



AMERICAN
ASSOCIATION OF
ELECTRONIC
REPORTERS AND
TRANSCRIBERS

SOUNDBYTES

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AAERT VIRTUAL
ANNUAL CONFERENCE

JUNE 24-25, 2021

#AAERT2021VIRTUALCONFERENCE



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A Glimpse into A World of Opportunity, the AAERT 2021 Virtual Annual Conference

Keynote Speaker, Jeff Shorba,

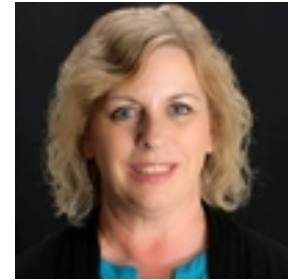
State Court Administrator Jeff Shorba took office on October 10, 2012, after having served as Deputy State Court Administrator since July 2002. Prior to joining the Minnesota Judicial Branch, Jeff was the Assistant Commissioner for Management Services and General Counsel for the Minnesota Department of Corrections from 1999-2002. He served as the Associate General Counsel for Legislative and Correctional Issues in the Office of General Counsel for the Federal



Bureau of Prisons, U.S. Department of Justice from 1991-99. Before his service with the federal government, Jeff was in private practice with the law firm of Bell, Boyd & Lloyd in Washington, D.C. from 1989-91. He was also a law clerk for Chief Justice Peter Popovich on the Minnesota Supreme Court from 1988-89.

Jeff is currently a member of the Judicial Council, the administrative policy-making body for the Minnesota Judicial Branch. He is also faculty for the Institute for Court Management, a Certified Court Manager, and a member of the Minnesota State Bar. He serves as the Vice President of the Conference of State Court Administrators. He is a 1988 cum laude graduate of Harvard Law School and received his undergraduate degree magna cum laude in 1985 from Carleton College.

Crossing Your T's: Transcription Tips & Tricks
With Lisa Luciano, AAERT Board Member, CET



Join us for transcription tips from a panel of experts. We will have seasoned transcribers and industry educators present to share their vast knowledge of preparing accurate and timely transcripts. They will discuss topics ranging from using text expanders to research tools. You will hear tricks to enhance audio playback. Discover resources to improve your grammar and punctuation skills. And, of course, ask the panel your questions. Our goal is to help you improve your productivity and accuracy to produce the best transcript possible.

Capturing The Record In A COVID Courtroom
With Margaret Morgan, CET



In October 2020 electronic court reporter Margaret Morgan presented to AAERT members about the "pandemic style" jury trial pilot she reported in Olmsted County District Court, Rochester, Minnesota. Since then, she has reported three additional jury trials in a courtroom constructed by Olmsted County specifically designed for felony jury trials that follow strict pandemic precautions. The additional space needed to accommodate social distancing creates unique issues for capturing the record. Margaret will describe the technology incorporated and how she captured an accurate and complete digital record in a large courtroom equipped with 29 microphones, while socially distancing parties, staff, and jurors.

[View the Agenda and Register Today!](#)

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ELECTION UPDATE

We are pleased to announce that the board nomination period has ended and our nomination committee has vetted this year's nominees for three open board seats. Electronic voting will begin on Tuesday, May 25, and conclude on Tuesday, June 15, 2021. The candidates with the largest number of votes win and will take office at the conclusion of the annual meeting. Due to the COVID-19 pandemic travel restrictions and forced closures, this year's meeting will occur virtually on Thursday, June 24 from 5:15 - 6 pm, via

ZOOM on the Whova platform.

Please be on the lookout for voting and meeting instructions coming soon to your email. You can view the candidates and their bios [here](#).

From the President's Desk

From Janet Harris, AAERT President



Members,

The path out of COVID is finally becoming clearer and I hope all of you are finding ways to reconnect with your families, friends, and customers. This has been a difficult year for everyone and I, for one, am glad to see a light at the end of the tunnel. I am confident next year we will all be able to network at our conferences in person, and the Professional Development Committee and Board are working on ways to hold hybrid conferences in the future.

