When called on to complete a task or engage in an activity, there are various things that can affect our performance. First of all, there is the difficulty of that task. Is it something that you’ve done before? Can it be done within a time period that’s short enough to hold your attention? Is it a high-priority task or can it wait until tomorrow? Then there is the motivation factor, which probably has the greatest impact on performance. Having no motivation to complete a task will almost certainly rear negative results. However, if you decide that you are motivated to engage in that activity, you must ask yourself: Are you intrinsically or extrinsically motivated?

To help me make my point, visualize the following scenario:

Betty, who is an avid bowler, bowls once a week in a semi-competitive league with her friends and family. Everyone has a good time, and she always leaves feeling satisfied. Her league night begins, and she kicks off the first frame with a strike. Cheers, laughter, and trash-talk ensue. To Betty’s surprise, the second ball she throws hits home, and she now has two strikes in a row. The aforementioned celebration resumes. The same routine continues for the next five frames—the cheers becoming louder with each crash of the pins. Suddenly, the game becomes serious. Betty knows that bowling a strike in every frame results in a perfect score and instant celebrity status among her peers in the Thursday night league. Her mind begins to race with notions of recognition, cash prizes, and perfect-game memorabilia. The pressure is mounting as she steps up to throw the ball for the eighth time. As she performs her approach, her clammy hands release the ball entirely too soon. With her eyes closed, Betty hears the solemn sound of the ball rolling down the gutter—her perfect game rolling with it.

The phenomenon just described is the result of a sudden shift from intrinsic to extrinsic motivation. An intrinsically motivated person is genuinely interested in the task or activity that they are doing and need no external reward to complete it. Betty was intrinsically motivated at the beginning of the night. She was simply having fun with her friends and family, and bowling was a reward all by itself. Due to the enjoyment that Betty got from the game, she gave her personal best. However, extrinsic motivation requires that there be some type of external reinforcement for participation in the task or activity. This was Betty after she began thinking about the perfect game. Once prizes and recognition

(continued on pg. 2)
Students of the Month

Onsite:
Margaret Abernathy
Margaret enrolled with CCR in the Fall 2010 semester after deciding that her kids were old enough for her to go back to school. Margaret loves a challenge and enjoys learning new things. Her smile and sense of humor are great additions to our onsite student body. You're a great student, Margaret!

Online:
Norma Wehby
Norma is a former working reporter from California. She’s been enrolled with CCR since the Fall 2011 semester. Now that her son is a college student, she has time to go back to school. We are very excited for Norma to get back into the field! Good luck on finals, Norma!

CONGRATS,
BROOKE & FAMILY!

Gavin Nicholas Baril was born December 18, weighing in at 6 pounds 10 ounces.

became involved, Betty stopped having fun and focused on the rewards.

Although it hurt Betty’s bowling game, extrinsic motivation is not always a bad thing. It’s virtually impossible for someone to be intrinsically invested in everything they do. Most often, people have a mix of both types of motivation. For example, you might be a great employee and love your job, but would you still show up to work every day if you weren’t getting paid? If not, that means that there is some degree of extrinsic motivation that drives you to go to work.

This concept also applies to school, and more specifically, court reporting school. When the semester begins, many students are optimistic and excited to become court reporters (intrinsic). As the weeks pass, the assignments start piling on, and grades become a factor. Your focus is drawn to whether or not you are “passing” evaluations rather than increasing your machine shorthand skill. As a result, test anxiety becomes your unwanted companion during finals week, making it that much more difficult to perform your personal best. You have now slid into the opposite end of the motivation spectrum at the most crucial point of the semester.

I understand that staying intrinsically motivated throughout an entire semester is much easier said than done. Although trying at times, it’s important to keep these things in mind when you feel yourself becoming concerned with external influences:

• Treat every assignment, practice session, and evaluation as a learning experience. Ultimately, you’re here to learn and become a court reporter. You’re still a student, which means that it’s okay to make mistakes. Whether you do well on an evaluation or not, there is always knowledge and skill to be gained.

