



Bluenotes APAC 2023

Explorance Update

From Insights to Action: The Road Ahead

Samer Saab – CEO

May 29, 2023





Thank you.



Vendor Briefing Agenda

01 Explorance Insights

02 Our Approach: People Insights Solution

03 Our Commitment and Value Proposition for Higher Education

04 Explorance Solution Suite

05 How Can We Partner With You



Explorance Insights

❖ Explorance in Numbers



Celebrating 20 Years in People Insights



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



Global Customer Base includes 1000 Organizations Across 50 Countries



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



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



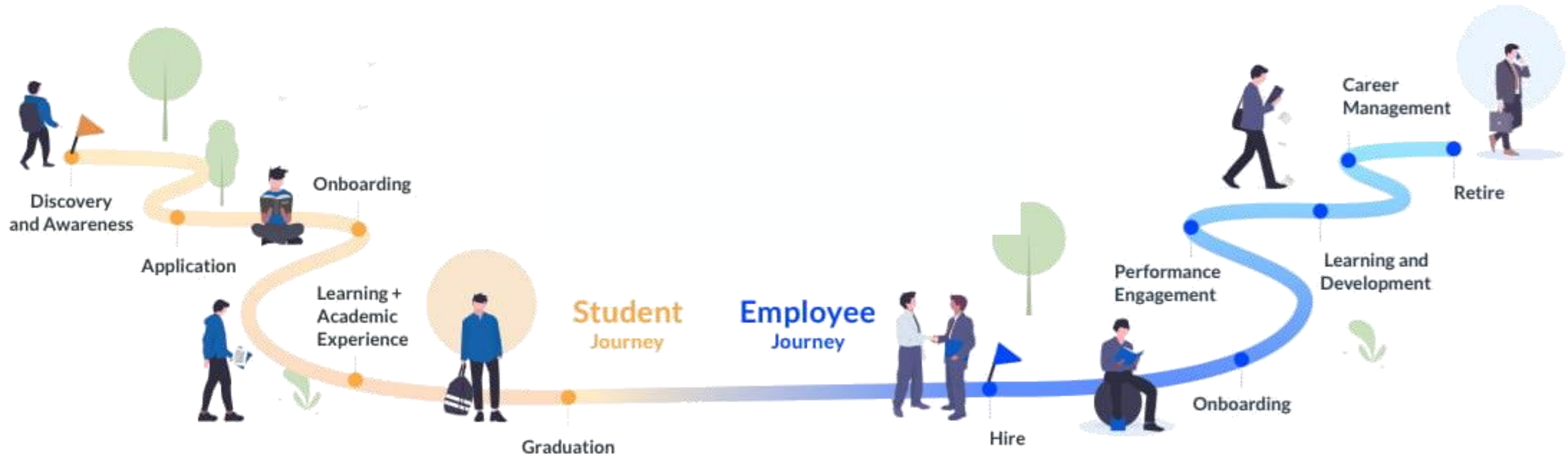
50% R&D Investment Ratio Reinforces Explorance Commitment to Excellence in Higher Ed and Enterprise

❖ Why?



❖ Our Mission

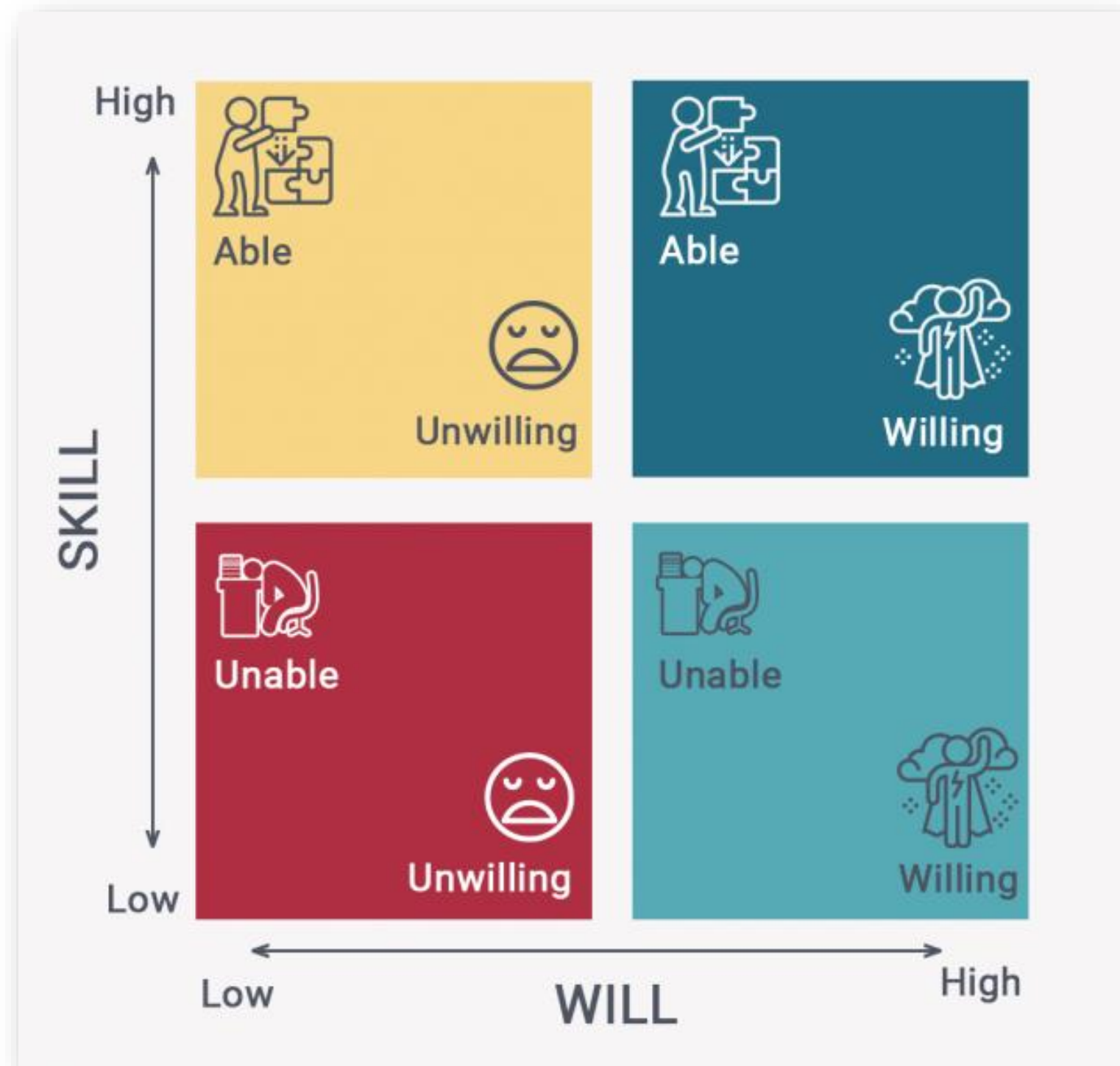
To empower one billion people in their professional journey of purpose, growth, and impact.





Our Approach: People Insights Solutions

❖ An Obvious Theory?



