



Bluenotes **GLOBAL** 2021
CONFERENCE

CONFERENCE PROGRAM

Re-imagining Feedback &
Assessment in a Post-Pandemic
World of Higher Education

August 1 - 4, 2021
Chicago, IL, USA





About Explorance

At Explorance, we believe that feedback matters. From students in higher education to employees at the workplace, feedback is a vital part of the lifelong learner's journey. That's why Explorance's mission is to help organizations create a personalized journey of impact and fulfillment for their people through innovative Journey Analytics solutions.

With the [Blue suite](#) of feedback gathering and analysis solutions, and the [Metrics That Matter \(MTM\)](#) learning effectiveness solution, organizations can gather the insights they need to make the best decisions possible when it comes to recruiting, engaging, and retaining their key stakeholders. As the world's largest provider of Journey Analytics solutions, Explorance partners with more than 750 organizations in 45 countries, including 35% of the Fortune 100 and over 25% of the QS top 100 higher education institutions.

We believe in the human touch at Explorance and are known for our pioneering Culture of Free Will built on autonomy, empowerment, and trust. To our employees, this means the freedom to bring achievement into their own lives. For our customers, it means caring for their needs and helping them succeed. For our communities, it means doing our part to help our neighbors simply because it's the right thing to do. Explorance is ranked the #2 best workplace in Canada by the Great Places to Work® Institute and is headquartered in Montreal with business units in Chicago, Chennai, Melbourne, Amman, and London.



Explorance is honored to sponsor the Bluenotes Group's learning activities. The Bluenotes Group is a united family of Blue users in Higher Education who connect to share successes and lessons learned and discuss new ideas. Since 2014, the Bluenotes Group hosts annual conferences and local 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 in student learning and development, have been attended by over 800 community members from nearly 300 institutions globally. Follow the Bluenotes Group on [LinkedIn](#), [Facebook](#), [Twitter](#) and join in the conversation!

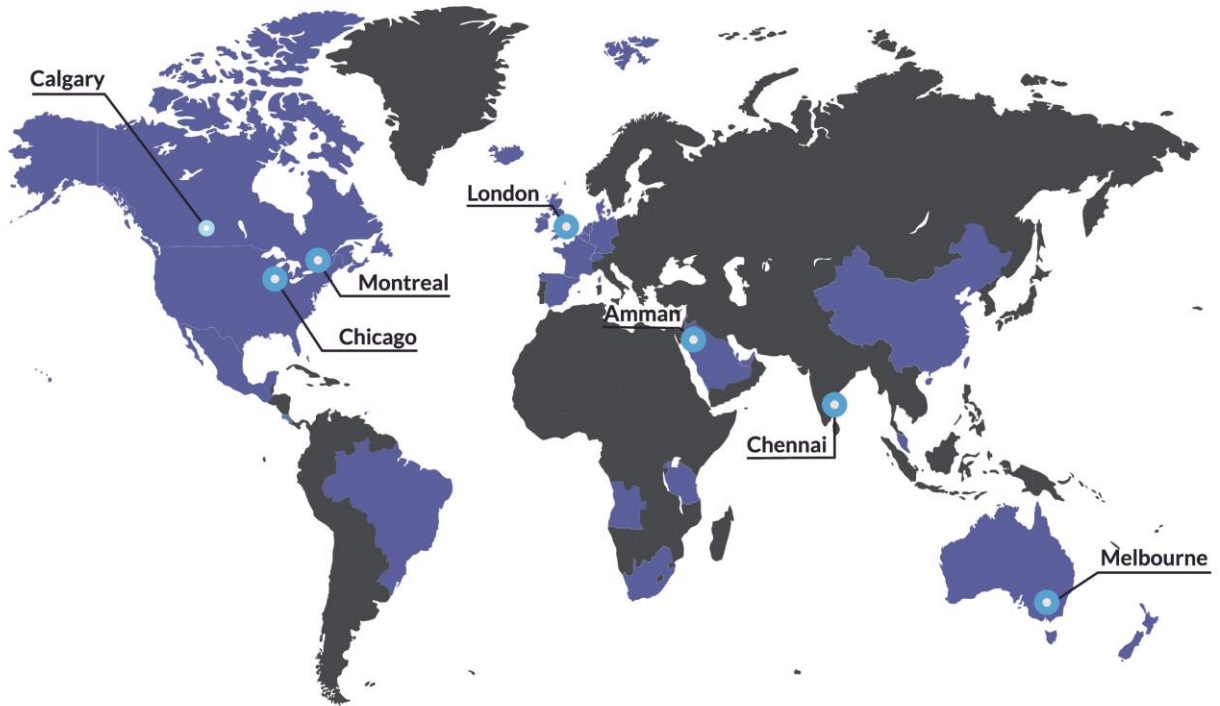
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Explorance

