

Gleaning Actionable Insights from Student Comments with BlueML

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BLUEML FOR HIGHER EDUCATION

Not all Machine Learning Solutions are Built the Same

While Machine Learning (ML) Feedback Analytics helps automate the discovery of actionable insight from openended student comments, most market solutions use a generic one-size-fits-all approach usually based on customer experience – not students – with an output that focuses on sentiment polarity (positive and negative) without Higher Education contextualization.

Feedback Analytics Specifically Built for Higher Education

Explorance has created the only Feedback Analytics solution that specifically caters to the student journey, tying it to business priorities. This means that when analysing student comments, Explorance BlueML 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 HR themes.





More Insights

Analyse comments from anywhere, like internal evaluations or external surveys, 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.



EXPLORANCE BLUEML FEEDBACK ANALYTICS SOLUTION



Provide Sentiment: Very negative, negative, neutral, positive, very positive, ambiguous

Automated Categorisation of feedback data into high level category and then attributes

(Step beyond Categorizing Formative feedback Recommend start, stop, continue (do more of, less of)



1 – Sentiment Analysis

2 – Categorisation

3 – Recommendations









HOW EXPLORANCE BLUEML DIVES INTO A SINGLE COMMENT

When a comment is analysed, Machine Learning algorithms scan content and dissect its different sections. In very simplistic terms, here is how Explorance BlueML categorises and identifies sentiment in a single comment.



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



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



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



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



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



"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."



EXPLORANCE BLUEML FEEDBACK ANALYTICS SOLUTION

 ⊖ Analyzed ▼ ⊕ Categorized Positive ■ No Positive ■ No Positive ■ No 	Negative 🖻 Neutral 🖾 Not Explicit 💬 General (no % 0% <1% 5206	ot categorized)
Most popular topics	<pre></pre>	□ What to improve
No filters applied	No filters applied	No filters applied
A Persons Professor/Instructor ►	A Persons Professor/Instructor - Quality ⊡ 100%	La Miscellaneous Services ► Other B 99.62
Miscellaneous Expenses/Fees ⊡ 771	Course Component Course Material & Structure ► 🕞 443 Course in General ► 🗳 100%	La Miscellaneous ⊙ 7 Expenses/Fees
A Persons	Agreeableness/Approachability	La Course Component
Professor/Instructor ► Quality © 771	A Persons D 272 Unspecified Person ► □ 100%	Workload ► Quantity
Academic Support	Helpfulness & Support	Academic Support
Course Component Course Material & Structure	♣ Persons Professor/Instructor ► Temperament © 220	Course Material & Structure
Course in General ► 🗇 443 Agreeableness/Approachability	A persons Duspecified Person ► Solution = Solution	Readings ► Quantity









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QUESTIONS





III. BlueML

BLUEML ROADMAP

Convenience: One-stop multi-model analysis

- Summary of sentiment, topics, alerts, • recommendations
- Per comment breakdown of sentiment, ullettopics, alerts, recommendations

unique o 12	commenters Co	ommenters ID	Categorization mo	odel ee Experience Categoriza	Vi tion 👻	ariable mapping preset None	Comment / Feedback
			сом	MENTS SENTIMENT			
⊕ Total ana	alyzed	Global s					
_							
😇 50% Positive	e a 42% Negative	😑 0% Neutral 🔒	🗄 8% Not explicit	2 0% Mixed			
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 50% Positive Topic ins 28 	e 🛛 42% Negative	 Ø% Neutral Ø Ø Job - work 	8% Not explicit	0% Mixed	² 1 3 Team relation	anship 2 Pay / Ben	1 nefits 1 Employee - ca

Strengthen the regional model, to ensure markets have adequate staffing, improve the process of backfilling staffing positions, ensure all markets have adequate data support, devise true succession and mentoring models allowing for growth opportunities at all levels, as well as allow self-development training outside of net learning to assist those who learn better face to face.



Analysis interpretation:

The comment you have inserted has a Mixed sentiment.

The analysis also found a total of 4 topic insights, 6 recommendations, and an alert score of 3%. View the analysis results below for more details:

```
    Topic insights (4)

   Negative (2)
    Job-work + Resources & Tools Job-work + Training & Career Development + General
   Not explicit (2)
    Employee - career + Promotion/Career Advancement/Opportunity Job-work + Mentoring
   Recommendations (6)
   Do more (1)
    Job-work > Training & Career Development > General
   Start(1)
    Job-work Mentoring
   Change (1)
    • Job-work + Training & Career Development + General
   General recommendations (3)
    Job-work > Mentoring Job-work > Training & Career Development > General
    Employee - career + Promotion/Career Advancement/Opportunity
▲ There is an alert score of 3%, this comment has nothing to report. The default threshold is set at 30%.
```

Visualizations: Bar chart and pie/donut chart visualizations in widgets. Integrations: BlueML powering dashboard analysis



DASHBOARD AND ML

- Mixed method analytics, link qualitative feedback to quantitative metrics
- Monitor dominant sentiment for key programs
- Identify most popular topics from across all comments
- Track how sentiment has changed over time for key programs or topics
- Easily understand what learners are recommending (Start, Stop, Do more, etc.)





BLUEML FREE ANALYSIS









