



***Council on Approved Student Education
General Requirements and Minimum Standards
for Approved Court Reporting Programs***

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***** Note: Highlighted sections represent most recent revisions*****

CASE General Requirements and Minimum Standards

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GENERAL REQUIREMENTS

I. Objectives

The National Court Reporters Association (NCRA), a national professional organization with a membership of over 13,000, was founded in 1899.

The mission statement as adopted by the NCRA Board of Directors in November 2004 states: NCRA promotes excellence among those who capture and convert the spoken word to text and is committed to supporting every member in achieving the highest level of professional expertise.

NCRA accomplishes this through ethical standards, testing and certification, educational opportunities, communications, government relations, research and analysis, and fiscal responsibility.

The approval process is one that is intended to assist institutions by setting minimum standards for the realtime educational programs offered day, evening, and online. All programs are encouraged to meet and/or exceed these general requirements and minimum standards. The general requirements and minimum standards established by NCRA's Council on Approved Student Education (CASE) shall be incorporated in each institution's approved program's curriculum and shall be adhered to.

CASE is composed of at least five (5) members, including at least two (2) Registered Professional Reporters and at least three (3) reporting educators from NCRA-approved programs representing both public and private institutions. CASE shall oversee existing approved programs as well as the process of institutions seeking approval of their educational programs. CASE members are appointed by NCRA's President with the advice and consent of the Board of Directors. Determination of the composition of CASE members shall be consistent with the NCRA conflict of interest policy and shall strive to ensure all reporting environments are represented.

The *General Requirements and Minimum Standards* developed by CASE are the same for all realtime educational programs classified as approved, whether an institution is applying for the first time or applying for re-approval.

CASE publishes in the Journal of Court Reporting and elsewhere, and makes available to the public, a list of institutions whose realtime reporter education programs have met the *General Requirements and Minimum Standards*. CASE's advice, services, and cooperation are available to all who offer such an educational program.

CASE does not guarantee that students will graduate within specific time frames, that students will be able to obtain employment as realtime reporters, or that the educational institution is financially stable.

An institution's educational program shall satisfy Tier I or Tier II eligibility requirements:

II. Eligibility

Tier I:

- A. All programs shall be licensed or certified at the post-secondary or collegiate level by the state in which it operates.
- B. The institution shall be accredited by a body recognized by the U. S. Department of Education within its jurisdiction.
- C. The institution shall be eligible for participation in Title IV federal financial aid.
- D. The institution shall be legally organized and authorized to conduct its educational program under the laws of its own state and community.
- E. The educational program shall be organized primarily to educate students for realtime reporting careers.

- F. The educational program shall be on the post-secondary or collegiate level.
- G. Post-secondary education shall be the principal activity of the institution.
- H. Each branch, extension center, off-main-campus facility, day, night, and online program leading to graduation is deemed a separate program and requires separate approval.
- I. Courses offered in the evening, on weekends, or online must meet the educational standards as set forth herein. (see Appendix 1)
- J. The realtime educational program shall meet all of the minimum standards contained herein.
- K. CASE's on-site visitation and evaluation of the realtime educational programs shall be specifically authorized by the chief executive officer of the institution.
- L. The enrollment in the realtime educational program shall be sufficient to support regularly scheduled and conducted coursework and to ensure reasonable standards of instruction.
- M. The institution must have and maintain an up-to-date catalog, program information, or catalog addendum. This information must meet CASE's Minimum Standards. (see Minimum Standard VII, VIII, and IX)

Tier II:

- A. The program shall be legally organized and authorized to conduct its educational program under the laws of its own state and community.
- B. The educational program shall be organized primarily to educate students for realtime reporting careers.
- C. Each branch, extension center, off-main-campus facility, day, night, and online program leading to graduation or completion is deemed a separate program and requires separate approval.
- D. Courses offered in the evening, on weekends, or online must meet the educational standards as set forth herein. (see Appendix 1)
- E. The realtime educational program shall meet all of the minimum standards contained herein.
- F. CASE's on-site visitation and evaluation of the realtime educational programs shall be specifically authorized by the chief executive officer of the institution.
- G. The enrollment in the realtime educational program shall be sufficient to support regularly scheduled and conducted coursework and to ensure reasonable standards of instruction.
- H. The program must have and maintain an up-to-date catalog, program information, or catalog addendum. This information must meet CASE's Minimum Standards. (see Minimum Standard VII, VIII, and IX)

III. Initial Application Procedures

- A. An institution interested in obtaining NCRA approval of its realtime educational programs shall initiate correspondence through its chief executive officer or program director. Once NCRA is notified of an institution's interest in obtaining NCRA approval, NCRA staff will provide initial application forms and pertinent information to the institution.
- B. The initial application forms and pertinent information are to be completed and submitted to NCRA headquarters together with a current catalog or program information and a nonrefundable initial application fee. The application form shall contain the following statements:
 1. With submission of the initial application and any subsequent materials, such as the self-study forms, the applicant affirms that all of the statements contained therein are true and complete and acknowledges that the applicant is aware that NCRA will rely upon submitted data.

2. NCRA reserves the right to revoke any approval granted upon a determination that an institution has submitted false or incomplete information on an application form.
- C. When the initial application for approval is received at NCRA, a review will be conducted by the staff and the self-study materials will be forwarded to the institution.
- D. The instructional staff of the realtime reporter education program shall be involved in the preparation of the self-study. The self-study is designed to assist the institution in evaluating the quality of its program, staff, and activities and to assist CASE in assessing the total program.
- E. When the self-study process has been completed, the documents are submitted electronically with one hard copy to be present onsite. The nonrefundable self-study fee should be sent prior to the visit. (see General Requirements VII)
- F. The completed self-study will be examined by NCRA's Education Department staff. The institution will be contacted by the NCRA staff to schedule the on-site evaluation. The institution may make any suggested changes noted by the Education Department staff before the Evaluation Team's visit. Results will be shared with the institution and the CASE Evaluation Team.
- G. The Evaluation Team for the on-site visit shall consist of an NCRA Education Department staff member(s) and one (1) Certified Program Evaluator selected from among a corps of Certified Program Evaluators. Determination of the composition of the Evaluation Team member shall be consistent with the NCRA conflict of interest policy.
- H. The Evaluation Team is subject to challenge by the institution prior to visitation. The institution is permitted up to one (1) challenge. Objections to the Evaluation Team member shall be submitted by the institution in writing to NCRA within three (3) calendar days of the institution's receipt of notice of the identity of the Evaluation Team members. By mutual agreement among the team members and the institution as to the date and time of the on-site evaluation visit, the NCRA Education Department staff will schedule the visit.
- I. Changes to the self-study information made by the institution after submitting the self-study form shall be submitted as an "Update Report" to the Education Department at least ten (10) calendar days prior to the scheduled visit.
- J. The purposes of the Evaluation Team visitation are to verify the institution's self-study and to review and discuss any findings. Additionally, the team will interview administrative staff, faculty, students, and recent graduates.
- K. The Evaluation Team will prepare a Visitation Team Report during the on-site visit. The report will be submitted to NCRA headquarters. The NCRA staff will send an exact copy of the report to the institution, which then has thirty (30) calendar days to respond and submit any comments on the entire report to CASE.
- L. CASE will review the reports of the Education Department staff, the Evaluation Team, and the institution's response. These reports and any responses thereto shall be considered and acted upon by CASE at its next scheduled meeting. (see General Requirements VIII-A)
- M. The institution shall be notified in writing of the action taken by CASE within 30 days. CASE's decision will not be disclosed prior to the time of such written decision.

IV. Reevaluation Procedures

- A. Each institution shall submit a self-study at least once every five (5) years and be reevaluated.
- B. CASE self-study forms will be furnished to each institution being reevaluated. The institution must complete and return the self-study documents and materials together with the nonrefundable self-study fee to NCRA headquarters according to the time schedule outlined. (see General Requirements VII; Appendix 4)

1. With submission of the self-study and any subsequent materials, the applicant affirms that all of the statements contained therein are true and acknowledges that the applicant is aware that NCRA will rely upon submitted data.
 2. NCRA reserves the right to revoke any approval granted upon determination that an institution has submitted false information on its self-study.
- C. The instructional staff of the realtime educational program shall be involved in the preparation of the self-study. The self-study is designed to assist the institution in evaluating the quality of its program, staff, and activities and to assist CASE in its assessment of the total program.
- D. Failure to submit self-study forms according to the time schedule may result in suspension or revocation of approval. (see General Requirements VIII-C; Appendix 4)
- E. The completed self-study will be examined by Education Department staff. Results will be shared with the institution and the Evaluation Team. The institution will be contacted by the NCRA staff to schedule the Evaluation Team on-site visit. The institution may make any suggested changes noted by Education Department staff before the Evaluation Team's visit.
- F. The Evaluation Team for the on-site reevaluation shall consist of an NCRA Education Department staff member(s) and one (1) Certified Program Evaluator, selected from among a corps of Certified Program Evaluators. Determination of the composition of the Evaluation Team members shall be consistent with the NCRA conflict of interest policy. Team members are subject to challenge by the institution prior to visitation. The institution is permitted up to one (1) challenge. Objections to any Evaluation Team member shall be submitted by the institution in writing to NCRA within three (3) calendar days of the institution's receipt of notice of the Evaluation Team members. By mutual agreement among the team members and the institution as to the date and time of the on-site evaluation visit, the NCRA staff will schedule the visit.
- G. Changes made by the institution after submitting the self-study shall be submitted as an "Update Report" to the evaluation team ten (10) calendar days prior to the scheduled visit.
- H. The purposes of the Evaluation Team visitation are to verify the institution's self-study and to review and discuss any findings. Additionally, the team will interview administrative staff, faculty, students, and recent graduates.
- I. The Evaluation Team will submit its written report to NCRA headquarters. The NCRA staff will send an exact copy of the report to the institution, which then has thirty (30) calendar days to submit any comments on the entire report to CASE.
- J. CASE will review the reports of Education Department staff and the Evaluation Team as well as the institution's response. These reports are then considered and acted upon by CASE at its next scheduled meeting. (see General Requirements VIII-B)
- K. The institution shall be notified in writing of the action taken by CASE within thirty (30) days. CASE's decision will not be disclosed prior to the time of such written notification.

