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Headspace Marketing Campaign



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Overview

In this project, we are looking at Facebook status updates, and the neurotic score of each status. The neurotic score is based on the language used in the status update. The dataset includes more than 500,000 status updates. This dataset is well-suited for the business problem, as the goal is to identify individuals who express any sort of neurotic behavior through a social media platform. For data preparation, I dropped non-relevant columns and assigned neurotic or not neurotic to each status update based on if the status scored below or above the given threshold. Then, a function was created to insert into a vectorizer parameter and the function attained a tweet tokenizer as a tokenzier method and a lemmatizer as a method to group words with similar meaning as one root word. After a train-validation-test split was made with the status update as the predictor and neurotic or not neurotic as the target variable a TF-IDF vectorizer for a baseline model was made; due to the vectorizer being made for a simple model the parameter for max_features was set to 500. I also set a stopwords parameter inside the vectorizer to be applied to the status update because stopwords provide little to no sentiment value to the status, and set my custom function as the tokenizer. In order to train my model on a balanced dataset SMOTE is applied to eliminate the class imbalance observed in the target variable. Moving forward my baseline model was established and scored on the training set and validated on the validation set. The setup to my model iterations consisted of a pipeline in order to go through different complex models in a effienct manner as well as to allow for a grid search to be applied to my vectorizer hyperparamters. The grid search was also utilized to reveal which hyperparamters for my model gives the best score. Finally, the best model with the given hyperparamter was put to the test with the test set.

The libaries put into use: Pandas to perform data filtering, Matplotlib for visualization, NLTK to perform text preprocessing, Imblearn for SMOTE and Pipeline, Sklearn for Vectorization, Evalutaion metric, Gridsearch and

For modeling: Lutilized LogisticRegression, DecisionTree and RandomForestClassifier.

Evalutaion metric: Fbeta score with beta=2, this was my evaluation metric because the following metric was most compatible for my business problem.

My final model was a Logistic regression with a ridge regressor as my regularizer and newton-cg as my solver. The model had an fbeta score of 84% with the average parameter being set to "micro", which means that it correctly identifies neurotic status updates 84% of the time.

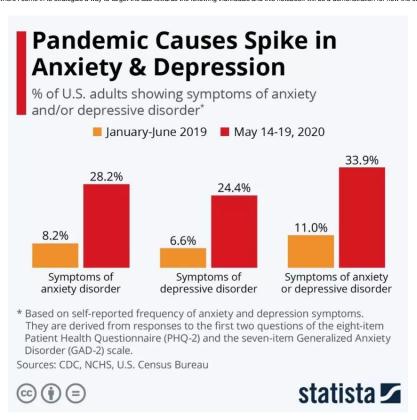
Business Understanding

Stakeholder

Headspace marketing team. Headspace is a mediation app that provides a library of guided mediations

Business problem

Since the COVID-19 pandemic began everyone all around the world has had to endure a lot of hardship from losing jobs to catching the virus or experiencing a love one suffer from the virus. For the following reason along with many other factors anxiety and depression has had a spike since the pandemic started as shown in the bether chart below. As everyone is putting in efforts to bring society back to "normal" Headspace also wants to play their part by sending a special promotion via a social media platform to those who are experiencing depression and or anxiety, as Headspace understands mediation has been researched and concluded as a way to reduce mental ilness among individuals. This is where I come in to strategize a way to target the ads towards the following individuals and this notebook will be a demonstration for how the objective was tackled.



Data

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Data approach

My approach to identify anxious or depressive individuals was to use the big five personality trait framework and specifically put in use the neuroticism trait. For clarification the neuroticism trait is defined as individuals who are more prone to negative emotions such as anxiety, depression, anger, and stress. The way this personality trait will be utilized in a data science context will be to analyze the language used in a post and based on the language determine if the individual displays any indications of neurotic behavior. The justification for this approach to the business problem is as follows, with identifying neurotic individuals not only will we be able to capture individuals who openly talk about their mental health struggles via a social media platform, we will also be able to capture people who are more private about their personal mental struggles but still reveal some indications through use of language. Ultimatley this approach will hone in on the business problem to be able to reduce the statistics as much as possible and be able to recognize the wider audeince who are struggling with depression and or anxiety.

