

49th INTERSTENO congress 13-19 July 2013 in Ghent (Belgium)



Final Report



Welcome back!

From 13th to 19th July 2013 more than 500 participants gathered in Ghent (Belgium) at the occasion of the 49th INTERSTENO congress. They came from about 30 countries, from all over the world and spent exciting days in this stunning city, accompanied by excellent summer weather, which is definitely not so obvious in Belgium.

After 1905, 1927, 1971 and 1991, the International Federation for Information and Communication Processing organized for the fifth time its congress in Belgium, this time not in Brussels but in Ghent for several practical reasons.

The roots of the 2013 Organization Committee go back to the congress of 1991, where the two local Belgian associations, the *Association des Professeurs de Secrétariat-Bureautique (APSB)* in the French speaking part Wallonia and the *Academie voor Bureauwetenschappen (ABW)* in the Dutch speaking Flanders, joined their forces and worked intensively together under the presidency of [Jos Jossart](#), former honorary president of INTERSTENO who died in 2004.

With an interval of 20 years, after 1971 and 1991... 2011 would have been an excellent time for a next INTERSTENO congress in Belgium. Although we had the intention to follow this 20-year cycle and had already started thinking about it,

we gladly supported the proposal to organize the 48th INTERSTENO-congress in Paris. In the meantime, we actively started the preparations for a congress in Belgium in 2013.

At the INTERSTENO Board meeting in Milano, 28-30 January 2011, we proposed our concrete project to host the 49th INTERSTENO congress in Belgium 2013.

On 26th of March 2011, the organization committee for the congress 2013 was created: Agnes Coeckelberghs, Jeannine Delange, Danny Devriendt, Olivier Levrau, Thérèse Librecht, Pieterjan Oste and Georgette Sante took up the challenge to organize this congress in Ghent.

This proposal was formally accepted at the INTERSTENO General Assembly on 15th of July 2011 in Paris, therefore Belgium was presented as next congress country during the prize giving ceremony in the Parisian town hall.

With *Belgium awaits you!* as catch-phrase we wanted to convince many people to come to Belgium in 2013.

An attractive leaflet, containing a lot of practical information, included a tentative congress program, was handed out in Paris, along with *cuberdons*, famous Belgian sweets.



During the 2 years preparation we gratefully got a lot of support by local authorities, private companies, colleagues and friends. Without them, this congress could not have taken place. Also our Prime Minister [Elio Di Rupo](#) sent us his wishes for the success of the congress, as you can see here.

The report you are now reading ends the activities of the INTERSTENO 2013 organization committee. It has been two years of intense work, numerous worries and challenges, pleasant contacts, enjoyable moments and happy feelings. The fact that all of you appreciated so much your stay in Ghent and all congress events, and that you expressed this during the final ceremony with a thank-you-banner was not only a big and pleasant surprise for us, but also an enormous reward for the efforts we made and the stress we underwent.

Moreover, we can announce that – thanks to your numerous participation – at the end our congress budget is in balance, which is a relief for each organization committee working on voluntary basis.

The 49th INTERSTENO congress belongs now to the long history of INTERSTENO. This final report is a summary of one week of that history. We are sure that by browsing through the pages, by looking at the many photos and reading its content, a lot of good memories will well up.

Our thoughts are also with two friends, loyal participants at many congresses, for whom Ghent was their last congress: [Hubert Hoffmann](#) (Germany) passed away some months after the congress and on 20th May of this year we lost [Cornelly \(Nel\) Tjong A Tjoe](#) (The Netherlands). We will definitely remember them.

Fortunately, there is also better news. Congresses in Belgium turned out to be a good opportunity for starting and flourishing romances. Just like during the 1991 congress, a love story has been reported to us. A new tradition?

Currently, we fully focus on our 50th jubilee congress, planned in Budapest from 18-24 July 2015. We wish this upcoming congress the success we had in Belgium!

Enjoy your reading and see you in Budapest in July 2015.



Olivier Levrau, Georgette Sante, Danny Devriendt coordinators of the organization committee 2013

August 2014





01 Facts and figures

Out of 557 people who registered as congress participants **528** finally showed up, coming from **27** countries. Individual registered persons from Ecuador, Ethiopia and Uruguay were in the end not able to join the congress.

52 % of the final participants took part in one or more competitions.

There were in all **19** different mother languages. **15** of these languages were involved in the competitions. German, Czech and Dutch were the most used languages.

Country	Participants	Competitors
Argentina	4	1
Austria	21	10
Belgium	62	31
Brazil	2	1
Cameroon	6	
Canada	2	1
China	31	16
Croatia	13	10
Cyprus	2	
Czech Republic	71	52
Finland	7	2
France	8	4
Germany	88	54
Hungary	32	22
Italy	48	30
Japan	4	
Korea (South)	13	3

Country	Participants	Competitors
Luxembourg	3	
Netherlands (The)	26	7
Poland	6	2
Russia	2	
Slovak Republic	16	8
Sweden	1	
Switzerland	7	2
Turkey	23	16
United Kingdom	4	1
United States	26	5
Total	528	278

Although registrations were accessible from just before the end of 2012, you can see that only 20 % registered in the first months and roughly half of the participants postponed until the last month...

Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
13	29	26	34	139	267	18	2
2,5%	5,5%	4,9%	6,4%	26,3%	50,6%	3,4%	0,4%

Our youngest entrant was **Tibor Vartok** (Austria), 8 years old. An almost as young participant was **Angèle Van Den Hende** (Belgium), who happened to be 92!

Age category	Participants
Pupils (up to 16 years)	28
Juniors (17-20 years)	75
Seniors (>20 years)	425

02 The organization committee at work

The organization committee

No congress without organization committee. The organization of the 49th INTERSTENO congress was the project of two Belgian associations:

- **ABW** - Academie voor Bureauwetenschappen in the North of Belgium (Dutch speaking Flanders),
- **APSB** - Association des Professeurs de Secrétariat-Bureautique, in the South (French speaking Wallonia).

Both associations agreed to take the financial risk of the congress and to invest a lot of time and means in this challenge.

The organization committee was constituted on a first meeting in Ghent on 26th of March 2011:

- **Danny Devriendt**, INTERSTENO secretary-treasurer, ABW president and coordinator of the organization committee,
- **Georgette Sante**, INTERSTENO jury president, APSB vice president and coordinator of the organization committee,
- **Olivier Levrau**, ABW vice president and coordinator of the organization committee,
- **Jeannine Delange**, APSB president,
- **Agnes Coeckelberghs**, ABW treasurer,
- **Thérèse Librecht**, ABW board member,
- **Pieterjan Oste**, ABW board member.



Danny

Geo

Olivier

Jeannine

Agnes

Thérèse

Pieterjan

In total the organization committee met 5 times: 26 March 2011 (Ghent), 17 December 2011 (Tienen), 17 July 2012 (Sprimont), 9 April 2013 (Ghent) and 26 October 2013 (Durbuy). All practical aspects of the congress were prepared by the 3 coordinators Danny, Geo and Olivier: hundreds of contacts and visits, countless exchanges of ideas, thousands of mails... and finally step by step decisions, sometimes *Belgian style*: so a good compromise, at times giving ideas, at other times welcoming them.

Main decisions had in practice already been taken during discussions before the official start of the organization

committee: congress venue, tentative program and first draft of budget.

During these 2 years, we have always worked in good atmosphere and besides work, having lunch and/or dinner together was appreciated by all and a great motivation to continue our voluntary based job.

One of the first decisions made was to plan an *after-congress-day* for the organization committee to reward ourselves, even if this had to be with our own money in case no congress budget was to be left.





Finally, after the congress, we decided to have a *two-day stay* on 26-27 October in Durbuy, a small lovely town in the Belgian Ardennes.



During this final meeting a lot of practical after-congress issues had to be dealt with. Besides that we had a cultural, natural and gastronomic program, which was an excellent way to end up an 2-year long period.



The first steps

The decision to have the 49th INTERSTENO congress in Belgium was eased by the availability of the Artevelde University College, Kantienberg campus, to host the congress, the support of Ghent congress services and the help of the University of Ghent. With these preliminary guarantees, the decision for Ghent as congress city was made without any

discussion. So, we confidently started the project. During the prize giving ceremony in Paris (15th July 2011) a presentation of the congress project 2013 was made, an invitation leaflet was handed out and the congress website www.intersteno2013.org with a facebook page (Gent2013) were launched. We were ready to start!

Board meeting and external visits

From February 10 to 13, 2012, the INTERSTENO Board meeting was held in Ghent, including a visit to the congress

venue. All were convinced about the opportunities of the Artevelde University College, Kantienberg campus.



After the approval of the Text Production jury leader, Helena Zaviačičová, we finally decided to organize the keyboarding competitions in classrooms. In total 21 classrooms, with a capacity from 15 to 50 competitors, were used for the different competitions. The disadvantage of not having a big competition hall was compensated with the possibility to host all competitions in one venue and split up groups by language, which made giving instructions easier. Moreover all classrooms were equipped with beamers and loud-speakers.

Site inspections were done by several jury leaders: Helena and Jaroslav Zaviačič (16th August 2012), Teri Gaudet (5th October 2012) and Joke Bakker (7th November 2012).



Final report 49th INTERSTENO congress

The organization committee at work Ghent (Belgium), 13 -19 July 2013

Considerations and viewpoints

Learning a lot from former congresses, the organization committee worked within the framework of some viewpoints:

- A congress can be organized by a small country with a limited team of volunteers and a tight budget, if everything is well planned and prepared and without the need to have the INTERSTENO presidency. Flexible decisions have to be made long in advance, without knowing the final number of participants.
- Having all congress events in a central congress venue is the most ideal situation. However, the ultimate ideal situation doesn't exist. We realized this goal with



- A lot of attention was paid to clear communication with the congress participants, through the congress website as the most important tool. Participants could login and find their personalized information. Easy access to data with personalized QR-code on the congress badge was available. Current information was continuously shown on the internal TV-circuit in the lobby. Room plans and signs in the building made all rooms and auditoriums easy to find. Contradictory information was avoided.
- Those who work hard should be pampered with drinks and food. This was not only for jury members and correctors the case, but also for competitors with heavy competition programs on Sunday.

- Belgium has 3 official languages: French, Dutch and German. From the beginning the organization committee decided to bring all congress communication only in the English language, commonly for international congresses. This implied efforts but finally saved a lot of time, energy and money. During the opening ceremony translations in French and German were shown.
- Good visibility and pretty lay-out: staff members could easily be recognized by their green T-shirts, catering staff had their INTERSTENO catering aprons, attention was given to attractive invitation- and program leaflets, result list and other printed matters...
- Medals for winning competitors were engraved with personal data and clear INTERSTENO-logo.





What we do ourselves...

What we do ourselves, can sometimes be done better and generally cheaper. This motto helped us to save a lot of money. Catering, congress website, registration- and financial management, planning of excursions as well as sleeping accommodation, installation and cabling of the competition rooms and exhibition boots, transport of materials, congress movie, all administrative work... was done by the organization committee and its helpers.

Each member of the organization committee, each helper had his/her own competences and, without knowing it well

Budget and finances

At a very early stage we agreed on a basic budget, defined and published the congress participation fee at € 175,00 and the competition fee at € 40,00, both fees slightly lower than the previous congress. We counted on a minimum of 400 paying participants, among which 200 competitors. Besides these incomes, we did not rely on great gifts from other sources. This was the financial framework with which we started to work, knowing that we would only have a clear idea about the finances one month before the congress

beforehand, we ended up as a congress staff where the whole was much more than the sum of its parts.

Where needed, we hired external specialized assistance: big catering events like opening cocktail and thank you event, youth day city rally, technical support with light and sound during opening- and prize giving ceremonies, expensive technical support during competition days, printing leaflets, badges, cards, diplomas...

All aspects were studied in detail before and when necessary, adjustments were made.

would start. During the weeks and months of preparation, the budget was continuously updated according to new data and new ideas. Extra costs were always compensated by extra income or by cutting down costs on other items. Finally we had more income than expected, so we could increase our expenses for the benefit of all participants. Even when the congress was already running, extra decisions were made, like upgrading the prize giving ceremony with bagpipers and the DDF Crew jump rope entertainment.



Two weeks before the congress

July is normally the start of summer holidays in Belgian schools. For the organization committee it was the start of the final countdown to the approaching congress. In the first days of July we met in Ghent to prepare the congress documents: sort, select, fill in envelopes... Along with the preparation of the opening ceremony, the translation of the speeches and recording of the spoken text for the *Welcome to Belgium* film in the radio Tequila studio took a lot of time.

From Monday 8th July we had access to the congress venue and we started working on the spot and passed the nights in Ghent. Several working rooms were installed, starting with the room to use for the registration of the participants. Congress bags were filled with information and gadgets, T-shirts were folded, envelopes were sorted... A classroom next to the registration room was furnished and equipped as a bar, since the main restaurant inside the congress venue was closed for the holidays.



A lot of materials were transported from the central subterranean storage area. Other material was picked up with hired vans, including several fridges to keep drinks and food fresh.

The logistic team put in the classrooms with the needed furniture, cabled classrooms for individual access to electricity, labeled tables and doors, installed the exhibition boots...

Also the UFO UGent was prepared for the opening ceremony. A lot of technical support had to be settled.

Only in the evenings we found some time to relax during the usual dinner, but even there a lot of congress matters were discussed... Smaller and larger problems – foreseen and unforeseen – had to be handled and solved.

In the second part of the week INTERSTENO board and jury members arrived and meetings of board and jury started. Finally we could open the registration desk as long been foreseen on Friday 12th July at 17.00 h and first participants could pick up their congress documents.



The congress week

All members of the organization committee and a lot of helpers were fully charged during the real congress week:

- Olivier and Pieterjan took the day-by-day coordination of all congress activities and detailed followed-up;
- Geo and Danny were involved in the competition part of the congress up to the prize giving ceremony and the management of the congress and of the federation as board members;
- Jeannine, Agnes and Thérèse took care of the registration and central information desks;
- Joseph, Jean-Pierre and Etienne solved all logistic issues, accompanied excursions and helped wherever they could.

Welcome desk

To avoid a too crowded lobby, the more than 500 congress participants were welcomed by a motivated staff on Saturday and Sunday in a dedicated registration room to pick up their congress documents, gadgets, bags and badges.... Participants who stayed in the student home Kantienberg were accompanied to the student home and equipped with INTERSTENO-towels they could keep as congress souvenir.

Most of the participants would arrive before the opening ceremony on Saturday afternoon. Nevertheless, the late



arrivals could also register early on Sunday morning. After the busy start, the welcome desk remained open with lower occupancy and moved to the reception desk in the lobby. Besides service point for practical, tourist and program information, congress souvenirs were sold, taxis were called and a lot of particular and individual problems were handled.

The reception desk was a real service desk where all participants were attended to with a smile.



Bar

Near the registration room, Danielle and Annie had transformed a classroom into a cosy bar where participants could sit down and have enjoyable discussions with

colleagues and friends. It was the ideal opportunity to taste the famous congress beer *Vicaris* or the local Ghent aperitif *Roomer*.



Catering services

The organization committee provided **breakfast** in the Artevelde University restaurant for congress participants staying in the student home Kantienberg and the boarding school Don Bosco and for the congress staff. Every morning at

06.30 h breakfasts for more than 100 people were prepared by Magali and David of our catering team. Olivier and Pieterjan took care of fresh croissants and bread.



In the daytime and evening, staff, jury and correctors were regularly supplied with drinks and snacks. Lunches and dinners were served in the teachers' area, converted into

restoration area. Hungry workers only had to choose between an indoor place or an outdoor seat on the sunny terrace.



Final report 49th INTERSTENO congress

The organization committee at work
Ghent (Belgium), 13 -19 July 2013



The day after

On Friday 19th July at 18.00 h the busses coming from the final excursion to Brugge arrived at Kantienberg campus. It was time to say goodbye and to start our last mission: clear this campus. Fortunately the logistic team had already tidied up all competition rooms after the end of the competitions, but still many rooms had to be cleaned up, and an important

quantity of remaining material had to be stored. Also the bed linen in the Don Bosco boarding-school had to be collected.

On Saturday 20th at 16.00 h we finally left the Kantienberg campus in the state we entered it. All remaining materials were stored in a student house in front of the campus. Tired but satisfied we could drive home...



03 Support and sponsoring

No congress without support and sponsoring. During the congress we needed many helping hands and fortunately we found a lot of motivated and dynamic volunteers who helped us in many matters and who contributed in an important way to the congress.

Some of them were only *in charge* during the congress week, others were also involved in the preparation work before the congress week. All of them worked on voluntary basis. Some worked more in the spotlights, others preferred the shadow... all gave the best of themselves! Thank you so much. Excuse us if we have forgotten someone.

Let's start with the **logistic team**: Joseph **Lepièce**, Jean-Pierre **Rensonnet** and Etienne **Sterkendries**. From early in the morning to late in the evening they got the classrooms ready for competitions, provided electricity to all competitors, built exhibition booths and took care of many more logistic tasks. Actually, they were part of the organization committee and camped two weeks in Ghent before and during the congress. The logistic team was also helped by Geert **Colpaert** and Hannelore **Vergauwen**.

The **catering team** was another important team: Magali **Kairis**, David **Corbesier** and their lovely daughters **Fanny** and **Juliette** had this important task. All days started at 06.00 h with preparing breakfast for more than 100 people. They would serve coffee and drinks in all meetings, for jury, staff and correctors along with a smile. They also ensured lunches and dinners for all working people and even found time to cherish the correctors with self-made smoothies, a well appreciated gift.

The **information and registration desk** with annexed welcome bar was staffed by Joseph **Alenus**, Danielle **Cherain**, Agnes **Coeckelberghs**, Jeannine **Delange**, Colette **Fettweis**, Thérèse **Librecht**, Christine **Locht**, Quang **N'Guyen**, Lilian **Remacle** and Annie **Pierroux**.

Also Laura **Devriendt**, Liesa **Devriendt** and Annette **Simon** helped the organization committee on several issues.

Congress photos were taken by Geert **Bonte**, Uwe **Brüdigam**, Laurence **Defawe**, Jeannine **Delange**, Jérôme **Derèze**, Marie-France **Granier** and Jean-Pierre **Rensonnet**. Jérôme **Derèze** prepared the presentation of the **movie** about Belgium for the congress opening and worked out the final movie, a memorable souvenir.

An important contribution was also given by the **student team** of the Artevelde University College, most of them now starting teachers in ICT/computer science: Nele **Delie**, Roel **De Scheemaeker**, Bert **Goossens**, Nando **Lagaet** and Lynn **Van Elsen**. They helped a lot and very flexible.

Marc **Vandenbroecke** was our house DJ, helped us with the choice of music and the vocal recording of texts in the Tequilla radio studio in Deinze.

Finally, we would like to thank our **INTERSTENO Board** colleagues for their support, as well as the **Scientific Committee**, the **Educational Committee**, the **IPRS-section**, the **Jury**, the **conference speakers and reporters**. Thank you too for all the help that came from abroad, especially the support from **Gian Paolo Trivulzio** who followed up the congress preparations most attentively and helped us very concretely on several subjects.



Main support was given by:

- the **Artevelde University College** that provided us the congress venue Kantienberg campus and gave other logistic support. Thanks to Johan **Veeckman** (general manager), Guido **Galle** (educational manager), Lieve **Samyn** (Kantienberg campus manager) and Hilde **Meysman** (dean Bachelor of Secondary Education Department, Kattenberg campus).
- Ghent University** (rector Prof. Dr. Paul **Van Cauwenberge**), providing us with the big auditorium in UFO UGent and 12 staff rooms in the student home Kantienberg.
- the **city of Ghent** with logistic support and financial contribution through the city marketing fund (*Stadsmarketingfonds*, Wim **Vandendriessche**).
- the **Province of East-Flanders** (**Hedwig De Pauw**) with important logistic support (youth event, memory sticks...).
- Gent congres** (**Annick Debels** and **Barbara Van Loo**) with help and support on several topics.
- the **Fédération Wallonie-Bruxelles** (Mr. **Rudy Demotte**, Secretary president) with an important financial support.
- Mr. **Louis Michel**, Minister of State, member of the European Parliament, who offered the lunch during the visit of the European Parliament.

François Walthéry, Belgian comics artist, best known for his series featuring an adventurous flight attendant, **Natacha**, offered us an attractive Natacha congress cartoon, printed on all T-shirts for staff and congress participants.

Thanks to personal contacts and networking, further sponsoring was given by the private companies and organizations mentioned below with their logos.



04 Communication and graphics

The congress website

From the start, a lot of attention was paid to online communication and printed matters. Already in Paris, July 2011, our congress website www.intersteno2013.org was online with tentative program and relevant information on the congress location. As announced, registrations started at the 1st of January 2013, even some days earlier (on 27th of December 2012). Within 5 minutes after opening, the first registration was done by [Uwe Brüdigam](#) (Germany), followed by [Gian Paolo Trivulzio](#) and [Evi Rossignoli](#) (Italy), on the same day.

All registration data were stored in a MySQL database. Password, ID, QR-code, barcode... were automatically generated.

After login each participant could consult his data, find his competition rooms, follow up his payment, consult his personal program, find a list of registered participants and later on check competition results.

Competition leaders had access to all actual competition data, could consult them, compose and print lists, export data to Excel for better competition management.



Social media

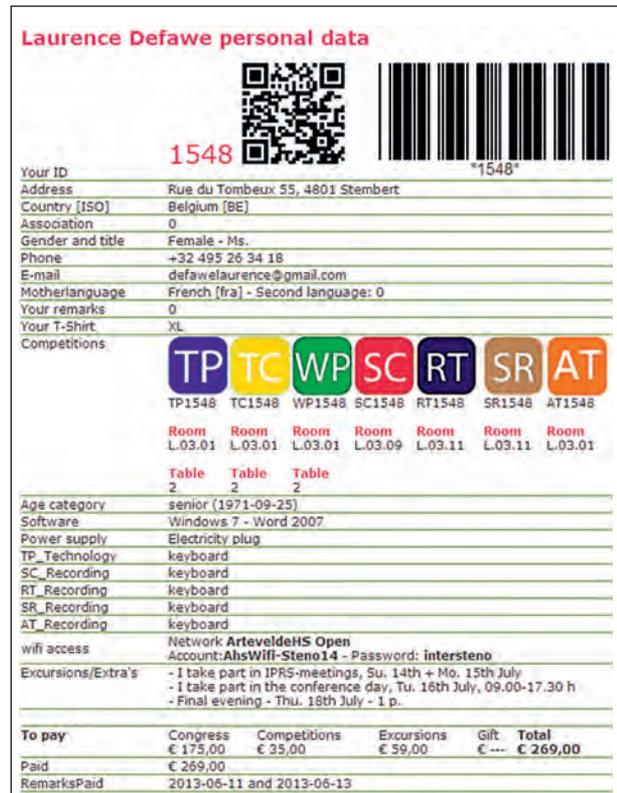
Congress information could be followed on www.facebook.com/Gent2013 and twitter.com/Gent2013.

During the congress, live reactions could be followed on the social media wall, shown in the congress lobby.



Final report 49th INTERSTENO congress

Communication and graphics
Ghent (Belgium), 13 -19 July 2013



sample of personal data on congress website

Internal communication circuit

During the congress days, actual information was spread through the internal TV circuit of the Artevelde University College.



Everybody could find relevant and up-to-date information in the lobby when entering the congress venue and important other locations in the building.

Graphics and colors

The initial and obvious idea to use the Atomium as basic graphic identification for the congress was left, as soon as we were informed about the high rights to pay to use it.

Finally we changed to silhouettes and bought them in vectorial format so we could scale them without quality loss and use them in different colors. Also a silhouette from the Atomium was bought to add a Belgian touch.



Badges

The barcode on the personalized badges could be scanned (access control) and the QR-code gave direct access to personal information. Badges were worn with a lanyard.



Leaflets

Three leaflets were printed and spread:

- an invitation leaflet (14,5 x 14,5 cm, folded, 12 pages) to promote the congress;
- a program leaflet (21 x 21 cm, 16 pages) with practical information for all congress participants;
- the competition result list (21 x 21 cm, 20 pages).

Other printing matters

Business cards, letter heads, envelopes, invitation cards, lanyards, placemats, beach flags, banners, roll-ups... all were printed in an attractive way.

T-shirts, catering aprons, congress bags, gadgets and even towels were provided with printed congress identification, all within the same style.



05 The congress venues

The main venue was the [Artevelde University College Ghent, Kantienberg](#) campus, situated in the heart of the student area, close to the Sint-Pietersplein. It took 15 minutes of walking to the historical city center of Ghent. Adjacent is a new university student home where part of the staff and jury stayed during the congress.

The Artevelde University College Ghent, one of Flanders' largest university colleges of professional education, offers a wide variety of study programs in the fields of teacher training, economic and graphic education, health care and social work.

Opened in September 2009, the Kantienberg campus is a modern building that houses more than 4000 students and 500 employees.

All congress activities were located in the lower building, with exception of the council meetings, which were organized in the meeting room on the 10th floor, with an exciting view on the skyline of Ghent.

45 well equipped classrooms, bigger and smaller ones, were used as working rooms, competitions rooms, meeting rooms,

storage rooms, exhibition rooms and even a bar room... Conferences and general assembly were located in one of the auditoriums of the venue.

All classrooms were equipped with beamer, loud speakers and a teacher's computer. Dictations could be played with good quality sound and instructions were clearly shown to competition participants.

We could also take advantage of an inner open-air space, the *winter garden* for the opening cocktail and the thank you event. Further also the school restaurant and the teachers' area were used for catering. Jury and correctors enjoyed the outside roof terrace to have their lunch or dinner during the competition correction days.

The lobby of the building was used as exhibition area. During the busy first days we installed a separate room for the registrations and pick-up of the congress documents, to avoid an overcrowded lobby area. Late arrivals could register later at the reception desk in the lobby.





Room plans were available on the congress website and in the program leaflet. Information was also shown on the internal TV circuit and was daily updated.

All competitions, also the keyboarding competitions, were organized in classrooms with up to 50 participants per classroom as no large competition hall was available.

The largest aula has a capacity of 400 places, not enough for the opening and the prize giving ceremonies.

The fact that we had day-and-night access to the congress venue, was an important advantage. In practice we started each day at 06.00 h and ended working at about midnight.

UFO UGent

Fortunately we could use the largest auditorium **UFO UGent** of the Ghent University, at walking distance from the Kantienberg campus, for the opening ceremony and the prize giving event. This aula has up to 1000 seats and possibility to show from 4 data projectors, what allowed us to project translations of the speeches in French and German during the opening ceremony, simultaneously with the English spoken speeches.

For both opening- and prize giving ceremonies we had to hire external light and sound support and a Fazioli 212 piano.



06

Hotels and sleeping accommodation

From the beginning we decided not to organize the hotel bookings as organization committee. Our idea was to negotiate with several hotels/hotel groups for good congress package prices and to publish a selection of the most attractive offers on the congress website, so individuals and groups could book directly to the hotels. We visited and negotiated with a lot of hotels to have good prices.

However, finally we found a partner, [Konexion Tours](#), who was interested to do the hotel bookings for the congress and so, in the end, we did not publish any concrete hotel offers on our congress website.

Even if it was not our intention, we nevertheless became involved in the bookings of accommodation as we also wanted to offer low-budget sleeping solutions, impossible to book directly from abroad:

- We found the charming budget hotel [Hotel Flandria](#), situated in the shade of the historical heart of Ghent with 23 rooms for max. 54 people and decided to rent the whole hotel as organization committee. The hotel was mainly chosen by the Austrian group.
- We offered the [UGent Kantienberg student home](#) as very practical and comfortable low budget accommodation,

adjacent to the congress venue. In this home several jury and organization committee members were accommodated.

- The [boarding-school Don Bosco](#) was our cheapest offer, outside the city center but in front of a tram stop with direct connection to the city center. It was the sleeping accommodation of mainly Czech and Slovak participants.
- The [SovoArte Savaanhuis - student home](#) was our third low budget offer, well situated in the city center with possibility to stay longer or come earlier for the same price. Finally nobody booked a room in this student home.

The management of these bookings was at the end a time-intensive process that took a lot of energy.

Of course we handled also a lot of questions from individuals and groups concerning their accommodation. We recommended also internet websites like [www.booking.com](#) for hotels and [www.airbnb.com](#) for bed and breakfasts.

Some groups, like Germany and Hungary, worked with their own travel agencies and succeeded to have good prices.

All congress participants found at the end their accommodation.



07 Congress program

Time	Venue	Activity
Friday 12 July 2013		
11.00-13.00	L.02.15	INTERSTENO Board meeting
14.00-16.00	L.02.02	INTERSTENO Jury meeting
17.00-20.00	L.01.Lobby	Opening registration and information desk
Saturday 13 July 2013		
07.30-20.00	L.01.Lobby	Opening registration/info desk (closed: 13.00-18.00)
08.30	L.02.01	Instructions for jury helpers in competitions
10.00-12.00	T.10	INTERSTENO council meeting 1 (10 th floor)
13.00-14.00	L.02 & L.03	Installation and training competitions TP-TC-WP
15.00 sharp	UFO UGent	Opening of the 49 th INTERSTENO congress (doors open at 14.30 h)
17.00	L.00	Welcome drink for all participants
18.30-20.00	L.02 & L.03	Training and instructions for competitors (TP-TC-WP-SR)
whole day	L.01.Lobby	Exhibition
Sunday 14 July 2013		
07.30-18.00	L.01.Lobby	Opening registration and information desk
07.15	L.02 & L.03	Opening competition rooms TP-TC-WP (07.45 h presence required)
08.30	L.02 & L.03	World championship Text Production (TP)
10.00	L.02 & L.03	World championship Text Corrections (TC)
10.00-12.30	L.01.Aula4	IPRS meeting
11.00-12.30	L.02 & L.03	World championship Word Processing (WP)
14.00	L.02 & L.03	AudioTranscription trial contest
15.00-17.30	L.02 & L.03	Summary reporting competitions (SR)
15.00-17.00	Ghent city	Boattrip Ghent (Excursion 1)
17.45	L.01.Aula4	Instructions for competitors/helpers on Monday (SC-RT)
whole day	L.01.Lobby - L.02 & L.03	Multilingual shorthand competitions (ML) – Exhibition – Corrections competitions
Monday 15 July 2013		
07.30-18.00	L.01.Lobby	Opening registration and information desk
08.00	L.02 & L.03	World championship speech capturing (SC)
11.00	L.02 & L.03	World championship real time speech capturing (RT)
13.30-15.30	Ghent city	Nibbling through Ghent (Excursion 2)
13.30-14.00	L.02.01	Fluency typing experiment (on invitation) - University of Antwerp
14.00-16.00	L.01.09	Meeting Scientific Committee
16.00-18.30	L.01.Aula4	IPRS meeting
whole day	L.01.Lobby - L.02 & L.03	Multilingual shorthand competitions (ML) - Corrections competitions - Exhibition
Tuesday 16 July 2013		
07.30-18.00	L.01.Lobby	Opening registration and information desk
07.45-19.00	Liège	Visit to Liège (Excursion 3)
09.00-17.30	L.01.Aula4	Conferences
14.00-18.00	Ghent city	Youth event (up to 26 years)
from 18.30	L.00.Kantiene	Thank you evening for all congress participants
21.00-01.00	Ghent student area	Youth event party in The Rector, Stalhof 5, 9000 Ghent
whole day	L.01.Lobby - L.02 & L.03	Exhibition - Finalizing all corrections
Wednesday 17 July 2013		
07.30-11.00	L.01.Lobby	Opening registration and information desk
07.30-17.00	Brussels	IPRS-visit to European parliament (on invitation)
07.45-18.00	Brussels	Tourist visit to Brussels (Excursion 4)
19.00	Salons 't Groenhof	Council dinner (on invitation)
Thursday 18 July 2013		
07.30-15.00	L.01.Lobby	Opening registration and information desk
08.00-12.00	L.01.Lobby	Exhibition
08.30-10.30	T.10	INTERSTENO council meeting 2 (10 th floor)
11.00	L.01.Aula4	INTERSTENO General Assembly
16.00	UFO UGent	Prize giving ceremony
18.30	Salons Mantovani	Departure to farewell dinner and party by coach
Friday 19 July 2013		
09.00-18.00	Brugge	Final congress excursion to Brugge (Excursion 5)

Saturday 13th of July 2013 at 15.00 h sharp started the opening ceremony of the 49th INTERSTENO congress in the UFO University Forum of the Ghent University with a short movie, presenting Belgium, made by [Jérôme Derèze](#).

[Danny Devriendt](#), coordinator of the organization committee, welcomed the audience:

Ladies and gentleman, honored guests

Let me first welcome the governor of the Province East-Flanders Jan Briers and the mayor of Ghent Daniël Termont and excuse our Prime Minister Elio Di Rupo and all other persons who regret not being with us, because of other commitments.

125 years ago, the organizers of the first INTERSTENO congress in London expressed the hope that this congress would be the first in a long tradition. Your presence at this 49th congress changes this hope into reality, and as organization committee we are very proud and grateful on that.

It is a big honor for us to be allowed to organize an INTERSTENO congress in Belgium, for the fifth time.

Technology changed tremendously in the more than one century history of our federation, but the main goal to support the capturing of the spoken word in a professional way gains importance in a society where news is almost online before it happens.

In the coming days we will exchange and share our experiences, enlarge our knowledge and horizon, be

witnesses of world's best keyboard writers and speech capturing professionals, who combine advanced hard- and software with talent and hard trained skills.

In the 2 years during which we prepared this congress, we were confronted with the limits of our time, our energy and our budget. Fortunately we were supported by sponsors, partners like the city of Ghent, the Province of East-Flanders, the Wallonia-Brussels Federation, the Artevelde University College, the University of Ghent and many others. Thanks a lot to all of them!

That our king abdicates and passes the torch to his son at the end of the congress week, is maybe coincidence, nevertheless you are part of an important event.

Besides all technics and technology, the ability to work together in a positive and stimulating atmosphere, to understand each other, to establish friendships is what makes INTERSTENO a big family. Several of you take part into these congresses for many decades and are looking forward with excitement to the next convention. It's therefore appropriate to spend some attention to some of those friends who are no longer with us.

In 2004 our 'Belgian father in INTERSTENO' and honorary president [Jos Jossart](#) passed away. He had been for many years our national delegate in the INTERSTENO council and it was a pleasure to work with him at the INTERSTENO congress 1991 in Brussels. He would have been proud to learn that 22 years later a next INTERSTENO congress is held in Belgium. This 49th congress is a tribute to him.



Since our congress in Paris 2011 we unfortunately lost 3 honorary members:

- [Cees van Beurden](#) from the Netherlands, who played an important role in the constitution changes of our federation and in the IPRS-section
- [William Bonnet](#) from Switzerland, co-organizer of the successful congress in Lausanne
- [Tang Yawei](#), inventor of the widespread Yawei Sulu shorthand machine in China.

We also lost [Marcello Melani](#) in Italy and [Robert Delangle](#) in France and unfortunately, at the beginning of June came the message that [Ms. Anna Jankowska-Wróbel](#) from Poland died in a car accident. She would have celebrated her birthday during this congress.

The memories, played by Armando Covello, are dedicated to them.

[[Armando Covello, piano: Memories](#)]

By the way, did you know that the saxophone had been invented in Belgium by Adolphe Sax? [Mattias Biesbroeck](#), [Alec Lagrange](#) and [Wouter Van den Broeck](#), teacher trainees at the Artevelde University College, give a jazzy taste to our congress.

[[Mattias Biesbroeck, Alec Lagrange and Wouter Van den Broeck: jazzy taste](#)]

Ladies and gentlemen, it is a pleasure to organize a congress in an as open-minded city as Ghent that combines its history with a contemporary approach, just like INTERSTENO happens to do. The best ambassador of this charming Ghent is its mayor and we are grateful and honored that he is with us today.

[[Speech Daniël Termont, mayor of Ghent](#)]



Danny Devriendt



Daniël Termont



Jan Briers



Fausto Ramondelli

Speech Daniël Termont, Mayor of the City of Ghent

Ladies and gentlemen

As the mayor of the City of Ghent, and on behalf of the Municipality, it is my honour to welcome you all in the wonderful city of Ghent.

As the coordinator of the congress, mister Danny Devriendt, stated in his letter to me, at the beginning of March: not an evident choice, since the first city that springs to mind, when having to organise an international congress, is of course Brussels. Nevertheless, it was in fact a deliberate choice - since, today, our city has got an excellent reputation, as a 'vibrant city of knowledge and culture'.

But of course, a mayor cannot judge totally unbiased. So don't just take my word for it.

INTERSTENO's got talent. We already heard our Italian friend Armando Covello at the piano. One of the Belgian competitors at the last congress in Brussels, 1991, was [Benoît David](#), now teacher in computer science and musician. [Benoît and the Jack](#) show bring a limited tour around the world, a wink to our international community. Enjoy your tour!

[[Show Benoît David and his team](#)]

A fixed tradition in the opening ceremony of an INTERSTENO congress is the so called Racine show, named after the former secretary-treasurer of INTERSTENO, Marcel Racine. Each represented country is invited to address a few words in the mother tongue to the audience, accompanied by the country flag. Georgette Sante will call on stage...

