

WASHINGTON STATE BAR ASSOCIATION

Member Engagement Council Meeting Agenda

Thursday November 17, 2022

1:00pm to 2:30pm

Zoom - Remote Meeting

Link to access the Zoom meeting:

<https://wsba.zoom.us/j/87605245248?pwd=NS9nQmkwOXpHVXZCKzRrbDVGR3JnQT09>

Zoom Conference Call Lines: **LOCAL OPTION:** (253) 215-8782 || **TOLL-FREE OPTION:** (888) 788-0099

Meeting ID: 876 0524 5248 || Passcode: 540323

1. Welcome (Francis/Matthew)
2. Approve Minutes from October 28th Meeting (All) 5 minutes
3. Member Comment Period 10 minutes
4. Conversation with County Bars 30 minutes
5. NBRI Review of FY22 Survey Results (Guests Sara Niegowski, WSBA Chief Communications Officer and Representative from NBRI) 25 minutes
 - a. Overview of FY22 Survey Results
 - b. Plan for FY23 Survey Distribution
 - c. Incorporate question(s) relevant to volunteer engagement?
6. Volunteer Engagement Discussion (Guests Michael Terasaki from Pro Bono Public Service Council and Paris Eriksen, WSBA Volunteer Engagement Advisor) 15 minutes
7. Discuss Honorary Membership Status (Francis/Matthew) 10 minutes
8. Adjourn

Member Engagement Council Meeting Minutes (DRAFT)

Friday, October 28, 2022

1 PM to 2:30 PM

Zoom - Remote Meeting

Present: Francis Adewale, Matthew Dresden, Jordan Couch, Joshua Hawkins, Ailene Limric, Bryn Peterson, Mike Kroner, Kevin Plachy

Also present: Nancy Hawkins, Kari Petrasek, Nam Nguyen

1. Welcome (Francis/Matthew)
2. Approve Minutes from September 1st Meeting (All) 5 minutes
 - a. Bryn moved to approve, Jordan seconded. All present voted in favor.
3. Member Comment Period 10 minutes
 - a. Nancy suggested this period take place at the end of the meeting, so attendees may comment on the agenda and discussions. Francis and Matthew noted this was set to prioritize commenters' time, and that all attendees may offer comments throughout the meetings.
4. Orientation (Francis/Matthew) 20 minutes
5. Set ongoing meeting dates for FY23 (Francis/Matthew) 10 minutes
 - a. The group agreed to set its regular meeting time for FY23 on the final Friday of each month, from 1 – 2:30 p.m.
 - b. Set alternate dates for November and December (Francis/Matthew) 5 minutes
 - i. Mike will issue a scheduling poll to determine the best time for the November and December meetings.
6. Discuss outreach plan to voluntary bar associations in FY23 (Francis/Matthew/Mike/Kevin) 20 minutes
 - a. Mike and Kevin outlined the plan for outreach and discussions with voluntary bar organizations during MEC meetings. The group discussed proposed topics to help guide these discussions, including the WSBA office location, improving volunteer engagement, and how the WSBA can best support voluntary bars.

WASHINGTON STATE BAR ASSOCIATION

7. Discuss NBRI Survey and plans to have NBRI come to November meeting and discuss results of the FY22 survey – incorporating volunteer engagement questions into the survey for FY23 (Francis/Matthew) 15 minutes
 - a. Kevin outlined the presentation planned for next month. The group discussed adding questions relating to volunteer engagement, though cautioned against making significant changes to the survey. The group was interested in NBRI’s suggestions for improvements.
8. Other Business 5 minutes
 - a. Bryn and Francis suggested conducting outreach to members with a comprehensive list of all WSBA volunteer opportunities and offering a one-on-one discussion about volunteering to interested members. Matthew and Kevin noted that WSBA already conducts similar activities and suggested including WSBA Engagement Advisor Paris Eriksen in these discussions. Francis was interested in information about WSBA web pages that offer volunteer information, and how to improve engagement with them.
9. Adjourn
 - a. The meeting adjourned at 2:35

WASHINGTON STATE BAR ASSOCIATION

To: Budget and Audit Committee

From: Tiffany Lynch, Director of Finance
Terra Nevitt, Executive Director

Subject: WSBA Membership Status Options

Background

WSBA Bylaws provide requirements for membership status (active, inactive, honorary, etc.). Historically inquiries have been made about an additional status that would recognize a member who has “retired” from the profession. Our current structure allows for an “Honorary” status, which require 50 years of active or judicial status and there is no membership fee associated with this status, along with inactive and pro bono statuses which are offered at a reduced fee of \$200. For pro bono status, the fee is waived if the member does at least 30 volunteer hours in the prior year. The Bylaws do not provide for exemptions or waivers of the license fees, except in the cases of extreme financial hardship and the armed forces exemption.

In FY 2020, the Budget and Audit Committee discussed a proposal to reduce license fees by a variety of percentages for members who have attained a certain age (see attached minutes from October 28, 2022, November 21, 2019, and January 15, 2020). Research was performed to determine practices in other Bar Associations and a fiscal analysis of the impact of reducing the fees for members above the age of 70 was presented (see attached “Age Analysis”). Ultimately, there was no further decision made about fees or membership status.

Current Discussion Areas

We recently received a member inquiry about the option of a “retired” status and recommend a discussion to identify the purpose of this status or changes to existing statuses, with a focus on what our members need and want. Some questions to consider are:

- Is this a cost issue? (Do we want to offer zero or lower cost fees for this group?)
- Is it an identity/naming issue? (Use of the term “retired” instead of resigned?)
- Is there a need to have a limited ability to practice?
- Is this a volunteering issue? (Members must be active to volunteer for WSBA)

Once there is a clearer picture of the purpose and needs, we can determine next steps.

MINUTES
Washington State Bar Association
Budget and Audit Committee
Seattle, WA
October 28th, 2019

Treasurer Dan Clark called the meeting to order at 1:00pm. Committee members present were President Rajeev Majumdar; Governors Alec Stephens, Brian Tollefson, Bryn Peterson, Kyle Sciuchetti, P.J. Grabicki, Tom McBride (phone), Paul Swegle, Interim Executive Director Terra Nevitt and Chief Financial Officer Jorge Perez. Also present were Chief Regulatory Counsel Jean McElroy, Chief Disciplinary Counsel Doug Ende, Director of Human Resources Felix Neals, Chief Communication Officer Sara Niegowski, General Counsel Julie Shankland, and Executive Administrator Shelly Bynum. Public attendees included Dan Bridges and Nancy Hawkins family law section member.

Minutes of the September 5, 2019, Meeting

The Committee unanimously approved the minutes of the September 5, 2019, meeting as presented. A few Committee members that were not part of Budget and Audit during the 2018-19 year abstained from the approval of the minutes.

Public Comment

The Committee received public comment about the \$10,000 lobbying request and volunteer reimbursements. Discussion followed.

Financial Statements as of August 31, 2019

Chief Financial Officer Perez reviewed highlights of the financial statements, and informed the committee that year end numbers will be available in January 2020.

Updates on WSBA Audits

Officer Perez updated the committee on the different audits being planned. He informed that Prepared by Client (PBC) schedules were 30% complete, no delays were foreseen at this moment, and the Clark Nuber Team will arrive on Dec. 2, 2019.

Update on Treasurer Activity

Treasurer Clark presented the treasurers activities including a quick recap of his meeting with Officer Perez in Yakima on Oct. 2, 2019. The update included an update on the proposed FY 2020 Reforecast process. Treasurer Clark also discussed his intention for providing an increased level of transparency and communication to membership and the BOG including a Treasurers report on every issue of NW Lawyer. Also presented was a recap of the future audits, Financial Statements and "Deep Dive". Budget and Reference books were distributed at the end of the meeting.

Request for an additional \$5,000 for Professional Lobbyist

Treasurer Clark presented his recommendation for the BOG to approve an additional \$5,000 for professional lobbying services on behalf of the WSBA. Governor Grabicki moved to approve the request. Motion passed unanimously. Governor Swegle was not present for the vote.

Additional Funding for Communications Training

Chief Communications Officer Niegowski presented the request for \$10,000 to fund training to facilitate a public outreach focus from the Communications and Outreach Department to accomplish several mission-critical goals. Governor Grabicki moved to approve the request. Motion passed unanimously. Governor Swegle was not present for the vote.

Time Tracking

Human Resources Director Neals lead a discussion regarding tracking WSBA employee time. The Committee asked WSBA Staff to bring a proposal to the next B&A meeting

Governor and Officer National Travel Request

The Committee discussed the funding for and the fiscal policy related to governor and officer travel to regional and national events. The Committee agreed to discuss the topic further at the next B&A meeting.

Recommendation of 2021 License Fees

The Committee discussed making a recommendation to the Board of Governors regarding the setting of license fees for calendar year 2021, including whether fees must be affirmatively set when there is no change and whether and when a reduction in fees can be achieved. The Committee agreed to make its recommendation with regard to 2021 only and to revisit license fees for future years after WSBA has completed the reforecast of the budget. Governor Alec Stephens moved to keep the 2021 license fees at the same level. Motion passed 4-3. Staff was asked to report on the revenue impact in the event that license fees be reduced in half for members who have attained age 65 or 70.

A motion was made to reduce the Client Protection fee to \$25.00 from \$30.00; a reduction of \$5. Motion passed unanimously.

Discussion on Section Per Member Due Rate

Discussion took place regarding the current per-member-charge, and the potential need to increase such a fee and perceptions about the services Sections are being charged for. Treasurer Clark indicated that this would be a discussion item at future B&A meetings.

Continued LLLT Cost Center Discussion

Treasurer Clark presented the written materials regarding the current status of the LLLT program, historic annual financial losses of around \$200k a year, and the failure of the program to come up with a self-sustainable model to ensure that it was cost-neutral to the WSBA and its membership. Jean McElroy described that the LLLT Board has not been asked, nor informed that the LLLT Cost Center is supposed to be budget neutral, and/or that there is an expectation that the Cost Center be revenue neutral.

Treasurer Clark indicated that he believed it important that the Budget and Audit committee and other stakeholders work towards find a solution to the annual non-budget neutral spending for the program.

P.J. Grabicki who is the BOG liaison for this group indicated that the LLLT Board has only recently been asked to address annual financial spending and that to date it was asked how to mitigate the spending. He recommended that the LLLT Board provide an update to the BOG, and recommended a Supreme Court liaison on the board.

Treasurer Clark indicated that no blame was being cast at this point, but rather there is a need to solve a serious annual financial burden on WSBA. Treasurer Clark indicated that he planned to have this on B & A meeting agendas until such a time that the 2012 order was complied with. Jean recommended that Treasurer Clark should consider inviting Mr. Steve Crossland, the Chair of the LLLT Board to future B & A meetings if the LLLT cost center is going to be a discussion item. Treasurer Clark indicated that he would do so and that this would be on the November 2019 B & A agenda for further discussion.

Keller Deduction Procedure

The Committee discussed the Washington Supreme Court's request that WSBA review the Keller Deduction. The Committee requested that Counsel Shankland bring back a proposal.

Update on Washington State Bar Foundation

Chief Financial Officer Perez presented a financial update on the foundation. Discussion followed.

Discussion: B & A Collective Goals for 2019-20. Discussion/Potential Action

The committee briefly discussed strategic goals for FY 2020, and the 2019-20 BOG year. The committee took no formal action, but discussions arose over Budget and Audit seeming to be heading in the right direction with reforecasting FY 2020's budget, conducting audits and examinations of fiscal spending of WSBA, and the several members indicating they wanted to see WSBA have a balanced budget moving forward. Several committee members thanked Treasurer Clark and Jorge for their hard work so far on budget related issues.

Adjournment

Meeting was adjourned at 4:32pm by Treasurer Dan Clark.

Respectfully submitted,

Jorge Perez, Chief Financial Officer

MINUTES
WSBA Budget and Audit Committee
Seattle, WA
November 21, 2019

Attendance: Treasurer and Chair Dan Clark called the meeting to order at 1:00 p.m. Committee members present were President-elect Kyle Sciuchetti (phone); Governors Alec Stephens, P.J. Grabicki, Paul Swegle, Carla Higginson, Bryn Peterson and Brian Tollefson; and Interim Executive Director Terra Nevitt and Chief Financial Officer Jorge Perez. Also present were Chief Disciplinary Counsel Doug Ende, Director of Human Resources Felix Neals, Chief Regulatory Counsel Jean McElroy, and Chief Communications Officer Sara Niegowski, Associate Director for RSD Bobby Henry, and Strategy and Operations Manager Ana LaNasa-Selvidge (remote). Public attendees included Dan Bridges and family law section representative Nancy Hawkins.

Minutes of B&A Meeting on October 28, 2019

Following corrections to the proposed minutes of the October meeting, Governor Grabicki moved for approval of the minutes as corrected. The committee approved the October minutes by a vote of 5-0-2.

Review of September 2019 Financial Statements

Treasurer Clark reported on the 2019 fiscal year end financial statements. Of the highlights reported on by Treasurer Clark, the Committee discussed two items. The first was advertising revenue from NW Lawyer. There was a request to regularly present to the Committee a summary report of advertising revenue for NW Lawyer, including actual and projected revenue sources.

The other item discussed by the Committee was the production and sales of WSBA Deskbooks. CCO Niegowski reported that:

1. The financial goal for fiscal year 2020 is to cover all direct costs;
2. There are considerable resources necessary to edit Deskbooks in order to make them as accurate as possible;
3. Staff is exploring alternative methods and companies for printing the Deskbooks; and
4. Deskbooks are supplemented when updates are necessary.

There was consensus to continue the discussion at a future Committee meeting and that staff provide the Committee with a report on Deskbooks that includes a review, examination and analysis of the costs and resources involved for deskbook procedures, production and sales.

Interim Executive Director Nevitt suggested that the committee consider to what extent Deskbooks are considered a member benefit and to what extent, if any, they are appropriately subsidized.

As an additional resource for publishing Deskbooks, Governor Swegle suggested exploring Amazon Kindle Direct Publishing as an inexpensive option.

CFO Perez intends to have a reserve line in the deskbook cost center to account for destruction of obsolete editions of Deskbooks on a monthly basis rather than at year end.

Proposed Reduction in Active License Fee

The Committee discussed Governor Grabicki's proposal from the last meeting that license fees for senior members be reduced by 50% for members who have attained a certain age as this would be a good benefit for senior members and demonstrate that the Bar is listening to, and cares for, its members. CFO Perez reported the impact of such a reduction as follows:

1. For members aged 60 or older: \$2.2M reduction in revenue
2. For members aged 65 or older: \$1.35M reduction in revenue

The Committee discussed several factors, considerations and options including:

1. The fact that Oregon has eliminated its reduced license for new lawyers, in favor of an income-based system;
2. Researching what types of reductions to license fees are available in other states;
3. Reclassification of licenses or statuses to practice law instead of age based reductions;
4. Distribution of the total projected reduction in revenue across all active members;
5. Exploration of what changes could be made to the financial hardship exemption for license fees; and
6. Staying apprised and ahead of any legislative action regarding the structure or existence of the WSBA.

Interim Executive Director Nevitt suggested that the Committee do a comprehensive, systemic assessment of what senior members need or want to identify what would most benefit senior members as a group and what, in terms of practice, senior members want to be able to do. She urged the Committee to defer any reduction of the license fee until the "deep dive" audit, 2020 budget reforecasting and associated restructuring of staff positions is complete.

The Committee by consensus agreed to cancel the Committee's December meeting and to schedule a special meeting for January 15, 2020, at 10:00 a.m. until 2:00 p.m. The special January meeting will be confined to the subject of license fees (including the possibility of further action on the 2021 license fee). Staff will prepare data reports and costs analyses of:

1. The impact on license fee revenue if the license fee were reduced by 50% for members aged 70 years or older;
2. The impact on future license fee revenue if the aggregate value of the reduction above were distributed across all active member licenses;
3. The number of members and their ages when they are changing to inactive status or resigning; and
4. Possible license status (es) or classifications that would make sense to have a reduced license fee.

BOG Travel Policy

The Committee reviewed proposed amendments to the BOG travel policy based on discussions at the October committee meeting. Governor Grabicki moved for a recommendation that the BOG approve the policy amendments. Motion passed 5-0-2.

Keller Deduction and the Supreme Court

The Committee discussed future steps and actions to take to be responsive to the Court's direction regarding the calculation of the Keller deduction. By consensus, the Committee agreed to recommend to the BOG that the report on the methodology for this year's Keller deduction be forwarded to the Supreme Court.

In addition, for future calculations, the Committee is considering:

1. Review of the political and social determinations made by staff, either by the BOG or an outside entity;
2. A report to the BOG by the CFO explaining the methodology for the amount of the deduction;
3. A presentation at a BOG meeting describing how the Keller deduction was calculated with an opportunity for comment by the public; and
4. An audit of the deduction calculation.

Staff Time Tracking

HR Director Neals reported that, consistent with a request from this Committee, certain staff in the Regulatory Services Department are recording how their time is allocated on a day-to-day basis. The tracking began November 1, 2019, and Director Neals will provide an update at the next regularly scheduled meeting.

Update on WSBA Audits

CFO Perez reported that the annual audit is scheduled to begin December 2, 2019, with a report to be ready for the January BOG meeting as is customary.

CFO Perez reported that the first request has arrived for the WSBA to provide materials to the auditors for the "deep dive" audit. The request is to provide the materials from January 12, 2020 to February 2, 2020. The goal is to have a "deep dive" audit report to review at the Committee's April 2020 meeting.

Fiscal Year 2020 Reforecast Update

CFO Perez reported that as part of the reforecasting effort, our auditors reviewed procedures relating to the Keller deduction. This review was not certified. The Committee, by consensus, directed staff to report back to this Committee the cost of changing the scope of the Keller deduction review to that of an audit with an official report.

LLLT Cost Center

Treasurer Clark raised concerns about the fact that the LLLT program is running at a deficit of \$200,000 or more per year. Treasurer Clark would like to work collaboratively with the LLLT Board on developing a plan or model that would make the LLLT program self-sustaining or at least reduce the deficit spending. CFO Perez reported that the LLLT program as it is currently structured and without any changes will not be cost neutral. The Committee discussed many related issues and possible next steps including:

1. The fact that the LLLT Board chair received the request to attend less than one week prior to the Committee's meeting;
2. The difficulty in getting the LLLT Board chair to attend a meeting of this Committee;
3. The fact that the LLLT Board, prior to this year, was never asked to have or provide a plan for self-sustenance;
4. The importance of this Committee working directly with the LLLT Board, i.e., not through staff;
5. The perception that the LLLT Board is flailing without any forward movement;
6. The hard work that the LLLT Board has done to improve the program and to make it viable for more LLLTs;
7. Restructuring the LLLT Board so that it consists of superior court judges and more family law lawyers;
8. "Cover" or protection that the LLLT Board has received in past years;
9. Beginning reductions in funding to the LLLT cost center over a period of years;
10. Reorganization of the LLLT program to eliminate the high costs including personnel changes;
11. The possibility that the LLLT program is a failed experiment;
12. Having a smaller collaborative stakeholder workgroup of members from this Committee, the LLLT Board, the Court, the staff, and others to reorganize the LLLT program; and
13. Having the Treasurer and other governors attend the LLLT Board's meetings.

On Treasurer Clark's motion, the Committee directed staff to evaluate and forecast the financial situation of the LLLT program for the next five years using today's assumptions. CFO Perez and Treasurer Clark will provide a report and forecast to the Committee at its meeting in February 2020. The Committee will provide the report to the BOG and the Court in March 2020 with the goal of seeking guidance from the Court at that time. The motion was approved by a vote of 5-0-0.

By consensus, the Committee instructed staff to continue developing a self-sustenance plan with the LLLT Board by June 2020.

Adjournment

The meeting was adjourned by Treasurer Clark at 5:10 p.m.

Respectfully submitted,

Jorge Perez, Chief Financial Officer

MINUTES
WSBA Budget and Audit Committee
Seattle, WA
January 15th, 2020

Attendance: Members in attendance were Bryn Peterson and Treasurer Dan Clark. Phone participation was Paul Swegle, PJ Grabicki, Tom McBride, and Carla Higginson. Also in attendance were Interim Executive Director Terra Nevitt, Chief Financial Officer Jorge Perez, Director of Regulatory Services Jean McElroy, Director of Human Resources Felix Neals, Director of Communications Sara Niegowski, and Director of the Office of Disciplinary Counsel Doug Ende.

A presentation on the Adaptive Insights budgeting system made by CFO Perez. Subsequent to the presentation and discussion Governor Peterson moved to recommend the financial software and a subsequent budget amendment recommendation to the full BOG for a FY 20 budget amendment. The vote was unanimous.

The Committee discussed an analysis prepared by WSBA showing the financial impacts of reducing membership fees for members above the age of 70. There was discussion over potentially adopting a 70 plus partial license fee reduction. No decisions or votes were made on it. There were discussions over wanting to try to potentially apply a blanket reduction for all. The group consensus without a formal vote was to continue the discussion for the February B & A meeting.

Governor Grabicki moved to recommend a change in the hardship exemption for 1 time lifetime application to a 2 time application for the hardship exemption. This would be forwarded to the full BOG in March for first read and April for potential adoption. Motion passed unanimously.

Adjournment

The meeting was adjourned by Treasurer Clark at 11:45 a.m.

Respectfully submitted,

Jorge Perez, Chief Financial Officer



BUDGET AND AUDIT COMMITTEE

Special Analysis on Age Based Fees

January 15, 2020

AGE BASED FEES

- The committee requested an analysis of aged based fees during our meeting on 11/21/19
- A model was prepared reflecting potential reductions for ages 60 and above
- RSD researched practices in other Bars in order to provide alternative recommendations to age based fees

AGE ANALYSIS

Age	Active		Inactive				Grand Total	458		200		200		50		229		200		0%	
	Attorney	Emeritus	Attorney	Judicial	LLLT	LPO		Attorney	Emeritus	Attorney	Judicial	LLLT	LPO	Attorney	Emeritus	Attorney	Judicial	LLLT	LPO		Grand Total
60-69	6,166	34	1,395	264	6	186	8,051	\$ 2,824,028	\$ 6,800	\$ 279,000	\$ 13,200	\$ 1,374	\$ 37,200	\$ 3,161,602	\$ -						
																					25%
70-73	2,193	44	862	47	-	20	3,210	\$ 1,004,394	\$ 8,800	\$ 172,400	\$ 2,350	\$ -	\$ 4,000	\$ 1,191,944	\$ 297,986						
																					50%
80-89	178	8	97	5	-	-	468	\$ 81,524	\$ 1,600	\$ 19,400	\$ 250	\$ -	\$ -	\$ 102,774	\$ 51,387						
																					100%
Above 90	14	-	6	3	-	1	118	\$ 6,412	\$ -	\$ 1,200	\$ 150	\$ -	\$ 200	\$ 7,962	\$ 7,962						
Grand Total	8,551	86	2,360	319	6	207	11,847	\$ 3,916,358	\$17,200	\$ 472,000	\$ 15,950	\$ 1,374	\$ 41,400	\$ 4,464,282	\$ 357,335						

Assumes discounts of 25%, 50%, and 100% for Tiers 70-79, 80-89 and Over 90 respectively

CONCLUSIONS:

- Modest discounts for age 70 and above results in over \$350K revenue impact
- Age 90 and above has minimal impact at 100% reduction of fees (\$8K)
- Possible opportunities may exist in the area of improved hardship benefits suggestions include
 - Increase the income level at which members can request the exemption
 - Increase the number of times members can request the exemption in their professional career
 - Permit members over the age of 70 (or other identified age) to request the exemption an unlimited number of times
- Any fee changes should be taken for 2022 as 2021 fees have been approved by the court
- Fee changes should not be approved outside of the budget cycle. Recommendations only should be made outside of cycle.



MEMBER ENGAGEMENT SURVEY

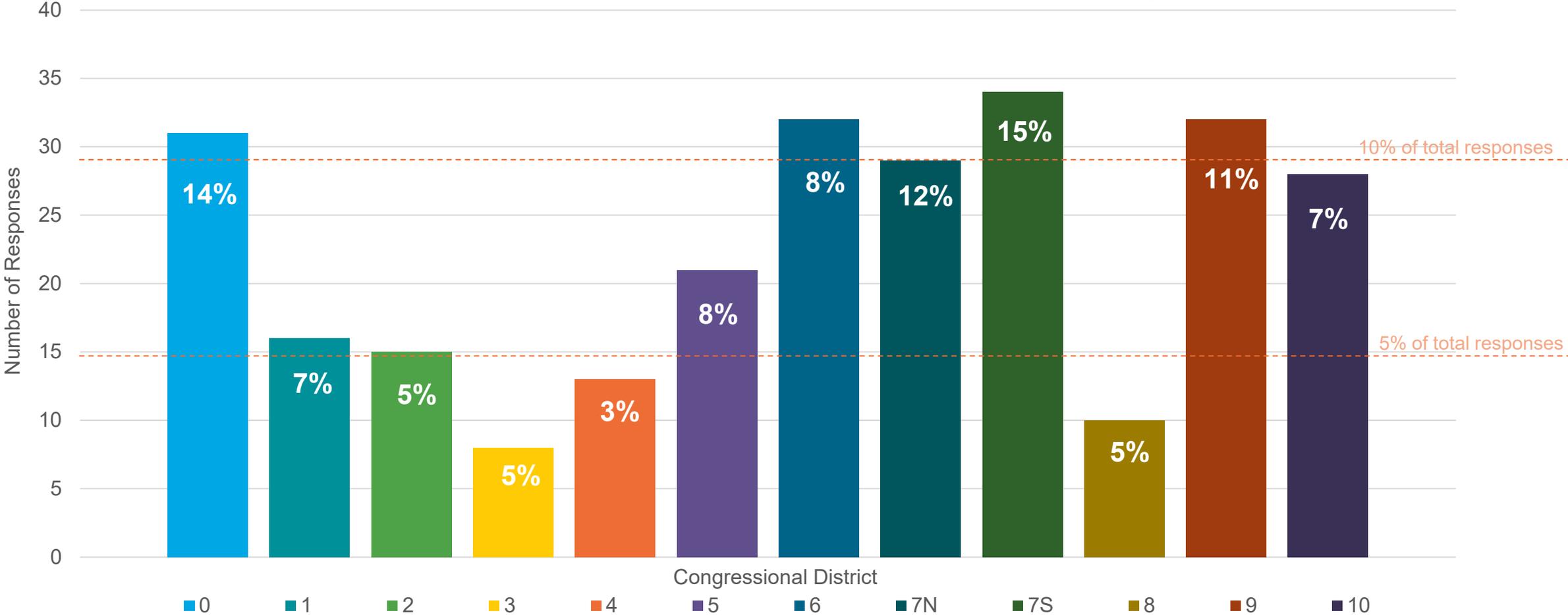
FY2021-22 Quarter 1

OVERVIEW AND RESPONSE RATE

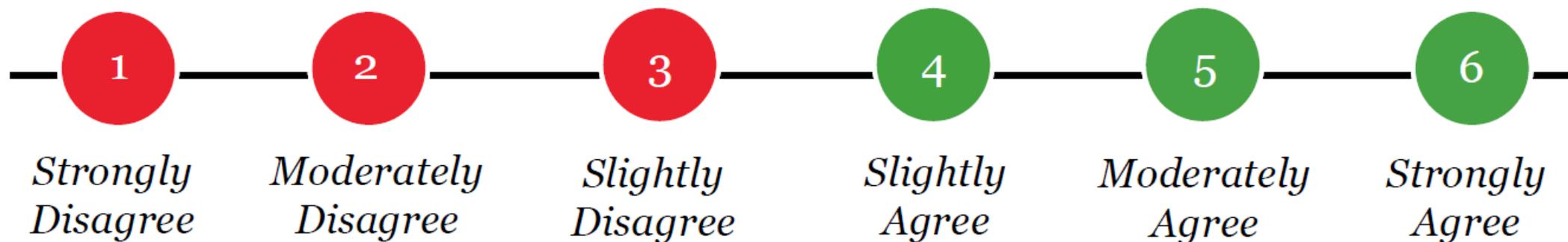
- **Conducted by National Business Research Institute (NBRI)**
 - 3,000 surveys sent between Nov. 1 and Dec. 1, 2021
 - Invitations sent proportionally to Congressional Districts based on percentage of total WSBA population
 - NBRI selected randomized sample and sent invitations to ensure anonymity; WSBA received no identifying information
- **We achieved a 91.4% confidence level**
 - 269 responses representing an 8.97% response rate
 - 5% sampling error
 - Surpasses the minimum standard for confidently performing a data analysis (80%↑ confidence level, 5%↓ margin of error)

296 TOTAL RESPONSES

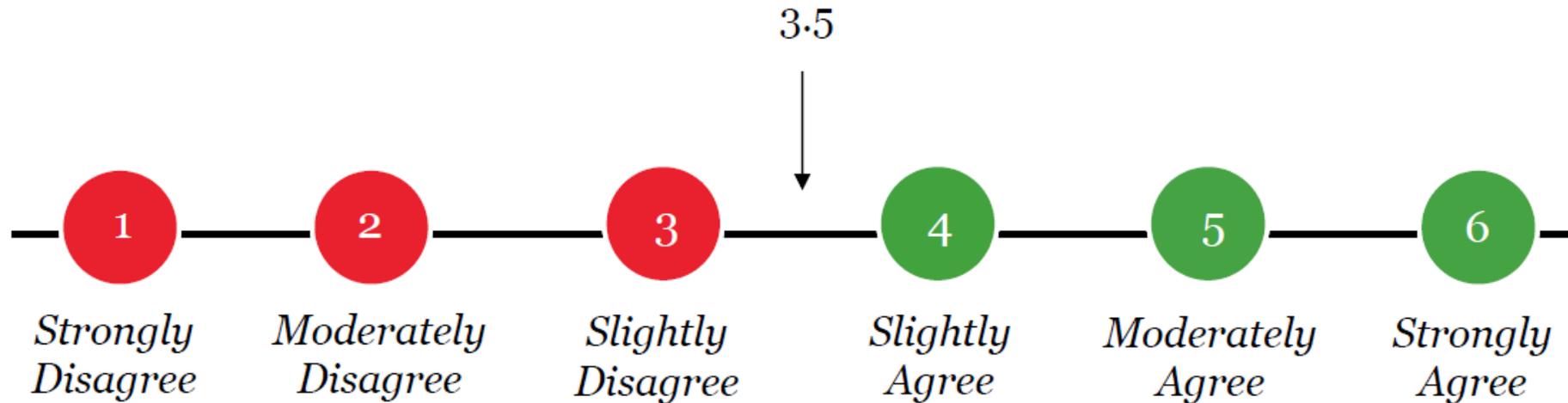
(Percentage of WSBA population in each district shown inside corresponding colored bar)



The Six Point Scale



The Mean Score



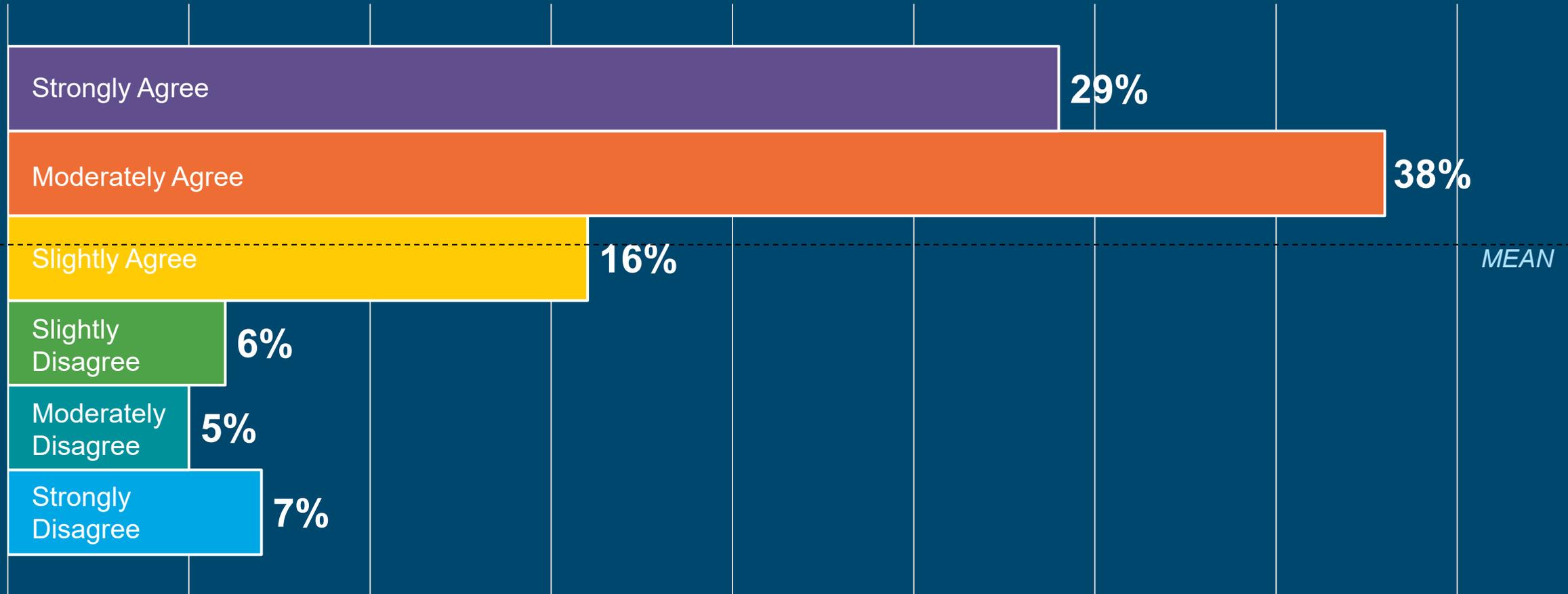
- A Mean Score is the “Average,” or a measure of central tendency.
- The Mean Score is computed by taking the sum of all scores and dividing by the total number of responses.
- The Mean of a 6-point scale = 3.5

