



9:00

9:00 - 9:45Registration

9:45

9:45 - 10:00

Welcome – Zayed University Provost



10:00

10:00 - 10:15

Opening Remarks



10:15

10:15 - 11:00

Beyond the Survey: When Data Knows Before You Ask

How Zayed University turns the data and feedback it already has into foresight, action, and student success

For nearly a decade, Zayed University has collected feedback through Explorance Blue — but collection was only ever step one. This session traces ZU’s shift from asking more to listening better, and ultimately to knowing sooner, powered by its Data Analytics Support System (DASS). It also shows how MLY reads every student and faculty comment in minutes , how self-service access lets each college act on its own data without re-surveying, and how predictive models anticipate who needs help before anyone asks . Guided by Explorance’s philosophy: ‘The end of asking is the beginning of knowing’.



11:00

11:00 - 11:15Morning Break

11:15

11:15 - 12:45

Building a UAE Graduate Competency Framework: From Assessment to Action

In this interactive workshop, you’ll build a graduate competency framework tailored to the UAE higher education context and explore how Blue can help you turn assessment results into actionable insights.

You’ll work with six core competencies: Critical Thinking & Problem Solving; Communication & Collaboration; Digital Fluency & Data Literacy; Innovation & Entrepreneurship; Professionalism, Ethics & Leadership; and Lifelong Learning & Global Citizenship. You’ll learn how to define competencies clearly, identify observable behaviors, and apply a shared five-point developmental scale to support consistent evaluation across faculty, advisors, and supervisors.

Through case examples from Singapore and the UK, you’ll explore practical approaches to competency-based assessment and see how Blue dashboards can help you interpret results, identify development priorities, and guide targeted actions to strengthen student development and career readiness.



12:45

12:45 - 13:45Lunch & Networking

13:45

13:45 - 15:15

Think Beyond the Survey: Create, Engage, and Discover with BlueX

In this hands-on workshop, you’ll discover how Explorance BlueX can help you create engaging, interactive experiences across surveys, forms, newsletters, learning activities, and more. While Blue helps you power integrated, automated institutional feedback, BlueX gives you the flexibility to design and manage custom content for a wide range of use cases.

Inspired by the BlueX Feedback Creator Program, you’ll get hands-on experience customizing content with your branding, choosing from diverse question types, building advanced logic, personalizing invitations, setting automated reminders, and distributing content through links and QR codes. You’ll also explore how shared workspaces, approval workflows, confidentiality and access controls, live dashboards, and embedded reporting widgets can help you manage feedback more effectively.

You’ll also explore capabilities such as mathematical content, Qualtrics imports, webhooks, and response-source tracking. By the end of the session, you’ll have practical ideas for using BlueX alongside Blue to support research, teaching, and campus-wide engagement.



15:15

15:15 - 15:45Afternoon Break & Tech Zone

15:45

15:45 - 17:15

From Shared Voices to Shared Insights: Building Custom AI Models with Explorance MLY

In this interactive workshop, you’ll explore how Explorance MLY can transform open-ended feedback into consistent, actionable insights using custom AI models aligned with your institution’s priorities.

You’ll see how the successful UK National Student Survey (NSS) model, developed collaboratively with six universities, brings structure to qualitative feedback by identifying common themes, detecting sentiment, and surfacing opportunities for improvement. You’ll explore how a unified analysis framework can support initiatives such as student experience, graduate readiness, and institutional effectiveness.

The session will also give you an opportunity to contribute to the conversation around a UAE- or MENA-specific AI model. You’ll discuss regional priorities, share your expertise, and explore how institutions can work together to create a collaborative, data-driven approach to analysing student feedback.



17:15

17:15 - 17:30

Day 1: Closing Remarks





9:00

9:00 - 9:30

Registration

9:30

9:30 - 11:00

Advancing Benchmarking in Higher Education with HEBC

In this session, you'll explore the Higher Education Benchmarking Consortium (HEBC), a collaborative initiative designed to support data-driven decision-making and continuous improvement across regional universities.

You'll learn how benchmarking can help you compare performance, identify opportunities for improvement, and make more informed decisions. You'll also explore how HEBC has evolved from institutional-level benchmarking to program-level benchmarking and how cross-institutional collaboration has contributed to collective progress.

Through examples from previous benchmarking cycles, you'll discover key outcomes, explore current discipline-based benchmarking pilots, and gain insight into the roadmap for the next phase of this regional initiative.

11:00

11:00 - 11:20

Morning Break

11:20

11:20 - 13:00

From Classroom to Campus: Bringing Insights to Life with Blue Dashboard

In this hands-on session, you'll learn how to design Blue dashboards that turn course evaluation data into actionable insights for both faculty and institutional leaders.

You'll explore how to tailor dashboard views to different user needs, helping faculty interpret feedback to improve teaching while giving senior leaders a broader view of trends, strengths, and priorities across programs and colleges. You'll also see how Blue dashboards integrate with Explorance MLY to bring qualitative feedback analysis together with quantitative data for a more complete view of the student experience.

Beyond course evaluations, you'll explore how dashboards can support student experience, employee engagement, and competency assessment. By the end of the session, you'll have practical ideas for using dashboards to support data-driven decision-making across your institution.



13:00

13:00 - 14:00

Lunch & Networking

14:00

14:00 - 14:45

Maximising Student Feedback Participation: Insights from the Global Response Rates Tournament

Learn which tactics helped higher education institutions increase survey participation and what those choices mean for your own survey strategy. This Explorance-led session breaks down the 2026 Global Response Rates Tournament results to show which approaches appeared most often among our customers, where institutions focused their efforts, and how those decisions supported broader feedback goals. You will leave with practical ideas for course evaluations, student voice initiatives, and institutional surveys, along with a clearer understanding of how communication, timing, sponsorship, and delivery channels influence participation at scale. The session is designed to help you assess your response rates baseline and uncover improvements you can apply on your campus.



14:45

14:45 - 15:15

Afternoon Break & Tech Zone

15:15

15:15 - 16:00

Boosting Response Rates in Blue: Tips and Tricks

In this practical session, you'll discover tips and tricks for getting more respondents to complete evaluations in Blue. Building on the response rate strategies explored earlier, you'll learn how to make the most of Blue's features to encourage participation and improve evaluation completion rates.

You'll explore practical ways to use response rate dashboards, the Blue 9 homepage, customized welcome pages, QR codes, and other tools to support engagement throughout the evaluation process. You'll also discover how to identify opportunities to improve participation, monitor progress, and apply the right strategies when response rates need a boost.



16:00

16:00 - 16:30

Summary & Key Learnings



16:30

16:30 - 17:30

Workshop Certificates & Awards

