

Transcription News - 5th May 2022

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Good morning and welcome to the May 2022 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, news and advice articles on transcription. If you would like to get in touch with us to have any questions answered, request an article, or include anything in future editions please drop us a line to jonathan@tptranscription.co.uk

Charity Donations for 2022

TP Transcription Limited and University Transcriptions donate 10% of annual net profits to charity via the [Ten Percent Foundation](#), a charitable trust set up to distribute monies to charities in the UK and Africa. We have been doing this for over 20 years and by way of example in 2021 our charitable donation was £19,317.30. The Foundation never incurs any administration costs - all monies are distributed to charities.

Why do we donate?

We set up our companies over 20 years ago with the aim of being ethical in everything we did. As part of this we decided that a percentage of our profits should always be earmarked for charitable work and set the rate at ten percent. A sudden burst of inspiration meant we called ourselves the Ten Percent Group and it is what the TP in our name (TP Transcription Limited) stands for.

Nominations 2022

We recently asked our clients to nominate charities to receive grants from us in the first 6 months of 2022 and a large number of suggestions were gratefully received. Our trustees went through each nomination to ensure the charity fell within our criteria for donations. The trustees also called each charity where possible to discuss potential funding requirements.

The successful charities this year were as follows:

The Children's Heartbeat Trust
Arun Sunshine Group
Ichthyosis Support Group
Men in Sheds
First Steps
Rights of Women
Cure Parkinsons
Prison Choir Project
Sickle Cell Society
PACE Charitable Trust
Dundee Stroke Exercise Club
Beyond the Horizon
The Proud Trust
The Cure & Action for Tay-Sachs
DS Achieve
Leeds Womens Aid

We have contacted each successful charity to ask how they propose spending the donations so we can report back with an update next month as to how much we have given and what the donations have supported.

We have a strict list of criteria in relation our donating which is available on the [Ten Percent Foundation website](#). Donations tend to be within the range of £500-£2000 per charity per year, although in the past we have supported charities over a period of 5 years with donations going towards specific ongoing projects.

If you have any questions about the work of the Ten Percent Foundation, please email jonathan@tptranscription.co.uk or visit our website at <http://www.tenpercentfoundation.org>

How swearing is dealt with in transcription work

We have recently taken an assignment for a production company of a famous TV celebrity known for his ability to swear and use extremely fruity language. We thought a quick article on how swearing is dealt with in transcription may assist others when considering how to provide a transcription if it is full of swear words.

Swearing and Subtitles

The issue arises quite commonly with subtitling work. We undertake a significant amount of manual subtitling for production companies and universities, mainly because the automated versions of subtitles can be so poor at times the work needs a human to go through. Indeed at the moment it is often more effective for our specialist transcribers and proof readers to start from scratch with some automatic subtitles because the AI (artificial intelligence) version is so bad!

Work can be required for court cases (copyright or defamation issues) or simply adding subtitles to ensure equal access to videos published to websites. Automated transcription can be extremely random at times, particularly with heavily accented speakers.

Swearing – three ways

You have essentially three options when it comes to swearing and the subtitling or transcription of blue language.

The Full Works

The first option is that we transcribe every word in its entirety. [NB - for the purpose of this U rated newsletter we have filtered each swear word using the symbol _].

“that’s _ delicious,” or, “call yourself a _ restaurant owner? You couldn’t organise a _ up in a brewery.”

Very often for court proceedings or for accurate depictions of what’s being said as subtitling, this is the way the subtitles are prepared. The same applies to transcription – clients very often just want a full transcript of everything that is said, regardless of how blue the language is.

The More Family Friendly Option

However, you may have a family-friendly audience or your video may be going out prior to the watershed or be viewable by children, in which case you want to take out the swearing or asterisk it. So swearing would look as follows (NB we usually include an asterisk for each letter, but our newsletter software won’t allow it!):

“That’s f*g delicious,” or, “Call yourself an f*g restaurant owner? You couldn’t organise a p*s-up in a brewery.”

