# Westlaw Survey Summary Report - 03 June 2015

1. CONTENT Consider the depth of coverage, the appropriateness of format (indexing, full text, other), the type of information, the dates included (retrospective/current), and its value to the California State University as a whole.
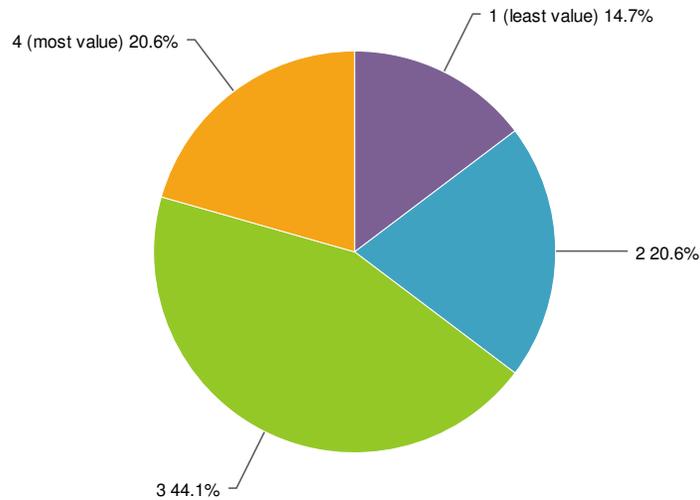
1 (least value)	14.7%		5
2	20.6%		7
3	44.1%		15
4 (most value)	20.6%		7
		Total	34

Statistics

Total Responses	34
Sum	92.0
Average	2.7
StdDev	1.0
Max	4.0
Unanswered	0

## Rationale for CONTENT rating:

Count	Response
1	.
1	Coverage is adequate
1	Exclusive content like American Law Reports and Corpus Juris Secundum.
1	Indepth law coverage
1	N/A
1	Okay the law stuff is great, but as a news database it is nowhere close to LexisNexis.
1	The legal research is useful, but we do not have a law school or actually teach law.
1	Very easy to navigate, includes full text and all dates of important secondary sources.

Count	Response
1	easier to use other databases to access full text and understand indexing
1	Law content is fine however, since this is intended to replace LexisNexis, Westlaw lacks sufficient news and business resources to replace LexisNexis. Westlaw completely lacks the dozens of company directories currently available in LexisNexis as well as industry research resources. The inclusion of Hoover's is not sufficient to make up for all the other lost content.
1	Good law and legislation content, also seems quite decent for news. Had no difficulty locating news from a variety of international sources in various languages (was annoyed at needing to know language "code" for advanced search, though). Especially nice for legislation. Company info deeply buried but present (not my area of expertise, but it seemed just OK and not great—found a NAICS code error in my first example search). (Note that LexisNexis appears to have more news content but much of it is "filler" (e.g. small runs of obscure news publications, often years out of date, many "articles" in the 20-30 word range).)
1	Legal content is fine, but news and business is lacking and WL would have to be considered in conjunction with other news and business products, eg, PQ Newsstand. California news is really limited! Didn't find any consolidated title lists Business info is pretty basic and not well-formatted (LN is better) Much easier to find regulations & legislative histories in WL. Shepherds
1	too much legal for my research. Not enough regulations, not better than open govt. sites for that.
1	CPP strongly endorses Westlaw for its content. Based on feedback from teaching faculty as well as librarians, Westlaw has superior coverage of certain areas in comparison to Lexis Nexis. Specific examples cited were administrative materials, briefs, more extensive practice area materials especially in employment/labor law. Westlaw also has better summaries and more useful headings.
1	Found every case I was looking for – additionally the Westlaw headings are very helpful for exploring similar topic cases.
1	In terms of legal content, I give it 4. In terms of news, I give it a 2. I think in comparison to LexisNexis (LN), it's equal in terms of legal materials, but far worse in terms of news coverage. I love the availability of multiple versions of a statute, as well as briefs for many cases. It's nice to have ALR readily available, and Am Jur is far easier to find here than in LN. In terms of news, the focus is (unsurprisingly) on Reuters-owned sources. CA newspapers are especially thin. In contrast, LN has a pretty nice selection of CA papers, but limiting a search to CA sources is basically impossible, so it's less useful than it might be. Westlaw does include a section of broadcast transcripts (a source of interest for a recurring campus assignment) but isn't terribly informative about which ones are covered. There's some non-English news coverage, but alas, it isn't broken out broken out by language. Additionally, there's a pretty nifty company search function ("Company Dossier") in LN. Although it isn't frequently used on my campus, it is nonetheless unique among our resources in that it has establishment-level business data, and is searchable by things like number of employees, revenue range, and zip code area. Westlaw offers a company search, but it doesn't have the remotely the same kind of depth.
1	for legal information the full text is linkable and complete. There are many law reviews that are historical and current. The data that comes with background for legal information is very usable and complete for an undergraduate student.
1	Please see rationale for overall assessment below, for rating average information. Kudos for doing what they do well so well. Indexing is alive and well, here, though much more in the legal section than in news and business. Lack of integration of general news sources as a type of secondary sources when doing legal searching is disappointing. We wondered whether we were missing something as we did our sample searches.
1	Text vs PDF content Extent of content not as robust as Lexis Liked Shepardized ability better than Keycitr
1	Westlaw is ok for legal, but extremely weak in areas outside of legal content. The news area is very lackluster, having little to no useful content useful for undergraduate research.

