

CCC Sentiment Analysis

25 September, 2019

This report covers statistics for the period of 19 08 05-11

Summary Statistics After File Reduction

The statistics below are net of entries labeled “junk”, “no answer” and similar categorizations appropriate for removing them from the analysis.

Unique IDs:	289
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Unique Subjects:	250
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Unique Descriptions:	286
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Unique Clients:	15
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Unique Topics:	48
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Unique Categories:	32
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Section 1 - Entry Descriptions with More than Two Negative Words

Number 1 of 8 - ID: 5000g000028b7WSAAY Negative words: 3

Email Address Shlagelgmailcom Subject themotherchurchcom showing up in google Message Hi there just an FYI themotherchurchcom is showing up in web search results occasionally Was surprised to see its a sort of mirror of christiansciencecom but without SSL Perhaps this should not be available to the public both from a confusion and security standpoint Thanks for considering this Category CommentFeedback

Number 2 of 8 - ID: 5000g000028avmgAAA Negative words: 4

Email Address bikerwoeicloudcom Name Wally Olson Subject Betty Olson CDs still not there Category Other Operating System Click to choose Browser Click to choose Adobe Acrobat Reader Click to choose Connection Click to choose Message Betty Olson 5038 Hillsdale Ave Erie PA 16509 still have not received her August CD bible lessons I contacted you on Monday July 29 and you said you would mail out this month to her and now we are two weeks into the month so 50 of the lessons are over How

Number 3 of 8 - ID: 5000g000028b3s9AAA Negative words: 4

Title In the wake of tragedy Author By Richard Johnsrud Web Address URL of page httpssentinelchristiansciencecomissues2013511520inthewakeoftragedyICIDSEN Subscriber HomeWatch TopicFeatured Content Name Allison E Email Address allisonhtdgmailcom Share your Comments In my humble opinion we need better wording so we dont give the appearance of Christian Science teaching that mortals are the children of God especially ones who commit violence Or that seeing a criminal as the child of God

Number 4 of 8 - ID: 5000g000028b5lQAAQ Negative words: 3

Forwarding please respond to customer Thanks Sarah Thank you for contacting The Christian Science Publishing Society If we can be of further assistance please let us know To ensure your future concerns are handled in a timely fashion please include all previous email correspondence Sincerely Sarah Customers email address readingroomsecondchurchlondonorg Original date 8619 Case id 40875609 Previous Reply Follows Thank you for contacting The Christian Science Publishing Society

Number 5 of 8 - ID: 5000g000028bKhTAAU Negative words: 4

Listening for the voice of Love not hate I believe that we as a people are love That love is our deepest truth and truest part of our being I also believe that Gods gift of free will is the source of our greatest triumphs and deepest despair It means to me that our current troubles will end when we have had enough of fear and hate When we realize that we have gone too far down a dark road and must return to our true self It our job to show those around us what love is Love is not respondin

Number 6 of 8 - ID: 5000g000028bVODAA2 Negative words: 5

Can you please change my email address to drescherjonhotmailcom Thank you Jon Drescher Professor of Practice Founding Director Urban Principals Academy Lehigh UPAL Website httpsedlehigheducuelupal Lehigh University 111 Research Drive Bethlehem PA 18015 jod410lehighedu c9143250657 Dont play whats there Play whats not there Miles Davis For every complex problem theres a simple solution And its always wrong HLMencken The curriculum of a school shapes childrens thinking It is a mindaltering devi

Number 7 of 8 - ID: 5000g000028bM6pAAE Negative words: 4

El Paso is not 400 years old Gemariah Love Sent from my red iPad On Aug 7 2019 at 518 PM Monitor Daily dailycsmonitorcommailto:dailycsmonitorcom wrote The Christian Science Monitor Daily Going beyond the headlines with the ideas driving progress August 07 <https://www.csmonitor.com/Daily201920190807cmpidemabundle20190807srcemail> Full Version headphones icon Listen <https://www.csmonitor.com/Daily201920190807cmpidemabundle20190807srcemailidfullaudioblock> Welcome to the Daily Today our five handpicked stories

Number 8 of 8 - ID: 5000g000028bAXpAAM Negative words: 4

Why is it that the WSJ this morning in an editorial cited the backgrounds of both shooters while the CSM only comments on the El Paso shooter's right wing rants while making no comment re the Dayton shooter's "leftist ravings" And I believe the CSM went to press considerably later than the print edition of the WSJ I agree with the WSJ comment that "it is disheartening to see how quickly the issue of these two highly disturbed shooters was overwhelmed by the urge to assign political causation" I

