

APPENDIX D

Client Satisfaction Survey Results

Part I – Figures

Survey: General Counsel Review Survey

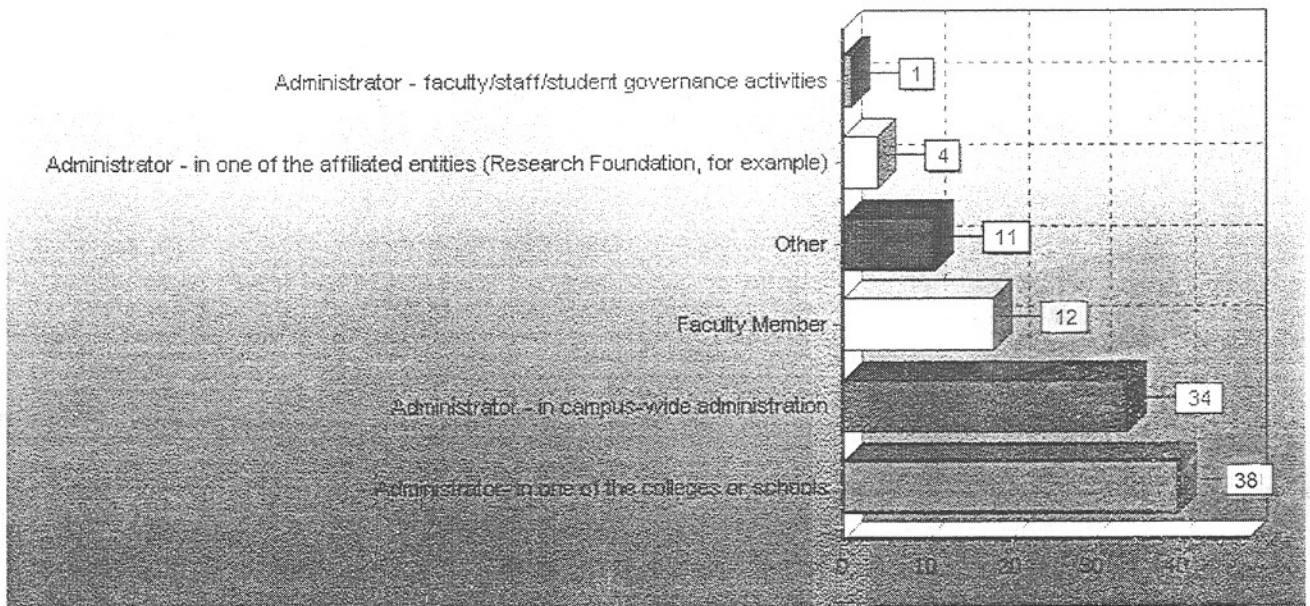
Question 1:

Which of the following best describes the role in which you generally deal with the OGC?

Mean = 2.59

Median = 2.00

Standard Deviation = 1.18



"Other" responses:

- Dean College of Medicine
- Dean College of Medicine
- Administrator, Organized Research Unit
- attorney in Iowa City
- Lab director at a service division, part of a college
- private attorney
- Administrator, Board of Regents Office
- attorney in private practice who represents University faculty, staff and
- Attorney in private practice
- Johnson County Attorney
- City Attorney, Iowa City

"Comment" responses:

- Research administrative office (Clinical Trials Office); part of the Office of the Vice President for Research
- I seek legal advice/assistance, contract review/approval, and participation in project (usually policy related) work from members of the OGC
- I've found GC staff to be very helpful, easy to work with, and timely in their responses.
- College of Medicine Compliance and IMMIC insurance company
- As former Director of the School of Music and current Director of the Division of Performing Arts

- As a DEO and as an Associate Dean, I have had several dealings with the Office of General Counsel. As DEO, I worked largely with Mark Schantz on matters of faculty grievances and sanctions. As Associate Dean, I have dealt mostly with Marc Mills.
- Outside agency with need for consultation or information

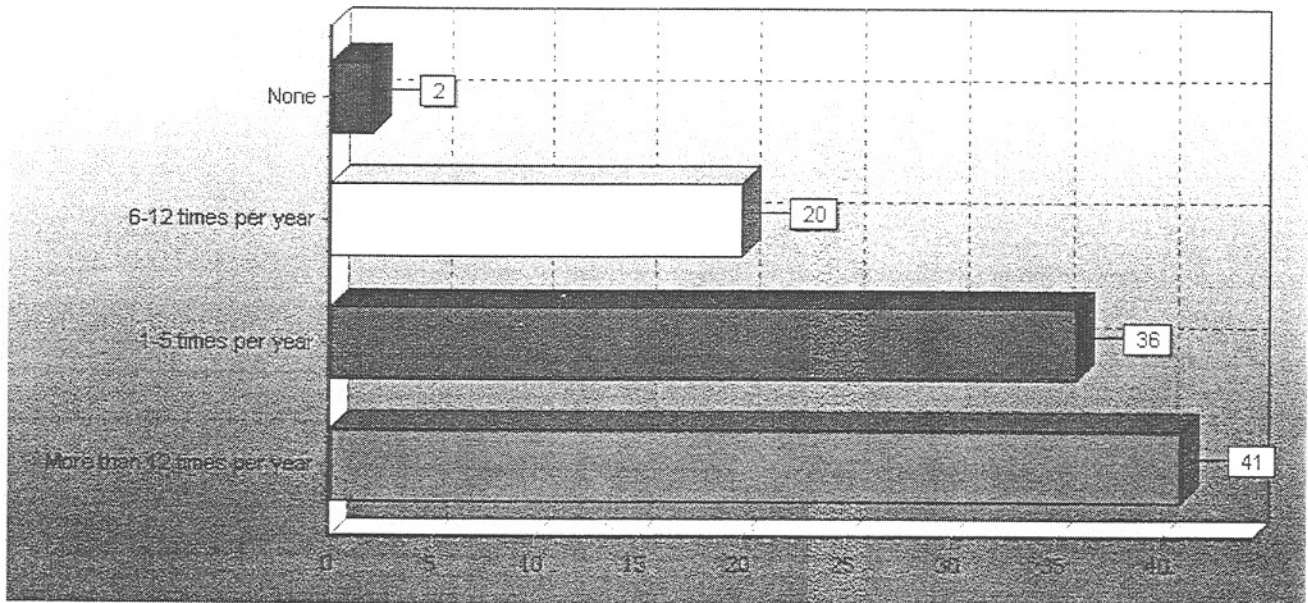
Question 2:

In the past, how often have you interacted with or used the services of the OGC?

Mean = 3.01

Median = 3.00

Standard Deviation = 0.93



"Comment" responses:

- I am assuming that the Tech transfer group does not count
- I consult with the research attorney numerous times per week and with 3 other attorneys in the office on a less regular basis.
- This is an overall average - some years there have been more than 6 times; other years, just once or twice,
- Advice on language in clinical trial contracts
- variety of research animal and animal rights issues
- primarily Marc Mills
- I've worked with GC staff on UI committees and on unit-specific projects, and found uniformly responsive staff.
- Weekly meetings with OGC
- We work with the OGC in putting together affiliation agreements for clinical teaching with outside institutions
- Primarily on issues related to state government
- weekly
- I previously represented faculty, staff and students
- In our office, we have learned to trust the advice of the attorneys in the OGC. Marc Mills has been especially helpful in following up with student issues.
- I am a member of Research Council, and the OGC staff often attend meetings to explain policies or problems.

- Hard to give a number. Primarily I interact with Marc Mills in conjunction with graduate assistant issues
- Responsive, informed, conservative
- I interact with OGC almost daily.
- At least a weekly basis

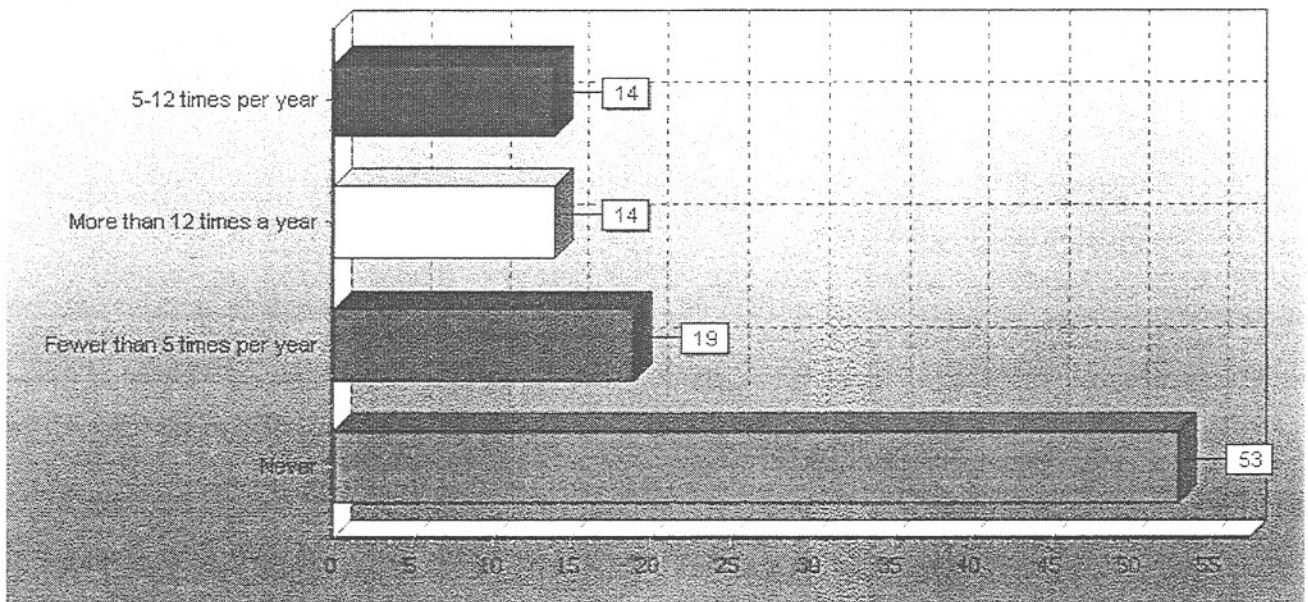
Question 3:

Generally, how often do you consult with other practicing attorneys within the University who are employed out

Mean = 1.89

Median = 1.00

Standard Deviation = 1.11



"Comment" responses:

- At least a weekly basis
- tech transfer group
- I am not sure how you define "practicing attorneys." I work with attorneys in Sponsored Programs, UI Reseach Foundation, UIHC and elsewhere. I recognize their legal background, but do not consider them to be "practicing attorneys."
- I don't know how this question is different from number 2. I call one of the attorneys when I have a legal question.
- primarily UIHC
- My position requires significant contact with Dean of Students
- I've been interacting fairly frequently with attorneys in HR, OEOD, and OVPR.
- Maybe fewer than 5; I'm not sure who's included.
- Weekly meeting with UIHC attorneys
- Bill Hesson, UIHC
- I have two attorneys within my unit.
- I am unclear as to how you are defining practicing. Most of these interactions are more on a friend to friend basis, discussing issues of interest rather than consulting on a professional level.
- UIHC attorneys usually if outside the OGC

Question 4:

If you use the legal services of other attorneys within the University who are employed outside the OGC, please identify the person(s) or provide a description of the services provided:

