

College of Court Reporting

Campus Effectiveness Plan 2013-2014

Reporting Period: July 1, 2013 to June 30, 2014



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I. Introduction and CEP History

The College of Court Reporting is located in Hobart, Indiana. Classes began in September 1984. The college was granted full accreditation by the Indiana Commission on Proprietary Education (ICOPE) on January 1, 1985, and was granted approval to award an associate of applied science degree in court reporting by the same commission on August 14, 1985. The college became accredited by the Accrediting Council for Independent Colleges and Schools (ACICS) to award certificates and occupational associate degree diplomas in September 1989. The court reporting program was granted approval by ACICS May 23, 2001, to be delivered through online distance education. The medical transcription program was initially approved on May 18, 1994, but discontinued in June 2007 due to limited job opportunities within the Northwest Indiana region. In March 2009, ICOPE accredited two new programs: Voice Captioning Certificate and Court Reporting Diploma. Those two new programs were approved by ACICS in August 2009. The school was incorporated by the State of Indiana September 3, 1985. Kay Moody is the college's founder; Jeff Moody is the corporation president and owner.

The College of Court Reporting (CCR) was granted approval for the day program by the National Court Reporters Association (NCRA) November 1, 1987, and became NCRA's first online certified program in the spring of 2006.

The executive director and faculty development coordinator are responsible for directing, monitoring, and executing the Campus Effectiveness Plan (CEP) with the assistance of the president, director of education, and every administrator and faculty member.

The purposes of the CEP are to ensure that the college is consistently evaluating itself in order to promote the continuous improvement of educating our students through effective teaching and faculty development; to exceed occupational objectives as it relates to the needs of prospective employers; to achieve internal effectiveness; to assess progress, change, and improvement; to communicate outcomes; to demonstrate regulatory compliance; and to ensure quality assurance and effectiveness. The following areas are examined as part of the CEP: retention, placement, student learning outcomes, graduate satisfaction, and employer satisfaction. Data as it relates to each of these specific areas are constantly evaluated and analyzed to assist the administration with goal setting and fulfillment of the CEP's purpose.

To ensure overall campus effectiveness and CEP monitoring and implementation, aspects of the CEP are consistently discussed during monthly faculty meetings as well as weekly administrative meetings. Evaluating data periodically during the

year and annually are extremely important to assure quality assessment and effectiveness, improvement, and goal setting for the entire college. This constant evaluation positively affects retention, placement, student learning outcomes, graduate satisfaction, and employer satisfaction. These are the core elements to determine effectiveness, thus, the necessity for consistent discussion and evaluation.

II. The Campus Effectiveness Team

The specific members of the CEP team are the executive director, Jay T. Vettickal, and the faculty development coordinator, Janet Noel. Besides informal and formal CEP items discussions during weekly scheduled administrative meetings, the CEP team has a goal of meeting three times annually at the beginning of each semester to review and evaluate the CEP. An annual review and evaluation of the CEP, and setting of yearly goals, is completed during the Annual Planning Meeting typically held in June or July. Although formal meetings are scheduled to evaluate the CEP, the administration discusses areas related to the CEP during monthly faculty meetings as well. The executive director is responsible for updating the CEP on an ongoing basis.

The CEP team met in June 2013 to develop the plan for July 1, 2013, through June 30, 2014, and to evaluate data and results related to the previous CEP. All reported data that follows coincides with three full semesters ending in September 2013, January 2014, and May 2014. The team will meet again in the summer of 2014 to create specific objectives related to all campus effectiveness criteria for upcoming reporting year: retention, placement, student learning outcomes, graduate satisfaction, and employer satisfaction.

III. The Administration

The administrators work collectively with the faculty to promote campus effectiveness. The size of the college allows the administration to adjust policies and procedures related to campus effectiveness fairly quickly. The administrators consist of the president, the executive director, the director of education, the financial aid director, the faculty development coordinator, the director of student services, the admissions director, the financial aid officer, the online consultant, the student development specialist, and the graduate and employer relations coordinator. The administrators meet formally on a weekly basis to discuss all issues related to the college. These issues include campus effectiveness, student and faculty relations, day-to-day operations, operations, retention, etc.

IV. Mission, Goals, and Objectives

A. Mission Statement

The mission of the College of Court Reporting is to educate students in the fields of realtime technology, court reporting, and realtime reporting for deaf and hard-of-hearing individuals through our advanced online and onsite technologies. The College of Court Reporting will provide students, no matter where they are located, access to award-winning instructors, seasoned administrators, and advanced technologies through our online platform in order to ensure they have the education, skills, technical knowledge, and hands-on experience required to enter a variety of careers.

To fulfill this mission, the college believes in directing its efforts toward creating an educational environment providing the learning experiences necessary to enter the workplace. Courses of study are reviewed, revised, and added when needed. Students are given hands-on experience in realtime computer-aided transcription and computer applications for the court reporter, captioner, and communication access realtime translation (CART) provider.

The entire staff recognizes the responsibility of encouraging each student to succeed academically and to grow professionally to meet the challenging and changing needs of realtime technology, court reporting, and realtime reporting for deaf and hard-of-hearing individuals.

The college strives to improve its programs with the latest information technologies such as computerized realtime transcription for broadcast captioning and CART reporting and online distance education classes in court reporting.

B. Objectives

The objective of the college is to provide its students with educational opportunities in all fields relating to court reporting and realtime technology. The College of Court Reporting accomplishes this objective in the following manner:

- An intensive curriculum is offered as required by the National Court Reporters Association to train future realtime court reporters. The full court reporting curriculum is offered online over the Internet.
- An Associate of Applied Science degree and diploma for court reporting, along with a voice captioning certificate, are offered by meeting the requirements of the Indiana Board of Proprietary Education and the Accrediting Council for Independent Colleges and Schools.
- An environment is present whereby all students are given hands-on experience before entering the marketplace.

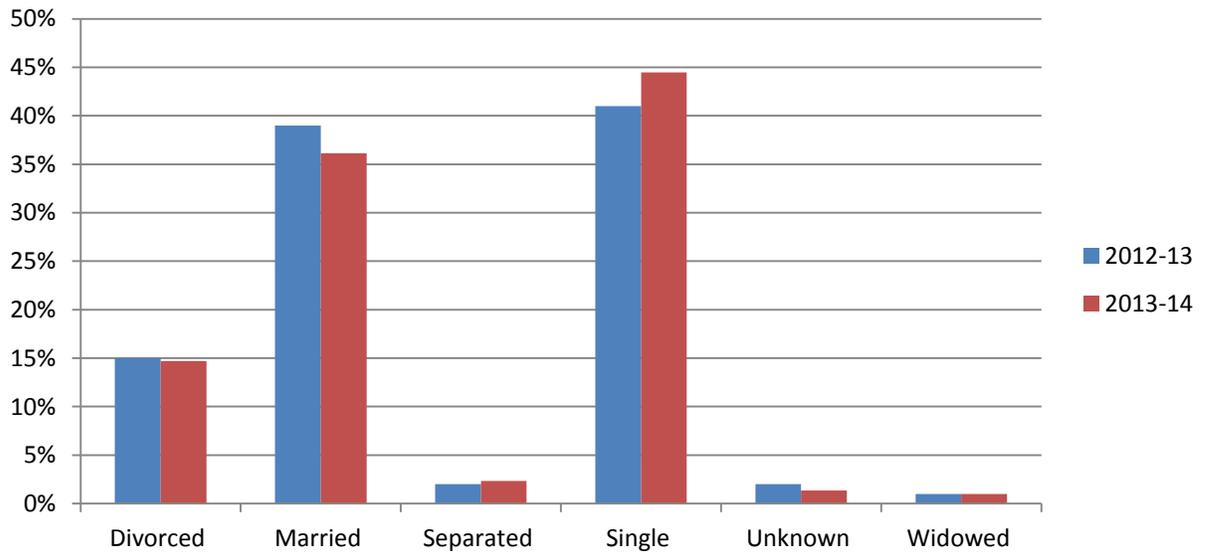
- Faculty are employed with qualifications and work experience necessary to teach. In addition to many possessing a bachelor's degree or higher, most instructors possess court reporting certification: Registered Professional Reporter (RPR), Certified Shorthand Reporter (CSR), or Certified Reporting Instructor (CRI) of the National Court Reporters Association. Certified instructors earn college and continuing education credits whenever possible.
- Students are encouraged to attain and maintain the highest possible standards in their professional, academic, and private affairs. They are encouraged and prepared to attain court reporting certification (CSR or RPR), even though certification is not required by the State of Indiana for employment as a court reporter.
- Students are encouraged to continue their education and training beyond school by taking college courses and joining professional organizations, such as the National Court Reporters Association, Indiana Shorthand Reporters Association, Illinois Court Reporters Association, or their respective state court reporting associations. They are encouraged to attend seminars and conventions and engage in a variety of continuing education opportunities.

V. Student Demographics

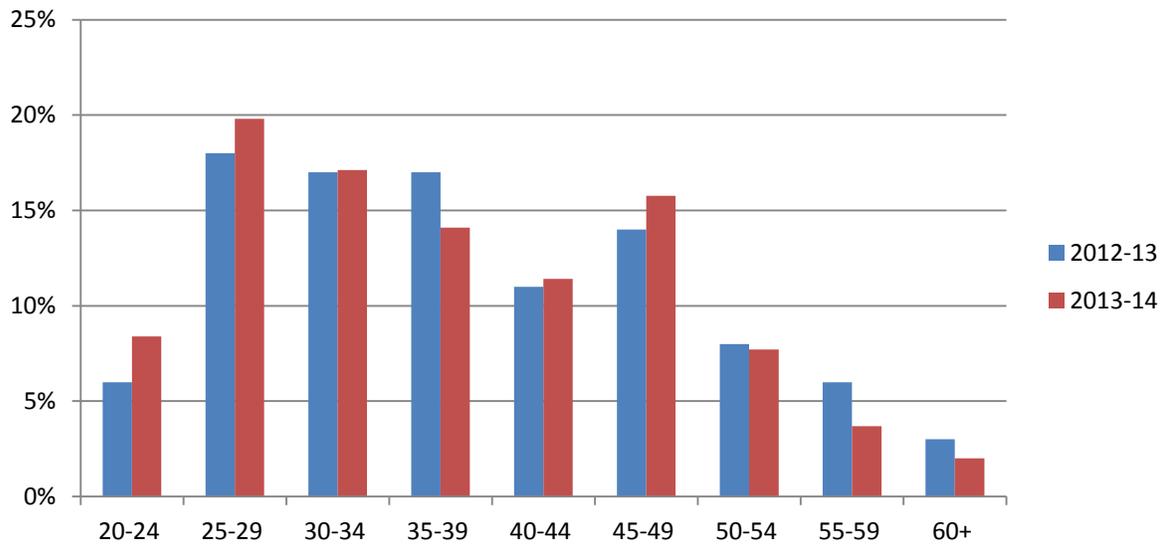
The College of Court Reporting is located in Hobart, Indiana, which is approximately 40 miles southeast of Chicago, Illinois. The majority of students at the college are female, with the data submitted from the 2013 Campus Data report supporting this and showing 94 percent female and 6 percent male students.

