# Evaluation @ EMNLP 2020 (Part 2) 

Presenter: Wang Chen

## Outline

- Evaluating the Factual Consistency of Abstractive Text Summarization
- GRADE- Automatic Graph-Enhanced Coherence Metric for Evaluating Open-Domain Dialogue Systems
- UNION-An Unreferenced Metric for Evaluating Open-ended Story Generation


# Evaluating the Factual Consistency of Abstractive Text Summarization 

Wojeiech Kryściński, Bryan McCann, Caiming Xiong, Richard Socher<br>Salesforce Research|<br>\{kryscinski,bmccann, cxiong, rsocher\}@salesforce.com

## FactCC - Introduction

| Source article fragments |  |
| :--- | :--- |
| (CNN) The mother of a quadriplegic man who police say was | (CNN) The classic video game "Space Invaders" was devel- <br> left in the woods for days cannot be extradited to face charges <br> oped in Japan back in the late 1970's - and now their real-life <br> in Philadelphia until she completes an unspecified "treat- <br> ment," Maryland police said Monday. The Montgomery <br> in Japan's corridors of power. Luckily, Japanese can sleep <br> County (Maryland) Department of Police took Nyia Parler, <br> 41, into custody Sunday (...) |
| soundly in their beds tonight as the government's top mili- <br> tary official earnestly revealed that (...) |  |
| Model generated claims/sentences | Video game "Space Invaders" was developed in Japan back <br> in 1970. |
| Quadriplegic man Nyia Parler, 41, left in woods for days can <br> not be extradited. |  |

Table 1: Examples of factually incorrect claims output by summarization models. Green text highlights the support in the source documents for the generated claims, red text highlights the errors made by summarization models.

## FactCC — Related Work

- Natural language inference (NLI)
- focuses on classifying logical entailment between short, single sentence pairs
- but verifying factual consistency can require incorporating the entire context of the source document
- Fact checking
- focuses on verifying facts against the whole of available knowledge
- whereas factual consistency checking focuses on adherence of facts to information provided by a source document without guarantee that the information is true


## FactCC — Proposed Method

- Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)
- Building the development and test datasets
- Training a BERT-based binary classifier


## FactCC — Proposed Method

## - Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)

| Consistent Pairs | Transformation | Original sentence | Transformed sentence |
| :---: | :---: | :---: | :---: |
|  | Paraphrasing | Sheriff Lee Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials. | Two weeks after the US Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians. |
| Inconsistent Pairs | Sentence negation | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow wasn't predicted later in the weekend for Atlanta and areas even further south. |
|  | Pronoun swap | It comes after his estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. | It comes after your estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. |
|  | Entity swap | Charlton coach Guy Luzon had said on Monday: 'Alou Diarra is training with us.' | Charlton coach Bordeaux had said on Monday: 'Alou Diarra is training with us.' |
|  | Number swap | He says he wants to pay off the $\$ 12.6$ million lien so he can sell the house and be done with it, according to the Orlando Sentinel. | He says he wants to pay off the $\$ 3.45$ million lien so he can sell the house and be done done with it, according to the Orlando Sentinel. |
|  | Noise injection | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow was was predicted later in the weekend for Atlanta and areas even further south. |

## FactCC — Proposed Method

## - Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)

| Consistent Pairs | Transformation | Original sentence | Transformed sentence | Back Translation$\begin{aligned} & \mathrm{En}->\mathrm{Ch}->\mathrm{En} \\ & \mathrm{En}->\mathrm{Fr}->\mathrm{En} \\ & \mathrm{En}->\mathrm{Ge}->\mathrm{En} \\ & \mathrm{En}->\mathrm{Sp}->\mathrm{En} \\ & \mathrm{En}->\mathrm{Ru}->\mathrm{En} \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: |
|  | Paraphrasing | Sheriff Lee Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials. | Two weeks after the US Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians. |  |
|  | Sentence negation | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow wasn't predicted later in the weekend for Atlanta and areas even further south. |  |
|  | Pronoun swap | It comes after his estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. | It comes after your estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. |  |
| Inconsistent Pairs | Entity swap | Charlton coach Guy Luzon had said on Monday: 'Alou Diarra is training with us.' | Charlton coach Bordeaux had said on Monday: 'Alou Diarra is training with us.' |  |
|  | Number swap | He says he wants to pay off the $\$ 12.6$ million lien so he can sell the house and be done with it, according to the Orlando Sentinel. | He says he wants to pay off the $\$ 3.45$ million lien so he can sell the house and be done done with it, according to the Orlando Sentinel. |  |
|  | Noise injection | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow was was predicted later in the weekend for Atlanta and areas even further south. |  |

