“Every step toward the goal of justice requires sacrifice, suffering, and struggle; the tireless exertions and passionate concern of dedicated individuals.” – MLK, Jr.

The Municipal Court Clerk Certification Program is sponsored by the Texas Court Clerks Association in cooperation with the Texas Municipal Courts Association, Texas Municipal Courts Education Center, and Texas State University. The Texas Municipal Courts Education Center is funded by a grant from the Texas Court of Criminal Appeals.
Participation Numbers (As of August 31, 2016)

<table>
<thead>
<tr>
<th>Level</th>
<th>Certified in FY 16</th>
<th>Certified in FY 15</th>
<th>% Change from FY 15</th>
<th>Program Totals (Ending 8/31/16)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level I</td>
<td>172</td>
<td>135</td>
<td>+27.40%</td>
<td>607</td>
</tr>
<tr>
<td>Level II</td>
<td>79</td>
<td>81</td>
<td>-3.66%</td>
<td>492</td>
</tr>
<tr>
<td>Level III</td>
<td>2</td>
<td>5</td>
<td>-60.00%</td>
<td>51</td>
</tr>
</tbody>
</table>

There are 379 Texas cities participating in the Certification Program.

Growth Statistics

In FY 16, Level II and III new certifications saw a slight dip. However, the total number of certified clerks increased. Below are two charts reflecting participation growth since 2009. TMCEC adopted new reporting methods in 2009; data before 2009 does not seem to be as uniformly collected and therefore was not included in this report.

The most interesting observation of the data is the rapid growth of Level II certified clerks. This possibly suggests that once achieving Level I certification, clerks are more likely to maintain certification and work towards achieving higher levels of certification. More data on retention rates would need to be collected to confirm this theory.
Renewals

The renewal process has been greatly aided by the recent additions of online renewals, and automatic renewals for those who attend TMCEC seminars. While much of FY15 was spent communicating these changes, FY16 reflected the benefits of these changes to reporting. Time spent managing renewals was greatly reduced and participants appreciated the ease of completing renewals.

To ensure proper notification, four reminders notices were sent out quarterly. As the deadline approached, two additional attempts were made by phone to remind participants.

<table>
<thead>
<tr>
<th>Lost Certifications FY 16</th>
<th>Failed to Renew FY 16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Active</strong></td>
<td><strong>Inactive</strong></td>
</tr>
<tr>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>26</td>
<td>96</td>
</tr>
</tbody>
</table>

Active Certified Municipal Court Clerks (Level III)*

Connie L. Crenshaw, Luling
Alicia G. St. Cyr, Richland Hills
Susie A. Garcia, San Marcos
Luevada E. Posey, Killeen
Carol E. Gauntt, Weatherford
Christy G. Punches, Sanger
Kathryn A. Wells-Vogel, Odessa
Jeanie Roumell, Retired
Tracie L. Glaeser, Retired/TMCEC
Julie A. Kubeczka-Day, Retired
Phyllis A. Mathison, Retired
Rhonda R. Kuehn, Brenham
Elaine P. Brown, Retired
Cathy Haney, La Porte
Pat Riffel, Friendswood
Lei Holder, Retired
Bonnie A. Townsend, Lockhart
Lisa Howard, Hurst
Dianna Faulkenberry, Decatur
Terri Neal, Trophy Club
Amy B. Bockes, Oak Point
Pam Folsom, Lumberton
Luane Anders, Webster
Catherine H. Leloux, Georgetown
Leona Clay, Harker Heights
Renee S. Moses, Midlothian
Fawn A. Mackey, Sealy
Clifton D. Corley, Carrollton
Kimberly D. Kierce, Richardson
Lesa R. Keith, Justin
Delena K. Franklin, Retired
April Christiansen, Cedar Park
Jennifer Bozorgnia, Irving
Mary Jane C. Grubb, Austin
Bobbie Spence, Forrest Hill
Landra D. Hudson Solansky, Seguin
Christine Val dovino, Round Rock
Janelle Williams, Galveston
Jaime Brew, Sugar Land
Karen Armstrong, Greenville
Linda J. Rose, Universal City
Brittany D. Rychlik, Sugar Land
Sherri Brandt, Katy
Courtney B. Acklin, Palestine
Patty A. Stav, Webster
Rosemary Bell, La Marque
Melissa Lindberg, Abilene
Shannon R. Wagner, Webster
Kaylee A. Brune, Columbus
Valerie A. Bryant, Fulshear
Claudia E. Lemon, Boerne
Sarah Friberg, Manor
Christina Dahse, Willis
Lisa Davis, Wylie

