

# WASHINGTON STATE BAR ASSOCIATION

## Member Engagement Council Meeting Agenda

Friday, October 28, 2022

1:00pm to 2:30pm

Zoom - Remote Meeting

Link to access the Zoom meeting:

<https://wsba.zoom.us/j/83210820318?pwd=N284K05UZkZnK2ZBeitteVkvMEpTd09>

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

Meeting ID: 832 1082 0318 || Passcode: 890223

1. Welcome (Francis/Matthew)
2. Approve Minutes from September 1<sup>st</sup> Meeting (All) 5 minutes
3. Member Comment Period 10 minutes
4. Orientation (Francis/Matthew) 20 minutes
5. Set ongoing meeting dates for FY23 (Francis/Matthew) 10 minutes
  - a. Set alternative meeting dates for November and December (Francis/Matthew) 5 minutes
6. Discuss outreach plan to voluntary bar associations in FY23 (Francis/Matthew/Mike/Kevin) 20 minutes
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
8. Other Business 5 minutes
9. Adjourn

# **WASHINGTON STATE**

## **BAR ASSOCIATION**

### **Member Engagement Council Meeting Minutes (DRAFT)**

**Thursday, September 1, 2022**

**1 PM to 3 PM**

**Zoom - Remote Meeting**

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

Also present: Paris Eriksen, Shanthi Raghu

1. Welcome – Bryn and Francis
2. Approve Minutes from July 29<sup>th</sup> Meeting (Bryn/All)
  - a. Matthew moved to approve, Jordan seconded. The minutes were approved unanimously.
3. Member Comment Period
  - a. No members presented comments. The group discussed how to increase participation in this portion of the meeting. Ailene noted the importance of communicating the value of engaging with the WSBA through the MEC, as opposed to other channels. Mike offered to catalog the ways members have to communicate with WSBA.
4. New At Large Members of Member Engagement Council Starting in October, 2022. Process for appointment of BOG members for FY23. (Bryn/Francis)
  - a. The at-large members entering next year will be: Bryn, Ailene, Joshua Hawkins and Joanna Cleveland. The incoming WSBA President will appoint the Board of Governors members in the near future.
5. Discuss plan for engagement with voluntary bar associations in FY23. (Bryn/Francis/Mike/Kevin)
  - a. Francis suggested creating a calendar to plan engagement with voluntary bars. Ailene noted the WBSA Diversity Council does something similar with Minority Bar Associations. Kevin and Mike will draft communications to the voluntary bars.

# WASHINGTON STATE BAR ASSOCIATION

6. Volunteer Engagement Discussion with Volunteer Engagement Advisor.  
(Francis/Bryn)
  - a. Kevin noted decreasing engagement from CLE faculty volunteers. Paris suggested identifying the problems that may impact volunteer fatigue and other factors by incorporating questions into the MEC's quarterly survey and through the MEC's direct engagement with voluntary bars. The group planned to address low volunteer engagement at an upcoming meeting.
7. Thank you, council members, for your service in FY22 (Bryn/Francis)
8. Thank you, Bryn, for your service as Co-Chair (Francis/All)
9. Adjourn

**Member Engagement Council Orientation Outline**

I. Review Charter

- a. A little history – Began as the Member Engagement Workgroup (see initial charter attached) with a limited duration and purpose which was to define “member engagement” and to develop a plan for ways in which the BOG would engage with members. In FY22 the Member Engagement Workgroup was reconstituted to become the Member Engagement Council with an ongoing timeline and specified purpose to educate members in a proactive manner about WSBA’s and Board of Governor’s actions and work, seek input and involve members in decision-making process, build relationship between members and WSBA governance and ensure ongoing updates of members on WSBA processes and measurement. The Council serves as an advisory body to the Board of Governors as set forth in the WSBA Bylaws.

II. How we engage/norms.

- a. Remote meetings/Zoom – use of virtual hands, etc...
- b. Formality of meeting (how we address one another, etc...)
- c. Importance of attendance (quorum requirements)

III. Work from last year (review the attached FY22 Annual Report of the Member Engagement Council).

- a. NBRI Quarterly Member Perception Survey (Review enclosed results on your own)
- b. ETHOS Survey (review enclosed results on your own).

IV. Looking Ahead to FY23

- a. Engagement with voluntary bars (more to come in separate agenda item)
- b. Review results of NBRI Perception Survey with NBRI Organizational Psychologist (in November)
- c. Continue with Quarterly Survey in partnership with NBRI.



# WASHINGTON STATE BAR ASSOCIATION

## MEMO

**To:** WSBA Board of Governors

**From:** President-Elect Rajeev Majumdar and Sara Niegowski, WSBA Chief Communications and Outreach Officer

**Date:** July 12, 2018

**Re:** Member Engagement Work Group Charter and Roster

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<b><u>ACTION:</u></b> Approve the Member Engagement Work Group Charter and Roster
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Attached please find the proposed Member Engagement Work Group Charter and Roster for the Board's consideration and approval. This work group was approved for creation by the Board at its May 2018 meeting.

# WASHINGTON STATE B A R A S S O C I A T I O N

## **Member Engagement Work Group CHARTER**

*(Adopted by the WSBA Board of Governors on July 27, 2018)*

### **Background**

The WSBA must rely on member involvement, feedback, and expertise to operate and meet its mission; as such, the Board of Governors must continually interface with members to create mutual understanding, drive priorities, form relationships, and share involvement opportunities. Governors would like a reliable way to gauge member engagement and sentiment and to continually improve WSBA's reputation and the reputation of the board.

### **Work Group Purpose**

The work group shall create a written plan and best practices for governors to:

- Educate members in a proactive manner about WSBA's and the Board of Governors' actions and work.
- Involve members in the decision-making process by informing them and asking for input on a regular basis.
- Involve members in a positive manner with WSBA governance.
- Involve governors on a one-on-one, relationship-building basis with individuals who contact WSBA with concerns or feedback.
- Ensure ongoing updates to the Board of Governors about WSBA member-engagement processes and measurement.

As part of the plan, work-group members shall:

- Define "member engagement" and its role in the board's governance process; this may include outreach to other mandatory/unified bar associations to determine how they engage members and for what purposes.
- Create an agreement—with norms, values, and responsibilities—for how governors will represent themselves, WSBA, and their fellow governors while conducting official outreach to members and the public.
- Identify which board processes and decisions most need member input for the coming year and propose coordinated outreach efforts.
- Determine how board member-engagement efforts and goals should dovetail with WSBA member-engagement efforts and goals already underway.

### **Timeline**

The work group shall begin meeting no more than six weeks after appointments are completed, and shall submit its report not later than the October Board of Governors meeting, unless the board agrees to extend this timeline.

## **Work Group Membership**

The work group shall consist of the following voting members:

- A governor who shall serve as chair
- A first-, second-, and third-year governor (based on 2018-19)
- An at-large governor
- A WSBA officer

The Executive Director will designate a WSBA staff liaison. In accordance with WSBA Bylaws Art. IX(B)(2)(e) and (f), the members and the chair of the work group will be appointed by the WSBA President subject to being accepted or rejected by the board.

# WASHINGTON STATE B A R A S S O C I A T I O N

## Member Engagement Work Group

### PROPOSED ROSTER

- A governor who shall serve as chair:
  - **Dan Clark**
- A first-, second-, and third-year governor (based on 2018-19)
  - **Mike Cherry**
  - **Paul Swegle**
  - **Carla Higginson**
- An at-large governor
  - **Russell Knight**
- A WSBA officer
  - **Rajeev Majumdar**



# WASHINGTON STATE BAR ASSOCIATION

## **Member Engagement Council CHARTER**

*(Adopted by the WSBA Board of Governors on July 27, 2018)*

*(Extended indefinitely by the WSBA Board of Governors on September 28, 2018)*

*(Amended by the WSBA Board of Governors March 19, 2020)*

*(Amended by the WSBA Board of Governors January 14, 2022)*

### **Background**

The WSBA must rely on member involvement, feedback, and expertise to operate and meet its mission; as such, the Board of Governors must continually interface with members to create mutual understanding, drive priorities, seek feedback, form relationships, and share involvement opportunities. The Member Engagement Council will further this objective.

### **Member Engagement Council Purpose**

The Council shall seek to educate members in a proactive manner about WSBA's and Board of Governor's actions and work, seek input and involve members in decision-making process, build relationship between members and WSBA governance and ensure ongoing updates of members on WSBA processes and measurement. In carrying out these lofty goals, the council shall seek to create mutual understanding between the board and members, drive board priorities, form relationships with WSBA sections, specialty, minority and regional bars and share opportunities across regions of the state and members resident outside the geographical area of the state.

The Council will serve as an advisory body to the Board of Governors as set forth in the WSBA Bylaws.

### **Member Engagement Council Membership**

The Council shall consist of eleven voting members constituted as follows:

- Two Co-Chairs – one of whom will be a Governor or Officer of the Board of Governors from the Eastern side of the state and one from the Western side of the state.
- Four current Governors or Officers of the Board of Governors.
- Four WSBA Members who are not a current Governor or Officer of the Board of Governors.
- One position could be either a WSBA Member or a Member of the Board of Governors.

### **Terms**

- Co-Chairs: Two year term – subject to renewal by the President with the option to make the 2<sup>nd</sup> term a Co-Chair or a regular member
- Board or Officer of the Board of the Governors: One year term.
- WSBA Members At Large: Two year term.
- WSBA Member At Large or BOG position: Two year term.

For the initial staggering of terms, two of the At Large positions shall have two year terms and two At Large positions shall have three year terms. All subsequent terms will be for two-years as stated above.

Council members should not serve more than two consecutive terms. After two consecutive terms have been served, the Council members should not serve on the Council for at least one year before seeking to serve again.

## **Nominations and Appointments**

The Executive Director will designate WSBA staff liaison(s). Council members will be appointed in accordance with WSBA Bylaws Art. IX(C)(1-6) as follows:

- The WSBA President will nominate the Co-Chairs, one from the west side of the state and the other from the east side and the Governors or Officers of the Board of Governors, subject to approval by the Board of Governors.
- Nominations for WSBA Members At Large will be determined by a Nomination Team comprised of the Council Co-Chairs and the designated staff liaison.
- WSBA Members At Large will be appointed by the Board of Governors.

## **Voting Procedures**

All Council members are eligible to vote.

## **Attendance Requirements**

Council members who have three consecutive unexcused absences in any 12 month period will be considered to have resigned from the Council. The Council may seek a replacement member through the regular WSBA volunteer process, unless the absent member was nominated by the WSBA President. In that case the WSBA President will be asked to appoint a replacement. Council members may be excused for good cause by the Chair. Such an excuse should be sought prior to the meeting.



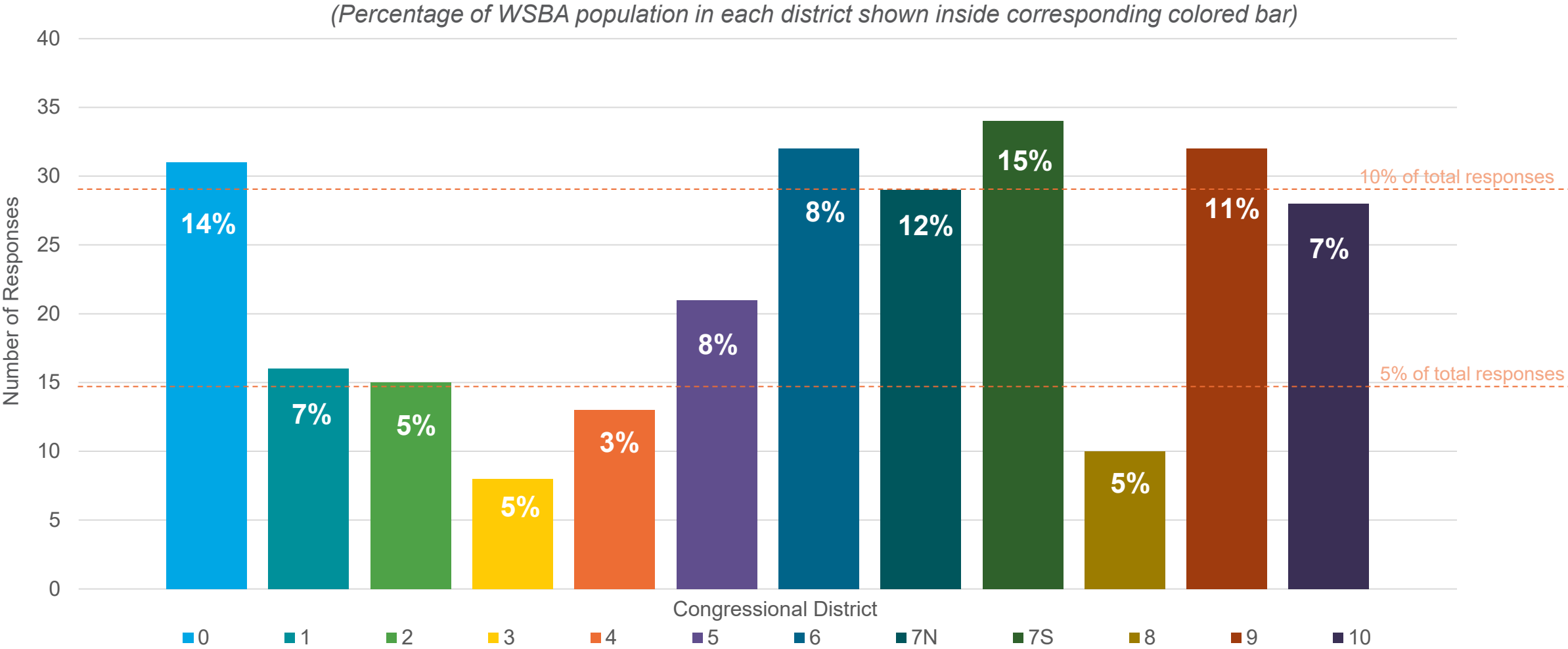
# MEMBER ENGAGEMENT SURVEY

FY2021-22 Quarter 1

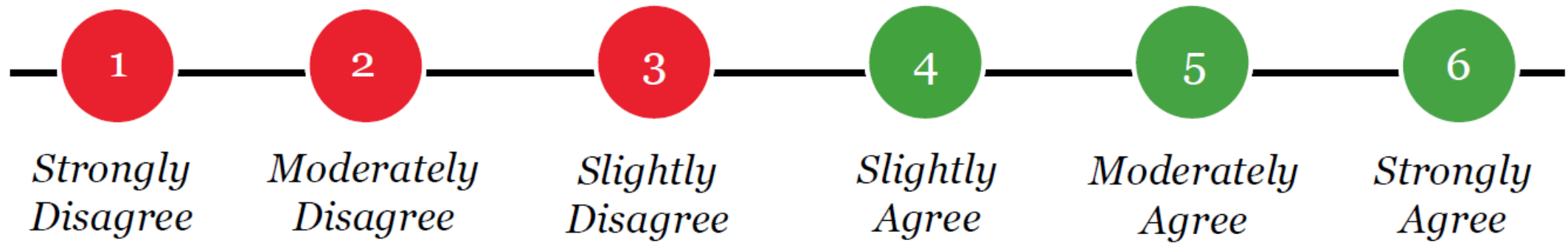
# OVERVIEW AND RESPONSE RATE

- **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)

