



Explorance French Europe Summit 2025

Shape Tomorrow with Innovation,
Insights, and Impact.

📅 October 2, 2025

📍 Maison de la Chimie, Paris, France



9:00	<div>9:00 to 9:30</div> <div>Registration & Refreshments</div>
9:30	<div>9:30 to 9:45</div> <div>Conference Welcome</div> <div>Gabriel Ken, Account Executive, Explorance</div>
9:45	<div>9:45 to 10:30</div> <div>Opening Keynote: Responsible AI: The New Contract of Trust in a Data-driven World</div> <div>As AI increasingly influences key decisions affecting our lives, careers, and institutions, a crucial question arises: Can we really trust it?</div> <div>In this 45-minute presentation, Samer Saab, Founder & CEO of Explorance, unveils the 7 principles of Responsible AI: a clear and concrete framework to ensure that AI systems are transparent, fair, human-centered, and trustworthy.</div> <div>This is not an abstract concept. It is an invitation to rethink how we design and govern intelligent technologies. Through a concrete example—the MLY platform—you will see how these principles take shape in a large-scale product.</div> <div>If AI is the engine of intelligence, responsibility is its safety brake. Discover why ethics is now your best lever for innovation.</div> <div>Samer Saab, Founder and CEO, Explorance</div> <div>Samer Saab is the Founder and CEO of Explorance, a globally recognized leader in Feedback Analytics solutions. Samer is dedicated to combining business and technology through a human-centric approach to continuous listening.</div>
10:30	<div>10:30 to 11:00</div> <div>Partner Presentation (Efrei): Placing Surveys at the Heart of Continuous Improvement with Explorance Blue</div> <div>Efrei has been using Explorance Blue since September 2023. The interface marked a turning point in the design and administration of the school's surveys. Blue's features have had a positive impact on the conduct of surveys: connection to the school system, simplified access to surveys, advanced features in questionnaire programming, better user/respondent experience, increased student participation, variety of results formats, and more.</div> <div>Efrei's major survey, a true barometer of satisfaction, is a concrete example of the positive effects of using Blue within the school. A better administrator experience, both in terms of configuration and the interface in general, will accompany the school's growth and future study projects.</div> <div>Tom Sella-Sivilotti, Survey and Research Manager, EFREI</div> <div>Tom Sella-Sivilotti specializes in conducting surveys and analyzing their results. He holds a Master's degree in Sociology from the Sorbonne and has been working for four years as a Survey and Research Officer in the Quality & KPI department at Efrei, a well-known digital engineering school in Paris. He conducts studies with students, teachers, and other stakeholders of the institution. Through Efrei's surveys, he collects and analyzes data to contribute to the overall improvement of student life.</div> <div>Fabrice Trochut, Survey and Research Manager, EFREI</div> <div>Fabrice Trochut specializes in conducting surveys and analyzing their results. He holds a Master's degree in Market Studies from the University of Nice Côte d'Azur and has solid experience in research, gained both at a polling institute and with advertisers. For a little over two years, he has been working as a Survey and Research Officer in the Quality & KPI department at Efrei, a well-known digital engineering school in Paris. He conducts studies with students, teachers, and other stakeholders of the institution. Through Efrei's surveys, he collects and analyzes data to contribute to the overall improvement of student life.</div>
11:00	<div>11:00 to 11:30</div> <div>Break & Networking</div>
11:30	<div>11:30 to 12:00</div> <div>Explorance Blue: Transforming Student Feedback into Actionable Insights</div> <div>See Explorance Blue in action! In this live demo, you'll learn how Blue helps higher education institutions automate course evaluations, optimize survey distribution, and provide relevant, actionable insights to faculty and administrators. Discover how Blue's advanced reporting engine, AI-powered qualitative analysis, and integrations simplify the feedback process and enable universities to make data-driven decisions to improve teaching and learning outcomes.</div> <div>François Bénêteau, VP Revenue Operations, Explorance</div>
12:00	<div>12:00 to 12:30</div> <div>University Presentation: Liverpool John Moores University (LJMU)'s Integrated Approach to Feedback with Explorance Blue and MLY</div> <div>In this session, Liverpool John Moores University (LJMU) will explain how it combined Explorance Blue and MLY to streamline module evaluations and speed up feedback analysis. By automating institutional surveys with Blue and using MLY's AI-powered analytics to process thousands of free-text comments in minutes, LJMU has reduced manual effort, uncovered deeper insights, and accelerated the implementation of measures that meet student needs. This session will demonstrate how an integrated approach to feedback enables LJMU to improve both efficiency and impact within its institution.</div> <div>Dr. Phil Carey, Dean, Teaching and Learning Academy, Liverpool John Moores University</div> <div>Bio: Phil is the Dean of the Teaching & Learning Academy. The Academy provides general oversight of academic practice in LJMU, whether this is associated with face-to-face, or technology enhanced learning, and coordinates activities related to the Access and Participation Plan. Phil is also programme leader for the MA Academic Practice.</div>
12:30	<div>12:30 to 14:00</div> <div>Lunch & Networking</div>
