

COURT REPORTERS BOARD OF CALIFORNIA

OCCUPATIONAL ANALYSIS OF THE CERTIFIED SHORTHAND REPORTER PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES





EXECUTIVE SUMMARY

The Court Reporters Board of California (Board) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) of the certified shorthand reporter (CSR) profession in California. The purpose of the OA is to define the profession for CSRs in terms of actual job tasks that new licensees must be able to perform competently at the time of licensure and in terms of the knowledge necessary to perform those tasks. The results of this OA provide a description of practice for the CSR profession that can be used as the basis for the CSR licensing examinations in California.

OPES began by conducting a literature review for the profession and researching previous OA reports, articles, and publications. OPES staff also held telephone interviews and an onsite interview with licensed CSRs who worked in locations throughout California. The purpose of these interviews was to identify the tasks performed in the CSR profession and to specify the knowledge required to perform those tasks in a competent manner. Using the information gathered from the literature review and the interviews, OPES developed a preliminary list of tasks performed in the CSR profession along with a list of statements representing the knowledge needed to perform those tasks.

An initial workshop of California-licensed CSRs was held in December 2016 to discuss and review the preliminary list of task and knowledge statements. The licensees refined the task and knowledge statements, developed new statements when needed, and determined the demographic variables and rating scales that were to be used in the next phase of the OA process. They also performed a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge and all knowledge statements had a related task.

Upon completion of the workshop, OPES developed a three-part questionnaire to be completed by CSRs statewide. Development of the questionnaire included a pilot study which was conducted using the group of licensees who had participated in the interviews and the December 2016 initial workshop. The pilot study participants' feedback was used to refine the questionnaire. The final questionnaire was prepared by OPES for administration from March to April 2017.

In the first part of the questionnaire, the licensees were asked to provide demographic information related to their work and work settings. In the second part of the questionnaire, the licensees were asked to rate specific job tasks in terms of frequency (i.e., how often they perform the task in their current job) and in terms of importance (i.e., how important the task is to performance of their current job). In the third part of the questionnaire, the licensees were asked to rate specific knowledge statements in terms of how important that knowledge is to performance of their current job.

In February 2017, OPES developed a stratified random sample of 2,017 licensees (out of 5,660 total licensees) to participate in the OA questionnaire. The sample was stratified by years licensed and county of practice, with oversampling of CSRs licensed 0 to 5 years and counties with less than 10 licensees. The Board then sent notification letters to the sample of 2,017 CSRs inviting them to complete the questionnaire online. A total of 495 CSRs, or 24.5% of the licensed CSRs in the sample, responded by accessing the Web-based questionnaire. The final sample size included in the data analysis was 326, or 16.2% of the population that was invited to complete the questionnaire. This response rate reflects two adjustments. First, data from respondents who indicated that they were not currently licensed and practicing as CSRs in California were removed from the sample. Second, questionnaires containing a large volume of incomplete and unresponsive data were removed. The demographic composition of the respondent sample is representative of the California CSR population.

OPES then performed data analyses of the task and knowledge ratings obtained from the questionnaire respondents. The task frequency and importance ratings were combined to derive an overall criticality index for each task statement. The mean importance rating of each knowledge statement was used as the criticality index for that statement.

Once the data had been analyzed, a subsequent workshop of California-licensed CSRs with diverse backgrounds in the CSR profession (e.g., location of job, years licensed) was conducted in May 2017 to develop the new examination content outlines for the Dictation, English, and Professional Practice Examinations. The licensees evaluated the criticality indices calculated by OPES in order to determine whether any task and knowledge statements should be eliminated from the new examination content outlines. Ultimately, none were eliminated. The licensees also established the linkage between job tasks and knowledge statements, organized the task and knowledge statements into content areas, and defined those areas. They then evaluated and confirmed the content area weights for the new examination content outlines. The new examination content outline for the English Examination is structured into one content area and three subareas weighted by criticality relative to the other subareas. The new examination content outlines for the Dictation and Professional Practice Examinations are structured into five content areas weighted by criticality relative to the other content areas.

The examination content outlines provide a description of the scope of work for licensed CSRs in California, and they also specify the job tasks and knowledge critical to effective CSR practice in California at the time of licensure. Additionally, the examination content outlines serve as a basis for developing the two written examinations and the skills examination to be used in the process of granting CSR licensure in California.

OVERVIEW OF THE DICTATION EXAMINATION CONTENT OUTLINE

Content Area	Content Area Description	Percent Weight
1. Reporting Proceedings	This area assesses the candidate's ability to utilize stenographic equipment and computer-aided transcription software to create a verbatim record.	27
2. Transcribing Proceedings	This area assesses the candidate's ability to create an accurate transcript from the stenographic record formatted to applicable standards.	21
3. Research and Language Skills	This area assesses the candidate's ability to utilize current rules of punctuation, grammar, word usage, and vocabulary.	30
4. Transcript Management	This area assesses the candidate's ability to prepare and deliver transcripts in a timely manner.	11
5. Ethics	This area assesses the candidate's ability to adhere to laws, regulations, and CRB best practices pertaining to professional and ethical conduct.	11

OVERVIEW OF THE ENGLISH EXAMINATION CONTENT OUTLINE

Content Area	Content Area Description	Percent Weight
3. Research and Language Skills	This area assesses the candidate's knowledge of proper grammar, punctuation, word usage, and general and specialized vocabulary.	100

OVERVIEW OF THE PROFESSIONAL PRACTICE
EXAMINATION CONTENT OUTLINE

Content Area	Content Area Description	Percent Weight
1. Reporting Proceedings	This area assesses the candidate's knowledge of procedures for gathering information and methods for managing and reporting proceedings, adhering to applicable laws, regulations, and Court Reporters Board best practices, in order to facilitate the creation of a verbatim record.	32
2. Transcribing Proceedings	This area assesses the candidate's knowledge of requirements to produce a certified transcript in a format that conforms to laws and applicable standards.	22
3. Research and Language Skills	This area assesses the candidate's knowledge of current rules of punctuation, grammar, word usage, and vocabulary.	9
4. Transcript Management	This area assesses the candidate's knowledge of laws and applicable standards regarding preparation, sale, notification, delivery, and retention of stenographic records, transcripts, and exhibits.	20
5. Ethics	This area assesses the candidate's knowledge of laws, regulations, and Court Reporters Board best practices pertaining to professional and ethical conduct.	17

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CHAPTER 1. INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

The Court Reporters Board of California (Board) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) as part of the Board's comprehensive review of Certified Shorthand Reporter (CSR) practice in California. The purpose of the OA is to identify critical job activities performed by CSRs. This OA defines the profession of CSRs in California in terms of the actual job tasks that new licensees must be able to perform competently at the time of licensure and in terms of the knowledge necessary to perform those tasks. The results of this OA provide a description of practice for the CSR profession in California that can then be used as the basis for the CSR licensing examinations in California.

CONTENT VALIDATION STRATEGY

OPES used a content validation strategy to ensure that the OA reflected the actual tasks performed by CSRs in independent practice. The technical expertise of California-licensed CSRs was used throughout the OA process to ensure that the identified tasks and knowledge statements directly reflect requirements for performance in the current profession.

UTILIZATION OF SUBJECT MATTER EXPERTS

The Board selected California-licensed CSRs to participate as subject matter experts (SMEs) during various phases of the occupational analysis. These CSRs were selected from a broad range of work settings, geographic locations, and experience backgrounds. The SMEs provided information regarding the different aspects of the current CSR profession during the development phase of the OA, and they also participated in a workshop to review the content of task and knowledge statements for technical accuracy before administration of the OA questionnaire. SMEs also reviewed and evaluated the results after administration of the OA questionnaire, identified linkages between task and knowledge statements, organized task and knowledge statements into meaningful content areas, and developed and finalized the examination content outlines.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensing, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, professional guidelines, and technical standards. For the purpose of the occupational analysis, the following laws and guidelines are authoritative:

- California Business and Professions Code section 139.
- Uniform Guidelines on Employee Selection Procedures (1978), Code of Federal Regulations, Title 29, Section 1607.
- California Fair Employment and Housing Act, Government Code section 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2003), Society for Industrial and Organizational Psychology (SIOP).
- *Standards for Educational and Psychological Testing* (2014), American Educational Research Association, American Psychological Association, and National Council on Measurement in Education.

For a licensure program to meet these standards, it must be solidly based upon the job activities required for practice.

DESCRIPTION OF OCCUPATION

The CSR occupation is described as follows in California Code of Regulations section 2403, Title 16:

Title 16 of the California Code of Regulations

Division 24. Court Reporters Board of California

2403. Scope of Practice.

The practice of shorthand reporting is defined as the making, by means of written symbols or abbreviations in shorthand or machine shorthand writing, of a verbatim record of any oral court proceeding, deposition, court-ordered hearing or arbitration, or proceeding before any grand jury, referee, or court commissioner and the accurate transcription thereof.

The accurate transcription thereof includes, but is not limited to:

(a) In superior court

- (1) Taking down in shorthand all testimony, objections made, rulings of the court, exceptions taken, arraignments, pleas, sentences, arguments of the attorneys to the jury and statements and remarks made and oral instructions given by the judge or other judicial official.
- (2) Writing the transcript out, or the specific portions thereof as may be requested, in plain and legible longhand, or by typewriter, or other printing machine.
- (3) Certifying that the transcripts were correctly reported and transcribed.
- (4) Filing the transcripts with the clerk of the court when directed by the court.
- (5) Making and preparing original transcription on paper.
- (6) Delivering a copy of the original transcript in a computer-readable form in standard ASCII code, unless otherwise agreed by the reporter and the court, party, or other person requesting the transcript.
- (7) Labeling disks of transcriptions with the case name and court number, the dates of proceedings contained on the disk, and the page and volume numbers of the data contained on the disk and with each disk containing the identical volume divisions, pagination, line numbering, and text of the certified original paper transcript or any portion thereof and sequentially numbered within the series of disks.
- (8) Retaining original stenographic notes for the statutorily-required period, or delivery thereof to the court when required by local rule.

(b) For a deposition

- (1) Administering the oath or affirmation to the deponent.
- (2) Making a full or partial copy of transcription available.
- (3) Notifying all parties who attended a deposition of requests made by other parties for either an original or copy of the transcript, or any portion thereof.
- (4) Recording testimony by stenographic means and retaining stenographic notes of depositions for statutorily mandated period of time.
- (5) Sending written notice to deponent and to all parties attending the deposition when the original transcript of the testimony for each session of the deposition is available for reading, correcting and signing.
- (6) Indicating on the original of the transcript, if the deponent has not already done so at the office of the shorthand reporter, any action taken by the deponent and

indicate on the original of the transcript the deponent's approval of, or failure or refusal to approve, the transcript.

- (7) Sending written notification to the parties attending the deposition of any changes which the deponent timely made in person.
- (8) Certifying on the transcript that the deponent was duly sworn and that the transcript or recording is a true record of the testimony given.
- (9) Securely sealing the transcript in an envelope or package endorsed with the title of the action and marked: "Deposition of (here insert name of deponent)," and promptly transmitting it to the attorney for the party who noticed the deposition.
- (10) If the reporter still has a copy, making a transcript of a deposition testimony available to any party requesting a copy, on payment of a reasonable charge.

NOTE: Authority cited: Sections 8007 and 8017, Business and Professions Code. Reference: Sections 8007 and 8017, Business and Professions Code; Sections 269, 271, 2025.330, 2025.510, 2025.520, 2025.540, 2025.550, and 2025.570, Code of Civil Procedure; Sections 13401 and 13410, Corporations Code; and Section 69955, Government Code.

CHAPTER 2. OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of California-licensed CSRs to contact for telephone or onsite interviews. Interviews were conducted with 14 licensed CSRs, who were asked to identify all the activities performed specific to the CSR profession. The licensees confirmed major content areas of the profession and the job tasks performed in each content area. The licensees were also asked to identify the knowledge necessary to perform each job task competently.

TASK AND KNOWLEDGE STATEMENTS

OPES integrated the information gathered from prior studies of the profession and the interviews to develop task and knowledge statements. The statements were then organized into major content areas of work.

In December 2016, OPES facilitated a workshop of eight CSRs to evaluate the task and knowledge statements for technical accuracy and comprehensiveness of coverage of the job domain. The CSRs also assigned each statement to the appropriate content area and verified that the content areas were independent and non-overlapping. They then formed a preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge and every knowledge statement had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas.

The finalized lists of task and knowledge statements were then developed into an online questionnaire that was completed and evaluated by a sample of CSRs throughout California. SMEs in the May 2017 workshop made minor changes to several of the task and knowledge statements. These changes appear in the examination outlines but remain unchanged in Appendix B and Appendix C.

QUESTIONNAIRE DEVELOPMENT

The online occupational analysis questionnaire solicited ratings of the job task and knowledge statements from a sample of licensed CSRs. The surveyed CSRs were instructed to rate each task statement in terms of how often they performed the task (Frequency) and in terms of how important the task is to the performance of their current job (Importance). In addition, they were instructed to rate each knowledge statement in terms of how important the specific knowledge is to the performance of their current job (Importance). The questionnaire also included a demographic section

for purposes of developing an accurate profile of the respondent sample. The questionnaire can be found in Appendix E.

PILOT STUDY

Before developing the final questionnaire, OPES prepared and administered an online pilot questionnaire. The pilot questionnaire was reviewed by the Board and 15 SMEs for feedback about the technical accuracy of the task and knowledge statements, estimated time for completion, online navigation, and ease of use. OPES used this feedback to develop the final questionnaire.

