Using audio recordings from web conferencing platforms as a transcription service

Transcription of data from audio recordings of interviews and focus groups is an important part of qualitative research. While many researchers transcribe their own data there are occasions where using the recordings from video conferencing platforms may be substituted. However, security and privacy issues need to be considered before using this method of transcription. For this reason, only MCRI approved processes and services may be used. This fact sheet is designed to highlight when it may be appropriate to use the audio recordings from video conferencing platforms (and when it is not). Further details highlight additional steps to be taken and documented in your consent procedure. The Qualitative Research Guidelines provide details on additional considerations when conducting qualitative research including secure storage requirements and the need to check the recording against the audio for data quality and to confirm any potentially identifying information has been removed, found here.

Approved services

List of services/ platforms that can be used for transcription	Description of the parameters for use
MS Teams (Preferred conferencing platform) *1. Record the interview (after any consent and any potentially identifying demographic details have been collected)* *2. Download the recording file immediately it is available after the interview/focus group* *2. Save the downloaded file to a password protected file accessible by the research team* *4.Delete the file from the original server.*	Can be used for recording without consultation with CAB provided data is not highly sensitive and consent for recording and transcription guidelines are considered and included in the research protocol. Data must be collected using an MCRI account for MS teams or Zoom and/or a MCRI approved device. All transcription must be subjected to manual review for unnecessary identifiers. Video recording must only be used if critical to the interview and this process has been explicitly covered in consent processes. Where data being collected is highly sensitive e.g., participants are being asked to disclose sensitive information such as sexual orientation, clinical history, recordings can be obtained via Dictaphones, MCTC020

	[Factsheet on Dictaphones](#), and the recording function should be turned off. When researchers are asking questions that are likely to illicit a sensitive response it is highly recommended that use an approved professional transcription service: found [here](#).
Zoom Zoom automatically provides an audio recording for a recorded file. The process if you are using this as your transcribed files is: *1. Record the interview (after any consent and any potentially identifying demographic details have been collected)* *2. Download the recording file immediately it is available after the interview/ focus group* *3. Save the downloaded file to a password protected file accessible only by the research team* *4.Delete the file from the original server*	Can be used for recording without consultation with CAB provided data is not highly sensitive and consent for recording and transcription guidelines are considered and included in the research protocol, CAB approval is required when data being collected is sensitive e.g., participants are being asked to disclose sensitive information e.g., sexual orientation, clinical history. Recordings for highly sensitive subject matters can be obtained via Dictaphones, [MCTC020 Factsheet on Dictaphones](#), and the recording function should be turned off. When researchers are asking questions that are likely to illicit a sensitive response it is highly recommended that an approved professional transcription service is used.

To aid in informed consent for interviews that are recorded and transcribed researchers are required to include the following in their application to REG.

Consent – documents to be included in application to REG	
Participant information statement consent form (PICF)	Information statement to include a standard statement regarding use of online platform where platform is named, and participants are re-directed to terms and conditions.
Verbal consent form	Standard statement with the record of verbal consent regarding use of online platform where platform is named and participants are sent a confirmation email regarding the use of the platform and links to terms and conditions prior to the interview, focus group or other method of qualitative data collection. Remind all participants that they need to accept the pop-up box to accept the recording.
Guideline/ checklist prior to commencing recording	Researchers should include a statement in their interview script (reviewed and approved by REG) explaining that they are consenting to be recorded and that they have options (e.g., turn off camera, do not use name) Refer to the Qualitative Research guidelines for guidance, found [here](#).
Researchers to confirm in protocol if there is an in-	Some platforms e.g., Zoom and MS Teams require that the participant click the agree to recording option. This process

built consent to being recorded (e.g., pop up in zoom)	should be described in the protocol. The explanation must state whether audio and/or visual recordings are being used. If an automatic recording setting has been applied, the recording must be paused while introductions and consent are completed. Details of what information is being collected should be included.
Researchers to confirm other risk mitigation in relation to transcription and recording.	Where a disclosure is made that is considered particularly sensitive researchers may elect to transcribe this themselves as to avoid the need to share the recording beyond the research team. Researchers to - finalise documenting of identifying demographics ahead of recording commencing. - encourage participants to avoid the use of names and other unnecessary detail.

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