FAQs

Who is Explorance?

Founded in 2003, Explorance is a Montreal based company with business units in Amman, Chennai, Chicago, London, and Melbourne. Explorance has around 270 employees globally. Explorance has been partnering with higher education institutions since 2003. As the world's largest provider of Student Insights Solutions, Explorance partners today with more than 800 higher education institutions in 40 countries, including 35% of the QS top 100 World Universities, 40% of the R1 Highest Research institutions, and 50% of the AAU members. **Explorance Blue** is a purpose-built tool, capable of handling all sizes of institutions as demonstrated by its global client base and widespread adoption. Created specifically for higher education, Blue can handle both large volumes of data but also complex scenarios such as cross listed courses, team taught courses, variable and trigger-based distribution dates, customized integrations, multiple validated access points and extensive reporting capabilities.

Why did we need a new evaluation vendor?

NLU has received ongoing feedback from faculty and institutional leaders about limitations within the previous evaluation system, including limited customization options, reporting challenges, and the significant administrative effort required to manage the platform.

What was the process for selecting Explorance?

After a year-long review process that included an official RFP process, six vendors' proposal review, and multiple vendor demonstrations and committee evaluations, the NLU Faculty Development Committee (FDC), Learning Quality Committee (LQC), and the Academic Cabinet recommended Explorance and their product Blue as the best fit for the University's needs.

What will faculty notice that is different in Blue?

Faculty can expect a more modern and flexible evaluation system with enhanced reporting capabilities, greater customization options, and improved administrative processes. Additional information about new features, reporting tools, and available question options will be shared as implementation approaches.

How will this change increase student response rates?

The new process is designed to make evaluations easier and quicker for students to complete. Shorter surveys, more meaningful questions, and improved access through D2L are expected to reduce survey fatigue and encourage higher participation rates.

How will this impact our current FPE process?

Who will be asked for feedback on this implementation process and how?

Faculty, program chairs, and college leaders will have opportunities to provide feedback throughout the implementation process, including input on reporting structures, available question options, and overall system functionality. This feedback will help guide ongoing refinements.

Will historical IDEA evaluation data still be available?

Yes. Historical IDEA data will remain available. Additional details regarding access, reporting, and data transition plans will be communicated as implementation progresses.

What training and support will be available?

Training and support will be provided through a partnership between Explorance, the Provost's Office, and the Center for Teaching, Learning, and Excellence (CTLE). Resources will include training sessions, documentation, and implementation support.

When will this be implemented?

Explorance Blue will be piloted with a select group of programs during Spring 2027. Following evaluation of the pilot and any necessary refinements, the platform is expected to be fully implemented across the University in Summer 2027.