Microsoft the company should big improve Word grammar check.

No, your eyes aren't deceiving you. That sentence is a confusing jumble. However, it is perfectly fine in the assessment of Microsoft Word's built-in grammar checker, which detects no problem with the prose.

Sandeep Krishnamurthy thinks Microsoft can do a lot better.

The University of Washington associate professor has embarked on a one-man mission to persuade the Redmond company to improve the grammar-checking function in its popular word-processing program. Krishnamurthy is also trying to raise public awareness of the issue.

"If you're a grad student turning in your term paper, and you think grammar check has completely checked your paper, I have news for you -- it really hasn't," he said.

Microsoft says it has been making continuous improvements in the grammar-checking tool, and the company notes that the issue is more complex than it might seem. Experts in natural-language processing say the broader issue reflects a deep technological challenge beyond the current capabilities of computer science.

"It is tremendously difficult," said Karen Jensen, a retired Microsoft researcher who led the company's Natural Language Processing research group as it developed the underlying technology for the grammar checker, which debuted in 1997. "It gives you all kinds of respect for a human being's native ability to learn and understand in natural language."

But Krishnamurthy, a professor of marketing and e-commerce at the UW's Bothell campus, isn't convinced that the software giant is doing everything it can -- and he supports his point with eye-catching examples.

He has crafted and posted for public download several documents containing awful grammar. Depending on the version and settings, the Word grammar checker sometimes detects a few of the problems. But it overlooks the majority of them -- skipping
misplaced apostrophes, singular-plural inconsistencies, missing articles, sentence fragments, improper capitalization and other problems.

An excerpt from one of his documents: "Marketing are bad for brand big and small. You Know What I am Saying? It is no wondering that advertisings are bad for company in America, Chicago and Germany. ... McDonald's and Coca Cola are good brand. ... Gates do good marketing job in Microsoft."

With examples like that passing through unflagged, Krishnamurthy questions whether Microsoft should even offer the grammar-checking feature in its existing state.

"If you're including a feature in a widely used program like Microsoft Word, it's got to pick up more things than it currently does," he said. "I agree, the English language is very complicated, but I think we should expect more from grammar check."

By comparison, the grammar checker in Corel Corp.'s WordPerfect Office 12 catches many of the errors in Krishnamurthy's test documents that aren't detected by the Microsoft Word 2003 grammar checker, even set at the highest sensitivity to errors.

In fact, there is room for Microsoft to make incremental improvements in Word's grammar checker, said Christopher Manning, assistant professor of linguistics and computer science at Stanford University. For example, he said, the Word grammar checker could benefit from greater use of advanced probabilistic and statistical methods to analyze sentences and flag problems. Microsoft has applied some of that more advanced research to competitive and high-profile areas such as Web search and spam detection. Microsoft says the grammar-checker does use probabilistic techniques in addition to more basic, rules-based methods. But with further use of advanced approaches, it appears possible for Word's grammar checker to improve, Manning said. However, he said, "It still wouldn't be as good as a good human editor."

Microsoft calls that the fundamental issue. Responding to an inquiry about Krishnamurthy's examples, the Microsoft Office group said in a statement that the grammar checker "was created to be a guide and a tool, not a perfect proofreader." Microsoft also makes that point in Word's product documentation. The statement added, "It is possible to list a number of sentences that you would expect the Word grammar checker to catch that it doesn't. But that doesn't represent real-world usage. The Word grammar checker is designed to catch the kinds of errors that ordinary users make in normal writing situations."

It would be possible to "dial up the sensitivity" of the Word grammar checker to catch more errors, the company said. However, that could also cause it to flag sentences considered correct in colloquial usage.
That would risk making the tool more intrusive than people want, the company said. In fact, Microsoft dialed down the sensitivity of the grammar checker in certain respects starting in 2002, responding to customer feedback. For example, some people objected when the tool flagged sentences of more than 40 words as "perhaps excessively complex."

Krishnamurthy said he considers the company's view too simplistic. He suggested that Microsoft further increase the available settings, beyond the current options, to let people essentially "pick the level of intrusion." He also said the company should offer an add-on for people who need extra help, such as students for whom English is a second language.

As it now stands, the tool helps good writers but "really doesn't help bad writers at all," he said.

