
Utah State Bar 2022 Survey

Topline Results

December 2022



Overview

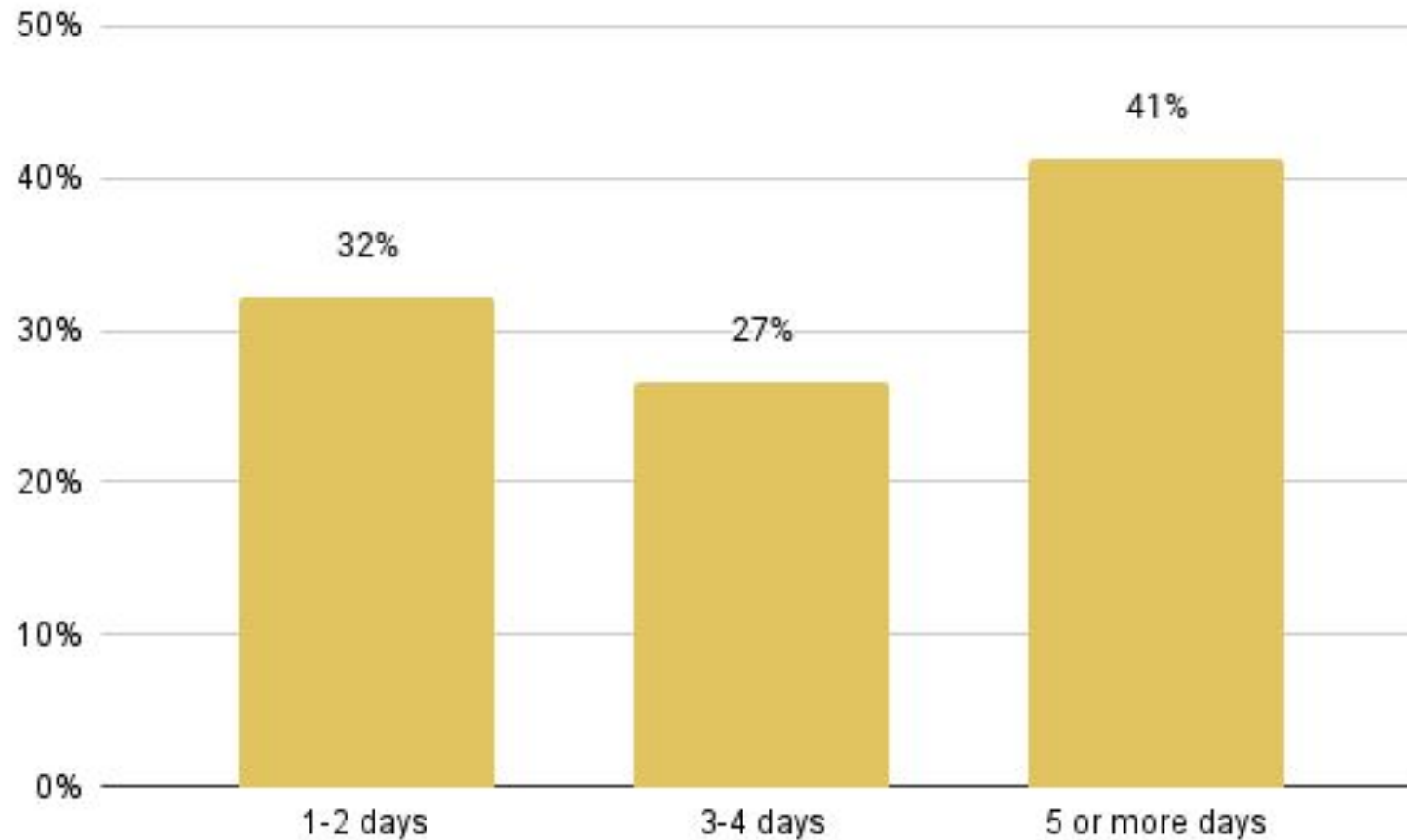
- Survey conducted between December 5 – 14, 2022
 - Sent to current member list (~8,600 contacts)
 - Anonymous
- Approximately 28% (2,400) of members participated
 - Emailed to members
 - Follow up reminders sent via email
- Additional survey promotion via social media and the e-bulletin
 - Social Media: 63 responses
 - E-Bulletin: 137 responses

Goals

- Understand legal trends in Utah from membership perspective
- Compile member feedback about demographics, economics, and “post”-pandemic industry changes
 - Specific interest from committee around the virtual workplace and the Regulatory Sandbox
 - Improve service offerings for Utah State Bar members

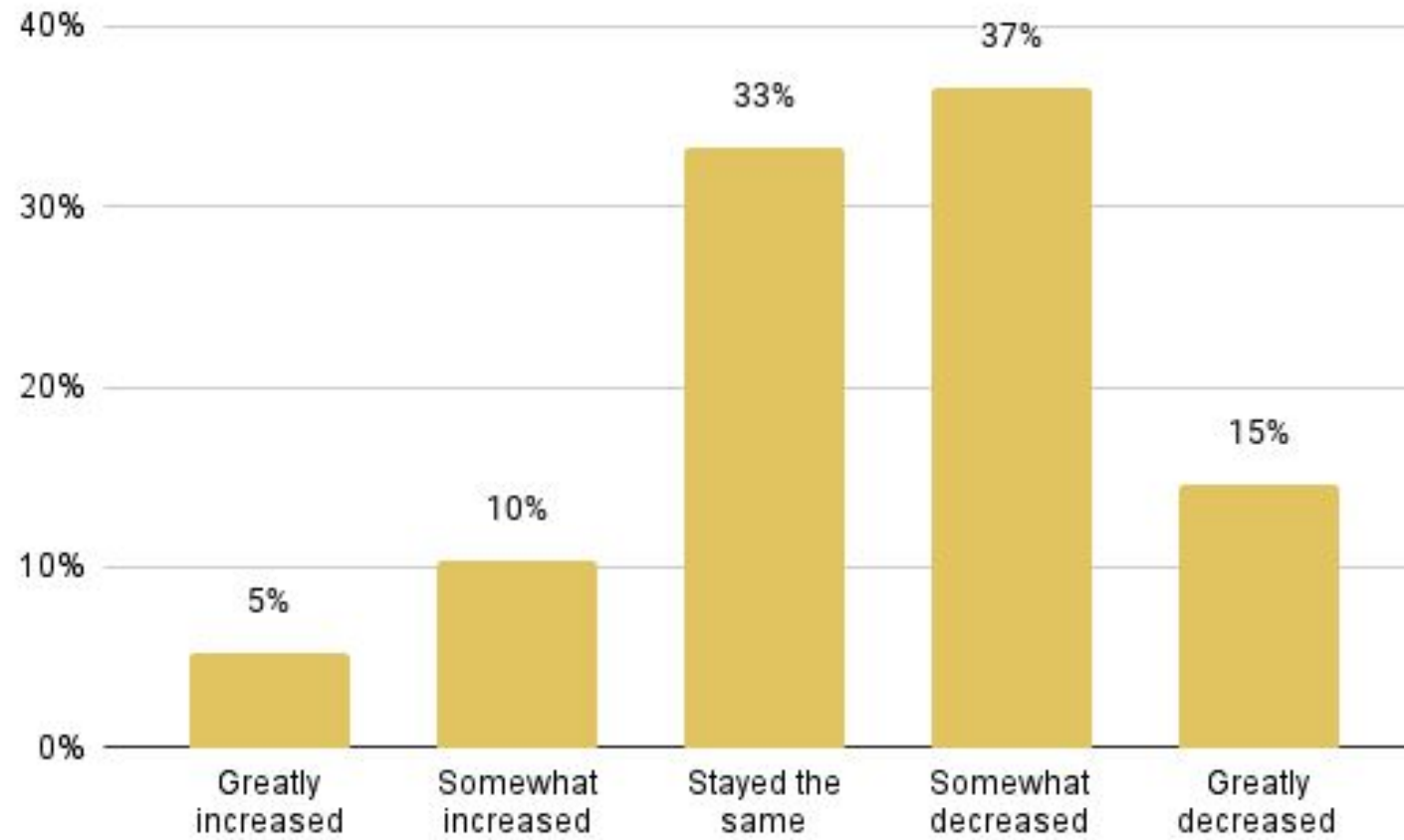
Virtual vs In-Office Workplace

On average, how many days of the week are you working physically in-office (as opposed to virtually or remotely)?



Collaboration and the Virtual Workplace

In your opinion, how has the virtual workplace impacted opportunities for providing and receiving mentorship in the legal profession?



Collaboration and the Virtual Workplace

How could the Utah State Bar improve how you interact with your colleagues now that we are coming out of the Pandemic?

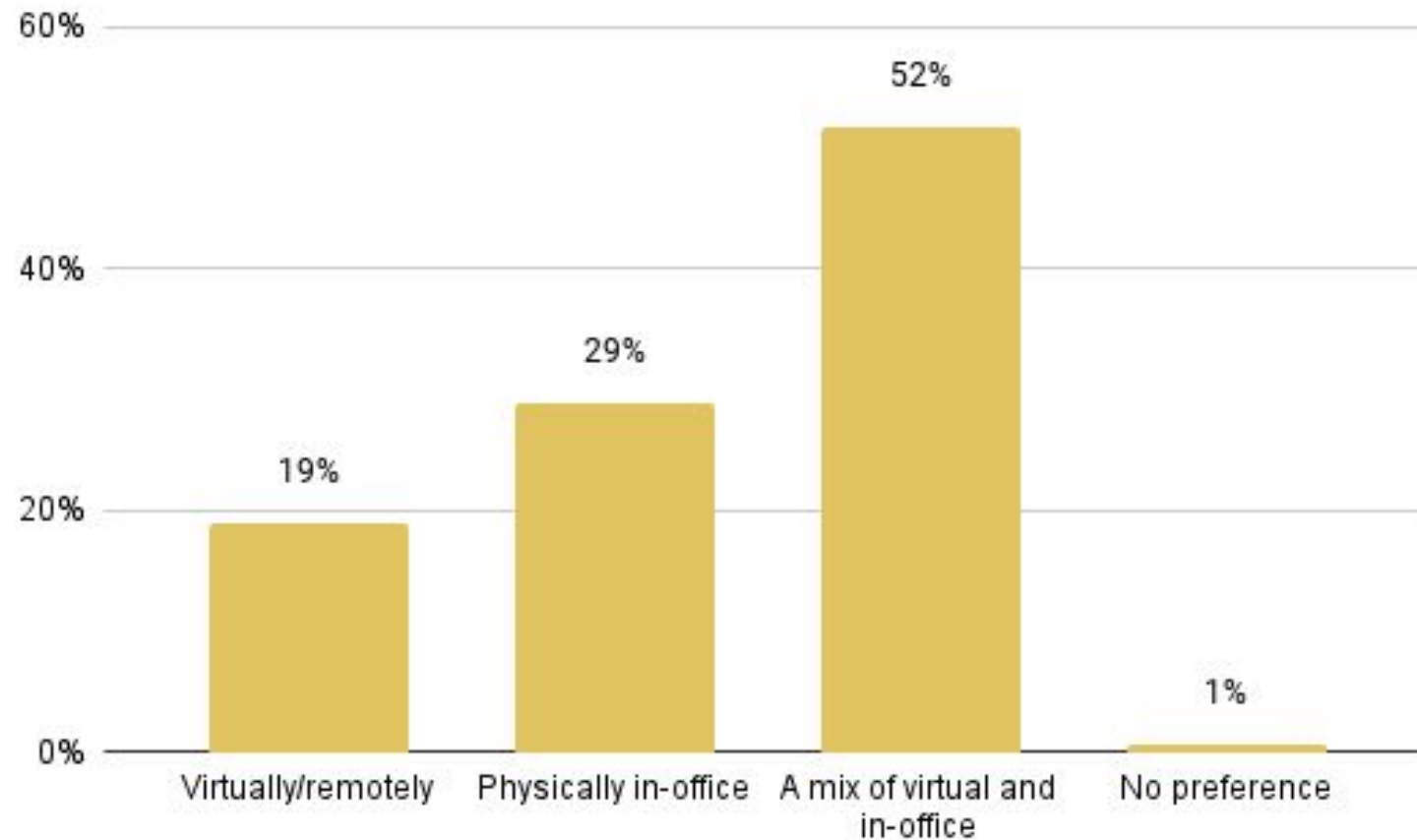
Example Answers:

- Additional in-person events and CLEs to reconnect with legal community.
- Allow more virtual CLEs.
- **More meet and greet events within bar sections**
- Dual virtual and in-person options for CLE; commission meetings; and other events.
- Promoting the use of electronics and virtual hearings instead of trying to go back to the older ways of doing things
- **Continue to offer a mix of in person, hybrid in person and remote, and fully remote events**
- Virtual hearings have increased access to justice. As a criminal defense attorney my clients have all benefited. They are allowed to appear in court for a quick 10-15 min hearing, rather than missing half a day of work. Many of my clients are already financially struggling and usually do not have jobs that give PTO, or even all them to miss without being terminated. As an attorney I am more efficient and able to reduce my fee to my clients. I am very disappointed in how the courts have reverted back to in-person. Especially the lack of notice many courts have abruptly changed (back and forth admittedly). I do not see any reason that summary matters need to be held in-person. Many courts in more rural parts of the state are conducting hybrid hearings and they are working great. Ultimately, if the Bar could push the courts to adopt a hybrid system I believe most people would greatly benefit.
- I don't know that the Bar can do much. I think it's up to firms and attorneys. I **appreciate that the bar offers virtual and in-person events and opportunities, and I think that should continue.**
- More free CLE sessions provided by the employee assistance plan, to teach attorneys how to cope in healthy ways with stress, anxiety, etc.
- We should encourage digital interaction as it helps with work-life balance.
- **Require at least one hour of in-person CLE per year.** Host some free dinners or lunches for attorneys. Make us see each other face-to-face.
- **Have more in person CLEs at a venue that can handle large crowds.** We have out grown the Bar's building and parking lot.

