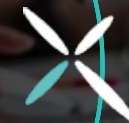# Feedback Analysis
Training Course

Concept

Data Cleaning

- Adjust Data Format (Text and Scale)
- Lower Case
- Deal with Duplicated Question
- Deal with Missing Value
- Remove Unwanted Phrases
- Removing White Space
- Removing Stop Word

  ['the', 'a', 'is', 'and'....]
- Tokenisation

  ['super', 'lectur', 'first', 'learn'.....]
- Stemming

   'running', 'runner', 'runs' = run

Power BI

- Overall Satisfaction
- Top 12 Words
- Sentiment Analysis
- Topic Modelling
- Review Column Table
- Review Less Satisfied Question
- Duration

Topic Modelling

Instead of focusing on the percentage of tokens assigned to a topic, it's more important to assess the coherence and interoperability of the topics generated. In fact, it is not uncommon for certain topics to have a relatively low percentage of tokens assigned to them, especially if the dataset is large and complex.

Let's break down those topics into top 6 topics individually!

'train'

Positive
- Mr Klusendorf is a very competent trainer, entertaining, with many additional tips
- The small number of people allows for intensive training/conversation

This word is moderately negative due to the training system performance. Event duration is also complained about too long and short.

Negative
- The version of the nscale software is not executable and had various errors during the entire period of the 4 training days
- Multiple applications not possible in the training environment

Positive comments are related to the trainers, small group exercises, and environment etc.

Unique text
- Create new or urgently revise training documents. Provide a functioning training system - old data from previous trainings must be deleted

12. Friendly lecturer
13. The small number of course participants (three) - allowed for intensive and personal support by the lecturer
14. There was a lot of free space for in-depth questions. The location is very easy to reach; the rooms are perfect and the lecturer is highly recommended. I would come back anytime.
15. The lecturer was very friendly - she responded to the participants and was able to answer all questions well. I really liked the lecturer and will continue to follow the courses.
16. *Liked* The lecturer gave clear examples for a better understanding. Great lecturer, well-versed, patient Top lecturer! Good exercises! Lecturer: Mr Herbst
17. I liked the way the lecturer conveyed the learning content.
18. The lecturer made a very experienced impression and was able to answer all questions within the scope of the current possibilities
19. The lecturer responded very well to practical questions with examples and exercises, as far as the programme presented allowed.
20. The lecturer dealt extensively with our questions and suggestions about the programme and tried to incorporate all suggestions for improvements. The motivation of the lecturer as well as the small group and the premises. Friendly atmosphere, good organisation, plenty of room for questions...
21. Very committed lecturer, who did not let herself be distracted and lose her concept despite a large number of software errors. Despite the software-related difficulties, Ms Schwickmann was able to convey the content in a very appropriate manner as far as technically possible
22. I liked the way the lecturer conveyed the learning content.
23. The lecturer made a very experienced impression and was able to answer all questions within the scope of the current possibilities.
24. The lecturer responded very well to practical questions with examples and exercises, as far as the programme presented allowed
25. The lecturer dealt extensively with our questions and suggestions about the programme and tried to incorporate all suggestions for improvements.

26. Very committed lecturer, who did not let herself be distracted and lose her concept despite a large number of software errors. Despite the software-related difficulties, Ms Schwickmann was able to convey the content in a very appropriate manner as far as technically possible.
27. The lecturer is very competent and friendly.
28. The small number of participants and the lecturer's responsiveness to the questions
29. The lecturer was very responsive to individual needs due to impairments. This allowed a lot to be tried out and discussed with the lecturer. Calm manner of the lecturer, no stress
30. Friendly calm lecturer with consideration for slower participants.
31. Lecture on digital file was very good, could be put directly into practice.
32. The lecturer did a very good job of communicating all this, but the lecturer should also let her know where there is still room for manoeuvre.
33. Lecturer very good specialist knowledge. Very well and understandably taught. Content described very pictorially! Very good lecturer.
34. I liked the lecturer, who was very patient and respectful.
35. Lecturer very competent, very helpful course
36. Sympathetic lecturer
37. Relaxed teaching style from the lecturer
38. *Liked* The lecturer tried to address everything despite the remaining errors in the digital file.
39. The content of the topics was taught very well and the lecturer answered
40. Lecturer was well prepared, high level of technical knowledge
41. Professional competence of the lecturer both with regard to administration and to oscale.
42. The teaching by the lecturer
43. The lecturer managed the course very well despite many points of criticism and noted down all comments and suggestions for improvement.
44. The lecturer was friendly, helpful, very patient and communicative.
45. The calmness and patience of the lecturer
46. The lecturer was friendly, helpful, very patient and communicative
47. *Liked* Explanations of the lecturer
48. I liked the lecturer's commitment to the digital file, also by taking on board requests and errors that had occurred.
49. Professional competence and focus of the lecturer
50. I particularly liked the lecturer's expertise and willingness to answer questions
51. The lecturer was able to adapt very well to the requests and topics
52. The lecturer, the way of lecturing, appropriate use of media, exercises, sufficient time for questions and discussions
53. The supply, the technical equipment and the lecturer were very good
54. The lecturer explained the contents of the course in an understandable way and responded to the needs of the participants.