- Explorance Office
 - Explorance Satellite Employee
- 250 Employees

Customers Worldwide

- 45 Countries
- ~1000 Institutions
and Organizations





Speak with Explorance Staff

Monday, August 2				
"I need help with Blue functionality" (Customer Support station)	Julia Seiler, <i>CS Engineer</i>	Andres Rodriguez, <i>CS Engineer</i>	Luigi Petrolito, <i>VP, Customer Support</i>	
"I have feedback" (Product Management station)	Eric Maston, <i>Product Manager</i>	Nitin Sharma, <i>Director, Product Mgmt</i>	Zelbrey Bedard, <i>VP, Product Operations</i>	
"I have challenges" (Consultation station)	Alex Alferov, <i>Consultant, PS</i>	Khalid Marbou, <i>Manager, PS</i>	Raluca Druta, <i>Consultant, PS</i>	Sara Alkadri, <i>Consultant, PS</i>
"I want to see and try what's new" (Demo Lab)	François Bénéteau, <i>VP, Sales Operations</i>		Stephanie Smith, <i>Product Specialist</i>	
Tuesday, August 3				
"I need help with Blue functionality" (Customer Support station)	Julia Seiler, <i>CS Engineer</i>	Andres Rodriguez, <i>CS Engineer</i>	Luigi Petrolito, <i>VP, Customer Support</i>	
"I have feedback" (Product Management station)	Eric Maston, <i>Product Manager</i>	Nitin Sharma, <i>Director, Product Mgmt</i>	Zelbrey Bedard, <i>VP, Product Operations</i>	
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"I want to see and try what's new" (Demo Lab)	François Bénéteau, <i>VP, Sales Operations</i>		Stephanie Smith, <i>Product Specialist</i>	
Wednesday, August 4				
"I need help with Blue functionality" (Customer Support station)	Julia Seiler, <i>CS Engineer</i>	Andres Rodriguez, <i>CS Engineer</i>	Luigi Petrolito, <i>VP, Customer Support</i>	
"I have feedback" (Product Management station)	Eric Maston, <i>Product Manager</i>	Nitin Sharma, <i>Director, Product Mgmt</i>	Zelbrey Bedard, <i>VP, Product Operations</i>	
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Pre-conference Learning Activities, August 1, CDT

(Light blue background: Workshops; Light purple background: Community Meetups; Light green background: ACL¹ Roundtables)