Our Annual Meeting of Members on June 24, 2021, and our Annual Conference will be all virtual. We had a wonderful experience using the virtual exhibitor and event platform Whova for our Executive Forum and will be using it again for our annual meeting. During the past year distance learning applications and programs have excelled, and we are seeing a surge in new programs for digital reporting and transcription. All of this has contributed to AAERT's ability to reach new members, provide more resources for education and we are also seeing a surge in new certifications.

Adapting to the future has taken on a new meaning to me because we are adapting at a much faster space – like every day it seems. We have learned to be more nimble in adapting to change and innovating new ways to perform our work. As we move forward as an organization, it is important that our Board remain informed with industry changes, developments and we are informed and active participants in all conversations affecting our future.

I have been energized working with our new Certification Director, James Gaidry, who brings an incredible wealth of knowledge and experience from the credentialing industry. AAERT will have a modernized certification program that is relevant for today's needs and ensure the professionalism of our members through developed and time-tested best practices.

This is a very exciting time to serve within the organization. It is great to see so many members running for board and committee positions. I am thrilled to be part of AAERT during this time and encourage each of you to participate in any way you can as we move into a new normal.

See you in June!

Janet Harris, CER, CET, CDVS

How Certification Can Improve Earning Potential

Merritt Gilbert, Manager of Digital Learning Operations, BlueLedge



Having letters after your name is a true honor and often illustrates months, if not years, of hard work, commitment, and mastery of a skill. For instance, I am a Certified Electronic Reporter (CER). These letters, and the certifications or degrees that go with them, can open opportunities and give you a boost in earning potential and credibility.

WHAT THESE CERTIFICATIONS SAY ABOUT YOU

Employers know what to expect from a candidate with credentials. Generally, a certification program brings with it a certain set of industry-recognized standards by which anyone who is certified must demonstrate the ability to meet. As a CER, certified by the American Association of Electronic Reporters and Transcribers (AAERT), I was tested on my proficiency and knowledge of the craft of digital court reporting.

Certification shows commitment to your craft and dedication to the industry that you work in. Companies that hire you either as an employee or contractor want to know that you are in this for the long haul. By obtaining certification and investing both the time and financials needed to do it, they know you are someone they can rely on to do the work.

Gain credibility among those to whom you provide a service. When an attorney sees that I am a CER, they know that I am going to do a quality job and be professional. They understand that I took the time to become a better professional and follow industry standards.

HOW YOU BENEFIT FROM CERTIFICATIONS

Become part of a community and use that network to secure more work. Other certified people want to know that if they are going to share work with you that you are ready to handle it. That is why it is common for people who hold certifications to look within their own network for others certified by the same organization to help them.

Open your availability to work in digital court reporting and legal transcription. Many court systems and government agencies require certification. By getting certified, you are opening up a whole new revenue stream.

Get paid more because you are worth more. Many companies will give their employees or contractors a bonus for becoming AAERT certified. This could be an increase in page rate, more money per assignment, or an increase in their salary.

WHERE TO GET CERTIFICATIONS

If you are a digital court reporter or legal transcriber, AAERT offers its Certified Electronic Reporter and Certified Electronic Transcribers certifications. To learn more about these industry-recognized certifications, go to <https://www.aaert.org/page/CertificationProgram>. If you need training to get certified as a legal transcriber or digital court reporter, check out our AAERT approved courses at <https://blueledge.com>. You will also find AAERT approved CEU credit courses for those who are certified but want to improve their skills.

How Our Court System's Increasing Focus on Technology Can Benefit Court Reporters and Transcriptionists

Tony Douglass, President, For The Record



Our courts have been using audio and video technology, some reluctantly and some with varying degrees of success, for decades. The past few years have delivered global shocks and local lessons, rendering an urgent new reality. The new reality for those that have been reluctant to adopt technology, is that digital is no longer the future, it is the present.

