



**THE STATE BAR
OF CALIFORNIA**

**OFFICE OF PROFESSIONAL COMPETENCE,
PLANNING & DEVELOPMENT**

180 HOWARD STREET, SAN FRANCISCO, CALIFORNIA 94105-1639

TELEPHONE: (415) 538-2167

MEMORANDUM

DATE: April 26, 2007
TO: Members of the Board's Regulation, Admissions & Discipline Oversight Committee
FROM: Randall Difuntorum, Director, Professional Competence Programs
SUBJECT: RAD Meeting on May 10, 2007 – Current Year Update on the Status of the Professional Competence Unit

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This memorandum provides an update on the activities of the Professional Competence Unit. In addition to this memorandum, provided are the following: (1) Professional Competence Staff List; (2) Ethics Hotline Activity Statistics; (3) Volume of Ethics Hotline Calls by Paralegal; and (4) Professional Competence Budget Summary – Authorized v. Actuals. Board members with questions may contact me at (415) 538-2161 or Lauren McCurdy at (415) 538-2107.

1. ETHICS HOTLINE

- As of March 31, 2007, 3,679 member inquiries were received with a completion rate of 84%. This completion rate includes distribution of 175 copies of published ethics opinions and other written materials requested by inquirers and 1582 referrals to information posted at the Bar's website. (As all of the published State Bar Formal Opinions are posted in the Ethics Information Area of the website, there is a decreasing need for distribution by mail.) Of the total calls, 334 were courtesy follow-up calls to members who placed a call to the Hotline, received a call back from Hotline staff but were not available at that time to take the call from the Hotline staff person. These members receive instructions on how to call-in and receive priority handling when they choose to return the Hotline's call at their convenience. However, sometimes they do not call and in those circumstances the Hotline initiates a courtesy follow-up call.
- For the period of February 1, 2007 through March 31, 2007, 8 voluntary satisfaction surveys were received from members who utilized the Ethics Hotline service. Each survey asks for a rating on several specified categories of service, including: satisfaction with the system for handling the calls; helpfulness of receptionist; helpfulness of paralegal; promptness of response; usefulness of materials sent; whether the inquirer would recommend the Hotline to others; and whether they received the assistance they needed. The eight surveys received gave the Hotline high marks. (A copy of the surveys received are attached.)

2. COPRAC

- Since the last Professional Competence status report submitted for RAD's March 8, 2007 meeting, COPRAC met on March 23, 2007 at the San Francisco State Bar office; and by teleconference on April 11, 2007.
- At its March 23, 2007 meeting COPRAC, by way of letter, responded to a request for informal public comment on the proposed draft attorney standards on civility and professionalism from the Attorney Civility Task Force.
- The following proposed opinion was distributed for a 90-day public comment period ending on January 2, 2007 and three written comments were received. Those written comments were considered by COPRAC and at its March 23, 2007 meeting COPRAC approved the opinion as revised in response to the public comments and circulated it to the Board Committee for approval for publication, with a response date of May 11, 2007.

Formal Opinion Interim No. 05-0009

- ISSUE:
1. May an attorney ethically accept payment of earned fees from a client by credit card?
 2. May an attorney ethically accept payment of fees not yet earned from a client by credit card?
 3. May an attorney ethically accept payment of advances for costs and expenses from a client by credit card?
- DIGEST:
1. An attorney may ethically accept payment of earned fees from a client by credit card. In doing so, however, the attorney must discharge his or her duty of confidentiality.
 2. Likewise, an attorney may ethically accept a deposit for fees not yet earned from a client by credit card, but must discharge his or her duty of confidentiality.
 3. By contrast, an attorney may not ethically accept a deposit for advances for costs and expenses from a client by credit card because the attorney must deposit such advances into a client trust account and cannot do so initially because they are paid through an account that is subject to invasion.

- The following proposed opinion was circulated for a 90-day public comment period ending on April 11, 2007 and seven public comments were received. Consideration of the public comments is scheduled for COPRAC's May 18, 2007 meeting.

Formal Opinion Interim No. 05-0006

- ISSUE: Is an attorney ethically obligated, upon termination of employment, promptly to release to a client, at the client's request, (1) an electronic version of the pleadings, (2) an electronic version of discovery requests and responses, (3) an electronic deposition and exhibit database, and/or (4) an electronic version of transactional documents?