WILL & SKILL MATRIX

❖ Our Proven Approach Continues to Support 30% YoY Growth in Higher Education

People Insights Solution That Impacts:

- Teaching Effectiveness
- Learning Excellence
- Student Experience
- Faculty & Staff Engagement



❖ A Partnership Based Approach: Representative Institutions



❖ Strategic Alliances for the Benefit of our Mutual Customers

Partnerships  ❖ explorance.



cornerstone



Association for Talent Development



degreed



talenta
by mekari



Center for Talent Reporting



LPI
Involve. Inform. Inspire.



ellucian.



anthology

D2L™



INSTRUCTURE



Jenzabar®
TRANSCENDING EDUCATION



Microsoft



ONLINE LEARNING™
CONSORTIUM



FOUNDATION for CALIFORNIA
COMMUNITY COLLEGES



ACADEMIC
PARTNERSHIPS™

EDUCAUSE



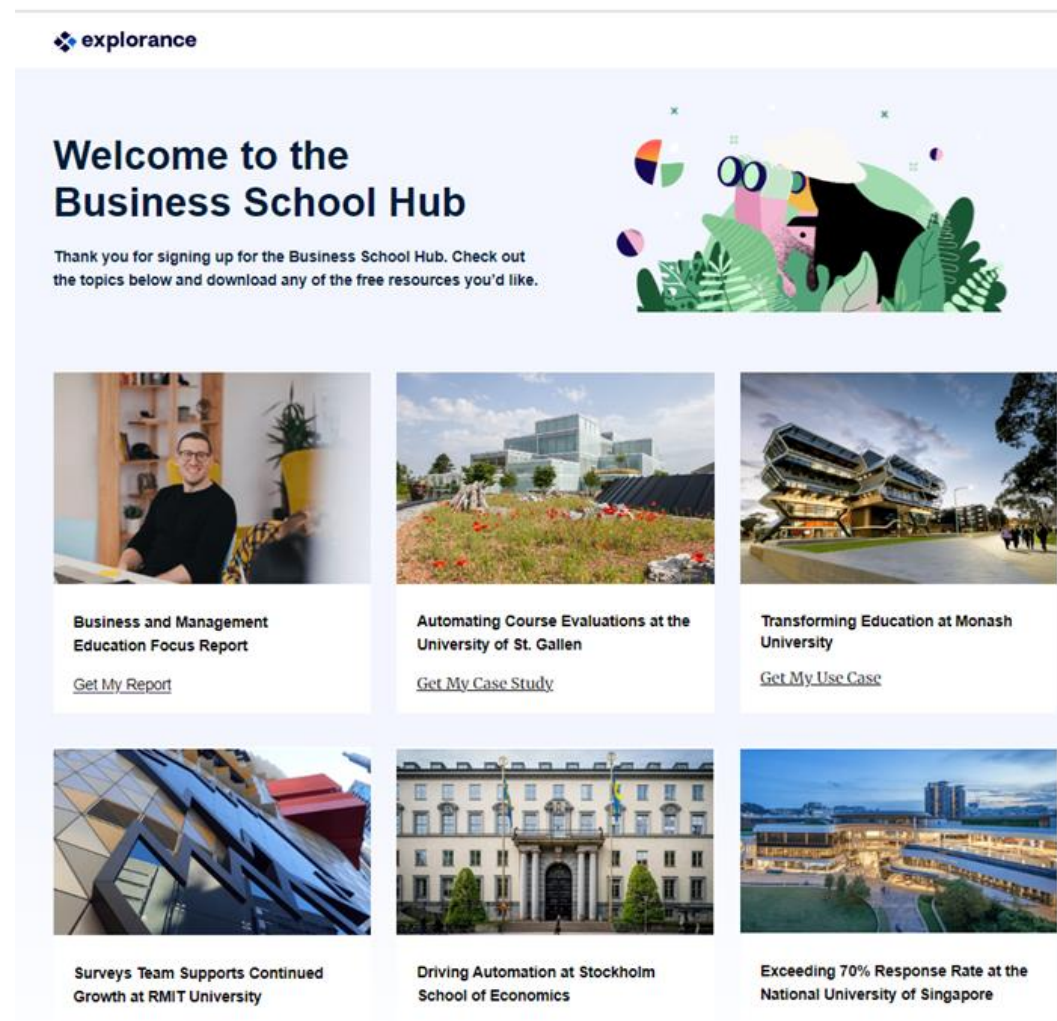
Our Commitment and Value Proposition for Higher Education

❖ Explorance is Proud To Support the World's Higher Education Institutions



❖ Additional Resources To Support Higher Ed Leaders in Buyers Journey


Business School Hub




explorance


Welcome to the Business School Hub

Thank you for signing up for the Business School Hub. Check out the topics below and download any of the free resources you'd like.







Business and Management Education Focus Report
[Get My Report](#)




Automating Course Evaluations at the University of St. Gallen
[Get My Case Study](#)




Transforming Education at Monash University
[Get My Use Case](#)



Surveys Team Supports Continued Growth at RMIT University



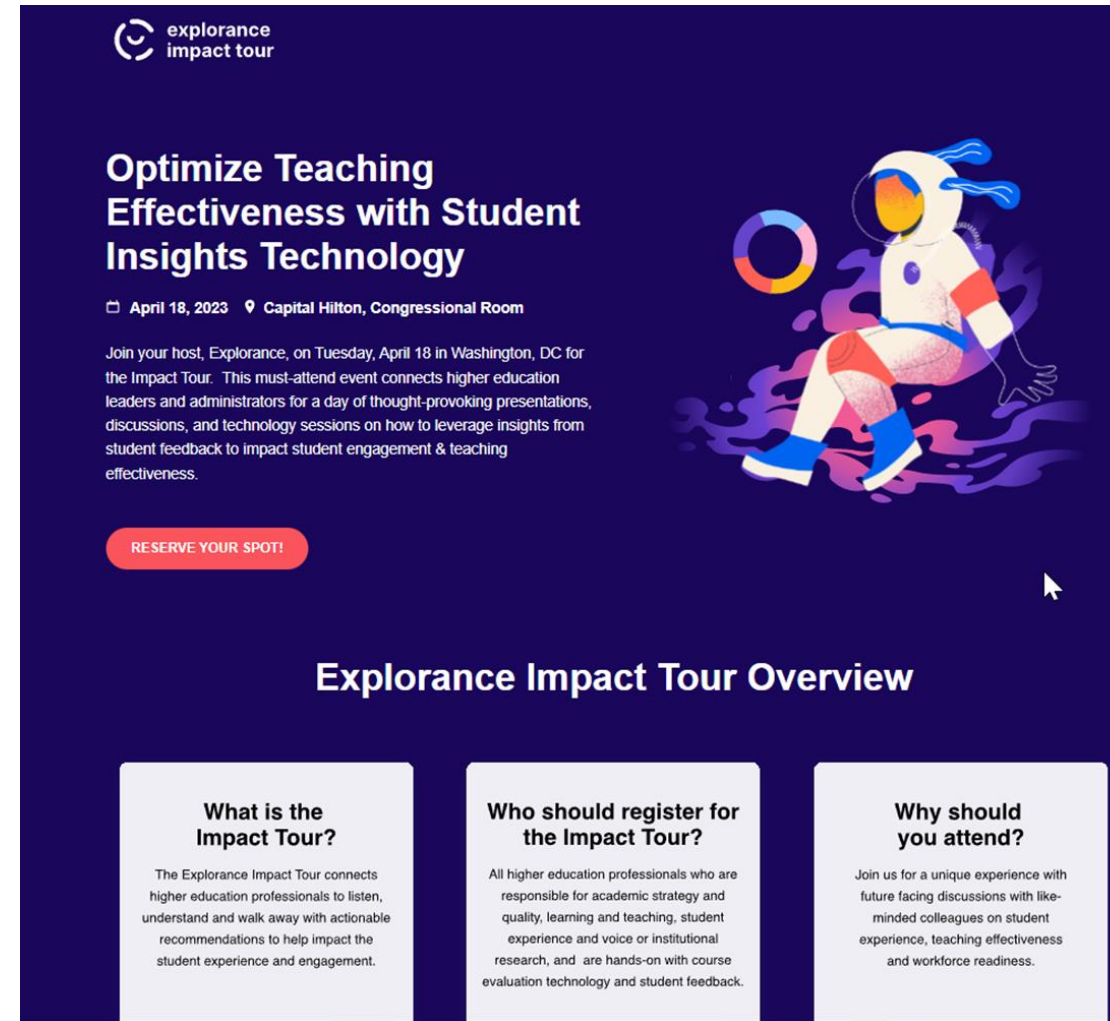
Driving Automation at Stockholm School of Economics



Exceeding 70% Response Rate at the National University of Singapore

Reports, Case Studies and Videos

Impact Tour



explorance impact tour

Optimize Teaching Effectiveness with Student Insights Technology

April 18, 2023 | Capital Hilton, Congressional Room

Join your host, Explorance, on Tuesday, April 18 in Washington, DC for the Impact Tour. This must-attend event connects higher education leaders and administrators for a day of thought-provoking presentations, discussions, and technology sessions on how to leverage insights from student feedback to impact student engagement & teaching effectiveness.

