



CONFERENCE PROGRAM

# Transforming Education with AI-Driven Insights and Student Feedback

 UNSW | Sydney, Australia

 May 13-14, 2024



Co-hosted



## ABOUT UNSW

UNSW Sydney is a powerhouse of cutting-edge research, teaching and innovation. We rank among the top 50 universities globally, with more than 65,000 students and a research community of over 6,000.

### Research for public good

At UNSW, we strive to honour our motto – Knowledge through heart, hand and mind. Pioneering research and sustained innovation are addressing some of the critical issues of today, from climate change and renewable energies, RNA research and lifesaving medical treatments through to informing policy and expert commentary in human rights, the constitutional recognition of Indigenous Australians and public health. UNSW placed equal fifth globally and first in Australia in the inaugural QS World University Sustainability Rankings 2023.

### Future-focused graduates

UNSW is dedicated to shaping forward-thinking graduates who make a positive impact. UNSW graduates are among the most employable in the world and have the third highest rate of graduate full-time employment in Australia. With a strong culture of entrepreneurship, UNSW's Founders Accelerator program has supported more than 240 start-ups each year.

### Robust international networks

We are proud of our national and international networks, which support our belief that strength through collaboration will enable society to solve its greatest challenges. UNSW is a founding member of the Group of Eight, a coalition of Australia's leading research-intensive universities, and the prestigious Universitas21 International Association.

## ABOUT EXPLORANCE BLUENOTES APAC 2024

The Explorance Bluenotes conference is where Higher Education leaders and practitioners in the APAC region and worldwide will connect and share experiences around student feedback. We will explore how data, Artificial Intelligence (AI), quality assurance, and student feedback intersect to shape the future of learning.

With the ongoing development of teaching and learning in the region, it is essential that we ensure student feedback is gathered and used ethically and leveraged to encourage sustainability for the successful future of Higher Education.

## ABOUT EXPLORANCE

Explorance is the leading provider of People Insight Solutions, supporting the needs of 1,000 organizations from 50 countries, including 25% of the QS Top 100 Higher Education institutions.

Our holistic approach to feedback collection is designed to automate student feedback-gathering initiatives such as institutional surveys, course evaluations, competency assessments, and much more – ensuring an equivalent learning experience for all staff and students to improve retention rates and better foster student success.

We are excited to host this event to provide the space to encourage the sector and engage through sharing stories, experiences, best practices, and lessons learned, and ensure we all take active responsibility to not only gather but truly transform education.

**Day 1 | Monday, 13 May 2024 | Glance Agenda**

TIME	SESSION
08:00 am   09:00 am	Registration and Welcome Refreshment
09:00 am   09:10 am	<b>Welcome Address</b> Tim Brennan, Explorance
09:10 am   10:00 am	<b>Day 1 Keynote</b> <b>Incorporating Generative AI into Student Learning</b> Prof Alex Steel, The University of New South Wales, Sydney
10:05 am   11:05 am	<b>Introduce &amp; Connect: Building Bridges with Higher Education Community</b>
11:05 am   11:25 am	Morning Break
11:25 am   12:25 am	<b>Panel Discussion</b> <b>Unlocking the Power of Open-Ended Student Feedback for Better Decision- Making</b>
12:30 pm   01:05 pm	<b>Data-Driven Pedagogy: Harnessing Early-Semester Student Feedback and AI for Educational Enhancement</b> Dr. Tridib Saha, Dr. Caryn Lim, Monash University Malaysia
01:05 pm   02:05 pm	Lunch Break
02:05 pm   02:40 pm	<b>Midnight Ink: Unravelling the Tapestry of Annotation within MLY</b> Alexis Tremblay, Explorance
02:45 pm   03:20 pm	<b>UOW Subject and Teacher Evaluations – Rising from the Ashes</b> Ms. Emma Purdy, University of Wollongong Australia
03:25 pm   04:00 pm	<b>Data Analytics from Thin Air? Practical Uses of Artificial Intelligence for Institutional Reporting</b> Trent Scanlan, Southern Cross University
04:00 pm	<i>End Of the Day</i>
06:00 pm   08:00 pm	Explorance Bluenotes APAC 2024 Networking Dinner Location: <a href="#">Coogee Bay Hotel</a> Special Networking Experience! With a breathtaking view over Coogee Beach

Day 2 | Tuesday, 14 May 2024 | Glance Agenda

Time	SESSION
08:00 am   09:00 am	Registration and Welcome Refreshment
09:00 am   09:40 am	<b>Day 2 Keynote Speech</b> <b>Generative AI Assisted Formative Feedback: What Works, What Doesn't</b> Dr May Lim, The University of New South Wales, Sydney
09:45 am   10:25 am	<b>Next Generation of Feedback Analytics in an AI-Powered World</b> Mohammed Sheraidah, Explorance
10:25 am   10:45 am	Morning Break
10:45 am   11:20 am	<b>The View from Out Here - A Learning and Teaching Team's Take on Large-Scale Teaching Evaluations</b> Mr. Mikee Elliott, University of Melbourne
11:25 am   12:25 pm	<b>Roundtable Discussions</b> <b>Navigating the Future of Teaching and Learning</b>
12:25 pm   01:25 pm	Lunch Break
01:25 am   2:00 am	<b>Enhancing Feedback Loops in Online Learning with AI Chatbots</b> Dr. Nici Sweaney, University of Canberra
02:05 pm   02:40 pm	<b>Explorance Presentation</b>
2:40 pm   03:00 pm	<b>Key Takeaways and Closing Remarks</b>
03:00 pm	<i>End Of the Day</i>