Count	Response
1	Westlaw is excellent for legal cases and related materials including their secondary sources. reports from my business faculty where we have a strong business law UG program is very favorable. Serious concerns about lose of business, company and industry analysis and even accounting journals when we lose Lexis however. I rely on Lexis for Business Monitor Online access and will need to replace it with something as there is no other EC core with good B2B global content. The LN news content is ok to loose as long as we continue to have access via Proquest. The LN content for Higher Education News and access to college student newspapers was used occasionally on this campus.
1	In the context of comparing with Lexis-Nexis or even PQ Newsstand, this resource does not measure up against either of those for our campus. If WestLaw is being considered as a replacement for Lexis-Nexis, CP SLO would oppose that If WestLaw is being considered as an opt-in for campuses, that would be acceptable. CP-SLO would likely NOT opt-in
1	In general, the content offered by both LexisNexis and Westlaw is comparable. Westlaw provides additional context and cross referencing for legal research, and the connection with Thomson Reuters for news is very valuable. However, Westlaw's company information is weaker than LexisNexis. Westlaw is supremely better than LexisNexis for legal research. The cross-referencing is amazing. One of the advantages of Westlaw is that West Headnotes (content notes written by editors to aid in understanding opinions) are usually considered to be more helpful primarily because there are more per opinion on average meaning that opinions are broken down into smaller areas of subject matter/law). Westlaw provides context for court decisions and topics/issues, with hyperlinked references to other related cases. This streamlines the research for many students who are tracking down cases that pertain to a specific area. However, company information in Westlaw falls far shorter than in LexisNexis, especially for small business information. For example, a LexisNexis search for Pieology yielded company revenue and employee information, contact information, including email addresses, and a complete credit report. In Westlaw, the same search only provided location, owner name, and approximate revenue and employees. The accounting materials available in LexisNexis are not in Westlaw. Our campus (and others with large accounting programs) would have to find a way to get access to at least some of those materials.
1	We consider WestLaw to have inadequate newspaper and congressional press release coverage, two areas that are considered very important to our campus.
1	Content is excellent and would have given a rating of 4, except for the absence of some specific content that is currently included in Lexis-Nexis. I am speaking as the law subject librarian on the Pomona campus. There are four Finance, Real Estate & Law courses that routinely use and depend on these sources, absent on WestlawNext: Civilian Board of Contract Appeals, Armed Services Board of Contract Appeals, and U.S. Government Accountability Office Contract Appeals Board. The Pomona campus would especially like to see included the Thomson/Reuters publication Nash & Cibinic Report.
1	Very good coverage of case-law, legislation, and journals. The case analysis section is useful and it has a fairly easy to navigate interface.
1	I have been using this for several of my reference questions and WestLaw has the content that Lexis Nexis does not appear to have. Indexing of WestLaw is superior -- easy to use.
1	The content is well organized and contains all of the legal information we would really need here...no need for paper anything and no need for lexis/nexis if this was available.
1	The content, in at least legal materials, seems comparable to LN. For my students' needs, a deeper age range of holdings is important, but with the new additions we just got, this becomes less critical in evaluating this source. I did see that the Supreme Court goes back to 1790, I am sure this is selective, not comprehensive just like LN.
1	Architecture Librarian Comments: Google Case Law is good for actual cases, but the real value here is that Westlaw provides Secondary and contextual information which will help undergrad City and Regional Planning students better understand legal issues at the interpretation level, which is how they will be encountering them in their professions. One of our faculty members (not the one quoted in the comments below) who teaches a discipline-specific introductory doesn't even have his upper division undergrads go into LexisNexis because its interface is so difficult and focused on already knowing what you're looking for.
1	Westlaw appears to have the legal information (cases, statutes, law reviews) that are necessary to support basic legal research in our curriculum. The attorney-supplied case summary could be useful, if it's widely available.

Count	Response
1	Westlaw (WL) and L/N are competitors when it comes to law coverage. WL is more powerful tool when it comes to law with its linking of legal sources. however, it is geared for the law environment. since CSUs are providing law courses for none law students are students can't fully exploit legal resources because they don't have legal training. So L/N is just as valuable. Also the academic L/N version was created for the non law market. WL does not have the strength of L/N when it comes to news particularly foreign and international.
1	Westlaw seems to have more than adequate legal content, and with ProQuest Newsstand there is adequate news content.Without LexisNexis, we would lose some trade publications and some news publications, especially broadcast news transcripts.

2. SEARCHING/INTERFACE Consider the functionality and ease of use of the interface. Is it intuitive or is an excessive amount of training required? Are any crucial features missing from the search interface?
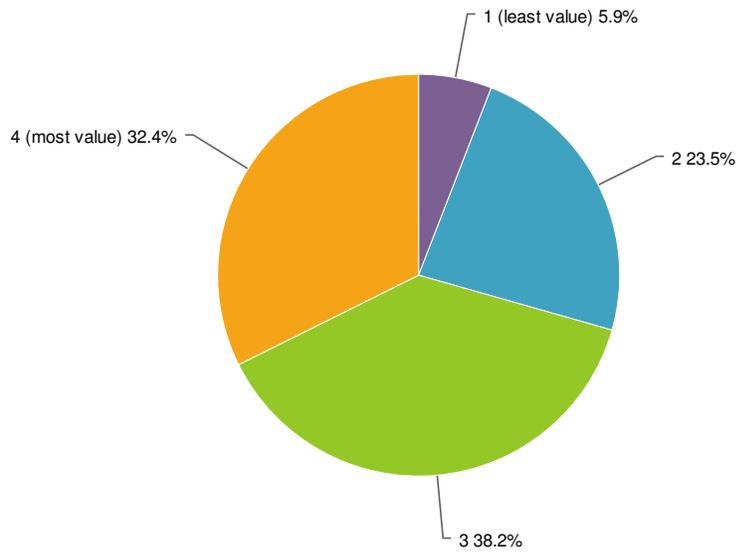
1 (least value)	5.9%			2
2	23.5%			8
3	38.2%			13
4 (most value)	32.4%			11
		Total		34

Statistics

Total Responses	34
Sum	101.0
Average	3.0
StdDev	0.9
Max	4.0
Unanswered	0

Rationale for SEARCHING/INTERFACE rating:

Count	Response
1	.
1	Again, good for law. But I never could find ANY journal publication in a foreign language.
1	Comparing it to Lexis Nexis - Westlaw has a more user friendly site.
1	Interface is good.

