

Report

European e-Justice Portal usability testing report

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Content page

Report	1
1. Executive summary	3
2. Introduction	3
3. Protocol	4
4. Methodology	5
4.1. Participant recruitment	5
4.2 Qualitative data methodology	5
4.3. AI-Assisted process overview	6
5. The tagging framework	6
6. Participants profile analysis	9
6.1. Overall participant distribution	10
6.2. Onsite and online participant profiles	11
7. Interpretation	11
7.1 Task completion analysis	11
7.3 Task speed analysis	15
7.4 Frequency of usability issues by category	15
Content	16
Tags classification	21
Information architecture (IA)	21
Visual design	23
7.5 Suggested and praised tags analysis	24
Most common suggestions by category:	24
Most common praise by category:	26
7.6 Presumptions of audience	27
8. Research limitations and methodological considerations	27
Technical issues reduced testing time for some participants online	28
9. Raw data	28

1. Executive summary

Overview:

This usability evaluation of the European e-Justice Portal conducted October 15-22, 2025, with 34 participants across three user groups (citizens, businesses, legal professionals), reveals critical barriers preventing effective portal use. Testing identified systemic issues requiring intervention, the critical issues have been expressed below.

Critical findings:

1. False confidence pattern

- 65% of confident users failed or only partially completed their tasks

Users perceiving the portal as logically organized achieved only 45% task success. Critically, these participants confidently reported finding the right information when they had actually failed. This disconnect reveals that users, lacking legal expertise to evaluate content relevance, assumed that any information found in what seemed like the right section must be correct—leading to false confidence in wrong answers.

2. Translation blocking access

- 81% task failure rate for "family maintenance" terminology (child support/alimony)
- Users immediately recognised the correct label in native languages
- English portal terminology fundamentally incompatible with user mental models

3. Systemic navigation failure

- 67% of participants required interviewer assistance to complete tasks
- Only 33% achieved independent task completion
- All user groups equally affected, including legal professionals

4. Missing procedural guidance

- Portal provides legal frameworks but no actionable steps
- Users resort to guessing rather than being informed
- Critical information gaps: required documents, forms, jurisdiction guidance, deadlines

2. Introduction

This report presents findings from a comprehensive usability evaluation of the European e-Justice Portal, conducted between October 15-22, 2025. The evaluation aimed to assess critical

aspects of the portal's user experience, with particular focus on information architecture, labelling systems, and the accessibility of legal terminology for diverse user groups.

Our research employed a mixed-method approach, combining remote and in-person testing to capture authentic user behaviours and perspectives. Thirty participants with varying levels of legal knowledge completed information-seeking tasks while sharing their screens and verbalizing their thought processes through a think-aloud protocol. This methodology allowed us to observe not only where users encountered difficulties but also understand the expectations and mental models they brought to the portal.

The evaluation specifically examined whether users could successfully navigate the portal's classification system, comprehend the legal terminology employed, and locate relevant information efficiently. Ten participants completed tasks remotely, while twenty participated in controlled sessions at Brussels facilities, providing rich qualitative data about pain points, navigation patterns, and comprehension challenges.

These findings will directly inform the next phase of design iterations and shape our strategic recommendations for improving the portal's usability, accessibility, and overall effectiveness in serving European citizens, businesses, and legal professionals seeking cross-border legal information.

3. Protocol

The usability testing followed two structured protocols designed to evaluate three critical areas: user navigation experiences, effectiveness of digital justice services, and identification of barriers and pain points. The complete testing protocols are documented in [appendix A](#) and [appendix B](#).

Each 45-minute session combined task-based testing with a think-aloud protocol, allowing participants to verbalize their thoughts while completing information-seeking tasks relevant to their user group.

Testing was conducted both in a controlled lab environment in Brussels and online for participants elsewhere in Europe. Sessions were facilitated by an interviewer and notetaker, with bi-directional subtitling software enabling multilingual participation for those online. All sessions were recorded for subsequent analysis.

Participants were divided into three distinct user groups—citizens, businesses, and legal professionals—each receiving tailored task scenarios reflecting real-world use cases. **Citizens** completed tasks related to cross-border family maintenance, small claims procedures, and fundamental rights information. **Business participants** navigated scenarios involving payment recovery, due diligence searches, and insolvency procedures. **Legal professionals** were asked to locate specific procedural information, case law, and training resources. If task questions

were deemed difficult to follow by a participant, we switched to a citizen task (the easier of the three categories) or we re-worded the question.

The protocol began with background questions to establish participants' familiarity with the portal, followed by observation of their typical usage patterns (for returning users) or initial exploration (for first-time users). Participants then completed 2-3 predefined tasks, with facilitators noting navigation paths, task completion rates, and comprehension challenges. Sessions concluded with reflective questions about overall experience and recommendations for improvement.

This structured approach ensured consistent data collection across all 34 participants while allowing flexibility to probe specific usability issues as they emerged during testing.

4. Methodology

4.1. Participant recruitment

Participant recruitment employed a dual-track approach to ensure diverse representation across user groups and experience levels. For onsite testing in Brussels, we engaged professional recruiters to identify English-speaking participants meeting our demographic criteria. For remote testing, we contacted individuals who had previously consented to participate in portal-related research studies through pop-up surveys on the portal itself and through prior research initiatives.

Special emphasis was placed on recruiting citizens with prior portal experience, as this user segment had been underrepresented in previous studies. Despite the general difficulty in locating citizens who had used the portal for genuine legal needs, our targeted approach successfully recruited 11 experienced users alongside 22 first-time users, providing valuable comparative insights.

We used purposive sampling to ensure representation from three primary user groups: citizens (70%), business users (12%), and legal professionals (18%). All participants received compensation for their time, with rates for onsite participation at €75 and online at €50.

4.2 Qualitative data methodology

This study employed a qualitative usability testing approach combining think-aloud protocol with semi-structured interviews to evaluate the European e-Justice Portal. The methodology was designed to capture contextual insights into user navigation patterns, comprehension challenges, and improvement opportunities across diverse user groups.

Qualitative data was collected through multiple channels:

- **Think-aloud protocol:** Participants verbalized their thoughts, feelings, and decision-making processes while completing tasks
- **Screen recording:** Visual documentation of navigation paths and interaction patterns
- **Observational notes:** Real-time behavioural observations recorded by notetakers
- **Semi-structured Interviews:** Open-ended questions exploring expectations, experiences, and recommendations

4.3. AI-Assisted process overview

To ensure rigorous and efficient analysis of the usability testing sessions, we employed an AI-assisted workflow that combined automated transcription with intelligent tagging with human validation. This hybrid approach enabled us to process large volumes of qualitative data while maintaining analytical accuracy and depth.

Each testing session was recorded using Fathom, which captured both the participants' screen interactions and provided automatic transcription of all verbal exchanges. These recordings served a dual purpose: allowing us to review exact navigation paths taken by participants and generating comprehensive transcripts for detailed analysis.

The transcripts were then processed through Claude Opus 4.1 using a pre-designed tagging framework specifically developed for this evaluation. The AI applied consistent tags across all 33 sessions, identifying patterns related to navigation issues, comprehension challenges, task completion barriers, and user expectations. This automated tagging ensured standardised categorisation across all sessions while significantly reducing processing time.

Following the AI tagging phase, each tagged transcript underwent human validation by either the original interviewer or notetaker. This review stage allowed the team to verify tag accuracy, capture nuances that automated processing might have missed, and refine the tagging framework when new patterns emerged. The combination of AI efficiency and human expertise ensured both consistency and contextual accuracy in our analysis.

The tagged data was then compiled into a structured matrix database shown in [appendix C](#), transforming qualitative observations into quantifiable patterns. This transformation enabled systematic comparison across user groups, task types, and problem categories, revealing trends that might not be apparent from individual session reviews alone. By converting rich qualitative insights into analysable quantitative data, we could identify the most prevalent usability issues and prioritize recommendations based on frequency and severity of impact.

5. The tagging framework

We developed a tagging framework comprising over 70 distinct tags across six categories to systematically analyse the testing transcripts. Applied post-session, these tags captured specific

aspects of user experience—from task performance and navigation patterns to comprehension barriers. This framework transformed behavioural observations and verbal feedback into structured data points, enabling comparison across participants, user groups, and task types to identify significant usability patterns.

Primary participant categories

CITIZEN - Individual residents/citizens

BUSINESS - Business users/representatives

LEGAL_PROF - Legal professionals

Experience level:

EXPERIENCED - Has used portal before

FIRST_TIME - New to portal/seeing for first time

1. INITIAL UNDERSTANDING & SCOPE TAGS

[SCOPE-CORRECT] - Correctly understands portal's purpose

[SCOPE-NARROW] - Thinks portal has narrower scope than reality

[SCOPE-BROAD] - Thinks portal does more than it *actually* does

[SCOPE-WRONG] - Fundamental misunderstanding of portal purpose

[AUDIENCE-CORRECT] - Correctly identifies target users

[AUDIENCE-WRONG] - Misidentifies who portal is for

[GAP-STRUCTURE] - Says structure is clear but struggles to navigate

[GAP-MATCHES] - Positive perception matches actual performance

2. TASK PERFORMANCE TAGS

[COMPLETE] - Task completed successfully (without significant help)

[PARTIAL] - Task partially completed (they found the right area or very relevant information to the task)

[ASSIST] - Completed with interviewer help (they were almost there and would have probably succeeded with more time)

[ABANDON] - User gives up on task

[FAIL] - user feels they found the information and didn't, or user only found information location due to an assist

[DIRECT] - Followed the success path outlined in protocol

[ALTERNATE] - Found different successful path than protocol

[BACKTRACK] - Had to go back and try different route

[LOST] - Completely off track from any logical path

[QUICK] - Completed task in under 1 minute

[NORMAL] - Completed task in 1-4 minutes

[EXTENDED] - Completed task in over 4 minutes

3. NAVIGATION & FINDABILITY TAGS

[NAV-MENU] - Used main navigation menu

[NAV-HOME] - Returned to homepage
[SEARCH-BAR] - Used the search bar on portal
[GOOGLE] - Left portal to Google for information

[SEARCH-FIRST] - Started with search function
[SEARCH-FALLBACK] - Used search after navigation failed
[SEARCH-SUCCESS] - Search gave useful results
[SEARCH-FAIL] - Search didn't help
[SEARCH-TERMS: "xxx"] - Record exact search terms used
[SEARCH-REFINE: "xxx to yyy"] - Changed search from one term to another
[CANT-FIND] - Cannot locate information/feature
[WRONG-SECTION] - Looking in wrong area
[MISS-LABEL] - Misunderstood menu/button labels
[EXPECT-ELSEWHERE] - Expected info in different location

4. COMPREHENSION & CONTENT TAGS

[JARGON-CLEAR] - Understands legal terms
[JARGON-CONFUSED] - Confused by legal terms
[JARGON-LOST] - Does not understand legal terms at all

[TRANSLATION] - Translation quality issue
[TOO-MUCH-TEXT] - Information overload/too much text
[TOO-VAGUE] - Information not specific enough

[MISSING-INFO] - Expected information not present
[IA-LOGICAL] - Structure makes sense to user
[IA-CONFUSE] - Organization confusing
[IA-OVERLAP] - Content seems duplicated/scattered
[IA-DEPTH] - Too many clicks to reach info

5. USER BEHAVIOR & EMOTION TAGS

[CONFIDENT] - Shows confidence
[HESITANT] - Shows uncertainty
[FRUSTRATED] - Shows frustration
[SURPRISED] - Unexpected finding (positive or negative)
[SCAN] - Quickly scanning page
[QUESTION] - Asks question
[SUGGEST] - Makes improvement suggestion
[PRAISE] - Positive comment
[CRITICIZE] - Negative comment

5. PORTAL-SPECIFIC TAGS

[PDF-ACCESS] - Downloading/viewing PDFs

- [EXTERNAL-LINK] - Following links to other sites
- [FORM-USE] - Using forms/tools
- [REGISTER-ACCESS] - Accessing registers
- [ASSUMES-ALL] - User thinks this portal is for everyone
- [ASSUMES-CITIZEN] - User thinks this portal is for citizens
- [ASSUMES-BUSINESS] - User thinks this portal is for businesses
- [ASSUMES-LEGAL] - User thinks this portal is for legal professionals
- [UNCLEAR-AUDIENCE] - User unsure who this portal is for

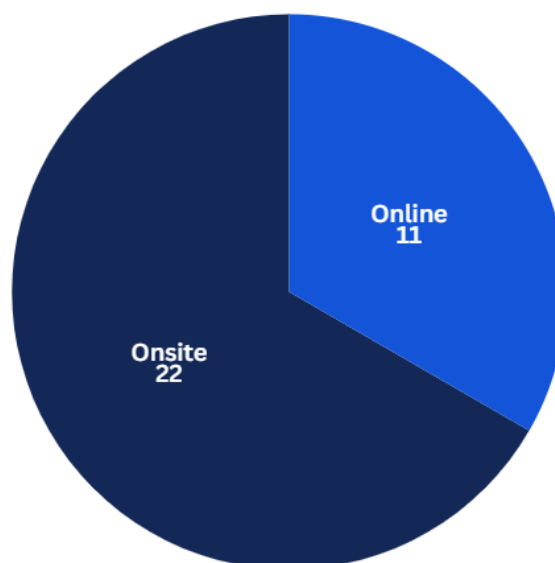
6. VISUAL & TECHNICAL TAGS

- [VISUAL-HELP] - Visual elements helpful
- [VISUAL-CONFUSE] - Visual elements confusing
- [VISUAL-MISSING] - Needs visual aids (e.g. pictures or icons)
- [LAYOUT-ISSUE] - Layout problematic (e.g. critical info buried too deep, inconsistent font size)
- [BROKEN-LINK] - Non-functional link

6. Participants profile analysis

This analysis examines the participant profiles from the usability testing sessions, comparing onsite and online testing methodologies. A total of **34 participants were recruited**, however due to a technical recording error, one participant's session (P16) could not be included in the detailed analysis. The interviewer confirmed that this session revealed no new patterns beyond those identified in the other 33 analysed sessions.

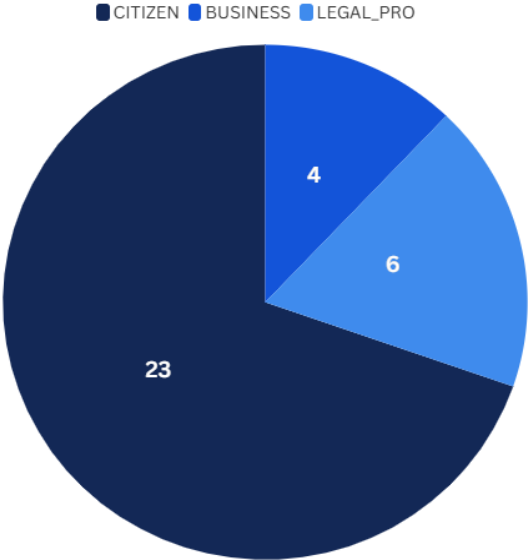
Testing method distribution



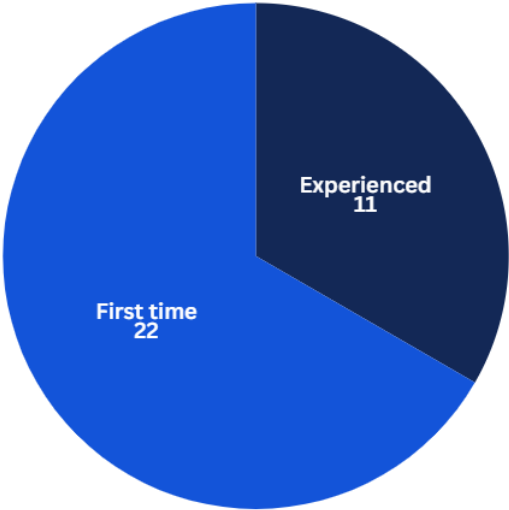
The participant pool was categorised into three primary user types (CITIZEN, BUSINESS, LEGAL_PROF) and two experience levels (EXPERIENCED, FIRST_TIME), providing comprehensive coverage of the target user base.

6.1. Overall participant distribution

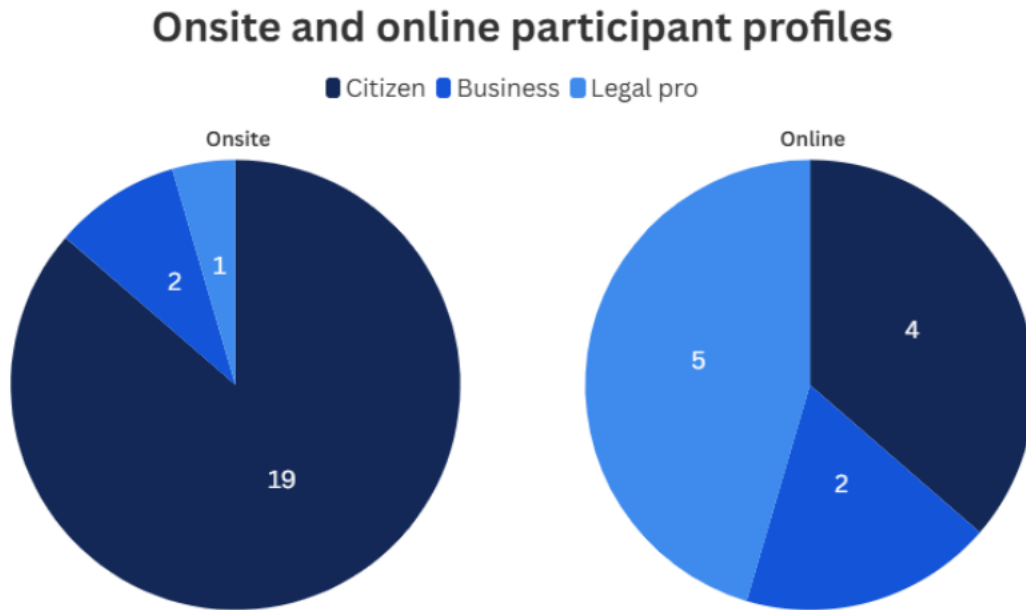
Overall participant categories



Overall experience levels



6.2. Onsite and online participant profiles



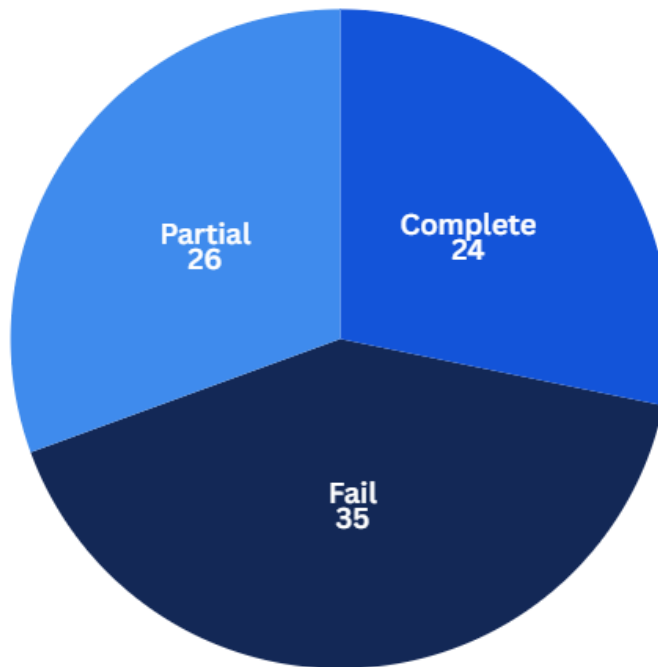
7. Interpretation

7.1 Task completion analysis

We assessed task completion rates across all tasks undertaken. [COMPLETE] means the user successfully finished the task independently without significant help. [PARTIAL] indicates that the user found the right area or relevant information but didn't complete the full task. [FAIL] occurs when the user incorrectly believes they found the answer, only located information with assistance, or gave up on the task entirely.

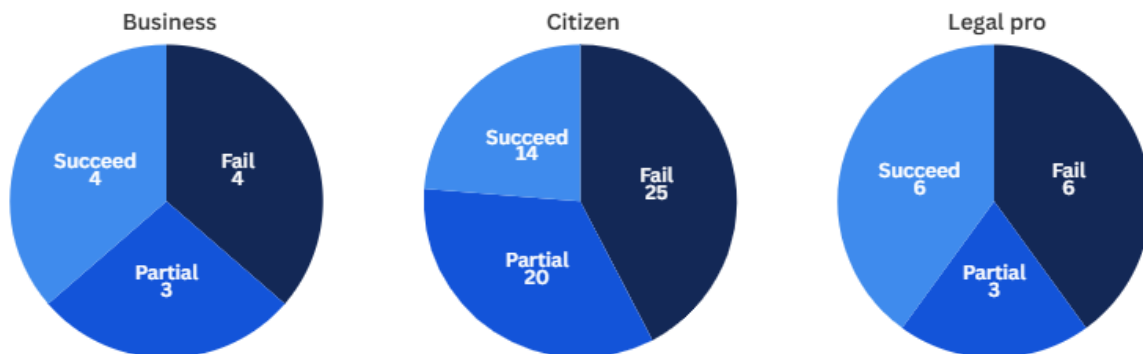
Overall task completion

(Total : 85 tasks)



The findings reveal that most participants struggled to complete tasks independently or provide thorough responses to prompts. Participants frequently needed significant interviewer support to finish tasks, with the most common pattern being users becoming lost in the portal and displaying frustration, confusion, or fatigue.

Task completion analysis by user type



The data reveals that task completion proved challenging across all three user groups, though with marked variations in success rates. Legal professionals demonstrated notably higher task completion compared to citizens. This performance gap can be attributed to legal professionals'

familiarity with legal terminology and procedural knowledge, which enabled them to navigate more effectively and make educated assumptions about information architecture—compensating for instances of ambiguous labelling within the portal.

