Bluenotes EUROPE 2019
CONFERENCE

Conference Programme

Using Feedback Data to Lead the Way
to Improve and Shape the Future of Higher Education

21-22 March 2019

Hosted by Kingston University
@ The Grange Holborn Hotel
50-56 Southampton Row, London, United Kingdom WC1B 4AR

Kingston University London   bluenotes group   explorance.

Bluenotes EUROPE 2019 Conference

About Explorance

Explorance, a Learning Journey Analytics provider, supports organisations in making the right decisions with fact-based feedback data. Through its Blue suite of products, Explorance is at the heart of the learning organisation's continuous improvement strategies. By assessing needs, expectations, and competencies, organisations can analyze with the full picture in mind and monitor improvement over time.

Founded in 2003, Explorance is a privately held corporation headquartered in Montreal, Canada with business units in Asia-Pacific (APAC), Europe, and the Middle East and North Africa (MENA) region. Since 2014, Explorance has been consecutively ranked as a top employer by the Great Places to Work Institute®. Explorance's clients include academic institutions across the globe 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, Xi'an Jiaotong-Liverpool University, and organisations including Aramco and National Bank of Canada. Learn more about the Explorance approach.
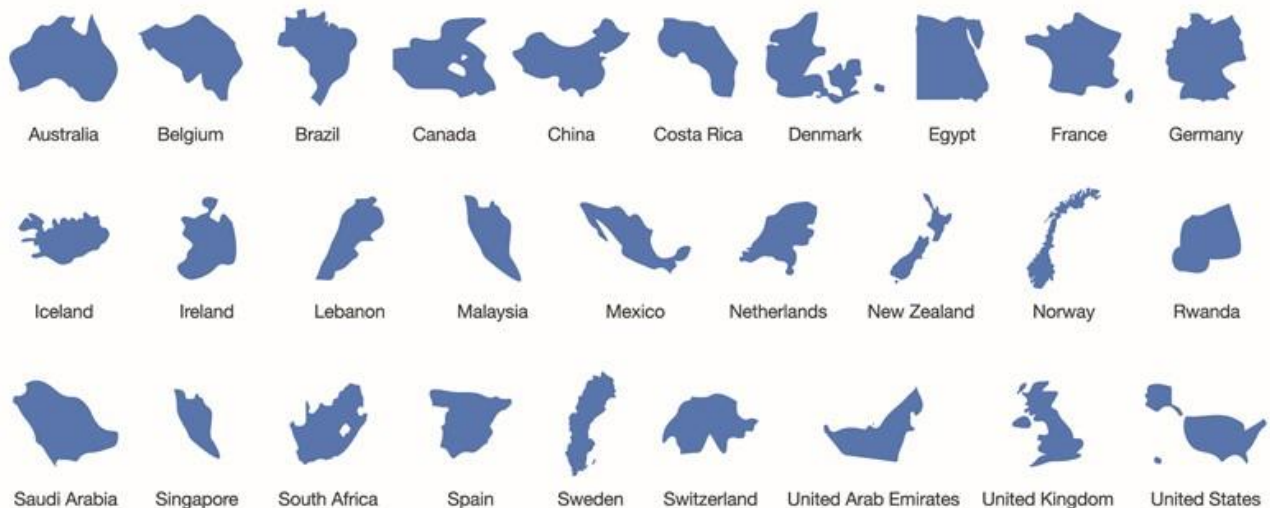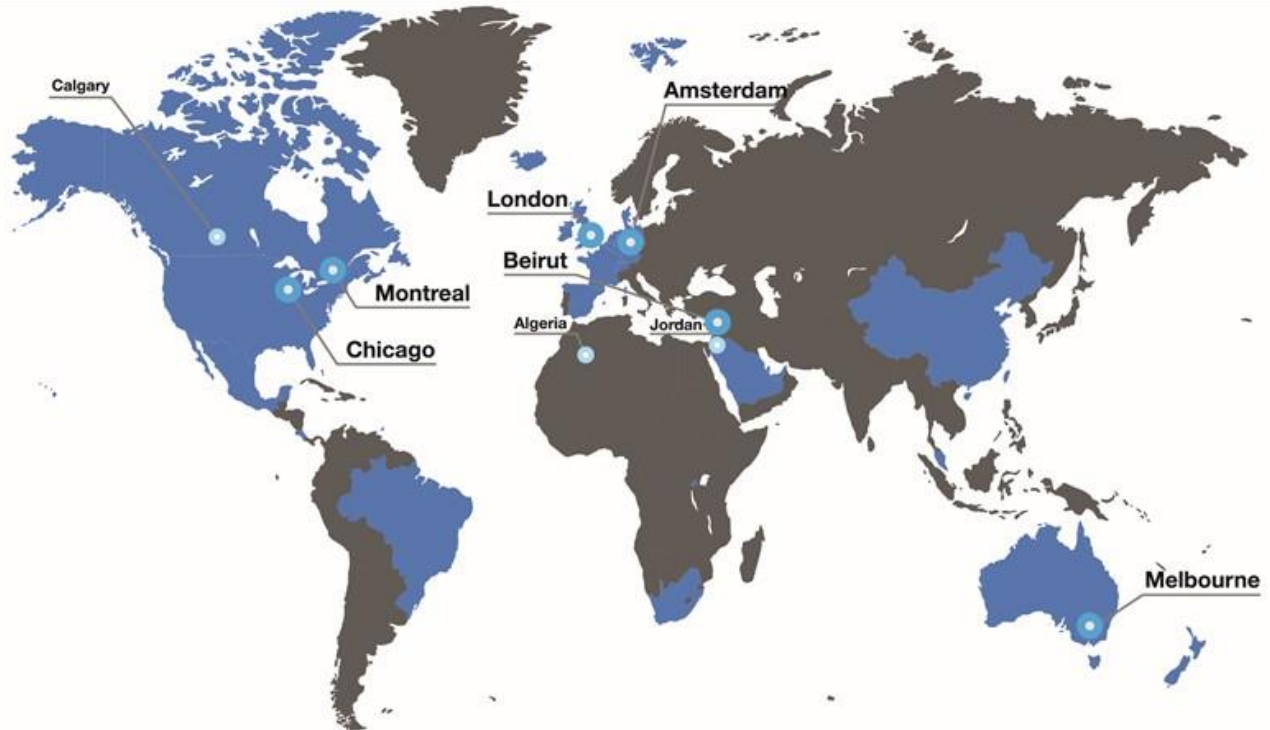
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Explorance