Data understanding

The dataset put into use was acquired from a project conducted by a Data scientist in 2018 this link (https://github.com/jcl132/personality-prediction-from-text) will lead you to the Github repo of that project. The following dataset takes in various status updates and scores them on the big five personality trait based on the use of language in the update. Although it will be important to keep in mind the reliability of the scores is questionable because in order to have accuracte psycometrics a longer stream of text is required compared to short phrases and sentences that are measured in this dataset.

Libaries

All the Libaries necessary for the notebook

```
In [1]: import pandas as pd
import matplotlib.pyplot as plt
# Data cleaning and visualization
          from nltk.probability import FreqDist
from nltk.tokenize import TweetTokenizer
from nltk.corpus import stopwords
          from nltk.stem.wordnet import WordNetLemmatizer
          from sklearn.model selection import train test split
          from sklearn.feature_extraction.text import TfidfVectorizer
           # Vectorizer
          from imblearn.over_sampling import SMOTE
          from collections import Counter
          # Class imbalance
          from sklearn.metrics import plot_confusion_matrix, accuracy_score,plot_roc_curve,make_scorer, fbeta_score
          from sklearn.linear_model import LogisticRegression
from sklearn.tree import DecisionTreeClassifier
          from sklearn.ensemble import RandomForestClassifier
          from imblearn.pipeline import Pipeline as imbpipeline
          from sklearn.model_selection import GridSearchCV
          # Model iterations
          import warnings
          warnings.filterwarnings('ignore')
               pd.read_csv('Dataset/master_data.csv')
          df.drop('Unnamed: 0', axis=1, inplace=True)
```

Data Preparation

In [2]: df

| Out | [2] | 1: |
|-----|-----|----|
| | | |

| | status_update | Openness | Consciousness | Extraversion | Agreeablenes | Neuroticism |
|--------|--|----------|---------------|--------------|--------------|-------------|
| 0 | likes the sound of thunder. | 4.4 | 3.25 | 2.65 | 3.15 | 3.00 |
| 1 | is so sleepy it's not even funny that's she ca | 4.4 | 3.25 | 2.65 | 3.15 | 3.00 |
| 2 | is sore and wants the knot of muscles at the b | 4.4 | 3.25 | 2.65 | 3.15 | 3.00 |
| 3 | likes how the day sounds in this new song. | 4.4 | 3.25 | 2.65 | 3.15 | 3.00 |
| 4 | is home. <3 | 4.4 | 3.25 | 2.65 | 3.15 | 3.00 |
| | | | | | | |
| 570149 | can't wait until next sunday! <3 | 3.0 | 4.00 | 4.00 | 4.50 | 1.25 |
| 570150 | babysitting:) | 3.0 | 4.00 | 4.00 | 4.50 | 1.25 |
| 570151 | Dear COD,\r\ni hate you. You consistantly stea | 3.0 | 4.00 | 4.00 | 4.50 | 1.25 |
| 570152 | is in an amazing mood for some unknown reason XD | 3.0 | 4.00 | 4.00 | 4.50 | 1.25 |
| 570153 | is trying to not cry its impossible tho. | 3.0 | 4.00 | 4.00 | 4.50 | 1.25 |
| | | | | | | |

570154 rows × 6 columns

```
In [3]: df['status_update'] = df['status_update'].astype(str)
# This transforms 'status_update' into a string object to allow for text preprocessing
```

The only relevant columns associated with my business problem will be ${\tt status_update}$ and ${\tt Neuroticism}$

```
In [4]: df_1 = df.drop(['Openness', 'Consciousness', 'Extraversion', 'Agreeablenes'], axis=1)
In [5]: df 1['Neuroticism'].value counts()
Out[5]: 2.75
                 49841
         3.00
                  46210
                 39221
38850
         2.25
        2.50
                 38214
                 36.
...
19
        2.18
                     16
        2.81
                     10
         3.74
1.56
```