“ASSIST” tag analysis

Note: Participants are identified by codes (P0-P31) throughout this report to maintain anonymity.

Twenty two of 33 participants (67%) needed interviewer intervention to proceed. The [ASSIST] tag tracks independence rather than task outcomes—capturing whether users could navigate autonomously. Tasks requiring multiple assists were classified as failures, as participants demonstrated they could not find the information without repeated guidance, indicating they would be unable to complete these tasks in real-world scenarios.

Assistance was required across all task completion levels, with ASSIST tags appearing in 63% of failed tasks (22 out of 35), 62% of partial completions (16 out of 26), and 63% of successful completions (15 out of 24).

Examples:

P12 - Task 1 Successfully completed but took EXTENDED time

- Had to BACKTRACK, couldn't find information initially

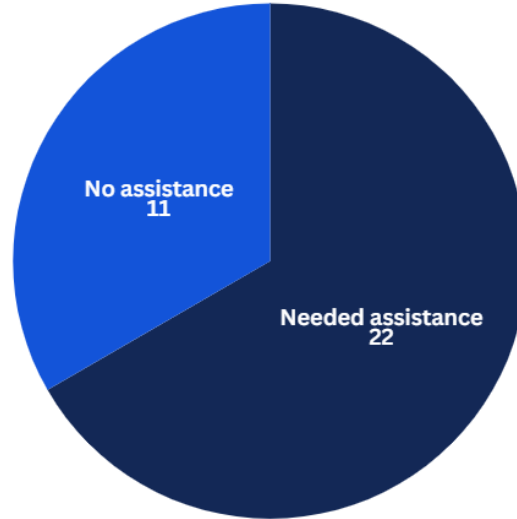
How long before assistance: Assistance came after genuine struggle (multiple failed search attempts over 12-15 minutes)

P1 - Task 1 Successfully completed but took EXTENDED time

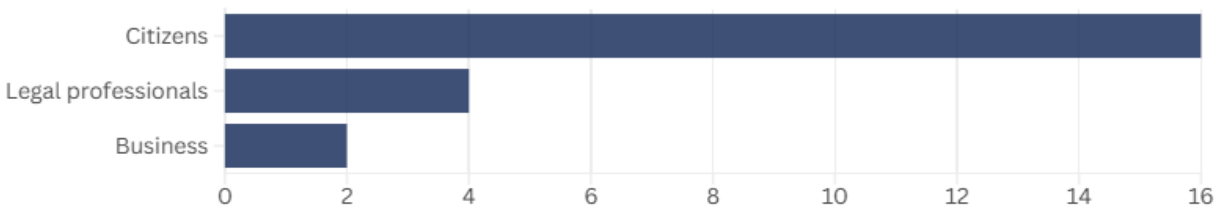
- Got lost in European payment order section, stuck reading legal PDFs
- Found forms but couldn't understand next steps or follow-up procedures
- Was FRUSTRATED and ready to give up ("too burdensome" and "too bureaucratic")

How long before assistance: Assistance came after sustained struggle (8-10 minutes navigating wrong section), assistance was minimal - just pointing to an adjacent section he'd completely overlooked.

Overall assistance tag



Assistance rate by profile



Three "ASSIST" scenarios:

1. Complete loss of direction

Wandering through multiple wrong sections

Example: P7 for almost 12 minutes struggled: - failed searches → wrong sections → needed prompt to Family maintenance

2. False sense of completion

Believed task finished when it wasn't

Example: P19 struggled for 11 minutes before feeling they were in the right place but were not.

Example: P6 felt successful in wrong section, only realized after assist

3. Explicit request for help

Directly asked for guidance after exhausting strategies

Example: P17 when struggling with small claims procedure:

Quote: "Can you help me understand where I should look?"

Context: After broken link prevented progress, directly asked interviewer for guidance

P13 After multiple unsuccessful attempts:

Quote: "I don't see how... can you show me where?"

Context: Exhausted navigation options and explicitly requested interviewer assistance

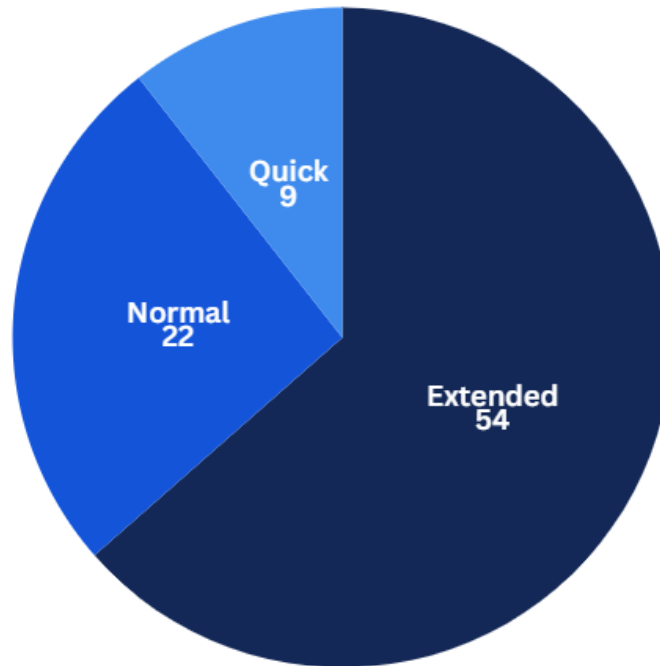
7.3 Task speed analysis

Task completion times were categorised using three time markers: QUICK (under 1 minute), NORMAL (1-4 minutes), and EXTENDED (over 4 minutes). Given the complexity of legal information and cross-border navigation requirements, we have adjusted standard usability benchmarks to reflect realistic user behaviour with legal content,

This timing analysis reveals efficiency patterns across all 85 tasks, with separate breakdowns for onsite (60 tasks) and online (25 tasks) testing sessions.

Overall task timing

(Total : 85 tasks)



7.4 Frequency of usability issues by category

The analysis identified four primary categories of usability issues encountered during testing, each representing distinct barriers to effective portal use. The chart below shows the cumulative frequency of these issue types across all participants, revealing which challenges most significantly impact user experience.

Content issues: Comprehension barriers (jargon, text volume, missing information)

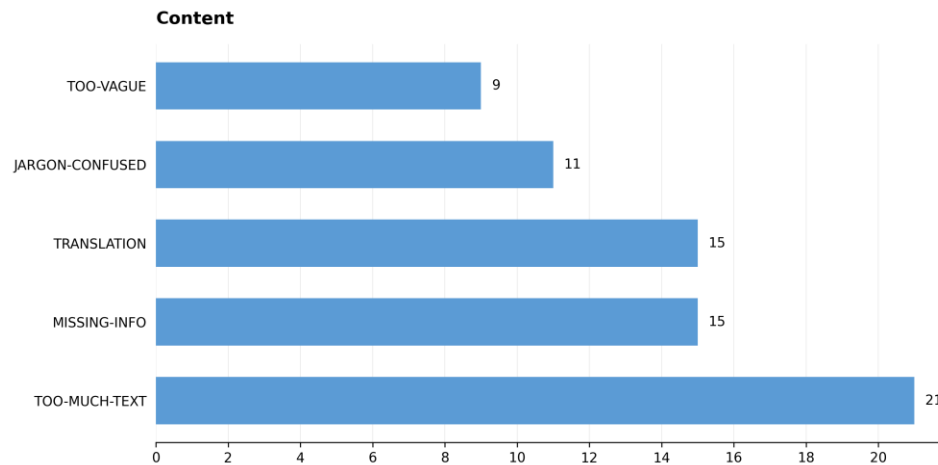
Classification issues: Navigation and findability problems (labels, wrong sections)

Information architecture issues: Structural and organisational confusion

Visual design issues: Missing and confusing visual elements

Content

Each bar shows the total number of times specific issues were identified across all test sessions. Participants often encountered multiple issues per task.



Note: These numbers show how participants experienced each issue. Since no participant was tagged twice for the same problem, the data represents widespread challenges across multiple users rather than repeated complaints from a few individuals.

Examples of when the “TOO-VAGUE” tag was applied:

Participants were asked to complete specific tasks common in daily life, these tasks often required procedural guidance, not general information. The quotes below reveal two critical issues: participants cannot find the actionable guidance they need, and when faced with unclear procedures, they resort to guessing rather than being informed by the portal. Legal terminology not only lacks clarity but actively generates confusion, frustration, and uncertainty about which path to take.

Missing procedural guidance:

P2 (Citizen):

"It's just information of obligation [sic], but it's not said what you need to do to have it done. I would expect some, you know, what documents I need to have, what forms I need to have." Found legal framework for child support but no enforcement steps or required documents.

P18 (Citizen):

"I would personally still be in doubt whether I need to go to the Italian court or French court."

Found family maintenance information but jurisdictional guidance was insufficient to determine which court has authority.

P25 (Legal Professional):

"I doubt it would [help]. It's pretty hard to take something out of this, right? It's just legal things... So, there won't be much information in it. And you have to get the information from somewhere else."

Found Charter of Fundamental Rights but content too abstract to extract actionable guidance.

P10 (Legal Professional):

"There is only the time limits when the trial has started, not before."

Found European Enforcement Order information but missing critical pre-trial time limits.

Uncertainty Leading to Guesswork:

Throughout testing, participants frequently used phrases like "I presume this...", "I would think that...", and "I'm guessing that..." when navigating procedures, indicating the portal forces users to hypothesize about processes rather than clearly explaining them.

Small Claims vs European Payment Order Confusion

Tasks A2 and B1 asked participants to investigate recovering small sums (€1000-3000) from someone in another EU country, presented as both citizen and business scenarios. These tasks revealed a clear pattern of confusion between two procedures. 9 out of 22 participants selected "European Payment Order" before "Small Claims," with only a handful immediately recognizing that €1000-3000 qualifies as a "small" claim. While the European Payment Order can also process small monetary claims, we expected the reference to specific amounts (€1000-3000) would guide participants toward the Small Claims procedure. Notably, no participant demonstrated prior knowledge that European Payment Orders could handle small sums—their choices were based solely on the portal's current labelling.

Among participants who found both options, only one participant could identify the key distinction or difference—that European Payment Orders apply only to uncontested claims. This confusion affected even legal professionals, demonstrating that the labelling fails to communicate procedural differences to users regardless of their legal expertise.

Examples of when the “JARGON-CONFUSED” tag was applied:

Below are specific examples of terminology that non-professional users found difficult to understand. It's important to note that these were not translation issues but rather comprehension problems with legal jargon itself.

P1 - (BUSINESS)

Quote: "is it insolvency, isn't it the same as bankruptcy?"

P17 - (CITIZEN)

Quote: "I don't know what recast means."

P19 - (CITIZEN)

Quote: "So I have no idea what FRA materials are."

P14 - (CITIZEN)

Quote: "I didn't know what pension meant, familial maintenance, family plan meant."

Examples of when the "MISSING-INFO" tag was applied:

Nearly half of participants tagged with this issue either only partially completed or entirely failed their task. The accompanying quotes illustrate how gaps in information directly impacted their ability to succeed.

P2 - (CITIZEN)

Quote: "I would expect some, you know, what documents I need to have, what forms I need to have"

Missing: The lack of forms and procedural documents prevented task completion

P17 - (CITIZEN)

Quote: "because this link doesn't work, maybe we can try to find at least, in the middle"

Missing: Broken forms link prevented completion

P18 - (CITIZEN)

Quote: "not great that it does not work, given that it says that you can start the procedure"

Missing: Forms link broken

P19 - (CITIZEN)

Quote: "So there is no form for me to fill out is what I'm thinking now"

Missing: Forms not available (Presidential decree pending)

P24 - (LEGAL_PROF)

Quote: "Legislation is easy to find, case law is more difficult"

Missing: Case law database not findable/accessible

P29 - (BUSINESS)

Quote: "About the process management, how a legal process will work...that is missing"

Missing: Process guidance for initiating claims

P32 - (LEGAL_PROF)

Quote: "the lack of complete integration between all systems in Europe...we find dead ends on some countries"

Missing: System integration gaps and dead ends prevented case law search

Examples of when the “TRANSLATION” tag was applied:

15 participants had TRANSLATION tags, the issues fall into 3 distinct categories:

1.The "family maintenance" problem

15 participants encountered translation-related issues, with the most critical problem centring on the English term "family maintenance." Task A1, which required participants to find information about obtaining child support from an ex-partner living abroad, revealed a consistent pattern of failure primarily due to this terminology.

The vast majority (17 out of 21 participants, 81%) failed or only partially completed this task, over half of the participants (52%) incorrectly looked for familiar terms like "child support" or "alimony" and, found neither, often incorrectly selected "parental responsibility—child custody and contact rights," reasoning that financial support falls under parental responsibilities.

After identifying this pattern, we began asking on-site participants to check their native-language homepage to verify whether translation was the barrier. In most cases (9 out of 11 cases (82%), participants immediately recognized the correct section in their mother tongue, confirming that the English terminology—not the concept itself—was the obstacle.

Some participants attempted using the search bar for 'child support,' but even when results linked to family maintenance pages, they didn't click through because the term remained opaque.

Supporting Evidence:

P5 (Citizen) - Spanish speaker, Task 1 FAIL:

"Family maintenance, for me, this word is not very well." When shown Spanish version ("pensiones alimenticias" - support payments): "That's more clear in Spanish."

P7 (Citizen) - Dutch speaker, Task 1 FAIL:

"For me, that's not completely clear... in Dutch it's called alimentatie... that's straight away clear."

P24 (Citizen) - Romanian speaker, initial confusion:

"Family maintenance... doesn't really make me think of anything super specific. My first instinct was to go into parental responsibility." Romanian translation ("Obligații de întreținere" - obligations of support) proved clearer.

Impact summary: Eight participants explicitly verbalized confusion with "family maintenance," consistently finding their native translations (Spanish, French, Dutch, German, Romanian) more intuitive. This single terminology issue directly contributed to navigation failures and task incompleteness across multiple user groups. While "family maintenance" represents a severe case, this finding suggests that other portal labels may suffer from similar translation-based comprehension problems. A comprehensive review of all navigation labels and their translations

is essential to identify and resolve additional terminology barriers that may be silently affecting user success rates.

2. Poor quality translations (literal/machine translation)

Beyond terminology problems, four participants encountered translations that, while technically accurate, failed to convey meaning effectively. These translations appeared to be literal or machine-generated, preserving legal complexity rather than adapting content for clarity. The issues ranged from unnatural phrasing to grammatical errors, affecting Croatian, Swedish, and various country profile pages. Inconsistent translation coverage also emerged, with some content remaining untranslated or mixing languages within the same page.

Evidence of Translation Quality Issues:

P3 (Croatian speaker):

"Horrible translation... literal translation or machine translation... not very clear." The Croatian version was technically correct but preserved legal jargon instead of simplifying for citizen comprehension.

P13 (Business user):

"It's only available in French and in Croatian. Of course, why not?" (sarcastic tone about news articles with Croatian titles but English content, highlighting inconsistent translation coverage)

P32 (Legal professional):

Noted multiple grammar errors throughout the country profiles in Portuguese, commenting repeatedly on incorrect grammar that undermined the portal's credibility.

3. Translation as conceptual issue

One participant identified a deeper translation challenge: certain concepts don't transfer meaningfully across languages, even with accurate word-for-word translation. The portal's "one-stop shop" tagline exemplified this issue—while the phrase can be translated literally, it doesn't convey the same meaning or create the same understanding for non-English speakers. This suggests that some portal messaging requires complete reconceptualization rather than translation, we have provided more detailed examples in the below

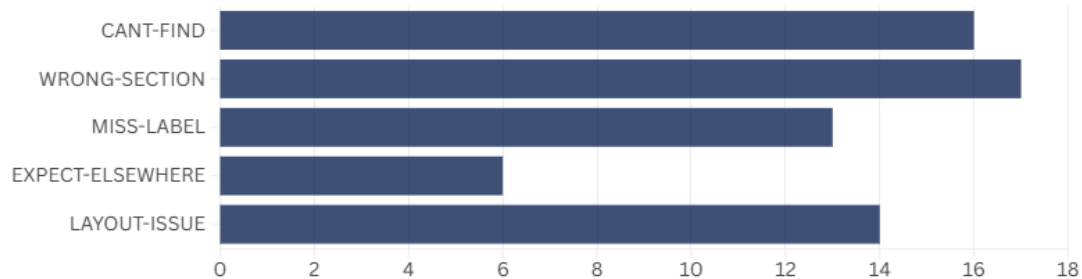
P22 (Slovenian citizen):

"It doesn't transmit the same concept." When discussing the "one-stop shop" tagline, the participant explained that while the Slovenian translation is technically correct, it fails to communicate the intended meaning of a comprehensive, centralized service point. The conceptual framework of a "one-stop shop" simply doesn't exist in the same way in Slovenian culture and language.

P21 (Swedish citizen):

Similarly noted that the "one-stop shop" concept doesn't translate effectively into Swedish, where the literal translation fails to convey the idea of a single access point for all legal services, creating confusion about the portal's purpose and scope.

Tags classification



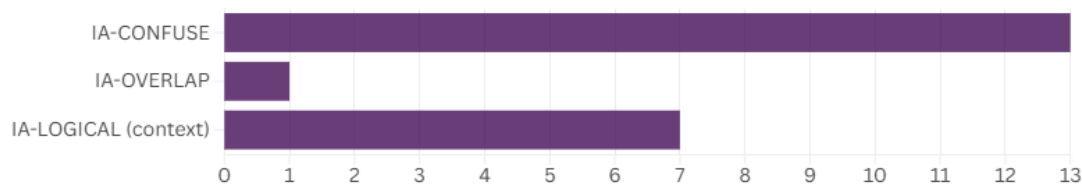
The tags "**CANT-FIND**," "**WRONG-SECTION**," "**MISLABEL**," and "**EXPECTED-ELSEWHERE**" appeared consistently across all tasks and participant profiles, with no specific patterns emerging beyond their universal prevalence. We haven't provided individual examples because these issues affected all user groups equally. These navigation problems frequently occurred alongside previously discussed patterns—participants who couldn't find content were often simultaneously lost, requiring assistance, or struggling with legal terminology.

Common patterns for **LAYOUT-ISSUE** tag:

During task completion, participants naturally offered commentary on both positive and negative aspects of their experience. Interviewers also probed for specific friction points when participants showed signs of difficulty. The following summary below captures the most commonly reported issues.

- **Information hierarchy** - Critical info buried too deep or separated from related content
- **"Show more" button** - Hides important content, not discoverable enough
- **Inconsistent visual elements** - Font sizes, spacing, element sizing varies
- **Navigation completeness** - Left nav dropdowns empty/incomplete
- **Content organisation** - Related information scattered across pages
- **Scrolling burden** - Too much scrolling required to find key information

Information architecture (IA)



The data above reveals that while some users found the information architecture (IA) (the way content is organised, structured, and labelled throughout the site) logical, the majority struggled to understand the rationale behind the portal's current organisational pattern.

A notable pattern emerged where many participants expressed confidence in the architecture's logic and simplicity, either before starting or after completing tasks, despite failing to complete them successfully. Numerous participants were certain they had answered correctly, believed they had found the required information, or thought they were reading us the correct answer—when in fact they were wrong.

Examples of the pattern mentioned relating to the tag “IA Logical”:

- 8 participants were tagged "IA-LOGICAL" (perceived the IA as logical)
- 20 total tasks were done by these participants
- 55% of those tasks FAILED or were PARTIAL (11 out of 20)
- Only 45% of those tasks were fully COMPLETE (9 out of 20)

Examples of the pattern mentioned relating to the tag “Confident”:

CONFIDENT Tag (16 participants, 38 tasks)

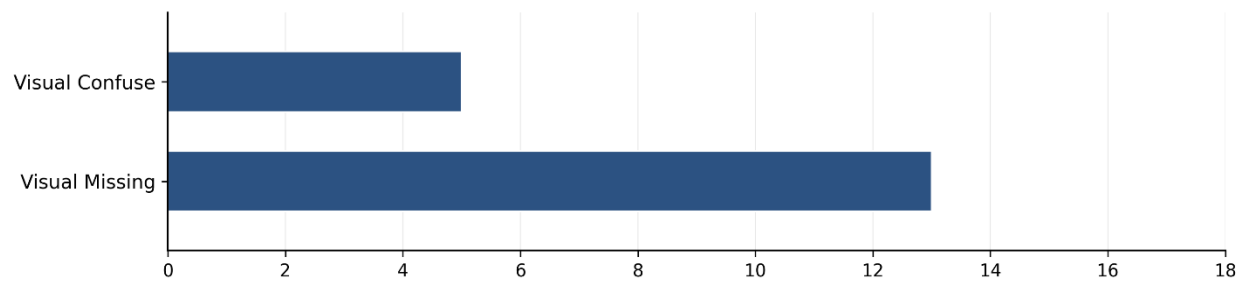
- 42% FAILED (16 tasks)
- 23% PARTIAL (9 tasks)
- Total = 65% (25 tasks that were either FAIL or PARTIAL)
- Only 34% COMPLETED

Meaning: Only **one-third** of tasks where participants felt confident resulted in full completion.

Key Finding: False Confidence Pattern

The data reveals a striking disconnect between perceived and actual success, where the portal's structure creates an illusion of clarity that masks fundamental usability problems. Among the 8 participants who found the information architecture "logical," 55% of their tasks failed or were partially completed, with only 45% achieving full task completion. Similarly, participants displaying confidence performed even worse—of 16 confident participants across 38 tasks, 65% resulted in failure (42%) or partial completion (23%), with only 34% completing tasks successfully. This pattern is critical for a legal information portal where users believe they're finding correct information when they're failing—potentially leading to serious consequences in legal matters where accuracy is critical.

