

# CCRA

## California Court Reporters Association

C C R A O N L I N E

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to be a Board Member Page 5

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*Photo: Because what else would you do on spring break besides support mommy while she testifies on a bill? AB 804 passed 12-0.*

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California Court Reporters Association

CCRA ONLINE

## MISSION STATEMENT

The mission of the California Court Reporters Association is to advance the profession of verbatim shorthand reporting by promoting professional reporting excellence through education, research, and the use of state-of-the-art technology; establishing and maintaining professional standards of practice; and advocating before legislative and regulatory bodies on issues which impact the judicial system and others served by the court reporting profession of California.

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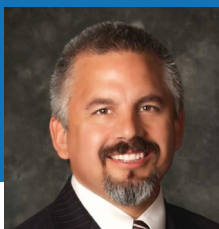
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# P R E S I D E N T ' S M E S S A G E

## WHY WE PURSUE LEGISLATION

By Carlos Martinez, CSR, RPR, CMRS  
President, CCRA

We're into the middle of the first leg of this two-year legislative session, and CCRA has introduced several pieces of legislation to be considered by the Legislature as possible new laws.

For those who are not as well versed as others on the legislative process, here's the line of reasoning that CCRA uses to decide what to introduce each session.

When the board and the legislative committee sit down to talk about ways to improve the profession, we do not reach into a grab bag of ideas that will make everybody happy. There is no such animal in the legislative process. There will always be people that will be unhappy with what is being proposed.

Take our bill SB 270 (Mendoza), a bill introduced to level the deposition playing field in California. Why was it introduced? After many conversations with our members that are firm owners and deposition reporters, and after a failed lawsuit against US Legal, CCRA felt it was time for us to bring a legislative proposal that gives the necessary power to the CRB to regulate nonlicensed firms operating in California that are not held to the same standard as firms licensed in California.

What does that mean? There are out-of-state firms that come into California and do business. Is this a problem? No. Many of our members work for these firms. So what is the issue? The issue is that for a firm licensed in California, they are held to the gift-giving and disciplinary standards set down by the CRB. Nonlicensed firms are not. Where is the rub? The rub is that since nonlicensed firms are not held to the same standards, they can break the law in California through illegal gift-giving, cost shifting, and other practices, and the only person that is prosecutable by the CRB is the California-licensed CSR, the depo reporter, who takes the job.

CCRA feels this practice is both unfair and illegal. If California firms must be held to the legal standards in our state, out-of-state firms should be held to the same standard and should not be allowed to break the law.

This is the reason for SB 270 (Mendoza). Are we trying to prevent these firms from operating in California? No, we're not. What we want is a level playing field, and we want these firms to be held to the same legal responsibilities as other depo firms operating in California.

When referring to a legal standard, this is the reasoning behind AB 749 (Bloom), which was introduced to require court reporters to be present in family law proceedings. Due to budget cuts and the reduction of court reporters in the courthouse, a two-tiered system has been created for litigants. Those who have money and are able to afford hiring a reporter get a record. Those who do not have the money to hire a reporter get nothing. This bill seeks to introduce a law that will mandate having a court reporter once again in family law proceedings.

Speaking of setting standards, CCRA has also introduced AB 804 (Hernandez), a bill requiring CEUs for the reporting profession. The purpose of this bill is not to create an extra financial burden for reporters in the profession. The purpose is to strengthen our position as professionals in the legal field. This legislation is meant to help keep the reporting professionals at the cutting edge of changes in the industry both legislatively and technologically. This industry is changing very quickly, and a CEU requirement will mandate that all reporters keep abreast of the ever-changing landscape of the reporting profession.

I hope that this gives you an idea of the methodology behind legislation that is put forth by CCRA.

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# 3 MYTHS ABOUT YOUR SUITABILITY TO BE A BOARD MEMBER

By Christy Cannariato

## **Myth #1: My opinions are too strong. I don't play well with others.**

Actually, any Board of Directors is only truly effective when it considers issues from many angles. A board member who doesn't take the time to make an informed opinion, or worse, who has a valuable contrary opinion but is afraid to express it, does not serve CCRA members and the profession effectively. So if you have strong opinions and aren't afraid to express them, you are perfect. Debate about issues that affect us personally and professionally can get heated occasionally precisely because we are passionate about our profession, but they blow over very quickly. You would be surprised at the strength of friendships you form with your fellow board members, even those with whom you disagree much of the time. Besides, everyone needs a little help from time to time

learning how to disagree agreeably and learning how to listen to and appreciate opposing opinions. It's an important life skill.

## **Myth #2: I don't know enough about or care enough about the politics of court reporting or about the legislative process.**

Don't worry. CCRA has experienced experts, both professionals and volunteers, who live for this stuff and will patiently answer your questions. You will learn quickly as countless volunteers before you. CCRA's board debates the merits of each and every piece of legislation that affects the court reporting profession and votes on the position CCRA will ultimately take on each issue. It's important work, and many of the board members who announced at the outset that they weren't interested in this aspect, soon came to possess an appreciation for all the

[CONTINUED ON PAGE 7](#)

## CALL FOR CCRA BOARD NOMINATIONS!

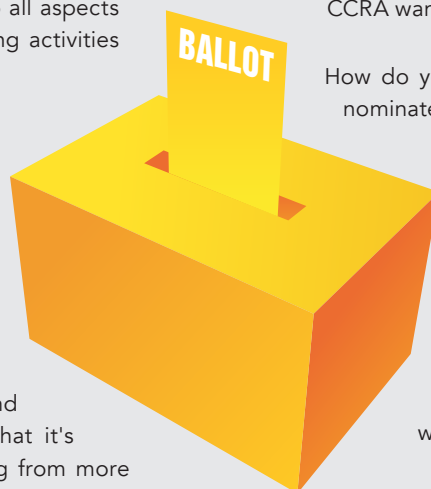
Have you happened to notice all of the exciting changes and activities that CCRA has been making in the past couple of years? Have you seen the positive influence that CCRA is having on the profession through activities such as attending career fairs to help students choose to attend court reporting school, mentoring newly licensed reporters, and publishing the yearly Compendiums to help all aspects of the profession? There are a lot of exciting activities going on with CCRA right now.

You may have asked yourself at times, "How did they make that happen?" Here's how: It's dedicated professionals like yourself who give up some of their precious time to help maintain and advance the court reporting profession. How? By serving on the CCRA Board of Directors.