Since courtrooms across the country closed their doors in the early months of 2020, judges have grappled with the legal, ethical, public health, and technical challenges of delivering justice during a pandemic.

It's clear that justice has been undeniably delayed. Every day, a new media article reveals expanding court backlogs, not just here in the US, but around the world. In March 2021, the National Center for State Courts released a report titled [Pandemic Caseload Highlights](#), which analyzed caseload data from a wide variety of courts, revealing case backlogs and a potential surge in new case filings that, combined, have the potential to overwhelm our civil and criminal justice systems.

Courts at the federal, state, and county levels across the country have bolstered existing or adopted new, digital capacity to keep the wheels of justice moving. Technology has been the tool that has allowed justice not merely to be done but to be seen to be done.

This focus on technology to ensure access to justice has meant most court reporters and transcriptionists have been exposed to new ways of working -- whether they are facilitating telephone conferencing or transcribing virtual hearings (Zoom, Teams, Webex, and others) made accessible to the public through online services such as YouTube.

Online platforms, such as For The Record's Transcript Express, dramatically accelerate the turnaround of court transcripts, empowering court reporters and transcriptionists to deliver faster and safer access to the court record.

With a completely integrated transcript management system that streamlines all facets of the transcription process, court reporters and transcriptionists can focus on the work at hand. As a court reporter or transcriptionist, you no longer need to travel to a physical courtroom, gather documents, provide cost estimates, create invoices, or deal with money orders or checks from the public.

Freedom from administrative work can create a world of opportunity for court reporters and transcriptionists because maximizing the support of innovative technology allows you to focus on doing what you do best — being the guardian of the court record.

About For The Record

For The Record is the global leader in digital court recording with more than 30,000 digital

recording installations across 62 countries. Courts across the world working with For The Record understand that sound quality underpins the integrity of the court record. With cutting-edge technology and forward-thinking, the company continues to revolutionize traditional court recording and transcription.

Find out more about our Transcript Express platform by visiting our [website](#).

Thank you AAERT Charter Sponsors!

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Welcome New

AAERT Members!

Yvonne Amber of Mickleton, NJ
Amy Anderson of McHenry, IL
Laurin Bell of Louisville, KY
Michalle Bodin-Mumma of Ormond Beach, FL
Hilary Bornemann of Hopatcong, NJ
Leslie Boston of Seattle, WA
Lisa Cegluch of Saint Louis, MO
Elizabeth Davenport of San Diego, CA
Robert Deziel of Baltimore, MD
Lisa DiMonte of Washington, DC
Buchanan Ewing of Cambridge, MA
Lisa Freeman of Beloit, WI
Henry Girard of Lake George, NY
Tyler Grooms of Lincoln, NE
Jessie Gross of Idaho Falls, ID
Tammy Gulley of Rockford, IL
Sadiya Hassan of Clermont, FL
Jennifer Kallmeyer of Portland, OR
Jessica Kenney of Cohasset, MA
Elizabeth Knittle of Royse City, TX
Marcus Lind of Beaverton, OR
Alicia Livernash of Wisconsin Rapids, WI
Erica Logan-Scates of Mableton, GA
Mylie Long of Augusta, GA
Kimberly Marizole of Somis, CA
Christian Maaden of Menifee, CA
Mary Onuschak of Fountain Hills, AZ
Michelle Paris of Chico, CA
Izabella Redzisz of Evanston, IL
Megan Rogers of Gahanna, OH
David Roseboom of Worcester, MA
Amanda Savona of Branford, CT
Darcy Schramn of Cohasset, MA
Vicki Sherman of San Diego, CA

