

Joy & Happiness, or Anger & Disgust?

Getting intimate with Blue ML



Birkbeck
UNIVERSITY OF LONDON

LONDON'S EVENING UNIVERSITY

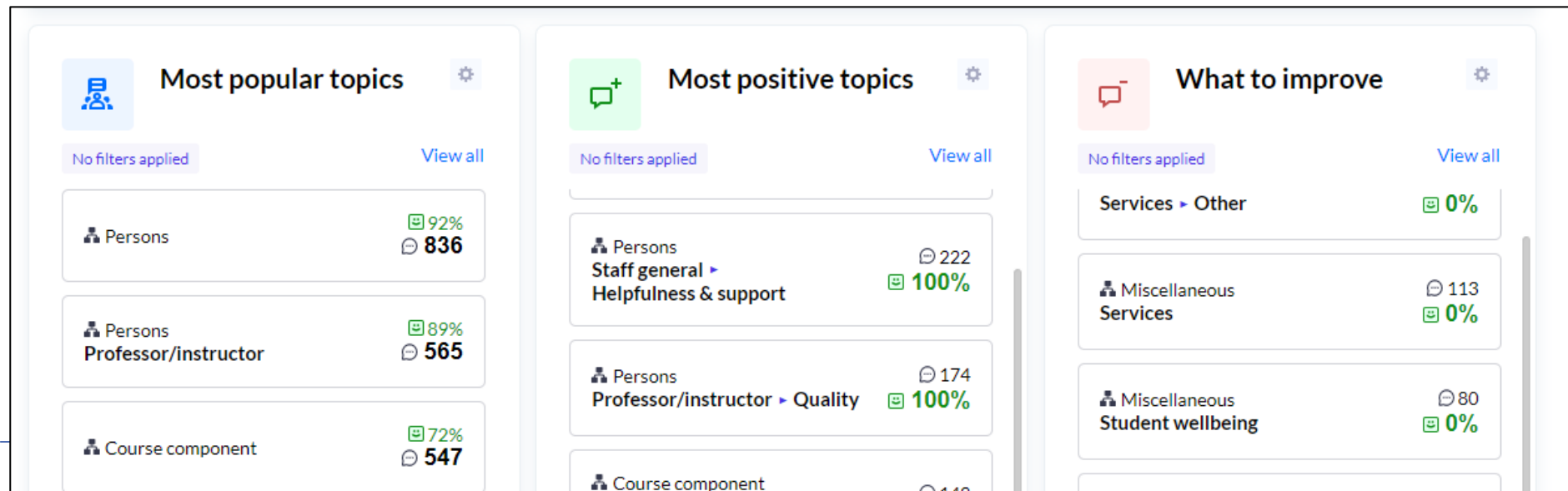
Blue ML

- Blue ML categorises free text comments to help improve analysis and share useful results
- Hopes to save lots of time in reviewing and analysing comments
- We've had access to a trial of Blue ML, in process of purchasing

Demonstration of Blue ML Dashboard

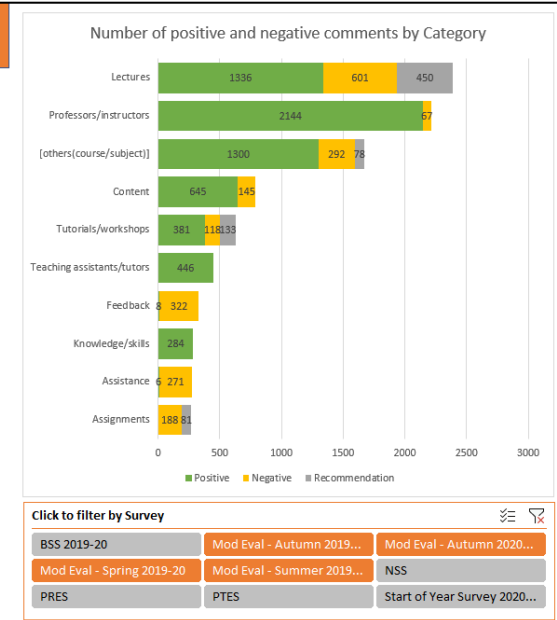
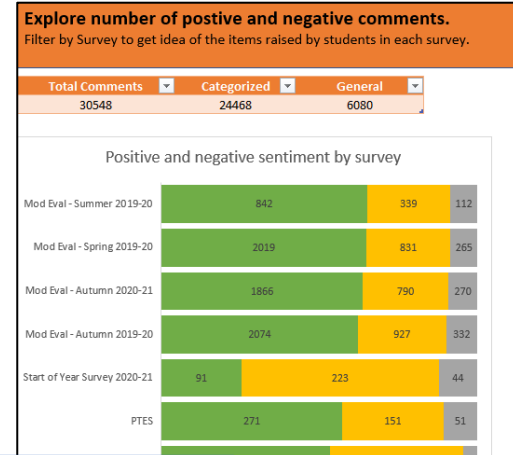
Blue ML dashboard