Now, that can sound intimidating and daunting, but I'm here to let you know that it's not. It's actually far from it. There's training from more seasoned board members and also input from advisors and mentors helping you along the way. You'll be guided every step of the way helping you to learn what's necessary to be

an excellent board member and succeed during your time as a director.

So, whether you're a deposition reporter or official, a CART reporter or broadcast captioner, whether you have a lot of experience under your belt or are brand new to the profession, CCRA wants you!



How do you get involved exactly? First off, you can nominate yourself or ask a friend or colleague to nominate you.. Secondly, if you know somebody that would be a good candidate, you can nominate them.

If you or someone you know are devoted to the mission of CCRA - the stability and protection of the reporting profession - and you're willing to work to shape our profession in a positive way as it evolves, we want you on the CCRA board!

The deadline for nominations submissions is July 1, 2015. If you're interested, I'd urge you to go for it! It will be an experience that you'll be glad that you had.



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# CCRA BOARD NOMINATIONS: HOW DO I BEGIN?

By Saba McKinley, Chair  
CCRA CART/Broadcast Captioners Committee

I still remember quite vividly the day I knew I would be on the board, and believe it or not, it was before I received the news I would be on the board. I had made a mental note that the deadline to send in a submission to nominate someone was on June 14th. The date stood out in my memory because that is my son's birthday. I had planned to nominate myself to be on the board, and I knew I would meet the deadline because of the date. I believe I sent in my nomination on that date.

Now, I don't know about you, but sometimes things seem real in your life before they actually become real, kind of like becoming a CSR. You visualize that many times before you actually become one. That is kind of how this board thing worked for me. I remember that my conversation was, "When I get on the board, I'm going to..."

My primary motivation to serve on the board was to include captioning in CCRA's membership. Fast-forward almost two years later, and captioning inclusion in its membership has been accomplished.

The road to inclusion was littered with ups and downs, highs and lows, valleys and mountains – well, you get my drift. It has been well worth the sweat and tears to get to where we now stand, and I commend the board for the professionalism that got us here.

CCRA is a forerunner in embracing the captioning segment of the industry. It understands that the skill-set to perform captioning is the same one used to perform court reporting. It is simply a different end-user. With that understanding in mind, the bylaws were changed and the Online magazine and annual convention has been expanded to include captioning as a component of each.

CCRA is a proud sponsor of the upcoming Long Beach Walk4Hearing and has formed an alliance with HLAA (The Hearing Loss Association of America.) The purpose of the Walk4Hearing is two-fold: to raise awareness of how hearing loss affects the population, and raising funds to support those services. For a more detailed explanation of the Walk, the alliance, and how the funds are used, visit <https://youtu.be/hxIJERyAZL0>

It is my hope that CCRA's entire membership will support this cause by donating and/or walking along with us.

Our team name is CART Attack! To register and/or donate, visit [http://hlaa.convio.net/goto/CART\\_Attack](http://hlaa.convio.net/goto/CART_Attack).

Serving as the chair of the CART/Broadcast Captioners Committee has been rewarding and challenging at the same time. Since it is a newly created committee, there is a lot of work to be done to ensure the membership stays informed as to what is going on in the captioning world and how it affects captioners. It involves outreach, website content creation, educating a board who is still learning about captioning, etc.

We are now, as a board, developing a certification which will ensure its membership is certified to provide quality captioning, particularly, in the CART captioning arena.

I have thoroughly enjoyed my board experience. It is difficult to describe the pride I experienced when it was announced during the CCRA 2014 Annual Convention luncheon that captioning would now be a part of CCRA's membership. It can best be described as a mother watching her child graduate with honors from an academic program. Spectacular!

I am nearing the end of a two-year term, and it is my hope that there will be someone who will take my place as the captioning chair to ensure its continued inclusion and evolution. Maybe one of you reading this article is feeling so inspired. If it is you, go for it. The growth you will experience is priceless. I promise to help you whenever you should want my assistance.

## 3 MYTHS ABOUT YOUR SUITABILITY TO BE A BOARD MEMBER CONTINUED FROM PAGE 5

experience and hard work CCRA puts into these issues to keep our profession alive and vital.

### **Myth #3: I'm too busy. My transcript load is too heavy. I have young children.**

There is an old saying: If you need something done, ask a busy person. Without exception, every member of CCRA's board, past and present, has worked full time while juggling heavy

transcript loads, caring for children and elderly parents, running their businesses, and/or pursuing their hobbies. While we like to think of our board and volunteers as superheroes, they're just folks like you who care deeply about their profession. You do have time. It's only four weekends a year to attend a board meeting where you will leave invigorated and bursting with ideas after being around such smart, creative people. You will quickly learn how a couple of hours a week giving back to your profession is so valuable and rewarding, and you will gain confidence in your abilities, and gain lifelong friends.



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# CCRA AND THE BOARD OF DIRECTORS: MY EXPERIENCE

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By Brooke Ryan, President-Elect

I have been on the board of CCRA since 2009. I have held many positions along the way, working my way up to President-Elect. That means I should be installed as President during our next convention.

My journey with CCRA pre-dates my board time. I became the Legislative Council representative for the Sacramento Official Court Reporters Association (SOCRA) in 2001. I can still remember looking around the room and realizing I was sitting with the “brain trust” of our profession. I decided my best approach was to listen. So I listened. And then I listened some more. I eventually began proposing and opposing bill ideas on behalf of SOCRA. I was amazed at the process. I was especially taken aback that these legends of our profession cared about my input.

While I was the Legislative Council representative, I got involved in committee work. I was a committee member for Support Our Students (SOS), Membership and the Legislative Committee. If you want to jump in feet-first to all things court reporting, try the legislative committee. Yikes! But once

you learn CCRA’s legislative history, you are a much better reporter. You will be amazed at what reporters before you have done to save this profession. I think there’s some great secrets in there that I would like to uncover. Actually, probably not. Never leave any witnesses!

All of that work led to my nomination to be on the board. I was immensely proud to learn that I had been nominated. I was nominated by former CCRA president, Cheryl Redlich. To be thought of as a leader by a leader was and remains a wonderful compliment.

I have met some of the greatest advocates of our profession. The lengths that some will go to is astonishing. My mom used to say, “You sleep when you die.” I’ve been saying that for years as well, but I didn’t know the true meaning of that until last year. Under Carlos’ leadership, we have made drastic changes that will enrich our current and future members. But our work has only just begun. If you are thinking of nominating someone for the CCRA board, think of a tireless leader who will always put the profession first. Always. There are great advocates among us. Great leadership is what has saved this profession year after year, and it is done by all of us.

