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.
FY2017 Participation (As of August 31, 2017)

In FY17, 474 cities are participating in the Certification Program, a 25% increase from FY16

<table>
<thead>
<tr>
<th>Level</th>
<th>Newly Certified in FY 15</th>
<th>Newly Certified in FY 16</th>
<th>Newly Certified in FY 17</th>
<th>% Change from FY 16</th>
<th>All Certified Clerks Ending 8/31/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level I</td>
<td>135</td>
<td>172</td>
<td>138</td>
<td>-19.7%</td>
<td>693</td>
</tr>
<tr>
<td>Level II</td>
<td>81</td>
<td>79</td>
<td>53</td>
<td>-32.9%</td>
<td>540</td>
</tr>
<tr>
<td>Level III</td>
<td>5</td>
<td>2</td>
<td>13</td>
<td>+54.4%</td>
<td>63</td>
</tr>
</tbody>
</table>

Growth In Total Participation

One impressive growth statistic during FY17 took place in Level III. The assessment clinic registrations were at an all-time high of 24. Several participants in that group completed the journal process. TMCEC received 21 journals during the fiscal year, more than double of any previous year. Of the 21 new journals, 5 were returned, 2 have passed the journal phase, but not yet completed the testing phase, & 14 have completed the Level III application process. 63 Level III clerks remain active. FY17 saw Level III certifications jump by an astounding 54%.

There was a slight dip in Level I & II certifications compared to previous years but the total numbers of certified clerks continued to climb with an overall increase of 4.5%. The average growth in all levels of certification over a 9 year period was 7%. TMCEC trains about 250 new clerks each year and added a testing site to the last day of the new clerks programs to encourage early participation while the education is fresh. There was a 70% pass rate from these exam sites on the Level I test.
Renews

Automatic renewals are working well, although more clarification is needed on the website and at other speaking opportunities. Instructions on how to access personal profiles online has been a primary focus throughout the fiscal year. Certifications are lost when a clerk leaves the profession or discontinues education. An average of 56 certifications are lost each year.

<table>
<thead>
<tr>
<th></th>
<th>Certifications Lost FY 15</th>
<th>Certifications Lost FY 16</th>
<th>Certifications Lost FY 17</th>
<th>Fail to Renew FY 16</th>
<th>Fail to Renew FY 16</th>
<th>Fail to Renew FY 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>unknown</td>
<td>4</td>
<td>6</td>
<td>7</td>
<td>22</td>
<td>21</td>
</tr>
<tr>
<td>Inactive</td>
<td>103</td>
<td>61</td>
<td>101</td>
<td>0</td>
<td>96</td>
<td>80</td>
</tr>
</tbody>
</table>

Active Certified Municipal Court Clerks (Level III) *This section is in chronological order through 8/31/17

1. Jennifer Sullivan
2. Connie Crenshaw
3. Alicia St. Cyr
4. Susie Garcia
5. Janell Kucera
6. Luevada Posey
7. Carol Gauntt
8. Christy Punches
9. Kathryn Wells-Vogel
10. Jeanie Roumell
11. Tracie Glaeser
12. Julie Kubeczka-Day
13. Karen Renfrow
14. Phyllis Mathison
15. Cynthia Wells
16. Deborah Jessup
17. Krystal Strong
18. Rhonda Kuehn
19. Maria Busche
20. Elaine Brown
21. Elaine Bourgoin

22. Amanda Degan
23. Cathy Haney
24. Pat Riffel
25. Helen Wo
26. Lei Holder
27. Bonnie Townsend
28. Lisa Howard
29. Dianna Faulkenberry
30. Terri Neal
31. Amy Bookes
32. Pam Folsom
33. Jo Sacharko
34. Paralee Norton
35. Luanne Anders
36. Catherine Leioux
37. Teresa Borcik
38. Rachel Frasick
39. Leona Clay
40. Renee Moses
41. Fawn Mackey
42. Clifton Deryl Corley
43. Kimberly Kierce
44. Lesa Keith
45. Delena Franklin
46. April Christiansen
47. Jennifer Bozorgnia
48. Mary Jane Grubb
49. Bobbie Spence
50. Landra Hudson-Solansky
51. Christine Valdivino
52. Janelle Williams
53. Jaime Brew
54. Karen Armstrong
55. Linda Rose
56. Brittaney Rychlick
57. Courtney Powers-Acklin
58. Sherry Brandt
59. Patty Stav
60. Rosemary Bell
61. Melissa Strickland
62. Shannon Wagner
63. Kaylee Brune

