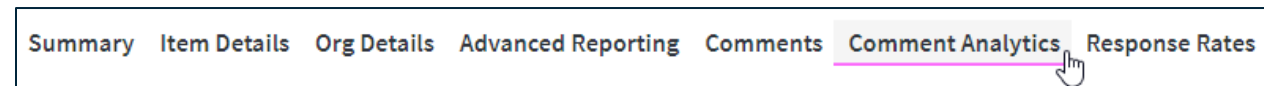# Lifecycle Dual Onboarding Reporting — Comment Analytics

Dual Reporting refers to the co-reporting of data from the New Hire and Acclimation surveys.

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.
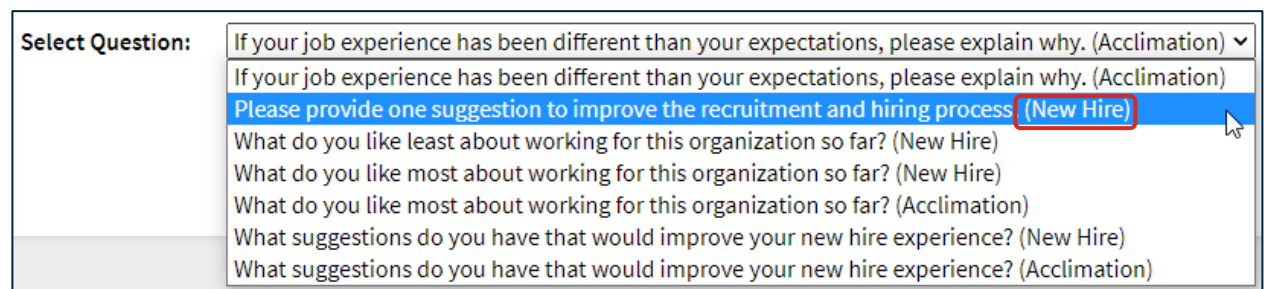
Navigate to Comments

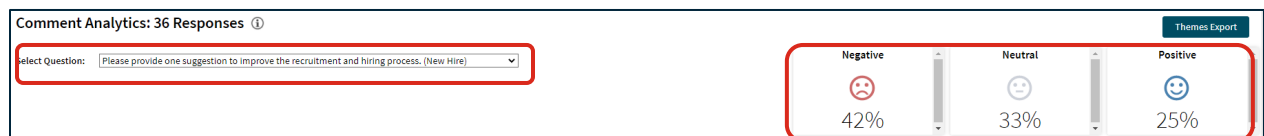First select the Comment Analytics tab.

Selections

To view an item, select it from the Select Question drop-down menu. You can see if the question is part of the New Hire or Acclimation survey in parentheses.
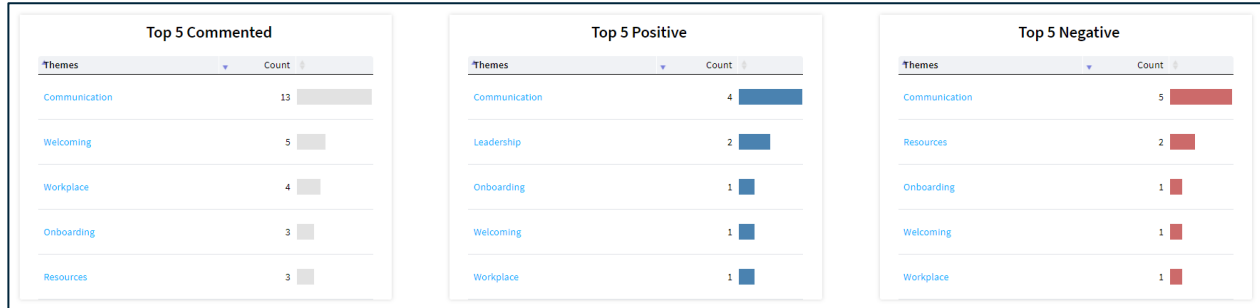

Number of Responses & Sentiments

- 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.

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
Communication	13	Communication	4	Communication	5
Welcoming	5	Leadership	2	Resources	2
Workplace	4	Onboarding	1	Onboarding	1
Onboarding	3	Welcoming	1	Welcoming	1
Resources	3	Workplace	1	Workplace	1

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. Select any theme or focus areas to view the verbatim comments in the Comments tab.

Distribution

31%	31%	38%
25%	25%	50%

Themes	Count	Positive	Neutral	Negative	
▼ Communication	13	4 ●	4 ○	5 ■	31% 31% 38%
○ Communication	4	1 ●	1 ○	2 ■	25% 25% 50%

To view the comments included in any of the themes/focus areas or Top 5 lists, 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: Communication, 13 Responses ⓘ   Export to CSV

Select Question: Please provide one suggestion to improve the recruitment and hiring process. (New Hire) ▾
Select Theme: Communication ▾
Select Focus: ▾
Select Sentiment: ▾

	Negative	Positive	Neutral
	☹	☺	☺
	38%	31%	31%

Show 25 ▾ entries   Search:

Please provide one suggestion to improve the recruitment and hiring process. (New Hire)

Wish I could have logged in somewhere to see where I was in the process. I didn't know if anyone had even looked at my resume for over a month after I applied.
Communication   Communication | Policy/Process/Procedures

I didn't get the email to access the hiring platform.
Communication   Communication | Communication   Resources   Resources | Computer Software/Programs   Resources | Staffing

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