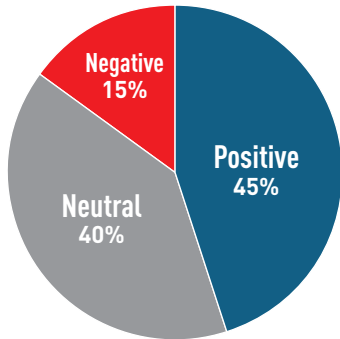
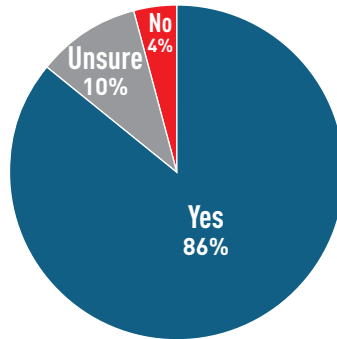


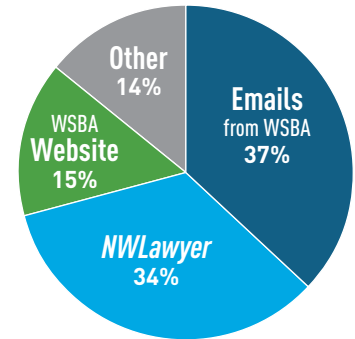
What is your perception of the WSBA?



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



What is your main source of information about the WSBA?



How members grade the WSBA

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

Sample comments and themes:

“Bars are untapped treasures. People that really look into it can get a lot of help.”

“The WSBA has to navigate this period of change with more transparency.”

“The WSBA produces high-quality CLEs and education opportunities.”

Member Survey Participants

SIZE OF LAW FIRM			
Solo	19	100+	6
2-5	14	Govt/Public	11
6-10	5	In-house	6
11-20	2	Retired	1
21-100	5	Other	4

MEMBER’S CONGRESSIONAL DISTRICT					
District 1	4	District 5	5	District 8	5
District 2	8	District 6	4	District 9	5
District 3	2	District 7S	12	District 10	9
District 4	4	District 7N	7	Out-of-state	8

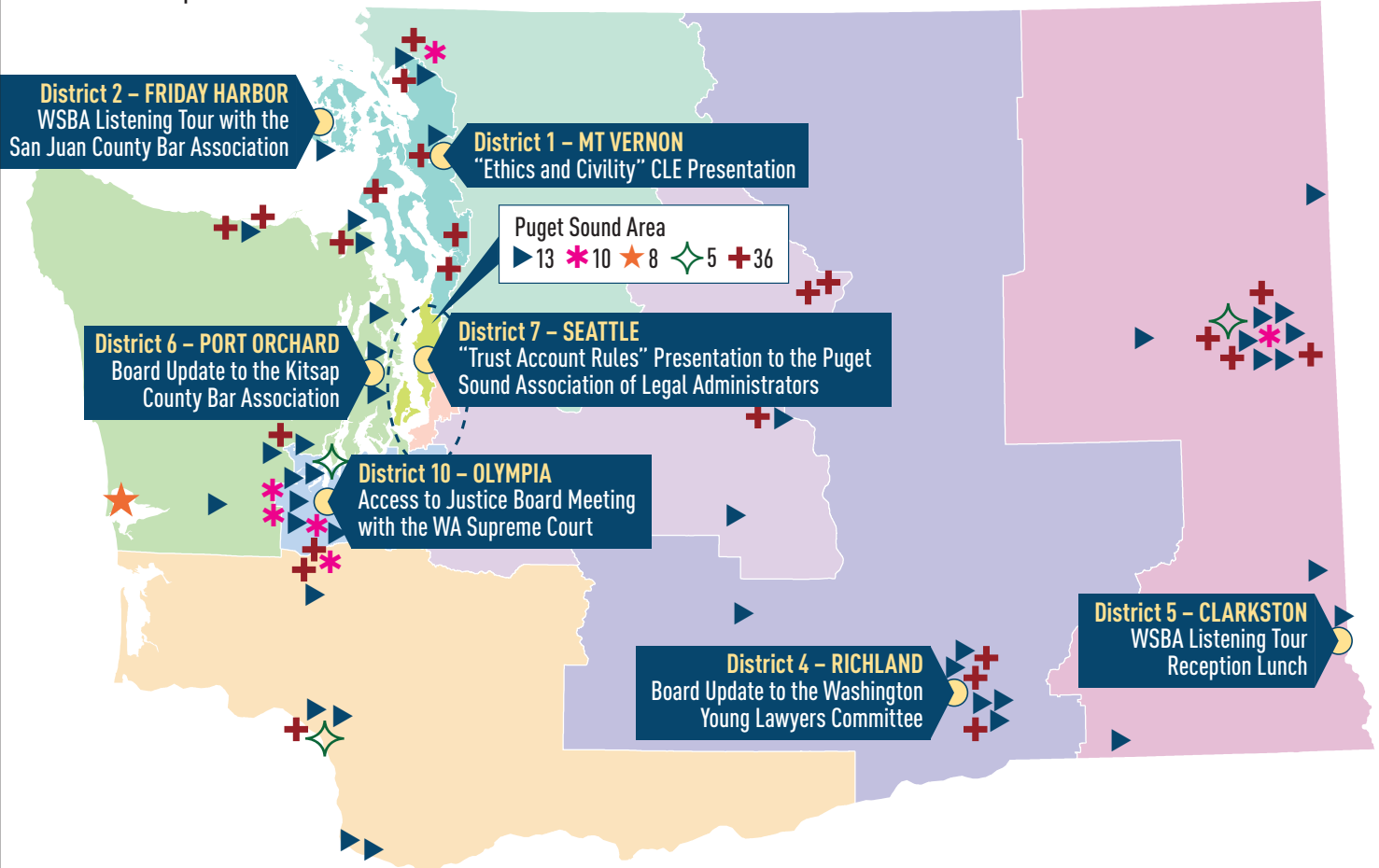
Explanation of member survey

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

The goal for each quarter is to speak to 105 different members. 105 members constitutes a statistically significant sample. Our response rate for Q2 was 10%.

WSBA Outreach Highlights

Events Map Q1-4 FY19



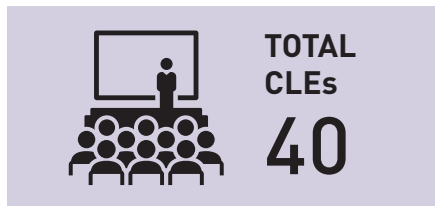
Select Highlights from Q4

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

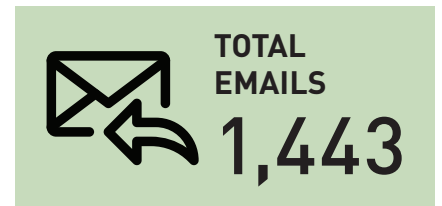
Events

Event Type	Total FY19
WSBA Ambassadorship	55
Diversity & Inclusion	16
Professional Programs	9
Access To Justice/Public Service	8
Ethics/Professional Education	59

CLEs provided by WSBA Q4 FY19



WSBA Call Center Volume Q4 FY19*



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