



MEREDITH BROUSSARD

# More Than a Glitch

## STEP 1

Have your team read the getAbstract summary.

## STEP 2

Schedule a team meeting to discuss the questions below.

## STEP 3

Have a discussion with your team.

You may be tempted to dismiss instances of machine bias as “glitches.” However, they’re structural and reflective of real-world racism, sexism and ableism, according to data journalism professor Meredith Broussard. In *More Than a Glitch*, Broussard presents several case studies of machine bias, detailing the harm it has caused in areas including policing and health care, advocating for technology that works for everyone.

## Discussion Questions

1. How can we differentiate between a genuine technological glitch and a structural bias in technology?
2. In what ways have you personally witnessed or experienced the effects of machine bias in your professional or personal life?
3. The article mentions "technochauvinism" as the belief that technology will solve social problems. How can we strike a balance between leveraging technology and remaining accountable for addressing the root causes of societal issues?
4. Can you think of any other real-world examples, apart from the ones mentioned in the article, where machine bias has had detrimental effects?
5. Based on this discussion, what actionable steps can we take in our organization to ensure our technology is free from bias and serves the public interest?

*“Technology is a crucial component of accessibility, but more of what is currently called cutting-edge technology is not necessarily the answer.”*

**MORE THAN A GLITCH**

Meredith Broussard

