

Transcription News - 26th April 2023

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Good morning and welcome to the April 2023 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, a request for charities we can donate to, improving typing speeds and using a professional transcriber.

Charity Donation Nominations for 2023 - deadline extended - 30th April 2023

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 2022 our charitable donation was £25,469.80. The Foundation never incurs any administration costs - all monies are distributed to charities. We are looking for our clients and transcribers to suggest charities we can donate to in 2023.

Suggest a charity

We would love to hear of your nominations for worthy causes we can donate to. To suggest a charity please email Jonathan Fagan at jonathan@tptranscription.co.uk with the name of the charity, anything you think we would like to know about it and any experiences you may have had of the charity's work. A lot of the charities like to know who nominated them, and if you are happy for us to release this to them and/or for us to use your name in any publicity related to the donation, please let us know. If you have already suggested a charity to us in the past few months we will be considering these shortly.

Funding criteria

The trustees of the Ten-Percent Foundation are particularly interested in the following types of charity or worthy cause:

Charities that deal with poverty and the effects of poverty in the UK, support for stammering and in

particular children affected by speech impediments, support for people who have Parkinsons, children with heart conditions, support for people who have had a stroke, charities working with ex-offenders, charities with links to the legal profession, charities dealing with victims (and perpetrators of) domestic violence and charities dealing with youth work in areas particularly affected by poverty.

Why do we donate?

We set up our companies over 20 years ago with the aim of being as ethical as possible 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 2023

Last year we asked our transcription clients and transcribers to nominate charities we could support and were overwhelmed with the large number of suggestions received. We had a large number of well thought out nominations from academic clients using our transcription services, which contrasted somewhat with the incredibly low number of nominations received from the legal profession (the other major strand of our business group). We will be looking further at this in a future article.

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. We always check the charity accounts as well.

A wide range of charities were selected and we have been showcasing them in our newsletters over the past year. These included the The Children's Heartbeat Trust (Northern Ireland), Arun Sunshine Group, Ichthyosis Support Group, Men in Sheds, First Steps, Rights of Women, Cure Parkinsons, Prison Choir Project, Dundee Stroke Exercise Club, The Proud Trust and Leeds Womens Aid.

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>



Charity Focus - 17 In Range Monitors for Congenital Heart Disease (CHD) Children – arranged via Alder Hey Hospital Children's Charity – £5,083

In 2022, the Ten Percent Foundation purchased 17 In Range CoaguChek Monitors together with testing strips and training video resources for £5,083 for the use by parents of children with congenital heart disease who are on warfarin.

Anna Gresty, MD of TP Transcription Limited, has direct experience of the difficulties parents face in relation to

Helen Walker, Team Lead for Cardiac Nurse Specialists

obtaining these machines, and suggested that the charity could purchase the machines directly from Roche and loan them to parents who are treated by Alder Hey Children's hospital. Children on warfarin can be expected to test their INR weekly at times and are unable to attend the coagulation clinics at GP surgeries due to their age so this can mean a lengthy journey to their specialist hospital for a blood test which takes a couple of minutes, missing school and parents missing work. Children can also be expected to have a blood test before certain sports activities and when on holiday and so having a machine they can carry with them improves the quality of their lives immensely.

Roche very kindly added an additional 2 machines to the order as part of the deal.

The loaning of the machines is managed by Helen Walker, Team Lead for Cardiac Nurse Specialists at Alder Hey Children's Charity on behalf of the Ten Percent Foundation.

Helen said "The benefits of the In Range machines to our patients and families are huge. They reduce the need for time off school for the children and work for families, they give the family a better quality of life whilst keeping the children safe. INRs can be done at the weekend if needed to save going to hospital or going out when unwell. They are able to be taken on holidays reducing the need for finding hospitals abroad if an INR is needed whilst away. Ultimately they give the family much more flexibility in their lives, reducing the amount of hospital appointments they have is a huge benefit, when living with CHD as this can be overwhelming at times."

Helen and the cardiac nurse specialists at Alder Hey also support the training of patients & families and the ongoing management of the machines.

Anna Gresty said "these machines will make an amazing difference to the quality of the lives of 19 families based in the North West who are living with the challenges a life on warfarin creates."

How can I speed up my typing?

We regularly recruit new transcribers to our team and like to think we offer competitive rates for transcribing and translation as well as a friendly working environment and support. However, unlike a lot of transcription companies, we only recruit transcribers who can type at a particular speed and with a certain level of accuracy. In order to become a transcriber with us a new applicant has to pass a transcription test.

We require fast typing speeds because transcription work is usually involving the typing of spoken word and not spoken word at dictation speeds. The spoken word during an interview is considerably faster than the usual dictation speed audio typists experience. If your typing speed is not at a certain level, usually at least 45 if not 55 words per minute, you will not find it easy to do transcription work on a long term basis.

