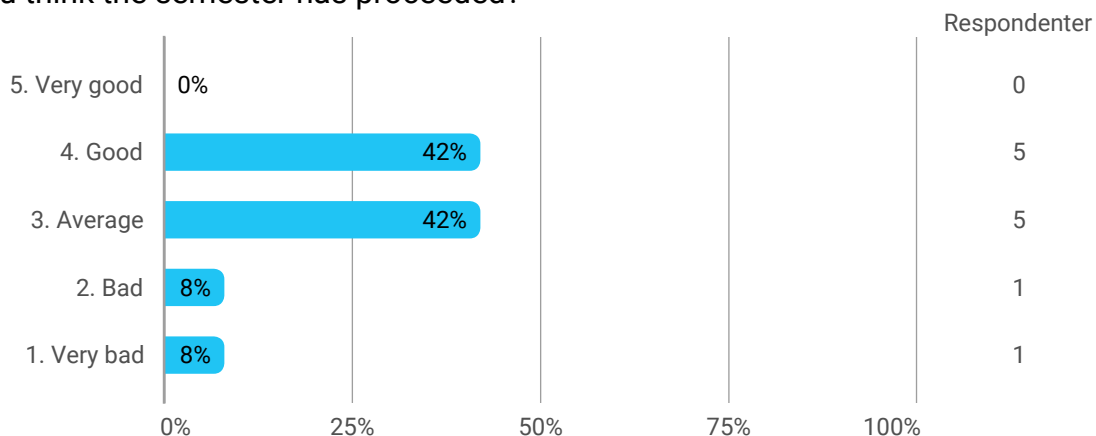
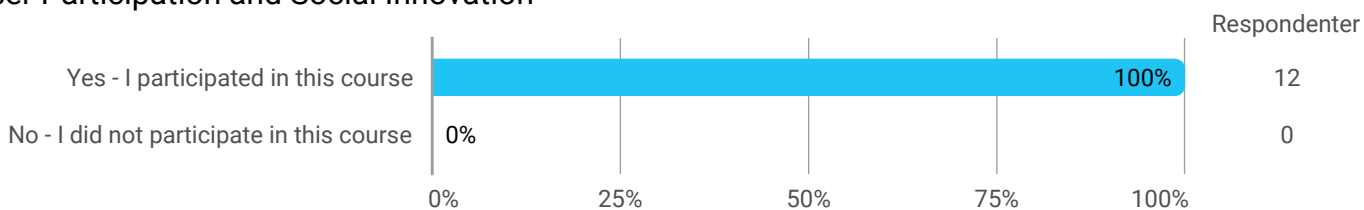


