



Next-generation Feedback Analytics Solutions for Higher Education



About Explorance

As the leading provider of Feedback Analytics, Explorance has been working with higher education and human resources leaders for 20 years, enabling evaluation and survey processes that provide data-driven insights for better and faster decision-making.

40%
of R1 Universities

35%
of QS Top 100

49%
of AAU Universities



Through scalable automation with tools including Explorance Blue, MLY and Metrics That Matter and expert-based services, Explorance helps measure students' and employees' needs, expectations, skills, knowledge, and competencies.

EXPLORANCE FOR HIGHER EDUCATION	
Teaching Effectiveness	Learning Excellence
Course Evaluations	
Midterm Surveys	
Peer Reviews	Student Success
Self-evaluations	Surveys
	360-degree Feedback
AI-powered Student Voice	

Explorance helps higher education institutions capture and analyze feedback from students, alumni, faculty, and staff. Empowering higher education leaders to further achieve their institution's mission and accelerate the drive towards:



Teaching Effectiveness



Learning Excellence



Student Experience



Staff Engagement

EXPLORANCE FOR HUMAN RESOURCES

Student Experience

Student Satisfaction Surveys

Student Engagement Surveys

Alumni Feedback

Student Services

Surveys

Staff Engagement

Employee Experience Listening

Employee Engagement Surveys

360-degree Feedback

Learning Measurement

AI-powered Voice of the Employee

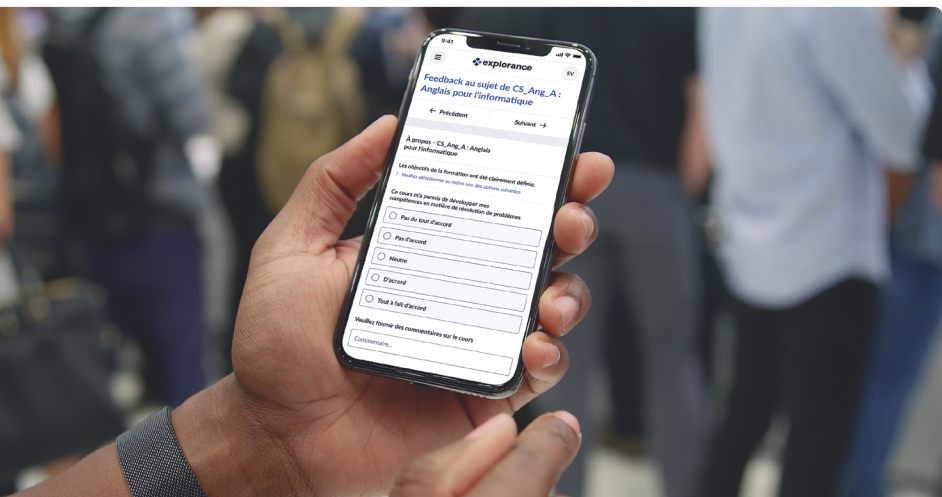
Next-generation Feedback Analytics

AI-powered Qualitative Analysis

Uncover key insights hidden in open-ended comments with the only AI-powered solution built to understand the student experience. Analyze feedback at scale and from anywhere, including course evaluations, surveys, and external reviews to quickly identify student priorities, sentiment, and actionable recommendations.

Course Evaluations

Centralize the course evaluation process and have it customized to meet unique needs and institutional structure. Leverage role-based hierarchy and automation to delegate the assignment of evaluations and maintain the autonomy of department and faculty heads. Built to support any kind of course type and schedule, set up the evaluation process and replicate each semester to reduce the stress and efforts of evaluation season.



Midterm Surveys

Collect midterm feedback to immediately guide teaching and learning outcomes by identifying what is working for students and what they are struggling with. Enable instructors to actively make midterm adjustments, improve personal teaching goals, and give students the opportunity to provide feedback that directly optimizes their learning experience.