[[Flag parade](#)]

After all this international power, it's time again for INTERSTENO's got musical talent. Let's discover the [INTERSTENO Ensemble](#) in a splendid movie, followed by a live performance by [Armando Covello](#) and [Enrico Montanari](#).

[[Movie INTERSTENO Ensemble – Armando Covello and Enrico Montanari](#)]

[[Speech Dr. Fausto Ramondelli, President of INTERSTENO](#)]

Finally the [Ghent Belleman](#) opens the congress in Ghent language: Ladies and gentlemen, I declare the 49th INTERSTENO congress for open.

[[Beng percussion music](#)]

We are at the end of the opening ceremony. We wish you fruitful days in Ghent, exciting moments and contacts, successful competitions and useful information and documentation exchanges. Enjoy your stay in Ghent! Thank you.



Today, our city has got some 250.000 inhabitants, of no less than 159 different nationalities. As we like to say: 'diversity is reality in Ghent'. Which we consider a special richness for our city.

Many Belgian and foreign students, rightly consider Ghent as the place to be! Hence, Ghent is the largest student city in Belgium. Some 67.000 students are registered in our University and our schools of higher education. This amazing knowledge activity will ultimately generate a major source of economic growth.

Today, our city already takes pride in a strong scientific reputation in the field of biotechnology, bio-energy and ICT. For instance, Ghent has become the driving force behind 'Flanders Biotech Valley'; and 'Bio Base Europe', located in the Port of Ghent, is the first ever open innovation and training center for the bio based economy in Europe.

In fact, this venue, this newly built 'University Forum', emphasises the strength and the ambitions of Ghent as a city of knowledge, in the heart of a region the welfare of which is more and more built on creativity and the growing knowledge economy.

The internationally renowned British city consultant Charles Landry has been our guest at the end of 2011, exploring ('measuring', even) the creativity in our city, using his own 'City Creativity Index'.

He was surprised to find out that Ghent is the most creative city so far, even after his visits to cities such as Bilbao, Oulu and Freiburg. He called Ghent a 'pocket-sized metropolis', which is, I think, a very nice and accurate description.

As regards culture, Ghent hosts an overwhelming offer of monuments (including Saint-Bavo's Cathedral, with the world famous 'Mystic Lamb' by the Van Eyck Brothers) and museums, such as the Design Museum, the Museum of Contemporary Art and the Museum of Fine Arts. We have got a vivid rock scene, and we are envied as a 'city of festivals' as well, including top-ranking events such as the International Film Festival and the Festival of Flanders for Classical and World Music. Moreover, some 1.8 million visitors annually participate in the 'Ghent Festivities', a free cultural festival held in the city centre during ten days in July.

Ladies and gentlemen, enough said. To sum it all up: 'Antwerp and Bruges may be better known, but Ghent has the best of both worlds: stylish new restaurants, bars and boutiques that compete with Antwerp's and centuries-old cobblestoned streets similar to those in Bruges'.

Again: not my words, but those of CNN's travel and leisure journalist Sean Rocha, after his visit to our city in October of 2010...

Ladies and gentlemen, enjoy your stay in our city, and if you did so: please spread the word! Thank you for your attention.



Armando Covello and Enrico Montanari



Mattias Biesbrouck, Alec Lagrange and Wouter Van den Broeck





Speech Jan Briers, Governor of the Province of East Flanders

In a short speech, [Mr. Jan Briers](#), Governor of the Province of East Flanders greets and welcomes the congress participants

in the city of Ghent and the Province of East Flanders and focusses on the importance of such international congresses.



Speech Dr. Fausto Ramondelli, President of INTERSTENO

Dear competitors coming from all over the world (27 countries), dear colleagues working with different techniques in various environments and for multiple tasks, dear friends of INTERSTENO.

We open the Congress with a comfortable awareness, INTERSTENO is strong and is looking ahead into the future! Your presence, your expertise, the passion for your job are the lymph of this ancient project, that started in the 19th century, lived during the following 20th century and is able to keep pace with the changes and the challenges of our time. Thank you!

In next days your skills and your visions will be shared with others, with benefit for the whole Community and for each of you. This is the meaning of INTERSTENO. An increasing

number of authorities, people, professionals, students, companies and international agencies look at us with great interest: we want to give them further suggestions and reasons for coming even closer. The Organizing committee and the Board worked hard in the past two years, in order to make your participation to this event as valuable as you expect, but your energies and your competences are the essential sparkle for enlightening our efforts. Welcome!

As President of the INTERSTENO Federation I wish success to all competitors and hope that all participants can get useful hints and answers for the progress of their professional skills.

May I invite the Ghent Belleman: Let the 49th INTERSTENO Congress begin!









Final report 49th INTERSTENO congress
 Opening ceremony and welcome cocktail
 Ghent (Belgium), 13 -19 July 2013



09 Exhibitions

No congress without exhibitors. Even if the area was limited, we decided to install the 9 exhibitors in the lobby of the congress venue for full visibility and easy access for interested participants. The organization committee thanks them for their participation as exhibitor.

Company	Website
Korean Stenography Company 'Sorizava'	www.sorizava.co.kr
Velotype VOF	www.velotype.com www.text-on-top.com
Stenograph	www.stenograph.com
Korea Steno Co., Ltd (Korea)	www.koreasteno.com
Arbor Media	www.arbormedia.nl
Inter Access	www.interaccess.nl
Computype	www.typtopia.nl www.typeplanet.be www.tipptopia.de www.typtopia.co.uk
IPRS	http://iprs-info.org
StenoMédia	www.stenomedia.com



10

Council and general assembly meetings

During a congress different meetings of INTERSTENO bodies are organized. This was also the case in Ghent.

Meeting	Time
Board meeting	Friday 12 July, 11.00 h
Jury meeting	Friday 12 July, 14.00 h
Council meeting	Saturday 13 July, 10.00 h Thursday 18 July, 08.30 h
IPRS-meeting	Sunday 14 July, 10.00 h Monday 15 July, 16.00 h
Scientific committee	Monday 15 July, 14.00 h
General Assembly	Thursday 18 July, 11.00 h

Board and jury meetings focus on the running congress. About IPRS-meeting and the meeting of the scientific committee you can read further in this report.

We are grateful to [Ms. Marlene Rijkse \(NL\)](#) for making the minutes of the council meeting and the general assembly.

Council meeting

In the council meeting all national groups are represented and have voting right. Also the INTERSTENO Board as a whole has one vote. The council meetings during a congress prepare the general assembly. The council meetings took place on the 10th floor with a wonderful view on the Sint-Pieters abbey and the skyline of Ghent.

An important decision made, is a new type of membership of the Federation, the [individual membership](#), meant for private

people at 45,00 EUR a year, where associated membership is meant for companies, organizations and parliamentary reporting services who pay an annual contribution of 175,00 EUR. Both associated members and individual members are entitled to vote in the INTERSTENO General Assembly, which takes final decisions on many important aspects of the life of INTERSTENO.

The next, [50th INTERSTENO congress](#) will be organized by INTERSTENO as federation itself and not by a national group that takes the financial risk and the burden. The INTERSTENO Board is authorized to work out the next congress.

Georgette Sante (BE) is elected again as [jury president](#). All jury leaders are confirmed in their position for the next two years.

Carlo Eugeni is elected as coordinator of the [Scientific committee](#).

The council proposes the following new board:

Name	Function
Fausto Ramondelli	President
Rian Schwarz- van Poppel	Vice president
Danny Devriendt	Secretary-Treasurer
Georgette Sante	Jury president
Carlo Eugeni	Coordinator scientific committee
Jim Cudahy	Member
Tang Keliang	Member





Gian Paolo Trivulzio and Emrah Kuyumcu are appointed as **consultants of the Board** respectively for communication activities and representation of the youngsters.

Linda Drake is asked to coordinate the relationship with the associated and individual members.

An offer from China to host the next **council meeting** in China, most probably in Shanghai, is accepted.

General Assembly

In the General Assembly national groups are represented by their delegates who have voting right. Also associated members and future individual members have voting right.

All proposals of the council are ratified, and the budget for the next two years is accepted. **Petr Sekanina** reports about the work of the auditing committee that gives the board discharge for the financial management 2011-2012.

Some changes are announced for the country representatives which results finally in the list of council members for the period 2013-2015.

Country	Council member
Argentina	Mr. Jorge Alberto Bravo
Austria	Mr. Harald Liebhart
Belgium	Mr. Olivier Levrau
China	Mr. Simon Sun
Croatia	Ms. Kristina Zlodi
Czech Republic	Mr. Jaroslav Zaviačič
Finland	Mr. Jari Niittuimperä
France	Ms. Marie-Pierre Majoufre
Germany	Ms. Waltraut Dierks
Hungary	Ms. Anita Dobos
Italy	Dr. Anna Maria Marino
Japan	Mr. Tsuguo Kaneko
Poland	Mr. Krystian Wawrzynek
South Korea	Ms. Son Jai-ok
Slovak Republik	Ms. Marcela Skalicka
Switzerland	Mr. Erich Werner
The Netherlands	Ms. Marianne van Gool-Moerings
Turkey	Mr. Seçkin Köse
USA	Ms. Virgine Biggers



11

IPRS visit to the European Parliament

With Brussels not being far from Ghent, one of the wishes of IPRS and parliamentary reporters was to visit the European Parliament. Of course, they didn't want a *standard visit*, also available for tourists, but a special one. Such a privilege was not so easy to get, but, with the help of a friend, Paul Staes, Georgette Sante succeeded in getting in touch with the [European Plenary Records Unit](#) in Luxembourg. Mr. [Olivier Danjoux](#) agreed to come to Brussels at the requested date to explain their way of working.

The next step was to obtain the agreement of the responsible person in Brussels as such an unusual request is not foreseen in the rules. Gratefully our perseverance was successful and Ms. Justina Martinez could inform us that a maximum of 100 people were expected on Wednesday 17 July at 10 am.

Moreover, Mr. [Louis Michel](#), Minister of the Belgian State and Euro MP, wanted to personally welcome the members of our international organization and decided to offer them their lunches. At the very last moment, he was requested for a mission in Nigeria and Mr. Luc Albert Paque replaced him and hence accompanied us to the visitors' restaurant. The general presentation was made in English by the speaker Truus Yperman, just before the specialized information given by Mr. Danjoux, Administrator at the European Parliament.

Unfortunately, due to work in progress to restore the ceiling, it was not possible to visit the Hemicycle where plenary sessions usually take place.



12 Congress events

Besides meetings, conferences, competitions, tourism and sightseeing, other dedicated events are planned during an INTERSTENO congress. In this section we give a brief overview of those events during the congress 2013.

Youth event (Tuesday 16th July 2013)

Most of the young participants – maximum age: 26 years – who entered the competitions had to wait for some days until the prize giving ceremony. The main part of the youth event was a [city game](#) in the center of Ghent, organized by iChallenge. Divided into teams of maximum 5 people, each team had to gather information, fulfill some tasks, equipped with a special mobile phone that showed the location of all teams on a city map.

In the Ghent [Groot Vleeshuis](#), the Province of East-Flanders invited for a drink and offered all participants a package with local sweets.

After the *Thank-you event*, the youth event ended with a party in [De Rector](#), a typical dance hall in the student area of Ghent. Congress house DJ Marc Vandenbroecke provided suitable music.



Thank you event (Tuesday 16th July 2013)

The congress budget allowed the organization committee to add a new topic to the congress, called **thank you event**. This informal event is a social gathering for all congress participants to meet in a cosy, informal and relaxing way. The so called *winter garden* of the Artevelde University College was the ideal location to take advantage of the nice weather.

Several typical Belgian food was served in a buffet: *Gentse waterzooi*, *boulets liégeois*, *stoofvlees...*, of course accompanied with Belgian fries (for they are not French). In the end and after some queuing everyone got his/her ice. The congress beer *Vicaris* was also highly appreciated. **Tim Nash** played live background music.



Council dinner (Wednesday 17th July 2013)

110 people from the board, council, jury, organization committee and guests were invited on Wednesday evening 17th July in the *Salons 't Groenhof* in Melle, close to Ghent, for the council dinner preceded by a reception in the garden.

During the dinner the guests were entertained with a magic show performed by *King Magic*, a local magician.

The organization committee distributed a personalized congress cup and saucer for each guest.



Farewell evening (Thursday, 18th July 2013)

Immediately after the prize giving ceremony, the 377 participants at the farewell evening were driven by coaches to [Salons Mantovani](#) in Oudenaarde, 25 km outside Ghent. Each guest was welcomed with an aperitif in the sunny garden.

After the farewell dinner DJ Marc Vandenbroecke rocked many people on the dance floor. Other chose quieter places,

indoor or outdoor in the garden. For many people it was the last evening in Belgium and time to say good bye. That's what an INTERSTENO congress is: it ends when it just started. Regularly, coaches brought back all participants to Ghent city center. While some went directly to sleep, others stayed longer to further discover Ghent by night...



Photo overview (all events)







13 Tourism and sight-seeing

According to us, Belgium is a wonderful country and Ghent a stunning city. We hope you can confirm this after the proposed trips. Four were planned in the congress program but we

also suggested some visits that could be done by public transport on your own: the famous city of Antwerp, the charming Ypres (Ieper) and the Belgian coast to relax.

Discovering Ghent – Sunday 14th July and Monday 15th July

Starting at a rarely used landing-stage close to the congress venue all highlights of the historical city of Ghent were presented during a classic **boat trip** on Sunday with private boats for INTERSTENO participants. Coffee, cake and chocolates accompanied this tour and 137 people enjoyed it.

Another way to discover our congress city was on foot during a **nibbling tour**, scheduled on Monday. While participants got some chocolates, sweets, cheese, a Roomer and fine meats to taste, experienced guides told them about the city and what makes it so special. The nice summer weather was an agreeable partner for the 64 participants.



Liège – Tuesday 16th July

On Tuesday 16th July, half past seven: 40 congress participants are waiting for the bus which will bring them to the famous city of Liège in Wallonia, south part of Belgium. Marie-France Granier, an authentic lady from Liège, is their guide. On the

spot, she gets the help of Fabienne Orban, English native teacher, and Jacques Kiraly, Hungarian native teacher (a gift for our 10 only-speaking-Hungarian friends having chosen this trip).





The first curiosity is the station *Les Guillemins*, designed by Santiago Calatrava, where a coffee break with croissants awaits them all. The second visit is devoted to the Saint-Barthelemy Church (Roman style, dated 11th and 12th century, interior reworked in the 18th century in the Baroque style) and its baptismal fonts (one of the 7 Wonders in Belgium, a gold and silversmith masterwork from the early 12th century). Then, a short walk through the old town

brought them to the St-Lambert Square with the Palace of the Prince Bishops, the Market Place and its Perron symbolizing the freedom of the people of Liège, the Town hall... On the cozy terrace *La maison du Pèkèt*, they can appreciate the local aperitif with the famous pèkèt (dry alcohol and which came in different flavors). After free time for lunch and a town round trip by train later, it was time to go back to Ghent, to be on time for the *Thank you event*.

Thank you very much to Fabienne **Orban**, Jacques **Kiraly** and Marie-France **Granier**, who guided this trip completely voluntarily.

Brussels – Wednesday 17th July

Wednesday 17th July, early in the morning, there was a phenomenal rush near the venue: 4 coaches were waiting in front of the congress venue: the challenge was to enter the good one! While about hundred persons were expected in the European Parliament, 90 others had subscribed for the tourist visit to Brussels, the capital of Belgium. After the city tour by coach, our tourists appreciated a coffee break in the well-known pub *A La Mort Subite*, near the fascinating *Grand Place* where almost all of the buildings have a historical significance and its Town Hall is still used today. Of course, being in Brussels means having a look at the famous *Manneken Pis*, the peeing boy with his numerous costumes.

After free time for lunch and shopping in the center of Brussels, the group reached by coach the Atomium, the most popular touristic attraction and the symbol of Europe's capital city, for a guided tour.



Brugge – Friday 19th July

For our traditional final trip, it was not necessary to ride a lot of kilometers: Brugge, the *Venice of the North* is near Ghent.

132 participants were guided from Katelijnevest, either in English, German, French or Dutch through the various Bruges monuments.

After a 2-hour walk, they arrive in the Brewery *De Halve Maan* for an excellent lunch, served with the renowned beer *Brugse Zot* (blond or bruin).

After the lunch, the *beer lovers* visited the brewery and tasted its several varieties, while another group went to the Groeninghe museum and a third one experienced the magic of the Middle Ages in the Historium, without forgetting those preferring free walking and shopping.

The excursions ended for all with a boat trip on the picturesque city canals.



Final report 49th INTERSTENO congress

Tourism and sight-seeing
Ghent (Belgium), 13 -19 July 2013



14 Competitions

First of all, a thunder of applause to all young and less young competitors who participated in our world championships, international contest and trial contest. Even if you didn't

succeed in all the contests, you are worthy because the requirements of the competitions were quite high!



Congratulations also to the jury leaders: they have organized and prepared the material for **902 contests** to be performed within two days! Thank you to **Joke Bakker** (multilingual speech capturing), **Jan den Holder** (correspondence and summary reporting), **Waltraut Dierks** (text correction), **Teri Gaudet** (Real time speech capturing), **Francesca Marchionne** (audio transcription), **Jari Niittuimperä** (speech capturing),

Helena Zaviačičová (text production) and **Georgette Sante** (jury president).

Of course, the organization of the competitions would not be possible without the support that **Danny Devriendt** has been giving to the jury for many years. **Zdeňka Kundrátková** also helped a lot while managing the **ZAV**-correction software.



Thank you to all the jury members who worked with us during hours and hours. We hope not to have forgotten any names and apologize for it.

Jiří Absolon – Czech Republic
Zuzana Absolonová – Czech R.
Laura Batani – Italy
H.-J. Beckers – Germany
Ildikó Bedi – Hungary
J. Bertin-Mahieux – France
Virgene Biggers – USA
Dale Biggers – USA
Janka Borgulová – Slovakia
Jorge Bravo – Argentina
Uwe Brüdigam – Germany
Amélie Caveye – Belgium
Yeun-jung Choi – Korea South
Maria Luisa Corti Crippa – Italy
Armando Covello – Italy
Jim Cudahy – USA
Alice Czuczor – Hungary
Uwe Daneke – Germany
Anita Dobos – Hungary
Nurben Dönmez – Turkey
Dan Drake – USA
Linda Drake – USA

Manfred Dürhammer – Germany
Ingrid Dzurjová – Slovakia
Franz Eigenstetter – Germany
Carlo Eugeni – Italy
Colette Fettweis – Belgium
Gordon Gaudet – USA
Renate Gayer – Germany
Françoise Girardet – Switzerland
Péterné Gonda – Hungary
Sevilay Gündoğdu – Turkey
Geert Heyndrickx – Belgium
Regina Hoffman – Germany
Ulrich Hofmann – Germany
Lida Horlings – The Netherlands
Erika Jampen – Switzerland
Saynur Kılıçaslan – Turkey
Uda Kuhn – Germany
Zdeňka Kundrátková – Czech R.
Gerlinde Lanzinger – Germany
Johann Lehmann – Germany
Rita Lehmann – Germany
Olivier Levrau – Belgium

Harald Liebhart – Austria
Christine Locht – Belgium
Anna Maria Marino – Italy
Vlasta Martináková – Czech R.
August Mersch – Germany
Susanne Mersch – Germany
Jiří Mička – Czech Republic
Pavla Mičková – Czech Republic
Maura Morisi – Italy
Boris Neubauer – Germany
Ladislav Novák – Czech Republic
Pieterjan Oste – Belgium
Russell Page – USA
Maarit Peltola – Finland
Marica Pirslin – Croatia
Liao Qing – China
Anne Rabot – France
Teuvo Rätty – Finland
Lilian Remacle – Belgium
Marta Riccò – Italy
Gerd Rölleke – Germany
Monika Rydel – Poland

Evi Rossignoli – Italy
Anneliese Scherzer – Germany
Ruth Schmitt – Germany
Radka Schusterová – Czech R.
Anna Škovierová – Slovakia
Sabine Smolinski – Germany
Karin Solná – Czech Republic
Šárka Šťastná – Czech Republic
Monika Suppkus – Germany
E. Tóthné Jansik – Hungary
Gian Paolo Trivulzio – Italy
M. Van Gool – The Netherlands
Niklas Varisto – Finland
Václav Votruba – Czech Republic
Eero Voutilainen – Finland
Fabrizio Verruso – Italy
Wei Xia – China
Karen Yates – USA
Jaroslav Zaviačič – Czech Republic



PC competitions in classrooms

As usual, the PC competitions took place on a Sunday (14th July 2013) and the speech capturing contests followed on Monday (15th July). As we wanted to keep most congress events in the same building where no big hall was available for the PC contests, we decided, with the agreement of Helena Zaviačičová, to split the competitors into 12 rooms, according to the language, plus 3 separate rooms for the speech recognition technology.

The opinion was unanimous: this choice was technically very wise and saved money, but we missed the magic atmosphere of a big competition hall with a large number of competitors!

Audio transcription trial competition

This new experiment was justified by the evolution of the parliamentary reporters' work and was agreed during the council meeting in Prag (October 2012), where a trial contest in [Audio Transcription](#) was accepted. During 10 minutes,

competitors had to type the text of an audio file, received on USB-key. They were allowed to stop the dictation or to slow it down, even to go back in order to hear again what had been said. 76 competitors out of 7 countries had registered for this new contest (six of them doing no other competition) and 50 were successful.



Some statistics

301 competitors from 22 countries registered, 278 finally competed, 230 were successful in at least one contest, which means a success rate of 81 %.

Eight competitors from Czech Republic competed in all 8 contests! Schedule their competitions has really been hectic! Sure they were tired after these two hard days! Two seniors, [Petr Hais](#) and [Lucáš Beranek](#), succeeded in the 7 official contests and also in the audio transcription trial test. [Petr Sekanina](#) passed in the 7 official contests.



If we have a look at the registrations, we see that 1/3 of the competitors choose only 1 contest, 1/3 registered for 2 or 3 contests and the last third tried to be successful in 4 to 8 contests. To attest the polyvalence of the last third's competences, we provided them each a certificate. The names of these 75 seniors, juniors and pupils can be found in the *combination list* of the result list.

Another look at the registrations gives us the age of the youngest competitor, coming from Czech Republic: he was 11 years old (an 8 years-old Turkish competitor was registered but didn't receive his visa); the oldest one, coming from Switzerland, was almost 84! Like in the well-known Belgian comic strip *Tintin*, INTERSTENO is the contest for youth from 8 to 88 years!



Because 6 of our congress contests are world championships, their requirements are very high. However, in order to favour young talents, we apply easier rules for juniors not older than 20 years and for pupils younger than 17 years (age in the year of the congress). These 3 age categories are classified separately.

Overview per contest

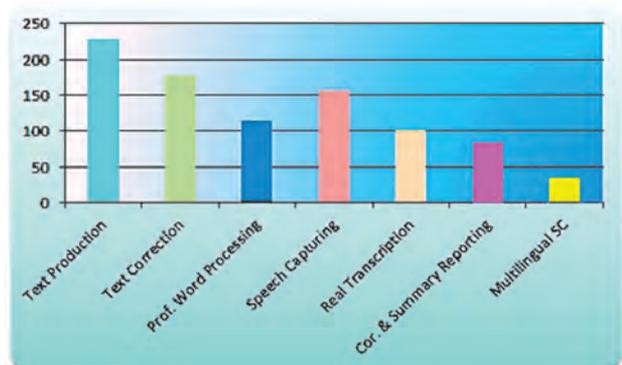
With about 200 competitors, the [Text Production](#) world championship is the most popular one. 90 % of these entrants are using a normal computer keyboard, a few are encoding with a chord keyboard (using several fingers at once to type syllables).



Using speech recognition software is also allowed but, due to the high accuracy requirements (0,25 % faults), it seems difficult to succeed with this technology. Seniors represent 60 % of the competitors, with an average success of 75 %; but curiously, the highest percentage of successful work is reached by juniors (80 %). Tonal languages like Chinese are ranked separately for they can't (yet) be compared to alphabetic languages.



Sixty percent of the [Text Production](#) competitors also joined the [Text Correction](#) contest. The average success rate is 87 % so it seems that people only register for this contest if they are quite sure to be successful. On the contrary, out of the 83 competitors (from 11 countries) trying the [Professional Word Processing](#) competition, only 25 of them (from Belgium, Czech Republic and Germany) succeeded to correctly fulfill 50 % of the requested tasks.





More than 30 % of the competitors in **Speech Capturing** are noting the text with graphic shorthand; younger people prefer the keyboard of a classic computer (27 %) using abbreviations, another 30 % is trained to stenotype or use another chord keyboard and about 10 % work with voice recognition software. The average success rate of the 132 registered competitors (14 countries) is 70 %.

The average percentage of success in the **Multilingual Speech Capturing** contest is 66 %. Most of competitors come from the Czech Republic; although 2 German, 1 Finnish and 1 Swiss competitor were also classified. Most of them work in 2 languages, but one succeeded in 5 languages (Petra Dischinger (Germany): German, English, French, Spanish, Interlingua) and one in 4 languages (Ondřej Kanta (Czech Republic): Czech, Slovak, English, German).

for a question of concentration, no public is allowed in the competition room. Out of the 97 registered competitors, 61 were successful. **Chapeau bas** as we say in French! Mainly keyboards (chord keyboard and normal PC keyboard) were used, but 13 % of the competitors have used speech recognition software.



The **Correspondence and Summary Reporting** contest is a specific one. As mentioned by the leader, **Mr. Jan Den Holder**: *"It cannot be performed by computers: making a good summary report from a dictated text is still something to be done by humans"*. Nine countries proposed competitors; 65 on 85 were successful. Four technologies were used to capture the audio text: graphic shorthand (25 %), stenotype (23 %), keyboard (49 %) and speech recognition (3 %).



In the **Real Time Speech Capturing**, returning the transcription immediately after the dictation is really a professional speech-to-text competence. It is a wonderful experience to see competitors capturing the spoken word. Unfortunately







15 Prize giving ceremony

The prize giving ceremony is definitely one of the most important events of an INTERSTENO congress, especially for all competitors who are nervously waiting their ranking. While some will be excited by happiness, others will be a little disappointed. A competition is always a one-moment-shot where some improve their own records and others unfortunately have a bad day.

The three best ranked in all competition disciplines, divided by age categories, will be called on stage by the jury leaders under coordination of Ms. Georgette Sante, jury president. They will be rewarded with personalized medals and have their *moment de gloire* in the spotlights of the UFO UGent

and a herd of photographers. All others will receive their diplomas by their national country delegate.

Under the guidance of a group of local bagpipers, the prize giving ceremony started with a flag parade. Flags of all present countries were brought in by people of the hosting country Belgium and put in the flag standard - made by our [Joseph Lepièce](#) - on stage. During the opening ceremony all flags were showed by the country representatives and during the whole congress week they witnessed the international dimension of INTERSTENO and its richness in the congress lobby.

All are impatient waiting for results now...



Competition by competition, with bright smiles, winners appeared on stage. Photographers came into action. The numerous audience let hear their appreciation with generous applause.

As intermezzo [Armando Covello](#) again showed his talents on the piano, a welcomed variation in between so many good results, all published in the next pages of this report.

Not foreseen in the script, [Lida Horlings](#) and [Daniël Tuijnman](#) came on stage and take the floor. On behalf of all congress participants, they unrolled a long thank-you banner with written messages from many congress participants. The organization committee and staff were very happily surprised by this spontaneous and heartwarming initiative. Thanks a lot to all of you!

Immediately after, a second non-scheduled surprise for the organization committee appeared on stage. The Czech youth choir [Domino](#) under the direction of Ms. [Ivana Kleinová](#) gave a fine performance. On their way to the *Worcester International Festival of Young Singers* in England, they

decided a spontaneous stop in Ghent to enrich our prize giving ceremony. Very friendly!

Furthermore the organization committee had a final bonus: [DDF Crew](#), winners of *Hollands Got Talent 2012*, gave a dazzling jump rope show.

At the end of the ceremony, the INTERSTENO flag is normally handed to the national group that will host the next congress. For the first time INTERSTENO will organize the next congress itself in 2015. Symbolically the coordinators of the Ghent organization committee handed the INTERSTENO flag over to [Dr. Fausto Ramondelli](#), nominated again for two years as president of INTERSTENO.

Dr. Ramondelli thanked the organization committee and all congress participants for joining this congress and looked forward to meet at the next congress, wherever it will be. Therewith ended the prize giving ceremony. Result lists and diplomas were given out. Coaches were then ready to drive the guests to *Salons Mantovani* in Oudenaarde for the final congress party.





Results of competitions

After the prize giving ceremony, some corrections had to be made to the multilingual shorthand ranking lists which, in the end, also influenced the combination list. We would like to apologize for this. You can find here the final ranking lists.

*** = title of world champion

* = title of international champion

Text Production



Seniors – keyboard



Juniors – keyboard



Pupils - keyboard

Text production – SENIORS - standard keyboard

Place	Name	Country	Association	Char/Minute	% Error	Points
*** 1	Peter Dudziak	Germany	StV Haltern	717,9	0.041	20637
2	Emrah Kuyumcu	Turkey		695,2	0.047	19855
3	Recep Ertaş	Turkey	Intersteno-Turk	670,6	0.014	19817
4	Celal Aşkın	Turkey	Intersteno-Turk	680,4	0.039	19612
5	Petr Hais	Czech Republic	Obchodní akademie, Praha 10	691,5	0.062	19445
6	Hakan Kurt	Turkey	Intersteno-Turk	652,3	0.086	17868
7	Petra Kinclová	Czech Republic	BDO CA / VUT v Brně	636,6	0.068	17799
8	Heike Kerstin Schöbel	Germany	ZVB Meiningen	616,3	0.064	17288
9	Jiří Spolek	Czech Republic	VŠE - Mezinárodní vztahy	587,5	0.039	16925
10	Ondřej Kanta	Czech Republic	FMV VŠE v Praze	573,4	0.040	16502
11	Arif Altuntaş	Turkey	Intersteno-Turk	607,0	0.098	16409
12	Petra Vintrlíková	Czech Republic	Interinfo ČR, Obec Křepice	585,7	0.068	16370
13	Olaf Rörtgen	Germany	Germany	574,8	0.063	16145
14	Mattias Dominguez	Belgium	Heilig-Hartcollege Waregem	574,3	0.069	16028
15	Lukáš Beránek	Czech Republic	Vodafone Czech Republic, a.s.	572,2	0.099	15465
16	Tomáš Křenek	Czech Republic	GrafiaNova s.r.o.	530,5	0.031	15415
17	Patrick Sahn	Germany	ZVB Obertshausen 1964 e. V.	523,3	0.050	14898
18	Anthony Strubbe	Belgium		517,2	0.058	14617
19	Thorsten Sahn	Germany	Germany	485,4	0.006	14461
20	Sven Greiner	Germany	JKLÖ Südwestpfalz	501,9	0.039	14458
21	Regine Daneke	Germany	Stenografenverein 1897 Langen E.V.	500,9	0.053	14226
22	Jana Válková	Czech Republic	Česká spořitelna, a. s.	505,6	0.065	14167
23	Patrizia Losito	Italy	Intersteno Italia	510,7	0.078	14121
24	Kristian Laß	Germany	Germany	477,8	0.027	13933
25	Udo Klütting	Germany	Deutschland	479,6	0.034	13887
26	Erika Just	Germany		489,2	0.054	13876
27	Lórántné Szelényi	Hungary	Polgármesteri Hivatal Győr	472,5	0.021	13874
28	Tanja Ivana Juričev	Croatia	Hrvatsko stenografsko društvo	491,2	0.061	13837
29	Sylvia Beckers	Germany	VIVa. OWL E. V.	475,7	0.035	13772
30	Henriett Tóth	Hungary	Mátra Power Plant Visonta	456,9	0.014	13507
31	Christiane Bülden	Germany		463,0	0.028	13490
32	Gabriella Hajdu	Hungary		469,0	0.049	13369
33	Nicole Csermak	Austria	ÖStV	471,6	0.063	13248
34	Geert Bonte	Belgium	Académie vr Bureauwetenschappen	464,3	0.078	12828
35	Jean-Didier Febvay	Belgium		456,3	0.080	12589
36	Krisztina Terjéki	Hungary	Metropolitan Court of Budapest	442,3	0.060	12470
37	Katrin Kellermann	Germany		460,8	0.101	12423
38	Luboš Růžička	Czech Republic	Choceň	436,4	0.053	12393
39	Yannick Germonpré	Belgium		416,2	0.008	12385

Place	Name	Country	Association	Char/Minute	% Error	Points
40	Gabriele Pucher	Austria	ÖSTV	449,2	0.096	12176
41	Krystian Zawrzynek	Poland	Interinfo Polska	419,1	0.031	12172
42	Kristina Zlodi	Croatia	Hrvatsko stenografsko društvo	433,7	0.069	12111
43	David Křenek	Czech Republic		426,8	0.054	12104
44	Tom Termote	Belgium		439,5	0.083	12086
45	Stefanie Wiele	Germany	Akademie AWeStO, Oldenburg	432,2	0.069	12066
46	Petr Sekanina	Czech Republic	PetrSekanina.cz	448,2	0.111	11945
47	Vera Pendeš	Croatia	Hrvatsko stenografsko društvo	461,1	0.137	11934
48	Angelika Höffner-Hain	Germany	Akademie AWeStO	413,8	0.040	11914
49	Marion Brüdigam	Germany	Vestischer Steno-Club E. V.	423,7	0.070	11812
50	Angelika Barnickel	Germany	Intersteno Deutschland VKMB OF	420,2	0.071	11706
51	Mustafa İnce	Turkey	Intersteno-Turk	451,6	0.140	11648
52	Sylvia Bauer	Germany	Stenografen-Hort Nürnberg	403,4	0.041	11603
53	Pamela Hadžiselimović	Croatia	Hrvatsko stenografsko društvo	469,3	0.177	11579
54	Aranka Kádár	Hungary	Készenléti Rendőrség	392,1	0.017	11563
55	Katja Germonpré	Belgium		398,2	0.050	11345
56	Stefan Bender	Germany		408,3	0.081	11248
57	Andy Gevaert	Belgium	IVO, Brugge	394,0	0.050	11220
58	Gert-Jan Radstaake	Netherlands	Interinfo Groep Nederland	423,4	0.125	11101
59	Ralf Gross	Germany	Stenografenverein 1925 Treysa	387,2	0.060	10915
60	Richard Schulz	Germany		414,3	0.152	10530
61	Melani Horvat	Hungary	SZTE Állam- és Jogtudományi Kar	437,0	0.198	10511
62	Alena Havránková	Czech Republic	QCM s.r.o., Nemochovice	363,4	0.036	10502
63	Hubert Hoffmann	Germany		412,7	0.153	10481
64	Ilse Meeus	Belgium	BartholoMeeus	389,5	0.111	10386
65	Charline Velghe	Belgium		388,0	0.120	10241
66	Veronika Masling	Germany		384,6	0.121	10139
67	Marianne Delmelle	Belgium		371,1	0.098	10032
68	Wolfgang Groth	Germany	Stenografenverein Goslar	371,7	0.116	9851
69	Markus Knehans	Germany		387,0	0.155	9809
70	Annemarie Mersch	Germany	Stenografenverein Dülmen	378,2	0.149	9645
71	Jonathan Gutierrez	France	Affairedagence	396,5	0.210	9394
72	Ylenia Rifurgiato	Italy	Intersteno Italia	381,4	0.235	8742
73	Annie Donnet	France		367,1	0.217	8613

Text production – SENIORS - stenotype

Place	Name	Country	Association	Char/Minute	% Error	Points
1	Wim Gerbecks	Netherlands	Velotype VOF	773,4	0.193	18702
2	Laura Brewer	USA		534,4	0.118	14133