[RESERVE YOUR SPOT!](#)

Explorance Impact Tour Overview

What is the Impact Tour?


The Explorance Impact Tour connects higher education professionals to listen, understand and walk away with actionable recommendations to help impact the student experience and engagement.

Who should register for the Impact Tour?

All higher education professionals who are responsible for academic strategy and quality, learning and teaching, student experience and voice or institutional research, and are hands-on with course evaluation technology and student feedback.

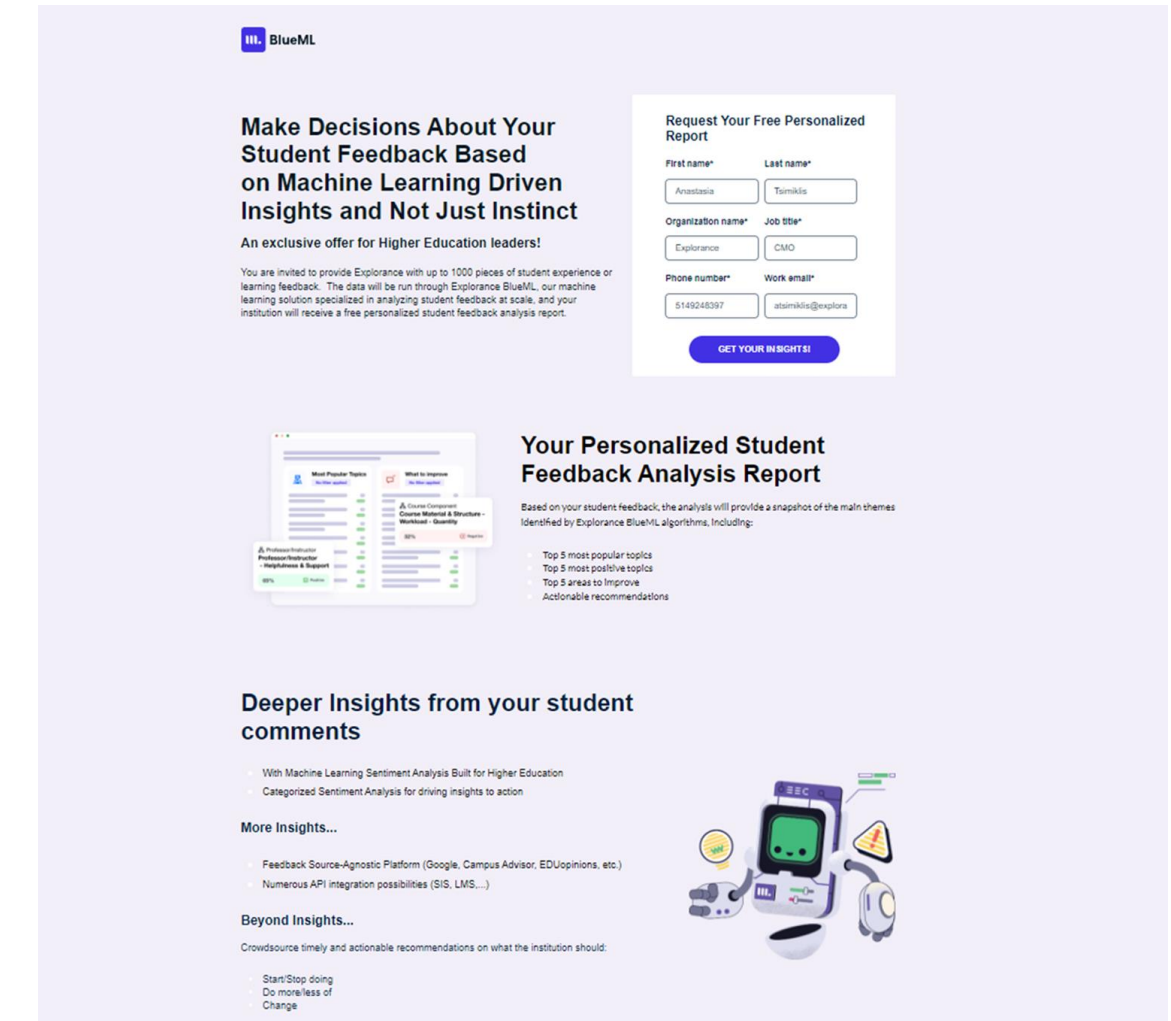
Why should you attend?

Join us for a unique experience with future facing discussions with like-minded colleagues on student experience, teaching effectiveness and workforce readiness.



Live Seminar Series and Customer Sessions

Explorance BlueML: Free Trial



BlueML

Make Decisions About Your Student Feedback Based on Machine Learning Driven Insights and Not Just Instinct

An exclusive offer for Higher Education leaders!

You are invited to provide Explorance with up to 1000 pieces of student experience or learning feedback. The data will be run through Explorance BlueML, our machine learning solution specialized in analyzing student feedback at scale, and your institution will receive a free personalized student feedback analysis report.

[Request Your Free Personalized Report](#)

First name* Last name*

Organization name* Job title*

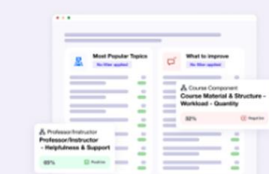
Phone number* Work email*

[GET YOUR INSIGHTS!](#)

Your Personalized Student Feedback Analysis Report

Based on your student feedback, the analysis will provide a snapshot of the main themes identified by Explorance BlueML algorithms, including:

- Top 5 most popular topics
- Top 5 most positive topics
- Top 5 areas to improve
- Actionable recommendations



Deeper Insights from your student comments

- With Machine Learning Sentiment Analysis Built for Higher Education
- Categorized Sentiment Analysis for driving insights to action


More Insights...

- Feedback Source-Agnostic Platform (Google, Campus Advisor, EDUopinions, etc.)
- Numerous API integration possibilities (SIS, LMS...)

Beyond Insights...

Crowdsourced timely and actionable recommendations on what the institution should:

- Start/Stop doing
- Do more/less of
- Change



Personalized Student Feedback Analysis



Reflect and Reimagine: 10 Years of Shaping Higher Education

The Brown Hotel | Louisville, KY, USA July 30 – August 2, 2023

Optimize Teaching Effectiveness with Student Insights Technology

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Get Tickets >

Student Voices in Higher Education Conference

THE POWER OF STUDENT VOICE

Get Tickets

Powered by Explorance



CONFERENCE ASTON, UK



Pour que la voix de nos étudiants compte

Mardi 4 Juillet 2023 Hilton Paris Opera

Pour son Impact tour à Paris, Explorance aura le plaisir de réunir des leaders académiques experts en qualité, recherche institutionnelle, technologies de l'information et de l'éducation pour une journée de réflexion et de collaboration.

À travers des exposés bien conçus stimulant la réflexion, des démonstrations techniques et des discussions, nous réfléchirons ensemble sur comment transformer les rétroactions étudiantes pour un plus grand impact sur la qualité de l'enseignement et de l'apprentissage.



