

## 2022-2023 Office of the General Counsel Client Satisfaction Survey

### Executive Summary

- A. Overview. In December 2022 the Office of the General Counsel (OGC) distributed a survey seeking information about the satisfaction of our client representatives. The survey requested respondents to rate our office on a scale of 1 (least satisfaction) to 5 (highest satisfaction) with respect to 17 categories, including overall satisfaction. Respondents were also asked to provide comments regarding any areas of concern or requests for additional information or services. We distributed the survey to 248 individuals, encouraging them to pass it along to others as they saw fit. 91 individuals responded to the survey. The following table disaggregates the respondents by business unit.

### Business Units of Respondents

<b>Business Unit</b>	<b>Number of Respondents</b>	<b>% of Total Individuals Responding to Question</b>
Advancement	11	12.09%
Campus Services	6	6.59%
Dean of Faculty Arts and Sciences	10	10.99%
Dean of the College	10	10.99%
Finance and Administration	15	16.48%
Geisel	5	5.49%
Guarini	1	1.10%
President's Division	9	9.89%
Provost	19	20.88%
Thayer	2	2.20%
Tuck	3	3.30%
<b>Total</b>	<b>91</b>	<b>100.00%</b>

- B. Type of Contact with OGC. Respondents were asked to describe the type of contact they normally had with OGC. The following tables set forth the responses on an overall basis and by business unit.

### Type of Contact with OGC

<b>Type of Contact</b>	<b>Number of Responses<sup>1</sup></b>	<b>% of Total Responses</b>
Routine Business Support	47	51.65%
Contract Reviews	50	54.95%
Litigation	27	29.67%
Informal Questions	53	58.24%
Other	40	43.96%
<b>Total</b>	<b>91</b>	<b>100.00%</b>

<sup>1</sup> Respondents were instructed to check all applicable boxes.

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The “Other” category included matters pertaining to compliance, DEI, international activities, student affairs, endowment and risk management questions, labor and employment, technology transfer, government relations, conflicts of interest, campus space usage policies, and external College communications.

## Type of Contact with OGC by Business Unit

	Adv	CS	D A&S	DOC	F&A	Geisel	Guarini	Pres	Prov	Thayer	Tuck
Routine Business Support	5/45.4%	4/66.6%	2/20%	7/70%	10/66.6%	0/0%	0/0%	3/33.3%	12/63.2%	2/100%	2/66.6%
Contract Reviews	5/45.4%	3/50%	4/40%	3/30%	13/86.7%	3/60%	0/0%	4/44.4%	13/68.4%	1/50%	1/33.3%
Litigation	1/9.09%	1/16.6%	3/30%	4/40%	4/26.7%	2/40%	1/100%	3/33.3%	6/31.6%	2/100%	0/0%
Informal	8/72.7%	3/50%	4/40%	8/80%	8/53.3%	2/40%	0/0%	5/55.5%	12/63.2%	1/50%	2/66.7%
Other	6/54.5%	3/50%	4/40%	7/70%	4/26.7%	1/20%	0/0%	6/66.7%	6/31.6%	0/0%	3/100%
<b>Total</b>	<b>11/100%</b>	<b>6/100%</b>	<b>10/100%</b>	<b>10/100%</b>	<b>15/100%</b>	<b>5/100%</b>	<b>1/100%</b>	<b>9/100%</b>	<b>19/100%</b>	<b>02/100%</b>	<b>3/100%</b>

- C. Overall Satisfaction. The following tables set forth the responses to a question regarding overall satisfaction with OGC, both in the aggregate and by business unit.

### Overall Satisfaction

Rating	Number of Respondents	% of Total Individuals Responding to Question
1 (Least Satisfied)	0	0.0%
2	0	0.0%
3	3	3.3%
4	12	13.2%
5 (Highest/Most Satisfied)	73	80.2%
No Opinion	3	3.3%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

### Overall Satisfaction by Business Unit

	Adv	CS	D A&S	DOC	F&A	Geisel	Guarini	Pres	Prov	Thayer	Tuck
1 (Least Satisfied)	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%
2	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%
3	0/0%	0/0%	0/0%	0/0%	0/0%	1/33.3%	0/0%	0/0%	2/66.7%	0/0%	0/0%
4	2/16.7%	1/8.3%	1/8.3%	3/25%	2/16.7%	0/0%	0/0%	1/8.3%	2/16.7%	0/0%	0/0%
5 (Most Satisfied)	8/10.9%	4/5.4%	8/10.9%	7/9.6%	13/17.8%	4/5.5%	1/1.3%	8/10.9%	15/20.5%	2/2.7%	3/4.1%
No Opinion	1/33.3%	1/33.3%	1/33.4%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%	0/0%
<b>Total</b>	<b>11/100%</b>	<b>6/100%</b>	<b>11/100%</b>	<b>10/100%</b>	<b>15/100%</b>	<b>5/100%</b>	<b>1/100%</b>	<b>9/100%</b>	<b>19/100%</b>	<b>2/100%</b>	<b>3/100%</b>

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## D. What the Comments Show.

1. Areas of Strength. Respondents have a positive view of OGC as an invaluable partner and resource, commenting on their high level of satisfaction with the services OGC provides as well as OGC's professionalism, ability to resolve difficult problems in a timely manner, and helpful support of business unit programs and goals.
2. Areas for Improvement. Several respondents indicated support for additional resources and capacity for OGC (in such areas as online education), asked for more information about when and how OGC should be consulted, and sought greater collaboration on policy development and implementation in various areas.
3. Additional Services. In response to a question seeking information about additional services that it would be helpful for OGC to provide, respondents requested surge capacity to handle periods of high demand for legal services; additional information to be posted on the OGC website, including conditions for acting on the College's behalf and links to College policies and laws and regulations; and training sessions on topics such as admissions, policies applying to donors and alumni, contractual risks, disability-related issues, legal considerations surrounding faculty promotion and tenure processes, and FERPA.

## E. Next Steps. Based on this feedback, OGC is implementing the following steps:

- OGC will seek additional resources to expand the in-house team and diversify practice areas.
- In coordination with the business units with pertinent expertise, OGC will focus on the areas identified in the survey to deliver training and support for policy development.
- OGC is overhauling its web site to provide additional information, links to key partner units, policies, and attorney areas of practice to facilitate the process of seeking legal services.