- Explorance Office
- Explorance Satellite Employee
- 215 global employees

Customers Worldwide

- 28 Countries
- 600+ Institutions and organizations

Map labels: Calgary, Montreal, Chicago, Amsterdam, London, Beirut, Algeria, Jordan, Melbourne

Country labels: Australia, Belgium, Brazil, Canada, China, Costa Rica, Denmark, Egypt, France, Germany, Iceland, Ireland, Lebanon, Malaysia, Mexico, Netherlands, New Zealand, Norway, Rwanda, Saudi Arabia, Singapore, South Africa, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom, United States

Keynote Speaker

Matt Hiely-Rayner
Head of Planning, Kingston University

Keynote Address
*Setting up a performance management system
for the strategic use of data*

Matt Hiely-Rayner manages the Strategic Planning & Data Insight office in Kingston University, taking responsibility for analysing and disseminating sector information that relates to funding, student numbers and performance data.

He is responsible for course metrics and analysis of performance against a range of Key Performance Indicators. Matt is involved in portfolio analysis and works with several other areas including Student Services, Finance and Marketing & Communications, to analyse local and sector data to help inform portfolio development. He is responsible for analysing student number targets against factors such as course metrics and for providing advice and guidance to inform student number and strategic planning. He has a special interest in league table performance.
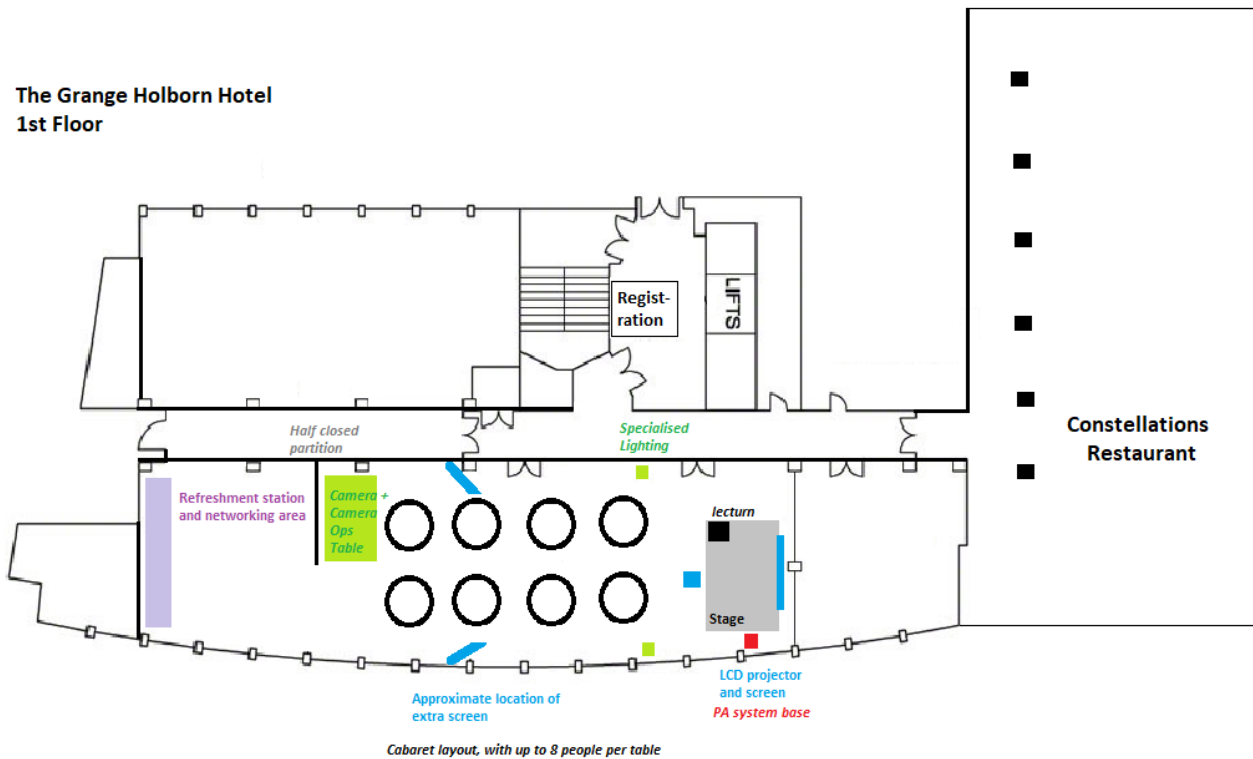
PROGRAMME AT A GLANCE – DAY 1

