

SETSUM: Summarization and Visualization of Student Evaluations of Teaching

Yinuo Hu

Student evaluations of teaching (SETs) are widely used in colleges and universities for high-stakes decisions. Typically SET results are summarized for instructors in a static report. The report often includes summary statistics for quantitative ratings and an unsorted list of open-ended student comments. The lack of organization and summarization of the raw comments hinders instructors from fully utilizing informative feedback, making accurate inferences, and designing appropriate instructional improvements. In this work, we introduce a novel demonstration system, SETSum, that leverages sentiment analysis, aspect extraction, summarization, and visualization techniques to provide readable illustrations of SET findings to instructors and other reviewers. Our human evaluations conducted by 10 university professors from diverse departments show that all 10 instructors agree that SETSum helps them interpret SET results more efficiently, and 6 out of 10 instructors prefer our system over the usual static report (while even the remaining 4 would like to have both). This demonstrates that our work holds the potential of reforming the SET report convention in the future.