



***Bachelor of Applied Science in
Realtime Reporting:
Court Reporting and Captioning***

Green River College

Revised: April 25, 2018

COVER SHEET

NEW DEGREE PROGRAM PROPOSAL

Program Information

Degree: Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning CIP Code: 22.0303

Institution Name: Green River College

Name(s) of the existing technical associate degree(s) that will serve as the foundation for this program:

Degree: AAA – Court Reporting CIP Code: 22.0303 Year Began: 1973

Degree: AAA - Captioning CIP Code: 22.0303 Year Began: 2002

Planned Implementation Date (i.e. Fall 2014): Fall 2018

Contact Information (Academic Department Representative)

Name: Rebecca Williamson

Title: Vice President of Instruction

Address: 12401 SE 320th Street Auburn, WA 98092-3622

Phone: 253-833-9111 ext. 3321

Fax: 253-288-3448

Email: rwilliamson@greenriver.edu

Chief Academic Officer Date

Table of Contents:

Criteria 1: Curriculum Demonstrates Baccalaureate-Level Rigor.....	5
Criteria 2: Qualified Faculty	13
Criteria 3: Admissions Process Consistent With an Open-Door Institution.....	16
Criteria 4: Appropriate Student Services Plan	18
Criteria 5: Commitment to Build and Sustain a High-Quality Program.....	21
Criteria 6: Program Specific Accreditation.....	24
Criteria 7: Pathway Options Beyond Baccalaureate Degree	24
Criteria 8: External Expert Evaluation of Program.....	25
Appendix A: Upper-Division Course Descriptions	29
Appendix B: External Evaluation 1	33
Appendix C: External Evaluation 2	35

Introduction

The goal of Green River College's Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning is to provide place-bound students, older students, students of color, and low-wage earners within the region and nationwide, an affordable educational pathway to earn a bachelor's degree in a high-tech industry that supports flexibility, job security, and professional-level wages. The degree addresses a significant gap between supply and demand within the realtime reporting industry due to anticipated retirements, current program graduation rates, and emerging employment trends.

The proposed Bachelor of Applied Science in Realtime Reporting addresses student and employer demand for a more comprehensive degree. In the last 25 years, the reporting industry has changed significantly, transforming traditional job duties and creating entirely new markets for realtime writing skills, particularly in the captioning arena. These changes in industry have significantly altered the course of educating students to prepare them appropriately for today's realtime reporting career fields. In response to industry needs, the current degree program has evolved to include a comprehensive realtime steno theory, additional advanced technology requirements, and expanded course offerings to serve a broader range of work environments. As a result, the existing associate degree curriculum far exceeds the traditional number of credits and length of time required for degree completion, yet still demands additional related instruction components to meet the demands of industry rigor. This is a significant barrier for students requiring financial aid and, consequently, for program completion.

The Bachelor of Applied Science (BAS) degree in Realtime Reporting will provide the appropriate educational pathway to restructure the highest level of technical skill development with embedded industry certification preparation and enhanced rigorous academic instruction to further develop students' knowledge in an array of profession-related competencies in order to become successful independent contractors and small business owners. These competencies are particularly important given that freelance reporters doing deposition work represent 72% of the workforce.¹ The BAS degree will prepare graduates to be more competitive in industry and to earn higher-level professional wages; and provide employers with a larger, more qualified applicant pool, thus reducing the projected critical national employment gap.

The proposed degree aligns with the mission, vision, and core values of Green River College and addresses demand for a bachelor's degree that is not available at any public four-year institution in the nation. Graduates will continue to be able to receive their education and training in Washington State, and, following graduation, continue to live and work in the region with potential employment opportunities nationwide.

¹ Ducker Worldwide. (2014, March). *2013-2014 court reporting industry outlook report: Executive summary*. Retrieved from http://www.crtakenote.com/about-court-reporting/2013-14_NCRA_%20Industry_Outlook.pdf

Green River’s Bachelor of Applied Science (BAS) in Realtime Reporting further directly supports the mission, goals, and strategies outlined in the State Board for Community and Technical Colleges (SBCTC) *Mission Study*² and Washington Student Achievement Council (WSAC) *2013 Roadmap*³; and it advances the WSAC’s 2017-19 Strategic Action Plan⁴ to “ensure graduates can meet workforce demands” by “expanding investments in fields with anticipated workforce shortages.”

Green River College’s BAS in Realtime Reporting: Court Reporting and Captioning also responds to the needs and priorities of the realtime reporting industry as identified in the National Court Reporters Association (NCRA) “Vision 2018” strategic plan, by “continually developing and refining educational content to ensure it meets the needs of marketplace.”⁵

Criteria 1: Curriculum Demonstrates Baccalaureate-Level Rigor

Green River College has designed the Bachelor of Applied Science (BAS) degree in Realtime Reporting curriculum to enhance highly specialized technical skill development with baccalaureate-level academic rigor required by today’s realtime professions. The BAS will allow for depth and breadth of study in organizational leadership, ethics in the workplace, diversity/cultural competencies, communication, customer relations, fiscal management, and professional promotion and branding. The addition of these vital courses will ensure the 360-degree development of a qualified graduate.

The Bachelor of Applied Science (BAS) in Realtime Reporting program will embed national exam preparation to ensure that graduates will be prepared academically and technically to successfully pass NCRA’s Registered Professional Reporter (RPR) or Certified Realtime Captioner (CRC) examination, improving their competitiveness in industry immediately upon graduation.

The BAS in Realtime Reporting program will partner with Green River College’s highly-acclaimed Business, Marketing and Entrepreneurship and Applied Management programs, as well as with industry professionals to maximize work preparedness for its graduates. The program will provide exceptional experiential learning opportunities through mentoring, job shadowing and internships to bridge the gap between classroom instruction and real-world reporting. These practical, hands-on experiences will significantly enhance student learning, require demonstration of professionalism in all aspects of their education, and prepare students for the rigors of industry.

² State Board for Community and Technical Colleges. (2010). *Mission study*. Retrieved from <http://www.sbctc.edu/resources/documents/about/agency/initiatives-projects/sbctc-mission-study.pdf>

³ Washington Student Achievement Council. (2013). *2013 roadmap: A plan to increase educational attainment in Washington*. Retrieved from <http://www.wsac.wa.gov/sites/default/files/2013RoadmapWeb.pdf>

⁴ Washington Student Achievement Council. (2016). *2017-19 strategic action plan*. Retrieved from <http://www.wsac.wa.gov/sites/default/files/2016.12.01.SAP.pdf>

⁵ NCRA Board of Directors. (2018, August). *The NCRA strategic plan: Vision 2018*. Retrieved from <http://www.ncra.org>

Program Learning Outcomes

The BAS degree in Realtime Reporting is designed to prepare students for employment in two distinctly unique career pathways utilizing realtime, steno-based skills: the traditional judicial court reporting setting as either an official or freelance court reporter; or as a Communication Access Realtime Translation (CART) captioner or broadcast captioner. These career opportunities exist throughout Washington State and nationally.

The addition of related instruction requirements in subjects such as ethics, leadership, and diversity will further enhance the students' development. Graduates will be prepared to enter today's world of realtime court reporting and captioning with a working knowledge of a vast number of subjects. Further, they will have the ability to think critically to analyze and implement best business practices through appropriate problem-solving and decision-making, to assess performance to make improvements or take corrective action, to demonstrate ethics and cultural diversity in the workplace, to analyze market trends to develop effective marketing strategies, and to master industry-related technology.

The Bachelor of Applied Science (BAS) in Realtime Reporting: Court Reporting and Captioning will adhere to all educational guidelines, requirements, standards and learning outcomes as defined by the National Court Reporters Association's Council on Approved Student Education.⁶

In addition to NCRA learning outcomes specified in its General Requirements and Minimum Standards, students successfully completing the BAS in Realtime Reporting will be able to:

- Analyze and differentiate the range of technologies used in the realtime reporting industry.
- Demonstrate and apply knowledge of realtime technology through the production of transcripts and/or captions
- Develop, maintain, and implement personal and job dictionaries for realtime translation
- Demonstrate professional and persuasive communication with judges, court personnel, attorneys, school administrators, state agencies, network executives, medical personnel, personal clients, and other stakeholders, both verbally and in writing
- Evaluate and apply principles of business law, ethics, and global business
- Define key diversity terms, types of discrimination, productive characteristics of diversity, and inclusion practices and policies.
- Research, examine, and apply some of the key legislative efforts and effects of addressing diversity in the workplace systematically

⁶ National Court Reporters Association Council on Approved Student Education (CASE) General Requirements and Minimum Standards (GRMS) for Approved Court Reporting Programs http://ncra.files.cms-plus.com/ContinuingEd/General%20Requirements%20and%20Minimum%20Standards_Final2016_v6.pdf

- Analyze and apply tools and strategies organizations can use to promote diversity and inclusion in the workplace.
- Demonstrate professional leadership competencies and teamwork skills necessary to resolve interpersonal and/or organizational challenges
- Apply principles of leadership and management, including creative and innovative thinking, in the realtime reporting profession
- Examine, identify, plan, and implement goal setting, networking, and career-planning strategies
- Develop and implement effective promotional and marketing strategies to sustain long-term professional career goals
- Apply professional ethics, with specific attention paid to the NCRA Code of Professional Ethics

Program Evaluation Criteria and Process

Beginning with the initial assessment of the need for a BAS in Realtime Reporting: Court Reporting and Captioning, program faculty conducted research on industry supply and demand of qualified realtime reporting professionals in both Washington State and nationally; data was analyzed concerning current student retention and completion rates, and the projected employment gap within industry. Input and feedback was collected through surveys regarding current educational requirements necessary for industry preparedness.

