



**THE FLORIDA BAR**

# **Results of the 2014 Survey on Florida Bar Section and Committee Usage of Technology**

**March 2014**

## 2014 Survey on Florida Bar Section and Committee Usage of Technology

A link to an electronic survey was e-mailed on March 4, 2014 to the chairpersons of 70 Florida Bar standing committees and 22 Florida Bar sections/divisions. By the March 12, 2014 cut-off date, 64 completed surveys were received for a response rate of **70%** (74% for committees; 55% for sections and divisions).

In reporting the results, all percentages were rounded to the nearest whole percent (example 34.5% equals 35%). For this reason, totals may vary from 99 to 101 percent. Note that several questions are "multiple response questions." This means that respondents were encouraged to check all responses which apply to a given situation. Thus, multiple response questions will not total 100 percent.

**1. Please indicate whether you currently serve as chair/vice-chair of a Florida Bar committee, division, or section.**

<u>Category</u>	<u>Percent</u>
Current Florida Bar Committee Chair or Vice-chair	81
Current Florida Bar Section Chair or Vice-chair	17
Current Florida Bar Division Chair or Vice-chair	2

**2. Please check the following technology tools that your committee, division or section is currently using to perform its work: (MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)**

<u>Category</u>	<u>Committee Percent</u>	<u>Section/Division Percent</u>
Telephone conference calls	92	100
Social media (LinkedIn, Facebook, Twitter, etc.)	8	56
Listserv(s)	4	78
Video conference calls	4	56
Webcasts	0	67
Various online communities	0	33
Other	29	0

**2a. If “Other”, please specify:**

**Committee Chair Responses**

\* Email. **(3 Responses)**

- \* Committee member resource area on Florida Bar website.
- \* Email; committee's website through The Florida Bar.
- \* In person meetings and email.
- \* Regular email.

**3. If you checked any of the response categories listed in Question 2, please briefly describe what those technology tools are being utilized for and indicate the frequency of usage for each item: (e.g. Video conference - Zoom, three times per year)**

**Committee Chair Responses**

- \* None. **(2 Responses)**
- \* 2 telephone conference calls per year (approximately).
- \* At each committee meeting, members may attend via teleconference.
- \* Committee business posted with password access.
- \* Committee meetings are by conference call 3-4 times a year.
- \* Conference call access to meetings.
- \* Conference calls – for all full committee meetings and all full subcommittee meetings held in conjunction with Florida Bar events (convention, mid-year meeting, etc) 3 times per year. Conference calls – as needed for subcommittee and working group meetings, approximately 10 times per year. Listserv – for all e-votes and committee information and discussion when full meetings or conference calls are not needed, frequently throughout the year.
- \* Conference calls, between 3-4 times per year, as a convenient alternative to in person committee meetings.
- \* Conference calls when live meetings are not required. They seem to work well.
- \* Conference calls. Not much more.
- \* Email – several times per week to communicate with the subcommittees and leadership of the Committee. Telephone Conference Calls – several times per month with the subcommittees.

- \* Every few weeks – conference calls.
- \* Every month my committee conducts a telephone conference call to allow members from around the state to attend. At last year's Bar Convention, the seminar that we organized and held was webcast .
- \* For various calls of the committee, maybe for an hour at a time and a few times per year.
- \* In the last 6 years, the full committee held one telephone conference call. The sub-committees hold conference calls 2 to 3 times a year. In the last 6 years, the committee voted on one issue via email in lieu of holding a meeting of the entire committee since there was only one issue for review and approval and the committee previously gave directions on the issue.
- \* Infrequent conference calls.
- \* Not consistently. We only use conference calls once in a while.
- \* Occasional committee meeting conference calls for Annual Convention.
- \* Our committee meets monthly for about 8 months a year. We have moved towards the use of technology to accomplish our work with more 1-2 hour telephone or GoToMeetings calls and fewer in person meetings so our members do not have travel and be out of the office for an entire day. We also do a lot with emails. We are committed to the continued use of technology to implement our committee meeting goals.
- \* Phone conferences three times a year.
- \* Phone conferencing is currently available for the 3 meetings held for the whole committee during the year for those members who cannot attend. Phone conferencing is utilized extensively for the subcommittee meetings. Email is used for both communications as well as for voting on items that need decided prior to a regular meeting. When the economy tanked our committee got much more generous in allowing attendance at the regular meetings by phone. Participation dropped tremendously with only phone participation and as chair. with this year's vice-chairs, we have discouraged use of the telephone conference attendance. The transmission is not good for all participants and some of the meeting places do not seem to support telephone conferencing well. One meeting held at The Florida Bar Office in Tampa had to be held using my cell phone on speaker which was not at all good! So consistency of technology devices for participants is critical before we launch into using them all the time.
- \* Rarely, as needed.
- \* Telephone conference calls - 2-4 times a year. The Bar website area is used to place certain applications and questions, agendas and minutes for committee members reviews.

