

and The Future ~~of~~ MLY

Samer Saab

The Rise of Qualitative Analysis

When taking surveys, how honest are you?



SAY THEY ARE
COMPLETELY HONEST



SAY THEY ARE
SOMEWHAT HONEST

98% say they are
Completely or Somewhat honest



ADMIT TO BEING
COMPLETELY OR SOMEWHAT
DISHONEST

The Explorance Employee
Feedback Survey was
conducted by Wakefield
Research

98% Provide fill blanks suggestions
and feedback at some point

Evolution of qualitative feedback

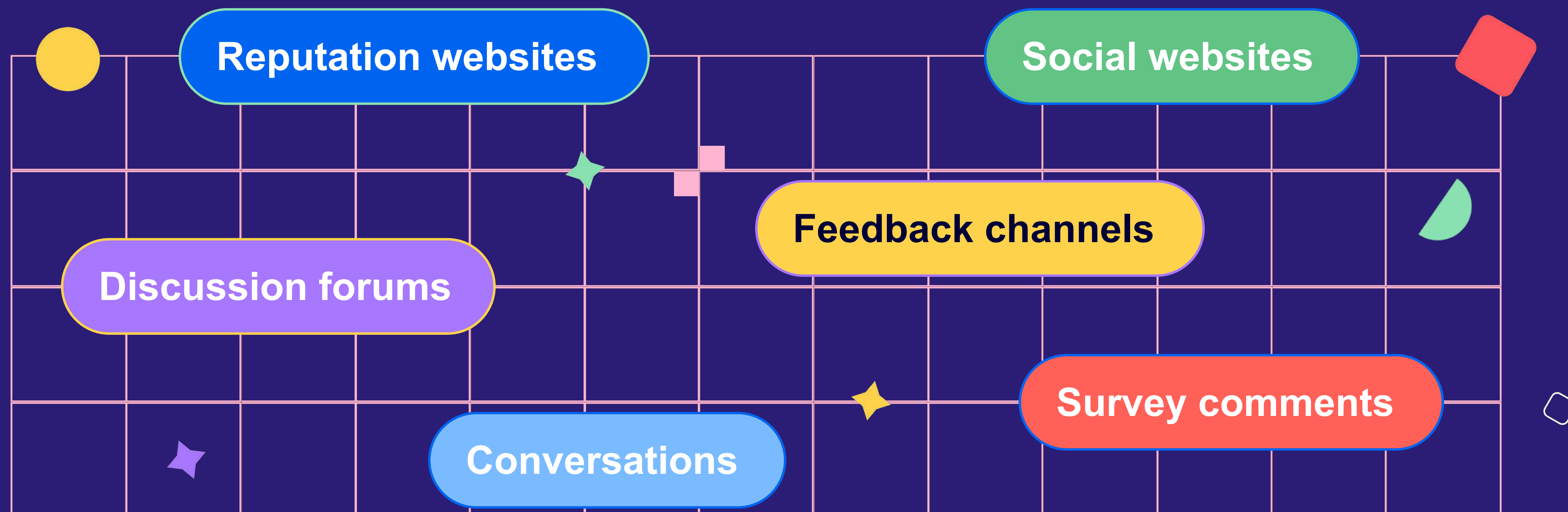
Respondents are **writing more**

Many studies demonstrated that online methods increase the word counts in comments by 4x to 7x, and that the constructive nature of the comments improved as well.

Evolution of qualitative feedback

Respondents are expressing themselves more frequently,
more **widely** and providing **richer insights**.

Qualitative Insight Channels



The Opportunity

Silo breaker

Democratizes access to feedback data.

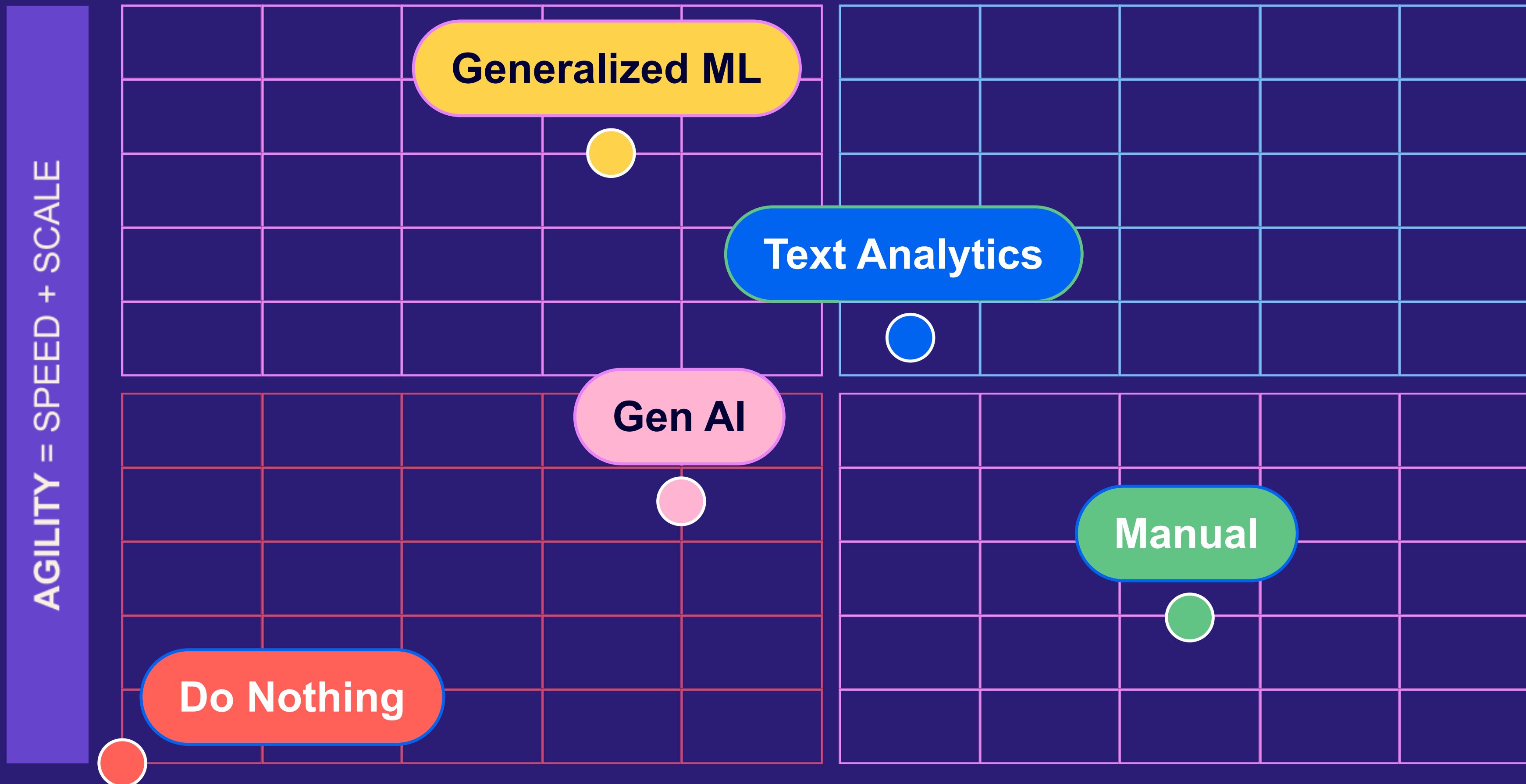
A true measure of
expectation

Continuous insights

Naturally supports an effective listening strategy across all facets of students or employee journey.

Prescriptive
Insights

Landscape



COMPLETENESS OF INSIGHTS = ACCURACY + SPECIALIZATION + PRESCRIPTION

Meet MLY: The AI-powered Feedback Analytics Solution

MLY General Stats

2017

Year it all started

35

Team members

500,000

Lines of code

9.1

In MTM, today

9.3

In Blue (soon)

∞

Integration options



MLY Model Stats

3+3

Core and supporting models

59,058

Unique insights

1,181

Topics

555

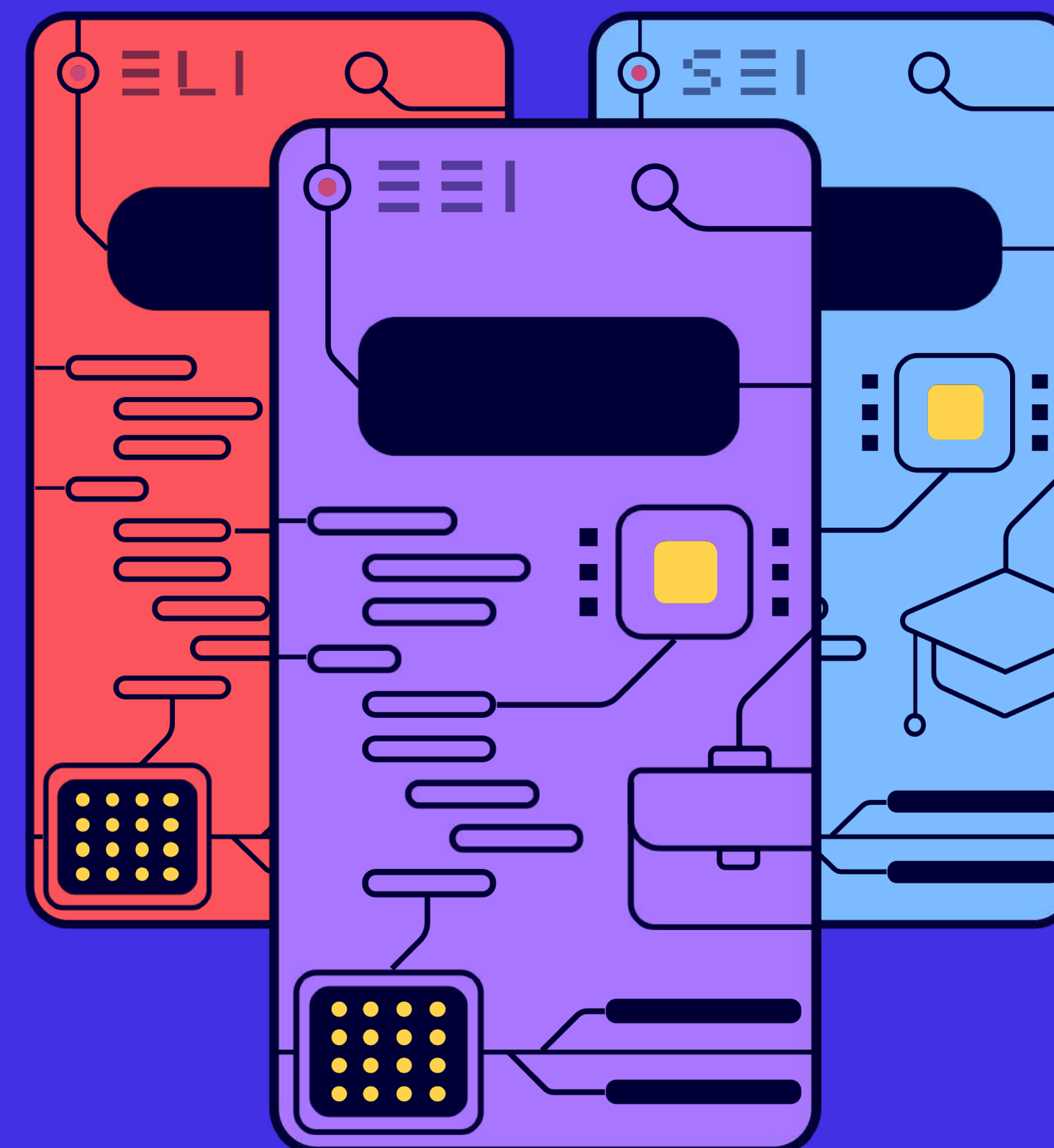
New topics in MLY 2.0

725,000

Comments annotated

1,600

Annotations per day



MLY at Work (LTM)

7,967,847

Comments analyzed

21,864,544

Insights generated

3,158,458

Recommendations shared

273,895

Alerts detected

Supporting organizations, at scale,
one important decision at a time!



