

**Court Reporting Advisory Committee Meeting 7:15 p.m. – 8:45 p.m.
Monday, May 20, 2019; Zoom Conference**

Agenda and Minutes

1. Call to Order
2. Welcome/Introductions
3. Short Presentation from College of Marin Court Reporting Program
4. Approval of Minutes from Last Meeting
5. Discussion Items:
 - Revitalization of the Program
 - Current and future need for court reporters
 - Current and future jobs available
 - Importance of the College of Marin Court Reporting Program to the Court Reporting Community
 - New curriculum proposals by the Department (*stackable certificates*)
 - Other ideas for building and maintaining the Program
 - Marketing the Court Reporting Program
 - Court Reporter Education (*suggestions for program improvements*)
6. Items from the Floor
7. Adjournment

Attending:

- Cameron McKesson, Attorney at Law; Office of Chief Counsel, IRS
- Marina Pitts, Attorney at Law; Law Office of Leone & Alberts
- Gregory Stubbs, Attorney at Law; Law Offices of Gregory Stubbs
- Rachel Barkume, CSR; President California Court Reporters Association (CCRA)
- Diane Freeman, CSR; President California Deposition Reporters Association (DRA)
- Yvonne Fenner, Executive Officer of California Court Reporters Board
- Todd Combs, Court Reporting Agency Owner; Combs Reporting - EMPLOYER
- Antonia Pulone, CSR, Deposition Agency Owner; Pulone Reporting Services – EMPLOYER
- Rick Galten, CSR, Graduate of COM Court Reporting Program
- Regina Demoville, CSR, Captioner, CART; Heart Captioning, Inc. – EMPLOYER
- Rhett Simmons, West Coast Captioning Agency Owner – EMPLOYER
- Kathy Myers, works for Automatic Sync, Transcription and CART services - EMPLOYER
- Romy Risk, CSR, Official Court Reporter San Francisco Superior Court; - EMPLOYER
- Ellen Bellen, CSR, Official Court Reporter Marin Superior Court
- Karen Kronquest, CSR, Official Court Reporter Napa Superior Court

- Katheryn Horton, Workforce Development, COM
- Ron Palmer, Department Chair, COM
- Stephanie Stubbs, CSR, Court Reporting Department Coordinator, Instructor COM
- Eric Van Dorn, CSR, Court Reporting Instructor COM
- Vykki Morgan, retired CSR, Court Reporting Department Consultant COM
- Chris Dunsmore, Court Reporting Student COM
- Tricia Holmes, Court Reporting Student COM
- Marian McDonald, Court Reporting Student COM
- Janis Olson, Court Reporting Department Instructional Specialist COM

Not in attendance:

- Brian O'Connor, court reporting faculty COM
- Cari Torres-Benavides, Assistant VP Student Services COM
- Jonathan Eldridge, Senior Vice President Student Learning and Student Services COM
- Meg Pasquel, Faculty, Academic Senate President
- Linda Vaccarezza, CSR; Freelance Court Reporter
- Monyeen Black, CSR, Owner MBreporting Agency - EMPLOYER
- Matthew Kennedy, CSR, Owner Kennedy Court Reporters – EMPLOYER
- Sandy Eisenberg, Realtime Captioner, Owner Total Recall Captioning – EMPLOYER
- Katherine McCormic Baca, CART-Captioning Coordinator
San Francisco Bay area - EMPLOYER

Minutes:

Vykki Morgan began the meeting showing presentation slides. She welcomed everyone to the meeting, starting with an introduction of herself and her background. She retired in June 2018 from Cerritos College and then joined College of Marin to assist the Court Reporting program temporarily. She explained some of the meeting logistics and functions of the online conference to keep the meeting going smoothly via Zoom.

Everyone on the committee was welcomed to speak within the meeting. Vykki announced that following the meeting, there will be a survey asking for additional member input. Vykki explained the Advisory Committee is important to the Career and Technical Education (CTE) programs in order to gain guidance for the programs. The CTE programs prepare, upgrade, or re-train students to demonstrate mastery. Advisory Committees are organized to provide advice and assistance to instructors and administrators. To ensure students are learning the most current skills, employers play an integral role in designing and updating curriculum.

During the presentation, all Advisory Members were introduced in the shared PowerPoint, along with a description of their relationship to court reporting and education. Todd Combs corrected the PowerPoint introduction indicating seven members of his family are court reporters and that he is a firm owner, not a reporter.

