PUBLISHED COURSE ANALYSIS

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.

Service Management and Information Technology: e-Business, 15.0 ECTS cr. (ISGC07)
Course convener: Odd Fredriksson

Basic LADOK data
Course Code: ISGC07
Application Code: 40834
Semester: HT-22
Start Week: 202235
End Week: 202244
Pace of Study: 100%
Form of Study: Campus

Course Data
Number of questionnaires answered: 1

Number of first registrations[1]:   13

Changes suggested in the course analysis of the previous course date:
To improve the course material and teaching performance based on feedback from the course participants.

1. The contents and structure of the course has supported the achievement of the learning outcomes
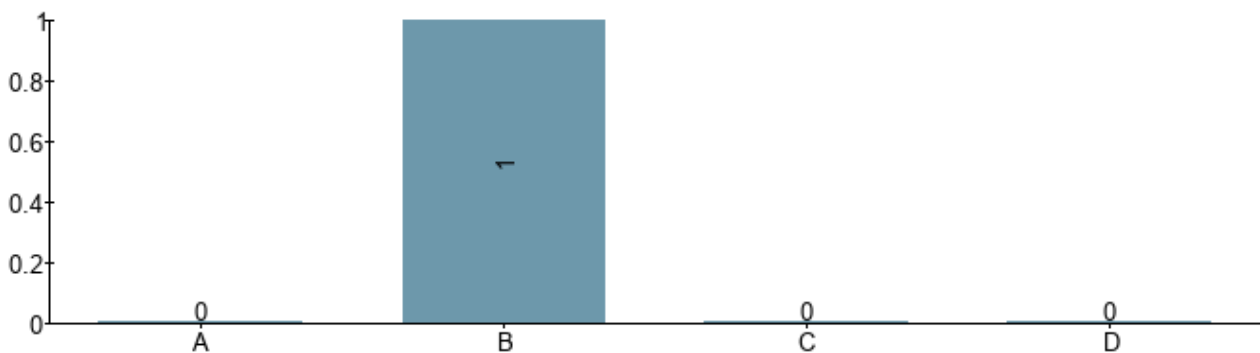
A) To a very large extent
B) To a large extent
C) To some extent
D) To a little extent or not at all

2. The assessments included in the course have given me the opportunity to demonstrate my achievement of the learning outcomes
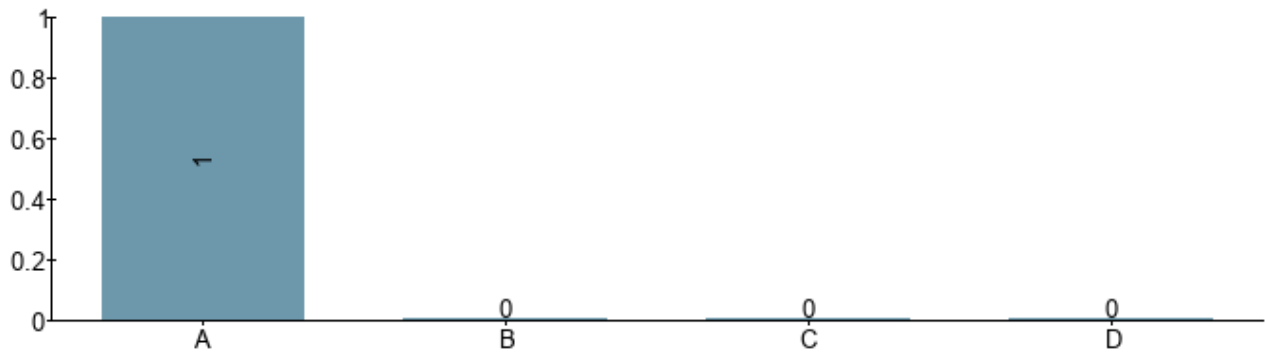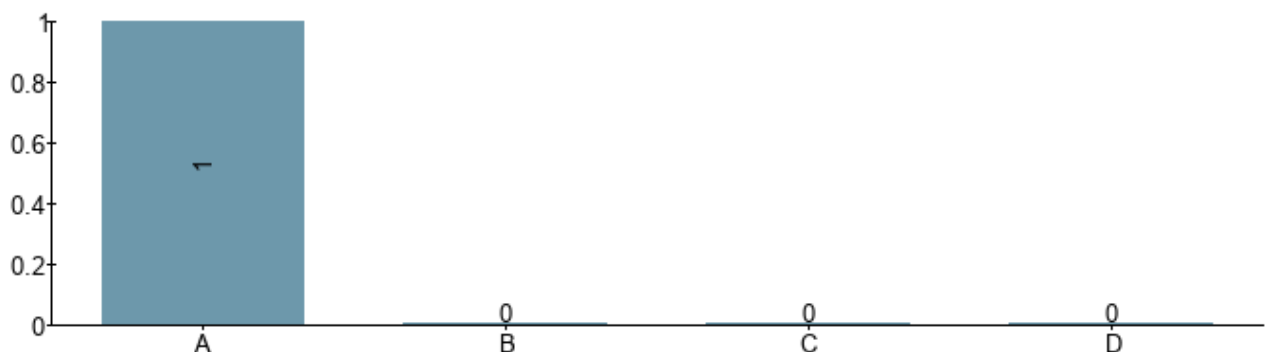