7:15 AM to 8:00 AM (Mezzanine)		7:00 AM – 5:00 PM (Registration Bays)	
Breakfast		Conference Registration	
8:00 AM to 9:45 AM			
Workshop Optimizing Blue for End-to-End Course Evaluation Automation Instructors: Andres Rodriguez & Mike Black, Explorance	Workshop: Managing Questionnaire Complexities with Blue Question Bank Instructors: Michael Cochrane & Dean Coologeorgen, Explorance	Community Roundtable: MHS (Medical & Health Sciences Community) Meetup Facilitated by Co-chairs: Lawrence Williams, OHSU; Christina Pomykal, UNC-Chapel Hill	
9:45 AM to 10:15 AM (Foyer)			
Morning Break			
10:15 AM to 12:00 PM			
Workshop: Preparing your Data to Take Advantage of Relationship Demographics in Blue Instructors: Andres Rodriguez & Krmo Boouaou, Explorance	Workshop: Workshop for Blue Experts Facilitated by Co-chairs: Daniel Glover, U of Minnesota; TBD	Community Roundtable: Business School Community Meetup Facilitated by Co-chairs: Rocky Moran, UC Berkeley; Pamela Knight, U of Pennsylvania	ACL¹ Roundtable: Feedback Research Questions – Identifying & Addressing Potential Bias in a Meaningful Manner Facilitated by: TBD
12:00 PM to 1:00 PM (Mezzanine)		12:00 PM to 3:00 PM	
Lunch			
1:00 PM to 2:45 PM			
Workshop: Tips, Tricks, and Troubleshooting: How to Identify and Prevent Common Issues in Blue Instructors: Margot MacNutt & Rachel Pruum, Explorance	Community Roundtable: Reporting & Analytics Community Meetup Facilitated by Co-chairs: John Jordi, U of Florida; Stephanie Klein, U of Minnesota	ACL¹ Roundtable Achieving Response Rates: How Blue Features are Used and What's Missing? Facilitated by: Miltiadis Vadrhanis & Fernando Sanchez, Explorance	TBD
2:45 PM to 3:15 PM (Foyer)			
Afternoon Break			
3:15 PM to 5:00 PM			
Workshop: Making Data Quality Collaboration Easier with Data Integrity Gateway (DIG) Instructors: Mohammed Sheraidah & Michael Cochrane, Explorance	Workshop: Enhance your Reporting with Blue's Reporting and Feedback Dashboard Functionalities Instructors: David Norenberg & François Bénéteau, Explorance	Community Roundtable: Blue Experts Community Meetup Facilitated by Co-chairs: Daniel Glover, U of Minnesota; TBD	
6:00 PM to 8:00 PM (Empire Room at the Lobby Level)			
Opening Night Cocktail Reception @ Historic Empire Room, Palmer Hotel, 6:00 PM			

¹ ACL (Architecting Change Leadership) Roundtable is a roundtable to discuss and problem-solve together organizational challenges that institutions are facing, as they implement technology-enabled feedback processes, for successful adoptions and use of the data.



Conference Schedule at a Glance, August 2-4, CDT

(NOT FINAL – SUBJECT TO CHANGE)

The [Faculty Research Grant Recipients](#) will be sharing their Research Findings in the Faculty-centric Track)

Monday, August 2

7:40 AM to 8:40 AM (State Ballroom)	7:00 AM – 5:00 PM (Registration Bays)
Breakfast	Conference Registration
8:40 AM to 8:50 AM (Grand Ballroom)	
Opening and Welcome Remarks Yeona Jang, Explorance	
8:50 AM to 9:50 AM (Grand Ballroom)	
Keynote Speaker: TBA	
9:50 AM to 10:50 AM (Grand Ballroom)	
Explorance CEO Update and Looking Forward Presenter: Samer Saab, Explorance	
10:50 AM to 11:20 AM (State Ballroom)	
Morning Break	
11:20 AM to 12:00 PM	
Session: Salon 3 A Framework for Assurance of Learning Presenter(s): Nabeel Murshed, University of Dubai	Session: Salon 4&9 Faculty Grant Research #1 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD
Session: Salon 5&8 TBD	Session: Salon 6&7 Product Roadmaps: A Look at What is and What is Yet to Come Presenter(s): Nitin Sharma & Zebrey Bedard, Explorance
12:00 PM to 1:00 PM (Exhibit Hall)	
Lunch	
1:00 PM to 1:50 PM (Grand Ballroom)	
Structured Networking	
1:50 PM to 2:00 PM (Grand Ballroom)	
Announcement of Blue Experts & Blue Report Masters Certified Since September 2020	