Count	Response
1	Interface would require training, especially for legal areas.
1	Intuitive - and organization of information very straightforward.
1	It is as ugly as Lexis-Nexis, so it has that going for it!
1	List of included content hard to find ... Not as extensive as Lexis
1	Much easier for undergrads and graduates to use than Lexis.
1	N/A
1	OK interface
1	Pretty easy. Hoover's difficult to find.
1	Search interface seems preferable to lexis/nexis
1	databases with similar content are just easier to use
1	interface is pretty decent
1	Architecture Librarian Comments: Clean, simple, logical options for limiting. Cal Poly SLO Faculty Member Comments: I find it a very valuable and intuitive tool and can foresee it being used by students who choose legal topics for their senior projects, by students in my class on construction law, for special assignments, for extra credit assignments, and I would use it for curriculum development. I wish that I had this tool available the last three months. I have been doing a lot of searches using LexisNexis Academic. The same things can be done on LNA but its user interface is much trickier. The Westlaw user interface is far more intuitive that LNA. I like Westlaw's ability to quickly create searches within classifications such as construction law or employments law while simultaneously choosing a particular jurisdiction.
1	It will require some training; however, experienced searches should be able to stumble through it. I wouldn't call it especially intuitive -- but I wouldn't think that excessive training would be required either.
1	Please see rationale for overall assessment below, for rating average information. We gave this a three mostly because the interface and searching of legal content is so well organized. However, the lack of a true single search box is a bit problematic. It looks like there is a separate single search interface for the three categories. However, users will see the default single search box on the entry page and assume they are searching all of the content. Did we miss something here? Or is it really the case that there is a single search box for legal information, another for news, and then the long form for business information? We also couldn't find any export to database options, such as CVS format. Sending reports to Dropbox isn't as useful to our students as the campus provides Google Drive access.
1	The search interface is equally clumsy when compared to LN and maybe a little worse in that it seems they have sacrificed access in favor of a 'uncluttered' look. Using the example of law reviews, which are probably the most asked for material in LN by our students, I had to click on 'Secondary Sources' on the "all content" tab to find the law reviews. Most students are not going to have any idea what a secondary source is, and that a law review would be categorized as that. At least in LN, they click on Legal Sources and then see law reviews as an option.
1	Not for beginner use, will require some interface with courses and training to be useful. But then it will be used with specific classes anyway.
1	It is much easier than LexisNexis, but putting Law Reviews under Secondary Sources is not intuitive.

Count	Response
1	Westlaw has an extremely easy and flexible search interface, making it far superior in this regard to the very confusing advanced search in LexisNexis. Westlaw is well-organized and makes it easy to locate what the user is searching. Westlaw allows for natural language searching, as well Boolean searching and browsing by menu. Terms can be entered in a number of different locations on the screen to make it as intuitive as possible. WestSearch is advanced, clear, and straightforward, especially with regards to tracking law and cases. The ability to easily select a jurisdiction and to enter keywords only, which is probably how most people would begin their search, are desirable. Other helpful features include Citing References, the ability to see the legislative history for a statute, and the Company Investigator. Case citations listed in other sources are easily found/cross-referenced in Westlaw. By contrast, accessing cases in LexisNexis is confusing. It's easier to follow the breadcrumb order that Westlaw provides. In general, librarians preferred using Westlaw after brief training and felt more comfortable navigating it than LexisNexis.
1	The newest interface called WestLaw Next is very user friendly. The results are more exact than the previous search interface. The division takes a but of learning where law reviews are, i.e. under secondary sources, but not too hard to find. The left column with other recommended sources has been a big help if one is not familiar with other legal materials.
1	Search and browse are mostly very easy to use. Default search is all content (this is good—LN quietly defaults to news & business). Search bar is visible at all times and may be edited. Browsing is limited to most recent content but offers easy path to content for subsequent searching. Only real complaint is unintuitive "secondary source" category; in general WestLaw is very easy to use.
1	CPP strongly endorses Westlaw for its search/interface. Based on feedback from teaching faculty as well as librarians, Westlaw is much easier to use for simple searches as well as refine within topics. Faculty find it easier to use for their own research and are more likely to give students assignments that would benefit from this search tool because of its usability.
1	I have found that the searching is easy. The one thing that was interesting is the amount of information available in WestLaw. The training webinar was very helpful in showing the resources. We would need some more training to help our students and faculty get the full benefit of the database.
1	The interface for Westlaw is difficult to use. The default search is terrible and not helpful. It is unclear of what you're searching.
1	For ease of searching of its legal materials, WL beats LN hands down. LN's finicky search interface is its greatest weakness, and the latest redesign only made it worse. LN's search function requires that citations be precisely rendered, including spaces and periods, or they will fail. In contrast, a citation or party name that is reasonably close will usually produce the appropriate match in WL. In cases where it does not, it's still possible to narrow down a search, for instance, by code title in the CA Codes, or by using the Search Template options. WL's design is clean and places a large search box at the top of every page, with limits by jurisdiction easy to locate. Searching by keyword (which most non-specialists will do) is simple. In contrast, LN requires the user to follow links into different sections to use the correct search form for each. LN's legal keyword search (covering only cases) is available in only one place, on the LN main page, underneath an option that the user has to first unfold in order to even see. I love WL's option to search, for example, only the California Law Reviews. It's also easy to confine a search to ALR or Am Jur, which is next to impossible for a novice user of LN. The advanced search screen is notably clear and well-organized, and provides a handy list of connectors for expert searchers.
1	Search interface is clear, arranged for easy usability, negative treatment (Shephardizing) of federal and state court cases is especially clear and easy to use, as opposed to Lexis-Nexis, it being tedious to use and understand. Display of court cases is much cleaner and easier to use than Lexis-Nexis. Display options of legal cases are an added bonus (search text, email, full screen, related topics, return to list, etc.). Home screen has a preferences link that includes a generous list of options.
1	The basic searching seems to be more intuitive and easier to use than Lexis. The categories seem appropriate and possibly easier to use than Lexis.
1	clean interface and results display; fairly intuitive; easier than LN to find regulations, statutes and legislation; have to know what "secondary sources" are to find AmJur, etc.; does have integrated Blacks law Dictionary
1	The interface is far superior to LexisNexis. It's possible to search within subsets, to search via Westlaw headings to find related cases, etc. The navigation experience was not confusing and each case had very helpful summaries in the search result listings. I could easily sort through which cases I wanted more information on.