Time	Thursday, March 21
9:00-10:00	Registration (Breakfast @ the hotel)
10:00-10:15	**Welcome and Opening Remarks** Tim Linsey, Kingston University & Yeona Jang, Explorance
10:15-11:05	**Keynote**: Matt Hiely-Rayner, Kingston University Setting up a performance management system for the strategic use of data
11:10-12:00	**CEO's Explorance Update, Roadmap, Looking Forward** **Presenter**: Samer Saab, Explorance
12:00-13:00	Lunch break
13:00-13:35	**Session:** LJMU Module Evaluation Journey: onwards and upwards **Presenters**: Natalie Holland, Elena Zaitseva and Graham Sherwood, Liverpool John Moores University
13:40-14:30	**Panel:** The growing desire and use of feedback data for learner analytics and institutional advancement: Opportunities and Challenges **Panelists**: Mustapha Ali El-Ahmad, Aarhaus University; Tim Linsey, Kingston University; Julie Mulvey, Durham University; Sarah Williamson, Loughborough University **Panel Moderator**: Ian Haugh, Explorance
14:30-14:50	Afternoon coffee break
14:50-15:25	**Session:** Past, present and future of Blue based digital course evaluations at Aarhus University **Presenters**: Mustapha Ali El-Ahmad, Salma Mohamed and Morten Palsgaard, Aarhus University
15:30-16:05	**Session:** University of Johannesburg's course evaluation journey from paper to Blackboard-integrated Blue **Presenter**: Riaan Roots, University of Johannesburg
16:10-16:45	**Session:** Unveiling the Next Generation Survey Platform – BlueX **Presenter**: Samer Saab, Explorance
16:50-17:00	Draw for Door Prize
19:00-21:00	**Bluenotes EUROPE Networking Dinner** Sky Bar @ The Grange Holborn Hotel

FINAL

PROGRAMME AT A GLANCE – DAY 2

Time	Friday, March 22
8:00-9:00	Registration (Breakfast @ the hotel)
9:00-9:35	**Session:** Reporting MEQ Outcomes – An evolving approach **Presenter**: Tim Linsey, Kingston University
9:40-10:15	**Session:** The technical Setup to Reach Aarhaus' Aim in Project Setup and Communication to Stakeholders - Teachers, Students and Directors of Studies **Presenters**: Mette Tikær Brock, Aarhus University
10:15-10:25	Group Photo
10:25-10:45	Morning coffee break
10:45-11:20	**Session:** "DIG for Victory" and "Make Do and Mend" **Presenters**: Sarah Williamson and Andria Iacovou, Loughborough University
11:25-12:00	**Session:** Centralize, Track and Link Your Teaching Activities with Bluepulse **Presenter**: Nitin Sharman, Explorance
12:00-13:00	Lunch Break
13:00-13:35	**Session:** Student Evaluations - Getting Engagement in the Evaluation Process with the Integration of Explorance Blue and Blackboard **Presenter**: Julie Mulvey, Durham University
13:40-14:15	**Session:** Blue 7, Question Bank, Relationship Demographics and Blue Reporting **Presenter**: Zelbrey Bedard & Mohammed Sheraidah, Explorance
14:20-14:55	**Session:** Reykjavik University's Experience in Going from a Does-it-all Legacy System to an Integrated Best-of-Breed solution with Blue **Presenter**: Rebekka Helga Aðalsteinsdóttir, Reykjavik University
15:55-15:15	Afternoon coffee break
15:15-15:50	**Session:** Unveiling the Blue Text Analytics Machine Learning Project **Presenter**: Zelbrey Bedard, Explorance
15:50-15:55	Draw for Door Prize
15:55-16:05	**Closing Remarks** John Atherton, Explorance
16:05	End of Day 2 of the Conference

The Grange Holborn Hotel Conference Floor Map

**The Grange Holborn Hotel
1st Floor**

Regist-ration

LIFTS

Constellations Restaurant

Half closed partition

Specialised Lighting

Refreshment station and networking area

Camera + Camera Ops Table

lectern

Stage

Approximate location of extra screen

LCD projector and screen

PA system base

Cabaret layout, with up to 8 people per table

Social Dinner Venue – Sky Bar @ The Grange Holborn Hotel

Session Descriptions

March 21-22

Title: LJMU Module Evaluation Journey: onwards and upwards
Presenter: Natalie Holland, Elena Zaitseva and Graham Sherwood, LJMU

The process of module evaluation is constantly evolving and developing as we adapt to the needs of the institution and respond to the wider educational and political climate. Focusing on our primary aim of improving student and staff engagement in module evaluation, this presentation provides insight into the changes LJMU have made to 2018/19 module evaluation and how Explorance Blue has been utilised to support these developments. Specifically, we will explore the introduction of student reports, development of QP functionality and integration with Canvas alongside wider institutional developments such as collaboration with the Students Union and creation of additional guidance materials. Conclusions will draw upon reflections on the success of these developments made over the last academic year provide a context for future advances.