Additional data was reviewed from the college's database to determine the make-up of the college students based on marital status, age, and racial classification:

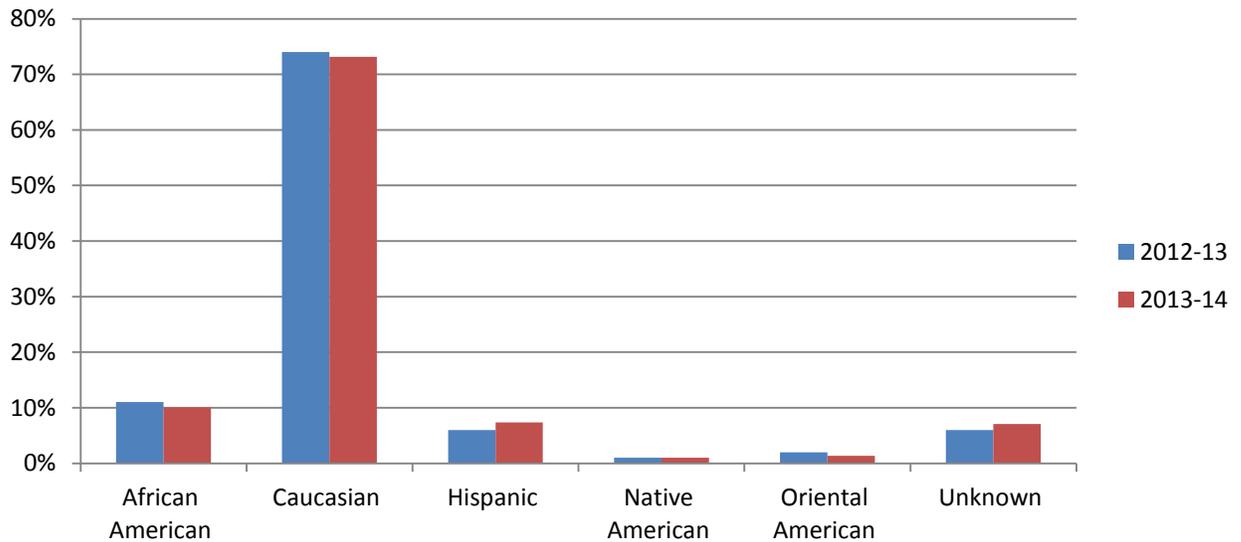
Marital Status



Age Range



Race



The enrollment percentages for each program as for the reporting period were as follows, with credential granted in parentheses:

Program	Percentage	
	2012-13	2013-14
Court Reporting (associate of applied science)	80%	78%
Court Reporting (diploma)	3%	3%
Voice Captioning (certificate)	17%	19%

Following the pattern from the two previous CEPs, there were changes with marital status and age groups:

- The number of married students decreased by about 3 percent and the number of single students increase by almost the same amount in comparison to the previous year. This represents a 10 percent swing over the last two years for these two groups.
- There was about a 3 percent increase in students between the ages of 20 – 34 and a 3 percent decrease in students between the ages of 35 – 59. This represents a 15 percent change over the last two years.
- Race remained about the same in all classifications.
- The distribution between programs was almost identical to the previous year.

The percentages represented in the graphs are very revealing in terms of student demographics. The typical College of Court Reporting student is a single

Caucasian female between the ages of 25 and 39 who studies court reporting. This was the first year that the number of single students exceeded the number of married students. The data also are reflective of a general relationship of the student body's racial makeup to the U.S. racial makeup except for the number of Hispanic students.

VI. Program Characteristics

Associate of Applied Science Degree in Court Reporting Overview

Court reporting students will complete the courses outlined below. Graduates are educated for interesting and challenging positions of responsibility and trust as official, freelance, government reporters, and realtime reporters. Students receiving their Associate of Applied Science degree in Court Reporting must complete all requirements for all classes.

Students enrolled in court reporting and required academic classes for court reporting online over the Internet meet the same requirements in all classes as students enrolled in courses onsite at the College of Court Reporting. This course of study meets or exceeds all requirements of the National Court Reporters Association. Students must take at least 12 credit hours per semester to qualify as a full-time student.

Court Reporting Associates Degree Core Competencies

To be eligible for an associate degree in court reporting, a student must meet the following requirements:

Earn 85 hours of credit for court reporting in machine shorthand, word processing, and other specified courses. The student must complete the following specific requirements:

- pass nine 5-minute dictation tests from unfamiliar material with at least 95 percent accuracy in the following categories: three 180 literary tests, three 200 jury charge tests, three 225 testimony tests;
- transcribe simulated CSR/RPR skills tests at 180 literary, 200 jury charge, 225 testimony with no more than 3.75 hours transcription time (75 minutes per test);
- transcribe a simulated Certified Realtime Reporter (CRR) test at 180-200 words per minute for five minutes;
- produce a ten-page, first pass transcript with 95 percent translation within two hours;
- complete an internship consisting of 60 actual hours of writing time on the shorthand machine and transcribe at least 50 pages from the internship experience;

- pass Communications, Foundations of Language and Writing, word processing, Medical Terminology, Foundations of Law, Court Reporting Transcript Preparation, Court Reporting Procedures, Modern History, Culture & Society, Human Relations, Technology I, Vocabulary and Usage, an introduction to captioning course, CSR/RPR Preparation, and complete the court reporting internship.
- Students must achieve an overall cumulative grade point average (GPA) of at least 2.0 in all courses completed.

Court Reporting Diploma Overview

Court reporting students will complete the courses outlined below. Graduates are educated for interesting and challenging positions of responsibility and trust as official, freelance, government reporters, and realtime reporters. Students receiving their Diploma in Court Reporting must complete all requirements for all classes. Students enrolled in court reporting and required academic classes for court reporting online over the Internet meet the same requirements in all classes as students enrolled in courses onsite at the College of Court Reporting. This course of study meets or exceeds all requirements of the National Court Reporters Association. Students must take at least 12 credit hours per semester to qualify as a full-time student.

Court Reporting Diploma Core Competencies

To be eligible for an associate degree in court reporting, a student must complete 58 credits and meet the following requirements:

- pass nine 5-minute dictation tests from unfamiliar material with at least 95 percent accuracy in the following categories: three 180 literary tests, three 200 jury charge tests, three 225 testimony tests;
- transcribe simulated CSR/RPR skills tests at 180 literary, 200 jury charge, 225 testimony with no more than 3.75 hours transcription time (75 minutes per test);
- transcribe a simulated Certified Realtime Reporter (CRR) test at 180-200 words per minute for five minutes;
- produce a ten-page, first pass transcript with 95 percent translation within two hours;
- complete an internship consisting of 60 actual hours of writing time on the shorthand machine and transcribe at least 50 pages from the internship experience;
- pass Court Reporting or Realtime English, Realtime Technology, Court Reporting Processes and Development, Medical Terminology, Foundations of Law, Technology I, CSR/RPR Preparation, and complete the court reporting internship.

- Students must achieve an overall cumulative grade point average (GPA) of at least 2.0 in all courses completed.

Voice Captioning Certificate Overview

Enrollment in this program is limited. Upon successful completion of the voice-to-text (voice) captioning certificate program, a student is educated to work as a voice-to-text broadcast captioner or communication access realtime translation (CART) reporter. Students should take at least 12 credits each semester, but they may take as many as 17 credits.

Students enrolled online meet the same requirements in all classes as students enrolled in courses onsite at the College of Court Reporting. Students must take at least 12 credit hours per semester to qualify as a full-time student. The following are the program’s course requirements:

Voice Captioning Core Competencies

To be eligible for a certificate in voice captioning, a student must earn 46 credits and meet the following requirements:

- Earn 46 hours of credit for voice-to-text speed development and other specified courses. The student must complete the following specific requirements:
 - pass two recorded financial calls lasting 30 to 40 minutes from unfamiliar material with at least 85 percent realtime accuracy;
 - complete an internship totaling 60 hours with 30 hours of supervised voice-to-text captioning and 30 hours of research for voice-to-text job preparation;
 - pass Court Reporting English, Introduction to Captioning, Computer Aided Translation for Captioning, Captioning Processes and Development, Broadcast Captioning, Culture & Society, Modern History, and complete the captioning internship.
 - Achieve an overall cumulative grade point average (GPA) of at least 2.0 in all courses completed.

VII. Retention

A. Retention Rates – Historical

Campus Retention Rates for the past four years were taken from the ACICS Campus Accountability Report as follows:

<u>2010-11</u>	<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>
72%	70%	70%	73%

Court Reporting A.A.S.

<u>2010-11</u>	<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>
72%	71%	71%	72%

Court Reporting Diploma

<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>
100%	36%	100%

Voice Captioning Certificate

<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>
100%	93%	91%

Retention Rates – Goals

In conjunction with the college's Mission, retention is critical to campus effectiveness as it demonstrates the college's ability to teach and provide all of the tools for students to progress through graduation. The college's total retention goal for the ACICS reporting period was 75%. This goal was set by the CEP team and based on a marginal increase from previous reporting years.

The institutional retention modestly increased from 70 percent to 73 percent. The retention rates for the diploma and certificate programs were excellent, while retention for the degree program fell just below the institutional goal.

The CEP team will set a goal of 75 percent retention for the upcoming reporting year.

B. Responsibility for Retention

Student retention begins with the admissions process and is part of the duties of each employee. The executive director is responsible for tracking data and the administrative staff works together to implement ideas and programs to increase student retention. In order to proactively monitor student retention on a weekly basis, all faculty are required to utilize the Student Alert! system that is part of the college's proprietary ev360 Learning Management System (LMS) to notify all administrators and student COACHes of student issues. Faculty are responsible for contacting students and, if unsuccessful, the executive director and the

student's COACH are to contact each student and provide a resolution using the Student Alert! system.

C. Retention Activities and Measurements

1. As stated previously, student retention begins with the admissions process. The admissions director is required to explain not only the programs offered but the rewards and challenges associated with each program. Prospective students are encouraged to contact current students, graduates, and professionals in order to gain an objective understanding of the program of interest.

The admissions department requires every student to take a pre-admissions machine shorthand survey. This pre-admissions machine shorthand survey allows the admissions department the opportunity to gather qualitative information regarding the student. This information shared by the student gives the staff important information on the student's personal life, knowledge of English, and phonics. The instructors are able to access whether the student will need additional assistance with English and phonics prior to classes beginning. In addition, the information gathered aids in the staff and the faculty assistance in developing time management plans, study tips, and techniques. A copy of the survey:

<http://www.ccr.edu/index.php/component/rsform/form/9-admissions-survey>

In order to better understand the admissions process, the college sends each newly enrolled student a survey:

<https://www.surveymonkey.com/s/CMJ9K2L>. The purposes of the survey are to determine the strengths and weaknesses of the admissions process and to improve on those processes. This survey provides the college benchmark data for both quality assurance and effectiveness with the admissions process and overall retention.

2. New student orientation is held prior to the start of each semester for new students. Onsite students meet all new fellow new students during orientation to begin the camaraderie process. New online students meet with fellow online students in a live Blackboard Collaborate session\classroom for orientation.

The admissions director and financial aid officer meet with all new students during the respective onsite and online new student orientations to explain the college's policies and procedures.