QUESTIONS



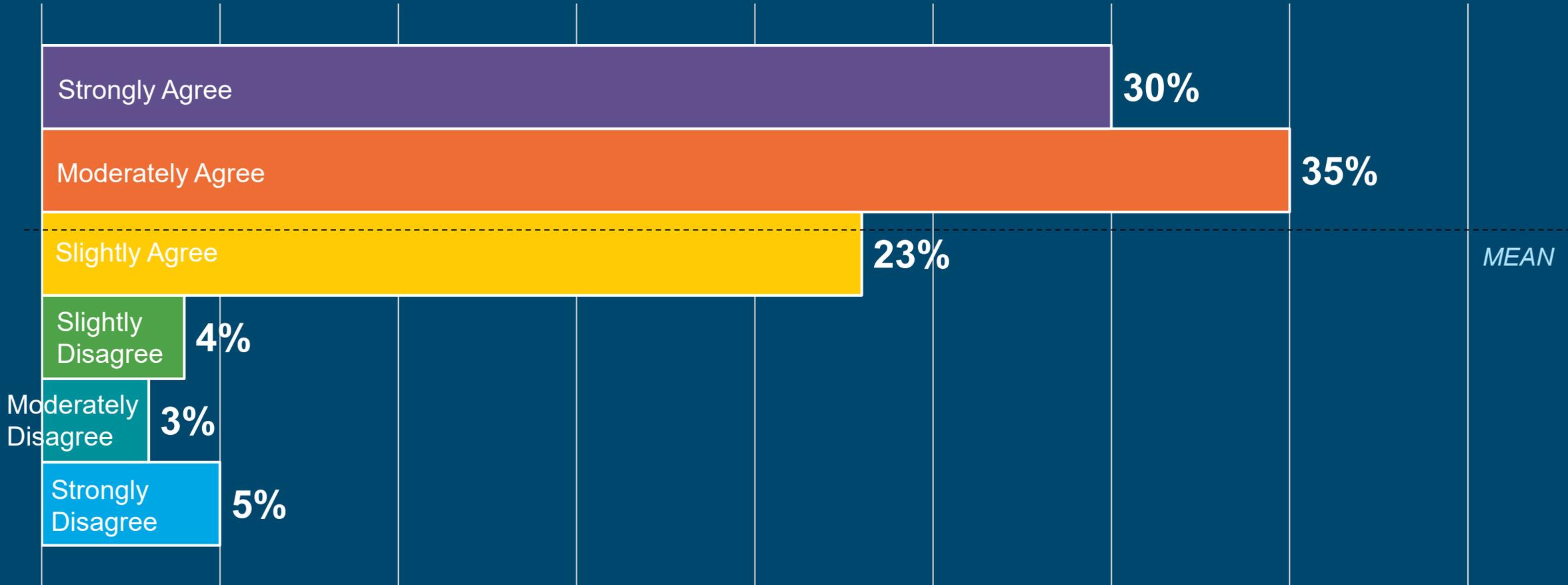
COMPANY IMAGE

The WSBA upholds high quality standards for Washington's legal profession



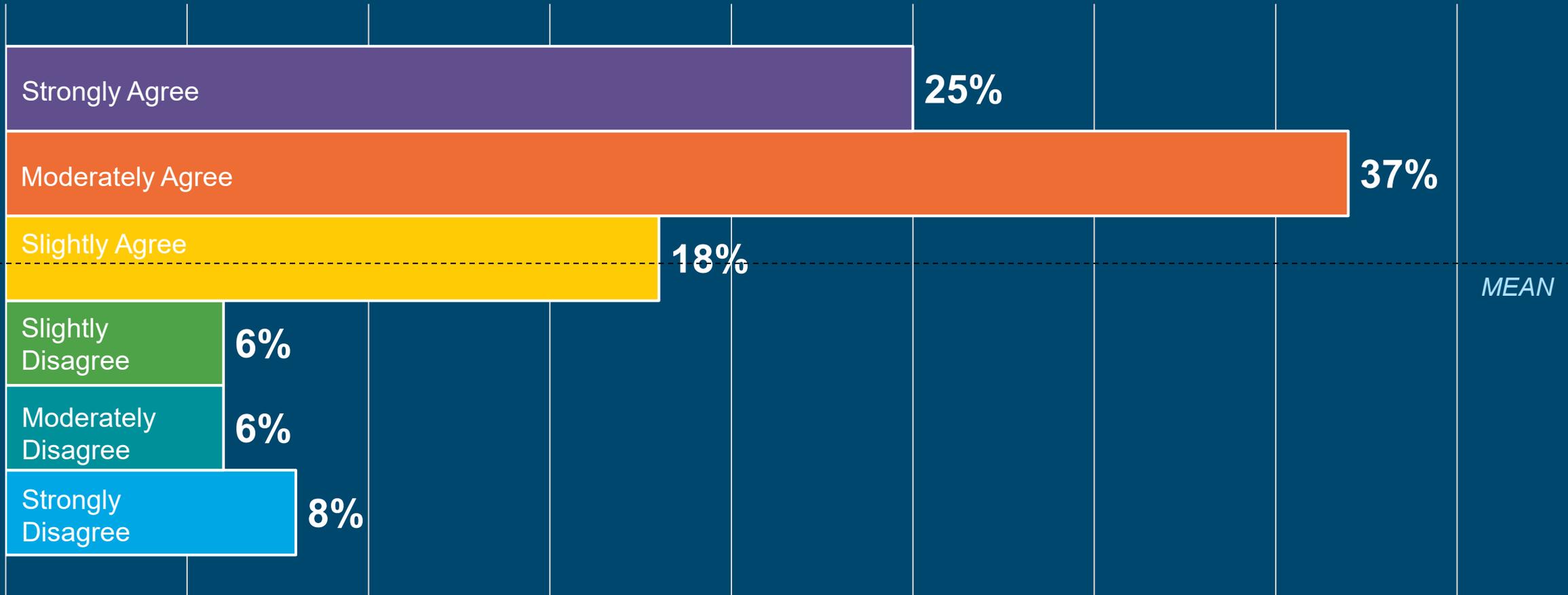
CUSTOMER SATISFACTION

It is easy to work with the WSBA: Staff are responsive and knowledgeable



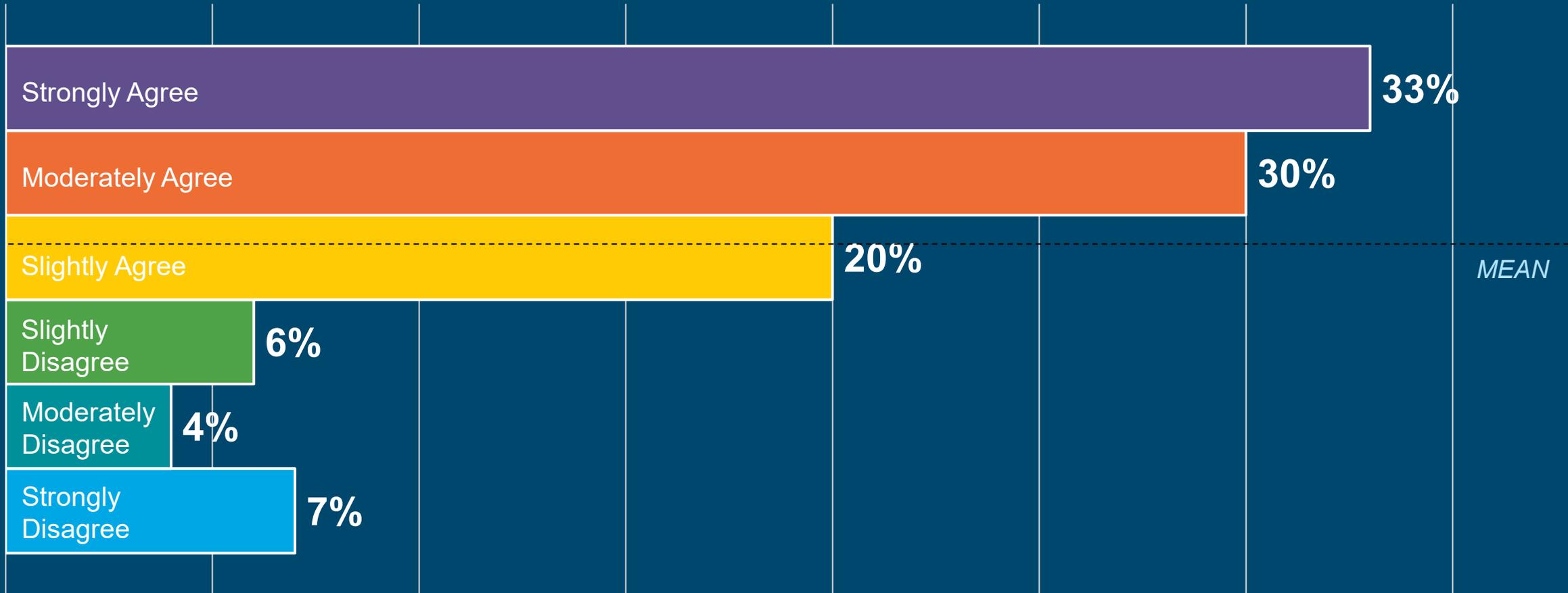
CUSTOMER SATISFACTION

My overall experience with the WSBA has been satisfactory



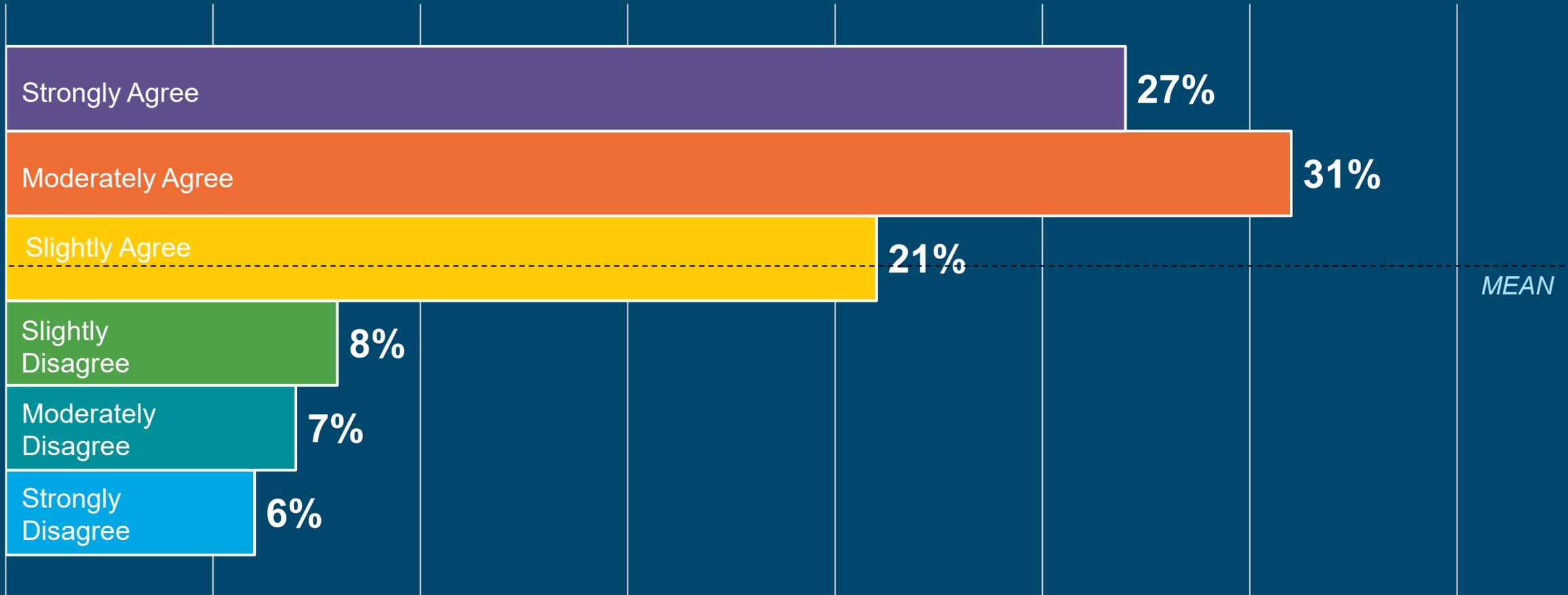
DIVERSITY AND INCLUSION

The WSBA upholds the values of diversity, inclusion, and equity in the courts and legal profession, especially for members who are underrepresented



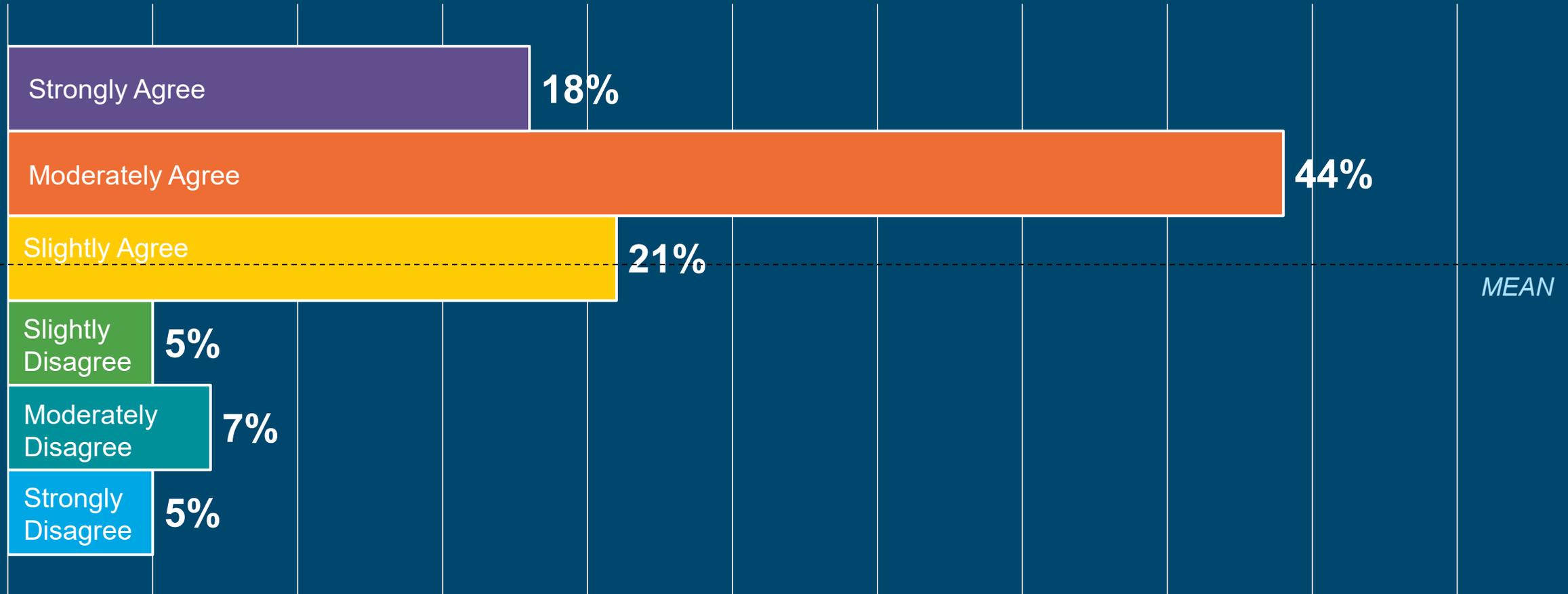
DIVERSITY AND INCLUSION

The WSBA provides opportunities for members from all different backgrounds and experiences



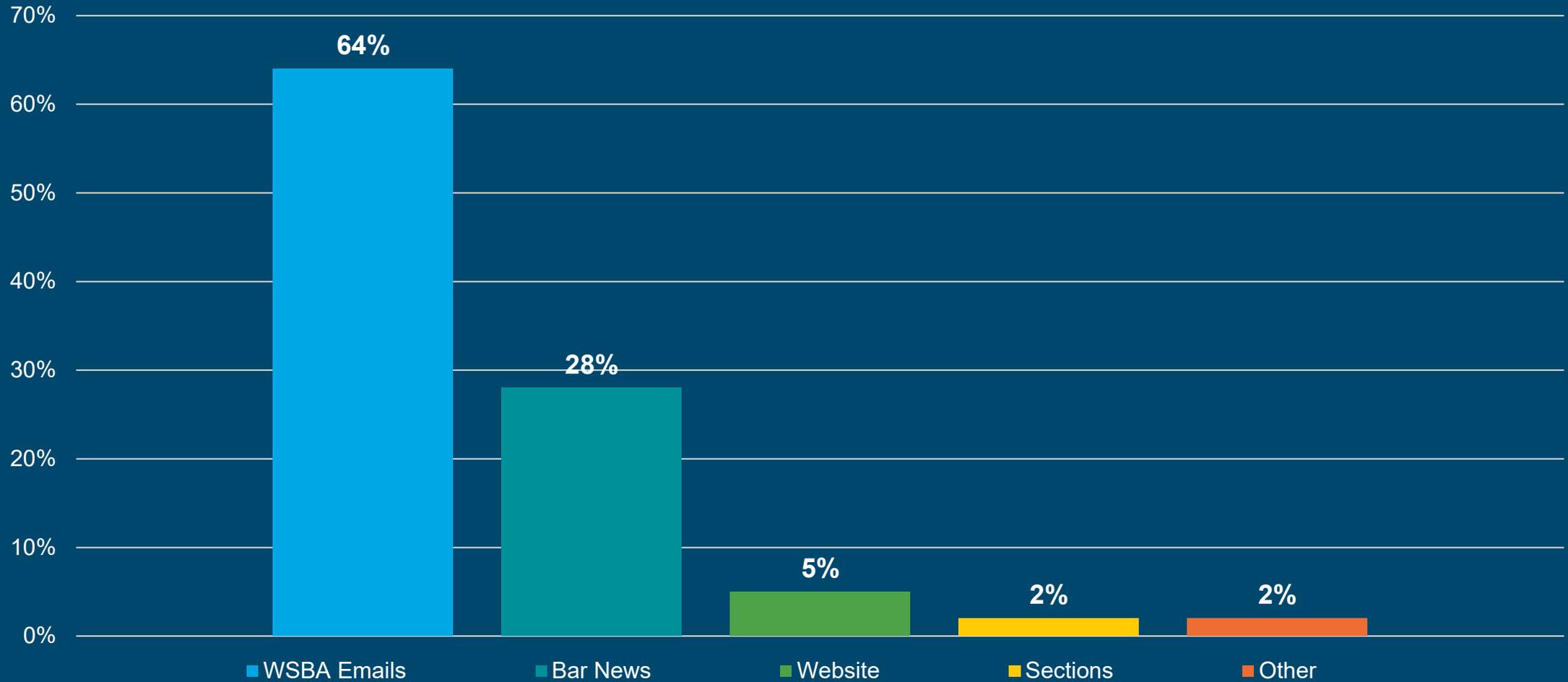
COMMUNICATION

WSBA communications keep me well informed



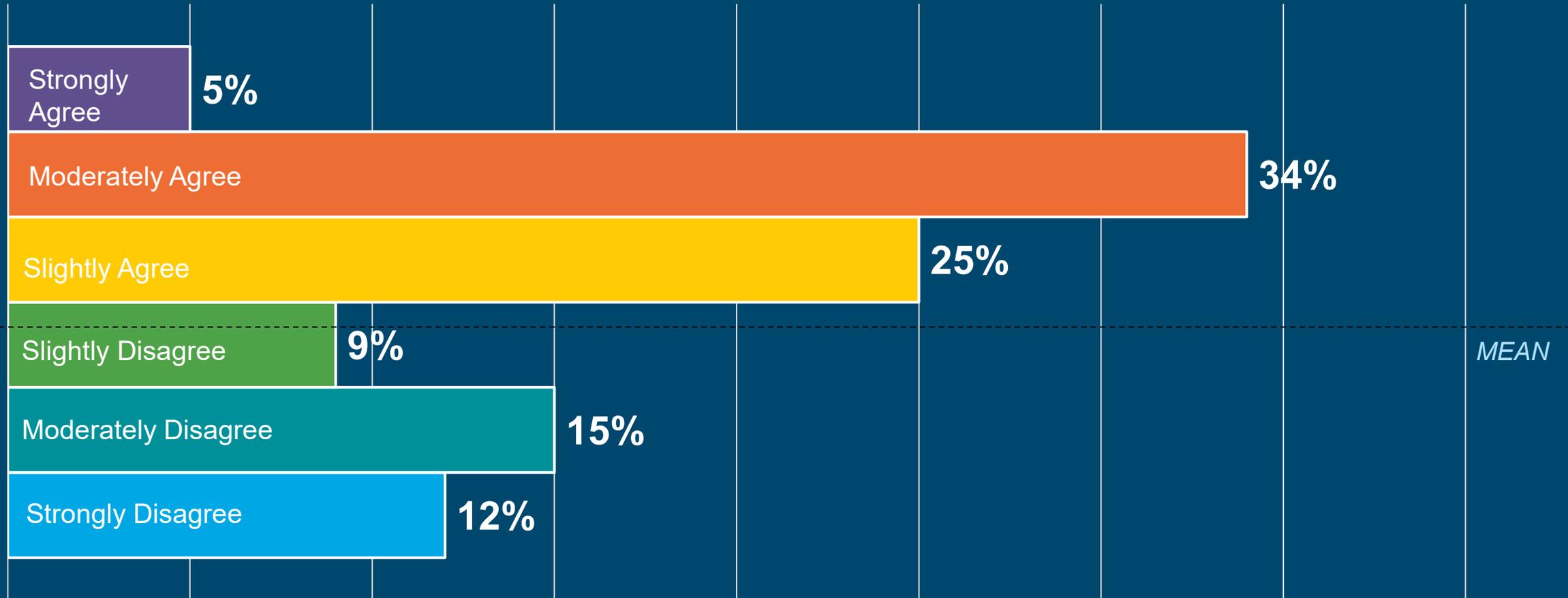
COMMUNICATION

What is your main source of information about the WSBA?



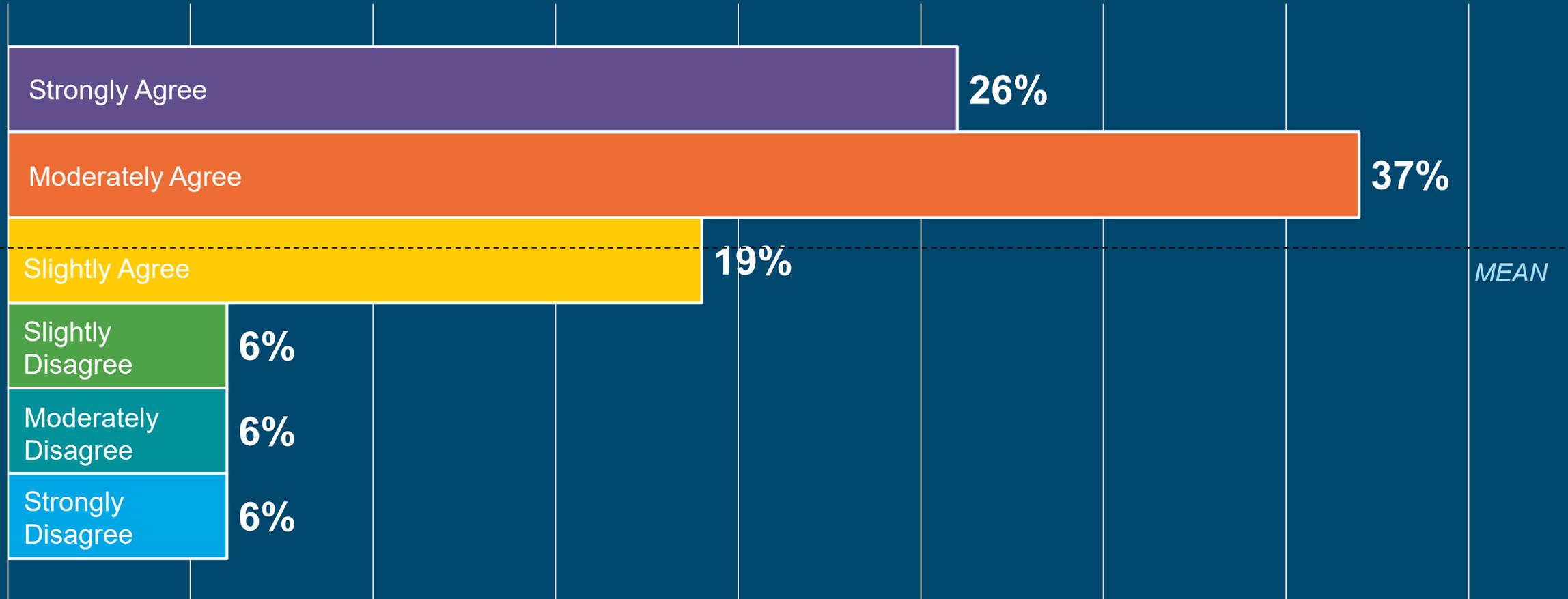
COMMUNICATION

The WSBA listens to its members



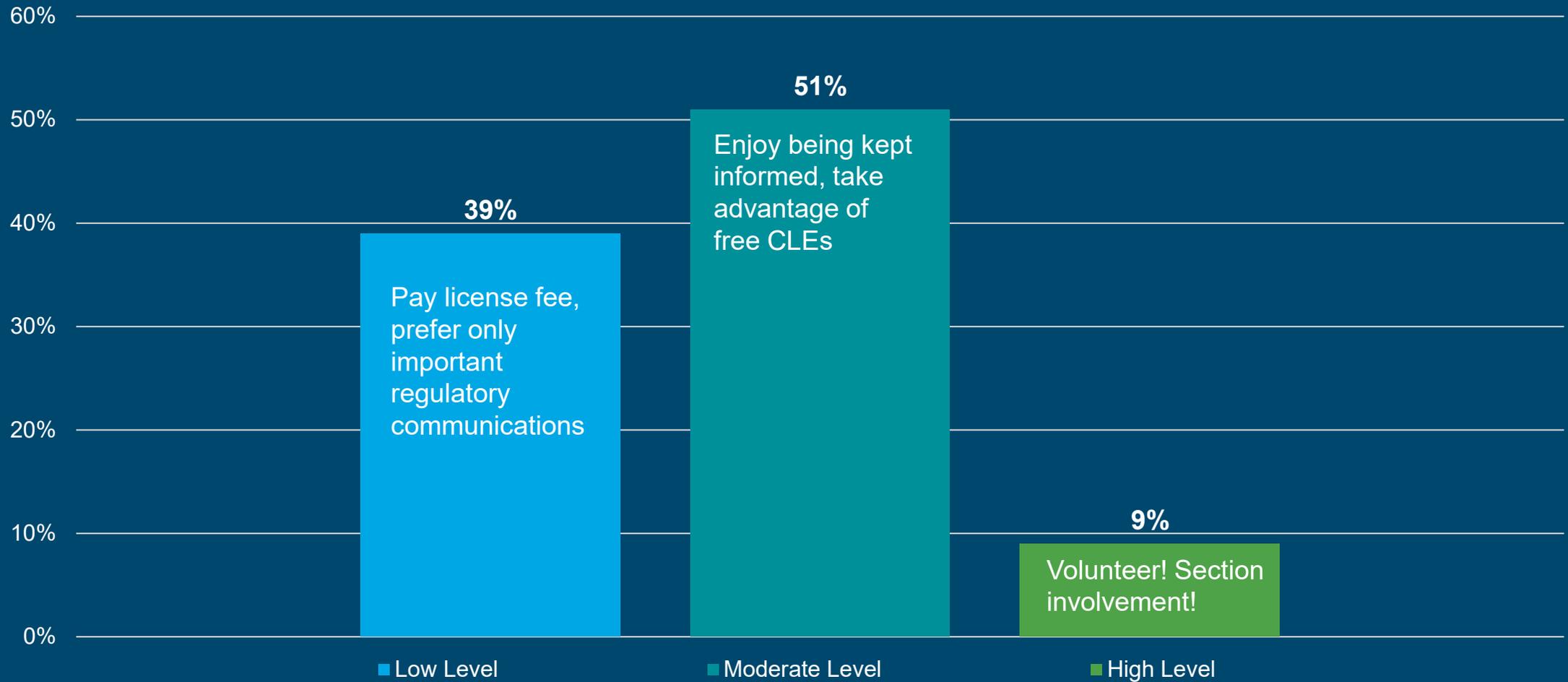
INVOLVEMENT

I know how I can get involved with the WSBA



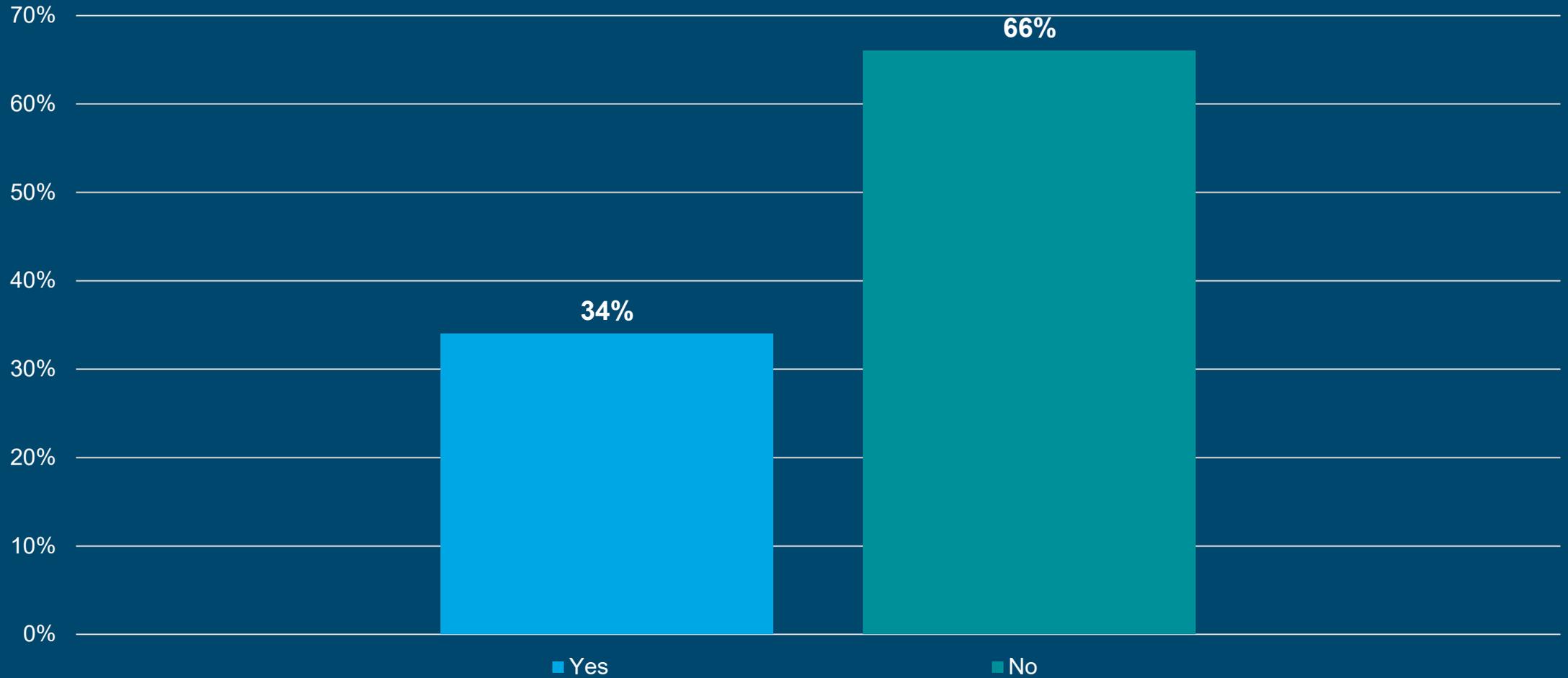
INVOLVEMENT

My preferred level of involvement with the WSBA is:



INVOLVEMENT

Do you participate in WSBA Sections?



