Abstract

It has become important to measure the quality of output of the teaching learning process. There is huge research going on improving the teaching learning process. Among the many one is to take the feedback of all the stakeholders of the education system. Along with the Students’ feedback, Parents feedback is also one of the important evaluation factors while considering the evaluation of the teaching learning process of the Institute/University and can be taken using any of the existing and effective channels of communication. This helps the parents get involved in decisions making of the institute / University, which further helps to build strong relationships between the parent and the university encouraging the involvement in the students learning and progress. In this paper we have collected the feedback in the textual format in paragraphs and is analyzed using lexicon based sentiment analysis approach to identify the parents positive or negative attitude.

The tool designed is collecting the parents textual feedback automatically and analyzes it using lexicon based approach to predict the level of Satisfaction of the parents w. r. to
institute/university. A database of English sentiment words is created for reference in the
domain of satisfaction level with the opinion score assigned to it. We extracted data from
parent’s comments and then analyze the level of positive and negative opinion. The opinion
result of parents Satisfaction on teaching learning process is represented as to whether strongly
positive, positive, strongly negative, negative, or neutral.

References

1. Bell & Carrillo, “Characteristics of effective summer learning programs in practice.” New
Directions for Youth Development, 2007,. doi:10.1002 /yd.212

parental programme in visual-motor home activity among first-grade children.”, Child: 
health, and development, doi:10.1111/j.1365-2214.2009.1011.x

3. Feuerstein, A., “School characteristics and parent involvement: Influences on participation

4. Luke Kien-Weng Tan1, Jin-Cheon Na1, Yin-Leng Theng1, and Kuiyu Chang2,
“Sentence-Level Sentiment Polarity Classification Using a Linguistic Approach”, ICADL, 2011

ACM SIGKDD Conference on Knowledge Discovery and Data Mining (KDD), pp. 168–177,
2004.

Tracking in News and Blog Corpora”, 2006 American Association for Artificial Intelligence.

fine-to-coarse sentiment analysis,” Proceedings of the Association for Computational Linguistics
(ACL), June 2007, 432-439.

Mining,” BhagwanParshuram Institute of Technology, New Delhi, India, January, 2014.

SentiWordNet,” International Journal of Computer Trends and Technology (IJCTT ), vol 11, May
2014.

10. L. Caiqiang and M. Junming, “Research on Online Education Teacher Evaluation Model
based on Opinion Mining,” National Conference on Information Technology and Computer
Science (CITCS), 2012.

11. P. Kaewyong, A. Sukprasert, N. Salim and F.A. Phang, “The possibility of students’
comments automatic interpret using Lexicon based sentiment analysis to teacher evaluation,”
3rd International Conference on Artificial

sentiment analysis,” Association for Computational Linguistics, vol. 37, Issue 2, pp. 267-307,
June 2011.

13. Sujata Rani and Parteek Kumar, Thapar University, A Sentiment Analysis System to
Improve Teaching and Learning

and Tools,” International Journal of Advanced Research in Computer and Communication


**Index Terms**

Computer Science  
Artificial Intelligence

**Keywords**

Opinion mining; sentiment analysis; parents feedback; lexicon based; polarity;