



NCRA

SETTING THE STANDARD FOR CAPTURING THE RECORD



NCRA ANNUAL SCHOOL REPORT

FY 2015

Prepared by Cynthia Bruce Andrews, M.S.Ed.

Director of Professional Development

August 2016

TABLE OF CONTENTS

Contents

Overview	1
Enrollment	3
Annual enrollment summary	5
Student membership	6
School certification data	7
Program locations	9
Types of theory	10
Software systems	11
Faculty credentials	12
Other programs	13
Salary statistics	14
Moving forward	15
Contact and company information	16

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.

2015 CERTIFIED AND PARTICIPATING PROGRAMS

Overview

The landscape of court reporting education has changed in the last six years. In NCRA's 2010 Annual Report, the statistics were based on 72 court reporting programs (certified and participating) submitting their annual report. During the fiscal year 2010-11, two programs became certified, two certified programs moved to participating, and two certified programs closed. Since that report, NCRA has conducted research and convened groups to discuss the changes in court reporting education. In 2012, NCRA launched the Vision for Educational Excellence Task Force, a group tasked with developing a vision for the future of court reporting education and identifying steps that NCRA could take to make that vision a reality. The 2013-2014 Industry Outlook Report commissioned by NCRA indicates a demand for 5,500 additional court reporters over the next three to five years. This presents a remarkable challenge for NCRA and one to be met if we are to secure the future for the stenographic court reporting and captioning professions.

However, over the last six years, court reporting education programs have not been able to sustain enrollment. This has caused a drop-off in graduation rates and the closure of some schools and court reporting programs. The following report is based on 48 of the 49 NCRA-certified and participating court reporting programs that submitted annual reports. Over the last six years, 16 schools/programs closed due to declining enrollment.

The work that has been done in the last two years (research and task force) has produced initiatives and recommendations that NCRA hopes will help schools recruit, sustain, and graduate future court reporting and captioning professionals. One such initiative has been the Take Note campaign launched in 2014. In the first year, the campaign's website, crTakeNote.com, attracted more than 26,000 visitors. The Take Note Resource Center created for court reporting programs contained more than 55 different types of campaign materials. Programs took advantage of well-produced promotional materials and downloaded more than 2,700 pieces of marketing material consisting of logos, flyers, mailers, ads, and social media files. Ten percent of NCRA-certified programs took advantage of a special reimbursement program where NCRA matched up to \$2,500 in advertising costs to aid schools with marketing their programs.

The NCRA *Instructional Best Practices Survey Summary Report* was published in 2015. It outlined several key factors in student success at high-graduation-rate programs. Factors associated with higher graduation rates include extensive speedbuilding requirements and support; careful analysis, monitoring, and communication of student progress; and effective coaching and motivation, among other key best practices. NCRA has reviewed these findings and tasked the Education Task Force and Council on Approved Student Education to review the General Requirements and Minimum Standards (GRMS) for court reporting schools with the objective of incorporating some of these practices into the requirements. The new GRMS were approved this year and implementation should be complete by Dec. 31, 2017.

This report finds that the prospect of court reporting programs in its current position is not positive. The major areas of weakness, including lack of new students enrolling, high attrition rates, low graduation rates, and financial aid obstacles, require immediate action by national, state, and local leadership.

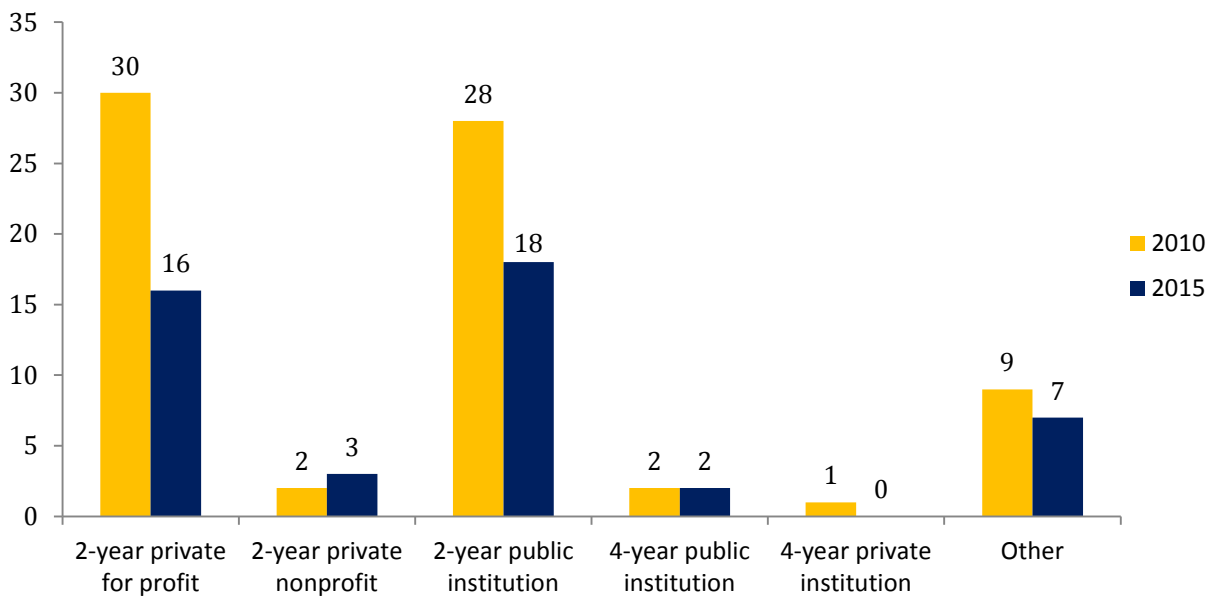
The statistics in this report are to educate and assist leadership in making comprehensive changes that will help schools meet the goal of producing 5,500 new qualified court reporters.

2015 CERTIFIED AND PARTICIPATING PROGRAMS

Institutions

The court reporting program is taught at many different types of institutions. During the last six years, approximately 20 or more schools have been removed from the certified or participating category. This 24 percent decrease is due to programs not renewing their certified or participating status, or schools and/or programs closing. The “2-year private for profit” category saw the greatest decline with more than half of the programs closing.

