



**explorance
summit APAC**



Conference Programme

Feedback for the Brave

Where Feedback Analytics Meets AI

 Conference: May 1–2, 2025

 Sheraton Melbourne Hotel, Melbourne, Australia



 **explorance**



About Explorance

[Explorance](#) empowers higher education institutions with next-generation feedback analytics to accelerate the insight-to-action cycle. As a collaborative partner, Explorance aligns with institutions that embrace a feedback culture, where open and courageous conversations are encouraged to drive purpose, impact and growth.

In an AI-driven world where feedback is a critical tool that can lead to improved decision-making, Explorance stands by the philosophy of “Feedback for the brave”. Committed to amplifying the voices of students, staff, and faculty, Explorance tailors its solutions for institutions to advance vital initiatives through student and employee feedback: Teaching Effectiveness, Learning Excellence, Student Experience and Staff Engagement.

To learn more, please visit [Explorance.com](#) and connect with us on [LinkedIn](#), [Facebook](#) and [X](#).

We are excited to host the Student Voices in Higher Education conference, now in its second year, which provides a unique space for academic, professional and administrative teams to share best practice, insights and lessons learned from student voice initiatives, and ensure we all take active responsibility to gather and truly listen to student voices.

This conference brings together contributors and delegates with responsibility for strategic planning, teaching and learning, student experience, satisfaction and voice, quality assurance and enhancement, as well as course and module evaluation.



Agenda

Thursday, 1 May | Day 1

Time	Session
08:00 AM - 09:00 AM	Registration and Welcome Refreshments
09:00 AM - 09:10 AM	Welcome Address Tim Brennan, APAC General Manger, Explorance
09:10 AM - 10:00 AM	Keynote Building a Braver Future with Feedback Samer Saab, Founder and CEO, Explorance
10:05 AM - 10:15 AM	Explorance Excellence Awards
10:20 AM - 11:00 AM	Keynote From Reaction to Action: Incorporating AI to Elevate the Educational Experience Julie McMahon, Vice President (APAC), Times Higher Education
11:00 AM - 11:20 AM	Morning Networking Break
11:20 AM - 12:20 PM	Networking Session Connections & Conversations: Kickstarting Your Conference Experience
12:25 PM - 01:00 PM	Presentation Blue-tiful Innovations: Implementing Blue Three-Level Relationship for Student Feedback Julia Petrou, Institutional Surveys Manager, La Trobe University
01:00 PM - 02:00 PM	Networking Lunch
02:00 PM - 02:35 PM	Presentation Product Roadmap for Explorance Blue Zelbrey Bedard, Chief Product Officer, Explorance
02:40 PM - 03:15 PM	Blue Can Do That Too: Transforming Institutional Processes at the University of Newcastle Stephanie Pease, Senior Survey Analyst, University of Newcastle
03:20 PM - 04:00 PM	Explorance Tech and Customer Success Zones
04:00 PM	End of Day 1
06:30 PM	Networking Dinner Unforgettable networking dinner at The Conservatory Melbourne — where meaningful connections meet Melbourne's most indulgent buffet experience!



Agenda

Friday, 2 May | Day 2

Time	Session
08:00 AM - 09:00 AM	Registration and Welcome Refreshments
09:00 AM - 09:40 AM	Technology Keynote The Future is MLY Samer Saab, Founder and CEO, Explorance
09:45 AM - 10:45 AM	Panel Discussion Quantitative vs. Qualitative Insights in Student Feedback Moderator: <ul style="list-style-type: none"> Andrew Ouyang, Account Manager, Asia-Pacific, Explorance Panelists: <ul style="list-style-type: none"> David Contreras, Project Officer, Curtin University Matthew Symonds, Survey Analyst, University of Technology Sydney Meagan Morrissey, Manager, Student and Staff Insights, University of Newcastle Vu Ngoc Khanh, Senior Educational Officer, VinUni
10:45 AM - 11:05 AM	Morning Networking Break
11:05 AM - 12:15 PM	Hands-on Session Explorance MLY: Hands-On with AI-Powered Insights and Dashboards Arjoman Chatterji, Senior Solutions Engineer, Explorance
12:20 PM - 12:55 PM	Transforming the Course Experience Survey: A Case Study in Innovation, Implementation, and Future Possibilities in AI Chilwin Soh, Student Surveys Manager, RMIT
12:55 PM - 01:55 PM	Networking Lunch
01:55 PM - 02:30 PM	Utilising Student Voice in Academic Quality Monitoring Emma Purdy, Manager Academic Quality and Systems, University of Wollongong
02:35 PM - 03:10 PM	Decoding Student Experience: Multi-Layered Feedback & AI-Enhanced Insights at VinUniversity Vu Ngoc Khanh, Senior Educational Officer, VinUniversity Nguyen Thanh Trung, Strategic Planning Officer, VinUniversity
03:10 PM - 03:40 PM	Technology Presentation A Familiar Survey Tool: An Introduction to Explorance Forms Arjoman Chatterji, Senior Solutions Engineer, Explorance
03:45 PM - 04:00 PM	Key Takeaways and Closing Remarks
04:00 PM - 04:30 PM	Tech and Customer Success Zones
04:30 PM	End of Day 2



Session Descriptions

Thursday, 1 May | Day 1

Title: Keynote
Building a Braver Future with Feedback
Samer Saab, Founder and CEO, Explorance

Time: 09:10 AM - 10:00 AM

Join Explorance CEO Samer Saab as he examines feedback's profound impact on shaping society's present and future.

