



COURT REPORTERS BOARD
OF CALIFORNIA

OCCUPATIONAL ANALYSIS OF THE
CERTIFIED SHORTHAND REPORTER PROFESSION



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OFFICE OF PROFESSIONAL EXAMINATION SERVICES

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This occupational analysis report is mandated by California Business and Professions Code (BPC) § 139 and by DCA Licensure Examination Validation Policy OPES 22-01.

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 this OA is to define practice for CSRs in terms of the critical tasks that CSRs must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the CSR profession and provide the basis for developing valid and legally defensible California Certified Shorthand Reporter Licensure Examinations.

OPES test specialists began by researching the profession and conducting telephone interviews with licensed CSRs working in locations throughout California. The purpose of these interviews was to identify the tasks performed by CSRs and to determine the knowledge required to perform those tasks safely and competently. Using the information gathered from the research and the interviews, OPES test specialists developed a preliminary list of tasks performed by CSRs in their profession, and a list of statements representing the knowledge needed to perform those tasks.

In September 2022, OPES test specialists convened a workshop to review and refine the preliminary lists of tasks and knowledge statements describing CSR practice in California. CSRs participated in the workshops as subject matter experts (SMEs). The SMEs were from diverse backgrounds in the profession (e.g., work setting, geographic location of practice, years licensed). Later in September 2022, OPES test specialists convened a second workshop to review and finalize the lists of tasks and knowledge statements. The SMEs also linked tasks with the knowledge required to perform those tasks and reviewed the demographic questions to be used on the OA questionnaire.

After the second workshop, OPES test specialists developed a three-part OA questionnaire to be completed by CSRs statewide. Development of the OA questionnaire included a pilot study that was conducted with SMEs who participated in either the interviews or the September 2022 workshops. The pilot study participants' feedback was incorporated into the final questionnaire, which was administered from November 9, 2022–January 6, 2023.

In the first part of the OA questionnaire, CSRs were asked to provide demographic information related to their practice and work settings. In the second part, CSRs were asked to rate how often they perform each task in their current practice (Frequency) and how important the task is to effective performance of their current practice (Importance). In the third part, CSRs were asked to rate how important each knowledge statement is to effective performance of their current practice (Importance).

In November 2022, OPES developed a stratified random sample of 2,044 licensees (out of 6,978 total licensees) to participate in the OA questionnaire. The sample was stratified by years licensed and county of practice, with oversampling of CSRs licensed 0–5 years and CSRs working in counties with fewer than 10 licensees. The Board sent letters to the sample of 2,044 CSRs, inviting them to complete the online questionnaire.

In December 2022, OPES developed a second sample of 1,000 licensees for a total of 3,044 invitation letters sent. Fifty-nine invitation letters were returned. The final number of invitation letters sent was 2,985.

A total of 373 CSRs, or approximately 12.5% of the CSRs in the two samples, responded by accessing the OA questionnaire. The final sample included in the data analysis was 312 (10.5%). This response rate reflects two adjustments. First, OPES excluded data from respondents who indicated that they were not currently licensed and working as a CSR in California. Second, OPES excluded questionnaires containing a large portion of incomplete responses.

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

After the data were analyzed, OPES test specialists conducted two workshops with SMEs, one in January and one in February 2023. The SMEs evaluated the criticality indices and determined whether any tasks or knowledge statements should be eliminated. The SMEs also established the final linkage between tasks and knowledge statements, reviewed the task and knowledge statement content areas, and defined those content areas. The SMEs then evaluated the preliminary content area weights and determined the final weights for the three

new examination outlines for the California Certified Shorthand Reporter Licensure Examinations: English, Professional Practice, and Dictation.

The new examination outline for the English Examination is a single content area; three subareas are weighted by criticality relative to the other subareas. The new examination outlines for the Professional Practice and Dictation Examinations are each structured into four content areas, which are weighted relative to the other content areas. The new outlines identify the tasks and knowledge critical to competent CSR practice in California at the time of licensure.

The examination outlines developed as a result of this OA provide the basis for developing the California Certified Shorthand Reporter Licensure Examinations.

OVERVIEW OF THE EXAMINATION OUTLINE FOR CALIFORNIA CERTIFIED
 SHORTHAND REPORTER LICENSURE EXAMINATION: ENGLISH

Content Area	Description	Area Percent Weight	Subarea Percent Weight
RESEARCH AND LANGUAGE SKILLS	This area assesses a candidate's ability to follow current rules of punctuation, grammar, word usage, and vocabulary to ensure accuracy of the transcript.	100	
1. Grammar			15
2. Proofreading			65
3. Vocabulary			20
TOTAL		100	

OVERVIEW OF THE EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED
SHORTHAND REPORTER LICENSURE EXAMINATION: PROFESSIONAL PRACTICE

Content Area	Description	Percent Weight
1. REPORTING PROCEEDINGS	This area assesses the candidate's knowledge of procedures for gathering information using stenographic or voice-writing equipment and computer-aided transcription software according to laws, regulations, and CRB Best Practices to create a verbatim record.	32
2. TRANSCRIBING PROCEEDINGS	This area assesses the candidate's ability to prepare and create an accurate certified transcript from the stenographic or voice record in a format that conforms to laws, regulations, and CRB Best Practices.	26
3. TRANSCRIPT MANAGEMENT	This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices pertaining to the preparation, sale, notification, delivery, and maintenance of records, transcripts, and exhibits.	25
4. ETHICS	This area assesses the candidate's ability to adhere to laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.	17
TOTAL		100

OVERVIEW OF THE EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED
SHORTHAND REPORTER LICENSURE EXAMINATION: DICTATION

Content Area	Description	Percent Weight
1. REPORTING PROCEEDINGS	This area assesses the candidate's ability to utilize stenographic or voice-writing equipment and computer-aided transcription software to create a verbatim record.	39
2. TRANSCRIBING PROCEEDINGS	This area assesses the candidate's ability to prepare and create an accurate transcript from the stenographic or voice record formatted to applicable standards.	13
3. RESEARCH AND LANGUAGE SKILLS	This area assesses the candidate's ability to follow current rules of punctuation, grammar, word usage, and vocabulary when preparing the transcript.	41
4. TRANSCRIPT MANAGEMENT	This area assesses the candidate's ability to prepare and deliver the transcript in a timely manner.	7
TOTAL		100

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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 the certified shorthand reporter (CSR) profession in California. The purpose of the OA is to identify critical activities performed by CSRs in California. The results of this OA provide a description of practice for the CSR profession and a basis for developing valid and legally defensible California Certified Shorthand Reporter Licensure Examinations.

PARTICIPATION OF SUBJECT MATTER EXPERTS

California CSRs participated as subject matter experts (SMEs) during the OA to ensure that the description of practice directly reflects current CSR practice in California. These SMEs represented the profession in terms of work setting, geographic location of practice, and years licensed. The SMEs provided technical expertise and information regarding different aspects of CSR practice through interviews and workshops. During the interviews, the SMEs provided information about the tasks involved in practice and the knowledge required to perform those tasks safely and competently. During the workshops, the SMEs developed and reviewed the tasks and knowledge statements describing CSR practice, organized the tasks and knowledge statements into content areas, evaluated the responses to the OA questionnaire, and developed the examination outlines.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensure, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, and to professional guidelines and technical standards. For the purposes of OAs, the following laws and guidelines are authoritative:

- California Business and Professions Code (BPC) § 139.
- 29 Code of Federal Regulations Part 1607 – Uniform Guidelines on Employee Selection Procedures (1978).

- California Fair Employment and Housing Act, Government Code § 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2018), 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 BPC §§ 8017, 8017.5, and 8018:

§ 8017

The practice of shorthand reporting is defined as the making, by means of written symbols or abbreviations in shorthand or machine shorthand writing, or by voice 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.

§ 8017.5

For purposes of this article:

(a) “Voice writer” means a certified shorthand reporter that makes a verbatim record or a proceeding using a closed microphone voice dictation silencer, steno mask, or similar device using oral shorthand and voice notes.

(b) “Voice writing” means a verbatim record or a proceeding using a closed microphone voice dictation silencer, steno mask, or similar device using oral shorthand and voice notes made by a certified shorthand reporter.

The CSR occupation is described as follows in title 16 § 2403, of the CCR:

Title 16 of the California Code of Regulations

Division 24. Court Reporters Board of California

Article 1. General Provisions

§2403. Scope of Practice

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 for expedited delivery 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.

CHAPTER 2 | OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of CSR SMEs to contact for telephone interviews. During the semi-structured interviews, 11 SMEs were asked to identify the major content areas of their practice and the tasks performed in each area. They were also asked to identify the knowledge necessary to perform each task safely and competently.

TASKS AND KNOWLEDGE STATEMENTS

To develop a preliminary list of tasks and knowledge statements, OPES test specialists integrated the information gathered from literature reviews of profession-related sources (e.g., previous OA reports, articles, industry publications, laws and regulations) and from interviews with CSRs.

In September 2022, OPES test specialists facilitated two workshops to review and refine the tasks and knowledge statements. Nine CSRs, from diverse backgrounds (e.g., work setting, geographic location of practice, years licensed), served as SMEs in these workshops. During the first workshop, the SMEs evaluated the tasks and the knowledge statements for technical accuracy, level of specificity, and comprehensiveness. In addition, the SMEs evaluated the organization of tasks within content areas to ensure that the content areas were independent and non-overlapping.

During the second workshop, the SMEs finalized the tasks and the knowledge statements and performed a linkage between them. The linkage was designed to identify the knowledge required for performance of each task and to verify that each statement of knowledge is important for safe and competent practice as a CSR. Additionally, the linkage ensured that all tasks were linked to at least one knowledge statement and that each knowledge statement was linked to at least one task.

During this workshop, SMEs evaluated the scales that would be used for rating tasks and knowledge statements in an online OA questionnaire that would be sent to CSRs statewide. The SMEs also reviewed and revised the proposed demographic questions for the online OA questionnaire.

OPES used the final lists of tasks and knowledge statements, demographic questions, and rating scales to develop the online OA questionnaire.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed the online OA questionnaire designed to solicit CSRs' ratings of the tasks and knowledge statements. The surveyed CSRs were instructed to rate how often they perform each task in their current practice (Frequency) and how important each task is to the effective performance of their current practice (Importance). In addition, they were instructed to rate how important each item of knowledge is to the effective performance of their current practice (Importance). The OA questionnaire also included a demographic section to obtain relevant professional background information about responding CSRs. The OA questionnaire is Appendix E.

PILOT STUDY

Before administering the final questionnaire, OPES conducted a pilot study of the online questionnaire. The draft questionnaire was reviewed by the Board and then sent to 14 SMEs who had participated in either the interviews or the workshops. OPES received feedback on the pilot study from all 14 SMEs. The SMEs reviewed the tasks and knowledge statements in the questionnaire for technical accuracy and for whether they reflected CSR practice. The SMEs also provided the estimated time for completion of the questionnaire and information about online navigation and ease of use. OPES test specialists used this feedback to refine the final questionnaire, which was administered from November 9, 2022–January 6, 2023.

CHAPTER 3 | RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

In November 2022, OPES developed a stratified random sample of 2,044 licensees (out of 6,978 total licensees) to participate in the OA questionnaire. The sample was stratified by years licensed and county of practice, with oversampling of CSRs licensed 0–5 years and CSRs working in counties with fewer than 10 licensees. The Board sent notification letters to the sample of 2,044 CSRs inviting them to complete the online questionnaire.

In December 2022, OPES developed a second sample of 1,000 licensees for a total of 3,044 notification letters sent. Fifty-nine notification letters were returned. The final number of notification letters sent was 2,985. The notification letters are Appendix D.

A total of 373 CSRs, or approximately 12.5% of the CSRs in the two samples, responded by accessing the OA questionnaire. The final sample included in the data analysis was 312 (10.5%). This response rate reflects two adjustments. First, OPES excluded data from respondents who indicated they were not currently licensed and working as a CSR in California. Second, OPES excluded questionnaires containing a large portion of incomplete responses. The final respondent sample appears to represent the California CSR profession based on the sample's demographic composition.

DEMOGRAPHIC SUMMARY

Table 1 and Figure 1 show that 50.6% of respondents reported that their primary work classification is freelance reporter; 40.7% reported being official court reporters. Respondents were then asked about their primary work environment.

Table 2 and Figure 2 show that 41% of respondents reported that they work in the court system, 39.4% work remotely, and 9.6% work in person.

Most respondents (53.8%) reported being licensed as a CSR in California for more than 20 years, while 24% reported 11–20 years, 10.6% reported 6–10 years, and 10.9% reported 0–5 years (Table 3 and Figure 3).

Respondents were asked how many hours they worked each week as a CSR. Table 4 and Figure 4 show that 42.6% of respondents work 40 or more hours,

followed by 22.1% reporting 30–39 hours, 18.3% reporting 20–29 hours, 9% reporting 10–19 hours, and 7.7% reporting 9 hours or fewer.

Table 5 and Figure 5 show that 45.8% of respondents spent the majority of their time working in depositions, and 45.2% worked the majority of their time in superior court. When asked about types of assistance used in scoping, proofreading, or binding, 47.1% of CSRs reported use of a proofreader, 28.2% CSRs reported use of a scopist, and 23.4% reported use of an agency (Table 6 and Figure 6).

Table 7 and Figure 7 show that the majority of respondents (84.9%) reported that their primary work location is urban. When asked about their highest level of education, 57.4% of respondents reported that they attended a court reporting school, 18.3% reported obtaining an associate degree, and 15.7% reported obtaining a bachelor's degree (Table 8 and Figure 8).

Table 9 shows the types of proceedings worked in the past year. Of the respondents, 61.9% reported family law, 50.6% reported personal injury, and 47.8% reported civil court. Table 10 and Figure 9 show that 90.1% of CSRs reported the California-recognized court reporting school as the eligibility pathway to qualify for the CSR examination, while 6.7% reported having a Registered Professional Reporter (RPR) certificate or certificate of merit.

Respondents were then asked if they had any NCRA certifications. Of those who responded, 31.1% reported having the Registered Professional Reporter (RPR) certificate, and 10.9% reported having the Certified Realtime Reporter (CRR) certificate (Table 11 and Figure 10).