3. The admissions department follows-up with each new student within the first two weeks of the semester start to determine whether each student's expectations are being exceeded.
4. The admissions department assigns each new student a COACH.
5. Students of the month are chosen during monthly faculty meetings.
6. A monthly newsletter is published to include students of the month, monthly accomplishments of students, and articles featuring students and other items.
7. Each COACH contacts their respective students during the first four weeks of classes and follows up a minimum of four more times during each semester. COACHes report student issues to the executive director.
8. The director of student services provides each administrator and faculty member a list of students on probation. All are responsible for assisting with getting and keeping these students on track.
9. Teachers are required to contact any absent students to help them to get caught up.
10. Student evaluations of courses and teachers as well as the administration are conducted each semester. The faculty development coordinator reviews evaluations with each teacher. A minimum of one guest speaker is brought to the school each semester to help motivate students. These presentations are available to all students.
11. Operation Outreach at the beginning of the reporting period. The purpose of the meetings is to identify the common characteristics of at-risk students, work together to reduce the number, prevent students from becoming at-risk, and develop a consistent and workable retention plan.

VIII. Placement

A. Placement Rates – Historical

Placement rates for the past four years as reported on the Campus Accountability Report to ACICS are as follows:

<u>2010-11</u>	<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>
87.5%	81.3%	93%	91%

Court Reporting A.A.S.

<u>2010-11</u>	<u>2011-12</u>	<u>2012-13</u>	<u>2013-14</u>
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87.5% 81.3% 89% 75%

Court Reporting Diploma

<u>2011-12</u>	<u>*2012-13</u>	<u>2013-14</u>
100%	100%	NA (no graduates)

*Official CAR shows zero percent, but there may be some type of an error in the embedded automated formula. The college had one graduate from this program who was placed in her field.

Voice Captioning Certificate

<u>2011-12</u>	<u>*2012-13</u>	<u>2013-14</u>
100%	80%	100%

*Official CAR shows zero percent, but there may be some type of an error in the embedded automated formula. The college had eight graduates from this program who were all placed in their field.

B. Placement Rates – Goals

Placement rates are a direct measurement of college's ability to fulfill its Mission. High placement rates are a strong indication that the college's educational activities are effective; however, long-term placement of graduates and positive feedback from employers are an even bigger indication that the college is meeting its objectives of its Mission. The employer feedback will be discussed in the Employer Satisfaction section.

The overall placement goal for the reporting period was 90 percent. This goal was set by the CEP team to reflect trends from previous years. The goal was met and will remain the same for the upcoming year.

C. Responsibility for Placement

The graduate and employer relations coordinator is responsible for graduate placement.

D. Placement Activities and Measurements

1. Placement is the responsibility of the graduate and employer relations coordinator. This person ensures that all students approaching graduation are prepared for the career search.
2. Internships are required for both court reporting programs and the voice captioning program. The faculty development coordinator assists court reporting students with internship placement, and the executive director assists the voice captioning students with internship placement. Both individuals are networked in the community and nationally. This allows our students easy access to prospective internships. Our experience has shown that most students receive job offers directly from their internship sponsors.
3. The executive director also consults with advisory board members and NCRA leadership to determine job availability, changes in the marketplace, etc.
4. Placement data is included in each graduate's student and electronic file. Start dates, employer contact information, and position are tracked. Overall data is reported annually to ACICS through the college's CAR.

IX. Student Learning Outcomes

The college's Mission is represented in Student Learning Outcomes as it demonstrates whether a student has the right educational environment to progress and to graduate. The college strives to ensure that students are progressing as follows:

A. Standards of Satisfactory Progress

The executive director, director of student services, and student development specialist are responsible for monitoring standards of satisfactory progress. At the end of each semester, the director of student services reviews each student's semester GPA, cumulative GPA, speed progress, and percentage of credits completed. Students who do not meet any of the standards of satisfactory progress are notified by the director of student services. They are also placed on a list that is given to all faculty and staff. The director of student services goes over the list during each semester's first faculty meeting to ensure that students on probation are closely monitored by each instructor.

Percentages of students placed on probation out of total enrollment, percentages of students who met standards out of those placed on probation, and percentages of students who were terminated out of those

who were placed on probation during the 2010-11, 2011-12, 2012-13, and 2013-14 CAR reporting periods were as follows:

Year	Placed on Probation	Met Standards	Terminated
2010-11	9%	55%	45%
*2011-12	27%	64%	36%
2012-13	22%	64%	36%
2013-14	22%	65%	35%

*First year of reporting unduplicated number of students during entire reporting period as percentage of total enrollment during the reporting period. The reporting period consists of three semesters.

We were pleased with the results. The college met its remediation goal of 65 percent during the reporting year. The college set a goal of reducing the percentage of students placed on probation to 25 percent for all students enrolled during the reporting period and achieved it with 22 percent. The college will set a goal of preventing 67.5 percent of its students from termination during the upcoming reporting year, which is a marginal increase, and preventing 80 percent from going on probation, which is only 2 percent more than the actual percentage during the reporting period.

B. Student Recognition

Student recognition is a motivating factor for student learning. In recognition of this, the college promotes student excellence by honoring students with significant academic achievement each semester. The college's honors awards are presented each semester to students who achieve a semester GPA of 3.5 or higher. These students are listed in the college's monthly newsletter and local newspapers. Both the president and executive director also sign a certificate that is sent to each student achieving honors. The following shows the percentage of students earning honors, high honors, and highest honors during the CAR reporting periods of 2010-11, 2011-12, 2012-13, and 2013-14:

Year	Highest Honors (GPA 3.9-4.0)	High Honors (GPA 3.7-3.8)	Honors (GPA 3.5-3.6)	Percent of Total Enrollment
2009	24%	9%	6%	39%
2010-11	21%	10%	5%	37%
2011-12	27%	8%	5%	40%
2012-13	22%	11%	5%	38%
2013-14	21%	12%	8%	40%

The overall goal for the percent of students who achieve a semester GPA of 3.5 or higher was 40 percent for the reporting year. This is based on historical data and providing students additional education tools that will promote improvements in student learning outcomes. The college did meet this goal. If the college did not meet this goal, the administration would develop policies and procedures to improve this student learning measurement starting with the upcoming CEP. The goal will remain at 40 percent for the upcoming year.

C. Program Learning Measurements and Assessment Tools/Criteria

Course and program learning tools are used throughout the college’s curriculum to establish Student Learning Outcomes. Benchmarks are established for each student’s learning outcome. Examples include:

1. Course exams and quizzes
 - a. all courses assess student learning through exams and quizzes
 - b. some academic courses assign an assessment test at the beginning of the semester to determine student strengths and weaknesses
2. Core Competencies as listed for each program in the CEP
3. Computerized machine shorthand dictation tests (court reporting) and competency and accuracy tests (voice captioning)
 - a. court reporting students take machine shorthand speed tests throughout the semester
 - b. tests are evaluated by teachers to identify each student’s strengths and weaknesses
5. Punctuation grades for each computerized machine shorthand test passed
6. Program internships and evaluations submitted to and compiled by the faculty development coordinator
7. RPR\CSR certification exam simulations for both written knowledge and skills performance (court reporting)
8. Completion of course requirements as listed in course syllabi

As it relates to Student Learning Outcomes, the college tracks student progress through SAPs passed. Students enrolled in SH130 through SH240 are tracked for SAPs passed in minute intervals. The following are tracked for analysis and goal setting:

Reporting Year	1-min.	2-min.	3-min.	4-min.	5-min.	Total
	SAP	SAP	SAP	SAP	SAP	

2011-12	48%	59%	56%	55%	61%	55%
2012-13	41%	42%	45%	41%	47%	43%
2013-14	44%	37%	44%	38%	37%	40%

There was a 6 percent decrease in SAPs submitted during the reporting period in comparison to the previous year. Prior to launching ev360, the pass rate for submitted SAPs (formally referred to as “tests”) was less than 10 percent, so the 40 percent pass is still very significantly positive. The college set a goal of a 25 percent pass rate, so this year’s rate exceeded our goal.

The expectation that such a high pass rate on skills-based testing will be sustainable over the long term is still undetermined and is trending slightly down; therefore, the college will set a 25 percent pass rate as the goal for the upcoming year. This was determined by averaging a historic pass rate of less than 10 percent with this year’s pass rate.

D. Curriculum Review and Change

Curriculum review and change are discussed both informally and formally during weekly administrative meetings. If changes need to be made, they are brought to the attention of the faculty during subsequent faculty meetings. The college’s advisory board consists of a working court reporter and a voice captioner, who are consulted as needed. The college also seeks input from NCRA.

Retention rates have not improved significantly over the last several years. There has been extensive discussion to develop or enhance existing retention improvement plans over the years. More recently, discussions evolved from student-focused plans to addressing student retention in and out of the classroom from a teaching perspective.

Since starting its online program, students were assigned to one teacher for skill development courses during the semester. This was effective as it relates to graduate readiness, but the college felt students would benefit from instruction from multiple teachers. The rationale for this approach was based on collaborative instruction that utilized each teacher’s strengths would provide a more customized mode of feedback for students to eliminate weaknesses and capitalize strengths.

After conducting research on team teaching competency-based courses, the college decided to implement this form of teaching during the Winter 2014 semester. Data will be collected and reported in an upcoming CEP.

Feedback from graduates of the voice captioning program and advisory board member Chris Crosgrove indicated a need to revise the course requirements. The suggestions were to reduce the required courses and credits by eliminating the following courses from the program:

- CR110 Introduction to Realtime Technology (3 credits)
- TE201-VC Introduction to Voice Captioning (3 credits)
- TE202 Captioning Processes and Development (3 credits)
- TE300 Broadcast Captioning (3 credits),
- VT290 Captioning Internship 1 (1 credit)
- VT130 Computerized Voice-to-Text II (6 credits)
- VT200 Computerized Voice-to-Text III (6 credits)

Graduates would only need to complete 5 courses for 21 credits instead of 12 courses for 46 credits. This would shorten the program, reduce the tuition costs, and still provide graduates with the education to become gainfully employed. The college will begin the process to change this program in the near future.

X. Graduate Satisfaction

Graduate satisfaction is another mechanism for determining the effectiveness of fulfilling the college's Mission. Graduate satisfaction is measured as follows:

A. Exit Interviews

The college provided graduates with an exit survey that asked them to evaluate the following:

- Academic advising
- Reference materials
- Employment opportunities
- Financial assistance opportunities
- Cost of attending
- Class size
- School policies
- Grading system
- Curriculum requirements
- Course content
- Teacher credentials/background
- Contact with teacher
- Scheduling of classes

- Scheduling of breaks between classes
- Information provided prior to start
- Transfer of credits properly awarded
- Quality of other students
- The school in general
- Reputation of the college
- Accessibility of instructors

This report is the first CEP to capture and track this type of information. The survey requested the graduates to evaluate each of the statements on a 1 to 3 scale: 1 = dissatisfied, 2 = somewhat satisfied, 3 – very satisfied. The following are the results:

Survey Question	2013-14 Average	2012-13 Average
Academic advising	2.94	3.00
Reference materials	2.94	3.00
Employment opportunities	2.67	2.78
Financial assistance opportunities	3.00	3.00
Cost of attending	2.56	2.44
Class size	2.89	3.00
School policies	2.89	2.89
Grading system	2.89	2.89
Curriculum requirements	2.83	3.00
Course content	2.94	3.00
Teacher credentials/background	2.94	3.00
Contact with teacher	2.83	3.00
Scheduling of classes	2.94	3.00
Scheduling of breaks between classes	3.00	2.89
Information provided prior to start	2.89	2.89
Transfer of credits properly awarded	2.88	3.00
Quality of other students	2.83	2.89
The school in general	3.00	3.00
Reputation of the college	3.00	3.00
Accessibility of instructors	2.94	3.00

With a minimum of 10 respondents, the college expects an average of 2.75+ per item with an understanding that the “cost of attending” the

college may not achieve this goal due to the college's status as a non-stated educational institution. The averages for all evaluation measurements were either very satisfied or very close to very satisfied. Besides the "cost of attending" item, the only one that did not meet the goal was "employment opportunities." Despite the college's best efforts, there is an acceptance that not all graduates will be placed due to factors beyond the college's control.

