



explorance

Meet The **Explorance** Team



Samer Jaffar
General Manager EMEA



Chris Slack
Solutions Engineer

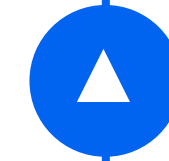


Firuze Aygun
Senior Field Marketing
Manager, Europe & Africa

❖ Explorance - Celebrating 20 Years in Feedback Analytics



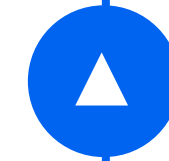
325 Explorers in 6 Locations to Support HQ in Montreal, Canada London, Chicago, Chennai, Amman, and Melbourne



Global Customer Base includes 1000 Organisations Across 50 Countries



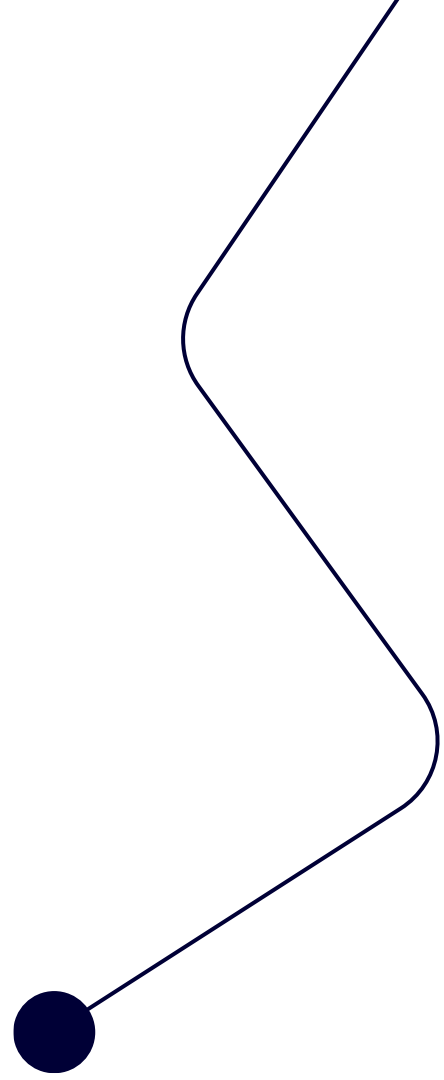
25% of Fortune 100 and QS-100 Empowered by Explorance



95% Customer Renewal Rate Supported by 24/7 Global Team



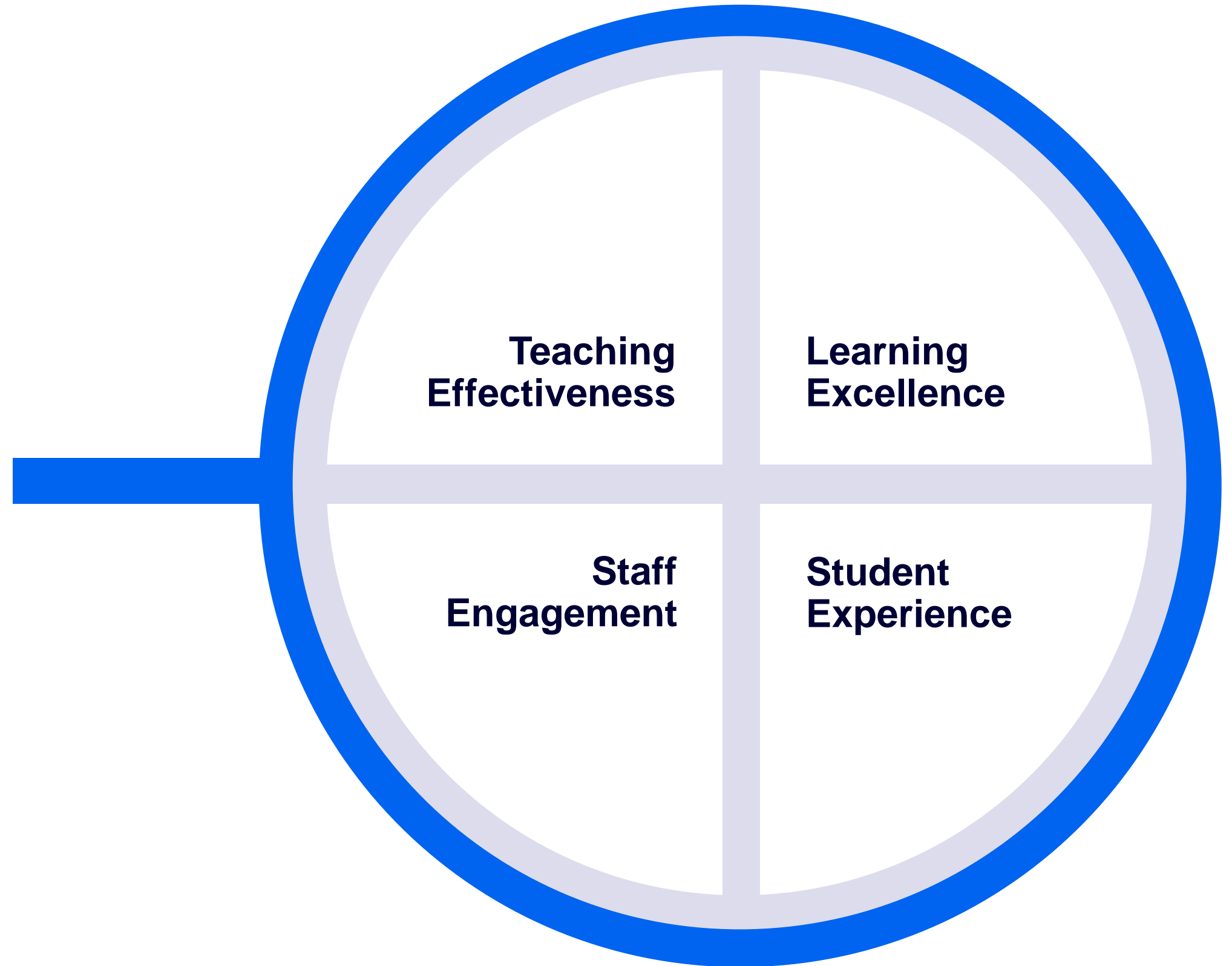
50% R&D Investment Ratio Reinforces Explorance Commitment to Excellence in Higher Education, L&D, and HR



**Powered by
Explorance**

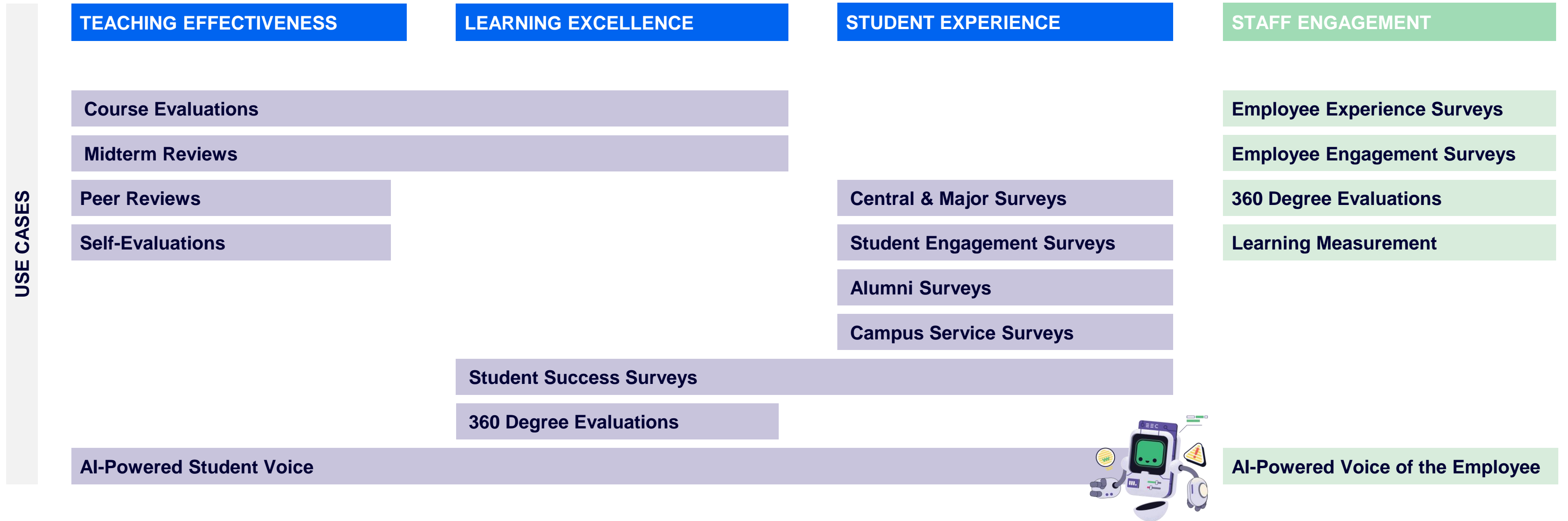
blue

Centralised Feedback Analytics
Platform that Supports Every
Department and Campus Service
Individually