I DO PARTICIPATE IN SECTIONS BECAUSE ...

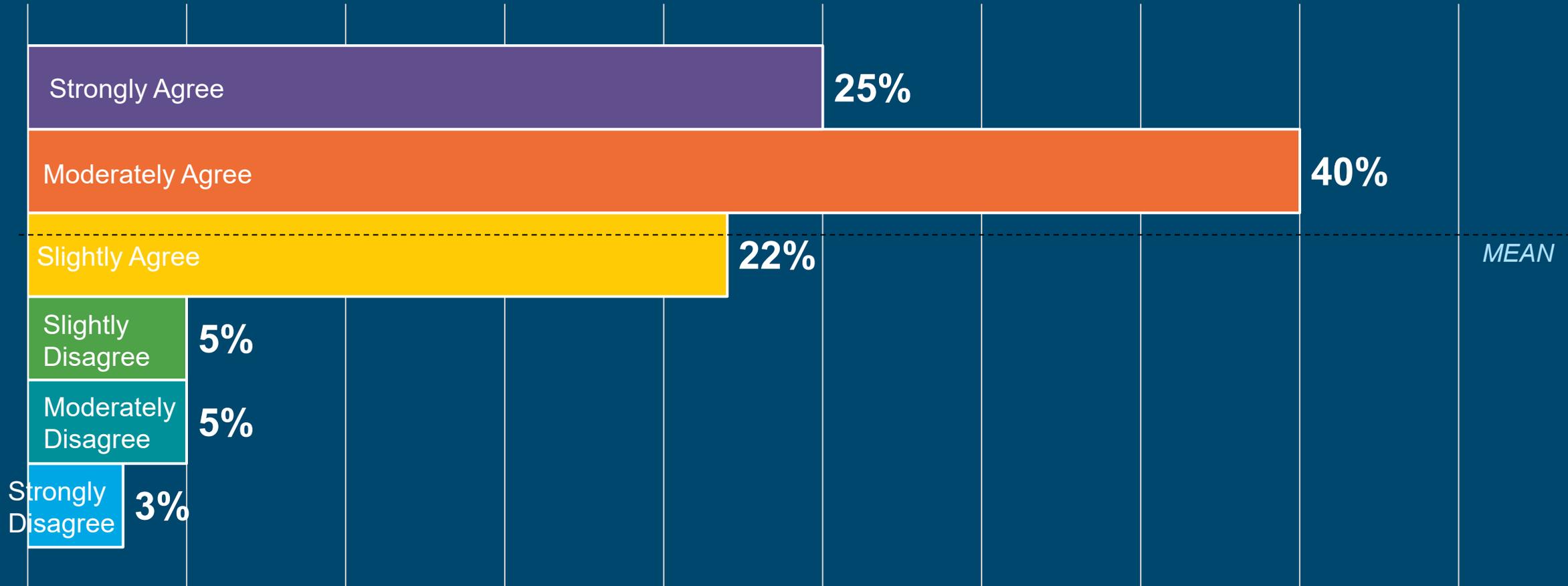
Reason	Percent
Keeping up to date on changes in my practice area	92%
Networking and social connections	36%
Discounted and free section-specific CLEs	35%
Legislative engagement	11%
Other	4%
Resume building	2%

I DO NOT PARTICIPATE IN SECTIONS BECAUSE ...

Reason	Percent
I find more helpful or current information about my practice area elsewhere	34%
I don't have time	24%
There are other groups and associations more relevant to my practice area	23%
Other	23%
Cost	17%
I do not feel affiliation with section members	16%

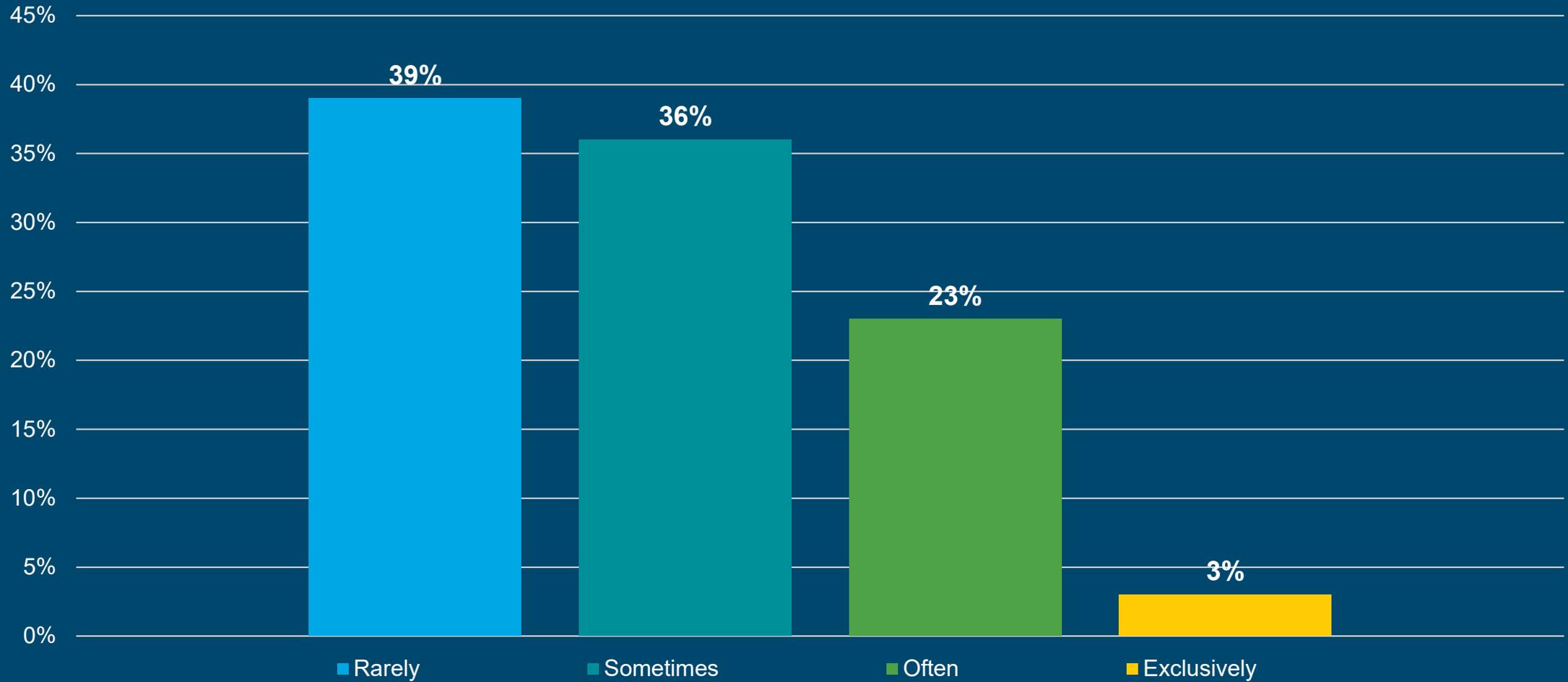
SERVICES

The WSBA provides high quality live and on-demand CLEs



SERVICES

I attend WSBA-provided CLEs:



MEAN RANK: MEMBER BENEFITS AND RESOURCES

Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important
Ethics Line	3.52	12% / 11% / 20% / 30% / 28%
On-Demand CLEs	3.35	12% / 15% / 21% / 26% / 24%
Deskbooks	3.23	20% / 11% / 18% / 27% / 23%
Live Remote CLEs	3.19	15% / 16% / 24% / 26% / 19%
Legal Lunchbox	3.14	20% / 17% / 18% / 20% / 26%
Free Legal Research Tool (Fastcase)	3.11	22% / 12% / 26% / 14% / 26%
WA State Bar News Magazine	3.01	10% / 21% / 36% / 25% / 8%
Free Health Counseling and Consultations	2.93	24% / 19% / 16% / 23% / 19%
Job Seeking and Career Assistance	2.75	27% / 20% / 17% / 24% / 13%
Law Firm Guides and Templates	2.51	34% / 16% / 22% / 21% / 7%
In-Person CLEs	2.47	26% / 30% / 23% / 15% / 6%
Member Wellness Program	2.46	33% / 19% / 24% / 16% / 8%

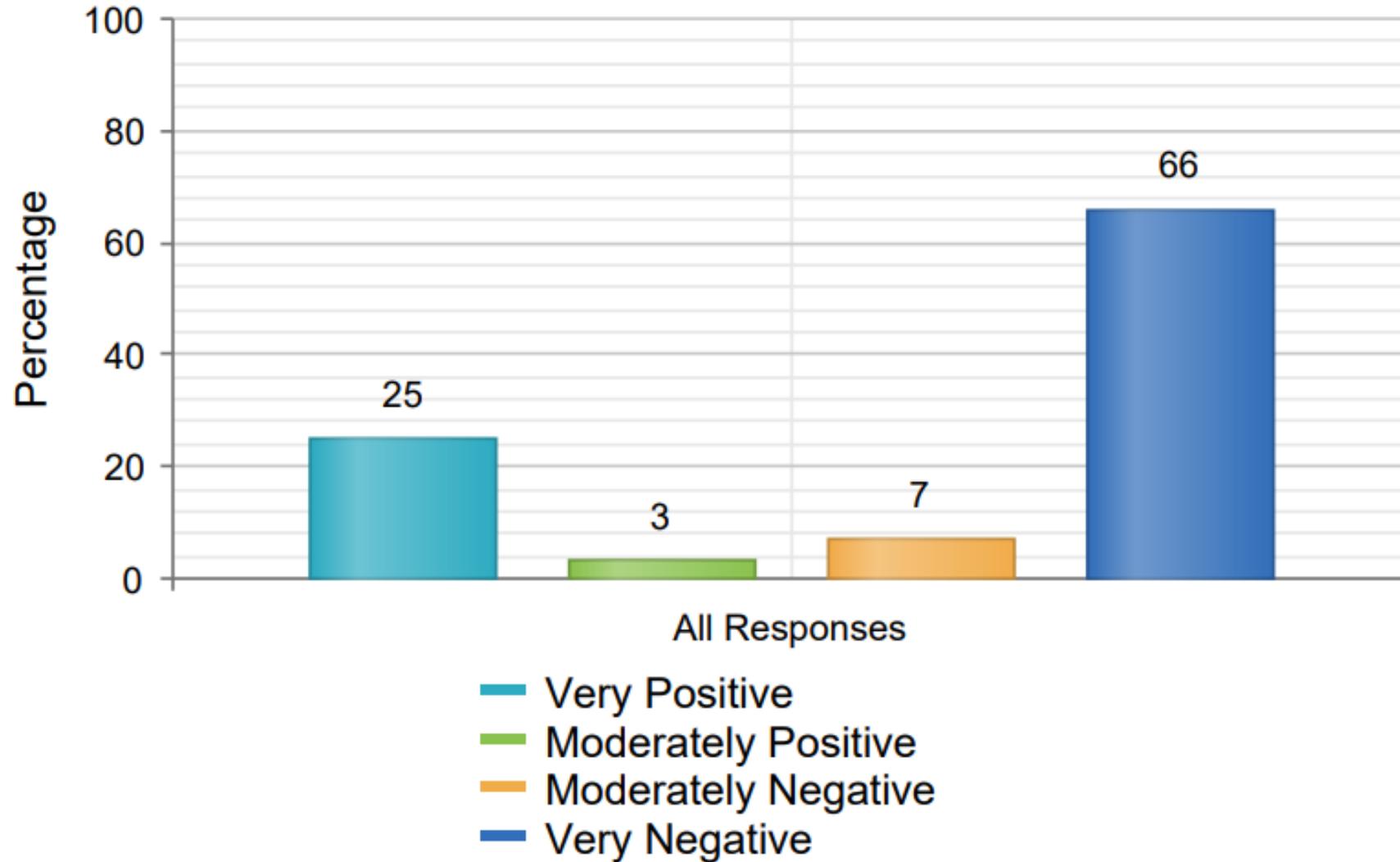
MEAN RANK: MEMBER BENEFITS AND RESOURCES

Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important
Mentorship Opportunities	2.41	31% / 24% / 25% / 14% / 6%
Retirement Resources	2.36	35% / 20% / 25% / 15% / 5%
Practice Management Assistance Consultations	2.29	38% / 21% / 21% / 15% / 6%
Lending Library	2.20	39% / 21% / 24% / 11% / 4%
Practice Management Discount Network	2.02	46% / 24% / 18% / 8% / 5%
Health Insurance Marketplace	1.93	53% / 20% / 14% / 9% / 5%

OPEN ENDED



SENTIMENT ANALYSIS WITHOUT “NEUTRAL”



WORD CLOUD

Comments

feel **bar** example forced diversity cle organization political
legal lunchbox topics applicable lawyer especially own cost
issue past **practice** limited **wsba** seattle attorneys
opinion magazine lot inclusion option time questions services
help **dues** value money board irrelevant discipline ethical rules
profession people please lower annual membership harassment
social issues focus **lawyers** disciplinary justice **law** criminal
benefit public system regulation court association burdens pay
free attempts consequences process support diverse white
providing washington paid expensive office downtown job
committee doing wa program racism filing bog taking illt
appears neutral meetings available professional understand minority
equity instead racist care fees race hire

SAMPLE WORD ASSOCIATIONS

Diversity

“I don't see any consequences imposed upon members for sexist and racist behaviors that should mean they do not have the character and fitness to practice law. There is a lot of talk about **diversity** and equality for non-white male attorneys, but no consequences for discrimination and hostile practices against those who are not white and male.”

“I have heard from many women lawyers that they routinely experience sexual harassment in their firms or from other counsel. I would like the WSBA to include education for male lawyers about sexual harassment of women lawyers. I don't know whether this has been addressed in the WSBA's program to increase **diversity** and inclusiveness in the legal profession. If it has not, it should be. There should be efforts to both 1) hire and promote more women lawyers, and 2) reduce the sexual harassment of women lawyers. I would start by -- yes! -- taking a survey of women bar members to determine their perceptions as to what kinds of sexual harassment they have experienced, and how the Bar could help address this issue.”

“The pandering to the political left is really tiresome. **Diversity** and inclusion are important. But they are not the only important thing.”

“More **diversity** needed at WSBA and in the legal profession generally. More support needed around supporting diverse legal professionals with career development as they may not have connections that white/affluent counterparts may have.”

“I feel like branching out into areas not specifically connected to oversight leaves the bar vulnerable to a Janus breakup. For example, having a forced **diversity** CLE is no different than having an mandatory Originalist CLE.”

Services

“As noted, my primary practice is in Oregon, but I have been impressed with the WSBA in my limited contacts. With that qualification, it seems important to identify critical areas and core competencies--as this survey attempts to do--and start with what is most important and/or is already adding real value. When the budget allows for additional **services**, be sure they are done well. Ideally, the Bar should have some role as an equalizer, raising the quality of practice and representation across the Bar by providing resources.”

“Focus on the basics - maintaining integrity of the profession and providing important **services** to its membership.”

“Member dues are too high. Allow for lower annual fees perhaps by offering a sliding scale. The cost of CLEs is also too high paired with the 45 credit requirement. I get ample professional development but I look for what is good, not what is qualified for CLEs. So then I find myself having to pay for CLEs that are completely irrelevant to my work just to check a box for WSBA. At least offer enough free on-demand CLEs that one could meet the requirement for free. I find most WSBA **services** to be irrelevant and/or very Seattle focused.”

“I strongly support WSBA providing career and job opportunity **services**, and anything that increases the number of law jobs and makes it easier for lawyers to find jobs. Increasing the public's access to lawyers is important, particularly if it also increases the number of law jobs.”

“I was unaware of some of the **services** and initiatives described in this survey and therefore ranked them low. This survey may yield more accurate results if it had a neutral/not applicable/I was not aware option.”

“Recognize that some of us pay more to stay in law than we earn for our legal services. I would prefer not to subsidize other lawyers' access to practice (a la the unified bar, where I don't have a choice). If others don't earn enough to pay for their own legal research or practice management **services**, that shouldn't be my problem.”

DEMOGRAPHICS



Category	Percentage
Age	<ul style="list-style-type: none"> • 21 to 30: 3% • 31 to 40: 16% • 41 to 50: 21% • 51 to 60: 23% • 61 to 70: 24% • 71 to 80: 12% • 80 and older: 2%
Gender	<ul style="list-style-type: none"> • Female: 44% • Male: 54% • Transgender: 0% • Non-Binary / Non-Conforming: 0% • Not listed: 1%

Ethnicity	% (number)
American Indian/Native American/Alaskan Native	1% (3)
Asian-Central Asian	0% (1)
Asian-East Asian	1% (3)
Asian-South Asian	1% (2)
Asian-Southeast Asian	0% (1)
Asian-Unspecified	0% (1)
Black/African American/African Descent	2% (4)
Hispanic/Latinx	6% (14)
Middle Eastern Descent	0% (1)
Multi-Racial/Bi-Racial	2% (5)
Not Listed	5% (11)
Pacific Islander/Native Hawaiian	1% (2)
White/European Descent	80% (80)

PRACTICE AREAS

Area	Percent
Criminal	10%
Government	10%
Other	8%
Family	6%
Civil Litigation	6%
Business-Commercial	4%
Estate Planning/Probate	4%
Real Property	4%
Health	3%
Litigation	3%
Personal Injury	3%
Judicial Officer	3%
Administrative-Regulator	2%

Area	Percent
Corporate	2%
Employment	2%
General	2%
Military	2%
Municipal	2%
Not Actively Practicing	2%
Torts	2%
Intellectual Property	1%
Bankruptcy	1%
Civil Rights	1%
Construction	1%
Contracts	1%
Disability	1%
Entertainment	1%
Environmental	1%

Area	Percent
Immigration/ Naturalization	1%
Indian	1%
Maritime	1%
Tax	1%
Workers Compensation	1%

UP NEXT



- **Q2 polling begins in January**
 - 3,000 survey invitations to be sent to randomly selected members
 - All those who responded to Q1 survey will be taken out of the selection pool for several years
 - Continued notification to all members about the survey
 - A professional analysis and presentation from NBRI's organization psychologists and statisticians to come at the end of Q4

**WASHINGTON STATE BAR ASSOCIATION
MEMBER PERCEPTION SURVEY
TOTAL COMPANY - COMMENT REPORT**



www.NBRIn.com
800-756-6168

Confidential and Proprietary Information
National Business Research Institute, Inc

Date: December, 2021

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

<u>Group Name</u>	<u>Number Responding</u>	<u>Number Possible</u>	<u>Response Rate</u>
Total Company - Q4 2021	211	3,000	7%

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021

2-O. What is your main source of information about the WSBA? - Other

I don't read the mag and I barely look at the emails

I work for the wsba

PBPSC meetings

word of mouth

14-O. Why do you choose to not participate in WSBA sections? - Other (Please specify)

active but retired

Government employee

haven't had the time yet

I am a dual admittee with the bulk of my practice in Oregon. From what I can see WSBA is well run, but I have noted recent disagreements on direction and budget within the bar. In many areas, I don't feel I have enough involvement to comment in any depth.

I am a judicial member and get my "specialized training" mostly through AOC sponsored events

I am also a member of the Oregon Bar and participate in OSB sections

I am an inactive member of the Washington bar and I do not live in Washington so most of these questions are questions I cannot answer.

I am new to WSBA and look forward to participating more.

I am now nearly retired, but I never participated before owing to a lack of confidence that I had anything to contribute.

I am out of state

I am retired

I am retiring this year.

I attend CLE's for judges

I don't practice in WA

I intend to but have not joined yet.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

14-O. Why do you choose to not participate in WSBA sections? - Other (Please specify) (cont.)

I no longer practice law

I practice primarily outside the State of Washington

I signed up for one, pro and low bono, but I haven't heard from them other than one time, and, they have not personally contacted me on meetings and how to get involved.

I think you have completely lost touch with the reality of the actual practice of law. law.

I tried being involved with a section a few years ago. It was an exhausting and unproductive experience.

I used to be in several section but quit because of lack of diversity, general sexism, focus only on big law

I used to participate, but the WSBA has taken so many actions that are contrary to what I believe that I no longer participate in WSBA activities.

I'm newly license and have not had the chance yet.

I'm not currently practicing law.

I'm retired

I'm retired and live in Florida

I'm retired, but still licensed. Moreover, none of the groups interest me; I hate zoom meetings and will not EVER drive to Seattle! Never!!!

In the past I received little information about section focus & activities

Lack of work product (newsletters, conferences) from section in my interest area

Lawyer discipline worthless. No adverse findings against Pete Holmes, Lisa Daugssrd or Anita Khanderwahl despite blatant lies about Judge McKenna. Within municipal court legal community wsba disciplinary process was a joke. Many complaints lodged against Pete Holmes for dishonesty yet nothing ever done. Taking the word of these attorneys against a sitting judge was outrageous. I have personal experiences with these individuals and the bar was wrong.

Nothing available for at-large/out of state members

past experience is that i was penalized when I did volunteer work consistent with the mission of the civil rights committee, by the bar, to me great detriment because a WSBA Bd of Govs member and others felt threatened by the work done by a committee that I served on

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

14-O. Why do you choose to not participate in WSBA sections? - Other (Please specify) (cont.)

retired

retired

Retired

Retired

Retired

There isn't one

Too much liberal Diversity focus

Winding Down

15-O. Why do you choose to participate in WSBA sections? - Other (Please specify)

I have a strong belief in staying involved with my community

Leadership Opportunity

listserve

Social justice

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well?

?

Administering the bar exam and upholding ethical standards via the discipline system

Administration of bar association activities

Advertise

Allow me to practice law.

Although I do not use them, the CLE's seem to be well done.

Answering member questions and excellent, prompt service

Bar News

Bar News

Bar News

Bar News

Bill the membership

Celebrate legal leaders

Changed magazine name back to WA State Bar News after years of resisting member requests

Charge exorbitant fees from members

charge members more for dues than they are interested in paying

Charge money

CLE

CLE

CLE Credits

CLE management

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

CLE opportunities

CLE Reporting from other sources like conferences. Legallunchbox series.

CLE scene is well organized and a wide variety of options.

CLE tracking

CLEs

CLEs

CLEs

CLEs

CLEs

CLEs

CLE's

CLE's and deskbooks

Collecting our money.

Collects bar dues

collects dues

Collects dues.

Collects fees

Collects its annual dues

Collects our bar dues

communicate

Communicate

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Communicate with membership

Communicate with WSBA members

communication

Communication

Communication

Communication

Communication - particularly the Bar Journal

Communication to members

Communication with members

Communications in general.

Communications with membership. Is consistent, even if I do not use the resources offered.

Coordinate CLE's well-of all kinds

creates a sense of community and shared responsibility for ethical standards

Customer service and lawyer discipline

Discipline

Discipline

Discipline lawyer conduct

Diversity

diversity inclusion

Educate and discipline

ethics (pre-problem) training and resources AND complaint resolution

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Excellent free CLEs.

Excellent website with single log in

Fastcase and Casemaker

Free CLEs

Free CLEs

Free CLE's

Free legal research

Govern Washington lawyer behavior.

helping with ethics issues

Hold lawyers to their fiduciary responsibility

I am impressed with the quality of the Bar News.

I do not have a lot of contact with the WSBA

identified and offered legal education for trending topics in discrete areas of the law

In the past 18 months there has been a real uptick in activity to address systemic racism.

It performs its core functions of licensing and CLE tracking well.

It provides CLE's on cutting edge topics that are relevant to various practice areas.

KEEP MEMBERS INFORMED THROUGH BAR NEWS, EMAILS, BOARD MEMBER AND OTHER SOURCES

keep my profile up to date

Keeping track of CLE credits on MyCLE

Keeps members informed about what the Board is doing

Keeps members informed.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Keeps the cost of membership high.

Legal education; good website

Legal Lunchbox

Legal Lunchbox CLEs

Legal Lunchbox free CLE series

Legal Lunchbox Series

Legal Lunchbox Series

Licensing and CLEs (OK that's two things)

magazine

Maintaining professionalism and oversight of the bar.

Makes CLEs available

Making CLEs available and affordable

Making resources available to its members

Manage CLE

Manage legal ethics

Manage the licensing of its membership

Manages the Job Openings and advertising them to members

Marketing

Markets a growing membership

Membership renewal process

Monthly magazine

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Monthly magazine & seminars

most cle programs

navel-gaze

no response

not involved enough to know

nothing

Nothing

Nothing

Nothing

Numerous CLE offerings

Offer monthly lunches/CLEs

offers a variety of resources

Offers CLE opportunities at free or reduced prices

On line CLE

Once reaching the correct person for the issue at the WSBA, I can usually resolve the issue quickly.

One on one interaction with individual members

Online CLE's

Online CLEs/Lunchbox

Overcharge for membership dues; the Bar News can be interesting at times.

Polarizes the profession.

Professional resources for all levels and areas of practice.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Promote its own self interests.

Promotes diversity not just in law, but in the application of law and justice

Propagandize for progressive social goals like DEI at the exclusion of legal excellence.

Provide free CLE opportunities

Provided a base for attorneys within the state

Provides a clearing house for charitable activities.

provides a sense of institution within the community

Provides CLEs

provides legal research help

provides need CLE services

Put on CLE

Quality CLE Training

Reach out to memebbers

Regular communication

Regulate the industry

Regulates the profession, responds timely to complaints

Regulating ethical conduct & disciplinary functions

Reminder emails regarding bar license renewal and other emails

Remote access to CLEs

Represent Diverse areas of practice

Resources

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Response to emails.

sections

Sections

send emails

Send out dues reminders 3 months before due

Sending Magazine

Sends regular emails to members

Service members.

Stealing money from attorneys through inflated fees

Substantive training and standards in the practice of law.

Support Access to Justice

Supports harmful public and legal policies

Supports lawyers in the practice of law

The Bar News magazine

the committees and disciplinary board

The ethics line is awesome, and the website giving ethics opinions is super helpful

The existence of practice-area sections.

The legal lunchbox is terrific.

The magazine is good

The staff at WSBA is excellent! They are friendly, helpful, and knowledgeable.

Tracking of licensing and CLE requirements.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

17. What is one thing the WSBA does well? (cont.)

Transparency in meetings available for online and later viewing

Tries to be responsive to member needs.

Uses out-of-the-box thinking to create more meaningful ways to complete CLE credits

Versatile, practical range of CLEs and other programming

very responsive, efficient, professional and courteous and friendly!

Virtually nothing.

Waste member's money.

Website is good.

Webstie is easy to navigate

WSBA communicates well with me regarding my license renewal each year and answers my questions

WSBA Magazine

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well?

Allowing you to have multiple addresses

answer phones

As a new attorney, I have found the CLE requirements to be confusing.

Attracting younger & BIPOC members' robust participation in WSBA activities, boards, commissions

Avoiding the virtue signaling of neo-moatism

Balance diverse views of members so they feel heard and do not escalate issues

Be of value to members living outside Washington State.

being relevant

Being too occupied with "equity" and political trends.

Board of Governors.

Bureaucratic infighting

Cant think of anything

Can't think of anything here

Can't think of anything specific

Career development support

Catalogue free CLEs for future use

Charge money

Clearly defining what other roles the bar performs

cles which do not focus on areas of practice; instead everything is about DEI

Communicate clearly regarding changes in leadership

communicate effectively and with transparency with members

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

communicate its value to members

Communicate with its members

Communications are often very dry and boring to read

Consider the broad range of political views, practice styles and geographic locations of its members.

Consider the long-term effects of adopting "progressive" policies in the legal profession

Containing the costs membership

Coordination of membership across all districts.

Cost - dues are much too high and resources are wasted

Cost and Expense of Dues and Services

Cost of annual license dues is too high.

Costs way too much for annual membership.

Create a welcoming space for conservatives and lawyers with traditional values.

curb unethical lawyers

decision aking process; seems like decision is made before opportunities for input occur

Demonstrate to the members how the association adds value.

Disciplinary report - exactly what do people do to become subject to discipline?????

Disciplinary system is a joke, especially for prosecutors

Discipline--too inconsistent--too lax.

Display a sense of leadership to its members and to the general public.

diversity & inclusion issues

DK; the WSBA tries to do right by its members.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Does it really listen to its membership (i.e., frequent surveys, polls)?

Educate lawyers about sexual harassment of women lawyers

Effectively use funds

Efficient communication can be difficult.

Everything

Failed to require a fair process for disciplinary proceedings against members.

Fails to keep members informed about controversial issues that seem to be sweep under the rug!

Focus on merit.

Frankly, very little of what I see the WSBA doing bears any relationship to the reality of what I do

Get too political

Getting members involved

Give anything away for free

Give value to the average, non-Seattle attorney.

Gossip

Have a central hub that clearly lays out all benefits for members and how to access them

Hold attorneys accountable on Racial Equity

Hold criminal defense attorneys accountable for unprofessional conduct

I am a government attorney. I need to search to find CLEs relevant to my little specialty.

I can't think of any.

I can't think of anything.

I do not have a lot of contact with the WSBA

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

I do not think there is enough member engagement. That being said, it is a large community.

I don't have any response for this

I feel like the WSBA is more of a clique for a specific group of attorneys

I had no idea until now that there was help available regarding the closing of my law practice.

I know there has been some history of mismanagement but do not know well enough to comment

If you aren't actually practicing law it is unclear (besides providing CLEs) what is the benefit

Include lawyers who are in policy rather than in a law practice

internal governance

Involve members in decisions about the future of the WSBA.

Involve us rural community members; I'm outraged about the malpractice insurance bullshit

It does not provide enough free legal research aids or standard legal forms.

It's website: clunky, crashes a lot, hard to navigate

keep costs low

keep costs low and charge the amount of dues that members are comfortable paying

Keeping a focus on the law and being the best attorney possible. (See below)

Keeping an open mind on issues and avoiding political narratives.

Keeping clear of the culture wars (emphasis on "diversity," whatever that is).

Keeping focus on main mission of a bar association

Lack of advocacy for lawyers when legislation is proposed that hurts the members.

Law change information and impacts

Leadership seems insular, select few.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Legal research, CLEs, that online store, and whatever is going on with the dues

Liability insurance

listen to WSBA members especially when it came to law students not having to take the bar exam

listen, then be responsive

Location of HQ really accessible to Seattle only

Look to interests of its members. I.e Paula Littlewood situation pretty much soured me on the BOG

Make itself affordable to members

make members feel engaged, involved and valued.

Making members feel it is money well-spent.

Making room for lived experience in membership

Manage itself, listen to its members

Managing our money

Meet the needs of low income people. Should require pro bono work.

Membership dues are way too high especially compared to other states.

mental health support

Monitors the profession

My limited depth of involvement makes this hard to answer.

N/A

N/A

N/A for me

NA

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

needs to engage more (not just emails)

no response

None

None that I am aware of.

none. I'm satisfied with the efforts of the bar.

NOT ENOUGH FOCUS ON ATTORNEY'S PRACTICING IN MORE RURAL COUNTIES AS OPPOSED TO THE MAJOR CITIES.

Not sure yet

Not sure.

Nothing

Nothing comes to mind at this moment.

Offers too many things that we don't want. Scale back and charge less.

outreach to inactive members

Overall it does everything well

Overemphasis on DEI and the like. The emphasis should be on providing high quality legal services

Police and/or discipline members for misconduct.

political involvement. The bar should not take ANY political positions.

Promote and encourage competence in the Bar membership

Promote diversity

Promote its efforts in a meaningful way.

Promoting the diversity and inclusion stuff...rather, that it is clearly emphasized over proficiency

Provide a classification for retirees who would like to remain part of the WSBA but not pay dues

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

provide access to favorable group insurance rates

Provide any benefit for active bar members who work in an alternate/non-practicing field.

Provide meaningful guidance

Provide value for the dues paid

pushing the needle

Pushing too much race centered content

Reasonable fees - everything costs too much

Recognize that any burden placed on attorneys is detrimental to them, the public, and justice.

Represent opinions of the entire bar, not everyone is as "progressive" mindset.

Represents only specific ideological perspectives, does not represent diversity of opinion

Respect varying viewpoints

Respecting the dignity of criminal prosecutors and those with conservative views.

Section support

Sections for practice such as Workers Compensation

Show well rounded and mature leadership and civility within the BOG.

slow responding to questions

so far so good.