## FactCC — Proposed Method

## - Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)



## FactCC - Proposed Method

## - Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)

| Consistent Pairs | Transformation | Original sentence | Transformed sentence | A randomly chosen pronoun was swapped with a different one from the same pronoun group to ensure syntactic correctness, e.g., \{him,her,them\} |
| :---: | :---: | :---: | :---: | :---: |
|  | Paraphrasing | Sheriff Lee Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials. | Two weeks after the US Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians. |  |
| Inconsistent Pairs | Sentence negation | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow wasn't predicted later in the weekend for Atlanta and areas even further south. |  |
|  | Pronoun swap | It comes after his estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. | It comes after your estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. |  |
|  | Entity swap | Charlton coach Guy Luzon had said on Monday: 'Alou Diarra is training with us.' | Charlton coach Bordeaux had said on Monday: 'Alou Diarra is training with us.' |  |
|  | Number swap | He says he wants to pay off the $\$ 12.6$ million lien so he can sell the house and be done with it, according to the Orlando Sentinel. | He says he wants to pay off the $\$ 3.45$ million lien so he can sell the house and be done done with it, according to the Orlando Sentinel. |  |
|  | Noise injection | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow was was predicted later in the weekend for Atlanta and areas even further south. |  |

## FactCC — Proposed Method

## - Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)

| Consistent Pairs | Transformation | Original sentence | Transformed sentence |
| :---: | :---: | :---: | :---: |
|  | Paraphrasing | Sheriff Lee Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials. | Two weeks after the US Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians. |
|  | Sentence negation | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow wasn't predicted later in the weekend for Atlanta and areas even further south. |
|  | Pronoun swap | It comes after his estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. | It comes after your estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. |
| Inconsistent Pairs | Entity swap | Charlton coach Guy Luzon had said on Monday: 'Alou Diarra is training with us.' | Charlton coach Bordeaux had said on Monday: 'Alou Diarra is training with us.' |
|  | Number swap | He says he wants to pay off the $\$ 12.6$ million lien so he can sell the house and be done with it, according to the Orlando Sentinel. | He says he wants to pay off the $\$ 3.45$ million lien so he can sell the house and be done done with it, according to the Orlando Sentinel. |
|  | Noise injection | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow was was predicted later in the weekend for Atlanta and areas even further south. |

An entity is randomly replaced with an entity within the same group, Name entity->Name entity Dates->Number values

## FactCC — Proposed Method

## - Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)

| Consistent Pairs | Transformation | Original sentence | Transformed sentence |
| :---: | :---: | :---: | :---: |
|  | Paraphrasing | Sheriff Lee Baca has now decided to recall some 200 badges his department has handed out to local politicians just two weeks after the picture was released by the U.S. attorney's office in support of bribery charges against three city officials. | Two weeks after the US Attorney's Office issued photos to support bribery allegations against three municipal officials, Lee Baca has now decided to recall about 200 badges issued by his department to local politicians. |
| Inconsistent Pairs | Sentence negation | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow wasn't predicted later in the weekend for Atlanta and areas even further south. |
|  | Pronoun swap | It comes after his estranged wife Mona Dotcom filed a \$20 million legal claim for cash and assets. | It comes after your estranged wife Mona Dotcom filed a $\$ 20$ million legal claim for cash and assets. |
|  | Entity swap | Charlton coach Guy Luzon had said on Monday: 'Alou Diarra is training with us.' | Charlton coach Bordeaux had said on Monday: 'Alou Diarra is training with us.' |
|  | Number swap | He says he wants to pay off the $\$ 12.6$ million lien so he can sell the house and be done with it, according to the Orlando Sentinel | He says he wants to pay off the $\$ 3.45$ million lien so he can sell the house and be done done with it, according to the Orlando.Sentinel |
|  | Noise injection | Snow was predicted later in the weekend for Atlanta and areas even further south. | Snow was was predicted later in the weekend for Atlanta and areas even further south. |

the token was randomly duplicated or removed from the sequence

## FactCC - Proposed Method

- Building the training dataset which contains factually consistent or inconsistent documentsentence pairs (key contribution)

Require:
S - set of source documents
$\mathcal{T}^{+}$- set of semantically invariant transformations
$\mathcal{T}^{-}$- set of semantically variant transformations
function generate_data $\left(\mathcal{S}, \mathcal{T}^{+}, \mathcal{T}^{-}\right)$
$\mathcal{D} \leftarrow \emptyset$
$\triangleright$ set of generated data points
for $d o c$ in $\mathcal{S}$ do
doc_sents $\leftarrow$ sentence_tokenizer $(d o c)$
sent $\leftarrow$ choose_random(doc_sents)
$\mathcal{D} \leftarrow \mathcal{D} \cup\{($ doc, sent,+$)\}$
for fn in $\mathcal{T}^{+}$do
new_sent $\leftarrow \mathrm{fn}($ doc, sent $)$
$\mathcal{D} \leftarrow \mathcal{D} \cup\{($ doc, new_sent,+$)\}$ end for
end for
for example in $\mathcal{D}$ do
doc, sent, _ $\leftarrow$ example
for fn in $\mathcal{T}^{-}$do
new_sent $\leftarrow \mathrm{fn}($ doc, sent $)$
$\mathcal{D} \leftarrow \mathcal{D} \cup\{($ doc, new_sent,-$)\}$
end for
end for
return $\mathcal{D}$
end function

