

—Institutional Effectiveness Summary for Administrative Units—

“The institution must demonstrate planning and evaluation in its administrative and educational support services ... Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit.” SACS 1998

Date Submitted: October 12, 2000

Division Name: President's Division

Unit Name: Office of the General Counsel

Unit Head: Mary Beth Liberto

Participating Staff: Sherry Andrews, Nancy Marshall, Stefanie Jollie, William Writt

Approved by UAC <input type="checkbox"/> Date _____ Initials _____	Approved by UAC <input type="checkbox"/> Date _____ Initials _____	Approved by UAC <input type="checkbox"/> Date _____ Initials _____	Approved by UAC <input type="checkbox"/> Date _____ Initials _____	Approved by UAC <input type="checkbox"/> Date _____ Initials _____
Unit Mission:	Performance Indicators	Performance Measurements	Measurement Results	
The mission of the University Counsel's Office is to render competent legal advice to university administrators in a timely manner and to provide legal representation for the university in all matters, including administrative and judicial proceedings. It also reviews all contracts and consortia entered into by the university.	1. Provide competent, timely legal service to constituents. The General Counsel will answer 80% of simple legal questions that are provided in writing to this office within 1-3 days. The office will answer 80% of complex questions requiring legal research that are submitted in writing with 7-21 days. The office will process 80% of contracts within 3-5 days, and consortia within 2-3 days.	1. a. The office will maintain files, either on e-mail or hard copy, of all written requests for legal advice along with responses provided and will conduct an audit at the end of each reporting period to track whether it has responded within the targeted time periods. 1. b. The office will conduct an annual audit of contracts and consortia to determine if it has processed them within the targeted time periods.	1. a. The General Counsel reviewed the files maintained on legal questions provided in writing to this office during the reporting period. The review revealed that the office met its goals of responding to 80% of simple questions with 1-3 days, and of responding to more complex questions within 7-21 days. 1. b. The General Counsel audited all contracts and consortia reviewed during the reporting period. Despite a 90% increase in the number of reviews conducted during the reporting period, with no increase in staff, the office processed them within the targeted time periods. Due to re-vamped office procedures and the use of more standardized contract/consortia developed by the General Counsel, some contracts/consortia are received, reviewed, and signed within 15 minutes. This increase in productivity with no increase in staff allowed the General Counsel's Office to be recognized by a Davis Productivity Award for 1999.	
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<p>Unit Mission:</p>	<p>Performance Indicators</p> <p>2. Insure that all contracts and consortia comply with federal, state, and SUS laws, regulations, and policies. To aid in this process, the General Counsel will develop standardized contracts and consortia and standardized review procedures. [Click here and type]</p>	<p>Performance Measurements</p> <p>2.a. The office will develop procedures with purchasing and the provost to insure that no contract or consortia is approved by those offices without the prior approval of the General Counsel.</p> <p>2.b. The office will conduct an annual audit of contracts and consortia to insure that all contracts and consortia entered into during the year were reviewed by the General Counsel prior to execution.</p> <p>2.c. The office will maintain a log of all contracts rejected by the State Comptroller for failure to comply with applicable laws, regulations, or policies.</p> <p>2.d. [Click here and type]</p>	<p>Measurement Results</p> <p>2.a. The office developed a standardized routing procedure with purchasing and the provost, then educated university departments as to the new procedure. In some cases this involved the General Counsel and members of her staff making presentations to gatherings of a College's deans, directors, chairs, and faculty members. [Click here and type]</p> <p>2.b. Our annual audit revealed that no contracts/consortia were entered into without prior approval of the General Counsel during the reporting period.</p> <p>2.c. The State Comptroller did not return any contracts during the reporting period for failure to adhere to appropriate laws, regulations, or policies. [Click here and type]</p> <p>2.d. [Click here and type]</p>	
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<p>Unit Mission:</p>	<p>Performance Indicators</p> <p>3. Bring disputes to a fair resolution promptly and conclude without litigation at least 40% of disputes that the General Counsel determines to be meritorious. [Click here and type]</p>	<p>Performance Measurements</p> <p>3 a. When appropriate, the General Counsel will hire outside counsel to handle litigation or administrative disputes involving university officials and will monitor the performance of such counsel. The General Counsel will also work with the Division of Risk Management and the Attorney General's Office to settle meritorious claims and to conduct litigation when claims cannot be settled. [Click here and type]</p> <p>3 b. The office will conduct an annual audit to determine how many disputes of the total reached a fair resolution promptly without formal litigation. [Click here and type]</p> <p>3 c. [Click here and type]</p> <p>3 d. [Click here and type]</p>	<p>Measurement Results</p> <p>3 a. The General Counsel has hired outside counsel when necessary to defend the university in complex litigation. During the current reporting period, one firm has successfully represented the university in three lawsuits, having one dismissed before trial, settling one, and winning the third at trial, including getting a judgment for \$285,000 in fees and costs. We are very pleased with their work and will continue to use them when necessary. However, we are probably most pleased with the progress we have made in our relationship with the Attorney General's Office. Although geographically we are located within the jurisdiction of the Tampa office of the Attorney General, we had several bad experiences with that office that led us to consider not using Attorney Generals at all, even though they are less expensive than private attorneys. In a final effort to conserve resources, we requested to work with the Tallahassee office, which had a much better reputation. So far, we have been very pleased with the results. They settled one employment case for a small amount of money and are competently handling another case for us. We will continue to use private attorneys for complex cases or for cases where high ranking university officials are involved, but will make greater use of the Tallahassee AGs in routine cases.</p> <p>3 b. Our annual audit revealed that we exceeded our goal of concluding meritorious claims at least 40% of the time without litigation. During the current reporting period, we had eight lawsuits filed against us and two administrative hearings. We settled five of the lawsuits (approximately 60%) and one of the administrative hearings. [Click here and type]</p> <p>3 c. [Click here and type]</p> <p>3 d. [Click here and type]</p>	
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Unit Mission:	Performance Indicators	Performance Measurements	Measurement Results
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