## DISTRICT A BOARD MEMBER

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By Abby Waller

As I navigate through my second full year on the board for CCRA, I’m reminded how great it’s felt to have found such a rewarding career. We have board meetings quarterly where we meet and discuss what each committee has accomplished and what we plan to work on. I leave the meetings feeling invigorated and motivated to keep advancing my career, doing whatever it takes to stay on top of the game.

Being the chairperson for the technology committee has enabled me to work with the best of the best in our profession, learning the latest court reporting technology and how it can help us remain invaluable. It is clear that as long as court reporters keep on top of technology, we will always be ahead of electronic recording. And CCRA’s tech committee will continue to stay abreast of issues relating to

our profession and learn to adapt and fight against threats like ER.

My favorite part about serving on the board is not only that I get to attend the CCRA convention each year, but that I get to help plan it. There are so many things to learn in our profession, whether it’s updates on providing the best realtime, efficient ways to produce a transcript, or even the latest rules for punctuation. It is all an integral part of our everyday career that makes us the irreplaceable reporters that we are.

I look forward to the rest of the year where we will have two more meetings (in addition to our business meeting at the convention). There are a lot of important issues going on in our profession, and it is exciting to see it all unfold as a board member.

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## MY EXPERIENCE AS A BOARD MEMBER

By Amanda Scott

The first time I was asked to put my name into the ring for a board position, I'll be honest, I turned it down. I'd been reporting for six years, and what did I know that would entitle me to help lead the profession? I felt like a board member would be expected to have all the answers, while I still had questions! And it would be so much responsibility, right? Does attending board meetings sound like fun to anyone? Yeah, I passed on that and didn't think twice.

The following year, however, I was asked again, was I interested? My initial reaction was the same: not particularly. I didn't feel dramatically more qualified than I was the previous year, but when I thought about it I quickly realized that this was something I needed to do. I needed to at least try. I didn't want to keep saying "no" to new experiences, and I didn't want to say "no" out of some fear or reluctance to stepping out of my comfort zone. I needed to challenge myself. So I interviewed for a board position and what do you know, I was accepted!

Things have been moving fast since I began last October, but I've caught on to a few things I think are worth sharing. For one thing, being a board member doesn't mean you have to have all the answers. It means you can find the answers. You are connected with the brightest minds in our profession to discuss the issues and help find the best path. So for someone like me (or maybe like you!) who still has questions, what better way to learn?

Secondly, I had no idea CCRA has so many dang committees! And it seems like we create at least one more committee

at every meeting! There's a Tech Committee, Deposition Advisory Committee, SOS Committee which reaches out to schools and students, a CART/Captioning Committee, a Judicial Committee, Nomination Committee, it goes on and on! So although I felt a little lost first coming onto the board, it's been fun to find myself fitting into little sub-groups. I can volunteer for different events that interest me, rather than feel like I have to do and know about EVERYTHING. And when I decide that I don't have the time to continue as a board member, I can still serve on a committee or committees that interest me so I remain involved.

And lastly, the board meetings and events ARE fun! It's work, I can't lie, but I have met so many awesome people that I wouldn't have otherwise. And I have to confess: I'm addicted to Facebook. And I love all the court reporting groups that are out there and that I follow, but there's a lot of negativity and tearing each other down that I see on Facebook too. It can be pretty discouraging. So it's really cool to get together at the convention and meetings and make new friends and just be around other reporters who are positive and support each other.

I'm not a perfect court reporter and I'm not a perfect board member, but I am having a great time, and learning SO much. I haven't regretted my decision to serve on the board yet!

*Photos: CCRA (Karly Greenshields, Steve Kosmata, and Amanda Scott) promoting our profession at the Business Professionals of America's National Leadership Conference in Anaheim, CA. Over 7,000 students, educators, and counselors are in attendance!*



# SAVE THE DATE!

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# WHAT BEING A BOARD MEMBER HAS MEANT TO ME

Karen R. Kronquest, CSR, RPR

I was surprised a few years ago when a reporter friend suggested that I consider being a nominee for the Board of Directors of CCRA. I've never considered myself a leader and I certainly didn't feel I had the knowledge or experience to offer a meaningful contribution. I am glad I put aside my doubts and took the leap.

One reason I enjoy being on the board is I've realized that I like to be "in the know." I work in court and I want to know why my court is underfunded, employees have been laid off, and my pay is cut due to furlough hours. I want to know who is responsible and what can be done about it. I also want to improve the way court reporters are perceived, how they perform their work and perhaps even increase their pay. I want to understand why contracting is such a huge issue to freelance reporters. These are some of the reasons why I chose to be a part of CCRA.

I have also benefitted in other ways, too. Friendship: In the short time I've been on the board new friendships have been made and acquaintances and casual friends have become closer. We work hard and take advantage of our breaks and social events with enthusiasm. I am getting to know people who care about and practice integrity in both their profession and personal lives. Simply put, these are great people.

**Knowledge:** The wealth of knowledge of the board and advisors combined is immense. There's history behind every law affecting reporters that helps to formulate new tactics and ideas for improvement. I don't see the need to reinvent the wheel, as some say. CCRA receives many requests for advice, and there's always an answer available from a board member or advisor. There are also various committees that are always keeping an eye out for things that affect reporting. The technology committee looks into new products and software. The freelance committee is tracking what's happening in that arena. I am constantly reviewing the Judicial Council website, legislative websites, and others to keep up to date and aware of possible issues of concern. I have learned so much in the past two years!

**Work:** It may be difficult to believe, but there are times when I could use more things to do. The board keeps one busy writing articles, performing assigned tasks, preparing for seminars and the annual convention. I like to be doing something productive and proactive. Last year during the convention I was very busy, but I enjoyed every minute. This year I hope to be able to assist in more ways.

**Helping Students:** CCRA has made one of its priorities to help students. The profession always needs new reporters to replace those who retire or other means of making the record will prevail. I remember when I was in reporting school we rarely had CSRs visit and share their experience. What a difference it would have made to keep our motivation and morale up. As someone who's been reporting a long time, I find the enthusiasm of the students uplifting. Students performing their internship hours help to remind me that I do have an important job and am a vital part of the justice system.

**Travel:** I live less than ten minutes away from work, so going anywhere different for work-related business is a novelty. I've been to Fresno, Palm Desert, Long Beach, Newport Beach, Dublin, Sacramento and soon to Novato for the upcoming Mock CSR. I look forward to our quarterly Board meetings. It's probably because I've not had much experience doing so, but telling people I'm going out of town for a working weekend just feels good. I return to work on Monday feeling both tired and energized.