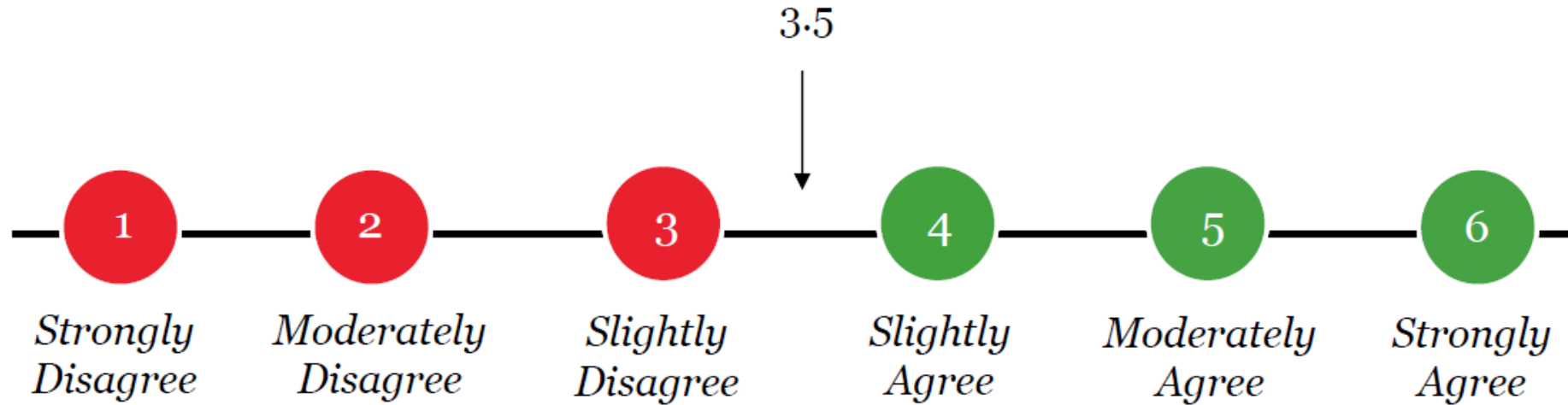
# 296 TOTAL RESPONSES



# 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

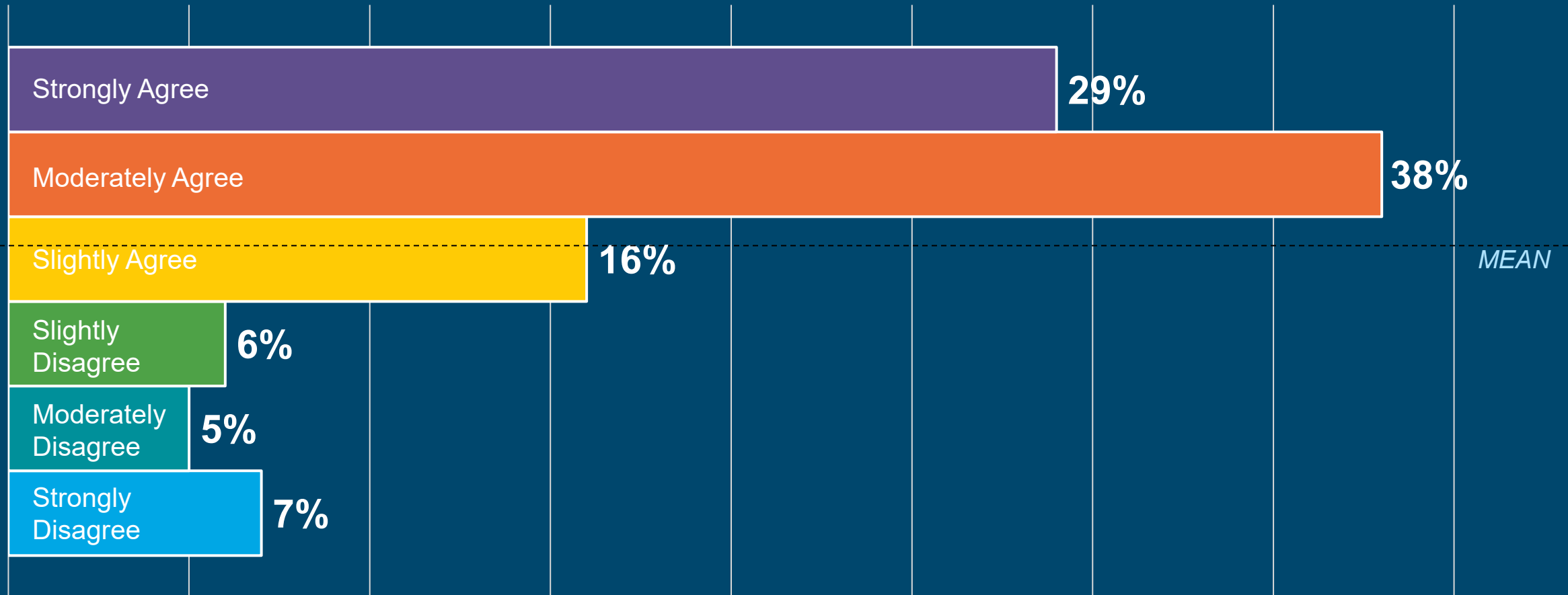
# QUESTIONS





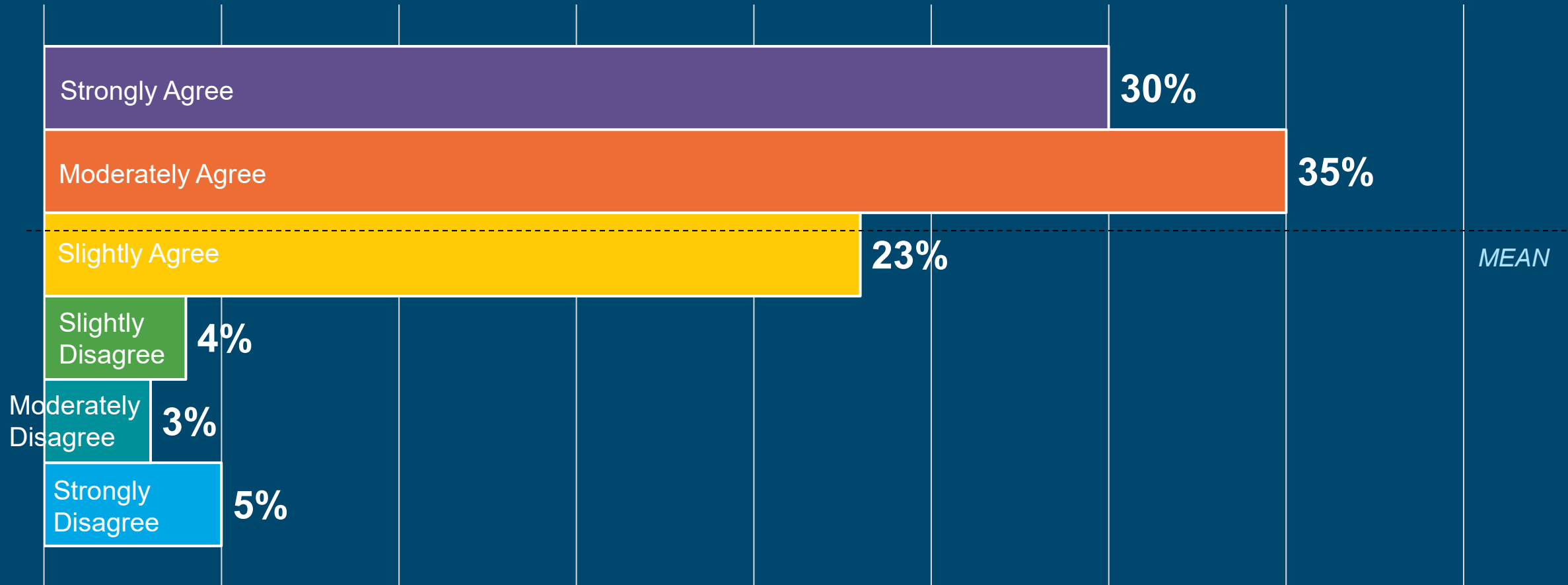
# COMPANY IMAGE

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



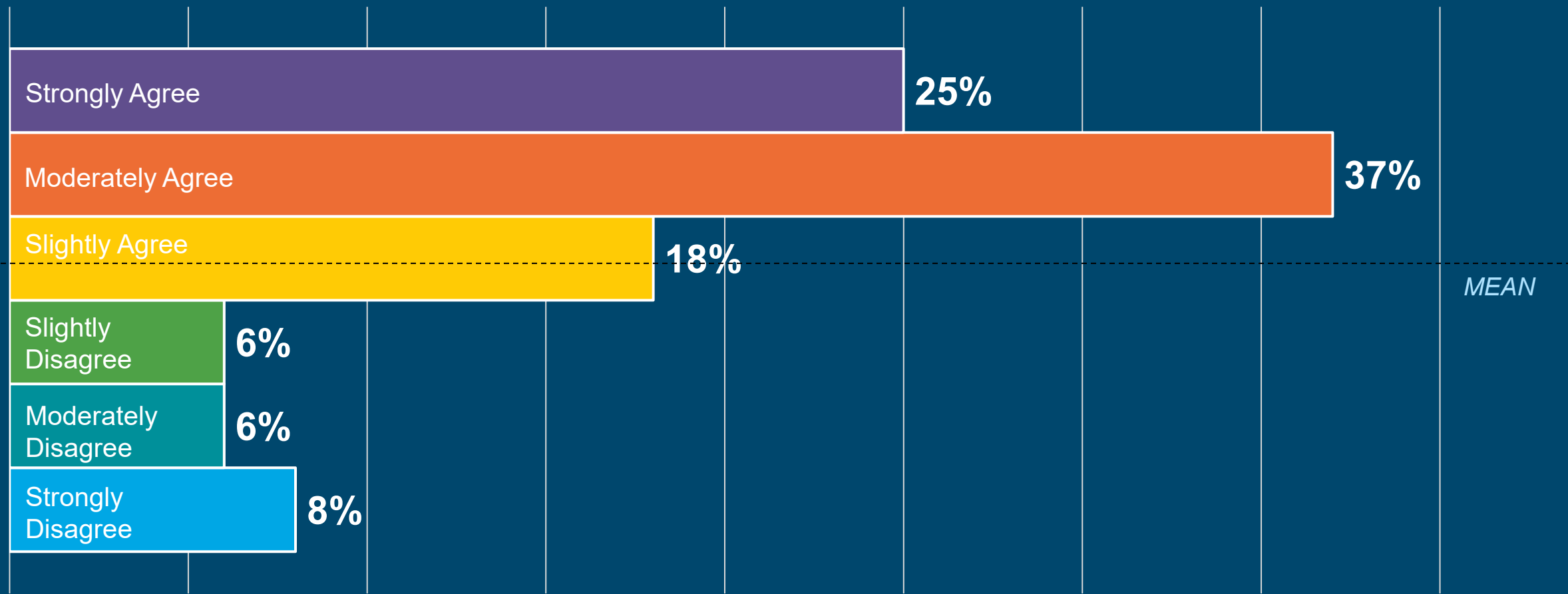
# CUSTOMER SATISFACTION

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



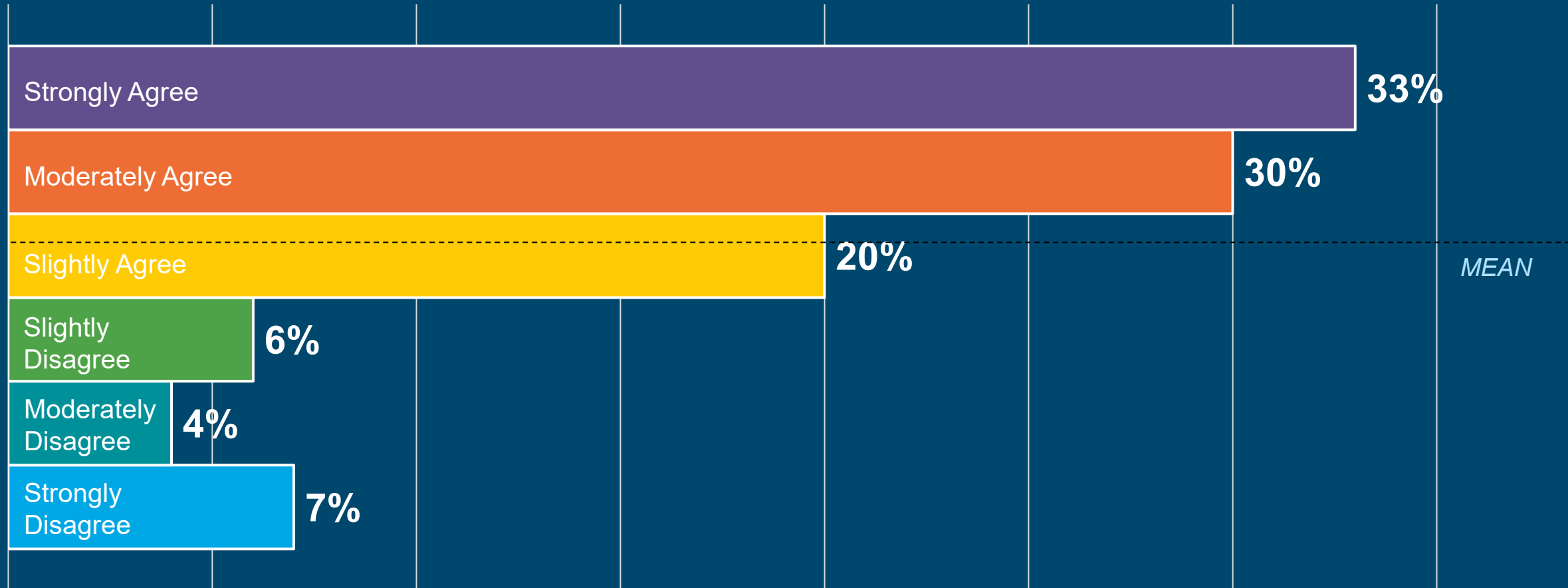
# CUSTOMER SATISFACTION

*My overall experience with the WSBA has been satisfactory*



