



## Fall 2019 e-Newsletter edition

### President's Message

By: Susan Ingraham



I'd like to thank you all for supporting STAR this past year as we navigated the rough and the calm waters of this wonderful profession. The year of being president of this awesome organization is coming to an end and the reins will be turned over to the more-than-capable Jim Connor from Indianapolis, Indiana. It's been a wild ride, but one in which STAR is coming into its own as a users group for Stenograph. STAR welcomes and does not shrink back from asking the hard questions and meeting head-on the hot topics of the day, providing over-the-top seminars and educational topics so that the stenographic record can be made with all of us working together as a team.

In a look-back over this past year, it's been exciting to see the continued development of Case CATalyst software for all of us. Stenograph has come out with the Luminex II writing machine as well. Can you say scrolling on your writer?! Yes, you can. The newest build for the current Luminex is available to all now. Wow, and thank you very much!

As much fun as STARtech19 in Nashville was — thank you, Karen Tyler and Marjorie Peters — we are looking forward to what is in store as STARCON19 opens in...Minne Apple-is, Mini Soda (Minneapolis, Minnesota) with the talented and creative Merilee Johnson and Jan Ballman leading the way as conference chairs. The lineup of seminars is for agency owners, reporters and videographers — all in one place, all together for incredible networking opportunities and relationship building as we work in this fascinating profession.

Here is a sneak peek at what's in store for us. Kathie Grove, from Chicago, will be presenting on the CLVS track, Videography 101. This seminar will include lessons such as:

- One Reporter's Journey to Videographer
- So you've found the "record" button — now what?
- Demystifying the CLVS Process
- Assault and battery: Avoid rookie mistakes
- I can earn what by offering video services to my business repertoire?

Sounds like fun and some good lessons on what to do and what not to do!

Another CLVS track Minne-Session will be presented by Kyle Peterson from Paradigm Reporting in Minneapolis, an introduction to trial technologies — subtitled You May Dance Like No One is Watching, But Present Evidence Like Everyone Is! Kyle will follow that up with advanced trial technologies, subtitled First RoboCop, then Judge Dredd...Are Robotic Juries Next? This will help you prepare for the trials of the future.

At the end of the day a panel of expert videographers will be on hand to answer your questions. Bring your video staff for this fun and educational track. Videographers, bring your reporting staff. It's a win-win for everyone!

The Minne-Session Track for agencies and reporters has something for everyone. This track includes offerings such as Pushing in the Chips That Your Clients Want to Cash: What Attorneys Need, Use, Don't Care About...and Wish They Could Get From Court Reporters and Videographers — moderated by one of the "most interesting men," Kevin R. Hunt.

And back are the Minne-Talks...Where Muy Caliente Meets Minnesota Nice moderated by another "most interesting man," the infamous Mike Miller – but no talk of pineapple pizza, because, come on, that's NOT pizza. This session will help shine a spotlight on the hottest topics in our industry today and get a respectful dialogue flowing

Mrs. Doubtfire and Tom Ripley...Relax, You're Not Them – combatting the Imposter Syndrome. In this seminar you will learn how to combat the Imposter Syndrome in order to be a more effective self-promoter, networker, presenter, employee, or business owner.

Then we have Opening the Window to Your Technology World presented by Megan Reid, Software Architect, as she shows us the tricks to Windows 10, Dropbox, Evernote, iPhone apps and more.

Always and forever there is Cindi Lynch's training track for Case CATalyst: Minne-Memory Boost for Realtime, Minne-Memory Boost for Edit, Minne-CART Class, Minne-Review of Version 20. You'll be able to meet with the RealTeam behind the curtains – as Stenograph offers what's happening in that space. You will come away with a new perspective on your software and be on your way to being its master!

And don't forget, there will be Ask the Trainer appointments available – first-come, first-served. This is a chance to ask the questions you need answered.

Irv's Place will be the "place" to be after hours – for networking, for relaxation, for everything it takes to make friends and begin new relationships – because that's what networking in your STAR family is all about.

Mark your calendars for October 17, 18, and 19, 2019, in Minneapolis, Minnesota! Registration is now open, so book in, get your room and, please, consider being a sponsor for STARCON19. There are some fun opportunities available.

We need you – you need STAR!



## Report of the Nominating Committee

Submitted by: Linda Fifield, Nancy Bistany, and Peggy Antone

The STAR Nominating Committee puts forth the names of the following people to be considered by the membership for election as Officers for the term of one year and members of the Board of Directors for the terms designated. These officers and directors will be voted upon at the Annual Business Meeting during STARCON19 on Friday, October 18, 2019, at the Loews Minneapolis Hotel, Minneapolis, Minnesota.