**Enthusiasm:** I have been working in the same place, doing pretty much the same job for almost 28 years. There are times when it feels dull, I think court reporters are being targeted due to our income, or the judges and attorneys aren't concerned for the record. There were times when I was bored. Since I've become a director on the board I have a renewed outlook. We are making changes that will benefit the profession. We are actively promoting and protecting court reporters in all areas in the state. I interact with and am part of a group that values integrity, professionalism, fairness to all, and the protection of people's rights. After my first board weekend I had a renewed outlook. It was exciting to be with people who are making a difference.

I think the most important reason for being on the board is being able to give back to the profession. I adamantly believe that if it were not for CCRA, I would not have a job today. Before last year I knew a little about how CCRA works to protect court reporters. I am amazed at how dedicated and hard-working the board and advisors work. There are countless meetings, visits to legislators, the Judicial Council, schools and other organizations. There is the business of running an association, encouraging new memberships, maintaining and updating a website. There are seminars to plan and hold. There is the annual convention. It's hard to believe, but most of the work is done by full-time reporters with families.

I have enjoyed every minute being a part of CCRA and a director on the board. I hope to continue and I encourage everyone to become involved in the association. It's the most gratifying hard work you'll ever experience.

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# SECRETARY/TREASURER

By Steven Kosmata

My story and first few months as a CCRA Board Member goes something like this:

CCRA's nominating committee called me on a Saturday afternoon to conduct a telephonic interview and to explore my interest in becoming a board member, which happened during a very important time in my life—playing Bridge with three of my best friends. And if you play Bridge, you know what I'm talking about. Following my roughly half-hour intense telephonic interview, I resumed my Bridge game. A couple of hours passed when I received a call back, again interrupting my Bridge game, and was offered the position of Secretary/Treasurer. And not only offered the position, but was informed after accepting that the position is now a two-year term. After I hung up, I was so excited. I couldn't wait to get started serving our community of court, freelance, captioner, and CART reporters as a new board member.

Just a few days after the acceptance call from the CCRA nominating committee, it feels as though things went into hyper speed all of a sudden. I had no sooner accepted the position, was sworn in at the business meeting, when next thing I know I'm sitting next to President Carlos Martinez in my capacity as Secretary/Treasurer at the 2014 convention at the Miramonte and listening to many of our members' thoughts and ideas on the direction our Board should move towards in the next 12 months.

My hands were trembling, like a new spring leaf on a windy day, which I could cleverly conceal behind my open laptop, and my palms were a bit moist, too. I was nervous, so I took notes furiously, but mostly listened – believe it or not because I do like to talk – to everyone.

Two weeks following that initial convention meeting, there I was in a deposition office in Fresno on an early Saturday morning for our first formal Board Meeting, which took place over two days. One thing I knew for sure following that first board meeting was I had a huge learning curve to uphold and keep the continuity of my previous successor as secretary/treasurer going. And since my position on the board is also as an executive board member, I needed to be brought up to date on confidential, financial, and other pressing matters of importance. It was an accelerated crash course in all things CCRA.

After that first board meeting and a couple of months had passed, I'd slowly grown into my positions of secretary/treasurer and feeling more comfortable. I started introducing some of my thoughts and ideas launching into the 21st century and the second 100 years of service to our reporting community. My first suggestion was to create an app for our

2015 BOOTCAMP one-day seminar this past January. Creating and working on the app was a challenge and a lot of fun. Then Vice-President Connie Parchman caught the bug and wanted to help out. Connie quickly learned how to manage, change, and update the app so that we both could push out immediate changes or updates beforehand and even while the seminar was going on live.

The feedback from those attending was so overwhelmingly positive, that I took the next logical step at our next board meeting, which was to further push the envelope to the next logical level and suggested to the board that we expand and dream bigger and create an app for our upcoming 2015 Convention in Newport Beach this year by going green, by including all handouts, biographical information, and as many other materials as possible in our app that will be user friendly and easy to use, even for those that may be tech challenged. And for me, that means starting now for our October convention.

My fingers are crossed that all goes well because this is a huge challenge for me as a working judicial reporter – keeping up with my secretary/treasurer duties within CCRA, doing my weekly Vlogs on Eclipse software, being a mentor to students, and creating from the ground floor an app that we can all be proud of and knowing that we are the brightest beacon as a leader to everyone else in our industry.

The second part of my duties and responsibilities I certainly didn't want to neglect, which is as treasurer. I learned almost immediately that we needed to search and find a new accountant for CCRA that specializes in nonprofits. After vetting a couple of companies with my fellow executive board members, we decided on Jitasa in Idaho. Wow! I had no grasp on how much work goes into making sure you follow all the tax rules, categories for monies, and deadlines as a nonprofit. I'm certainly glad we have them.

Also, sometimes fate steps in, and you stumble upon an idea and your whole perspective changes. And to be honest, that's exactly what happened. I'd like to take credit for the Amazon Associates program, but it really came about because of a YouTube video I watched. And near the end of the video, this lady commented that in order to continue making videos, please support her by clicking on her Amazon button in the comment's section. That started the wheels turning in my little brain: If she can do it, why can't CCRA do the same thing? And the short answer was yes, and we are. After going through and filling out the nonprofit and financial application forms of Amazon to apply to become an associate, we were approved almost immediately.

As many of you might have seen on our CCRA web page,

[CONTINUED ON PAGE 17](#)

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# CCRA – PAST, PRESENT, FUTURE

By Connie Parchman, Vice President CCRA

The California Court Reporters Association has been protecting our profession for over 100 years. *Effectively* protecting our profession. I love being a part of that. As a past president, I am well aware of the hard work and dedication required of the board members and officers and yet here I am again. Why? Because it matters.

Having a career that spans four decades has brought me from dictating my paper notes into a Stenorette to providing streaming realtime over the internet. When I was in school back in the 70's, I was told by many people that tape recorders (ER, DR, or some other magical machine) would make my job obsolete. This is when I learned the meaning of the term "Luddites." (Google it.)

Well, thanks in no small part to CCRA, here I am in the 21st century practicing a profession that is one of the oldest in the world. From clay tablets to wireless communications, the way we do business has changed, but our basic function has not. We

preserve the record.