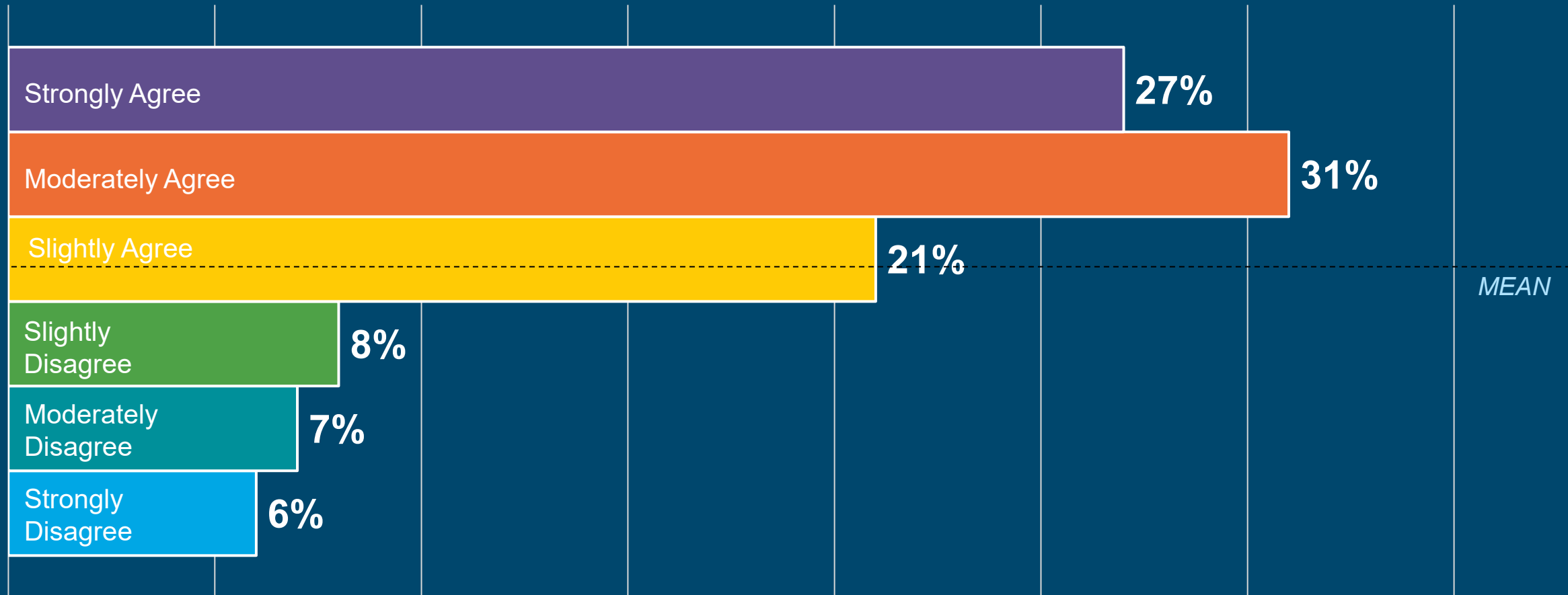
# DIVERSITY AND INCLUSION

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



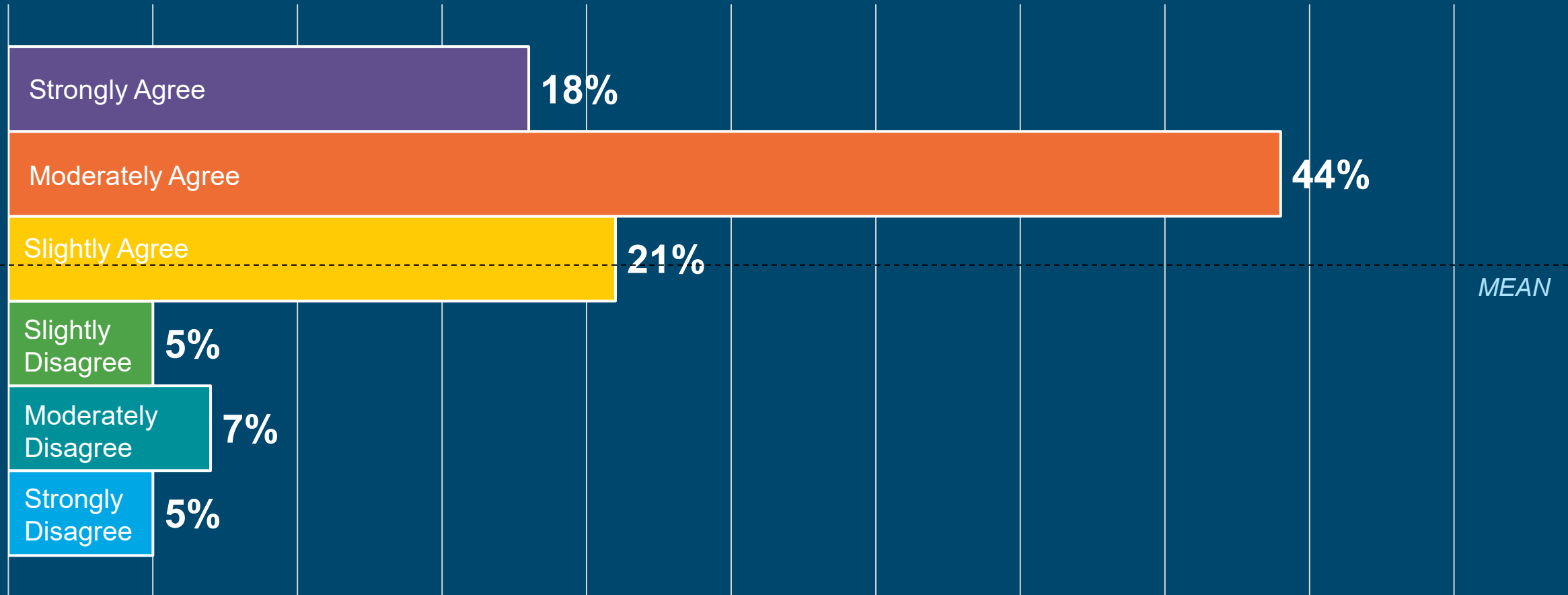
# DIVERSITY AND INCLUSION

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



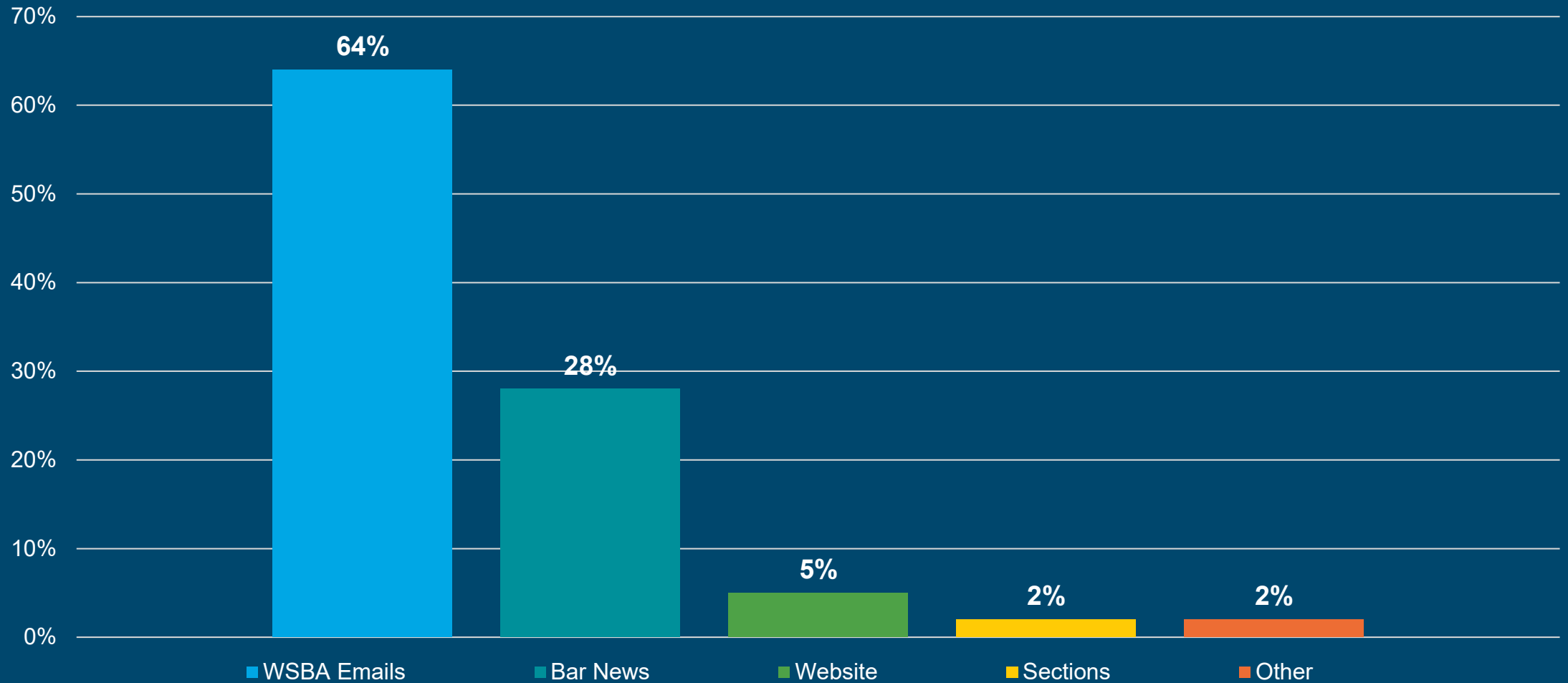
# COMMUNICATION

*WSBA communications keep me well informed*



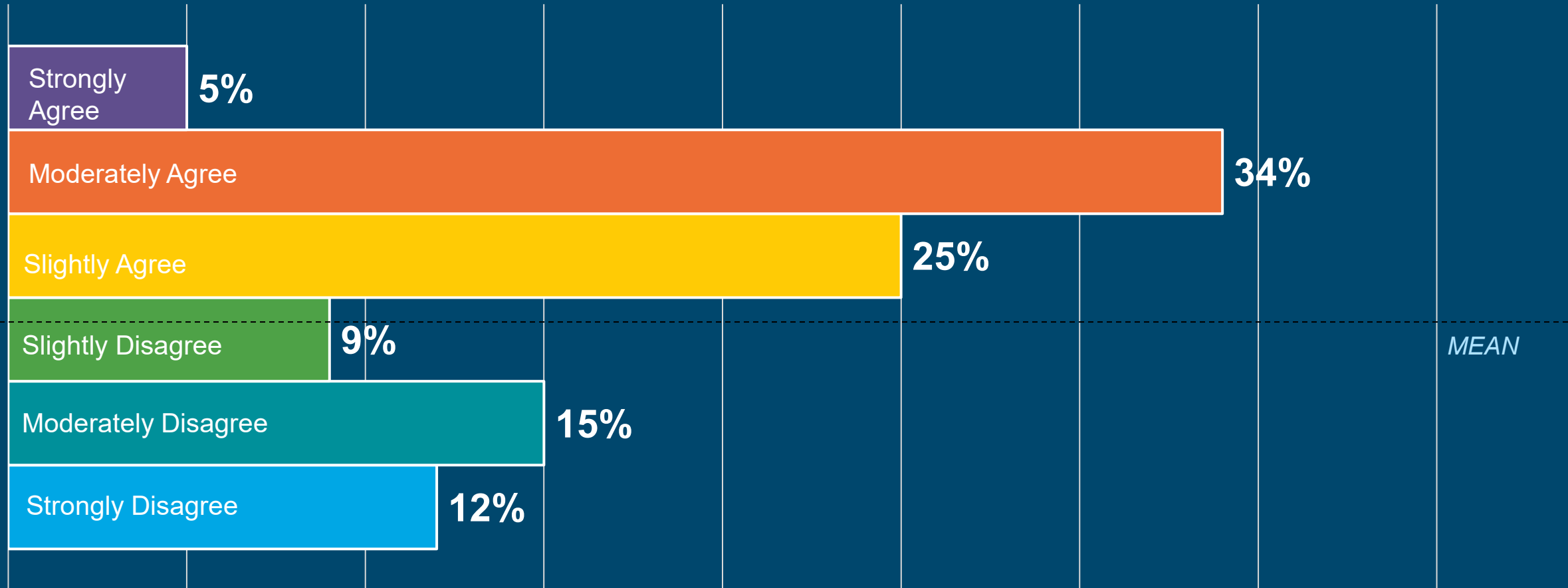
# COMMUNICATION

*What is your main source of information about the WSBA?*



# COMMUNICATION

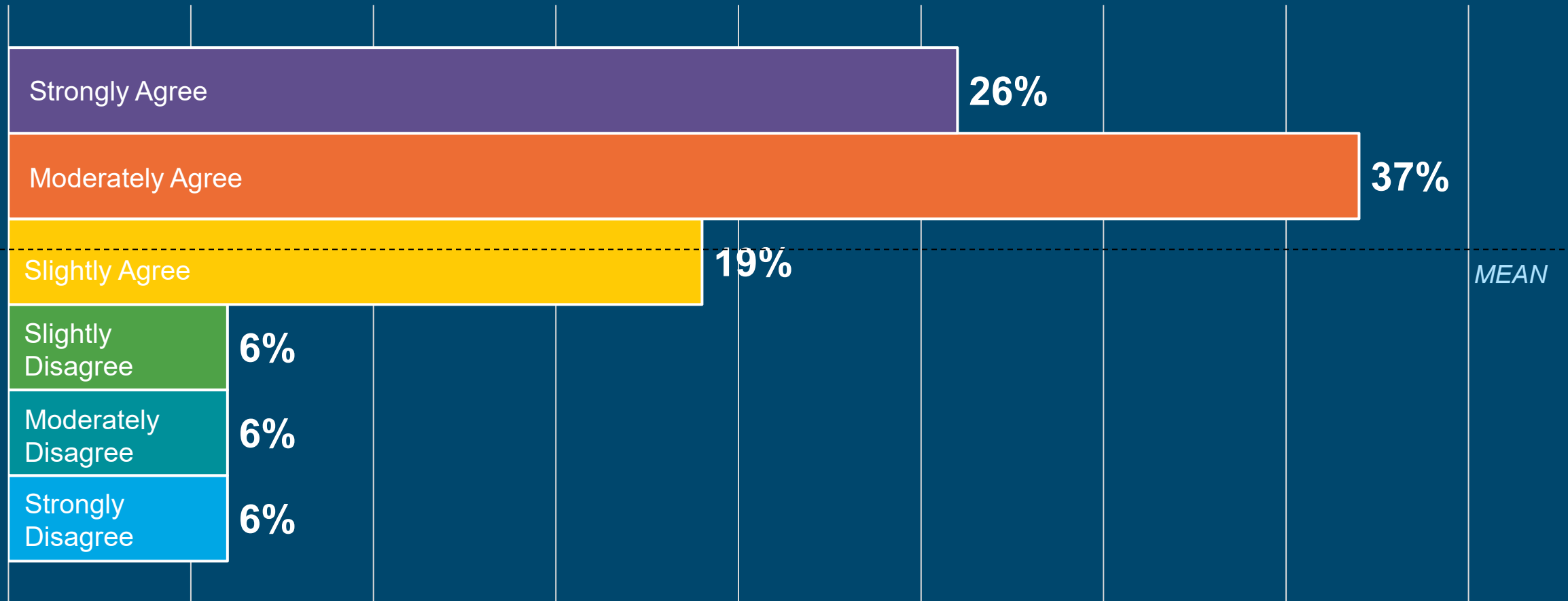
*The WSBA listens to its members*





