



OCTOBER 2017

**Official Publication of the
National Verbatim Reporters Association**

**CONNECTING
THE VOICE
WRITING COURT
REPORTERS,
CART AND
CAPTIONING
COMMUNITIES**

www.nvra.org

Inside this issue:

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**NEW BENEFITS
FOR NVRA
MEMBERS
in this issue!**

INTRODUCING EXCLUSIVE SAVINGS FOR NVRA MEMBERS!



saving^{center}

NEW! The National Verbatim Reporters Association (NVRA) has new savings for members. Visit your Saving Center for this exclusive FREE program:
NVRA.SavingCenter.net

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HOTEL SPECIALS

Office DEPOT
OfficeMax
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Summary of Board of Directors Meeting October 7-8, 2017 • St. Louis, MO

Discussion of Committees and Committee Chairs by Maranda Murphy. She will contact committee chairs on a monthly basis.

Kelly Evans reviewed membership statistics with the board. A new “dashboard” has been developed to track membership, certifications, and comparison of data by state. A payment plan policy for membership renewal was established.

Website updates have been made and include the 2018 testing schedule and new downloadable testing material for the CVR-CM and RBC-M and RCP-M tests. These materials can be downloaded immediately and no shipping charges are incurred by the membership. New RVR practice material will be available by the end of this year.

Conventions expenses were reviewed for 2017. Convention costs are in line with previous years. NVRA gained some new student attendees. Convention evaluations were very good with the highlights being some of the new sessions and the formal 50th Anniversary Banquet.

Convention 2018 plans are underway. The convention will be held at the DoubleTree on the Beach in Myrtle Beach, June 27-30, 2018. Hotel reservations are now open. Room rates are \$179 – all rooms are beach front or beach view. Online rates for this property exceed \$300 per night during summer months. NVRA will explore event insurance for future conventions.

Convention 2019 sites have been narrowed to three areas for the membership vote: San Antonio, Texas, New Orleans, LA, and the greater Washington DC area. A vote will be put to the membership in October 2017. The sites were selected from nominations made by members at the Business Meeting held in Kansas City, MO, at the 2017 convention.

A report was given on the Credentialing Committee’s activities for 2017 and plans for 2018. The 2018 testing schedule is in place and has been posted on the website. NVRA is finalizing hotels and venues for testing.

Continuing Education Credits for persons working on test-writing for NVRA was discussed. The board will grant 2 CE credits per script written and accepted for dictation by the committee.

Don Scott was appointed chair of the Nominating Committee, and he will contact the other proposed members of the committee and obtain their consent to serve.

Maranda Murphy attended the recent convention of the Indiana Court Reporters Association. INCRA’s members voted to allow voice writers to become members of their association. Maranda Murphy was the first voice writer to join INCRA.

NVRA’s Educational Affiliates program has been revamped by NVRA’s Education Committee. The new program will be titled, “Education Resources” and will list schools that pay for listings in addition to resources for students.

NVRA Board Standing Rules were adopted by the board.

NVRA’s financial standing is solid. Profit and Loss and Budget information is posted on the members-only section of the website.

A report from NVRA’s Student Affairs committee was made. Student suggestions include requests for more online training, student oriented sessions at convention, online speakers, mentoring and more.

A report on new member benefits was given. The board voted to enter an agreement with Windfall to offer discounts and resources to members. The program specifics will be announced in October.

Dates for the Winter Board meeting were set for January 20-21, 2018, in Myrtle Beach, SC.

TESTING CORNER

NEW DOWNLOADABLE TEST PRACTICE MATERIALS:

VISIT www.nvra.org/testing for information on new practice material for the following tests:

CVR

RBC-M (Broadcast Captioner)

RCP-M (CART Provider)

Watch for new RVR material coming by the end of the year!

2017 - 2018 Testing Schedule

IT CAN'T BE HALLOWEEN ALREADY!!

It's hard to believe, but our testing year is ALMOST over. Make your plans now to test in either Jacksonville, FL or Atlanta, GA. Finish out the year by achieving your certification.

