

MLY 2.0 Release Webinar



MLY 2.0 Release Highlights

Expanded Analytics to Strengthen the Feedback Process

- Expanded categories/topics in the Employee Experience Insights Model (EEI), Employee Learning Insights Model (ELI), and Student Experience Insights Model (SEI)
- Streamline data analysis by excluding irrelevant/less useful comments
- Enhanced Widgets features
 - Organize Widgets into Groups
 - New Widget Types (e.g., Recommendations, Alerts)
 - Breakdown in Widgets by Topics, Demographics, and more

Poll:

Have you used/interacted with MLY?



Quick Review: What is MLY?



MLY Quick Overview

- **MLY is a comment analysis solution that allows organizations to analyze collected qualitative feedback from any type of survey data: employee and student learning, employee experience surveys, Glassdoor data, etc.**
- **MLY uses machine learning algorithms to extract detailed interpretations of the qualitative data and deliver “insights” in the forms of:**
 - Topics (e.g. instructor, courseware, leadership)
 - Sentiments (e.g. positive/negative/mixed)
 - Recommendations (e.g. do more, do less, stop, start)
 - Alerts (comments are flagged if they are determined to be problematic, e.g. danger/threats, discrimination, harassment, disrespect, safety concerns)
- **MLY has 4 primary types of analyses that can be applied to your comments (SRA is always applied; add EEI, ELI, or SEI to expand your analysis)**
 - SRA Insights: Combines Sentiments (SEN), Recommendations (REC), and Alerts (ALT)
 - Employee Experience Insights (EEI)
 - Employee Learning Insights (ELI)
 - Student Experience Insights (SEI)

The organization has a strong focus on sustainability, which I really appreciate. However, I think there's room for improvement in terms of reducing waste in our office. It would be great to have more recycling bins and other initiatives to reduce our environmental impact. It would also be helpful to have more education and awareness around sustainability practices.

 3  4  13%

Analysis:

 The comment you have inserted has a  Mixed sentiment.

The analysis also found a total of 3 topic sentiments, 4 recommendations, and an alert score of 13%.
View details below:

^ Topic sentiments (3)

Negative (3)

- Quality of life ▶ Work environment ▶ Facilities Organization ▶ Projects / Initiatives
- Quality of life ▶ Employee Voice / Decision-making involvement

^ Recommendations (4)

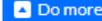
Start (1)

- ▶ Quality of life ▶ Employee Voice / Decision-making involvement

Change (2)

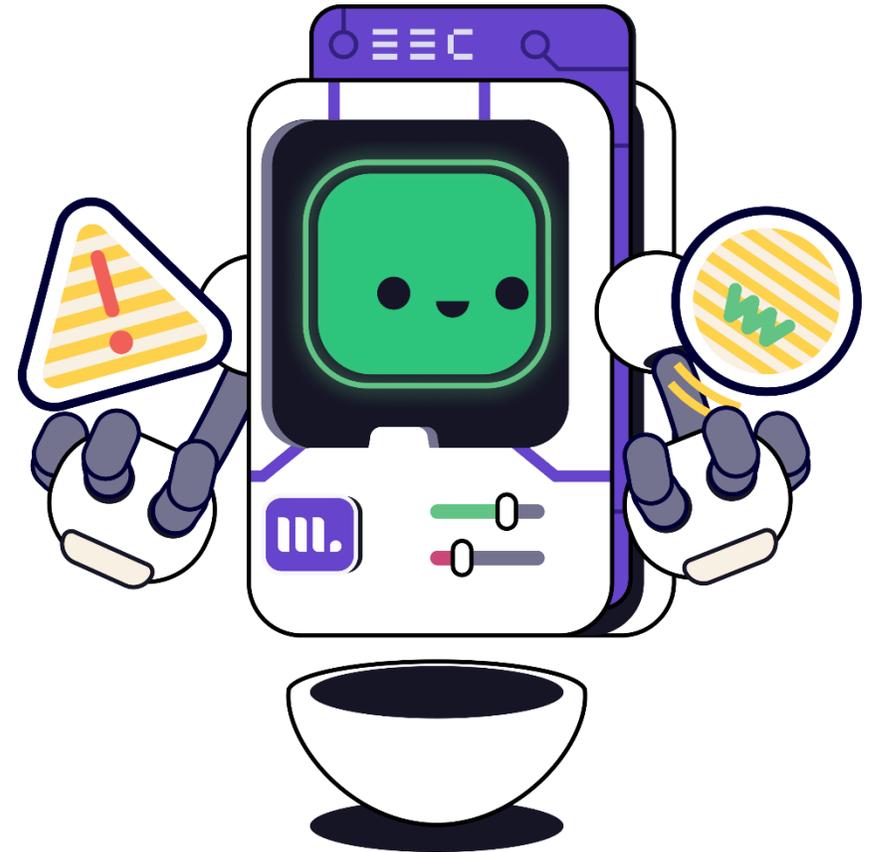
- Quality of life ▶ Work environment ▶ Facilities ● Quality of life ▶ Employee Voice / Decision-making involvement

