

MLY 1.8 Release Webinar



MLY 1.8 Release Highlights

Enhanced Collaboration Tools and Insights

- New “Guest” User Type
- Analysis Sharing
- Bulk User Import
- License Management
- Most Representative Comments

Poll:

Have you used/interacted with MLY?



Quick Review: What is MLY?



MLY Quick Overview

- MLY is a comment analysis solution that allows organizations to analyze collected qualitative feedback from any type of survey data: employee and student learning, employee experience surveys, Glassdoor data, etc.
- MLY uses machine learning algorithms to extract detailed interpretations of the qualitative data and deliver “insights” in the forms of:
 - Topics (e.g. instructor, courseware, leadership)
 - Sentiments (e.g. positive/negative/mixed)
 - Recommendations (e.g. do more, do less, stop, start)
 - Alerts (comments are flagged if they are determined to be problematic, e.g. danger/threats, discrimination, harassment, disrespect, safety concerns)
- MLY has 4 primary types of analyses that can be applied to your comments (SRA is always applied; add EEI, ELI, or SEI to expand your analysis)
 - SRA Insights: Combines Sentiments (SEN), Recommendations (REC), and Alerts (ALT)
 - Employee Experience Insights (EEI)
 - Employee Learning Insights (ELI)
 - Student Experience Insights (SEI)

The organization has a strong focus on sustainability, which I really appreciate. However, I think there's room for improvement in terms of reducing waste in our office. It would be great to have more recycling bins and other initiatives to reduce our environmental impact. It would also be helpful to have more education and awareness around sustainability practices.

🗨️ 👤 3 ⚙️ 4 ⚠️ 13%

Analysis:

🗨️ The comment you have inserted has a Mixed sentiment.

The analysis also found a total of 3 topic sentiments, 4 recommendations, and an alert score of 13%.
View details below:

^ Topic sentiments (3)

Negative (3)

- Quality of life ▶ Work environment ▶ Facilities Organization ▶ Projects / Initiatives
- Quality of life ▶ Employee Voice / Decision-making involvement

^ Recommendations (4)

Start (1)

- Quality of life ▶ Employee Voice / Decision-making involvement

Change (2)

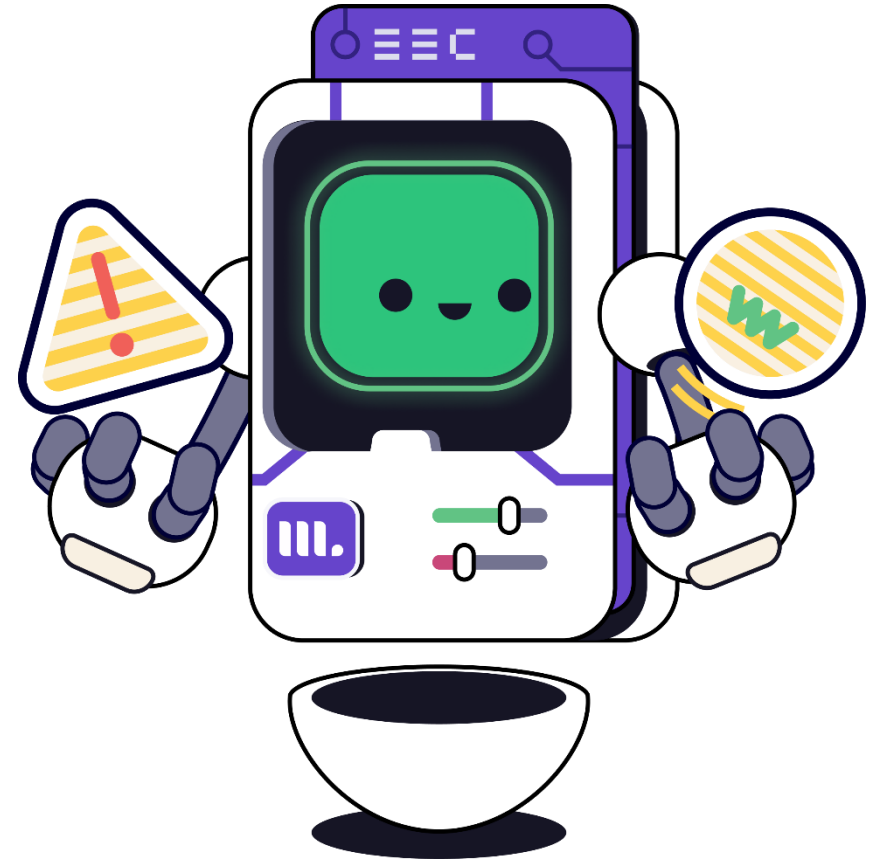
- Quality of life ▶ Work environment ▶ Facilities Quality of life ▶ Employee Voice / Decision-making involvement

Not categorized (1)

[Do more](#)

⚠️ With an alert score of 13%, This comment has nothing to report. The alerts threshold is set at 50%.