Text production – JUNIORS - keyboard

Place	Name	Country	Association	Char/Minute	% Error	Points
*** 1	Luboš Beran	Czech Republic	Kraj Vysočina, Horní Krupá	585,8	0.073	16275
2	Axel Moerman	Belgium	H.-Harthandelsinstituut, Waregem	535,3	0.031	15560
3	Stefan Schett	Austria	ÖSTV	543,2	0.049	15495
4	Karolína Foukalová	Czech Republic	Gymnázium Rožnov pod Radhoštěm	547,6	0.073	15229
5	Karin Cieslarová	Czech Republic	Gymnázium Karviná	534,7	0.081	14741
6	Andrea Muženič Vidak	Croatia	Hrvatsko stenografsko društvo	526,6	0.094	14298
7	Konstantin Schwalm	Germany	StMV Neukirchen	487,2	0.047	13915
8	Petra Slúková	Slovak Republic	SOŠ HS a obchodu, Zvolen	476,0	0.028	13881
9	Miriam Autenrieth	Austria	ÖSTV	501,5	0.106	13445
10	Branislav Beňovič	Slovak Republic	Obchodná akadémia Hlohovec	481,5	0.076	13345
11	Ezgi Aktürk	Turkey	Intersteno-Turk	515,3	0.155	13060
12	Damian Mrowiec	Poland	Interinfo Polska	451,2	0.044	12937
13	Vendula Preslová	Czech Republic	VOŠ, OA, SZŠ a JŠ Klatovy	461,5	0.072	12844
14	Amandine Raths	Belgium		434,2	0.038	12527
15	Petra Marečková	Czech Republic	OA Trutnov	433,0	0.038	12489
16	Klára Pohlová	Czech Republic	Břeclav, OA a SPŠ, Obec Rakvice	452,1	0.088	12363
17	Šárka Hanušová	Czech Republic	MOA Jičín	425,2	0.031	12357
18	David Veteška	Czech Republic	OA a VOŠ Valašské Meziříčí	440,4	0.075	12211
19	Raphaël Louys	Belgium	Athénée Royal Visé	458,3	0.116	12149
20	Alexandra Pavelová	Czech Republic	Gymnázium Rožnov pod Radhoštěm	431,8	0.069	12053
21	Ivana Kokot	Croatia	Hrvatsko stenografsko društvo	421,1	0.047	12034
22	Tomáš Portych	Czech Republic	ČVUT FEL-EEM Praha	504,5	0.211	11936
23	Zoltán Ledneczky	Hungary	ESZI	413,1	0.072	11493
24	Dávid Lech	Slovak Republic	SOŠ obchodu a služieb Prešov	398,0	0.066	11141

Place	Name	Country	Association	Char/Minute	% Error	Points
25	Noémi Kubíková	Slovak Republic	Obchodná akadémia Sered'	391,4	0.059	11043
26	Barbora Stejskalová	Czech Republic	Gymnázium Rožnov pod Radhoštěm	391,4	0.102	10542
27	Dávid Kollár	Hungary	Bolyai J. Gimn. Kecskemét	378,2	0.114	10047
28	Nikolett Hörcsög	Hungary		381,1	0.122	10034
29	Petr Beňo	Czech Republic	Obec Zašová	392,1	0.153	9963
30	Jana Razimová	Czech Republic	GOB a SOŠ Telč	384,6	0.138	9937
31	Virginie Vermersch	Belgium		402,1	0.182	9862
32	Hana Baláčková	Czech Republic	FFÚ VŠE Praha/BDO Účetnictví	349,8	0.085	9595
33	Balázs Novák	Hungary	Közgazdasági Szakközépisk. Kkfh.	345,5	0.096	9366
34	Annika Knehans	Germany		359,2	0.148	9175
35	Nikolina Radmanović	Croatia	Hrvatsko stenografsko društvo	394,5	0.228	9134
36	Simona Fraňková	Czech Republic	Gymnázium, OA a JŠ Hodonín	338,7	0.118	8960
37	Michael Groth	Germany	Stenografenverein Goslar	328,0	0.101	8840
38	Jakub Vodička	Slovak Republic	SOŠ Jozefa Čabelku Holíč	328,4	0.111	8751
39	Nikol Kaštylová	Czech Republic	OA Prostějov	309,5	0.064	8684
40	Stefan Siegl	Austria	ÖSTV	300,3	0.077	8309
41	Dominik Forreth	Austria	ÖSTV	347,3	0.211	8218
42	Ádám Németh	Hungary	Kiskunfélegyházi SZKI Kossuth KI	300,5	0.088	8215
43	Alessio Popoli	Italy		342,9	0.243	7788
44	Enrico Montanari	Italy		302,2	0.165	7565

Text production – PUPILS – keyboard

Place	Name	Country	Association	Char/Minute	% Error	Points
*** 1	Ilyas Pamukçu	Turkey	Intersteno-Turk	534,3	0.056	15128
2	Klára Odehnalová	Czech Republic	ZŠ a MŠ Šrámkova Opava	466,8	0.085	12805
3	Kerem Yaprak	Turkey	Intersteno-Turk	464,0	0.100	12519
4	Mehmet Kurt	Turkey	Intersteno-Turk	496,9	0.187	12106
5	Zehra Taşkale	Turkey	Intersteno-Turk	476,9	0.174	11808
6	Vojtěch Kucza	Czech Republic	ZŠ Dělnická, Karviná	432,3	0.107	11568
7	Daphné Termote	Belgium		415,5	0.136	10764
8	Tereza Tomanová	Czech Republic	ZŠ a MŠ Šrámkova Opava	379,1	0.114	10074
9	Gabriele Giuliani	Italy	Caduti della Direttissima	391,5	0.153	9946
10	Gábor Farkas	Hungary	Kiskunfélegyházi Közgazd. SZKI	374,6	0.133	9739
11	Melanie Maurer	Germany	ZVB Obertshausen	360,6	0.101	9718
12	Hannah Van der Meulen	Belgium	H.-Harthandelsinstituut	366,4	0.136	9492
13	Lukáš Piwowski	Czech Republic	ZŠ a MŠ Šrámkova Opava	368,2	0.172	9145
14	Martina Ivanova	Czech Republic	ZŠ Vítězná Litovel, okr.Olomouc	317,3	0.126	8319
15	Lenka Vašenková	Czech Republic	ZŠ Pod Skalkou, Rožnov p. R	330,2	0.171	8206
16	Guillaume Fontaine	Belgium	ARAHF Stavelot	328,8	0.192	7965
17	Anna Mičková	Czech Republic	Gymnázium Zlín - Lesní čtvrť	260,3	0.064	7310
18	Radek Müller	Czech Republic	ZŠ Vítězná Litovel, okr.Olomouc	291,8	0.171	7253



Seniors - stenotype Seniors – stenotype China

Juniors – stenotype China

Text production – SENIORS - stenotype – China

Place	Name	Country	Association	Char/Minute	% Error	Points
*** 1	Mingru Yang	China		9500	99.98	9499
2	Yanjiao Li	China		9514	99,38	9455
3	Rui Wang	China		9514	97,92	9316
4	Shiqi Han	China		9447	96,22	9090
5	Liangliang Yin	China		9467	94,07	8906
6	Yue Du	China		8670	96,26	8346
7	Yu Meng	China		8601	90,66	7798
8	Luanjie Wang	China		7400	95,08	7036
9	Xiuxiang Jiang	China		7078	90,87	6432
10	Xiao Zhou	China		5418	98,73	5349
11	Xiaolin Zhang	China		5413	90,25	4885

Text production – JUNIORS - stenotype – China

Place	Name	Country	Association	Char/Minute	% Error	Points
*** 1	Yangyang Wang	China		9535	96,30	9182
2	Xiaoting Xu	China		8242	89,75	7397
3	Xinyu Fang	China		4908	98,47	4833

Text correction



Seniors

Juniors

Pupils

Text correction – SENIORS

Place	Name	Country	Association	Corrections	Errors	Points
*** 1	Petra Kinclová	Czech Republic	BDO CA / VUT v Brně	222	4	20200
2	Petra Vintrlíková	Czech Republic	Interinfo ČR, Obec Křepice	220	4	20000
3	Annemarie Mersch	Germany	Stenografenverein Dülmen	211	7	17600
4	Petr Hais	Czech Republic	Obchodní akademie, Praha 10	198	5	17300
5	Peter Dudziak	Germany	StV Haltern	230	12	17000
6	Jana Válková	Czech Republic	Česká spořitelna, a. s.	193	5	16800
7	Olaf Rörtgen	Germany	Germany	197	7	16200
8	Alena Havránková	Czech Republic	QCM s.r.o., Nemochovice	160	0	16000
9	Michal Růžička	Czech Republic	PřF Masarykovy univerzity Brno	177	4	15700
10	Lukáš Beránek	Czech Republic	Vodafone Czech Republic, a.s.	200	9	15500
11	Emrah Kuyumcu	Turkey		209	11	15400
12	Petr Sekanina	Czech Republic	PetrSekanina.cz	180	6	15000
12	Ondřej Kanta	Czech Republic	FMV VŠE v Praze	200	10	15000
14	Jiří Spolek	Czech Republic	VŠE - Mezinárodní vztahy	211	13	14600
15	Tomáš Křenek	Czech Republic	GrafiaNova s.r.o.	185	10	13500
16	Sylvia Beckers	Germany	VIVA. OWL E. V.	114	0	11400
17	Patrick Sahn	Germany	ZVB Obertshausen 1964 e. V.	136	5	11100
18	Stefanie Wiele	Germany	Akademie AWeStO, Oldenburg	106	1	10100
18	David Křenek	Czech Republic		136	7	10100
20	Stefan Bender	Germany		120	4	10000
21	Udo Klütting	Germany	Deutschland	155	12	9500
22	Yanjiao Li	China		109	3	9400
23	Christiane Bülten	Germany		163	14	9300
23	Markus Knehans	Germany		123	6	9300
25	Thorsten Sahn	Germany	Germany	117	5	9200
26	Sylvia Bauer	Germany	Stenografen-Hort Nürnberg	100	2	9000
27	Yu Meng	China		111	5	8600
28	Katrin Kellermann	Germany		95	2	8500
29	Nicole Csermak	Austria	ÖStV	129	9	8400
29	Gabriela Novotná	Czech Republic	ČVUT FJFI Praha	109	5	8400
31	Richard Schulz	Germany		111	6	8100
32	Recep Ertaş	Turkey	Intersteno-Turk	154	15	7900
33	Arif Altuntaş	Turkey	Intersteno-Turk	112	7	7700
34	Yannick Germonpré	Belgium		81	1	7600
35	Celal Aşkın	Turkey	Intersteno-Turk	137	13	7200
36	Xiao Zhou	China		76	1	7100
36	Ralf Schindelasch	Germany	Akademie AWeStO	81	2	7100
38	Bettina Piening	Germany	Stenografenverein Schleswig	120	10	7000
39	Angelika Barnickel	Germany	Intersteno Deutschland VKMB OF	97	6	6700
40	Melanie Schweizer	Germany	AWeStO Oldenburg	86	4	6600
41	Krisztina Terjéki	Hungary	Metropolitan Court of Budapest	95	6	6500
42	Regine Daneke	Germany	Stenografenverein 1897 Langen E. V.	89	5	6400
43	Anja Manke	Germany	Stenografenverein Schleswig	93	6	6300
44	Marion Brüdigam	Germany	Vestischer Steno-Club E. V.	87	5	6200
45	Eszter Krasznai-Kis	Hungary	MAGYOSZ Szarvasi Helyi Csoportja	71	2	6100

Place	Name	Country	Association	Corrections	Errors	Points
46	Shiqi Han	China		75	3	6000
46	Václav Votruba	Czech Republic	OA Hovorčovická, Praha	85	5	6000
48	Frank Ratte	Germany	Vestischer Steno-Club	79	4	5900
49	Beáta Eszlinger	Hungary	Man at Work Kft.	63	1	5800
49	Wolfgang Groth	Germany	Stenografenverein Goslar	78	4	5800
51	Laurence Defawe	Belgium		76	4	5600
52	Anne Biron	Canada	Collège Rosemont	80	5	5500
53	Andy Gevaert	Belgium	IVO, Brugge	78	5	5300
54	Kristian Laß	Germany	Germany	102	10	5200
55	Sabine Hoffmann	Germany		71	4	5100
56	Kristina Zlodi	Croatia	Hrvatsko stenografsko društvo	70	4	5000
56	Yue Du	China		75	5	5000
58	Mingru Yang	China		73	5	4800
59	Brigitte Stegner	Germany	Intersteno VKMB OF	71	5	4600
59	Uwe Schwab	Germany		86	8	4600
61	Veronika Masling	Germany		86	9	4100
61	Ilse Meeus	Belgium	BartholoMeeus	81	8	4100
63	Jonathan Gutierrez	France	Affairedagence	60	4	4000
63	Marianne Delmelle	Belgium		65	5	4000
65	Ralf Gross	Germany	Stenografenverein 1925 Treysa	87	10	3700
65	Xiuxiang Jiang	China		77	8	3700
67	Hakan Kurt	Turkey	Intersteno-Turk	101	13	3600
68	Hubert Hoffmann	Germany		80	9	3500
69	Katja Germonpré	Belgium		79	9	3400
70	Gert-Jan Radstaake	Netherlands	Interinfo Groep Nederland	76	9	3100
71	Liangliang Yin	China		60	6	3000
72	Krystian Wawrzynek	Poland	Interinfo Polska	73	10	2300
73	Luanjie Wang	China		72	13	700

Text correction – JUNIORS

Place	Name	Country	Association	Corrections	Errors	Points
*** 1	Karolína Foukalová	Czech Republic	Gymnázium Rožnov pod Radhoštěm	195	2	18500
2	Klára Pohlová	Czech Republic	Břeclav, OA a SPŠ, Obec Rakvice	193	2	18300
3	Alexandra Pavelová	Czech Republic	Gymnázium Rožnov pod Radhoštěm	180	5	15500
4	Petr Beňo	Czech Republic	Obec Zašová	154	3	13900
5	Luboš Beran	Czech Republic	Kraj Vysočina, Horní Krupá	183	9	13800
6	Konstantin Schwalm	Germany	StMV Neukirchen	136	0	13600
7	Barbora Stejskalová	Czech Republic	Gymnázium Rožnov pod Radhoštěm	163	7	12800
8	Hana Baláčková	Czech Republic	FFÚ VŠE Praha/BDO Účetnictví	123	4	10300
9	Tereza Vojtěchová	Czech Republic	Obchodní akademie, Praha 10	107	1	10200
10	Ezgi Aktürk	Turkey	Intersteno-Turk	119	4	9900
11	Michael Groth	Germany	Stenografenverein Goslar	95	2	8500
12	Lucie Hejtmánková	Czech Republic	Obchodní akademie, Praha 10	94	3	7900
13	Amandine Rath	Belgium		76	0	7600
14	Erika Pekár	Hungary	KHKI Kada E. Közg. Szakk.	88	3	7300
15	Karin Cieslarová	Czech Republic	Gymnázium Karviná	100	6	7000
16	Miriam Autenrieth	Austria	ÖSTV	79	2	6900
17	Xinyu Fang	China		77	2	6700
17	Stefan Schett	Austria	ÖSTV	82	3	6700
19	Yangyang Wang	China		88	5	6300
20	Dávid Lech	Slovak Republic	SOŠ obchodu a služieb Prešov	87	5	6200
21	Rebecca Bieberbach	Germany		70	2	6000
22	Bettina Kaden	Germany	Jenaer Stenografenverein e. V.	92	7	5700
22	Annika Knehans	Germany		82	5	5700
24	Virginie Vermersch	Belgium		69	3	5400
25	Tomáš Portych	Czech Republic	ČVUT FEL-EEM Praha	88	7	5300
26	Jakub Vodička	Slovak Republic	SOŠ Jozefa Čabelku Holíč	102	10	5200
26	Jana Čeloudová	Czech Republic	GOB a SOŠ Telč	82	6	5200
28	Nikol Kaštylová	Czech Republic	OA Prostějov	66	3	5100
29	Olga Bart	Germany	Jenaer Stenografenverein e. V.	72	5	4700
30	Lucie Hamplová	Czech Republic	Obchodní akademie, Praha 10	86	8	4600
31	Clarissa Groth	Germany	Stenografenverein Goslar	64	4	4400
32	Carmen Krüger	Germany		87	9	4200
33	Jana Razimová	Czech Republic	GOB a SOŠ Telč	92	16	1200
34	Simona Fraňková	Czech Republic	Gymnázium, OA a JŠ Hodonín	60	10	1000
34	Noémi Kubiková	Slovak Republic	Obchodná akadémia Sereď	85	15	1000

Text correction – PUPILS

Place	Name	Country	Association	Corrections	Errors	Points
*** 1	Martina Ivanova	Czech Republic	ZŠ Vítězná Litovel, okr.Olomouc	153	7	11800
2	Anna Mičková	Czech Republic	Gymnázium Zlín - Lesní čtvrť	143	7	10800
3	Radek Müller	Czech Republic	ZŠ Vítězná Litovel, okr.Olomouc	136	9	9100
4	Vojtěch Kucza	Czech Republic	ZŠ Dělnická, Karviná	135	9	9000
5	Melanie Maurer	Germany	ZVB Obertshausen	82	2	7200
6	Michal Rak	Czech Republic	ZŠ Pod Skalkou, Rožnov p. R	91	5	6600
7	Lenka Vašenková	Czech Republic	ZŠ Pod Skalkou, Rožnov p. R	102	10	5200
8	Klára Odehnalová	Czech Republic	ZŠ a MŠ Šrámkova Opava	83	10	3300
9	Lukáš Piwowarski	Czech Republic	ZŠ a MŠ Šrámkova Opava	72	8	3200

Professional Word Processing



Seniors



Juniors



Professional Word Processing – SENIORS

Place	TotalName	Country	Association	Software	Percent
*** 1	Lukáš Adámek	Czech Republic	www.tsoft.cz	Word 2010	97,5
2	Stefanie Wiele	Germany	Akademie AWeStO, Oldenburg	Word 2003	93,5
3	Jasper Wouters	Belgium	Arteveldehogeschool, Gent	Word 2010	86,0
4	Peter Dudziak	Germany	StV Haltern	Word 2010	84,5
5	Patrick Sahn	Germany	ZVB Obertshausen 1964 e. V.	Word 2003	79,5
5	Gabriela Novotná	Czech Republic	ČVUT FJFI Praha	Word 2003	79,5
7	Petr Hais	Czech Republic	Obchodní akademie, Praha 10	Word 2010	78,5
8	Laurence Defawe	Belgium	APSB	Word 2007	72,5
9	Alena Havráčková	Czech Republic	QCM s.r.o., Nemochovice	Word 2003	70,5
10	Petr Sekanina	Czech Republic	PetrSekanina.cz	Word 2010	69,5
11	Václav Votruba	Czech Republic	OA Hovorčovická, Praha	Word 2010	65,0
12	Petr Manda	Czech Republic	Obchodní ak.,Praha 10,MČ Praha 3	Word 2010	62,5
13	Michal Růžička	Czech Republic	PřF Masarykovy univerzity Brno	Word 2003	61,5
14	Andy Gevaert	Belgium	IVO, Brugge	Word 2010	58,0
15	Markus Knehans	Germany		Word 2007	55,0
16	Melanie Schweizer	Germany	AWeStO Oldenburg	Word 2010	54,0
17	Sylvia Beckers	Germany	VIVa. OWL E. V.	Word 2007	52,5
18	Lukáš Beránek	Czech Republic	Vodafone Czech Republic, a.s.	Word 2003	51,5
19	Udo Klütting	Germany	Deutschland	Word 2003	50,0
19	Ralf Schindelasch	Germany	Akademie AWeStO	Word 2007	50,0

Professional Word Processing - JUNIORS

Place	TotalName	Country	Association	Software	Percent
*** 1	Bram Cabbeke	Belgium	Arteveldehogeschool, Gent	Word 2010	80,5
2	Lucie Hejtmánková	Czech Republic	Obchodní akademie, Praha 10	Word 2007	76,0
3	Konstantin Schwalm	Germany	StMV Neukirchen	Word 2010	70,0
4	Tereza Vojtěchová	Czech Republic	Obchodní akademie, Praha 10	Word 2007	57,0
5	Lucie Hamplová	Czech Republic	Obchodní akademie, Praha 10	Word 2007	52,5
6	Samuel Balínek	Czech Republic	Obchodní akademie, CZ Těšín	Word 2010	50,0

Shorthand / Speech capturing



Seniors – Graphic



Seniors - Keyboard



Seniors - Stenotype

Shorthand / Speech capturing ■ Graphic – SENIORS

Place	Name	Country	Language	Highmin	Penalties	Syllables
*** 1	Josip Hanjš	Croatia	Croatian	A15	11	497
2	Erika Vicai	Hungary	Hungarian	B12	44	391
3	Zsuzsa Ferenc	Hungary	Hungarian	B11	21	367
4	Beáta Barna	Hungary	Hungarian	B9	22	321
5	Judit Árvay-Dani	Hungary	Hungarian	B9	26	321
6	Ylenia Rifurgiato	Italy	Italian	C7	1	295
7	Wolfgang Groth	Germany	German	C7	22	295
8	Udo Klütting	Germany	German	C6	23	271
9	Victor Gonzales	Argentina	Spanish	C6	24	271
10	Petra Dischinger	Germany	German	C5	1	247
11	Paolo Marino	Italy	Italian	C5	9	247
12	Monika Mahlke	Germany	German	C5	10	247
13	Torsten Semar	Germany	German	C5	13	247
14	Martin Springinklee	Austria	German	C5	15	247
15	Regine Daneke	Germany	German	C5	19	247
16	Marion Stropahl	Germany	German	C5	23	247
17	Eszter Krasznai-Kis	Hungary	Hungarian	C5	26	233
17	Annie Donnet	France	French	C5	26	247
19	Olaf Rörtgen	Germany	German	C5	28	247
20	Annemarie Mersch	Germany	German	C4	13	226
21	Beáta Eszlinger	Hungary	Hungarian	C4	14	214
22	Cinzia Cipri	Italy	Italian	C4	19	226
23	Veronika Masling	Germany	German	C4	24	226
23	Yvonne Wagner	Germany	German	C4	24	226
25	Mehmet Emin Yildiz	Turkey	Turkish	C3	9	205
26	Brigitte Stegner	Germany	German	C3	15	205
27	Uwe Schwab	Germany	German	C3	19	205
28	Krisztina Terjéki	Hungary	Hungarian	C3	23	195
29	Regina Groth	Germany	German	C3	24	205
29	Seda Bakirci	Turkey	Turkish	C3	24	205

Shorthand / Speech capturing ■ Keyboard – SENIORS

Place	Name	Country	Language	Highmin	Penalties	Syllables
1	Petr Hais	Czech Republic	Czech	B8	15	299
2	Petra Kinclová	Czech Republic	Czech	C6	8	255
2	Ondřej Kanta	Czech Republic	Czech	C6	8	255
4	Emrah Kuyumcu	Turkey	Turkish	C6	16	271
5	Celal Aşkın	Turkey	Turkish	C5	5	247
6	Arif Altuntaş	Turkey	Turkish	C5	6	247
7	Lukáš Beránek	Czech Republic	Czech	C5	10	233
8	Petr Sekanina	Czech Republic	Czech	C5	23	233
8	Jiří Spolek	Czech Republic	Czech	C5	23	233
10	Tomáš Křenek	Czech Republic	Czech	C5	24	233
11	Petra Vintrlíková	Czech Republic	Czech	C4	8	214
12	Jana Válková	Czech Republic	Czech	C4	15	214

Shorthand / Speech capturing ■ Stenotype – SENIORS

Place	Name	Country	Language	Highmin	Penalties	Syllables
1	Laura Brewer	United States	English	A15	14	412
2	Rui Wang	China	Chinese	A15	16	412
3	John Wissenbach	United States	English	A15	34	412

Place	Name	Country	Language	Highmin	Penalties	Syllables
4	Patricia Nilsen	United States	English	A14	19	391
5	Deanna Boenau	United States	English	A14	22	391
6	Yanjiao Li	China	Chinese	A13	37	370
7	Yue Du	China	Chinese	B12	43	349
8	Shiqi Han	China	Chinese	B12	44	349
9	Simone Bardot	France	French	B10	40	367
10	Xiuxiang Jiang	China	Chinese	B9	11	288
11	Daniela Busalacchi	Italy	Italian	B9	28	343
12	Gioia Pedretti	Italy	Italian	B8	8	319
13	Luanjie Wang	China	Chinese	B8	32	269
14	Paul Hadlow	United Kingdom	English	C7	17	250
15	Guglielmo Villanova	Italy	Italian	C7	23	295
16	Yu Meng	China	Chinese	C6	16	231
17	Monica Caramma	Italy	Italian	C6	23	271
18	Alessandra Maffei	Italy	Italian	C5	3	247
19	Mingru Yang	China	Chinese	C5	8	212
20	Liangliang Yin	China	Chinese	C4	11	196
20	Daniel Tuijnman	Netherlands	Dutch	C4	11	220
22	Xiao Zhou	China	Chinese	C4	13	196
23	Wim Gerbecks	Netherlands	Dutch	C4	17	220
24	Xiaolin Zhang	China	Chinese	C4	20	196
25	Adalberta Chiodi	Italy	Italian	C3	14	205

Shorthand / Speech capturing ■ Speech recognition – SENIORS

Place	Name	Country	Language	Highmin	Penalties	Syllables
1	Tori Pittman	United States	English	A15	38	412
2	Nataschia Innamorati	Italy	Italian	B12	41	419
3	Tiziana Trapani	Italy	Italian	B11	44	393
4	Patrizia Matteucci	Italy	Italian	B8	24	319
5	Gianluca Pirih	Italy	Italian	B8	25	319
5	Pavel Barták	Czech Republic	Czech	B8	25	299
7	Gianpiero Vassallo	Italy	Italian	C7	11	295
8	Mariangela Narcisi	Italy	Italian	C7	16	295
9	Magdalena Horánska	Czech Republic	Czech	C6	16	255
10	Fabiana Tortorici	Italy	Italian	C5	28	247

Shorthand / Speech capturing ■ Keyboard – JUNIORS



Juniors – Keyboard



Juniors – Stenotype



Pupils - Keyboard

Place	Name	Country	Language	Highmin	Penalties	Syllables
1	Barbora Stejskalová	Czech Republic	Czech	C6	21	255
2	Karolína Foukalová	Czech Republic	Czech	C6	26	255
3	Karin Cieslarová	Czech Republic	Czech	C5	9	233
4	Ezgi Aktürk	Turkey	Turkish	C5	13	247
4	Luboš Beran	Czech Republic	Czech	C5	13	233
6	Klára Pohlová	Czech Republic	Czech	C5	16	233
7	Tomáš Portych	Czech Republic	Czech	C5	19	233
8	Petr Beňo	Czech Republic	Czech	C4	1	214
9	David Veteška	Czech Republic	Czech	C3	9	195
10	Alexandra Pavelová	Czech Republic	Czech	C3	12	195

Shorthand / Speech capturing ■ Stenotype – JUNIORS

Place	Name	Country	Language	Highmin	Penalties	Syllables
*** 1	Yangyang Wang	China	Chinese	A13	40	370
2	Xiaoting Xu	China	Chinese	B8	27	269
3	Xinyu Fang	China	Chinese	C5	19	212

Shorthand / Speech capturing ■ Keyboard – PUPILS

Place	Name	Country	Language	Highmin	Penalties	Syllables
*** 1	Klára Odehnalová	Czech Republic	Czech	C6	24	255
2	Vojtěch Kucza	Czech Republic	Czech	C4	11	214
3	Lukáš Piwowarski	Czech Republic	Czech	C3	18	195



Shorthand/Speech capturing
Seniors – Speech recognition



Real Time Speech capturing
Seniors and pupils



Real Time Speech capturing
Juniors

Real Time Speech capturing – SENIORS

Place	Name	Country	Language	Technology	Minutes	Penalties	Syllables
*** 1	Rui Wang	China	Chinese	Stenotype	8	0	260
2	Daniela Busalacchi	Italy	Italian	Stenotype	8	2	310
3	Laura Brewer	United States	English	Stenotype	8	4	260
4	Deanna Boenau	United States	English	Stenotype	8	5	260
5	Patricia Nilsen	United States	English	Stenotype	8	10	260
6	John Wissenbach	United States	English	Stenotype	8	14	260
7	Xiuxiang Jiang	China	Chinese	Stenotype	8	15	260
8	Mingru Yang	China	Chinese	Stenotype	8	20	260
9	Kim Bongcheol	Korea South	Korean	Stenotype	8	26	290
10	Natascia Innamorati	Italy	Italian	Speech recognition	8	43	310
11	Tiziana Trapani	Italy	Italian	Speech recognition	8	44	310
12	Gioia Pedretti	Italy	Italian	Stenotype	7	12	289
13	Hakan Kurt	Turkey	Turkish	Keyboarding	7	22	289
14	Petr Hais	Czech Republic	Czech	Keyboarding	7	25	262
15	Ondřej Kanta	Czech Republic	Czech	Keyboarding	7	30	262
15	Youn Yeoil	Korea South	Korean	Stenotype	7	30	271
17	Shiqi Han	China	Chinese	Stenotype	7	35	244
18	Yanjiao Li	China	Chinese	Stenotype	7	38	244
18	Yu Meng	China	Chinese	Stenotype	7	38	244
20	Patrizia Matteucci	Italy	Italian	Speech recognition	7	42	289
21	Celal Aşkın	Turkey	Turkish	Keyboarding	6	21	268
22	Simone Bardot	France	French	Stenotype	6	24	268
23	Liangliang Yin	China	Chinese	Stenotype	6	26	228
24	Yue Du	China	Chinese	Stenotype	6	43	228
25	Mariangela Narcisi	Italy	Italian	Speech recognition	6	44	268
26	Petra Kinclová	Czech Republic	Czech	Keyboarding	5	12	226
27	Arif Altuntaş	Turkey	Turkish	Keyboarding	5	17	247
28	Gianpiero Vassallo	Italy	Italian	Speech recognition	5	21	247
29	Emrah Kuyumcu	Turkey	Turkish	Keyboarding	5	22	247
30	Wim Gerbecks	Netherlands	Dutch	Stenotype	5	23	247
31	Xiao Zhou	China	Chinese	Stenotype	5	25	212
32	Monica Caramma	Italy	Italian	Stenotype	5	26	247
33	Luanjie Wang	China	Chinese	Stenotype	5	34	212
34	Guglielmo Villanova	Italy	Italian	Stenotype	4	1	226
35	Recep Ertaş	Turkey	Turkish	Keyboarding	4	5	226
36	Patrizia Losito	Italy	Italian	Keyboarding	4	9	226
37	Gianluca Piriš	Italy	Italian	Speech recognition	4	12	226
38	Lukáš Beránek	Czech Republic	Czech	Keyboarding	4	15	208
39	Daniel Tuijnman	Netherlands	Dutch	Stenotype	4	17	226
40	Lee Taebum	Korea South	Korean	Stenotype	4	21	214
41	Jiří Spolek	Czech Republic	Czech	Keyboarding	4	26	208
42	Petra Vintrlíková	Czech Republic	Czech	Keyboarding	4	26	208
43	Fabiana Tortorici	Italy	Italian	Speech recognition	4	29	226
44	Tomáš Křenek	Czech Republic	Czech	Keyboarding	3	4	190
45	Xiaolin Zhang	China	Chinese	Stenotype	3	15	180
46	Jana Válková	Czech Republic	Czech	Keyboarding	3	17	190
47	Petr Sekanina	Czech Republic	Czech	Keyboarding	3	20	190

Real Time Speech capturing – JUNIORS

Place	Name	Country	Language	Technology	Minutes	Penalties	Syllables
*** 1	Yangyang Wang	China	Chinese	Stenotype	8	35	260
2	Karin Cieslarová	Czech Republic	Czech	Keyboarding	7	26	262
3	Xiaoting Xu	China	Chinese	Stenotype	6	32	228
4	Karolína Foukalová	Czech Republic	Czech	Keyboarding	5	17	226
5	Ezgi Aktürk	Turkey	Turkish	Keyboarding	4	16	226
6	Xinyu Fang	China	Chinese	Stenotype	4	22	196
7	Luboš Beran	Czech Republic	Czech	Keyboarding	4	28	208
8	Barbora Stejskalová	Czech Republic	Czech	Keyboarding	3	3	190
9	Petr Beňo	Czech Republic	Czech	Keyboarding	3	4	190
10	Klára Pohlová	Czech Republic	Czech	Keyboarding	3	5	190
11	Tomáš Portych	Czech Republic	Czech	Keyboarding	3	6	190
12	Alexandra Pavelová	Czech Republic	Czech	Keyboarding	3	22	190

Real Time Speech capturing – PUPILS

Place	Name	Country	Language	Technology	Minutes	Penalties	Syllables
1	Klára Odehnalová	Czech Republic	Czech	Keyboarding	3	5	190
2	Vojtěch Kucza	Czech Republic	Czech	Keyboarding	3	15	190

Multilingual shorthand



Seniors



Juniors



Pupils

Multilingual shorthand – SENIORS

Place	Name	Technology	Languages	Minutes	Penalties	Syllables
*** 1	Petra Dischinger Germany	Graphic shorthand	German	C5	0	247
			English	3	6	140
			French	3	15	140
			Spanish	3	8	140
			Interlingua	3	32	140
2	Ondřej Kanta Czech Republic	Keyboard	Czech	C6	0	255
			Slovak	3	0	140
			English	3	9	140
			German	3	29	140
3	Petr Hais Czech Republic	Keyboard	Czech	B8	0	299
			Slovak	3	0	140
4	Petra Vintrlíková Czech Republic	Keyboard	Czech	C4	0	214
			Slovak	3	0	140
5	Petra Kinclová Czech Republic	Keyboard	Czech	C6	0	255
			Slovak	3	2	140
6	Lukáš Beránek Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	4	140
7	Jana Válková Czech Republic	Keyboard	Czech	C4	0	214
			Slovak	3	5	140
8	Petr Sekanina Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	9	140
9	Jiří Spolek Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	13	140
10	Erich Werner Switzerland	Graphic shorthand	French	3	15	140
			German	3	4	140
11	Uwe Schwab Germany	Graphic shorthand	German	C3	0	205
			English	3	21	140
12	Tomáš Křenek Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	31	140

Place	Name	Technology	Languages	Minutes	Penalties	Syllables
13	Erja Vasara Finland	Graphic shorthand	Finnish	3	4	140
			Swedish	3	50	140

Multilingual shorthand – JUNIORS

Place	Name	Technology	Languages	Minutes	Penalties	Syllables
*** 1	Tomáš Portych Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	2	140
			English	3	16	140
2	Karolína Foukalová Czech Republic	Keyboard	Czech	C6	0	255
			Slovak	3	4	140
			English	3	33	140
3	Alexandra Pavelová Czech Republic	Keyboard	Czech	C3	0	195
			Slovak	3	0	140
4	Klára Pohlová Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	3	140
5	Barbora Stejskalová Czech Republic	Keyboard	Czech	C6	0	255
			Slovak	3	6	140
6	Petr Beňo Czech Republic	Keyboard	Czech	C4	0	214
			Slovak	3	11	140
7	Karin Cieslarová Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	12	140
8	David Veteška Czech Republic	Keyboard	Czech	C3	0	195
			Slovak	3	22	140
9	Luboš Beran Czech Republic	Keyboard	Czech	C5	0	233
			Slovak	3	23	140

Multilingual shorthand – PUPILS

Place	Name	Technology	Languages	Minutes	Penalties	Syllables
1	Klára Odehnalová Czech Republic	Keyboard	Czech	C6	0	255
			Slovak	3	5	140
2	Lukáš Piwowski Czech Republic	Keyboard	Czech	C3	0	195
			Slovak	3	18	140
3	Vojtěch Kucza Czech Republic	Keyboard	Czech	C4	0	214
			Slovak	3	39	140

Correspondence and Summary Reporting



Seniors



Juniors



Pupils

Correspondence and Summary Reporting – SENIORS

TEC Technology	SW Superfluous words	SR Summary Reporting
EPL Error points letter	%Sum % Summary	Suc Successful
EPT Error points titles	TP Total points (300)	Tot Total

Depending on the language the dictation speed went from 122 syllables in the 1st minute to 255 syllables in the 10th minute.

