# Standard Operating Procedure: Write Up of Verbatim Transcripts

1. Start the verbatim transcript on the **same day as the interview or FGD**, while your memory is still fresh.
2. Type using single space in the font Calibri 11; use the template for the type of interview.
3. Save the document immediately in the right sub folder. Name the document with the respondent ID number and date, “ID\_date”. (See SOP – Data Storage and Management) and make sure you save and back up frequently.
4. Type in English, and ensure translations reflect exactly what was recorded, complemented with your notes on non-verbal communication. Include the questions you asked and answers given.
5. You do not need to have perfect English and grammar.
6. If participants make a mistake in names, for example of drugs, type exactly what was said and add the correct word in square brackets [ ].
7. Translate things directly. If a respondent describes what an HEW did as ‘the doctor checked my body hotness’ DO NOT type ‘The HEW took my temperature’. Keep key words in the local language with a translation e.g. “mitch” [a local skin disease]
8. Always record who was speaking: “F” for Facilitator and “R” for respondent. For a focus group label respondents “R1”, “R2”, “R3” etc. (corresponding with their numbers on the field guide table).
9. Use the following codes for non-verbal (or sound) communication

Hhhhh audible out-breath

hhh in-breath

(.) Short pause

(......) silence

Becau- cut off, interruption of a sound

LOUD Loud sounds

?: rising intonation

(quietly) Speech is hushed or low

(clapped) (nodded) body movements

(smile) (frown) facial expressions

1. Include your own comments and observations in square brackets. E.g: [the father looked angry at the daughter], [much probing was needed before answer was given].
2. Make new paragraphs as they are needed i.e when a new subject or theme is introduced. This helps us identify sections in the qualitative software.
3. Where appropriate the translator and FGD facilitator should assist with the write up, by clarifying things and adding their views and comments.
4. Send the verbatim transcripts as soon as you have finished them to:

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1. Your supervisor will give you individual feedback on each interview. Take note of any areas that you did well and learn from areas where your probing or questioning could improve.
2. Use catch up days to catch up on write ups and review progress.