

Analyzing the Sentiment of MOOC Discussion Posts

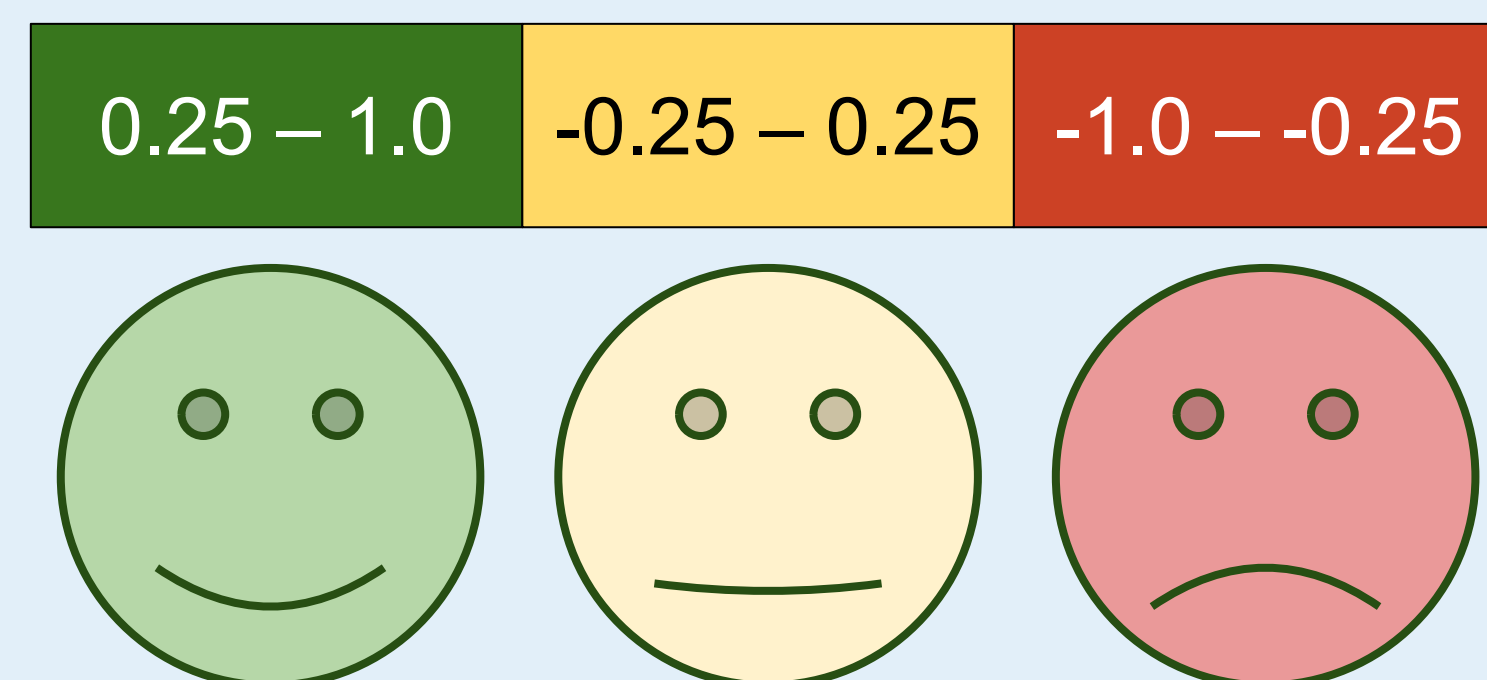
Haniya Ahmed and Kenny Wong
Department of Computing Science, University of Alberta

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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.