Vykki was hired in the revitalization process as a consultant to review and research potential program structures that could make it more sustainable over time. She will make recommendations, and College of Marin will then determine how to move forward.

First step includes determining the needs for the program, then outlining recommendations for making the program sustainable, then creating a comprehensive report that will be submitted to the Academic Senate.

Special considerations that must be taken into account are that the Program is overseen by a licensing board, the Court Reporters Board of California (CRB), whose criteria must be met in order for COM to remain a Board approved school.

The Program also works with other associations in the profession: The National Court Reporters Association (NCRA), the Deposition Reporters Association (DRA), the California Court Reporters Association (CCRA), and the California Official Court Reporters Association (COCRA). These associations all have different certifications that also come into play.

The Program is looking to “marry” the community college system with the court reporting licensing system along with the variety of court reporting careers.

Vykki asked each member by career category the following questions:

What do you believe are the current and future needs for court reporters?

What current jobs are available?

What future jobs will be available?

What is the importance of the College of Marin’s Court Reporting Program to the community, and the best way to serve all. **[Zoom Marker 19:31]**

The discussions were conducted as follows: First the **attorneys** were asked to comment.

Greg Stubbs, attorney with Law Offices of Gregory E. Stubbs, stated that based on his 40-plus years in court and as a litigator, there is a definite need for a live person to take the record. There is no substitute for a live person to take the record and act as a witness. The record is of utmost importance for any future proceedings that follow. Errors will exist with automation. As far as current jobs, he stated there are online marketplaces where freelance reporters can go online and find a job to do immediately, but they may have to commute a little bit in the greater Bay Area. Current private court reporting programs are not surviving. Greg stated that he doesn’t know why, but he suggested the students may not be able to afford the tuition in a private school with a multi-year program. There are many students who would like to take classes online, if possible, as a cost-saving measure. Public schools, in contrast, can spread the overhead cost of the program, thus making it economically feasible.

Cameron McKesson, attorney with the Chief Counsel's office for the IRS, agreed with Greg. Cameron stated she can offer a government perspective, since she just came from a training regarding information gathering and preservation of information that is important to the government environment. If agents are not preserving the information from the witnesses at the time of an audit, it is problematic if a case goes to trial. There wouldn't be any kind of record other than the agent's notes. Court reporting services are definitely on the increase for the government.

She stated that court reporting education requires definite dedication and can be done at a moderate price considering skyrocketing tuition at big universities. Keeping a court reporting program in the Bay Area is important. Working remotely is something the business industry moved into a decade ago, and catching up from the education perspective makes immense sense. This program is extremely important because we are in an urban area with multiple law offices and courts as well as federal offices, all requiring court reporting support.

Marina Pitts, attorney for Law Offices of Leone and Alberts, stated the courts are now making attorneys bring their own court reporters to law and motion matters, trials and arbitrations, so there is an uptick on the need for trained and certified court reporters. Students are concerned about what salary they could earn, so making the labor market information readily available and disseminated can help prospective students decide to go into court reporting.

She mentioned encountering a College of Marin court reporting student who was shadowing a court reporter at a recent deposition. [\[Zoom Marker 30:39\]](#)

Yvonne Fenner, Executive Officer for the California Court Reporters Board, stated she doesn't know where the students land particularly once they have their license. She emphasized there is a huge demand for court reporters. She doesn't see as many people passing the requirements for a license. As far as the College of Marin (COM), the program is precious to have in the area. She stated very few of the programs are truly training students for what they need in the workforce, and she welcomes COM's revitalization and continuation with providing trained court reporting professionals. Yvonne also said she has heard of a severe shortage in the deposition arena, not so much for officials, but one would easily become employed as a court reporter as soon as licensure is obtained. There is no question there is a huge demand that will continue for quite some time. They are not seeing the numbers of applicants coming to the state exam, so there is a small trickle into the workplace, which is of concern for the CSR Board because this impacts the type of skills and licenses that are available to service the consumers of California.

Rhett Simmons, owner of West Coast Captions, a captioning and CART company based in Sacramento, employs captioners, including 20 independent contractors. They find work through schools and government offices. They have so much school work they end up having to turn it down. They need many more captioners to cover their workload. There are so many things that the students need to know to work as a captioner, such as understanding the needs of the hearing impaired. One excellent aspect about the captioning industry is permanent employment is readily available. However, there are not enough people to fill the jobs. Captioners use the same skills as court reporters, but there is other information required to

learn specific to captioning. She has worked with CCRA to write curriculum and certification for CART reporters. Hosting a panel of different people in the industry could speak to students about what kind of pay to expect. Court reporting schools continue to train students, and CART is an important component of this. Accessibility is a huge issue, and CART reporters are right there on the forefront.

