# bluenotes
## EUROPE 2022

# CONFERENCE
# PROGRAMME

*Student Voice -* *Supporting and Informing Learning and Teaching*

26 - 27 April 2022

**University of Strathclyde**
**Technology & Innovation Centre**
**Glasgow, Scotland**

UNIVERSITY OF STRATHCLYDE

University of Strathclyde Glasgow

bluenotes community

explorance.

## About
# Explorance

Explorance is a provider of People Insight solutions. The company empowers organizations with actionable decision-making by measuring students' and employees' needs, expectations, skills, knowledge, and competencies. Through scalable automation with tools including Blue and Metrics That Matter and expert-based services, Explorance facilitates continuous improvement and accelerates the insight-to-action cycle leading to personal growth and organizational agility.

Founded in 2003, Explorance is headquartered in Montreal with business units in Chicago, Chennai, Melbourne, Amman, and London. Since 2014, Explorance has been consecutively ranked as a top employer by the Great Places to Work Institute® and is currently the #1 "Best Workplace in Canada" for 2021. Explorance works with 35% of the Fortune 100 and 25% of the top higher education institutions, including 8 of the world's top 10 business schools. The company has clients in more than 40 countries such as Aarhaus University, Birkbeck University of London, Copenhagen Business School, Dublin Institute of Technology, Durham University, Glasgow Caledonian University, Kingston University, Liverpool John Moores University, Loughborough University, University of Johannesburg, Monash University, the University of New South Wales, the University of Melbourne, the National University of Singapore, the University of Auckland, University of Louisville, Princeton University, University of Pennsylvania, University of Toronto, University of British Columbia, McGill University, Zayed University, University of Sharjah, American University of Beirut, King Saud University, IESE Business School, and organisations including Aramco and National Bank of Canada. To learn more, please visit Explorance.com and connect with us on LinkedIn, Facebook, and Twitter @explorance.



Explorance is honored to sponsor the Bluenotes Community's learning activities. The Bluenotes Community is a united community of users of Blue suite solutions in Higher Education, with the mission of "Connect. Share. Learn. Grow." Since 2014, the Bluenotes Community hosts annual conferences and regional chapter activities connecting community members regardless of where they are located. The Bluenotes conferences, aspiring to be a global exchange of ideas for feedback-based continuous improvement for teaching excellence and student success, have been attended by over 750 community members from nearly 300 institutions globally. Connect with the Bluenotes Community member institutions on LinkedIn and Facebook.

# Keynote Speakers

**Brian Green**
**Deputy Associate Principal (Learning and Teaching)**
**University of Strathclyde**

As Deputy Associate Principal (Learning and Teaching), Brian Green works in partnership with staff and students across the University to develop and implement policy and strategy to deliver the University's key educational priorities. He is institutional academic lead for a range of sector activities including Universities Scotland Learning and Teaching Committee, Quality Assurance in Scottish Higher Education group, and Advance HE liaison.

Quality assurance and enhancement are central to Brian's role. Brian chairs the Quality Assurance Committee and has a central, strategic role within University Senate, Education Strategy, Learning Enhancement and Student Experience.

Brian is Project Sponsor for Strathclyde's £60m flagship Learning and Teaching Building project and previously had an equivalent role for Strathclyde Sport, the University's highly acclaimed £30m sports facility which opened in September 2018.

Further responsibilities and activities include:·Covid-19 response and development of policy and guidance for students and staff, development and implementation of institutional and faculty academic quality policies and procedures; including oversight of institution-led review processes, Convener of the Surveys and Metrics Working Group which oversees the reporting, reflection and actions in response to internal and external surveys and other metrics including academic analytics, learning analytics, module evaluation, TEF, NSS and other external surveys.

This work includes development of institutional policy and oversight of pilot projects across all faculties and the University's staff development unit and networking and project participation and presentation at national and international levels.

Brian is also the University's academic lead for the partnership with Study Group and Strathclyde's International Study Centre.

# Keynote Speakers

**Cindy Davis**
**Program Manager**
**The Ohio State University**

Cindy Davis is a Program Manager at The Ohio State University where her current focus is exclusively on Student Evaluation of Instruction.

