A Taxonomy for Open-Ended Comments

Taxonomy

**PRAISE**—“commend; expresses favorable judgment;” satisfaction

(a positive comment)

Words: like, love, enjoy, happy, good, important, glad, pleased, satisfied, positive, helpful, value, appreciate

**STRENGTH PRAISE**—effusively positive; detailed; exclamatory statement; expresses appreciation

(explains or describes reason for praise)

Words: great, excellent, amazing, fabulous, best, outstanding, always, thanks, grateful, very

**COMPLAIN**—“expresses discontent” or frustration; mildly negative, unfavorable; criticizes

(a negative comment)

Words: more, cannot, never, hardly, often, sometimes, isn’t, lacks, lack of, problem, issue

**STRENGTH COMPLAIN**—severely unfavorable; hostile; pessimistic; fault-finding; points out flaws; clearly negative incident or encounter

(explains or describes reason for criticism)

Words: hate, frustrating, embarrassing, irritating, nightmare, unacceptable, never, impossible, terrible, horrible, extraordinarily

**SUGGESTION**—“mentions or implies a possibility; offers for consideration;”

(concrete suggestion)

Words: more, should, should be, would like, wish, could, needs, add, improve, would, would be, appreciate, could have, could be, hope

**NEUTRAL OBSERVATION**—not engaged on either side; indifferent; comment without feeling

(not positive or negative)

**QUESTION**—an actual question

This descriptor arose from coding feedback users send through the library home page

The taxonomy descriptions are organic. As more coding projects are done, new descriptors may be added.

Reference


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Use the Taxonomy & Code These Verbatim Comments

A. Praise
B. Strong Praise
C. Complaint
D. Strong Complaint
E. Suggestion
F. Neutral Observation
G. Questions

1. Overall, the library is a helpful resource and the staff are helpful.
2. Hi, I am a 2009 alumna of OSU and I was wondering if you offer alumni access to the library? I know other universities have this service for their alumni at an annual fee.
3. It would be nice to have more comfortable seating (cushy chairs with pullout armrest and ottomans) in the quiet zones instead of just on the second floor.
4. The online journal searches have helped me a lot this semester in doing research for the 2 papers/projects I had. They made it so much easier to get the articles I needed.
5. I am not satisfied with the way the study rooms are booked in the library. Many times, they are not available when needed most.
6. Although the library has five floor and big spaces to read, yet some times there is no place to read in! Add to that students are not following the rules in what silent reading area means!!
7. I greatly appreciate all the library staff's work!! I usually use the database or request the electrical copy through the library to find the research articles and you are doing a tremendous job!!! I cannot survive or finish my degree in HHP and job as a GA without the OSU library system!!! Thank you so much!!!!
8. While the library makes scans of articles not available through electronic portals, I find that the scans are often of poor quality, which makes reading difficult.
9. Finding theses and dissertations through the library is a nightmare. I way to browse by following the rules in what silent reading area means!!
10. I wish we could improve the video/dvd holdings of documentaries esp. about international human rights and environmental issues.
11. Whether the resources are good or bad, I have little idea....I get my information through the internet mostly.
12. I seldom visit the library.
13. I have a friend who has pictures of the tanker drivers, would you be interested in them?
14. Thank you for having so many journals online!!!!