External evaluators with expertise in Bachelor of Applied Science design, higher education, and the uniquely specialized education required for realtime court reporting and captioning have reviewed the proposed BAS degree in Realtime Reporting to ensure rigor and quality.

Following development of the Bachelor of Applied Science (BAS) in Realtime Reporting, evaluation will remain an ongoing, multifaceted process for Green River College's Court Reporting and Captioning program. It will include both internal institutional evaluation and external national assessment review.

Green River College's Court Reporting and Captioning program undergoes national approval review by the National Court Reporters Association (NCRA). The program must complete an annual self-study and submit its report for review by NCRA for adherence to NCRA's General Requirements and Minimum Standards as established by the Council on Approved Student Education (CASE). Every five years, the program undergoes a comprehensive onsite evaluation by an approved NCRA program evaluation team. These in-depth assessments ensure that course and program learning outcomes are held to the highest standards. Green River's Court Reporting and Captioning program has successfully completed and met all GRMS standards annually. The most recent five-year onsite evaluation was successfully completed in April 2017.

Green River College's Court Reporting and Captioning Advisory Committee consists of realtime reporting professionals who represent all facets of the reporting industry, including official and freelance judicial reporters, CART captioners, and a broadcast captioner. Several members are

individual small firm owners. Advisory committee members meet twice yearly to review and provide feedback on program innovation, curriculum, and learning outcomes to ensure students receive comprehensive instruction and access to state-of-the art equipment to be successful in the variety of career pathways available. The Court Reporting and Captioning Advisory Committee will continually review the BAS degree in Realtime Reporting to ensure all knowledge and technical skill set standards are met to develop industry-ready graduates.

Court Reporting and Captioning program faculty also regularly receive feedback from industry leaders and professionals through their state association, the Washington Court Reporters Association (WCRA) to assess current educational needs related to realtime reporting both in the judicial and captioning arenas.

Green River College conducts a formal Program Assessment and Improvement (PA&I) process whereby the college systematically reviews course/program outcomes, assesses program strengths and needs, etc. The Court Reporting and Captioning program regularly participates in this thorough, college-wide evaluation. The PA&I process encompasses review of the following:

- Program Description
 - Student demographics
 - Enrollment trends
 - Annual course offerings/cancellations
 - Quarterly enrollment
 - Quarterly course completion
 - Employment and wage status
- Personnel Summary
- Program Curriculum
- Course Prerequisites
- Program Support
 - Instructional resources
 - Facilities
 - Equipment
 - Budget
 - Support services
- Learning Outcomes
 - Campus-wide learning outcomes
 - Program-level learning outcomes
- Advisory Committee/Industry Relations
- Employment Outlook
- Overall Program Assessment

In addition to annual review and evaluation by the National Court Reporters Association for program approval, recommendations of the Court Reporting and Captioning Advisory Committee, and the institution's Program Assessment and Improvement process, Green River

College will routinely collect and analyze data a feedback from students, program faculty, and the institution to evaluate the program’s effectiveness. Exhibit 1 details the various assessment tools that will be implemented.

Exhibit 1: Program Assessment Plan

Method	Element Assessed	Time Frame
Effectiveness of Curriculum		
Continuously refine curriculum and program design to keep the program current		
Program Data	<ul style="list-style-type: none"> • Student demographics • Student retention • Course completion and success • Student progression 	Annually
Instructor/Course Evaluations	Level of Satisfaction with: <ul style="list-style-type: none"> • Delivery of instruction • Classroom experience • Course content and rigor 	Every other quarter a course is offered
Faculty Feedback	<ul style="list-style-type: none"> • Observed mastery of expected learning outcomes and competencies • Student preparedness upon entering each course 	Quarterly/ Annually
Advisory Committee/National Association		
Provide ongoing support and review of program goals, curriculum and outcomes.		
Court Reporting and Captioning Advisory Committee	<ul style="list-style-type: none"> • Relevance of curriculum to employer needs • Educational pathways • Trends in field, current research, endorsements, practices and job markets 	Twice per Year
National Court Reporters Association	<ul style="list-style-type: none"> • Adherence to CASE standards • Program outcomes • Faculty Professional Development 	Annually
Graduate Follow-Up and Industry Feedback		
Assess the program’s effectiveness in preparing students for employment to refine curriculum and teaching methodologies.		
Graduate Survey	<ul style="list-style-type: none"> • Effect of program on career • Effectiveness in meeting job expectations • Effect on career placement/progression • Effect on education progression 	Annually
Employer Survey	<ul style="list-style-type: none"> • Extent graduates possess skills and knowledge required for entry into the profession • Extent graduates meet employers’ expectations • Observed increase in skills and performance 	Annually

Course Preparation Needed by Students Transferring with a Technical Associate Degree

The Bachelor of Applied Science (BAS) in Realtime Reporting provides individuals with an associate degree in court reporting or captioning the opportunity to enhance their education with rigorous baccalaureate-level academics, industry examination preparedness, and professional-

technical skill refinement. The BAS in Realtime Reporting also offers students who wish to continue their studies an educational pathway toward graduate studies.

Entry requirements are:

- Possess an AAA or AAS degree in Court Reporting or Captioning from an NCRA-approved program with a cumulative GPA of 2.5 or better
- Completion of ENGL& 101 with a grade of 2.5 or better
- Completion of Math at the 097 level or higher with a grade of 2.5 or better

General Education Components

Green River College has designed its BAS in Realtime Reporting: Court Reporting and Captioning to ensure that the general education courses required for the degree directly support and enhance the necessary learning outcomes for program students and also meet state guidelines for general education in applied baccalaureate degrees.⁷

The BAS degree in Realtime Reporting: Court Reporting and Captioning requires students to complete 15 credits of Communication Skills, 5 credits of Quantitative and Symbolic Reasoning Skills, 10 credits of Humanities, 10 credits of Social Sciences, 10 credits of Natural Sciences, and an additional 10 credits of General Education courses for a total 60 credits.

Exhibit 2 details the General Education requirements for the Bachelor of Applied Science (BAS) degree in Realtime Reporting: Court Reporting and Captioning

⁷ Washington State Board for Community and Technical Colleges, Recommendation for Minimum General Education Requirements for Applied Baccalaureate Degrees, <https://www.sbctc.edu/resources/documents/colleges-staff/programs-services/applied-baccalaureate/RecommendationforGenEdRequirementsforBASJuly2015.pdf>, July 5, 2017

Exhibit 2: General Education Requirements for BAS in Realtime Reporting: Court Reporting and Captioning

Area	Credits	Course(s)	Typical Level of Completion
Communication Skills	15	ENGL& 101 English Composition I	Associate
		ENGL& 126 Writing: Humanities or ENGL& 127 Writing: Social Science or ENGL& 128 Writing: Science, Engineering, Business or ENGL 235 Technical Writing	Associate or BAS
		CMST& 210 Interpersonal Communication or CMST& 220 Public Speaking or CMST& 230 Small Group Communication	Associate or BAS
Quantitative/ Symbolic Reasoning Skills	5	MATH& 107 Math in Society or MATH 147 Finite Math-Business & Social Science	Associate or BAS
Humanities	10	CMST 338 Diversity in the Workplace or CMST 238 Intercultural Communication	BAS
		PHIL 112 Ethics in the Workplace or PHIL 240 Introduction to Ethics or PHIL 412 Professional Ethics	Associate or BAS
Social Sciences	10	BUS& 101 Introduction to Business	Associate or BAS
		BUS& 201 Business Law or CJ&101 Intro to Criminal Justice or CJ 220 Multicultural Diversity in Criminal Justice or PSYC&100 General Psychology or SOC 205 Sociology of Disability or SOC 260 Crime and Justice or	Associate or BAS
		Five credits from the list of Social Science courses approved for the AA-DTA degree.	
Natural Sciences	10	5 credits lab science from Natural Science List A for the AA-DTA degree	Associate or BAS
		MATH 256 Statistics for Business and Soc Sci or	BAS
		Five credits from Natural Science List B for the AA- DTA degree	
Additional General Education	10	ACCT&201 Principles of Accounting I	BAS
		Five credits from the lists of Humanities/Fine Arts/English, Social Science, or Natural Science courses approved for the AA-DTA degree	Associate or BAS
Total General Education Credits:		60	

Coursework Needed at Junior and Senior Levels in the BAS Program

In addition to the 60 general education course credits detailed in the previous section, students must complete 60 credits of upper-division core requirements. An additional 60 credits may be fulfilled from an approved associate degree in Court Reporting, Captioning, or Realtime Transcription for a combined total of 180 credits to earn the BAS degree in Realtime Reporting. The core requirements are reflected in Exhibit 3.