CHAPTER 3. RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

In February 2017, OPES developed a stratified random sample of 2,017 licensees (out of 5,660 total licensees) to participate in the occupational analysis questionnaire. The sample was stratified by years licensed and county of practice, with oversampling of CSRs licensed 0 to 5 years and counties with less than 10 licensees. The Board then sent notification letters to the sample of 2,017 CSRs inviting them to complete the questionnaire online. In order to increase the response rate, the Board extended the deadline for the questionnaire and sent out additional reminders and notices to the licensed community to participate in the online questionnaire.

A total of 495 CSRs, or 24.5% of the licensed CSRs in the sample, responded by accessing the Web-based questionnaire. The final sample size included in the data analysis was 326, or 16.2% of the population that was invited to complete the questionnaire. This response rate reflects two adjustments. First, data from respondents who indicated that they were not currently licensed and practicing as CSRs in California were removed from the sample. Second, questionnaires containing a large volume of incomplete and unresponsive data were removed. The demographic composition of the respondent sample is representative of the California CSR population.

In March 2017, the Board mailed notification letters to the stratified sample of 2,017 licensed CSRs in California inviting them to complete the occupational analysis questionnaire online. The notification letter can be found in Appendix D. The online questionnaire format allowed for several enhancements to the questionnaire and the data collection process. As part of the questionnaire development, configuration, and analysis process, various criteria were established to exclude invalid participants, capture data automatically, and ensure the integrity of the data.

DEMOGRAPHIC SUMMARY

The majority of respondents completed the demographic portion of the questionnaire. The number of participants who completed the entire survey is 169 less than the number of participants who completed the demographic section.

Tables 1 through 12 and Figures 1 through 10 display summaries of the responding CSRs' demographic information.

Many of the respondents can be described in terms of the following demographic data:

- 61.3% of respondents describe their primary work classification as freelance reporter
- 54.0% of respondents work in a private reporting firm setting
- 18.8% of respondents have been licensed in California for 11 to 20 years
- 50.1% of respondents work 40 hours or more per week as a CSR
- 58.6% of respondents spend the majority of time reporting in depositions
- 93.3% of respondents work in an urban location
- 58.8% of respondents attended a court reporting school

The demographic data in the following tables and charts is representative of all respondents.

TABLE 1 – PRIMARY WORK CLASSIFICATION

CLASSIFICATION	NUMBER	PERCENT
Freelance reporter	300	61.3
Official court reporter	124	25.4
Other	52	10.6
Captioner	8	1.6
State hearing reporter	5	1.0
Missing	6	1.0
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 1 – PRIMARY WORK CLASSIFICATION

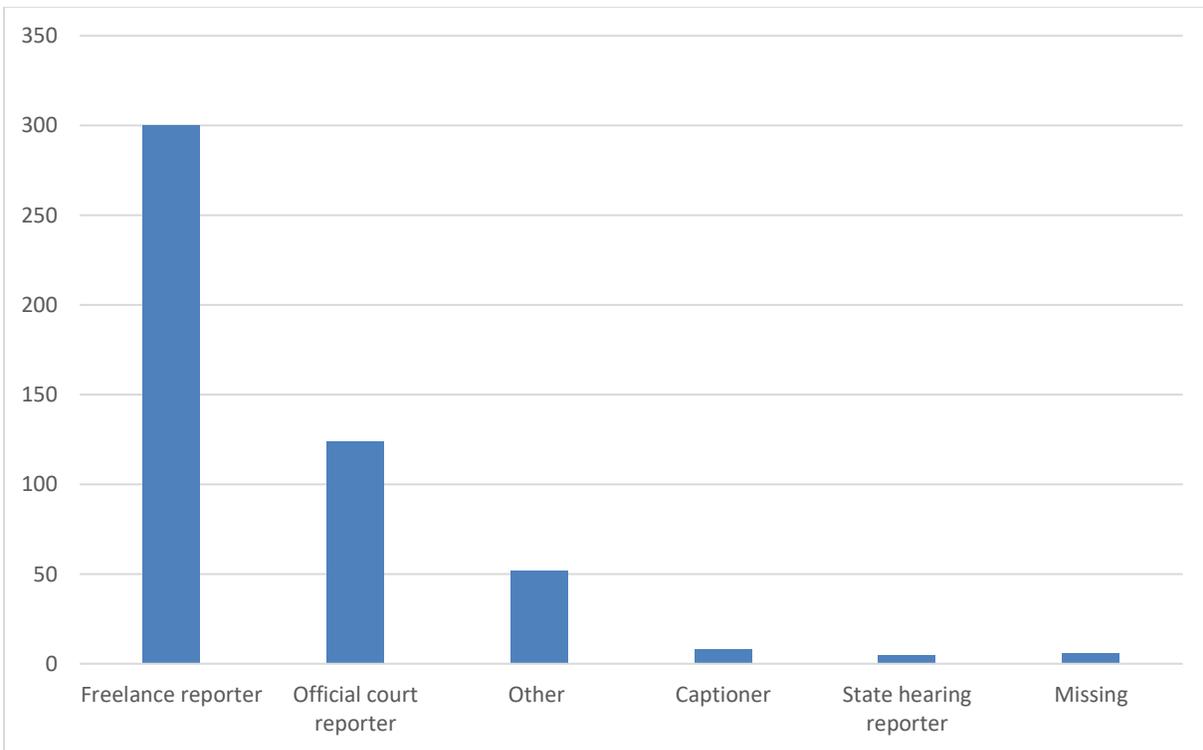


TABLE 2 – PRIMARY WORK SETTING

WORK SETTING	NUMBER	PERCENT
Private reporting firm	264	54.0
Court system	155	31.7
Other	63	12.9
State agency	7	1.4
Missing	6	1.0
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 2 – PRIMARY WORK SETTING

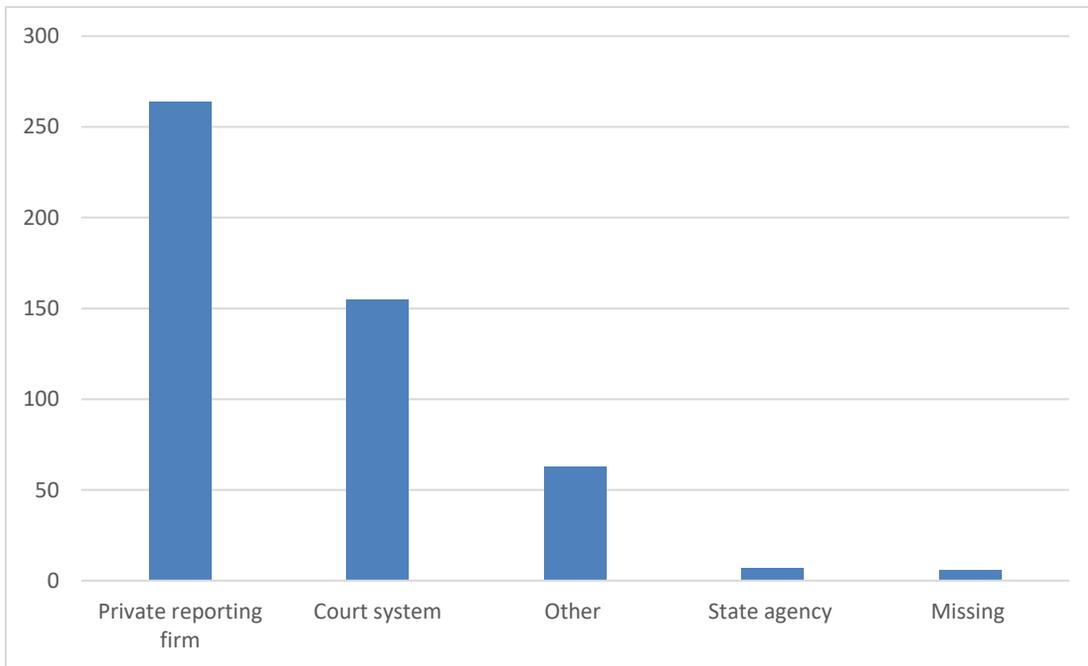


TABLE 3 – NUMBER OF YEARS WORKING IN CALIFORNIA AS A CERTIFIED SHORTHAND REPORTER

YEARS	NUMBER	PERCENT
21 or more years	278	57.4
11 to 20 years	91	18.8
6 to 10 years	33	6.8
0 to 5 years	82	17.0
Missing	11	2.0
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 3 – NUMBER OF YEARS WORKING IN CALIFORNIA AS A CERTIFIED SHORTHAND REPORTER

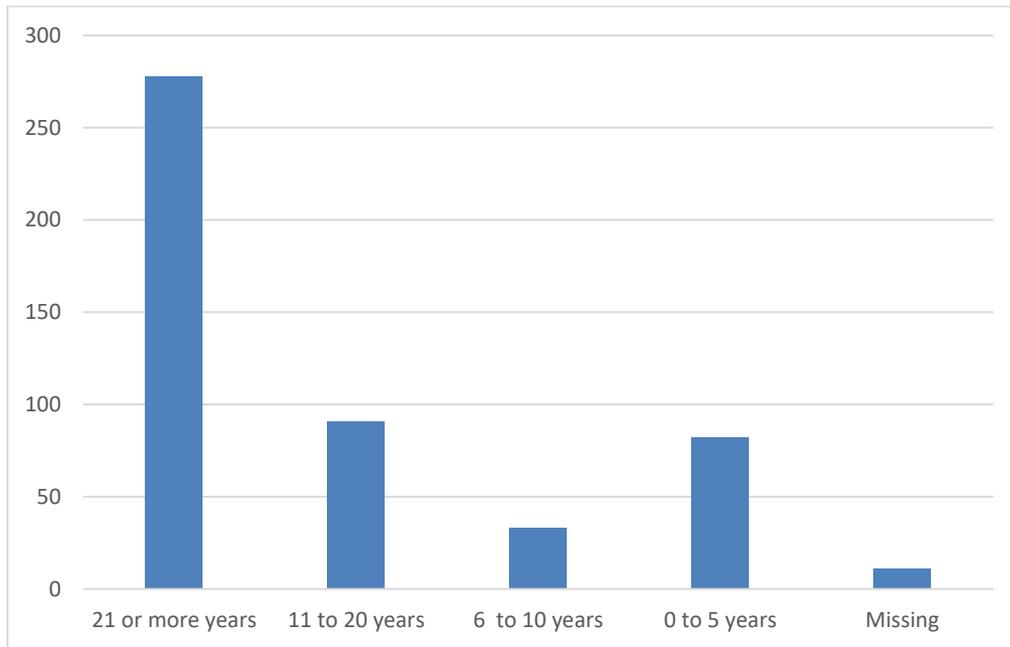


TABLE 4 – NUMBER OF HOURS PER WEEK SPENT REPORTING AND PRODUCING TRANSCRIPTS

HOURS WORKED	NUMBER	PERCENT
40 or more hours	242	50.1
30 to 39 hours	87	18.0
20 to 29 hours	57	11.8
10 to 19 hours	44	9.1
0 to 9 hours	53	11.0
Missing	12	2.0
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 4 – NUMBER OF HOURS PER WEEK SPENT REPORTING AND PRODUCING TRANSCRIPTS

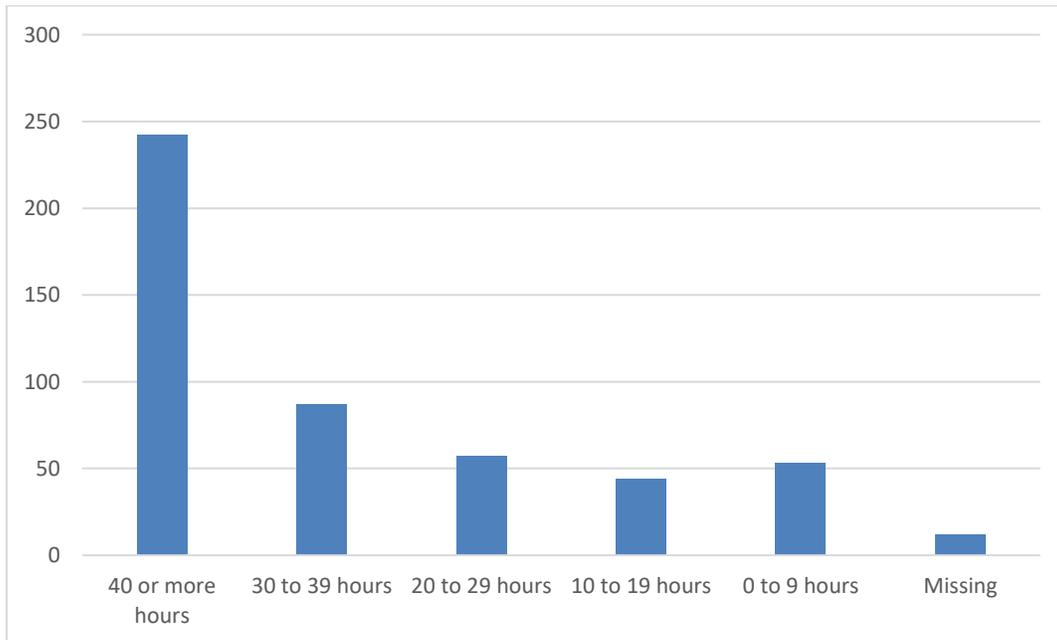


TABLE 5 – VENUE WHERE MAJORITY OF TIME SPENT WORKING AS A CSR

VENUE	NUMBER	PERCENT
Depositions	282	58.6
Superior court	144	29.9
Other	40	8.3
Federal court	10	2.1
State hearings	5	1.0
Missing	14	3.0
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 5 – VENUE WHERE MAJORITY OF TIME SPENT WORKING AS A CSR