- associate dean of students; student code of conduct matters
- Office of Diversity, Waterhouse, Westerhaus, Harrasment, disability...
- Charlotte Westerhaus Bill Hesson
- Randall Ney -- Investigating Officer for Faculty Judicial Commission, and immigration law specialist
- Brenda Akins
- A. Rhodes. Academic program issues
- Grainne Martin Bill Hesson
- not applicable
- Hospital attorney William Hesson, advises concerning hospital issues.
- Erik Fisher, of Student Legal Services
- Wendy Beaver, attorney in the Division of Sponsored Programs; advice on clinical trial contract language Daniel Happe, at the UI Research Foundation; advises me on intellectual property language in contracts
- Grainne Martin, in the VPR office
- William Hesson, Esq
- Occasionally would contact immigration attorneys outside of OGC, but only after consultation with the staff of OGC
- Tom Baker, Office of Dean of Students
- mark abbott-department of athletics consultation on event contracts and general legal issues of interest to the department
- Tom Baker, Student Services Drew Ives, Business Office
- contract management
- Thomas Baker, Associate Dean of Students-Consultation regarding student discipline issues, release of information issues
- S. Kurtz, faculty
- HR--Dave Bergeon, Kevin Ward OEOD--Jan Waterhouse OVPR--Grainne Martin
- Council in Student Services to discuss proposed changes to Residence Hall contract.
- Gay Pelzer in the CCOM dean's office, and Susan Frye who was contracted re a potential malpractice suit.
- I consult with Grainne Martin in VPR, but I think technically she may be in OGC. I also consult with Randall Ney in both his roles as Presiding Officer of the Faculty Judicial Commission and in connection with his duties re: immigration.
- William Hesson - UIHC Jody Sobotka-Cole - UIHC
- Bill Hesson, UIHC Lance VanHouten, UIHC Jodi Sobotka, UIHC
- I consult with Bill Hesson at UIHC on a regular basis on matters within his purview and I consult with Ann Rhodes occasionally on HIPPA matters. I consult regularly with Randall Ney, in his capacity as investigating officer and occasionally in his immigration role. I consult with Lon Moeller, the current faculty ombudsperson regularly, and I worked with others in that role in the past. In the past I have consulted with Drew Ives on occasion.
- Bill Hesson, questions concerning patient care related issues.
- Sometimes talk to law school professors to be able to respond to student question about area of law.
- Bill Hesson, UIHC for matters involving faculty members who are also clinicians
- Lance Van Houten - UIHC Tort Claims\ Jodie Sobotka - General UIHC William Hesson - Risk Management issues Grainne Martin - Research Risks
- Tom Baker--Dean of Students Office
- I regularly consult with Bill Hesson at UIHC about a range of matters in his purview; with Randall Ney about faculty dispute matters and occasionally about immigration matters; with Ann Rhodes occasionally about HIPPA matters; with David Bergeon about non-

faculty employment matters. Sometimes I am working with these people on a client matter for which they are (or represent) the other side. Sometimes I am seeking clarification of policy. I have worked occasionally with Charlotte Westerhaus and Jan Waterhouse in the OED and Tom Baker in the Dean of Students Office, always on client related matters.

- Drew Ives Bill Hesson and staff
- Bill Hesson on matters related to health care. We generally advise OGC of these contacts and have a very good working relationship.
- Gay Pelzer - she may be in the OGC, I'm not sure
- Tom Baker, student services Charlotte Westerhaus, Jan Waterhouse, Office of Equal Opportunity and Diversity
- Informal consultation with Law School professors or other faculty who hold law degrees.

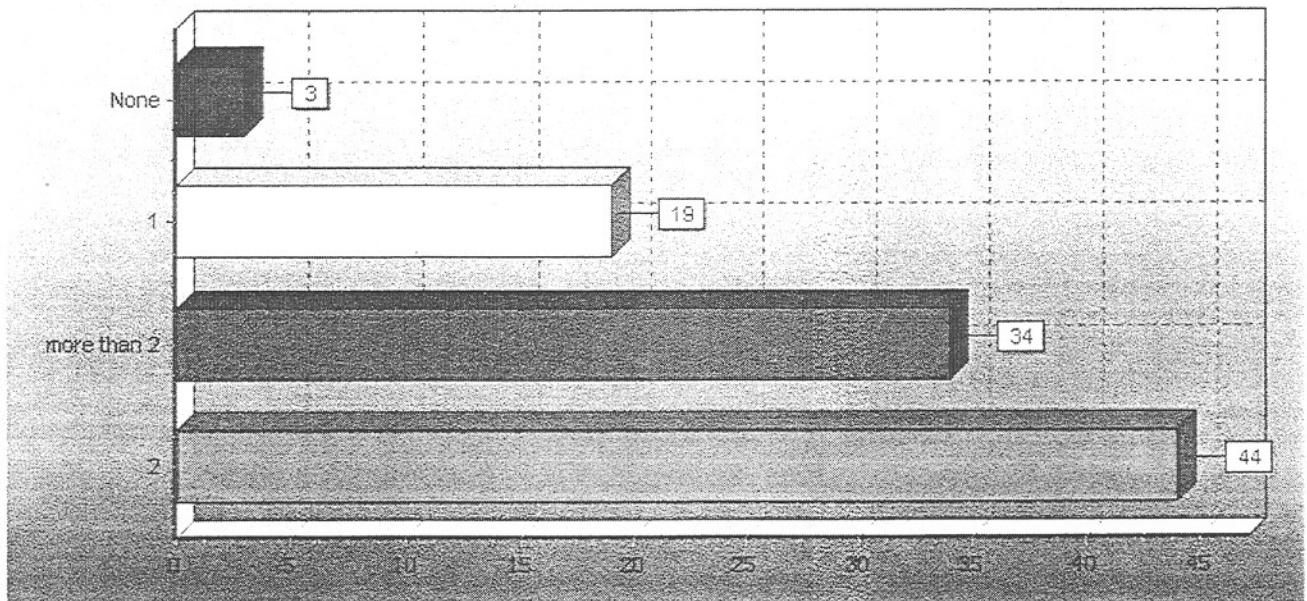
Question 5:

In a typical year, with how many lawyers in the OGC do you interact?

Mean = 3.09

Median = 3.00

Standard Deviation = 0.81



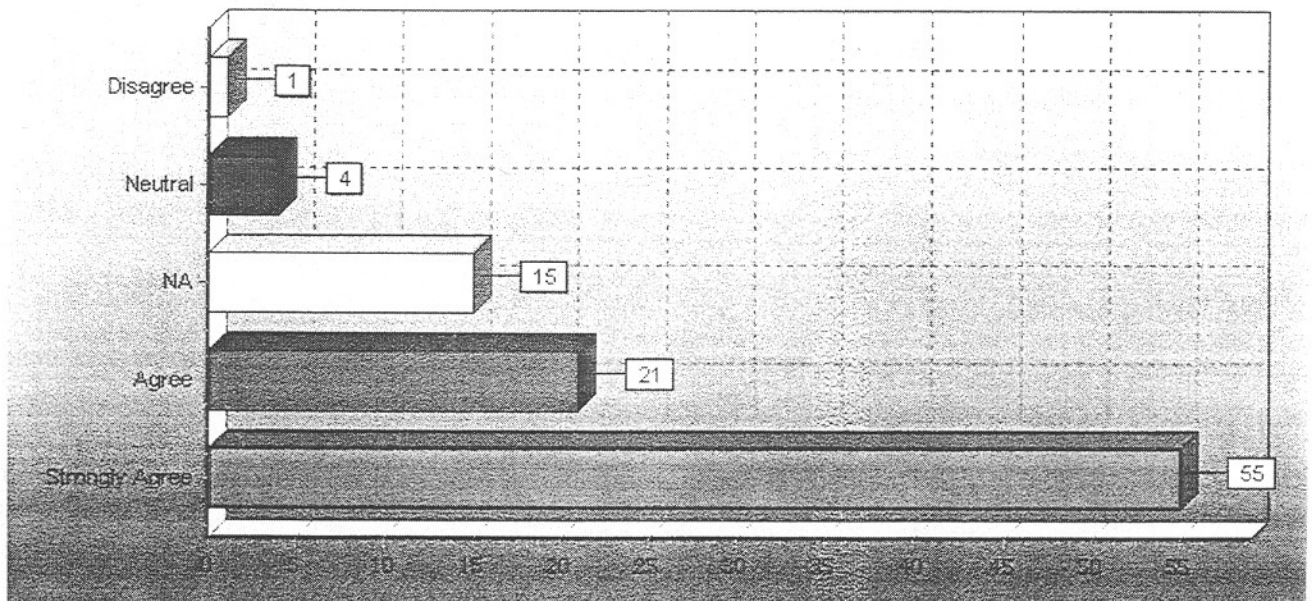
Question 6:

Please rate the services provided by the OGC using the scale below: - a. The OGC helped me decide if I had a leg