MLY 1.8 Release



New “Guest” User Role

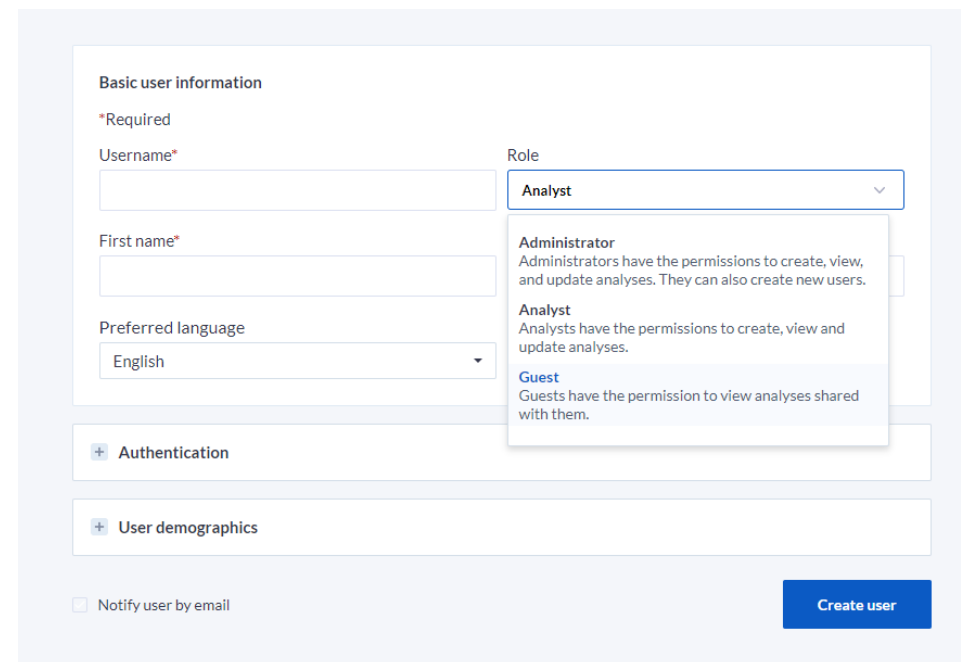
New Guest User Role provides a view-only experience, allowing MLY Admins and Analysts to easily share comment analyses directly in the MLY interface

Guest Users Can:

- View MLY analyses that have been shared with them
- Filter shared analyses
- Run a Quick Analysis
- Edit their profile (name, email)
- Access online help

Guest Users Cannot:

- Create new analyses
- Edit or update analyses that have been shared with them



The screenshot shows a user creation form with the following sections:

- Basic user information** (marked as required):
 - Username* (text input)
 - First name* (text input)
 - Preferred language (dropdown menu, currently set to English)
 - Role (dropdown menu, currently set to Analyst)
- Authentication** (collapsible section, currently collapsed)
- User demographics** (collapsible section, currently collapsed)
- Notify user by email
- Create user** (blue button)

The Role dropdown menu is open, showing the following options:

- Administrator**: Administrators have the permissions to create, view, and update analyses. They can also create new users.
- Analyst**: Analysts have the permissions to create, view and update analyses.
- Guest**: Guests have the permission to view analyses shared with them.