Spends disproportionate resources to over emphasize inclusion and diversity issues

Spends too much time/resources on things unrelated to the nuts and bolts practice of law.

Staff the helplines for ethics related inquiries

Stand up for victims of crime

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Support ongoing education requirements for folks just starting out where the cost may be too high

Support services helping lawyers obtain health insurance, E&O coverage, and retirement plan services

Supporting attorneys outside of Seattle metro area

Supporting members who do not practice law traditionally

The bar should focus on attorneys being professionals rather than political issues.

The leadership is disappointing.

The list is long but total lost focus and became a woke liberal diversity organization

The most valuable seminars I attend are not credited.

The political discourse around ESJ work -- conservative members (not me) feel alienated

the section I signed up for did not do a good job of keeping me informed and specific info.

The WSBA annual licensing fees are far too high.

There is a perception that WSBA is monolithic & not responsive to costs and member needs. Improve.

They do not provide any resources for rural areas especially in criminal defense

Too much emphasis on diversity issues.

Too much focus on non-core issues.

Transparency

Transparency of how annual dues are used and explaining why they are so high .

Understanding racism in the justice system, though I think it is trying.

Up to date legislative information.

Using the NCBE--it took nearly 10 months for the NCBE to process my background investigation.

Vet leadership

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Wastes members' money on top heavy administration

Website could use a new look and have more news to use on it

website navigation is sometimes frustrating - for example it seems poorly integrated with MCLE

WSBA does not listen well at times

WSBA does not reflect the values of members in small firms and remote locations .

WSBA has gone woke - misguided.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided.

As a solo lawyer I find the free research tools an invaluable benefit. Thank you!

As noted, my primary practice is in Oregon, but I have been impressed with the WSBA in my limited contacts. With that qualification, it seems important to identify critical areas and core competencies--as this survey attempts to do--and start with what is most important and/or is already adding real value. When the budget allows for additional services, be sure they are done well. Ideally, the Bar should have some role as an equalizer, raising the quality of practice and representation across the Bar by providing resources.

Aside from the primary function of regulating the practice of law through disciplinary proceedings for ethical violations, the additional functions performed by the bar association are not clearly defined or understood.

BOG needs to be more transparent about the ED hiring and evaluation process.

Closer the WSBA pays attention to what the members do for a living, the better.
Also, please think very carefully about any possibilities that allow online law school programs to become the new wave of education or allowing members to join without attending fully accredited law school programs.

Discussion / articles on how lawyers with disabilities (physical / visual) can be more involved in trial work ---e.g. live courtroom settings -- voir dire, show exhibits, direct and cross examination of witnesses.

Ditch the magazine and make it online. It would be a big cost and tree saver.

Diversity, Inclusion & Equity is racist.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

Dues are very high for what we get. Committee meetings and budgets are not transparent. The recent attempt to raise dues and the fights over reform were damaging to WSBA's reputation. Most important, the efforts to "increase access to justice" with LLLTs did not seem sincere. If WSBA needs more money from its dues paying members, adding a group that will directly compete with the members who were already paying dues seems like just cannibalization of WSBA's own market share? WSBA appears to have paid about \$2 million to advertise and establish a program that set up people who weren't lawyers to compete against lawyers? That made no sense. And the fig leaf of "access to justice" was not a credible excuse for that whole situation. If we want to increase access to justice, the biggest hurdle is the court rules and filing issues. We could give every single citizen a free lawyer, and someone would still have to pay to get it filed in court. And that process of filing paperwork in court is a nightmare. Maybe instead of asking lawyers to compete with paralegals, just make the courts more accessible to everyone who does not have a professional paralegal? The most time-consuming part of a legal practice is trying to figure out what is happening with the paperwork that was filed. Everyone who deals with the courts has stories of one judge rejecting a filing for a specific paperwork detail that another judge won't accept paperwork without. But at least the recent moves toward online hearings and informal trials seem like a great step - much more useful than the LLLT program. Over all the LLLT program just hurt a lot of trust. It just seemed like letting a clique of paralegals into the profession based on who they knew, and none of it seemed to be for the client's benefit. Big firms can hire an LLLT and not an attorney. So big firms save money. But small firms now have to deal with all the LLLT advertising saying "You don't need a lawyer!" WSBA totally devalued services from small firms. It seems like a big problem for WSBA because the vast majority of of WSBA's dues paying members own or work at small firms. The whole incident where, for years, just seemed like some sort of self-destruct mode. WSBA tried very hard to 1) Raise dues on members and 2) Set up a program of LLLTs who advertise by saying "You don't need a lawyer!" and 3) Make it easier for big firms to hire non-lawyers to do all the paperwork that lawyers are doing. All at the same time. It was something...

Everything is in Seattle.

Focus on the basics - maintaining integrity of the profession and providing important services to its membership.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

For the last 40 years the Bar has forgotten that the practice of law is all about the attorneys. The Bar does not benefit the public and the system when it overburdens the attorneys. It damages the system. Attorneys need to spend their time working on behalf of their clients and not the Bar. Since the 80's the Bar has acted as if the attorneys can and should shoulder any burden financially and by regulation to benefit the public, the court, and the Bar association itself. The Bar has continued to find all manner of exciting new changes that can be made but they usually result in burdens, sometimes extreme burdens, being added financially and by excess regulation. Past examples you may have forgotten: high dues that took years to vote down, attempt to get the Court to levy a \$70 per year fee on attorneys to pay for free legal services, attempts to mandate malpractice insurance, and more importantly rapidly escalating rules to learn, memorize and follow at the risk of disciplinary action or loss of a case in the event of an innocent slip up. Rules the Bar thinks are a good idea are taken deadly serious by attorneys who fear serious consequences if a mistake is made. Solution: Look back 40 years and note and list all the increased burdens that have been attempted and added on to the attorneys since then. Then get rid of the unnecessary ones. The Bar has done well on some things to reduce burdens (example: on demand CLE's). But in general, despite the Bar's good intentions, the Bar's attempts to put financial and regulatory burdens on the attorneys for the benefit of the public have been a serious detriment to attorneys ability to serve the public. I would suggest an initiative be started to go back through all this regulation and strip away the requirements that have negligible value but burden attorneys. This evolution is a process. A lot of what seemed like good ideas at the time got implemented but they can be too burdensome and therefore be counterproductive, degrading performance. More is not necessarily better. It's just more and there is a cost to it and it always falls on the attorney.

I am glad the WSBA is focusing more and providing more resources for member's mental health.

I am officially retired. I do not have an office or employment address other than my residential address. I do not see why attorneys can have the option of NOT publishing their home address. WSBA should understand this situation - I practiced exclusively in criminal defense and tribal prosecution - and advocate to have the rule modified. I asked the past president to not publish my residential address and she just superficially responded that it was a Supreme Court rule.

I am particularly aggravated about the new CLE requirement for "diversity, equity & inclusion. I always appreciate the need for ethics reminders, but I think this new requirement is nothing short of an effort at indoctrination. Over 35 years of practice I have had a diverse clientele and find this to be absurd. I don't need anyone to tell me to treat all people with respect. Among other things in my practice area, this new requirement makes me want to hang up my "ticket."

I am satisfied with the role the Bar takes, filling needs identified by members, without attempting to do too much to the point of being intrusive.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

I am very upset that the WSBA shut down the Washington Young Lawyers Division (presumably to save money at a time when it paid for expensive office space downtown rather than move to a cheaper location such as western Washington) and that it gave special powers to protect the job of the Executive Director when Paula was in that role (making it hard to fire her and giving her resort to appeals if she were fired), shutting down the Civil Rights Committee for doing its job after General Counsel Bob Welden threatened they would shut it down if it considered a resolution asking for an investigation by the WA AG of the NSA surveillance program on residents in WA (and after the committee did in fact consider that resolution despite the threat), penalizing the chair of a subcommittee investigating racism in the Olympic Peninsula and filing a bar complaint against him (which was later dismissed) because of his work chairing an investigation in the Civil Rights Committee that was authorized and made regular reports to the committee and even the WSBA BoG

I appreciate that you are doing a survey. I now live in Oregon, so I have less contact with the WSBA than when I lived in Washington and practiced there. When I was on a limited income I found the free CLEs, including the Lunchbox CLEs, to be very helpful, as well as the section listservs.

I coordinate CLEs for my government office, so most of my interaction with WSBA comes from CLEs. It seems that WSBA CLEs are structured in such a way that money and fees are prioritized. Legal Lunchbox CLEs are wonderful, but usually only available in real time, and if you cannot attend the exact 90-minute window each month you miss the free content. There is no ongoing free resource library, the CLE store is not sortable by free content, late fees are assessed for CLE program providers if they apply within 15 days (even if they are offering the CLE for free), and CLE program providers are assessed an arbitrary late fee for each attendee reported after 30 days (even though the same attendees could self-report attendance for free for five years if the CLE was recorded rather than live). I understand that course content takes time and resources to produce, and the WSBA needs resources to operate, but I think attorneys would be more than happy to contribute to a free library if one was available. The Covid CLE resources were a shining example that expanding free resources is possible. If the WSBA's mission is to serve, then affordable CLE content should be preserved so it is as accessible as possible, for as long as possible, and the process for offering free CLEs shouldn't be littered with punitive fees.

I did not mean to say things were not satisfactory but there was no "No opinion" or "Does not Apply"

I disagree with the WSBA taking any political stances, as we are required to pay to be members. The bar should be a neutral entity regulating and supporting members who are free to express their own political viewpoints.

I don't see any consequences imposed upon members for sexist and racist behaviors that should mean they do not have the character and fitness to practice law. There is a lot of talk about diversity and equality for non-white male attorneys, but no consequences for discrimination and hostile practices against those who are not white and male.

I favor a unified bar.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

I feel like branching out into areas not specifically connected to oversight leaves the bar vulnerable to a Janus breakup. For example, having a forced diversity CLE is no different than having an mandatory Originalist CLE .

I have heard from many women lawyers that they routinely experience sexual harassment in their firms or from other counsel. I would like the WSBA to include education for male lawyers about sexual harassment of women lawyers . I don't know whether this has been addressed in the WSBA's program to increase diversity and inclusiveness in the legal profession. If it has not, it should be. There should be efforts to both 1) hire and promote more women lawyers, and 2) reduce the sexual harassment of women lawyers. I would start by -- yes! -- taking a survey of women bar members to determine their perceptions as to what kinds of sexual harassment they have experienced, and how the Bar could help address this issue.

I hold the bar association in very high regard. I think they are doing an excellent job in service to our members. I do not always agree with the positions of the association, but appreciate that they are open to comment and even criticism.

I wish to express my appreciation for their meeting my needs over the fifty plus years of my practice.

I like the idea of the WSBA owning its own building and building equity in it rather than paying rent in expensive downtown Seattle . I also think the WSBA would better serve its members by having a suburban or smaller city location to avoid traffic and parking problems for members who come to the HQ.

I listen to Legal Lunchbox monthly, but it's frequently boring. For several years, every month I would write in and ask that someone do an annual review of important US and WA Supreme Court decisions, but this has never occurred. Since I'm retired, most other CLE's are too expensive for me. I feel ZERO connection the bar association. I'm only a member because I'm required to be. I occasionally help senior citizens with legal questions, pro bono - that's the only reason I'm still licensed. Oh, and I never, ever receive emails about Legal Lunchbox, and I've communicated with the CLE office over and over and over again about this.

I lost faith in the WSBA when I was still a state prosecutor and realized the WSBA does not care about some of the most important ethical obligations of attorneys, regardless of bar complaints filed--criminal behavior, public corruption, graft, and violating client confidences are low on the priority list for bar discipline.

I really appreciate monthly magazine since I currently stay overseas (compared to staying in the states, there is not that many resource I can use)

I retired and have been inactive for several years so I am not sure my responses are relevant.

I see a lot in the Bar News and the emails about diversity and inclusion, and very little about competence and excellence.

I see no reason why Washington, in-house counsel who represent only their company needs to be a member of WSBA . . . other than as a revenue source for the bar.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

I strongly support WSBA providing career and job opportunity services, and anything that increases the number of law jobs and makes it easier for lawyers to find jobs. Increasing the public's access to lawyers is important, particularly if it also increases the number of law jobs.

I think it is valuable to take the learnings from these pandemic times. Can bar candidates take the bar exam at testing centers throughout the state vs. all in one place? I think this could be valuable, especially for cost considerations and underserved populations.

I think it was a mistake to sunset the LLLT program, especially without anything to take its place. As the voice of a self-regulated profession - one that is part of the justice system - the WSBA should be doing more to close the justice gap. Even if that costs money, which it will.

I think we should reconsider whether the WSBA bar exam is a necessary tool for individuals to enter the legal profession. Especially when members have undergone three years of law school studies (and at least an undergraduate degree). Also, I think it's important for WSBA to tackle the issue of high cost of tuition for law school. Both of these issues deny POC the opportunity to enter into the legal field.

I think WSBA should have done more re Gov Higginson's racist remarks from 2020.

I was unaware of some of the services and initiatives described in this survey and therefore ranked them low. This survey may yield more accurate results if it had a neutral/not applicable/I was not aware option.

I would like to see more Legal Lunchbox topics that are actually applicable to the practicing lawyer, especially to someone just starting out on their own where cost may be a significant factor in their CLE provider. It is less of an issue personally for me now that I've moved into the corporate setting, but in past years when I had a private practice and was just starting I found the Legal Lunchbox to be helpful, but unfortunately too few were on actual topics of importance to solo practitioners with limited means.

I would like to see more trainings on immigration topics. Especially topics that intersect with other areas of law such as criminal law and family law.

In light of the Janus case, I'm not sure why the WSBA wouldn't allow members who don't wish to have their annual membership dues fund projects and policies that members disagree with to opt out of the bar association. Give members the option to belong to the bar association instead of forcing members to belong. The Keller deduction should be substantial instead of a few dollars.

It would be great if the WSBA would provide its members with a section for legal forms or links thereto.

Keep clear of the culture wars. Keep your eyes on developing excellence among WSBA members, not virtue-signaling attempts to achieve "diversity" or "equity," whatever those terms mean.

Keep politics and activism, whether it be liberal, progressive or conservative, out of our compulsory membership Bar.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

Last summer (2020), the Washington State Supreme Court waived the bar exam requirement for new members. The WSBA retained all of the fees that were paid and commented on the financial success of the 2020 year, without mentioning that it had retained the bar exam fees without having to proctor the exam on a wide scale.

Lower the fees, cancel the boring magazine expense and get off the work liberal train. Simplify everything and cut the political stuff. Focus on technical issues only.

Maturity of the Board is lacking. It appears as though the officers are herding cats. There is too much personal agenda and not enough consensus building. There needs to be more unity within the BOG, which has been openly missing in the recent past, and probably before more covertly missing for a long time. Transparency is a must.

Member dues are too high. Allow for lower annual fees perhaps by offering a sliding scale. The cost of CLEs is also too high paired with the 45 credit requirement. I get ample professional development but I look for what is good, not what is qualified for CLEs. So then I find myself having to pay for CLEs that are completely irrelevant to my work just to check a box for WSBA. At least offer enough free on-demand CLEs that one could meet the requirement for free. I find most WSBA services to be irrelevant and/or very Seattle focused.

Members should get a free section for the cost of bar dues

More diversity needed at WSBA and in the legal profession generally. More support needed around supporting diverse legal professionals with career development as they may not have connections that white/affluent counterparts may have.

Most everything the Bar does is irrelevant to my world.

Most of my answers would have been "No opinion" were that an option. I don't engage much with the state bar but have from time to time called the ethics hotline for information and advisory opinions. I answered other questions as how such services might help others, but not having requested those services, I have no knowledge as to how competently they are offered.

I'm not one who believes there should be no bar dues but I don't think we're provided much of value for our money. The glossy magazine is, in my opinion, a waste and a monthly reminder of how badly our funds are managed. I've attended a lunch with board governors and had a pleasant experience. They seemed well intentioned and I think Terra Nevitt is a wonderful director.

I give a lot to the legal community but do so through more local organizations and state-wide ones that aren't associated with the state bar. I find the state bar pretty much irrelevant. I'm sure that would change if I ever faced a bar complaint or, God forbid, discipline. I'm glad for those functions, as we need an organization that enforces ethical rules on a profession that would otherwise become quite unruly. I find most attorneys quite ethical but a few bad apples can wreck (and have wrecked) enormous damage on our reputations. Other than that, I'm sorry to say that I don't see much of value coming from the WSBA. Despite the good intentions of a lot of people who are involved in the organization. Perhaps our state is simply too large for its state bar to be anything but unwieldy.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

N/A

N/A

No

No comment

Not at this time.

Please keep in mind that members from other than the Seattle metro area belong to the WSBA, have opinions that matter, and are important members, too.

Please lower the annual membership dues. I'm considering switching my bar membership to Texas for that reason.

Put the full disciplinary notices back in the magazine and take everything else out.

Start disciplining prosecutors or SHUT THE FUCK UP about justice.

Quit sending out a paper magazine - it's wasteful and automatically gets recycled.

Recognize that some of us pay more to stay in law than we earn for our legal services. I would prefer not to subsidize other lawyers' access to practice (a la the unified bar, where I don't have a choice). If others don't earn enough to pay for their own legal research or practice management services, that shouldn't be my problem.

Requiring members to have a public, physical address is antiquated and a safety issue. WSBA should make this optional for members.

See above. The bar association that I am forced to belong to should not take any political positions on anything. The miniscule credit against my bar dues is a laugh.

See prior. Disciplinary process excuses unethical behavior. I fully expect Nicole Thomas Kennedy to escape consequences for clearly violating ethical obligations and her oath. Wsba is toothless and a joke.

Some of the questions did not seem applicable to me or I didn't have sufficient knowledge on. I wish that would have been an option to select on the survey.

The bar should dedicate itself to lawyer discipline, to protect the public, and that's it: no taking up the latest "politically correct" trend.

The behavior of the leadership is a very poor reflection on the bar. Between harassment allegations, board members sniping at each other, and the summary dismissal of the last Director, it is a poor reflection on our legal community.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

The Board of Governors needs work. There have been rampant issues (racism, sexual harassment) displayed by its members, and a lack of transparency around how those issues have been legitimately addressed within the BOG, and what steps the BOG is taking to ensure their members don't keep pursuing similar actions.

The cost to be a member is ridiculously high, especially if you are a small firm or solo practitioner. Just think about it: if I make \$75,000 in a typical year and I have to pay over \$500 in annual membership dues, I am basically paying a fairly large tariff just to have access to practice. I think that's not fair, not to mention the new requirements for malpractice insurance. Practicing in Washington is basically becoming prohibitively expensive and since I maintain a license in other jurisdictions, I may just renounce my license here and move on.

The dues are outrageously high. The office building in downtown Seattle shows the egotistical approach to law. WSBA tolerates bullying and racism. They are an old boys club (run by white women sometimes) that should limit itself to licensing and discipline. It's attempts at diversity are a nice try but generally offensive -- they speak only to and for white people, *about* non-white people.

The free lunchbox CLE's should be available for credit on demand at no cost. The ABA makes available on demand CLE's to its members at no cost.

The member magazine should be online only. It's a waste of money and paper (with an unnecessary environmental impact). Also, Eastern WA attorneys pay the same dues but do not get the same services/CLEs/bar exam testing sites/etc. This needs to change (or dues vary based on geography or salary - based on average geographic pay differences).

The Moderate Means Program is a very valuable service. I wish more attorneys would sign up for it.

The organization has gotten far too political in the last few years.

The pandering to the political left is really tiresome. Diversity and inclusion are important. But they are not the only important thing.

The reasons it costs so much for dues is because of real estate in Seattle and the need to pay six figures to lawyers who couldn't make it with a real job. Please lower the dues.

The whole mandatory CLE system should be scrapped. As is, it is just a profit opportunity for the providers. We are professionals who should be able to keep current in their field of practice voluntarily.

The WSBA is overly represented by Seattle/King County attorneys. The "diversity" that is missing is diversity of opinion; anyone with moderate/conservative opinions is not welcome in the woke WSBA.

The WSBA manages the Association like every member works in downtown Seattle. The Association needs to be managed for those who gain no benefit from its huge investments in infrastructure in downtown Seattle.

The WSBA should strive to be neutral on issues because its members are on both sides. As a career prosecutor, it has been difficult to see the pendulum swing so far to the other side of the criminal justice system.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

The WSBA sometimes seems to take an adversarial position against its own membership. Recent changes to attorney discipline process have been disheartening. And yet its standards for letting people becomes ever-lower, and the allowance of so many limited practice areas further undermines the value and benefits of the legal profession.

The WSBA(sections or otherwise) should not be involved in legislation or amicus briefing. All sides of an issue or legislation exist in the bar. The sole purpose of the bar should be to monitor the profession.

The WSBA's current board appears to be leading the organization in a positive direction, and should be commended for doing this during the pandemic

There are newer attorneys within WSBA, especially within the last two years, who are not familiar with Washington Civil Rules of Procedure or the Rules of Professional Conduct. It seems that the standards for admission during Covid are less rigorous. I think this could be problematic for the WSBA.

There is an old saying that if you want to have a morale problem, talk about your morale problem. The same holds true for diversity, race, etc. I'm not sure the WSBA is not a part of the problem that seems to be polarizing the nation. The emphasis today appears not to be on the practice of law but diversity, race, sex and all thing wok.

There is no representation for attorneys outside of state

There will always be disagreements among the members and consensus remains the guide.

This is not a well-constructed survey. At least some of the questions should have a N/A or I don't know option. Also, some of them really don't convey useful information. For example, asking about how WSBA does on DEI I had to strongly agree because WSBA spends a great deal of focus on resources on this, but I think it should not be part of the organization's mission. What is important is that clients get excellent legal services regardless of whether the lawyer follows the current fashions. In my experience, clients want strong representation and to reach their goals through the legal process rather than a lawyer who virtue signals. Same with a surgeon . . . you want a high level of competence at surgery.

To understand racism in the justice system, the WSBA should begin publishing statistics on the number of minorities incarcerated versus non minorities of similar crimes. Also the number of minority children removed from their families by CPA for latch key type behaviors versus non minority children. Judges in particular should be the first to be required to know and memorize these existing statistics to stop the systematic racism engendered in the justice system.

Very slow to respond to emails. Bar fees for young/new attorneys are unreasonable. That young government attorneys are charged the same fees as older partners at law firms (whose fees are paid for anyway) is unfair and does not comport with WSBA's commitment to equity.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

Way too much virtue signaling on "systemic racism." This isn't the 1940's - our state and legal system is the most inclusive, diverse, ethnically blind they have ever been. Today, the issue is much more related to socio-economic status - end of story. The poor and middle class (of all ethnicities) are increasingly disadvantaged by a much too expensive legal system.

WSBA Board meetings should be live-zoom available, and recorded. Agenda and written materials should be available to all before the meetings. This is a huge organization, and has a footprint that affects us all.

Post COVID, for thrift reasons, and to encourage participation, Board meetings should continue to be zoom, except perhaps twice a year so that the Board can meet easily in executive session and for executive team-bonding needs. The physical footprint of the WSBA offices should be moved out of downtown. Maintain a CLE room for WSBA activities in an easily available location (near airport perhaps, or on the new inter-city train line). I am so very impressed with the CLE staff who are professional educators, and make it easy to present a CLE in person and via zoom

WSBA did an end-run around the membership by voiding the reduced membership fees through WA SCt order. The WSBA adds little value to our professional lives while adding a large amount of red tape and high fees to certify annually so we can maintain our licenses. The WSBA is also weakening the meaning of having a WA law license by allowing non-attorneys to engage in the practice of law.

WSBA does a great job providing materials to help smaller practitioners practice in new areas or set up their practice. I feel empowered with the high level of support available. Continuing to focus on these tools will only help WSBA keep all attorneys engaged, healthy, and competent.

I would love to see a program similar to Oregon's PLF.

WSBA does nothing for members. If I was not required to be a member, I would quit. Too much emphasis on DEI and not enough on supporting all the members, even though all the members are supposed to support pro bono work. Bar dues are too high.

WSBA focuses a lot on social and political issues, and less on legal and technical competency issues. WSBA should focus more on good lawyers and good lawyering, not its preferred social and political positions.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

WSBA has become overly politicized and has lost all credibility as a reputable, neutral bar association. Speaking as a racial minority, the WSBA's focus on equity instead of equality is bigoted, racist, disgusting, and appalling. The WSBA actively practices racism, while patting itself on the back for being anti-racist. It is sickening. WSBA does not care about its members except for milking them for money down to the last drop. Most of the programs this over-bloated organization provides could be deleted so the organization could stop milking the membership for unnecessary and wasteful dollars. I am particularly disgusted that an individual's personal opinion about vaccine mandates was posted on the WSBA website as if representative of the WSBA. This has become nothing more than a political organization masquerading under the guise of a professional association. WSBA is drunk on its own power, its own forced and coerced membership fees, and its own dictatorial "wokeness." I am a racial minority, and I feel marginalized and discriminated against because of the WSBA's constant and never-ending focus on RACE, RACE, RACE for every little thing. You people are racist bigots trying to soothe your internal guilt by hyper-focusing on race, pointing at everyone else instead of looking in the mirror. How about this: Stop taking my money to blame other people for your own internal problems and, instead, use your own personal money to hire yourself a good psychotherapist. Maybe a good psychotherapist could help you explore your own internal bigotry and prejudices and help you address them personally, instead of projecting them onto innocent others and the rest of society through an abuse of power.

WSBA has been secretive about Robin Haynes. WSBA should be transparent.

WSBA has one of the most expensive licensing fees in the nation. I'd like to see its lawyer-focused services match its high price tag.

WSBA is a professional organization for lawyers. In recent years the association seems to have drifted into a social justice organization. Social justice goals and interests should be reserved to individual attorneys if they are so interested, such as the case with politics and political party affiliation. The WSBA should not be viewed as a part of the ACLU. This fine organization should have a single mission, and that is to dedicate all its resources to making its members the best attorneys possible and establishing Washington as the state where the practice of law is a premier quality. The WSBA should be known for how great are its attorneys and how well law is practiced, not how diverse or "woke" its membership.

WSBA needs to focus on getting politics out of managing the practice of law in this state - many of us are so sick of politics. Why is it we hear about every new equity program in detail and repeatedly but rarely hear about the consequential bills passing the legislature? Cannot the WSBA do better than to parade the latest victim group to show how wonderful they are? Let's get away from politics and focus upon providing members access to excellent training as job #1. Seriously, why else do we need a bar if the WSBA fails on mission one? And why isn't the WSBA more concerned about the obvious control of information that does not fit with whatever the government's policy of the day is? When did lawyers become so easily controlled? Are we not supposed to be the defenders of the rule of law regardless of the politics at issue? Why cannot we read thoughtful and well researched articles on pro/cons of these issues? Instead, we are treated over and over again of "some profile in courage." Most of do not see the relevance of the WSBA when it strays from its core mission. So that's my two-cents.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

WSBA should be disbanded and regulation return to the courts. Fees are outrageous and I am being forced to subsidize WSBA's woke agenda.

WSBA should be focusing on helping members in their areas of expertise; instead it is spending time and funds on making sure we all understand what we are doing wrong in the DEI area

WSBA should not be a left leaning political organization it should be an apolitical organization .

WSBA staff has always been very helpful and nice.

You should have a space for "not applicable," or perhaps better word the questions asking how important/unimportant certain WSBA services are to me. While things like health care, wellness, mentoring, etc. are not very important to me (because, e.g., I have health care through my wife), I think there may be members for whom those services are quite important. Just like my use of Fastcase; I'm sure there are A LOT of members who could care less that it is available (and free!), but it is my primary research tool. Seems that the WSBA should have the stats on the % of members using its services and be able to know whether that use is indicative of an important service. Also, while the health care option isn't important to me directly, I will say that it is indirectly important to me because if someone is using it...they need it and I am glad they have the option.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q4 2021 (cont.)

23-O. Area of Practice - Other (Please Specify)

Dependency

did not actively practice a I was a corp executive.

Juvenile - non practicing

Labor

Legal Technology

Limited Practice Officer

National security

Not active

personal injury

Policy

practice management and ethics

Railroad

Recently retired

Regulatory Compliance

retired

retired

Retired

Retired

Retired; help seniors

Technology

water law



MEMBER ENGAGEMENT SURVEY

FY22 Quarter 2 Overview

WHY CONDUCT AN ONGOING PERCEPTION SURVEY?

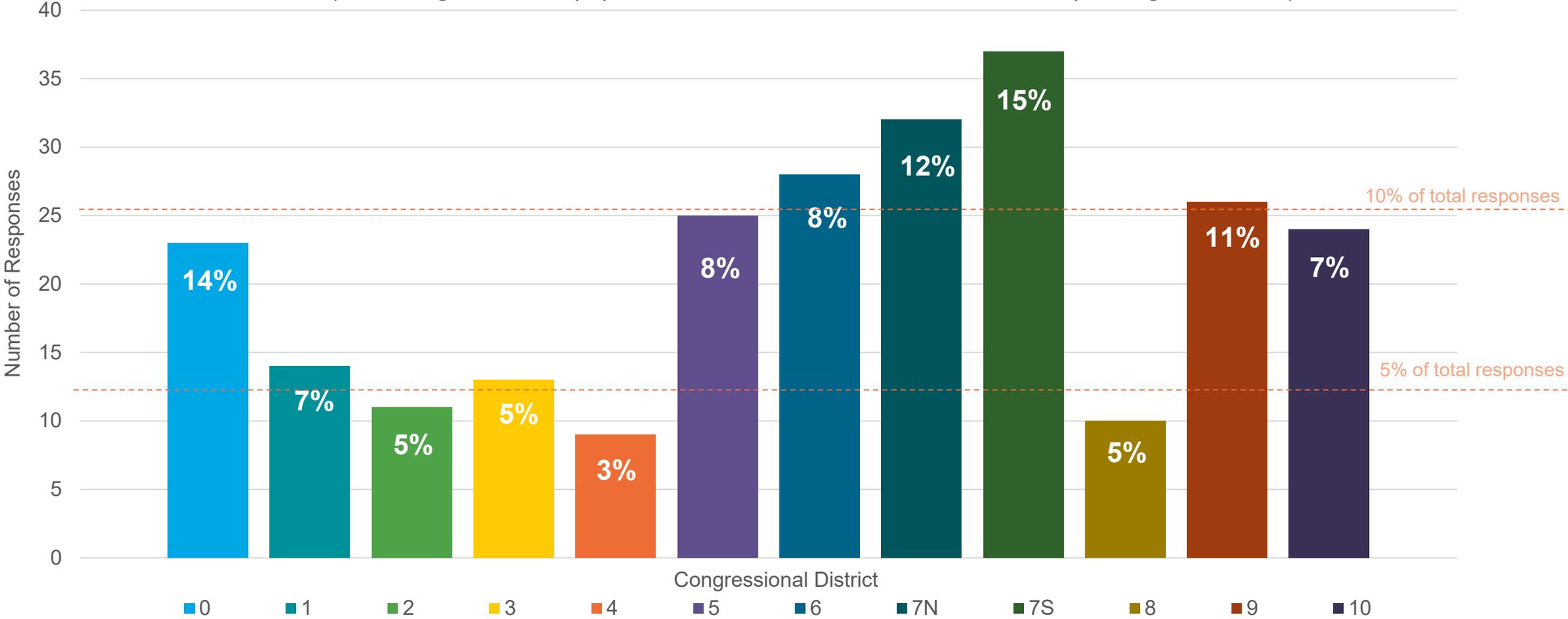
- **To make informed leadership decisions (with finite resources)**
 - What programs, services, and resources are most important to legal practitioners to best serve the public?
 - What initiatives should be prioritized because they have the biggest potential to impact our mission?
- **To better understand and communicate with members**
 - What is the WSBA doing well? What aren't we doing well?
 - How can we improve communication and services?
 - What misperceptions exist? What opportunities exist?
 - Are there specific initiatives we need feedback about?