Mean = 4.82

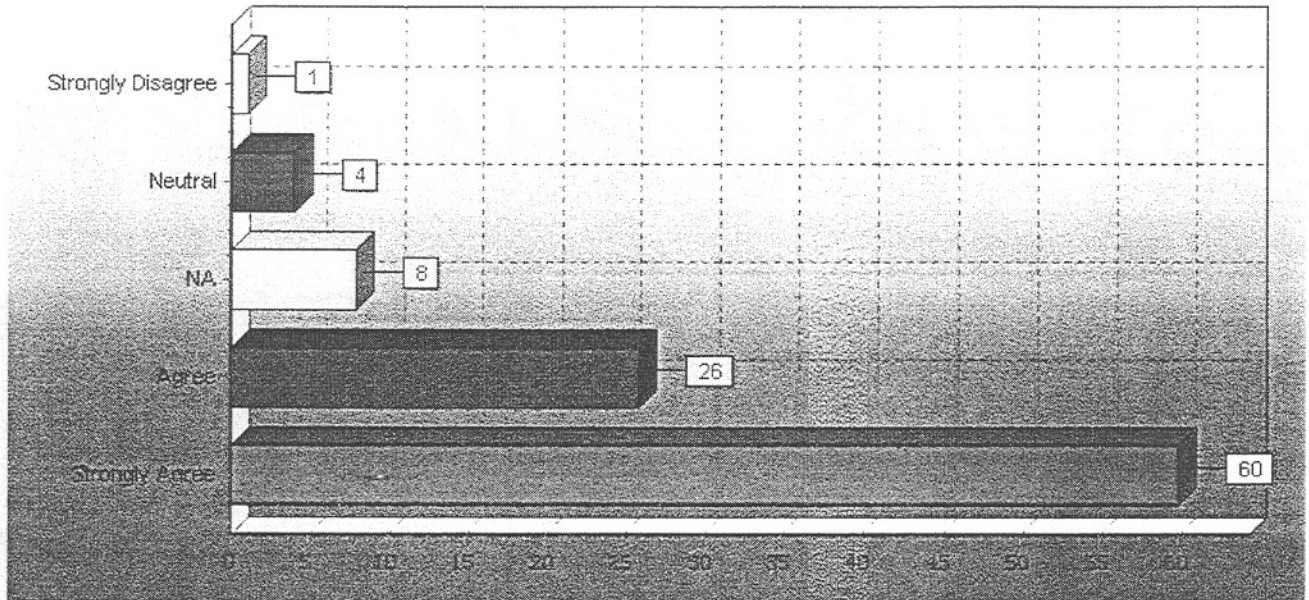
Median = 5.00

Standard Deviation = 0.78



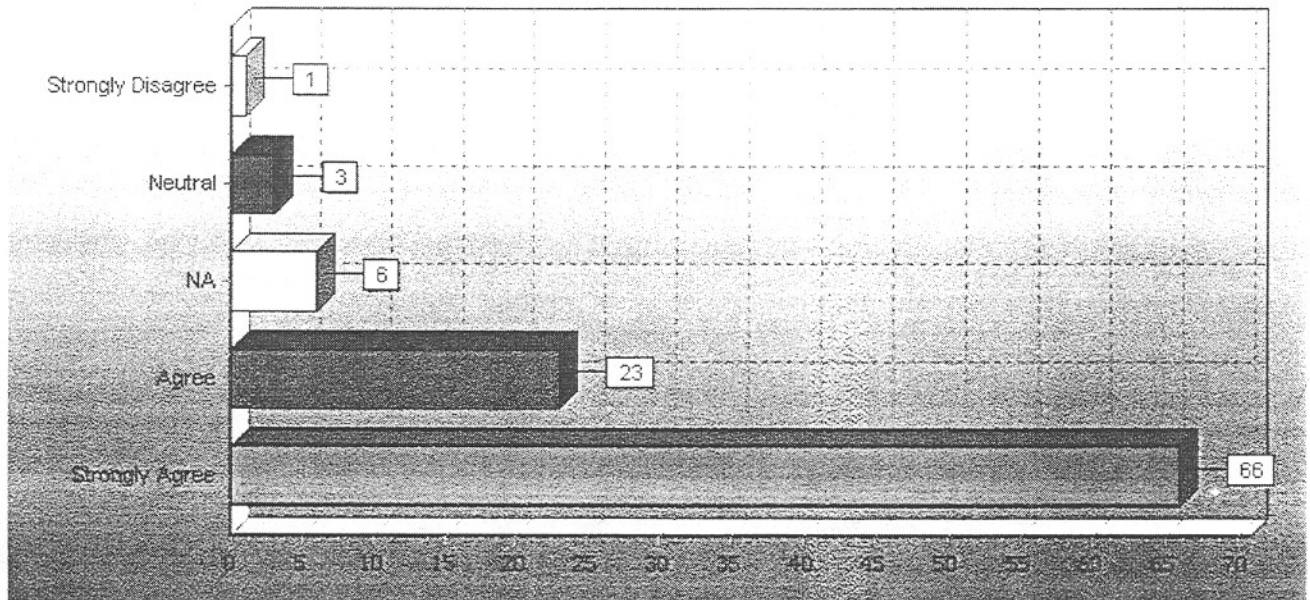
Please rate the services provided by the DGC using the scale below: - b. The advice I received was accurate

Mean = 4.70
Median = 5.00
Standard Deviation = 0.76



Please rate the services provided by the OGC using the scale below: - c. The advice I received was understanda

Mean = 4.73
Median = 5.00
Standard Deviation = 0.71

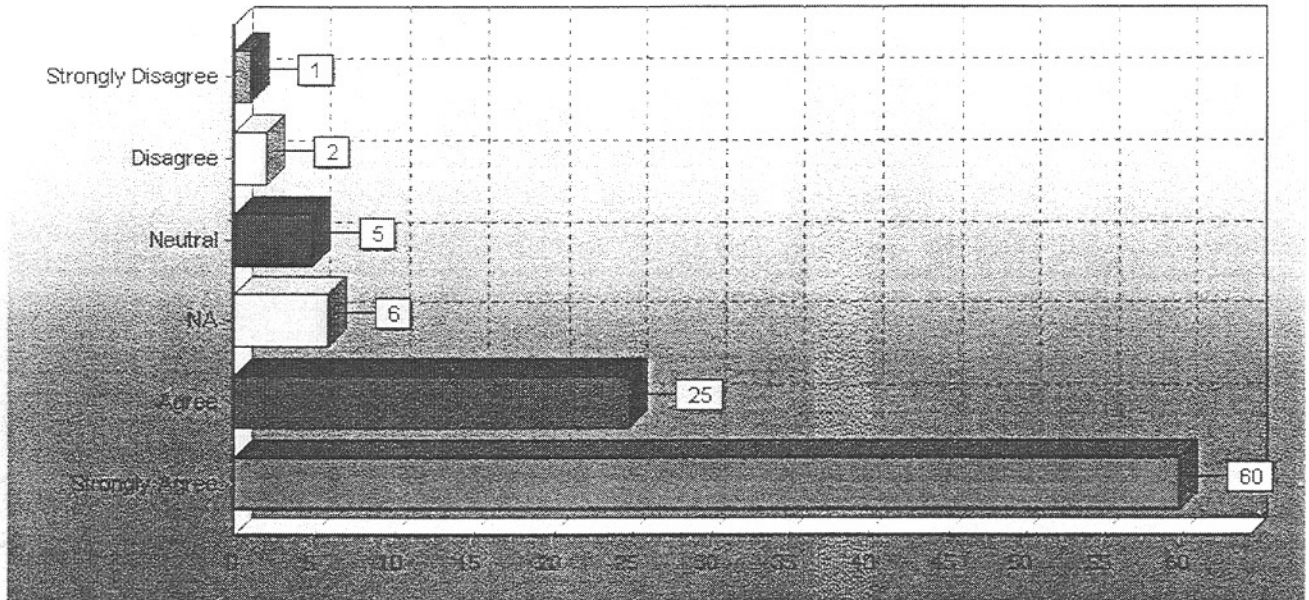


Please rate the services provided by the OGC using the scale below: - d. The advice I received was practical

Mean = 4.61

Median = 5.00

Standard Deviation = 0.84

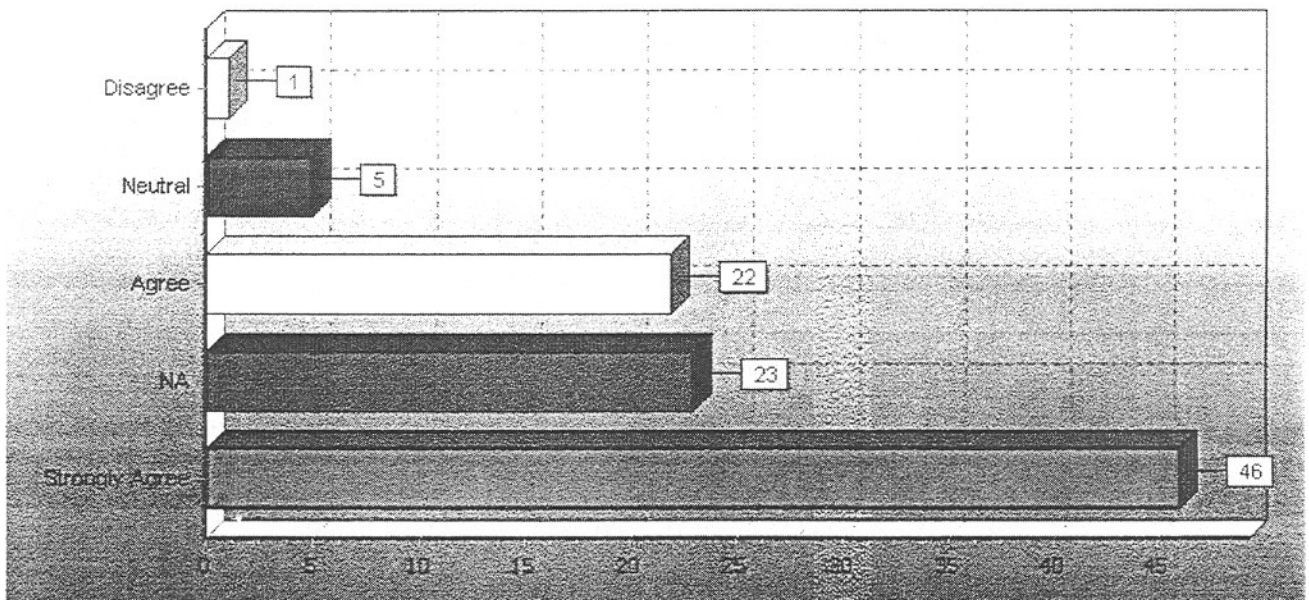


Please rate the services provided by the OGC using the scale below: - e. The written work was of high quality

Mean = 4.88

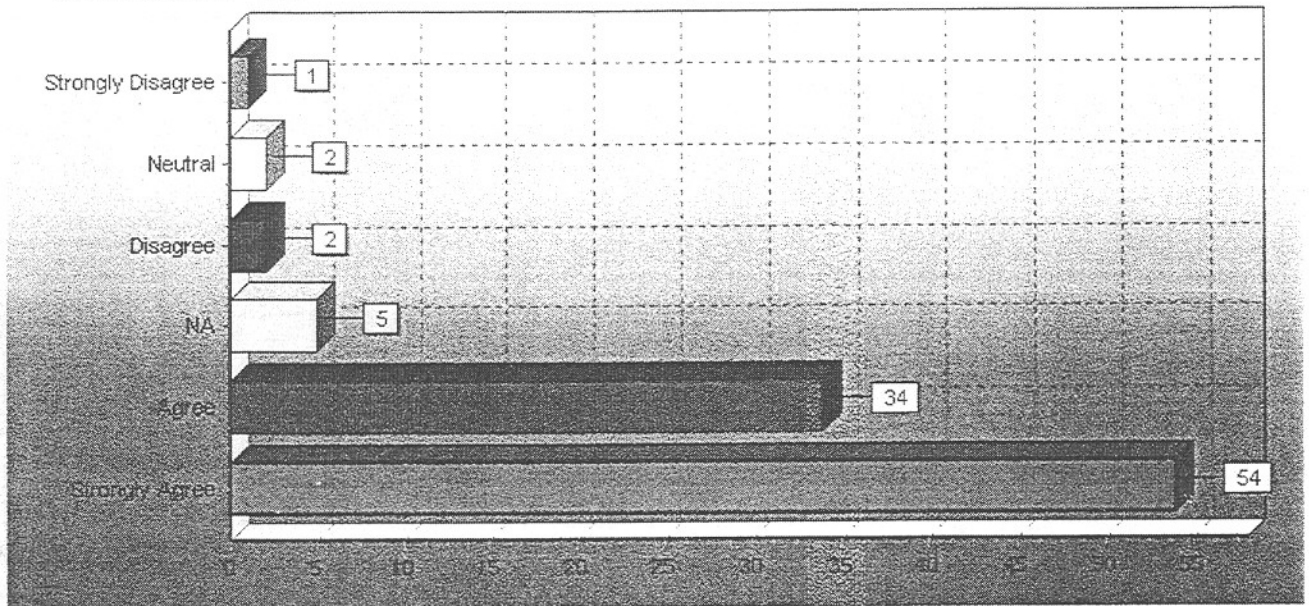
Median = 5.00

Standard Deviation = 0.87



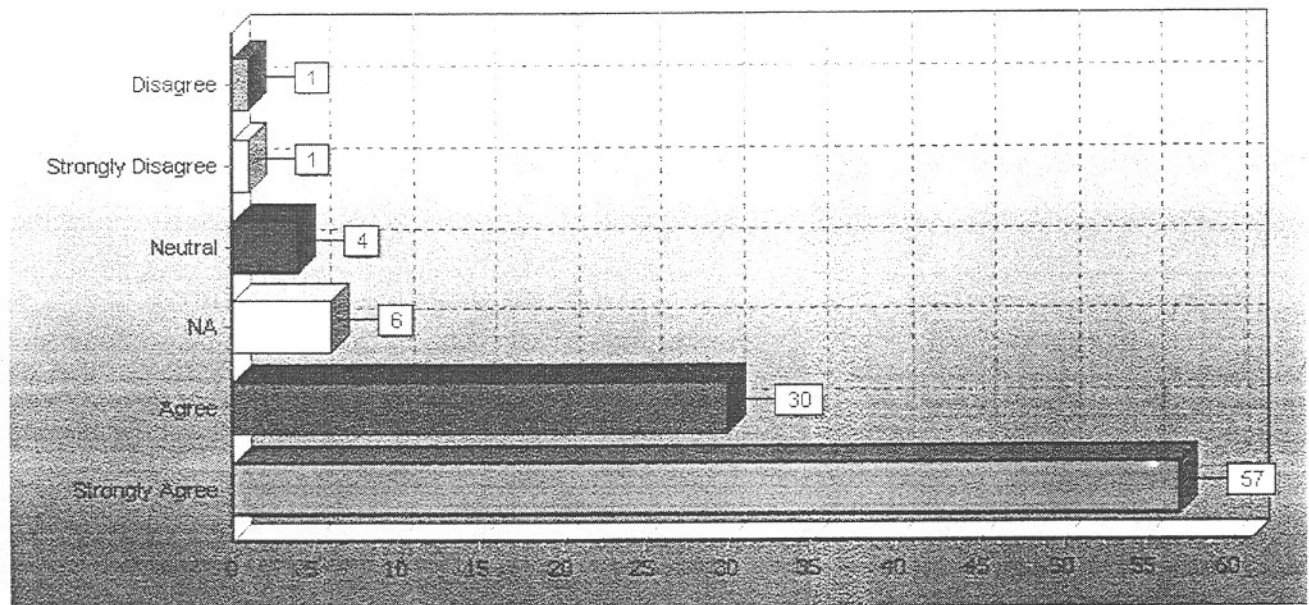
Please rate the services provided by the OGC using the scale below: - f. The attorneys were sufficiently knowledgeable