Type of institutions



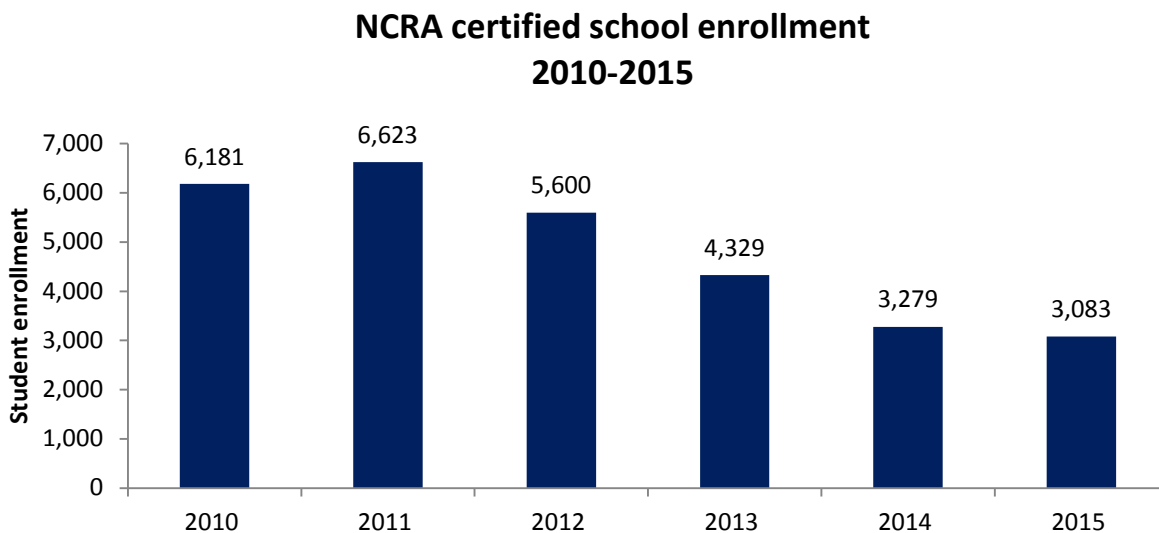
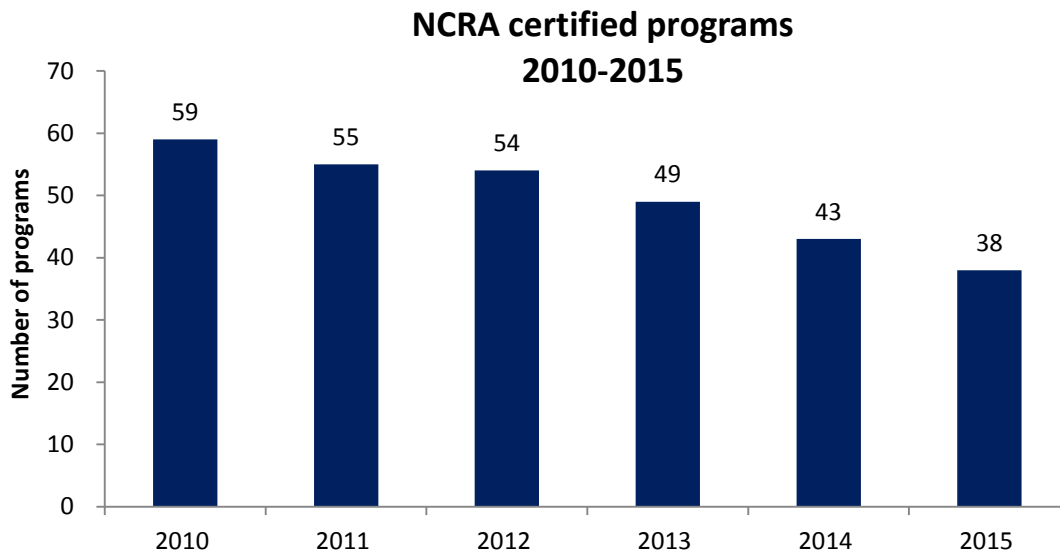
The following is a list of some of the schools that have closed, dropped their certified/ participating status, or discontinued their court reporting program since 2010.

- AIB College of Business
- Baton Rouge School of Court Reporting
- Business Informatics Center
- Butler Community College
- Canadian Centre for Verbatim Studies
- Central New Mexico Community College
- Cerritos College
- Colorado Technical University
- Court Reporting Institute of Dallas
- Court Reporting Institute of Houston
- Erwin Technical Center
- Everest College
- Kussad Institute of Court Reporting
- Miami-Jacobs Career Center (Sharonville, Columbus, and Independence locations)
- Oakland Community College
- Southwest Tennessee Community College
- St. Louis Community College
- Stautzenberger College (Brecksville and Maumee locations)
- StenoTech Career Institute (Fairfield and Piscataway)
- Winter Park Tech

2015 CERTIFIED AND PARTICIPATING PROGRAMS

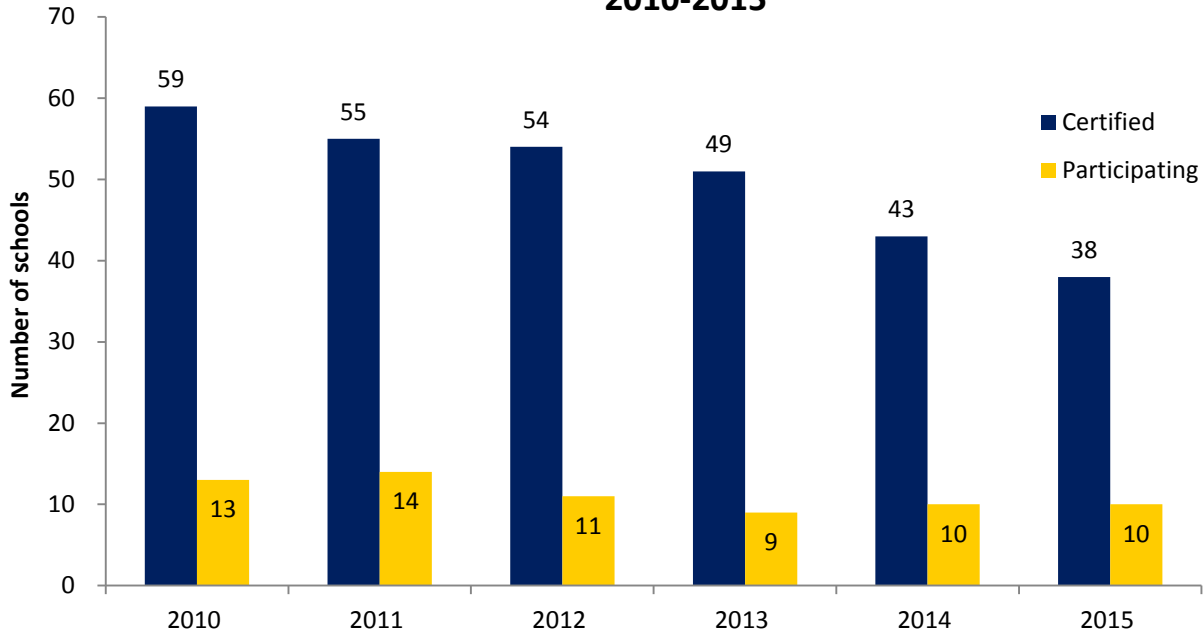
Enrollment

During the last six years, there has been a steady decline in overall student enrollment and in the number of court reporting programs. There has been a push to recruit, sustain, and increase the number of certified programs by providing initiatives to programs and students attending these schools. These initiatives have been successful in bringing about awareness of the court reporting field but have fallen short in actual prospects or enrollment numbers. A new push with the August 2016 introduction of a marketing toolkit added to the Take Note campaign will be evaluated over the next two years. The data below show how enrollment at certified and participating programs has fallen drastically from 2010 to 2015. The next four charts below show the overall enrollment of certified and participating programs.

