), [Mr. Samuel Weirsworth QC](#)

Applicable Rules: [ICSID Arbitration Rules \(2006\)](#) • Applicable Treaty: [Latvia - Lithuania BIT \(1996\) \[English\]](#)

Affecting Findings: [Name v. Name](#)

See all dispute details

Jurisprudence References

Dispute Document Cited

Case concerning Elettronica S.p.A. (ELSI) (United States/Italy), Judgment, (20 July 1989), [1989] I.C.J. Reports 15, 28 I.L.M. 1109 (1989).

Paragraph Cited

Paragraph 128

Referred to at:

[Paragraph 841](#)

[Paragraph 900](#)

Table of Contents

Jurisprudence References

Biwater Gauff tribunal mentioned the stability of the investor’s environment, including the commercial and legal environment.

841. The protection against arbitrary and discriminatory measures which impair the management, maintenance, use, enjoyment or disposal of investments is the third standard of investment protection established in Article 3(1) of the BIT. The Tribunal considers that a measure may be characterized as arbitrary if it is “founded on prejudice or preference rather than on reason or fact”¹³⁰⁴ or constitutes a “willful disregard of due process of law, an act which shocks, or at least surprises, a sense of juridical propriety”.¹³⁰⁵ The Tribunal considers that a measure which is arbitrary or discriminatory is likely also to violate the fair and equitable treatment standard considering the elements of the fair and equitable treatment set out above (see paragraphs 832 and 834 above). For there to be a breach of this limb of Article 3(1), there must be not only one or more arbitrary or discriminatory measures but also impairment to the management, maintenance, use, enjoyment or disposal of an investment. This is a familiar formulation, but the Tribunal nonetheless notes the broad scope of what is prohibited in terms of impairment.

(B) WHETHER THE RESPONDENT IS IN BREACH OF ARTICLE 3(1) OF THE BIT

842. The Tribunal will examine (i) the claim rested on a breach of the Claimant’s expectations based on the Long-Term Agreement (see paragraphs 844 ff. below), (ii) the claim based on the Municipality’s delay in approving the heat supply development plan for the City (see

Research Tools & Resources

Subject Navigator

Paragraph 15 references:

Applicable Law

Paragraph 19 references:

Attribution of acts to the State

Paragraph 50 references:

Costs

Paragraph 60 references:

Damages and interest

Paragraph 65 references:

Interest

Paragraph 70 references:

Expropriation

Findings:

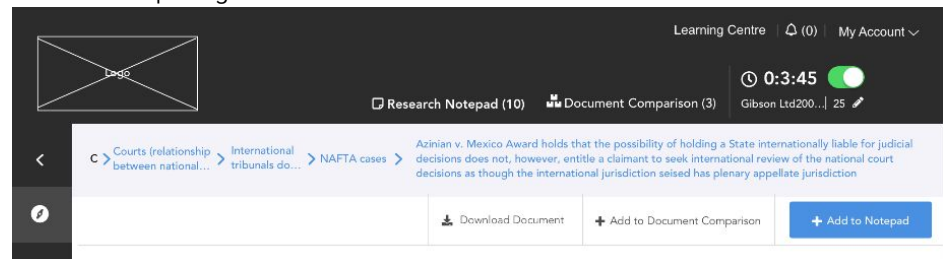
Overall, participants showed a positive general impression of the document, specifically being able to scroll through the entire document. We did have one participant note: ‘There’s a lot going on here.’

Recommendation:

The overall document layout should be maintained. Eliminating the right sidebar should help to mitigate any overwhelming impressions the users could have.

Tasks: Navigate back to our previous position in the Subject Navigator

Research Question (s): Participants were asked to quickly navigate back to where they were before opening the document.



Findings:

Participants were able to navigate back to their previous position. While their initial inclination was to select the arrow, they would eventually discover this feature. (Low)

Recommendations:

- Make this navigation more visually prominent in the visual design phase.
- Ensure that if a user goes 'back' via their browser, the tool they go back to remains open to the place they were.

Task Success and Error Rates:

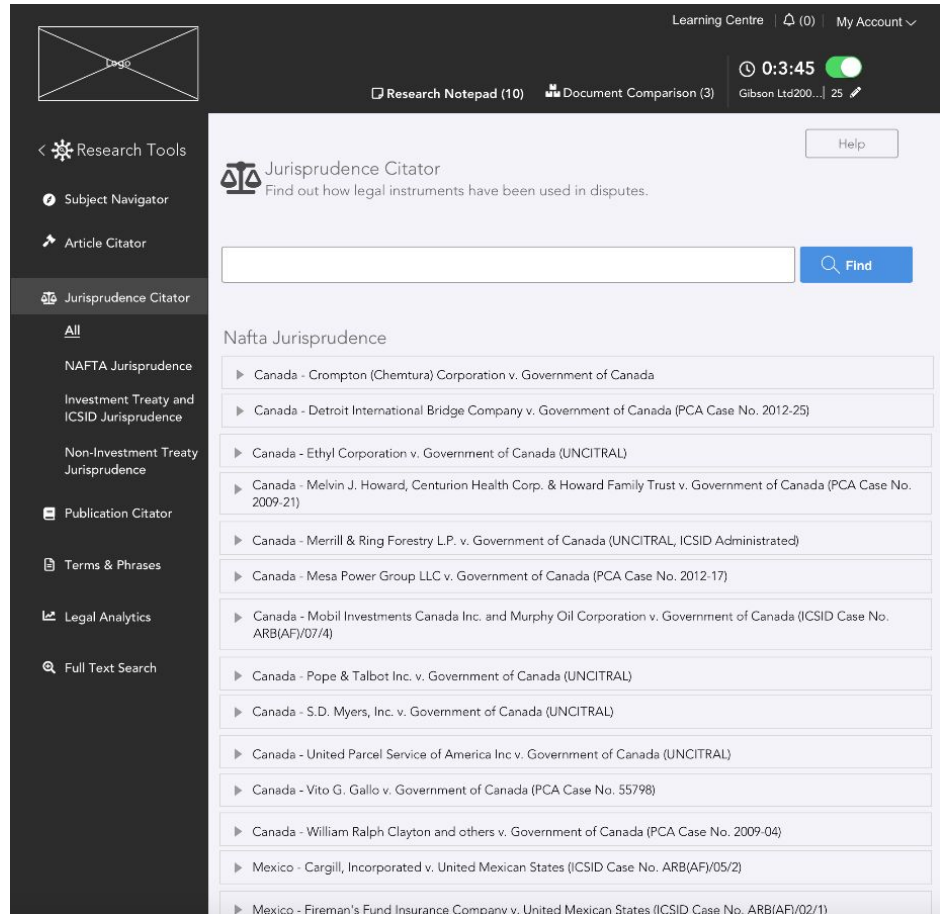
Participant	Outcome
Claudia	2
Diego	2
Mark S.	1
Danielle	2
Victoria	N/A
Nabila	1
Bélen	1
Mark K.	1
Score	10/14

