

## General Counsel's Principles on Legal Service Delivery

### We want OGC's reputation to be one of a problem-solving organization.

- We work for and represent The University of Texas System, an entity governed by the Board of Regents and administered by the Chancellor and institutional presidents, and are here to serve those institutions.
- We help our clients solve problems. We are legal experts in every area of the law that affects an institution of higher education, and we use that expertise to solve problems, not just spot legal issues.
- We are committed to excellence, every time. We hire and retain skilled and dedicated attorneys and staff, and we draw on their talents to serve our clients with skill, agility and personal understanding in projects big and small.
- Every day, we think and say "we," not "you." We have great respect for, and pride in, the important work of our institutions. In every sense, their challenges and aspirations are ours.
- We say "yes" or find a way we can. If an objective is lawful and consistent with UT System principles, we give our clients the advice they need to make it reality, and counsel them on alternative paths to an objective if necessary or helpful.
- We stand with our clients in good times and in bad. We can take pride in our institutions' successes, but their failures are ours if we have not done all we can to help them succeed. And we are always accountable for the advice we provide.
- We use our national experience and Texan sensibilities to benefit our clients. Our clients have interests across the United States but are focused in Texas, so from El Paso to Tyler to the Rio Grande Valley and at all points in between, we know our institutions, celebrate their unique character and use our national experience to advance their shared and individual missions.
- We are committed to integrity and fairness in everything we do. Within and outside UT System, we are representatives of the excellent present and promising future of this state. As such, we strive to model the values that help UT System improve the lives of Texans and people all over the world through education, research and health care.