

Wanling CAI

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DLB625, David C. Lam Building, Shaw Campus, Hong Kong Baptist University
Kowloon Tong, Kowloon, Hong Kong

EDUCATION

Hong Kong Baptist University (HKBU)

Ph.D. Student in Department of Computer Science

Hong Kong, China

September 2018 - Present (Expected in August 2022)

Shenzhen University (SZU)

B.Eng. (Hons) in Software Engineering at College of Computer Science and Software Engineering

Shenzhen, Guangdong, China

October 2014 - June 2018

RESEARCH INTERESTS

- Human-Centered AI, Conversational Agents, Recommender Systems, Human-Computer Interaction, Health and Well-Being

RESEARCH EXPERIENCE

HCI-RecSys Research Group in Department of Computer Science, HKBU

Ph.D. Candidate (Supervisor: Dr. Li CHEN)

Hong Kong, China

September 2018 - Present

- Research on conversational recommender system using human-centered approaches

Big Data Institute at College of Computer Science and Software Engineering, SZU

Research Assistant (Advisor: Dr. Weike PAN, Co-Advisor: Dr. Haiqin YANG)

Shenzhen, Guangdong, China

July 2016 - June 2018

- Research on transfer learning approaches for recommendations

PUBLICATIONS

- **Wanling Cai**, Yucheng Jin and Li Chen. Impacts of Personal Characteristics on User Trust in Conversational Recommender Systems In: *Proceedings of the 40th ACM Conference on Human Factors in Computing Systems (CHI' 22)*. [**Honourable Mention**]
- **Wanling Cai**, Yucheng Jin and Li Chen. Task-oriented User Evaluation on Critiquing-based Recommendation Chatbots. *IEEE Transactions On Human-Machine Systems (THMS)*, pages 1-13, 2022. (Early Access)
- Yucheng Jin, Li Chen, **Wanling Cai** and Pearl Pu. Key Qualities of Conversational Recommender Systems: From Users Perspective. In: *Proceedings of the 9th International Conference on Human-Agent Interaction (HAI' 21)*, Virtual Event, Japan, November 9-11, 2021.
- **Wanling Cai**, Yucheng Jin and Li Chen. Critiquing for Music Exploration in Conversational Recommender Systems. In: *Proceedings of 26th ACM Conference on Intelligent User Interface (IUI' 21)*, College Station, TX, USA, April 14-17, 2021.
- Jannach, Dietmar, Ahtsham Manzoor, **Wanling Cai**, and Li Chen. A Survey on Conversational Recommender Systems. *ACM Computing Surveys (CSUR)*, 54(5), pages 1-36, 2021.
- **Wanling Cai** and Li Chen. Predicting User Intents and Satisfaction with Dialogue-based Conversational Recommendations. In: *Proceedings of 28th ACM Conference on User Modeling, Adaptation and Personalization (UMAP' 20)*, Genoa, Italy, July 14-17, 2020. [**Best Student Paper Award**]
- **Wanling Cai** and Li Chen. Towards a Taxonomy of User Feedback Intents for Conversational Recommendations. In: *Proceedings of 13th ACM Conference on Recommender Systems (RecSys' 19)*, Late-Breaking Results, Copenhagen, Denmark, September 16-20, 2019.
- Yucheng Jin, **Wanling Cai**, Li Chen, Nyi Nyi Htun, and Katrien Verbert. MusicBot: Evaluating Critiquing-based Music Recommenders with Conversational Interaction. In: *Proceedings of 28th ACM International Conference on Information and Knowledge Management (CIKM' 19)*, Beijing, China, November 3-7, 2019. (Acceptance rate: 19.4%)
- **Wanling Cai**, Jiongbao Zheng, Weike Pan, Jing Lin, Lin Li, Li Chen, Xiaogang Peng, and Zhong Ming. Neighborhood-Enhanced Transfer Learning for One-Class Collaborative Filtering. *Neurocomputing* (0925-2312), vol. 341, pages 80-87, 2019.
- Weike Pan, Qiang Yang, **Wanling Cai**, Yaofeng Chen, Qing Zhang, Xiaogang Peng and Zhong Ming. Transfer to Rank for Heterogeneous One-Class Collaborative Filtering. *ACM Transactions on Information Systems (TOIS)* (1046-8188), 37(1):10:1-10:20, January 2019.
- Jixiong Liu, Jiakun Shi, **Wanling Cai**, Bo Liu, Weike Pan, Qiang Yang and Zhong Ming. Transfer Learning from APP Domain to News Domain for Dual Cold-Start Recommendation (Short Paper). In: *Proceedings of the 1st Workshop on Intelligent Recommender Systems by Knowledge Transfer & Learning (RecSysKTL 2017) co-located with the 11th ACM Conference on Recommender Systems (RecSys' 17)*, Como, Italy, August 27-31, 2017.