The function below creates a target variable and prepares the dataset for the classification models ahead

• (1): represents the user behind the status update has indications of <code>Neuroticism</code>

Name: Neuroticism, Length: 176, dtype: int64

- (0): represents the user behind the status update does not have indications of ${\tt Neuroticism}$

```
In [6]:

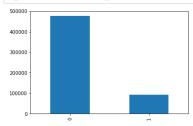
if x > 3.50:
return l
else:
return 0

# A Neuroticism score higher than the median means being of risk to depression
```

```
In [7]: df_1['Neuroticism'] = df_1['Neuroticism'].apply(number_map)
# applying the above function to the 'Neuroticism' column
```

This bar plot protrays the class imbalance that consist in our dataset

```
In [8]: df_1['Neuroticism'].value_counts().plot(kind='bar');
```



Text exploratory analysis

```
In [9]: # from nltk.probability import FreqDist
```

```
In [10]: fdist = FreqDist(df_1['status_update'])
top_ten = fdist.most_common(10)
top_ten
# viewing the top 10 most used 'words' in all of our status updates
```

```
Out[10]: [(':)', 259),

(':(', 236),

('<3', 146),

('...', 98),

(':D', 98),

(':', 52),

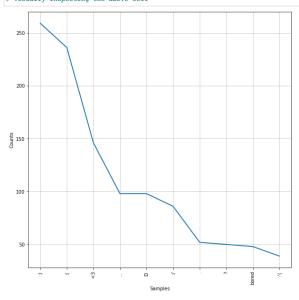
('':', 52),

('obored', 48),

(":'(", 39)]
```

In []: # import matplotlib.pyplot as plt

```
In [11]: plt.figure(figsize=(10, 10))
    fdist.plot(10);
# Visually inspecting the above cell
```



Text preprocessing

In the cell below the

- "Since Facebook style of post do not include handles "@" I will not get rid of handels but will get rid of repetive characters that may be taking part in any status update.
- "lemmatizer" will located words that have the same meaning and deduct them down to their root words in order to prevent the same word to be counted as separate occasions
- Then a function is created with the the tokenizer and lemmatizer in order to apply the feature engingeering inside a TF-IDF vectorizer parameter.

```
In [12]: # from nltk.tokenize import TweetTokenizer
# from nltk.corpus import stopwords
# from nltk.stem.wordnet import WordNetLemmatizer

In [57]: tokenizer = TweetTokenizer(strip_handles=False, reduce_len=True)
lemmatizer = WordNetLemmatizer()
def lemmatize_and_tokenize(text):
    tokens = tokenizer.tokenize(text)
    return [lemmatizer.lemmatize(token) for token in tokens]
```

Modeling Preparation

Train, Validation, and Test split

```
In [14]: # from sklearn.model selection import train test split
```

The x will represent the predictors

The y will represent the target variable

```
In [15]: X = df_1['status_update']
y = df_1['Neuroticism']
```

In [16]: X_train, X_test, y_train, y_test = train_test_split(X, y, test_size=0.25, random_state=42)
TRAIN TEST SPLIT

In order to check for overfitting and underfitting a validation set will be made as well.

```
In [17]: X_train, X_val, y_train, y_val = train_test_split(X_train, y_train, test_size=0.25, random_state=42)
## TRAIN Validation SPLIT
```

TFIDF Vectorization

Now that the dataset is cleaned, lemmatized and tokenized, it can now be converted into a vector format. In order to do so, TF-IDF vectorization will be used. This method is based on the idea that rare words are more valuable for prediction. The method utilizes two metrics:

- · TF (term frequency) refers to the ratio of number of times a word appear in the document to the total number of words in the document
- · IDF (Inverse Document Frequency) refers to the logged ratio of number of documents to the number of documents including the word.

```
In [18]: # from sklearn.feature extraction.text import TfidfVectorizer
```

```
In [19]: tfidf = TfidfVectorizer(max_features=500, stop_words='english', tokenizer=lemmatize_and_tokenize)
```