MLY Client Insights

50+

Customers

1.3M

People

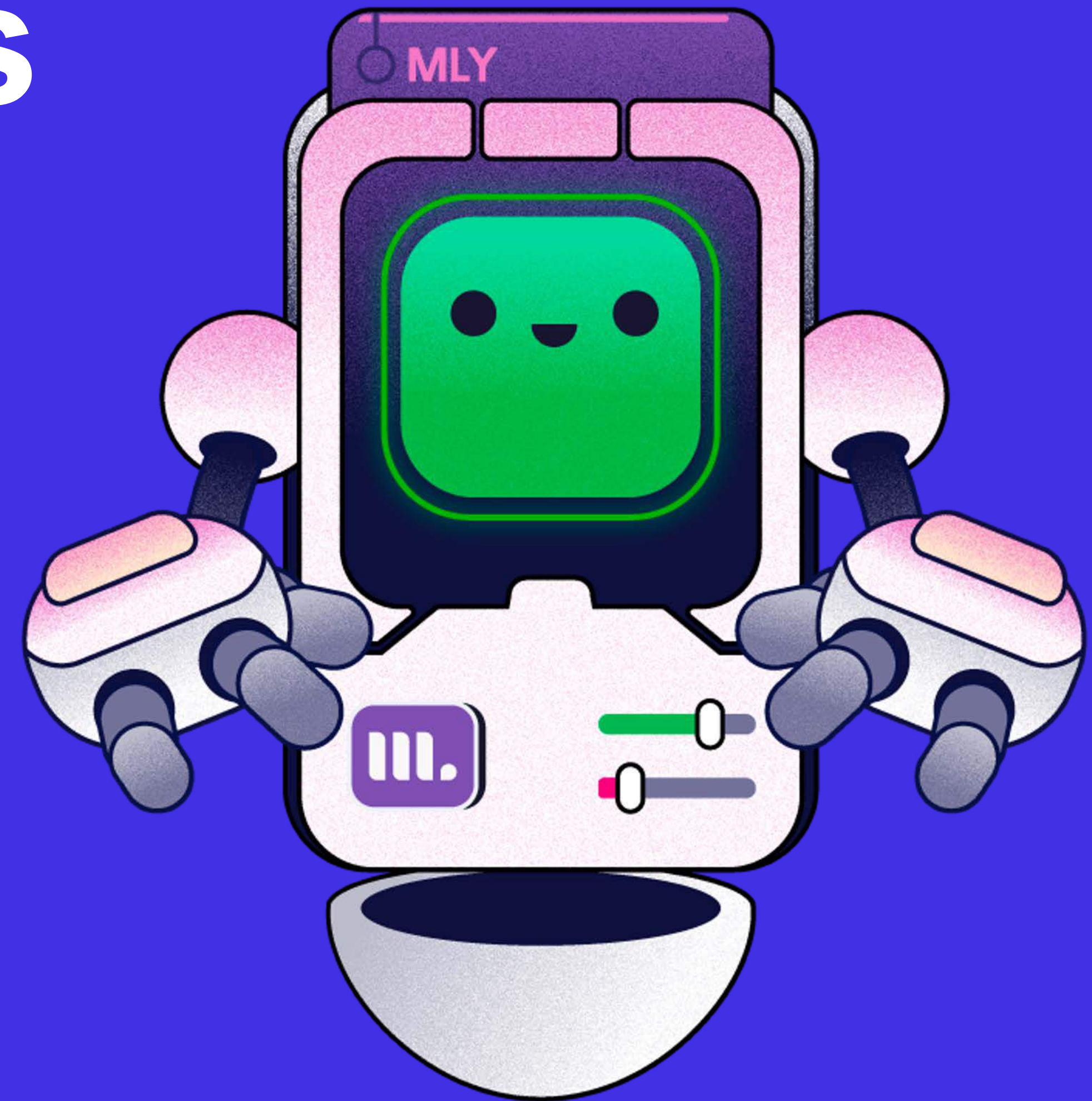
10+

Countries

10

Industries

Sharing their MLY experience at EW2024



The MLY Difference

✓ Purpose-Built

✓ Proprietary models (Student, L&D, HR)