When asked about how many years before they plan to retire, 48.4% of respondents reported 10 years or more, 16.7% reported 7–10 years, 12.5% reported 4–6 years, and 11.5% reported 1–3 years (Table 12 and Figure 11). Respondents were also asked about the time dedicated to official, freelance, and captioner duties. The majority of respondents reported dedicating 100% of their working time as freelance (Table 13).

Table 14 shows the geographical regions where respondents perform most of their work. A breakdown of regional data organized by county is Appendix A. Table 14 shows the location of respondents' primary practice by geographical

region. Additional demographic information from respondents is found in Tables 1–14 and Figures 1–11.

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TABLE 1 – PRIMARY WORK CLASSIFICATION

CLASSIFICATION	NUMBER (N)	PERCENT
Official court reporter	127	40.7
Freelance reporter	158	50.6
Captioner/CART provider	5	1.6
Other	21	6.7
Missing	1	0.3
TOTAL	312	100*

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

Figure 1 – PRIMARY WORK CLASSIFICATION

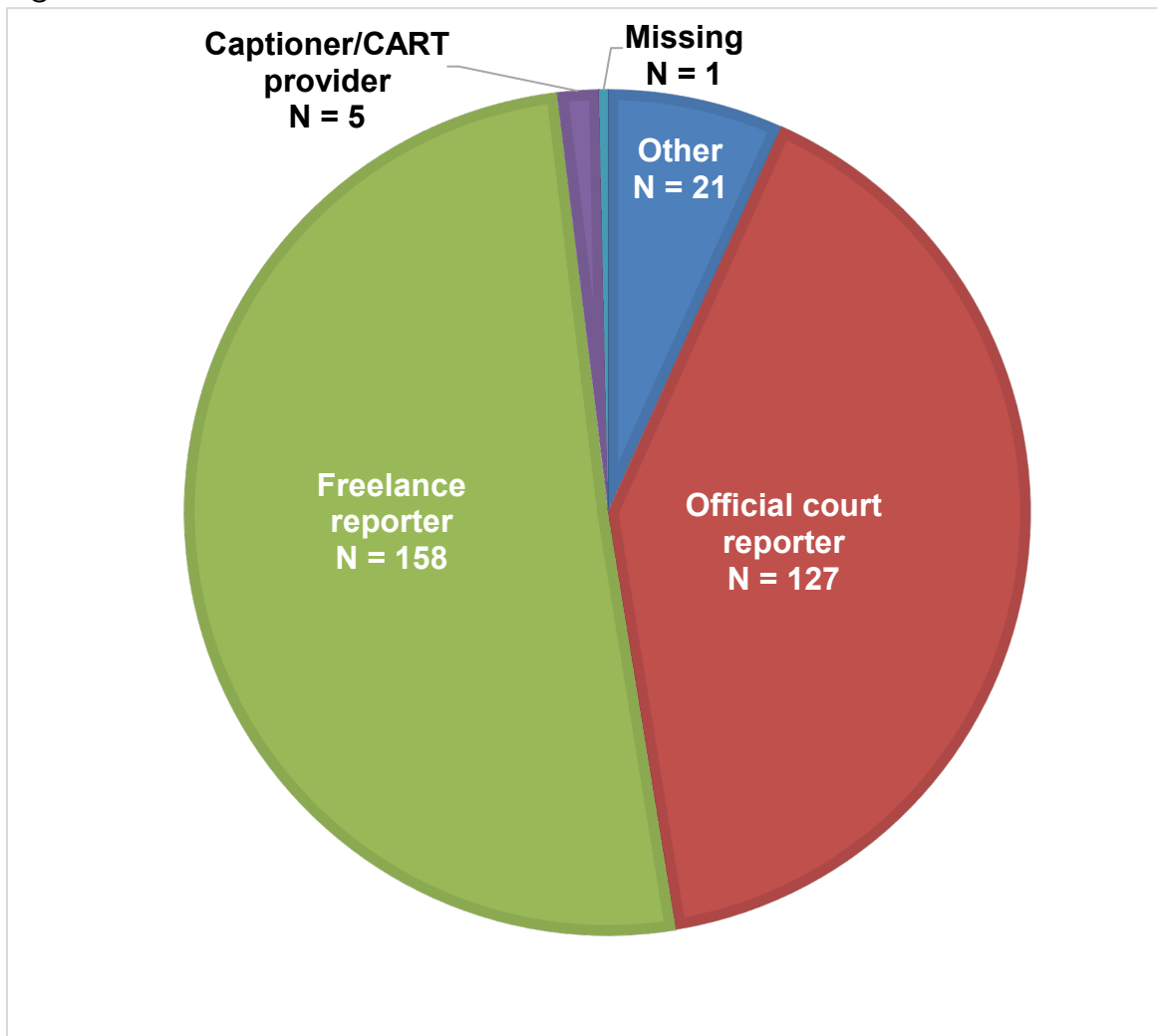


TABLE 2 – PRIMARY WORK ENVIRONMENT

WORK ENVIRONMENT	NUMBER (N)	PERCENT
Court system	128	41.0
Remote	123	39.4
In person	30	9.6
Other	30	9.6
Missing	1	0.3
TOTAL	312	100*

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

FIGURE 2 – PRIMARY WORK ENVIRONMENT

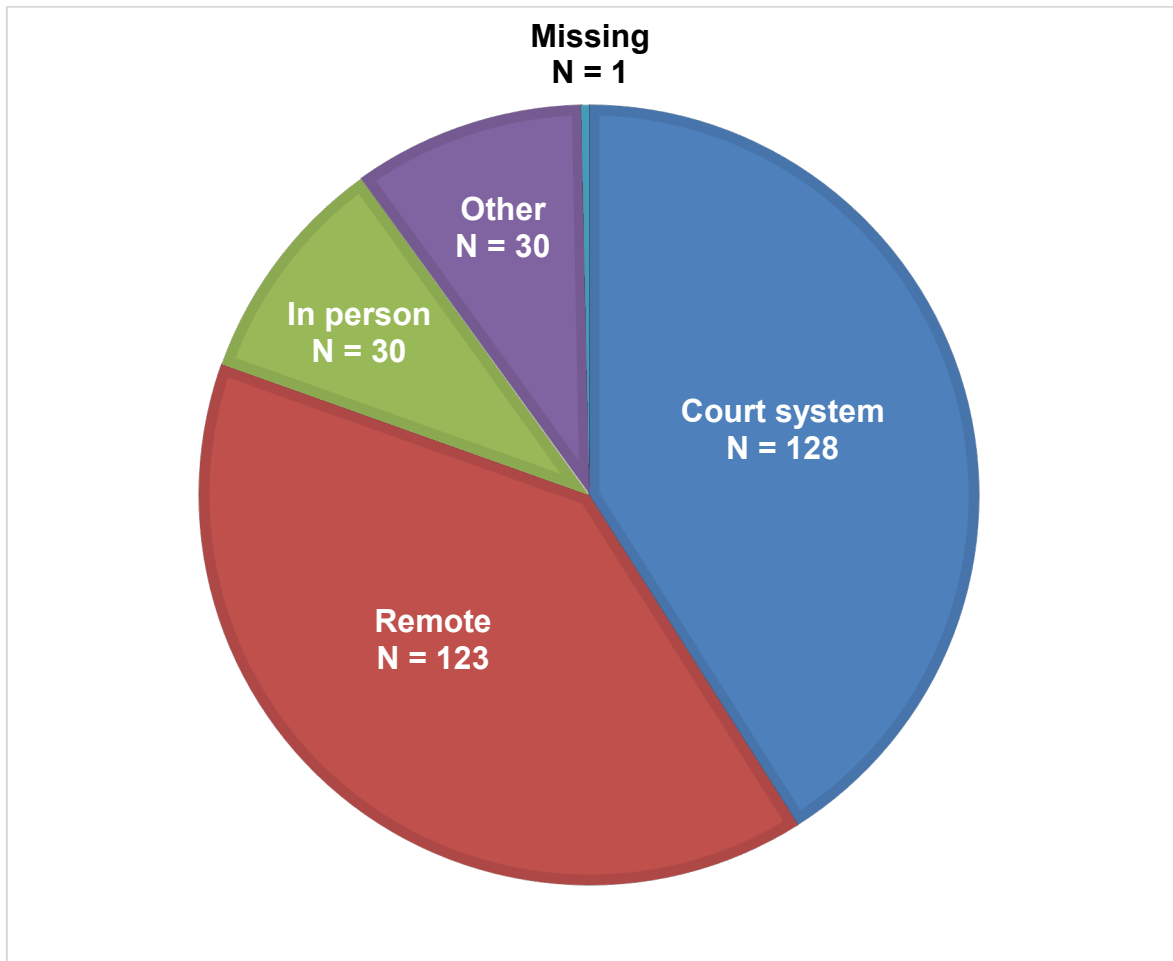


TABLE 3 – NUMBER OF YEARS LICENSED AS A CSR

YEARS	NUMBER (N)	PERCENT
0–5 years	34	10.9
6–10 years	33	10.6
11–20 years	75	24.0
More than 20 years	168	53.8
Missing	2	0.6
TOTAL	312	100*

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

FIGURE 3 – NUMBER OF YEARS LICENSED AS A CSR

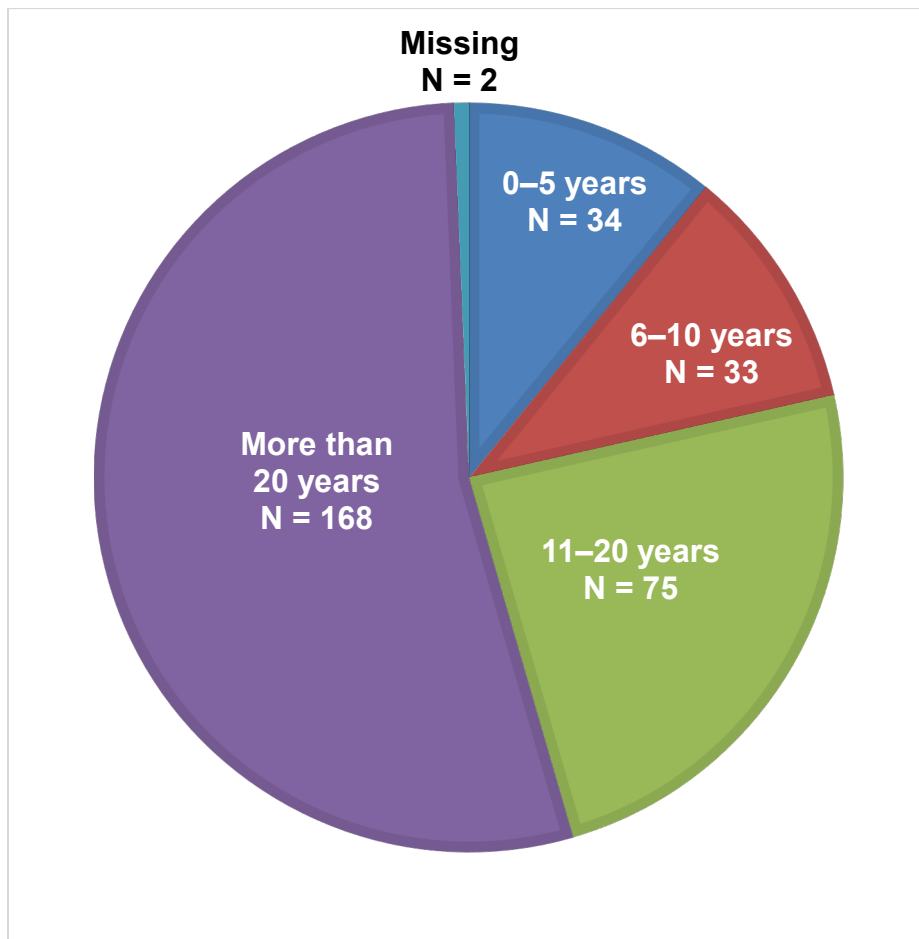


TABLE 4 – HOURS WORKED EACH WEEK

HOURS	NUMBER (N)	PERCENT
0–9 hours	24	7.7
10–19 hours	28	9.0
20–29 hours	57	18.3
30–39 hours	69	22.1
40 or more hours	133	42.6
Missing	1	0.3
TOTAL	312	100

FIGURE 4 – HOURS WORKED EACH WEEK

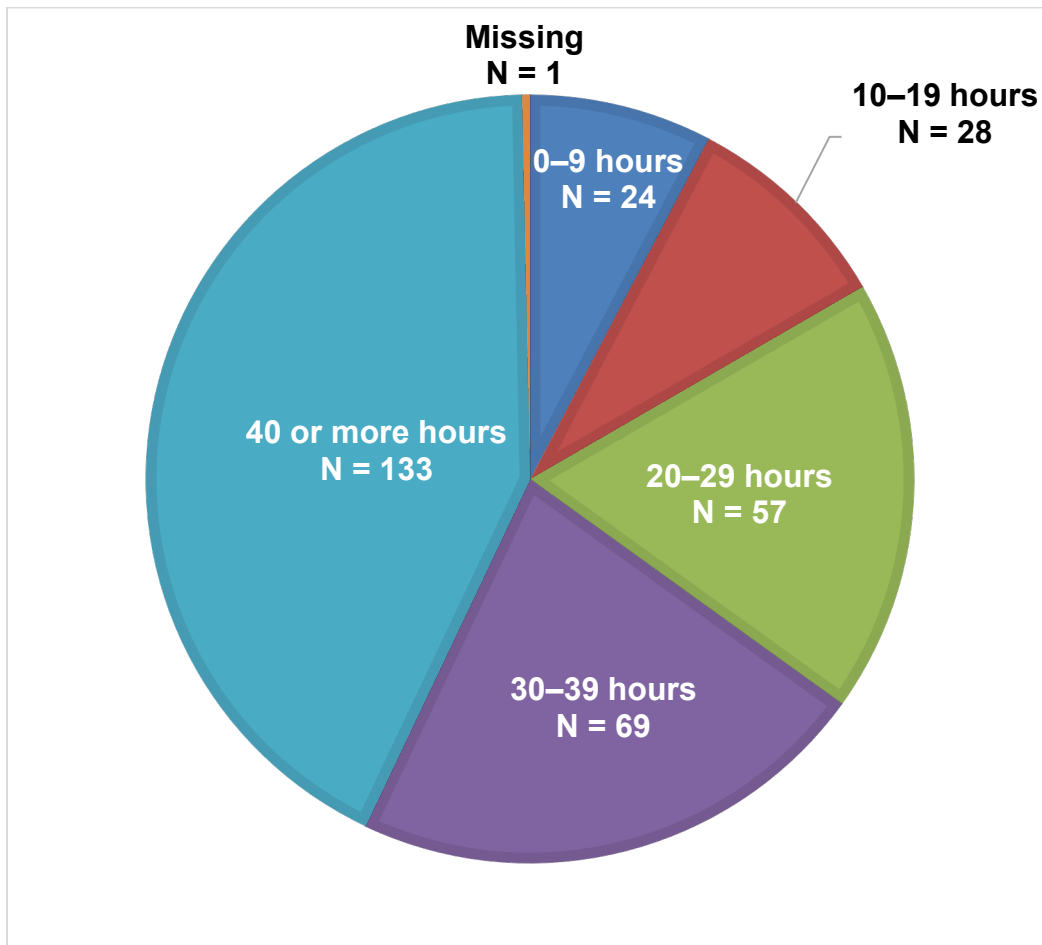


TABLE 5 – MAJORITY OF TIME SPENT WORKING AS A CSR

VENUES	NUMBER (N)	PERCENT
Depositions	143	45.8
Federal Court	10	3.2
Superior Court	141	45.2
Other	17	5.4
Missing	1	0.3
TOTAL	312	100*