Visual design



Examples of [VISUAL-CONFUSE]:

The visual-related tags primarily addressed two elements throughout testing: the flag-based country selection feature and the homepage visual design. Both elements generated diverse opinions and expectations from participants. We have provided more detailed analysis in the section below, where participants explain what changes they would make and their reasoning, offering deeper insight into the visual design issues.

The flag selection section

P06 (Citizen)

Quote: "I think I just fully assumed that maybe it's like language"

P03 (Legal Professional)

Quote: " Why is that not in alphabetical order? What is the order behind the countries?"

P21 (Citizen)

Context: Greyed out flags

Quote: "I see that, for example, Denmark is not there and United, Great Britain are greyed out, I don't know why"

The examples above illustrate how the flag visual created confusion for participants in multiple ways. Additionally, when completing cross-border tasks, participants showed no consistent pattern in country selection—some chose their country of origin while others selected the country mentioned in the task but unrelated to them personally. Many participants perceived the greyed-out flag negatively, though they couldn't explain why it appeared that way.

Examples of [VISUAL-MISSING]:

P04 (Citizen)

Context: Critiquing visual design

Quote: "basically nothing except of a scale in the beginning" - referencing the homepage image

Quote: "I prefer photos, but both would be nice" (photos and icons)

P07 (Citizen)

Quote: "Maybe more icons, you know, than this" - referencing the homepage
Quote: "too much text, too many sentences, too long. It's not very fun to read this"

P15 (Citizen)

Context: Discussing the homepage

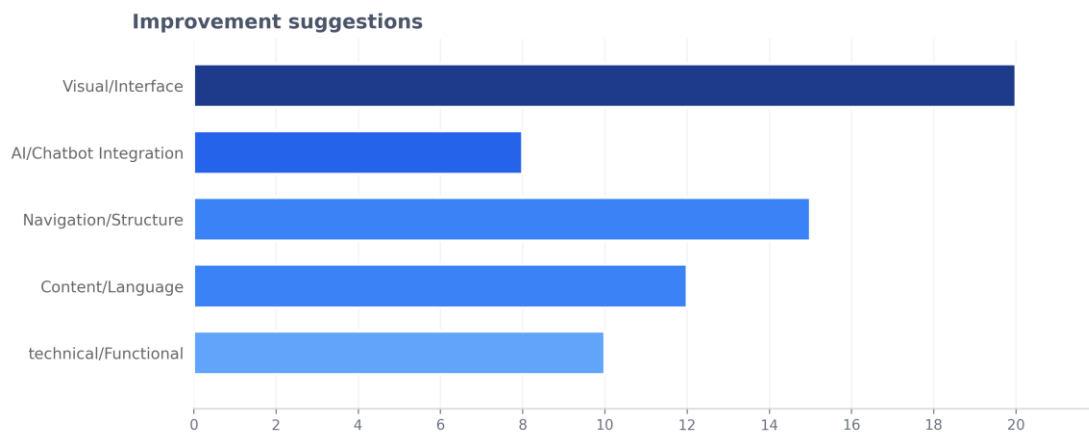
Quote: "I would prefer a layout with box, like with blocks, boxes that would help you find information"

Quote: "it's very spread, it's a lot of things to go through"

7.5 Suggested and praised tags analysis

Two tags in our framework specifically captured positive feedback and improvement suggestions. Most suggestions emerged at the end of testing when we asked participants to identify priority improvements for users like themselves, based on their navigation experience. Below are the results from both tags across all tests.

Most common suggestions by category:



1. Visual/Interface improvements

- Add more icons and visual elements (P8, P9, P20, P22)
- Color-coding different legal areas (P25)
- Collapsible/expandable sections to manage text overload (P18, P22)
- Bold highlighting for key information like thresholds and deadlines (P6)
- Better visual hierarchy and clearer headings (multiple participants)

2. AI/Chatbot Integration

- ChatGPT integration for summaries (P3)
- AI assistant for natural language queries (P3, P8, P17)

- Chatbot for assistance (P14, P9)

3. Navigation/Structure

- - Interactive decision tree/wizard to guide users through progressive filtering (P13, P5)
Example from P13: "Begin with user type (citizen/professional), then progressively narrow options through targeted questions"
- Alphabetical ordering of topics (P5, P9)
- "Most searched" or "most popular" sections (P15)
- Video tutorials for navigation (P12)

Note: Participants often navigated to pages, expecting that page to hold ALL the content they would need on the main subject, often finding that linking information had not been included in those pages.

Examples:

- **P29:** "rights that apply to certain forms should be linked in the website"
- **P29:** "if you can infuse those rights with those online procedures, that would be good"
- **P23:** "if I find a concrete legal instrument... And in the regulation, there will be the case law, too, in every section"
- **P30:** "I would group the case law under each topic"
- **P30:** "For example, if it's... Related to the family, the case law will be on"

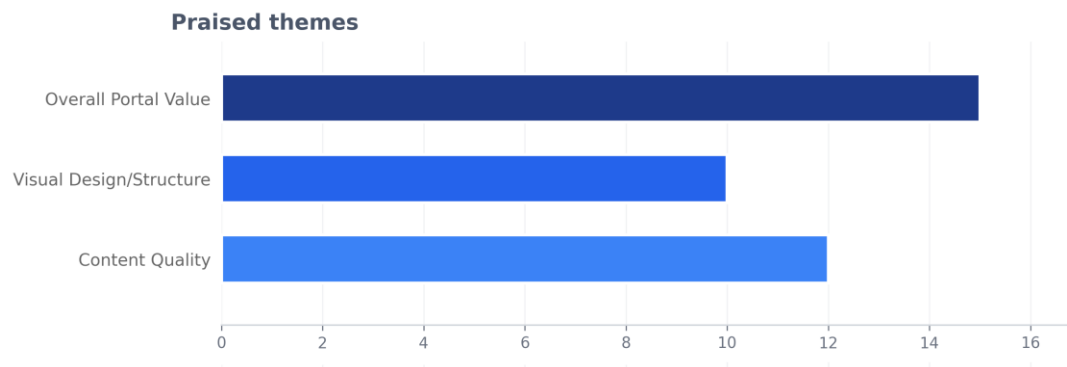
4. Content/Language

- Glossary/pop-up explanations for legal terms (P7, P14)
- Simple examples under category headings (P23)
- Step-by-step guides with actionable next steps (P2, P20)
- Clarify "Justice professionals" terminology (P32, P10) - **P31:** "I would never consider myself a professional of justice...I don't think that this is a good title"

5. Technical/Functional

- Phone support in native languages (P33, P11)
- Simplified authentication/single authenticator (P28) - referencing CAPTCHA
- XML data streams for business automation (P29) - P28: "At least to deliver PDF files, it's for some tasks, it's fine...But we need a second functionality, an XML downstream"

Most common praise by category:



Throughout testing, most participants expressed enthusiasm for the portal's concept, particularly appreciating its cross-border information provision and extensive European language support. Many recognized both the portal's potential value and the clear need for such a resource.

1. Overall portal value

- "Great tool" used daily (P26)
- "Very rich" and "complete" information (P12)
- "Good initiative" to have one portal (P15)
- "100% trustworthy" official source (P33, P06)
- "Gateway to justice" (P30)
- "I was so happy when I found out about this" (P25)
- "I didn't know a website like this existed and I think it's quite useful" (P05)

2. Visual Design/Structure

- "Very professional" and credible appearance (P7)
- "Elegant, accessible, interesting" interface (P27)
- "Sections clearly identified and divided" (P10, P03)
- "I like the structure, I like the look, it's very professional" (P07)
- "I think this interface is quite good, like the fact that you have this at a glance, and you see it all" (P18)

3. Content Quality

- "Really good information" and summaries (P25, P29, P11, P31)
- "Wealth of information" and "reliable sources" (P32)
- Multilingual access "incredibly useful" (P4)
- Information clarity for professionals (P28)

7.6 Presumptions of audience

We asked participants at the start of each session who they believed the portal's target audience was. Some participants revised their initial assessment after completing tasks, so we have captured both their initial impressions and any post-task perspective changes below.

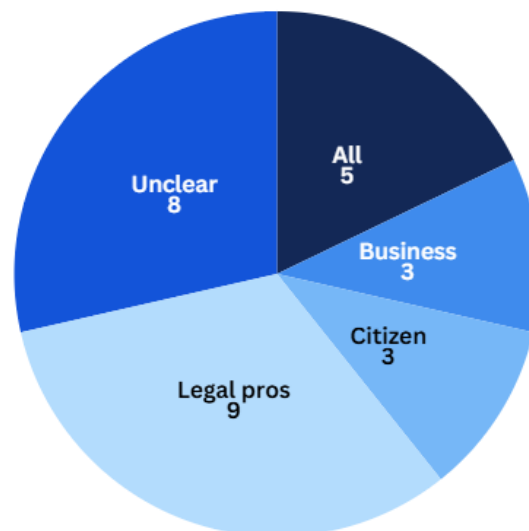
At least 8 participants showed clear contradictions between their initial understanding and later comments about audience/scope.

The most common pattern was:

- Initially thinking it's for "everyone" or "citizens"
- Later realising/stating it's too complex for average users
- Or discovering unexpected content that contradicted their initial narrow view

Overall user type assumption

(Including opinion updates post test)



This suggests the portal's identity crisis - it tries to serve multiple audiences but doesn't clearly communicate who it's *actually* for, leading users to constantly reassess their understanding as they navigate.

8. Research limitations and methodological considerations

While this study provides valuable insights into the portal's usability challenges, several methodological constraints should be considered when interpreting the findings. These

limitations, inherent to most usability studies of this scope, may influence the generalizability of results and should inform future research iterations.

- Language barriers despite translation support affected some participants
- Lab setting may not fully replicate natural usage contexts
- Participants often feeling the need to please interviewers
- Sample size per user group limits sub-group analysis

Technical issues reduced testing time for some participants online

9. Raw data

Below sits all transcripts with the tagging framework applied and anonymized.

Code	User Type	Country
P0	Citizen	Slovenia
P1	Business	Belgium
P2	Citizen	Belgium
P3	Citizen	Croatia
P4	Citizen	Belgium
P5	Citizen	Spain
P6	Citizen	France
P7	Citizen	Belgium
P8	Citizen	Belgium
P9	Citizen	Belgium
P10	Legal Professional	Belgium
P11	Business	Belgium
P12	Citizen	Belgium
P13	Citizen	Belgium
P14	Citizen	Belgium
P15	Citizen	Belgium
P16	N/A	N/A
P17	Citizen	France
P18	Citizen	Italy
P19	Citizen	Hungary
P20	Citizen	Germany
P21	Citizen	Sweden
P22	Citizen	Portugal
P23	Citizen	Germany
P24	Legal Professional	Hungary

P25	Legal Professional	Germany
P26	Citizen	Italy
P27	Citizen	Poland
P28	Legal Professional	Portugal
P29	Business	Germany
P30	Business	Luxembourg
P31	Legal Professional	Malta
P32	Legal Professional	Portugal
P33	Citizen	Poland
P34	Citizen	Romania

Data Structure

All interview transcripts have been:

Anonymized (participants identified as P0-P34 with user type indicators)

Tagged using the comprehensive 77-tag code framework

Data Source: Onsite and Online Usability Testing Sessions

Transcribed and tagged analyses of 34 interviews

Note: This number does not include P16 as mentioned in the Participant Analysis section.

Onsite participants (P0-P22, P34)

P0 Interview Analysis

Participant Profile: P0 - Citizen, First Time

Background

- **[CITIZEN]** - Works in communication/creative management for science network, political background
- **[FIRST_TIME]** - Never used portal before this test
- Has European Commission experience, familiar with EU websites

Discovery: Initial Portal Understanding

Tags: SCOPE-WRONG

- Quote: "I had to read a few times... to understand what is this about"
- Quote: "in what way does it improve access to justice? That's not very clear"
- Wants bullet points explaining services

Tags: AUDIENCE-WRONG

- Quote: "I think it's rather... a challenge for European initiatives... they rather end up on professionals"
- Quote: "someone who already knows something about it"
- Quote: "I don't know, like if a farmer would come here... I think it would take a lot"

Task Performance

Task 1: Child Support from Ex-Partner (Slovenia)

Tags: FAIL, EXTENDED, ASSIST, GIVE_UP

- Long process with assistance
- Path: Family Maintenance OR Parental Responsibility → Slovenia flag → Scanning → Given answer by moderator
- Needed prompting to points 10 and 14
- Would have abandoned without help, gave up reading

Task 2: EU Citizen Rights

Tags: FAIL, EXTENDED

- Path: Your Rights → Fundamental Rights → Where Can I Get Help → Search wizard → Does Charter Apply → Failed
- Failed to find rights list or understand wizard
- Multiple attempts without success

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: CANT-FIND

- Rights list "not very evident"
- Quote: "it seems like I didn't see this directly as the answer"

Tags: MISS-LABEL

- Quote: "family maintenance, parental responsibility... what is the difference?"

Content Comprehension

Tags: TOO-MUCH-TEXT

- Quote: "you've got a whole book, like, I just want my money"
- Quote: "it gives you like a feeling of overwhelm"
- Quote: "it's a lot of reading"

Tags: TRANSLATION

- Quote: "it doesn't transmit the same concept"
- "One-stop shop" doesn't translate correctly in Slovenian
- Creates different understanding between languages

Behavioural Patterns

Tags: SCAN

- Quote: "I was reading the headings"

Tags: CRITICIZE

- Quote: "very conservative... nothing crazy"
- Quote: "rather dry"

Tags: SUGGEST

- Expandable sections: "visible main titles and then when you click, it can expand"
- Bullet points for services
- Clearer search results labeling

Portal Features

Tags: EXTERNAL-LINK

- Slovenian ministry site: "it's not like click on here to ask for help"

Visual & Technical Issues

Tags: VISUAL-MISSING

- Quote: "very conservative... rather dry"

Tags: LAYOUT-ISSUE

- Important information buried (points 10 and 14)

- Too much visible at once

P1 Interview Analysis

Participant Profile: P1 - Business, Experienced

Background

- **[BUSINESS]** - Business owner (HR consulting company/headhunting)
- **[EXPERIENCED]** - Has used portal before (December, then June)

Discovery: Initial Portal Understanding

Portal Scope Understanding:

Tags: SCOPE-NARROW

- Quote: "He says, normally everything that is linked to EU legislation, everything is there"
- Context: Initially thinks portal is primarily for EU legislation

Tags: AUDIENCE-WRONG

- Quote: "I'm asking a rhetorical question. They need to answer that. To whom did they address it?"
- Context: Frustrated that the portal doesn't have a clear target audience. Points out that designers need to decide whether this is for citizens, businesses, or legal professionals - because trying to serve everyone results in serving no one well.

Tags: GAP-STRUCTURE

- Quote: "Land and business insolvency. What does it have to do? It doesn't make sense"

Task Performance

Task 1: Getting Money Back (3000 euros)

Tags: COMPLETE, ASSIST, EXTENDED, NAV-MENU

- Time: 7 minutes (09:38 to 16:56)
- First went to European Payment Order, then discovered Small Claims through assist
- Eventually found information about small claims

Task 2: Bankruptcy Information

Tags: PARTIAL, LOST, EXTENDED, SEARCH-BAR, WRONG-SECTION, CANT-FIND, EXPECT-ELSEWHERE

- Time: 6+ minutes (20:34 to 23:21+)
- **[SEARCH-TERMS: "bankruptcy"]**
- Found some bankruptcy information but not filing process
- Confused by organization under "monetary claims"
- Quote: "You can go bankrupt without having monetary claims. You know what I mean? So I wouldn't put it there"

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "is it insolvency, isn't the same as bankruptcy, but okay"

Tags: TOO-MUCH-TEXT

- Quote: "Sending me to some legal text in PDFs might lose my attention"
- Quote: "I know that most of the people don't go through PDFs, that are 10,000 pages"

Tags: TOO-VAGUE, MISSING-INFO

- Information not specific enough for fiscal questions
- Expected information not present: Housing/property information, clear fiscal guidance for cross-border companies

Tags: IA-CONFUSE

- Quote: "it's not also by alphabetical order"
- Quote: "Austria after Finland, for example"

Tags: IA-OVERLAP

- Quote: "Why don't you put all it, it's like the little gift that you don't read"
- Context: After discovering that court fees information is separated from the main European Payment Order procedure, compares this to unwanted fine print. Frustrated that critical cost information is hidden in a separate section.

Behavioural Patterns

Tags: FRUSTRATED

- With filter system not working
- With PDF-heavy documentation

- With illogical organization

Tags: HESITANT

- Quote: "I'm doubting it's right because for me..."

Tags: CRITICIZE

- Quote: "They need to put themselves into our shoes, which they don't"
- Quote: "might lose my attention and not helping find what I look"

Tags: SUGGEST

- Quote: "You could have the consequences of, okay, you know that you're going to have to pay"
- Context: Suggesting that the portal should integrate all relevant information upfront - including financial consequences. Wants court fees clearly stated.
- Suggests better organization of bankruptcy information

Tags: SURPRISED

- Quote: "I'm surprised to see that this just happened online to feed and that's it"
- Context: Expected complex legal process but found simple online form. Surprise is ambiguous - both pleasantly surprised but also sceptical.

Portal Features & Technical Issues

Tags: PDF-ACCESS, FORM-USE

- Accessing legal PDFs but finding them burdensome
- Found European Payment Order form

Tags: ASSUMES-ALL, UNCLEAR-AUDIENCE

- Quote: "I found some answers for more, actually" (citizens and businesses)
- Quote: "the question is, to whom this is addressed?"

Tags: BROKEN-LINK, LAYOUT-ISSUE

- Filter system malfunction with Italy not appearing
- Court fees information separated from main procedures

P2 Interview Analysis

Participant Profile: P2 - Citizen, First Time

Background

- **[CITIZEN]** - Individual user (though has professional background)
- **[FIRST_TIME]** - New to portal (only looked briefly before test)

Discovery: Initial Portal Understanding

Tags: SCOPE-BROAD

- Quote: "whenever they have, they need any legal claims and laws for any case they need, it's probably the place to start"

Tags: AUDIENCE-CORRECT

- Quote: "it can be for every European citizen... also all the people abroad... legal partners, people working in justice... companies who need information"
- Correctly identifies multiple target users

Task Performance

Task 1: Child Support Cross-Border Enforcement

Tags: PARTIAL, EXTENDED, DIRECT, EXPECT-ELSEWHERE, MISSING-INFO

- Took 7 minutes
- Followed logical path through Family Matters
- Quote: "It's just information of obligation, but it's not said what you need to do to have it done"
- Found relevant information but not actionable steps
- Quote: "I would expect some, you know, what documents I need to have, what forms I need to have"

Task 2: EU Citizen Rights

Tags: PARTIAL, ALTERNATE, EXTENDED, EXTERNAL-LINK

- 9 minutes
- Found general information but not specific guidance
- Left the portal to European Commission site

Task 3: Small Claims (1500 euros) - Mobile

Tags: PARTIAL, EXTENDED, DIRECT, SEARCH-BAR, SEARCH-SUCCESS

- 10+ minutes
- **[SEARCH-TERMS: "monetary clause"]**
- Used search effectively
- Found small claims page but no forms/next steps

Navigation Patterns

Tags: NAV-MENU

- Quote: "I generally use the FASTAs as we use the filter, but here let's see what we have in family matters"

Content Comprehension

Tags: TOO-VAGUE

- Quote: "It's just information of obligation, but it's not sad what you need to do"

Tags: MISSING-INFO

- Quote: "I would expect to reject it" (expecting forms/documents)

Tags: IA-LOGICAL

- Generally found structure logical for navigation

Behavioural Patterns

Tags: HESITANT

- Quote: "You need to make an effort of the ability-based. Yes. And still you are not sure"

Tags: SCAN

- Quote: "you're also going to scan quickly the tags, something could be related"

Tags: CRITICIZE

- Quote: "This one, it looks not very friendly user"

Tags: SUGGEST

- Quote: "it also should you to guide you step by step and propose some concrete documents, steps, solutions"

Portal Features & Technical Issues

Tags: UNCLEAR-AUDIENCE

- Quote: "what is the purpose of this? Is it to create a tool which is really helpful or just information detected?"