✓ Unparalleled precision and recall

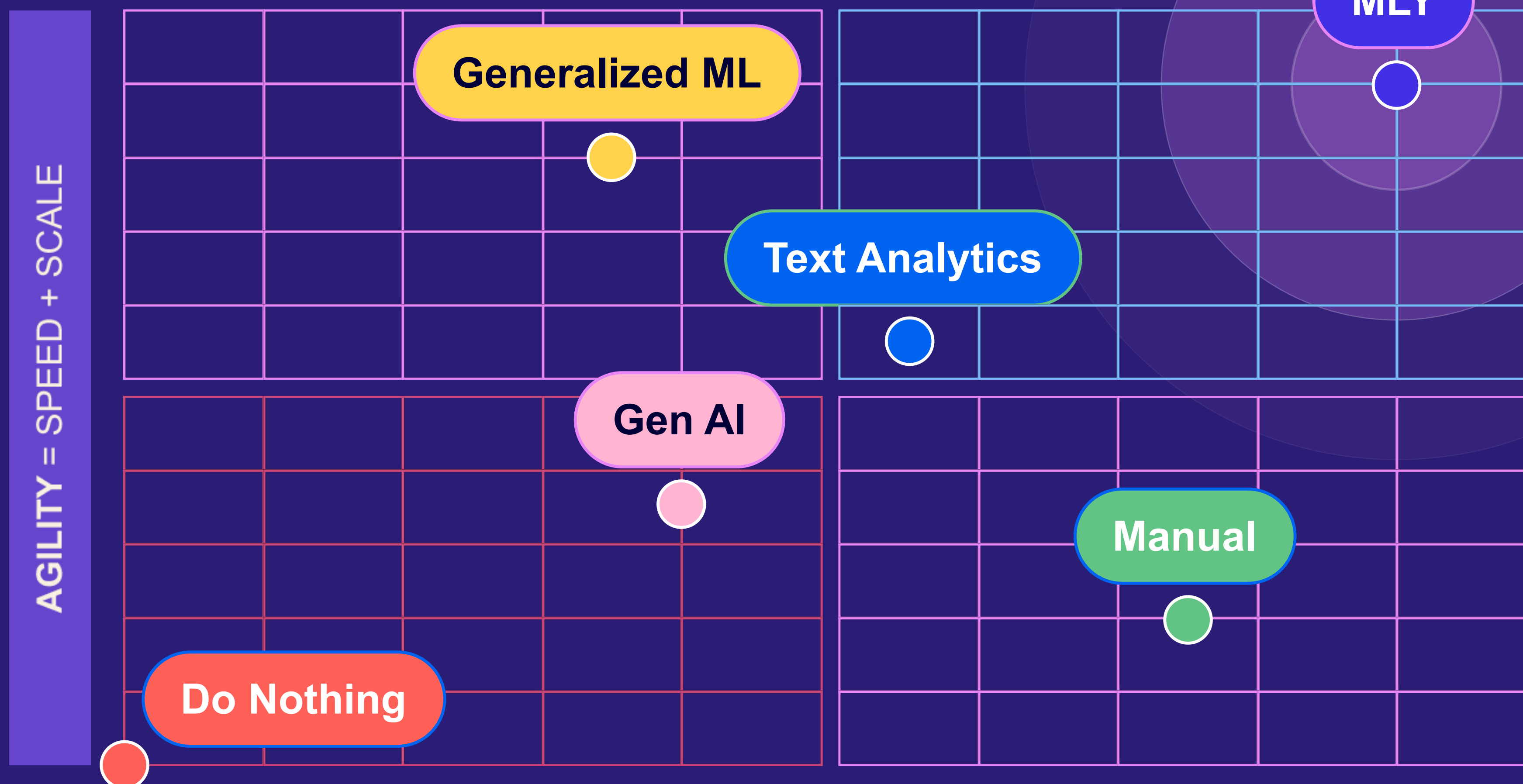
✓ Supervised learning approach

✓ Built with data privacy at heart

✓ Scalable dashboarding and sharing

✓ Open architecture, multi-source

Landscape Refreshed



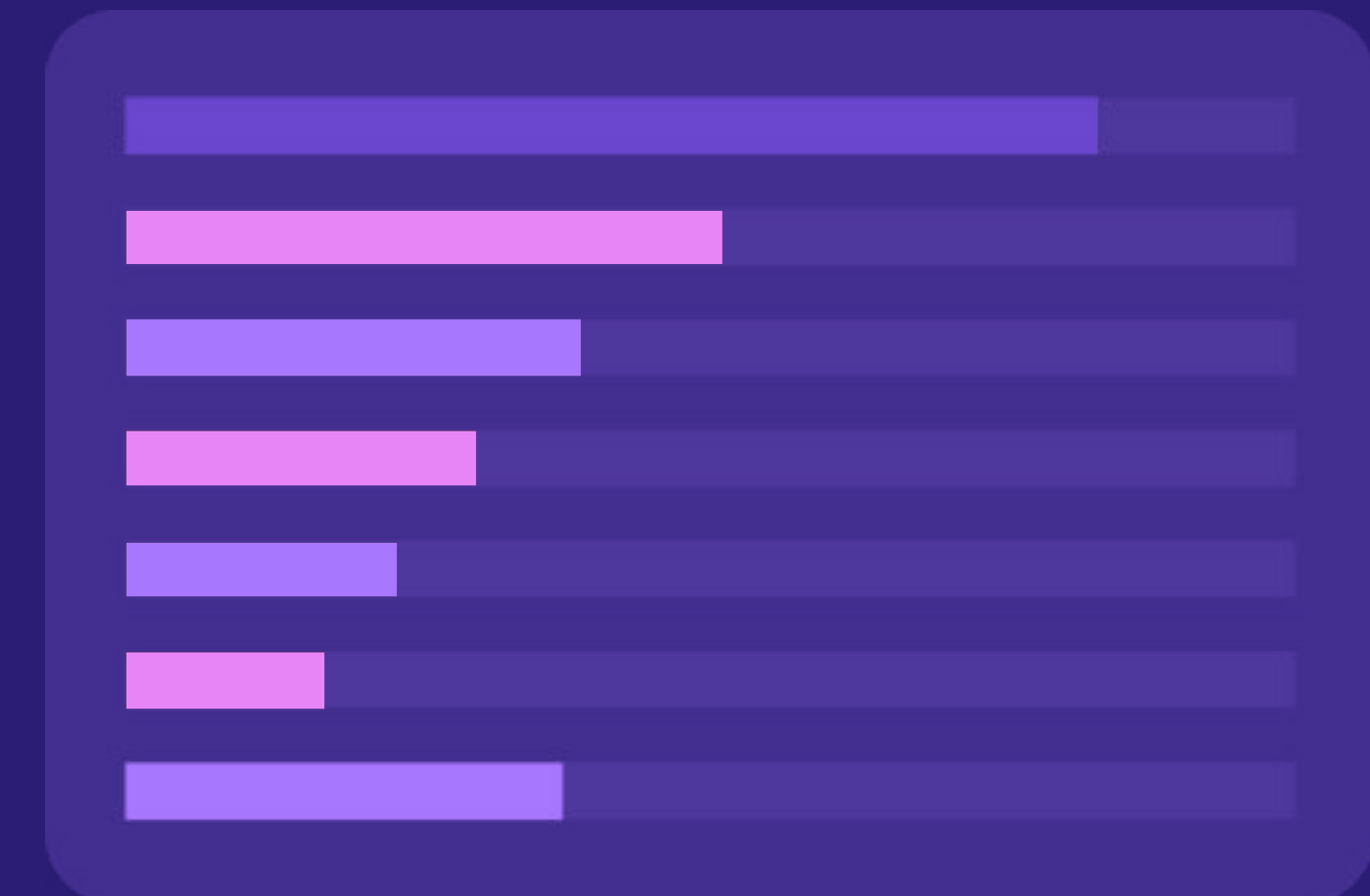
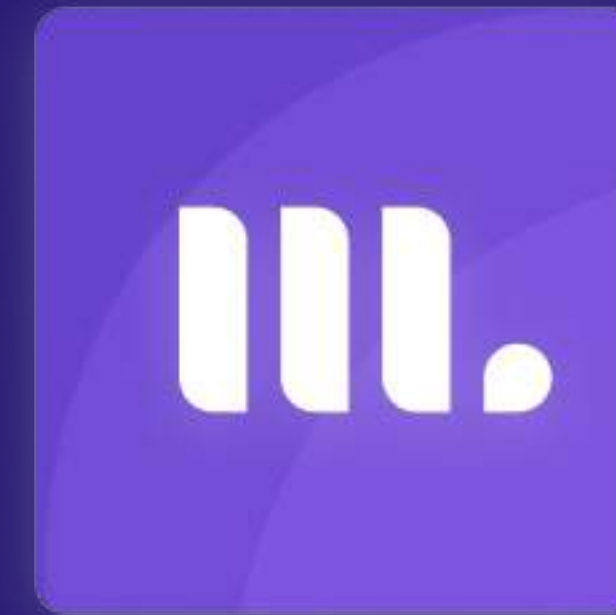
MLY- Evolving

MLY 2.0

July 8, 2024

Includes:

- SEI, ELI, EEI, Alerts model updates
- Filter out “poor comments”
- Standalone recommendation widget
- Demographic breakdown

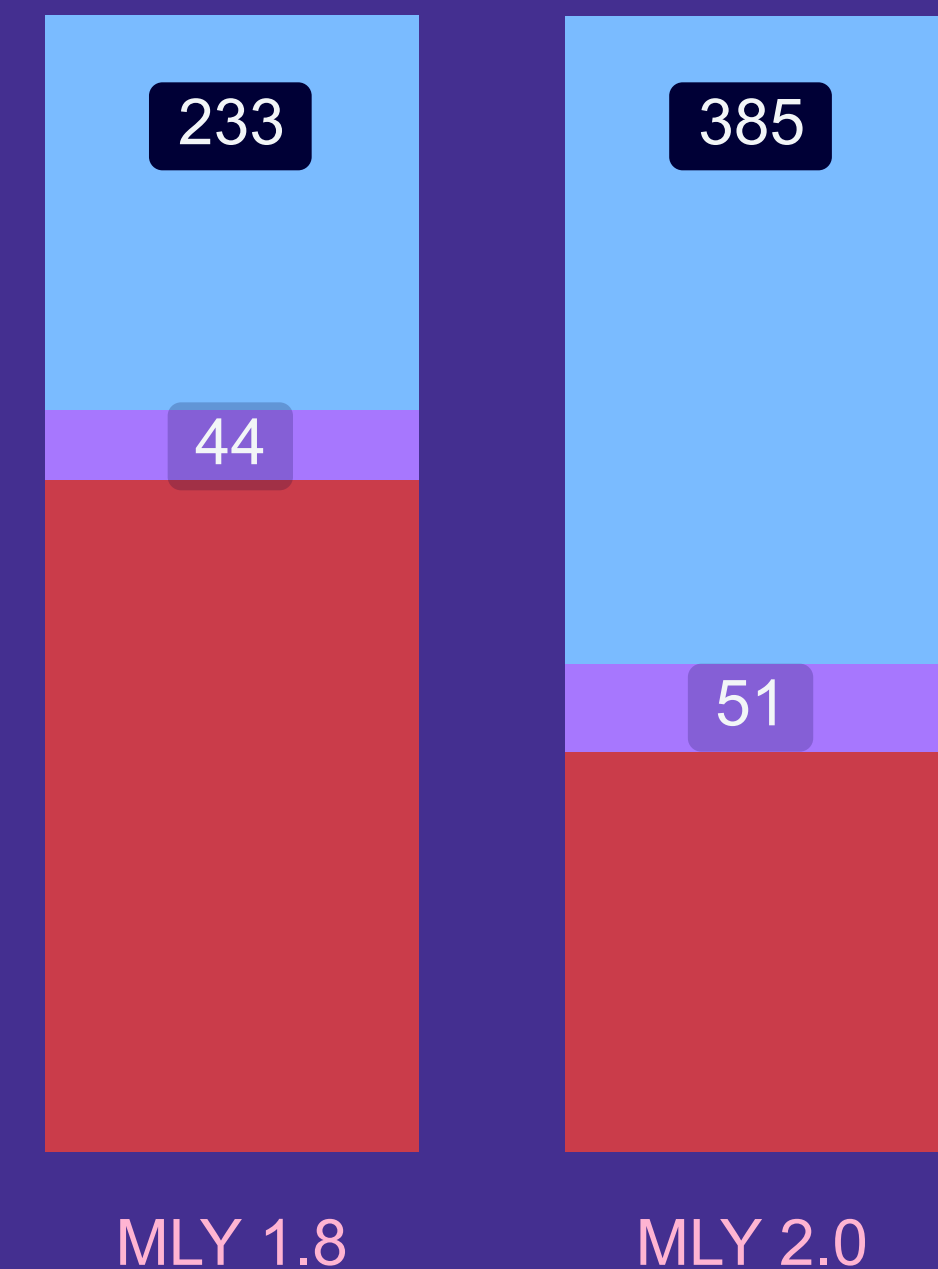


EEI *Employee Experience Insights*

Snapshot: New topics

- Accountability / Responsibility
- Business Travel
- Camaraderie
- Compliance
- Employee Qualities
- Employer Brand
- Health / Wellness
- Learning / Growth Opportunity

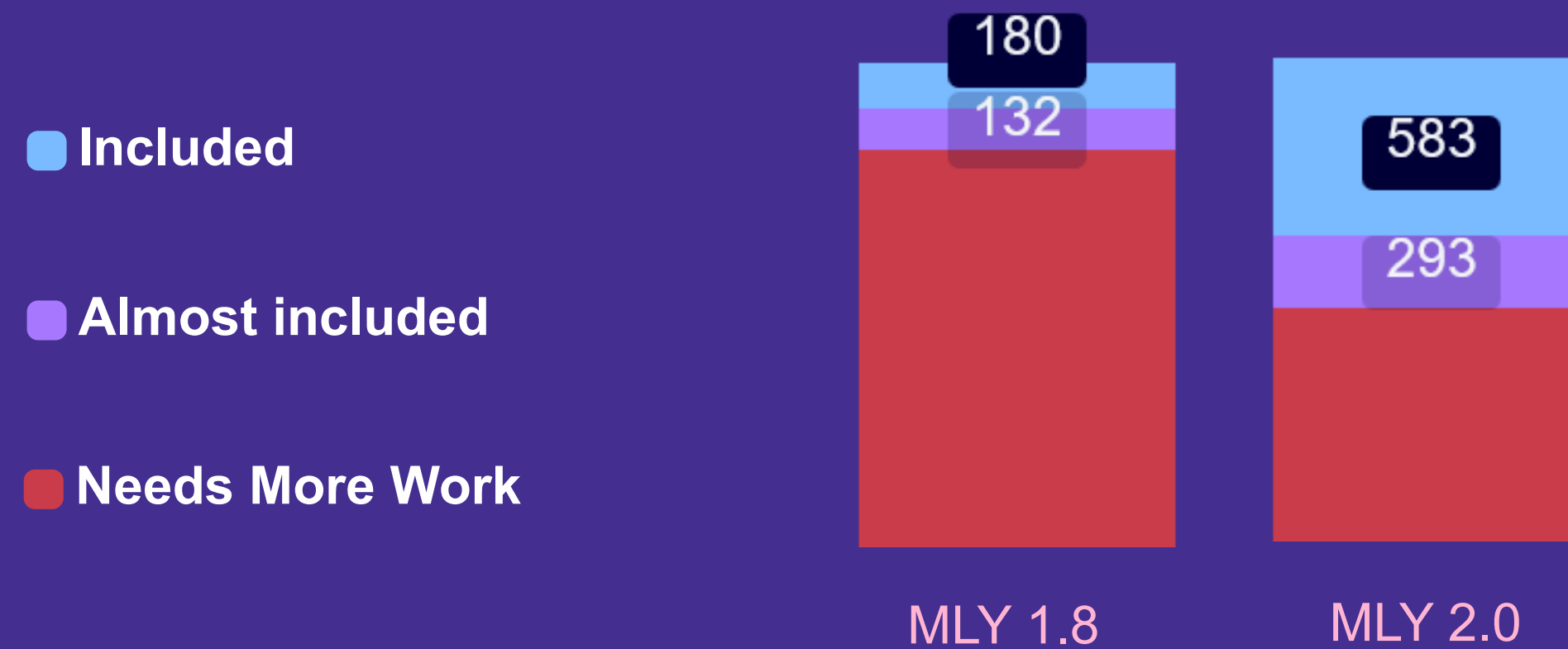
- Included
- Almost included
- Needs More Work