She has managed this process for over 9 years, including 4 years with Explorance, but has an extensive background in a wide variety of academic functions. Specifically, she has managed a testing center, planned commencement ceremonies, implemented major software conversions, built schedules of classes, oriented incoming students and has taught students, parents and even instructors how academic online solutions work.

Through it all her passion for young people and the ability to change lives (and indeed the world) through higher education serves as her primary motivation. She has received professional recognition from the Ohio Association of Collegiate Registrars and Admission Officers, the Ohio College Testing Association, and the OSU University Staff Advisory Council, but her greatest professional achievement is that of Certified Blue Expert (and not just because she survived Montreal in February).

Follow her on twitter @3822Davis.

# Agenda
## Tuesday, 26 April (Day 1)

| Time | Tuesday, 26 April |
|---|---|
| **08:30-09:00** | Registration & Morning Refreshments |
| **09:00-09:15** | **Conference Welcome**<br>*John Atherton, Explorance* |
| **09:15-10:00** | **Keynote:**<br>**Enhancing and Supporting the Student Experience: Student Voice, a Scottish Accent and a Strathclyde Perspective**<br>*Brian Green, University of Strathclyde* |
| **10:00-10:30** | **CEO Update: Explorance Vision Forward:**<br>**From Insight to Action, the road ahead!**<br>*Samer Saab, Explorance* |
| **10:30-10:45** | Break |
| **10:45-12:15** | **Customer Lightning Talks:**<br><br>**Disproportionate Results: How Small Changes are Leading to Big Gains**<br>*Danielle Grenade, Northumbria University*<br><br>**For Your Eyes Only**<br>*Joris de Vries, University of St Gallen*<br><br>**The Pros and Cons of Using Secondary Subject Selection**<br>*Julie Mulvey, Durham University* |
| **12:15-12:20** | Prize Draw |
| **12:20-12:30** | Group Photo |
| **12:30-13:30** | Lunch |
| **13:30-14:30** | **Bluenotes Community Collaboration to Develop Guidelines for Instructors in Interpreting and Reporting Evaluations Results**<br>*John Jordi, University of Florida* |
| **14:30-15:00** | **Blue Value Assessment**<br>*Matt Claridge & Mohammed Sheraidah, Explorance* |
| **15:00-15:15** | Break |

# Agenda
## Tuesday, 26 April (Day 1) Continued

| Time | Tuesday, 26 April |
|---|---|
| 15:15-16:45 | **Customer Lightning Talks:**<br><br>**Increasing Response Rates at SSE**<br>*Kristin Petersmann, Stockholm School of Economics*<br><br>**"A significant improvement": Using Blue to Support Enhancement and Closing the Loop Activities**<br>*Carolyn Moir, University of Worcester*<br><br>**Joy & Happiness, or Anger & Disgust: Getting Intimate with BlueML**<br>*Garmon ap Garth, Birkbeck University of London* |
| 16:45-17:00 | **Day 1 Closing Remarks and Prize Draw**<br>*John Atherton, Explorance* |
| 18:30-19:00 | **Travel to Social Event** |
| 19:00-22:00 | **Social Event: The Clydeside Distillery** |

# Agenda
## Wednesday, 27 April (Day 2)

| Time | Wednesday, 27 April |
|---|---|
| 08:30-08:55 | Registration & Morning Refreshments |
| 08:55-09:00 | **Conference Welcome** <br> *John Atherton, Explorance* |
| 9:00-9:45 | **International Keynote:** <br> **Making Connections** <br> *Cindy Davis, The Ohio State University* |
| 9:45-10:30 | **Explorance Product Vision** <br> *Nitin Sharma, Explorance* |
| 10:30-10:45 | Break |
| 10:45-11:45 | **Customer Lightning Talks:** <br><br> **Supporting Staff to Make Sense of Student Module Evaluation** <br> *Jacquie Jahn, Caroline Breslin & Katy Savage, University of Strathclyde* <br><br> **A Journey From a Blank Sheet to a New Evaluation Culture** <br> *Line Sassersen and Mette Dybkjaer Hansen, Copenhagen Business School* |
| 11:45-12:00 | **Day 2 Closing Remarks and Prize Draw** <br> *John Atherton, Explorance* |
| 12:00-13:00 | Lunch |
| 13:00-14:30 | **Workshop:** <br> **Reporting: Re-introduced, Re-visited, Re-thought, Re-Imagined** <br> *Mohammed Sheraidah, Explorance* |
| 14:30-15:00 | Break |
| 15:00-16:30 | **Workshop:** <br> **Getting Started in Blue 8: New Features & Key Differences** <br> *Nitin Sharma & Mohammed Sheraidah, Explorance* |