Tags: VISUAL-CONFUSE

- Quote: "This is not clear why this is referring to the language. In the first place I thought it's about to change the language"
- Country flags confusing

Tags: LAYOUT-ISSUE

- Quote: "it's not very clear here, you know, this case with the countries"

P3 Interview Analysis

Participant Profile: P3 - Citizen, First Time

Background

- **[CITIZEN]** - Worked in budgetary control/audit, previously European Parliament (8-9 years ago)
- **[FIRST_TIME]** - Only looked at portal for this test, possible prior use years ago

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "find information on how to deal with legal issues throughout the EU member states"
- Quote: "main selling point of this is that you can compare different countries"
- Good understanding of cross-border focus

Tags: UNCLEAR-AUDIENCE

- Quote: "this is more of a tool... to help you bridge the cross-border differences between legal systems"
- Sees portal as tool-focused rather than educational

Task Performance

Task 1: Child Support from Ex-Partner

Tags: FAIL, NORMAL, ASSIST, BACKTRACK, CANT-FIND, MISS-LABEL

- ~7 minutes (08:55 to 15:29)
- Path: Topics → Family Matters → Parental Responsibility → Italy flag → Courts link

- Needed help finding Family Maintenance
- Quote: "I don't have any contact information of which authority to contact"
- Missing contact information

Task 2: Payment from Greek Client (2000 euros)

Tags: PARTIAL, EXTENDED, BACKTRACK, CANT-FIND

- ~9 minutes (20:05 to 29:14)
- Path: Money → Small Claims → Italy → Lost → Breadcrumbs → Search tool
- Got lost in navigation, had to retrace
- Quote: "it's quite complicated... from the first one... to reach to Finding Competent Courts"

Task 3: EU Citizen Rights

Tags: PARTIAL, ASSIST

- 5 minutes
- Path: Topics → Your Rights → Show More → Victims of Crime → Fundamental Rights
- Found rights but did not understand fundamental rights fully
- Needed prompt for fundamental rights

Navigation Patterns

Tags: NAV-MENU, BREADCRUMB

- Primary navigation through topics
- Quote: "breadcrumbs are now somewhere else... it's hard to reach to this page"
- Used breadcrumbs when lost

Tags: CANT-FIND

- Quote: "there is no link... I would have to go to Google"

Tags: MISS-LABEL

- Quote: "I don't think the title is very clear" (about "Family maintenance")
- Suggests: "I would put more child support"

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "in Croatian it's very, the language is very legal... too complicated"

Tags: TOO-MUCH-TEXT

- Quote: "too much information at once"
- Quote: "typical commission... huge trove of text"

Tags: TRANSLATION

- Quote: "literal translation or machine translation... not very clear"
- Quote: "horrible translation"
- Croatian: "Obiteljski pravni poslovi" - literal but unhelpful

Behavioural Patterns

Tags: SCAN, FRUSTRATED

- Extensive scanning behaviour
- Quote: "it wasn't straightforward. I had to go around"

Tags: CRITICIZE

- Quote: "a lot of blah, blah, blah"

Tags: SUGGEST

- Quote: "use ChatGPT to provide a very brief summary"
- Quote: "integrate an AI assistant... you can just type your question"
- Strong AI integration advocate

Portal Features & Technical Issues

Tags: EXTERNAL-LINK

- Quote: "I will have to go to Google and search"

Tags: LAYOUT-ISSUE

- Quote: "it will be better that this is shown at the beginning, instead of being hidden"
- Information hidden behind "Show More"

Tags: VISUAL-MISSING

- Quote: "summary of pages, the beginning... this is the page which will do"
- Wants summaries upfront

P4 Interview Analysis

Participant Profile: P4 - Citizen, Experienced

Background

- **[CITIZEN]** - Former journalist in competition law, now editor
- **[EXPERIENCED]** - Used similar portals before (EUR-Lex) for case law research

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "I see you can do a lot of different things, far more than I would have anticipated"
- Recognizes gap: "these resources are sort of sorely lacking at the EU level"

Tags: AUDIENCE-CORRECT

- Quote: "you have lots of people... who haven't really left their bubbles... are not going to be aware of their legal rights"
- Understands multiple audiences but sees accessibility issues

Task Performance

Task 1: Child Support from Ex-Partner (France)

Tags: FAIL, EXTENDED, BACKTRACK, ASSIST, SEARCH-FIRST, MISS-LABEL

- 12+ minutes (11:12 to 23:31)
- **[SEARCH-TERMS: "child support"]**
- Path: Family → Divorce → Search "child support" → Family Maintenance (with help)
- Found the page only with help, did not go further
- Quote: "I would not have presumed family maintenance... I presume more about things like... family reunification"

Task 2: Payment from Croatian Client (1500 euros)

Tags: FAIL, EXTENDED, BACKTRACK, CANT-FIND

- 14+ minutes (24:13 to 38:31)
- Had to use search tool after initial attempts
- Path: Money → Small Claims → Croatia → Search tool → Found courts

- Quote: "I cannot find the competent authority from this exactly"
- Has difficulties with search bar, then lack of info on small claims page of Belgium after assist

Task 3: EU Citizen Rights

Tags: COMPLETE, QUICK, DIRECT

- ~5 minutes (39:31 to 44:30)
- Path: Your Rights → Fundamental Rights → Citizens Rights
- Found rights information independently

Navigation Patterns

Tags: SEARCH-FIRST

- Quote: "when I used exact wording, I found that it was the top result"
- Used search effectively with "exact wording" filter

Tags: NAV-MENU

- Also used block navigation

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "I would say so, I think so, yeah" (about understanding legal jargon)
- Comfortable with legal terminology

Tags: TOO-MUCH-TEXT

- Quote about regulations: "the reality is no one's going to consult the regulation first"

Tags: IA-CONFUSE

- Quote: "It says related links, and then there's this long list of links, and then it says related links again"
- Related links duplication

Behavioural Patterns

Tags: CONFIDENT, SCAN

- Generally confident despite challenges
- Extensive scanning noted

Tags: CRITICIZE

- Quote: "the competent authorities one is literally the last one"
- Critical of UI organization

Tags: SUGGEST

- Quote: "I would put like these online forms... first, and then documentation"
- Move practical links before documentation
- Wikipedia-style organization model

Tags: PRAISE

- Quote: "this is incredibly useful... in a language I speak"
- Very positive about multilingual access

Portal Features & Technical Issues

Tags: EXTERNAL-LINK

- Familiar with EUR-Lex connection
- Recognized integration with other EU databases

Tags: BROKEN-LINK

- European Judicial Atlas didn't click
- Court fees link broken

Tags: LAYOUT-ISSUE

- Regulations listed before practical information
- Missing Belgian information noted

Tags: VISUAL-HELP

- Appreciates clear structure when present

P5 Interview Analysis

Participant Profile: P5 - Citizen, First Time

Background

- **[CITIZEN]** - Works at Federation (economics background, no legal training)
- **[FIRST_TIME]** - Never used portal before, discovered it exists through this test

Discovery: Initial Portal Understanding

Tags: SCOPE-NARROW

- Quote: "looked more to professionals than to general public, except for some specific things"
- Quote: "looked a little bit too professional... website for professional-in-law, more than to the public"

Tags: AUDIENCE-WRONG

- Quote: "I presume that it's for professionals" (about registration)
- Quote: "as a particular, why would I create an account"
- Believes portal is mainly for legal professionals

Task Performance

Task 1: Child Support from Ex-Partner Abroad

Tags: FAIL, NORMAL, BACKTRACK, ASSIST, WRONG-SECTION

- ~5+ minutes
- Path: Money → Securing Assets → Regulation PDF → (Help) → Family → Family Maintenance
- Found wrong section initially
- Needed guidance to Family Maintenance

Task 2: Payment from Croatian Client (1500 euros)

Tags: FAIL, QUICK, WRONG-SECTION

- ~3 minutes (21:18 to 24:07)
- Path: Money → Securing Assets → European Account Preservation Order
- Felt he was in correct place but failed to find information and was in incorrect area

Task 3: EU Citizen Rights

Tags: PARTIAL, NORMAL, ALTERNATE

- ~4 minutes
- Path: Your Rights → Fundamental Rights → EU Agency for Fundamental Rights
- Found alternative path to some information but not all
- Went to EU Agency instead of direct rights listing

Navigation Patterns

Tags: NAV-MENU

- Primary navigation through topic blocks

Tags: WRONG-SECTION

- Quote: "instinctively I was not attracted to [family matters]. I was more attracted to the money"

Tags: MISS-LABEL

- Quote: "Family maintenance, for me, this word is not very well"

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "in economics you also study some law... my family, my parents, two of my brothers, they all studied law"
- Some legal background helps

Tags: TOO-MUCH-TEXT

- Quote: "it's too much, yes... hundreds of pages"
- Quote: "I would register this and when I have the time I would read"
- Overwhelmed by regulations

Tags: TRANSLATION

- Quote: "That's more clear in Spanish"
- Spanish clearer than English for some terms
- Family maintenance much clearer as "pensiones alimenticias" in Spanish

Behavioural Patterns

Tags: CONFIDENT, SCAN

- Generally confident navigation despite being new
- Extensive scanning of blocks and options

Tags: CRITICIZE

- Quote: "why is not all the choices here... classified by the alphabetical order?"
- Quote: "Family Matters is like a Netflix series"

Tags: SUGGEST

- Alphabetical ordering of topics
- User type selection: "are you a particular or are you a professional?"
- Different highlighting based on user type

Tags: PRAISE

- Quote: "I didn't know a website like this existed and I think it's quite useful"

Portal Features & Technical Issues

Tags: ASSUMES-LEGAL

- Sees portal as professional-focused
- Registration feature reinforces this perception

Tags: EXTERNAL-LINK

- Noticed links to regulations and external sites

Tags: LAYOUT-ISSUE

- Non-alphabetical ordering confusing
- Mix of citizen and professional topics unclear

Tags: VISUAL-MISSING

- Wants clearer user segmentation
- Suggests highlighting relevant sections based on user type

P6 Interview Analysis

Participant Profile: P6 - Citizen, First Time

Background

- **[CITIZEN]** - Works in renewable energy lobbying, has EU studies background but no legal training
- **[FIRST_TIME]** - Only explored briefly before test

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "it's mainly international, at least at the European scale, legal issues"

- Quote: "from what I understood, especially on the family law and succession law, it's border crossing"

Tags: AUDIENCE-CORRECT

- Quote: "it's not only for citizens, I guess it's also for businesses and maybe more medium and small businesses"

Task Performance

Task 1: Child Support from Ex-Partner (France)

Tags: FAIL, NORMAL, ASSIST

- ~4 minutes (11:34 to 15:46)
- Path: Family → Parental Responsibility
- Went to parental responsibility, felt he was on the right part, only found the correct info after assist
- Quote: "in French is much clearer"
- Needed prompt about French terminology

Task 2: Payment from Croatian Client (1500 euros)

Tags: FAIL, EXTENDED, BACKTRACK, ASSIST

- 21+ minutes (19:37 to 40:42)
- Path: Money → European Payment Order → Court Fees → Greece flag → Small Claims
- Went to the wrong information, explained a rationale only after knowing the correct response, would not have succeeded alone
- Needed guidance from Naomi

Task 3: EU Citizen Rights

Tags: COMPLETE, NORMAL, DIRECT

- 4 minutes
- Path: Your Rights → Fundamental Rights → Charter tutorial
- Found information independently

Navigation Patterns

Tags: NAV-MENU

- Primary navigation method through blocks

Tags: WRONG-SECTION

- Clicked Greece flag instead of Croatia

Tags: MISS-LABEL

- "Family maintenance" clearer in French than English

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "I don't have any background in that field"
- Had to switch to simpler sections

Tags: TOO-MUCH-TEXT

- Quote: "I prefer the smaller paragraphs with titles but with important and practical info"

Tags: TRANSLATION

- French clearer for some terms
- Noted that family maintenance terminology clearer in French

Behavioural Patterns

Tags: SCAN

- Extensive scanning behavior noted throughout

Tags: SUGGEST

- Wants bold highlighting: "use of bold... to highlight, for example, the 5000 thresholds"
- Prefers structured headings: "step by step"
- Quote: "having it bold... if I'm looking in the website and I see bold... they understand what I want"

Tags: PRAISE

- Quote: "it's still very official, so I know it's true"

Portal Features

Tags: EXTERNAL-LINK

- Noticed and used external links

Tags: UNCLEAR-AUDIENCE

- Quote: "first impression is that it's for at least people who know about the EU, their rights"

Visual & Technical Issues

Tags: LAYOUT-ISSUE

- Quote: "the box is kind of overlaps in a way"
- Court fees separated from main procedure

Tags: VISUAL-MISSING

- Wants visual highlighting
- Requests bold text for key information like thresholds

P7 Interview Analysis

Participant Profile: P7 - Citizen, First Time

Background

- **[CITIZEN]** - Works in internal communications and freelance copywriting (no legal background)
- **[FIRST_TIME]** - Never used portal before this test

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "it looks quite complete... you probably will have to go into one of these block themes"

Tags: AUDIENCE-CORRECT

- Quote: "maybe it's also not only for citizens, maybe it's also for legal professionals"
- Initially thought citizens, then recognized broader audience

Task Performance

Task 1: Child Support from Ex-Partner Abroad (France)

Tags: FAIL, EXTENDED, BACKTRACK, ASSIST

- 12+ minutes (08:14 to 20:24)
- Path: Family → Parental Responsibility → Search (failed twice) → Money → Family → Family Maintenance → France flag
- Notable: Switched to Dutch for clarity, needed guidance to section 10

Task 2: Payment from Croatian Client (1000 euros)

Tags: PARTIAL, EXTENDED, DIRECT, ASSIST

- 9+ minutes (26:29 to 35:41)
- Path: Money → Small Claims → Greece flag (confusion about jurisdiction)
- Struggled with understanding legal text

Navigation Patterns

Tags: SEARCH-FALLBACK

- [SEARCH-TERMS: "ex partner moved abroad not paying child support"]
- [SEARCH-REFINE: "partner not willing to pay child support"]
- [SEARCH-FAIL] - Neither search successful
- Used search after navigation failed

Tags: NAV-MENU

- Started with theme blocks navigation

Tags: WRONG-SECTION

- Quote: "I don't know, because if I take, yeah, true, true, very true, that is the country of the client"
- Clicked Greece instead of Croatia initially

Tags: MISS-LABEL

- Quote: "For me, that's not completely clear... in Dutch it's called alimentatie... that's straight away clear"

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "this is already quite legal language, I would switch to my own language"
- Quote: "So a normal citizen, like in my case, I would struggle with this word"

Tags: TRANSLATION

- Switched to Dutch when encountering complex legal terms
- Quote: "most likely in my language will have to read twice"

Tags: TOO-MUCH-TEXT

- Quote: "the text is already long enough"

Behavioural Patterns

Tags: SCAN

- "scanning the results"
- "scanning the text"

Tags: SUGGEST

- Quote: "just click on it and then a little pop up"
- Quote: "what might be worthwhile for a website like this... there's a link and you click on it, there's a slight explanation"
- Glossary/popup explanations

Tags: PRAISE

- Quote: "I like the structure, I like the look, it's very professional"
- Quote: "it gives credibility, gives me faith that when I find information, it's correct"

Portal Features

Tags: ASSUMES-CITIZEN

- Initially saw portal as citizen-focused
- Later recognized broader audience including legal professionals

Visual & Technical Issues

Tags: VISUAL-HELP

- Quote: "There are some visuals, not that many, but it shouldn't be too [many], because it's a serious website"

Tags: LAYOUT-ISSUE

- Left navigation incomplete - drop down that usually appears is empty
- "looking for navigation bar on left but its not complete"

P8 Interview Analysis

Participant Profile: P8 - Citizen, First Time

Background

- **[CITIZEN]** - Works in "Karsha and Company" (non-legal role)
- **[FIRST_TIME]** - Never seen website before, only looked this morning to prepare

Discovery: Initial Portal Understanding

Tags: **SCOPE-NARROW**

- Quote: "Maybe if I'm problem in the other country... problem with criminality in France"
- Quote: "I'm not a refugee, I'm not a problem of justice, you know, not very interesting for me"

Tags: **AUDIENCE-WRONG**

- Associates with refugees and criminal problems primarily

Task Performance

Task 1: **Child Support from Ex-Partner (France/Belgium)**

Tags: **COMPLETE, NORMAL, BACKTRACK, SEARCH-FIRST**

- ~4 minutes (06:05 to 10:35)
- Path: Family → Moving/Installing → Belgium flag → Back → Divorce → Family Maintenance
- Also tried search bar with "family maintenance"

Task 2: **Getting Payment from Greek Employer (1000 euros)**

Tags: **FAIL, NORMAL, DIRECT**

- ~4 minutes (15:40 to 19:36)
- **[SEARCH-TERMS: "problem employer en Greece"]**
- Used search immediately
- Clicked Greek flag (confused about jurisdiction)
- Found some information but would contact lawyer

Task 3: **EU Citizen Rights**

Tags: **COMPLETE, QUICK, BACKTRACK**

- ~2 minutes (22:52 to 26:07)
- **[SEARCH-TERMS: "droit des citoyens eu"]**
- Path: Search "droit des citoyens eu" → Your Rights → Info for Citizens → Fundamental Rights
- Tried multiple paths

Navigation Patterns

Tags: SEARCH-FIRST

- [SEARCH-TERMS: "family maintenance"], ["problem employer en Greece"], ["droit des citoyens eu"]
- Frequently used search bar

Tags: NAV-MENU

- Also used main navigation blocks

Tags: WRONG-SECTION

- Quote: "I suppose I work in Greek, you know, it's normal to click on Greek"
- Clicked Greek flag instead of Croatian for employer issue

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "a lot of information, the sentences are very long, much longer for me"

Tags: TOO-MUCH-TEXT

- Quote: "too much text, too much sentences, too long. It's not very fun to read this"

Tags: TRANSLATION

- Generally finds French translation acceptable

Behavioural Patterns

Tags: FRUSTRATED

- Quote: "It's very administrative... Not very fun to search something on this website"
- Quote: "It's a little bit boring to find information on this type of website for me"

Tags: SCAN

- Scanning behavior noted multiple times

Tags: CRITICIZE

- Quote about "e-justice" name: "it's not normal for me to put e-justice... just justice.eu. It's enough"

Tags: SUGGEST

- Quote: "Maybe more icon... too much text"
- Wants AI integration: "If I have this type of problem, no, I use ChatGPT"

Portal Features

Tags: EXTERNAL-LINK

- Quote: "Yes, it's not the same website here. I see it's the official website"

Tags: ASSUMES-CITIZEN

- Sees portal as for citizens with problems (after test)
- Would prefer to contact lawyer directly

Visual & Technical Issues

Tags: VISUAL-MISSING

- Quote: "Maybe more icon, you know, than this"

Tags: LAYOUT-ISSUE

- Text-heavy design problematic
- Too many long sentences

P9 Interview Analysis

Participant Profile: P9 - Citizen, First Time

Background

- **[CITIZEN]** - Works at race bus (medical equipment rental), studying social economy master's
- **[FIRST_TIME]** - Never used portal before this test
- Quote: "I didn't know that it's there... I do my master in economy social... and I need to know about European justice"

Discovery: Initial Portal Understanding

- Quote: "I can go, if I knew before... I'm France and I don't know anything about... rent a house, an apartment, it can be useful"
- Quote: "I want to go to Croatia, I can see that there is something in Croatia and I can easily translate"

Task Performance

Task 1: Child Support from Ex-Partner

Tags: FAIL, NORMAL, ABANDON, ASSIST

- ~4 minutes (06:29 to 10:29)
- Path: Search "divorce" → Filters (Poland, dates) → Mediation → Contact form
- **[SEARCH-TERMS: "divorce"]**
- Quote: "I'm going to contact someone to have an information"
- Defaulted to contact form

Task 2: Payment from Croatian Client (1000 euros)

Tags: FAIL, EXTENDED, BACKTRACK, SEARCH-FAIL

- 12+ minutes (13:30 to 25:22)
- **[SEARCH-TERMS: "droit du commerce facture non payer"]**
- Path: Find Professional → Mediators → Greece/Croatia → Broken link → Your Rights → Legislation → Search "droit du commerce"
- Notable: Broken mediator directory link

Task 3: EU Citizen Rights

Tags: FAIL, EXTENDED, ASSIST

- 9+ minutes (25:22 to 34:12)
- **[SEARCH-TERMS: "European rights"], ["constitution"], ["code civil"]**
- Path: Search "European rights" → Constitution → Code Civil → (Help) → Your Rights → Fundamental Rights
- Needed guidance to correct location

Navigation Patterns

Tags: SEARCH-FIRST

- Heavy reliance on search
- **[SEARCH-FAIL]** - Multiple searches yielded no/poor results

Tags: BROKEN-LINK

- Mediator directory: "links doesn't work!"