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

FIGURE 5 – MAJORITY OF TIME SPENT WORKING AS A CSR

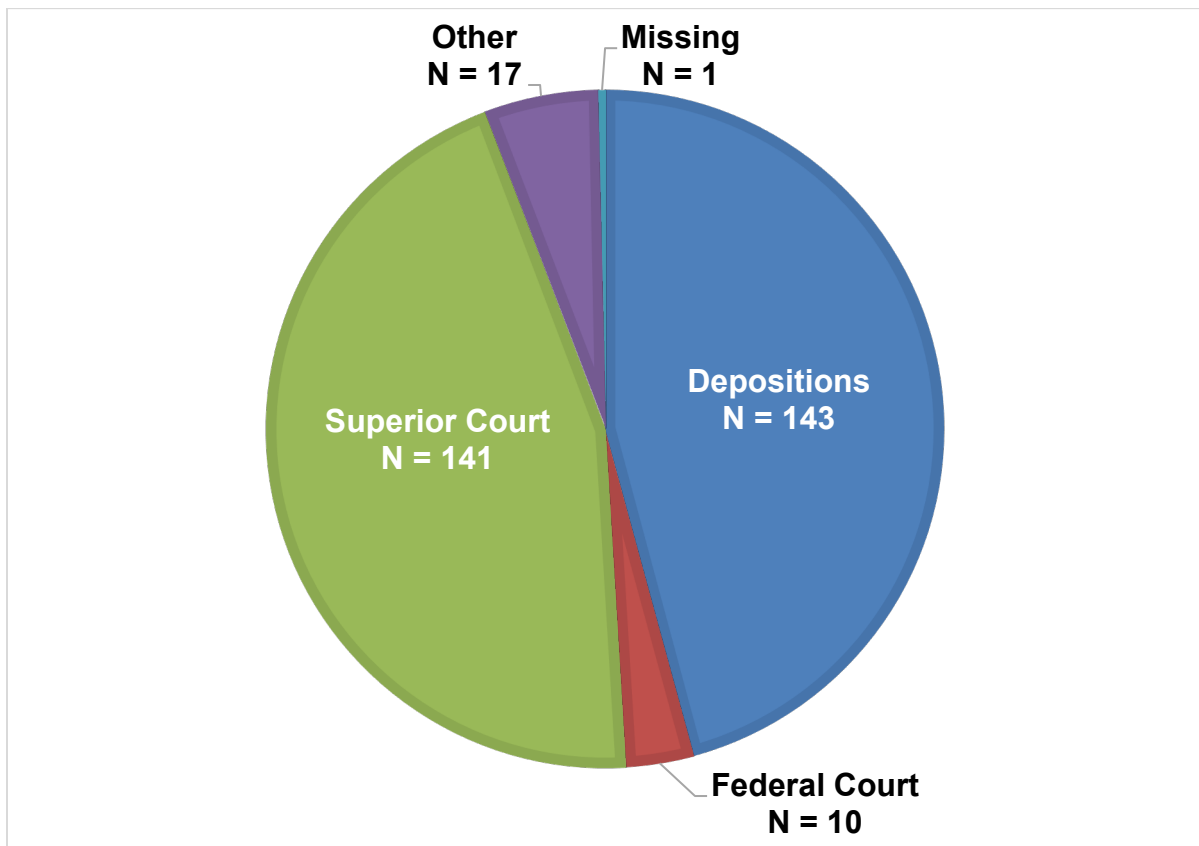


TABLE 6 – ASSISTANCE USED FOR SCOPING, PROOFREADING, OR BINDING

TYPE*	NUMBER (N)	PERCENT**
Scopist	88	28.2
Proofreader	147	47.1
Agency	73	23.4
Production assistant	13	4.2

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

**NOTE: Percentages indicate the proportion in the sample of respondents.

FIGURE 6 – ASSISTANCE USED FOR SCOPING, PROOFREADING, OR BINDING

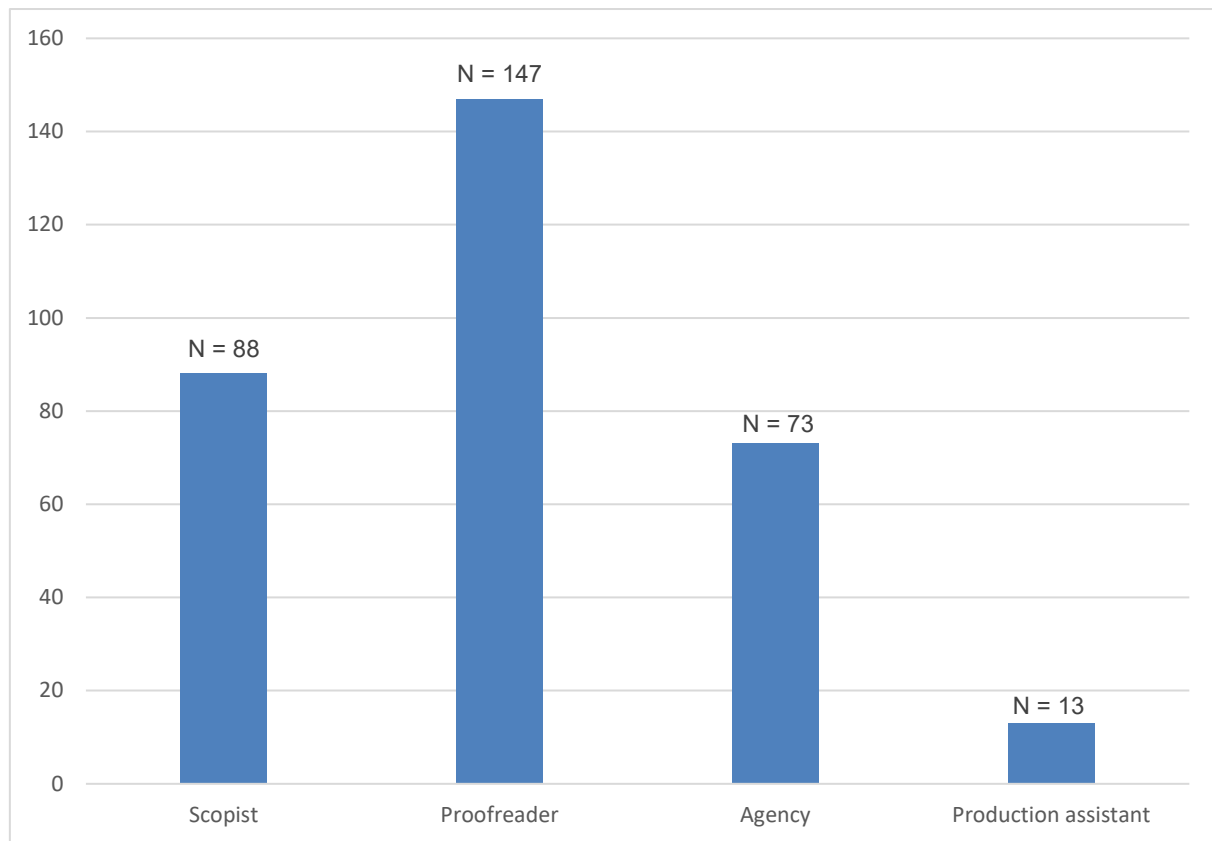


TABLE 7 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	265	84.9
Rural (fewer than 50,000 people)	43	13.8
Missing	4	1.3
TOTAL	312	100

FIGURE 7 – LOCATION OF PRIMARY WORK SETTING

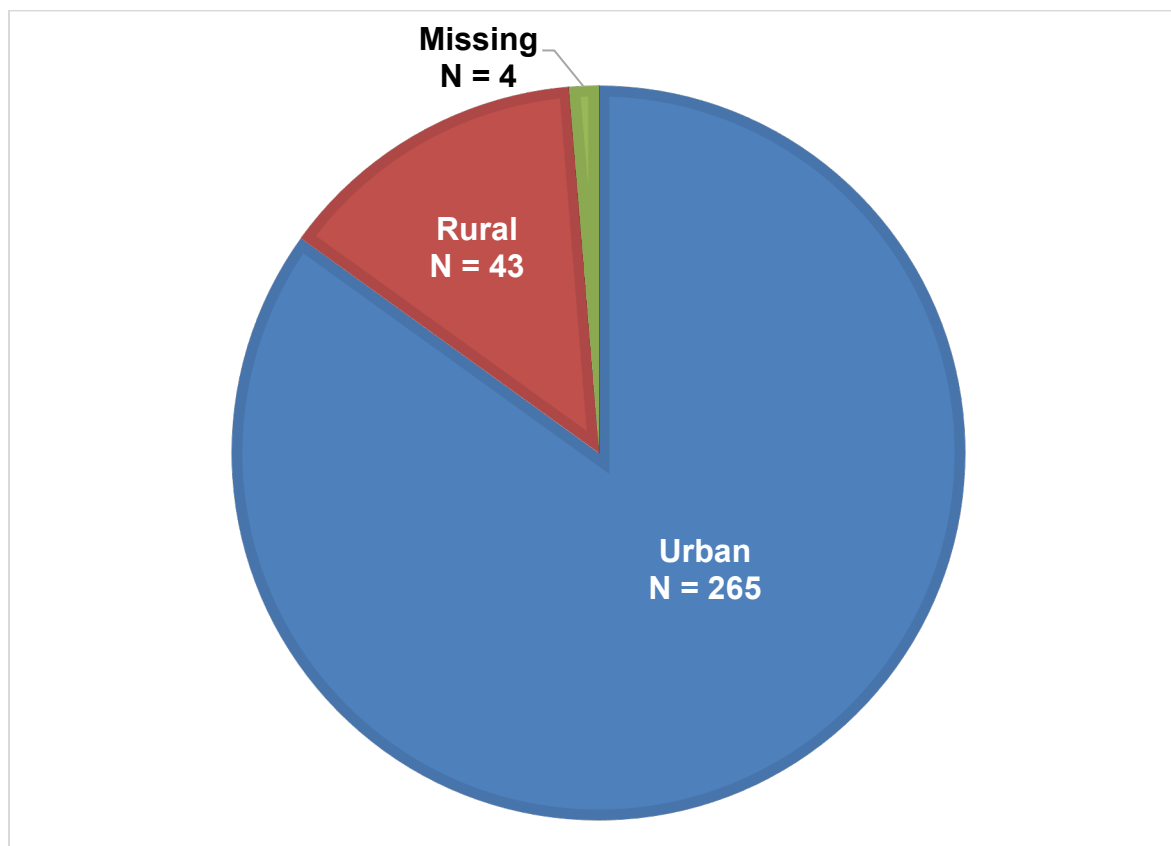


TABLE 8 – HIGHEST LEVEL OF EDUCATION ACHIEVED

LEVEL OF EDUCATION	NUMBER (N)	PERCENT
Court reporting school	179	57.4
Associate degree	57	18.3
Bachelor's degree	49	15.7
Master's degree	7	2.2
Doctorate	2	0.6
Other	18	5.8
TOTAL	312	100

FIGURE 8 – HIGHEST LEVEL OF EDUCATION ACHIEVED

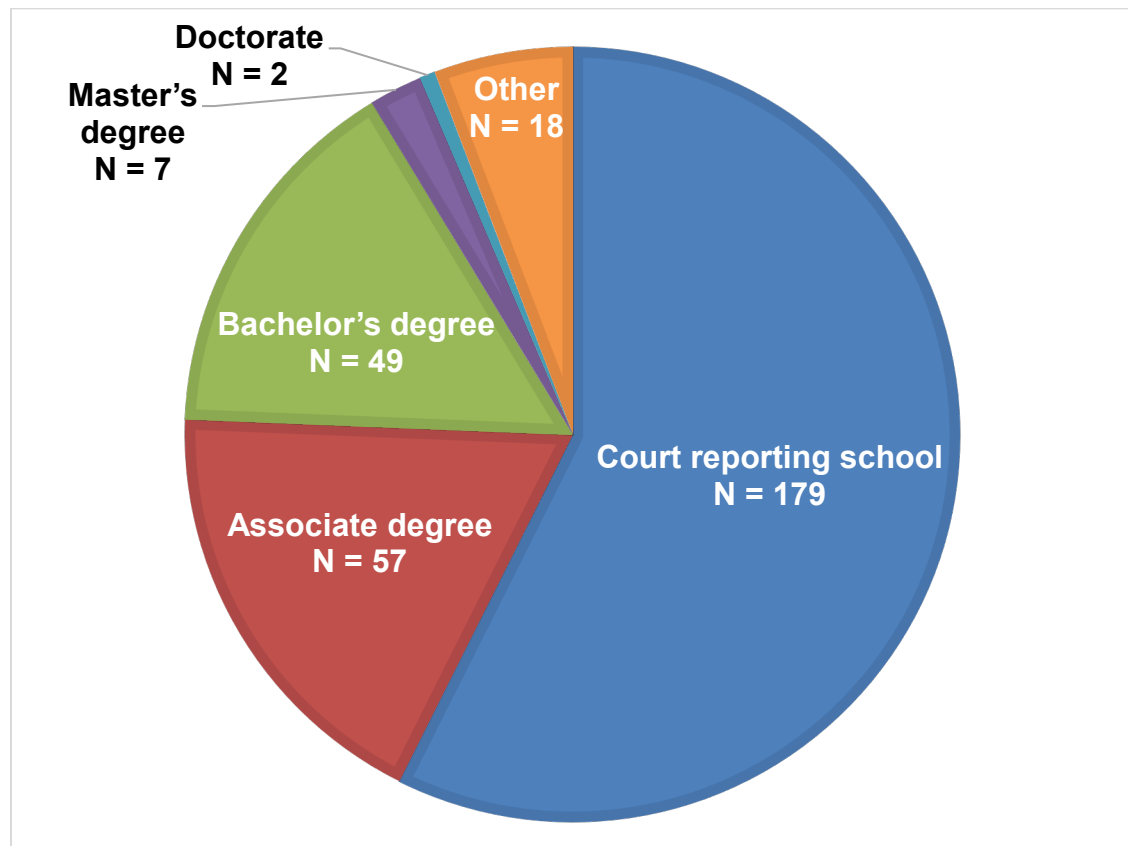


TABLE 9 – TYPES OF PROCEEDINGS WORKED IN THE PAST YEAR

TYPE OF PROCEEDING*	NUMBER (N)	PERCENT**
Family law	193	61.9
Personal injury	158	50.6
Civil court	149	47.8
Workers' compensation	142	45.5
Criminal court	140	44.9
Employment	138	44.2
Business litigation	134	42.9
Domestic dispute/violence	130	41.7
Forensic expert	130	41.7
Elder abuse/neglect	120	38.5
Real estate	107	34.3
Computer-assisted realtime	105	33.7
Landlord-tenant	105	33.7
Discrimination	104	33.3
Juvenile	103	33.0
Probate	102	32.7
Medical malpractice	100	32.1
Law and motion	97	31.1
Construction	96	30.8
Mental health	93	29.8
General malpractice	82	26.3
Witness statements	77	24.7
Competency hearings	76	24.4
Law enforcement	71	22.8