Remaining 2017 Tests:

November 11-12	Jacksonville, FL
December 2-3	Atlanta, GA

2018 Tests:

January 13-14	Charlotte, NC
February 10-11	Little Rock, AR
March 17-18	Augusta, GA
April 14-15	Kansas City, MO
May 19-20	Atlanta, GA
June 27-28	Myrtle Beach, SC
July 7-8	Little Rock, AR
August 18-19	Savannah, GA
September 22-23	Cleveland, OH
November 3-4	Jacksonville, FL
December 1-2	Atlanta, GA

Congratulations to our newly certified professionals.

Certified Verbatim Reporter (CVR):

- Allison Burn, CVR
- Marsha Busson, CVR
- Jessica Chadwick, CVR
- Miranda Cummings, CVR
- Kristian Daugherty, CVR
- Jada Garris, CVR
- Amy Graham, CVR
- Russella Hare, CVR
- Angela Jackson, CVR
- Susan McKoy, CVR
- Donna Miller, CVR
- Susan Muckenthaler, CVR
- Geri Ann Noll, CVR
- Susan Rafferty, CVR
- Lanna Rice, CVR
- Wendy Sanders, CVR
- Stefani Simmons, CVR
- Amanda Watkins, CVR
- Linda Wesson, CVR
- Melissa Whitlock, CVR
- Julia Zamorano, CVR

Certified Verbatim Reporter – Certificate of Merit (CVR-CM)

- Candace Covey, CVR-CM

Realtime Verbatim Reporter (RVR):

- Terri Cheslock, CVR-M, RVR

Military Verbatim Reporter, Certified Verbatim Reporter (MVR, CVR)

- CySgt Charlotte Edwardson, MVR, CVR
- Cpl Maggie Farson, MVR, CVR
- SSgt Logan Hansen, MVR, CVR
- SSgt Jenna Ahles, MVR, CVR

This is a partial listing of new certificants. Some testers have opted out of listings on social media or in eVoice. Please notify NVRA if you were excluded from this list and wish to be listed in a future publication.

Testing Tip:

CAN YOU HEAR ME NOW?

Are you audible? Not only is audibility cause for disqualification in court reporter certification testing, it also disturbs your tester neighbor. When seated three feet away from you, can your spouse, friend, or child hear any sound when you dictate when practicing? If you want to test yourself, set up a tape recorder and play back for audibility while you dictate into your silencer. Remember, audibility increases as speed rise, so do your checks at the fastest dictation speed.

Recently passed the test and have a tip for other testers? Please submit to nvra@nvra.org. We'd love to print your tips here.

"If You are Lucky Enough to Do Well, It's Your Responsibility to Send the Elevator Back Down."

- Kevin Spacey

WHY IS HEALTH INSURANCE SO COMPLICATED?

Google that question and you get **15.8 million results.**



Our NVRA members are shopping for health care during the open enrollment period for 2018. And it's not pretty. You asked NVRA to offer some health insurance options. We've done research, made enough phone calls and sent enough emails to fill up an entire legal pad. And, we're pleased to roll out some member discounts and group options. Hopefully, something available through NVRA will fit your needs and your budget.

Check out the link in this issue of eVoice and get a quote!

But, it's still not the perfection solution. There is NO great solution – it's all expensive and complicated and doesn't cover enough.

"Nobody knew that health care could be so complicated." - President Trump (2017)

Health insurance is complicated and expensive for lots of reasons:

1 - Medical costs are not static in any sense.

Costs vary by state and can even vary within a state. Hospitals set their own billing rates, so costs for the same procedure vary, depending on where you go to get it done. We've all seen this on the news lately. An MRI in Hattiesburg, MS Mississippi might cost \$2,000 less than an MRI in St. Louis, Missouri. The price quoted to insurance companies is also different from what is billed to customers who don't have insurance.

2 – Policies are written to protect the insurance companies from large, unpredictable expenditures.

Their main goal is always to make a profit. They accomplish this by excluding as much as they can from their coverage options, while offering enough coverage to get people to buy their policies. The language written in the policies can also be confusing.

