PSI Services LLC
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Court Reporters Board of California
Written Examinations

CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at https://test-takers.psiexams.com/cacrb.

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Updated March 2024

PURPOSE

The purpose of this Candidate Information Bulletin is to provide you with specific information about the certified shorthand reporters written examination process and an overview of content areas in which candidates will be examined.

OBJECTIVE OF THE COURT REPORTERS BOARD

State licensing boards are mandated to protect the public by developing licensing examinations that test for minimum competency for those who wish to provide professional services to the public. These examinations require candidates to demonstrate that they possess the minimum knowledge, skills, and abilities (KSAs) that are necessary to perform safely and effectively in independent practice without supervision.

Section 8017 of the Business and Professions Code defines the practice of certified shorthand reporters as:
"The practice of shorthand reporting is defined as the making, by means of written symbols or abbreviations in shorthand or machine shorthand writing, of a verbatim record of any oral court proceeding, deposition, court ordered hearing or arbitration, or proceeding before any grand jury, referee, or court commissioner and the accurate transcription thereof. Nothing in this section shall require the use of a certified shorthand reporter when not otherwise required by law."

EXAMINATION DEVELOPMENT

The Court Reporters Board written examination is developed and maintained with the assistance of the testing specialists of the Department of Consumer Affairs (DCA), Office of Professional Examination Services (OPES). The OPES examination development and validation specialists are experts in testing and measurement methodologies. Their responsibility is to ensure that professional testing standards are followed and that the examinations are psychometrically sound, job related, and legally defensible.

California licensed court reporters participate in workshops where examinations are developed. The licensed court reporters are referred to as "Subject Matter Experts" (SMEs) and are trained in testing procedures by these testing specialists. These SMEs write and review multiple-choice questions based specifically on the examination plan, which is a result of the most recent occupational analysis.

The passing grades for the written examinations are determined by the SMEs based on the Angoff criterion-referenced method as specified in the California Code of Regulations, Title 16, Division 24, Section 2420. Additional information about the Angoff method can be found at the Board's website under the link, "English and Professional Practice Passpoint Setting."

APPLYING FOR THE WRITTEN EXAMINATION

Business and Professions Code, section 8020:
"A candidate must have a high school diploma or its equivalent, submit to a background check, and be 18 years old at the time of application to sit for the written examination. If above requirements are met, the candidate may complete the certified shorthand reporters examination application and submit the required fees to the Court Reporters Board for processing."

The examination application and fee must be submitted directly to the Court Reporters Board. After the Court Reporters Board receives and processes the examination application and fee a Notice of Eligibility is mailed from PSI. The process takes approximately ***four*** weeks to complete. Candidates can sit for any written exam a maximum of once every exam cycle: July-October; November-February; March-June.

EXAMINATIONS BY PSI SERVICES LLC

The Department of Consumer Affairs, Court Reporters Board, has contracted with PSI Services LLC (PSI) to conduct its written examination program. PSI provides examinations through a network of computer examination centers in California and a few out of state locations.

All questions and requests for information about scheduling examinations should be directed to PSI.

PSI Services LLC
(877) 392-6422 • TTY (800) 735-2929
https://test-takers.psiexams.com/cacrb

All questions concerning eligibility for the examination should be directed to the Court Reporters Board.

Court Reporters Board of California
2535 Capitol Oaks Drive, Suite 230
Sacramento, CA 95833
(877) 327-5272
www.courtreportersboard.ca.gov

EXAMINATION SCHEDULING PROCEDURES

Candidates submit an examination application and fee to the Court Reporters Board for processing. After the CRB receives and processes your written examination application and fee, it notifies PSI of your eligibility to test. PSI then sends you a Notice of Eligibility (see back cover) and this bulletin. The process takes approximately ***four*** weeks to complete.

Once you have received the Notice of Eligibility from PSI, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the Internet at https://test-takers.psiexams.com/cacrb or schedule over the telephone at (877) 392-6422.

Once you are notified that you are eligible to take the written examinations, you MUST sit for the examinations within one exam cycle. Failure to complete the exam(s) within the exam cycle will require a new application and fee.

In most California testing centers, testing does not take place on the following major holidays:

New Year's Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day
Day After Christmas

You should verify the actual dates when scheduling your examination(s).

INTERNET SCHEDULIING

You may schedule your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, https://test-takers.psiexams.com/cacrb. You may schedule a test via the Internet 24 hours a day.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, PST. Scheduling services are also available via Telecommunications Device for the Deaf (TDD) by calling (800) 735-2929.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee ***if your cancellation notice is received two (2) days prior to the scheduled examination date***. For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received before 9:00 a.m. on the previous Saturday. You may call PSI at (877) 392-6422.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your application fee will be forfeited under the following conditions:

- Missed appointment
- Appointment cancelled less than 2 days prior to test date
- Late appearance for appointment
- Failure to present proper identification at appointment

Any of these conditions will require a new application and fee prior to rescheduling. The testing facility has no authority to waive application or fee requirements.

RE-EXAMINATION

Candidates will receive exam results from the Court Reporters Board. Candidates who fail the written examination(s) will need to reapply and pay the fee to the CRB prior to receiving additional authorization from PSI to retake the test(s). You may obtain an application by calling the CRB at (877) 327-5272 or downloading the application from their website at: http://www.courtreportersboard.ca.gov/applicants/reexam.shtml.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (877) 392-6422. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

REASONABLE ACCOMMODATIONS AVAILABLE

Candidates with a physical or mental impairment that substantially limits a major life activity may be eligible for a reasonable accommodation in the testing process. A reasonable accommodation is defined as a "Major life activity" which includes limitations in walking, seeing, hearing, speaking, breathing, learning, working, caring for one's self and performing manual tasks.