## FactCC — Proposed Method

- Building the training dataset which contains factually consistent or inconsistent document-sentence pairs (key contribution)
- using news articles from the CNN/DailyMail dataset as source documents. 1,003,355 training examples were created, out of which $50.2 \%$ were labeled as negative (INCONSISTENT) and the remaining 49.8\% were labeled as positive (CONSISTENT).
- Building the development and test datasets
- manually annotated by the authors on the summaries output by state-of-the-art summarization models. Development: 931, Test: 503.
- Training a BERT-based binary classifier
- FactCC: BERT + Binary Classifier
- FactCCX: BERT + Binary Classifier + Extract Support Spans


## FactCC - Experiments

## - Classification Accuracy

| Model | Accuracy <br> (weighted) | F1-score |
| :--- | :---: | :---: |
| BERT+MNLI | 51.51 | 0.0882 |
| BERT+FEVER | 52.07 | 0.0857 |
| FactCC (ours) | $\mathbf{7 4 . 1 5}$ | $\mathbf{0 . 5 1 0 6}$ |
| FactCCX (ours) | 72.88 | 0.5005 |

Table 3: Performance of models evaluated by means of weighted (class-balanced) accuracy and F1 score on the manually annotated test set.

## FactCC - Experiments

## - Oder Error Rate

| Model | Incorrect | $\Delta$ |
| :--- | :---: | :---: |
| Random | $50.0 \%$ |  |
| DA (Falke et al., 2019) | $42.6 \%$ | -7.4 |
| InferSent (Falke et al., 2019) | $41.3 \%$ | -8.7 |
| SSE (Falke et al., 2019) | $37.3 \%$ | -12.7 |
| BERT (Falke et al., 2019) | $35.9 \%$ | -14.1 |
| ESIM (Falke et al., 2019) | $32.4 \%$ | -17.6 |
| FactCC (ours) | $\mathbf{3 0 . 0 \%}$ | $\mathbf{- 2 0 . 0}$ |

$P(($ document, positive sentence)) V ?
$P((d o c u m e n t$, negative sentence))

Table 5: Percentage of incorrectly ordered sentence pairs using different consistency prediction mnodels and crowdsourced human performance on the dataset.

## FactCC - Experiments

## - Quality of Extracted Spans by FactCCX

|  | Model Highlight Helpfulness |  |  |  | Model-Annotator <br> Highlight Overlap |
| ---: | :---: | :---: | :---: | :---: | :---: |
| Annotation subset | Helpful | Somewhat Helpful | Not Helpful | Accuracy | F1 score |
| Article Highlights |  |  |  |  |  |
| Raw Data | $79.21 \%$ | $12.54 \%$ | $8.25 \%$ | $65.33 \%$ | 0.6207 |
| Golden Aligned | $77.73 \%$ | $12.66 \%$ | $9.61 \%$ | $74.87 \%$ | 0.7161 |
| Majority Aligned | $81.11 \%$ | $11.48 \%$ | $7.41 \%$ | $69.88 \%$ | 0.6679 |
| Raw Data |  |  |  |  |  |
|  | $64.44 \%$ | $16.89 \%$ | $18.67 \%$ | $65.66 \%$ | 0.6650 |
| Claim Highlights |  |  |  |  |  |
| Golden Aligned | $67.28 \%$ | $16.05 \%$ | $16.67 \%$ | $80.54 \%$ | 0.8190 |
| Majority Aligned | $67.17 \%$ | $16.67 \%$ | $16.16 \%$ | $69.48 \%$ | 0.6992 |

Table 6: Quality of spans highlighted in the article and claim by the FactCCX model evaluated by human annotators. The left side shows whether the highlights were considered helpful for the task of factual consistency annotations. The right side shows the overlap between model generated and human annotated highlights. Different rows show how the scores change depending on how the collected annotations are filtered. Raw Data shows results without filtering, Golden Aligned only considers annotations where the human-assigned label agreed with the author-assigned label, Majority Aligned only considers annotations where the human-assigned label agreed with the majority-vote label from all annotators

## FactCC - Experiments

## - Quality of Extracted Spans by FactCCX

|  | Task without <br> model highlights | Task with <br> model highlights |
| :---: | :---: | :---: |
| Average work <br> time (sec) | 224.89 | 178.34 |
| Inter-annotator <br> agreement $(\kappa)$ | 0.1571 | 0.2526 |

Table 7: Annotation speed and inter-annotator agreement measured for factual consistency checking with and without assisting, model generated highlights.