- NSS
- Mod Eval Spring 2021-22 (emotions)



Exporting and build external dashboards

- [Multiple survey dashboard](#)
- [Staff Survey Blue ML dashboard](#)



Explore qualitative comments by Category and Attribute.
Choose the surveys to view the comments on. You can then filter the comments according to the Category and Attribute that has been assigned to the comment. You can further filter the comments by Positive/Negative/Recommendation. If comments are curtailed, click on Column C and 'Wrap Text'. Click on the Plus/Minus to expand or collapse an Attribute.

Category	Attribute	Response	Number of comments
[other(material)]			2
[others(course/subject)]	Engagement	All equally as they built up week by week. Very interesting module.	1
		All of the course was interesting to learn about. I have gained knowledge and understanding about how economics influence businesses.	1
		All the modules were very interesting, engaging and detailed. The aspect of the modules that was most interesting and best was class conflict and its theories.	1
		all was new for me but interesting	1
		Brian made the classes very interesting and the topic a lot more interesting than I ever thought possible. Very encouraging and engaging tutor - thank you	1
		Amare was also good - thank you	1
		Challenging but stimulating.	1
		Extremely important to study of geology	1
		Useful across many subjects.	1
		Cyber crime, learning about e-commerce business, the module was interesting coupled with examples, scenarios.	1
		Dave was really insightful and the course work was really interesting and allowed for a lot of personal preference in terms of sport which was better as I thought it would be a lot of football which I didn't not into	1
		Every class was well structured and very interesting. I liked using practical examples of past cases to	1

Sentiment

Negative Positive Ambigu... Recomm...

Survey name

BSS 2019-20 Mod Eval - Autumn 2...
 Mod Eval - Autumn 2... Mod Eval - Spring 201...
 Mod Eval - Summer 2... NSS
 PRES PTES
 Start of Year Survey 2...

Filter by response to Overall Satisfaction (Mod...)

Definitely agree
 Definitely disagree
 Mostly agree
 Mostly disagree


Attribute

Agreeableness Clarity Dedication
 Engagement Extensiveness Helpfulness

Category

[other(material)] [others(course/su...]
 Content Guest (teacher/sp...
 In-class work Lectures
 Professors/instru... Tutorials/worksh...
 Advisors/counsel... Assessment
 Assignments Assistance
 Audio_video Class_general
 Class_participation Class_size
 Concepts/topics Course material
 Course/subject Discussion
 Examples Exams/quizzes
 Expectations/obj... Explanations
 Feedback Field trips
 Grading Group projects
 Instructions Interactions
 Knowledge/skills Lab technicians
 Labs Learning atmosph...
 Notes/handouts Online_resources
 Practical aspects Practical learning

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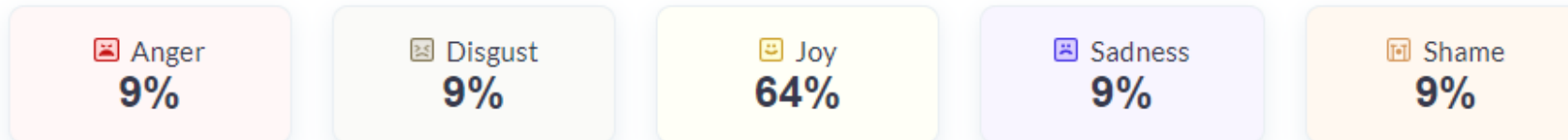


Overall stats

Topic view:

EMO Emotions **BETA** ▾

Comments:
12



Joy & Happiness, or Anger and Disgust?

- Blue ML has great potential and what it's trying to achieve.
- Requires more development on categorising the topics and sentiment correctly
- Incorporate into Blue reports and dashboards
 - Currently the dashboard is ok, but requires build external tables for full benefit
- New tool = new possibilities
- Brave new world, lots of exciting developments over the coming years

Joy & Happiness, or Anger and Disgust?

New tool = new possibilities

1. New ways for collecting feedback:
 - We could now run a one-question free-text survey that is constantly open for students to provide feedback at any time during the year, and use Blue ML to track topic / sentiment over time (eg at what point does exam stress kick in, what are particular issues most relevant to students at different points of the year).
2. Use after a focus group or interviews.
 - Possibility for machine transcribing of students' comments, separate into sentences, then run that through Blue ML.