2:10 PM to 2:50 PM	
<p>Session: Salon 3 To Question Bank or Not to Question Bank – Part 2 Presenter(s): Julie Mulvey & Donna Hay, Durham University</p>	<p>Session: Salon 4&9 Faculty Grant Research #2 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD</p>
<p>Session: Salon 5&8 TBD</p>	<p>Session: Salon 6&7 BlueML - Explorance's Machine Learning for Text Analytics to Provide Insights and Value Presenter(s): Eric Matson, Explorance</p>
2:50 PM to 3:20 PM (State Ballroom)	
<p>Afternoon Break</p>	
3:20 PM to 4:00 PM (Grand Ballroom)	
<p>Great Debate: Debaters: TBD Debate Moderator: TBD</p>	
4:10 PM to 4:50 PM	
<p>Session: Salon 3 TBD</p>	<p>Session: Salon 4&9 Faculty Grant Research #3 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD</p>
<p>Session: Salon 5&8 TBD</p>	<p>Session: Salon 6&7 Continuous Engagement with Bluepulse Presenter(s): Nitin Sharma, Explorance</p>
5:00 PM to 5:10 PM (Grand Ballroom)	
<p>Door Prize Drawing (must be present to win) Presentation of Charity Check (\$2,000) Close for the Day</p>	



Tuesday, August 43

7:40 AM to 8:45 AM (State Ballroom)	7:00 AM – 5:00 PM (Registration Bays)
Breakfast	Conference Registration
8:40 AM to 9:20 AM	
Session: Salon 3 TBD	Session: Salon 4&9 Faculty Grant Research #5 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD
Session: Salon 5&8 TBD	Session: Salon 6&7 Product Architecture Update: Explorance API Ecosystem for Blue Student Experience Analytics Presenter(s): Jonathan Lapierre, Explorance
9:30 AM to 10:30 AM (Grand Ballroom)	
Panel/Debate: TBD	
10:40 AM to 11:20 AM	
Session: Salon 3 TBD	Session: Salon 4&9 Faculty Grant Research #6 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD
Session: Salon 5&8 TBD	Session: Salon 6&7 11 Ways to Make Your Course Evaluation Process More Efficient Presenter(s): Khalid Marbou, Explorance
11:30 AM to 12:10 PM	
Session: Salon 3 TBD	Session: Salon 4&9 Faculty Grant Research #7 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD
Session: Salon 5&8 TBD Presenter(s): TBD	Session: Salon 6&7 Beyond the Classroom: Measuring the Overall Student Experience Presenter(s): Jennifer Balcom, Explorance
12:10 PM to 1:10 PM (Exhibit Hall)	
Lunch	



1:10 PM to 1:50 PM	
<p>Session: Salon 3 TBD Presenter(s): TBD</p>	<p>Session: Salon 4&9 Faculty Grant Research #8 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD</p>
<p>Session: Salon 5&8 TBD Presenter(s): TBD</p>	<p>Session: Salon 6&7 Verifying Your Project Before It Goes Live Presenter(s): Julia Seiler & Krime Bouaou, Explorance</p>
2:00 PM to 2:40 PM	
<p>Session: Salon 3 TBD Presenter(s): TBD</p>	<p>Session: Salon 4&9 Faculty Grant Research #10 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD</p>
<p>Session: Salon 5&8 TBD Presenter(s): TBD</p>	<p>Session: Salon 6&7 BlueX – Survey Solution that Anyone in Your Institution can Use Presenter(s): François Bénéteau, Explorance</p>
2:40 PM to 3:00 PM (State Ballroom)	
<p>Afternoon Break</p>	



3:00 PM to 3:40 PM	
<p>Session: Salon 3 TBD Presenter(s): TBD</p>	<p>Session: Salon 4&9 Faculty Grant Research #11 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD</p>
<p>Session: Salon 5&8 TBD Presenter(s): TBD</p>	<p>Session: Salon 6&7 Automatically Update Demographic information in Live Projects Presenter(s): Andres Rodriguez & Sara Alkadri, Explorance</p>
3:50PM PM to 4:30 PM	
<p>Session: Salon 3 TBD Presenter(s): TBD</p>	<p>Session: Salon 4&9 Faculty Grant Research #12 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD</p>
<p>Session: Salon 5&8 TBD Presenter(s): TBD</p>	<p>Session: Salon 6&7 More Than a Handshake: Insights from over 200 Blue-LMS Integrations Presenter(s): Georges Geha and Luigi Petrolito, Explorance</p>
4:40 PM to 5:00 PM (Grand Ballroom)	
<p>Door Prize Drawing (must be present to win) Presentation of Charity Check (\$3,000) Close of the Day</p>	
5:50 PM to 9:00 PM	
<p><i>(Bus leaves @ 6PM. Please be in the hotel lobby no later than 6PM for transportation)</i></p>	
<p>Social Dinner: TBD</p>	



