



**TRANSCRIPTION
RULES AND
GUIDELINES**

CLEAN VERBATIM VERSUS FULL VERBATIM

Clean verbatim transcription does not include false starts, verbal tics, stutters, and other speech/sounds not relevant to the transcript.

However, sentences are not paraphrased.

Full verbatim transcription INCLUDES false starts, verbal tics, stutters, and all utterances.

Filler words or **verbal tics** are words that are apparently meaningless that marks a pause or hesitation (i.e. you know, um, uh, like, kind of).

EXAMPLE:

The process is, um, still in its, uh, you know, infancy.

NOTE: Be careful not to omit words if they are not used as fillers but are necessary to make the sentence complete.

EXAMPLE:

Correct: What was that like for you? (the word “like” is needed in the sentence)

Incorrect: What was that for you?

False start – the speaker says one thing and then goes back and changes what he was saying.

You can omit everything else before the actual start of the sentence that is irrelevant to make the speaker’s message clearer.

EXAMPLE:

Interviewer: I have a question about, um, you know, implications for like insurance and — and what is like covered and what kind of treatments are covered. If we stop using like the word cancer for, uh, some of these, you know, conditions, are insurance companies going to, you know, stop reimbursing?

Interviewer: I have a question about implications for insurance and what kind of treatments are covered. If we stop using the word cancer for some of these conditions, are insurance companies going to stop reimbursing?

Don't transcribe **thinking noises** (if someone is just saying “uh-hmm,” “right,” “okay,” “yeah” while someone else is talking and not a direct response to what the other person is saying).

Thinking noises are sounds or words created by another person in the conversation. Two or more people are involved in a conversation.

EXAMPLE:

INCORRECT

Interviewer: How do you proceed with your inquiries?

Respondent: We try to narrow it down to —

Interviewer: Right.

Respondent: — a few questions.

Interviewer: Is the process already old or is it still new?

Respondent: The process is still in its —

Interviewer: Yeah.

Respondent: — infancy.

CORRECT

Interviewer: How do you proceed with your inquiries?

Respondent: We try to narrow it down to a few questions.

Interviewer: Is the process already old or is it still new?

Respondent: The process is still in its infancy.

NOTE: DO NOT OMIT IF IT'S A DIRECT RESPONSE TO A STATEMENT.

EXAMPLE:

Interviewer: You have been there, right?

Respondent: Mm-hmm. (direct response to the question – do not omit)

Slang forms such as “gonna,” “wanna,” “gotta,” “alright,” “coz,” et cetera should not be used. Instead, use “going to,” “want to,” “got to,” “all right,” “because,” et cetera.

The Conjunction AND

Speakers often overuse “**and**” and sometimes transcriptionists tend to create very long sentences because of this conjunction.

You may divide a long sentence into short sentences and drop the “and” if it’s unnecessary.

Take into consideration clarity and readability.

EXAMPLE:

I painted this in Photoshop myself **and** it was the most spectacular vision I’ve ever seen in my life **and** I cannot forget it **and** it was the first time I have ever seen anything like it **and** my whole body went electric **and** when it went electric, I was in that state pulsating, throbbing, vibrating in that vision.

I painted this in Photoshop myself. It was the most spectacular vision I’ve ever seen in my life, and I cannot forget it. It was the first time I have ever seen anything like it. My whole body went electric. When it went electric, I was in that state, pulsating, throbbing, vibrating in that vision.

NUMBERS

Numbers in sentences are spelled out from one to ten.

EXCEPTIONS: press 1 on your phone keypad, press *2 [star two] on your phone keypad

Use figures if it's a series of numbers.

EXAMPLE: He had 5, 9, 10 respectively.

TIME FORMAT

EXAMPLE:

Speaker says: I will meet you at four this afternoon.

Should be transcribed as: I will meet you at 4:00 this afternoon.

Don't type o'clock. If speaker says morning, type a.m. If afternoon or evening, type p.m.

8:00 a.m. Pacific Time

9:00 p.m. Central Time

CURRENCY

\$10 **NOT** \$10.00 or ten dollars

\$100 million **NOT** one hundred million dollars

\$100,000 **NOT** one hundred thousand dollars

PERCENTAGE

Use symbol **except** if it's at the beginning of the sentence.

EXAMPLE:

The accuracy rate is 98%

Ninety-eight percent has been inflicted with AIDS.

SPELLED OUT WORDS

If a word or a name is spelled by the speaker, type it like this:

EXAMPLE:

Her name is Max Dashu, M-A-X D-A-S-H-U.

REMARKS

[0:00:00] [Indiscernible] - insert timestamp and the word "Indiscernible" for words you can't decipher.

[0:00:00] [Inaudible] - insert timestamp and the word "Inaudible" for words you can't hear.

[0:00:00] [Audio Glitch] - insert timestamp and the word "Audio Glitch" for audio glitches.

[0:00:00] [Phonetic] - insert timestamp and the word "Phonetic" for words you're not sure you spelled correctly, usually names of people, places, et cetera.

EXAMPLE:

My name is Tanya Schmidt [0:01:14] [Phonetic]. I'm a clinical analyst.

[CROSSTALK] - it is impossible to transcribe the dialogue due to overlap.

SPEAKER TOKENS

Identify the speakers by **first name** unless your client instructed otherwise.

If it's an interview and the speakers' names are not identifiable, use **Interviewer** and **Respondent**.

PARAGRAPHS

Divide paragraphs where it's logical, and keep them **short**. White space helps in readability.