Executive Summary:
Future of the Legal Workplace AI Survey Results

The Future of the Legal Workplace Advisory Group designed two pulse surveys to research the use of artificial intelligence (AI) in the legal career industry. The goal of the survey was to determine what NALP members know about various AI tools available and methods for use in their current work. The surveys were open for six weeks and we received 168 total responses from both law school and legal employer members.

Results of the survey can best be described as — "We Don't Know What We Don't Know!" AI appears to be widely discussed among legal career professionals, but the survey results show that members do not know what tools could be used in their work, or how they could best be implemented in their organizations.

While there are many available AI tools for lawyers and legal service providers, tools for recruiting, talent management, professional development and career counseling seem not as readily known or widely accepted.

Key findings from the survey of legal employer professionals include:

- We received just over 100 responses. Of those, only 11 individuals said they are currently using AI tools in their daily work.

- Of the functional areas that are using AI, assessments in the recruitment process were the most widely cited.

- Approximately 50% of the respondents noted that their firms or organizations have an AI policy or have formal guidance on the use of AI.

- The specific program being used most often by NALP members for help with various projects and tasks was ChatGPT.

Highlights from the comments received from legal employer professionals include:

We have used AI as a starting place for drafting new policies and creating informational articles.

Challenges to using AI include protecting privacy in terms of client and candidate information, as well as making sure that various tools actually produce correct data and responses.

We want to hear from first adopters and users who can tell us how they are benefiting from AI.

How do we make sure we are using AI appropriately and managing any risks associated with it? It seems scary and unknown.

Key findings from the survey of law school career professionals include:

- We received 65 responses. Of those, only one respondent said they are currently using AI in their daily work and only five said others in their department are using AI.

- Law school career professionals are looking for guidance from their institutions on whether and how their students should use AI. Only 35% of respondents said their law school has a policy on AI and of those, only 14% said the policy applies to the CSO. Moreover, only 43% said their institutions are providing guidance on the use of AI.

- Law school members would like to know more about how employers view the use of AI by law students in preparing application materials.

- Several respondents expressed interest in learning how AI might assist them in their work.

- A number of individuals are interested in guidance on ways AI can be helpful to students in the job search process without crossing ethical lines.

- Some members expressed curiosity on ways in which AI may be helpful to students with disabilities.

- Chat GPT appears to be the AI tool most widely used by students.

Highlights from the comments received from law school career professionals include:

> *The lack of parameters for how/when AI can be used is a challenge.*
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> *Primary concern right now is lack of clarity around how employers view use of AI in preparing application materials.*
>
> *Where do we really see AI making our jobs more streamlined and efficient, so we can focus more time on counseling, program management and staff supervision.*
>
> *If employers are allowing the use of AI, then what resources can the school offer in providing guidance for our students.*
>
> *I am interested in programs/resources on how to support students/staff with disabilities in using AI as a tool while also supporting original work/effort.*

Forthcoming Resources:

Many members described a lack of knowledge about AI as a key point in the survey. Members want to know how to appropriately use it in the workplace, for their functional areas, and to help the lawyers and students we serve.

To that end, the Future of the Legal Workplace Advisory Group hopes to provide programming and resources to help members with these concerns.

Topics to be addressed include:

- **Artificial Intelligence 101** — members are looking for an overview of the tools available and how they are used in other industries and in the legal career space.

- **AI use in legal service delivery.** Members cited a need to understand how students, summer associates and lawyers might use AI in their client work and how to best manage and protect the firm and clients in the use of such tools. How do clients interpret the use of AI in legal services, and will it be expected as a way to increase efficiency and drive down costs?

- **AI risks and challenges.** What are the privacy concerns, particularly in the talent management space, and how do we best understand the impact of AI tools in terms of bias and DEI strategies?

The Advisory Group looks forward to delivering information and resources in the year ahead — and learning alongside the broader NALP membership.