❖ Drive Student Success at Scale

Holistically Capture and Evaluate the Experience of Students, Alumni, Faculty, & Staff



Customers

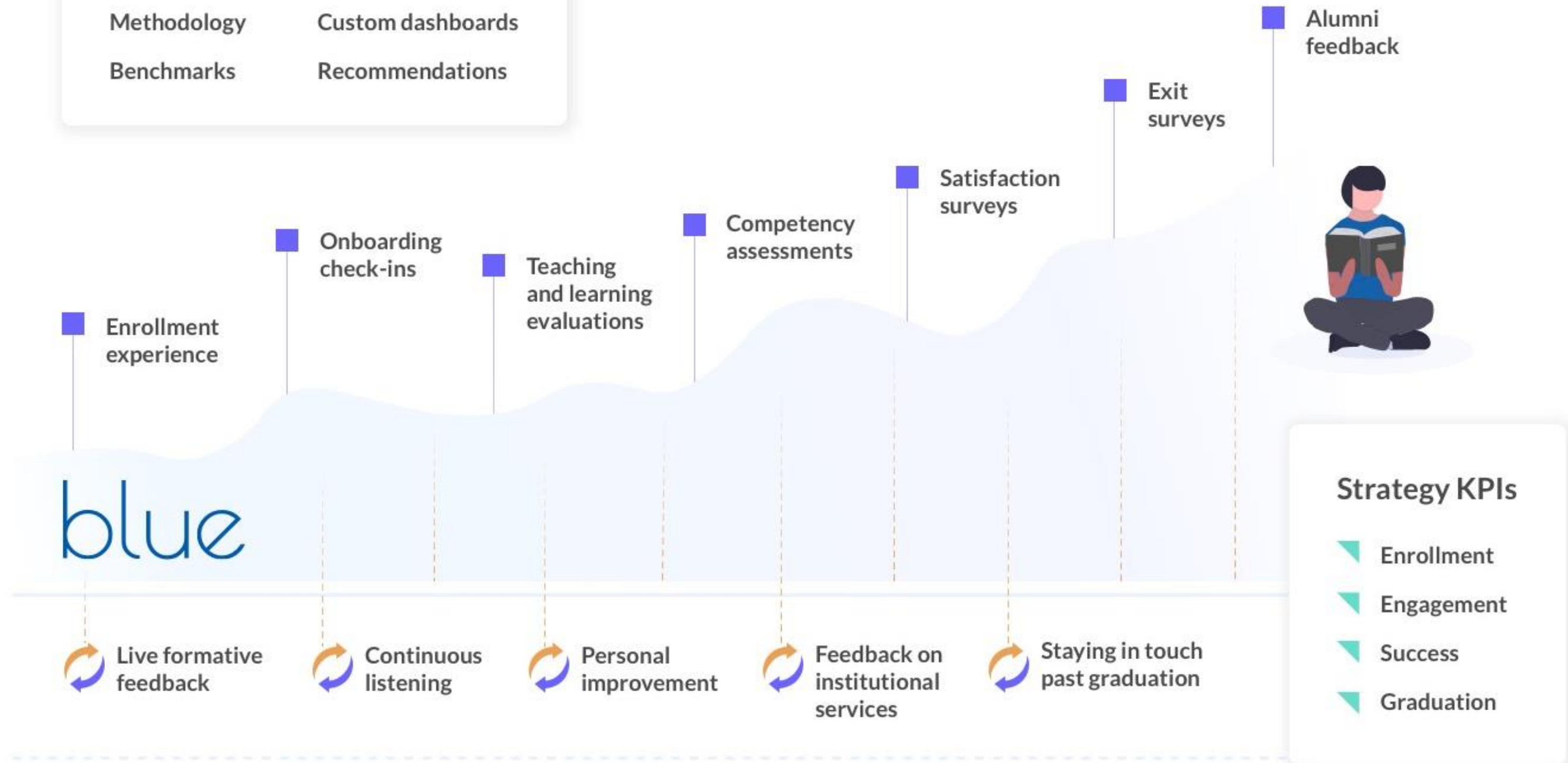




Explorance Blue: Amplifying Student Voice from Application to Graduation

Methodology

- Question library
- Methodology
- Benchmarks
- Plug & play reports
- Custom dashboards
- Recommendations