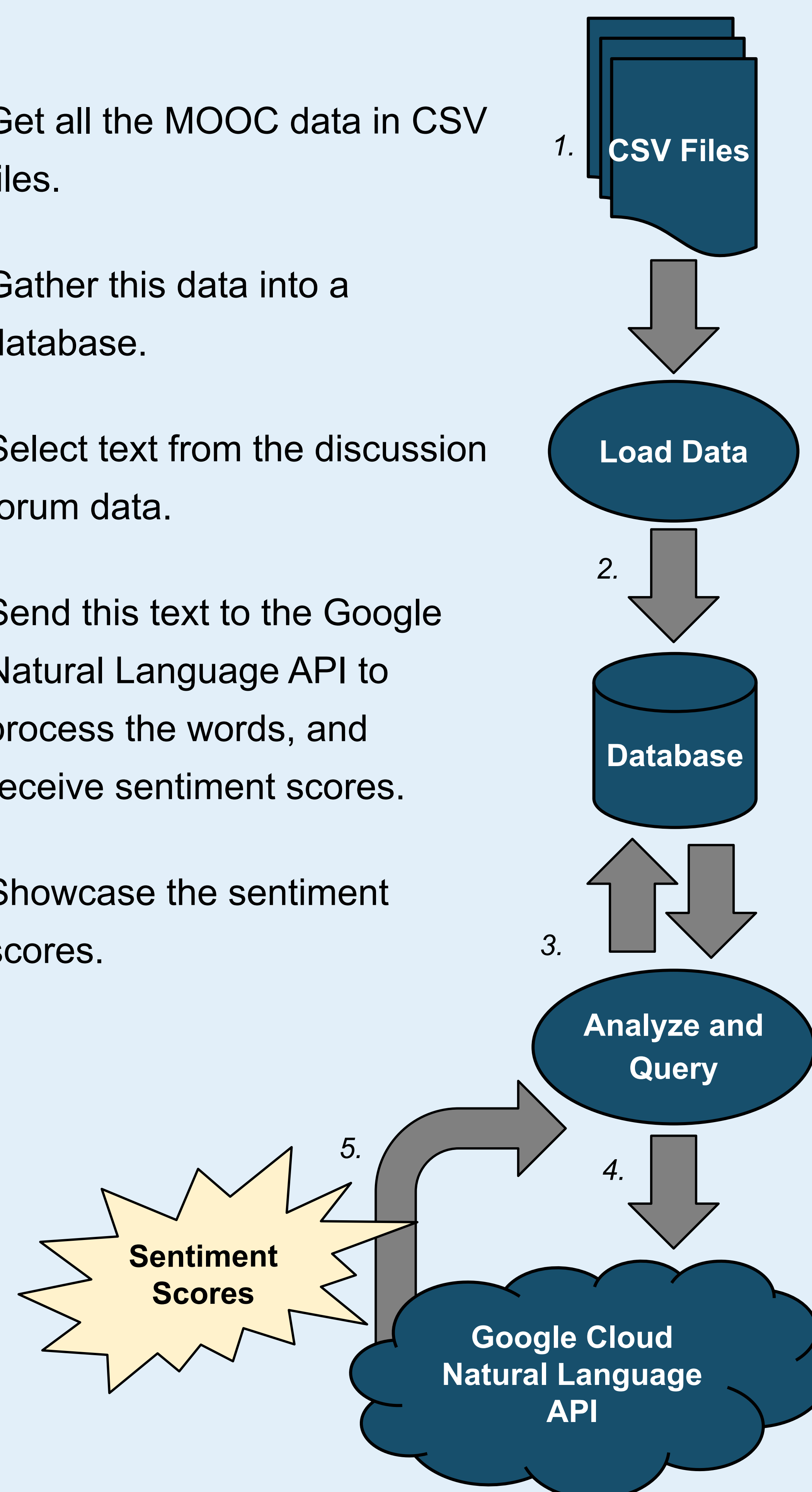
We are dealing with data files from 10 MOOCs:

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

*Each of these courses has 101 CSV data files.

METHOD


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



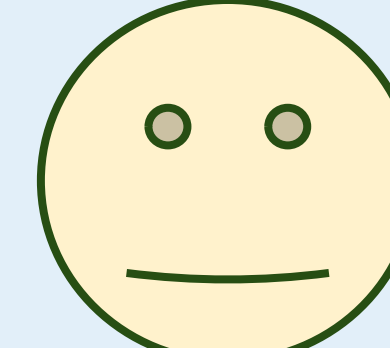
RESULTS

"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

0.7




0



"Dear colleagues, please, help me with grading this assignment."
~Anonymous

"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

-0.6



ACKNOWLEDGEMENTS

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