3 – No one can get a straight answer. Health care in America is expensive – really expensive.

It is one of the largest and one of the fastest growing segments of the American economy. It is also complicated because we differ enormously in what it costs to serve us, which makes individual insurance complicated.

"Person for person, health care in the U.S. costs about twice as much as it does in the rest of the developed world. In fact, if our \$3 trillion health care sector were its own country, it would be the world's fifth-largest economy." - **Consumer Reports, 2014**

A few interesting websites while you are thinking about selecting a healthcare plan:

Money: How to Pick a Plan in 15 Minutes or Less

<http://time.com/money/4066464/choose-health-insurance/>

Affordable Care Act Tips For The Nuttiest Open Enrollment Season Ever

<https://www.forbes.com/sites/nextavenue/2017/10/22/affordable-care-act-tips-for-the-nuttiest-open-enrollment-season-ever/#6df63d11155d>

Get ready to apply for 2018 coverage on Healthcare.gov

<https://www.healthcare.gov/apply-and-enroll/get-ready-to-apply/>

Info for Finding Health Insurance in 2018

<https://www.nerdwallet.com/blog/health/health-insurance-open-enrollment/>



Smiley Faces in Work Emails

Smiley faces may seem benign, but typing them in work emails may be doing more harm than good.

In a new study published in the journal *Social Psychological and Personality Science*, researchers from Ben-Gurion University of the Negev in Israel wanted to find out whether including smileys in work emails actually has an effect on the message. “:)” really does make an impression, they found out—but not the friendly feeling an email writer may intend. Instead, reading a happy face in the text of a work email made people think that the sender was less competent if the same message did not contain the emoticon, the researchers found. Even though smiles communicate warmth and competence in person, a smiley could make the reader less likely to share as much information in their reply.

The researchers conducted three experiments with 549 people from 29 countries.

In one experiment, people read an anonymous work email and then evaluated that person based on their competence. Overall, messages without smiley faces led people to believe the sender was more competent than the same emails with added smileys.

Furthermore, when people were asked to respond to the emails, they included more detailed information in their replies when responding to an email without smileys. “Information sharing was significantly lower in the smiley condition than in the control condition,” the study authors write, suggesting that smiley usage in emails could hinder communication in the workplace.

The use of a smiley also had an effect on the perception of gender. The study found that when the sender’s identity was unknown, the participants were more likely to think emails with smiley faces were sent by a woman. (That assumption didn’t affect that person’s perceived levels of warmth or competence, though.)

Glikson advises people not to let smileys ruin their only chance at a first impression. “In initial interactions, it is better to avoid using smileys, regardless of age or gender,” she said.

Julia Zorthian
Aug 14, 2017

STUDENT SECTION: STUDENTS ENCOURAGED TO SLAY A SPEED

I wanted to tell you about an exciting “Slay a Speed in Seven Hours” event we had in September at Cuyahoga Community College. Each student was given an individualized practice plan and goal by their instructor. After each hour progress was evaluated and any adjustments were made accordingly at that time.



After lunch, speed tests were taken for the remainder of the day. Stroke/word counts were tallied for the day and 152,203 stokes/words were written! All students demonstrated progress in their writing and 12 speed tests were passed - one being a 225 Q&A! Certificates of Achievement were presented. Certainly a beneficial, worthwhile, and engaging event for our students!

Here’s a quote from one of the attendees: I attended the Slay a Speed event and it was beneficial for me because I passed a speed test! I think it helped to be away from home in a classroom setting or maybe it was the structure of the event with the mission to write as much as you can each hour. Also, our phones were confiscated upon arrival and that helped because I didn’t even think about my phone.

Kelly Moranz, CRI
Program Manager/Adjunct Faculty
Captioning and Court Reporting Program
Cuyahoga Community College - Western Campus, C245A

CONVENTION CORNER



NVRA 2018 CONVENTION
Myrtle Beach,
South Carolina
JUNE 27-30

DoubleTree Resort Myrtle Beach Oceanfront
Room Rates: \$179
(all rooms with beach view!)

