



Ipsos Reid

## **Continuing Legal Education Needs of Law Society Members**

*— Final Survey Report —*

Submitted to the Law Society of British Columbia

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the contribution of the Law Foundation of British Columbia  
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## EXECUTIVE SUMMARY

### OBJECTIVES AND METHODOLOGY

The purpose of this study is to assist The Law Society of British Columbia to better understand lawyers' continuing legal education needs. Ipsos-Reid completed a total of 402 telephone interviews between October 20 and 24, 2003 with members of The Law Society of British Columbia (Law Society). The overall margin of error for this study is  $\pm$  4.9 percent, 19 times out of 20.

### MAIN FINDINGS

#### ***Continuing Legal Education Resources***

- ◆ The most popular resource for engaging in continuing legal education is legal publications with 94% of Law Society members using this resource. Course materials (89%), and courses seminars and workshops (69%) are also widely used.
- ◆ The Continuing Legal Education Society of British Columbia is the major provider of continuing legal education to Law Society members. Over eight-in-ten (84%) of those members who have taken a course have taken one through this organization. Second is the Trial Lawyers Association (22%), followed by the Canadian Bar Association (13%).
- ◆ Legal publications are rated as the highest quality continuing legal education resource with 86% of users saying their quality is very or somewhat good.
- ◆ Video repeats of courses (57% very or somewhat good) and online learning (55% very or somewhat good) trail significantly behind all other resources when it comes to perceptions of quality.
- ◆ The most frequent reason given for rating continuing legal education courses, seminars and workshops as good, is the up-to-date/current information they provide (43%). Other popular reasons are the materials/organization of information (30%), expertise/quality of presenters (30%) and the quality of information/practical information (30%).
- ◆ The most popular reasons for rating the quality of courses, seminars and workshops as being average to poor is that they are too general/need more detail (38%) and presenters are poor/biased (29%).
- ◆ Legal publications are also seen as being the most useful continuing legal education resource as almost all users say they are very or somewhat useful (96%). In fact all resources are seen as useful by over eight-in-ten, with the exception of online learning (65% very or somewhat useful).
- ◆ The biggest barrier to participation to continuing legal education courses, seminars and workshops is the time required to attend (31%). The price of the course (28%) and the subject matter are also popular reasons (26%) for not attending.

- ◆ The most important factor in the decision to participate in continuing legal education courses, seminars and workshops is the subject matter (99% very or somewhat important). The time involved (82% very or somewhat important) and the location of the course/seminar (75% very or somewhat important) round out the top tier factors. The opportunity cost of lost billing hours is seen as the least important factor (50% very or somewhat important).
- ◆ Despite the ability of online learning to combat the many barriers to participation mentioned by members, just 60% of members say they would be very or somewhat likely to register in online continuing legal education if it were available, including only 18% who say they are very likely.

### ***Availability of Continuing Legal Education Resources***

- ◆ The vast majority of lawyers in BC (86%) are very or somewhat satisfied with the availability of continuing legal education resources in the province.
- ◆ When it comes to desired legal publications that are unavailable, the majority cannot think of any (84%). The same can be said for courses, seminars and workshops (86%).

### ***The Role of The Law Society in Continuing Legal Education***

- ◆ Nine-in-ten (90%) of Law Society members think the Law Society should be very or somewhat involved in ensuring that continuing legal education resources are available to lawyers.
- ◆ Approximately half (53%) think that the Law Society is giving about the right amount of support to the continuing legal education needs of lawyers.

### ***LSBC Practice Advisors***

- ◆ Four-in-ten (43%) have contacted a Practice Advisor at the Law Society for advice.
- ◆ On average, those members who have contacted advisors contact them 1.78 times per year.
- ◆ Three-in-four (75%) who have contacted a Practice Advisor say the quality of service is good, including 42% who say it is very good.

### ***Willingness to Be Involved in Continuing Legal Education Initiatives***

- ◆ Just under half (45%) of Law Society members would be willing to participate in a meeting with the Lawyer Education Task Force to discuss more generally the continuing legal education needs of lawyers. Approximately the same proportion (50%) would be willing to respond a follow-up email survey.

## **OBJECTIVES AND METHODOLOGY**

As the governing body of the legal profession in British Columbia, The Law Society of British Columbia (Law Society) seeks to protect the interests of the public by ensuring that the legal profession in the province is honorable, competent and independent. As such, the Law Society has an ongoing interest in the professional development of its members and their continuing legal education. The objective of this study is to gain a better understanding of the continuing legal education needs of lawyers.

In order to accomplish this, Ipsos-Reid completed a total of 402 telephone interviews with members of the Law Society between October 20 and October 24, 2003. On average, the interviews lasted 12 minutes. Call statistics can be found in Appendix B.

Respondents were informed the survey was being conducted on behalf of The Law Society of British Columbia. The questionnaire can be found in Appendix A.

The 402 members interviewed were randomly selected from The Law Society's membership list. The overall margin of error for this study is  $\pm 4.9$  percent, 19 times out of 20. This means we are 95 percent confident that the survey results are within 4.9 percentage points of what we would have found had we interviewed every member of the Law Society. It should be noted that the margin of error is wider for sample subgroups.

# DETAILED FINDINGS

## CONTINUING LEGAL EDUCATION RESOURCES

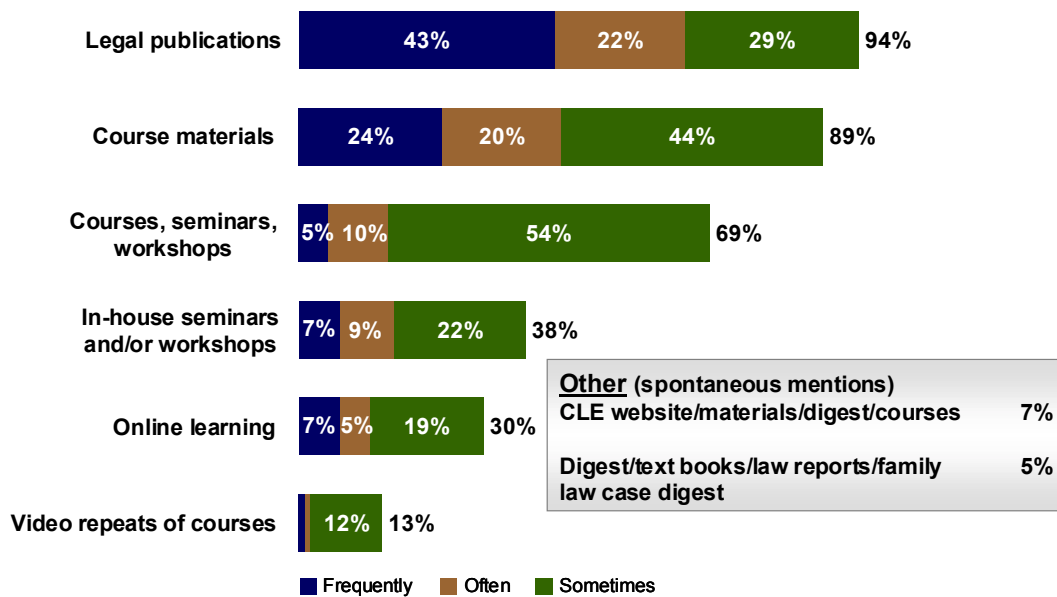
### Use of Continuing Legal Education Resources

According to the members of The Law Society of British Columbia (Law Society) the most popular resource for engaging in continuing legal education is legal publications. Over the past 12 months, 94 percent of survey respondents have used legal publications to further their professional development, including 43 who percent use legal publications frequently. Course materials (89%) are also widely used, with almost one-quarter (24%) using them frequently. Courses, seminars, and workshops are also used by the majority of respondents (69%); however, the frequency of use of these is considerably lower with only five percent using this resource frequently.