DIGEST: An attorney is ethically obligated, upon termination of employment, promptly to release to a client, at the client's request: (1) an electronic version of the pleadings, because such items come within a category subject to release; (2) an electronic version of discovery requests and responses, because such items are subject to release as reasonably necessary to the client's representation; (3) an electronic deposition and exhibit database, because such an item itself contains items that come within categories subject to release; and (4) an electronic version of transactional documents, because such items are subject to release as reasonably necessary to the client's representation. Prior to release, however, the attorney is ethically obligated to strip from each of these electronic items any metadata reflecting the confidences and secrets of any client other than the client to whom they belong.

→ The following proposed opinion is circulating for public comment with a comment deadline of May 17, 2007. Consideration of public comments received is scheduled for COPRAC's May 18, 2007 meeting.

Formal Opinion Interim No. 05-0003

ISSUES: 1. May an attorney, consistent with ethical obligations, deposit a Client's will or other testamentary documents with a private will depository, without the Client's consent?

2. May an attorney, consistent with ethical obligations, register a Client's will or other testamentary documents with a private will registry, without the Client's consent?

DIGEST: An attorney who retains a client's will or other estate planning documents on deposit may terminate the deposit in accord with the client's instructions and/or consent. If the attorney cannot locate the client, the attorney may only terminate the deposit pursuant to Probate Code § 700, et seq. An attorney may register certain identifying information about a client's will or other estate planning documents with a private will registry if the attorney can determine, based upon knowledge of the client, the client's matter and investigation of the will registry, that registration will not violate the attorney's fiduciary duties of confidentiality and competence.

→ COPRAC's Rules Revision Commission Subcommittee is a standing subcommittee of COPRAC that monitors the work of the Rules Revision Commission. A liaison from the subcommittee attended the Rules Revision Commission's meeting on March 16, 2007.

→ COPRAC's next meeting is scheduled for May 18, 2007 in Los Angeles. Among the matters anticipated to be considered at this meeting is the public comment received on Proposed Formal Opinion Interim No. 05-0006 (re: Client Files in Electronic Form), with a public comment deadline of April 11, 2007; and Proposed Opinion Interim No. 05-0003 (re: Use of Will Depositories and Registries), with a public comment deadline of May 17, 2007.

→ COPRAC'S Eleventh Annual Statewide Ethics Symposium is scheduled for Saturday, May 19th at Southwestern Law School. The theme is "Ethics Around the Edges," with panels on the following subjects: "Ethics and the Modern Transactional Lawyer," "Ethics at the Edges of Family Law," "Can a Non-Deceiver be a Good Lawyer?," "Corporate Counsel as Counselor, Gatekeeper and Confidant," and, a Rules Revision Commission update. State Bar President Sheldon Sloan will provide welcoming remarks, and the keynote speaker is Southwestern Law School Dean Bryant Garth. Approximately 1,400 programs and registration forms were sent out to various interested persons, including members of the county bar ethics committees; professional responsibility professors; presidents and executive directors of the local, specialty and minority bar associations; Courts of Appeal Justices; past Symposium attendees and speakers; respondents' counsel; State Bar Board of Governors; and, State Bar Office of Chief Trial Counsel and State Bar Court staff attorneys and executive staff.

3. RULES REVISION COMMISSION

→ Since the last Professional Competence status report submitted for RAD's March 8, 2007 meeting, the Rules Revision Commission met on March 16, 2007 at the San Francisco State Bar office. At this meeting, the Commission continued its consideration of the written public comment and testimony received on the 27 proposed new or amended rules distributed for a 120-day public comment period that ended on October 16, 2006. The table below shows the current status of these 27 proposed new and amended rules.

CONSIDERATION OF PUBLIC COMMENT COMPLETED	APPROVAL OF REDRAFTS IN RESPONSE TO PUBLIC COMMENT PENDING	CONSIDERATION OF ISSUES RAISED BY PUBLIC COMMENTS TO CONTINUE AT THE 6/8/07 MEETING
Rule 1.1 Rule 1.4 Rule 3.1 Rule 8.1 Rule 8.1.1 Rule 1.8.8 Rule 7.1 Rule 7.2 Rule 7.3 Rule 7.4 Rule 7.5 Rule 1.2.1 Rule 2.4.1 Rule 2.4.2 Rule 1.5.1 Rule 5.3.1 Rule 5.5 Rule 5.6 Rule 8.3 Rule 8.4 Rule 1.0	Rule 5.1	Rule 1.0.1. Rule 1.2.1 Rule 1.8.10 Rule 2.4 Rule 5.2 Rule 5.3

- Among the visitors who attended the March 16, 2007 Rules Revision Commission meeting were the following: Steve Cerveris (State Bar ADR Committee); James Heiting (California Judges Association ADR Committee); Hon. James Herman (California Judges Association ADR Committee); James Madison (California Dispute Resolution Council); Barry Melton (California Public Defenders Association); Becky Stretch (American Bar Association Center for Professional Responsibility); and Jay Welsh (JAMS).
- The Commission's next meeting is scheduled for June 8, 2007 and will be held at the Los Angeles State Bar office. Among the items anticipated to be considered at that meeting is proposed amendments to rule 2-100 (Communication with a Represented Party) concerning the authority of prosecutors to conduct investigatory activities that involve pre-indictment contact with represented persons.