Mean = 4.56
Median = 5.00
Standard Deviation = 0.80



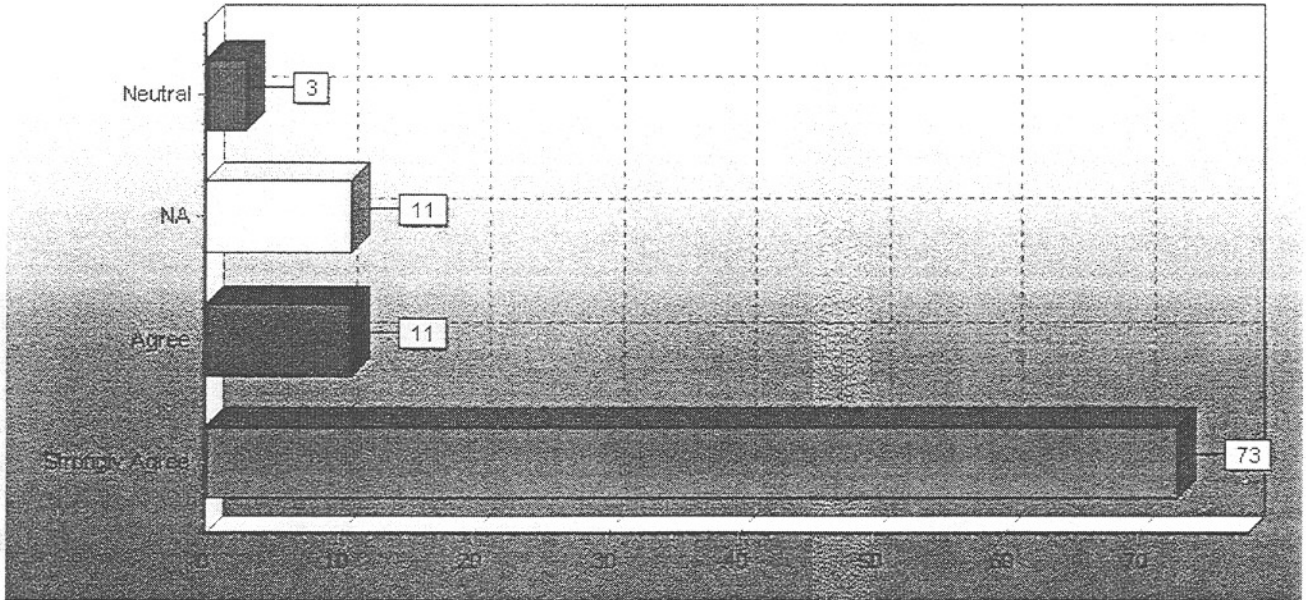
Please rate the services provided by the OGC using the scale below: - g. The attorneys exercised satisfactory judgment

Mean = 4.61
Median = 5.00
Standard Deviation = 0.79



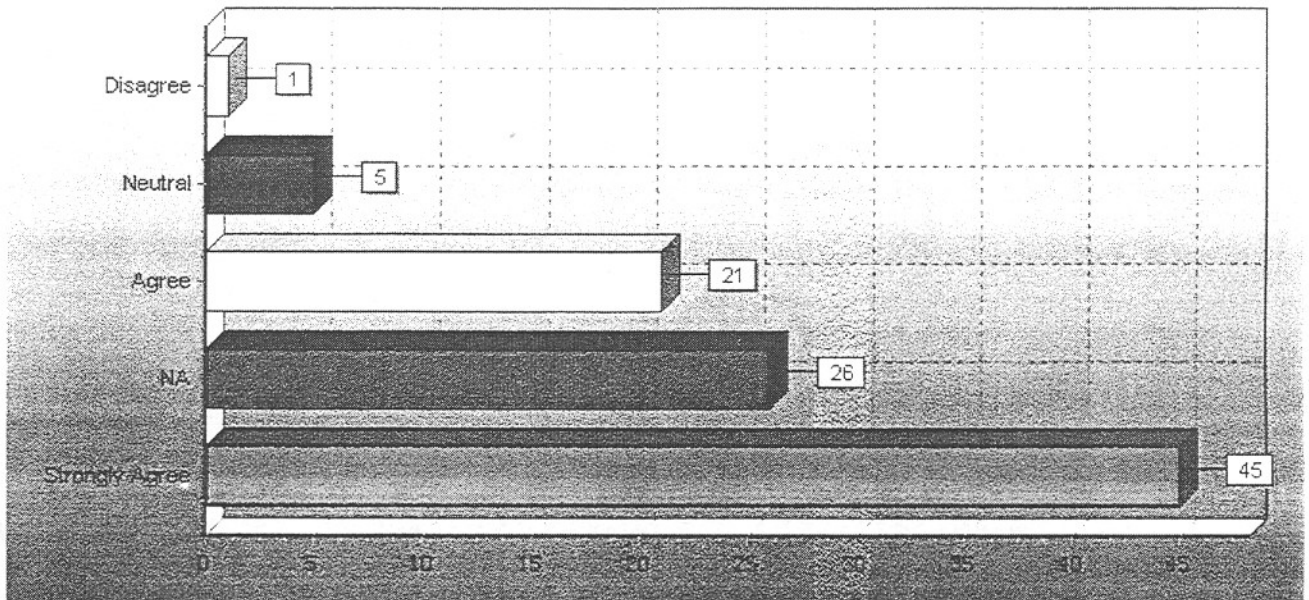
Please rate the services provided by the OGC using the scale below: - h. I felt comfortable sharing sensitive inf

Mean = 4.94
Median = 5.00
Standard Deviation = 0.59



Please rate the services provided by the OGC using the scale below: - i. The OGC was thorough in drafting a doc

Mean = 4.92
Median = 5.00
Standard Deviation = 0.88

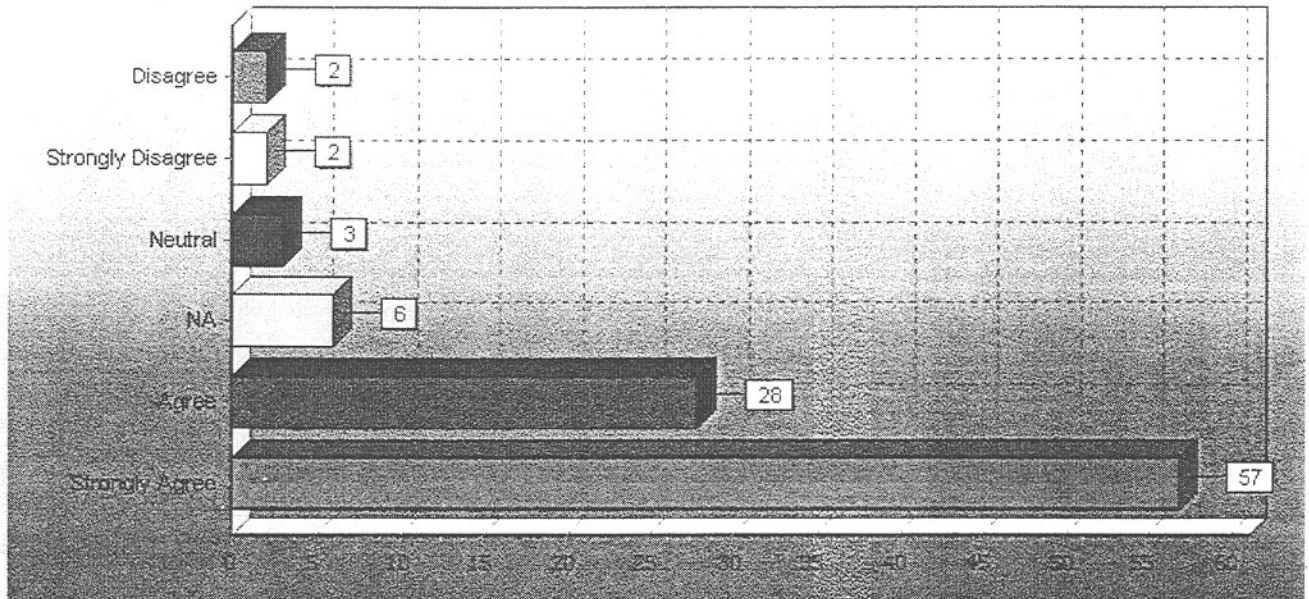


Please rate the services provided by the OGC using the scale below: - j. The attorneys were responsive and my

Mean = 4.57

Median = 5.00

Standard Deviation = 0.90

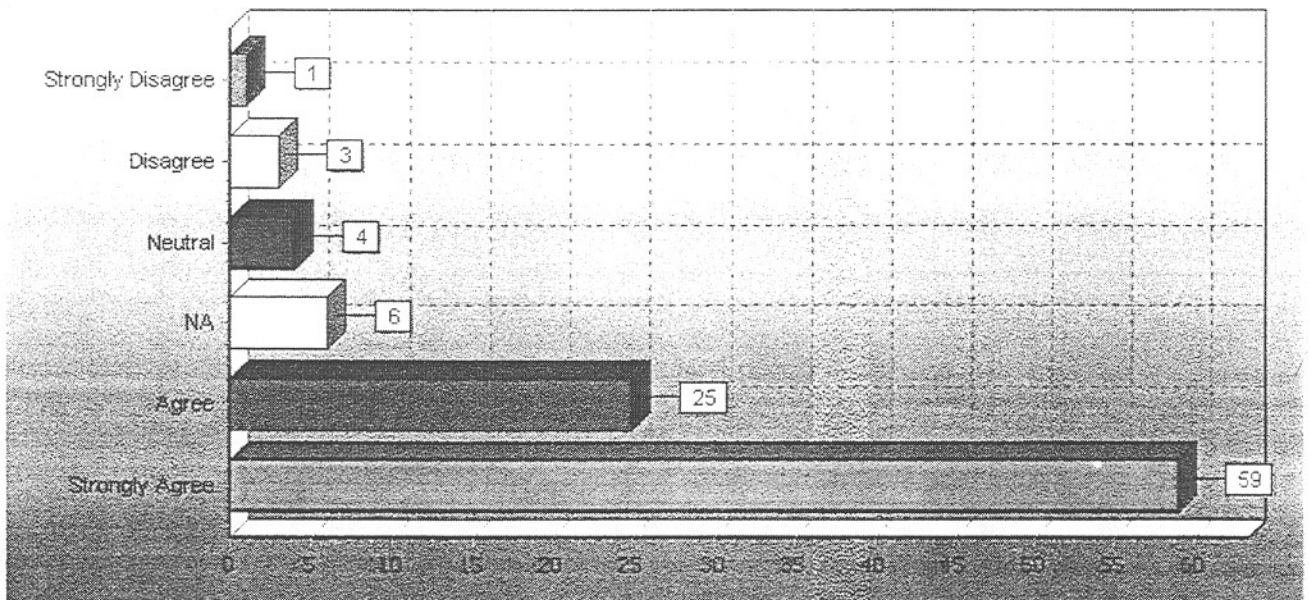


Please rate the services provided by the OGC using the scale below: - k. The attorneys were usually accessible

