

Transcription News - June 2024

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Good afternoon and welcome to the June 2024 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, using Google Meet, improving the accuracy of Zoom transcriptions and charity donation suggestions. We hope you find it interesting.



NB: If you are coming up to any funding deadlines, we are always happy to accept pre-orders; we can invoice in advance and then hold the payment on your behalf. This works extremely well for a lot of our clients with this requirement, as otherwise the funding can be lost, never to be seen again! Drop us a line - happy to help.



Improving the accuracy of Zoom transcription

As the use of platforms like Zoom, Google Meets & Teams has skyrocketed, so too has the demand for reliable transcription to ensure that discussions are accurately captured and accessible post-meeting. Here, we explore practical tips to improve Zoom transcription quality.

Enhancing Zoom Transcription Quality: Tips and Techniques

1. Optimise Audio Quality

Good transcription starts with clear audio. To enhance the quality of Zoom transcriptions:

Use High-Quality Microphones: Encourage participants to use external microphones, which typically offer better sound quality than built-in computer mics. We were on a call yesterday with a client using a laptop mic where the quality was so bad it was very difficult to actually hear what they were saying. It was a bit like listening to someone locked inside a freezer!

Minimize Background Noise: Conduct meetings in quiet environments, and use software tools

that suppress background noise. Starbucks is not a good location. Neither is Wetherspoons.

Ensure Strong Internet Connection: Easier said than done (!), but a stable connection reduces audio dropouts, which can lead to gaps in transcription. Encourage participants to use Wifi wherever possible and not connect via 4G or 5G on their mobiles.

2. Utilise Zoom's AI Features

Zoom offers built-in AI transcription services that can be very useful for immediate text production if there is just one speaker. For everything else, its pretty rubbish! To expand on this, if you send us the audio of your Zoom meeting for transcription and provide the AI transcription version, our transcribers can complete an accurate transcription faster by working from scratch (ie directly from the recording) to prepare a human transcription version than by using the AI transcription. This has not changed or improved in the past 5 years.

3. Edit and Review

AI transcriptions are not foolproof and accuracy levels remain low unfortunately, hence the need for human assistance for any meetings involving more than one speaker. Once you have got your AI transcription you will need to:

Press Delete: If you are looking for accuracy, have a hard to hear recording, more than one speaker or speakers with any accent then don't bother with the AI version – send your recording to us to work on from scratch!

Edit for Clarity: Post-meeting, review the transcription for any inaccuracies or unclear points and edit them for better readability and accuracy.

Use Timestamps: Enabling timestamps can help reviewers locate and correct errors more efficiently.

Human Transcription Services: A More Accurate Alternative

While AI provides a quick and cost-effective solution for transcription, it always lacks the accuracy achieved by human transcriptionists. Experienced transcribers can handle diverse accents, industry-specific terminology, and overlapping speech — areas where AI still lags dramatically.

Advantages of Human Transcription

Higher Accuracy: Human transcribers can reach up to 100% accuracy, significantly higher than the average AI (recent studies have indicated 50-60% on average for multi-speaker recordings).

Context Understanding: Humans understand context and nuances, improving the quality of the transcription.

Customisation: Services can be tailored to specific formatting and detail requirements

Request a quote or get advice on existing inaccurate transcription from the automated Zoom versions - [click here](#).

Charity Focus - Evergreen Africa - £500 donation

The Ten Percent Foundation donated £500 to Evergreen Africa in 2023, a UK based charity operating across Africa using locally based staff, after a direct application via our website.



Evergreen Africa

Who are Evergreen Africa?

"Evergreen Africa aims to help relieve poverty in four main developmental areas.

Health: Training health workers and providing medical facilities and equipment.

Education: Building and supporting schools as well as teaching and other staff.

Income-Generation: Helping local people to establish and maintain a source of income.

Sustainability: Implementing programmes that will ultimately allow the community to become self sustaining.