## FactCC - Conclusions

- A novel, weakly-supervised BERT-based model for verifying factual consistency in abstractive summary sentences
- Specialized modules that explain which portions of both the source document and generated summary are pertinent to the decision of the model
- Address one specific aspect of summarization evaluation


# GRADE: Automatic Graph-Enhanced Coherence Metric for Evaluating Open-Domain Dialogue Systems 

Lishan Huang ${ }^{1 *}$, Zheng Ye $^{\text {* }}$, Jinghui Qin ${ }^{1}$, Liang Lin ${ }^{1,2}$, Xiaodan Liang ${ }^{1,2 \dagger}$<br>${ }^{1}$ Sun Yat-Sen University, ${ }^{2}$ Dark Matter AI Inc.<br>\{huanglsh6,yezh7,qinjingh\}@mail2.sysu.edu.cn, linliang@ieee.org, xdliang328@gmail.com

## GRADE—Main Contributions

- Propose a Graph-enhanced Representation for Automatic Dialogue Evaluation (GRADE), which is the first attempt to introduce graph reasoning into dialogue evaluation.
- Construct and release a new large-scale human evaluation benchmark with 1200 context-response pairs


## GRADE-Motivation

Green/Red words are the topic keywords of the context/response, which can be aligned to the corresponding nodes in the commonsense graph.

- Existing SOTA metrics only model dialogue coherence at utterance level
without explicitly considering the finegrained topic transition dynamics of dialogue flows



## GRADE—Model



## GRADE—Model



## GRADE—Dialogue Graph Construction



## GRADE—Dialogue Graph Construction



## GRADE—Dialogue Graph Construction



## GRADE—Model



## GRADE-Topic-level Graph Reasoning



$$
\begin{array}{ll}
z_{i}^{(l)}=\sum_{j \in \mathcal{N}_{i}} \alpha_{i j} \mathbf{W}_{l} \boldsymbol{h}_{j}^{(l)}, & \boldsymbol{h}_{i}^{(l+1)}=\operatorname{ELU}\left(\mathbf{V}_{l} \boldsymbol{h}_{i}^{(l)}+\boldsymbol{z}_{i}^{(l)}\right), \\
\alpha_{i j}=\frac{\exp \left(e_{i j}\right)}{\sum_{n \in \mathcal{N}_{i}} \exp \left(e_{i n}\right)}, & \text { (7) }
\end{array}
$$

$$
\begin{equation*}
e_{i j}=\overline{\boldsymbol{A}}[i][j] * \rho\left(\boldsymbol{a}_{l}^{T}\left[\mathbf{W}_{l} \boldsymbol{h}_{i}^{(l)} \| \mathbf{W}_{l} \boldsymbol{h}_{j}^{(l)}\right]\right) \tag{8}
\end{equation*}
$$

where $E L U$ represents an exponential linear unit and $F C_{0}$ is a fully-connected layer with an $E L U$ activation.
where $\boldsymbol{h}_{i}^{(0)}=\overline{\boldsymbol{h}}_{i}, N_{i}$ is the neighboring nodes of $t_{i}$ in the dialogue graph $G, \alpha_{i j}$ is the attention coefficient, $\rho$ is LeakyReLU.

## GRADE—Model



## GRADE-Training

- Training objective: margin ranking loss

$$
\begin{array}{r}
\mathcal{L}=\frac{1}{N} \sum_{i=1}^{N} \max \left(0, \bar{s}_{i}-s_{i}+m\right),  \tag{12}\\
\text { Sampled false response }
\end{array}
$$

## GRADE-Training

- Training objective: margin ranking loss

$$
\begin{equation*}
\mathcal{L}=\frac{1}{N} \sum_{i=1}^{N} \max \left(0, \bar{s}_{i}-s_{i}+m\right) \tag{12}
\end{equation*}
$$

Sampled false response

- Negative sampling: select negative $\bar{r}$ which is similar to ground-truth $r$
- Lexical sampling: use Lucene to retrieve utterances that is related to $r$ from the training dataset and select the middle one as $\bar{r}$
- Embedding-based sampling: randomly sample 1000 utterances -> compute the cosine similarity with $r->$ randomly select one from the top-5 utterances as $\bar{r}$.


## GRADE—Experiments

## - Datasets:

- Training: DailyDialog
- Testing: totally 1200 context-response pairs with human-annotated coherence score.
- DailyDialog
- 150 for Transformer-Ranker
- 150 for Transformer-Generator
- ConvAl2
- 150 for Transformer-Ranker
- 150 for Transformer-Generator
- 150 for Bert-Ranker
- 150 for DialoGPT
- EmpatheticDialogues
- 150 for Transformer-Ranker
- 150 for Transformer-Generator


Figure 3: Score distributions of human judgements on the ConvAI2 dataset. Trans-Gen and Trans-Ranker refer to the Transformer-Generator and TransformerRanker dialogue models respectively.

