

# Guidelines for Evaluating the Quality of response candidate in a given dialogue

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## Description of the annotation task

In this task you are asked to evaluate the quality of possible response candidates, given a dialogue context. The dialogue is between two participants, a patient and a psychologist. The conversations regard life events and the relative emotions that have been triggered. The objective of the annotation task is to evaluate the quality of the proposed turns to continue the dialogue, given the context. The task is composed of two sub-tasks.

You are given some extracts of conversation between two participants (A and B) and you are asked to evaluate, for dialogue between A and B, three possible response candidates.

### Sub-task 1: Evaluating Response Candidate

In the first sub-task, you are asked to evaluate each proposed response candidate using 4 criteria: *Appropriateness*, *Contextualization*, *Listening* and *Correctness*.

**A)** In the first evaluation criterion, ***Appropriateness***, you are asked to evaluate how much a response candidate is appropriate for a given context or not. That is if the response candidate is coherent and it makes sense in the current context. For this evaluation you can choose from the following options:

- **Appropriate**, the response candidate makes sense and it can be the natural continuation considering the shown dialogue context.
- **Not Appropriate**, the response candidate does not make sense in the current dialogue context.
- **I don't know**, the response candidate has some parts that make sense with respect to the dialogue context, but some that do not.

- B)** For what concerns the second evaluation criterion, **Contextualization**, you are asked to evaluate if the response candidate contains references (implicit or explicit) to the shown dialogue context. In this evaluation you can choose from the following options:
- **Contextualized**, the response candidate contains implicit or explicit references to the dialogue context (e.g. events, people, objects or emotions).
  - **Not Contextualized**, the response candidate does not contain any reference to the dialogue context.
  - **I don't know**, the response candidate contains some references to the dialogue context, but it contains other references that are not clear or relevant.
- C)** In the third criterion, **Listening**, you are asked to evaluate how much speaker A, in the response candidate to be evaluated, is really listening to speaker B and paying attention to the dialogue instead of replying with a generic response. For the evaluation this evaluation you can choose from the following options:
- **Listening**, speaker A is listening with attention to speaker B and follows the dialogue by making contextualized references to the dialogue context and/or showing to follow the dialogue flow.
  - **Not Listening**, participant A seems to not pay attention to what participant B is saying.
  - **I don't know**, it is unclear if speaker A is listening to speaker B or not, in some parts of the response candidate speaker A makes references to what speaker B is saying but in others, speaker A proposes irrelevant content.
- D)** For what concerns the fourth and last criterion, **Correctness**, you are asked to evaluate either if the response candidate contains grammatical and/or structural errors or if the response candidate is correct. For the evaluation, this evaluation you can choose from the following options:
- **Correct**, the response candidate does not contain any type of grammatical or structural error, repetitions, misspelling or any other type of error.
  - **Not Correct**, the response candidate contains some errors, for example, repetitions, misspellings, punctuation or any other type of error.
  - **I don't know**, it is hard to identify if the response candidate contains errors or not.

**ALL proposed TEXTS are in LOWERCASE characters**, as a consequence, **the absence of uppercase is not to be considered an error**.

## Sub-task 2: Providing an explanation for the selected choice

Following the evaluation, you are asked to specify a note about your choice. The note should be between 3 to 30 words long. For example:

*"The part "talk to him" refers to the friend spoken of in the context of the dialogue."*

or

*“Although the sentence is correct, it does not seem to be a coherent response candidate of what was said previously.”*

You will be asked for the note only for some of the options selected during the evaluation phase. To provide the note relating to your choice, you will be given one or more predefined explanations with the possibility of adding your own explanation containing more details.

## Examples

### Examples of Appropriateness

Dialogue Context		
<p><b>A:</b> I remember that you told me that you felt scared because "I'm a bit scared to go to the dentist, it isn't really funny" How do you feel now?</p> <p><b>B:</b> I feel bad because I'm terrified of needles, I feel faint just to the idea to undergo anaesthesia.</p> <p><b>A:</b> Have you always had this great fear?</p> <p><b>B:</b> yes, I always have, my mother told me that when I was a kid they made a mistake to give me a shot and from that episode I have the phobia of needles. I can't even see them!</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> I'm so sorry. Whenever you want, let me know how it's doing.	Appropriate	The response candidate is a natural response because there is a clear logical thread.
<b>A:</b> I understand, maybe you could try to talk with your therapist.	Not Appropriate	The response candidate is not coherent with what has been said before in the dialogue context.

Dialogue Context
<p><b>A:</b> I remember that you told me that you felt sad because "my best friend departed for this weekend without telling me anything about it, I tried to ask her but she was evasive and she intentionally kept me in the dark about this. during the weekend my friend went away without telling me anything, she usually updates me, so I tried to investigate and she intentionally didn't tell me anything. I thought that she didn't want to share with me this thing, in a text message she wrote that we were going to talk about it face-to-face because I'd have been angry" How do you feel now?</p>

<b>B:</b> after the last message that she sent to me besides being upset, I'm also worried.		
Response candidate	Evaluation	Explanation
<b>A:</b> I'm sorry that you feel like that. Have you tried to talk with her?	Appropriate	In the response candidate there is a reference to her, that is "the best friend" mentioned in the context.
<b>A:</b> I understand, it ain't easy to face this kind of situation.	Appropriate	The response candidate is a natural response because there is a clear logical thread.