**Day 1 | Monday, 13 May 2024 | Sessions Description**

TIME	SESSION
09:10 am   10:00 am	<p><b>Day 1 Keynote</b>  <b>Incorporating Generative AI into Student Learning</b>            Prof Alex Steel, The University of New South Wales, Sydney</p>
<p>The rapid development of artificial intelligence (AI) technologies is introducing profound changes across all sectors, including higher education. As universities increasingly incorporate AI tools into teaching, learning, and administrative processes, the student experience with these technologies is a central concern. Generative AI promises and threatens to up-end many standard approaches to teaching and assessing, and the alternatives are often untested. There are many questions about how students will best learn with AI by their side, and how educators will know when they are learning. This presentation will explore these issues and how student feedback may help us to better address them.</p>	
10:05 am   11:05 am	<p><b>Introduce &amp; Connect: Building Bridges with Higher Education Community</b></p>
<p>"Introduce &amp; Connect" is an interactive icebreaker designed to kickstart meaningful connections at Explorance Bluenotes APAC 2024 conference. This engaging activity sets the stage for networking and collaboration, allowing participants to discover common interests and goals while fostering a vibrant community of learning and innovation. Join us as we break the ice and pave the way for fruitful connections and knowledge exchange!</p>	
11:25 am   12:25 pm	<p><b>Panel Discussion</b>  <b>Unlocking the Power of Open-Ended Student Feedback for Better Decision Making</b>            Moderator: Tibo Zanders, Explorance            Panelists:</p> <ul style="list-style-type: none"> <li>• Prof. Lynn Gribble, The University of New South Wales, Sydney</li> <li>• Ms. Emma Dawes, The University of Newcastle</li> <li>• Ms. Jacqueline Tan, Singapore University of Social Sciences</li> </ul>
<p>In today's higher education landscape, understanding and utilizing student feedback, particularly in the form of open-ended comments, is paramount for continuous improvement. Our expert panel will explore best practices and strategies for effectively analyzing these comments, ultimately driving better decision-making for every stakeholder in higher education. This panel will delve into insights on historical methodologies to categorize unstructured feedback and reflect on how AI technologies will drastically improve the automation and analysis processes; ultimately accelerating insight to action.</p>	

Day 1 | Monday, 13 May 2024 | Sessions Description

TIME	SESSION
12:30 pm   01:05 pm	<p><b>Data-Driven Pedagogy: Harnessing Early-Semester Student Feedback and AI for Educational Enhancement</b>            Dr. Tridib Saha, Dr. Caryn Lim, Monash University Malaysia</p>
<p>In 2020, Monash University Malaysia introduced early-semester feedback surveys (ESSFS) as a strategic response to the inherent limitations of end-of-semester evaluations on students' learning experiences. ESSFS provides valuable insights into students' learning experiences early in the semester and enables educators to identify areas of improvement in their units of study. To date, the university has relied on the quantitative portions of ESSFS data to identify areas of intervention and offer evidence-based recommendations to educators and educational leaders. However, the potential of qualitative feedback from the ESSFS open-ended questions remained unexplored, mainly due to resource and time constraints. In the fourth quarter of 2023, MLY (formerly known as BlueML) was employed to analyse this qualitative data, surfacing many more insights and topics that were previously occluded due to our focus on the close-ended survey questions. In addition to identifying further areas of intervention, the insights derived using MLY have shown potential for influencing and motivating educators to embrace necessary change.</p>	
02:05 pm   02:40 pm	<p><b>Midnight Ink: Unravelling the Tapestry of Annotation within MLY</b>            Alexis Trembly, Explorance</p>
<p>In the fascinating realm of machine learning analytics, the annotation process is a vital yet unknown cog in its mysterious mechanism. Explorance's team meticulously sculpts raw, unformed data into structured, intelligible knowledge, as an alchemist would transmute base metal into gold. The process faces its labyrinthine challenges from the inherent ambiguity of human language, thus making categorization a tricky endeavour balanced on a keen comprehension of nuance. Together we will gain a deeper appreciation for the delicate interplay of art and science in this humanistic task—the literary magic woven into the technologic tapestry.</p>	
02:45 pm   03:20 pm	<p><b>UOW Subject and Teacher Evaluations – Rising from the Ashes</b>            Ms. Emma Purdy, University of Wollongong Australia</p>
<p>This presentation will provide an overview of the UOW journey with the implementation of Blue. It will cover lessons learnt from our initial approach, the process that we went through to rebuild and where we are headed next. The presentation will aim to provide a case study - a raw look at one institutions approach - as well as, through audience interaction, an opportunity to informally benchmark key elements of institutional approaches to subject and teacher evaluations.</p>	