INTERNSHIP

Tencent Holdings Limited

Algorithm Intern (Machine Learning), Mobile Internet Group

Suishou Technology Co., Ltd, Feidee

Intern, Kai Niu Business Group

Shenzhen, Guangdong, China

March 2018 - May 2018

Shenzhen, Guangdong, China

May 2017 - June 2017

PROFESSIONAL SERVICES

- Conference Organization
 - Publicity Co-Chair of The 20th International Conference on Mobile and Ubiquitous Multimedia (MUM' 21)
- Conference Reviewer
 - 20th International Conference on Mobile and Ubiquitous Multimedia (MUM' 21), 2021 (Program Committee Member)
 - The Web Conference (WWW), 2019, (External Reviewer)
- Invited Journal Reviewer
 - ACM Transactions on Interactive Intelligent Systems (TIIS), 2021
 - Journal of Intelligent Information Systems (JIIS), 2021
 - Frontier in Artificial Intelligence, 2021
 - Neurocomputing (NEUCOM), 2020
 - Knowledge-Based Systems (KBS), 2018 & 2020 & 2021
- Invited Talk
 - "Personal Experience in Academic Writing and Presentation", COMP7160 Research Methods at Department of Computer Science, Hong Kong Baptist University, Hong Kong, P.R. China, November 2, 2021.
 - "Design and Evaluation of Conversational Agent", Department of Journalism, Hong Kong Baptist University, Hong Kong, P.R. China, April 21, 2021.
 - "Conversational Agents: Introduction, Design and Evaluation", Department of Journalism, Hong Kong Baptist University, P.R. Hong Kong, China, April 2, 2020
- Book Review
 - Review of book chapter translation: Marco de Gemmis, Pasquale Lops, Cataldo Musto, Fedelucio Narducci, and Giovanni Semeraro. Semantics-Aware Content-Based Recommender Systems. *Chapter 4 of Recommender Systems Handbook (Second Edition)*, Springer, 2015.
 - Review of book chapter translation: Gediminas Adomavicius and YoungOk Kwon. Multi-Criteria Recommender Systems. *Chapter 25 of Recommender Systems Handbook (Second Edition)*, Springer, 2015.

ACADEMIC HONORS AND AWARDS (SINCE 2018-06)

- Computer Science Department RPg Performance Award, HKBU-COMP, 2021
- Best Presentation Award, The 24rd Research Postgraduate Symposium (PG Day), HKBU-COMP, 2021
- Computer Science Department RPg Performance Award, HKBU-COMP, 2020
- Best Presentation Award, The 23rd Research Postgraduate Symposium (PG Day), HKBU-COMP, 2020
- The James Chen Best Student Paper Award in ACM UMAP 2020
- Excellent Teaching Assistant Performance Award, HKBU-COMP, 2019 & 2020 & 2021 & 2022
- Teaching Assistant Performance Award, HKBU-COMP, 2020 & 2021
- "Outstanding Graduate" in Shenzhen University, China, 2018

SKILLS

- **Languages:** Mandarin (native), English (fluent)
- **Research methods:** User experience (UX) research (e.g., survey, interview), thematic analysis (MAXQDA), statistical analysis (e.g., ANOVA, SEM), machine learning methods (e.g., SVM, XGBoost)
- **Programming language:** Python (Scikit-Learn, NLTK, Gensim, Numpy, Pandas, PyTorch, TensorFlow), R, Java, Javascript, Matlab (ordered by proficiency)
- **Platform and tools:** LaTeX, DialogFlow, MongoDB, Jupyter Notebook

Last update: March 31, 2022