

Detecting users' knowledge deficits faster than users

Arnt Lykke Jakobsen, CBS

One important technological challenge in the Eye-to-IT project involves detecting translators' need for information from their gaze behaviour. If a need for knowledge can be reliably detected, it is possible to quickly retrieve relevant feedback from electronic resources. Since the request for this feedback is triggered by the translators' own behaviour, there is a good chance that translators will feel the feedback satisfies an immediate need in the situation and helps them get on with their work. If the need for feedback could be detected in the half-second or so before translators become fully conscious of their own need, and if feedback could be available almost at the same time that translators become aware of having a problem, then we will have created a beautiful instance of man-machine cooperation.

The technical solution we opted for in the Eye-to-IT project was perhaps not ideal for solving the detection problem with maximum accuracy. However, we still believe we are able to demonstrate that gaze-activated prompting can speed up translation, can help translators perform better under time pressure, and can perhaps even help keep their pulse down.