

## FREQUENTLY ASKED QUESTIONS

1. How do I start this process?
  - Step 1: Recruit someone to help you; it is always good to have a backup leader.
  - Step 2: Fill out and sign the online MOU form [here](#).
  - Step 3: Download all materials from DiscoverSteno.org.
  - Step 4: Review all information you receive in advance of the class: view PowerPoints and webinars.
  - Step 5: Select a place, date, and time for the program.
  
2. How do I get the A to Z Handbook, PowerPoints, fliers, and any other forms used for the program?
  - Once you complete the online MOU, an email will be sent from the DiscoverSteno Team with all the program materials needed to start.
  
3. Are there a minimum number of participants that I need to get started?
  - There is no minimum but 10 is a good number.
  
4. How do I get participants? Where do I get participants?
  - Facebook posts
  - Local chamber of commerce
  - Legal Secretary Associations
  - Unemployment Office
  - Email blasts
  - School counselor associations of each state
  - High school career fairs
  - Veterans
  - State retraining programs
  - Hang fliers in court houses
  - Toastmasters and Rotary clubs
  - Gyms
  
5. How do I market my program? Are there templates available for handouts, fliers, Facebook, etc.?
  - Go to DiscoverSteno.org to download resources for social media, print ads, fliers, etc.

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6. How/where do I get machines? Do I get participants or machines first?
    - It is best to get the participants first and then the machines.
    - To find machines, ask your State Association, put an ad on Facebook, or put a call out to reporters.
  7. How long does it take to get the steno machines?
    - It depends on where you can get them from and whether you have to travel to obtain them. It is recommended that you use the cheapest postal rate if you are having them shipped to save money on postage.
  8. What type of machines should I use? Can we use SmartWriters in this program?
    - Any machine that works. Many of the machines donated may be older machines and it can be difficult and expensive to find paper and ribbons. Newer machines may not have screens that work. It is not that important, however, that participants see what they are writing since they are just learning the keys at this point.
  9. Do the participants take the machines home or leave them in the classroom?
    - Participants take the machines home so they can practice. Participants fill out an agreement that they will reimburse the program if they do not return their machines.
  10. How do I handle dictation material for my participants? Do the leaders have to make recordings?
    - You are not responsible for recording or providing dictation materials. Most participants have smart phones or other recording devices so they can record the course if they choose.
  11. As a leader, do I copy the curriculum for all participants to take home each week to practice?
    - Participants are not given the entire book to take home. Individual lessons can be copied for the participants to use during class and take home to practice.
  12. Do the participants take the interest inventory survey online prior to starting the program?
    - It is not mandatory for participants to take the interest inventory survey but it is encouraged. This enables NCRA to collect as much data as possible to track which participants sign up for A to Z, finish the program and go on to enroll in court reporting programs.

13. How many chapters are taught during each class?

- The recommendation is 3-4 chapters per class, one 3-hour class per week, for a period of 6-8 weeks.

14. Is it better to hold classes twice per week instead of once per week?

- Since this is just an introductory class and participants are not being paid, there will likely be fewer absentees if classes are held just once per week.

15. How do I handle people who request to take the program and who may not be the best candidates? How can I discuss the program without discouraging them?

- Tell them what the course requirements will be and that it usually takes at least two years of full-time college work to complete the requirements for certification.

16. How do my participants get more information about court reporting programs?

- The Schools & Programs page on the NCRA [website](#) is the best place to find NCRA-approved court reporting programs. For information on individual programs, participants will need to contact the schools directly.

17. What is the list of “Prospective A to Z Participants”?

- These are participants who have signed up on the DiscoverSteno website who are interested in learning more about A to Z and/or want to sign up for a class. NCRA will send these names to local leaders and State Associations in their area for follow-up.

18. Do the leaders earn CEUs for teaching the program?

- You cannot earn CEUs for this program. However, you can earn 1.0 PDC for teaching the full 24-hour A to Z Program. When you complete teaching the program, please download a copy of the PDC form at [www.ncra.org/ceufoms](http://www.ncra.org/ceufoms), fill it out, and send it to Cynthia Andrews ([candrews@ncra.org](mailto:candrews@ncra.org)).
- Keep in mind you may only apply 1.0 PDC per cycle toward your continuing education requirements. If you earn more than 1.0 PDC in any one cycle, that overage may be eligible for carry-over credit. Members may only carry over up to 5 hours of overage earned in any cycle.

19. What is a listserv and how do I ask more questions?

- Leaders who sign up to teach A to Z will be added to the listserv. Emails sent to the listserv are sent to all subscribers. This is the place to share information and ask questions of the group.



20. May I charge participants a fee for the program?

- NCRA understands that there are small expenditures associated with the A to Z Program. If you choose to charge a fee, you may charge **up to \$10** to cover the cost of copies. If you choose to return the \$10 to the participants for any reason you may do so, but you should not request anything higher than \$10.