# Session Descriptions
## (Alphabetical Order by Presenter First Name)

| Title: | Enhancing and Supporting the Student Experience: Student Voice, a Scottish Accent and a Strathclyde Perspective |
|---|---|
| Presenter(s) | Brian Green, University of Strathclyde |

The session will start with a welcome to Glasgow and the University of Strathclyde; highlighting the impact of Glasgow's students on the city. The presentation will then consider Scotland's distinctive approach to academic quality and it's enhancement; including the fundamental importance of student voice at sector, institutional and programme level. The presentation will conclude with reflections on the opportunities for greater integration of a range of student voice and feedback mechanism to inform and enhance the student experience.

| Title: | "A Significant Improvement": Using Blue to Support Enhancement and Closing the Loop Activities |
|---|---|
| Presenter(s) | Carolyn Moir, University of Worcester |

The University of Worcester is in its first six months of using Blue following a successful implementation project. This presentation will cover the positive impacts and some challenges of launching Blue across the institution, with a particular focus on how we are using the system to improve communications and feedback to students. We will examine 3 key projects that have been carried out, and identify how Blue is supporting wider goals around enhancement and the student experience.

| Title: | Making Connections |
|---|---|
| Presenter(s) | Cindy Davis, The Ohio State University |

While we may use different terminology in describing what we do, we share a dedication to the use of student voice to support and inform teaching and learning. Learn about the connection between people, processes, technology, and how those combine to impact campus culture.  Hear a bit about the most pressing issues for evaluations in the US today and share what your challenges are. Are there universal solutions? Let's talk about how we can best support and influence this transformational time in higher education by strengthening connections built from the important work that we do.

| Title: | Disproportionate Results: How Small Changes are Leading to Big Gains |
|---|---|
| Presenter(s) | Danielle Grenade, Northumbria University |

Since adopting Blue in 2019/20, Northumbria University have made a number of changes to increase survey engagement with surveys for both staff and students. This session highlights some of these changes, all of which have led to welcome enhancements to their Blue environment and evaluation processes

| Title: | Joy & Happiness, or Anger & Disgust: Getting Intimate with BlueML |
|---|---|
| Presenter(s) | Garmon ap Garth, Birkbeck University of London |

Birkbeck has been trialling the BlueML since the beginning of the year to better gather additional useful information from students' comments. See the results so far, how we've started to use the results, and what we hope will be possible in future.

| Title: | Supporting Staff to Make Sense of Student Module Evaluation |
|---|---|
| Presenter(s) | Jacquie Jahn, Caroline Breslin & Katy Savage, University of Strathclyde |

In this session, the University of Strathclyde team reflect on the opportunities provided for staff support and development throughout their journey to implement an institution-wide approach to module evaluation. The successes and challenges encountered will be considered along with the participant's perspective. The team will highlight the resources developed to guide staff through the process and their integration with the STEP (Strathclyde Teaching Excellence Programme), to help staff leverage the insights from module evaluation to enhance learning, teaching and assessment practice. A vital component for engagement, the role of the closing the feedback loop will also be explored.

| Title: | Bluenotes Community Collaboration to Develop Guidelines for Instructors in Interpreting and Reporting Evaluations Results |
|---|---|
| Presenter(s) | John Jordi, University of Florida |

Over the past few years, Bluenotes Community members have identified the need for consistent recommendations and guidelines to help instructors interpret evaluation/assessment data to effectively inform teaching and course planning. Bluenotes Community members around the world have been collaborating to build a document of guidelines which centers around a common framework of language associated with reporting of evaluation data - the "Guidelines for Instructors in Interpreting and Reporting Results" document. In this interactive session, attendees continue to collaborate, review, and further enhance this document. The final result will be shared at the Bluenotes GLOBAL 2022 conference in Chicago (July 30 - August 3).

| Title: | For Your Eyes Only |
|---|---|
| Presenter(s) | Joris de Vries, University of St Gallen |