Tags: CANT-FIND

- Quote: "I don't want to look after 100 pages"

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "for someone don't use any word from justices. It's not easy to find the right way"

Tags: TOO-MUCH-TEXT

- Quote: "I don't want to read several articles about one thing"

Tags: TRANSLATION

- Switches between French and English as needed

Behavioural Patterns

Tags: PRAGMATIC, GIVE_UP

- Quick to abandon and seek alternatives
- Prefers contacting support or hiring lawyer

Tags: CRITICIZE

- Alphabetical ordering: "It's not in the right alphabetic order... for me, it's very important"

Tags: SUGGEST

- Visual icons: "just like in Stadell... just a family... it's very catchy"
- Tooltips: "infobule... I put my fingers there, and I have just a small information"
- Subject field in contact form

Visual & Technical Issues

Tags: VISUAL-MISSING

- Wants visual aids
- Icons for categories
- Tooltips for context

Tags: LAYOUT-ISSUE

- Missing "go to top" button for long pages
- Alphabetical ordering issues

P10 Interview Analysis

Participant Profile: P10 - Legal Professional, First Time

Background

- **[LEGAL_PROF]** - Lawyer with PhD in criminal law
- **[FIRST_TIME]** - Never used portal before this test

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "It gives a lot, I think a good summary of practical information for professional practitioners"

Tags: AUDIENCE-CORRECT

- Quote: "this is for some aspects is more for professional practitioners, rather than [citizens]"
- Correctly identifies target audiences but says its more for professionals

Task Performance

Task 1: European Enforcement Order Information

Tags: PARTIAL, QUICK, ASSIST

- Under 5 minutes (7:17 to 11:25)
- Path: Money → European Payment Order → Court Fees → Small Claims
- Felt he found relevant information quickly but failed to answer the task

Task 2: Family Maintenance Case Law in Portugal

Tags: PARTIAL, EXTENDED, ALTERNATE

- 10+ minutes (12:22 to 22:21)
- Path: Legislation/Case Law → National → Portugal (external site) → Then prompted to European Case Law Identifier
- Eventually found with help

Task 3: EU Judicial Training Platform Objectives

Tags: COMPLETE, NORMAL, ALTERNATE

- 4 minutes (25:23 to 29:21)
- Path: Training → Training Providers → CEPOL → Redirected to Commission site
- Found through alternative path
- Found information but on Commission website, not portal

Navigation Patterns

Tags: NAV-MENU

- Primary navigation method, comfortable with structure

Tags: MISS-LABEL

- Quote: "I suppose that the European case law was only European, so no, not national"

Tags: EXTERNAL-LINK

- Frequently redirected to external sites
- Noticed smooth transitions to Commission sites

Content Comprehension**Tags: JARGON-CLEAR**

- Quote: "I hope so, otherwise it means that I wasted a lot of many years of my life"
- Fully understands legal terminology

Tags: TOO-VAGUE

- Quote: "there is only the time limits when the trial has started, not before"

Tags: MISSING-INFO

- Time limits before proceedings start
- Expected information not available

Behavioural Patterns**Tags: CONFIDENT**

- Quote: "it was quite easy to identify in which one of the... big section I need to start the search"

Tags: SCAN

- Efficient scanning of content

Tags: SUGGEST

- Clarify European vs National case law labels
- Add explanations of Latin terms for non-lawyers
- Add "cross-border cases" to Family Matters title

Tags: PRAISE

- Quote: "the sections are clearly identified and divided"

Portal Features

Tags: EXTERNAL-LINK

- Quote: "there is nothing strange if I'm redirected to the European Commission"
- Comfortable with external redirects

Tags: ASSUMES-LEGAL

- Quote: "More, of course, for a legal professional"

Visual & Technical Issues

Tags: IA-LOGICAL

- Quote: "the format, it is quite clear"

Tags: LAYOUT-ISSUE

- "European Case Law Identifier" includes national cases
- "National Case Law" is just links to databases
- Naming conventions confusing

P11 Interview Analysis

Participant Profile: P11 - Business, First Time

Background

- **[BUSINESS]** - Business professional with experience in EU Commission matters (recycling federation)
- **[FIRST TIME USER]** - Has looked at portal before test, familiar with EU systems

Discovery: Initial Portal Understanding

Tags: SCOPE-NARROW

- Quote: "I thought you could actually do your own lawyery"
- Initially thought portal provided actual legal services, not just information

Tags: AUDIENCE-WRONG

- Quote: "It's confusing. You don't really know who it's for or what its purpose is"

Task Performance

Task 1: Getting Payment from Croatian Client (1000 euros)

Tags: COMPLETE, EXTENDED, BACKTRACK, HESITANT

- 8+ (no fathom or screenshare)
- Started in wrong section (business registers) then found money claims
- Quote: "for 1000 euros, I'd try and get it back another way"
- Found small claims procedure

Task 2: Finding EU Citizen Rights

Tags: PARTIAL, NORMAL, DIRECT

- 5 Mins plus (no fathom or screenshare)
- Path: "Your Rights" → "Fundamental Rights"
- Found fundamental rights charter but not how to proceed

Navigation Patterns

Tags: NAV-MENU

- Used main navigation categories effectively

Tags: WRONG-SECTION

- Quote: "I saw business"
- Initially chose business registers for payment claim

Tags: CANT-FIND

- Quote: "It's really not easy. It's not really straightforward"
- Struggled to relocate previously viewed content

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "I'm a business guy. I'm not a legal guy"
- Understands legal terminology but sceptical of DIY legal work

Tags: TOO-MUCH-TEXT

- Quote: "I'm not super comfortable with this... this looks like a lengthy, lengthy process"
- Overwhelmed by form length

Tags: IA-LOGICAL

- Quote: "this website is pretty clear actually"
- Eventually understood navigation structure

Behavioural Patterns

Tags: HESITANT

- Quote: "I wouldn't feel comfortable seeking it myself"

Tags: CRITICIZE

- Quote: "anytime there's legal in a sentence, you know, it's gonna take forever"

Tags: SUGGEST

- Quote: "why don't they actually hire people in a call center"
- Wants "phone number for someone who has a bit of difficulties"

Portal Features

Tags: PDF-ACCESS

- Downloaded and reviewed forms and guides

Tags: FORM-USE

- Examined small claims form but found it daunting

Tags: UNCLEAR-AUDIENCE

- Questions who would actually use this
- Suggests more relevant for serious family issues than business claims

Visual & Technical Issues

Tags: LAYOUT-ISSUE

- Quote: "IMX a bit confusing as well. The arrows at the top"
- Navigation arrows confusing

Tags: VISUAL-MISSING

- Wants human element/contact visible
- Strong emphasis on needing analog/human options alongside digital

P12 Interview Analysis

Participant Profile: P12 - Citizen, First Time

Background

- **[CITIZEN]** - Individual user (Political science background with legal notions)
- **[FIRST TIME USER]** - Has used other EU portals before, looked at e-justice for an hour before test

Discovery: Initial Portal Understanding

Tags: **SCOPE-CORRECT**

- Quote: "everything is well grouped... you can find a lot of information and the links to the official sites"

Tags: **AUDIENCE-WRONG**

- Quote: "the basic citizen maybe is a bit more because it's quite concentrated... it's dense"
- Thinks it's too complex for basic citizens

Task Performance

Task 1: **Child Support from Ex-Partner (France/Belgium)**

Tags: **COMPLETE, EXTENDED, BACKTRACK, SEARCH-FIRST**

- 10+ minutes (00:00 to 10:31)
- **[SEARCH-TERMS: "pension alimentaire france"]**
- **[SEARCH-REFINE: "recupere pensions alimentaire en france depuis"]**
- **[SEARCH-REFINE: "pension alimentaire belgique"]**
- **[SEARCH-FAIL]** - Initial searches gave no/wrong results
- Found the specific service information (SECAL)
- She knew the term SECAL and was scanning only for this term, so took much longer than needed

Task 2: **Getting Payment from Croatian Supplier (1000 euros)**

Tags: **FAIL, NORMAL, ASSIST, NAV-HOME**

- 5 minutes (16:00 to 20:58)
- Found European Payment Order but left site
- Needed prompt to check homepage

Navigation Patterns

Tags: SEARCH-FIRST

- Primary strategy was search bar

Tags: NAV-HOME

- Quote about homepage: "I didn't think naturally to the homepage because I was lost in the research place"
- Used homepage after prompting

Tags: CANT-FIND

- Knew what to look for but couldn't locate it easily

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "for me it's quite clear"
- Quote: "I'm used to the vocabulary and procedures"

Tags: TOO-MUCH-TEXT

- Quote: "it's a little bit dense"
- Quote: "there's a lot, a lot to read"

Tags: MISSING-INFO

- Quote: "there is no AI, because otherwise I could find something"

Behavioural Patterns

Tags: CONFIDENT

- Quote: "when you know what you are looking for then it is okay"

Tags: PRAISE

- Quote: "it's very rich"
- Quote: "that's very complete, I think"

Tags: SUGGEST

- Videos/tutorials for navigation
- Better signposting to homepage
- Quote: "maybe for smaller videos to know, to show where to go"

Portal Features

Tags: PDF-ACCESS

- Would use forms and documents

Tags: UNCLEAR-AUDIENCE

- Believes professionals and educated citizens can manage, but not general public

Visual & Technical Issues

Tags: LAYOUT-ISSUE

- Quote: "maybe something less, a little bit light"
- Dense presentation problematic

Tags: VISUAL-MISSING

- Quote: "with a lot of websites you have explaining videos, know, tutorials"

P13 Interview Analysis

Participant Profile: P13 - Business, Experienced

Background

- [CITIZEN] - Works in HR/legal for non-profit, handles recruiting and legal matters
- [FIRST_TIME] - Only looked at portal yesterday in preparation for test

Discovery: Initial Portal Understanding

Tags: SCOPE-NARROW

- Quote: "I think if you are a professional, it's more for you"

Tags: AUDIENCE-WRONG

- Quote: "what could drive a citizen... I would not have gone there again, because I was unaware"
- Believes portal is primarily for professionals, not citizens

Task Performance

Task 1: Child Support from Ex-Partner Abroad

Tags: FAIL, EXTENDED, BACKTRACK, ASSIST

- 10+ minutes (00:00 to 10:59)
- Multiple attempts through different forms
- Quote: "I think this is not to claim anything, it's just to record where you are"
- Only found information based on assist from interviewer

Task 2: EU Citizen Rights

Tags: COMPLETE, NORMAL, DIRECT

- 4 minutes (15:20 to 19:13)
- Path: "Your Rights" → "Fundamental Rights"
- Found rights information and complaint process

Task 3: Freelancer Payment from Croatia (1000 euros)

Tags: FAIL, EXTENDED, WRONG-SECTION, ASSIST

- 12+ minutes (20:10 to 32:15)
- Looked in insolvency registers first
- Needed multiple prompts to find small claims

Navigation Patterns

Tags: NAV-MENU

- Primary navigation method

Tags: CANT-FIND

- Quote: "I don't see how... they will find a person"

Tags: WRONG-SECTION

- Insolvency registers for payment claims

Tags: EXPECT-ELSEWHERE

- Quote: "Maybe they should start from there. What are the questions?"

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "When you speak legal, you have to use the jargon of legal terms"

Tags: TRANSLATION

- Quote: "it's only available in French and in Croatian. Of course, why not?"

- News articles in english but titles on page in croatian
- Multiple instances of content not translated

Tags: TOO-MUCH-TEXT

- Quote: "19 paragraphs. And you have to look at all of these"

Tags: IA-CONFUSE

- Quote: "if I don't know where I am, I would not click"
- Context: she is in hypothetical situation where she's Belgian, her ex-partner has moved somewhere in Europe (country unknown), and she needs to enforce child support payments. When looking at row of country flags on Family Maintenance page, she states this quote.

Behavioural Patterns

Tags: FRUSTRATED

- Quote: "my conclusion is not useful"

Tags: SUGGEST

- Wizard/decision tree approach
- Quote: "are you a citizen, legal professional? Yes, no... This narrows a little bit"

Tags: CRITICIZE

- Quote: "It's very long, have to go down, down, down, down, to find"

Portal Features

Tags: PDF-ACCESS

- Accessed multiple PDF forms

Tags: EXTERNAL-LINK

- Clicked various external links

Tags: ASSUMES-LEGAL

- Quote: "if you are a professional, it's more for you"

Visual & Technical Issues

Tags: LAYOUT-ISSUE

- Did not use left navigation menu effectively
- Information buried deep in pages

Tags: VISUAL-MISSING

- Suggests wizard/decision tree format

P14 Interview Analysis

Participant Profile: P14 - Citizen, First Time

Background

- **[CITIZEN]** - Individual user (IT recruiter with some HR/legal background)
- **[FIRST_TIME]** - New to portal (discovered through this test)

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "to give access to all the EU citizens, to all the services they can have on the justice level"

Tags: AUDIENCE-CORRECT

- Quote: "It seems to be for everybody, for all those different actors, let's say, or agents"

Task Performance

Task 1: Child Support from Ex-Partner Abroad

Tags: PARTIAL, EXTENDED, BACKTRACK, ALTERNATE

- 12+ minutes (00:00 to 11:57)
- Found relevant area but not specific actionable information
- Never clicked the correct final link

Task 2: Freelancer Getting Payment from Croatia (1000 euros)

Tags: PARTIAL, EXTENDED, ALTERNATE

- 18+ minutes (14:59 to 32:32)
- Explored multiple paths: Money Claims → European Payment Order
- Correctly identified relevant sections but chose Belgian flag instead of Croatian

Navigation Patterns

Tags: NAV-MENU

- Primary navigation method initially

Tags: SEARCH-FALLBACK

- **[SEARCH-TERMS: "child support"]**
- **[SEARCH-REFINE: "pensions alimentaires"]** (French)
- **[SEARCH-SUCCESS]** - Eventually found through search + filtering
- Used search after navigation failed

Tags: MISS-LABEL

- Quote: "I didn't know what pension meant, familial maintenance, family plan meant"
- Quote: "I didn't know the term in English, to be honest"

Tags: WRONG-SECTION

- Started with Parental Responsibility instead of Family Maintenance

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "I'm not so familiar with all the legal terms"
- Confusion about "defender" vs plaintiff

Tags: TRANSLATION

- Quote: "the French term made more sense than the English"
- "Family maintenance" unclear in English, "pensions alimentaires" clear in French

Tags: TOO-MUCH-TEXT

- Quote: "There are still a lot of info"

Tags: IA-CONFUSE

- Quote: "it was not clear that I should have choose the Croatia flag"

Behavioural Patterns

Tags: CONFIDENT

- Quote: "I'm quite satisfied in the case, to be honest"

Tags: SUGGEST

- Chatbot for assistance
- Glossary for legal terms

- Clearer flag selection guidance

Tags: PRAISE

- Quote: "I'm glad it exists... it's important"

Portal Features

Tags: PDF-ACCESS

- Would access forms and documents

Tags: EXTERNAL-LINK

- Noted federal justice service links

Tags: ASSUMES-ALL

- Quote: "for everybody, for all those different actors"

Visual & Technical Issues

Tags: VISUAL-HELP

- Used Ctrl+F search effectively on page

Tags: LAYOUT-ISSUE

- Confusion about which country's flag to select

P15 Interview Analysis

Participant Profile: P15 - Citizen, Experienced

Background

- **[CITIZEN]** - Individual user (though works in sales for EU Observer)
- **[EXPERIENCED]** - Has visited portal before through work context

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "guides you through, especially for citizens, like, to understand your cross-border rights"

Tags: AUDIENCE-CORRECT

- Quote: "citizens and businesses and maybe organizations like the local football club"

- Explicitly states it's "not sure how useful it would be for someone who's a lawyer"

Task Performance

Task 1: Child Support Enforcement (Belgium to cross-border)

Tags: COMPLETE, EXTENDED, BACKTRACK, ASSIST

- 9+ minutes (00:00 to 09:34)
- Multiple attempts: search → homepage → manual navigation
- Needed prompt to switch to German to understand terminology
- Eventually found maintenance forms after language switch

Task 2: EU Citizen Rights & Violations

Tags: FAIL, NORMAL, ALTERNATE

- 5 minutes (13:40 to 18:52)
- Used interactive tool wizard but got confused
- Could not determine his rights clearly

Navigation Patterns

Tags: SEARCH-FIRST

- **[SEARCH-TERMS: "child support form"]**
- **[SEARCH-FAIL]** - Search didn't help, went to manual navigation
- Started with search for Task 1

Tags: NAV-HOME

- Returned to homepage multiple times

Tags: NAV-MENU

- Used main navigation after search failed

Tags: MISS-LABEL

- Quote: "I didn't know it was about maintenance. I would have thought it was like, well, yeah, support rather than maintenance"

Tags: WRONG-SECTION

- Initially looking in wrong areas for child support

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "legalese, right? What is the legal definition under English"
- Confusion between "child support" vs "maintenance" vs "alimony"

Tags: TRANSLATION

- Quote about Belgian site: "it didn't give it to me in Dutch... if the Flemish find that out, they're having a right fit"

Tags: MISSING-INFO

- Pension rights information missing
- Pet travel information missing
- Property/rental disputes missing

Behavioural Patterns

Tags: HESITANT

- Quote: "Is it physical and mental integrity, really, legally?"

Tags: SCAN

- Quick scanning noted by notetaker multiple times

Tags: CRITICIZE

- Multiple complaints about Mac/Apple interface creating new tabs

Tags: SUGGEST

- Quote: "most searched, or something like this, or most popular, or most helpful"
- Suggests learning from Amazon/Google patterns

Tags: PRAISE

- Quote: "It's a good initiative in the first place to have one portal"

Portal Features

Tags: EXTERNAL-LINK

- Following links to Belgian government sites

Tags: FORM-USE

- Found maintenance forms (Annex 6 and 7)

Tags: ASSUMES-CITIZEN

- Quote: "especially for citizens"

Visual & Technical Issues

Tags: VISUAL-CONFUSE

- Initially thought flags were for language selection

P16 Interview Analysis

Note: As mentioned at the beginning of the participant analysis section, due to technical difficulties, this participant's session was not used in the analysis.

P17 Interview Analysis

Participant Profile: P17 - Citizen, First Time

Background

- **[CITIZEN]** - Financial desk officer
- **[FIRST_TIME]** - Never used portal before, quickly checked before session
- Quote: "Have you ever used the injustice portal before? No. Did you check it out before this session? No. I mean, yes, quickly."
- Background: Financial professional, not a lawyer, familiar with legal issues from personal debt collection experience

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "it's to obviously to help citizens to seek justice when they are across the EU countries, so not to suffer any discrimination based on their..."

Tags: AUDIENCE-WRONG

- Quote: "the lower, the less... Educated one, they might lack this initiative and the skills to read through these pages"
- Quote: "I don't know how much a European public and audience is aware of the existence of such a tool"
- Concerns about accessibility for less educated users

Task Performance

Task 1: Child Support from Ex-Partner (France to Another Country)

Tags: PARTIAL, EXTENDED, HESITANT

- Approximately 8-10 minutes
- Path: Family matters → Hesitated between Parental Responsibility and Family Maintenance → Family Maintenance → France flag
- Quote: "I am in France, but which legislation is supposed to enforce my rights? The French or the other one?"
- Quote: "I would hesitate between the two, child custody and contact rights, no, probably maintenance"
- Found information but unclear about jurisdiction

Task 2: Payment from Croatian Client (1000 euros, Greece-based)

Tags: PARTIAL, EXTENDED, ASSIST, BROKEN-LINK

- Approximately 14 minutes
- Path: Taking legal action → Online forms (broken) → Small claims → Greece flag confusion → Related links → Guides
- Quote: "because this link doesn't work, maybe we can try to find at least, in the middle"
- Quote: "I don't know, honestly, I do not know which legislation applies"
- Completed with guidance, link didn't work

Task 3: EU Citizen Rights

Tags: COMPLETE, NORMAL, DIRECT

- Approximately 4-5 minutes
- Path: Your Rights → Fundamental Rights → Charter → Eurolex
- Quote: "I would say that they should all be shown under your rights"
- Language switch to Italian for verification

Navigation Patterns

Tags: NAV-MENU

- Used Family matters, Money claims, Your Rights

Tags: HESITANT

- Quote: "Parental responsibility, no, family maintenance or parental responsibility, I would hesitate between the two"

Tags: EXTERNAL-LINK

- Quote: "No, I didn't spot that we had really changed the website"

Content Comprehension

Tags: TOO-MUCH-TEXT

- Quote: "it's very worthy, but... I would prefer a layout with box, like with blocks, boxes that would help you grind information"
- Quote: "it's very spread, it's a lot of things to go through"

Tags: JARGON-CONFUSED

- Quote: "I don't know what recast means"

Tags: TRANSLATION

- Quote: "let me check the Italian again, just because that's what I would do"
- Found Italian translation clear

Tags: MISSING-INFO

- Quote: "there were typos, which are possibly not acceptable"
- Quote: "I would complement with some tab, with some more visible tab, to start the claim"

Tags: IA-CONFUSE

- Quote: "there's two links for, with guide, and that's too much"
- Quote: "it is confusing, what is what?"