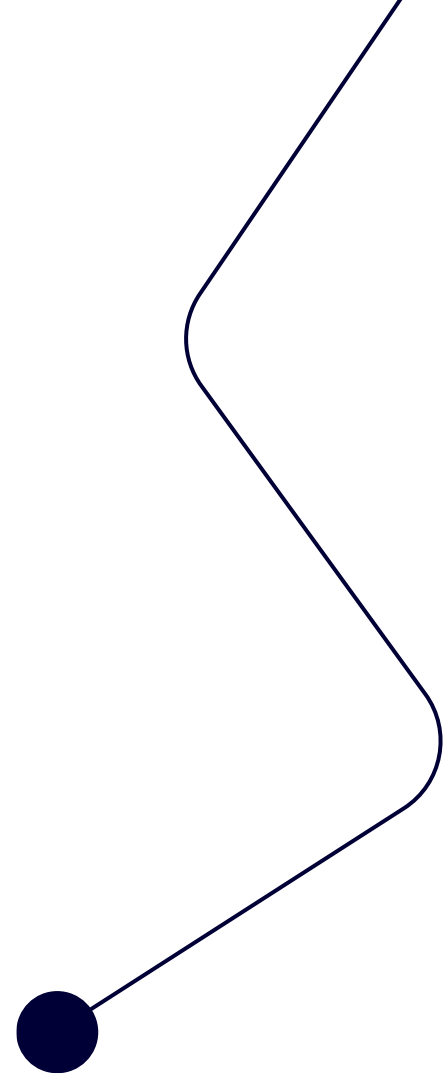
Strategy KPIs

- Enrollment
- Engagement
- Success
- Graduation

Activity



explorance

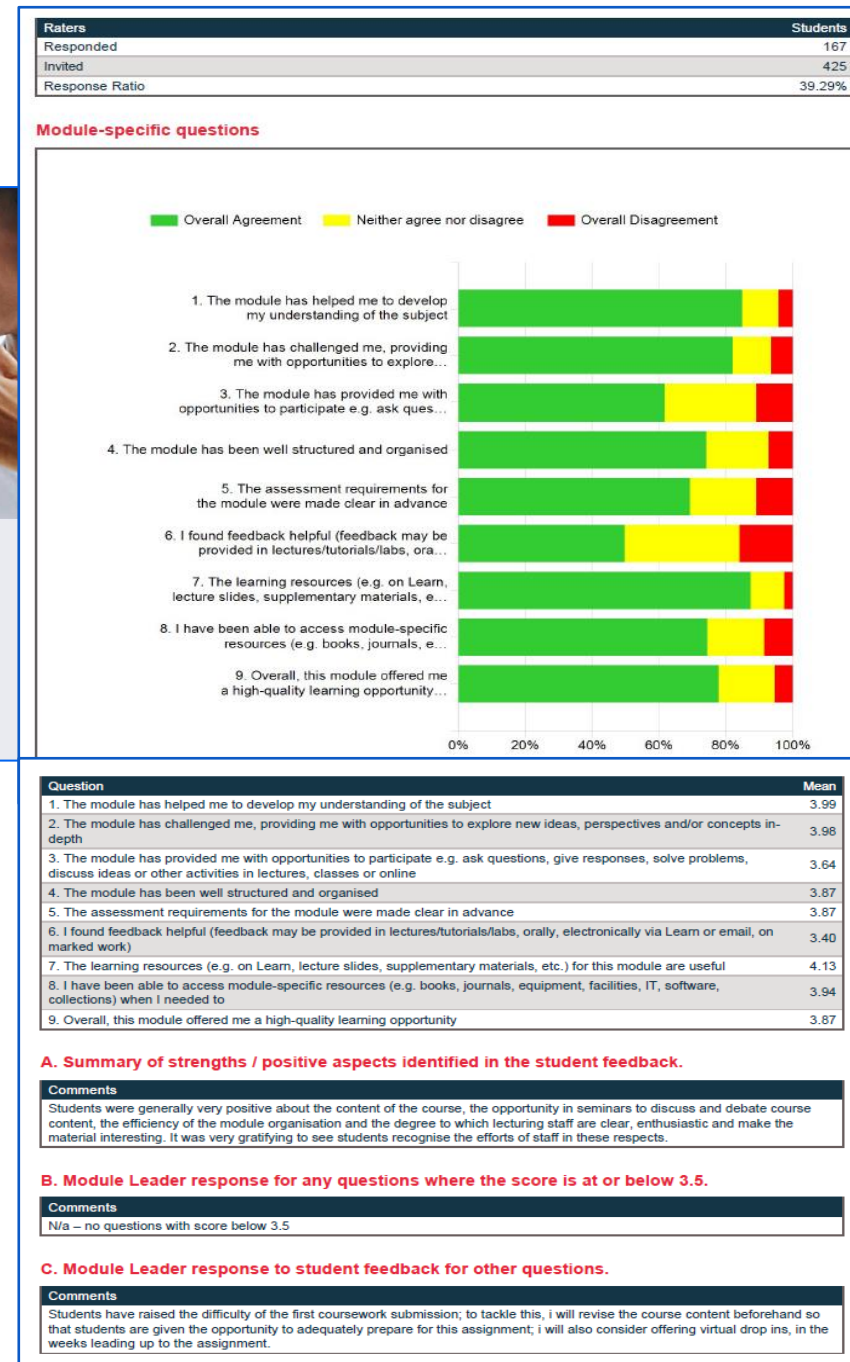
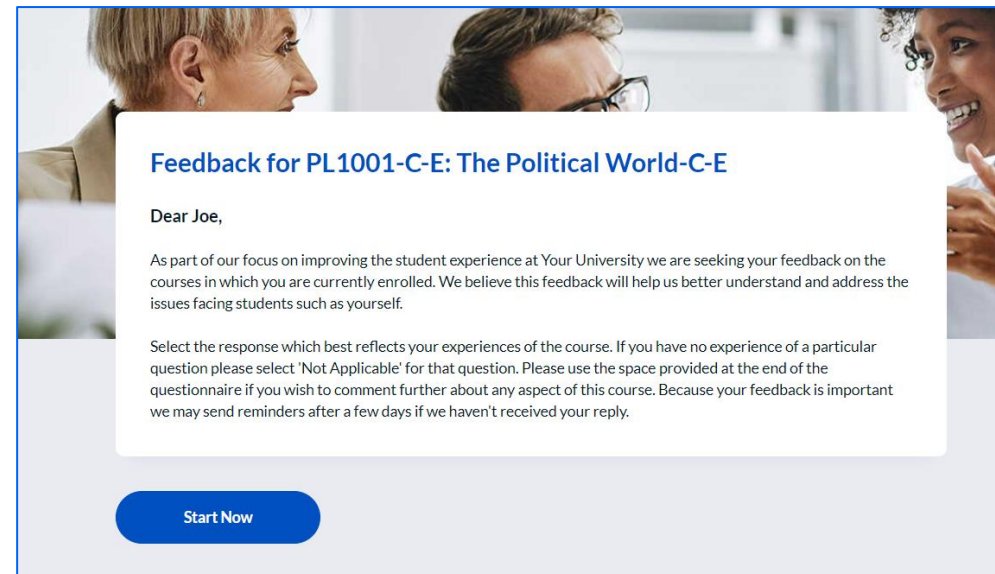


Activity

Empowering the student voice in surveys is crucial for obtaining meaningful and insightful feedback about their experience. When crafting survey processes, it's essential to make them intriguing, relevant, and respectful of students' time to enhance their willingness to participate. How would you order the following activities to amplify the student voice and foster greater engagement in surveys



- Fully configurable welcome screens to provide a clear explanation of what each survey is about
- Giving back to students with Closing the Feedback Loop reporting.



Clear and Concise explanation of the surveys purpose



- Tailored look and feel with personalised forms
- Use of Piping to personalise emails and communications.
- Personalised interface wherever surveys are accessed.

Feedback for PL1001-C-E: The Political World-C-E
Dear Joe,



Hi Joe,
Your Feedback is wanted!

Course Experience Surveys are now open and now is the time to provide your feedback as your student voice is important to the Explorance Experience Team.

Your feedback is important to continually improve your learning experience!

[Provide your feedback](#)

Thanks,
The Explorance team

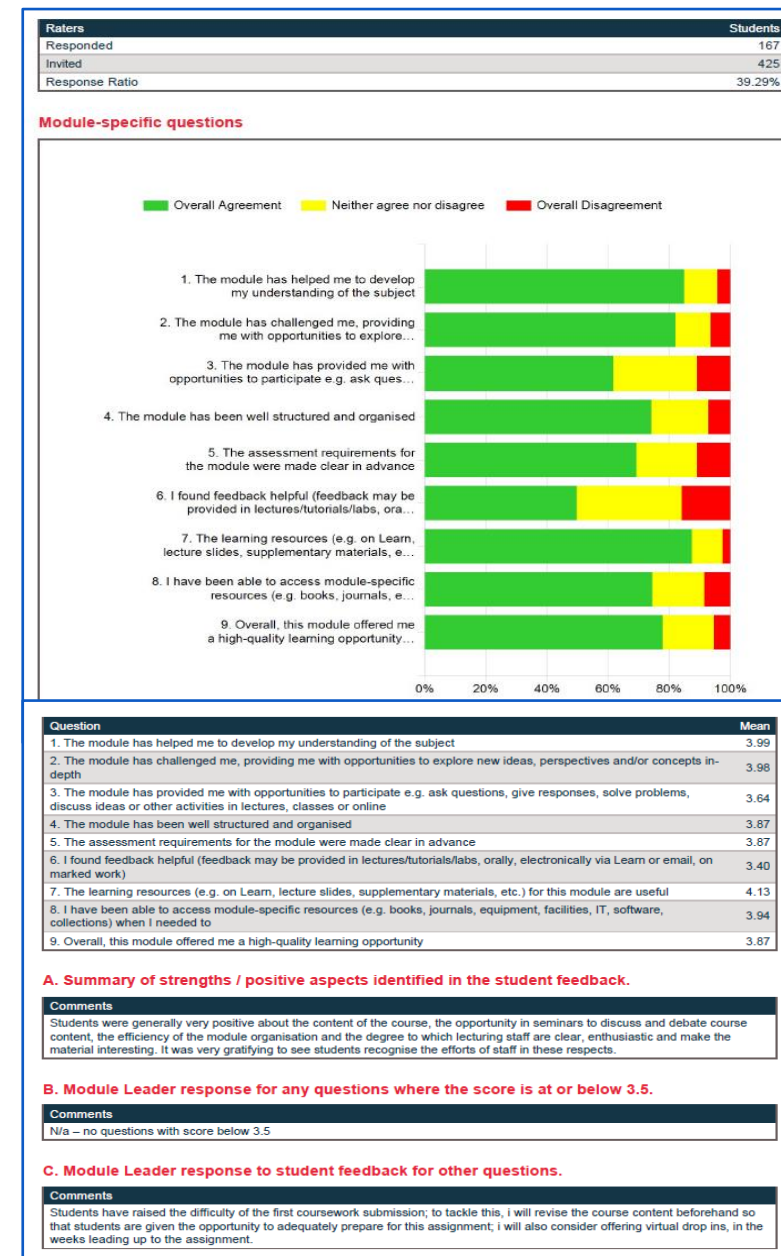


Mandy Bush
Project Coordinator

Use personalised invitations to make surveys feel more tailored



- Giving back to students with [Closing the Feedback Loop reporting](#).
- Release of additional surveys and questions based on previous responses – reactive feedback
- ‘You Said, We Did’ initiatives