Mean = 4.59

Median = 5.00

Standard Deviation = 0.87

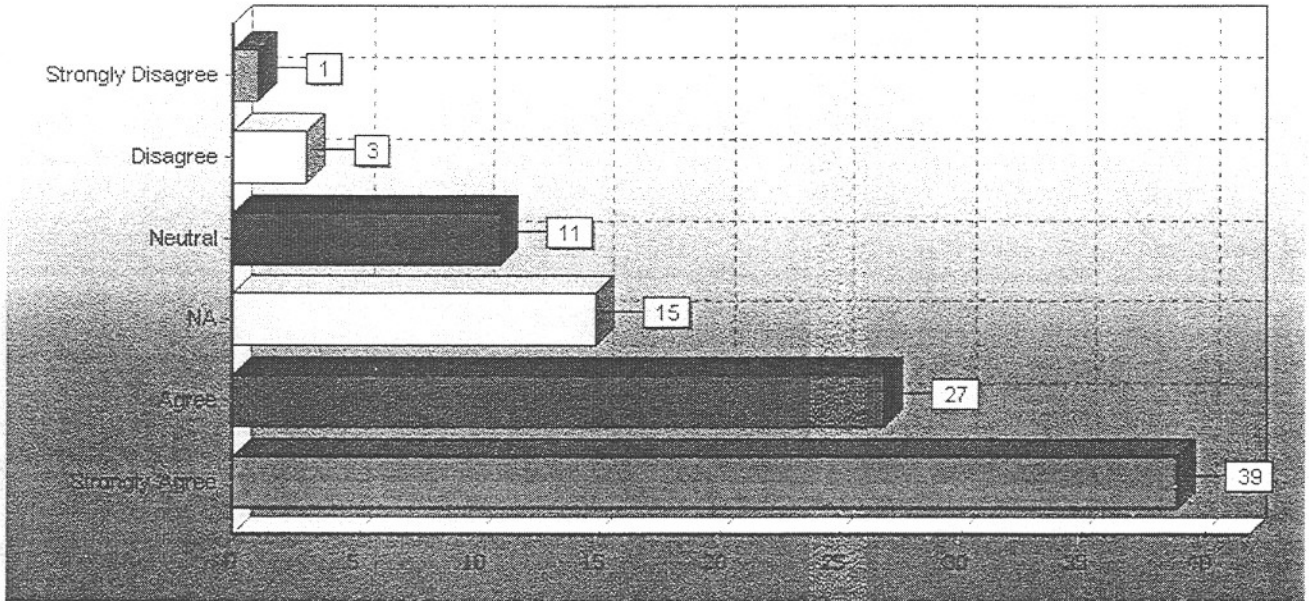


Please rate the services provided by the OGC using the scale below: - l. The OGC exhibits creativity in solving n

Mean = 4.51

Median = 5.00

Standard Deviation = 1.06

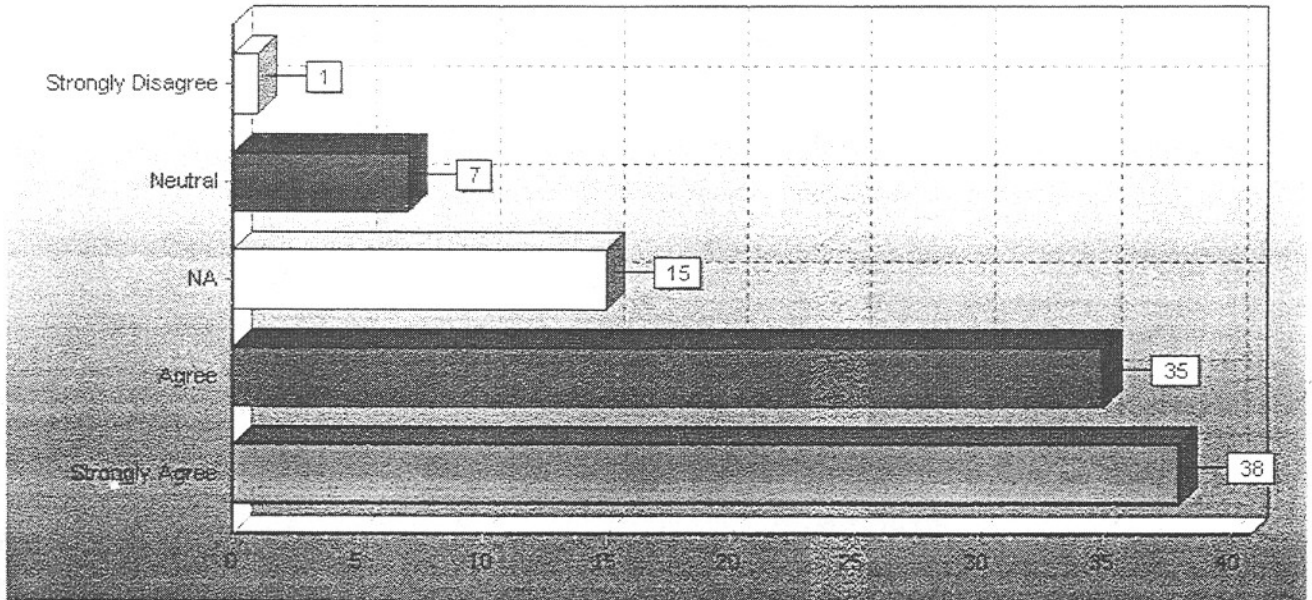


Please rate the services provided by the OGC using the scale below: - m. I was correctly informed of the legal ri

Mean = 4.60

Median = 5.00

Standard Deviation = 0.91

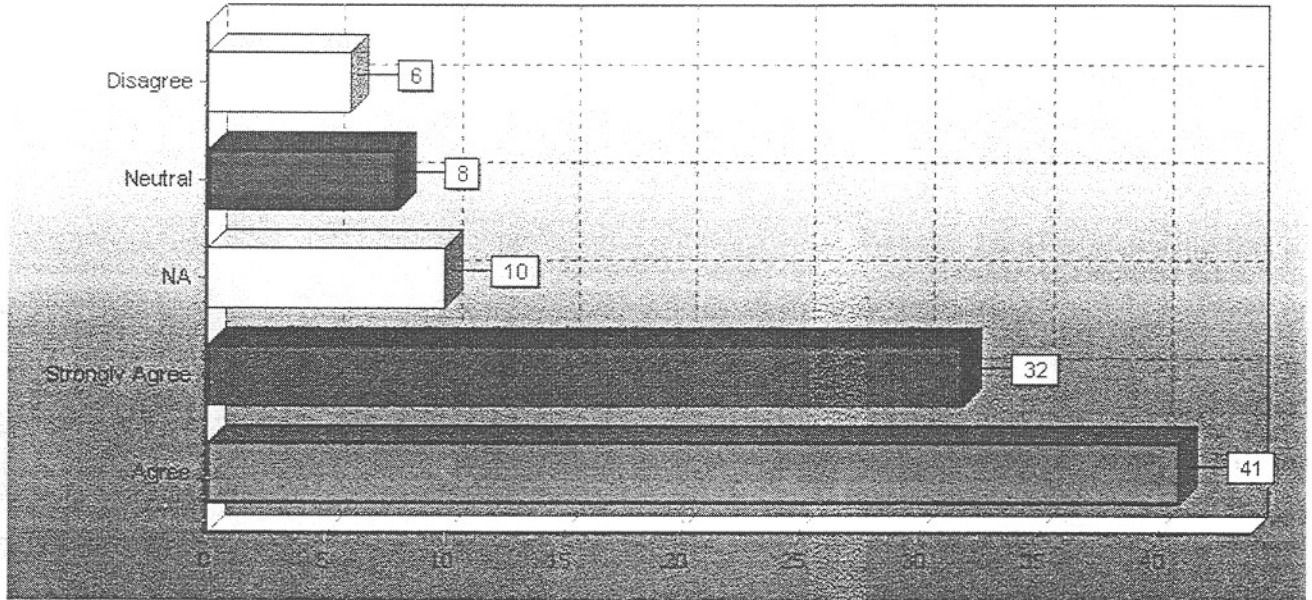


Please rate the services provided by the OGC using the scale below: - n. I was kept informed of the progress of

Mean = 4.33

Median = 4.00

Standard Deviation = 0.99

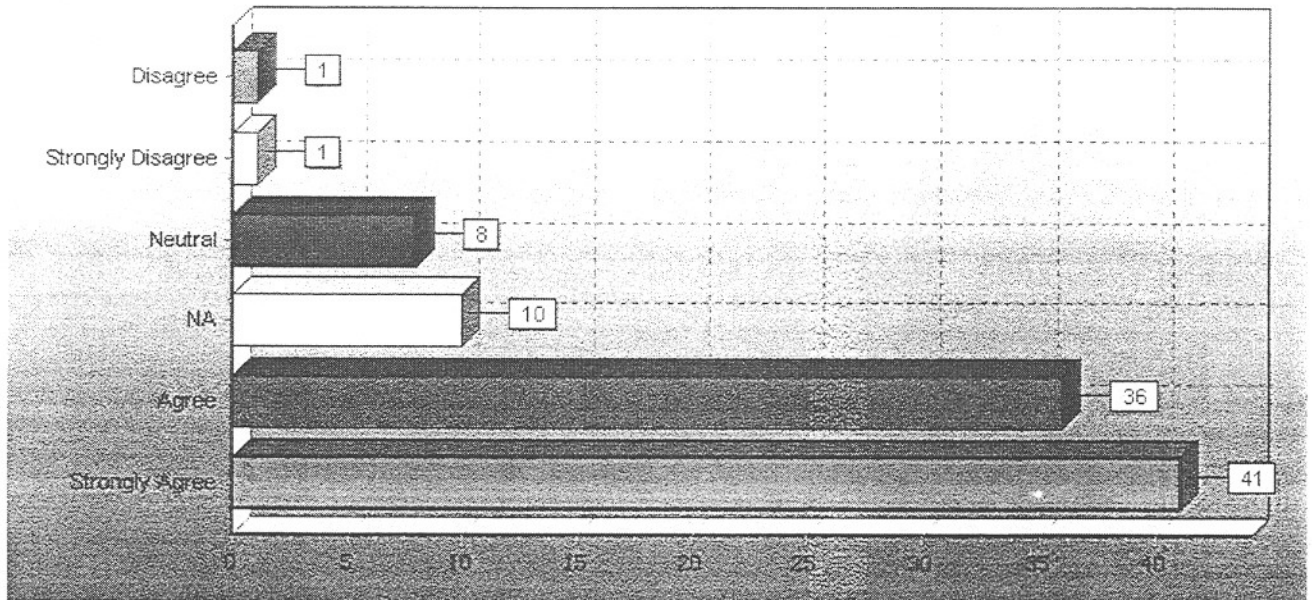


Please rate the services provided by the OGC using the scale below: - o. I was advised of the potential outcome

