Performance of final model 6.0 5.5 -5.0 4.5 -4.0 -3.5 -Predicted rating 3.0 -2.5 -2.0 -1.5 -1.0 -0.5 0.0 --0.5 0.5 1.5 2 2.5 3 3.5 4.5 1 4 5 True rating