Wednesday, August 4

7:40 AM to 8:45 AM (State Ballroom)	7:30 AM to 12:00 PM (Registration Bays)
Breakfast	Conference Registration
8:40 AM to 9:20 AM	
Session: <i>Salon 3</i> TBD	Session: <i>Salon 4&9</i> Faculty Grant Research #13 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD
Session: <i>Salon 5&8</i> TBD Presenter(s): TBD	Session: <i>Salon 6&7</i> Report Distribution Gets Easier with Dynamic Report Viewer Presenter(s): Alex Alferov, Explorance
9:30 AM to 10:10 AM	
Session: <i>Salon 3</i> TBD Presenter(s): TBD	Session: <i>Salon 4&9</i> Faculty Grant Research #14 on use of student feedback data in curricular change, student learning and student success Presenter(s): TBD
Session: <i>Salon 5&8</i> TBD Presenter(s): TBD	Session: <i>Salon 6&7</i> Student Experience with Blue Surveys Presenter(s): Mohammed Sheraidah, Explorance
10:10 AM to 10:40 AM (State Ballroom)	
Morning Break	



10:40 AM to 11:20 AM	
Session: Salon 3 TBD Presenter(s): TBD	Session: Salon 4&9 TBD
Session: Salon 5&8 TBD Presenter(s): TBD	Session: Salon 6&7 What's New with Blue Feedback Dashboard Presenter(s): Long Hua, Explorance
11:30 AM to 12:10 PM	
Session: Salon 3 TBD Presenter(s): TBD	Session: Salon 4&9 TBD
Session: Salon 5&8 TBD Presenter(s): TBD	Session: Salon 6&7 What We Heard: 2021 CSAT Update Presenter(s): Marc Lamy, Explorance
12:10 PM to 1:00 PM (Grand Ballroom)	
Lunch 12:45 PM: Door Prize Drawing (must be present to win) Presentation of Charity Check (\$5,000) Closing Remarks	



Pre-conference Learning Activity Descriptions

Sunday, August 1

Workshop #1: Optimizing Blue for End-to-End Course Evaluation Automation

Instructors: Andres Rodriguez & Mike Black, Explorance

In this workshop, we will show you how you can enhance the automation of your course evaluation process from beginning to end. We will also show how to automate data imports to Blue, how to automatically update projects and reports, how to automatically update report distribution, and how to monitor automated course evaluations in Blue.

Workshop #2: Preparing your Data to Take Advantage of Relationship Demographics in Blue

Instructors: Andres Rodriguez & Krime Bouaou, Explorance

In this workshop, we will show you how to work with relationship demographics to provide more flexibility and control over the course evaluation and reporting processes. Utilizing additional data fields will offer you more options for setting triggers, different types of filters, and other conditional rules. As a result, students can select whom or what to evaluate while providing more granular options for reporting.

Workshop #3: Tips, Tricks, and Troubleshooting – How to Identify and Prevent Common Issues in Blue

Instructors: Margot MacNutt & Rachel Pruiem, Explorance

Why aren't my emails going out? Why aren't students able to access the evaluation forms? Why is the wrong teacher being evaluated? Why are my report viewers all wrong? How do I get Dynamic Report Access to work? In this workshop, you will learn how to verify, check, and test your data to prevent common issues when running projects in Blue. You will learn how to identify other common configuration issues and what to do to prevent them. These tips and tricks will help to ensure a successful course evaluation process and improve your day-to-day efficiencies when administering Blue.

