



bluenotes
EUROPE 2023

CONFERENCE PROGRAMME

*Insight to Action: Driving Student Success
with Student Voice*

23-24 March 2023

University of Brighton
Brighton, UK



University of Brighton

 explorance.

About Explorance

Founded in 2003, Explorance supports more than 25 million people in their individual journeys of purpose, growth, and impact. As the leading provider of People Insight Solutions, Explorance empowers organizations with actionable decision-making by measuring students' and employees' needs, expectations, skills, knowledge, and competencies. Explorance facilitates continuous improvement and accelerates the insight-to-action cycle leading to personal growth and organizational agility. Headquartered in Montreal with business units in Chicago, Chennai, Melbourne, Amman, and London, Explorance works with 25% 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 50 countries. To learn more: www.explorance.com Learn more about the [Explorance approach](#).



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



**Professor Ruth Whittaker, Pro-Vice-Chancellor (Education and Students),
University of Brighton**

Dr. Whittaker is a Professor in Learning Practices. Enhancing the student experience and progression pathways to Higher Education (HE) has been integral to her institutional, national and international work for over 25 years.

As PVC Education and Students, she provides strategic leadership for the academic dimensions of the student experience. She is responsible for the implementation of the university's Education and Students Strategic Plan and related KPIs including the National Student Survey and the Teaching Excellence and Student Outcomes Framework. She is responsible for leading strategic initiatives to deliver continuous enhancement in learning, teaching and the student academic experience, to advance excellence in academic professional standards, to ensure the quality and oversight of the university's academic programmes. Ruth also provides strategic leadership for student engagement and partnership working with the Students' Union.

Before joining the University of Brighton, Professor Whittaker was the Director of Academic Quality and Development at Glasgow Caledonian University (GCU). Her role was to provide strategic leadership and support for quality enhancement and assurance; academic and professional development and enhanced approaches to learning, teaching, assessment; and educational research and evaluation. Her role included leading and engaging in policy and strategy development as well as institutional, national and international research and development, in relation to learning and teaching and widening participation policy and practice, with a particular focus on recognising prior informal learning (RPL).



**Nancy Turner, PhD, Senior Director, Teaching and Learning Enhancement,
University of Saskatchewan**

Dr. Nancy Turner (she/her) serves as Senior Director, Teaching and Learning Enhancement at the University of Saskatchewan on Treaty 6 Territory and the homeland of the Métis. In her role as Senior Director, Nancy contributes to developments in teaching, learning, and student experience and leads related institutional change and innovation initiatives. She works in partnership with colleges/schools, service units, and external stakeholders at a strategic level to support improvement in the quality of teaching and learning across the University of Saskatchewan and to support academic units in the design and development of innovative and effective academic programming. Nancy also provides oversight and leadership to four specialist units; Teaching and Learning Enhancement, Gwenna Moss Centre for Teaching and Learning (including the Indigenous Education Initiatives team), Media Production, Career Services, Distance Education Unit, and Access and Equity Services, ensuring these units provide high-quality service in alignment with the university's strategic directions.

Nancy's work for nearly two decades has focused on the strategic leadership of learning and teaching enhancement and student experience. Nancy has worked in Canadian and British higher education holding previous roles as Acting Dean and Associate Dean of Learning, Teaching, and Enhancement at the University of the Arts London and Director of Educational Development at Royal Holloway, University of London. Dr. Turner's research focuses on change in higher education, particularly the development of teaching and learning practices at the level of the department and institution, and informal and professional learning. Nancy has taught for over two decades in Canadian and UK higher education in laboratory, classroom, and online learning environments and has led curriculum design and delivery in both national contexts.

Agenda

Thursday, 23 March (Day 1)

Time	Thursday, 23 March
08:30-09:00	Registration & Morning Refreshments
09:00-10:30	<p>Pre-Conference Workshop: First Impressions Last: How to Make Your Reports Catch the Eye Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance Matt Claridge, Director Customer Success EMEA, Explorance</p>
10:30-10:50	Networking Break
10:50-11:00	<p>Conference Welcome John Atherton, General Manager Europe and Africa, Explorance</p>
11:00-11:30	<p>We're Listening – The Secret Life of a Feature Request Kristin Huber, Quality Development Expert, University of St Gallen Alexandra Rascanu, Blue Product Manager, Explorance Matt Claridge, Director Customer Success EMEA, Explorance</p>
11:30-12:15	<p>A Vision of the Future – Blue 9 & Beyond Alexandra Rascanu, Blue Product Manager, Explorance</p>
12:15-12:30	<p>Explorance Support Structure: How We Partner to Drive Success Bethany Remely, VP Customer Success, Explorance Vanessa Hawley, Account Manager, Explorance</p>
12:30-12:45	<p>Presentation of Blue Expert Certificates Door Prize Drawing (Must be present) Group Photo</p>
12:45-13:45	Networking Lunch