Behavioural Patterns

Tags: SCAN

- Observed scanning through sections

Tags: PRAGMATIC

- Quote: "I found myself in the past in the position of a debt... I have given up due to the legal costs"
- Quote: "below the threshold of five thousand euros, there is... a more low amount claim procedure"

Tags: SUGGEST

- Quote: "an interactive tool could also, like a chalkboard or some kind of AI feature that could immediately bring you to the section"

- Quote: "I would add a tiny button for... an urge to report an urgency"

Tags: CRITICIZE

- Quote: "it could be advertised better"

Tags: PRAISE

- Quote: "I think it's very easy to navigate through"
- Quote: "it's a nice, comprehensive page, I find it very detailed"

Portal Features

Tags: BROKEN-LINK

- Online forms link didn't work during small claims task
- Quote: "because this link doesn't work"

Tags: PDF-ACCESS

- Found 70-page and 30-page guides

Tags: FORM-USE

- Attempted but failed due to broken link

Tags: ASSUMES-LEGAL

- Quote: "the first legal advice should be provided by a or by a legal advisor of that country"

Visual & Technical Issues

Tags: VISUAL-MISSING

- Quote: "I would prefer a layout with box, like with blocks, boxes that would help you grind information"

Tags: LAYOUT-ISSUE

- Quote: "it's very spread, it's a lot of things to go through"

Tags: BROKEN-LINK

- Online forms link non-functional

P18 Interview Analysis

Participant Profile: P18 - Citizen, First Time

Background

- **[CITIZEN]** - Director of an NGO (currently on maternity leave)
- **[FIRST_TIME]** - Never used portal before, but explored it before session
- Quote: "I looked at the English and also the Italian version because I understood that that was relevant, that the nationality, the language"
- Background: Familiar with legal obligations (ASBL director in Belgium), studied international law (not a lawyer)

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "I looked at the sections, I looked at the, and when I understood a bit the logic and I went into depth of some of the features"
- Quote: "particularly the family matters and inheritance, I looked at it with my own eyes, thinking... I'm married with another citizen who's not from my own country"

Tags: AUDIENCE-CORRECT

- Quote: "in your case, I'm in a cross-border scenario, so that the existence of the European small claim court or proceeding was already giving me a kind of an indication"

Tags: GAP-MATCHES

- Successfully navigated based on prior exploration

Task Performance

Task 1: Child Support from Ex-Partner (Italy to Another Country)

Tags: PARTIAL, EXTENDED, ASSIST, BACKTRACK

- 8m 44s (10:09:50 to 10:18:34)
- Path: Family Matters → Parental Responsibility (wrong) → Back → Family Maintenance → Italy flag → Found answer
- Quote: "I would look into Parental Responsibility, Child Custody, and Contact Rights here"
- Quote: "But here I see it's only access rights and custody, so it's not once. Custody and access are not about... support, so then I would have to go back"
- Quote: "I would personally still be in doubt whether I need to go to the Italian court or French court because of this AB"

Task 2: Payment from Croatian Client (1000 euros, Greece)

Tags: COMPLETE, EXTENDED

- 5m 28s (10:21:50 to 10:27:18)
- Path: Monetary Claims → Small Claims → Link didn't work → Eurolex → Guide PDF
- Quote: "not great that it does not work, given that it says that you can start the procedure"
- Quote: "I didn't feel immediately the claim, the need to go to this specific country page"
- Quote: "I'm not quite sure what is the difference between the guide for users, the practice guide for the application and the web toolkit"

Task 3: Find EU Citizen Rights

Tags: COMPLETE, EXTENDED

- 4m 12s (10:35:15 to 10:39:27)
- Path: Your Rights → Fundamental Rights → EU Charter → Rights list (went to Eurolex multiple times)

Navigation Patterns

Tags: NAV-MENU

- All tasks started with menu navigation

Tags: NAV-HOME

- Returned to homepage between tasks

Tags: BACKTRACK

- Quote: "so then I would have to go back. Family maintenance, probably"

Tags: WRONG-SECTION

- Parental Responsibility instead of Family Maintenance

Tags: EXPECT-ELSEWHERE

- Quote: "The thing is, if I'm in Italy, I don't think my spouse is Italian. I'm not sure that I would go on this website. Probably I would look into domestic or national websites"

Tags: EXTERNAL-LINK

- Multiple external links followed

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "Family maintenance, yes, in Italian, that's clear... the word is mantenimento, which is similar"

Tags: TOO-VAGUE

- Quote: "I would personally still be in doubt whether I need to go to the Italian court or French court because of this AB"
- Quote: "sometimes you can only get so much information from a website. Sometimes you need to speak to a lawyer"

Tags: TOO-MUCH-TEXT

- Quote: "for example, in the case before, I had to scroll quite a lot to get to those answers"

Tags: MISSING-INFO

- Note: 10:22:32 - "link doesnt work"
- Quote: "not great that it does not work, given that it says that you can start the procedure"

Tags: TRANSLATION

- Checked terminology in Italian for clarity

Tags: IA-LOGICAL

- Quote: "I understood that they kind of follow only similar logic"

Tags: IA-CONFUSE

- Quote: "I'm not quite sure what is the difference between the guide for users, the practice guide for the application and the web toolkit"

Tags: IA-DEPTH

- Quote: "that's annoying when you need to open too many things to find your answer"

Behavioural Patterns

Tags: HESITANT

- Quote: "I would personally still be in doubt"

Tags: SCAN

- Quickly scanning pages

Tags: THINK-ALLOUD

- Quote: "So, first I would have to read this whole thing"

Tags: QUESTION

- Quote: "Do you ask if I... I'm already on the website"

Tags: SUGGEST

- Quote: "if you have the collapsible menu, you know, where you have all the questions and then you click to see the long answer that I would find a lot more practical"

Tags: PRAISE

- Quote: "I like this, the last tool, although it didn't work, the fact that you can select the options and then it gives you the answer"
- Quote: "I think this interface is quite good, like the fact that you have this at a glance and you see it all"
- Quote: "in principle, the idea of having this pickable thing, I think it's a good one"

Tags: CRITICIZE

- Quote: "This type of presenting the information is not the most appealing"
- Quote: "I find it personally annoying" (about jumping to other websites unexpectedly)

Portal Features

Tags: EXTERNAL-LINK

- Followed multiple external links, noticed changes

Tags: FORM-USE

- Tried to access forms but links broken

Tags: PDF-ACCESS

- Accessed and read PDFs

Tags: ASSUMES-ALL

- Quote: "I presume that this should serve all European citizens, those that are more judicially educated or savvy. And those that instead maybe struggle with this type of language"

Visual & Technical Issues

Tags: VISUAL-HELP

- Quote: "I think this interface is quite good, like the fact that you have this at a glance and you see it all"

Tags: VISUAL-MISSING

- Quote: "This type of presenting the information is not the most appealing, not very, I don't know"

Tags: LAYOUT-ISSUE

- Quote: "in the case before, I had to scroll quite a lot to get to those answers"

Tags: BROKEN-LINK

- Quote: "not great that it does not work"

P19 Interview Analysis

Participant Profile: P19 - Citizen, First Time

Background

- [CITIZEN] - Works in renewable energy, policy office
- [FIRST_TIME] - Never used portal before
- Background: International and European law, some legal analysis (not a lawyer)

Discovery: Initial Portal Understanding

Tags: SCOPE-BROAD

- Quote: "I think the landing page should give me like an overview of like what's available"

Tags: GAP-STRUCTURE

- Quote: "I think it looks very like scarcely populated with like three tabs on top"

Task Performance

Task 1: Child Support from Ex-Partner (France)

Tags: FAIL, EXTENDED, ASSIST

- 10m 39s (11:11:54 to 11:22:33)
- Path: Topics → Family Matters → Parental Responsibility → Struggled to find France
- Found area but didn't complete successfully
- Thought complete but wasn't

Task 2: Payment from Croatian Client (1000 euros, Greece)

Tags: PARTIAL, EXTENDED

- 11m 35s (11:22:33 to 11:34:08)
- Path: Search "small claims procedure" → Court fees Greece → Changed to Hungarian → Back to English
- Found information but unclear on next steps

Task 3: EU Citizen Rights

Tags: COMPLETE, EXTENDED

- 4m 43s (11:35:01 to 11:39:44)
- Path: Home → Fundamental Rights → Bodies → Charter app → Rights list (went to different site without realizing)

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: NAV-HOME

- Returned to homepage for Task 3

Tags: SEARCH-BAR

- **[SEARCH-TERMS: "small claims procedure"]**
- **[SEARCH-SUCCESS]** - Search gave relevant results
- Used search for Task 2

Tags: CANT-FIND

- Could not locate France in country list

Tags: MISS-LABEL

- Note: 11:17:33 - Assumed flags were for language
- Quote: "I think I just fully assumed that maybe it's like language"

Tags: WRONG-SECTION

- Quote: "I think public documents is a little bit of a... Now I try to navigate, what type of right am I looking for?"

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "I do get it, but I think I'm also like a highly educated someone"

Tags: JARGON-CONFUSED

- Quote: "So I have no idea what FRA materials are"

Tags: TOO-MUCH-TEXT

- Quote: "I think it's super text heavy"

Tags: TOO-VAGUE

- Quote: "I don't think it's very clear what I need to do. Like, I don't think it's clear what the next step is"

Tags: TRANSLATION

- Quote: "I'd say it is clearer, right? I think it's going to be clearer in your own mother tongue, but it's still not super clear"
- Tested Hungarian translation

Tags: MISSING-INFO

- Quote: "Forms. Presidential decree on the activation of standard documents is pending... So there is no form for me to fill out"

Tags: IA-CONFUSE

- Quote: "Just this like path. It's just a little bit like illogical for me, right?"

Behavioural Patterns**Tags: FRUSTRATED**

- Quote: "Oh God"
- Quote: "I'm confused"

Tags: SURPRISED

- Quote: "Absolutely not" (when asked if she knew she switched sites)

Tags: HESITANT

- Note: 11:20:52 - Thought task complete when it wasn't

Tags: SCAN

- Quickly scanning pages

Tags: CRITICIZE

- Quote: "I think it's definitely not that designed"
- Quote: "This looks like a university search engine for academic tasks"

Tags: PRAISE

- Quote: "the fact that they list all the documents that are needed, super helpful"
- Quote: "the fact that it's available in several different languages is great"

Tags: SUGGEST

- Multiple improvement suggestions

Portal Features

Tags: EXTERNAL-LINK

- Went to different site unknowingly

Tags: FORM-USE

- Quote: "So there is no form for me to fill out is what I'm thinking now"

Tags: UNCLEAR-AUDIENCE

- Quote: "especially people that look for legal advice or just want to get help because let's say they don't have access to a lawyer"

Visual & Technical Issues

Tags: VISUAL-MISSING

- Quote: "it's just like as if you took something from like a free PowerPoint type of Windows thing"
- Quote: "There are no sort of like visual aids, like what I said, like maybe like flow charts"

Tags: LAYOUT-ISSUE

- Quote: "I think it looks very like scarcely populated with like three tabs on top"
- Quote: "why is it that these, that this is so small, and then it's like, this is like three types"

P20 Interview Analysis

Participant Profile: P20 - Citizen, First Time

Background

- **[CITIZEN]** - Communication/political affairs background, lobbying for intermodal transport
- **[FIRST_TIME]** - Never used portal before this test

- Quote: "I have not looked at it before... if I hadn't heard about it, many people might not have heard about it either"

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "if you have any judicial problem... you can find, or you should be able to find"
- Quote: "for all the 27 countries... that's also very interesting"

Tags: AUDIENCE-CORRECT

- Quote: "especially for a private person who want to have some information... still contact the lawyer"
- Sees it as stepping stone to professional help

Task Performance

Task 1: Child Support from Ex-Partner (Germany)

Tags: FAIL, EXTENDED, ASSIST, GIVE_UP

- Path: Family Matters → Parental Responsibility → Money Claims → (would Google) → Family Maintenance (with help)
- Quote: "you know what I would do? I would go on Google"
- Would have given up without assistance due to language in labelling, felt she found the info often but had not
- Long search process with multiple attempts
- Needed prompting to find correct section

Task 2: Payment from Croatian Client (1000 euros)

Tags: FAIL, EXTENDED, UNCLEAR

- Found european payment order, but without prompt thought the general site was it, found PDF on eurolex and was satisfied
- Confusion about jurisdiction/which flag to click

Task 3: EU Citizen Rights

Tags: FAIL, EXTENDED

- Path: Multiple failed attempts → Accidental discovery via old tab
- Note: "by chance" - found it accidentally by another participants tab staying open
- Accidentally found through previous tab

- Struggled to find correct location

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: CANT-FIND

- Would default to Google/ChatGPT

Tags: MISS-LABEL

- "Family maintenance" not intuitive
- Initially looked under money rather than family

Tags: WRONG-SECTION

- Uncertain whether to click German or Croatian flag

Content Comprehension

Tags: TOO-MUCH-TEXT

- Quote: "good articles use 7 to 12 words per sentence... 20 to 30 words is also fine [sarcasm]"
- Quote: "you could make it more reader-friendly"

Tags: JARGON-CLEAR

- Generally understands legal terms
- But notes it could be simpler for general public

Tags: TRANSLATION

- "Unterhaltsanspruch von Familienangehörigen" understood
- German translations generally clear

Behavioural Patterns

Tags: FRUSTRATED

- Quote: "In two minutes I have all the links I need" (with Google/ChatGPT)

Tags: CRITICIZE

- Quote: "it's not a very beautiful website"
- Quote: "there's some pictures missing"

Tags: SUGGEST

- Add photos/icons: "I prefer photos, but both would be nice"
- Shorten sentences
- Include direct links to forms in text
- Child-friendly version

Portal Features

Tags: UNCLEAR-AUDIENCE

- Critical of Ukraine section: "Why is that?... there's not Afghanistan"

Visual & Technical Issues

Tags: VISUAL-MISSING

- Quote: "basically nothing except of a scale in the beginning"
- Wants photos and icons

Tags: LAYOUT-ISSUE

- Quote: "in terms of graphical aspects could be better"
- Font sizes inconsistent: "before it's maybe 24, now it's 11"

P21 Interview Analysis

Participant Profile: P21 - Citizen, First Time

Background

- **[CITIZEN]** - Corporate communication manager with website experience
- **[FIRST_TIME]** - Never used portal before test

Discovery: Initial Portal Understanding

- Questions future tense in tagline when portal already exists

Task Performance

Task 1: Child Support from Ex-Partner (Sweden)

Tags: PARTIAL, EXTENDED

- ~8 minutes (17:11 to 25:11)
- Path: Family Matters → Family Maintenance → Swedish flag → Points 10/15
- Found information independently but only once we had changed to Swedish for the family maintenance title

Task 2: EU Citizen Rights

Tags: PARTIAL, EXTENDED, BACKTRACK

- ~10 minutes (31:31 to 40:46)
- Path: Search → Your Rights → Fundamental Rights → Eurolex → Wizard (loops)
- Found rights but not clear resolution
- Multiple attempts through wizard

Navigation Patterns

Tags: NAV-MENU

- Used dropdown menus

Tags: MISS-LABEL

- "Family maintenance" unclear

Tags: WRONG-SECTION

- Initially considered Parental Responsibility

Content Comprehension

Tags: TRANSLATION

- Swedish translation problematic
- Technically correct but unnatural phrasing

Tags: TOO-MUCH-TEXT

- Quote: "when you see so much text, you don't really know where to focus"

Tags: JARGON-CLEAR

- Understands legal terminology

Behavioural Patterns

Tags: SCAN

- Diagonal reading mentioned

Tags: CRITICIZE

- Critical of design and structure

Tags: SUGGEST

- Multiple improvement suggestions

Tags: CONFIDENT

- Generally confident navigation

Portal Features

Tags: EXTERNAL-LINK

- Navigated to Eurolex

Visual & Technical Issues

Tags: VISUAL-MISSING

- Design too static
- Missing clear visual hierarchy

Tags: LAYOUT-ISSUE

- Font sizes and spacing problematic

P22 Interview Analysis

Participant Profile: P22 - Citizen, First Time

Background

- [CITIZEN] - Events assistant, no legal background
- [FIRST_TIME] - Never used portal before, first heard of it through test

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "a good place to gather information and maybe do like some initial research"
- Quote: "a good starting point... seems quite robust"

Tags: AUDIENCE-CORRECT

- Quote: "probably more citizens... the language seems also more or less easy to understand"
- Quote: "no complicated legal terms"

Task Performance

Task 1: Child Support from Ex-Partner (Portugal)

Tags: PARTIAL, QUICK, ASSIST

- Found Family Maintenance quickly (within 10 seconds)
- Path: Family Matters → Family Maintenance → Portugal flag → Points 10/14 (with help)
- Quote: "I have this information, but then where do I go from here?"
- Found some information but confused about process and understanding what is written so can't answer task
- Needed prompting to points 10 and 14

Task 2: Payment from Croatian Client (1000 euros)

Tags: FAIL, QUICK

- Found Small Claims quickly (within 10 seconds)
- Path: Money Claims → Small Claims → Belgium (no info) → Croatia → European Payment Order
- Quote: "I feel like I hit a dead end"
- Note: PDF link that would have helped was missing/changed
- Hit dead end, couldn't proceed
- Belgium page incomplete

Task 3: EU Citizen Rights

Tags: PARTIAL, NORMAL

- Path: Your Rights → Fundamental Rights → Where Can I Get Help → Interactive Tool → Eurolex
- Reasonable time to complete
- Used interactive tool and found rights list
- Found rights and violation process but did not understand that the information was there for her - understood navigational labels but not content

Navigation Patterns

Tags: NAV-MENU

- Quick to find correct sections
- Found both Family Maintenance and Small Claims within 10 seconds each

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "I'd be maybe confused whether it's uncontested as in like it hasn't been fulfilled or uncontested as in they haven't argued"
- "Uncontested by defendant" - confused whether it means unfulfilled or not argued

Tags: TOO-MUCH-TEXT

- Quote: "there's a lot of information all at once"
- Quote: "the relevance of all the information... what's connected"

Behavioural Patterns

Tags: SUGGEST

- Quote: "actionable next steps"
- Wants headings for easier scanning

Portal Features

Tags: EXTERNAL-LINK

- Navigated to external sites (Eurolex, ECHR)

Visual & Technical Issues

- Quote: "easy to navigate from the first glance"
- Notes other EU sites are "really difficult to navigate"

P34 Interview Analysis

Participant Profile: P34 - Citizen, First Time

Note: This participant was assigned code P34 due to a technical difficulty that resulted in her data being processed after the initial sequential coding was completed.

Background

- **[CITIZEN]** - No specific professional background mentioned
- **[FIRST_TIME]** - First time using the portal

Task Performance

Task 1: Child Support from Ex-Partner

Tags: FAIL, EXTENDED, ASSIST, MISS-LABEL

- Failed to find correct section independently
- Long search process with multiple attempts
- Required significant help from moderator
- Couldn't identify "Family Maintenance" as correct section
- Path: Parental Responsibility → Property in Marriage → Money Claims → Securing Assets → (Help) → Family Maintenance → Romania flag

Task 2: Payment from Croatian Client (1000 euros)

Tags: FAIL, EXTENDED, WRONG-PATH

- ~9 minutes
- Didn't find solution
- Went to Legal Aid instead of Small Claims
- Path: Money Claims → Securing Assets → Homepage → Legal Action → Legal Aid → Croatia flag → Legal Aid forms

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks and "See more"

Tags: CANT-FIND

- Couldn't locate key information
- Quote: "Not exactly, or I'm not sure that I'm looking at what I'm supposed to"

Tags: MISS-LABEL

- "Family maintenance" unclear
- Quote: "family maintenance... doesn't really make me think of anything super specific"
- Quote: "my first instinct was to go into parental responsibility"

- Notes it's clearer in Romanian but still ambiguous about children vs spouses

Tags: FLAG-DELAY

- Didn't use flags initially
- Knew what they were but didn't click until prompted

Content Comprehension

Tags: JARGON-CLEAR

- Generally understands legal terms
- Quote: "someone without a legal background could understand"
- Quote: "your average citizen with like high school or University should find it much easier"
- But notes: "Someone with like a lower education might have difficulty"

Tags: TRANSLATION

- Romanian translation generally good
- Quote: "I would say it's a bit more clear in Romanian"
- "Obligații de întreținere" (obligations of support) - between family maintenance and child support

Behavioural Patterns

Tags: UNCERTAIN

- Shows uncertainty throughout
- Quote: "I wasn't sure if, like, I should look into, like, a financial dispute or if it's, like, legal aid"

Tags: PREFER-PROFESSIONAL

- Would seek legal help
- Quote: "the first thing that comes to mind is access an expert"
- Would pay professional to "facilitate this process instead of me doing it by myself"

Tags: SUGGEST

- Generic titles problematic: "certain sub-chapters to have kind of two generic titles"
- Hidden content: "a lot of it is hidden... behind the show more"
- Accessibility: "a lot of white is very unhelpful"

Portal Features

Tags: EXTERNAL-LINK

- Clicked through to external sites (HCCH)

Tags: UNCLEAR-FEATURE

- Confused about "Find a legal professional"
- Thought it was "civil atlas" not the actual title

Visual & Technical Issues

Tags: VISUAL-ACCESS

- Accessibility concerns
- Quote: "for a lot of my friends who do [have eyesight issues], a lot of white is very unhelpful"

Tags: LAYOUT-ISSUE

- Hidden content problematic
- Information behind "Show more" not obvious

ONLINE PARTICIPANTS (P23-P33)

P23 Interview Analysis

Participant Profile: P23 - Citizen, First Time

Background

- [CITIZEN] - Works with business/company registers
- [FIRST_TIME] - Never used portal before
- Background: Appears to have some professional/legal familiarity based on vocabulary understanding
- Mother language: German

Discovery: Initial Portal Understanding

Tags: UNCLEAR-AUDIENCE

Task Performance

Task 1: Child Support from Ex-Partner (France to Another Country)

Tags: PARTIAL, EXTENDED, ASSIST, MISS-LABEL

- ~7m 48s (9:37:07 to 9:44:56)
- Path: Home → Scanning blocks → Family → Family Maintenance
- Quote: "Unterhaltsansprüche von Familieneingehöriqen" (Family maintenance claims understood)
- Quote: "Für einen Fremdenfretten wirkt das halt ein bisschen überladen und erschlagend" (For a stranger/newcomer, it seems overloaded and overwhelming)
- Found relevant section with help
- Semi-completion with help
- Found headings unclear

Task 2: Payment from Greek Employer (1000 euros owed)

Tags: FAIL, EXTENDED, BACKTRACK, CANT-FIND, WRONG-SECTION

- ~5m 11s (9:49:33 to 9:54:44)
- Path: Home → Money claims (Geldforderungen) → European Payment Order → Greece flag → Back → Trying multiple options
- Quote: "Da sehe ich schon das Problem als fremder Dritter. Das Problem darin, wo klicke ich jetzt drauf" (As an outsider, I see the problem - where do I click now?)
- Quote: "Das finde ich jetzt schon, jetzt in der Situation schon schwierig" (I find this quite difficult in this situation)
- Quote: "man weiß halt nicht, wo man hin soll" (one just doesn't know where to go)
- Did not complete successfully
- Could not determine correct path
- Had to go back
- Multiple attempts

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: NAV-HOME

- Quote: "Ja, ich würde natürlich wieder auf die neue Ausgangsseite gehen" (Yes, I would naturally go back to the starting page)

Tags: BACKTRACK

- Multiple returns to previous pages

Tags: WRONG-SECTION

- Unclear which category to choose

Tags: EXPECT-ELSEWHERE

- Quote: "your go-to thing, you said, would be use a Google browser for some key words"

Content Comprehension

Tags: JARGON-CONFUSED

- Quote: "Ja, also für einen unerfahrenen Personen, die eine einfache Information möchte, finde ich es ein bisschen zu juristisch" (For an inexperienced person who wants simple information, I find it a bit too legalistic)

Tags: TOO-MUCH-TEXT

- Quote: "Für einen Fremdenfretten wirkt das halt ein bisschen überladen und erschlagend" (For a stranger it seems overloaded and overwhelming)
- Quote: "weil es aus meiner Sicht wieder etwas zu viel vielleicht, zu viel Information auf mich einlögen" (because from my perspective it's again perhaps too much, too much information hitting me)

Tags: MISSING-INFO

- Quote: "Können vielleicht ein bisschen einfacher noch strukturiert sein oder ein paar einfache Beispiele, was man... Dieser Rubrik zum Beispiel findet" (Could perhaps be structured more simply or with a few simple examples of what one finds in this category)