If you require a reasonable accommodation, you must notify the Court Reporters Board in writing when filing each application. Medical verification of the disability must accompany this written notification. The written requests for a reasonable accommodation and medical verification must be received with each application in order to receive consideration. The request needs to include what type of accommodation is needed, i.e., additional time, special tools, etc. A reasonable accommodation cannot be granted if the required documentation is not submitted with the application.

PSI is fully compliant with the Americans with Disabilities Act and provides reasonable accommodations for candidates whose request for a reasonable accommodation has been granted by the Court Reporters Board. Reasonable accommodations are those that do not fundamentally alter the examination or results. Any auxiliary aids and services provided must be approved by the Court Reporters Board before scheduling a test date with PSI. Scheduling services are available for the hearing-impaired via PSI's Telecommunications Device for the Deaf (TDD) by calling **(800) 735-2929.**

EXAMINATION SITE LOCATIONS

CLICK HERE FOR THE TEST SITE PHONE NUMBERS

The California examinations are administered at the PSI examination centers in California as listed below:

AGOURA HILLS
30851 AGOURA RD SUITE 302
AGOURA HILLS, CA 91301
FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.
FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.

ATASCADERO
7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
FROM US-101 N, TAKE THE CA-41 EXIT (EXIT 219) TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. TURN LEFT ONTO CA-41/MORRO RD.

FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT (EXIT 219), TURN RIGHT ONTO CA-41/MORRO RD.

BAKERSFIELD
5405 STOCKDALE HIGHWAY
SUITE 103
BAKERSFIELD, CA 93309
FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

CARSON
17420 S. AVALON BLVD, SUITE 205
CARSON, CA 90746
FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT-HAND SIDE. (SAME PARKING LOT AS CARL'S JR).

DIAMOND BAR
21660 EAST COPLEY DR SUITE 215
DIAMOND BAR, CA 91765
FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.
FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B).
TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.

EL MONTE – SANTA FE SPRINGS
10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670
FROM THE I-5 NORTH TAKE NORWALK BLVD (EXIT 121), TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.

FRESNO
351 E. BARSTOW AVE, SUITE 101
FRESNO, CA 93710
FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT-HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

IRVINE
8 CORPORATE PARK, SUITE 200
IRVINE, CA 92606
FROM I-405 S – USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

FROM I-5 S – TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.

LAWNDALE
THE BAYTOWER CORPORATE CENTER
15901 HAWTHORNE BLVD, SUITE 330
LAWNDALE, CA 90260
FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

REDDING
2861 CHURN CREEK, UNIT C
REDDING, CA 96002
FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE

CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

RIVERSIDE
7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508
FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY, AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

SACRAMENTO
8950 CAL CENTER DR, SUITE 158
BUILDING TWO
SACRAMENTO, CA 95826
FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

SAN DIEGO
5440 MOREHOUSE DRIVE, SUITE 3100
SAN DIEGO, CA 92121
FROM 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.
FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (ON TOP OF THE AT&T BUILDING) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL.

SAN FRANCISCO
150 EXECUTIVE PARK BLVD., STE 2400
SAN FRANCISCO, CA 94134
I-80 W BECOMES US-101 S. TAKE EXIT 429A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

SANTA CLARA
2936 SCOTT BLVD
SANTA CLARA, CA 95054
FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

SANTA ROSA
160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

UNION CITY
32960 ALVARADO-NILES RD, SUITE 650
UNION CITY, CA 94587
FROM I-880 N – AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.
FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

VENTURA
4245 MARKET ST, SUITE 208
VENTURA, CA 93003
FROM US-101N, TAKE THE TELEPHONE ROAD (EXIT 65). TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

VISALIA
3400 W MINERAL KING AVE, SUITE D
VISALIA, CA 93291
FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1ST LEFT ONTO W MINERAL KING AVENUE.

WALNUT CREEK
175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.

OUT-OF-STATE EXAMINATION SITE LOCATIONS

ALBUQUERQUE
9550 SAN MATEO BLVD, N.E., SUITE G
ALBUQUERQUE, NM 87113
FROM I-25 S -TAKE EXIT 234 NM-556/ROY AVE TOWARD TRAMWAY RD. CONTINUE ONTO PAN AMERICAN FRONTAGE RD S FOR .2 MILES CONTINUE ONTO PAN AMERICAN FREEWAY NE AND GO .4 MILES. TURN RIGHT ONTO VENICE AVE NE AND GO .3 MILES. THE PSI OFFICE IS THE LAST BUILDING ON THE LEFT BEFORE YOU REACH SAN MATEO. THE MAIN ENTRANCE THAT FACES SAN MATEO IS WHERE TEST TAKERS WILL ENTER. THE ENTRANCE FACING VENICE AVE WITH BE WHERE LICENSING CANDIDATES WILL REPORT.

ATLANTA (MARIETTA)
2100 ROSWELL ROAD NE, SUITE 2128
MARIETTA, GA 30062
FROM I-75 NORTHBOUND, TAKE EXIT #263 – THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS ½ MILE ON RIGHT.