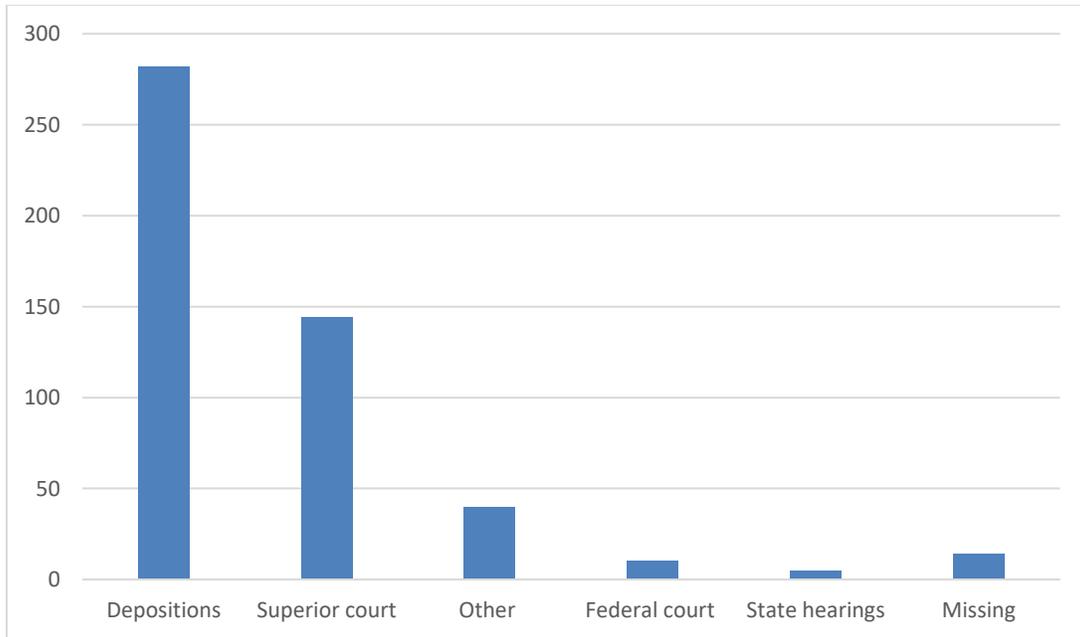


TABLE 6 – METHOD USED AS PRIMARY MEANS OF TRANSCRIPTION

METHOD	NUMBER	PERCENT
Computer-aided	471	98.7
Typing	4	0.8
Dictation	2	0.4
Missing	18	4.0
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 6 – METHOD USED AS PRIMARY MEANS OF TRANSCRIPTION

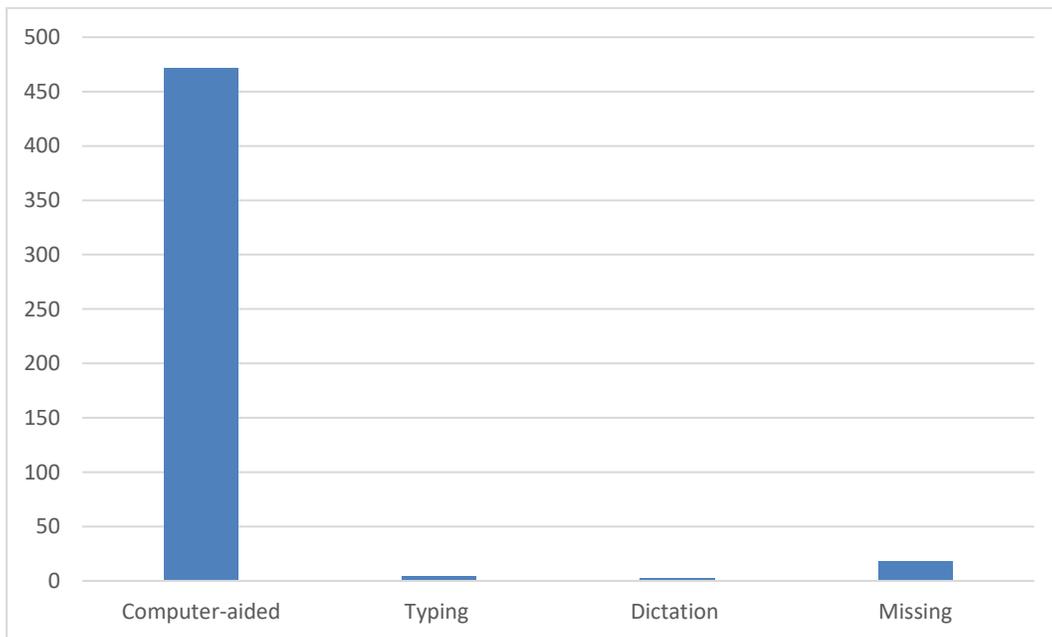


TABLE 7 – UTILIZATION OF PERSONS TO ASSIST IN TRANSCRIPTION, PROOFREADING, AND/OR BINDING

UTILIZATION OF ASSISTANTS	NUMBER	PERCENT
Yes	319	66.7
No	159	33.3
Missing	17	0.3
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 7 – UTILIZATION OF PERSONS TO ASSIST IN TRANSCRIPTION, PROOFREADING, AND/OR BINDING

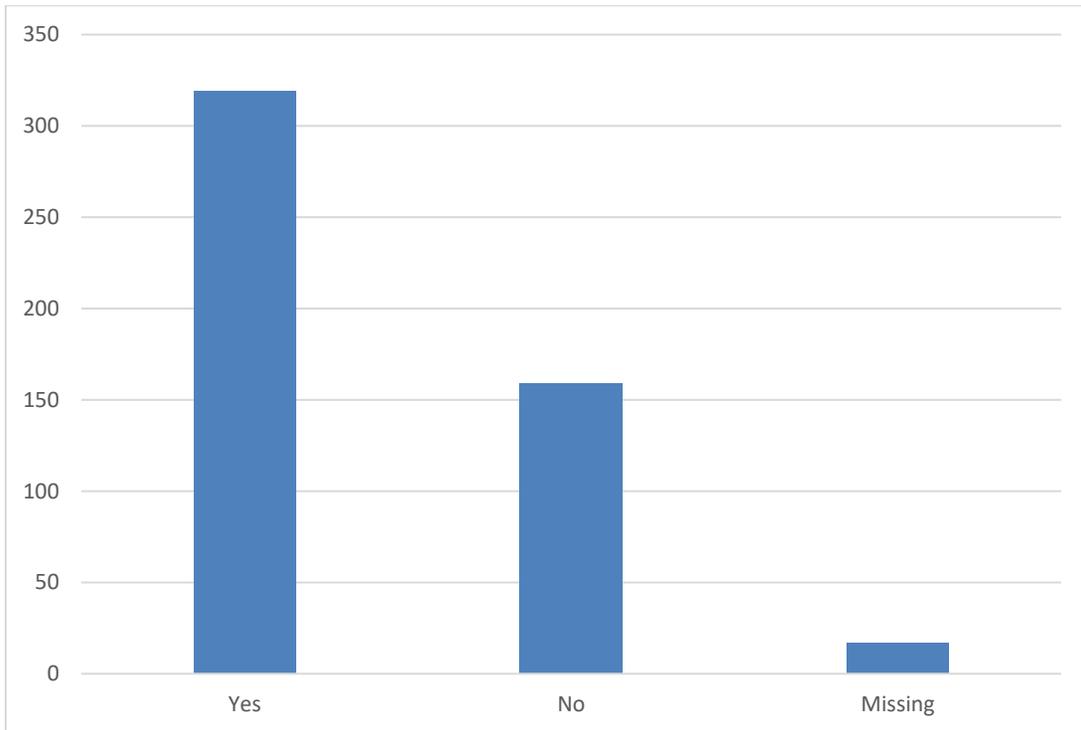


TABLE 8 – TYPES OF SERVICES UTILIZED

SERVICE TYPE*	NUMBER	PERCENT
Proofreader	221	68.0
Agency	151	46.5
Scopist	150	46.2
Production assistant	31	9.5
Missing	170	52.3

**NOTE: Respondents were asked to select all that apply. Percentages reported are average across all respondents.*

FIGURE 8 – TYPES OF SERVICES UTILIZED

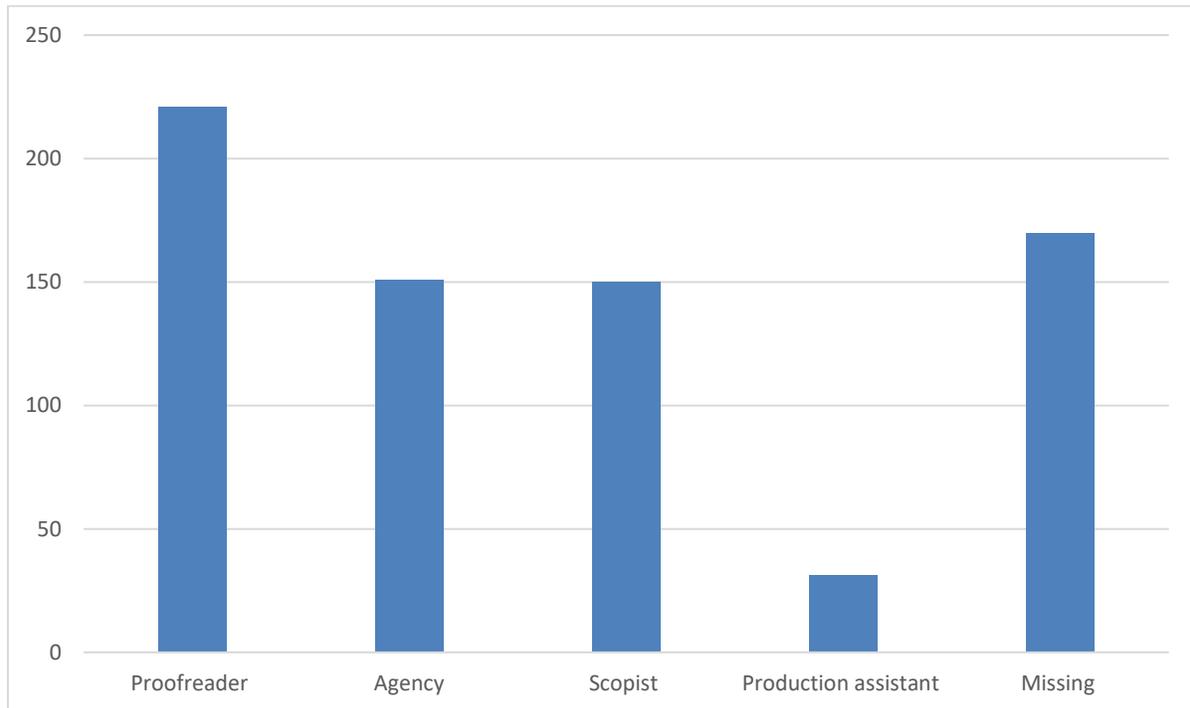


TABLE 9 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER	PERCENT
Urban	462	93.3
Rural	20	4.1
Missing	13	2.6
Total	495	100

FIGURE 9 – LOCATION OF PRIMARY WORK SETTING

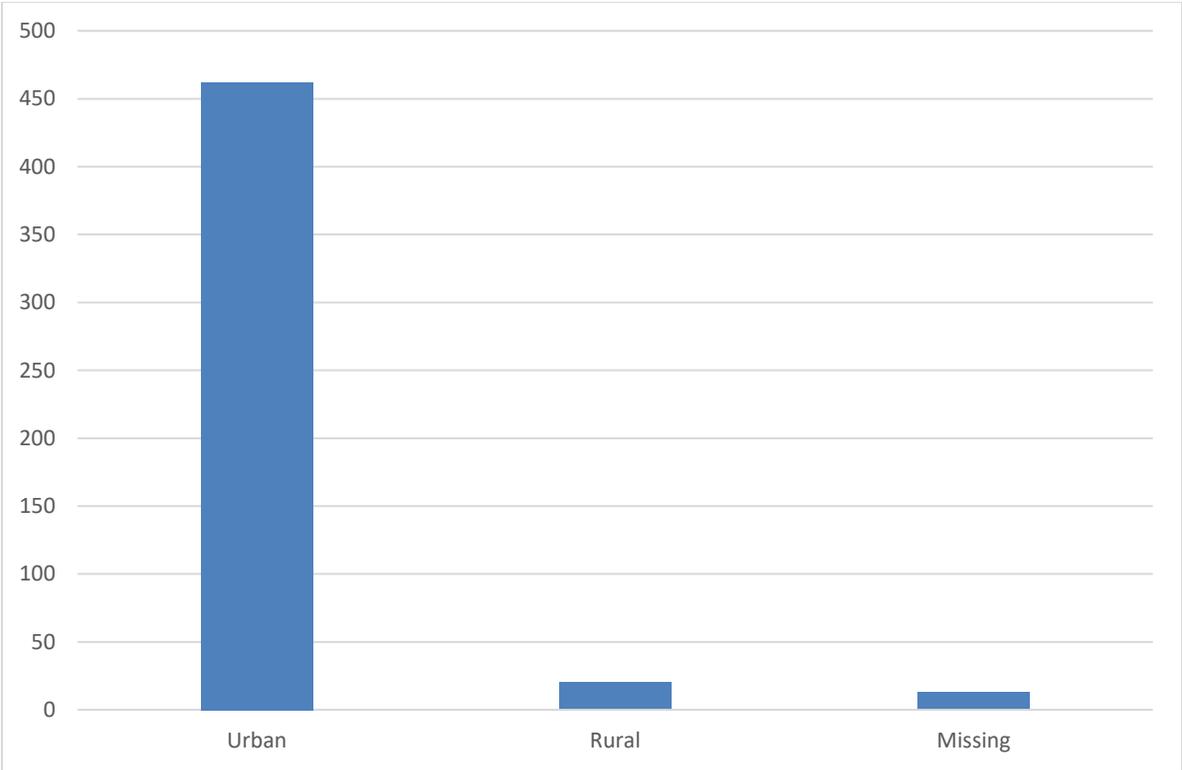


TABLE 10 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER	PERCENT
Court reporting school	284	58.8
Associate degree	95	19.7
Bachelor’s degree	72	14.9
Other	21	4.3
Master’s degree	8	1.7
Doctoral degree	2	0.4
On-the-job training	1	0.2
Missing	12	2.5
Total	495	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 10 – HIGHEST LEVEL OF EDUCATION