A) To a very large extent
B) To a large extent
C) To some extent
D) To a little extent or not at all

3. My workload (including scheduled activities and independent work) during the course has been
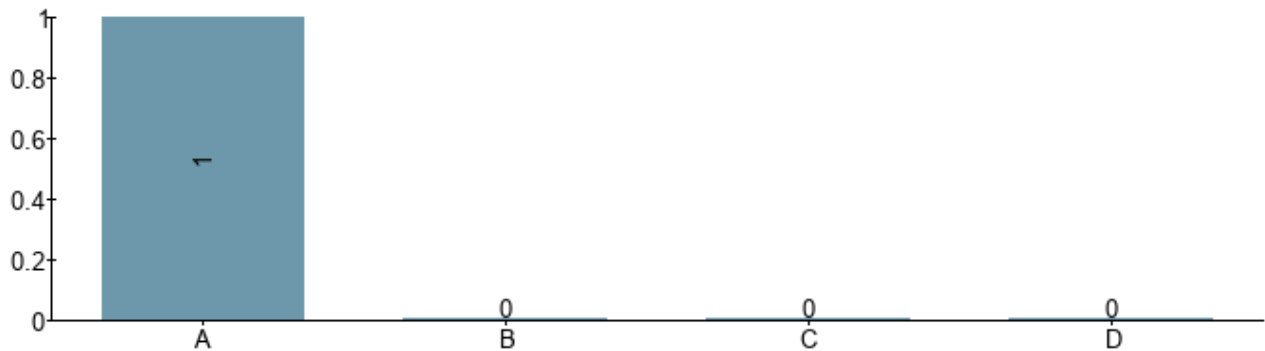
A) 40 hours per week or more (or 20 per week or more for courses given as half-time studies, 10 hours or more for cour
B) Between 30 and 39 hours per week (or between 15 and 19 hours for courses given as half-time studies, or between 8
C) Between 20 and 29 hours per week (or between 10 and 14 hours for courses given as half-time studies, or between 5
D) Less than 20 hours per week (or less than 10 hours per week for courses given as half-time studies, or less than 5 h

4. During the course, I have experienced the reception from teachers and other staff as professional

A) To a very large extent
B) To a large extent
C) To some extent
D) To a little extent or not at all

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.

The full time Campus course Service Management and IT: e-Business (ISGC07; 15 ECTS), Autumn 22, had 14 course participants ? among which 1 was exchange student (from the Netherlands). The course was therefore delivered entirely in English.
During the 2016-2018 courses, Odd Fredriksson co-developed and co-tutored the entrepreneurially oriented sharp case Project Work in the course with Martin Hamilton, Drivhuset. There was a Karlstad University article published about this innovative Project Work part of the course after it had been run for the third consecutive third-year (November 26, 2018):
https://www.kau.se/en/news/e-services-course-combines-business-administration-and-information-systems-use
Since 2019, Odd Fredriksson has been the sole tutor of all Project Work student teams in this course.