Mean = 4.49

Median = 5.00

Standard Deviation = 0.90

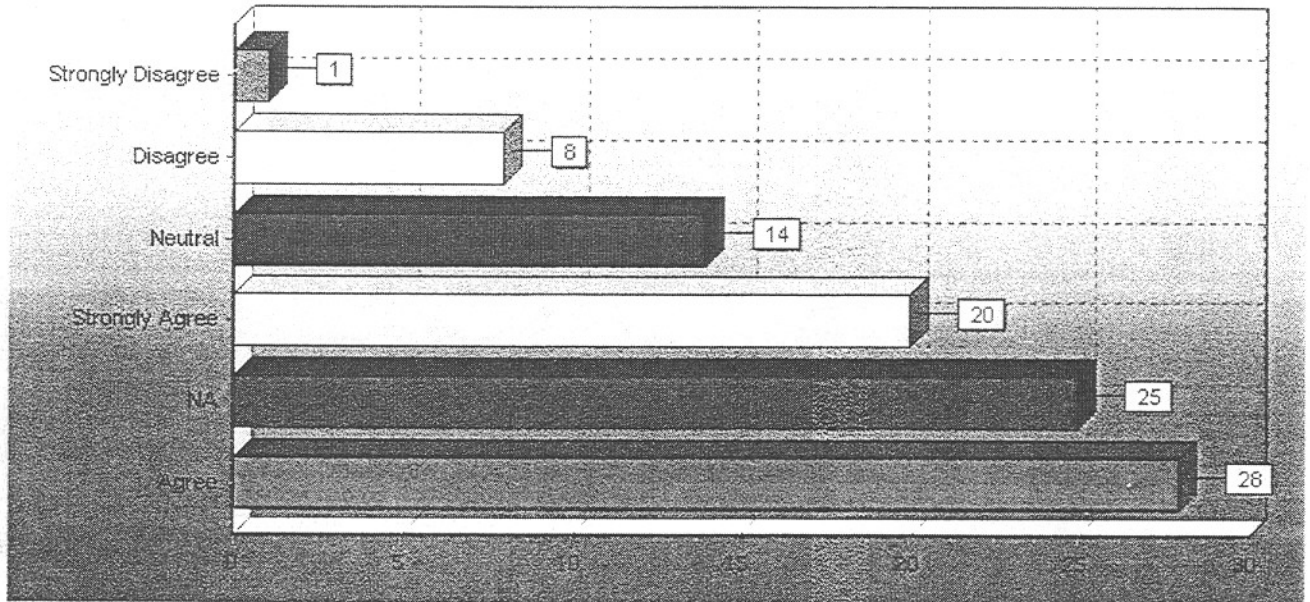


Please rate the services provided by the OGC using the scale below: - p. I am informed of changes in the laws o

Mean = 4.39

Median = 4.00

Standard Deviation = 1.30

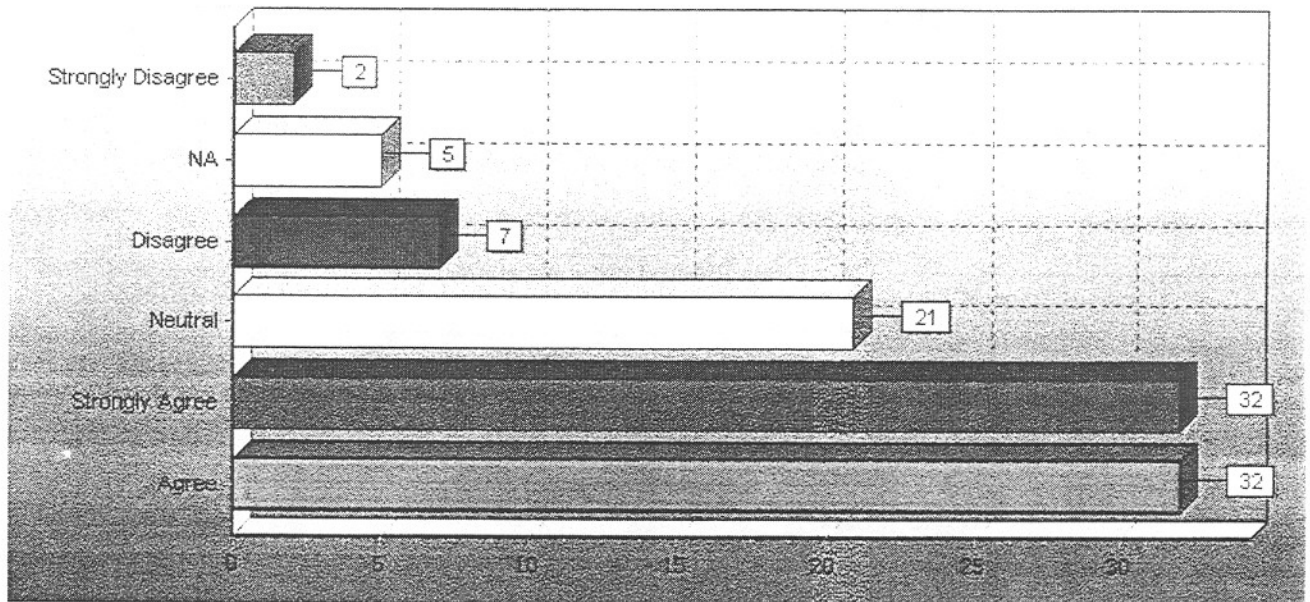


Please rate the services provided by the OGC using the scale below: - q. The OGC strikes the right balance betw

Mean = 4.01

Median = 4.00

Standard Deviation = 1.10

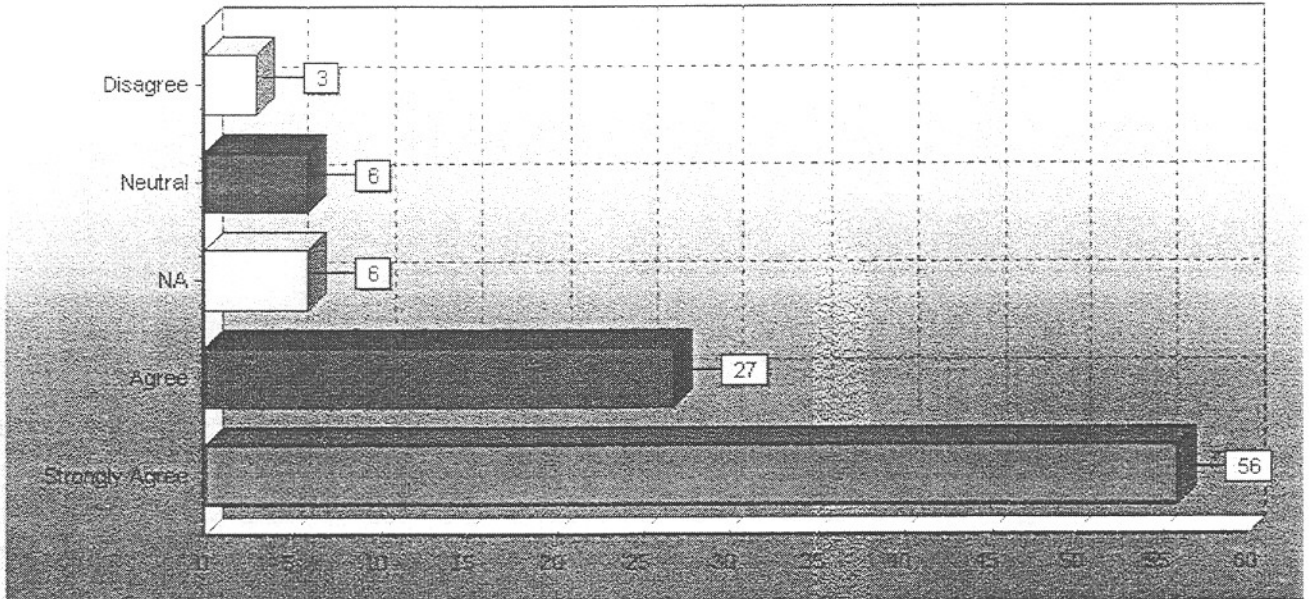


Please rate the services provided by the OGC using the scale below: - r. I feel confident the University, with ac

Mean = 4.57

Median = 5.00

Standard Deviation = 0.82

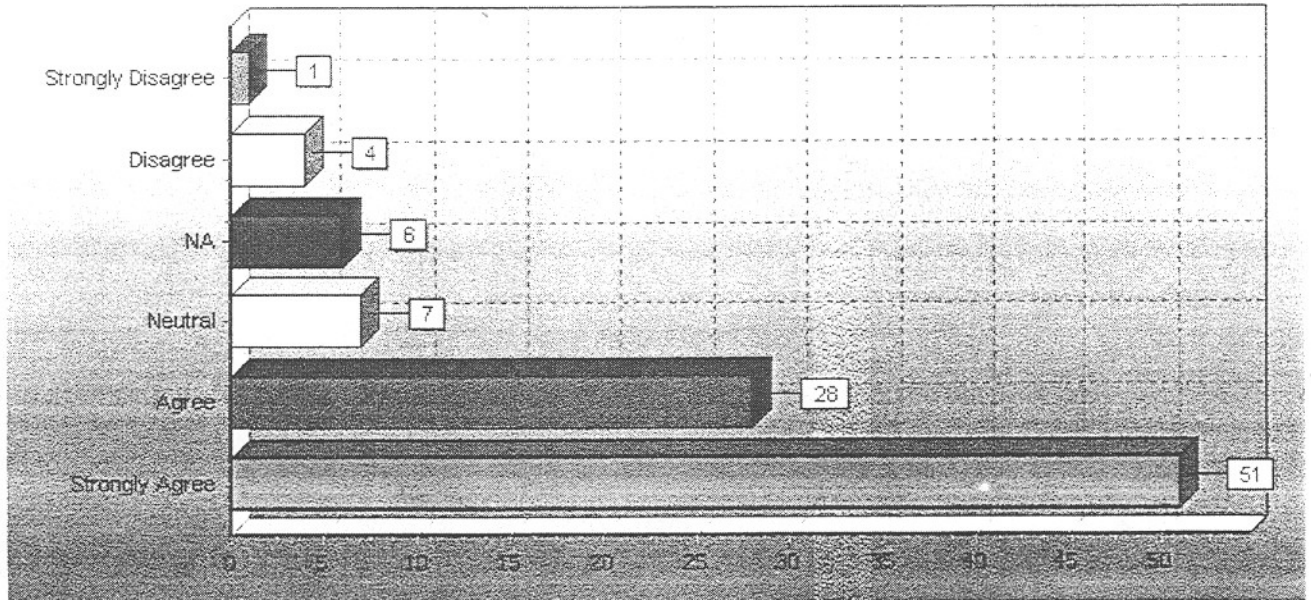


Please rate the services provided by the OGC using the scale below: - s. The OGC understands the legal needs c