In-house seminars and/or workshops (38% usage), online learning (30% usage) and video repeats of courses (13% usage) are significantly less popular resources.

### Use of Legal Education Resources

Over the past 12 months, how often would you say you used any of the following continuing legal education resources? How about? Any others?



Only categories receiving 5% or more mentions displayed, multiple mentions allowed.

There are some differences to be noted across demographic groups:

- ◆ Lawyers who practice on their own were less likely to have attended courses (61%).
- ◆ Likelihood of using in-house seminars appears to be predicted by experience (<6yrs – 44%, 26+yrs – 26%), size of firm (50+ – 75%, one – 18%) and firm type (Public – 51%, Private – 35%).
- ◆ The least experienced lawyers (<6yrs – 38%) are more likely to have used online learning resources.
- ◆ The use of video repeats appears to increase in popularity with experience (26+yrs – 21%, <6yrs – 9%) and decreases across firm size (one – 13%, 50+ – 3%).

### ***Providers of Legal Education Resources***

The Continuing Legal Education Society of British Columbia appears to be by far the major provider of continuing legal education to Law Society members. Just over eight-in-ten (84%) state that the continuing legal education courses they partake in are provided by this organization. The next most significant providers are the Trial Lawyers Association (22%), the Canadian Bar Association (13%), Insight (8%), and the Pacific Business and Law Institute (8%). Other less frequently used options for continuing legal education courses are the Crown counsel/government (5%), employers/law firms (5%) and the Canadian Institute (5%).

An interesting finding is that lawyers from very large firms (50+) are more likely to take courses from Insight (27%), the Pacific Business and Law Counsel (17%) and the Canadian Institute (17%) than their peers in smaller firms. Also, those in large firms (10 – 49) are more likely than any other group to receive courses in-house (13%). Other findings include:

- ◆ Those in private firms are more likely to take courses through the Continuing Legal Education Society of BC (Private – 86%, Public – 72%) and the Trial Lawyers Association (Private – 24%, Public – 11%), while they are less likely to take a course through the Crown Counsel/Government (Public – 24%, Private – 2%).
- ◆ Males (25%) are also more likely than females (14%) to take courses from the Trial Lawyers Association.

## Providers of Legal Education Courses, Seminars and Workshops

What organization(s) provided these/this course(s)?



(n=276, Have used courses, workshops and seminars)

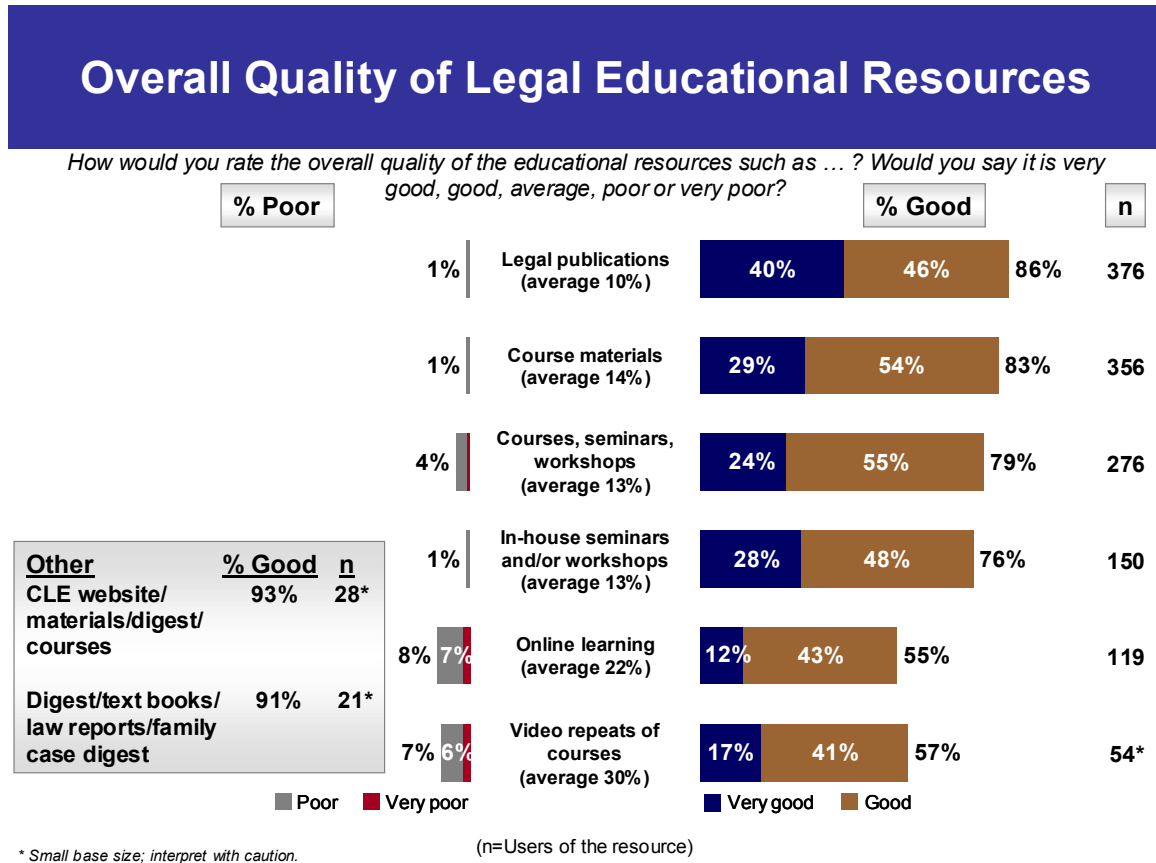
Only categories receiving 2% or more mentions displayed, multiple mentions allowed.



## Overall Quality of Legal Educational Resources

Legal publication's high usage may primarily be due to the fact that they are rated the highest quality legal educational resource, with 86 percent of users saying their quality is good (40% very good, 46% good). Only one percent of users of this medium rate their quality as poor and 10 percent rate them as average. The overall quality of course materials is also rated very favourably with 83 percent rating them as good (29% very good, 54% good), only one percent as poor, and 14 percent as average. Courses, seminars, workshops (79% good/very good) and in-house seminars and/or workshops (76% good/very good) also receive strong quality ratings.

Although the majority of users rate the quality of online learning and video repeats of courses as good (55% online learning; 57% video repeats), many users perceive these mediums as being mediocre in quality. Fully three-in-ten (30%) users of video repeat courses rate their quality as average, while just over two-in-ten (22%) give the same rating to online learning. Furthermore, close to one-in-ten (8% online learning; 7% video repeats) rate these two mediums as poor.