BRONX
34 MARCONI STREET, SUITE 210
BRONX, NY 10461
PRESS IN THE CODE 26 TO ACCESS SUITE AFTER ARRIVAL AT BUILDING

HEAD NORTH ON HUTCHINSON RIVER PKWY N. TAKE EXIT 3W FOR PELHAM PKWY W. MERGE ONTO BRONX AND PELHAM PKWY. USE THE RIGHT LANE TO TAKE THE HUTCHINSON PKWY S RAMP TO WHITESTONE BR QUEENS. MERGE ONTO HUTCHINSON RIVER PKWY S. TAKE EXIT 2 TOWARD WESTCHESTER AVE/E TREMONT AVE. TAKE A SLIGHT RIGHT TOWARDS WATERS PL. TURN RIGHT ONTO WATERS PL. TURN RIGHT ONTO MARCONI ST. THE OFFICE WILL BE ON YOUR LEFT.

ENTER THE FRONT ENTRANCE PRESS 26 TO ACCESS. AFTER ENTRANCE INTO BUILDING TAKE THE STAIRS OR ELEVATOR TO THE SECOND FLOOR. WE ARE IN SUITE 210. IF TAKING THE STAIRS, TAKE A LEFT ONCE YOU REACH THE SECOND FLOOR. THE OFFICE IS AT THE TOP OF THE RAMP. FROM THE ELEVATOR, TAKE 2 RIGHTS. THE OFFICE IS AT THE TOP OF THE RAMP.

CENTENNIAL
12150 E. BRIARWOOD AVE, SUITE 270
CENTENNIAL, CO 80112
EXIT I-25 AT ARAPAHOE ROAD. HEAD EAST ON ARAPAHOE (AWAY FROM THE MOUNTAINS) TO PEORIA (5 TRAFFIC LIGHTS). TURN RIGHT ON PEORIA AND LEFT ON BRIARWOOD.

CHARLOTTE
TYVOLA EXECUTIVE PARK 1
5701 WESTPARK DR, #101
CHARLOTTE, NC 28217
FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.
FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.

CHERRY HILL
901 LINCOLN DR W, SUITE 130
MARLTON, NJ 08053
FROM NJ-73 NORTH – TAKE THE RAMP ON THE ON THE RIGHT FOR NJ-73 NORTH AND HEAD TOWARDS NEW JERSEY TURPIKE/PALMYRA/TACONY. GO 1.6 MILES THEN BEAR RIGHT TO TURN ONTO LINCOLN DR EAST. TURN LEFT ONTO LINCOLN DR E, WHICH THEN TURNS INTO LINCOLN DR. AT THE LIGHT, GO STRAIGHT ONTO LINCOLN DR WEST.

CHICAGO
332 S. MICHIGAN AVENUE
SUITE 525
CHICAGO, IL 60604
TAKE US-41S WHICH BECOMES I-94E. TAKE THE W JACKSON BLVD EXIT (51F). TURN LEFT ON W JACKSON BLVD. TURN RIGHT ON S MICHIGAN AVE.

DALLAS
1701 N COLLINS BLVD, SUITE 130
RICHARDSON, TX 75080
FROM US-75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD./CAMPBELL RD. TURN LEFT ONTO CAMPBELL RD. TURN LEFT ON COLLINS BLVD. BUILDING IS ON RIGHT.

HOUSTON (NORTHWEST)
9800 NORTHWEST FREEWAY
SUITE 200
HOUSTON, TX 77092
FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.

MILFORD
500 BIC DRIVE
SUITE 101
MILFORD, CT 06461
FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO .5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).

NASHVILLE
THE OAKS
1102 KERMIT DRIVE, SUITE 101
NASHVILLE, TN 37217
FROM I-40 EAST: TAKE EXIT ONTO I-24 (EXIT 213-A). TAKE MURFREESBORO ROAD AT THE FIRST EXIT (EXIT 52). STAY IN THE RIGHT LANE ON THE RAMP, AS THE EXIT APPEARS WHILE YOU ARE STILL IN THE CURVE. ON MURFREESBORO, STAY IN THE LEFT LANE. YOU WILL PASS DAYS INN AND SUPER GIGANTE GROCERY ON YOUR RIGHT. TURN LEFT ONTO KERMIT DRIVE WHEN THERE IS A MCDONALDS ON YOUR RIGHT. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

FROM I-40 WEST: TAKE EXIT ONTO BRILEY PARKWAY, TURN LEFT ONTO BRILEY PWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

OLATHE
18000 W. 105TH ST.
CORPORATE RIDGE OFFICE PARK
OLATHE, KS 66061
FROM EAST - TAKE I-435 W TO K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM NORTH - TAKE I-35 S TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM WEST OF I-35, TAKE I-435 S, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM SOUTH - TAKE I-35 N TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM WEST - TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN RIGHT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT. PLEASE PARK IN THE SPOTS DESIGNATED FOR VISITORS/TESTERS AT THE FRONT OF THE BUILDING.

PHIDELPHIA
ONE BALA AVENUE, SUITE 310
BALA CYNWYD, PA 19004
FROM I-76 EXIT CITY LINE AVENUE. FOLLOW CITY LINE AVENUE SOUTH. THE BUILDING IS ON THE CORNER OF BALA AVENUE AND CITY LINE (NEXT TO THE BALA CYNWYD RAILROAD STATION). THIS IS NOT BALA PLAZA.

