

# PUBLISHED COURSE ANALYSIS



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A course analysis has been carried out and published by the course convener.

The Karlstad University evaluation tool is owned by the Professional Development Unit and is managed by the systems group for educational administration, Student Centre.

*Understanding Customer Experience, 6 ETCS cr. (FEAD72)*

*Course convener: Jörg Pareigis*

## Basic LADOK data

Course Code: FEAD72

Application Code: 26873

Semester: HT-15

Start Week: 201535

End Week: 201603

Pace of Study: 20%

Form of Study: Distans

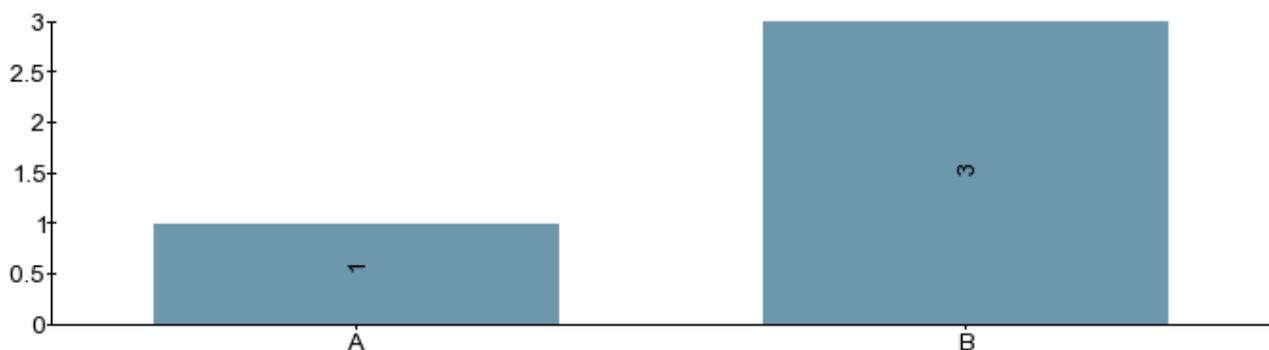
## Course Data

Number of questionnaires answered: 4

Number of first registrations<sup>[1]</sup>: 17

## Changes suggested in the course analysis of the previous course date:

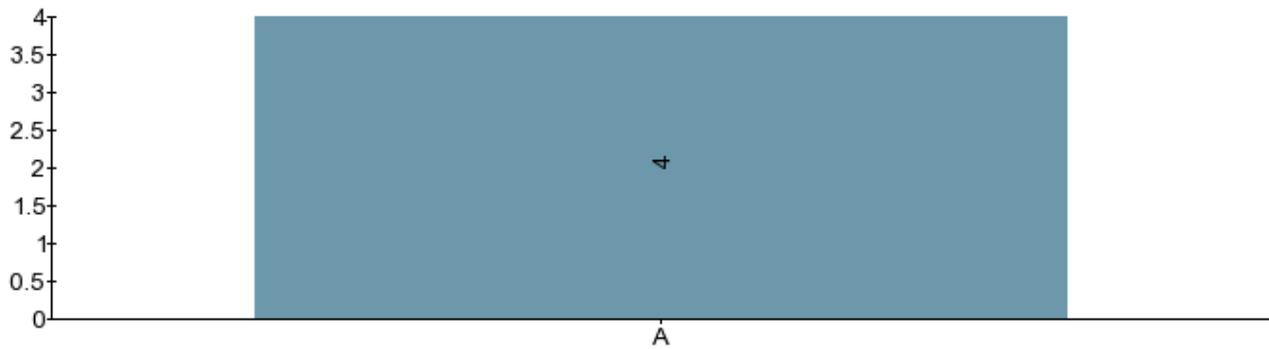
1. During the course I developed the knowledge, skills and other competencies described in the learning outcomes.