Krishnamurthy, 37, grew up in Hyderabad, India. A textbook author and a frequent contributor to scholarly journals, he is passionate about writing and the English language.

But how did a marketing and e-commerce professor become a grammar-checking crusader? While always stressing the importance of writing well in the first place, Krishnamurthy would also routinely tell his students to run the Word spelling and grammar checks as a precaution before turning in their papers.

Then, last year, one student turned in a badly written report.

"The least you could have done is run spell-check and grammar-check," Krishnamurthy said.

"But I did!" the student said.

That prompted the professor to investigate, and he began discovering blind spots in the Word grammar-checking tool. Krishnamurthy ultimately decided to assemble specific examples of bad grammar that made it through undetected. He began circulating them last week via e-mail to friends, colleagues and Seattle-area media. He also created a Web page for the purpose: http://faculty.washington.edu/sandeep/check.

The professor is careful to point out that he's not out to bash Microsoft. But he says the company is spending too much energy on extraneous capabilities, while neglecting core features such as the grammar checker. Among other things, Microsoft is trying to expand the market for Microsoft Office by adding a series of related server-based programs.

Office and related software make up Microsoft's second-most profitable division, bringing in more than $7.1 billion in operating profit in the last fiscal year. The core Office programs dominate the market.

Despite the lack of intense competition, there is a business incentive for Microsoft to invest in core features, said analyst Rob Helm, research director at Kirkland-based
research firm Directions on Microsoft. That's because one of the company's biggest challenges is persuading customers to upgrade from older versions of its own programs.

By making improvements to features such as the grammar and spelling checkers, Microsoft "can give people an additional incentive" to shift to the newer version, Helm said.

Jensen, the retired Microsoft researcher who worked on the original grammar-checking technology, said major advances would involve making computers understand sentences in ways that humans would.

As an example, she cited one of the sentences used in Krishnamurthy's sample documents: "Gates do good marketing job in Microsoft." Only by knowing that "Gates" probably refers to Bill Gates -- and not to the plural of the movable portion of a fence -- would the program know to suggest using "does" instead.

"It's this level of understanding that you just can't expect a computer to have at this point," Jensen said. "Someday, of course, it would be great, but we're not there yet."

In the meantime, Krishnamurthy is spreading the message. He doesn't suggest that anyone stop using the grammar-checking tool, but he wants people to fully understand its limitations and not consider it a substitute for good writing and editing.

In one part of his Web site, he has posted a cautionary list of "top writing mistakes" made by his students. No. 11: "Assuming that Microsoft Word's spelling and grammar check will solve all writing problems."

On the Net: faculty.washington.edu/sandeep/check

P-I reporter Todd Bishop can be reached at 206-448-8221 or toddbishop@seattlepi.com

P-I senior online producer Brian Chin contributed to this report.

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In the process of working on today's story about Microsoft Word's grammar checker, I spent time last week running UW Professor Sandeep Krishnamurthy's demonstration documents through the grammar checkers in various versions of the Microsoft program. I tweaked the grammar-checking options to make them as strict as possible, wanting to make it catch as many mistakes as possible. Depending on the version and settings, the Word grammar checker did catch some of the problems, but it let the vast majority of them go by unflagged.

As noted in the story, however, the most interesting test came when comparing Word's grammar checker to the Grammatik grammar checker that comes inside WordPerfect Office 12.

For example, consider the grammatical train wreck that began this morning's story: "Microsoft the company should big improve Word grammar check." As noted in the story, Word's grammar checker didn't see any problem with the sentence. In contrast, Grammatik in WordPerfect flagged the sentence, pointing out that an adjective such as "big" doesn't typically modify a verb such as "improve." Among other things, the WordPerfect tool suggested checking for missing words.

So far, based on my e-mail this morning, the most common reaction involves pointing out that people should learn to write well enough that they don't need to rely on an automated grammar checker. Judging from my conversations with Professor Krishnamurthy last week, he doesn't dispute that. However, if Microsoft is going to offer a grammar-checking function as part of Word, he says the company owes its users a more effective tool than it currently provides. At the same time, he believes, people who use the tool should be aware of its limitations.

And finally, proving that Clippy jokes never go out of style, the P-I's Brian Chin came up with this satirical graphic to illustrate the story on the seattlepi.com home page last night.