RICHMOND (BOULDERS II)
7400 BEAUFONT SPRINGS DR
BOULDERS II BUILDING, SUITE 560
RICHMOND, VA 23225
FROM VA-150 N - TAKE THE US-60 W/MIDLOTHIAN TURNPIKE EXIT TOWARDS MIDLOTHIAN. MERGE ONTO US-60 W. IN .3 MILES, TURN RIGHT TOWARDS SPRINGLINE DR. IN .3 MILES, TURN LEFT ONTO BEAUFONT SPRINGS DR. IN ABOUT .3 MILES THE BUILDING SHOULD BE ON THE RIGHT.

SOUTHFIELD (DETROIT AREA)
2640 LAHSER ROAD, SUITE 150
SOUTHFIELD, MI 48033
FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.

SPRINGFIELD
1111 ELM STREET, SUITE 32A
WEST SPRINGFIELD, MA 01089
TAKE MASS PIKE (RT. 90). EXIT 4-WEST SPRINGFIELD/HOLYOKE. TURN RIGHT ON WEST SPRINGFIELD/RT. 5 SOUTH. CONTINUE ON RT. 5 APPROXIMATELY TWO MILES. TURN RIGHT ON ELM ST.-IMMEDIATELY AFTER SHOWCASE CINEMAS. OFFICE IS APPROXIMATELY 1/4 MILE ON THE RIGHT.

TULSA
2840 E. 51ST STREET
BRITTANY SQUARE OFFICE PARK, SUITE 215
TULSA, OK 74105
FROM I-44 EAST - TAKE EXIT NUMBER 228 (HARVARD), STAY TO THE RIGHT WHICH WILL BE WESTBOUND ON 51ST ST. IN ROUGHLY ½ MILE, TURN LEFT ON DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

FROM I-44 WEST - TAKE EXIT 228 TOWARDS HARVARD AVE. MERGE ONTO E SKELLY DR. USE THE 2ND FROM THE LEFT LANE TO TURN LEFT ONTO S HARVARD AVE. TURN RIGHT ONTO E 51ST ST/EAST 51ST STREET SOUTH. GO ABOUT ½ MILE THEN TURN LEFT ONTO DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

ONCE INSIDE THE BUILDING, PROCEED TO THE 2ND FLOOR. THE TEST CENTER IS IN SUITE 215.

VANCOUVER
11818 SE MILL PLAIN BLVD, STE 402
VANCOUVER, WA 98684
FROM I-205 N - TAKE EXIT 28A-B-C FOR MILL PLAIN BLVD TOWARD NE 112TH AVE AND USE THE RIGHT 2 LANES. KEEP RIGHT AT THE FORK TO CONTINUE TO CONTINUE TO EXIT 28A AND FOLLOW THE SIGNS FOR MILL PLAIN BLVD E. USE ANY LANE TO TURN RIGHT ONTO SE MILL PLAIN BLVD. TAKE A LEFT ONTO NE 120TH AVE.

WEST DES MOINES
950 OFFICE PARK RD, STE 212
WEST DES MOINES, IA 50265
FROM INTERSTATE 235 (EASTBOUND OR WESTBOUND), TAKE EXIT #3 FOR 8TH STREET (WEST DM)/73RD ST (WINDSOR HTS). TURN RIGHT AT THE TRAFFIC LIGHT AND PROCEED SOUTH TO OFFICE PARK ROAD. TURN RIGHT (WEST) ON OFFICE PARK.

WEST HARTFORD
1245 FARMINGTON AVENUE, SUITE 203
WEST HARTFORD CT.
FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NEW BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNXIS RD. TURN RIGHT ONTO BROOKMOOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.

WILSONVILLE
25195 SW PARKWAY AVENUE, SUITE 105
WILSONVILLE, OR 97070
GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROSS BACK OVER THE FREEWAY. TURN LEFT AT 2ND SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINER'S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.

WHEATRIDGE
4891 INDEPENDENCE ST #220
WHEAT RIDGE, CO 80033
FROM I-70W, MERGE ONTO KIPLING ST/CO-391N. TURN RIGHT ONTO W 49TH AVE. TAKE THE 1ST RIGHT ONTO INDEPENDENCE ST.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes prior to your scheduled appointment time. This allows time for sign-in and identification verification and provides time to familiarize yourself with the examination process. *If you arrive late, you will not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one of the following valid forms of government-issued identification before you may examine:

- An unexpired state issued Drivers License
- An unexpired state Department of Motor Vehicles Identification Card
- A current U.S. military-issued identification card
- An unexpired U.S. issued passport
- A U.S. Government-issued passport card
- An unexpired Resident Alien card
- A Certificate of Naturalization

All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card.

If you cannot provide the required identification, you must call (877) 392-6422 at least 3 weeks prior to your scheduled appointment to arrange a method to meet this security requirement. *Failure to provide all the required identification at the time of the examination is considered a missed appointment. You will not be able to take the examination and will need to reapply and pay the fee to the Court Reporters Board.*

CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code provides that it is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination;
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination;
- Communicating with any other examinee during the administration of a licensing examination;
- Copying answers from another examinee or permitting one's answers to be copied by another examinee;

- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed or otherwise authorized to be in one's possession during the examination;
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars ($10,000) and the costs of litigation.

IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumb print must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.
2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.

3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.

4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.

5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large or noisy jewelry***	Prescription drugs****

**Headwear worn for religious purposes is subject to inspection.*
***Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.*
****Jewelry that is allowed into the examination room is subject to inspection.*
*****Drugs that are medically necessary during the pendency of the examination may be brought into the examination site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.*

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.