Workshop #4: Making Data Quality Collaboration Easier with Data Integrity Gateway (DIG)

Instructors: Mohammed Sheridah & Michael Cochrane, Explorance

The Data Integrity Gateway (DIG) is a tool that will help you prepare your data for survey and evaluation automation. In this workshop, we will show you how you can use DIG to increase the accuracy of data while shortening the course-evaluation data preparation time, seamlessly integrating with any information system (SIS, LMS, etc.). We will also show how DIG can help you distribute data clean-up to a wide group of users for course evaluation data preparation, facilitating stakeholder engagement and collaboration.

Workshop #5: Managing Questionnaire Complexities with Blue Question Bank

Instructors: Michael Cochrane & Dean Coolegeorgen, Explorance

Learn how Blue Question Bank, a repository of questions that can be used across multiple projects, can help you manage various questionnaires without the need for special triggers. We will also discuss tips on when to use Question Banks and when to use triggers.



**Workshop #6 (Advanced Expert-Level):
TBD**

Co-chairs: Daniel Glover, University of Minnesota & TBD

TBA

**Workshop #7: Enhance your Reporting with Blue’s Reporting and Feedback Dashboard Functionalities
Instructors: David Norenberg & François Bénéteau, Explorance**

Are you making best use of report blocks and functionalities in Blue to provide key information to your audience? Is there a more efficient way to provide key insights to your stakeholders using Blue Reporting and Blue Feedback Dashboard (BFD)? Come and gain the knowledge to enhance your reporting such as combining condensed layouts, summary reports, export reports, BPI feedback views, and Blue Feedback Dashboard.

**Architecting Change Leadership (ACL) Roundtable #1:
Feedback Research Questions – Identifying and Addressing Potential Bias in a Meaningful Way
Facilitators: TBD**

This roundtable is to connect with your peers to discuss how to go about identifying and addressing potential bias related to diversity such as gender and ethnicity in a meaningful way to inform decisions.

**Architecting Change Leadership (ACL) Roundtable #2:
Achieving Response Rates: How Blue Features are Used and What’s Missing?
Facilitators: Miltiadis Vadrhanis & Fernando Sanchez, Explorance**

This is a roundtable to connect with your peers and discuss strategies and approaches used to addressing challenges and critical success factors for achieving desired response rates in a sustainable manner, and actions that the participants can take home.

**Business School Community Meetup
Co-chairs: Rocky Moran, The Haas School of Business at UC Berkeley &
Pamela Knight, The Wharton School of the University of Pennsylvania**

Bluenotes community members working in Business Schools and/or supporting Business Schools’ evaluation needs are coming together to connect and share. Join the Business School community meetup and connect with your peers to share, discuss, and problem-solve together to address unique requirements and challenges, which helps shape Explorance’s future product directions. This is the inaugural meetup.

**Blue Experts Community Meetup
Co-chairs: Daniel Glover, University of Minnesota &
Miles Lincoln, UC Berkeley**

The Blue Experts community meetup is for certified Blue Experts to connect with each other, share what they are working on, and discuss how to grow the Blue Experts Community together to make Blue Experts more effective in their institutions.

It is a closed session for the certified Blue Experts (the discussion is going on by certified Blue Experts to plan the meetup so as to make the meetup meaningful and beneficial all the certified Blue Experts who are joining the meetup. Join this discussion on [the Blue Experts Community forum](#)).



MHS (Medical & Health Sciences) Community Meetup

**Co-chairs: Lawrence Williams, Oregon Health and Science University &
Christina Pomykal, The UNC Eshelman School of Pharmacy**

Join the 3rd Medical and Health Sciences community meetup and connect with your peers to share, discuss, and problem-solve together to address unique requirements and challenges, which will also help shape Explorance's product roadmaps.

Reporting & Analytics Community Meetup

**Co-chairs: John Jordi, University of Florida &
Stephanie Klein, University of Minnesota**

Join the Bluenotes Reporting & Analytics Community meetup and connect with your peers to share, discuss, and problem-solve together to address institutions' evolving reporting & analytics requirements and challenges.