### OFFICERS - (One-year term expiring 10/2019)

#### President

**James Connor, RPR, CRR, CSR, CLVS**

Connor Reporting, Inc.  
1650 One American Square  
Indianapolis, IN 46282  
[jpconnor@connorreporting.com](mailto:jpconnor@connorreporting.com)

#### Vice President

**Donna M. Urlaub, RPR, RMR, CRR, CSR (IL)**

Urlaub, Bowen & Associates  
20 N Clark St, #1260  
Chicago, IL 60602  
[donna@urlaubbowen.com](mailto:donna@urlaubbowen.com)

#### Secretary

**Lisa Knight, RPR, CSR (CO), RMR, CRR, CLR**

Knight International Court Reporting  
7852 South Elati St, #201  
Littleton, CO 80120  
[Lisa.knight@mac.com](mailto:Lisa.knight@mac.com)

#### Treasurer

**Todd A. Mobley, MBA**

Mike Mobley Reporting  
334 S. Main Street  
Dayton, OH 45402  
[tmobley@mobleyreporting.com](mailto:tmobley@mobleyreporting.com)

### BOARD OF DIRECTORS

**Shellene Iverson, CSR (OR) – (Continuing three-year term expiring 10/2021)**

Iverson & Associates, LLC  
10725 SW Barbur Blvd, #102  
Portland, OR 97219  
[iversons@iareporting.com](mailto:iversons@iareporting.com)

**Merilee S. Johnson, RMR, CRR, CBC – (Continuing three-year term expiring 10/2021)**

Paradigm Reporting and Captioning  
527 Marquette Avenue South  
1400 Rand Tower  
Minneapolis, MN 55402  
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**Sandra Narup, RPR, CLR, FPR – (Three-year term expiring 10/2022)**

726 Alameda Street  
Orlando, FL 32804  
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**Marjorie A. Peters, RMR, CRR, RSA – (Three-year term expiring 10/2022)**

Marjorie Peters Court Reporting  
101 Lily Avenue  
Pittsburgh, PA 15229  
[Marjorie@marjoriepeters.com](mailto:Marjorie@marjoriepeters.com)

**Janette M. Schmitt, RPR, CSR (WA), CCR – (Continuing three-year term expiring 10/2020)**

Schmitt Reporting & Video, Inc.  
400 Columbia Street, #130  
Vancouver, WA 98660  
[jan@schmittreporting.com](mailto:jan@schmittreporting.com)

**Karen Tyler, CCR (LA), CSR (TX), TCRR, RDR, CRR, CRC – (Continuing three-year term expiring 10/2020)**

Karen Tyler Reporting  
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# Report of the Nominating Committee for the 2019-2020 Officers & Board of Directors



## **FOR PRESIDENT:**

**JAMES CONNOR, RPR, CRR, CSR, CLVS**  
*Indianapolis, Indiana*

Jim Connor, RPR, CRR, CSR, CLVS, is a 39-year reporting veteran, and owner of Connor Reporting in Indianapolis, Lafayette and Bloomington, Indiana. Jim has also attained his trial presentation certification in both Trial Director and Visionary softwares. He has extensive deposition and arbitration reporting experience, and specializes in international labor union convention reporting. During his reporting career he has worked with every U.S. President since Jimmy Carter, as well as

former South African President Nelson Mandela, and former president of Poland, Lech Walesa.

Jim also engages in one-on-one CART reporting for clients with hearing impairments, and does captioning for larger venues such as labor union conventions.

Another of his expertise is reporting press conferences for sporting events including the Indianapolis 500, NASCAR's Brickyard 400, Formula One, and MotoGP races with immediate turnaround for dissemination to the world's press and posting on the various sporting websites.

He has been an Eclipse software user since 1993, and in 2012 transitioned to Case CATalyst software to be better equipped to report the terrorist trials at Guantanamo Bay.

Jim definitely considers his current assignment with the GTMO team in Guantanamo Bay, Cuba, to be the highlight of his long career. Reporting the trials of al Nashiri, the mastermind of the bombings of the USS Cole and USS The Sullivans, and the 9/11 terrorists, has been very challenging but extremely rewarding and exciting. He feels honored to play a vital role in these historic proceedings.



## **FOR VICE PRESIDENT:**

**DONNA M. URLAUB, RPR, RMR, CRR, CSR (IL)**  
*Chicago, Illinois*

Donna Urlaub is currently enjoying her 50th year as a reporter, 35 of them as an owner and working reporter at Urlaub Bowen & Associates in Chicago.

She has served on the Illinois CSR Board, the Advisory Board of MacCormac College in Chicago, and contributes "Talk Steno to Me" to the STAR-dot-STAR newsletter.

Donna entered her first speed contest in 1987, and has been hooked ever since. Having seen the benefit of marrying basics along with the technology we enjoy today, Donna has used her knowledge and the knowledge of venerated colleagues to help reporters write shorter, cleaner, edit faster, and extend their work lives through less wear and tear. She has presented her writing tips at STAR, the Illinois Court Reporters Association, Tennessee Court Reporters Association, and to just about anyone who will listen.

Donna is a perennial medalist in the ILCRA and NCRA speed and realtime contests. In 2015 she added Intersteno to her list of accomplishments, coming in 3rd at the competition in Budapest.

When she's not working, Donna enjoys reading books, listening to podcasts, and enjoying her family. She's married, and the proud grandmother of four.



## **FOR SECRETARY:**

**LISA KNIGHT, RPR, CSR (CO), RMR, CRR, CLR**  
*Littleton, Colorado*

Lisa Knight is a veteran reporter with more than 33 years of experience. She began her court reporting career in Colorado as an official reporter in district court. She has worked in the US Bankruptcy Court, as well as working as a staff freelance reporter in the Denver metro area.

Lisa became an independent contractor in 2006. She specializes in technical realtime assignments, taking her skills and realtime equipment all around the globe. She has worked in South Africa, Southeast Asia, Europe, and most places in between.