❖ World Economic Forum x Explorance To Collaborate on Global Skill Gap



COMMITTED TO
IMPROVING THE STATE
OF THE WORLD

Explorance was recently welcomed to the World Economic Forum Champions Community

Key Highlights:

- The World Economic Forum and Explorance share a common sense of mission around the world workforce landscape and its needs.
- WEF is an excellent venue and platform for Explorance to help influence and bring decisions to the table around an issue that is truly at the core of our mission
- The ability to be connected and have access to likeminded leaders, organizations, and valuable insight for product innovation and market strategy



The World's Leading People Insights Platform for Higher Education

Assess and Evaluate Faculty, Staff, & Student Experience – Holistically

Explorance

Blue® Teaching Effectiveness

- Course evaluation
- Mid-Term Review
- Peer Review
- Self-Evaluation

Explorance

Blue® Learning Excellence

- Course evaluation
- Mid-Term Review
- Student Voice Analytics (ML)
- Advisor Assessment

Explorance

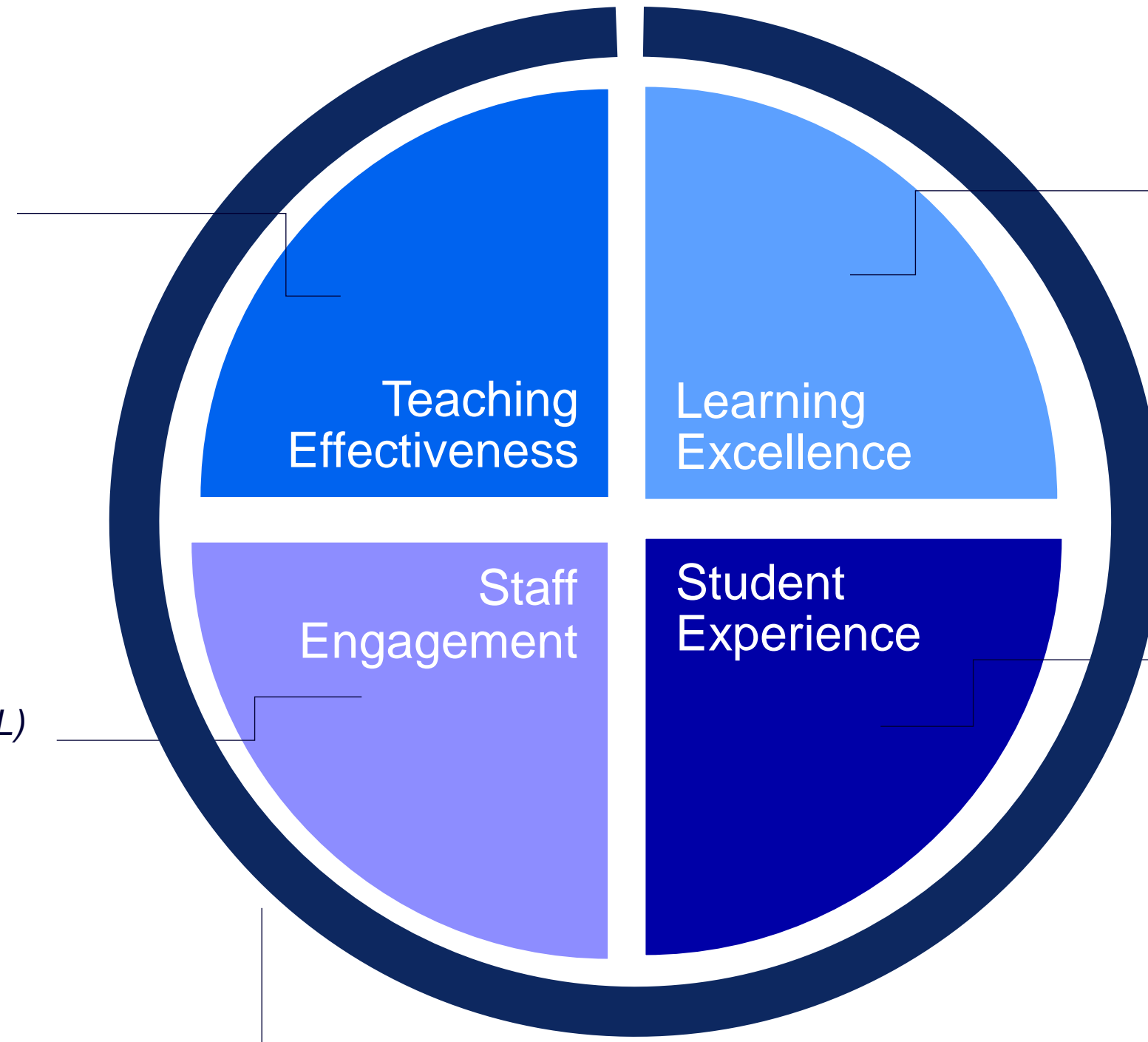
Blue® Human Resources

- Employee Surveys
- Voice of the Employee Analytics (ML)
- 360-Degree Feedback Review
- Learning Program Effectiveness

Explorance

Blue® Student Experience

- Student Surveys
- Student Voice Analytics (ML)

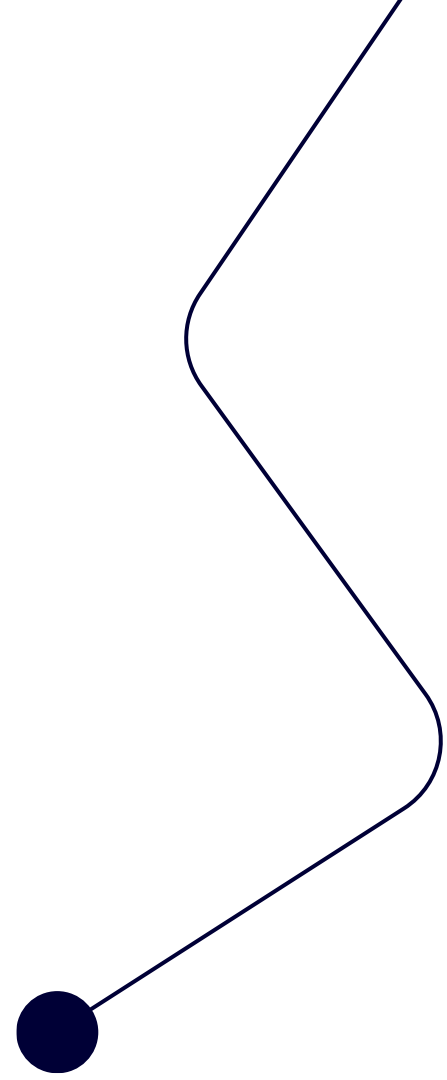


More Value Creation Throughout the Entire Institution (whatever value needs to be driven out of people feedback)

- One centralized platform for highly decentralized environments and autonomous decision-making – for all people insight needs: students, academic personnel, staff
- Future-proof platform: innovation, responsiveness, robustness, automation, compliance, security
- Augmented data – leading to more and deeper insights (built-in integration and automation capabilities with SIS, LMS, CRM, HR stack)
- Powerful and intuitive HE-specific analytics – enabling any stakeholder to discover people insights (Blue Dashboard)