B. Graduate and Alumni Surveys

The college hired an individual to the position of graduate and employer relations coordinator. The responsibilities of this individual include graduate and employer surveys.

The responses to the graduate and alumni survey can be found on the following pages:

Graduate/alumni satisfaction surveys were very positive and complimentary of the college, curricula offered, services, etc. Although professional certification is not required in all states, a large majority of the respondents achieved professional certification. Survey responses showed sustained employment and an increasing annual income level from year one to year five.

XI. Employer Satisfaction

Employer satisfaction, along with the other measurement tools, also provides vital information for the college as it relates to fulfilling its Mission. The college measures Employer Satisfaction as follows:

A. Internship Evaluations

Court reporting students are given an internship manual when they take CR200 – Court Reporting Procedures, which is usually one to three semesters prior to their eligibility (meeting prerequisites) to begin the internship. This internship requires students to answer questions prior to and during the internship in order to prepare them first for the internship and then for their job. After completion of the internship, each court reporter that a student interns with sends an evaluation of the student.

Besides recommendations from our advisory board and our faculty working in the field, the feedback from working professionals concerning each student's preparedness is critical as it relates to curriculum development and change. The internship evaluations are reviewed by the faculty development coordinator.

Internship evaluations from internship sponsors for 2013-14 were very positive. All returned surveys indicated that our interns were educationally prepared for the rigors of the job, professional behavior, initiative, appearance, communication skills, etc. In accordance with the college's Mission, these measurements based on internship sponsor feedback provide the college with qualitative information for additional opportunities to teach and better prepare graduates for the workplace.

The college has experienced an almost 100 percent response rate from internship sponsors. The 2014-15 CEP goal will follow this and remain at 100 percent.

B. Employer Surveys

The graduate and employer relations coordinator conducted employer surveys to establish criteria that they valued from graduates. The responses to the survey can be found on the following pages:

Employers indicated the following competencies of graduates:

- Court Reporting Fundamentals – able to demonstrate breadth of knowledge and skill in general court reporting fundamentals and procedures
- Court Reporting Discipline – able to demonstrate depth of knowledge, skill, and perspective within their selected, specific court reporting discipline
- Ethics – able to demonstrate professional and ethical responsibility
- Technology – able to generate fast, appropriate solutions to technical issues without supervision
- Tools – able to use and provide the appropriate equipment for the job
- Court Reporting/Realtime Writing Fundamentals – able to demonstrate knowledge and expertise in court reporting/realtime writing for position/jobs completed
- Writing – able to demonstrate appropriate writing skills for position/jobs completed
- Communication -- able to able to communicate in a professional manner with clients and other court reporting personnel
- Life-long Learning -- engages in continuous education and keeps current within field

There were only three employers who responded to the annual survey. They were pleased with the graduates overall. Two of the respondents recommended that students receive more job shadowing opportunities. Accommodating this recommendation will be discussed in the future.

XII. Evaluation of the CEP

An examination of the CEP has provided vital information about how effective the college is performing. The college has implemented improvements and changes over the last year but has also fallen short on some goals and elements of the CEP. The most important aspect of the CEP is constant evaluation through formal and informal meetings.

The purposes of the CEP are to ensure that the college is constantly evaluating itself in order to promote constant improvement of our education to our students; to exceed occupational objectives as it relates to the needs of prospective employers; and for quality assurance and effectiveness. Comparisons of yearly data are extremely important to assure quality assessment and effectiveness, improvement, and goal setting for the entire college. Comparing and analyzing data are also important for retention, placement, student learning outcomes, graduate satisfaction, and employer satisfaction.

Changes with marital status and age groups ratios continued. The number of married students decreased by about 10 percent and the number of single students increase by almost the same amount over the last two years. There was about a 3 percent increase in students between the ages of 20 – 34 and a 3 percent decrease in students between the ages of 35 – 59. This represents a 15 percent change over the last two years. Race remained about the same in all classifications. The distribution between programs was almost identical to the previous year.

The percentages represented in the graphs are very revealing in terms of student demographics. The typical College of Court Reporting student is a single Caucasian female between the ages of 25 and 39 who studies court reporting. This was the first year that the number of single students exceeded the number of married students. The data also are reflective of a general parallel of the student body's racial makeup to the U.S. racial makeup except for the number of Hispanic students.

In conjunction with the college's Mission, retention is critical to campus effectiveness as it demonstrates the college's ability teach and provide all of the tools for students to progress through graduation. The college's total retention goal for the ACICS reporting period was 75%. This goal was set by the CEP team and based on a marginal increase from previous reporting years. The institutional retention was 73 percent. The CEP team will set a goal of 75 percent retention for the upcoming reporting year. The college feels that this is an attainable goal.

Unfortunately and for the first time in many years, the college did not achieve its placement goal. The placement rate, however, would have been above the goal. Two graduates continued their education at other institutions and could not be placed, and one of the graduates was pregnant and was going to wait for some time before seeking employment. The goal for the upcoming year will be 90 percent based on historical rates.

The college met its remediation goal during the reporting year. The college will set a goal of preventing 65 percent or more of its students from termination during the upcoming reporting year. This is based on historical data and on internal

process improvements. If the college does not meet this goal, the administration will develop policies and procedures to improve this student learning measurement starting in the upcoming year.

There was a 6 percent decrease in SAPs submitted during the reporting period in comparison to the previous year. Prior to launching ev360, the pass rate for submitted SAPs (formally referred to as “tests”) was less than 10 percent, so the 40 percent pass is still significantly positive. The college set a goal of a 25 percent pass rate, so this year’s rate exceeded our goal.

The expectation that such a high pass rate on skills-based testing will be sustainable over the long term is still undetermined and is trending slightly down; therefore, the college will set a 25 percent pass rate as the goal for the upcoming year. This was determined by averaging a historic pass rate of less than 10 percent with this year’s pass rate.

The averages for all graduate/alumni evaluation measurements were either very satisfied or very close to very satisfied. Graduate/alumni satisfaction surveys were very positive and complimentary of the college, curricula offered, services, etc.

The college will continue to improve its effectiveness and expects improved results next year.

**2013-14 CEP Planning
&
2012-13 CEP Review
Meeting Minutes
June 19, 2013**

Attendees: Janet and Jay

I. Retention

We determined that setting a goal of 75 percent for the upcoming reporting year would be realistic based on historical numbers and process improvements.

The college retained 73 percent of its students during the reporting year.

II. Placement

Placement of grads is rarely an issue; however, the placement rate was lower than expected. Regardless, a goal of 90 percent will be set and is realistic with 100 percent an optimal goal.

III. Student Learning Outcomes

Student academic progress relating to speeds is one of the biggest issues. Another issue is the number of students who go on probation. We will begin tracking all students enrolled during the reporting period. The percentage of students remediated was higher than the previous year and met the goal of 65 percent. We feel we can remediate 65 percent of students on probation through more effective monitoring and communications.

The tracking of SAP pass rates has been an effective tool for demonstrating student learning outcomes. The 1- to 5-minute approach has been effective.

Student Recognition - The overall goal for the percent of students who achieve a semester GPA of 3.5 or higher was 40 percent. This goal was met and will remain the same for the upcoming year.

Program Learning Measurements and Assessment Tools/Criteria – will continue to use current criteria

Curriculum Review and Change – this is constant

IV. Graduate Satisfaction

Graduate and employer relations coordinator will complete these.

V. Employer Satisfaction

Graduate and employer relations coordinator will complete these.

Administrative Meeting

July 17, 2013

Present: Onsite: Jeff Moody, Jay Vettickal, Janet Noel, Nicky Rodriquez, Lisa Morton, Natalie Kijurna, Kathy Lazart. Online: Cheryl Hoover, Margie Wakeman Wells.

- **Nicky Rodriquez, Director of Admissions:**
 -
- **Dylan Bush, Marketing and Technology Officer:**
 - The computers for the Learn More Center, winner of the computer giveaway contest, have been reformatted. Arrangements are in the works for delivery.
 - Dylan stated that Facebook reaches have gone up over the last week and a half.
 - Technical support is on point; not many problems have been reported.
- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 -
- **Kathy Lazart, Director of Student Services:**
 - Kathy stated that the S13 semester midterm is Friday, July 26. Reminder emails will be sent to all instructors regarding such, asking if any of their students will require a midterm letter sent. Instructors will be asked to state what the main issue is that requires the sending of a letter. I will also remind them that Cheryl must be copied on all their replies to me.
- **Cheryl Hoover, Student Development Specialist:**
 -
- **Lisa Morton, Director of Financial Aid:**
 -
- **Margie Wakeman Wells, Online Education Consultant:**
 - Margie asked for clarification on academic classes scheduled during midterm evaluations. Janet stated the usual solution is posting a lecture and/or requiring students to access the recorded class and submitting a written summary. Academic classes are not cancelled during midterm evaluations.
- **Alice Leonard, Financial Aid Assistant:**
 -
- **Janet Noel, Faculty Development Coordinator:**
 - **CEP**
 - **Approximately 163 midterm live I-class evaluations were submitted by 9 a.m. on Wednesday, July 17, just one day and evening into midterms. Approximately 70 were passed. The 10-page mock will be recorded on July 29; RPR prep speedbuilding classes are scheduled for the week after summer break. Janet will be on vacation the week of July 22.**
- **Kay Moody, Director of Education:**
 -
- **Jay Vettickal, Executive Director:**
 - Jay stated that one more Florida school has joined ev360 Professional with a launch date of August 19.
 - LOOC classes are scheduled to begin in September.
- **Jeff Moody, President:**
 - Jeff explained the ev360 Professional academic and skill-development sites. Questions were asked; a discussion was held.

Submitted: Janet Noel

Administrative Meeting

July 31, 2013

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Natalie Kijurna, Kathy Lazart, Kay Moody. Online: Cheryl Hoover.