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

**NOTE: Percentages indicate the proportion in the sample of respondents.

TABLE 9 – TYPES OF PROCEEDINGS WORKED IN THE PAST YEAR, continued

TYPE OF PROCEEDING*	NUMBER (N)	PERCENT**
Product liability	70	22.4
Arbitration and mediation	64	20.5
Medical examinations	60	19.2
Intellectual property	59	18.9
Bankruptcy	49	15.7
Legal malpractice	43	13.8
Public and private hearings	41	13.1
Administrative	40	12.8
Environmental	40	12.8
Patents and trademarks	40	12.8
Entertainment	39	12.5
Agriculture	25	8.0
Immigration	23	7.4
Conventions and meetings	22	7.1
Maritime	19	6.1
Grand jury	17	5.4
Tax law	14	4.5
Traffic court	12	3.8
Transportation	12	3.8
Oil and gas	10	3.2
Legislative	7	2.2
Public interest	7	2.2
Broadcast captioning	6	1.9
Military	3	1.0

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

**NOTE: Percentages indicate the proportion in the sample of respondents.

TABLE 10 – ELEGIBILITY PATHWAY TO QUALIFY FOR CSR EXAMINATIONS

ELEGIBILITY PATHWAY	NUMBER (N)	PERCENT
12 months of full-time work experience	5	1.6
California-recognized court reporting school	281	90.1
National Court Reporters Association (NCRA) Registered Professional Reporter (RPR) certificate or certificate of merit	21	6.7
California State Hearing Reporters Examination	1	0.3
Reciprocity / out of state	3	1.0
Missing	1	0.3
TOTAL	312	100

FIGURE 9 – ELEGIBILITY PATHWAY TO QUALIFY FOR CSR EXAMINATIONS

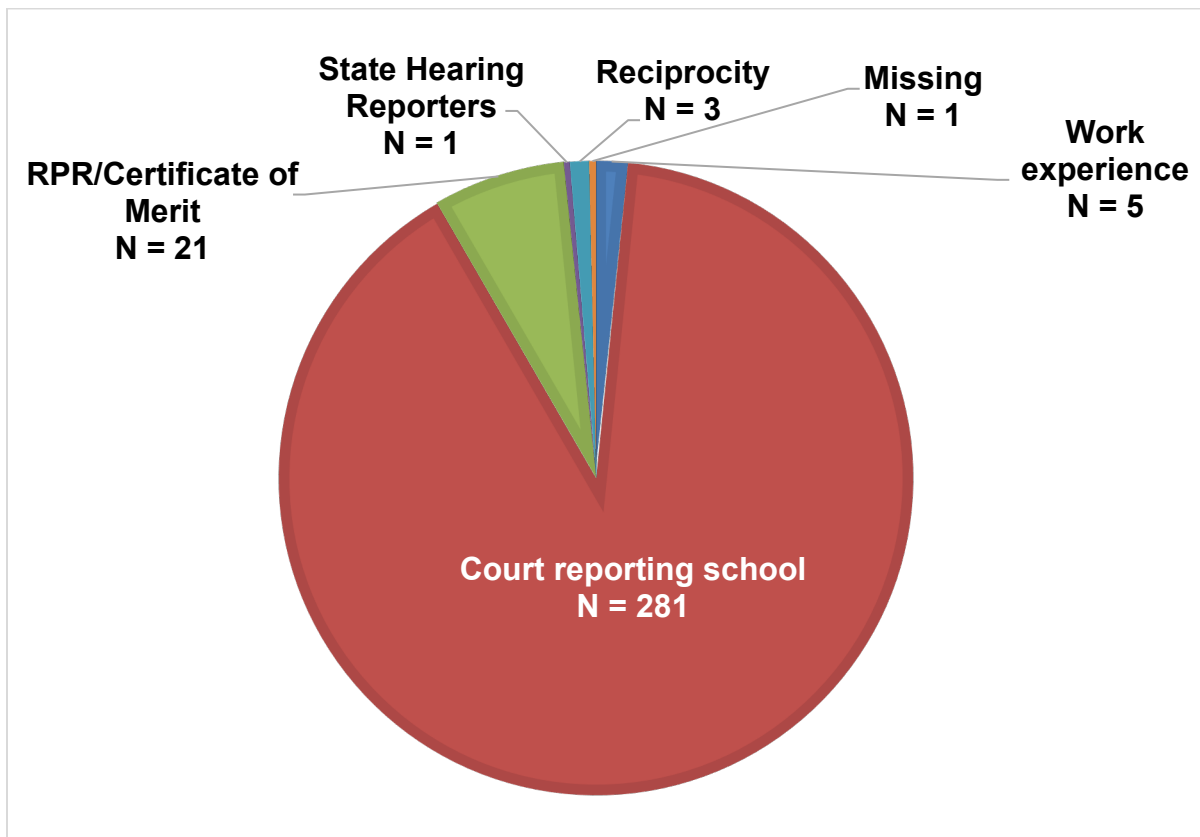


TABLE 11 – NCRA CERTIFICATIONS

CERTIFICATIONS	NUMBER (N)	PERCENT
Registered Skilled Reporter (RSR)	3	1.0
Registered Professional Reporter (RPR)	97	31.1
Registered Merit Reporter (RMR)	17	5.4
Registered Diplomat Reporter (RDR)	6	1.9
Certified Realtime Reporter (CRR)	34	10.9
Certified Realtime Captioner (CRC)	9	2.9
Certified Legal Video Specialist (CLVS)	0	0.0

FIGURE 10 – NCRA CERTIFICATIONS

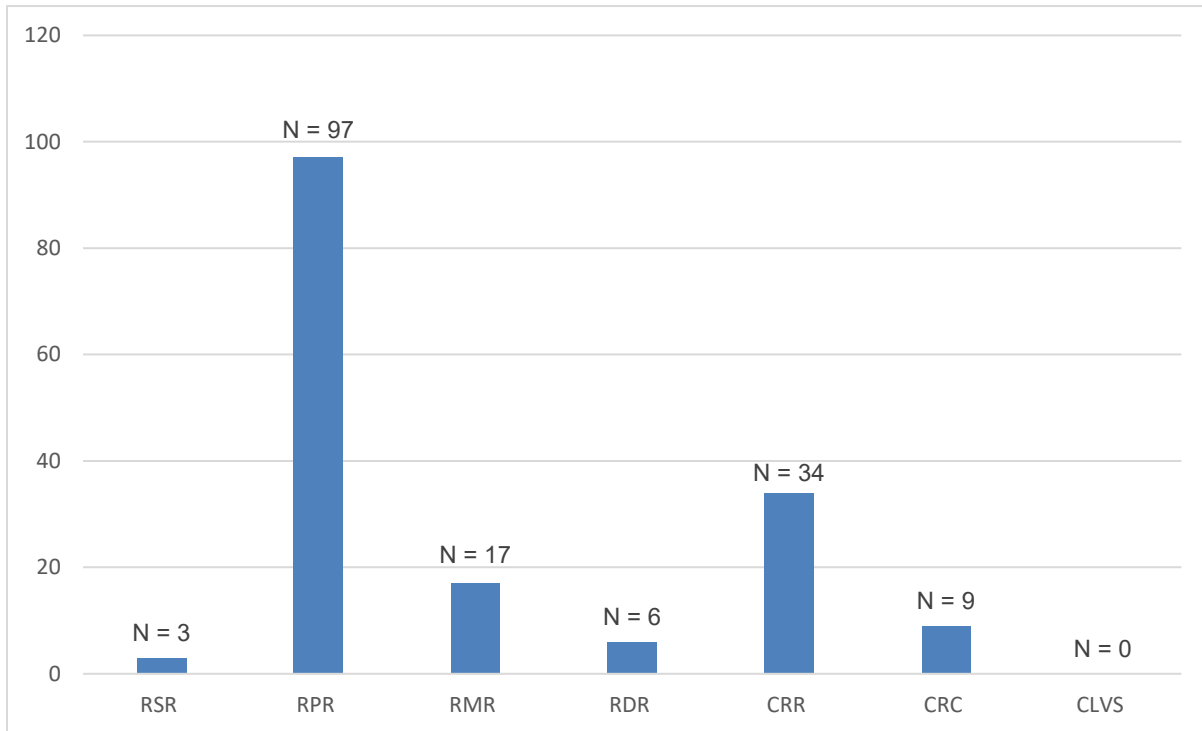


TABLE 12 – YEARS BEFORE RETIREMENT

YEARS BEFORE RETIREMENT	NUMBER (N)	PERCENT
1–3 years	36	11.5
4–6 years	39	12.5
7–10 years	52	16.7
More than 10 years	151	48.4
Other	34	10.9
TOTAL	312	100

Figure 11 – YEARS BEFORE RETIREMENT

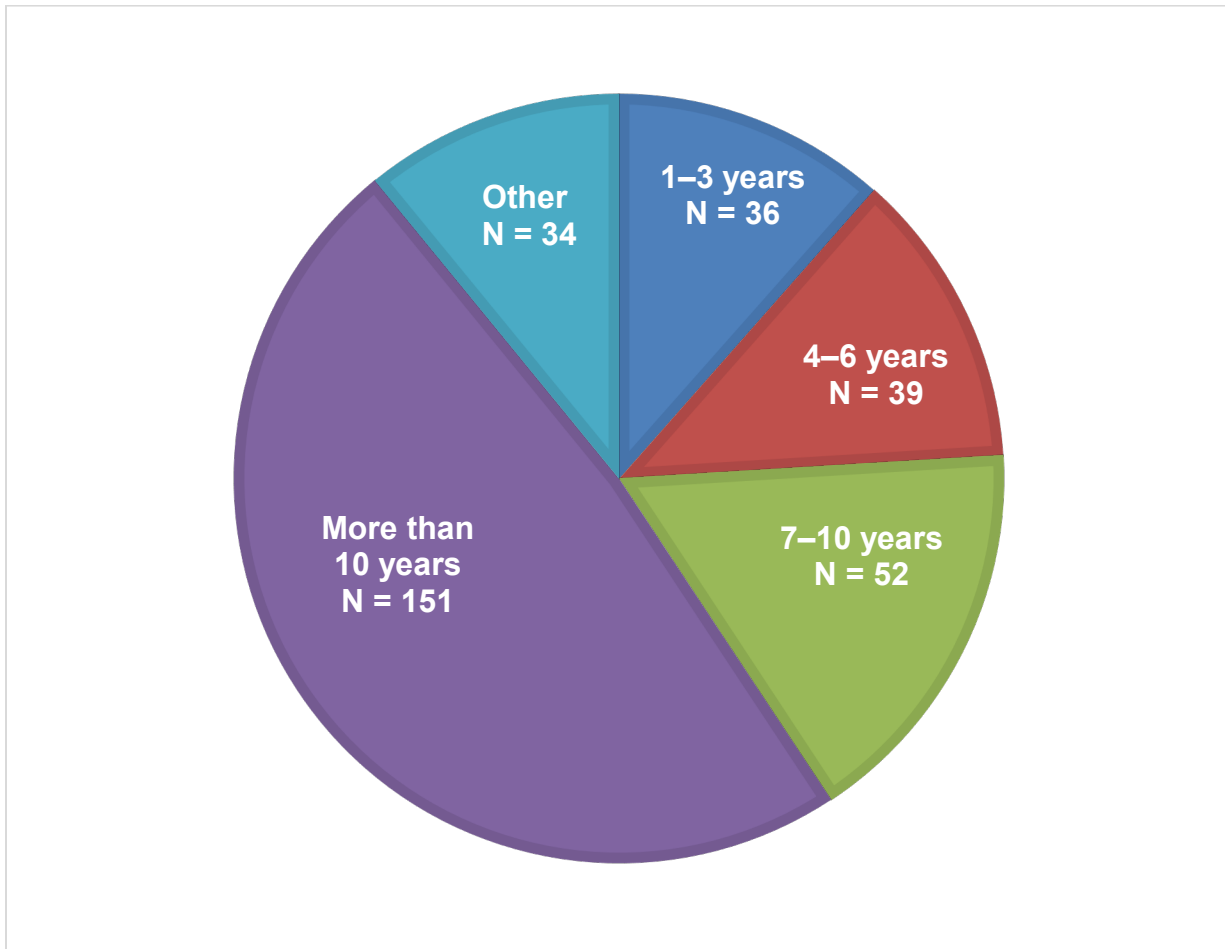


TABLE 13 – TIME DEDICATED TO DUTIES OF EACH WORK CLASSIFICATION

PERCENTAGE OF TIME* **	OFFICIAL	FREELANCE	CAPTIONER/CART
0	41	11	53
1	1	3	2
2	1	1	-
5	4	1	1
10	4	1	4
15	-	1	-
20	4	-	-
25	1	-	1
30	1	1	-
40	1	1	-
50	1	2	1
60	1	1	-
70	1	1	-
75	1	1	-
80	-	4	-
85	2	-	-
90	3	5	-
95	1	3	1
98	1	1	1
99	3	1	-
100	124	145	4

*NOTE: Respondents were asked to provide the percentage of time they spent carrying out duties in each classification.