Used technology: KB = Keyboard – GS = graphic shorthand – MS = machine shorthand – SR = speech recognition

Place	Name	Country	Language	TEC	EPL	EPT	SW	%sum	TP
* 1	Xiao Zhou	China	Chinese	MS	1	1	0	98	293
2	Eszter Krasznai-Kis	Hungary	Hungarian	GS	1	2	0	98	292
3	Beáta Eszlinger	Hungary	Hungarian	GS	4	2	0	97	289
4	Torsten Semar	Germany	German	GS	0	1	0	96	287
5	Sylvia Bauer	Germany	German	GS	1	1	0	95	284
6	Sylvia Beckers	Germany	German	GS	10	1	0	95	284
7	Yue Du	China	Chinese	MS	3	0	0	94	282

Place	Name	Country	Language	TEC	EPL	EPT	SW	%sum	TP
8	Yu Meng	China	Chinese	MS	3	0	0	93	279
9	Petra Kinclová	Czech Republic	Czech	KB	0	1	0	93	278
10	Petra Vintrlíková	Czech Republic	Czech	KB	1	1	0	93	278
11	Rui Wang	China	Chinese	MS	2	0	0	92	276
12	Jiří Spolek	Czech Republic	Czech	KB	1	1	0	92	275
13	Petr Sekanina	Czech Republic	Czech	KB	2	1	0	92	275
14	Erich Werner	Switzerland	German	GS	21	5	0	92	271
15	Xiaolin Zhang	China	Chinese	MS	3	0	0	90	270
16	Krisztina Terjéki	Hungary	Hungarian	GS	3	1	0	89	266
17	Regine Daneke	Germany	German	GS	0	0	0	88	264
18	Mingru Yang	China	Chinese	MS	5	0	0	88	264
19	Luanjie Wang	China	Chinese	MS	5	1	0	88	263
20	Jana Válková	Czech Republic	Czech	KB	0	0	0	87	261
21	Pavel Barták	Czech Republic	Czech	SR	5	1	0	87	260
22	Ralf Gross	Germany	German	GS	16	5	0	88	259
23	Shiqi Han	China	Chinese	MS	2	3	0	87	258
24	Petr Hais	Czech Republic	Czech	KB	4	1	0	85	254
25	Yanjiao Li	China	Chinese	MS	1	0	0	83	249
26	Gert-Jan Radstaake	Netherlands	Dutch	KB	4	0	0	83	249
27	Xiuxiang Jiang	China	Chinese	MS	8	0	0	83	249
28	Annemarie Mersch	Germany	German	GS	19	8	0	85	247
29	Laurence Defawe	Belgium	French	KB	2	2	0	82	244
30	Liangliang Yin	China	Chinese	MS	11	0	0	80	240
31	Veronika Masling	Germany	German	GS	6	20	0	86	238
32	Lukáš Beránek	Czech Republic	Czech	KB	2	1	1	78	232
33	Ondřej Kanta	Czech Republic	Czech	KB	0	0	0	77	231
34	Leen Vandaele	Belgium	Dutch	KB	12	0	0	77	231
35	Markus Knehans	Germany	German	GS	7	1	0	76	227
36	Magdalena Horánska	Czech Republic	Czech	SR	9	9	0	78	225
37	Tomáš Křenek	Czech Republic	Czech	KB	2	1	1	74	220
38	Jean-Didier Febvay	Belgium	French	KB	5	4	0	73	215
39	Annie Donnet	France	French	GS	2	0	0	70	210
40	Daniela Busalacchi	Italy	Italian	MS	0	12	6	75	207
41	Marlies Hendle	Germany	German	GS	1	1	0	68	203
42	Ilse Meeus	Belgium	Dutch	KB	19	4	0	66	198
43	Marianne Delmelle	Belgium	French	KB	15	5	0	64	187
44	Gianluca Pirih	Italy	Italian	KB	14	1	0	62	185
45	Gioia Pedretti	Italy	Italian	MS	0	0	0	61	183
46	Cinzia Cipri	Italy	Italian	GS	18	4	1	62	181

Correspondence and Summary Reporting – JUNIORS

Place	Name	Country	Language	TEC	EPL	EPT	SW	%sum	TP
* 1	Karolína Foukalová	Czech Republic	Czech	KB	1	1	0	90	269
2	Xiaoting Xu	China	Chinese	MS	1	0	0	87	261
3	Tomáš Portych	Czech Republic	Czech	KB	7	3	0	88	261
4	Barbora Stejskalová	Czech Republic	Czech	KB	1	1	0	87	260
5	Luboš Beran	Czech Republic	Czech	KB	1	1	0	85	254
6	Amandine Raths	Belgium	French	KB	5	0	0	82	246
7	Klára Pohlová	Czech Republic	Czech	KB	9	1	0	81	242
8	Karin Cieslarová	Czech Republic	Czech	KB	10	1	0	77	230
9	Alexandra Pavelová	Czech Republic	Czech	KB	2	1	2	77	228
10	Petr Beňo	Czech Republic	Czech	KB	3	0	0	75	225
11	Yangyang Wang	China	Chinese	MS	2	0	0	70	210
12	Virginie Vermersch	Belgium	French	KB	20	5	0	66	193
13	Hana Baláčková	Czech Republic	Czech	GS	30	5	0	64	187

Correspondence and Summary Reporting – PUPILS

Place	Name	Country	Language	TEC	EPL	EPT	SW	%sum	TP
* 1	Lukáš Piwowarski	Czech Republic	Czech	KB	5	5	0	84	247
2	Klára Odehnalová	Czech Republic	Czech	KB	1	2	1	78	231
3	Tereza Tomanová	Czech Republic	Czech	KB	26	25	0	68	179
4	Vojtěch Kucza	Czech Republic	Czech	KB	8	5	0	61	178
5	Lenka Vašenková	Czech Republic	Czech	KB	29	3	0	60	177
6	Michal Rak	Czech Republic	Czech	KB	28	5	0	52	151

Combination list

TP Text Production
TC Text Correction
WP Word Processing

SC Speech capturing
RT Real Time Transcription
ML Multilingual shorthand

SR Summary Reporting
Suc Successful
Tot Total



Seniors



Juniors



Pupils

Combination-list – SENIORS

Place	TotalName	Country	TP	TC	WP	SC	RT	ML	SR	Suc	TP	TC	WP	SC	RT	ML	SR	Tot
1	Petr Hais	CZ	5	4	7	1	14	3	24	7	0,068	0,055	0,350	0,083	0,298	0,231	0,522	1,607
2	Lukáš Beránek	CZ	15	10	18	7	38	6	32	7	0,205	0,137	0,900	0,583	0,809	0,462	0,696	3,792
3	Petr Sekanina	CZ	46	12	10	8	47	8	13	7	0,630	0,164	0,500	0,667	1,000	0,615	0,283	3,859
4	Petra Kinclová	CZ	7	1		2	26	5	9	6	0,096	0,014		0,167	0,553	0,385	0,196	1,411
5	Ondřej Kanta	CZ	10	12		2	15	2	33	6	0,137	0,164		0,167	0,319	0,154	0,717	1,658
6	Petra Vintrlíková	CZ	12	2		11	41	4	10	6	0,164	0,027		0,917	0,872	0,308	0,217	2,505
7	Jiří Spolek	CZ	9	14		8	41	9	12	6	0,123	0,192		0,667	0,872	0,692	0,261	2,807
8	Jana Válková	CZ	22	6		12	46	7	20	6	0,301	0,082		1,000	0,979	0,538	0,435	3,335
9	Tomáš Křenek	CZ	16	15		10	44	12	37	6	0,219	0,205		0,833	0,936	0,923	0,804	3,920
10	Yanjiao Li	CN	2	22		6	18		25	5	0,182	0,301		0,240	0,383		0,543	1,649
11	Shiqi Han	CN	4	46		8	17		23	5	0,364	0,630		0,320	0,362		0,500	2,176
12	Yu Meng	CN	7	27		16	18		8	5	0,636	0,370		0,640	0,383		0,174	2,203
13	Mingru Yang	CN	1	58		19	8		18	5	0,091	0,795		0,760	0,170		0,391	2,207
14	Yue Du	CN	6	56		7	24		7	5	0,545	0,767		0,280	0,511		0,152	2,255
15	Xiuxiang Jiang	CN	9	65		10	7		27	5	0,818	0,890		0,400	0,149		0,587	2,844
16	Xiao Zhou	CN	10	36		22	31		1	5	0,909	0,493		0,880	0,660		0,022	2,964
17	Luanjie Wang	CN	8	73		13	33		19	5	0,727	1,000		0,520	0,702		0,413	3,362
18	Liangliang Yin	CN	5	71		20	23		30	5	0,455	0,973		0,800	0,489		0,652	3,369
19	Rui Wang	CN	3			2	1		11	4	0,273			0,080	0,021		0,239	0,613
20	Emrah Kuyumcu	TR	2	11		4	29			4	0,027	0,151		0,333	0,617			1,128
21	Celal Aşkın	TR	4	35		5	21			4	0,055	0,479		0,417	0,447			1,398
22	Sylvia Beckers	DE	29	16	17				6	4	0,397	0,219	0,850				0,130	1,596
23	Arif Altuntaş	TR	11	33		6	27			4	0,151	0,452		0,500	0,574			1,677
24	Regine Daneke	DE	21	42		15			17	4	0,288	0,575		0,517			0,370	1,750
25	Udo Klütting	DE	25	21	19	8				4	0,342	0,288	0,950	0,276				1,856
26	Annemarie Mersch	DE	70	3		20			28	4	0,959	0,041		0,690			0,609	2,299
27	Krisztina Terjéki	HU	36	41		28			16	4	0,493	0,562		0,966			0,348	2,369
28	Markus Knehans	DE	69	23	15				35	4	0,945	0,315	0,750				0,761	2,771
29	Veronika Masling	DE	66	61		23			31	4	0,904	0,836		0,793			0,674	3,207
30	Xiaolin Zhang	CN	11			24	45		15	4	1,000			0,960	0,957		0,326	3,243
31	Peter Dudziak	DE	1	5	4					3	0,014	0,068	0,200					0,282
32	Patrick Sahn	DE	17	17	5					3	0,233	0,233	0,250					0,716
33	Olaf Rörtgen	DE	13	7		19				3	0,178	0,096		0,655				0,929
34	Stefanie Wiele	DE	45	18	2					3	0,616	0,247	0,100					0,963
35	Laura Brewer	USA	2			1	3			3	1,000			0,040	0,064			1,104
36	Sylvia Bauer	DE	52	26					5	3	0,712	0,356					0,109	1,177
37	Recep Ertaş	TR	3	32			35			3	0,041	0,438			0,745			1,224
38	Eszter Krasznai-Kis	HU		45		17			2	3		0,616		0,586			0,043	1,245
39	Hakan Kurt	TR	6	67			13			3	0,082	0,918			0,277			1,277
40	Daniela Busalacchi	IT				11	2		40	3				0,440	0,043		0,870	1,353
41	Alena Havránková	CZ	62	8	9					3	0,849	0,110	0,450					1,409
42	Beáta Eszlinger	HU		49		21			3	3		0,671		0,724			0,065	1,460
43	Gioia Pedretti	IT				12	12		45	3				0,480	0,255		0,978	1,713
44	Laurence Defawe	BE		51	8				29	3		0,699	0,400				0,630	1,729
45	Wolfgang Groth	DE	68	49		7				3	0,932	0,671		0,241				1,844
46	Wim Gerbecks	NL	1			23	30			3	0,500			0,920	0,638			2,058
47	Ralf Gross	DE	59	65					22	3	0,808	0,890					0,478	2,176
48	Andy Gevaert	BE	57	53	14					3	0,781	0,726	0,700					2,207

Place	TotalName	Country	TP	TC	WP	SC	RT	ML	SR	Suc	TP	TC	WP	SC	RT	ML	SR	Tot	
49	Gianluca Pirih	IT				5	37		44	3				0,500	0,787			0,957	2,244
50	Gert-Jan Radstaake	NL	58	70					26	3	0,795	0,959						0,565	2,319
51	Annie Donnet	FR	73			17			39	3	1,000			0,586				0,848	2,434
52	Uwe Schwab	DE		59		27		11		3		0,808		0,931		0,846			2,585
53	Ilse Meeus	BE	64	61					42	3	0,877	0,836						0,913	2,626
54	Marianne Delmelle	BE	67	63					43	3	0,918	0,863						0,935	2,716

Combination list – JUNIORS

Place	TotalName	Country	TP	TC	WP	SC	RT	ML	SR	Suc	TP	TC	WP	SC	RT	ML	SR	Tot
1	Karolína Foukalová	CZ	4	1		2	4	2	1	6	0,091	0,029		0,200	0,333	0,222	0,077	0,952
2	Karin Cieslarová	CZ	5	15		3	2	7	8	6	0,114	0,429		0,300	0,167	0,778	0,615	2,403
3	Barbora Stejskalová	CZ	26	7		1	8	5	4	6	0,591	0,200		0,100	0,667	0,556	0,308	2,422
4	Luboš Beran	CZ	1	5		4	7	9	5	6	0,023	0,143		0,400	0,583	1,000	0,385	2,534
5	Klára Pohlová	CZ	16	2		6	10	4	7	6	0,364	0,057		0,600	0,833	0,444	0,538	2,836
6	Tomáš Portych	CZ	22	25		7	11	1	3	6	0,500	0,714		0,700	0,917	0,111	0,231	3,173
7	Alexandra Pavelová	CZ	20	3		10	12	3	9	6	0,455	0,086		1,000	1,000	0,333	0,692	3,566
8	Petr Beňo	CZ	29	4		8	9	6	10	6	0,659	0,114		0,800	0,750	0,667	0,769	3,759
9	Yangyang Wang	CN	1	19		1	1		11	5	0,333	0,543		0,333	0,083		0,846	2,138
10	Ezgi Aktürk	TR	11	10		4	5			4	0,250	0,286		0,400	0,417			1,353
11	Xiaoting Xu	CN	2			2	3		2	4	0,667			0,667	0,250		0,154	1,738
12	Xinyu Fang	CN	3	17		3	6			4	1,000	0,486		1,000	0,500			2,986
13	Konstantin Schwalm	DE	7	6	3					3	0,159	0,171	0,500					0,830
14	Amandine Raths	BE	14	13					6	3	0,318	0,371					0,462	1,151
15	Hana Baláčková	CZ	32	8					13	3	0,727	0,229					1,000	1,956
16	David Veteška	CZ	18			9		8		3	0,409			0,900		0,889		2,198
17	Virginie Vermersch	BE	31	24					12	3	0,705	0,686					0,923	2,314

Combination list - PUPILS

Place	TotalName	Country	TP	TC	WP	SC	RT	ML	SR	Suc	TP	TC	WP	SC	RT	ML	SR	Tot
1	Klára Odehnalová	CZ	2	8		1	1	1	2	6	0,111	0,889		0,333	0,500	0,333	0,333	2,499
2	Vojtěch Kucza	CZ	6	4		2	2	3	4	6	0,333	0,444		0,667	1,000	1,000	0,667	4,111
3	Lukáš Piwowski	CZ	13	9		3		2	1	5	0,722	1,000		1,000		0,667	0,167	3,556
4	Lenka Vašenková	CZ	15	7					5	3	0,833	0,778					0,833	2,444



Audio Transcription Trial competition – SENIORS

Place	Name	Country	Language	Techn	Association	Characters	% Accuracy	Points
1	Deanna Boenau	USA	English	ST	Freelance	8098	99,729	6998
2	Daniela Busalacchi	Italy	Italian	ST	Freelance	7324	99,741	6374
3	Petr Hais	Czech Republic	Czech	KB	Obchodní akademie, Praha 10	6500	99,862	6050
4	Gioia Pedretti	Italy	Italian	ST	I.S.P. s.r.l.	6440	99,799	5790
5	Armando Covello	Italy	Italian	SR	Assemblea Regionale Siciliana	8924	99,295	5774
6	Petra Kinclová	Czech Republic	Czech	KB	BDO CA / VUT v Brně	5147	99,942	4997
7	Tomáš Křenek	Czech Republic	Czech	KB	GrafiaNova s.r.o.	4999	99,92	4799
8	Ondřej Kanta	Czech Republic	Czech	KB	FMV VŠE v Praze	5028	99,901	4778
9	Lukáš Beránek	Czech Republic	Czech	KB	Vodafone Czech Republic, a.s.	5277	99,716	4527
10	Daniel Tuijnman	Netherlands	Dutch	ST	Tuijnman Professional Services	5839	99,487	4339
11	Guglielmo Villanova	Italy	Italian	ST	I.S.P. s.r.l.	5260	99,563	4110
12	Cinzia Cipri	Italy	Italian	KB	Accademia Aliprandi	4196	99,858	3896
13	Petra Vintrlíková	Czech Republic	Czech	KB	LF UP Olomouc	4241	99,812	3841
14	Erika Just	Germany	German	KB	Intersteno Deutschland	4123	99,831	3773
15	Sylvia Beckers	Germany	German	KB	VIVa. OWL E. V.	3969	99,900	3769
16	Anja Stijnen	Netherlands	Dutch	KB	Dutch Parliament	3954	99,874	3704
17	Tiziana Trapani	Italy	Italian	SR	onA.I.R.	4507	99,601	3607
18	Jana Válková	Czech Republic	Czech	KB	Česká spořitelna, a. s.	3618	99,945	3518
19	Monica Caramma	Italy	Italian	ST	I.S.P. s.r.l.	5061	99,388	3511
20	Markus Knehans	Germany	German	KB	Intersteno Deutschland	4148	99,687	3498
21	Alessandra Maffei	Italy	Italian	ST	Scripta Manent	4307	99,606	3457
22	Willem Boersma	Netherlands	Dutch	KB	Dutch Parliamentary Reporting Office	3733	99,786	3333
23	Jiří Spolek	Czech Republic	Czech	KB	VŠE - Mezinárodní vztahy	4080	99,584	3230
24	Mariangela Narcisi	Italy	Italian	SR	I.S.P. s.r.l.	3703	99,676	3103
25	Nataschia Innamorati	Italy	Italian	SR	I.S.P. s.r.l.	4525	99,315	2975
26	Ylenia Rifurgiato	Italy	Italian	KB	Assemblea Regionale Siciliana	3395	99,735	2945
27	Gianluca Pirih	Italy	Italian	SR	I.S.P. s.r.l.	3385	99,676	2835
28	Adalberto Chiodi	Italy	Italian	ST	I.S.P. s.r.l.	3704	99,515	2804
29	Gianpiero Vassallo	Italy	Italian	SR	I.S.P. s.r.l.	4029	99,330	2679
30	Tori Pittman	USA	English	ST	Freelance	3003	99,767	2653
31	Jean-Didier Febvay	Belgium	French	KB	APSB	4144	99,228	2544
32	Marianne Delmelle	Belgium	French	KB	Intersteno Belgium	3334	99,521	2534
33	Stefania Sanzaro	Italy	Italian	ST	I.S.P. s.r.l.	3545	99,408	2495
34	Patrizia Matteucci	Italy	Italian	SR	I.S.P. s.r.l.	4009	99,202	2409
35	Paolo Marino	Italy	Italian	KB	Assemblea Regionale Siciliana	3143	99,396	2193

Audio Transcription Trial competition – JUNIORS

Place	Name	Country	Language	Techn	Association	Characters	% Accuracy	Points
1	Karin Cieslarová	Czech Republic	Czech	KB	Gymnázium Karviná	4837	99,835	4437
2	Karolína Foukalová	Czech Republic	Czech	KB	Gymnázium Rožnov pod Radhoštěm	4291	99,907	4091
3	Alexandra Pavelová	Czech Republic	Czech	KB	Gymnázium Rožnov pod Radhoštěm	4302	99,815	3902
4	Hana Baláčková	Czech Republic	Czech	KB	FFÚ VŠE Praha/BDO Účetnictví	4057	99,902	3857
5	Tomáš Portych	Czech Republic	Czech	KB	ČVUT FEL-EEM Praha	4284	99,767	3784
6	Klára Pohlová	Czech Republic	Czech	KB	Břeclav, OA a SPŠ	3787	99,816	3437
7	Barbora Stejskalová	Czech Republic	Czech	KB	Gymnázium Rožnov pod Radhoštěm	3128	99,873	2928
8	David Veteška	Czech Republic	Czech	KB	OA a VOŠ Valašské Meziříčí	3308	99,668	2758
9	Petra Marečková	Czech Republic	Czech	KB	OA Trutnov	3348	99,582	2648
10	Šárka Hanušová	Czech Republic	Czech	KB	MOA Jičín	3239	99,630	2639
11	Luboš Beran	Czech Republic	Czech	KB	Kraj Vysočina, Horní Krupá	3220	99,535	2470
12	Annika Knehans	Germany	German	KB		2806	99,720	2406

Audio Transcription Trial competition – PUPILS

Place	Name	Country	Language	Techn	Association	Characters	% Accuracy	Points
1	Klára Odehnalová	Czech Republic	Czech	KB	ZŠ a MŠ Šrámkova Opava	3819	99,634	3119
2	Lukáš Piwowski	Czech Republic	Czech	KB	ZŠ a MŠ Šrámkova Opava	3251	99,631	2651
3	Vojtěch Kucza	Czech Republic	Czech	KB	ZŠ Dělnická, Karviná	2786	99,606	2236

Argentina

Jorge Bravo, Buenos Aires
Victor Gonzalez, Córdoba
Norma Montenegro, Viedma - Río Negro
Sergio Salinas, Buenos Aires
[4 participants](#)

Austria

Brigitte Autenrieth, Virgen
Miriam Autenrieth, Virgen
Nicole Csermak, Obertshausen
Melani Dumancic, Korneuburg
Regina Eiserle, Korneuburg
Dominik Forreth, Korneuburg
Evitta Friedrich, Vienna
Helmut Friedrich, Wien
Edith Koller, Tristach
Michael Köpl, Wien
Leo Kulb, Wien
Marlis Kulb, Wien
Elisabeth Liebhart, Waidhofen/Thaya
Harald Liebhart, Waidhofen/Thaya
Gabriele Pucher, Schläßberg
Stefan Schett, Salzburg
Stefan Siegl, Spillern
Ingrid Springinklee, Wien
Martin Springinklee, Wien
Edith Vartok, Wien
Tibor Vartok, Wien
[21 participants](#)

Belgium

Jozef Alenus, Hasselt
Lieve Beullens, Brussel
Geert Bonte, Brugge
Bram Cabbeke, Desselgem
Amélie Caveye, Zulte
Danielle Cherain, Liège
Agnes Coeckelberghs, Hoegaarden
Geert Colpaert, Waregem
Laurence Defawe, Stembert
Jeannine Delange, Verlaine
Marianne Delmelle, Esneux
Carine De Preter, Kontich
Jérôme Derèze, Jemeppe-sur-Sambre
Danny Devriendt, Brugge
Laura Devriendt, Oostkamp
Liesa Devriendt, Oostkamp
Mattias Dominguez, Waregem
Nicolas Dortu, Visé
Gabriël Dujardin, Oostkamp
Jean-Didier Febvay, Messancy
Colette Fettweis, Pepinster
Guillaume Fontaine, Stavelot
Hannelore Gennar, Herent
Katja Germonpré, Assebroek (Brugge)
Yannick Germonpré, Brugge
Andy Gevaert, Blankenberge
Geneviève Gilson, Marchin
Geert Heyndrickx, Gent
Nando Lagaet, Oostakker
Joseph Lepièce, Sprimont
Olivier Levrau, Zulte
Thérèse Libreht, Oudenaarde
Christine Locht, Verviers

Raphaël Louys, Heure-le-Romain
Ilse Meeus, Niel
Axel Moerman, Waregem
Mami Nakamura, Bruxelles
Pieterjan Oste, Zottegem
Annie Pierroux, Anhee
Evan Plomteux, Hannut
Jeanine Poffyn-Hanssens, Gent
Amandine Rath, Bastogne
Liliane (Emilia) Remacle, Châtelet
Jean-Pierre Rensonnet, Verlaine
Marie-Thérèse Ruwette, Fléron
Georgette Sante, Sprimont
Jean-Marie Seffer, Pepinster
Annette Simon, Neupré
Etienne Sterkendries, Hoegaarden
Anthony Strubbe, Brugge
Daphné Termote, Torhout
Tom Termote, Desselgem
Leen Vandaele, Kapellen
Katrien Vandenbulcke, Kurne
Angèle Van Den Hende, Gent
Eric Vanderbeck, Bruxelles
Hannah Van der Meulen, St.-Baafs-Vijve
Michèle Van Lantschoot, Brugge
Charline Velghe, Ardoiole
Hannelore Vergaunen, Ledegem
Virginie Vermersch, Vaux-sur-Sûre
Jasper Wouters, Oordegem
[62 participants](#)

Brazil

Azevedo Adriana Azevedo, Olinda
Mariusa de Carvalho, Rio Branco/Acre
[2 participants](#)

Cameroon

Noelle Marcelle Abou, Yaoundé
Ebodé Agnès, Yaoundé
Helena Ebangha, Yaoundé
Haoua Garba, Yaoundé
Mbono Samba Gisèle, Yaoundé
Pius Onana, Yaoundé
[6 participants](#)

Canada

Carole Bellemare, Montréal
Anne Biron, Montréal
[2 participants](#)

China

Siyuan Deng, Beijing
Yue Du, Beijing
Xinyu Fang, Beijing
Peiyu Gu, Beijing
Shiqi Han, Beijing
Xiuxiang Jiang, Beijing
Lanying Li, Beijing
Xiujian Li, Beijing
Yanjiao Li, Beijing
Zhengbao Lian, Beijing
Qing Liao, Beijing
Dehua Meng, Beijing

Yu Meng, Beijing
Yue Qin, Beijing
Keliang Tang, Beijing
Kewei Tang, Beijing
Luanjie Wang, Beijing
Rui Wang, Beijing
Yangyang Wang, Beijing
Hongjun Wei, Beijing
Xia Wei, Beijing
Xiaoting Xu, Beijing
Mingru Yang, Beijing
Li Ye, Beijing
Liangliang Yin, Beijing
Li Yun, Beijing
Lingli Zhang, Beijing
Qin Zhang, Beijing
Sude Zhang, Beijing
Xiaolin Zhang, Beijing
Xiao Zhou, Beijing
[31 participants](#)

Croatia

Nataša Cigetić, Zagreb
Pamela Hadžiselimović, Zagreb
Josip Hanjš, Zagreb
Tanja Ivana Juričev, Zagreb
Katarina Klarić, Zagreb
Ivana Kokot, Zagreb
Andrea Muženić Vidak, Zagreb
Vera Pendeš, Zagreb
Marica Piršlin, Zagreb
Nikolina Radmanović, Zagreb
Mira Sincak, Varazdin
Nikolina Vicković, Zagreb
Kristina Zlodi, Zagreb
[13 participants](#)

Cyprus

Simos Galatariotis, Nicosia
Androulla Kyriakou, Nicosia
[2 participants](#)

Czech Republic

Jiří Absolon, Mladeč
Zuzana Absolonová, Mladeč
Lukáš Adámek, Ostrava
Hana Baláčková, Roztoky
Samuel Balínek, Český Těšín
Pavel Barták, Praha 4
Petr Beňo, Zašová
Luboš Beran, Havlíčkův Brod
Lukáš Beránek, Praha 4 - Krč
Jana Čeloudová, Mrákotín
Petr Cieslar, Petrovice u Karviné
Karin Cieslarová, Petrovice u Karviné
Pavel Dibelka, Prague
Eva Finkeová, Český Těšín
Anežka Flenerová, Praha
Karolína Foukalová, Valašská Bystřice
Simona Fraňková, Milotice
Petr Hais, Praha 8
Lucie Hamplová, Praha 4
Šárka Hanušová, Jičíněves
Alena Havránková, Nemochovice

Lucie Hejtmánková, Praha 3
Magdalena Horánska, Praha 4
Martina Ivanova, Křelov - Břuchotín
Ondřej Kanta, Praha
Nikol Kaštylová, Prostějov
Petra Kinclová, Bystřice n. Pernštejnem
David Křenek, Rožnov pod Radhoštěm
Tomáš Křenek, Rožnov pod Radhoštěm
Vojtěch Kucza, Karviná - Mizerov
Zdeňka Kuczová, Karviná - Mizerov
Zdeňka Kundrátková, Praha 9
Petr Manda, Praha 3
Petra Marečková, Trutnov
Miroslav Martinák, Rožnov Radhoštěm
Vlasta Martináková, Rožnov Radhoštěm
Jiří Mička, Zlín
Anna Mičková, Zlín
Pavla Mičková, Zlín
Radek Müller, Litovel
Hanna Naumets, Praha 7
Ladislav Novák, Telč
Gabriela Novotná, Neveklov
Klára Odehnalová, Opava 5
Alexandra Pavelová, Rožnov Radhoštěm
Lukáš Piwowski, Opava
Klára Pohlavá, Rakvice
Tomáš Portych, Praha
Vendula Preslová, Janovice nad Úhlavou
Michal Rak, Rožnov pod Radhoštěm
Jana Razimová, Studená
Luboš Růžička, Choceň
Michal Růžička, Velké Němčice
Radka Schusterová, Klatovy
Radek Šebestík, Kroměříž
Petr Sekanina, Brno
Ondřej Sikora, Karviná
Karin Solná, Opava 6
Jiří Spolek, Říčany
Šárka Šťastná, Prostějov
Barbora Stejskalová, Rožnov Radhoštěm
Tereza Tomanová, Opava
Jonáš Vala, Horní Bečva
Jana Válková, Praha 4
Lenka Vašenková, Rožnov Radhoštěm
David Veteška, Francova Lhota
Petra Vintrlíková, Křepice
Tereza Vojtěchová, Praha
Václav Votruba, Praha
Jaroslav Zaviačič, Praha 4
Helena Zaviačičová, Praha 4
[71 participants](#)

Finland

Yves Gambier, Turku
Jari Niittuiperä, Helsinki
Maarit Peltola, Riihimäki
Teuvo Rätty, Helsinki
Niklas Varisto, Helsinki
Erja Vasara, Espoo
Eero Voutilainen, Helsinki
[7 participants](#)

France

Simone Bardot, Paris
Jacqueline Bertin-Mahieux, Paris
Annie Donnet, Sedan
Isabelle Gautier, Paris
Jonathan Gutierrez, Gardanne
Alberto J-Jacques, Aubagne
Marie-Pierre Majoufre, Paris
Anne Rabot, Le Kremlin Bicetre
[8 participants](#)

Germany

Angelika Barnickel, Obertshausen
Annalena Barnickel, Obertshausen
Olga Bart, Jena

Heinz Bauer, Stein
Sylvia Bauer, Stein
Hermann-Josef Beckers, Rheine
Sylvia Beckers, Rheine
Stefan Bender, Velbert
Rebecca Bieberbach, Leutersdorf
Gunda Bischoff, Rastede
Marion Brüdigam, Recklinghausen
Uwe Brüdigam, Recklinghausen
Johannes Brüggemann, Münster
Christiane Bünten, Dortmund
Regine Daneke, Langen
Uwe Daneke, Langen
Waltraut Dierks, Münster
Petra Dirschinger, Mainz
Monika Disser, Jülich
Peter Dudziak, Mülheim an der Ruhr
Manfred Duerhammer, Ottobrunn
Traude Duerhammer, Ottobrunn
Franz Eigenstetter, Straubing
Therese Gappa, Jena
Renate Gayer, Birstadt
Sven Greiner, Dahn
Ralf Gross, Schwalmstadt-Treysa
Clarissa Groth, Kelkheim
Michael Groth, Kelkheim
Regina Groth, Kelkheim
Wolfgang Groth, Kelkheim
Marlies Hendle, Stuttgart
Hubert Hoffmann, Marl
Sabine Hoffmann, Marl
Tobias Hoffmann, Marl
Angelika Höffner-Hain, Oberhausen
Regina Hofmann, Altenpleen
Ulrich Hofmann, Altenpleen
Erika Just, Jettingen
Bettina Kaden, Kahla
Gregor Keller, Darmstadt
Katrin Kellermann, Meiningen
Udo Klüting, Meschede
Annika Knehans, Bad Salzflun
Markus Knehans, Bad Salzflun
Carmen Krüger, Menden
Uda Kuhn, Pforzheim
Gerlinde Lanzinger, Straubing
Kristian Laß, Kiel
Johann Lehmann, Luckenwalde
Rita Lehmann, Luckenwalde
Monika Mahlke, Grevesmühlen
Anja Manke, Schleswig
Veronika Masling, Witten
Melanie Maurer, Obertshausen
Annemarie Mersch, Düsseldorf
August Mersch, Rheine
Susanne Mersch, Rheine
Dietmar Müller, Hannover
Boris Neubauer, Jülich
Bettina Piening, Schleswig
Frank Ratte, Oberhausen
Sabine Richter, Frankfurt am Main
Sabine Rockstroh, Jena
Doris Rölleke, Kamen
Gerhard Rölleke, Kamen
Olaf Rörtgen, Berlin
Patrick Sahn, Obertshausen
Thorsten Sahn, Düsseldorf
Anneliese Scherzer, Bernsbach
Ralf Schindelasch, Oberhausen
Ruth Schmitt, Oldenburg
Heike Kerstin Schöbel, Meiningen
Richard Schulz, Berlin
Uwe Schwab, Heidelberg
Konstantin Schwalm, Aachen
Melanie Schweizer, Friedeburg
Torsten Semar, Stuttgart
Sabine Smolinski, Jena
Brigitte Stegner, Roßdorf
Marion Stropahl, Jena
Monika Suppkus, Schwalmstadt-Treysa
Jürgen Theis, Jettingen
Kimberly Turnage, Hamburg
Pauline Wagner, Blankenhain

Yvonne Wagner, Blankenhain
Stefanie Wiele, Oldenburg
Monika Ziolkowski, Oldenburg
[88 participants](#)

Hungary

Judit Árvay-Dani, Budapest
Beáta Barna, Budapest
Ildikó Bedi, Dunaújváros
Mária Csenkiné, Kiskunfélegyháza
Aliz Czuczor, Budapest
Anita Dobos, Vásárosnamény
Beáta Eszlinger, Nagyvesztergár
Gábor Farkas, Jászszentlászló
István Fazekas, Pilisvörösvár
Gergely Fekete, Bugac
Zsuzsa Ferenc, Budapest
Péterné Gonda, Budapest
Gabriella Hajdu, Nagyálló
Nikolett Hörcsög, Izsák
Melani Horvat, Subotica
Aranka Kádár, Ercsi
Dávid Kollár, Kiskunfélegyháza
Andrea Kovácsné Seres, Kiskunfélegyháza
Eszter Krasznai-Kis, Csabacsúd
Zoltán Ledneczky, Paks
Gabriella Nagyné Gál, Kecskemét
Ádám Németh, Kiskunfélegyháza
Balázs Novák, Csengele
Erika Pekár, Szentkirály
Antal Sándorné Simon, Budapest
Réka Szabó, Petőfiszállás
Lórántné Szelényi, Győr
Krisztina Terjéki, Budapest
Henriett Tóth, Gyöngyös
Erzsébet Tóthné Jansik, Szarvas
Erika Vicai, Budapest
Gábor Vörös, Budapest
[32 participants](#)

Italy

Leonarda Alonzo, Giulianova
Sterrantino Amedeo, San Mauro Cesena
Laura Batani, Forlì
Daniela Busalacchi, Palermo
Sara Canducci, Sogliano al Rubicone FC
Monica Caramma, Acireale
Adalberto Chiodi, Giulianova
Cinzia Cipri, Palermo
Marialuisa Corti, Milano
Armando Covello, Palermo
Marco Cretone, Teramo
Sabrina Croce, Pineto
Carlo Eugeni, Orte
Gabriele Giuliani, Castiglione dei Pepoli
Cosetta Gobbi, Bazzano (BO)
Natascia Innamorati, Mosciano Sant
Patrizia Losito, Rialto
Alessandra Maffei, Galatina
Francesca Marchionne, Ussana
Anna Maria Marino, Palermo
Paolo Marino, Palermo
Nieddu Matteo, Cesena
Patrizia Matteucci, Sant
Enrico Montanari, Guiglia
Maura Morisi, Cento (FE)
Mariangela Narcisi, Giulianova
Gioia Pedretti, Giulianova
Gianluca Piri, Giulianova
Alessio Popoli, Spilamberto
Fausto Ramondelli, Rome
Chiara Regini, S. Arcangelo di Romagna
Marta Riccò, Reggio Emilia
Ylenia Rifurgiato, Palermo
Serena Righi, Spilamberto
Evi Diana Rossignoli, Cagliari
Stefania Sanzaro, Siracusa
Andrei Surugiu, Reggio Emilia
Alberto Terzoni, Forlì

Alessandro Tescari, Trento
Davide Tondodimamma, Giulianova
Fabiana Tortorici, Giulianova
Tiziana Trapani, Città Sant
Gian Paolo Trivulzio, Milano
Valentina Urso, Spilamberto
Gianpiero Vassallo, Catania
Fabrizio Gaetano Verruso, Palermo
Guglielmo Villanova, Teramo
[47 participants](#)

Japan

Akiko Inayoshi, Chiyoda-ku, Tokyo
Tsuguo Kaneko, Shimamoto
Tatsuya Kawahara, Kyoto
Hiromi Muto, Chiyoda-ku, Tokyo
[4 participants](#)

Korea (South)

Kim Bongcheol, Seoul
Kim Byungsoo, Seoul
Lee Daesun, Seoul
You Haeyun, Seoul
Kim Hanwoo, Seoul
Jung Hyangin, Seoul
Kim Jongyeol, Seoul
Kim Jumdong, Seoul
Lee Kyungsik, Seoul
Shon Seokyeon, Seoul
Beak Soonjeung, Seoul
Lee Taebum, Seoul
Youn Yeoil, Seoul
[13 participants](#)

Luxembourg

Antonietta Bit, Roodt s/Syre
Nicole Gangolf, Grevenmacher
Marie-Paule Wagener, Noerdang
[3 participants](#)

Netherlands

Arash Ahmadi, Den Haag
Joke Bakker, Amsterdam
Matthijs Bakker, Den Haag
Dick Boersema, The Hague
Willem Boersma, The Hague
Jan den Holder, Den Haag
Gea Duister, Nijkerk
Henk-Jan Eras, Den Haag
Wim Gerbecks, Eindhoven
Peter Grondel, Den Haag
Lida Horlings, Giessenburg
Herbert Houdijk, Den Haag
Karina Kreeftenberg, Doetinchem
Gert-Jan Radstaake, Tilburg
Marlene Rijkse, The Hague
Jacqueline Ritzen, Huijbergen
Rian Schwarz-van Poppel, The Hague
Ron Smits, Doetinchem
Anja Stijnen, The Hague

Cornelly Leonie Tjong A Tjoe, Den Haag
Daniel Tuijnman, Nijmegen
Romer van Bavel, Austerlitz
Laura van der Zande, Den Haag
Marianne Van Gool, Berkel en Rodenrijs
Riet van Kleef-Poel, Assendelft
Wouter Zwijnenburg, Den Haag
[26 participants](#)