Lisa is very active in state and national associations. She was president of the Colorado Court Reporters Association in 1995 - having received their Distinguished Service Award in 2002. She has been the chair and co-chair of NCRA's TRAIN Task Force and Education Content Committee, as well as serving on the Realtime Systems Administrator Committee and the Technology Committee. She is a frequent contributor to the JCR as well as a speaker at conventions. She is also a

member of the Stenograph beta test groups for the Luminex, iCVNet, and Case CATalyst software, as well as a member of the Stenograph Software Development Liaison Committee. She is currently serving her first year on the Board of Directors of STAR.

Lisa holds various certifications and credentials, ranging from Registered Diplomate Reporter, Certified Realtime Reporter, and Realtime Systems Administrator.



**FOR TREASURER:**  
**TODD A. MOBLEY**  
*Dayton, Ohio*

Todd Mobley joined the firm of Mike Mobley Reporting in January 1994. He graduated from the University of Dayton in 1993 with a degree in Accounting. Upon graduation, he went to work for The Analytical Sciences Corporation (TASC) where he served as a consultant to the Department of Defense and Department of Energy regarding the estimation of costs for environmental cleanup efforts.

He also worked on a document management project for the Air Force in the C-17 litigation that electronically saved millions of exhibits. At the time, it was the largest conversion of paper exhibits to electronic exhibits ever.

In 1994, he joined Mike Mobley Reporting, full time, after many years of helping out on a part-time basis. He currently is the President, accountant, and videographer for the firm. He received his Masters of Business Administration from the University of Dayton in 1997 with a focus on Entrepreneurship.

Todd has served on numerous committees for NCRA over his 20+ year career. He was also active in the Ohio Court Reporters Association, where he served on the Legislative Committee and is on the Liaison Committee with the attorneys who represent the Ohio Court Reporters in legislative matters. He has been involved with these matters since 1996. Todd has served as STAR Treasurer from 1998 through his current term in 2017. He has become known as treasurer-for-life.

Todd has been married to Angela Mobley since 2000 and they have three children, Michael, Marilyn and Mary Margaret. Todd coaches his son's football, basketball and baseball teams and coaches both daughters in basketball and soccer. In his free time Todd likes to camp, hike and fish with his family. He also loves to read, with his interest focused mostly on WWII history.

**FOR DIRECTOR:**  
**SHELLENE IVERSON, CSR**  
*Portland, Oregon*



Shellene Iverson started her career in Oregon as a freelance reporter in 2002 until she began working with Gretia Capri and Capri & Associates in 2005. In 2008 Capri-Iverson Reporting was formed. Her partner retired in 2009, and Shellene continued on with Capri-Iverson Reporting until 2016. In 2016 she moved offices and the firm became Iverson & Associates, LLC.

Shellene has served on the board of the Oregon Court Reporters Association in various capacities. She started as a director and served a four-year term. Then she moved on to become secretary for a two-year term. After that term was over, she took over as the Membership Chair of the Oregon Court Reporters Association until 2014 when she became President Elect. Shellene was president of the association in 2015 and past president in 2016. Shellene now serves again as the Membership Chair of the Oregon Court Reporters Association.

Shellene has been married to Kris Iverson for 20 years and has two adult sons, Zackery and Austin. In her spare time, she likes to hike, kayak, and spend time with friends and family.



**FOR DIRECTOR:**  
**MERILEE JOHNSON, RMR, CRR, CBC**  
*Minneapolis, Minnesota*

Merilee S. Johnson has been reporting for 19 years and has experience as an official reporter, freelance reporter, and captioner. Currently, she serves as Director of Reporter Relations and Technologies with Paradigm Reporting and Captioning. In addition to her extensive work experience, Merilee is credentialed as a Certified Independent Training Agent with Stenograph. She holds NCRA's RDR, CRR, CBC, and CCP certifications, as well as NCRA's RSA Certificate.

Merilee serves the industry as a member and chair for multiple committees on both the state and national levels. She has a passion for investing in the future of the industry through mentoring, teaching, and training. She has a long history of mentoring students and reporters and currently serves as an Adjunct Instructor teaching Realtime Reporting and Technology. She is a resource for reporters at Paradigm, an active trainer for Stenograph, and is also a member of STAR's Liaison Committee.



**FOR DIRECTOR:**  
**SANDRA NARUP, RPR, CLR, FPR**  
*Orlando, Florida*

Sandy Narup began her reporting career in 1989 with the firm of Narup & Vouvakis, which was acquired by another firm in 2004. She is currently working with Orange Legal in the Central Florida area and has been with them for the past ten years. Sandy began her career as a deputy official/freelance reporter and has been a freelance reporter exclusively for the past 15 years. She has attained the certifications of Registered Professional Reporter, Realtime Systems Administrator and Florida Professional Reporter. She has covered multiple high-profile criminal cases, large construction defect cases and medical malpractice.

Sandy has been a member of the National Court Reporters Association, Florida Court Reporters Association, and STAR for almost all of her career. Sandy has served on the board for FCRA in the positions of Northern Director, Secretary and Treasurer. She also served on the Freelance Community of Interest committee for NCRA.

Sandy often says she met her husband because of this wonderful profession, and they have been together for 25 years. She feels that she is the reporter that she is today because of his guidance. Sandy loves being outdoors, hiking, gardening and, most of all, traveling more, now that her husband is retired.