Count	Response
1	the searching interface is fine. the critical aspect is understanding what one is searching as legal searching requires an understanding of the law which non law students lack.

3. RESULTS DISPLAY/OUTPUT Consider type of displays, download and email options, persistent URLs, ranking of results, whether PDFs are searchable, and whether any items are missing from the display output.
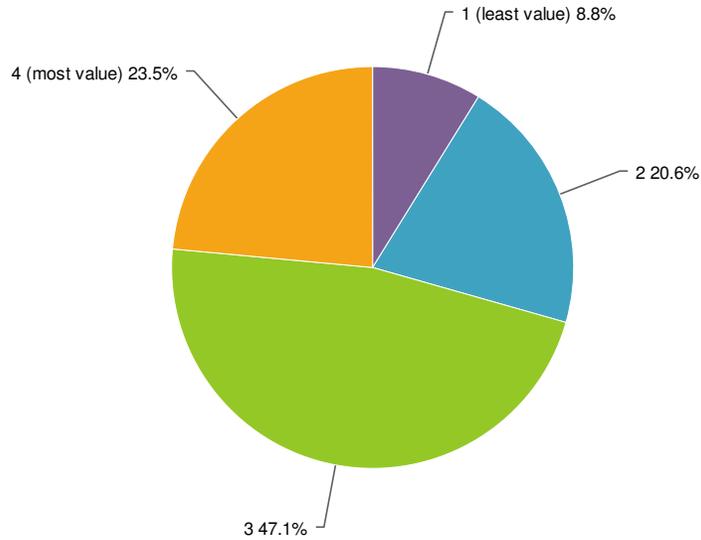
1 (least value)	8.8%		3
2	20.6%		7
3	47.1%		16
4 (most value)	23.5%		8
		Total	34

Statistics

Total Responses	34
Sum	97.0
Average	2.9
StdDev	0.9
Max	4.0
Unanswered	0

Rationale for RESULTS DISPLAY/OUTPUT rating:

Count	Response
1	.
1	All links worked for me, display defaults useful.
1	Display is clearer
1	Display is good.
1	Display is well-conceived and easy to navigate.
1	Display was excellent. I didn't try email or download options or searching w/in pdf
1	Easy to understand what is being reported.

Count	Response
1	N/A
1	OK display
1	OK.
1	On a par with LexisNexis for ugliness of output.
1	other databases currently being used are just easier
1	pDF missing
1	Architecture Librarian Comments: Breakdown into resource types should be very valuable to undergrads and novices. Cal Poly SLO Faculty Member Comments: I especially like that the search returns information grouped by classes such as cases, regulations, secondary sources, as so forth. The best feature of this Westlaw product, by far, is that search results include phrases before and after your search terms. In that way you can quickly see the context of how the search term is being used within the document. To be able to see the context enables quick segregation of cases that are on point from those that are not. This is a great timesaver. Its worth the price of admission for that alone. I will be doing a lot of this over the summer as I complete development of a course pack. Can I use this demo over the summer?
1	standard display and export features, although it uses product names (dropbox) rather than generic (cloud); not clear about compatibility with SFX and federated searching (we've never had much luck with LN); also not clear about persistent URLs.
1	I have no issues with the output options, they are not anything more or less than I would expect.
1	There are many output formats, which helps in whatever you need later. Displays can all be downloaded or emailed, very complete.
1	Please see rationale for overall assessment below, for rating average information. The rationale for the searching/interface rating, partly applies here, as well. In addition, we weren't able to find a persistent linking option. In the training, they mentioned the SFX linking is under discussion. It is important that students can navigate to full text content provided through Westlaw. Our use of Lexis/Nexis has always been less that it could be because there was rarely article level linking. Users get frustrated when the land at the journal level in Lexis/Nexis. We realize that referral linking might look different for the legal sources Westlaw provides than for news articles and business information.
1	The facets in the results should help the user reach the correct type of source, and the filters are useful.
1	Visually, Westlaw wins hands-down. The results are easier to read and when you open an item, the overall format makes for much easier reading. I would prefer that documents were available in seachable PDF as well as the format offered, but even at this state, is easier than LN. The options to email, download, etc. are sufficient for our users.
1	Good options for display, download, email, etc. Nice sidebar for related content; liked tabs in legislation section. Don't know whether URLs are persistent (or can be constructed properly for link resolution). Results are capped at 10,000 (LN caps at 1,000). Didn't care for relevance ranking—seems mysterious and unhelpful—but results were better than LN (e.g. a search for "Facebook" in Westlaw delivered articles about Facebook; in LN, top results included articles with "share this on Facebook" in the text). Really liked that all sources were in the results —meant that my "Facebook" search also retrieved regulations, court cases, etc., neatly faceted.
1	treating legal searching like other searching isn't the point. keyword searching is keyword searching is keyword searching. for full text searching proximity searching becomes critical and unfortunately with so many searchers searching remotely this creates a real challenge.
1	Results display is mostly a 4, with the exception of not being able to find a way to sort oldest to newest large lists in the news module. A search for news items can result in thousands of hits, and it is easy to change the default listing by relevance to date, but it appears that a date sort defaults to newest to oldest. If sorting oldest to newest capability exists, unable to find out how.