Analysis Sharing

- MLY Admins and Analysts can share analyses directly in the MLY interface with other MLY users
- Share with individual Users or Groups of Users
- Limit shared data using demographic filters
- Select what MLY features can be viewed
- “Collaborators” can edit and re-run shared analyses; “Viewers” have view-only access

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Share by: Users

Users shared with 0 [Share...](#)

Step 1 of 2 Select users (0 users)

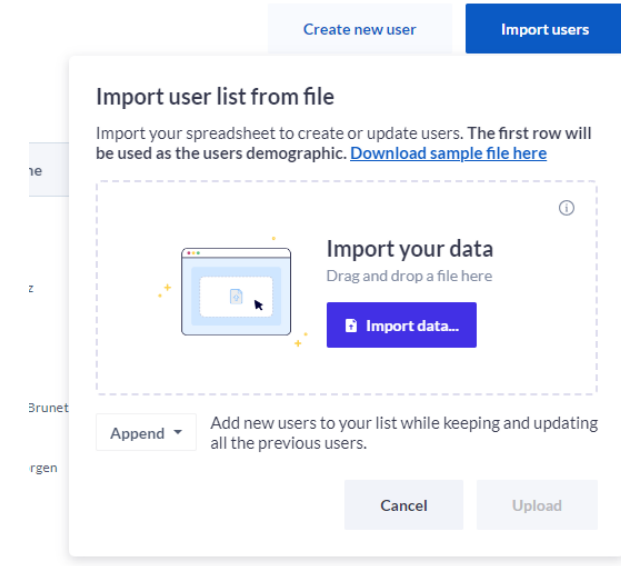
Users Total of 317 users << 1 of 11 >>

Filter by user demographic

| <input type="checkbox"/> | First name ↑ | Last name | Email | Role | |
|--------------------------|--------------|-----------|-------------------------|---------|-----------------------------|
| <input type="checkbox"/> | AR Abdul | Rahman | abrahman@explorance.com | Analyst | Select user |
| <input type="checkbox"/> | AS Abdul | Sadiq | asadiq@explorance.com | Analyst | Select user |
| <input type="checkbox"/> | AK Abdulaziz | Khalid | akhalid@explorance.com | Analyst | Select user |
| <input type="checkbox"/> | AA Abrar | Al-Sowi | aalsowi@explorance.com | Analyst | Select user |

Bulk User Import

- MLY Admins can add or edit Users through Bulk User Import
- Import can be set to append or replace
- Supports Excel or CSV format
- Template available to download
- Required fields:
 - Email
 - First/Last name
 - Language
 - Role
 - Basic Authentication
- Up to 44 additional demographic columns can be imported (50 total columns supported)



| | A | B | C | D | E | F | G | H | I | J |
|----|--|------------|-----------|----------|---------|----------------------|---------------|--------|------------|------------|
| 1 | Email | First Name | Last Name | Language | Role | Basic Authentication | User Location | Gender | Department | Reports To |
| 2 | admin_share1@dispostable.com | Admin1 | Share | Eng | Admin | Yes | Chicago | Male | Product | |
| 3 | analyst1_share@dispostable.com | Analyst1 | Share1 | Eng | Analyst | Yes | Montreal | Female | QA | Admin |
| 4 | analyst2_share@dispostable.com | Analyst2 | Share2 | Eng | Analyst | Yes | Chennai | Male | Dev | Admin |
| 5 | analyst3_share@dispostable.com | Analyst3 | Share3 | Eng | Analyst | Yes | Jordan | Male | Ops | Admin |
| 6 | analyst4_share@dispostable.com | Analyst4 | Share4 | Fra | Analyst | Yes | | Female | Solutions | Admin |
| 7 | analyst5_share@dispostable.com | Analyst5 | Share5 | Eng | Analyst | Yes | Melbourne | | CS | Admin |
| 8 | analyst6_share@dispostable.com | Admin2 | Share6 | Eng | Admin | Yes | Chicago | Female | PS | |
| 9 | analyst7_share@dispostable.com | Analyst7 | Share7 | Eng | Analyst | Yes | Montreal | Female | | Admin |
| 10 | analyst8_share@dispostable.com | Analyst8 | Share8 | Eng | Analyst | Yes | | Female | QA | |
| 11 | analyst9_share@dispostable.com | Analyst9 | Share9 | Eng | Analyst | Yes | Jordan | Male | Product | |
| 12 | analyst10_share@dispostable.com | Analyst10 | Share10 | Eng | Viewer | Yes | Amman | | | Admin |
| 13 | analyst11_share@dispostable.com | Analyst11 | Share11 | Eng | Analyst | Yes | Melbourne | | QA | Admin |

Bulk User Import Requirements

Requirements for the Bulk User Import file are available in the template as well as on the Help Center