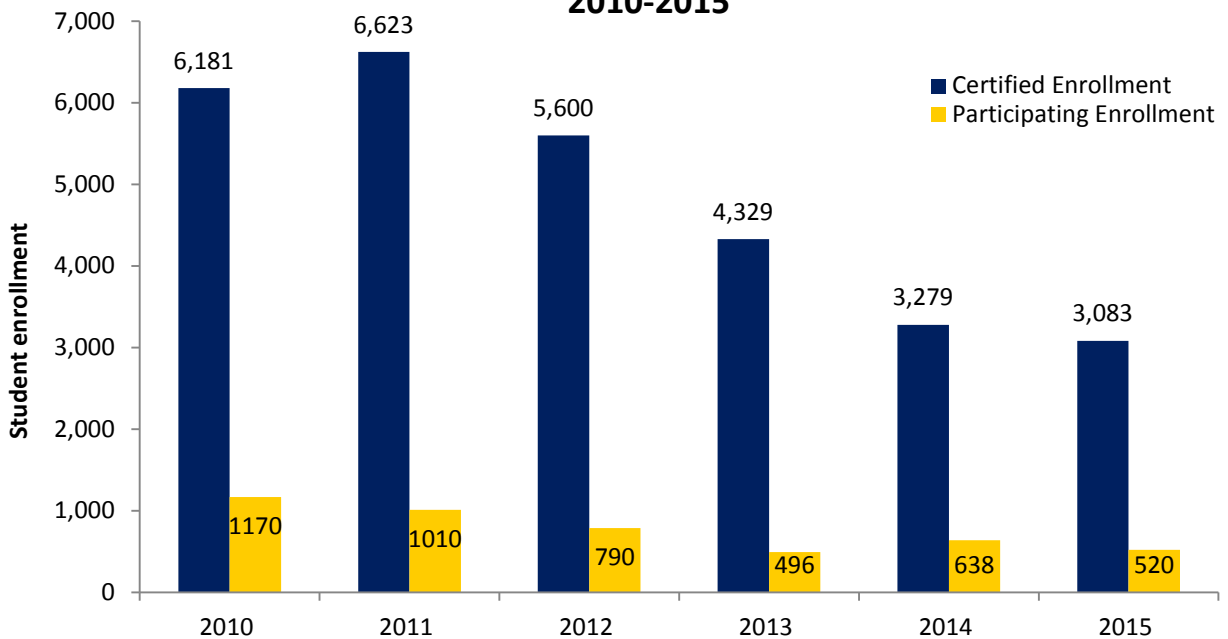


2015 CERTIFIED AND PARTICIPATING PROGRAMS

**NCRA certified and participating school programs
2010-2015**



**NCRA certified and participating enrollment
2010-2015**



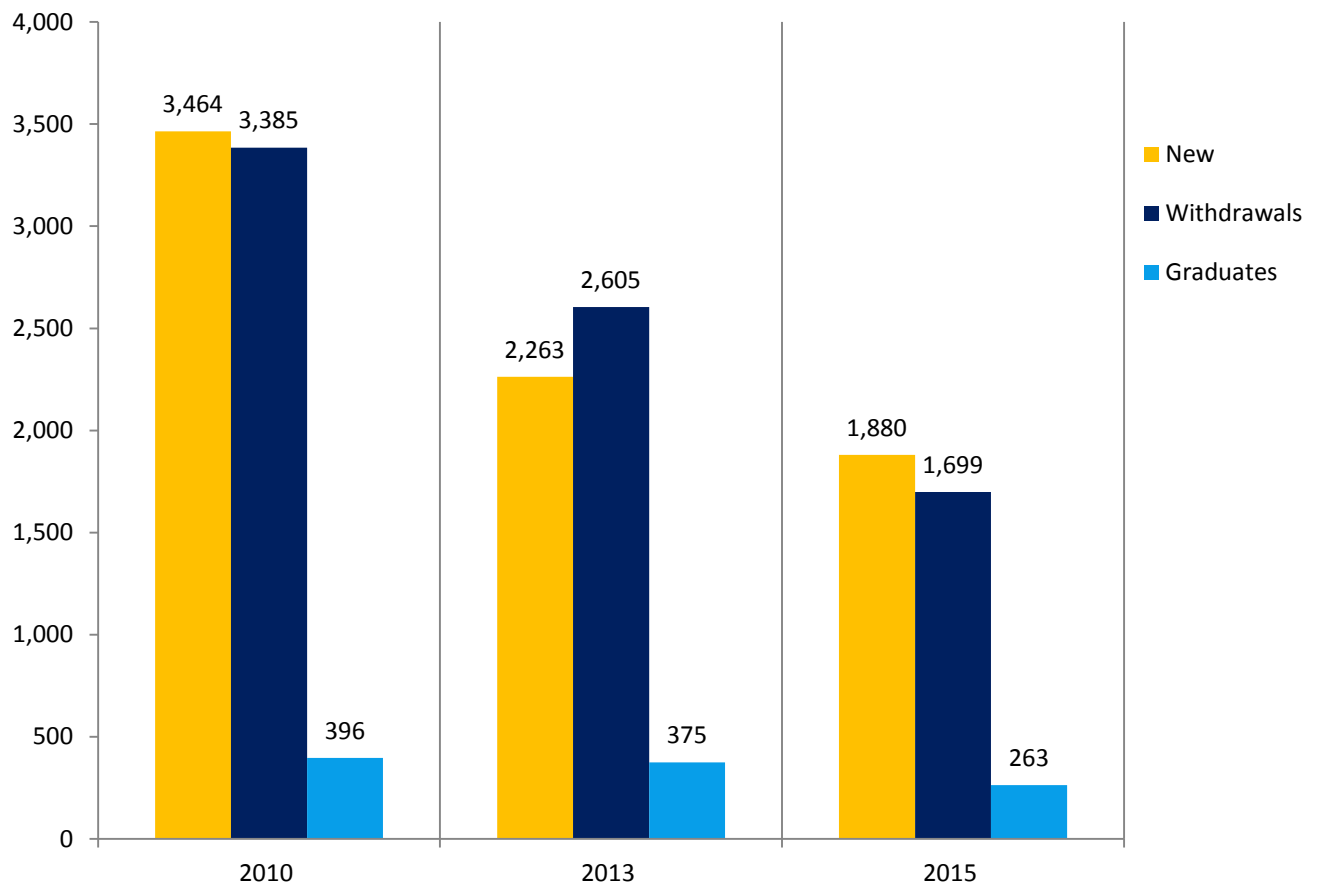
2015 CERTIFIED AND PARTICIPATING PROGRAMS

Annual enrollment summary

The annual enrollment figures below are calculated based on the annual report from Nov. 1 of the previous year to Oct. 31. Programs list how many students enrolled, withdrew, and graduated during that period of time. It is difficult to calculate a graduation rate when the rate is not being compared to a cohort. NCRA will begin a beta project to collect data by cohort (similar to the Department of Education) starting January 2017.