Agenda

Thursday, 23 March (Day 1 – Continued)

Time	Thursday, 23 March
13:45-14:45	<p>Panel Discussion: Building Belief! Practical Solutions to Encourage Enthusiasm & Engagement in Module Evaluations</p> <p>Penny Jones (Chair), Insight Manager, University of Brighton Sam Jones, Academic Quality Manager, University of Bristol Ellie Mayo-Ward, Student Engagement Manager, Cardiff University Line Krog Heltoft, Project Co-Ordinator, Aarhus University Line Sassersen, Analyst, Copenhagen Business School</p>
14:45-15:15	<p>Empower Faculty and Academic Admin Leaders with Blue Dashboard</p> <p>Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance</p>
15:15-15:45	<p>Networking Break</p>
15:45-16:15	<p>Exploring Reimplementation: From Black & White Decision Making to a Clear Blue Sky</p> <p>Donna Hay, Acting Director of Careers & Enterprise, Durham University Dr Andy Shuttleworth, Education Policy Officer, Durham University</p>
16:15-17:00	<p>Keynote: Transforming Practices: Putting Students at the Heart</p> <p>Prof Ruth Whittaker, Pro-Vice-Chancellor (Education and Students), University of Brighton</p>
17:00-17:05	<p>Day 1 Closing Remarks and Door Prize Draw (Must be present)</p> <p>John Atherton, General Manager Europe and Africa, Explorance</p>
18:45-22:00	<p>Social Networking Dinner Event Brighton i360</p> <p>Please meet at 18:45 at the entrance of the Brighton i360 ticket hall where Explorance team members will be there to guide you to the reception area. Lower Kings Road, Brighton, BN1 2LN.</p>

Agenda

Friday, 24 March (Day 2)

Time	Friday, 24 March
09:00-09:30	Morning Refreshments
09:30-10:30	<p>Keynote: Student Voice in Teaching Enhancement: The Journey from Insight to Action in Advancing Systemic Change in Teaching and Learning. Dr Nancy Turner, Senior Director Teaching and Learning Enhancement, University of Saskatchewan</p>
10:30-11:00	<p>Evaluation Portfolio at SSE: Surveying Students Throughout their Entire Journey Dr Kristin Petersmann, Data Insights Manager, Stockholm School of Economics</p>
11:00-12:00	Structured Networking Break
12:00-12:30	<p>Balancing Student Feedback Against Staff Concerns: GCU's Approach to Handling Inappropriate Student Comments Judith Crocket, Survey Officer, Glasgow Caledonian University</p>
12:30-13:00	<p>Gleaning Actionable Insights from Student Comments with BlueML Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance</p>
13:00-13:05	<p>Conference Close & Door Prize Draw (Must be present) John Atherton, General Manager Europe and Africa, Explorance</p>
13:05-14:00	Networking Lunch
14:00-15:30	<p>Post-Conference Workshop: Features & Functionality to Engage Blue Users in the Evaluation Process Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance Matt Claridge, Director Customer Success EMEA, Explorance</p>

Descriptions: Keynote Speeches

Title	Transforming Practices: Putting Students at the Heart
Keynote Speaker	Prof Ruth Whittaker, Pro-Vice-Chancellor (Education and Students), University of Brighton
<p>The session will consider the importance of transforming practices in HE and the central role of student engagement and voice -both as a focus of and as a mechanism for such transformation. In order to realise our goal that all individuals with the desire and potential to participate in HE are enabled and empowered to do so successfully, whatever their background or prior educational experience, we need to engage in a continuing cycle of enhancement. In doing so we need to be prepared to reflect on, challenge and potentially change our pedagogical practices. The student voice in this process is vital to inform and implement such enhancement and change. Drawing on the University of Brighton as a case study, Ruth will share the approach taken to strengthen student engagement and student voice in shaping the learning and teaching experience as a central strategic objective and the critical importance of this in ensuring meaningful impact. The role the student voice should play in supporting policy goals for the transformation of the HE sector itself, in terms of the skills agenda, changing qualifications landscape and flexible pathways to support Lifelong Learning will also be considered. Putting students at the heart of institutional and sector wide developments is essential. In order to ensure the student voice can indeed help us to transform practices, ways in which we might further transform the practices of enabling students to make their voice heard will also be explored.</p>	
Title	Student Voice in Teaching Enhancement: The Journey from Insight to Action in Advancing Systemic Change in Teaching and Learning.
Keynote Speaker	Dr Nancy Turner, Senior Director Teaching and Learning Enhancement, University of Saskatchewan
<p>Higher education institutions in North America, like those across the sector globally, have been working for decades to enable evidence informed teaching practices that lead to effective and equitable student learning opportunities. Change strategies employed have focused on individual academics, departments, and institutional systems. These efforts have sat uncomfortably with processes, policies, and structures intended to evaluate and reward teaching that rely heavily on what are commonly called student evaluations of teaching, instruments that have been contested due to their narrow focus, often conflicting purposes, and potential for bias. Against this backdrop, this session will explore the journey of the University of Saskatchewan, located in Treaty 6 territory and the homeland of the Métis in Western Canada, to develop a collective understanding of what ‘good’ teaching practice entails and align related processes, policies, and systems, including those related to student voice, to advance and evidence it. Lessons learned from the multi-level, principles-based change process will be shared including our progress to date in advancing more effective, wholistic, strategic, and enhancement focused processes to allow student voice, in concert with other elements, to inform institutional strategy and shape teaching and learning practices at the course/module and program level.</p>	