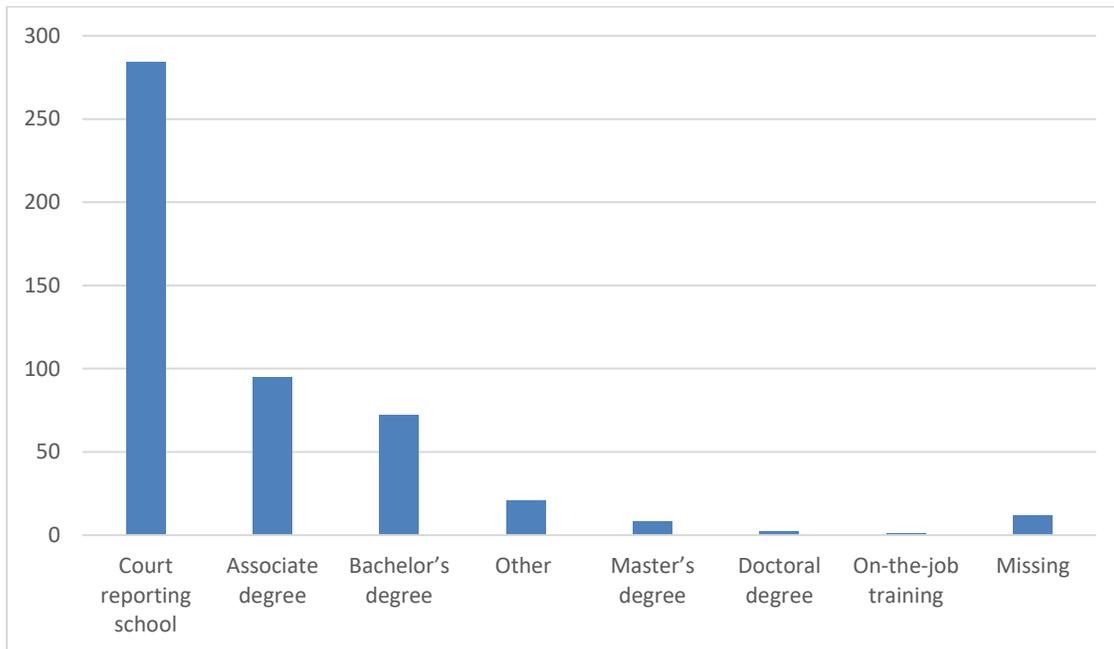


TABLE 11 – TYPES OF PROCEEDINGS WORKED IN THE LAST YEAR

PROCEEDING TYPE*	NUMBER	PERCENT
Personal injury	309	68.1%
Workers' compensation	271	59.7%
Business litigation	270	59.5%
Family law	260	57.3%
Employment law	254	55.9%
Medical malpractice	213	46.9%
Real estate	208	45.8%
Civil court	201	44.3%
Construction law	197	43.4%
Forensic expert	195	43.0%
Computer-assisted realtime	193	42.5%
Discrimination	192	42.3%
General malpractice	170	37.4%
Arbitration and mediation	164	36.1%
Landlord-tenant	164	36.1%
Criminal court	156	34.4%
Law and motion	148	32.6%
Domestic dispute/violence	143	31.5%
Elder abuse/neglect	143	31.5%
Product liability	139	30.6%
Witness statements	134	29.5%
Probate	122	26.9%

*NOTE: Respondents were asked to select all that apply.

TABLE 11 – TYPES OF PROCEEDINGS WORKED IN THE LAST YEAR, CONTINUED

PROCEEDING TYPE*	NUMBER	PERCENT
Intellectual property	119	26.2%
Legal malpractice	118	26.0%
Administrative law	117	25.8%
Medical examinations	110	24.2%
Bankruptcy	109	24.0%
Patents and trademarks	108	23.8%
Law enforcement	105	23.1%
Environmental	104	22.9%
Juvenile	104	22.9%
Public and private hearings	93	20.5%
Mental health	92	20.3%
Competency hearings	65	14.3%
Entertainment	64	14.1%
Conventions and meetings	61	13.4%
Agriculture	50	11.0%
Maritime	39	8.6%
Oil and gas	36	7.9%
Tax law	28	6.2%
Grand jury	23	5.1%
Immigration	21	4.6%
Traffic court	21	4.6%
Transportation law	19	4.2%
Public interest	18	4.0%
Legislative	10	2.2%
Military law	7	1.5%
Broadcast captioning	4	0.9%

*NOTE: Respondents were asked to select all that apply.

TABLE 12 – CALIFORNIA COUNTY WHERE MAJORITY OF WORK IS PERFORMED

COUNTY*	NUMBER	PERCENT
Los Angeles	146	32.2
San Francisco	38	8.4
San Diego	36	7.9
Sacramento	35	7.7
Orange	34	7.5
Santa Clara	26	5.7
Alameda	22	4.9
Riverside	17	3.7
Contra Costa	14	3.1
San Bernardino	14	3.1
Fresno	8	1.8
San Mateo	7	1.5
Stanislaus	7	1.5
Sonoma	5	1.1
Kern	4	0.9
Ventura	4	0.9
Monterey	3	0.7
San Luis Obispo	3	0.7
Tulare	3	0.7
El Dorado	2	0.4
Marin	2	0.4
San Joaquin	2	0.4
Santa Barbara	2	0.4
Santa Cruz	2	0.4
Siskiyou	2	0.4
Solano	2	0.4

*NOTE: Respondents were asked to select all that apply.

TABLE 12 – CALIFORNIA COUNTY WHERE MAJORITY OF WORK IS PERFORMED,
CONTINUED

COUNTY*	NUMBER	PERCENT
Yolo	2	0.4
Amador	1	0.2
Butte	1	0.2
Glenn	1	0.2
Humboldt	1	0.2
Inyo	1	0.2
Lassen	1	0.2
Merced	1	0.2
Napa	1	0.2
Nevada	1	0.2
Placer	1	0.2
Tehama	1	0.2
Yuba	1	0.2

NOTE: Respondents were asked to select all that apply.

CHAPTER 4. DATA ANALYSIS AND RESULTS

QUESTIONNAIRE RESULTS OVERVIEW

The occupational analysis questionnaire that California-licensed CSRs were asked to complete was made up of three parts. In Part One, respondents were asked to provide demographic information related to their work and work settings. In Part Two, the CSRs were asked to rate specific job tasks in terms of frequency (i.e., how often they perform the task in their current job) and in terms of importance (i.e., how important the task is to performance of their current job). In Part Three, the respondents were asked to rate specific knowledge statements in terms of how important that knowledge is to the performance of their current job.

RELIABILITY OF RATINGS

The job task and knowledge ratings obtained from the survey respondents were evaluated with a standard index of reliability called coefficient alpha (α) that ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the job tasks and knowledge statements. Coefficients were calculated for all respondent ratings.

The overall ratings of task frequency and task importance across content areas had acceptable reliability (frequency $\alpha = .84$; importance $\alpha = .88$). Table 13 displays the reliability coefficients for the task statement rating scales in each content area.

TABLE 13 – TASK SCALE RELIABILITY

CONTENT AREA	Number of Tasks	α Frequency	α Importance
1. Reporting Proceedings	15	.78	.78
2. Transcribing Proceedings	6	.62	.67
3. Research and Language Skills	7	.73	.79
4. Transcript Management	8	.48	.69
5. Ethics	5	.50	.61
Total	41	.84	.88

The overall ratings of knowledge importance across content areas were highly reliable (importance $\alpha = .93$). Table 14 displays the reliability coefficients for the knowledge statements rating scale in each content area.

TABLE 14 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	Number of Knowledge Statements	α Importance
1. Reporting Proceedings	24	.81
2. Transcribing Proceedings	11	.73
3. Research and Language Skills	12	.86
4. Transcript Management	15	.82
5. Ethics	9	.92
Total	71	.93

These results indicate that the responding CSRs rated the task and knowledge statements consistently throughout the questionnaire.

TASK CRITICALITY INDICES

Two workshops, each comprised of a diverse sample of licensed CSRs, were convened at OPES in December 2016 and May 2017 to review the mean frequency and importance ratings for all task statements and their criticality indices and to evaluate the mean importance ratings for all knowledge statements. The purpose of these workshops was to identify the essential tasks and knowledge required for effective CSR practice at the time of licensure.

In order to calculate the criticality indices of the task statements, the frequency rating (F_i) and the importance rating (I_i) for each task were multiplied for each respondent, and the products were then averaged across respondents.

$$\text{Task criticality index} = \text{mean} [(F_i) \times (I_i)]$$

The task statements were then sorted in descending order of their criticality indices and by content area. The task statements, their mean frequency and importance ratings, and their criticality indices are presented in Appendix B.

OPES test specialists instructed the SMEs from the May 2017 workshop to identify a cutoff value in order to determine if any of the tasks did not have a high enough criticality index to be retained. Based on the SMEs' opinion of the relative importance of all tasks to CSR practice, the SMEs determined that no cutoff value should be established, and all task statements were retained.

KNOWLEDGE IMPORTANCE RATINGS

In order to determine the importance of each knowledge statement, the mean importance (K Imp) rating for each knowledge statement was calculated. The knowledge statements and their mean importance ratings, sorted in descending order and by content area, are presented in Appendix C.

The May 2017 workshop of five SMEs that evaluated the task criticality indices also reviewed the knowledge statement importance ratings. After reviewing the mean importance ratings and considering their relative importance to CSR practice, the SMEs determined that no cutoff value should be established, and all knowledge statements were retained.

CHAPTER 5. EXAMINATION OUTLINES

OVERVIEW OF EXAMINATION OUTLINES

Shorthand reporters obtain California licensure by meeting the requisite education and training requirements and by passing three examinations. The examinations consist of one skills examination, the Dictation Examination, and two written examinations, the English Examination and the Professional Practice Examination. The examination content outline for the Dictation Examination is structured into five content areas (see Table 18). The examination content outline for the English Examination is structured into one content area (see Table 19), and the examination content outline for the Professional Practice Examination is structured into five content areas (see Table 20).

The examination outlines specify the job tasks and knowledge critical to effective CSR practice in California at the time of licensure. They also serve as the basis for developing examinations to be used in the process of granting CSR licensure. Similarly, the examination content outlines serve as the basis for evaluating the degree to which the content of any examination under consideration measures content critical to California CSR practice.

CONTENT AREAS AND WEIGHTS OF THE EXAMINATION CONTENT OUTLINE: DICTATION EXAMINATION

SMEs in the May 2017 workshop were asked to evaluate the relative weights of the content areas on the examination content outline for the Dictation Examination. Initial calculations were performed by dividing the overall sum of the task criticality indices by the sum of the task criticality indices for a content area.

$$\frac{\textit{Sum of Criticality Indices for Tasks in Content Area}}{\textit{Sum of Criticality Indices for All Tasks}} = \textit{Percent Weight of Content Area}$$

The SMEs reviewed the weights and determined that they were representative of CSR practice in California.

CONTENT AREA AND WEIGHT OF THE EXAMINATION CONTENT OUTLINE:
ENGLISH EXAMINATION

SMEs in the May 2017 workshop were asked to evaluate the relative weights of the content areas on the examination content outline for the English Examination. Initial calculations were performed by dividing the overall sum of the task criticality indices by the sum of the task criticality indices for a content area.

$$\frac{\textit{Sum of Criticality Indices for Tasks in Content Area}}{\textit{Sum of Criticality Indices for All Tasks}} = \textit{Percent Weight of Content Area}$$

The SMEs reviewed the weights and determined that they were representative of CSR practice in California.

CONTENT AREAS AND WEIGHTS OF THE EXAMINATION CONTENT OUTLINE:
PROFESSIONAL PRACTICE EXAMINATION

SMEs in the May 2017 workshop were asked to determine the relative weights of the content areas on the examination content outline for the Professional Practice Examination. Initial calculations were performed by dividing the overall sum of the task criticality indices by the sum of the task criticality indices for a content area.

$$\frac{\textit{Sum of Criticality Indices for Tasks in Content Area}}{\textit{Sum of Criticality Indices for All Tasks}} = \textit{Percent Weight of Content Area}$$

The SMEs reviewed the weights and determined that they were representative of CSR practice in California.