V. Annual Report Procedures

- A. NCRA will furnish CASE Annual Report forms to each approved program prior to October 15. A report confirming compliance with CASE standards shall be filed by each program by December 1 of each year.
- B. NCRA will bill each program for its Annual Fee based on the number of students enrolled in the realtime educational program as of November 1 of the year in which the Annual Report form is filed. Fees shall be payable on or before January 31 of the following year. (see General Requirements VII)
- C. Failure to submit the Annual Report by December 1 and the Annual Fee by January 31 may result in revocation of approval and late fees. (see General Requirements VII-C and VIII-C)

- D. The Annual Fee for newly approved programs is computed on a pro-rata basis. (see General Requirements VII-C)
- E. CASE may require a reevaluation visit for good cause or request additional written data concerning the institution and its program at any time at the institution's expense.

VI. Major Changes

A. Change in Majority Ownership or Control

1. Any change in ownership resulting in a change of control of an institution shall be reported to NCRA in writing within thirty (30) calendar days of such change. The institution is required to file a Change of Ownership document. Failure to comply may result in revocation of approval. (see General Requirements VIII-C)
2. When such revocation occurs, the institution may request reinstatement, with approval of the new management, ownership or majority control. Reinstatement may be considered by CASE at such time and on such terms and conditions as CASE deems appropriate.
3. In the event of such change, CASE may conduct an Evaluation Team reevaluation visit of the realtime educational program at the institution's expense.

B. Change in Program

1. Any substantial or significant change in the content of the program shall be reported to NCRA in writing within thirty (30) calendar days of such change. Failure to comply may result in suspension or revocation of approval. (see General Requirements VIII-C)
2. Addition of a night program or courses shall be reported to NCRA within thirty (30) calendar days. Failure to comply may result in suspension or revocation of approval. (see General Requirements VIII-C)

C. Change in Administration

Any change in program director or the realtime program department head shall be reported to NCRA in writing within thirty (30) calendar days of such change. Failure to report this information may result in suspension or revocation of approval. (see General Requirements VIII-C)

D. Change of Name or Address

Any change in the name or address of the institution shall be reported to NCRA in writing within thirty (30) calendar days of such change. Failure to report this information may result in suspension or revocation of approval. (see General Requirements VIII-C)

E. Change in Accreditation, Licensing/Certification, or Title IV Eligibility

Any change in national accreditation, state licensing or certification, or participation in Title IV funding shall be reported to NCRA in writing within ten (10) calendar days of such change. Failure to comply shall result in suspension or revocation of approval. Loss of accreditation will result in loss of NCRA approval. (see General Requirements VIII-C)

F. Reinstatement

An institution may request reinstatement within ninety (90) calendar days of receiving notice of suspension or revocation by providing proof of reaccreditation, reinstatement of approval or licensing by state agency, or reinstatement of eligibility for Title IV funding.

VII. Fee Schedule*

- A. Initial Application Fee: The initial application fee is \$300, nonrefundable, and valid for one year.
- B. Initial Evaluation or Reevaluation Fees: The initial evaluation or reevaluation fees listed below are nonrefundable and valid for one year only.

Judicial Program (on-site/online)	\$ 450
Broadcast captioning or Communication Access Realtime Translation Program	\$ 100
Honorarium for Certified Program Evaluator (CPE)	\$ 400 (per evaluator)

Additional Options:

Appeals Panels' Travel Expense	\$2,500
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Annual Fee: The Annual Fee for approved programs is \$400. The invoice is sent to schools in October with a due date no later than January 31.

Annual fees received later than January 31 will be assessed an additional late fee as follows:

30 days late	\$150 plus annual fee
45 days late	\$200 plus annual fee
90 days or more	\$300 plus annual fee

- C. Evaluation Team Expenses: The institution is responsible for the expenses of the non-NCRA staff Evaluation Team member(s) and will be billed by NCRA. Evaluation expenses include travel, food, lodging, and honorarium for team members' onsite and for online reviews' conference call charges. Documentation will be provided to the institution at the time of billing.
- D. Failure to Remit Fees: Failure to pay any fees due within forty-five (45) calendar days of the date of billing may result in suspension or revocation of approval. (see General Requirements VIII-C)

**Fees and dates subject to change.*

VIII. CASE Actions

- A. Initial Application

Upon initial application by a program, CASE may take any of the following actions:

- 1. Approve the program

When CASE determines that the realtime educational programs has demonstrated compliance with the General Requirements and Minimum Standards, CASE will grant approval of the program for not more than five (5) years, subject to continued compliance with the General Requirements and Minimum Standards.

The institution will receive written notice of CASE's action and a statement of findings forming the basis of such action within thirty (30) days of CASE's decision. Approval is effective upon written notification of such CASE's decision or compliance with the stipulation.

- 2. Conditional Approval

When CASE determines in its discretion that, but for minor, readily correctable findings in a program's documentation, the program had sufficiently demonstrated compliance with the *General Requirements and Minimum Standards*, CASE may grant conditional approval to the program, subject to the requirement that the program supply any requested documentation of compliance within such period (not more than thirty (30) calendar days) as CASE shall specify.

If, upon receipt of the documentation supplied by the program, CASE determines that the program has corrected the deficiencies that CASE had previously found, CASE shall grant full approval to the program. If CASE determines that the program has failed to correct these deficiencies, CASE shall notify the program in writing and withdraw its conditional approval. In no event shall a grant of conditional approval continue beyond CASE's next regularly scheduled meeting.

3. Defer Action on the Program

CASE may decide to defer action on a program if CASE determines that it doesn't have sufficient information to either certify or deny. A decision by CASE to defer action on a realtime educational program is neither a final decision nor a negative action. CASE, after requesting and receiving further information from the institution, will reconsider the application at its next regularly scheduled meeting.

4. Deny Approval of the Program

When CASE denies an initial application for approval, an institution may appeal the decision as provided in General Requirements IX of these General Requirements and Minimum Standards. In no event may an institution reapply for approval earlier than one (1) year after the date of CASE's decision.

B. Application for a Renewed Grant of Approval

Upon receipt of an application for a renewed grant of approval, CASE can take any of the following actions:

1. Approve the program

When CASE determines that the realtime educational program has met the General Requirements and Minimum Standards, approval will be issued, normally for five (5) years, subject to continued compliance with the General Requirements and Minimum Standards.

The institution will receive written notice of CASE's action and a statement of findings forming the basis of such action within thirty (30) days of CASE's decision. Approval is effective upon the mailing of written notification of CASE's decision or compliance with the stipulation.

2. Conditional Approval

When CASE determines in its discretion that, but for minor, readily correctable deficiencies in a program's documentation, it would otherwise determine that the program had sufficiently demonstrated compliance with the *General Requirements and Minimum Standards*, CASE may grant conditional approval to the program, subject to the requirement that the program supply any required documentation of compliance within such period (not more than thirty (30) calendar days) as CASE shall specify.

If, upon receipt of the documentation supplied by the program, CASE determines that the program has corrected the deficiencies in question, CASE shall grant full approval to the program. If CASE determines that the program has failed to correct these deficiencies, CASE shall notify the program in writing within thirty (30) days and withdraw its conditional approval. In no event shall a grant of conditional approval continue beyond CASE's next regularly scheduled meeting.

3. Defer Action on the Program

CASE may decide to defer action on a realtime educational program if CASE determines it doesn't have sufficient information to either certify or deny. A decision by CASE to defer action on a realtime educational program is neither a final decision nor a negative action. CASE shall notify the institution of its decision to defer action within thirty (30) days and may request additional information from the institution before making a final determination. CASE, after requesting and receiving further information from the institution, will reconsider the application at its next regularly scheduled meeting. A program's approval that would otherwise expire during the period of deferral shall not

expire but shall continue in effect until CASE has decided at its next regularly scheduled meeting whether to approve or deny the institution's application.

4. Deny Approval of the Program

CASE's decision to deny an application for a renewed grant of approval is a final decision by CASE. This action will be taken when CASE determines that:

- a. The institution or program no longer meets the *General Requirements and Minimum Standards*.
- b. The institution has failed to file an Annual Report or pay fees as required by CASE.
- c. Any substantial or significant change has not been reported to CASE in matters such as change of program or any other major changes. (see General Requirements VI)
- d. The institution has failed to respond or to aid in completing arrangements for a scheduled evaluation.
- e. CASE may consider the historical NCRA approval record of the institution. Repeated citations may result in denial of new approval.

If CASE denies an application for a renewed grant of approval, the institution may appeal the decision as provided in General Requirements IX; and in no event may an institution reapply for approval earlier than one (1) year after the date of CASE's decision.

5. Special Meetings

Under extraordinary circumstances or upon due cause involving the appearance of substantial violations of these *General Requirements and Minimum Standards* and a compelling need for prompt action in order to protect against likely substantial injury to the interests of the various publics that rely on CASE's approval decisions, CASE may direct in writing that an institution appear at the institution's expense at a special or regularly scheduled meeting not less than forty-five (45) calendar days from the date of the institution's receipt of the written direction to appear. The directive to appear may be preceded or followed by a directive requiring that the institution respond to CASE's requests for specific information or by a fact-finding Evaluation Team visit.

CASE's directive to appear shall identify the specific provisions of the Standards with which the institution must demonstrate compliance. CASE shall give the institution a reasonable opportunity to demonstrate through oral and written information compliance with the provisions of the Standards referred to in CASE's directive to appear. After considering such information, CASE may (1) revoke its approval of the institution's program, (2) defer its decision pending its receipt of the report of a special visiting team or the institution's submission of further information in the form of one or more special reports, or (3) determine that there is no need for further action.

