

## Exploring User Sentiment in ChatGPT App Reviews

A DS 4002 Case Study by Ayush Acharya



Imagine landing an internship with OpenAI, where your first big assignment is to decode user feedback on their ChatGPT app. The goal? To uncover how different updates influence user satisfaction. With access to raw data on app ratings, comments, and thumbs-up counts, you'll dive into the words of real users. By combining this data with natural language processing (NLP) techniques, you'll gain insights into the evolving experiences and sentiments across various app versions.

Now, as a second-year UVA student, you're in charge of this project. With thousands of real-world reviews from users around the world, you're set to investigate how ratings, sentiments, and feedback change over time. By identifying trends in user satisfaction, you could help shape future app improvements—what better way to make an impact early in your career?

This project is a chance to roll up your sleeves and analyze sentiment data spanning app versions. Using NLP, you'll categorize reviews by sentiment, extract the most relevant themes, and explore patterns that shape user satisfaction. Your final deliverable? A concise, insightful report that pinpoints the factors most relevant to OpenAI's continued development, backed up with evidence and strategic recommendations.

**GitHub Link:** [GitHub Repository](#) – Dive into the project here to access all datasets, code, and additional resources you'll need to get started. This repository will guide you through each phase, from data cleaning to final analysis, giving you a foundation for success and a space to collaborate.