7. Copying any portion of the examination content by any means or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.

8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

TEST QUESTION SCREEN

The "function bar" at the top of the test question screen provides mouse-click access to the features available while taking the examination.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXAMINATION REVIEW

OPES, in conjunction with the Court Reporters Board, will be continually evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas.

WRITTEN EXAMINATION PASSING SCORE

The passing score is based upon minimally acceptable competence criteria that represents the skills required for entry-level practice. The passing score is established by licensed court reporters with assistance from test development specialists from the Department of Consumer Affairs.

The actual passing score varies slightly from examination to examination depending on the difficulty of the examination. Therefore, a difficult examination will have a lower passing score than an easier examination, i.e. the number of correct responses to pass will vary between each examination.

UNDERSTANDING THE WRITTEN EXAMINATION RESULTS

Candidates will receive their results directly from the Court Reporters Board. Failed candidates will receive a breakdown of results by subject content areas to assist them in preparing for the next test. Successful candidates will receive a "congratulations" letter, which includes instructions on applying to the Court Reporters Board for the CSR license plus an application for licensure form. Results will be mailed approximately ***two*** weeks after the test.

OURT REPORTERS BOARD CONTENT OUTLINE FOR WRITTEN EXAMINATIONS

WRITTEN EXAMINATION PLAN

The CSR two written examinations, English and Professional Practice, are designed to assess the knowledge, skills and abilities of a minimally competent entry level certified shorthand reporter based on a formal Occupational Analysis. The Occupational Analysis can be downloaded/viewed in its entirety on the Board's website at: https://www.courtreportersboard.ca.gov/formspubs/occupational_2023.pdf

The English and the Professional Practice Written Examinations each contain no fewer than 100 multiple-choice items. The examinations may contain additional items for the purpose of pre-testing (up to 25 nonscorable items). Pre-testing allows performance data to be gathered and evaluated before the items are scoreable in an examination. These pre-test ("experimental") items, distributed throughout the examination, WILL NOT be counted for or against you in your examination score and will not be identified to you.
If the exams contain pre-test items, you will have two hours per examination for completion.

The English examination is divided into three areas: Grammar, Proofreading, and Vocabulary. Within these three areas three subsections of the Research and Language Skills content area are tested.

The Professional Practice examination is divided into multiple subsections of the following primary content areas: Reporting Proceedings, Transcribing Proceedings, Transcript Management, and Ethics.

The following charts describe these content areas:

EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED SHORTHAND REPORTER EXAMINATION: ENGLISH

Content Area. RESEARCH AND LANGUAGE SKILLS
This area assesses a candidate's ability to follow current rules of punctuation, grammar, word usage, and vocabulary to ensure accuracy of the transcript.

Subsection	Tasks	Associated Knowledge Statements
1. Grammar (15%)	T27. Maintain English grammar knowledge to assist in accurately capturing and transcribing verbatim proceedings.	K41. Knowledge of how to recognize and correct homonym-type errors. K42. Knowledge of how to recognize and correct word usage errors. K43. Knowledge of English language vocabulary. K45. Knowledge of rules of English grammar.
2. Proofreading (65%)	T22. Proofread transcripts for correct punctuation according to CRB Best Practices to ensure a verbatim record of proceedings.	K35. Knowledge of rules of punctuation. K45. Knowledge of rules of English grammar.
	T23. Proofread transcripts according to CRB Best Practices to ensure the absence of errors in spelling, typography, and word usage (e.g., homonym-type errors).	K37. Knowledge of legal terminology and spelling. K38. Knowledge of medical terminology and spelling. K39. Knowledge of technical terminology and spelling. K41. Knowledge of how to recognize and correct homonym-type errors. K42. Knowledge of how to recognize and correct word usage errors. K43. Knowledge of English language vocabulary. K45. Knowledge of rules of English grammar.
3. Vocabulary (20%)	T26. Maintain vocabulary knowledge with general terminology to assist in accurately capturing and transcribing verbatim proceedings.	K37. Knowledge of legal terminology and spelling. K38. Knowledge of medical terminology and spelling. K39. Knowledge of technical terminology and spelling. K43. Knowledge of English language vocabulary.

The instructions provided on the next page will assist you with the English portion of your examination.

A hard copy of the instructions will be provided to you upon check-in at the PSI examination site.

THEORETICAL GRAMMAR, WORD USAGE, AND CAPITALIZATION

The questions in this section are composed of four sentences that are identical except for the two words or word groups in each that are underlined.

You must select the sentence in which both the underlined words or word groups are used correctly.

PROOFREADING FOR PUNCTUATION, SPELLING, AND WORD USAGE

This section consists of four-line cases. Each line in each case is a separate test item. The line being tested is underlined.

Read each case and determine whether each individual line in the case contains a punctuation error, a spelling error, a word usage error, or no error.

Select the option that designates that type of error.

A. ***Punctuation error:*** Commas, periods, question marks, quotes, dashes, apostrophes, semicolons, or colons that are used incorrectly, omitted, or misplaced.

   NOTE: AN ERROR CREATED BY THE PRESENCE OR ABSENCE OF AN APOSTROPHE IS A PUNCTUATION ERROR.

B. ***Spelling error:*** A word that is misspelled and forms no valid word. Example: defendant (correct) vs. defendent (incorrect).

C. ***Word usage error:*** A word that is spelled correctly but used incorrectly.
   Examples: principle/principal, affect/effect, sometime/some time (limited to similar-sounding words).