*chronological order
Study Sessions

To maximize success on the Level I and Level II exams, TCCA and TMCEC work together to offer multiple four(4) hour preparation courses. These sessions offer a review of the subject matter presented on the exam as well as a practice test. They are offered at a variety of locations across the state throughout the academic year. This list below are the locations that the “Prep-Sessions” were offered during fiscal year 2015/2016:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Level I</th>
<th>Level II</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/2015</td>
<td>Tyler</td>
<td>16</td>
<td>7</td>
</tr>
<tr>
<td>11/8/2015</td>
<td>Austin</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>1/5/2016</td>
<td>San Antonio</td>
<td>17</td>
<td>7</td>
</tr>
<tr>
<td>1/10/2016</td>
<td>Galveston</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>2/14/2016</td>
<td>Houston</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>3/9/2016</td>
<td>Addison</td>
<td>19</td>
<td>11</td>
</tr>
<tr>
<td>3/20/2016</td>
<td>Dallas</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>4/11/2016</td>
<td>Lubbock</td>
<td>3</td>
<td>-</td>
</tr>
<tr>
<td>4/25/2016</td>
<td>South Padre Island</td>
<td>22</td>
<td>3</td>
</tr>
<tr>
<td>6/5/2016</td>
<td>Corpus Christi</td>
<td>18</td>
<td>5</td>
</tr>
<tr>
<td>6/10/2016</td>
<td>San Antonio</td>
<td>14</td>
<td>9</td>
</tr>
<tr>
<td>6/20/2016</td>
<td>El Paso</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>191</td>
<td>52</td>
</tr>
<tr>
<td>Totals for FY 14</td>
<td></td>
<td>113</td>
<td>93</td>
</tr>
<tr>
<td>Totals for FY 13</td>
<td></td>
<td>114</td>
<td>73</td>
</tr>
<tr>
<td>Totals for FY 12</td>
<td></td>
<td>96</td>
<td>39</td>
</tr>
<tr>
<td>Totals for FY 11</td>
<td></td>
<td>91</td>
<td>63</td>
</tr>
</tbody>
</table>

In FY 2016-2017, preparation courses are planned for the following sites:

- October 24, 2016 Tyler
- November 15, 2016 Austin
- January 9, 2017 San Antonio
- January 29, 2017 Galveston
- February 26, 2017 Houston
- March 6, 2017 Addison
- March 27, 2017 Austin
- April 3, 2017 Amarillo
- May 1, 2017 South Padre Island
- June 5, 2017 Odessa
- June 26, 2017 Addison

Knowledge has to be improved, challenged, and increased constantly, or it vanishes.

Peter Drucker
Testing

TMCEC and TCCA also work together in facilitating exams. Each site offers all three levels of the exam to clerks. Participants also have the option to test at the TMCEC office in Austin.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Level I</th>
<th>Level II</th>
<th>Level III</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1/2015</td>
<td>San Antonio*</td>
<td>31</td>
<td>4</td>
<td>-</td>
</tr>
<tr>
<td>10/11/2015</td>
<td>Allen*</td>
<td>17</td>
<td>17</td>
<td>11</td>
</tr>
<tr>
<td>10/28/2015</td>
<td>Tyler</td>
<td>13</td>
<td>5</td>
<td>-</td>
</tr>
<tr>
<td>11/10/2015</td>
<td>Austin</td>
<td>7</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>12/18/2015</td>
<td>Hurst*</td>
<td>7</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>1/7/2016</td>
<td>San Antonio</td>
<td>9</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>1/12/2016</td>
<td>Galveston</td>
<td>2</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>1/28/2016</td>
<td>Austin</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>2/16/2016</td>
<td>Houston</td>
<td>11</td>
<td>18</td>
<td>4</td>
</tr>
<tr>
<td>3/11/2016</td>
<td>Addison</td>
<td>22</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>3/22/2015</td>
<td>Dallas</td>
<td>25</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td>4/13/2016</td>
<td>Lubbock</td>
<td>5</td>
<td>3</td>
<td>-</td>
</tr>
<tr>
<td>4/18/2016</td>
<td>Pearland*</td>
<td>2</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>4/27/2016</td>
<td>S. Padre Island</td>
<td>20</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>5/16/2016</td>
<td>Pearland*</td>
<td>3</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>6/7/2016</td>
<td>Corpus Christi</td>
<td>16</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>6/11/2016</td>
<td>San Antonio</td>
<td>15</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>6/22/2016</td>
<td>El Paso</td>
<td>1</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>6/24/2016</td>
<td>Temple*</td>
<td>10</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>6/29/2016</td>
<td>Austin</td>
<td>7</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>7/28/2016</td>
<td>Jersey Village*</td>
<td>4</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>In Office Testing</td>
<td>TMCEC</td>
<td>36</td>
<td>20</td>
<td>13</td>
</tr>
</tbody>
</table>

