**Affinity Diagrams**

Lisa Cole 8.28.13 KR 8.6.14

Greta M 8.6.14 Kegan 8.25.14

Physics Grad 6.11.15 Cheezburger 7.2.15

Kristin 7.20.15 Natalia 7.27.15

Will 8.4.15 Anonymous 9.1.15

Wade F 9.4.15 Ngan 2.7.17

Young Le 2.27.17 J 3.9.2017

Nicole Virnelli 3.17.17 Devon B 6.20.18

Reagan Holston 6.3.19 Melissa Sandor 6.20.19

Joshua Small 6.29.19 James Crosby 12.3.19

Table 1. *Reviews*

Graphical user interface, text

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Figure 1. *Ideas*

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Fig 2. *Clusters*

The first category that divides the ideas found in each review is whether it is positive or negative. From there, each idea falls into one of 3 subcategories: Living, Academics, and the Buff Community.

|  |
| --- |
| **Living** |
| Beautiful Campus  Boulder  Outdoor Activities  Good Food/Beer |
| **Academics** |
| Academic Variety  Good Program  Education Quality  Great Professors |
| **Buff Community** |
| Good Staff  Good Community  Good Experience  Diversity |

**The University of Colorado Boulder**

Chart, sunburst chart

Description automatically generated **Positive Reviews**

Figure 3. *Positive Reviews* Table 2. *Cluster* *Subcategories*

|  |  |  |  |
| --- | --- | --- | --- |
| **Beautiful Campus** | **Education Quality** | **Good Professors** | **Good Community** |
| Nicole Virnelli | Joshua Small | Melissa Sandor | Reagan Holston |
| Devon B | Nicole Virnelli | Ngan | Nicole Virnelli |
| J | Ngan | Kristin | J |
| Ngan | Lisa Cole | Physics Grad | KR |
| Cheezburger | Natalia | KR | Kristin |
| Greta M | Cheezburger | Anonymous | Wade F |
| Wade F | **Boulder** | **Good Program** | **Outdoor Activities** |
| Will | Nicole Virnelli | Reagan Holston | Ngan |
| **Varity of Courses/Programs** | J | Kristin | Wade F |
| Reagan Holston | Wade F | Kegan | Cheezburger |
| Ngan | Greta M | Cheezburger | Greta M |
| Greta M | **Good Staff** | **Good Experience** | **Good Food/Beer** |
| Ngan | Joshua Small | Devon B | Greta M |
| Cheezburger | J | Wade F | Reagan Holston |
| Greta M | Will | J | **Diversity** |
| Wade F | Wade F | **Social Network** | Nicole Virnelli |
| Will | Will | Nicole Virnelli | J |

Table 3. *Positive Subcategory Tags*

|  |
| --- |
| **Living** |
| Expensive |
| **Academics** |
| Research Focus  Bad Professors  Large Class Size  Hard Courses  Awful Registrar |
| **Buff Community** |
| Lack of Diversity  Large School  “Party” Culture |

Chart, sunburst chart

Description automatically generated**The University of Colorado Boulder – Negative Reviews**

Table 4. *Cluster Subcategories* Figure 4. *Negative Reviews*

|  |  |  |
| --- | --- | --- |
| **Large Class Sizes** | **Bad Professors** | **Expensive** |
| KR | Reagan Holston | Natalia |
| Will | Young Le | Kegan |
| Cheezburger | Physics Grad | Cheezburger |
| Greta M | Greta M | **Research Focus** |
| Melissa Sandor | Ngan | Young Le |
| **Awful Registrar** | **“Party” Culture** | Ngan |
| James Crosby | Melissa Sandor | Physics Grad |
| Anonymous | Cheezburger | **Hard Courses** |
| Greta M | Greta M | Greta M |
| **Lack of Diversity** | **Population** | J |
| Joshua Small | Melissa Sandor |  |

Table 5. *Negative Subcategory Tags*

Figure 5. *Final Affinity Diagram*

Chart

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A picture containing text, calculator, screenshot

Description automatically generated*Figure 5*, seen on the left, is the final affinity diagram for 20 comments selected at random from GradReports Page, [University of Colorado Boulder Reviews](https://www.gradreports.com/colleges/university-of-colorado-boulder?page=1). Each comment is assigned a unique ID tag based on the name of the reviewer. They are also assigned a review tag because of their status. Next, each comment is categorized into clusters that form the three main review categories: Living, Academics, and the Buff Community. These comments are then given either a positive or negative tag based on the reviewer’s opinions regarding the cluster and its subcategories. Not all reviewers provided a review for every category or subcategory.

Though there were many subcategories included in the set of 20 reviews, as seen in *Table 2* and *Table 4*, only 10 were chosen to be shown in this affinity diagram. These subcategories were chosen to represent the most common themes within the reviews and to show any controversies show from reviews. Overall, reviews were likely to include both positive and negative subcategories in one or two clusters. Of the 20 reviews, only one was not represented in the 10 cluster subcategories chosen and only one other review discussed subcategories in all 3 clusters. 8 of the 20 reviews only touched on positive subcategories while only 4 reviews touched only on negative ideas. The remaining reviews (6) were a mixed of positive and negative subcategories. Figure 6. *Subcategory Tags*

Overall, reviews were more likely to be positive rather than negative, focusing on the pretty campus, scenery, and Boulder itself. Reviews often mentioned the many outdoor activities along with the beauty, and some stated it as a redeeming value to other negative aspects. The education was also more commonly reviewed positively, though professors were reviewed to be either or depending on class size, department, and course level. Reviews mentioned that the university’s research focused professors brought down their satisfaction with instructors as their focus on research preceded students and teaching courses. Almost all 20 reviewers stated an overall good review of their experience at the University of Colorado boulder and had much to say about their Living, Academic, and Community experiences.