View all answers [here](#).

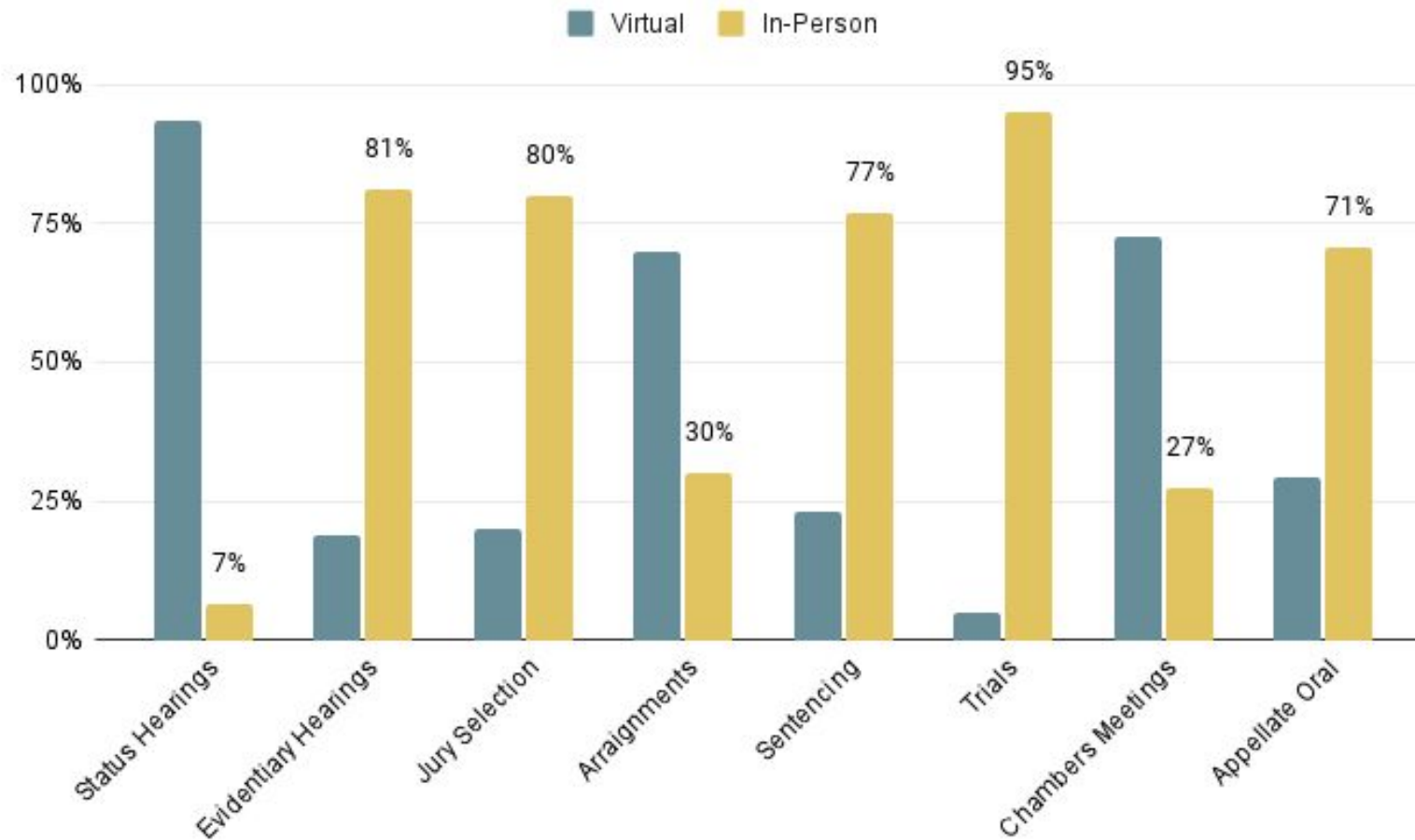
Virtual vs In-Office Workplace

Do you prefer to work virtually/remotely or physically in-office?



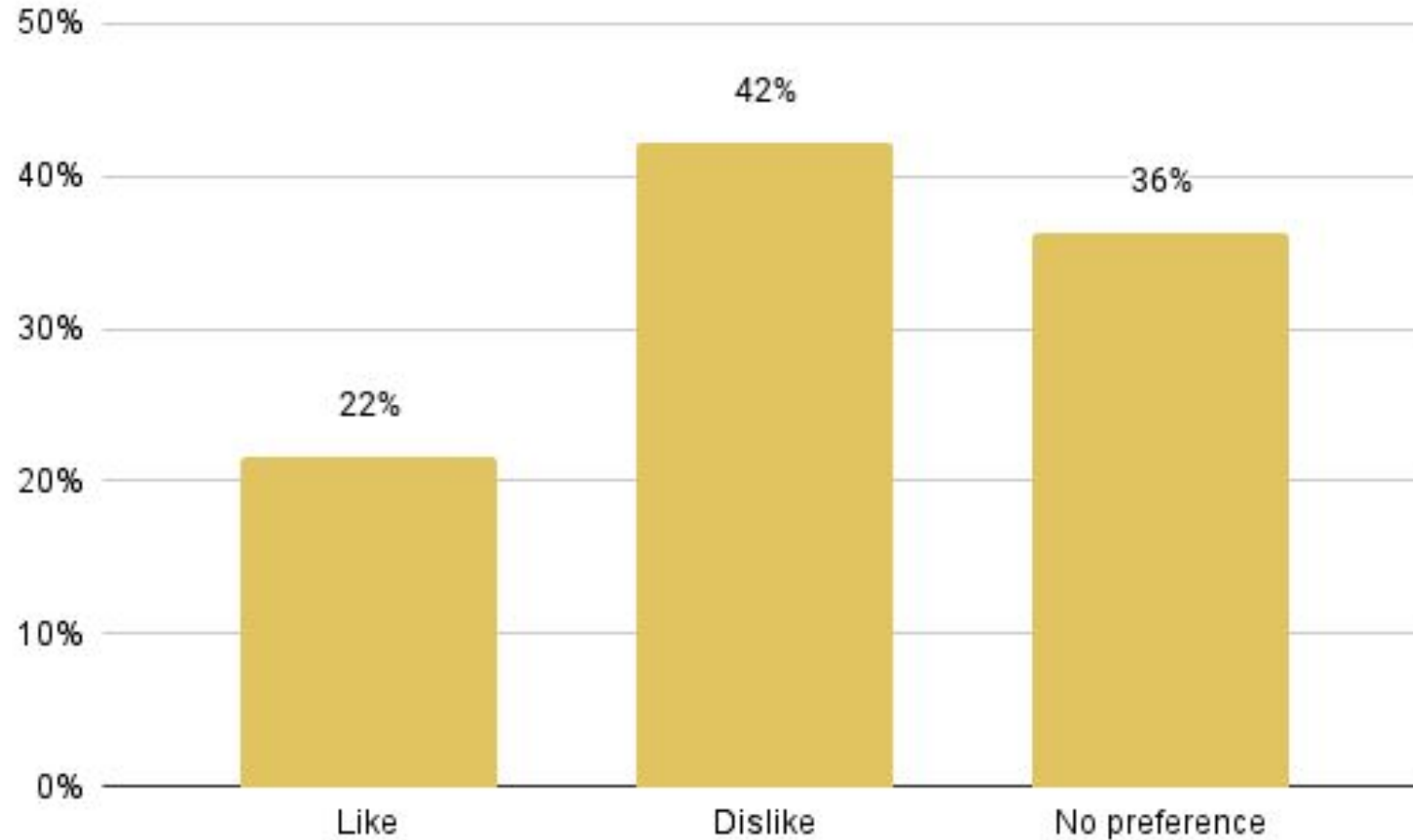
Court Services

Thinking about the changes you have observed during the pandemic in the courts, please indicate if you think these services are best handled in a virtual environment or an in-person environment?



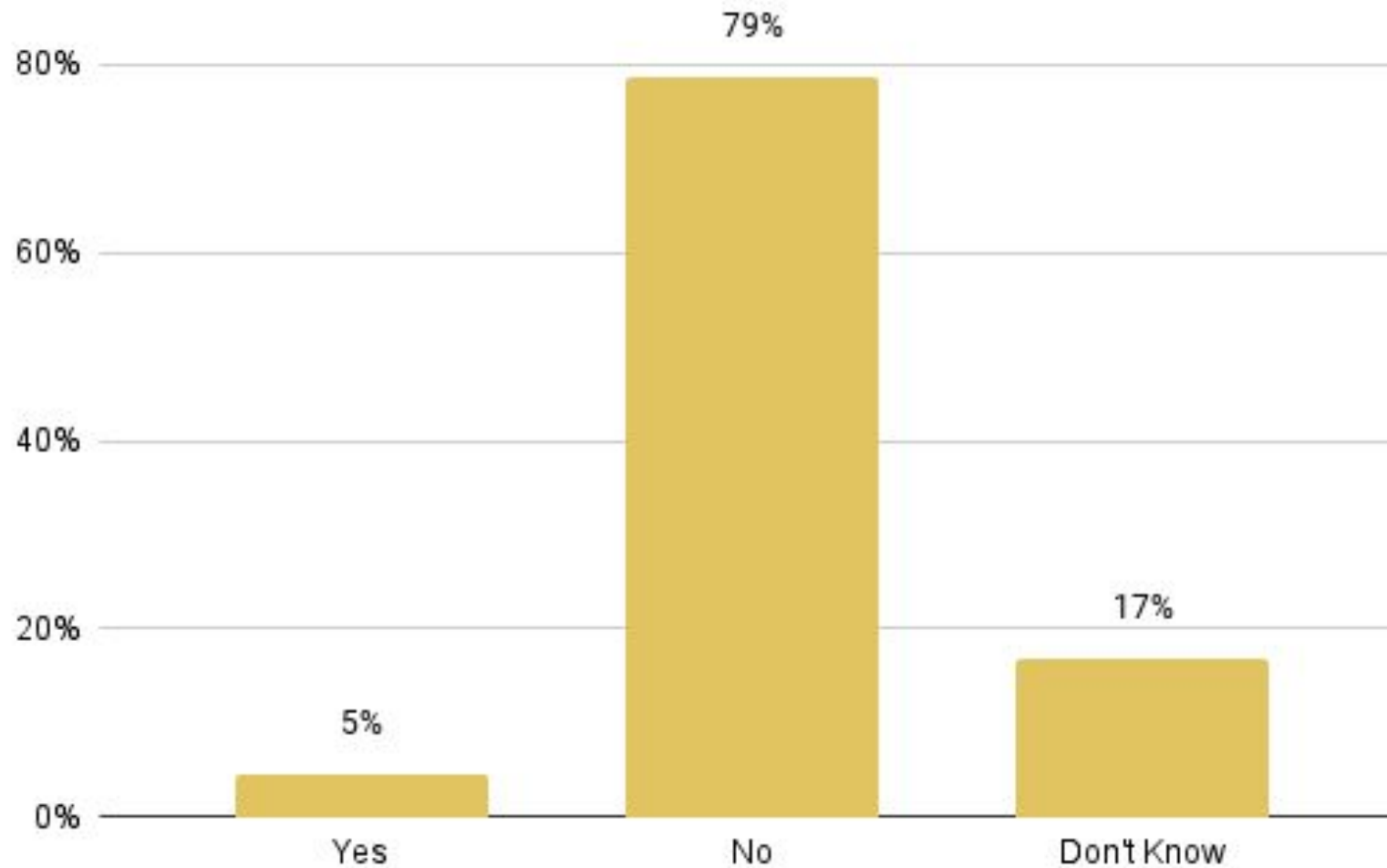
Regulatory Sandbox

Do you like, or dislike, the idea of the Regulatory Sandbox?



