

Transcription News - 14th October 2022

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Good afternoon and welcome to the October 2022 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, machine transcription polishing and transcription as a career choice. 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



Cure Parkinson's Trust - Ten Percent Foundation Award - £1000

In the Ten Percent Foundation's latest round of donations, Cure Parkinson's has been chosen by the trustees to receive £1000. This is an ongoing donation for us - we have been supporting Cure Parkinson's for a long time.

Background

In 2005, frustrated by the lack of progress in research or curative treatments, four people living with Parkinson's set out to find a cure, focussing on research projects with the potential to slow, stop or reverse the progression of Parkinson's.

Since then, the charity they started has made significant progress in the quest for a cure. Cure Parkinson's has funded millions of pounds of research, made scientific discoveries and opened new avenues of research.

"We have raised and facilitated significant investment into Parkinson's research. We have been responsible for uncovering scientific discoveries which will, I have no doubt, ultimately lead to a breakthrough. And we have involved people with Parkinson's every step of the way, ensuring research is relevant and targeted..."

Aims

To slow, stop or reverse Parkinson's.

Why this charity?

We have been supporting Cure Parkinson's for over 5 years now, with regular annual donations. Charities linked to Parkinson's are of particular interest to our trustees, Jeremy & Jonathan Fagan. Their late father, who was one of the original trustees of the Ten Percent Foundation, discovered he had Parkinson's late in life. He once said he wasn't sure he ever wanted to see a doctor again after visiting three times and being first diagnosed with diabetes, then epilepsy and finally Parkinson's! Seeing his struggle against this horrible disease made us keen to support the quest to develop more effective treatment and drugs. We undertook research into Parkinson's charities some years ago and Cure Parkinson's ticked all the right boxes. The charity exists solely to study Parkinson's and undertake research to find a cure, without running up significant costs - unlike certain other charities in this area.

How will the donation help?

Our £1000 donation has part funded (in a very small way!) the charity's International Linked Clinical Trials Programme. This has 25 trials organised, with drugs being tested that show strong biochemical evidence of being able to change Parkinson's.

Patty Stein, the charity's Trusts Officer said "your continued support is so valuable to us and we are very grateful."

Further information

For more information about the work of Cure Parkinson's, or to donate to them, please visit www.cureparkinsons.org.uk.

Machine Transcription Polishing

Quite a lot of our work these days involves correcting machine transcription work (AI transcription), as it is not yet sufficiently accurate for most qualitative research work. Enquiries from researchers looking for assistance tend to include queries on cost, particularly if they have already got a transcript from their use of the AI transcription service.

We regularly conduct experiments to check on the progress of AI transcription, and this is the most recent test we have undertaken.

Recent AI Transcription Test

We took a recent recording and sent it off to one of our competitors who offers AI transcription services. One of our senior human transcribers a) completed the transcription from scratch and b) proof read and adjusted the machine version.

We only used a short recording and the paragraph below is an extract from that recording.

AI (Machine Transcription) version of sample paragraph

Because I would always cheque the cost of something, because I know these things can be expensive, but even if there had been a cost of up to \$150, we have income that we would have been able to wanted to pay for that. It did surprise me whenever it was up to 18 years. And I thought, well, I think that makes sense. I think that's really lovely that they do that for me, for the [blanked for confidentiality], the size it was, I didn't think it would cause them a lot of well, I mean, yes, but such a small amount of matter. So, yeah, I was slightly surprised, but more surprised that they do it for kids up to 18. Yeah. Not so surprised for a piece because it's such a small and they

were lovely. They really made sure we had all the information we needed, the paperwork for us.

Human version of sample paragraph

PAR2: ..because I would always check the cost of something, yes - because I know these things can be expensive, but even if there had been a cost of up to £150 or £100, I would have still have paid it because we have income that we could have, you know, we would have been able to, wanted to pay for that. It did surprise me when I read that it was up to 18 years, and I thought, well I think that sort of makes sense. I think that's really lovely that they do that. For me I didn't fe- yes, for the [blacked for confidentiality] the size it was, I didn't think it would cause them a lot of- Well the admin, yes, but such a small amount of matter. So, yes, I was slightly surprised but more surprised that they do it for kids up to 18. Not so surprised for a [blank for confidentiality] because it's such a small - yes and they were lovely, they really made sure we had all the information we needed, did the paperwork for us, on our behalf.

Our transcriber had the following comments to make about the machine transcription version:

"I've proofed this one and changed it to our format. I've left the timestamps in, as if the client wanted timestamps on change of speaker. I have called the speakers PAR1 and PAR2 for ease of reference. The machine transcription software picked up three voices for some reason; there were only two people speaking. The machine also added a 'Yeah' or 'Okay' that speaker PAR1 said in the middle of PAR2's speech, so it couldn't clearly differentiate between the two speakers. It took me around 35 mins to change it over to our format and to proof (but if we were changing to adding in [our formatting] and deleting timestamps I'd say about 40 mins."

Our transcriber then typed out the audio recording from scratch, without referring to the machine version.

"I had a go at typing up the [] file and it took me 25 mins to type it up (including double checking spelling) and then giving it a proper proof afterwards. Without the proof it took around 16-18 mins to type up."