**NOTE: Data indicate the proportion of the sample of respondents who reported performing duties within each classification.

TABLE 14 – RESPONDENTS BY REGION

REGION	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	107	34.3
San Francisco Bay Area	53	17.0
San Joaquin Valley	21	6.7
Sacramento Valley	22	7.1
San Diego County and Vicinity	33	10.6
Shasta-Cascade	5	1.6
Riverside and Vicinity	36	11.5
Sierra Mountain Valley	6	1.9
North Coast	11	3.5
South Coast and Central Coast	16	5.1
Missing	2	0.6
Total	312	100*

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

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CHAPTER 4 | DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

OPES evaluated the tasks and knowledge statement ratings obtained from the questionnaire respondents with a standard index of reliability, coefficient alpha (α), which ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the tasks and knowledge statements. A higher coefficient value indicates more consistency between respondent ratings. Coefficients were calculated for all respondent ratings.

Table 15 displays the reliability coefficients for the task rating scale in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable (Frequency $\alpha = .903$; Importance $\alpha = .826$). Table 16 displays the reliability coefficients for the knowledge statement rating scale in each content area. The overall ratings of knowledge importance across content areas were highly reliable ($\alpha = .960$). These results indicate that the responding CSRs rated the tasks and knowledge statements consistently throughout the questionnaire.

TABLE 15 – TASK SCALE RELIABILITY

CONTENT AREA*	NUMBER OF TASKS	α FREQUENCY	α IMPORTANCE
1. Reporting Proceedings	14	0.745	0.686
2. Transcribing Proceedings	6	0.852	0.731
3. Research and Language Skills	7	0.839	0.777
4. Transcript Management	9	0.605	0.692
5. Ethics	4	0.765	0.443
Overall	40	0.903	0.826

*Note: Reliability was calculated using all tasks in the questionnaire.

TABLE 16 – KNOWLEDGE STATEMENTS SCALE RELIABILITY

CONTENT AREA*	NO. OF KNOWLEDGE STATEMENTS	α IMPORTANCE
1. Reporting Proceedings	22	0.854
2. Transcribing Proceedings	14	0.871
3. Research and Language Skills	11	0.919
4. Transcript Management	15	0.864
5. Ethics	10	0.895
Overall	72	0.960

*Note: Reliability was calculated using all knowledge statements in the questionnaire.

TASK CRITICALITY INDICES

To calculate the criticality indices of the tasks, OPES test specialists used the following formula. For each respondent, OPES first multiplied the frequency rating (Fi) and the importance rating (Ii) for each task. Next, OPES averaged the multiplication products across respondents as shown below:

$$\text{Task criticality index} = \text{mean} [(Fi) \times (Ii)]$$

The tasks were grouped by content area and sorted in descending order of their criticality index. The tasks included in the questionnaire, along with their mean frequency and importance ratings and their associated criticality indices are Appendix B.

OPES test specialists convened a workshop of 7 SMEs in January 2023. The purpose of this workshop was to identify the essential tasks and knowledge required for safe and competent CSR practice at the time of licensure. The SMEs reviewed the mean frequency and importance ratings for each task and its criticality index to determine whether to establish a cutoff value below which tasks should be eliminated. Based on their review of the relative importance of tasks to CSR practice, the SMEs determined that no cutoff value should be set and that all the tasks should be retained. However, SMEs determined that in task 36, the word “bills” should be changed to “invoices.” This statement, with its original wording and the change, is highlighted in Appendix B.

KNOWLEDGE STATEMENTS IMPORTANCE RATINGS

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

The SMEs who participated in the January 2023 workshop also reviewed the knowledge statements mean 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 set. However, the SMEs determined that knowledge statement 11 should be changed from “to stenographically or via voice notes identify multiple speakers” to “to identify multiple speakers stenographically or via voice notes” to make the statement clearer. This statement, with its original wording and the change, is included in Appendix C.

TASK-KNOWLEDGE LINKAGE

The 4 SMEs who participated in the February 2023 workshop reviewed the preliminary assignments of the tasks and knowledge statements to the content areas determined in the January 2023 workshop. The SMEs then confirmed the final linkage between tasks and knowledge statements.

Table 18, Table 19, and Table 20 contain the final tasks and knowledge statements that comprise the California Certified Shorthand Reporter Licensure Examinations' examination outlines.

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CHAPTER 5 | EXAMINATION OUTLINE

CONTENT AREAS AND WEIGHTS

The SMEs who participated in the January and February 2023 workshops were also asked to finalize the weights of the content areas that would form the California Certified Shorthand Reporter Licensure Examinations' examination outlines. OPES test specialists presented the SMEs with preliminary weights of the content areas, which were calculated by dividing the sum of the criticality indices for the tasks in each content area by the overall sum of the criticality indices for all tasks, as shown below.

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

The SMEs evaluated the preliminary content area weights in terms of how well they reflected the relative importance of each content area to entry level CSR practice in California. Through discussion, the SMEs determined that adjustments to the preliminary weights were necessary to more accurately reflect the relative importance of each area to CSR practice. The final weights for the English Examination and the Dictation Examination were identical to the preliminary weights. A summary of the preliminary and final content area weights for the Professional Practice Examination is presented in Table 17.

TABLE 17 – PROFESSIONAL PRACTICE EXAMINATION CONTENT AREA WEIGHTS

CONTENT AREA	PERCENT WEIGHTS PRELIMINARY	PERCENT WEIGHTS FINAL
1. Reporting Proceedings	32.0	32.0
2. Transcribing Proceedings	25.7	26.0
3. Transcript Management	24.8	25.0
4. Ethics	17.6	17.0
TOTAL	100*	100

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

The SMEs reviewed the content areas and wrote descriptions for each content area. They organized the tasks and knowledge statements into subareas within each content area and distributed the content area weight across the subareas. The content areas, subareas, and associated weights were then finalized and provide the basis for the California Certified Shorthand Reporter Licensure Examinations' examination outlines. The final English examination outline is presented in Table 18. The final Professional Practice examination outline is presented in Table 19. The final Dictation examination outline is presented in Table 20.

TABLE 18 – EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED SHORTHAND REPORTER EXAMINATION:
ENGLISH

Content Area. RESEARCH AND LANGUAGE SKILLS

This area assesses a candidate's ability to follow current rules of punctuation, grammar, word usage, and vocabulary to ensure accuracy of the transcript.

Subsection	Tasks	Associated Knowledge Statements
1. Grammar (15%)	T27. Maintain English grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	K41. Knowledge of how to recognize and correct homonym-type errors. K42. Knowledge of how to recognize and correct word usage errors. K43. Knowledge of English language vocabulary. K45. Knowledge of rules of English grammar.
33 2. Proofreading (65%)	T22. Proofread transcripts for correct punctuation according to CRB Best Practices to ensure a verbatim record of proceedings.	K35. Knowledge of rules of punctuation. K45. Knowledge of rules of English grammar.
	T23. Proofread transcripts according to CRB Best Practices to ensure the absence of errors in spelling, typography, and word usage (e.g., homonym-type errors).	K37. Knowledge of legal terminology and spelling. K38. Knowledge of medical terminology and spelling. K39. Knowledge of technical terminology and spelling. K41. Knowledge of how to recognize and correct homonym-type errors. K42. Knowledge of how to recognize and correct word usage errors. K43. Knowledge of English language vocabulary. K45. Knowledge of rules of English grammar.
3. Vocabulary (20%)	T26. Maintain vocabulary knowledge with general terminology to assist in accurately capturing and transcribing verbatim proceedings.	K37. Knowledge of legal terminology and spelling. K38. Knowledge of medical terminology and spelling. K39. Knowledge of technical terminology and spelling. K43. Knowledge of English language vocabulary.

TABLE 19 – EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED SHORTHAND REPORTER EXAMINATION:
PROFESSIONAL PRACTICE

Content Area 1. REPORTING PROCEEDINGS (32%)

This area assesses the candidate's knowledge of procedures for gathering information using stenographic or voice-writing equipment and computer-aided transcription software according to laws, regulations, and CRB Best Practices to create a verbatim record.

	Tasks	Associated Knowledge Statements
T2.	Obtain information from the court calendar or case caption from the court website to aid in transcript preparation.	K1. Knowledge of the information provided in the court calendar. K2. Knowledge of methods to obtain case caption information.
T3.	Obtain all parties' names and contact information from a variety of sources to facilitate transcript production and distribution.	K1. Knowledge of the information provided in the court calendar. K2. Knowledge of methods to obtain case caption information. K3. Knowledge of methods to identify parties for the record.
34	T4. Control the proceedings according to statutes and regulations to ensure verbatim records.	K4. Knowledge of the reporter's duties in court or deposition proceedings according to the statutes, regulations, and CRB Best Practices. K8. Knowledge of CRB Best Practices for Exhibit Handling for Depositions. K9. Knowledge of procedures for reading stenographic or voice notes aloud when requested in proceedings. K12. Knowledge that the stenographic or voice notes are the official record. K13. Knowledge of statutes and CRB Best Practices pertaining to when to go on and off the record during proceedings. K17. Knowledge of how to assert control during proceedings to ensure accuracy of the record. K18. Knowledge of when follow-up clarification is required to ensure accuracy of the record.
T5.	Administer the oath to witnesses and interpreters according to statutes and CRB Best Practices.	K4. Knowledge of the reporter's duties in court or deposition proceedings according to the statutes, regulations, and CRB Best Practices. K14. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K15. Knowledge of CRB Best Practices for Interpreted Depositions.

Content Area 1. REPORTING PROCEEDINGS, continued (32%)

This area assesses the candidate's knowledge of procedures for gathering information using stenographic or voice-writing equipment and computer-aided transcription software according to laws, regulations, and CRB Best Practices to create a verbatim record.

35

Tasks	Associated Knowledge Statements
T7. Use computer-aided transcription (CAT) software and equipment according to guidelines to provide realtime translation and onsite and remote streaming.	K5. Knowledge of the capabilities of computer-aided transcription (CAT) software and hardware, and of how to use it. K6. Knowledge of stenographic or voice-writing equipment operation and maintenance to facilitate verbatim reporting. K19. Knowledge of equipment required to provide realtime translation and onsite and remote streaming. K21. Knowledge of CRB Best Practices for Videoconference/Remote Reporting regarding equipment and technology. K20. Knowledge of relevant statutes regarding the provision of realtime translation.
T10. Report interpreted proceedings to make an accurate transcription and comply with protocols and procedures.	K14. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K15. Knowledge of CRB Best Practices for Interpreted Depositions.
T11. Mark exhibits introduced for identification during proceedings and inclusion in the record.	K7. Knowledge of the procedures regarding marking of exhibits to ensure identification in the in-person and remote environment. K8. Knowledge of CRB Best Practices for Exhibit Handling for Depositions.
T12. Flag portions of proceedings requiring further clarification.	K18. Knowledge of when follow-up clarification is required to ensure accuracy of the record. K22. Knowledge of how to operate the stenographic or voice-writing equipment to flag proceedings at the speed required.
T13. Cease and resume the reporting of proceedings as required by statutes and CRB Best Practices.	K13. Knowledge of statutes and CRB Best Practices pertaining to when to go on and off the record during proceedings. K17. Knowledge of how to assert control during proceedings to ensure accuracy of the record.
T14. Read back proceedings as requested.	K9. Knowledge of procedures for reading stenographic or voice notes aloud when requested in proceedings. K10. Knowledge of CRB Best Practices for Reporter Conduct Read-back in the Jury Room and protocol and methods of identifying court testimony that may not be read back.

Content Area 2. TRANSCRIBING PROCEEDINGS (26%)

This area assesses the candidate's ability to prepare and create an accurate certified transcript from the stenographic or voice record in a format that conforms to laws, regulations, and CRB Best Practices.

Tasks	Associated Knowledge Statements
T15. Prepare transcripts of proceedings from translated stenographic notes to create an official record.	K24. Knowledge of the capabilities of court reporting software and how to apply it to produce transcripts of proceedings. K25. Knowledge of Minimum Transcript Format Standards requirements. K28. Knowledge of use of caption information in transcript preparation.
T16. Create cover, appearance, index, and certificate pages according to CRB Best Practices to conform to statutes.	K23. Knowledge of the procedures for creating an exhibit index. K26. Knowledge of transcript certificate page requirements. K27. Knowledge of transcript cover page requirements. K29. Knowledge of methods and procedures for producing indices in a record on appeal. K32. Knowledge of conditions that require redaction in the transcript.
T17. Maintain current stenographic or voice-writing dictionaries to facilitate transcript production.	K24. Knowledge of the capabilities of court reporting software and how to apply it to produce transcripts of proceedings. K36. Knowledge of backing up, maintenance, and archival of stenographic dictionaries.
T19. Maintain confidentiality of transcripts in accordance with statutes and CRB Best Practices.	K31. Knowledge of statutes and CRB Best Practices pertaining to formatting and production of transcripts of confidential proceedings. K32. Knowledge of conditions that require redaction in the transcript.

Content Area 2. TRANSCRIBING PROCEEDINGS, continued (26%)

This area assesses the candidate's ability to prepare and create an accurate certified transcript from the stenographic or voice record in a format that conforms to laws, regulations, and CRB Best Practices.

Tasks	Associated Knowledge Statements
T20. Ensure that transcripts meet regulatory requirements and jurisdictional rules to aid in administration of justice.	K25. Knowledge of Minimum Transcript Format Standards requirements. K31. Knowledge of statutes and CRB Best Practices pertaining to formatting and production of transcripts of confidential proceedings. K32. Knowledge of conditions that require redaction in the transcript. K34. Knowledge of Board-recommended formatting distinctions between rough drafts and certified copies. K33. Knowledge of transcript production requirements in death penalty cases.
T21. Research citations stated on the record using authoritative research resources to ensure that information is correct.	K44. Knowledge of research methods to verify citations. K46. Knowledge of case citation formats. K47. Knowledge of authoritative research resources used to proofread transcripts.