64. Valerie Bryant
65. Claudia Lemon
66. Sarah Friberg
67. Christina Dahse
68. Lisa Davis
69. Lee Ann Oliver
70. Jessica Utton
71. Sally Forbus
72. Janis Fletcher
73. Carla Bonham
74. Patti Jo Towne
75. Jeremy Leonard
76. Tiffany Totah
77. Erin Westmoreland
78. Amy Baldwin
79. Jennifer Hale
80. Paul Rex
Preparation Sessions

To maximize success on the Level I and Level II exams, TCCA and TMCEC work together to offer multiple four hour preparation courses. These sessions offer a review of the subject matter presented on the exam as well as a practice test. Sessions are offered at a variety of locations across the state during the academic year. Attendance has increased in Level II prep session to an all time high of 125. Dates and locations of the “Prep-Sessions” offered during fiscal year 2017 are listed below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Level I</th>
<th>Level II</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/24/2016</td>
<td>Tyler</td>
<td>14</td>
<td>9</td>
</tr>
<tr>
<td>11/15/2016</td>
<td>Austin</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>1/9/2017</td>
<td>San Antonio</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>1/29/2017</td>
<td>Galveston</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td>2/26/2017</td>
<td>Houston</td>
<td>14</td>
<td>10</td>
</tr>
<tr>
<td>3/6/2017</td>
<td>Addison</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>3/27/2017</td>
<td>Austin</td>
<td>12</td>
<td>17</td>
</tr>
<tr>
<td>4/3/2017</td>
<td>Amarillo</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>5/1/2017</td>
<td>South Padre Island</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>6/5/2017</td>
<td>Odessa</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>6/26/2017</td>
<td>Addison</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>7/1/17</td>
<td>TCCA NTC-Hudson Oaks</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td>Totals for FY 2017</td>
<td></td>
<td>148</td>
<td>125</td>
</tr>
<tr>
<td>Totals for FY 16</td>
<td></td>
<td>121</td>
<td>86</td>
</tr>
<tr>
<td>Totals for FY 15</td>
<td></td>
<td>191</td>
<td>54</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>
</tbody>
</table>

In FY 2017-2018, 14 preparation courses are planned for the following sites: 1..2..3..TEST!

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/26/18</td>
<td>San Antonio Traffic Safety</td>
<td>04/02/18</td>
<td>Lubbock Overton Hotel</td>
</tr>
<tr>
<td>04/02/18</td>
<td>Longview Hilton Garden Inn</td>
<td>04/30/18</td>
<td>SPI Isla Grand</td>
</tr>
<tr>
<td>04/30/18</td>
<td>Austin Omni Southpark</td>
<td>05/June 2018</td>
<td>TCCA NTC Hosted Prep *</td>
</tr>
<tr>
<td>06/04/18</td>
<td>Galveston San Luis Resort</td>
<td>06/25/18</td>
<td>San Antonio Marriott</td>
</tr>
<tr>
<td>06/25/18</td>
<td>Omni Houston Westside</td>
<td>03/05/18</td>
<td>TMCA Annual Conference</td>
</tr>
<tr>
<td>03/05/18</td>
<td>Addison Crowne Plaza</td>
<td>TBD</td>
<td></td>
</tr>
</tbody>
</table>

*Local TCCA Chapter Prep-Sessions are not reflected on this chart
### Exams

TMCEC and TCCA work together in facilitating exams at TMCEC events. Each site offers all 3 levels of the exams. This list provides exam locations and testing statistics for TMCEC events in FY17.