Count	Response
1	The Westlaw results list offers nicely-organized location categories on the left-hand side. Once the user clicks on a location on the left-hand side, the corresponding filters on the left and right columns seem to offer more powerful ways to refine the search. The "Search within results" feature is great.
1	In comparing WestLaw to Lexis-Nexis, I thought the displays on WestLaw were complete. This was the first time I had seen the ability to download to DropBox and/or Kindle. I like how the display shows the most relevant and then a link to more items on the topic.
1	Ugh, what can I say but that the output, the results screen is difficult to read, hard to know what was found.
1	It has its own internal (and infernal) search logic and relevancy -- just as Lexis-Nexis, only the WestLaw version. Difficult even if you are an experiences legal researcher. Not appropriate for undergraduate legal research/curriculum. News coverage is OK, but prefer Lexis-Nexis (despite the reservations we pretty much all share about L-N).
1	CPP strongly endorses Westlaw for its results display/out. Based on feedback from teaching faculty as well as librarians, Westlaw search results are much easier to understand, to refine, and to share.
1	Here again, WL really shines with the presentation of its legal materials. They are beautifully, logically organized, making it simple to find secondary sources or navigate through case histories, something LN makes almost impossible. Given the extreme complexity of the source material, I think this is as friendly as it could be made to non-specialists. So big kudos for that. And thankfully there are no frames involved; I utterly hate LN's reliance on frames to present full text, making printing a big pain. It is annoying, however, that the interface often displays items that are not actually part of the subscription. On some of the screens, these items are labeled as "out of plan," but on other screens, you don't know this until you click the link (for example, legislative history material for statutes). I dislike teasing users with resources they can't actually have; it undermines confidence in the product and the library. That's primarily what keeps me from a 4 rating here. Current events exposed an oddity of the relevancy ranking for news. My search of all news sources with the keywords: Baltimore riots put a lot of very old items from the Baltimore Sun first. To get anything relevant, I had to change the sort order to date rather than relevance. A search for Ferguson riots did better, presumably because there's no "Ferguson" in any newspaper title to muck up the relevancy ranking. The reliance on AP wire sources sometimes makes it weirdly difficult to determine the actual source of a news item. The semi-generic title "AP Alerts" seems to mean that the item is actually a broadcast transcript from Fox news. The search history is accessible from any page, which is a nice touch. The usual options to email results, print, or download are available and have nice customization options. There's an option for Dropbox, but rather than Kindle (which I've never seen before), I would prefer that it offered the very popular Google Drive as an option. Font style, size, and text width are adjustable via on-screen options.
1	Took a bit of time to understand, required the training demo for me to understand still its much better than LN
1	Unclear what the relevancy ranking is, but good list of filters. Results can be emailed and downloaded to a Kindle, but not apparently to RefWorks or any of the bibliographic managers.

4. PLATFORM/RESPONSE TIME Consider the operating system, browser compatibility, and response time/stability of the product. Are any special plug-ins required to use the product? Is it mobile friendly?
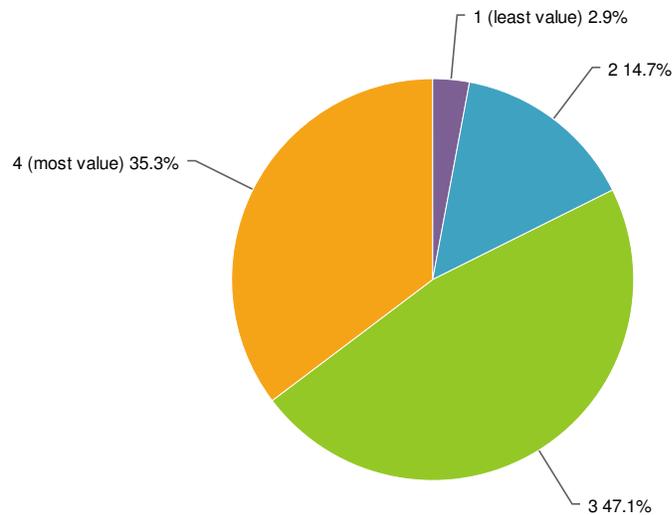
1 (least value)	2.9%			1
2	14.7%			5
3	47.1%			16
4 (most value)	35.3%			12
		Total		34

Statistics

Total Responses	34
Sum	107.0
Average	3.1
StdDev	0.8
Max	4.0
Unanswered	0

Rationale for PLATFORM/RESPONSE TIME rating:

Count	Response
1	.
1	Did not test.
1	Didn't test it on mobile, but via desktop it is fine for response time.
1	Have no problem with response time
1	It seemed fine. No red flags.
1	It was fast.
1	It was okay but nothing special
1	It was quick and painless.
1	Looked fine.
1	N/A
1	No problems with the interface/speed.

Count	Response
1	Response time is adequate.
1	Response time was great.
1	Seems comparable to LN, I did not notice any need for extra plug ins.
1	Seems faster and less screens to navigate through
1	Trial was not IP authenticated. That seems to be a potential problem.
1	Very fast response.
1	ok.
1	others just easier
1	runs alright.
1	they are acceptable.
1	Please be sure should we get this that the number of simultaneous users per campus is enough to accomodate classes of at least 35-40. Some of our database simultaneous licenses are set ridiculously low.
1	Again, this appears to function well in the platform (PC, Firefox) that I am most experienced using it in.
1	Nothing unusual about the browser requirements: latest versions, cookies, javascript. Needs Flash plugin, also not unusual. I got a West-generated error message when trying to access the "alerts" option, but it's difficult to tell if that's because of the trial status. I did have an issue with being unable to select NAICS or SIC code on the Company Investigator in Chrome. Westlaw is mobile friendly, and though like most databases, the output is a little cramped, it doesn't seem to be missing any important functions. LN loses some points there because it offers a mobile version, but given the complexity of LN's web interface, the mobile options are severely limited. I truly hate how difficult it is to link directly to particular sources or articles in LN. LN works with SFX (after a long period when it didn't), but it seems fussy on that score. However, I can't speak to how well Westlaw might work with SFX.
1	I have been using the Chrome browser and the response time was excellent. I did not see a mobile friendly version but that is not a feature that would negate the selection of this resource.
1	Since we could not submit without applying a rating, we had to do so. However, we have insufficient information to rate platform/response time. We tried a few different browsers and all seemed to work fine. We tested it on a tablet, which sent an error message one could actually ignore and proceed. We did not test on a phone. Response time seemed adequate for the sampling we did.
1	OK for most searches. Occasionally hung when delivering very long results lists. Very slow in the "company investigator" section—too much to load and reload. Flash and JavaScript are both required. Mobile interface loaded OK on my Samsung tablet, but I didn't like that it announced that "all mobile sessions are transactional" so I didn't take it further.
1	N/A. Did not evaluate this, but survey demanded a ranking. You may eliminate this score if you like
1	Search and display times were excellent, but did NOT test mobile friendliness. Sending of documents via email was very quick. Testing was on Firefox browser only.
1	We had one professor report "Sorry, my browser is not compatible with Westlaw at this time" during the trial. (However, the list of browser requirements on their website looks pretty standard and, if correct, mean technical requirements shouldn't be a problem with the product in general).
1	No library staff reported connectivity issues, even with our limited logins available. All searches were completed quickly.
1	The system seems to work across all browsers (even outdated ones). The response is faster under WestLaw Next. I have not checked it for mobile friendly. No extra plug-in needed.