Ensure that the feedback provided contributes to positive change

Enabling centralisation and closing the loop at Birkbeck, University of London



- ❖ Birbeck sort to transform their module evaluation strategy, by centralizing what had been a completely devolved approach. All 19 departments had their own systems, some were paper-based, some had online systems, and practice varied considerably with no consistency.
- ❖ Implementing Blue made things coherent and stopped the loss of knowledge capture. It enabled the possibility of longitudinal analysis and change.
- ❖ An example of Birbeck closing the loop: When the evaluation closes, the results are sent to the module convenor, who creates a new project in Blue and sets a task to complete three questions for “closing the loop”. Reports are then sent to students, including the closing-the-loop answers (with actions to be taken). Students value seeing how their responses are heard and this directly impacts survey credibility and future response rates



- Flexible **Confidentiality and Anonymity options** to provide reassurances that the feedback can be provided honestly
- The use of **thresholds within standard reporting and the reporting dashboard** to make sure that users cannot be identified by accident
- **Cross Tabulation by demographic** to get detailed insights into the data, without identifying individuals








MY REPORTS		Sort by: Availability date
	Individual Report for Mandy Bush 101815 Cultures of Modern Canada Individual Report	Made available on 21-11-23
	Individual Report for Mandy Bush 101815 Cultures of Modern Canada Individual Report	Made available on 13-11-23
	Individual Teacher Report for Instructor Mandy Bush (402603 Human Origins-S2) TAK - BOC - Individual Teacher Report Fall 2023 80.BOC 00.Main	Threshold not met
	Individual Teacher Report for Instructor Mandy Bush (402603 Human Origins-S2) KW - BOC - Individual Teacher Report Fall 2023 80.BOC 30. Kevin	Made available on 29-07-23
	Individual Teacher Report for Instructor Mandy Bush (402603 Human Origins-S2) VM - BOC - Individual Teacher Report Fall 2023 80.BOC 50. Vanessa	Threshold not met
	Individual Teacher Report for Instructor Mandy Bush (402603 Human Origins-S2) BOC - Individual Teacher Report Fall 2023 80.BOC 00.Main	Threshold not met

Ensure anonymity for honest and open feedback



- Customisable question types and question layout
- Support for embedded images, graphics and videos, in addition to text styling
- Provision for institutional branding in all user facing screens, including administrative screens, survey fill out and system integrations

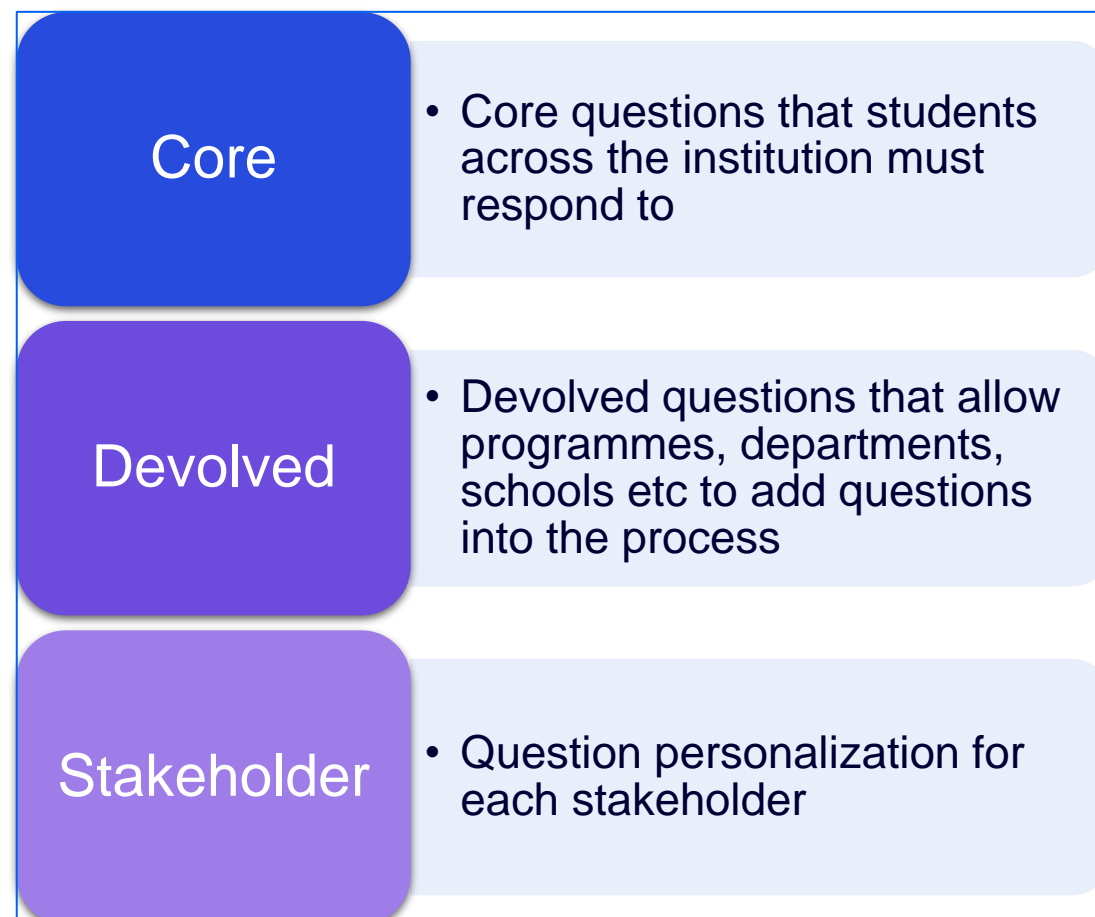
 Loughborough University		Course Name: <input type="text"/>
		Academic Year: 2018/19
Raters	Students	
Responded	167	
Invited	425	
Response Ratio	39.29%	

 <p>Teaching Effectiveness Found your teaching methods to be effective. /5</p>	 <p>Learning Experience Felt your courses were conducive to learning. /5</p>	 <p>Inclusion Felt you included diverse perspectives in course discussions. /5</p>	 <p>Innovation Found your approaches and methods to teaching innovative. /5</p>
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Make the survey visually appealing, including the use of images and different question types



- Increased stakeholder engagement with **question personalisation**
- **Centralised question bank** with hierarchical relations between items
- **Three tier questionnaire design**. Core questions, devolved questions (programme, department) and stakeholder questions.