Funding

"Firstly, our Trustees have dictated that absolutely no less than 90%, and ideally no less than 92%, of funds must be spent on our charitable projects (regrettably, some admin costs are unavoidable – website hosting, bank charges to move funds to Africa, accountancy fees, stationery etc). That means that of every £10 donated, at least £9 goes to the projects. In Africa we work with well-established local NGOs and experts who have developed a network of trusted local individuals built up over many years. These individuals ensure that funds are paid over to local contractors etc, only against previously agreed project plans, after inspection of the works or delivery of goods/services and on presentation of invoices."

Project Supported

The area in which Evergreen operates features rural villages on the Wanale Ridge, Mbale District, Uganda, where some 25,000 people live in extreme poverty (as defined by the UN). The populace is almost entirely dependent on help, there being virtually no legitimate means of employment available beyond subsistence farming. Health is poor with malaria and water-borne diseases endemic. From the education perspective, the area needs significant affordable schooling. There are few Government schools, all of which are badly oversubscribed, and a number of private schools which are largely unaffordable to the impoverished population. There is a dire need for income-generation to raise the entire populace above the UN-defined poverty level. Evergreen is addressing the underlying causes with a menstrual health programme in primary schools and a Community Health programme, both of which actively address the biology of reproduction and family planning. However, there are generations of traditional dogma to overcome and the issues associated with teenage pregnancy will continue for the foreseeable future. Hence, Evergreen has embarked on a Young Mothers' Vocational Programme, the aims of which are to provide counselling, guidance and advice to prevent the position becoming worse, and training in a vocational skill with which the girls can earn an income. The counselling is provided by a fully qualified social worker, and the vocational element leads to a nationally recognised, diploma-level, qualification.

What is this all about?

Ten-Percent and Jonathan Fagan Business Brokers donate 10% of annual net profits to charity via the Ten Percent Foundation, a charitable trust set up by our group of companies, to distribute monies to charities in the UK and Africa. We have been doing this for over 20 years. The Foundation never incurs any administration costs (other than Triodos bank charges which are minimal). All monies donated are distributed to charities and community organisations.

Why do we donate?

We set up our companies over 20 years ago with the aim of being ethical 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.

Nominations 2024

We received over 60 charity nominations from academic clients, business clients, locums, solicitors, transcribers (via our sister company TP Transcription Limited) and staff.

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>



How to Obtain a Transcription from Google Meet

Google Meet has become one of the leading tools for virtual meetings, workshops, and webinars. Having a transcription of your meetings can be incredibly valuable. In this blog post we'll explore how you can obtain transcriptions for Google

Meet, discussing both AI-driven and human transcription services like TP Transcription, and we'll look at why Google Meet might be a preferable option compared to Microsoft Teams.

Using Google Meet's Built-In Features - Paid Version

Turn meeting transcription on or off

Supported editions for this feature: Business Standard; Business Plus; Enterprise Standard and Enterprise Plus; Teaching and Learning Upgrade and Education Plus. Essentially – if you want to use the AI transcription service provided by Google, you need to be using a paid version of Google Meet.

As an administrator, you can let your users save a transcript of their Google Meet meetings as a Google Docs file. The transcript includes a list of attendees. Someone in the meeting has to start transcription. Transcripts save to the meeting organiser's Drive after the meeting and take up less Drive space than meeting recordings.

Step by step guide to using the Google automated version

Spoiler alert – its not very accurate and if you have more than one speaker, anyone with an accent, or a recording that is not 100% clear, don't bother using the Google version - just send us the recording instead!

Step 1: Check if transcription is available

Make sure you have a Google Workspace edition that supports transcription. Check your edition.

Step 2: Make sure Drive & Docs are on

You can find the transcripts in the Meet Recordings folder in Google Drive. For users to access transcriptions, you must have the following settings:

Drive is turned on. Drive is turned on by default for most organisations.
Create new files in Drive. For details, go to Turn Docs creation on or off.

To transcribe and save transcriptions to Drive, both the user and your organization must have enough available storage space. For details, go to [Review storage use across your organisation](#).

Step 3: Turn transcription on or off

Sign in to your Google Admin console. Sign in using an administrator account, not your current account. In the Admin console, go to Menu and then Apps and then Google Workspace and then Google Meet.