Poland

Jacek Gilarski, Warszawa
Danuta Legwant-Wziątek, Warszawa
Krystyna Maksymowicz-Starczewska,
Warsaw
Damian Mrowiec, Orzesze
Monika Rydel, Warsaw
Krystian Wawrzynek, Orzesze
[6 participants](#)

Russia

Nora Berezina, Moscow
Olga Kotenko, Moscow
[2 participants](#)

Slovak Republic

Branislav Beňovič, Červeník
Janka Borgulová, Zvolen
Eva Bugajová, Bratislava
Ingrid Dzurjová, Prešov
Em Kováčová, Bratislava
Ľubica Kriglerová, Šamorín
Noémi Kubiková, Šaľa
Dávid Lech, Prešov
Ladislav Macejak, Bratislava
Sona Macejakova, Bratislava
Vlasta Púchovská, Bratislava
Filip Púchovský, Bratislava
Michaela Reichlová, Poprad
Anna Škovierová, Očová
Petra Slúková, Zvolen
Jakub Vodička, Holíč
[16 participants](#)

Sweden

Inger Dagsberg, Märsta
[1 participant](#)

Switzerland

Daniela Bianchi, Ligornetto
Giorgio Bianchi, Ligornetto
Fulvia Dell'Era, Claro
Françoise Girardet, Lausanne
Erika Jampen, Thun
Therese Ramseyer, Laupen/BE
Erich Werner, Hochdorf
[7 participants](#)

Turkey

Ezgi Aktürk, Istanbul
Arif Altuntaş, Istanbul
Celal Aşkın, Istanbul
Seda Bakırçı, Ankara
Seval Demirağ, Ankara
Nurben Dönmez, Istanbul
Recep Ertaş, Istanbul
Sevilay Gündoğdu, Istanbul
Mustafa İnce, Istanbul
Mesud Karagöz, Istanbul
Saynur Kılıçaslan, Istanbul
Seçkin Köse, Istanbul
Hakan Kurt, Istanbul
Mehmet Kurt, Istanbul
Elif Kuyumcu, Istanbul
Emrah Kuyumcu, Istanbul
Yunus Özdemir, Ankara
İlyas Pamukçu, Istanbul
Zehra Taşkale, Istanbul
Kerem Yaprak, Istanbul
Ayşe Yedekçi, Ankara
İhsan Yener, Istanbul
Mehmet Emin Yıldız, Ankara
[23 participants](#)

United Kingdom

Stephen Farrell, Rochester
Paul Hadlow, London
Jonathan Hoare, London
Lorraine Sutherland, London
[4 participants](#)

United States

Dale Biggers, Metairie
Virgene Biggers, Metairie
Deanna Boenau, Sarasota
Laura Brewer, Los Altos
Robert Brown, Tucson
Wanda Buckner, Apo
Sharon Buidosik, Chicago
Patricia Calabro, Tucson
James Cudahy, Vienna
Linda Drake, Savannah
Teri Gaudet, Naperville
Miyako Inoue, Stanford
Anthony Krause, Chicago
Debra Levinson, White Plains
Chuck McCorkle, Chicago
Katherine McCorkle, Chicago
Bryan Nilsen, Brooklyn
Patricia Nilsen, Brooklyn
Tori Pittman, Wake Forest
Randel Raison, Rosharon
Chris Roe, Rosharon
Dominick Tursi, New York
John Wenclawski, Elmhurst
John Wissenbach, San Francisco
Judy Wolf, Elmhurst
Karen Yates, Minden
[26 participants](#)



- IPRS meetings
- Conferences
- Scientific committee



Table of Content

17	IPRS meetings	69
	■ RANDEL RAISON (USA) <i>The status of Electronic Reporting in the United States</i>	69
	■ AYSE YEDEKCI (TURKEY) <i>The limits of the applicability of new technologies to parliamentary reporting services: the case of Turkish Parliament</i>	70
	■ EERO VOUTILAINEN (SPEAKER), MAARIT PELTOLA, TEUVO RÄTY & NIKLAS VARISTO (FINLAND) <i>Rules of reporting: the principles of representing spoken discourse in the Records Office of the Finnish parliament</i>	71
	■ MONIKA RYDEL (POLAND) <i>Reporting in the Polish Sejm</i>	73
	■ Workshops	73
	■ LORRAINE SUTHERLAND WITH JONATHAN HOARE (UK) <i>From black art to black gown -- a postgraduate diploma in parliamentary reporting</i>	74
	■ DOMINICK M. TURSI (USA) <i>Evolution of shorthand machines</i>	76
	■ HERBERT HOUDIJK & MATTHIJS BAKKER (THE NETHERLANDS) <i>VLOS vs 2.0, the next level in reporting</i>	78
18	Conferences	81
	■ PROF. YVES GAMBIER (FINLAND) <i>Challenges in processing and disseminating information today</i>	81
	■ ALESSANDRO TESCARI (ITALY) <i>Facing Tsunami Bureaucracy. How to paste voice into a PDF file and sign it forever</i>	86
	■ TATSUYA KAWAHARA (KYOTO UNIVERSITY JAPAN) <i>Subtitling lecture videos with Automatic Speech Recognition (ASR)</i>	87
	■ TSUGUO KANEKO (JAPAN) <i>130 years of steno in Japan</i>	87
	■ JORGE BRAVO (ARGENTINA) <i>Collecting the past to face the future: the present of the Argentinian Congress library</i>	87
	■ JIM CUDAHY & KAREN YATES – NCRA (USA) <i>The oral history project - Stenographers capturing personal stories</i>	88
	■ LAURA BATANI (ITALY) <i>Helping primary school students to face the keyboarding tsunami</i>	88
	■ WALDIR CURY (BRAZIL) <i>The issue as to shorthand speed</i>	88
	■ JAN DEN HOLDER (THE NETHERLANDS) <i>Confronting the "information tsunami" with summary reporting</i>	90
	■ A.M. TROMBETTI, M. ARMELLINI, A. GALIMBERTI, FABRIZIO GAETANO VERRUSO (ITALY) <i>Teaching shorthand on the web: an Italian example</i>	91
	■ JOE SNYDER (USA) <i>Audio Description Workshop</i>	92
	■ ZOI RESTA (GREECE) <i>The role of interpreters in communication: Interpreting in the globalised world</i>	93
	■ KATALIN HAJDICSNÉ DR VARGA (HUNGARY) <i>Teaching touch-typing for young learners and adult learners with the help of software programmes</i>	94
19	Scientific committee	95
	■ JEAN-CHARLES LE MASSON (FRANCE) <i>Towards a universal system of calibration of the texts for speech writing competitions</i>	95
	■ LUUK VAN WAES - UNIVERSITY OF ANTWERPEN (BELGIUM) <i>Fluency typing experiment</i>	97

17 IPRS-meetings

During the congress, two IPRS meetings were held with about 40 entrants each, during which presentations were done by IPRS friends from the USA, Turkey, Finland, Poland, the United Kingdom and the Netherlands.

In workshops, information was exchanged and discussions were held about *Editing the transcription of the spoken word*, *Working conditions*, *Quality* and *Training*: interesting topics for everyone working in the field of reporting!

Rian Schwarz-van Poppel would like to thank all participants: without them, the IPRS meetings in Ghent would not have been such a success. She was happy to witness people's commitments to IPRS, their eager to share information but also love to receive some. That is the aim of IPRS: to let reporters from all over the world exchange their experiences.



IPRS-steering committee: Geert Bonte, Marlene Rijkse, Patti Calabro, Rian Schwarz-van Poppel and Fabrizio Verruso

Sunday 14 July 2013 – 10.00-12.30 – First IPRS session - Chair: Rian Schwarz-van Poppel

Ms. Rian Schwarz-van Poppel, coordinator for IPRS on the INTERSTENO Board, opens the session and welcomes all delegates.

She pays tribute to **Ms. Anna Jankowska-Wróbel**, who died in a car accident in June of this year. Ms. Jankowska-Wróbel worked for the Polish Senate, and in that capacity attended

several IPRS meetings. Ms. Schwarz-van Poppel asks all participants to rise and observe a moment of silence in commemoration.

Then she gives the floor to the first speaker, **Mr. Randel Raison**.



Randel Raison (USA)

The status of Electronic Reporting in the United States

Mr. Randel Raison is the president and founder of the International Alliance of Professional Reporters and Transcribers (IAPRT). He maintains a large transcription facility located in Texas that serves courthouses across the United States and Canada.

The original title of Mr. Raison's presentation was *The state of electronic reporting*, but he changed it into *The status of electronic reporting*, because he realized that reporters are faced with permanent change and the status of electronic reporting changes every day. His aim is to give an overview of the evolution in electronic court reporting and transcription in the United States and Canada.

Mr. Raison starts off by presenting the International Alliance of Professional Reporters and Transcribers (IAPRT) to the audience. The purpose of IAPRT is to strengthen the role of professional court reporters through innovation. IAPRT is dedicated to developing and using the most state-of-the-art methods and technology for court reporting. Its members are not advocates of any particular system or method, but believe in the integration of all methods of making the record.

Court reporting business models and production models for court transcription vary substantially in North-America. The court record remains consistent, but the means and the processes to produce it

are numerous. The use of court reporting technology has become standard in many courtrooms, specifically in the lower courts, in the last decade.

Some of the jurisdictions started using digital court reporting in response to budget cuts and because of a shortage of stenographic court reporters.

Mr. Raison lists the requirements that the court record has to meet. It must be fast, accurate, verifiable and inexpensive, and it must offer instant access. In addition, it must have the capacity to be transcribed by another person simultaneously, without highly specialized skills, like reading steno. Technologies that served in the past can no longer stand the test, IAPRT members believe. It is no longer necessary to have someone who has honed his or her craft in stenography for ten years, to record a legal procedure. A digital recording equipment can be utilized and mastered in days or weeks. There are plenty of people who can cross disciplines, and transcribe a record from digital media as accurately, or more accurately, than a skilled stenographer can.



Moreover, simultaneous processes are necessary, Mr. Raison argues. The old paradigm of one person being the master of all domains, does not work anymore. Mr. Raison sees an analogy with the modern assembly line. Complex processes, reduced to manageable chunks or pieces of work, can be done by a less skilled and less costly work force, as opposed to a highly skilled and expensive work force that is required if one person combines all functions, for instance a court reporter starting with recording the proceedings, then processing and transcribing the record, and finally proofreading and assembling the report.

Stenographers claim that you cannot do "real-time" with anything but stenography. In reply, Mr. Raison mentions a couple of advantages of the audio recording. It is an instant record that is 100 % accurate, can be accessed immediately, and can be pinpointed by date and time references. In the event that real-time is needed, it can be done from anywhere, thanks to modern technology.

Economics are an important factor, and Mr. Raison feels that court reporters should be concerned about how they can relieve court budgets, and how to give greater value at lower cost.

Mr. Raison agrees with the traditional stenographers on several other points. The legal system deserves trained, certified personnel. Machines in themselves are not the solution: smart human beings with brains behind those machines are necessary to ensure an excellent final product. Stenographers use audio back-ups as well, and the stenotype machine, with a good digital record, is a fine backroom transcription technology. When voice-to-print technology is refined,

Ayşe Yedekçi (Turkey)

The limits of the applicability of new technologies to parliamentary reporting services: the case of Turkish Parliament

Ms. Ayşe Yedekçi is a stenographer at the Department of Minutes Services at the Grand National Assembly of Turkey.

Ms. Yedekçi discusses the working routine of the Department of Minutes Services at the Turkish parliament and the main difficulties that this department has to face in its work. Her aim is to explain why there can be limits to the applicability of new technologies to

it can work perfectly in conjunction with digital reporting technology as well.

Mr. Raison refers to a survey conducted among court reporting professionals, court administrators and other court officials. The purpose of the interviews was to assess what current challenges exist in providing court reporting services, to determine some of the reasons why current delivery models are being used, and to learn what the interviewees believe the upcoming decade holds for court reporting services.

First, Mr. Raison points out the commonalities and differences between jurisdictions, and distinguishes different business models for court reporters. For instance, in some jurisdictions court reporters are hired by a judge, whereas other jurisdictions provide court reporting services collectively through court administration. Jurisdictions produce transcripts using either staff or local contractors. Court reporters can be freelancers who work both in private industry and in the courts.

Difficulties with regard to the stenographic model, mentioned by court reporting professionals, include a shortage of certified stenographers, and the steep cost of stenographic services. Court reporting managers face various challenges, which may include an unmanageable volume of transcript orders, lack of control over transcript orders by contractors, limited staff positions, a lack of IT support, and constant technological changes. To get a broad-based cross-reference of opinions, eighteen court administrators were interviewed for the survey. They were asked questions about the court reporting service delivery model, the use of in-house transcribers and/or contract transcribers, and their level of satisfaction with the quality and timeliness of the transcription.

It was apparent from speaking to the interviewees that hybrid delivery models of court reporting are currently used in many locations. Those that are currently stenographic only, recognize that the future will include hybrid approaches for a continuation of services. The interviewees also indicated potential changes in the upcoming decade, a broad range from real-time stenography reporting to completely digital court reporting models.

An important conclusion is that two particular skills should be highly valued: language mastery and up-to-date technical ability. Many jurisdictions look to the National Court Reporters Association (NCRA) for certification for stenographers, the National Verbatim Reporters Association (NVRA) for certification for voice writers, and the International Alliance of Professional Reporters and Transcribers (IAPRT) for certification of digital court reporters and transcribers. Mr. Raison claims that IAPRT is currently the only organization offering international training and on line certification. Training materials are on the IAPRT website. IAPRT provides a test for digital court reporters, that it is very difficult to pass.

Another important conclusion is that the court record should be evaluated before finalizing new processes and methods. This presupposes that quality control is in place.

Focus should always be on the intellectual capital behind the record, the court reporters and the technicians, and the need to duplicate that talent within the organization. Mr. Raison emphasizes in closing that court reporting services ensure that all litigants are afforded a guarantee of fairness and justice.

Video:

https://www.youtube.com/watch?v=YNGkdAZeBT0&feature=player_embedded

reporting services, taking the specific situation of the Turkish parliament as a case in point.

First, she briefly describes how the Minutes Services of Turkish parliament works. Reporters of the Minutes Services still use pen shorthand, stenography. They take notes in graphic shorthand during the plenary sitting. Back at their desks, they decipher and transcribe the proceedings that they captured in this way. The Minutes Services

work for both the plenary sittings and the committee sittings. In the organization chart there are assistant managers for both the plenary and the committee sittings. In addition to "ordinary" stenographers, the plenary employs expert stenographers and assistant stenographers. The latter do a kind of internship at the Minutes Services. Ms. Yedekçi herself is one of the 26 assistant stenographers. There are about ten to fifteen expert stenographers, who fulfill the role of editors. The stenographers attend the plenary sitting. There can be up to four of them present at the same time, together with the assistant manager and an expert stenographer. The stenographers are seated right in the middle, between the rostrum, the chair and the seats of the MPs. This helps them to identify the speakers. Stenographers stay in the plenary for about five or ten minutes, but they swap turns every two and a half minutes. The expert stenographer stays for about half an hour in the plenary and supervises the alternation of stenographers. For regular speeches, in a normal environment without too much argument, it takes about fifteen or twenty minutes to complete the transcript. After that, the expert stenographers edit the report. When it is finished, the report is published, first on the internet and then in the Journal of Records.



Ms. Yedekçi then moves on to the core subject of her presentation, the difficulties caused by the working environment and atmosphere in Turkish parliament. In the case of regular, smooth and non-interrupted speeches, the job for the stenographers is relatively easy. Microphones capture the voice, and the stenographers can easily transcribe the audio recording with the help of their shorthand notes. However, difficulties arise when the microphone is closed, but the speaker continues to talk. The stenographers have to keep on writing, since they are expected to reflect these speeches in the minutes as well. They make a small note, stating that the microphone has been closed by the automatic device. Things get even tougher when other MPs start interrupting or talking at the same time. This often happens, and it is part of the working routine of the stenographers. It is a widespread practice that several MPs interrupt at the same time, and interruptions constitute the main difficulty for stenographers. The plenary hall is big, there are currently 40 party groups in Turkish parliament, and it can be very hard to hear what someone is saying from the seats at the back. Speakers in parliament expect to have an account of what was said very shortly after. Therefore, the stenographers have to start transcribing immediately.

The rules of procedure of Turkish parliament are succinct on the way the minutes should be made: "In the Plenary, the minutes are recorded verbatim or as summary. Verbatim minutes are recorded with the help of the voice recorder by stenographers." For instance, the regulations do not state whether speeches made from the seats without permission should be included. Since it is legally prescribed that the report should be a full report, stenographers are expected to include in it whatever they can. There can be moments of high tension during the proceedings, with up to ten MPs speaking at the same time, vehemently contesting what the MP on the rostrum or a minister is claiming. The stenographers must try to identify who is speaking and to understand what is being said. They have to reflect in

the report everything that is going on, sometimes in a very chaotic atmosphere, with MPs getting out of their seats and crowding in front of the rostrum or the stenographers' table. After delivering his or her speech, when the microphone is already closed, an MP may go on talking while going back to his seat. The stenographers often have to confer among them to establish in the best possible way who said what. The stenographers have to look in different directions in order to capture what is going on in different parts of the plenary hall.

The report of the proceedings of Turkish parliament is an official legal document, and it can be used as legal evidence in court. As a consequence, the report can be crucial in determining Turkey's agenda. It recently happened that an MP used rude language during a debate, but his words were not on the audio recording. However, the stenographers heard what he said and included the bad words in the report. When this got out, it provoked a huge public reaction, which finally resulted in the MP having to resign as the head of an investigation committee. The incident was talked about in Turkey for more than a week. It shows how critical the work of the reporters can be, and how stressful their working environment is at times.

The record of two and a half minute's regular, uninterrupted speech takes around one and a half typescript page. However, when there is a lot of dialogue, and when the report has to reflect tension during the debate, the report of just half a minute of the proceedings may run to five or six pages, because everything has to be included.

Plenary sittings constitute by large the major part of the workload of the reporters, especially in terms of difficulty. The stenographers attend committee sittings as well. The rules of procedure of Turkish parliament say: "If the committee so decides, a full minute is recorded". Usually, the committee decides so. In committee's sittings, just one stenographer is present at a time, and he or she writes for about half an hour. The committee debates are generally calmer and easier to transcribe. However, if the atmosphere gets tenser during a committee debate, it can be even harder for the stenographer to transcribe the proceedings, since he or she is alone in the committee room, trying to capture everything that is going on.

Ms. Yedekçi draws some conclusions with respect to the applicability of new technologies to the reporting services of Turkish parliament. The difficulties that stenographers have to deal with in relation to the specific setting and working conditions in Turkish parliament, limit the feasibility of introducing new technologies in reporting services, such as instant reporting or digital audio transcription. Ms. Yedekçi does not question the importance or effectiveness of new technologies in itself, but she doubts whether pen shorthand can be abandoned under the existing conditions. Parliamentary and cultural traditions and practices, along with the rules of procedure of parliament, are also an important factor that determines whether new technologies can be adopted. For instance, in Turkey MPs or the general public, when reading the report, expect that everything, including interruptions shouted from the seats at the back, is reflected in the report.

After the presentation, Ms. Lida Horlings asks Ms. Yedekçi what the chairman is doing to maintain order in parliament. Ms. Yedekçi replies that the chair can admonish the MPs to be calmer, and sometimes suspends the sitting for a short time. Isn't there a factor of subjectivity if reporters can choose to either include or leave out comments that they heard but that are not recorded, Ms. Horlings goes on to ask. Ms. Yedekçi replies that the stenographers are objective and have taken an oath.

Eero Voutilainen (speaker) Maarit Peltola, Teuvo Rätty and Niklas Varisto (Finland)

Rules of reporting: the principles of representing spoken discourse in the Records Office of the Finnish parliament

The third contribution is the presentation by Mr. Eero Voutilainen of a paper co-authored by three delegates from the Records Office of the Finnish parliament: Ms. Maarit Peltola, Mr. Teuvo Rätty and Mr. Niklas Varisto. Mr. Voutilainen is a part-time reporter at the Finnish parliament, and a doctoral student at the University of Helsinki, working on a PhD-thesis that deals with parliamentary language and interaction in Finland.

Mr. Voutilainen's presentation is based on recent discussions and developments at the Finnish Records Office. The aim of his contribution is to continue the useful discussion on the principles of reporting that took place at the last year's IPRS meeting in Prague. His intention is to discuss from a practical point of view the linguistic decisions that are made in reporting.

The principles of reporting in the Finnish parliament have changed very much in the last few decades. A quotation that dates from the

late nineteenth century, shows that the reporter's job in those early days was to "correct a contentually and technically bad speech into exemplary condition regarding both matter and linguistic form", and to "compose confusing statements into such shape that it was easy to get a hold of their content". In practice, this meant quite heavy editing, resulting in a big difference between original speeches and the speeches published in the records. MPs complained at the time that individual speeches, as represented in the report, sounded "like they were given by one man". These quotations well reflect the situation of parliamentary reporting in Finland until the late 1980s.

From that time onward, Finnish parliamentary reporters have paid more attention to the authenticity and individuality of the speeches, as a result of many changes, both inside and outside the parliament. In the 1950s, speeches started to be recorded with audio recorders. This enabled the reporters to pay more attention to linguistic details, and made it easier to determine the faithfulness of the written record. More recently, online video broadcasts have raised the question of how much difference there should be between the video and the written record, since both are now accessible to everyone and easy to compare. The parliamentary speech culture and language attitudes in general, have changed a lot as well. Modern parliamentary speeches show considerable stylistic variation. Differences from the written standard language are not always seen as simply wrong. On the contrary, they can be important in marking the individual style and the political image of the MP.



Overall, these changes have led to a shift from standardization towards more toleration of naturally occurring linguistic variation. This in turn has led to a need for new reporting principles and systematic guidelines for reporting. The aim of the Finnish Records Office is to publish an introduction to its principles on its web pages, in order for readers to know exactly what kind of changes are being made in the reporting process.

Mr. Voutilainen then proceeds to giving a general overview of the relationships between spoken and written language. Speech and writing are in a sense fundamentally different. Therefore, it is only natural that they do not always follow the same logic or even the same grammar. Plenary sittings in parliament appear to be somewhere between both categories, speech and writing, because the main speeches are generally written beforehand, and only one speaker is allowed to speak at a time.

According to Mr. Voutilainen, reporting can never be completely neutral or objective, because converting speech into writing entails many choices. All these choices affect how the MP and his or her speech are viewed by the public. Mr. Voutilainen argues that this makes it necessary to consider why and for whom the report is made. The point of view of the Finnish Records Office is that the record is an open source of information, and that the citizens and the media are the key audiences. This choice has important consequences for the principles of reporting. The Finnish Records Office follows a wide definition of grammatical correctness. Even deviations from the written standard language may be important in creating the individual style and image of the MP, which means that reporters should be very careful in their so called corrections. The key goal of the record is to make sure that the reader can understand the proceedings in the same way as the hearer of the proceedings, neither worse nor better.

Reporting demands a never ending balancing between opposed, and sometimes conflicting, phenomena, like speech and writing, authenticity and readability, and written language and linguistic variation, e.g. regional dialect or personal style.

Mr. Voutilainen then turns to the more concrete features of the practices of reporting in the Finnish parliament. The first aspect that he is considering is the grammar of the speeches. Reporters in the Finnish parliament do not treat all the grammatical features in the same way. Mr. Voutilainen proposes a division in four categories.

Variation in speech sounds is usually standardized for the sake of readability. Exceptions are made only if the non-standard feature has particular rhetorical importance, for example as a dialect marker that ties the speaker to a certain regional or social group.

Words are usually left as they are. They usually do not damage readability, but may give important information about for example the regional background and personal style of the speaker.

Combinations of words, or phrases, are sometimes altered slightly to help the reader. Some small differences from the standard language would draw more attention in writing than they do in original speech, because even the same feature may be linked to different ideologies, values or attitudes when seen in writing than when heard in speech.

At the sentence level, much personal variation is tolerated as regards for example word order, if it does not cause big problems for reading. However, there are many types of asymmetric structures in spoken language that result from the fact that speech production happens in real time. These types of expressions are often changed into their written language equivalents, if they are not particularly significant rhetorically. For instance, "This is a remarkable thing this government proposal" might be changed, for the sake of readability, into "This government proposal is a remarkable thing".

Mr. Voutilainen goes on to discuss several categories of speech phenomena and the way the Finnish Records Office deals with these phenomena when drawing up the account.

So called false starts and self-corrections and are systematically corrected to match the speaker's final intention, if it is possible to know that from the speech without any far-fetched interpretation. For instance: "And this is... These things must not be mixed up" is put down in writing as "These things must not be mixed up". Unfinished structures are avoided if possible. If not, interruptions are marked with three full stops. "Planning expressions", i.e. expressions that are clearly the result of the fact that spoken language is time-bound, are removed, if this does not change the meaning of the expression.

Blunders and slips of the tongue are always corrected in obvious cases, unless other MPs bring them up afterwards. In that case, it would be very strange to correct them. The main principle is that an expression is considered a blunder if the right way of saying it can be considered common knowledge, either generally or within the parliament. For instance, "Indifference towards the law diminishes unfortunately" can be changed into "Indifference towards the law increases unfortunately", if it is clear from the context that this is what is meant. Even so, it is sometimes very hard to distinguish so called innocent blunders from ignorance.

Erroneous claims, false citations and inappropriate conduct are not corrected in the record, because this would contradict the principle of open information in parliament. Moreover, the MP is always responsible for his or her speech, not the reporter who is transcribing. According to the rules in Finnish parliament, accusing someone of lying or being a liar is not allowed. However, if an MP says "You are a liar", this is included in the record. Other types of inappropriate conduct that are not corrected in the record, include indiscrete word choices, swearwords et cetera.

Non-verbal actions and events are marked in the record when the reporter feels that it is necessary. As regards prosody, emphasis or tone of voice, it is sometimes necessary to change the word order in Finnish, in order to express the intended meaning. For instance, "There has been only conversation in that regard", can better be represented in writing by "There has been conversation only in that regard", because otherwise the word "only" seems to refer to the

wrong element. Gestures, movements and events are marked between square brackets if that is necessary in order to fully understand the speech. For instance: "Here it is."

A final category that Mr. Voutilainen discusses is that of so called "unnecessary" words. Planning expressions, e.g. words such as "like", "kind of" et cetera, are an example. Another group consists of sentence-initial particles like "and", "but", "well", "so", which are very common in spoken language. If none of these particles were erased from the record, this would be confusing, because clauses in spoken language are very often connected to each other by these particles. Thirdly, mannerisms or expressions that the MPs overproduce when planning the speech in real time, are removed from the report as well. However, it is important to always ask what makes us think that something in the speech is unnecessary. Different people find different things unnecessary. Are parliamentary reporters willing to make that choice for the potential readers?

Mr. Voutilainen concludes by considering some possible directions for further development in the reporting principles. The first could be to bring the written record even closer to the video recording in order to move it further towards authenticity, and to erase any so called unflattering differences between the video and the written record. The opposite option would be to consciously move away from the original recording by standardizing the language of the written record. This would favour readability and, possibly, some

Monika Rydel (Poland)

Reporting in the Polish Sejm

Ms. Schwarz-van Poppel gives the floor to Ms. Monika Rydel for a reaction on the Finnish contribution. Ms. Rydel, who is an editor at the Polish Senate, tells about the situation in the Polish Sejm and the way the report is produced there, focusing on the differences with the Finnish system, and taking into account the exchange of ideas on this topic between the Polish and Finnish reporting services that took place before the start of the conference.

To begin with, Ms. Rydel underlines that in Polish parliament there is only one version of the report. The report that is produced and published online after every sitting is the final product. The department that is responsible for the report does not revise the report once the sitting is over. Editors do not listen to the audio file again either. This has to do with the fact that the department has also other duties to perform between sittings. For instance, employees of the department also have to draft legal acts and proofread interpellations submitted by the MPs.

Secondly, Ms. Rydel discusses the difficulties that the department encounters during the reporting process. The main problem is connected with the role of stenographers in the Polish Sejm. In the Polish parliament, there is a division of roles between freelance stenographers on the one hand and editors on the other hand. The editors do not work in the plenary hall. It is the freelance stenographers who are responsible for writing down what is going on during the debate and noting all the additional actions, such as interruptions shouted by the MPs, any unusual behavior, et cetera. However, a single stenographer sitting in the plenary hall, using pen shorthand, is not always able to register everything that is going on at the same time during

Workshops

Ms. Schwarz-van Poppel invites everyone to discuss the questions raised in the contributions by Mr. Voutilainen and Ms. Rydel during the workshops. Ms. Patti Calabro, member of the IPRS Steering Committee, announces the four workshops that were selected on

Group 1 (Finland, Netherlands, Poland) - Editing the transcription of spoken word

Presenter: Mr. Wouter Zwijnenburg, Netherlands

All participants agreed that there should be official guidelines for editing, specifying which types of changes in the report are acceptable. Even then it remains important to always think about why we edit, because there are sometimes discussions about our work. Another topic that was discussed is subtitling. In the Netherlands, subtitling the video broadcast or streams of parliamentary proceedings is mandatory. Can the written report be used as a

aesthetic norms at the expense of authenticity. There would always be the video recording available to those who want to know how things were specifically said. Even more radical would be the choice to move towards written summaries of the discussion, approved by the MPs. This would emphasize content over form and make the report shorter. However, this would give considerable power and responsibility to the reporters. One remaining option would be to abandon written reports altogether and replace them with video links to the records. This option has actually been suggested once in the Finnish parliament, because it would bring considerable savings. However, it would also reduce the accessibility of the plenary sitting, by making it harder to do automatic searches and statistics, quick browsing, and so on.

After the presentation, questions are asked on the topic of blunders. Reporters of the Finnish Records Office may choose to correct a blunder, unless another MP is commenting on it. In the latter case, they don't make any changes. If there are no comments, and if the speaker says it right a first or a third time, reporters may decide case by case what to do. Mr. Herbert Houdijk asks about the situation when a blunder is not commented on during the debate and has been corrected in the report, but is heavily discussed in the media afterwards. Mr. Voutilainen admits that it would be embarrassing if that were to happen, but to his knowledge something like that has never happened in Finland.

the debate, especially if the debate is heated. This sometimes causes gaps in the report, which are difficult to fill in for the editors. When the speaker refers to an interruption that has not been included in the report, the speaker's response becomes incomprehensible for the reader.

Another problem has to do with comments that are put in the wrong place by the stenographer. The editor usually tries to correct that afterwards. However, this often requires contacting the stenographer concerned, which takes time and is sometimes not even feasible, especially in the late hours. For these reasons, the reports department is now considering a new solution for the work of stenographers.

Finally, Ms. Rydel points to the fact that a video record of the proceedings is available on the Sejm's official website. As a consequence, everyone can compare the report with the recording and notice any difference. In the standing orders of the Sejm, it is indicated that the report is a stylistically edited document. Unfortunately, citizens and even the media are not aware of that rule. Thus, they do not understand that discrepancies between the written account and the recorded form are inevitable, and they sometimes seem to be surprised or even indignant at that. In addition, there are no rules or regulations indicating what exactly can be altered on the MPs' request. Every authorization poses a dilemma. The MPs are entitled to ask for changes, but the reports department must be careful in complying with their requests, in order not to be accused of manipulation. Every case has to be considered separately, and the final decision is always taken by the head of the department.

the basis of the number of enrolments: At 12.30 pm, after a break and after the workshops, a representative on behalf of each group summarizes the ideas discussed during the workshop.

means to subtitle the on-demand video archive? The group's feeling is that the written report is very different from subtitling. For instance, in the written report words or sentences are sometimes moved to a different place. Subtitling cannot be a substitute for the written report either. Therefore, the group's positive conclusion is that our reports will be needed for many years to come.

Group 2 (Finland, Japan, Netherlands, United Kingdom) - Editing the transcription of spoken word

Presenter: Mr. Dick Boersema, Netherlands

The group discussed some of the changes that affect the reporting profession. For instance, people nowadays speak differently than in the past. They speak more like in a stream of consciousness, and this requires more editing. Another change however is that proceedings are more and more available on video, which in turn lays emphasis on the authenticity of the transcript. The participants agreed that there has been an evolution in the way of making the report. There used to be a tendency among reporters to think that they knew

better. That "cowboy style" of reporting from the past is no longer current. Why should we, as reporters, decide what an MP has said? Our primary goal is to follow what the speakers say, and to be as accurate and grammatically correct as possible in transcribing it. This group also believes that the skills required to do this, will be needed for a long time yet. Not all countries represented in this group deal with wrong quotations in the same way. In the UK, as opposed to the other countries, wrong quotations are corrected in the report.

Group 3 (Czech Republic, Netherlands, Poland, South Korea, Turkey) - Working conditions

Presenter: Laura van der Zande, Netherlands

The working hours in the parliaments of the countries that are represented in this group differ, yet the work pressure is high in every parliament. Reporters always have to work until the end of the sitting. All participants agree that these conditions affect their work. One solution may be the hiring of freelancers. This is done in the Dutch parliament, but the delegates from Turkey claim that it is not

feasible in their parliament, because the conditions are such that the work of parliamentary stenographers cannot be done without proper training. Another solution, working in shifts, as the Dutch parliamentary reporters do, is not possible for the Czechs, because they lack the capacity.

Group 4 (Austria, Belgium, Netherlands, United Kingdom) - Quality

Presenter: Mr. Jonathan Hoare, United Kingdom

What is quality in reporting? The group agreed that it has various components, such as the readability, fluency and consistency of the report, and its accuracy and faithfulness to the speech. How can quality be assured? A first important aspect is recruiting the right people for the job. The situation in Austria differs from that in the other countries in that it is difficult there to get enough applicants. Secondly, training these people in a professional way is fundamental. All participants acknowledged that technology has an increasing

influence on their work as parliamentary reporters. The report is edited to some extent in all the parliaments that were represented in the group. The most literal, verbatim approach appears to be the one in the Belgian parliament, and the most edited approach the one in the Austrian parliament. To assure the consistency aspect of quality, the Dutch make use of an editor who reads all the text produced during a plenary sitting. That would probably not be feasible in the UK.

Group 5 (Argentina, Cameroon, Italy, Netherlands, United States) – Training

Presenter: Mr. Herbert Houdijk, Netherlands

This group was composed of reporters using very different methods and technologies. There were voice writers and captioners from the United States, shorthand writers from Argentina and Italy, and shorthand and machine writers from Cameroon. Obviously, training for those different methods is also very diverse. Training for respeaking in the United States has evolved from informal, "kitchen table" training into more formal and professional training at schools. Respeaking demands specific skills, and voice writers are more and more developing standards for their profession. Cameroon has two languages, French and English, and both use different technology. For

French, reporters use machines, for English they use pen shorthand. The staff is trained at university level. A serious problem is that it is hard to get the funds that are needed for training. In Italy, shorthand training was abandoned as a consequence of the introduction of automatic speech recognition. Training now focuses on the skills that are needed for editing the texts produced by speech recognition. Shorthand is no longer used in Dutch parliament either. Applicants for a job as a reporter, who have passed the entrance test, are enrolled in an in-house trainees program.

Monday 15 July 2013 – 16.00-18.30 - Second IPRS session - Chair: Rian Schwarz-van Poppel

Lorraine Sutherland with Jonathan Hoare (UK)

From black art to black gown -- a postgraduate diploma in parliamentary reporting



Ms. Lorraine Sutherland started some thirty years ago as a parliamentary reporter. The method of training in those days was simple: two weeks to learn the trade and the rules from an experienced reporter. This was called "Sitting with Nellie" and was in fact a form of black art in that nothing was written down. There were no

written rules, only word of mouth. An editor simply had to feel if something was wrong. Some of those unwritten rules were very strange. Some subeditors for instance never allowed use of the word "particularly" or "particularly" and preferred "especially" instead. Also a sentence could not start with the word "this".

At the time, Peter Walker, the deputy editor, was very keen on shorthand. But finding qualified shorthand writers who could write fast enough proved to be difficult. So the reporting office started its own stenography school and used a stenography teacher. Walker also believed that Computer Aided Transcription could halve the number of necessary stenographers. That didn't turn out as expected, as not all of the trained stenographers were good CAT-reporters. In 1997, therefore the decision was made to drop shorthand and to concentrate the training of recruits not on capturing the words but on English language skills. This meant training in audio only reporting.

The current postgraduate diploma in parliamentary reporting is validated by an external learning organization. But why seek validation of an already very good and well established training program? About seven years ago, the administration in the House of Commons underwent a big restructuring exercise. One of the results was that the Hansard department merged into a bigger department including the Clerks and security. This urged the Hansard to ensure retaining their unique identity and the quality of their product. One of the subeditors came up with the idea of externally validating the reporter training course. This scheme was already very successful with an intake of seven people every eighteen months, and the quality of the reporters was really good. The aim of validating was to codify the course and put it to potential further use, for example short tailored courses for the public, codifying the editorial training, and language skills training for colleagues from other departments.

