

Intro

This study is looking at the role that decisions made by computers play in different contexts of our daily lives. Computer programmers create algorithms with different rules to make automated decisions.

Specifically, we will ask you for your impressions of two different instances where a computer has made a decision.

Twitter Moderation

Assume for the sake of this study, that you see the following comment in your Twitter feed and it is flagged as inappropriate according to their rules of content and behavior.

As a result Twitter may lock or suspend the commenter's account.



Twitter Control

The comment has been flagged by an algorithm.

How fair do you find this moderation flag?

- Not Fair
- Slightly Fair
- Somewhat Fair
- Very Fair
- Extremely Fair

How accurately do you think the algorithm made this decision?

- Extremely accurately
- Very accurately
- Moderately accurately
- Slightly accurately
- Not accurately at all

How satisfied are you with the transparency of this decision?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

The comment has been flagged by an algorithm.

How useful do you find this explanation?

- Extremely useful
- Very useful

Moderately useful

Slightly useful

Not at all useful

How clear do you find this explanation?

Extremely clear

Somewhat clear

Neither clear nor unclear

Somewhat unclear

Extremely unclear

How meaningful do you find this explanation?

Extremely meaningful

Very meaningful

Moderately meaningful

Slightly meaningful

Not at all meaningful

What information would make you more satisfied with the decision explanation?

Examples of other levels of decision output

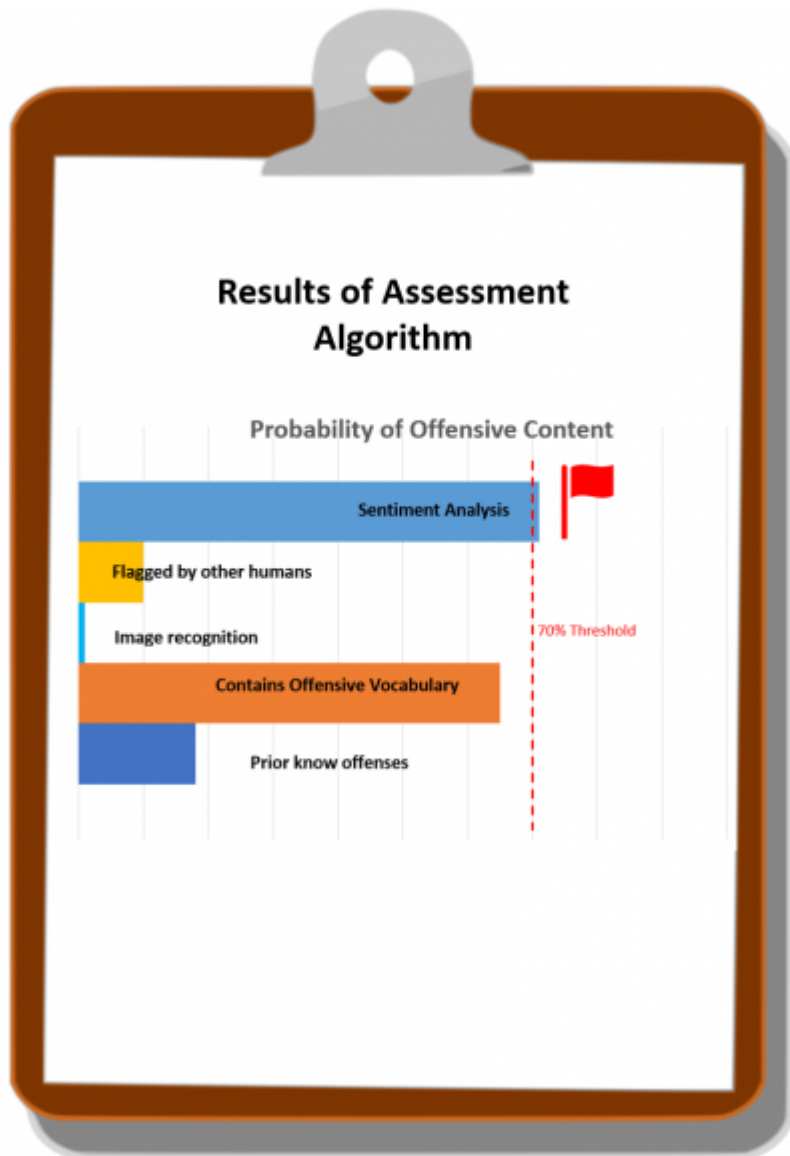
Relative importance of the characteristics that led to the decision

Detailed description of how the algorithm works

Other (please specify)

Twitter Treatment

The comment was flagged by an algorithm based on the strength of the factors shown below.



How fair do you find this moderation flag?

- Extremely Fair
- Very Fair
- Somewhat Fair
- Slightly Fair
- Not Fair

How accurately do you think the algorithm made this decision?