The University of St Gallen uses data integrations to automate course evaluation report distribution to individual instructors. This session examines the strategic implications of using this data beyond just report delivery. It presents opportunities to integrate into your university's quality assurance or management processes through enabling the feeding back of data to business intelligence solutions.

| Title: | The Pros and Cons of Using Secondary Subject Selection |
|---|---|
| Presenter(s) | Julie Mulvey, Durham University |

At Durham University it is mandatory to rate all members of Staff who have a teaching component as part of their contract. We also allow Departments to list Postgraduate Researchers who also teach the option to be rated. We also rate all Supervisors who are responsible for supervising students completing dissertations at both Undergraduate and Postgraduate levels. Following on from a presentation by Chapel Hill University – Durham University implemented this process and allowed DIG to determine the roles that staff have. On top of that we allowed a single member of staff to have multiple roles that they wish to be rated on. At Durham we would wish to rate a Lecturer for their delivery of the module, however that individual Lecturer may lead a seminar group of a subset of students and we need to tell the system what questions they need to view. This presentation will discuss how this was done and give our findings of the process outlining what worked and what did not work – and hopefully make some suggestions on streamlining this process.

| Title: | Blue Value Assessment |
|---|---|
| Presenter(s) | Matt Claridge & Mohammed Sheraidah, Explorance |

Explorance is constantly enhancing customer experiences with the aim of helping customers realise more value from our solutions and services. During this session we will provide a high-level overview of some of the process improvements we are making to better assess customer needs and provide recommendations on how we can ensure customer success going forward.

| Title: | Explorance Product Vision |
|---|---|
| Presenter(s) | Nitin Sharma, Explorance |

Explorance products continue to evolve at a rapid pace. In this session, we will look at our roadmap updates. Sharing some of the most notable features and capabilities introduced over the past year and providing a glimpse into what the future holds from feature sets and capabilities to product visions.

| Title: | From Insight to Action, The Road Ahead |
|---|---|
| Presenter(s) | Samer Saab, Explorance |

In this session, Explorance's CEO, Samer Saab, shares Explorance's vision forward and top strategic priorities, to support higher education institutions in their journey of transformation in the way teaching effectiveness and the student experience are measured and continuously enhanced.

# Workshop Descriptions

| | |
|---|---|
| **Title:** | Reporting: Re-introduced, Re-visited, Re-thought, Re-Imagined |
| **Instructor(s):** | Mohammed Sheraidah |

Many Blue-users can agree that reporting plays an important role in the evaluation process. Join this workshop to revisit the foundational reporting features in Blue for successful report production, as well as dive into more advanced reporting features such as cross-tabulation and spreadsheet reports. This workshop will provide insight into report creation for those new to Blue, and also share tips and tricks for long-term Blue-users to enhance their reporting skills.

| | |
|---|---|
| **Title:** | Getting Started in Blue 8: New Features & Key Differences |
| **Instructor(s):** | Nitin Sharma & Mohammed Sheraidah |

As more and more customers are upgrading Blue from v7 to v8, they are entering a new realm of possibilities within their updated Blue platform. Join members of the Product team as they expand on the new functionality available, and draw some before and after comparisons to those features that have been overhauled. With Blue v8.0.4 released in January 2021, this session will appeal to those that have yet to upgrade, and those early adopters who thought they may have seen all that Blue 8 has to offer already! We will also show you Blue v8.0.4's compatibility with the newly released Blue Dashboard v3.1, along with self-enrolment, the reimagined Subject Management feature and updates to Question Personalisation.

# Upcoming Learning Event:
# Bluenotes GLOBAL 2022
(https://www.bluenotesgroup.com/bluenotes-global-2022/)



**BAC (Blue Administrator Certification) Training Camp**
**@ BN GLOBAL 2022, Chicago, USA: July 29-30, 2022**

**BRMC (Blue Report Master Certification) Training Camp**
**@ BN GLOBAL 2022, Chicago, USA: July 28-July 30, 2022**

**BEC (Blue Expert Certification) Training Camp**
**@ BN GLOBAL 2022, Chicago, USA: July 28-July 30, 2022**

**Visit  https://www.bluenotesgroup.com/bluenotes-global-2022/**
**for full details**
**Or  contact  BNcommunity@explorance.com**

# Notes