

Amplifying Student Voices: Best Practices in Student Engagement

📅 22 October, 2025

📍 In-person - etc.venues Monument, London

🌐 **Virtual - Join us online**

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LONDON



10:00

10:00 - 10:30
Arrival & Registration

10:30

10:30 - 11:00
Event Opening - Welcome & Introduction to Explorance
Chris Slack, Explorance

11:00

11:00 - 11:30
Keynote
The Listening Project: Building Trustful Spaces with Students and Colleagues
Listening to and valuing the perspectives of our students and colleagues enables us to take a collaborative and nuanced approach to co-create actions and build trust in the cultural changes needed for long-term improvements. Fundamental to this process is the development of trustful spaces in which all voices are heard and valued so that we can understand the lived experiences of diverse student populations and develop targeted action plans, actively close the feedback loop with our students.

This keynote will prompt delegates to reflect on such challenges through sharing critical perspectives from the literature to facilitate long term, effective changes. Through sharing practice and research, the session aims to empower delegates to respond to current challenges in student voice and build foundations for discussions throughout the conference.

Claire Hampshire, University of Salford

11:30

11:30 - 12:00
Kingston University - Journey with Explorance MLY
TBC
Rebecca Hampstead, Kingston University

12:00

12:00 - 12:30
Networking Lunch

12:30

12:30 - 13:15
Panel Discussion
Amplifying Student Voices - Best Practices in Student Feedback Analytics
Join academic and institutional leaders for an engaging discussion on how universities are using feedback analytics to truly amplify the student voice. This session will explore effective strategies for collecting, interpreting, and acting on student feedback to drive meaningful change in teaching, learning, and the overall student experience. Panelists will share best practices, real-world examples, and lessons learned in building a culture of engagement and continuous improvement through data-informed decision-making.

Moderator: Dr Michelle Morgan, University of East London
Panelist: Prof. Claire Hampshire, University of Salford
Panelist: Dr Bo Kelestyn PFHEA, Warwick Business School
Panelist: Tom Lowe, University of Westminster

13:15

13:15 - 13:45
Rebuilding Student Feedback Surveys with Blue Graphene for Strength and Flexibility
This presentation will first explain why Rutgers, The State University of New Jersey, a large public research-intensive institution in the USA, moved toward blue for implementing their student feedback surveys. A variety of use cases will be quickly explained with an in-depth look at how the flexibility of the system has permitted department and school customization of forms for actionable data to support continuous improvement. This also allowed us to cultivate buy-in and shared ownership among departments and schools across the institution.

Christina Bifulco, Rutgers University

13:45

13:45 - 14:15
Closing Keynote
AI as an Amplifier, Empathy as the Anchor: Designing Together for Student Engagement
As artificial intelligence gets woven into how universities interpret and act on student feedback, the question is how to preserve empathy and dialogue at the heart of engagement. This session will consider how AI can amplify student voice by generating actionable insights, while also recognising the need to co-design approaches that embed diverse student and staff perspectives in institutional decision-making. The session will introduce the Designing Together cards, offering a practical way to bring the human back into the loop. In doing so, we will explore how student engagement can be reframed as a core institutional capability at the intersection of empathy, design, and technology.

Dr Bo Kelestyn PFHEA, Warwick Business School

14:15

14:15 - 14:30
Conference Close
John Atherton, Explorance

14:30