

Training and Feedback

Training skillful and confident volunteers

Why train volunteers?

- There are several reasons why you might want to provide extra training for volunteers who contribute to your project, including
 - a. ***Improved performance*** - Perhaps the most obvious reason is that volunteers who receive extra training are likely to **better understand the task** and submit **more accurate classifications**.
 - b. ***Improved volunteer retention*** - Volunteers who are **confident** that they know what they are doing are more likely to **spend longer working on your project**.
 - c. ***More complex tasks are feasible*** - **Don't take this too far!** Remember that the most successful projects have simple, easy-to-comprehend tasks. However, a little extra training might make more complex analysis possible for **non-experts**.
 - d. ***"Nobody reads the tutorial"*** - Obviously this is not really true, but some volunteers may struggle with tutorials that are not written in their first language.

What is feedback?

- The Zooniverse platform includes an **experimental feature** that can provide **immediate feedback** to volunteers immediately **after they submit** their classification of an **expert-classified** subject.
- The feedback system supports **a subset** of the tasks that are available in the project builder.
- **Question tasks** that don't permit multiple answers - Volunteers receive **different messages** depending on whether their **answer matches the expert answer** or not.
- Point marker **drawing tasks** - Volunteers receive different messages depending on whether their mark falls within **expert-specified elliptical** or **circular** regions.

How does feedback work?

- Normally, **you won't find any controls for feedback in the project builder.** That's because it's an **experimental feature**.
- To enable feedback for a particular **workflow**, you need to write to contact@zooniverse.org with your **project ID** and **workflow ID** and ask them to do that for you.
- You can specify feedback on a **generic, task-level** basis or specific, **subject-level** basis.
- **Task-level feedback** can be set up in the **project builder**.
- To use **subject-level feedback** you must use **subject metadata**.

Some things to consider

- Feedback is **experimental**. Next year, Zooniverse will transition to a **brand new classifier** interface and feedback may behave very differently.
- Feedback is **not supported for all classification tasks**.
- To provide feedback, an **expert classification is required** - you will need to classify the subject yourself.
- **Phrase your feedback messages carefully** - volunteers may react badly if they perceive that their performance is being evaluated or judged.
- **Choose your feedback subjects carefully** - they should be **representative** of the data that your volunteers will encounter and reasonably **comprehensive** so that volunteers aren't surprised by too many non-training subjects.

Some examples of feedback in action

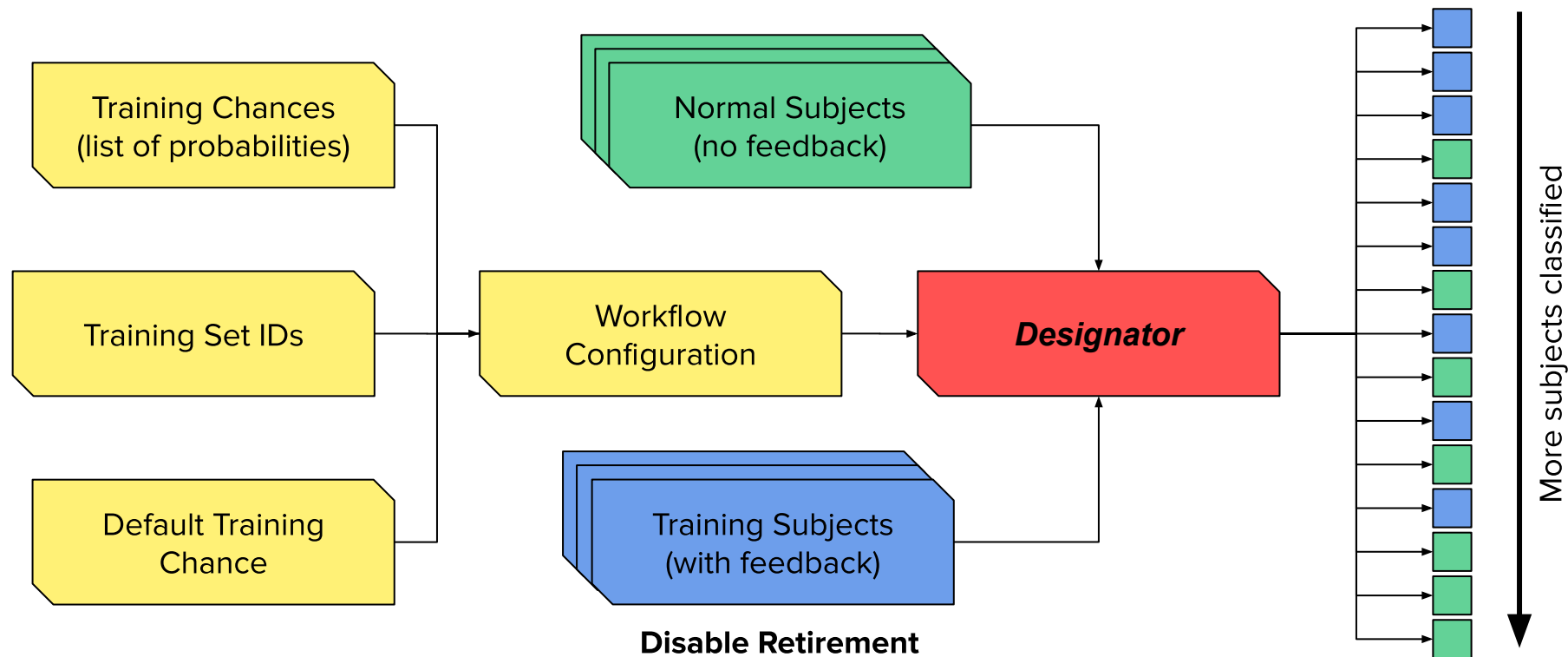
- The feedback system has been used successfully by two ESCAPE-supported Zooniverse projects.
- ***Galaxy Zoo: Clump Scout*** uses a **tapered training strategy**. Subjects with feedback are shown frequently to new volunteers, but this frequency decreases to zero after approximately 20 classifications.
- ***Radio Galaxy Zoo: LOFAR*** also uses tapered training in its main workflow, but goes **one step further**.
- The RGZL team have created a **dedicated training workflow** with an **accompanying video** that demonstrates how to classify subjects in that workflow.

Some examples of feedback in action

Radio Galaxy Zoo: LOFAR

Galaxy Zoo: Clump Scout

How does tapered feedback work?



Tapered feedback - things to consider

- Tapered feedback requires **modification of your workflow's configuration**.
- It **cannot be set up using the project builder**.
- Tapered feedback only works for volunteers who are **logged in**.
- For those happy to do a little **Python programming**, setting up tapered feedback is quite straightforward.
 - a. Specify a list of subject sets that contain subjects configured to provide feedback.
 - b. Specify a list of probabilities defining the chance that each subject a volunteer sees is a provides feedback.
 - c. Specify a default feedback subject probability that applies when the list is exhausted.
- Setting up feedback is **demonstrated** in the ***Advanced Project Building tutorial***.

Last job for the day!

To get ready for the ***Advanced Project Building* tutorial** tomorrow, we need to email contact@zooniverse.org and ask them to turn on feedback for our tutorial workflow.

Hopefully, it'll be done by the time we come back!