Intelligent Organizational Calendars

Can recommender systems encourage better calendaring outcomes at both the individual organization levels?

Shilad Sen

ssen@macalester.edu | shilad.sen@microsoft.com

Professor, Macalester College, St. Paul, Minnesota, USA
Principal Applied Scientist, Microsoft Corporation, Redmond, Washington, USA

Digital calendaring systems, such as Microsoft Outlook and Google Calendar, are critical tools for individuals in the workforce. These systems have both been studied from the perspective of personal wellness and productivity, and group decision outcomes. Accelerating workplace changes such as hybrid practices and greater flexibility in working hours have increased the complexity of individual calendaring. Recommender systems and AI approaches have been proposed to decrease effort and improve outcomes [cite] and some early systems have found commercial success [cite]. However, little work exists evaluating the high-level goals, ML objective functions, and learning frameworks that should be used in these intelligent organizational calendars. What risks exist for systems that are trained on past calendaring behavior? How can a behaviorally-trained system improve both personal and organizational outcomes? How do network effects between individuals provide opportunities and risks for intelligent calendaring systems?

Shilad Sen is a Professor of Computer Science at Macalester College and a Principal Applied Scientist for Microsoft Corporation. He studies the relationship between algorithms, software, and people. His focuses include the study of biases and inequalities along dimensions such as race, gender, and geography, and identifying and studying emerging human-centered AI problems that require perceptual alignment between humans and AIs. Sen's research has been recognized through grants from the National Science Foundation, best papers awards at top computer science conferences such as CSCW, CHI, and IUI, and coverage in popular press venues including The Atlantic.