TABLE 15 – SUMMARY OF CONTENT AREAS FOR THE DICTATION EXAMINATION
CONTENT OUTLINE

CONTENT AREA	Number of Tasks in Content Area	Task Criticality Indices in Content Area	Number of Knowledge Statements in Content Area	Area Weight (%)
1. Reporting Proceedings	2	114.7	7	27%
2. Transcribing Proceedings	5	89.9	5	21%
3. Research and Language Skills	4	126.8	6	30%
4. Transcript Management	1	45.6	2	11%
5. Ethics	2	42.7	5	11%
Total	14	419.6	25	100%

TABLE 16 – SUMMARY OF CONTENT AREA FOR THE ENGLISH EXAMINATION
CONTENT OUTLINE

CONTENT AREA	Number of Tasks in Content Area	Task Criticality Indices in Content Area	Number of Knowledge Statements in Content Area	Area Weight (%)
3. Research and Language Skills	4	85.4	16	100%

TABLE 17 – SUMMARY OF CONTENT AREAS FOR THE PROFESSIONAL PRACTICE
EXAMINATION CONTENT OUTLINE

CONTENT AREA	Number of Tasks in Content Area	Task Criticality Indices in Content Area	Number of Knowledge Statements in Content Area	Area Weight (%)
1. Reporting Proceedings	22	195.8	15	32%
2. Transcribing Proceedings	12	134.0	6	22%
3. Research and Language Skills	12	55.1	7	9%
4. Transcript Management	16	125.6	8	20%
5. Ethics	9	107.1	5	17%
Total	71	617.6	41	100%

TABLE 18 – EXAMINATION CONTENT OUTLINE DICTATION EXAMINATION:
CERTIFIED SHORTHAND REPORTER

1. Reporting Proceedings (27%) - This area assesses the candidate’s ability to utilize stenographic equipment and computer-aided transcription software to create a verbatim record.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T2. Obtain all parties’ names and contact information to facilitate transcript production and distribution.	K4. Knowledge of the reporter’s responsibility to identify parties for the record. K15. Skill to stenographically identify multiple speakers to accurately attribute statements.
T3. Set up equipment to prepare for reporting proceedings.	K7. Knowledge of the capabilities and use of the computer-aided transcription (CAT) software. K8. Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting. K23. Knowledge of equipment required to provide realtime translation.
T9. Utilize stenographic equipment with the fluency and speed required to capture verbatim testimony in a manner that allows for accurate transcriptions.	K4. Knowledge of the reporter’s responsibility to identify parties for the record. K8. Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting. K15. Skill to stenographically identify multiple speakers to accurately attribute statements. K20. Skill to operate the stenographic machine at the speed required.
T10. Utilize speaker identification to attribute statements made on the record.	K4. Knowledge of the reporter’s responsibility to identify parties for the record. K8. Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting. K15. Skill to stenographically identify multiple speakers to accurately attribute statements. K20. Skill to operate the stenographic machine at the speed required.
T11. Utilize computer-aided transcription (CAT) software and equipment to provide realtime translation.	K7. Knowledge of the capabilities and use of the computer-aided transcription (CAT) software. K8. Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting. K23. Knowledge of equipment required to provide realtime translation.

2. Transcribing Proceedings (21%) - This area assesses the candidate's ability to create an accurate transcript from the stenographic record formatted to applicable standards.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T16. Prepare transcripts of proceedings from translated stenographic notes.	K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K26. Knowledge of requirements regarding Minimum Transcript Format Standards. K29. Knowledge of the use of caption information in transcript preparation. K31. Knowledge of basic computer operating functions and capabilities.
T18. Maintain a current stenographic dictionary to facilitate transcript production.	K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K31. Knowledge of basic computer operating functions and capabilities.
T19. Punctuate transcripts within Board-approved guidelines to accurately reflect the proceedings.	K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K31. Knowledge of basic computer operating functions and capabilities. K45. Knowledge of rules of punctuation.
T21. Ensure transcripts meet regulation requirements and jurisdictional rules.	K26. Knowledge of requirements regarding Minimum Transcript Format Standards.

3. Research and Language Skills (30%) - This area assesses the candidate's ability to utilize current rules of punctuation, grammar, word usage, and vocabulary.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T24. Proofread transcripts to ensure absence of spelling, typographical, and/or word usage (e.g., homonym-type) errors.	K36. Knowledge of legal terminology and spelling. K37. Knowledge of medical terminology and spelling. K38. Knowledge of technical terminology and spelling. K40. Knowledge to recognize and correct homonym-type errors. K41. Knowledge to recognize and correct word usage errors. K42. Knowledge of English language vocabulary. K44. Knowledge of rules of English grammar.
T23. Proofread transcripts for correct punctuation to ensure verbatim records of proceedings.	K45. Knowledge of rules of punctuation.
T26. Research the spelling of medical, legal, and technical terminology used during proceedings.	K39. Knowledge of methods used to research obscure or unfamiliar terminology and spelling. K47. Knowledge of authoritative research resources used to proofread transcripts.
T25. Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	K39. Knowledge of methods used to research obscure or unfamiliar terminology and spelling. K47. Knowledge of authoritative research resources used to proofread transcripts.
T28. Maintain grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	K42. Knowledge of English language vocabulary. K44. Knowledge of rules of English grammar.
T27. Cultivate a broad vocabulary to assist in accurately capturing and transcribing verbatim proceedings.	K36. Knowledge of legal terminology and spelling. K37. Knowledge of medical terminology and spelling. K38. Knowledge of technical terminology and spelling. K40. Knowledge to recognize and correct homonym-type errors. K41. Knowledge to recognize and correct word usage errors. K42. Knowledge of English language vocabulary.

4. Transcript Management (11%) - This area assesses the candidate's ability to prepare and deliver transcripts in a timely manner.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T29. Prepare and deliver secure electronic files of transcripts when requested or required.	K51. Knowledge of methods to produce electronic files. K52. Knowledge of methods to protect and secure electronic documents.
T32. Prepare and deliver printed versions of transcripts when requested or required by the code.	K50. Knowledge of time limits required to produce and deliver finished transcripts.
T35. Deliver (e.g., email, upload, hand-deliver) stenographic notes to the court when required.	K49. Knowledge of requirements pertaining to maintenance and disposition of stenographic notes. K51. Knowledge of methods to produce electronic files.

5. Ethics (11%) - This area assesses the candidate's ability to adhere to laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T37. Adhere to the statutes outlined in the Business and Professions Code as they pertain to performing tasks required of Certified Shorthand Reporters.	K70. Knowledge of the reporter's scope of practice in reporting and transcribing proceedings.
T39. Practice and apply state and local Rules of Court and applicable statutes.	K26. Knowledge of requirements regarding Minimum Transcript Format Standards. K70. Knowledge of the reporter's scope of practice in reporting and transcribing proceedings.

TABLE 19 – EXAMINATION CONTENT OUTLINE ENGLISH EXAMINATION: CERTIFIED SHORTHAND REPORTER

3. Research and Language Skills (100%) - This area assesses the candidate’s knowledge of proper grammar, punctuation, word usage, and general and specialized vocabulary.

Section	Job Task	Associated Knowledge Statement
1. Grammar (23%)	T28. Maintain grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	K42. Knowledge of English language vocabulary. K44. Knowledge of rules of English grammar.
2. Proofreading (56%)	T24. Proofread transcripts to ensure absence of spelling, typographical, and/or word usage (e.g., homonym-type) errors.	K36. Knowledge of legal terminology and spelling. K37. Knowledge of medical terminology and spelling. K38. Knowledge of technical terminology and spelling. K40. Knowledge to recognize and correct homonym-type errors. K41. Knowledge to recognize and correct word usage errors. K42. Knowledge of English language vocabulary. K44. Knowledge of rules of English grammar.
	T23. Proofread transcripts for correct punctuation to ensure verbatim records of proceedings.	K45. Knowledge of rules of punctuation.
3. Vocabulary (21%)	T27. Cultivate a broad vocabulary to assist in accurately capturing and transcribing verbatim proceedings.	K36. Knowledge of legal terminology and spelling. K37. Knowledge of medical terminology and spelling. K38. Knowledge of technical terminology and spelling. K40. Knowledge to recognize and correct homonym-type errors. K41. Knowledge to recognize and correct word usage errors. K42. Knowledge of English language vocabulary.

TABLE 20 – EXAMINATION CONTENT OUTLINE PROFESSIONAL PRACTICE EXAMINATION:
CERTIFIED SHORTHAND REPORTER

1. Reporting Proceedings (32%) - This area assesses the candidate’s knowledge of procedures for gathering information and methods for managing and reporting proceedings, adhering to laws, regulations, and CRB Best Practices, in order to facilitate the creation of a verbatim record.

Job Task	Associated Knowledge Statement
T1. Obtain information from the court calendar and/or case caption to aid in transcript preparation.	K2. Knowledge of the information provided in the court calendar. K3. Knowledge of methods to obtain case caption information. K4. Knowledge of the reporter’s responsibility to identify parties for the record.
T2. Obtain all parties’ names and contact information to facilitate transcript production and distribution.	K2. Knowledge of the information provided in the court calendar. K3. Knowledge of methods to obtain case caption information. K4. Knowledge of the reporter’s responsibility to identify parties for the record. K6. Knowledge of reporter’s duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices.
T4. Administer the oath to witnesses/interpreters according to the relevant laws and CRB Best Practices.	K1. Knowledge of Code of Civil Procedure section regarding administering the oath to witnesses and interpreters. K6. Knowledge of reporter’s duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K18. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K19. Knowledge of <i>Best Practices for Interpreted Depositions</i> .
T5. Report interpreted proceedings in a manner that allows for accurate transcription and comports with protocols and procedures.	K1. Knowledge of Code of Civil Procedure section regarding administering the oath to witnesses and interpreters. K15. Skill to stenographically identify multiple speakers to accurately attribute statements. K18. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K19. Knowledge of <i>Best Practices for Interpreted Depositions</i> .
T6. Mark exhibits introduced during depositions for identification and inclusion in the record.	K6. Knowledge of reporter’s duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K9. Knowledge of the procedures regarding marking of exhibits to ensure identification. K12. Knowledge of <i>Best Practices for Exhibit Handling for Depositions</i> . K21. Skill to assert control during proceedings to ensure accuracy of the record.
T7. Identify in the record when exhibits are marked and/or received to produce the exhibit index.	K9. Knowledge of the procedures regarding marking of exhibits to ensure identification. K12. Knowledge of <i>Best Practices for Exhibit Handling for Depositions</i> .

1. Reporting Proceedings (32%) continued - This area assesses the candidate's knowledge of procedures for gathering information and methods for managing and reporting proceedings, adhering to laws, regulations, and CRB Best Practices, in order to facilitate the creation of a verbatim record.

<i>Job Task</i>	<i>Associated Knowledge Statements</i>
T11. Utilize computer-aided transcription (CAT) software and equipment to provide realtime translation.	K5. Knowledge of participants' rights in deposition proceedings according to the Code of Civil Procedure. K6. Knowledge of reporter's duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K7. Knowledge of the capabilities and use of the computer-aided transcription (CAT) software. K23. Knowledge of equipment required to provide realtime translation. K24. Knowledge of relevant laws regarding the provision of realtime translation.
T12. Control the proceedings to ensure verbatim records.	K6. Knowledge of reporter's duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K16. Knowledge that the stenographic notes are the official record. K17. Knowledge of laws and CSR Best Practices pertaining to when to go on and off record during proceedings. K18. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K21. Skill to assert control during proceedings to ensure accuracy of the record. K22. Skill to discern when follow-up clarification is required to ensure accuracy of the record.
T13. Cease and/or resume the reporting of proceedings as required by laws and CRB Best Practices.	K6. Knowledge of reporter's duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K16. Knowledge that the stenographic notes are the official record. K17. Knowledge of laws and CSR Best Practices pertaining to when to go on and off record during proceedings. K21. Skill to assert control during proceedings to ensure accuracy of the record.

1. Reporting Proceedings (32%) continued - This area assesses the candidate's knowledge of procedures for gathering information and methods for managing and reporting proceedings, adhering to laws, regulations, and CRB Best Practices, in order to facilitate the creation of a verbatim record.

Job Task	Associated Knowledge Statements
T14. Read back proceedings as requested.	K6. Knowledge of reporter's duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K8. Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting. K13. Skill to read stenographic notes aloud when requested. K14. Skill to recognize court testimony that has been objected to and sustained and/or stricken in order to preclude reading it back. K15. Skill to stenographically identify multiple speakers to accurately attribute statements. K16. Knowledge that the stenographic notes are the official record. K20. Skill to operate the stenographic machine at the speed required.
T15. Flag portions of proceedings requiring further clarification.	K20. Skill to operate the stenographic machine at the speed required. K22. Skill to discern when follow-up clarification is required to ensure accuracy of the record.
T42. Report proceedings in a manner that allows for accurate transcription and comports with protocols and procedures.	K4. Knowledge of the reporter's responsibility to identify parties for the record. K6. Knowledge of reporter's duties in court or deposition proceedings according to the laws, regulations, and CRB Best Practices. K15. Skill to stenographically identify multiple speakers to accurately attribute statements. K16. Knowledge that the stenographic notes are the official record. K22. Skill to discern when follow-up clarification is required to ensure accuracy of the record.

2. Transcribing Proceedings (22%) - This area assesses the candidate's knowledge of requirements to produce a certified transcript in a format that conforms to laws, regulations, and CRB Best Practices.