D. ***No error:*** The line contains no errors.

CAPITALIZATION, GRAMMAR, AND HYPHENATION ARE NOT TESTED IN THIS SECTION.

VOCABULARY

Choose the word or phrase that is closest in meaning to the word in capital letters.

EXAMINATION OUTLINE FOR THE CALIFORNIA CERTIFIED SHORTHAND REPORTER EXAMINATION: PROFESSIONAL PRACTICE

Content Area 1. REPORTING PROCEEDINGS (32%)
This area assesses the candidate's knowledge of procedures for gathering information using stenographic or voice-writing equipment and computer-aided transcription software according to laws, regulations, and CRB Best Practices to create a verbatim record.

Tasks	Associated Knowledge Statements
T2. Obtain information from the court calendar or case caption from the court website to aid in transcript preparation.	K1. Knowledge of the information provided in the court calendar. K2. Knowledge of methods to obtain case caption information.
T3. Obtain all parties' names and contact information from a variety of sources to facilitate transcript production and distribution.	K1. Knowledge of the information provided in the court calendar. K2. Knowledge of methods to obtain case caption information. K3. Knowledge of methods to identify parties for the record.
T4. Control the proceedings according to statutes and regulations to ensure verbatim records.	K4. Knowledge of the reporter's duties in court or deposition proceedings according to the statutes, regulations, and CRB Best Practices. K8. Knowledge of CRB Best Practices for Exhibit Handling for Depositions. K9. Knowledge of procedures for reading stenographic or voice notes aloud when requested in proceedings. K12 Knowledge that the stenographic or voice notes are the official record. K13. Knowledge of statutes and CRB Best Practices pertaining to when to go on and off the record during proceedings. K17. Knowledge of how to assert control during proceedings to ensure accuracy of the record. K18. Knowledge of when follow-up clarification is required to ensure accuracy of the record.
T5. Administer the oath to witnesses and interpreters according to statutes and CRB Best Practices.	K4. Knowledge of the reporter's duties in court or deposition proceedings according to the statutes, regulations, and CRB Best Practices. K14. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K15. Knowledge of CRB Best Practices for Interpreted Depositions.

Content Area 1. REPORTING PROCEEDINGS, continued (32%)

This area assesses the candidate's knowledge of procedures for gathering information using stenographic or voice-writing equipment and computer-aided transcription software according to laws, regulations, and CRB Best Practices to create a verbatim record.

Tasks	Associated Knowledge Statements
T7. Use computer-aided transcription (CAT) software and equipment according to guidelines to provide realtime translation and onsite and remote streaming.	K5. Knowledge of the capabilities of computer-aided transcription (CAT) software and hardware, and of how to use it. K6. Knowledge of stenographic or voice-writing equipment operation and maintenance to facilitate verbatim reporting. K19. Knowledge of equipment required to provide realtime translation and onsite and remote streaming. K21. Knowledge of CRB Best Practices for Videoconference/Remote Reporting regarding equipment and technology. K20. Knowledge of relevant statutes regarding the provision of realtime translation.
T10. Report interpreted proceedings to make an accurate transcription and comply with protocols and procedures.	K14. Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter. K15. Knowledge of CRB Best Practices for Interpreted Depositions.
T11. Mark exhibits introduced for identification during proceedings and inclusion in the record.	K7. Knowledge of the procedures regarding marking of exhibits to ensure identification in the in-person and remote environment. K8. Knowledge of CRB Best Practices for Exhibit Handling for Depositions.
T12. Flag portions of proceedings requiring further clarification.	K18. Knowledge of when follow-up clarification is required to ensure accuracy of the record. K22. Knowledge of how to operate the stenographic or voice-writing equipment to flag proceedings at the speed required.
T13. Cease and resume the reporting of proceedings as required by statutes and CRB Best Practices.	K13. Knowledge of statutes and CRB Best Practices pertaining to when to go on and off the record during proceedings. K17. Knowledge of how to assert control during proceedings to ensure accuracy of the record.
T14. Read back proceedings as requested.	K9. Knowledge of procedures for reading stenographic or voice notes aloud when requested in proceedings. K10. Knowledge of CRB Best Practices for Reporter Conduct Read-back in the Jury Room and protocol and methods of identifying court testimony that may not be read back.

Content Area 2. TRANSCRIBING PROCEEDINGS (26%)
This area assesses the candidate's ability to prepare and create an accurate certified transcript from the stenographic or voice record in a format that conforms to laws, regulations, and CRB Best Practices.

Tasks	Associated Knowledge Statements
T15. Prepare transcripts of proceedings from translated stenographic notes to create an official record.	K24. Knowledge of the capabilities of court reporting software and how to apply it to produce transcripts of proceedings. K25. Knowledge of Minimum Transcript Format Standards requirements. K28. Knowledge of use of caption information in transcript preparation.
T16. Create cover, appearance, index, and certificate pages according to CRB Best Practices to conform to statutes.	K23. Knowledge of the procedures for creating an exhibit index. K26. Knowledge of transcript certificate page requirements. K27. Knowledge of transcript cover page requirements. K29. Knowledge of methods and procedures for producing indices in a record on appeal. K32. Knowledge of conditions that require redaction in the transcript.
T17. Maintain current stenographic or voice-writing dictionaries to facilitate transcript production.	K24. Knowledge of the capabilities of court reporting software and how to apply it to produce transcripts of proceedings. K36. Knowledge of backing up, maintenance, and archival of stenographic dictionaries.
T19. Maintain confidentiality of transcripts in accordance with statutes and CRB Best Practices.	K31. Knowledge of statutes and CRB Best Practices pertaining to formatting and production of transcripts of confidential proceedings. K32. Knowledge of conditions that require redaction in the transcript.