Drawing inspiration from historical narratives, Samer will examine how feedback drives progress. The keynote will show how feedback intersects with AI, emphasizing the need for forward-thinking strategies in higher education and the global business community.

Attendees will gain insight into:

- The power of courageous conversations and safe spaces for open dialogue
- Next-generation feedback solutions that are creating more collaborative, growth-oriented processes
- The exciting evolution possibilities offered by Explorance's AI-powered software

This presentation isn't just a talk. It's a blueprint for building a braver society through feedback analytics and AI initiatives.

Title: Keynote
From Reaction to Action: Incorporating AI to Elevate the Educational Experience
Julie McMahon, Vice President (APAC), Times Higher Education

Time: 10:20 AM - 11:00 AM

In today's quickly changing world, universities need to move beyond reactive responses to the challenges of modern education and take proactive steps to integrate artificial intelligence into their institutions, enabling them to not only respond to current feedback but also elevate the overall educational experience— propelling progress to institutional excellence.

Title: Networking Session
Connections & Conversations: Kickstarting Your Conference Experience

Time: 11:20 AM - 12:20 PM

Start your conference journey by connecting with fellow attendees in this interactive networking session. Share your background, discuss why you're here, and explore the different sessions. Exchange insights on what you hope to learn and make meaningful connections to enrich your conference experience!



Title: **Blue-tiful Innovations:
Implementing Blue Three-Level Relationship for Student Feedback**
Julia Petrou, Institutional Surveys Manager, La Trobe University

Time: 12:25 PM - 01:00 PM

Embarking on the journey to implement the Blue Survey 3-Level Relationship for our Student Feedback on Subject and Teacher surveys is a process that blends strategy, coordination, and persistence. In this session, we'll take you through La Trobe's delivery process —from initial planning to the post-implementation phase, with all the highs and lows in between.

As implementation begins, expect a few bumps along the way, from managing resistance to change, to ensuring consistent data flow, in this presentation we will reveal the real challenges faced by Higher Education in each stage.

Implementing our innovative Blue Three-Level Relationship aimed to improve our subject and teacher feedback in 3 key areas:

- minimise the administration process
- boost response rates
- enhance the overall survey experience for students

But did it really?

Title: **Product Roadmap for Explorance Blue**
Zelbrey Bedard, Chief Product Officer, Explorance

Time: 02:00 PM - 02:35 PM

Join us in this session for an exclusive glimpse into the exciting roadmap of Explorance Blue. This session will unveil upcoming features, enhancements, and innovations that will shape the future of our flagship product. Discover how these advancements align with industry trends, community feedback, and our commitment to empowering organizations with solutions for feedback analytics and actionable insights.



Title: Blue Can Do That Too: Transforming Institutional Processes at the University of Newcastle
Stephanie Pease, Senior Survey Analyst, University of Newcastle

Time: 02:40 PM - 03:15 PM

Blue is not just a survey tool—it's a powerful platform for collecting, correcting, and communicating institutional data. This presentation explores how the University of Newcastle has reimagined Blue's capabilities to replace outdated and ineffective institutional processes. Moving beyond its traditional role in gathering sentiment and opinion, we have extended Blue to streamline critical administrative tasks, such as ensuring mandatory actions are completed and obtaining sign-offs.

By integrating Blue projects with Power BI reporting, we have transformed our entire course quality assurance cycle. Through creative uses of Blue, we've reduced the time academics spend on course assessments by 50-60% and cut the duration of School Assessment Board meetings and administrative efforts in half, driving continuous improvement in teaching and learning. From ensuring the accuracy of data when our timetabling system failed, to guaranteeing course coordinators understood and accepted their responsibilities when emails fell short, to automating the delivery of customised quality assurance reports with over 100 configuration fields—Blue has become an indispensable tool, replacing tedious, manual processes with efficient, actionable insights.

Title: Tech and Customer Success Zones

Time: All Day

Visit the Tech Zone, open throughout both conference days, for live demos of Blue, MLY, and Forms and connect directly with our experts. Whether you have questions, need insights, or want to see our solutions in action, this is your chance to explore the latest innovations. Drop by anytime to watch live demonstrations, discuss the best practices, and discover how our technology can enhance your institution's feedback and analytics strategies.

On the Customer Success Zone, we will interview our customers to capture their success stories of implementing our products.