Test Taking Tips:
Prepare, take good notes, ask questions, take a break the day before the exam, and most importantly, practice positive self-talk. You can do this!

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Level I</th>
<th>Level II</th>
<th>Level III</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/16</td>
<td>Tyler</td>
<td>5</td>
<td>6</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>11/10/16</td>
<td>Austin</td>
<td>10</td>
<td>6</td>
<td>3</td>
<td>19</td>
</tr>
<tr>
<td>12/16/16</td>
<td>Austin</td>
<td>23</td>
<td>3</td>
<td>1</td>
<td>27</td>
</tr>
<tr>
<td>1/11/17</td>
<td>San Antonio</td>
<td>11</td>
<td>4</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>1/26/17</td>
<td>Austin</td>
<td>3</td>
<td>2</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>1/31/17</td>
<td>Galveston</td>
<td>5</td>
<td>14</td>
<td>4</td>
<td>23</td>
</tr>
<tr>
<td>2/3/17</td>
<td>McAllen</td>
<td>3</td>
<td>6</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>2/28/17</td>
<td>Houston</td>
<td>12</td>
<td>11</td>
<td>6</td>
<td>29</td>
</tr>
<tr>
<td>3/08/17</td>
<td>Addison</td>
<td>24</td>
<td>19</td>
<td>2</td>
<td>45</td>
</tr>
<tr>
<td>3/29/17</td>
<td>Austin</td>
<td>7</td>
<td>8</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>4/5/17</td>
<td>Amarillo</td>
<td>1</td>
<td>6</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>4/21/17</td>
<td>Beaumont</td>
<td>8</td>
<td>2</td>
<td>6</td>
<td>16</td>
</tr>
<tr>
<td>5/3/17</td>
<td>S. Padre Island</td>
<td>8</td>
<td>4</td>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td>6/7/17</td>
<td>Odessa</td>
<td>8</td>
<td>3</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>6/13/17</td>
<td>Austin</td>
<td>2</td>
<td>7</td>
<td>4</td>
<td>13</td>
</tr>
<tr>
<td>6/28/17</td>
<td>Addison</td>
<td>16</td>
<td>17</td>
<td>10</td>
<td>43</td>
</tr>
<tr>
<td>7/21/17</td>
<td>Austin</td>
<td>11</td>
<td>2</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>8/17/17</td>
<td>Austin</td>
<td>8</td>
<td>5</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>In Office</td>
<td>TMCEC</td>
<td>22</td>
<td>10</td>
<td>3</td>
<td>35</td>
</tr>
<tr>
<td>Testing</td>
<td>TCCA 5 locations</td>
<td>50</td>
<td>45</td>
<td>25</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>TMCA 1 location</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