Not categorized (1)



 With an alert score of 13%, This comment has nothing to report. The alerts threshold is set at 50%.

MLY 2.0 Release



Models Improvements



More Topics Added to Insights Models

Insights Models (SEI, EEI, and ELI) have been expanded to include additional topics to capture a wider range of employee and student sentiments and recommendations, providing more comprehensive, detailed, and relevant analyses

Student Experience Insights (SEI) has added over 200 new topics, including:

- Services like Career, Health/Wellbeing, Fitness Facilities
- Learning/Growth Opportunities, Career Advancement (as learning outcomes)
- Student Wellbeing, Communication

Employee Experience Insights (EEI) has added over 100 new topics, including:

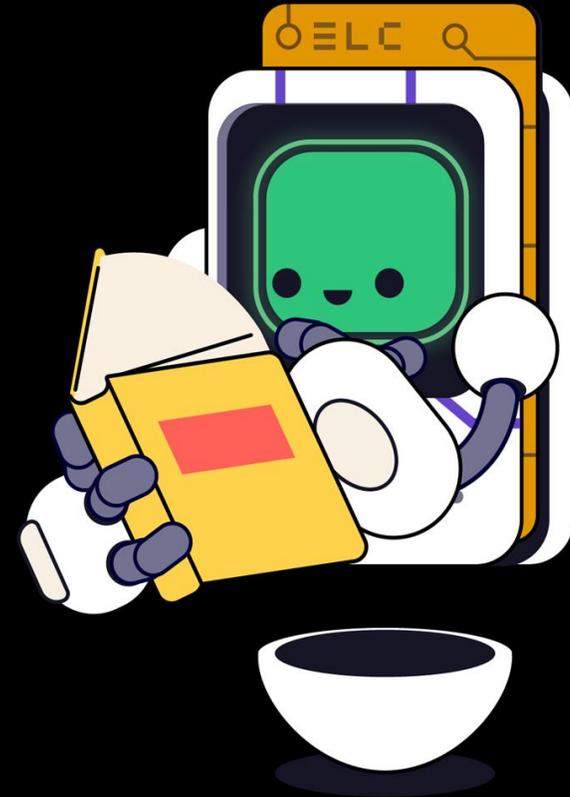
- Employee Commitment, Retention/Turnover, Career Advancement
- Learning/Growth Opportunity, Job Performance
- HR Candidate Experience

Employee Learning Insights (ELI) has added over 60 new topics, including:

- Administrative Elements
- Training Methods
- Learning Community

EEI - Employee Experience Insights	ELI - Employee Learning Insights	SEI - Student Experience Insights	
Total with subtopics - 223 topics	Total with subtopics - 271 topics	Total with subtopics -498 topics	
Company / Organization	Administrative Elements	Administrative Elements	Hybrid Learning
Development / Career Opportunity	Learning Outcomes	Communications	Importance
Employee Qualities	Other Elements	Commute / Transportation	Institution in General
HR	Persons	Cost	Learning Environment
IT / Technology	Training Content / Delivery	Course Component	Learning Outcomes
Job / Work	Training Environment	Engagement / Interest	Networking
Pay / Benefits		Expectations / Objectives	Persons
Quality of Life		Expenses / Fees	Programs
		Extracurricular Activities	Remote Learning
		Face to Face Learning	Structuredness
		Feedback	Student Wellbeing
		Food / Beverages	Teaching Component

Exclude Comments



Optionally Exclude Comments

Streamline your data analysis process by excluding comments, allowing you to focus only on the most relevant and informative comments

- **Optionally exclude comments based on length (1-5 words) or specific words or phrases (e.g. “nothing” “N/A”)**
- **MLY auto-suggests specific words and phrases from your comment analysis file**
- **Add your own words or phrases to exclude**

Exclude these comments

To exclude comments, set the 'Display comments with' setting from 1 to 5 words and then click on 'All comments with x words' or click on individual comments to exclude them from the analysis. You can also enter additional comments in the selected comments section.