## Examples of Contextualization

Dialogue context		
<p><b>A:</b> I remember that you told me that you felt sad because "my best friend departed for this weekend without telling me anything about it, I tried to ask her but she was evasive and she intentionally kept me in the dark about this. during the weekend my friend went away without telling me anything, she usually updates me, so I tried to investigate and she intentionally didn't tell me anything. I thought that she didn't want to share with me this thing, in a text message she wrote that we'd have talked about it face-to-face because I'd have been angry" How do you feel now?</p> <p><b>B:</b> after the last message that she sent to me besides being upset, I'm also worried.</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> I'm sorry that you feel like that. Have you tried to talk with her?	Contextualized	In the response candidate there is a reference to a person mentioned in the dialogue context.
<b>A:</b> I understand, it ain't easy to face this kind of situation.	Not Contextualized	Nevertheless, the response candidate is correct, it does not contain any reference to the dialogue context.

Dialogue context		
<p><b>A:</b> at one time you had a positive feeling about what I've read in your notes, that is "breakthrough after some hours of stopping to reason with him on the possible future strategies to get my bachelor's degree in time." What do you think about it now?</p> <p><b>B:</b> It was a positive meeting because we organised together a plan to allow me to finish my bachelor's degree. it helped me a lot.</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> Good, it is important to reserve time for yourself.	Not Contextualized	The response candidate contains episodes not mentioned in the dialogue context.
<b>A:</b> How did his help make you feel?	Contextualized	In the response candidate there is a reference to a person mentioned in the dialogue context.

Dialogue context		
<p><b>A:</b> I remember that you had a negative feeling about what I've read in your notes, that is "back to home from work my brother drop in my home to see how the mum was doing, who in the morning I take her to the hospital to do a medical exam, he stayed 10 minutes of which 5 on the phone, then he left." Do you have other new considerations about this?</p> <p><b>B:</b> I can't understand why my brother is so numb. when he is with his family he spends all the time on the phone.</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> I understand. and how does this make you feel?	Not Contextualized	The response candidate does not contain any reference to the dialogue context and it is generic.
<b>A:</b> I understand. Maybe you should try to talk with him about this.	Contextualized	In the response candidate there is a reference to a person mentioned in the dialogue context.
<b>A:</b> How does it make you feel?	Not Contextualized	The response candidate does not contain any

		reference to the dialogue context and it is generic.
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Dialogue context		
<p><b>A:</b> at one time you had a negative feeling about what I've read in your notes, that is " he felt while skiing, urgently we took to the cerebral vertebrae for spinal cord suffering with a fear of paralysis." what do you think now?</p> <p><b>B:</b> I think that I'm shattered because probably the friend of mine wouldn't be to walk again. I'm really upset, I hoped that it'd solve.</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> I understand, how do you feel now?	Not Contextualized	Nevertheless, the response candidate is correct, it does not contain any reference to the dialogue context.
<b>A:</b> I'm so sorry, what have the doctors said?	Contextualized	The response candidate contains a reference to an event described in the dialogue context.
<b>A:</b> I understand, have you tried to talk with him?	Contextualized	In the response candidate there is a reference to a person mentioned in the dialogue context.

## Examples of Listening

Dialogue context		
<p><b>A:</b> at one time you had a positive feeling about what I've read in your notes, that is "we considered the possibility and constraints and at the end, it came up into my mind another possibility that we didn't think about which solved the problem and I was lucky that there was viable way and then I smiled because the professor was really relived and grateful I felt a sense of accomplishment and relief like when you looking desperately for something and eventually you find it. " Do you have any other comments about this?</p> <p><b>B:</b> it was actually a positive thing because I was able to come out from a negative situation.</p>		
Response Candidate	Evaluation	Explanation

<b>A:</b> I'm glad to hear that. Have you tried to talk with your coursemates?	Not Listening	In the context course mates are not mentioned, thus the reference is irrelevant showing that A is not listening to B.
<b>A:</b> I'm sorry that you feel like that. Have you tried to talk with your professor?	Not Listening	In the context, speaker B said that it was a positive thing, thus A is not paying attention.
<b>A:</b> Oh, I have missed this, how do you feel now?	Listening	Speaker A acknowledges his/her mistake and asks for further information.

## Examples of Correctness

Dialogue context		
<p><b>A:</b> I remember that you told me that you were frightened because " I'm a bit scared, going to the dentist isn't really funny" How do you feel now?</p> <p><b>B:</b> I feel bad because I'm terrified of needles, I feel faint just to the idea to undergo anaesthesia.</p> <p><b>A:</b> Have you always had this great fear?</p> <p><b>B:</b> yes, I always have, my mother told me that when I was a kid they made a mistake to give me a shot and from that episode I have the phobia of needles. I can't even see them!</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> I'm so sorry. Whenever you want, let me know how it's doing.	Correct	No syntactical error, repetition or typo are present in the response candidate.
<b>A:</b> I understand. Perhaps you can try to talk to your therapist about this.	Not Correct	The response candidate contains grammatical errors

Dialogue context		
<p><b>A:</b> I remember that you had a positive sensation about what I've read in your note, that is " I was in good company with my daughter and my mother it was in the morning it was a thought of serenity 50" Do you have any further consideration about this?</p> <p><b>B:</b> it was a morning that I hope to do it again.</p> <p><b>A:</b> How did you feel?</p> <p><b>B:</b> I was very happy, I was fully relaxed. I had a lot of fun, we were able to chit-chat all morning without distractions.</p>		
Response candidate	Evaluation	Explanation
<b>A:</b> I'm pleased about this. It was nice that you had fun with your mother and your mother.	Not Correct	"your mother" has been repeated twice in a row.
<b>A:</b> I'm really glad about this. I hope you can have another morning like this very soon. When you feel like it, you can tell me how you feel.	Correct	No syntactical error, repetition or typo are present in the response candidate.