6. Special Reports and Site Visits

At any time in its discretion, CASE may require an institution to submit a report responding to CASE's inquiries about the institution's compliance with specific provisions of the Standards. The institution shall file its report within the time specified by CASE (which shall be not less than twenty (20) calendar days after its receipt of CASE's request for such report). The institution's report shall fully and completely respond to CASE's request. CASE may also at any time in its discretion appoint an Evaluation Team to conduct a fact-finding, on-site visit to any institution at the institution's expense. CASE shall give the institution not less than twenty (20) calendar days' advance notice of the planned visit (and the persons appointed to serve on the team).

Any objections to any member of the fact-finding Evaluation Team must be made by the institution in writing, identifying the team member(s) objected to, and setting out in detail the nature and basis of

the institution's objection to each member. The objections shall be waived unless received by NCRA's Executive Director within three (3) calendar days after the institution's receipt of the written notice of the identity of proposed team members. Within such time period as CASE shall specify, the fact-finding Evaluation Team shall prepare and submit to CASE and to the institution a written report of its findings. The institution may submit any comments or response to the Evaluation Team's report within such time period as CASE shall specify.

C. Revocation of Approval:

1. CASE may also revoke approval at any time upon determination after giving the institution reasonable notice of not less than thirty (30) calendar days and an opportunity to be heard by means of a special or regular meeting, special report, special team visit, or otherwise that the program is not in compliance with any of the provisions of the *General Requirements and Minimum Standards*.
2. If CASE revokes approval, the institution may appeal the decision as provided in General Requirements IX if these *General Requirements and Minimum Standards*.
3. If the institution does not wish to appeal the decision of CASE, it may reapply for approval after a (1) one-year period after CASE's decision. In no event may an institution reapply for approval earlier than one (1) year after the date of CASE's decision.

IX. Appeals Procedures

A. Appeals

An institution claiming to be aggrieved by CASE's denial of approval, continuation of approval, or revocation of approval may appeal to the Appeals Panel. All reasonable and appropriate expenses for the appeal, including the expenses of Appeals Panel, shall be borne by the appellant unless the appeals panel determines, at its discretion, that the decision from CASE that was being appealed was clearly erroneous. (see General Requirements IX-C)

B. Appeals Procedures

1. Before an appeal is undertaken, an institution will have received appropriate written notice of CASE's action and a statement of findings forming the basis for such action.
2. Upon an institution's notification to NCRA of its wish to appeal CASE's decision, an Appeals Panel will be appointed to consider the appeal and render a decision as provided below. (see General Requirements IX-C)
3. Notice of appeal must be received by NCRA within thirty (30) calendar days of the institution's receipt of CASE's action and findings.
4. The institution must file a written statement of the grounds for its appeal within thirty (30) calendar days after mailing the notice of appeal. In preparing the written grounds for appeal, the institution is expected to copy and respond to each numbered item included with CASE's statement of findings forming the basis of its actions. Notice of appeal shall be in writing and signed by the chief executive officer of the institution. The appeal must be accompanied by a check for deposit as a partial/full payment of the Appeals Panel's travel expenses. Any excess will be refunded. (see General Requirements VII-B)
5. The notice of appeal shall be directed to:
Executive Director
National Court Reporters Association
12030 Sunrise Valley Drive
Suite 400
Reston, VA 20191-3484

6. The institution's file will be forwarded to the Appeals Panel after it is appointed as provided below. At the earliest practicable time, the chairperson of the Appeals Panel will set a mutually agreeable date and location mutually convenient for a meeting to consider the appeal.
7. The institution, at its option and expense, shall have the right to appear and make a presentation and shall also have the right to counsel. Such oral presentation shall be limited to forty-five (45) minutes. NCRA, at its own expense, shall be represented by legal counsel at the appeal.
8. The Executive Director will, by letter, notify the institution of the action of the Appeals Panel within thirty (30) days of the Appeal Panel's meeting.
9. The institution, at its option and expense, shall have the right to a transcript of the appeal hearing; and it may arrange to have a qualified realtime reporter present to make a verbatim record of the appeal hearing.
10. The Appeals Panel shall sustain CASE's decision unless the institution shows that CASE's decision is clearly erroneous. The Panel shall not receive information, documents, or testimony concerning events or alleged progress made by a program after the CASE decision from which the institution has appealed.
11. The Appeals Panel will make one of the following decisions by majority vote.
 - a. Sustain the decision of CASE.
 - b. Reverse the decision and thereby approve or continue the approval of the program, with or without conditions or stipulations.
12. The decision of the Appeals Panel shall be final and not subject to any further appeal or review.
13. CASE will give public notice of any action from which an appeal can be taken by indicating that the institution's status is under review. Until CASE's decision has become final, either by conclusion of the appeals process or the expiration of the time for appeal, NCRA will, upon inquiry, state that the institution's status is under review.
14. If a program has approval at the time that CASE makes a decision from which an appeal can be taken, its approval will continue until CASE's decision has become final either by the conclusion of the appeal process or by the expiration of the time for appeal.

C. Appeals Panel

1. Candidates serving on the Appeals Panel shall have knowledge of approval processes and procedures. These candidates shall be Certified Program Evaluators, former CASE members, and/or past presidents of NCRA. Determination of the composition of the panel shall be consistent with NCRA's conflict of interest policy.
2. Whenever a notice of appeal is received, the NCRA President shall select five (5) or more persons from among the eligible candidates and shall notify the institution that the Appeals Panel will be selected from among these persons. For reasonable cause, the institution may object to up to two (2) candidates serving on the Appeals Panel. Any such objection shall be in writing, shall clearly state the cause or causes for the objection, and must be received by NCRA within seven (7) calendar days after the list of possible Panel members is received by the institution.
3. The NCRA President shall review any objections and then designate three (3) persons (including one person designated to chair the panel) who may reasonably serve as an Appeals Panel for a particular institution's appeal and may designate one or more alternates to serve in case of inability of any member of the panel to serve. If the appeal of more than one institution is scheduled during the same twelve-month period and if a Panel has been properly selected and designated as provided above, the same Panel may hear the appeal of all such institutions.

4. An institution will be notified of the final selected members of the Appeals Panel when a time and location are selected for the appeal proceeding.
5. Whenever possible, NCRA will group the scheduling of any institutions making an oral presentation, allowing sufficient time for the Appeals Panel to hear oral presentations, make proper deliberations, and forward its decisions to NCRA.

X. Complaint Procedures

“Executive Director” refers to the Executive Director or his or her designated representative.

For Students: Each institution with an approved program shall publish a procedure for resolving/handling student complaints, including provisions for a final written decision.

A. Student complaints must be handled in the following manner:

1. The student must file the complaint in accordance with the institution’s published grievance procedure. The institution shall respond to the student’s complaint within the time frame stated in the grievance procedure. If the institution does not respond to the student in accordance with the grievance procedure, then the student may file a CASE Complaint Form. The student must submit (1) copy of the complaint submitted to the school and 2) proof that the complaint was received by the school (use Certified or Registered Mail).
2. If the final written decision of the institution is deemed unsatisfactory by the student, then the student may file a CASE Complaint Form. The CASE Complaint Form must be accompanied by the final written decision of the institution. (see Appendix 10)
3. The CASE Complaint Form will be submitted to CASE for consideration. If it appears that the *General Requirements and Minimum Standards* have been violated, CASE will discuss the seriousness of the alleged violation and determine whether any further action is necessary or indicated. Repeated complaints may result in a CASE visitation at the institution’s expense.
4. Once a complaint is accepted for processing, NCRA will send all written communications to the student making the complaint and the program complained against, along with a copy of these complaint procedures and a copy of the General Requirements and Minimum Standards, requesting that the program respond to the complaint in writing within thirty (30) days. A copy of any response received shall be forwarded to the complaining party.

For Members:

A. Member complaints must be handled in the following manner:

1. Any member may file a complaint on an NCRA Complaint Form or in a format meeting the requirements set forth in paragraph A.2. The Executive Director shall promptly acknowledge receipt of all complaints. The Executive Director shall send a copy of the complaint procedures and the member complaint form to the person making the complaint. If the complaint does not contain all the required information, the Executive Director shall advise the person making the complaint that further information must be provided before any further action can be taken and shall specify what further information is required. Any complaint not meeting the requirements of paragraph A.2 will not be considered.
2. All complaints must be in writing, signed by the person making the complaint, and addressed to the Executive Director of the Association. All complaints must contain the name and address of the program complained against, a description of the conduct complained of, and references to the specific provisions of the General Requirements and Minimum Standards involved in the complaint. All complaints must be signed by the complainant, and the complainant must affirm that the facts stated in the complaint are true and accurate to the best of the complainant’s knowledge and belief.

The complaint must also contain the complainant's consent for the Association's disclosure of the complaint to the program complained against, the members of the Council on Approved Student Education (CASE), the Association directors, officers, and appropriate staff.

3. The complaint will be submitted to CASE for consideration. If it appears that the *General Requirements and Minimum Standards* have been violated, CASE will discuss the seriousness of the alleged violation and determine whether any further action is necessary or indicated. Repeated complaints may result in a CASE visitation at the institution's expense.
4. Once a complaint is accepted for processing, NCRA will send all written communications to the member making the complaint and to the program complained against, along with a copy of the complaint procedures, a copy of the *General Requirements and Minimum Standards*, and a request that the program respond to the complaint in writing with thirty (30) days. A copy of any response received shall be forwarded to the complaining party.

MINIMUM STANDARDS

I. Academic Staff

- A. There shall be professional involvement on the part of the faculty as shown by membership and participation in educational associations, business and industry, professional associations, continuing education programs, certification (such as Certified Reporting Instructor), or concurrent related business, industry experience.
- B. Currently enrolled students shall not teach other students. Currently enrolled students may serve as second-voice readers but cannot assume the responsibility of teaching.
- C. The institution shall have a current copy of the *General Requirements and Minimum Standards*.