AUCTION NEWS - Let's Showcase YOUR Talent!

This year, we would like to have our members make/bring some of their own art or homemade items for our auction. We have SO many talented members! What a great way to display your talents and help NVRA at the same time! I have already received an AMAZING painting donated by an artist in California. She took it straight from her gallery to donate to NVRA! No worries, if you don't have any artistic ability, you can still donate a bag. Get thinking and CREATING!

KEYNOTE SPEAKER:

If any members have any great ideas for a keynote speaker, please email me at marandamurphy@twc.com. We are narrowing down and getting close to making a choice! We would LOVE to hear from you!



Our Awesome Convention Hotel:

DoubleTree Resort by Hilton Hotel Myrtle Beach Oceanfront, formerly Springmaid Beach Resort. Set across 27 acres on the south end of Ocean Boulevard, this resort has beautiful private beaches, lively entertainment and plenty of activities, with Myrtle Beach State Park just to the side. Kick off your vacation with a warm DoubleTree chocolate chip cookie at check-in.

Our renovated guest rooms all have ocean views and private balconies. Enjoy complimentary WiFi, a 40-inch HDTV, mini-refrigerator, microwave and coffee maker. The hotel also has outdoor pools, heated indoor pools and two lazy rivers.

The room block is now open. If you've tried to book a room and were unsuccessful, the block is now open. Call: 1-843-315-7100.

Please Vote for the 2019 Convention Site

Where would you like NVRA's 2019 convention to be held?

During our recent convention in Kansas City, MO, NVRA members offered city recommendations to the board from the floor at the annual business meeting. The sites were discussed and narrowed down to the following three locations, based on affordability, accessibility, and availability. We have listed each city's tourism website in case you'd like to check them out for yourself before voting.

1



New Orleans, LA

<http://www.neworleanscvb.com/>

or

2



San Antonio, TX

<http://visitsanantonio.com/>

or

3



Washington DC

<https://washington.org/>

Online Voting will be accepted through midnight, November 30, 2017.
Only one vote per member, please!

<http://survey.constantcontact.com/survey/a07eerhnmzaj97anjok/start>



LOVE TAKING PICTURES WITH YOUR PHONE?

Here are a few tips.
Rhoda McDuffie, BA, MA, CVR-M

This will address iPhone cameras but if you are an Android user don't be afraid to try some of these tools as well.

I am like most of you, I take a lot of pictures with my phone. Sometimes they come out and other times the delete button is my best friend.

One day I happened upon a video that shows some simple yet somewhat unknown ways to take photos with an iPhone. The video showed things as simple as how to hold your phone, using a tripod, taking action shots and using the volume buttons as shutters, I didn't know you could use the volume buttons as a shutter!!! But you can. The volume button trick comes in handy when you hold the phone horizontally for group shots or landscape photography. This horizontal angle allows you to hold the phone a bit steadier than normal. Just watch out for those 'finger shots'.

But before we get too far, let's get to the camera: we all know we can open our phones and find the camera app. If you have a passcode (which you should have) that takes time and in that time the moment you wanted to capture will be lost.

One simple way to quickly get to your camera, before that moment passes, is from your Home Screen. You can simply swipe right to left and the camera will open and you are now ready to get that shot. If you swipe up from the bottom you get to your camera app where you still have to open the camera, swiping from the right gets you directly TO the camera, you are ready to shoot!

If you are interested in taking photos of people without them knowing it, you can use the ear bud volume buttons as a shutter... cool! You look like you are listening to music not taking photos. This is great for street photography. Set up the shot and then without interfering with the normal flow, snap away.