SEI *Student Experience Insights*

Snapshot: New Topics

- Admissions / Enrollment
- Advice / Support Service
- Campus / Student Life
- Career Service
- Clubs / Societies
- Commute / Transportation
- Environmentalism / Sustainability
- Food / Dining Hall Service

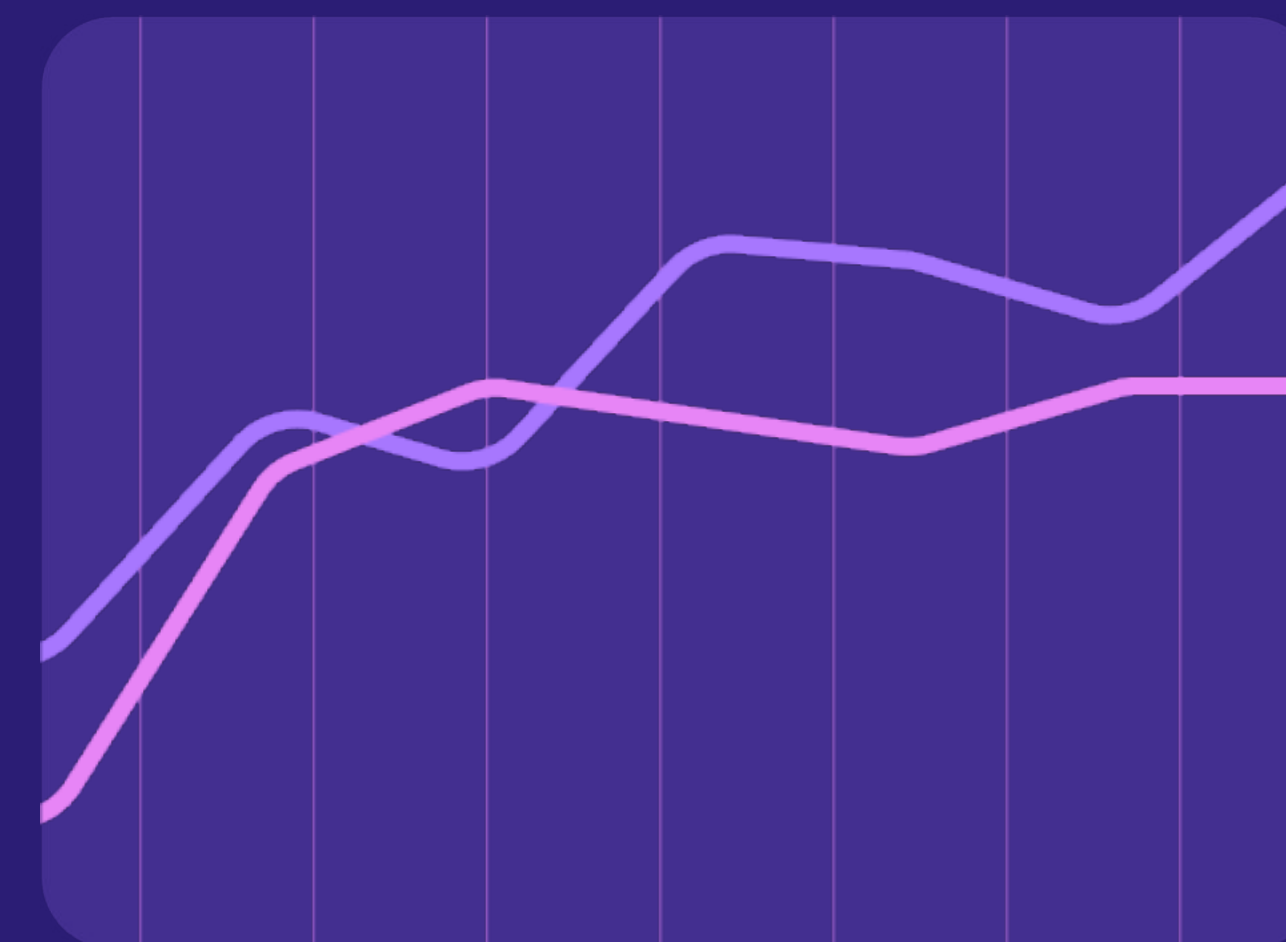
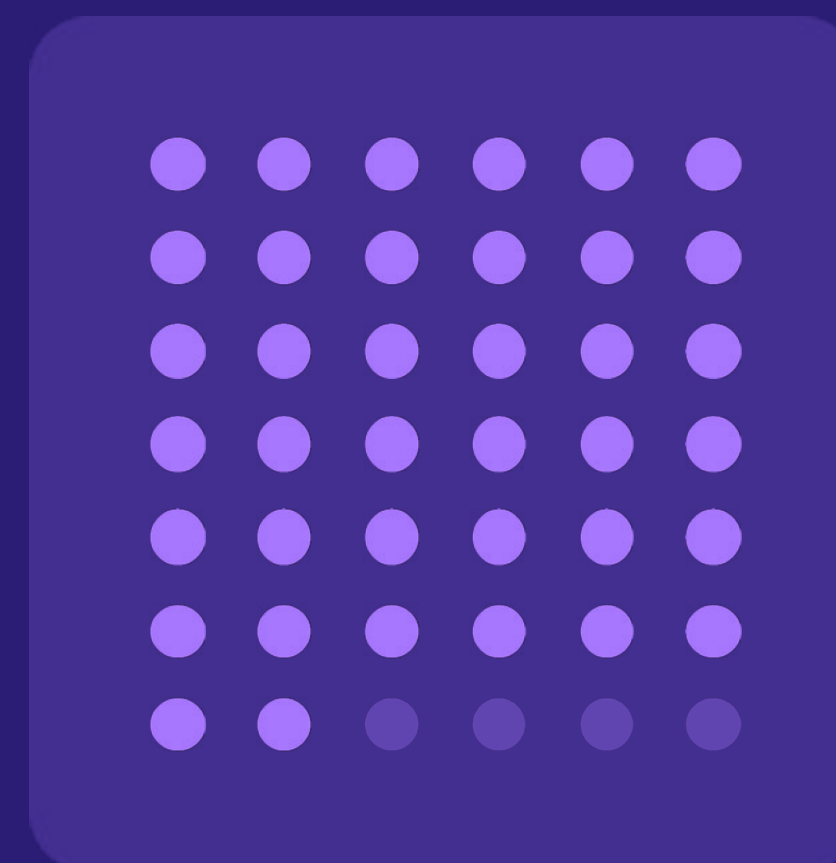
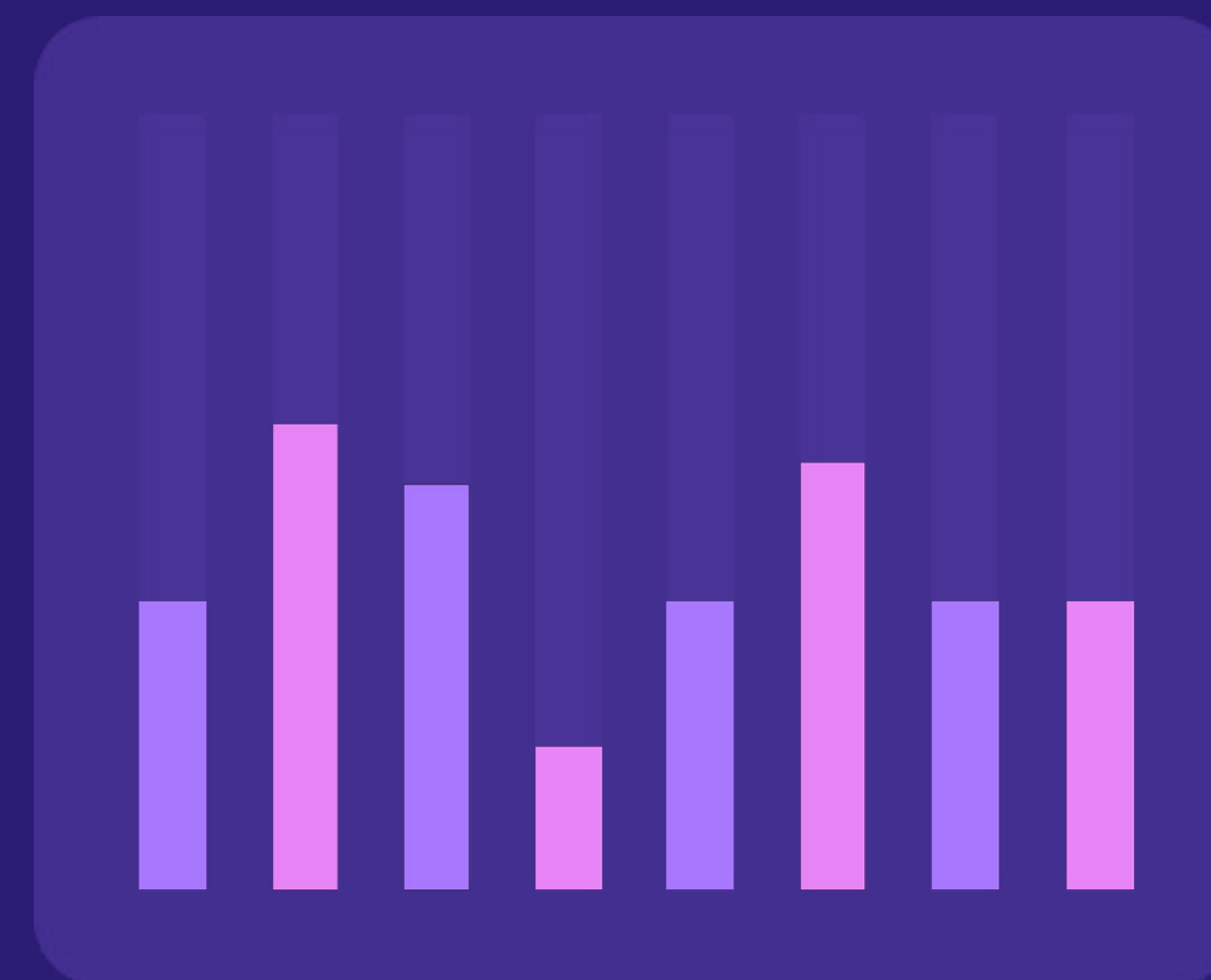