Peer Reviews & Self-evaluations

Promote a culture of teaching excellence with peer reviews and self-evaluations to help provide a more comprehensive overview of teaching effectiveness while building a collaborative teaching community. Mitigate any potential bias and decrease the reliance of student evaluations of teaching to ensure academic quality and encourage faculty engagement.

Student Experience Surveys

Measure the student experience at every touchpoint, from student engagement surveys to tutoring services and alumni relations. With a centralized feedback analytics platform, collect and measure feedback data from every campus service and department to holistically improve the student experience from application to graduation.

Staff Engagement Surveys

Leverage a centralized survey platform that thrives in decentralized environments. From engagement to pulse surveys, monitor underlying metrics and workforce effectiveness within a single feedback process to identify areas of improvement, boost productivity, and inform employee retention strategies

Industry-leading Feature Set

Omnichannel Feedback

Collect feedback from every source, including direct feedback from course evaluations and institutional surveys, indirect feedback from external forums and open-ended comments, and inferred feedback aggregated from existing IT systems. Augment survey and evaluation results with demographic, behavioral, and academic data to obtain the most comprehensive overview of the the institution.

Superior Integration Possibilities

Actively engage with students, alumni, faculty, and staff by leveraging Explorance's strategic partnerships with industry leading CRM, HRIS, LMS, and SIS systems. Providing seamless data synchronization across existing IT systems and pioneering survey engagement tools such as log-in popups, course blocks, and much more, drive response rates and improve stakeholder engagement.



Efficiency and Personalization at Scale

Create surveys to fit the unique needs and structure of any higher education institution. Standardize evaluations while delegating parts of the process through role-based hierarchy to maintain faculty and staff autonomy without compromising feedback quality. Conduct multiple surveys in a single project and enable administrators to personalize questions to achieve the outcomes they desire.

Insight Discovery for All

Ensure every internal stakeholder can access data and discover insights. Whether through intuitive dashboard widgets, for stakeholders with limited data expertise, or through raw data exports for data scientists' consumption, leverage institution-wide data to connect the dots throughout the entire student lifecycle.



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Robust Reporting for Institutional Alignment

Support data-driven decisions at all institutional levels by centralizing feedback data and creating automated, scheduled, and customizable reports to provide the right results, in the right way, to the right stakeholders. Benchmark survey results to compare over time and aggregate data by key institutional data for granular analysis.

Accessibility

Meet the latest accessibility standards for WCAG 2.1 (AA) and Section 508 to ensure that students, faculty, staff, and other members of the institution's community can fully participate in surveys and access the resulting reports, regardless of their disabilities and impairments.

AI-powered Qualitative Analysis

Transform student open-ended comments and reviews into data-driven actionable insights.

Meet Explorance MLY

Explorance MLY, pronounced [mi-lee], is an AI platform that helps academic leaders gain additional understanding of their student body, by distilling actionable insights from student feedback: open-ended comments in institutional surveys, reviews on external websites, and social media posts.

MLY leverages specialized AI models to categorize qualitative feedback into student experience-specific topics, determining sentiment, identifying patterns, highlighting recommendations, and flagging sensitive matters.

Deeper Insights with AI-powered Qualitative Analysis Built for the Student Experience

Specifically trained with student comments, the Explorance MLY models efficiently categorizes feedback, digging deeper into student sentiment towards student experience-related topics. With self-learning algorithms and continuous data training, the solution easily adapts to changing academic themes.

Student Experience Insights (SEI) Analysis	
Quality & Delivery	Wellbeing
Engagement	Campus Services
Course content	Learning activities
Labs	Video/Audio
Tutorials & Workshops	Expectations & Objectives
Difficulty	Campus Life



Gather More Insights, Wherever Feedback Comes From

Explorance MLY is a data source-agnostic solution that allows institutions to harness rich insights wherever feedback comes from. It has the capability to integrate into an already existing evaluation process by leveraging its API, or consuming spreadsheets in an online dashboard for ad hoc analysis.