Totals for FY 2017: 161 Level I, 150 Level II, 72 Level III, Total 383

Totals for FY2016: 264 Level I, 176 Level II, 77 Level III, Total 517

Totals for FY2015: 276 Level I, 161 Level II, 49 Level III, Total 486

Totals for FY 2014: 184 Level I, 160 Level II, 53 Level III, Total 397

Totals for FY 2013: 213 Level I, 162 Level II, 53 Level III, Total 428

Scheduled testing dates and locations for fiscal year 2018 are listed below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Date</th>
<th>Location</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/15/17</td>
<td>TMCEC In Office</td>
<td>02/09/18</td>
<td>McAllen Clinic</td>
<td>05/16/18</td>
<td>TMCEC In Office</td>
</tr>
<tr>
<td>10/20/17</td>
<td>TMCEC In Office</td>
<td>02/13/18</td>
<td>Houston Omni Westside</td>
<td>06/06/18</td>
<td>El Paso Wyndham</td>
</tr>
<tr>
<td>10/25/17</td>
<td>Longview Hilton Garden Inn</td>
<td>03/07/18</td>
<td>Addison Crowne Plaza</td>
<td>06/13/18</td>
<td>Austin Omni Southpark</td>
</tr>
<tr>
<td>11/16/17</td>
<td>Austin Omni Southpark</td>
<td>03/23/18</td>
<td>TMCEC In Office</td>
<td>06/27/18</td>
<td>Marriott San Antonio</td>
</tr>
<tr>
<td>12/15/17</td>
<td>Austin Omni Southpark</td>
<td>03/28/18</td>
<td>Traffic Safety</td>
<td>07/20/18</td>
<td>Austin Omni Southpark</td>
</tr>
<tr>
<td>01/10/18</td>
<td>San Antonio Omni Colonnade</td>
<td>04/04/18</td>
<td>Lubbock Overton Hotel</td>
<td>08/10/18</td>
<td>TMCEC In Office</td>
</tr>
<tr>
<td>01/24/18</td>
<td>Galveston San Luis Resort</td>
<td>04/20/18</td>
<td>TMCEC In Office</td>
<td>*TCCA</td>
<td></td>
</tr>
<tr>
<td>02/01/18</td>
<td>Austin Crowne Plaza</td>
<td>05/02/18</td>
<td>SPI Isla Grand</td>
<td>*TMCA to be announced</td>
<td></td>
</tr>
</tbody>
</table>
Level I Prep Session Evaluations

Evaluations for Prep Sessions were added to the seminar scantrons. Electronic surveys were sent out to attendees at the end of the academic year to increase responses.

1 = Low to 5= High

Instructor’s Presentation Skills

<table>
<thead>
<tr>
<th>Score</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>3.1%</td>
</tr>
<tr>
<td>4</td>
<td>34.4%</td>
</tr>
<tr>
<td>5</td>
<td>62.5%</td>
</tr>
</tbody>
</table>

Material Usefulness

<table>
<thead>
<tr>
<th>Score</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>6.3%</td>
</tr>
<tr>
<td>3</td>
<td>6.3%</td>
</tr>
<tr>
<td>4</td>
<td>31.3%</td>
</tr>
<tr>
<td>5</td>
<td>56.3%</td>
</tr>
</tbody>
</table>

Effectiveness of Strategies

<table>
<thead>
<tr>
<th>Score</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>2</td>
<td>3.1%</td>
</tr>
<tr>
<td>3</td>
<td>12.5%</td>
</tr>
<tr>
<td>4</td>
<td>31.3%</td>
</tr>
<tr>
<td>5</td>
<td>53.1%</td>
</tr>
</tbody>
</table>

Overall Prep-Course

<table>
<thead>
<tr>
<th>Score</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>0%</td>
</tr>
<tr>
<td>4</td>
<td>31.3%</td>
</tr>
<tr>
<td>5</td>
<td>59.4%</td>
</tr>
</tbody>
</table>

Reasons for attending the session:
- I need the 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, TCCA or TMCA study sessions attended before:
- One
- Two
- Three
- Four
- More than four
- Zero

*Based on 32 responses
Level I Prep Session Evaluations, cont’d.

Percentage of study guide read prior to study session:
- All 43.8%
- 25% 12.5%
- 50% 18.8%
- 75% 15.6%
- None 9.4%

How participants use the questions in the study guide:
- I answered all the questions myself and compared them to the answers in the back of the book. 53.3%
- I answered some but not all questions.
  - I did not bother to answer the questions myself—I just study the answers in the back of the book. 30%
  - Neither. 9.4%
- Both. I gave my answer and studied the answers. Used the answers as a comparison to gauge my understanding. 18.8%
- Combination—answered myself and in back of book.

Was the four-hour session the right amount of time?
- Yes. 71.9%
- No, it should be 5 hours—we should go to 6 PM. 18.8%
- No, it should be 6 hours—we should start at noon and should go to 6 PM. 9.4%
- No, it should be less than 4 hours.
Level II Prep Session Evaluations

Evaluations for Prep Sessions were added to the seminar scantrons. Electronic surveys were sent out to attendees at the end of the academic year to increase responses.

