

8:30 AM

8:30 AM - 9:00 AM
Registration and Morning Tea

9:00 AM

9:00 AM - 9:10 AM
Welcome Address
Tim Brennan, General Manager, Asia-Pacific at Explorance

9:10 AM

9:10 AM - 9:50 AM
Keynote
Opening Address and Keynote

- Professor Gregory Winslett, Director, Institute for Teaching and Learning Innovation at the University of Queensland
- Professor Kris Ryan Deputy Vice-Chancellor (Academic) at the University of Queensland

9:55 AM

9:55 AM - 10:35 AM
Keynote
Feedback as a Superpower: Turning Insights into Transformation
Samer Jaffar, General Manager, Global Higher Education at Explorance
 Feedback isn't just a tool for fixing problems-it's a superpower that fuels innovation, shapes experiences, and drives transformation. In this keynote, we'll explore the concept of feedback for the future, shifting the conversation from reactive issue resolution to proactive value creation. Through real-world examples, we'll showcase how organisations have harnessed feedback to innovate, design transformative experiences, and create lasting impact.

10:40 AM

10:40 AM - 11:00 AM
Coffee Break

11:00 AM

11:00 AM - 11:15 AM
Roundtable Discussion
Looking Back, Listening Forward
Tim Brennan, General Manager, Asia-Pacific at Explorance

11:20 AM

11:20 AM - 11:55 AM
Presentation
Innovative Incentivisation - Engaging a Generation That Wants More
Meagan Morrissey, Manager, Student and Staff Insights at The University of Newcastle
 Not too long ago a simple prize draw was enough to get people to complete a survey. But times have changed. Today's youth are driven by individuality, instant gratification, and experiences that feel personal. In this session, we'll explore why traditional incentives no longer cut it, and how personalised rewards, gamification, and innovative engagement strategies can transform survey participation. We'll look at how expectations have shifted over the past 10-15 years, and what this means for designing feedback systems. Ideation, problem solving and strategic thinking.

12:00 PM

12:00 PM - 12:35 PM
Panel Discussion
Rethinking How We Capture and Act on Student Feedback
 Student feedback is central to institutional improvement, yet many traditional approaches no longer match the complexity of today's learning environments. This panel discussion centers around the importance on designing feedback mechanisms that produce more meaningful data, implementing "guard rails" that improve the quality of student responses, and fostering cultures where feedback is understood, valued, and acted upon. This panel aims to focus on these three interconnected areas:

- **Enhancing evidence of improvement** through feedback systems that generate clearer, more actionable insights for quality assurance and decision-making.
- **Amplifying the student voice** by moving beyond staff-centric evaluations toward frameworks that guide students to provide richer, more constructive, and context-aware feedback.
- **Building shared responsibility** across students, staff, and institutional systems to scaffold the feedback process through education, practitioner involvement, and responsive structures.

12:40 PM

12:40 PM - 1:40 PM
Lunch

1:45 PM

1:45 PM - 2:20 PM
Presentation
You call this a *** presentation?**
Paul Keitley, Manager, Student Surveys Systems at UNSW
 Student feedback offers critical insights into the learning experience, but it can also raise challenges when comments include inappropriate or harmful language. Over the past eight years, UNSW has refined its approach to reviewing and editing open-ended feedback comments to balance authenticity with the wellbeing of students and staff. This presentation outlines UNSW's journey in developing its comment review process and examines key questions that continue to shape institutional practice: Have we gone too far? Are we merely protecting ourselves? What are the real risks of intervention or inaction? The session also considers how emerging technologies may support a fair, transparent, and responsible approach to managing student feedback.

2:25 PM

2:25 PM - 3:00 PM
Presentation
Supporting Students to Navigate Uncertainty
Roma Forbes, Associate Professor and Deputy Associate Dean (Academic), Faculty of Health, Medicine and Behavioural Sciences at The University of Queensland
 More students are interpreting uncertainty as personal failure rather than a natural part of learning. In this session, I'll unpack why this is happening and how our teaching, feedback and assessment structures can unintentionally undermine confidence. I'll share practical strategies for setting students up for success inside and outside the classroom, with a focus on building capability and connection to navigate ambiguity.

3:00 PM

3:00 PM - 3:20 PM
Tea Break

3:25 PM

3:25 PM - 4:00 PM
Reimagining Feedback in Higher Education: Introducing Explorance BlueX
Arjoman Chatterji, Senior Solutions Engineer at Explorance
 Join this session for an exclusive look at BlueX a new survey platform redefining how higher education collects and acts on insights. Built to go beyond traditional form builders, BlueX enables academic teams to create expressive, intuitive, and actionable surveys with ease. From research projects to administrative surveys, BlueX delivers unmatched customisation, seamless collaboration, and advanced analytics - so every voice can be heard and every decision can be data-informed.

4:00 PM

4:00 PM - 4:45 PM
Explorance Product Vision and Roadmap
Zelbrey Bedard, Chief Product Officer at Explorance
 This session will provide an exclusive look into the future of our core software products. In this session, Explorance will share a strategic vision guiding our product development, unveil upcoming innovations, and provide a sneak peek at the roadmap ahead. Discover how we're evolving to meet your needs, drive greater impact, and empower your success.

4:45 PM

4:45 PM - 5:00 PM
Explorance World 2026 Spotlight + Closing Remarks

- Anastasia Tsimiklis, Chief Marketing Officer at Explorance
- Tim Brennan, General Manager, Asia-Pacific at Explorance

5:00 PM

5:00 PM - 6:30 PM
Downtime / Shuttle Bus to Customs House
Shuttle Bus 6PM pick up at UQ Chancellors Place to Customs House

6:30 PM

06:30 PM - 9:30 PM
Social Event at Customs House
Dinner



9:30 PM

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