A) To a very great extent

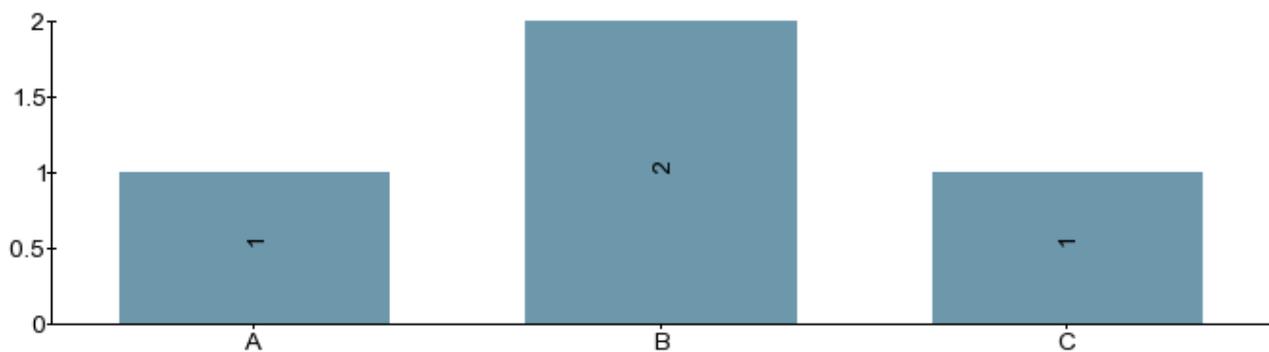
B) To a great extent

2. In the examinations, I had the opportunity to demonstrate if I have acquired the knowledge, skills and other competencies described in the learning outcomes.



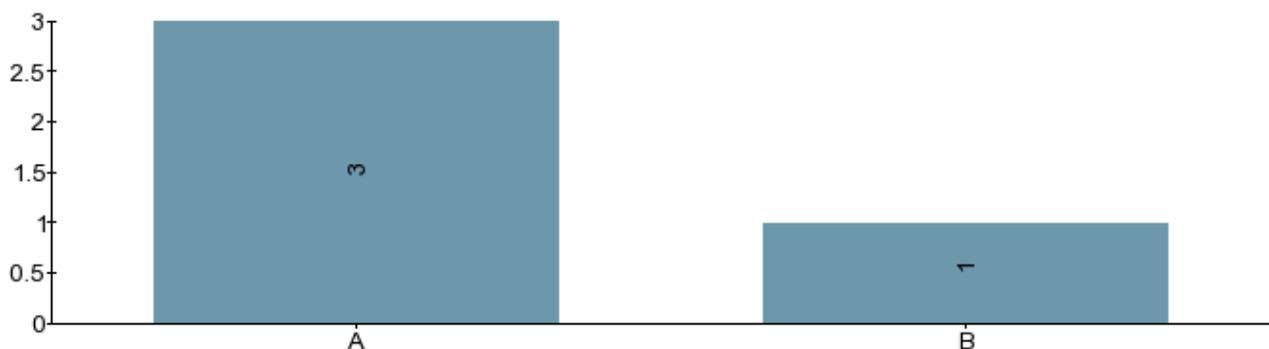
A) To a great extent

3. On average, I spent the following number of hours on coursework per week:



A) Between 30-39 hours (or between 15-19 at 50% study pace, between 8-10 at 25% study pace)  
B) Between 20-29 hours (or between 10-14 at 50% study pace, between 5-7 at 25% study pace)  
C) Less than 20 hours (or less than 10 at 50% study pace, less than 5 at 25% study pace)

4. During the course, I have found that teachers and other staff have been:



A) Professional and very accommodating  
B) Professional and accommodating

**Analysis based on course evaluation, including comments fields. If information has been collected in other ways, it should also be analysed here. Any effect of joint courses should be commented on.**

Relevant course with modern and appreciated course design. High workload.

**Suggestions for changes to the next course date.**

No changes suggested.

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1. **Number of first registrations for a course:** First registration = the first time a student registers for a specific course.