Karen Kronquest, official court reporter in NAPA with the Superior Court for 32 years, feels that court reporters are in big demand. After researching a little, she found 11 officialships currently open. There will be one open in Napa in December. She thinks that the court reporting education offered through COM is vital to our region because there are no others in the area. In her office, **four of the five reporters graduated from College of Marin.**

She believes a reporter can be paid anywhere from the low at Butte County of \$65,000 (*plus transcript income, plus benefits*) to well over \$100,000 *plus (plus transcript income, plus benefits)* in San Francisco and the immediate region. Finding a job is not a problem at all, and the graduates can make a very decent livelihood.

Ellen Bellen, an official court reporter in Marin County, said she has been working there for 7 years total, but first was there 4 years and then 3 more years after a year layoff. She stated the positions seem to be there, but they are not always stable in the courts. The courts are not especially supportive for their reporters, though they are very important to the court system. The benefits are good, but many reporters prefer freelancing because of higher pay. A.I. (artificial intelligence) is not there yet, and there is no substitute for a person. The benefits are good in court, but there can be lay-offs with budget cuts. If a court does not provide an official court reporter, an attorney is required to provide his/her own freelance reporter at a much high cost to the parties.

Vykki stated that we need to stick to the agenda and that she preferred not getting into the specifics of Ellen's court. Ellen said she was speaking about California as a whole. Vykki stated the agenda at the end covers "other" items where this issue can be covered, but we need to first address the original questions.

Romi Risk, Official Court Reporter with San Francisco Superior Court since 1992, is now managing that unit. She disagreed with Ellen's comment that the courts do not support the reporters. She stated there exists a strong need for more court reporters. The judges are feeling the pain of the shortage. In San Francisco, they have 40 positions with 35 part-time people filling them. Many of the pro tems (*called in daily*) are retired reporters. It is difficult to find pro tems.

Attorneys are always calling the Superior Court for reporters. State money has been issued for family law court reporters. The quality isn't apparent with transcriptionists, and therefore court reporters are in a big demand. Romi estimates the upper 1/3 of their reporters are approaching retirement age. There is definitely a current need and future need for court reporting jobs. They are open to internships for students. Romi stated there are not many court reporting schools left, so COM is essential to providing skilled court reporting professionals. She would do anything to help keep this program open.

Vykki went on to ask experts in depositions the same questions.

Rick Galten, CSR, a graduate from COM, finished in 2 years and took freelance positions. He worked for Contra Costa courts also but got offered an even better position in an agency. He stated there is a definite demand for court reporters, and there is an abundance of jobs available. In the deposition world, he turns down 3 to 7 or 8 jobs a day. He only took classes at College of Marin, so he doesn't have other programs to compare it to, but he got what he needed from the program. He had an excellent experience as a student, was able to go through the program quickly, and went straight to work. He thanks COM.

Rachel Barkume, CSR, is a freelance reporter in Sacramento and President of the CCRA. She spoke about the Jameson v. Desta Supreme Court decision in San Diego stipulating that indigent litigants are entitled to a court reporter. This law produced many court reporting job opportunities. She is a freelancer, and she doesn't work as much as some others -- entirely by choice -- and she turns down positions daily. She stated every program in California is precious, and CCRA will do what they can to keep the court reporting program going.

Vykki mentioned that the associations have been working extremely hard to get more students, implementing the A to Z program in order to get more students into school, and thanks everyone involved.

Rachel Barkume from the California Court Reporters' Association (CCRA) indicated CCRA has done two A to Z programs so far and is currently in a third round, has sent 30 students to court reporting school so far and have three more programs slated to start in July in different areas. Two of them are up north.

Diane Freeman, CSR, freelance reporter and President of the Deposition Reporters Association (DRA), introduced herself as a neighbor to the COM IVC campus and loves College of Marin. She was friends with Betty Dickie, the founder of COM's Court Reporting Program. She recommended that COM check out CRS Nation online; there are many, many jobs. There is a job board on Facebook. There is definitely a shortage, and it will continue into the future. When Diane started court reporting in 1982, students were told that reporters are going away and wouldn't be needed anymore. Well, they are still needed, and we need students and need to get the word out. She would love to see the Indian Valley program thrive. She thinks our program is vital to our area for many reasons, to the community, to the courts, and to justice.