Content Area 2. TRANSCRIBING PROCEEDINGS, continued (26%)
This area assesses the candidate's ability to prepare and create an accurate certified transcript from the stenographic or voice record in a format that conforms to laws, regulations, and CRB Best Practices.

Tasks		Associated Knowledge Statements	
T20.	Ensure that transcripts meet regulatory requirements and jurisdictional rules to aid in administration of justice.	K25. K31. K32. K34. K33.	Knowledge of Minimum Transcript Format Standards requirements. Knowledge of statutes and CRB Best Practices pertaining to formatting and production of transcripts of confidential proceedings. Knowledge of conditions that require redaction in the transcript. Knowledge of Board-recommended formatting distinctions between rough drafts and certified copies. Knowledge of transcript production requirements in death penalty cases.
T21.	Research citations stated on the record using authoritative research resources to ensure that information is correct.	K44. K46. K47.	Knowledge of research methods to verify citations. Knowledge of case citation formats. Knowledge of authoritative research resources used to proofread transcripts.

Content Area 3. TRANSCRIPT MANAGEMENT (25%)
This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices pertaining to the preparation, sale, notification, delivery, and maintenance of records, transcripts, and exhibits.

Tasks	Associated Knowledge Statements
T28. Prepare electronic files of transcripts for secure electronic delivery when requested or required.	K52. Knowledge of methods to produce electronic files. K53. Knowledge of methods to protect and secure electronic documents. K57. Knowledge of privacy issues related to transcript production. K61. Knowledge of CRB Best Practices Rough Draft Transcripts and methods to electronically produce rough draft transcripts.
T29. Affix an electronic signature to reporter's certificate according to court protocols and local practices for transcripts delivered electronically.	K52. Knowledge of methods to produce electronic files. K54. Knowledge of methods to electronically sign documents.
T30. Fulfill requests for rough draft transcripts pursuant to statutes and CRB Best Practices.	K61. Knowledge of CRB Best Practices Rough Draft Transcripts and methods to electronically produce rough draft transcripts. K62. Knowledge of methods to deliver rough draft transcripts.
T31. Notify deponent when transcripts are ready for review and signature by sending written notice pursuant to statutes and applicable standards.	K58. Knowledge of codes pertaining to the reading and signing of a transcript by the witness.
T32. Prepare and deliver certified transcripts when requested or required by code.	K51. Knowledge of time limits required to produce and deliver finished transcripts. K52. Knowledge of methods to produce electronic files. K55. Knowledge of requirements pertaining to the filing of sealed court transcripts. K56. Knowledge of how to copy and attach exhibits to original transcripts and certified copies of transcripts. K57. Knowledge of privacy issues related to transcript production. K60. Knowledge of methods to deliver certified transcripts.

Content Area 3. TRANSCRIPT MANAGEMENT, continued (25%)
This area assesses the candidate's knowledge of laws, regulations, and CRB Best Practices pertaining to the preparation, sale, notification, delivery, and maintenance of records, transcripts, and exhibits.

Tasks		Associated Knowledge Statements	
T33.	Maintain custody of deposition exhibits according to CRB Best Practices for production of transcripts and distribution upon completion.	K48. K56.	Knowledge of the procedures for handling exhibits in person and in a remote environment to ensure safekeeping and distribution. Knowledge of how to copy and attach exhibits to original transcripts and certified copies of transcripts.
T34.	Retain stenographic or voice notes of proceedings to ensure security and accessibility according to statute.	K49. K50. K53.	Knowledge of backing up, maintaining, and archiving of stenographic or voice notes. Knowledge of statute pertaining to maintenance and disposition of stenographic or voice notes. Knowledge of methods to protect and secure electronic documents.
T35.	Deliver stenographic or voice notes to the court when required.	K50.	Knowledge of statute pertaining to the maintenance and disposition of stenographic or voice notes.
T36.	Prepare invoices for products and services in accordance with applicable statutes.	K59.	Knowledge of statutes and regulations regarding the sale of CSR products and services.

Content Area 4. ETHICS (17%)
This area assesses the candidate's ability to adhere to laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

Tasks		Associated Knowledge Statements	
T37.	Perform the tasks required of CSRs in accordance with scope of practice.	K64. K66. K67. K70.	Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters. Knowledge of BPC sections related to CSRs.
T38.	Practice and apply impartiality and confidentiality in accordance with statutes and regulations.	K63. K65. K66. K68. K69.	Knowledge of statutes and regulations requiring confidentiality of proceedings. Knowledge of requirements when a third party requests any part of a transcript. Knowledge of requirements to act impartially and remain neutral toward all parties to a proceeding. Knowledge of laws and regulations pertaining to disclosure of conflicts of interest. Knowledge of laws and CRB Best Practices concerning off-the-record or protected discussions.
T39.	Practice and apply state and local rules of court and applicable statutes and CRB Best Practices.	K64. K67. K70. K72.	Knowledge of notification requirements when a party to the proceeding requests any part or form of a transcript. Knowledge of the Professional Standards of Practice for Certified Shorthand Reporters. Knowledge of BPC sections related to CSRs. Knowledge of statute regarding court reporting firm registration and applicable duties of the CSR related to statute.