Our Newly

Certified Members

Deborah Armstrong, CER CET of Kissimmee, FL
Laurin Bell, CER of Louisville, KY
Monica Brawer, CER of Key West, FL
Crystal Childers, CER of Lufkin, TX
Gillian Corallo, CER of Lake Worth, FL
Angela D'Amico, CET of Sicklerville, NJ
Gretchen DePoo, CER of Key West, FL
Lovey Doume, CER of Bloomington, MN
Roderick Fitzgerald, CER of West Columbia, SC
Katie Floyd, CET of Birmingham, AL
Heidimarie Forbes, CET of Touchet, WA
Margaret Goodwin, CER of Greendale, WI
Tyler Grooms, CER of Lincoln, NE
Connie Hansen, CER CET of Wautoma, WI
Allan Heifetz, CER of Los Angeles, CA
Kelly Hipp, CER CET of Bismarck, ND
Alexander Hunt, CER of Fargo, ND
Victoria Jadick, CER of Louisville, KY
Jennifer Kallmeyer, CER of Portland, OR
Matthew Keto, CER of Oak Creek, WI
Jordan Kittrick, CER of Brooklyn, NY
Jen Krueger, CER of Strongsville, OH
Eryn Lutjens, CER of Fargo, ND
Catherine McElrath, CET of Cordona, MD
Joanne Morrison, CET of Wisconsin Rapids, WI
Jeanne Murie, CET of Epping, ND
Cari Powers, CER of Coeburn, VA
Deborah Osterby, CER of Minot, ND
Heather Smith, CER CET of Lexington, NE

Danielle Smith of Brooklyn, NY
Charis Taylor of Ridgefield, CT
Esther Taylor of Pasadena, CA
Brandon Townsend of Scottsdale, AZ
Jacqueline Walker of Atlanta, GA
Jordan Weems of Portland, OR
Christine Wright of Monroe, NY
Wendy Yunik of Morganton, NC

Ian Spalding, CET of Denver, CO
Jack Sobczack, CER of Milwaukee, WI
Amanda Stockton, CET of Starkville, MS
Lori Talbott, CER of Bothell, WA
Lacee Townsend, CER of Louisville, KY
Melanie Wadley, CER of Watford City, ND
Jacqueline Walker, CER of Atlanta, GA
Lara Wechsler, CER of Brooklyn, NY
Jordan Weems, CER of Portland, OR
Alison Wimpfheimer, CER of Fargo, ND



CONGRATULATIONS!

Tech Corner: The World at Your Fingertips

From AAERT Communications Committee Chair Benjamin Jaffe, CER



Although the origin of the internet is a subject up for debate, today finding the information you need has never been easier with instantaneous access to dictionaries, encyclopedias, trade magazines, journals, newspapers, blogs, and much more. But that much information can be overwhelming and can lead to inaccurate results. Everyone knows someone who thought they had a terrible disease based on online research and just ended up with a common and easily treatable illness. As court reporters and legal transcribers, we cannot afford to take down or transcribe inaccurate information, that is why knowing how to manage and search the internet is crucial.

Is your Information Reliable?

Consider the Source!

When doing research online it is important to understand who has published the material and why. For instance, Wikipedia is an online encyclopedia written by its users. Yes, you can go in and change the details of any Wikipedia entry you choose. The best sources of information are those used by the people in the field, examples of this are Black's Legal Dictionary for Lawyers, New England Journal of Medicine for Doctors, or local municipal codes for a building inspector.

Domain game.

Sometimes the web domain name can be a clue to the authenticity of the information. The domains of .com, .net, .io, .info, .co, and many more are open for purchase and can be used by anyone. The domain .edu is restricted to educational institutions, .gov and .mil are

exclusive to the U.S. government, while .us is usually used by state and local governments but not exclusively. The domain .org is often tricky because it is used by non-profits, charities, and other organizations but is not a restricted domain so anyone could have a .org web address.

Are you the Product?

Another thing to consider is how is the source being paid. If the website has a lot of ads or is promoting a product then it makes money by you being on the page. Online it is often the case that you are the product being sold to advertisers. Steer clear of clickbait or things created to draw you in. If the website is more concerned with selling ads than providing you good information, then steer clear.

When was it Published?