Course Analysis based on the considerably more exhaustive Course Development questionnaire (compared to the few ÖKA questions) designed by the course coordinator

The teacher offered the usual (Survey&Report) Course Development questionnaire about the course, which collects a considerably more exhaustive perceptions from the course participants than the ÖKA questionnaire. This provides valuable feedback from the course participants which enables developing the course.
This Course Development questionnaire, e.g., contains the two questions of the Student Union concerning perceived QUALITY of the whole course and perceived WORKLOAD.

12 out of 14 course participants answered this questionnaire (i.e. a response rate of 86%).
According to the Course Development report, the average perceived QUALITY of the whole course among the 11 responding on this question (79% response rate) was 3.9 (was 4.1 in 2021).
9 out of 11 responding on this question (82%) perceive that the overall course quality had been VERY high or HIGH (for the 2021 course this share was 94%).

According to the survey report the average perceived WORK LOAD during the course was 3.7 (was 4.0 in 2021).
Noone of the 12 respondents spent more than the normal amount of study hours for a full time course, i.e. spending on average 41 hours or more per week. 2 of them spent on average only 0-20 hours per week on this full time course.

Selection of answers on FOUR of the individual written COURSE DEVELOPMENT SURVEY questions, designed by the Course coordinator:

Q1, Individual Written: What are your MAIN IMPRESSIONS from this course?

High degree of education. I learned a lot from the guest seminar and whilst reading articles.

A course that teaches valuable information and lessons with really talented guest lecturers. The content is very broad which makes it hard to comprehend in the beginning.

A new view on the Service Management field, with a lot of interesting seminars and good advice from teachers. Huge work/study load.

The subject was very broad, and it was perhaps difficult to get a picture of what would be the most relevant. However, maybe the broader picture was the goal. It felt like the teacher really loves his job which was heartwarming to see and it also motivated me personally.

A good and informative course. Very good and interesting seminars.
It has been good to practice english and also having presentations.
It has been a fun course!

I liked this course a lot. I felt like this gave me a lot of knowledge and information about the upcoming course which is about project management. It was also very tough to have an exam, a big report, presentation and an opposition but at the other hand it gave me a lot of knowledge and experience.

My main impressions of the course in its wholeness is that it is an important and useful course for us studying It-design.

It is a very relevant course, and I have gained a lot of relevant knowledge. I think the course have a high speed, and a lot of content to investigate and learn about. I must say that you have a passion for learning out and that shows, so I become motivated to learn. And also, you set pressure on us, which can be hard but also I gain the most knowledge from your courses compared to others.

It was a very good course. The project work have giving me a lot of knowledge and relevant knowledge. The course is quite wide and to get knowledge on every aspect was a bit hard for the examination.

It has been a highly educating course. Learning about service management and information technology from

many different perspectives by guest seminars from highly regarded people in their respective knowledges. The report has also helped to get more involved in the area and has provided more knowledge about the area.

This is a great and educational course! We have had interesting lectures and interesting project work.

The course was interesting because it took up more practical aspects, which enabled the students to have an innovative thinking and feel how the business work in practice.

Q2, Individual Written: What have been the MAJOR INDIVIDUAL KNOWLEDGE acquired/lessons learned/ that you have gained from participating in this course?

A meta perspective of entrepreneurship and what it means to informatics.

Value creation through services. A way of seeing products for what service they provide instead of the good in its self.

I have a chance to learn more about Enterprise Systems, e-Business, and service management integration and the overview of current meta-view the world, as well as how they developed from the past with various theories and models. It is also interesting to learn about innovation and how it can be applied to entrepreneurial projects.
There were a lot of valuable lessons provided by our teacher/tutor and in every class, time flies when you are interested.

Creativity guest lecture key finding and guest lecture of the Head of digital innovation at Löfbergs. It combined the studied knowledge to practice.