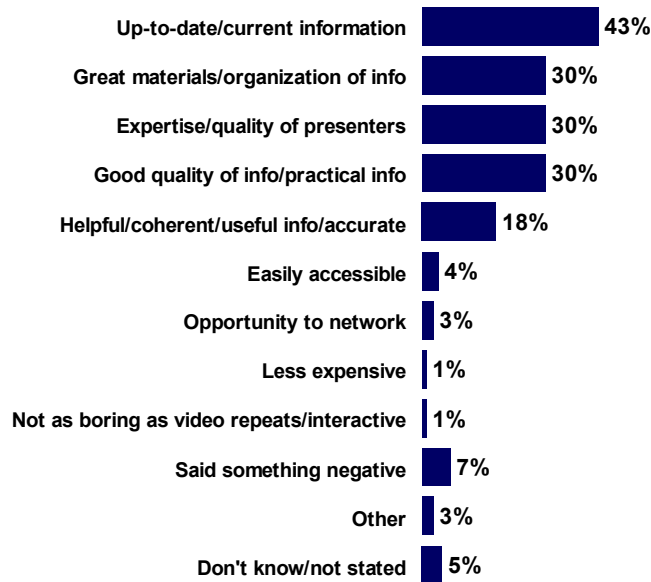


## Positive Appraisal of Continuing Legal Education Resources

Respondents who gave a positive appraisal (good or very good) of courses, seminars and workshops were asked what makes these continuing legal education training sessions good. The most often mentioned reason is the up-to-date/current information that is available through this resource (43%). Other popular reasons, mentioned by one-in-three respondents, are the great materials (30%), the expertise/quality of presenters (30%), and the good quality of information/practical information (30%).

### What Makes Courses, Seminars and Workshops Very Good or Good

*What makes continuing legal education resources such as courses, seminars and workshops very good or good?*



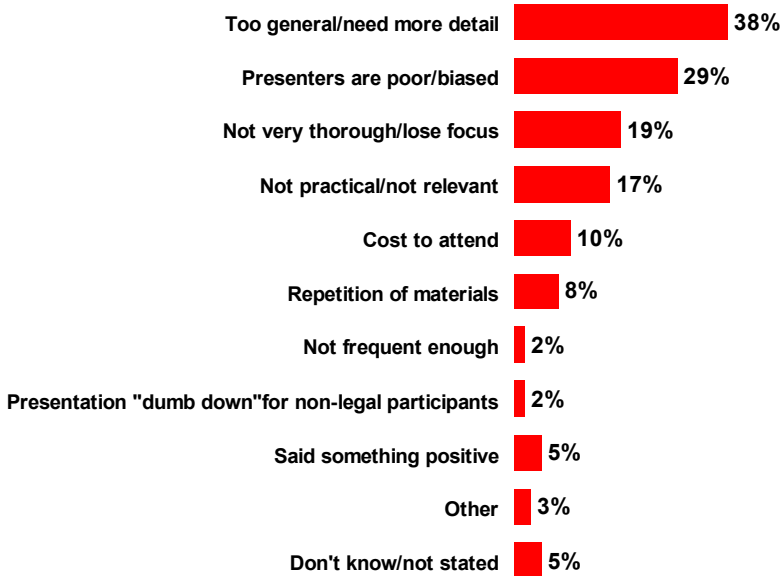
(n=219, Have used courses, workshops and seminars and rated them good, very good)

## Negative Appraisal of Continuing Legal Education Resources

Respondents who gave negative appraisals (average, poor or very poor) of the courses were also asked to justify their position. The leading reasons for rating them as average to poor, is that courses are too general/can't address individual practitioner/need more detail (38%). Another reason mentioned by three-in-ten (29%) is that presenters are poor/biased. Other popular reasons include: not very thorough/lose focus (19%), not practical/not relevant (17%), and the cost of attending (10%).

### What Makes Courses, Seminars and Workshops Average, Poor or Very Poor

*What makes continuing legal education resources such as courses, seminars and workshops average, poor or very poor?*



\* Small base size; interpret with caution. (n=48\*, Have used courses, workshops and seminars and rated them average to poor)

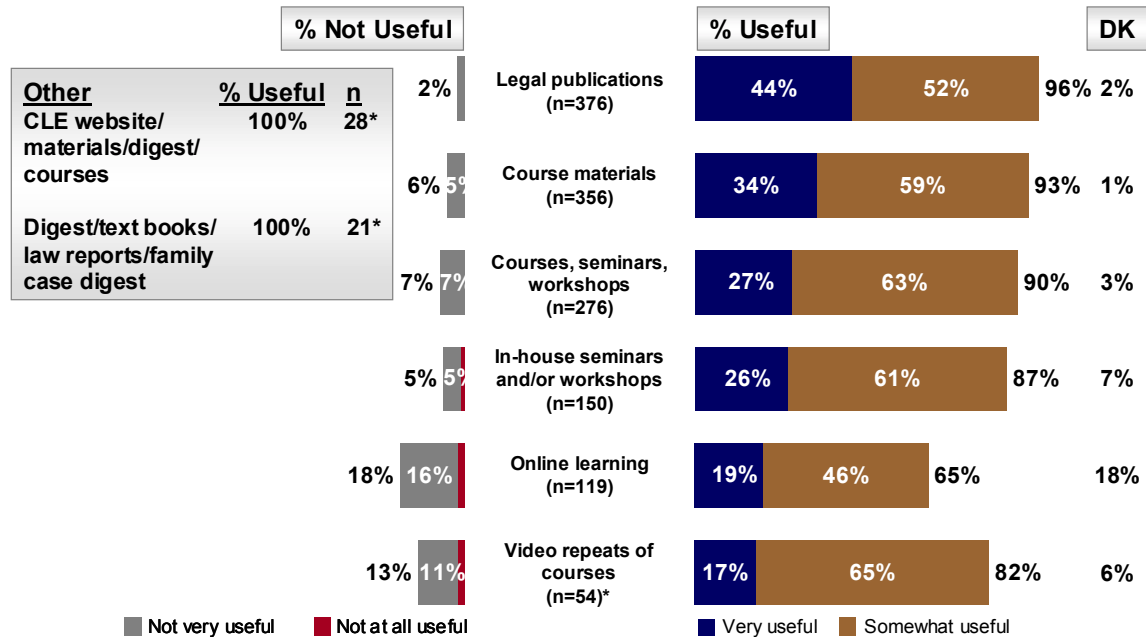
## Overall Usefulness of Legal Educational Resources

When it comes to assessing the usefulness of various continuing legal education resources, legal publications are also seen as the most useful resource. Almost all users (96%) say legal publications are useful (44% very useful, 52% somewhat useful), while only two percent see them as not useful. Nine-in-ten (93%) also see course materials as useful (34% very useful, 59% somewhat useful). Courses, seminars, workshops (27% very useful, 63% somewhat useful), in-house seminars and/or workshops (87% very or somewhat useful), and video repeats of courses (82% very or somewhat useful) were also seen as practical ways to engage in continuing legal education.

The only resource that lagged significantly behind in terms of usefulness was online learning. Only 65 percent of users say it is useful, including only 19% who see it as very useful and 46% who see it as somewhat useful. Almost two-in-ten users (18%) say it is not useful (16% not very useful, 2% not at all useful). This is so despite the ability of online learning to conquer geographic access barriers, provide instant delivery, and potentially reduce time and cost of course delivery; all factors that are mentioned as barriers to participation in this study. This may be an indication that many Law Society members see the use of information technology for continuing legal education as burdensome or difficult. In fact, the low number of respondents (30% of full sample) who have used online learning would suggest this.

## Overall Usefulness of Legal Educational Resources

How would you rate the overall usefulness of the educational resources such as ...? Would you say it is ...?



\* Small base size; interpret with caution.