Tasks: Use Jurisprudence Citator to find a Case

“JP citator is confusing. I don’t know what specific and general references mean.”
- Claudia

“Do I have paragraph 128 memorized? I need to see a preview of paragraph 128.”
- Danielle

Research Question (s): Participants were asked to find a case in the Jurisprudence Citator.



Findings:

Overall, most participants were able to successfully find the cases citing ELSI. Participants struggled slightly with the ‘specific’ and ‘general references’ labels. (Low)

One participant noted a desire to see the portion of ELSI being cited.

Recommendations:

- We should consider other labelling that will make ‘specific’ and ‘general’ references more clear for users.
- We should consider adding the same popover used in the article citator to show an excerpt of the case being cited.

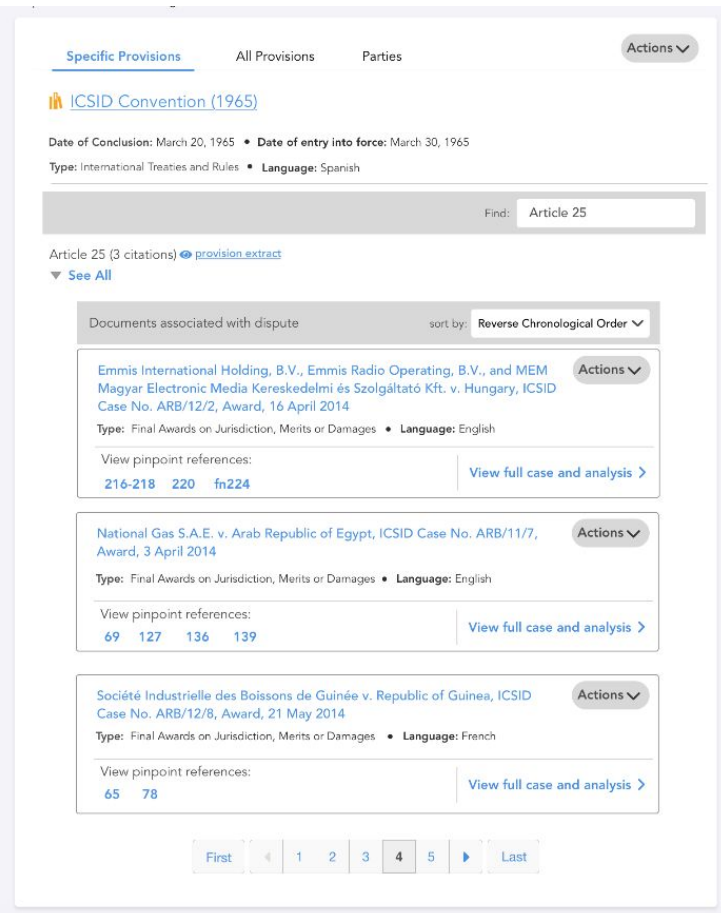
Task Success and Error Rates:

Add from Subject Navigator

Participant	Outcome
Claudia	1
Diego	1
Mark S.	2
Danielle	2
Victoria	N/A
Nabila	N/A
Bélen	2
Mark K.	2
Score	10/12

Tasks: Using the Article Citator to find a Case

Research Question (s): Participants were asked to find a case citing a specific passage of a treaty/rule.



Findings:

Participants were able to navigate to and find cases considering article 25 of the ICSID Convention. Participants were observed efficiently and effectively using the 'find' control and using the pagination at the bottom of the card. **Success**

Recommendations:

- Maintaining this card design for longer elements is advisable. This pattern should be used in the Jurisprudence Citator as well.

Task Success and Error Rates:

Use the Article Citator

Participant	Outcome
Ioanna	1
Susanna	2
Melissa	2
Marci	2
David	2
Giovanni	N/A
Herb	2
Score	11/12

Tasks: Other Research Tools within a Document

"I've gone to this page for how its cited ELSI - nothing else." - Mark K.

"I would find this very useful because we often scroll through the entire case to see what's discussed." - Claudia

"I would expect source paragraph to be from the publication, but it's actually from the case." - Melissa

"The publication citator is not a citator to me. This should be Cited Publications." - Marci

"Because we came in this way, I didn't expect to see that. It's confusing. I can't see myself looking for everything this case cites. It's just not how it's done" - David

Research Question (s): Participants were asked to explain the subject navigator tool appearing on the right-hand side. Participants were asked to explore the Article Citator and Publication Citator and explain the information each was showing them.

