

Transcription Style Guide

Thank you for your interest in joining our team as an English-language Independent Contractor for Focus Forward Transcription! There are many reasons to join Focus Forward Transcription:

- Work As Much or As Little As YOU Want – No Requirements!
- Wide Range of Interesting Topics
- Attractive Per-Minute Contractor Rates

To apply to join our team:

1. Download audio from Focus Forward website.
2. Transcribe audio according to the Style Guide & accurately.
3. Attach your transcript as a .docx on our website.
4. Our team will provide a response.

Document Formatting

- **Bold moderator/interviewer speech.** Respondent speech should not be bolded.
- Create a hard line break (double enter) when there is a change speaker.
 - Never break-up speech for a single speaker. New paragraphs should only occur with a change in speakers.
- Font Color: Black
- Font: Calibri, size 11
- Please save and submit transcripts in .docx format.

Sample format:

Hello, doctor.

Hi, I'm excited to get started.

Thanks for taking the time today. How many patients do you see?

I have over 250 patients that I manage within my practice.

And how many of those have been your patient for over one year?

I would say- about 175 of those have been with me for over a year.

Grading Criteria

Your transcription test is graded on the following criteria on a scale of One to Five:

- **Verbatim Accuracy** – All speech is captured accurately in the transcript and is true to the audio. Terms are spelled correctly.
- **Adherence to Style Guide** – Formatting outlined in this instruction document adhered to within final transcript.

Verbatim Guidelines

Complete transcription in Non Verbatim – where non-verbal utterances, false starts/stutters and filler language do not need to be transcribed:

Non-verbal utterances do *not* need to be transcribed, such as:

- “uh” // “ah” // “um” // “double- doubled words” // “st-st-stutters”

Filler language (speech that is repetitive and does not contribute to the conversation) does *not* need to be transcribed:

- **INCORRECT:** So, **like**, I don’t really like this option because, **like**, it isn’t pretty.
- **CORRECT:** So, I don’t really like this option because it isn’t pretty.

Informal speech should be transcribed in-full to improve readability of the final transcript, such as:

- ‘em to “them” // ‘cause to “because” // movin’ to “moving” // etc.
- **INCORRECT:** That one had me **thinkin’** a lot **‘cause** it captivates you.
- **CORRECT:** That one had me **thinking** a lot **because** it captivates you.

Speech should be transcribed as it is spoken—do not alter the speakers’ words even if they speak in run-on sentences or fragments. You should add punctuation to make the document more readable. Speech that is spoken in the incorrect tense should be transcribed as it was spoken.

Audio Tags

Below are the approved speech tags that can be used during transcription. These are the **only** tags that are permitted within transcripts:

- [INAUDIBLE] – to indicate speech that is indecipherable.
- [CROSSTALK] – to indicate speech that is indecipherable *due to crosstalk*.
- [LAUGHTER] – to indicate laughter.
- [ph] – to indicate spelling is phonetic, such as for names (i.e. Joe Schmoe [ph]...)

You should always aim to have 0 or minimal crosstalk/inaudible tags in your final transcript.

<u>Style Guidelines</u>		<u>Example</u>
<u>Terminal Punctuation</u>	<p>Statements should always end in one of the following:</p> <ul style="list-style-type: none"> - (.) or (?) if the statement is completed. - Do not use (!) even if a speaker sounds excited. - A hyphen (-) if the speaker has a change of thought, trails off or is interrupted . 	<p>What did you think of this example, Josh?</p> <p>It had a nice picture, but the message didn't fit very well.</p>
<u>Hyphens</u>	<p>Use a hyphen to indicate:</p> <ul style="list-style-type: none"> - If a speaker has trailed off/paused in middle of statement. - If speaker has a sudden change of thought/direction. - To indicate an interruption/sudden change in speaker. - Always add a space between the hyphen and the word following it. <p>Use a hyphen <i>instead of</i> ellipses (...) in transcripts.</p>	<p>Why do you say that? Is it-</p> <p>I do enjoy DoorDash, but the food isn't the same quality as in-person. It's just not the-</p> <p>-it's always cold. I agree with that completely. And- I really shouldn't say this, but the drivers are always rude.</p>
<u>Numbers</u>	<p>Please spell out numbers [zero to ten] and use numeric characters for numbers 11 or greater.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> - Percentages - Age - Date/Time - Currency (small denominations) - Question Numbers/ scales - Religious References 	<p>I have two kids—a 6-year-old and a 3-year-old.</p> <p>It was 2:00 PM on February 1st.</p> <p>It cost me 5 dollars in the 1980s.</p> <p>He got \$60 million in a contract.</p> <p>So, 60%, got it. Let's go to question 2A. How do you rate this, 1 to 10?</p> <p>We'll read from Acts 27:1.</p>
<u>Time</u>	<p>If a speaker mentions a specific time, transcribe it as a numerical value.</p> <ul style="list-style-type: none"> - If the speaker says "five-thirty AM", transcribe as 5:30 AM. - If the speaker says "two o'clock", transcribe as 2:00. 	<p>He was supposed to be here at 2:30, right?</p> <p>I had to wake up at 6:00 AM yesterday, so I'm tired.</p>
<u>Drug Names</u>	<p>Brand names should be capitalized, while generic drug names should be lowercase.</p> <p>Please use Google search to verify if a drug is generic (lowercase) or branded (Uppercase) if you are unsure.</p>	<p>He took Advil last night.</p> <p>I usually take two ibuprofen when I get a headache.</p>

<u>Brands/Products</u>	Please capitalize brands/products correctly, such as: - YouTube, iPhone, DoorDash, iPad, Wi-Fi Google company names/products if you are unsure on their official capitalization/spelling.	I donated to UNICEF last year through a DoorDash special. Did you see that on TikTok or Instagram?
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Common Spellings:

Correct	OK	alright	a lot	etc.	US or USA	Wi-Fi	Email	Healthcare	COVID-19 / COVID
Incorrect	Okay/O.K.	all right	Alot	Et cetera	U.S or U.S.A	wifi/wi-fi	e-mail	Health care	Covid 19 / covid

Tips and Tricks for SUCCESS!

Research Terms To Verify Spelling

If you are unsure of the spelling of a certain word—drug names, medical/technical terms, company names, etc.—we recommend researching the term to verify spelling accuracy. A good way to identify terms is to Google the phonetic spelling of the unknown term:

- If working on a file about Type II Diabetes and you do not know how to spell a medication, you can Google “Type II Diabetes *phonetic spelling of medication*”, and can likely find the correct spelling.

Proofread Your Transcript Before Submitting

After you complete your transcript, it’s a good idea to re-listen to the file as you read through your work. During this review, you can verify that all transcribed speech is accurate to the audio. This also allows you an opportunity to re-visit any [INAUDIBLE] or [CROSSTALK] tags to re-listen and attempt to decipher what is being said.

Re-listen To Sections As You Transcribe

As you transcribe, you should re-listen to audio as needed to create the most accurate transcript possible. This will help minimize any corrections needed when you re-listen to a file, and will help ensure a high quality submission.