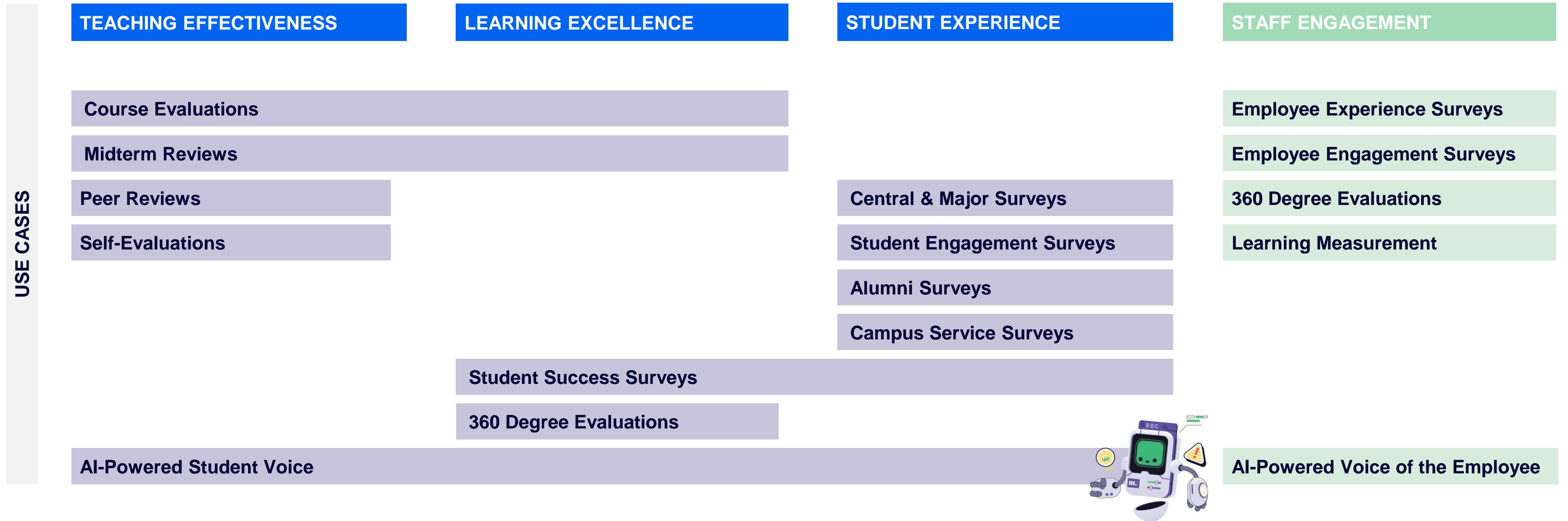# Drive Student Success at Scale

Holistically Capture and Evaluate the Experience of Students, Alumni, Faculty, & Staff

USE CASES

TEACHING EFFECTIVENESS	LEARNING EXCELLENCE	STUDENT EXPERIENCE	STAFF ENGAGEMENT
Course Evaluations			Employee Experience Surveys
Midterm Reviews			Employee Engagement Surveys
Peer Reviews		Central & Major Surveys	360 Degree Evaluations
Self-Evaluations		Student Engagement Surveys	Learning Measurement
		Alumni Surveys	
		Campus Service Surveys	
	Student Success Surveys		
	360 Degree Evaluations		
AI-Powered Student Voice			AI-Powered Voice of the Employee

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Student Sentiment at a Glance

Not all Machine Learning Solutions are Built the Same

While Machine Learning (ML) Feedback Analytics helps automate the discovery of actionable insight from open-ended comments, most market solutions use a generic one-size-fits-all approach that focuses on sentiment polarity outside of the academic context.

Feedback Analytics Specifically Built for Learning

Our Feedback Analytics solution specifically caters to the student journey, tying it to institutional priorities or the employee journey, tying it to business priorities. This means that when analyzing comments, Explorance MLY algorithms categorize the qualitative feedback into higher education relatable terms.