Exhibit 3: Core Requirements

Upper-Division Core Requirements (60 credits)

CRC 311	Literary 180 wpm	4
CRC 312	Testimony 180 wpm	4
CRC 313	Jury Charge 180 wpm	4
CRC 321	Literary 200 wpm	4
CRC 322	Testimony 200 wpm	4
CRC 323	Jury Charge 200 wpm	4
CRC 412	Testimony 225 wpm	4
CRC 490	Professional Portfolio	3
MGMT 300	Organizational Leadership	5
MGMT 395	Marketing Management	5
BUS 400	Personal and Professional Branding	5

AND

Judicial Court Reporting Focus

CRC 314	CCR/RPR Prep 1/ MV	4
CRC 324	RPR Prep 1 /MV	4
CRC 414	RPR Prep 2 /MV	4
CRC 350	Reporting Intern 1	2

Captioning/CART Focus

CRC 360	Captioning Practicum 1	4
CRC 361	Captioning Practicum 2	4
CRC 450	CRC Prep/Testing 1	3
CRC 451	CRC Prep/Testing 2	3

Students entering into the BAS Realtime Reporting program will be able to complete the program in six quarters. Exhibit 4 shows a sample full-time student schedule.

Exhibit 4: Sample Student Schedule – Captioning Track

Fall – Year 1		Winter – Year 1		Spring – Year 1	
Course	Credits	Course	Credits	Course	Credits
CRC 311	4	CRC 321	4	CRC 361	4
CRC 312	4	CRC 322	4	CRC 412	4
CRC 313	4	CRC 323	4	Gen Ed	5
CRC 360	4	Gen Ed	5	Gen Ed	5
<i>Total Credits</i>	16	<i>Total Credits</i>	17	<i>Total Credits</i>	18

Fall – Year 2		Winter – Year 2		Spring – Year 2	
Course	Credits	Course	Credits	Course	Credits
CRC 450	3	CRC 451	3	CRC 490	3
MGMT 300	5	MGMT 395	5	BUS 400	5
Gen Ed	5	Gen Ed	5	Gen Ed	5
<i>Total Credits</i>	13	<i>Total Credits</i>	13	<i>Total Credits</i>	13

The Program Director will advise one-on-one with each student in the BAS in Realtime Reporting: Court Reporting and Captioning program to ensure students are able to meet their educational goals. Program faculty will work with other departments to efficiently and systematically schedule course offerings to meet the needs of their students. Core classes will be offered in hybrid or online format to meet the needs of working students as noted in survey responses received during BAS degree exploration. General education classes will be available in face-to-face, hybrid, and online formats throughout the year; students will be advised accordingly as to these options to construct quarterly schedules to meet their instructional modality needs.

Criteria 2: Qualified Faculty

Green River College projects an enrollment of 25 FTEs the first year that the BAS degree in Realtime Reporting is offered. Two full-time faculty and two adjunct faculty are currently in place.

Program faculty have collaborated with Green River’s Business, Marketing, and Entrepreneurship (BME) faculty to identify select BUS courses within BME as vital core requirements for its Bachelor of Applied Science in Realtime Reporting degree. Green River College will leverage the expertise of these full-time faculty members to provide instruction in

these specific courses to BAS Realtime Reporting students. Courses will be strategically scheduled to align with the BUS program's annual course schedule. If/when growth in the Business, Marketing, and Entrepreneurship BAS program exceeds the ability for existing Business faculty to support students in the BAS in Realtime Reporting program, an adjunct faculty member may be hired.

Green River College faculty teaching upper-division general education courses in the BAS degree in Realtime Reporting will teach these courses as part of their normal load, so initially no additional faculty will be required.

One of the full-time faculty members in the Court Reporting and Captioning program will serve as the Program Director. A Program Manager will serve in a support role to serve students. The Program Manager position for the BAS in Realtime Reporting will be shared among other existing institutional BAS programs (.33 FTE) to leverage funds and create efficiencies through coordination of similar student-centered processes.

Faculty Credentials

Professional/Technical Certification

Full-time faculty who are responsible for the core requirement technical courses for the BAS degree meet the certification requirements for professional and technical instructors and administrators pursuant to Washington Administrative Code, WAC 131-16-091(b).

Full-time Court Reporting and Captioning faculty have taught successfully in the program for over 25 years, providing industry expertise in a field that has had no prior bachelor's or master's educational options. This is fundamental to the rationale for the current BAS degree program. All program faculty members have earned national certifications within their industry which require ongoing professional development and continuing education units to maintain these credentials. Faculty are committed to continual professional development to maintain academic quality and provide a state-of-the-art educational environment for successful student learning.

In addition to their professional experience working in industry and their extensive teaching experience, both full-time Court Reporting and Captioning faculty members have served in leadership roles on advisory boards for court reporting and captioning education within the National Court Reporters Association. Ms. Rapozo served on NCRA's Council on Approved Student Education (CASE) as well as local committees. Ms. Weldele-Wallace has served as co-chair of NCRA's Court Reporting Program Advisory Committee. Both faculty members have been awarded Green River College's Distinguished Faculty Award. Ms. Rapozo was awarded NCRA's CASE Teacher of the Year award, and Ms. Weldele-Wallace received the John and Suanne Roueche Award of Excellence for teaching and leadership from the League of Innovation.

In addition, Ms. Rapozo works with Washington State’s Department of Licensing to facilitate the state licensing exam for court reporters on Green River College’s campus.

Ms. Weldele-Wallace is a governor-appointed member of the Board of Trustees for the Washington Center for Deafness and Hearing Loss for the 8th Congressional District. In preparation for and in support of offering Green River’s BAS degree in Realtime Reporting, Ms. Weldele-Wallace has earned a Bachelor of Applied Science degree in Professional Technical Education and Instructional Design and will begin pursuing her master’s in Learning and Technology this summer.

Ms. Ladderud holds a Bachelor of Science in Computer Science/Mathematics and industry credential as an NCRA-Certified Reporting Instructor.

Additional required core courses will be taught by faculty within Green River’s Business, Marketing, and Entrepreneurship and/or Applied Management degrees. These faculty members hold a minimum of a master’s degree and are experienced professionals who have worked or are currently working in the business field.

Exhibit 5 reflects Green River College faculty who will teach core courses in the BAS degree in Realtime Reporting program.

Exhibit 5: Faculty Profiles – Program Core

Faculty Name	Education Credentials	Full-time or Adjunct	Roles and Responsibilities
Sidney Weldele-Wallace	M.Ed. Learning and Technology (pursuing) NCRA Certified Program Evaluator; NCRA Certified Reporting Instructor	Full-time Court Reporting & Captioning Faculty	Program Director Curriculum Development; Instructional design and oversight Upper and/or lower division course instruction as needed
Lori Rapozo	Registered Professional Reporter (RPR); Registered Merit Reporter/WKT (RMR-WKT); Certified Court Reporter; NCRA Certified Reporting Instructor	Full-time Court Reporting & Captioning Faculty	Lower and/or upper division course instruction as needed WCRA and NCRA Liaison Alumni
Barbara Ladderud	B.S. Computer Science/Mathematics; NCRA Certified Reporting Instructor	Adjunct Court Reporting & Captioning Faculty	Upper and/or lower division course instruction as needed
Joan Rikansrud	NCRA Certified Reporting Instructor AAA – Court Reporting	Adjunct Court Reporting & Captioning Faculty	Lower division course instruction as needed
R.J. Amador	Masters in Applied Economics	Full-time Business, Marketing, and Entrepreneurship Faculty	Upper division BUS/MGMT course instruction as needed

Tim Broxholm	MA in Industrial-Organizational Psychology	Full-time Business, Marketing, and Entrepreneurship Faculty	Upper division BUS/MGMT course instruction as needed
Jeff Perlot	MBA	Full-time Business, Marketing, and Entrepreneurship Faculty	Upper division BUS/MGMT course instruction as needed

Faculty Profiles – General Education/Upper Division Courses

Faculty Name	Education Credentials	Full-time or Adjunct	Upper-Division Course(s)
Ty Barnes	ABD	Full-time Philosophy Faculty	PHIL 412
Will Scott	ABD	Full-time Communication Studies Faculty	CMST 358

Faculty Profiles – General Education/Other

Faculty Name	Education Credentials	Full-time or Adjunct	Discipline
Michael Moreno	Ph.D.	Full-time Faculty	English
Michelle Marshman	Ph.D.	Full-time Faculty	Social Science
Kelsey Denton	M.A.	Full-time Faculty	Humanities
Donnie Hallstone	M.A.	Full-time Faculty	Math
Carsh Wiltuner	Ph.D.	Full-time Faculty	Psychology
Allison Jansen	Ph.D.	Full-time Faculty	Political Science
Frank Primiani	JD	Full-time Faculty	Business Administration
Pat Carter	MBA/CPA	Full-time Faculty	Accounting
Mary Jane Swenson	JD	Full-time Faculty	Criminal Justice
Daniel Najera	Ph.D.	Full-time Faculty	Biology
Kathryn Hoppe	Ph.D.	Full-time Faculty	Geology

Criteria 3: Admissions Process Consistent With an Open-Door Institution

Selection and Admission Process

The admission process for the Bachelor of Applied Science (BAS) degree in Realtime Reporting aligns with Green River College’s open-door policy and creates an enhanced educational pathway for students with an associate degree in Court Reporting or Captioning.