Mean = 4.46

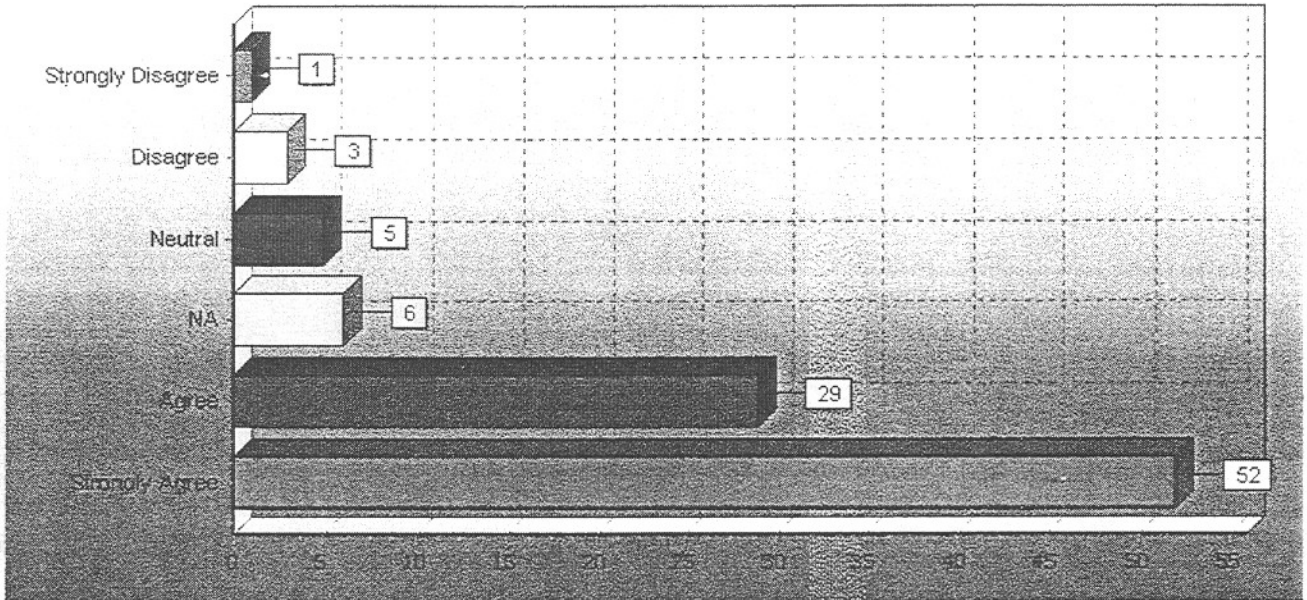
Median = 5.00

Standard Deviation = 0.95



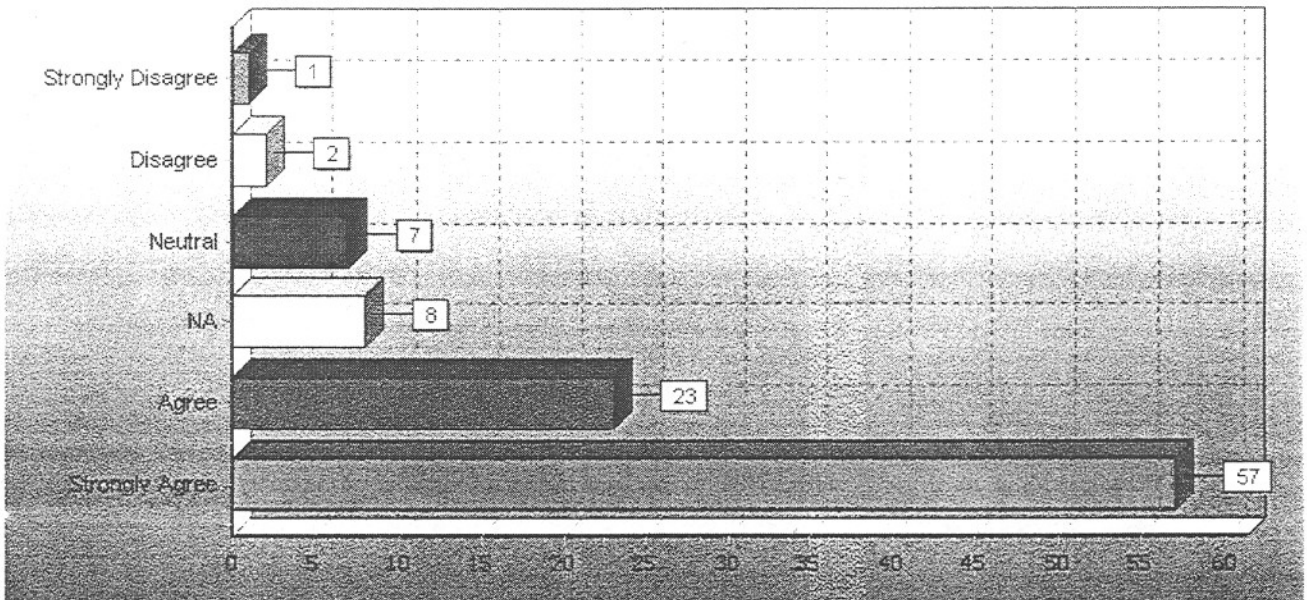
Please rate the services provided by the OGC using the scale below: - t. The OGC is a service-oriented office

Mean = 4.52
Median = 5.00
Standard Deviation = 0.89



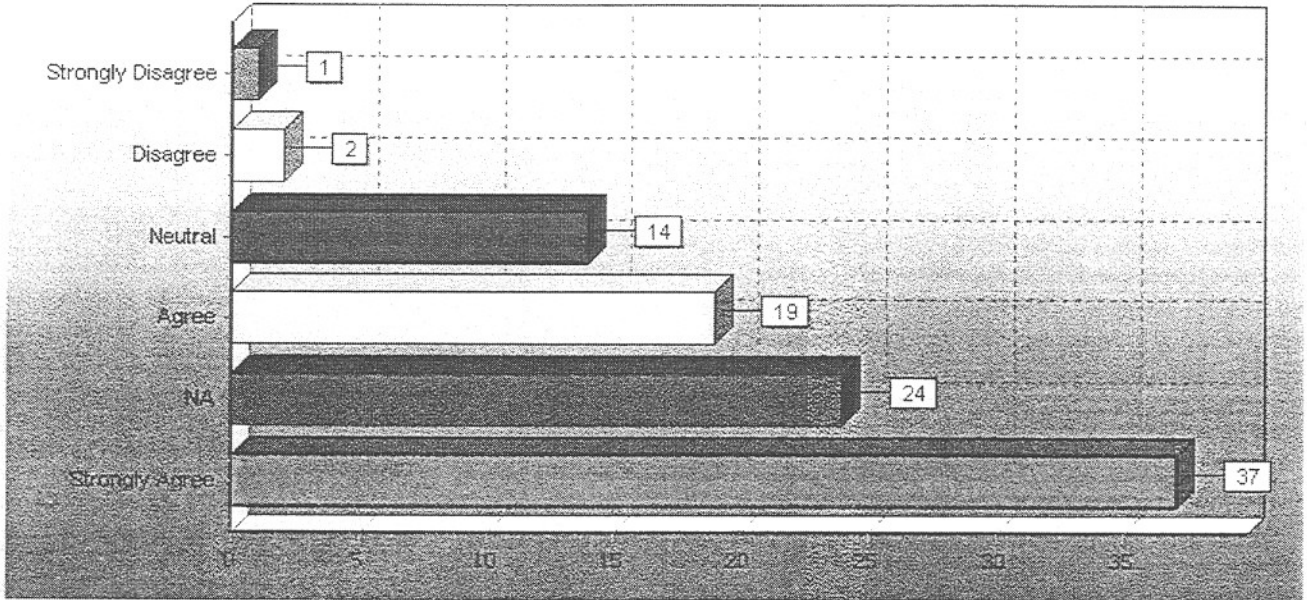
Please rate the services provided by the OGC using the scale below: - u. The staff of the OGC treats me like a v

Mean = 4.60
Median = 5.00
Standard Deviation = 0.89



Please rate the services provided by the OGC using the scale below: - v. The coordination among lawyers within

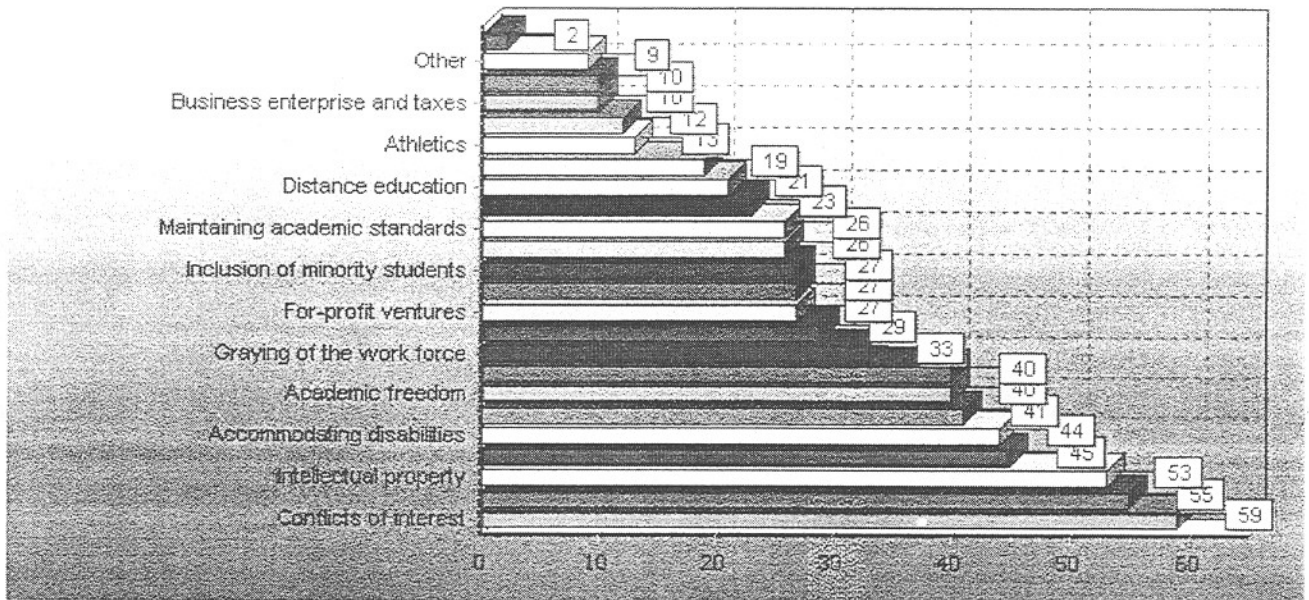
Mean = 4.66
 Median = 5.00
 Standard Deviation = 1.13



Question 7:

What regulatory, programmatic or other changes and trends do you expect over the next several years in the f

Mean = 10.46
 Median = 9.00
 Standard Deviation = 6.93



"Other" responses:

- faculty member termination
- Compliance with University policy
- Complications on contracts with for-profit entities who provide services to the University

- Immigration
- HIPAA
- Security and Safety
- Business relations with other state agencies
- FERPA
- verbal abuse or, worded conversely, civility
- Review of contracts for affiliation agreements for clinical training sites

"Comment" responses:

- Again, I am on the other side. I am seeing an increase in employment law matters, at all levels.
- managing MAJOR public venues for the Institution from the departmental and division levels, liabilities (if any)
- I have seen an increase in complaints from employees at all employment levels, and I think it will continue related in
- particular to treatment of older employees, disabled (or perhaps disabled) employees and a sometimes abusive environment.
- All are potential legal/regulatory issues within my domain

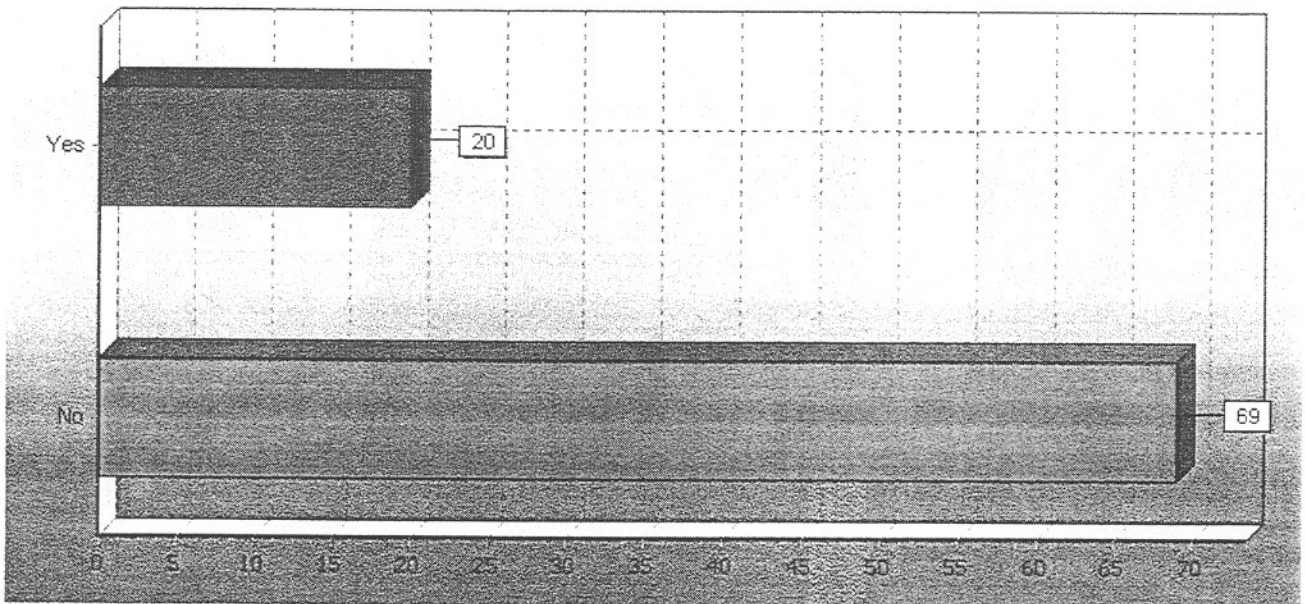
Question 8:

Are there briefing or training sessions you would like offered?