OVERVIEW AND RESPONSE RATE

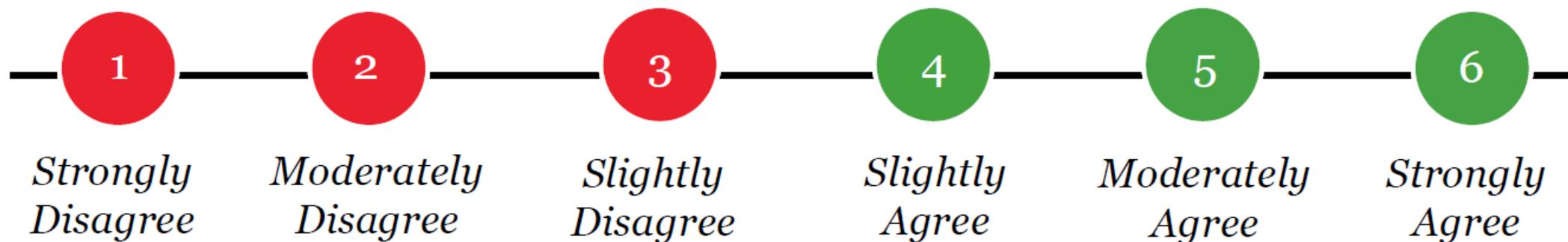
- **Conducted by National Business Research Institute (NBRI)**
 - Ongoing with 3,000 survey invitations sent each quarter
 - NBRI selects a randomized sample and sends invitations to ensure anonymity; WSBA receives no identifying information
 - NBRI will provide an annual report each October with recommendations from professional data analysts and organizational psychologists
- **Q2: We achieved a 90.5% confidence level**
 - 256 responses 8.5% response rate, 5% sampling error
 - Surpasses the minimum standard for confidently performing a data analysis (80%↑ confidence level, 5%↓ margin of error)

256 TOTAL RESPONSES

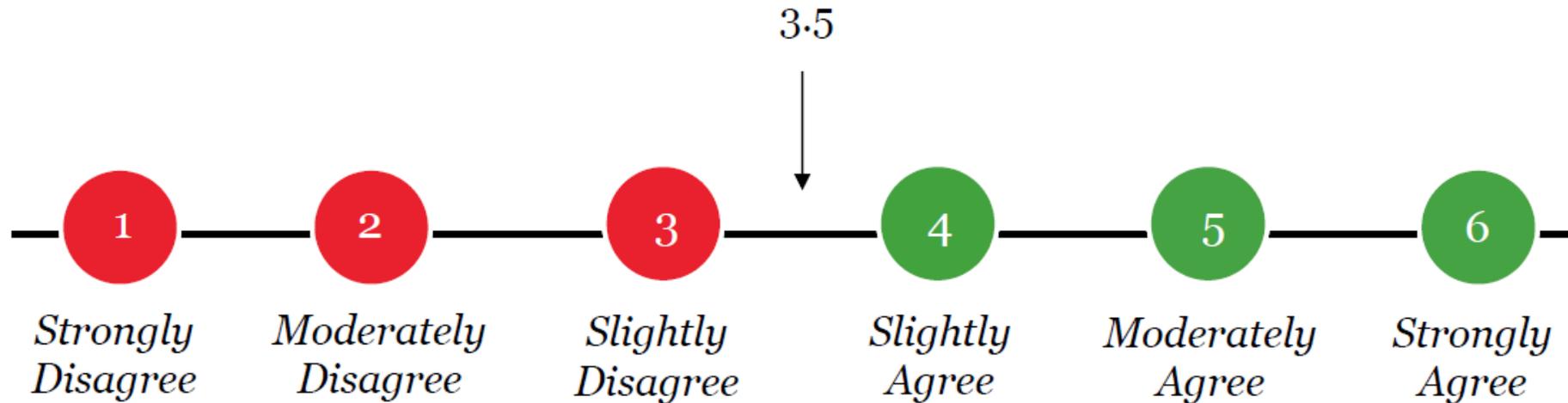
(Percentage of WSBA population in each district shown inside corresponding colored bar)



The Six Point Scale



The Mean Score



- A Mean Score is the “Average,” or a measure of central tendency.
- The Mean Score is computed by taking the sum of all scores and dividing by the total number of responses.
- The Mean of a 6-point scale = 3.5

Q2 RESULTS

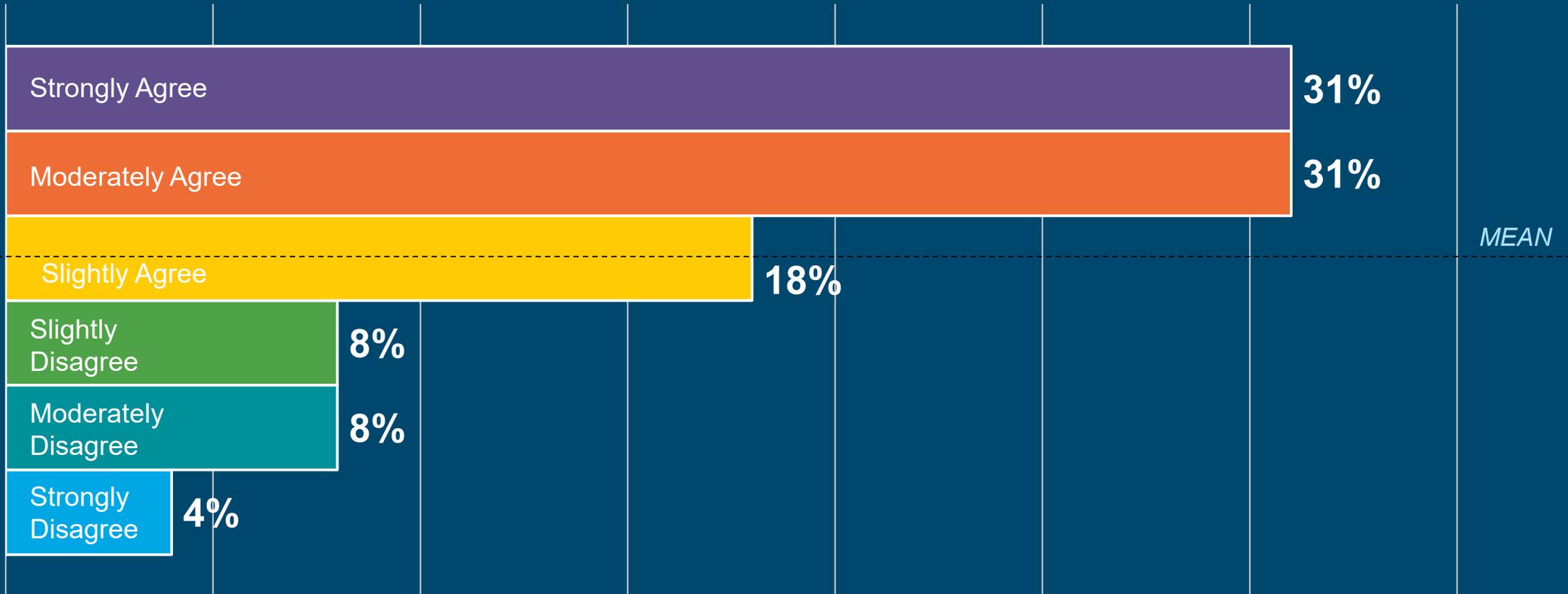


COMPANY IMAGE

Q1 Comparison

=

The WSBA upholds high quality standards for Washington's legal profession

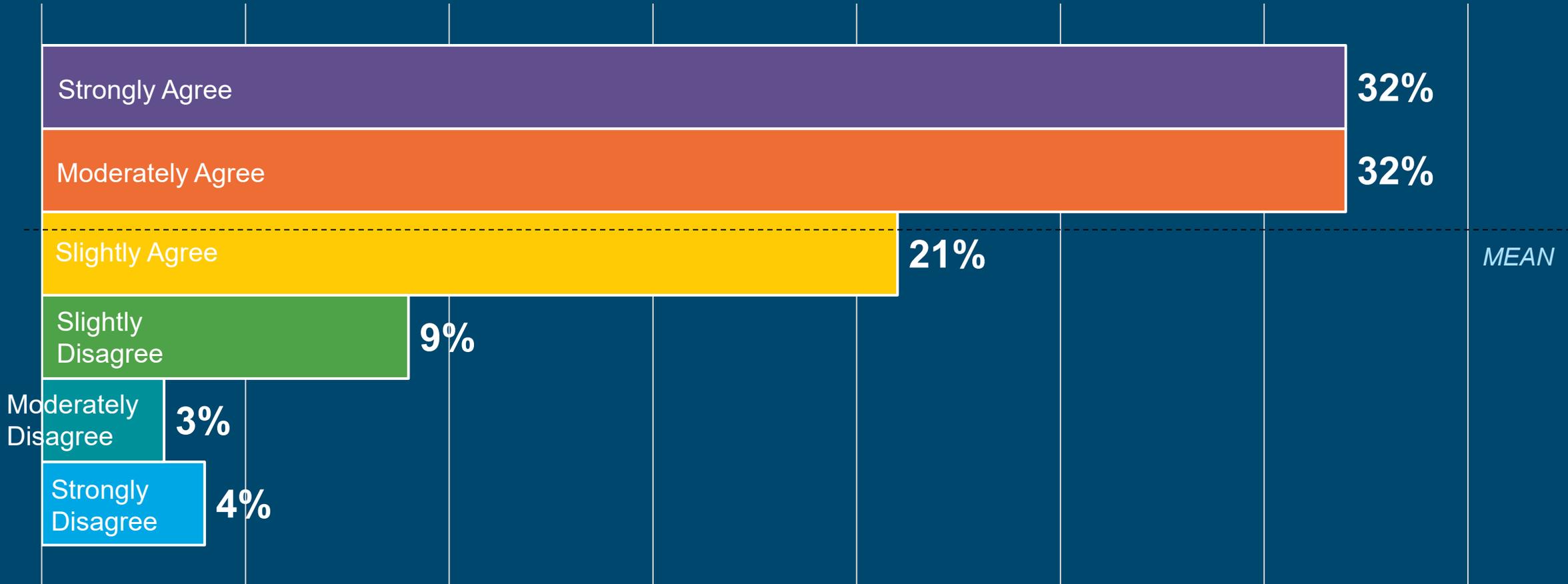


CUSTOMER SATISFACTION

Q1 Comparison

=

It is easy to work with the WSBA: Staff are responsive and knowledgeable

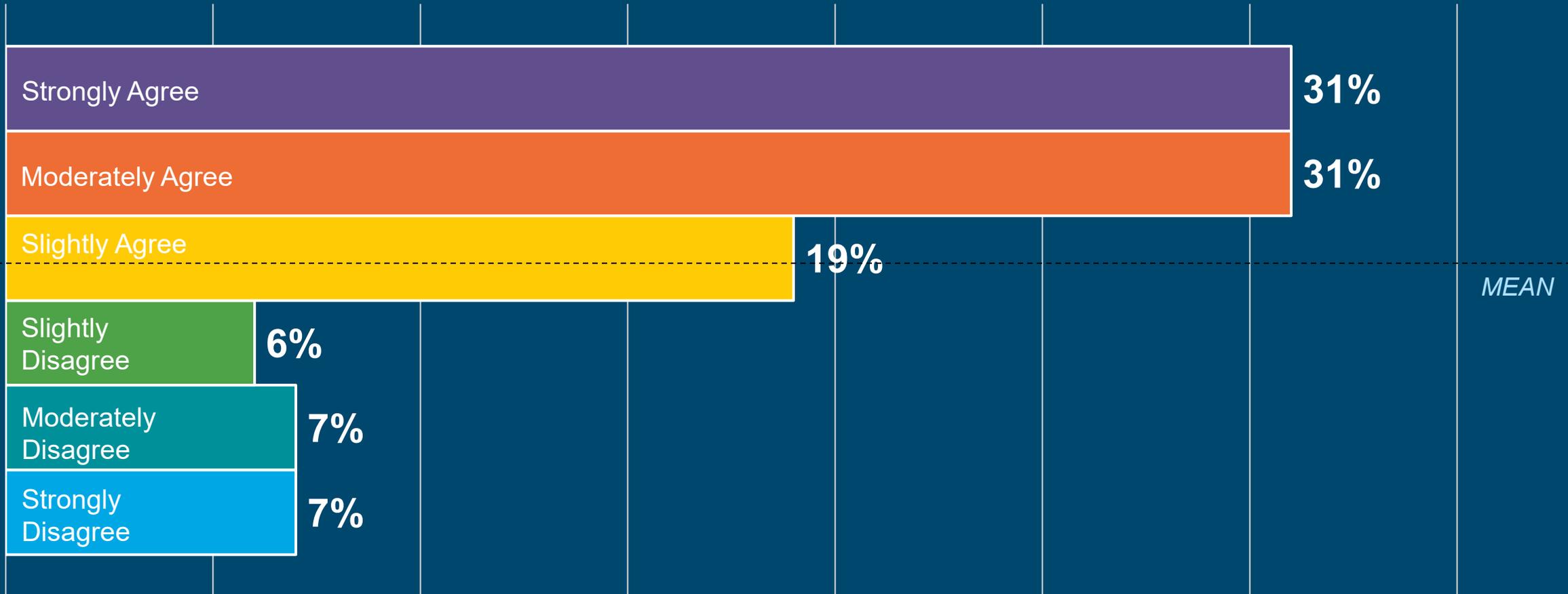


CUSTOMER SATISFACTION

Q1 Comparison

=

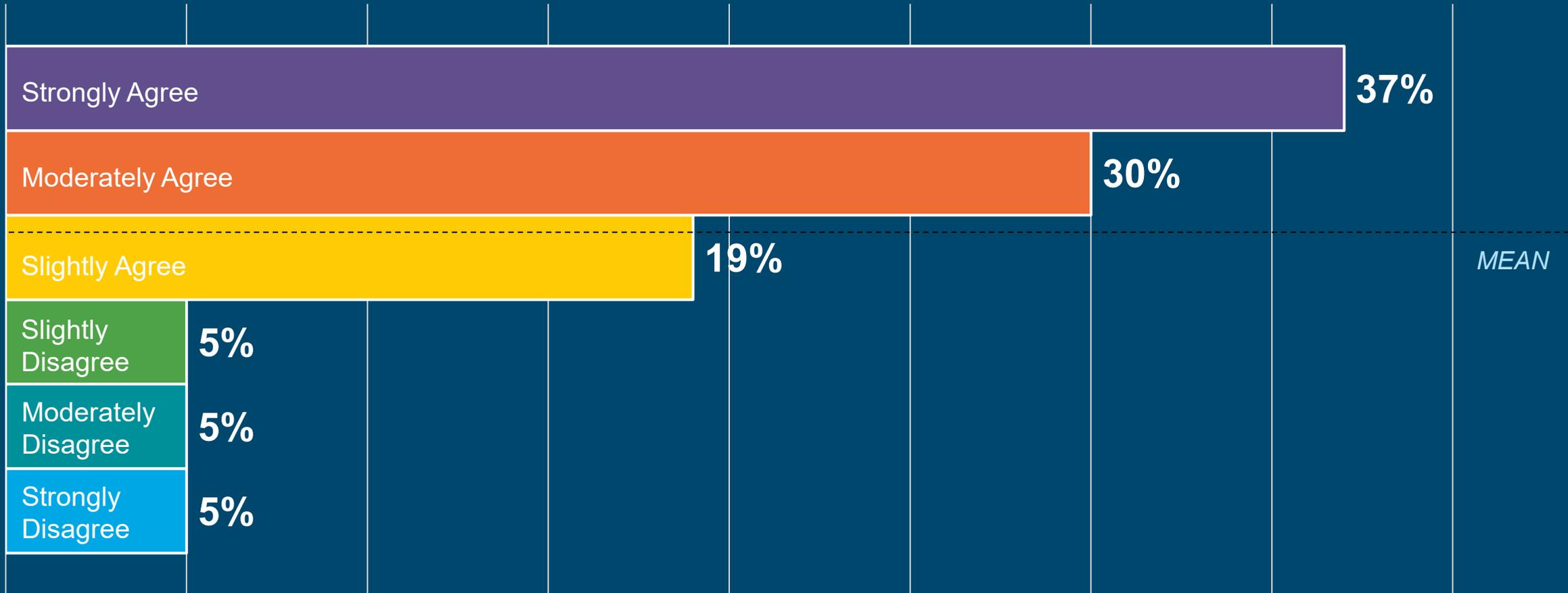
My overall experience with the WSBA has been satisfactory



DIVERSITY AND INCLUSION

Q1 Comparison
↑

The WSBA upholds the values of diversity, inclusion, and equity in the courts and legal profession, especially for members who are underrepresented

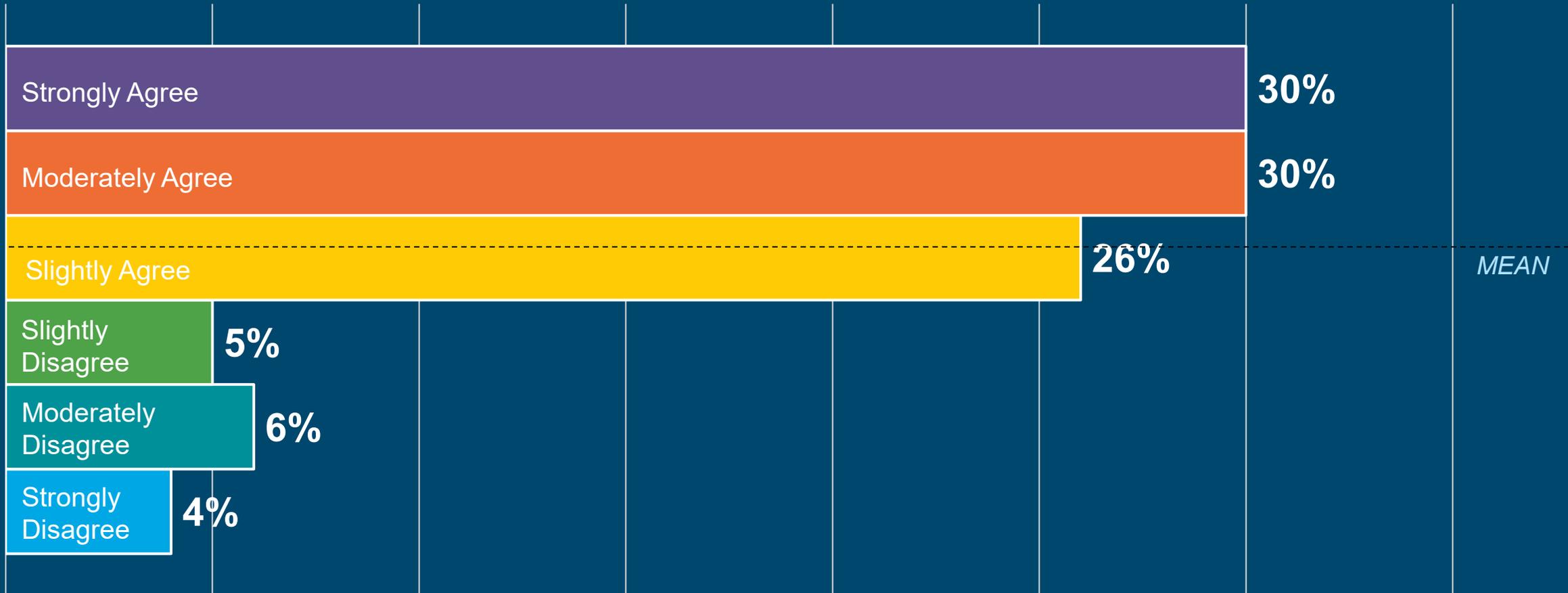


DIVERSITY AND INCLUSION

Q1 Comparison



The WSBA provides opportunities for members from all different backgrounds and experiences

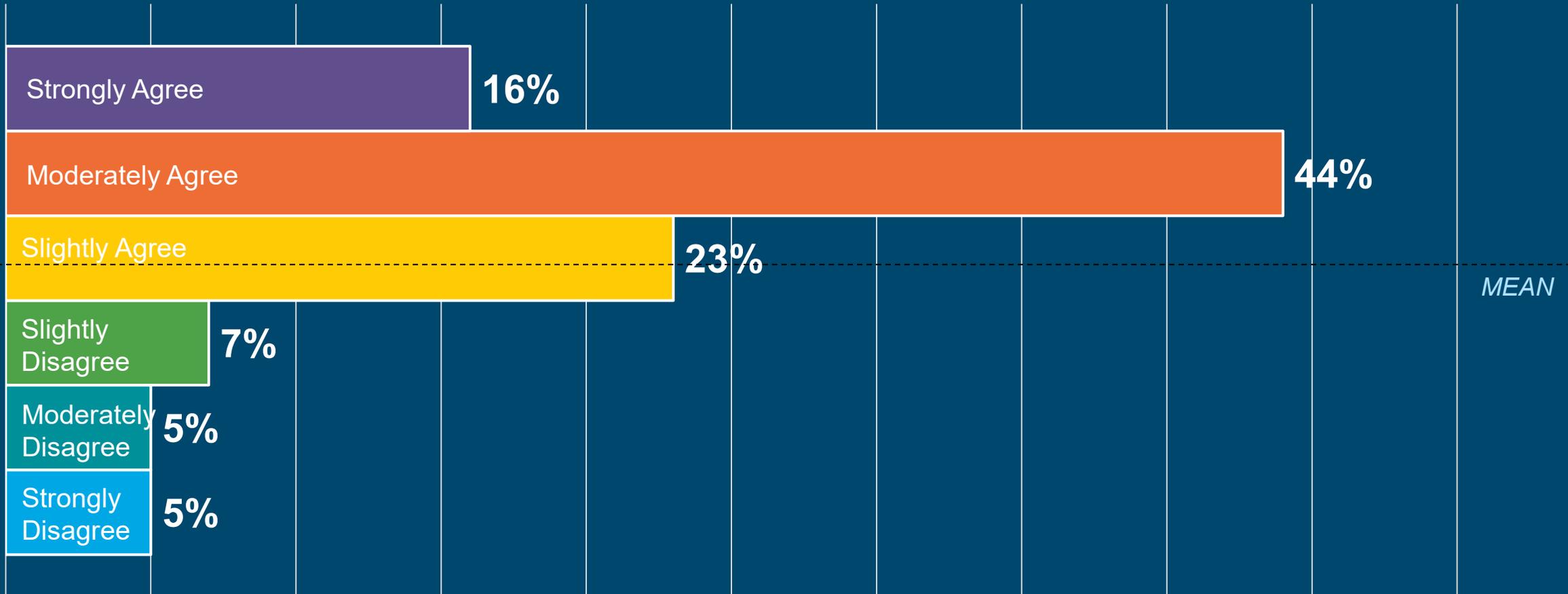


COMMUNICATION

Q1 Comparison

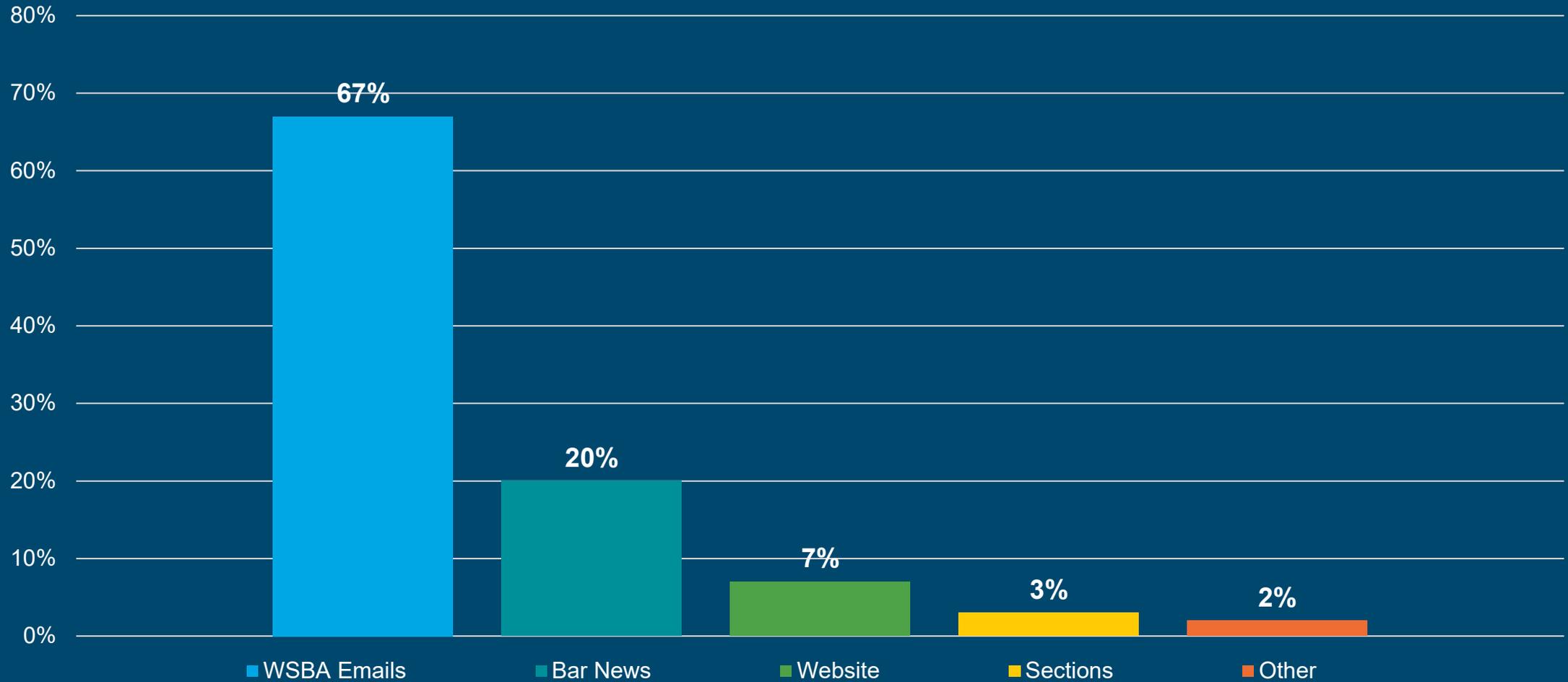
=

WSBA communications keep me well informed



COMMUNICATION

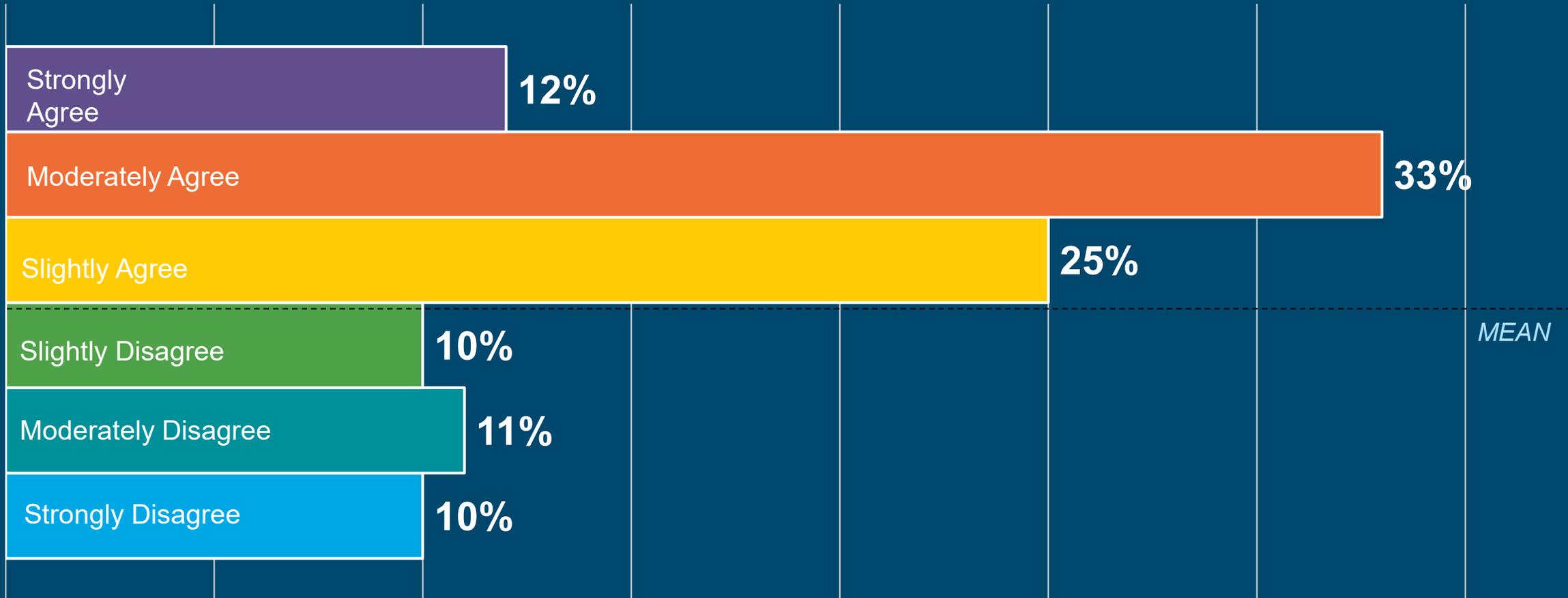
What is your main source of information about the WSBA?