## GRADE-Experiments

| Metric |  | Transformer-Ranker |  | Transformer-Generator |  | Average |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Pearson | Spearman | Pearson | Spearman |  |
|  |  | DailyDialog |  |  |  |  |
| Statistic-based | BLEU | 0.065* | 0.114 * | 0.084 * | 0.246 | 0.127 |
|  | ROUGE | 0.163 | 0.169 | 0.138* | 0.126 * | 0.149 |
|  | METEOR | 0.079 * | 0.036 * | 0.115 * | 0.016 * | 0.062 |
| Learning-based | BERTScore | 0.163 | 0.138 * | 0.214 | 0.156 | 0.168 |
|  | ADEM | 0.162 | 0.179 | 0.077 * | 0.092 * | 0.128 |
|  | BERT-RUBER | 0.185 | 0.225 | 0.142 * | 0.182 | 0.184 |
|  | BLEURT | 0.230 | 0.258 | 0.347 | 0.299 | 0.284 |
|  | GRADE | 0.261 | 0.187 | 0.358 | 0.368 | 0.294 |
|  |  | ConvAI2 |  |  |  |  |
| Statistic-based | BLEU | 0.161 | 0.240 | 0.130 * | 0.013 * | 0.136 |
|  | ROUGE | 0.177 | 0.240 | 0.130 * | 0.126 * | 0.168 |
|  | METEOR | 0.215 | 0.274 | 0.101 * | 0.131 * | 0.180 |
| Learning-based | BERTScore | 0.310 | 0.344 | 0.266 | 0.241 | 0.290 |
|  | ADEM | -0.015 * | -0.040 * | 0.063 * | 0.057 * | 0.016 |
|  | BERT-RUBER | 0.204 | 0.274 | 0.160 | 0.173 | 0.203 |
|  | BLEURT | 0.259 | 0.229 | 0.195 | 0.200 | 0.221 |
|  | GRADE | 0.535 | 0.558 | 0.606 | 0.617 | 0.579 |
|  |  | EmpatheticDialogues |  |  |  |  |
| Statistic-based | BLEU | -0.073 * | 0.081 * | -0.056 * | -0.089 * | -0.034 |
|  | ROUGE | 0.170 | 0.143 * | -0.200 | -0.202 | -0.022 |
|  | METEOR | 0.275 | 0.269 | -0.126 * | -0.130 * | 0.072 |
| Learning-based | BERTScore | 0.184 | 0.181 | -0.087 * | -0.115 * | 0.041 |
|  | ADEM | 0.001* | -0.004 * | 0.087 * | 0.086 * | 0.042 |
|  | BERT-RUBER | 0.021* | -0.034 * | -0.128 * | -0.177 | -0.080 |
|  | BLEURT | 0.187 | 0.181 | 0.017 * | -0.031 * | 0.090 |
|  | GRADE | 0.375 | 0.338 | 0.257 | 0.223 | 0.298 |

Table 1: Correlations between automatic evaluation metrics and human judgements on three different datasets (DailyDialog, ConvAI2 and EmpatheticDialogues) and two dialogue models (Transformer-Ranker and TransformerGenerator). The star * indicates results with p-value $>0.05$, which are not statistically significant.

## GRADE-Experiments

|  | Bert-Ranker |  | DialoGPT |  |
| :--- | :---: | :---: | :---: | :---: |
|  | Pearson | Spearman | Pearson | Spearman |
| ROUGE | 0.157 | $0.121 *$ | $0.084^{*}$ | $0.098 *$ |
| METEOR | $0.070 *$ | $0.088 *$ | $0.020 *$ | $0.029 *$ |
| BERTScore | 0.165 | $0.135 *$ | 0.208 | 0.177 |
| BERT-RUBER | $0.141 *$ | $0.111 *$ | $0.113 *$ | $0.085 *$ |
| BLEURT | $0.133 *$ | $0.071 *$ | 0.273 | 0.275 |
| GRADE | $\mathbf{0 . 5 0 2}$ | $\mathbf{0 . 4 2 5}$ | $\mathbf{0 . 4 8 7}$ | $\mathbf{0 . 4 8 5}$ |

Table 2: Correlations between auto-metrics and human judgements on the ConvAI2 dataset and two dialogue models, Bert-Ranker and DialoGPT, respectively.