• Don’t procrastinate! This creates unnecessary pressure. The intrinsic value that you attach to an assignment or evaluation becomes lost when you have a time constraint bearing down on you. If you start early enough, you can focus on the assignment rather than the due date.

• Invest more than just time and money. Put as much effort towards school as possible. Practice more on your own or show up for class early to chat with your instructor. Take advantage of every opportunity to engage yourself in steno, and you will find that school becomes less of a chore.

• Lastly, take some time away from your machine. Stress can do profound things to our minds and bodies. Keep leisure and recreation an important part of your time management plan.

In conclusion, CCR students, do your best to block out the rewards and consequences. Learn and progress for yourself. This is part of the reason that self-evaluations are so important. They are opportunities for no-pressure examinations of your machine shorthand skill. Use them to your advantage; your success rate on SAP evaluations will go up.

Have a great finals week!
The CCR family would like to wish
Jan Gornick-Adams
a happy and relaxing retirement.

After five years as a member of our Financial Aid Department, Jan retired on December 29th. She is an active member of Kiwanis and the Hobart Chamber of Commerce. Jan and new husband, Mike Adams, are looking forward to traveling and spending time with their family.

These students have all passed one or more SAP evaluations during the month of November.

Students who have passed an exit speed have been bolded.

19 SAPs
Jennifer Mackay
Lorie Cruseturner
Pamela Chilo-Kwabena
Pamela Filewood

18 SAPs
Angela Shaw
Richard Osborn
Lisa Jay
Debora Mann
Teresa Cattelan
6 SAPs
Teressa Aimee Edwards-Altadonna
Andrea Dalsing
Carrie Harville
Dayna Martin
Giovanna Finigan
Jamie Bracher
Lauren Jones
Norma Wehby
Priscilla Romans
Shawna Braselton

14 SAPs
Alicia Rice
Brittany Beaver
Christine Koczur
Icah Petersen
Jennifer Wesner
Jonathan Abrams
Meredith Hoffpauer
Shannon Barnes
Charyna Lashley
Cindy Forrister
Cindy Lett
Deborah Sekan
Elizabeth Trelia
Gwen O’Connor
Karen McKinney
Kelly Custard
Leigh Ann Dewease
Linda Fincham
Margaret Abernathy
Noraima Galvan
Rachelle Cahoon
Sarah Fradue
Shannon Eubanks
Terry Romero

12 SAPs
Aimee Edwards-Altadonna
Andrea Dalsing
Carrie Harville
Dayna Martin
Giovanna Finigan
Jamie Bracher
Lauren Jones
Norma Wehby
Priscilla Romans
Shawna Braselton

11 SAPs
Alicia Rice
Brittany Beaver
Christine Koczur
Icah Petersen
Jennifer Wesner
Jonathan Abrams
Meredith Hoffpauer
Shannon Barnes
Charyna Lashley
Cindy Forrister
Cindy Lett
Deborah Sekan
Elizabeth Trelia
Gwen O’Connor
Karen McKinney
Kelly Custard
Leigh Ann Dewease
Linda Fincham
Margaret Abernathy
Noraima Galvan
Rachelle Cahoon
Sarah Fradue
Shannon Eubanks
Terry Romero

10 SAPs
Alicia Gonzales
Angela Gains
Bridget Donohoe

9 SAPs
Jennifer Mackay
Lorie Cruseturner
Pamela Chilo-Kwabena
Pamela Filewood

8 SAPs
Alicia Rice
Brittany Beaver
Christine Koczur
Icah Petersen
Jennifer Wesner
Jonathan Abrams
Meredith Hoffpauer
Shannon Barnes
Charyna Lashley
Cindy Forrister
Cindy Lett
Deborah Sekan
Elizabeth Trelia
Gwen O’Connor
Karen McKinney
Kelly Custard
Leigh Ann Dewease
Linda Fincham
Margaret Abernathy
Noraima Galvan
Rachelle Cahoon
Sarah Fradue
Shannon Eubanks
Terry Romero