(n=Users of the resource)

## PARTICIPATION IN CONTINUING LEGAL EDUCATION

### Top-of-Mind Barriers to Participation

According to those who have not participated in conferences, courses or seminars, the biggest barrier to participation is the time required to participate (31%). Another obstacle to participation according to 28 percent of respondents is the price of the course. About one-quarter (26%) also cite the inappropriateness of the subject matter as a reason for not attending. Closely tied to availability of time is the distance that must be travelled to attend a course, a barrier mentioned by one-in-ten (10%).

### Top-of-Mind Barriers to Participation

Why have you not participated in any conferences, courses or seminars?



(n=126, Have not participated in courses, workshops or seminars)

Only categories receiving 2% or more mentions displayed, multiple mentions allowed.

## ***Important Factors in the Decision to Participate***

When it comes to the factors that are considered when deciding whether or not to participate in continuing legal education conferences, courses or seminars, the subject matter is the most important consideration. Almost all respondents (97%) consider this factor to be very important, with an additional two percent saying it somewhat important and no respondents saying it is not important.

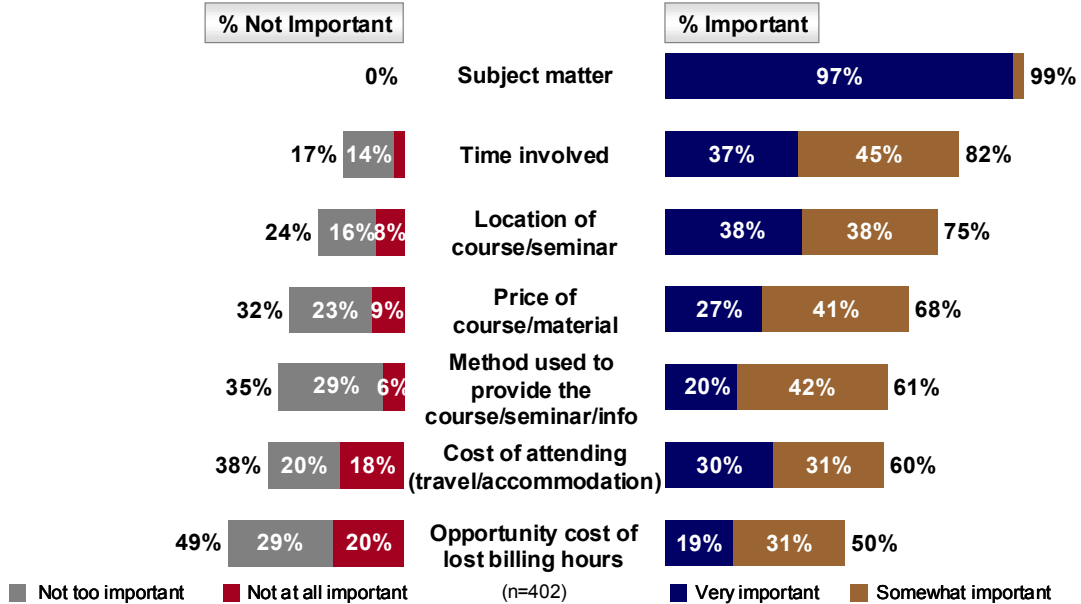
The second most important factor is the time involved in participating in continuing legal education, with 82 percent of respondents rating this factor as important (45% very important, 37% somewhat important). The location of the course/seminar is also seen as an important consideration by 75 percent of members (38% very important, 38% somewhat important). Other factors perceived as important by the majority of respondents include the price of the course/material (68% very or somewhat important), the method used to provide the course/seminar/info (61% very or somewhat important), and the cost of attending (60% very or somewhat important). The least important factor is the opportunity cost of lost billing hours (50% very or somewhat important).

Although subject matter is seen as important by all the demographic groups in the study, this is not the case for all other decision factors:

- ◆ Lawyers with the least experience (<6yrs) perceive time involved to be more important (87%) than their older counterparts. The same can be said of those in very large firms (50+ – 90%).
- ◆ Experience (26+yrs – 74%, <6yrs – 60%), firm size (one – 79%, 50+ – 37%) and firm type (Public – 80%, Private – 65%) appears to be indicative of the importance placed on the price of courses and materials.
- ◆ The cost of attending also varies in importance across firm size (one – 66%, 50+ – 42%) and type (Public – 79%, Private – 57%).
- ◆ The opportunity cost of lost billing hours is seen as more important by the least experienced lawyers (<6yrs – 60%), those in larger firms (50+ – 61%, one – 44%) and those in private firms (Private – 56%, Public – 17%).

## Importance of Participation Decision Factors

I'm going to read you a list of reasons some people take into account when deciding whether or not to participate in continuing legal education conferences, courses or seminars. For each one, please tell me if this is an important factor to you when deciding whether to take a course, seminar, etc ... How about ... ? Would that be very/somewhat important or not too/not at all important?



In summary, attendance at continuing legal education courses appears to depend on the topic covered, the availability of time required to attend the course, the location of the course, and the price of the course. Further enquiry into desired topics to be covered, preferred scheduling times, price points, and location of courses may be beneficial to delivering courses that appeal to the highest possible number of members. However, it should be noted that there are variances across demographic groups relating to years of experience, size of firm and type of firm.

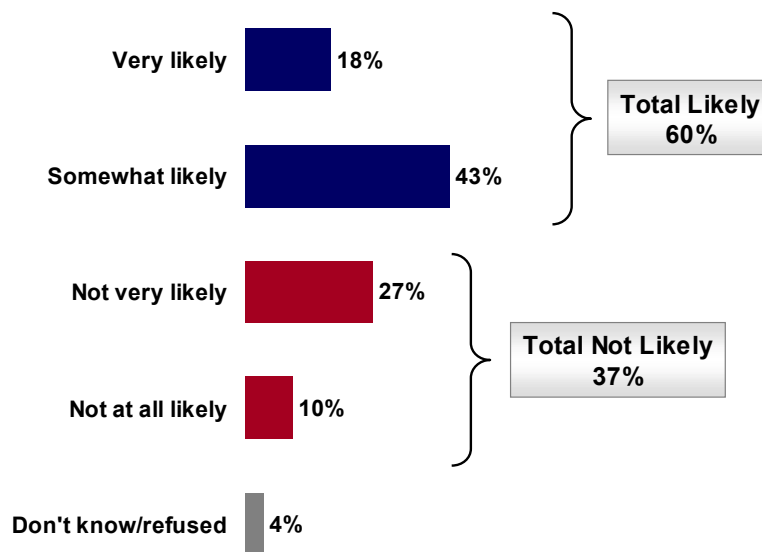
## Likelihood of Registering in Online Continuing legal Education

Despite the lower usage and poorer perceptions of usefulness attributed to online learning, six-in-ten members (60%) say they would be likely to register for continuing legal education courses online in the future. This intention is somewhat reserved as 43 percent say they are somewhat likely to register for online courses, while only 18 percent say they are very likely. Furthermore, 37 percent of respondents say they are not likely to register in online continuing legal education courses, including 10 percent who say they are not at all likely. Thus, although the online delivery medium is an excellent way of overcoming many barriers to participation, many members appear to still have reservations about online learning.

An interesting finding to note is that likelihood of registration appears to be dependent on size of firm as 72% of those in one person firms would be likely to register compared to only 31% of those in very large firms (50+), supporting the argument that the online medium is indeed perceived as an approach to overcoming resource shortages.