## GRADE—Experiments

| Metric | Transformer-Ranker |  | Transformer-Generator |  | Average |
| :--- | :---: | :---: | :---: | :---: | :---: |
|  | Pearson | Spearman | Pearson | Spearman |  |
| Our GRADE $\left(N_{1}=10, N_{2}=10\right)$ | $\mathbf{0 . 2 2 7} \pm 0.018$ | $\mathbf{0 . 1 6 2} \pm 0.015$ | $\mathbf{0 . 3 6 4} \pm 0.017$ | $\mathbf{0 . 3 7 2} \pm 0.018$ | $\mathbf{0 . 2 8 1} \pm 0.008$ |
| random sampling | $0.225 \pm 0.022$ | $0.153 \star \pm 0.016$ | $0.237 \pm 0.034$ | $0.245 \pm 0.028$ | $0.215 \pm 0.023$ |
| no graph branch | $0.211 \pm 0.028$ | $0.146 \star \pm 0.020$ | $0.324 \pm 0.034$ | $0.336 \pm 0.029$ | $0.254 \pm 0.024$ |
| no k-hop neighboring representations | $0.219 \pm 0.011$ | $0.153 \star \pm 0.008$ | $0.347 \pm 0.032$ | $0.356 \pm 0.034$ | $0.269 \pm 0.019$ |
| no hop-attention weights | $\mathbf{0 . 2 2 7} \pm 0.013$ | $\mathbf{0 . 1 6 2} \pm 0.012$ | $0.349 \pm 0.019$ | $0.352 \pm 0.015$ | $0.273 \pm 0.007$ |
| 1-hop neighboring representations $\left(N_{1}=10\right)$ | $0.211 \pm 0.022$ | $0.150 \star \pm 0.019$ | $0.347 \pm 0.014$ | $0.352 \pm 0.017$ | $0.265 \pm 0.018$ |
| 1-hop neighboring representations $\left(N_{1}=20\right)$ | $0.206 \pm 0.025$ | $0.148 \star \pm 0.015$ | $0.356 \pm 0.030$ | $\mathbf{0 . 3 5 8} \pm 0.032$ | $0.267 \pm 0.025$ |
| 2-hop neighboring representations $\left(N_{1}=20, N_{2}=20\right)$ | $0.216 \pm 0.016$ | $0.150 \star \pm 0.014$ | $0.360 \pm 0.019$ | $\mathbf{0 . 3 6 4} \pm 0.017$ | $0.273 \pm 0.015$ |

Table 3: Ablation results on the DailyDialog dataset, averaged across five random seeds, with standard deviations presented in gray color. $N_{1}$ and $N_{2}$ refer to the numbers of the $1^{s t}$ and $2^{n d}$ hop neighboring nodes in ConceptNet, respectively. The symbol $\star$ indicates that three or more than three correlation results over the five random seeds are not statistically significant, namely, p-value $>0.05$.

## GRADE-Experiments

U1: I enjoy a great meal, but usually just eat when there is nothing else to do. haha!
U2: yeah that is cool, what is your favorite color?

U1: I see, you must have felt hopeful.

U2: I gave thanks in spite of the difficulties.

U1: I have a big exam coming up! My nerves are getting to me.

U2: Ohh good luck!

Response
$R_{\text {model: }}$
I like green and blue.
$R_{\text {ref }}$ :
Green, and it shows with my bright green crew cut ! what is yours?
$R_{\text {model }}$ :
Thats what you should do.
$R_{\text {ref }}$ :
Good, one should always be positive.
$R_{\text {model }}$ :
Good luck! Hope you do well.
$R_{r e f}$ :
Thanks! It is my final exam for a summer class studying Database Design. I actually should be taking it right now.


Graph


Figure 5: Visualization results of our GRADE, compared with two baseline metrics, ROUGE and BERT-RUBER. Keywords of the contexts and the model responses $\boldsymbol{R}_{\text {model }}$ are highlighted in green and red respectively. $\boldsymbol{R}_{\text {ref }}$ is the reference response. For comparison, the auto-metric scores are normalized to the range of human scores, i.e., $[1,5]$.

## GRADE-Conclusions

- First attempt to introduce graph reasoning into dialogue evaluation
- SOTA performance for dialogue coherence evaluation
- One limitation:
- the inconsistency between the training objective (relative ranking) and the expected behavior (absolute scoring)


## UNION: An Unreferenced Metric for Evaluating Open-ended Story Generation

Jian Guan, Minlie Huang*

Department of Computer Science and Technology, Institute for Artificial Intelligence, State Key Lab of Intelligent Technology and Systems,
Beijing National Research Center for Information Science and Technology, Tsinghua University, Beijing 100084, China
j-guan19@mails.tsinghua.edu.cn, aihuang@tsinghua.edu.cn

## UNION—Background

## Leading Context

Jack was at the bar.

## Reference By Human

He noticed a phone on the floor. He was going to take it to lost and found. But it started ringing on the way. Jack answered it and returned it to the owner's friends.

Sample 1 (Reasonable, $B=0.29, M=0.49, U=1.00$ )
On the way out he noticed a phone on the floor. He asked around if anybody owned it. Eventually he gave it to the bartender. They put it into their lost and found box.

Sample 2 (Reasonable, $\mathrm{B}=\mathbf{0 . 1 4 ,} \mathrm{M}=0.27, \mathrm{U}=1.00$ )
He had a drinking problem. He kept having more beers. After a while he passed out. When he waked up, he was surprised to find that he lost over a hundred dollars.

Sample 3 (Unreasonable, $\mathrm{B}=\mathbf{0 . 2 0 ,} \mathrm{M}=\mathbf{0 . 3 5}, \mathrm{U}=\mathbf{0 . 0 0}$ )
He was going to get drunk and get drunk. The bartender told him it was already time to leave. Jack started drinking. Jack wound up returning but cops came on the way home.