### In general, how do you think the semester has proceeded?

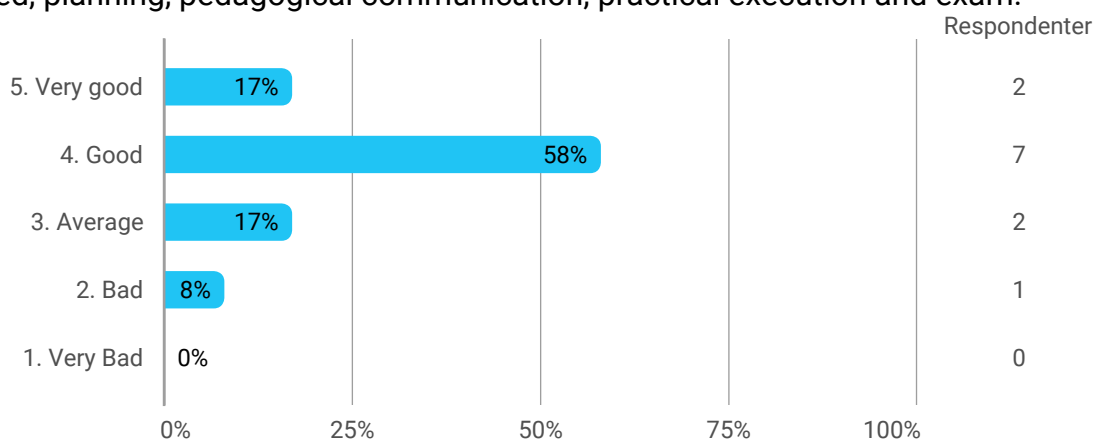


### User Participation and Social Innovation



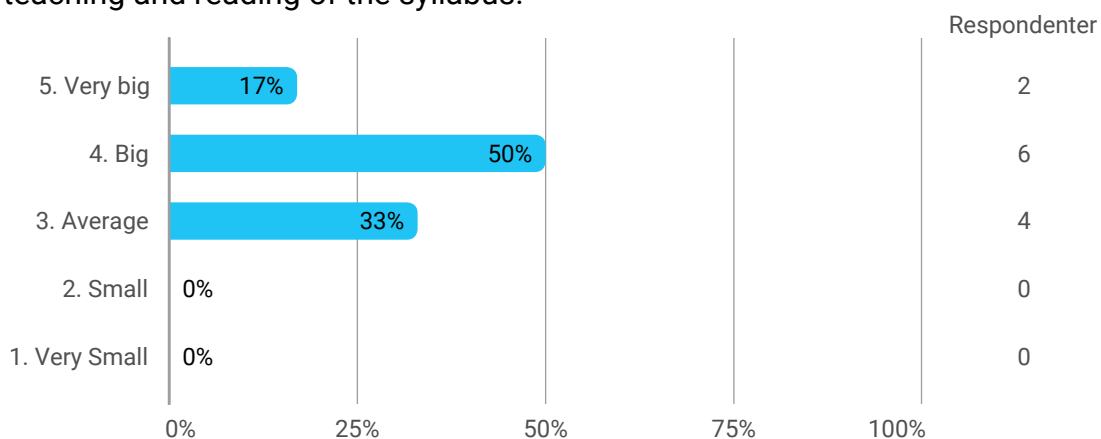
### How do you assess the course as a whole?

You may include things like coherence between teaching and learning objectives, syllabus, the forms of teaching used, planning, pedagogical communication, practical execution and exam.

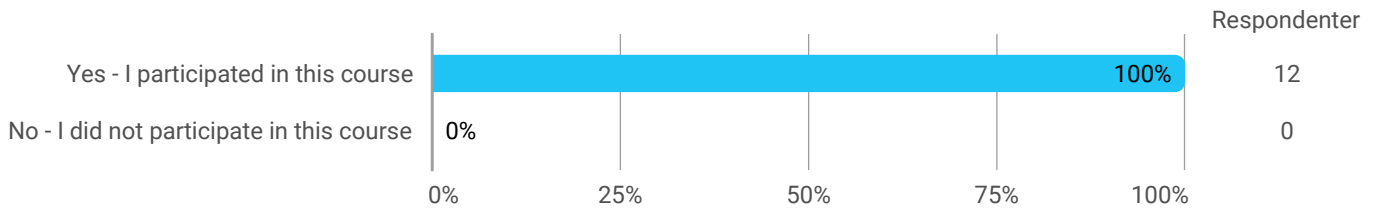


### How do you assess your own effort in the course?

You may include things like preparation, active participation in the teaching sessions, proposals for improvements of teaching and reading of the syllabus.