5. USER SUPPORT SERVICES If documentation is required for successful use of product, is it available, comprehensive, and well written? Is online help adequate and user friendly? Does vendor supply training if it is needed? Is live help (telephone/chat) available?
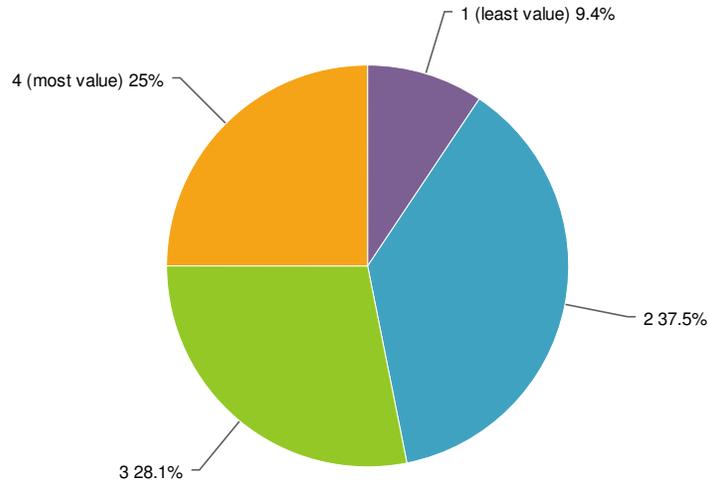
1 (least value)	9.4%			3
2	37.5%			12
3	28.1%			9
4 (most value)	25.0%			8
		Total		32

Statistics

Total Responses	32
Sum	86.0
Average	2.7
StdDev	0.9
Max	4.0
Unanswered	2

Rationale for USER SUPPORT SERVICES rating:

Count	Response
1	.
1	Based on the webinar I expect the user support will be good.
1	Did not test.
1	Didn't investigate.
1	Help Seems at a quick glance to be easy to find and use.
1	Help available on all screens - easy to find and use.
1	I actually do not know
1	Not well developed, especially for non legal content. Still really just a one trick pony
1	Online help is useful but could be improved.
1	Support services, faqs are not readily available or easily found.

Count	Response
1	The answer is really N/A
1	Very effective
1	We currently subscribe to WestLaw and have had good relations with the vendor.
1	We were trying to get IP authenticated to no avail.
1	Will need good documents, training videos and librarian training to be effective.
1	good docs.
1	good documentation.
1	the help and document is online, with lots of screen captures to understand. I had a complaint that under the news WestlawNext it was hard to find the European and International materials, Thomson was responsive and created a left column for "related content" so one could find these items.
1	Architecture Librarian Comments: I only had time to glance at the PDF Campus Help Guide, but it looked clearly written and thorough. Cal Poly SLO Faculty Member Comments: If I have a criticism it is that I cannot determine if true boolean searches are being done or not. There is no documentation provided in the package that explains what syntax to use in the search box.
1	while I didn't check this, again the challenge is not the searching mechanics but understanding the material
1	The training session was fine. They do not appear to have a list of sources easily retrievable/downloadable online.
1	Complicated interface and search protocol. Has its own set of quirks, as does Lexis-Nexis, but we are accustomed to that. real question of how appropriate it is to our curriculum.
1	Since we could not submit without applying a rating, we had to do so. However, we have insufficient information to rate user support services. We looked at pertinent help pages within the Westlaw interface and viewed the training session. However, we did not make enough use to really gauge the overall quality of user support, especially any live support that might or might not be available.
1	Adequate, but not stellar Print, video, email and phone tech support Not clear about usage stats : how detailed, COUNTER?
1	Scanned these materials in this area as students will not use and I wanted to replicate how they will use and interact with this. No student I know is going to go through 36 pages of "campus research" documentation. I don't even care for that name on the link. Student Help or something would be much more explanatory as this document is certainly not tailored to our campus.
1	Help links are provided at the bottom of every page. The main help document is a 36-page, fairly complex PDF, likely to befuddle all but the most dedicated. The help page does include tutorial videos, but it's unfortunate that the intro one is 12 minutes long; again, too long for the casual user. No chat, but phone and email options (labeled for "law students"). No context-sensitive help that I could find, which is unfortunate.
1	We have a version of WestLaw (not as many resources as what the ECC offer could be) and we are very satisfied with our service.
1	There are help screens, downloadable PDFs, video tutorials, and, for legal help, there are a team of lawyers available by phone to help with searching. There is much more content, provided in a variety of formats, than the basic Wiki help page available in LexisNexis. LexisNexis also has a 24/7 phone help line, but it doesn't say if it staffed by attorneys, like Westlaw does.
1	We have had Westlaw for a couple of years now and not had an issue with help or training. Though we have never requested it; training has been offered.

Count	Response
1	Help link is at the bottom of the page (at the end of some potentially lengthy search results pages). Help seems to consist mostly of a long PDF overview. System requirements only go up to Windows 7. The link to the customer support page leads to a 404 "page not found" humorously stating "your motion has been denied." The phone number for help mentions "Reference Attorneys" which sounds expensive even though no charge is specifically mentioned.
1	Bottom of WestlawNext screen has link to pdf on doing legal searches. The tutorial is clear with easy to follow screen shots ("Campus Help Guide"). Toll free phone number is prominently displayed and "contact" link includes 24 hour technical support line.

