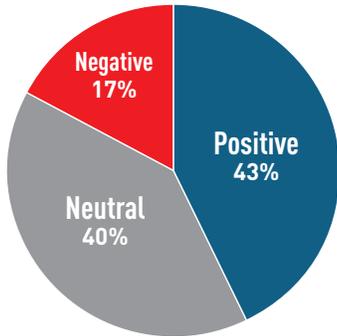
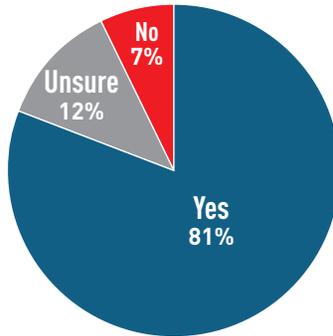


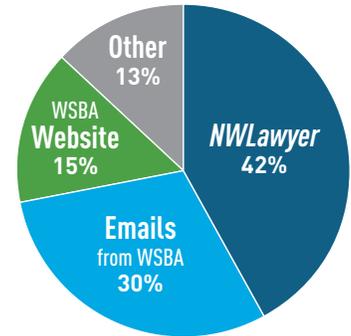
What is your perception of the WSBA?



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



What is your main source of information about the WSBA?



How members grade the WSBA

WSBA REPORT CARD		FY18 Q3-Q4	FY19 Q1	FY19 Q2	FY19 Q3
✓ Upholding high-quality standards for Washington’s legal profession		A	A	A	A-
✓ Providing high-quality CLEs		A	A	A	B+
✓ Supporting diversity and inclusion in the legal profession		A	A	A-	A
✓ Providing high-quality professional programs and services		A-	A-	A-	B+
✓ Helping members expand access to justice in their communities		B+	A-	B+	A-
✓ Preparing the legal profession for changes in the future		B+	B+	B+	A-

Sample comments and themes:

“They make it easy if you need to get ahold of someone. Help is always accessible and easy to get.”

“Washington’s MCLE system is fantastic.”

“I shouldn’t feel embarrassed reading about the state bar in the newspaper.”

Member Survey Participants

SIZE OF LAW FIRM			
Solo	24	100+	4
2-5	13	Govt/Public	24
6-10	6	In-house	9
11-20	4	Retired	2
21-100	8	Other	13

MEMBER’S CONGRESSIONAL DISTRICT					
District 1	6	District 5	7	District 8	9
District 2	8	District 6	7	District 9	9
District 3	6	District 7S	20	District 10	12
District 4	4	District 7N	11	Out-of-state	8

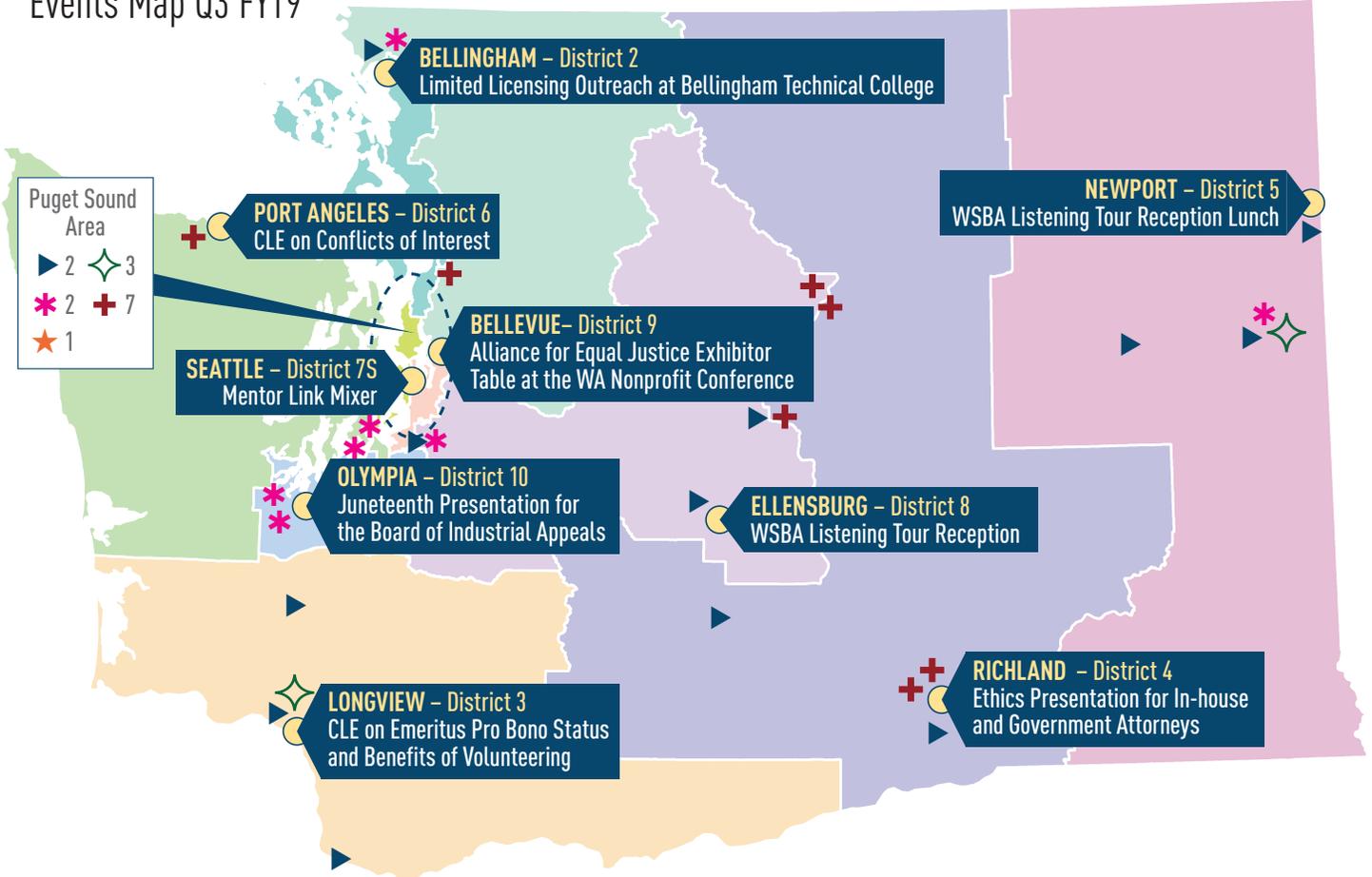
Explanation of member survey

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

The goal for each quarter is to speak to 105 different members. 105 members constitutes a statistically significant sample. Our response rate for Q2 was 18%.

WSBA Outreach Highlights

Events Map Q3 FY19



Select Highlights from Q3

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

Events

	Q3-4 FY18	Q1 FY19	Q2 FY19	Q3 FY19
▶ WSBA Ambassadorship	55	14	3	14
* Diversity & Inclusion	38	1	6	9
★ Professional Programs	11	3	5	1
◇ Access To Justice/Public Service	21	-	-	5
+ Ethics/Professional Education	30	19	18	14

WSBA Call Center Volume Q3 FY19*

TOTAL ESTIMATED CALLS
6,511

TOTAL EMAILS
1,388

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