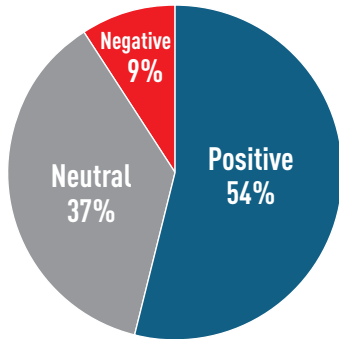
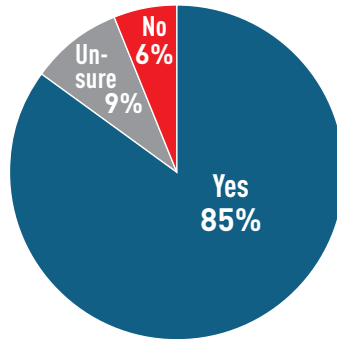


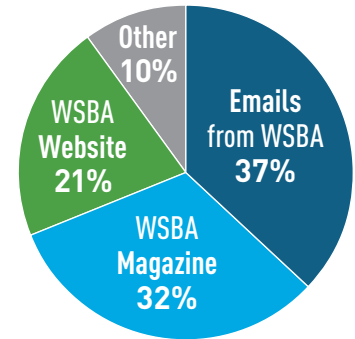
What is your perception of the WSBA?



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

Sample comments and themes:

“I am impressed with the Service Center – very responsive and friendly.”

“Casemaker just rocks.”

“I would love to see more CLEs at lower cost like Legal Lunchbox.”

Member Survey Participants

SIZE OF LAW FIRM			
Solo	15	100+	2
2-5	7	Govt/Public	13
6-10	5	In-house	5
11-20	5	Retired	4
21-100	6	Other	6

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

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 Q2 was 7%.

WSBA Outreach Highlights

Events Map Q2 FY20



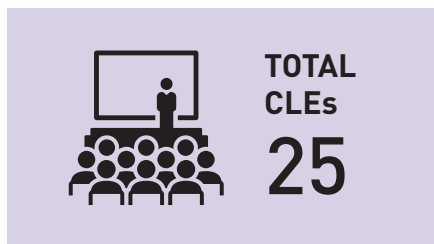
Select Highlights

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

Events

Events	Q2 FY20
▶ WSBA Ambassadorship	8
* Diversity & Inclusion	5
★ Professional Programs	12
+ Ethics/Substantive Law Education	12

CLEs provided by WSBA Q2 FY20



WSBA Call Center Volume Q2 FY20