Vykki also wanted to get the word out to COM students that most Certified Shorthand Reporters work as deposition reporters. Deposition reporters are the largest portion of court reporters with a license.

Diane commented that this is true. Now deposition reporters are covering courts. There is a lot of attrition in the field due to retirements.

Toni Pulone, CSR, freelance reporter and firm owner, spoke that there is a desperate need for more reporters, and it's important for all programs in court reporting to continue. For students, since it's hard to know when the student will actually complete a CR program, she proposed getting the word out about the many lead-up skills and jobs, such as Scopists, proofreaders, closed captioners, and CART-related positions. This would be a tremendous support to the CR industry, and students would be ready to work earlier. Toni suggested certificates at early stages of court reporting programs. Scopists support busy court reporters because a scopist's work allows a court reporter time to take other jobs, freeing the reporter from sitting at a computer doing the scoping work. Scopists are well-trained people who can do the editing for reporters. Toni suggests advertising that, getting the word out that there are more skills this education can provide than just a CSR license.

Todd Combs, agency owner, spoke about a student reporter who came across a magazine article with a list of jobs and career paths that they thought would be obsolete within a year or two, and Court Reporting was #2 on the list. This student reporter was Todd's father back in 1962. His point was that for years, Court Reporting has been viewed as a skill that will soon become obsolete, which hasn't happened for over 40 years; the complete opposite is true. We need to change the public's perception and let everyone know it is a stable profession. The public does not understand what court reporting is, that it is a stable profession, and that it is a growing career. We are nearing a crisis and will be in the next few years because we have so many reporters retiring, as others have already said. There's no question at this point about the demand. The job opportunities have expanded from 10-20 years ago. There only were official court reporters and deposition reporters out there at that time. Now we've got captioning, we've got people out there helping the hearing-impaired, and there's a law on the books that every TV program is supposed to be closed-captioned, and we have never come close to meeting that demand.

He's looking right now at CSR Nation on his email, and just since this morning, he's seeing 25 to 50 emails that came out today alone from different corporations around the San Francisco Bay area that are looking for court reporters today. His office alone turned away at least six jobs because they don't have the court reporters necessary to cover the requests. We desperately need COM and every other school to stay open, and we need more schools. We need to get together and really join forces and help them the entire way through, not just wait for the schools to send them our way.

Regina DeMerville, CSR, is a CART captioner and broadcast captioner and was on the CCRA board last year and was also a founding member of the CART and Broadcast Captioning Committee with CCRA. One goal is advocacy in the CART and captioning world. It is not given the credit it deserves because a lot of people think a certification is not necessary to do it. But CART reporters and captioners do all kinds of things with the Deaf and hard-of-hearing. They go to business meetings, conventions, and right now is graduation season. They are swamped with captioning graduations. There are deaf attendees, deaf graduates, deaf professors that need captioning. Someone mentioned court reporting is in high demand, but the CART and Captioning field is in even bigger demand because some court reporters are intimidated by realtime, and CART and Captioning is 100% realtime. One concern is the need for certification.

CCRA has implemented CCG exam (*Certified CART generalist*). They have created a video to target and attract youth. The video correlates texting with Steno to attract youth. Some examples have been posted in social media, correlating texting with the shorthand that is steno. There is a huge market: deaf attorneys, deaf witnesses, deaf consumers. In the courts, CART is in big demand, and they should not be in the same range as court reporters. (*Court reporters do their job in court and CART reporters do their job in court. CART reporters service their consumers while the court reporter makes the official record.*)

Regina said the A to Z program is amazing and is reaching a lot of people. CCRA is also doing a lot to promote information about CART and Captioning. Regina spoke about programs for deaf.

Vykki mentioned Regina's voice was cutting out a lot on Zoom and reminded all about the post-meeting survey available to everyone.

Vykki brought up Kathy Myers, attending the meeting via chat only. Kathy works for CaptionSync by AutomaticSync Technologies. Vykki reads from Chat: "What about screenreaders for the blind with regard to captioning? I'm not sure what I can add to the conversation on the need for court reporting. Some skills translate to captioning and transcription."

Vykki says she knows CaptionSync and AutomaticSync because they sent out a flyer to the court reporting students asking, "Would you like to do transcription?" where they were hiring people to take down and make transcripts of videos to be captioned off-line.

There was a brief conversation between Regina and Kathy in chat.

Vykki asked the committee if there is anything else people would like to share. There were no replies.

