

Survey Instructions

Step 1

Click on the survey link provided. You will be automatically taken to the secure survey site.

Step 2

The first page is a **Welcome** page which contains useful information about this unique survey process. Please take a moment to review this information as it will answer many common questions and help you complete the survey in less time.

Step 3

The next page is the **Hours Input** page. In the first field, enter the average hours you devote to your role each week. This should be your normal **weekly** schedule, plus additional hours you may work on a consistent basis. Do not complicate your answer by considering holidays and other intermittent time off. Here are two examples:

- *If your regular schedule is 35 hours per week, and you often work 2 hours of overtime each week, then your response should be 37 hours.*
- *If you are part-time and scheduled 20 hours per week, but you often work 4 hours more each week, then your response should be 24 hours.*

Step 4

If your role involves the delivery of legal services, you will be taken to the **Legal Services** introduction screen [*Note: If your role does not involve the delivery of legal services – proceed to Step 6*]. The next page of the survey lists 8 categories of legal services. Considering ALL the legal services you provide, indicate which you do more of, or less of, by entering a percentage for each. When complete, the page must total 100%.

Step 5

The remaining pages follow the same format, but represent subcategories of the activities you identified on the first page. Each page asks you to describe the activities you perform in more detail. As each page represents a subcategory, you are allocating only the time you spend within that subcategory. Your responses on each page must always total 100%.

Step 6

The next page is the **Support Activities** introduction screen. The following page of the survey lists 7 categories of support activities. Considering ALL the activities you perform, indicate which you do more of, or less of, by entering a percentage for each. When complete, the page must total 100%.

The 7 categories represent activities, not departments or functional groups. With your responses, you are describing how much time you devote to each category of activities, not which department or functional area you are in.

Example:

- *If you are in the Business Development and Marketing team but you also have budgeting, training, and management tasks, you should enter the percentage of time you work on each of those areas (Finance, Human Resources, and Leadership and Management respectively), rather than assigning 100% to Business Development and Marketing.*

Step 7

The remaining pages follow the same format, but represent subcategories of the activities you identified on the first page. Each page asks you to describe the activities you perform in more detail. As each page represents a subcategory, you are allocating only the time you spend within that subcategory. Your responses on each page must always total 100%.

Helpful Tips

Do not over-think your responses.

Your goal is to describe the activities you perform. There are no right or wrong answers. Simply answer thoughtfully and with your best estimation.

Take your time.

Carefully read each description so you understand what activities are included. The terminology within the survey and that used by your firm may differ.

Making Percentages Easier

A little tip if you are struggling with percentages: As you read each description, if you perform any of the activities described, enter “10%”. Repeat for each of the activity listed. Once you have entered “10%” for each activity you perform, revise the percentages up, or down, until they closely approximate your role.

If you are on a page where the activities do not look familiar...

You may have made an incorrect selection on a previous page. To correct the selection, simply move back by selecting **[These Don't Apply]** at the bottom of the screen. Correct your percentages and proceed normally.

If you cannot finish the survey...

You can exit and return later by selecting **[Save & Exit]** at the bottom of the screen. When you return, the survey will ask you if you want to resume where you left off, or start over. Starting over deletes all your previous responses, so be careful which option you choose.

Need help?

Should you have any technical problems completing the survey please email was-support@freeborn.com. Should you have further questions you can contact your **department head**.