- \* Telephone conference calls are used to conduct meetings between Bar meetings and to allow attendance at the full committee meetings during the Bar meetings.
- \* Telephone conference calls are used typically on a weekly basis for subcommittee meetings to discuss rule amendments.
- \* Telephone conference calls – at least once a month; E-mails- Almost daily amongst leadership; Social Media – once every two weeks; Basecamp – Utilized more heavily during initial planning for the year by leadership.
- \* Telephone conference calls for some committee meetings. Also use telephone conference call to connect those committee members who are not able to attend in-person meetings.
- \* Telephone conferences 3-4 times per year.
- \* Telephone conferences are used frequently by subcommittees as they discuss and work through potential rule amendments. On average, telephone conferences calls are probably employed several times a month. On average, emails are used several times a week for subcommittee assignments of referrals and for subcommittee work. Full committee votes are also done by email outside of regularly-scheduled meetings 3-5 times a year.
- \* Telephone conferencing: Only when certain members can't make a scheduled meeting. Email: For general communication between scheduled meetings.
- \* Telephone hookup is used by committee members who cannot be physically present at meetings and for subcommittee conference calls. Used for committee meetings 2-3 times a year; for subcommittee meetings as much as one or more times a month. E-mail to communicate about committee business, multiple times per month. E-mail for emergency votes, once a year or less.
- \* The conference call. During this term, the conference call was not used. However it has been used in the past. The reason it was not used was that a date could not be confirmed by a quorum.
- \* The committee utilizes conference calls for virtually all subcommittee meetings which can vary in frequency from 1-2 per month to 3-4 per week depending upon what issues are being addressed by the various subcommittees. Telephone conference calls are also used at full committee meetings for members who are unable to attend in person. Our IOP's allow for the use of other technology, but to date email and conference calls are the only ones which have been utilized by the committee.
- \* The use of the telephone is not the ideal technology but is the only one that is available to all members of the subcommittees. All subcommittee work is conducted by telephone conference calling and email. The committee has a subcommittee that is looking at other technology options. But, the subcommittee's work is just in the beginning stages.

- \* We do not use technology often as we meet in person almost monthly. Otherwise, we use email to communicate all issues. If necessary for a vote before a meeting, we access The Florida Bar website where our liaison has posted the necessary documents for review and then use emails the committee to vote in writing. On a rare occasion we may use a conference call but if so, it occurs maybe one time a year.
- \* We have call-in ability at every meeting, and we have been meeting about 3 times per year.
- \* We mainly use telephone conference calls and e-mail to communicate and discuss ideas. Conference calls with the entire committee occur 2-4 times per year and conference calls of subcommittees occur 10-20 times per year.
- \* We typically offer teleconference for committee meetings since there are always committee members unable to attend in person.
- \* We use a telephone conference call twice a year.
- \* We use telephone conference, typically two times per year.
- \* We utilize a telephonic conference call once a month. Social media/Facebook page is ongoing.
- \* Webcasts – not sure of the platform as a law firm is providing use of their equipment and structure. We use that for webinars and web-based meetings at least 2 times per year. Conference calls for committee leadership occur 2-3 times per year.
- \* Webcasts and video calls have been used to allow speakers to educate our members. We also used webcast (WEBEX) to allow collaboration on drafting of documents in the past.
- \* Webcasts for CLE certification presentations, listservs to send news to attorney groups interested in certification. Telephone conference calls to review exams and meet to save costs of travel.