Then, Vykki brought up the **topic of possible stackable certificates** for the department. She stated she's not entirely sure what that would look like, but the concept would be offering different skill levels such as proofreaders, scopists, captioners, et cetera, where individuals could work, such as when the student is at 60 words a minute or more or when the student has taken enough English classes to be a proofreader. There is a misconception that CART is a lower skill than a Certified Court Reporter, and this is not true. These are careers she'd like to do more research on.

Vykki launched a poll to ask, "Do you support College of Marin Court Reporting Program to revise its curriculum and in creating stackable certificates to make the program more viable?"

17 replied "Yes" and 0 said "no".

Vykki explained that stackable certificates could be a benefit to the college as they are skill completions.

Vykki mentioned the meeting time was nearing an end; it was scheduled for one and a half hours. Additional topics that still need to be covered: Ideas for building the program, marketing, suggestions for program improvements. Hopefully, Committee Members will be able to share some more ideas for those topics on the post-meeting survey.

Stephanie asked if the students have anything to say in the limited time left.

Chris Dunsmore, a current COM court reporting student, stated he would like to see a Scopist track focused on. It would be a good way to alleviate some stress on reporters to get some help. It would also be a good way for future reporters to get work while in school and to learn more about the field. He would like to see more help for the students the entire way through the program incorporating some sort of bridge program at COM. They do internships, but in his experience, it's been hard to coordinate with reporters because they have concerns about privacy of witnesses, etc. So it would be nice to somehow bridge these issues for the students.

Marion McDonald, COM court reporting student, stated that COM should help the students with a network list for connections in the remote locations. It would be nice to know the connections through the college.

Vykki opens the floor.

Todd stated he'd be happy to help connect her to court reporters.

Toni Pulone also agreed she could help.

Romi Risk said she'd be happy to network for students as well for shadowing and for mentoring.

Rachel Barkume is concerned that the certificates would truly prepare the students for work, and not just serve the college for completion metrics. If Marin puts in the program, that would be fantastic. Students have to be ready to go to work. She stated that CCRA has mentors in waiting if students are interested.

Vykki noted it was almost 8:45 and thanked all members for participating. The follow-up survey will be sent. Vykki mentioned that marketing can't be addressed thoroughly until more is known about the program direction.

Vykki asked Stephanie if there is anything she would like to add.

Stephanie expressed her gratitude for everyone participating and promised to try to keep the program going. Vykki thanked everyone for their participation, reminded all to look for a survey, and adjourned the meeting at 8:45 p.m.

Zoom recording at:

[https://cccconfer.zoom.us/recording/play/D9ViHO6C2TrTOLGsrGCX8dt9G4ERWT14EQLPfV
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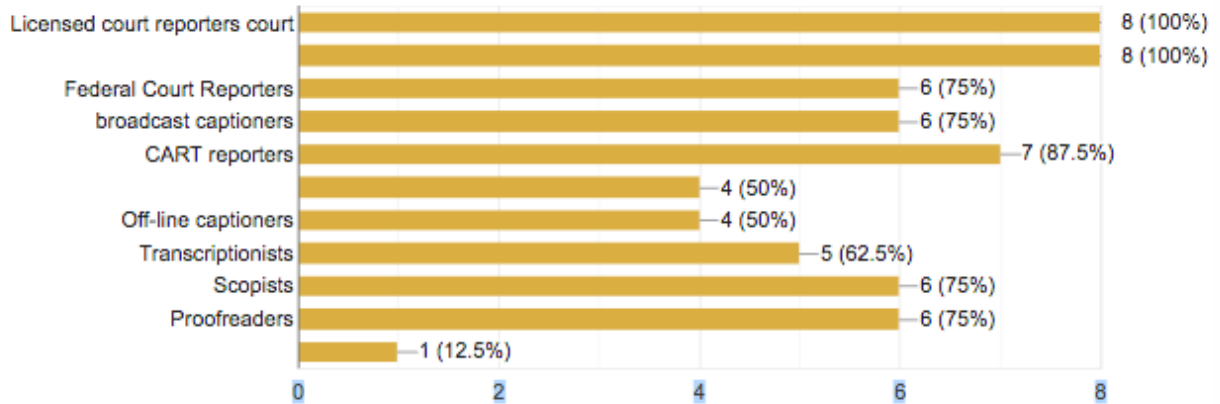
Post Advisory Committee Meeting Survey Results:

COM Post 5-20-19 Advisory Committee Follow-up Survey as of 5-23-19

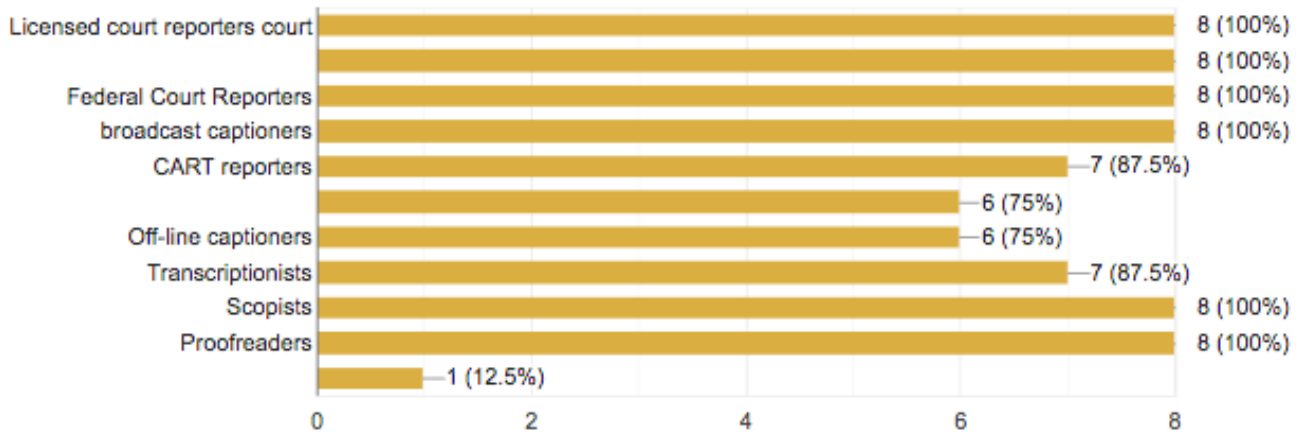
Name 8 responses

- Kathy Myers
- Karen Kronquest
- Chris Dunsmore
- Janis Olson
- Rachel Barkume
- marina pitts
- Todd Combs
- Yvonne Fenner

Based on your area of expertise, please check all professions that you believe there is a current need for: 8 responses



Based on your area of expertise, please check all professions that you believe there will be a need for in the foreseeable future:



If you are aware of where we can get any labor market or job information, please share that information. 3 responses

Bureau of Labor Statistics - they have a website where you can search by profession. However, be wary of their projections. I've found them to be inaccurate personally. (Projections are guesses about the future, after all!)

CCRA, DRA, COCRA, SEIU

NCRA Hired a consulting firm a few years ago and has a very good report

Please add any court reporting professions that may have been overlooked in the previous questions. 1 response

ancillary services to the court reporting industry such as scheduling, production, Videography, Trial presentation. And These are all things that someone could train for or be used as a "backup plan" should they not pass the CSR exam.

Please add any comments relating to the above. 0 responses

No responses yet for this question.

Please add any additional comments about the importance of the College of Marin Court Reporting Program to the community (this includes everyone, including the court reporting/captioning communities and the broader community). 4 responses

I'm not sure I'm qualified to answer this, but there is certainly a need for schools to teach people this skill. AST has hired people from your school, so I know some skills cross over - being able to type quickly and accurately, critical thinking skills, proofreading, ability to follow directions and think/act independently.

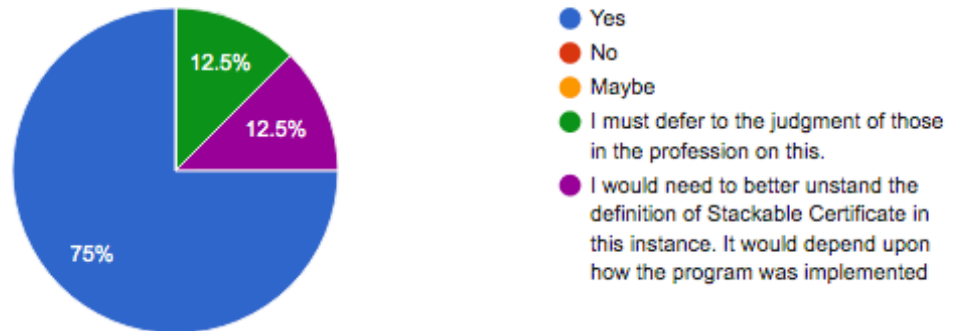
I believe COM is the only Bay Area court reporting program. Graduates from a local program are more likely to work in the community area. New reporters are aware of job opportunities locally.