II. Academic Resources

- A. The institution shall maintain resource facilities, accessible for faculty and student use, which serve the needs of the realtime educational program.
- B. The following reference materials shall be available for student use by hard copy, software, or preferably Internet access such as:
 - Almanacs
 - Anatomy references
 - Atlases
 - Diverse religious references
 - Books of quotations
 - Technical dictionaries
 - City directories
 - Prescription and nonprescription reference book(s)
 - English dictionaries
 - Grammar reference books
 - Legal dictionaries
 - Books of local and federal rules of court
 - Medical dictionaries
 - National daily newspaper
 - Slang dictionaries
 - Thesaurus
 - A Uniform System of Citation and/or the State's System of Citation
 - Journal of Court Reporting (PDF or hardcopy)
 - State procedures manual (if available)
- C. The institution shall make available practice dictation from various audio and/or visual media.

III. Business & Professional Standards

- A. Any advertisement or promotional literature used by an institution shall be completely factual. It shall be prepared and presented with dignity and in such a manner as to avoid leaving any false, misleading, or exaggerated impressions with respect to the institution, its personnel, its courses and services, or the occupational opportunities for its graduates. It shall not make guarantees about the length of the program for graduation or the employment opportunities that may be realized.
- B. All advertising and promotional literature used by an institution shall clearly indicate that education, not employment, is being offered.
- C. Any employment opportunities or salary claims shall be substantiated by industry standards.
- D. Approved programs are permitted to use the NCRA-Approved School Logo in their advertising. The NCRA-Approved School Logo is clearly recognized through the prominent use of the word "approved." It is for

use by all NCRA-Approved Programs in good standing. A Program in good standing may use or reproduce the NCRA-Approved Logo on the school's website, catalog, and any other advertising and other promotional materials in any medium; *solely to denote the individual program that is NCRA-Approved*. A court reporting program cannot use it in any way that gives the impression that any or all other programs are approved by NCRA. If the NCRA Logo is not used, a statement above each NCRA-Approved Program must designate which program is specifically approved by NCRA.

- E. Approved programs shall not advertise a realtime educational program as being less than two (2) years in length.

IV. **Graduation and Awards**

- A. Only those students who have satisfactorily completed all of the published CASE minimum standards for graduation shall be considered a graduate of an NCRA-Approved Program.

Certificates of completion, diplomas, or degrees shall not contain the NCRA logo.

- B. The institution shall not confer certificates or other awards bearing the same or similar name to those offered by NCRA.

V. **Catalog or Program Information Requirements**

The institution is required to maintain the following information regarding program requirements. This information may be maintained in some form of institutionally published document such as their catalog, program information document, curriculum document, or other approved brochure.

- A. General Catalog or Program Information Requirements shall be in compliance with the Institution's accrediting agency in the most recent catalog, program information, or catalog addendum.

1. A listing of courses required, including, but not limited to:

- a. Concise description of contents or topics covered.
- b. Credit or Clock Hours.
- c. Course title and course number.
- d. Prerequisites (if any).

- B. General Catalog or Program Information Requirements specifically for Judicial Reporting, Broadcast Captioning, and CART shall be in compliance with the institution's accrediting agency in the most recent catalog, program information, or catalog addendum. In addition to the general catalog or program information requirements, the graduation requirements shall be included in the most recent catalog, program information, or catalog addendum. This information shall be made available to each student enrolled in a realtime educational program.

- C. General Catalog or Program Information Requirements shall include an outline of inherent challenges in a performance-based program which encompasses both traditional academic courses and skill-based courses. (see Appendix 11)

VI. **Syllabi Requirements**

Course syllabi shall be prepared for each course and shall reflect that the skills and knowledge defined below are acquired through the realtime curriculum. (see Appendix 3) Course descriptions on syllabi shall be specific, and course syllabi shall state the skills, knowledge, standards, evaluation criteria, and outcomes as required in CASE's General Requirements and Minimum Standards. Unless these skills, knowledge, standards, evaluation criteria, and outcomes are stated on all course syllabi, CASE will assume that the required skills, objectives, competencies, and

outcomes are not taught by the institution. Individual course syllabi shall be provided to each student at the beginning of each course.

VII. Judicial Program

The approved realtime educational program shall, at a minimum, offer instruction in the following Judicial Program Standards:

- A. Realtime translation theory and speedbuilding.
- B. English.
- C. Law/legal terminology.
- D. Anatomy/medical terminology.
- E. Judicial reporting procedures.
- F. Technology.
- G. Current events.
- H. Internship.

A. Machine Shorthand for Judicial Reporting

Program Standards:

Machine steno classes shall include instruction in:

1. Writing the spoken word with punctuation by means of a realtime translation theory.
2. Theory instruction using electronic media and/or realtime technology and teacher interaction.
3. Speed and accuracy development.
4. Dictation of live, online, or by electronic media, including, but not limited to, (2) two-voice and multi-voice testimony (including medical and technical material), literary, jury charge, and current events.
5. Testing at incremental speeds on unfamiliar material. A student may not retake the same test within a (6) six-month period.
6. Readback and analysis of steno outlines.
7. Transcription from their individual steno outlines on a weekly basis by all students. This may include homework notes, projects, and other machine-related assignments.
8. Transcription of speed tests, which shall be monitored and timed. All test data shall be deleted immediately upon completion.
9. Use of *What Is An Error?* as minimum grading criteria for speed tests. (see Appendices 6 & 7)
10. Demonstration of skill through a simulated state certification test and/or a simulated Registered Professional Reporter (RPR) skills test.
11. A minimum of 18 documented weekly hours of machine time for full-time students (9 for part-time students) is required. Weekly hours or a combination of in-class time and out-of-class time. (*Machine time*)

is defined as practice from text or dictation, testing, readback and analysis of steno notes, and analysis of realtime.)

12. Creating a mentor/student relationship between a professional court reporter/broadcast captioner/CART captioner.
13. Peer review of work-related materials.
14. Job shadowing experience.

Outcomes:

Students shall be able to:

1. *Write a realtime translation theory.*
2. *Read distinctly and with authority from steno outlines, quickly locating portions to be read and maintaining composure while reading.*
3. *Transcribe a minimum of three (3), (5) five-minute, (2) two-voice testimony tests with a minimum of 95 percent accuracy dictated at a minimum speed of 225 wpm.*
4. *Transcribe a minimum of three (3), (5) five-minute jury charge tests with a minimum of 95 percent accuracy dictated at a minimum of 200 wpm.*
5. *Transcribe a minimum of three (3), (5) five-minute literary tests with a minimum of 95 percent accuracy dictated at a minimum of 180 wpm.*
6. *Transcribe a simulated state certification test and/or a simulated RPR skills test within the allotted test transcription guidelines.*
7. *Document 18 weekly hours of machine time for full-time students (9 weekly hours for part-time students).*
8. *Document interactions with professional court reporter/ broadcast captioner/CART captioner as well as peer review experience(s).*

(Note: A personalized Instructional Development Plan (IDP) shall be developed to support student success in achieving prescribed program outcomes and shall be a joint effort between teacher and student. The IDP shall be reevaluated at least monthly and provide a means for regular faculty feedback and coaching. See Appendix 12.)

B. English

Program Standards:

English shall include instruction in:

1. Basic rules of English grammar, spelling, punctuation, and capitalization.
2. Vocabulary (word knowledge).
3. Activities or exercises through which students develop their spelling and vocabulary skills.

(Note: The inclusion of English instruction in a steno dictation course does not meet this standard.)

Outcomes:

1. *Apply standard writing conventions; such as, grammar, spelling, punctuation, word usage, capitalization, and sentence structure when writing sentences and paragraphs.*
2. *Create professionally written assignments.*
3. *Apply writing conventions and professional vocabulary to assignments.*
4. *Practice writing conventions through systematic testing and/or class projects.*

C. Law/Legal Terminology

Program Standards:

Law and Legal Terminology classes shall include instruction in:

1. Civil law.
2. Criminal law.
3. The judicial system (discovery, trial, and appellate processes).
4. Legal terms.
5. Methods of researching legal citations.

(Note: The inclusion of law and legal terminology in a steno dictation course does not meet this standard.)

Outcomes:

1. *Explain concepts related to civil law, criminal law, and the judicial system.*
2. *Use legal terminologies.*
3. *Apply the methods of researching legal citations.*
4. *Apply law and legal terminology and methods of researching legal citations through completion of course activities and/or assessments.*

D. Anatomy/Medical Terminology

Program Standards:

Anatomy and/or Medical Terminology shall include instruction in:

1. The body systems and functions.
2. Psychological and physical diseases.
3. Drugs.
4. Anatomy and medical terminologies.
5. Methods of researching medical information.

(Note: The inclusion of anatomy and/or medical terminology in a steno dictation course does not meet this standard.)

Outcomes:

1. *Explain concepts related to the body systems and functions.*
2. *Describe psychological and physical diseases using correct terminology.*
3. *State uses for commonly used drugs.*
4. *Use anatomy and medical terminology.*
5. *Apply methods of researching medical information.*

E. Judicial Reporting Procedures

Program Standards:

Realtime Reporting Procedures shall include instruction in:

1. Role of the reporter in trials, depositions, administrative hearings, and other judicial proceedings.
2. Marking and handling of exhibits.
3. Indexing and archiving of job files.
4. Reporting techniques, which shall include but not be limited to, when and/or how to:
 - Interrupt a speaker
 - Obtain spellings of proper names
 - Identify speakers in a multi-speaker situation
 - Report and transcribe voir dire of the jury and witnesses and polling of the jury
 - Swear or affirm witnesses and interpreters
 - Handle discussions off the record
 - Indicate nonverbal actions
 - Certify questions
 - Report with an interpreter
 - Report sidebar discussions
 - Handle reading and signing of depositions
5. Using references in producing transcripts.
6. Preparing and producing transcripts.
7. Analyzing the profession, including the job search process, professional associations, and professional development.
8. Examining the NCRA Code of Professional Ethics.

