



Pro Bono Survey Project FAQs

Frequently Asked Questions are organized below according to the steps in the project timeline. Click on a step below to go directly to the related questions and answers. This FAQ document will be regularly updated as more questions and answers are generated.

[Step 00: General Announcements and Information about the Survey Instrument](#)

[Step 1: Organizing Stakeholders and Confirming Participation \(June – August\)](#)

[Step 2: Develop Leadership Team and Raise Survey Incentive \(August – December\)](#)

[Step 3: Raise Awareness about the Project \(September – December\)](#)

[Step 4: Survey Distribution \(January\)](#)

[Step 5: Reminders Sent and Efforts to Obtain Responses \(February\)](#)

[Step 6: Data Analysis \(March – May\)](#)

[Step 7: Data and Summary of Findings \(June\)](#)

[Step 8: Final Report Summarizing All Data \(Summer, 2017\)](#)

STEP 00: General Announcements

Are there any upcoming deadlines I should know about?

Yes! Please note that **October 14th** is the deadline for submitting the following information:

- Any edits your state would like to make to the survey. For more information on what edits will be permitted, go [here](#).
- A decision regarding which survey distribution method your state is opting for. For more information on distribution options, go [here](#).
- A decision regarding who your state will be sending the survey to (active attorneys only, active and inactive, active and some inactives, etc)

When will the next conference calls about this project take place?

There are no conference calls scheduled at this time. Please check back soon, as calls will be scheduled for some time in October or November.

How do I obtain regular updates about this project?

Updates will be regularly posted on the project website (click [here](#) or copy and paste the below link into your browser). Additionally, if you would like to be included on the email list to receive updates about the project, contact April at april.faitn-slaker@americanbar.org.

Project Website: http://www.americanbar.org/groups/probono_public_service/research_pro_bono/pro-bono-surveys.html

What other states are participating in this project?

We will be providing updates regarding who is participating, available [here](#) and linked to on the map on the project website.

What modifications will be made from Supporting Justice III and/or Supporting Justice in Nebraska?

The survey will be more consolidated and shortened from the version that was used in Supporting Justice III. The executive summary for the Nebraska survey describes the changes that were made, but in particular:

1. A more explicit definition of pro bono and persons of limited means
2. The inclusion of inactive and non-practicing attorneys
3. Expansion and re-organization of the encouraging and discouraging factors presented

Additionally, the survey will also be slightly shorter than the Nebraska version and a limited number of questions about modest means initiatives will be included.

Will states be allowed to make edits or additions to the survey instrument?

Yes, though minimal. States will be allowed to add a limited number of questions to the survey instrument, but otherwise will not be able to make modifications to the existing questions. There will be some flexibility in terms of opting-out of some questions as well (questions that are inconsistent with a participating state's policies or messaging about pro bono may be omitted upon request).

The deadline for any requested edits is the end of the business day on **FRIDAY, OCTOBER 14, 2016**.

Will the survey questions be available for distribution ahead of time?

Yes. A draft of the survey questions has been released. To receive a copy, contact April at april.faitn-slaker@americanbar.org. Otherwise, to get a sense of the types of questions in the survey, you can view either the national report of the Nebraska report, which are available for download at the bottom of the project page.

STEP 1: ORGANIZING STAKEHOLDERS AND CONFIRMING PARTICIPATION

Is this survey open to local bar associations in the event that a statewide effort cannot be organized?

We encourage this project to be done at the state level, and recommend working through the state access to justice commission or any other collaborative entities that engage the court, the bar, and the legal service providers. For this to be a successful project with a good response rate from the surveyed attorneys, it is important to have all major stakeholders on board.

Is there a minimum percentage of attorneys in a state for which one must have emails to participate?

It is expected that this survey will be sent to a nearly complete list of attorneys. For states with voluntary bars, this may be a concern. Please contact April at april.faitth-slaker@americanbar.org to discuss.

When and how does a state confirm participation?

Once you have discussed the project with your state's stakeholders and determined that you have sufficient buy-in to successfully carry out this project, email April at april.faitth-slaker@americanbar.org to confirm participation. To ensure that your state has enough time to dedicate to raising awareness and generating funds for the survey incentive, please confirm participation **BY AUGUST 31st** and indicate the following:

1. The percentage of the attorney population for which your state has email addresses
2. Which of your state's stakeholders are collaborating on this project
3. The names and contact information for your state's leadership team
4. The name of one "team leader" or liaison for communications with the ABA about this project

What if we miss the confirmation deadline?

A critical step in getting a good response rate from your attorney population involves raising awareness about the survey before the distribution date. Consequently, organizing your stakeholders by the end of August is very important. Determinations about whether a state that misses this deadline may participate will be made on a case-by-case basis and will turn on how well that state is able to organize and raise awareness in time for the January survey distribution date.

STEP 2: DEVELOP A LEADERSHIP TEAM AND RAISE SURVEY INCENTIVE

Does the ABA define who participates or leads the process?

This project is a truly collaborative effort between the ABA and participating states and it is critical that you organize a leadership team in your state. Although the ABA will not dictate who is on this team, this team should involve multiple stakeholders, as this team will be part of the discussion regarding raising awareness, survey incentives, sending out reminders to the attorneys, and then collaborating to generate recommendations based on the findings.

For the purpose of communications between the ABA and your state, please identify one key contact person to act as the communications liaison between your state and the ABA.

What funding do states need to raise or provide for this project?