MTM 9.1

June 3, 2024

- Supports advanced qualitative analysis in MTM via MLY (Dashboards and data explorer)
- More to come in 9.2

**ELI: 100+ new topics
in upcoming release**

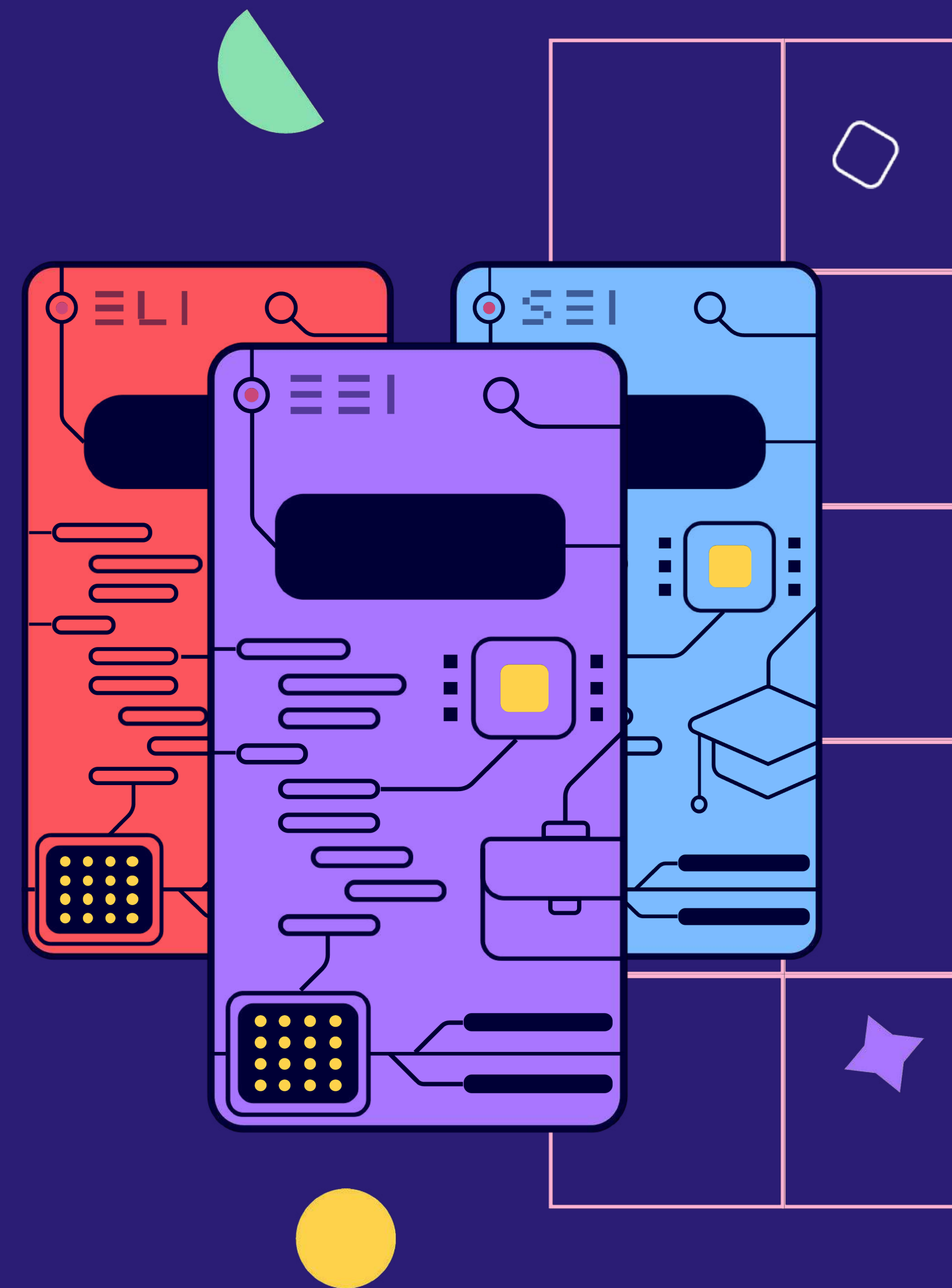


Coming Next

December of 2024

Includes:

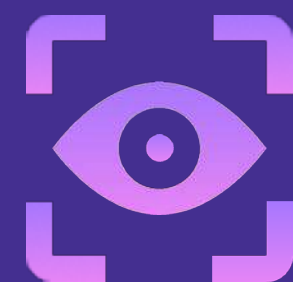
- Enhanced SEI, ELI, EEI, Recommendation and Alerts models
- Standalone sentiment trend analysis widget
- Comparing results over time across all widgets
- Multi-lingual analysis module
- Comment translation service
- MLY notes feature
- API for continuous comment synchronization
- Productized data connectors (Blue, MTM, others ...)



MLY: A Glimpse Into the Future



Model Evolution



Predictive Analytics



Redaction



Alerts Categorization



Psychological Safety



LLMs



Mixed Methods Analytics



Feedback Literacy





Model Evolution



Predictive Analytics



Redaction



Alerts Categorization



Psychological Safety



LLMs



Mixed Methods Analytics



Feedback Literacy



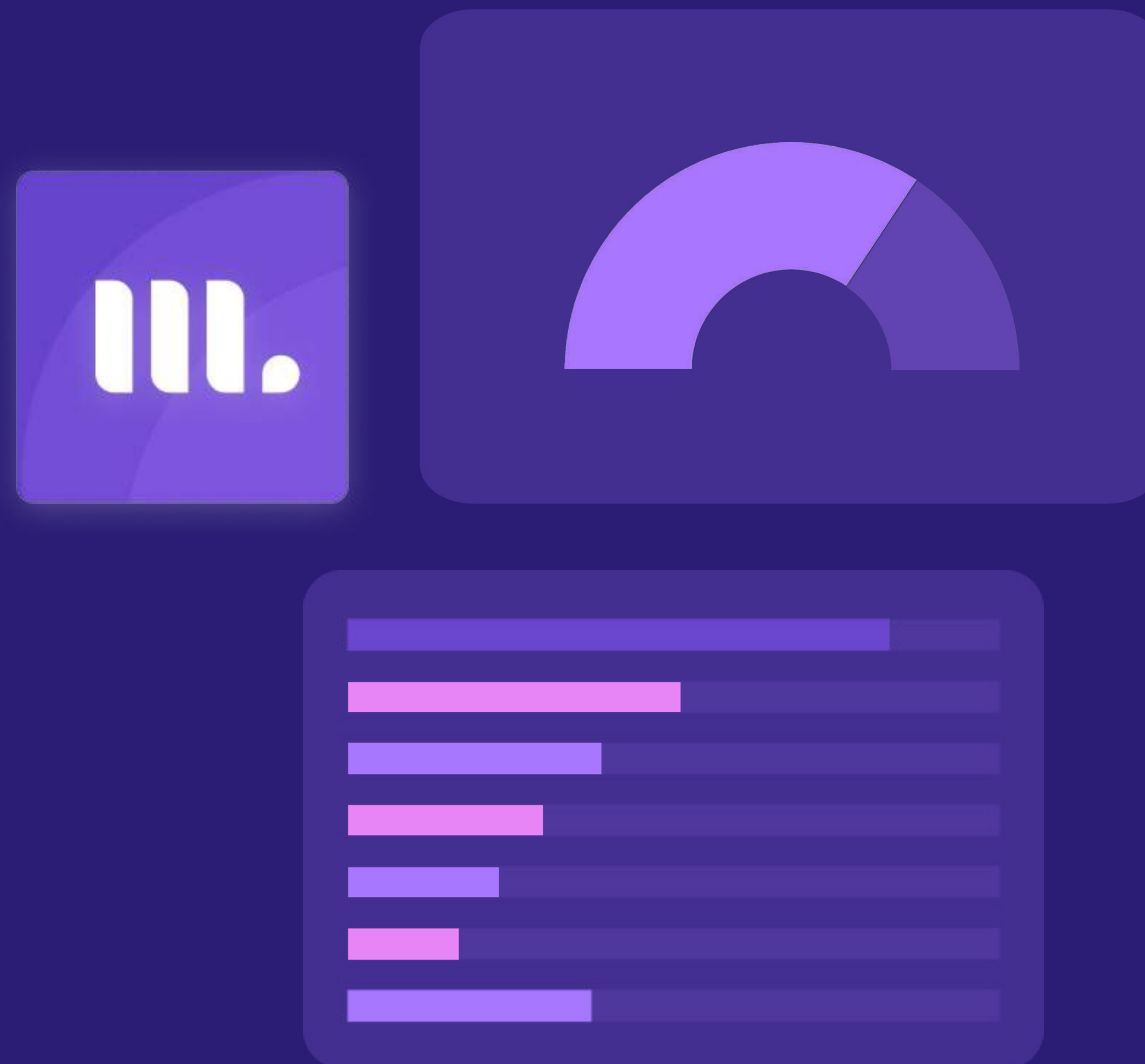
MLY LLM

December 2025

Augmented insights, via:

- Direct and inferred recommendations
- Explorance sourced recommendations
- Explorance knowledge base
- Explorance curated public knowledge base

Comment summary, action planning, and insights-based conversations.