Persons who apply for admission into the BAS degree in Realtime Reporting who possess the entry requirement will be admitted into the program and gain access to an advanced education. Students will apply for fall or spring admission and be accepted on a first-come, first-serve basis. If admission capacity is reached, students will be placed on a waitlist for the next fall or spring

session. Students will receive intensive pre-entry advising on a one-on-one basis to ensure a seamless transition into the program. Exhibit 6 reflects the entry requirements for the BAS degree in Realtime Reporting: Court Reporting and Captioning.

Exhibit 6: Entry Requirements for BAS Degree in Realtime Reporting: Court Reporting and Captioning

Entry Requirements	Notes	Credits
Possess an AAA or AAS degree in Court Reporting or Captioning from an NCRA-approved program with a cumulative GPA of 2.5 or better Completion of ENGL& 101 with a grade of 2.5 or better Completion of Math at the 097 level or higher with a grade of 2.5 or better	Degree must have been earned at an NCRA – approved institution	90

Efforts to Assure Service to Our Diverse Population

Green River College plays a vital role in providing educational opportunities that meet the economic and workforce development needs of South King County. The College strives to be highly responsive to current and emerging employment needs of business and industry as well as to offer quality educational programs that prepare graduates with the relevant knowledge and skills needed within their fields.

Offering pathways to affordable bachelor’s degrees to a diverse student population helps create a widely diverse and competent workforce for South King County, and, in the case of the Realtime Reporting BAS, nationally. Because realtime reporting offers unrestricted work environments through integrated technology, graduates of the Bachelor of Applied Science (BAS) degree will have the potential to work anywhere in the nation and even abroad without ever leaving the state of Washington.

The Court Reporting and Captioning program has long been committed to serving a diverse student population. In 2012, the program received funding from the Department of Education in support of its Training for Realtime Writers grant project. One of the primary objectives of the grant was to increase the diversity of its program population and provide scholarship funding to underrepresented students. Further, the existing program serves place-bound students through its use of live streaming from its campus classrooms. Students log in live each day at class time and receive the live video/audio stream directly, allowing them to experience instruction in realtime along with their on-campus peers. This exceptionally interactive, state-of-the-art training program fully engages students well beyond traditional online courses, providing distance

learning and/or hybrid courses to students unable to commute to campus for traditional face-to-face classes.

Utilizing this technology, the BAS will provide a pathway for traditionally underserved populations into an exceptional, high-tech career that supports flexibility, job security, and professional-level wages. The integrated technology will particularly serve returning “capstone” students who may have limited scheduling and commuting capacity due to professional obligations.

Green River Court Reporting and Captioning faculty will continue their ongoing efforts to recruit prospective students in collaboration with the college’s Office of Diversity, Equity, and Inclusion as well as its Outreach office to market to diverse populations. The program will continue its partnership with the Washington Court Reporters Association in recruitment efforts throughout the state. Finally, Green River will develop a national marketing plan to market the Bachelor of Applied Science (BAS) in Realtime Reporting program through its national association, NCRA.

Criteria 4: Appropriate Student Services Plan

Student Services Plan

Green River College places the highest priority on the needs and success of all of its students. The College is committed to providing students with open access to comprehensive programs and services in a nurturing environment, empowering students to take initiative and responsibility for their educational and professional development. More specifically, students in the BAS in Realtime Reporting program will be supported at the program level through concierge student support from a Program Manager. The Program Manager can provide support for admissions, scheduling, advising, and other student navigation services.

Program faculty will participate in the Progress and Alert for Student Success (PASS) system. The system is designed for faculty to alert students and the Program Director to potential success inhibitors at any point in the quarter. The PASS system is useful specifically in scenarios where faculty provide feedback early in the quarter, enabling faculty, advisors, and the Program Director to become aware of potential issues that would derail a student’s success, address those situations, and create an academic plan to ensure the student is able to succeed. Further, the PASS system allows faculty to provide positive reports, ongoing feedback, and completed progress.

During a student’s final year, the Program Manager, with oversight and advising from the Program Director, will work with students to develop a post-graduation career plan that includes: a targeted job searching strategy, a networking plan, a high-quality resume, and a portfolio of applicable projects. The goal of this service is to ensure students are prepared to enter the job market and attain employment.

This intensive program-level support helps minimize additional impacts on Green River's student service departments that would normally be caused by the addition of a new degree program.

At the institutional level, students in the BAS program will have year-around access to the high-quality student services that all Green River College students receive. It is anticipated that the following services will be those most frequently used by students in the BAS degree program.

Bookstore: The Paper Tree bookstore offers students one-stop convenience for textbook and general school supplies needs. Students may purchase textbooks online as well as on campus.

Career and Advising Center: The Career and Advising Center offers comprehensive career and education planning resources for current and prospective students. The BAS Program Director will provide most of the advising and educational planning services for BAS students with support from the BAS Program Manager. The BAS Program Manager will work closely with Realtime Reporting BAS students to help them pursue work in their chosen field as they near graduation.

Counseling Services: Counseling seeks to promote physical and psychological health of Green River College students and the campus community to support student success. Counseling provides short-term mental health counseling and self-care/wellness education to Green River College students. Workshops and consultation services are offered for staff, faculty, and student organizations. Services are free and confidential.

Disability Support Services (DSS): DSS assists students with physical, learning, sensory, cognitive and/or psychological disabilities by identifying and coordinating reasonable accommodations for equal access to academic programs and activities.

Office of Diversity, Equity and Inclusion: The Office of Diversity, Equity and Inclusion works to promote intellectual discourse, leadership and social justice among students, staff, faculty and our surrounding communities. Some of the services provided are bilingual services to multiple groups, including translation, peer navigation of the campus, peer mentoring, and co-curricular opportunities to learn and engage with other students, faculty and staff.

Enrollment Services: Enrollment Services provides a variety of support to prospective students, current students, and the campus. It interprets and applies Green River College's policy and procedures for admissions, registration, records and graduation. The BAS Program Manager will be the first point-of-contact for enrollment-related services for students enrolled in the BAS in Realtime Reporting degree program.

Financial Aid: Please see the Financial Aid Services section on the next page.

Library and Open Computer Labs: The Holman Library serves the students, faculty, and staff of Green River College by providing the resources and services necessary to ensure access to information and development of information literacy skills. The library houses approximately 59,000 items. It has a collection of more than 35,000 eBooks. The library provides online access

to approximately 15,000 periodicals through subscription databases. The library also subscribes to 200 periodicals in print format. Students have access to more than 150 networked computers in the Information Commons open computer lab of the Holman Library. Students also have access to more than 100 networked computer workstations in an open computer lab in the college's Technology Center.

Green River College has committed to hire an additional full-time library faculty member to begin in the 2018-2019 academic year. Court Reporting and Captioning faculty have collaborated with library personnel to identify additional resources and subscriptions specific to court reporting and captioning industries that will directly serve and support the educational needs of BAS Realtime Reporting students. Purchase cost for these resources have been included in the BAS proposed budget.

Online Services: Online services enable students to apply for admission, plan their schedules, register and pay for classes, run a Degree Audit to view graduation requirements and courses needed to complete the program, and view their unofficial transcript. Students can also access their student e-mail account, eLearning content and resources, and library services.

Recreation and Athletics Center (RAC): Green River strives to provide safe and healthy outlets from the intellectual and emotional demands of college life. Daily stressors can be sweated away by lifting weights in the weight room, using cardio machines or joining a group fitness class in the RAC or joining in on a full schedule of intramural sports.

Student Life: Student Life provides an opportunity for students to foster personal and professional relationships, to enrich cultural experiences, to cultivate community connections and cultivate a healthy school-life balance. Students can engage in involvement through a wide variety of experiences by participating in events, activities and clubs/organizations such as (but not limited to): volunteering, attending lectures that will challenge current perspectives and ideas in a safe and educational setting, and participate in leadership opportunities. Students can also join one of many social or academic clubs/organizations or join the Associated Students of Green River College (ASGRC) Student Government.

Tutoring and Resource Center: Students have access to free tutoring services, including the Writing Center, the Public Speaking Center, and the Math Learning Center.

