

Accountability for Scoring Accuracy

Stop and think

How to addressing and rectifying the inaccuracies in automated scoring to maintain the trust of this system is crucial.

Clarify goals

Ensure the automated scoring system is as accurate as possible and also establish a mechanism for continuous improvement of the scoring system.

Determine known and unknown facts

Known facts	Unknown facts
Trust in the system is crucial for its continued acceptance by users.	How users interact with the appeals process and the volume of appeals that may result from automated scoring.
Inaccuracies can lead to a loss of credibility and could be damaging if not addressed.	

Develop options

Option 1	Option 2
Set default rules	Regularly update rules

Consider foreseeable results of the options

Option 1: This requires less storage and save development time. But this is difficult to change after deployment.

Option 2: This may need time and storage to keep records, but will provide improvement on more accurate algorithms and more detailed project.

Decide the course of action and take it

Provide a clear and accessible appeals process for contesting scores

Regularly improve the algorithm based on feedback.

Provide clear record of both automatic scoring and manual scoring (if contains both) as a feedback for each paper.