Session Descriptions

Friday, 2 May | Day 2

Title:	Keynote The Future is MLY Samer Saab, Founder and CEO, Explorance
Time:	09:00 AM - 09:40 AM

Join Explorance CEO Samer Saab as he unveils the evolution of Explorance MLY, the AI-powered Voice of the Employee and Student platform. In this enlightening session, Samer will delve into the transformative journey of MLY, highlighting its groundbreaking AI-powered features and advancements. From its inception to its current state, attendees will gain insight into the innovative technologies and methodologies driving MLY's evolution, as well as its profound impact on employee and student experiences. Don't miss this opportunity to discover how MLY is reshaping the landscape of employee and student feedback, empowering organizations and institutions to foster a culture of continuous improvement and engagement.

Title:	Panel Discussion Quantitative vs. Qualitative Insights in Student Feedback Moderator: <ul style="list-style-type: none"> Andrew Ouyang, Account Manager, Asia-Pacific, Explorance Panelists: <ul style="list-style-type: none"> David Contreras, Project Officer, Curtin University Matthew Symonds, Survey Analyst, University of Technology Sydney Meagan Morrissey, Manager, Student and Staff Insights, University of Newcastle Vu Ngoc Khanh, Senior Educational Officer, VinUni
Time:	09:45 AM - 10:45 AM

Join us for an insightful panel discussion as experts explore the pivotal roles of quantitative and qualitative student feedback in higher education. This session will highlight the key differences, advantages, and challenges of each feedback type and discuss the necessary roles for effectively collecting and analyzing them.

Discover how integrating both types of student feedback into dashboards can enhance decision-making and amplify the student voice to drive institutional success. Learn from practitioners about using quantitative data for measurable insights and qualitative data for a deep, contextual understanding. Gain valuable strategies to drive excellence and continuous improvement in your institution through effective student voice analysis.



Title:	Hands-on Session Explorance MLY: Hands-On with AI-Powered Insights and Dashboards Arjoman Chatterji, Senior Solutions Engineer, Explorance
Time:	11:05 AM - 12:15 PM

Dive into qualitative insights with Explorance MLY in this interactive session, where you will explore the platform, experiment with customizable dashboards, and test powerful system features. Experience firsthand how MLY transforms raw unstructured data into actionable insights. You will be guided through real use cases and scenarios, learning how to harness MLY's capabilities. Whether you're new to MLY or looking to deepen your expertise, this hands-on session will showcase the full potential of the platform's AI-powered analysis.

Title:	Transforming the Course Experience Survey: A Case Study in Innovation, Implementation, and Future Possibilities in AI Chilwin Soh, Student Surveys Manager, RMIT
Time:	12:20 PM - 12:55 PM

A Case study in implementation and how Explorance Blue helps navigate the complexity of managing a global university's central student feedback.

The presentation will broadly cover:

- Why – Old vs New CES.
- Stakeholders' buy in - how to bring people along on the journey of transition and implementation.
- Blue implementation – Survey Instrument, Canvas LMS integration, RMIT SSO authentication.

Future state – How we would potentially use AI for analytics.



Title:	Utilising Student Voice in Academic Quality Monitoring Emma Purdy, Manager Academic Quality and Systems, University of Wollongong
Time:	01:55 PM - 02:30 PM

This presentation will give you a practitioner view of the various ways that the University of Wollongong utilises student feedback in a range of academic quality processes. It will look at how we gather feedback, how we present the information in academic quality processes (such as in interim and comprehensive course reviews and annual comparative student outcomes reviews), how we record/monitor actions generated from a range of data sources (including student feedback) and how we report back to students on what is done to improve the student experience. The presentation will give you honest insights into our processes, highlighting the strengths of the current approach and areas that have been identified for further enhancement

Title:	Decoding Student Experience: Multi-Layered Feedback & AI-Enhanced Insights at VinUniversity Vu Ngoc Khanh, Senior Educational Officer, VinUniversity Nguyen Thanh Trung, Strategic Planning Officer, VinUniversity
Time:	02:35 PM - 03:10 PM

- Mapping the Student Experience Journey: From enrollment criteria to graduate attributes, capturing evolving student perceptions.
- Integrating Multi-Layered Feedback: Combining quantitative (surveys, course evaluations) and qualitative (open-ended responses, focus groups) insights within institutional data systems.
- Leveraging Analytics for Deeper Insights: Identifying trends, addressing pain points, and measuring impact over time.
- AI-Supported Analysis: Enhancing qualitative feedback interpretation through AI-driven text analytics for faster, more accurate insights.



Title:	Technology Presentation A Familiar Survey Tool: An Introduction to Explorance Forms Arjoman Chatterji, Senior Solutions Engineer, Explorance
Time:	03:10 PM - 03:40 PM

Discover how Explorance Forms can transform feedback collection at your institution, whether it's for academic research or satisfaction surveys. This versatile and user-friendly survey software empowers every department, school, and discipline to easily gather meaningful insights. With its intuitive design, anyone on campus can create surveys in minutes.

Explore Explorance Forms' capabilities and see how it simplifies feedback gathering while delivering real-time insights to drive informed decisions.

Title:	Tech and Customer Success Zones
Time:	All Day

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On the Customer Success Zone, we will interview our customers to capture their success stories of implementing our products.



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