4. COMPETENCE PUBLICATIONS

- Handbook on Client Trust Accounting for CA Attorneys:
As of March 31, 2007, 50 copies have been sold and the online version of the handbook posted at the Bar's website was downloaded 47,315 times.
- California Compendium on Professional Responsibility:
As of March 31, 2007, 42 copies of the Compendium updates were sold. The 2007 Compendium update is in production, with an anticipated publication date of late Summer.
- CA Rules of Professional Conduct & State Bar (a.k.a Publication No. 250):
As of March 31, 2007, 52 copies of the 2006 Publication 250 were sold and the online version of the 2007 Rules of Professional Conduct posted at the Bar's website has been downloaded 5,697 times. The 2007 Publication 250 is anticipated to be available by the end of the month.

5. COMPETENCE RESOURCES AT CALBAR.CA.GOV

- The Related Statutes provisions posted at the website have been updated with the legislative changes which became operative in 2007.
- The meeting materials for the Rules Revision Commission's March 16, 2007 meetings were posted at the website.
- The Ethics Symposium program and registration information has been posted at the website.

cc: Marie M. Moffat
Robert A. Hawley
Doug Hull

Professional Competence Staff List

Professional Competence Staff Positions as of March 31, 2007	
Number of Positions Authorized	14.5
Number of Positions Filled	13.0

Professional Competence Employees as of March 31, 2007	
	Grade & Classification
	56EA – Director
VACANT	17A – Sr. Attorney
	16A – Attorney
	40C – Sr. Administrative Specialist
VACANT - position posted	9 – Program/Court Systems Analyst (PCSA)
	8 - Sr. Administrative Assistant
	8 – Paralegal
	8 – Paralegal
	8 – Paralegal
	8 – Paralegal
	8 – Paralegal
new hire with start date of 1/29/07	8 – Paralegal
new hire with start date of 3/26/07	8 – Paralegal
	6 – Administrative Secretary
	4 – Data Analyst III
<p>NOTES: The TSAT position has been vacated and a new PCSA position has been posted to replace this position. We anticipate conducting interviews in the coming month. It is a shared position between the Office of General Counsel and the Office of Professional Competence. In addition, though not represented in the above chart, casual hourly law clerks are used from time to time.</p>	

ETHICS HOTLINE ACTIVITY STATISTICS - 2007

Month	Work Days	Incoming Calls	Completed Calls	Left Messages	Percentage of Incoming Calls that are Completed Calls	Percentage of Incoming Calls that are Left Messages	Resources Mailed/Faxed	Internet Resource Referrals
January	21	1324	1116	208	84%	16%	45	556
February	18	1100	859	241	78%	22%	57	481
March	21	1255	1107	148	88%	12%	73	545
Cumulative Totals	60	3679	3082	597	84%	16%	175	1582

EXPLANATIONS

Incoming Calls: Total member inquiries to the Hotline received during that month.

Completed Calls: Member inquiries received in that month which were handled and resolved by staff during that month.

Left Messages: Member inquiries received that month where staff left an initial message or courtesy follow-up message, but did not reach the member to resolve the inquiry.

Percentage of Incoming Calls that are Completed Calls: Proportion of Incoming Calls that were Completed Calls handled and resolved by the staff.

Percentage of Incoming Calls that are Left Messages: Proportion of Incoming Calls where staff left a message but the member did not return the call.

Key Hotline Activity Averaged by Day and Month

(through February 28, 2007)

Daily: Incoming Calls: 61
Completed Calls: 51

Monthly: Incoming Calls: 1226
Completed Calls: 1027

Aggregate Outgoing Calls

Current Month: 1940

Cumulative to Date: 5441

This figure accounts for all calls placed by staff, including: Completed Calls, Left Messages and courtesy follow-up messages. Due to "telephone tag" with members, staff may place multiple calls and leave multiple messages prior to completing a call.