Click Meet video settings.

Click Meeting transcripts and select an option.

Click Save.

Where to find transcripts

After the transcript is saved, the meeting organiser, meeting hosts, and the person who started the transcription get an email with a link to the file. Meeting organisers can also find meeting transcripts in the Meet Recordings folder in Drive. They can usually access transcripts within a few hours of the meeting, but it can take up to 24 hours.

To find a transcript, search Drive for “transcript,” which is in the file name, for example, Team Sync (2022-9-13 at 10:00 PST) – Transcript.

If the meeting is associated with a Google Calendar event and the meeting takes place during the scheduled time, the transcript is also linked in the Calendar event.

Who can edit a transcript

After the transcript is saved, the meeting organiser, meeting hosts, and the person who started transcription automatically get edit access to the transcription file. Anyone with edit access can move, share, or rename the file, just like any other Docs file.

Google Meet – the Free Version

For a full transcription for recordings made without the paid versions of Google Meet, you will need to use additional tools or services, as Google Meet does not currently provide a direct transcription service.

Record the Meeting: First, ensure that you’re using Google Meet on a desktop and have permission to record the meeting. Click on the three dots on the meeting screen to open the menu and select “Record meeting.” You’ll find the recording in your Google Drive in a folder labeled “Meet Recordings” after the meeting ends.

Use a Transcription Service: Once the meeting is recorded, you can use [human transcription services](#) (ie us) to convert the audio to text, or if you have a very tight budget, plenty of time and don’t mind lots of inaccuracies, AI transcription. AI transcription services generally offer an accuracy level of about 50-85%, depending on the clarity of the audio and the complexity of the terminology used during the meeting. These figures are based on data provided by the service providers and independent reviews. Accuracy levels are notoriously poor if there is more than one speaker, and AI transcription is unable to effectively handle these recordings.

Advantages of Using Google Meet Compared with Microsoft Teams

While both Google Meet and Microsoft Teams are powerful tools for virtual collaboration, there are a few areas where Google Meet may stand out for certain users:

Integration with Google Workspace: For users already embedded in Google (which is increasingly turning into a quagmire of confusion and complexity!), Meet offers seamless integration with other

Google apps like Calendar, Drive, and Gmail.

For those who suffer all things Microsoft, Google Meet is probably completely unnecessary as Teams is part of the Office package. However Teams has turned into a nightmare of its own for some users, hence the move to Google Meet.

Simplicity and Accessibility: Google Meet tends to have a simpler user interface compared to Microsoft Teams, making it easier for new users to adapt quickly without much technical know-how.

No Installation Required: Google Meet can be used directly through the browser without the need for any downloads or installations, which is particularly beneficial for users who prefer not to install additional software.

Large Meetings: Google Meet offers a generous limit on the number of meeting participants, which can be particularly useful for large-scale meetings.

How long does human transcription take to complete?



Country Retreat in Shropshire

"...we have erected a neat little chapel, twenty-four feet by eighteen, and about twelve feet from the floor to the ceiling. The building, which is of brick, stands in a large yard, en-circled with iron palisades. It is much admired for its beautiful front and its general neatness, and is, in fact, an ornament to the village. It was opened on May 15th, 1842." Primitive Methodist Magazine, May

1843.

St Milburga Chapel in the Shropshire Hills is a cosy 4 person, Grade 2 listed holiday home in open countryside overlooking Titterstone Clew Hill, ideally suited for walking, cycling, wild swimming, canoeing or simply exploring the delights of Shropshire, a top 10 ABTA destination for 2024. Renovated in 2022, the chapel is approximately 10 minutes' drive from Ludlow with its highly regarded restaurants, cafes and independent shops. The chapel is perfectly located for family holidays (Ironbridge & Church Stretton nearby), weekend breaks and walking holidays. 10% of profits from the chapel lettings are donated to the Ten Percent Foundation. Rated 4 star accommodation by Visit England.

Website: <https://www.stmilburgachapel.co.uk>

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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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