

2008 NFPA Member Survey Responses

Total Responses	892
Voting Members	73%
Individual Sustaining Members	10%
Organizational Members	8%
Student Members	9%

What do you look for in a professional organization?					
In order of importance		Highest Number of Responses	Percentage	Combination of 3 Highest Responses	Percentage
1.	The ability to make professional contacts/networking	355	40%	610	69%
2.	Current news and information on the paralegal profession	306	35%	603	69%
3.	Job listings	232	26%	483	55%
4.	In person continuing education courses & workshops	206	23%	509	57%
5.	Online continuing legal education courses	184	21%	436	49%
6.	Professional magazines like The Paralegal Reporter	139	16%	416	47%
7.	Research library	129	15%	345	40%
8.	Lists for specialty areas of law where paralegals can discuss issues and topics	126	14%	434	45%
9.	Availability of individual membership	113	13%	358	36%
10.	Discounts such as insurance, car rentals, delivery services, hotels	90	10%	248	28%

	Responses
<p>Do you feel that NFPA provides the resources you need from a professional paralegal organization?</p> <ul style="list-style-type: none"> ○ Yes 705 85% ○ No 122 15% <p>The Board, Chairpersons, committees and Primaries are doing a great job with NFPA. We can be pleased with this response.</p>	827
<p>List any reasons you may join a professional organization</p> <ul style="list-style-type: none"> ○ Networking was the overwhelming response ○ CLE ○ Professional Development ○ To keep current on changes/development in the profession ○ Self Improvement 	472
<p>Do you feel that NFPA provides the resources you need from a professional paralegal organization?</p> <ul style="list-style-type: none"> ○ Quite a few comments were positive and doing a good job <p>Other side: members don't know, haven't received any information, think leaders have lost focus, no communication - This may be non-communication from Primaries</p> <ul style="list-style-type: none"> ○ More CLE's & seminars Online seminars are too expensive. Need to obtain approval for credits quicker (may be timing of associations submitting) ○ PACE – too much time pushing PACE, concern of requirements ○ Dissatisfied ○ Reporter – more in-depth non-litigation practice areas ○ 	156

How can NFPA communicate better with its members?

375

- Overwhelmingly was the request for more emails to members, e-newsletters, broadcast emails, management emails; connect emails with link to relevant NFPA page – bottom line the need for better communication with individual members
- Very positive comments that NFPA doing a great job; members receive information from Region Directors and Primaries
vs
Numerous comments that members do not know what is going on, poor communication by Primaries with association members

By setting up monthly communication emails to members, it will help significantly; set up a My Space/Face book page for member sign-up
- Website – lots of comments hard to move around and find things, improve calendar, outdated; Inside and Management page used to be available to all members (BHP doesn't recall if this was true).
- Listservs - important but people do not use or know how to use; (maybe we can come up with idea of chairperson and committee people for each area of law to monitor, set up discussion questions once a month; set up Face Book; can set up secure pages for Board and Primaries

Can we promote need for articles & writers in email?
- Leaders – Request for attendance at local functions; talk about what is going on with NFPA; would like to be able to communicate with leaders & have them answer questions, want an actual response
- Set up Welcome letter to new members, give them information; contact, benefits package – members have indicated that they know nothing about NFPA, only thing they know about is the Reporter
- Send annual reminders of benefits – people forget, need reminder
- PACE – still misconception that it is for litigation paralegals

The biggest concern is local members in some associations are not getting any information about NFPA. By setting up My Space / Facebook, it would open communications. Setting up a monthly broadcast email to members will be a great way to communicate.

It may generate more volunteers to our organizations.

Region Directors & Primaries should receive the full survey. There were specific comments to local areas and they may want to respond.

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