History has shown us that those who are uneducated about what we do will relentlessly try to legislate us out of existence. Year after year, CCRA has relentlessly educated legislators, judges, attorneys and yes, even our own members, about why the record deserves a human ear, not a mechanical one. It's a never-ending fight.

The current board is an energetic, dedicated, smart group of diverse people. It's exciting to watch them in action. I used to worry about what would happen in the future when my peers are no longer around to fight.

I worry no more! I see our students and our new reporters coming out fighting. By focusing on students and new reporters, CCRA has garnered some amazing new blood. This has renewed my faith in our ability to persevere. These "young'uns" are eager to learn and ready to selflessly fight for the ones coming up behind them. They see the future as belonging to them. They are entitled to it. And no doubt, they will have it.

**SECRETARY/TREASURER**  
**CONTINUED FROM PAGE 15**

Facebook, email updates, or elsewhere, when anyone uses our Amazon special link, our organization receives a small donation from Amazon for every purchase made. What I'm learning is that CCRA, unfortunately, is no different, and in many ways the same, as most other nonprofits -- making ends meet to accomplish all that we need or want to do for our members, introducing and tracking legislation in Sacramento, or helping students in outreach programs – the common

thread for everything we do is having the funds to do it. With you, your family, and friends shopping on Amazon with our special link, it's helping us bridge that gap. So keep shopping!

Finally, how do I see myself fitting into the future of CCRA? That's simple! By remembering the rich and long legacy of our past, being boosted higher by remembering the tireless and dedicated work of all of our previous presidents and board volunteers from yesteryears, and focusing forward and helping to guide CCRA into the 21st century and representing the best state court reporting association in California and the U.S.

# **GOOD GRAMMAR (Finally!)**

**This is your chance.**

**It's the class you have been waiting for!**

Knowing how the language works makes everything about punctuating and turning out a transcript easier. There is no question that grammar is where it all begins. Has it been a while since you have had a basic grammar class? Or did you ever have one?

In this 15-hour class, we will look at

- Language elements (words, phrases, and clauses) and how they work
- Verbs (person, number, tense, mood, and voice) and verb usage
- Nouns and pronouns (how they function in the sentence, subject/verb agreement, pronoun case form) and noun and pronoun usage
- Adjectives and adverbs (what they do and how they work) and common mistakes in their usage
- Connecting words (prepositions and conjunctions)
- Parts of speech

The class is a total of 1.5 CEU's, divided up into six sessions of two and a half hours each. Each session has been PREQUALIFIED for CEUs through NCRA (so there is no additional cost to file for CEU's. If you cannot attend a session and wish to receive CEUs, you may listen to the recording and write a detailed summary of the content and submit it to me for credit.

## **CLASS SCHEDULE**

**May 3, Sunday, 4:00 P.M. to 6:30 P.M. Pacific time\***  
**May 16, Saturday, 8:00 A.M. - 10:30 A.M. Pacific time\***  
**May 17, Sunday, 4:00 P.M. to 6:30 P.M. Pacific time\***  
**May 31, Sunday, 4:00 P.M. to 6:30 P.M. Pacific time\***  
**June 13, Saturday, 8:00 A.M. - 10:30 A.M. Pacific time\***  
**June 14, Sunday, 4:00 P.M. to 6:30 P.M. Pacific time\***

\*The classes may go a bit longer to accommodate short breaks.  
Though it is divided into six sections, this is one course.  
It is not possible to register for one section only.

**The cost of the course is \$395.**

Registration for the course is open now. Click on this link:

<http://www.ccr.edu/index.php/component/content/article/43-loocs/443-cre302-good-grammar-finally>

This course is being offered through  
**ev360 Educational Solutions LOOC Courses**

# TURNING A DISASTER INTO YOUR DEFINING MOMENT

By Christy Cannariato, CSR, RPR, CRR, CCP

Last month I had one of those disastrous moments every steno writer dreads – a water spill that takes out your writer. My Diamante, barely three months old, took an untimely bath during a deposition. If only I could blame this on a clumsy witness or attorney. I had spilled the water myself while on the record marking an exhibit. My writer was dead (but mercifully the next day it was fine!)

I will spare you the blow-by-blow account of what happened next, but I had an attorney and witness who had planes to catch that evening. What is more, I was very new to this deposition firm who specifically told me the day before that this client is very new, very big, and very important to them. Translation: “No pressure, but don’t screw this up for us.” I knew I had to solve the problem quickly for all involved.

Aware that there was another depo on this case taking place in the same law firm, I asked if there was any chance that depo was wrapping up and the reporter could step in. Nope. I called the depo firm to inquire if they had a replacement reporter nearby. Of course not. The depo firm asked me if we could just proceed with video only and if I could transcribe and certify the record later. Absolutely not.

So I checked the traffic on my smartphone and announced to counsel that I would retrieve my backup writer from home and be back in an hour. They were extremely dubious of this approach and kept insisting that there must be another reporter nearby, as if we are taxis you could simply hail. It took quite a while to convince them that there really was no other solution if they wanted to finish the deposition that day.

Several calamities were avoided during my mad dash roundtrip, but I texted the client and told him when I was leaving my home on my way back, and then again when I had reached the parking lot so that they could gauge the time. Nothing bothers attorneys more than uncertainty!

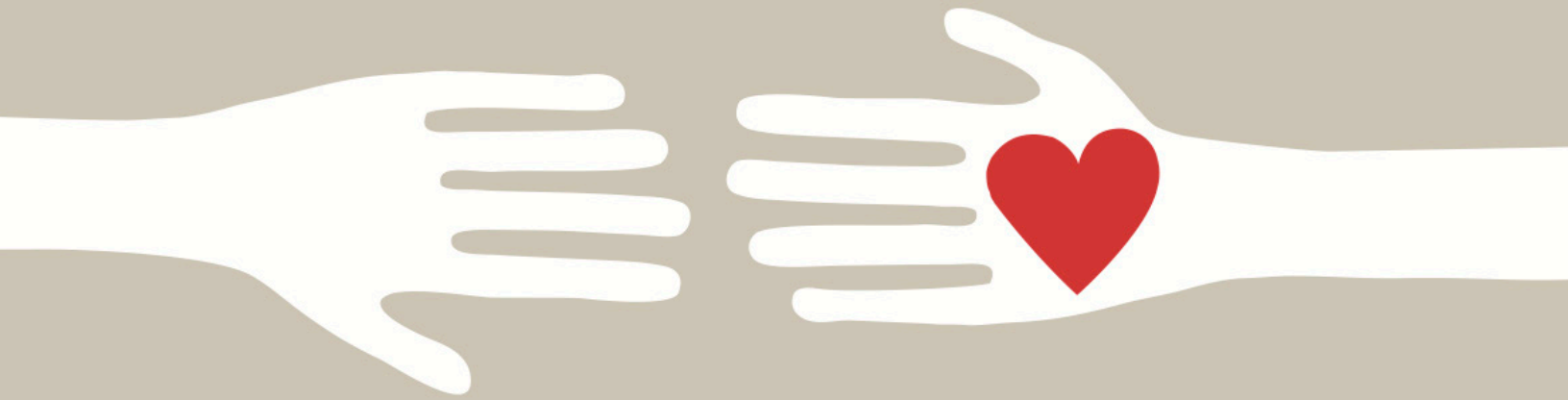
It occurred to me en route back to the job site that perhaps I could have finished the depo telephonically from my home, and we all could have saved time and stress, but I kept that epiphany to myself. After an 80-minute pause, the attorneys, clearly relieved, said, “Welcome back,” when I returned and jokingly offered me a glass of water.