6. Overall assessment: 1 --- No Support 2 --- No Support at this time. Future support conditional upon enhancements noted below in Comments Section. 3 --- Support and Recommend proposal be forwarded to Library Directors for their acceptance or rejection. Reservations or desired enhancements in product noted below in Comments Section. 4 --- Outstanding offer and opportunity. Recommend proposal be forwarded to Library Directors for their acceptance or rejection.

						Statistics	
1	26.5%				9	Total Responses	34
2	8.8%				3	Sum	90.0
3	38.2%				13	Average	2.6
4	26.5%				9	StdDev	1.1
		Total			34	Max	4.0
						Unanswered	0

Rationale for Overall Assessment rating:

Count	Response
1	Consider what else we lose in LN and make arrangements to be sure that is covered.
1	I heard from the librarian that it might replace LexisNexis. That would be bad.
1	It's a nice addition but NOT a replacement service for LexisNexis or Factiva.

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Count	Response
1	SFSU endorses recommendation and support migration from LexisNexis to Westlaw.
1	Very important resource
1	Very useful and easy to use.
1	We already have a useful resource. Why change horses in mid stream?
1	We already subscribe to Westlaw. Could not function without it. It is integrated in several classes that I teach both credit bearing and library instruction. Lexis is not used much at all.
1	Do not take away LexisNexis! They do not identical have identical content coverage. Sure they both have legal information, but LexisNexis has company information, which our institution would sorely miss. I think the company dossier and company profiles in LexisNexis are worth the price alone. Do not take it away, please.
1	As stated previously, it does have some fine features for legal retrieving and navigating legal material. But as a news database it is not up to par.
1	This is database with superior references to laws, regulations, law journals, and newspapers. There is a section in the legal area that basically gives legislative histories at the state (very hard to find) and federal lever. The business section is quite a gem in that it gives information on the private as well as publicly-owned businesses. There is a component that does a "tree" of the ownership of companies that our business students would love. The database, while it contains a lot of information and resources, is fairly easy to search and access.
1	A "composite score averaging the five elements," as explained in this evaluation introduction is not offered here in #6 Overall Assessment. My composite average is 3.6, and my reasons are explained in the rationale boxes for numbers 1 and 3.
1	This is a tough call. In terms of legal material, I feel like Westlaw is at least equal to LN, and it's certainly far superior in ease of use. In terms of news and other types of material, Westlaw is far worse. Westlaw and LN just don't have a one-to-one correspondence, so it's difficult to really compare them. On the other hand, I often feel that much of LN's content remains hidden to all but the most expert users simply because it's so difficult to use. And even for simple news searches, I direct students away from LN in favor of ProQuest Newsstand, which has the friendlier interface. The question is, would we have adequate current news coverage between Westlaw and Newsstand if we dropped LN? For the purposes of my campus, I think we would, but I'm not sure that would be true for the system as a whole. My campus would, however, lose coverage of an important local newspaper, the Riverside Press-Enterprise. (Occasionally I pine for the long-lost CSU contract with NewsBank for California newspapers; that was the best CA news coverage we've ever had.) We would also lose the Company Dossier database of establishment-level information, which has no equivalent among the existing ECC resources. If we did swap Lexis for Westlaw, it would be best to find a resource to replace the Company Dossier for those campuses that need it. With these reservations, I would nonetheless support replacing LN with Westlaw.
1	I use L-N a lot in my subject areas. It is one of my least favorite resources, but it does a good job of finding information from news sources and such. I rarely use it for legal research, and just occasionally for company research. I do like the faceting that L-N has for its news search results, and WL doesn't seem to have this same functionality. I prefer the WL interface though. Ultimately, I will adjust to either. It really seems to be 6 in one, a half dozen in the other. Neither is markedly better than the other, and both have their pluses and minuses. If we can save money on one, that is something important to consider.
1	I don't see this as a replacement for Lexis Nexis. It is a stand alone resource in many ways. There are significant gaps in overlap between Lexis Nexis and Westlaw. Additionally, with the consideration of Proquest news content, even then there are still significant gaps in coverage which some institutions may not find acceptable. We, my institution, would likely still continue to support both. If this is a cost saving issue, then it is an understandable switch -- but I would not be comfortable in drawing direct equivalences in terms of content between Lexis Nexis and Westlaw. That said, some of the CSUs may find Westlaw content more appropriate than Lexis Nexis content and thereby have more support CSU wide than Lexis Nexis content. I advise EAR and COLD be very explicit on what they are recommending and why.
1	In the context of comparing with Lexis-Nexis or even PQ Newsstand, this resource does not measure up against either of those for our campus. If WestLaw is being considered as a replacement for Lexis-Nexis, CP SLO would oppose that If WestLaw is being considered as an opt-in for campuses, that would be acceptable. CP-SLO would likely NOT opt-in