Students enrolled in the Bachelor of Applied Science Realtime Reporting program will benefit from established mentorship opportunities already in place with both the Washington Court Reporters Association (WCRA) and National Court Reporters Association (NCRA).

Veterans Services: The Veterans Service office assists veterans in activating and maintaining their educational benefits. Green River College actively reaches out to veterans through its Veterans Coordinating Council, which engages in marketing and outreach to veterans about resources available on campus, honors veterans with symbolic events, and seeks to help veterans with the transition from college to career or workforce.

Financial Aid Services

The Financial Aid office awards, prepares, and disburses federal, state, and institutional aid for all eligible Green River College students. To streamline the disbursement process, Green River College, working with HigherOne, provides students several disbursement options, including direct deposit or a free checking account with debit card through BankMobile. These cards allow students to choose how to receive their financial aid disbursement.

Green River College recognizes that paying for college is a challenge for most students. Financial aid is available in three forms: gift aid—grants and scholarships; employment—jobs on or off campus; and loans—low interest with deferred repayment. In 2015-2016, the Green River College Foundation offered 296 scholarships worth approximately \$512,000.

Each year Court Reporting and Captioning program students have the opportunity to apply for four program-specific scholarships through the Foundation Office in addition to the general, need-based, merit based, and transfer scholarships available. Two of the program scholarships will support students at the BAS level while the remaining two will support students enrolled in either the associate or BAS program. Additional scholarships are available to students through the Washington Court Reporters Association and the National Court Reporters Association.

The G.I. Bill, veteran's assistance and other military education benefits can all be applied to the cost of attending Green River College.

Green River College offers students a tuition payment plan, called STEP, which enables students to pay their tuition and fees in three manageable payments. STEP is also an option for students who are waiting for their Financial Aid file to be reviewed.

Academic Advising Services

New and continuing BAS program students will receive comprehensive one-on-one academic advising assistance from the Program Director. Advising for the Bachelor of Applied Science (BAS) in Realtime Reporting mirrors the program's existing student-focused advising practices on the associate level to enhance the educational development of Court Reporting and Captioning students.

Green River College's Career and Advising Center provides campus-wide support to students, and direct them through the educational planning process. The Career and Advising Center provides backup advising support if program faculty are not immediately available.

Criteria 5: Commitment to Build and Sustain a High-Quality Program

Financial Plan

Green River College proposes the following comprehensive financial plan for its BAS degree in Realtime Reporting.

Funds Used to Support the Program

The BAS degree in Realtime Reporting: Court Reporting and Captioning will be funded as a State FTE program. The degree program is projected to start Fall 2018 with 15 students. An additional 10 students are projected to begin Spring 2018, with continuation of ongoing Fall/Spring new start admissions. Full enrollment of 55 FTEs in the BAS in Realtime Reporting program is projected by the fourth year as illustrated in Exhibit 7.

Green River College will heavily promote the BAS program through both the Washington Court Reporters Association (WCRA) and a national campaign through National Court Reporters Association (NCRA). Both website and national publications will be utilized. Social media and print promotion will also be used. Additionally, program faculty will coordinate with Green River's Outreach team as well as continue its existing recruitment efforts to showcase the BAS degree opportunity. As noted below in Exhibit 9, a budget of \$15,000 has been allocated in Year 1 and an additional \$10,000 in year two to support these efforts.

Exhibit 7: Projected Enrollments

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Cohort 1	15	25	30	30	30
Cohort 2	10	15	20	25	25
Total FTEs	25	40	50	55	55

Anticipated tuition revenue reflected below in Exhibit 8 is based on projected enrollment numbers detailed above. The tuition to be charged to students is set forth in the Washington State Community College FY2017-18 Tuition Schedule for Upper Division Courses in Applied Baccalaureate Degree Programs.⁸ The program will run four quarters per year.

Exhibit 8: Projected Program Revenue

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Tuition Revenue	\$118,800	\$190,080	\$237,600	\$261,360	\$261,360

⁸ Washington State Board for Community and Technical Colleges, [Current Tuition](https://www.sbctc.edu/colleges-staff/programs-services/tuition-fees/current-tuition.aspx), <https://www.sbctc.edu/colleges-staff/programs-services/tuition-fees/current-tuition.aspx> July 2017.

Projected Program Expenses

Exhibit 9 reflects Green River College’s anticipated program expenses for the first five years of the BAS degree in Realtime Reporting: Court Reporting and Captioning. Green River will maximize its use of current staff, faculty, and courses from existing institutional BAS programs whenever possible to minimize start-up costs.

Exhibit 9: Projected Program Expenses

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
FT CRC Faculty Salaries (1.00 FTE)	66,478	67,808	69,164	70,547	71,958
Adjunct Faculty Salaries (0.66 FTE)	0	25,004	25,504	26,014	26,534
Program Manager (0.33 FTE)	24,274	24,759	25,254	25,759	26,274
Program Director Stipend	14,000	14,280	14,566	14,857	15,154
Curriculum Development Stipends	5,000	1,000	1,000	1,000	1,000
Benefits	34,502	42,078	42,916	43,772	44,644
Goods and Services	2,000	2,000	2,000	2,000	2,000
Library	2,000	2,000	2,000	2,000	2,000
Prof Development/Conferences	5,000	5,000	5,000	5,000	5,000
Program Promotion	15,000	10,000	5,000	5,000	5,000
Total Estimated Program Expenses	168,254	193,929	192,404	195,949	199,564

Note: The projected expenditures assume a 3% average salary increase in years 2-5.

Exhibit 10: Projected Net Program Excess (Deficiency)

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Total Program Revenue	118,800	190,080	237,600	261,360	261,360
Total Program Expenses	168,254	193,929	192,404	195,949	199,564
Net Program Excess (Deficiency)	(49,454)	(3,849)	45,196	65,411	61,796

Note: The program is projected to achieve financial surplus in Year 3 and thereafter.

Facilities, Equipment, and Technology

Green River College’s Court Reporting and Captioning program has been nationally recognized for its outstanding educational program, receiving four federal grants totaling over \$1.3 million since 2001, including appropriations from Senators Marie Cantwell and Patty Murray. Some of

these grant funds have resulted in attainment of a state-of-the-art training facility during exceptionally restrictive budgetary times.

The program has invested heavily in technology to provide students access to the industry's latest steno machines, computer software, and captioning equipment. As mentioned previously, Green River's Court Reporting/Captioning program already offers a distinctive and vibrant online learning environment through the use of live streaming, extending Green River's robust Court Reporting and Captioning program far beyond the physical borders of campus. The infrastructure to support a BAS degree is already in place.

Beyond current grant funding, Green River College's Instructional Technology Committee systematizes campus-wide equipment and technology upgrades on a typical three-year cycle to maintain computer labs and technology to meet the educational needs of all students.

Green River College employs a Facilities Master Plan to support the institution's Academic Growth Plan. The Facilities Master Plan serves as the foundation to build, maintain, and improve its facilities at all campus locations to serve its campus communities in Auburn, Kent, and Enumclaw. In recent years, Green River College has constructed several new buildings on its main Auburn campus, including Salish Hall where the Court Reporting and Captioning program is housed. In 2017, the new Mel Lindbloom Student Union building was completed, which is home to many student-centered services. Phase II of an interior remodel of the existing Student Affairs building where additional student services are housed is scheduled to begin Spring 2018.

Criteria 6: Program Specific Accreditation

As noted previously, Green River College's Court Reporting and Captioning program is an NCRA-approved program. The program undergoes an annual self-study and submits its report for review by NCRA. In addition to annual review, the program undergoes a comprehensive onsite evaluation every five years by an approved NCRA program evaluation team. The program will continue its annual reviews and five-year onsite evaluations to maintain NCRA approval.

In addition, the Northwest Commission on Colleges and Universities (NWCCU) reaffirmed the College's regional accreditation on July 15, 2013 as a result of its comprehensive *Year Seven Mission Fulfillment and Sustainability Self-Evaluation*. Upon approval of the by the State Board, the College will submit a minor substantive change application and proposal to the NWCCU to offer the Bachelor of Applied Science (BAS) degree in Realtime Reporting: Court Reporting and Captioning.

Criteria 7: Pathway Options Beyond Baccalaureate Degree

Articulation to Graduate Degree Programs

Western Governors University (WGU) formalized an articulation agreement with the SBCTC in April 2017 to accept all Washington State BAS degrees, providing further educational pathways

for students who successfully complete the Bachelor of Applied Science (BAS) Realtime Reporting degree. The Program Director will work to identify and develop other potential pathways for place-bound BAS graduates to continue their education into a graduate degree program.

Criteria 8: External Expert Evaluation of Program

Evaluation 1: Mary Beans, Ed.D. (Appendix B)

Evaluator biography:

Dr. Mary Beans is the lead faculty for the Professional Technical Education and Instructional Design BAS program at South Seattle College. She came to Washington State to launch the program in 2013. As lead faculty, she designed and taught all 17 core classes. Core classes in this program include course development and design, methods of instruction, educational technology, and adult learning.