Explorance Solution Suite



Explorance Blue

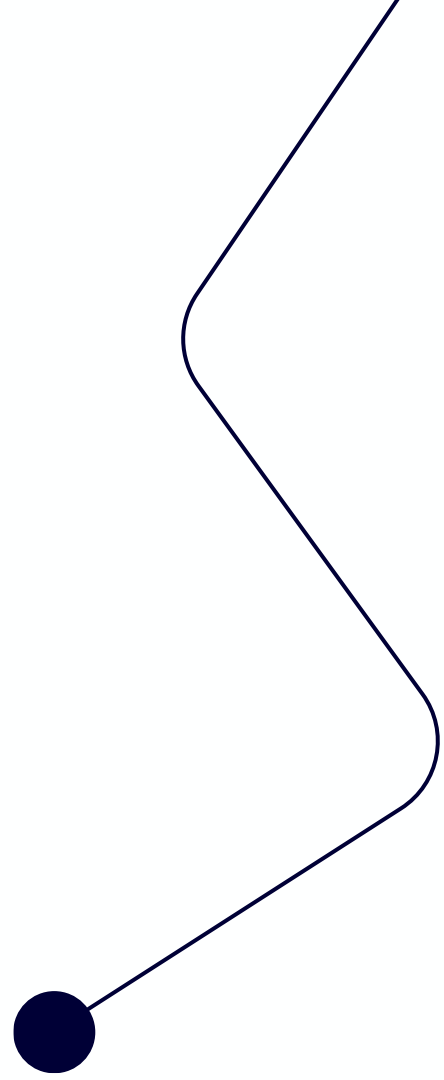
Amplifying the Student Voice

25 million people everyday; 25 billion student feedback data points

❖ Explorance Leads the Market in Innovation With Richest Feature Set

- Native Support for Higher Education Data Model
- Standards Compliance (accessibility, privacy and social responsibility)
- Powerful Insights
 - Flexible Reporting
 - Interactive Dashboarding
 - Comment Analytics

EXPLORANCE FOR HIGHER EDUCATION			EXPLORANCE FOR HUMAN RESOURCES
Teaching Effectiveness	Learning Excellence	Student Experience	Human Resources
Course Evaluation			Employee Surveys
Mid-Term Review Surveys			Employee Feedback Analytics
Peer Review			360-Degree Assessment
Self-Evaluation			Learning Effectiveness
	Student Feedback Analytics		
		Student Surveys	



Explorance BlueML

How many questions would be needed to provide 30k unique insights from student feedback? **One comment box!**

❖ Student Body Sentiment and Feedback Powered by ML



Deeper Insights

With Machine Learning Feedback Analytics Built for Higher Education

Because context matters, Explorance BlueML caters specifically to the student learning experience.

More Insights

From Your Student Comments with a Platform Agnostic Solution

Harness collective intelligence wherever it comes from:

- Course evaluations
- Central & major surveys
- Admission/Alumni surveys
- External review sites (e.g., Rate My Courses, Best College Reviews, Google)

Beyond Insights

Dive Into Crowdsourced Recommendations

Analyze student feedback at scale, and transform insights into timely, actionable recommendations, by distilling what your institution should:

- Start or stop doing
- Do more or less of
- Change

❖ Explorance ML Services in Numbers

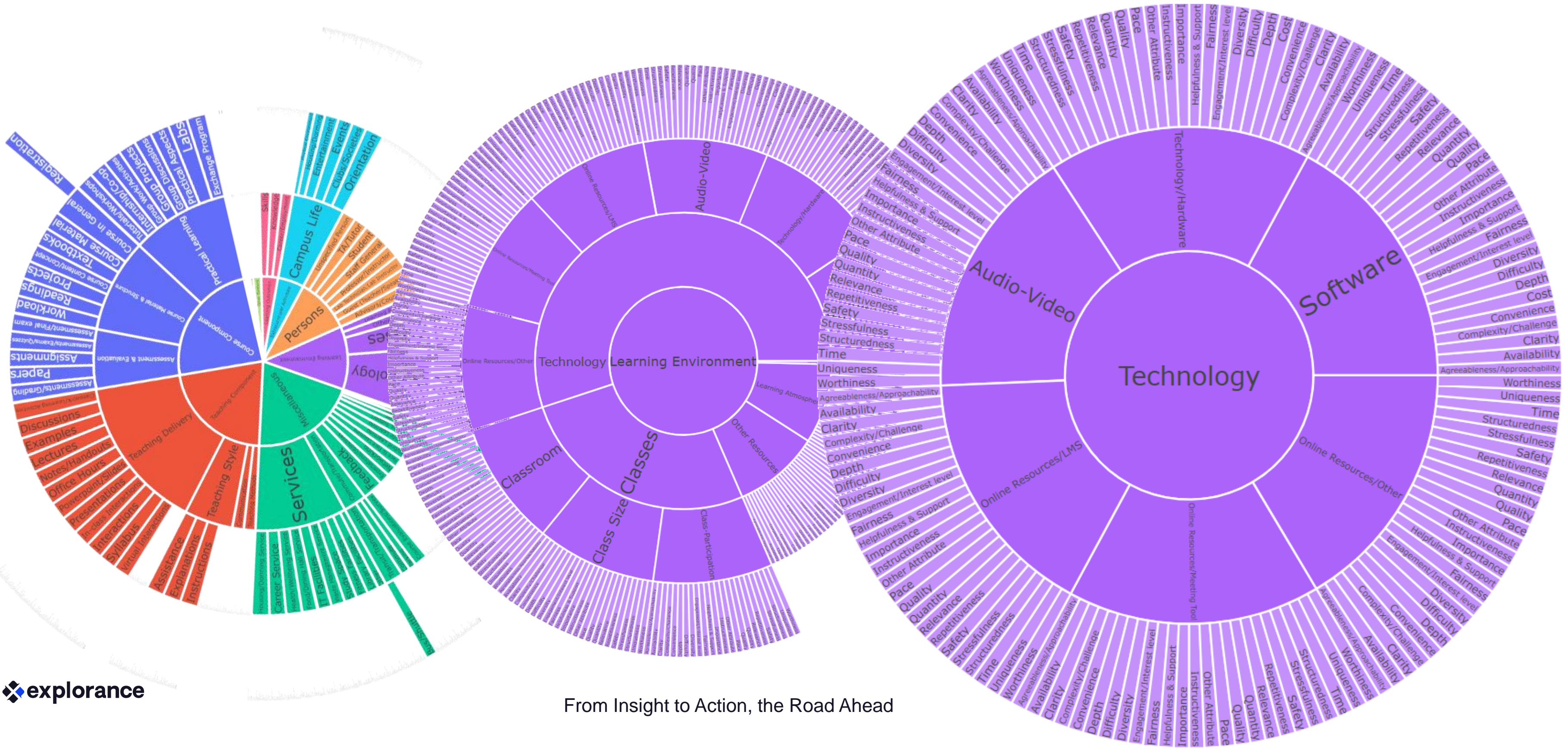


6 Years in People Insights Mining and Learning

- 58 Explorers working on machine learning, application development, and annotation
- Multi-source and open API-driven service architecture to enable analysis of any employee comment
- Five mature models including EEC, SEC, Polarity, Recommendation, and Alerts
- Decision grade approach with a vetted 3-annotators-per-categorization model development
- BlueML Dashboard application to support fast leverage of Explorance ML Services

