

THE DATA CARDS PLAYBOOK • ACTIVITY INSTRUCTIONS

OFTEn Calculator

Participatory activities for purposeful, transparent, and people-centric dataset documentation



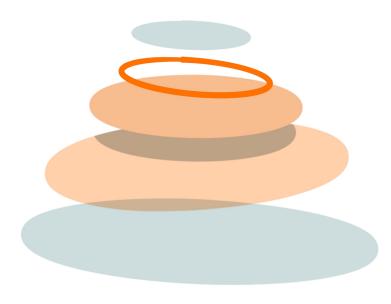


OFTEn Calculator

Prerequisites checklist

BEFORE YOU BEGIN

- → Read through the OFTEn Framework
- → Update your Global Tracker tab in the Activity Tracker with your Data Card prompts and questions
- → Have you Data Card or Template ready to inspect



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OFTEn Calculator

Once the Template has been refined for agents, visualize the distribution of your questions using OFTEn

- Assign OFTEn categories by intent: What category should the answer of the question belong to?
- Interpret the results in the context of your dataset as a gut check on benchmarks you would like to hit
- Identify areas where you could add or consolidate questions



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Visualize the OFTEn distribution of your Data Card

Step 1: Update your refined questions in the Global Tracker tab

Step 2: Use the dropdown in the tracker to assign each question an OFTEn category by intent: **What is the intended category that this question should elicit a response for?**

Step 3: Check the distribution of your Data Card in the Output: Calculators Tab. Use the next slide to interpret results

Step 4: As a group, determine the actions needed to update your questions based on your results

The results of this Calculator are purely directional.

Notes on the OFTEn Calculator

The results of the OFTEn Calculator should be interpreted in the context of your dataset.

- ► A new and unpublished dataset might have a Data Card that is heavier for O, F, and T
- ► A dataset with extreme examples could have a considerable amount of detail on "n"
- If this dataset is publicly available with a history of use, the Data Card might emphasize F and E

Aim to arrive at a flat-ish OFTEn distribution.

- If a category is sparse, ask if questions cover sufficient ground and solicit enough granularity in information?
- If a category is very dense, ask if questions are aligned with the Agent Information Journeys, and are helpful for agents?

Next Steps

OUTCOMES

Directional insights and areas for improvement for your Data Card or documentation.

A clear understanding of the robustness and distribution of your Data Card when representing your dataset; and trade-offs where applicable.

FOLLOW UP

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- → Fine-tune your Data Card or Template
- → Parking lot: Take note of action items or improvements
- → Next: 3 Buckets



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