Descriptions: Panel Discussions & Sessions

Title:	We're Listening – The Secret Life of a Feature Request
Presenters	Kristin Huber, Quality Development Expert, University of St Gallen Alexandra Rascanu, Blue Product Manager, Explorance Matt Claridge, Director Customer Success EMEA, Explorance
<p>Kristin Huber (University of St Gallen), Alexandra Rascanu (Blue Product Manager) and Matt Claridge (Director, Customer Success EMEA) delve into what happens to a feature request. Using examples submitted by the University of St Gallen, Alexandra and Matt will go through what happens behind closed doors, and explain what factors are considered before deciding on a course of action. The aim of this session is to eliminate the feeling that feature requests end up in a black hole, and usher in a more transparent process for enhancement requests.</p>	
Title:	A Vision of the Future – Blue 9 & Beyond
Presenter	Alexandra Rascanu, Blue Product Manager, Explorance
<p>Blue Product Manager Alexandra Rascanu will take us on a journey through the Explorance roadmap, showcasing plans that are due between now and the end of 2024. The session will predominantly look at the new features and enhancements of the forthcoming Blue 9 (due for release mid-2023). There will be previews of the new, modern looking user interfaces and a new DIG experience. Finally, we will be looking at how Blue will close the loop in 2024.</p>	
Title:	Explorance Support Structure: How We Partner to Drive Success
Presenters	Bethany Remely, VP Customer Success, Explorance Vanessa Hawley, Account Manager, Explorance
<p>Bethany Remely and Vanessa Hawley may be new names to many of the attendees of Bluenotes 2023, however...Bethany has been at Explorance since 2015 and has 13 years working in the Customer Success field. Vanessa started at Explorance in February 2023 and although she has only been with us for a few weeks brings a wealth of Account Management experience with her. Bethany and Vanessa will outline how the CSM and Account Manager roles work together to enhance the provision for our customers by growing your capabilities and enabling your institution to derive actionable insights from the data.</p>	
Panel:	Building Belief! Practical Solutions to Encourage Enthusiasm & Engagement in Module Evaluations
Chaired by	Penny Jones, Insight Manager, University of Brighton
Panelists	Sam Jones, Academic Quality Manager, University of Bristol Ellie Mayo-Ward, Student Engagement Manager, Cardiff University Line Krog Heltoft, Project Co-Ordinator, Aarhus University Line Sassersen, Analyst, Copenhagen Business School
<p>Penny Jones (Insight Manager at University of Brighton) chairs a discussion in which panellists will share the solutions and implementation ideas that they have used to grow engagement in the module evaluation processes at their institutions. This session will expand on how Blue users have increased motivation amongst staff and students to give and receive feedback, and apply action based around this.</p>	

