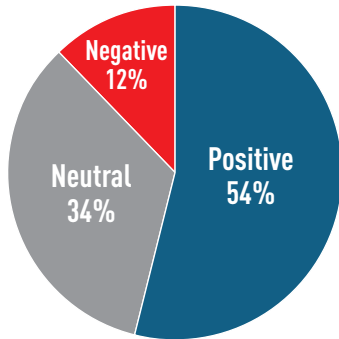
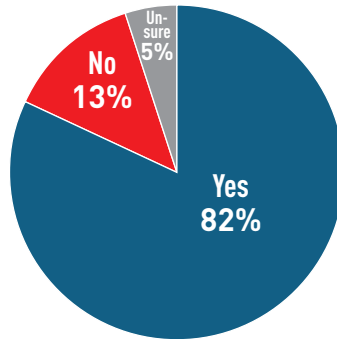


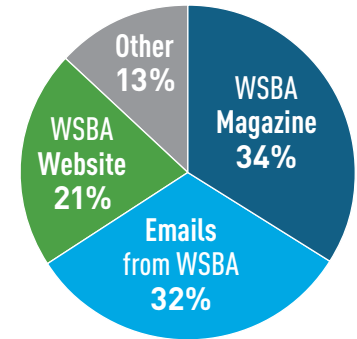
What is your perception of the WSBA?



Do you know the ways you can be involved with the WSBA?



What is your main source of information about the WSBA?



How members grade the WSBA

WSBA REPORT CARD	FY19 Q2	FY19 Q3	FY19 Q4	FY20 Q1
✓ Upholding high-quality standards for Washington’s legal profession	A	A-	A-	A
✓ Providing high-quality CLEs	A	B+	A	A
✓ Supporting diversity and inclusion in the legal profession	A-	A	A-	A
✓ Providing high-quality professional programs and services	A-	B+	A-	A-
✓ Helping members expand access to justice in their communities	B+	A-	B+	B+
✓ Preparing the legal profession for changes in the future	B+	A-	B	B+

Sample comments and themes:

“I think (the WSBA) provides good CLEs and a good legal research platform. It’s my sole source of legal research.”

“The Ethics line is practical and helpful. I appreciate that someone who has done research calls me back to answer questions, and provides written follow-up.”

“At times it feels like an elite organization, better to be more inclusive.”

Member Survey Participants

SIZE OF LAW FIRM			
Solo	26	100+	4
2-5	7	Govt/Public	14
6-10	5	In-house	5
11-20	3	Retired	1
21-100	7	Other	5

MEMBER’S CONGRESSIONAL DISTRICT					
District 1	5	District 5	10	District 8	4
District 2	4	District 6	5	District 9	5
District 3	4	District 7S	13	District 10	8
District 4	5	District 7N	7	Out-of-state	7