Totals for FY16: 264, 176, 77

Test anxiety - a combination of physiological over-arousal, tension and somatic symptoms, along with worry, dread, fear of failure, and catastrophizing, that occur before or during test situations.

The following sites and dates are for the 2016 – 2017 fiscal year testing:

October 26, 2016 Tyler
November 17, 2016 Austin
December 2, 2016 San Angelo
January 11, 2017 San Antonio
January 26, 2017 Austin
January 31, 2017 Austin
February 3, 2017 McAllen
February 28, 2017 Houston
March 8, 2017 Addison
March 29, 2017 Dallas
April 5, 2017 Amarillo
April 21, 2016 Beaumont
May 3, 2017 S. Padre Island
June 7, 2017 Odessa
June 13, 2017 Austin
June 28, 2017 Addison

*Indicates chapter hosted exam
Study Session Evaluations—Level I*

At every study session, TMCEC staff distribute evaluation forms for the participants to provide feedback.

1 = Low to 5= High

Instructor’s Presentation Skills
1 2%
2 1%
3 5%
4 19%
5 74%

Material Usefulness
1 1%
2 2%
3 6%
4 20%
5 72%

Effectiveness of Strategies
1 0%
2 3%
3 8%
4 21%
5 77%

Overall Prep-Course
1 0%
2 1%
3 10%
4 22%
5 67%

Reasons for attending the session:

I need four hour credit
I wanted assistance passing the exam
I wanted to learn more
My supervisor/city requires attendance

Those who planned on taking the exam after the session:

Yes
No

Number of TMCEC or TMCA study sessions attended:

1
2
3
4
Zero

*Based on 122 completed evaluations
Study Session Evaluations—Level I, con’t

Percentage of study guide read prior to study session:

- All
- 25%
- 50%
- 75%
- None

What else can TCCA, TMCA, or TMCEC do to help you prepare for the exams?

- More questions on study guide/prep session material. (15)
- Question/answers together in study guide chapters. (5)
- Local study groups in our area. (3)
- Online webinar like a study group.
- Have more time to discuss certain questions.
- Talk more about what to expect on Level I testing and test taking strategies
- There needs to be more in depth answers as to what the answer means and relation to the questions.
- Go through each chapter.
- Allow retakes of just one section for Level 1.
- Possibly additional content: traffic law and reporting.
- Have more convenient prep session. So some do not have to travel so far somewhere they may get to conveniently.
- Let us print flash cards.
- Don’t make the test too long.
- Study session should be from 8-5. Have one day to study.

How participants write answers in the study guide:

- I answered all the questions myself
- I answered some but not all questions
- I just study the answers in the back
- Neither

Was the four-hour session the right amount of time?

- Yes
- No, it should be 5 hours
- No, it should be 6 hours
Pre-Conference Study Session Evaluations—Level II*

At every study session, TMCEC staff distribute evaluation forms for the participants to provide feedback.