Regulatory Sandbox

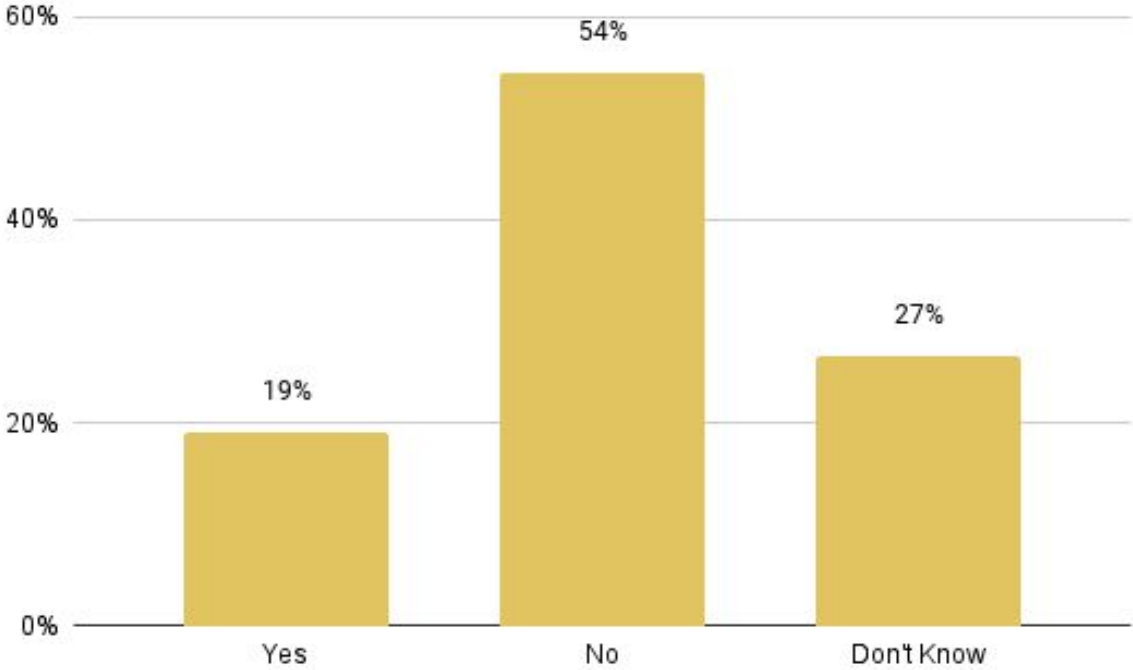
Do you (or an entity you work for/with) participate in the Regulatory Sandbox?



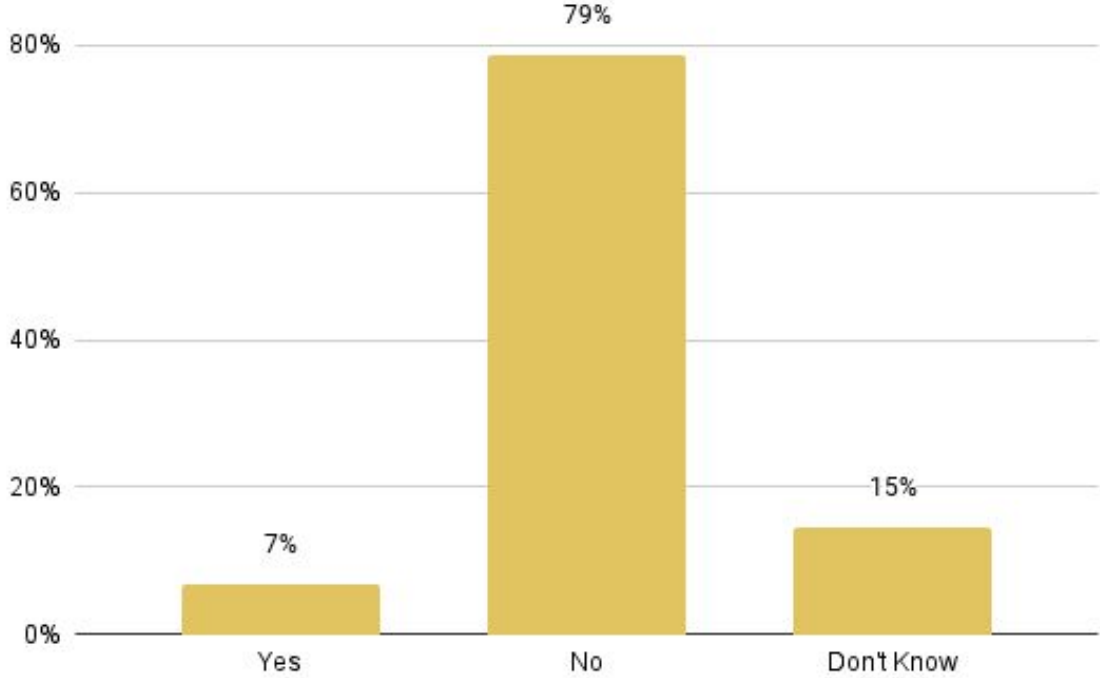
Regulatory Sandbox

Would you be in favor of a portion of your licensing fee being used to pay for the operating expenses of the Regulatory Sandbox if:

Your licensing fee stayed the same?



Your licensing fee increased?



Regulatory Sandbox

How has the Regulatory Sandbox positively or negatively affected your practice?

Example Answers:

- **Deregulation of ethical rules by these non lawyers has led to more aggressive solicitation that has decreased public opinion of the bar**
- Still evaluating. But overall, so far I do not like the changes. Non-attorneys do not fully understand the practice law and the rules. The changes have devalued the Juris Doctorate degree and the history of the profession.
- **Positively affected. Can send clients to those entities to receive more on-point help and allow our team to focus on more complex matters.**
- The flexibility has been positive
- Worried that tech companies will ruin the personal injury market. These companies will likely provide a terrible service to their clients/customers because personal injury litigation cannot be automated to be more cost effective.
- I had a negative experience. Nonlawyers inherited an interest in a prior firm I worked for; due to the sandbox they were allowed to maintain ownership interest, only to sell and cause a host of issues and people (like me) searching for new employment.
- We participate in the Sandbox and I have been able to refer my own clients within our company to the realtors, financial planners, and estate planners.
- **It has the potential to create large, national firms who seek to drive out competition from the solo practitioners and small firms.**
- It hasn't affected my practice, because the sandbox is meant to fill the gap for people who normally don't engage a lawyer because they can't afford it. **I think this helps fill in that gap for everyday people and we have a responsibility as attorneys to support it so that we have a better justice system.**
- I am not currently affected, but I see the sandbox as the best way to finance law offices, large and small, and to minimize attorney fees and costs for clients.
- **To allow corporations, who are not subject to fiduciary duties/rules of professionalism and civility, to have ownership of law firms and push profits over client's best interests is a bad idea.** The "data" that is being collected and used to promote this project is being interpreted by those who have a self-interest in continuing this experiment. I applaud the notion of access to justice, and there may be areas of the law where these concepts may be able to improve access/affordability to justice.
- We are able to provide a greater service to the client which is more affordable than having to have separate professionals for each aspect of a clients personal, legal and financial matters. The clients are ultimately pleased with the services provided by a sandbox firm.

View all answers [here](#).

Utah State Bar Services

The Utah State Bar launched a new website in September 2022 (UtahBar.org). Are there any suggestions you have for the Bar's website?

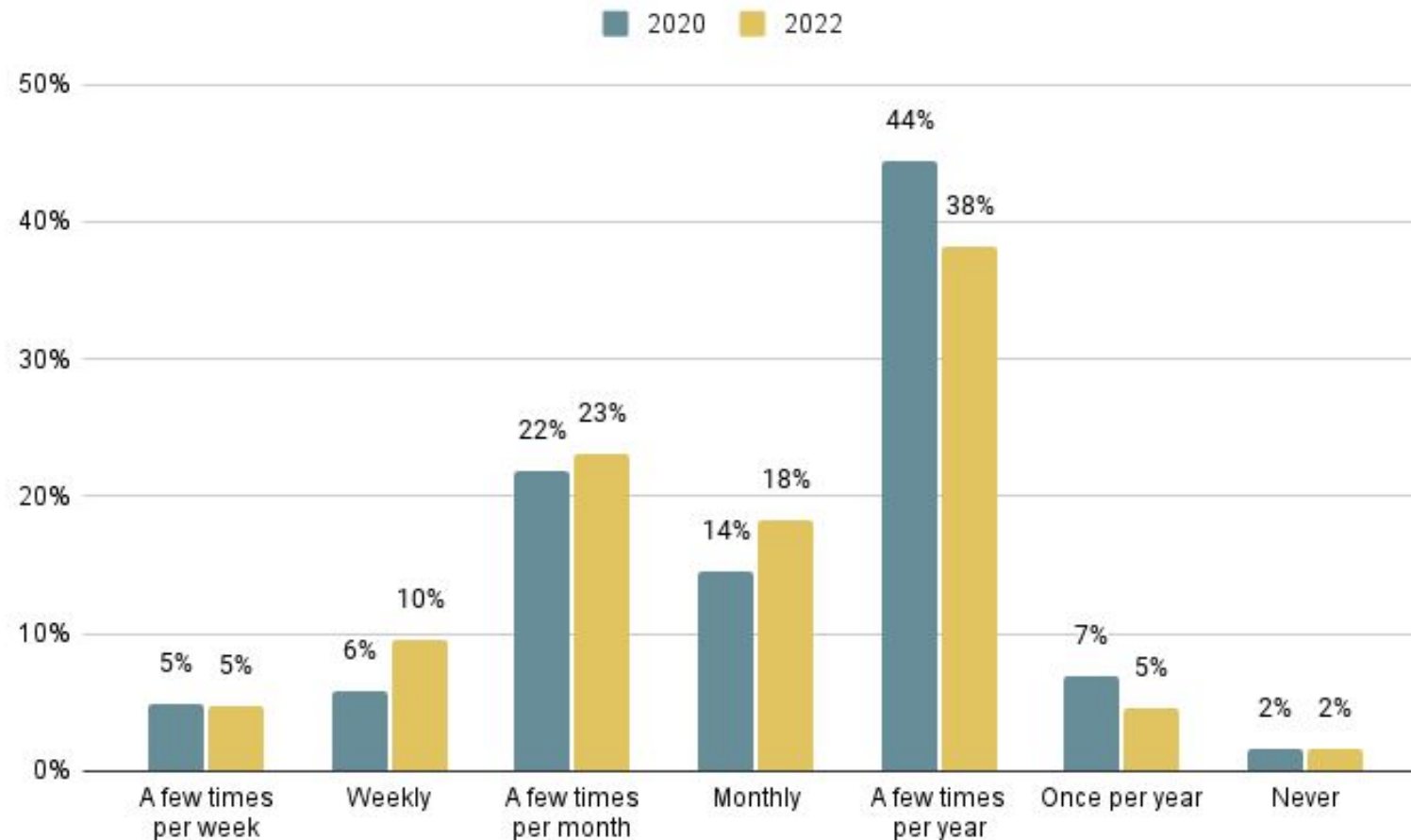
Example Answers:

- Looks good
- I am still getting used to it.
- Keep the website as it was for bar members once we log-in to our practice portals. Had to search for a few minutes the other day just to find recent appellate opinions.
- **I am thankful for the new website. I appreciate the time and effort many have devoted to making it beautiful, informative, and easy to navigate.**
- My attempts to access resources through the bar's website are not always successful so it's not a resource I turn to regularly.
- **Tough to navigate; some instructions are difficult to understand/follow--particularly reciprocity instructions.**
- It's better than the old website. Still, the images/graphics take up too much space. It could be condensed more to make it easier to navigate.
- I would recommend not having 'blog' posts right on the first page.
- No. Honestly, I hadn't noticed the change until this survey pointed it out. But the MCLE stuff has always been super confusing.
- **The interface of the home page is great- similar updates to the practice portal would be helpful.**
- It's a bit wordy, so making it simpler for mobile devices could be tricky but yield high dividends. I love all the options that are easily visible now. I haven't been able to see most of these resources before. But I would say only to keep the functionality and simplify the UI.
- **Would like to see CLE and MCLE credits more upfront and accessible to be able to track and make sure I'm in compliance. Seems like it's always a bit of a treasure hunt on the site with being kind of a clunky interface.**
- Go back to the old website. The new website is more flashy but not more helpful.
- No. I think it is a great improvement.

View all answers [here](#).

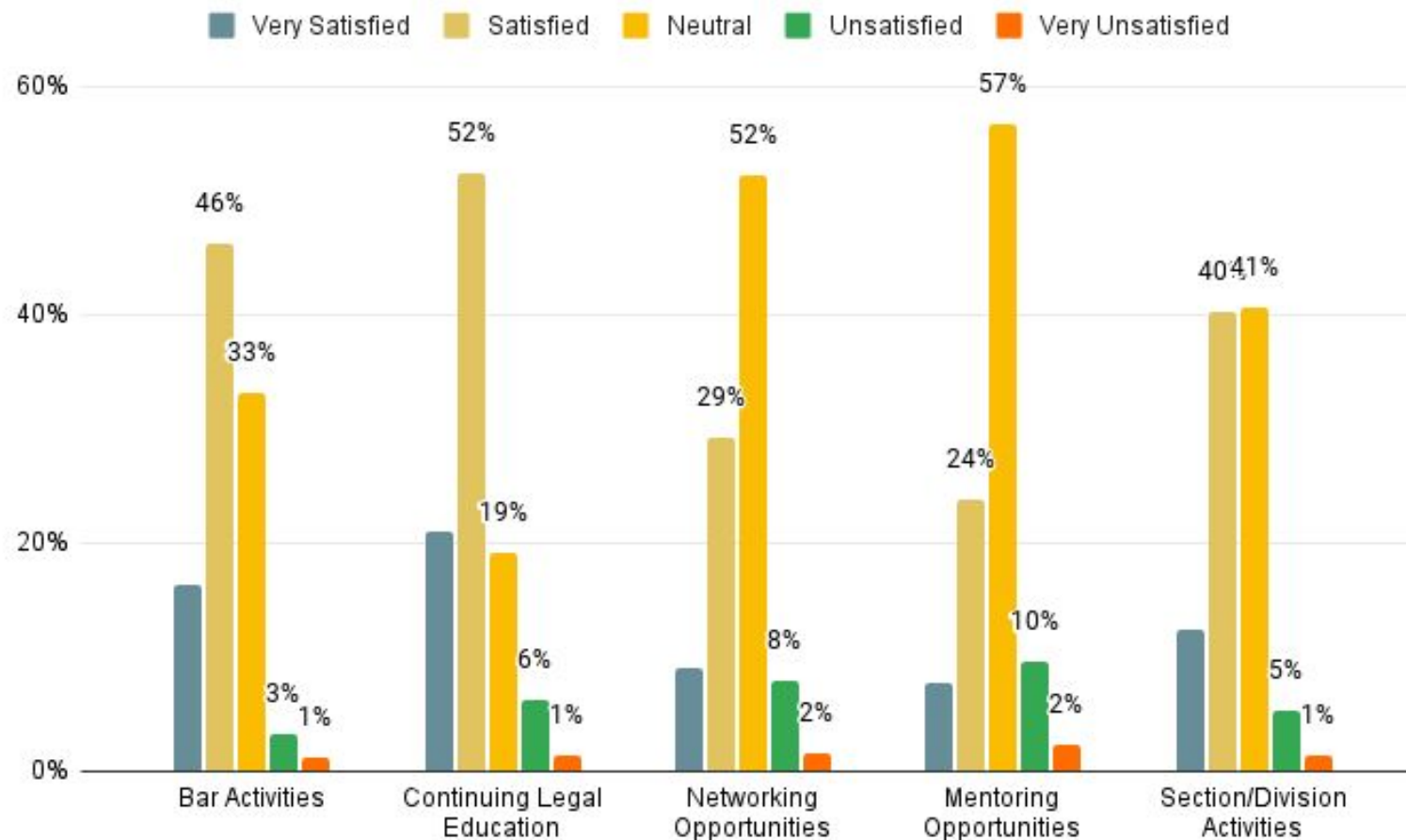
Utah State Bar Services

Which of the following best describes how often you have visited the Bar's website (UtahBar.org) in the last year?