## Likelihood of Registering in Online Legal Education

*If legal education courses were available online, how likely would you be to register for such courses?  
Would you be ... ?*



(n=402)



## AVAILABILITY OF CONTINUING LEGAL EDUCATION RESOURCES

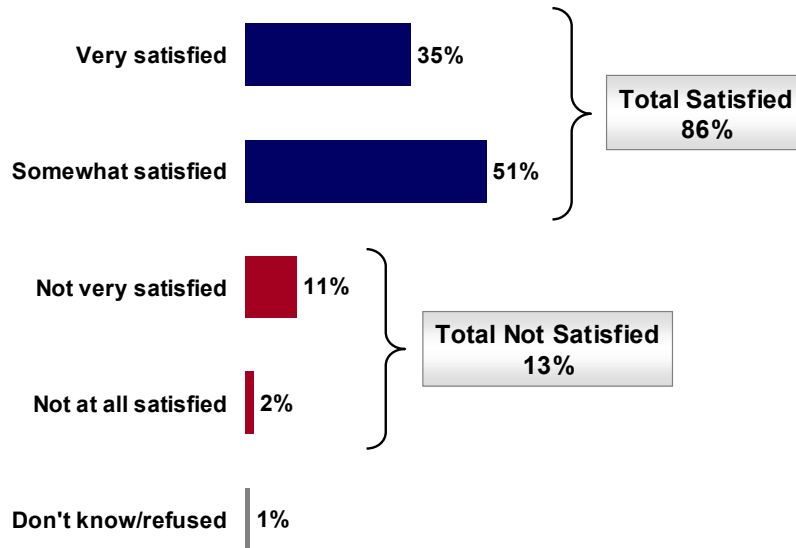
### Satisfaction With Availability of Continuing Legal Education Resources

The vast majority (86%) of lawyers in BC are very or somewhat satisfied with the availability of continuing legal education resources available to them to maintain and improve their competence. Slightly more than one-third (35%) are very satisfied and about half (51%) are somewhat satisfied. Only 13 percent state they are unsatisfied with the availability of continuing legal education resources available to them, including 11 percent who say they are not very satisfied and only two percent who are not at all satisfied.

Satisfaction with continuing legal education resources peaks in the largest firms (50+ – 98%) and decreases accordingly as firm size gets smaller (one – 82%).

### Satisfaction with Availability of Continuing Legal Education Resources

*Are you satisfied or not with the availability of continuing legal education resources available to you to maintain or improve your professional competence?*



(n=402)

### ***Desired Legal Publication and Course Materials That Are Not Available***

When it came to publications and course materials that are not available and that they wished to have, the vast majority of Law Society members could not think of any (84%). The most popular mention (6% or 25 mentions) was that all materials should be online. The following is a complete list of all mentions:

- ◆ All materials should be online (25 mentions)
- ◆ Up to date/current material (5 mentions)
- ◆ Business law materials (4 mentions)
- ◆ Real estate/mortgage foreclosures/estate legislation (3 mentions)
- ◆ Entertainment law (3 mentions)
- ◆ Civil practice (2 mentions)
- ◆ Tax material/accounting/provincial tax/accounting seminars (2 mentions)
- ◆ Forestry and natural resources law/land conservation (2 mentions)
- ◆ Federal/crown corporations/lands (2 mentions)
- ◆ Precedents/representation agreements (2 mentions)
- ◆ Advocacy course materials (2 mentions)

### ***Desired Courses, Seminars, Workshops That Are Not Available***

As with legal publications and course materials, the majority (86%) of members could not think of courses, seminars and workshops that they desired which were not available. Again, the most popular mention was that all materials should be online (2% or 7 mentions). A complete list of items mentioned follows. This indicates that Law Society members are generally able to access the learning resources that they desire to use.

- ◆ All materials should be online (7 mentions)
- ◆ Tax materials/accounting/provincial tax/accounting seminars (6 mentions)
- ◆ Civil practice (5 mentions)

- ◆ Criminal law (5 mentions)
- ◆ Intellectual property (4 mentions)
- ◆ International law (2 mentions)
- ◆ Advocacy course materials (2 mentions)
- ◆ Federal/crown corporations/lands (2 mentions)
- ◆ Wellness and time management (1 mention)
- ◆ Real estate/mortgage foreclosures/estate litigation (1 mention)
- ◆ Entertainment law (1 mention)

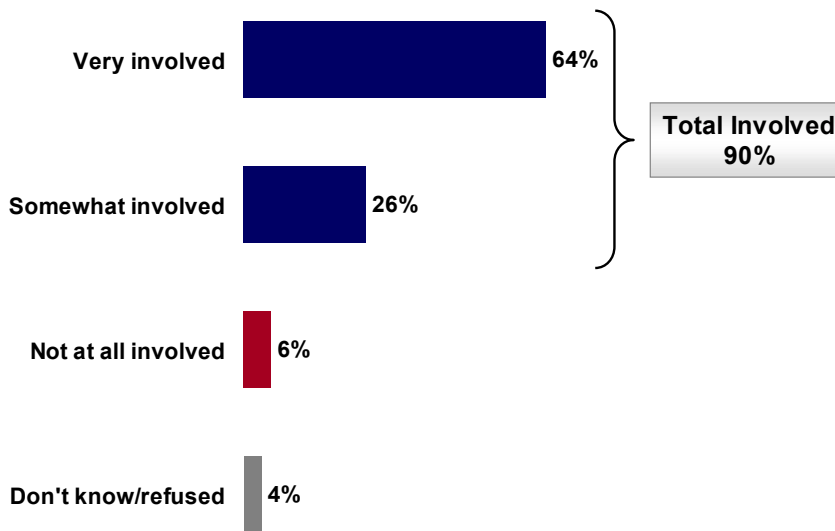
## THE ROLE OF THE LAW SOCIETY IN CONTINUING LEGAL EDUCATION

### Involvement of The Law Society in Continuing Legal Education Resources

When asked how involved they think the Law Society should be in ensuring that continuing legal education resources are available to lawyers, nine-in-ten (90%) members say the Law Society should be very or somewhat involved. Over six-in-ten (64%) say the Law Society should be very involved, while 26% say they should be somewhat involved. Only 6% think the Law Society should not at all be involved in ensuring the availability of continuing legal education resources to lawyers.

### Involvement of the Law Society in Ensuring Availability of Legal Education Resources

*How involved do you think the Law Society should be in ensuring continuing legal education resources are available to lawyers? Would that be ... ?*



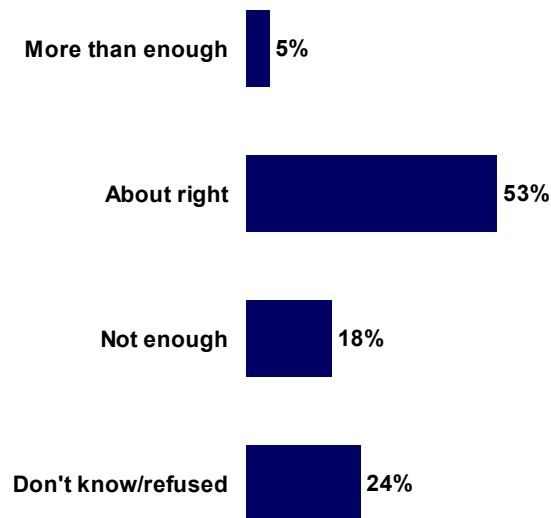
(n=402)

## Overall Impression of the Law Society's Involvement in Continuing Legal Education Support

Approximately half (53%) of members think that the Law Society is giving about the right amount of support to the continuing legal education needs of lawyers, with an additional five percent saying that the Law Society gives more than enough support. Only 18 percent feel that the Law Society is not doing enough to support the continuing legal education needs of its members. This is very positive for the Law Society and indicates that the Law Society is performing well in an area that its members strongly believe they should be involved in.

