**INTRODUCTION**

- The goal is to assist instructors in monitoring Massive Open Online Courses (MOOCs), using the data from Coursera.
- Purpose: to identify common areas of difficulty that learners might face as they progress through the courses.
- The sentiment score for a piece of text shows whether the emotion of the writer is positive, neutral, or negative.

We are dealing with data files from 10 MOOCs:

1. Software Product Management
   - Introduction to Software Product Management
   - Software Process and Agile Practices
   - Clients Needs and Software Requirements
   - Agile Planning for Software Products
   - Review and Metrics for Software Improvements
   - Software Product Management Capstone

2. Software Design and Architecture
   - Object Oriented Design
   - Design Patterns
   - Software Architecture
   - Service Oriented Architecture

*Each of these courses has 101 CSV data files.*

**METHOD**

1. Get all the MOOC data in CSV files.
2. Gather this data into a database.
3. Select text from the discussion forum data.
4. Send this text to the Google Natural Language API to process the words, and receive sentiment scores.
5. Showcase the sentiment scores.

**RESULTS**

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  - "I'm so glad to be taking the 4th course in this specialization. I've hit a 'wall' in my healthcare work, and am delighted to be finding parallels between that work and software product management. Cheers to learning new methods and hopefully a new job!" ~Anonymous
  - Sentiment Score: 0.7

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  - "Dear colleagues, please, help me with grading this assignment." ~Anonymous
  - Sentiment Score: 0

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  - "Story points are good and should be used, unfortunately managers they don't like it and they try to link estimates with actual time." ~Anonymous
  - Sentiment Score: -0.6

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