<i>Job Task</i>	<i>Associated Knowledge Statements</i>
T16. Prepare transcripts of proceedings from translated stenographic notes.	K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K26. Knowledge of requirements regarding Minimum Transcript Format Standards. K29. Knowledge of the use of caption information in transcript preparation. K31. Knowledge of basic computer operating functions and capabilities. K32. Knowledge of laws and CRB Best Practices pertaining to formatting and producing transcripts of confidential proceedings. K33. Knowledge of the conditions that require redaction in the transcript. K72. Knowledge of the order of court proceedings.
T17. Create cover, appearance, index, and certificate pages to conform to laws.	K11. Knowledge of the procedures for creating an exhibit index. K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K27. Knowledge of certificate page requirements. K28. Knowledge of cover page requirements. K29. Knowledge of the use of caption information in transcript preparation. K30. Knowledge of methods and procedures for producing indices in a record on appeal. K72. Knowledge of the order of court proceedings.
T21. Ensure transcripts meet regulation requirements and jurisdictional rules.	K26. Knowledge of requirements regarding Minimum Transcript Format Standards. K27. Knowledge of certificate page requirements. K28. Knowledge of cover page requirements. K32. Knowledge of laws and CRB Best Practices pertaining to formatting and producing transcripts of confidential proceedings. K33. Knowledge of the conditions that require redaction in the transcript. K34. Knowledge of transcript production requirements in death penalty cases. K35. Knowledge of Board-recommended formatting distinctions between rough drafts and certified copies.
T18. Maintain a current stenographic dictionary to facilitate transcript production.	K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K31. Knowledge of basic computer operating functions and capabilities.

2. Transcribing Proceedings (22%) continued - This area assesses the candidate's knowledge of requirements to produce a certified transcript in a format that conforms to laws, regulations, and CRB Best Practices.

<i>Job Task</i>	<i>Associated Knowledge Statements</i>
T19. Punctuate transcripts within Board-approved guidelines to accurately reflect the proceedings.	K25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings. K31. Knowledge of basic computer operating functions and capabilities. K45. Knowledge of rules of punctuation.
T20. Maintain confidentiality in accordance with the prevailing laws and CRB Best Practices.	K32. Knowledge of laws and CRB Best Practices pertaining to formatting and producing transcripts of confidential proceedings. K33. Knowledge of the conditions that require redaction in the transcript.

3. Research and Language Skills (9%) - This area assesses the candidate's knowledge of current rules of punctuation, grammar, word usage, and vocabulary.

<i>Job Task</i>	<i>Associated Knowledge Statements</i>
T22. Research citations stated on the record to ensure information is correct.	K43. Knowledge of research methods to verify citations. K46. Knowledge of case citation formats.
T25. Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	K39. Knowledge of methods used to research obscure or unfamiliar terminology and spelling. K47. Knowledge of authoritative research resources used to proofread transcripts.
T26. Research the spelling of medical, legal, and technical terminology used during proceedings.	K36. Knowledge of legal terminology and spelling. K37. Knowledge of medical terminology and spelling. K38. Knowledge of technical terminology and spelling. K39. Knowledge of methods used to research obscure or unfamiliar terminology and spelling. K47. Knowledge of authoritative research resources used to proofread transcripts.

4. Transcript Management (20%) - This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices regarding preparation, sale, notification, delivery, and retention of stenographic records, transcripts, and exhibits.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T8. Maintain custody of deposition exhibits for production of transcripts and distribution upon completion.	K10. Knowledge of the procedures regarding handling of exhibits to ensure safekeeping and distribution. K56. Knowledge of practices to copy and attach exhibits to original and certified copies of transcripts.
T29. Prepare and deliver secure electronic files of transcripts when requested or required.	K51. Knowledge of methods to produce electronic files. K52. Knowledge of methods to protect and secure electronic documents. K53. Knowledge of methods to electronically sign documents. K60. Knowledge of methods to electronically produce rough draft transcripts. K61. Knowledge of methods to deliver rough draft transcripts. K62. Knowledge of methods to deliver certified transcripts.
T30. Affix an electronic signature to reporter's certificate for transcripts delivered electronically.	K52. Knowledge of methods to protect and secure electronic documents. K53. Knowledge of methods to electronically sign documents. K62. Knowledge of methods to deliver certified transcripts.
T31. Fulfill requests for rough draft transcripts pursuant to laws and CRB Best Practices.	K51. Knowledge of methods to produce electronic files. K52. Knowledge of methods to protect and secure electronic documents. K59. Knowledge of the laws and regulations regarding the sale of CSR products and services. K60. Knowledge of methods to electronically produce rough draft transcripts. K61. Knowledge of methods to deliver rough draft transcripts.
T32. Prepare and deliver printed versions of transcripts when requested or required by the code.	K10. Knowledge of the procedures regarding handling of exhibits to ensure safekeeping and distribution. K50. Knowledge of time limits required to produce and deliver finished transcripts. K54. Knowledge of the requirements pertaining to the filing of sealed court transcripts. K56. Knowledge of practices to copy and attach exhibits to original and certified copies of transcripts. K57. Knowledge of privacy issues related to transcript production. K59. Knowledge of the laws and regulations regarding the sale of CSR products and services. K62. Knowledge of methods to deliver certified transcripts.

4. Transcript Management (20%) continued - This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices regarding preparation, sale, notification, delivery, and retention of stenographic records, transcripts, and exhibits.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T33. Retain stenographic notes of proceedings in a secure manner that ensures future accessibility according to laws.	K48. Knowledge of methods and media to back up data. K49. Knowledge of requirements pertaining to maintenance and disposition of stenographic notes. K52. Knowledge of methods to protect and secure electronic documents.
T34. Notify deponent when transcripts are ready for review and signature pursuant to laws and applicable standards.	K52. Knowledge of methods to protect and secure electronic documents. K53. Knowledge of methods to electronically sign documents. K58. Knowledge of codes pertaining to the witness's reading and signing the transcript. K62. Knowledge of methods to deliver certified transcripts.
T35. Deliver (e.g., email, upload, hand-deliver) stenographic notes to the court when required.	K49. Knowledge of requirements pertaining to maintenance and disposition of stenographic notes. K50. Knowledge of time limits required to produce and deliver finished transcripts. K51. Knowledge of methods to produce electronic files.
T36. Prepare bills for products and services in accordance with applicable statutes.	K50. Knowledge of time limits required to produce and deliver finished transcripts. K59. Knowledge of the laws and regulations regarding the sale of CSR products and services.

5. Ethics (17%) - This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T37. Adhere to the statutes outlined in the Business and Professions Code as they pertain to performing tasks required of Certified Shorthand Reporters.	K70. Knowledge of the reporter's scope of practice in reporting and transcribing proceedings.
T38. Maintain impartiality and confidentiality in accordance with applicable laws and regulations.	K63. Knowledge of laws and regulations requiring confidentiality of proceedings. K64. Knowledge of notification requirements when any part or form of a transcript is requested by a party to the proceeding. K65. Knowledge of requirements when any part of a transcript is requested by a third party. K66. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding. K67. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters. K69. Knowledge of laws and CRB Best Practices concerning off-the-record or protected discussions. K71. Knowledge of use of backup audio media (BAM) according to CRB Best Practices.
T39. Practice and apply state and local Rules of Court and applicable statutes.	K63. Knowledge of laws and regulations requiring confidentiality of proceedings. K64. Knowledge of notification requirements when any part or form of a transcript is requested by a party to the proceeding. K65. Knowledge of requirements when any part of a transcript is requested by a third party. K68. Knowledge of laws and regulations pertaining to disclosure of conflicts of interest. K70. Knowledge of the reporter's scope of practice in reporting and transcribing proceedings.
T40. Utilize backup audio media (BAM) in accordance with laws and CRB Best Practices.	K63. Knowledge of laws and regulations requiring confidentiality of proceedings. K66. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding. K69. Knowledge of laws and CRB Best Practices concerning off-the-record or protected discussions. K71. Knowledge of use of backup audio media (BAM) according to CRB Best Practices.

5. Ethics (17%) continued - This area assesses the candidate’s knowledge of laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

<i>Job Task</i>	<i>Associated Knowledge Statement</i>
T41. Adhere to the Professional Standards of Practice for Certified Shorthand Reporters.	K63. Knowledge of laws and regulations requiring confidentiality of proceedings. K66. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding. K67. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters. K68. Knowledge of laws and regulations pertaining to disclosure of conflicts of interest. K69. Knowledge of laws and CRB Best Practices concerning off-the-record or protected discussions. K70. Knowledge of the reporter’s scope of practice in reporting and transcribing proceedings.

CHAPTER 6. CONCLUSION

The occupational analysis of the CSR profession described in this report provides a comprehensive description of the current occupation in California. The procedures employed to perform the occupational analysis were based upon a content validation strategy to ensure that the results accurately represent the work of CSRs. Results of this occupational analysis provide information regarding current work in the profession which can be used to make job-related decisions regarding professional licensure.

By adopting the CSR examination content outlines contained in this report, the Board ensures that its examination program reflects the current occupation.

This report provides all documentation necessary to verify that the analysis has been completed in accordance with legal, professional, and technical standards.

APPENDIX A. RESPONDENTS BY REGION

LOS ANGELES AND VICINITY

County of Practice	Frequency
Los Angeles	146
TOTAL	146

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Santa Clara	26
TOTAL	26

SAN DIEGO AND VICINITY

County of Practice	Frequency
San Diego	36
TOTAL	36

SOUTH/CENTRAL COAST

County of Practice	Frequency
Tulare	3
Ventura	4
TOTAL	7

SACRAMENTO VALLEY

County of Practice	Frequency
Colusa	0
Sacramento	35
TOTAL	35

APPENDIX B. CRITICALITY INDICES FOR ALL TASKS

1. Reporting Proceedings

Task No.	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
9	Utilize stenographic equipment with the fluency and speed required to capture verbatim testimony in a manner that allows for accurate transcriptions.	4.94	4.95	24.53
10	Utilize speaker identification to attribute statements made on the record.	4.95	4.92	24.45
3	Set up equipment to prepare for reporting proceedings.	4.93	4.92	24.37
2	Obtain all parties' names and contact information to facilitate transcript production and distribution.	4.76	4.74	23.03
7	Identify in the record when exhibits are marked and/or received to produce the exhibit index.	4.54	4.55	21.17
1	Obtain information from the court calendar and/or case caption to aid in transcript preparation.	4.37	4.32	20.09
5	Report interpreted proceedings in a manner that allows for accurate transcription and comports with protocols and procedures.	4.06	4.66	19.48
12	Control the proceedings to ensure verbatim records.	3.99	4.57	18.63
11	Utilize computer-aided transcription (CAT) software and equipment to provide realtime translation.	4.00	4.04	18.12
14	Read back proceedings as requested.	3.70	4.52	17.07
13	Cease and/or resume the reporting of proceedings as required by laws and applicable standards.	3.51	4.06	16.23
4	Administer the oath to witnesses/interpreters according to the relevant laws and applicable standards.	3.26	3.47	15.62
6	Mark exhibits introduced during depositions for identification and inclusion in the record.	3.03	3.40	14.09
15	Flag portions of proceedings requiring further clarification.	3.18	3.71	13.06

2. Transcribing Proceedings

Task No.	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
16	Prepare transcripts of proceedings from translated stenographic notes.	4.72	4.83	23.09
17	Create title, appearance, index, and certificate pages to conform to the laws and applicable standards.	4.81	4.78	23.07
21	Ensure transcripts meet regulation requirements and jurisdictional rules.	4.76	4.69	22.66
18	Maintain a current stenographic dictionary to facilitate transcript production.	4.78	4.66	22.40
19	Punctuate transcripts using Board-approved guidelines to accurately reflect the proceedings.	4.71	4.50	21.55
20	Maintain confidentiality in accordance with the prevailing laws and applicable standards.	4.35	4.77	21.02

3. Research and Language Skills

Task No.	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
24	Proofread transcripts to ensure absence of spelling, typographical, and/or word usage (e.g., homonym-type) errors.	4.88	4.81	23.62
23	Proofread transcripts for correct punctuation to ensure verbatim records of proceedings.	4.87	4.80	23.50
26	Research the spelling of medical, legal, and technical terminology used during proceedings.	4.49	4.64	20.94
25	Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	4.43	4.57	20.45
28	Maintain grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	4.37	4.36	19.50
27	Cultivate a broad vocabulary to assist in accurately capturing and transcribing verbatim proceedings.	4.26	4.23	18.61
22	Research citations stated on the record to ensure information is correct.	3.20	3.85	13.58

4. Transcript Management

Task No.	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
33	Retain stenographic notes of proceedings in a secure manner that ensures future accessibility according to laws and applicable standards.	4.83	4.73	23.10
32	Prepare and deliver printed versions of transcripts when requested or required by the code.	3.78	4.46	18.15
29	Prepare and deliver secure electronic files of transcripts when requested or required by the laws and applicable standards.	3.81	4.40	17.64
31	Fulfill requests for rough draft transcripts pursuant to laws and applicable standards.	2.99	3.71	12.95
8	Maintain custody of deposition exhibits for production of transcripts and distribution upon completion.	3.01	3.41	14.22
36	Prepare bills for products and services in accordance with applicable statutes.	2.74	3.67	11.92
30	Affix an electronic signature to the reporter's certificate for transcripts delivered electronically.	2.70	3.27	11.20
35	Deliver (e.g., email, upload, hand-deliver) stenographic notes to the court when required.	2.07	3.41	9.34
34	Notify deponent when transcripts are ready for review and signature pursuant to the laws and applicable standards.	1.53	3.05	7.09

5. Ethics

Task No.	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
41	Adhere to the Professional Standards of Practice for Certified Shorthand Reporters.	4.87	4.80	23.49
38	Maintain impartiality and confidentiality in accordance with the applicable laws and standards.	4.80	4.84	23.35
37	Adhere to the statutes outlined in the Business and Professions Code as they pertain to performing tasks required of certified shorthand reporters.	4.76	4.76	22.92
39	Practice and apply state and local Rules of Court and applicable statutes.	4.10	4.38	19.38
40	Utilize backup audio media (BAM) in accordance with the laws and applicable standards.	4.13	3.82	17.51