Content Area 3. TRANSCRIPT MANAGEMENT (25%)

This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices pertaining to the preparation, sale, notification, delivery, and maintenance of records, transcripts, and exhibits.

38

Tasks	Associated Knowledge Statements
T28. Prepare electronic files of transcripts for secure electronic delivery when requested or required.	K52. Knowledge of methods to produce electronic files. K53. Knowledge of methods to protect and secure electronic documents. K57. Knowledge of privacy issues related to transcript production. K61. Knowledge of CRB Best Practices Rough Draft Transcripts and methods to electronically produce rough draft transcripts.
T29. Affix an electronic signature to reporter's certificate according to court protocols and local practices for transcripts delivered electronically.	K52. Knowledge of methods to produce electronic files. K54. Knowledge of methods to electronically sign documents.
T30. Fulfill requests for rough draft transcripts pursuant to statutes and CRB Best Practices.	K61. Knowledge of CRB Best Practices Rough Draft Transcripts and methods to electronically produce rough draft transcripts. K62. Knowledge of methods to deliver rough draft transcripts.
T31. Notify deponent when transcripts are ready for review and signature by sending written notice pursuant to statutes and applicable standards.	K58. Knowledge of codes pertaining to the reading and signing of a transcript by the witness.
T32. Prepare and deliver certified transcripts when requested or required by code.	K51. Knowledge of time limits required to produce and deliver finished transcripts. K52. Knowledge of methods to produce electronic files. K55. Knowledge of requirements pertaining to the filing of sealed court transcripts. K56. Knowledge of how to copy and attach exhibits to original transcripts and certified copies of transcripts. K57. Knowledge of privacy issues related to transcript production. K60. Knowledge of methods to deliver certified transcripts.

Content Area 3. TRANSCRIPT MANAGEMENT, continued (25%)

This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices pertaining to the preparation, sale, notification, delivery, and maintenance of records, transcripts, and exhibits.

Tasks	Associated Knowledge Statements
T33. Maintain custody of deposition exhibits according to CRB Best Practices for production of transcripts and distribution upon completion.	K48. Knowledge of the procedures for handling exhibits in person and in a remote environment to ensure safekeeping and distribution. K56. Knowledge of how to copy and attach exhibits to original transcripts and certified copies of transcripts.
T34. Retain stenographic or voice notes of proceedings to ensure security and accessibility according to statute.	K49. Knowledge of backing up, maintaining, and archiving of stenographic or voice notes. K50. Knowledge of statute pertaining to maintenance and disposition of stenographic or voice notes. K53. Knowledge of methods to protect and secure electronic documents.
T35. Deliver stenographic or voice notes to the court when required.	K50. Knowledge of statute pertaining to the maintenance and disposition of stenographic or voice notes.
T36. Prepare invoices for products and services in accordance with applicable statutes.	K59. Knowledge of statutes and regulations regarding the sale of CSR products and services.

Content Area 4. ETHICS (17%)

This area assesses the candidate's ability to adhere to laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

Tasks	Associated Knowledge Statements
T37. Perform the tasks required of CSRs in accordance with scope of practice.	K64. Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript. 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. K70. Knowledge of BPC sections related to CSRs.
T38. Practice and apply impartiality and confidentiality in accordance with statutes and regulations.	K63. Knowledge of statutes and regulations requiring confidentiality of proceedings. K65. Knowledge of requirements when a third party requests any part of a transcript. K66. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding. 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.
T39. Practice and apply state and local rules of court and applicable statutes and CRB Best Practices.	K64. Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript. K67. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters. K70. Knowledge of BPC sections related to CSRs. K72. Knowledge of statute regarding court reporting firm registration and applicable duties of the CSR related to statute.

Content Area 4. ETHICS, continued (17%)

This area assesses the candidate's ability to adhere to laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

Tasks	Assessment Knowledge Statements
T40. Use backup audio media (BAM) in accordance with laws, regulations, and CRB Best Practices.	K63. Knowledge of statutes and regulations requiring confidentiality of proceedings. K65. Knowledge of requirements when a third party requests any part of a transcript. K69. Knowledge of laws, regulations, 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.

TABLE 20 – EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED SHORTHAND REPORTER EXAMINATION:
DICTATION

Content Area 1. REPORTING PROCEEDINGS

This area assesses the candidate's ability to utilize stenographic or voice-writing equipment and computer-aided transcription software to create a verbatim record.

42

Tasks	Associated Knowledge Statements
T1. Set up equipment according to guidelines to prepare for reporting in-person and remote proceedings.	K5. Knowledge of the capabilities of computer-aided transcription (CAT) software and hardware, and of how to use it. K6. Knowledge of stenographic or voice-writing equipment operation and maintenance to facilitate verbatim reporting. K19. Knowledge of equipment required to provide realtime translation and onsite and remote streaming.
T3. Obtain all parties' names and contact information from a variety of sources to facilitate transcript production and distribution.	K1. Knowledge of the information provided in the court calendar. K3. Knowledge of methods to identify parties for the record.
T6. Use stenographic or voice-writing equipment with the fluency and speed required to capture verbatim testimony and make an accurate transcription.	K6. Knowledge of stenographic or voice-writing equipment operation and maintenance to facilitate verbatim reporting.
T7. Use computer-aided transcription (CAT) software and equipment according to guidelines to provide realtime translation and onsite and remote streaming.	K5. Knowledge of the capabilities of computer-aided transcription (CAT) software and hardware, and of how to use it. K19. Knowledge of equipment required to provide realtime translation and onsite and remote streaming.
T8. Use speaker identification in the transcript to attribute statements made on the record.	K3. Knowledge of methods to identify parties for the record. K6. Knowledge of stenographic or voice-writing equipment operation and maintenance to facilitate verbatim reporting. K11. Knowledge of methods to identify multiple speakers stenographically or via voice notes to accurately attribute statements.

Content Area 1. REPORTING PROCEEDINGS, continued

T9. Report proceedings to make an accurate transcription and comply with protocols and procedures.	K3. Knowledge of methods to identify parties for the record. K11. Knowledge of methods to identify multiple speakers stenographically or via voice notes to accurately attribute statements. K16. Knowledge of how to operate a stenographic or voice-writing equipment at the speed required.
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Content Area 2. TRANSCRIBING PROCEEDINGS

This area assesses the candidate's ability to prepare and create an accurate transcript from the stenographic or voice record formatted to applicable standards.

Tasks	Associated Knowledge Statements
T18. Punctuate transcripts within Board-approved guidelines to accurately reflect the proceedings.	K30. Knowledge of basic computer operating functions and capabilities. K35. Knowledge of rules of punctuation.
T20. Ensure that transcripts meet regulatory requirements and jurisdictional rules to aid in administration of justice.	K25. Knowledge of Minimum Transcript Format Standards requirements.

Content Area 3. RESEARCH AND LANGUAGE SKILLS

This area assesses the candidate's ability to follow current rules of punctuation, grammar, word usage, and vocabulary to prepare the transcript.

Tasks	Associated Knowledge Statements
T21. Research citations stated on the record using authoritative research resources to ensure that information is correct.	K44. Knowledge of research methods to verify citations. K46. Knowledge of case citation formats. K47. Knowledge of authoritative research resources used to proofread transcripts.
T22. Proofread transcripts for correct punctuation according to CRB Best Practices to ensure a verbatim record of proceedings.	K35. Knowledge of rules of punctuation. K45. Knowledge of rules of English grammar.
T23. Proofread transcripts according to CRB Best Practices to ensure the absence of errors in spelling, typography, and word usage (e.g., homonym-type errors).	K41. Knowledge of how to recognize and correct homonym-type errors. K42. Knowledge of how to recognize and correct word usage errors. K45. Knowledge of rules of English grammar.
44 T24. Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	K40. Knowledge of methods to research obscure or unfamiliar terminology and spelling.
T25. Research the spelling of medical, legal, and technical terminology used during proceedings to ensure accuracy.	K37. Knowledge of legal terminology and spelling. K38. Knowledge of medical terminology and spelling. K39. Knowledge of technical terminology and spelling.
T26. Maintain vocabulary knowledge with general terminology to assist in accurately capturing and transcribing verbatim proceedings.	K37. Knowledge of legal terminology and spelling. K38. Knowledge of medical terminology and spelling. K39. Knowledge of technical terminology and spelling.
T27. Maintain English grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	K42. Knowledge of how to recognize and correct word usage errors. K45. Knowledge of rules of English grammar.

Content Area 4. TRANSCRIPT MANAGEMENT

This area assesses the candidate's ability to prepare and deliver the transcript in a timely manner.

Tasks	Associated Knowledge Statements
T28. Prepare electronic files of transcripts for secure electronic delivery when requested or required.	K52. Knowledge of methods to produce electronic files. K53. Knowledge of methods to protect and secure electronic documents. K57. Knowledge of privacy issues related to transcript production. K60. Knowledge of methods to deliver certified transcripts.

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CHAPTER 6 | CONCLUSIONS

The OA of the CSR profession described in this report provides a comprehensive description of current CSR practice in California. The procedures employed to perform the OA were based on a content validation strategy to ensure that the results accurately represent CSR practice. Results of this OA provide information regarding current practice that can be used to develop valid and legally defensible California Certified Shorthand Reporter Licensure Examinations.

Use of the California Certified Shorthand Reporter Licensure Examinations' examination outlines contained in this report ensures that the Board is compliant with BPC § 139.

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

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APPENDIX A | RESPONDENTS BY REGION

LOS ANGELES COUNTY AND VICINITY

County of Practice	Frequency
Los Angeles	83
Orange	24
TOTAL	107

NORTH COAST

County of Practice	Frequency
Del Norte	2
Humboldt	1
Mendocino	4
Sonoma	4
TOTAL	11

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	16
San Bernardino	20
TOTAL	36

SACRAMENTO VALLEY

County of Practice	Frequency
Butte	3
Sacramento	16
Yolo	2
Yuba	1
TOTAL	22

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
Imperial	1
San Diego	32
TOTAL	33

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	7
Contra Costa	6
Marin	1
Napa	4
San Francisco	14
San Mateo	3
Santa Clara	12
Santa Cruz	3
Solano	3
TOTAL	53

SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	5
Kern	4
Merced	1
San Joaquin	5
Stanislaus	5
Tulare	1
TOTAL	21

SHASTA-CASCADE

County of Practice	Frequency
Lassen	1
Plumas	1
Shasta	2
Siskiyou	1
TOTAL	5

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Calaveras	1
El Dorado	2
Nevada	1
Placer	1
Tuolumne	1
TOTAL	6

SOUTH COAST AND CENTRAL COAST

County of Practice	Frequency
San Luis Obispo	3
Santa Barbara	3
Ventura	10
TOTAL	16

APPENDIX B | CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA

Content Area 1. REPORTING PROCEEDINGS

Tasks	Frequency	Importance	Criticality
T8. Use speaker identification in the transcript to attribute statements made on the record.	4.88	4.91	23.99
T9. Report proceedings to make an accurate transcription and comply with protocols and procedures.	4.84	4.92	23.93
T6. Use stenographic or voice-writing equipment with the fluency and speed required to capture verbatim testimony and make an accurate transcription.	4.63	4.73	22.99
T1. Set up equipment according to guidelines to prepare for reporting in-person and remote proceedings.	4.30	4.56	20.63
T3. Obtain all parties' names and contact information from a variety of sources to facilitate transcript production and distribution.	4.23	4.41	19.59
T10. Report interpreted proceedings to make an accurate transcription and comply with protocols and procedures.	3.91	4.62	18.98
T4. Control the proceedings according to statutes and regulations to ensure verbatim records.	3.98	4.53	18.95
T7. Use computer-aided transcription (CAT) software and equipment according to guidelines to provide realtime translation and onsite and remote streaming.	3.83	3.89	17.62
T14. Read back proceedings as requested.	3.46	4.51	16.1
T2. Obtain information from the court calendar or case caption from the court website to aid in transcript preparation.	3.32	3.40	14.4
T13. Cease and resume the reporting of proceedings as required by statutes and CRB Best Practices.	3.14	3.63	14.2

Tasks	Frequency	Importance	Criticality
T5. Administer the oath to witnesses and interpreters according to statutes and CRB Best Practices.	2.56	2.91	12.06
T12. Flag portions of proceedings requiring further clarification.	2.72	3.38	11.21
T11. Mark exhibits introduced for identification during proceedings and inclusion in the record.	2.24	2.73	10.24

Content Area 2. TRANSCRIBING PROCEEDINGS

Tasks	Frequency	Importance	Criticality
T15. Prepare transcripts of proceedings from translated stenographic notes to create an official record.	4.65	4.88	22.97
T16. Create cover, appearance, index, and certificate pages according to CRB Best Practices to conform to statutes.	4.71	4.78	22.68
T18. Punctuate transcripts within Board-approved guidelines to accurately reflect the proceedings.	4.74	4.66	22.43
T17. Maintain current stenographic or voice writing dictionaries to facilitate transcript production.	4.63	4.58	21.52
T20. Ensure that transcripts meet regulatory requirements and jurisdictional rules to aid in administration of justice.	4.48	4.62	21.41
T19. Maintain confidentiality of transcripts in accordance with statutes and CRB Best Practices.	4.30	4.75	20.85

Content Area 3. RESEARCH AND LANGUAGE SKILLS*

Tasks	Frequency	Importance	Criticality
T23. Proofread transcripts according to CRB Best Practices to ensure the absence of errors in spelling, typography, and word usage (e.g., homonym-type errors).	4.72	4.77	22.66
T22. Proofread transcripts for correct punctuation according to CRB Best Practices to ensure a verbatim record of proceedings.	4.70	4.74	22.46
T25. Research the spelling of medical, legal, and technical terminology used during proceedings to ensure accuracy.	4.22	4.60	19.68
T27. Maintain English grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	4.26	4.39	19.22
T24. Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	4.17	4.53	19.15
T26. Maintain vocabulary knowledge with general terminology to assist in accurately capturing and transcribing verbatim proceedings.	4.24	4.35	18.91
T21. Research citations stated on the record using authoritative research resources to ensure that information is correct.	3.12	3.91	13.47

*Text in blue was changed from "ensure verbatim records" to "ensure a verbatim record" during workshop.