Outcomes:

Students shall be able to:

1. *Practice realtime reporting through simulated trials and depositions, administrative hearings, and other judicial proceedings.*
2. *Mark and handle exhibits.*
3. *Index and archive job files.*

4. *Perform professional reporting techniques.*
5. *Use references in producing transcripts*
6. *Prepare professionally written and edited transcripts.*
7. *Describe and apply the NCRA Code of Professional Ethics.*
8. *Explain concepts related to court reporting as a profession.*
9. *Prepare for the court reporting job search process.*

F. Judicial Technology

All on-site NCRA-approved realtime educational programs must have current and up-to-date computer-aided realtime transcription systems dedicated to classroom instructional purposes. Online distance education students must provide their own access to a CAT system and the Internet. Equipment utilized by students in classroom instruction shall be maintained in good working order.

Program Standards:

Technology classes shall include instruction in:

1. Performance-based tasks pertaining to computer-aided transcription, including:
 - a. Operating a computer-aided transcription system.
 - b. Basic care and maintenance of the electronic writer.
 - c. System support.
 - d. Computer-aided transcription terminology.
 - e. Application of computer functions:
 - (1) Producing a transcript.
 - (2) Dictionary management.
 - (3) File management.
2. Lecture, video recordings, or performance-based instruction pertaining to:
 - a. Computer Operating Systems/Computer Literacy, including:
 - (1) Survey of computer operating systems.
 - (2) Windows-based operating systems.
 - (3) File creation in various formats.
 - (4) Computer terminology.
 - (5) Internet applications.
 - b. Realtime Application, including:
 - (1) Operation of a realtime translation system.

- (2) Installation and operation of realtime-related hardware.
- (3) Role of the realtime reporter in proceedings, including:
 - (a) Speaker identification.
 - (b) Realtime transcript composition and formatting.
- (4) Research and preparation for writing realtime.
- (5) Litigation support in the judicial environment.
 - (a) Reporter's role in providing litigation support.
 - (b) Hardware and software.
- (6) Reporter's role in CART
 - (a) Setup of equipment, hardware, and software.
 - (b) CART environment and consumer expectations.
- (7) Broadcast Captioning
 - (a) Broadcast captioning environment and consumer expectations.
- (8) Video recording
 - (a) The use of video equipment in trials and depositions.
 - (b) NCRA's Certified Legal Video Specialist program.

Outcomes:

1. *The student shall be able to produce a complete and accurate transcript of at least ten pages on a computer-aided transcription system from the student's own stenographic notes, including:*
 - *Title page*
 - *Index*
 - *Jury charge/opening and/or closing statements, if applicable*
 - *Direct and cross-examination*
 - *Parentheticals*
 - *Colloquy*
 - *Certification page*
 - *Such other entries as may appear in a given case, i.e., signature page*
2. *Student shall be able to produce a (5) five-page, first-pass transcript with a goal of 95-percent translation rate using a realtime system.*
3. *Student shall be able to demonstrate knowledge and application of realtime translation technology through systematic testing and/or projects.*

G. Current Events

Program Standards:

Current events shall include instruction in:

1. Local events.
2. National events.
3. International events.
4. Local geography.
5. National geography.

(Note: The inclusion of current events instruction in a machine steno dictation class(es) does meet this standard.)

Outcomes:

Students shall be able to:

1. *Describe current local, national, and international events.*
2. *Describe current events related to local and regional geography.*
3. *Identify people involved in current events.*
4. *Apply methods of researching current events.*
5. *Demonstrate knowledge of current events through assessments.*

H. Judicial Reporting Internship

The objectives of the judicial reporting internship are to give students the opportunity to observe court reporters in judicial and educational environments and to gain experience writing in freelance, courtroom, and realtime environments.

Program Standards:

1. Internship shall not commence until a student completes the program's 180-wpm testimony requirements.
2. The program is responsible for assisting the student in arranging the internship experience.
3. The internship shall include official, freelance, and realtime reporting experience where possible.
4. The student shall not serve in the capacity of the actual reporter during participation in this internship.
5. Internship shall include a minimum of 40 hours of actual writing time under the supervision of a practicing reporter using machine steno technology.
6. A transcript shall be produced for educational and grading purposes only and shall not be sold.
7. Records must be maintained to verify the internship experience, including:
 - a. Internship verification form.

- b. Narrative report (minimum of one page).
- c. 40-page complete and accurate transcript from internship experience.

Outcomes:

The student shall:

1. *Submit a written narrative report summarizing the internship experience. The written narrative shall be a minimum of one page and include such things as a diary, new terminology encountered, new experiences, and activities/processes observed.*
2. *Prepare 40 pages of a complete and accurate transcript for course evaluation taken from the freelance, the official, or the realtime reporting internship.*
3. *Submit the signed 40 hours of internship verification form(s).*

I. Catalog or Program Information Requirements Specifically for Judicial Reporting

Program Standards:

In addition to the general catalog requirements (see Minimum Standards V), the following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a Judicial Reporting program:

1. An explanation of specific graduation requirements for judicial reporting students shall include the following minimum standards:
 - a. The student shall pass three (3), (5) five-minute tests with 95 percent accuracy at each of the following speeds: 225 words per minute testimony ((2) two-voice), 200 wpm jury charge, and 180 wpm literary.
 - b. The student shall complete at least 40 verified hours of actual writing time during the internship experience.

VIII. Captioning Program

The approved realtime reporter education program shall, at a minimum, offer instruction in the following Captioning Program Standards:

- A. Realtime translation theory and speedbuilding.
- B. English.
- C. Law/legal terminology.
- D. Anatomy/medical terminology.
- E. Technology.
- F. Current events.
- G. Internship.

Core courses as suggested in the General Education Elective Courses may also be included.

A. Machine Shorthand for Captioning

Program Standards:

Machine steno classes shall include instruction in:

1. Writing the spoken word with punctuation by means of a realtime translation theory.
2. Theory instruction using electronic media and/or realtime technology and teacher interaction.
3. Speed and accuracy development.
4. Dictation of live, online, or by electronic media, including, but not limited to, (2) two-voice and multi-voice testimony (including medical and technical material), literary, jury charge, and current events.
5. Testing at incremental speeds on unfamiliar material. A student may not retake the same test within a (6) six-month period.
6. Readback and analysis of steno outlines.
7. Transcription from their individual steno outlines on a weekly basis by all students. This may include homework, notes, projects, and other machine-related assignments.
8. Transcription of speed tests, which shall be monitored and timed. All test data shall be deleted immediately upon completion.
9. Use of *What Is An Error?* as a minimum grading criteria for speed tests. (see Appendices 6 & 7)
10. Dictionary development and maintenance of dictionary entries to include the following:
 - a. All necessary steno outlines defined; such as, punctuation, caption conventions, formats, and alphabets. (see Appendix 5)
 - b. Translation of numbers, which may include use of the number bar.
 - c. Environmental sound descriptors (stenographic outlines to convey environmental sounds associated with live broadcast; for example: applause, laughter, background noise, etc.)
 - d. Web site and Internet addresses.
 - e. Prefixes and suffixes.
 - f. Use and editing of phonetic translator.
 - g. Broad-based vocabulary dictionary development specific to the captioning environment. Vocabulary shall include but not be limited to the following general areas: Sports; meteorology; geography; common proper names; government/politics; foods; arts; animals; criminology; entertainment; military installations; slang; current national names in the news; literature; science; and religion.
 - h. Paraphrase in realtime (and acceptable uses).
 - i. Manage and load job dictionaries for proper translation.
11. Performance-based practice using recorded broadcast productions for hands-on application.
12. Review and line-by-line edit/analysis of steno outlines.
13. Demonstration of skill through a simulated Certified Realtime Captioner (CRC) skills test.

14. Writing 15-minute broadcast news programs with a goal of 96-percent verbatim accuracy or higher. When possible, instructor observation should take place.
15. A minimum of 18 documented weekly hours of machine time for full-time students (9 for part-time students) is required. Weekly hours or a combination of in-class time and out-of-class time. (*Machine time is defined as practice from text or dictation, testing, readback and analysis of steno notes, and analysis of realtime.*)
16. Creating a mentor/student relationship between a professional court reporter/broadcast captioner/CART captioner.
17. Peer review of work-related materials.
18. Job shadowing experience.

Outcomes:

Students shall be able to:

1. *Write a realtime translation theory.*
2. *Transcribe a minimum of two (2), (5) five-minute, (2) two-voice, non-realtime tests with a minimum of 95 percent accuracy, dictated at a minimum speed of 225 wpm. If the program has a judicial track, the 225 Q&A testing material will satisfy this requirement.*
3. *Transcribe a minimum of three (3), (5) five-minute, realtime literary tests with a minimum of 96 percent verbatim accuracy, dictated at a minimum speed of 180 wpm.*
4. *Write three (3), 15-minute, realtime literary broadcast material takes at 180 wpm (syllabic and/or word count) at 96 percent verbatim accuracy, following NCRA's What is an Error? guidelines. (See Appendices 6 & 7) The instructor will grade a random (5) five-minute selection from each 15-minute take.*
5. *Document 18 weekly hours of machine time for full-time students (9 weekly hours for part-time students).*
6. *Document interactions with professional court reporter/broad cast captioner/CART captioner as well as peer review experience(s).*

(Note: A personalized Instructional Development Plan (IDP) shall be developed to support student success in achieving prescribed program outcomes and shall be a joint effort between teacher and student. The IDP shall be reevaluated at least monthly and provide a means for regular faculty feedback and coaching. See Appendix 12.)