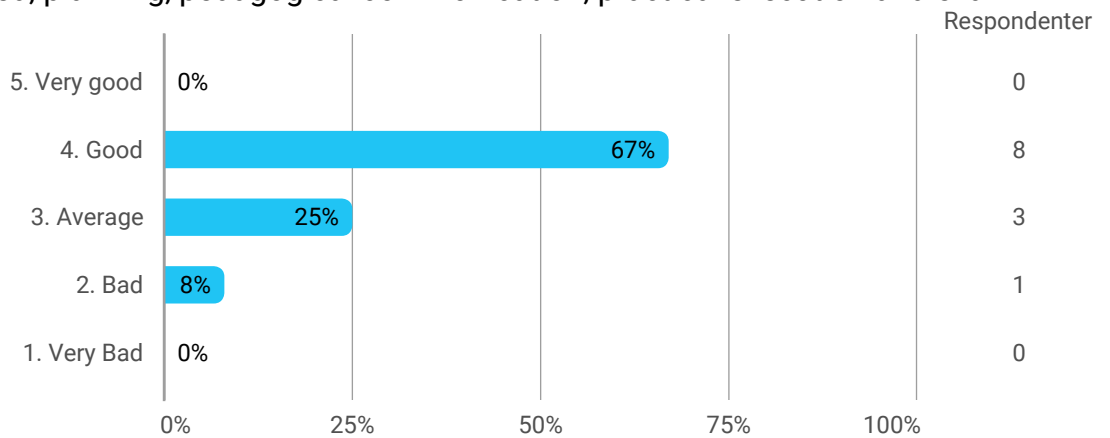


### Technical and Organizational Trends in Service Design



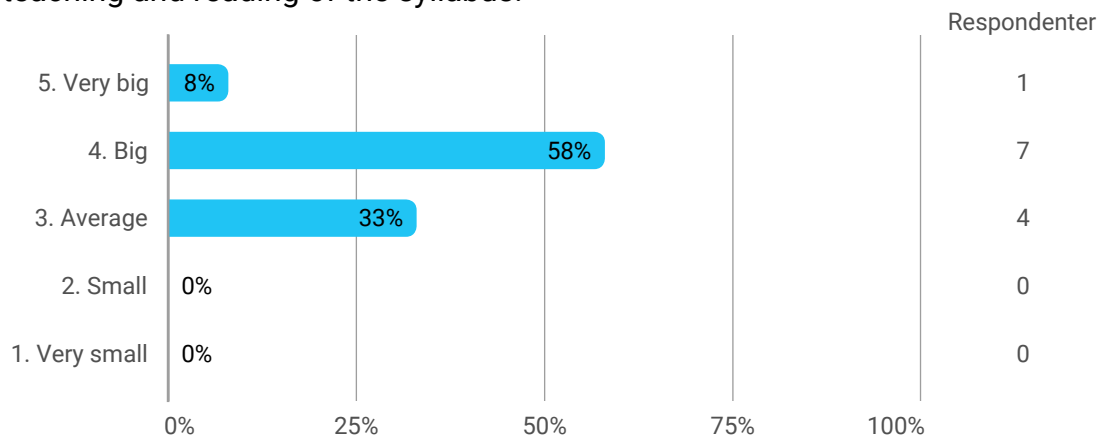
How do you assess the course as a whole?

You may include things like coherence between teaching and learning objectives, syllabus, the forms of teaching used, planning, pedagogical communication, practical execution and exam.

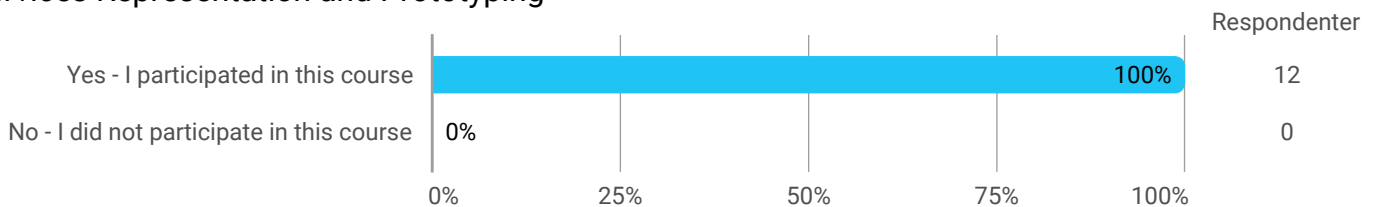


How do you assess your own effort in the course?

You may include things like preparation, active participation in the teaching sessions, proposals for improvements of teaching and reading of the syllabus.

