

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.

Service Management and Information Technology: e-Business, 15 ETCS cr. (ISGC07)

Course convener: Odd Fredriksson

Basic LADOK data

Course Code: ISGC07

Application Code: 30615

Semester: HT-17

Start Week: 201735

End Week: 201744

Pace of Study: 100%

Form of Study: Campus

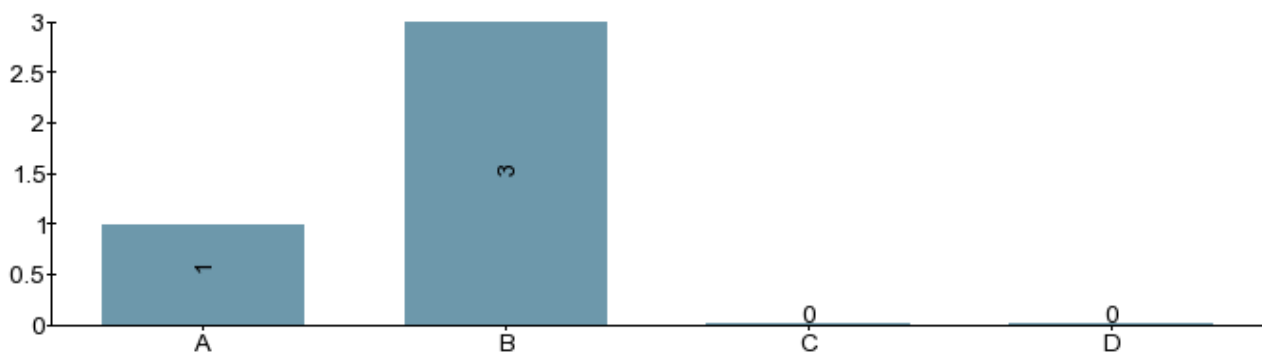
Course Data

Number of questionnaires answered: 4

Number of first registrations^[1]: 11

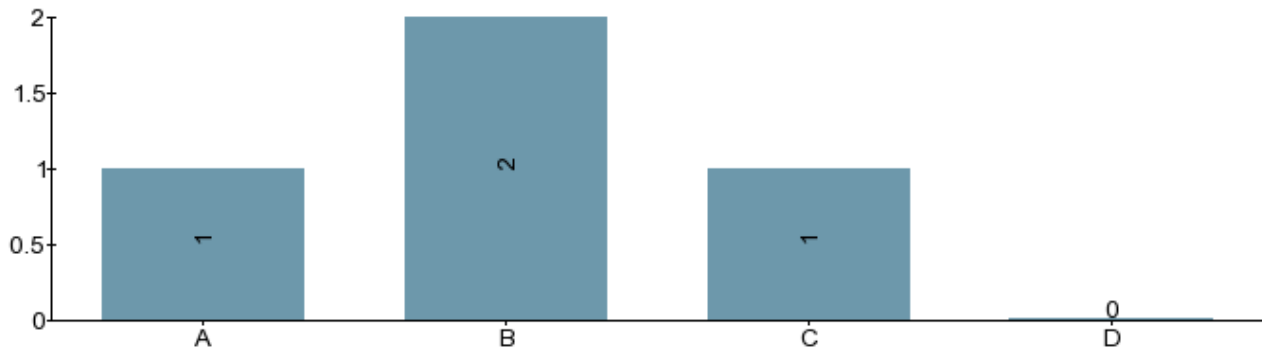
Changes suggested in the course analysis of the previous course date:

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



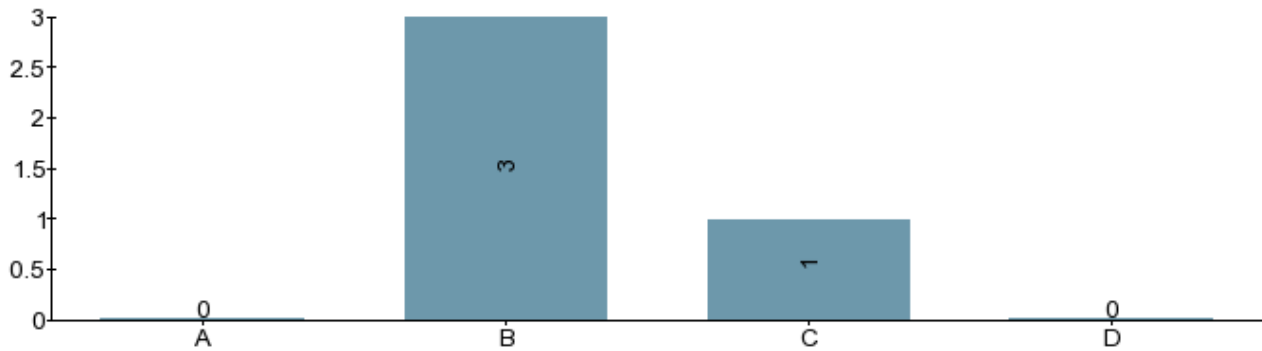
- A) To a very great extent
- B) To a great extent
- C) To a certain extent
- D) To a very little extent/Not at all

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.