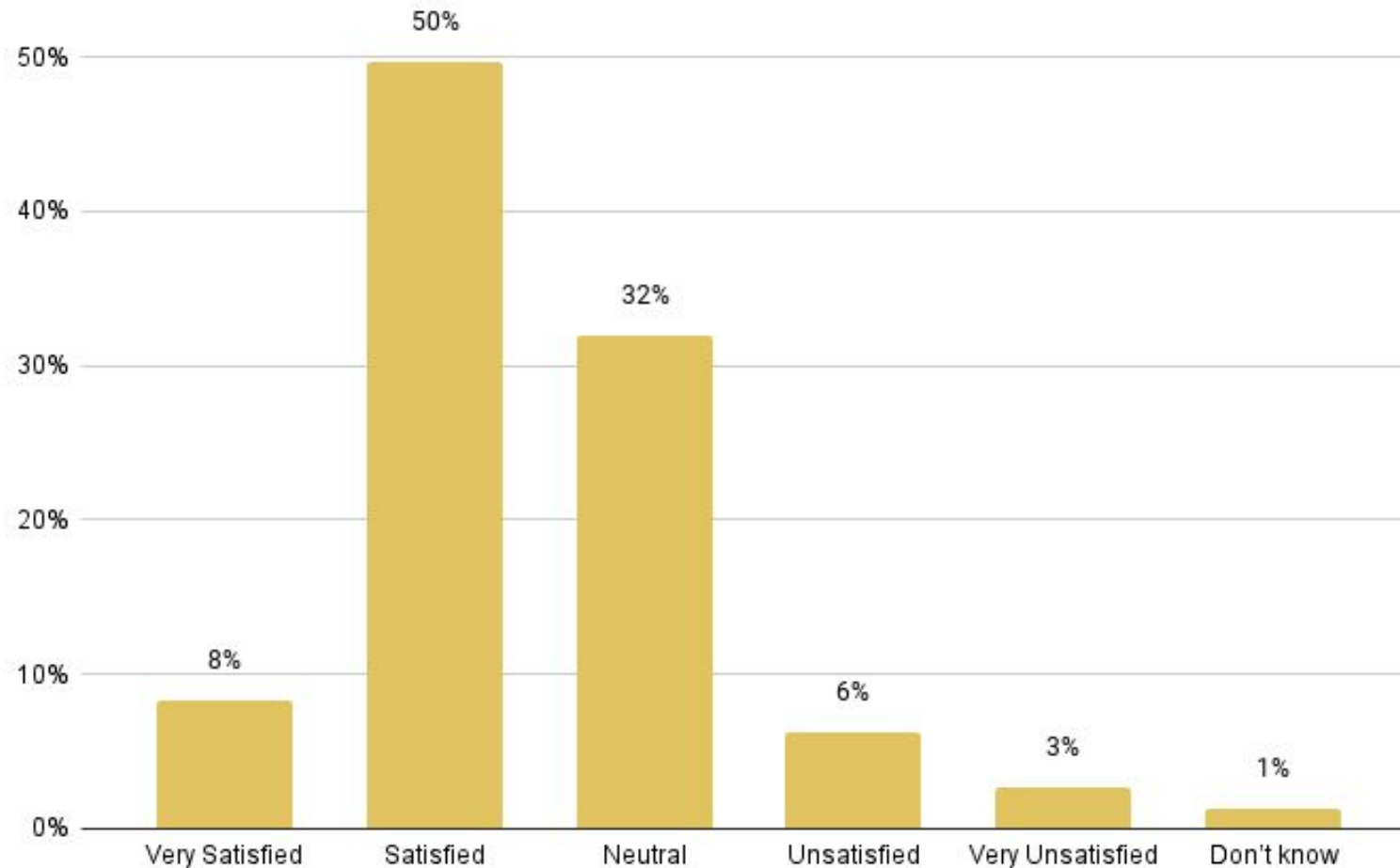
Utah State Bar Services

Please rate your satisfaction with the Bar's communications to its members concerning the following:



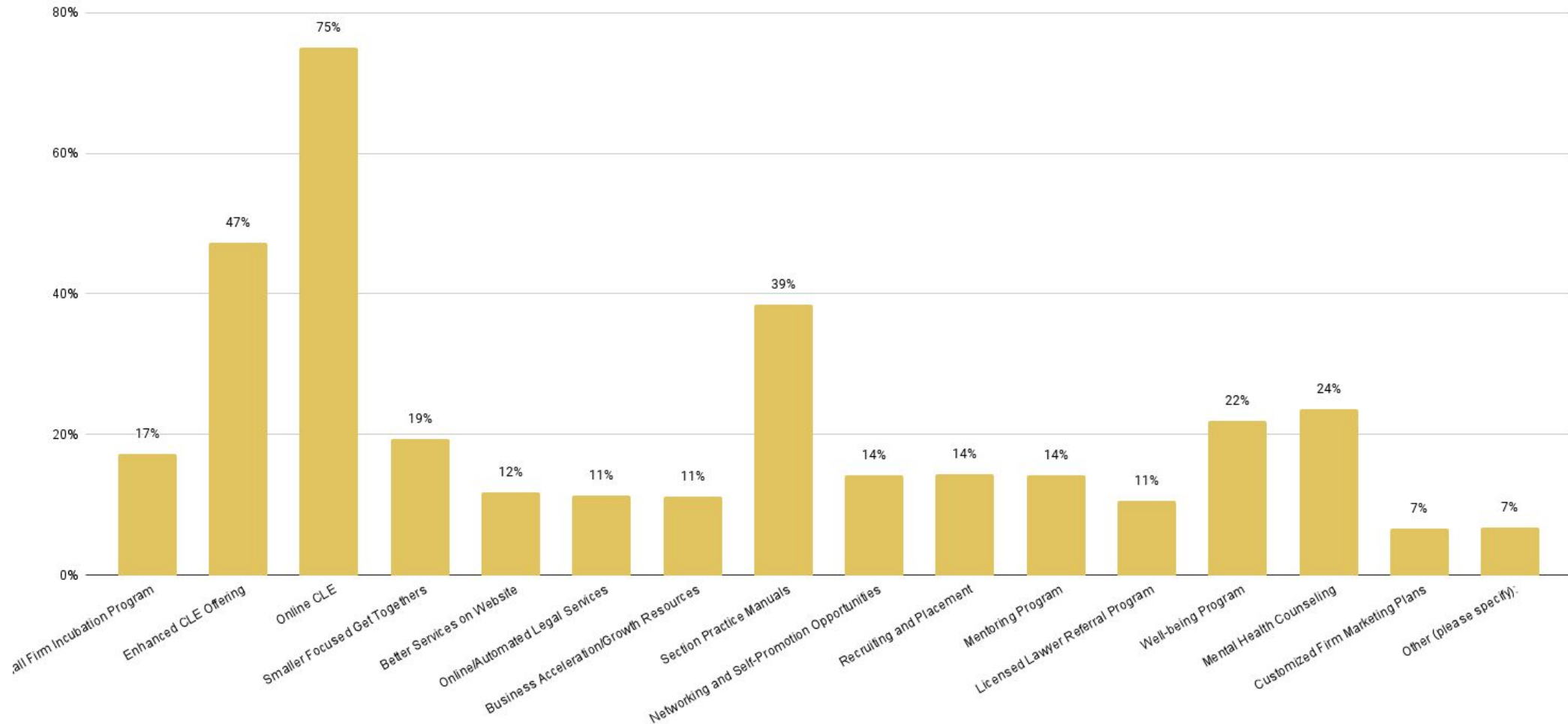
Utah State Bar Services

Please rate your satisfaction with the Utah State Bar's current services and offerings.



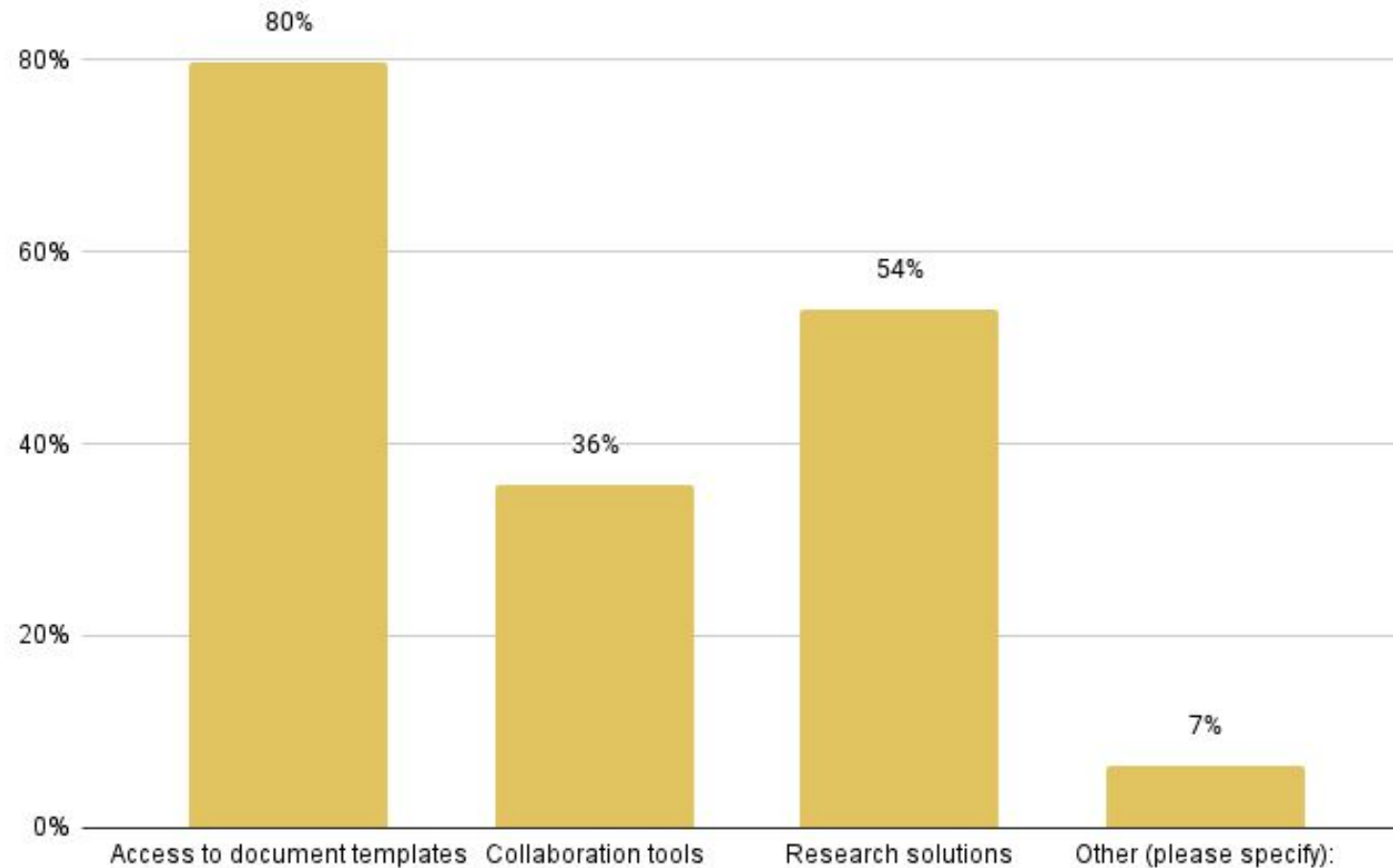
Utah State Bar Services

Which of the following services and offerings would you be most interested in? Please select all that apply.