Conference Panels and Sessions

(Alphabetically ordered by Presenter’s first name by Track)

Track:	Leadership & Analytics
Title:	A Framework for Assurance of Learning
Presenter(s):	Nabeel Murshed, University of Dubai
<p>In Outcome-based Education assurance of learning is paramount. It stems from the statement in all syllabi that “after the end of the course, students are expected to be able to ...”, which requires that course instructor, course coordinator, and assessment committee demonstrate the extent to which students have achieved the Course Learning Outcomes (CLOs). A framework for assurance of learning is presented. It is based on quantitative and qualitative data, provided by iCBAS and Bluepulse. The iCBAS is an intelligent and adaptive system that assesses student performance based on formative assessments. A key feature of the iCBAS is the use of Neural Networks to provide Intelligent Feedback (iFeedback) to enhance teaching and learning.</p>	
Track:	Implementation Insights – Course Evaluations
Title:	To Question Bank or Not to Question Bank – Part 2
Presenter(s):	Julie Mulvey & Donna Hay, Durham University
<p>We delivered a presentation at Bluenotes Gobal 2020 Virtual Experience on the use of the Question Bank, the Institutional Hierarchy and question bank mapping. Our findings made us question what we were actually doing, was it working for us and could we improve our processes. The outcomes of our investigation made us ask the question should we use the Question Bank going forward or should radical changes be made to the question structure that the institution had recommended and we do our evaluations in a different way. Find out more about which direction we went in by joining this session.</p>	
Title:	Report Distribution Gets Easier with Dynamic Report Viewer
Presenter(s):	Alex Alferov, Explorance
<p>In this session, we will cover business scenarios that drove Dynamic Report Viewer in Blue. In addition, all steps of setting up this functionality along with tips will be presented, as well as how hierarchical structure helps to propagate access to various types of reports from the top down will be shown.</p>	
Title:	Automatically Update Demographic Information in Live Projects
Presenter(s):	Andres Rodriguez & Sara Alkadri, Explorance
<p>Increasingly, institutions are launching course evaluation projects at the beginning of the term which allows them to capture feedback for shorter term and online courses. This requirement has put an extra challenge on the SIS/Blue data admin to ensure that course data is accurate before the evaluation project is published in Blue. Automatically updating demographic information in live projects, the eagerly anticipated functionality, allows specific course and student demographic data to be updated daily after the project has been published. We will walk through the process of setting up this functionality, configuring it, and examining various important use cases and the impact that this functionality will have on these projects.</p>	



Title: BlueML - Explorance's Machine Learning for Text Analytics to Provide Insights and Value

Presenter(s): Eric Maston, Explorance

Student comment analysis brings additional meaning and insight to quantitative results. However, analyzing comments is often a time-consuming and tedious process, especially when large enrollments yield large data sets. These situations are perfect for machine learning applications to drive text analytics. Come hear how with BlueML, Explorance's machine-learning-based text analytics, the analysis gets better with every qualitative feedback submitted and how it provides value to various stakeholders in your institutions.

Title: More Than a Handshake: Insights from over 200 Blue-LMS Integrations

Presenter(s): Georges Geha & Luigi Petrolito, Explorance

Our Native Blue-LMS Integrations are more and more becoming the main drivers to increase response rates. In this presentation, we will be sharing with you our experience-based knowledge that has been acquired through integrating more than 150 institutions. We will also walk through some of the best practices highlighting their impacts on the different stakeholders which will help you gain the upmost value rolling-out the different available features (ex: Popups, Calendars, announcements, etc.).

Title: Beyond the Classroom: Measuring the Overall Student Experience

Presenter: Jennifer Balcom, Explorance

While the student experience in classrooms is important, understanding the overall student experience is a crucial as it impacts both enrollment and retention. In this session we will show you what a student experience journey map is, why it is important and how to develop one for your institution. Your student experience journey map will allow you to easily identify improvement opportunities from the student's perspective and measure their impact.

Title: Product Architecture Update: Explorance API Ecosystem for Blue Student Experience Analytics

Presenter: Jonathan Lapierre, Explorance

APIs bring new value to Explorance and its customers by driving innovation and connectivity. In an era of IoT, web hooks or reverse APIs creates an opportunity for our systems to be more interactive and interconnected securely than ever before. In this session, we will cover Explorance's vision to participate to this ecosystem and how this can enhance workflow automations and create valuable insights.