7 SAPs
Alicia Gonzales
Angela Gains
Bridget Donohoe

6 SAPs
Aimee Edwards-Altadonna
Andrea Dalsing
Carrie Harville
Dayna Martin
Giovanna Finigan
Jamie Bracher
Lauren Jones
Norma Wehby
Priscilla Romans
Shawna Braselton

5 SAPs
Alicia Rice
Brittany Beaver
Christine Koczur
Icah Petersen
Jennifer Wesner
Jonathan Abrams
Meredith Hoffpauer
Shannon Barnes
Charyna Lashley
Cindy Forrister
Cindy Lett
Deborah Sekan
Elizabeth Trelia
Gwen O’Connor
Karen McKinney
Kelly Custard
Leigh Ann Dewease
Linda Fincham
Margaret Abernathy
Noraima Galvan
Rachelle Cahoon
Sarah Fradue
Shannon Eubanks
Terry Romero

4 SAPs
Caroline Oakley

3 SAPs
Angel Humphrey
Dalisa Ruiz
Gaynelle Peacock
J. Leslie Del Rossi
Janette Tate
Jesse Anders
Jodi Sherman
Kelli McGarvie
Kellie Sutton
Kelsey Gray
Kimberly Taylor
Kimberly Dundas
Kirsti O’Sullivan
Kyn Kenney
Lynn Bannor
Marie Ciccarelli
Mitzi Boddy
Natasha McConnell
Patrice Graper
Rasheeda Grant
Sharon Flint
Tina Seward
Tyler Adkins

2 SAPs
Aimsie Edwards-Altadonna
Andrea Dalsing
Carrie Harville
Dayna Martin
Giovanna Finigan
Jamie Bracher
Lauren Jones
Norma Wehby
Priscilla Romans
Shawna Braselton

1 SAP
Amelia Kloskowski
Amy Schleinz
Brooke Baril
Camille Connell
Christa Durst
Christel Woolwine
Cille Lutsch
Danielle Leon
Dorothy Duke
Emily Garris
Erica Pack
Erika Kelliger
Gina O’Neal
Gloria Stover

Heather Goodman
Jennifer Millikan
Johanna Britto
Joyce Williams
Kelly Cason
Laci Chelette
Laura Kaspzak
Laura McCollom
LeAnn Plesha
Leslie Kirkley
Lisa Williams
Lynn Petrangeli
Marcia Martin
Melissa Vera
Michelle LeGrand
Misty Wrasse
Nakya Landrum
Pam Dean
Paul Hawkins
Susan Kemph
Susan Martin
Tandra Wolk
Tia Lange
Tiffany McClelland
Trinity Pomar
Trixie Schuizer

“Your Honor, my trial has made me feel guilty. Isn’t that punishment enough?”
**MOODY METHOD PHRASE REVIEW:**

<table>
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<tr>
<th>SDO*UM</th>
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<td>did he feel</td>
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<td>did he happen</td>
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<td>did he have the</td>
<td>did he know</td>
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<td>did he recollect</td>
<td>did he remember</td>
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<td>did he say</td>
<td>did he see</td>
<td>did he think</td>
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**Lesson 2, Exercise 1 & 2: Did Phrases**

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**Eye** strike a key and type a word

**Owed Two A Spell Chequer:**

Eye halve a spelling chequer
It came with my pea sea
It plainly marques four my revue
Miss steaks eye kin knot sea.

Eye strike a key and type a word
And weight four it two say

Weather eye am wrong oar write
It shows me strait a weigh.
As soon as a mist ache is maid
It nose bee fore two long

And eye can put the error rite
Its rare lea ever wrong.
Eye have run this poem threw it
I am shore your pleased two no
Its letter perfect awl the weigh
My chequer tolled me sew.
Quotation Marks and the Comma-Cap Two-Step

“I don’t use quotation marks unless I know that the words being quoted are the exact words that were spoken or written.”