**Ethics Hotline
2007 Monthly and Cumulative
Individual Paralegal Call Statistics**

JAN					
Paralegal	Total Calls	Left Msg.	Completed Calls	Return Calls	Call Backs
1	319	112	207	94	4
2	431	206	225	65	45
3	340	126	214	74	0
4	491	192	299	89	0
5	202	58	144	93	0
6	53	33	20	0	53
JAN TOTALS	1,836	727	1,109	415	102

FEB					
Paralegal	Total Calls	Left Msg.	Completed Calls	Return Calls	Call Backs
1	245	91	154	49	3
2	336	145	191	58	0
3	338	129	209	76	0
4	462	203	259	93	1
5	189	58	131	94	0
6	95	49	46	0	95
FEB TOTALS	1,665	675	990	370	99

MAR					
Paralegal	Total Calls	Left Msg.	Completed Calls	Return Calls	Call Backs
1	350	130	220	95	1
2	379	199	180	67	36
3	451	172	279	109	0
4	456	176	280	98	0
5	208	59	149	106	0
6	96	53	43	0	96
MAR TOTALS	1,940	789	1,151	475	133

Y-T-D					
Paralegal	Total Calls	Left Msg.	Completed Calls	Return Calls	Call Backs
1	914	333	581	238	8
2	1,146	550	596	190	81
3	1,129	427	702	259	0
4	1,409	571	838	280	1
5	599	175	424	293	0
6	244	135	109	0	244
Y-T-D TOTALS	5,441	2,191	3,250	1,260	334

NOTE: Paralegal 6 entry reflects statistics for Ethics Hotline call work performed by paralegal in training.

Professional Competence Budget Summary Authorized vs. Actual

Year-to-Date as of March 31, 2007	
Budget (Actual)	\$526,832
Budget (Authorized)	\$683,146
Savings	\$156,314

Monthly as of March 31, 2007						
	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>
Budget (Actual)	\$160,302	\$200,448	\$166,082			
Budget (Authorized)	\$177,724	\$233,911	\$271,511			
Savings	\$17,422	\$33,463	\$105,429	\$0	\$0	\$0
	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Budget (Actual)						
Budget (Authorized)						
Savings	\$0	\$0	\$0	\$0	\$0	\$0

NOTE: In part, year-to-date savings are attributed to salary savings from vacant budgeted positions that are not filled or have not been approved for filling by the Executive Director.



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180 HOWARD STREET, SAN FRANCISCO, CALIFORNIA 94105-1639

TELEPHONE: (415) 538-2167

RE: Informal Customer Satisfaction Survey re Your Recent Ethics Hotline Inquiry

Dear Inquirer:

Thank you for using the State Bar's Ethics Hotline recently. Your opinion counts! We would like your feedback regarding the service you received, in order to improve the program and determine its effectiveness. Please fax this form back to us at your earliest convenience. We appreciate you taking a moment to give us your valuable opinion. Thank you.

Sincerely,

Paralegal

Please rate the following on a scale of 1 to 10, 10 = excellent

Satisfaction with our system for handling your call

8

Helpfulness of receptionist

9

Helpfulness of paralegal

8

Promptness of response

8

Usefulness of materials sent

7

Please rate your agreement with the following on a scale of 1 to 10, 10 = strongly agree

I would recommend the Ethics Hotline to others

10

I received the assistance I needed

8

Comments:

The cases provided discussed the ethics question in factual situations different from mine, so they were only marginally helpful. The discussion with the paralegal was useful but w/o cases/opinions on point, I still don't have much to go on in making a decision.

RETURN BY FAX TO: ETHICS HOTLINE (415) 538-2171. THANK YOU!

RAD Open Agenda Item V.G. 204



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Thank you for using the State Bar's Ethics Hotline recently. Your opinion counts! We would like your feedback regarding the service you received, in order to improve the program and determine its effectiveness. Please fax this form back to us at your earliest convenience. We appreciate you taking a moment to give us your valuable opinion. Thank you.

Sincerely,

Paralegal

Please rate the following on a scale of 1 to 10, 10 = excellent

Satisfaction with our system for handling your call 10

Helpfulness of receptionist 10

Helpfulness of paralegal 10+

Promptness of response 10

Usefulness of materials sent 10

Please rate your agreement with the following on a scale of 1 to 10, 10 = strongly agree

I would recommend the Ethics Hotline to others 10 = strongly agree

I received the assistance I needed 10+

Comments: In particular for a young lawyer or a starting solo practitioner, your ethics hotline service is a necessity as well as mandatory! Thank you for your helpful advice!

RETURN BY FAX TO: ETHICS HOTLINE (415) 538-2171, THANK YOU!



Ethics Hotline Customer Satisfaction Survey

Thank you for taking the Customer Satisfaction Survey. Fax completed survey to (415) 538-2171 or click the "Submit by Email" button

Please rate your satisfaction level with each of the following statements.