1 = Low to 5= High

Instructor’s Presentation Skills

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>4</td>
<td>8%</td>
</tr>
<tr>
<td>5</td>
<td>91%</td>
</tr>
</tbody>
</table>

Material Usefulness

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>4</td>
<td>12%</td>
</tr>
<tr>
<td>5</td>
<td>87%</td>
</tr>
</tbody>
</table>

Effectiveness of Strategies

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>4</td>
<td>21%</td>
</tr>
<tr>
<td>5</td>
<td>77%</td>
</tr>
</tbody>
</table>

Overall Prep-Course

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>4</td>
<td>12%</td>
</tr>
<tr>
<td>5</td>
<td>83%</td>
</tr>
</tbody>
</table>

Reasons for attending the session:

- I need four hour credit
- I wanted assistance passing the exam
- I wanted to learn more
- My supervisor/city requires attendance

Those who planned on taking the exam after the session:

- Yes
- NO

Number of TMCEC or TMCA study sessions attended:

- 1
- 2
- 3
- 4
- 5
- Zero

*Based on 77 completed evaluations
Pre-Conference Study Session Evaluations—Level II, con’t

Percentage of study guide read prior to study session:

What else can TCCA, TMCA, or TMCEC do to help you prepare for the exams?

- Need to have study session first followed by the testing. (6)
- Longer prep sessions, more materials.
- I wish we could download the flashcards.
- I would like feedback on areas that we needed improvement, even after we passed. Help in areas for the next level.
- Offer more interactive items online for certification prep.
- I don’t think the questions on the exam should be designed to trick the tester. They should be stated in plain/simple language. You are testing for knowledge on the subject.
- Make exams easier since we are not lawyers or judges, shorter tests, clerks do not do all duties.
- Two days of training.
- More practice tests!
- Have more study sessions.
- The test questions could be more straightforward and not as tricky.
- Not as much material to cover.
- Maybe practice tests at a site where you don’t have notes but just a way to give you an idea if you are ready to take the exam.
- It would be nice if they broke down in sections for L2 since you only have to retake the parts you didn’t pass.

How participants write answers in the study guide:

Was the four-hour session the right amount of time?
Level I Exam Evaluation Summary*

Every clerk who successfully passes the exams receives an exam evaluation. The following is a summary of the returned evaluations:

Overall, the Level I Examination was:

A. The appropriate level of difficult
   - Strongly Agree/Agree: 78%
   - Neutral/No Comment: 16%
   - Strongly Disagree/Disagree: 6%

B. Adequately tested my knowledge of the court
   - Strongly Agree/Agree: 88%
   - Neutral/No Comment: 8%
   - Strongly Disagree/Disagree: 5%

C. Clearly written
   - Strongly Agree/Agree: 66%
   - Neutral/No Comment: 25%
   - Strongly Disagree/Disagree: 9%

D. The appropriate length of time
   - Strongly Agree/Agree: 89%
   - Neutral/No Comment: 5%
   - Strongly Disagree/Disagree: 6%

E. The appropriate format
   - Strongly Agree/Agree: 83%
   - Neutral/No Comment: 14%
   - Strongly Disagree/Disagree: 3%

F. The appropriate number of questions
   - Strongly Agree/Agree: 66%
   - Neutral/No Comment: 27%
   - Strongly Disagree/Disagree: 8%

G. Fairly and competently administered
   - Strongly Agree/Agree: 86%
   - Neutral/No Comment: 9%
   - Strongly Disagree/Disagree: 5%

H. What I expected
   - Strongly Agree/Agree: 67%
   - Neutral/No Comment: 22%
   - Strongly Disagree/Disagree: 11%

*Based on 64 completed evaluations
Level I Exam Evaluation Summary, con’t.

Questions or areas of the exams that I felt needed improvement were:

- State and City Reports
- Pre-Trial Procedures
- Trial Procedures
- Post-Trial Procedures
- Communications and Stress Management
- Traffic Law
- Authorities and Duties

Please rate how helpful you found any of the following activities that were part of your study process:

A. Completed the TMCEC study guide
   - Strongly Agree/Agree 94%
   - Neutral/No Comment 6%
   - Strongly Disagree/Disagree 0%

B. Attended a TMCEC study session
   - Strongly Agree/Agree 52%
   - Neutral/No Comment 42%
   - Strongly Disagree/Disagree 6%

C. Attended a TCCA study session
   - Strongly Agree/Agree 19%
   - Neutral/No Comment 77%
   - Strongly Disagree/Disagree 5%

D. Attended a study session offered by my court
   - Strongly Agree/Agree 19%
   - Neutral/No Comment 80%
   - Strongly Disagree/Disagree 2%

E. Worked with a study partner
   - Strongly Agree/Agree 25%
   - Neutral/No Comment 75%
   - Strongly Disagree/Disagree 3%