Deeper Insights
Trust the only ML solution modeled on real student comments and its ability to evolve and adapt to changing academic themes.
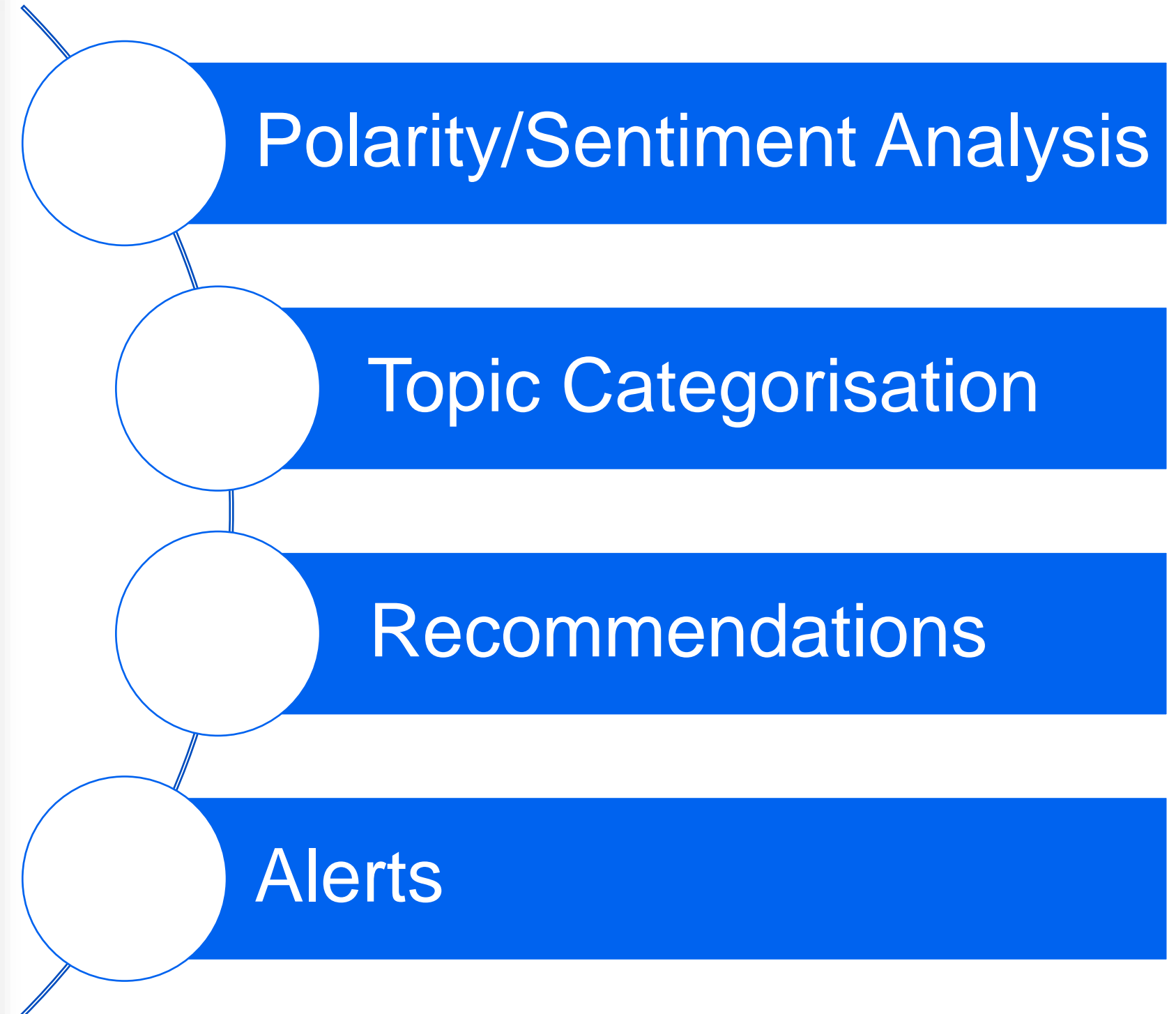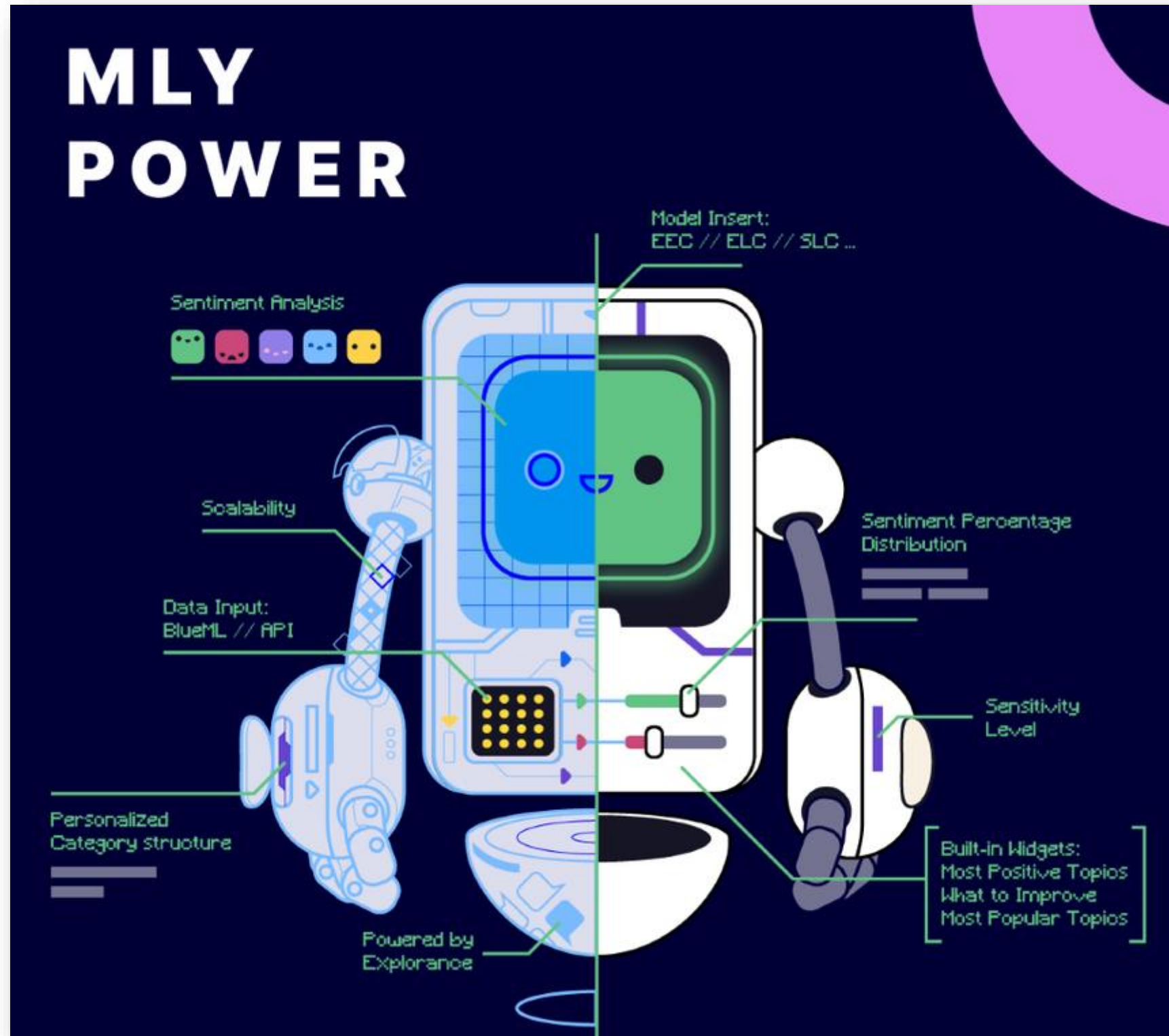
More Insights
