

Case Study: Student Feedback Analysis

Examples – Student Feedback Analysis

- Invariably, only quantitative is analyzed

Score Breakdown

				7-POINT SCALE - SCORE & FREQUENCY							
Question		My Score	Standard Deviation	NA	1 Extremely Poor	2 Very Poor	3 Poor	4 Neutral	5 Good	6 Very Good	7 Excellent
1	Instructor's preparation and organisation	6.212	0.781	0	0	0	0	0	8	12	14
2	Instructor's clarity and understandability	6.152	0.834	0	0	0	0	0	10	10	14
3	Instructor's stimulation of interest in content	6.182	0.808	0	0	0	0	1	8	11	14
4	Instructor's encouragement and openness	6.212	0.820	0	0	0	0	0	9	10	15
5	Instructor's availability and helpfulness	6.182	0.808	0	0	0	0	1	8	11	14
6	Instructor's presentation and speaking skills	6.182	0.808	0	0	0	0	0	9	11	14

- Qualitative feedback is difficult to analyse (textual and quantity) – unexplored goldmine

COURSE_CODE	COURSE_TITLE	ACAD_YEAR	ACAD_TERM	QUESTION	ANSWER			
IS102	Computer as an	2012-13	2	18	Patience, approachable, professional			
IS102	Computer as an	2012-13	2	19	Excellent, strongly recommended			
IS102	Computer as an	2012-13	2	18	is a great prof. She has great skills			
IS102	Computer as an	2012-13	2	19	Some of the course content is getting cov			
IS102	Computer as an	2012-13	2	18	She is very responsible and fair.			

Student Feedback - Example

Professor



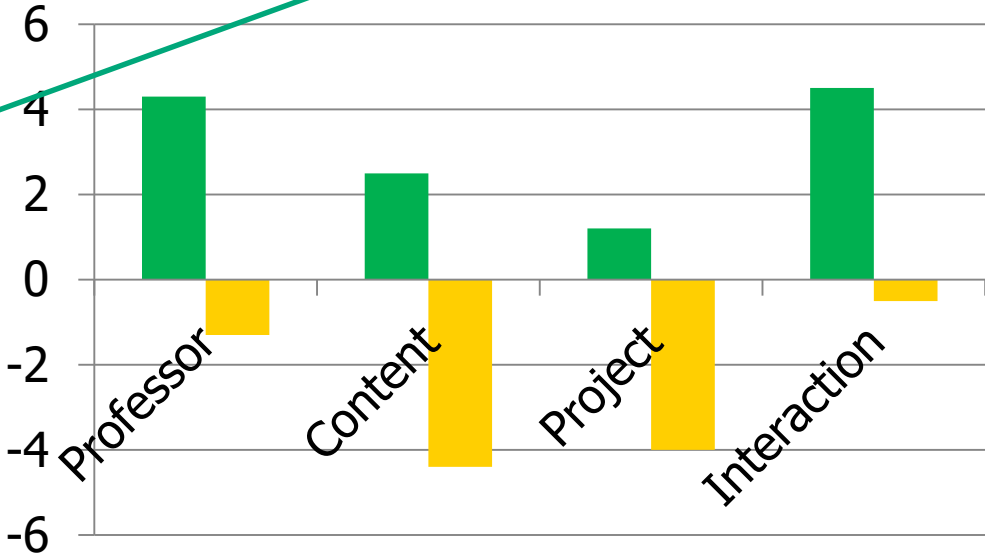
Comments for Computational Thinking course

"The professor was engaging and made the class lively despite the boring content. Prof is also really patient and understanding and makes it a point to make sure we understood everything. Project could have been released much earlier and labs also done early so that we had more time to actually work. Overall though, good experience."