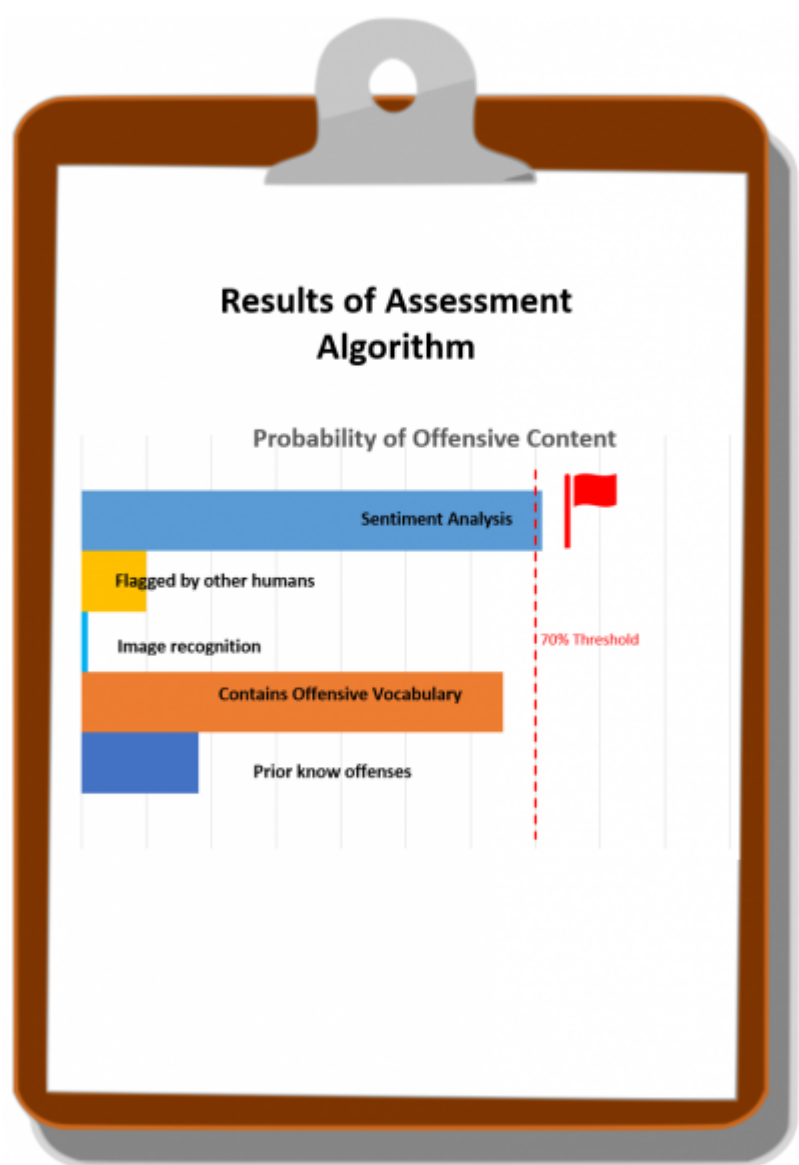
- Extremely accurately
- Very accurately
- Moderately accurately

Slightly accurately
Not accurately at all

How satisfied are you with the transparency of this decision?

Extremely satisfied
Somewhat satisfied
Neither satisfied nor dissatisfied
Somewhat dissatisfied
Extremely dissatisfied

The comment was flagged by an algorithm based on the strength of the factors shown below.



How useful do you find this explanation?

Extremely useful

Very useful

Moderately useful

Slightly useful

Not at all useful

How clear do you find this explanation?

Extremely clear

Somewhat clear

Neither clear nor unclear

Somewhat unclear

Extremely unclear

How meaningful do you find this explanation?

Extremely meaningful

Very meaningful

Moderately meaningful

Slightly meaningful

Not at all meaningful

What information would make you more satisfied with the decision explanation?

Examples of other levels of decision output

Relative importance of the characteristics that led to the decision

Detailed description of how the algorithm works

Other (please specify)

Midway Break

Thank you for completing the first portion of the study. Now please consider another context of decisions made by computers.

Recidivism

For the purposes of this study, please consider yourself to be a criminal defense attorney. Your client is charged with armed robbery.

The court uses a software that assigns your client a risk assessment of high risk of committing future crimes. The judge is going to take this risk assessment into account to set bail.

Recidivism Control

The defendant is assessed as high risk by the algorithm.

How fair do you find this risk assessment?

- Not Fair
- Slightly Fair
- Somewhat Fair
- Very Fair
- Extremely Fair

How accurately do you think the algorithm made this decision?

- Extremely accurately
- Very accurately
- Moderately accurately
- Slightly accurately
- Not accurately at all

How satisfied are you with the transparency of this decision?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

The defendant is assessed as high risk by the algorithm.