### **Section/Division Chair Responses**

- \* Conference calls, listservs primarily.
- \* Media – biweekly posts; Webcasts – five per year.
- \* Telephone conference calls – approximately 6 times per year; Listservs – at least once a month.

- \* Telephone conference calls – various services – frequently. Listserv – we have a weekly section listserv blast (it is currently restricted to moderator-originated posts). I don't know the specific tool we use. Social media – we do not have a formal section social media presence but members actively promote our events through their individual social media accounts. Online communities – we have a standalone section webpage. Webcasts – through The Florida Bar. In recent years, we have done as many as 5 webcasts per year but have scaled back this year to 1-2.
- \* Telephone Conference calls – 4 times per year; Listserv – regular basis, at least twice per month.
- \* Telephone Conferences – one a quarter for updates to local affiliates, several times per month for committee phone conferences; Listservs – several emails per month to the members of the Division; Social Media – several times per week on Facebook; Twitter and LinkedIn to advertise events and programming and to circulate articles of interest to members of the profession; Webcasts – monthly free webinars to members of the Division.
- \* We have used telephone conference calls to all committee meetings for several years. We have a Twitter page. We also have telephone conferences for our mentoring committee activities available to the whole section.
- \* We use conference calls for Section committee calls, executive committee meetings, and the occasional executive council meetings. Most council meetings are in person, though. We have several webinars each year, which are for tricks of the trade, the mentoring programs, and occasional CLEs.
- \* We use telephone conferencing for those who are unable to attend our regularly scheduled meetings and for emergency meetings. We tried video conferencing today, through the Attorney General's Office, but very few attended, most opted to call in. Telephone conferencing is also used for small committee meetings.
- \* We use them year-round.

4. **If you serve on committees for other types of organizations, please list the types of technology that those groups are using to accomplish their mission as well as the frequency of usage for each particular type of technology. Also, please note here if there's anything in particular that those groups currently utilize that you feel could assist the work of your Florida Bar committee, division or section.**

**Committee Chair Responses**

- \* 1. Chat rooms for leaders to share ideas. 2. Online calendar that downloads meetings to MS Office calendar. 3. E-newsletter capability. 4. Access to online membership tool to email membership with one click.
- \* Conference calls once a month.
- \* Conference calls, Skype, and e-mail are how most of this activity is occurring, with live meetings when available based on the size of the group and locations of group members.
- \* Google Docs and Go to Meeting are also great tools.
- \* I am involved in several national legal organizations that use: Group listservs to all members, as well as separate smaller listservs for each subcommittee of the organization. Webcasts are also used to offer specific single topic CLE courses about 1-2 hours in length and to generate revenue. Committee meetings are often held by GoToMeeting or ooVoo.
- \* I am most familiar with webinars for educating staff members and colleagues.
- \* I have not been involved with any different use of technology for committee work in other organizations.
- \* In one committee, teleconferences were used frequently and effectively for our annual meetings and any other meetings that were necessary during the year.
- \* One group that I am on the leadership team has a private Facebook page that works fine for general membership information but is not useful for leadership issues. Those issues seem to be best talked out either on a phone conference or meeting together. Another committee on which I serve that covers two counties uses video conferencing for all of its meetings. Some days it works and some days it does not. So on the days that it does not work a good portion of the committee cannot participate and items get moved to another day's agenda. And a third committee that I belong to very effectively uses its listserv to keep all of us updated on information sometimes on a daily basis. That is great.
- \* Online communities.
- \* Other boards I serve on also use teleconference to allow greater participation of members.