Instantiating my vectorizer and applying the neccesary parameters

```
In [20]: X_train_vectorized = tfidf.fit_transform(X_train)
#Fit the vectorizer on"status_update" and transform it
```

```
# Same process on the validation set
X_val_df = pd.DataFrame.sparse.from_spmatrix(X_val_vectorized, columns=tfidf.get_feature_names())
# Visually inspect the validation vectorized data
```

In order to deal with the imbalance displayed above we will be using SMOTE with a minority sampling strategy in order to not lose any data

```
In [22]: # from imblearn.over_sampling import SMOTE
         # from collections import Counter
```

In [21]: X val vectorized = tfidf.transform(X val)

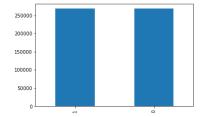
The Counter package protrays that we resampled our class "1" to match the size of class "0"

```
In [23]: smote = SMOTE(sampling strategy='minority',random state=42)
          X_train_ros, y_train_ros = smote.fit_resample(X_train_vectorized, y_train)
          print('Old shape of y:' + str(Counter(y_train)))
print('New shape of y:' + str(Counter(y_train_ros)))
          Old shape of v:Counter({0: 268360, 1: 52351})
```

```
New shape of y:Counter({0: 268360, 1: 268360})
```

```
In [24]: X_train_df = pd.DataFrame.sparse.from_spmatrix(X_train_ros, columns=tfidf.get_feature_names())
# Now we can visually inspect the X_train vectorized data after we resampled
            print(X_train_df.columns.tolist())
                      allows for us to view which words will be used for the baseline model
```

In [25]: y_train_ros.value_counts().plot(kind='bar');



First Simple Model

Logistic Regression

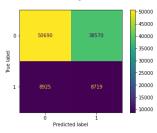
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Logistic Regression was chosen as the baseline model for the reason being that that this model provides the simplest explainability in comparison to other models, computationally effient, and this model is frequently used for simple binary classification problems

Metric: F-beta score with beta=2

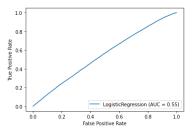
The reason for my metric of choosing can be traced back to the business understanding as my stakeholders priority is detecting the neurotic individuals as frequent as possible hence with beta = 2 the fbeta evaluation metric will put more weight on recall to allow for the model to put an emphasis on class 1, while at the same time not totally dismissing precision because too many false postives can lead to a lower profit rate. I will set the average parameter as 'average' because the following will display how well my model was able to classify each class while taking the imbalance into account.

Validation: Accuracy: 0.5557228915662651



In [31]: plot_roc_curve(logreg, X_val_df, y_val)

Out[31]: <sklearn.metrics._plot.roc_curve.RocCurveDisplay at 0x7fb7e9e87880>



Baseline model debrief

The baseline model was able to correctly classify the target variable 56% of the time with no tuning. The first model iteration will be a step up model from the baseline.

Model Iterations

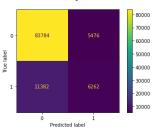
The model iterations will go through a pipeline that consists of steps similar to cells above in order to go about each iteration in a efficent manner. The first step of the pipelie will be the TF-IDF vectorizer, although instead of a max_features parameter in the TF_IDF vectorizer I will be using the min_of and max_df parameters and the following parameters will be passed through a gridsearch in order to discover how many words will be necessary with coherence to the model. As well as a "ngram_range" will be set to allow for grouping of words which will ultimately give more predictive power to the models. Then SMOTE will be the next step in pipeline to train the model on test will be the final step.

