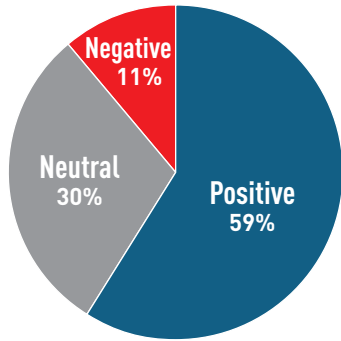
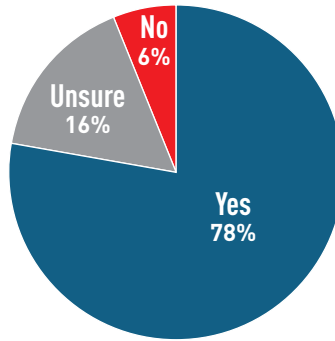


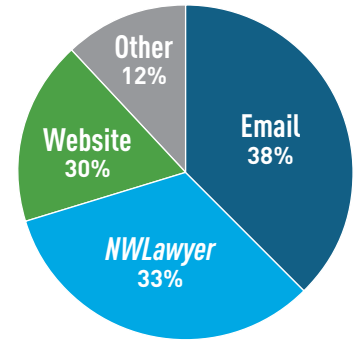
What is your perception of the WSBA?



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



What is your main source of information about the WSBA?



WSBA REPORT CARD		Q3-Q4	Q1-Q2	FY18-19
How members grade the WSBA	✓ Upholding high-quality standards for Washington’s legal profession	A		
	✓ Providing high-quality CLEs	A		
	✓ Supporting diversity and inclusion in the legal profession	A		
	✓ Providing high-quality professional programs and services	A-		
	✓ Helping members expand access to justice in their communities	B+		
	✓ Preparing the legal profession for changes in the future	B+		

Sample comments and themes:

Contact with WSBA about admissions process was efficient and streamlined. The process was very smooth, especially in comparison to California and New York.

Two words; organized and professional.

WSBA tends to focus on Western Washington and doesn’t pay as much attention to Eastern Washington.

Member Survey Participants

SIZE OF LAW FIRM			
Solo	27	21-100	15
2-5	21	100+	17
6-10	10	Govt/Public	39
11-20	10	Other	22

MEMBER’S CONGRESSIONAL DISTRICT					
District 1	21	District 5	17	District 8	5
District 2	10	District 6	39	District 9	20
District 3	10	District 7S	24	District 10	15
District 4	15	District 7N	26	Out-of-state	27

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 Q3 was 19%.


Events Map Q3-Q4 FY18




**Select Highlights from Q3-Q4**  
 Every quarter, WSBA aims to host an outreach event in each of Washington's ten Congressional districts.

Events	Q3-Q4	FY18 Total
WSBA Ambassadorship	55	-
Diversity & Inclusion	38	-
Professional Programs	11	-
Access To Justice/Public Service	21	-
Ethics/Professional Education	30	-

WSBA Call Center Volume FY18\*



**30,286**  
CALLS



**9,539**  
EMAIL RESPONSES

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