Section 2: Word Occurrence Summaries (Top 10's)

1 - Positive Words

Word	Count	Type
help	50	Pos
love	31	Pos
kind	15	Pos
appreciate	9	Pos
easy	9	Pos
thanks	9	Pos
timely	9	Pos
confident	8	Pos
great	8	Pos
effective	5	Pos

2 - Negative Words

Word	Count	Type
issues	37	Neg
not received	10	Neg

Word	Count	Type
have not received	8	Neg
challenge	7	Neg
problems	7	Neg
odd	5	Neg
surprised	4	Neg
endure	3	Neg
too much	3	Neg
flawed	2	Neg

3 - Neutral Words

Word	Count	Type
check	24	Neu
dailylift	15	Neu
contacting	13	Neu
feedback	10	Neu
response	7	Neu
security	7	Neu
subscribers	6	Neu
confirmation	5	Neu
look forward to	5	Neu
research	5	Neu

Overall Summary

Number of input lines : 289
Number of descriptions : 286
Ratio of descriptions to lines : 0.9896194

Number of positive words : 193
Positive words to descs ratio : 0.6748252

Number of negative words : 125
Negative words to descs ratio : 0.4370629

Number of neutral words : 136
Neutral words to descs ratio : 0.4755245

Appendix: All Word Occurrences and Counts

1 - Positives

Word	Count	Type
help	50	Pos
love	31	Pos
kind	15	Pos
appreciate	9	Pos
easy	9	Pos
thanks	9	Pos
timely	9	Pos
confident	8	Pos
great	8	Pos
effective	5	Pos
thank you	5	Pos
loving	3	Pos
outstanding	3	Pos
very helpful	3	Pos
warm	3	Pos
appreciated	2	Pos
excellent	2	Pos
really appreciate	2	Pos
super	2	Pos
awesome	1	Pos
capable	1	Pos
friendly	1	Pos
generous	1	Pos

Word	Count	Type
hard work	1	Pos
highlight	1	Pos
love The Monitor	1	Pos
opportunities	1	Pos
patient	1	Pos
professional	1	Pos
prompt	1	Pos
responsive	1	Pos
speed	1	Pos
very good	1	Pos
willing	1	Pos

2 - Negatives

Word	Count	Type
issues	37	Neg
not received	10	Neg
have not received	8	Neg
challenge	7	Neg
problems	7	Neg
odd	5	Neg
surprised	4	Neg
endure	3	Neg
too much	3	Neg
flawed	2	Neg
in the way of	2	Neg
missed opportunity	2	Neg

Word	Count	Type
not available	2	Neg
not getting	2	Neg
should not be	2	Neg
slow	2	Neg
would like to know	2	Neg
blocked	1	Neg
confusion	1	Neg
difficulty	1	Neg
Enterprise	1	Neg
error message	1	Neg
have been waiting	1	Neg
implications	1	Neg
irrelevant	1	Neg
irritating	1	Neg
junk mail	1	Neg
message needs to disappear	1	Neg
need better wording	1	Neg
need to send	1	Neg
no answer	1	Neg
not helpful	1	Neg
not yet	1	Neg
nothing came up	1	Neg
solve this	1	Neg
still have not received	1	Neg
too busy	1	Neg

Word	Count	Type
unresolved	1	Neg
used to come	1	Neg
very time consuming	1	Neg
would have access	1	Neg
wrong spelling	1	Neg

3 - Neutrals

Word	Count	Type
check	24	Neu
dailylift	15	Neu
contacting	13	Neu
feedback	10	Neu
response	7	Neu
security	7	Neu
subscribers	6	Neu
confirmation	5	Neu
look forward to	5	Neu
research	5	Neu
Christian Science Daily Lift	4	Neu
Christian Science Sentinel	4	Neu
credit card information	4	Neu
appears	3	Neu
simply	3	Neu
Committee on Publication	2	Neu
like to subscribe to	2	Neu
not always	2	Neu

Word	Count	Type
researching	2	Neu
allows me to download	1	Neu
billings	1	Neu
can you send	1	Neu
confirming	1	Neu
doing a search	1	Neu
I have called	1	Neu
inquiry	1	Neu
might be helpful	1	Neu
newer	1	Neu
resolve	1	Neu
send me an email	1	Neu
would like to add	1	Neu
would like to confirm	1	Neu

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