How useful do you find this explanation?

- Extremely useful
- Very useful
- Moderately useful
- Slightly useful
- Not at all useful

How clear do you find this explanation?

- Extremely clear
- Somewhat clear
- Neither clear nor unclear
- Somewhat unclear
- Extremely unclear

How meaningful do you find this explanation?

- Extremely meaningful
- Very meaningful
- Moderately meaningful
- Slightly meaningful
- Not at all meaningful

What information would make you more satisfied with the decision explanation?

Examples of other levels of decision output

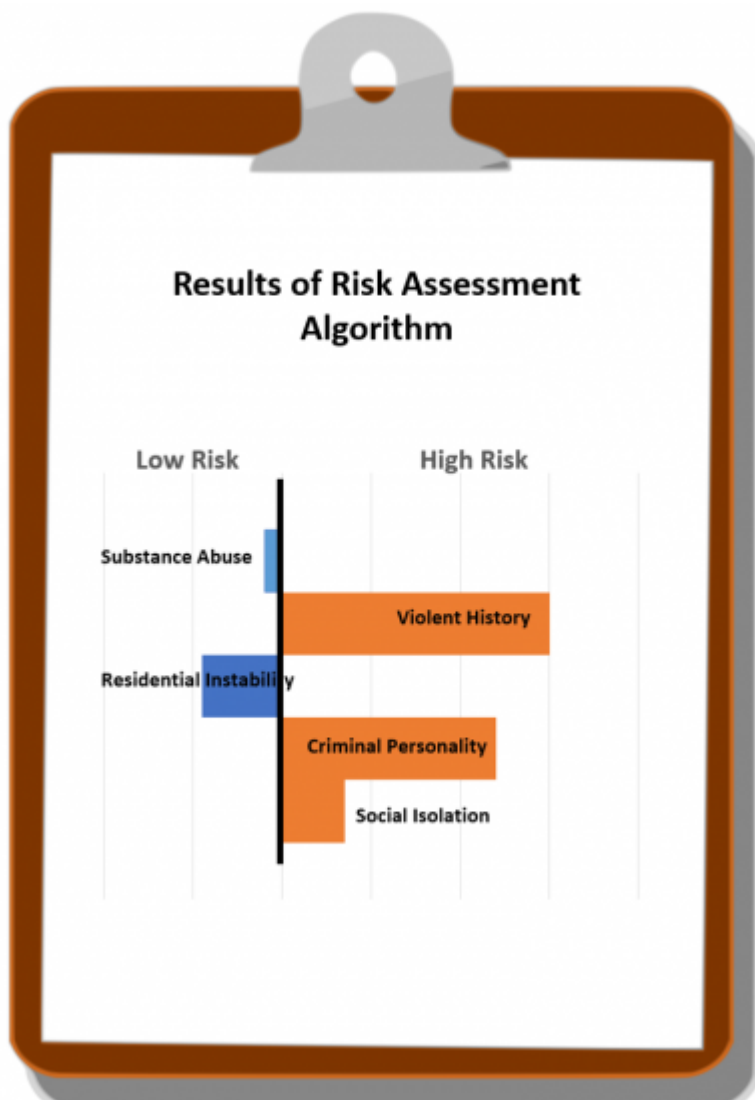
Relative importance of the characteristics that led to the decision

Detailed description of how the algorithm works

Other (please specify)

Recidivism Treatment

The defendant was assessed as high risk of committing another crime by the algorithm based on the strength of the factors shown below.



How fair do you find this risk assessment?

Extremely fair

Very fair

Somewhat fair

Slightly fair

Not fair

How accurately do you think the algorithm made this decision?

Extremely accurately

Very accurately

Moderately accurately

Slightly accurately

Not accurately at all

How satisfied are you with the transparency of this decision?