Posted by Todd Bishop at March 28, 2005 09:57 AM
More on grammar checker
From Todd Bishop’s blog, March 30, 2005

It has been entertaining to sift through the ongoing discussion of UW professor Sandeep Krishnamurthy's campaign to improve Microsoft Word's grammar checker. A few of the highlights:

Slashdot comment: "Hulk work hard on Grammar Checker for Microsoft! Program many long hours. Very hard to type with huge green hands and puny little keys! Many times get angry and smash keyboard. Many keyboards broken. Hulk also get help with grammar from Yoda. Yoda very wise. Maybe not best work in world, but Hulk take pride in work. Why puny University of Washington professor criticize hard work of Hulk? Criticism hurt Hulk's feelings. Hulk angry! HULK SMASH!"

Arguing with signposts weblog: "This just in! Humans understand language better than computers. I know. It’s a shocker. ... I look forward to the paper’s forthcoming series on why paper is a better writing surface than porous rock. Maybe an investigative report on the fact that digital watches are easier to read than analog."

On a more serious note, Rick Schaut, who works on the Word for Mac program as part of Microsoft's Macintosh Business Unit, describes the technical challenges of natural language processing as they relate to automated grammar checking. He also addresses some of the issues Krishnamurthy raises.

And finally, I received this short e-mail message, hopefully satirical, from one reader: "rather than improving the computers grammar, students should improve their own grammar. a students 'badly written report' isn't magically healed by grammar check or spell check. a bad writer is a bad writer."
Funny Cartoon

What would you like to do?

Learn why Word's grammar checker is so awful.

Options  Search
Microsoft's Grammar Glitch

Text of story on National Public Radio (a large radio network in the US)

Morning Edition, March 29, 2005 · A University of Washington professor received a student paper riddled with bad grammar. But when Professor Sandeep Krishnamurthy pointed out the mistakes, the student defended herself. She said she'd run her paper through the computerized grammar check in Microsoft Word. Now the professor has criticized Microsoft Word. He wrote the following sentence: "Microsoft the company should big improve Word grammar check." The program found it acceptable.
Professor lobbies Microsoft for better grammar checks

What's wrong with this sentence?

"Microsoft the company should big improve Word grammar check."

A University of Washington associate professor ran it through the grammar check in Microsoft Word, and the software found it acceptable.

Professor Sandeep Krishnamurthy (krish-nah-mur-thee) is on a mission to get the software giant to tweak its grammar-check system.

He says he discovered problems after scolding a student he'd given a poor grade for submitting a paper filled with grammatical errors. The student complained that she had used the software to check for errors.

Microsoft says grammar is almost impossible for a computer to master because it requires artificial intelligence that isn't available. Microsoft Word spokesman Chris Pratley says the best way to ensure grammar is correct is to pay attention in school.

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EDITORIAL, The Daily, University of Washington Student Paper

Take charge of grammar
By The Daily Editorial Board
March 31, 2005

Mom always said, "You're not doing 'good,' you're doing 'well.'"

Had you listened to her, you wouldn't be relying on grammar check to help you form correct sentences.

UW professor Sandeep Krishnamurthy recently launched a crusade against Microsoft's Word grammar check, saying too many errors go unnoticed by the program that decorates our papers with red and green underlines.

"If you're a grad student turning in your term paper, and you think grammar check has completely checked your paper, I have news for you -- it really hasn't," Krishnamurthy told the Seattle Post-Intelligencer.

His efforts should be applauded -- but not before students have reread and double-checked their work before turning it into a professor.

Maybe we should expect more from grammar check, like this UW faculty member does. Or maybe we should expect more from ourselves.

Is it too much to ask students to learn the English syntax? When did we stop thinking and start relying on Microsoft's grammar check to make sure our papers are grammatically correct?

We are all guilty of relying on the easy, convenient method. But grammar check is a service, not an infallible grammatical calculator. If we rely on a computer program to help us write a sentence, we lose not only our grammar skills but also our ability to think critically.

By relying on it solely, we become too much like the program itself: mechanical and unreliable. Computer programs should be our last line of defense against errors -- not the first.