The Court Reporting Program affords students the opportunity to be employed in a field with a high earning potential. Graduates are also able to work on their own schedule and timetables. This affords a wonderful opportunity for graduates to earn a high salary while caring for their children or elders. The Court Reporting profession is an opportunity to raise the earning capacity of the disadvantaged.

The College of Marin Court Reporting program is not just important... It is CRITICAL for the reporting industry! We in the industry need to better support the students and schools to ensure they remain open.

Are you in favor of the COM Court Reporting Department proposing new curriculum to offer stackable certificates?

8 responses



Please add any comments about the addition of stackable certificates to the curriculum. 4 responses

It offers options for those who don't wish to or cannot complete the program. It also rewards achievements during school. Many employers value the added skills and knowledge.

I think stackable certificates will allow students the opportunity to start working as proofreaders and/or scopists while working to become certified. This will take a load off students who are paying for school, study materials, and eventually equipment. It will also take a load off reporters who are looking for trustworthy, certified proofreaders and scopists to work with. In addition, this may be a way to ensure that students who eventually decide that court reporting isn't for them will have marketable skills even if they don't choose to get certified as court reporters. They could have the opportunity to try out different paths in the court reporting field: CART, captioning, et cetera.

As I said on the call, I think it is very important that the students actually be able to provide competent service to a court reporter and not just have the certificate because they completed a few English classes. Court reporters are constantly looking for quality scopists and proofreaders and they are hard to find. I think this is a good idea to show the school a completion rate for those who don't pass the CSR test, but it should also benefit the industry.

I need more information about what this would look like.

Please add any other ideas you have for building and maintaining the Program.^{3 responses}

As a student, I would like to see an effort to improve the quality of readers at College of Marin. That's not to say that they're bad; they just aren't trained or experienced. I think in order to build the program and help students get certified sooner, the school needs to seek out and/or train more readers. For me, this is particularly problematic in qualifiers. I think this also speaks to the level of difficulty of the program. I appreciated how challenging my theory class was three years ago because it made me really question whether I wanted to proceed in this field. Although it may cause people to drop out, it will lead to higher pass rates. If students are given the option to become skilled proofreaders and scopists, it may not be as hard on the college. That is, maybe there are points along the way at which students can get off at this or that stop, so to speak. I would also suggest reaching out to other regions of California in order to help students outside of the Bay Area connect with reporters, firms, and courts. Gaining real-world experience is essential both to working through test-taking nerves and to transitioning into professional life. To that end, I would also suggest looking in to conducting mock trials and mock depositions at or near the school and finding mock trials or mock depositions in other regions of California outside the Bay Area. Although in class we're taking dictation from actual transcripts, we're not asked to be in control of the situation and we're not marking exhibits or doing the things we'll have to do in the real world. Those skills seem important in bridging from student to professional.

We need to spread the word about the existence of COM's Court Reporting Program. It is difficult to attract students when there are no brochures or pathway material explaining the Court Reporting program. Because these classes are offered online, we are not limited to offering these classes to students who live locally. Students can literally participate from anywhere in the country.

A suggestion is to build a mentoring/sponsorship program so the students can build the necessary skills and self-confidence by "shadowing" a certified reporter during depositions, administrative hearings, and court proceedings. Perhaps this can be implemented by contacting court reporting firms throughout the community for those interested in mentoring a student.

Please add any thoughts you have for Marketing the Court Reporting Program.^{6 responses}

Public Service Announcement briefly (30 seconds) saying what court reporters do, how those skills can translate into other careers, the pay ranges, and what the job projections are over the next 10 years. The Theater Dept could help with writing and producing (those students get credit & you get it for "free") and shown on local or statewide TV channels. Could put on YouTube/Vimeo if College of Marin has a channel there. That could bring in students from out of the area or out of state if you do online courses.

Advertising via social media, radio, flyer. Contacting high schools in the area. Emphasize that court reporting is an excellent job that pays well and upon passing the CSR the opportunity for work is endless.

I thought the idea of connecting steno and texting was really smart. We shouldn't let the conversation start with "Isn't that obsolete?" because everything after that question, in my experience, is generally seen as a novelty. It's still not understandable or tangible to people. So make it clear that there's a clear line through history of the importance of reporting. I think, too, it might help to engage with the idea that reporting might actually be a protection against abuses that are becoming possible because of technology, voice and video manipulation in particular.

Bay Area Compass Point, which is a Marin County Agency, emails high school students and employment candidates about learning and employment opportunities. We should reach out to Bay Area Compass Point and have them include our Court Reporting information on their website as an opportunity for learning and for employment opportunities.