✦ The Student Experience Insights Model

Thousands of Unique Insights About Student Learning, and the Student Experience



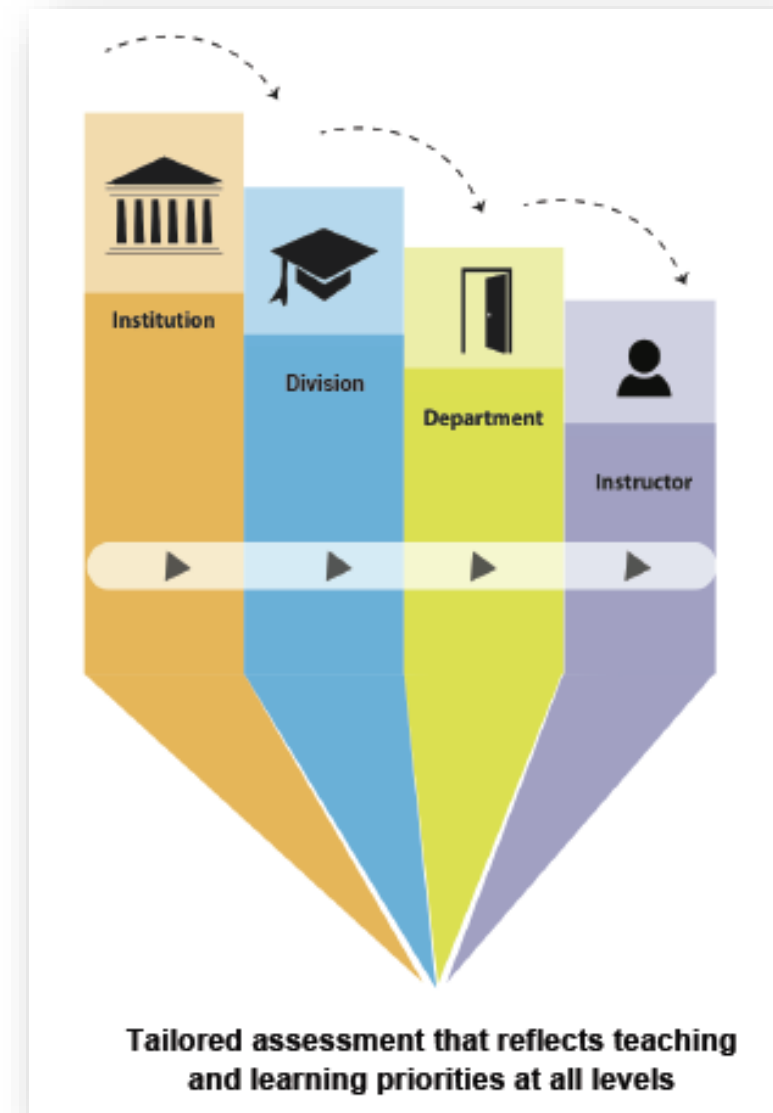


How Can We Partner With You?

Feedback Stories from the Field

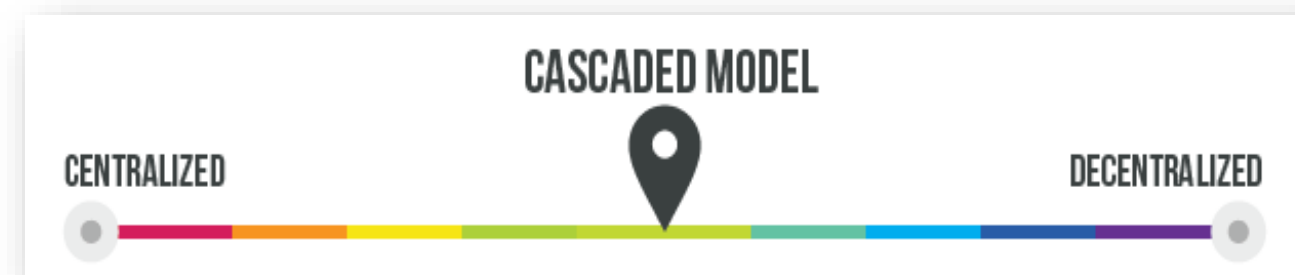
❖ Forward Looking Student Feedback Insights: A Cascaded Model For Course Evaluations

Course Evaluation Items	Teaching & Learning Categories	Disciplines	Instructor Delegated Questions
I found the course intellectually stimulating.	Institutional core item	Aboriginal Studies	The course instructor expressed an interest in student understanding when explaining course concepts.
The instructor created an atmosphere that was conducive to my learning.			
Skills for how to learn in an online environment were supported throughout the course.			
The course instructor explained concepts clearly.			

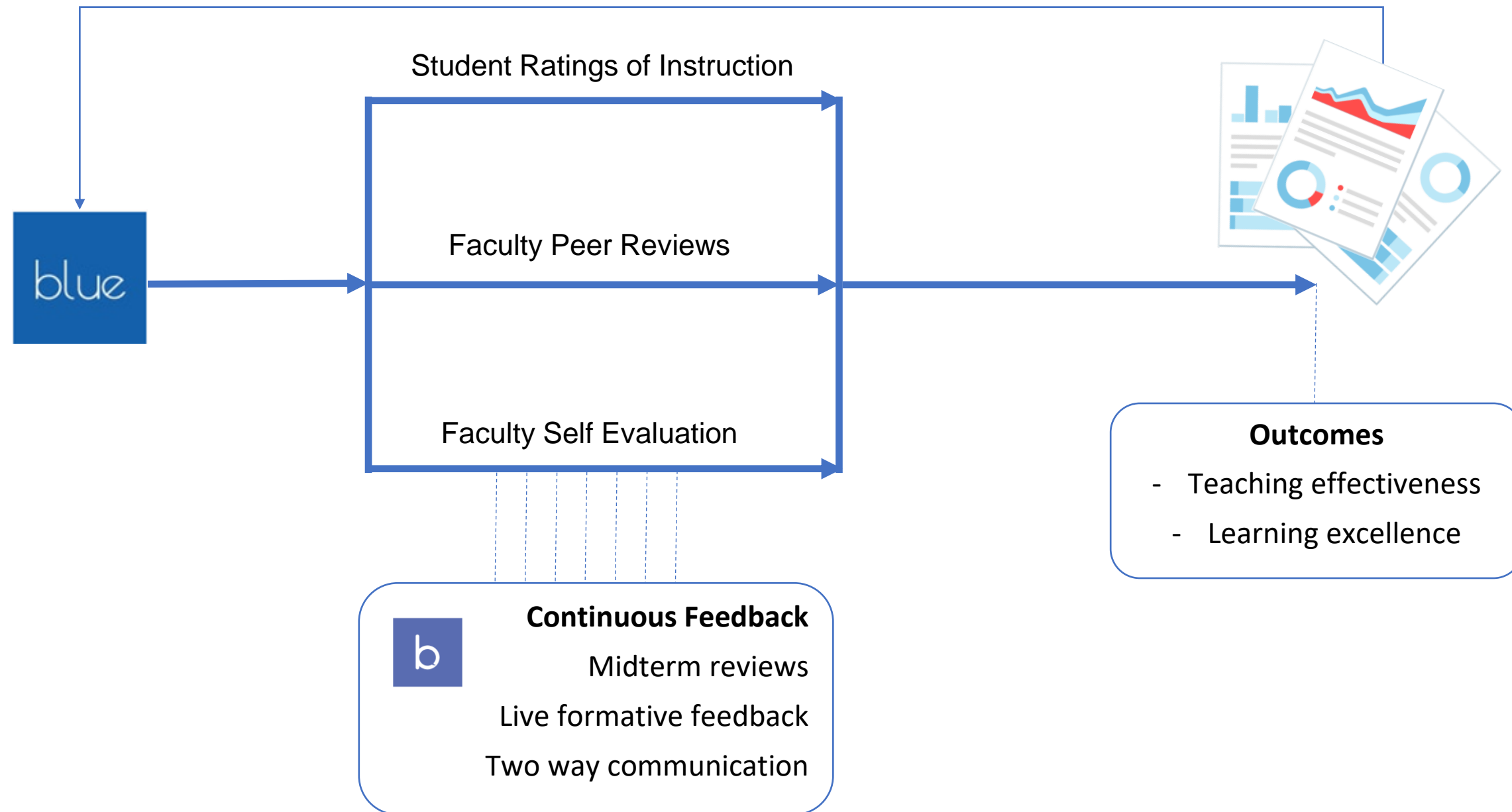


- ### Benefits
- Holistic Insights:
 - Experience
 - Engagement
 - Effectiveness
 - Actionable
 - Forward Looking

