Community Readiness Assessment Training

Segment 8: Transcribing the CRA Interviews

Ready.

Training Agenda

- Review transcription options for your CRA interviews.
- Introduce and review Otter.ai technology for transcribing your CRA interviews.

On the Webpage

- Video

- Supporting Materials
  - PowerPoint Slide Deck
  - CRA supplies and technology handout

Basic Steps for Conducting a CRA

1. Select/define the community for the CRA
2. Identify a problem of practice
   - Our shared problem of practice is readiness to engage in a comprehensive approach to suicide prevention using the CDC strategies.
3. Plan to Conduct Your CRA
   - Form a CRA team
   - Obtain supplies (not many are needed!)
   - Prepare the interview and introductory script
   - Identify 5-8 key informants from various community sectors
4. Conduct Interviews (and record them!)
5. Transcribe Interviews
6. Score and Analyze the Data
7. Report the Data
8. Share the Data
9. Develop a Plan to Increase Readiness

Why Transcription Is Important

- Calculating your community's overall level of readiness and readiness on each of the CRM's 5 dimensions requires that you score transcripts of each interview.

Transcription Options

- Court reporters
  - Strong transcription skills
  - Local--located in your community or in a neighboring community
  - May be low or no cost
  - Availability/time may be a challenge
- Agency transcriptionists
  - Some human service agencies have staff trained in transcription
  - Local--located in your community or in a neighboring community
  - May be low or no cost
  - Availability/time may be a challenge
- Transcription services
  - Professional service
  - (Usually) not local
  - Very quick turnaround
  - Likely to be higher-cost than local options
- Web-based services
  - Otter.ai and others
  - Emerging technology—continually improving
- Other options
  - You may have other possibilities in your community (college students, interns, etc.)
  - Key consideration is to ensure that the resource you use can provide an accurate transcript on your timeframe

SSOSPC CRA Process: Recommended Transcription Technology

- SSOSPC coalitions have flexibility in choosing the transcription method that works best for the coalition and community.
  - Must have the ability to "quick turn" transcripts.
- Recommended technology is Otter.ai (www.otter.ai)
  - Low cost
  - Ease of use
  - Applicability to other areas of your coalition work (meeting minutes!)
- Coalitions will need to purchase a Otter Premium account if the coalition does not already have one.
  - A 12-month subscription to Otter is an allowable expense for the SSOSPC initiative.
  - $99.99 for a year or $9.99 month-to-month
  - 6,000 minutes per month are included in a subscription
- The Otter resources page has video tutorials
  - Otter.ai/tutorials

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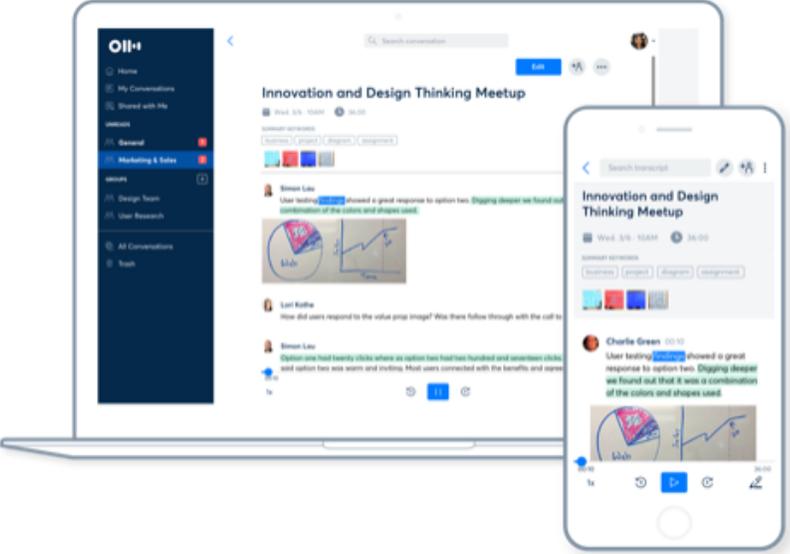
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Get started

Importing Audio Files into Otter

Editing the Transcript

- The transcript will be available on the website for you to edit as you listen to the recording. Each word will be highlighted as its played back, and you can adjust the speed of the playback, as needed.

- Pay special attention to names and technical terms.

- You will have the option to identify speakers by name.

Exporting the Transcript

- Once you have finished editing your transcript, you may export a copy into a Word document or as a pdf.

- Make sure that you save each transcript!
  - Example: CRA Interview #1 Transcript (6-5-20)

- You will use these documents for your CRA scoring process

Training Segment 8 Summary

- Segment 8 focused on the following:
  - Using Otter.ai to transcribe your interviews
- Segment 9 will focus on scoring your CRA interviews.

Resources On the Webpage

- Video

- Supporting Materials
  - PowerPoint Slide Deck
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