The best part is when I emailed the depo firm to give them an account of what happened and apologized if this had caused them any problem with the client, the calendar manager replied, “I’m sorry you’ve had such a stressful day. These accidents happen, and all that matters is the way we handle them and finding solutions. You handled it really well.” She booked me for two more jobs that same day.

Which instantly triggered a memory of another disaster with my writer in 1994. I was an official at that time trying out for a new assignment with a no-nonsense, future presiding judge of L.A. Superior Court who had just “fired” his previous reporter. After setting up, five minutes before he was to take the bench, I discovered the keys on my writer were jammed. Although the clerk was adamant that I tell the judge at once, instead I called the Reporters Assignment Office to compile a shortlist of likely reporters in the building, as I did not know anyone. I then went into chambers, introduced myself, explained the problem and that I was in the process of locating a loaner within the building. We started calendar only 20 minutes late. Later that day that judge offered me the permanent assignment in his court. When I expressed surprise given the fiasco that morning, he explained, “You solved the problem quickly without involving me, and you kept me apprised of the status. I can’t really ask any more than that.”

Both incidents, much to my surprise, made me stand out to that depo firm and judge as a keeper rather than a walking disaster. As court reporters, we are tireless perfectionists who try never to be a problem. When we let ourselves down, what a nice reminder to know that life happens; we must simply roll with it.

I feel I am wise enough now. I hope to finish my career with no new disasters. I believe I have defined enough by now.



## CAPTION IT FORWARD: BEHIND EVERY SUCCESSFUL PERSON...

By Regina DeMerville, CSR

Recently, I have had many people ask me about the process of getting into broadcast. I get asked about this subject quite often. Court Reporting students just don't know where to turn when it comes to CART or broadcast captioning. I wish I could clone myself and be in a 100 schools at once talking about CART and broadcast. As much as I love what I do, I would eventually love to branch out and do something new, like teach broadcast classes. I love to spend time with students and teach them about this amazing field. They deserve to know, and it's a shame these two fields are not focused on more in schooling.

In one of my articles last year, I broke down my broadcast set up and described the equipment I use, what it's used for and about how much each part costs. If anyone is interested in that article, you can find it in the CCRA archives or just ask me, and I will email it to you. One thing I want to focus on in this article is don't sweat the small stuff. The setup is really simple. There are not many items you have to purchase. Connecting them is pretty simple, if you know what you're doing. But the fact is, when we are just starting, we don't know what we're doing, which can cause a lot of frustration and anxiety. I know this all too well. I am one to jump to conclusions and have a mini heart attack if something electronic doesn't work. It's always some ridiculously small error as to why my machine won't feed out captions or why my software won't start a real-time file. But here I am going crazy ready to pull my hair out. I've learned to take a deep breath and ask for help. I've learned that these failed attempts only make me a better captioner and help me to learn the software/equipment so hopefully I can teach someone else how to use it in the future.

I want to share a story that happened to me recently. I recently bought a new machine. Well, new to me. It's used, but only about a year old. I've never owned one of these types of

machines and had no clue how to even turn it on. I asked for help from other reporters whom I knew had the same type of machine. Everyone directed me to call tech support. When I did, they basically told me they wouldn't help me unless I paid an hourly rate or bought their yearly support contract. Now, I am all for supporting this industry. I have contracts for all my other equipment, and I'm pretty sure I would have purchased the one for this machine. Some say I am too nice of a person. I will help anyone, anywhere, anytime. So sometimes it baffles me when no one is willing to help me unless I flash some green. I had a pity party for myself, and then I asked around for help. One captioner was able to help get my machine to work with my software. You know the problem? I didn't have a file started on the machine. (This is the time where you laugh at me!) Yes, that's right, I didn't know that I was supposed to start a file on the machine. But did I really need to pay \$60 an hour for tech support to walk me through all that? No. Sometimes...and most of the time...it pays to help others out of the kindness of your heart without expecting to be paid.

My point to all of this? Take the time to help someone! Spend a little time with a student who needs a mentor! Take the time to answer a question about something you know how to fix! It really is worth it to help someone in this field. I spend hours and hours of my free time helping students and reporters who want to get into broadcast. I can't do it alone. I need other captioners to help me and spend time with these students who so desperately want to learn more about our amazing field! One of my new favorite quotes is "Behind every successful person, there are a lot of unsuccessful years." We know that court reporting school is fail after fail after fail. But what happens when we finally pass? Those FAILS made us who we are today! So embrace the failed attempts at hooking up your equipment. Embrace the fails in school. And learn to find your voice and ask for help! There is someone out there willing to help you! Take some time to pay it forward this month!



# ASK MR. MODEM

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## Who Regulates the Internet?

**Q: Is there a governing body that regulates the Internet in the United States?**

A: No one person, company, organization or governmental agency oversees the Internet at this time, though that is certainly subject to change. There are some individuals who feel the Internet should be overseen by the Government, much like a public utility. At present, however, it is a globally distributed network comprised of many voluntarily interconnected autonomous networks. It operates without a central governing body with each constituent network setting and enforcing its own policies. However, to help ensure its operation, several key technical and policy aspects of the underlying structure and the principal "name spaces" are administered by the Internet Corporation for Assigned Names and Numbers (ICANN), which is headquartered in Los Angeles. ICANN is a very influential agency whose employees adhere to the philosophy, "ICANN if I think ICANN."

