List of Vetted AI and Human Transcription Services

Many student and faculty researchers need to make use of transcription services to transcribe their interview recordings. The following is a list of transcription services that have already been vetted by the CSUB IRB and will take no additional information for approval on your protocol.

Should you choose another transcription service, you will need to include a link to the data security page from the service to your IRB protocol in Section 5 of the protocol. At that point, the service will be checked to make sure that its data security meets the standards of the CSUB IRB.

Zoom Interview Transcriptions

The Zoom transcription option may be used for transcribing Zoom interviews.

Research Transcriptions (https://www.researchtranscriptions.com/academic-research).

- Research Transcriptions employs Certified Research Transcriptionists in the United States. However, Research Transcriptions also offers services to transcribe and translate Spanish language interviews. At Research Transcriptions, HIPAA policies and procedures govern all technology and labor practices. Accordingly, both audio and transcription data are purged at 30 days, or sooner at the direction of the PI. Research Transcriptions is fully insured to protect the study data and provides a non-disclosure agreement (NDA) and Certification in Protecting Human Subject Research Participants. This company offers a SOC 2 compliant transcription service option, in which a CSUB PI has the convenience and security of working within their own Box account.
- Visit the website https://www.researchtranscriptions.com/academic-research for more information.

Otter.ai ("Otter") https://otter.ai/transcription

- At Otter, they understand conversations may contain some of your most sensitive and confidential information. They are committed to keeping your information private and secure. Additionally, they believe transparency is important to all meeting participants. As such users are required to comply with local laws and regulations and must always ask for consent and indicate when they are recording and transcribing conversations with others.
- Otter follows best practices for privacy and security that align with global regulatory requirements, (SOC 2 TYPE 2, GDPR, CCPA, VPAT).
- At Otter, you control your conversations (transcription and recordings).
- Visit the website https://otter.ai/transcription for more information.