

# Likert Scale (5, 4, 3, 2, 1) Criteria Guideline

## Very Helpful (5):

1. The language should be polite and formal.
2. The content should be complete.
3. It should cover lots of detail: theory, explanation, example, instruction, reference etc.

## Difference between (5) and (4)

Compared to Helpful(4), replies labeled as (5) usually contain much more detailed information. For example: when it comes to problem solving, it should contain the formal description of the solution, the following instruction, reference and so on. When it comes to experience sharing, it should contain the whole story like when, where, who did something and what was the outcome. Intuitively, the answer in (5) is usually much longer than (4).

## Typical Example 1:

**Question**[t3\_n29f9e]: Is it proper English to use "persons" or "people" when referring to more than one person?

**Reply**[gwi37dq]: *"Persons" is sufficiently archaic that you will probably be corrected if you try to use it outside of certain idiomatic phrases ("person or persons unknown" is used, for example, when a crime is committed and we don't know if it was done by one person or several). [The New York Times and Associated Press Style Guides] both say that (when writing for their articles) you should use "people" and not "persons."*

<https://www.merriam-webster.com/words-at-play/people-vs-persons>

**Comment:** This answer is very concrete. It not only contains the reason, but also provides a detailed example. What's more, it even has some reference for further information.

## Why (5) not (4):

It did not provide a very brief reason. So it cannot be (4). Instead, it has very compelling examples and information sources to support his opinion.

### **Helpful (4):**

1. The language should be polite and formal.
2. The content should be complete (Answer all the questions covered)
3. It should cover some extra explanation. It can begin with because, but, unless..... Any kind of extra information is accepted here.

#### **Differences between (4) and (3)**

Compared to Neutral(3), replies which can be labeled as (4) must have extra information besides the brief answer. It can be some short reasons, some time information, some personal experiences and so on. However, the extra information is not required in (3)

#### **Differences between (4) and (5)**

Compared to Very Helpful(5), the explanation in (4) is usually limited, covers less detail and the length of reply is usually shorter. Practically, we consider 300 as a possible threshold. Replies with length over 300 are more likely to cover more details to be (5) Very Helpful, and replies with length less than 300 are more likely to be brief which are considered to be Helpful(4) instead. However the length criteria is not absolute.

#### **Typical Example(1):**

**Question**[t3\_n29b4d]: *What is your dream job?*

**Reply**[gwi159g]: *Level designer for a gamedev studio. Though it'll be stressful. It's worth the stress. It also does come with a nice pay.*

**Comment.** The author not only answers that her dream job is Level designer for a gamedev studio. But also add some extra reasons like “worth the stress” and “come with a nice pay”.

#### **Why (4) not (3):**

It covers the extra information: reason. So it cannot be (3).

#### **Why (4) not (5):**

The reason part is too brief. The author said the job is stressful. But he did not say how stressful the job is. Ex: 50 hours per week. Also he said the job comes with a nice pay but he did not tell the possible average salary. What’s more, intuitively, the length of the sentence is too short(120). Thus, it cannot be classified as (5) based on our rules.

### **Moderate Helpful (3) criteria:**

1. The language can be impolite and informal.
2. The content should be complete (Answer all the questions covered).
3. It can be a short answer, i.e. not cover some extra explanation.

### **Differences between (3) and (4)**

In contrast to (4), the language of (3) can be impolite and informal; (3) must also answer the question completely, but it can be a short answer that does not necessarily contain an extra explanation (e.g., because, but, personal experience...) .

### **Differences between (3) and (2)**

In contrast to (2), (3) should completely answer the question (Answer all the questions covered), although it can be a short answer, but for (2), the question is not completely answered ((2) Answer the question partially).

#### **Typical Example 1:**

**Question**[t3\_n29eo3]: *What's a degrading thing to say to woman, yet men would love it if it was said to them?*

**Reply**[gwi1scm]: *Nice cock bro.*

**Comment:** This answer is very short, but is a complete answer to the question.

#### **Why (3) not (4):**

It does not cover any extra information.

#### **Why (3) not (2):**

"Nice cock bro" is indeed a degrading thing to say to woman, so this answer is not just a partial answer to the question.

### **Less Helpful (2) criteria:**

1. The language can be impolite and informal, or just like joking.
2. The question is not completely answered (Answer the question partially).

### **Differences between (2) and (3)**

Compared to (3), (2) does not answer the question completely.

### **Differences between (2) and (1)**

Compared to (1), (2) still answers part of the question, not completely unanswered.

#### **Typical Example 1:**

**Question**[t3\_n29fxk]: *Would you date an only fans girl? Why?*

**Reply**[gwi60ng]: *If she invested in AMC stock I would consider it.*

**Comment:** This answer states a possibility that one might "date an only fans girl", but does not accurately answer the question.

**Why (2) not (3):** This answer did not answer the full question, but only answered that in some cases it would "date an only fans girl", and it was like a joke.

**Why (2) not (1):** This answer does not completely evade the question.

#### **Typical Example 2:**

**Question**[t3\_n29c6g]: *People that have a million tabs and programs on their computer open at once: what the hell is the matter with you?*

**Reply**[gwi1hkz]: *I am an academic and suffer from a bad case of One Day I Will Read That Paper With The Interesting Title But That Day Is Not Today.*

**Comment:** This answer states a possible scenario as "an academic" situation to answer the question, but does not accurately answer all parts of the questions in other situations.

**Why (2) not (3):**

This answer does not accurately answer all parts of the questions in all situations.

**Why (2) not (1):**

This answer does not completely evade the question.

#### **Not Helpful (1) criteria:**

1. The question is not really answered (Avoid the question to discuss something else, or just repeat the question).

#### **Differences between (1) and (2)**

Compared to (2), (1) does not answer even part of the question.

#### **Typical Example 1:**

**Question**[t3\_n29asw]: *What do you do to help boost your self esteem?*

**Reply**[gwi2hic]: *Nothing, I don't have any.*

**Comment:** This answer is not very responsible to say "nothing", avoiding the questioner's question "What do you do" and not answering the question.

**Why (1) not (2):** This answer completely evades the question and does not answer it.

#### **Typical Example 2:**

**Question**[t3\_n29fg0]: *What are some of your most memorable moments from grade school?*

**Reply**[gwi1t25]: *The ones i still remember.*

**Comment:** This answer just repeats the question and doesn't make any sense.

**Why (1) not (2):** This answer completely evades the question and does not answer it, doesn't make any sense.

**Typical Example 3:**

**Question**[t3\_n29ha5]: *What's one thing you'll never tell your best friend?*

**Reply**[gwi26ty]: *bold of you to assume that I have friends.*

**Comment:** This answer questions the questioner's question and is rude, and instead of actually answering "What's one thing you'll never tell your best friend", the respondent says having no friends.

**Why (1) not (2):** This answer completely evades the question and does not answer it, doesn't make any sense.