Research Tools & Resources

Subject Navigator

Paragraph 15 references:

2 → [Applicable Law](#)

Paragraph 19 references:

2 → [Attribution of acts to the State](#)

Paragraph 50 references:

2 → [Costs](#)

Paragraph 60 references:

2 → [Damages and interest](#)

Paragraph 65 references:

2 → [Interest](#)

Paragraph 70 references:

2 → [Expropriation](#)

Paragraph 76 references:

2 → [Effects and intent](#)

Paragraph 81 references:

2 → [Fair and equitable treatment](#)

Research Tools & Resources

Article Citator

Cited Instrument

Cyprus - Libya BIT (2004)

Specific References

Article 2

source paragraph(s):

[Paragraph 431](#)

[> General References](#)

ICC Rules of Arbitration (2012)

[> Specific References](#)

[> General References](#)

Research Tools & Resources

Publication Citator

Cited Publications

Sébastien Manciaux, Investissements étrangers et arbitrage entre Etats et ressortissants d'autres Etats: Trente années d'activité du CIRDI (Unknown: LexisNexis, 2004).

Specific References

[> Paragraph 179](#)

[> General References](#)

Christoph H. Schreuer et al. The ICSID Convention: A Commentary, 2nd ed. (Cambridge: Cambridge University Press, 2009).

[> Specific References](#)

[> General References](#)

*"I expected [the jurisprudence Citator] to show me treaties and rules."
- Ioanna*

"I expected [the Article Citator] to show cited publications."- Herb

Findings:

Subjects cited throughout a case was a largely successful feature; most participants were able to articulate what this information was showing and would do. Participants were split on finding this information useful. Some participants found it useful while others did not at all. **(Success)**

Publication Citator and Article Citator tools proved more difficult for participants. Several participants were confused by these labels. 'Source Paragraph' as a label also proved to cause confusion as well. **(Medium)**

Recommendations:

- The inconsistencies in participants indicating the subject navigator available within a case useful is further evidence for removing the right sidebar and making using these other research tools an intentional choice.
- The Publication Citator and Article Citator require clearer and planer labelling. Once a solution is found to bring these out of the right sidebar, this will improve the learnability of these tools.

Task Success and Error Rates:

Subjects cited throughout a case

Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	2
Victoria	N/A
Nabila	N/A
Bélen	1
Mark K.	0
Score	9/12

Publications cited throughout a case

Participant	Outcome
Ioanna	2
Susanna	0
Melissa	2
Marci	2
David	1
Giovanni	N/A
Herb	0
Score	7/12

Articles cited throughout a case

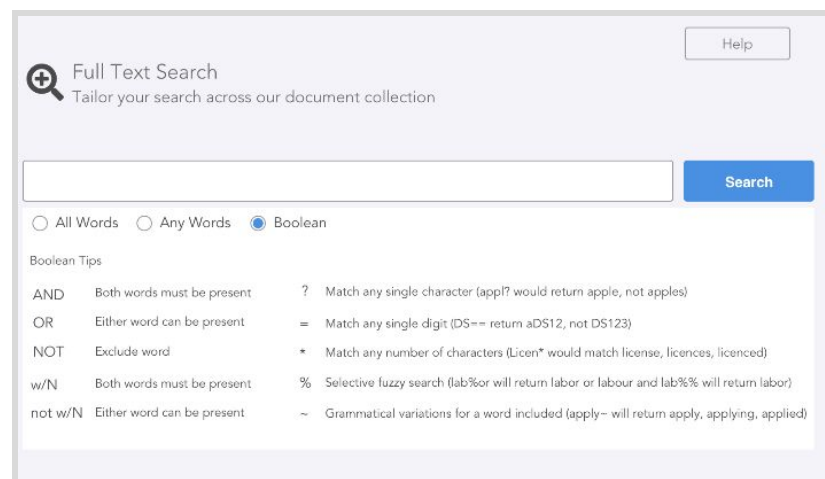
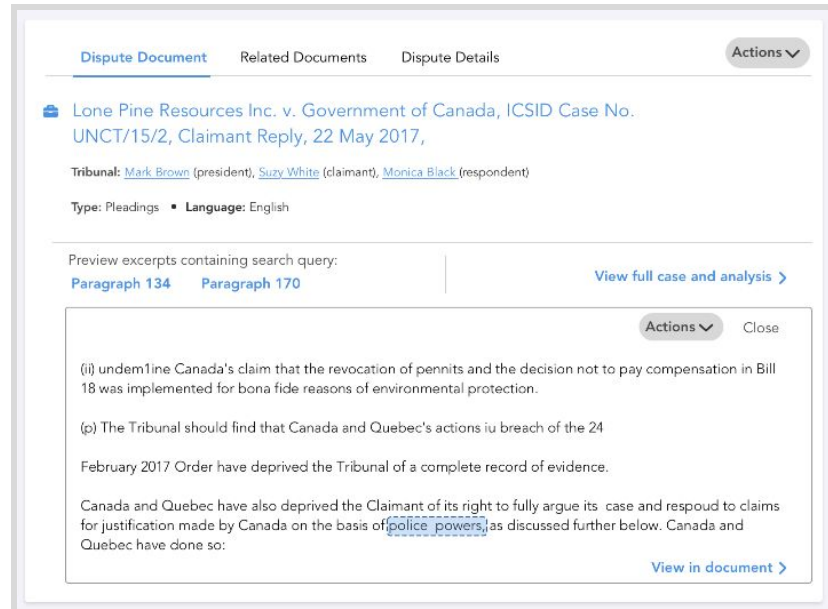
Participant	Outcome
Ioanna	0

Susanna	1
Melissa	2
Marci	0
David	N/A
Giovanni	0
Herb	2
Score	5/12

Tasks: Using Full-Text Search

"[It's useful to have the boolean tips] here because I always forget and they're different for different sites." - Mark S.

