UMAP 2020 Workshop on Explainable User Models and Personalised Systems (ExUM) Chairs' Welcome & Organization

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UMAP 2020 Workshop on Explainable User Models and Personalised Systems (ExUM) Chairs' Welcome

It is our great pleasure to welcome you to the UMAP *2020 Workshop on Explainable User Models and Personalised Systems (ExUM).* This half-day workshop brings together researchers working on transparency and explainability in the context of methodologies for building user models and personalised systems.

The spread of adaptive and personalized systems took its roots in the recent growth of (personal) data, which led to two different phenomena, namely the need for systems to support the users in sifting this huge flow of data and the definition of very precise and fine-grained user models, that in turn enabled very effective personalization and adaptation mechanisms. Nowadays, we are used to interact with algorithms that exploit such personal data to support us in several scenarios, such as suggesting music to be listened to or movies to be watched. These personalized and adaptive services are continuously evolving and are becoming part of our everyday life, increasingly acting as personal assistants able to proactively help us in complex decision-making tasks.

Unfortunately, most of these systems adopt black box models whose internal mechanisms are opaque to end users. Users typically enjoy personalized suggestions or like to be supported in their decision-making tasks. However, they are not aware of the general rationale that guides the algorithms in the adaptation and personalization process. Moreover, the metrics that are usually adopted to evaluate the effectiveness of the algorithms aim to maximize the accuracy of the suggestions at the expense of the transparency and explainability of the model.

The recent General Data Protection Regulation (GDPR) further emphasizes the need and the right for scrutable and transparent methodologies that can guide the user in a complete comprehension of the information about them which are held by the systems and of the internal behaviour of personalization algorithms. As a consequence, the main motivation of the workshop is simple and straightforward: how can we deal with such a dichotomy between the need for effective adaptive systems and the right to transparency and interpretability?

The call for papers received submissions that covered a large range of highly relevant topics for the themes of the workshop. All submissions have been evaluated based on their quality, relevance and novelty by 2 program committee members with expertise in the respective research area. In total, we selected 6 papers (4 full papers and 2 short/position papers). Specifically, the following contributions were accepted:

1. Joanna Misztal-Radecka, Bipin Indurhkya. *Persona Prototypes for Improving the Qualitative Evaluation of Recommendation Systems*

2. Cataldo Musto, Fedelucio Narducci, Marco Polignano, Marco de Gemmis, Pasquale Lops, Giovanni Semeraro. *Towards Queryable User Profiles: Introducing Conversational Agents in a Platform for Holistic User Modeling*

3. Diana C Hernandez-Bocanegra, Jürgen Ziegler, Tim Donkers. *Effects of argumentative explanation types on the perception of review-based recommendations*

4. Sidra Naveed, Benedikt Loepp, Jürgen Ziegler. *On the Use of Feature-based Collaborative Explanations: An Empirical Comparison of Explanation Styles*

5. Mirko Polato, Tommaso Carraro, Fabio Aiolli. *A look inside the black-box: towards the interpretability of Conditioned Variational Autoencoder for Collaborative Filtering*

6. Stefan Hirschmeier, Detlef Schoder. *An Approach to Explanations for Public Radio Recommendations*

We believe that the program provides a good balance between the different topics covered by the workshop. We accepted papers related to the area of explanations, namely argumentative textual explanations for review-based recommendations (#3), feature-based collaborative explanations (#4), content-based explanations for the public radio domain (#6), to the area of personalization and user modeling (#1, #2) as well as to the area of explainability for deep learning models in relevant domains (#5). Hence, we hope that you will find the workshop program interesting, providing you with a valuable opportunity to learn and share ideas with other researchers and practitioners from institutions around the world.

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UMAP 2020 Workshop on Explainable User Models and Personalised Systems (ExUM) Organization

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