1 = Low to 5 = High

Instructor’s Presentation Skills

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>6.5%</td>
<td>3.2%</td>
<td>38.7%</td>
<td>51.6%</td>
</tr>
</tbody>
</table>

Material Usefulness

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>6.5%</td>
<td>3.2%</td>
<td>38.7%</td>
<td>51.6%</td>
</tr>
</tbody>
</table>

Effectiveness of Strategies

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>6.7%</td>
<td>13.3%</td>
<td>26.7%</td>
<td>53.3%</td>
</tr>
</tbody>
</table>

Overall Prep-Course

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>6.5%</td>
<td>12.9%</td>
<td>29%</td>
<td>51.6%</td>
</tr>
</tbody>
</table>

Reasons for attending the session:

- I need the 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, TCCA or TMCA study sessions attended:

- One
- Two
- Three
- Four
- More than four
- Zero

*Based on 32 responses*
Level II Prep Session Evaluations, cont’d.

Percentage of study guide read prior to study session:

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

How participants write answers in the study guide:

- I answered all the questions myself and compared them to the answers in the back of the book.
- I answered some but not all questions.
- I did not bother to answer the questions myself—I just study the answers in the back of the book.
- Neither.

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

- Yes.
- No, it should be 5 hours—we should go to 6 PM.
- No, it should be 6 hours—we should start at noon and should go to 6 PM.
- No, it should be less than 4 hours.
Overall, the Level I & II Examination was rated as follows:

A. The appropriate level of difficult
   - Strongly Agree/Agree: 25
   - Neutral/No Comment: 32
   - Strongly Disagree/Disagree: 2

B. Adequately tested my knowledge of the court
   - Strongly Agree/Agree: 28
   - Neutral/No Comment: 29
   - Strongly Disagree/Disagree: 3

C. Clearly written
   - Strongly Agree/Agree: 22
   - Neutral/No Comment: 22
   - Strongly Disagree/Disagree: 13

D. The appropriate length of time
   - Strongly Agree/Agree: 29
   - Neutral/No Comment: 25
   - Strongly Disagree/Disagree: 6

E. The appropriate format
   - Strongly Agree/Agree: 30
   - Neutral/No Comment: 24
   - Strongly Disagree/Disagree: 6

F. The appropriate number of questions
   - Strongly Agree/Agree: 27
   - Neutral/No Comment: 23
   - Strongly Disagree/Disagree: 8

G. Fairly and competently administered
   - Strongly Agree/Agree: 33
   - Neutral/No Comment: 23
   - Strongly Disagree/Disagree: 5

H. What I expected
   - Strongly Agree/Agree: 23
   - Neutral/No Comment: 27
   - Strongly Disagree/Disagree: 8

The survey results for participant study strategies were as follows:

A. Completed the TMCEC study guide
   - Extremely Helpful: 34
   - Helpful: 17
   - Neutral: 7
   - Not Helpful: 1
   - Hurt my study process: 1

B. Attended a TMCEC study session
   - Extremely Helpful: 24
   - Helpful: 12
   - Neutral: 9
   - Not Helpful: 2

C. Attended a TCCA study session
   - Extremely Helpful: 8
   - Helpful: 8
   - Neutral: 6
   - Not Helpful/Hurt process: 0

D. Attended a study session offered by my court
   - Extremely Helpful: 5
   - Helpful: 3
   - Neutral: 2
   - Not Helpful/Hurt process: 0

E. Worked with a study partner
   - Extremely Helpful: 9
   - Helpful: 3
   - Not Helpful/Hurt process: 0
   - N/A: 45

F. Worked with your judge
   - Extremely Helpful: 2
   - Helpful: 6
   - Neutral: 0
   - Not Helpful/Hurt process: 0
   - N/A: 47
Level I & II Exam Evaluation, cont'd.