Descriptions: Panel Discussions & Sessions

Title:	Empower Faculty and Academic Admin Leaders with Blue Dashboard
Presenters	Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance
<p>The Blue Dashboard is an add-on analytics module within the Blue feedback platform that is specially conceived to support data driven decision making at every level of the institution. With the Blue Dashboard 4.0 due for release in April 2023, our Solutions Engineer (Chris Slack) will demonstrate some of the new capabilities that come with this latest version of the product. 4.0 has an updated look and feel, with new colour palettes, new charting types, better access to filtering and comparison tools, heatmaps across multiple sets of data and the option to drilldown in a more comprehensive manner. In addition, Blue Product Manager Alexandra Rascanu will discuss dashboard roadmap including the addition of text analytics and the ability to support multiple project types.</p>	
Title:	Exploring Reimplementation: From Black & White Decision Making to a Clear Blue Sky
Presenters	Donna Hay, Acting Director of Careers & Enterprise, Durham University Dr Andy Shuttleworth, Education Policy Officer, Durham University
<p>In 2017, Durham University implemented policy that recognised the centrality of module evaluation questionnaires (MEQs) in relation to student satisfaction, engagement, and staff progression. Due to resource restrictions, industrial action, and COVID-19 practice began to subtly diverge from policy. Recently Durham University has undertaken reassessment of the MEQ process, working with eXplorance to reimplement the evaluation process to better align practice with policy. This paper outlines how this reimplementation was undertaken, how Durham University recognized compounding errors and infrastructural weaknesses necessitated a fundamental reevaluation of the evaluation process, and the clear blue sky that lies ahead now that the process is nearly completed.</p>	
Title:	Evaluation Portfolio at SSE: Surveying Students Throughout Their Entire Journey
Presenter	Dr Kristin Petersmann, Data Insights Manager, Stockholm School of Economics
<p>The student-journey is at the heart of the SSE Educational Improvement System. The Quality Assurance team has therefore built a portfolio of surveys to capture the entire student journey: from an Entrant Survey that asks students about their decision to attend SSE over more standard course and program evaluations all the way to alumni surveys that track where our students end up after graduation. While most surveys were in place already before the implementation of Blue, conducting them through Blue has freed up time for and made it easier to conduct data analyses. In this presentation, we showcase our entire portfolio of surveys and give examples of how we use the data to enhance the student journey.</p>	

Descriptions: Panel Discussions & Sessions

Title:	Balancing Student Feedback Against Staff Concerns: GCU's Approach to Handling Inappropriate Student Comments
Presenter	Judith Crocket, Survey Officer, Glasgow Caledonian University
<p>Judith Crocket (Glasgow Caledonian University) gives an overview of the approach that GCU has taken to handling inappropriate student comments. GCU are long term users of Blue (seven years and counting), and Judith has been key to the success of it over this period. During this time, the university has introduced new processes for dealing with inappropriate comments and has developed a student guide to giving effective feedback. Judith will share details of GCU's processes for comment redaction, and reporting of inappropriate comments, as well as their collaborative approach to developing their student guidance.</p>	
Title:	Gleaning Actionable Insights from Student Comments with BlueML
Presenters	Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance
<p>Blue ML is a comment analysis solution which allows institutions to collect and analyze qualitative feedback from students during their academic journey. The analysis of these free-form text comments produces key insights through the use of the automated student learning model. This session will include a demo of current Blue ML functionality, including how the machine categorizes comments, sentiment analysis, topic explorer and recommendations. Solutions Engineer Chris Slack and Blue Product Manager Alexandra Rascanu will also give a preview of the new alerts feature, show a sneak peak of the product roadmap and be available to field questions on the future of the product.</p>	

Descriptions: Workshops

Title	First Impressions Last: How to Make Your Reports Catch the Eye
Instructors	Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance Matt Claridge, Director Customer Success EMEA, Explorance
<p>Whilst reports circulate the data to relevant stakeholders, they should not be thought of as purely a vessel to convey data heavy information. This workshop be in a group discussion-based format and will help you to present eye-catching reports that appeal to both the data nerd and the those who just need the headlines. Using existing reports, we'll look at what makes a good report, what makes a bad report and what institutions think should be included. Attendees will examine some circulated examples and provide a critique, which will be discussed as a group. The Explorance team will then focus on the desirable aspects of the examples and demonstrate how HTML, colour, images, page spacing, and new Blue 8.1 reporting functionality can enhance the presentation of your institutions survey results. Please come armed with your own opinions and feel free to bring your own reports if you would like them to be considered.</p>	
Title	Features & Functionality to Engage Blue Users in the Evaluation Process
Instructors	Alexandra Rascanu, Blue Product Manager, Explorance Chris Slack, Solutions Engineer, Explorance Matt Claridge, Director Customer Success EMEA, Explorance
<p>This workshop will begin with a discussion amongst attendees about what they do in Blue to engage staff and students in the evaluation process. What works well, what lessons have been learned and what can be gleaned from other institutions. Explorance's Product Team, Solutions Engineer and Customer Success Manager will then share some functionality, integration options and additional tools to help increase engagement. These include survey types, QR Codes, question personalisation, question banks, response rate monitoring along with delegation, conditioning and scheduling. There will also be the opportunity to work on feature requests, applying the knowledge acquired during the 'We're Listening' presentation!</p>	

Upcoming Learning Event: Bluenotes GLOBAL 2023

(<https://www.bluenotesgroup.com/bluenotes-global-2023/>)



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