The Nice and Gentle Option

The third option is to simply use the word ‘bleep’ with square brackets, and this appears as follows:

“That’s [bleep] delicious,” or, “Call yourself a [bleep] restaurant owner? You couldn’t organise a [bleep] in a brewery.”

Conversational Analysis

Most subtitling and transcripts do not include any of the emotion that follows the use of swear words like this, although in this case the swearing is a bit more part and parcel of the language of the speaker rather than it being used to portray any emotion. Conversational analysis is a bit different, because that tries to portray the way the words are spoken as well as the actual words that have been spoken. It can make for some very interesting transcription work, particularly when working on audio that includes a lot of emotion and expression being added to the words.

Transcribers can handle it!

Our transcribers are very used to dealing with some incredibly rude and angry people who may like to swear a lot in their recordings. We have worked on all sorts of audio and video over the years – whether it is covert recording of abusive partners, sensitive child protection work or research interviews around highly uncomfortable subjects. We can handle TV celebrities who swear because it’s part of their TV persona and we are more than used to typing out streams of angry and blue language as it is spoken.

Swearing Options with TP Transcription

If you know that your subtitling or transcription work is going to contain lots of swearing, please let us know. In relation to the piece of work mentioned above we knew exactly who the TV celebrity chef was and so we asked before we started work how the production company wanted the transcript preparing. Interestingly on this occasion the firm did not want swearing included and they opted for the asterisked option instead of the full words. This is quite common because the videos being subtitled will presumably be going out to an audience via YouTube and be accessible to all. If swearing is included then it cuts down the audience and the number of viewings that particular clip is likely to get.

How to Correct Automated Transcription in Microsoft Teams and Zoom

A very common quote request at the moment into TP Transcription and University Transcriptions is for the correction of the automatic (AI) transcription provided by Microsoft Teams and Zoom. These services have been offered by Microsoft and Zoom for some time now, but the quality of the subtitling or transcription remains highly inaccurate, particularly when the meetings/recordings involve strong accents, fast talking or lots of speakers.

We have had a number of requests in the last few weeks from researchers looking to get their automated transcriptions corrected, and asking us for assistance and advice in the best way of doing it.

Use the Automated Transcription as a Starting Point?

In an ideal world it would be simple enough for the clients to simply listen to the recordings and make the occasional corrections, but what we have found with the automation is that the transcriptions are so bad it's often cheaper and easier in terms of time and expense for the client to send us the full Zoom or Teams file and we transcribe the whole thing again from scratch. If the recording is for more than one person we have found that the automatic transcription is so appalling that there is no merit at all in our transcribers working from it. It is easier for them to simply start again from scratch.

The Quality of Automated Transcription – Not Yet Usable

This is a recurring theme over the past few years with Silicon Valley inventing automated or AI transcription. AI transcription is usually not up to scratch for anything other than dictation work. Voice recognition and automated transcription have been provided by the likes of Dragon since the early 1990s and there really has been nothing new onto the market since in terms of being able to accurately transcribe multiple speakers and/or multiple speakers with an accent.

Starting From Scratch

If you have a Microsoft Teams or Zoom audio recording that you need a transcription from or subtitling, the best way of getting this completed is to pay for a full manual transcription, unless the recordings are of one person dictating or speaking slowly and clearly directly into their PC or phone. Anything else will result in a mass of indecipherable incoherent sentences that if you try to correct will take more time and effort than it would simply to send off the recording to get it transcribed in full. Our transcribers have done so many of these now that we are able to confirm that in just about every case the automatic transcription has been a complete waste of time.

High Quality Manual Transcription Remains the Best

We specialise in hard to hear recordings as well as strong regional accents and we do not use automated transcription at all as part of our service. Our professional transcribers are all UK based native English speaking transcriptionists with many years experience behind them. We also proof-read and quality check work before return.