COMMUNICATION

The WSBA listens to its members

Q1 Comparison

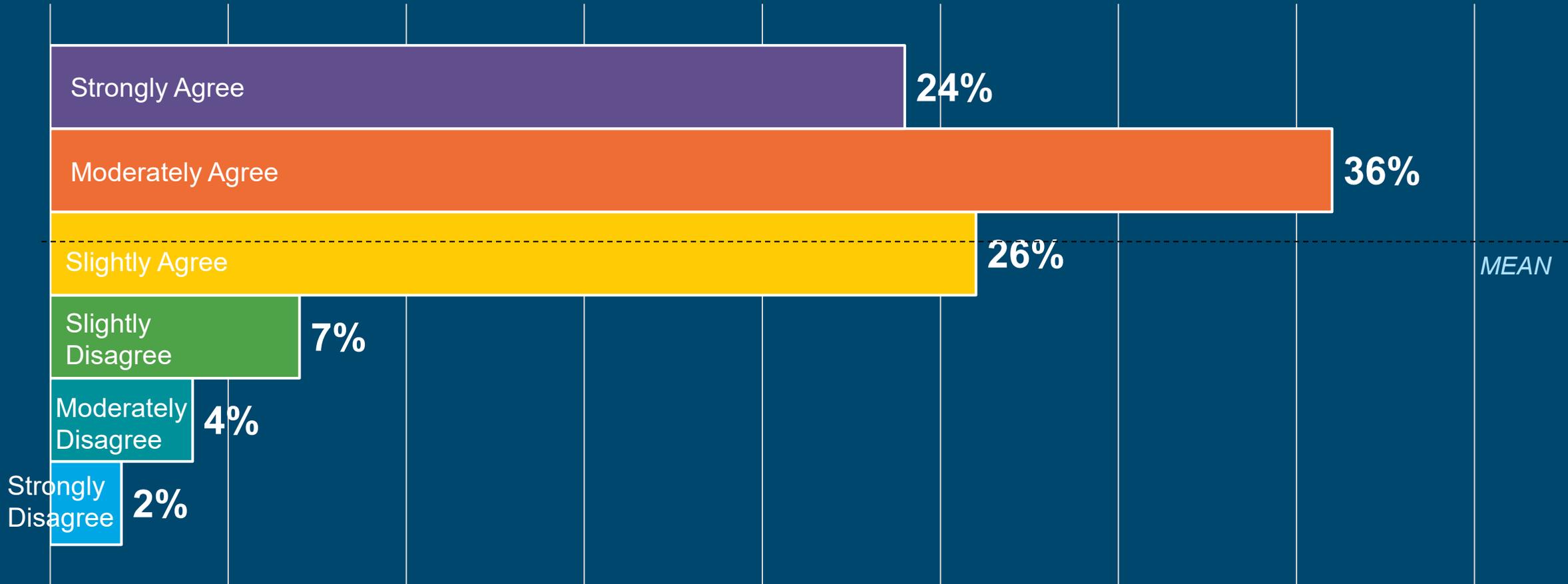


INVOLVEMENT

Q1 Comparison

=

I know how I can get involved with the WSBA

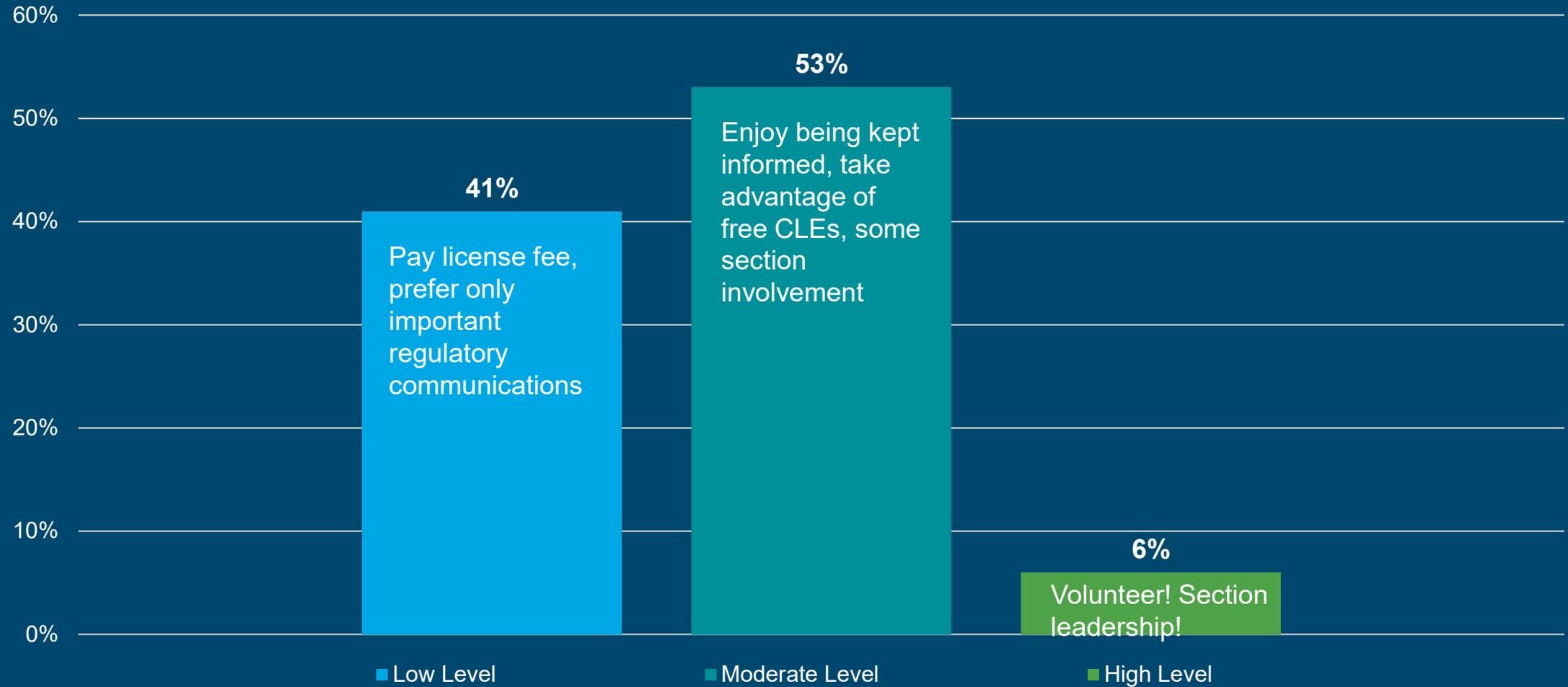


INVOLVEMENT

Q1 Comparison



My preferred level of involvement with the WSBA is:

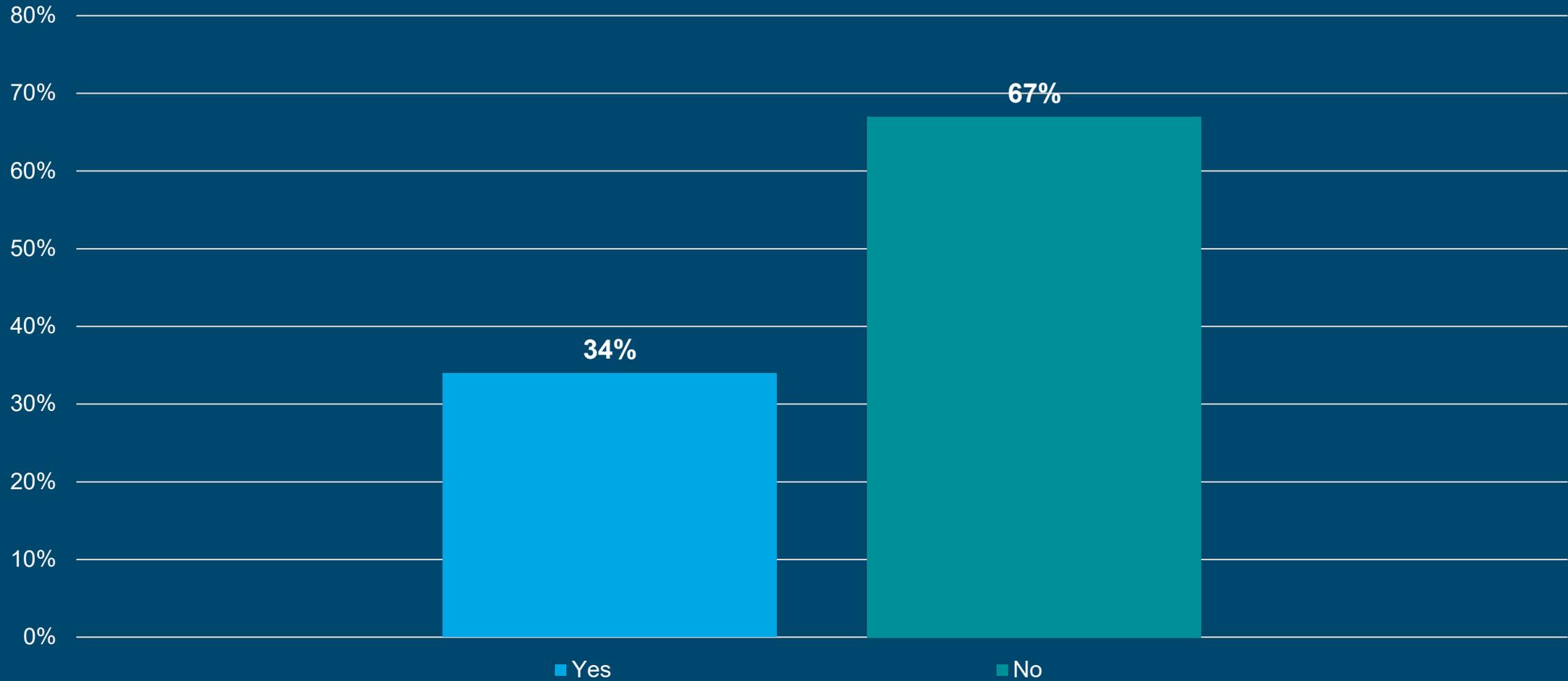


INVOLVEMENT

Q1 Comparison

=

Do you participate in WSBA Sections?



I DO PARTICIPATE IN SECTIONS BECAUSE ...

Reason	Percent
Keeping up to date on changes in my practice area	83%
Discounted and free section-specific CLEs	38%
Networking and social connections	32%
Other	12%
Legislative engagement	7%
Resume building	5%

I DO NOT PARTICIPATE IN SECTIONS BECAUSE ...

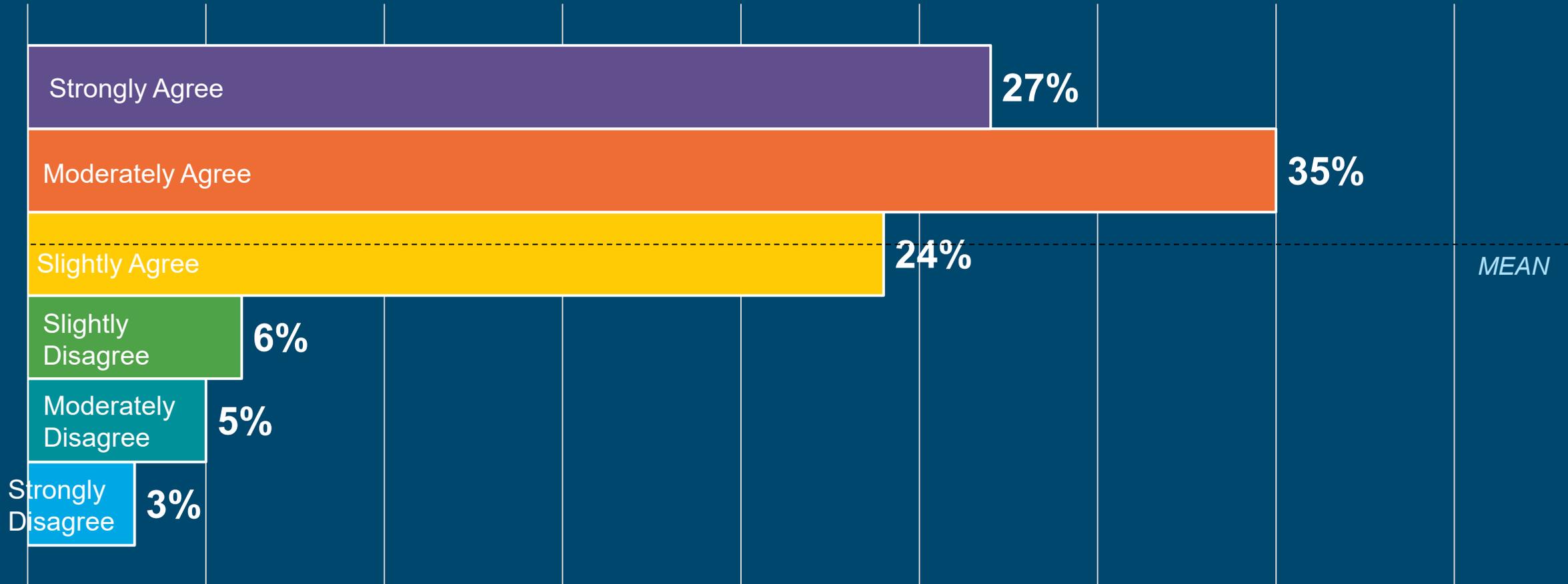
Reason	Percent
There are other groups and associations more relevant to my practice area	30%
I find more helpful or current information about my practice area elsewhere	27%
I don't have time	26%
I do not feel affiliation with section members	22%
Other	21%
Cost	17%

SERVICES

Q1 Comparison

=

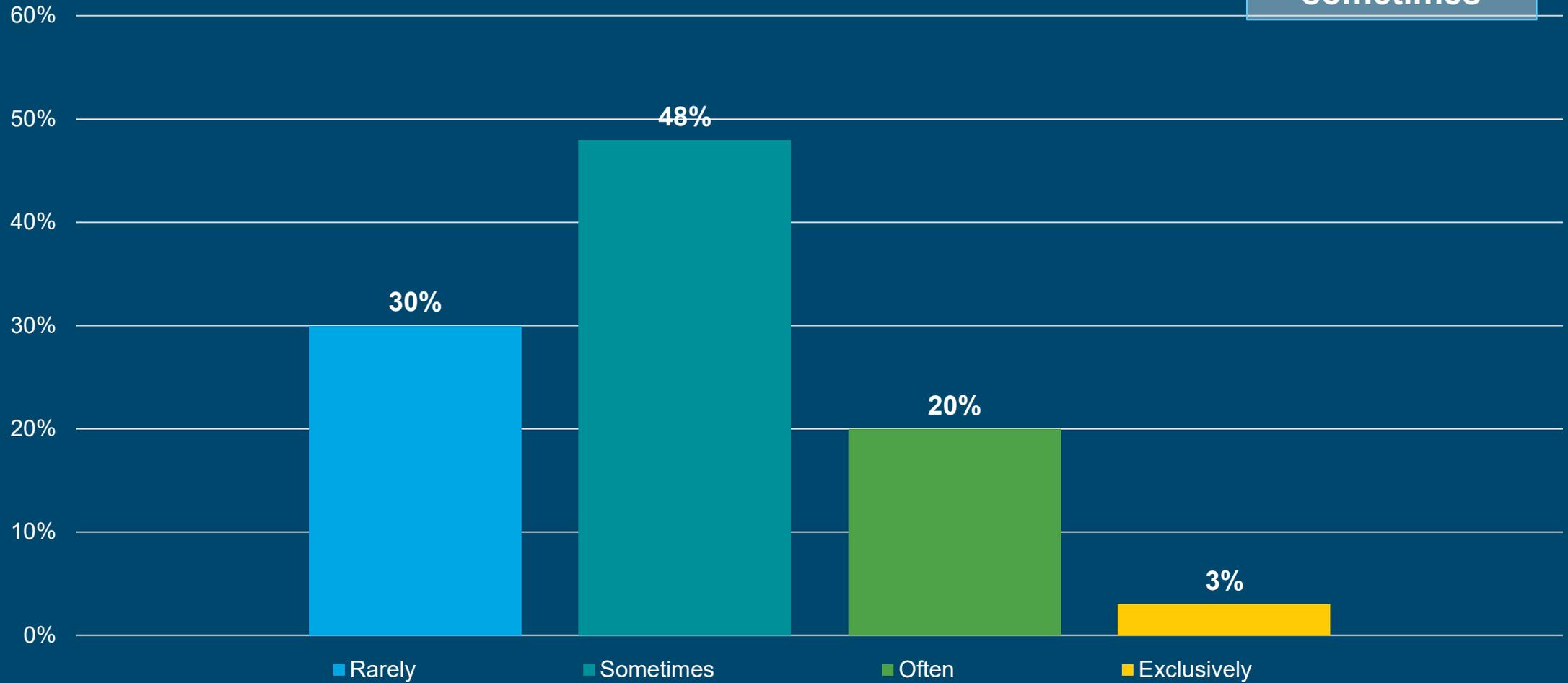
The WSBA provides high quality live and on-demand CLEs



SERVICES

Q1 Comparison
Movement
toward
“sometimes”

I take advantage of WSBA-provided CLEs (both live and on-demand):



MEAN RANK: MEMBER BENEFITS AND RESOURCES

Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important	NOT AWARE
Ethics Line	3.85	8% / 9% / 17% / 26% / 38%	3%
On-Demand CLEs	3.59	9% / 13% / 22% / 25% / 29%	2%
Free Legal Research Tool (Fastcase)	3.58	16% / 14% / 15% / 19% / 27%	10%
Deskbooks	3.53	14% / 11% / 21% / 23% / 24%	7%
Legal Lunchbox	3.44	12% / 17% / 19% / 25% / 22%	5%
Free Health Counseling and Consultations	3.38	18% / 17% / 15% / 21% / 20%	10%
Live Remote CLEs	3.36	10% / 16% / 25% / 27% / 21%	1%
WA State Bar News Magazine	3.01	10% / 17% / 31% / 29% / 14%	0%
Law Firm Guides and Templates	3.19	27% / 18% / 15% / 12% / 9%	20%
Member Wellness Program	3.17	22% / 19% / 15% / 21% / 8%	15%
Job Seeking and Career Assistance	3.11	23% / 16% / 19% / 22% / 11%	10%
Practice Management Consultations	3.11	29% / 17% / 15% / 12% / 6%	21%

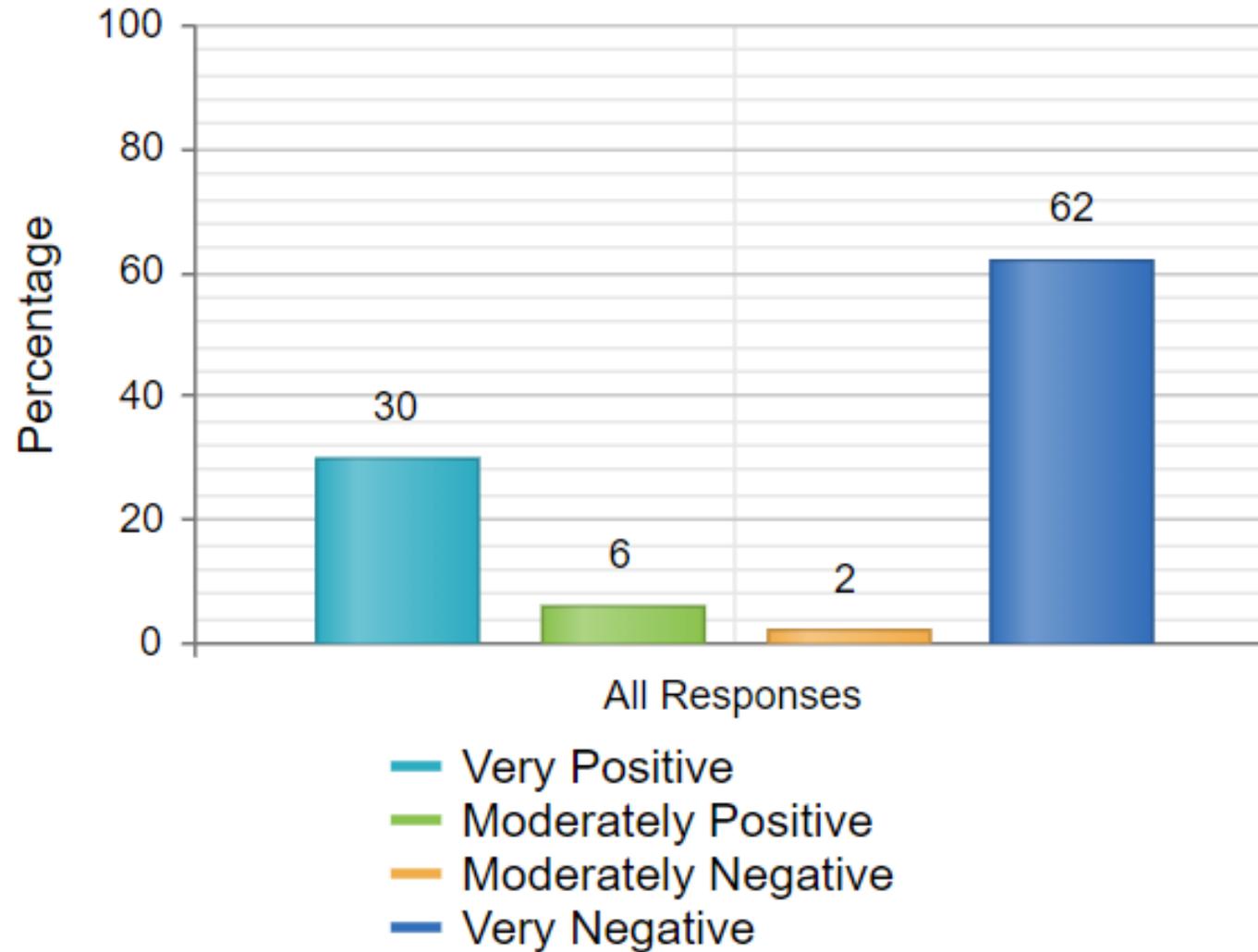
MEAN RANK: MEMBER BENEFITS AND RESOURCES

Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important	NOT AWARE
Lending Library	3/10	28% / 18% / 14% / 15% / 5%	20%
Retirement Resources (selling/closing)	3.03	29% / 18% / 17% / 11% / 7%	18%
Mentorship Opportunities	2.98	24% / 18% / 22% / 20% / 5%	11%
Practice Management Discount Network	2.74	37% / 21% / 13% / 7% / 5%	17%
In-Person CLE Seminars	2.60	22% / 29% / 24% / 18% / 7%	1%
Health Insurance Marketplace	2.42	41% / 23% / 14% / 8% / 5%	9%

OPEN ENDED



SENTIMENT ANALYSIS WITHOUT “NEUTRAL”



WORD CLOUD

Open-Ended Comments

cle seminars cost **wsba** woke political association stop organization lawyers focus issues service attorneys stay including diversity role **dues** retired inactive lot system ethics section legal community lack services offered wa **bar** money based address practice law believe current receive home available excessive RESOURCES pay annual process paid serve job membership disciplinary attorney provide ago simply licensing opportunities mandatory access counseling equity inclusion in-house lower busy agenda left family politics issue public people professional sense feel fees support free paying providing CLES huge profession active financial non-lawyer disabled courses continue relevant federal leadership maybe requirements time body prefer employment difficult

DEMOGRAPHICS



Category	Percentage
Age	<ul style="list-style-type: none"> • 21 to 30: 3% • 31 to 40: 16% • 41 to 50: 21% • 51 to 60: 23% • 61 to 70: 24% • 71 to 80: 12% • 80 and older: 2%
Gender	<ul style="list-style-type: none"> • Female: 50% • Male: 48% • Transgender: 0% • Non-Binary / Non-Conforming: 0% • Not listed: 2%

Ethnicity	% (number)
American Indian/Native American/Alaskan Native	1% (3)
Asian-Central Asian	0% (1)
Asian-East Asian	1% (3)
Asian-South Asian	1% (2)
Asian-Southeast Asian	0% (1)
Asian-Unspecified	0% (1)
Black/African American/African Descent	2% (4)
Hispanic/Latinx	6% (14)
Middle Eastern Descent	0% (1)
Multi-Racial/Bi-Racial	2% (5)
Not Listed	5% (11)
Pacific Islander/Native Hawaiian	1% (2)
White/European Descent	80% (80)

Most Frequent Practice Areas	Percent
Family	11%
Government	11%
Criminal	6%
Estate Planning-Probate	4%
Business-Commercial	3%
Civil Litigation	3%
Corporate	3%
Employment	3%
Health	3%
Immigration-Naturalization	3%
Litigation	3%
Not Actively Practicing	3%
Personal Injury	3%
Tax	3%

Practice Size	Percent
1 Licensed Practitioner	25%
2 to 10	23%
11 to 50	9%
51 to 100	3%
More than 100	10%
Not Applicable (in-house counsel, etc.)	30%

UP NEXT



- **Q3 polling to begin (early April)**

- 3,000 survey invitations to be sent to randomly selected members each quarter
- All those who responded to previous surveys will be taken out of the selection pool for several years
- WSBA continued notification to all members about the survey
- Quarterly results at wsba.org/survey
- A professional analysis and presentation from NBRI's organization psychologists and statisticians to come at the end of FY Q4

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022

2-O. What is your main source of information about the WSBA? - Other

both emails and the monthly magazine

Combination of the above

Meetings

Nothing WSBA

Word of mouth

WSAJ LISTSERVE

14-O. Why do you choose to not participate in WSBA sections? - Other (Please specify)

Currently working for the BIIA

due to family matters I moved to another state and limit my current practice to federal mediation law and some ADR

I am an inactive member

I am corporate counsel and not aware of a relevant section.

I am inactive at this time. In the past, I found the cost prohibitive for me and there was not much benefit for me.

I am inactive status.

I am not an active member

I am not practicing law anymore

I am on judicial status

I currently live overseas with a 10 hour time difference and am not aware of avenues in which the sections can be helpful .

I have retired

I stay out of section work due to my position (but used to be a section member for many years)

I work in Oregon and don't actively work as an attorney in WA yet

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

14-O. Why do you choose to not participate in WSBA sections? - Other (Please specify) (cont.)

I'm a judge

I'm now retired and have an inactive membership

Inactive member

KCBA sections are more active and a better value for the cost

My principal place of business is Oregon

no relevant section

No section relevant to my practice area

Not currently practicing in WA, just maintaining my membership

Not in Washington active practice

not practicing full time right now

personal choice and involvement with other orgs

Portland area practice

Retired

Retired

Retired

Retired

Retired

Section leadership can be elitist

The bar is a far left political organization which despises individual liberty.

There is no WSBA section relevant to my practice area.

Was on a Section for five years and am taking a break now

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

14-O. Why do you choose to not participate in WSBA sections? - Other (Please specify) (cont.)

Winding down active practice

15-O. Why do you choose to participate in WSBA sections? - Other (Please specify)

combination of the above

contacts for question and to refer clients to

Don't know actually

I belong to the organization that specifically addresses my practice area, but they can be myopic, focusing just on our side of the practice. I enjoy getting the whole picture through the section.

Improve legal system

Listserv

Listserve

mutual assistance, forms, legal cites, war stories

n/a

Questions are hard to answer because I'm retired. Server on BOG from 2006-2009. Chaired wsba legislative committee. Chair of family law section twice. Served on family law executive committee. Over 20 years

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well?

?

?

Access to information/Communicative efforts

All of the items I checked above as very important

Attempting to gather input and "recruit" participants from traditionally under-represented groups

Bar complaints (declining without the need for investigation or response)

Bar Magazine

Bar News

Basic bar management functions.

Caters to the I-5 corridor!

charge fees

Charge fees

Cle

CLE

CLE

CLE tracking

CLEs

CLEs

CLEs

CLEs

CLEs

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

CLEs

CLE's

CLE's

CLEs from experienced practitioners

Collect annual dues.

collect bar dues

collect money

Collect our dues

collects dues

Collects dues

Collects dues

collecy money

Communicate

Communicate

Communicate efficiently via email and website.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

Communicate the Board's activities to members

Communicate with members

Communicate with members

Communicate with members on overall values/vision for the WSBA

Communicates with its members

communication

Communication

Communication

Communication about board meetings that have occurred

Communication and resources

Communication by email.

Communication is great, monthly wsba news is great

Communication to its members

Communication via email

communication with its membership; Ethics hotline

communication with members

Communication with members

Communication with members

Communication and offering free CLE opportunities

consistent communication through WSBA magazine

contact with members

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

Deskbooks are great

destroy innovative ideas that would increase access to justice.

disciplinary system

Discipline

Diversity

diversity, equity and inclusion

Easy online website, good reciprocity provisions

Easy to use website

Educates the legal community

Email reminders

Emails are informative and not too frequent

Engage with attorneys within the Seattle area

ensure lawyer ethics

Ethics

Ethics

Ethics advice

Ethics hot line is great. I think generally the bar is a good resource for ethics education.

Ethics Hotline

ethics line

Ethics Line

Facilitate discourse

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

Free and/or discounted CLEs. Reasonable in accepting credits from other sources.

Free CLE credits

Free CLE opportunities.

free CLEs

free CLEs

free CLEs

Free CLEs

Free CLEs, although mostly not on relevant subjects

Free lunch-box CLEs.

Generally everything seems OK

Gets Attorneys Coordinated to Present CLE's

Good CLEs

Good, if expensive, CLEs

Help re-entering practice

Hire staff that are competent and ethical

Hiring quality staff who are very personable.

I believe the various CLE programs it offers are of good quality.

I don't know

I love Legal Lunchbox

I think between the magazine and emails about elections I stay well informed.

Includes a diverse group of opinions before making decisions.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

Inform its members

It's legal research service for members, it's all I use for research, it's excellent

Keep its members informed through emails

Keep members engaged without spamming emails

Keep members informed

Keep members informed.

Keep us up to date in our various areas of practice

Keeping members informed

keeping members informed by email

Keeping members informed of key developments on a wide range of topics under Washington State law .

keeps a list of lawyers

Keeps members informed of board actions

Keeps members informed of important progress, updates, and rules

Keeps the profession honorable

Legal lunchbox

Legal Lunchbox

Legal Lunchbox

Licensing

licensing & core member services

Licensing maintains minimum standards

Licensing requirements website, including CLE credit dashboard

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

magazine

Magazine

Maintain records

Makes it easy to do most everything online

Massively overcharge for little value

Member discipline

NA

not sure

Not Sure

Nothing

nothing except do well for its click group

offering continuing legal education courses especially on line

offering their CLEs

On demand CLEs.

On-line CPE; managing annual MCLE and dues requirements; respond to website problems

Online resources.

Promoting diversity

Protect itself

Provide ample CLE opportunities

Provide CLE opportunities and education resources for lawyers

Provide ethics opinion and database allowing searching answers to ethics questions.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

Provide free research materials (Fastcase)

Provide practice resources to members

provide quick and good information when called

provide updates after every board of governors meeting

Provides a good tool for tracking and reporting CLEs.

Provides good opportunities to participate.

Provides membership news

Provides opportunities to apply for committee assignments

Provides regulation of the practice of law for the protection of the public

Provides resources for its members (e.g., free legal research)

Providing CLEs

Providing CLE's that are relevant and interesting

Providing members with information

Providing more free/low cost CLEs and including CLEs on topics such as DEI and member wellness

push diversity initiatives

Quick dues processing.

Really a great job of bringing awareness about race, gender and minority and poverty issues.

Recording my current and ongoing CLE status.

Regulate the profession of law.

Regulates the profession

Responsiveness

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

Responsiveness

Reviewing complaints

sections

Sections are helpful.

Self-promotes

Send emails

Send updates to members.

Sending out information thru publication

Sends good emails about CLE's and other WSBA updates/relevant topics.

Serves minorities and underserved communities.

Spend member dues on expensive real estate and shiny magazines.

Spend money for the Board retreats

Staff responds promptly and professionally when I have reached out.

Strives to keep membership informed about available resources.

Surveys :)

Take money

Take money to maintain the status quo

The bar news is interesting and informative

The commitment to diversity and inclusion education is really notable.

The Desk Book Series is excellent

The Ethics Line is wonderful

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

17. What is one thing the WSBA does well? (cont.)

The WSBA seems to have improved it's focus on diversity and social issues during 2021.

They are very professional.

They keep in touch with their membership

Timely and relevant response to my questions .

Very responsive to member inquiries.

Waste members' dues on unnecessary board and committee meetings

WSBA is a respected organization that assists members in providing a high level of service .

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well?

?

Access for everyone

Actually get lawyers to uphold their ethical responsibilities

Add value for me BH ers

admissions

Approving transfer licenses

As an organization, not very welcoming. Resources available never highlighted.

Assure privacy of home addresses for inactive members

Bar dues are high for solo practitioners as compared to value provided by WSBA.

be fair

Be open/transparent about ED hiring/issues and budget spending.

Be transparent to its members and find effective ways to engage members

Better advertise its services

budget

Can't think of anything

Charge appropriate amount for membership dues

CLE approval is clunky at best

Clearly communicating with members about how it uses our license fees/dues

CLE's designed to help people communicate well (communication is everything in the practice of law)

communicate to niche practices

Communicate, return correspondence, identify with solo/small firm attorneys.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

communicating about how member dues are used/spent

Communication

Communication about upcoming CLEs (including legal lunchbox)

communication is difficult; perhaps because of under-staffing

Concern itself with solo practitioners in rural areas!

cost of CLEs, etc for legal aid, etc.

Cost of membership was very high this year and there was no warning

Could bring more awareness to WSBF.

Counsel members on wellbeing

Creating or offering for new members to become involved

Discipline of lawyers and bar applicants. The Bar employs a "meat-ax" approach. One size fits all.

Diversity/Inclusion

Does not do a very good job of keeping political agendas separate from overall administration of bar

Dues

Easy, short, effective communication to members

Emails are too long and busy looking

Enforce the RPCs against prosecutors

Engage attorneys outside of the greater Seattle area

Engage with WSBA members outside of Washington

Engaging a broad range of the membership

everything else

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Everything else

Expensive, overly burdensome, onerous

Expose the superficial nature of attorney rating orgs ie AVVO or "superlawyer" status. I think type

Financial management

Flexibility re CLE extension

Focusing on the three things that are its primary/sole duties.

For years I checked out - it was always pushing the lgbtq dei agenda. Not interested or relevant.

Free Ethic CLEs and actual diversity training

Getting along with each other

Getting involved with the social topic dejour

Handle grievances

Health insurance, quality and discount, was not good

Help connect people who are not "in the know"

Honor ALL people, regardless of color. WSBA should see you as colorless

I am constantly offended by the bar's far left political stance.

I am moderately to well engaged in WSBA activities and find much of what WSBA does not relevant.

I don't feel like there is any insight to the workings of the WSBA.

I don't find any WSBA problems

I don't know

I had no idea about free CLEs to lawyers. Would love to know more.

I have called the Ethics hotline in the past and never got a response.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

I have never had a negative experience

I think the webpage could be have links to more opportunities and resources

Identifying pro bono opportunities for non-litigators.

Including attorneys from outside the Seattle corridor

inclusion of all members

Inclusion of diverse opinions.

Increase diversity in the Bar.

Inform new lawyers what the WSBA has to offer

Informing members of important events in their community

Interpret their bylaws consistently and fairly

Issues with CLE from other jurisdictions

It does not appear (at least in the past) to be a supportive work environment for its employees

it feels like a Seattle club sometimes.

It's not clear to me what the magazine is for.

Its website is not a model of clarity - not very self-explanatory.

Keep the yearly dues low

Leaving well enough alone

Let me log in to my account.

Listen to its members in regards to the cost of bar dues

Listen to members

Listen to members about expensive initiatives (LLLLT, for example)

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Maintain transparency at the BOG level

Maintaining consensus

Make attorneys aware of benefits

Make clear the resources for those that are burned out

Make members aware of all resources available.

Make section membership more worthwhile

Making free legal resources easy to access

Making the legal lunchboxes free after being recorded.

Membership is ridiculously expensive

Mentorship.

Mis-uses membership fees to support peripheral activities and causes

Monitor practitioners for illegal conduct (e.g., current a dpy pros w/ felonies pending)

n/a

N/A

N/A

NA

NA

NA

no complaints

No resources for dual licensed members who live/practice in other jurisdictions.

none

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Not enough free CLEs

Not enough small town lawyering perspective.

Not sure

Not sure

nothing comes to mind-my needs are met

Nothing I'm aware of

nothing jumps out

Nothing that I can think of

Nothing. WSBA meets my expectations for the fees incurred.

Offer a low cost bar option for government lawyers who need to maintain a bar license .

POC resources use - mentorship etc. for minority practioners

Politics

Pr

Prevent attorneys with substance abuse issues from practicing law.

promotes confidence in the membership

Promotes equity, diversion and inclusion at the expense of following the law.

Protect its members

Protect WSBA lawyers from unauthorized lawyers from other states representing WA clients

Provide services to inactive/retired members

Provide shorter (1/2 day) CLEs in specific areas of law.

