Happy Clients

"I was very impressed with the effort the consultant and assistants made to understand the problem."

"[Consultant] was very accommodating, professional and very accessible. The documentation was very readable, and the technical material was presented in a way that was very easy to understand as well as implement. Overall, my interactions with [Consultant] were very satisfying."

"I enjoyed working with [Consultant]. She clearly enjoys her work, and is one of those rare people who is also capable of putting it into words that non-statisticians can understand."

"The document [Consultant] prepared was extremely helpful — clear, easy for me to understand, and it addressed everything I was concerned about."

"[Consultant] truly seemed concerned, that he truly desired to aid in my problem. I believe that his good attitude personifies what is required in consulting practices."

"I am a doctoral candidate. I want to recognize and sincerely thank [the consultant] for the patience, kindness, understanding, and assistance. As you know, the dissertation process is an especially stressful time, and the 'stats' aspect can be especially daunting and intimidating, especially for us more comfortable in the 'qualitative' domain. [The consultant demonstrated] a natural ease and special gift for explaining 'stats' to non-stats people, and with the utmost professionalism summed up and grasped the general nature of my proposal, and clearly articulated in general, understandable terms the general direction I need to go. I am so, so grateful for taking the time to lead me through the process; it may seem like small matters, but this was very important to me."

What makes a happy client?

1. _____

2. _____

3. _____

4. _____

5. _____

Unhappy Clients

"I was able to follow up on most of the recommendations — with a lot of reading. However, I still feel confused ... I have no where to turn for answers. I really need to have someone to ask questions of in addition to the two scheduled meetings."

"The time frame in waiting for [Consultant]'s recommendations was longer than I expected."

"[Consultant] was consistently late to meetings — some time not showing up at all. Also after last contact with him he did not return any e-mail and dropped out of sight!"

"[Consultant] did understand my questions, but had a very difficult time justifying the method..."

"...I received poor advice. I did not know it at the time, but when I went to [get help from someone else, I] ended up changing the model significantly to make it right. I waited 3 weeks for the feedback from [Consultant] and since it turned out to be wrong, I wasted the whole month of March trying to use the [Consulting Services]."

"I'm having a problem with SPSS—I was able to get my data into SPSS, but when I tried to run a repeated measures ANOVA, things went wrong. I called the [Stat Packages] Helpline, [who made suggestions but didn't help, so I took my data to the Stat Clinic]...It turns out that the stats help clinic has let their SPSS license expire (?!) and can't give any SPSS help. This was an extremely frustrating experience, which I hope is atypical of the help clinic, but I wanted to let you know, and also to express my wish that you quickly renew your SPSS license."

What makes a unhappy client?

1. _____

2. _____

3. _____

4. _____

5. _____

Name: _____

We've discussed what makes an "ideal" statistical consultant.

Reflect on your own skills and abilities, compared with that list.

What are some of your own strengths?

_____

_____

_____

_____

What are some of your own weaknesses?

_____

_____

_____

_____