- **Nicky Rodriguez, Director of Admissions:**
 - Discussed NCRA convention.
 - Google Analytics; 40,666 views, visits: 13,266 with 27% new visitors; without the new campaigns
 - Fall numbers: 11 New online theory, 11 transfer online, and 10 potential returning students, 17 registrations pending.
- **Dylan Bush, Marketing and Technology Officer:**
 - NA
- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
CEP
 - **Natalie will be reaching out to the SH230 and SH240 students for a proactive approach to employment.**
- **Kathy Lazart, Director of Student Services:**
 - Fall registrations are starting to come in and will need to set up the Registration Wizard with Jeff.
 - Midterm letters will go out this week, along with a follow up call.
- **Cheryl Hoover, Student Development Specialist:**
 - Fall registration went out on July 31 and 7 have already replied.
- **Lisa Morton, Director of Financial Aid**
 - Made all the financial aid and past due balance calls and discussion was presented to discuss these student in Operation Outreach meetings every Friday.
- **Margie Wakeman Wells, Online Education Consultant:**
 - California get together will happen in August.
- **Alice Leonard, Financial Aid Assistant:**
 - NA
- **Janet Noel, Faculty Development Coordinator:**
 - Guest speaker Abby Guerra will be presenting on August 14 time TBD.
 - In-service with Moodle training for the two week break between semesters needs to be planned.
- **Kay Moody, Director of Education:**
 - Katie Vettickal will be training McCormac College on the Mood Method theory this next week, update to follow.
- **Jay Vettickal, Executive Director:**
 - Sheridian Technical students and faculty are set up and completed training given by Jay this past week.
 - Jeff recommended that Jay conduct the Stark State training.
- **Jeff Moody, President:**
 - Demonstrated the new professional quality high speed skill development classes.

Submitted: Nicky Rodriguez

Administrative Meeting

August 14, 2013

Present: Onsite: Jay Vettickal, Nicky Rodriquez, Lisa Morton, Natalie Kijurna, Kathy Lazart, Alice Leonard. Online: Cheryl Hoover.

- **Nicky Rodriquez, Director of Admissions:**
 - Discussed Marketing and advertising changes with Concept Marketing
 - Fall numbers: 18 New online theory, 12 transfer online, and 22 potential returning students, 25 registrations pending.
- **Dylan Bush, Marketing and Technology Officer:**
 - Discussion on drumming up scholarship opportunities for our students.
 - Technical support responsibilities discussed regarding CaseCatalyst
 - No noticeable change in Google Ad words or website visits

CCR Web Stats - Week of August 7 - August 13

Website Total Visits: 2,855 Visits (29% New Visitors)

Website Total Unique Visitors: 1,293

Locations: “Hot Spots” Nashville (79) New York (78) Noblesville (71) Chicago (66)

Traffic Sources:

Of the 2,855 visits, 51% went directly to website (typed in ccr.edu)

32% found site by searching keywords

16% found site through referring site (facebook, ncra.org, newsletter)

Keywords Used:

College of Court Reporting (106)

Court Reporting Schools Online (24)

Online Court Reporting Schools (20)

College of Court Reporting Hobart Indiana (16)

Court Reporting Schools (10)

78% from Google Search; 10% Yahoo; 8% Bing

AdWords Campaigns

Total Spent: \$483.96

Total Clicks: 105

Total Impressions: 11,838

Keywords Used:

College of Court Reporting

Court Reporting Schools

Court Reporting School & (other variations of those)

Overall, stats are very similar to the previous week, and previous month. No noticeable change.

- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP

- **In the process of entering employers into the database**
- (aprox. 40)
- **E-mail blast a thank you to the employers**
 - Working on the transfer credits for the incoming students
- (Going smoothly)
- **Tammy Pavarnick called looking for someone immediately to work with her and Kelly Martin -- Hannah K., Deb Sekan, & maybe Christina Overmeyer (Anybody in high speeds) Contact Natalie to help with professionalism and resume.**
 - Priority is anybody 200 wpm and prefer 225
 - Cheryl Hoover can provide a list to Natalie
- **Kathy Lazart, Director of Student Services:**
 - Changes to book listing and supplies for the COBL will be given to Jeff
 - Working on registrations
 - Laura Shapiro (Voice) \$2500 professional scholarship
- **Cheryl Hoover, Student Development Specialist:**
 - Fall registration went out on July 31 and 7 have already replied.
 - 76 students accounted for (
- **Lisa Morton, Director of Financial Aid**
 - Table Attendance Policy to be discussed at a later time.
 - Changes to attendance policy is in the works.
- **Margie Wakeman Wells, Online Education Consultant:**
 - NA
- **Alice Leonard, Financial Aid Assistant:**
 - NA
- **Janet Noel, Faculty Development Coordinator:**
 - Faculty meeting on August 15, 2013
- **Kay Moody, Director of Education:**
 - NA
 - **Jay Vettickal, Executive Director:**
 - Sheridian Technical students and faculty are set up and completed training given by Jay this past week.
 - Jeff recommended that Jay conduct the Stark State training.
 - Working with schools to adopt the ev360 technologies
 - Meeting tomorrow for Operation Outreach
 - 2014 Convention: graduation, launch of new ev360 feature, and 30th year anniversary
 - 2014 Convention theme: ev360 -- 30 years in the Making (or something)
- **Jeff Moody, President:**
 - Convention went really well. For everybody who was there, GOOD JOB!
 - We are being recognized as one of the best schools and everybody contributes by working together...
 - Discriminated between realtime coach and ev360 technologies. ev360 is a philosophy and approach to developing skill and delivering court reporting education. The technology implements 30 years of teaching. ev360 is not a "software" it is a technology that implements years of teaching and reflects our philosophy to teaching.

Submitted: Nicky Rodriquez

Administrative Meeting

August 21, 2013

Present: Onsite: Jay Vettickal, Jeff Moody, Janet Noel, Nicky Rodriguez, Lisa Morton, Natalie Kijurna, Kathy Lazart. Online: Cheryl Hoover and Margie Wakeman Wells.

- **Nicky Rodriguez, Director of Admissions:**
 - Direct mail, Nicky and Natalie will be working on getting a post card and mailing out to local people.
 - Robo calls, \$75 per month unlimited. Dialmycalls.com
 - NCRA list discussion as to what to send to them via email.
 - Fall numbers: 19 New online theory, 15 transfer online, and 4 returning registered, 22 potential returning students, 25 registrations pending.
- **Dylan Bush, Marketing and Technology Officer:**
 - Discussion on attendance weekly contest. Call the 18 onsite students about the attendance contest.
 - No noticeable change in Google Ad words or website visits. We will be starting a new campaign in September and will compare with July/August.
 - CCRisms and ev360isms for the website were suggested.
 - CCR Web Stats – Week of August 14 – August 20

Website Total Visits: 3,202 Visits (27% New)

Website Total Unique Visitors: 1,328

Locations: New York (119) Noblesville (103) Los Angeles (74) Valpo (74)

Traffic Sources:

Of the 3202 visits, 57% went directly to website (typed in ccr.edu)

27% found site by searching keywords

15% found site through a referring site (facebook, ncra.org, newsletter)

Keywords Used:

College of court reporting (106)

Court reporting schools online (24)

Online court reporting schools (20)

College of court reporting Hobart Indiana (16)

Court reporting schools (10)

76% from Google Search, 10% yahoo, 9% bing

AdWords Campaigns

Total Spent: \$408.10
Total Clicks: 95
Total Impressions: 10,740

Keywords Used:

College of court reporting
Court reporting schools
Court reporter education
(and variations of those)

Overall stats are very similar to the previous week, and previous month. No noticeable change. In September we will begin the new campaign and compare to July & August.

- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - **CEP**
 - **Rachael Brockett received a position as a CART provider.**
 - Thank you from Sheila McKinney--professional winner at the NCRA convention for the drawing.
 - **Emails to SH230 and SH240; 14 people will be working with Natalie on resumes and coverletters.**
 - State Authorizations--California discussed and qualifiers for the CSR in CA.
 - We must not contact **internship** places for the student out of the state of Indiana.
- **Kathy Lazard, Director of Student Services:**
 - Working on registrations
 - Kay's new drill book was discussed and whether to add it to the COBL. Listed on all course sites as optional.
- **Cheryl Hoover, Student Development Specialist:**
 - 96 students accounted for Fall registration.
 - 7 withdrawn
 - 12 of the 24 returning students
- **Lisa Morton, Director of Financial Aid**
 - Table Attendance Policy to be discussed at a later time.
 - Changes to attendance policy is in the works.
- **Margie Wakeman Wells, Online Education Consultant:**
 - Meeting with students in several states over the next few months.
- **Alice Leonard, Financial Aid Assistant:**
 - NA
- **Janet Noel, Faculty Development Coordinator:**
 - Moodle Training was discussed.

- Training camp for transfer students discussed. We will not be denying admissions at this point but we will be having a meeting in September to discuss changes to the training camp.
- Inspirational quotes for instructors on a weekly basis will be brought to the meeting weekly to discuss.
- **Kay Moody, Director of Education:**
 - Congratulated the staff for a successful NCRA annual convention.
- **Jay Vettickal, Executive Director:**
 - Sheridian Technical had a QA with students.
 - Stark State training next week.
 - Humphreys will adopt the ev360 technologies for October.
- **Jeff Moody, President:**
 - Schools who use ev360 should be handling their technical support and students should be directed to their school for support.

Submitted: Nicky Rodriquez

FACULTY MEETING MINUTES

August 15, 2013

PRESENT: Sign in sheet attached. Meeting presided over by Janet Noel.

- Staff signed in
- Shout-outs were made
- Students of the Month
- Paul Stevens, Priscilla Romans-Bera, Tom Bohrman, Deb Pascal, Dan Niederkruger, and Megan Bunetta were nominated as students of the month.

- Announcements
 - Instructors were reminded to be sure to “Attach Audio” before saving and submitting feedback provided on SAP evaluations.
 - The S2013 semester evaluation spreadsheet will be sent out within the next week.
 - Instructors were asked to submit verification of continuing education completed during the year for their personnel folders.
 - Photographs of the NCRA convention were shown at the end of the meeting. Please access the meeting recording to view the photographs.
 - The grading team will provide initial feedback on live I-class evaluations during finals week; instructors will provide final feedback. Instructors were asked to check Communicate daily during finals week to ensure results are returned to students promptly. Instructors experiencing difficulty highlighting text while in the grading queue were told to uninstall and reinstall Java. In this did not resolve the problem, they were asked to contact Jay or Dylan.
 - Instructors were asked to send a “What can we do to help you?” email to Jay and Janet.

- **CEP**
 - **Beginning with the W2014 semester, an accounting must be made of students’ time spent in live classes and coursesites. Details and procedures to follow.**

- Topics of Discussion
 - Teachers participated in an "open mic night" by sharing/summarizing what been going on in their class/classes this semester. Please listen to the meeting recording for all the good things happening at CCR.

Administrative Meeting

October 2, 2013

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Natalie Kijurna, Kay Moody, and Janet Noel. Online: Cheryl Hoover and Alice Leonard.