Content Area 4. TRANSCRIPT MANAGEMENT*

Tasks	Frequency	Importance	Criticality
T34. Retain stenographic or voice notes of proceedings to ensure security and accessibility according to statute.	4.60	4.58	21.69
T28. Prepare electronic files of transcripts for secure electronic delivery when requested or required.	4.36	4.39	20.11
T32. Prepare and deliver certified transcripts when requested or required by code.	3.47	3.83	16.52
T29. Affix an electronic signature to reporter's certificate according to court protocols and local practices for transcripts delivered electronically.	3.51	3.93	15.82
T36. Prepare bills for products and services in accordance with applicable statutes.	3.10	3.43	13.8
T30. Fulfill requests for rough draft transcripts pursuant to statutes and CRB Best Practices.	2.63	3.38	10.68
T35. Deliver stenographic notes to the court when required.	1.95	2.72	8.65
T33. Maintain custody of deposition exhibits according to CRB Best Practices for production of transcripts and distribution upon completion.	1.65	2.25	7.59
T31. Notify deponent when transcripts are ready for review and signature by sending written notice pursuant to statutes and applicable standards.	0.84	1.45	3.85

*Text in blue was changed from "invoices" to "bills" during workshop.

Content Area 5. ETHICS*

Tasks	Frequency	Importance	Criticality
T38. Practice and apply impartiality and confidentiality in accordance with statutes and regulations.	4.69	4.79	22.67
T37. Perform the tasks required of CSRs in accordance with scope of practice.	4.70	4.75	22.58
T39. Practice and apply state and local rules of court and applicable statutes and CRB Best Practices.	4.38	4.49	20.82
T40. Use backup audio media (BAM) in accordance with laws, regulations, and CRB Best Practices.	4.25	4.02	18.03

*Text in blue was added in workshop.

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APPENDIX C | KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA

Content Area 1. REPORTING PROCEEDINGS*

Knowledge Statements	Importance
K6. Knowledge of stenographic or voice-writing equipment operation and maintenance to facilitate verbatim reporting.	3.78
K16. Knowledge of how to operate stenographic or voice-writing equipment at the speed required.	3.74
K11. Knowledge of methods to stenographically or via voice notes identify multiple speakers to accurately attribute statements.	3.73
K5. Knowledge of the capabilities of computer-aided transcription (CAT) software and hardware, and of how to use it.	3.66
K12. Knowledge that the stenographic or voice notes are the official record.	3.63
K4. Knowledge of the reporter's duties in court or deposition proceedings according to the statutes, regulations, and CRB Best Practices.	3.55
K18. Knowledge of when follow-up clarification is required to ensure accuracy of the record.	3.55
K3. Knowledge of methods to identify parties for the record.	3.55
K17. Knowledge of how to assert control during proceedings to ensure accuracy of the record.	3.54
K13. Knowledge of statutes and CRB Best Practices pertaining to when to go on and off the record during proceedings.	3.47
K14. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter.	3.47
K9. Knowledge of procedures for reading stenographic or voice notes aloud when requested in proceedings.	3.46
K22. Knowledge of how to operate the stenographic or voice-writing equipment to flag proceedings at the speed required.	2.94
K2. Knowledge of methods to obtain case caption information.	2.88
K19. Knowledge of equipment required to provide realtime translation and onsite and remote streaming.	2.83
K21. Knowledge of CRB Best Practices for Videoconferences and Remote Reporting regarding equipment and technology.	2.33
K20. Knowledge of relevant statutes regarding the provision of realtime translation.	2.32
K10. Knowledge of CRB Best Practices for Reporter Conduct Read-back in the Jury Room and protocol and methods of identifying court testimony that may not be read back.	2.16

Content Area 1. REPORTING PROCEEDINGS, continued*

Knowledge Statements	Importance
K7. Knowledge of the procedures regarding marking of exhibits to ensure identification in the in-person and remote environment.	2.13
K15. Knowledge of CRB Best Practices for Interpreted Depositions.	2.13
K8. Knowledge of CRB Best Practices for Exhibit Handling for Depositions.	1.85
K1. Knowledge of the information provided in the court calendar.	1.83

*NOTE: Wording in blue was changed from “to stenographically or via voice notes identify multiple speakers” to “to identify multiple speakers stenographically or via voice notes” during workshop to make the statement clearer.

Content Area 2. TRANSCRIBING PROCEEDINGS

Knowledge Statements	Importance
K24. Knowledge of the capabilities of court reporting software and how to apply it to produce transcripts of proceedings.	3.58
K36. Knowledge of backing up, maintenance, and archival of stenographic dictionaries.	3.57
K35. Knowledge of rules of punctuation.	3.55
K30. Knowledge of basic computer operating functions and capabilities.	3.52
K26. Knowledge of transcript certificate page requirements.	3.48
K27. Knowledge of transcript cover page requirements.	3.44
K25. Knowledge of Minimum Transcript Format Standards requirements.	3.42
K31. Knowledge of statutes and CRB Best Practices pertaining to formatting and production of transcripts of confidential proceedings.	3.33
K28. Knowledge of use of caption information in transcript preparation.	3.20
K23. Knowledge of the procedures for creating an exhibit index.	3.18
K32. Knowledge of conditions that require redaction in the transcript.	2.92
K34. Knowledge of Board-recommended formatting distinctions between rough drafts and certified copies.	2.89
K29. Knowledge of methods and procedures for producing indices in a record on appeal.	2.24
K33. Knowledge of transcript production requirements in death penalty cases.	1.80

Content Area 3. RESEARCH AND LANGUAGE SKILLS

Knowledge Statements	Importance
K41. Knowledge of how to recognize and correct homonym-type errors.	3.55
K40. Knowledge of methods to research obscure or unfamiliar terminology and spelling.	3.50
K45. Knowledge of rules of English grammar.	3.49
K42. Knowledge of how to recognize and correct word usage errors.	3.48
K37. Knowledge of legal terminology and spelling.	3.39
K38. Knowledge of medical terminology and spelling.	3.27
K39. Knowledge of technical terminology and spelling.	3.24
K44. Knowledge of research methods to verify citations.	3.03
K47. Knowledge of authoritative research resources used to proofread transcripts.	2.94
K46. Knowledge of case citation formats.	2.85

Content Area 4. TRANSCRIPT MANAGEMENT*

Knowledge Statements	Importance
K49. Knowledge of backing up, maintenance, and archival of stenographic or voice notes.	3.58
K51. Knowledge of time limits required to produce and deliver finished transcripts.	3.47
K50. Knowledge of statute pertaining to maintenance and disposition of stenographic or voice notes.	3.30
K52. Knowledge of methods to produce electronic files.	3.24
K53. Knowledge of methods to protect and secure electronic documents.	3.03
K57. Knowledge of privacy issues related to transcript production.	2.89
K54. Knowledge of methods to electronically sign documents.	2.70
K61. Knowledge of CRB Best Practices Rough Draft Transcripts and methods to electronically produce rough draft transcripts.	2.65
K60. Knowledge of methods to deliver certified transcripts.	2.62
K62. Knowledge of methods to deliver rough draft transcripts.	2.57
K55. Knowledge of requirements pertaining to the filing of sealed court transcripts.	2.41
K59. Knowledge of statutes and regulations regarding the sale of CSR products and services.	2.28
K48. Knowledge of the procedures for handling exhibits in-person and in a remote environment to ensure safekeeping and distribution.	1.95
K58. Knowledge of codes pertaining to the reading and signing of a transcript by the witness.	1.82
K56. Knowledge of how to copy and attach exhibits to original transcripts and certified copies of transcripts.	1.32

*Note: Wording in blue was changed from "maintaining, and archiving" to "maintenance, and archival" during workshop.

Content Area 5. ETHICS*

Knowledge Statements	Importance
K66. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding.	3.66
K67. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters.	3.50
K69. Knowledge of laws, regulations , and CRB Best Practices concerning off-the-record or protected discussions.	3.22
K63. Knowledge of statutes and regulations requiring confidentiality of proceedings.	3.21
K70. Knowledge of BPC sections related to CSRs.	3.20
K68. Knowledge of laws and regulations pertaining to disclosure of conflicts of interest.	3.20
K71. Knowledge of use of backup audio media (BAM) according to CRB Best Practices.	3.09
K64. Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript.	2.82
K65. Knowledge of requirements when a third party requests any part of a transcript.	2.78
K72. Knowledge of statute regarding court reporting firm registration and applicable duties of the CSR related to the statute.	1.82

*Text in blue was added in workshop.

APPENDIX D | LETTERS TO PRACTITIONERS

November 9, 2022

FirstName LastName

Street Address

City, STATE ZipCode

Dear Licensee:

The Court Reporters Board (CRB) is currently conducting an occupational analysis of the certified shorthand reporter (CSR) profession in California. An occupational analysis is a comprehensive study of the profession and uses a survey questionnaire to determine the important tasks necessary for CSRs as well as the knowledge required to perform those tasks.

You have been randomly selected to complete our occupational analysis survey. The CRB 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/CSR2022OA>

For your convenience, you do not have to complete the survey in a single session. You can resume where you stopped as long as you reopen the survey from the same computer and use the same browser. Before you exit, complete the page that you are on. The program will save responses only on completed pages. The weblink is available 24 hours a day, 7 days a week.

Your responses will be kept confidential. They will not be tied to your license or personal information. Individual responses will be combined with responses of other CSRs, and only group data will be analyzed.

Results of the occupational analysis will provide the CRB with information regarding the skills and knowledge of CSRs. We will use this information to ensure that the CSR examinations reflect current practice. Additionally, the competencies identified during the study will provide the basis for development of CSR license examinations in the future.

The survey is available until December 7, 2022. Thank you in advance for sharing your valuable experience with the CRB.

Sincerely,



YVONNE K. FENNER
Executive Officer

December 7, 2022

FirstName LastName
Street Address
City, STATE ZipCode

Dear Licensee:

The Court Reporters Board (CRB) is currently conducting an occupational analysis of the certified shorthand reporter (CSR) profession in California. An occupational analysis is a comprehensive study of the profession and uses a survey questionnaire to determine the important tasks necessary for CSRs as well as the knowledge required to perform those tasks.

You have been randomly selected to complete our occupational analysis survey. The CRB 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/CSR2022OA>

For your convenience, you do not have to complete the survey in a single session. You can resume where you stopped as long as you reopen the survey from the same computer and use the same browser. Before you exit, complete the page that you are on. The program will save responses only on completed pages. The weblink is available 24 hours a day, 7 days a week.

Your responses will be kept confidential. They will not be tied to your license or personal information. Individual responses will be combined with responses of other CSRs, and only group data will be analyzed.

Results of the occupational analysis will provide the CRB with information regarding the skills and knowledge of CSRs. We will use this information to ensure that the CSR examinations reflect current practice. Additionally, the competencies identified during the study will provide the basis for development of CSR license examinations in the future.

The survey is available until January 6, 2023. Thank you in advance for sharing your valuable experience with the CRB.

Sincerely,



YVONNE K. FENNER
Executive Officer

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APPENDIX E | QUESTIONNAIRE



COURT REPORTERS BOARD
OF CALIFORNIA

Certified Shorthand Reporter OA Survey 2022

Message from the Court Reporters Board of California

Dear Licensed Certified Shorthand Reporter:

Thank you for opening this online survey. You have been selected to participate in an occupational analysis of the certified shorthand reporter (CSR) profession by the Court Reporters Board (CRB). CRB is collecting information on the tasks currently performed by CSRs in California, the importance of the tasks, and the knowledge needed to perform the tasks safely and effectively. We will use this information to ensure that the CSR examinations reflect current practice in California.

We worked with a group of CSRs to develop a survey to capture this information. The survey should take less than an hour to complete.

For your convenience, you do not have to complete the survey in a single session. You can resume where you stopped as long as you reopen the survey from the same computer and use the same browser. Before you exit, complete the page that you are on. The program will save responses only on completed pages. The weblink is available 24 hours a day, 7 days a week.

Your responses will be kept confidential. They will not be tied to license or personal information. Individual responses will be combined with responses from other CSRs, and only group data will be analyzed.

If you have questions or need assistance with the survey, please contact Maria Avalos with the Office of Professional Examination Services at maria.avalos@dca.ca.gov.

To begin the survey, click "**Next**". Please submit your completed survey by **January 6, 2023**.

We appreciate your time!

Thank you!

Court Reporters Board



Part I - Personal Data

Complete this survey only if you are currently licensed and have worked as a CSR in California within the last 12 months.

The Board recognizes that every certified shorthand reporter may not perform all of the tasks and use all the knowledge contained in this survey. However, your participation is essential to the success of this study.

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 data from this survey.

* 1. Are you currently employed as a CSR in California?

- Yes
- No

2. Are you interested in participating in exam development workshops in the future? If yes, please also provide your name and email address in questions #3 and #4.

- Yes
- No

3. What is your name? (Only share this information if you would like to participate in exam development workshops, your responses to the survey will not be associated with your name.)

4. What is your email address? (Only share this information if you would like to participate in exam development workshops, your responses to the survey will not be associated with your email address.)



Part I - Personal Data

5. How would you describe your primary work classification?

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

6. How would you describe your primary work environment?

- Court system
- Remote
- In-person
- Other (please specify)

7. How many years have you worked as a CSR in California?

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

8. On average, 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

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

- Depositions
- Federal Court
- Superior Court
- Other (please specify)

10. Do you use persons to assist you in scoping, proofreading or binding?

- Yes
- No

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

- Scopist
- Proofreader
- Agency
- Production assistant

12. What is the location of your primary work setting?

- Urban (more than 50,000 people)
- Rural (fewer than 50,000 people)

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

- Court reporting school
- Associate's degree
- Bachelor's degree
- Master's degree
- Doctorate
- Other (please specify)

14. Over the past year, which of the following types of proceedings have you worked on? (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

15. What eligibility pathway did you complete to qualify to take the California CSR examinations?

- 12 months of full-time work experience
- California-recognized court reporting school
- National Court Reporters Association (NCRA) Registered Professional Reporter (RPR) Certificate or Certificate of Merit
- California State Hearing Reporters Examination
- Reciprocity / out of state

16. Do you have any of the following NCRA certifications?

- RSR Registered Skilled Reporter
- RPR Registered Professional Reporter
- RMR Registered Merit Reporter
- RDR Registered Diplomate Reporter
- CRR Certified Realtime Reporter
- CRC Certified Realtime Captioner
- CLVS Certified Legal Video Specialist

17. Within how many years are you planning to retire or stop working as a CSR?

- 1-3 years
- 4-6 years
- 7-10 years
- Over 10 years
- Other (please specify)



Part I - Personal Data

18. What percentage of your work time is dedicated to performing the duties for the following work classifications?

Official court reporter	<input type="text"/>
Freelance reporter	<input type="text"/>
Captioner/CART provider	<input type="text"/>



Part I - Personal Data

19. In what California county do you perform most 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 Ratings

INSTRUCTIONS FOR RATING TASK STATEMENTS

This part of the survey contains 40 task statements. Please rate each task as it relates to your current job as a CSR.