Avoid long, monotonous surveys



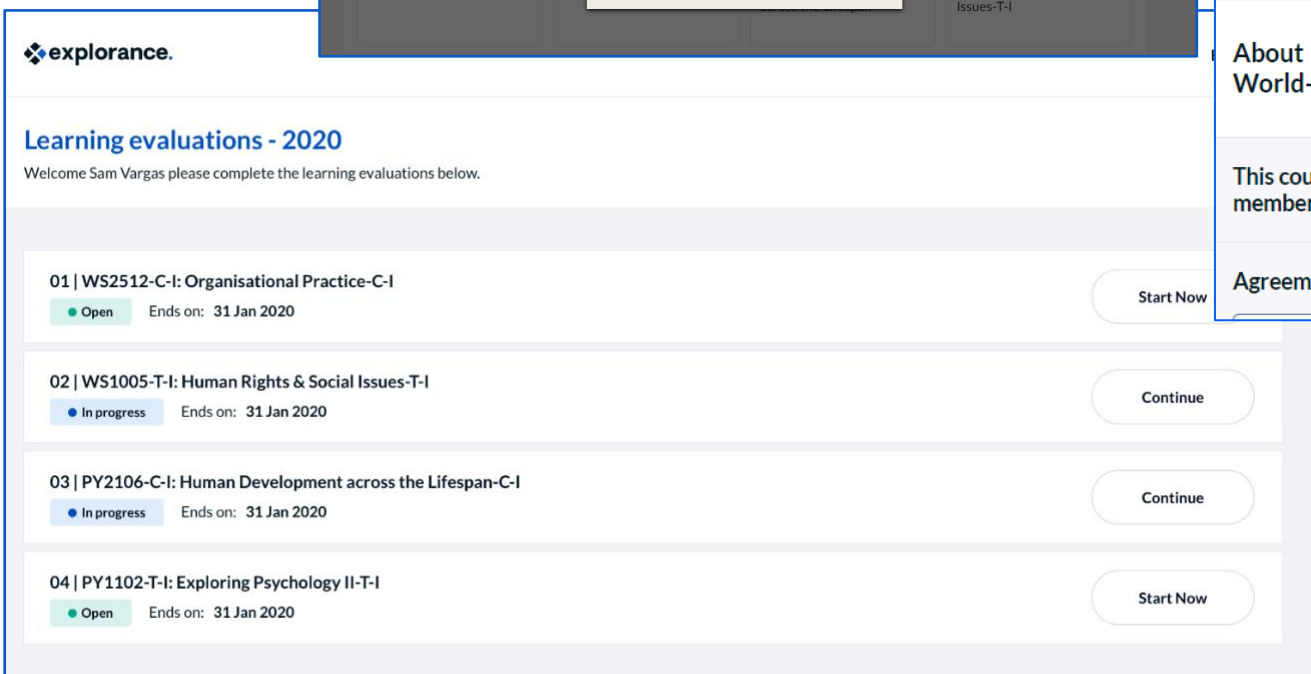
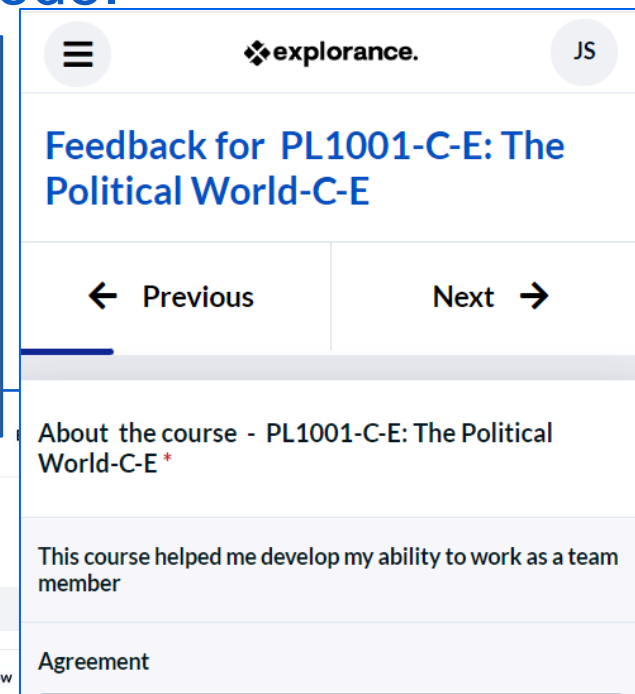
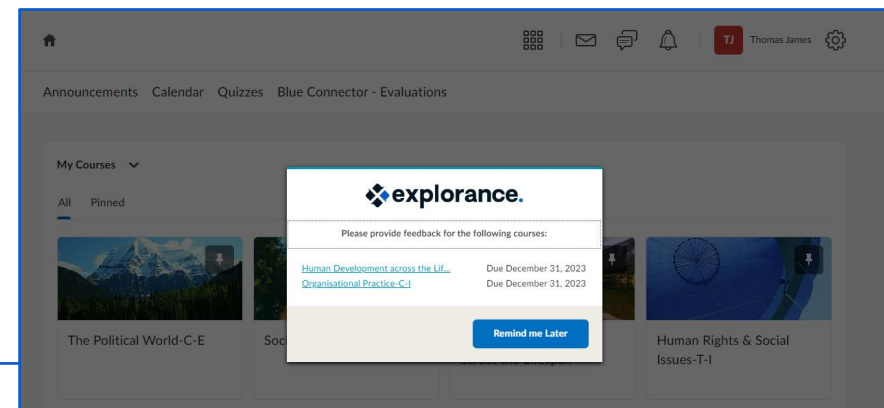
- Schedule evaluation timing automatically
- Flexible schedules that can be configured differently based on demographics, such as programme/department
- Devolved permissions for evaluation timing via Subject Management Dashboard

Column 1	Column 2	Column 3	Column 4
CourseID	Name	StartDate	EndDate
CS_Eng_A	English for Computer Science	17-Sep-18	17-Oct-18
CS_Math01	Math for Computer Science	13-Sep-18	13-Oct-18
EC_Eng	English for Economics	18-Sep-19	18-Oct-19
EC_Math01	Math for Economics	14-Sep-18	14-Oct-19
Int_Eng_L1	English for International Business	19-Sep-18	19-Oct-18
M_Eng_01	English 101	16-Sep-19	16-Oct-18
M_Math01	Math 101	12-Sep-19	12-Oct-18
Math1 Int	Math for International Business	15-Sep-19	15-Oct-18
PL1001-C-E	The Political World-C-E	1-Sep-18	1-Oct-18
PL1001-C-I	The Political World-C-I	2-Sep-19	2-Oct-19
PL1001-T-I	The Political World-T-I	3-Sep-18	3-Oct-18
PY1102-C-I	Exploring Psychology II-C-I	4-Sep-18	3-Oct-18

Choose the right timing
that are convenient for
students



- Easy to follow and intuitive survey design for survey fillout.
- Mobile friendly and accessible for all users and all devices.
- Increased stakeholder engagement with system notifications and integrations. Launch emails, reminder emails, Blue URL, LMS integration, LMS pop-ups, QR code.



Make the survey easy to access on any device




- Class completion via [QR code or link](#)
- [SSO integration](#) to make completion in class quick and easy
- [LMS integration and LMS pop-ups](#) to increase engagement

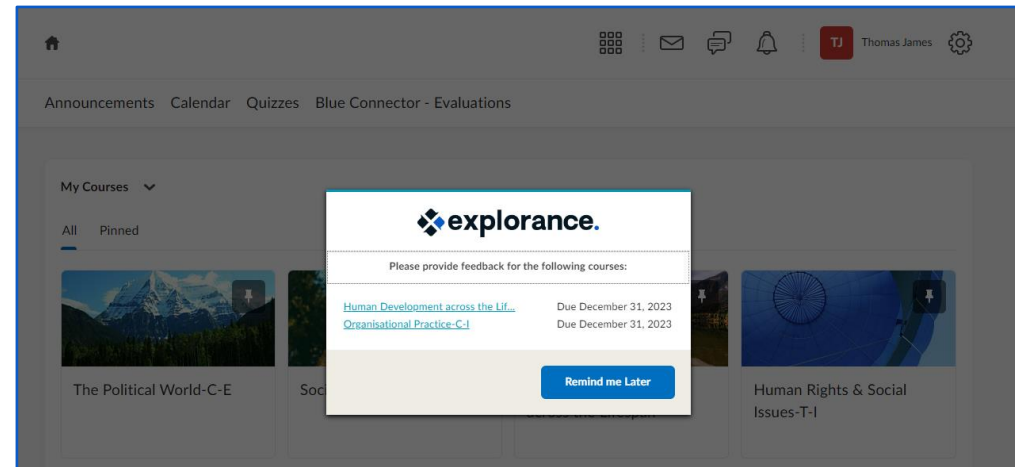


PY2106-C-I: Human Development across the Lifespan-C-I

Students

https://go.blueja.io/wEus5_LSJ0WQp0OdKThTNQ

 To access the evaluation, scan this QR code with your mobile phone.



My Surveys and Evaluations

Listed below are the tasks that have been assigned to you. Thank you very much!!

