(Remark: Please access this link for interactive dashboard [Real Edu Organization's Course Feedback Analytics Dashboard](https://1drv.ms/p/c/323f6ff5d86bf512/EWB9sBx2svlOk79W9fRM1iIBgYH9atRyPisb5lFqsUuAKg?e=liK0dh&nav=eyJzSWQiOjI1NiwiY0lkIjozMjExODU5NTQyfQ))

**Business Case**  
During my volunteering with MIND organization, I had the opportunity to analyze feedback collected from participants in an eight-week leadership coaching course. Using Google Forms, we gathered insights on how participants felt about the course, the trainers, and their overall experience. The goal was to understand what worked well, what could be improved, and how future courses could better align with participants' interests and expectations. This analysis was critical for the organization to ensure they deliver meaningful and impactful learning experiences.

**Analytical Approach**  
To make sense of the feedback:

1. **Data Gathering:** Google Forms allowed us to collect a mix of ratings, comments, and suggestions after each session.
2. **Breaking It Down:** I focused on key metrics like average ratings for the course and trainers, along with participant comments.
3. **Finding Patterns:** I analyzed trends in satisfaction over the weeks and identified themes in feedback—appreciation, improvement suggestions, and interests for future courses.
4. **Visual Storytelling:** I created visualizations to make the data easier to understand, showing trends and preferences clearly.

**Key Insights**

* The course was well-received, with an **average course rating of 4.46** and an **average trainer rating of 4.57**. Participants appreciated the trainers’ efforts and facilitation.
* Over half of the participants (51.35%) were most interested in business-related topics, followed by education (16.22%) and leadership (10.81%).
* While most feedback was positive, some participants suggested improvements, such as using better slides, providing screen recordings, and having longer sessions.
* Ratings showed a slight dip in the final weeks, which hinted at engagement challenges as the course progressed.

**Impact**  
The insights from this analysis had a real impact on how the organization approaches future courses:

* **Improving the Experience:** The feedback led to recommendations like adding interactive elements to maintain engagement and addressing specific participant suggestions, such as better materials and recorded sessions.
* **Designing for the Future:** The clear preference for business, leadership, and education topics helped the organization prioritize these areas in their course planning.
* **Connecting with Participants:** Understanding participants’ interests and preferences has strengthened the organization’s ability to deliver programs that truly resonate with their audience.