Rate the tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

The boxes for rating the Frequency and Importance of each task have drop-down lists. Click on the "down" arrow in each box to see the rating options, and then select the value that applies to your current job. Your frequency and importance ratings should be separate and independent ratings. The ratings that you assign on one rating scale should not influence the ratings that you assign on the other rating scale.

If the task is not part of your current job, rate the task "0" (zero) frequency and "0" (zero) importance. Use the following scales to rate each task statement.

FREQUENCY SCALE

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

0 - DOES NOT APPLY. I do not perform this task in my current job.

1 - RARELY. I perform this task the least often in my current job relative to other tasks I perform.

2 - SELDOM. I perform this task less often than most other tasks I perform in my current job.

3 - REGULARLY. I perform this task as often as other tasks I perform in my current job.

4 - OFTEN. I perform this task more often than most other tasks I perform in my current job.

5 - VERY OFTEN. This task is one of the tasks I perform most often in my current job relative to other tasks I perform.

IMPORTANCE RATING

HOW IMPORTANT are these tasks in the performance of your current job?

0 - NOT IMPORTANT; DOES NOT APPLY TO MY JOB. I do not perform this task in my current job.

1 - OF MINOR IMPORTANCE. This task is of minor importance for effective performance in my current job.

2 - FAIRLY IMPORTANT. This task is fairly important for effective performance in my current job.

3 - MODERATELY IMPORTANT. This task is moderately important for effective performance in my current job.

4 - VERY IMPORTANT. This task is very important for effective performance in my current job.

5 - CRITICALLY IMPORTANT. This task is extremely important for effective performance in my current job.



Part II - Task Ratings

1. Reporting Proceedings

20. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

	Frequency	Importance
T1. Set up equipment according to guidelines to prepare for reporting in-person and remote proceedings.	<input type="text"/>	<input type="text"/>
T2. Obtain information from the court calendar or case caption from the court website to aid in transcript preparation.	<input type="text"/>	<input type="text"/>
T3. Obtain all parties' names and contact information from a variety of sources to facilitate transcript production and distribution.	<input type="text"/>	<input type="text"/>
T4. Control the proceedings according to statutes and regulations to ensure verbatim records.	<input type="text"/>	<input type="text"/>
T5. Administer the oath to witnesses and interpreters according to statutes and CRB Best Practices.	<input type="text"/>	<input type="text"/>
T6. Use stenographic or voice writing equipment with the fluency and speed required to capture verbatim testimony and make an accurate transcription.	<input type="text"/>	<input type="text"/>
T7. Use computer-aided transcription (CAT) software and equipment according to guidelines to provide realtime translation and onsite and remote streaming.	<input type="text"/>	<input type="text"/>
T8. Use speaker identification in the transcript to attribute statements made on the record.	<input type="text"/>	<input type="text"/>
T9. Report proceedings to make an accurate transcription and comply with protocols and procedures.	<input type="text"/>	<input type="text"/>
T10. Report interpreted proceedings to make an accurate transcription and comply with protocols and procedures.	<input type="text"/>	<input type="text"/>
T11. Mark exhibits for identification introduced during proceedings and inclusion in the record.	<input type="text"/>	<input type="text"/>
T12. Flag portions of proceedings requiring further clarification.	<input type="text"/>	<input type="text"/>
T13. Cease and resume the reporting of proceedings as required by statutes and CRB Best Practices.	<input type="text"/>	<input type="text"/>
T14. Read back proceedings as requested.	<input type="text"/>	<input type="text"/>



Part II - Task Ratings

2. Transcribing Proceedings

21. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

	Frequency	Importance
T15. Prepare transcripts of proceedings of translated stenographic notes to create an official record.	<input type="text"/>	<input type="text"/>
T16. Create cover, appearance, index, and certificate pages according to CRB Best Practices to conform to statutes.	<input type="text"/>	<input type="text"/>
T17. Maintain current stenographic or voice writing dictionaries to facilitate transcript production.	<input type="text"/>	<input type="text"/>
T18. Punctuate transcripts within Board-approved guidelines to accurately reflect the proceedings.	<input type="text"/>	<input type="text"/>
T19. Maintain confidentiality of transcripts in accordance with statutes and CRB Best Practices.	<input type="text"/>	<input type="text"/>
T20. Ensure that transcripts meet regulatory requirements and jurisdictional rules to aid in administration of justice.	<input type="text"/>	<input type="text"/>



Part II - Task Ratings

3. Research and Language Skills

22. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

	Frequency	Importance
T21. Research citations stated on the record using authoritative research resources to ensure that information is correct.	<input type="text"/>	<input type="text"/>
T22. Proofread transcripts for correct punctuation according to CRB Best Practices to ensure verbatim records of proceedings.	<input type="text"/>	<input type="text"/>
T23. Proofread transcripts according to CRB Best Practices to ensure the absence of errors in spelling, typography, and word usage (e.g., homonym-type errors).	<input type="text"/>	<input type="text"/>
T24. Research obscure or unfamiliar terms mentioned during proceedings to ensure accuracy.	<input type="text"/>	<input type="text"/>
T25. Research the spelling of medical, legal, and technical terminology used during proceedings to ensure accuracy.	<input type="text"/>	<input type="text"/>
T26. Maintain vocabulary knowledge with general terminology to assist in accurately capturing and transcribing verbatim proceedings.	<input type="text"/>	<input type="text"/>
T27. Maintain English grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	<input type="text"/>	<input type="text"/>



Part II - Task Ratings

4. Transcript Management

23. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

	Frequency	Importance
T28. Prepare electronic files of transcripts for secure electronic delivery when requested or required.	<input type="text"/>	<input type="text"/>
T29. Affix an electronic signature to reporter's certificate according to court protocols and local practices for transcripts delivered electronically.	<input type="text"/>	<input type="text"/>
T30. Fulfill requests for rough draft transcripts pursuant to statutes and CRB Best Practices.	<input type="text"/>	<input type="text"/>
T31. Notify deponent when transcripts are ready for review and signature by sending written notice pursuant to statutes and applicable standards.	<input type="text"/>	<input type="text"/>
T32. Prepare and deliver certified transcripts when requested or required by code.	<input type="text"/>	<input type="text"/>
T33. Maintain custody of deposition exhibits according to CRB Best Practices for production of transcripts and distribution upon completion.	<input type="text"/>	<input type="text"/>
T34. Retain stenographic or voice notes of proceedings to ensure security and accessibility according to statute.	<input type="text"/>	<input type="text"/>
T35. Deliver stenographic notes to the court when required.	<input type="text"/>	<input type="text"/>
T36. Prepare bills for products and services in accordance with applicable statutes.	<input type="text"/>	<input type="text"/>



Part II - Task Ratings

5. Ethics

24. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

	Frequency	Importance
T37. Perform the tasks required of CSRs in accordance with scope of practice.	<input type="text"/>	<input type="text"/>
T38. Practice and apply impartiality and confidentiality in accordance with statutes and regulations.	<input type="text"/>	<input type="text"/>
T39. Practice and apply state and local rules of court and applicable statutes and CRB Best Practices.	<input type="text"/>	<input type="text"/>
T40. Use backup audio media (BAM) in accordance with laws and CRB Best Practices.	<input type="text"/>	<input type="text"/>



Part III - Knowledge Ratings

INSTRUCTIONS FOR RATING KNOWLEDGE STATEMENTS

This part of the survey contains 79 knowledge statements. Please rate each of the knowledge statements based on how important the knowledge is to effective performance in your current job. If a knowledge statement is NOT part of your current job, then rate it "0" (zero) for importance.

Select a rating based on your current job.

IMPORTANCE RATING

HOW IMPORTANT is this knowledge in the effective performance of your current job? Use the following scale to make your ratings.

- 0 - DOES NOT APPLY TO MY JOB; NOT REQUIRED. This knowledge is not required to perform my current job.
- 1 - OF MINOR IMPORTANCE. This knowledge is of minor importance for effective performance of my current job.
- 2 - FAIRLY IMPORTANT. This knowledge is fairly important for effective performance of my current job.
- 3 - MODERATELY IMPORTANT. This knowledge is moderately important for effective performance of my current job.
- 4 - VERY IMPORTANT. This knowledge is very important for effective performance of my current job.
- 5 - CRITICALLY IMPORTANT. This knowledge is essential for effective performance of my current job.



Part III - Knowledge Ratings

1. Reporting Proceedings

25.

How important is this knowledge for effective performance of tasks in your current job?

	Does not apply to my job:	Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
K1. 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"/>	<input type="radio"/>
K2. 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"/>	<input type="radio"/>
K3. Knowledge of methods to identify parties for the record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K4. Knowledge of the reporter's duties in court or deposition proceedings according to the statutes, regulations, and CRB Best Practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K5. Knowledge of the capabilities of computer-aided transcription (CAT) software and hardware, and of how to use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K6. Knowledge of stenographic machine or voice writing equipment operation and maintenance to facilitate verbatim reporting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K7. Knowledge of the procedures regarding marking of exhibits to ensure identification in the in-person and remote environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K8. Knowledge of CRB 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"/>	<input type="radio"/>
K9. Knowledge of procedures for reading stenographic or voice notes aloud when requested in proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K10. Knowledge of CRB Best Practices for Reporter Conduct Read-back in the Jury Room and protocol and methods of identifying court testimony that may not be read back.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K11. Knowledge of methods to stenographically or	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

via voice notes 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"/>
K12. Knowledge that the stenographic or voice notes are the official record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K13. Knowledge of statutes and CRB Best Practices pertaining to when to go on and off the record during proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K14. 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"/>
K15. Knowledge of CRB Best Practices for Interpreted Depositions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K16. Knowledge of how to operate a stenographic or voice writing equipment at the speed required.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K17. Knowledge of how 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"/>
K18. Knowledge of 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"/>
K19. Knowledge of equipment required to provide realtime translation and onsite and remote streaming.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K20. Knowledge of relevant statutes regarding the provision of realtime translation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K21. Knowledge of CRB Best Practices for Videoconferences and Remote Reporting regarding equipment and technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K22. Knowledge of how to operate the stenographic or voice writing equipment to flag proceedings at the speed required.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



COURT REPORTERS BOARD
OF CALIFORNIA

Certified Shorthand Reporter OA Survey 2022

Part III - Knowledge Ratings

2. Transcribing Proceedings

26.

How important is this knowledge for effective performance of tasks in your current job?

	Does not apply to my job;	Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
K23. 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"/>	<input type="radio"/>
K24. Knowledge of the capabilities of court reporting software and how to apply it to produce transcripts of proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K25. Knowledge of Minimum Transcript Format Standards requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K26. Knowledge of transcript certificate page requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K27. Knowledge of transcript cover page requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K28. Knowledge of 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"/>	<input type="radio"/>
K29. 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"/>	<input type="radio"/>
K30. 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"/>	<input type="radio"/>
K31. Knowledge of statutes and CRB Best Practices pertaining to formatting and production of transcripts of confidential proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K32. Knowledge of 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"/>	<input type="radio"/>
K33. 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"/>	<input type="radio"/>
K34. 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"/>	<input type="radio"/>
K35. Knowledge of rules of punctuation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K36. Knowledge of backing up, maintenance, and archival of stenographic dictionaries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Part III - Knowledge Ratings

3. Research and Language Skills

27.

How important is this knowledge for effective performance of tasks in your current job?

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
K37. Knowledge of legal terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K38. Knowledge of medical terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K39. Knowledge of technical terminology and spelling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K40. Knowledge of methods 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"/>
K41. Knowledge of how 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"/>
K42. Knowledge of how 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"/>
K43. Knowledge of English language vocabulary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K44. 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"/>
K45. Knowledge of rules of English grammar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K46. Knowledge of case citation formats.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K47. 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 Ratings

4. Transcript Management

28.

How important is this knowledge for effective performance of tasks in your current job?

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
K48. Knowledge of the procedures for handling exhibits in-person and in a remote environment to ensure safekeeping and distribution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K49. Knowledge of backing up, maintenance, and archival of stenographic or voice notes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K50. Knowledge of statute pertaining to maintenance and disposition of stenographic or voice notes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K51. 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"/>
K52. 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"/>
K53. 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"/>
K54. 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"/>
K55. 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"/>
K56. Knowledge of how to copy and attach exhibits to original transcripts and certified copies of transcripts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K57. 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"/>
K58. Knowledge of codes pertaining to the reading and signing of a transcript by the witness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K59. Knowledge of statutes and regulations 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"/>
K60. 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"/>
K61. Knowledge of CRB Best Practices Rough Draft Transcripts and 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"/>
K62. 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"/>



Part III - Knowledge Ratings

5. Ethics

29.

How important is this knowledge for effective performance of tasks in your current job?

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
K63. Knowledge of statutes and regulations requiring confidentiality of proceedings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K64. Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K65. Knowledge of requirements when a third party requests any part of a transcript.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K66. 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"/>
K67. 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"/>
K68. Knowledge of laws and regulations 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"/>
K69. Knowledge of laws and CRB Best Practices 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"/>
K70. Knowledge of Business and Professions code sections related to CSRs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K71. Knowledge of use of backup audio media (BAM) according to CRB Best Practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K72. Knowledge of statute regarding court reporting firm registration and applicable duties of the CSR related to the statute.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Certified Shorthand Reporter OA Survey 2022

COURT REPORTERS BOARD
OF CALIFORNIA

Thank you!

Thank you for taking the time to complete this survey! The Court Reporters Board values your contribution to this study.