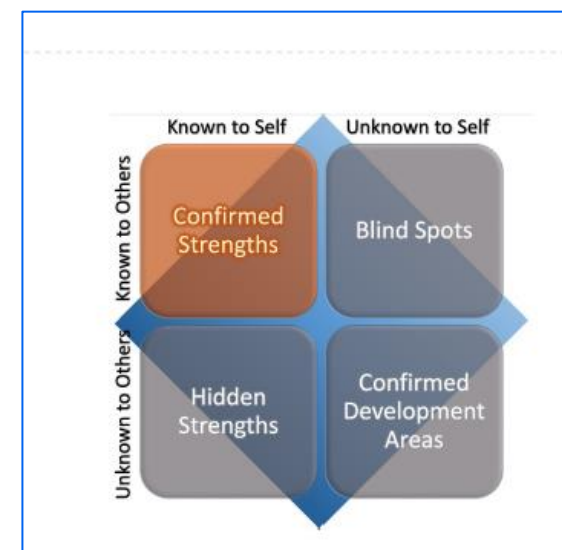
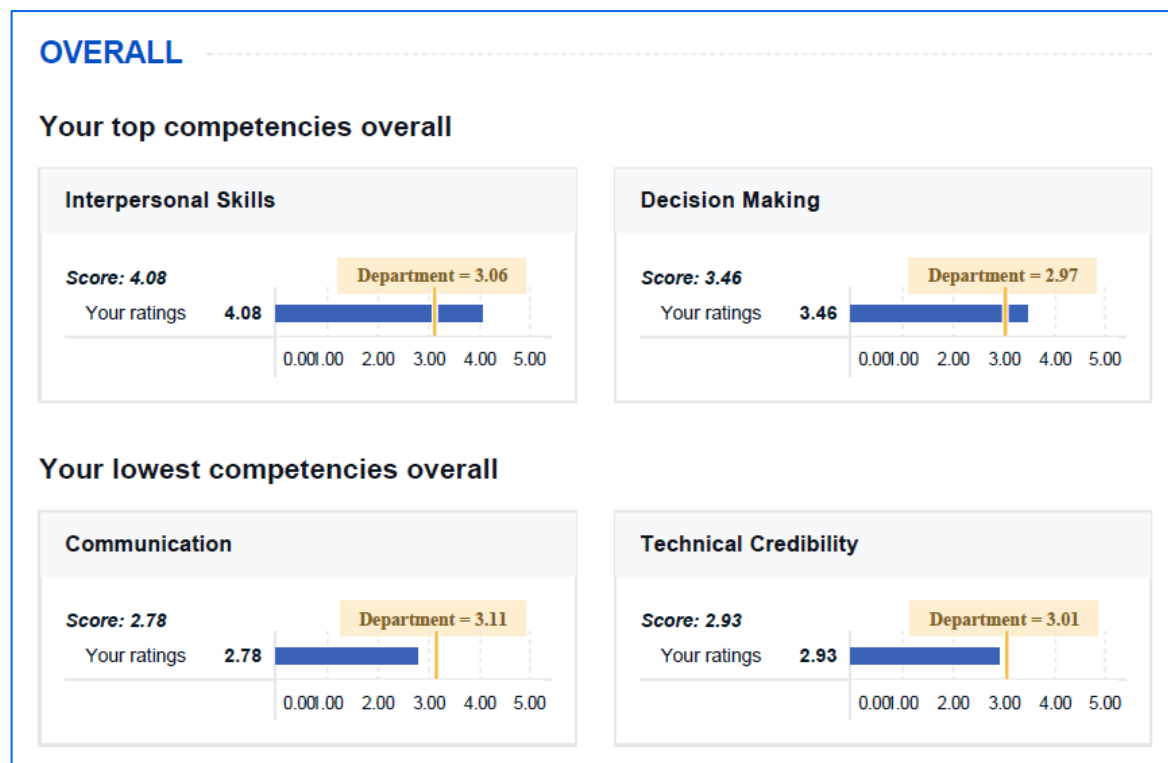
Search Description Search [+] Filters

Description	End date	Status	Alert
PL1001-C-E: The Political World-C-E	2024-12-31	In progress	[!]
PY1102-T-I: Exploring Psychology II-T-I	2024-12-31	Completed	
PY2106-C-I: Human Development across the Lifespan-C-I	2024-12-31	In progress	[!]
WS1005-T-I: Human Rights & Social Issues-T-I	2024-12-31	Completed	
WS2512-C-I: Organisational Practice-C-I	2024-12-31	Open	[!]

In class evaluation with teacher encouragement



- Giving back to students with [Closing the Feedback Loop reporting](#).
- Provide [self assessment student reports](#) related to study and personal qualities
- [360 workplace readiness reports](#), to increase make sure students are equipped with the skill sets for the workplace



Follow up with students regarding the results and how the feedback will be utilised

Agile and responsive feedback at Cardiff; Failing fast and adapting quickly



- ❖ Cardiff invested in Blue during the pandemic. The short term objective was to run regular pulse surveys to engage students to demonstrate responsiveness to feedback during the challenging situation.
- ❖ ‘Cardiff Pulse’ was a series of monthly surveys with up to 6 questions. The questions were adapted each month based on previous results. Data was shared at School level and the feedback loop with students by highlighting key concerns and actions through a new web page.
- ❖ Cardiff were able to implement quickly (1 month) due to efforts from both parties. They achieved a 13% increase in response rate after integrating with their LMS. For the first time, students received a response to feedback in a timely manner. The project was a success they are now developing more pulse surveys. Cardiff has continued to expand their work with Explorance to include module evaluation surveys.

<https://explorance.com/webinar/agile-and-responsive-feedback-at-cardiff-failing-fast-and-adapting-quickly/>



- Increased student engagement with system notifications and integrations. [Launch emails](#), [reminder emails](#), [Blue URL](#), [LMS integration](#), [LMS pop-ups](#), [QR code](#).
- Integration is the key to ease-of-use and Blue provides [deep level integration into all major LMS providers](#).

The screenshot shows a user dashboard for Mandy Bush, Project Coordinator. It features a 'TASK PROGRESS' section with a 0% completion indicator and a 'MY TASKS' table listing various subject management tasks with 'View' buttons.

Task ID	Subject	Status	Ends on	Action
101815	Cultures of Modern Canada (Vanessa Segal)	Open	09-02-24	View
101848	Modern Art (Mandy Bush)	Open	09-02-24	View
201821	Bioarchaeology (Phillipe Holly)	Open	09-02-24	View
201863	Fundamentals of Visual Art 2 (Mandy Bush)	Open	09-02-24	View

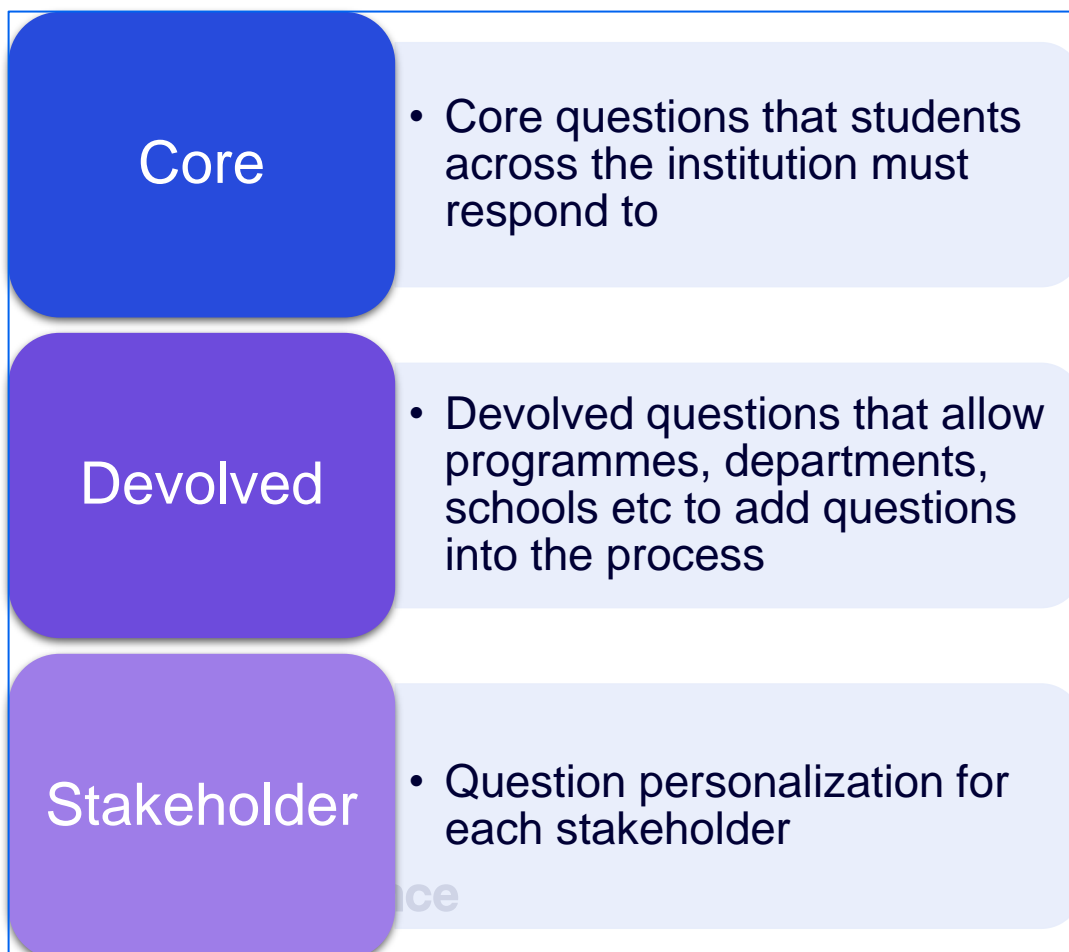
The screenshot shows the 'Learning evaluations - 2020' page. It lists four evaluation items with their status and end dates, each with a corresponding action button.

