

# Supporting Question Answering in Online Student Communities by Utilizing Archives of Solved Questions

Author: Adrián Huña  
Supervisor: Ivan Srba

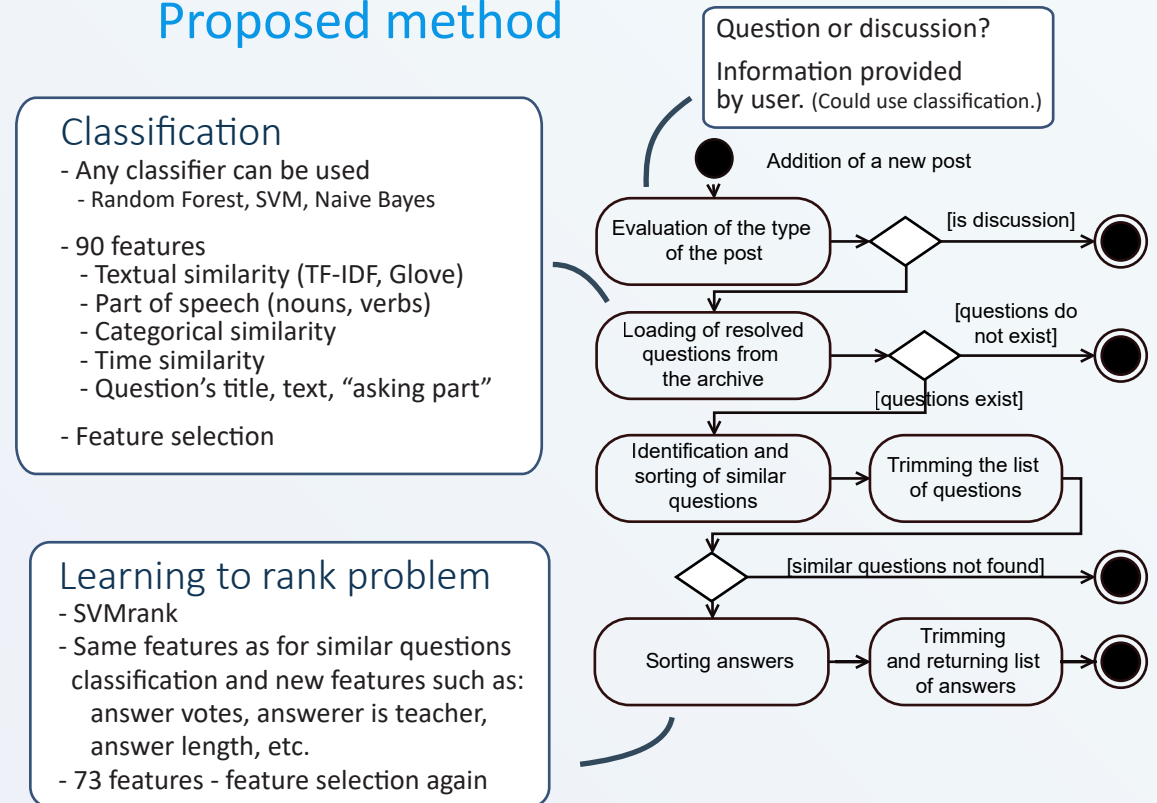
## Motivation

- Large online student communities (online courses, forums) contain many questions
- Teachers are overloaded by questions
  - Questions often repeat in time
- Valuable knowledge in archives could be utilized better
- Goal: Automatically detect similar questions and provide answers from archive
  - **Utilize specifics of educational domain** (teachers, time similarity, ...)

## Experiment

- Offline experiment on 2 iterations of a Computer Science course
  - **1458** users asked or answered **1612** questions.  
The posts were replied by **3599** answers.
- Question similarity classification and ranking evaluated separately
- Manual data labeling
  - Post type (question/discussion)
  - Question similarity
    - Some data labeled by 2 annotators
  - Answer helpfulness

## Proposed method



## Conclusion

- Two-step classification for automatic question answering
- Educational features improve performance
- We were able to answer 20.5% question that had a similar question