**Q: Where does Microsoft Word save a document if all you ask it to do is to save it? I forgot to use "Save As," and now I can't find the saved document.**

A: It depends. If no destination location is selected -- in other words, if the "Save In" field is blank, the default is usually Documents or My Documents, but that can vary, depending how Word was configured originally. You can check the default location by going to Tools > Options > File Locations and see what it shows as far as the default location for Documents. (You can also use Word's Help to search for "File Locations.")

Without a specific location designated in the Save In field, often the destination selected for a previous document will appear, in which case the document will be saved to that same location. If you are saving an existing document with the same name (as opposed to using Save As and providing a different name), you will overwrite the existing document with your newly saved document, so it should reside in the same location as the "original" document.

If you truly can't locate a saved document, run a Windows Search via Start > Search > For Files and Folders and you will be able to find it, as long as you can remember either the name of the file or a specific word or phrase within the document itself.

**Q: I just switched to Windows 7 from XP and I want to create an icon on my Desktop that would allow me to go straight to a Web site. Can you help me with that, Mr. M?**

A: Start by going to the Web site to which you would like to create a shortcut. Make sure that the window in which it appears is small enough so you can see part of your Desktop.

Look for a little icon next to the address of the Web site as it appears in your browser's Address bar. Click and drag that icon to your Desktop and voila! A shortcut is born! To rename the shortcut, click to select it and press F2.

**Q: Do flash drives have a limited lifespan? Do they deteriorate after a couple of years?**

A: The general consensus is that flash drives are good for a maximum of ten years. That estimate depends on the manner in which the device is stored, as temperature, humidity, proximity to electro-magnetic devices, small animals that chew things, and small children that flush things, can also adversely affect the useful life of a flash drive.

I've seen flash drives fail in less than a year, though that can also happen to CDs and DVDs. Some CDs claim a shelf life of 100 years, which is silly, since CDs weren't mass produced until 1980, so it's pure speculation if they will last 100 years.

I would avoid relying on flash drives for long-term data storage. 10 years is an industry "best guess," but failure can occur in far less time. I wouldn't place all my digital eggs in one basket. I replace storage media approximately every five years, just to keep it current.

## Mr. Modem's DME (Don't Miss 'Em) Sites of the Month

**Pack** – This is a fun social media site with a focus on dogs. You can become the leader of your pack today and create a page for the pooch in your life. When you arrive at the site it begins by asking you if you have a dog. Just answer the questions as they appear and have fun! [packdog.com](http://packdog.com)

**Veteran Owned Businesses** – A comprehensive directory of more than 21,000 veteran-owned businesses. If you're a veteran and would like to add your business, click the red "Sign Up Now" button and select the Basic Listing, which is free. Fill out the online forms and click "Submit Your Listing." Be sure to visit this site often and support our veterans! [www.veteranownedbusiness.com](http://www.veteranownedbusiness.com)

**Virtual Tours of Historic Britain** – Quicktime videos of many historic sights, including The Beatles' Abbey Road, Leeds Castle, Gloucester Cathedral, Stonehenge, the Master Modemshire Pub, the Tower of London, Oxford and more. Once the images load, drag your mouse cursor across them to view the entire panorama. Images require the free Quicktime Player at [www.apple.com/quicktime/](http://www.apple.com/quicktime/). [britishtours.com/360/](http://britishtours.com/360/)

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# ONLINE BACKUP COMPARISON: WHO IS THE PERFECT CLOUD STORAGE PROVIDER?

By Leigh Ann Orozco, CCRA Technology Committee

It doesn't matter if you're looking to back up your computer, mobile device or external hard drive or if you just want to store your files in the cloud.

Earlier, cloud storage was considered a buzzword only; just as cloud computing was considered a far-fetched idea in its early days. But today many people have started embracing it as the safest and most secure place to store and backup their data for both personal and business use as opposed to hard drives on their local computer or server.

According to a forecast by Statista, a leading online statistics company, the cloud storage industry is expected to generate over \$4.04 billion revenue globally by 2016. In another survey by TechTarget, 44 percent of respondents claimed to use cloud storage services and 46 percent plan to increase their usage. If given an option of being able to transfer only one application to the cloud, storage would be an inevitable choice according to another survey carried out by Cisco.

This is proof of how the industry has grown rapidly, and if you have not adopted it yet, you will be left behind. But finding the best online storage could be daunting if your objectives have not been defined. Your objectives will depend on what fits for you or your business well, including storage space, and security technology such as encryption or quick sharing ability.

Below is a detailed comparison and reviews that make it easy to choose the right service that meets your objectives well.

## WHY SHOULD YOU BE USING A CLOUD STORAGE SERVICE?

There are several advantages showing why cloud storage should be used:

**Access from Anywhere** – This is the major advantage of cloud: any file stored can be accessed anytime from anyplace. Most service providers have their own mobile apps that can be installed on a mobile device to access stored documents while on the move. There are a few providers that also offer browser extensions for their product that can be installed on browsers like Google Chrome, IE, or Firefox to let users access files. The documents can be stored, accessed and even edited or organized while on the go.

**Quick and Easy Share** – This is another advantage that makes the cloud a popular choice. Usually, the other person the document should be shared with must be a user of the same service. No matter the type of document or the format, from video to game files to business documents, sharing is pretty quick and simple.

**Safe and Secure** – Security is a major concern for all of us, and this holds true when it comes to choosing a company.

Data can be lost, stolen or corrupted, and the reason could be anything from a sudden hard drive crash, accidental deletion, phishing, to a natural disaster. But no one can afford to lose their data, right? These events should not cause worry when the documents have been stored in the cloud, as the service providers take care of backup and recovery with multiple levels of security and an encryption system enabled to keep the data safe and secure.

**Unbounded Storage Space at a Low Cost** – Most service providers operate on the freemium model, offering a certain amount of storage space with no cost and more when the need grows (also at cost-effective pricing). This reduces expenses drastically when compared to buying and maintaining a local server or hard drive as it requires skilled manpower and limits available storage space.

Some other advantages are:

- Easy synchronization
- Simplifies real-time analysis of information
- Efficient delivery of information
- Cuts down expenses associated with uncertain information workloads

## GETTING STARTED – THE PROCESS

The process is pretty simple with almost zero learning curve involved. All that's needed is to go to the website, choose the plan that best suits you, sign up, key in all the information required, confirm for account verification, and that's it! Your account will be created in no time and then you can upload documents, organize, edit, share, and so forth online.