55. The lecturer also always enquired about the new questions and opportunities
56. Dealing with the difficulties of the system by the lecturer
57. Lively lecture and exercises

Positive

- Mr Klusendorf is a very competent trainer, entertaining, with many additional tips
- The small number of people allows for intensive training/conversation
- The lecturer made a very experienced impression and was able to answer the questions within the scope of the current possibilities
- The lecturer was friendly (count)
- That the software still has some errors and faults. Both lecturers could not help these points

- Extremely positive with the minor negative comments

- Usually, if there is a negative comment referencing the lecturer, it's likely directed to the course material. For example, the poor preparation of the lecturer (effect) → as the files that should have been there were not (cause)

- An item was not (cause) is difficult for a lecturer to conduct exercises.

- 'lectur' itself is almost exclusively positive, with other variables such as 'softwar' or 'system' will be however negative relevance to 'lectur'.

Unique text & Suggestion

- The lecturer could not answer some questions because he did not know the practical processes in the administration well

- A lecturer from a Berlin authority would be more suitable

'like'

Positive

- I really liked the lecturer and will continue to follow the courses.
- The group, i.e. the participants, were a good mix and saved the 4 days

Negative

- What I didn't like was that the (training) software of the digital file still seems immature in some places
- I didn't like the fact that the lecturer had little knowledge of the processes in our company. The lecturer listened to the topics of the technical introduction to there file, but that the user orientation was sometimes too weak.

'like' is overall very positive with some negative comments related to the system performance

The positive comments are mostly related to topics of the trainers, course, small size of group

Unique text & Suggestion

- Offer further training regularly on the innovations and additions to the software. Shortly after the introduction, I would like to have a refresher course, preferably also as an e-learning offer

Positive

- As a changeover to the new e-file, the event was very helpful

- Both Ms Wolf and Mr Klühsendorf are experts in conveying the content. I have lost my "fear" of the e-file itself.

Negative   'file'

- The immaturity of the digital file

- Too many open questions about the actual implementation of the e-file in the respective
authorities. E-file still under construction, many functions that exist in other software programmes are missing (VIS file).

Unique text & Suggestion

- Offer further training regularly on the innovations and additions to the software. Shortly after the introduction, I would like to have a refresher course, preferably also as an e-learning offer

- Import users and groups from AD, create a file template (i.e. with case and document folder), not just metadata. Detailed course for creating sample templates in the e-file, as this will involve a considerable amount of work if sample templates are to be created.

- There should be clear distinctions between the file plans for the creation of files if several file plans are entered.

- Please communicate more clearly where changes can still be made in the eFile, especially for the individual authorities

- This is more suggestive oriented rather than positive or negative
- The positive and negative are about the same number of comments

- Three levels in the file plan are not nearly sufficient to map the required folder structure based on the diverse and multi-layered tasks. E-mails should be stored with attachments intact as in the original in one file and not saved as individual files in each case.

- The task description was often too creative / too theoretical for me personally. I would like to see more examples. For example, not "open a file" but "open the file on the client Max Müller". In other words, very concrete examples. By constantly thinking up something new, I already forget after 3 minutes where I saved which document

'exercis'

Positive

- Practical exercises
- The lecturer responded very well to practical questions with examples and exercises
- Lively lecture and exercises
- The times for the exercises are chosen very generously

Negative

- Unfortunately, far-reaching exercises could not be carried out because the training software was not configured accordingly.
- There were lots of exercises, but unfortunately most of them didn't work.
- The digital file programme still contains too many errors.

- Mostly negative comments are due to poor system performance
- 'exercis' is seen as a positive variable as trainees think it's practical and time allowed with quality lecturers

Unique text & Suggestion

- No exercise sheet for everyone for final exercise. No sample solution for final exercise that shows the context in the solution path. Suggestion – Present the final exercise as a graphic, for example. Create sample solution for final task. Adapt training content for migration authorities. FA training should be broader and divided into several parts. Distinction between specialist admin and system admin tasks

'cours'

Positive

- As a changeover to the new e-file, the event was very helpful
- The course is well suited for people who have worked little or not at all with a digital file
- Lecturer very competent, very helpful course
- The size of the course was a dream
- Mr Weisbach led the course in a structured and clearly spoken manner.
- The small number of course participants (three) - allowed for intensive and personal support by the lecturer

Negative

- The course duration was too short
- The 2-day training course was certainly rightly designed. For someone with no previous experience, it is quite exhausting to follow, as the sense of the course is not entirely clear
- That many functions are not really applicable to the area in which I work. Of course, this is not a criticism of the course, but of the structure of the system

Unrequested Suggestive

- Repeat the course in a few weeks or months to deepen the knowledge.
- Detailed course for creating sample templates in the e-file, as this will involve a considerable amount of work if sample templates are to be created.
- Slightly longer course (one or two hours more) for more detailed exercises

