Bookmarking, thesaurus, and cooperation in bilingual question answering

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Three simultaneous experiments

1. **New Technology**: Topic-tailored term expansion for query formulation

2. **New Interaction Component**: Bookmark panel

3. **New Task Situation**: Cooperation allowed

Setup

- Topics in Swedish; System mono-lingual French; no translation service

- Moderately competent French readers (no fluent readers accepted)

- Standard ranked list; document inspection window; bookmark panel for answer extraction.

- Various measures logged.

Thesaurus and term expansion

- Eight queries without term expansion; eight queries without.

- Proven technology: works reasonably well in adhoc task. (See coming paper).

- No use at all here.

Bookmark panel

- All users, all queries.

- Bookmark text snippet, answer extracted from it.

- Manual override allowed.

- Happy users, no training necessary.

Cooperation

- All users in pairs.

- Topics out of synch - never same topic simultaneously within pair.

- Communication logged as speech acts in one of a limited set of categories:

  - "Vocabulary question"

  - "System operation"

  - ...

- More communication seems to indicate more similar results.

Steps forward

- Bookmark technology useful − needs further case studies.

- Thesaurus technology needs excellent data for interactive use.

- More data for cooperation studies necessary.

- Comparison to mono-lingual case for experiments above still lacking.

- Cooperation study methodology seems useful.