Practice

So how can you increase your typing speed and what is the fastest way of doing this? We have been asked this question numerous times and the simple answer is to practice. The more practice you do, the faster your speed is going to get.

However, practice has to be relevant practice. As most transcription work is the production of transcripts of interviews or groups of people talking, the practice needs to be along the same lines. One easy way of practising is to think about transcribing an interview from The Today Programme on Radio 4 for a few minutes a day. At the same time, think about transcribing a bit of Any

Questions on a Friday night for practice at recording a group. Both of these programmes would be an easy way to start and it should be quite easy to develop a routine on a weekly basis.

Use both hands

When transcribing, try to make sure you use your full hands to type. One of the most difficult things for transcribers without much keyboard experience is to actually type rather than use single fingers, which iPad users tend to do for example. This may well cause physical injury over a period of time, particularly at the speeds a transcriber needs to be able to type at.

At the same time, because of the speed involved, conversation and speech are more fluid. Speakers like to instinctively maintain fluency, so they will very often use filler words during sentences. 'Like', 'erm', 'you know what I mean', 'the truth of the matter' etc.. It can take some time to get used to this as well when transcribing rather than audio typing dictation for example.

Concentrate

You need to be able to zone in on the speakers and switch off from every day life around you when transcribing. It is not something you can do half-heartedly whilst performing other tasks, so again you can practice concentrating on an audio recording and excluding external sounds.

Improve your spelling

Another area to consider practising would be spelling and grammar. Its a lot easier transcribing audio if you know what the words are being spoken and how to type these quickly. Admittedly spell checkers are a fantastic resource, but in terms of speeding up your typing it can be very useful to recognise any gaps in your spelling & grammar skills - eg the correct use of 'there', 'they're' and 'their'.

Suggested practice

We think that if you practice your typing from audio recordings for just 5 minutes a day, you can increase your typing speed quite quickly over a fairly short period of time. And of course if you have started transcribing for us your speed will be maintained as you get used to regular transcription work.

In fact we would challenge anyone looking to increase their speed to have a go at this exercise - at 8.10am each day, listen to the Today programme on BBC Radio 4 and transcribe the next 3 minutes of interview without stopping to correct your work. Measure your typing speed at the start of the week - there are plenty to choose from - eg <https://www.livechat.com/typing-speed-test/#/>.

Do the exercise for 2 weeks and then try your typing speed again. Although the typing speed tests are checking your ability to type words on the screen in front of you, the fact you are working at a high speed on audio will increase your typing speed generally. Have a go and let us know how you get on!

Why use a professional human transcriber?

It is funny to think that in 2022, as I write this article, there is a higher demand than ever for professional transcribers (or transcriptionists as they are known in the US). As increasing numbers of interactions between humans move into an online world, there are increasing numbers of audio and video recordings that various organisations and individuals require converting into documents for ongoing use.

Transcription is a service that, if you were looking back 30 years, you may think would have disappeared by now because someone would have invented an automated system that remove the need for the profession to exist. Similarly, you could say the same about the other side of our services, translation.

Nothing could be further from the truth and transcription as a business is booming, and we are enjoying constant expansion over the years as we continue to trade. Which takes me back to the question – why use the services of a professional human transcriber, rather than an automated system?

Professional transcribers are not a cheap option for transcribing any audio or video recordings. They will invariably cost more money, because of course there is the time it takes a human to convert your data into text, whereas for an automated system this simply happens. However, despite all the press coverage of AI at the moment, the simple fact remains that AI is unable to effectively handle multi-speaker audio & video recordings and produce useful or accurate transcripts.

Accuracy

The biggest difference, and the reason that professional human transcribers exist and are so vital for lots of clients, is that the accuracy a professional human transcriber offers, together with the formatting, means that using professional transcription services reduces the time and effort spent by our clients in needing to manipulate the data into a format that it can be used in.

Automated systems and self-completed transcription both require huge amounts of effort after the work has been completed, to make the data usable and in a format you can manipulate.

The key difference therefore in using a professional human transcriber is accuracy. Our service is usually well over 99.5% accurate, and if there are any discrepancies or queries about a transcription then our human transcribers will have another look and correct as required. Furthermore, our transcription services are subject to quality control, which adds in an extra level of protection, because the transcriptions are double-checked.

The second reason for using a professional human transcriber is that we will format your text for you in any way required. Unlike using automated systems or doing it yourself, you can interact with us and tell us how you would like your data to be transcribed, and what format to put the text into.

Bespoke

Professional human transcribers provide a bespoke service – if you have any specific requirements in relation to your transcription, you simply tell us and we apply it. So, for example, we can adjust names, places, paragraph layouts, names of interviewers, anonymisation and pseudonymisation, and we can be fully compliant with all aspects of ethical requirements.

In short, using a professional human transcriber means you get a professional service. We provide quality, professionalism, and accuracy, which you will not get to the same level elsewhere. Not only that, we are real live human beings you can speak to!

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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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