Dr. Beans is a member of the Washington State PLA workgroup, and has chaired the Curriculum and Instruction Committee. Yearly, she presents at the Community College Baccalaureate Association (CCBA) and the League of Innovations National Conferences on BAS topics.

Before moving to Washington State, Dr. Beans taught education classes for Master's Programs at Philadelphia University, Gratz College, and The College of New Jersey.

Institution's response and modifications:

Dr. Beans affirms Green River College's concept and overview of the BAS degree in Realtime Reporting: Court Reporting and Captioning. She feels the curriculum and learning outcomes demonstrate baccalaureate rigor and will provide opportunities for student mastery.

Dr. Beans acknowledged the academic relevance of the BAS degree in Realtime Reporting curriculum as well as the depth and breadth of degree requirements to prepare students for industry as well as offer pathways for advanced degrees.

Dr. Beans states the background, experience, and expertise of faculty make them well qualified to teach in the BAS program. She acknowledges that the program has received Advisory Committee support. Finally, Dr. Beans also believes that Green River College demonstrates adequate resources to sustain and advance the program, support student and library services, and facilities.

As an educator with expertise in course development and design, methods of instruction, educational technology, adult learning, and BAS degree design experience, Dr. Beans' is extraordinarily qualified to evaluate Green River College's BAS in Realtime Reporting: Court Reporting and Captioning program. Dr. Beans' overall assessment is exceptionally positive. *"I am very impressed with the program as described. I believe that it is rigorous, relevant, and will meet the needs for trained court reporters and captioners. Students will increase their earning potential and be prepared to enter Master's programs."*

Dr. Beans did not recommend any modifications to the proposed Bachelor of Applied Science (BAS) degree in Realtime Reporting: Court Reporting and Captioning.

Evaluation 2: Lynette Eggers, MBA (Appendix C)

Evaluator biography:

Ms. Eggers currently serves as a consultant for two court reporting programs as a distance education specialist. In 2015, she was hired by the Rwanda Supreme Court, in Africa, and taught court reporting to 16 court registrars over four months. English was their second language. Since 2004, she has traveled extensively throughout the United States and Canada, as well as Australia, England, and Jamaica as a guest speaker and trainer all in an effort to assist schools and promote the field of court reporting.

Ms. Eggers was also the instructor for NCRA's Total Immersion Pilot Program, a demonstration project hosted by the National Court Reporters Foundation for the purpose of exploring the streamlining of court reporter training. In 2010, she was selected as a committee member to the Intersteno Education Committee and in 2011 Intersteno published "The History of Court Reporting in the United States." Ms. Eggers is also a Certified Professional Coach (CPC), Speaker and Trainer.

Ms. Eggers was previously a school evaluator for NCRA, the Council on Occupational Education (COE) and the Accrediting Council for Continuing Education and Training (ACCET). In 2006, she was appointed to the Council on Occupational Education Distance Education Ad Hoc Committee. She has served on various NCRA committees including the CASE Advisory Committee, Student Activities Committee, Student Community of Interest, the Teacher's Community of Interest Committee, and CASE. She earned her Court Reporting Instructor (CRI) certification, her Certified Program Evaluator (CPE) certification and has taught both the CPE and CRI certifications. She has been a speaker and trainer for NCRA and at state association conventions.

Ms. Eggers holds a BS degree from the University of Minnesota, a MBA and a Master's in Human and Personnel Management, as well as an associate degree in court reporting from Bristol University, Tennessee. Ms. Eggers is the past President of Brown College of Court Reporting and Medical Transcription. In the late '90s she became one of the original members of the Stenograph Think Tank for court reporting online education.

Institution's response and modifications:

Ms. Eggers substantiates the critical shortage of qualified realtime reporters currently facing industry as well as the growing demand for CART and captioning services. She highlights data from Gallaudet University on the deaf and hard-of-hearing population in Washington, stating,

“Based on a 2014 report from Gallaudet University, 2.4% of Washingtonians are deaf. That equates to 105,878 18- to 64-year-olds who have hearing disabilities. This group of individuals will be well-served by support from qualified realtime reporters.”

Ms. Eggers confirms the relevancy and appropriateness of the Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning degree as a response to industry and employer demand for a more comprehensive degree that sufficiently prepares graduates to be successful in today’s increasingly demanding reporting professions.

Ms. Eggers believes the degree learning outcomes of core and related instruction courses will appropriately prepare students for industry and provide widely expanded employment opportunities. She considers the curriculum to be well suited for a baccalaureate-level program. She recommends including CJ220 Multicultural Diversity in Criminal Justice and PSYC&100 General Psychology as recommended general education requirements. Green River supports and this recommendation and has listed both courses as recommended Social Science course options.

Ms. Eggers asserts the rigorous curriculum will provide academic and professional opportunities to underrepresented students. She states, *“Graduates joining the court reporting and captioning professions vary in gender and ethnicity. The job is appropriate for many women who enjoy the flexible schedule and the ability to structure work around family; for the individual looking to help others with disabilities; to advance into employment on Capitol Hill, in the judicial system, and even internationally. The potential is only limited by the individual’s desires in the working world. This curriculum prepares them for all these fields and fully prepares those who wish to further continue their academic studies at the graduate level. The government has also made a concerted effort to encourage minority participation in court reporting, especially in urban areas where minority representation in the court may help to ease potential tension in the courtroom. This degree opens the door to professional employment and academic advancement opportunities to underrepresented populations.”*

Ms. Eggers expresses her full confidence in very competent faculty to continue to teach and lead the BAS degree program. She states the college has been very progressive in securing federal grants to support the program to date and believes the college demonstrates a healthy financial plan to maintain the program in the future. Ms. Eggers confirms the program has Advisory Committee support of the BAS degree proposal and highlighted the fact that committee membership reflects all facets of the reporting industry.

As a leader in the unique field of court reporting education, former court reporting college president, NCRA school evaluator, and current distance education specialist and consultant, Ms. Eggers is highly qualified to assess the relevancy, rigor, and appropriateness of the Bachelor of Applied Science in Realtime Reporting degree. She is exceptionally supportive of the proposed degree. Ms. Eggers states, *“Overall, the Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning degree program is appropriate and addresses the needs for this day and time in the court reporting and captioning industry. As changes occur, requirements are enhanced and opportunities increase. Green River College, having a court*

reporting and captioning program that is more robust and well-rounded on the professional core academics, can only prove to serve the industry more fully. It not only serves the college with the potential of increased enrollment and marketability, it provides graduates with exceptional employment opportunities, it increases the employer's resources and cohesion of excellence in the field, and addresses a critical shortage in industry."

Appendix A: Upper-Division Course Descriptions

CRC 311 Machine Shorthand Literary 180 wpm – 4 credits

Develops skill in writing literary dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and apply critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 180 wpm with a minimum of 96 percent accuracy in transcription. *Prerequisite: CRC 221 or instructor permission.*

CRC 312 Machine Shorthand Testimony 180 wpm – 4 credits

Develops skill in writing two-voice testimony and multi-voice dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and apply critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 180 wpm with a minimum of 95 percent accuracy in transcription. *Prerequisite: CRC 222 or instructor permission.*

CRC 313 Machine Shorthand Jury Charge 180 wpm – 4 credits

Develops skill in writing jury charge dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and apply critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 180 wpm with a minimum of 95 percent accuracy in transcription. *Prerequisite: CRC 223 or instructor permission.*

CRC 314 Certification Prep 1 – 4 credits

Prepares students for Washington State Certified Court Reporter examination and Registered Professional Reporter examination - Literary portion through mock CCR and RPR-LT examinations. Students will continue to strengthen writing skills during multi-voice dictation and apply critical thinking skills by practicing the role of a court reporter during mock depositions and mock trials. Students apply decision-making and problem-solving skills pertaining to court reporting situations. *Prerequisite: instructor permission.*

CRC 321 Machine Shorthand Literary 200 wpm – 4 credits

Develops skill in writing literary dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 200 wpm with a minimum of 95 percent accuracy in transcription. *Prerequisite: CRC 311 or instructor permission.*

CRC 322 Machine Shorthand Testimony 200 wpm – 4 credits

Develops skill in writing two-voice and multi-voice testimony dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and apply critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 200 wpm with a minimum of 95 percent accuracy in transcription. *Prerequisite: CRC 312 or instructor permission.*

CRC 323 Machine Shorthand Jury Charge 200 wpm – 4 credits

Develops skill in writing jury charge dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and apply critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 200 wpm with a minimum of 96 percent accuracy in transcription. *Prerequisite: CRC 313 or instructor permission.*

CRC 324 Certification Prep 2 – 4 credits

Further prepares students for Washington State Certified Court Reporter examination and Registered Professional Reporter examination-Jury Charge portion through mock CCR and RPR-JC examinations. Students will continue to strengthen writing skills during multi-voice dictation and apply critical thinking skills by practicing the role of a court reporter during mock depositions and mock trials. Students apply decision-making and problem-solving skills pertaining to court reporting situations. *Prerequisite CRC 314 or instructor permission.*