Item ID	Item Name	Status	Ends on	Action
01	WS2512-C-I: Organisational Practice-C-I	Open	31 Jan 2020	Start Now
02	WS1005-T-I: Human Rights & Social Issues-T-I	In progress	31 Jan 2020	Continue
03	PY2106-C-I: Human Development across the Lifespan-C-I	In progress	31 Jan 2020	Continue
04	PY1102-T-I: Exploring Psychology II-T-I	Open	31 Jan 2020	Start Now

Make sure the survey is visible in the students everyday activity



- **Three tier questionnaire design.** Core questions, devolved questions (programme, department) and stakeholder questions.
- Question personalisation at a devolved level
- Evaluation of teaching included in main survey



Feedback for PY1102-T-I: Exploring Psychology II-T-I

Teachers have been pre-selected for you. Please select your teaching assistant(s):

Preselected Lecturer

<input checked="" type="checkbox"/> Deborah Graham	<input checked="" type="checkbox"/> Michele Surbey
--	--

Preselected Tutor

<input checked="" type="checkbox"/> Beryl Buckby	<input checked="" type="checkbox"/> David Mitchell
--	--

Please select Teaching Assistant
(Select Min 1)

<input checked="" type="checkbox"/> Peter Raggatt	<input type="checkbox"/> Stephen Moston
---	---

Combine multiple surveys into one to avoid survey fatigue

To QP or not to QP: Encouraging Module Leader Engagement in Evaluation Surveys

- ❖ **Problem:** Evaluation of teaching is often a two-faceted exercise – addressing accountability needs and pursuing a more open, reflective agenda such as enhancement of teaching and learning practice. The majority of institutions use standardised questionnaires for module evaluation. Whilst necessary for quality assurance and governance, a standardised data set is often seen by academics as ‘piecemeal’, not necessarily meeting needs of their subject and their own needs as reflective practitioners.
- ❖ **Solution:** The use of Question Personalisation (QP) was added to surveys, offering the opportunity to better explore different evaluation perspectives and giving academics more ownership in the process of module evaluation. Module leaders were given the option to choose up to two additional questions from a list of 16 or write their own.
- ❖ **Outcome:** Module leaders engaged with the solution and reported an overall positive experience. Staff felt it provided them with an opportunity to get more specific feedback, which is important to them. It has also led to the continued improvement and expansion of the pre-set questions made available.



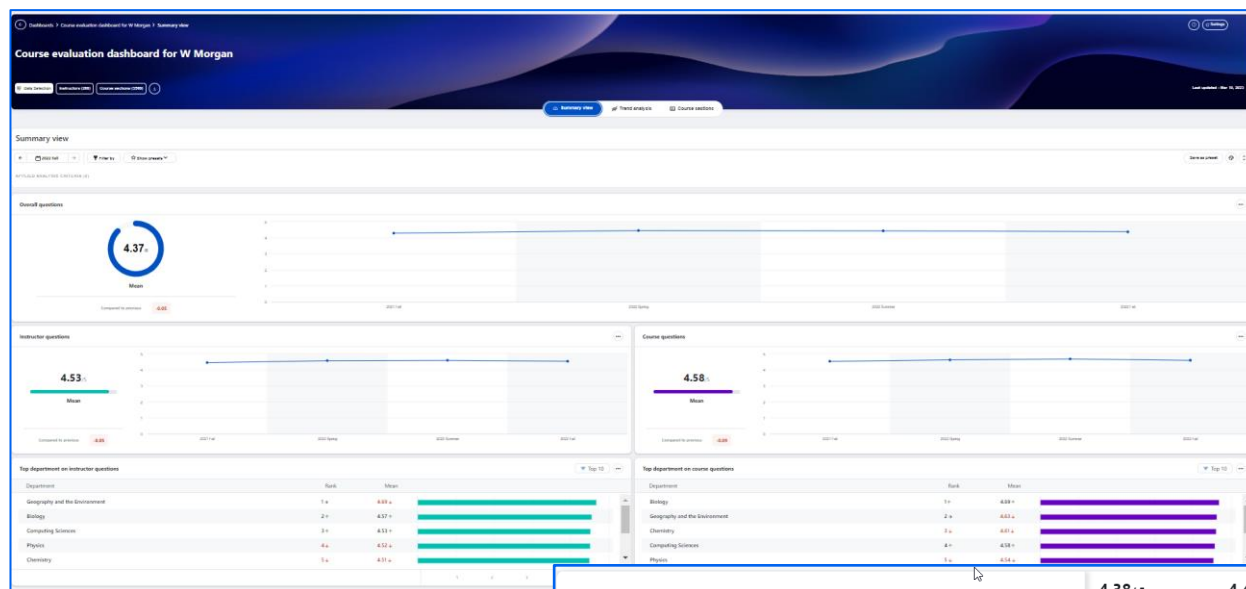
"We were pleased that the majority of staff used question personalisation, but we were enormously pleased with the QP uptake for those using Blue for the first time"

— Dr. Zaitseva, Academic Research and Development Officer



- Peer learning Individual and Aggregate based Dashboards for staff via a central data collection point.

- Ability to glean insights, apply filters, compare data, perform longitudinal analysis, view the executive summary and interact with the feedback results.



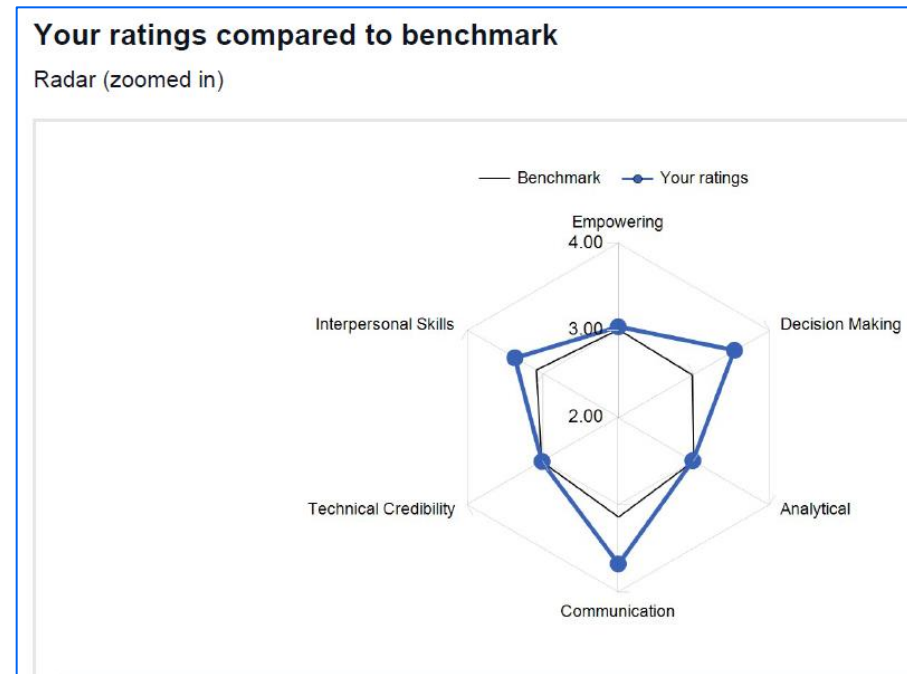
	4.38/5	4.49/5	4.23/5	2.25/5	4.62/5
	1 - Instructor questions	2 - Course questions	3 - Overall questions	4 - How many hours a week outside of class did you spend doing work for this course?	5 - To my knowledge there was no cheating in this class.
Course Section (397) IF	Mean IF	Mean IF	Mean IF	Mean IF	Mean IF
Business Statistics (W Knecht) ID: 23482_201930_90549729 31 invitations 24 people responded 77.42% response rate	2.51	4.01	2.44	2.33	4.17
General Physics I Lab (B Romaine) ID: 23944_201930_90552223 16 invitations 9 people responded 56.25% response rate	2.66	4.12	2.67	1.89	4.63
Organic Chemistry Lab I (W Kelly) ID: 22560_201930_90632361 18 invitations 18 people responded 100.0% response rate	2.94	4.29	3.1	2.17	4.39
Business Statistics (A Ozer) ID: 23473_201930_90389375 31 invitations 24 people responded 77.42% response rate	3.0	3.69	2.56	1.61	4.33
Calculus II (M Cunningham) ID: 23153_201930_90520286 27 invitations 26 people responded 96.3% response rate	3.01	4.32	3.1	2.67	4.73
Physical Chem Lab for Majors (K Mesarik) ID: 22578_201930_91202420 8 invitations 8 people responded 100.0% response rate	3.14	3.96	2.63	4.5	4.0
CSC: Evol Lrng Cmp Robtica Agnts (T Weingarten) ID: 23744_201930_91329112 13 invitations 10 people responded 76.92% response rate	3.15	3.87	2.65	1.5	4.6
Business Statistics (W Knecht) ID: 23482_201930_90549729 30 invitations 23 people responded 76.67% response rate	3.15	4.17	2.91	2.38	4.48