Research Question (s): Participants were asked to complete a search using several filtering options. They were then asked how they'd quickly determine if a search result was of value to them.



Findings:

Participants were all able to effectively and efficiently use the full-text-search and open the pinpoint references to see their search result. **Success**

Recommendations:

- Maintaining the wireframe is recommended.

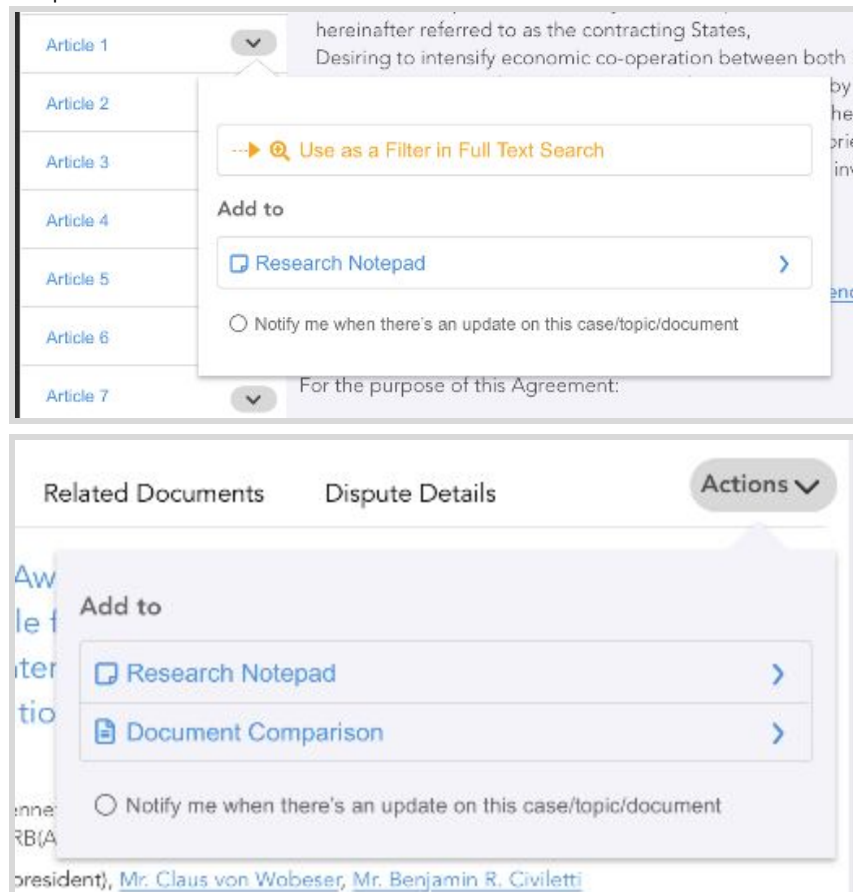
Task Success and Error Rates:

Opening Pinpoint References

Participant	Outcome
Claudia	N/A
Diego	2
Mark S.	2
Danielle	N/A
Victoria	N/A
Nabila	2
Bélen	2
Mark K.	N/A
Score	8/8

Tasks: Add to Research Notepad

Research Question (s): Participants were asked to add a portion of a document to their Research Notepad and they were asked to add an entire document to their research notepad.



Findings:

Largely, the actions menu was a success. It was the go-to for participants. This will increase the likelihood of participants discovering features they previously overlooked (such as 'filter full-text search'). All participants successfully added documents to their research notepad. **Success**

When looking at the reduced actions menu within the BIT, participants often overlooked this option, opting for the large 'Add to Notepad' button at the top of the document. **Medium**

Recommendations:

- For treaties and rules, we should rely only on the 'Add to Notepad' button at the top of the document. We should then provide an option which allows the user to specify which part of the document they'd like to add to their notepad.

Task Success and Error Rates:

Add from Subject Navigator

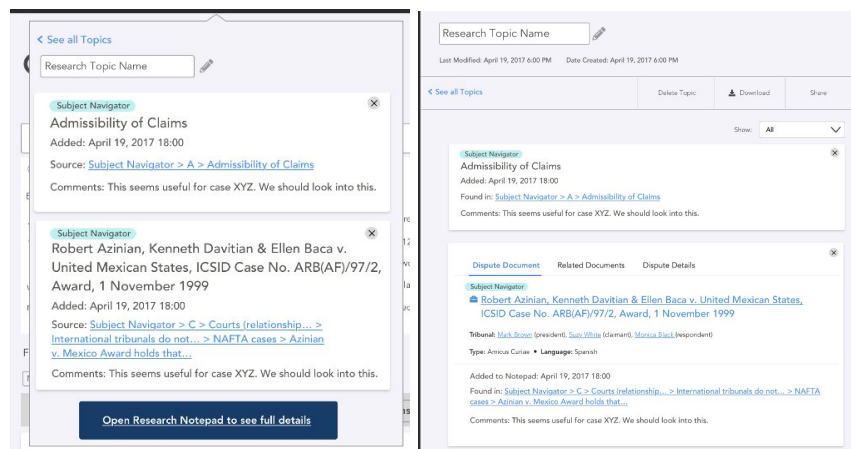
Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	2
Victoria	N/A
Nabila	2
Bélen	2
Mark K.	2
Score	14/14

Add article 1 from BIT

Participant	Outcome
Ioanna	1
Susanna	0
Melissa	0
Marci	2
David	0
Giovanni	2
Herb	0
Score	5/14

Tasks: Access and Download Research Notepad

Research Question (s): Participants were asked to download the contents of their research notepad.