- \* Other organizations I'm involved in use webinars for information transmission and conference calls for interactive discussions amongst committee members.
- \* Other technologies that I have used in other contexts are: Webcasts, Listservs, Skype Dropbox, Elluminate, Live Video Conference.
- \* Pretty much just conference calls.
- \* Telephone conference calls primarily.
- \* The same technology is used.
- \* Was on e-criminal procedure rules committee for six years. Conference calls allowed for meetings in lieu of attendance. Didn't think that was effective and for meetings that regularly meet live, attendance should be in person.
- \* We have quarterly webinars for CLE. All executive committee calls are handled via phone. We have a Facebook, Twitter, LinkedIn & Google+ account.
- \* We use phone conferencing, listservs, email. Rarely use video conferencing.
- \* Webcasts 3-6 times per year Video conference calls and webcasts would assist the work of my committee. It is very difficult to effectively participate in a full committee meeting via telephone conference call only, since it is often hard to identify who is speaking and hard to hear both speakers in the meeting room and speakers on the phone.
- \* Webinars, conference calls.
- \* Website access, meetings, email, and conference calls adequately facilitate the committee's work.

### **Section/Division Chair Responses**

- \* I am on the Board of the Florida Society of Risk Managers, and they use a lot of technology for meetings, but I don't know what they use (sorry)!
- \* Nothing specific to add.
- \* Some organizations use social media more than we do. It may be useful to have a listserv for our members. We do not currently use one.
- \* Telephone conference calls are still by far the most common means of electronic communications.

5. **If The Florida Bar could provide private access for your committee, division or section to an "online community" (click here to see one example; to see another example, click here), how likely would you, and the other leaders of the group, be to use it?**

<u>Category</u>	<u>Committee Percent</u>	<u>Section/Division Percent</u>
Very likely	31	42
Somewhat likely	21	33
Neither likely nor unlikely	10	8
Somewhat unlikely	15	8
Very unlikely	23	8

- \* Respondents were provided links to the Higher Logic and IBM Connections websites. Three-quarters (75%) of all section/division chairs and just over one-half (52%) of all committee chairs report that they would be likely to use this type of online community if the Bar provided their committee/section/division with private access.

6. **What can The Florida Bar accomplish through technology to make the meeting and communication process of your committee, division or section more effective, efficient or convenient?**

**Committee Chair Responses**

- \* 1. A method for online credit card authorization for prepayment of meeting events that cost money. 2. Project and committee management software with an app: there should be a place where committee documents and emails can be stored in the Cloud and accessible remotely during conferences or otherwise without the worry of posting on Google docs etc. where it is accessible to search engines. Project management software would also help with calendaring, etc. for deadlines and information. An app makes it accessible on the go. This would also help with leadership transition as the information is all in one place for the next group. 3. Access to view a master Florida Bar calendar for all committees and Section activities to assist with planning for the year (not just the President's calendar); 4. Access to Evites which track attendance responses rather than sending e-mails or postage printed invites for meetings or events where you have to track attendance. 5. Alumni pages: a place where past members can stay in contact with one another and where current leadership can access alumni easily for announcements etc.
- \* An online community only for our committee would allow better communication between our subcommittees and hopefully allow for more help and participation in events outside a member's subcommittee. Also helpful would be the ability to post deadlines and coming events to the committee as a whole.

- \* Better access to telephone conferencing at meetings and usable information about sharing communication tools.
- \* Certification committee. We don't have a need for much of this.
- \* Conference calls are most efficient for our purposes.
- \* Could require all sections to make telephone access to all Section, Division or Committee meetings available. Make low costs webinar capabilities available.
- \* Encourage/educate Chairs to be creative in the use of technology to conduct committee business. I think the use corresponds to the level of technological prowess of the Chair.
- \* Get us better meeting spaces that will support something as simple as telephone conferencing. Or, if we are going to something such as IBM Connections, make sure that we are all equally connected if we are going to use that for meetings. We have to keep in mind that members throughout the state do not have the same level of access to various technologies that those of us who practice in metropolitan communities do. It is not fair to exclude them from participation in Bar committees just because their geographic region may not fully support attending by use of certain technologies.
- \* I have been chairman of other committees locally and with the Bar. I have been a section chairman of the criminal law section. I believe if persons are putting time into Bar activities, they should not do it through technology other than conference calls
- \* I think there is a hesitation for people to use technology other than a simple conference call for meeting attendance. I don't know the reason. I think a collaborative site where committee members can simultaneously edit a document would be helpful, as that would eliminate the exchange of multiple redlines, all of which have to be later harmonized.
- \* Keep the telephone lines open.
- \* Making it more convenient and efficient for committee members to participate. Video conferencing would be a big step forward over the conference calls that we use now.
- \* My committee already communicates to consumers through Twitter. Having the ability to use Facebook would be beneficial
- \* My committee really needs to be able to use social media to link with other committees, sections, and voluntary bar associations. Moreover, we need to make better use of the video conferencing capabilities due to the size of, and interest, in this Committee.
- \* No additional technology is necessary.
- \* Not necessary for this committee.