14:00	<div>14:00 to 14:45</div> <div>Panel Session: Driving Standards, Supporting Outcomes: Insights from French Higher Education Leaders</div> <div>Join this panel discussion to hear higher education leaders debate the key findings of the recent report entitled, “Promoting Standards, Encouraging Results: How to Improve Teaching Effectiveness and Optimize the Student Experience.”</div> <div>This session will explore how French universities and business schools incorporate student feedback into institutional decision-making, align teaching quality with student success, leverage technology to gain insights, and overcome engagement challenges. Participants will share practical strategies and lessons learned to help institutions foster a culture of continuous improvement, strengthen teaching effectiveness, and amplify the voice of students.</div> <div>Modeator: Krimo Bouaou, Senior Solutions Architect, Explorance</div> <div>Panelists:</div> <div>Françoise Docq, Director of the Academic Program Quality Support Service, UCLouvain</div> <div>Françoise Docq is the Director of the Academic Program Quality Support Service at UCLouvain (Belgium). This service oversees processes related to quality assurance: student satisfaction surveys, support for programs to ensure compliance, faculty-led evaluations of program quality using the EFaQ methodology (developed by the university), and institutional evaluations conducted by the quality agency AEQES. Françoise contributes to structuring and strengthening an integrated approach to quality management across the institution.</div> <div>Thibault Nélias, Head of the Planning Support Service, Le Mans Université</div> <div>With more than 10 years of experience in quality-related issues in higher education and research, Thibault Nélias is now Head of the Planning Support Service at Le Mans Université. After four years at the CNRS working on quality processes for research valorization with universities, schools, and research organizations, he joined Nantes Université to foster a culture of quality. In this role, he led the development of evaluation processes for programs and teaching within a university community of nearly 40,000 students. Closely collaborating with university pedagogy services, he supported teaching teams in defining evaluation processes aligned with their needs and objectives, aimed at driving continuous improvement.</div> <div>Claudia Carrone, Digital Learning Manager, EDHEC</div> <div>As Digital Learning Manager and Head of Innovation at the Pedagogical Innovation Lab (PILab) of EDHEC Business School, Claudia actively engages in exploring transformations in the educational landscape. She is dedicated to enhancing the learning experience, helping to create a stimulating environment for students, faculty, and researchers. Her role involves providing strategic guidance for the seamless integration of technology into face-to-face, blended, and online learning across all academic programs.</div> <div>Laurence Besançon, Head of the Observatory within the Planning and Evaluation Division, Aix-Marseille Université</div> <div>Laurence Besançon heads the service in charge of evaluation and planning at Aix-Marseille Université. At the heart of a community of 80,000 students, the division she leads develops the evaluation of programs and teaching, as well as measuring graduate employability and student quality of life. A production engineer specializing in data research, processing, and analysis, Laurence previously worked in Latin America in the fields of marine biology and urban planning before her experience in higher education.</div>
14:45	<div>14:45 to 15:15</div> <div>Roundtable Discussion: Making Feedback Count: Strategy in Practice</div> <div>Applying Insights to Action: This follow-up roundtable builds on the earlier panel discussion, giving delegates the opportunity to explore the report's findings in depth. In small groups, participants will discuss how these insights can be translated into tangible strategic progress within their own institutions, focusing on practical approaches to enhancing teaching effectiveness and the student experience</div> <div>Gabriel Ken, Account Executive, Explorance</div>
15:15	<div>15:15 to 15:45</div> <div>Break & Networking</div>
15:45	<div>15:45 to 16:15</div> <div>Explorance MLY: Making Sense of Qualitative Feedback</div> <div>Discover how Explorance MLY transforms open-ended feedback into clear, actionable insights. During this session, you'll see how MLY uses AI to categorize feedback by themes related to the student experience, analyze sentiment, highlight recommendations from evaluation topics, and flag urgent issues, all in one seamless workflow. By significantly reducing the time and effort required to process qualitative feedback, MLY helps institutions quickly move from raw feedback to informed action, enabling them to respond more quickly and effectively to student and staff expectations.</div> <div>François Bénêteau, VP Revenue Operations, Explorance</div>
16:15	<div>16:15 to 17:00</div> <div>Closing Keynote: The Boring Revolution: How AI is Changing Higher Education in Ways You Might Not Even Notice</div> <div>What if the real potential for generative AI is not about revolutionizing our work as individuals, but changing how universities and colleges are managed?</div> <div>The AI revolution promises each of us a personal assistant—a companion, a tutor, a co-intelligence—to help us think better and achieve more as individuals. We marvel at the human-like qualities of large language models (LLMs) and ask how soon they will achieve human or superhuman intelligence. This initial understanding limits how we think about what these tools can help us accomplish.</div> <div>In this keynote, educator and writer Rob Nelson explores how an LLM's ability to search, summarize, and organize vast amounts of information will transform management practices similar to past innovations like double-entry bookkeeping, the filing cabinet, and the mainframe computer. Those technologies seem boring today, but when each of them was introduced, it changed everything about how organizations were managed. LLMs are like a combination of those information technologies with one crucial addition: the ability to have a conversation.</div> <div>Drawing on his teaching and management experience at Rutgers University and the University of Pennsylvania, Rob invites us to think of LLMs as learning tools harnessed to your institution's structured and unstructured data, a talking filing cabinet or an account book that can gather its own numbers. This technology can guide staff, faculty, and students toward achieving shared goals.</div> <div>Rob Nelson, Educator & Writer</div> <div>Rob Nelson is a writer, teacher, speaker, and consultant who explores questions about the educational value of generative AI.</div>
17:00	<div>17:00 to 17:05</div> <div>Closing Remarks</div> <div>Gabriel Ken, Account Executive, Explorance</div>
17:05	<div>17:05 to 18:00</div> <div>Cocktail Reception & Networking</div>
18:00	