Findings:

Most participants were able to effectively download their research notepad. There was some hesitating behaviour observed when the participants were looking to open their entire research notepad. **(Success)**

Recommendations:

- In visual design, ensure that the call-to-action for opening the research notepad topic is salient.

Task Success and Error Rates:

Download from Research Notepad

Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	2
Victoria	N/A
Nabila	2
Bélen	2
Mark K.	0
Score	12/14

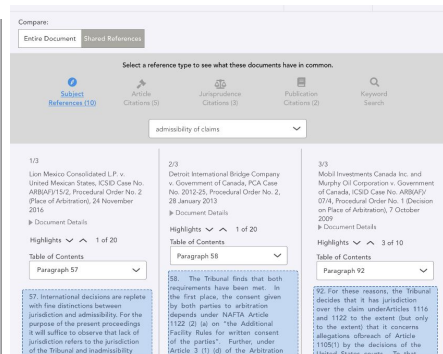
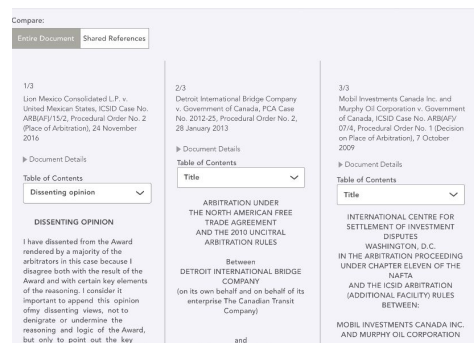
Tasks: Add to and use document comparison

"I think the shared references is so much more helpful." - Susanna

"This would be super helpful for students because then they can properly compare the language used." - Marci

"Yes, I'd use this. It's a more efficient way to research a topic. It would automate something I already do." - Giovanni

Research Question (s): Participants were asked to add documents to a tool that would allow them to compare. They were then asked to explore and explain what the tool was showing them.



Findings:

Participants were able to successfully add items to their document comparison. In most cases, they could accurately identify shared references without clicking. Once participants selected shared references, those who were unclear gained immediate understanding. Most participants showed a positive and excited sentiment towards this tool. When asked if they would use this tool if it compared treaties and rules, most participants showed a positive sentiment. **(Success)**

Recommendations:

- Allowing participants to compare treaties and rules would be advisable.

Task Success and Error Rates:

Add to Document Comparison

Participant	Outcome
Ioanna	2
Susanna	2
Melissa	2
Marci	2
David	2
Giovanni	2
Herb	2
Score	14/14

Correct interpretation of 'Shared References' before clicking

Participant	Outcome
Ioanna	0
Susanna	2
Melissa	2
Marci	1
David	2
Giovanni	0
Herb	1
Score	8/14

Correct interpretation of 'Shared References' after clicking

Participant	Outcome
Ioanna	1
Susanna	2
Melissa	2
Marci	2
David	2
Giovanni	2
Herb	1
Score	12/14

Tasks: Create a Unique Report and Sentiment of Report

"Wait, what did I create? I need a reminder." - Claudia

Research Question (s): Participants were asked to create a custom report and then discuss the report they created.

The screenshot shows a 'Custom Report' interface. At the top, there is a search bar containing 'Custom Report' and buttons for 'Download Report', 'Save Report', and '+ Add to Notepad'. Below this, it shows 'Last Modified: April 19, 2017 6:00 PM' and 'Date Created: April 19, 2017 6:00 PM'. A '+ Edit Columns & Filter Data' button is visible in the top right of the table area.

Case Name	Applicable Treaty	Arbitrator	Arbitrator Challenge(s)	Proceeding Status
Albania - Burimi SRL and Eagle Games SH.A.v. Republic of Albania	NAFTA - Chapter 11: Investment	Mark Smith	1 ▶ 3 more	Original Proceeding ▶ 3 more
Argentina - LG&F Energy Corp., LG&E Capital Corp. and LG&E International Inc. v. Argentine Republic	NAFTA - Chapter 11: Investment	Caroline Clayton	1	Annulment (1)
Slovak Republic - Achmea B.V. v. Slovak Republic (II)	NAFTA - Chapter 11: Investment	Phillip O'Brien	1	Original Proceeding
Mexico - Gami Investments, Inc. v. United Mexican States	NAFTA - Chapter 11: Investment	Lucy Ward	1	Annulment (1)
Estonia - OKO Pankki Oyj and others v. Republic of Estonia	NAFTA - Chapter 11: Investment	Katharine Matthews	1	Annulment (1)

Below the table is a 'Column Dimensions' filter panel with the following sections:

- Case Details:**
 - Applicable Treaties & Rules [select all](#)
 - Applicable Treaties
 - Applicable Rules
 - Subject of Dispute and Economic Sector [select all](#)
 - Subject of dispute
 - Economic Sector
 - Determined by (decision/party agreement)
- Case Status & Stage [select all](#)**
 - Case Status
 - Tribunal Proceedings
 - Annulment Proceedings
 - Resubmission Proceedings
 - Resubmission Annulment Proceedings
 - Judicial Review

Findings:
Most participants were able to select all of the columns for the report with some

difficulty. We observed participants struggle to find column options under the three different tabs; these options were not located in the categories that made the most sense to participants. Participants expected all of these options to be shown under case details. **(Medium)**

Most participants were able to filter their report with some difficulty. One participant expected the column selection of applicable treaties to also be a dropdown allowing them to filter this way as well. **(Medium)**

When viewing the report, participants were able to understand the information being shown and showed a positive sentiment towards the custom reports.

