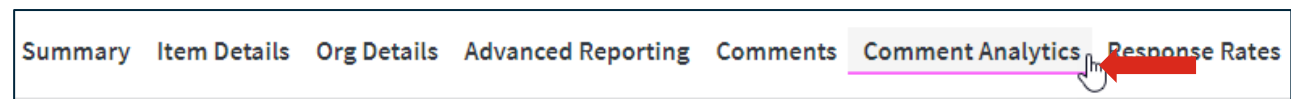# Lifecycle — Comment Analytics

Comment Analytics provides breakout details on sentiments and common themes addressed in the verbatim comment responses to open-ended questions. Users may expand themes to view further distribution details of theme focus areas or click-thru from any theme to view the associated comments.
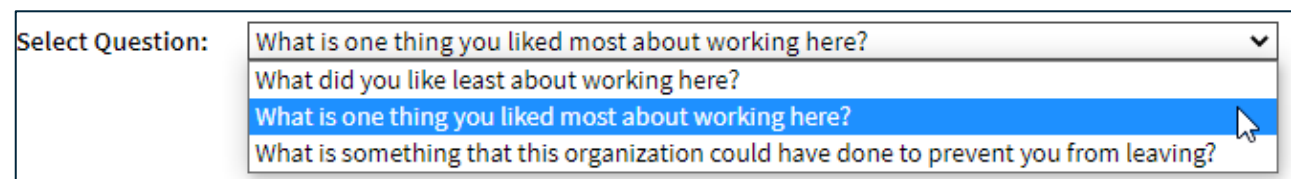
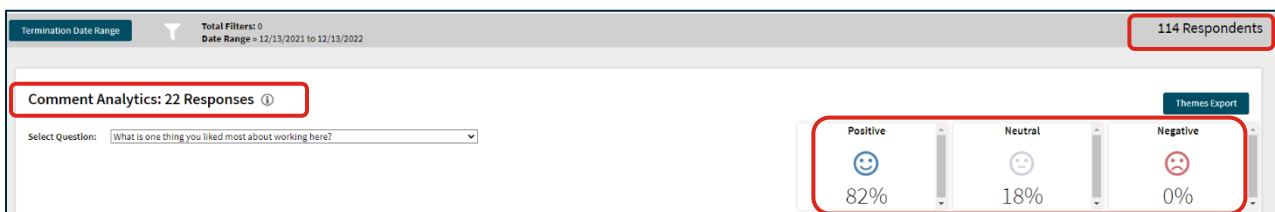## Navigate to Comments

First select the Comment Analytics tab.

Summary	Item Details	Org Details	Advanced Reporting	Comments	Comment Analytics	Response Rates

Selections

To view an item, select it from the Select Question drop-down menu.

Select Question: What is one thing you liked most about working here?

- What did you like least about working here?
- What is one thing you liked most about working here?
- What is something that this organization could have done to prevent you from leaving?
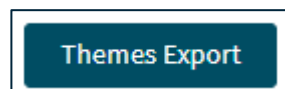
Number of Responses & Sentiments

- At the top left of the page, you will see the number of responses based on your selections.

- The top right will show the total number of respondents.

- In the top portion of the page the percentage of comments in each Sentiment category is displayed. Note these will update as you make changes to the Question, Theme, Focus, and Sentiment selections.

Termination Date Range — Total Filters: 0 — Date Range » 12/13/2021 to 12/13/2022 — 114 Respondents

Comment Analytics: 22 Responses ⓘ — Themes Export

Select Question: What is one thing you liked most about working here?

Positive	Neutral	Negative
82%	18%	0%

Themes Export

All the themes, response counts, and sentiment percentages and counts can be exported to CSV by clicking the Themes Export button.

Themes Export

Top 5

The center section of the page shows the top 5 Themes which received the most comments (Top 5 Commented), most positive comments (Top 5 Positive), and most negative comments (Top 5 Negative). The themes and number of comments within each theme are displayed. The graph is a visual representation of the count or number of comments in the theme. The sentiments of the comments are color-coded throughout the page: blue for positive, gray for neutral, and red for negative.

Top 5 Commented			Top 5 Positive			Top 5 Negative	
Themes	Count		Themes	Count		Themes	Count
Compensation	7		Compensation	5		Communication	0
Workplace	5		Workplace	4		Compensation	0
Training	2		Development	1		Coronavirus	0
Communication	1		Training	1		Development	0
Development	1		Work-Life Balance	1		Job Fit	0

The bottom of the page shows the themes and focus areas. The table next to the themes contains

- Count: number of comments for each theme and focus

- Sentiment of the Comment: positive, neutral, and negative

- Distribution: the percentage of comments within each sentiment

Click on a theme to expand to the focus areas within the theme. Click on any of the themes or focus areas to view the verbatim comments in the Comments tab.

Themes	Count	Positive	Neutral	Negative	Distribution		
▸ Communication	1	0 ●	1 ◆	0 ■	0%	100%	0%
▸ Coronavirus	0	0 ●	0 ◆	0 ■			
▸ Development	1	1 ●	0 ◆	0 ■	100%	0%	0%

To view the comments included in any of the themes/focus areas or Top 5 lists, simply click on the name of a theme or focus area. This takes you to the same report format you see in the Comments tab.

Comments: Compensation, 5 Responses ⓘ   Export to CSV

Select Question: What is one thing you liked most about working here?
Select Theme: Compensation
Select Focus:
Select Sentiment: Positive

Positive	Neutral	Negative
🙂	😐	🙁
100%	0%	0%

Show 25 entries   Search:

What is one thing you liked most about working here? / Positive

Being able to use employee discounts at other local businesses.
Compensation   Compensation | Benefits

Good health benefits.
Compensation   Compensation | Benefits

We were offered incentives on performance each year.
Compensation   Compensation | Incentives

The health benefits package was good for my family.
Compensation   Compensation | Benefits