- \* Not necessary.
- \* Not sure but I have concerns about online communities for the Board certification committees due to the confidential nature of the exam preparations.
- \* Not sure how it could help our committee.
- \* Nothing. We meet in person 2x year.
- \* Offer these same services with a level of confidentiality on a secure private platform for some more sensitive info, i.e., certification areas.
- \* Provide access to members to the type of technology mentioned in numbers 4 and 5 above. However, whatever technology is made available must be one that is open, easy to use, i.e., Outlook, and not of limited use in the legal profession, i.e., Lotus Notes.
- \* Some type of scheduling technology (like doodle.com) could be helpful to coordinate large group conference calls.
- \* Technology aids in the rate of attendance at meetings. When members have to travel across the state for meetings, we tend to have less attendance. Attendance at telephone conferences is much higher; however, telephone has its limits. Access to videoconferencing would be the best of both worlds.
- \* Technology allows certification committees to work more effectively, save costs and attract a more diverse audience. In my area, many are public sector attorneys who do not have funding for travel and attendance at Bar meetings. To be able to participate through technology would increase participation.
- \* The biggest limitation currently encountered is with people who have not had to immerse themselves into these areas of technology and think they can't pick it up. I say this as a former member of that group of people as recently as 12-18 months ago. I am approaching my 20th year in the Bar and technology was not as big a part of daily life when I started as it is now, but it is not that hard to learn compared to everything else we have to learn and keep up with as lawyers. In short, spread the message that "old dogs" can easily learn new technology tricks. Perhaps a technology hotline at the Bar for questions and technology CLEs would help. Given the level of technology involvement in the practice of law, consideration should also probably be given to adding a technology specific CLE requirement, as is done with ethics within the general 30 hours.
- \* The conference calls work for what we do.
- \* Video conferences would be very helpful for a more effective committee meeting.
- \* Video conferencing capability and the availability of an online community would make the meeting and communication process more effective and efficient, as would reliable

Internet connections in committee meeting rooms and guaranteed wireless access in public spaces of Bar conference venues. If not available throughout the venue, the Bar should provide wireless hotspots or connections for the use of attendees. Use of social media might foster personal interactions between committee members, such as gatherings at Bar events, which might in turn promote team-building and the exchange of ideas outside of the structured committee setting. Text alerts could be used very effectively to communicate changes in meeting schedules, locations, etc., especially in situations where internet access to e-mail is unreliable. For example, committee liaisons often indicate that their access to e-mail is limited during Bar meetings. Internet access is often unavailable in committee meeting rooms.

- \* We could use more microphones during our full Committee meetings - it is very difficult for the phone participants to hear what is being spoken “off-mike” and inconvenient to have to pass the microphones around the room every time a member wishes to contribute a comment.
- \* We do not need anything else as email is sufficient. Picking up the telephone isn't a bad thing either.
- \* We have no needs.
- \* We need a webinar/video meeting platform that is cost-effective and user-friendly. Our committee has a very tiny budget and an in-person meeting at the Bar conference used up more than half of our budget. Leveraging an online platform would be very important to us.
- \* Webex should be available to all committees. This method of sharing a document in real time, coupled with the conference call is mission critical. As someone makes a suggestion, a change can be made to the on screen document, all can see, all can ponder, and can then communicate. For document creation and editing this is more powerful than an in person meeting.
- \* Wifi at meeting locations.
- \* You are already doing a good job.

### **Section/Division Chair Responses**

- \* Helpful mailing list of technology that is not dependent upon busy staff liaisons would be extremely helpful. Real time, rather than infrequent, access to section membership information, as well as email notifications to leadership, whenever a member (or associate member) joins the section. Also, more effective online options for joining the section and registering for section events. For example, we recently held conferences on two separate dates, with a discount for people who attended both conferences. It was not possible for people attending both conferences to register online and receive the discount.