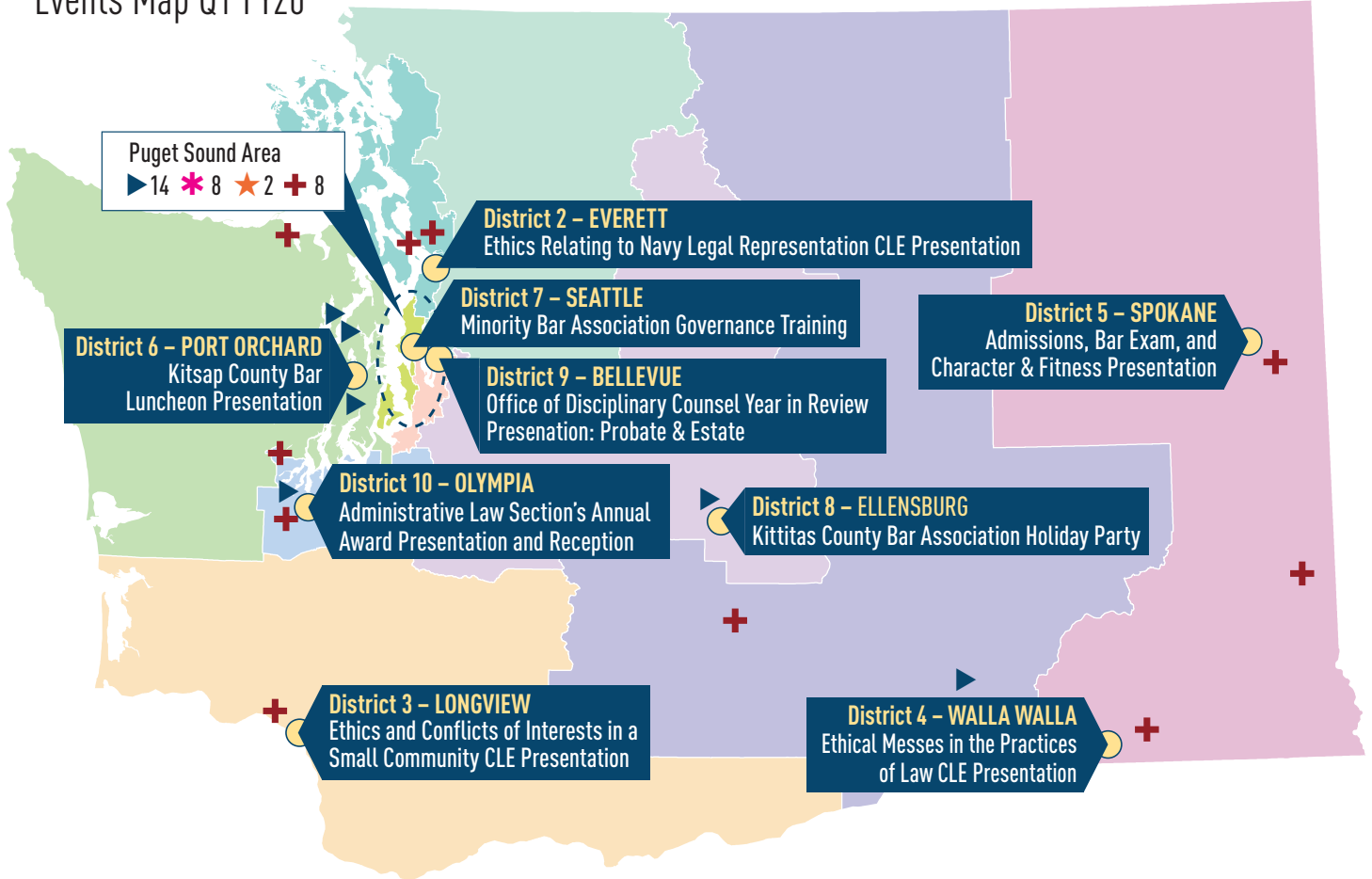
Explanation of member survey

This phone survey will be conducted each quarter by randomly selecting members from the full membership and conducting 10-minute phone calls with them.

The goal for each quarter is to speak to 105 different members. 105 members constitutes a statistically significant sample. Our response rate for Q1 was 13%.

WSBA Outreach Highlights

Events Map Q1 FY20

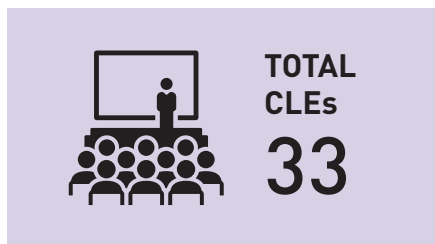


Select Highlights
 Every quarter, WSBA aims to host an outreach event in each of Washington's ten Congressional districts.

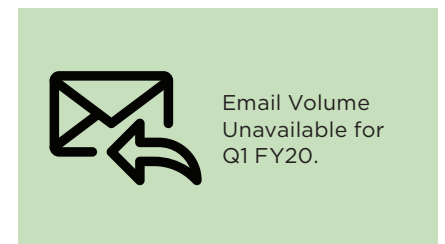
Events

	Q1 FY20
▶ WSBA Ambassadorship	20
* Diversity & Inclusion	8
★ Professional Programs	2
+ Ethics/Substantive Law Education	18

CLEs provided by WSBA Q1 FY20



WSBA Call Center Volume* Q1 FY20



*Other groups and teams at WSBA have significant numbers of direct contacts with members that are not reflected in the call center volume.