

Tips for Recording a Good Quality Transcript:

- 1) **Pass the Investigation Log around the table** and ask that everyone **PRINT** their **own** name, occupation, etc. This will ensure that all the names are spelled correctly.
- 2) **Boldly mark all Exhibits** with exhibit numbers. **Exhibit Stickers** work best and it's best to place these on the **lower right side** of the page. CAS Associates will provide you with sheets of stickers, if you email us your mailing address.

Please scan the exhibits in the order they were entered into the transcript.

If you have "color" exhibits, please scan them as colored and email them to us. It's possible that if you have multiple files, these will need to be sent in several separate files.

- 3) Please **verify that the lights are going on and off on all microphones**. If only one or two lights are blinking or if voices sound like an echo during the investigation, that means that only those microphones are working. **[Remember, if you can't hear people speak, we probably can't either.]**
- 4) **EXHIBITS:**
It's common practice for the Conducting Manager to read the Charge Letter into the transcript. However, unless there is a dispute about a particular exhibit, the remaining exhibits should be assigned a number and entered into the investigation as an exhibit. [This means that they will be photocopied and entered at the back of the transcript as an exhibit.]

When the term "as read" is used we will type in the full text of the **Notice only**. Any other document we will put **[Refer to Exhibit ____]**.

- 5) Please **assign microphones to specific participants** and do not let anyone switch places after a recess. We rely heavily on the microphone number to identify the correct speakers. Note: It is good to have the charged and local chairman on **two different** microphones.
- 6) When there are more than two people involved, have them sit immediately next to the microphone and whenever possible, have them introduce themselves when they begin to speak. This helps us so much!!
- 7) We type **everything** we can hear as accurately as possible. Please discourage rattling papers when someone is speaking. This drowns out the speaker.

- 8) Normally we will not insert every single superfluous comment such as “uh, um, or you know” when there is no meaning. Of course we can do this if you instruct us in advance.
- 9) Normally we will not correct grammar errors.
Example: they was there vs. they were there.
- 10) If a name is mispronounced, we will type what we hear.
Example: Mr. Stevens was... vs. Mr. Stevenson was...
- 11) Normally we clean up slang words.
Example: ya vs. you or somethin' vs. something
- 12) If someone inaccurately states something we utilize [sic] which indicates that we have typed exactly what was said, although it may be inaccurate.
Example: today is July 19, 2004 [sic] (when it is actually 2005)
- 13) If a proper name is mentioned where we cannot verify the spelling, we will put [phonetic] behind the first time it occurs in the transcript.
- 14) If testimony is provided during the investigation, and then someone asks the testimony to be stricken from the record. Please note – we cannot strike testimony that has been already spoken. We can handle one of two ways:
 - 1) We can physically ~~strike out~~ the text they are referring to.
 - Or
 - 2) We will place the following statement in the transcript:
“Note from Transcriptionist – As outlined in the transcriber’s certification at the beginning of this transcript, we must certify that the text of this investigation is a full, true and correct transcript of all information that is recorded. We certify that what we hear is exactly (word for word) what will be reflected in the transcript to the best of our ability. Therefore, we are not at liberty to strike any text from the transcript of an investigation. However, as the Hearing Officer has done, we can ask that the reviewer does not take the specific text into consideration when evaluating the transcript.”
- 15) If you indicate that you are “going off the record” for a break, and then forget to stop the recorder (please let us know). Since you indicated you were going off the record, technically the informal conversation during the break does not need to be transcribed. We understand that this can easily happen with your Lanier Recorders and it has happened many times in the past.
- 16) Please have dispatch tapes and CMS recordings transcribed prior to your investigations. These are much more difficult to transcribe and require extra hours for accuracy.

Do not hesitate to contact (712-527-4577) us if there are exceptions or problems that may have occurred during the recording of the investigation.