OFFICE OF LEGAL AFFAIRS
CLIENT SATISFACTION SURVEY
SPRING 2003

Part One: Who are our clients?

1.01 Which of the following best describes the role in which you interact with the Office of Legal Affairs?

___ Dean  ___ Department Head  ___ Director
___ Trustee  ___ Faculty  ___ Other (describe)
___ Officer  ___ Administrator

1.02 Which unit of the University are you affiliated with when you are serving in that role?

___ College (please identify:____________________________)
___ Campus-Wide Administration (please identify:____________________)
___ Auxiliary Enterprise (please identify:____________________________)

Part Two: Utilization of the Office.

2.01 Generally, how often have you personally interacted with or used the services of the Office of Legal Affairs during the past calendar year?

___ less than 5 times
___ 5 to 12 times
___ more than 12 times

2.02 In the past calendar year, with how many different lawyers in our Office did you interact?
(Circle one)

1 2 3 4 5
2.03 Please check all of the subject areas in which you have requested legal services from our Office within the past two years.

___ Admissions and Financial Act  ___ Open Meetings
___ Academic Misconduct  ___ Public Records
___ Athletics  ___ Personnel Issues
___ Civil Rights  ___ Personal/Institutional Liability
___ Copyright/Trademark/Publishing  ___ Policies (University)
___ Cyberspace Law  ___ Public Safety/Crime
___ Development/Fundraising  ___ Purchasing/Contracts
___ Employee Benefits  ___ Real Estate
___ Environmental/OSHA  ___ Regulatory Compliance
___ Extension  ___ Research Issues/ Grants
___ Grievances  ___ Student Affairs
___ Insurance  ___ Technology Transfer
___ Internal Investigations  ___ Telecommunications
___ International Issues  ___ University Governance
___ Legislation

Other: __________________________________________________________
_____________________________________________________________
_____________________________________________________________
_____________________________________________________________
_____________________________________________________________

2.04 Please list in order of priority the three things that are most important to you in dealing with the Office of Legal Affairs.

1. __________________________________________________________

2. __________________________________________________________

3. __________________________________________________________
2.05 The Office of Legal Affairs has started development of its own webpage. We would like to know whether you have accessed it and how helpful it is in addressing your needs:  http://www.ncsu.edu/legal/index.php

In the past calendar year, have you accessed the webpage?

___ YES           ___ NO (please skip to question 2.09)

2.06 What caused you to access the webpage?

___ Search for a legal answer (please specify topic: _____________________)

___ To access the contract procedures

___ To access a university policy (please specify policy: _________________)

___ Other (please describe: _________________________________________)

2.07 How helpful did you find the information provided on the webpage?

___ Very helpful           ___ Not very helpful

___ Somewhat helpful       ___ No opinion

2.08 Was the webpage information clear and in an understandable format?

___ YES           ___ NO

2.09 Have you visited the new Policy Regulations and Rules (PRR) website http://www.ncsu.edu/policies/homepage.php ?

___YES           ___ NO

2.10 What would you like to see on the webpage to help serve your needs better or how could the information be presented in a more understandable format?

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
Part Three: Expertise and Professionalism.

Please check the opinion which you feel best describes our abilities.

“The attorneys with whom I work:”

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Enough Information to Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.01 Have knowledge and skills necessary to advise me properly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.02 Are well-informed about NC State policies and procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.03 Understand our University mission and programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.04 Are effective in helping my organization/unit achieve its goals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.05 Achieve results that meet or exceed my expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.06 Work with me in a spirit of cooperation and teamwork</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.07 Demonstrate a high standard of ethics and integrity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.08 Effectively draw the line between legal advice and management prerogatives</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.09 Keep me informed of legal developments important to my work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.10 Keep me informed about the progress of matters they are working on</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.11 Return telephone calls promptly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.12 Respond to email and</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>3.13 Are readily accessible</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.14 Handle assignments in a timely matter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.15 Provide advice clearly and concisely</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.16 Demonstrates that my legal issue is important to them</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.17 Provide advice in a form that is useful to me</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.18 Are proactive: anticipate our needs and work with us to achieve optimal results</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.19 Treat me and others in my organization with respect, as a valued client, and as my colleagues</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.20 Are creative in solving my legal problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.21 Inform me about the risks associated with my legal issue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.22 The Legal Affairs’ staff with whom I interact are courteous, professional, and responsive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.23 I understand when to ask Legal Affairs for advice on a particular matter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.24 I am clear on which attorneys I should contact when I need help in a matter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Part Four: Client Education Sessions (Briefings, Workshops, Seminars).

4.01 During the past year, have you attended a Client Education Session given by a member of the Office of Legal Affairs?
___ YES ___ NO (please skip to question 4.03)

TOPIC: ______________________________________________________

4.02 If you answered yes to 4.01, do you have any comments or suggestions for improving that session?
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

4.03 Are there briefings, workshops, or seminars you would like us to present? If so, what subject(s) would you like covered, who should be invited, and whom within your organization should we contact to arrange such a session?
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

Part Five: Miscellaneous.

5.01 Overall, I would rate the services provided by the Office of Legal Affairs as:
___ excellent ___ very good ___ good ___ fair ___ poor

5.02 Do you have any suggestions as to how we can provide better legal services to you?
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

5.03 Are there any regulatory, programmatic, or other changes or trends that you expect over the next several years that may affect your unit’s need for legal services? If so, please describe.
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
5.04 Do you have any concerns about whether NC State is complying with legal requirements in any area? If so, please describe.

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

5.05 Are there any legal areas in which you think the Office of Legal Affairs needs additional strength or expertise? If so, what area(s)?

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

5.06 Did this survey ask appropriate questions regarding the services of the Office of Legal Affairs and your level of satisfaction with those services?

___ YES     ___ NO

Optional --- Name: _____________________________
Department/Unit: _____________________________
Title: _____________________________
Date: ____________

THANK YOU FOR YOUR PARTICIPATION!

RETURN NO LATER THAN MARCH 28, 2003 TO

NATALIE JONES
OFFICE OF LEGAL AFFAIRS
CAMPUS BOX 7008

OR

FAX: 515-3060

OR