**FOR DIRECTOR:**  
**MARJORIE A. PETERS, RMR, CRR, RSA**  
*Pittsburgh, Pennsylvania*

2019 marks Marjorie Peters' 33<sup>rd</sup> year in court reporting. Since starting January 1986 as an official, then employee and IC CART/captioner and freelance agency reporter, she is currently the President of Marjorie Peters Court Reporting in Pittsburgh, Pennsylvania. Marjorie has always believed that technology advances the reporting profession for both the reporter as well as the clients we service in a compelling way, regardless of which specialty you may practice, whether you're an agency owner or employee.

Beginning in 1999, Marjorie joined the PCRA Board of Directors as a district representative, and has served with PCRA Board or on NCRA committees since that time. She has always been a continuous supporter of Community College of Allegheny County Court Reporting program as well. Meeting and networking with reporters across her state and the country since 1999 is not only fun, but valuable learning experience.

Since attending her first STAR convention, Marjorie felt very strongly that STAR has the greatest members, as well as an organization of forward looking reporting professionals dedicated to bringing the best technology and business practices now and in the future for reporters and clients, and will commit her time to support the growth of STAR and its members.



**FOR DIRECTOR:**  
**JANETTE M. SCHMITT, RPR, CSR (WA), CCR**  
*Vancouver, Washington*

Jan Schmitt is the owner and founder of Schmitt Reporting & Video, Inc. After graduating from the Court Reporting Institute in Portland, Oregon, Jan set out, guns blazing, on her court reporting career and has owned her own firm ever since. She reports realtime daily and is a member of STAR, NCRA, WCRA (Washington Court Reporters Association), OCRA (Oregon Court Reporters Association), an Ethics First participant, an NCRF Angel donor, and a mentor to court reporting students.

Jan is passionate about her career and believes that membership in STAR has been crucial in her firm's ability to provide and implement the newest in industry technology. Jan plans to remain instrumental as a STAR Board Member, participating in and attending STAR meetings and working diligently to increase membership and promote awareness of the many benefits a STAR membership provides.



**FOR DIRECTOR:**  
**KAREN TYLER, CCR (LA), CSR (TX), TCRR, RDR, CRR, CRC**  
*Shreveport, Louisiana*

Karen Tyler, CCR(LA), CSR(TX), TCRR, RDR, CRR, CRC began her court reporting career in 1979 as an official reporter with the First Judicial District Court in Shreveport, LA. In 1983, Karen entered into the freelance arena under the tutelage of her mentor, Ray Hanrahan, with Hanrahan Reporting Service. During her tenure there, Karen was the court reporter for the FDIC litigation involving thirteen failed banks — all closed in one day.

In 1993, she opened what became the largest court reporting firm in north Louisiana, Karen Tyler Reporting. In 1997, United States District Court for the Western District of Louisiana implemented the first all realtime, all paperless courtroom. For three years, Karen assumed the role of the federal reporter and provided realtime to judges, staff, and counsel and aided counsel in the use of paperless technology.

Karen then spent three years away from court reporting as her children attended high school. This time holds wonderful memories of danceline competitions, ballet recitals, and football booster club shenanigans; but as the children went off to college, the love of writing called Karen back to court reporting.

2003 brought the phenylpropanolamine (PPA) MDL litigation, and Karen was asked to head the north Louisiana discovery. Karen Tyler Reporting reopened its doors in September of that year and has again become the firm attorneys seek for realtime and court reporting needs.

The NCRA Speed and Realtime Contests bug bit Karen in 2013, and at Nashville she earned second in Q&A, qualifying in Literary and Legal Opinion. Karen also qualified in both legs of the Realtime Contest. 2014 in San Francisco, Karen earned third in Literary and qualified in the two other legs. She also qualified in both Realtime legs and also qualifying in Realtime. Her biggest achievement to date occurred in 2016 in Chicago, where she won third overall with a second place finish in the Q&A. Karen is, admittedly, a steno nerd!!

Karen has been married to her husband, D. G. "Jerry" Tyler, for 35 years, and together they have three amazing children: Claire, Paige, and Peyton. Karen and Jerry are proud grandparents of Makai, Mira, and "grand puppies," Tupelo, Fritz, and Grady. Karen enjoys gardening, needlepoint, and tennis but especially time with family. She has served as president of the Shreveport Association of Ladies Tennis, president of Pierremont Oaks Tennis Club, and head of the Student section of NCRA. She is a member of the Louisiana Court Reporters Association and Texas Court Reporters Association.



## Must-Have Apps to Rock STARcon-Minneapolis

By: Angie Punton

My fabulous city is thrilled to be hosting STARCON19 in a few short weeks! While we coined the term "Bold North" when Minneapolis hosted the 2017 Super Bowl to give props to the tens of thousands of football fans who braved the double-digit, below-zero temps (uffda!) to travel to the frozen tundra in the dead of winter, have no fear! October in Minnesota is actually the bomb. In fact, it is arguably the perfect time to visit! (I just knocked on wood to prevent any possible jinxing, since we have had snow storms in October before.:-) Lingering fall colors, light-jacket weather, pumpkin spice everything, and droves of Viking fans await you here in the City of Lakes. The Land of 10,000 Lakes (many of which are in the inner city), are sure to still be in liquid form and not iced over. Bonus!

True to form, the curriculum at STARCON is going to be top-notch. Having been to several STARCONs in the past, I know how busy it gets. Thus, I have compiled a list of five apps to download ahead in order to maximize your scarce free time in the "Minne-Apple."

