SICS at iCLEF 2008: User confidence and satisfaction inferred from iCLEF logs

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Measuring User Confidence – Target notions

- Actions?
  - Query formulation time, Hesitation ...
  - Corrections to knowledge sources, Reformulation
- Questionnaires?
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## Example Measurements

<table>
<thead>
<tr>
<th></th>
<th>Number of adds to dictionary</th>
<th>Ratio of reformulated queries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Successful</td>
<td>0.092</td>
<td>0.47</td>
</tr>
<tr>
<td>Unsuccessful</td>
<td>0.085</td>
<td>0.35</td>
</tr>
</tbody>
</table>
Better Measurements?

There’s a lot to be found in logs.