Provide examples of reporting that demonstrate changes made



- Peer learning surveys, competency assessments, 360 degree surveys, self assessment surveys

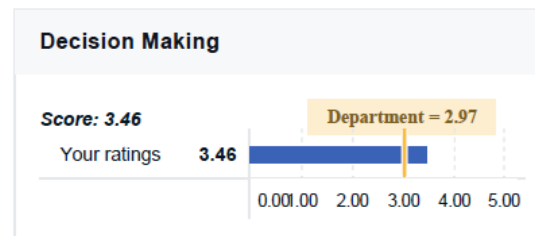
- Students can reflect and improve through detailed reporting. Value provided from the surveys throughout their institutional journey will get them ready for the world of work.



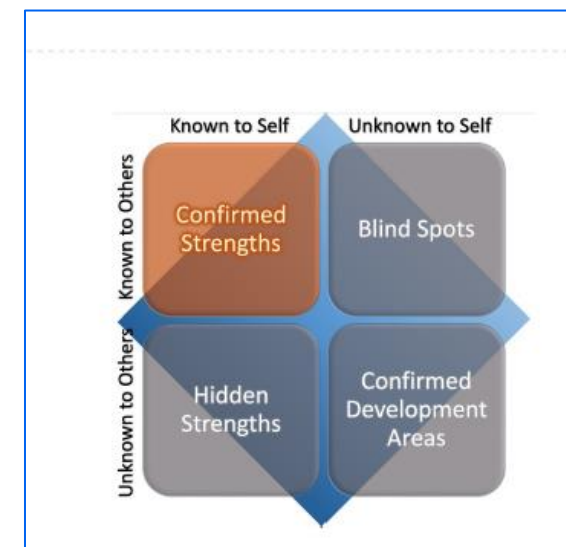
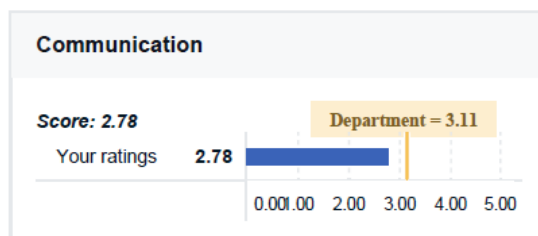
Provide surveys that give something back to students

OVERALL

Your top competencies overall



Your lowest competencies overall





- Fully configurable reports for each level within the institution.
- Flexible design options including the content, layout, paging and branding.
- Reports can be aggregated at any level as needed (course, programme, department, school, faculty and/or institute).

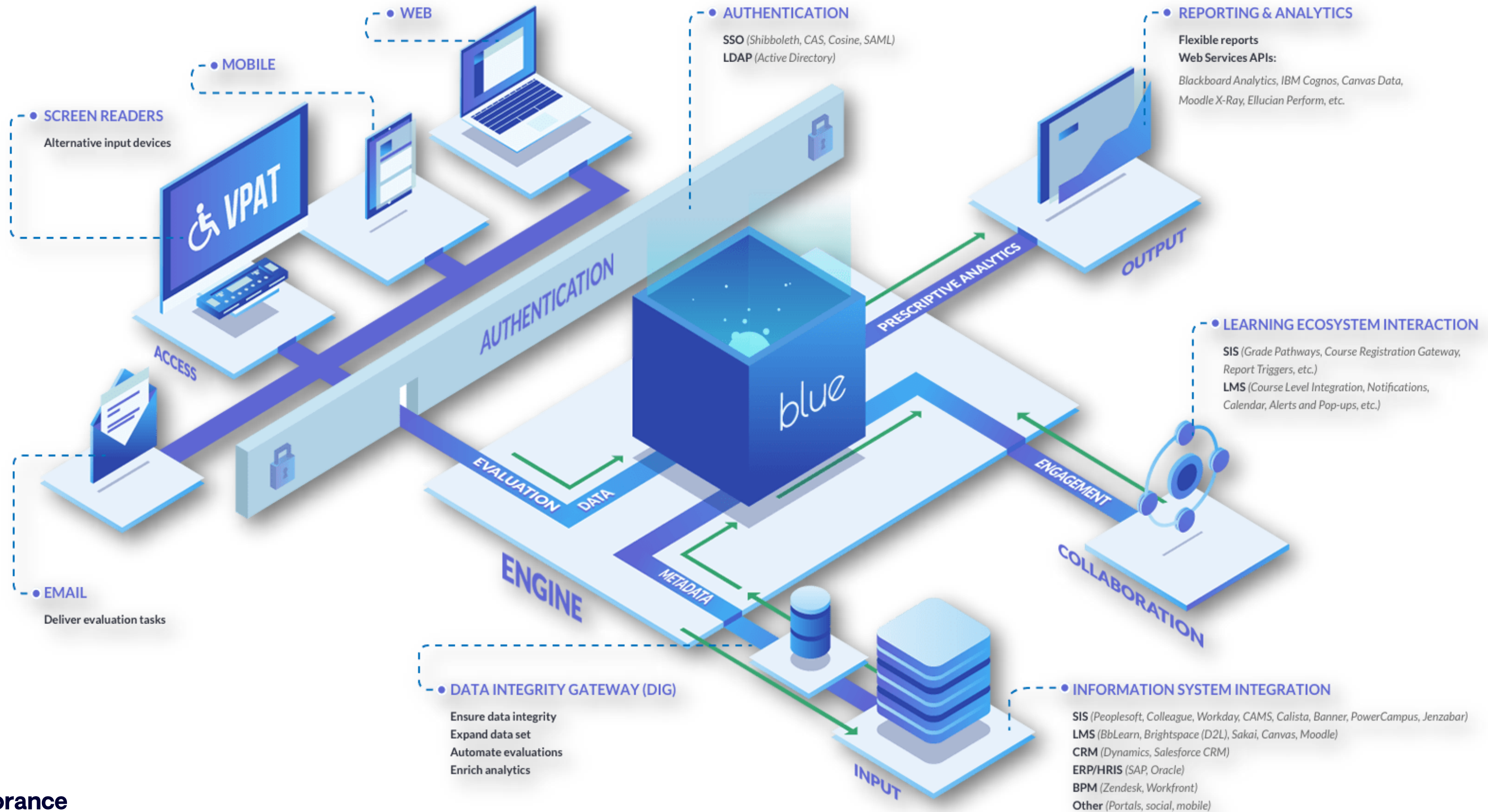
**Demonstrate the value
that any feedback has at
higher levels of the
institution**





explorance

Blue All-In-One Evaluation Platform



Enhancing Student Engagement

Business School Hub

The Business School Hub is a go-to-repository designed for higher education leaders on how to leverage course evaluations to:

- Optimize student experience with resources that support workforce readiness
- Improve student engagement based on best practices shared by some of the world's leading universities
- Collect, understand, and respond to student feedback to enhance teaching effectiveness

Get Your Free Resources



First name*

Last name*

Institution name*

Job title*

Phone number*

Work email*

SUBMIT

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Surveys Team Supports Continued Growth at RMIT University



Driving Automation at Stockholm School of Economics



Exceeding 70% Response Rate at the National University of Singapore





Thank You!

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