B: BLEU

M: MoverScore

U: UNION, A UNreferenced metrlc for evaluating OpeneNded story generation

## UNION—Model



Figure 1: Overview of the Union metric. Union is trained to distinguish the human-written stories from the negative samples constructed by four negative sampling techniques, as well as to reconstruct the original human-written stories.

## UNION—Model



Figure 1: Overview of the Union metric. Union is trained to distinguish the human-written stories from the negative samples constructed by four negative sampling techniques, as well as to reconstruct the original human-written stories.
$\boldsymbol{r}_{n}$, reconstruction loss

## Classification loss

$\boldsymbol{v}_{[\mathrm{CLS}]}, \boldsymbol{v}_{s_{1}}, \cdots, \boldsymbol{v}_{s_{p}}, \boldsymbol{v}_{[\mathrm{SEP}]}=\operatorname{BERT}\left(\boldsymbol{s}_{n}\right)$,

$$
\begin{align*}
& \hat{y}_{n}=\operatorname{sigmoid}\left(\mathbf{W}_{c} \boldsymbol{v}_{[\mathrm{CLS}]}+\mathbf{b}_{c}\right)  \tag{2}\\
& \mathcal{L}_{n}^{C}=-y_{n} \log \hat{y}_{n}-\left(1-y_{n}\right) \log \left(1-\hat{y}_{n}\right)
\end{align*}
$$

## Reconstruction loss

$P\left(\hat{r}_{i} \mid \boldsymbol{s}_{n}\right)=\operatorname{softmax}\left(\mathbf{W}_{r} \boldsymbol{v}_{s_{i}}+\mathbf{b}_{r}\right)$,

$$
\begin{equation*}
\mathcal{L}_{n}^{R}=-\frac{1}{p} \sum_{i=1}^{p} \log P\left(\hat{r}_{i}=r_{i} \mid s_{n}\right) \tag{4}
\end{equation*}
$$

Total loss
$\mathcal{L}=\frac{1}{N} \sum_{n=1}^{N}\left(\mathcal{L}_{n}^{C}+\lambda \mathcal{L}_{n}^{R}\right)$,

## UNION—Negative Sampling



Figure 1: Overview of the UnION metric. Union is trained to distinguish the human-written stories from the negative samples constructed by four negative sampling techniques, as well as to reconstruct the original human-written stories.

## UNION—Negative Sampling



- Motivation is from empirical observations of major errors that make a story unreasonable

| Type | Repe | Cohe | Conf | Chao | Others |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Prop (\%) | 44.1 | 56.2 | 67.5 | 50.4 | 12.9 |

Table 2: Error type Proportions of 381 unreasonable stories, including Repeated plots/poor Coherence/Conflicting logic/Chaotic scenes/Others.

## UNION—Negative Sampling



- Repetition:
- N -gram ( $\mathrm{N}=1,2,3,4$ ) in a random sentence
- or randomly select a sentence to repeat and remove the following sentence
- Substitution:
- word-level: replace random 15\% keywords in a story with their corresponding antonyms, otherwise with another random keyword sampled from all the keywords of the same partofspeech (POS), according to the mention frequency
- sentence-level: randomly replace a sentence in a story with another one sampled from the rest of stories in the dataset
- Reordering:
- randomly reorder the sentences in a story to create negative stories with conflicting plot
- Negation Alteration:
- adding or removing negation words using rules for different types of verbs


## UNION—Negative Sampling



- Step 1: sample the number ( $n$ ) of techniques from $\{1,2,3,4\}$ with a distribution $\{50 \%, 20 \%, 20 \%, 10 \%\}$
- Step 2: sample a technique without replacement from \{repetition, substitution, reordering, negation alteration $\}$ with a distribution $\{10 \%, 30 \%$, $40 \%, 20 \%\}$ until the total number of techniques $(\mathrm{n})$ is reached
- Step 3: apply the sampled techniques on a human-written story to obtain a negative sample
- Repetition:
- $N$-gram ( $\mathrm{N}=1,2,3,4$ ) in a random sentence
- or randomly select a sentence to repeat and remove the following sentence


## - Substitution:

- word-level: replace random 15\% keywords in a story with their corresponding antonyms, otherwise with another random keyword sampled from all the keywords of the same part-ofspeech (POS), according to the mention frequency
- sentence-level: randomly replace a sentence in a story with another one sampled from the rest of stories in the dataset
- Reordering:
- randomly reorder the sentences in a story to create negative stories with conflicting plot
- Negation Alteration:
- adding or removing negation words using rules for different types of verbs


## UNION—Experiments: Datasets

| Split | Metrics | ROC | WP | NS |
| :--- | :--- | :---: | :---: | :---: |
|  | Perplexity |  |  | $\boldsymbol{X}$ |
|  | DisScore | $88,344 /$ | $272,600 /$ | $\checkmark$ |
| Train/ | RUBER | 4,908 | 15,620 | $\boldsymbol{\checkmark}$ |
| Validate | UNION |  |  | $\boldsymbol{\checkmark}$ |
|  | BLEURT | $360^{\dagger} / 40^{\dagger}$ | $180^{\dagger} / 20^{\dagger}$ | $\boldsymbol{X}$ |
| Test | All metrics | $400^{\dagger}$ | $200^{\dagger}$ | N/A |

Table 4: Data statistics. RUBER $_{u}$ is short for RUBER $_{u}$-BERT. NS (Negative Sampling) means whether a metric requires negative samples for training/validation. ${ }^{\dagger}$ means the stories are generated by NLG models and manually annotated.