I saw someone put a comment in the chat box yesterday about having the drama department at Marin put together a short 30-second promo - I think that would be huge. One thought is to provide a salary range for those starting out in the profession as well as information about the diversity of work available. Perhaps guidance counselors at the high school level or career counselors can be tapped as a resource for marketing the profession.

Please add any thoughts you have about Court Reporter Education (suggestions for program improvements).^{6 responses}

I don't know what the previous curriculum consisted of, but anything that teaches students attention to detail, critical thinking skills (SO IMPORTANT), and proofreading, plus good grammar/punctuation (lacking everywhere these days!) is a MUST. Mentors for students, achievement certificates or recognition for each step, have professional reporters visit.

As I said before, I think it will be essential to hire and/or train readers. I think the level of difficulty should be high enough to give students an idea of the challenges ahead. I think there should be steps along the way at which students earn marketable certificates (proofreading, scoping) and at which students can decide not to move forward to court reporting.

We have to make sure that we have the instructors in place to teach the necessary classes. We also need to market our Court Reporting program. We further need to reach out to the high schools and have representatives explain the value of considering a profession in Court Reporting.

Somehow build into the curriculum a class for students to continue their skills practice if they don't pass the CSR and a way to keep them accountable, like RTC or something. Students need to be able to progress as fast or slowly to meet their needs. sometimes that does not always align with semester or quarterly based system. so flexibility needs to be built into the program so that they are not hindered.

HERE is a space for any other ideas you have about improving court reporting education.^{5 responses}

Often candidates without experience working from home (independently) are not prepared. They don't own transcription software or foot pedal or have much knowledge about word processing or troubleshooting problems on their computer and expect their employer to "fix" everything. Work is not a continuation of school! Students need to be willing to learn after school as well and figure things out on their own as far as your computer/software/equipment.

Offer support and positive reinforcement for students. Have classes regarding the "nuts and bolts" of a working reporter -- how to act professionally, maintain control of situations; how to interview, interact with people. Encourage membership in the state-wide associations. Emphasize the different areas one can work as a court reporter: CART, captioning, etc.

As a student outside of the Bay Area, I'm extremely grateful that College of Marin offers remote access to the court reporting school. I think it would be beneficial if there were a way to connect students in real life, though. I know there's not a lot of us, but I wonder if we felt more of an in-person camaraderie, we would be more motivated or encouraged to get out there and start working. This is partly a case of where my own initiative and lack of social media presence has taken me, but I think promotion and advertisement of opportunities for meeting other students and reporters in real life would be nice.

We want to make sure that we have the finances available so that Stephanie is able to attend the CSR Test and the RAPS meetings on a regular basis. They are held simultaneously three times a year. The approximate cost to attend all three meetings is between \$1,800 and \$2,100 annually. We also want to ensure that our recording equipment is working properly.

We had submitted a Strong Workforce Application to have recording equipment permanently installed in our classrooms. The application was held up because of the revitalization process.

every 5 years discuss with reporters advantages/disadvantages diff reporting theories and be open to change

Please add any other thoughts you would like to share!^{4 responses}

There's no shortage of people who want to do freelance work or work from home and who think transcription is "typing what you hear." But the real SKILL of captioning/transcription is the combination of attention to detail, ability to follow directions CAREFULLY and ACCURATELY, critical thinking skills, strong grammar/punctuation skills, and strong proofreading skills. Other things that come into play are work ethic, time management, proficiency with (or willingness to learn) word processing programs and various software apps on their own PC/MAC, including troubleshooting when things go wrong. Work is not school! If you're being paid to work, don't expect hand holding.

The COM court reporting school has a very good reputation for preparing future reporters. As I said, 4 of our 5 reporters graduated from the program. There is a great need for reporting schools. I believe online schools are not as effective as in-person programs. WE NEED MORE REPORTERS.

Vykki - So happy to have you on Board. Thank you for bringing such a great team together. Last night's meeting certainly reaffirmed the need for Court Reporters in the workforce.

Very well-run meeting. I look forward to the changes that are coming.

Thank you so much for all of your help to make our Advisory Committee work and for all of your guidance for our program!^{5 responses}

Thanks for inviting me. I hope my input is useful!

Thank you! The reporters at Napa Superior Court enjoy students visiting and sitting in with us. Contact us anytime.

Thanks for considering my opinions :)

My pleasure.

Thank you for the opportunity to be of assistance.