You can also download the web app on the local computer and move files to the storage account directly from your desktop. Most of the providers offer mobile apps as well that make your job easier while on the move.

## ONLINE BACKUP VS. CLOUD STORAGE – THE DIFFERENCE

Many people are baffled by the differences between online backup and cloud storage and end up choosing the wrong product. The two types do not differ much, but knowing the operating procedure, the technology involved and significance of both can help in identifying how one may be more effective for your purposes.

### ONLINE BACKUP

Online backup involves storing data online, but it's not just data storage. The key difference with cloud storage can be identified in the name "backup." Online backup providers allow their users to create and amend multiple copies of their data at different points of time. This is called "versioning," which allows access to the previous version of a recently edited



document for a specific period. Many providers offer 30 days of versioning, but there are a few with unlimited options.

This feature gives the advantage of accessing the old document whenever needed and protects documents from overwriting bad data. Another benefit is the automated backup feature that backs up the files set for scheduling without any user intervention.

## CLLOUD STORAGE

On the other end, cloud storage is more like having another hard drive or server on the cloud with an unlimited or large storage space at a cost-effective price. Any files or documents uploaded on cloud storage can be accessed anytime, anywhere and from any device if the provider supports these, from just an Internet connection. Basically, cloud storage is designed for day-to-day accessibility, and useful for those who work on multiple devices or in a team.

## THE FINAL DECISION

As mentioned before, there is not much difference, and which should be chosen completely depends on your objective. If you want your data available to you whenever and wherever needed, then cloud storage is an obvious choice, but if you are more concerned about data loss, then online backup is good to go. However, it is advisable to avail yourself of both options to ensure better accessibility and security for all your important documents.

## MAJOR CONTENDERS

There are several major contenders, and choosing the best mostly depends on your requirements. Here are a couple of them you may explore.

### JustCloud

Founded in 2010, JustCloud is a product developed by Just Develop It and a popular name in the storage and backup industry. It offers several plans depending on storage requirements, which start at \$4.49/month for 24 months with 75GB space to \$6.95/month for the unlimited plan. JustCloud also has a business plan starting at \$35.94/month with 100GB storage space for 5 computers. The service also offers a customized plan based on the space required and the number of computers that need access.

Some interesting features it provides are:

- Automated backup
- Free mobile apps
- 256-bit encryption
- Linux, Windows and Mac compatible
- 24/7 technical support

### Dropbox

Dropbox is a famous name in the cloud storage industry founded by Drew Houston and Arash Ferdowsi in 2007. It has more than 300 million users globally and serves both personal and business needs. Dropbox offers 2GB of free space under its basic plan. If there is a greater space requirement, then it has a pro plan that comes with 1TB of storage at \$9.99/month. Dropbox is a great option for business as it offers unlimited storage space and file recovery at only \$15/user/month.

List of useful features it offers:

- User-friendly interface
- AES 256-bit encryption
- Compatible with all kinds of major devices and operating

systems

- Easy and fast access
- 30,000 third-party apps supported

### Backblaze

Founded in 2007, Backblaze is a prominent name when it comes to online backup. It has won several awards like the 2014 Deloitte Technology Fast 500 and the 2013 SIIA CodiE Award, and it's been featured in major publications and media such as CNBC, USA Today, Forbes, TechCrunch, Yahoo Tech and many more. Backblaze offers unlimited storage and backup with just \$5/month for both PC and Mac.

Some of its popular features are:

- Backup and restore while on the go
- High-speed backup
- 256-bit transfer encryption and 128-bit AES storage encryption
- No file size restrictions
- Automatic update of backups

### Carbonite

Carbonite is an award-winning online backup service provider founded in Boston in 2005 by serial entrepreneur David Friend. Currently, it has more than 1.5 million customers and has backed up more than 300 billion files. Carbonite offers several plans like Personal for individual computers starting at \$59.99/year and Pro for unlimited workstations starting at \$269.99/year.

Notable features it offers are:

- Unlimited backup storage
- Mirror-image backup
- 24/7 monitored security
- Remote wipe safety feature
- 90-days file versioning

### OneDrive

OneDrive is the brainchild of Microsoft and a strong contender. It offers 15GB of free storage with a referral incentive scheme to earn extra storage of 500MB on each referral with a maximum limit of earning 5GB storage space on referring 10 people. However, if the requirement is more, OneDrive offers 1TB of storage space at \$6.99/month.

Some key features of OneDrive are:

- Microsoft Office integration
- Compatible with all kinds of devices and OSs
- Easy file-sharing
- Simple and easy user interface

### Google Drive

Launched in 2012 by Google, this is one of the most widely used storage services with an active monthly user base of more than 240 million. Google Drive offers 15GB of free storage space, and the maximum allowed storage is up to

30TB at a price of \$299.99/month. However, the storage limit is unbundled for Google Apps for Education users. Unlike OneDrive, it doesn't have any referral scheme in place yet.

Some useful features it offers are:

- Office Suite integration
- Compatible with all kinds of devices
- 99.9% uptime guarantee
- Up to 5TB file size limit for sharing
- Supports over 40 popular file formats

## THE REVIEW CATEGORIES

- Usability – This category talks about how user-friendly each storage product is.
- Speed and Performance – Here we review how fast files can be transferred to the storage account.
- File Backup Procedure – Here we talk about how smooth the file backup procedure for each cloud storage service provider is.
- File Restoration Procedure – This talks about the file restoration process involved.
- Security – Every provider claims to be the most secure and so review how secure each is.
- Features – This lists main and other features and their pros and cons.

## PITFALLS TO AVOID

Here are a couple of common pitfalls that should be avoided:

- Looking for a cheaper storage service
- Ignoring legal implications in case of data breach
- Overlooking the time and bandwidth required to transfer data, especially large sizes
- Buying the wrong package that doesn't meet the business objective
- Not assessing app requirements, which can lead to buying multiple storage spaces to meet the need
- Short-term planning: thinking about what it can do now and not assessing how it can be beneficial for the long term
- Overconfidence in a storage provider's security practices
- Not assessing the storage infrastructure performance capabilities
- Overlooking geographic issues like where the data center is located and whether it is established outside of the user's country or territory, and how the service provider stands up to the laws and security or privacy rights of the foreign regulating authorities
- Ignoring the learning curve involved
- Not asking about how much downtime is involved and the history of the provider's downtime
- Not having a Plan B for moving to another cloud service in case the existing cloud storage provider goes out of business or doesn't appear to be a reliable one