People still control the machine, and it is our own responsibility to do good work.
Microsoft Word Grammar Checker Are No Good, Scholar Conclude

By BROCK READ

If you've ever used Microsoft Word, chances are you've seen that jagged green line appear beneath something you've written -- scolding you for drafting a fragmented sentence, maybe, or for slipping into the passive voice. That's Microsoft's grammar-checking technology at work. But how much good does the grammar checker actually do? Precious little, according to Sandeep Krishnamurthy, an associate professor of marketing and e-commerce at the University of Washington.

After experimenting with the tool, Mr. Krishnamurthy concluded that it cannot identify many basic grammatical faux pas -- like errors in capitalization, punctuation, and verb tense.

Now he has dedicated himself to chronicling the grammar checker's blind spots, and to persuading Microsoft to improve the tool. On his Web site (http://faculty.washington.edu/sandeep/check), Mr. Krishnamurthy has posted evidence that he considers damning: a series of examples of poor grammar the software considers passable. One reads: "Marketing are bad for brand big and small. You Know What I am Saying? It is no wondering that advertisings are bad for company in America, Chicago and Germany."

Microsoft officials did not respond to calls for comment. But in a statement released in response to Mr. Krishnamurthy's Web site, the company argued that its grammar checker is a writing aid, not a catchall. "The Word grammar checker is designed to catch the kinds of errors that ordinary users make in normal writing situations," the statement said. For above-average writers, the software might pick up a grammatical misstep or two, according to Mr. Krishnamurthy, but for subpar writers, the tool is useless.

Mr. Krishnamurthy says many of his students are not native English speakers and often struggle with the written word. The grammar checker, he argues, impedes their efforts to improve their writing -- by telling them that misconjugated verbs and poorly structured sentences are perfectly fine.

The tool is so pernicious, he says, that Microsoft should either improve it or ditch it. Mr. Krishnamurthy recommends that the software more easily let users choose whether they want only basic guidance or significant editing help. The current software allows users to pick which types of grammatical errors they want identified, but Mr. Krishnamurthy says that system is too complicated for many beginning writers.
Some technical experts say that creating a better grammar checker would be a tall order, but Mr. Krishnamurthy says the program just needs to do a better job of telling writers how to use it. "I've heard some techies say, You're holding us to too high a standard," he says, "but I don't completely buy that."

Editor's note: The headline on this article cleared Microsoft's grammar checker.
http://chronicle.com
When professor Sandeep Krishnamurthy collected the term papers from one of his classes at the University of Washington, he was shocked by the egregious errors in one of his students' papers -- so bad that he would not grade the paper. In frustration, he told the student to at least use grammar check next time.

The student responded that she had.

This incident motivated Krishnamurthy, a marketing and e-commerce professor who demands that all papers he receives have undergone a spelling and grammar check, to investigate just how reliable the grammar check on Microsoft Word is for student users. After testing the grammar check with sample sentences, Krishnamurthy said he was shocked by what he had found.

"If you have a basic understanding of the language, it might assist you, but if you have no idea how grammar works, it does not correct a lot of basic problems," he said.

To combat the computer software giant, he has started a crusade, first reported in the Chronicle of Higher Education, that includes the launch of a Web site that assails the company's grammar check software.

Microsoft did not return phone calls requesting comment for this article, but the Redmond, Wash.-based corporation did release a statement in which it claimed that its grammar check serves merely as a writing aid.

"The Word grammar checker is designed to catch the kinds of errors that ordinary users make in normal writing situations," read the statement.

Krishnamurthy said the press release indicates that Microsoft is choosing to deny there is a real problem until the media scrutiny dies down.

Microsoft's grammar check tool does not pick up on blatant errors in verb tense, capitalization and punctuation, he claims. On his Web site, he reports that the grammar check tool considers phrases like "Marketing are bad for brand big and small" and "You Know What I am Saying?" to be correct.
Ironically, as his Web site points out, the sentence "Spelling and Grammar Check is complete," describing two separate processes, is grammatically incorrect. But this is the very message that appears on the screen to announce the end of a Microsoft Word grammar check, he said.

"Because people are often writing things rapidly, they are assuming that the worst errors have been picked up," Krishnamurthy said. "This is the wrong assumption."

For Yalies and other college students working on term papers and other longer projects with multiple drafts, the grammar check is particularly ineffective, Krishnamurthy said.