Utah State Bar Services

With innovation and automation rapidly advancing in the legal profession, which services or solutions could the Bar provide to help your practice or your clients? Please select all that apply.



Utah State Bar Services

Is there anything you would like added or changed to the Bar Journal?

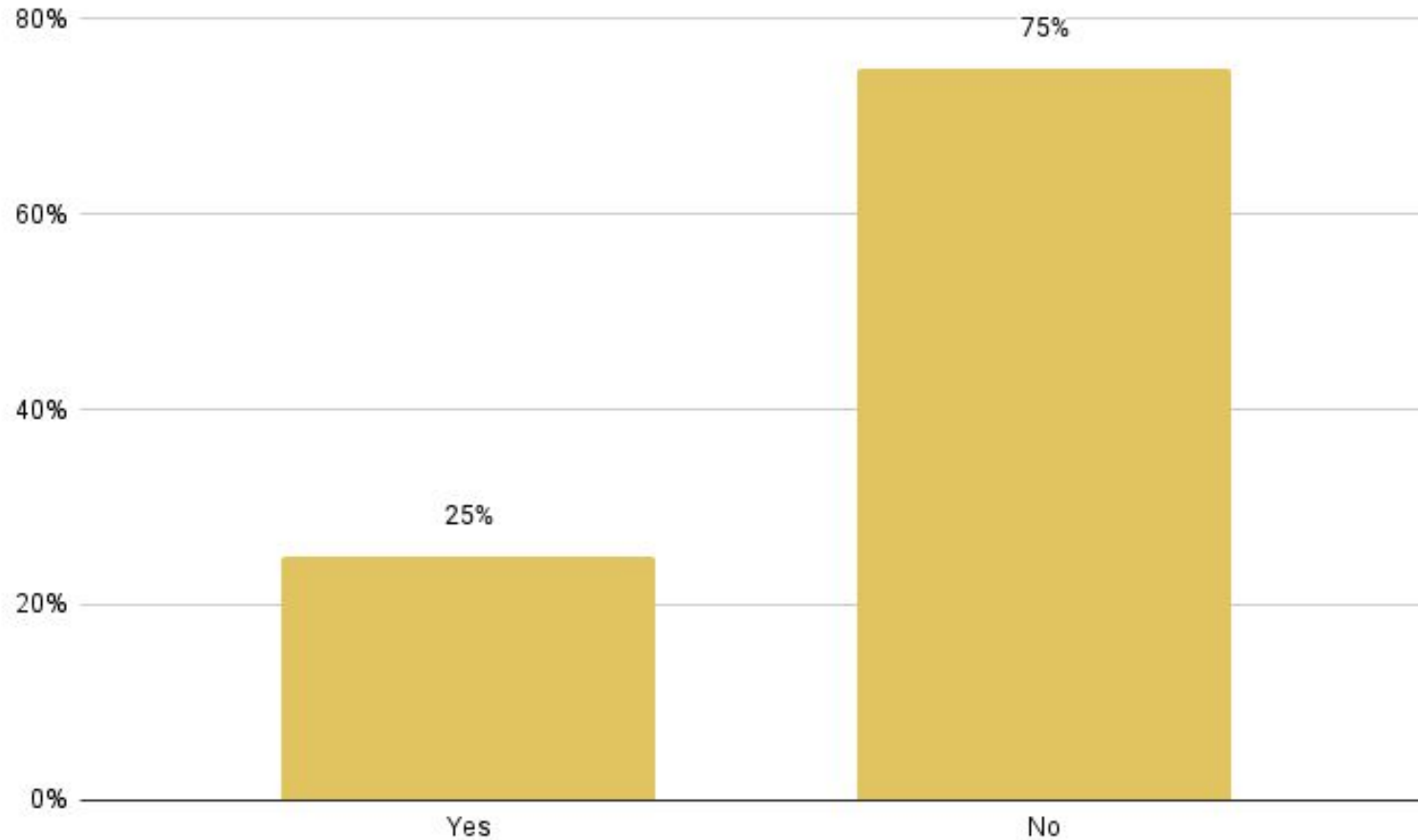
Example Answers:

- Attorney profiles
- More articles about legal issues.
- **I have enjoyed the expanded focus in article topics to include more in-house content.** Historically, the journal seemed heavily tilted towards litigation content.
- More Solo / small practitioner stuff
- **Articles for CLE credit similar to Nevada**
- An electronic version that is simple to navigate.
- Job applications availability or contract work section
- **More information from the courts and judges and commissioners and cases.** Lets stick to the facts. More about issues in the profession and the latest cases and how they affect each area of practice. I don't think there should be as much emphasis on non-practice areas.
- Too many ads!
- Good job on the Journal.

View all answers [here](#).

Utah State Bar Participation

Do you regularly participate with a local Bar organization (i.e. Southern Utah Bar, Cache County Bar, etc.)?



Utah State Bar Participation

Why have you decided to attend, or not attend, a Bar convention?

Example Answers:

- The topics do not interest me
- See colleagues and get CLE
- I don't like traveling, driving, or being in a room with lots of people.
- **Because live CLE doesn't carry over to next years reporting requirements, which now make a full CLE Convention wasteful.**
- Enjoy summer out-of-state conventions in Sun Valley, and enjoyed San Diego this year.
- I was a first year attorney last year, and I was advised that the convention was not particularly useful.
- **I attend to see friends, but get very little value out of the event.**
- cost, time, location, content
- **Too expensive and topics are often interesting but not relevant to my career. I just can't justify the cost or time.**
- Not aware
- They can be fun and are a good way to get CLE. But I don't always want to spend vacation time with other lawyers.
- **I like the interaction with other lawyers and the programming is always good.**
- Mostly for the continuing ed classes. Very good content and broad spectrum of interest
- **They are expensive considering the limited amount of CLE credit you can get for attendance.**
- Out-of-state bar conventions are a terrible idea for small firm practitioners. The Fall Forum & spring convention are useful.
- Subject matter and to reacquaint with fellow bar members.

View all answers [here](#).

Utah State Bar Participation

Do you have any suggestions for how the bar could improve the Bar conventions?

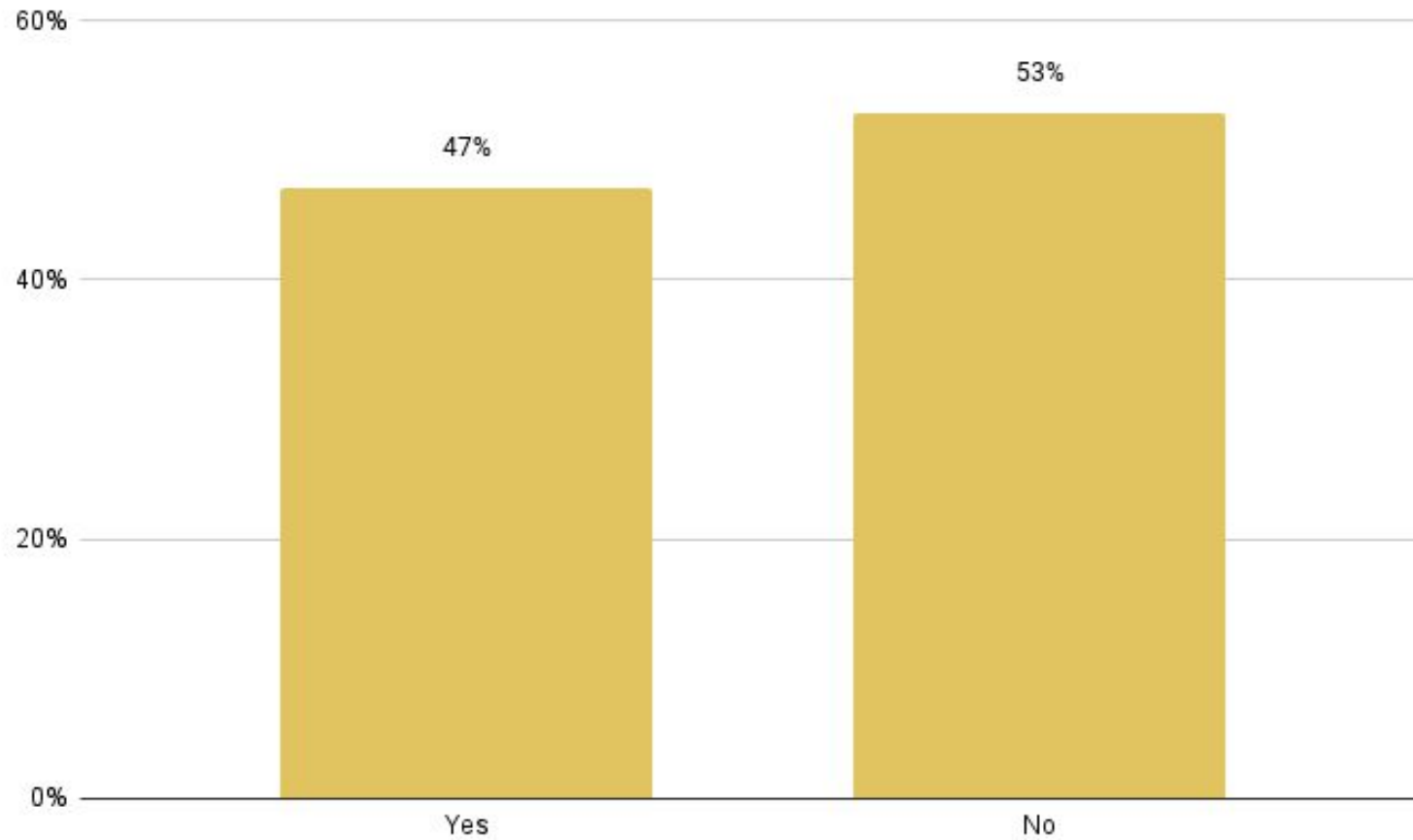
Example Answers:

- Provide more notice/details ahead of time.
- **Provide the option to attend virtually.**
- There should be a few sessions devoted to what might be called theory, i.e., not every session be a practice guide; something on questions of legal theory or other intellectually stimulating.
- **Perhaps more central locations and shorter time.**
- I think the cost of the conventions is becoming unaffordable. I believe that the convention should provide discounts to solo attorneys for them to attend. That would be an incentive to increase attendance.
- Provide more online live CLE for those who do not attend. My practice is so limited that attending a whole conference for one or two sessions just does not make sense. If I could still participate in those sessions without having to attend the conference, that would be very beneficial.
- **Provide a-la-carte options; incorporate more outside and family activities.**
- Improve online interaction experience and opportunities for those who either can't or do not want to participate in person with the bar conventions
- **I'd suggest circulating a list of proposed topics to members of the Bar so that we can all vote on them.**
- People are looking for an "experience" and not just another CLE. People can find CLE anywhere.
- **Give scholarships/discounts so more public service/government attorneys can afford to attend.**

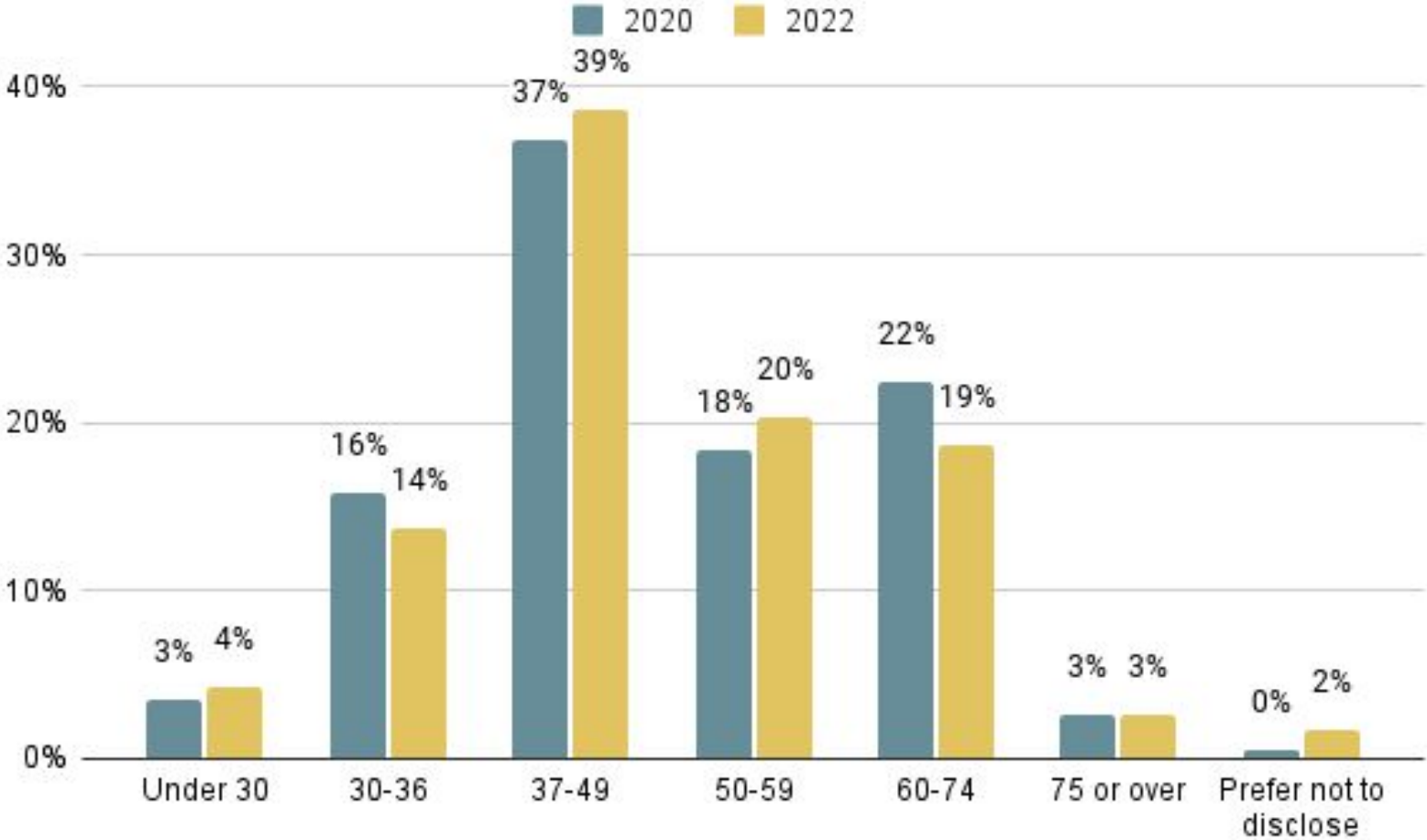
View all answers [here](#).