Panel: The Growing Desire and Use of Feedback Data for Learning Analytics and Institutional Advancement - Opportunities and Challenges
Panelists: Mustapha Ali El-Ahmad, Aarhaus University; Tim Linsey, Kingston University; Julie Mulvey, Durham University; Sarah Williamson, Loughborough University
Panel Moderator: Ian Haugh, Explorance

Join this panel for a discussion around how institutions are planning the use of student feedback results. Discussion topics will include: the evolution of reporting and the growing desire and use of feedback data for learner analytics and institutional strategic planning - what are opportunities and challenges?

Title: Past, Present and Future of Blue-based Digital Course Evaluations at Aarhus University
Presenter: Mustapha Ali El-Ahmad,, Salma Mohamed, and Morten Palsgaard, Aarhus University

The aim of this session is to present our journey implementing Blue as the course evaluation system for our faculty. We will provide a glimpse into where we are going with regards to our expectations and goals for digital course evaluations as a tool to improve and enhance higher education at our faculty. During this session, we will dive into the larger aspects of running digital course evaluations, specifically, the communications with students, teachers, and other stakeholders and will share our experience with what we have found that works and what doesn't.

Title: University of Johannesburg's course evaluation journey from paper to Blackboard-integrated Blue
Presenter: Riaan Loots, University of Johannesburg

In the beginning … module and teaching evaluations were primarily used for professional development and promotion purposes by our academics. The University of Johannesburg's strategic objectives for global excellence in teaching and learning meant that module and lecturer evaluations

should also form part of our overall strategy to improve student success through evidence-based decision making. Thus, the increasing number of evaluations necessitated a different approach that is efficient at handling high volumes of evaluations while also providing meaningful data to UJ as a whole. This presentation gives an overview of our journey from ad hoc and paper-based evaluations to Blue-based evaluation that is semi-automated and fully integrated with Blackboard (LMS). The presentation will also provide insights into our staff and student perceptions as well as some lessons learnt.

Title: Reporting MEQ Outcomes – Evolving Approach
Presenter: Riaan Loots, University of Johannesburg

Kingston University reintroduced Module Evaluation Questionnaires (MEQs) institution wide in March 2017 and is now delivering all questionnaires online and integrated with the institutional VLE and Student Information System. In addition to reports generated from Blue the MEQ data is passed to the institutional data warehouse, from where the data is fed into both institutional dashboards, accessible by all staff, and the University Annual Monitoring and Enhancement process (pre-populating module enhancement plans). The presentation will address the analysis, presentation and sharing of MEQ data, covering issues impacting on data reliability and accuracy and data presentation including via institutional dashboards. This will include a discussion of lessons learnt to date.

Title: The technical Setup to Reach Aarhaus' Aim in Project Setup and Communication to Stakeholders – Teachers, Students and Directors of Studies
Presenters: Mette Tikær Brock, Aarhus University

The aim of this session is to present the technical solutions we have implemented to maximize our use of Blue. We have been developing a solution that alerts teachers when the evaluation launches. This solution, takes advantage of the pop-up function in Blackboard Learn to increase the response rate. Currently, we are working on giving the teachers the opportunity to write a comment on their own report for just the teacher and the director of studies to see. We will also show how we have used advanced demographics to evaluate small class teaching and provide the small class teachers with individualized reports. We will share the advantages of these solutions.