- \* It seems to be a struggle to update our section's website. The phone calls work fine and I haven't heard of any complaints from the webinars. We do appreciate the Bar's legislative efforts and keeping the legislation of interest pages updated on the main website.
  - \* Listservs should be easily available to officers for use. Webcasts should be available to sections and committees at no cost.
  - \* Nothing. We are a self sufficient section that does not need the Big Board's assistance.
  - \* Unfortunately, I am not well versed in advanced technology, but I'm open to the possibilities. I still prefer the face-to-face mode of communication when possible. I would love to have presentations on the use of technology. Thank you for your efforts.
  - \* We do a lot of different types of publications, but it would be much more convenient to have just one place to put everything that is easy to access. We try to use our website, but spend a fair amount of money trying to keep it up to date, and not many people know how to do it themselves. It would be great to have a place for our members to easily access our newsletters, case updates, minutes, and for our Council to have meetings whenever necessary. This may be a good way to do that.
- 7. Please list any other comments or suggestions you may have for the Florida Bar Board of Governors Communications Committee in its exploration of how various Bar groups currently utilize technology.**

#### Committee Chair Responses

- \* Each committee should have a Cloud. This method of sharing and distributing information would be of great assistance. Lack of email access would not hinder. Instead of saving multiple documents to a thumb drive in preparation for a meeting, I could just attend confident in my ability to access the Cloud and the documents at will. WiFi should be available to all committee rooms at annual meetings to facilitate the iPad revolution.
- \* I appreciate the opportunity for input in this survey.
- \* I looked at both Connected Community and IBM Connection carefully although neither provides a demonstration without signing up for a sales call. I cannot see how either one would enhance the current work of the Florida Bar Family Law Rules Committee. And I love new technologies and social media sites! But realistically they both appear to be nothing more than an enhanced LinkedIn. I cannot see those types of pages allowing the kind of free flow of information that is required for our main committee or our sub-committees to share information and share and finalize drafts of proposed rules. Video Conferencing might make members who are now appearing by phone better participants but they also have to have that capability in their office to use the video conference which adds an expense for their participation. I could see, however, a listserv being extremely

useful for the Committee and even more if we could also have listservs for the various sub-committees. That could be a real time saver for delivering copies of proposed rules, etc.

- \* I would like to see an app designed for the Voluntary Bar Leaders Conference.
- \* Our committee and section leaders could be much more connected throughout the year through technology.
- \* Perhaps the use of the Cloud, although posting information on the committee members area of the Bar website seems to work fine.
- \* Social media, in its various forms, is critical to communicating and accomplishing our goals. A strong online presence actually legitimizes companies, committees, and even individuals. Our committee must be allowed to make the most of the technological skills and ideas members have already implemented in their other endeavors.
- \* Thank you for doing this survey.
- \* Thank you for the survey.
- \* THANK YOU!!! I am looking forward to more of these options being available!
- \* Thanks for conducting this survey.
- \* The Board of Governors Communications Committee should be proactive and innovative in establishing new ways to utilize all available technologies to facilitate the work of Bar committees. This will encourage Bar members to become more receptive to using various types of technology in their professional interactions and also will facilitate the Supreme Court's goal of promoting widespread acceptance of the e-courts model.
- \* We have no needs at this time.
- \* While there are many interesting technological tools available, to be candid – telephone conference calls and email serve our needs pretty well.

### **Section/Division Chair Responses**

- \* It would be very helpful if the Bar could disseminate through video, or otherwise, suggestions on technology to use and best practices for using that technology.
- \* Please understand that our section has many government members. Though it is widely perceived that the government has "vast resources," in reality, it does not – at least not in Florida.

- \* Secretarial assistance should be given to committees and sections.
- \* The Bar has always been supportive of our Section. We will continue to be supportive of the Bar.
- \* We are not that technologically advanced so we do not have a lot of suggestions. To improve online meetings and have a system for them would probably be something we would consider.
- \* We do not know what technology exists or if we are maximizing our use of existing technology.