### Overall Impression of the Law Society's Support of Continuing Legal Education

*Do you think the Law Society is doing enough or not enough to support the continuing legal education needs of lawyers?*



(n=402)

## THE LAW SOCIETY PRACTICE ADVISORS

### Contacted the Law Society for Advice

About four-in-ten (43%) Law Society members have contacted a Practice Advisor at the Law Society for advice. These members have contacted the Law Society's Practice Advisors an average of 1.78 times over the past 12 months.

As could be expected, the likelihood and frequency of contact has an inverse relationship to the size of the firm (one – 62% likelihood/2.22 frequency, 50+ – 10% likelihood/1.00 frequency). The least experience lawyers (<6ys – 28%) are also less likely to contact practice advisors, as are those in public firms (31%).

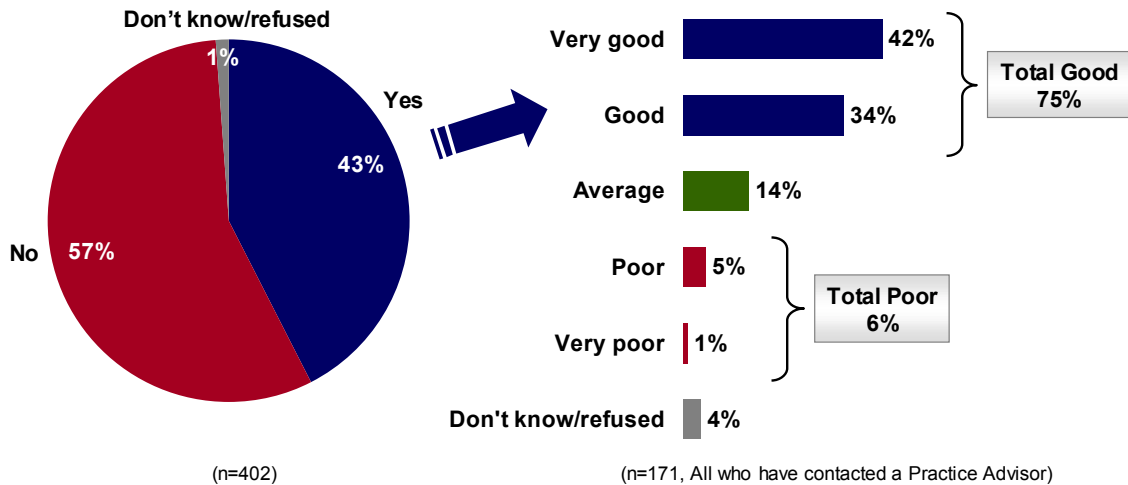
## The Law Society's Practice Advisors

Have you ever contacted a Practice Advisor at the Law Society for advice?

How often in the past 12 months have you contacted any of the Law Society's Practice Advisors?

Mean Contacts/Year = 1.78

How would you rate the overall quality of the professional advice you received from the Law Society's Practice Advisors?



## ***Overall Quality of Professional Advice Given***

When it comes to the overall quality of the advice given by Practice Advisors, respondents who have contacted the Practice Advisors have a favourable impression of this service, as 75 percent say the quality of advice is good (42% very good, 34% good). An additional 14 percent of these respondents rate the advice quality as average, while six percent say it is poor (5% poor, 1% very poor).

A reflection of the likelihood and frequency of contact, a smaller proportion of those in large (10 to 49 – 61%) and those in very large firms (50+ – 67%) perceive the quality of information to be good.

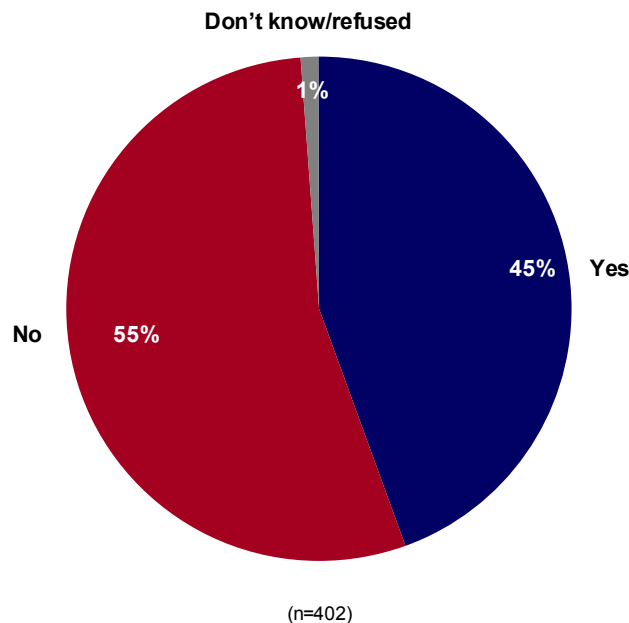
## WILLINGNESS TO BE INVOLVED IN CONTINUING LEGAL EDUCATION INITIATIVES

### Willingness to Participate in a Lawyer Education Task Force

When it comes to being personally involved in initiatives aimed at improving continuing legal education opportunities, just under half (45%) say they would be willing to participate in a Lawyer Education Task Force meeting and discuss more generally lawyers' continuing legal education needs. However, representatives with less than six years experience may be harder to enroll (no 69%).

### Willingness to Participate in a Lawyer Education Task Force Meeting

*Would you be willing to participate in a meeting with one or more members of the Lawyer Education Task Force to discuss more generally lawyers' continuing legal education needs?*



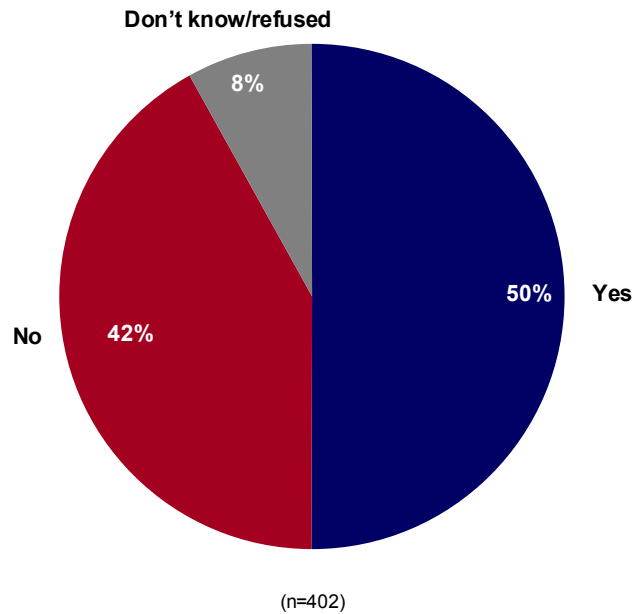


## Willingness to Respond to a Follow-Up Email Survey

Furthermore, fully half (50%) of respondents would be willing to respond to a follow-up email survey. Willingness to respond decreases with years of experience (<6yrs – 55%, 26+yrs – 42%) and size of firm (one – 41%, 10 to 49 – 62%, 50+ – 54%). Thus, although involvement is not for everyone, a significant proportion of members are interested in assisting in the improvement of continuing legal education in BC.