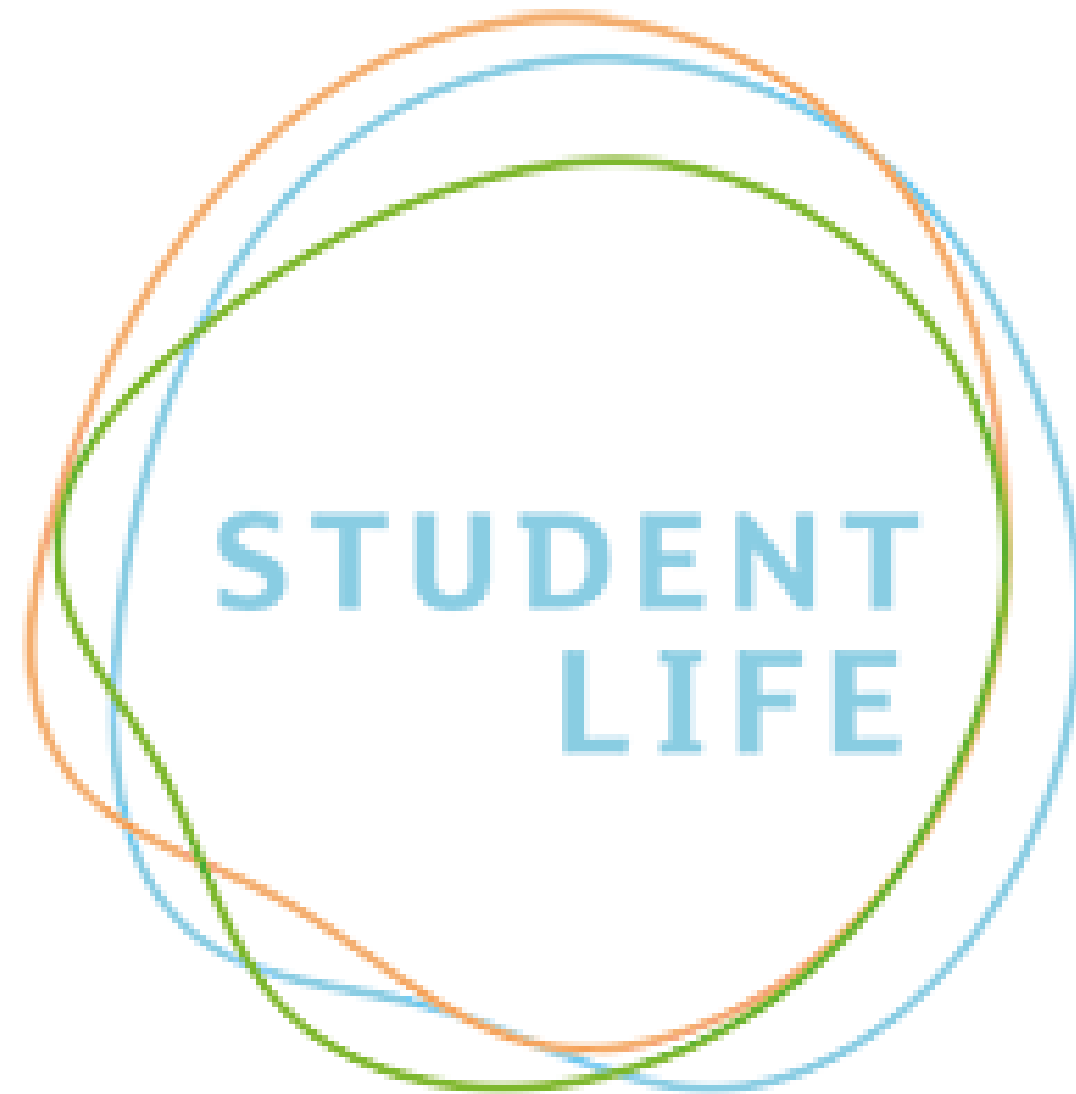
- ### Outcomes
- Actionable Insights at Scale
 - Organizational Agility



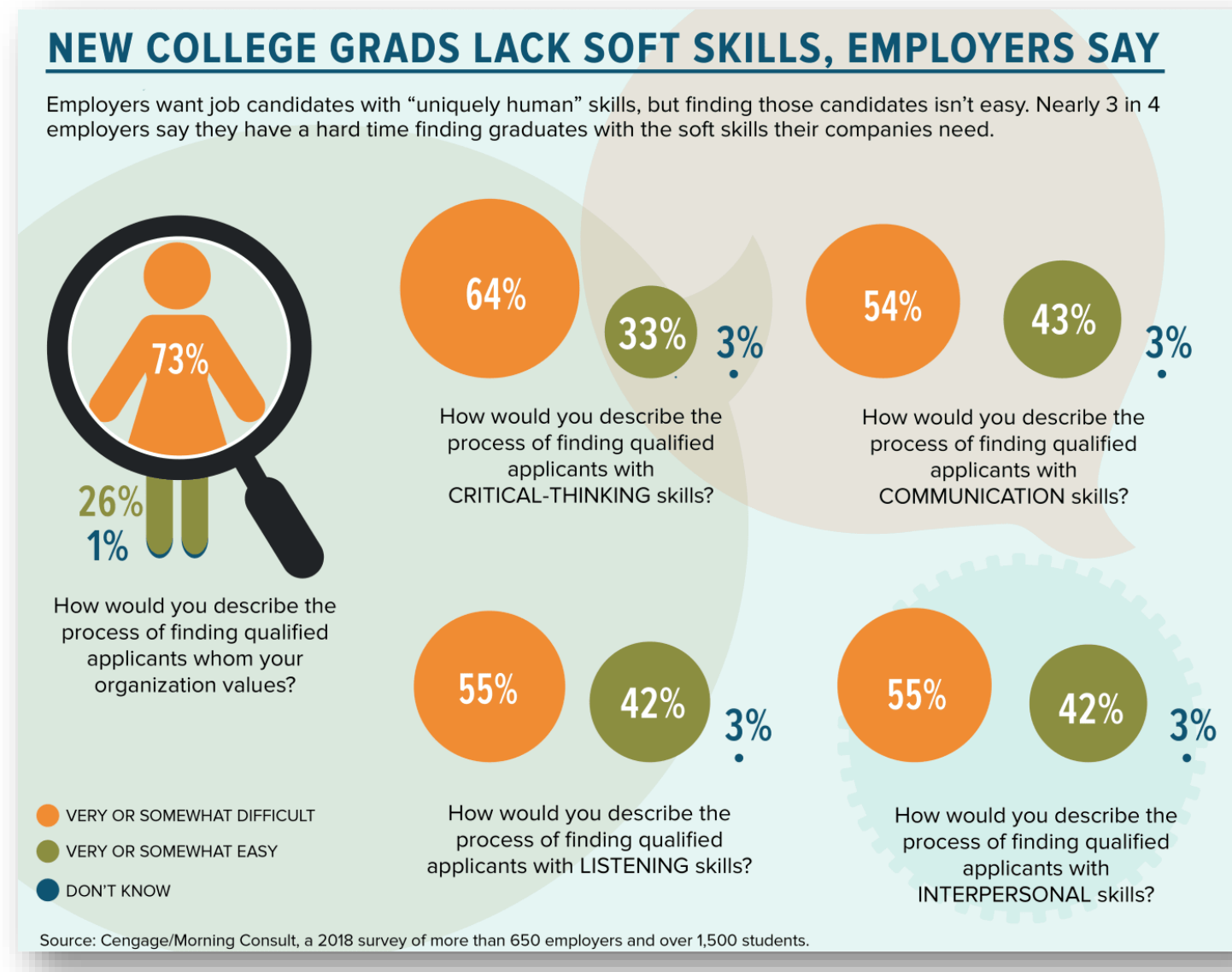
❖ A Holistic Approach For Measuring Teaching Effectiveness