Display comments with words or less

All comments with 5 words or less 4

decent enough class 1

He makes math tolerable 1

Interaction with classmates 1

The tests are soooo difficult! 1

Selected comments

Enter comments...

Widgets Enhancements



Create Widget Groups

Organize related Widgets into Groups to personalize your analysis and tell the story within the data

- **An unlimited number of Groups can be created, allowing for customization and differently filtered or organized views of data**
- **Manage widgets feature allows you to rearrange and rename the Widget Group**
- **Individual Widgets within a Group can also be rearranged and/or renamed**

Example: Widget Groups

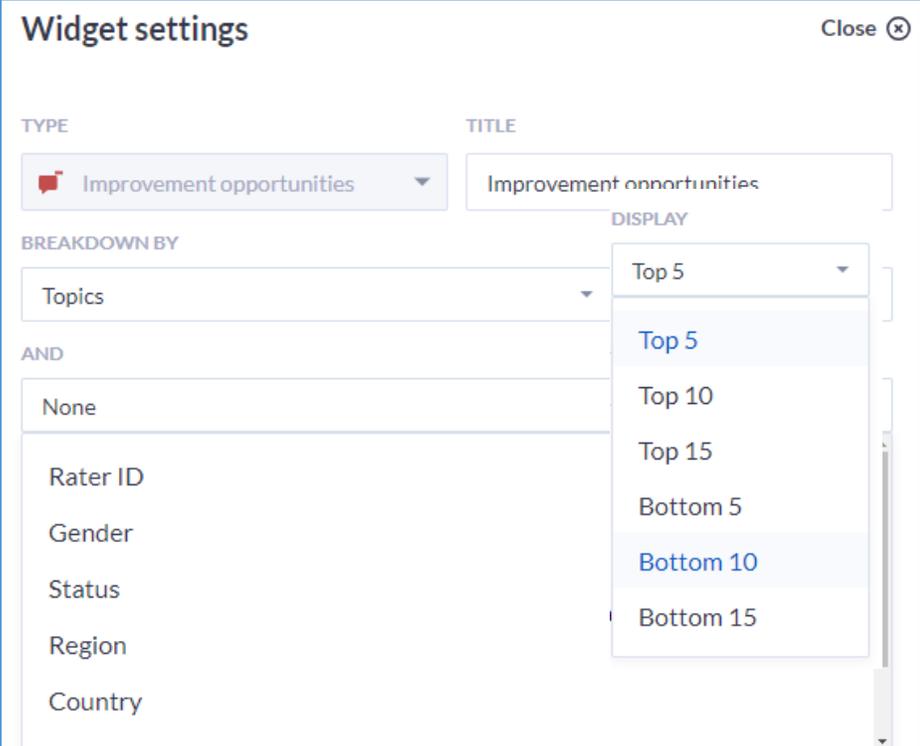
“Overall Results” Widget Group with no filters

“North America” Widget Group with regional filter applied to the same widgets as the Overall Results group

“Breakdown by” Topics/Demographics

Focus analysis and insights by customizing the data set displayed in a Widget, breaking down the data by various topics, recommendation types, and/or demographics*

- Breakdown by one or two attributes
- Create multiple versions of the same widget, broken down by different data
- Select # of items to display in a top/bottom analysis configuration