Parents, grandparents, Aunts and Uncles, sports fans or sport participants this one is for you: For action shots use the "Burst Mode". While you are using your camera simply hold the shutter button down and the camera will snap many, many photos every second. To access those photos just open your photo library and find those shots. You will see a grey rectangle under the "Burst Mode" photos that says, "Select...". Click that and all those photos you took will be there. By swiping left and right you can look through them and choose the one or ones you like the best by simply clicking on it. Each photo has a little circle on the bottom right and when you click a photo the circle turns blue and adds a check mark. When you are done choosing the one(s) you want hit the "Done" button at the top right of your camera screen. It will ask you: "Keep everything" or "Keep only (number) favorites".

Under some of those Burst Mode photos you will see a grey dot, these are pictures that the camera has auto selected based on its focus factor and they may NOT be the ones you like so if you do not click on those they will be deleted.

LOVE TAKING PICTURES WITH YOUR PHONE? (Cont.)

We all know about selfie sticks, but why not use a tripod? Any tripod that is designed for any camera will work, there are inexpensive options for cell phone adapters that will hold your phone, this is very handy when you want to be in the picture too and not get that distorted look we see sometimes in "Selfies". The camera can easily be paired with a remote shutter, again there are very inexpensive ones that work great.

The main thing to remember is to have fun, experiment. Take your pictures from a lower angle, a higher angle, close up or far away. The best thing about digital photography is that it is inexpensive, just delete the photos you don't like! It's not like the old days where film was involved and money was lost if a picture didn't turn out just right. So, don't be afraid to shoot and shoot and shoot.

“Quote of the Day”

“Tight Butt” - How a local TV station mistakenly identified Denver Broncos tight end Jake Butt. It was only a matter of time.



**Upcoming Monthly Chat:
Next Chat is scheduled for
November 16th at 6:30pm Central.**

**Watch for details on how to connect.
The topic of this chat will be
“DRAGON” – please join us!**

Know your rights and your consumers' rights.

ALDA Provides Summaries of Federal Disability Laws

Summaries of all federal disability laws are now available on the ALDA website. As a deaf or hard of hearing person, you have a variety of rights under those federal laws. The information available on the website includes the summaries, the texts or implementing regulations of the laws, the agencies with responsibility to enforce the laws, and citations to the laws.

Review the following federal disability laws.

<https://www.alda.org/disability-laws-regs/>

- 21st Century Communications and Video Accessibility Act
- Air Carrier Access Act
- Americans with Disabilities Act
- Architectural Barriers Act
- Civil Rights of Institutionalized Persons Act
- Fair Housing Act
- Individuals with Disabilities Education Improvement Act
- National Voter Registration Act
- Rehabilitation Act
- Telecommunications Act
- Television Circuitry Decoder Act
- Voting Accessibility for the Elderly and Handicapped Act

For answers to questions concerning the rights of deaf and hard of hearing persons in a multitude of settings, review the Federal Disability Laws on the ALDA website.

Be Informed! Check out the Law!



NVRA is proud to be a member of the following organizations:



Collaborative for Communication Access via Captioning (CCAC)
<http://ccacaptioning.org>



National Association of the Deaf (NAD)
www.nad.org



Hearing Loss Association of America (HLAA)
www.hearingloss.org

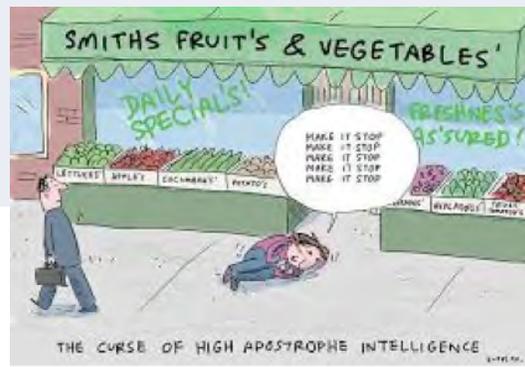


Association of Late Deafened Adults (ALDA)
www.alda.org

This Month's Free CE Quiz:

PLURAL POSSESSIVE

Quiz submitted by Brenda Schmelz, CVR-M



This issue's word usage column deals with plurals, possessives and plural possessives. NVRA's Testing Committee has reported that many testers seem to have problems in these areas, so it seemed appropriate to address these areas of concern. *Morson's English Guide for Court Reporters*, Rules 132, 133, and 134, deal with these topics very well. If you do not own this book, I would strongly urge you to purchase it. It is available for sale through NVRA's store. Just go to the website, nvra.org, and check out the available reference material.