So in summary the easiest way of getting an automated transcription from Zoom or Teams corrected is to send the Zoom or Teams file directly to TP Transcription Limited using our upload file service, and we will transcribe the recording for you. Don't bother with the automatic transcription option unless the audio is a recording of one person only (it is usually very good for this if accents are not too strong). For meetings of two or more people it is usually a complete waste of time.

If you do not know how to access your recording in Teams or Zoom, please see our blog articles here – <https://www.tptranscription.co.uk/how-to-record-audio-for-transcription-using-microsoft-teams/> and here – <https://www.universitytranscriptions.co.uk/how-to-use-zoom-to-record-and-send-for-transcription/>

Recent Advice Articles

[The difference between anonymisation, de-identification and pseudonymisation](#)

[Professional Indemnity Insurance cover for Transcription – what level?](#)

[Who owns online lecture recordings - a policy note from the Higher Education Policy Institute](#)

[For a full list of over 50 articles on our website please click here](#)

Volunteers wanted for research project

University Transcriptions are looking for 5 volunteers to interview in the next 2-3 weeks. We are conducting a research project looking at the work and lives of academic lecturers and researchers. Each interview will last for a maximum of 60 minutes. We will send a John Lewis Gift Voucher to each volunteer by way of a thank you for your time. All interviews will be conducted in strict confidence and data collected will be used solely for the project and deleted once complete. We will sign and provide a confidentiality agreement and data processing agreement to each participant.

If you would like to volunteer, please email jonathan@tptranscription.co.uk. We are looking to draw up a list of volunteers by 11th May 2022. All offers of assistance gratefully received.

Transcription in the News

Recent transcription and translation service news as follows:

Otter AI moving away from just automated transcription

Otter AI, an automated transcription service, has recently started to move away from just its transcription offerings and more into administrative support. Sam Liang, cofounder and CEO of Otter.ai said that while the company has been focused on its transcription services, it's now looking to make meetings more effective and improve how workers communicate. While the company still plans to continue improving the accuracy of its transcription service, Liang said Otter's mission statement now reads: "We are redefining the future of communication to be more collaborative, accessible and productive for all." [Full article here](#). For a PC Mag review of Otter ('its underlying technology isn't quite there yet') [click here](#).

10% of Children's Videos contain highly inappropriate subtitling

Ten percent of childrens' videos on YouTube contain at least one "highly inappropriate word" for children, claims the Rochester Institute of Technology's software engineering department. It happens when Google Speech-To-Text and Amazon Transcribe, both popular automatic speech recognition (ASR) systems, erroneously give such age-inappropriate subtitles on YouTube videos for children. [Read the full article here](#).

Review our Newsletter and we will donate an additional £1 to charity

Transcription News is our latest way of keeping our clients updated with advice on recording and processing audio/video files, as well as updating everyone on our company news, including our charitable activities.

If you review our newsletter by clicking the link below we will donate an additional £1 to the Ten Percent Foundation on top of our usual annual charity donation of 10% of our net profits.

Simply click the button below to complete the form. The button will take you to <https://kwiksurveys.com/s/O0RYY9bH>

[Complete Survey](https://kwiksurveys.com/s/O0RYY9bH)

The Transcription Society - providing professional accreditation to academic and business transcribers

The Transcription Society is a not-for-profit organisation dedicated to improving standards in the transcription industry and providing accreditation to both individual and corporate members. The organisation is run on a not for profit basis and registered in the UK with Companies House. The society offers individual transcribers the chance to obtain professional recognition for their standards of work and provides corporate members with recognition that they subscribe to a professional level of industry standards for quality and ethics.

Needless to say, TP Transcription Limited is a corporate member and our directors sit on the board of the Transcription Society. For details of the transcription standards the Society promotes, please visit www.transcriptionsociety.org.

We hope you have enjoyed reading our monthly newsletter and look forward to hearing from you if we can assist further.

Kind regards

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