**Yelp:** Eat, Drink and Be Merry. That is my mantra in life! Yelp is a handy app that finds restaurants near you that sorts and ranks, according to your preferences. Minneapolis has become quite the culinary destination, and there is no shortage of delicious, diverse and unique foods nearby. The 2019 James Beard Award Best Chef, Ann Kim, hails from Minnesota. Chef Kim's Korean-inspired pizza joints Young Yoni and Pizzeria Lola both boast 4.5+ stars on Yelp, and trust me... the data doesn't lie — absolutely delicious! And they're a short Uber ride from the Loews.

**MN Craft Beer:** I don't know about you, but I am 100% onboard the craft beer bandwagon. Hazy IPAs are my new fave brew. Fortunately for me, there is no shortage of tasty beers and funky taprooms within a 10-mile radius of my home and office. The MNCraft Beer app uses your location to show breweries closet to you, along with their hours. Track the beers you've tasted, and the app will learn your palate and suggest beers for you as you visit new spots. Sláinte!

**World Around Me:** I just discovered this augmented reality app. After downloading, allow the app to access your camera. Point the camera at your surroundings, and search for things like coffee, ATMs, yoga studios, etc., and will tell you where to go from your current location. Brilliant.

**NiceRide:** You gotta love the slogan of our city's bike rental company: "The nicest city just got nicer!" Another fun fact about Minneapolis – we are consistently ranked as one of the most bike-friendly cities in the country. There is so much to do and see within biking distance from the Loews! Might I suggest locating a NiceRide bike and taking a spin around Lake of the Isles? Six miles/30 minutes later, you'll be refreshed and ready for a full day of seminars.

**Lime:** Full Disclosure: I've never ridden one of these. Quite frankly, they terrify me. But if you like to live life on the edge, Minneapolis is full of these bright-green motorized scooters. For only \$0.15 a minute you can take a little joy ride, or simply get to a nearby place more quickly with just a few clicks on your phone. But I advise you to use caution... and please avoid use after happy hour! It seems the biggest enthusiasts of using these two-wheeled motorized wonders, besides LIME, are personal injury attorneys!

Here are a few more resources for planning your trip: [www.exploreminnesota.com](http://www.exploreminnesota.com) [www.mallofamerica.com](http://www.mallofamerica.com) [www.minneapolis.org](http://www.minneapolis.org)

The State of Nice and the Minne-Apple hope to see you in October! Please don't hesitate to reach out to me if you need any recommendations during your STARCON stay.

# Talk Steno to Me: Let's Talk About That Dreaded Preamble!

By: Donna Urlaub

Who of us can honestly say we nail the preamble to a deposition? And is part of the reason for our difficulty because we fall back on long writing – or have never analyzed our notes to identify the words that come up repeatedly in the introductory remarks, yet we continue to stroke them out.

The following are outlines from the first five pages of a treating doctor deposition that may seem obvious to you, but I've seen them stroked out.

And, yes, some outlines, like “copy” conflict with “cope,” but why deny yourself the ability to write **KOEP** 8,000 times in one stroke (according to my dictionary) versus **KO\*EP** 67 times, when all you have to do is throw in the asterisk?

state your name	<b>STAURM</b>	worst	<b>WOFRT</b>
for the record	<b>FOERD</b>	missing	<b>MIFG</b>
let the record reflect	<b>L-KT</b>	perfectly	<b>P-RL</b>
currently pending	<b>KURNL/PENGD</b>	understand	<b>N-RS</b>
Circuit Court	<b>SKOURT</b>	usually	<b>AOURBL</b>
applicable	<b>PLIBL</b>	habit	<b>HABT</b>
Supreme Court	<b>SPRAEK</b>	intention	<b>SPWENG</b>
given	<b>GIFN</b>	important	<b>PORN</b>
sorry	<b>SOER</b>	copy	<b>KOEP</b>
pretty simple	<b>PRET/SIFRPL</b>	curriculum vitae	<b>KR-F</b>
easy for you	<b>E*Z/FOU</b>	additions	<b>DIRBS</b>
court reporter	<b>KROERP</b>	that would	<b>THALD</b>
verbatim	<b>VAIM</b>	certified	<b>SERD</b>
answers	<b>AENS</b>	family medicine	<b>FAEM/MEDZ</b>
answered	<b>AEND</b>	pharmaceutical	<b>FARMT</b>
verbal	<b>VERBL</b>	research	<b>R-FRP</b>
completely	<b>KPLELT</b>	products	<b>PRODZ</b>
clarify	<b>KLAOIF</b>	medical	<b>MELD</b>
both of	<b>BOEF</b>	I mean	<b>*IM</b>
talking at the same time	<b>TAUG/TAIMT</b>	I think	<b>ING</b>
address	<b>DRAES</b>	practice	<b>PRA</b>
repeat	<b>RAOEPT</b>	primary care	<b>PRAOIRK</b>
confuse	<b>K-FS</b>	health care	<b>HAIRK</b>
transcript	<b>TRIPT</b>	discipline	<b>SPLIN</b>