Relevance and timeliness are important when searching the internet, especially if you are looking at blogs, articles, news, or research. Our highly technological society advances rather quickly so if someone is talking about a new medication they are taking, it might not be helpful to look at a 20-year-old journal article. On the other hand, if you are looking for information on building codes for a house built in 1986 then information published at that time may be more relevant. If something is cutting edge and very recently published, it is always good to double-check and look at other articles. Sometimes rushing can lead to publication with spelling or grammar issues, especially if someone is excited to show progress in their field.

Check References.

A good source article will have references to where they found the data and links to where you can find it for yourself. Even Wikipedia articles often offer links to source material which can confirm the details and give you a great jumping-off point if deeper research is needed. It is always good to evaluate the sources of the reference material, to determine its reliability.

How do you Sort Through?

Basic Search Operators

OR AND

If you want a search engine to look for multiple words when searching or only return results with all those words use AND between each entry, like red AND apple. If you would like it to return a result with either one word or another type OR between each entry, like apple OR pear.

Group ()

To search in groups using OR or AND you need to utilize parentheses. For example (Green OR Yellow) AND apple.

Wildcard *

The asterisk symbol is used by many programs to designate a wildcard or the idea of inserting what is not there. This can be used if you want to look up a song but do not know every word in its title or it can be used to add endings to a word. Here is an example boat* which can bring up results for boat, boating, boater, boats, and more.

Synonyms ~

Many search engines already include synonyms as part of their design, but if you want to make sure words of similar meaning appear in your results use the tilde. For example, ~car would bring up results that include car, automobile, vehicle, and more.

Exclude -

Having the dash or minus symbol before a word in a search will make the browser exclude that term from a search. So, if you want lemons but not limes you would type lemon-lime.

Exact Match ""

Putting quotes around a word or phrase will make the browser look for an exact match. This is especially helpful if you are looking for a word in context or a specific phrase, for example, "Lion King II" will pull up information that includes that string.

Conclusion:

As a court reporter or legal transcriber, it is important to find the best information possible, because the accuracy of the record depends on it. Although the internet can be an overwhelming wash of information, with the right mindset, understanding, and tools you can navigate it and find exactly what you need.

Tools In My Toolbox: Training My Body and Mind

From Dipti Patel, CET

Like most, if not all of you, I am relieved to see 2020 in the rearview mirror. Shortly Before COVID-19, I lost a dear friend due to breast cancer. She was a survivor for three years before it reappeared and took her life due to a blood clot in her brain just two months shy of her 39th birthday. My friend was a fighter but sadly she left behind two young children, one in 6th grade and one in 4th grade.



Soon after the lockdown started, I lost a dear client, not due to COVID but due to cancer. Shari Riemer of TypeWrite Word Processing in Saratoga Springs, New York, was a pioneer in the transcription industry, having provided transcription services for many courts for over 30 years. During the two years I worked for Shari she left a great impression on me, teaching me that success not only comes with sacrifice but comes with hard work and

determination. A few of the local team members that were with her from her humble beginnings remember her as a kind and tender soul who took care of them, even inviting them into her home for holiday dinners.

Both of these losses definitely embedded in me a need to take charge of my life and be more present in the moment. Gone are the days where I will sit idly by, letting past regrets and future worries take over my mind, and letting work consume my life. No longer will I allow myself to neglect exercise in my daily routine and invite pounds to pack on my body. Something had to give.

2020 wasn't all bad. Yes, it was an election year and we were in the midst of a pandemic. It was the perfect storm to get my mind right and be vigilant in keeping it strong so as not to succumb to the mental agony and distress of what was going on in the real world. The business had slowed down and I had ample time to focus on everything I had been putting on the back burner. So I started gathering tools to add to my toolbox for my mind and my body.