The data clearly show that schools have consistently been able to recruit new students into the program, but overall retention and graduation rates have been very low.

**NCRA certified and participating school programs
New - withdrawals - graduates
2010 - 2013 - 2015**



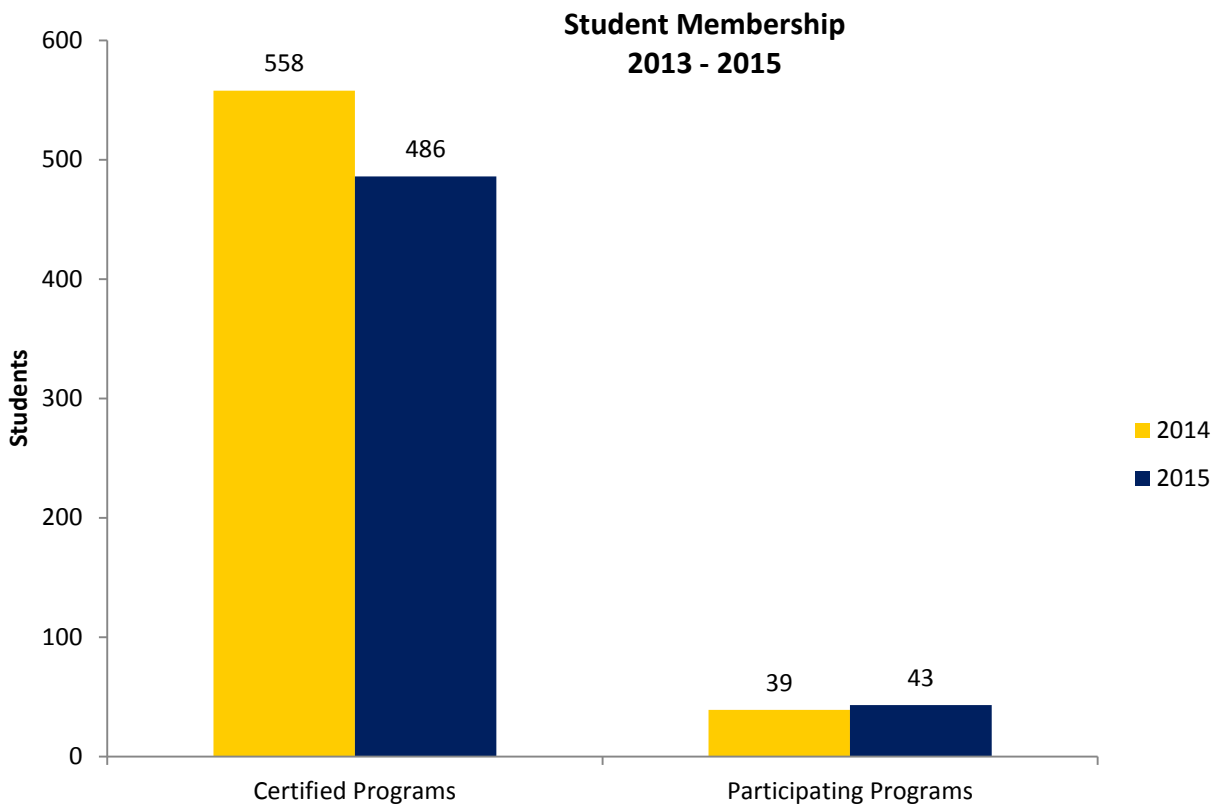
2015 CERTIFIED AND PARTICIPATING PROGRAMS

Student membership

NCRA has strongly supported the efforts of student membership. Throughout the year, NCRA receives requests from students to join the Association through court reporting schools. To fill these requests, NCRA has run campaigns to sponsor a student membership. This has been very successful and will continue to be supported by the Professional Development and Membership departments. Student membership allows the student to remain current in the latest topics and trends in the industry and provides them with a networking avenue post-graduation.

In 2014, NCRA student membership at certified and participating programs was shy of 600 students. This student membership accounted for only 15 percent of the total student enrollment. That number dipped slightly in 2015 with student membership topping 529, and the student membership remained 15 **percent** of the total student enrollment for that year.

School initiatives and student enrollment will be a key component to increasing student membership.



