Analysing Sentiments from Student Feedback Using Open-Ended Questions and Advanced Text Analytics

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Knowing user sentiments are useful for various adaptation purposes, where improving is more important than statistical conclusions. In the process of teaching and learning knowledge about students, sentiments and opinions can be used to address problems that affect student engagement and improve the quality of the teaching process. Educational Institutions highly focus on collecting and analyzing students' feedbacks to study their sentiments towards instructors, course content and ensure the quality and the performance of the instructors. When it comes to improving skills, nothing can be beat the constructive feedback. Though Likert scale surveys are great for statistical analysis, they provide less solutions on what needs to be improved. Therefore, adopting open-ended questions are great when analyzing a student's true sentiments. CURIX is a new generation feedback tool replacing traditional surveys with AI-driven chatbot for student feedback analysis and learning sentiments of students that help instructors to improve their performance. CURIX is a combination of advanced text analytics with the power of Natural Language Processing and cloud processing cognitive service applications where student's sentiments can be analyzed with start, stop, continue-question set (SSC) approach. It will generate the insights for Instructors to enhance their performance by replacing classical feedback surveys with a state-of-art text analytics solution to mine student sentiments for continuous improvement in the educational domain. Further, this solution can be extended in cooperative and business environments to gather insights and sentiments where improvement is essential, replacing traditional survey systems.

Keywords: Sentiment Analysis, Text Analytics, Natural Language Processing, Feedback Mining, Tutor Performance Improvement