Count	Response
1	At Sac State we can't afford both but only one. for us but I would expect for any other CSU's that can only afford one, L/N is the better database. providing the greatest coverage for news and similar coverage for law. I have law librarian experience from working in the US Court of Appeals, 2nd Circuit Library and have been the law specialist at Sac State. Ben Amata here are Anne Bradley's comments as our business librarian. These are the business-related thing we use LexisNexis for: 1) Hoover's as well as other company directories we've long since canceled in print (e.g. S&P Corporate Register, Corporate Affiliations, MergerStat, etc.). 2) LexisNexis is also valuable for the ability to search and create company lists by a mix of criteria. LexisNexis business database includes many companies not included in our Million Dollar Database subscription 3) Provides useful market reports esp. for international markets (e.g. S&P Current Environment Reports, Canadean, etc.). 4) There are a few accounting-related Wiley publications (e.g. Wiley IFRS, Wiley GAAP). 5) Legal cases related to business. Considering Westlaw only provides access to case law and one business directory (Hoover's), it does not even begin to make sense to cancel LexisNexis for Westlaw. I could only support the change IF there were a plan to use the savings from the switch to pick up specialized content from 1-4 above (which seems hardly likely for the amount saved).
1	Solid product, worth considering if the price is right. In general it is much easier to use than LexisNexis, and contains less junk, but the scope of coverage is slightly different, so it may not be a one-to-one replacement. Compatibility with SFX and coverage in Primo (for either Westlaw or LexisNexis) should be investigated and considered carefully.
1	Unless there are plans to pick up additional business resources centrally, I do not support switching to Westlaw.
1	Westlaw is not a useful database for law/news compared to other existing offerings. It doesn't compare to LexisNexis in any criteria. Our students would not find it useful for any of their research except some simple legal research.
1	In many of the categories above, the rating of 3 is an average of ratings in three areas: legal, news, and business, with latter two consistently rated lower than the first. Westlaw is not an adequate substitute for Lexis/Nexis in the area of business research. They do better with news. However, as one of our faculty noted, when doing a legal search, it would be useful to see links to general news items under secondary sources. News does not seem to be integrated with the legal search. We have fairly significant concerns with regard to substitution, but this might be mediated if the dollars we save by removing Lexis/Nexis from the ECC and adding Westlaw are spent on business databases that specialize in industry level content (like IBISWorld) and private company information. Access to Hoovers via Westlaw would be a plus, as well. During the training, I recall mention that this was not included in our quote, if I heard correctly. It is disappointing the general news sources don't seem to be integrated (or among the facet choices) when doing a legal info search. We do have other news sources in the ECC, but this is not the same as being able to search the news at the same time as the legal resources, as in Lexis/Nexis. Where Westlaw stands out, of course, is in the intuitive indexing of legal information (as well as having expert indexers). The depth and breadth of indexing makes it so much easier to navigate legal information than Lexis/Nexis which drops one into the middle of a case, legislation or regulation, with no really useful contextualization. Thus, our overall assessment would be 4 for legal info searching, a 3 for news, and 2 for business. These numbers are mostly arrived at through comparative, but limited sampling with Lexis/Nexis. We hope other campuses were able to engage in more content analysis.
1	CPP strongly endorses Westlaw for its content, search/interface, and results/display. Based on feedback from teaching faculty as well as librarians, Westlaw has superior coverage of certain areas in comparison to Lexis Nexis. Specific examples cited were administrative materials, briefs, more extensive practice area materials especially in employment/labor law. Westlaw also has better summaries and more useful headings. Westlaw is also much easier to use for simple searches as well as refine within topics. Westlaw search results are much easier to understand and to share. Faculty find it easier to use for their own research and are more likely to give students assignments that would benefit from this search tool because of its usability.
1	We received feedback from faculty who use LexisNexis and they strongly indicated that WestLaw does not meet their needs.
1	we already subscribe to databases with similar content, they are easy to use, and our patrons are use to using them.

Count	Response
1	Westlaw is very competitive and offers a good replacement for LexisNexis. In general, the content provided in the two sources is comparable, and the Westlaw interface is superior. Previously, it was expected that any students who would be going on to law school would need some familiarly with LexisNexis to diminish their learning curves in law school; however, now that LexisNexis and Westlaw are about evenly used by law students, that is no longer a factor. Should Westlaw replace LexisNexis in the ECC, there are some concerns about the weakness of the company information and the loss of the accounting information. However, since Westlaw is provided by Thomson Reuters, who does have an extensive collection of company information that is not available through this platform, perhaps something could be included to make up for what we would be losing. However, this issue aside, the ease of searching, the advanced help features, and the comparable content otherwise, make Westlaw a very good option.
1	Architecture Librarian Comments: This product would add a lot to my particular niche at Cal Poly SLO in that it allows undergrads to easily differentiate between different types of law sources, their language, context and purpose.
1	We have found this product to be used more than expected. It is definitely for legal research but for most undergraduates it works well.
1	I think it is a waste of money to effectively double-subscribe to the LexisNexis news content, since we are paying for it in ProQuest Newsstand, and for those of us paying for Westlaw, we are double paying for legal content, which makes no sense without a law school. The two main arguments in favor of LexisNexis are that it probably still has faculty members who rely upon it, and for some business, pre-law and journalism students, they will be using LexisNexis in the workplace.
1	Should be considered as replacement for legal information only! News and business will need supplemental products.
1	Overall, Westlaw's Campus Research should meet the legal research needs of our students, replacing the primary usage of Lexis on our campus.
1	Compared to LexisNexis Westlaw is easier and more intuitive to use. Also, we have had faculty requests for Westlaw (which we can't afford as an opt-in)
1	Not much change from Lexis Nexis overall. Making a change to this product will cost a great deal of staff and librarian time in altering existing resources and access as well as in educating users. The lack of budget support for these costs has weight in whether to make this change or not against any possible subscription savings.

Individual scores:

	CONTENT	SEARCHING	RESULTS	PLATFORM	USER SUPPORT	Composite	Overall
	4	4	4	4	4	4	4
	2	2	1	2	2	1.8	1
	3	2	3	3	3	2.8	3
	3	2	4	4	2	3	3
	1	1	1	2	1	1.2	1
	2	3	2	3	3	2.6	2
	1	1	1	1	1	1	1
	2	2	2	2	2	2	1
	2	2	2	4	2	2.4	2
	4	4	4	4	4	4	4
	2	3	2	2	2	2.2	2
	3	4	3	3	2	3	3
	3	3	3	3	2	2.8	3
	2	2	2	3	3	2.4	1
	2	3	3	2	2	2.4	1
	3	4	3	3	3	3.2	3
	3	3	3	3	3	3	3
	3	3	3	3	3	3	3
	3	3	3	3	1	2.6	4
	1	3	3	3		2.5	1
	3	3	3	3	3	3	3
	1	2	2	3	2	2	1
	4	4	3	4	3	3.6	4
	4	4	4	4	4	4	4
	3	3	3	3		3	3
	4	4	4	4	4	4	4
	4	3	3	4	4	3.6	4
	3	4	4	4	4	3.8	4
	1	2	3	3	2	2.2	1
	3	3	2	3	2	2.6	3
	3	4	3	4	4	3.6	3
	3	4	4	4	4	3.8	4
	3	3	3	4	3	3.2	3
	4	4	4	3	2	3.4	3
Composite	2.7	3.0	2.9	3.1	2.7	2.9	2.6