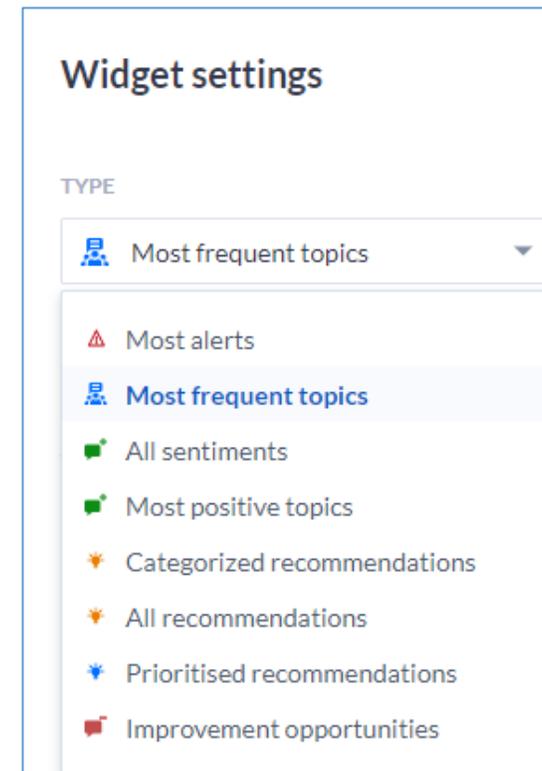


*Breakdown by options are determined by the Widget display. For example, the All Recommendations Widget allows a breakdown by Recommendation Type.

New Widget Types

New Widget Types provide more visual insights into Alerts and Recommendations to improve the effectiveness and efficiency of problem solving and taking action with the data

- **Most alerts**
- **All sentiments**
- **Categorized recommendations**
- **All recommendations**
- **Prioritized recommendations**



Widget type		Use case
Most alerts		Review alerts to identify issues that may be affecting your institution or organization. By considering the alerts scores and demographic data associated with the alerts, you can gain a better understanding of the comments related to the alerts to make informed decision for followup actions.
Most frequent topics		Explore frequent topics to gain insight into the main concerns of your employees or students. By delving deeper into these topics, you can discover which topics are trending.
All sentiments		Explore comments by sentiment types (positive, negative, neutral, mixed and non-explicit) to view which ones are most prevalent, and by adding demographics how these breakdown within your institution or organization.
Most positive topics		Explore positive topics to assess your organization's engagement level. By looking deeper into specific topics and applying demographic filters, you can identify the unique factors that drive engagement. This also can help you understand which groups may perceive unfairness or inequality in their experience.
Categorized recommendations		Explore recommendations that have been categorized by topics to dig deeper into specific areas of your institution or organization. You can view the topic recommendations by recommendation types (do more, do less, start, stop, change, continue) as well as filter by demographics to use these insights to provide services, resources and processes such as mental health services, study resources, career guidance, etc.
All recommendations		Explore all recommendations focusing on the recommendation type (do more, do less, start, stop, change, continue) and filtering by demographics.
Prioritized recommendations		Explore the most frequently categorized recommendations (related to topics) filtering by demographics to prioritize recommendation followups.
Improvement opportunities		Explore topics which display a high level of negative responses to identify areas where the employees or students are struggling or disagreeing. This can help you understand the sources of difficulty or misalignment to make an informed decision and act, if needed.

New

New

New

New

New

Most Alerts Widget

Alerts can now be displayed as a widget to highlight where immediate attention is required

- Can be used for any analysis regardless of the model used
- MLY displays the alerts based on the threshold set on the Overview page
- Alert Range can be applied to the widgets
- Breakdowns by demographics can be applied to the widgets to get further insights
- Alerts can be filtered to specific comment columns used as part of the analysis
- Clicking on the alerts will take you to Comment Explorer to view the comments

Widget settings

Close 

TYPE **TITLE**

⚠ Most alerts Most alerts

BREAKDOWN BY

None

SIZE

Small Medium Large

STATS DISPLAYED

Alerts Comment count

Recommendations

ANALYSIS TYPE **TOPICS THRESHOLD**

EEI English

ALERTS RANGE

85% 100%

COMMENT COLUMN

Select all

Q59_What aspects of the company culture do you find most positive and conducive to a productive work environment?

Q55_What aspects of your role do you find most enjoyable or rewarding, and why?

Q58_What suggestions or recommendation do you have to improve our company?

Q56_How would you describe the overall work environment at our company?

Q57_What do you believe are the company's strengths when it comes to employee satisfaction?

DEMOGRAPHIC FILTERS

..