Every clerk who tested during the year was sent an online evaluation. The following is a summary of the returned evaluations:

**How many years have you been employed by your court?**

- 12 hours annually.
- Only every other year.
- I only attend online courses through the TMCEC OLC.
- Never, I use other training.
- More than 12 hours annually.
- 4-12 hours annually.
- New court clerk, I have been to two TMCEC trainings and attended one TCCA training course.
- The one week boot camp was my first attendance with TMCEC then a 12 hour course prior to testing.

**How many attempts did it take for you to be successful in the Level I Exam?**

- Only 1 time (on each part)
- More than 1 time but less than 3 times (on any part)
- More than 3 times (on any part)

**Approximately how many judicial seminars have you attended?**

- Texas Court Clerks Association Annual Conference
- Texas Court Clerks Association Chapter Trainings
- Texas Municipal Courts Association Annual Conference
- TMCEC Conferences
- Juvenile Case Manager Conference
- N/A
- None
- All

*Based on 62 responses*
Level I & II Exam Evaluation, cont’d.

Are you required to participate in the certification program?

- Yes: 61.3%
- No: 38.7%

Are you compensated for becoming certified?

- Yes: 55.7%
- No: 44.3%
Level I & II Exam Evaluation, cont’d.

The survey allowed the respondent to type a freestyle response which included other options such as Level I required only; $25 per month, $40 per month, Level II receives certification pay, etc. These are displayed in the chart as the other various colors.
Level I Exam Improvements Question

Areas of the LEVEL I exam I felt need improvement were (Check all that apply if you took the Level I exam):

1. Overview of the Courts
2. Role of the Court Clerk
3. Court Ethics
4. Charging & Pre-Trial Procedures
5. Trial Process & Procedure
6. Post-Trial Procedures
7. State and City Reports
8. Traffic Law
9. Communication and Stress Management
Level II Exam Improvements Question, cont’d.

Areas of the LEVEL II exam I felt need improvement were (Check all that apply if you took the Level I exam):

1. Equal Justice under the Law
2. Overview of Processing Cases
4. Bond Forfeitures
5. Children & Minors
6. Financial Management
7. Records Management & Caseflow
8. Legal Research
9. Court Technology
Level III Exam Evaluation

Every clerk who tested during the year was sent an online evaluation. The following is a summary of the returned evaluations:

Overall, the Level III Examination was:

A. The appropriate level of difficult
   - Strongly Agree/Agree: 11
   - Neutral/No Comment: 1
   - Strongly Disagree/Disagree: 3

B. Adequately tested my knowledge of the court
   - Strongly Agree/Agree: 12
   - Neutral/No Comment: 0
   - Strongly Disagree/Disagree: 3

C. Clearly written
   - Strongly Agree/Agree: 9
   - Neutral/No Comment: 3
   - Strongly Disagree/Disagree: 3

D. The appropriate length of time
   - Strongly Agree/Agree: 11
   - Neutral/No Comment: 1
   - Strongly Disagree/Disagree: 3

E. The appropriate format
   - Strongly Agree/Agree: 10
   - Neutral/No Comment: 3
   - Strongly Disagree/Disagree: 2

F. The appropriate number of questions
   - Strongly Agree/Agree: 10
   - Neutral/No Comment: 3
   - Strongly Disagree/Disagree: 2

G. Fairly and competently administered
   - Strongly Agree/Agree: 13
   - Neutral/No Comment: 1
   - Strongly Disagree/Disagree: 1

H. What I expected
   - Strongly Agree/Agree: 10
   - Neutral/No Comment: 2
   - Strongly Disagree/Disagree: 1

Based on 15 responses

Approximately how many court education seminars have you attended offered by TMCEC?

- 12 hours annually: 66.7%
- More than 12 hours annually: 26.7%
- Only every other year: 0%
- I only use the TMCEC Online Learning Center: 6.7%
- Never, I use other training: 0%

Please indicate which additional organizations you have used for education in the past

- Texas Municipal Court Clerks Association Annual Conference: 14.3%
- Texas Municipal Court Clerks Association Chapter Trainings: 14.3%
- Texas Municipal Courts Assoc.: 35.7%
- National Center for State Courts—Institute for Court Management: 35.7%
- None—but looking to attend other organization trainings in the future: 7.1%
- It only let me select 1, first 3: 7.1%

How many attempts did it take for you to successfully complete all parts of the Level III Exam?

