

APPENDIX D

Client Satisfaction Survey Results

Part II – Tables

The Variable Numbers in the Following Tables Track the Questionnaire Questions

(Disregard the X prefixes on the variable names, e.g., variable X3 includes the answers for Questionnaire Question 3, Appendix C, Part I.)

OGC CLIENT SURVEY

Job - 0005
 Description - General Counsel Review Survey - FD's
 Date - September 29, 2004

The FREQ Procedure

(1). Your Role

ROLE	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1. Faculty Member	12	12.00	12	12.00
2. Administrator-College/School	38	38.00	50	50.00
3. Administrator-Affiliated Entities	4	4.00	54	54.00
4. Administrator-Campus Wide	34	34.00	88	88.00
5. Administrator-Governance	1	1.00	89	89.00
6. Administrator-Other	11	11.00	100	100.00

(2). Frequency of Interaction with OGC

X2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-5 times per year	36	36.36	36	36.36
6-12 times per year	20	20.20	56	56.57
More than 12 times per year	41	41.41	97	97.98
None	2	2.02	99	100.00

Frequency Missing = 1

(3). Frequency of Interaction with attorneys outside the OGC

X3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
5-12 times per year	14	14.14	14	14.14
Fewer than 5 times per year	19	19.19	33	33.33
More than 12 times a year	14	14.14	47	47.47
Never	52	52.53	99	100.00

Frequency Missing = 1

(5). Number of interactions in a typical year

x5a	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	18	18.00	18	18.00
2	44	44.00	62	62.00
More than 2	35	35.00	97	97.00
None	3	3.00	100	100.00

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The FREQ Procedure

(6.a) Service rating

X6A	Frequency	Percent	Cumulative Frequency	Cumulative Percent
2-Disagree	1	1.04	1	1.04
3-Neutral	4	4.17	5	5.21
4-Agree	21	21.88	26	27.08
5-Strongly Agree	55	57.29	81	84.38
6-NA	15	15.63	96	100.00

Frequency Missing = 4

(6.b) Service rating

X6B	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.01	1	1.01
3-Neutral	4	4.04	5	5.05
4-Agree	26	26.26	31	31.31
5-Strongly Agree	60	60.61	91	91.92
6-NA	8	8.08	99	100.00

Frequency Missing = 1

(6.c) Service rating

X6C	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.01	1	1.01
3-Neutral	3	3.03	4	4.04
4-Agree	23	23.23	27	27.27
5-Strongly Agree	66	66.67	93	93.94
6-NA	6	6.06	99	100.00

Frequency Missing = 1

(6.d) Service rating

X6D	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.01	1	1.01
2-Disagree	2	2.02	3	3.03
3-Neutral	5	5.05	8	8.08
4-Agree	25	25.25	33	33.33
5-Strongly Agree	60	60.61	93	93.94
6-NA	6	6.06	99	100.00

Frequency Missing = 1

The FREQ Procedure

(6.e) Service rating

X6E	Frequency	Percent	Cumulative Frequency	Cumulative Percent
2-Disagree	1	1.03	1	1.03
3-Neutral	5	5.15	6	6.19
4-Agree	22	22.68	28	28.87
5-Strongly Agree	46	47.42	74	76.29
6-NA	23	23.71	97	100.00

Frequency Missing = 3

(6.f) Service rating

X6F	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.02	1	1.02
2-Disagree	2	2.04	3	3.06
3-Neutral	2	2.04	5	5.10
4-Agree	34	34.69	39	39.80
5-Strongly Agree	54	55.10	93	94.90
6-NA	5	5.10	98	100.00

Frequency Missing = 2

(6.g) Service rating

X6G	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.01	1	1.01
2-Disagree	1	1.01	2	2.02
3-Neutral	4	4.04	6	6.06
4-Agree	30	30.30	36	36.36
5-Strongly Agree	57	57.58	93	93.94
6-NA	6	6.06	99	100.00

Frequency Missing = 1

(6.h) service rating

X6H	Frequency	Percent	Cumulative Frequency	Cumulative Percent
3-Neutral	3	3.06	3	3.06
4-Agree	11	11.22	14	14.29
5-Strongly Agree	73	74.49	87	88.78
6-NA	11	11.22	98	100.00