Analyze comments from anywhere, like internal surveys or external review sites, without being attached to a specific platform.
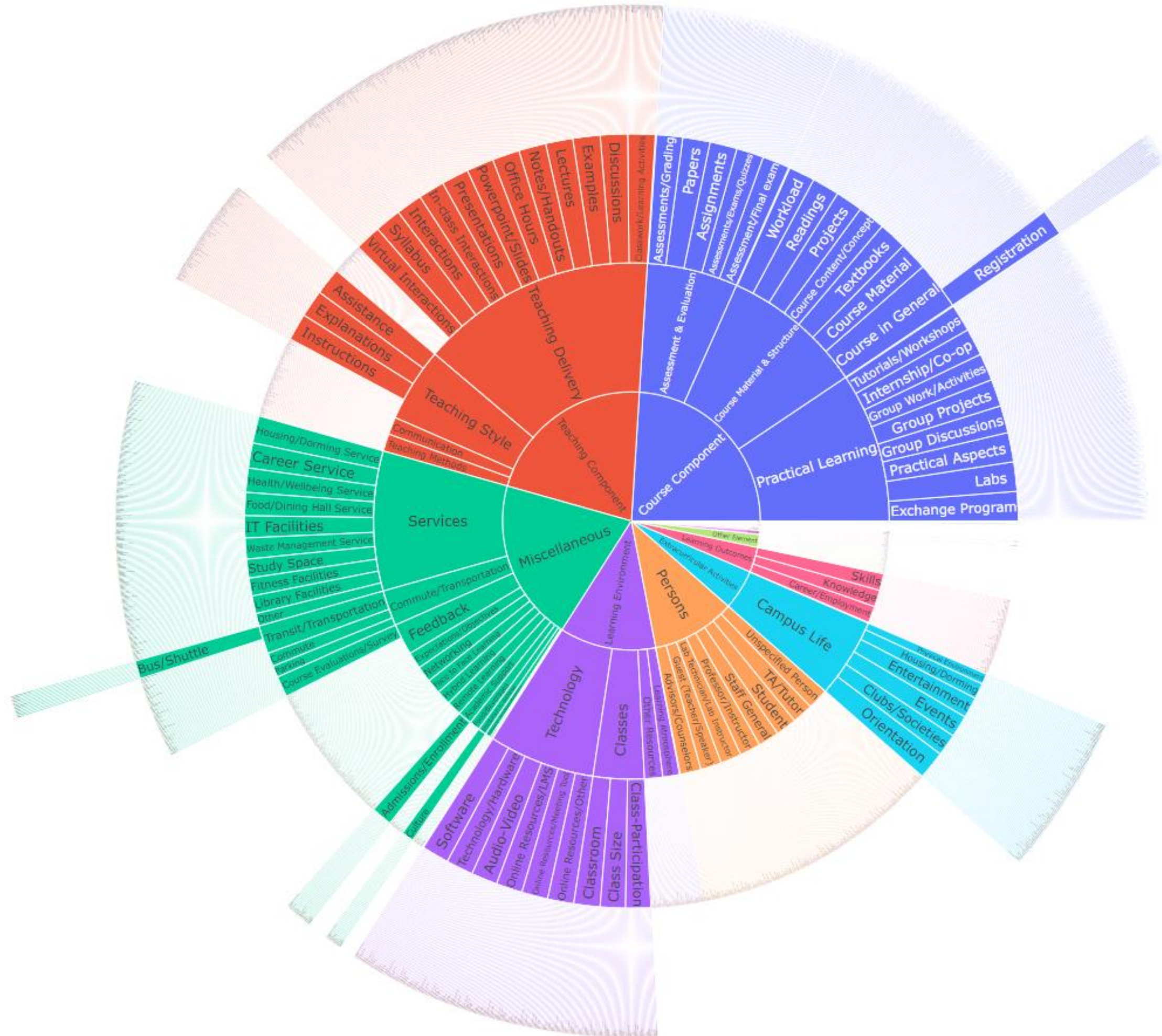
Beyond Insights
Uncover recommendations as prescribed by your own students, so you can focus on what to start, stop or continue doing.

