

**Project Status Report**



**Project Name:** Sentiment Analysis Using Natural Language Processing for

Customer Satisfaction on Hotels

**Department:** School Of Computing and Information Technology (SoCIT)

**Focus Area:** Project Based Track (Thesis)

**Product/Process:** Research Paper & System Development



**Prepared By:**

|  |  |
| --- | --- |
| **Document Owner(s)** | **Project/Organization Role** |
| Yesha Ann S. Alfafara | Project Manager |
| Paola Francesca O. Ortega | Project Developer |
| Jhenina Monique T. Sta. Cruz | Project Developer |
| Katrina Jade D. Umayao | Project Developer |

**Project Status Report Version Control**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Change Description** |
| 1.0 | 06/12/2017 | Alfafara, Yesha  Ortega, Paola  Sta. Cruz, Jhenina  Umayao, Katrina | Research Paper Started   * Abstract * Introduction * Related Literature * Technical Background * Data Analysis * References |

**TABLE OF CONTENTS**

[1 PROJECT STATUS REPORT PURPOSE 3](#_Toc77392557)

[2 PROJECT STATUS REPORT TEMPLATE 3](#_Toc77392558)

[2.1 Project Status Report Details 3](#_Toc77392559)

[2.2 Project Status Report Template 3](#_Toc77392560)

[3 PROJECT STATUS REPORT APPROVALS 3](#_Toc77392561)

[4 APPENDICES 3](#_Toc77392562)

[4.1 Document Guidelines 3](#_Toc77392563)

[4.2 Project Status Report Sections Omitted 3](#_Toc77392564)

# PROJECT STATUS REPORT PURPOSE

The Project Status Report is a document that Project Managers may use as a means of formal regular reporting on the status of a project to key project stakeholders, including the Steering Committee, Project Sponsor, and Senior Manager.



# PROJECT STATUS REPORT TEMPLATE

## Project Status Report Details

* Status of the Project
  + This paper is a study on the sentiment analysis using natural language processing for customer satisfaction on hotels.
  + The research on the paper is ongoing with an amount of percentage that is finished. For this term, focusing on the system development is the high priority.
* Budget Report
  + As of now, the budget that we need can be provided by the capstones of the student.

* [Risk Management Report—Specify any changes to the major risks identified since the previous report and modification to the strategies put in place to manage them, if appropriate.] - None

* [Issues Report—Include areas of concern, specific problems, and any action/decision that needs to be taken by the Steering Committee.] - None

* [Project recommendations to ensure success including lessons learned.]

