

# **Using Text Mining to Examine the User Feedback of a Web-based Learning System**

## *Research Abstract*

Nitsawan Katerattanakul (Missouri University of Science and Technology), Wen-Bin Yu (Missouri University of Science and Technology) and Ronaldo Luna (Missouri University of Science and Technology)

Given a collection of survey comments evaluating a Web-based learning system, the text mining technique is applied to discovering and extracting knowledge from the comments. The purpose is to categorize the comments into different groups in an attempt to identify “major” concerns from students. This is able to assist the evaluators of the learning system to obtain the summarized key terms without going through potential huge amount of data.