"If you keep editing a document, nothing gets flagged, but if you copy and paste it into a new file, then the grammar check wakes up," he said.

Yale English professor Shameem Black said that she has not seen many particularly egregious errors in her students' work that are attributed to the grammar check, but spelling errors often occur when students use the automatic spell-check tool without looking over their work carefully enough.

"Certainly lots of people use the spell check and come up with homonyms that are not grammatically correct," she said.

But both Black and her colleague, English professor James Kearney, said they do not ask students if they use grammar check, so it would be hard to tell if the problems they saw in their students' papers came from using such a tool.

Berkeley College Writing Tutor Cathy Shufro said it is common to find obvious grammatical problems like the "past tense of lead," but that overall she does not see grammar as a huge problem for Yalies.

Still, Krishnamurthy said he believes that Microsoft should rethink offering such a flawed tool to the general public. What particularly upsets him, a self-proclaimed grammar guru, is that Microsoft has progressively dulled the sensitivity of their grammar check. Grammatical errors that the 1997 version of Microsoft Word picked up are undetectable on the 2004 version, Krishnamurthy said.

"They say that this is in response to consumer comments, but I do not know who these consumers are," he said.

Krishnamurthy said he thinks that since there are already settings in Microsoft Word that can make the grammar check more or less sensitive, it would not be hard to design to provide a more comprehensive grammar check for sub-par speakers of the language.
Krishnamurthy said the problem is particularly relevant to international students for whom English is a second language, students who may need assistance forming the proper grammatical structure of the English language.

"It should be designed for the poor writer, for someone who needs it the most," said Krishnamurthy, who said he sees many international students struggling in his classroom.

Yesol Huh '07, a Korean student, said that although she has not experienced any significant problems with Microsoft's grammar checker, she does often rely on the program.

"I know that the grammar check is there, so I make some really stupid mistakes," Huh said "I know that if I make a mistake, it will catch it."

Certain targeted items could be added, because most foreign speakers are going to be making the same types of errors, Krishnamurthy said.
There are many blogs who have discussed this. Here are a few examples-


That ever-reliable grammar check
A University of Washington student turns in a paper riddled with grammatical errors. Her professor rightly chides her, but she rolls out (what she thinks is) a good defense: She ran the paper through Microsoft Word's grammar check.

So the marketing and e-commerce prof took his chiding to Microsoft and said: "Microsoft the company should big improve Word grammar check." Word had no problem with that.

But don't be too hard on Sandeep Krishnamurthy. He's also trying to get the word out to students.

"If you're a grad student turning in your term paper, and you think grammar check has completely checked your paper, I have news for you -- it really hasn't," he said.
An article in the Seattle Post-Intelligencer includes some passages the professor has gotten through the grammar check unflagged:
Marketing are bad for brand big and small. You Know What I am Saying? It is no wondering that advertisings are bad for company in America, Chicago and Germany. ...
McDonald's and Coca Cola are good brand. ... Gates do good marketing job in Microsoft. People seem to agree that the grammar check in Work can improve quite a bit. However, said Christopher Manning, assistant professor of linguistics and computer science at Stanford University, "it still wouldn't be as good as a good human editor."

Krishnamurthy has some examples of errors that fly by undetected on his Web page.
From- http://www.stevendkrause.com/academic/blog/

MS Word grammar check works poorly (or tell me something I didn't know...) This is the first in a couple of posts I meant to make earlier-- I was delayed by work, life, and some sort of weird blogger glitch that I think (I hope) has been solved. Anyway....

See this article Bradley Bleck forwarded to tech-rhet, "A Word to the unwise -- program's grammar check isn't so smart," published on March 28, 2005 online and presumably in print by The Seattle Post-Intelligencer. The opening paragraphs give an idea about what it's about:

Microsoft the company should big improve Word grammar check.

No, your eyes aren't deceiving you. That sentence is a confusing jumble. However, it is perfectly fine in the assessment of Microsoft Word's built-in grammar checker, which detects no problem with the prose.

Sandeep Krishnamurthy thinks Microsoft can do a lot better.

The University of Washington associate professor has embarked on a one-man mission to persuade the Redmond company to improve the grammar-checking function in its popular word-processing program. Krishnamurthy is also trying to raise public awareness of the issue.