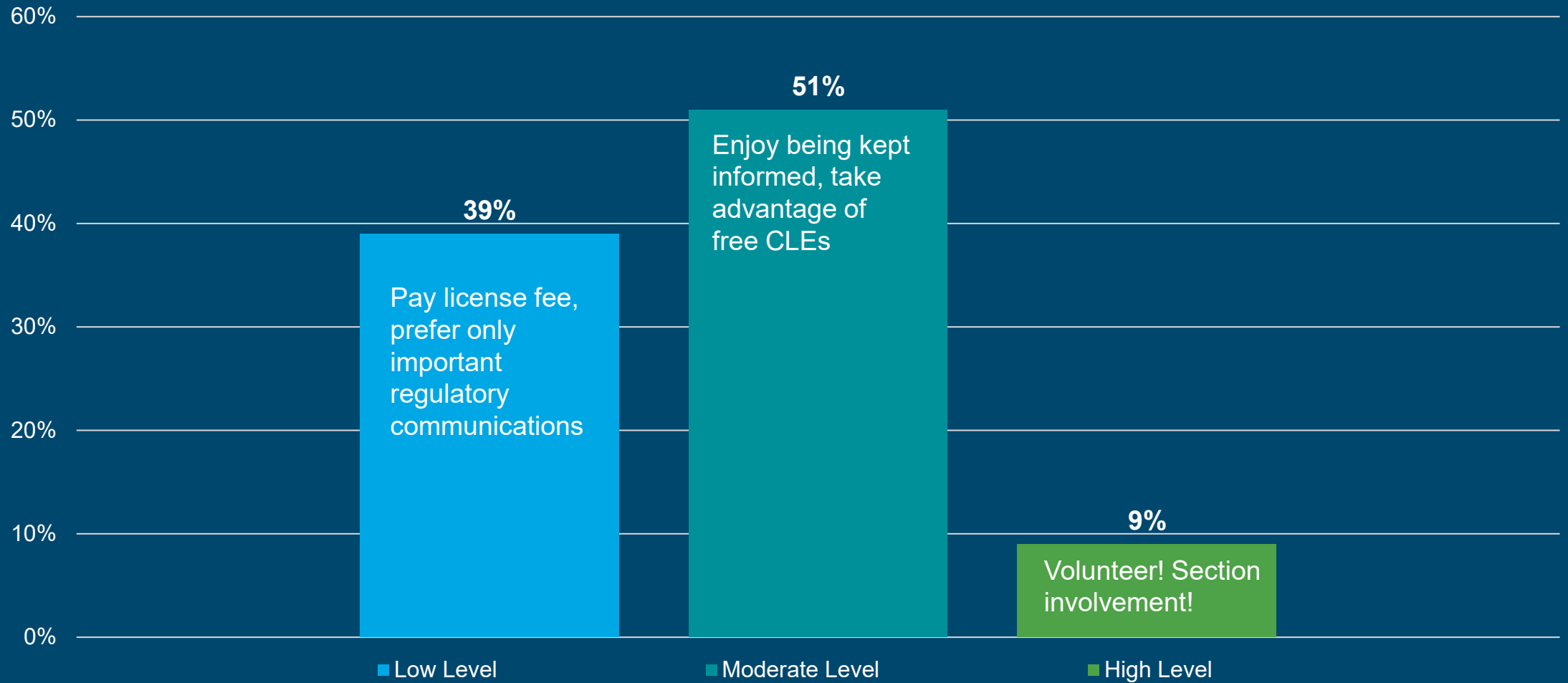
# INVOLVEMENT

*I know how I can get involved with the WSBA*



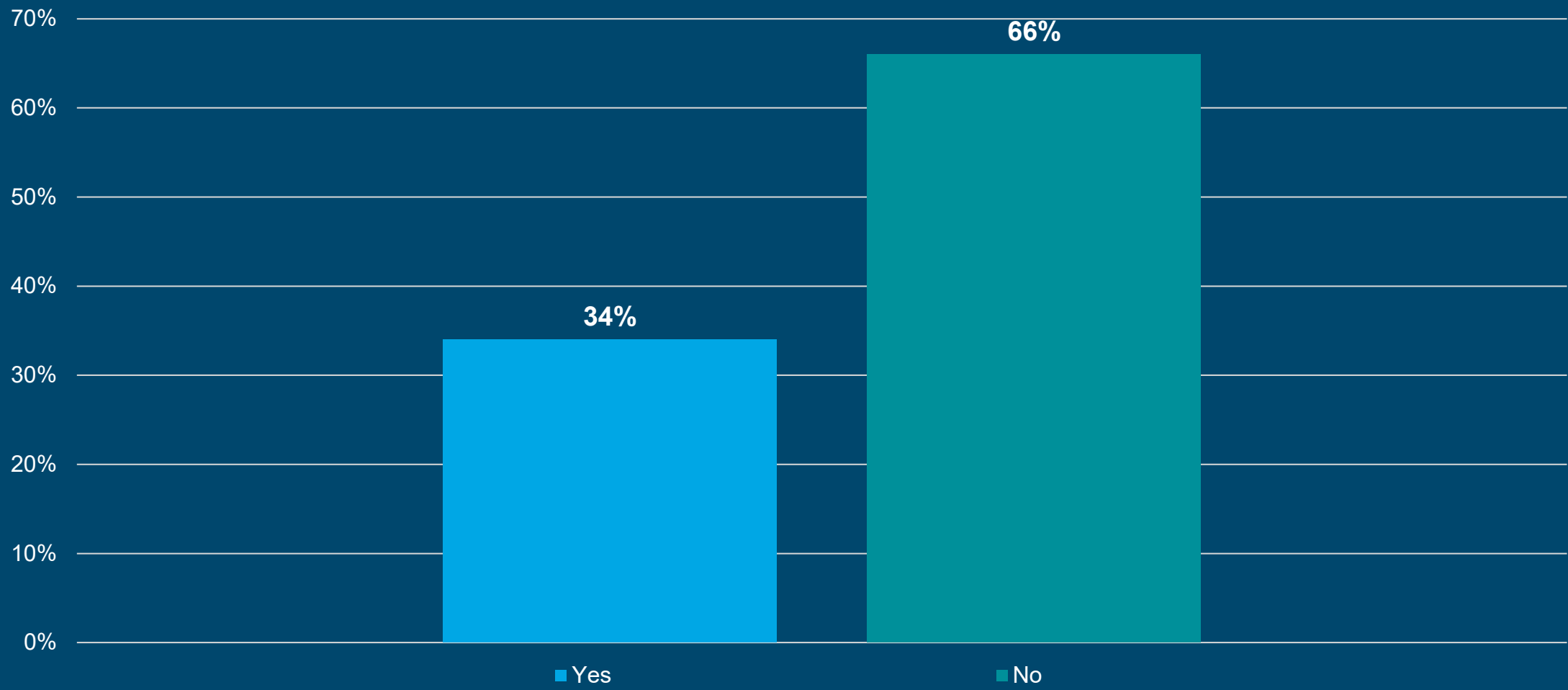
# INVOLVEMENT

*My preferred level of involvement with the WSBA is:*



# INVOLVEMENT

*Do you participate in WSBA Sections?*



# I **DO** PARTICIPATE IN SECTIONS BECAUSE ...

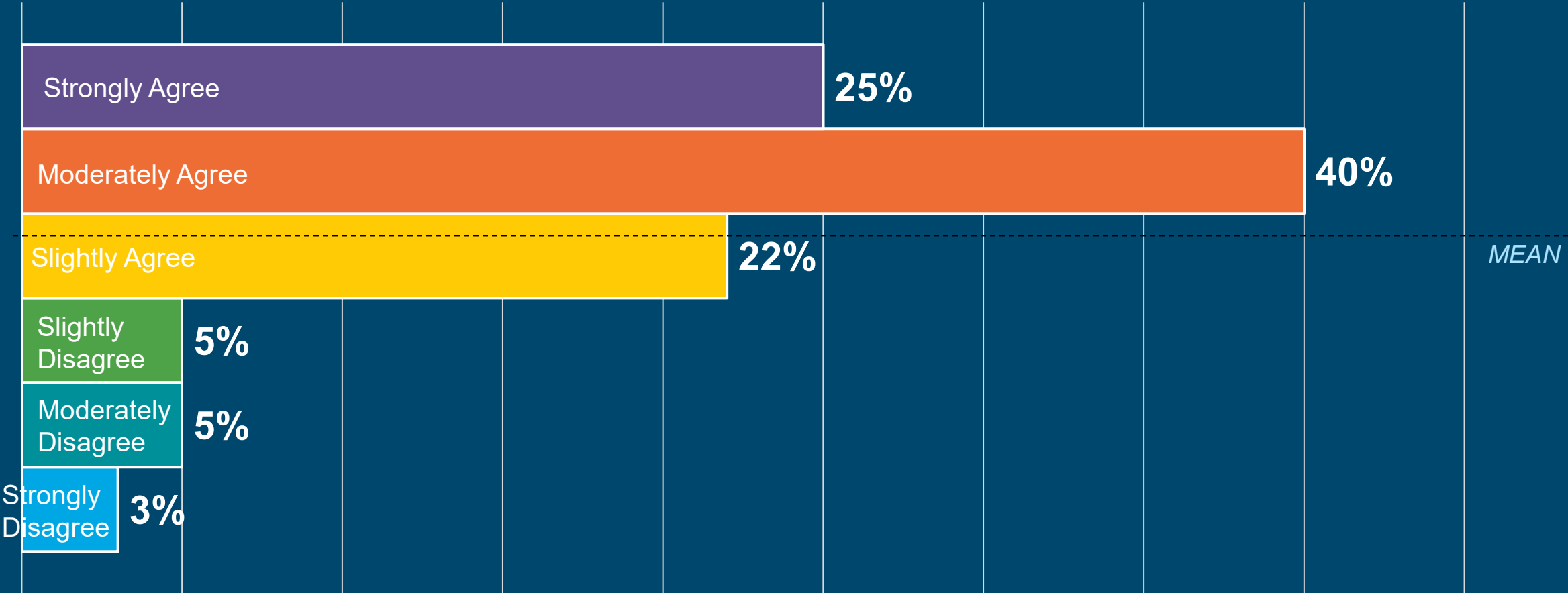
Reason	Percent
Keeping up to date on changes in my practice area	92%
Networking and social connections	36%
Discounted and free section-specific CLEs	35%
Legislative engagement	11%
Other	4%
Resume building	2%