Title: "DIG for Victory" and "Make Do and Mend"
Presenters: Sarah Williamson and Andria Iacovou, Loughborough University

At Loughborough we use a network of Feedback Administrators across the University who do the groundwork for Module Feedback with a little DIGing; helping to sow the seeds for Module Feedback in the different Schools across campus and making the Module Feedback set-up process victorious. We will discuss why the DIG (Data Integrity Gateway) is needed at Loughborough, how we go everyone on board and share the successes and the (tiny) lessons learnt from the first Semester of implementation. And there's no point in gathering feedback from students if you're not going to do something about it. We will discuss how we have developed and implemented a 'Closing the Feedback Loop' process within explorance Blue for our Module Leaders to respond to students letting them know if the module will have to "make do" with its current approach and why, or whether steps will be taken to "mend" the suggestions that arise from the feedback.

Title: Centralize, Track and Link Your Teaching Activities with Bluepulse
Presenter: Nitin Sharma, Explorance

Faculty First: Embedding student feedback in the cycle of continuous learning and improvement, is just one of many things faculty do over the course of a semester. In this presentation we'll cover additional modules in Bluepulse like goal setting, personal profile and activity logging that are aimed at centralizing and streamlining the faculty experience.

Title: Student Evaluations – Getting Engagement in the Evaluation Process with the Integration of Explorance Blue and Blackboard
Presenter: Julie Mulvey, Durham University

During the Academic year 2017-18, Durham University rolled out Explorance Blue as their centralised system to evaluate all undergraduate teaching/modules at the end of their Academic Year. We used a partnership of running Explorance Blue within Blackboard which gave students and staff access to evaluations in once central place and will cover the affordances that Blue and Blackboard offer to help increase return rates. This session will cover how Durham moved from a decentralised system of evaluating teaching to a very structured centralised system whilst managing to get students to complete their Module Evaluation Questionnaires achieving good return rates during a very brief focused two week window and the steps that were taken to try and ensure that both students and staff were engaging in the evaluation process.

Title: Blue 7, Question Bank, Relationship Demographics and Blue Reporting
Presenter: Zelbrey Bedard & Mohammed Sheraidah, Explorance

We will present Blue 7, and its Question Bank, Blue's relationship demographics and reporting functionality with use cases. This will enhance Blue administrators' understanding of Blue's Question Bank, relationship demographics, and reporting capabilities and possibilities to collect and analyze feedback for feedback-based continuous improvement

Title: Reykjavik University's Experience in Going from a Does-it-all Legacy System to an Integrated Best-of-Breed solution with Blue
Presenter: Rebekka Helga Aðalsteinsdóttir, Reykjavik University

Reykjavik University is transforming their student and teacher experience by replacing a does-it-all legacy system with Blue and other best-of-breed integrated solutions. In this presentation, we will try to answer the questions: How do we implement new solutions? Who is involved? and what have we learned so far?

Title: Unveiling the Blue Text Analytics Machine Learning Project
Presenter: Zelbrey Bedard, Explorance

Open ended feedback is an important source of student feedback about their learning experience. However, interpreting the qualitative results adequately can prove challenging. In this session, we will examine the power of Blue Text Analytics (BTA) in telling comprehensive analytics stories for instructors and academic leaders as well as unveil the BTA machine learning project. Community participation is crucial to the success of this next phase in expanding the capabilities of BTA.

Upcoming Bluenotes Learning Events

BN GLOBAL 2019, in collaboration with University of Louisville
@ Chicago, USA: August 4-7, 2019

BAC (Blue Administrator Certification) Training Camp
@ BN GLOBAL 2019, Chicago, USA: August 8-9, 2019

BRMC (Blue Report Master Certification) Training Camp
@ BN GLOBAL 2019, Chicago, USA: August 8-10, 2019

BEC (Blue Expert Certification) Training Camp
@ BN GLOBAL 2019, Chicago, USA: August 8-10, 2019

And Bluenotes Community-led and Explorance-led Learning Webinars!

Visit www.bluenotesgroup.com for full details
Or BNcommunity@explorance.com

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Thank you for attending Bluenotes EUROPE 2019!

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Thank you for attending Bluenotes EUROPE 2019!

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