Provide substantive practice area CLEs for free or very reduced prices

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

Providing more services on the Eastern side of WA (Spokane specifically)

Putting the magazine on line

Recognizing the huge volunteer efforts by its members

Reducing annual bar membership dues

Reducing the cost of bar membership

Regular free CLEs

Regulate UPL

represent conservative views on the law

Representing all its members - both those in private practice and those in public law

Represents members in the legislature

Resist the overwhelming political influence in Washington State .

Resources and discounts for the disabled. I am disabled and can't work much, costs/fees difficult

Resources for corporate counsel.

Revise bar dues fee structure and payment methods to accurately impact solo and small practitioners

run a website

Serve members who are not actively practicing law or are in government

Serve members who practice in-house

serve the needs of the public, because it is too focused on the needs of lawyers.

Sharing innovative practices and supporting ALL legal professionals .

Sole focus is diversity - that is not its purpose

Spends money on special interest causes that affect a small portion of the community .

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

stand up to the insurance industry

Stay humble.

Stay out of equity, diversity and CRT politics.

Stay relevant and recognize the great diversity of practice platforms and employers

Staying neutral on political issues.

Strong leadership with clear relevant purpose for practitioners.

support attorneys that practice other than in private practice e.g. corporate, government attorneys

support public need for access to affordable legal assistance

The inner workings seem opaque

Too clicks and political.I would

Too expensive

Too liberal -concentrate on basic practice issues

Too many unnecessary emails that contain too much unnecessary information.

Understand and address the needs of members of color

Unknown

Using plain language to explain what happened at meetings and the impact of WSBA decisions

Variety of free CLEs

very difficult to figure out how best to become engaged with the WSBA

website could use some work - the CLE completion/tracking dashboard is a bit confusing

when live things were a thing, provide live CLE's or other resources, in SW Wash

WSBA is focused on using its platform to push a political agenda.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

18. What is one thing the WSBA does not do well? (cont.)

WSBA makes zero effort to include those of us whose practice has us living and working out of state

you charge way too much

you should focus on CLE's, the bar exam, and discipline. reduce spending on other things.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided.

A long while ago I was a witness in a Bar Complaint. The investigation took years, which seemed to reflect how serious (or not) the WSBA considered the complaint. This was disheartening as a self-regulating oversight body.

Additional resources for in-house lawyers would be very desirable.

Are there any online template services available to WSBA members?

As a retired and inactive member, with only a home address as my physical address of record, I would prefer that the WSBA not make my address publicly available.

as an inactive status member for many years now, I wonder why WSBA charges \$200 annually for this. I am on inactive status in another state (Texas) and the cost is \$50/year. I am paying 4x as much in WA for the same amount of (almost) nothing

Bar dues seem excessive. Sorry, but I just don't use enough resources to merit what I pay.

Become a voluntary bar association

Can't think of anything

Cost is very high.

Disappointed in WSBA's lack of support for non-lawyer licenses

EAP, ethics, and counseling services are a key tool and should be kept well-funded.

Ethics issues are cornerstone of every practice. Provide a more readily accessible analysis and search of disciplinary cases similar to previous publication in the Bar News years ago.

For people who are naturally "joiners" and who like to participate in professional networks, the WSBA offers great opportunities. (Generally, I think I am in this category.) But I get the sense that people who "just want to practice law" feel that they must bear costly licensing fees to support organizational structures and member services they find superfluous.

go back to basics; stay out of political issues including your diversity push --not your role

Go back to the basics, stay out of politics

Having leadership that curtails freedom of expression that is contrary to the prevailing ideological mantra and ignores a segment of attorneys by not providing supporting legal information has destroyed any desire to affiliate with the this association .

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

Having regular and free CLEs is very important given the requirement to have 60+ hours annually. As it stands, there is on average 1 per month (and maybe 2 or 3 if you are in a section) which is insufficient if you rely on free CLEs.

I live overseas, so attending in person is difficult, as well as attending live, as the timeframes don't always work. If you miss a live CLE, accessing it for free on the webpage is difficult.

Navigating the website for your CLE history and open CLEs is difficult, it takes you to a different page - it should be one stop shop.

Please provide lower CLE threshold for members no currently practicing as opportunities for CLEs are thereby limited and not compensated by an employer.

I do think it's time to do away with mandatory CLEs. Good lawyers will do what they need to do to stay current and will attend quality CLE programs. The rest can coast through in the back of the room while surfing the net. Requiring CLE is beneath the dignity of the profession.

I feel the bar association has evolved into an entity which has its primary focus on serving minorities, the lgbtq community and the so called underprivileged. I believe the focus should instead be on assisting all its members in providing competent legal services and promoting the profession.

I frequently get the sense that there are controversial political issues/problems percolating behind the scenes at WSBA and yet I don't feel like I have a handle on what is actually happening and how it might impact me. Honestly, I don't have a lot of trust in WSBA.

I generally have very positive feelings about the WSBA. However, as a public sector attorney, I also feel fairly disconnected with the WSBA and WSBA leadership. Lots of great resources that WSBA provides are irrelevant to my practice. I'm not sure what the solution would be or if it is really something that needs a solution.

I have answered this survey honestly, from my personal perspective as in-house counsel, but I very much appreciate all of the resources WSBA makes available to those in private practice. I think you provide an invaluable service and when I was a young lawyer just out of school in Oregon I would have loved all that WSBA has to offer.

I have been a member for over 18 years and I do not know who the "WSBA" is. My interactions have been less than pleasant and, that is not saying it reflects the whole. But, the organization is less than "transparent" (sorry for the over used word.)

I have been a section member and executive committee section member for over 15 years. The volunteer efforts from the legal community, particularly in the area of putting on CLE presentations, is impressive. Yet all it seems that comes from the WSBA is infighting among the board of governors and lack of recognition of those efforts.

I have very little interaction with the WSBA other than paying yearly dues and getting the monthly newsletter.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

I miss my Casemaker Libra and the ability to buy all WSBA Deskbook access once per year . The new system is a blatant cash-grab and not appreciated.

I recently went inactive so answered questions based on my experience while active.
If fees were not so high, I probably would have kept active membership "just in case," but too much for my current financial situation (retired from a non-lawyer job, living on pension).

I think the Bar does a very good job managing its resources. I think the Bar dues are not justified based upon the size of the membership. If I am incorrect, the Bar has not done a good job communicating why it needs that much money. I also hope that it is making sure its disciplinary system is not compromised like California's with the recent disclosure of the lack of investigation and discipline of their attorney.

I think the issue of attorneys with substance abuse issues who are practicing law is a problem that is not being addressed properly to protect the public and ultimately save attorney's lives.

I think WSBA needs to take a stronger role in encouraging civility and cordiality in the practice of law . We're becoming like LA or NY where attorneys don't care about their interactions with other attorneys.

I was an active member for 48 years and couldn't afford the active dues anymore. So, I became an inactive member. I received my 50 year award three years ago and only then found out that if I had paid my active dues two more years my inactive membership would have been free. I have been continuing to pay the inactive dues for these three years but won't be able to continue to do so much longer. I don't think it is fair to charge me dues after 53 years.

I was appalled at the situation and process regarding Paula Littlewood and the discussions and deliberations between WSBA governors (I read the transcript). And I was also appalled by the selection as president of the person who had to resign a few years ago. The WSBA looked completely unprofessional and dysfunctional. An embarrassment. I felt like WSBA never fully addressed those episodes that in my permanently damaged the credibility of WSBA.

I was unable to log into my account for an entire year after being licensed and only just was able to log in about a week ago.

I was very disappointed that the WSBA did not support the LLLT program. LLLTs I have encountered provide a valuable service in family law.

I work outside the state (federal). It may be silly and sentimental, but I like that to some extent I "represent" Washington among my colleagues here in the other Washington. And my work affects Washingtonians, which is one reason I think that it's important that those of us in this role maintain our "home" licensure. But I don't really have a home in the WSBA.

I would prefer a minimal Bar Association.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

I would really prefer to get my bar magazine mailed to me at home, I plan to continue telecommuting and I am much more likely to read and digest if I have a hardcopy. Maybe this is available already and I just don't know how to access.

I'd like more in-house resources

If it doesn't already, WSBA should do a few things that KCBA does to make its sections more worthwhile such as providing regular free lunch CLEs to section members. WSBA should also make more of its on-demand CLEs available for free which is a huge benefit of KCBA membership.

I'm sure many members complain of annual license fees and increases thereto. I'd agree with them, although I recognize you can't make everyone happy all the time.

In the last year year I attended a number of equity and diversity trainings and seminars. My take, for what it is worth, is that they presented a narrow slice of equity and inclusion issues well but overstated their significance. It was kind of like inviting a Jehovah Witness into your home to talk about religion and not hearing much except what a Jehovah Witness believes. I do believe that attorneys are better servants if they approach these issues with a more universal mindset than what was presented at the WSBA seminars. I have represented victims of hate crimes as well as White supremacists, for example, and I hope that I have represented both respectfully and zealously consistent with the Rules of Professional Conduct and I do worry about the profession if a much more narrow idea of what it means to be an "anti-racist" for example becomes the exclusive dominant professional culture.

Inactive membership dues at \$200/year is excessive. Strongly considering dropping my membership.

It would be great if members could have better access to wellness resources like counseling.

It would be nice if inactive membership were free at age 70.

I've had a couple of cases with new lawyers who did not have to take the bar exam... Terrible idea.

Let the member/attorneys serve the public. The WSBA should focus on service to the member/attorneys: admit the qualified, educate us, and cull out the unethical/unqualified.

Like so many organizations, the woke agenda gets pushed and it alienates a lot of bar members. If wsba insists on pushing woks agenda, then there should be equal opportunity and push for traditional family values. It's very one sided and that is unprofessional in the arena of law.

Listen to us attorneys regards that LLLT issue and malpractice insurance requirements .

Lower dues for inactive members

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

Make MCLE reporting easier for folks who are not as computer literate - allow for paper documentation submissions without the need to scan and download

Maybe send a reminder of how to report, track and comply with CLE. I'm a little confused about my deadline and requirements and how to get credit. I took some courses but didn't track the course number. So now I'm tracking. But when is it due and how many do I need I'm not that clear. I'll look it up but maybe a reminder 6months before the deadline would be good so it gives me time to catch up if I'm behind. Thank you!

Membership dues and the cost of CLEs are outrageous. It is already very difficult for a new attorney to start out if they're in solo practice or a small firm. Also, for new attorneys trying to obtain employment, the cost of maintaining their bar membership is prohibitive.

WSBA has become extremely political, and members cannot simply vote with their dollars and walk away when membership is mandatory to practice law in this state. WSBA needs to split into two - a regulatory and licensing body which would be mandatory. Everything else including the political fluff should be spun off into a voluntary bar association .

More enlightened people are needed to decide disciplinary issues. The horror stories I have heard from other attorneys and the horror story that I lived in the process of application to join the bar are ridiculous.

My above comments weren't meant to be snarky - the WSBA has huge flaws. Despite its members constantly requesting lower fees (understanding that would reduce the services provided), the bar, supported by the Supreme Court keeps rejecting it. I would support a complete restart of the WSBA - simple licensing and discipline, and then expand from there based on the needs of members and the general public.

My experiences with WSBA over 45 years have alienated me from any sense that WSBA is relevant to me except as a required licensing issuer.

Some resources may make sense, but I am finding FASTCASE (replacing the earlier iteration) helpful, so that offsets my sense about the Bar.

Ultimately, bar magazines (in general) and other (any) bar resources tend to devolve into self-adulatory tomes.

My responses are based on having been long since retired and inactive, but interested.

n/a

N/A

NA

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

No

No

No

No

No

No

No. Not interested.

None.

Not at this time. Thanks.

Oftentimes “diversity initiatives” are not what the industry needs, especially when they excludes non-fashionable diversity (e.g. diverse politics, diversity of thought). The WSBA doesn’t make itself relevant to my practice (in-house legal). It seems like a huge bureaucracy focused on justifying its own importance.

Opportunities for involvement for Federal practitioners residing out of state

Overcharge dues for retired or inactive members.

Overly woke, ridiculous political liberals, this association is a joke

Please allow me to opt out of all the emails

Price of bar dues is too high.

Really appreciate ethics hotline when I've needed to call it.

Remove political actions/agendas from the administration of the bar. Use the bar to simply administer CLE's, ethics, licensing and disciplinary issues, and services such as training opportunities. The more WSBA incorporates political agendas into its activities, the more everyone wants to move to a system where bar membership is not mandatory for state licensing.

Also, stop focusing on perceived racial and gender issues and go back to individual actions, accountability and responsibility.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

see above.

See above.

Seriously address how we educate and train those who wish to practice law in the future. I believe current academic only approach is missing the mark.

should consider convening an annual Convention with CLE, business and social events

Since I am an LPO, I don't find a lot of the communications/classes offered are always necessarily applicable to my specific designation, but I still try to find value in them where it might apply.

Stop trying to be a WOKE - cool organization. It is not about making it easy for ALL to become lawyers - it is about admitting QUALIFIED lawyers..... take action against those who do not uphold ethical standards --- I was admitted in 1981 -- seen it all... your primary focus now is on social issues and being hip many unqualified employees at WSBA.....sad. Service to attorneys is not what it used to be....

The bar's political leanings reflect those of the Seattle Metro area, which are not shared by all members

The infighting at the BOG level needs to stop. The mistreatment of staff by the BOG needs to stop. Supporting the real work done by committees, boards and sections should be the focus, not an afterthought.

The services offered would be useful in some instances if they were done well, but in the majority of cases are too passive and rely on the member to seek them out and utilize the function.

The State Bar should not allow Judicial Candidates to endorse other Judicial Candidates to avoid bias, nepotism and perpetuation of systematic racism.

The timing difference between when CLEs must be completed, when licensing must be paid for, and when the CLEs are reported is needlessly different. It seems designed to invite calendar/timing errors that generate fees and revenue for WSBA. I also do not care for a bar association lobbying on my behalf even though I agree politically with many of its priorities. I do not think it is a valid function of a mandatory bar association.

The WA Bar is a click of a liberal group - it favors only those in its world. It is very unfair to those who are not in its political state of mind. Wastes money.

The WSBA as it exists should be abolished and replaced with a purely regulatory body with significant participation by non-lawyer members of the public (similar to California, or, to a lesser extent, Colorado).

The WSBA is so busy advocating for its political agenda that many of us in the mainstream are left unheard. I left my family law section and joined DRAW for that reason. We are busy talking about the law and not politics.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

The WSBA provides good CLE's on equity and inclusion but truth be told, at least in my county of practice, the attorney's who could really benefit behaviorally from these CLE's will never take them and are never present at them. I think it would be important to require attorney's use a certain number of required reporting hours for these CLE's otherwise most (again at least in my county) will never participate, change problematic behaviors, or otherwise engage with equity and inclusion conversations.

The WSBA's increasing political posturing is inappropriate. It can and should have no opinion about any political / cultural topic whatsoever, and be exclusively concerned with administration of the profession, nothing more. If I could opt out of being in the WSBA I would.

There are a lot of dissidents. I dont understand what they think the system should look like.

There is a need for more people of color (specifically black and brown), on the staff and in positions of leadership who are also made to feel free to actually address the needs of under represented members.

There should be substantive review to the admission to the WSBA process and thoughtful consideration and analysis paid to whether the processes and standards for which new admissions are made is really in line with what it means to serve as a member of the WSBA and the community the WSBA provides services to.

They are taking money from inactive attorneys each year who they have incorrectly decided are no longer eligible for waiving the bar exam when they want to return to practice and have not given notice to these attorneys despite knowing there has been an issue for at least 2 bar renewal cycles.

To me, the most important thing is to better serve disabled members. It's not enough to have courses/materials that are accessible, but also to recognize the financial burden on the disabled. I cannot work much, so courses, membership dues, section memberships, are prohibitively expensive. It's not enough to provide members only one year where they can received a reduced disabled membership fee - it assumes that disability cannot be chronic. Every year, I wonder if I will be able to continue membership, simply due to the cost. Also, I am generally concerned that all state bars have difficulty policing/reprimanding their own. I suggest that ethics reviews have non-attorney citizen representation on committees/review boards. I have personally witnessed poor attorney conduct that does not receive reprimands from state bar associations. Unbiased citizen participation would likely provide a fresh perspective.

Try to stay more in your lane and shed the political bias The bar is a caricature of a politically correct left leaning organization that ignores and supports the continual undermining of our constitutional rights including freedom of expression in the last several decades.

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

19. If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided. (cont.)

Upon accepting federal employment in another state, I found WSBA's licensing requirements increasingly difficult to navigate. First, free CLE's were offered at a very inconvenient time for those outside of WA State and were seldom relevant at all to my practice. Second, in requesting that out of state CLE credit from my employer be recognized, the process for having the CLE's from out of state be recognized was extremely time consuming and burdensome for a busy professional. Third, as a federal employee, I receive no financial assistance from my employer in covering CLE costs nor can such costs be deducted as a business expense, accordingly, WSBA's CLE costs come as a significant financial burden to public sector employees. I receive all the CLE training I need from my employer, but WSBA does not seem to consider the role and unique needs of government lawyers in its licensing structure and fees.

As a result of WSBA's overly burdensome and costly requirements for licensing and excessive annual dues, I opted to waive into another jurisdiction with lower fees and more manageable licensing requirements. I no longer wish to engage with WSBA.

We need a "no frill" bar.

What kind of communication is available for practices in niche speciality area that can go to members without paying for advertising?

Why does the WSBA do wellness/counseling in the first place? This has always seemed unrelated to the purpose of the WSBA. Surely this could be outsourced so that members who want it can pay for it directly while reducing dues overall for the rest. Most of us get benefits like this through our employment.

With so many members working remotely, the option to receive Bar News at a home rather than office address would be nice (without having to update publicly available information on the website to the same address.)

With the advent of remote platforms such as Zoom for conducting CLE seminars, the cost of attendance at WSBA sponsored trainings seems to be unnecessarily prohibitive

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

23-O. Area of Practice - Other (Please Specify)

Career Law Clerk

Dependency public defense

ERISA

ERISA/Employee Benefits

Foreign Service

Government; primarily in child and elder abuse

higher education

I am a legal services attorney and practice in multiple areas.

In House - so multiple practice areas

inactive

Juvenile Criminal Defense

Juvenile Law

Juvenile, In-House Counsel

many

medicine

not practicing

Retired

retired corporate

teacher/ pro bono immigration/arbitrator

Title Officer at title company

Trust and estate litigation

Washington State Bar Association - Member Perception Survey - Total Company - Comment Report

Total Company - Q1 2022 (cont.)

23-O. Area of Practice - Other (Please Specify) (cont.)

Trust, estate, vulnerable adult protection, and guardianships

veterinary practice sales

**WASHINGTON STATE BAR ASSOCIATION
ETHOS MEMBERSHIP SURVEY
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Washington State Bar Association - ETHOS Membership Survey - Total Company

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Appendix A: Washington State Bar Association ETHOS Membership Survey

Washington State Bar Association - ETHOS Membership Survey - Total Company

Section I: Response Rates

Group Name	Number Responding	Number Possible	Response Rate
Total Company	479	6,000	8%

Washington State Bar Association - ETHOS Membership Survey - Total Company

Section II: WSBA Structure

	Number Responding	0% 25% 50% 75% 100%	Percent Responding
1. Thinking about the information on the preceding pages of this survey, which of the following options best describes your preferred structure for the Washington State Bar Association (WSBA)? WSBA should remain integrated (performing regulatory and pro. Total Company	214		45%
WSBA should bifurcate so regulatory services are performed b.. Total Company	184		38%
An alternative structure. Total Company	16		3%
I have no opinion on the structure of the state bar. Total Company	65		14%

ETHOS Membership Survey

Thank you for taking this survey; your feedback matters and will be considered by the Washington State Bar Association's Board of Governors (Board) when making its recommendation about the future structure of the bar to the WA Supreme Court. Your participation and answers are anonymous.

Background: At the request of the Washington Supreme Court, the Board has been meeting for the past six months to study and consider whether to make a recommendation to remain an integrated bar or to change structure. An integrated bar is mandatory for legal professionals and performs both regulatory and professional-association services. Changing this structure would mean separating out some or all of the professional-association services to a voluntary bar while retaining the mandatory regulatory functions under an agency of the Washington Supreme Court. To learn more about the reasons behind the structure study, the process, and what's at stake, you can read [the June Bar News issue](#) or visit the [structure-study webpage](#).

The Board has a deadline of August 2022 to decide on its recommendation to send to the Washington Supreme Court. Member feedback will play a critical role in the Board's decision, and this survey is a way to gather input from a wide variety of legal practitioners. The next two pages will describe the mandatory services and the professional association-services (also referred to as "other" services) the state bar currently performs as an integrated bar, and then you will be able to weigh in on your preferred structure. It should take about 5 minutes.

Thank you for your time and participation.

Context: Regulatory bar services

These are the current regulatory services performed by the WSBA as an integrated bar association. *

Regulatory services are mandated for legal licensing under various Court Rules and regulations. If the state bar were to change structure, these regulatory services would likely be performed by an agency of the Washington Supreme Court and would remain mandatory.

- Admission to practice, including bar examinations
- Professional discipline
- License renewal
- Mandatory continuing legal education (MCLE) accreditation and certification
- The Client Protection Fund
- Diversity, equity, and inclusion efforts in the legal profession, including demographic research, education, the Diversity Committee, and Washington Leadership Institute
- Access to justice efforts in the legal profession
- Supreme Court mandated boards (Access to Justice Board, Disciplinary Board, Limited Practice Officers Board, Practice of Law Board, Limited License Legal Technician Board, Character and Fitness Board, Mandatory Continuing Legal Education Board, Board of Bar Examiners)

* These are not brightline categorizations. They are based off interpretations of General Rule 12 as well as caselaw and trends in other jurisdictions that have changed structure. If the WSBA were to change structure, the Washington Supreme Court would ultimately decide the categorization of regulatory/mandatory versus association/voluntary services.

Context: Professional-association (“other”) services

These are the current professional-association services performed by the WSBA as an integrated bar association. * They are permitted but not mandated for legal licensing by various Court Rules and regulations. If the state bar were to change structure, some or all of these professional association services would likely be performed by a new statewide voluntary bar association.

- Sections
- The Washington Young Lawyers Committee
- Small Town and Rural Committee
- Member Wellness, including free professional counseling and consultations

- Ethics Advisory Opinions, Ethics Line, and ethics outreach
- Professional development, including the free Legal Lunchbox series, continuing legal education programs, new lawyer education programs, and mentorship programs
- Job-seeking and career assistance (job marketplace and career-resource groups)
- Law improvement and government relations, including legislative tracking and efforts and judicial recommendations for Court of Appeals and Supreme Court vacancies
- Practice assistance, consultations/referrals and the reference library
- Public service programs, including Moderate Means Program and pro bono and public-service committees
- Free legal research tool (Fastcase)
- Deskbooks
- Washington State Bar News
- Practice Management Discount Network (exclusive discounts for members)
- Health Insurance Marketplace (insurance coverage access exclusively for members and their employees and dependents)

* These are not brightline categorizations. They are based off interpretations of General Rule 12 as well as caselaw and trends in other jurisdictions that have changed structure. If the WSBA were to change structure, the Washington Supreme Court would ultimately decide the categorization of regulatory/mandatory versus association/voluntary services.

Instructions:

1. Proceed to the questions by clicking on the Next Page button below.
 2. Please read each question completely and indicate your response using the scale shown.
 3. When complete, please click on the Submit Survey button to submit your answers.
-

Thinking about the information on the preceding pages of this survey, which of the following options best describes your preferred structure for the Washington State Bar Association (WSBA)?

- WSBA should remain integrated (performing regulatory and professional association-like services) as it currently is.
- WSBA should bifurcate so regulatory services are performed by a WA Supreme Court agent and other services are performed by a voluntary bar association
- An alternative structure.
- I have no opinion on the structure of the state bar.

What is the main reason you prefer the structure to remain the same?

What is the main reason you prefer to change the structure?

What is the structural model you recommend?

**WASHINGTON STATE BAR ASSOCIATION
MEMBER PERCEPTION SURVEY
Q3**



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Washington State Bar Association - Member Perception Survey - q3

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Appendix A: Understanding Your Data Report

Appendix B: Washington State Bar Association Member Perception Survey

Washington State Bar Association - Member Perception Survey - q3

Section I: Response Rates

Group Name	Number Responding	Number Possible	Response Rate
Total Population	226	226	100%

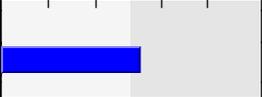
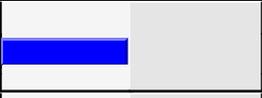
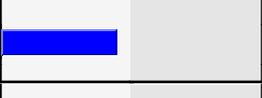
Washington State Bar Association - Member Perception Survey - q3

Section II: Comparative Topic Analysis

Topics	Average Number Responding	Mean	Benchmark Percentile Mean	Benchmark Percentile Mean Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
ALL TOPICS <div style="text-align: right; padding-right: 20px;">Total Population</div>	215	4.44	46	<p style="font-size: small; margin-top: 5px;">0 20 40 60 80 100</p>	6%	6%	8%	21%	37%	22%

Washington State Bar Association - Member Perception Survey - q3

Section II: Comparative Topic Analysis

Topics		Average Number Responding	Mean	Benchmark Percentile Mean	Benchmark Percentile Mean Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
						0	20	40	60	80	100
COMPANY IMAGE	Total Population	223	4.48	54		7%	8%	5%	16%	39%	26%
SERVICES	Total Population	221	4.65	49		5%	3%	6%	24%	35%	28%
DIVERSITY AND INCLUSION	Total Population	215	4.52	45		6%	6%	6%	19%	39%	24%
CUSTOMER SATISFACTION	Total Population	218	4.49	45		6%	5%	9%	19%	34%	26%
COMMUNICATIONS	Total Population	210	4.26	44		6%	8%	10%	23%	39%	15%

Washington State Bar Association - Member Perception Survey - q3

Section III: Comparative Topic And Item Analysis

COMPANY IMAGE

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
7. The WSBA upholds high-quality standards for Washington's legal profession. <div style="text-align: right; margin-right: 50px;">Total Population</div>	223	4.48	54		7%	8%	5%	16%	39%	26%

Washington State Bar Association - Member Perception Survey - q3

Section III: Comparative Topic And Item Analysis

SERVICES

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
12. The WSBA provides high-quality live and on-demand CLEs. <div style="text-align: right;">Total Population</div>	221	4.65	49		5%	3%	6%	24%	35%	28%

Washington State Bar Association - Member Perception Survey - q3

Section III: Comparative Topic And Item Analysis

DIVERSITY AND INCLUSION

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
11. The WSBA upholds the values of diversity, inclusion, and equity in the courts and legal profession, espe... <div style="text-align: right;">Total Population</div>	215	4.63	46		5%	6%	5%	19%	37%	29%
10. The WSBA provides opportunities for members from all different backgrounds and experiences. <div style="text-align: right;">Total Population</div>	214	4.41	43		7%	6%	7%	20%	41%	20%

Washington State Bar Association - Member Perception Survey - q3

Section III: Comparative Topic And Item Analysis

CUSTOMER SATISFACTION

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
8. It is easy to work with the WSBA: Staff are responsive and knowledgeable. <div style="text-align: right;">Total Population</div>	211	4.59	45	0 20 40 60 80 100						
					6%	4%	7%	21%	32%	30%
9. My overall experience with the WSBA has been satisfactory. <div style="text-align: right;">Total Population</div>	224	4.38	45	0 20 40 60 80 100						
					6%	7%	12%	17%	36%	23%

Washington State Bar Association - Member Perception Survey - q3

Section III: Comparative Topic And Item Analysis

COMMUNICATIONS

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph		Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree	
				0	100							
1. WSBA communications keep me well informed.	Total Population	200	4.29	47			6%	7%	9%	23%	47%	10%
5. I know how I can get involved with the WSBA.	Total Population	214	4.75	46			1%	4%	8%	21%	34%	31%
3. The WSBA listens to its members.	Total Population	215	3.74	40			10%	13%	12%	27%	35%	3%

Washington State Bar Association - Member Perception Survey - q3

Section IV: Comparative Item Analysis

Sort Key: Total Population

Items	Number Responding	Mean	Benchmark Percentile	50th	75th	90th	Topic Name
7. The WSBA upholds high-quality standards for Washington's legal profession. Total Population	223	4.48	54	4.38	5.18	5.76	COMPANY IMAGE
12. The WSBA provides high-quality live and on-demand CLEs. Total Population	221	4.65	49	4.72	5.33	5.76	SERVICES
1. WSBA communications keep me well informed. Total Population	200	4.29	47	4.59	5.36	5.82	COMMUNICATIONS
5. I know how I can get involved with the WSBA. Total Population	214	4.75	46	5.09	5.36	5.72	COMMUNICATIONS
11. The WSBA upholds the values of diversity, inclusion, and equity in the courts and legal profession, especially for members who are ... Total Population	215	4.63	46	4.98	5.34	5.72	DIVERSITY AND INCLUSION
8. It is easy to work with the WSBA: Staff are responsive and knowledgeable. Total Population	211	4.59	45	5.16	5.41	5.75	CUSTOMER SATISFACTION
9. My overall experience with the WSBA has been satisfactory. Total Population	224	4.38	45	4.91	5.29	5.70	CUSTOMER SATISFACTION

Washington State Bar Association - Member Perception Survey - q3

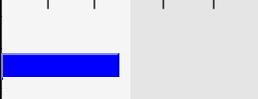
Section IV: Comparative Item Analysis

Sort Key: Total Population

Items	Number Responding	Mean	Benchmark Percentile	50th	75th	90th	Topic Name
10. The WSBA provides opportunities for members from all different backgrounds and experiences. Total Population	214	4.41	43	5.01	5.27	5.65	DIVERSITY AND INCLUSION
3. The WSBA listens to its members. Total Population	215	3.74	40	4.74	5.27	5.71	COMMUNICATIONS

Washington State Bar Association - Member Perception Survey - q3

Section V: Comparative Topic Analysis - Comparison Questions

Topics	Average Number Responding	Mean	Mean Graph	Not Important at All	Not Very Important	Somewhat Important	Important	Very Important	I am not aware of this resource/se
MEMBER BENEFITS Total Population	224	3.27		21%	16%	17%	19%	16%	11%

Washington State Bar Association - Member Perception Survey - q3

Section VI: Member Benefits

Items	Number Responding	Mean	Performance Graph	Not Important at All	Not Very Important	Somewhat Important	Important	Very Important	I am not aware of this resource/se
17. How important are these WSBA resources and services to you?									
Free legal research tool (Fastcase) Total Population	225	3.76		16%	9%	13%	20%	28%	14%
Ethics Line (confidential consultations with members who have questions abo Total Population	225	3.71		10%	11%	16%	27%	33%	3%
On-Demand WSBA Continuing Legal Education Seminars Total Population	225	3.68		12%	9%	18%	24%	38%	0%
Deskbooks (authoritative sources on Washington law written by Washington la Total Population	225	3.66		12%	11%	20%	23%	25%	9%
Live Remote WSBA Continuing Legal Education Seminars Total Population	224	3.58		10%	11%	22%	26%	29%	1%
Legal Lunchbox (free monthly CLE credits) Total Population	223	3.54		14%	17%	14%	19%	30%	6%
Free professional counseling and consultation for mental and physical welln Total Population	225	3.39		21%	14%	10%	25%	20%	10%
Practice Management Assistance consultations Total Population	224	3.25		25%	19%	15%	12%	4%	25%

Washington State Bar Association - Member Perception Survey - q3

Section VI: Member Benefits

Items	Number Responding	Mean	Performance Graph	Not Important at All	Not Very Important	Somewhat Important	Important	Very Important	I am not aware of this resource/se
				1	2	3	4	5	6
17. How important are these WSBA resources and services to you?									
Member Wellness Program Total Population	224	3.21		21%	18%	17%	21%	6%	17%
Lending Library (short term loans of books related to practice management, Total Population	224	3.20		29%	14%	16%	11%	6%	23%
Washington State Bar News (member magazine) Total Population	225	3.20		10%	16%	30%	31%	13%	0%
Law Firm Guides and Templates (Cybersecurity, document retention, etc.) Total Population	224	3.19		27%	17%	15%	14%	8%	19%
Job Seeking and Career Assistance (job marketplace, virtual career resource) Total Population	225	3.16		23%	16%	14%	21%	17%	8%
Retirement resources, including selling or closing a practice Total Population	225	3.08		28%	14%	20%	15%	4%	18%
In-Person WSBA Continuing Legal Education Seminars Total Population	224	2.97		17%	23%	25%	18%	16%	1%
Mentorship opportunities Total Population	225	2.89		24%	23%	20%	16%	7%	10%