Recommendations:

- Provide the columns and filters chosen at the top of the report as a reminder because the user will be getting more columns than just what they selected.
- Remove the 'see more' control but maintain the current design showing multiple sub-data points.
- Remove the categories separating the column types.
- Make the filtering option more obvious and explore placing filtering options in closer proximity to the columns they apply to. This strategy would better comply with users' expectations to directly manipulate an option.

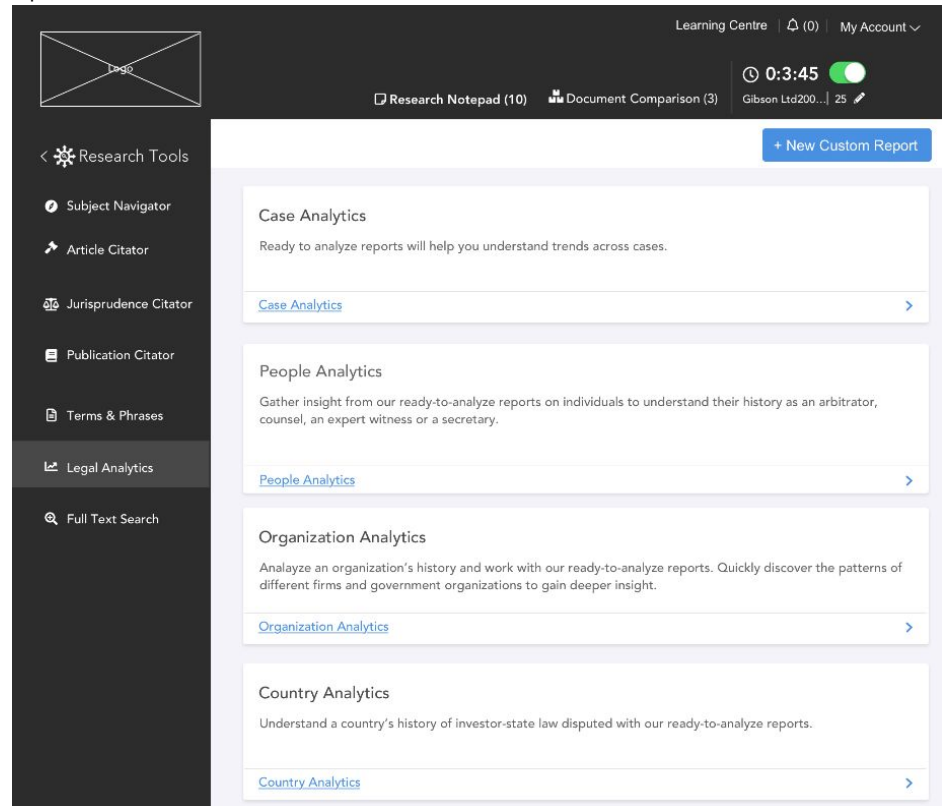
Task Success and Error Rates:

Creating a custom report

Participant	Outcome
Claudia	2
Diego	1
Mark S.	1
Danielle	2
Victoria	N/A
Nabila	2
Bélen	1
Mark K.	N/A
Score	9/12

Tasks: Navigating to Report Pages

Research Question (s): Participants were asked to find a couple ‘ready-to-analyze’ reports.



Findings:

All participants were able to navigate to the case reports successfully. **(Success)**

All participants were able to successfully anticipate the arbitrator reports available. **(Success)**

All participants were able to successfully navigate to the arbitrator report. **(Success)**

Recommendations:

- Maintain designs tested.

Task Success and Error Rates:

Navigate to a 'Case' report

Participant	Outcome
Ioanna	0
Susanna	1
Melissa	2
Marci	2
David	2
Giovanni	2
Herb	2
Score	11/14

Expectations of Arbitrator Reports

Participant	Outcome
Claudia	2
Diego	2
Mark S.	2
Danielle	2
Victoria	2
Nabila	2
Bélen	2
Mark K.	2
Score	16/16

Navigate to an 'Arbitrator' Report

Participant	Outcome
Ioanna	2
Susanna	N/A
Melissa	2
Marci	2
David	2
Giovanni	N/A
Herb	2
Score	10/10

Sentiments: Case Reports

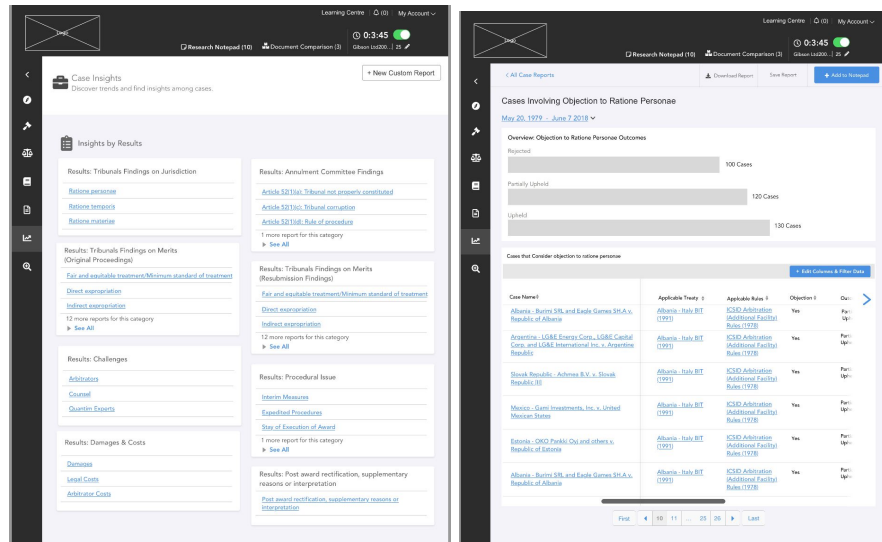
“This is too general for me. I’d need more of a policy view. The issues that pop up are more specific.” - Susanna

“Findings on merits is the most relevant to me right now, but there would be thousands. Perhaps you could separate that category by have found and haven’t.” - Melissa

“The word Insights is confusing. ‘Results’ is confusing too...I’d use Reports instead.” - Marci

“This won’t be narrow enough to be useful. It’s going to show too many cases. Legal costs are ultimately quite useful. It would be good if I could search within a report, but these buckets are just too big.” - David

“This is definitely useful, particularly for writing publications. It would be fun to look for anomalies and fish around for a story.” - Giovanni



Findings:

Participants were able to successfully understand the case report provided. Overall, there was a positive sentiment towards these reports, however, several participants noted these reports as being too broad/showing too much information .