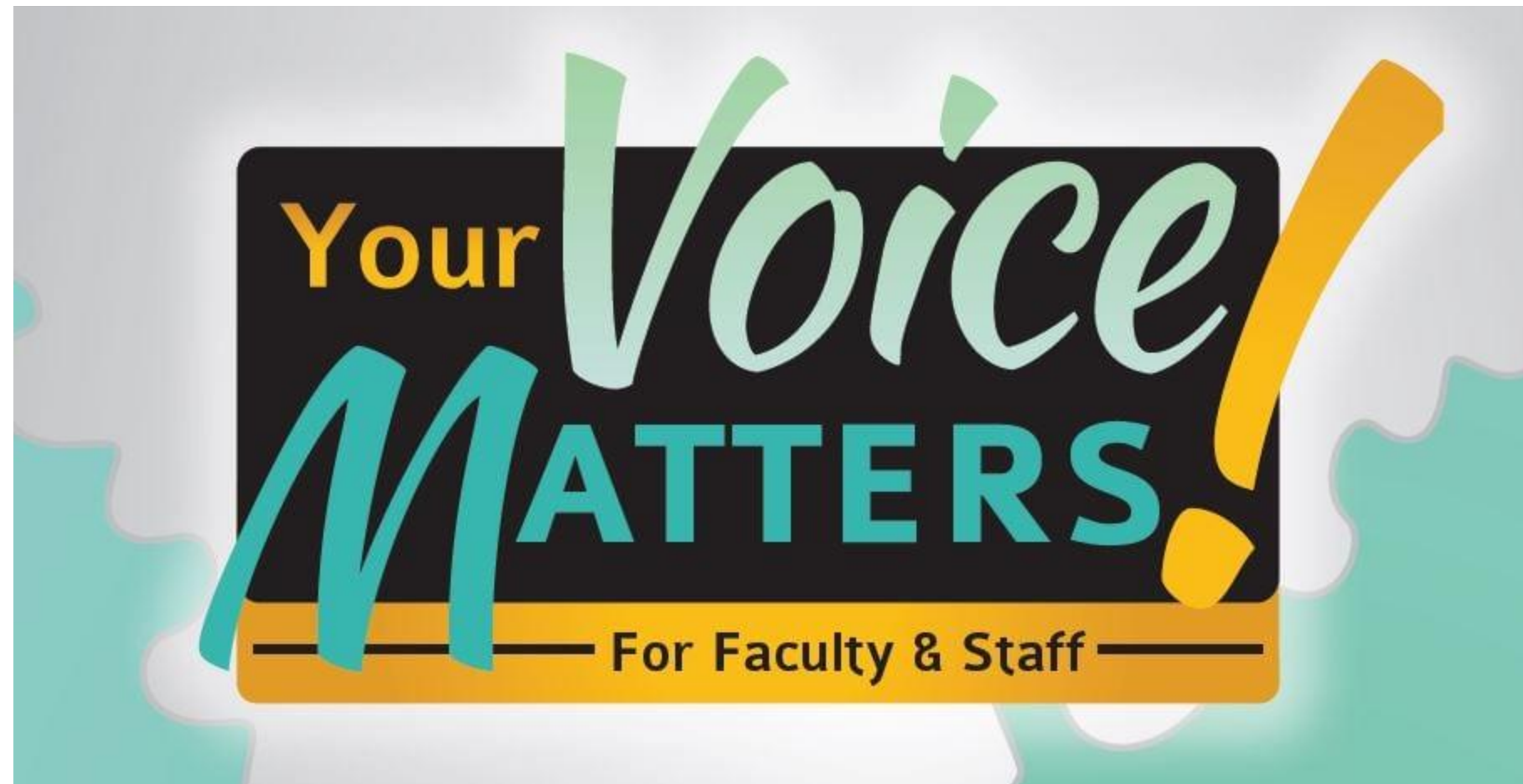
❖ Optimizing The Student Experience: From Application to Graduation



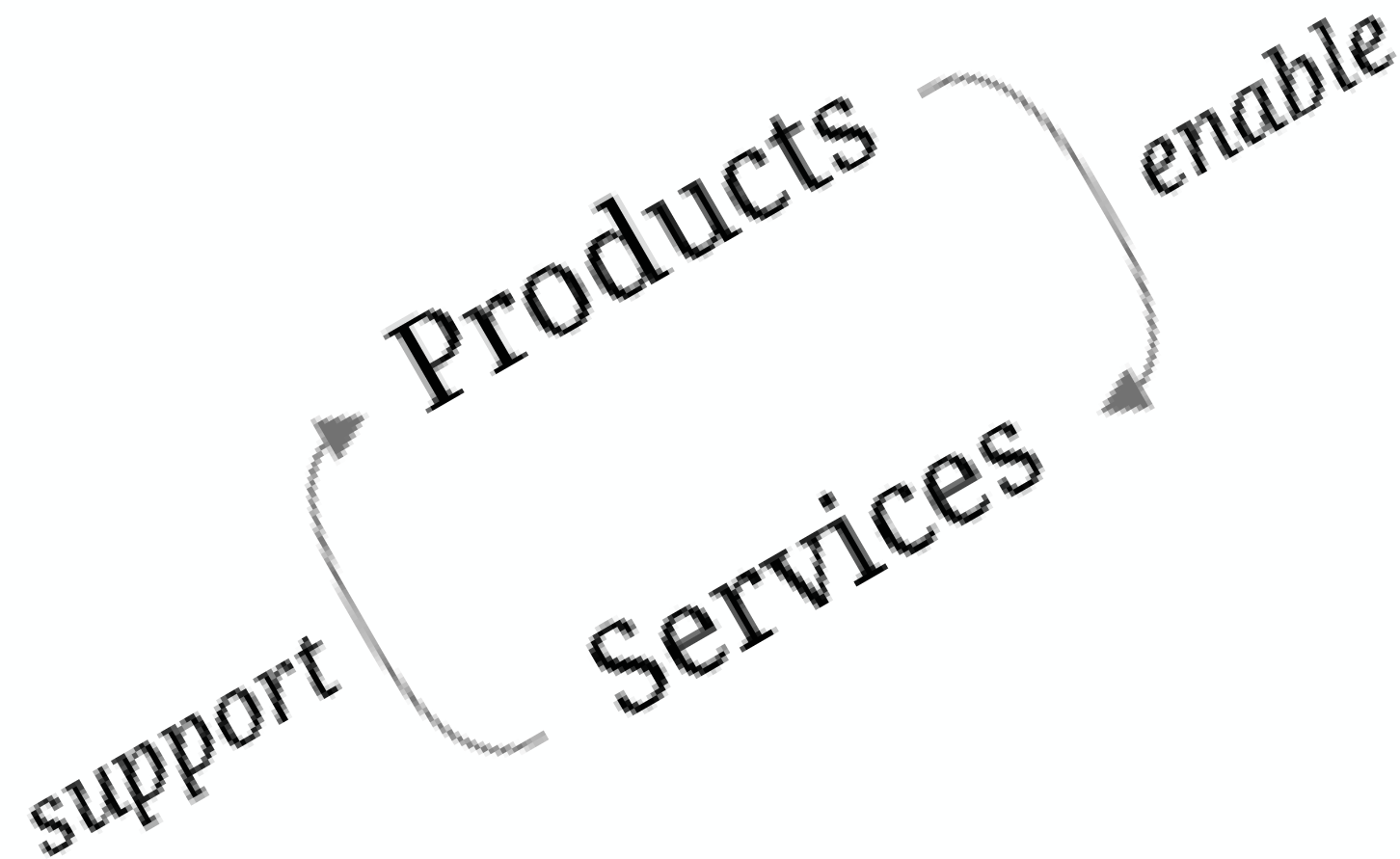
❖ Developing The Soft-Skills Your Students Need to Succeed At The Workplace



❖ Engaging Faculty and Staff To Optimize The Overall Educational Journey



❖ In Summary: We Will Meet You Where You Need To Be Met



Foundational Services

- ❖ Account Management
- ❖ Customer Success Management
- ❖ Customer Support
- ❖ Training
- ❖ Community Engagement

Capability Augmentation

- ❖ Deployment and Integration
- ❖ Professional Services
- ❖ Consulting Services
- ❖ Managed Services



**Together, We Can Raise The
Future Change-Makers Of APAC.**