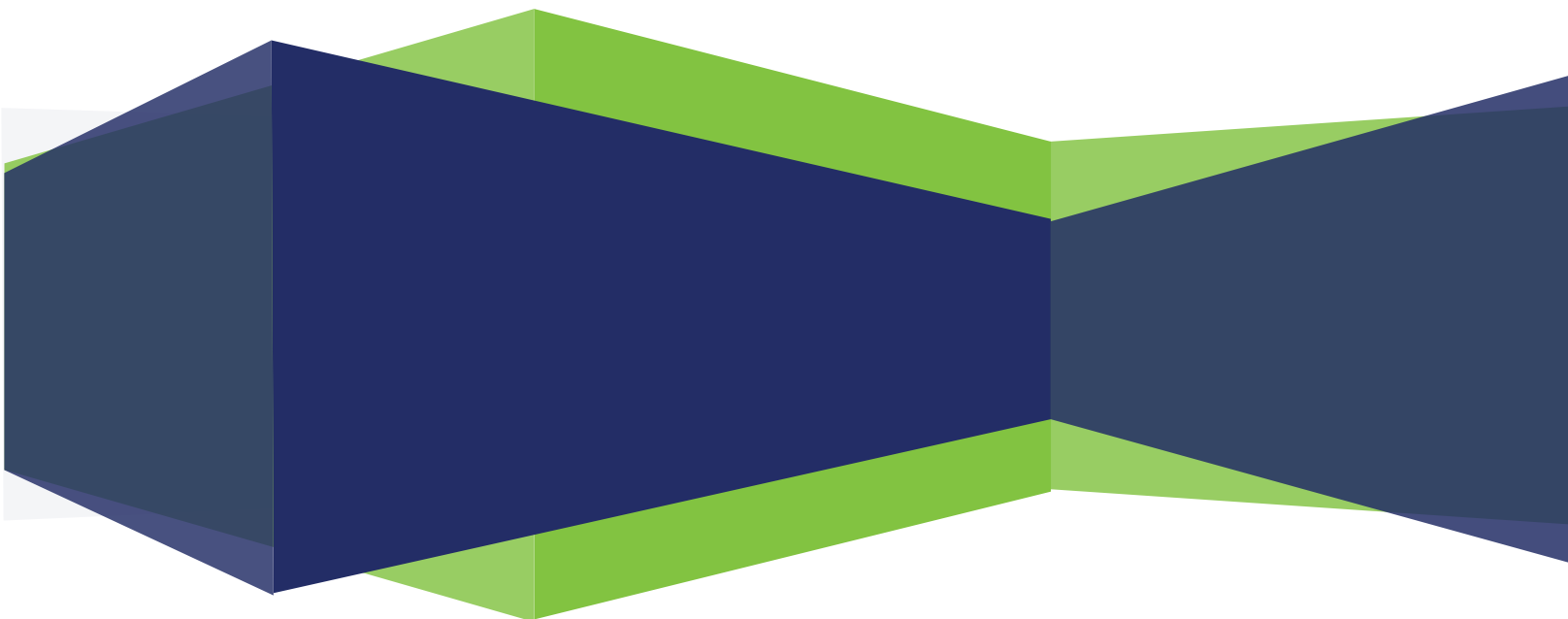




# **Transcriber Applicant Instructions**



Thank you for your interest in being a contractor with SyncScript as a Transcriber! Below you will find the instructions for completing the two-part test. We require a seven minute sample transcription file and a grammar test to be completed. Once we receive both, we will review and respond via email with your results within three business days. Good luck!

## PART 1: AUDIO TEST

To download this audio file, click the link below: [Transcriber Audio Test](#)

The test audio file is approximately seven minutes long. As a general rule of thumb, one hour of sound will take about four hours to transcribe. As a new transcriptionist, this seven-minute file will take about 45-60 minutes. You will get faster with experience, though if you find it takes a lot more than an hour, your speed may prohibit you from earning a decent wage in transcription and this may not be the right position for you.

This will take you to Dropbox and the audio file will show in the middle of the page. In the upper right hand corner, click on the icon with the three dots “...” and choose “download.” The audio file will start to download.