Frequency Missing = 2

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The FREQ Procedure

(6.i) Service rating

X6I	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.02	1	1.02
2-Disagree	5	5.10	6	6.12
3-Neutral	21	21.43	27	27.55
4-Agree	45	45.92	72	73.47
5-Strongly Agree	26	26.53	98	100.00

Frequency Missing = 2

(6.j) Service rating

X6J	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	2	2.04	2	2.04
2-Disagree	2	2.04	4	4.08
3-Neutral	3	3.06	7	7.14
4-Agree	28	28.57	35	35.71
5-Strongly Agree	57	58.16	92	93.88
6-NA	6	6.12	98	100.00

Frequency Missing = 2

(6.k) Service rating

X6K	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.02	1	1.02
2-Disagree	3	3.06	4	4.08
3-Neutral	4	4.08	8	8.16
4-Agree	25	25.51	33	33.67
5-Strongly Agree	59	60.20	92	93.88
6-NA	6	6.12	98	100.00

Frequency Missing = 2

(6.al) Service rating

X6L	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.04	1	1.04
2-Disagree	3	3.13	4	4.17
3-Neutral	11	11.46	15	15.63
4-Agree	27	28.13	42	43.75
5-Strongly Agree	39	40.63	81	84.38
6-NA	15	15.63	96	100.00

Frequency Missing = 4

The FREQ Procedure

(6.m) Service rating

X6M	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.04	1	1.04
3-Neutral	7	7.29	8	8.33
4-Agree	35	36.46	43	44.79
5-Strongly Agree	38	39.58	81	84.38
6-NA	15	15.63	96	100.00

Frequency Missing = 4

(6.n) Service rating

X6N	Frequency	Percent	Cumulative Frequency	Cumulative Percent
2-Disagree	6	6.19	6	6.19
3-Neutral	8	8.25	14	14.43
4-Agree	41	42.27	55	56.70
5-Strongly Agree	32	32.99	87	89.69
6-NA	10	10.31	97	100.00

Frequency Missing = 3

(6.o) Service rating

X6O	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.03	1	1.03
2-Disagree	1	1.03	2	2.06
3-Neutral	8	8.25	10	10.31
4-Agree	36	37.11	46	47.42
5-Strongly Agree	41	42.27	87	89.69
6-NA	10	10.31	97	100.00

Frequency Missing = 3

(6.p) Service rating

X6P	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.04	1	1.04
2-Disagree	9	9.38	10	10.42
3-Neutral	14	14.58	24	25.00
4-Agree	28	29.17	52	54.17
5-Strongly Agree	20	20.83	72	75.00
6-NA	24	25.00	96	100.00

Frequency Missing = 4

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The FREQ Procedure

(6.q) Service rating

X6Q	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	2	2.02	2	2.02
2-Disagree	6	6.06	8	8.08
3-Neutral	21	21.21	29	29.29
4-Agree	32	32.32	61	61.62
5-Strongly Agree	33	33.33	94	94.95
6-NA	5	5.05	99	100.00

Frequency Missing = 1

(6.r) Service rating

X6R	Frequency	Percent	Cumulative Frequency	Cumulative Percent
2-Disagree	3	3.06	3	3.06
3-Neutral	6	6.12	9	9.18
4-Agree	28	28.57	37	37.76
5-Strongly Agree	55	56.12	92	93.88
6-NA	6	6.12	98	100.00

Frequency Missing = 2

(6.s) Service rating

X6S	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.04	1	1.04
2-Disagree	4	4.17	5	5.21
3-Neutral	7	7.29	12	12.50
4-Agree	27	28.13	39	40.63
5-Strongly Agree	51	53.13	90	93.75
6-NA	6	6.25	96	100.00

Frequency Missing = 4

(6.t) Service rating

X6T	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.03	1	1.03
2-Disagree	3	3.09	4	4.12
3-Neutral	5	5.15	9	9.28
4-Agree	29	29.90	38	39.18
5-Strongly Agree	52	53.61	90	92.78
6-NA	7	7.22	97	100.00

Frequency Missing = 3

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(6.u) Service rating

X6U	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.03	1	1.03
2-Disagree	2	2.06	3	3.09
3-Neutral	7	7.22	10	10.31
4-Agree	23	23.71	33	34.02
5-Strongly Agree	57	58.76	90	92.78
6-NA	7	7.22	97	100.00