 Delete this widget

Cancel Save

All Sentiments

Displays all comment count analyzed based on the Sentiment type

- All Sentiments is a default widget when using the SRA model
- Can be used for any analysis regardless of the model used
- Breakdowns by demographics can be applied to the widgets to get further insights
- Can be filtered to specific comment columns as well as specific sentiment types
- The metric displayed for this widget is Comment count and cannot be disabled
- Clicking on the sentiment will take you to Comment Explorer to view the comments

Widget settings Close

TYPE: TITLE:

BREAKDOWN BY: DISPLAY:

AND: DISPLAY:

SIZE:

STATS DISPLAYED: Comment count Recommendations Sentiments

ANALYSIS TYPE: TOPICS THRESHOLD:

COMMENT COLUMN: Select all Q59_What aspects of the company culture do you find most positive and conducive to a productive work environment? Q55_What aspects of your role do you find most enjoyable or rewarding, and why? Q58_What suggestions or recommendation do you have to improve our company? Q56_How would you describe the overall work environment at our company? Q57_What do you believe are the company's strengths when it comes to employee satisfaction?

SENTIMENT TYPE: Positive Negative Neutral Mixed Not explicit

Categorized Recommendations

Used to show which area of focus to pay attention to when making changes based on the recommendation

- Displays all recommendations by category; uncategorized recommendations are not included in this widget
- Can only be used with EEI, ELI or SEI models
- Breakdowns by demographics can be applied to get further insights
- Widget can be filtered to specific topics from the analysis
- Can be filtered to specific comment columns
- The metric displayed for this widget is Recommendations and cannot be disabled
 - Comment count (enabled by default) and Sentiments (disabled by default), can be enabled or disabled
- Clicking on the Topic Summary icon will display a popup for the most representative comments for that recommendation
- Clicking on the comment will take you to Comment Explorer to view the comments

Widget settings Close

TYPE: TITLE:

BREAKDOWN BY: DISPLAY:

AND:

SIZE: Small Medium Large

STATS DISPLAYED: Recommendations Comment count Sentiments

ANALYSIS TYPE: TOPICS THRESHOLD:

TOPIC FILTER: Topics

COMMENT COLUMN: Select all Q59_What aspects of the company culture do you find most positive and conducive to a productive work environment? Q55_What aspects of your role do you find most enjoyable or rewarding, and why? Q58_What suggestions or recommendation do you have to improve our company? Q56_How would you describe the overall work environment at our company? Q57_What do you believe are the company's strengths when it comes to employee satisfaction?

DEMOGRAPHIC FILTERS: ID Manager Name Given name

All Recommendations

Used to show ALL Recommendations (categorized and uncategorized comments), based on the Recommendation type

- Default widget when using the SRA model
- Can be used for any analysis regardless of the model used
- Breakdowns by demographics can be applied to the widgets to get further insights
- Can be filtered to specific comment columns
- The metric displayed for this widget is Recommendations and cannot be disabled
- Comment count (enabled by default) and Sentiments (disabled by default), can be enabled or disabled
- Can filter to specific Recommendation Type (Do More, Less, Start, Stop, Change, Continue)
- Clicking on the Recommendation or Insights will take you to Comment Explorer to view those comments

Widget settings

[Close](#)

TYPE: TITLE:

BREAKDOWN BY: DISPLAY:

AND: DISPLAY:

SIZE: Small Medium Large

STATS DISPLAYED: Recommendations Comment count Sentiments

ANALYSIS TYPE: TOPICS THRESHOLD:

COMMENT COLUMN: Select all Q59_What aspects of the company culture do you find most positive and conducive to a productive work environment? Q55_What aspects of your role do you find most enjoyable or rewarding, and why? Q58_What suggestions or recommendation do you have to improve our company? Q56_How would you describe the overall work environment at our company? Q57_What do you believe are the company's strengths when it comes to employee satisfaction?

RECOMMENDATION TYPE: Do more Do less Start Stop Change Continue

DEMOGRAPHIC FILTERS: ID Manager Name Given name Family Name EmployeeNumber

[Delete this widget](#)[Cancel](#)[Save](#)

Prioritized Recommendations

Used to show all the Topics along with the Recommendation Types (Do more, Do less, Start, etc.)