Model Iterations #1

Logistic Regression

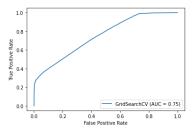
In [32]: # from sklearn.metrics import make_scorer
from imblearn.pipeline import Pipeline as imbpipeline
from sklearn.model_selection import GridSearchCV

Validation: Accuracy:0.8423071166654195



In [37]: plot_roc_curve(gs_logreg,X_val,y_val)

Out[37]: <sklearn.metrics._plot.roc_curve.RocCurveDisplay at 0x7fb7e9ed5100>



Logistic Regression debrief

The logistic regressions best parameters revelead that it can correctly classify the target variable 84% of the time although the clear overfitting should not go unnoticed. Next will be a step up to a more complex classification model; Decision Tree

Model Iterations #2

Decision Tree

```
In [40]: y_train_pred = gs_dtc.predict(X_train)
y_val_pred = gs_dtc.predict(X_val)

training_f2_score = fbeta_score(y_train, y_train_pred, average ='weighted', beta=2)
validation_f2_score = fbeta_score(y_val,y_val_pred, average ='weighted', beta=2)

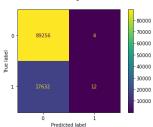
validation_accuracy = accuracy_score(y_val,y_val_pred)
```

In [41]: print(f'training fbeta score:{training_f2_score}')
print(f'validation fbeta score:{validation_f2_score}')

training fbeta score:0.8057922197487766 validation fbeta score:0.8033330070303436

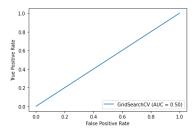
In [42]: print(f'Validation: Accuracy:{validation_accuracy}')
plot_confusion_matrix(gs_dtc,X_val,y_val);

Validation: Accuracy: 0.8350295592307116



In [43]: plot_roc_curve(gs_dtc,X_val,y_val)

Out[43]: <sklearn.metrics._plot.roc_curve.RocCurveDisplay at 0x7fb65c742d90>



Decsion Tree debrief

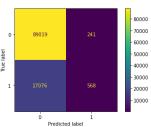
A tuned Decsion tree was able to classify an individual 80% of the time, this shows our logistic regression still is the best performing model. Next step up model will be an esemble model which will be the most complex model used in this notebook: the random forest classifier.

Model Iterations #3

Random Forest

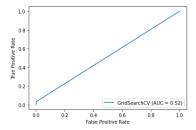
```
In [48]: print(f'Validation: Accuracy:{validation_accuracy}')
plot_confusion_matrix(gs_rfc,X_val,y_val);
```

Validation: Accuracy:0.8380135448626805



```
In [69]: plot_roc_curve(gs_rfc,X_test,y_test)
```

Out[69]: <sklearn.metrics._plot.roc_curve.RocCurveDisplay at 0x7fb7ed47eca0>



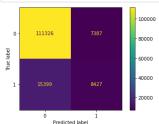
Random Forest debrief

The random forest classifer was able to predict a Neuroitc indivudal 80% of the leaving the Logistic Regression as the highest performing model. Even though the Logistic Regression was overfitting it will be used as the final model and if the score doesn't significantly decrease from the validation set it will be a indiciation that the overfitting has platued and will withstand as the best performing model and be solidified as my final model.

Final Model

TfidfVectorizer: max_df=1, min_df=1

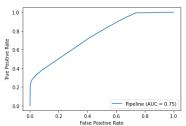
Logistic regression: penalty ='I2' and solver = "Ibfgs"



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In [64]: plot_roc_curve(log_pipeline_t,X_test,y_test)

Out[64]: <sklearn.metrics._plot.roc_curve.RocCurveDisplay at 0x7fb68e57adf0>



Out[67]:

Conclusion

The goal of this project was to come up with a method to identify individuals who show indications of Neuroticism in order to send them promotional ads to ulitmatley try to reduce the recent spike of depression and or anxiety. This was done by creating multiple classification models and identified the best one as a logistic regression model with an fbeta score of 83%. This model will allow our stakeholder to identify the neurotic users and target their ads accordingly.

Future Research

Due to time constraints for this project I was not be able to proceed with the initial plan to use twitter's API as my social media platform and Humantics API as my means of assessing for a neurotic score, with more time and the use of the mentioned API's the overall project would allow for more valuable models/insights. Also to take into consideration majority of the status updates were non-neurotic, more neurotic status updates should gathered in order to eliminate class imbalance without artificial methods. As well as gather data from various other media platforms to be able to reach a wider audience. My personal improvement on future NLP projects will be to conduct complex feature engineering to allow for the model to output higher accurate scores.