**2014 - data is from Nov. 1, 2013 – Oct. 31, 2014*

**2015 - data is from Nov. 1, 2014 – Oct. 31, 2015*

2015 CERTIFIED AND PARTICIPATING PROGRAMS

School certification data

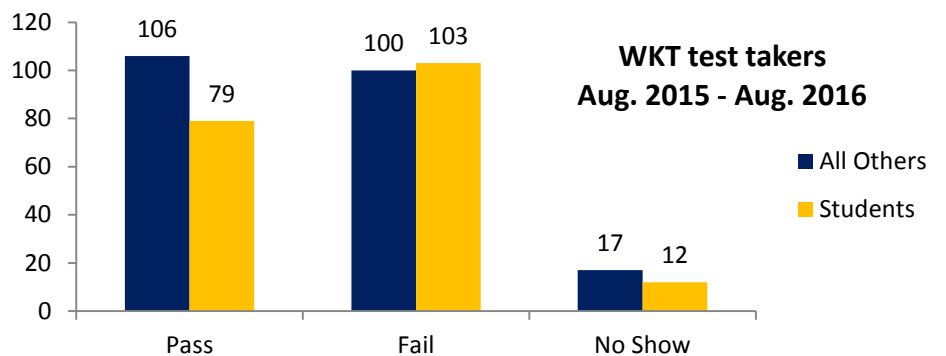
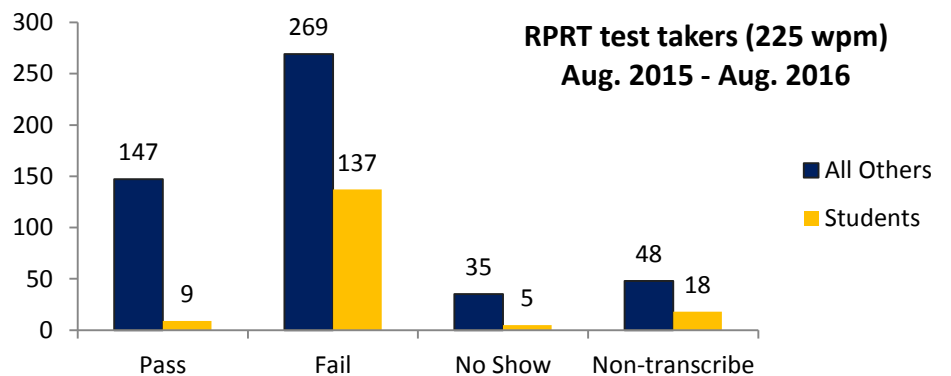
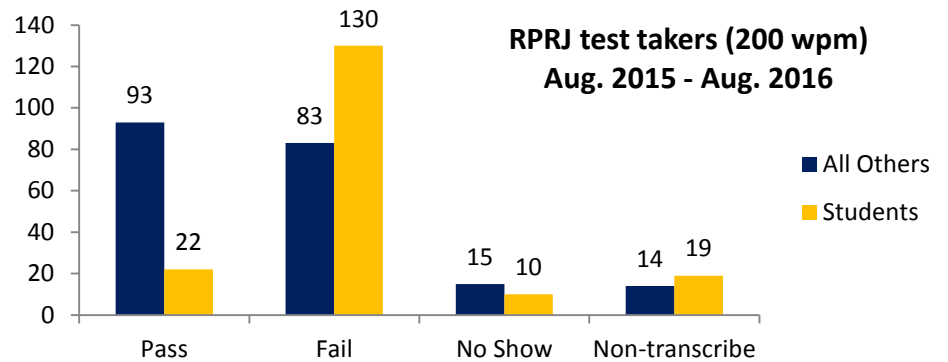
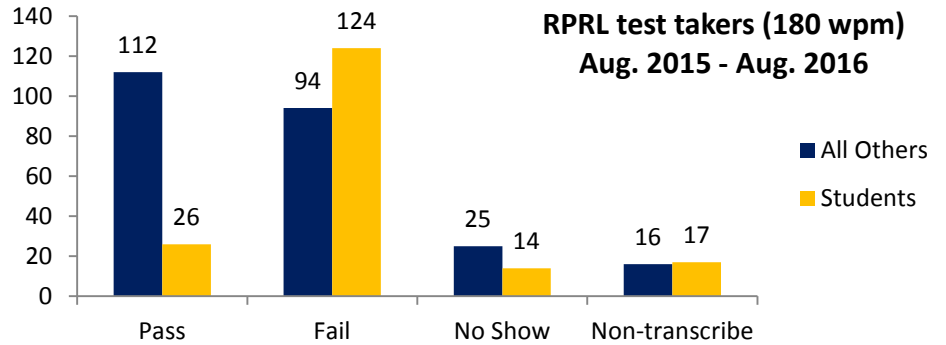
NCRA started online testing in August 2015. Test-takers have three attempts for each leg of the skills tests (SKT). The written knowledge test (WKT) is offered three times a year.

Data were pulled to compare how students did on each leg of the RPR SKT and the WKT to all others. All others included associate, CLVS, participating, and registered members.

On each leg of the SKT, all others showed a higher passing rate (L=54%; J=53%; T=35%) than students (L=17%; J=14%; T=6%).

The data shows that for students taking the WKT, the passing percentage (43%) is just slightly lower than all others (51%).

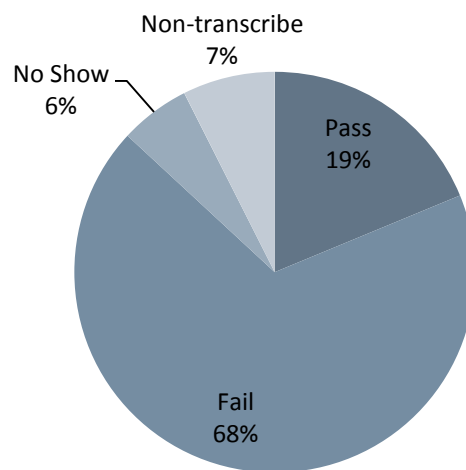
A few notes about the test-taker data. These data represent students from all schools including at-home programs. There are no requirements to meet before taking the SKT or WKT. Students who took the test as a student and graduated within the year may be included in the "all other" category.



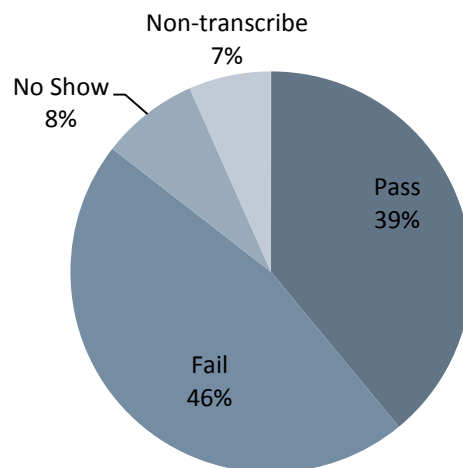
2015 CERTIFIED AND PARTICIPATING PROGRAMS

Over the past year, 725 students have taken all the components of the RPR SKT and WKT, and only 19 percent have passed. In contrast, 1,174 "all others" have taken all the RPR components, and 39 percent have passed.

**Student
RPR (L,J,C,T) and WKT
Aug. 2015-2016**



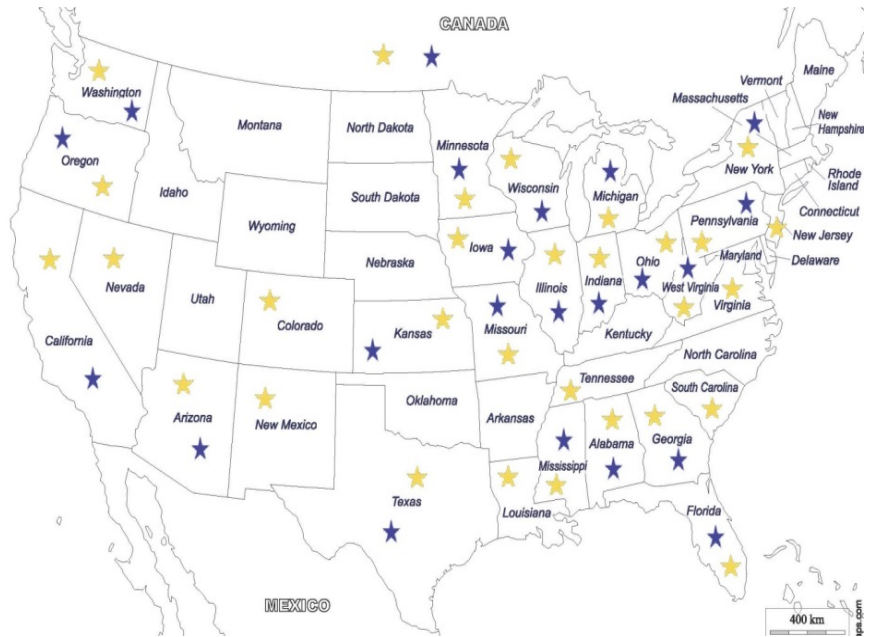
**All others
RPR (L,J,C,T) and WKT
Aug. 2015 - Aug. 2016**