CRC 350 Reporting Intern 1 – 2 credits

Provides students experiential learning through real-world practice working with industry professionals in professional settings related to their field of interest. Students apply decision-making and problem-solving skills pertaining to court reporting situations. *Prerequisite: Instructor permission.*

CRC 351 Reporting Intern 2 – 2 credits

Students gain in-depth experiential learning and practical experience in a real-world professional reporting setting with an industry mentor. Students apply decision-making and problem-solving skills pertaining to court reporting situations. *Prerequisite: CRC 350 or instructor permission.*

CRC 360 Captioning Practicum 1 – 4 credits

Introduces applications and environments of captioning and CART equipment and software considerations. Industry-approved guidelines for captioning preparation, formats, and methods of presentation, text placement, presentation rate, prefixes/suffixes, finger-spelling, and special considerations are covered. Students conduct research for job preparation, construct subject-specific job dictionaries, and develop independent practice strategies to build endurance. Students will complete hands-on captioning simulation utilizing audio/video drills. Requires previous completion of 160 wpm literary. *Prerequisite: CRC 221 or instructor permission.*

CRC 361 Captioning Practicum 2 –4 credits

Students integrate knowledge of captioning standards and realtime with enhanced hands-on experience simulating the captioning environment. This course focuses on the captioning process from job assignment, research, dictionary prep, writing session, and file critique and evaluation for quality control. Focuses on current local, national, and international news, politics and government, sports, food, arts and entertainment, and other related topics.

Prerequisite: CRC 360 or instructor permission.

CRC 412 Machine Shorthand Testimony 225 wpm- 4 credits

Develops skill in writing two-voice and multi-voice testimony dictation and reading notes with practice on new and familiar material. Students will assess performance through evaluation of realtime output and apply critical thinking to formulate strategies to improve accuracy. Synthesis of subject-specific, steno-based dictionary briefs and outlines through independent research will be emphasized. Students should attain 225 wpm with a minimum of 96% accuracy in transcription. *Prerequisite: CRC 322 or instructor permission.*

CRC 414 Certification Prep 3 - 4 credits

Prepares students for Registered Professional Reporter examination - Testimony portion and Certified Realtime Reporter examination through mock RPR-QA and CRR examinations. Students conduct independent research, enhance writing skills during multi-voice dictation, and evaluate realtime performance. Students apply critical thinking skills pertaining to court reporting situations by practicing the role of a court reporter during mock depositions and mock trials. *Prerequisite: CRC 324 or instructor permission.*

CRC 450 CRC Prep/Testing 1 -3 credits

Prepares students for Certified Realtime Captioner examination. Students integrate knowledge of realtime theory, research, dictionary construction, analysis of performance, and critical thinking skills pertaining to the captioning environment related to the Realtime Writing and Language Skills domains of the Written Knowledge Test portion of the CRC exam. Students will also complete mock CRC skills portion examinations. *Prerequisite: CRC 361 or instructor permission.*

CRC 451 CRC Prep/Testing 2 -3 credits

Further prepares students for Certified Realtime Captioner examination. Students integrate knowledge of realtime theory, research, dictionary construction, analysis of performance, and critical thinking skills pertaining to the Broadcast Captioning Environment, CART Captioning Environment, and Research domains of the Written Knowledge Test portion of the CRC exam. Students will also complete mock CRC skills portion examinations.

Prerequisite: CRC 450 or Instructor permission.

CRC 490 Professional Portfolio - 3 credits

Students engage in reflective learning in consultation with faculty, focusing on personal and career growth. Students will provide evidence of growth during the program through narratives, examples of work product, and select artifacts. *Prerequisite: Instructor permission.*

MGMT 300 Organizational Leadership – 5 credits

Students learn to develop and apply leadership concepts to make an impact on groups and teams within organizations, communities, and society. Topics include team dynamics, leading people, leading by example, leading projects, creating goals, and setting expectations. *Prerequisite: Admission into the BAS in Applied Management program; and BUS& 101.*

MGMT 395 Marketing Management – 5 credits

Examines how managers develop, implement, and evaluate strategic marketing decisions to maximize long-term profitability of a firm. Topics include analysis of competitor behavior, product line management, and long-term road mapping of product and branding strategy.

Prerequisite: Admission into the BAS in Applied Management; and BUS& 101; and ENGL& 101; or instructor's permission. RECOMMEND: BUS 121.

BUS 400 Personal and Professional Branding – 5 credits

Students apply personal and professional branding strategies to develop a comprehensive personal marketing and career plan. Topics include methods of conveying a consistent personal brand, career planning, job targeting, networking, personal marketing materials, effective use of social media, and involvement in targeted professional associations. *Prerequisite: Admission into the BAS in Marketing and Entrepreneurship program; and BUS 121; and (BUS& 101 or BUS 181); and (MATH& 141 or MATH 147); or instructor's permission.*

* BAS in Realtime Reporting students will be granted admission in lieu of Applied Management/Marketing and Entrepreneurship prerequisites for MGMT/BUS courses.

Appendix B: External Evaluation 1

Review of Green River College's Bachelor of Applied Science Degree in Realtime Reporting: Court Reporting and Captioning – Dr. Mary Beans

Review of Degree

Is the overall concept of the degree program relevant and appropriate to current employer demands as well as to accepted academic standards? Will the program lead to job placement?

Yes. With the expected retirements, this degree will be in high demand. The program components seem to be rigorous and relevant. I believe the program will lead to high job placement for graduates.

Do the degree learning outcomes demonstrate appropriate baccalaureate degree rigor?

Yes. The course learning outcomes appear to be rigorous and demanding for baccalaureate degree candidates. I believe that they will lead to mastery of content.

Does the curriculum align with the program's Statement of Needs Document?

Yes. The curriculum is in alignment with the Statement of Need document. The curriculum appears to be comprehensive in its coverage of both the Captioning (CART) and the judicial Court Reporting track of the BAS program.

Do the core and elective courses align with employer needs and demands? Are the upper level courses, in particular, relevant to industry? Do the upper level courses demonstrate standard academic rigor for baccalaureate degrees?

The core courses appear to be in complete alignment with employer needs and demands as discussed in the statement of need document. The upper level courses definitely demonstrate academic rigor for baccalaureate degrees.

Are the general education requirements suitable for a baccalaureate level program? Do the general education courses meet breadth and depth requirements?

The general education requirements cover all major disciplines and meet the standard for baccalaureate degree programs. Students will be well-rounded when exiting the program.

Do the degree concept, learning outcomes and curriculum prepare graduates to enter and undertake suitable graduate degree programs?

I believe that graduates will be well prepared for graduate degree programs. They will be prepared with content mastery, background in all general education areas, well-developed critical thinking skills, and time management skills. There is already an articulation agreement with WGU for all graduates and I believe that students will be able to enroll in most higher education programs in the country.

Do program faculty qualifications appear adequate to teach and continuously improve the curriculum?

Absolutely. The program faculty have already proven themselves successful at teaching 2 well attended associates programs with stellar outcomes. They appear to be well-qualified to create and consistently improve the BAS curriculum. Their enthusiasm for this program and their students' success will ensure quality course development. Faculty for the general education requirements all appear to have higher-level degrees and preparation.

Does the college demonstrate adequate resources to sustain and advance the program, including those necessary to support student and library services as well as facilities?

It appears that this program has significant support and resources from the college and grant monies. They already have an advanced state-of-the-art lab waiting for students. The college student support services are already in place and service BAS students. Additionally, students will have the benefit of a single point of contact program manager to help them navigate the program.

Has the program received approval from an Advisory Committee? Has the program responded appropriately to it Advisory Committee's recommendations?

The program has received support from their Advisory Committee. I am not able to answer whether the Committee had any recommendations for the program, or if there was action taken on them.

Please summarize your overall assessment of the program.

I am very impressed with the program as described. I believe that it is rigorous, relevant, and will meet the needs for trained court reporters and captioners. Students will increase their earning potential and be prepared to enter Master's programs.

Appendix C: External Evaluation 2

Review of Green River College's Bachelor of Applied Science Degree in Realtime Reporting: Court Reporting and Captioning – Lynette Eggers

Review of Degree

Is the overall concept of the degree program relevant and appropriate to current employer demands as well as to accepted academic standards? Will the program lead to job placement?

The overall concept of the Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning degree program is highly relevant and appropriate. The US Bureau of Labor Statistics projects an excellent job outlook for court reporters, primarily due in part to the retiring of older reporters and the increase in employment opportunities.

The options for professionals entering the court reporting field continue to be plentiful. The need for court reporters will not diminish any time in the near future. In fact, employment is heightened by the increased need for television captioning and for other real-time translating processes that are designed to aid the deaf and hard-of-hearing population. Opportunities for court reporters are projected to grow.