F. Worked with your judge
   - Strongly Agree/Agree 13%
Level II Exam Evaluation Summary*

Every clerk who successfully passes the exams receives an exam evaluation. The following is a summary of the returned evaluations:

**Overall, the Level I Examination was:**

A. The appropriate level of difficult
   - Strongly Agree/Agree: 78%
   - Neutral/No Comment: 16%
   - Strongly Disagree/Disagree: 5%

B. Adequately tested my knowledge of the court
   - Strongly Agree/Agree: 86%
   - Neutral/No Comment: 11%
   - Strongly Disagree/Disagree: 3%

C. Clearly written
   - Strongly Agree/Agree: 76%
   - Neutral/No Comment: 19%
   - Strongly Disagree/Disagree: 5%

D. The appropriate length of time
   - Strongly Agree/Agree: 95%
   - Neutral/No Comment: 5%
   - Strongly Disagree/Disagree: 0%

E. The appropriate format
   - Strongly Agree/Agree: 92%
   - Neutral/No Comment: 8%
   - Strongly Disagree/Disagree: 0%

F. The appropriate number of questions
   - Strongly Agree/Agree: 86%
   - Neutral/No Comment: 14%
   - Strongly Disagree/Disagree: 0%

G. Fairly and competently administered
   - Strongly Agree/Agree: 97%
   - Neutral/No Comment: 3%
   - Strongly Disagree/Disagree: 0%

H. What I expected
   - Strongly Agree/Agree: 68%
   - Neutral/No Comment: 27%
   - Strongly Disagree/Disagree: 5%

*Based on 37 completed evaluations
Level II Exam Evaluation Summary, con’t.

Questions or areas of the exams that I felt needed improvement were:

- The wording of the questions was tricky
- Financial Reporting
- Bonds
- Juveniles
- Court Procedure
- Records Management

Please rate how helpful you found any of the activities that were part of your study process:

A. Completed the TMCEC study guides
   - Strongly Agree/Agree 81%
   - Neutral/No Comment 19%
   - Strongly Disagree/Disagree 0%

B. Attended a TMCEC study session
   - Strongly Agree/Agree 49%
   - Neutral/No Comment 41%
   - Strongly Disagree/Disagree 11%

C. Attended a TCCA study session
   - Strongly Agree/Agree 16%
   - Neutral/No Comment 81%
   - Strongly Disagree/Disagree 5%

D. Attended a study session offered by my court
   - Strongly Agree/Agree 8%
   - Neutral/No Comment 84%
   - Strongly Disagree/Disagree 8%

E. Worked with a study partner
   - Strongly Agree/Agree 14%
   - Neutral/No Comment 81%
   - Strongly Disagree/Disagree 5%

F. Worked with your judge
   - Strongly Agree/Agree 16%
   - Neutral/No Comment 7%
   - Strongly Disagree/Disagree 5%
Progress Report for Certification Goals for FY 15-16
The following includes the progress of goals we set for ourselves in the 2015-2016 year.

- **Recruit New Participants Ongoing**
  In FY16, the Director of Clerk Education presented a certification update and recognition at every clerk education event. This included 15 minutes at the Level III Assessment Clinic, 20 minutes at nine (9) regional seminars, 10 minutes at Court Administrators and 30 minutes on Day one (1) at New Clerks. Letters detailing the program will continue to be sent to all clerks following the completion of the New Clerks Seminar. While newly certified Level II and III numbers slightly decreased in FY 16, the total number of clerks participating this year increased.

- **Website Ongoing**
  TMCEC will keep the website up-to-date on a continuous basis for all personnel involved in municipal court activities. Clerks can submit their new renewal applications online. Through this same function they are now able to view the status of their renewal online. This new functionality will service in lieu of confirmation e-mails. Additional enhancements and promotional opportunities are forthcoming.

- **Send Postcard to City Managers Complete**
  In the summer of 2015, TCCA Certification Assistant Sheana Mata constructed a survey that was electronically mailed to all active certified court clerks. TMCEC and TCCA used the data from this survey to create a brochure boasting the benefits of the Clerk Certification Program for their city. The brochure was printed and mailed out early September.

