



AI-Powered Qualitative Analysis

Transform student open-ended comments and reviews into data-driven actionable insights.



Meet Explorance MLY

Explorance MLY, pronounced [mi-lee], is an AI platform that helps academic leaders gain additional understanding of their student body, by distilling actionable insights from student feedback: open-ended comments in institutional surveys, reviews on external websites, and social media posts.

MLY leverages specialised AI models to categorise qualitative feedback into student experience-specific topics, determining sentiment, redacting sensitive information, highlighting recommendations, and flagging pressing topics.

Deeper Insights with AI-powered Qualitative Analysis Built for the Student Experience

Specifically trained with student comments, the Explorance MLY models efficiently categorise feedback, digging deeper into student sentiment towards student experience-related topics. With self-learning algorithms and continuous data training, the solution easily adapts to changing academic themes.

Student Experience Intelligence (SEI) Analysis	
Quality & Delivery	Wellbeing
Engagement	Campus Services
Course content	Learning activities
Assignments	Study Spaces
Tutorials & Workshops	Expectations & Objectives
Culture	Campus Life

Gather More Insights, Wherever Feedback Comes From

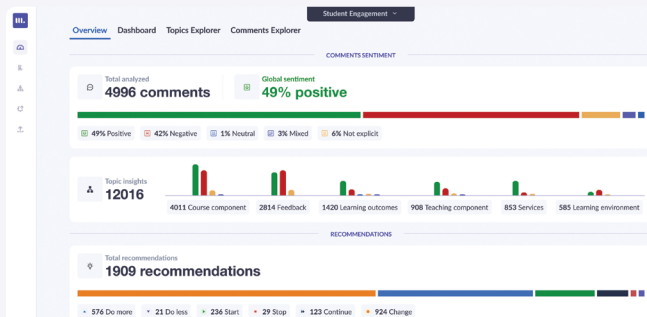
Explorance MLY is a data source-agnostic solution that allows institutions to harness rich insights wherever feedback comes from and whatever language it comes in. It has the capability to integrate into an already existing evaluation process by leveraging its API, or consuming spreadsheets in an online dashboard for ad hoc analysis.

Leverage internal and external data to further understand the student experience, by analysing feedback from:

- 1 Course evaluations
- 2 Central and major surveys
- 3 External review sites (e.g., Rate My Courses, EDUopinion)
- 4 Social media (e.g., Facebook, Reddit, X)

Go Beyond Insights with Bottom-Up Recommendations and Alerts

With the ability to analyse qualitative feedback at scale, MLY effectively provides higher education leaders with alerts on pressing topics and actionable recommendations that focus on what an institution should start or stop doing, do more or less of, or change.



Explorance MLY - Key Highlights

Alerts on Pressing Topics

Quickly identify comments of concern by automatically flagging inappropriate comments and courses with increased issues before they escalate out of control.

Easy Data Processing

Streamline data upload in a timely fashion with a solution that can consume and analyse up to 400,000 comments simultaneously.

Contextual Categorisation

Dig into comments that have been carefully categorised for the student journey, so academic leaders can save time gathering context-specific insights.

Multilingual Analysis

Ensure your insights are inclusive and representative of your student body by capturing feedback from all voices, regardless of language.

Custom Models

Define a personalised category structure and map institution-specific terminology to get a more accurate and comprehensive analysis.

Proprietary Models

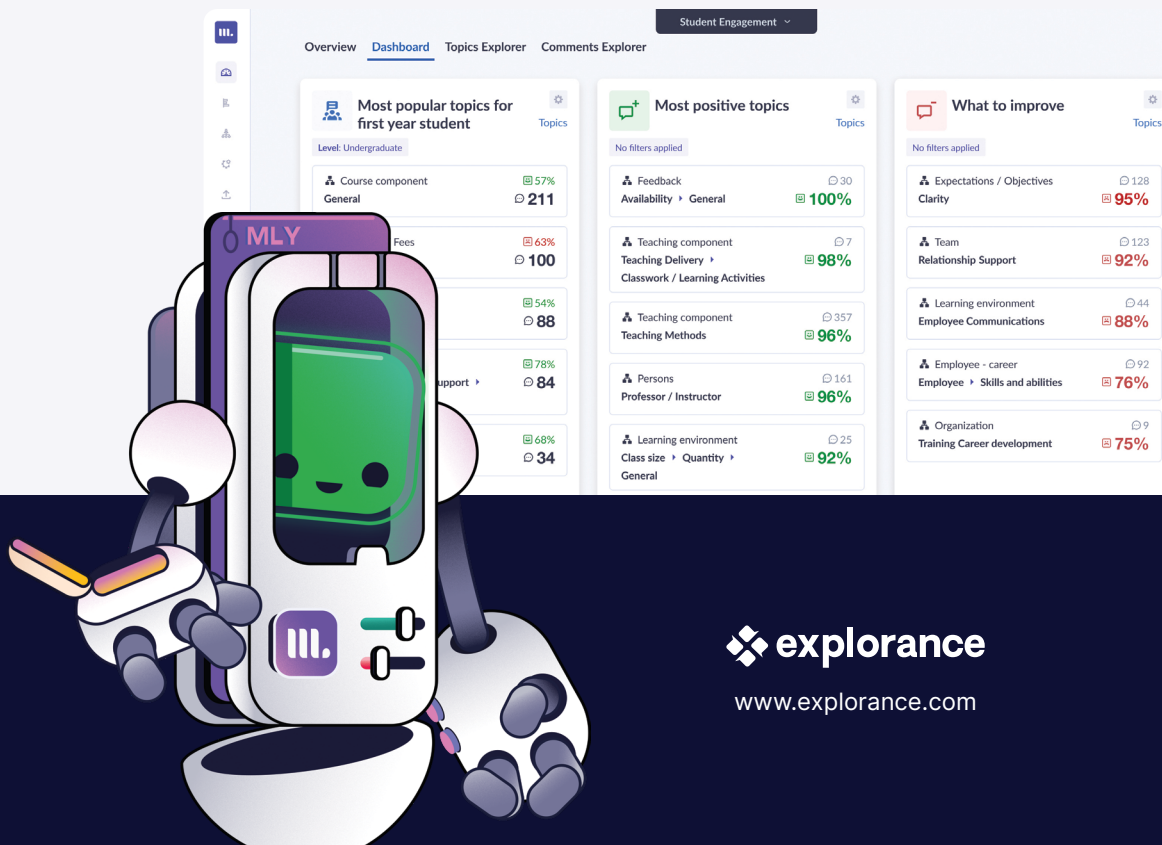
Gain access to Student Experience Insights models that evolve and adapt to changing leadership themes, allowing to swiftly understand qualitative data.

Insight Discovery

Use customisable dashboards to explore insights, collaborate on analysis, and easily distribute data across your institution. Enable stakeholders to easily identify trends and filter data for granular analysis.

Redact Sensitive Information

Automatically identify and redact sensitive information such as personal names and abusive language from student feedback to protect the psychological safety of your faculty and staff.



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