Participants suggested that an ability to preview the text the report is citing would be beneficial.

Participants also suggested a desire to re-order the columns of the table. They also suggested a desire to see all of the information in one view, however this wouldn't be recommended from a design perspective as the content won't be readable.

Recommendations:

- Explore more narrow report categories for the case reports while still maintaining the broad categories we have now.
- Offer a pinpoint link that brings the user to the exact portion of the document where this is mentioned.
- Reconsider 'Insights' and 'Results' as labels; participants show a strong desire for very plain text labeling.
- Consider adding more flexibility to the table such as reordering columns or changing the amount of information in view.

“I’d like to see snippets of where they’re discussing this in the case.” - Victoria

I want to drag and drop the columns.” - Victoria

Sentiments: Arbitrator Reports

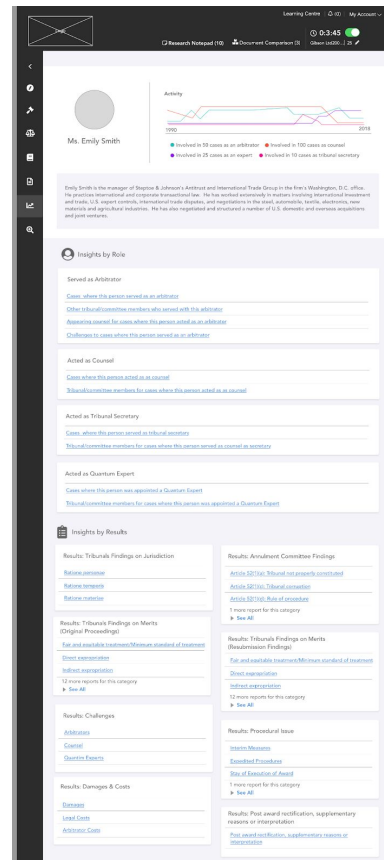
“Cases should be ordered in the order of case proceedings.”-Bélen

“The chart is useful if we’re picking an arbitrator. Then we can see if they suddenly drop off.” - Mark K.

“Languages of cases where the arbitrator has worked. Sometimes arbitrators say they’re fluent in Spanish but they’re not. I want to know that they actually worked in Spanish.” - Diego

“This is very useful. It’s better than ICSID’s database.” - Diego

“This is amazing. This is really good - very valuable. I spent a lot of time creating arbitrator profiles.” - Claudia



Findings:

The arbitrator page was tremendously popular among participants; all participants showed excitement at the prospect of having this information available to them.

Some participants wanted to see the order of cards on the page changed to the proceeding order.

Arbitrator Page Wishlist

- Academic Scholarship Information (Claudia)
- Person’s CV (Danielle)
- **Nationality (mentioned by several participants)**
- **Current Location (mentioned by several participants)**
- Person’s age (Mark S.)
- A link to their LinkedIn (Bélen)
- Availability (David)

Reports Wishlist:

- Reports on third parties (Bélen)
- Cases where re-locations have happened (Bélen)
- A list of cases where this person was designated president (Claudia)
- **Who typically appoints them - claimant v. respondent (mentioned by several participants)**
- More types of experts - Quantum Experts are not the only one (Victoria)
- Languages of cases the arbitrator has worked in (Diego)
- Cases where the arbitrator dissents/doesn't agree with the ultimate decision (Mark K. and Nabila)
- Similar arbitrators (Ioanna)
- **Subjects and sectors they work in (mentioned by several participants)**
- Download all cases within a report (Giovanni)

Recommendations:

- Similar to how we're providing a summary of work history now, we should provide a summary of appointment history at the top of the page
- We should add nationality and current location to the person's page
- We should add a report on subjects and sectors
- We should consider the rest of the report and page suggestions we received

General Feedback & Wishlist Items

Negative sentiments shared before the usability test:

- “If I don’t know what I’m looking for, ISLG is hard.” - Victoria
- “I find the notepad function bulky and not user-friendly.” - Claudia

General wishlist items:

- “I wish you guys had the ability to copy and paste text with the citation.” - Mark S.
 - This is already something that we’ve considered; it’s great to see this requested.
- “Speed is a big problem for me. I really wish it was faster.” - David
 - This should be a primary concern in the redesign.
- “I want a win/loss record for a country and I want to see info for less viewed countries [in the country reports section].” - Giovanni
- “I want to bulk download directly from the subject navigator.” - Giovanni
 - This could be resolved if we make the notepad tool easier to use.