Content

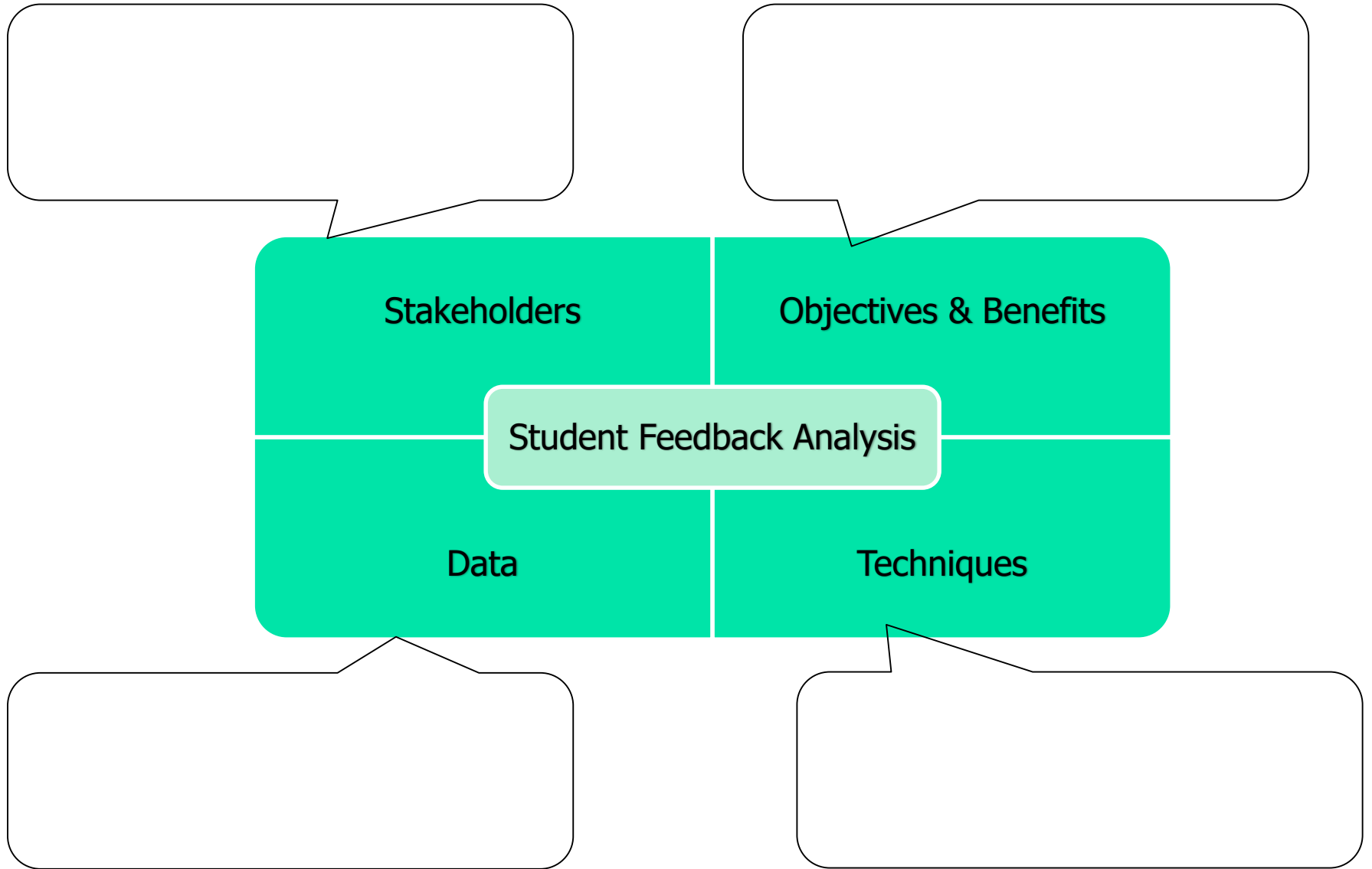


Project



■ Positive
■ Negative

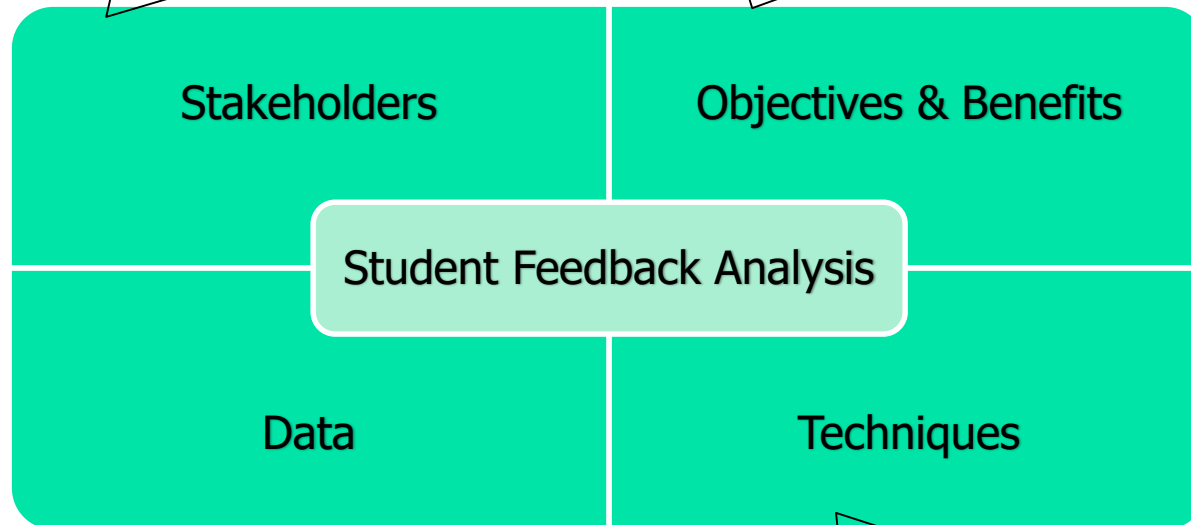
Activity



Solution: Activity

1. Course designers
2. Course faculty
3. Management

1. Discover the improvements/suggestions for T & L
2. Discover the correlations between numerical and textual comments



1. Numerical scores
2. Textual comments

1. Numerical data – statistical methods or excel reports
2. Textual data – text mining techniques

Case Activity

- Individually read the:
 - Case: BLU UNIVERSITY: TEACHING EVALUATION ANALYSIS

- As a group, answer the following:
 1. Discuss the key challenges that arise due to the textual nature of the feedback comments.
 2. Discuss how your team will apply text analytics techniques to process the text and provide valuable input to the instructors.
 3. Draw the solution process showing the different steps that will need to be undertaken in order to collect the data, convert it into useful representation, analyse the data, and provide visual dashboards.

Q & A