

**FAQ with Answers Based on 98 Client Experience Surveys Completed for the
International Academy of Collaborative Professionals (IACP) Research Project
As of July 6, 2010**

Who are the Survey Respondents?

- Of the 98 clients who responded to the survey, 51% were male and 49% were female, representing 83 cases.
- Seventy-one percent (71%) of the men and 73% of women were middle aged (40-59).
- Sixty-one percent (61%) of respondents had been married over 15 years, including 36% who had been married for 21 years or longer. Eighty-three percent (83%) had been married 11 years or longer.
- Eighty percent (80%) of respondents and 82% of their spouses were in their first marriage at the start of the Collaborative process.
- Eighty-three percent (83%) of respondents had children.
- Sixty-two percent (62%) of respondents and their spouses had at least a four year college degree, including 42% with the highest education achieved being a four year college degree, 13% with a Masters degree or equivalent (MB, MA, etc.) and 6% with a Doctoral degree or equivalent (Ph.D., M.D., J.D., etc.); five percent (5%) had only a high school education or GED.
- Male respondents were much more likely to have incomes of \$100,000 or more (67%) compared with the female respondents (19%). Male spouses (non-respondents) were also much more likely to have incomes of \$100,000 or more (81%), including 33% with reported incomes of \$200,000 or more, as compared to the female spouses (26% with incomes of \$100,000 or more). In terms of household income, 84% had an annual household income of \$100,000 or more and 48% had an annual household income of \$200,000 or more. Sixteen percent (16%) had an annual household income of less than \$100,000; 7% less than \$50,000; and only 1% less than \$35,000.
- Fifty-four percent (54%) of respondents had estates valued at \$500,000 or more, including 24% who had estates valued at \$1,000,000 or more and 16% at \$2,000,000 or more. Nineteen percent (19%) had estates valued at less than \$200,000.

How do clients learn about Collaborative Practice?

There was no clear referral source for clients who chose the collaborative process. Twenty-six percent (26%) of clients heard about the collaborative process from their spouse; 19% learned about it from a friend; 17% from the internet; 12% from their own collaborative lawyer; 11% from a mental health professional; and 9% from another lawyer. Male respondents were twice as likely to have learned about the process from their wives (35%) than female respondents from their husbands (17%). Male respondents were twice as likely to have learned about the process from the internet (24%) than female respondents (10%).

What other processes did the clients consider before choosing Collaborative Practice?

Most respondents were informed of the traditional court process and mediation as options for handling their divorces prior to choosing the collaborative process. Ninety-five percent (95%) were informed of the traditional court process and 51% of those clients indicated they considered using it for their divorce. Eighty-five percent (85%) of respondents were informed of mediation and 40% of those clients indicated they considered using mediation. Twenty-two percent (22%) considered handling their divorce on their own and another 41% were informed of this option, but did not consider it.

Why did the clients choose Collaborative Practice over the traditional litigation process?

The most highly rated reasons on a 5 point scale, with all reasons ranked as very important, were clients' expectations that the Collaborative Practice process would: result in a better outcome; better focus on what was most important to them (with this factor being significantly more important to female respondents than male respondents); be a less confrontational and adversarial process; be a more respectful process; and provide more client control over the outcome.

Why did the clients choose Collaborative Practice over mediation? The most common client responses (n=17) included the following: clients felt they needed legal representation, and clients' spouses suggested or requested that the Collaborative process be used.

What was the outcome of cases reported on by clients? Ninety percent (90%) settled in the collaborative process and 10% terminated prior to settlement of all issues. No clients reconciled with their spouse during the Collaborative process. Clients' retention or lack thereof of a financial professional or one or more mental health professionals did not alter the settlement rate.

How satisfied were clients with Collaborative Practice?

- Seventy-five percent (75%) of clients were somewhat or extremely satisfied with Collaborative Practice overall. For the 90% of clients whose cases settled, 79% were somewhat or extremely satisfied with Collaborative Practice overall.
- Seventy-two percent (72%) of clients were somewhat or extremely satisfied with the outcome of their case. For the 90% of clients whose cases settled, 79% were somewhat or extremely satisfied with Collaborative Practice overall.
- Seventy-five percent (75%) of clients were somewhat or extremely satisfied with the Collaborative Practice process. For the 90% of clients whose cases settled, 77% were somewhat or extremely satisfied with Collaborative Practice overall.
- The retention by clients of a financial professional or one or more mental health professionals did not significantly alter clients' satisfaction.

How satisfied were clients with the Collaborative professionals?

- On a five point scale, with 5 being extremely satisfied, 4 being somewhat satisfied and 3 being neutral, mean ratings for:
 - clients' own lawyers ranged from 4.06 to 4.56 across a list of 10 functions, which were higher than the ratings for the other lawyer which ranged from 3.40 to 3.68.
 - financial professionals ranged from 3.94 to 4.44 across a list of 10 functions.
 - the first mental health professional on a case ranged from 3.72 to 4.35 across a list of 16 functions.
- The ranges of mean ratings for the clients' own lawyers, the mental health professionals and financial professionals improved if there were collaborative professionals from disciplines other than law involved.
- The range of mean ratings for the other lawyer decreased if a financial professional was involved and increased if there was no financial professional involved. The range of mean ratings remained about the same whether or not one or more mental health professionals were involved.

What was most satisfying about common services rendered by the professionals?

The client's lawyers, the mental health professional(s), and financial professional all received high ratings (more than somewhat satisfied) for their listening skills and maintaining respect for the clients and the client's viewpoint.

How likely are clients who used the Collaborative Process to recommend the process to another person?

Seventy-five percent (75%) of clients reported that they would definitely or probably refer a person in need to Collaborative Practice, with 57% reporting that they would definitely refer and 18% reporting that they would probably refer. Fifteen percent (15%) of respondents stated they would maybe refer another to the Collaborative process and 10% stated they were unlikely to do so or definitely would not do so.

What did the clients think about the fees?

Clients were likely to see professionals' fees as very reasonable or somewhat reasonable.

- Eighty-one percent (81%) of clients considered the attorney's fees that were charged for their own lawyer as very reasonable or somewhat reasonable.
- Seventy-nine percent (79%) of clients considered the fees they paid for mental health professional(s) as very reasonable or somewhat reasonable.
- Eighty-one percent (81%) of clients considered the fees they paid a financial professional as very reasonable or somewhat reasonable.