Every time I hear a court reporter say those words, my teeth start to inch, my ears begin to sizzle, my eyes roll up into my head, and I start writhing, drooling, babbling, and howling at the moon.

It’s time for an exorcism.

In the discussion that follows, I will be talking about direct quotations, not indirect quotations, which, as you already know, are not set off with quotation marks: He said he had never been there before.

In legal transcripts, quotation marks do not attest to the verbatim accuracy of the words offered by the speaker as direct quotes. Quotation marks merely identify those words offered by the speaker as though they constituted accurate direct quotations.

When news reporters enclose words within quotation marks, they (typically) do so with extreme caution because, under the rules that govern their profession, they are obligated to verify the accuracy of the words they treat as direct quotations. However, no such obligation exists with respect to quotations contained in transcripts prepared by court reporters.

By placing quotation marks around direct quotations, the court reporter is not implying that the quoted words are the exact words spoken (or written) by the person to whom they are being attributed. Rather, by placing quotation marks around direct quotations, the court reporter is indicating that the words within the quotation marks were offered by the speaker as direct quotations.

Here is an example: A man with a chicken under one arm came up to me, pointed a gun at my head, and said, “Give me all your money, or I’ll bite the head off this chicken.”

Question: Does the court reporter have any responsibility for verifying that the words “Give me all your money, or I’ll bite the head off this chicken” were the exact words spoken by the armed robber, as opposed to, say, “Give me all your chicken, or I’ll bite the head off this money”?

Answer: No.

Question: Why not?

Answer: Because it is not the court reporter who is saying that the armed robber said, “Give me all your money, or I’ll bite the head of this chicken.” The speaker is doing so. The speaker is responsible for the accuracy of the words he or she is attributing as a direct quotation, not the court reporter. By quoting the words “Give me all your money, or I’ll bite the head off this chicken,” the court reporter is clarifying for the record that the words set off with quotation marks are words that the speaker offered as though they constituted as accurate direct quotation.

Of course, there’s always the comma-cap trick, which calls for placing a comma before the quote and initial-capping the first word: He said, Give me all your money, or I’ll bite the head of this chicken. Yes, there are occasions when this approach is quite appropriate (see below). The comma-cap trick should not, though, be our default method for dealing with words that are offered by the speaker as direct quotations.

Let’s try the comma-cap maneuver again, but with additional text: He said, Give me all your money, or I’ll bite the head of this chicken. You love chicken, don’t you?

In this example, without quotation marks, who said, “You love chicken, don’t you?” Was it the robber? the victim? the chicken? What to do? If the facial expressions, tone of voice, timing of the words, or other physical mannerisms of the speaker made it crystal-clear to the reporter that “You love chicken, don’t you?” was a continuation of the words being offered by the speaker as a direct quotation, then quotation marks should begin the first sentence and end the second sentence. If it is unclear who spoke the words in the second sentence, introduce the entire passage with a comma, then initial-cap the word “Give.” Yes, in this example, the comma-cap will result in ambiguity, but it will be an entirely unavoidable ambiguity — one that is completely beyond the ability of the court reporter to rectify.

When it is impossible to tell where a quotation ends, break out your dancing shoes and do the Comma-Cap Two-Step. In additional, when very few quotations are in the transcript and the lack of quotation marks does not lead to needless ambiguity, confusion, and/or misreading, the comma-cap approach is an acceptable option.

Rule 97 from Morson’s English Guide for Court Reporters, 2nd Edition: “When a witness testifies to his own words or those of someone else in the form of a direct quote and believes those words to be accurate, use quotation marks, even if the speaker does not render the quote perfectly.”

Don’t be a chicken. When quotation marks are clearly called for, use ‘em.

(Article written by: Jim Barker. Jim Barker, author of SearchMaster, can be reached at searchmaster.jim@gmail.com. Visit his Web site at www.searchmaster.tv. Article copied from the JCR magazine January 2006.)
# January

**Birthdays are in bold print! Happy birthday, CCR students and faculty!**

<table>
<thead>
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Classes resume on February 6!