- **Nicky Rodriguez, Director of Admissions:**
 - Fall 2013 numbers: 26 new scheduled with 12 returning and 30 transfer students. One is onsite.
 -
- **Dylan Bush, Marketing and Technology Officer:**
 - Absent
- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP
 - **Has 4 to 5 grads yet to be employed**
 - Working on video for the Super Bowl
 -
- **Kathy Lazart, Director of Student Services:**
 - 2 incompletes
 - 34 withdrawn, 10 terminated, 5 graduates
 -
- **Cheryl Hoover, Student Development Specialist:**
 - No updates to report
 -
- **Lisa Morton, Director of Financial Aid**
 - Helped with the last minute training
 -
- **Margie Wakeman Wells, Online Education Consultant:**
 - Absent
 -
- **Alice Leonard, Financial Aid Assistant:**
 - 56 left to process and working on VA
- **Janet Noel, Faculty Development Coordinator:**
 - Course sites mirrored and teachers will be ready for Monday
 -
- **Kay Moody, Director of Education:**
 - No updates to report
 -
- **Jay Vettickal, Executive Director:**
 - Working on reports for ACICS training for Humphreys College

- **CEP- Friday meetings with Faculty. What can we do better in term of retention? Objective is to find ways to increase engagement. Meetings will continue and structure may change. Stephanie, Janet and Eileen review TMP, SE, SAP feedback as a start in order to provide feedback to the instructors.**
- **Phone conversations with all students in the first week.**
-
- **Jeff Moody, President:**
 - Absent
 -

Submitted: Nicky Rodriguez

Administrative Meeting

October 9, 2013

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Natalie Kijurna, Dylan Bush and Janet Noel. Online: Cheryl Hoover Margie Wakeman Wells and Alice Leonard.

- **Nicky Rodriguez, Director of Admissions:**
 - Fall numbers: 68 students started; Nicky discussed the retention of applicants
- **Dylan Bush, Marketing and Technology Officer:**
 - Discussed why the session timings are off and it will be fixed today.
 - Career fairs and the leads were discussed and Dylan will be working on them.
- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - Reminded us to vote for the commercial for the Super Bowl. We will know in about a week or so.
- **CEP**
 - **Working with completers and graduates for the June 2013.**
- **Kathy Lazart, Director of Student Services:**
 - 15 GPA and 8 speed. 2 of which are on both for a total of 21.
- **Cheryl Hoover, Student Development Specialist:**
 - 174 registered from the previously enrolled students. 21 VC students. For a grand total of 263.
 - Jodi Jackson withdrawn due to financial issues and will need to return her machine.
 - Cheryl is also working on her classroom flip.
- **Lisa Morton, Director of Financial Aid**
 - Eleven students are participating in the VA funding programs.
- **Margie Wakeman Wells, Online Education Consultant:**
 - NA
- **Alice Leonard, Financial Aid Assistant:**
 - NA
- **Janet Noel, Faculty Development Coordinator:**
 - October 17, 2013 will be next faculty meeting.
 - RPR prep skills will be in two weeks.
 - Finishing up semester evaluations.
 - Operation Outlook is October 18 at noon.

- CEP - **At-risk students were emailed to the instructors for contact via phone. On Friday, we will be robo calling all the students who have not responded to their instructors.**
- **Kay Moody, Director of Education:**
 - Absent
- **Jay Vettickal, Executive Director:**
 - Working on ACICS, IPEDs and CARs report.
 - Discussion to clarify what qualifies a student as a grad or completer.
- **Jeff Moody, President:**
 - NA

Submitted: Nicky Rodriguez

FACULTY MEETING MINUTES

October 17, 2013

PRESENT: Sign in sheet attached. Meeting presided over by Janet Noel.

- Staff signed in
- Shout-outs were made
- Students of the Month
 - Michelle Kowalsky, Tom Bohrman, Margaret Abernathy, and Karen Payne were nominated as students of the month.
- Announcements
 - RPR prep classes will be held during the regularly scheduled dictation classes the weeks of October 21 and October 28.
 - Weekend speedbuilding classes will be held November 16 and 17. A sub is needed for the 11 a.m. class on the 16th/140-160 JC. Please let Janet know if you are able to sub.
 - Midterms will be held November 21 and 25, day and evening, during the regularly scheduled dictation classes. A schedule will be posted as midterms approach.
 - Course objectives are due to your coach on November 1.
 - Jennifer Zimbauer is available to sub for Monday evening dictation classes and can be reached at 1-773-671-0643.
 - Instructors were asked to contact Janet if interested in attending the IAPCS (Indiana Association of Private Career Schools) annual convention on Friday, October 25.
- **CEP**
 - **At-risk students were discussed and class updates were given.**

Administrative Meeting

December 4, 2013

Present: Onsite: Jeff Moody, Jay Vettickal, Janet Noel, Lisa Morton, Natalie Kijurna, Kathy Lazart, Alice Leonard. Online: Margie Wakeman Wells, Cheryl Hoover.

The minutes from November 27, 2013, were read by Nicky Rodriquez.

- **Nicky Rodriquez, Director of Admissions:**
 -
- **Dylan Bush, Marketing and Technology Officer:**
 -
- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - Laws and information in students with disabilities were tabled.
 - **CEP**
Graduate information in Sales Force was viewed.
 - A picture will be taken Friday, December 6, at 12:50 for the holiday/new year's card.
- **Kathy Lazart, Director of Student Services:**
 - Student account information was discussed.
- **Cheryl Hoover, Student Development Specialist:**
 -
- **Lisa Morton, Director of Financial Aid:**
 -
- **Margie Wakeman Wells, Online Education Consultant:**
 -
- **Alice Leonard, Financial Aid Assistant:**
 - One file is left to process for the October semester; working on the W2014 semester. The financial aid department is attempting to get final approval from VA for voice captioning students. The VA has assured funding will go through. There are two current students wishing to enroll in the voice program. Funds will have to be returned if approval from VA is not granted.
- **Janet Noel, Faculty Development Coordinator:**
 - High speed + audios sent in my Eileen were listened to in the hopes of implementing these classes for the W2014 semester.
- **Kay Moody, Director of Education:**
 -
- **Jay Vettickal, Executive Director:**
 - The W2014 schedule is being finalized.
 - **CEP - We will be team teaching for the W2014 semester -- one day and one evening weekly class -- for SH130-SH240. This will be the focus of our upcoming Operation Outreach meetings. There will also be an SH course created specifically for transfer students -- Lisa and Stephanie to**

teach -- which will transition them into the regular SH courses for the S2014 semester.

- **Jeff Moody, President:**
 - Jeff suggested a December 18 I-Auditorium session for all students to showcase Moodle 2.5 -- coursesites and Skill Development Resources -- access to the new sites the weekend before the start of the W2014 semester, and another I-Auditorium session the first Wednesday night class.
 - At this time, tests will not be migrated from 1.9 to 2.5. Student accounts will be updated on past tests passed, possibly bumping up to the next 5-minute speed level. TMPs will not be migrated from 1.9 to 2.5.

Submitted: Janet Noel

Administrative Meeting

December 18, 2013

Present: Onsite: Jeff Moody, Jay Vettickal, Kathy Lazart, Lisa Morton, Natalie Kijurna, Janet Noel, Nicky Rodriguez. Online: Margie Wakeman Wells, Cheryl Hoover.

- **Nicky Rodriguez, Director of Admissions:**
 -
- **Dylan Bush, Marketing and Technology Officer:**
 -
- **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP
 - **Natalie will be sending out happy New Year cards to graduate student employers, NCRA members/directors, etc.**
- **Kathy Lazart, Director of Student Services:**
 - Kathy questioned the use of One Word, Two Words, Hyphenated. Janet will speak with Stephanie. 1/20/13 - Janet and Stephanie determined it would be an optional resource for T110/T210.
 - Certified letters will be sent to students with outstanding balances.
- **Cheryl Hoover, Student Development Specialist:**
 - W2014 registration is underway.
 - Cheryl is working on “how to” directions for SH120 students when submitting assignments, homework, quiz notes, etc. Jeff stated there is a built-in Moodle feature for marking up PDFs. If a workable solution, instructors will be notified and trained.
- **Lisa Morton, Director of Financial Aid:**
 -
- **Margie Wakeman Wells, Online Education Consultant:**
 - Kathy will forward Patricia Gosnell’s address to Margie.
- **Alice Leonard, Financial Aid Assistant:**
 -
- **Janet Noel, Faculty Development Coordinator:**
 - In lieu of the cancelled faculty meeting on the 19th, all will be asked to send in a positive comment/thought/remembrance from 2013.
- **Kay Moody, Director of Education:**
 -
- **Jay Vettickal, Executive Director:**
 - CEP
Jay discussed a new approach on how students might progress without testing. This concept will be further discussed.
 - Jay stated that Dave Wynn and John Wenclawski from Stenograph will be coming onsite for a visit.

- **Jeff Moody, President:**
 - Students will no longer be required to use the PLN software if they choose to purchase the Infinity writer. Students can purchase/lease a writer of their choosing, as long as it is compatible with our technologies. They will also be required to purchase Case CATalyst software.

Submitted: Janet Noel

**2013-14 CEP Mid-year Review
Meeting Minutes
January 16, 2014**

Attendees: Janet and Jay

VI. Retention

47 students withdrew or were terminated at the end of the S13 semester. Reasons were discussed:

Withdrawn/Terminated End of S2013

	Withdrawal/Termination Categories	
4	Physical Limitations	Jacobson (cervical spine issues; hopes to return) Castillo (recurring arm pain) DePuey (physically debilitated) Long-Middleton
3	Family Conflicts	Litchfield (hz in school) Dyson-Wilson (children) Bruce (now 2 more F's)
5	Moving to ev360	Price (hoping to come back) Kenney (wants to preserve last 2 semesters for degree) Harrison (wants to preserve last semester for degree) Ciccarelli (nondegree, not making speed progress) Chambers (already in ev360; just took CR210)
4	Not interested in this career	Deihl Martin (sold machine, going to work) S Horn (culinary school) Chasko (health field)
6	Out of financial aid	Rogers (plus job conflicts) Brockett (CART) Eubanks (working) Kaspszak (new job, engagement, hopes to come back and finish) McDowd (no longer degree eligible) Schade
2	Other financial limitations	Hansen (17 semesters, hopes to return when she thinks she can pass exit speeds) Sekan
1	Not picking up speed	Reyes
8	Terminated GPA	Quintana Pflum Peacock Hancock (hairdresser) C Jackson Glowniak Smith-Walton Perl
2	Terminated Speed	Hunter Beaver (will return to get degree)
	WD due to F's	
1	Going to another school	Bunetta (online school isn't working; no discipline)
11	No response	Eure (owes \$) King Burrows Degener (F's) E Brooks (F's) Sarmiento (F's) Butts-Duncan (F's) L Washington (F's) T Gray (F's) Robinson (F's) J Jackson
47	Total	

VII. Placement

There were six graduates, and three of them were placed by December 31, 2013.
We will speak with Natalie about the status of the other three.

VIII. Student Learning Outcomes

10 out of 20 students placed on probation who were terminated during S2013.
This represents 50 percent of the students who were on probation, which is higher than expected.

Student Recognition – Data was shared:

S13	Highest	21%
S13	High	12%
S13	Honors	9%
S13 TOTAL		42%

S13 met goal.

SAPs Passed:

Minutes	Pass Rate
5 minutes	40%
4 minutes	38%
3 minutes	44%
2 minutes	37%
1 minutes	45%
All	41%

We are above goal.

IX. Graduate Satisfaction

N/A

X. Employer Satisfaction

N/A

FACULTY MEETING MINUTES

January 16, 2014

PRESENT: Sign in sheet attached. Meeting presided over by Janet Noel. A calendar of events for the W2014 semester was file transferred and is attached to the minutes.