# 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%

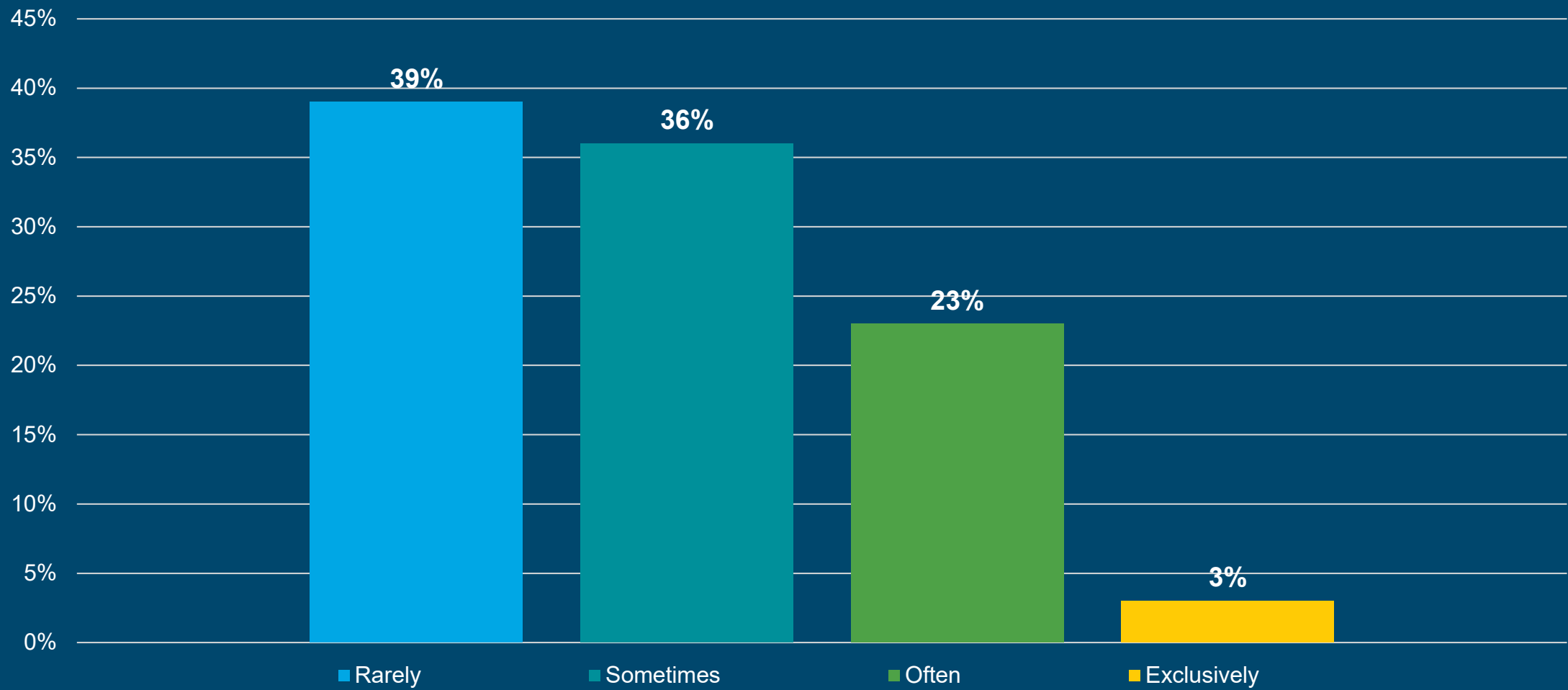
# SERVICES

*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%



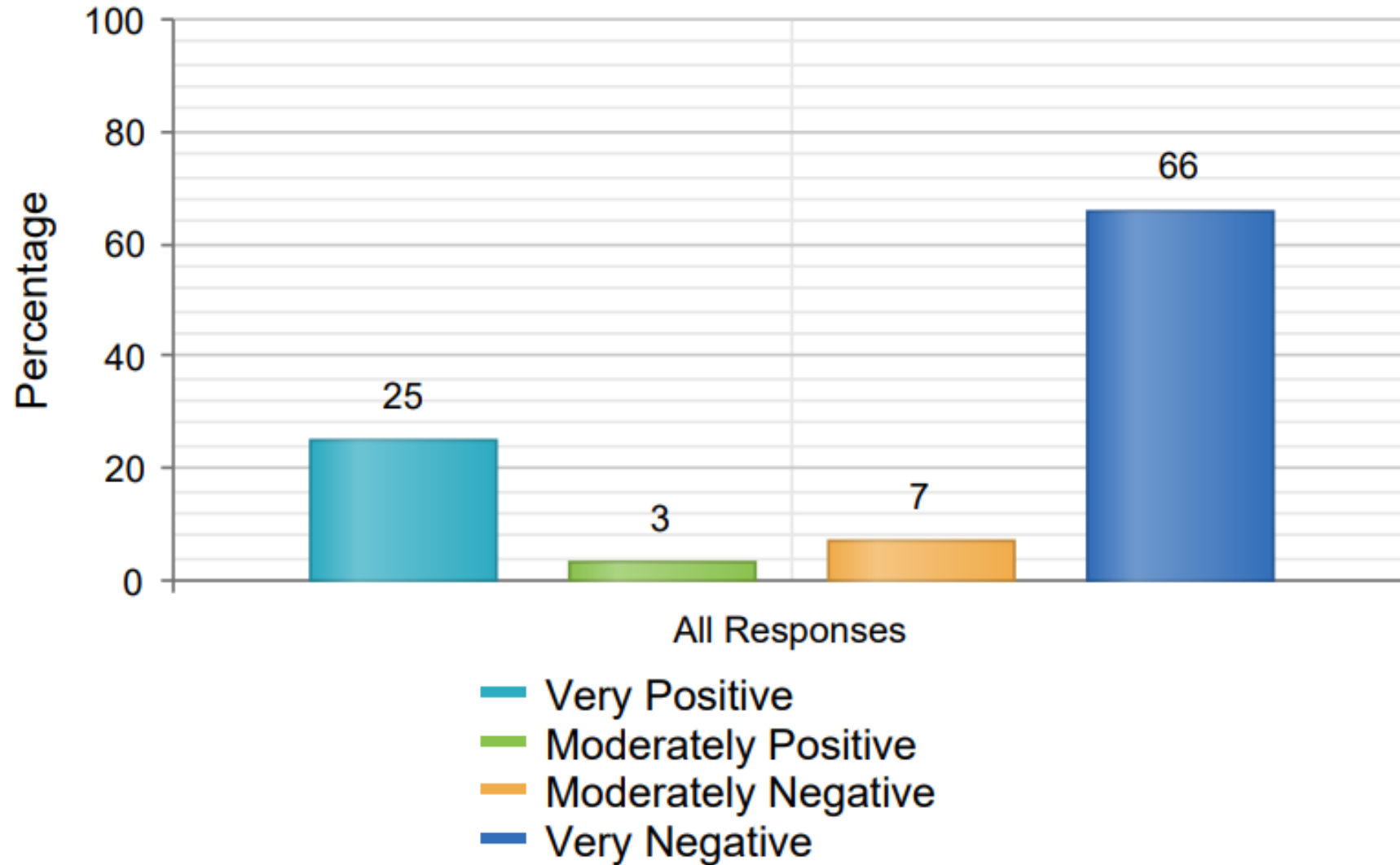
# MEAN RANK: MEMBER BENEFITS AND RESOURCES

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

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.NBRll.com](http://www.NBRll.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

Group Name	Number Responding	Number Possible	Response Rate
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.)

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I no longer practice law

---

I practice primarily outside the State of Washington

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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.

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

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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 Khandervahl 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 Gvs 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 memebers

---

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 making 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 tn 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

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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.

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## 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

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N/A

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No

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No comment

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Not at this time.

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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.

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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.

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## 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

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Retired

---

Retired; help seniors

---

Technology

---

water law

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# MEMBER ENGAGEMENT SURVEY

*FY22 Quarter 2 Overview*



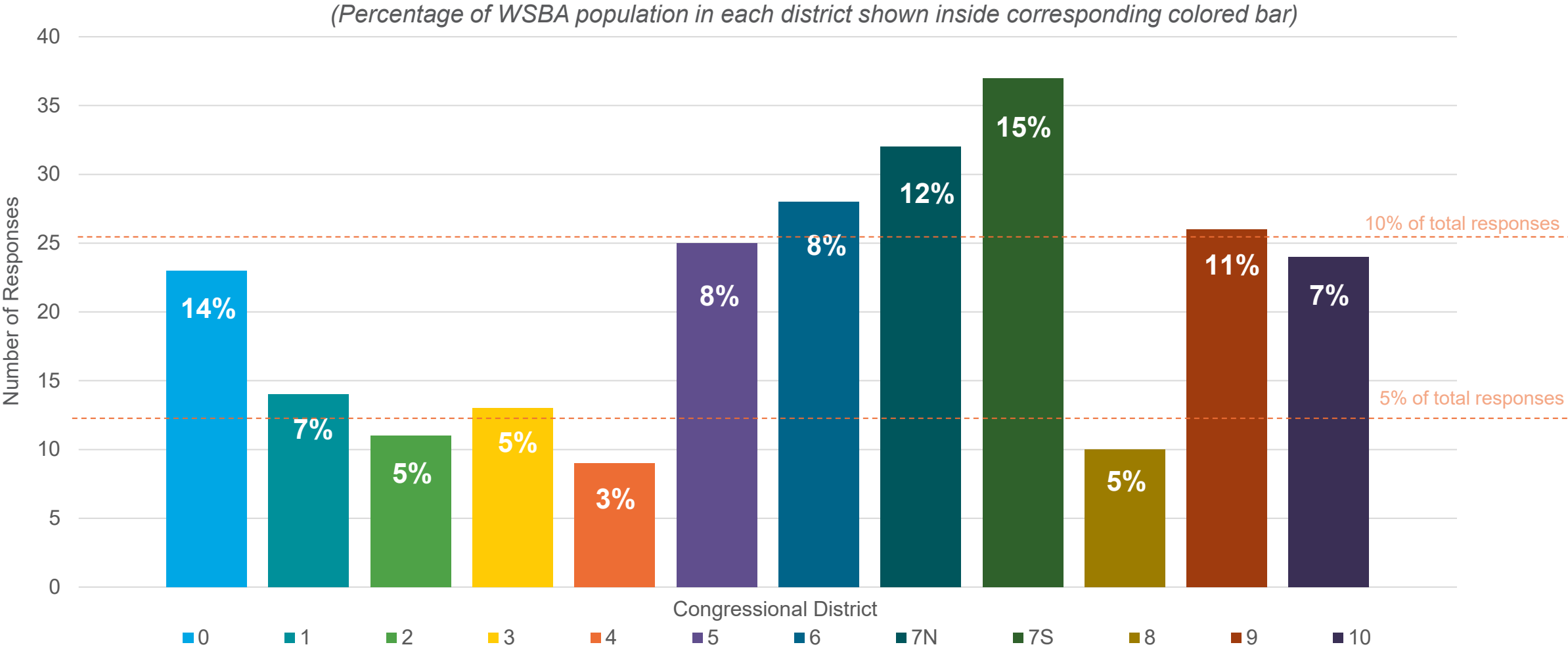
# WHY CONDUCT AN ONGOING PERCEPTION SURVEY?

- **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?

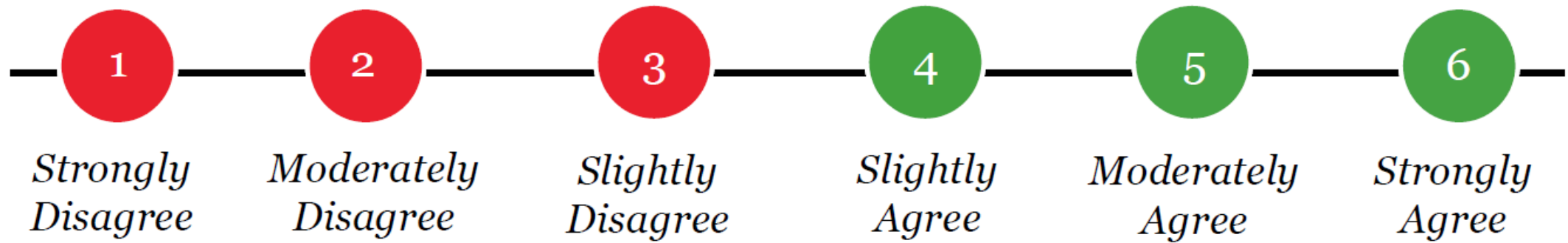
# OVERVIEW AND RESPONSE RATE

- **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)