## UNION—Experiments: Main Results

| Metrics | ROC |  |  | WP |  |  |  |
| :---: | :--- | :--- | :--- | :--- | :--- | :---: | :---: |
|  |  | $r$ |  | $\rho$ | $\tau$ | $r$ |  |
| Referenced | BLEU | 0.0299 | 0.0320 | 0.0231 | 0.1213 | 0.0941 | 0.0704 |
|  | MoverScore | $0.1538^{*}$ | $0.1535^{*}$ | $0.1093^{*}$ | 0.1613 | 0.1450 | 0.1031 |
|  | RUBER $r$-BERT | 0.0448 | 0.0517 | 0.0380 | 0.1502 | 0.1357 | 0.0986 |
| Unreferenced | Perplexity | $0.2464^{*}$ | $0.2295^{*}$ | $0.1650^{*}$ | -0.0705 | -0.0479 | -0.0345 |
|  | RUBER |  |  |  |  |  |  |
|  | DisScore | $0.1477^{*}$ | $0.1434^{*}$ | $0.1018^{*}$ | 0.1613 | 0.1605 | 0.1157 |
|  | UNION | 0.0406 | 0.0633 | 0.0456 | 0.0627 | -0.0234 | -0.0180 |
|  | -Recon | $\mathbf{0 . 3 6 8 7}^{*}$ | $\mathbf{0 . 4 5 9 9}^{*}$ | $\mathbf{0 . 3 3 8 6}^{*}$ | $\mathbf{0 . 3 6 6 3}^{*}$ | $\mathbf{0 . 4 4 9 3 ^ { * }}$ | $\mathbf{0 . 3 2 9 3}^{*}$ |
|  | $0.3101^{*}$ | $0.4027^{*}$ | $0.2927^{*}$ | $0.3292^{*}$ | $0.3786^{*}$ | $0.2836^{*}$ |  |
| Hybrid | RUBER-BERT | $0.1412^{*}$ | $0.1395^{*}$ | $0.1015^{*}$ | 0.1676 | 0.1664 | 0.1194 |
|  | BLEURT | $0.2310^{*}$ | $0.2353^{*}$ | $0.1679^{*}$ | $0.2229^{*}$ | 0.1602 | 0.1180 |

Table 5: Correlation with human judgments on ROC and WP datasets. $r / \rho / \tau$ indicates the Pearson/Spearman/Kendall correlation, respectively. The best performance is highlighted in bold. The correlation scores marked with * indicate the result significantly correlates with human judgments (p-value $<0.01$ ).

## UNION—Experiments: Dataset Drift Setting

| Metrics | $r$ | $\rho$ | $\tau$ |
| :--- | :---: | :--- | :--- |
| Training: WP |  |  |  |
| Test: ROC |  |  |  |
| Perplexity | -0.0015 | 0.0149 | 0.0101 |
| RUBER $_{u}$-BERT | -0.0099 | -0.0162 | -0.0110 |
| BLEURT $^{\text {UNION }}$ | $0.1326^{*}$ | $0.1137^{*}$ | $0.0828^{*}$ |
| -Recon | $\mathbf{0 . 1 9 8 6}^{*}$ | $\mathbf{0 . 2 5 0 1}^{*}$ | $\mathbf{0 . 1 7 5 5}^{*}$ |
| Training: ROC |  |  |  |
| Test: WP |  |  |  |
| Perplexity | $0.1704^{*}$ | $0.2158^{*}$ | $0.1523^{*}$ |
| RUBER $_{u}$-BERT | 0.1396 | 0.0198 | 0.0150 |
| BLEURT $_{\text {UNION }}$ | 0.1560 | 0.1276 | 0.0912 |
| -Recon | $\mathbf{0 . 2 8 7 2}^{*}$ | 0.1305 | 0.0941 |

Table 6: Correlation results in the dataset drift setting where the metrics are trained on one dataset and then used for the other one.

## UNION—Experiments: Quality Drift Setting



Figure 2: Generalization over different biased test sets. Left: distribution of stories of different annotation scores in different test sets. Right: the Pearson correlation of different metrics with human judgments on different test sets, where UNION-Recon denotes UNION without the reconstruction task.

## UNION—Conclusions

- a learnable metric UNION for evaluating open-ended story generation to alleviate the one-to-many issue of referenced metrics
- SOTA performance and better generalization ability to data drift and quality drift