APPENDIX C. KNOWLEDGE IMPORTANCE RATINGS

1. Reporting Proceedings

Knowledge Number	Knowledge Statement	Mean Importance
15	Skill to stenographically identify multiple speakers to accurately attribute statements.	3.88
20	Skill to operate the stenographic machine at the speed required by the laws and applicable standards.	3.84
4	Knowledge of the reporter's responsibility to identify parties for the record.	3.78
16	Knowledge that the stenographic notes are the official record.	3.73
8	Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting.	3.68
13	Skill to read stenographic notes aloud when requested.	3.63
21	Skill to assert control during proceedings to ensure accuracy of the record.	3.63
22	Skill to discern when follow-up clarification is required to ensure accuracy of the record.	3.57
7	Knowledge of the capabilities and use of the computer-aided transcription (CAT) software.	3.55
6	Knowledge of the reporter's duties in court or deposition proceedings according to the laws and applicable standards.	3.52
18	Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter.	3.47
17	Knowledge of laws and applicable standards pertaining to when to go on and off record during proceedings.	3.39
23	Knowledge of equipment required to provide realtime translation.	2.91
3	Knowledge of methods to obtain case caption information.	2.88
9	Knowledge of the procedures regarding marking of exhibits to ensure identification.	2.51
24	Knowledge of relevant laws and applicable standards regarding the provision of realtime translation.	2.50
14	Skill to recognize court testimony that has been objected to and sustained and/or stricken in order to preclude reading it back.	2.47
19	Knowledge of <i>Best Practices for Interpreted Depositions</i> .	2.32
1	Knowledge of Code of Civil Procedure section regarding administering the oath to witnesses and interpreters.	2.27
12	Knowledge of <i>Best Practices for Exhibit Handling for Depositions</i> .	2.17

1. Reporting Proceedings - Continued

Knowledge Number	Knowledge Statement	Mean Importance
5	Knowledge of participants' rights in deposition proceedings according to the Code of Civil Procedure.	1.88
2	Knowledge of the information provided in the court calendar.	1.51

2. Transcribing Proceedings

Knowledge Number	Knowledge Statement	Mean Importance
25	Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings.	3.56
31	Knowledge of basic computer operating functions and capabilities.	3.49
27	Knowledge of certificate page requirements.	3.47
26	Knowledge of requirements regarding Minimum Transcript Format Standards.	3.45
28	Knowledge of cover page requirements.	3.41
32	Knowledge of laws and applicable standards pertaining to formatting and producing transcripts of confidential proceedings.	3.36
29	Knowledge of the use of caption information in transcript preparation.	3.27
11	Knowledge of the procedures for creating an exhibit index.	3.23
35	Knowledge of Board-recommended formatting distinctions between rough drafts and certified copies.	2.90
33	Knowledge of the conditions that require redaction in the transcript.	2.78
30	Knowledge of methods and procedures for producing indices in a record on appeal.	2.09
34	Knowledge of transcript production requirements in death penalty cases.	1.72

Research and Language Skills

Knowledge Number	Knowledge Statement	Mean Importance
42	Knowledge of English language vocabulary.	3.65
40	Knowledge to recognize and correct homonym-type errors.	3.61
45	Knowledge of rules of punctuation.	3.57
44	Knowledge of rules of English grammar.	3.47
39	Knowledge of methods used to research obscure or unfamiliar terminology and spelling.	3.45
36	Knowledge of legal terminology and spelling.	3.39
41	Knowledge to recognize and correct word usage errors.	3.38
37	Knowledge of medical terminology and spelling.	3.33
38	Knowledge of technical terminology and spelling.	3.30
43	Knowledge of research methods to verify citations.	2.96
46	Knowledge of case citation formats.	2.80
47	Knowledge of authoritative research resources used to proofread transcripts.	2.70

3. Transcript Management

Knowledge Number	Knowledge Statement	Mean Importance
50	Knowledge of time limits required to produce and deliver finished transcripts.	3.50
48	Knowledge of methods and media to back up data.	3.48
49	Knowledge of requirements pertaining to maintenance and disposition of stenographic notes.	3.41
51	Knowledge of methods to produce electronic files.	3.22
62	Knowledge of methods to deliver certified transcripts.	2.97
57	Knowledge of privacy issues related to transcript production.	2.96
52	Knowledge of methods to protect and secure electronic documents.	2.92
60	Knowledge of methods to electronically produce rough draft transcripts.	2.79
61	Knowledge of methods to deliver rough draft transcripts.	2.71
10	Knowledge of the procedures regarding handling of exhibits to ensure safekeeping and distribution.	2.47
59	Knowledge of the laws and applicable standards regarding the sale of CSR products and services.	2.31
54	Knowledge of the requirements pertaining to the filing of sealed court transcripts.	2.13
58	Knowledge of the laws and applicable standards pertaining to the witness's reading and signing the transcript.	2.10
55	Knowledge of requirements pertaining to the backup of sealed transcripts.	1.99
53	Knowledge of methods to electronically sign documents.	1.96
56	Knowledge of practices to copy and attach exhibits to original and certified copies of transcripts.	1.74

4. Ethics

Knowledge Number	Knowledge Statement	Mean Importance
66	Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding.	3.73
67	Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters.	3.57
70	Knowledge of the reporter's scope of practice in reporting and transcribing proceedings.	3.51
69	Knowledge of laws and applicable standards concerning off-the-record or protected discussions.	3.25
68	Knowledge of laws and applicable standards pertaining to disclosure of conflicts of interest.	3.11
63	Knowledge of laws and applicable standards requiring confidentiality of proceedings.	3.03
71	Knowledge of use of backup audio media (BAM) according to applicable standards.	2.94
64	Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript.	2.93
65	Knowledge of requirements when any part of a transcript is requested by a third party.	2.82

APPENDIX D. LETTER TO PRACTITIONERS



COURT REPORTERS BOARD OF CALIFORNIA

2535 Capitol Oaks Drive, Suite 230, Sacramento, CA
95833

Phone (916) 263-3660 / Toll Free: 1-877-327-5272
Fax (916) 263-3664 / www.courtreportersboard.ca.gov



March 14, 2017

FirstName LastName
Street Address
City, STATE ZipCode

Dear Licensee:

The Court Reporters Board of California is currently conducting an occupational analysis of the court reporting profession. An occupational analysis is a comprehensive study of the profession and uses a survey questionnaire to determine the important tasks necessary for court reporting as well as the knowledge required to perform those tasks.

You have been randomly selected to complete our occupational analysis survey. The Board understands that your time is valuable, and your input is greatly appreciated in this vital process.

The occupational analysis survey is available online at
<https://www.surveymonkey.com/r/CSR2017OA>.

The survey does not have to be completed in a single session. You can exit the survey at any time and return to it later without losing your responses, as long as you are accessing the survey from the same computer. The survey will save fully completed pages; responses to items on partially completed pages will not be saved.

Your responses to this questionnaire will be combined with the responses of other court reporters to determine the tasks and knowledge needed for independent practice. Your individual responses will be kept confidential.

Results of the occupational analysis will provide the Board with essential information regarding court reporting skills and knowledge, including changes in the profession and an up-to-date description of court reporting practice. Additionally, the competencies identified during the study will provide the basis for development of CSR license examinations in the future.

Again, the survey is available until April 21, 2017. Thank you in advance for sharing your valuable experience with the Board.

Sincerely,

YVONNE K. FENNER
Executive Officer

APPENDIX E. QUESTIONNAIRE

Certified Shorthand Reporter Occupational Analysis

Dear Licensee:

The California Court Reporters Board (Board) is conducting an occupational analysis of the Certified Shorthand Reporter profession. The purpose of the occupational analysis is to identify the important tasks performed by Certified Shorthand Reporters and the knowledge required to perform those tasks. Results of the occupational analysis will be used to update and improve the Certified Shorthand Reporter licensing examinations in California.

Please take the time to complete this questionnaire. The Board understands your time is valuable and greatly appreciates your input in this vital process. Your participation is critical, as it will ensure that decisions regarding your profession are based on up-to-date and accurate information.

Your individual responses will be kept confidential. Your responses will be combined with responses of other Certified Shorthand Reporters and only group trends will be reported. Your personal information will not be tied to your responses.

In order to progress through this survey, please use the following navigation buttons:

- Click the Next button to continue to the next page.
- Click the Prev button to return to the previous page.
- Click the Exit this survey button to exit the survey and return to it at a later time.
- Click the Done/Submit button to submit your survey as completed.

Any questions marked with an asterisk (*) require an answer in order to progress through the survey questionnaire.

Please Note: Once you have started the survey, you can exit at any time and return to it later without losing your responses as long as you are accessing the survey from the same computer. The survey automatically saves fully-completed pages but will not save responses to questions on pages that were partially completed when the survey was exited. For your convenience, the Web link is available 24 hours a day 7 days a week.

Please submit the completed survey questionnaire by April 21, 2017.

If you have any questions about completing this survey, please contact Kim Kale at (877) 327-5272. The Board welcomes your participation in this study and thanks you for your time.

Occupational Analysis of the Certified Shorthand Reporter

The California Court Reporters Board recognizes that every Certified Shorthand Reporter may not perform all of the tasks or use all of the knowledge contained in this questionnaire. However, your contributions will help establish standards for safe and effective Certified Shorthand Reporter practice in the State of California.

Complete this questionnaire only if you are currently licensed as a Certified Shorthand Reporter in California.

Part I - Personal Data

The information you provide here is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code section 1798 et seq.) and will be used only for the purpose of analyzing the ratings from this questionnaire.

* 1. Are you currently employed as a Certified Shorthand Reporter in California?

- Yes
- No

2. How would you describe your primary work classification?

- Official court reporter
- Freelance reporter
- State hearing reporter
- Captioner/CART provider
- Other (please specify)

3. How would you describe your primary work setting?

- Court system
- State agency
- Private reporting firm(s)
- Other (please specify)

Part I - Personal Data (continued)

4. How many years have you worked as a Certified Shorthand Reporter in California?

- 0 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years

5. How many hours per week do you spend reporting and producing transcripts?

- 0 to 9 hours
- 10 to 19 hours
- 20 to 29 hours
- 30 to 39 hours
- 40 or more hours

6. In which of the following venues do you spend the majority of your time working as a CSR?

- Depositions
- Federal court
- Superior court
- State hearings
- Other (please specify)

7. What method do you use as your primary means of transcription?

- Computer-aided
- Dictation
- Typing

8. Do you utilize persons to assist you in transcription, proofreading and/or binding?

- Yes
- No

9. If yes, indicate what type of services you utilize. (Check all that apply).

- Scopist
- Proofreader
- Agency
- Production assistant

10. What describes the location of your primary work setting?

- Urban (greater than 50,000 people)
- Rural (less than 50,000 people)

Part I - Personal Data (continued)

11. What is the highest level of education you have achieved?

- On-the-job training
- Court reporting school
- Associate degree
- Bachelor's degree
- Master's degree
- Doctorate
- Other formal education (please specify)

Part I - Personal Data (continued)

12. Over the past year, on which of the following types of proceedings have you worked? (Check all that apply).

- Administrative law
- Agriculture
- Arbitration and mediation
- Bankruptcy
- Broadcast captioning
- Business litigation
- Civil court
- Competency hearings
- Computer-assisted realtime
- Construction law
- Conventions and meetings
- Criminal court
- Discrimination
- Domestic dispute/violence
- Elder abuse/neglect
- Employment law
- Entertainment
- Environmental
- Family law
- Forensic expert
- General malpractice
- Grand jury
- Immigration
- Intellectual property
- Juvenile
- Landlord-tenant
- Law and motion

- Law enforcement
- Legal malpractice
- Legislative
- Maritime
- Medical examinations
- Medical malpractice
- Mental health
- Military law
- Oil and gas
- Patents and trademarks
- Personal injury
- Probate
- Product liability
- Public and private hearings
- Public interest
- Real estate
- Tax law
- Traffic court
- Transportation law
- Witness statements
- Workers' compensation

Part I - Personal Data (continued)

13. In what California county do you perform the majority of your work?

- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Alameda | <input type="radio"/> Marin | <input type="radio"/> San Mateo |
| <input type="radio"/> Alpine | <input type="radio"/> Mariposa | <input type="radio"/> Santa Barbara |
| <input type="radio"/> Amador | <input type="radio"/> Mendocino | <input type="radio"/> Santa Clara |
| <input type="radio"/> Butte | <input type="radio"/> Merced | <input type="radio"/> Santa Cruz |
| <input type="radio"/> Calaveras | <input type="radio"/> Modoc | <input type="radio"/> Shasta |
| <input type="radio"/> Colusa | <input type="radio"/> Mono | <input type="radio"/> Sierra |
| <input type="radio"/> Contra Costa | <input type="radio"/> Monterey | <input type="radio"/> Siskiyou |
| <input type="radio"/> Del Norte | <input type="radio"/> Napa | <input type="radio"/> Solano |
| <input type="radio"/> El Dorado | <input type="radio"/> Nevada | <input type="radio"/> Sonoma |
| <input type="radio"/> Fresno | <input type="radio"/> Orange | <input type="radio"/> Stanislaus |
| <input type="radio"/> Glenn | <input type="radio"/> Placer | <input type="radio"/> Sutter |
| <input type="radio"/> Humboldt | <input type="radio"/> Plumas | <input type="radio"/> Tehama |
| <input type="radio"/> Imperial | <input type="radio"/> Riverside | <input type="radio"/> Trinity |
| <input type="radio"/> Inyo | <input type="radio"/> Sacramento | <input type="radio"/> Tulare |
| <input type="radio"/> Kern | <input type="radio"/> San Benito | <input type="radio"/> Tuolumne |
| <input type="radio"/> Kings | <input type="radio"/> San Bernardino | <input type="radio"/> Ventura |
| <input type="radio"/> Lake | <input type="radio"/> San Diego | <input type="radio"/> Yolo |
| <input type="radio"/> Lassen | <input type="radio"/> San Francisco | <input type="radio"/> Yuba |
| <input type="radio"/> Los Angeles | <input type="radio"/> San Joaquin | |
| <input type="radio"/> Madera | <input type="radio"/> San Luis Obispo | |

Part II - Task Rating Instructions

In this part of the questionnaire, you will be presented with 41 tasks reflecting the nature of Certified Shorthand Reporter practice in California. First, you will be asked to rate each task in terms of importance (how important the task is in the performance of your current practice). Then you will rate the same task in terms of frequency (how frequently you perform the task).