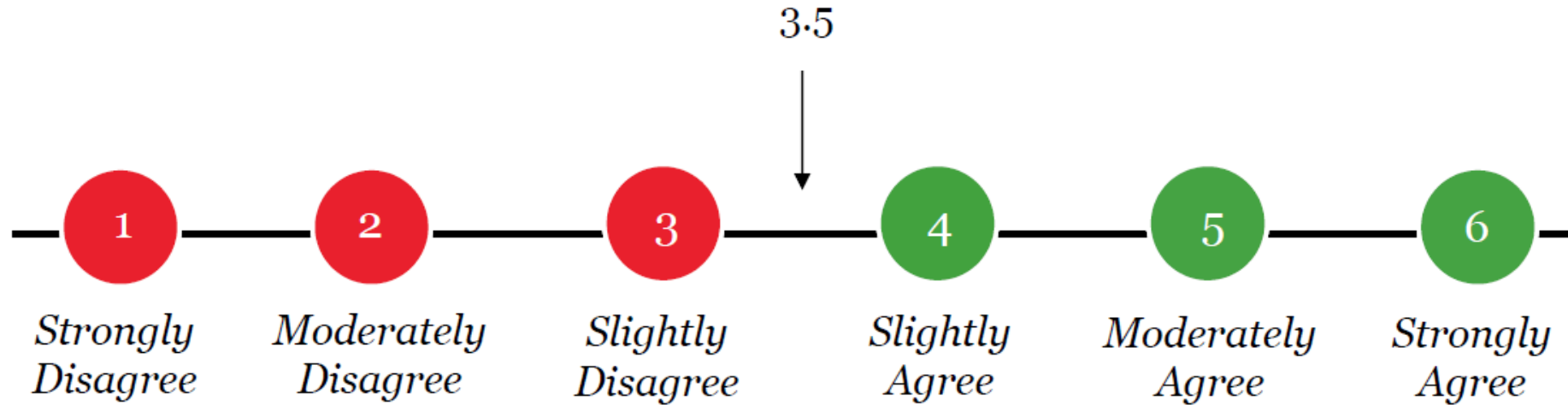
# 256 TOTAL RESPONSES



# 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

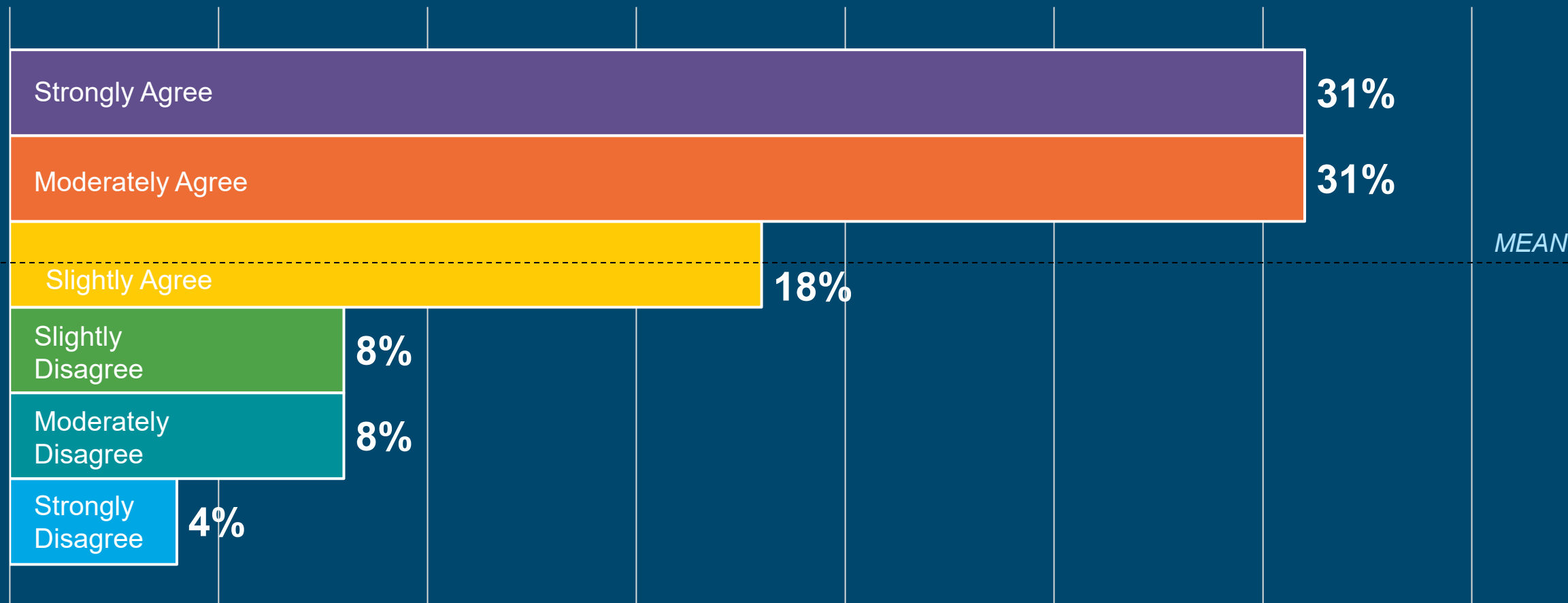
# Q2 RESULTS



# COMPANY IMAGE

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

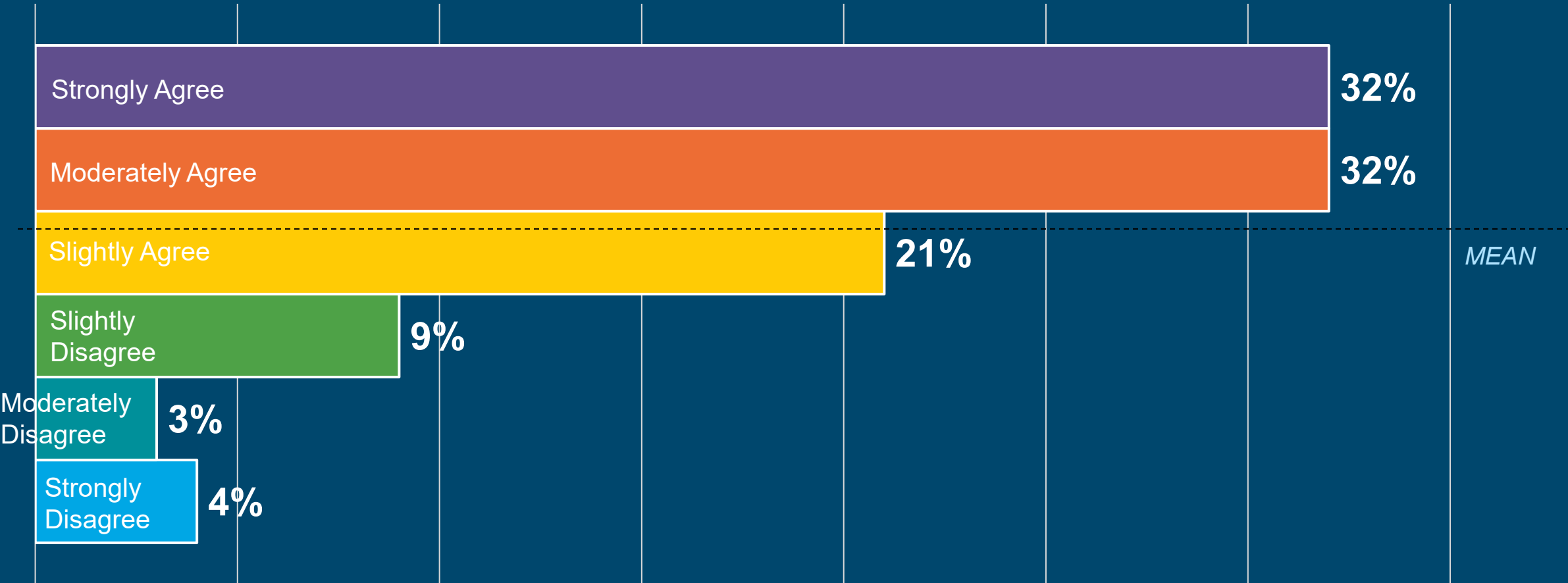
Q1 Comparison  
=



# CUSTOMER SATISFACTION

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

Q1 Comparison  
=

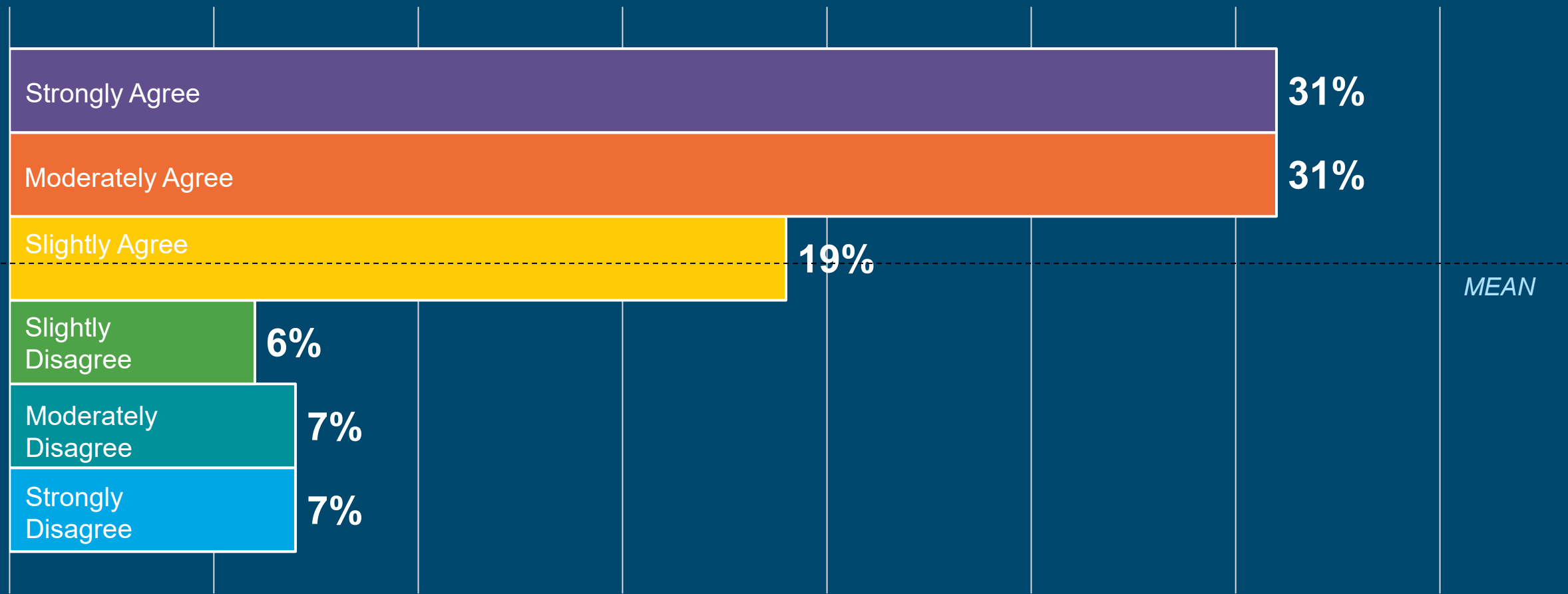




# CUSTOMER SATISFACTION

Q1 Comparison  
=

*My overall experience with the WSBA has been satisfactory*

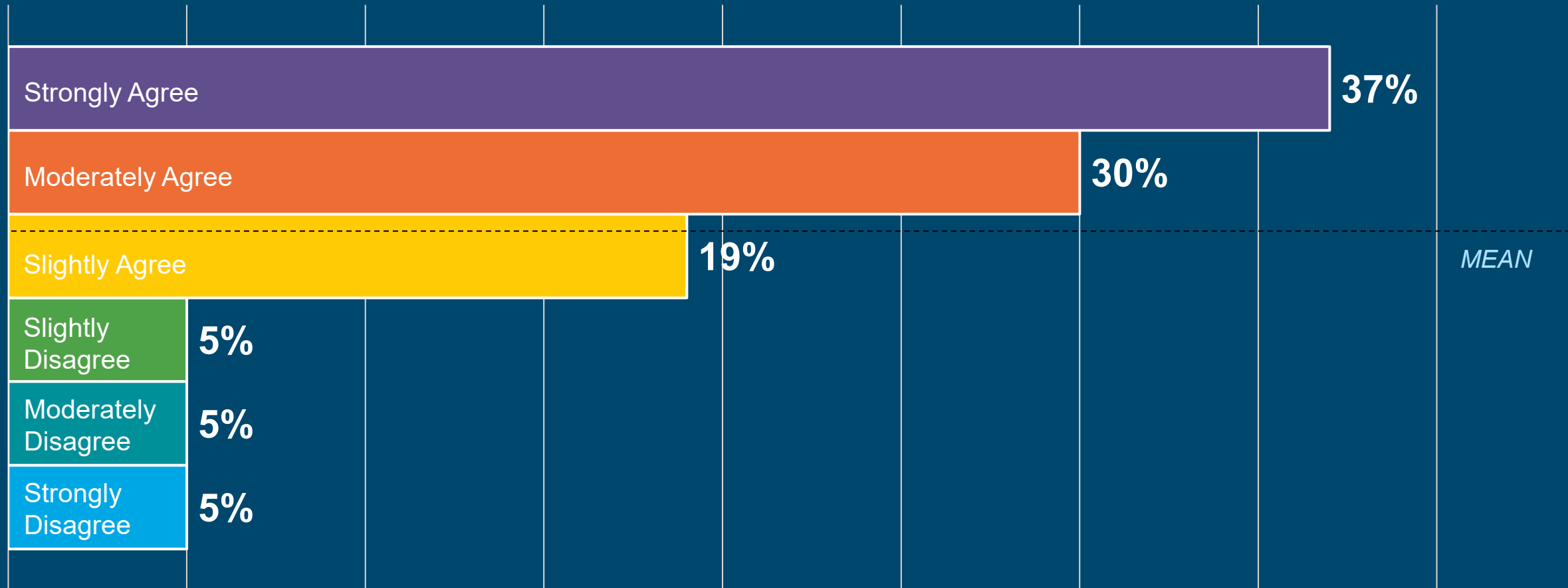


# DIVERSITY AND INCLUSION

Q1 Comparison



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

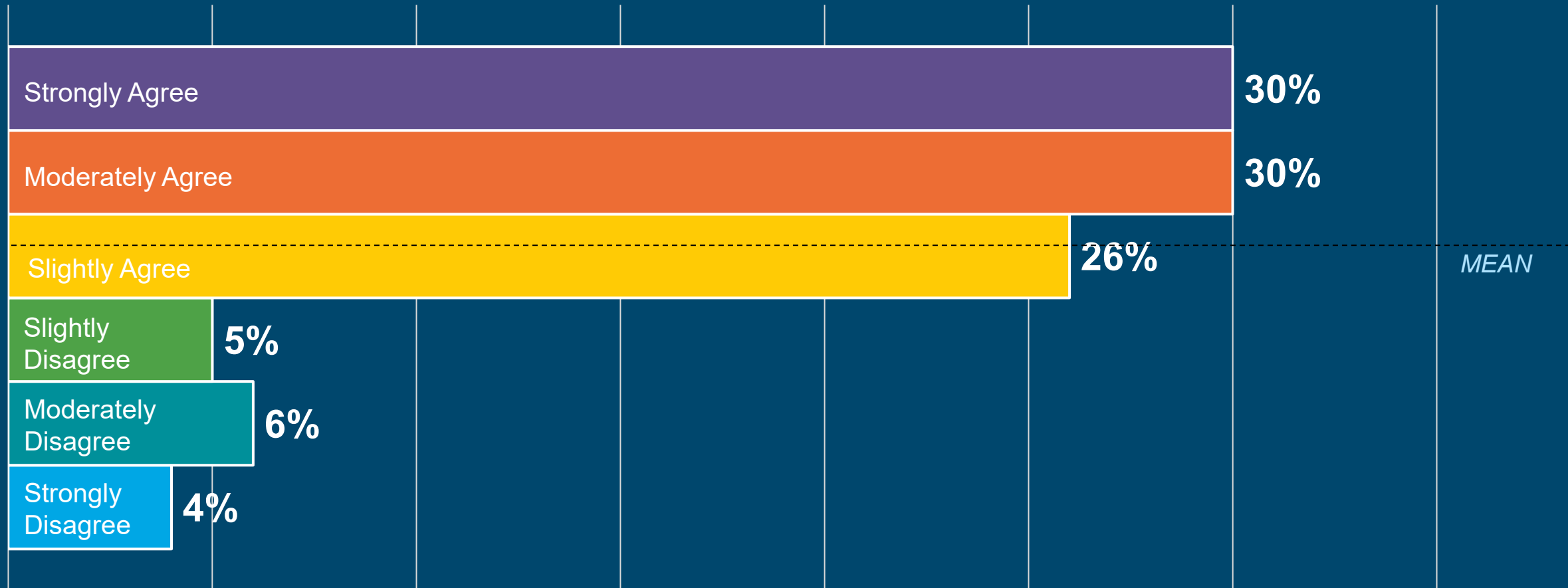


# DIVERSITY AND INCLUSION

Q1 Comparison



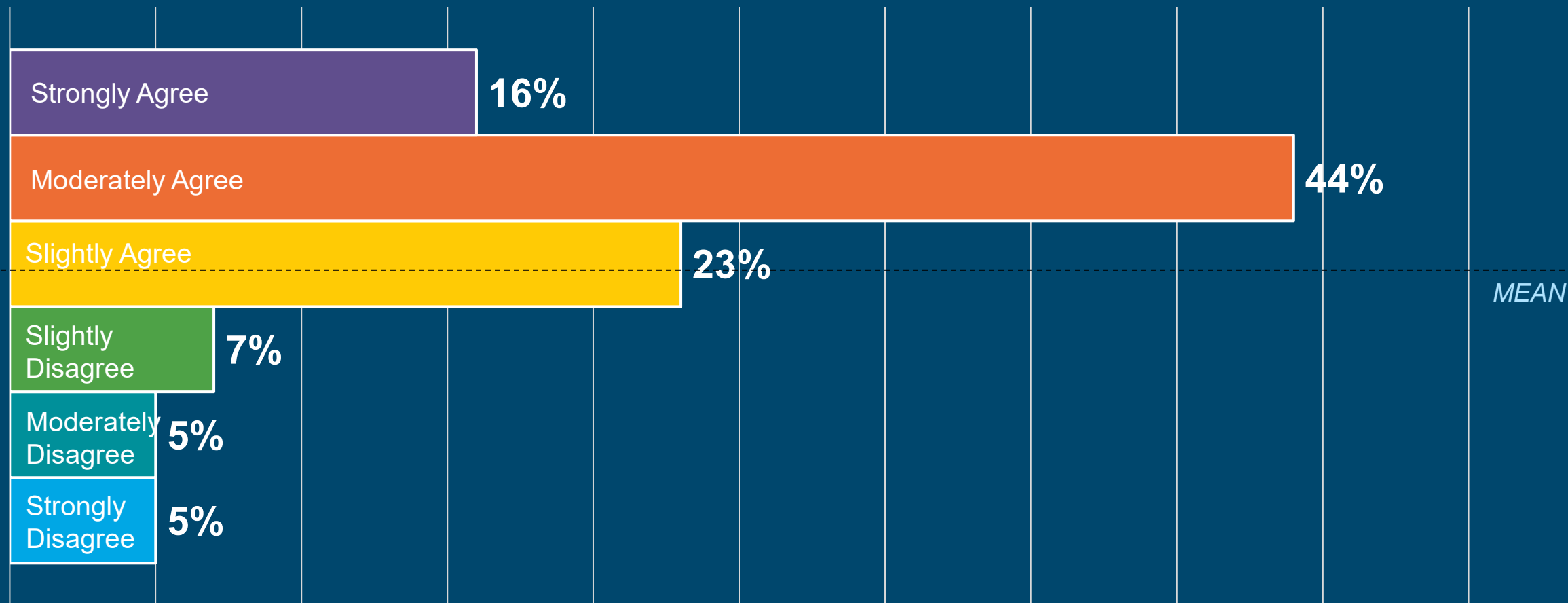
*The WSBA provides opportunities for members from all different backgrounds and experiences*