- **Study Guides Complete**
  Level I and Level II Study Guides were updated in FY 15/16 to reflect current law. In addition, changes were made to certain chapters. Tabs were added to each chapter for ease of use. The children’s, minors and truancy portions were largely rewritten entirely. The appearance of the guides was updated to reflect a “branding” effort among all clerk programs and publications.

- **Exams Complete**
  Exams were reviewed and updated to reflect current law. Questions regarding the significant changes to the Family Code and truancy proceedings were added, effective in January 2016.
Certification Program Goals for FY 16-17
The following includes a list of goals for TMCEC for the coming year:

- **Update Study Guides (Ongoing)**
The Level I and Level II study guides, flash cards, learning tools and teaching materials continue to be updated to reflect changes from legislative sessions and as legal changes occur.

- **One Day Clinics**
In FY16, TMCEC and TCCA offered local one day clinics to areas of the state that have little or no education opportunities. These clinics were well attended and will be continued in FY17. The programs will be from 8:00 a.m. to 5:00 p.m. in San Angelo (December 1, 2016), McAllen (February 2, 2017), and Beaumont (April 20, 2016). Certification exams will be offered on the day following the one day clinic and proctored by TCCA.

- **Prep Sessions**
Prep sessions will be reformatted based on more interactive teaching strategies to aid in retention of knowledge. Activities such as flash cards, loop cards, and other interactive strategies etc. will be introduced into the prep sessions. Facilitators will need to be trained in the new teaching methods.

- **Additional Study Material**
Level specific flash cards were adapted from the study guides and Online Learning Center (OLC). These will be printed for use in prep sessions and sold through TMCEC. Short video segments for the OLC were produced last summer and we continue to build our collection of new videos.

- **Mentor Program**
Continue to explore and improve formalized mentoring sessions/groups for all levels of certification testing for individuals who prefer more one on one study time.

- **Publish TML Article**
TMCEC will write an article for publication in TML Town & Country encouraging participation.

- **TMCEC Website**
Reimagine and update TMCEC website for the Clerk Certification website. Goals are (1) simplify accessibility of program rules, tools, and forms and (2) market the program to city management and a larger demographic. In addition, TMCEC will seek to develop new media to broaden outreach and participation.

- **City and Court Recognition**
TMCEC will continue to offer further recognition for cities and courts who participate in the clerks program.

- **Uniform Promotional Branding**
Continue to develop uniform branding of the clerk program and certification across educational seminars, publications, and media.

- **Updates to Education Programs**
At each regional clerk seminar, TMCEC will provide a skills based 50 minute break out class on Level I & II testing strategies.

- **Statistical Metrics**
Review and create new reports from performance data to reflect program success which can be used in promotional materials, publications and the website.

- **New Clerks Program in DFW in FY18**
Create a preliminary outline and meet with stakeholders involved with upcoming 32-hour New Clerks series for the DFW area. The seminar will be comparable to the hugely successful education series offered for San Antonio in FY 15.
TCCA hired as an independent contractor, Texas State University criminal justice incoming graduate student, Sheana Mata, as the Certification Assistant in FY 2015-2016. Sheana worked June 13, 2016 - August 26, 2016 at the TMCEC building in Austin. She worked 40 hours weekly completing various tasks assigned by the Program Coordinator and Program Director. The chart is an overview of the projects assigned to the intern and their final status:

<table>
<thead>
<tr>
<th>Project</th>
<th>Status (As of August 31, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop Level II loop flash cards for prep sessions.</td>
<td>Completed</td>
</tr>
<tr>
<td>Locate and document Level I and II study guide questions.</td>
<td>Completed</td>
</tr>
<tr>
<td>Work with program coordinator on certification renewals.</td>
<td>Completed</td>
</tr>
<tr>
<td>Prepare Level I flashcards for printing.</td>
<td>Completed</td>
</tr>
<tr>
<td>Input seminar survey data for end of the year statistics.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

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Fun Facts:
During Fiscal Year 2015-2016

- The City of San Antonio had the highest number of Level I Certified Clerks with 53.
- The City of Houston had the highest number of Level 2 Certified Clerks with 22.
- The City of Webster was the only city with two Level III Certified Municipal Court Clerks.
- The City of San Antonio had the highest number of employees participating in the Certification program with a total of 58.
- The City of Houston had the second highest number of employees participating with a total of 52.
- The average time between achieving Level I and Level II Certification is 2.3 years (or 847 days).