Title: Verifying Your Project Before It Goes Live

Presenter(s): Julia Seiler & Krime Bouaou, Explorance

Have you experienced a situation where you published a project and then realized that you do not have the proper settings you would have liked or forgot to change some settings as it was a copy from a previous project? We will be presenting best practices when creating your project and what to verify before your project gets published. We will show you on how to check your data, filters, and triggers, as well as if your email content is ready for publishing.



Title: What We Heard: 2021 CSAT Update

Presenter: Marc Lamy, Explorance

We will share the results of the 2021 customer satisfaction (CSAT) survey. We will also summarize the strengths and short comings that you have identified through the survey; and per our commitment to continuous improvement, we will share what lies ahead to offer a stronger customer experience.

Title: 11 Ways to Make Your Course Evaluation Process More Efficient

Presenter(s): Khalid Marbou, Explorance

We will present a rundown of the best strategies that you can use to make the various steps of the course evaluation process more efficient, while maximizing the use of the built-in features in Blue.

Title: BlueX – Survey Software that Anyone in Your Institution Can Use

Presenter(s): François Bénéteau, Explorance

After working with dozens of institutions for over three years, Explorance has developed BlueX to be familiar, flexible, and able to create any survey and form that you can imagine. In this session, we will showcase how institutions' various data collection and analysis needs in institutions are met with BlueX in a familiar and flexible manner, making BlueX the future of survey software.

Title: What's New with Blue Feedback Dashboard

Presenter(s): Long Hua, Explorance

Blue Feedback Dashboard is an add-on analytics module within the Blue feedback platform. It is specially conceived to support data-driven decision making at every level of an institution. The user interface is built for stakeholders such as faculty and senior administrators, with easy navigation and interactivity of the data to unveil actionable insights from your course evaluations. In this session, we will discuss the various analytics capabilities available in Blue Feedback Dashboard.

Title: Leverage Blue to Support All of Your Student Experience Surveys

Presenter(s): Mohammed Sheraidah, Explorance

Insight depends on reliable and accurate data that covers the subject being analyzed from multiple touch points. In this session, we will explore how you can leverage Blue to gather data about all of students' experiences and use it to extract rich insight for the different stakeholders

Title: Continuous Engagement with Bluepulse

Presenter(s): Nitin Sharma, Explorance

The ability to engage with students and quickly respond to student feedback is paramount. While many institutions transitioned to remote learning over the past year, there was an equal focus on their process, tools, and engagement strategy. In this session, we will showcase how Bluepulse can tie into an institution's engagement strategy and ultimately compliment formal feedback gathering allowing much quicker data-informed decisions and actions.



Title: Product Roadmaps: A Look at What is and What is Yet to Come

Presenter(s): Nitin Sharma & Zebrey Bedard, Explorance

Explorance products continue to evolve at a rapid pace. In this session, we will take a look at roadmaps for Blue, Bluepulse and BlueX, sharing some of the most notable features and capabilities introduced over the past year, and providing a glimpse into what the future holds for each of these platforms from feature sets and capabilities to product visions.

More to come!

BN GLOBAL 2021 Call for Presentations is Open!

Will you be joining your Blue community colleagues to connect and learn from one another? Are you interested in sharing your own Blue stories with your like-minded colleagues to further develop Blue skills and knowledge and innovate together? We encourage you to submit your presentation proposal, following the conference theme: ***Re-imagining Feedback and Assessment in a Post-pandemic world of Higher Education.***

Suggestions for developing your presentation proposal, tips for preparing your presentation, and the submission form for your proposal can all be found on [this page](#). We hope to ease your presentation proposal submission process and look forward to working with you as needed to ensure that everyone who wishes to present has an opportunity to do so.

[Submit Your Presentation Proposal](#)

<https://www.bluenotesgroup.com/bluenotes-global-2021-call-for-presentations/>