## Willingness to Respond to a Follow-Up Email Survey

*Would you be willing to respond to a follow-up email survey?*



## SAMPLE CHARACTERISTICS

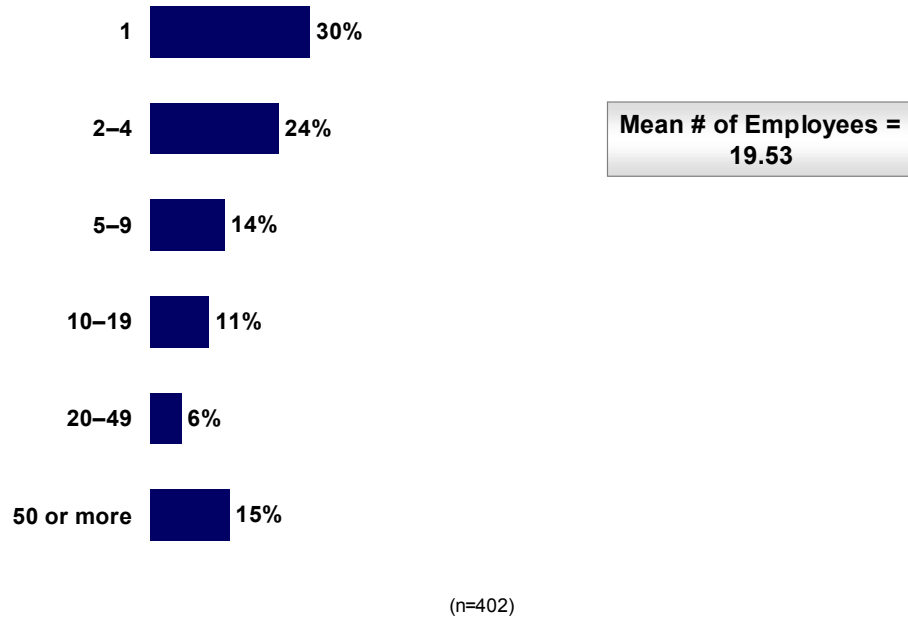
### Sample Characteristics

	Sample (n=402) %	Population (n=8,913) %
Experience		
<6 years	19	19
6–10 years	16	17
11–15 years	17	17
16–20 years	15	15
21–25 years	14	14
26–30 years	10	10
31 or more years	9	9
Firm Size		
1	30	34
2–4	24	20
5–9	14	13
10–19	11	11
20–49	6	8
50 or more	15	14
Type of Practice		
Private	84	78
Part time	10	12
Full time	74	67
Public	16	22

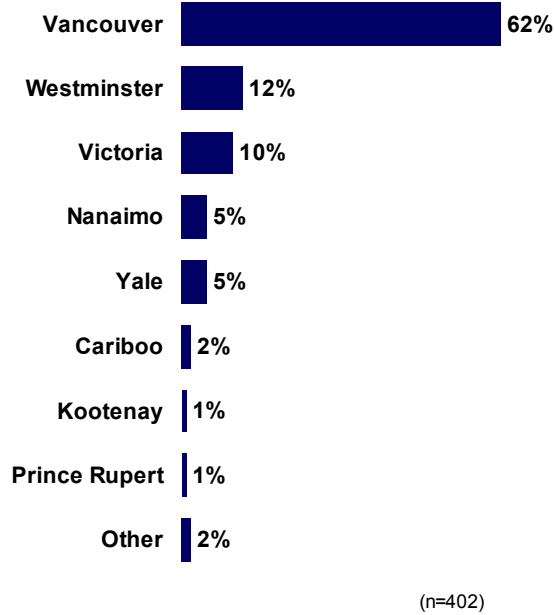
### Sample Characteristics

	Sample (n=402) %	Population (n=8,913) %
Region		
Vancouver	62	59
Westminster	12	13
Victoria	10	10
Nanaimo	5	4
Yale	5	4
Cariboo	2	2
Kootenay	1	1
Prince Rupert	1	1
Other	2	2
Gender		
Male	73	70
Female	27	30

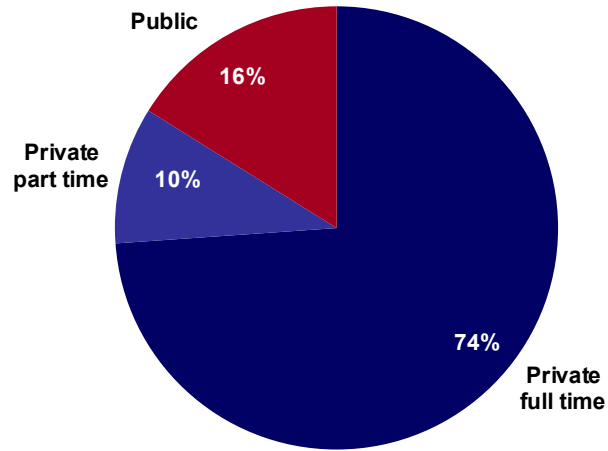
## Firm Size



## Region

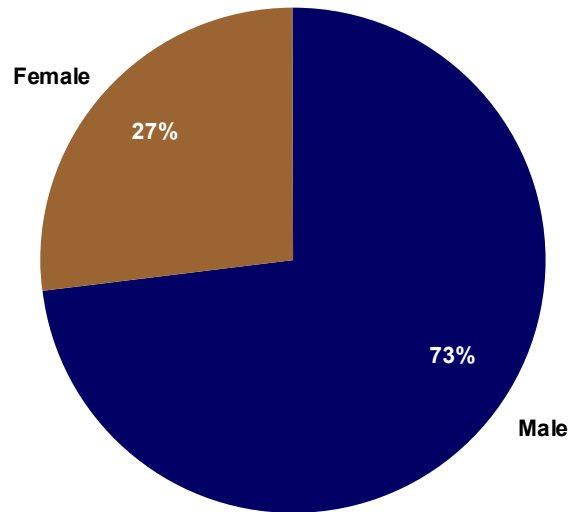


## Type of Practice



(n=402)

## Gender



(n=402)

# APPENDIX A: QUESTIONNAIRE

## Law Society of British Columbia Final Questionnaire October 20, 2003

### Introduction

Hello, my name is \_\_\_\_\_ and I'm calling from Ipsos-Reid, a professional market research company. We are conducting a survey on behalf of the Law Society of BC and the Lawyer Education Task Force in order to better understand lawyers' continuing legal education needs.

The interview will take no more than 10 minutes. Your participation is voluntary and your identity will not be revealed. If there is a question you prefer not to answer, please tell me and we'll move on to the next one.

Yes – Continue

Later – Arrange Callback

No – Thank and terminate

*Thank you. To begin with...*

### **[PROFILING CONTINUING EDUCATION HISTORY]**

1. Over the past 12 months, how often would you say you used any of the following continuing legal education resources? How about...(READ AND RANDOMIZE LIST)? How about...(READ NEXT ITEM)? Any others?

Courses, Seminars, Workshops

Course materials

Legal publications

Online learning

In-house seminars and/or workshops

Video repeats of courses

(ALWAYS READ LAST) Other (SPECIFY)

Frequently

Often

Sometimes

Never

**[ASK Q.3 IF THEY ANSWER FREQUENTLY, OFTEN, SOMETIMES (CODES 1 TO 3) FOR EVERY ITEM IN Q.1]**

3. Overall, how would you rate the overall quality of the educational resources such as...(READ AND RANDOMIZE LIST FROM Q.1)? Would you say it is...(READ LIST)?

