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Enhancing and anonymising transcripts

Guidelines updated Aug 08

1. Work on transcript in electronic form RTF

2. Keep an enhanced and un-anonymised version of each transcript, as well as the enhanced and anonymised version.
Save enhanced as Filename eg - 407003ff1 int 2 enhanced
and
enhanced and anonymised as - 407003ff1 int 2 anon

Layout

3. Turn-off the AutoFormat features.
>Tools>AutoCorrect Options. Go through all 5-6 tabs and UNTICK all the boxes.

4. Clear all formatting:
Highlight all text (Ctrl+A), Format>Styles and formatting>Clear formatting.

5. Check the language is set to English (U.K)
>Tools>Language>set Language. Click English UK them ok.

6. Set View to Normal (not Print Layout)
>View>Normal

7. In Page Set-Up: margins, top-72, bottom-72, left-90, right-90, gutter-0 (measurements given in points not cms, to change setting, use Tools, then Options, then General, then Measurements). Orientation: Portrait

8. Paper A4.

9. Font, Times New Roman

10. Size, 12 point

11. Style, no bold, italics or underline, colours or highlights (as will be lost when transformed into other format)

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12. In Paragraph, align left, single spacing

13. Front page to include Metadata – in Times New Roman pt 12
NB. See separate files titled front page and front page notes for detail.

Information for the front page:
Project Information:

Programme name:	Timescapes
Project name:	Inventing Adulthoods
Depositor name:	

Interviewee Information:

Title:
Surname:
Forename:
Interview Number:
Interview ID:
Pseudonym:
Date of Birth:
Gender:
Geographic Region:
Marital Status:
Occupation:
Ethnicity:
SES:
Age at interview:

Interview Information:

Interviewer:
Transcriber:
Version:
Location of Interview:
Date of Interview:
Number of Tapes/files:
Type of recorder:
IPR and consent status:
Focus Group Attended:

Key Themes:

Theme 1:

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up to 10 themes
Biographical Notes

Transcription Notes:_ the transcription notes to be added at end of transcript so that front page metadata is recorded on one page only.

Overlapping speech:	indicated using [
Elapsed time:	Dots in parentheses (...) One dot (.) for one second. Two dots (..) for two secs
Emphasis:	CAPS for emphasis - change in pitch and /or volume
Inaudible:	Empty parentheses ( ) to indicate transcribers inability to hear speech
Possible hearings:	Parenthesised (words) possible hearings
Group Dynamics:	CAPS in square brackets eg [LAUGHS]
Interruptions:	Interruptions and notes CAPS in square brackets eg [MOBILE PHONE RINGS] [TAPE ONE SIDE ONE ENDS]

Tags**:**

Anonymised text:	All anonymised text tagged using- @@anonymised text in this space##
Omitted sensitive text:	Omitted (regarded as too sensitive or identifying or about other people etc) tagged using- @@OMITTED TEXT ## (omitted text recorded in the Tracking table)
Sensitive Text:	Sensitive Text flagged using $$sensitive text##

14. At the end of the front page, select Insert>Break. .>Page Break and then insert header using Word Function.
Header to include the following information:

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Study name/ID number/ Pseudonym/Gender/Ethnicity/Age in year/ Interview number/date of interview/interviewer/Interview site/Enhanced or anonymised/date done/ initials of anonymiser/
(NB Respect=Interview 1 , ff1=Interview 2, ff2=Interview 3 etc)

Eg
IA/7100060/Sam/Male/White/MC/15 yrs/Int 2/ 12.05.99/SFS/His home/Enhanced and Anonymised/ Nov 07/DH/

NB Page numbers to start on first page of interview – not front pages- and to be located at bottom centre of each page.
To do this
Use insert/ page numbers and select format, start at 0.

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ENHANCING

15. Take out the astrix * which prefixes INT and id numbers

16. Check that the INT and speaker id is always followed by a colon and space
INT: talk talk talk
708012: talk talk talk

17. At enhancing stage indicate the start and end of tapes and sides within the document – as below.

[START OF TAPE 1, SIDE A]

[END OF TAPE 1, SIDE A]

[START OF TAPE 1, SIDE B] and so on.

[END OF TAPE]

18. At enhancing stage replace interviewee's real name with pseudonym and any other IA participants mentioned with their pseudonym. Use the following tag

@@Anonymised text##

Anonymised: Then I went to @@Haisley High School## where I met new friends.

To date we have used &Mark. Now this will look like
@@Mark##

19. At Enhancing Stage - add in notes such as [LAUGHS], [YAWNS], [UPSET], etc if not already done so by transcriber

20. To highlight sensitive text at enhancing stage (we previously used @ to do so) insert

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Use $$ to mark the start of sensitive text and ## for the conclusion of this text. This system makes it easy to distinguish sensitive from anonymised text. Thus, an example would look like this:

Sensitive: Then I went to $$West Leeds High School## where I met new friends.