Leverage internal and external data to further understand the student experience, by analyzing feedback from:

- 1

Course evaluations
- 2

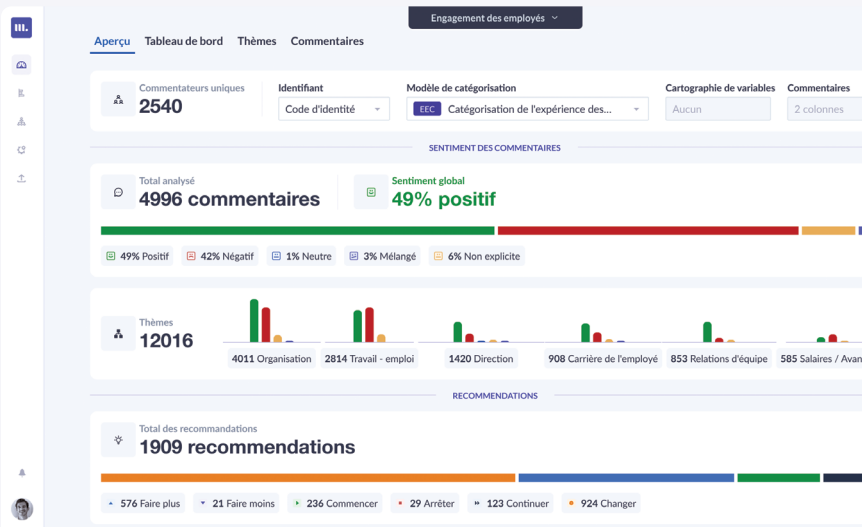
Central and major surveys
- 3

External review sites
(e.g., Rate My Courses, EDUopinion)
- 4

Social media
(e.g., Facebook, Reddit, X)

Go Beyond Insights with Bottom-Up Recommendations and Alerts

With the ability to analyze qualitative feedback at scale, MLY effectively provides higher education leaders with alerts on pressing topics and actionable recommendations that focus on what an institution should start or stop doing, do more or less of, or change.





Voice of the Employee

A centralized platform to measure the employee experience at every touchpoint.

Employee Engagement

Actively listen to faculty and staff at every stage of the employee lifecycle. From onboarding and exit surveys, to DEI initiatives and pulse checks, the Explorance Feedback Analytics platform provides a flexible solution to actively listen to employees, improve engagement, and ultimately foster institutional success.

Learning Measurement

Combine science, technology, and precision to ensure your learning/training programs are aligned with employee learning needs and institutional goals. Gain deeper insights into learner engagement, program effectiveness, knowledge retention, and skill acquisition, creating a culture of continuous improvement and driving employee performance.

Skills & Capabilities Development

Empower employees and plan your workforce strategy accordingly with 360-degree assessments designed for you or by you. With Explorance 360-degree feedback, leverage ready-made methodology to identify skill gaps and develop employee capabilities or configure the assessment per your unique needs and processes to help employees identify their own strengths and weaknesses.

Join the Explorance Bluenotes Community

The Bluenotes Community is a united community of Explorance customers in higher education with the mission of “Connect. Share. Learn. Grow.”

Since 2013, the Explorance Bluenotes Community has hosted annual conferences and regional chapter activities connecting community members regardless of where they are located. The user conferences, aspiring to be a global exchange of ideas for feedback-based continuous improvement for teaching excellence and student success, have been attended by over 750 community members from nearly 300 higher education institutions globally.

“As a university in the middle of implementing Explorance Blue, the Bluenotes conference was an amazing way to welcome Boston University into the Blue family. Not only did we learn about relevant technical and operational pieces of Blue, but we created meaningful connections with people from our peer institutions from those who have been using Blue for a decade, to those like us who are building new relationships with Explorance. The appreciation shown to their clients lets us know that we not only chose the right product for our needs, but we chose the right company to stand behind it.”

Kevin Wiles

Educational Platform Administrator





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