

## **“Trusting the Process: The Future of ITS Beyond Prediction and Personalization”**

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**Abstract:** “Prediction drives the next generation of ITS, from learner modeling and adaptive systems to GenAI. But its power comes at a cost. Beneath every prediction lies a mathematical search through uncertainty, where inference is powerful but never neutral. The central challenge is no longer only what AI can predict, but what learners can rely on. This talk reframes trust in AI tutoring as more than accuracy, transparency, or personalization. Trust emerges at the intersection of perception, intention, and action, and is shaped by competence, bias, personality, and visual presence. In the future of ITS, trust may depend as much on the messenger as the message—and on whether learners can place confidence not only in the answer, but in the process behind it.”

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