I have learned a lot about IT and service management and how these two are connected. Feels like an important subject in the society of today.
It feel like I have gained knowledge that is going to be important for my future work.
I also got to practice my english and presentation skills.

I feel like I have learnt about management a lot because the respondents in the project work were all somehow leaders and were managing something. Also when we were designing the process map I had the chance to manage the process in my way, I could express my thoughts which was appreciated and led to a good result I think. I have of course got even better at writing these reports which will help me with the C-uppsats. One more thing is that it was very shocking that such big company as X can experience deficiencies related to their work with another well established company and that we could have an impact on that.

I have achieved higher knowledge about working with process models and working with business processes. I have expanded my knowledge gained from previous courses about IT systems within organisations and what is required to achieve success through their use, in relation with the business processes. Learnt more about e-business.

I have gained knowledge about how important it is for organisations to work toward service innovations. And that the importance of user focus when it comes to developing anything, because the engaged actors need to be able to extract value of what the organisations are offering.

I have gained knowledge about how important it is for organisation to work for a good service innovation. The course is right in time when it comes to how important it is with service innovation for organisations.

The major knowledges I have learned has been much about how to benefit from a business process. From perspectives such as automation, errors and factors that will improve the process. I will take with me the aspect of listening to the customer and put yourself in their shoes and how to optimize their experience.

To think out of the box regarding business problems and solutions. This requires an entrepreneurial thinking in order to innovate in the service ecosystem.

Q10, Individual Written: How do you perceive the SHARP CASE-based PROJECT WORK in teams?

It was fun and knowledgeable to make a combination of entrepreneurial and literature based project.

Best was to really get a real problem and try to solve it. More instructions to steps were desired but perhaps, it was meaning not to give those.

It has been educational and interesting.
I think it would be good to have a clear guide in the beginning of the course of what the project work should contain, so you can plan your work better. Now I felt like we had very little time to spend on the MVP and analysis, which felt like the most important parts.

The best with the project work I think was that we had a lot of guest lectures that could give us a lot of

information. Something that could be improved could have been the timeframe, to either create a bit more space between each deadline or to remove some parts of the course.

The work has been interesting and instructive, not only for the upcoming work with the C thesis, but also for future working life.

It was good that you could lay 100% focus on the project report in the end of the course after the exam. The project Work was interesting, where you get knowledge about how the subject can work in practice.

The project work has been good, we was a strong team that all strived for the same goal.

The best with the project work is the things you learn from it. Something I think can be improved is to early remind the students as often as you can start up with the project work because the time will pass fast, and especially when doing probing dialogue, SPIN interviews and multiple MVPs.

It is highly appreciated that the project work is based on a real case.

The project work allows students to use their individual innovating thinking. It raises also the collaboration between students, which is important in the work market. The teacher should just be award to ensure that all students in the PW contribute efficiently.

Q16, Individual Written: Do you want to RECOMMEND this course to others? Why? Why not?

The content is good and can be related to the real world, therefore I would recommend the course. If the student do not have any background in writing a report earlier I would recommend them not to take it.

Yes, but I would ask about their motivation in the field first. It would be best if you were dedicated before you chose this course.

Yes. It is a very interesting course and you learn a lot. It is also good that it is in english.

Yes, if you like e-business and are interested in how companies work with their different processes and systems then it is relevant. It was the biggest course yet in my program, in terms of knowledge, amount of information and time spent.

Yes. It is very educational and fun.

Yes! This is a very relevant course, and you Odd are very good at involving us and you take the extra time to learn us. As you are very committed to helping us and transfer knowledge.

I would recommend other students to read this course. The course is right in time and will give you knowledge that is important in the real world.

yes. It was a really good learning experience.

I could recommend this course for only the IT-students, it felt like it was a little bit of shock to come from another field of program. Because the way of teaching and handling things was quite the opposite. I do not mean it as a bad thing, but it requires to get used to it. This also needs that you don?t study anything else on the side.

Suggestions for changes to the next course date.

To improve the course material and teaching performance based on feedback from the course participants, like always.

---

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