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Get to Know MLY

Polarity/Sentiment Analysis

Topic Categorisation

Recommendations

Alerts

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MLY Model

A sunburst chart with the following hierarchy:

Teaching Component (red)
- Teaching Delivery
  - Discussions
  - Examples
  - Lectures
  - Notes/Handouts
  - Office Hours
  - PowerPoint/Slides
  - Presentations
  - In-class Interactions
  - Interactions
  - Classroom/Learning Activities
- Teaching Style
  - Syllabus
  - Virtual Interactions
  - Assistance
  - Explanations
  - Instructions
  - Communication
  - Teaching Methods

Course Component (blue)
- Assessment & Evaluation
  - Assessments/Grading
  - Papers
  - Assignments
  - Assessment/Exams/Quizzes
  - Assessment/Final exam
- Course Material & Structure
  - Workload
  - Readings
  - Projects
  - Course Content/Concepts
  - Textbooks
  - Course Material
  - Course in General
- Practical Learning
  - Tutorials/Workshops
  - Internship/Co-op
  - Group Work/Activities
  - Group Projects
  - Group Discussions
  - Practical Aspects
  - Labs
  - Exchange Program
  - Registration

Miscellaneous (green)
- Services
  - Housing/Dorming Service
  - Career Service
  - Health/Wellbeing Service
  - Food/Dining Hall Service
  - IT Facilities
  - Waste Management Service
  - Study Space
  - Fitness Facilities
  - Library Facilities
  - Other
  - Transit/Transportation
  - Commute/Transportation
  - Commute
  - Parking
  - Bus/Shuttle
- Feedback
  - Course Evaluations/Surveys
  - Networking
  - Career/Job Opportunities
  - Extracurricular/Opportunities
  - Admissions/Enrollment

Persons (orange)
- Learning Environment
  - Learning Outcomes
  - Unspecified Person
  - TA/Tutor
  - Student
  - Staff General
  - Professor/Lab Instructor
  - Guest (Teacher)/Speaker
  - Advisors/Counseling
  - Others

Campus Life (cyan)
- Extracurricular Activities
- Career/Employment
- Housing/Dorming
- Entertainment
- Events
- Clubs/Societies
- Orientation

Skills (pink)
- Knowledge

Technology (purple)
- Software
  - Technology/Hardware
  - Audio-Video
  - Online Resources/LMS
  - Online Resources/Learning Tool
  - Online Resources/Other
- Classes
  - Classroom
  - Class Size
  - Class Participation

MLY Comment Analysis

"The web development assignment was enjoyable, however introducing it in week 11 during exam preparation meant I couldn't invest as much time in it as I would like. Highly advise continuing the assignment in the future but enabling students to work on it beginning week 1 when there is more time to work on it. The workshops however were challenging."

1 The first part indicates positive sentiment around the web development assignment.

2 The second part provides indicates a negative sentiment on assessment timing.

3 The next sentence indicates a positive sentiment around the engagement in the assignment.

4 This sentence continues to provide a recommendation for the institution to consider.

5 The final sentence indicates negative sentiment around the workshops and their difficulty.

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❖ MLY Comment Analysis

> "*Examples of what was expected was very helpful especially because there was such specific expectations. Being able to choose our own topics was great. I appreciate that in the prep there were videos and readings. I appreciated the feedback I got from the faculty grading my assignments, it was in depth and useful. The institution needs to reduce tuition fees since students are remote and don't have access to campus services during the pandemic.*"

MLY Uncovered 11 Meaningful Insights

- Categorisations
  - 9 categories with positive sentiment
  - 2 categories with negative sentiment
- Recommendations
  - Do less – Expenses/Fees
- Alert
  - Low risk

❖ **explorance**

Quick analysis

Use this space to run or test an analysis on a single comment and get to know BlueML a little better.