Frequency Missing = 3

(6.v) Service rating

X6V	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1-Strongly Disagree	1	1.03	1	1.03
2-Disagree	2	2.06	3	3.09
3-Neutral	14	14.43	17	17.53
4-Agree	19	19.59	36	37.11
5-Strongly Agree	37	38.14	73	75.26
6-NA	24	24.74	97	100.00

Frequency Missing = 3

(7.a) Trends affecting your needs - Intellectual property

X7A	Frequency	Percent	Cumulative Frequency	Cumulative Percent
No	47	47.00	47	47.00
Yes	53	53.00	100	100.00

(7.b) Trends affecting your needs - Individual privacy

X7B	Frequency	Percent	Cumulative Frequency	Cumulative Percent
No	46	46.00	46	46.00
Yes	54	54.00	100	100.00

(7.c) Trends affecting your needs - Governancy

X7C	Frequency	Percent	Cumulative Frequency	Cumulative Percent
No	70	70.00	70	70.00
Yes	30	30.00	100	100.00

The FREQ Procedure

(7.d) Trends affecting your needs - Technology

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7D				
fff				
No	56	56.00	56	56.00
Yes	44	44.00	100	100.00

(7.e) Trends affecting your needs - Graying of the work force

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7E				
fff				
No	67	67.00	67	67.00
Yes	33	33.00	100	100.00

(7.f) Trends affecting your needs - Maintaining academic standards

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7F				
fff				
No	74	74.00	74	74.00
Yes	26	26.00	100	100.00

(7.g) Trends affecting your needs - Employment law

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7G				
fff				
No	59	59.00	59	59.00
Yes	41	41.00	100	100.00

(7.h) Trends affecting your needs - Inclusion of minority students

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7H				
fff				
No	72	72.00	72	72.00
Yes	28	28.00	100	100.00

(7.i) Trends affecting your needs - Academic freedom

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7I				
fff				
No	60	60.00	60	60.00
Yes	40	40.00	100	100.00

The FREQ Procedure

(7.j) Trends affecting your needs - Government investigations

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7J				
fff				
No	75	75.00	75	75.00
Yes	25	25.00	100	100.00

(7.k) Trends affecting your needs - Terrorism

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7K				
fff				
No	80	80.00	80	80.00
Yes	20	20.00	100	100.00

(7.l) Trends affecting your needs - Computer law

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7L				
fff				
No	73	73.00	73	73.00
Yes	27	27.00	100	100.00

(7.m) Trends affecting your needs - Distance education

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7M				
fff				
No	80	80.00	80	80.00
Yes	20	20.00	100	100.00

(7.n) Trends affecting your needs - Athletics

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
X7N				
fff				
No	86	86.00	86	86.00
Yes	14	14.00	100	100.00

XYO

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
XYO				
fff				
No	57	57.00	57	57.00
Yes	43	43.00	100	100.00

The FREQ Procedure

(7.p) Trends affecting your needs - Business enterprise and taxes

X7P	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	89	89.00	89	89.00
Yes	11	11.00	100	100.00

(7.q) Trends affecting your needs - Conflicts of interest

X7Q	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	42	42.00	42	42.00
Yes	58	58.00	100	100.00

(7.r) Trends affecting your needs - Bankruptcy and default on student loans

X7R	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	97	97.00	97	97.00
Yes	3	3.00	100	100.00

(7.s) Trends affecting your needs - Education malpractice: overturning grades

X7S	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	90	90.00	90	90.00
Yes	10	10.00	100	100.00

(7.t) Trends affecting your needs - Collective bargaining

X7T	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	78	78.00	78	78.00
Yes	22	22.00	100	100.00

(7.u) Trends affecting your needs - Post 9/11 response

X7U	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	87	87.00	87	87.00
Yes	13	13.00	100	100.00

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(7.v) Trends affecting your needs - For-profit ventures

X7V	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	73	73.00	73	73.00
Yes	27	27.00	100	100.00

(7.w) Trends affecting your needs - Ethics

X7W	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ffffffffff				
No	61	61.00	61	61.00
Yes	39	39.00	100	100.00