# COMMUNICATION

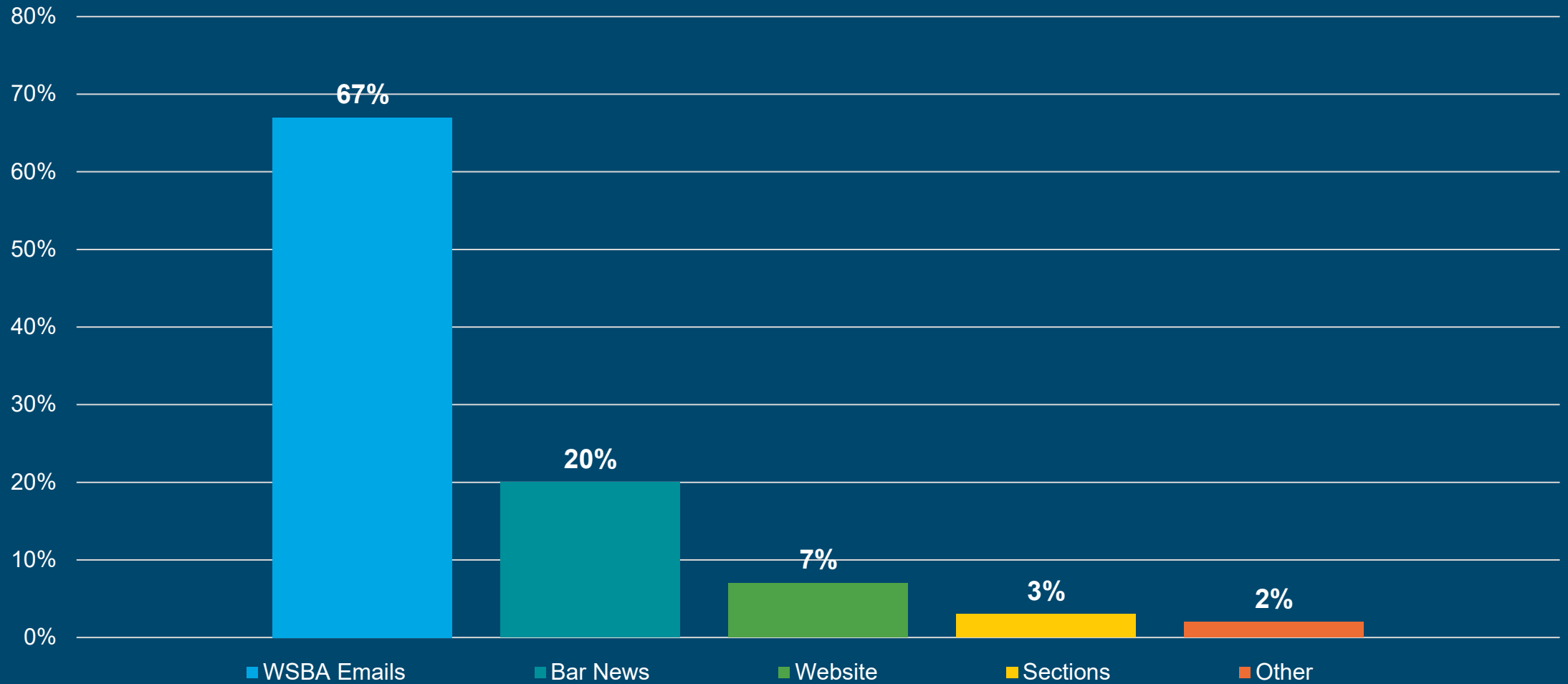
Q1 Comparison  
=

*WSBA communications keep me well informed*



# COMMUNICATION

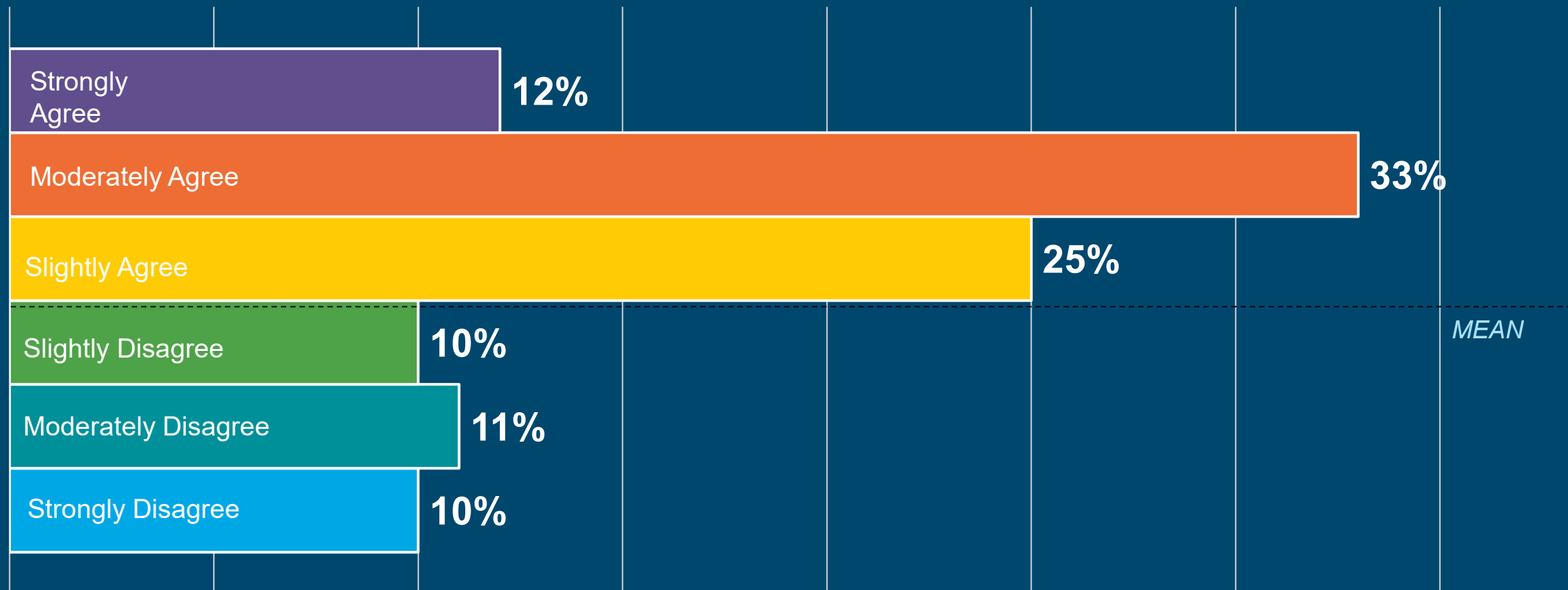
*What is your main source of information about the WSBA?*