Please rate each task as it relates to your current practice as a licensed Certified Shorthand Reporter. Do not respond based on what you believe all Certified Shorthand Reporters should be expected to know or be able to do. Data inconsistent with these instructions will be omitted from analysis.

Your importance and frequency ratings should be separate and independent ratings. Therefore, the ratings that you assign using one rating scale should not influence the ratings that you assign using another rating scale. For example, you may perform a task frequently, but the task may not be important.

If the task is NOT a part of your current job, rate the task as "Not Important/Does Not Apply" for importance and "Does Not Apply To My Job" for frequency.

The boxes for rating the importance and frequency of each task have drop-down lists. Click on the "down" arrow for each list to see the ratings and then select the option based on your current practice.

Please use the scales below to rate the tasks on the next five pages.

IMPORTANCE SCALE

HOW IMPORTANT is performance of this task in your current practice? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 - NOT IMPORTANT; DOES NOT APPLY TO MY PRACTICE. This task is not important and/or I do not perform this task in my practice.

1 - OF MINOR IMPORTANCE. This task has the lowest priority of all the tasks that I perform in my practice.

2 - FAIRLY IMPORTANT. This task is fairly important relative to other tasks; however, it does not have the priority of most other tasks that I perform in my practice.

3 - MODERATELY IMPORTANT. This task has about average priority among all tasks that I perform in my practice.

4 - VERY IMPORTANT. This task is very important for my practice; it has a higher degree of importance or priority than most other tasks that I perform in my practice.

5 - CRITICALLY IMPORTANT. This task is among the most critical tasks that I perform in my practice.

FREQUENCY SCALE

HOW OFTEN do you perform this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 - DOES NOT APPLY TO MY JOB. I never perform this task in my job.

1 - RARELY. This is one of the least frequently performed tasks in my job.

2 - SELDOM. This task is performed infrequently relative to other tasks that I perform in my job.

3 - OCCASIONALLY. This task is performed somewhat frequently and is about average relative to all other tasks that I perform in my job.

4 - OFTEN. This task is performed more frequently than most other tasks in my job.

5 - VERY OFTEN. I perform this task almost constantly and it is one of the most frequently performed tasks in my job.

Part II - Job Task

14. Reporting Proceedings

	Importance	Frequency
1. Obtain information from the court calendar and/or case caption to aid in transcript preparation.	<input type="text"/>	<input type="text"/>
2. Obtain all parties' names and contact information to facilitate transcript production and distribution.	<input type="text"/>	<input type="text"/>
3. Set up equipment to prepare for reporting proceedings.	<input type="text"/>	<input type="text"/>
4. Administer the oath to witnesses/interpreters according to the relevant code.	<input type="text"/>	<input type="text"/>
5. Report interpreted proceedings in a manner that allows for accurate transcription and comports with protocols and procedures.	<input type="text"/>	<input type="text"/>
6. Mark exhibits introduced during depositions for identification and inclusion in the record.	<input type="text"/>	<input type="text"/>
7. Identify in the record when exhibits are marked and/or received to produce the exhibit index.	<input type="text"/>	<input type="text"/>
8. Maintain custody of deposition exhibits for production of transcripts and distribution upon completion.	<input type="text"/>	<input type="text"/>

	Importance	Frequency
9. Utilize stenographic equipment with the fluency and speed required to capture verbatim testimony in a manner that allows for accurate transcriptions.	<input type="text"/>	<input type="text"/>
10. Utilize speaker identification to attribute statements made on the record.	<input type="text"/>	<input type="text"/>
11. Utilize computer-aided transcription (CAT) software and equipment to provide realtime translation.	<input type="text"/>	<input type="text"/>
12. Control the proceedings to ensure verbatim records.	<input type="text"/>	<input type="text"/>
13. Cease and/or resume the reporting of proceedings as required by code.	<input type="text"/>	<input type="text"/>
14. Read back proceedings as requested.	<input type="text"/>	<input type="text"/>
15. Flag portions of proceedings requiring further clarification.	<input type="text"/>	<input type="text"/>

Part II - Job Task Ratings

15. Transcribing Proceedings

	Importance	Frequency
16. Prepare transcripts of proceedings from translated stenographic notes.	<input type="text"/>	<input type="text"/>
17. Create title, appearance, index, and certificate pages to conform to codes.	<input type="text"/>	<input type="text"/>
18. Maintain a current stenographic dictionary to facilitate transcript production.	<input type="text"/>	<input type="text"/>
19. Punctuate transcripts using Board-approved guidelines to accurately reflect the proceedings.	<input type="text"/>	<input type="text"/>
20. Maintain confidentiality in accordance with the prevailing codes.	<input type="text"/>	<input type="text"/>
21. Ensure transcripts meet regulation requirements and jurisdictional rules.	<input type="text"/>	<input type="text"/>

Part II - Job Task

16. Research and Language Skills

	Importance	Frequency
22. Research citations stated on the record to ensure information is correct.	<input type="text"/>	<input type="text"/>
23. Proofread transcripts for correct punctuation to ensure verbatim records of proceedings.	<input type="text"/>	<input type="text"/>
24. Proofread transcripts to ensure absence of spelling, typographical, and/or word usage (e.g., homonym-type) errors.	<input type="text"/>	<input type="text"/>
25. Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	<input type="text"/>	<input type="text"/>
26. Research the spelling of medical, legal, and technical terminology used during proceedings.	<input type="text"/>	<input type="text"/>
27. Cultivate a broad vocabulary to assist in accurately capturing and transcribing verbatim proceedings.	<input type="text"/>	<input type="text"/>
28. Maintain grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	<input type="text"/>	<input type="text"/>

Part II - Job Task

17. Transcript Management

	Importance	Frequency
29. Prepare and deliver secure electronic files of transcripts when requested or required by the code.	<input type="text"/>	<input type="text"/>
30. Affix an electronic signature to reporter's certificate for transcripts delivered electronically.	<input type="text"/>	<input type="text"/>
31. Fulfill requests for rough draft transcripts pursuant to code.	<input type="text"/>	<input type="text"/>
32. Prepare and deliver printed versions of transcripts when requested or required by the code.	<input type="text"/>	<input type="text"/>
33. Retain stenographic notes of proceedings in a secure manner that ensures future accessibility according to applicable codes.	<input type="text"/>	<input type="text"/>
34. Notify deponent when transcripts are ready for review and signature pursuant to code.	<input type="text"/>	<input type="text"/>
35. Deliver (e.g., e-mail, upload, hand-deliver) stenographic notes to the court when required.	<input type="text"/>	<input type="text"/>
36. Prepare bills for products and services in accordance with applicable statutes.	<input type="text"/>	<input type="text"/>

Part II - Job Task

18. Ethics

Importance

Frequency

37. Adhere to the statutes outlined in the Business and Professions Code as they pertain to performing tasks required of Certified Shorthand Reporters.

38. Maintain impartiality and confidentiality in accordance with applicable codes.

39. Practice and apply state and local Rules of Court and applicable statutes.

40. Utilize backup audio media (BAM) in accordance with applicable standards.

41. Adhere to the Professional Standards of Practice for Certified Shorthand Reporters.

Part III - Knowledge Importance Rating Instructions

In this part of the questionnaire, you will be presented with 71 knowledge statements. Please rate each knowledge statement based on how important you believe that a knowledge is to the performance of tasks in your job.

If a knowledge is NOT a part of your job, rate the statement "not important; not required" and go on to the next item.

Please use the following importance scale to rate the knowledge statements.

IMPORTANCE SCALE

HOW IMPORTANT is this knowledge to performance of tasks in your current job?

0 - NOT IMPORTANT; NOT REQUIRED. This job knowledge does not apply to my job; it is not required for job performance.

1 - OF MINOR IMPORTANCE. This job knowledge is of minor importance for job performance; it is useful for some minor part of my job.

2 - FAIRLY IMPORTANT. This job knowledge is fairly important for job performance in some relatively major part of my job.

3 - MODERATELY IMPORTANT. This job knowledge is moderately important for job performance in some relatively major part of my job.

4 - VERY IMPORTANT. This job knowledge is very important for job performance in a significant part of my job.

5 - CRITICALLY IMPORTANT. This job knowledge is critically important for job performance.

Part III - Knowledge Importance Ratings

19. HOW IMPORTANT is this knowledge to performance of tasks in your current job?

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
1. Knowledge of Code of Civil Procedure section regarding administering the oath to witnesses and interpreters.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Knowledge of the information provided in the court calendar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Knowledge of methods to obtain case caption information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledge of the reporter's responsibility to identify parties for the record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of participants' rights in deposition proceedings according to the Code of Civil Procedure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge of reporter's duties in court or deposition proceedings according to the codes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge of the capabilities and use of the computer-aided transcription (CAT) software.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledge of the operation and maintenance of the stenographic machine to facilitate verbatim reporting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Knowledge of the procedures regarding marking of exhibits to ensure identification.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
10. Knowledge of the procedures regarding handling of exhibits to ensure safekeeping and distribution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Knowledge of the procedures for creating an exhibit index.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Knowledge of Best Practices for Exhibit Handling for Depositions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Skill to read stenographic notes aloud when requested.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Skill to recognize testimony that has been objected to and sustained and/or stricken in order to preclude reading it back.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Skill to stenographically identify multiple speakers to accurately attribute statements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Knowledge that the stenographic notes are the official record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Knowledge of codes pertaining to when to go on and off record during proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Knowledge of Best Practices for Interpreted Depositions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Skill to operate the stenographic machine at the speed required by code.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
21. Skill to assert control during proceedings to ensure accuracy of the record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Skill to discern when follow-up clarification is required to ensure accuracy of the record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Knowledge of equipment required to provide realtime translation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Knowledge of relevant codes regarding the provision of realtime translation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part III - Knowledge Importance Ratings

20. HOW IMPORTANT is this knowledge to performance of tasks in your current job?

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
25. Knowledge of the capabilities and application of court reporting software to produce transcripts of proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Knowledge of requirements regarding Minimum Transcript Format Standards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Knowledge of certificate page requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Knowledge of cover page requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Knowledge of the use of caption information in transcript preparation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Knowledge of methods and procedures for producing indices in a record on appeal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Knowledge of basic computer operating functions and capabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Knowledge of codes pertaining to formatting and producing transcripts of confidential proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Knowledge of the conditions that require redaction in the transcript.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Knowledge of transcript production requirements in death penalty cases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
35. Knowledge of Board-recommended formatting distinctions between rough drafts and certified copies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part III - Knowledge Importance Ratings

21. HOW IMPORTANT is this knowledge to performance of tasks in your current job?

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
36. Knowledge of legal terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Knowledge of medical terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Knowledge of technical terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Knowledge of methods used to research obscure or unfamiliar terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Knowledge to recognize and correct homonym-type errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Knowledge to recognize and correct word usage errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Knowledge of English language vocabulary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Knowledge of research methods to verify citations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Knowledge of rules of English grammar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Knowledge of rules of punctuation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Knowledge of case citation formats.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. Knowledge of authoritative research resources used to proofread transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part III - Knowledge Importance Ratings

22. HOW IMPORTANT is this knowledge to performance of tasks in your current job?

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
48. Knowledge of methods and media to back up data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. Knowledge of requirements pertaining to maintenance and disposition of stenographic notes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. Knowledge of time limits required to produce and deliver finished transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. Knowledge of methods to produce electronic files.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. Knowledge of methods to protect and secure electronic documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. Knowledge of methods to electronically sign documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Knowledge of requirements pertaining to the filing of sealed court transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. Knowledge of requirements pertaining to the backup of sealed transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Knowledge of practices to copy and attach exhibits to original and certified copies of transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. Knowledge of privacy issues related to transcript production.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
58. Knowledge of codes pertaining to the witness's reading and signing the transcript.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. Knowledge of the laws regarding the sale of CSR products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. Knowledge of methods to electronically produce rough draft transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. Knowledge of methods to deliver rough draft transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. Knowledge of methods to deliver certified transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part III - Knowledge Importance Ratings

23. HOW IMPORTANT is this knowledge to performance of tasks in your current job?

	NOT IMPORTANT; NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
63. Knowledge of code provisions requiring confidentiality of proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. Knowledge of notification procedures when any part of a transcript is requested by a party to the proceeding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65. Knowledge of procedures when any part of a transcript is requested by a third party.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68. Knowledge of codes pertaining to disclosure of conflicts of interest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69. Knowledge of code provisions concerning off-the-record or protected discussions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70. Knowledge of the reporter's scope of practice in reporting and transcribing proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71. Knowledge of use of backup audio media (BAM).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Exit Page

**Thank you for completing this questionnaire. Your feedback is extremely valuable.
If you have any questions regarding this survey, please contact Kim Kale at (877) 327-5272.**

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