Coordinator Guidelines

This checklist attempts to serve the coordinators in their kind efforts on the *RNS Project Transcribe*
https://www.radhanathswami.com/project-transcribe/

● As coordinators we must always remember that we are serving as representatives of **His Holiness Radhanath Swami**
  o each of the transcribers will have varying levels of **previous transcription experience**,
  o each of the transcribers will have varying availability with **work/family/spiritual life commitments**, etc.
● As a coordinator for **RNS Project Transcribe**, we are a **vital** link between the transcribers and the project team
  o and our main priority is to encourage the transcribers and to inspire them to be active in their service
● Therefore, we want to inspire all the transcribers in this service by giving them as much **positive energy** as possible

General Queries

1. As transcribing may be a **new service** for most, the transcribers may **need our help** to understand the details
   ✓ It is therefore a good idea to be familiar with these ourselves,
     ▪ Stage 1 – *Condensed*   : https://www.radhanathswami.com/download/23425/
     ▪ Stage 1 – *Detailed*   : https://www.radhanathswami.com/download/23303/
     ▪ Stage 2   : https://www.radhanathswami.com/download/23428/
     ▪ Stage 3 – *Final Proofread* : https://www.radhanathswami.com/download/23340/
   ✓ **<u>Important</u>**: As we are *constantly* updating the guidelines, please **don't save a copy** locally on your computer
   ✓ **Best place** to access the latest version is this link: https://www.radhanathswami.com/project-transcribe/

2. If you come across any query that is not addressed in the checklists:
   ✓ Please raise it in the **Transcriber Coordinators WhatsApp group** so that the Project Team can assist.

Technical Queries

3. Transcribers may face technical issues that we might need to raise in the **Transcriber Coordinators WhatsApp** group, so that the **Project Team** can assist.
   ✓ Some examples of technical issues are
     ▪ Links do not work for the supplied audio/video file
     ▪ Mismatch between the transcript file and the audio/video link supplied
     ▪ Audio/video file is inaudible or has poor audio quality
     ▪ Audio/video file has a different speaker, other than His Holiness Radhanath Swami Maharaja

Regular Follow Up

4. We want to **mindful** of the time taken by a transcriber in completing the assigned lecture transcription
   ✓ However – there is **no need** to feel pressure, or to pressure the transcriber to rush in their service
     ▪ Some transcribers may complete their transcription very quickly
     ▪ and others will not be able to, and either is perfectly fine, we shall **encourage** them **either way**
   ✓ All service is incredible in this marathon project; a good target being **at least** one lecture per month

   In building the bridge to Lanka, Lord Rama regarded Hanuman's gigantic service as equal
   *to that of the little squirrel's efforts in serving – in other words, **any service is highly valued***

5. In general, it is a good idea to **keep in touch** with your allocated transcribers on a weekly basis
   ✓ Simply a WhatsApp message to develop a friendly relationship and encourage them is **tremendous help**
   ✓ Such **positive motivation** and **inspiration** can bring out the best in them for this service

6. If not done already, please create a **WhatsApp group** to help communicate with your allocated transcribers
   ▪ please add all your assigned transcribers as contacts to your phone's address book
   ▪ and then add them to the new group that you have created
   ✓ Avoid using invite links for your group, such links allow both intended and unintended persons to join
   ✓ Kindly name your WhatsApp group "**Project Transcribe ABCD**" – where ABCD = Your initials

7. A method **proven** to have a **fantastic effect** in **encouragement** and **inspiration** in this service is to post **any new submissions** on your WhatsApp group simply by **tagging the transcriber** and **thanking** them for the submission
   ✓ Keeping in touch on a **personal level** with the transcribers is also effective in encouraging the transcribers

Transcriptions Review and Feedback

8. As a Coordinator, you will receive an **email** whenever a transcriber from your group **submits a new transcript**
   ✓ This email includes a copy of the submitted transcript attached, for your review

9. The main objective of the reviews is to **help the transcriber** apply the transcription guidelines effectively
   ✓ Such feedback is invaluable for their ongoing growth and improvement in this transcription service
   ✓ Some transcribers **may not require** much help at all, and some others **may need more help**

10. As Coordinators reviewing a **ST1** or **ST2** transcript, you are not required to listen to the **entire** lecture
    ✓ Listening to cover the **initial few pages** is ok to capture general improvement points

11. Add comments using the Microsoft Word reviewing feature via **Insert menu > Comment**
    ✓ Note necessary comments on the initial pages and ask the transcriber to review **further recurrences**
    ✓ If there are **too many instances** to be marked for improvement
       ▪ add a comment to the **first instance**, and use **color highlight** for further instances of the same point
       ▪ use different colors for each point, and **describe the meaning** of the color highlight at the first instance