B. English

Program Standards:

English shall include instruction in:

1. Basic rules of English grammar, spelling, punctuation, and capitalization.
2. Vocabulary (word knowledge).
3. Activities or exercises through which students develop their spelling and vocabulary skills.

(Note: The inclusion of English instruction in a steno dictation course does not meet this standard.)

Outcomes:

1. *Apply standard writing conventions such as grammar, spelling, punctuation, word usage, capitalization, and sentence structure when writing sentences and paragraphs.*
2. *Create professionally written assignments.*
3. *Apply writing conventions and professional vocabulary to assignments.*
4. *Practice writing conventions through systematic testing and/or class projects.*

C. Law/Legal Terminology

Program Standards:

Law and Legal Terminology classes shall include instruction in:

1. Civil law.
2. Criminal law.
3. The judicial system (discovery, trial, and appellate processes).
4. Legal terms.
5. Methods of researching legal citations.

Outcomes:

1. *Explain concepts related to civil law, criminal law, and the judicial system.*
2. *Use legal terminologies.*
3. *Apply the methods of researching legal citations.*
4. *Apply law and legal terminology and methods of researching legal citations through completion of course activities and/or assessments.*

D. Anatomy/Medical Terminology

Program Standards:

Anatomy and/or Medical Terminology shall include instruction in:

1. The body systems and functions.
2. Psychological and physical diseases.
3. Drugs.
4. Anatomy and medical terminologies.
5. Methods of researching medical information.

Outcomes:

1. *Explain concepts related to the body systems and functions.*
2. *Describe psychological and physical diseases using the correct terminology.*
3. *State uses for commonly used drugs.*
4. *Use anatomy and medical terminology.*
5. *Apply the methods of researching medical information.*

E. Captioning Technology

Program Standards:

Captioning technology classes shall include instruction in:

1. The current NCRA *Recommended Style and Format Guidelines*.
2. Operation of online captioning translation system functions, including editing of phonetic translator.
3. Basic setup and maintenance of broadcast captioning equipment.
4. Obtaining software and system support.
5. Managing and loading job dictionaries for proper translations.
6. Research for job preparation.
7. Broadcast news production preparation.
8. Pre-scripting to include text preparation, format, and software functions.
9. On-air captioning and finger spelling of words.
10. History of:
 - a. Captioning and related regulations.
 - b. Decoder Circuitry Act.
 - c. FCC requirements.
 - d. Deaf culture/awareness.
 - e. Quality control/evaluation.

Outcomes:

Students shall be able to:

1. *Apply concepts from the current NCRA Recommended Style and Format Guidelines.*
2. *Perform the basic setup and maintenance of broadcast captioning equipment.*
3. *Apply realtime software and computer functions.*

4. *Build and maintain personal and job dictionaries.*
5. *Explain broadcast captioning history, deaf culture, terminology related to the captioning environment, and broadcast news production functions.*
6. *Interpret NCRA's code of Professional Ethics and the Guidelines for Professional Practice for Broadcast Captioners.*

F. Current Events

Program Standards:

Current events shall include instruction in:

1. Local events.
2. National events.
3. International events.
4. Local geography.
5. National geography.

(Note: The inclusion of current events instruction in a machine steno dictation class(es) does meet this standard.)

Outcomes:

Students shall be able to:

1. *Describe current local, national, and international events.*
2. *Describe current events related to local and regional geography.*
3. *Identify people involved in current events.*
4. *Apply methods of researching current events.*
5. *Demonstrate knowledge of current events through assessments.*

G. Captioning Internship

The objectives of the captioning internship are to provide an opportunity for students to observe and apply knowledge and skills to real-world and simulated applications.

Program Standards:

The captioning internship shall meet the following requirements:

1. The internship shall not commence until the student has completed the program's 160-wpm literary requirement.
2. The institution is responsible for coordinating the student's internship experience. The internship experience may be conducted on campus utilizing the captioning suite(s), off-site at an on-air caption provider's facility, or remotely with a caption provider.

3. The student shall not serve in the capacity of the actual captioner during the captioning internship.
4. The internship shall include a minimum of 25 hours of writing and 15 hours of research and dictionary preparation under the supervision of a practicing captioner off-site, institutional instructor for the on-campus captioning internship experience, or working remotely with a caption provider.
5. The student shall submit an unedited realtime captioned translation of three (3), 15-minute program segments on varied topics.
6. Records must be maintained to verify the internship experience, including:
 - a. Internship verification forms.
 - b. Narrative report (minimum of one page).
 - c. Realtime files from internship experience.

Outcomes:

The student shall:

1. *Submit an unedited captioned translation of three (3), 15-minute program segments on varied topics for course evaluation taken from the internship experience.*
2. *Submit a narrative report summarizing the internship experience, including such things as a diary, new terminology encountered, new experiences, and observed activities and processes.*
3. *Submit signed internship verification forms.*

H. Catalog or Program Information Requirements Specifically for Captioning

In addition to the general catalog requirements (see Minimum Standard V), the following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a Captioning education program.

Program Standards:

1. An explanation of specific graduation requirements for captioning students shall include the following minimum standards.
 - a. Write three (3), (5) five-minute, realtime literary broadcast material takes at 180 wpm (syllabic and/or word count) at 96 percent verbatim accuracy.
 - b. Transcribe a minimum of two (2), (5) five-minute, (2) two-voice, non-realtime tests with a minimum of 95 percent accuracy, dictated at a minimum speed of 225 wpm. If the program has a judicial track, the 225 Q&A testing material will satisfy this requirement.
 - c. Submit unedited captioned translations of three (3), 15-minute programs on varied topics for course evaluation from the internship experience.
 - d. The student shall complete at least 25 verified hours of actual writing and 15 hours of research and dictionary preparation during the internship experience.

Suggested Captioning General Education or Elective Courses:

American history; biology; broadcast production, which includes broadcast terminology; caption format, placement and other current conventions, program technical sheet, preparation and organization; business practices, which includes

office procedures and organization, financial or business software packages, (or) business applications software, such as spreadsheets and word processing, scheduling, and job tracking; chemistry; information systems encompassing current computer operating systems; linguistics; political science; religions; sociology; Internet research; world geography.

IX. Communication Access Realtime Translation (CART) Program

The approved realtime educational program shall, at a minimum, offer instruction in the following instruction/dictation in the CART Program Standards.

- A. Realtime translation theory and speedbuilding.
- B. English.
- C. Law/legal terminology.
- D. Anatomy/medical terminology.
- E. Technology.
- F. Current events.
- G. Internship.

Core courses as suggested in the General Education or Elective Courses may be included.

A. Machine Shorthand for CART

Program Standards:

Machine steno classes shall include instruction in:

1. Writing the spoken word with punctuation by means of a realtime translation theory.
2. Theory instruction using electronic media and/or realtime technology, and teacher interaction.
3. Speed and accuracy development.
4. Dictation of live, online, or by electronic media, including but not limited to (2) two-voice and multi-voice testimony (including medical and technical material), literary, jury charge, and current events.
5. Testing at incremental speeds on unfamiliar material. A student may not retake the same test within a (6) six-month period.
6. Readback and analysis of steno outlines.
7. Transcription from individual steno outlines on a weekly basis. This may include homework notes, projects, and other machine-related assignments.
8. Transcription of speed tests, which shall be monitored and timed. All test data shall be deleted immediately upon completion.
9. Use of *What Is An Error?* as minimum grading criteria for speed tests. (see Appendices 6 & 7)
10. Dictionary development and maintenance of dictionary entries to include the following:
 - a. All necessary steno outlines defined; such as, punctuation, caption conventions, formats, and alphabets. (see Appendix 5)

- b. Translation of numbers, which may include use of the number bar.
 - c. Environmental sound descriptors (stenographic outlines to convey environmental sounds associated with CART environments; for example: applause, laughter, background noise, etc.)
 - d. Ability to write Web site and Internet addresses.
 - e. Prefixes and suffixes.
 - f. Use and editing of phonetic translator.
 - g. Broad-based vocabulary dictionary development specific to the CART environment. Vocabulary shall include but not be limited to the following general areas: math, geography, science, religion, political science, history, English literature, current events, computer terminology, common proper names, and current national names in the news.
 - h. Paraphrase in realtime (and acceptable uses).
 - i. Managing and loading job dictionaries for proper translation.
11. Performance-based practice using recorded events or streaming audio for hands-on application.
 12. Review and line-by-line edit/analysis of steno outlines.
 13. Demonstration of skill through simulated Certified Realtime Captioner (CRC) skills test.
 14. Writing two (2), 30-minute class lectures, meeting/seminar programs, or Web cast meeting segments with a goal of 96-percent verbatim accuracy, or higher, with variable speeds of 180-200 wpm. When possible, instructor observation should take place.
 15. A minimum of 18 documented weekly hours of machine time for full-time students (9 for part-time students) is required. Weekly hours or a combination of in-class time and out-of-class time. (*Machine time is defined as practice from text or dictation, testing, readback and analysis of steno notes, and analysis of realtime.*)
 16. Creating a mentor/student relationship between a professional court reporter/broadcast captioner/CART captioner.
 17. Peer review of work-related materials.
 18. Job shadowing experience.

Outcomes:

Students shall be able to:

1. *Write a realtime translation theory.*
2. *Transcribe a minimum of two (2), (5) five-minute, (2) two-voice, non-realtime tests with a minimum of 95 percent accuracy, dictated at a minimum speed of 225 wpm. If the program has a judicial track, the 225 Q&A testing material will satisfy this requirement.*
3. *Transcribe a minimum of three (3), (5) five-minute, realtime literary tests with a minimum of 96 percent verbatim accuracy, dictated at a minimum speed of 180 wpm.*
4. *Write two (2), 30-minute, class lectures, meeting/seminar programs, or Web cast meeting segments with a goal of 96 percent verbatim accuracy, or higher, with variable speeds of 180-200 wpm, following NCRA's What is an*

Error? guidelines. (See Appendices 6 & 7) The instructor will grade a random five-minute selection from each 30-minute take.

