



### Final report

## HT2024\_FEGC46\_45158\_Service management

First time registered students: 19

Answer Count: 3

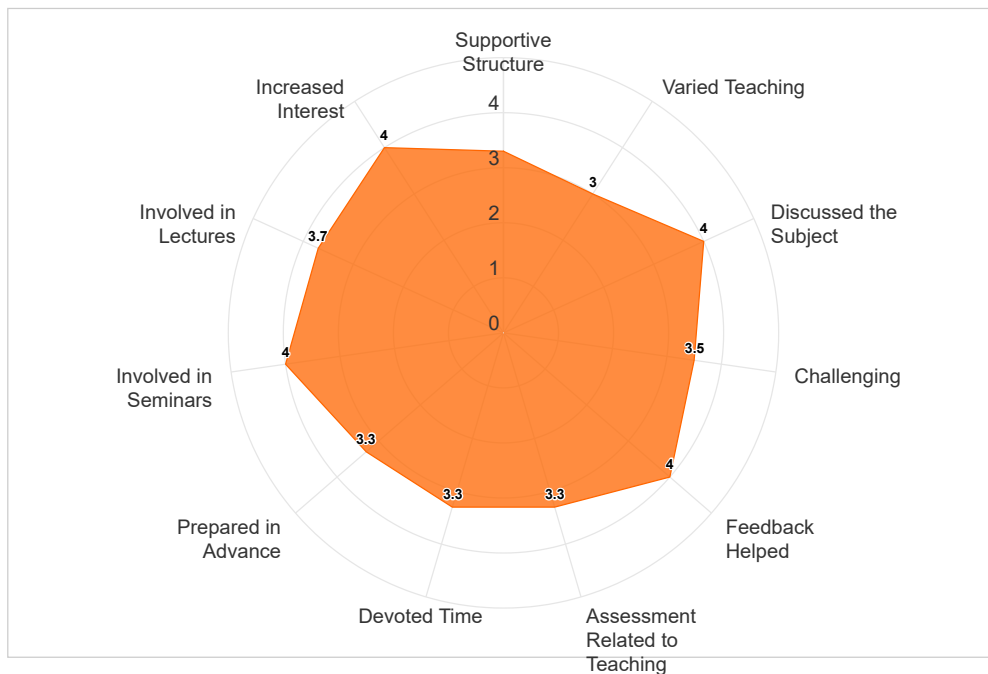
Answer Frequency: 15.79%

The course evaluation could be answered during the period:

09/11/2024 - 23/11/2024

When collaborative courses, several course codes are shown below:

**FEGC46 Service management, End date: 2024-11-10**





Mean value for each question. Highest value = 4.

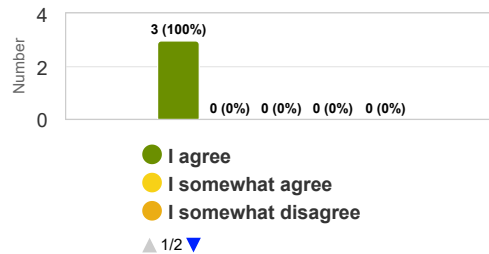
	Mean
Supportive Structure	3.3
Varied Teaching	3.0
Discussed the Subject	4.0
Challenging	3.5
Feedback Helped	4.0
Assessment Related to Teaching	3.3
Workload	2.5
Devoted Time	3.3
Prepared in Advance	3.3
Involved in Seminars	4.0
Involved in Lectures	3.7
Increased Interest	4.0

### Results of learning

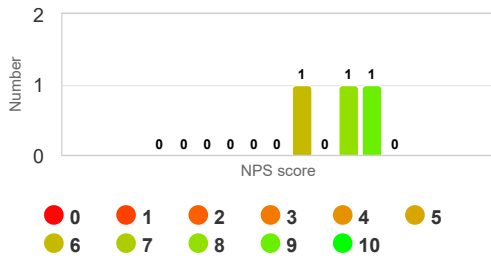
**All in all, the course was valuable for me.**

*Courses that were considered valuable were related to personal development, acquisition of new knowledge and skills, understanding of something. Higher ratings can refer to students' perceived development (learned a lot, and it was useful). Lower ratings can refer to scanty development of knowledge and skills or not understanding certain themes or their parts, not understanding the necessity and significance of the course, problems in the learning environment.*

	Mean
All in all, the course was valuable for me	4



### How likely would you be to recommend this course to a friend or colleague?



**Net Promoter Score (NPS) = 0**

Promoters = 1 (33.3%)

Passives = 1 (33.3%)

Detractors = 1 (33.3%)

The Net Promoter Score (NPS) is a metric that measures student experience and predicts the effectiveness of a course. It calculates an NPS score based on a key question using a 0-10 scale, asking how likely students would recommend the course to others. Respondents are grouped into Promoters, Passives, or Detractors based on their score, and the NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters. The NPS is a core metric for course evaluation programs and is trusted by educational institutions to engage their students and improve their learning experience performance.

### Comments

#### Course supervisor's comments

Very few, but positive responses. Comments regarding further development will be considered into planning of upcoming courses.