## Project Status Report Template

|  |  |  |
| --- | --- | --- |
| Project Name | | |
| Prepared By:  Yesha Ann Alfafara | Date:  06/12/2017 | Reporting Period:  04/01/17 to 06/12/2017 |
| Project Overall Status:  [Replace this text with a brief overview statement on project situation.]  After the last thesis defense of this paper, the researchers focused on finishing the update of the project Wikipedia of the group before the term ended, and on the summer weeks the researchers started the first steps on the system development by knowing and coding the extraction of data from a website. Now, the researchers are finishing the requirements for the week (Getting an Adviser, Creating Github Accounts, etc.) | | |
| Project Summary:  For this term, the system development and continuation on the research paper is a high priority. | | |
| **Milestone Deliverables performance reporting over last period**   |  |  |  |  | | --- | --- | --- | --- | | **Milestone Deliverables** | **Due Date** | **% Completed** | **Deliverable Status** | | Completing the Abstract | | | | | * Thoroughly reading & understanding all the chapters of the paper | 04/04/2017 | 100% |  | | * Making an overview of the whole paper | 04/04/2017 | 100% |  | | Completing the List of Figures, List of Tables, List of Notations | | | | | * Overseeing all the used figures, tables, and notations | 04/04/2017 | 100% |  | | * Making a list of all the used figures, tables, and notations | 04/04/2017 | 100% |  | | Completing the Project Context | | | | | * The Challenges | 04/04/2017 | 100% |  | | * The Opportunity | 04/04/2017 | 100% |  | | * The Reasons | 04/04/2017 | 100% |  | | Completing the Purpose and Description | | | | | * Analyzing the purpose of the paper and the system itself | 04/04/2017 | 100% |  | | * Descriptive paragraph | 04/04/2017 | 100% |  | | Completing the Statement of the Problems | | | | | * Specific research questions | 04/04/2017 | 100% |  | | * Specific sub questions | 04/04/2017 | 100% |  | | Completing the Objectives | | | | | * SMART Objectives of the paper | 04/04/2017 | 100% |  | | * SMART Objectives of the system | 04/04/2017 | 100% |  | | Completing the Scope & Limitations | | | | | * Specific websites on gathering data | 04/04/2017 | 100% |  | | * System Layout | 04/04/2017 | 100% |  | | * Percentage of accuracy | 04/04/2017 | 100% |  | | * Clients | 04/04/2017 | 100% |  | | Completing the Literature Review | | | | | * Gathering research on Sentiment Analysis Customer Satisfaction | 04/04/2017 | 100% |  | | * Research on the sites used for gathering data on Sentiment Analysis | 04/04/2017 | 100% |  | | * Research on the used bag of words on Sentiment Analysis | 04/04/2017 | 100% |  | | * Research on statistical analysis of Sentiment Analysis | 04/04/2017 | 100% |  | | * Research on the scope of Sentiment Analysis | 04/04/2017 | 100% |  | | * Research on the methods used on Sentiment Analysis |  |  |  | | * Research on the more effective algorithms on Sentiment Analysis | 04/04/2017 | 100% |  | | Completing the Theoretical Background | | | | | * Study theories related to customer satisfaction | 04/04/2017 | 100% |  | | * Definition of Natural Language Processing | 04/04/2017 | 100% |  | | * Definition of Support Vector Machine | 04/04/2017 | 100% |  | | * Definition of Bag of Words model | 04/04/2017 | 100% |  | | Completing the Data Analysis | | | | | * Research measurements on sentiment analysis | 04/04/2017 | 100% |  | | * Study formulas | 04/04/2017 | 100% |  | | * Study sentiment analysis readings | 04/04/2017 | 100% |  | | * Study sentiment scores/points | 04/04/2017 | 100% |  | | * Study calculations | 04/04/2017 | 100% |  | | * Research algorithms on sentiment analysis | 04/04/2017 | 100% |  | | Updating Project Wikipedia | | | | | * Project Title | 04/14/2017 | 100% |  | | * PROJECT MEMBER   (Project Professor) | 04/14/2017 | 100% |  | | * PROJECT MEMBER   (Project Team Members) | 04/14/2017 | 100% |  | | * PROJECT MEMBER   (Project Adviser) | 04/14/2017 | 100% |  | | * PROJECT MEMBER   (Project Consultant) | 04/14/2017 | 0% |  | | * Abstract | 04/14/2017 | 100% |  | | * List of (Figures,Tables,Notaions) | 04/14/2017 | 100% |  | | * INTRODUCTION   (Project Context) | 04/14/2017 | 100% |  | | * INTRODUCTION   (Statement of the Problem) | 04/14/2017 | 100% |  | | * INTRODUCTION   (Purpose & Description) | 04/14/2017 | 100% |  | | * INTRODUCTION   (Objectives) | 04/14/2017 | 100% |  | | * INTRODUCTION   (Scope & Limitation) | 04/14/2017 | 100% |  | | * RELATED LITERATURE (Sentiment Analysis) | 04/14/2017 | 100% |  | | RELATED LITERATURE (Machine Learning Algorithms) | 04/14/2017 | 100% |  | | * TECHNICAL BACKGROUND   (Intro) | 04/14/2017 | 100% |  | | * TECHNICAL BACKGROUND   (NLP) | 04/14/2017 | 100% |  | | * TECHNICAL BACKGROUND   (SVM) | 04/14/2017 | 100% |  | | * TECHNICAL BACKGROUND   (Bag of Words) | 04/14/2017 | 100% |  | | * DESIGN & METHODOLOGY   (Research Design) | 04/14/2017 | 100% |  | | * DESIGN & METHODOLOGY   (Sampling & Participants) | 04/14/2017 | 100% |  | | * DESIGN & METHODOLOGY   (Data Gathering & Procedure) | 04/14/2017 | 100% |  | | * DESIGN & METHODOLOGY   (Data Analysis) | 04/14/2017 | 100% |  | | * References | 04/14/2017 | 100% |  | | Study on Extraction of Data | | | | | * Programming Language | 04/14/2017 | 100% |  | | * Code script | 04/14/2017 | 100% |  | | * Test on extraction of data from a specific website | 04/14/2017 | 100% |  | | | |