- Staff signed in
- Shout-outs were made
- Instructors were asked to student of the month nominations and a brief explanation of why the student was nominated to jen.lewis@ccr.edu.
- Announcements
 - Semester closing information:
 - SAPs will close on Wednesday, January 29, at 11:59 p.m.
 - Coursesites and Communicate will close on Friday, January 31, at 11:59 p.m. (all are subject to change)
 - Semester opening information:
 - Coursesites will open on Saturday, February 8. (subject to change)
 - Court Reporting and Captioning Week is February 16-22.
 - Pertinent material will be read in first hour literary classes during the week.
 - An opening is available for the 60-80 Thursday evening speedbuilding classes -- Bonni will be taking these classes. Thanks, Bonni!
- **CEP**
 - Creating Blackboard Collaborate sessions
 - It was unanimously decided that students and instructors will have login access 30 minutes prior to the start of all classes.
 - When creating your sessions, under the “Schedule” tab, be sure to ✓ the “display early session” so students are aware of the 30-minute pre-class login time. Under the “Session Attributes” be sure to un✓ “teleconferencing.”
 - Suggested guidelines for naming your sessions:
 - C150 Live I-class - 2/10/14 - Noon Central
 - SH120 Live I-class - 2/10/14 - 11 a.m. Central
 - Natalie gave a presentation (PowerPoint attached) on disability accommodations. Thanks, Natalie!
 - Cheryl discussed how to respond to a student when they tell you they are not going to be participating because of work or other

conflicts. Her suggestion is to acknowledge his or her comment, handle it as you need to for your course, but make it clear that this is not notice to the school about a change. She suggests the following verbiage be used: “Your notice to me about your work conflict is not a notice to CCR about a change in enrollment this semester. Please contact Cheryl Hoover to discuss your current enrollment and how your circumstances may affect your enrollment now or in the future.” Thanks, Cheryl!

- Julie, Lois, Cheryl, and Margie showcased their W2014 coursesites. Thanks, ladies!

Administrative Meeting
February 19, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Natalie Kijurna, and Alice Leonard. Online: Margie Wakeman Wells and Cheryl Hoover.

❖ **Nicky Rodriguez, Director of Admissions:**

- 20 new online theory, 22 transfer students, 5 returning, 1 was an incomplete student, 14 new students did not start for various reasons, not enough money, another school better suited them, no response.
- SDA203--Students who can enroll in the noncredit course will be CCR terminated students, someone who attended a school that has since closed, transfer to CCR that would like to start mid semester, court reporting students who are not writing at 60 WPM, graduates seeking certification, or if they are at loan limits. All others will be discussed at administrative meetings.
- Graduation in San Francisco is canceled and we will schedule meeting to discuss at a later date.
- Add to information going to prospective students for the summer semester, add printer to the equipment list. Add access to a printer.
- Competition for Tuesday, February 25 with Hobart High School.

❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**

- Facebook update: CCR has 1330 likes on our page; ev360 has about
- National Court Reporting and Captioning week
- State authorizations: OR, TX and will be working on PA, NY, NV, TN, WA
- Approved in several states and we have 85 students in those states.
- Trademarks are going well.

CEP

- **21 graduates and 7 people who are not working. Working with 4 of those people.**

❖ **Cheryl Hoover, Student Development Specialist:**

- Working on SAP with students.

❖ **Kathy Lazart, Director of Student Services:**

- Working on withdrawn letter.
- Angela Macias is on a medical leave of absence due to an eye injury. She has to finish this semester.
- In the future, if a student takes a medical leave of absence and it is approved then the student will not have access during the absence.

CEP

- **Probation list: 3 for speed and 12 for GPA.**
- Brandy Hernandez wants to keep her rental machine.

- ❖ **Lisa Morton, Director of Financial Aid:**
 - C.A.S.E. scholarship and Educator of the Year award nomination will be posted.
- ❖ **Margie Wakeman Wells, Online Education Consultant:**
 - DRA this weekend and she is speaking.
- ❖ **Alice Leonard, Financial Aid Assistant:**
 - Finishing up files for the February semester.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Absent.
- ❖ **Kay Moody, Director of Education:**
 - Absent.
- ❖ **Jay Vettickal, Executive Director:**
 - Update everyone on ev360 Educational Solutions and the hiring of Lynette Eggers.
- ❖ **Jeff Moody, President:**
 - Update on twitter and having our instructors posting and @collegecourtrep.
 - ev360 Ultimate is back up online.

Submitted: Nicky Rodriquez

FACULTY MEETING MINUTES

March 20, 2014

PRESENT: Sign in sheet attached. Meeting presided over by Janet Noel.

- Staff signed in
- Shout-outs were made
- Students of the Month - Instructors were asked to send nominations and a brief description to jen.lewis@ccr.edu.
- Announcements
 - Spring break begins Saturday, March 22, and ends Sunday, March 30.
 - Midterm evaluations will be given Thursday, April 3, day and evening, and Monday, April 7, day and evening.
 - Kathy will be sending out information on midterm information.
 - Family and Friends Night is being planned for Wednesday, April 9, for day and evening SH classes. Kelly Olhausen, Ginger Herrington, and Teresa Cattelen were suggested as graduate speakers at the event. Details to follow.
 - RPR prep classes will be held during the regularly scheduled dictation classes Weeks 10 and 11. The RPR is Saturday, May 3.
 - Jay stated that Teresa Ferguson is not employed with CCR at this time. Jay welcomed Lynette Eggers to CCR. Lynette will have an office onsite and will be working with ev360 Educational Solutions. Welcome, Lynette!
- **CEP - Natalie reported that since July 1, 2013, we have had 21 graduates -- 13 from the voice program and 8 from the court reporting program. 80 percent of those graduates are in the workforce.**
- Open Mic Night - Instructors present for the meeting reported on their classes and how students were performing.



Administrative Meeting

April 2, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriquez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, and Alice Leonard. Online: Cheryl Hoover and Margie Wakeman Wells.

- ❖ **Nicky Rodriquez, Director of Admissions:**
 - Google Ad Words
 - Gave updated numbers 4 and 4
- ❖ **Marketing and Technology Officer:**
 - Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.
- ❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP**
 - **Karen Rudd: Caption First, looking for people \$20-\$25/hr**
 - National Captioning Canada
- ❖ **Cheryl Hoover, Student Development Specialist:**
 - Nothing.
- ❖ **Kathy Lazart, Director of Student Services:**
 - COBL update sent to instructors.
- ❖ **Lisa Morton, Director of Financial Aid:**
 - Angie Shaw
 - Frank Sarli
 - CASE- Rob Leifer, Joan Yeatts
 - Working on dictionary Jumpstart as guest speaker.
 - Susan Kempf- ev360 User.
- ❖ **Margie Wakeman Wells, Online Education Consultant:**
 - Nothing.
- ❖ **Alice Leonard, Financial Aid Assistant:**
 - Nothing.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Training Camp Dates; Lisa, Janet and Stephanie will be working on the course site.
 - Midterms tomorrow
 - Weekend Speedbuilding
- ❖ **Kay Moody, Director of Education:**
 - Absent.
- ❖ **Jay Vettickal, Executive Director:**
 - Lynette will be in tomorrow, official start next week.
 - Accreditation
 - IPeds
- ❖ **Jeff Moody, President:**
 - Nothing.

Submitted: Nicky Rodriquez

Administrative Meeting

April 9, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, Lynette Eggers, and Alice Leonard. Online: Cheryl Hoover and Margie Wakeman Wells.

- ❖ **Nicky Rodriguez, Director of Admissions:**
 - Google Ad Words; need to be discussed.
 - 5 new online theory students, 6 transfer students, 1 returning, 22 ev360, and 8 SDA203.
 - Need a date for the onsite open house. Will post an ad in the Post and use purchased direct mail list to send out invites.
- ❖ **Marketing and Technology Officer:**
 - Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.
- ❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP
 - **Working graduates reviewed.**
 - **Karen Rudd will be working with our graduates for starting out.**
- ❖ **Cheryl Hoover, Student Development Specialist:**
 - Nothing.
- ❖ **Kathy Lazart, Director of Student Services:**
 - Nothing.
- ❖ **Lisa Morton, Director of Financial Aid:**
 - Working on friends and family guest speaker.
 - Lisa and Alice will be going to a FA workshop in Chicago.
- ❖ **Margie Wakeman Wells, Online Education Consultant:**
 - Nothing.
- ❖ **Alice Leonard, Financial Aid Assistant:**
 - Nothing.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Working on friends and family guest speaker.
- ❖ **Kay Moody, Director of Education:**
 - Absent.
- ❖ **Lynette Eggers, Executive Director of ev360 Educational Solutions**
 - Welcome! This is Lynette's first unofficial, official day.
- ❖ **Jay Vettickal, Executive Director:**
 - L
- ❖ **Jeff Moody, President:**
 - Nothing.

Submitted: Nicky Rodriguez

Administrative Meeting

April 23, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, Jeff Moody, and Alice Leonard. Online: Cheryl Hoover.

- ❖ **Nicky Rodriguez, Director of Admissions:**
 - Google Ad Words; need to be discussed.
 - 7 new online theory students, 7 transfer students, 3 returning, 22 ev360, and 8 SDA203.
 - May 12 for the onsite open house. An ad will run in the Post on April 27 and a postcard will go out to our mailing list.
- ❖ **Marketing and Technology Officer:**
 - Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.
- ❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP**
 - **Working graduates reviewed.**
 - **Karen Rudd will be working with our graduates for starting out.**
- ❖ **Cheryl Hoover, Student Development Specialist:**
 - Registration is under way.
- ❖ **Kathy Lazart, Director of Student Services:**
 - Angela Macias leave of absence was discussed. The 60 days suspends her status as to whether she is enrolled or withdrawn. Her access will end on May 7. Kathy will let Jen know to suspend her access on that date.
 - Registration is under way!
- ❖ **Lisa Morton, Director of Financial Aid:**
 - Suggested a late fee for people who pay by the 15th of every month.
 - Attended a workshop in Indianapolis:
 - DOE is wanting people to graduate sooner.
 - USA funds information. Statistics show the odds of you graduating will increase if you go to school full time and GPAs were higher as well. Suggested that we put a quote on the registration letters sent to the students at the beginning of every semester.
 - Postcard going out in June. Pick a featured book for the semester and have a Wednesday night class to discuss it.
- ❖ **Margie Wakeman Wells, Online Education Consultant:**
 - Nothing.
- ❖ **Alice Leonard, Financial Aid Assistant:**

- Waiting on FAME to get the software updated.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Nothing.
- ❖ **Kay Moody, Director of Education:**
 - Absent.
- ❖ **Lynette Eggers, Executive Director of ev360 Educational Solutions**
 - Absent.
- ❖ **Jay Vettickal, Executive Director:**
 - CEP**
 - **Discussed recommendation of having students submit assignments more frequently throughout the week. Bring to the table at Operation Outreach in early June.**
 - **Discussed the proposal of only having students take SEs as qualifiers to sit with their mentor.**
 - **Why is the skill difficult and how can it be made easier to learn? It was discussed that it is not possible with this skill. It is all about motivation.**
- ❖ **Jeff Moody, President:**
 - Nothing.

Submitted: Nicky Rodriguez

Administrative Meeting

May 7, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, and Kay Moody. Online: Margie Wakeman Wells.