Extremely satisfied

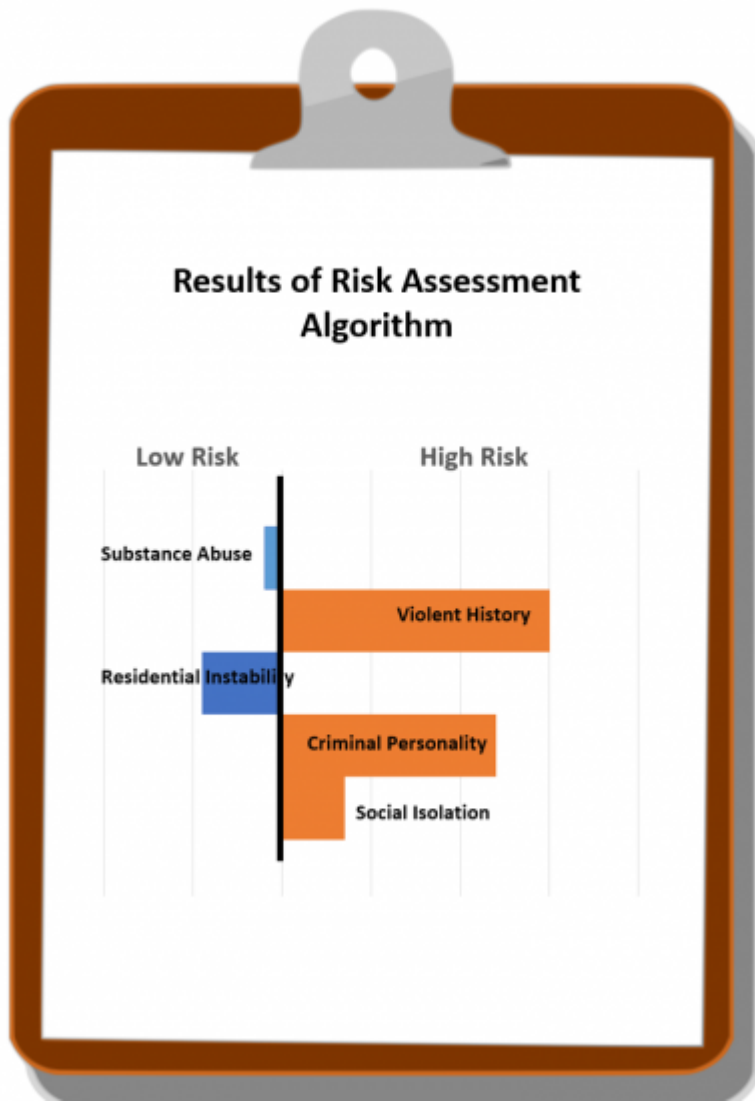
Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Extremely dissatisfied

The defendant was assessed as high risk of committing another crime by the algorithm based on the strength of the factors shown below.



How useful do you find this explanation?

Extremely useful

Very useful

Moderately useful

Slightly useful

Not at all useful

How clear do you find this explanation?

Extremely clear

Somewhat clear

Neither clear nor unclear

Somewhat unclear

Extremely unclear

How meaningful do you find this explanation?

Extremely meaningful

Very meaningful

Moderately meaningful

Slightly meaningful

Not at all meaningful

What information would make you more satisfied with the decision explanation?

Examples of other levels of decision output

Relative importance of the characteristics that led to the decision

Detailed description of how the algorithm works

Other (please specify)

Post-Survey Demographic Questions

Please tell us a little about yourself.

How old are you?

Under 18

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 - 74

75 - 84

85 or older

What racial or ethnic categories describe you?

White

Black or African American

American Indian or Alaska Native

Asian

Native Hawaiian or Pacific Islander

Hispanic

Other

What gender category best describes you?

Male

Female

Nonconforming

How often do you use social media?

Daily

Weekly

Once a Month

Once a Year

Never

What was the highest level of education you completed?

Less than high school

High school graduate

Some college

2 year degree

4 year degree

Professional degree

Doctorate

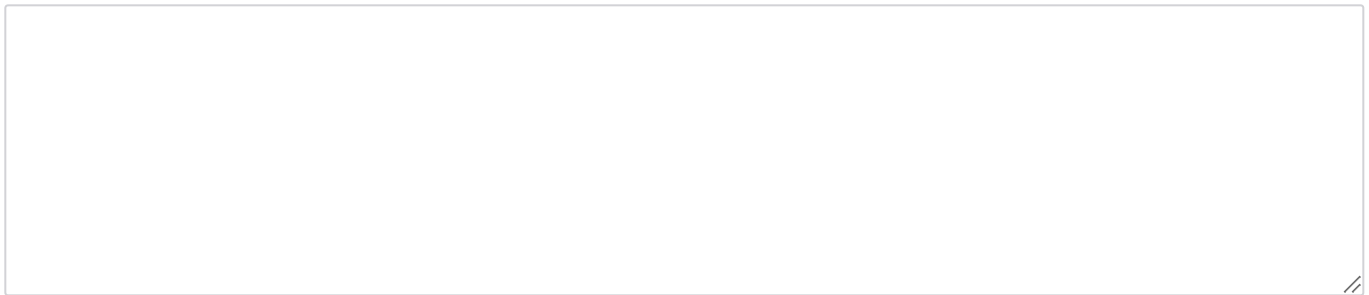
Return to mTurk

Thank you for your participation!

Please take note of the following code and return to Mechanical Turk to validate your participation in the study.

CODE: \${e://Field/random}

Before you go, do you have any feedback on our study that you would like to share with us?

A large, empty rectangular box with a thin gray border, intended for the user to provide feedback. In the bottom right corner of the box, there is a small icon of a pencil and a checkmark.

After noting your survey code, please advance to the last page to finish the survey.

