

## **Trint at Yale**

### FAQs (Frequently Asked Questions)

#### **What should I expect when using Trint?**

Trint creates transcripts of user-uploaded digital recordings. Like all speech-to-text software, it is not perfect and depends a great deal on the initial quality of the uploaded recording. Yale users who tested this software in our pilot program found that it drastically reduced the cost and time involved in transcribing interviews, but that, depending on their needs, additional editing was usually necessary. A major advantage of Trint over other speech-to-text platforms is that it offers an easy-to-use interface for editing and polishing initial transcripts.

#### **Where can I learn more about Trint and how to use it?**

Trint's [website](#) contains a great deal of information about speech-to-text software in general and Trint's products in particular. Researchers who check out a license to use the service will find on-line help guides and instructional videos when they are provided with their account information.

#### **Why did Yale choose Trint and not some other service?**

The availability of high-quality, secure voice-to-text transcription software was identified as a high priority by members of Yale's Qualitative Social Science Initiative, convened by Dean of the Social Sciences Alan Gerber, in 2019. During the Summer of 2020, Yale ran a pilot program in which over fifty Yale researchers from FAS Social Sciences and Humanities departments, as well as professional schools, used Trint to generate transcripts of interviews and other digital research materials. Based on positive feedback and encouragement from these members of the research community, Yale purchased its current Trint license.

#### **What about privacy? Is Trint secure?**

A major concern about voice-to-text software is the privacy and security of data that is uploaded for transcription. Trint's level of privacy and security should be sufficient for most uses in the social sciences and humanities. Trint is not approved for use with data that is covered by HIPPA protocols. Trint's privacy policy can be found [here](#).

As part of Yale's purchase of a Trint license, experts from a variety of university offices—including Information Technology Services, Purchasing, General Counsel, and the Chief Privacy Officer—fully examined and approved Trint's privacy and data security practices. As a result of this review, Yale researchers should feel as confident in using Trint as they do in using any other software licensed by Yale, such as Box, Microsoft OneDrive, Qualtrics survey engine and Nvivo. This level of security is not provided by other openly available, online transcription services.

### **Does Trint work in languages other than English?**

Yes. A list of supported languages can be found [here](#). Participants in Yale's Trint Pilot Program generally reported that transcriptions in non-English languages were of somewhat lower quality than in English, but still much faster, clearer, and cheaper than human transcription.

### **Why is access to Trint limited to four weeks at a time per researcher?**

Yale has purchased a limited number of Trint licenses, which can rotate among members of the research community on a check out/check in basis. A good community-conscious use of Trint would be to check out a license when you have accumulated a moderate number of audio files you would like to transcribe. Generating the initial transcript takes mere hours, but we allow four weeks for transcript editing and polishing using Trint's online platform. This should be sufficient to work in a concentrated way on a sizeable chunk of material, but some users may need to check out multiple four-week licenses to complete transcriptions of many interviews. Transcripts can be exported in many file formats and saved outside the Trint interface at any time. Please return your license promptly when you have completed your work, so that others can take their turn.