Tags: IA-CONFUSE

- Quote: "Da würde ich vorschlagen, auch wieder mit Schlagworten oder Beispielen zu arbeiten, dass man weiß, wo man hin möchte als Wegweiser" (I would suggest working with keywords or examples so one knows where one wants to go, as a guide)

Behavioural Patterns

Tags: FRUSTRATED

- Quote: "man weiß halt nicht, wo man hin soll" (one just doesn't know where to go)

Tags: HESITANT

- Quote: "Ob das richtig ist, freue mich natürlich nicht" (Whether that's correct, I naturally don't know)

Tags: SCAN

Tags: CRITICIZE

Tags: SUGGEST

- Quote: "Lohnforderungen. Offene Rechnungen zum Beispiel oder Unterhaltseinsprüche zwischen dem Biergarten. Also ganz banale Überschriften" (Wage claims. Outstanding invoices for example, or maintenance claims. So quite banal/simple headings)

Tags: PRAISE

- Quote: "Would you recommend the site to friends and family? Perfect. Yeah." (Said he would recommend)

Portal Features

Tags: ASSUMES-CITIZEN

- Understood cross-border context

Visual & Technical Issues

Tags: TOO-MUCH-TEXT

- Text-heavy pages

P24 Interview Analysis

Participant Profile: P24 - Legal Professional, Experienced

Background

- **[LEGAL_PROF]** - Legal professional, uses portal for work
- **[EXPERIENCED]** - Already uses e-justice portal professionally
- Quote: "I use this site professionally" / "A jogszabályokat könnyű megtalálni, az esetjogot nehezebb" (Legislation is easy to find, case law is more difficult)
- Background: Works with EU legal instruments and case law regularly
- Mother language: Hungarian

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "the e-justice portal is a very good portal besides the case law searching function"

Tags: ASSUMES-LEGAL

- Quote: "Némelyik igen, némelyik nem" (Some colleagues yes, some no - when asked if colleagues use it)

Task Performance

Task 1: Find Portuguese Family Maintenance Case Law

Tags: FAIL, EXTENDED, SEARCH-FIRST, WRONG-SECTION, EXTERNAL-LINK

- ~11m 27s (10:26:42 to 10:38:09)
- Path: Search bar → Curia → Portugal case law → Family Law Alimony Portugal
- Quote: "A Kúria honlapján szoktam esetjogot keresni" (I usually search for case law on the Curia website)
- Quote: "Nem azt találtam, amit szerettem volna" (I didn't find what I wanted)
- Did not complete successfully
- Immediately used search function
- Went to external Curia website instead of portal case law feature
- Navigated away from portal to Curia

Task 2: Find case law database on e-justice portal

Tags: FAIL, CANT-FIND

- Path: Home → Legislation and Case Law → EU Case Law
- Quote: "A case law, az esetjog, hol van pontosan?" (The case law, where exactly is it?)
- Could not locate case law search feature
- Cannot locate case law database

Navigation Patterns

Tags: SEARCH-FIRST

- Primary navigation strategy

Tags: NAV-MENU

- Used main navigation when prompted

Tags: CANT-FIND

- Quote: "De ritkán találom meg. A Kúria oldalon" (But I rarely find it. On the Curia site)

Tags: WRONG-SECTION

- Expected case law to be integrated with legislation sections

Content Comprehension

Tags: JARGON-CLEAR

- Legal terminology clear for professional user

Tags: IA-CONFUSE

- Quote: "A case law, az esetjog, hol van pontosan?" (Where exactly is the case law?)

Tags: MISSING-INFO

- Quote: "A konkrét jogszabályhelynél jobb lenne, ha fell lenne tüntetve a konkrét esetén" (At the specific legal provision, it would be better if the specific case law were displayed)

Tags: IA-LOGICAL

- Quote: "A jogszabályokat könnyű megtalálni, az esetjogot nehezebb" (Legislation is easy to find, case law is more difficult)

Behavioural Patterns

Tags: CONFIDENT

- Professional user, knows what he needs

Tags: FRUSTRATED

- Quote: "it's very difficult for me to find it" (regarding case law)

Tags: SUGGEST

- Quote: "if I find a concrete legal instrument, for example, regulation or something like this. And in the regulation, there will be the case law, too, in every section, if there is case law. This will be the most simple way"

Tags: PRAISE

- Quote: "the e-justice portal is a very good portal besides the case law searching function"
- Quote: "Igen, persa" (Yes, of course - when asked if he'd recommend)

Tags: CRITICIZE

- Quote: "if I want to find any sentence from the curia or something like this, it's very difficult for me to find it"

Portal Features

Tags: ASSUMES-LEGAL

- Expects integrated case law database

Visual & Technical Issues

Tags: SEARCH-BAR

- Primary tool used

Tags: IA-CONFUSE

- Quote: "A konkrét jogszabályhelynél jobb lenne, ha fell lenne tüntetve a konkrét eseten"
(Would be better if case law displayed at specific legal provisions)

P25 Interview Analysis

Participant Profile: P25 - Legal Professional, Experienced

Background

- [LEGAL_PROF] - Works in legal/compliance area (insurance, Resilience Act)
- [EXPERIENCED] - Used EUR-Lex extensively during university and for work
- Quote: "I have been on eurolex quite a bit, yes. But mostly when I was at university back then. Now it's more just partially for the matter employed, I guess, just for the insurance stuff and the Resilience Act"
- Background: Legal education/background, understands legal terminology
- Mother language: German (chose English for session, declined KUDO translation)

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Familiar with EUR-Lex and legal portals

Tags: AUDIENCE-WRONG

- Quote: "I do think it is not that intuitive that you can use it as a person with, as I said, no legal background"

- Quote: "I do think that people will have no idea what they are doing here, if they haven't been in touch with Portal or the law stuff itself"

Task Performance

Task 1: Payment from Greek Employer (1000 euros owed)

Tags: FAIL, EXTENDED, FORM-USE, CONFIDENT, CRITICIZE

- ~4m 43s (12:28:16 to 12:32:59)
- Path: Money → European Payment Order → Forms A → Attempting to fill out
- Quote: "That's a pretty damn good summary, there have been payment orders, that's the refresher. Yeah, that part people are going to check out, yeah. But I do think it's quite, it's kind of decent, we can work with that for sure"
- Quote: "So you're confident that if you wanted to get your thousand euros back you could find the relative path from this site?" [Implied yes]
- Quote: "Why isn't that in an alphabetical order? You've got what, sorry? Why is that not in alphabetical order? What is the order behind the countries?"
- Attempted to fill out form
- Felt capable of completing
- Questioned country list ordering

Task 2: Find EU Citizen Rights

Tags: COMPLETE, QUICK, ALTERNATE, EXTERNAL-LINK, JARGON-CLEAR

- ~2m 25s (12:35:32 to 12:38:14)
- Path: Your Rights → Fundamental Rights → Charter tutorial
- Quote: "And have you been to this site before, the Urolex site? I have been on Urolex quite a bit, yes"
- Quote: "It's just legal things, I guess, because law tends to be pretty short and pretty unspecific for the most part, especially such general rules as the charter"
- Successfully found Charter
- Found via different route than typical users
- Ended up on EUR-Lex
- Legal language clear for him

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: DIRECT

- Quick, confident navigation

Tags: EXTERNAL-LINK

- Comfortable navigating to EUR-Lex

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "It's just legal things, I guess, because law tends to be pretty short and pretty unspecific"

Tags: TOO-VAGUE

- Quote: "I doubt, I doubt it would. It's pretty hard to take something out of this, right? It's just legal things... So there won't be much information in it. And you have to get the information from somewhere else"

Tags: PRAISE

- Quote: "I do think the explanations and so on and the information, really good information, and it's like a great summary of most things I've seen"

Tags: IA-LOGICAL

- Structure makes sense to legal professional

Behavioural Patterns

Tags: CONFIDENT

- Legal background gives confidence

Tags: SCAN

- Quickly scanning pages

Tags: CRITICIZE

- Quote: "I do think it is not that intuitive that you can use it as a person with, as I said, no legal background"
- Quote: "I do think that people will have no idea what they are doing here, if they haven't been in touch with Portal or the law stuff itself"

Tags: SUGGEST

- Quote: "I do think it would be quite a good thing if you, I don't know, I know it doesn't really decide it shouldn't be like in funky colors and so on, but I think it could make sense to colorize the matters differently for people to understand"

Tags: PRAISE

- Quote: "really good information, and it's like a great summary of most things I've seen"

Portal Features

Tags: FORM-USE

- Attempted form completion

Tags: EXTERNAL-LINK

- Navigated to EUR-Lex

Tags: ASSUMES-LEGAL

- Quote: "do people have the base set of skills to understand what is in there? That's what I'm asking myself"

Tags: UNCLEAR-AUDIENCE

- Quote: "Yeah, yeah, it really depends on their background often"

Visual & Technical Issues

Tags: VISUAL-MISSING

- Quote: "I think it could make sense to colorize the matters differently for people to understand"

Tags: VISUAL-CONFUSE

- Quote: "There's so many things to want something you can take out of that as well that people don't even realize that this stuff is here"
- Dropdowns not obvious

Tags: VISUAL-CONFUSE

- Quote: "Why isn't that in an alphabetical order?"
- Country ordering unclear

P26 Interview Analysis

Participant Profile: P26 - Citizen, Experienced

Background

- **[CITIZEN]** - Credit manager
- **[EXPERIENCED]** - Uses portal daily for work
- Quote: "I use the e-justice portal a lot, like a lot on a daily basis, because I'm using it to check information on companies"
- Quote: "I really believe that the e-justice, in general, as a tool, is great. And I'm using it every day"
- Background: Works with VAT refunds, assesses client creditworthiness, investigates companies
- Primary use: Business registers & bankruptcy/insolvency registers
- Mother language: Italian (lived 7 years in UK, bilingual English)
- Discovery: Found portal via Google when searching company information

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "I'm using it to check information on companies. And so it's good to have this transparency thing"

Task Performance

Task 1: Child Support from Ex-Partner (France)

Tags: FAIL, EXTENDED, BACKTRACK, WRONG-SECTION, HESITANT, SCAN

- ~5m 30s (13:19:51 to 13:25:09)
- Path: Family → Parental Responsibility → Family/Moving Settling Abroad → Country → Family Maintenance → Scanning titles
- Quote: "Just making sure it's not somewhere else, like before it was tricky. You learn fast"
- Found information with help
- Multiple attempts in different sections
- Initially went to Parental Responsibility
- Uncertain about navigation
- Scanning through titles

Task 2: Find EU Citizen Rights

Tags: COMPLETE, EXTENDED, ALTERNATE, EXTERNAL-LINK

- ~4m 15s (13:33:19 to 13:37:34)
- Path: Your Rights → Fundamental Rights → Fundamental Rights in EU → Link to EUR-Lex
- Found Charter (alternative route)
- Different path than expected
- Ended up on EUR-Lex

Task (Follow-up): What to do if rights violated

Tags: COMPLETE, MISSING-INFO

- Path: Your Rights → Where Can I Get Help → Tool
- Quote: "There's a... I mean, lots of countries are missing from here. That could be one point"
- Found help section, noticed missing countries

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: BACKTRACK

- Quote: "Just making sure it's not somewhere else, like before it was tricky"

Tags: WRONG-SECTION

- Parental Responsibility instead of Family Maintenance

Tags: EXTERNAL-LINK

- Navigated to EUR-Lex

Content Comprehension

Tags: JARGON-CLEAR

- Professional terminology clear
- Business registers familiar

Tags: TOO-VAGUE

- Charter document not explanatory

Tags: MISSING-INFO

- Quote: "lots of countries are missing from here"

Tags: IA-CONFUSE

- Personal sections less intuitive than professional sections
- Confident with business registers, struggled with citizen tasks

Tags: IA-LOGICAL

- Quote: "it's definitely a tool that I would recommend"

Behavioural Patterns

Tags: CONFIDENT

- Quote: "I use the e-justice portal a lot, like a lot on a daily basis"

Tags: HESITANT

- Quote: "Just making sure it's not somewhere else, like before it was tricky"

Tags: SCAN

Tags: PRAISE

- Quote: "I really believe that the e-justice, in general, as a tool, is great"
- Quote: "I was so happy when I found out about this"
- Quote: "it's definitely a tool that I would recommend"
- Quote: "Obviously, it's not perfect. Who is? Nobody is perfect"

Tags: SUGGEST

- Quote: "Probably needs to be still placed in the correct box or tabs for more user-friendly"

Portal Features

Tags: GOOGLE

- Quote: "I searched for, you know, I investigate companies, so one of the things I do, I also like simply just Google the company name or the company VAT number, and that section of the justice portal came out as a result from Google"

Tags: EXTERNAL-LINK

- Used EUR-Lex links

Visual & Technical Issues

Tags: MISSING-INFO

- Quote: "lots of countries are missing from here. That could be one point"

Tags: IA-CONFUSE

- Quote: "Probably needs to be still placed in the correct box or tabs for more user-friendly"

P27 Interview Analysis

Participant Profile: P27 - Citizen, First Time

Background

- [CITIZEN] - Polish resident, individual citizen
- [FIRST_TIME] - New to portal, limited previous exposure
- Quote: "nie szukałem tego za bardzo, no nie mam takiej wiedzy za bardzo" (I didn't look for this very much, well I don't have such knowledge very much)
- Mother language: Polish (proficient in English)

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "Strona jest bardzo przejrzyste, są interfejsy, czcionka ładna, graficzny interfejs użytkownika bardzo elegancki, przystępny, ciekawy" (The site is very clear, there are interfaces, nice font, graphic user interface very elegant, accessible, interesting)

Tags: AUDIENCE-CORRECT

- Quote: "mogę trafić dla strony dedykowanej dla polskich obywateli" (can access pages dedicated to Polish citizens)

Tags: GAP-MATCHES

- Found site "bardzo przejrzyste" (very transparent/clear), "elegancki, przystępny, ciekawy" (elegant, accessible, interesting)
- Country flag system "bardzo czytelne, bardzo jasne" (very legible, very clear)

Task Performance

Task 1: Find Information About Family Maintenance (Child Support from Ex-Partner)

Tags: PARTIAL, ASSIST, EXTENDED, BACKTRACK, NAV-MENU

- ~5+ minutes with interviewer guidance

- Path: Family matters → Children → Alimony
- Quote: "tutaj mam na samym wierzchu strony wylistowane takie przepisy ogólne dotyczące zobowiązań alimentacyjnych" (here at the very top of the page I have listed such general provisions concerning alimony obligations)
- Quote: "nie jestem prawnikiem zawodowym" (I'm not a professional lawyer)
- Quote: "może nie tyle trudny, nie tyle uciążliwy, co długotrwały. Taki po prostu wymagający sporo czasu i sporo zastanowienia" (maybe not so much difficult, not so much arduous, as time-consuming. Simply requiring a lot of time and a lot of thought)
- Found correct path with help
- Thoroughly reviewed content
- Content understandable but time-consuming

Tags: JARGON-CLEAR, TOO-MUCH-TEXT

Tags: VISUAL-HELP

- Quote: "widzę, że mogę takie informacje dla Polski specyficzne, szczegółowe wyszukać" (I see that I can search for such specific, detailed information for Poland)
- Quote: "ta strona z flagami jest bardzo czytelna" (this page with flags is very legible)
- Quote: "bardzo dobre to wrażenie robi na mnie, jako na użytkowniku" (it makes a very good impression on me, as a user)
- Country flags praised

Tags: SURPRISED

- Quote: "widzę, że na przykład Danii nie ma i Zjednoczonej, Wielkiej Brytanii są wygaszone, nie wiem dlaczego" (I see that, for example, Denmark is not there and United, Great Britain are grayed out, I don't know why)
- Noticed some countries missing/grayed out

Task 2: Find Information About Your Rights as an EU Citizen

Tags: FAIL, EXTENDED, CANT-FIND

- ~2+ minutes with significant interviewer help
- Quote: "nie szukałem tego za bardzo, no nie mam takiej wiedzy za bardzo, trudno mi coś wymienić w tej materii" (I didn't look for this very much, well I don't have such knowledge very much, it's hard for me to list anything in this matter)
- Did not notice "Your rights" section

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: SCAN

- Mixed approach

Tags: MISS-LABEL, EXPECT-ELSEWHERE

- Quote: "no dopiero piąta, dlatego tak nie, tak nie zwróciłem uwagi" (well only the fifth [position], that's why I didn't notice it)

Tags: CANT-FIND

- Initially couldn't locate rights section

Content Comprehension**Tags: JARGON-CLEAR**

- Quote: "ma taki raczej typowo prawny charakter" (has such a rather typically legal character)
- Quote: "dużo czasu zrozumienie tego by mi zajęło" (would take me a lot of time to understand)
- Quote: "nie jestem prawnikiem zawodowym" (I'm not a professional lawyer)
- Can understand legal terminology but requires time

Tags: TOO-MUCH-TEXT

- Quote: "długotrwały. Taki po prostu wymagający sporo czasu i sporo zastanowienia" (time-consuming. Simply requiring a lot of time and a lot of thought)

Behavioural Patterns**Tags: CONFIDENT**

- Expressed clear understanding of how to navigate family/children → alimony path

Tags: PRAISE

- Quote: "czcionka ładna, graficzny interfejs użytkownika bardzo elegancki, przystępny, ciekawy" (nice font, graphic user interface very elegant, accessible, interesting)
- Quote: "bardzo czytelne, bardzo jasne" (very legible, very clear)

Tags: SUGGEST

- Quote: "dałbym jaśniejsze wskazówki w tytułach menu" (I would give clearer instructions in menu titles)

Portal Features

Tags: PDF-ACCESS, FORM-USE

- Quote: "Otworzyłem teraz arkusz Excela z oświadczeniem w sprawie ugody" (I've now opened an Excel sheet with a settlement statement)

Tags: MISSING-INFO

- Quote: "widzę, że na przykład Danii nie ma" (I see that, for example, Denmark is not there)

Visual & Technical Issues

Tags: VISUAL-HELP

- Quote: "czcionka ładna" (nice font)
- Quote: "graficzny interfejs użytkownika bardzo elegancki, przystępny, ciekawy" (graphic user interface very elegant, accessible, interesting)
- Quote: "ta strona z flagami jest bardzo czytelna" (this page with flags is very legible)
- Quote: "ta ramka to jest, to jest bardzo czytelne, bardzo jasne" (this frame is, is very legible, very clear)
- Overall design praise
- Country flags specifically praised

Tags: LAYOUT-ISSUE

- Quote: "no dopiero piąta" ("Your rights" section in "fifth position" making it easy to miss)

Tags: MISSING-INFO

- Denmark grayed out

P28 Interview Analysis

Participant Profile: P28 - Legal Professional, Experienced

Background

- **[LEGAL_PROF]** - Solicitor (Portuguese legal professional)
- **[EXPERIENCED]** - Has used portal before for work

- Quote: "eu acedo, por vezes, ao Portal Europeu da Justiça para procurar informações acerca das empresas" (I access, sometimes, the European Justice Portal to search for information about companies)
- Background: Works for a company, needs to research other European companies not based in Portugal
- Primary use: Business/commercial registers for companies in other EU countries
- Mother language: Portuguese (good English proficiency)
- Discovery: Found portal via Google when searching for Italian commercial register

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "o Portal Europeu da Justiça acabou por ser a forma simples and practice to access the commercial records of each one of the companies I need to know"

Task Performance

Task 1: Get Money Back from Client (European Payment Order)

Tags: COMPLETE, NORMAL, NAV-MENU, FORM-USE, EXTERNAL-LINK, CONFIDENT

- ~6 minutes (15:21:14 to 15:27:38)
- Path: Money → European Payment Order → Forms
- Quote: "I have a form for requirements. I have another form to request to the justice law. Local Justice to complete or ratify the form, and we have the answer form, and we have the form did its certificates for a decision"
- Quote: "Yes, yes, yes. I have a form for requirements..." - understood form structure
- Quote: "Yes, and I know it works, because I already see. In some of these forums in my company, so it's not, I understand that they work"
- Found European Payment Order forms with help
- Used main navigation
- Reviewed multiple forms
- Accessed EUR-Lex
- Thoroughly reviewed forms
- Knows these forms work from experience

Task 2: Find EU Citizen Rights

Tags: COMPLETE, ASSIST, EXTENDED, SCAN, CANT-FIND, HESITANT, TOO-MUCH-TEXT

- ~4.5 minutes (15:31:13 to 15:35:57)
- Path: Main page → Reading blocks → My Rights → Fundamental Rights → How can I get help?
- Quote: "Sorry, but I'm not finding that thing that's yours"
- Quote: "I don't know because I understand this is a lot of information that I don't know if it is clear or not how to"
- Quote: "this is a lot of information"
- Found Your Rights → Fundamental Rights
- Initial reading of main page blocks
- Some confusion about location
- Uncertain about clarity of information
- Lot of information presented

Navigation Patterns

Tags: NAV-MENU

- Used main navigation blocks

Tags: GOOGLE

- Found portal via search engine

Tags: SCAN

- Reads main page blocks

Tags: BACKTRACK

- Some navigation back and forth

Content Comprehension

Tags: JARGON-CLEAR

- Legal professional, understands terminology

Tags: TOO-MUCH-TEXT

- Quote: "this is a lot of information"

Tags: FORM-USE

- Quote: "I know it works, because I already see. In some of these forums in my company"
- Forms comprehensive and functional

Behavioural Patterns

Tags: CONFIDENT

- Quote: "when I access to the portal, I go directly to commercial registers"

Tags: HESITANT

- Quote: "Sorry, but I'm not finding that thing that's yours"

Tags: PRAISE

- Quote: "the information is clear"
- Quote: "Those information, as I have been seeing in the portal, that's clear enough for us to look for information"

Tags: CRITICIZE

- Quote: "I keep losing my passwords"
- Quote: "the way you have to confirm your identity, it's too many ways, and sometimes it gets confused"
- Quote: "if you can change this, it would get easier in order to access the information, because it's very... I have very difficulty to access those words, and I miss all the time, miss one, two, three times to access the commercial register"

Tags: SUGGEST

- Quote: "There platforms that use only one authenticator in order to generate a code to access here. I believe this is very confusing in the first moment"

Portal Features

Tags: GOOGLE

- Found via search engine

Tags: FORM-USE

- Familiar with European Payment Order forms

Tags: EXTERNAL-LINK

- Accessed EUR-Lex

Tags: ASSUMES-LEGAL

- Quote: "I don't think common people, without any legal knowledge, I don't think they try to access that information. They don't need to go there"

P29 Interview Analysis

Participant Profile: P29 - Business, Experienced

Background

- **[BUSINESS]** - Retired interim manager
- **[EXPERIENCED]** - Has used portal multiple times
- Background: Former Chief Procurement Officer and Chief Supply Chain Officer, now independent interim manager
- Specializes in: Supply chain management, procurement, IT projects
- Primary use: Business registers - researching EU companies
- Mother language: German (proficient in English)

Discovery: Initial Portal Understanding

Tags: SCOPE-NARROW

- Quote: "The question really about justice information, but business information. That's right. The various team of companies"

Tags: ASSUMES-BUSINESS

- Quote: "we are talking not about Siemens, Arztom, Mercedes, or something like this. We are talking about a couple of thousand small companies, 50, 100 employees"

Task Performance

Task 1: Get Money Back from Client (€3,000 owed)

Tags: FAIL, EXTENDED, CANT-FIND, WRONG-SECTION, HESITANT, MISSING-INFO

- ~7 minutes (16:30:30 to 16:37:53)
- Quote: "I do not have to find site information" (referring to criminal case information)
- Quote: "I will look in this area, for example, or the legal register about the legals"
- Quote: "my customer in Austria, they didn't pay the invoice...I have in Salzburg an adjustment that they have to pay the money, but they are criminal"

- Quote: "You mean, if I'm inside the business register and you are asking me, are they able to pay the money or not?"
- Quote: "So I didn't understand it's quite clear"
- Interviewer had to clarify multiple times: "This is not something you would have looked at before. The thing that I'm asking you to do is not part of your daily job. It's not inside the business registers"
- Quote: "that is one of the items I do not have shown here so that I'm missing. About the process management, how a legal process will work"
- Quote: "functionality help, what is the process I can step in to claim my money, for one example, and that is missing"
- Could not find information, task not completed
- Unable to locate relevant information
- Stayed in business register area
- Misunderstood task repeatedly
- Process guidance not available

Navigation Patterns

Tags: NAV-MENU

- Used business registers section exclusively

Tags: WRONG-SECTION

- Quote: "I will look in this area, for example, or the legal register about the legals"

Tags: CANT-FIND

- Quote: "I do not have to find site information"

Content Comprehension

Tags: JARGON-CLEAR

- Quote: "about business laws, I find really good information, that is fine"
- Professional background, comfortable with business language

Tags: MISSING-INFO

- Quote: "About the process management, how a legal process will work...that is missing"
- Quote: "what is the instruction how to handle it at least?"