Model: **SLC** English ▼   Precision level: High (Recommended) ‹›

Examples of what was expected was very helpful especially because there was such specific expectations. Being able to choose our own topics was great. I appreciate that in the prep there were videos and readings. I appreciated the feedback I got from the faculty grading my assignments, it was in depth and useful. The institution needs to reduce tuition fees since students are remote and don't have access to campus services during the pandemic.

☺   👥 11   ⚡ 1   ⚠ 1%

Analysis interpretation:

☺ The **comment** you have inserted has a ☺ **Positive** sentiment.

The analysis also found a total of **11 topic insights**, **2 recommendations**, and an alert score of **1%**. View the analysis results below for more details:

∧ **Topic insights (11)**

Positive (9)

Learning Environment ▸ Technology ▸ Audio-Video ▸ Helpfulness & Support

Learning Environment ▸ Technology ▸ Audio-Video ▸ Availability

Learning Environment ▸ Technology ▸ Audio-Video ▸ Agreeableness/Approachability

Teaching Component ▸ Teaching Delivery ▸ Examples ▸ Quality

Teaching Component ▸ Teaching Delivery ▸ Examples ▸ Agreeableness/Approachability   Feedback ▸ Depth

Feedback ▸ Helpfulness & Support   Feedback ▸ Quality   Institution in General ▸ General

Negative (2)

Expenses/Fees   Services ▸ General

∧ **Recommendations (2)**

Do less (1)

▾ Expenses/Fees

Not categorized (1)

🟧 Change

⚠ There is an alert score of **1%**, this comment has nothing to report. The default threshold is set at **30%**.

❖ MLY Comment Analysis

> Dr. XXX is amazing. She's funny, extremely intelligent, and caring. She is really rooting for all of her students. She wants us to succeed, and she gives us so many tools to help us succeed. Her lectures are engaging and informative. Her course materials are excellent and good as study aids. The fact that she constantly ties the material back to the nursing profession helps me understand how to apply it.

❖ MLY Comment Analysis

> Dr. XXX is amazing. She's funny, extremely intelligent, and caring. She is really rooting for all of her students. She wants us to succeed, and she gives us so many tools to help us succeed. Her lectures are engaging and informative. Her course materials are excellent and good as study aids. The fact that she constantly ties the material back to the nursing profession helps me understand how to apply it.

MLY Uncovered 9 Meaningful Insights

Quick analysis

Use this space to run or test an analysis on a single comment and get to know BlueML a little better.

Model: **SLC** English ▼   Precision level: High (Recommended) ↔

Dr. XXX is amazing. She's funny, extremely intelligent, and caring. She wants us to succeed, and she gives us so many tools to help us succeed. Her lectures are engaging and informative. Her course materials are excellent and good as study aids. The fact that she constantly ties the material back to the nursing profession helps me understand how to apply it.

🙂   👥 9   💡 0   ⚠ 0%

Analysis interpretation:

🙂 The **comment** you have inserted has a 🙂 **Positive** sentiment.

The analysis also found a total of **9 topic insights** and an alert score of **0%**.
View the analysis results below for more details:

∧ **Topic insights (9)**

Positive (9)

Course Component ‣ Course Material & Structure ‣ Course Material ‣ Quality

Learning Environment ‣ Other Resources ‣ Quantity   Persons ‣ Professor/Instructor ‣ Knowledge ‣ General

Persons ‣ Professor/Instructor ‣ Helpfulness & Support   Persons ‣ Professor/Instructor ‣ Temperament

Persons ‣ Professor/Instructor ‣ Engagement/Interest level

Persons ‣ Professor/Instructor ‣ Agreeableness/Approachability

Teaching Component ‣ Teaching Delivery ‣ Lectures ‣ Quality

Teaching Component ‣ Teaching Delivery ‣ Lectures ‣ Engagement/Interest level

⚠ There is an alert score of **0%**, this comment has nothing to report. The default threshold is set at **30%**.

Clear all   Generate a comment   Run analysis

❖ **explorance**

❖ MLY Comment Analysis

There has been a degree of disorganisation in relation to the timetabling of classes and deadlines for my course in particular, as the Civil Engineering Department has not always taken into consideration my commitments for the modern language part of my degree. Most of the teaching has been very good, but there still are a few lecturers who do not respect or really care about the students and provide a lazy level of teaching. Sometimes the workload is also too much.

❖ explorance

✦ MLY Comment Analysis

> There has been a degree of disorganisation in relation to the timetabling of classes and deadlines for my course in particular, as the Civil Engineering Department has not always taken into consideration my commitments for the modern language part of my degree. Most of the teaching has been very good, but there still are a few lecturers who do not respect or really care about the students and provide a lazy level of teaching. Sometimes the workload is also too much.