## EXPRESS SCRIBE

---

We recommend using Express Scribe to transcribe the audio file. It is compatible with foot pedals or shortcut keys to control the audio (see instructions below to use the hot-keys to control audio). And it is also free! Here is the link to download: <http://www.nch.com.au/scribe/>

Follow the instructions on the website to download the free version of Express Scribe.

There is also a version for Mac available (will automatically start downloading):

<http://www.nch.com.au/components/scribemaci.zip>

Once you have downloaded Express Scribe, you can load the audio file that is located in Dropbox into Express Scribe.

- In Express Scribe, go to “File”
- “Load dictation file(s)”
- Choose the file “SyncScript \_TranscriberAudioTest” that was downloaded from Dropbox (the “Transcriber Audio Test” above)

OR

- Drag and drop the file into Express Scribe

## HOT-KEYS (SHORTCUTS)

---

### [Watch the Hot-Keys video](#)

Express Scribe uses hot-keys for shortcuts within Express Scribe. The options are really endless of what you can set a bookmark for. **These shortcuts can be used instead of using a foot pedal to control the audio in Express Scribe.**

- ✓ Go to “Options”
- ✓ “System-wide hot-keys”
- ✓ Here a box will pop up and these are the default hot keys that Express Scribe has set. You can use the function keys to stop, play, rewind, fast forward, etc. without using a foot pedal.
- ✓ You can change or add the hot-key options. Click on “Add”
- ✓ Click “change” to assign a key
- ✓ Type in the shortcut that you’d like. It can be anything, (Ctrl plus a letter or number, or one of the function keys)
- ✓ And then choose a command from the drop down. As you can see, there are many options. You can create shortcuts for setting bookmarks, play audio faster, stepping backward, etc.

## DOCUMENT FORMAT

---

This transcript must be typed into a Microsoft Word document (.doc or .docx).

- ✓ Save document as – Transcriber Test – (your name)
- ✓ First page heading – Calibri 11 – bolded – left aligned:

**Project:            SyncScript Transcription Test**  
**Date:                October 2016**  
**Location:          Boston, MA**

- ✓ Running header that starts on page two (Select “different first page” in the header options in Microsoft Word) – Calibri – font size 10 – unbolded – right aligned:

SyncScript - Transcription Test Script

- ✓ Footer –page numbers – Calibri – font size 10 – unbolded – centered (format so page numbers automatically change)

Page 4 of 7

- ✓ Margins – 1” on all sides
- ✓ Transcripts should be typed in Calibri 11
- ✓ Documents should be single spaced
- ✓ “M:” tag is used for when the moderator is speaking
- ✓ “R:” tag is used before each respondent speaks
- ✓ Skip a line in between speakers

(See the sample transcript section below.)

When setting up the Microsoft Word document for the “M:” or “R:” before each speaker, there are a few different ways this can be done. You will just need to find the way that works fastest for you:

- ✓ Type “M:” or “R:” before each speaker
- ✓ Set up a template that has “M:” and “R:” repeating down the page and use the down arrow to change speakers. (Only really works with an interview. If there are multiple respondents, additional “R:” tags will need to be added in.)
- ✓ Use Word AutoCorrect to shorten the number of keystrokes. (See instructions below)

## WORD AUTOCORRECT SETTINGS

---

You can use AutoCorrect in Microsoft Word to create the “M:” and the “R:” notations in the transcript file. For Microsoft Office 2007/2010/2013/2016:

- ✓ Click File (top left corner) of Microsoft Word
- ✓ Click “Word Options”
- ✓ Click “Proofing”
- ✓ Click “AutoCorrect Options”
- ✓ On the “AutoCorrect” tab, make sure the “Replace text as you type” check box is selected.
- ✓ In the “Replace” box, type “M” (no quotes around M, just the letter M)
- ✓ In the With box, type “M:” (again, no quotes, just M colon)
- ✓ Click Add.
- ✓ Do the same steps for the letter R. In the “Replace” box, type “R” (no quotes around R, just the letter R)
- ✓ In the With box, type “R:” (again, no quotes, just R colon)
- ✓ Click Add.

Now when you are in Word, you can just type a capital M or R and it will automatically put the colon after it.