When this survey was done in Nebraska, the funds for the survey incentive amounted to \$1800 (for an attorney population of approximately 5,500). Other options include making CLE waivers or other conference fee waivers available either to all attorneys who complete the survey or by raffle. If your state is considering providing an incentive by raffle, please be sure to check your state's rules regarding raffles or lotteries to determine whether there are restrictions for this type of survey incentive.

The ABA has no specific requirements for the survey incentive, but recommends that states provide some type of incentive to make responding to the survey compelling to the attorneys. This is another critical step in making sure your state has a high enough response rate for the data to be meaningful.

STEP 3: RAISE AWARENESS ABOUT THE PROJECT

How do we raise awareness about this project?

It is recommended that you use newsletters, listservs and other social media your state has – whether through the court, the bar, or legal services – to reach your attorney population. Because the survey will be distributed in January, you should begin raising awareness in October. See the below sample announcement from the Nebraska Bar's newsletter:

Coming Soon: State-wide Survey of Attorneys!

The Nebraska State Bar Association is collaborating with the Nebraska Supreme Court Implementation Committee on Pro Se Litigation and Legal Aid of Nebraska to conduct a state-wide survey of all Nebraska attorneys. The purpose of the survey is to quantify and recognize the pro bono work done by attorneys, as well as to understand the factors that encourage or discourage pro bono service. Please be on the lookout for the survey link, which will be sent electronically in January. Full participation is encouraged!

STEP 4: SURVEY DISTRIBUTION

Do participating states need to release their attorneys' email list to the ABA or can distribution of the survey link be done within the state without the release of identifiable contact information?

Distribution of the survey can be done in one of two ways and there are advantages and disadvantages to each approach. So, it is really for your state to decide, but here are the options:

1. The ABA can provide one universal email link for the survey so that you do not have to release any email addresses. Then, your state can send one email out to all of the attorneys with that one link. However, if we do it this way, reminders will have to be sent out to the entire list, as we won't know who has completed or not completed the survey. Also, the survey will have to specifically ask for the attorneys' contact information for the purpose of entering the raffle for the survey incentive.
2. The other option is to provide April with the list of attorneys, so individual links can be sent through the ABA survey software. Then, reminders can be sent only to those who had not completed the survey and opt-out options can be built in as well. If done this way, April will not be releasing any contact information into the ABA databases. These email lists will only be used for the purposes of this survey and will not be retained by the ABA after the data analysis is complete.

When will the survey be distributed?

Surveys will be distributed in January, 2017. If your state will be sending out a universal link, this MUST be done sometime during the month of January in order to remain on track with the other participating states. The survey link will be ready by the end of December. If you will be providing the ABA with your list of attorneys, the survey distribution will take place at the beginning of the January (the exact date TBD).

How long does the survey take to complete?

The tool used in Nebraska took attorneys between 10 and 40 minutes to complete (with an average of 32 minutes to complete). Variation depended on whether and how much pro bono work attorneys had done and their ability to recall or access documentation about the nature of their pro bono work.

Is the survey 508 compliant/accessible to readers who use screen reader programs?

Yes. The survey will be built in Qualtrics, which is compatible with screen readers.

Do survey respondents answer the questions anonymously?

More or less, yes. The answer to this, however, depends on your distribution approach. If your state chooses to distribute the survey with one universal link and is offering a survey incentive, respondents

can be asked to enter their contact information into the survey in order to enter the drawing for the survey incentive.

Is there a way to determine how many attorneys from my state responded to the Supporting Justice III survey?

Yes. Contact April at april.faith-slaker@americanbar.org to determine how many of your attorneys responded to Supporting Justice III.

STEP 5: REMINDERS SENT AND EFFORTS TO OBTAIN RESPONSES

Who sends out the reminders to the attorneys and how many reminders will be sent out?

The answer to this depends on the distribution method your state chose. If your state sends a universal link out to the entire list, your state will be responsible for following up with reminders to the entire list as well. If the ABA is provided with your state's list of attorneys for this project, we will handle sending out reminders to the attorneys who have not completed the survey. It is anticipated that 2-3 reminders will need to be sent out over a 4-6 week period following the initial survey distribution.

STEP 6: DATA ANALYSIS

When the ABA does the analysis, will each state be analyzed individually?

Each state will be analyzed individually and both the analysis (graphs, charts, results for each question, etc) and the raw data will be provided to each of the participating states. A full, written report (like the Supporting Justice reports) will not be provided for each state, however.

STEP 7: DATA AND SUMMARY OF FINDINGS

What kind of report will be issued to each state?

The ABA will prepare one full report summarizing all the data for all participating states together, but will also make note of specific state or regional trends that are either notable or deviate from the aggregate findings.

Will there be any restrictions on how the data may be used by the states?

The ABA will release each state's raw data to the state leadership teams after the survey is complete. There will be no restrictions on your state's use of its own data and the ABA encourages your state to explore additional and continued uses of the data to help expand pro bono services.

If your state has any concerns about the use of the data, please contact April at april.faith-slaker@americanbar.org.

What are the states expected to do with the results?

The ABA encourages the state leadership teams to review the findings and collaborate to generate state program and policy recommendations. In the summer and fall of 2017, the ABA will facilitate conference calls with each of the participating states to review the findings and discuss recommendations.

STEP 8: FINAL REPORT SUMMARIZING ALL DATA

When will the aggregate results of all of the participating states be available?

Preliminary findings will be available and may be presented at the Equal Justice Conference in 2017. A full, written report will not be available until later in the summer/early fall, however.