The subeditor who came up with the idea was asked to look for the best possible fit in terms of a partner. He visited various universities around London and came up with City University in 2008. This university was not chosen because it has a good school of journalism. The official report is definitely not a newspaper report. City University also has a really good focus on business and professions. In the end, Hansard became affiliated with the Law School of City University.

Getting the validation right meant a lot of preparatory work. It was necessary to produce an over twenty pages long submission document that had to be revised many times in conjunction with City University. Also academic assessment methods had to be devised. This meant revising the assessment methods already in use. The descriptors of grades that were to be attributed to people's marks had to be described. Also the various levels of attainment had to be distinguished. It took some eighteen months to agree on the course content, which was ready in April 2010.

The hope was that the new validated training program could be applied to the May 2010 training group. Unfortunately however, the Dean of Validation at City fell ill. It also proved to be a mistake to let all the weight rest on the shoulders of only one subeditor. Therefore a committee was formed, which meant rewriting the submission document once again. Sometimes the committee was surprised by the university, for example in asking formal terms of reference or asking for external examiners. So it had to jump through different hoops before getting permission and getting to the eureka moment.

Things fell into place on 27th April 2012 in a meeting with the validation committee of City University at the House of Commons. During this meeting former students spoke about their learning experiences. Their testimony convinced the committee that Hansard was serious, knew what it was doing and would be a good partner. After some more discussion about the assessment criteria they agreed, after which the course started with the class of 2012.

Ms. Lorraine Sutherland then introduces sub-editor **Mr. Jonathan Hoare**, who elaborates on the content of the newly devised course. He sees three main aspects of the process of finding new Hansard reporters. The recruitment consists of: first, a detailed person specification for advertisement in newspapers and a written test for candidates, second a transcription test in Parliament, and third a formal interview. What is the person specification? Hansard needs people with a wide general knowledge and the ability to understand complex argument and to report it clearly and grammatically. Their intellectual capital must consist of language skills, and knowledge of current affairs, national and international politics, in order to interpret what they are transcribing. Hansard also requires of candidates the ability to edit their reports in Parliament. Another aspect of the specification is the ability to check references, skills in general research, quotation and other details. These need to be absolute accurate in the official reports. Another important aspect is that candidates have team working skills. Hansard is in need of team players because work is being done in a deadline driven environment. Candidates also must have good keyboard skills and familiarity with Windows-based software.

Once candidates have applied and put their CV in, their knowledge of current affairs and their language skills are tested in a written test

that they send in with their application. For example, candidates have to spot the mistakes and errors in a sentence like: "I understand that they are due to meet President Joseph Zuma, the South American leader, later this week." (I understand that they are due to meet President Jacob Zuma, the South African leader, later this week.) After weeding the people out who don't have the required basic skills, the ones left over are invited into Parliament for a transcription test. From the 800 applicants for four jobs, 60 remained after the written test. These candidates were required to transcribe a five-minute speech in 75 minutes. The test, the second main aspect, was marked by several sub-editors. On the basis of this test, the decision was made who was invited for a formal interview, the third main aspect. Twelve candidates each got a 30-minute interview with a panel consisting of the Hansard training manager, one of the course trainers and a representative of human resources in Parliament. As a result, four candidates were appointed.

In the past, the training course lasted three months, after which the trainees started on the job. The new, validated course consists of two modules. Module 1 consists of a three month training course in a classroom. In module 2 the trainees are embedded in the teams, working live under close supervision of trainers and line managers. Module 1 means working full-time over a period of twelve weeks, testing transcription skills under time limits, including frequent visits to live events in the House of Commons Chamber or Committees. Not just listening to recordings of old debates of Parliament on data tapes but experiencing what it would be like to do the job for real. Methods used in module 1 are group instruction using recordings of debates; practice in transcribing; one-to-one coaching; shadowing, i.e. shadowing reporters who are actually reporting for real, and observing live proceedings; independent study, as required by City University; knowledge reviews; copy analysis, i.e. analyzing within the group the issues of editing a particular text; Hansard expert presentations; learning logs; formal one-to-one meetings monthly.

What is Hansard looking for as the key learning outcomes in module 1? The trainees should be able to follow complex arguments on specific debates in which technical language is used. They need to be able to understand parliamentary processes, i.e. the procedure of the House of Commons and its Committees. They must appreciate how developments in contemporary politics inform reporting choices. Making choices of editing verbatim reports means understanding politics and the implications of editing choices. They need to know the process through which a bill went in the House of Commons and the House of Lords before becoming law. They need insight into contemporary politics and current affairs and how these influence and are influenced by official reporting processes. They also must understand the need for accuracy and impartiality in different parliamentary contexts. The recruited people will become committee reporters and will work on different types of committees, legislative or select committees. In the latter committees, the style of reporting is much more verbatim. They therefore must recognize and critically apply different reporting styles in different contexts. They need team working skills, advanced written and oral communication skills and IT skills. They need to be adept at using the Hansard Reporting System, a package of software.

The assessment of module 1 consists of two main parts. The four written exercises are mainly transcription tests. The marks received on those make 2/3rds of their mark at the end of module 1. There is also a two-part multiple choice test on parliamentary procedure, 1/6th in weighting, and a presentation based on individual research on a relevant topic, also 1/6th in weighting. The assessment criteria for the transcription are as follows. Trainees get seven minutes to produce a five-minute transcription. The content has to be accurate, full and reflecting character and flavor of the speech. The content has to be grammatically correct and in accordance with the house style. The member information has to be correct. Also the copy needs to be fluent, with repetition and redundancy omitted where appropriate. The copy needs appropriate use of grammar, house style and punctuation. Hansard uses an extensive style guide. The last criterion is the intelligent use of relevant documents.

After three months in class, the trainees move into module 2 and into teams. They work alongside the permanent staff. All their work is live, edited for real and published as part of the official report. This is closely monitored and evaluated by the trainers, who will become their line managers once they work on the job. The trainees fly solo but get regular feedback on their work so they can see what areas need improvement. At the end of module 2, the course tutors and the director assess the progress of trainees, and work towards giving a final diploma award.

The assessment of module 2 consists of three parts. Trainees maintain a portfolio of their work, their reporting for real, and commentaries on the issues considered in the course of doing their work. This gives them the ability to demonstrate the issues they have considered and the knowledge they have used in order to produce their work. This interesting process allows them to explain why they make certain choices in producing transcriptions. These portfolio commentaries are assessed by the tutors as part of the line management process. This gives them 50 % of the marks that they are awarded. The other 50 % comes from the four written exercises, as in module 1.

The final result is that all four trainees of the class of 2012 have graduated. One of the students got a distinction and the other three got merits, which means they are all very good students.

Ms. Lorraine Sutherland concludes the presentation with the announcement that the following course starts in January 2014.

Dominick M. Tursi (USA)

Evolution of shorthand machines

Mr. Dominick M. Tursi is official court reporter and founder of The Gallery of Shorthand in the Alfonse M. D'Amato Federal Courthouse on Long Island, New York City, in the USA. He has worked in the state court system and currently works, among other things, in the United States federal court system.



In his opinion the preservation of thought began some 5000 years ago. Epoch I begins with the earliest form of written expression in what is now called Iraq in 3500 BC. The Sumerians came to realize that any important thought should be preserved. They therefore created a systematic way of writing and reading called "cuneiform". In some 400 years they compiled a 2000 word and pictograph system of writing. About the same time, 3200 BC, the Egyptians came to a similar realization and decided that the existing hieroglyphics were far too complex. They devised the hieratic and demotic scripts as means to preserve important thought.

Before continuing with this story, Mr. Dominick Tursi explains how he came to found The Gallery of Shorthand. Someone from the department that runs the Federal Court building asked him to display his collection of steno machines. He immediately accepted and began to think about telling the story of shorthand and making people in this profession proud. The result of the hard work that followed is the *The Gallery of Shorthand*, prominently located at the entrance of the Federal Courthouse. It catches every visitor's sight, court reporters, lawyers, witnesses, students, good guys and bad guys, especially as it is the only red space in an entirely white building. The intention is that the gallery has something for everyone. On hearing of his visit to Belgium, the Chief Judge of the Federal Court asked to share these

Hopes are that this time it will be possible to work in conjunction with colleagues from the House of Lords. Also the Commonwealth Parliamentary Association might come up with a scholarship so that a trainee from an overseas parliament can do the in-depth training of module 1.

A member of the audience asks how many trainers are working with the trainees. Ms. Lorraine Sutherland answers that the training is done by two main trainers, supplemented by subeditors to a total of twelve. In module 2 trainees are closely supervised in the teams in which they are embedded.

Mr. Herbert Houdijk explains that the Dutch parliamentary reporting office is used to training trainees itself without rules for the trainers. Are there any rules set for trainers in the parliamentary reporting office in the UK? Are they validated to be a trainer? Ms. Lorraine Sutherland answers that all trainers followed a three day "train the trainer" course. During the collaboration with City University, Hansard has learned a lot about teaching courses.

Ms. Rian Schwarz-van Poppel thanks Ms. Lorraine Sutherland and Mr. Jonathan Hoare for their presentation. She congratulates them on this new and interesting development in recruiting. Being a head of a parliamentary reporting office herself, Ms. Rian Schwarz-van Poppel will surely consider introducing something similar in the Netherlands.

words with the audience: "We are so pleased to host The Gallery of Shorthand in the Eastern District Central Islip Courthouse. The Gallery pays tribute to the important work of shorthand reporters without whom the judicial system could not function. Members of the judiciary, litigants, the press and the public all depend upon court reporters for a record of court proceedings. Access to an accurate and complete record is crucial for attorneys in preparing arguments for appeal and for their clients whose rights may be at stake. We are enormously grateful to our court reporters for assuring the accuracy of the proceedings."

Mr. Dominick Tursi's enthusiasm for showing the story of shorthand made a museum designer work on the design for free. Doing things for free is quite a feat in the USA. The Gallery finally opened in September 2010. What is the concept, the mission, the philosophy of the Gallery? Thomas Jefferson stated that if governmental deliberation is to be remembered, revived or acted upon, it first must be recorded. This means that discussions must be memorialized in impartial and accurate writing. This timeless truth led to the creation of written language in 3500 BC. It compelled Julius Caesar in 95 BC to order that deliberations of the Roman Senate be written. In 1873, reversing the prior practice of secretive deliberations, the United States Senate hired official reporters to transcribe their debate. The Congressional Record in the USA was started by a court reporter, Thomas Lloyd, who wrote tachygraphy shorthand. The history of shorthand as told in the Gallery is told in ten epochs. The Gallery shows many artifacts, steno machines and books. The oldest book on shorthand in the Gallery dates from around 1600. Mr. Tursi explains that all artifacts were paid out of his own pocket.

Returning to the history of shorthand, Mr. Dominick M. Tursi stresses the importance of knowledge to make a good record. Most people outside the reporting profession think reporters just hear and write. The Sumerians already knew in 3500 BC that there is more to it. It took twelve years to train their official scribes, who later on rose to high positions in society. The scribes of Egypt developed, as stipulated earlier, quicker forms of writing than hieroglyphs. One of these scribes became the overseer of all royal scribes and physicians and dentists. Amenhotep, son of Hapu, was one of the most important scribes who endured several reigns. He was overseer of all projects of the Pharaoh and the construction of the temples at Luxor.

Epoch II starts in 206 BC in China. The Chinese had a different reason for inventing faster and faster ways of writing. They wanted to

capture confessions after arrests as quickly as possible and needed fast ways of writing down what the accused was saying and sign it off. In 2007 Dominick M. Tursi with some of his colleagues visited Beijing to meet their counterparts and write about the Yawei Stenotype. After he had a go at the machine, the first thing the Chinese reporter did was sign off on the transcript. A clear throwback to the reason for the original invention of fast writing in China.

The third epoch in the Gallery is Roman shorthand. This epoch starts in 63 BC, when Cicero invented the first system of short writing as used by his slave Tiro, who essentially is Cicero's reporter. Tiro wrote on wax tablets and read his shorthand in Latin to the transcribing scribes or transcribers who wrote the original speech on parchment. There are no remains of Tiro's shorthand, which was improved and expanded over the course of many centuries. Why? They melted the wax after use and re-used it! A book on display in the Gallery, one of only four in the world, contains later iterations of Tironian shorthand. When Tiro started using shorthand to capture Cicero's words in Senate, other senators became jealous. Responding to their need, Cicero and Tiro trained the slaves of these senators. So the first corps of court reporters was born.

Epoch IV starts in 500 AD with the abolition of shorthand, as during the Middle Ages it was considered cryptography, diabolical, black magic and witchcraft. Emperor Justinian forbade its use in 534 AD, although shorthand skills of monks were both permitted and encouraged. Interest renewed around 1180 AD when Thomas Becket, the Archbishop of Canterbury, encouraged research into Tironian shorthand.

Epoch V starts in 1588, and is known as "The vital 250 years". Timothy Bright invented the first pivotal system, which became the most extensively used for the ensuing 60 years. It was motivated by the need to record sermons and parliamentary debates. One of the early masters of shorthand was Samuel Taylor. He and others invented systems called "polygraphy", "swift writing" and The writing schoolmaster.

The revolutionary systems of shorthand, based on phonetics, came up in **Epoch VI**. In 1837, a 24 year old English teacher by the name of Isaac Pitman, who studied and used the system of Samuel Taylor, publishes *Stenographic Sound-Hand*. This system, later renamed to Phonography, Writing by Sound or simply Pitman Shorthand, is the most revolutionary in the history of shorthand. Being an excellent businessman, Pitman sold inexpensive weekly and monthly magazines that enabled people who could not afford school to start learning shorthand. In 1888, John Robert Gregg launches his system as *Light-Line Phonography*. Because of the stranglehold of Pitman on the English market he decided to come to New York. As it turned out, Ben Pitman, Isaacs younger brother, had been there first with Pitman Shorthand. Ultimately John Gregg went to the Midwest. Eventually his system became the most used system throughout the United States, because it was easier to write.

Epoch VII is about the proliferation of shorthand in Europe. England, Germany, Italy and France were predominant in developing shorthand systems.

Epoch VIII looks at the proliferation of shorthand in America. In those days, around 1900 or so, in the USA shorthand development stopped, thus no new systems emerged other than the well-intended but subpar system by John Radcliff in 1650. All other systems used were adaptations of Pitman's system. In the opinion of John Gregg, who brought his system to America in 1893, Gregg Shorthand wasn't meant for the verbatim high speed writer but for the lower speed stenographic writers in businesses and offices. Only when a speed writer named Frederick Gurtler reached 260-280 words per minute, Gregg was convinced of his own system. In the 1910s, speed writers using Pitman or Gregg won speed contests with 280 words per minute and 99% accuracy. What this learns, is that it isn't the system but the person who is the most important.

Epoch IX is the epoch of mechanized shorthand. There is very little known about the men who made the early attempts to invent shorthand machines and keyboards. In France Gonod attempted in 1827 to develop mechanized shorthand. In Germany Baron Karl de Drais de

Sauerbrun (1829) and in Italy Celestino Galli (1830) also constructed prototypes. Interestingly, already in 1884 a man called Birolin claims to be able to improve the Bartholomew Stenograph by attaching a transmitter to it, "in the electrical combination therewith of a typograph or a typewriter at any convenient distance therefrom which when acting as a receiver will serve to convert the conventional signs into the ordinary letters of the language". Does this mean real-time transcription in 1884?

Mr. Tursi resumes his presentation to expand on the evolution of shorthand machines in Epoch IX. The Ireland Stenotype from 1911 forever defined the mainstream keyboard and remains the English-language industry standard. It used a two-row, tripartite key arrangement of initial consonants, final consonants and middle vowels to create the greatest output with the fewest strokes. Its inventor, Ward Stone Ireland, was a genius but borrowed a lot of technique from the Bartholomew Stenograph (1879) and the Anderson Shorthand Typewriter (1886). He was sued by Anderson, who won the lawsuit. By the time he could collect, Ireland was out of business anyway. Ireland came back in 1917 with the National Shorthand Machine. It uses a different arrangement of consonants and added subordinate keys. Also in 1917, The Stenotype Company improved Ireland's mechanism and called it Master Model Three, followed in 1927 by Master Model Four. This is a pivotal model, used in the world-famous Hauptmann/Lindbergh trial in the thirties. It catapulted machine shorthand into mainstream reporting. In 1930 the Smith Stenotype came in use, designed by Howard B. Smith and Walter Heironimus. In 1939 the Palantype was developed, patented by an English woman called Fairbanks, based on the design of the French Grandjean (1908). Also in 1939, The Reporter came along, invented by a lawyer, Mr. Thomas Bilyeu, with three rows of consonants and five vowel keys. His motto was: put more keys on and people learn faster! Another development in 1939 is the Stenograph. Milton H. Wright and his son Robert, working for The Stenotype Company, started Stenographic Machines and improved upon the Master models with a light-weight magnesium shell and a dependable clutch mechanism, plus silent operation and an endless-loop self-inking ribbon. The Stenotype Company responded by hiring a French designer to produce a textolite model. Problem was that the plastic casing cracked as a result of rapid temperature changes. In 1940, the problem was solved with a metal housing.

In 1943, Wendell V. Kirkpatrick invented the Brevitype, a very small, light-weight and attractive machine, made to print standard English letters. In the forties, Russia developed something called the CTM-machine. In 1957 the Düsseldorf parliamentary reporter Heinrich Hermann Bruckschen invented the Simla, which used a tripartite keyboard. This was followed in 1963 by the Princess-Steno. In 1963, the Stenograph Square Design came along. In the time of the Cold War, Russian communications were being intercepted by the USA with the help of IBM. The need became apparent to accurately log these data. In reaction to a request made by the CIA, Robert Wright of Stenographic Machines placed organ-type switches in a steno machine to sense key strokes, and used a cable to transmit them to a tape recorder. Thus the first computerized machine was invented, the so-called DataWriter. In 1971, Stenographic Machines brought the Curved Design on the market.

In 1977, BaronData Systems introduced the StenoConverter, their first try at computer transcription. In 1982 the XScribe Corporation followed with the StenoRam, with a built-in modem to transmit data to a computer. In 1987 the SmartWriter came along, the first machine to capture notes on a floppy disk. In 1988 Jerry Lefler introduced the Digitext-ST, the first realtime writer. Because it used a restricted system with little room for flexibility, it never took off in a major way. It was followed by AccuWriter (1989), Impact Writer (1994) and Foni'ks Writer (1998).

In 1991, a new type of machine was introduced: keyboard input machines. These are paperless, don't use an on-board display screen and thus rely on an external computer for read back. Stenograph introduced the first of these in 1991 and called it the ProModel, followed by Gemini (Infinity) in 1994 and the Tréal. These were followed by the Stenture in 1992. China produced its first shorthand

machine in 1994, the Yawei. During his 2007 visit to Beijing, Mr. Dominick Tursi brought one of his Yawei machines as a present to the inventor himself, Mr. Tang Yawei. He was rewarded by Mr. Tang Yawei with one of the latest models of the Yawei Stenotype. Last but not least, in 2003, Stenograph came along with the Mira, a brilliant machine using digitouch, as invented by Johnny Jackson. The now common iPad functions are based upon his patented invention.

Herbert Houdijk & Matthijs Bakker (The Netherlands)

VLOS vs 2.0, the next level in reporting



Mr. Herbert Houdijk introduces "*something completely different*" as the subject of this presentation: VLOS, which stands for, in Dutch/Flemish, VerslagLegging Ondersteunend Systeem or, in English, Reporting Support System. He is a staff member with the Dutch Parliamentary Reporting Office and as such responsible for the VLOS system. Co-presenter is Mr. Matthijs Bakker, who presented the first version of VLOS at the Paris conference in 2011. He is a senior reporter with the Reporting Office and a member of the project team which was closely involved in the development of this new version of the VLOS system. Last but not least, Mr. Arash Ahmadi, who is the lead architect of the development team and responsible for the technical development of the system, contributes to the presentation.

Mr. Herbert Houdijk considers the 2.0 version of VLOS, the next level in reporting. On his first working day in Parliament, on the 1st of November 1971, Mr. Herbert Houdijk entered the ranks of the Stenographers' Office as a trainee stenographer/reporter. What he saw, were: notes made by using shorthand, reports written by using typewriters, uncorrected reports published the next day, and an overall workflow oriented to paper. A jump into the 21st century shows a different picture: hand typewriters have been replaced with computers, and an application called StenoService has been introduced, which works with templates within Word documents. On this basis, the Dutch Parliamentary Reporting Office started the development of the first version of VLOS (1.3), still based on the idea of using templates and working within MS Word document structures.

Nowadays the picture is even different in a world that is changing faster and faster. What do we see in parliament nowadays? Members and MPs using tablets and smartphones. Ongoing debate on social networks like Twitter and Facebook. There is a need for information that is immediately accessible and open to the public. There is a need for an immediately accessible digital report. For environmental reasons, people use and want less paper.

To meet the needs of the fast developing world of information the Dutch Parliamentary Reporting Office decided to build a completely new version of the VLOS system, called 2.0. The four major elements are structure, logging, editing and revision. The first step was to take a close look at the structure of a plenary meeting of parliament (i.e. agenda, terms, speakers, motions, interruptions et cetera) and of the way reports of these meetings are made. On this basis, the structure of a database was designed. Using VLOS 1.3 learned that the logging screen wasn't intuitive enough. While logging, the reporter was already thinking in terms of editing the report. This slowed down the logging and made it more complex than necessary. This meant introducing a more intuitive and faster logging screen.

Mr. Dominick Tursi concludes his presentation with some exciting news. In the upcoming NCRA Convention in Nashville an attempt will be made by six writers to write 400 words per minute during one minute. This requires enormous finger speeds and concentration.

The new way of working also came with a new editing module, partially relying on MS Word. A completely new element is the introduction of a revision website. Under VLOS 1.3 the whole revision process was oriented towards paper, sent in and out by mail. Paper is no longer needed when using this website. In this way VLOS 2.0 introduces the possibility of a completely paperless process.

But what happens to the report as a result of all this? Referring to the scene in the motion picture *The Matrix* (1999), Mr. Herbert Houdijk states "There is no spoon". This doesn't mean that the IPRS meeting can be stopped because the Dutch have solved the problem! It simply means that there is a report but not in the way the term "report" was used before, i.e. a paper version of the report document. The change that is required is a change from thinking in terms of paper to thinking in terms of data and databases. So, what is a report? It simply is a view on a database, filled with time loggings, metadata and content, all embedded in XML computer code. By using this code, a report is transformed from a "flat" paper document to a report with many layers in it, which each have their own place and meaning. As a result of this, the report is now free of form. A Word-document, a PDF-document, a HTML-file? It's all possible. Of course it is still possible to print a version of a report. Also immediate publications are possible on pc, laptop, iPad or smartphone. This means immediate access to reports from every location. The database can also be used to make video streams accessible. The metadata can be used by search machines on the video. The report can even be used to generate subtitles in videos.

Apart from the in-house possibilities, a lot of different parties are very interested in receiving the coded report. The Dutch Parliament wants to present open data to the public. This reuse or third-party use can for instance mean: graphic summaries of debates in word clouds, RSS-feeds, extensive research on debates and collaboration in parliaments. Also figures can be presented to the public in more interesting ways. So what is the update on VLOS-developments? VLOS 2.0 was launched in the plenary meetings of the Dutch House of Representatives on the 25th of June. A lot of work has been done in building modules to use VLOS for committee meetings. By the end of 2013, the modules for using VLOS in the plenary meetings of the Senate should be ready. Somewhere in 2014, VLOS 2.0 will be used in every meeting of both House and Senate.

Mr. Matthijs Bakker continues the presentation with a live demonstration of the VLOS 2.0 application and puts the spotlight on Mr. Arash Ahmadi as the system developer and one of the main geniuses behind VLOS. VLOS is a network application. It is currently only operational for the plenary of the Dutch House of Representatives. But, as said, VLOS is expected to be rolled out for both standing committee meetings and the Senate later in 2013. After choosing "plenary", VLOS produces the homepage on which a meeting workspace can be chosen, dedicated to a single sitting of parliament. VLOS automatically creates these workspaces as soon as the information about a sitting becomes available in the parliamentary information system that is updated by the Secretariat of the House of Representatives. A meeting workspace can be selected by date or by number of the sitting. After choosing a date, VLOS produces another homepage, this time for the site of a plenary sitting. The agenda items with information on the subjects of debate are automatically imported from the parliamentary information system. On the left hand side, this screen displays options that depend on the role of the user in the workflow and on the user's permissions. For instance, items can be added to the agenda. The texts of agenda items can be completed and alterations can be made. The data entered in the

database are then merged with the template that VLOS uses to create a ready-made text fragment in the final report.

Mr. Matthijs Bakker sheds some light on the role of the reporter in working with VLOS. The duty of a reporter is first of all to log the proceedings in the plenary hall. There is no need to make a shorthand transcript. Reporters rely on a digital audio recording but they still have to make notes. That is where VLOS comes in. The program runs on a small computer in the plenary hall. The data entered is

synchronized via the network with a database on the VLOS server. On the logging screen displayed on the computer in the plenary hall, the reporter can log keynotes about speakers and floor actions by clicking pictures and icons. The reporter can enter text as well by keyboarding. Together these digital notes stored in a database via the network constitute a framework for the segment of the proceedings that the reporter must transcribe. The e-logging screen shows the same list of agenda items as edited before.



The first agenda item, the opening, can be selected with a mouse click. Next, the chair is selected by clicking the picture of the chairing MP. VLOS creates an entry in the list of keynotes that can be seen in the right hand column on the logging screen. The next thing to do for the reporter is to identify himself by selecting name and picture in a dropdown menu. This tells the system to assign to this person the job of transcribing the part of the proceedings that corresponds to his or her five-minute turn in the plenary hall. Then the chair opens the first debate. The reporter clicks the agenda item, and as soon as an MP is given the floor, this keynote is logged by clicking the picture of this MP in the box of pictures on the logging screen.

VLOS distinguishes between speeches and interruptions. When an MP is called to deliver his or her speech on the platform, the "speech" icon in the ribbon on top of the logging screen is clicked. Every following MP that the reporter clicks is filed in the list of keynotes as making an interruption. When a new MP gets the floor, the reporter clicks the "speech" icon again. As the Dutch House of Representatives consists of 150 MPs, it can be something of a challenge to find the right name quickly enough in the box with pictures. To make things easier, a selection can be made beforehand. The reporter usually knows which MPs will participate in a debate. The picture of these MPs can be moved to the upper box on the screen by drag and drop. This drastically reduces the numbers of options. When it is time for a minister to answer, the reporter clicks his or her picture in the box of members of government and presses the "speech" icon. Other keynotes that reporters can log during their five-minute turn include different types of floor actions: tabling a motion, non-verbal utterances such as applauding, or the repeal of an amendment.

The logging screen includes a stopwatch and a bar filling with green. This bar turns red after five minutes, signaling that it's time for reporters to switch turns. The following reporter simply presses the button named "turn" in the ribbon. The previous five-minute sequence of keynotes is now available to the reporter as a framework in which to transcribe the audio. The reporter who has taken over, can type the first words of his turn in the editing box on the e-logging screen. This makes it easier to find the beginning of a turn when starting transcribing.

If the next agenda item is a vote, VLOS opens a screen which enables the reporter to capture the voting procedure. This is one of the more spectacular new features in VLOS 2.0. The first item put to the vote can be a motion. After clicking the item, VLOS shows an overview of the logos of the different political groups in parliament. The chair rapidly states which parties are in favour. The reporter clicks the corresponding logos. VLOS then calculates the results of the votes so that it is immediately clear if a motion is adopted or rejected.

After his turn in the plenary hall the reporter returns to his desk and opens the VLOS screen to click the link to his part of the report. VLOS

then opens a page that contains all the keynotes that a reporter has logged during a five-minute session. This is the framework of a report to be. It is basically a collection of small VLOS-forms that need to be filled in. These serve as an interface for writing structured data into the database. The transcription job of a reporter in VLOS consists of two separate stages, i.e. ensuring that keynotes and metadata such as timestamps, names of speakers and procedural elements are correct, and subsequently transcribing the audio. On the left of the screen a column shows the hierarchy of logged keynotes. This tree allows the reporter to further edit the metadata, for instance by including an inadvertently missed speaker or procedural element.

The second stage that of editing, finds place on an editing screen which uses the Office 2010 version of Word as a database editor. This document contains the information about the procedural elements, metadata that cannot be changed in Word. Word is only used to type the text of speeches and interruptions in line with the audio. If for instance the reporter did all the work properly during a turn with votes, the document generated by VLOS doesn't need any further editing. When the reporter is done, he saves the Word file. After closing the editing screen and the forms page, VLOS shows the page with the turn documents. The reporter can then indicate that he has finished his part of the report and submit it to the editors by clicking the button named "finish". This part now becomes available to the first editor, who checks spelling, typos and other errors. When the text editor has finished proofreading, he submits the part of the report with a mouse click to the following editor, who is specialized in the procedural part of the report. He checks if all the formal statements are correct. As soon as this has been verified, he clicks the "finished" button.

This part of the report is now ready for publication. The editor can generate the report to be published, after which publishing is just a matter of clicking a button. The provisional version of the report is sent to the website of the House of Representatives via the network and is immediately available to the public. In VLOS the document is available in various formats. It can be opened as a Word-file. Also a preview of the HTML-publication on the web is available.

Marianne van Gool wonders what will happen if the system goes down. Is there any way of working outside VLOS? Mr. Herbert Houdijk answers that technique can be vulnerable. If the system fails the reporters switch to another, slightly outdated system. However, the reports have to be reproduced in VLOS 2.0 to be able to publish it.

Paul Hadlow wants to know how much time is involved with this kind of development. Mr. Herbert Houdijk answers that the Dutch Parliament started an e-program in 2004. It was about that time that the first thoughts on VLOS appeared. It took a lot of conceptual work before an operational VLOS version, VLOS 1.3., was introduced in September 2011. In June 2013, VLOS 2.0 went live. More techniques

will be made available. Speech recognition amongst others is knocking at the door.

A member of the audience wants to know more about the correction website. Mr. Herbert Houdijk explains that the MPs who spoke in a debate get a link for their use only by email. Opening this link gives them access to their speeches and interruptions, with some context, on the correction website. The link is valid for 24 hours and gives the MPs the possibility to propose corrections in their words. Suggested corrections are highlighted in the text. After 24 hours the website closes, after which the Dutch Parliamentary Reporting Office decides whether these correction proposals are agreed upon.

Arjan van Hessen asks if there is the option of audio-visual feedback in the correction website. Mr. Herbert Houdijk thinks that this suggestion will attract too much focus on the differences between the audiotape or videotape and the written report. This feeling may however change in the future.

Jacek Gilarski asks if video on demand on the basis of the metadata is an option. Can the text of a report also be linked with video? Mr. Herbert Houdijk assures that it is possible. There is already a website by the Dutch Parliament called DebatGemist (MissedDebate). The

public has access to videos of all plenary sessions. VLOS data is used for the search machine on this website. VLOS can also be used as a metadata system for archiving videos. It is ready for the future! Linking the text to video has already been successfully tried by Mr. Arjan van Hessen. Ms. Rian Schwarz-van Poppel adds that it has only been done as an experiment. It is not a service open to the public yet.

Lida Horlings asks how the reports are archived. Mr. Herbert Houdijk explains that the Dutch Parliamentary Reporting Office is not responsible for the archives. However, there is a program under way on using digital archives. Ms. Lida Horlings wants to know if this means no more contributions to the classic Handelingenkamer (Reports Library) in the buildings of Dutch Parliament. Mr. Herbert Houdijk explains that the Handelingenkamer only has some historic meaning left.

Many thanks to Kimberly Turnage, Daniël Tuijnman and Wim Gerbecks ([Velotype](#)) for their voluntary activity of subtitling on site.

All speeches are available on podcast with subtitles in English. With the compliments of [PerVoice](#), an Italian leader firm in subtitling equipments ([www.pervoice.com](#)) and the voluntary contribution of the members of [OnA.I.R. Association](#) ([www.respeakingonair.org](#)).



Daniël Tuijnman and Kimberley Turnage



Wim Gerbecks and Daniël Tuijnman



18 General conferences

One important topic of our congresses is always the day of conferences, when specialists explain their way of working, the improvement in technologies and the future possible developments.

On Tuesday 16th July, 2013, the general conferences took place from 09.00 to 17.30 h under the presidency of [Dr. Carlo Eugeni](#).



Keynote speaker: Prof. Yves Gambier (Finland)

Challenges in processing and disseminating information today

(Report by Laura van der Zande)

The first speaker today is Yves Gambier, Professor in Translation and Interpreting at the University of Turku, Finland. His keynote address is about the challenges in processing and disseminating multilingual information today.

Gambier begins his presentation with the remark that messianism appears to be inherent to the history of the prophets of communication. Information technology is omnipresent indeed. It touches so many of our activities that managing without it is unimaginable.

Gambier has some critical reflections on current changes, including the evolution of ICT technologies. For example, there are at least five different senses of globalization, but the fact that the digital divide is no utopia, is often ignored.

In only one hour Gambier shows us the wide aspects of translation nowadays and in the future.

Translation is not only communication, but also transmission in time and space. The ICT revolution has implications for the process of translation and for the economic and social status of the translator. Gambier differentiates between machine translation, amateur translation, collaborative translation, translation with open source tools and volunteer networked translation.

Especially the last types of translation put an end to the romanticized image of the translator. Also very interesting is the comparison between journalists and translators. Both professions are confronted with changes due to technological and finance pressures. Journalists and translators therefore are forced to re-question their very norms and ethics.

The last part of the presentation is about the implications for training. One of the most important competences of the translator is reading and understanding what needs to be translated. That is why

electronic tools may not suppress the qualified translator at all. Gambier thinks one of the positive aspects of ICT is the end of the domination of the lingua franca (English), because a lingua franca will be replaced by e-tools able to recognize and translate almost any pair

of languages. Gambier's main conclusion is that in this climate of change, because of the ICT/digital phenomenon, translation is no longer a unified, homogenous activity.



Summary by Carlo Eugeni

Messianism appears to be inherent to the history of the prophets of communication. Each successive step in our mastery of time and space has seen a revamping of the promise of a society whose members would be more mutually supportive, that would be more transparent, more free, more egalitarian, and more prosperous. For example, in 1849 Victor Hugo prophesied "the electric wire of concord," which would "encompass the globe;" Jack London, prior to the First World War, celebrates film as "the messenger of universal education, bringing together the peoples of the world." The end of the twentieth century, with its captivating speeches on the "information society" (See Mattelart, 2003), sometimes presented as the "knowledge" society, did not eschew this spirit of messianism.

Today, it is true, information technology is so omnipresent and so invisible (except when it breaks down) that we almost forget its effects. It touches so many of our activities—at work, at leisure, in research, in education, in consumption, in administration, etc.—that managing without it is unimaginable. Like the fingers on our hand—we are never very conscious of using them, and yet they have transformed our aptitudes, our brain, our relationship with objects, with nature. It is only when they are injured or amputated that we are aware of the multitude of functions they have.

Globalization is being globalized too quickly, ignoring its various faces and its contradictions. There is, as it were, a gap between what we do and our capacity to imagine, to think out the conditions and the effects of our actions. There is a kind of blindness to our dependency on instruments.

NEW PERCEPTION OF TIME AND SPACE

I shall begin with some critical reflections on current changes, including the evolution of IC technologies and their implementation.

1.1 Tomorrows That Are Not Necessarily Golden

We may speak of globalization in at least five different, not entirely unconnected senses as:

- straightforward internationalization of exchanges, commercial among others (in this sense it would be neither novel nor recent);
- a stage in neo-liberal economic development, with "Macdonaldisation" as its caricatural extreme (Ritzer, 2003; 2004);
- an impetus towards regional integration, within Europe, between the Americas, in South-East Asia, often impelled more by a desire to promote free trade than by a particular political vision (an impetus which then becomes included within the stage cited above);
- a strategy for managing the entire "common human heritage" (culture, education, health, environment, water, etc.);
- a network woven by ICT, facilitating the interplay between global and local, and with implications for the organization of work,

community life, production, distribution, transportation, product-protection, services, information, documents, etc.

In this evolutionary process, where capital, goods, and knowledge are supposed to develop in parallel, geographical space would extend to the whole planet, time would shrink to the last stock market session, to the instantaneity of the click of the mouse or button of a mobile telephone. This ignores the fact that a billion and a half people survive on less than a dollar a day, that the digital divide is no utopia, and that if information flows in torrents for some (the information-rich), for a very large number (the information-poor) it is scarce.

Immediacy, claimed to be a major benefit, always lags behind actuality. It agglomerates data, information, and knowledge. It hampers culture, memory, relationships—knowledge that demands distance, a step back. The dictatorship of time follows time's demands and priorities; the entire future is already given in the immediate present in the form of time limits, deadlines, schedules to be followed (plane to catch, pace to be maintained, work to be finished, productivity to be increased).

In such a universe of incentives and indications to stimulate activity and orient social existence, free time becomes time lost. The very thing that should free us from repetitive, irksome tasks further enslaves us. Weary of this non-time where nothing happens, dispossessed of the vital illusion of having a function or a mission, we come to prefer games of chance, video games, telephone calls and other SMS (Short Message Service) messages, in order to kill time and reintroduce expectation, defined time—anything rather than nothing when there is nothing to do.