LIST ITEMS FROM Q.1

Very Good  
Good  
Average  
Poor  
Very Poor

**[ASK Q.4 IF THEY ANSWER FREQUENTLY, OFTEN, SOMETIMES (CODES 1 TO 3) FOR ITEM #1 -- COURSES, SEMINARS, WORKSHOPS IN Q.1; IF DK/REFUSED IN Q.3, SKIP TO Q5]**

4. Generally speaking, what makes continuing legal education resources such as courses, seminars and workshops [INSERT ANSWER FROM Q.3]? PROBE. Any other reasons? ACCEPT UP TO 3 ANSWERS.

RECORD VERBATIM

**[ASK Q.5 IF THEY ANSWER FREQUENTLY, OFTEN, SOMETIMES (CODES 1 TO 3) FOR EVERY ITEM IN Q.1]**

5. Overall, how would you rate the overall usefulness of the information you gained through...(READ AND RANDOMIZE LIST FROM Q.1) Would you say it is...(READ LIST)?

LIST AND RANDOMIZE ITEMS FROM Q.1

Very useful  
Somewhat useful  
Not very useful  
Not at all useful

**[IF ANSWERED NEVER FOR ITEM #1 -- COURSES, SEMINARS, WORKSHOPS IN Q.1, ASK Q.6]**

6. Why have you not participated in any conferences, courses or seminars? PROBE. Any other reasons? ACCEPT UP TO 3 ANSWERS (DO NOT READ LIST)

Subject matter was not appropriate  
Quality of courses generally  
Prefer to learn in other ways  
Price of course  
Too far to travel  
Time not available  
Other (SPECIFY)

7. I'm going to read you a list of reasons some people take into account when deciding whether or not to participate in a continuing legal education conferences, courses or seminars. For each one, please tell me if this is an important or not important factor to you when deciding whether to take a course, seminar, etc.? How about...(READ AND RANDOMIZE LIST)? Would that be very/somewhat important or not too/not at all important? How about...(READ NEXT ITEM)?

Opportunity cost of lost billing hours  
Price of course/material  
Cost of attending (travel/accommodation)  
Location of course/seminar  
Subject matter  
Method used to provide the course/seminar/information  
Time involved

Very important  
Somewhat important  
Not too important  
Not at all important

8. If legal education courses were available online, how likely would you be to register for such courses? Would you be...(READ LIST)?

Very likely  
Somewhat likely  
Not very likely  
Not at all likely

9. Are you satisfied or not with the availability of continuing legal education resources available to you to maintain or improve your professional competence?

Very satisfied  
Somewhat satisfied  
Not too satisfied  
Not at all satisfied

**[ASK Q.9a IF THEY ANSWER FREQUENTLY, OFTEN, SOMETIMES (CODES 1 TO 3) FOR ITEM 1 -- COURSES, SEMINARS, WORKSHOPS IN Q.1]**

- 9a. Earlier you mentioned that you have taken courses, seminars and workshops, what organization(s) provided these/this course(s)? DO NOT READ LIST. ACCEPT ALL THAT APPLY.

***Continuing Legal Education Society of BC***

Trial Lawyers Association  
Canadian Bar Association  
Other (SPECIFY)

10. How involved do you think the Law Society should be in ensuring continuing legal education resources are available to lawyers? Would that be...(READ LIST)?

Very involved  
Somewhat involved  
Not at all involved

11. Do you think the Law Society is doing enough or not enough to support the continuing legal education needs of lawyers?

More than enough  
About right  
Not enough

12. Are there any legal publications or course materials you would like to have available to you but which are not available? PROBE. Anything else? ACCEPT UP TO 2 ANSWERS.

RECORD VERBATIM

13. Are there any courses, seminars, workshops you would like to have available to you but which are not available? PROBE. Anything else? ACCEPT UP TO 2 ANSWERS.

RECORD VERBATIM



*Changing topics a little...*

As you may already know the Law Society of British Columbia makes available Practice Advisors who can be reached by telephone or email and who's role it is to answer a variety of questions to help members practice law more effectively.

14. Have you ever contacted a Practice Advisor at the Law Society for advice?

Yes

No

**[IF YES IN Q.14, ASK Q.15 AND Q.16]**

15. How often in the past twelve months have you contacted any of the Law Society's practice advisors?

RECORD NUMBER

16. How would you rate the overall quality of the professional advice you received from the Law Society's practice advisors? Would that be...(READ LIST)?

Very Good

Good

Average

Poor

Very Poor

17. Would you be willing to (READ AND ROTATE ITEMS) to discuss more generally lawyers continuing legal education needs or respond to a follow-up email survey? How about...(READ NEXT ITEM)?

Participate in a meeting with one or more members of the Lawyer Education Task Force

Respond to a follow-up email survey

Yes, participate in meetings

Yes, respond to a follow-up email from the Law Society of BC and the Lawyer Education Task Force

No to both

**IF YES TO ANY OF ABOVE, RECORD NAME, ADDRESS, PHONE # AND EMAIL (IF AVAILABLE)**

**DEMOGRAPHICS**

From demographics, record the following. Please set quotas in the following order (% based on sample):

- Experience (yrs licensed)
  1. <6 years
  2. 6-10 years
  3. 11-15 years
  4. 16-20 years
  5. 21-25 years
  6. 26-30 years
  7. 31 or more years
  
- Size of firm
  1. 1
  2. 2-4
  3. 5-9
  4. 10-19
  5. 20-49
  6. 50 or more
  
- Region
- Private practice/public practice
- Gender

**On behalf of the Law Society of BC, thank you very much for your time. A summary of results from this survey will be made available on the Law Society website after November 30th.**

## APPENDIX B: CALL STATISTICS

### CALL RECORD RESULTS

	# of Calls	% of Total Calls	Explorers Norm
1. Not in service/number has changed	12	0.8%	6.9%
2. Fax machine/modem/pager	4	0.3%	3.4%
3. Residential/business	0	0.0%	1.0%
<b>TOTAL ELIGIBLE NUMBERS (4-15)</b>	<b>1499</b>	<b>98.9%</b>	<b>88.7%</b>
4. No answer	45	3.0%	4.5%
5. Answering machine	332	21.9%	9.8%
6. Busy signal	5	0.3%	0.8%
7. Language difficulty	0	0.0%	1.5%
8. Communication/hearing problem	0	0.0%	0.1%
9. Specific appointment w/ qualified	23	1.5%	3.4%
10. Callback – no specific appointment	442	29.2%	11.4%
<b>TOTAL ASKED (11-15)</b>	<b>652</b>	<b>43.0%</b>	<b>57.2%</b>
11. Qualified respondent break off	3	0.2%	0.8%
12. Respondent not available for study	112	7.4%	6.7%
13. Refusal/respondent end at introduction	135	8.9%	17.2%
<b>COOPERATIVE CONTACTS (14-15)</b>	<b>402</b>	<b>26.5%</b>	<b>32.5%</b>
14. Total Disqualified	0	0.0%	15.4%
15. Complete	402	26.5%	17.1%
<b>TOTAL NUMBERS ATTEMPTED (1-15)</b>	<b>1515</b>	<b>100.0</b>	<b>100.0</b>