❖ **Nicky Rodriguez, Director of Admissions:**

- Open house on Monday.
- Lake Central high school competition for Tuesday.
- Possible new ads in Post and Hobart Football Digest.
- Convention and JCR
- Bryan students with FA issues taking SDA203 for the summer.
- Working on transfer students taking their admissions tests and call blasting current leads for the upcoming registration deadline.
- 8 new online theory students, 9 transfer students, 3 returning, 29 ev360, and 16 are SDA201 or SDA203. 3 ev360 pending users.

❖ **Marketing and Technology Officer:**

- Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.

❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**

- Kay suggested that we talk to Melissa Milligan about the voice program for the job openings in FL.
- Working on the state authorizations.

CEP

- **Career Services update: Triple A captioning, HSN, and other lists of captioning companies, and other court reporting job openings throughout the country. All are posted in the job drawer last week.**

❖ **Cheryl Hoover, Student Development Specialist:**

- Absent

❖ **Kathy Lazart, Director of Student Services:**

- Spoke to the Pearson representative about test anxiety books and has the link.
- Estimates 40% of students are registered for next semester.

❖ **Lisa Morton, Director of Financial Aid:**

- Nothing.

❖ **Margie Wakeman Wells, Online Education Consultant:**

- Absent.

❖ **Alice Leonard, Financial Aid Assistant:**

- Absent.

❖ **Janet Noel, Faculty Development Coordinator:**

- Suggestions added to CR280 from last week.
- Teachers Appreciation luncheon yesterday.
- Finals coming up.
- Faculty meeting next Thursday.
- Suggestions for inservice in September.
- ❖ **Kay Moody, Director of Education:**
 - Nothing.
- ❖ **Lynette Eggers, Executive Director of ev360 Educational Solutions**
 - Absent.
- ❖ **Jay Vettickal, Executive Director:**
 - Nothing.
- ❖ **Jeff Moody, President:**
 - Absent.

Submitted: Nicky Rodriquez

FACULTY MEETING MINUTES

May 15, 2014

PRESENT: Sign-in sheet attached. Meeting presided over by Janet Noel.

- Staff signed in
- Agenda and Calendar of Events were file transferred prior to the start of the meeting.
- Shout-outs were made
- Instructors were asked to send nominations for student of the month and a brief description of why the student was nominated to jen.lewis@ccr.edu.
- Announcements were made:
 - May 19-23 - Finals
 - The grading/punctuation teams will be providing initial feedback.
 - Instructors will be providing final feedback.
 - Mindi asked instructors to check the final feedback queue daily and push all evaluations through as quickly as possible.
 - May 21 - Guest Speaker I-Auditorium
 - May 26 - Memorial Day - no classes
 - May 27 - Last day for daily dictation classes
 - May 28 - SAPs close at midnight
 - May 30 - Coursesites and Communicate close at midnight
 - Kathy will send final grade due date information
 - May 31-June 8 - Semester break
 - June 9 - Classes resume
 - Syllabus revisions should be sent to Janet as soon as possible.
- **CEP - All syllabi have been updated with the following language: In order to protect student privacy, the College of Court Reporting will authenticate that the student who registered for this course is the student completing all of the requirements and earning the credits for this course.**
- All those present took a personality color quiz:
<http://www.quizmeme.com/color/quiz.php> and then participated in a team-building activity on the colors of CCR.

Administrative Meeting
May 28, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, Alice Leonard and Jeff Moody. Online: Cheryl Hoover and Margie Wakeman Wells.

- ❖ **Nicky Rodriguez, Director of Admissions:**
 - 23 New, 1 new voice, 8-9 transfer online, and 7 returning.
 - **Website Total Visits:** 2,657 (down from 2,864 last week) (29.1% New Visitors)
 - **Website Total Unique Visitors:** 1,200 (down from 1,328)
 - Pageviews: 8,599, average pages visited for each visit: 3.24
 - **Locations:** top locations are NY, Hobart, LA, Valpo, Willowbrook
 - Open House and extra mailer brought in no leads from Indiana.
 - Discussed lack of prospective students and not being supported by working reporters.
 - Proposal to lower tuition for in-state online, onsite, and out-of-state online tuition.
- ❖ **Marketing and Technology Officer:**
 - Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.
- ❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP**
 - Career Services update.
- ❖ **Cheryl Hoover, Student Development Specialist:**
 - 16 students outstanding and still need to register.
- ❖ **Kathy Lazart, Director of Student Services:**
 - Working with five students who still need to be paid for the semester.
- ❖ **Lisa Morton, Director of Financial Aid:**
 - Discussion on transfer students moving from training camp to SH level.
- ❖ **Margie Wakeman Wells, Online Education Consultant:**
 - Absent.
- ❖ **Alice Leonard, Financial Aid Assistant:**
 - Financial aid is underway.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Nothing.
- ❖ **Kay Moody, Director of Education:**
 - Absent.
- ❖ **Lynette Eggers, Executive Director of ev360 Educational Solutions**

- Absent.
- ❖ **Jay Vettickal, Executive Director:**
 - Nothing.
- ❖ **Jeff Moody, President:**
 - Discussion of working with Prince in their teach out of their court reporting program.

Submitted: Nicky Rodriguez

Administrative Meeting

June 11, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, Lynette Eggers, Kay Moody, and Jeff Moody. Online: Alice Leonard, Cheryl Hoover and Margie Wakeman Wells.

❖ **Nicky Rodriguez, Director of Admissions:**

- 26 New, 1 new voice, 9 transfer online, and 5 returning which included those on incompletes. Sara Baldwin, Lydia Beaudoin, Ashley Swift, and Jillian Rochford are potential no starts.
- **Website Total Visits:** 1,746 (down from 1,939 last week) (38.4% New Visitors) **Website Total Unique Visitors:** 1,002 (down from 1,037) Pageviews: 6,099, average pages visited for each visit: 3.49 **Locations:** top locations are Hobart, LA, NY, Chicago, Chesterton and Valpo

❖ **Marketing and Technology Officer:**

- Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.

❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**

CEP

- **Survey for graduates project will be worked on for the next few weeks.**
- **Career services has 15 steno and 14 voice this year. Out of the 29, 9 are not working. 6 from this semester and 3 are from previous semester.**

❖ **Cheryl Hoover, Student Development Specialist:**

- 201 in the degree and diploma program; 15 or 16 in the Voice program.

❖ **Kathy Lazart, Director of Student Services:**

- Working on the voice captioning graduates and getting their files closed.
- 1 speedbuilding probation and 9 GPA probation for the summer semester.

❖ **Lisa Morton, Director of Financial Aid:**

- SDA203 students discussed and whether they are attending a LIVE session once a week or once a month.
- Schedule a meeting next Wednesday to discuss the enrollments.

❖ **Margie Wakeman Wells, Online Education Consultant:**

- Attended the Florida Court Reporters Association convention and gave CCR a plug.

❖ **Alice Leonard, Financial Aid Assistant:**

- Financial aid is underway.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Instructors are working on the students who have not logged in for classes.
 - Semester evaluations were discussed.
- ❖ **Kay Moody, Director of Education:**
 - Nothing.
- ❖ **Lynette Eggers, Executive Director of ev360 Educational Solutions**
 - The logo is finished and will be ready soon.
 - Working with a school, Pat Zeigler with St. Louis Community College and she might come here for her demo.
 - Velocity goals, a company that Lynette works with will be partnering with ev360 educational solutions to lay out the LOOCs for future.
- ❖ **Jay Vettickal, Executive Director:**
 - ACICS will be here in Spring (April) 2015.
 - Working on the self evaluation application for DETC to be accredited for just online.
- ❖ **Jeff Moody, President:**
 - Working on ev360 ultimate and will be doing some beta testing with people we recommend.
 - Jay and Jeff will be going to NCRA on June 23 for a private meeting that he requested.
 - No update on the Prince Institute students.
 - No update on the building.

Submitted: Nicky Rodriguez

FACULTY MEETING MINUTES

June 19, 2014

PRESENT: Sign in sheet attached. Meeting presided over by Janet Noel.

- Staff signed in
- Shout-outs were made
- Students of the Month - Instructors were asked to send nominations for student of the month and a brief description of why the student was nominated to jen.lewis@ccr.edu.
- Announcements were made:
 - July 4 - CCR closed/no classes.
 - July 17 - next faculty meeting
 - July 21 and 24, day and evening - midterms
 - July 26-August 3 - summer break
- **CEP**
 - **SAP submissions will be checked three times per semester. Students are required to attach backed up CAT files with their SAP submission. Word files and PDFs are not permitted. Students should leave no black spaces in their CAT file naming convention.**
- Marco Rodriquez gave a presentation on creating a Twitter account/tweeting; Julie Balog gave a presentation on creating a Pinterest account/pinning. Thanks Marco and Julie! Please view the recorded faculty meeting for the complete presentation.

“The strength of the team is each individual member. The strength of each member is the team.”

~ Phil Jackson~



Administrative Meeting

June 25, 2014

Present: Onsite: Jay Vettickal, Nicky Rodriguez, Lisa Morton, Kathy Lazart, Janet Noel, Natalie Kijurna, Lynette Eggers, Alice Leonard, and Kay Moody. Online: Jeff Moody and Cheryl Hoover.

- ❖ **Nicky Rodriguez, Director of Admissions:**
 - 6 New, 2 transfer online, and 2 onsite students.
 - Suggested that we invite transfer students to the SH130-240 transfer class as a guest
- ❖ **Marketing and Technology Officer:**
 - Position still open. This person should be able to conduct technical support, blackboard course enrollments, social media statistics, high school college fairs, and Moodle course updates.
- ❖ **Natalie Kijurna, Graduate and Employer Relations Coordinator:**
 - CEP**
 - **Working on getting quotes from employers.**
 - **Local people are needed for filling positions in the area.**
 - Book club was suggested that we read "The Other Typist."
- ❖ **Cheryl Hoover, Student Development Specialist:**
 - Speed probation students were discussed.
- ❖ **Kathy Lazart, Director of Student Services:**
 - Lydia Beaudoin about machine, software, and books charge is still on her account. Sending certified letter and go to collections after 30 days.
 - Staci Mayfield was accidentally charged for a machine rental and we need to return \$600 to her.
 - Working on her letters to withdraw, graduates, and completers.
- ❖ **Lisa Morton, Director of Financial Aid:**
 - Absent.
- ❖ **Margie Wakeman Wells, Online Education Consultant:**
 - Absent.
- ❖ **Alice Leonard, Financial Aid Assistant:**
 - 26 files left for financial aid.
- ❖ **Janet Noel, Faculty Development Coordinator:**
 - Alerts system was discussed.
 - Taking recommendations for guest speaker before midterms to get students motivated.
 - Julie Balog will be conducting 20% quality control the testing que each semester.
- ❖ **Kay Moody, Director of Education:**
 - Working on a operation outreach meeting with Janet.

- ❖ **Lynette Eggers, Executive Director of ev360 Educational Solutions**
 - Working on the TAIS and has about 108 more student calls to make.
- ❖ **Jay Vettickal, Executive Director:**
 - ACICS will be here in Spring (April) 2015.
 - Working on the self evaluation application for DETC to be accredited for just online.
CEP
 - **Working on ACICS application to offer voice writing for court reporting. We will only be able to accept students who live in states that accept voice in the court system.**
- ❖ **Jeff Moody, President:**
 - Nothing.

Submitted: Nicky Rodriguez