## Mentoring New Transcribers:

### TIPS AND TECHNIQUES FOR FOSTERING SKILL DEVELOPMENT

Allison Sands Post Secondary Communication Access Services

## Why Mentor?

- Encourage skill retention after completion of the TypeWell course
- Provide hands-on practice with accountability
- Identify and eliminate error tendencies before they become entrenched patterns
- Foster development of self-evaluation skills in transcribers
- Reminder to monitor own practice

## **Mentoring Techniques**

### First things first.... PRACTICE, PRACTICE, PRACTICE!



## **Suggested Practice Materials**

• **Open Culture** (700 free online courses) http://www.openculture.com/freeonlinecourses

• Academic Earth http://www.academicearth.org/

• **TED Talks** http://www.ted.com/talks

• Khan Academy\* (not recommended for beginners) https://www.khanacademy.org/

## **Sample Practice Schedule**

### <u>Week One</u>: (unmonitored)

• Transcribe 2 X 15-min lecture segments per day

### Week Two: (monitored)

 Transcribe 2 X 15 min lecture segments per day; mentor will identify any emerging error patterns

### Week Three onward:

 Transcribe 3 X 20 minute lecture segments at least every second day; mentor and transcriber will both look for error patterns

### When working:

 Send raw transcripts intermittently for analysis

## **Common Error Patterns**

- Sentence fragments
- Verbatim typing
- Comma splices
- Missed information
- Incorrect abbreviations
- Improper punctuation

# **Practice Activity (10 min)**

### WITH A PARTNER, READ OVER THE SAMPLE TRANSCRIPT. TRY TO IDENTIFY ANY EMERGING ERROR PATTERNS.

## **Giving Feedback**

• Focus on one error pattern at a time

Identifying techniques to help reduce errors

• Remember to "sandwich" your feedback!



### **Strategies for Improvement**

### **Verbatim typing:**

- Force yourself to stop and process longer chunks
- Understand the message before typing
- Give yourself permission to miss some information

### **Sentence Fragments:**

- Understand the message before typing
- Think in full sentences before typing

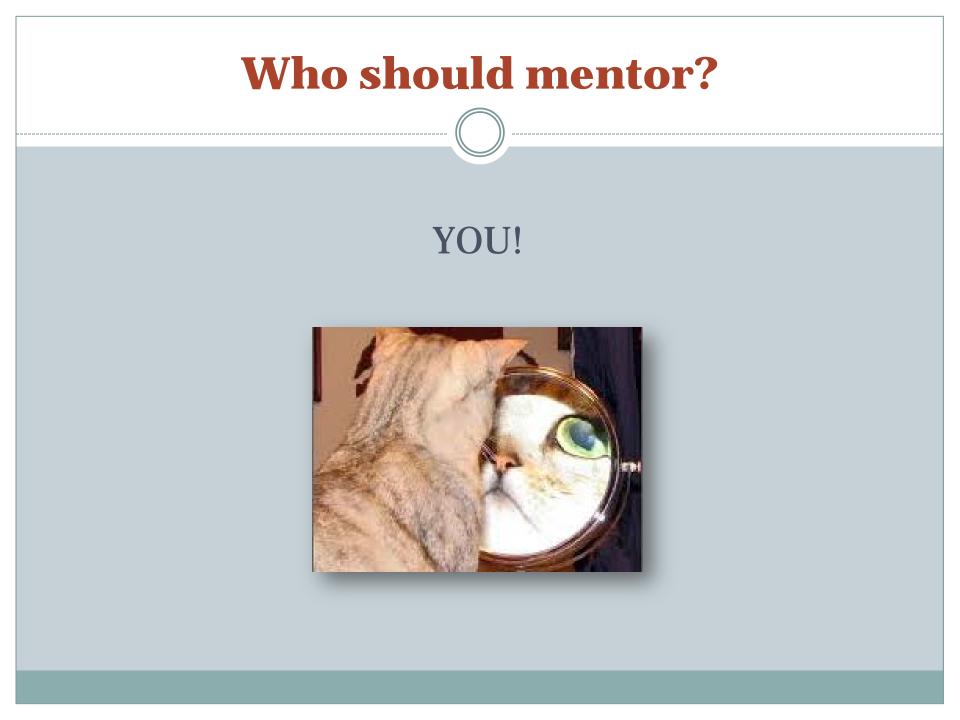
## Strategies for Improvement cont'd...

## Missed information due to slow typing speed:

 Work with typing program, such as Mavis Beacon

### Wrong abbreviations:

- Purchase TypeWell Everywhere
- Do practice drills:
  - Say target word as you type abbreviation
  - Watch expansion on screen



## **Thanks for your attention!**

### **ANY QUESTIONS?**