This might be a good article to include the next time I teach "Computers and Writing, Theory and Practice," though I already assign a couple of good articles about the problems of MS Word as a "writerly tool:" Alex Vernon, "Computerized Grammar Checkers 2000: Capabilities, Limitations, and Pedagogical Possibilities," and Tim McGee and Patricia Ericsson, "The Politics of the Program: MS Word as the Invisible Grammarian," both of which were published in Computers and Composition a few years back.
A Word to the unwise -- program's grammar check isn't so smart:
Microsoft the company should big improve Word grammar check.

No, your eyes aren't deceiving you. That sentence is a confusing jumble. However, it is
perfectly fine in the assessment of Microsoft Word's built-in grammar checker, which
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persuade the Redmond company to improve the grammar-checking function in its
popular word-processing program. Krishnamurthy is also trying to raise public awareness
of the issue.

"If you're a grad student turning in your term paper, and you think grammar check has
completely checked your paper, I have news for you -- it really hasn't," he said.
I've always hated Word's grammar checker. It seems to have a spiteful bias against any
long sentence (which are not inherently incorrect), and long, multiline sentences with a
green underlining nag can be very distracting.

On Krishnamurthy's website, he includes an amusing demonstration paragraph:
Marketing are bad for brand. McDonalds is good brand. McDonald's is good brand.
McDonald’s are good brand. McDonalds’ are good brand. Finance good for marketing.
4P’s are marketing mix. I use marketing mixes for good marketing. Internets do good job.
Internets help marketing. Internets make good brand. Gates do good marketing in
Microsoft. Gates build the big brand in Microsoft. The Gates is leader of big company in

Sure enough, I pasted it into Word and nothing was flagged.

Buffet eat buffet!

Posted by: Mike Sauter / 3/29/2005 08:46:00 AM
MS Word Help Me Right Real Good

Computing is supposed to make us more efficient, more productive, and generally happier. There was a great article today in the Seattle Post-Intelligencer about how Word's grammar checker is certainly below acceptable. I rarely use it, and when I do it's just for a rough first pass (I actually prefer dumping text into WordPerfect because its thesaurus is always running in a toolbar).

All of us who write for all or part of our living have had adventures in all types of grammar checking software. I was a user way back when RightWriter and Grammatik were available only in DOS, and I have the scars to prove it.

Inspired by the article, I tested this sentence, with some interesting results:

The quick brownly fox jumpeded over the lazie back dog's.
Lotus Word Pro: no grammar problems detected.
WordPerfect: The quick brown ly fox jumped over the laze back dog's.
StarOffice/OpenOffice: no grammar checker.
MS Word XP: The quick brown fox jumped over the lazy back dogs. (not so bad, considering, and the MS folks can say that their delivered superior performance compared to their weak and substandard competitors)

The article did remind me of a newspaper headline from the TV show Police Squad with Leslie Nielsen: "Dyslexia Found Cure". I think it would pass through every checker without detection.

One day, grammar checking software will be nearly flawless. By then, my voice wreck ignition software will work real good, too.

Another entertaining article about grammar hit the Associated Press yesterday:

Another entertaining article about grammar hit the Associated Press yesterday:

# posted by DrJoeWebb @ 3/29/2005 01:19:00 PM
In trust we Word

There nothing can be wrong with this story, because Microsoft Word makes so. And that would good not be enough, says Sandeep Krishnamurthy, a University of Washington associate professor who intends to be something about it.

Accordingly, this report in the Seattle Post-Intelligencer declarative Microsoft's dominatrix word processing program is severely retarding when it coming to checking for grammar crimes. As evidenced, by the fact that this mini ditty has no greenly underlines.

Posted by Scott Ard
March 28, 2005
Grammar for dummies
If you've been frustrated by the shortcomings of Microsoft Word's built-in grammar checker, UW professor Sandeep Krishnamurthy feels your pain. And, as Todd Bishop reports today, he's begun a one-man mission to get Microsoft to make things better.

Update: Todd offers some more background, and comments on reader reaction to his story, on his own blog.

The story has also sparked a lively and anarchic thread on Slashdot.

Category: March of progress
Posted by Brian Chin at March 28, 2005 01:01 AM