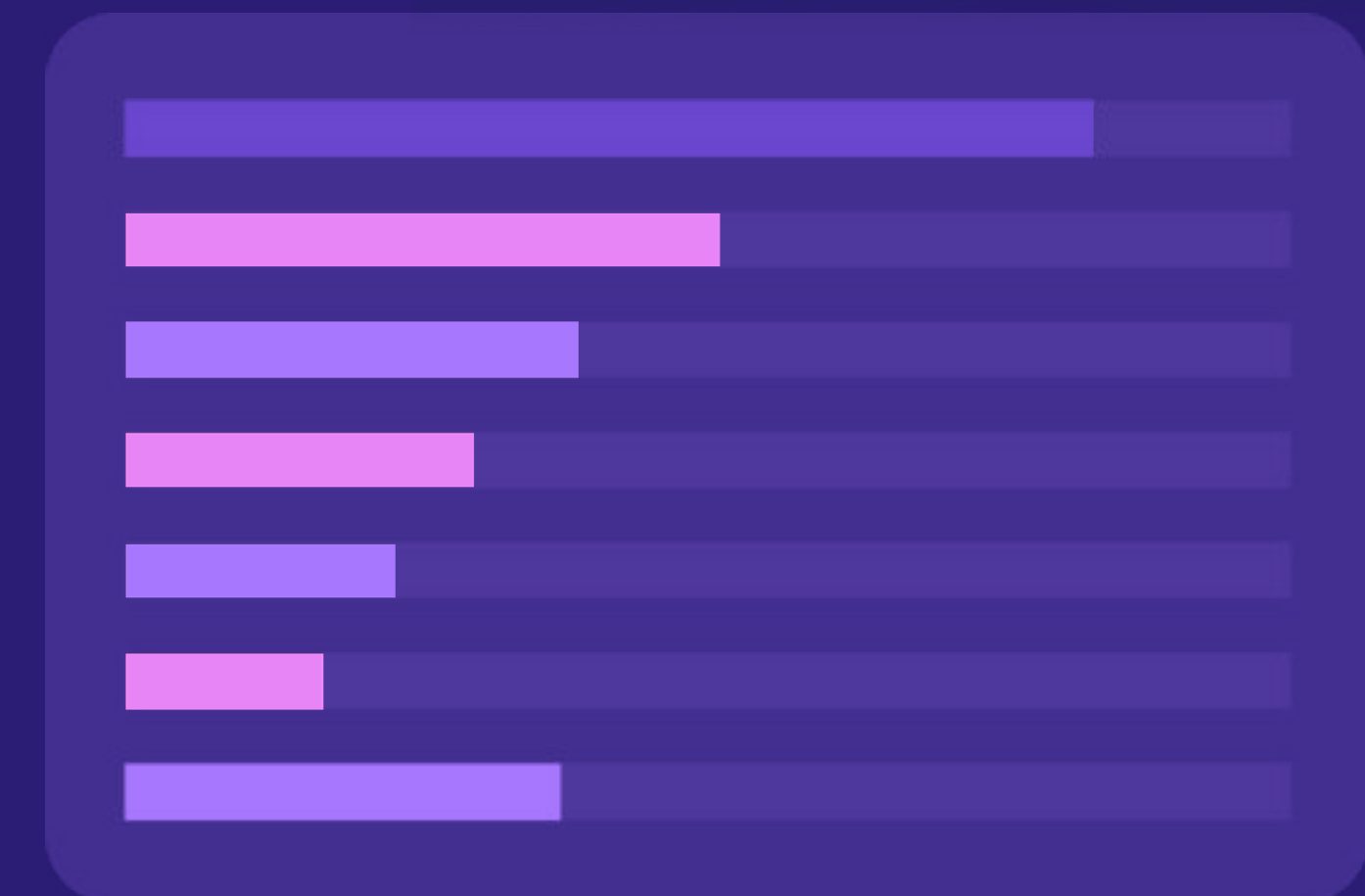
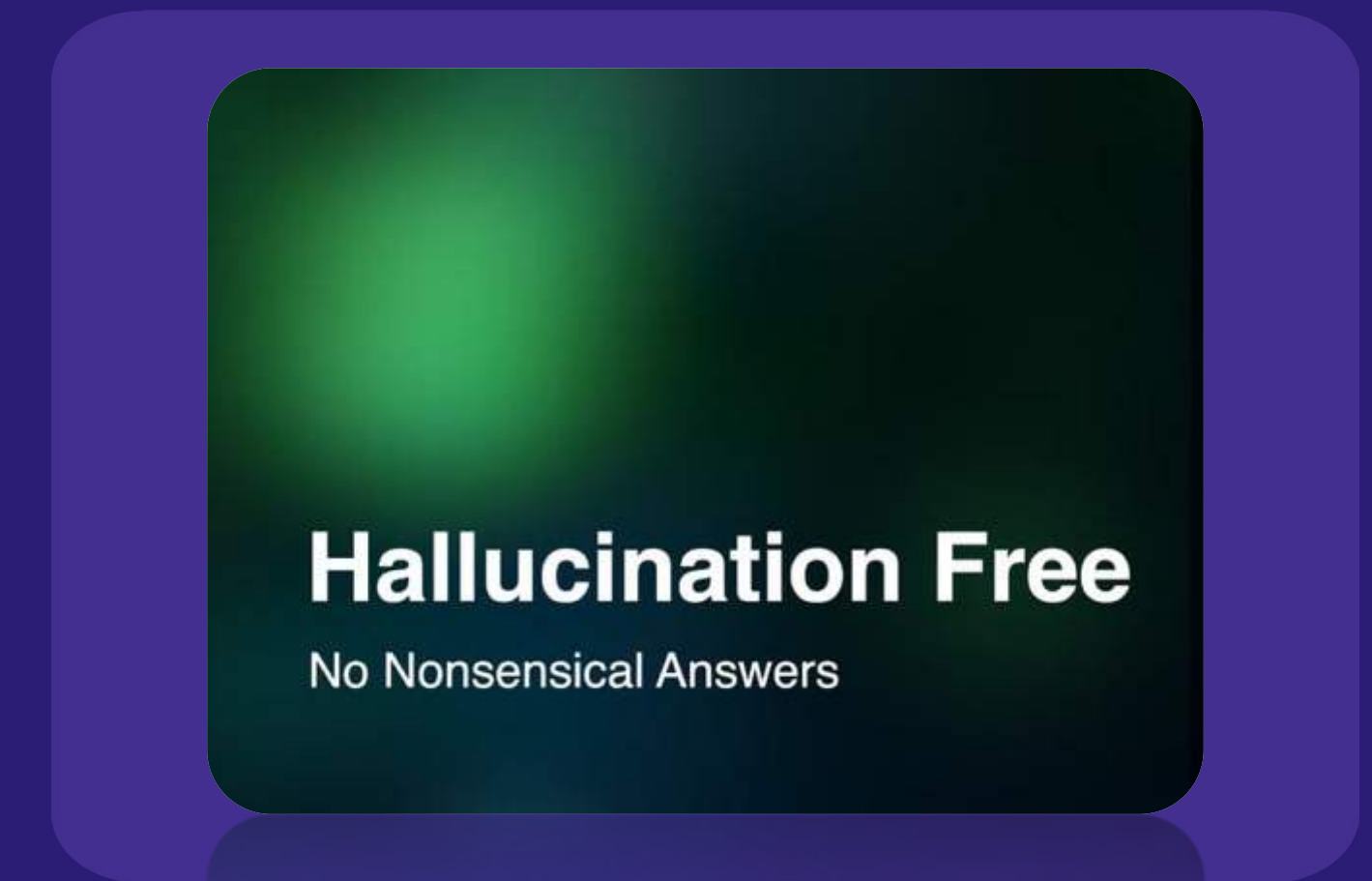
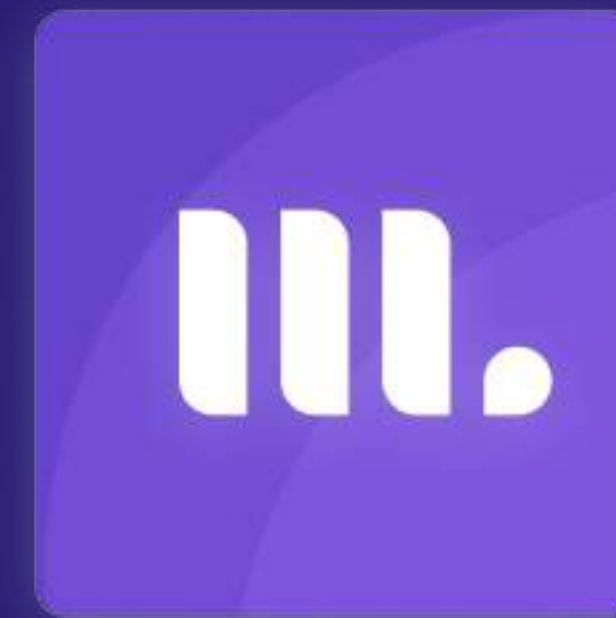


