Tools for Online Jury Research

Mock Jury Trials Online
A Global Leader in Facilitation of Telephone and Web-Enabled Solutions

• Private cloud hosted web rooms of up to 500 parties, secure and HIPAA Compliant
• Powered by our own proprietary global audio conferencing technology platform
• State-of-the-art proprietary transcription system with flexible delivery dates
• Glide Central audio & video curation platform tagging, clipping and storyboards
• All tools designed and maintained exclusively for serving Civicom clients
• We facilitate over 35,000 in-depth interviews and focus groups annually
• Simultaneous translation multiple language services
• 20 years in business

Our Key Fundamentals:
• Technical know-how, creative thinking, and responsive client service
• We’ve facilitated virtually every kind of web-enabled research project possible
• We set the standard in superior client service and support.

Your Project Success Is Our Number One Priority
What We Will Cover

• **Part 1: Presentation Portion**
  (Plaintiff and Defense Presentations, Witness Segments, Rebuttals, Closing Arguments, etc.)

  **Options:**
  - Self-paced Asynchronous Online Mock Trial
  - Live Online Mock Trial

• **Part 2: Deliberation Portion**

• Survey Capabilities
• Deliverables
• Security and Confidentiality
• Recruiting
• Q & A
Mock Jury Trials Online

What We Will Cover

Important Considerations

- Security
- Confidentiality Turn-Around
- Timelines/Scheduling
- Communication between researcher and client
- White-label/branding
Part 1: Do A Live Large Group Presentation

Self-paced Asynchronous Mock Trial (Civicom Chatterbox®)

Live Online Mock Trial (Civicom CyberFacility®)
Or An Asynchronous Self-Paced Presentation Group

*Civicom Chatterbox® is an online research platform for self-paced mock trial presentation, questionnaires and surveys. It is used to engage mock jurors to gain honest and actionable insights for your mock trials of any size and duration. The platform is accessible through desktop and mobile browsers, anywhere in the world.*
Civicom Chatterbox® Survey Task Types

Civicom Chatterbox offers different task types for all activities:

- Tasks vary by the format of response required
- Tasks can be shown to specific segments and groups
- Start & Due Date are customizable

<table>
<thead>
<tr>
<th>Task Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text</td>
<td>Open-ended text responses with optional word limits, formatting and inline images.</td>
</tr>
<tr>
<td>Multimedia</td>
<td>Open-ended text response with multiple photos, videos or files. Ideal for blog style journals.</td>
</tr>
<tr>
<td>Poll</td>
<td>Provide a preset list of options. Multiple selections can be permitted.</td>
</tr>
<tr>
<td>Image Review</td>
<td>Allow participants to mark-up and annotate precise locations of interest on any image you provide.</td>
</tr>
<tr>
<td>Fill the Blanks</td>
<td>Define a custom form with multiple text, poll, photo, scale, and allocation scale questions.</td>
</tr>
<tr>
<td>Video Review</td>
<td>Collect feedback on a video with categorized comments made during playback.</td>
</tr>
<tr>
<td>Prompt</td>
<td>Display messages, integrate external URLs, connect discussions or alter task navigation.</td>
</tr>
<tr>
<td>Screen Recording</td>
<td>Have participants record their screen while capturing audio-commentary.</td>
</tr>
<tr>
<td>Sort &amp; Rank</td>
<td>Display labeled cards to be placed into named groups and then ranked via drag-and-drop.</td>
</tr>
<tr>
<td>Grid</td>
<td>Define a matrix of rows and columns for rapid evaluation of many items at once.</td>
</tr>
</tbody>
</table>
Program and Conduct Surveys With Civicom Chatterbox

Q1
At this time in Mr. Wile E. Coyote’s case against Acme Corp, I favor:

- The plaintiff, Mr. Wile E. Coyote, strongly
- The plaintiff, Mr. Wile E. Coyote, somewhat
- The defendant, Acme Corp, somewhat
- The defendant, Acme Corp, strongly
Civicom Chatterbox Quick Charts
Visualize Data Generated By the Platform As Responses Come In

Questionnaire 1
At this time in Mr. Wile E. Coyote’s case against Acme Corp. I favor:

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Plaintiff strongly</td>
<td>11</td>
<td>50%</td>
</tr>
<tr>
<td>2 Plaintiff somewhat</td>
<td>9</td>
<td>40.5%</td>
</tr>
<tr>
<td>3 Defendant somewhat</td>
<td>2</td>
<td>9.1%</td>
</tr>
<tr>
<td>4 Defendant strongly</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
Questionnaire 1
At this time in Mr. Wile E. Coyote's case against Acme Corp, I favor:

- 1 Plaintiff strongly
- 2 Plaintiff somewhat
- 3 Defendant somewhat

Questionnaire 1
At this time, do you favor awarding damages to the plaintiff, Mr. Wile E. Coyote?
Online Mock Trial Live Presentation Group
Opening Intro (Consultant View)
Large Online Live Mock Trial Presentation Group
Opening Intro (Participant View)
Online Mock Trial Live Presentation Group

Participant View-With Webcams

Consultant View-With Webcams

Participant View-Without Webcams

Consultant View-Without Webcams
Part 2: Live Deliberation Group (Participant View)
Live Deliberation Group: Moderator View

Live Deliberation Group: Participant View
Survey Options

You Can Use What You Are Used To:

- Google Forms
- Snap Surveys
- SurveyPro
- First Court
- Qualtrics
- Civicom Chatterbox®
- Any Legal Survey Software of Your Choice
- You Can Program The Survey or We Can Do It For You
Link Out To Survey Questionnaires
In Between Video or Live Presentations
See How Participants Access Your Surveys

Moderator View
Live Deliberation Group

Participant View
Live Large Presentation Group
Surveys: Civicom Chatterbox Option
Each Participant Completes Survey Independently When They Click Link
Project Deliverables

- Online Poll Results
- Chatterbox Reports
- Word Clouds
- Audio & Video Recordings
- Transcripts
- If You Use Your Own Survey Product, You Will Get Your Results The Same Way You Are Used To
Chatterbox Word Clouds
Generated From All Text Responses On The Board, Useful For Finding Keywords Or With Word Analytics
Deliverables:
Access Your Audio & Video Recordings

Simply Click On Your Link To Open Your Recording
Deliverables:
Recording Time Stamps, With Markers

<table>
<thead>
<tr>
<th>Markers</th>
<th>Clips</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TimeStamp</td>
<td>Marker</td>
<td>Notes</td>
</tr>
<tr>
<td>00:01:01</td>
<td>interest point</td>
<td>need to change strategy</td>
</tr>
<tr>
<td>00:01:20</td>
<td>change of perspective</td>
<td>add more points to solidify the case</td>
</tr>
</tbody>
</table>
Deliverables:
Video Clipping Tool – Individual Clips & Create Storyboards
Deliverables: Transcriptions

TranscriptionWing
Transcription service that soars above the rest.

www.transcriptionwing.com

Among the various sources I turn to in my role as a technology strategist, I often find myself looking for specific information on topics related to business and technology. In particular, I have a keen interest in the evolution of cloud computing and how it is shaping the way we work and communicate. In this context, I would like to share some insights and observations on the role of cloud computing in the development of new business models and the implications for the future of work. 

Cloud computing has been a game-changer in the way organizations think about infrastructure, scalability, and cost-effectiveness. The ability to scale resources up or down depending on demand, and to pay only for what is used, has revolutionized the way businesses operate. However, there are also challenges associated with cloud computing, such as security concerns and the need to ensure data privacy. In this talk, I will address these issues and provide some guidance on how to navigate the cloud landscape.

In conclusion, cloud computing is a powerful tool that can help businesses improve their efficiency and competitiveness. By understanding the benefits and challenges of cloud computing, organizations can make informed decisions about how to leverage this technology to their advantage.

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Civicom
Mock Jury Trials Online

Presentation title: www.transcriptionwing.com

Presentation date: April 15, 2023

Slide 1: Title slide

Slide 2: Introduction

Slide 3: Cloud computing advantages

Slide 4: Cloud computing challenges

Slide 5: Security considerations

Slide 6: Future of work

Slide 7: Conclusion
Translation Services:
Simultaneous Translation; Dual Channel Audio
Enable You To Conduct Mock Jury Trial in Any Language
Webroom Available In Over A Dozen Languages, Including Spanish

Global Audio Expertise
Involve countries anywhere in the world. We provide local toll free numbers where available. Observers can join easily and no longer have to worry about expensive international calling fees.

Local Language Web Room Access
Web room access for respondents in IDIs and Focus Groups hosted by Civicom is available in a wide variety of languages. This makes it easier for respondents to participate successfully in a research study where stimuli are shown.