- Only 1 time (on each part): 35.7%
- More than 1 time but less than 3 times (on any part): 14.3%
- More than 3 times (on any part): 50%
Level III Exam Evaluation, cont’d.

How many years have you been employed in a municipal court?

- 73.3% Less than 1 year (<1)
- 20% More than 1 year but less than 5 (>1 but <5)

How many years have you been a supervisor or manager?

- 26.7% None
- 20% More than 10 years (>10)
- 46.7% More than 1 year but less than 5 (>1 but <5)

What is your previous education in the subject of “Management & Supervision”?

- 40% Only the Level III materials and court training programs.
- 13.3% My city requires me to attend internal training courses periodically.
- 13.3% I studied management courses in college, university or other extensive management program.
- 33.3% I read management books and am self taught.
Level III Exam Evaluation Summary

Areas of the Level III exam I felt need improvement were (Check all that apply):

A zero rating on the chart above indicates none of the respondents selected the book or test as needing improvement. Six (6) books received a zero rating which includes Organizing Your Workspace, Dynamics of Diversity, Leadership When the Heat’s On, Hiring and Firing, Team Players and Teamwork, and How Full is Your Bucket. The two (2) books and tests that were rated with a high need for improvement are Applied Strategic Planning at 71.4% and Texas Municipal Courts Financial Management Handbook at 71.4%. Trial Court Budgeting (51.1%) and Caseflow Management (28.6%) books and test are both rated as needing improvement. A book review sub-committee has recently been formed for the purpose of reviewing the current book list and potentially omitting older books and adding new books to the Level III required reading and testing. Comments from the survey regarding the exam can be found on pages 24 which may further explain the results shown in the chart above.
Level III Exam Evaluation Summary, cont’d.

Below are the 16 Level III books that were rated on the chart to the left:

1. Organizing Your Workspace by Odette Pollar
2. Dynamics of Diversity by Odette Pollar, et. al
3. Leadership When the Heat's On by Danny Cox
6. Applied Strategic Planning by Leonard Goodstein, et. al
7. Hiring and Firing by Marlene Carolselli
8. Caseflow Management by David Steelman, et. al
9. Managing Transitions: Making the Most of Change by William Bridges
10. Manager's Toolkit by Harvard Business Essentials
11. Team Players and Teamwork by Glenn Parker
13. Skills for New Managers by Morey Stettner
14. Trial Court Budgeting by Robert W. Tobin
15. The Five Levels of Leadership by John C. Maxwell
16. How Full is Your Bucket? by Tom Rath, et. al
The agenda for the Level III assessment clinic in fiscal year 2017 was geared toward addressing the concepts from the Level III required reading (16 books). A session was added to educate participants in professional journal writing. Furthermore, a special focus was placed on the art of making presentations, public speaking and communicating with the media. Feedback from the participants was very positive. In fiscal year 2018, we will continue to build on these ideas. During the final day of the clinic, participants were asked to set personal goals for completion of Level III. Of the attendees listed below, several have become Level III Certified (CMCC) and numerous others are currently working on testing, observations and preparing journal submittals.

2017 Assessment Clinic Graduates

Amy L. Baldwin, League City  Janis Fletcher, Sherman  Stacey Martin, San Antonio  Maricruz Stagg, Katy
Megan Balko, Pearland  Grisel Garcia, Houston  Claudia Quintero, Euless  Christina Vasquez, Houston
Kendra Beverly, Sugar Land  Laurence Glick, Austin  Lawrence Paul Rex, Jersey Village  Terry Teri, Corpus Christi
Carlin Caliman, Arlington  Andrea Goff, Helotes  Roberta Reyes, Murphy  Jessica Utton, League City
Melinda Davis, Kennedale  Connie Hansen, Providence Vlg  Gerri Robeson, Highland Park  Melinda Weller, Richardson
Angela Fleming, Houston  Abril Lamb, Katy  Inez Sanchez, Port Lavaca  Krissie Williams, Richardson
The City of San Antonio has the highest number of Level I Certified Clerks with 57.