MLY LLM

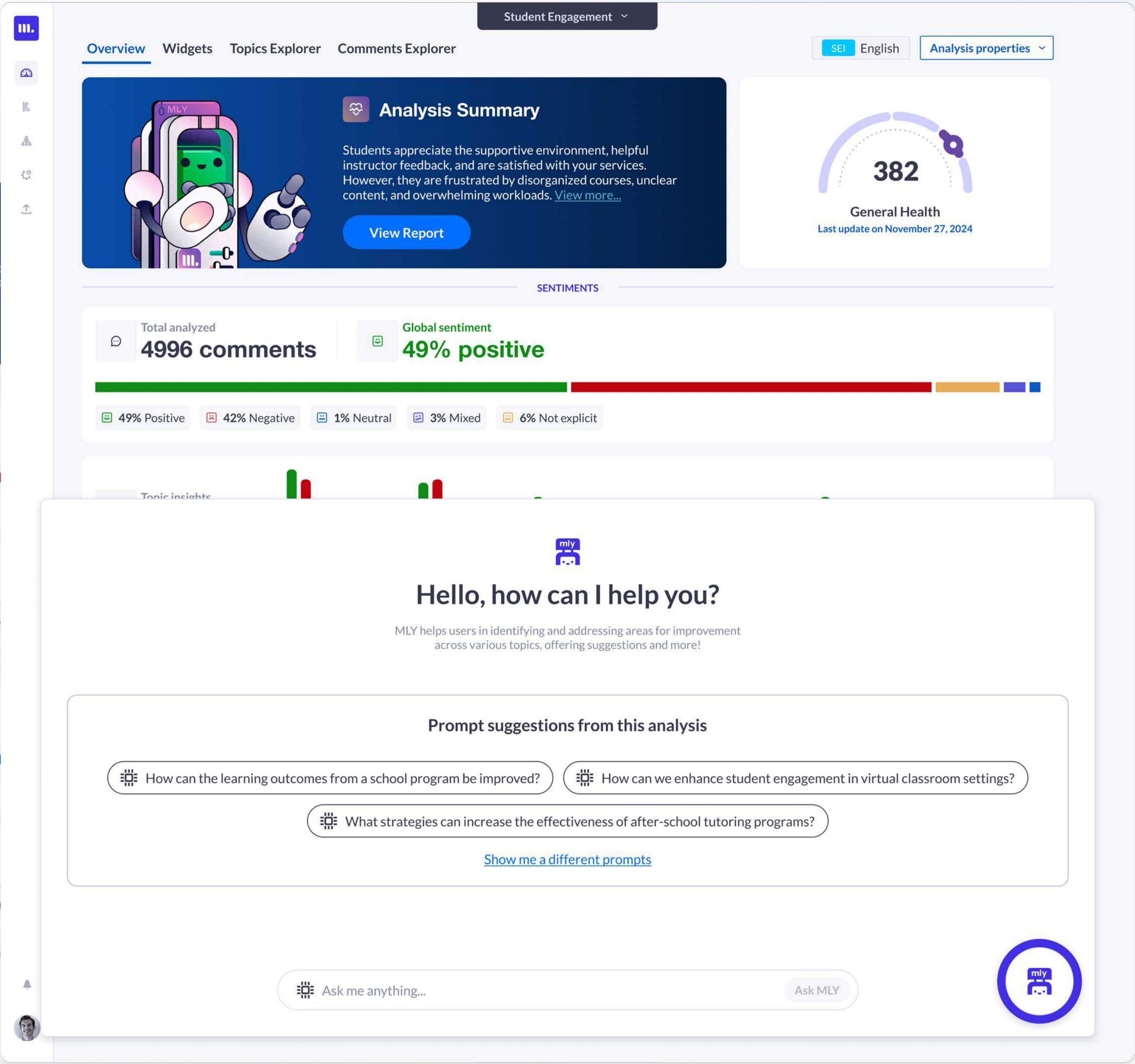
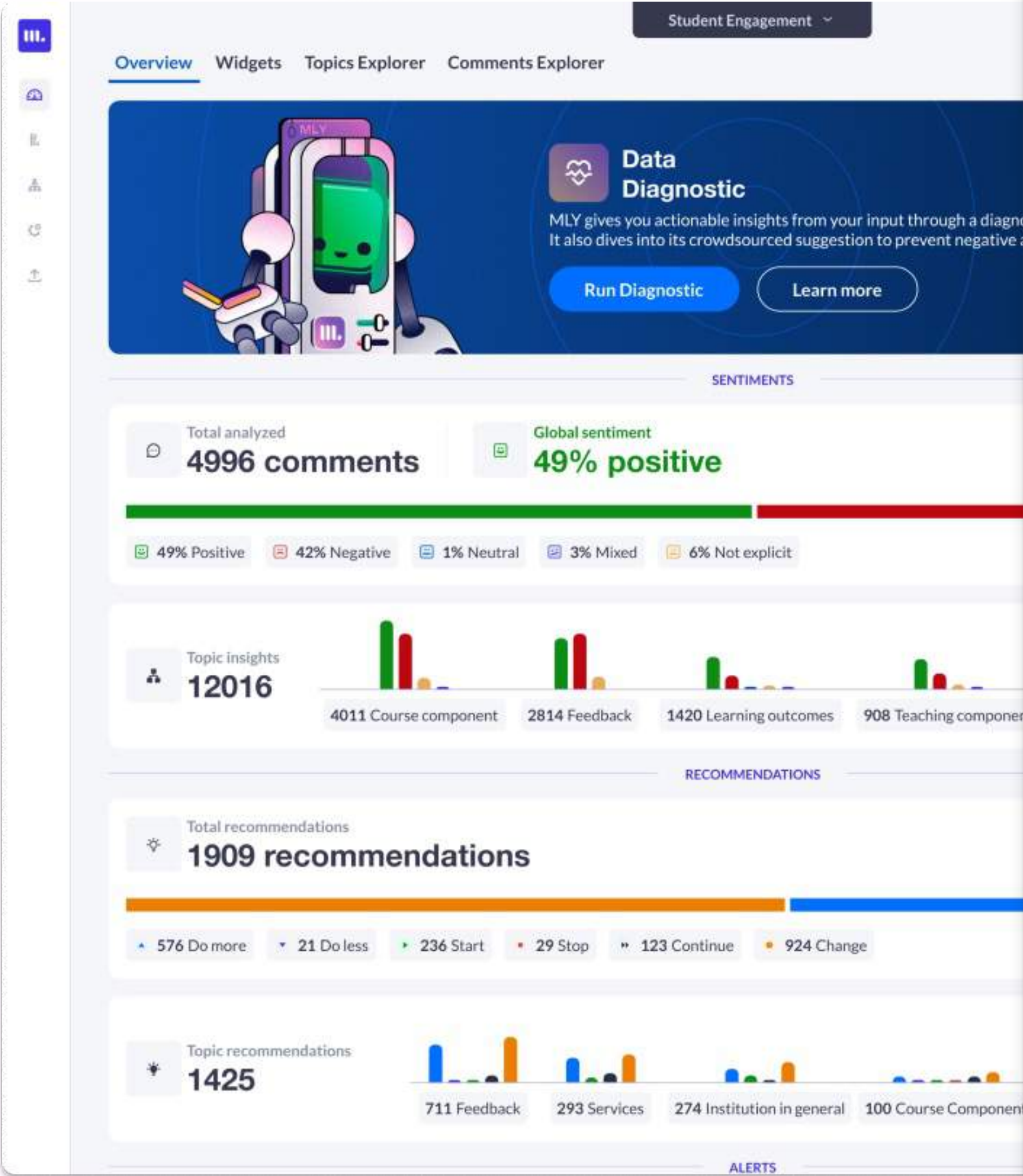
Approach

Quality matters, hence we:

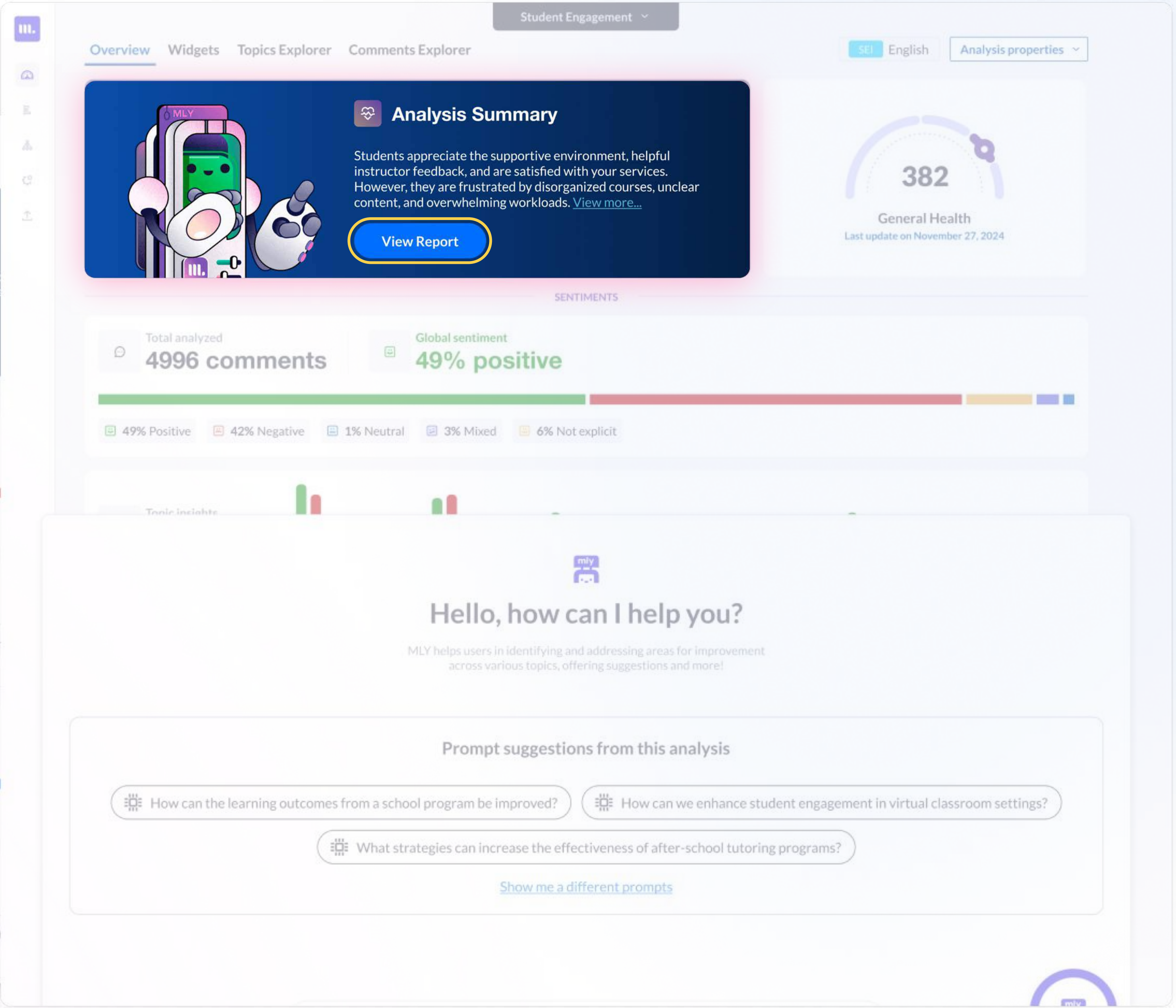
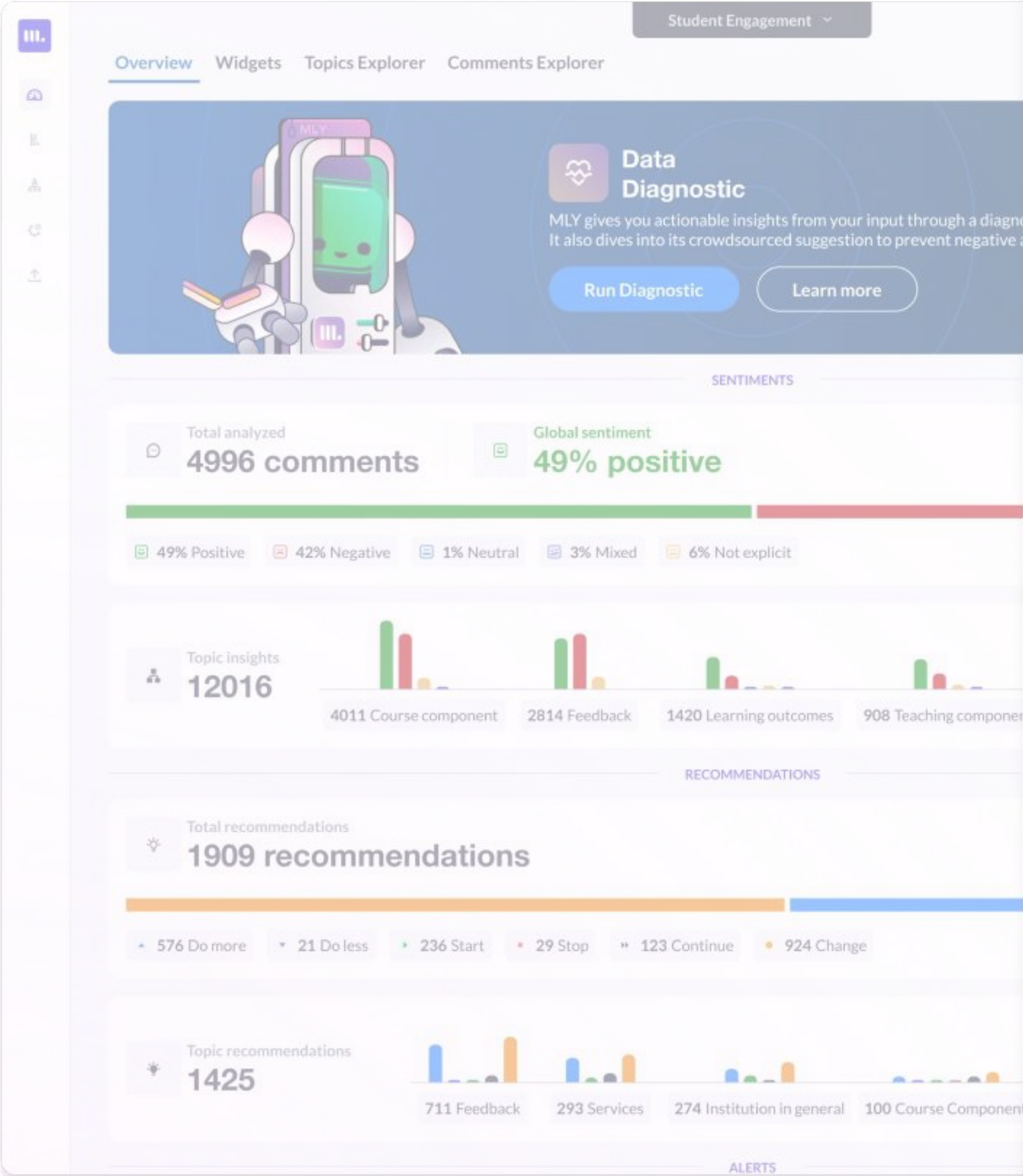
- Use high-quality training data
- Define the purpose your AI model will serve
- Limit responses
- Test and refine the system continually
- Rely on human oversight