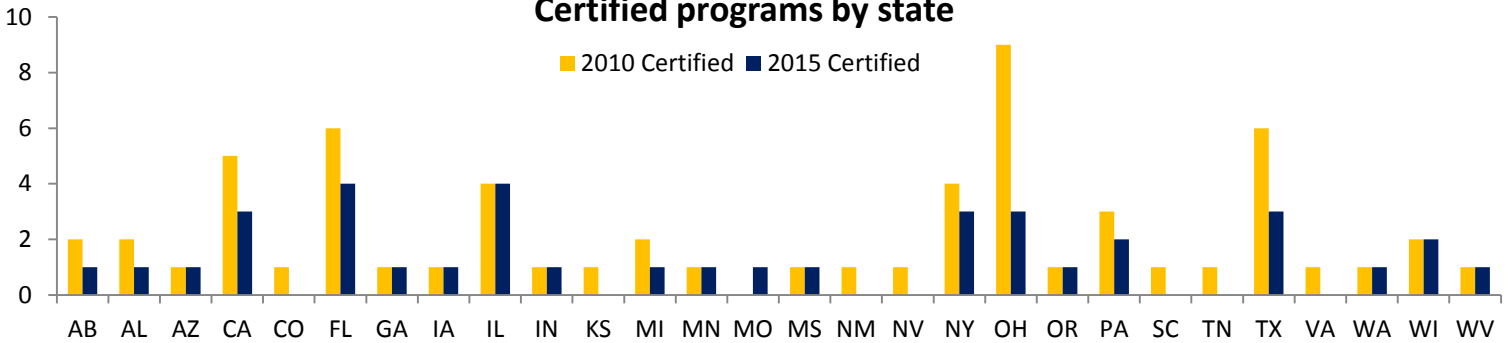
2015 CERTIFIED AND PARTICIPATING PROGRAMS

Program locations

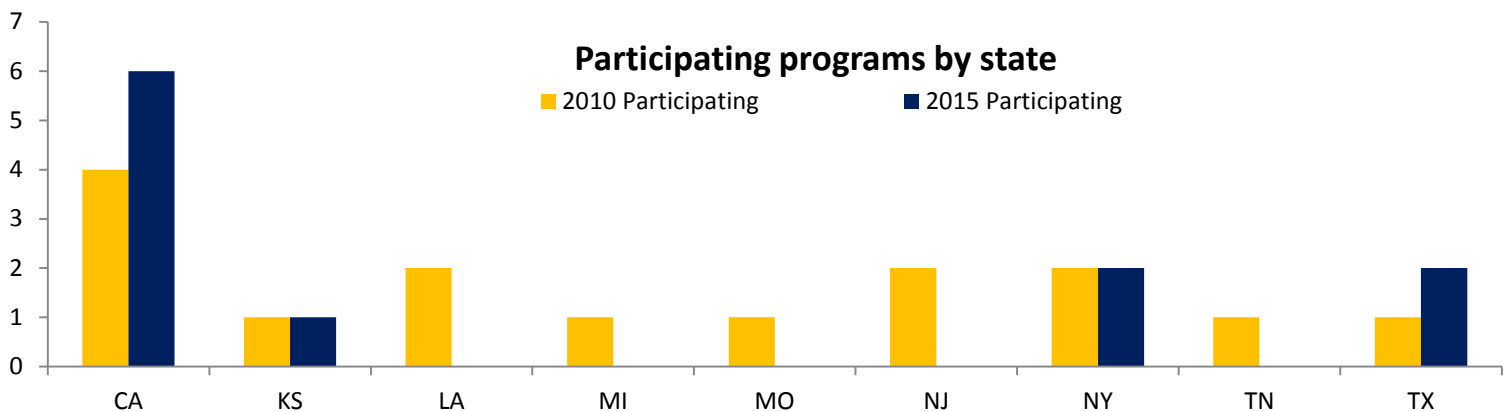
Since 2010, programs across the country have closed at an alarming rate. There were 76 programs in 2010 across the country, led by Ohio with nine schools. As the following charts illustrate, the number of programs has declined in record number to 48 in 2015, with California having the most at nine. The regions with the highest concentration of court reporting program closures are the Midwest and the East.