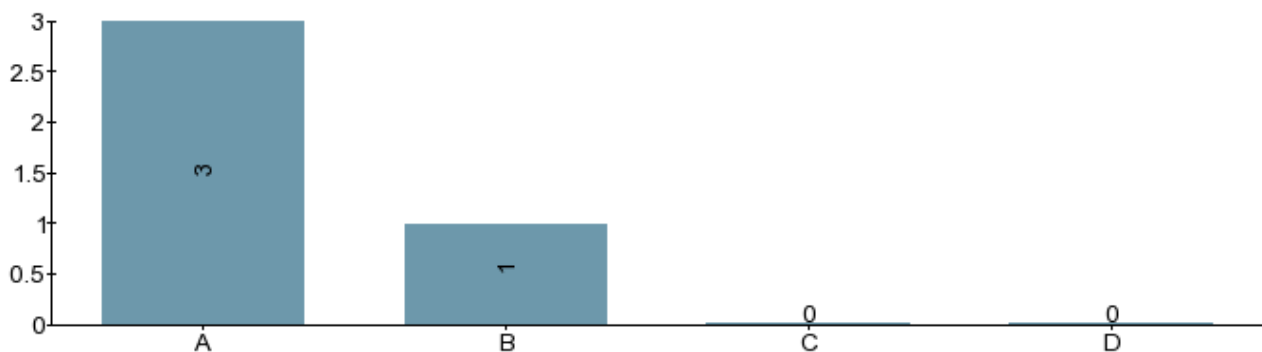
- A) To a very great extent
- B) To a great extent
- C) To a certain extent
- D) To a very little extent/Not at all

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



- A) More than 40 hours (or more than 20 hrs at 50% study pace, more than 10 hrs at 25% study pace)
- B) Between 30-39 hours (or between 15-19 at 50% study pace, between 8-10 at 25% study pace)
- C) Between 20-29 hours (or between 10-14 at 50% study pace, between 5-7 at 25% study pace)
- D) 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
- C) Professional
- D) Deficient

should also be analysed here. Any effect of joint courses should be commented on.

The teacher offered the usual Survey&Report Course Evaluation Survey about the Whole Course (with 16 questions), which collects a broader scope of perceptions from the course participants, and in turn is valuable feedback in order to being able to develop the course.

11 out of 12 course participants answered this survey (i.e. a response rate on this survey of 92%).

According to the survey report the average perceived quality of the whole course 'as 4.0 (was 3.9 in 2016).

10 out of 11 (91%) perceive that the overall course quality has been 'very high' or 'high'.

According to the survey report the average perceived work load during the course was 4.3 (was 3.7 in 2016). The result on the survey question about how many hours have been spent on this full time course shows that only 2 out of the 11 (18%) report that they have spent more than full-time on the course (41 hours or more).

In the context of this course, for the second year there was an innovative Project Work part with an entrepreneurship focus offered, which was highly appreciated by the course participants. The delivery of the Project Work was a result of a joint venture between the course responsible teacher, Drivhuset and Compare (providing 'the sharp case').

The teacher offered also a Course Evaluation Survey specifically about the Project Work part of the course, which provides valuable feedback in order to being able to develop the Project Work.

Before the Project Work in this course, 42% of the course participants had none, or a low degree of, previous experiences with the entrepreneurship subject matter. For these students, the Project Work part of the course with its focus on entrepreneurship has been particularly valuable for their future work life.

All, except one, (92%) of the course participants perceive that the Project Work course has stimulated some of their general competencies (i.e. ability to solve problems, ability to cooperate, power of initiative, creativity, etc) to a very high degree (3) or to a high degree (8).

There was a KaU Business School article about this second-year innovative Project Work part of the course (November 10, 2017):

<https://www.kau.se/hhk/nyheter/studentarbeten-om-utveckling-av-digital-matchningstjanst>

Selection of answers on two of the Whole Course survey questions:

Q1: What are your main impressions from this course?

Very interesting course with a lot of interesting guest seminars. I learned a lot about e-business and service innovation.

Good with a real case project work.

Main impression it the project work and how we could relate what we learn in the course seminar with the project work.

It has been a good course with a lot of interesting teachers to hear from. Very good with the guest lecturers!

It was a fun and interesting course.

It was very interesting because of the amount of different speakers during the course challenging but fun. A lot of hard work.

Q15: Do you want to recommend this course to others? Why? Why not?

Yes I would. It is a good course about learning about both innovation, e-business and the service industry.

Yes if you want to learn more about e-business and service innovation it is a great course.

Yes. Because you will grow as a person in many ways. Like a taste of the real business life.

Yes, its been one of the best courses in my time here at the university.

Yes, they get to see a sharp case connected to the real world!

Yeah, especially to exchange student the fact that IT is combined with marketing is really interesting.

To conclude:

The course participants were on average satisfied with the whole course (4.0 on a 5 point scale).

The Project Work part of the course was particularly appreciated. Hopefully we can have a similar 'sharp case' set-up for the

Project Work also for the next course.

Suggestions for changes to the next course date.

To improve the course material and teaching performance, like always.

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