Time and space are not abolished; rather, we relinquish linear, continuous, cumulative, progressive time in favour of the instant. The casual attitude towards long duration encountered in talking about the age of information and the age of the Earth alike engenders a belief in the all-powerful instinctive instant. I want a particular item of data, a contact, I only have to press a button, and soon only to open my mouth thanks to speech recognition. Each item of information, each contact, becomes ephemeral in its turn. Such a Pavlovian process, such fatalistic submission, cannot fail to affect the ways in which we conduct our research and extract and process information, the ways in which we perceive the social fabric and interact.

In such a context of dependency, pretence, and simulation, the (infantile) fantasy of omnipotence (to obtain knowledge, the other, one has only to press a button or speak) comes up against distance—no longer geographical, kilometeric (and thus temporal), but cultural distance. Technical proximity does not eliminate cultural distance, just as the rapid exchange of data is merely an element of access to goods, to services, to knowledge. Relationships, identities, history are

never mute, and they disrupt, even contradict attempts to internationalize, to homogenize, to make uniform, as well as attempts to construct or maintain linguistic hegemony.

How in the future, in the face of such a halting evolution, are we to perceive the role and position of translation and translators? We translate for the globalization of certain goods, certificates, finances, software; for telecommunication; for the pharmaceutical and biotechnology industries; for cultural industries (with more and more formatted products); and also for the protection of the child, against environmental pollution; for safety regulations at the workplace, etc. We interpret for the policeman expelling the foreigner and for the refugee seeking asylum; for diplomats; and for internecine xenophobes, etc. We increase productivity, the speed of production of texts; we tighten deadlines; but we localize too, to take account of differences and local nuances.

In order to understand the complexity of social and symbolic practices, with their new forms of oppression and alienation, we must contextualize both what is at stake and our actions, and not be content with technological discourse alone.



ICT does not act as a neutral vehicle for our communications—whether they are monolingual or multilingual, local or international. These technologies imply fluidity; that is to say, at one and the same time the flow of data, the flexibility of transportation, finances, working conditions, and conditions of apprenticeship and the insecurity of employment.

What does ICT transmit? One never swims twice in the same virtual current. Omniscient it may be, but the Internet does not remember what it said yesterday. It is a flow of data, an amnesiac river. Up to now our patrimony was constructed patiently, collecting and preserving material media. This existential authority gives way from now on to the rule of transience. The characteristics of the Web present many obstacles to the construction of a digital memory:

- the Internet transmits immaterially. Local storage no longer exists.
- it consecrates the ephemeral (more than 70 per cent of its pages have a life of less than four months).
- it is unstable.

Certainly, the constant evolution of software, coding standards, and applications nourishes the vitality of the network, but it also impairs its conservation—present-day contents will be illegible in ten years. It is immense; the increase in the number of sites is unceasing. But we must not be duped, even though encyclopedic, the Internet can offer only the data provided by different contributors on the basis of free access (at least for the time being), and capable of being detected by the few search engines available. It is not possible to access the entirety of available information. Sites accessible only by subscription (even free subscription) are ignored by Google and other engines. We know that the most "relevant" pages are those that are most frequently cited (those that other sites have chosen to refer to with hypertext links). A search on the Net leads not to the principal references on a subject, but to the most widely cited instances of it—hence the various strategies for giving prominence to one's own perception of a given subject. From now on, an item of information

1.2 Memory/Amnesia - Knowledge/Data

The equation is often made between translation and communication, within a given spatiotemporal context of information, values, items of knowledge. We might add that translation is also transmission, or distribution via one or more media (paper, diskette, CD-ROM, the Web, etc.), and that these media are themselves defined and actualized by means of social organization (Debray, 2000). All production, reception, dissemination, and archiving of translation is at the same time socialized and physical, even though the text may be immaterial in virtual space, that is to say in fact distributed by means of fibres and chips. The same is true of any statement within an organized socio-cultural context.

This transmission in time (even reduced to the instant) and space (geographical and cultural) influences that which is communicated; every change of position or context entails a modification of sense, if not form. Multimedia translations bring this interaction between communication and transmission to the fore; here the technology is in fact at the same time instrument and purpose. A CD-ROM is thus a medium and a product/content.

or an opinion counts not for what it contributes or explains, but because it is passed from site to site and is detected by the mathematical criteria of the search engines:

- the Internet is mixed; that is to say, it brings together images, sounds, and text. The Web welcomes and distributes all previous media without amounting to the sum of them;
- it favours roaming. Meaning is constructed by navigation, from link to link, site to site;
- finally, it reverses lack of completion: whereas every document used to be datable and assignable from the time it left the printers, with the Net we have a permanent process of actualization and at the same time non-finiteness of content.

Thus, economy of memory is defeated by the digitisation of the materials put on the Net. Those materials are difficult to grasp (immateriality and ephemerality) and complex (immensity and hyper-textuality). If every trace is erased, if every reference disappears, rendering indiscernible the difference between original and modified copy, then the menace exists of collective amnesia; on the other hand, paradoxically, we speak of the immense memory capacities of computers, of search engines, and many societies develop the cult of commemoration, a sign of identity.

What do we find on the Net? We find data, information interlinked by a hazardous process of navigation. The superabundance of such data also leads to amnesia; too much information destroys information. Above all, this information is isolated, and often bears upon activities or products—where can I go in for synchronised ice-skating in Canada? How can I join the philatelists' club in Lima? Which medicine can I obtain for such and such a condition? How does a wind pump work? More rarely, we find systematic information, developing a series of concepts, giving structure to thematic schemes of knowledge, questioning a type of behavior...

Selective data and information are evidently linked to a short-term economy, to the cultural industry, the media industry, while

systematic information and knowledge are matters of distance and duration, not the usual references for Net providers. It must be noted that translation (or localization) is increasingly associated with the former (user manuals, software, tourist information, etc.). ICT modifies not only the supply side of translation, but also the demand, the things that have to be translated. Translation as transmission thus to a large extent changes the role of the translator—a mediator between cultures, he or she is gradually transformed into a sales representative, responding to the criteria of rapidity and efficiency rather than those of values and knowledge.

NEW WORKING ENVIRONNEMENT

2.1 Computerization and Virtualization of shared tools

The integration of ICT into all kinds of work scenarios entails at one and the same time the intellectualization of the material production process (automated entries, computer control, etc.) and the mechanization of the intellectual process (word processing, expert systems, computation software, etc.).

There is today a multitude of tools to aid translators and translation. Some support the translator (e.g., word processors, spelling and grammar checkers, Internet/Web services, terminological databases, term extractors, dictionaries, both electronic and on CD-ROM, desktop publishing software, speech recognition, electronic corpora, concordancers, etc.). Others intervene in the process of translation (e.g., translation memory systems (TM such as Translator's Workbench/Trados, Multitrans, Déjà Vu, Star Transit, SDLX, Wordfast, IBM Translation Manager, etc.), corpus analysis tools, terminology management systems, localisation translation tools). Still others modify the nature of the tasks facing the translator (Machine Translation systems [MT], commercially available or by free access on the Net, authoring tools in a controlled language writing environment), without forgetting that many differently combined technologies also exist, such as those integrating translation memories, terminology bases and machine translation, all of which allows bidding for free translation to transpire and circulate on the Web.

The transition from St. Jerome to Bill Gates has been, or is being, accomplished at varying speeds, dependent on place, people, associations of translators, and on cost, projected frequency of use, expected productivity gains, ease of use (whether or not involving a shorter or longer period of training, acclimatization), and also the changes entailed in methods and in the division of the workload. For the moment, comparative analyses of these tools in relation to the different variables are unfortunately scarce. Also in rare supply are evaluations of the means (directories of translation agencies, online translation services, free MT, etc.) that might help customers, the commissioners of the translation process, to find the most suitable resources for translating their documents.

From the use of micro-computers exponentially facilitating data-sharing and the creation of local networks, we have now moved to a kind of dematerialized computing (cloud computing) which lifts from the translator's shoulders all the worries and burdens of management, maintenance and reconfiguration of work tools; indeed, infrastructures, platforms, software, services and solutions are now accessible by distance, via Internet, and invoiced according to use (SaaS, or Software as a Service). This new online distribution model of shared tools no longer belongs to a single entity nor constitutes a domain of fixed (static) installations on individual computers; it pushes the translator to become member of an international virtual and collaborative community, since the updates and new versions are immediately available and everybody benefits. Such services in translation address professional, amateur and occasional translators, as well as agencies, institutions, and companies. They are able to propose such functionalities as project management, revision, terminology or a complete work environment. Among them, free or paid for, are: Translation Workspace, Wordbee, XTM Cloud, Google Translator Toolkit, Lingotek.

This rapid evolution is not inconsequential for the practice of translation, nor on the organization of its practice and surely not on its

supply. Shared resources accessible in real time are now dynamic; costs are reduced (nothing is bought, as tariffication is based and calculated on-demand or according to use, i.e. by the hour, year, volume of words, etc.); management is shortened (both in terms of time and transparency); work is shared. Dematerialization favours simplification and productivity. On the other hand, it also creates a certain dependence on Internet connections and poses problems concerning security and confidentiality breaches. Within resides the paradox of this evolution: it mirrors the challenges associated with the centralized computer systems of the 1950s and 1960s, devourers of energy and always at risk for breaking down. The ICT revolution has implications for the process of translation (with regard to the relative weight of each stage of the job) and above all for the profession, for the economic and social status of the translator. If the tools already available liberate the translator from certain irksome tasks and accelerate certain procedures, such as terminological research, they also attach him to his workstation, a real screen that simultaneously produces data, gives access to it, and interposes itself between the translator and his or her environment. Widespread use of ICT may prove a source of vulnerability for a company and for individuals.

By way of comparison, let us consider the highly advanced state of automation in aircraft: it has increased performance and the regularity of traffic, but it also obliges us to think of security in physico-mathematical and regulatory terms. The hyper-complexity of the systems involved (almost nobody has a grasp of the total amount of information stored and in circulation) may reassure us when the flight passes without incident, when the automatic systems function without mishap. But by the process digitization, quantification, the pilot is disqualified, devalued: they are doing an office job on a computer, linked to other machines on the ground, where acquired experience does not count. (...)

SOME IMPLICATIONS FOR TRAINING

3.1 What text?

There are many terms that claim to characterize developments in both communication, notably that between man and machine, and the documents to be produced: connectivity, interactivity, accessibility, usability, text portability, text interoperability, translatability, etc. This is not the moment for itemizing them, with their polysemy and relative influence, nor for wondering about possible convergences between globalization management systems, content management systems (CMS) for the Web and for companies, and project management tools, with regard to investment, revenues, time limits, the volume of business, etc. The problems thrown up by distributed global technology architecture have more to do with the technological future and the economic and financial challenge.

The three pillars of the proposition remain the owners of the content, the translation agencies, and the translators. (...)

For the translator, what from now on are the "texts" to be interpreted? The possibility of non-linear reading is not, however, entirely new; a manual, for example, has a system of cross-references, an index of themes. No doubt the Internet is in part a regression to the age of scrolls, offering no possibility of providing concise references or exact pagination.

Nevertheless, new methods of arranging text in blocks of information rather than structuring it in consecutive paragraphs are not without consequences for our strategies for understanding, memorizing—and translating. Finished, contextualized texts are replaced online by textual-audio-visual material—discontinuous, deprived of any marked, explicit cultural location. Thus in addition to the memory-holes to be filled in when working with a translation memory system, there is the translation of "chunks" or fragments of information.

(...) Text-types have been for a long time a challenge in Translation Studies. Quite a number of training programs are based on a certain typology of texts and/or domains (e.g. translating medical texts, legal

texts, EU texts, political texts, literary texts, scientific texts, etc.). Audio-description (AD) which transfers images to words and generates an aural target text also raises the question of text-type: what text-type is AD and how can it be related to other text-types in audio-visual translation studies?

(...) New textual practices can also be observed with ICT, promoting changes in the consumption and distribution of translated/localized "moving texts" (Pym, 2004). It is not only texts that are becoming more multimodal (using different systems of signs) but also multimedia (using different media, e.g. a press article can be remediated on a website or a smartphone).

(...) Hypermedia texts on the web offer at least four challenges for any taxonomy:

- the interaction of multimodality and hypertextuality,
- their fluidity,
- their generic hybridity, calling for digital genres,
- the way they are read (from a slow, meditative reading of printed matters to a fragmented, frenzied reading on screen).

(...) Perhaps and first of all, we should question our assumptions on text and textuality (Toury, 2006: 58-64). Does the death of the author (Foucault, Barthes) imply the death of the text? Certainly, from the conventional text as a linear arrangement of sentences or as a sequence of verbal units to the hypertext on the Internet, the concept becomes ambiguous, if not fuzzy. Do literary translators, subtitlers, conference interpreters and localizers refer to the same concept of text? The current perception of text concept and text-author-reader-translator relations has itself a dynamic/changing nature in theories of TS.

Text-centered education, with an assumed heritage of literature and philology, should give way to training centered on multi-semiotic documents. If we wish to increase the efficiency of the various ICT tools in the translation process, the translator must be capable of considering which type of document best suits such and such a tool, and vice versa. For example, we know that MT programs acquired a role from the moment their designers took account not only of the languages involved, but also of the formal characteristics of texts. It must be admitted that existing typologies remain based on an exclusively verbal conception of text, ignoring the part played by media and transmission.

The second reason we must attend to the owners of the content, the translation agencies, and the translators is because it is a fact that ICT

has permitted the development of two important practices: one is that of teamwork, beyond individualism and the solitude of the translator working on paper, with multilateral contacts always available to providers, terminologists, revisers, domain specialists.

The other is the sentiment of belonging to a community, no doubt reinforcing professional identity. Contacts via networks, blogs, forums, and discussion lists or electronic mailing lists (e.g., Lantra), access to translation platforms or portals (e.g., Aquarius, Proz, Translators Café, Traduguide) have not yet, however, radically transformed the internal structures of translators' organizations, which are still based on a national model. Translators are now closer to one another, both within and beyond national frontiers, as a function of their specialization (finance, audio-visual, medicine, etc.) and their status (freelance, employee of a translation company or localization company, etc.) rather than of their language or nationality. Thus a translator living in Germany, used to the requirements and constraints of international commerce, has more interest in communicating with another translator living in Spain than in pursuing an exclusive dialogue with his or her own compatriots. A localizer and a legal translator for European institutions are nowadays as different one from another as an ambulance driver and an ice-cream salesman, even though both may use a vehicle as the tool of their trade.

The non-static hierarchization (between the different status of professionals and between professionals and amateurs) reflects differentiated training paths, and indicates contrasting social positions. Whether it remains valid across diverse markets is still to be verified. Could it be overtaken by a system of accreditation and professional recognition? That, one knows, has been a recurrent problem for decades. Above all, does training have to perpetuate this fragmentation? (Pym, 2004: 159-179).

3.2 What quality?

What becomes of the notion of quality? We know how many debates it gave rise to in the 1990s, widening the responsibilities of translators and integrating them with a collection of other actors. In considering quality, there was no questioning of the concept of equivalence, of the relationship of "sameness" between source text and target text at any given moment. It is not certain that this concern for (optimal) quality meets all the needs of all sectors of the market (hence no doubt the widening use of open-access MT on the Net).



I will say only two things here: first, equivalence is associated equally with financial constraints and with long-dominant technologies of transmission, which demanded that one and one only translation of an original should be offered. The translator was always obliged to decide on one (momentarily) unique version. ICT brings in a new order: just as several modes of translation and several actual translations of one and the same film can already be offered thanks to DVD, there is nothing to stop us envisaging variant translations, multiple translations through the use of CD-ROMs and the Net.

Second, if certification of quality is a given, the quality in question must not comprise a purely formal procedure to be followed. It largely depends upon skills, judgement, and awareness of the problems and the means of solving them on the part of the actors engaged in the process of translation. Hence the importance of qualifications, working relationships, cooperation, and modes of decision-making, particularly (but not exclusively) on the part of translators.

(...) Is it possible to manage cooperation and trust between anonymous persons, within a system based on efficiency, flexibility, and with asymmetric relationships among the people involved and thus asymmetric in terms of authority and responsibility, like one would manage a team where the competences of each member chosen are known? Can seeking anonymous workers for free really compare to recruiting members according to explicit criteria for a job that is remunerated?

3.3 What expertise?

(...) Among the diverse competences of the translator, for which this list (linguistic, cultural, technical, etc.) is not nearly exhaustive, one in particular ultimately does stand out in importance, barring the extent of a translator's involvement or the professionalization of the field, to wit: competence in reading and understanding what needs to be translated, i.e. a competence that counts on former knowledge, memory (short- and long-term), capacities for logical inference, etc. Once again, we find a number of questions cropping up which could change our behaviours and serve to differentiate translators, according to their socio-cultural milieu of origin, their habits, and their abilities to learn. The Web favours a more fragmented reading (by successive links) that is more rapid in nature (search targeting specific information). Likewise, the translations produced by Google

Translate, for example, are of good enough quality because they are consulted rather than actually read or assimilated. Some would speak of the "superficial" nature of this reading and writing. Would this imply that the Web obliges the translator to hone expertise in such specific abilities as deep reading and writing relevant texts, in addition to revising and publishing documents generated by computer? In that case, electronic tools would not suppress the qualified translator at all. A new hierarchy of translators would be imposed, but at the top we might not find the literary translator, as has been the case for decades. What would be disturbing today within the translator milieu would not be so much the fact that automation is becoming increasingly more prevalent, but that the prestige of literature, a reference value of our cultures and the channels of myths like the genius of the writer and creativity for so long, could be lost.

CONCLUSION

Thanks to ICT, the domination of a lingua franca (English) would have been only a temporary phase, finally rather short with regard to history. Such a lingua franca would be replaced by e-tools able to recognize and translate any pair of languages (or almost).

The ICT/digital phenomenon, which enjoins us to behave like automata in dialogue with other automata, reinforces the logic of marketization and social inequality. It atomizes and divides, but it can also sometimes bring together and reassemble. It reduces otherness, but is also capable of highlighting differences and specificities. Current strategies of globalization are voracious. They are cannibalistic, subjecting us to purely market-driven exchanges; goods, data, information are exchanged without reference to other (symbolic) values. We are becoming insecure, flexible, ready to log on at any moment, at the mercy of the currents of commerce and communication, becoming to some extent the "schizoid" characters already predicted by Deleuze and Guattari in 1972. In this climate of change, is translation still capable not of diminishing distances but of offering diversity? It is no longer a unified, homogeneous activity. We know that it is at one and the same time capable of enslaving and domesticating, as well as liberating, resisting, transgressing (Venuti, 1998).

First Session

Alessandro Tescari (Italy)

Facing Tsunami Bureaucracy. How to paste voice into a PDF file and sign it forever
(report by Peter Grondel)

Alessandro Tescari is the CEO of PerVoice, a company which explores new applications of Automatic Speech Recognition or ASR. One of these is the PerVoice AudioText Synchro Suite (PASS), a suite of software tools for managing the transcription workflow, from a voice recording to a written report in PDF format that includes that same voice recording.

The first step is to make a recording. It is possible to record speakers on different channels. In the second step an automatic transcription of a voice recording is made (Flyscribe). As this leaves mistakes in punctuation and wording, revision is needed. The proofreading of the file is done in the PASS&Doc step, and can be done while playing the sound file at a slightly faster pace. One hour of speech can be revised in a little over an hour. The third step is called PASS&PDF. With the push of a button a PDF file is generated that includes the audio recording. The final step is to digitally sign this PDF file.

A new way to process the recordings of court proceedings in Italy is multimedia reporting. An audio file is sent to a remote reporter, who sends back a report via the Web. The advantages are higher productivity, faster processing and the inclusion of voice in reports, which are now paperless, diskless, and secure.



So ASR plays a decisive role in Italian court reporting. It is between 80 and 90 percent accurate, and it is faster to produce a transcription. Alessandro Tescari is convinced this is a tsunami in Italian bureaucracy.

Tatsuya Kawahara (Kyoto University Japan)

Subtitling lecture videos with Automatic Speech Recognition (ASR)

(report by Willem Boersma)

Improving the quality of ASR-subtitling of lecture videos:

Mr. Kawahara from Kyoto University in Japan is trying to achieve this goal because of the increasing amount of off-line lecture videos.

In 2017 in Japan 100 % has to be covered, but due to a lack of money subtitling of lectures is still not very common. So that is why Mr. Kawahara wants to improve the quality of ASR-technology for subtitling lectures. The speech recognition engine he is testing at the Open University of Japan, is firstly based on an acoustic model that includes a speech database of 300 hours of lectures. Secondly, a lexicon -- a text database of lecture transcripts -- and a language model with a relevant text are needed.

An accuracy rate of at least 75 % is needed to make subtitles of lectures comprehensible, although that rate still is not very good. So that is why post-editing of ASR-subtitles is inevitable at this point in time. Mr. Kawahara stressed the importance of better training and formulating guidelines for subtitling internet videos, to increase accuracy, grammatical correctness and readability. On the other hand Mr. Kawahara expects the accuracy of subtitling video lectures to improve to approximately 90 % in the near future, because lecture speeches are mostly fluent and not so emotional or spontaneous.



Alessandro Tescari (Italy)



Tatsuya Kawahara (Japan)



Tsuguo Kaneko (Japan)

Second session

Tsuguo Kaneko (Japan)

130 years of steno in Japan

(report by Henk-Jan Eras)

Mr. Tsuguo Kaneko commemorated 130 years of steno in Japan. In the early 20th century representatives of the Romanisation movement brought back stenotype machines from France and America. They thought Japanese letters should be abolished in favour of roman letters to produce accurate transcription at high speeds.

Traditional steno in Japan was highly accurate with percentages up to 99.99. However, at the Tokyo War Crimes Trial members of the Japanese Supreme Court were surprised to see that the American court stenographers presented transcriptions the following day where it took their Japanese counterparts months to finish. It was there and then that the decision was made to train court reporters in using stenotype machines.

In 1948, Mr. Kawakami was successful in inventing the first Japanese stenotype machine. The layout of the keyboard, consisting of 21 keys in three clusters, was based on the principle of two syllables at one strike. In the 1980s transcription technology in Japan was brought up to date when Mr. Endo introduced a CART-system (Communication Access Realtime Translation) for real-time captioning.

Nowadays all kinds of Japanese stenotype machines are used for live tv-captioning and captioning for the hearing impaired. Modern day techniques used in Japan include computer-based speech-to-text machines and automatic speech recognition as well.

Jorge Bravo (Argentina)

Collecting the past to face the future: the present of the Argentinian Congress library

(report by Anja Stijnen)



Mr. Bravo, president of the Asociación Argentina de Taquígrafos Parlamentarios, presented and commented on a video on the Argentine Congress library.

The library was founded in 1859 and holds many books and magazines on shorthand, as well as special collections, such as the Palant collection, which consists of documents from 22 countries. The library is working on digitalizing its documents so they can be consulted online all over the world. The library's documents refer to history, but what of the future? According to Mr. Bravo, "there is no future without history". Mr. Bravo suggests the creation of a network of shorthand libraries around the world, which all share their catalogues and documents online. If we have access to all these documents, we can learn from history and keep up with any innovations in reporting techniques. The future has begun; let's not be afraid of it.

Third session - Training and practice

Jim Cudahy & Karen Yates – NCRA (USA)

The oral history project - Stenographers capturing personal stories
(report by Wouter Zwijnenburg)

Mr. Cudahy, executive director of the National Court Reporters Association, presents the Congress Veterans History Project in which the NCRA and the National Court Reporters Foundation (NCRF) partner with the United States Library of Congress.

The larger goal of the project is capturing the history of several wars in which the United States were involved, so that future generations can better understand the realities of war. In the meantime the project offers a great opportunity to promote the court reporter's profession.

Men and women who have served the United States in a time of war

are interviewed about their experiences. The court reporters transcribe thousands of audio and video files, and even interview veterans, nurses and journalists themselves. The result is an archive of 3.000 interviews in the Library of Congress.

When the Library of Congress showed great enthusiasm at the first material, Mrs. Yates, who as a court reporter participated in the project, helped to organise teams to find more World War II veterans. She considers her work for the Veterans History Project as a very rewarding experience: "History is in all our villages, in all our homes".



Linda Drake (USA)

Linda Drake did a demo of how the speech recognition works and can be used in courts supported by stenomask.

Laura Batani (Italy)

Helping primary school students to face the keyboarding tsunami
(report by Dick Boersema)

Laura Batani introduced the participants of the conference in the pioneering work that she has been doing since the early 2000's: being a teacher in a primary school, she teaches children in the first two grades of the Italian primary schools typing with their ten fingers.

In this way, Italian pupils are able to face the challenges of this digital

era. Also children with language related problems like dyslexia can take advantage of typewriting, she stated. She underlines the official policy of Italy since 2003. In that year, the Italian school reform introduced both the general teaching of computer science and the English language in the first two grades of the Italian primary schools.

Thanks

Many thanks to Marlene Rijkse and her team: Laura van der Zande, Peter Grondel, Willem Boersma, Henk-Jan Eras, Anja Stijnen, Wouter Zwijnenburg, for giving us a summary of these conferences.



Web session available before the conference day

Waldir Cury (Brazil)

The issue as to shorthand speed

(Transcript of the video speech of the video for the Conferences)

Hello, everyone! My name is Waldir Cury, I am a retired stenographer proofreader of the Legislative Assembly of Rio de Janeiro, Brazil, a shorthand teacher and a member of the Intersteno Educational Committee. It is an enormous pleasure for me to talk to you through this video.



The title of this talk focus on the issue as to shorthand speed. On this video I'll give you a very brief view of the subject. The full text is available on the Intersteno Website. I want to say I like to talk about shorthand speed, a subject that I care about and that I am passionate about.

What is understood when we talk about "shorthand speed" is how many words per minute someone can write using shorthand. A good

shorthand speed is around 120 words per minute. At this speed, this represents writing in shorthand, in theory, two words per second - which is truly a great feat! Just by way of comparison, according to Juvêncio José Barbosa, in his book "Literacy and Reading", "we read at a normal speed of approximately 250 words per minute (4 to 5 words per second)".

THE SPEED OF LONGHAND VERSUS THE SPEED OF SHORTHAND

Shorthand is an extremely abbreviated writing. Due to the simplification and significant savings through graphical representations, it is possible to achieve great levels of speed when writing. This unique use transforms shorthand into a valuable instrument.

After learning shorthand signs and rules of the new graphical system (shorthand), the student begins a daily and systematic training of

progressive dictations to acquire speed. In this training period, listening and visual perception, mentally developing signs, motor coordination, writing on paper and transcribing shorthand outlines into longhand, come into play. As the students advance in the shorthand speed training, they gain gradual conditioning that will enable them to write in shorthand at greater speeds. Training speed is a progressive, dynamic, live, full-time, continuous and individual process, demanding, as a basic condition to jump from one speed to another, personal effort and involvement as well as training and "maturing" at each speed level.

To begin the systematic shorthand speed training dictations, it is essential that the student has learned the entire system. This does not mean that you cannot train small dictations but, without the need of timing the speed, while learning the system. Small dictations with shorthand characters that have already been studied and written at a slower pace, if performed with criteria, may represent an excellent teaching resource and may even help preparing to train for progressive dictations that the student begins to do after learning the entire system. This is exactly the systemology that I have elected in my online shorthand course: dictations as of the first module that have showed very good results and students have approved.



Learning the system begins with moments of experience or familiarity with shorthand characters, interspersed with moments of systematization and solidification, through exercises and tests. Quality exercises are those that are very well dosed and in which the student observes, compares, infers, understands and repeats. These are exercises that stimulate the assimilation of shorthand characters and that properly build the foundations of learning the system. There are also playful and exciting exercises that generate pleasure and challenge as well as sharpen the student's interest while learning and still others that awaken, in the student, the desire to learn more and more.

In the Final Report of a study published in 1969 in the United States on "Systems of Teaching Shorthand: Research Analysis", we read the following conclusions written by Joe M. Pullis, Polytechnic Institute of Ruston, Louisiana:

From the findings of this study, there seemed to be strong indication that success in shorthand as measured by achievement in shorthand dictation was significantly related to one's ability to construct accurate shorthand outlines.

- 1 There was a significant positive relationship between the student's ability to write accurate shorthand outlines and his achievement in shorthand dictation.
- 2 There was a significant positive relationship between the ability of the student to write accurate shorthand outlines and his ability to transcribe the outlines.
- 3 There was a significant positive relationship between the ability of the student to transcribe isolated shorthand outlines and his achievement in shorthand dictation.
- 4 Competency in transcription increased with competency in shorthand accuracy.

Irvin H. Lesser believes that weak students in shorthand are those who have not mastered the theory of the shorthand system:

"Generally, the 'weak students' in shorthand have never adequately learned the theory of the shorthand system so that they can automate their responses. It is unfortunate that too many of the students' shorthand notes reveal that their knowledge of the theory of shorthand is far short of what it should be."

There is an imperative need to "mature" in each speed level! It is known that, while training dictations at a given speed, the brain starts creating new neurons relative to that particular speed. This is why it is necessary to train many dictations at each speed level. When training many 20 wpm dictations, the student gives the brain the necessary "time" for it to create neurons relative to the 20wpm speed. The same is true for each speed level the student advances to. This is so true that the non-compliance of such period required for the brain to adapt to each speed level can represent a huge obstacle with regard to the student's progress. The students that "burn phases" and train speeds greater than their brain capacity, exceeding what their skill, their conditioning and their motor coordination enables them to, end up losing many words in the dictation, writing shorthand characters very poorly and generating enormous difficulty when they try to transcribe what they have written in shorthand.

In cases like this, where there is no real progress, the best strategy is to "go back a few steps in order to advance". Now let's talk about:

THE TRANSITION FROM ONE SPEED TO ANOTHER

To better understand this point related to the transition from one speed to another, we can illustrate with weights that are used for bodybuilding at gyms. Normally, people begin lifting 10 pounds. For several weeks, these 10 pounds will condition the arm muscles so that they can later be able to lift 20 pounds. In this second phase, weeks are spent lifting 20 pounds. Only after the muscle is fully conditioned, strengthened and truly prepared is when 10 more pounds are added and this pattern is followed every time there is an increase in weights. We can say that the same thing happens with progressive shorthand speed dictations. Days and weeks need to be spent at a given speed to condition, strengthen, and acquire motor coordination in order to obtain full capacity at that speed. Only then will five more words be added for every minute of dictation without representing an overload to the brain.

Speed training should be done with full commitment and with utmost discipline. Each dictation has to be well "digested". All words and brief forms that are difficult to write should be very well studied. The student cannot and should not be in a hurry to jump from one speed to another. It is essential to "mature" at each speed level!

The amount of dictations needed to train each speed level must be taken into consideration, but the most important is the quality of the training of each dictation! To train a great number of dictations and not assimilate anything is time spent uselessly. On the other hand, "digesting" and deeply training each dictation, training not only words that are difficult to write but brief forms as well, represents an extraordinary gain with respect to shorthand speed. As a rule, the greater the speed, the longer the training will take to overcome it. This is because the amount of sounds to be converted into graphic codes increases proportionally. Let us make a comparison to better understand this point. In a 5-minute dictation of 20 words per minute, we give the brain a task of "transforming 100 words into shorthand outlines." In a 5-minute dictation of 120 words per minute, the brain has a great and complex task which is: "to transform with great speed, 600 words into shorthand outlines." The difference is brutal: 120 against 600! It is easy to see that, every time words are added and every time there is an increase in the speed of the dictations, the brain has a greater amount of work to accomplish. It is important to note that, the act of shorthand writing involves multi-tasks, not only in relation to "listening to the words, making the respective shorthand outlines in the brain and, through motor coordination, writing them on paper", but also performing everything with "ease, speed and accuracy." The use of skills is a continuous improvement process that has no end.

It is necessary to always train speed in order to be a good stenographer. There is actually no point of arrival! To be able to use the shorthand skills well, it is absolutely imperative to follow a continuous improvement process that has no end. The endless training of speed dictations, the daily drilling and the permanent enhancement of the art of shorthand all become essential conditions to achieve an excellent professional and personal performance. The stenographer who daily trains speed is continuously improving and

even surpassing every day, skills that have already been acquired. The motor coordination starts getting better, more accurate, more efficient and more refined! Likewise, the stenographer who daily trains speed, improves concentration every day as well as the ability to hear sounds, transform them into signs and outline them fluently on paper. Every day, the stenographer becomes more proficient in overcoming the challenges shorthand writing offers. Finally, we must

Jan den Holder (The Netherlands)

Confronting the "information tsunami" with summary reporting
Speech accompanied by a PowerPoint presentation

Dear Intersteno Friends!

Alas, a tsunami is a natural disaster in the form of high tidal waves caused by undersea earthquakes...but in the expression "information tsunami", the term is used in a metaphorical sense: a flood of information that engulfs us daily. The growing role the internet plays in spreading information makes it possible to be selective in our choice of topics we want to be informed about. Take for example the role search engines play in this respect.



Meetings are an important channel of information exchange, especially for opinion formation. The kind of information that is exchanged in meetings depends on the subjects they tackle and on the agenda of a meeting. Even then, especially when the chair is not fully in control, subjects and information may pop up in the discussion that is not relevant to the item on the agenda. It is the secretary's task to restrict note taking to the relevant parts of the deliberations. The subjects on the agenda determine this process of sorting out. The secretary has to be selective, both when taking notes and when drawing up the meeting report. He or she can sit back, when speakers ride off on a side-issue. There are, of course, all kinds of meeting reports. It may be only a list of decisions; but a meeting report may also record the essence of everyone's interventions. The extent to which the minutes of a meeting can be time saving for those interested in the information, depends largely on the secretary: how concise and accurate can he or she report on the meeting?

So the benefits of summary reporting are: a brief report of perhaps a long meeting but with all the relevant information in it, and needing only a short reading time to peruse the information. This certainly helps us in coping with an information tsunami. Here is a big difference with the work of professional stenographers and typists, the traditional target groups of Intersteno. Their work mainly concentrates on the full transcription of the spoken word. What note taking and minute taking are about? Besides verbatim reporting there is concise or summary reporting. Summary reporting is useful for business meetings, staff meetings, consultations etc. This is the secretarial sphere of work.

Now for something about our organization, Intersteno. To do justice to the concept of "information processing" attention should be given to the substantive treatment of information, as is the case with summary reporting. As you can see, the summary-reporting contest is part of a long list of Intersteno contests. This list of current Intersteno contests, taking place during its biennial conventions, reflects the tradition of verbatim transcription and document reproduction. On the basis of the history of Intersteno this is understandable, but... supposes we allowed computers to take part in our contests as independent competitors, who would then be the next world champion? In a way Intersteno adapted its competitions in the last 30 years to new demands and developments. The multilingual

emphasize that, along with speed training, there is also training related to reading what has been written in shorthand. As a result, the habit of reading what has been written in shorthand brings not only an improvement in comprehension but reading speed as well.

Thank you so very much for your kind attention.

shorthand contest was added, introducing the element of one's knowledge of foreign languages. Then, when typewriters were replaced by personal computers, it was time to introduce word-processing techniques in the Intersteno competitions. But can these adaptations be characterized as information and communication processing? The correspondence and summary-reporting contest was introduced on the occasion of the Intersteno convention in Hannover, in 2001. This happened with the consent of former Intersteno secretary-general Dr. Karl Gutzler. Using shorthand to take notes – instead of writing down every spoken word – proved to be a challenge for competitors. First there is the dictation of the letter, to be transcribed verbatim (dictation, spoken by Mrs. Biggers.) Then follows the dictation of the text from which the summary report is to be made. Here competitors have to transcribe title and paragraph headings verbatim, but they have to summarize in their own words the content of each dictated paragraph or section (dictation, spoken by Mrs. Biggers.) The mix of verbatim transcription and summary reporting is typical for secretarial functions. Verbatim recording and transcription may occur where it concerns instructions and decisions. Note taking and summary reporting may suffice for business meetings, telephone conversations etc.

A summary contains the gist of a longer text or speech. When making a summary it helps to know what is the central element. Here the paragraph or section heading gives you the clue: arranging a job interview. Unfortunately there are no ready-made texts available for this contest. So, when preparing the competition text, you also have to choose a central element, a main theme or subject. This is your point of departure in the search for text material. The material itself will suggest several subtopics for the individual paragraphs of the dictation text. The comparison with a building is appropriate. There is the roof of the building and there are its floors, to be compared respectively with the title and the paragraph headings of the dictation text. We are talking about the dictation text from which the summary report is to be made. Both this text as a whole and its individual paragraphs or sections need to be comprehensible and well-structured. This makes it possible for the competitor to distinguish between major and minor issues: the first ones to be included in his summary, the others to be neglected. To guarantee a uniform assessment of the summaries of the competitors, a model summary is needed as a guideline for correctors. To simplify its application the model summary of each paragraph is divided into key phrases.