Certified programs by state



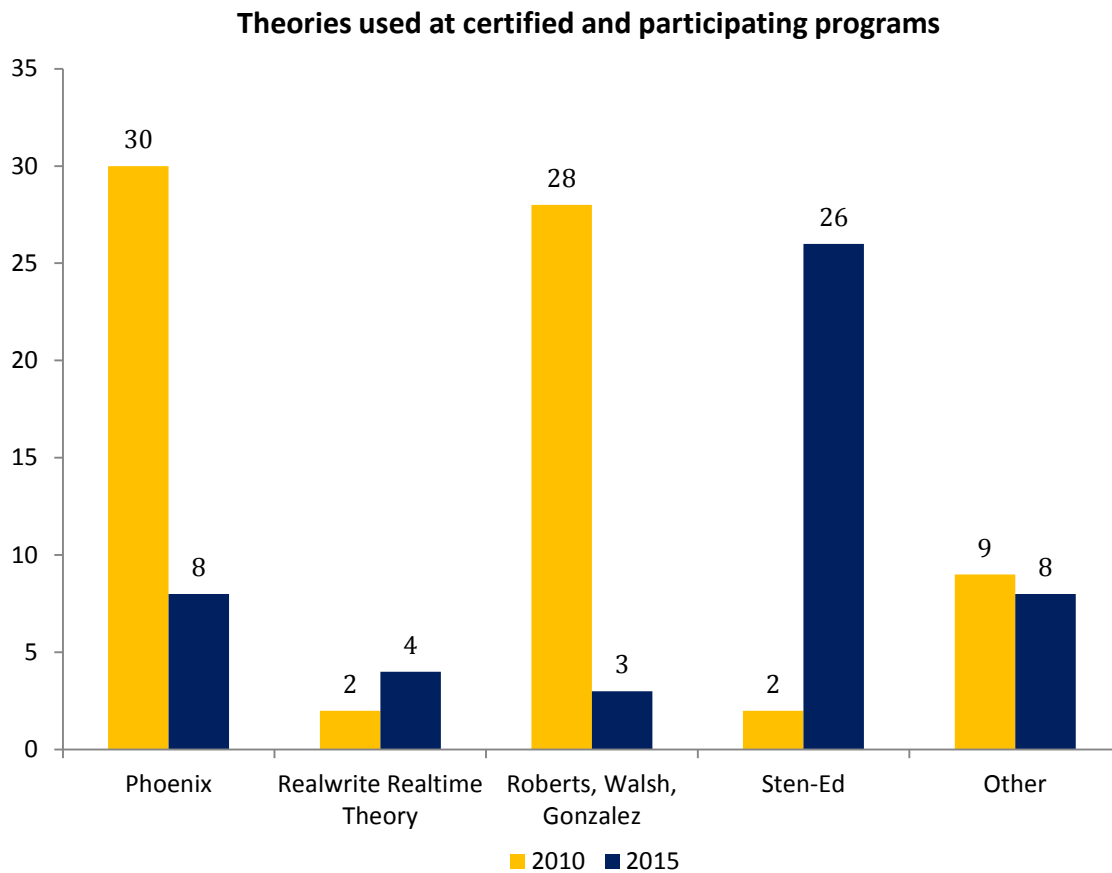
Participating programs by state



2015 CERTIFIED AND PARTICIPATING PROGRAMS

Types of theory

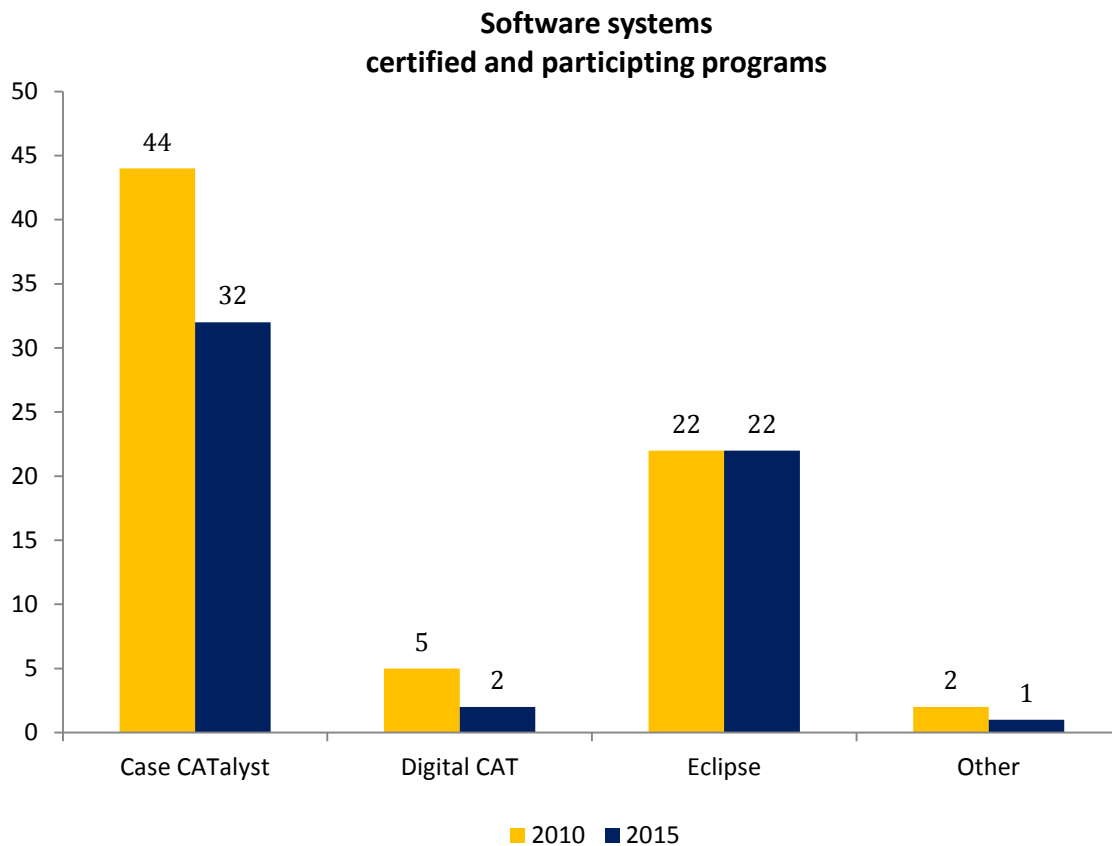
Over time, NCRA's role regarding steno theories has shifted from one of a regulator to that of a clearinghouse. The chart below shows how over time the shift from Phoenix and Roberts, Walsh, and Gonzalez has moved to Sten-Ed and other customized theories.



2015 CERTIFIED AND PARTICIPATING PROGRAMS

Software systems

During the last six years, CASE CATalyst and Eclipse have been the two consistent software systems used by certified and participating programs.

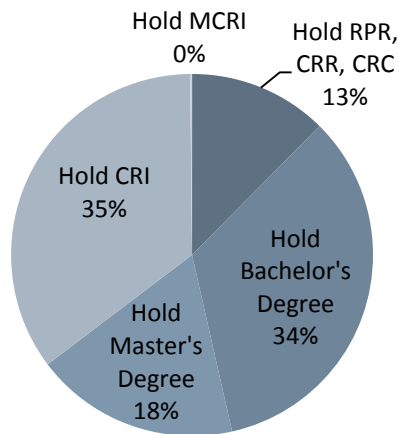


2015 CERTIFIED AND PARTICIPATING PROGRAMS

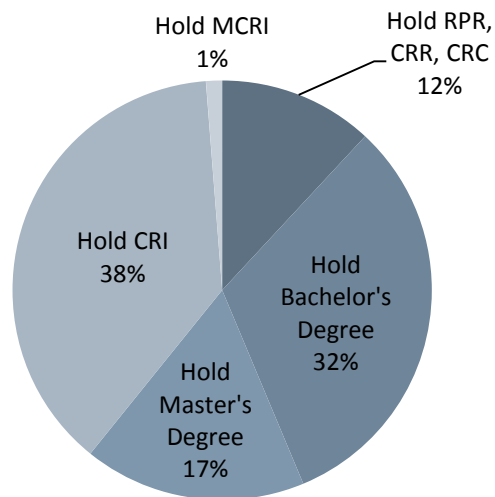
Faculty credentials

Although enrollment has dropped and schools have closed, the quality of court reporting faculty has remained high. From 2010 (620) to 2015 (403), more than 30 percent have consistently held the CRI and 50 percent have held a bachelor's degree or higher.

2010



2015

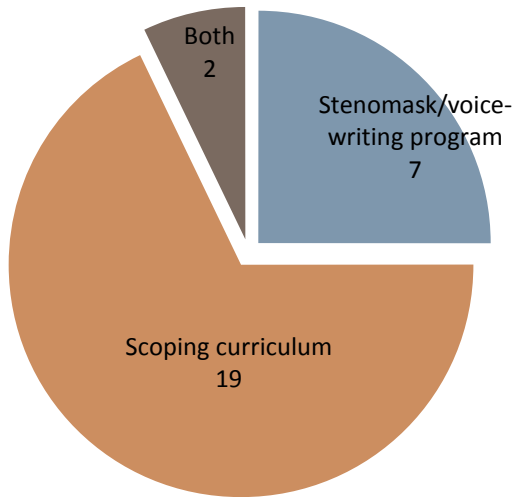


MCRI = Master Certified Reporting Instructor
CRI = Certified Reporting Instructor

