Laudable Transcription Style Guide

The following are the guidelines *Laudable* will use when completing the transcription for your audio file(s). It is our goal to provide you with a high quality and accurate product.

NOTE: We provide services for audio files in English and do not transcribe files with unintelligible/heavy accents. We are not able to create official closed captioning files, as our transcripts are strictly Microsoft Word based transcription documents. If your close captioning needs can be done through Word via times tamps we are happy to put together a quote for you.

Precision

For a verbatim project we will type exactly what is said. For a non verbatim project we will leave out stutters, filler words, background noises, et cetera. Although spoken word is not always grammatically correct, our transcriptions will preserve the integrity of the original speech. We will not record what we think the speaker meant to say.

EXCEPTIONS:

- Changing information contractions into formal speech is optional in non-verbatim projects. (e.g. gonna → going to). If the transcriber goes this route it should be done consistently throughout the transcript project.

- Correct egregious phonetic and pronunciation errors that inhibit readability or understanding.

    Example: if a speaker pronounces "wash" as "worsh" we will use the correct word and spelling based on the context of the audio.

Wrong Words

If we are unsure of a word or phrase, we will attempt to consult Google Search or use any documents, word lists, et cetera you may have submitted with the project. If after a moment of research we still cannot make out what is being said, we will use an "inaudible time stamp" in the body of the transcription. Example: [inaudible 00:00:00]

If after research and re-listens we are still only 95% sure of what is being said we will place the word or phrase in brackets with a time stamp for you to review.

We will not paraphrase what we think the speaker meant to say and will not transcribe content that is not present in the original audio. We believe this can change the meaning and integrity of the project.

The only words/phrases that may be omitted from a non verbatim transcript are filler words (such as um, uh, like and other things like background noises and conversation, notation of laughter and long pauses). If you opt for a verbatim transcript these types of things will be left in.

Verbatim Projects

We will transcribe exactly what we hear in your audio file: filler words, false starts, stutters, repetitions, long pauses, and non-speech sounds to the best of our ability. Examples: (laughs) or (laughter), Mm hmm (Affirmative) or Mm hmm (Negative), (coughs), (sneezes), (long pause), (crying), (humming), (clapping).

Non Verbatim Projects

Exclude:

- Interjections or signs of active listening (mm hmm, okay, yeah,) unless they are a direct response to a question

- Filler words, false starts, stutters, audible non-speech sounds

Spelling

We will use U.S. spelling at all times, even if the speaker has a non-American accent. We will do our best to research proper spellings of names, titles, words, phrases associated with your project. It is very helpful if you are able to supply a glossary or any other document/material that would help us familiarize with the content so as to keep research on our end to a minimum. We will only spend 1 minute researching on our own before we insert an "[inaudible 00:00:00]" timestamp.

Notation Tags:

[inaudible 00:00:00]   This is a timestamp that will be added anytime the transcriber
                        cannot make out what is said by the speaker

[crosstalk 00:00:00]   This is a timestamp that will be added when multiple people are
                        speaking over each other and the speech becomes unintelligible.

[foreign language 00:00:00]   This is a timestamp that will be used when foreign language is
                              used in the audio file. (We only transcribe in English.)

[TRAN-SKRIP-SHUN 00:00:00]   This is a phonetic timestamp that will be used if the
                                 transcriber is unsure of the spelling of a proper noun or

technical speech used by the speaker. We will attempt either a spelling or a phonetic spelling of what was heard. After this point in the transcript the word will be spelled this way throughout the rest of the project.

Speaker Labels

Typically we use the following labels for the transcription:

Interviewer/Interviewee

Speaker 1/Speaker 2/Speaker 2 and so on

If the speakers are identified, we use their name.

Punctuation

We always do our best to use proper punctuation, even though spoken word is often not grammatically correct. We do our best to break up the speech intelligibly so as to not have an unnecessarily long paragraph.

We use ellipses to indicate a speaker has trailed off or paused significantly in the middle of a statement. We also use it if the speaker cuts themselves off and changes direction. Example: "Let me tell you ... hold on one second, I need to take this call."

We use hyphens to indicate interruptions and cutoffs of one speaker by another.

We spell out numbers under ten and use numerals above ten, generally.

These are our guidelines, but we want you to have the transcript you need. Do not hesitate to let us know if you have specific needs with your project. We are happy to work with you.

Thank you for choosing *Laudable*.

Chrissy Coblentz

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