Page 4 of 7

## TRANSCRIPTION TAGS

---

The following transcription tags can be used within a transcript when needed (be sure to follow exact bracket/capitalization format):

- ✓ [LAUGHTER] – This tag can be used to indicate laughter. Use sparingly, as this can clutter up a transcription file. Use the [LAUGHTER] tag if you are unable to capture speech because of laughter, or you feel it is pertinent to the file to show emotion.
- ✓ [INAUDIBLE 1:12:03.0] – If you are unable to understand what a speaker is saying, use the [INAUDIBLE] tag. We HIGHLY recommend that once you have completed the file to go back and see if you can try and decipher them. Inaudible tags should be kept to a minimum. Every time an inaudible tag is typed, you will need to enter the time within the audio (a timestamp) in the brackets.
- ✓ [INAUDIBLE sounds like: what you think they're saying] – If you are not 100% sure of what the speaker said, but you think you heard them correctly, you can use the [INAUDIBLE sounds like: XX] tag. Only use this if you think it makes sense in the context of the sentence. Again, the [INAUDIBLE sounds like: XX] tag should be kept to a minimum.
- ✓ [CROSSTALK] – If you are unable to understand what a speaker is saying because multiple people are talking at the same time, use the [CROSSTALK] tag. Again, try as much as possible to keep them to a minimum.
- ✓ [PAUSE] – If there is a pause in the audio where nobody is talking, the moderator stepped out of the room, or the respondents are working on an activity and it is quiet for more than five seconds, use the [PAUSE] tag.
- ✓ [ph] – If a word is used that you are unable to find in a Google search, spell the word phonetically and use the [ph] tag after the word. This is commonly used for proper names. Only use this for the first instance of the word in the transcript. Do not continue to use the [ph] for any subsequent uses of the same word.

## VERBATIM TIPS AND TRICKS

---

The test file should be in verbatim, meaning word-for-word for all speakers in the file. Accuracy is extremely important to us and our clients, so this is a vital part of the transcription.

There are a few exceptions to the verbatim rule. There are filler words that **DO NOT** need to be transcribed, such as:

- ✓ OK (unless it's used in a sentence)
- ✓ Uh, ah, um
- ✓ You know
- ✓ All right
- ✓ Mm-hmm
- ✓ Uh-huh

These are all considered filler language and can be left out of the transcript. Think of it this way, if it's not specifically answering a question and just acknowledgement that is cluttering the transcript, then these filler words should be left out.

See the example below when some of these filler words may be used in a sentence.

## SAMPLE TRANSCRIPT

---

**Project:** SyncScript Marketing  
**Date:** October 2016  
**Location:** Philadelphia, PA

M: Thank you for joining today. We're here to talk about SyncScript.

R: I heard they were an amazing company.

R: Me, too. I'm really glad that's what we're discussing today.

M: I'm glad to hear you have such a positive impression of them. I've also heard they're an amazing company and great to work with. We'll be showing you some marketing items to get your opinion of them. How are you both today?

R: I'm OK. I've had better days. I'm just tired. It's been a long week.

## SUBMITTING YOUR TEST

Once you've completed the transcription test, send an email with the Microsoft Word transcription file attached, to:

[Hiring@SyncScripts.com](mailto:Hiring@SyncScripts.com)

Be sure to include the following contact information:

- ✓ Name (first, last)
- ✓ Email
- ✓ Phone number

## PART 2: GRAMMAR/PUNCTUATION TEST

Here is the link to the grammar/punctuation test:

[Transcriber Grammar Test](#)

The grammar/punctuation test is a multiple choice test. Just go through the online form and choose the correct answer. Make sure to hit submit at the bottom of the page to send us the results.

## HELPFUL HINTS

- ✓ Most new transcribers find it will take about one hour to transcribe 15 minutes of audio. Of course, the more you transcribe, the quicker you become.
- ✓ Test transcripts are graded on verbatim accuracy, formatting and proper usage of punctuation and grammar.
- ✓ Always run a spell check.
- ✓ Be careful to check all proper nouns, spelling mistakes, and common grammar mistakes, ex: there, they're, their.
- ✓ Re-listen to the audio and decipher as many [INAUDIBLE] tags as possible.
- ✓ The sooner you submit your documents, the sooner you can start accepting work. Timing is not graded, but keep in mind that we have work waiting to assign, so don't wait weeks to submit your test file. The sooner, the better!

**GOOD LUCK!**