5. *Document 18 weekly hours of machine time for full-time students (9 weekly hours for part-time students).*
6. *Document interactions with professional court reporter/broadcast captioner/CART captioner as well as peer review experience(s).*

(Note: A personalized Instructional Development Plan (IDP) shall be developed to support student success in achieving prescribed program outcomes and shall be a joint effort between teacher and student. The IDP shall be reevaluated at least monthly and provide a means for regular faculty feedback and coaching. See Appendix 12.)

B. English

Program Standards:

English shall include instruction in:

1. Basic rules of English grammar, spelling, punctuation, and capitalization.
2. Vocabulary (word knowledge).
3. Activities or exercises through which students develop their spelling and vocabulary skills.

(Note: The inclusion of English instruction in a steno dictation course does not meet this standard.)

Outcomes:

1. *Apply standard writing conventions such as grammar, spelling, punctuation, word usage, capitalization, and sentence structure when writing sentences and paragraphs.*
2. *Create professionally written assignments.*
3. *Apply writing conventions and professional vocabulary to assignments.*
4. *Practice writing conventions through systematic testing and/or class projects.*

C. Law/Legal Terminology

Program Standards:

Law and Legal Terminology classes shall include instruction in:

1. Civil law.
2. Criminal law.
3. The judicial system (discovery, trial, and appellate processes).
4. Legal terms.
5. Methods of researching legal citations.

Outcomes:

1. *Explain concepts related to civil law, criminal law, and the judicial system.*
2. *Use legal terminologies.*

3. *Apply methods of researching legal citations.*
4. *Apply law and legal terminology and methods of researching legal citations through completion of course activities and/or assessments.*

D. Anatomy/Medical Terminology

Program Standards:

Anatomy and/or Medical Terminology shall include instruction in:

1. The body systems and functions.
2. Psychological and physical diseases.
3. Drugs.
4. Anatomy and medical terminologies.
5. Methods of researching medical information.

Outcomes:

1. *Explain concepts related to the body systems and functions.*
2. *Describe psychological and physical diseases using the correct terminology.*
3. *State uses for commonly used drugs.*
4. *Use anatomy and medical terminology.*
5. *Apply the methods of researching medical information.*

E. CART Technology

Program Standards:

CART technology classes shall include instruction in:

1. The current NCRA *CART Provider's Manual*.
2. The basic setup of the computer hardware and realtime peripherals, including current remote software applications for text transmission and audio acquisition.
3. Obtaining software and system support.
4. Managing and loading job dictionaries for proper translations.
5. Research for job preparation.
6. Knowledge of:
 - a. Environments where CART is an appropriate accommodation (courtroom, educational setting, medical, conventions/meetings, church, theater, civic life, or any environment involving a person with a hearing loss).

- b. Hearing aids.
 - c. TTY access.
 - d. Types of hearing loss (conductive, sensorineural, mixed).
 - e. Degrees of hearing loss.
 - f. Ear anatomy.
 - g. Cochlear implants.
 - h. Sign interpreters, oral interpreters, and transliterators.
7. Application of computer-aided transcription functions including:
- a. Screen setup and display to include colors, font type, and font size.
 - b. Managing and loading job dictionaries for proper translations.
 - c. Use and editing of phonetic translator.
 - d. Accurate fingerspelling of words.
8. History of:
- a. ADA laws and applicable civil rights laws.
 - b. Deaf culture/awareness of CART consumers, to include various associations/organizations and their preferred modes of communication access and accommodation.

Outcomes:

Students shall be able to:

1. *Apply concepts from the current NCRA CART Provider's Manual.*
2. *Perform the basic setup and maintenance of CART equipment and provide realtime translation for maximum benefit of CART recipients (on-site, remote, and legal).*
3. *Apply realtime software and computer functions.*
4. *Build and maintain personal and job dictionaries.*
5. *Interpret NCRA's code of Professional Ethics and the Guidelines for Professional Practice for CART Providers.*

F. Current Events

Program Standards:

Current events shall include instruction in:

1. Local events.
2. National events.
3. International events.

4. Local geography.
5. National geography.

(Note: The inclusion of current events instruction in a machine steno dictation class(es) does meet this standard.)

Outcomes:

Students shall be able to:

1. *Describe current local, national, and international events.*
2. *Describe current events related to local and regional geography.*
3. *Identify the people involved in current events.*
4. *Apply the methods of researching current events.*
5. *Demonstrate knowledge of current events through assessments.*

G. CART Internship

The objectives of the CART internship are to provide an opportunity for students to observe and then apply knowledge and skills to real-world and simulated applications.

Program Standards:

1. The internship shall not commence until the student has completed the program's 160-wpm literary requirement.
2. The institution is responsible for coordinating the student's internship experience. The internship experience may be conducted in classes on campus, off site with a CART captioner present, or remotely with a practicing CART captioner.
3. The student shall not serve in the capacity of the actual CART captioner during participation in the internship.
4. The internship shall include a minimum of 25 hours of writing and 15 hours of research and dictionary preparation under the supervision of a practicing CART captioner off-site, institutional instructor for the on-campus CART internship experience, or working remotely with a CART captioner.
5. The student shall submit an unedited realtime translation of two (2), 30-minute segments of CART services on varied topics for educational and analysis purposes only.
6. Records must be maintained to verify the internship experience, including:
 - a. Internship verification form(s).
 - b. Narrative report (minimum of one page).
 - c. Realtime files from internship experience.

Outcomes:

The student shall be able to:

1. *Submit an unedited realtime translation of two (2), 30-minute segments of CART services on varied topics for course evaluation from the internship experience.*
2. *Submit a narrative report summarizing the internship experience, including such things as a diary, new terminology encountered, new experiences, and observed activities and processes.*
3. *Submit signed internship verification form(s).*

H. Catalog or Program Information Requirements Specifically for CART

In addition to the general catalog requirements (see Minimum Standards V), the following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a CART education program.

Program Standards:

1. An explanation of specific graduation requirements for communication access realtime translation (CART) students shall include the following minimum standards.
 - a. Write three (3), (5) five-minute, realtime literary broadcast material takes at 180 wpm (syllabic and/or word count) at 96-percent verbatim accuracy.
 - b. Transcribe a minimum of two (2), (5) five-minute, (2) two-voice, non-realtime tests with a minimum of 95-percent accuracy, dictated at a minimum speed of 225 wpm. If the program has a judicial track, the 225 Q&A testing material will satisfy this requirement.
 - c. Prepare a realtime translation of two (2), 30 minute segments of CART services on varied topics for course evaluation from the internship experience.
 - d. The student shall complete 15 hours of research and dictionary preparation and 25 hours of writing, for a total of 40 hours internship experience.

Suggested CART General Education Elective Courses:

American history; American literature; American Sign Language I or other Deaf culture course; biology; business practices, which includes office procedures and organization, financial or business software packages; or business applications software, such as spreadsheets and word processing, scheduling and job tracking; chemistry; information systems encompassing current computer operating systems; macroeconomics; linguistics; physiology; sociology, political science, art history, and religions.

APPENDICES

Appendix 1: Description of Evening and Online Programs and Courses

A complete curriculum includes all courses, machine and academic. A copy of the national accreditation approval for these curricula must be submitted to NCRA within the self-study.

Definitions:

1. **Evening Program:** A complete curriculum leading to a diploma or certificate in realtime reporting.
2. **Evening Courses:** Individual courses offered in the evening to supplement the daytime program or provide introductory, advanced, or additional education for interested students. These courses, when combined, do not lead to a diploma or certificate in realtime reporting. These courses which an institution wishes to offer in the evenings must be equivalent to the courses offered during the daytime; i.e., they must meet CASE standards.
3. **Online Program:** A complete curriculum online leading to a diploma or certificate in realtime reporting, captioning, or CART. Online programs shall be fully licensed and accredited.
4. **Evening and Online Programs and the Approval Process:** If the institution has approved daytime program and wishes to institute an approved evening or online program, it must seek separate approval as soon as it meets all of the eligibility requirements and standards as set forth in the *General Requirements and Minimum Standards*. CASE must be notified and provided materials which verify that the evening or online program is a complete program leading to a diploma or certificate. If the evening and online programs are approved, the list of approved programs in the *Journal of Court Reporting* will indicate that the institution has an approved daytime, approved night, and/or an approved online program.

Appendix 2: Elements of a Lesson Plan

Course:

Lesson:

Date:

Lesson Outcome:

Special Equipment/Materials Required:

I. Introduction

- A. Attention: How will I get the students' attention?
Psychological Principle(s):
- B. Performance outcome(s) and purpose: What do I want the students to be able to do as a result of this lesson? At the close of this lesson, the students will be able to:
- C. Prior knowledge: How does previously learned material relate to what we will do today? Is there previous work to be checked? What do students already know about this area?
Psychological Principle(s):

II. Development

- A. Modes: What mode(s) of instruction will I use?
Small group? Lecture? Discussion? Dictation?
- B. Activities: What sequence of activities will I use? When will I model the intended outcome?
(List the activities in sequential order.)
Psychological Principle(s):
- C. Guided Practice: How will I lead the class in applying the new information or skill?
Psychological Principle(s):
- D. Independent Practice: What similar applications will I expect students to be able to make on their own? How much practice will students need? How can I arrange more practice if students need it?
How will I elicit feedback from learners?
Psychological Principle(s):

III. Consolidation

- A. Assessment: How will I know if the students achieved the performance outcome?
- B. Review: What are the main points of the lesson that I need to review?
Psychological Principle(s):
- C. Transfer: What can I do to get students to think critically about today's lesson—how it relates to previously learned materials and how it fits into the "big picture"?
Psychological Principle(s):
- D. Evaluation: How will I reteach if the lesson was unsuccessful? How will I motivate learners to "reattempt" the lesson?
Psychological Principle(s):

Lesson Plan Model

Course: BIS222 Lesson:

Date: Week 6, Day 2

Literary Dictation-180

Lesson Outcome: Recognizing and
Writing Changing Patterns of Speech

Special Equipment/Materials Required:

Primetime Lit Book

Video of Presidential Address

Videotape of C-Span Coverage of Congress

Tape Player

I. Introduction

A. Attention:

1. Play a section of video showing speaker from Pakistan discussing peace international relations.

Psychological Principle: Students learn best when the subject is made of interest to them. By seeing this tape, students will recognize that speakers will have different patterns of speech, and they will need to be able to recognize and write from all types.