2015 CERTIFIED AND PARTICIPATING PROGRAMS

Other programs

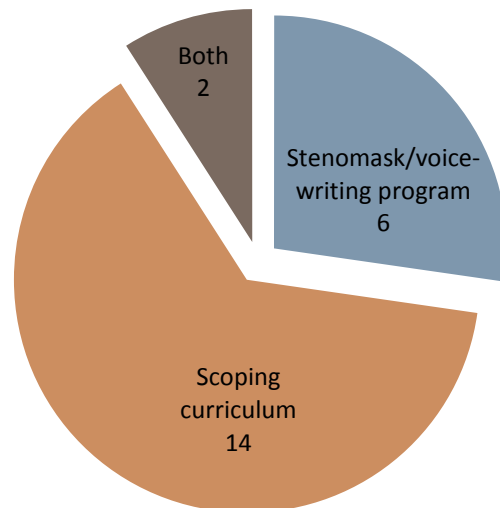
Voice and scoping curriculum
2010



Although NCRA does not review or approve voicewriting or scoping programs, they are being taught at certified and participating programs. In 2010, of the 72 court reporting programs submitting reports, 19 had a scoping curriculum, seven had a stenomask or voicewriting program, and two had both.

Of the 48 court reporting programs submitting reports in 2015, 14 had a scoping curriculum, six had a stenomask or voicewriting program, and two had both.

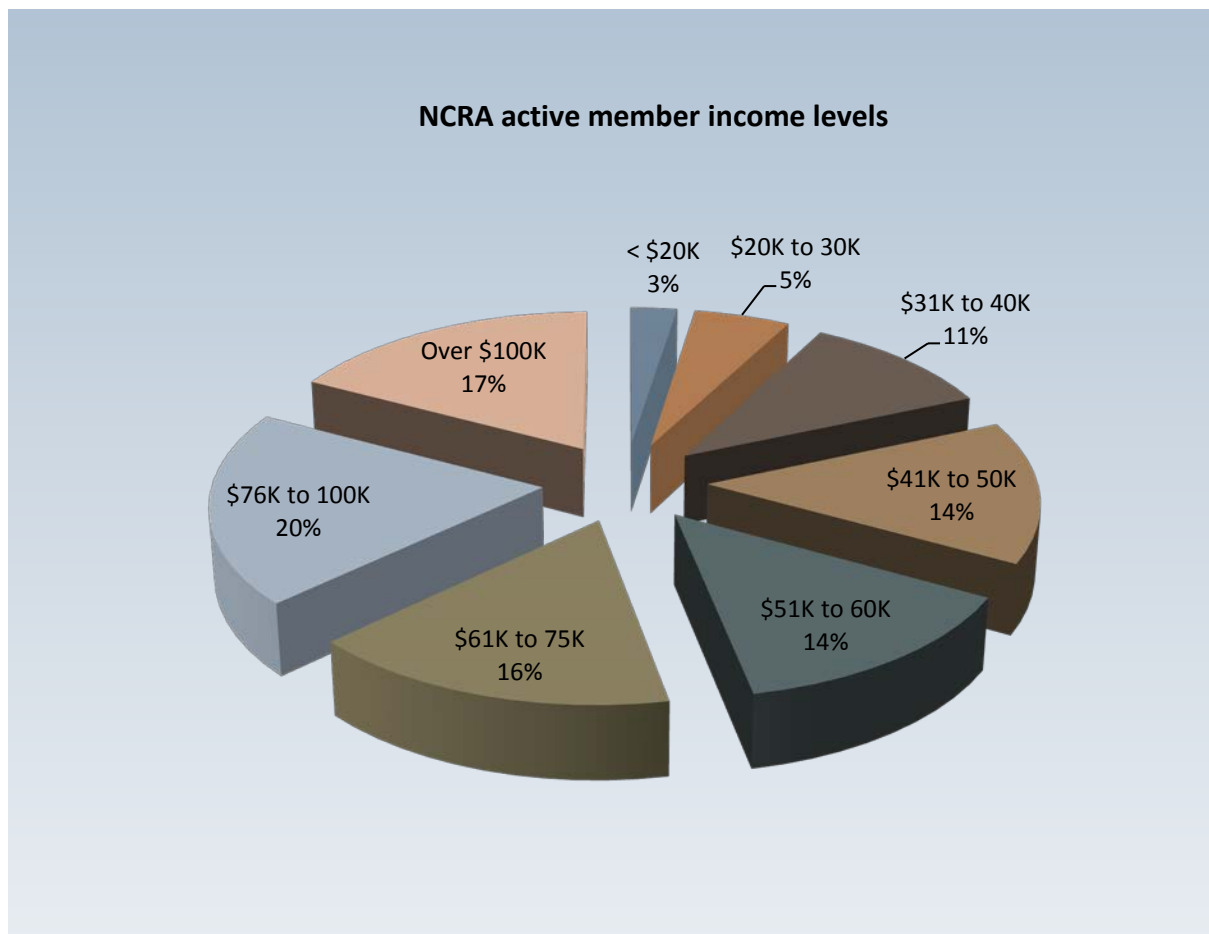
Voice and scoping curriculum
2015



2015 CERTIFIED AND PARTICIPATING PROGRAMS

Salary statistics

	2014	2016
< \$20K	4%	3%
\$20K to 30K	7%	5%
\$31K to 40K	13%	11%
\$41K to 50K	14%	14%
\$51K to 60K	18%	14%
\$61K to 75K	25%	16%
\$76K to 100K	17%	20%
Over \$100K	2%	17%



As of June 30, 2016, of the 15,200 active members, 8,154 (54 percent) have data for income level.

2015 CERTIFIED AND PARTICIPATING PROGRAMS

Moving forward

Given the revisions of the GRMS along with notifying certified and participating schools of the upcoming requirements to comply, the following steps will be the focus of NCRA's Education Department moving forward into 2017.

- Continue to assist schools with meeting the new GRMS requirements
- Work with schools to assist with recruitment, retention, and graduation successes
- Identify ways students at 180 wpm can begin working through an internship/apprenticeship or in less demanding work areas such as medical transcription, etc.
- Continue to create resources to aid in and encourage the establishment of, and participation in, mentorship programs between students, new professionals, and seasoned veterans of the profession (consider reaching out to retired members to aid in this effort)
- Develop quantitative ways to identify which resources can be considered best practices in terms of recruitment, retention, and graduation successes
- Continue to identify resources to aid students in successfully achieving graduation and transitioning into the workplace
- Establish and expand a student-specific newsletter with the goal of engaging students at the state and national levels to become involved in their respective associations

2015 CERTIFIED AND PARTICIPATING PROGRAMS

Contact and company information



Michael S. Nelson
Executive Director and CEO
mnelson@ncra.org



Cynthia Bruce Andrews
Director, Professional Development
candrews@ncra.org

NATIONAL COURT REPORTERS ASSOCIATION
12030 Sunrise Valley Drive, Suite 400
Reston, VA 20191

800-272-NCRA (6272)
schools@ncra.org
NCRA.org