First was tackling the beast of making exercise a consistent routine in my life. I've been exercising with Kelli & Daniel at Fitness Blender.com for years -- since 2014, actually -- but I could never stick to one of their fitness plans. I would exercise regularly for a few weeks and then fall off the wagon. My 2020 resolution was to finish at least one 4-week program. I've reached my target five times over. I'm now on my eighth week of consistent exercise. I found the most success when I woke up a little earlier and did my exercise workouts in the mornings before work. I no longer had to spend the day with the worry of when I was going to fit my exercise into my busy workday. I never thought I was a morning person, and when people would say they would wake up at four a.m. to exercise, I said, I'd never do that. But morning workouts have been a real game-changer to the quality of my life.

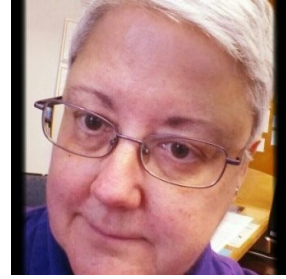
The second 2020 goal I had was to start a yoga and meditation practice. Jay Shetty, a former monk turned life coach, offered two rounds of live meditations back in March and April. While I was an avid participant for both rounds, unfortunately, I wasn't able to make it a practice. In May, I stumbled upon an app called Ten Percent Happier. It's been a great tool because it's a compilation of short video lessons of the benefits of meditation, how to gain more focus, followed by guided meditation sessions led by meditation experts. I'm enjoying learning all about how the brain works and how we can train our mind back to our breath.

As I enter my forties, I'm grateful for these tools to help me lead a more purposeful and mindful life, one that will enable me to use my privilege to help others. I'll forever keep my two lost warriors in my mind and heart for they have helped me reach this point. I graciously bid 2020 farewell and am hopeful we have seen the worst and have only good things come our way in 2021. Happy New Year!

The Nature of Words

from Laurel H. Stoddard, CET

In early spring in Texas, many birds can be heard long before one can lay eyes on them. Even as the trees are still leafing out and the canopy is skimpy, small birds are hard to spot. And in the dark even larger ones are hard to discern. Lately under a waxing gibbous moon I was gratified to hear the hoo-hoooo-hoo-hoo of a great horned owl somewhere in the adjoining yards.



Right now the plumage of American goldfinch males is changing from camouflage to eye-catching, from a drab shade of olive and dark gray to startling black wings and cap contrasted with vivid yellow bodies and heads. Of course, just about the time they fully develop their bright colors, it's time for them to migrate. We are blessed with the continual presence of our full-time denizens, the lesser goldfinches, the males of which appear to be decked out in tiny black tuxedos when in mating color.

I've always labeled goldfinch voices querulous, because they're high-pitched and fussy, and their calls often end on an up tone, like a question. Fussy is an apt synonym for querulous, but did you realize that querulous and question do not come from the same root?

Querulous comes from the Latin root *queri*, and that is NOT the root of query or question. It is, however, also the root of quarrel, which came into usage in the 14th century. It was the next century before querulous came into usage.

To my mind, this raises the question of whence arose quarry, that place from which stone is obtained varying from quarrel by only two letters. Another lineage entirely. Per Merriam-Webster, quarry comes from the Middle English *quarey*, alteration of *quarrere*, from AngloFrench, from Vulgar Latin *quadraria*, from Late Latin *quadrus*, hewn (literally, squared) stone, from Latin *quadrum* square.

Query, which came into usage yet later than querulous, not till the 17th century, arises from an alteration of the earlier *quere*, from Latin *quaere*, imperative of *quaerere*, to ask. The word question came into usage earlier, in the 14th and 15th century, from the same *quaerere*,

Thinking about questions, I am reminded of one of my favorite authors, Louise Penny, whose protagonist Armand Gamache, in addition to fighting crime, demonstrates a great depth of character in dealing with people. In the book *A Better Man*, Gamache says, "Before speaking, you might want to ask yourself three questions: Is it true? Is it kind? Does it need to be said?"

Join an AAERT Committee

AAERT is looking for members to join its Advocacy, Membership, Certification, Communications, Professional Development, and Leadership Development Committees. Anyone who is interested in sharing their passion and talents is encouraged to join! Fill out the application and email it back to aaert@aaaert.org

Stay Safe