Many courts throughout the county prefer traditional stenotypists than other forms of technology, which means that someone with this particular skill will be in high-demand. CART and captioning are growing careers due to new FCC regulations and the growing demand from deaf and hard-of-hearing populations. Based on a 2014 report from Gallaudet University, 2.4% of Washingtonians are deaf. That equates to 105,878 18- to 64-year-olds who have hearing disabilities. This group of individuals will be well-served by support from qualified realtime reporters.

Court reporting is expected to have more job openings than applicants. The legal and court reporting industries are facing a looming court reporter shortage. Unless this trend reverses, it could have some serious, negative repercussions for the industry long-term. In 2013, Ducker Worldwide released a report predicting an impending shortage. According to the report, the industry will begin feeling the effects of this shortfall in 2018. Projections indicate that the shortage will represent a need for nearly 5,500 qualified reporters. There are several factors, but the primary ones include increased demand and significant retirement rates. This projection translates to excellent job prospects. As the BAS program includes the RPR/CRC certification prep, it will help to ensure that someone with this enhanced training will be well-prepared to

secure a position. The BAS program will also provide additional opportunity for financial aid to assist in program completion.

In addition, court reporting certification holders are required to continue their education in the field in order to keep the certification. This is another opportunity for program growth.

Do the degree learning outcomes demonstrate appropriate baccalaureate degree rigor?

The degree learning outcomes definitively demonstrate appropriate baccalaureate degree rigor. The learning outcomes incorporate courses for enhancing the knowledge base of the student and appropriate content in the degree itself. It also includes a broad applied science education that will optimize the workplace. The highest level of technical skill development is appropriate at this level, particularly with embedded certification exam prep for measuring professional-level skill level. The degree also takes advantage of a competency-based learning model, which not only ensures rigor but also transparency of their learning.

The addition of courses in communication, humanities, the sciences, reasoning skills and general education courses serve to enhance the graduate's core knowledge base and experience. Most court reporters of today choose to advance their careers by starting their own businesses, enter administrative and management positions, consulting positions, and even teaching positions. This choice to advance can now be served/supported through vital core courses while in school, before they emerge into the field and years or opportunities have passed them by.

Does the curriculum align with the program's Statement of Needs Document?

As stated in the Statement of Needs "In the last 25 years, the industry has changed significantly, transforming traditional job duties and creating entirely new markets for realtime writing skills, particularly in the captioning arena. These changes in industry have significantly altered the course of educating students.....Today's realtime court reporting and captioning professionals need to have a working knowledge of a vast number of subjects, be able to use critical thinking to identify alternative solutions, conclusions or approaches to problems, understand the implications of new information for both current and future problem-solving and decision-making, and assess performances to make improvements or take corrective action."

The curriculum detailed for the Bachelor of Applied Science degree in Realtime Reporting: Court Reporting and Captioning aligns well with the Statement of Need. Today's certificate and associate degree programs don't include the additional core courses in business, communication,

leadership, contemporary concepts of the legal system, diversity, ethics and all the advanced technical requirements. Graduates with a more well-rounded and enhanced education significantly increases their employment opportunities, progressive salaries, longevity in employment and meets the needs of a growing industry.

Do the core and elective courses align with employer needs and demands? Are the upper level courses, in particular, relevant to industry? Do the upper level courses demonstrate standard academic rigor for baccalaureate degrees?

Graduates of current associate degrees in court reporting can meet entry-level needs for court reporting firms. However, this does not qualify them typically to work as an official reporter, to go live on television as a captioner, and they are underqualified to meet all the needs in CART based on being a business professional. Additional training and supervision is usually necessary to place them into a fast-paced industry of working with judges, lawyers, business owners, college departments and the public.

The core and elective courses do align the student to meet growing industry demands thus eliminating much of the additional training and supervision employers feel is necessary for a newly employed graduate. This relieves the employer from additional costs and worry about a new hire. Reputation is key to employers and the quality of their employee is a vital part of their success.

The rigor of the upper level courses aligns with other baccalaureate degrees and are particularly relevant to industry standards. The upper level courses will also enhance the opportunities for growth for working realtime reporters and captioners who not only want to improve themselves, but improve their marketability in the industry. The embedded examination preparation is a significant component in making graduates competitive and employment ready upon graduation.

Based on a study conducted at Learningpath.org, it shows that a bachelor's degree increases advancement opportunities for graduates. As the demand in the field has grown, so thus should the curriculum and degree offerings.

Finally, the Bachelor of Applied Science degree in Realtime Reporting: Court Reporting and Captioning aligns with employer needs and demands by providing a relevant, enhanced, and desirable educational pathway for students, thereby addressing the critical shortage of qualified realtime reporters within industry.

Are the general education requirements suitable for a baccalaureate level program? Do the general education courses meet breadth and depth requirements?

The general education courses for the BAS degree in Realtime Reporting: Court Reporting and Captioning requires students to complete 15 credits of Communication Skills, 5 credits of Quantitative and Symbolic Reasoning Skills, 10 credits of Humanities, 10 credits of Social Sciences, 10 credits of Natural Sciences, and an additional 10 credits of General Education courses for a total 60 credits, as per the Program Proposal.

All of these courses give the student the foundation they need to be more qualified and better prepared for the field of court reporting. I have also given a few recommendations included in my summary.

Do the degree concept, learning outcomes and curriculum prepare graduates to enter and undertake suitable graduate degree programs?

Citizens as a whole have thought that a bachelor's degree holds more weight and credentials in nearly all occupations. A graduate will be better prepared for the work place, more competitive in placement upon graduation, have more opportunities for advancement, and have more earning potential. This thought is what drives parents to place their college bound children into 4-year degree programs.

The Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning degree program will provide the same advantages noted above to court reporting and captioning students. In addition, it opens the door for an increased enrollment, as well as more marketability to those not only coming out of high school but from other individuals seeking a career and not just a job.

Graduates joining the court reporting and captioning professions vary in gender and ethnicity. The job is appropriate for many women who enjoy the flexible schedule and the ability to structure work around family; for the individual looking to help others with disabilities; to advance into employment on Capitol Hill, in the judicial system, and even internationally. The potential is only limited by the individual's desires in the working world. This curriculum prepares them for all these fields and fully prepares those who wish to further continue their academic studies at the graduate level.

The government has also made a concerted effort to encourage minority participation in court reporting, especially in urban areas where minority representation in the court may help to ease potential tension in the courtroom. This degree opens the door to professional employment and academic advancement opportunities to underrepresented populations.

Do program faculty qualifications appear adequate to teach and continuously improve the curriculum?

Yes. Green River's court reporting faculty has always made a concerted effort in staying abreast with industry standards as well as professional growth. The program has maintained NCRA certification due to the faculty, and the faculty have not only served the community, but have received various awards for their efforts. The faculty are very competent for a continued program in court reporting and captioning and have my full confidence in continuing to lead this program.

In addition, the faculty teaching the MGMT core courses and general educations are all credentialed with advanced degrees (MBA, PhD, JD, etc.) and thus represent qualified faculty to teach these courses.

Does the college demonstrate adequate resources to sustain and advance the program, including those necessary to support student and library services as well as facilities?

The college and program faculty have been very progressive in securing federal grants for the court reporting program. Based on the results of those grants, currently there appear to be adequate resources to sustain the program, students, and the library services. The court reporting and captioning program has dedicated classrooms that consist of live streaming technology and there is a 4-station captioning suite.

The college does demonstrate adequate resources resulting in a healthy financial plan to maintain the program.

Has the program received approval from an Advisory Committee? Has the program responded appropriately to its Advisory Committee's recommendations?

Yes. There is support from the program's advisory committee of the BAS degree. The advisory committee membership also reflects a well-rounded representation of all facets of

industry. In addition, the Bachelor of Applied Science degree in Realtime Reporting: Court Report and Captioning is widely supported by the Washington Court Reporters Association as evidenced by their letter included in the Statement of Need document.

Please summarize your overall assessment of the program.

Overall, the Bachelor of Applied Science in Realtime Reporting: Court Reporting and Captioning degree program is appropriate and addresses the needs for this day and time in the court reporting and captioning industry. As changes occur, requirements are enhanced and opportunities increase. Green River College, having a court reporting and captioning program that is more robust and well-rounded on the professional core academics, can only prove to serve the industry more fully. It not only serves the college with the potential of increased enrollment and marketability, it provides graduates with exceptional employment opportunities, it increases the employer's resources and cohesion of excellence in the field, and addresses a critical shortage in industry.

If I was going to make any suggestions, it would be these:

1. Look at including **CJ 220 Multicultural Diversity in Criminal Justice as an option in addition to CJ& 101 Introduction to Criminal Justice, as working with a culturally diverse population is something court reporters do every day. The legal arena is where most all new graduates start their careers and/or later change into.**
2. Require or encourage the students to take **PSYCH& 100 General Psychology as this introduces them to many subject matters that they will encounter in the working world.** This type of course would also teach students not only additional vocabulary skills needed in the industry, but give them a foundation into human behavior.