Content Area 4. ETHICS, continued (17%)
This area assesses the candidate's ability to adhere to laws, regulations, and CRB Best Practices pertaining to professional and ethical conduct.

Tasks	Assessment Knowledge Statements
T40. Use backup audio media (BAM) in accordance with laws, regulations, and CRB Best Practices.	K63. Knowledge of statutes and regulations requiring confidentiality of proceedings. K65. Knowledge of requirements when a third party requests any part of a transcript. K69. Knowledge of laws, regulations, and CRB Best Practices concerning off-the-record or protected discussions. K71. Knowledge of use of backup audio media (BAM) according to CRB Best Practices.

English Sample Questions

1. CRE0006

Please select the correct answer.

- **A.** At which Chicago railway station did mother say to catch the train?
- **B.✔** At which Chicago railway station did Mother say to catch the train?
- **C.** At which Chicago Railway Station did Mother say to catch the train?
- **D.** At which Chicago Railway Station did mother say to catch the train?

2. CRE0009

Please select the correct answer.

- **A.✔** He got there more quickly, but I don't know whether it was significant or not.
- **B.** He got there more quickly, but I don't know if it was significant or not.
- **C.** He got there quicker, but I don't know whether it was significant or not.
- **D.** He got there quicker, but I don't know if it was significant or not.

3. CRE0025

Please select the correct answer.

- **A.** I think that the tallest of the two attorneys argues real well.
- **B.** I think that the tallest of the two attorneys argues really well.
- **C.** I think that the taller of the two attorneys argues real well.
- **D.✔** I think that the taller of the two attorneys argues really well.

4. CRE0070

Please select the correct answer.

- **A.✔** The reason for the problem is that they tried to divide the estate among the four heirs.
- **B.** The reason for the problem is that they tried to divide the estate between the four heirs.
- **C.** The reason for the problem is because they tried to divide the estate among the four heirs.
- **D.** The reason for the problem is because they tried to divide the estate between the four heirs.

5. CRE0279

(A) We were loathe to correct the insignificant errors
(B) in her transcript, for we knew that she was a
(C) reknowned court reporter who was conversant with
(D) even the most esoteric of grammer principles.
Which of the following errors listed below has been made in line (A)?

A. Punctuation error
B. Spelling error
C.✔ Word usage error
D. No error

6. CRE0280

(A) We were loathe to correct the insignificant errors
(B) in her transcript, for we knew that she was a
(C) reknowned court reporter who was conversant with
(D) even the most esoteric of grammer principles.
Which of the following errors listed below has been made in line (B)?

A. Punctuation error
B. Spelling error
C. Word usage error
D.✔ No error

7. CRE0281

(A) We were loathe to correct the insignificant errors
(B) in her transcript, for we knew that she was a
(C) reknowned court reporter who was conversant with
(D) even the most esoteric of grammer principles.
Which of the following errors listed below has been made in line (C)?

A. Punctuation error
B.✔ Spelling error
C. Word usage error
D. No error

8. CRE0282

(A) We were loathe to correct the insignificant errors
(B) in her transcript, for we knew that she was a
(C) reknowned court reporter who was conversant with
(D) even the most esoteric of grammer principles.
Which of the following errors listed below has been made in line (D)?

A. Punctuation error
B. ✔ Spelling error
C. Word usage error
D. No error

9. CRE1097

INORDINATE

A. reasonable
B. restrained
C. immutable
D. ✔ excessive

10. CRE1131

MITIGATION

A. usurpation
B. ✔ alleviation
C. disruption
D. lawsuit

11. CRE1144

AFFINITY

A. interaction
B. ✔ attraction
C. knavery
D. finality

12. CRE1276

METICULOUS

A.✔ painstaking
B. pedantic
C. colorful
D. linear

13. CRE1476

INCREDULOUS

A.✔ unbelieving
B. scandalous
C. dubious
D. naïve

Professional Practice Sample Questions

1. CRP0045

At a deposition, the noticing attorney asks to go off the record but another attorney objects. Which of the following actions should the reporter take?

- **A. ✔ Continue to report all oral proceedings**
- **B. Ask to go off the record for clarification**
- **C. Note the objection and stop reporting the proceedings**
- **D. Poll all attorneys present and follow the majority decision**

2. CRP0233

How should juror-identifying information be handled in criminal transcripts?

- **A. It should be sealed**
- **B. It should be marked**
- **C. It should be certified**
- **D. ✔ It should be redacted**

3. CRP0569

In addition to the deponent, who is statutorily required to be notified of the availability of a deposition transcript for reading, correcting, and signing?

- **A. The noticing attorney**
- **B. Every person attending the deposition**
- **C. All parties ordering the deposition transcript**
- **D. ✔ All parties to the action attending the deposition**

4. CRP0765

If a reporter provides a copy of the backup audio media, which of the following parts must be removed?

- **A. All objections by counsel**
- **B. All false starts of the witness**
- **C. ✔ All discussions held off the record**
- **D. All questions the witness refused to answer**

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STATE OF CALIFORNIA
NOTICE OF ELIGIBILITY

You are eligible to participate in the written examinations for licensure as a Certified Shorthand Reporter. Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply for the examination and submit another application fee. (See *Examination Scheduling Procedures* in this Candidate Information Bulletin.)

This bulletin is designed to provide you with information regarding examination procedures. To schedule your examination, please refer to the instructions in this bulletin