# COMMUNICATION

*The WSBA listens to its members*

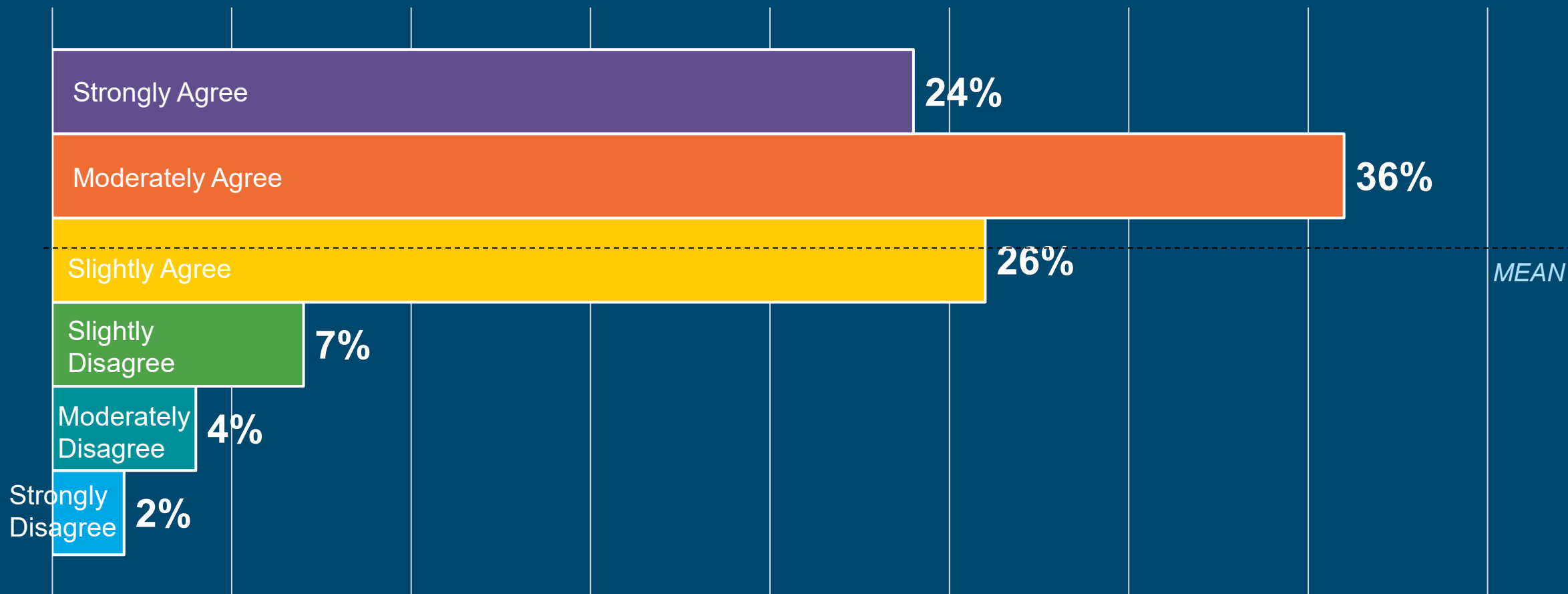
Q1 Comparison  
↑



# INVOLVEMENT

Q1 Comparison  
=

*I know how I can get involved with the WSBA*

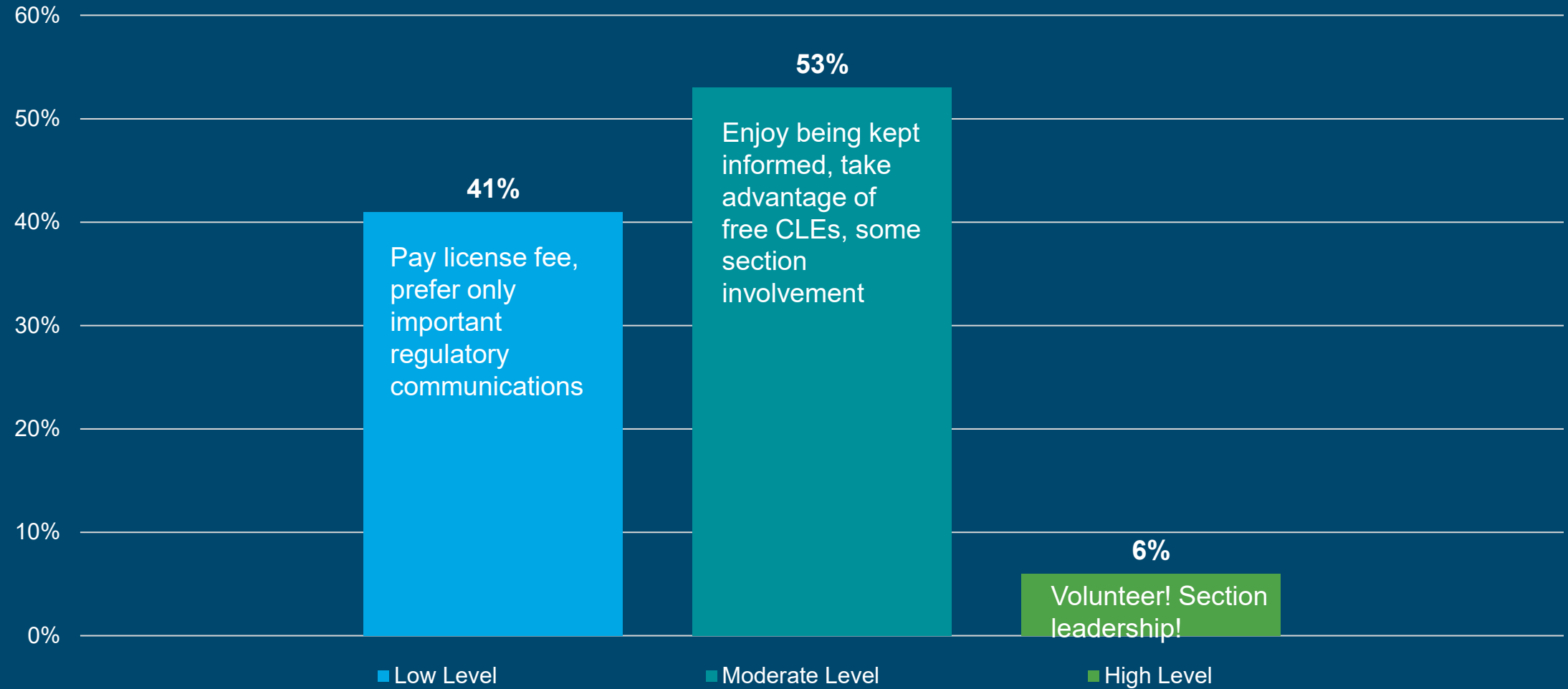


# INVOLVEMENT

Q1 Comparison



*My preferred level of involvement with the WSBA is:*

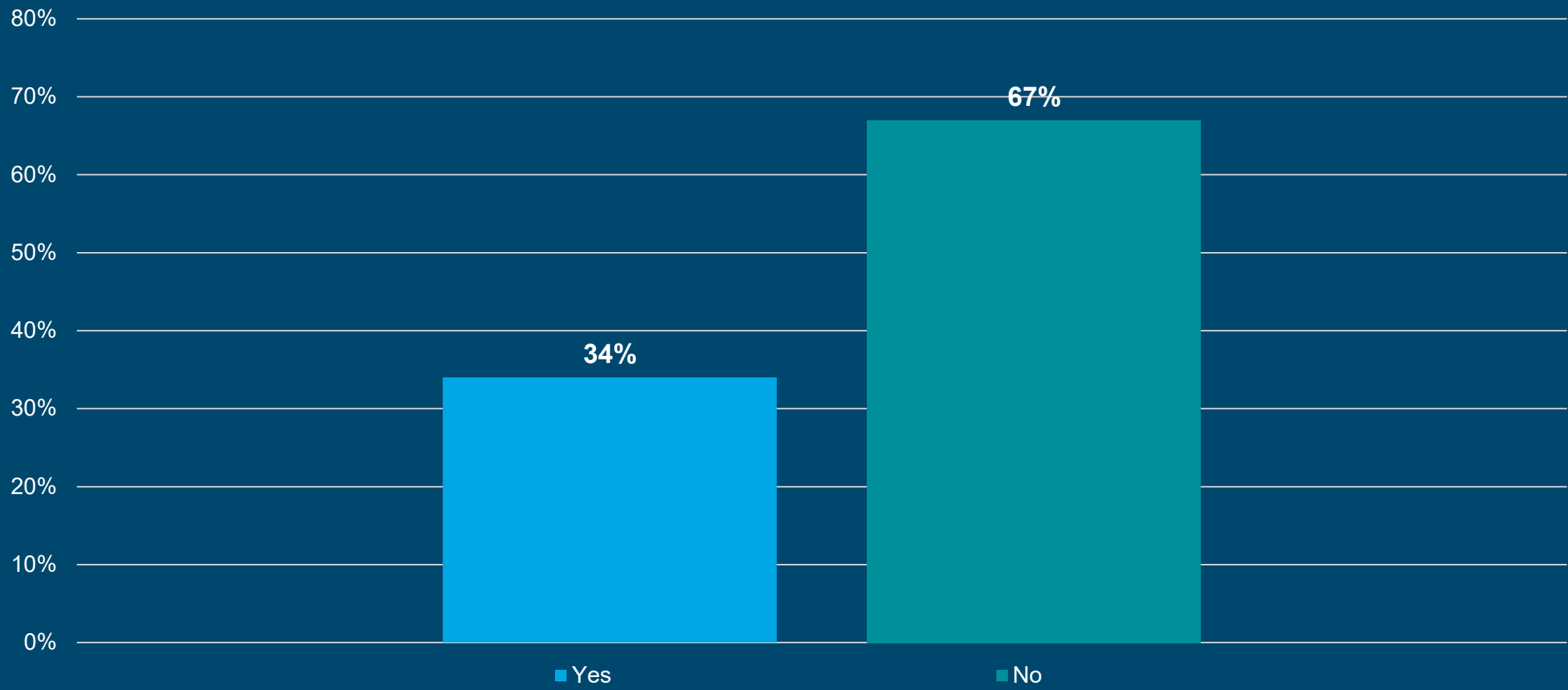




# INVOLVEMENT

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%

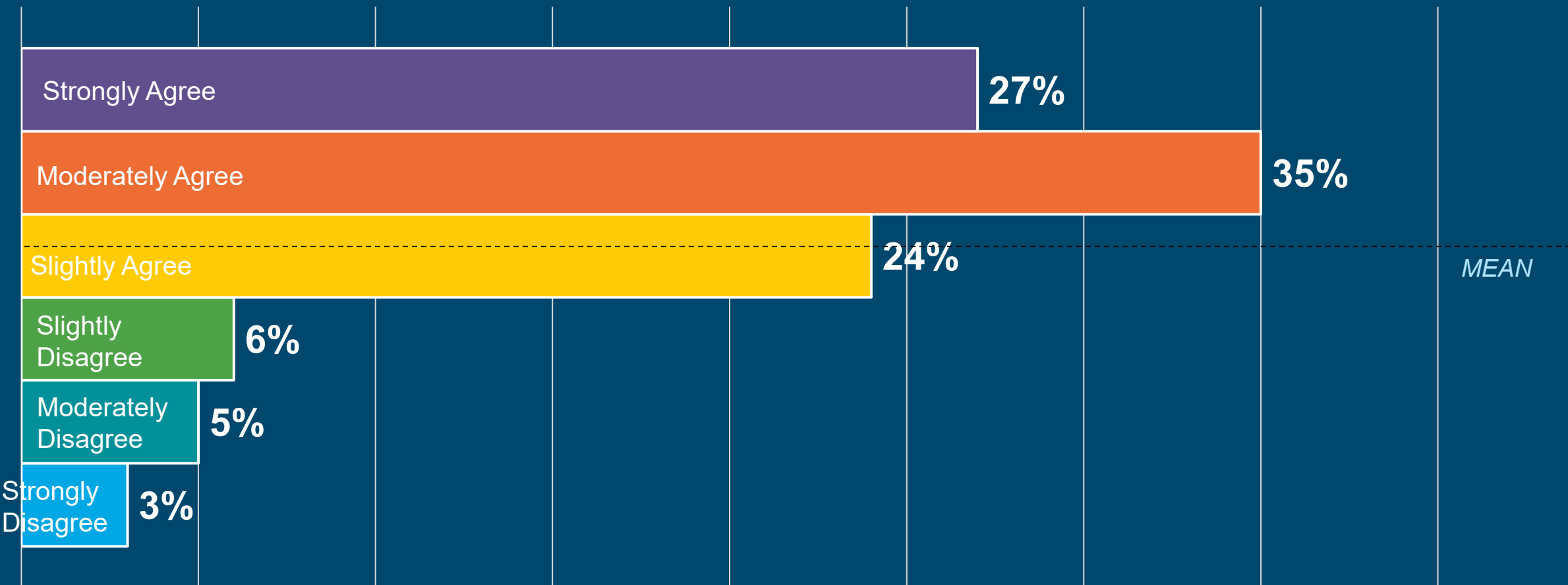
# I DO NOT PARTICIPATE IN SECTIONS BECAUSE ...

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

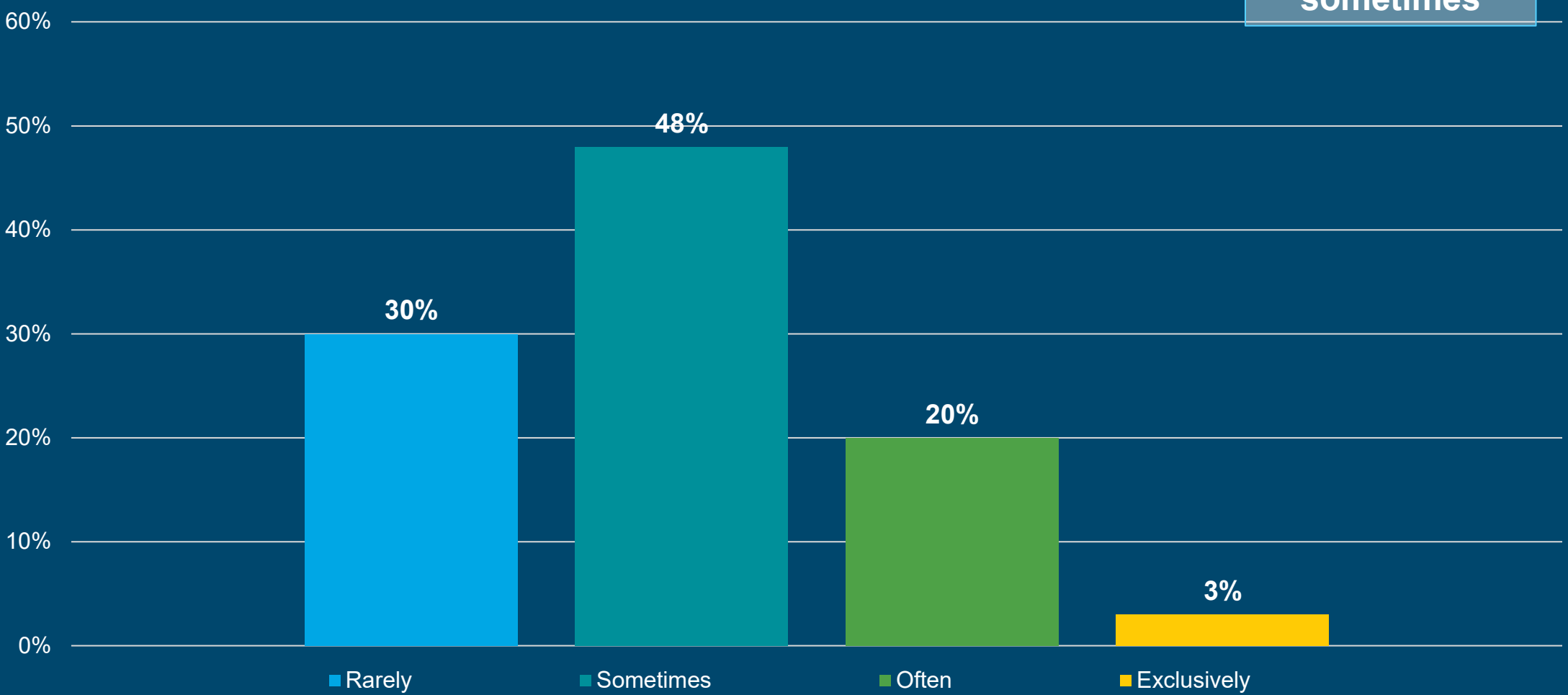
Q1 Comparison  
=

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



# SERVICES

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



Q1 Comparison  
**Movement  
toward  
“sometimes”**

# 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

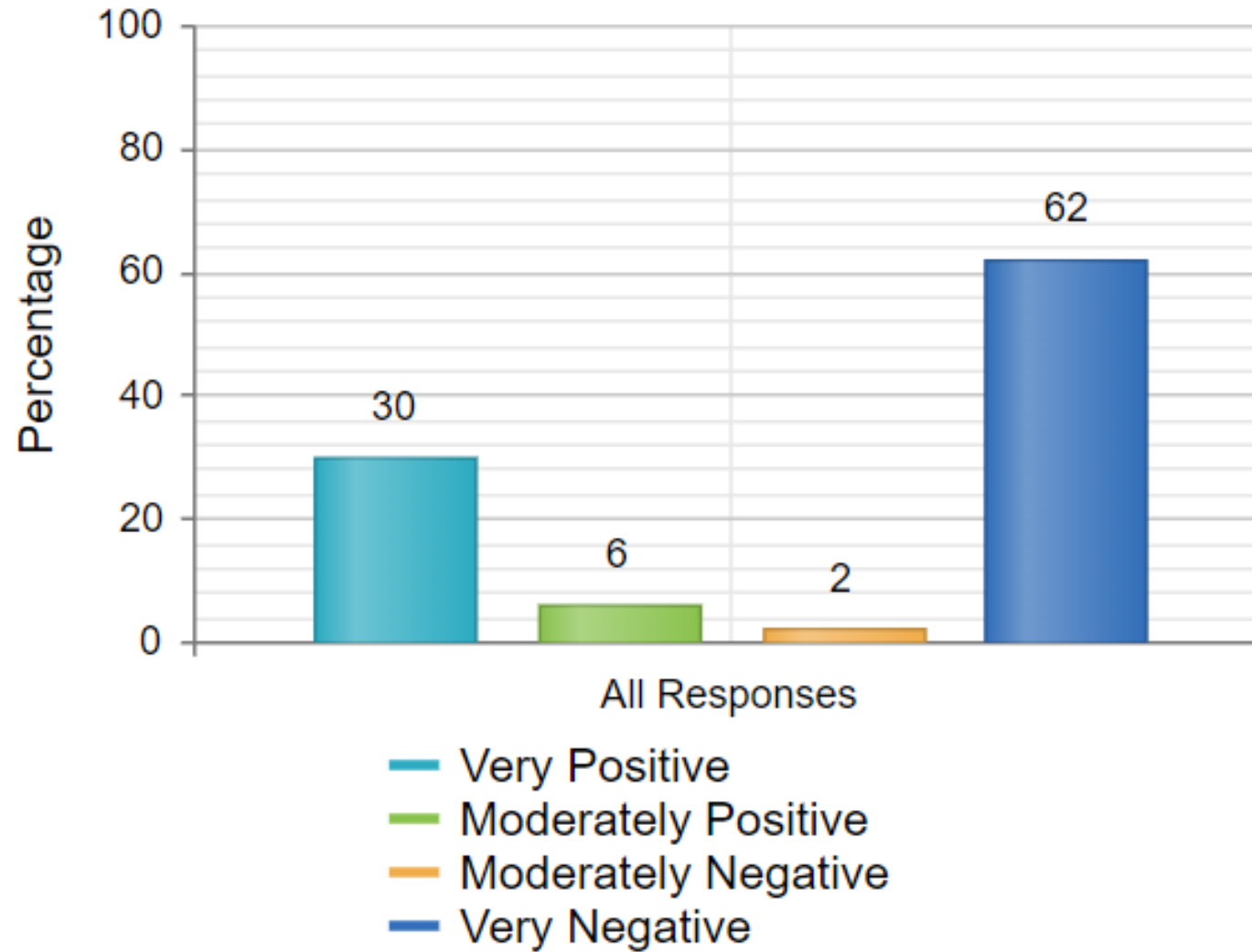
Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important	NOT AWARE
Lending Library	3/10	28% / 18% / 14% / 15% / 5%	20%
Retirement Resources (selling/closing)	3.03	29% / 18% / 17% / 11% / 7%	18%
Mentorship Opportunities	2.98	24% / 18% / 22% / 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"> <li>• 21 to 30: 3%</li> <li>• 31 to 40: 16%</li> <li>• 41 to 50: 21%</li> <li>• 51 to 60: 23%</li> <li>• 61 to 70: 24%</li> <li>• 71 to 80: 12%</li> <li>• 80 and older: 2%</li> </ul>
Gender	<ul style="list-style-type: none"> <li>• Female: 50%</li> <li>• Male: 48%</li> <li>• Transgender: 0%</li> <li>• Non-Binary / Non-Conforming: 0%</li> <li>• Not listed: 2%</li> </ul>

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](https://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 dues

---

collect dues

---

collect dues

---

collect dues

---

Collect dues

---

Collect 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 (LLLT, 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 behinds 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 providers 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 honesty, 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  
TOTAL COMPANY**



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**Date: August, 2022**

# **Washington State Bar Association - ETHOS Membership Survey - Total Company**

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Section I: Response Rates

Section II: WSBA Structure

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
<b>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)?</b> <b>WSBA should remain integrated (performing regulatory and pro.</b> <div>Total Company</div>	214		45%
<b>WSBA should bifurcate so regulatory services are performed b..</b> <div>Total Company</div>	184		38%
<b>An alternative structure.</b> <div>Total Company</div>	16		3%
<b>I have no opinion on the structure of the state bar.</b> <div>Total Company</div>	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.

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### **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.

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

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

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What is the structural model you recommend?



## 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.