MLY Uncovered 5 Meaningful Insights

2 Positive Insights

3 Negative Insights

Quick analysis

Use this space to run or test an analysis on a single comment and get to know BlueML a little better.

Model: `SLC` English ▾   Precision level: High (Recommended) ‹›

> There has been a degree of disorganisation in relation to the timetabling of classes and deadlines for my course in particular, as the Civil Engineering Department has not always taken into consideration my commitments for the modern language part of my degree. Most of the teaching has been very good, but there still are a few lecturers who do not respect or really care about the students and provide a lazy level of teaching. Sometimes the workload is also too much.

🙂 ♟ 5   ⚡ 0   ⚠ 16%

Analysis interpretation:

🙂 The **comment** you have inserted has a 🙂 Mixed sentiment.

The analysis also found a total of **5 topic insights** and an alert score of **16%**.
View the analysis results below for more details:

⌃ **Topic insights (5)**

Positive (2)

Persons ‣ Professor/Instructor ‣ Quality   Teaching Component ‣ Teaching Delivery ‣ Quality

Negative (3)

Course Component ‣ Course Material & Structure ‣ Workload ‣ Quantity

Persons ‣ Professor/Instructor ‣ Professionalism

Course Component ‣ Course Material & Structure ‣ Course in General ‣ Structuredness

⚠ There is an alert score of **16%**, this comment has nothing to report. The default threshold is set at **30%**.

Clear all   Generate a comment   Run analysis
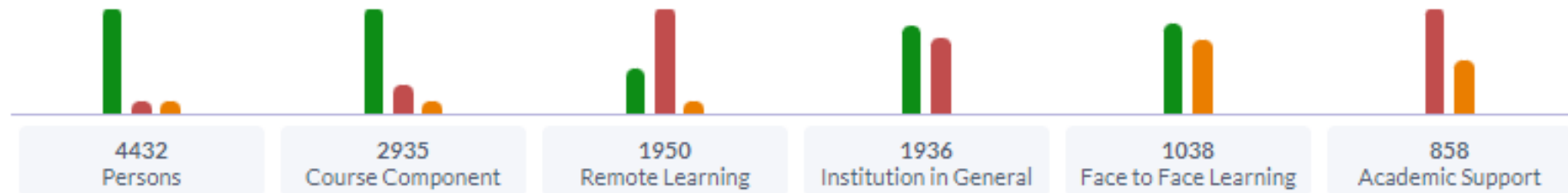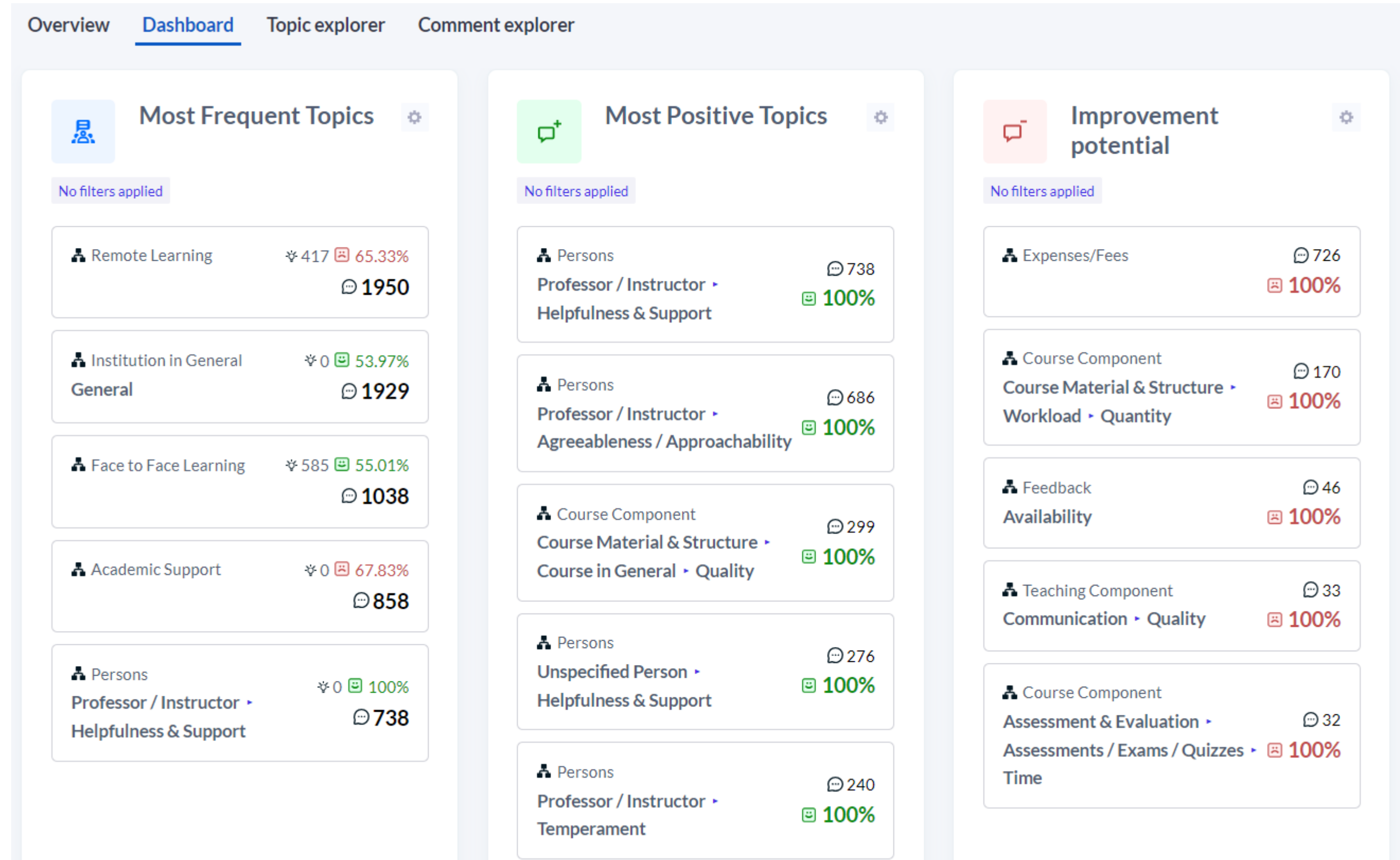
MLY
Self-Service
Dashboard