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|
| 1 | 1. The header and the sequence of the mandatory column cannot be changed. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | 2. The mandatory column sequence is First name, Last name, Email, Role, Language, Email notification, Basic Authentication, Provider OpenID, and OpenID activation followed by all the non-mandatory columns like additional SSO details and Demographic 1, Demographic 2.... | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | 3. The Language column must have one of the values from Eng or Fra, and this is a mandatory field. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | 4. The Email notifications column must have one of the values from Yes or No, and this is a mandatory field. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | 5. The columns Provider OpenID and OpenID activation columns are mandatory but the values in these columns can be empty when not applicable. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | 6. If the environment has additional SSO, then the new columns 'Provider SSO provider name and SSO provider name activation'. For eg: If the user wants to add SSO with a Google account, the user can add two columns after the SSO details and before the demographic columns. The head | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | 7. To enable an authentication type for the user, enter the SSO ID and use one of the following values under the (SSO) activation column: yes or true when applicable. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | 8. To disable an authentication type for the user, use one of the following values under the (SSO) activation column: no or false, and the corresponding SSO ID will be ignored. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | 9. If you don't want to change the authentication type, leave the corresponding column empty. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | 10. Start your data by entering the column Header in the first row. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | 11. The header row is mandatory and shall occupy the first row in the file, otherwise, the system shall reject the upload request. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12 | 12. The user list file can only have a maximum of 50 columns, the import fails. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | 13. The user list file can only have a maximum of 200 characters in length for any header for the column. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | 14. The values entered for any columns cannot exceed 255 characters in length. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 | 15. The data file can only have a maximum of 20,000 rows, or else the import fails. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16 | 16. If the header row is duplicate, the import fails. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17 | 17. The headers are case-sensitive, hence if two columns have the same characters but one of them is upper case and the other is lower case, they are not duplicates. | | | | | | | | | | | | | | | | | | | | | | | | | | |
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License Management

- MLY Admins can monitor comment limits
- Notification threshold and email address

[Manage limit >](#)

Manage limit

Set comments analyzed limit to: comments

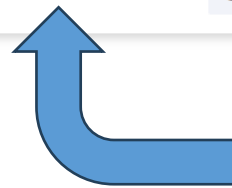
Admin users limit: admins

Analyst users limit: analysts

Notify by email when limit reaches % capacity

Email to notify:

[Manage limit >](#)



License management

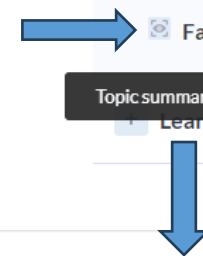
Comments analyzed 8% used February 2024 to March 2024 ▾

| Total comments analyzed | 50,528 / 600,000 comments analyzed |
|--|------------------------------------|
| EEI English | 5,005 comments analyzed |
| ELI English | 67 comments analyzed |
| SRA SRA insights (SEN, REC, ALR) | 45,456 comments analyzed |

Most Representative Comments

- **New Topic Summary that shows the most representative comments for the Topic**
- **Focus comment analysis on comments that best represent the identified Sentiments and Recommendations**
- **Toggle between Sentiments and Recommendations**

| | | |
|-------------------------|----|----|
| + Persons | 12 | 39 |
| + Teaching Component | 8 | 9 |
| + Face to Face Learning | 5 | 5 |
| + Learning Environment | 5 | 5 |



Topic Summary Sentiments Recommendations

Face to Face Learning Total of 3 recommendations

Recommendations **Do more**

Do more

Do less

Start

Stop

Change

Continue

Top 5

Meet in p and conc

Better co and it wa

Having cl confident

are most relevant to the topic sentiment attribute

have an actual teacher teach the class!! Don't expect your students to pay for a class AND teach themselves. Extremely insulting

een clinical faculty. Better communication from clinical faculty to students. This course was obviously not meant to be online, course online. I do not know why, but last spring was much better than this fall when it came to transitioning the course online. the day on Friday made it hard to want to pay attention and be involved. I think clinical was really confusing and I did not feel once this entire term and did not feel like anyone had any answers or advice for me. I sent multiple emails to teachers this term that went completely unanswered. Grades should be posted a week after an assignment is turned in, and I waited up to four weeks for an assignment to be

Poll:

What feature(s) in MLY 1.8 will be most valuable to you? Select all that apply.



Questions?

THANK YOU



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