Wellbeing

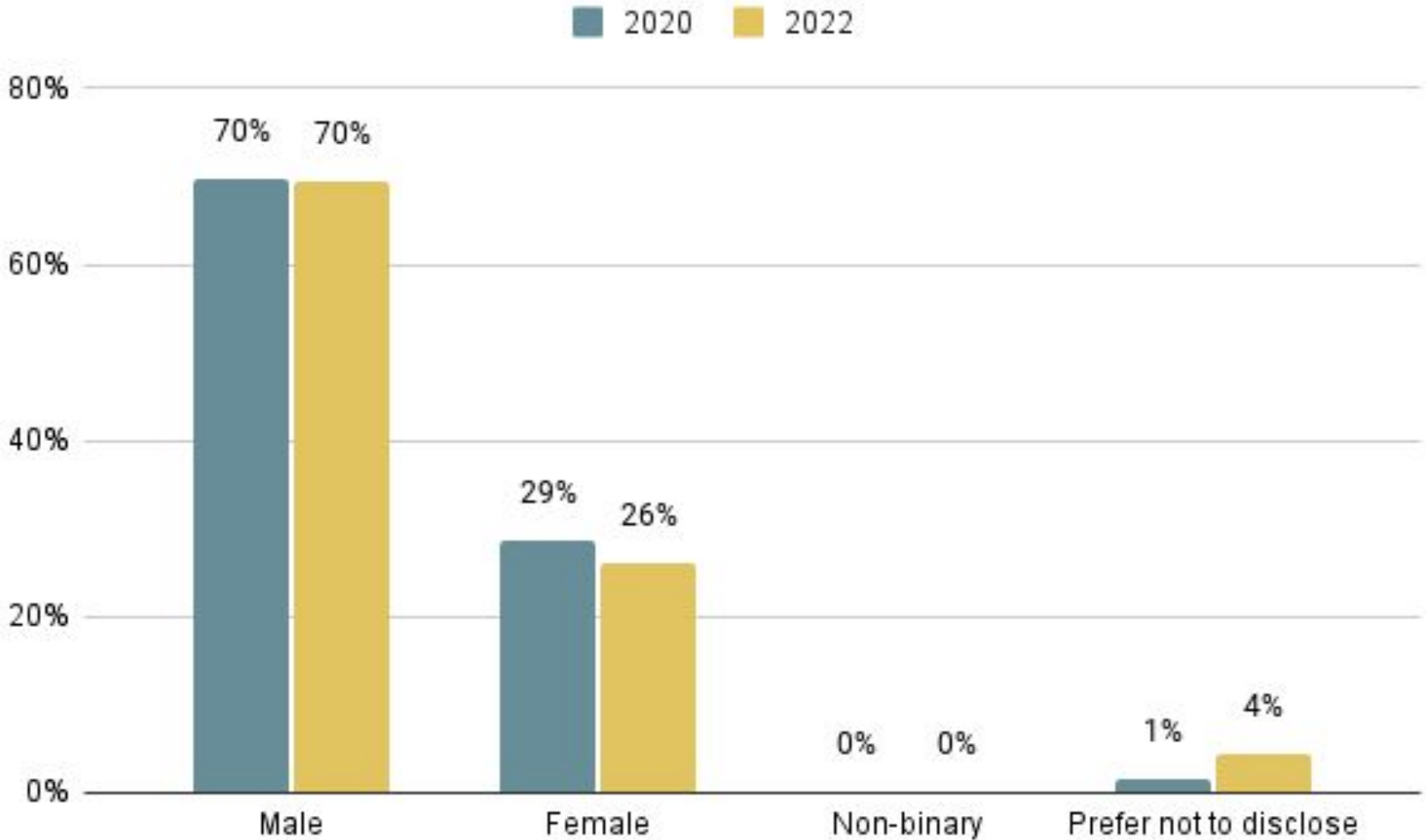
Would you regularly use a wellbeing app (providing interactive access to meditation, exercise, breathing, and other wellbeing information) if the Bar paid for it?