12. **Verbatim transcription content has priority over formatting**
    ✓ if there are too many points to note, you can **skip some formatting deviations**, at least in initial transcripts

13. **Instead of emailing** the transcriber, the **preferred** method of submitting the feedback file is the **Submission Link**
    ✓ Make sure to pick the **second** radio button under the heading: **Submit file as a*** – **Coordinator**
    ✓ An alternative method is to make the necessary changes yourself and **Submit file as a*** – **Transcriber**
    The two methods are described further in the infographic below:

Reviewing Transcript Files

After submitting a transcript file, the Transcriber will need feedback from their Coordinator to help improve the quality of the transcription (*particularly* for their first few files). Here are some useful tools in Microsoft Word to help Coordinators with this:

Review tab > click Track Changes + select All Markup

When turned on, gives useful visibility to the Transcriber:
- Deletions are marked with a ~~strikethrough~~
- Additions are marked with an underline
- Different authors' changes are indicated with different colors

Best practice:
- Use this as a "FYI" to show the Transcriber minor corrections that have been made by the Coordinator.
- Use in combination with "Submit as a Transcriber" – this will store the new version of the file in the system.

Highlight text > Right-click > click New Comment

A means for communicating:
- Items missed (with reference to checklists)
- Changes or spelling errors that are needed
- For "repeat offences" – comment on first occurrence and highlight all subsequent ones

Best practice:
- Use this to guide the Transcriber on involved corrections that they need to make in a new version of the transcript.
- Use in combination with "Submit as a Coordinator" – this will not store the file in the system.
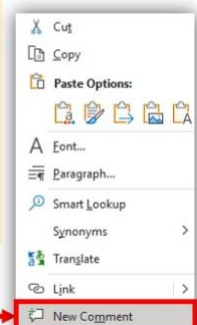
14. ***Alongside*** submitting the commented transcript file for feedback, it is strongly suggested to ***follow up*** personally
    - ✓ Simply a private chat message via WhatsApp, stating that the feedback has been sent can be ***very effective***

15. ***Important***: For ***preserving*** the transcriber ***enthusiasm***, kindly revert back with feedback comments ***only once***
    - ✓ If the transcriber re-submission does not address all the comments, then mark the file to be assigned to ***another transcriber*** and continue working ***patiently*** and ***constructively*** with the transcriber in the future

16. ***Update the status of the submission as soon as a lecture is received from transcriber, or sent for feedback:***
    - ✓ On ***Project Database*** (link below) > ***Submission tab*** > ***Column K (Status)*** > *pick one of the following statuses*

Submission Status	ST1	ST2	ST3	Status Description
To be reviewed	Yes	Yes	Yes	Initial default state for **Transcriber Submissions**
In review	Yes	Yes	Yes	When Coordinator is actively reviewing file
In review (but send new file)	Yes	Yes	Yes	When Coordinator is actively reviewing file, and Transcriber is known to produce quality output
In review (sent new file)	Yes	Yes	Yes	When Coordinator is actively reviewing file, and Transcriber has been sent a new file to work in the meantim
Feedback sent	Yes	Yes	Yes	Initial default state for **Coordinator Submissions** - when file is sent back for corrections
Reallocate	Yes	Yes	Yes	This is when a Transcriber cannot continue - for whatever reason, file will be reassigned
Stage complete	Yes	Yes	x	This is the conclusive stage for ST1 + ST2 submissions
Assigned to ST3	x	x	Yes	Reserved for ST3 Proofreading
Final (Post-ST3)	x	x	Yes	Reserved for ST3 Proofreading
Other issue	Yes	Yes	Yes	For anything other issue requiring Project Team attention - miscellaneous

17. ***As a reminder***, the main objective as a Coordinator is to ***encourage*** and ***inspire*** the transcriber in their service
    - ✓ Therefore, kindly be mindful of the limitations of the transcribers, which may vary widely within the group

Project Database

18. You can check all your transcriber allocations, contact details, submissions, and the overall progress with the **Project Transcribe Database** using the link below:
    - ✓ ***Important***: This link is intended to be a ***restricted access*** view, if you have edit access, ***kindly do not make any edits other than status updates as above***, the spreadsheet is updated automatically using a script

Project Database Link:
https://docs.google.com/spreadsheets/d/1L_2G6BteN6-vAR3FLnqiDGTnC5QyOAtfglhAabl5lJE/edit#gid=1378448556

Thank you for your kind efforts on this project