- The Topics displayed in the widget represent a single Recommendation Type for each Topic
- Can only be used when using EEI, ELI or SEI models
- Breakdowns by demographics can be applied to the widgets to get further insights
- Can be filtered to specific comment columns
- The metric displayed for this widget is Recommendations and cannot be disabled
 - Comment count (enabled by default) and Sentiments (disabled by default), can be enabled or disabled
- Clicking on the Topic Summary icon will display a popup for the most representative comments for that recommendation
- Clicking on the topic will take you to Topic Explorer, clicking on the comment count or Recommendation count will take you to Comment Explorer to view the comments

Widget settings Close

TYPE: Prioritized recommendations TITLE: Prioritized recommendations

BREAKDOWN BY: Topics DISPLAY: Top 5

AND: None

SIZE: Small Medium Large

STATS DISPLAYED: Recommendations Comment count Sentiments

ANALYSIS TYPE: EEI English TOPICS THRESHOLD:

TOPIC FILTER: Topics

COMMENT COLUMN: Select all Q59_What aspects of the company culture do you find most positive and conducive to a productive work environment? Q55_What aspects of your role do you find most enjoyable or rewarding, and why? Q58_What suggestions or recommendation do you have to improve our company? Q56_How would you describe the overall work environment at our company? Q57_What do you believe are the company's strengths when it comes to employee satisfaction?

DEMOGRAPHIC FILTERS: ID Manager Name Given name Family Name EmployeeNumber Country Location Job_Title Division

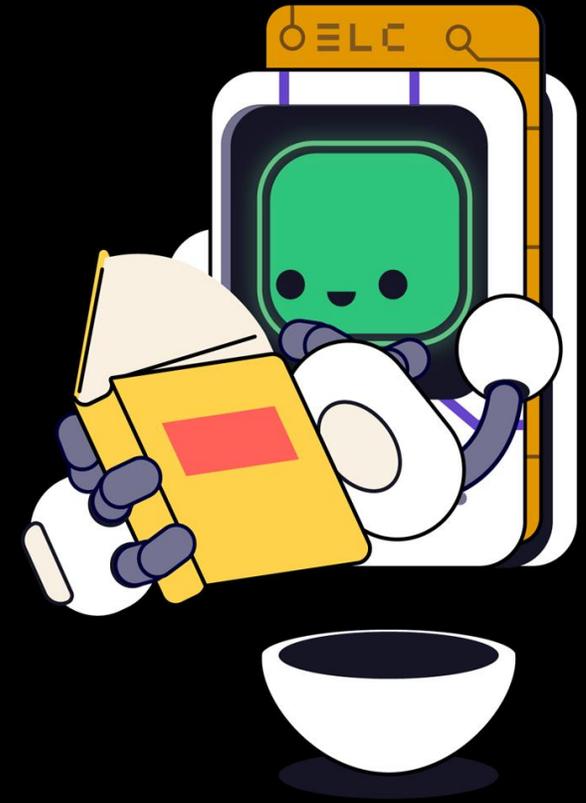
Delete this widget Cancel Save

Poll:

What feature(s) in MLY 2.0 will be most valuable to you? Select all that apply.



Questions?



A recording of this webinar will be available on the Explorance Help Center within ~ 3 days.

Community Resources



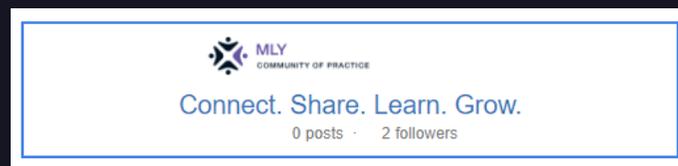
- **Community Discussion Forum**

- Answers to questions asked during the webinar will be shared via the community discussion forum. Please feel free to continue asking questions and discussing the MLY 2.0 release on the community discussion forum [\[Learning Webinar - Questions, Discussions, & Post-Webinar Follow-up\] July 17: MLY 2.0 Release Q&A Webinar](#)



- **MLY Community of Practice (CoP)**

- A new MLY CoP has just been launch! Please feel free to “follow” the [MLY CoP Discussion Forum](#) to continue to connect, share, learn, and grow with your fellow community members.
- Stay tuned for the inaugural MLY CoP meetup coming soon!



Thank you!