Tags: PRAISE

- Quote: "The content itself, that is fine"
- Quote: "about business laws, I find really good information, that is fine"
- Quote: "The basic is fine. The work is done perfect. I like this, wonderful"

Behavioural Patterns

Tags: CONFIDENT

- Very confident with business registers

Tags: FRUSTRATED

- Quote: "I'm claiming about the functionality"

Tags: HESITANT

- Quote: "So I didn't understand it's quite clear"

Tags: PRAISE

- Quote: "The basic is fine. The work is done perfect. I like this, wonderful"
- Quote: "about business laws, I find really good information, that is fine"

Tags: CRITICIZE

- Quote: "At least to deliver PDF files, it's for some tasks, it's fine...But we need a second functionality, an XML downstream"
- Quote: "the handling of the information, that is the part we have to talk about"

Tags: SUGGEST

- Quote: "I'm offering if you need a coach. Partner on the user side, I'm here, I will help you"
- Quote: "feel free to come back. We can talk about everything that is not a problem"
- Quote: "if We will work together on it, and then it becomes a really good product"

Portal Features

Tags: ASSUMES-BUSINESS

- Quote: "we are talking about a couple of thousand small companies"

P30 Interview Analysis

Participant Profile: P30 - Business, First Time

Background

- **[BUSINESS]** - Small business owner in Luxembourg
- **[FIRST_TIME]** - Never used portal before
- Background: Non-EU resident seeking business and citizen information
- Mother language: English
- Note: Dual perspective - business owner and citizen roles

Discovery: Initial Portal Understanding

Tags: SCOPE-BROAD

- Quote: "I'm expecting some, you know, the... Basic Service Reliability in terms of trackability, some kind of a submission receipt or some digital status updates"
- Quote: "homepage is more of like a decision hub. That means it is a process to initiate actions, whether it's an online process"

Tags: GAP-STRUCTURE

- Quote: "But at this juncture, I see that this is more of having information"

Task Performance

Task 1: Money Recovery as Business Owner

Tags: FAIL, EXTENDED, CANT-FIND, ASSIST, WRONG-SECTION, BACKTRACK

- Path: Home → Court Procedures → Civil Cases → (confusion) → Money Claims (with help)
- Quote: "i assume from here i assume i can start an online case but i can not see where to initiate"
- Multiple attempts with moderator help
- Struggled to find clear guidance
- Could not see where to initiate case
- Required moderator help
- Unclear recipient
- Multiple navigation attempts

Task 2: Bankruptcy/Insolvency Information

Tags: FAIL, EXTENDED, BACKTRACK, EXTERNAL-LINK, CANT-FIND

- ~8 minutes

- Path: Home → Online Forms → Registers → Civil Cases → (help) → Money Claims → Bankruptcy
- Sequential fallback strategy
- Followed EUR-Lex links
- Found information but procedure unclear
- Three links not clear

Task 3: EU Citizen Rights

Tags: COMPLETE, QUICK, TOO-MUCH-TEXT, MISSING-INFO

- Quote: "Oh, that's pretty straight on your face. Yes"
- Quote: "The rental lease is my procedure and what are my rights as a person who is renting that commercial property is not very clear from which section I can use it"
- Found rights section easily
- Immediate recognition
- Found it too wordy
- Wants practical rights examples

Navigation Patterns

Tags: NAV-HOME

- Returned to homepage for each task

Tags: NAV-MENU

- Used main navigation blocks

Tags: BACKTRACK

- Sequential fallback strategy

Tags: EXTERNAL-LINK

- Followed EUR-Lex links

Tags: WRONG-SECTION

- Quote: "I assume from here I assume I can start an online case but I cannot see where to initiate"

Content Comprehension

Tags: TOO-MUCH-TEXT

- Quote: "It can be possible that the citizens can get overwhelmed by the long list of links, acronyms, you know, a lot... Especially the Eurolex side, right?"

Tags: IA-CONFUSE

- Quote: "Part of the website as well as part of the procedure...rather than keeping it separate, but it's linked with the procedures, that means with the online forms"
- Note: 9:43:57 - "rights that apply to certain forms should be linked in the website"

Behavioural Patterns

Tags: CONFIDENT

- Quote: "I'm great. Is it, it required to be on a video? ...If it's possible. Okay. So I'll enable it"

Tags: HESITANT

- Note: 9:20:16 - "not clear to small business owner - confused"
- Note: 9:31:08 - "he would try to create a case online but unsure if it would work"

Tags: SUGGEST

- Quote: "would prefer a journey not FAQ set up"
- Quote: "if you can infuse those rights with those online procedures, that would be good"

Tags: PRAISE

- Quote: "Oh, yeah, absolutely. Because, you know, this should be the way to interface with, you know, is a gateway to justice"
- Quote: "as a non-EU resident, I would say that this is really a good place to start"

Tags: CRITICIZE

- Quote: "the online forms related to business are very limited on the portal"

Portal Features

Tags: ASSUMES-BUSINESS

- Quote: "There are two roles as a business owner, and there is one role, and the second role as a citizen"

Visual & Technical Issues

Tags: LAYOUT-ISSUE

- Quote: "if we can have that layout and functions to be much more consistent, so for example, switch from English to French or to German, if the user interface is behaving the same way so that the layout shifts can break the experience"

P31 Interview Analysis

Participant Profile: P31 - Legal Professional, Experienced

Background

- **[LEGAL_PROF]** - Notary public in Malta
- **[EXPERIENCED]** - Has used portal before for research purposes
- Background: Member of Maltese Notarial Council and CNUE (Council of the Notariates of the EU)
- Role: Working on Justice Without Litigation (Juvili) project
- Mother language: Not specified (speaks English fluently)

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "I used it for research purposes. Recently, I used it because I needed to download some reports on Malta from the Sepeje section"
- Quote: "it is task-based, really. depends on what kind of research I have to carry out"

Tags: AUDIENCE-CORRECT

- Quote: "I would say that this portal is primarily intended for legal professionals"
- Quote: "although there is information for the general public, but I would say that this portal is primarily intended for legal professionals"

Task Performance

Task 1: European Enforcement Order

Tags: FAIL, QUICK, SEARCH-SUCCESS, FORM-USE

- Under 2 minutes
- Path: Topics → Search bar "european enforcement order" → Form of enforcement order
- searched the wrong term

- Search gave useful results
- Accessed and understood forms

Task 2: Portuguese Case Law on Maintenance

Tags: FAIL, EXTENDED, BACKTRACK, WRONG-SECTION, CANT-FIND, EXTERNAL-LINK

- Over 10 minutes of attempts
- Path: Search bar "portugal case law maintenance" → Family matters → Legislation and Case Law → National case law → External link
- Note: 11:25:17 - "thinks she is in the right place now (still not case law)"
- Quote: "presumes for particular case you need a reference, says she doesn't understand what to do really"
- Multiple navigation attempts
- Thought she was in right place but wasn't
- Could not locate case law
- Link directed to external Portuguese site
- Did not find case law

Task 3: European Judicial Training Platform Objectives

Tags: FAIL, NORMAL, DIRECT, EXTERNAL-LINK

- ~3 minutes
- Path: Topics → Trainings → Training of justice professionals → European training platform
- Found platform but not specific objectives
- Followed logical path
- Clicked through to external training platform

Navigation Patterns

Tags: NAV-MENU

- Used topics menu effectively

Tags: SEARCH-BAR

- Primary navigation method

Tags: GOOGLE

- Used Google when portal search failed

Tags: NAV-HOME

- Returned to homepage for Task 3

Tags: BACKTRACK

- Multiple returns to previous pages during Task 2

Tags: SEARCH-FAIL

- Search didn't help find CEPEJ or case law

Content Comprehension

Tags: JARGON-CLEAR

- Professional understands legal terminology

Tags: IA-CONFUSE

- Quote: "I would group the case law under each topic"
- Quote: "For example, if it's... Related to the family, the case law will be on"

Tags: TOO-VAGUE

- Search results and filters not specific enough

Behavioural Patterns

Tags: CONFIDENT

- Quote: "I think it was manageable. And you directed me to the right questions"

Tags: FRUSTRATED

- Quote: "presumes for particular case you need a reference, says she doesn't understand what to do really"
- Quote: "not really" [when asked if text clear]

Tags: SEARCH-REFINE

- Multiple search refinements

Tags: SUGGEST

- Quote: "the search button, for instance...there was that drop-down menu...That wasn't so user-friendly, to be honest"
- Quote: "I would group the case law under each topic"

- Quote: "For instance, a scroll, I don't know, you like, it would scroll on its own rather than pressing the show more button"

Tags: PRAISE

- Quote: "Yes, yes, of course. I would" [when asked if would recommend]
- Quote: "I think I would leave it as it is. Because it is mainly intended for legal professionals"

Portal Features

Tags: ASSUMES-LEGAL

- Quote: "I would say that this portal is primarily intended for legal professionals"

Tags: FORM-USE

- Used forms successfully

Tags: EXTERNAL-LINK

- Multiple external links followed

Tags: REGISTER-ACCESS

- Quote: "you can become a member and sign in or register...I did not register or sign in, to be honest, so I don't know the benefits of that"
- Quote: "If I register, then I could receive recent updates, I could choose the topic and receive them by means of an email notification"

Visual & Technical Issues

Tags: LAYOUT-ISSUE

- Quote: "for instance, this show button, show more, you tend, let's say I leave it like this, you know, you would think that it's only inheritance, divorce, and property, marriage, and civil partnerships. It's not so evident that there are other matters"
- Quote: "For instance, a scroll, I don't know, you like, it would scroll on its own rather than pressing the show more button"

Tags: VISUAL-CONFUSE

- Quote: "the search button, for instance...there was that drop-down menu to look for keywords. That wasn't so user-friendly, to be honest...the filters, yes, the filters"

P32 Interview Analysis

Participant Profile: P32 - Legal Professional, Experienced

Background

- **[LEGAL_PROF]** - Lawyer in Portugal
- **[EXPERIENCED]** - Uses portal regularly (weekly basis)
- Background: Searches for company information and insolvency databases across EU
- Primary use: Commercial company registers and insolvency databases
- Mother language: Portuguese
- Usage: Weekly, typically goes directly to specific sections via Google

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "Mainly to search information relating to companies, commercial companies in various countries. And search the insolvency bases, databases, and well, mainly for information regarding companies"
- Quote: "I don't have much to compare it with because this is the EU, well, law portal. So I would never go to any other portal regarding these matters"

Tags: SCOPE-NARROW

- Quote: "I normally go directly to the commercial registration or insolvency...because sometimes we always look for the same things, and we don't end up knowing what is available"

Tags: AUDIENCE-CORRECT

- Knows it's for legal professionals

Task Performance

Task 1: European Enforcement Order

Tags: COMPLETE, NORMAL, DIRECT, BROKEN-LINK, TOO-VAGUE

- ~3 minutes
- Path: Topics → Taking legal actions → Online forms → European payment order → Form
- Found information successfully
- Followed logical path
- PDF download not working

- Little information in forms

Task 2: French Case Law on Family Maintenance

Tags: FAIL, EXTENDED, EXPECT-ELSEWHERE, BACKTRACK, WRONG-SECTION, SEARCH-REFINE, TRANSLATION, ASSIST, EXTERNAL-LINK, SEARCH-FAIL

- Over 15 minutes
- Path: Family matters → Family maintenance → France → Search bar → Legislation and case law → National case law → France → External link → (prompted) EU case law identifier
- Quote: "she says she would go straight to national sites for portugal not here"
- Quote: "she would use the flags for another country but check with a lawyer of that country"
- Did not find specific case law
- Would use national sites for Portugal
- Multiple navigation attempts
- Repeated visits to same pages
- Changed search terms and filters multiple times
- Incorrect grammar noted
- Required moderator help to find case law identifier
- Directed to external Legifrance site
- Search results confusing

Task 3: European Judicial Training Platform Objectives

Tags: PARTIAL, NORMAL, MISS-LABEL, WRONG-SECTION, ASSIST

- ~3 minutes
- Path: Trainings → European judicial network → (prompted back) → Training of justice professionals
- Quote: "I don't know exactly. Maybe it's because I'm Portuguese and then it's not my native language in English"
- Quote: "I would never consider myself a professional of justice, professional justice, no...I don't think that this is a good title, in my opinion"
- Quote: "When I think about Profissional de Justice, or Justice Professional, or whatever the name it is in English, I think about the court clerks and judges, maybe, and not always"

- Note: 13:38:20 - "ZAHRA prompts to go back a page"
- Found platform but objectives unclear
- "Justice professionals" title confusing
- Went to wrong section first
- Required moderator guidance

Navigation Patterns

Tags: GOOGLE

- Quote: "normally I would just write on Google and I would be directed to not to this opening page"

Tags: NAV-MENU

- Uses topics dropdown

Tags: SEARCH-BAR

- Used search with filters

Tags: NAV-HOME

- Returned to homepage when lost

Tags: BACKTRACK

- Multiple returns to previous pages

Tags: EXTERNAL-LINK

- Follows links to national sites

Content Comprehension

Tags: JARGON-CLEAR

- Professional understands legal terms

Tags: TRANSLATION

- Note: 13:22:05 - "mentions incorrect grammar"

Tags: MISS-LABEL

- Quote: "I would never consider myself a professional of justice...I don't think that this is a good title"
- Quote: "When I think about Professional de Justice...I think about the court clerks and judges, maybe, and not always"

Tags: MISSING-INFO

- Some information gaps noted

Tags: IA-CONFUSE

- Quote: "the lack of complete integration between all systems in Europe. And that's very frustrating sometimes when we are searching because we find dead ends on some countries and not very good translations"

Behavioural Patterns**Tags: CONFIDENT**

- Quote: "Oh, interesting. Very interesting. I found out more. That's what I wanted"

Tags: FRUSTRATED

- When unable to find case law

Tags: SCAN

- Quickly scanning pages

Tags: CRITICIZE

- Quote: "mentions incorrect grammar"

Tags: PRAISE

- Quote: "wealth of information, and many times, good sources, many times, and reliable sources most of the time. So I trust, mainly, I tend to trust very much the information in this website, and that's fundamental for our job"
- Quote: "I think it's being improved, because I have been looking for EU information for a long time now. And I had not realized that this had more information than the information I normally consult"

Tags: SUGGEST

- Quote: "I tend to be very understanding, because I know this, it's too many languages and too many information, too many people, too many, well. It's difficult. So I think it's okay"

Portal Features**Tags: ASSUMES-LEGAL**

- Knows portal is for legal professionals

Tags: REGISTER-ACCESS

- Primary use is business registers

Tags: EXTERNAL-LINK

- Regularly uses external links to national sites

Tags: FORM-USE

- Uses forms section

Visual & Technical Issues

Tags: BROKEN-LINK

- PDF download not working

P33 Interview Analysis

Participant Profile: P33 - Citizen, Experienced

Background

- **[CITIZEN]** - Retired construction company owner
- **[EXPERIENCED]** - Had used portal before to search double taxation information
- Quote: "Tej informacji już szukałem na tym portalu" / "I already searched for this information on this portal"

Discovery: Initial Portal Understanding

Tags: SCOPE-CORRECT

- Quote: "można znaleźć na niej rzeczy dotyczące każdego prywatnego człowieka" / "you can find things relevant to every private individual"

Tags: AUDIENCE-CORRECT

- Correctly identifies target users

Tags: GAP-MATCHES

- Positive perception matched actual performance

Task Performance

Task 1: Cross-border Child Support Enforcement

Tags: COMPLETE, DIRECT, NORMAL

- Path: Family → Maintenance section

- Quote: "Są tutaj formularze przygotowane, żeby wypełnić i przesłać jako nakaz zapłaty" / "There are prepared forms here to fill out and send as a payment order"
- Found maintenance forms and information
- Straight to Family → Maintenance section
- Completed efficiently

Task 2: Money Claims Information

Tags: COMPLETE, DIRECT, NORMAL

- Quote: "Tak, to jest wszystko jasne. Jest nawet przewodnik, który poprowadzi mnie w tej sprawie" / "Yes, everything is clear. There's even a guide that will walk me through this matter"
- Located small claims procedures
- Found guide and forms
- Efficient completion

Task 3: EU Citizen Rights

Tags: COMPLETE, DIRECT, NORMAL

- Path: Your Rights → Fundamental Rights
- Quote: "Jest na portalu strona, która nazywa się Twoje prawa i na niej można znaleźć to, czego szukasz" / "There's a page on the portal called Your Rights where you can find what you're looking for"
- Found Charter of Fundamental Rights
- Navigated to Your Rights → Fundamental Rights
- Smooth path

Navigation Patterns

Tags: NAV-MENU

- Exclusively used menu navigation across all tasks

Tags: DIRECT

- No search bar usage, knew exact menu locations from prior experience

Content Comprehension

Tags: JARGON-CLEAR

- Found all content understandable

Tags: IA-LOGICAL

- Quote: "Portal jest bardzo czytelny i można dużo rzeczy na nim znaleźć" / "The portal is very clear and you can find many things on it"

Tags: TRANSLATION

- Quote: "Źle tłumaczy, to źle tłumaczy" / "It's translating badly, it's translating badly"
- KUDO translation service caused communication issues

Behavioural Patterns

Tags: CONFIDENT

- Previous search about double taxation was successful: "Tak, znalazłem informacje i bardzo mi ten portal pomógł" / "Yes, I found the information and this portal helped me a lot"

Tags: SCAN

- Quickly scanned pages for relevant information

Tags: PRAISE

- Quote: "Witryna jest bardzo przejrzysta" / "The website is very clear"
- Quote: "można również znaleźć podpowiedź, co w danej sytuacji zrobić" / "you can also find suggestions for what to do in a given situation"

Tags: SUGGEST

- Quote: "Może warto byłoby zastanowić się nad kontaktem telefonicznym w interesującym mnie języku" / "It might be worth considering phone contact in the language that interests me"
- Clarified: "Nie chodzi tylko o język polski, ale również o inne narodowości" / "It's not just about Polish, but also other nationalities" - phone consultation in native language for all nationalities

Portal Features

Tags: PDF-ACCESS

- Preference stated: "Myślę, że korzystniejszy jest plik PDF, ponieważ mogę zapisać go na komputerze" / "I think the PDF file is more useful because I can save it on my computer"

Tags: FORM-USE

- Identified payment order forms

Tags: EXTERNAL-LINK

- Confirmed understanding: "Tak, otwarłem link ze strony poprzedniej" / "Yes, I opened the link from the previous page"
- Followed link to EUR-Lex for fundamental rights

Tags: ASSUMES-ALL

- Understands portal serves all citizens

Visual & Technical Issues

No issues reported - Found portal visually clear

- Quote: "Witryna jest bardzo przejrzysta" / "The website is very clear"