Conclusion

For accurate qualitative research interviews, it is still faster, cheaper and more efficient to use human transcribers. It took almost half the time to manually transcribe the file rather than correct all the errors in the machine version and then produce an accurate transcript.

The machine transcription was not at all useable and we think that when transcription companies (including ourselves) advertise 'machine transcription polishing services', they are likely to be offering a completely fresh transcription service and ignoring the AI version.

Is Transcription a Good Career Option?

University Transcriptions receive on average about seven new applications from transcribers to join our company and undertake various different kinds of transcription work through us. We also recruit translators and transcribers who can transcribe in other languages as well as English, but this article is about whether transcription work is a good career for English to English transcription, or indeed transcription in another language. It does not relate to translation work.

Why is your standard turnaround time 14 days

We regularly get asked by clients why our standard turnaround time is 14 days and this article partly explains the reasons for this.

Transcription boom

Transcription as a service has grown rapidly in recent years, as more companies have taken advantage of the opportunity of digitalisation for outsourcing the transcription of their audio and video recordings to external businesses in order to free up staff on site, and to obtain accurate records in writing.

Transcription covers such a wide range of different types of audio and video recordings, but generally work tends to be along the lines of dictation, one to one interviews, group recordings, covert recordings, court hearings, and general recordings of conversations, talks and lectures.

Transcribers (or transcriptionists as they are known in the USA) tend not to specialise in one particular area of transcription work, and instead transcribe any type of recording that is sent through to them by the relevant transcription company.

As a career, undertaking transcription work is probably more about the flexibility and lifestyle choices of transcribers than it is about having made a conscious decision to want to do transcription work as a profession.

A good number of transcribers who work with University Transcriptions and TP Transcription are academics and academic staff linked to universities. They are mostly graduates, although a reasonable proportion are former legal, business and medical secretaries with years of experience of audio typing.

Main benefit

The main benefit of undertaking transcription work is the freedom that it offers to work flexible hours and to dictate just how many hours you want to do each week. Transcription work provides a quick and easy solution for anyone who has variable hours available each week rather than looking to work set hours. This is the key reason most people take up transcription work, because it fits around other things, and once you get established with a transcription company, you do find that there will be regular work coming your way to fit around your lifestyle.

Elderly Parents

Take for example someone who has elderly parents they are caring for. They may need to drop everything, travel 30 miles to go and care for their parents at very short notice and be able to do this for two to three hours at a time. It would be incredibly difficult to hold down a regular job with regular office hours because of course the employer would tire very quickly of them disappearing without any notice to go off and do that.

Parents with young children

Similarly, if you are a parent with children of a pre-school age and just need some extra money to assist on an ongoing basis as you are caring for the children, transcription work will give you hours in the week to enable you to fit round your childcare.

Pick n Mix

TP Transcription contact all transcribers at the start of each week to request an indication as to how many hours they have available that week. Our transcribers also let us know whether or not they're available for express work, or they are looking for standard longer turnaround time work.

Our transcription manager then portions up the weekly work coming in and sends out the amounts of work each transcriber is looking for. This means that every transcriber knows that they will not be

sent more work than they have the time to deal with, and they can fit the work around their life commitments. Of course, it does not always happen that each transcriber gets the amount of work they're looking for, but they will never get more than they have asked for.

Career?

We work with some incredibly talented transcribers who, for example, can undertake Jefferson transcription (conversational analysis) or type at 90 words a minute with virtually 100% accuracy. Others have an amazing ear for accents and again can type at full speed whilst listening to a strong Liverpudlian or Geordie accent. It really does take quite a bit of skill, experience, technical knowledge and ability to make a success of a career in transcription.

Easy to get into?

Our transcribers all complete an audio typing test and background check before we consider applications and only one in 10 of applicants is successful in joining our lists. We are high end professional academic and business transcribers, and we aim for 100% accuracy in all the work we do. You can get into other companies with less than this..

Summary

I hope this article has given you a bit of a flavour of the reasons transcribers work in this sector. Most are happy to work on 14 day turnaround orders because it fits with their reasons for undertaking transcription work in the first place.

Recent Advice Articles

[Transcribe it yourself - advice from some lecturers to students](#)

[Transcription for bosses - its harder than it looks](#)

[How long does it take to transcribe 20 minutes of audio?](#)

[Human transcription - why do automated companies recommend it?](#)

[How useful are DBS checks when ordering transcription work?](#)

[Ordering transcription work at universities - a guide](#)

[Spending research budgets before deadlines](#)

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

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

The successful charities this year were as follows:

Arun Sunshine Group - £500
Ichthyosis Support Group - £500
Men in Sheds - £500
The First Step - £1500
Rights of Women - £750
Cure Parkinsons - £1000
Prison Choir Project - £500
PACE Charitable Trust - £500
Dundee Stroke Exercise Club - £1000
The Proud Trust - £500
The Cure & Action for Tay-Sachs - £1000
Leeds Womens Aid - £500
The Children's Heartbeat Trust – £1000
Mynydd Isa & Maeshafn Cricket Club - £1400 interest free loan

We will provide an outline of each charity every month for the next 12 months and how the money has been spent.

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>

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

Jonathan Fagan (he/him)
Founder & Director

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