Multi-Language Translation
We provide simultaneous translation for phone and web IDIs and focus groups plus translation of audio and web recordings. We can merge translated audio recordings with video for viewing in a second language.
Important Considerations: Security

• Strict security policies compliant for handling all data including PII.
• Servers deployed with up-to-date operating systems and software.
• All hard drives in workstations and laptops encrypted.
• Documents automatically encrypted during transit.
• All pcs are configured to require the user to input two sets of credentials for access.
• Smartcards used for specific client engagements that require stronger authentication methods.
• Critical data is replicated to a redundant database for failover in case of emergency.
• RAID drives on all important servers to ensure data is intact in the event of a disk failure.
• PII moved to cloud-based documents so that they are not resident on a computer.
  (This protocol is followed except where clients want documents transmitted via email. However, in those cases they also are confined to only those with a need to know.)
• PII stored in online depositories accessible only to authorized personnel.
• Data security can be replicated at external locations and centrally monitored.
• Security systems have been externally audited and approved by numerous organizations.
• And more....
Important Considerations:
Compliance & Confidentiality

**GDPR COMPLIANT**
As processors of the data of EU residents, we subscribe to the requirements of the EU General Data Protection Regulation and its underlying intent that aims to give the residents of the EU more control over their data. We have established policies and practices that enable us to conform to the data and privacy rules within the legislation. We subscribe to the EU-US Privacy Shield.

**INFO SECURITY**
We maintain a comprehensive information security policy that is the foundation for the development and implementation of our security practices. These practices are designed to ensure the confidentiality, integrity, and security of data within our locations and the Information systems owned and operated by our company. We employ a full-time Data Protection and a full-time Compliance Officer.

**HIPAA COMPLIANT**
Civicom has put safeguards in place to be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and associated regulations. We have engaged in a comprehensive HIPAA audit and training program for employees and have an active HIPAA compliance policy. We have established an annual review of our compliance practices to assure we remain in line with HIPAA requirements.

**CULTURE OF CONFIDENTIALITY**
Our organizational mindset is that we are stewards of client and respondent data and it is our responsibility to protect and safeguard it. All employees record our Oath of Confidentiality every quarter and also have signed a confidentiality agreement. The Quarterly Oath helps each employee remember their personal responsibilities to safeguard all data and PII and to follow required protocols.

**PIPEDA**
In line with our GDPR commitments we strive to work with clients to protect privacy in compliance with the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA). We recognize the importance of remaining consistent and ensuring an equivalent level of privacy protection to the EU requirements in order to allow the free flow of personal information from the EU to Canadian organizations.

**CCPA**
We are anticipating the impact of the California Consumer Privacy Act (CCPA) that will be effective January 1, 2020, including the 12-month "look-back" period. Our comprehensive information security policy and data flow procedures will ensure we are able to work with clients to fulfill legal requirements expanding the rights of California resident consumers and be transparent about how their information is collected, used, and disclosed.
Juror Recruiting

How recruiting is handled:

• We can recruit from our own panel or though our network of multiple relationships
• You provide your screener or specifications
• We take care of all participant tech checks
• We keep in touch throughout process with participants to assure excellent show rates
• Incentives - we recommend amount
• Incentive payment – we have two systems electronic (most used) and checks (still available)
• You can also use your own recruiter
Getting Started: What We Need From You

Project Specifications:
- Presentation Portion – Asynchronous or Live
- For Presentation & Deliberation Sessions:
  - Number of Participants for each:
    (eg. Recruit 10 to Seat 8); Recruit 28 to seat 24)
  - Length of Group(s)
  - Types of Content to be Presented (video, live, surveys, etc.)
  - Timing & Scheduling
  - Project Name
  - Survey Links

You Receive A Specific Project Estimate In Advance For Every Project
- Note: We can handle up to 500 parties in one room
- Up to 3,000 on audio conference
- White label branding is available
How We Support You

• We Are With You From Start To Finish
• We Assign A Dedicated Team To You
• We Offer Customization To Suit Your Needs
• We Play A Collaborative Role In Your Project
• We Provide Creative and Technical Excellence
• We Are Constantly Innovating New Ideas
• We Have The Right Experience

*Your Project Success Is Our Number One Priority*
Mock Jury Trials Online

Booking A Project

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Mary Kopcie
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Thank You

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