Day 1 | Monday, 13 May 2024 | Sessions Description

TIME	SESSION
03:25 pm   04:00 pm	<p><b>Data Analytics from Thin Air? Practical Uses of Artificial Intelligence for Institutional Reporting</b> Trent Scanlan, Southern Cross University</p>
<p>Over the past twelve months, public accessibility and useability of Artificial Intelligence (AI) tools has expanded dramatically. Increasingly, the potential for AI use in data and text analysis is being investigated by analysts, but casual use is also growing rapidly amongst university managers, academics and students.</p> <p>In a data-rich academic landscape, AI holds immense promise for university data reporting and informed decision-making. However, realising that promise comes with practical, ethical and legal conundrums to be resolved. This presentation showcases the potential of AI to enhance institutional research, focusing on recent practical use cases at Southern Cross University.</p> <p>Rather than discussing the statistical or technical aspects in detail, this seminar explores the steps needed to identify, integrate and report data using AI in our day-to-day work across admissions, student success, student surveys and load planning.</p> <p>Moreover, the presentation explores the ethical considerations and responsible AI practices for institutional researchers including data privacy, bias mitigation and transparency. Additionally, we examine the evolving landscape of open-access AI and its implications for institutional researchers. This includes a shift towards decentralised control over data and reporting, presenting new challenges and opportunities in the field.</p> <p>In conclusion, this presentation offers a glimpse into the practical potential of AI-driven institutional data reporting within a university. By showcasing our real-world use cases and discussing the ethical implications and considerations, we seek to continue conversations about the role of AI as a strategic tool for informed decision-making, and how it will influence the role of the institutional researcher.</p>	

Day 2 | Tuesday, 14 May 2023 | Sessions Description

TIME	SESSION
09:00 am   09:40 am	<p><b>Day 2 Keynote Speech:</b>  <b>Generative AI Assisted Formative Feedback: What Works, What Doesn't</b>            Dr May Lim, The University of New South Wales, Sydney</p>
<p>This presentation explores the use of Azure OpenAI GPT-3.5-Turbo and GPT-4 model to provide insightful and timely feedback across written, oral, project-based assessment tasks in engineering education. We showed the integration of generative AI can increase the efficiency and effectiveness of formative feedback, thereby fostering a more adaptive and personalised learning experience. While generative AI holds significant promise in transforming feedback practice, it is important to acknowledge its limitations, for instance, the lack of nuanced contextual understanding. The second part of this presentation explores strategies which can be used to address these limitations and support need of academics who intent to apply generative AI in their teaching practice.</p>	
09:45 am   10:25 am	<p><b>Next Generation of Feedback Analytics in an AI-Powered World</b>            Mohammed Sheraidah, Explorance</p>
<p>In this session we will review Explorance's vision forward and top strategic priorities, to support higher education institutions in their journey of transformation in the way teaching effectiveness and the student experience are measured and continuously enhanced.</p>	
10:45 am   11:20 am	<p><b>The View From Out Here - A Learning and Teaching Team's Take on Large-Scale Teaching Evaluations</b>            Mr. Mikee Elliott, University of Melbourne</p>
<p>This will be a light-hearted look at the difference of perspective induced by the End Of Subject Surveys being run from the Learning Environments team within Student and Scholarly Services at The University of Melbourne, and the somewhat unusual model of handling some of the sensitivities we're all familiar with around confidential feedback.</p>	
11:25 am   12:25 pm	<p><b>Roundtable</b> <span style="float: right;"><b>Discussions</b></span>  <b>Navigating the Future of Teaching and Learning</b></p>
<p>Embark on a dynamic exploration of the ever-evolving landscape of higher education in our roundtable discussion. Our session, "Navigating the Future," will bring together thought leaders, educators, and professionals to delve into crucial topics surrounding students, AI, feedback analytics, skill gap, upskilling, and engagement. Join us for an engaging conversation that promises to shape the future of education.</p>	



Day 2 | Tuesday, 14 May 2023 | Sessions Description

TIME	SESSION
01:25 pm   02:00 pm	<p><b>Enhancing Feedback Loops in Online Learning with AI Chatbots</b> Dr. Nici Sweaney, University of Canberra</p>
	<p>In response to the rapidly growing demand for online education, personalised learning has emerged as a critical factor in enhancing student outcomes. However, the challenge of providing one-on-one attention at scale has been a persistent obstacle. This presentation delves into an advanced AI chatbot solution designed to meet this need head-on. Our AI chatbots, developed collaboratively with educators, are intricately programmed to assimilate course knowledge and student data, facilitating a bespoke learning journey. They offer real-time, adaptive assistance, gently guiding students through course materials and enhancing understanding through interactive, tailored tutoring. This system not only augments student engagement and course completion rates but also significantly reduces educators' workload by addressing common student queries. Through practical application and evidence-based outcomes, this initiative exemplifies AI's transformative potential in personalising online education at scale.</p>
02:05 pm   02:40 pm	<p><b>Explorance Presentation</b></p>
TBD	