- 1 = very dissatisfied
- 2 = somewhat dissatisfied
- 3 = neutral
- 4 = somewhat satisfied
- 5 = very satisfied

	1	2	3	4	5
1. Rate your overall satisfaction with the hotline experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2. How satisfied are you with the Information our staff provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3. How helpful was the paralegal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. How helpful was the receptionist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. How satisfied are you with our system for receiving calls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
6. Rate your overall satisfaction with the Calbar ethics website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	strongly disagree			strongly agree	
7. I would recommend the Ethics Hotline to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

8. Comments / Suggestions:

I spoke with Lynn. She was EXCEPTIONAL!

Name of the paralegal you spoke with (optional) Lynn

Your Name _____ Telephone _____

Address _____ Email _____

THANK YOU!

Fax completed survey to (415) 538-2171 or click the "Submit by Email" button

JAN-17-2007 14:52



Ethics Hotline Customer Satisfaction Survey

Thank you for taking the Customer Satisfaction Survey. Fax completed survey to (415) 538-2171 or click the "Submit by Email" button

Please rate your satisfaction level with each of the following statements.

- 1 = very dissatisfied
- 2 = somewhat dissatisfied
- 3 = neutral
- 4 = somewhat satisfied
- 5 = very satisfied

Lynn

	1	2	3	4	5
1. Rate your overall satisfaction with the hotline experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2. How satisfied are you with the information our staff provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3. How helpful was the paralegal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. How helpful was the receptionist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. How satisfied are you with our system for receiving calls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
6. Rate your overall satisfaction with the Calbar ethics website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. I would recommend the Ethics Hotline to others.	strongly disagree				strongly agree
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8. Comments / Suggestions:					

The paralegal gave me an opinion directly on point. Very helpful.

Name of the paralegal you spoke with (optional) *Lynn Cobb*

Your Name _____

Telephone _____

Address _____

Email _____

THANK YOU!

Fax completed survey to (415) 538-2171 or click the "Submit by Email" button

May 2007

RAD Open Agenda Item V. G.



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	1	2	3	4	5
1. Rate your overall satisfaction with the hotline experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2. How satisfied are you with the information our staff provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3. How helpful was the paralegal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. How helpful was the receptionist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. How satisfied are you with our system for receiving calls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6. Rate your overall satisfaction with the Calbar ethics website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	strongly disagree			strongly agree	
7. I would recommend the Ethics Hotline to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

8. Comments / Suggestions:

It would be very helpful to have the Rules of Professional Conduct with the annotations to decisions, rulings, articles, etc., links directly beneath or near the applicable rule. Thank you!

Name of the paralegal you spoke with (optional) _____

Your Name _____ Telephone _____

Address _____ Email _____

THANK YOU!

Fax completed survey to (415) 538-2171 or click the "Submit by Email" button



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RE: Informal Customer Satisfaction Survey re Your Recent Ethics Hotline Inquiry

Dear Inquirer:

Thank you for using the State Bar's Ethics Hotline recently. Your opinion counts. We would like your feedback regarding the service you received, in order to improve the program and determine its effectiveness. Please fax this form back to us at your earliest convenience. We appreciate you taking a moment to give us your valuable opinion. Thank you.

Sincerely,

Paralegal

Please rate the following on a scale of 1 to 10, 10 = excellent

Satisfaction with our system for handling your call

Helpfulness of receptionist

Helpfulness of paralegal

Promptness of response

Usefulness of materials sent

Please rate your agreement with the following on a scale of 1 to 10, 10 = strongly agree

I would recommend the Ethics Hotline to others

I received the assistance I needed

Comments:

RETURN BY FAX TO: ETHICS HOTLINE (415) 538-2171. THANK YOU!



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3. How helpful was the paralegal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. How helpful was the receptionist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
5. How satisfied are you with our system for receiving calls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
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	strongly disagree			strongly agree	
7. I would recommend the Ethics Hotline to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8. Comments / Suggestions:					

I've used the service for approx. 23 years. It's great.

Name of the paralegal you spoke with (optional) ELBERT LEE

Your Name _____ Telephone _____

Address _____ Email _____

THANK YOU!

Fax completed survey to (415) 538-2171 or click the "Submit by Email" button



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6. Rate your overall satisfaction with the Calbar ethics website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	strongly disagree			strongly agree	
7. I would recommend the Ethics Hotline to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8. Comments / Suggestions:					

He did a great job

Name of the paralegal you spoke with (optional) ELBERT LEE

Your Name

Telephone

Address

Email

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THANK YOU!

Fax completed survey to (415) 538-2171 or click the "Submit by Email" button