First of all, you will use an apostrophe after the "s" in most plural nouns to show possession.

Ex. The victims' addresses were not provided in the charging document.

(Note: More than one victim, whereas: The victim's address was not, would indicate only one victim.)

Ex. I drove the Smiths' car to my class.

(The car belong to Mr. and Mrs. Smith.)

The next rule to be aware of is when you have a singular noun ending in "s" or "z" such as "witness" or "Schmelz." The possessive is then formed by adding an apostrophe and an "s" if you hear the extra "s" syllable.

Ex. The Schmelzes' home is in disrepair.

(The home belonging to Mr. and Mrs. Schmelz.)

Ex. The witnesses' testimony was in contradiction with one another.

(More than witness testified, and they contradicted on another.)

Ex. The witness's testimony was not credible.

(The testimony of one witness was not believable.)

Note The court reporter will often have to read for context to understand whether the noun needs to be plural or singular.

And if the court reporter does not hear the extra "s" syllable in words ending in "s" or "z", then the singular possessive is formed by just adding the apostrophe.

Ex. Brenda Schmelz' job may not be secure. (Schmelz's if spoken as two syllables.)

Ex. Bob Jones' bus was delayed. (Jones's if spoken as two syllables.)

Ex. The witness' testimony was not credible. (Witness's if spoken as three syllables.)

So let's try some exercises. Please feel free to consult reference material. The purpose of these quizzes to help ingrain these concepts.

1. My Grandma's/Grandmas'/Grandmas cookies are the best in the world.
2. Danielle tossed a fish into the walrus's/walruses open mouth.
3. The stairs'/stair's steep angle made them difficult to climb.
4. My dog's/dogs'/dogs bark is worse than his bark.
5. Please replace all of the lamps/lamps'/lamps's bulbs with more efficient ones.
6. The Joneses'/Joneses annual party is always a hit.
7. The girls'/girl's/girls' restroom is in need of repair.
8. Mrs. Johnson's'/Johnsons/Johnsons' house is my favorite on that block.
9. The student's'/students/students' coats were stored in the back of the room.
10. The two pilot's'/pilots'/pilots attempts to land the planes were successful.
11. That report is to be filed by year's'/years'/years' end.
12. Mr. Davis's'/Davises opening statement was quite moving.
13. The ten explorer's'/explorers/explorers' equipment had been carefully selected.
14. The two boats/boat's'/boats's'/boats' designs enabled them to plow through thick ice floes.
15. Dr. Lewis's'/Lewises'/Lewises report detailed the victim's injuries.
16. The document's'/documents/documents' title was very misleading.
17. My father's'/fathers/fathers' car was totaled in the accident.
18. The letter's'/letters/letters' address is not correct.
19. All of my friend's'/friends/friends' parents permit them to stay up late.
20. We could see several bird's'/birds/birds' nests in the trees.
21. He began to worry about the group's'/groups/groups' food supply.
22. The next day's'/days/days' calm weather made everyone more confident.
23. The judge's'/judges'/judges' order in the case was entered the following day.
24. The court reporter's'/court reporters/court reporters' countenance was impossible to read.
25. The bailiff's'/bailiffs/bailiffs' uniform was quite untidy.
26. The salesman's'/salesmen/salesmen's tactics were very pushy.
27. The Scott's'/Scotts/Scotts' attorney was appalled after his interview with his clients.
28. The boy's'/boys/boys' drinking at the party led to their trouble with law enforcement.
29. The trooper's'/troopers/troopers' enthusiastic enforcement of speeding regulations is a result of his personal experiences.
30. The student's'/students/students' performance on the test was directly related to their preparation.

Please scan and email this page to membership@nvra.org.

We'll post your credit and email acknowledgement to you. Thanks!

Name: _____

Email Address: _____

Deadline for Submission: December 31, 2017