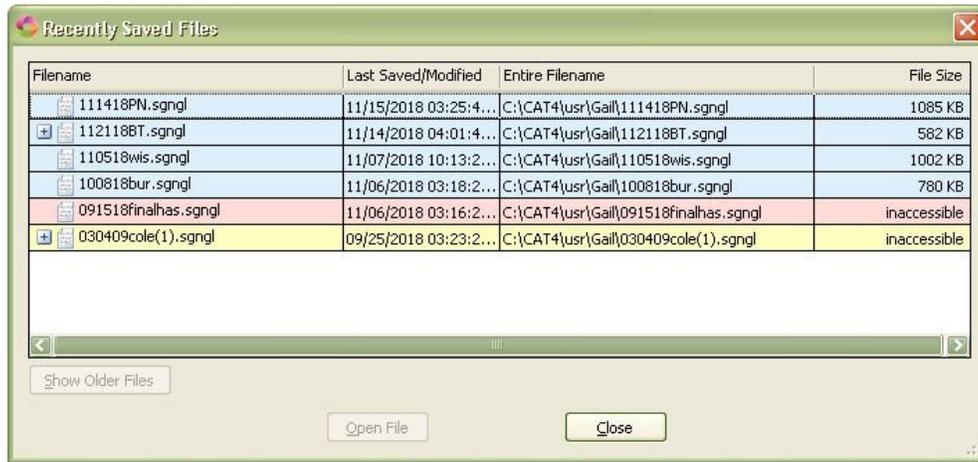
## Can't Find Your File? Don't Panic — Use the Recently Saved File Feature

By: James Kuta, Stenograph QA and Documentation Manager

Features have been introduced to Case CATalyst over the years to help mitigate the total panic caused by the following five simple words: “where did my file go!” That statement, and the resulting terror, can come from a variety of sources. Did you accidentally click “No” when asked to save changes? Did you accidentally work in a July Case folder even though it is now August? Maybe you used Save As instead of using Save. These things happen. When they do, recovering from them quickly makes a big difference. The Recently Saved Files feature was introduced in Case CATalyst Version 20 to help you recover quickly by listing the last 10 files you've worked on and displaying information about each of them to help you find the file you're looking for.

**How to use the Recently Saved Files feature:** You can open the Recently Saved Files dialog box by clicking on the

Recently Saved Files icon  on the toolbar, or by pressing **Alt + f, y** (File, Recently Saved Files). The Recently Saved Files dialog will appear.



The information provided by the Recently Saved Files dialog is separated into columns and rows and is color coded. Let's take a closer look at what the dialog is telling us.

**Rows:** Each row is a recent file you've worked on. By default, up to the 10 most recent files display. If there are more than 10 files available, the Show Older Files button will be active. You can click the Show Older Files button to display more files you've worked on in the past.

**Columns:** **Filename** – this column displays the name of the file along with the extension of the file. The Recently Saved Dialog saves text (sgngl), dictionary (sgdct) and caption files (sgcap). If you see a plus icon + next to the filename, that means there are additional versions of the file available. Click the plus icon to see the additional versions. For example, let's say you accidentally selected "No" when prompted to save a file. If you use the Auto Recover feature and have the Keep Auto Recover Files in Archive option selected, the changes would still be saved in the AutoArchive case. Up to four versions of the file could be available in the AutoArchive case. By clicking the plus icon, you'll be able to see the Auto Archive copies of the file. You can double click on a file to open it.

**Last Saved / Modified** – this column lets you see exactly when the last time was you saved a file. If, for example, you accidentally renamed a file, the date and time listed will help you identify that the new filename is the file you're looking for.

**Entire Filename** – this column gives you the full path to the file. If, for example, you accidentally worked in a July Case folder even though it's now August, you'll be able to see the full path to the location of the file.

**File Size** – this column gives you information about how much space the file is taking up on your hard drive.

**Colors:** **Blue** – this color indicates the original file exists.

**Red/pink** – this color indicates the file no longer exists or Case CATalyst cannot locate it. That file will not be accessible, but its existence in the Recently Saved Files dialog does give you some clues as to where that file might be. Case CATalyst will no longer be able to locate a file if you've saved the file to an external drive and that drive is not attached, if you moved a file or deleted a file after it was saved.

**Yellow** – this color indicates the original file no longer exists, or Case CATalyst cannot locate the file, but Auto Archives of the file do exist. You can see the archives by clicking the plus icon.

**White** – this color indicates the file is located only in the AutoArchive case. You can open the file by double clicking on it. Follow the prompts to open the file inside of the Auto Archive.

That's all there is to it. The Recently Saved Files dialog gives you a quick way to find the file you want to open. The next time you find yourself staring at the screen with those dreaded five words rolling through your head - don't panic - use the Recently Saved Files feature.

To learn more about the Recently Saved Files feature, and other great Case CATalyst Version 20 features, visit [Stenograph.com](http://Stenograph.com).





# Just for the Health of It Hands Down: The Best Exercises to Strengthen & Stretch Your Hands

By: Cheryl Mangio

(As originally published in the [Veritext Partner Community](#))

Our stenography skills are nothing short of amazing, but there is no denying that perpetual, repetitive movements can cause muscle tightness, which then can cause the connective tissue in our hands to dehydrate and become less responsive. This can ultimately lead to stiffness not just in the hands, but all the way up the arms to the shoulders and neck and may take a toll on our body's ability to function efficiently and stay pain-free. The constant, repetitive use of our fingers, especially our thumbs, is dehydrating this tissue, compressing the joints, and causing stiffness and aches up the chain of the body.

We all know we can do hand exercises or get physical therapy, but have you ever considered MELT? A month ago I stayed at a wellness resort and discovered MELT for hands and feet. MELT was developed by Sue Hitzmann, MS, CST, NMT, to keep her hands in top condition, but she found it changed her entire body, including her neck and shoulders. At the beginning of the MELT class we were handed small and large soft balls and were shown how to assess, glide, and shear the hands. The MELT instructor guided us through the exercises and then at the end we "reassessed."

