



Principles of Client Service

- **We Serve.** It is our privilege to serve the nation’s premier public system of higher education – 13 universities and academic medical centers who educate more than 239,000 students, treat 2.5 million unique patients, and host more than 25 million patient visits every year.
- **We are Experts.** If an area of law affects our clients, we know it or learn it; and we use our national and Texas expertise to solve problems, not just spot issues.
- **We Work for Excellence, Every Time.** Our clients deserve the best and hardest-working people in the room. We hire them to serve our clients with skill, agility and personal understanding in projects big and small.
- **We Include.** Genuine diversity, in all its forms, is fundamental to our clients’ success. For that reason, we encourage each member of our team to find and use their unique voice in pursuit of our mission.
- **We Think and Say “We,” not “You.”** We have great respect for the important work of our institutions; their aspirations, successes and failures are ours.
- **We Find the Way to “Yes.”** If an objective is lawful and consistent with UT System principles, we give our clients the advice they need to make it reality.