Subjective evaluations

This site is easy to use on a scale of 1 - 5

Name	Score	Statements
Ioanna	4	<i>"Once I start using it, the functionality is helpful." - Mark K.</i>
Susanna	4	<i>"By and large this is very user-friendly. I'm getting what I expect to find. There were some things I couldn't easily find" - Claudia</i>
Melissa	4	<i>"There's a density of information. It takes a little learning." - Bélen</i>
Marci	4	<i>I still need to figure out [the legal analytics] but generally, it's pretty intuitive." - Danielle</i>
David	4	<i>"It's pretty intuitive, especially compared to other research tools." - Diego</i>
Giovanni	5	<i>"Once I get used to it, it will be better. The subject navigator is just so different." - Nabila</i>
Herb	4	<i>"It is pretty user-friendly." - Mark S.</i>
Claudia	4	<i>"The more you use it, the more it makes sense to me." - Melissa</i>
Diego	5	<i>"I thought the publication citator would be something else." - Ioanna</i>
Mark S.	4	<i>"I think some of the labeling is off." - Marci</i>
Danielle	4	<i>"The interface looks easier and more intuitive. Sometimes students get confused or lost on the page." - Marci</i>
Victoria	4	<i>"Info is logically organized. Any hesitation is due to unfamiliarity." - Giovanni</i>
Nabila	3	<i>"This looks like a quantum leap forward." - Giovanni</i>
Bélen	4	<i>"The article citator is not totally intuitive." - Herb</i>
Mark K.	3.5	
Average	4.03	

Subjective evaluations

The language is easy to understand on a scale from 1 - 5

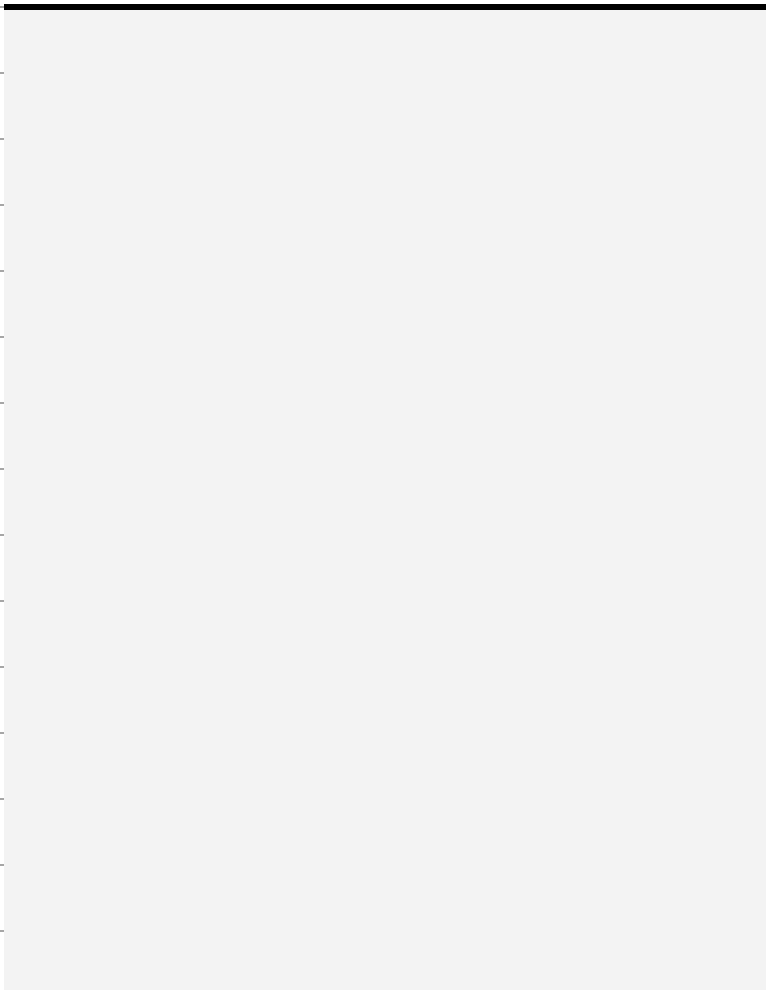
Name	Score
Ioanna	4
Susanna	5
Melissa	4
Marci	4
David	5
Giovanni	N/A
Herb	5
Claudia	4
Diego	5
Mark S.	5
Danielle	5
Victoria	3
Nabila	5
Bélen	5
Mark K.	4
Average	4.5

Subjective evaluations

The information available is useful to me on a scale from 1 - 5

Name	Score	
Ioanna	5	method / madness <i>"Some new tools are useful and some are not useful at all." - David</i>

Susanna	5
Melissa	5
Marci	5
David	3
Giovanni	N/A
Herb	5
Claudia	5
Diego	5
Mark S.	N/A
Danielle	4
Victoria	5
Nabila	5
Bélen	5
Mark K.	N/A
Average	4.3



Appendices



Appendix 1: Participants

industrial.

Appendix 1: Participants

Name	Sector	Time Using ISLG	Usage Frequency	Most used tools
Ioanna	Student	Less than a year	A few times per month	Article Cimator, Full-Text Search
Susanna	Government	3+ years	At least once per week	Subject Navigator
Melissa	Government	Less than a year	At least once per week	Subject Navigator, Article Cimator
Marci	Academia	3+ years	A few times per month	Jurisprudence Cimator, Article Cimator
David	Law Firm	3+ years	At least once per week	Subject Navigator, Jurisprudence Cimator
Giovanni	Law Firm	3+ years	At least once per week	Subject Navigator
Herb	Academia	3+ years	At least once per week	Jurisprudence Cimator, Publication Cimator
Claudia	Law Firm	3+ years	A few times per month	Subject Navigator
Diego	Law Firm	1-3 years	//	Subject Navigator
Mark S.	Law Firm	3+ years	A few times per month	Subject Navigator
Danielle	Law Firm	1-3 years	A few times per month	Subject Navigator
Victoria	Academia	1-3 years	A few times per year	Full-Text Search
Nabila	Law Firm	1-3 years	At least once per week	Subject Navigator
Bélen	Government	1-3 years	A few times per month	Subject Navigator, Full-Text Search
Mark K.	Government	1-3 years	A few times per month	Subject Navigator