Eg 408099 – I talked to my mother about $$ my friend Caroline's bulimia ##

NB. The original text remains – nothing is anonymised it is just flagged up as being sensitive. **Note to enhancers: Use this tag sparingly. There is no need to flag up *all* real names or real places at the enhancing stage. The enhanced document will largely only have the name of the interviewee (and any other project participants mentioned in course of interview) marked up as in note 18 above. It is not necessary for us to flag up data that other users may consider anonymising at a later date (we are anonymising now) nor is it necessary for us to flag up data we think other researchers may be interested in as we are including key words as metadata.**

21. At Enhancing Stage – indicate indecipherable speech with ( )

22. At Enhancing Stage - as well as empty brackets for indecipherable speech, brackets enclosing speech we're not sure about but have had a guess at (sounds like this)

23. At Enhancing Stage - to indicate overlapping speech or interruption with [eg
712298:Then she said I should go [straight there
INT: [where were you going?

24. At enhancing stage - indicate pauses in speech with dots in parentheses (...) One dot (.) for one second. Two dots (..) for two seconds etc.

25. When enhanced save in a separate 'Enhanced' folder, filename eg: 407003ff1 int2 enhanced

ANONYMISATION

26. After saving an enhanced version of the transcript save another version for anonymisation in another 'Anonymised' folder as eg: 407003ff1 int2 anon

If you use this document in your own work please cite the Inventing Adulthoods study (http://www.lsbu.ac.uk/inventingadulthoods)

27. Manually change the information in the header to record the new version, specifically these elements: /Enhanced or anonymised/date done/ initials of anonymiser/

EG
From:
IA/7100060/Sam/Male/White/MC/15 yrs/Int 2/ 12.05.99/SFS/His home/Enhanced/ Nov 07/DH

To:

IA/7100060/Sam/Male/White/MC/15 yrs/Int 2/ 12.05.99/SFS/His home/Enhanced and Anonymised/ Dec 07/DH

28. Use 'Find' option to get to obvious names etc. However, do not rely on this, read through each transcript
Tag all anonymised text using
@@Frank##
@@Hometown##
@@builder##

EG.
407003 – I went to visit my friend Liam in Ballymena, he is a joiner.

BECOMES

407003 - I went to visit my friend @@Frank## in @@Ballywind## he is a @@ builder##.

29. Any text to be omitted (regarded as too sensitive or identifying or about other people etc) to be tagged as below.
delete the text and insert this:
@@OMITTED TEXT##
Record the omitted text in the tracking table as before.

30. Use tracking table (see example below) to record changes made in anonymised version and record page number of changes. Save Tracking tables in RTF

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31. If the same name or place is changed more than once in the document, record the change once for every page it appears on (regardless of how many times it appears on a page.

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32. Add definitions for local slang, colloquialisms to the tracking table
Leave in reference to exams, GCSEs, NVQs etc as they are – no explanation necessary

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33. Save.

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NOTES

What to anonymise

names of people: describe according to significance to the young person: 'female / male friend', 'mother', 'father', 'teacher' etc. When many different friends are mentioned it is best to assign each person mentioned a pseudonym as they can then be followed throughout the series of interviews

names of towns/cities/villages: describe according to the significance of the place to the yp's life: 'city she grew up in', 'town he moved to', 'small neighbouring village'. In some circumstances, 'London' could remain (e.g. when they are thinking of going to university there? Have a day out?)
Places or streets to be changed according to their relevance in the text. For example in NI site the name of a housing estate may in some cases be changed to 'local housing estate' but in another instance the same place may require a change which indicates its political or community significance – eg 'local loyalist housing estate.' Pseudonyms can also be used for pubs, clubs, streets etc, and where appropriate use the same pseudonyms for the same places across interviews from the same site

name of country: describe according to part of world or perhaps 'country regularly visited by backpackers', if relevant

name of school/college: 'high school she attended' etc or if it is one of the 8 schools in the original study then use the pseudonyms.

name of workplace: describe more generally e.g. 'fast food restaurant', 'pub', 'shop', 'factory' etc. When it comes to descriptions of departments in companies or particular sections of a workplace, use 'department' or 'section'.

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nationalities: in close knit communities, talk of a different and specific nationality may easily disclose identity e.g. 'the Americans who took over the pub'. Suggest these are changed to 'people'?

school subjects – to be changed at discretion of anonymiser and possibly in consultation with young person

Original	**Example of possible change**
Street names and names of local areas, places visited	Either changed to a fictional name or described as 'local area' or 'city centre street' housing estate housing development
School names	Changed to 'local secondary school' or changed to pseudonym
Parent's occupation	Possibly changed to something similar.
Specific businesses, places of work eg Macdonalds	Changed to fast food outlet/restaurant
Starbucks	Coffee chain
Places travelled to/ visited/ worked in.	e.g. Italy change to Northern European country
Names of family and friends	Either changed to a pseudonym or referred to as 'younger brother' 'female friend'
Names of night clubs	Either changed to a pseudonym or referred to as 'local night club'
Names of football clubs	May be changed e.g. to 'English football club' or local football club
Name of youth club etc	May be changed to pseudonym or referred to as local youth club/centre
Models of cars driven	May be changed to different model of car

EG of tracking table

Anonymisation Tracking Table for 411241/ Int 3 (SAVED IN RTF)

Interview/Page	**Original**	**Changed to**
Int3 (ff2)/page		
3/1	Spain	European country

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3/1	Salou	Holiday clubbing resort
3/1	20th June	June
3/1	Kenny	Ian
3/1	Julie	Mandy

Slang/localisms 3/4	Wee dander	Short/ leisurely walk

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