### **USC**Institute for Creative Technologies

### Annotating Low-Confidence Questions Improves Classifier Performance Stephanie Hernandez and Ron Artstein

### **Problem**

Digital Survivor of Sexual Assault: question-answering character



Photo credit: Stephen P. Kretsinger Sr.

### Trained on linked questions and answers

Questions			A N	Answers		
ID 🔺	Text	Exte 🚭	1	ID	Text	5
1	Good morning.	Onyt 📄		-01	Good morning.	:
2	How was your weekend?	Onyt		<b>0</b> 2	It was really good.	:
3	What did you do this	Onyt		<b></b> 0 3	This weekend I went out	t:
4	Was it your first time	Onyt		-04	This is my first trip to	:
5	what is your name?	Onyt		5	Okay	1
6	are you currently serving	Onyt		<b>&gt; 6</b>	My name is Specialist	:
7	What is your current	Onyt		7	I am currently serving in	:
8	What does that your job	Onyt		<b>&gt; 8</b>	I am currently a	:
9	when is your birthday?	Onyt		<b>&gt; 9</b>	As a weapons squad	1

Adding guestions and links can improve classifier

#### Deployed system collects many questions

If we can only link some of the collected questions, which ones would be the most impactful?

#### Hypothesis: it's best to annotate the questions for which the current classifier is the least confident

### **Materials**



# **Evaluation**

399 test questions  $\times$  13 systems

54 questions excluded: same response from all systems

- 345 guestions used for comparative evaluation:
  - for each question, count appropriate responses among the top 3; assign a point to the systems with the highest count



Points per system = number of questions for which it retrieves the highest number of appropriate responses



Add 300 low-confidence questions  $\rightarrow$  consistent improvement Add 300 arbitrary questions  $\rightarrow$  no consistent improvement

Baseline system very small; need to check if results hold for a more developed baseline

Adding randomly selected questions can degrade performance; need to look into the reasons

# Limitations