



Transcription Services Recommendation Document

Technology Risk Assessment Committee (TRAC)

There are many options available to researchers for transcribing audio/video files to text. Over the past number of years, these services have transitioned from almost exclusively analog (hiring someone to physically transcribe) to fully digital (allowing for a software platform to use voice recognition to render the text file). Additionally, even if a physical transcription service is still used, the methods by which files are shared introduces new risk considerations. Recent developments have provided researchers with options to have their files transcribed within cloud-based services where voice recognition is paired with low-level AI functionality, which allows for a “hands-off”, higher-than-average accuracy rate. However, trading off local functionality with something that is cloud-based presents a few data-oriented and privacy-related risks that need to be assessed/discussed.

The Technology Risk Assessment Committee (TRAC) receive queries from researchers on which tool should be used for transcription. To this point, several platforms and services have been submitted to TRAC.

To help expedite decision-making and research design, below are 4 recommended platforms that researchers are encouraged to use. These will not necessitate a resubmission to TRAC. If there is a particular platform that is desired and it has not cleared TRAC, then a submission must be made. The Medium Risk aspect to these solutions is largely related to the platforms being cloud-based, 3rd party, and potentially containing personal or identifiable data.

- Nvivo Transcription Services – Low Risk
- CMBusiness Transcription Services – Medium Risk
- Transcript Heroes – Medium Risk
- Hightail – Medium Risk

The process for using a Medium Risk solution is to contact uwo-risk@uwo.ca to obtain the TRAC report. Researchers are responsible for understanding the risk assessment, ensuring that their use-case falls within the scope of the assessment, and seeking appropriate institutional sign-off.