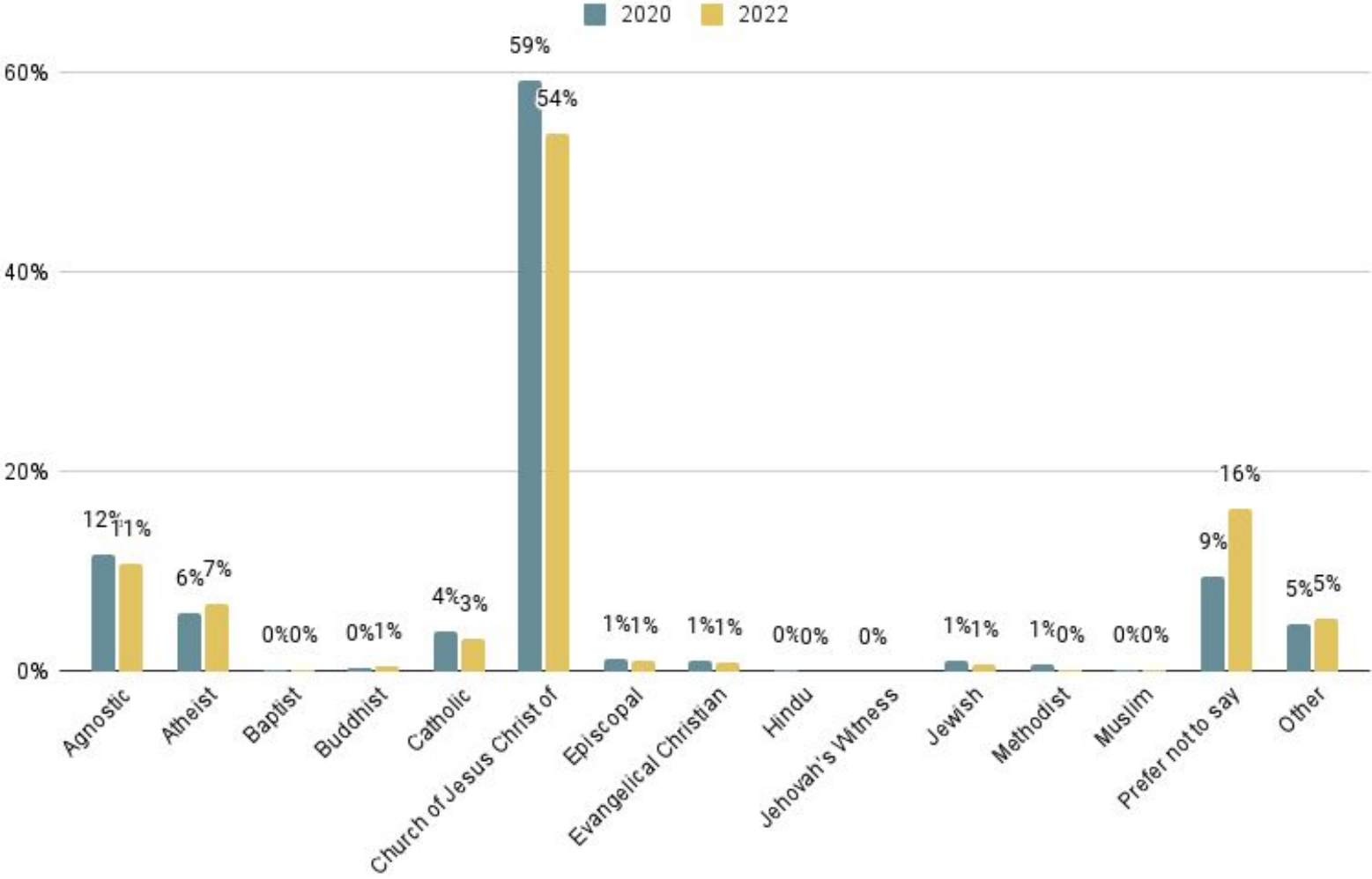
Age of Membership



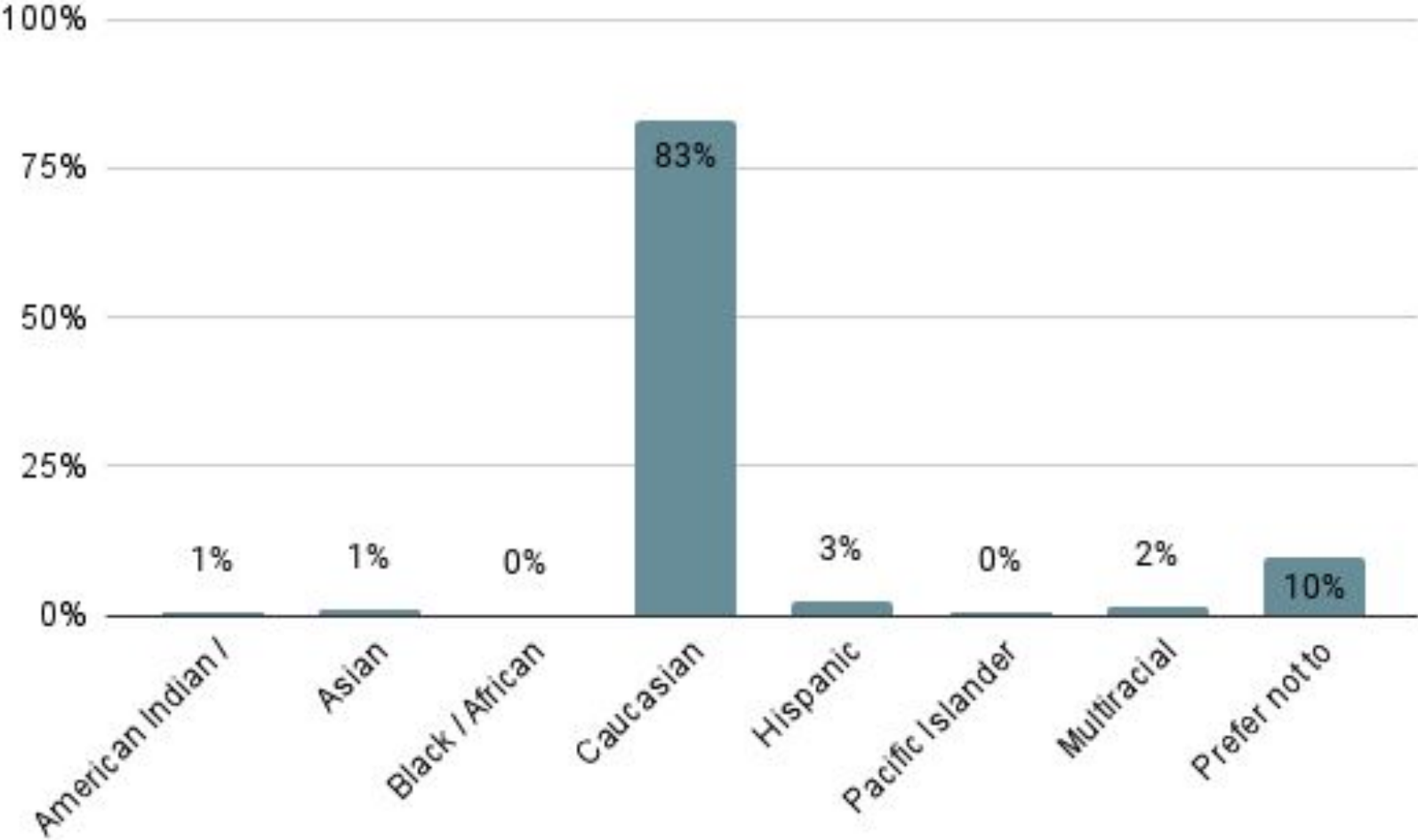
Gender



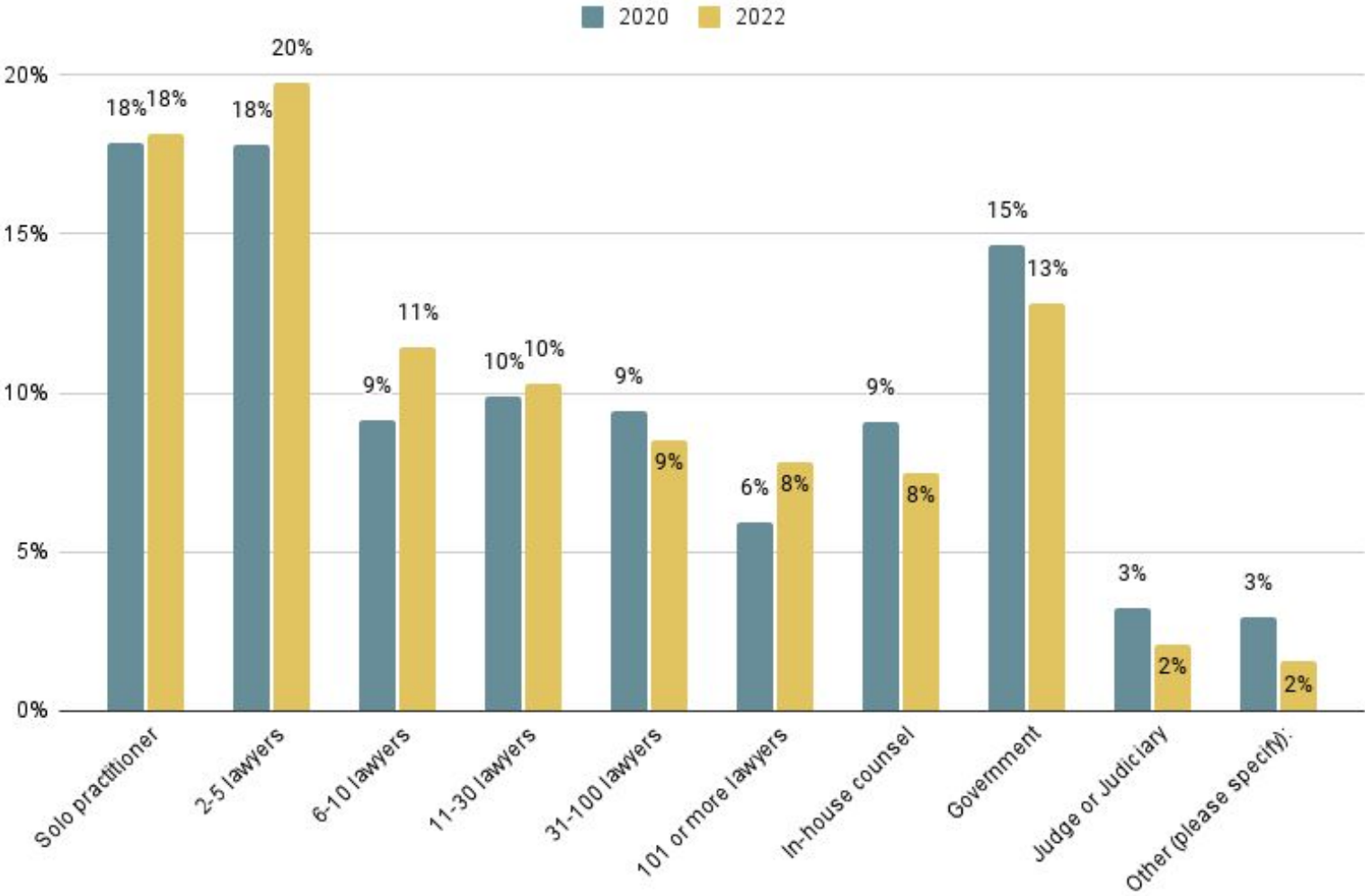
Religious Preference



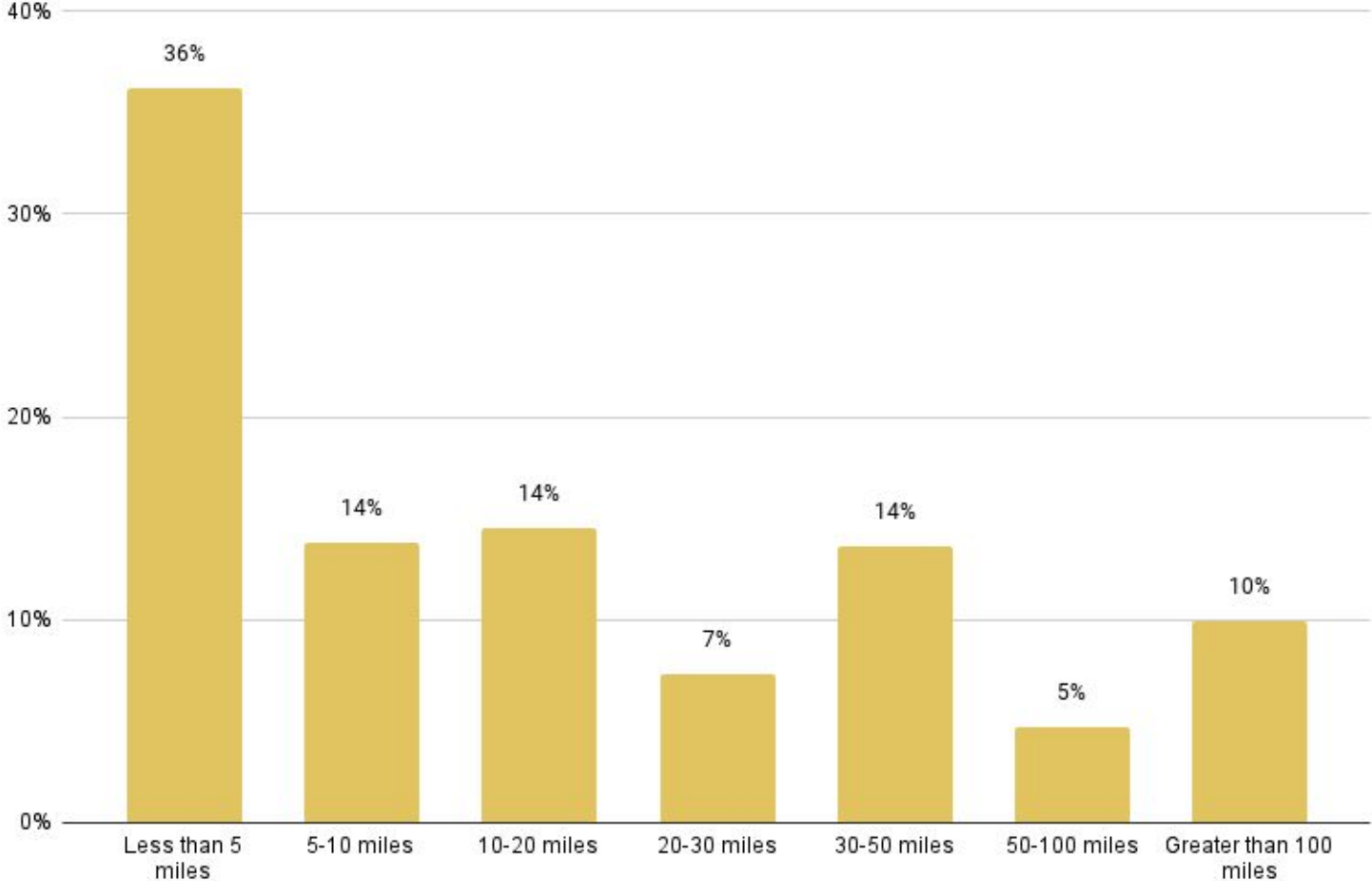
Ethnic Background of Members



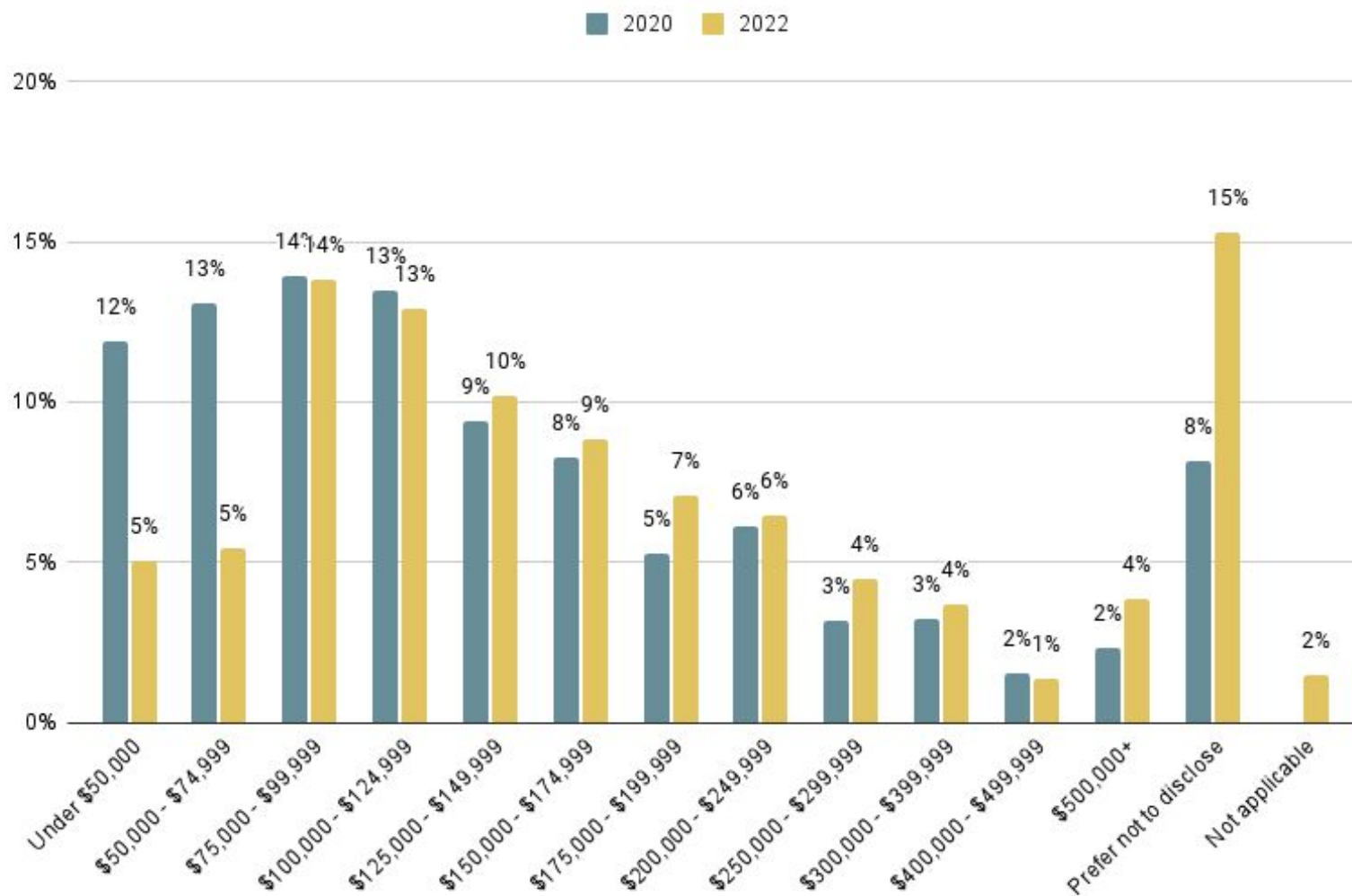
Size of Law Firm or Organization



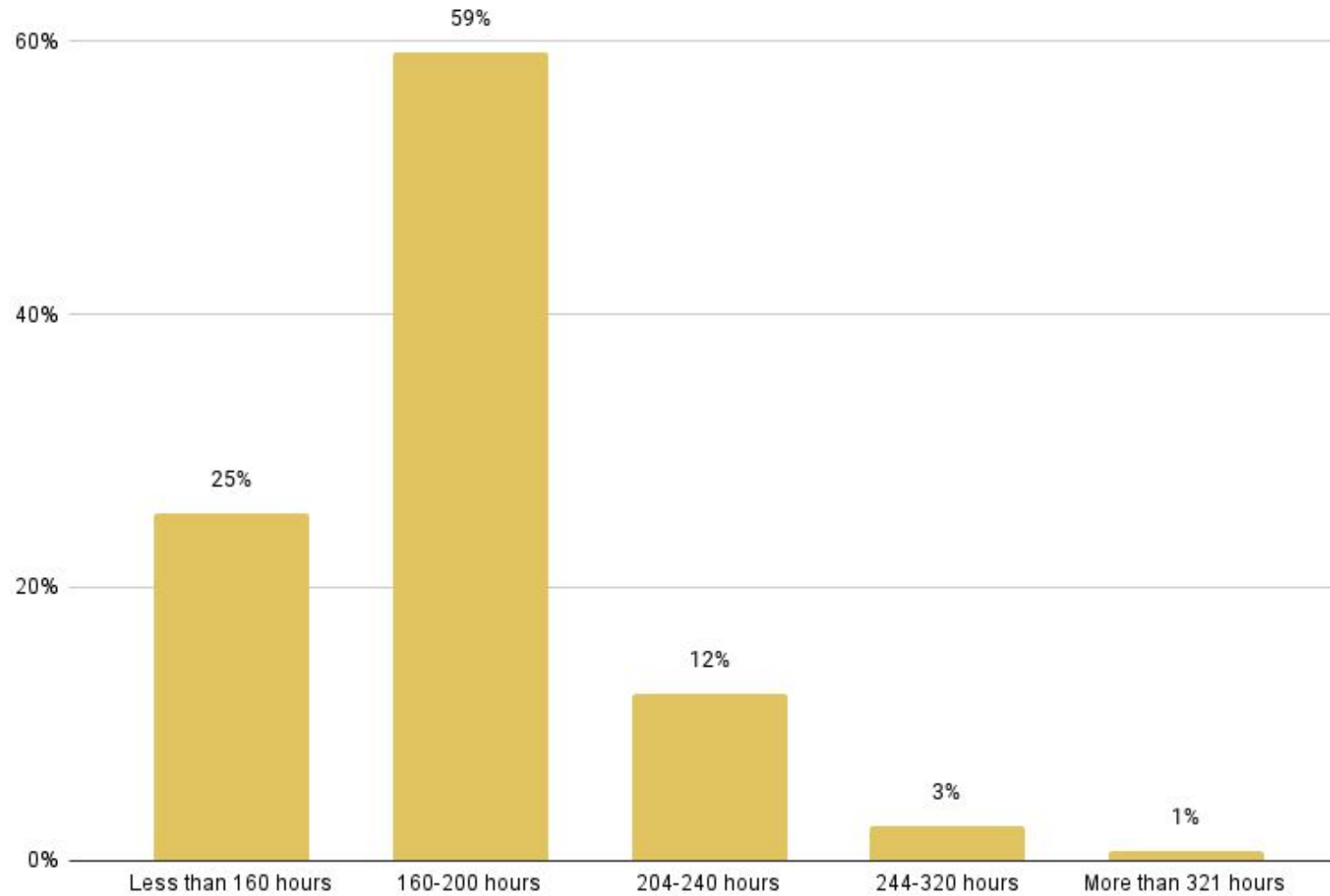
Distance from Utah State Bar's Offices



Annual Law-Related Compensation

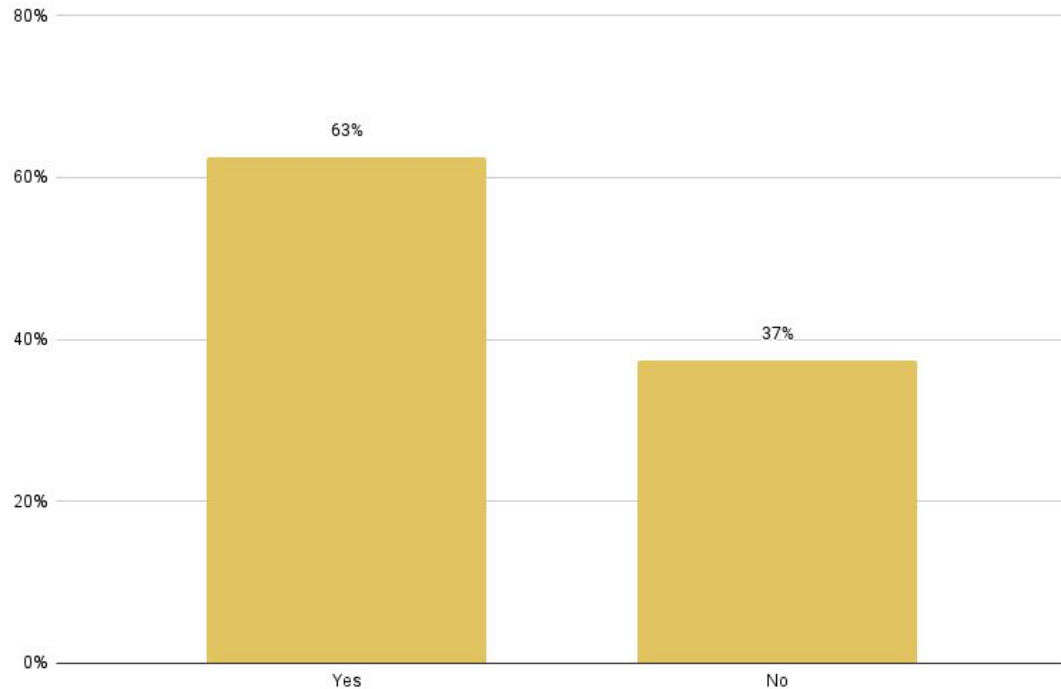


Hours Worked per Month

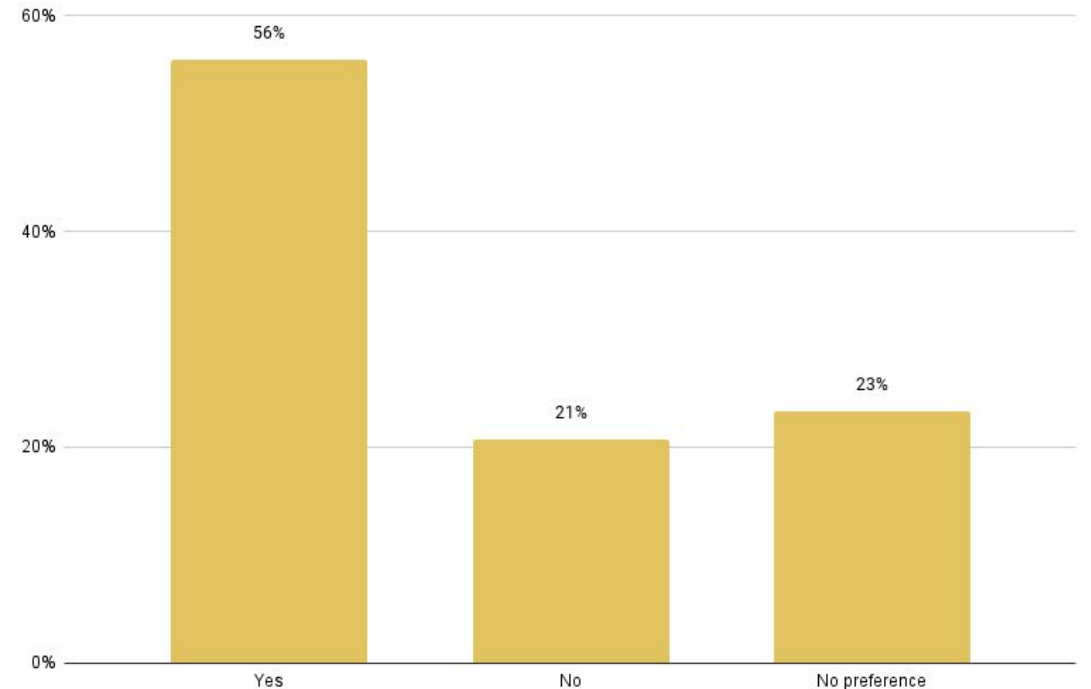


Professional Liability Insurance

Do you have professional liability (malpractice) insurance?

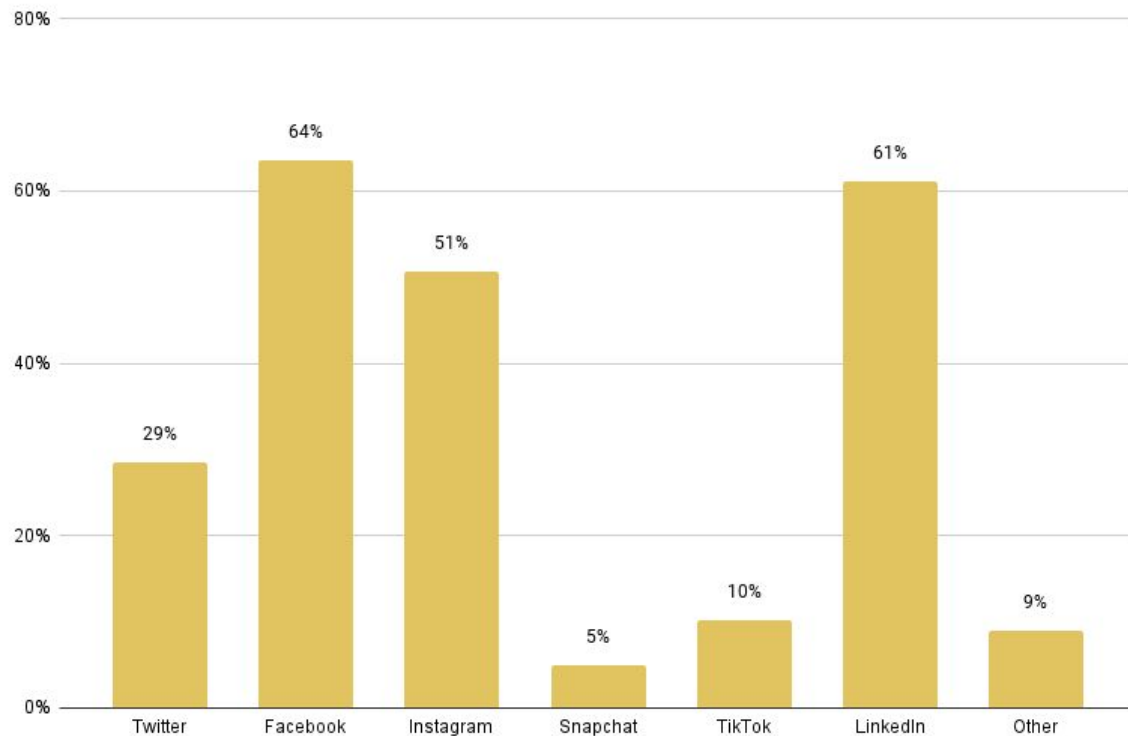


Do you think that Utah lawyers should be required to maintain some level of professional liability insurance?

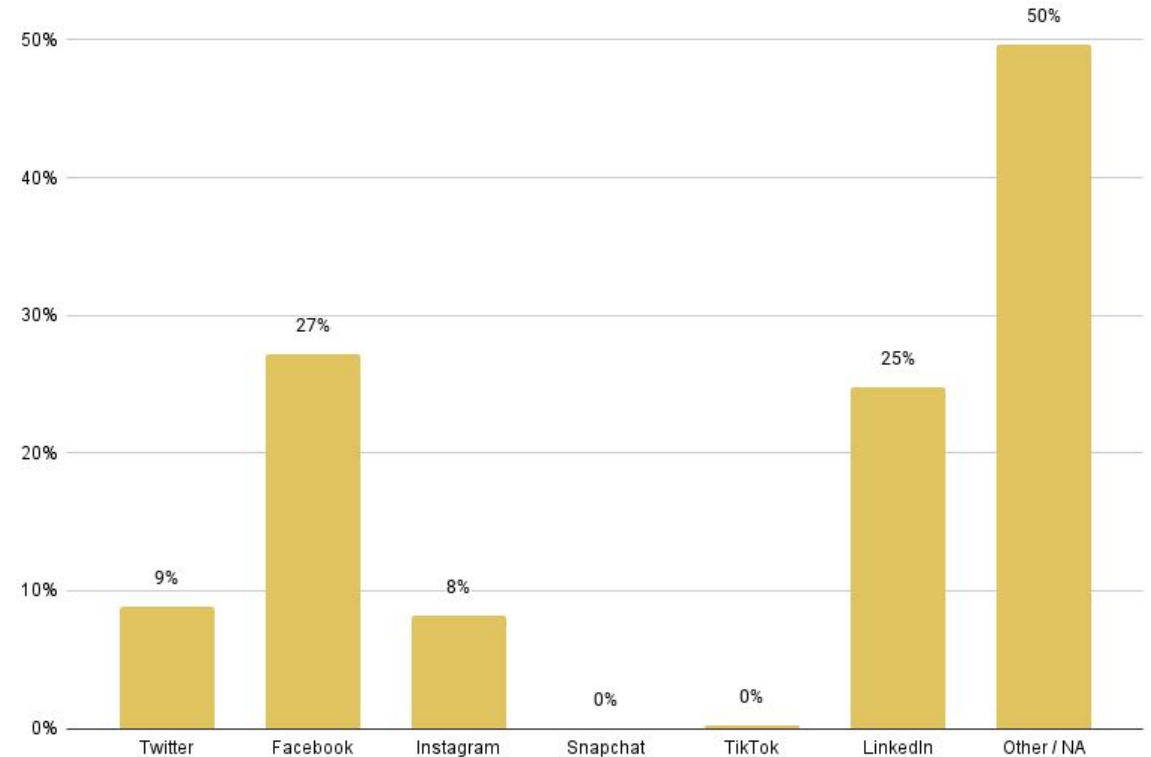


Social Media

Which social media platforms do you use?



Which social media platforms do you follow the Utah State Bar?



Social Media

Do you have suggestions for content that you would like to see on the Utah State Bar social media feeds, or places where you would like to see content posted?

Example Answers:

- Information about CLE and social activities.
- Spotlights on regulatory sandbox entities. Focus on pro bono opportunities.
- **The only content I would want to see is information about upcoming events.** I don't believe that the Utah State Bar should be advocating any position.
- None - I keep professional and social lives separate.
- Emails are best
- Events, volunteering, the good side of lawyering
- **Just put out more content in general.**
- case summaries and updates
- Diversity, Equity, Inclusion for all attorneys at all levels at the legal practice in Utah.
- **Legislative updates. Maybe a summary of new laws passed. Major changes at the bar. Updates on actions of the Bar Commission.**
- Not specifically but I think content marketing is the way of the future and that the Bar would do well to embrace content marketing earlier rather than later.
- I wish there was more actual education and less activism.
- It would be great to work on improving lawyers reputation in the community by holding and posting about us doing charitable work in the community.
- **I would prefer to see a decrease in social media and an increase in in person events and activities in general.**

View all answers [here](#).

Thank You