Washington State Bar Association - Member Perception Survey - q3

Section VI: Member Benefits

Items	Number Responding	Mean	Performance Graph	Not Important at All	Not Very Important	Somewhat Important	Important	Very Important	I am not aware of this resource/se
17. How important are these WSBA resources and services to you? Practice Management Discount Network (exclusive discounts for members) <div style="text-align: right;">Total Population</div>	225	2.83		36%	20%	10%	9%	4%	20%
Health Insurance Marketplace (insurance coverage access exclusively for mem <div style="text-align: right;">Total Population</div>	223	2.54		44%	18%	10%	8%	8%	12%

Washington State Bar Association - Member Perception Survey - q3

Section VII: Communications

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
2. What is your main source of information about the WSBA?				
WSBA emails	Total Population	149		67%
Monthly magazine	Total Population	58		26%
Website	Total Population	10		4%
Sections	Total Population	3		1%
Other	Total Population	3		1%

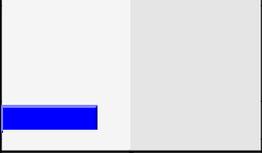
Washington State Bar Association - Member Perception Survey - q3

Section VIII: Involvement

	Number Responding	0% 25% 50% 75% 100%	Percent Responding
6. My preferred level of involvement with the WBSA is:			
Low Level (e.g., pay my annual license fee, prefer only impo... Total Population	97		43%
Moderate Level (e.g., enjoy being kept informed and take adv... Total Population	115		51%
High Level (e.g., active volunteering/leadership on sections... Total Population	12		5%

Washington State Bar Association - Member Perception Survey - q3

Section IX: Services

Items	Number Responding	Mean	Mean Graph	No	Yes
14. Do you participate in WSBA sections? <div style="text-align: right; padding-right: 20px;">Total Population</div>	219	1.37	<div style="text-align: center;"> Mean Graph N Y </div> 	63%	37%

Washington State Bar Association - Member Perception Survey - q3

Section IX: Services

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
13. I take advantage of WSBA-provided CLEs (including both live and on-demand):				
Rarely	Total Population	68		30%
Sometimes	Total Population	93		41%
Often	Total Population	59		26%
Exclusively	Total Population	5		2%

Washington State Bar Association - Member Perception Survey - q3

Section IX: Services

	Number Responding	0%	25%	50%	75%	100%	Percent Responding
15. Why do you choose to not participate in WSBA sections?							
There are other groups and associations more relevant to my ...							
Total Population	42						30%
I do not feel affiliation with section members							
Total Population	23						17%
Cost							
Total Population	17						12%
I don't have time							
Total Population	41						30%
I find more helpful or current information about my practice...							
Total Population	34						25%
Other (Please specify)							
Total Population	33						24%

Washington State Bar Association - Member Perception Survey - q3

Section IX: Services

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
16. Why do you choose to participate in WSBA sections?				
Networking and social connections	Total Population	28		35%
Keeping up to date on changes in my practice area	Total Population	70		89%
Discounted or free section-specific CLEs	Total Population	34		43%
Resume building	Total Population	3		4%
Legislative engagement	Total Population	2		3%
Other (Please specify)	Total Population	2		3%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
21. Age	21 to 30			
	Total Population	5		2%
	31 to 40			
	Total Population	28		13%
	41 to 50			
	Total Population	35		16%
	51 to 60			
	Total Population	56		26%
	61 to 70			
Total Population	60		28%	
71 to 80				
Total Population	24		11%	
80 and over				
Total Population	7		3%	

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
22. Gender	Female			
	Total Population	88		43%
	Male			
	Total Population	114		55%
	Transgender			
	Total Population	0	No valid cases	0%
Non-Binary / Non-Conforming				
Total Population	3		1%	
Not listed				
Total Population	2		1%	

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

	Number Responding	0%	25%	50%	75%	100%	Percent Responding
23. Ethnicity							
American Indian/Native American/Alaskan Native							
Total Population	3						1%
Asian-Central Asian							
Total Population	0	No valid cases					0%
Asian-East Asian							
Total Population	3						1%
Asian-South Asian							
Total Population	1						0%
Asian-Southeast Asian							
Total Population	2						1%
Asian-Unspecified							
Total Population	4						2%
Black/African American/African Descent							
Total Population	1						0%
Hispanic/Latinx							
Total Population	8						4%
Middle Eastern Descent							
Total Population	2						1%
Multi-Racial/Bi-Racial							
Total Population	11						5%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
23. Ethnicity	Not Listed			
	Total Population	10		5%
	Pacific Islander/Native Hawaiian			
Total Population	0	No valid cases		0%
White/European Descent				
Total Population	160			78%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0%	25%	50%	75%	100%	Percent Responding	
24. Area of Practice	Administrative-regulator								
	Total Population	5							2%
	Agricultural								
	Total Population	0	No valid cases						0%
	Animal Law								
	Total Population	0	No valid cases						0%
	Antitrust								
	Total Population	0	No valid cases						0%
	Appellate								
	Total Population	1							0%
	Aviation								
	Total Population	0	No valid cases						0%
Banking									
Total Population	0	No valid cases						0%	
Bankruptcy									
Total Population	3							1%	
Business-Commercial									
Total Population	9							4%	
Cannabis									
Total Population	0	No valid cases						0%	

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
24. Area of Practice	Civil Litigation	Total Population	11					5%
	Civil Rights	Total Population	3					1%
	Collections	Total Population	0	No valid cases				0%
	Communications	Total Population	0	No valid cases				0%
	Constitutional	Total Population	0	No valid cases				0%
	Construction	Total Population	0	No valid cases				0%
	Consumer	Total Population	0	No valid cases				0%
	Contracts	Total Population	1					0%
	Corporate	Total Population	4					2%
	Criminal	Total Population	19					9%

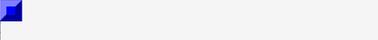
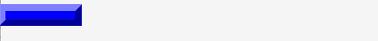
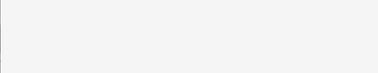
Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

	Number Responding	0%	25%	50%	75%	100%	Percent Responding
24. Area of Practice							
Debtor-Creditor							
Total Population	1						0%
Disability							
Total Population	1						0%
Dispute Resolution							
Total Population	2						1%
Education							
Total Population	1						0%
Elder							
Total Population	0	No valid cases					0%
Employment							
Total Population	1						0%
Entertainment							
Total Population	0	No valid cases					0%
Environmental							
Total Population	4						2%
Estate Planning-probate							
Total Population	11						5%
Family							
Total Population	15						7%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
24. Area of Practice	Foreclosure							
	Total Population	0	No valid cases					0%
	Forfeiture							
	Total Population	0	No valid cases					0%
	General							
	Total Population	7						3%
	Government							
	Total Population	24						11%
	Guardianships							
	Total Population	3						1%
	Health							
	Total Population	1						0%
	Housing							
Total Population	0	No valid cases					0%	
Human Rights								
Total Population	0	No valid cases					0%	
Immigration-Naturalization								
Total Population	0	No valid cases					0%	
Indian								
Total Population	3						1%	

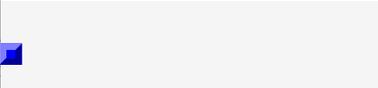
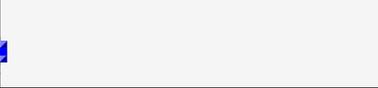
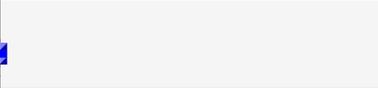
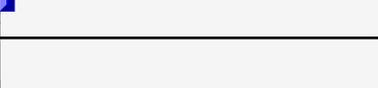
Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0%	25%	50%	75%	100%	Percent Responding	
24. Area of Practice	Insurance	Total Population	1					0%	
	Intellectual Property	Total Population	7					3%	
	International	Total Population	1					0%	
	Judicial Officer	Total Population	4					2%	
	Juvenile Labor	Total Population	0	No valid cases					0%
	Landlord-Tenant	Total Population	0	No valid cases					0%
	Land Use	Total Population	3					1%	
	Legal Ethic	Total Population	0	No valid cases					0%
	Legal Research-Writing	Total Population	0	No valid cases					0%
	Legislation	Total Population	2					1%	

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
24. Area of Practice	LGBTQ	Total Population	0	No valid cases				0%
	Litigation	Total Population	7					3%
	Lobbying	Total Population	0	No valid cases				0%
	Malpractice	Total Population	0	No valid cases				0%
	Maritime	Total Population	2					1%
	Military	Total Population	1					0%
	Municipal	Total Population	3					1%
	Non-Profit-Tax Exempt	Total Population	4					2%
	Not Actively Practicing	Total Population	5					2%
	Oil-Gas-Energy	Total Population	1					0%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
24. Area of Practice	Patent-Trademark-Copyright							
	Total Population	0						No valid cases
Personal Injury								
	Total Population	7						3%
Privacy and Data Security								
	Total Population	0						No valid cases
Real Property								
	Total Population	8						4%
Real Property-Land Use								
	Total Population	1						0%
Securities								
	Total Population	0						No valid cases
Sports								
	Total Population	0						No valid cases
Subrogation								
	Total Population	0						No valid cases
Tax								
	Total Population	3						1%
Torts								
	Total Population	4						2%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
24. Area of Practice	Traffic Offenses			
	Total Population	0	No valid cases	0%
	Workers Compensation			
	Total Population	1		0%
Other (Please Specify)				
	Total Population	18		8%

Washington State Bar Association - Member Perception Survey - q3

Section X: Demographics

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
25. Practice Size	1 licensed practitioner			
	Total Population	59		28%
	2 to 10 licensed practitioners			
	Total Population	41		19%
	11 to 50 licensed practitioners			
	Total Population	39		18%
	51 to 100 licensed practitioners			
Total Population	7		3%	
More than 100 licensed practitioners				
Total Population	19		9%	
Not applicable (in-house counsel, etc.)				
Total Population	47		22%	

Understanding Your Data Report

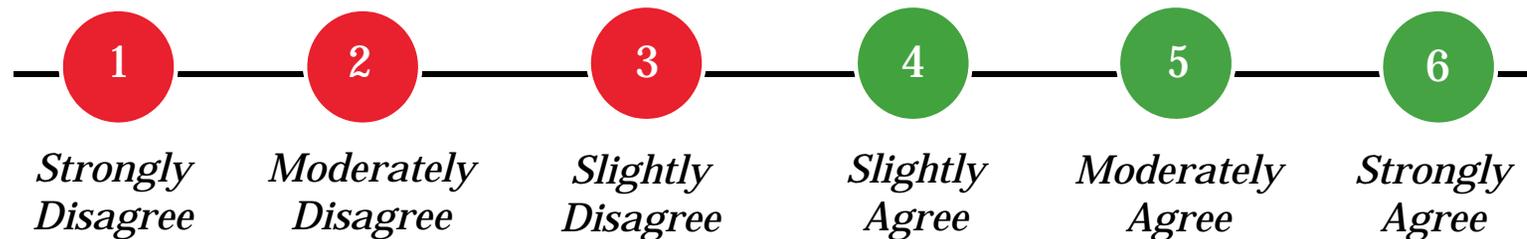
Definitions of Terms	A-2
The Six Point Scale	A-3
The Distribution of Responses and Percent Favorable	A-4
The Mean Score	A-6
The Benchmark Score	A-9
The SWOT Analysis	A-13

Definitions



- **Item:** An individual survey question.
- **Distribution of Responses:** The number or percent of individuals who selected each response option for an Item.
- **Mean:** The “average” which is calculated by adding all scores and dividing by the total number of responses.
- **Benchmarking Data:** Data that represents the normal or average score for any factor across various levels of performance, such as height and weight. By comparing one’s own scores with benchmarks, it becomes apparent which scores are high or low.
- Additional definitions may be found at: <https://www.nbrii.com/our-process/survey-design/definition-of-terms/>

The Six Point Scale



- Valid data requires a balanced scale, which contains equal points of positive and negative. This balance prevents response bias and skewed data.
- A good scale should not have a neutral point, which can encourage respondent apathy and can bias the data, particularly on sensitive or controversial issues (Bishop, 1987).
- A scale should provide bounded choice, or an accessible number of data points. It should also have the ability to attach a linguistic explanation to each point to help ensure consistency of interpretation.

The Distribution of Responses and Percent Favorable



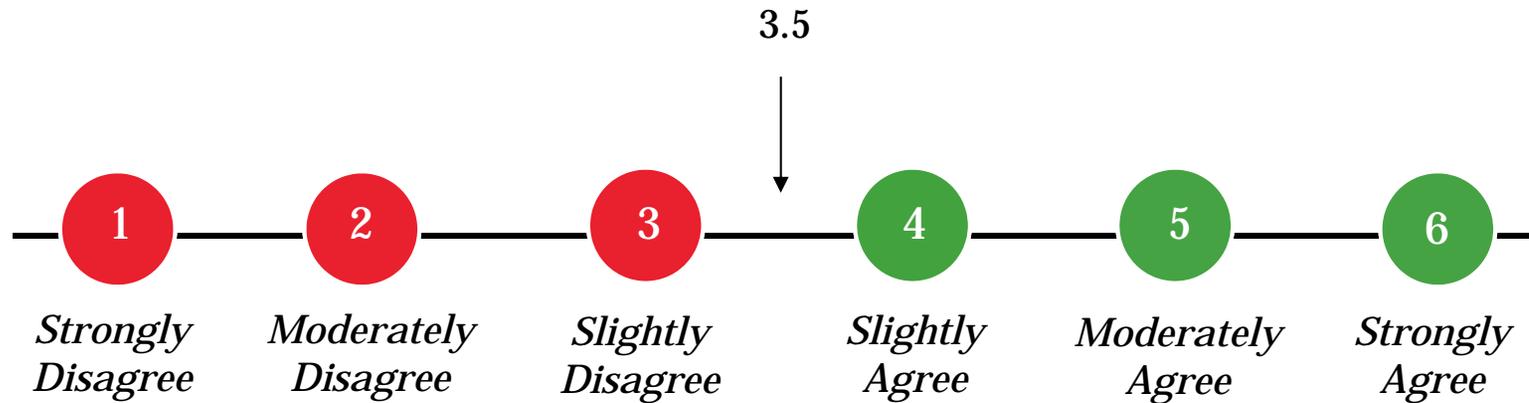
- Your data report shows the entire Distribution of Responses. This is the percentage of responses in each of the scale points.
- Percent Favorable is the percent of respondents that responded positively. One must subjectively define Percent Favorable, and it may be the Top Box (Strongly Agree), or the Top Two Boxes (Strongly + Moderately Agree), or the Top Three Boxes (Agree).
- Because Percent Favorable must be defined and can therefore be manipulated by our definition of it, we do not recommend its use. Instead, NBRI provides the entire Distribution of Responses in data reports as this represents all of the Raw Data.

Where to find the Scale and Distribution of Responses

PRODUCTS

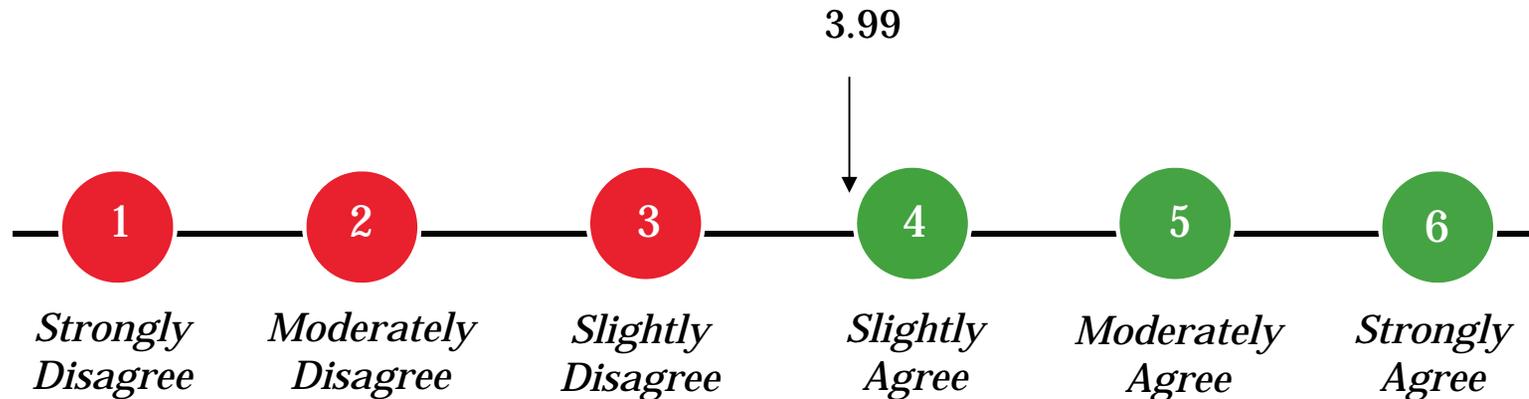
Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Scale											
					Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree						
5. The Company produces reliable products.																
Total Company - Q2	360	5.72	84		1%	1%	1%	3%	8%	86%						
Customer Type A - Q2	100	5.71	84		2%	0%	0%	5%	9%	84%						
Customer Type B - Q2	100	5.78	88		1%	2%	1%	0%	6%	90%						
Customer Type C - Q2	82	5.76	86		1%	1%	1%	1%	7%	88%						
Customer Type D - Q2	78	5.63	81		1%	1%	1%	5%	12%	79%						
7. The Company's products are innovative.																
Total Company - Q2	360	5.59	82		2%	1%	2%	5%	11%	79%						
Customer Type A - Q2	100	5.46	78		3%	2%	3%	6%	10%	76%						
Customer Type B - Q2	100	5.68	86		2%	2%	0%	3%	8%	85%						
Customer Type C - Q2	82	5.73	88		0%	0%	1%	4%	16%	79%						
Customer Type D - Q2	78	5.51	80		1%	1%	4%	6%	13%	74%						
6. The Company produces quality products.																
Total Company - Q2	360	5.00	58		2%	1%	1%	28%	28%	41%						
Customer Type A - Q2	100	4.81	49		4%	2%	0%	31%	29%	34%						
Customer Type B - Q2	100	4.69	48		2%	1%	0%	48%	21%	28%						
Customer Type C - Q2	82	5.27	70		1%	0%	1%	22%	20%	56%						
Customer Type D - Q2	78	5.35	72		1%	1%	1%	3%	45%	49%						

The Mean Score



- A Mean Score is the “Average,” or a measure of central tendency.
- The Mean Score is computed by taking the sum of all scores and dividing by the total number of responses.
- The Mean of a 6-point scale = 3.5

The Mean Score



- A Mean Score provides a subjective evaluation of the score for an Item relative to the scale that is used. A Mean Score cannot reveal whether a certain score (e.g. 3.99) is higher or lower than 'normal'.
- The true difference between any two Mean Scores can only be determined by conducting a t-test, which is a test of the significance of the difference between two mean scores. Benchmarking data is objective, eliminating the need for t-tests.

Where to find the Mean Score

PRODUCTS

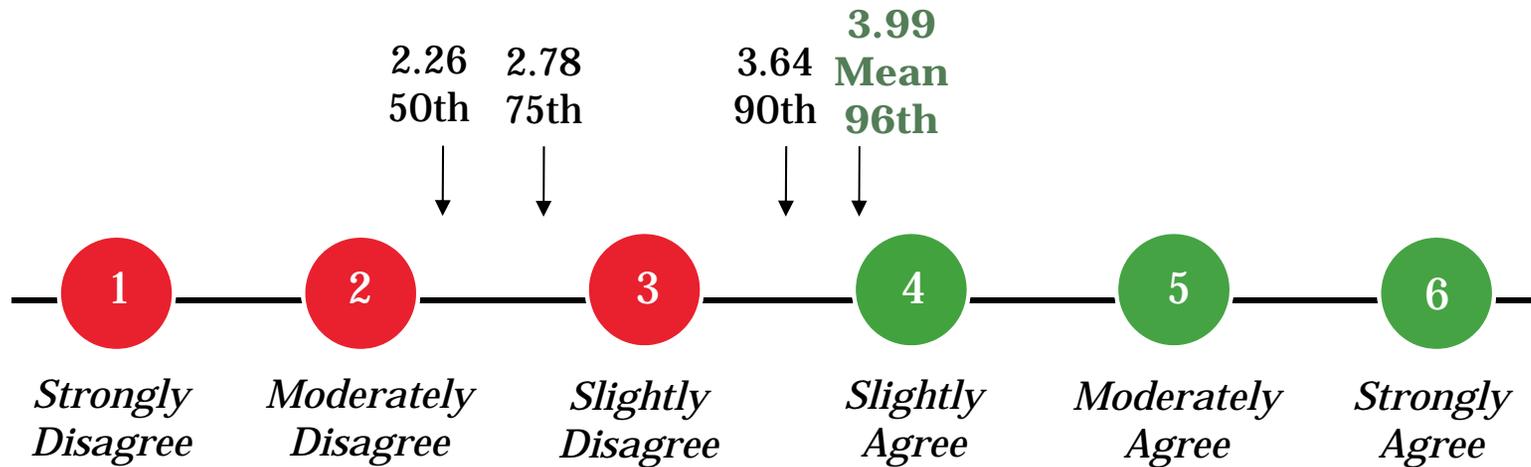
Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree	
					0	20	40	60	80	100	
5. The Company produces reliable products.											
Total Company - Q2	360	5.72	84		1%	1%	1%	3%	8%	86%	
Customer Type A - Q2	100	5.71	84		2%	0%	0%	5%	9%	84%	
Customer Type B - Q2	100	5.78	88		1%	2%	1%	0%	6%	90%	
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Customer Type D - Q2	78	5.35	72		1%	1%	1%	3%	45%	49%	

The Benchmark Score



- A Benchmark Score compares Mean Scores against the actual, 'real world' Mean Scores of other individuals who have answered the same survey question.
- Companies typically benchmark against data from their Industry, and NBRI typically provides benchmark data comprised of no fewer than 25,000 responses per question.
- The example above indicates that a Mean Score of 3.99 for a particular survey question represents a Benchmark Score at the 38th Percentile, which is a poor score.

The Benchmark Score



- The same Mean Score of 3.99 for a different survey question represents a Benchmark Score at the 96th Percentile, indicating that it is a very good score.
- This Benchmark Score reveals the company is doing better than 96% of its peer group for this survey question.

Interpreting Benchmark Scores



Best in Class	=	90th percentile and above
Stretch Performance	=	75th to 89th percentile
Average	=	50th percentile

- The NBRI Benchmarking Database is normally distributed and represents over 5 billion individual scores from over 9,500 Companies on identically worded survey questions.
- In your Benchmarking Database the 50th percentile represents Industry Average, or the peak of a bell-shaped curve.
- The 75th percentile represents Stretch Performance. Here an organization is performing as well as, or better than $\frac{3}{4}$ of its peer group.
- Benchmarking Scores at or above the 90th percentile represent Best in Class Performance, reaching into the tail end of the bell-shaped curve.

Where to find the Benchmark Score

PRODUCTS

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree	
					0	20	40	60	80	100	
5. The Company produces reliable products.											
Total Company - Q2	360	5.72	84		1%	1%	1%	3%	8%	86%	
Customer Type A - Q2	100	5.71	84		2%	0%	0%	5%	9%	84%	
Customer Type B - Q2	100	5.78	88		1%	2%	1%	0%	6%	90%	
Customer Type C - Q2	82	5.76	86		1%	1%	1%	1%	7%	88%	
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The SWOT Analysis



<u>S</u> trength	=	75 th to 100 th percentile
<u>O</u> ppportunity	=	50 th to 74 th percentile
<u>W</u> eakness	=	25 th to 49 th percentile
<u>T</u> hreat	=	1 st to 24 th percentile

- By dividing the Benchmarking Scores into Quartiles, it is easier to understand where the company is doing well and where improvements may be needed.
- Strengths are essentially core competencies as they are in the upper quartile of performance. Opportunities are performing at or above average. Weaknesses are performing below average. Threats are performing within the lowest quartile.

Where to find the SWOT

Sort Key: Total Company - Q2

Items	Number Responding	Mean	Benchmark Percentile	50th	75th	90th	Topic Name
9. Sales personnel are professional. Total Company - Q2	358	5.58	72	5.50	5.61	5.81	SALES PROCESS
6. The Company produces quality products. Total Company - Q2	360	5.00	58	4.85	5.43	5.81	PRODUCTS
19. I expect to continue doing business with the Company. Total Company - Q2	355	5.16	48	5.37	5.56	5.81	CUSTOMER LOYALTY
11. Support personnel are responsive to my requests. Total Company - Q2	336	4.97	48	5.15	5.46	5.77	SERVICE & SUPPORT
13. It is easy to obtain the information I need from the Company. Total Company - Q2	346	4.20	43	5.14	5.45	5.78	COMMUNICATIONS

WASHINGTON STATE BAR ASSOCIATION

Conducted By
**National Business
Research Institute**

Member Perception Survey

Dear WSBA Member,

Thank you for your service as part of Washington's legal community! To inform our mission to support your work and uphold the integrity of the legal profession, we have started an ongoing membership survey to help us prioritize services and resources. Simply put, we want to know how we are doing, and we want to keep improving.

This new survey approach is similar to the telephone surveying we have conducted in-house the past two years, but now we have partnered with the National Business Research Institute (NBRI) to help us reach more of the membership. Each quarter, a sample of the WSBA membership—with representation from each Congressional District—is randomly selected to participate in the survey, and we cumulatively analyze quarterly and yearly results.

NBRI's interface will allow survey takers to remain anonymous, and we hope you will participate and offer your honest opinion. Your feedback will help shape our short and long term goals, strategic initiatives, and member services. The Board of Governor's Member Engagement Work Group is overseeing the survey logistics and is dedicated to meaningfully incorporating member voices into leadership decisions.

Thank you so much for taking a few minutes of your valuable time to help us learn and improve! You can find results of this survey and past surveys at www.wsba.org/survey. If you have questions, please contact us at barleaders@wsba.org.

Sincerely,

Judge Brian Tollefson (ret.), WSBA President
Terra Nevitt, WSBA Executive Director

Instructions:

1. Proceed to the questions by clicking on the Next Page button below.
2. Please read each question completely and indicate your response using the scale shown.
3. When complete, please click on the Submit Survey button to submit your answers.

Strongly Disagree Moderately Disagree Slightly Disagree Slightly Agree Moderately Agree Strongly Agree

WSBA communications keep me well informed.

What is your main source of information about the WSBA?

WSBA emails

Monthly magazine

Website

Sections

Other

Strongly Disagree Moderately Disagree Slightly Disagree Slightly Agree Moderately Agree Strongly Agree

The WSBA listens to its members.

What could the WSBA do differently so that you feel heard?

Strongly Disagree Moderately Disagree Slightly Disagree Slightly Agree Moderately Agree Strongly Agree

I know how I can get involved with the WSBA.

My preferred level of involvement with the WBSA is:

Low Level (e.g., pay my annual license fee, prefer only important regulatory communications)

Moderate Level (e.g., enjoy being kept informed and take advantage of free CLEs; some section involvement)

High Level (e.g., active volunteering/leadership on sections, committees, and/or boards)

Strongly Disagree	Moderately Disagree	Slightly Disagree	Slightly Agree	Moderately Agree	Strongly Agree
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The WSBA upholds high-quality standards for Washington's legal profession.

It is easy to work with the WSBA: Staff are responsive and knowledgeable.

My overall experience with the WSBA has been satisfactory.

The WSBA provides opportunities for members from all different backgrounds and experiences.

The WSBA upholds the values of diversity, inclusion, and equity in the courts and legal profession, especially for members who are underrepresented.

The WSBA provides high-quality live and on-demand CLEs.

I take advantage of WSBA-provided CLEs (including both live and on-demand):

Rarely

Sometimes

Often

Exclusively

No

Yes

Do you participate in WSBA sections?

Why do you choose to not participate in WSBA sections?

There are other groups and associations more relevant to my practice area

I do not feel affiliation with section members

Cost

I don't have time

I find more helpful or current information about my practice area elsewhere

Other (Please specify)

Why do you choose to participate in WSBA sections?

Networking and social connections

Keeping up to date on changes in my practice area

Discounted or free section-specific CLEs

Resume building

Legislative engagement

Other (Please specify)

How important are these WSBA resources and services to you?

Not Important at All

Not Very Important

Somewhat Important

Important

Very Important

I am not aware of this resource/service

Legal Lunchbox (free monthly CLE credits)

In-Person WSBA Continuing Legal Education Seminars

Live Remote WSBA Continuing Legal Education Seminars

On-Demand WSBA Continuing Legal
Education Seminars

Health Insurance Marketplace (insurance
coverage access exclusively for members
and their employees and dependents)

Practice Management Discount Network
(exclusive discounts for members)

Law Firm Guides and Templates
(Cybersecurity, document retention, etc.)

Deskbooks (authoritative sources on
Washington law written by Washington
lawyers for Washington lawyers)

Washington State Bar News (member
magazine)

Ethics Line (confidential consultations
with members who have questions about
their prospective ethical conduct)

Free professional counseling and
consultation for mental and physical
wellness

Job Seeking and Career Assistance (job
marketplace, virtual career resource
groups, etc.)

Lending Library (short term loans of books
related to practice management,
wellness, and career development)

Retirement resources, including selling or
closing a practice

Free legal research tool (Fastcase)

Mentorship opportunities

Member Wellness Program

Practice Management Assistance
consultations

What is one thing the WSBA does well?

What is one thing the WSBA does not do well?

If there is any issue on which you would like to comment, whether addressed by the survey or not, please use the space provided.

Age

Gender

Ethnicity

Area of Practice

Practice Size

Initial contact email template to County Bar leaders for MEC outreach

Subject: WSBA Member Engagement Council hopes to hear from you and your members

Hello _____,

Members of the WSBA Board of Governors will be in your area soon, and the Member Engagement Council (MEC) wants to hear from you and the members of the _____ [Bar Association] _____.

The MEC is a conduit to the WSBA Board of Governors. The [MEC's purposes include](#) seeking input and involving members in the WSBA's decision-making process, building relationships between WSBA members and WSBA governance, and ensuring ongoing updates to members on the WSBA Board of Governors' activity and WSBA processes and measurement. As just two examples over the past year, the MEC implemented the ongoing [Member Perception Survey](#) and gathered feedback on the [ETHOS Bar Structure Study](#).

This year, the MEC will be seeking feedback on topics like:

- Moving the WSBA's office space, and whether the WSBA should open satellite offices around the state
- [Other topics...]

In preparing for the upcoming WSBA Board of Governors meeting in _____ [City] _____ on _____ [Dates] _____, the MEC hopes to meet with you and members of the _____ [Bar Association] _____ to discuss the topics for the upcoming meeting, and to hear from your members about their ideas, concerns, and successes in their practices. Tentatively, we hope this will take the form of an open-ended Q&A/feedback session with your members over Zoom, lasting about _____, and taking place at _____. Your members are, of course, welcome to share topics or comments via email or other means at any time.

I hope we can talk sometime soon to make plans. Have a good day and thanks very much!

FY23 BOG Meeting Schedule, with nearby county bar associations:

- Nov. 4-5, 2022 – Bellingham (MEC will plan to meet with these Bar Associations after the BOG meeting in November and December)
 - Whatcom County Bar Association
 - Skagit County Bar Association
 - Island County Bar Association
 - San Juan County Bar Association

- Jan. 13-14, 2023 – Seattle (Will invite these Bar Associations to the December MEC meeting – if needed could invite South King and Tacoma to January or February to coincide with Thurston County BOG meeting)
 - King County Bar Association
 - East King County Bar Association
 - South King County Bar Association
 - Snohomish County Bar Association
 - Tacoma-Pierce County Bar Association
- March 3-4, 2023 – Olympia (Target January/February Member Engagement Council Meetings)
 - Thurston County Bar Association
 - Government Lawyers Bar Association
 - Mason County Bar Association
 - Kitsap County Bar Association
- May 5-6, 2023 – Yakima (Target March/April Member Engagement Council Meeting)
 - Yakima County Bar Association
 - Kittitas County Bar Association
 - Klickitat-Skamania County Bar Association
- June 23-24, 2023 – Vancouver (Target May Member Engagement Council Meeting)
 - Clark County Bar Association
 - Klickitat-Skamania County Bar Association
 - Cowlitz-Wahkiakum County Bar Association
- August 11-12, 2023 – Richland (Target June/July Member Engagement Council Meetings)
 - Benton-Franklin County Bar Association
 - Walla Walla County Bar Association
 - Desert Bar Association (Attorneys working at Hanford Site)

Any that weren't able to make it through July could be invited to the August and September meetings.