



# National Association for Court Management

## ***COMMUNICATIONS COMMITTEE CALL MEETING MINUTES***

**Thursday, December 14, 2017  
4:00 P.M. ET**

### **Minutes**

#### **Attendees:**

T.J. BeMent, Janet Cornell, Julie Dybas, Kathy Griffin, Pete Kiefer, Andra Motyka, Dawn Palermo, Rick Pierce, Alyce Roberts, Danielle Rosete, Tasha Ruth, Aurora Zamora

#### I. Welcome

Meeting was called to order by Dawn Palermo at 4:03 PM.

#### II. Publications Updates. Tasha Ruth gave an update.

- a. **Court Manager** winter edition will be published online in January. It will be the first electronic edition. The article submission deadline for the Spring 2018 edition is January 8. Articles should be sent to Tasha at [courtmanager@nacmnet.org](mailto:courtmanager@nacmnet.org).

The Electronic Court Manager Subcommittee previewed the first electronic edition earlier today. The subcommittee identified a number of changes to improve the look and readability of the website when it is accessed via multiple devices (computer, smartphone, iPad, etc.). Chuck will share the subcommittee's requests with Mellen Street.

- b. **Court Express**- Dawn Palermo gave an update. Articles are due to Jeffrey by February 12, 2018 and the distribution date is planned for February 28. The **Court Express** will be sent out quarterly-February, May, September, and November of 2018. The distribution will not coincide with Court Manager distribution.

#### III. Quarterly Webinars

- a. Plain Language Webinar - Alyce Roberts reported on the success of the webinar. The panelists and moderator did an excellent job. The topic is of

huge interest to court professionals. A feedback survey was distributed and the results were very good.

- b. Domestic Violence Guide Webinar will be postponed until later in 2018 or cancelled if we cannot get volunteers to present on the guide.
- c. Civil Justice Initiative webinar will be February 28, 2018, 2pm Eastern. Scott Griffith will be moderating. Paula Hannaford and Dan Wallis will be the presenters. Registration information will go out late January.

#### IV. Guides

- a. Guides Review
  - Committee members who previously volunteered to review NACM's older guides to determine if the guide content is still current reported their findings and recommendations.
  - i. Alyce reported that although the Verbatim Record Guide (published in 2007) contains some information that members might find helpful, she found COSCA's "Digital Recording: Changing Times for Making the Record" white paper (which was published two years later and references NACM's guide) to be more direct as to best practices for making the verbatim record. She recommended that NACM make the guide available on its website in PDF format for historical purposes. She also recommended including a link to COSCA's white paper.
  - ii. Aurora Zamora reported that COSCA and the NCSC have more current and comprehensive information available on their websites than what is available in the Court Security Guide. She recommended archiving the guide and referring NACM members to the COSCA and NCSC resources.
  - iii. Danielle Rosete reported that although the Achieving and Sustaining a Green Court Guide contains good information that is helpful to have for historical purposes, there are vast resources available online that have come out since NACM's guide was published. She recommended archiving this guide.
  - iv. Rick Pierce reported that although the Business Continuity Guide contains relevant information a significant section on communication would need to be added in order for the guide to be considered current. He also noted that there are many resources on this topic available online. He recommended archiving the guide for historical reference purposes.

Alyce noted the need to establish guidelines for determining future guide topics. Such guidelines should include an internet search of existing resources covering a topic, consideration of whether NACM is the organization best suited to draft a guide on a topic and whether there are experts available and willing to work on

the guide, and checking with other organizations such as the NCSC and COSCA to find out if they are already working on developing a guide for a particular topic.

Dawn will draft the recommendations and present to the board at the Mid-year Board Meeting.

- b. 2018 Guide – Plain Language Guide. Aurora Zamora announced that nine people have volunteered to serve on the committee thus far. Aurora will schedule an initial conference call next year and the committee will use Google Docs to collaboratively draft the guide. The guide is expected to be completed by fall 2018. Anyone interested in serving on the committee should contact Aurora.

#### V. Social Media update

Kathy Griffin provided an update on social media postings. Discussion took place on our posting on behalf of other organizations regarding publications, conferences, etc. A member suggested establishing a subcommittee to draft posting guidelines, noting that NACM needs such a policy and that it should include the expectation of reciprocal actions if NACM posts content on another agency's behalf. Dawn will present this recommendation to the Board and if approved, the Board will determine which committee should draft such a policy.

#### VI. Website Update

Jeffrey Tsunekawa reported that he has met with the Howell Group on the website update. The revision should be launched by the Mid-year Conference.

#### VII. New Business

##### a. Strategic Plan Initiatives

##### i. Assess and evaluate additional educational opportunities

Committee discussed the additional human and financial resources necessary to add podcasts, blogs, summits, etc. The committee felt that the educational needs of membership were being met through conferences, guides, publications, and webinars.

##### ii. Assess survey tool options

Alyce conducted research on various survey tools and reported that survey subscriptions average an annual fee of \$500 for a professional level survey subscription and \$1,100 for a subscription that includes expanded features. She also shared her recent experience creating a survey using Google Forms, a free survey tool. She noted that although the Google Forms does not have all the “bells and whistles” that more sophisticated survey tools have, she found it to be quite sufficient. Alyce recommended delaying purchase of a survey tool until the next time NACM needs to conduct a survey of its membership. When that time comes, NACM can consider

whether Google Forms is a sufficient survey tool to conduct the survey. She makes this recommendation in light of the following: NACM uses the NCSC's survey tool for conference evaluations; NACM's need to survey its membership is somewhat infrequent; and Google Forms is a free survey tool available to NACM.

Dawn will draft a report for Board presentation on the Communications Committee strategic plan initiatives.

- b. Mid-Year Conference Attendees  
Peter Kiefer and Janet Cornell plan to attend.

VIII. Next Meeting: Thursday, January 11, 2018, 4PM Eastern

Meeting was adjourned at 4:58 PM.