✦ Leveraging LLMs in MLY




✦ Leveraging LLMs in MLY



iii.





Student Engagement

Overview Widgets Topics Explorer Comments Explorer

What's working

Student voice

Helpful instructor feedback

Study space

Admissions/Enrollment process

Satisfaction with student services

What's not working

1 Disappointing and frustrating course experien

2 Overwhelming workload

3 Lack of clarity in course content

4 Lack of organization

5 Inefficient course organization

What's working

Student voice

412

Topic Health

Last update on November 27, 2024

Definition

Student Voice refers to the active participation and engagement of students in the decision-making processes that affect their education and school environment.

Cause


Total of 12 topics are affecting this topic meter ⓘ


Helpful instructor feedback

Study space


Admissions/Enrollment process

Satisfaction with student services

 explorance

 explorance
world 2024

What's not working



MLY suggestions

1

Disappointing and frustrating course experience

2

Overwhelming workload

3

Lack of clarity in course content

4

Lack of organization

5

Inefficient course organization

What's not working

1

Disappointing and frustrating course experience

147

Topic Health

Last update on November 27, 2024

Definition

A situation where a course or training program fails to meet the expectations and needs of students, resulting in frustration and dissatisfaction among them.

Cause

Total of 8 topics are affecting this topic meter ⓘ

⚙ Recommendation

Conduct a comprehensive review of the course content, structure, and delivery methods to identify areas for improvement and implement changes to enhance the student experience. Provide regular and constructive feedback to students on their progress and performance, and ensure that rubrics and grading criteria are consistent and transparent.

Action Plan

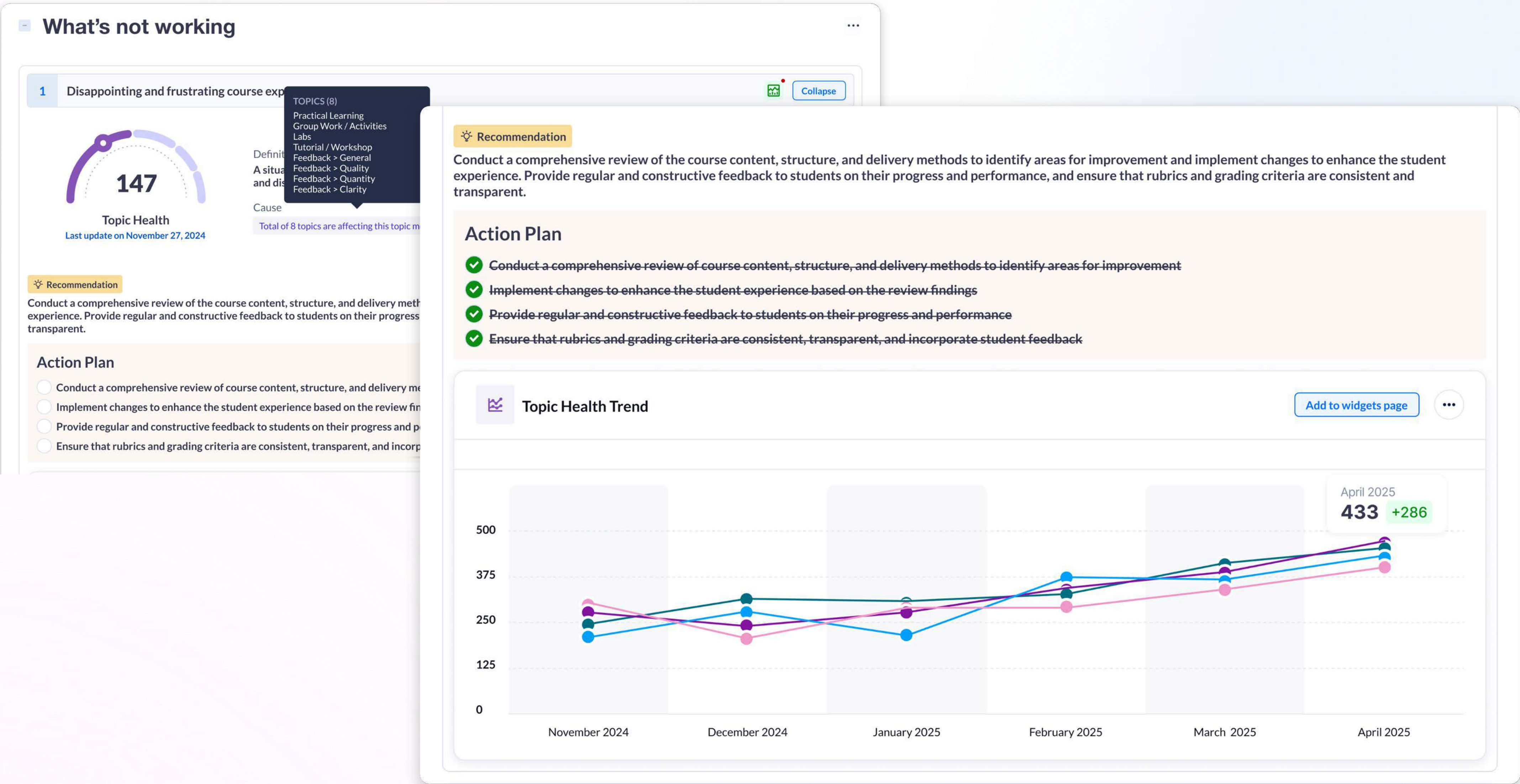
Conduct a comprehensive review of course content, structure, and delivery methods to identify areas for improvement

Implement changes to enhance the student experience based on the review findings

Provide regular and constructive feedback to students on their progress and performance

Ensure that rubrics and grading criteria are consistent, transparent, and incorporate student feedback

Start Tracking >



✳ Leveraging LLMs in MLY

iii.

Student Engagement

Overview Widgets Topics Explorer Comments Explorer

SEI English Analysis properties

Analysis Summary

Students appreciate the supportive environment, helpful instructor feedback, and are satisfied with your services. However, they are frustrated by disorganized courses, unclear content, and overwhelming workloads. [View more...](#)

View Report

382

General Health

Last update on November 27, 2024

SENTIMENTS

Total analyzed 4996 comments

Global sentiment 49% positive

49% Positive 42% Negative 1% Neutral 3% Mixed 6% Not explicit

Topic insights

How can I help improve academic support for general success in school?

MLY helps users in identifying and addressing areas for improvement across various topics, offering suggestions and more!

Prompt suggestions from this analysis

How can the learning outcomes from a school program be improved?

How can we enhance student engagement in virtual classroom settings?

What strategies can increase the effectiveness of after-school tutoring programs?

Show me a different prompts

Ask me anything...

Ask MLY

My widgets

Most Recommendations

No filters applied

Topic Institution Culture 78% 88 102

Topic Services Study Space 83% 32 40

Topic Learning Outcomes Skills 61% 17 33

Topic Academic Support 81% 15 21

Course Experience Topics

Breakdown by: Department No filters applied

Topic Course Material Workload

Engineering 115

Health Sciences 32

Economics 19

Marketing 15

Political Science 12

Others 68

Topic Course in General Organization

Marketing 112

Engineering 29

Political Science 22

Health Sciences 10

How can I help improve academic support for general success in school?

To improve academic support, assess needs, expand tutoring, offer study skills workshops, and engage parents and the community, and regularly monitor and adjust strategies based on feedback.

1. Assess Needs

Conduct surveys with students, parents, and teachers.

Analyze academic performance data to identify areas for improvement.

2. Expand Tutoring Services

Increase availability of both in-person and online tutoring.

Implement peer tutoring and specialized tutoring for challenging subjects.

3. Enhance Study Skills

Offer workshops on effective study techniques and time management.

Provide study guides, planners, and other organizational tools.

4. Support Teacher Development

Provide ongoing professional development for teachers.

Ask me anything...

Student Engagement

Manage widgets

Course Experience Topics

Breakdown by: Department No filters applied

Topic Course Material Workload

Engineering 115

Health Sciences 32

Economics 19

Marketing 15

Political Science 12

Others 68

Topic Course in General Organization

Marketing 112

Engineering 29

Political Science 22

Health Sciences 10

Enhance the student experience

Various methods to identify areas for improvement

view findings Provide regular and constructive feedback to students on their progress and performance

incorporate student feedback

January 2025 February 2025 March 2025 April 2025

explorance

explorance world 2024

Now, imagine your future without me?

Thank you.