The City of Houston has the highest number of Level II Certified Clerks with 26.

The City of San Antonio has the highest number of employees participating in the Certification program with a total of 62.

The City of Houston has the second highest number of employees participating with a total of 52.

The City of Arlington has the third highest number of employees participating with a total of 39.

The Cities of Friendswood, League City, Manor, and Webster are the only cities with two (2) or more Level III Certified Municipal Court Clerks.

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Intern Report

TCCA hired as an independent contractor, a criminal justice student intern from Texas State University. Lily Pebworth served as the Certification Assistant in the summer of FY 2016-2017. Lily worked May 25 through August 21, 2017 at the TMCEC office in Austin. She worked part time from 20-30 hours each week. She was assigned a variety of tasks by the Program Coordinator and Executive Director. This chart is an overview of the projects assigned to the intern and their final status.

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compiled Level I &amp; II Study Guide masters in preparation for revisions after Legislative Update FY 17.</td>
<td>Completed</td>
</tr>
<tr>
<td>Developed and deployed Google Doc evaluations for exams and prep sessions.</td>
<td>Completed</td>
</tr>
<tr>
<td>Worked with program coordinator on certification test results, renewals, and certification records management.</td>
<td>Completed</td>
</tr>
<tr>
<td>Revised and prepared Level II flashcards from study guide questions; entered the questions and answers on the OLC.</td>
<td>Completed</td>
</tr>
<tr>
<td>Input seminar survey data for end of the year statistics.</td>
<td>Completed</td>
</tr>
<tr>
<td>Entered Level III number in database (example: Tiffany Totah was the 76th clerk in the state to become Level III)</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Fun Facts

- The City of San Antonio has the highest number of Level I Certified Clerks with 57.

- The City of Houston has the highest number of Level 2 Certified Clerks with 26.

- The City of San Antonio has the highest number of employees participating in the Certification program with a total of 62.

- The City of Houston has the second highest number of employees participating with a total of 52.

- The City of Arlington has the third highest number of employees participating with a total of 39.

- The Cities of Friendswood, League City, Manor, and Webster are the only cities with two (2) or more Level III Certified Municipal Court Clerks.
### Years of Service

<table>
<thead>
<tr>
<th>Status</th>
<th>Clerk</th>
<th>Level</th>
<th>Year Certified at Level I</th>
<th>Years of Tenure</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Jeanie</td>
<td>III</td>
<td>12/5/1997</td>
<td>20 years</td>
</tr>
<tr>
<td>A</td>
<td>Shona</td>
<td>II</td>
<td>12/5/1997</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Nancy</td>
<td>II</td>
<td>12/5/1997</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Jeanie</td>
<td>III</td>
<td>8/4/1998</td>
<td>19 years</td>
</tr>
<tr>
<td>A</td>
<td>Rosie</td>
<td>II</td>
<td>8/13/1998</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Luevada</td>
<td>III</td>
<td>6/12/2002</td>
<td>15 years</td>
</tr>
<tr>
<td>A</td>
<td>Alicia</td>
<td>III</td>
<td>8/1/2002</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Susie</td>
<td>III</td>
<td>8/12/2002</td>
<td></td>
</tr>
</tbody>
</table>

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The Texas Municipal Courts Education Center (TMCEC) was formed in 1984 by the Texas Municipal Courts Association (TMCA) to provide extensive, continuing professional education and training programs for municipal judges and court personnel. TMCEC is financed by a grant from the Court of Criminal Appeals out of funds appropriated by the Legislature to the Judicial and Court Personnel Training Fund.