B. Performance Objectives:

1. At the end of this lesson, the students will have developed some techniques for recognizing changing speech patterns.
2. At the end of this lesson, the student will be able to take dictation at 160 words per minute on literary material from speakers with accents and on specialized vocabulary and read it back with reasonable ease.

C. Prior Knowledge:

1. Have you talked with friends/relatives for whom English is not a first language?
What techniques do you use to assist you in understanding their conversation?

Psychological Principle: Students learn best when they have an understanding of principles or procedures underlying the initial task which will then result in greater transfer to a different activity. If students see that they, in their everyday life, have encountered individuals with different speech patterns, they will transfer those skills to recording the speech in steno.

II. Development of the Lesson

A. Modes of Instruction:

1. Live Dictation
2. Dictation from Videos
3. Discussion/Interaction

B. Activities:

1. Play five minutes of tape of Presidential Address
2. Discuss speech patterns and phonetic sounds from videos of President's speech
2. Drill in steno on those patterns
3. Dictate Presidential speech live
4. Readback dictation
5. Require students to take dictation from video of speech
6. Complete same process with video of Congress from C-Span
7. Dictate from Primetime Lit text; discuss accent/speech patterns on selected words
8. Follow same process for drill
9. Time last readback: praise those who do well

Psychological Principles:

1. Students learn best when instructor provides learner not only with opportunities to practice under the conditions designed, but also with cue and response conditions that vary from time to time. By having three different types of material with speech patterns, students have the conditions needed to learn.
2. Students learn best when they receive positive reinforcement through rewards of praise for acceptable behavior. Give positive feedback to those who can write/read from varying speech patterns.
3. Students learn best when some tension is placed on them by the instructor. Here, the students were timed on each dictation and then timed on their readback.

C. Guided Practice:

In this lesson, students were guided through each type of dictation material while speech patterns were pointed out and discussed; that is, they were guided during the lesson.

Psychological Principle: Students learn best when the instructor sets up the learning situation so that the desired responses can occur as close as possible to their cues. Students practiced the material immediately after discussion of the speech patterns.

D. Independent Practice:

1. Students are to practice at least one hour from the C-Span tapes placed in the dictation lab.
2. Hand out word sheets and phonetic pronunciation tables and discuss again.
3. After their first attempt at the dictation, identify at least (3) three speech patterns of the speaker. List in steno notes.
4. As the students take additional dictation by the same speaker, "zero in" on those speech patterns identified.

Psychological Principle:

1. Students retain material best when they over-practice a new concept or skill. This additional activity should reinforce and lead to over-practice of speech sounds.
2. Students learn best when they are prepared for their individual practice.

III. Consolidation

A. Review:

1. Principles of phonetics and pronunciation. Ask students.
2. Methods to focus on speech patterns. Question students.

B. Assessment:

1. Dictation to end the day's lesson at about 160 words per minute for five minutes with examples of speech patterns/accents. Ask for student readback. Praise those who do well.

Psychological Principle: Students learn best when they receive immediate feedback on their in-class activities. Evaluate their readback.

C. Transfer:

1. Discuss that opportunities have grown for reporting on an international level. The need for accuracy on all reporting has grown. Opportunities to apply their reporting skills depend on being aware of the complexities of today's speech patterns.

Psychological Principle: Students learn best when they see how their learning transfers to other situations.

D. Evaluation:

1. Were all students able to grasp the idea of phonetic sounds and speech patterns? If not, tomorrow a student can explain the concept in his/her words.
2. Did students see the importance of this lesson? If they appeared bored and disinterested, bring in a realtime reporter guest speaker who does closed captioning on C-span or takes dictation from individuals with unusual speech patterns.

Appendix 3: Elements of a Syllabus

I. What is it?

- A. A written document
- B. A condensed outline of the class

II. What is its purpose?

- A. Answer common student questions
 - 1. course description
 - 2. objectives of course
 - 3. required text and materials
 - 4. outline of content with daily/weekly proposed schedule
 - 5. evaluation
 - 6. your rules and procedures
- B. Reduces the possibility of misunderstanding between students and instructor.
- C. Assures that students in other (multiple) sections of the same course accomplish the same objectives.

III. How is it used?

- A. Discussed with students on first day of class.
- B. Used as a resource for student and instructor throughout the course.

IV. How important is it?

- A. Very important.
- B. Basic right of each student to be given a syllabus.
- C. Professional responsibility of instructor to prepare a complete syllabus.

Syllabus Model

(Institution and/or Department/Unit)

I. Information about the Course

- A. Name, Number, Prerequisite, and Description
 - 1. Description may be bulletin/catalogue description and/or a more complete description, including a rationale for studying that subject.
- B. Lab Hours Required; Course Offered; Fall semester only

II. Information Specific for this Instructor

A. Instructor's name, office hours, office location, telephone number, fax number, e-mail address, etc.

III. Textbooks and Other Materials

A. Texts and materials needed such as disks, steno machine, dictionary, etc.

1. For texts, include author, title, location of publisher, publisher, and date of publication.

Examples: Smith, Helene (1995). *Machine steno for beginners*. Ulm, Michigan: Yellow Publishing Company.

IV. Objectives

A. Introduce by the statement: At the completion of this course, the student will be able to:

1. Examples:

a. Read from steno homework notes at a minimum of 180 words per minutes for one minute.

b. Punctuate a typical court document of ten or more pages with 80 percent accuracy.

V. Teaching Methodology

A. List methodologies used in this course, such as lecture, hands-on practice, etc.

VI. Course Outline/Semester Calendar

A. Provide a weekly outline of topics with an indication of how much time (weeks or partial weeks) to be spent on each. Often this is similar to the table of contents of the required text with appropriate modifications.

B. Weekly/daily outline should also include:

1. Reading assignments
2. Due dates for major papers/projects
3. Scheduled examinations/quizzes

VII. Evaluation

A. Components which determine final grade and weight (percent) of each.

1. Examples of possible components:

- major examinations
- term papers/projects
- quizzes (what will they be like?)
- homework assignments
- attendance

2. Include as much information as possible, such as how many exams, how much homework, etc.

B. Policies and procedures related to evaluation, such as make-up policies.

C. Grading scale:

1. Norm-referenced? (grading on a curve)
2. Criteria-referenced (e.g., 90 - 100 = A, 80 - 89 = B, etc.)

VIII. Rules and Regulations

- A. Other policies not covered elsewhere—attendance, late work, makeup work/exams, etc.

IX. Other

You may also want to include a bibliography, list of handouts, etc.

Prepared by: (for Master Syllabus)

Date:

Appendix 4: Sample of Approximate Timetable for Reevaluations

I. For Program approval expiring January 30:

1. Self-study due January 30 of previous year
2. Education Department staff reviews February 1 to March 15
3. Staff forwards report to institution March 15 to April 15
4. Program implements changes April 15 to June 15
5. Evaluation Team Visits June 1 to October 15
6. Evaluation Team report due October 31
7. Program response due November 30
8. CASE meets in January

II. For Program approval expiring July 30:

1. Self-study due July 30 of previous year
2. Education Department staff reviews August 1 to September 15
3. Staff forwards report to institution October 15 to November 15
4. Program implements changes October 15 to December 15
5. Evaluation Team Visits December 1 to March 15
6. Evaluation Team report due March 31
7. Program response due April 30
8. CASE meets in June

Appendix 5: Punctuation

Punctuation as contained in the current Captioning Style Guidelines, which include: all alphabets defined such as a, A, A. (for letter-by-letter spelling, middle initials and acronyms, and mixed-case translation, as for “RBIs”).

Colon (:)

Semicolon (;)

Exclamation point (!)

Delete space stroke and add space stroke

Feet and inches stroke (5’6”)

Forward slash (/)

Backward slash (\)

Hyphen (-)

Dash (--)

Percent (%)

Ampersand (&)

At sign (@)

Prefix/suffix decimal point (1.2 million)

Prefix decimal point (.22 caliber)

Prefix/suffix colon (6:00)

Prefix/suffix comma (1,750)

Prefix apostrophe (‘98)

Brackets (applause) [applause]

Quotation marks (“Hello”)

Musical notes

NEW speaker identification (>>)

New story identification, (>>>)

Force stroke to push translation onto the screen (vendor specific)

Force stroke to force the next words written to start on a new line

Blanking stroke to blank and pass captions from the screen

Placement strokes to move caption location on the screen

Appendix 6: What is an Error? [Grading Guidelines for the RPR/RMR Skills Tests](#)

Appendix 7: What is an Error? Grading Guidelines for the CRC/CRR Skills Tests
[Certified Realtime Captioner \(CRC\)](#)
[Certified Realtime Reporter \(CRR\)](#)

Appendix 8: [Job Analysis for Registered Professional Reporter \(RPR\)](#)

Appendix 9: [Job Analysis for the Certified Realtime Captioner \(CRC\)](#)

All information can be found on the [NCRA Certification Test Center](#) website

Appendix 10: [CASE Complaint Instructions and Form](#)

Appendix 11: CASE Program Expectations and Requirements ([sample template](#))

Appendix 12: CASE Individual Development Plan (sample templates)

[Individualized Developmental Plan Template](#)

[Practice Record Template](#)

[Practice Diary Template](#)

[Practice Recommendations Sample](#)

[Self-Assessment Template](#)