Surprisingly, these simple exercises did improve the strength in my hands (and feet). These techniques are simple and can be done quickly and easily. Sue recommends doing the self-treatment techniques three times a week — even better, every day — to get immediate relief by rehydrating this tissue and reacquiring space in your joints. Why not keep a small and large soft ball in your machine case and incorporate these exercises into your workday?

**These techniques are simple and can be done quickly and easily.**

**Assess:** Place a large soft ball (about the size of a super ball) in one hand and squeeze 3-4 times. Then do this with the other hand. Notice if your grip feels the same on both sides or if one hand has a stronger grip than the other.

**Glide:** On a desk or table, place the large soft ball under your thumb pad and gently glide the ball from the thumb pad to your pinky pad with tolerable compression. Continue back and forth as you take two focused breaths.

**Shear:** Create small circles under the thumb pad, then hold the compression as you take a focused breath. Repeat gliding and shearing on your other hand.

**Knuckle Decompress:** Take the small soft ball (about the size of a jacks ball) and place it at the base of your first two fingers. Make a fist and squeeze the ball between your fingers 2-3 times. Repeat this between each finger — don't forget the space between your pointer finger and your thumb. Switch hands.

**Friction:** Rub one hand over the large soft ball in a light, quick, scribble-like motion. Switch hands.

**Rinse:** Starting under your fingertips, slowly press the large soft ball toward your wrist, up your forearm, to your elbow 5-10 times. Switch hands.

**Reassess:** Grab the large soft ball and make a fist again, then switch hands. Has your grip improved in balance or strength? If the answer is yes, you have made a positive change with self-treatment!

A MELT kit is available for purchase, but not necessary. MELT is an interesting and exciting strategy to keep your hands in tip-top shape. To learn more, you can locate a MELT provider near you by clicking here <https://www.meltmethod.com/finder/>



## Remembering Lisa Michaels

**Editor's Note:** Lisa Michaels was a STAR member and a dear, personal friend. She passed this last May after a year-long battle with cancer. Lisa was a beautiful lady inside and out. She was not only beautiful, but she was funny, creative, and smart — wickedly smart. This is a huge loss for her friends, family, and the reporting community. STAR is honoring her by giving some of her friends and colleagues a chance to share their thoughts. We are also including an article below written by friend Anne Torreano and published previously in *The Deposition Reporter*.

"What does one say about a beloved colleague and friend who has passed away at such a young age that adequately expresses the feeling of loss? That is my question when I think of Lisa Michaels and her leaving us so prematurely. Lisa was such a lovely and beautiful person inside and out and treated everyone with respect with no ulterior motive. No matter the controversy du jour within our industry, Lisa listened to all sides but always came down on the side of doing what was best for the court reporting profession. What a lovely human being she was and I will miss seeing her at our conferences. Godspeed, Lisa!" - *Jim Connor*



"A little over ten years ago I met Lisa for the first time. Standing out in a crowd was her inherent gift, but her strength and character came from her wisdom, poise, grace, genuineness, generosity, optimism and kindness. I did not wait to be introduced to Lisa. Instead I walked right up, extended my hand and introduced myself. After introductions, I asked her to tell me about herself both professionally and personally. She and I spoke for a very long time that day, which, looking back, was the foundation of one of the most beautiful friendships in my life. Much later she told me I threw her off guard by asking her to tell me about herself and that she was much more comfortable listening to others than speaking about herself. I told her I was sorry but I was a bit awestruck and needed time to close my jaw, readjust myself and think of a few intelligent things to say. Should I be fortunate enough once again to have the opportunity to walk up to her, with hugs this time, my first words will be, 'Tell me about yourself again.' Lisa will be forever missed." - *Mark H. Renzi*

"It is so uncommon to find a person as beautiful, generous, kind, loving and sweet as Lisa was, who also had another side to her that was so talented and strong, competent and fierce. She fought for what she believed in, a true warrior princess! I will always admire her and recall the fun times we shared." - *Julia Obien*

"Lisa was even more beautiful on the inside than the outside. She was clever, clever, clever and so much fun to be with. I feel blessed to be counted among her friends. I dearly miss her." - *Jan Schmitt*

"It was always a pleasure to see Lisa's smiling face at STAR, and she will be greatly missed. Her warm and friendly vibe and sense of style endeared her to many. That girl had beauty and brains! She was a loyal and fierce advocate for our profession, and she spent a great deal of time helping others succeed. I am so grateful to have had her friendship over so many years." - *Cheryl Mangio*

"Pancreatic cancer took a beautiful, caring, loving, charming, smart, and amazing woman from this earth. I have so many fond and wonderful memories of Lisa. Lisa's legacy will live on forever because of her passion for the court reporting profession, her integrity, and her work ethic. Lisa was a 'SuperSTAR.' May her star shine forever in our hearts!" - *Shelly Hunter*

"Lisa was an incredible friend and colleague. She was as thoughtful and kind as she was smart and beautiful. I was absolutely blown away by the number of people in attendance at her Celebration of Life. I of course know how easy it was to be her friend, but for Lisa to make so many people feel special, for several hundred friends and family to love her so much that the church was packed full to say one last good-bye, it reinforced what I already knew: she had an amazing gift. Her Celebration of Life made me want to be a better boss, a better friend, a better husband, and a better person." - *William C. LaBorde*