- A polarisation can be seen in the comments related to 'cours' as they are usually either very positive or negative
- It's worth to know that 'cours' can be an occurrence with other main identifier in some comments.
  - E.g. course [duration], [size] of course, [lecturer] of the course
- 'cours' comments are seen & negatively with course duration or system

Review

- Usually, if there is a positive comment, it's statistically highly likely to be referring to the lecturers. For example, a rough overview of the digital file could be gained (effect) → The lecturer made a lot of effort and was very well prepared (cause)

- Usually, if there is a negative comment which includes reference to the lecturer, it's likely directed to the course material. For example, the poor preparation of the trainer (effect) → as the files that should have been there were not (cause)

- Poor system performance (C) → Exercises cannot be done (E). For example, Some exercises could not be completed (E) due to poor performance and errors in the system (C)

Review

- 'exercise' itself is statistically positive. It's suggested to have more practical exercises (trainees are highly satisfied with the small size of practice group as well). If there are negative words containing in 'exercises', it's statistically due to the system poor performance or/and insufficient exercises. For example, the training system was very incomplete and error-prone (C), which made some exercises difficult or impossible to do (E). Another example is preparatory explanations of the exercises were in part somewhat short.

- The performance of N Scale software is a key factor for decreasing the trainee satisfaction as its poor performance has been complained many times. Moreover, the poor performance affects other variables such as 'exercises', 'yet', and 'lecturer'. Poor software performance → unable to do the exercises → lecturers cannot do anything about it

- 'question' is extremely positive as most trainees received answers from the 'lecturer'. For example, the lecturer responded very well to practical questions with examples and exercises.

Review

- The size of the 'course' or 'exercise' is the other variable contributing to the positiveness of 'question' as the small size allows the 'lecturer' to answer trainees' questions. For example, the number of participants was good (4 people) (C), so all problems/questions could be addressed (E).

- If there are some unanswered questions, mostly because of the immature system (especially nscale). For example, most questions remained unanswered (E), but this may simply be due to the immature system(C)

  However, there is one outlier – the 'lecturer' couldn't answer 'questions' because he only has little knowledge of Berlin public administration

Unique feedback

- Please be sure to note whether the participants have a severe disability and then also make the seminar place available.

- Due to the different levels of the participants, it was sometimes necessary to wait until a task/procedure was explained again individually.

- Please do not use universal feedback form!

- No exercise sheet for everyone for final exercise. No sample solution for final exercise that shows the context in the solution path. Sug - Present the final exercise as a graphic. For example, Create sample solution for final task.

- Often a bit too much time for the exercises. Too long breaks between exercises, even though one is aware that other participants might take longer, but the content could well have been covered in one day. Sug - Adapt the exercise time to the participants and ask in between "earlier" if everyone is ready.

- The exercise documents are didactically grotty and not clearly formulated, e.g. the documents are not in the specified folder; the order of the information is often incorrect. Sug - the exercises need to be didactically revised and properly, sensibly and correctly documented

Popular Trainer

- Mr Klusendorf is a very competent trainer, entertaining, with many additional tips. Great premises and super delivery of the content.

- Mr Herbst presence not online, course 7359

- Mr Klühsendorf since changed

- I would like to thank Mr Klühsendorf for this

- Mr Klühsendorf responded very well to the individual needs of the participants. The concept was very good

- Mr Weisbach led the course in a structured and clearly spoken manner.

- Repeat the course in a few weeks or months to deepen the knowledge. Please give more assignments to the lecturer Ms Knabe.

- The lecturer Ms Knabe! Extremely competent, especially in the area of teaching skills in interpersonal interaction; very helpful for future work as a multiplier.

- Ms Koschig is an experienced lecturer who led the course with a special patience and calmness and guided me through the new system. The supply of drinks and the room facilities were very good.

- Ms Schwirkmann was able to convey the content in a very appropriate manner as far as technically possible

- Both Ms Wolf and Mr Klühsendorf are experts in conveying the content. I have lost my "fear" of the e-file itself.

Mr Klusendorf
- **Ms Knabe**
  Mr Weisbach
  Ms Koschig
  Ms Schwirkmann
    Ms Wolf

Insight and Recommendation

- Update relevant software ASAP
- Trainers are performing extremely well despite the lack of basic Berlin admin knowledge
- Small groups for exercises are very satisfied
- Trainees wish to have regular repetition courses/exercises
- The feedback is overall satisfactory despite the system performance often complained
- Practical exercises are very welcome

- Give trainees a course outline and/or level survey before the class
- Create a support page and note down the questions raised and answers. Keep the business visible after course completing as in allowing trainees to ask/share questions and answers
- Divide levels of basic and advanced into basic, intermediate, and advanced (referred 'duration')
- Regular repetition of the course
- It would be great if the lecturer could have some basic knowledge of Berlin public administration

Thank You