explorance
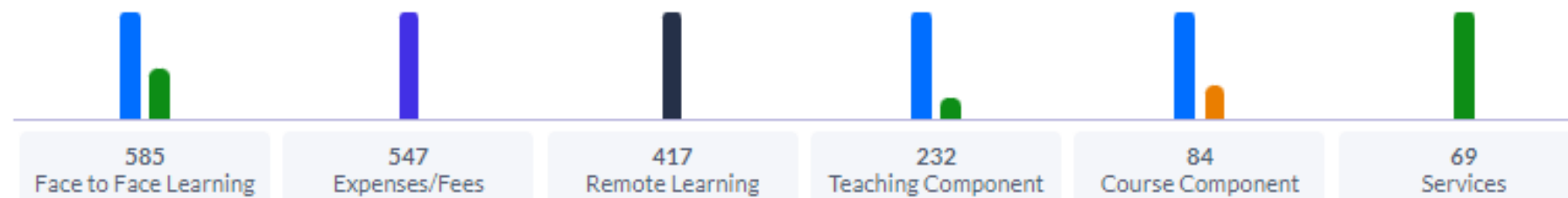
❖ MLY Widget Based Dashboard

About the widgets

The analysis is intended to supply an initial digest of overarching themes found across the comments submitted.

BlueML sections the findings into the following aspects:

- Most frequent topics
- Most positive topics
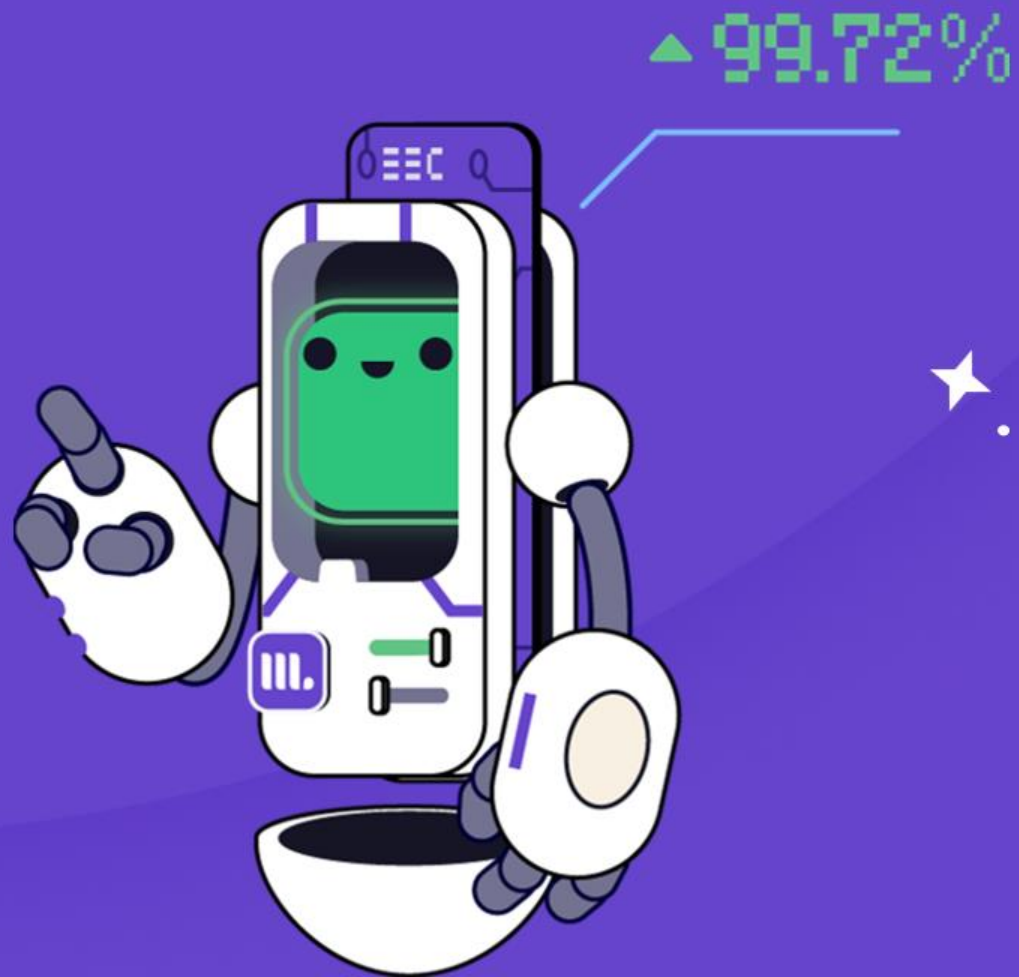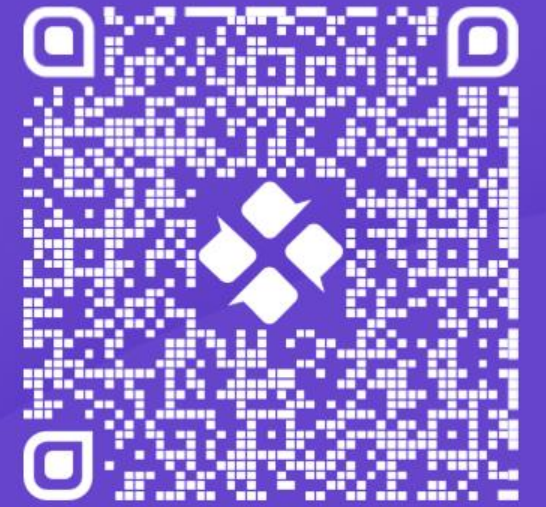- Improvement potential

Overview | **Dashboard** | Topic explorer | Comment explorer

Most Frequent Topics ⚙

No filters applied

| Remote Learning | ⚡417 😟65.33% |
| | 💬 **1950** |

| Institution in General | ⚡0 😊53.97% |
| General | 💬 **1929** |

| Face to Face Learning | ⚡585 😊55.01% |
| | 💬 **1038** |

| Academic Support | ⚡0 😟67.83% |
| | 💬 **858** |

Persons	⚡0 😊100%
Professor / Instructor ▸	
Helpfulness & Support	💬 **738**

Most Positive Topics ⚙

No filters applied

Persons	💬738
Professor / Instructor ▸	
Helpfulness & Support	😊 **100%**

Persons	💬686
Professor / Instructor ▸	
Agreeableness / Approachability	😊 **100%**

Course Component	💬299
Course Material & Structure ▸	
Course in General ▸ Quality	😊 **100%**

Persons	💬276
Unspecified Person ▸	
Helpfulness & Support	😊 **100%**

Persons	💬240
Professor / Instructor ▸	
Temperament	😊 **100%**

Improvement potential ⚙

No filters applied

| Expenses/Fees | 💬726 |
| | 😟 **100%** |

Course Component	💬170
Course Material & Structure ▸	
Workload ▸ Quantity	😟 **100%**

| Feedback | 💬46 |
| Availability | 😟 **100%** |

| Teaching Component | 💬33 |
| Communication ▸ Quality | 😟 **100%** |

Course Component	💬32
Assessment & Evaluation ▸	
Assessments / Exams / Quizzes ▸	😟 **100%**
Time	

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The Business School Hub

Enhancing Student Engagement

Business School Hub

The Business School Hub is a go-to-repository designed for higher education leaders on how to leverage course evaluations to:

- Optimize student experience with resources that support workforce readiness

- Improve student engagement based on best practices shared by some of the world's leading universities

- Collect, understand, and respond to student feedback to enhance teaching effectiveness

Get Your Free Resources

First name*

Last name*

Institution name*

Job title*

Phone number*

Work email*

SUBMIT

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❖ Case Studies from the Business School Hub

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world 2024

📅 June 25 to 28, 2024   ✦ 📍 Montreal, Canada

Feedback for the Brave

Connecting leaders working with Feedback Analytics to empower key business initiatives.

Explorance World 2024 conference caters to all who harness feedback and AI to nurture student success and employee experience – across all industries.

❖ **explorance**