"I was honored to meet Lisa in the last couple of years. Such a class act, kind and generous. Her passing shocks and saddens me. So unfair. I will remember you, Lisa. Some people leave an Impression. She was one." - *Donna Urlaub*

"When I think of Lisa, I think of a bright light - her smile, her laughter, her love of a fun night out in New Orleans, in Napa, in Nashville...and did I mention the dancing? - there's a new star in the sky, and it's my dear friend, Lisa." - *Kimberley Neeson*

"When I think of Lisa Michaels the first word that comes to mind is CLASSY. From the first time I met Lisa at the NCRA Firm Owners Conference in Sarasota, Florida, in the mid 2000s to her unfortunate passing in 2019, she was always the classiest, friendliest and most beautiful person in the room. She was as beautiful on the outside as she was on the inside. Over the years I worked with Lisa in many capacities including on NCRA committees, in DepoSpan as well as in our respective businesses when we networked jobs across the country. She was always the friendliest and most cordial person to work with and always had that beautiful smile on her face. She ALWAYS represented herself, Chase Deposition Services, NCRA and DRA with true class and professionalism. We were all lucky to have her in our lives. I know I personally miss our chats, our laughs and our conversations about the court reporting industry. We ALL miss you, Lisa Michaels!" - *Rick Levy*

"If you've had the privilege of meeting Lisa Michaels, let alone calling her "Friend," I know you will agree that she will never be far from your heart or mind, especially when it comes to anything related to the profession of court reporting. She was truly one of a kind on so many levels. I know she's dancing with the angels (and no doubt teaching them a step or two). You will be missed, Lisa. You already are..." - *Jan Ballman*

"Lisa sparkled her way through life. I was lucky enough to share New Year's Eves, birthdays, and court reporter panels with her. One Saturday we choreographed a flash mob for DRA! Lisa sent me butterfly emojis this last year while she was sick. Now, when I see a beautiful butterfly, I smile thinking of my Lisa." - *Rosalie Kramm*

"STAR recently lost one of its angels. My good friend, and amazing advocate, has left us but though she is gone, she is remembered by her friends as a kind and beautiful spirit. While beautiful on the outside, it was only a fraction of what she was on the inside. Her passion for her industry, her employees and her friends was second to none. The reporting profession is dimmer because she is not with us, and I miss my friend with that infectious laugh. Rest well Lisa and keep an eye on us down here and keep dancing in heaven." - *Dave Wenhold*

# In Loving Memory of Lisa Michaels

By: Anne Torreano

On May 14, 2019, the court reporting world lost one of its brightest stars when Lisa Michaels passed away after a courageous 14-month battle with pancreatic cancer. Lisa was a STAR member, Deposition Reporters Association of California past president and DRA Distinguished Service Award recipient.

DRA never knew what good things would come when we talked Lisa into a spot on the board. A shy and timid volunteer at first, she blossomed into a force of nature that would transform DRA into a respected player on the national stage. The impact of Lisa's contributions in her many years serving DRA are immeasurable.

After joining DRA's board in 2004 as the representative of then District 5, Orange County, a position she held until 2008, she was then elected vice president. After becoming president in 2010, she went on to serve two consecutive terms and represented DRA as its liaison to NCRA at its board of directors meetings. During her many years with DRA, she chaired or served on nearly every committee, including finance, strategic planning, legislation, mentoring, nomination, public relations, scholarship, convention, and a two-year stint as newsletter editor.

In 2010, when then governor Arnold Schwarzenegger targeted stenographic court reporters for replacement with electronic recording during the California budget crisis, her video taking on his misguided plan point by point quickly went viral, resonating with unappreciated reporters nationwide. In 2011, she garnered 400 co-signatures on a letter she wrote, successfully demanding the removal of the membership privileges of a former president who was exploiting that position to advocate for electronic reporting in the courts. Her time volunteering for DRA extended long after her tenure as president ended as she helped to shape and mentor DRA's future leaders.

During the same time that she was working to transform DRA into a stenographic political powerhouse, Lisa was also attending to the daily demands of running a growing firm, Chase Litigation Services, a firm she started out of the living room of her then home in 1984 before building it into a nationwide firm covering depositions across the country and internationally. She encouraged reporters at every turn to believe in themselves and to continually improve their skills and held in-office reporter summits to help foster a family atmosphere.

Stenographic reporters could find no greater advocate than Lisa, but her singular passion was working with students. In addition to devoting her time to visiting and helping schools, Lisa mentored many students, allowing them to intern and learn about the day-to-day workings of her firm and sitting out in depositions with her reporters. She always made time to meet with students that needed advice or encouragement.

Lisa was the quintessential California girl who felt most at home near the beach and her family. In recent years, she had finally reached her dream goal of owning a home near the beach and had lovingly renovated it into an adorable bungalow. Lisa is survived by her mother, father, stepfather, sister Kelly, half-brother Greg, love of her life and longtime partner Mike, and her best-dog-ever Lucy.

Lisa, the impact of your many contributions and accomplishments on the reporting profession, DRA, reporters, and students will be felt for years to come. Your passing has left an unfillable void for your friends and colleagues who were lucky enough to have been touched by your grace, wit, beauty, and spirit of fun. We can never thank you enough for what you've done, but we will remember and honor your service and your friendship forever.