| **Milestone Deliverables scheduled for completion over next period**   |  |  |  |  | | --- | --- | --- | --- | | **Milestone Deliverables** | **Due Date** | **% Completed** | **Deliverable Status** | | Completing the Requirements | | | | | * Getting an Adviser | 07/17/2017 | 80% |  | | * Creating a Github | 07/17/2017 | 100% |  | | * Getting a Client | 07/17/2017 | 0% |  | | Completing the Results & Discussions | | | | | * Statistics | 07/17/2017 | 0% |  | | * Computations | 07/17/2017 | 0% |  | | * Reviews | 07/17/2017 | 0% |  | | Completing the Conclusion & Recommendations | | | | | * Result of the system | 07/17/2017 | 0% |  | | * Possible scope for other researchers | 07/17/2017 | 0% |  | | * Possible method for other researchers | 07/17/2017 | 0% |  | | Completing the Appendices | | | | | * Resume | 07/17/2017 | 0% |  | | * Source Code | 07/17/2017 | 0% |  | | * References | 07/17/2017 | 0% |  | | Making a Prototype | | | | | * Extraction of Data | 07/17/2017 | 0% |  | | * Framework | 07/17/2017 | 0% |  | | * Algorithms | 07/17/2017 | 0% |  | | * Layout | 07/17/2017 | 0% |  | | * Interface | 07/17/2017 | 0% |  | | * Datasets | 07/17/2017 | 0% |  | | * Bag of Words | 07/17/2017 | 0% |  | | | |
| **Project impact of milestone success or failure for project remainder**   |  |  | | --- | --- | | For this term, the milestone is completing the whole paper for at least 75% and creating the prototype with a percentage of 50. | The PBL Track of this specific batch still has 4 terms. The schedule on deadlines and milestones may still change. | | | |
| **Project** **Budget/Financial Status**   |  |  |  |  | | --- | --- | --- | --- | | **Budget Item** | **Planned Budget** | **Actual Cost** | **Variance/Explanation** | | Paper (Prinitng) | 2000 | 2000 | Printing costs PHP3 at school. Every panel, adviser, professor should have a copy of the paper. | | Folders | 500 | 500 | Folders are needed for each documents. | | | |
| **Project Risk Management Status**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Risk and Description** | **Risk Chance** | **Risk Impact** | **Risk Priority** | **Change from Last Review** | | As of now, none | [High/Medium/Low] | [High/Medium/Low] | [High/Medium/Low] | [Description] | | | |
| **Project Issue Management Status**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Issue and Description** | **Project Impact** | **Target Due Date** | **Issue Status** | **Issue Resolution** | | Availability   * Client | High | 07/17/2017 | Open | The adviser is helping the researchers find an alternative client. | | | |
| **Project Recommendations**   |  | | --- | | [Replace this text with a brief statement for the Steering Committee, Project Sponsor, or Senior Manager to consider or endorse. Other questions to consider for review with key project stakeholders are:   * Will the project be completed on time and on budget?  * Will the project deliverables be completed within acceptable quality levels?  * Are scope change requests being managed successfully?  * Are project issues and risks being addressed successfully and mitigated?  * Are all customer concerns being addressed successfully?] | | | |
| **Objectives for Next Project Status Review**   |  | | --- | | [Replace this text with a brief outline of project expectations for key project stakeholders to consider for the next review.] | | | |
| **Related Project Information**   |  | | --- | | [Replace this text with an attachment or link to other relevant information that can be included with this project status report. Examples include:   * Budget Report Summary  * Issue Record Report  * Scope Change Report  * Project Work Plan  * Project Metrics/Statistics  * Quality Management Review.] | | | |



# PROJECT STATUS REPORT APPROVALS

**Prepared by** Yesha Ann S. Alfafara

Project Manager

**Approved by** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Advisor

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Client Sponsor



# APPENDICES

## Document Guidelines

## Project Status Report Sections Omitted