Correspondence is an important part of secretarial work. Most of the subjects discussed in meetings have already been put forward in the many letters that pass a secretary's desk. That is also why the dictation of a letter precedes the reporting dictation in this contest: introducing the subject matter to be reported on. The marking or grading of the transcription of the letter is a matter of comparison with the original text. The same goes for the marking or grading of the title and subheadings in a competitor's summary report. A challenge for Intersteno as an organization for "information and communication processing" is summarizing as part of a contest, and assessing the competitors' summaries afterwards. Forget about computerizing these activities of the human brain that have everything to do with: understanding, insight, creativity and judgment, just as a good secretary should possess these qualities!

Now for the technicalities of the summary-reporting contest. Competitors summarize in their own words, and to assess their work a simple comparison with the model summary will not do. For each of its key phrases the question is: is the meaning of this key phrase

represented in the competitor's summary? To simplify the assessment procedure only three answers are possible: fully present, partially present and not present. Credit points are awarded accordingly. The judgment whether the meaning of a key phrase is present for 80% or more, less than 80% or even less than 20%, can be done at first glance. When in doubt, especially about the 80% border, take a closer look at the key words in each key phrase. All these key words have to be present – according to their meaning – in a competitor's summary; otherwise the 80% mark for this key phrase will not be reached. And in that case not more than half the credit points can be awarded!

At the left are the key phrases and key words of the model summary, at the right the summaries of two competitors. The first summary represents all the key phrases of the model summary, so all the credit points are awarded. The second summary is imperfect and does not reach the 80 % mark. So here only half the credit points are awarded. Alas, marking and assessing the work of the competitors causes some paperwork. In this too the correspondence and summary-reporting contest shows its relationship with the secretarial profession. For each competitor's summary the obtained credit points and the superfluous words have to be administrated in an auxiliary form. And yes, still another form is needed, the evaluation or assessment form, registering all the data concerning a competitor's performance,

A.M. Trombetti, M. Armellini, A. Galimberti, Fabrizio Gaetano Verruso (Italy)

Teaching shorthand on the web: An Italian example

The Italian Research and Study Centre "Scripturae Munus", based in Rome, has been founded in order to spread Shorthand and other means of speed writing, and keep them alive in the future. Its main aim is not only to qualify professional reporters, but to let people understand and appreciate the intrinsic value of Shorthand as a never-ending form of writing, despite all the new technological devices. "Scripturae Munus" has already gathered prestigious memberships and has activated different study and research sections. One of them in particular, "*Proposito in Media*", has the task of dealing with on line information, thanks to the website www.stenografando.it in which you can find a forum for discussions, and a FAQ section which answers specific questions asked by the users to get a thorough knowledge of Shorthand and of its history, in connection with today's modern world of communication. Founders of this Research and Study Centre are Paolo Antonio Paganini, Angelo Maria Quitadamo and Anna Maria Trombetti who is also the President of the Centre who has published the first on line Gabelsberger-Noe Shorthand course in Italian language, available at <http://www.stenografando.it/DidatticaFormazione.html>.

The course contains 28 teaching units, and the reading pages used are those originally written by Gabelsberger, so that it was possible to reproduce real Shorthand masterpieces in the website, considering the fact that these publications are no longer available at bookshops. Anna Maria Trombetti has also revised these units and has applied a new teaching method in the shape of an *atelier* of the Italian language, just to show how Shorthand is still alive and can be used in everyday's contexts, not only in professional ones. Here are a few examples, taken from unit one (we can distinguish between vowel and consonant symbols). (...)

The present on line teaching method, that we'd like to qualify as "Noah's Ark" for the Italian Shorthand, makes the discipline accessible to everybody, in the form of distance and blended learning, since everybody can get in touch with our Centre to have complete assistance during the FREE study of each unit.

The Centre has uploaded a few files to practise and improve writing speed (from sixty to hundred and twenty words per minute), for all those who would like to use Shorthand professionally.

Another section we are particularly fond of concerns autographical Shorthand writings. This section includes a range of publications that focus on the scientific research that livens up the Centre. The founders have shared the aim to publish a first Shorthand anthology, by gathering materials from different Shorthand systems. We started

including the transcription of the letter and of the headings in the summary report. The transcription of the letter does not influence one's place on the results list; it is a threshold competitors have to cross before their summary reports can be assessed. When there are more than 30 penalty points for the letter, the competitor is disqualified and his work is not considered any further. This compensates for the fact that typing and spelling errors are disregarded in the assessment of the summaries.

To a contest also belongs a results list, and that is where the calculation of a competitor's net points comes in view. The results list makes it possible to compare competitors not only in terms of net earned points, but also concerning their abilities as to verbatim transcription (letter and headings) and summarizing. A rough percentage (the acquired credit points out of a maximum of 100 for the paragraph summaries) measures the ability to summarize.

Yes, there certainly is an abundance of information, but that is not as threatening as an uncontrollable "information tsunami". By being selective in choosing from the available information, you can avoid an information overload. Summary reporting gives you the opportunity to do so.

Intersteno should be an organization that inspires to communicate information purposefully, especially through text handling, allowing citizens in a democracy to inform them in a meaningful way.

it by introducing a text (about a speech given by the President of the Italian Republic) which was written using Cima Shorthand symbols. Cima is one of the four Italian Shorthand systems recognised by the Ministry of Education for Italian Shorthand Teaching in State Schools.



In the same way, any Shorthand transcription in other languages is particularly appreciated. As a tribute to the presence of our Institute at the Beijing Intersteno Congress, we have welcomed an autograph in two languages, Chinese and Italian (Gabelsberger-Noe Shorthand), written by a Shorthand writer and sinologist, member of the Institute Steering committee. We know how important it is to foster Shorthand studies and research, not only for a strictly professional use. As a matter of fact, we don't learn our native language to become perfect linguists just like we learn maths without the need to become scientists or bank clerks.

We are aware of the fact that we still must consider Shorthand as a useful personal writing tool, but never an end in itself. This new concept of Shorthand can find its proper place in the global network, and thanks to its cultural potentialities we are sure that new developments are on the horizon.

As many of you might know, Shorthand hasn't been taught in Italian State High Schools since the last twenty years. Despite this negative shift in education, in 2012 a few Shorthand courses were introduced in a high school in Rome (Liceo Morgagni) for students attending the first two school years, providing them with the opportunity to go on with further lessons. Since last year 25 students have been taking part in the first group of lessons. These courses are now part of the school curricula offered by Liceo Morgagni for the following year. What's more, this educational project, called "Shorthand on stage in the third Millennium", is free of charge.



This hasn't been an isolated experience, though. We have used the same title also for a similar project carried out at Bagnera Secondary School in Rome, and for another project submitted to a district prison in Rome. We are convinced that in such context Shorthand will be particularly appreciated by inmates. As a matter of fact, Shorthand itself has been somehow 'imprisoned' and undeservedly neglected even by experts in this field. It's with great pleasure that we quote a young medical student, who has learnt Shorthand through our

Joe Snyder (USA, jsnyder@audiodescribe.com / www.audiodescribe.com / www.acb.org/adp)

Audio Description Workshop

What better way to begin our work together than with description of a visual image: *The Fan* by J. McPherson. On a stage, left, a woman in a flowing gown, her hands clasped in front of her, stands before a kneeling man in a feathered cap. He croons: *Why dost thy heart turn away from mine?* At right, a man at a microphone speaks: *Basically, the guy with the goofy hat is ticked because this babe has been runnin' around with the dude in the black tights.* The caption reads: *Many opera companies now provide interpreters for the culturally impaired.*

Audio Description or AD was first developed in the U.S. It was the subject of a Masters' Thesis in San Francisco, California in the 1970's by the late G. Frazier. Mr. Frazier was the first to work out the concepts behind the act and the art of AD. In 1980, a theater in Washington, DC, Arena Stage, assembled a group of people to provide advice on accessibility issues. Among the committee members was Dr. Margaret Pfanstiehl (then Dr. Margaret Rockwell). Dr. Pfanstiehl founded The Metropolitan Washington Ear, a closed-circuit radio reading service for people who are blind or for those who don't otherwise have access to print. From there the Washington Ear's AD program was developed. I was already a volunteer reader at The Ear, and a professional voice talent/actor and English teacher and I became one of the first audio describers in The Ear's program, the world's first ongoing audio description service.

So for over 30 years I have been working with AD—but what is this access technique? It is a kind of literary art form. It's a type of poetry—a haiku. It provides a verbal version of the visual—the visual is made verbal, and aural, and oral. Using words that are succinct, vivid, and imaginative, we convey the visual image that is not fully accessible to a segment of the population – the American Foundation for the Blind notes that over 21 million Americans are either blind or having trouble seeing even with correction. And describers help the rest of us—the rest of us, sighted folks who do not fully realize what we see. We see but we do not observe.

It's useful for anyone who wants to truly notice and appreciate a more full perspective on any visual event but it is especially helpful as an access tool for people who are blind or have low vision. You'll find AD these days at arts events— theater, opera, dance, museum exhibits, broadcast television, DVDs and first-run feature films—but also at conferences, in classrooms, weddings, parades, circuses, sports events, on cruises, for karaoke – even at funerals!

But let me help you see what description is all about by asking you, figuratively, to close your eyes. What you'll experience next is the original soundtrack of an excerpt from a major motion picture, "The Color of Paradise." What can you glean about the film when you're limited to listening only? Let's try it.

That was long! What was going on? Hard to tell, eh? So let's experience the same excerpt again—you're all still blind, there will be

"Scripturae Munus" portal. As an extension of his medicine studies, he has approached the learning of Shorthand in the same way he studied anatomical pathology: "I saw the way Shorthand is taught in the website www.stenografando.it like an "unusual" book of anatomy I used, written in a non-traditional way, that let me appreciate this difficult subject. What I mean is that mixing serious (anatomical pathology and Shorthand) books, usually seen as the 'Bible', with less traditional lessons which explain difficult topics with short and amusing account, makes the study of any subject more appealing even to the most bored students. I must say that that these lessons contribute to 'bring something to life' (which is a very well appropriate expression for a pathologist!). And just because we have mentioned the Bible, we believe that our Shorthand Research and Study Centre which we have proudly called *Noah's Ark*, has written a page in the New Testament of this millenarian discipline in Italy.

Further information: Anna Maria Trombetti (annamaria.trombetti246@gmail.com), Attilio Galimberti (galimber@yahoo.it) and Fabrizio G. Verruso (a160575@inwind.it).

no picture, but this time let's add audio description. Will it make a difference? Let's see by listening.

But just from having listened closely to the description of Mohammed and his interaction with the tree, what can you tell me about him (Remember, the character would have been described much earlier in the film)? I suspect that some of you will be surprised after watching the excerpt for only about 10 or 15 seconds. And as you do, please consider the words used and why, the images that were chosen for description—would you have singled out others? Description is often about what not to describe. Let's try it.

Not too long ago I conducted a workshop with day care workers and reading teachers on what I think represents a new application for audio description-literacy. We experimented with developing more descriptive language to use when working with kids and picture books. These books rely on pictures to tell the story. But the teacher trained in audio description techniques would never simply hold up a picture of a red ball and read the text: *See the ball.* He/she might add: *The ball is red—just like a fire engine. I think that ball is as large as one of you! It's as round as the sun - a bright red circle or sphere.* The teacher has introduced new vocabulary, invited comparisons, and used metaphor or simile - with toddlers! By using AD, you make books accessible to children with low vision or blind and help develop more sophisticated language skills for all kids. A picture is worth 1000 words? Maybe. But the audio describer might say that a few well-chosen words can conjure vivid and lasting images.

I was quite pleased to provide description – for the first time – for Sesame Street. We were quite heartened by a particular letter we received from a blind parent of sighted children who for the first time could follow along with her kids the antics of Elmo, Bert, Ernie, and all the other denizens of Sesame Street. We also provide description for the Spanish version of Sesame Street—Plaza Sesamo—and we also add description to Sesame Street's commercial DVDs.

Now Elmo's World. In the time we have this morning, I thought it would be most helpful to review the skills that a describer must develop in order to make the visual verbal, according to the Fundamentals of Audio Description that I developed some years ago. I recall being simply amazed when I first encountered Sir Arthur Conan Doyle's brilliant detective, Sherlock Holmes. Brilliant ... and incredibly observant. In developing AD for television, a video, for theater, for a museum – in any context – I keep in mind / emphasize four elements – the first of which is all about the skill that Sherlock Holmes honed.

Observation. The great philosopher Yogi Berra said it best: "You can see a lot just by looking. An effective describer must increase his level of awareness and become an active *see-er* develop his *visual literacy* notice the visual world with a heightened sense of acuity, and share those images. Miss Helen Keller saw clearly that *Those who have*

never suffered impairment of sight or hearing seldom make the fullest use of these blessed faculties. Their eyes and ears take in all sights and sounds hazily, without concentration and with little appreciation.

Test your visual acuity by observing the following video excerpt: the Awareness Test. Next, describers must edit or cull from what they see, selecting what is most valid, what is most important, what is most critical to an understanding and appreciation of an event. Oliver Wendell Holmes expressed it succinctly: *The great struggle of art is to leave all but the essential.*

The language. We transfer it all to words--objective, vivid, specific, imaginatively drawn words, phrases, and metaphors. In Ghent, is the KBC Arteveldestoren 390 feet tall or is it as high as 40 elephants stacked one on top of the other or taller than a football field set up vertically or 30 stories tall. How many different words can you use to describe someone moving along a sidewalk? Why say *walk* when you can more vividly describe the action with *sashay, stroll, skip, stumble* or *saunter*?

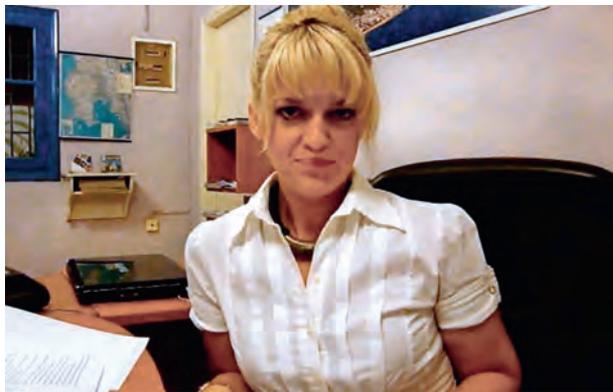
Thus, imagination is critical. There are no elephants there, there's no football field but, in the words of Jonathan Swift: "Vision is the art of seeing things invisible." And Mark Twain said it even better: "You cannot depend on your eyes when your imagination is out of focus."

But good describers also strive for simplicity, succinctness - "less is more." In writing to a friend, Blaise Pascal once noted: "I have only made this letter longer because I have not had the time to make it shorter." While a describer must use language which helps folks see vividly--and even see beyond what's readily apparent--it's important to maintain a degree of objectivity--describers sum it up with the acronym -

ZOI RESTA (Greece)

The role of interpreters in communication: Interpreting in the globalised world

*Interpreting Teaching Staff, Ionian University,
Department of Foreign Languages, Translation & Interpreting, Greece
Freelance interpreter and translator*



It is a fact that global communication becomes more and more intense, as time goes by; multinational corporations with their members travelling on a regular basis, international institutions like the EU or the UNO, people choosing to spend their holidays abroad, immigrants trying to integrate in foreign societies and so on. All such activities are motivated by or at least concern economic interests. These mobility flows desire to benefit from the economic advantage of a foreign country, which is scarce or not apparent in their own country, such as raw materials, agriculture, heavy industry, tourism, fishery or job opportunities. All these bring nations closer. But these unique characteristics on economic terms are also irrefutable parts of identity on cultural terms; they shape the particular mentality of the society and are obvious in the way of life. That is why we can conclude that globalization is both an economic and a cultural process that implies the interrelation between economy and culture.

The advent of the globalising era constituted part of the work of scholars. These scholars referred to the new international order on both economic and cultural terms. Besides the theory, it is a fact that

In the smodes "WYSIWYS" (What You See Is What You Say); the best audio describer is sometimes referred to as a "verbal camera lens," objectively recounting the visual aspects of an exhibition. Qualitative judgments get in the way they constitute a subjective interpretation on the part of the describer and are unnecessary and unwanted. Let listeners conjure their own interpretations based on a commentary that is as objective as possible. So you don't say *He is furious* or *She is upset*. Rather, *He's clenching his fist* or *She is crying*. The idea is to let the audience make their own judgments - perhaps their eyes don't work so well, but their brains and their interpretative skills are intact. And because the image is created in the minds of our constituents, we try to avoid labeling with overly subjective interpretations and let our visitors conjure their own images and interpretations, as free as possible from the influence of coloring. There is no specific, objective thing - indeed, Anais Nin reminds us that: *We don't see things as they are, we see them as we are.*

And finally, vocal skills. In addition to building a verbal capability, the describer develops the vocal instrument through work with speech and oral interpretation fundamentals. Our voices must always be consonant with the event or image we're describing. And, of course, we make meaning with our voices. Try this exercise: say the following sentence aloud: *Woman without her man is a savage*. Now say it aloud so that it means just the opposite: *Woman: Without her, man is a savage*. Let's try one more. Say the following aloud simply so that it makes sense: *That that is is that that is not is not*. How about: *That that is, is; that that is not, is not*.

we should face the new global context, part of which is our culture, and move on to consider the re-definition of our identity in it.

But we should also keep in mind that language belongs to the immaterial culture of every cultural group. It constitutes an integral part of every culture and nation. Language not only gives people the ability to communicate and declare their identity, but also embodies the culture itself; language works as a mirror that reflects the cultural characteristics of each ethnic group. And as cultures constantly change and develop -which is a natural process, languages do the same. But now world order seems to follow a global-oriented direction. So, this natural development of cultures takes place in a globalised context and wavers between local characteristics and global dynamics. That is why we can do nothing else but wonder what our languages will turn out to be and to what extent global forces will affect the development of their distinctive features; whether cultural globalisation will reinforce diversity of the unique character of nations or whether the fears of homogenisation will become true.

This is the point where interpretation starts playing the primary role. In the context of global communication, interpreters work in order to help speakers to get their message across and convey their ideas. The *dialogue of cultures*, which presupposes equal partnership and mutual respect; this dialogue can enable all partners to gain from each other's experiences. Through interpretation we can foster a greater cultural dialogue and we can exchange our cultural characteristics, so as to better comprehend our differences and finally find a way to use exactly these differences in order to achieve common goals. That is why culture-and language- should not be understood as an element of separation and conflict, but as a connecting factor which brings people together.

THE PREREQUISITE OF TRUST

But then another issue occurs. Innumerable references internationally have been dedicated to the distrust against interpreters regarding the accuracy of the transmitted message and the faithfulness to the words of the speaker whose message they interpret. This distrust was present not only in the past but is also present today. (...)

We can conclude that interpreters can enjoy respect only when they use their knowledge in the framework of trust during the process of communication. In other words, assuring trust among the interpreter and the dialogue parties is a prerequisite for achieving the goal of communication through the interpreting process. Because only when the dialogue parties feel trust about the clarity of the transferring messages, they can express themselves as if they were talking the same language, without having any doubts for the interpreter tampering the meanings. That is why the *transparent* and "neutral" role of the interpreter is a sine qua non for the Communication.

THE INVISIBLE PRESENCE OF THE INTERPRETER

With the terms *invisibility* or *transparency* of the interpreter we mean that the interpreter contributes to the communication only with the transfer of the ideas expressed from the one dialogue party to the other, without interacting himself anyhow with the parties. The main reason justifying this strict attitude is the protection of the interpreter from the possible *attacks* by the dialogue parties accusing him of altering the meanings, as well as his exemption from undertaking the responsibility for any possible final decision at the end of the communication process given that he is an *inactive* speaker, a simple deliverer of others' ideas, a *neutral* interpreter. However, how inactive this inactive speaker is, is a relative issue. This relativity regarding the role of the interpreter indicates the need for a clear definition of his duties. Because only the guideline of neutrality does not solve the problem; in fact, it may complicate it even more.

This need for the exact definition of the interpreter's role is being highlighted by many researches, like that of Anderson, according to which whatever the interpreter does, one of the communication parties tends to be disappointed by the interpreting. (...) In the research of Angelleli regarding the role of the interpreter we find an interpreter stating; *A professional interpreter has to be neutral. His job is to facilitate communication. Nothing else...* At this point we can add the so-called conduit interpreting model of Reddy (1979), which defines interpreting as a process seen through the speaker of the source language; that means that the interpreter has to focus on the ideas expressed by the source-language speaker.

THE VISIBLE INTERPRETER HAS THE FINAL SAY

No matter how hard the interpreter tries to be neutral and passive in the dialogue process, he takes part actively in the communication. Even the general guideline that the interpreter has to be "neutral" indicates that the presence of the interpreter is so obvious, that he himself has to try to remain *inconspicuous*. To be more specific: even the selection of the words in order to express the ideas of the speaker in the target language consists of an active decision-making by the interpreter, since every word has a social –or political– profile. Apart from that, since interpreters choose what to say and how, they make direct decisions, and as decisions, they can't be anything else but subjective! Davidson adds that interpreters cannot be neutral language machines because they are confronted with two language systems that do not perceive the information in the same way.

Besides, the process of interpreting itself orientates the "interpreting

product" to the receiver of the message in order to achieve the communication between the dialogue parties. As a result, the neutrality of the interpreter regarding the transfer of the ideas expressed by the speaker in the source-language is being limited by the need to choose the way of interpreting everything, determining that way if the dialogue parties will communicate successfully. In other words, interpreters cannot focus only on the source-language-speaker in order to remain neutral; they should keep in mind the target-language-message-receiver that has to understand the ideas expressed in another language system. Consequently, neutrality has to give place to the communication target.

TO BE INVISIBLE OR NOT TO BE?

The opinions conflict and interpreters –especially the new ones– do not know if they should be absolutely invisible or if they have to limit their neutrality while interpreting, because then they play the role of the speaker and they can be nothing else but visible. Thus, the general conclusion is that the role of the interpreters in the process of communication stands between visibility and invisibility. In other words, while transferring the message through interpreting, we set the ideal target of keeping it unchanged in the target language and of staying absolutely neutral in order to offer the original message to the receiver. Because only when the ideas remain unchanged in the chain of dialogue, we can achieve communication through interpreting. However, there will inevitably be a minimal loss of meaning. We know from the beginning that we will not keep to the ideal standard of neutrality set, because we are required to make subjective decisions while dealing with the interlingual issue, as we said before. So, in order to achieve communication through interpreting, we have to be visible and invisible at the same time. In other words: neutrality remains our target, but the subjective factor of each interpreter is present and influences the communication process. Concluding, maybe the answer to our question "to be invisible or not to be?" is the so-called "minimal filtering" that Anderson suggests. Let's be present as interpreters, since we cannot be completely invisible and neutral anyway. But in order to make the dialogue parties communicate, let's be discreet.

CONCLUSION

Interpreters are the link between the speaker and each target audience, without whom the meaning and the value of the expressed ideas would not be understood by speakers of other languages. Because if we choose a non-native language as a medium of communication, we will reduce the quality and content of our speech according to our acquired language skills, because we will never be able to use a foreign language as well as we use our mother tongue¹⁶. That is why interpreters constitute an integral part of the intercultural dialogue. They build confidence among cultures. Interpretation neither impoverishes the language of each nation, nor forces it to simplify its language in order to be easily understood by everybody. Language and culture remain pure and the interpreter operates the smoothest possible transfer. That is why interpretation leads to the real global mutual understanding, to the real global communication among nations.

Katalin Hajdicsné Dr Varga - National University of Public Service (Hungary)

Teaching touch-typing for young learners and adult learners with the help of software programmes

The quick broadening of information requires various knowledge from individuals. Worldwide effort: the more information in the less time. Information society + digital writing skills = type our instructions, texts, thoughts. Touch-typing is a big advance in work as information getting and giving is quick. The need for being fast and the expansion of knowledge recommend bigger and wider professional background from the individuals. The need for quick and high quality learning is a worldwide phenomenon. Information technology + digital writing = result in typing commands, text messages. Touch-typing has a big advantage in learning and working as with this ability getting information and communicating can be fast. The National Curricula allow the primary schools to teach touch-typing in the 5-8th form within IT in the lessons and in a subject interest group.

Why is it worth learning touch-typing? Because you can do a more efficient work, have a more favourable position in the labour market; bad technique in typing may cause serious spine defects, stress, permanent headache and also because the level of digital competences gets higher. The lack of digital competencies is a disadvantage: you can't apply for jobs where digital competencies are a must.

Some training institutes use traditional books, others use software programs. My own experience as Head of the Examination Board is that those who learn with the help of software are faster and have better technique. The cultural aspect of Touch Typing is that it is a motivation for self-improvement, further trainings, life long learning. Touch typing is a knowledge with the chance for immediate use and the more it is used the better results are assured

19 Scientific committee

Meeting of the Scientific Committee - Monday 15 July 2013 – 14.00-16.00

Jean-Charles Le Masson (France)

Towards a universal system of calibration of the texts for speech writing competitions

Presented by François Martin

Due to family problems, Mr. Jean-Charles Le Masson, President of the Scientific Committee, was not able to attempt the Ghent Congress.

As he has wanted to communicate, during the Scientific Committee meeting, his study about a universal system of texts calibration

for speech writing competitions, he asked Mr. François Martin to represent him and to explain the basic issues and paths of his investigation.



For several years, the SC competition has been criticized by some competitors or even national delegations who consider that the texts being used for the competitions are not fair from one language to another. They indeed consider that, according to the language of the competitor, the required performances are not equivalent, which deprives inevitably some competitors of an award they nevertheless consider to deserve.

The role of an international organization such as Intersteno is certainly not to exclude languages or countries of its activities, but on the contrary, to gather all the nations in a community, so that they participate in the same run-up and in the same dynamics. We have to do something in order to make this system both more understandable and fairer, so that competitions can attract more people. Two options are available to us from then on:

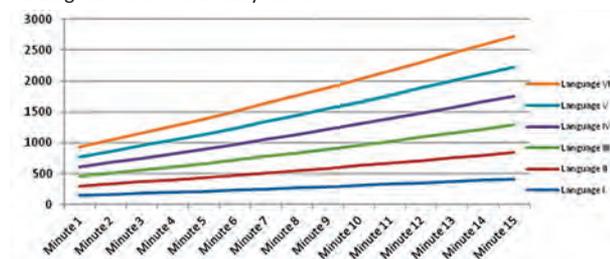
- either to find how to explain the current system, perhaps in refitting it for more equity;
- or to redesign the current system, keeping in mind the need to set the basic line of an international standard, which is a natural task for an international organization such as Intersteno.

(...) This system will have to be both fair to guarantee its legitimacy and its sustainability, and simple to guarantee its implementation.

The **actual system** of calibration used for the *15-minute-speech-capturing competition* is based upon a table which shows 6 categories numbered from I to VI. It shows a number of syllables for each minute of competition, which determines the speed of the speech minute by minute. It determines a different number of syllables from one minute to the other, which determines the progress of the speed on the overall of the competition. This table suffers from several inconvenients and the allocation to one column is sometimes lived as an injustice by some competitors or national delegations.

Of course, it is a known fact that some languages use more words than others to express a concept, and that the average length of the words itself may vary between languages. These cumulative factors generally make a shorter text in English (concise language and shorter words) than in French, German, Italian, etc. It seems correct to say that the columns reflect those differences between languages.

One would expect that a system could make everybody even so that all competitors would have to meet the same level of performance. Unfortunately, using the columns to calibrate the texts used for the competition ends up, in some cases, to some outrageously high speech capturing speed. Applying those rules makes the last third of the competition totally out of reach in those languages. The speed from the 11th minute is above the capacity of most of the potential competitors (the speed needed to qualify as stenotypist in France goes from 200 to 210 words/min.). Individuals working in the field or studying the topic consequently prefer not to compete rather than participating in a competition lost beforehand and in which their ranking will be automatically lower.



Moreover, the actual system demands the translation of the original text, from English to other languages, keeping in mind that the resulting text must fully reflect the original text. This is quite a burden for the translators and the teachers when they have to calibrate the text. Moreover, the number of syllables grows by the minute, which is normal, but the increase is not proportional from one column/language to the other. This is clearly shown on the chart below. So the legitimate question is: why?

	I	II	III	IV	V	VI
Minute 1	148	151	154	157	160	163
Minute 15	412	429	446	463	480	497
INCREASE	278%	284%	290%	295%	300%	305%

The table used so far is based on the notion of **SYLLABLE**. However, the definition of the syllable is rather vague from one language to

another and even in the same language. The mute "e" exists in many languages, should it be taken into account in the calibration or not? In French, should the word *balle* count for 1 or for 2 syllables (*bal-le*)? Same thing in English for the word "national": *nash_nul* or *na-shu-nul*? The opposite is true in some languages, where some words do not hold a single vowel when written. When those words are pronounced, vowels are added to make the consonants audible: for example, the word *smrt* in Russian. Clearly, it is not easy to determine precisely the number of syllables in a word. (...)

The implementation of a fair system, where everybody can feel comfortable and equally treated, is thus essential. This is consistent with the mission of Intersteno which is to gather and therefore we need a standard.

Intersteno can find an opportunity there to define and to share an international standard for the texts calibration for the competitions, with all the member countries. It would be a strong and founding act of the technical and scientific authority of Intersteno, perfectly consistent with its purposes as an international organization.

The scientific Committee also cares for education, so, revising the system is also important for a need of certification. For a student or a professional, it is important to be able to be situated on a scale of skills.

If Intersteno could achieve the definition of a standard for the texts calibration for the competitions, then it would be possible to implement a LABEL that all member countries would acknowledge. This label would appear on the qualifications issued by the training centers or by the national delegations, of course in the due respect of the common indicators predefined by Intersteno. This is another project, on which the Education Committee can work from its part but it is obvious that the question of the standard, thus the technique used for the evaluations, should be solved first.

So, it is crucial to redefine:

- the objectives: what do we try to measure?
- the principles of counting: what is a syllable and is it the most relevant unit of measure?
- a system of counting: which rules to apply?

(...) Today, we lay the bases of this reflection and it will be up to the Scientific Committee to work on those 3 questions in order to succeed, because it should be clear that failure is not an option. This great project will be an opportunity to undertake various investigations to be undertaken, and to raise difficulties, contradictions, even obstacles, which will for sure make our task difficult.

We shall have to wonder about the meaning of the competitions of speech capturing and transcription, and thus on the nature of these competitions. Indeed, the tests in which speech capturing intervenes can be divided into two categories, mainly:

- dealing with the understanding and redaction skills of the competitors: Summary Reporting (SR),
- focusing on the capturing skills of the competitors: Speech Capturing (SC) and RealTime (RT).

Even though the capturing speed is of importance in the first category, it is not the core element in the evaluation of the competitors. On the other hand, in the second category, the speed of the speech capturing is the main criteria in the evaluation of the competitors, the transcription in itself only mirroring the performance. (...)

The speed of speech capturing can be measured in several ways, but the simplest and the safest is still the timed dictation and its complete transcription. It is possible to explore other tracks, but it generates the risk to turn us away from the spirit of the competitions of Intersteno, and to lead us on concepts even more difficult to define and to use.

The rate of conformity of the transcription with the dictated text will thus be the criterion of measure of the speed of capturing. The core question is to choose the best unit of measure to calibrate the speed of the dictation! Which one will be the most universal to guarantee the equity between the languages? And what system of compensation could guarantee this equity? Spoken languages in the world are diverse, both in their phonetic structure and in their written

transcription. The most difficult part is to find a system suitable for all the languages of the world. (...)

1. SPELLING CALIBRATION

It is common to express the dictation speed of a text in *words by minute*. Why not use the words as units to calibrate texts? The problem comes from the fact that the notion of word is not the same from one language to another. Notably, some languages like German tend to *glue* some words together to form longer words. Should we then consider the longer words as units or should we *unglue* the smaller words for the counting? Was this option to be chosen, it could be enriched by some statistics on the length of the words and the definition of the *average word*.

Advantages: words are easy to identify (in most case) and to count; the conversion into words by minute is instantaneous and does not require intermediary computation; the notion of words by minute is easily understandable by everyone. **Disadvantages:** the notion of *word* may vary from a language to another, notably for languages that build long word by *gluing* shorter words; since words have different lengths, a text with longer words will modify the performance expected from the competitor if compared with a text with shorter words.

2. TYPOGRAPHIC CALIBRATION

Another unit for counting could also be the character. After all, words are made of characters the quantity of which may be worked out upon large corpus to obtain a fixed character quantity by minute at a given speed. Some training centers for shorthand writing use this rather simple system. But since some letters can be mute, the text does not represent the dictation exactly.

Advantage: the character is easy to identify and to count. **Inconvenients:** converting from character by minute to words by minute or to syllables by minute is not easy; characters do not represent always what was pronounced during the dictation.

3. SYLLABIC CALIBRATION

This is the actual system, which supposes to cut the words in syllables following different rules depending on the countries, or on the languages, or both. This method is more accurate than the two previous, however if we keep this system, we have to define the notion of the syllable more accurately, particularly concerning the *mute* letters.

Advantage: this system is closer to the dictation (what is pronounced) getting rid of the words and of the characters. **Disadvantage:** the notion of syllable is not always accurately defined and may vary from one language to another or from one country to another.

4. STENOGRAPHIC CALIBRATION

This solution gets closer to what has been typed by the competitor during the capturing. Stenograms are conventional signs, or groups of them, used in stenotyping or shorthand writing. They usually represent one or more syllables. Those systems often bring some abbreviations or some contractions of sounds, allowing capturing the speech at even higher speeds. But several systems of shorthand writing exist side by side in the same languages, and they are often adapted by the professionals.

Advantages: the stenograms are close to the dictated sounds; some shorthand methods have existed for a long time. **Disadvantages:** methods are not always standardized; *homemade* tricks to contract syllables or to create abbreviations exist but are not official; users often adapt existing systems modifying the rules for writing.

5. PHONETIC CALIBRATION

Another path could consist in starting from the sound itself, as it is pronounced during the dictation. That would be the closest to the phoneme, the most basic element of the speech. Such a system would define the sounds of the speech, taking only what is really pronounced into account. We could try to invent one, but such a system already exists: it is the International Phonetic Alphabet (API).

For each word of a given language, there is already an existing phonetic transcription using this alphabet. If the accentuation is not taken into account (and this needs to be validated...), this international system of phonetic writing is highly interesting because it is the perfect image of the speech:

- it transcribes everything that is pronounced,
- it does not show the characters that are not pronounced (like the mute "e" in French),
- it even shows the sounds that are not written (consonants with no vowels that seem impossible to pronounce, they become so by adding a vowel when spoken).

This system of phonetic transcription describes the pronunciation of all used languages in the world and is widely used when studying languages. In each language and in every dictionary, one can find the appropriate phonetic transcription of a word using this international alphabet. We can easily imagine using this system to transcribe the

texts of the competitions and to use this alphabet to determine the speed in "phonetic characters by minute" of a competition text.

Advantage; corresponds exactly to what is pronounced during the dictation. **Disadvantage:** impose the need for a phonetic transcription before counting

Conclusion

Clearly enough, the solutions are multiple. They all bare some advantages and some disadvantages. This meeting is not supposed to bring any answer, quite the opposite, it is one opportunity to ask questions and to think together about the needs and to the solutions. (...)

From then on, each of us is invited to investigate in his own country, in his own language, and among the international scientific community, in such a way as to collect and to share all information or tool that could help us achieve our challenge.

Fluency typing experiment - Monday 15 July 2013 – 13.30-14.00

University of Antwerp

Dozens of competitors agreed to participate in an experiment, under the direction of [Luuk Van Waes](#), professor in Professional Communication at the University of Antwerp. Researchers from this University have been conducting studies on fluency from different perspectives: developmental, first and second language writing, descriptive versus argumentative texts, students versus professionals (e.g. journalism). Their research was published throughout the world.

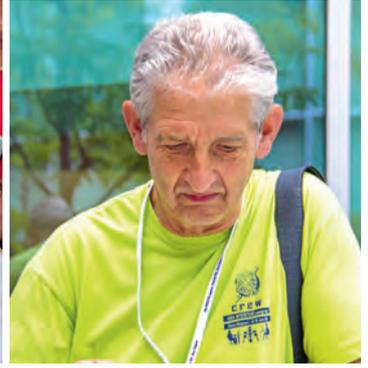
For one of their investigations, the research team looked for people who would like to participate in a study that aims at identifying optimal fluency in typing. Participants in the experiment had to copy

a text as quickly and correctly as possible for about 15 minutes. It was for the research staff a unique opportunity to involve the best performing typists in the world in their research and build an international benchmark.

For the experiment [Inputlog](#) was used, a logging tool for writing research. It logs all input modes: keyboard, mouse and speech recognition. Researchers make frequent use of keystroke logging tools to describe online writing processes in detail.

The research is still running. We will inevitably publish the results in an e-news as soon as we get them.







Written texts

Danny Devriendt
Georgette Sante

Lay-out

Captains of Printing
Danny Devriendt

Photos

Geert Bonte, Uwe Brüdigam, Laurence Defawe, Jeannine Delange, Jérôme Derèze,
Marie-France Granier and Jean-Pierre Rensonnet

Proofreading

Fabienne Orban

Ghent, August 2014

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