Mean = 1.78

Median = 2.00

Standard Deviation = 0.42



"Comment" responses:

- Not certain how to answer this question
- Implication of new legislation and current court rulings
- I already know the areas and issues. I need an attorney to discuss the nuances of the issue rather than needing broad training or briefing.
- Would like to see continuation of joint effort between offices in offering sessions
- Legal Procedures or Processes; For most issues listed above, the legal system has a process one typically goes through. What are the steps? When an

attorney start to get involved? What types of documentation should routinely be generated? etc.

- Not sure.
- I am no longer in the administrative office
- Not for me, obviously, but I think more training should be offered supervisors, including faculty and DEOs.
- May think of one later
- With changes in the way Universities recruit, retain, and provide support to diverse students, it would be helpful to have additional information on where we stand from a legal perspective.
- NA

Question 9:

If yes, what subjects should be covered?

- Changes in Employment Law Intersection of Ethics and the Law Privacy Issues and the Workplace Conflict of Interest Issues in Employment Intersection of Academic Freedom and Discrimination and Prejudice
- general intro to the office would be a great start
- primer on available resources for administrators
- Immigration, Disability Discrimination, Employment of Foreign Nationals, Negotiation and Conflict Resolution
- I think it could be incredibly helpful to hold a few training sessions for student organizations/student leaders. In these sessions subjects covered could be as simple as basic ethics, copyright laws, human relations, or censorship issues. In my experience, most student organizations do not know their rights or responsibilities and still have the responsibility of running organizations with budgets of 40,000+ thousand dollars, without effective training.
- Faculty and DEOs need to know about the availability of the office in helping them with their problems.
- Faculty and DEOs need to know about the availability of the office in helping them with their problems.
- Responsibilities to students who may be suicidal Harassment of employees at work by outsiders
- Public Records, Freedom of Information
- how to work with the OGC how to read/work with contracts
- I'd like a briefing on what needs to be brought to GC and why--perhaps just an hour at one of the Provost's or OVPR's
- DEO meetings.
- Documentation; keeping records for possible eventual use in faculty/staff disciplinary cases.
- Legal Processes/ Procedures
- Each of the topics in #7 could be covered in a brown bag lunch or similar venue
- How to balance discussions with OGC, Office of the Ombudsperson, the Office of the Provost, academic units, external agencies, HR, etc..
- Issues re: student records, punishment of students, law relating to student organizations.
- Ferpa as it affects advising When to seek their advice
- The employment related topics related in the narrative comment section to Q. 7 above. I also think it would be useful to offer workshops for people or groups who have decision-making power about the principles of due-process in decision-making, ranging from student retention to employee discipline.
- N/A
- Financial aid, admission procedures, equity.
- Affirmative action in the post-Gruder environment. ADA. Copyright, digital and otherwise. Intellectual property.

Question 10:

To what audience should the training session be offered?

- Senior HR leaders across campus and relevant Associate Deans
- DEOs
- administrators at the DEO level and above
- administrators, DEO's, Deans
- As stated before, for student organizations and student leaders. I have taken a few law/ethics courses as an undergraduate and have found them incredibly helpful in knowing what boundaries I should adhere to when making a decisions about programmatic changes.
- DEOs and directors
- university communications officers
- those impacted
- DEOs and others they select.
- DEOs, Associate Deans, Deans.
- DDDEOs and departmental administrators
- Depending on topic, administrators mostly but occasionally faculty
- Deans, Directors and DEOs
- Those who work with students.
- All academic administrators and faculty
- Supervisors, primarily, including Deans, DEOs and faculty as well as staff supervisors.
- N/A
- Those in charge of admission, retention, recruitment.
- Deans/Directors/DEOs, faculty

Question 11:

What services should the OGC be providing that they are not currently offering?

- Training/Educational Forums for Groups Proactive Updates to Individuals
- None that I am aware of.
- see below
- n/a
- Hotline or URL for in-house referrals on issues that arise suddenly
- They may be able to be more proactive in helping DEOs deal with non-renewal and non-tenure issues (advice about what to do; what not to do).
- more prompt responses to questions
- The office provides the necessary range of services and responds well to new challenges
- I think the workload of the office could be facilitated (or even reduced) if more decision-makers were better informed or trained.
- Unknown

Question 12:

What new initiatives, if any, might the OGC undertake?

- make it clearer to the campus what services and resources they can provide.....it's, more or less, not known currently
- A "know your rights/know your responsibilities" campaign could be highly beneficial for the UI community. Correctly educating students/faculty/staff on their rights and responsibilities would help prevent overall legal problems and make students aware of the current political climate.
- can't seem to handle, in a reasonable time, the current work load...please don't add new initiatives
- news updates in changes in the law that affect faculty student privacy issues
- See above. (I am not aware that such a training/workshop service is offered now.)

- I would like to see the OGC consider coordinating the affiliation agreements for the University. It seems very inefficient for the health sciences programs to be initiating and overseeing the process of obtaining and negotiation legal contracts. I believe this would be more efficiently and effectively done if under the auspices of the OGC.
- We have talked in the past about education to help administrators recognize when legal issues may come into play.
- Unknown
- "Re-newing" their offer to meet with collegiate faculty and collegiate leadership teams to discuss their office and services could be useful. Just an offer to do this when colleges wish.
- NA
- Helping faculty retain copyright in their published works.

Question 13:

Please include other comments you may have concerning the quality of legal services you have received through the OGC.

- Hard to get through directly to an attorney; have to go through the administrator, who, although efficient, is not reassuring. Sometimes the wait is lengthy for a return call from the OGC. Most reasons for contacting the OGC are too sensitive to write in an email, so phone contacts with OGC lawyers are essential.
- Timeliness is on occasion the only concern I would have with our legal office
- excellent....especially Marc Mills
- I have been very satisfied with the service provided by the OGC.
- Overall, the services are excellent and helpful.
- I think coordination is sometimes lacking. There have been occasions when I have learned that an attorney in the OGC has been working on an issue that I would think should have been referred to someone else. This has resulted in what I would consider both questionable advice as well as poor administrative coordination because the correct administrators were never briefed in the issue.
- turn around time (responsiveness) is lacking, and the office seems under staffed, especially wrt personnel issues
- Extremely high quality.
- I appreciate being able to pick up the phone and call and talk to someone and get a quick response. I've learned that legal advice/assistance is not as readily available at many universities.
- My contacts with the OGC are very limited, since I deal only with one attorney in that office. I am satisfied with the services provided by that attorney.
- I find the OGC staff extremely helpful and responsive to my requests for assistance.
- I particularly appreciate the respect I get from the OGC of my own knowledge of immigration law and issues, and how the attorneys ask for my input before commenting on questions.
- very responsive; very helpful
- the staff of the ogc has always been responsive and meticulous in researching and resolving our departmental issues
- In the 10+ years I have been at the UI, the legal staff in the OGC has grown at an extremely fast rate. Back in the day, you could call an attorney and get an answer to a question quickly. Today, with even more lawyers, it could be days before a call is returned or an email answered. Is there that much more legal work being produced? If there are specialized areas of expertise, that is not clear.
- I have had a wonderful relationship with the OGC. They offer just in time assistance in a very supportive and meaningful manner
- As noted, my interactions with the staff in the OGC have been positive, helpful, collegial, and respectful. I don't hesitate to contact the office with a concern.

- We have never had any problems with the advice or the services our department has received through OGC.
- I feel sometimes OGC is too conservative and won't take a firm stand with problem issues.
- Services have been excellent!!!!
- I am very impressed by the accessibility and clarity of presentations I've heard.
- Office has always been fair in dealing with faculty disputes/potential grievances and has worked to find equitable solutions that are in the best interests of both University and the faculty member. Discussions have always remained professional. Although I have not always agree with the University's position, I am confident it is based on the issues at hand and not personal feelings.
- I have nothing other than positive experiences with the OGC.
- Not applicable. I have found the office staff to be cordial and cooperative, but sometimes unable to persuade the client to reach a resolution that I believe both they and I believe would be appropriate. This relates, I believe, to the authority (legal or moral) that the office possesses. I would like to see that authority increase because I think it would facilitate problem-solving, which is ultimately in the University's interest. Legal problems are and should be a side issue in a university, not a major focus. In order to have them remain a side issue, such problems have to be dealt with as quickly and fairly as possible.
- I feel well supported by OGC.
- I interact frequently with virtually all members of this staff and count on them. They are great to work with.
- I have been impressed with the manner in which OGC attorneys have managed to tread what is often a fine line between providing advice and helping me understand how uncertain the laws may be in a particular arena. Each conversation has often been a mini-workshop in understanding the law in a particular area. But I have always felt a sense of respect and a willingness to assist.
- I've always received fantastic support on any issues brought to the General Counsels office. Each attorney is incredibly skilled, courteous and easy to work with. They have always been responsive and often make me feel like I have all of their attention. Even when I bring silly trivial items for their review, they are always accommodating. I don't know how they do it. Every office on campus should work as they do.
- I consider the OGS to be an excellent service arm of the President's office.
- The OGC is unfailingly accessible, professional and of assistance. It is, admittedly, difficult for me to differentiate OGC and Mark.
- NA

Question 14:

Please suggest ways in which the OGC might improve its services to the University community.

- communicate as an office
- On some issues response is rapid, on others not so. I recognize that issues need to be prioritized, but I do not take contacting the OGC lightly and only when I think they are important.
- Expand educational opportunities. Recently Gay presented a brief overview of copyright law. More sharing of information in layman's terms is extremely beneficial to the U supervisors and administrators.
- Get the OGC and Risk Management on the same page. These two offices often conflict in their opinions. Who has the final say? OGC? Risk Management? the department?
- Hire a few more of them; they're overloaded.

- Make sure there is someone to answer the phone. Make sure you call people back within 24 hours even if you have to say that everyone is busy. Make sure you respond in a timely fashion to issues.
- See above. In response to Q. 16 below, I would be happy to meet with the committee. I am uncertain how valuable my perspective will be as an outside non-client.
- I can't think of any. I would be glad to meet with the committee if people need more information.
- NA
- Faster response time—they are overloaded