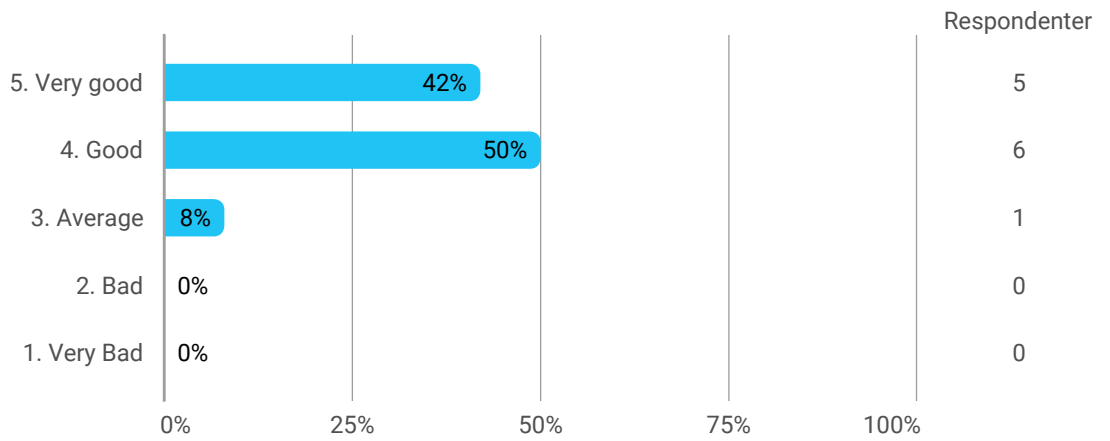


### Services Representation and Prototyping



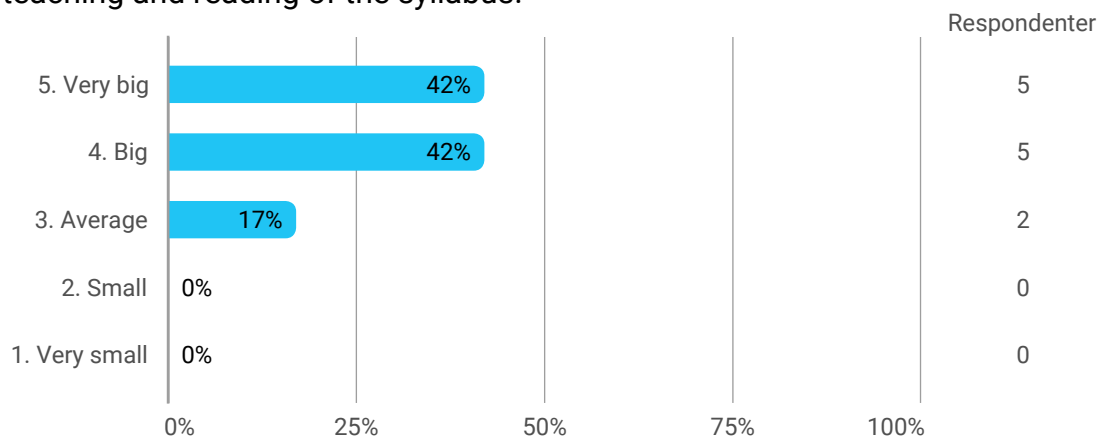
How do you assess the course as a whole?

You may include things like coherence between teaching and learning objectives, syllabus, the forms of teaching used, planning, pedagogical communication, practical execution and exam.

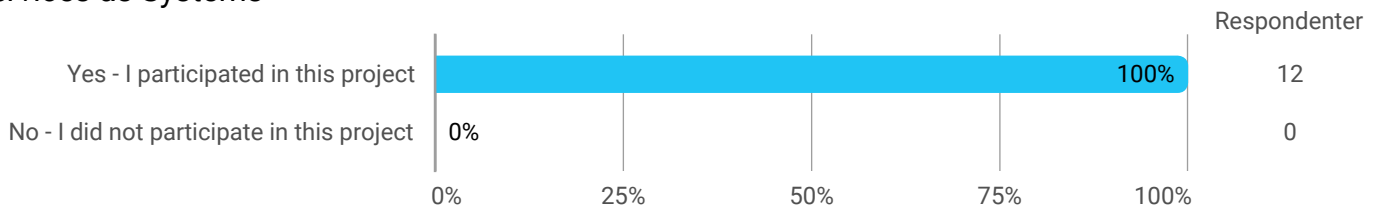


How do you assess your own effort in the course?

You may include things like preparation, active participation in the teaching sessions, proposals for improvements of teaching and reading of the syllabus.

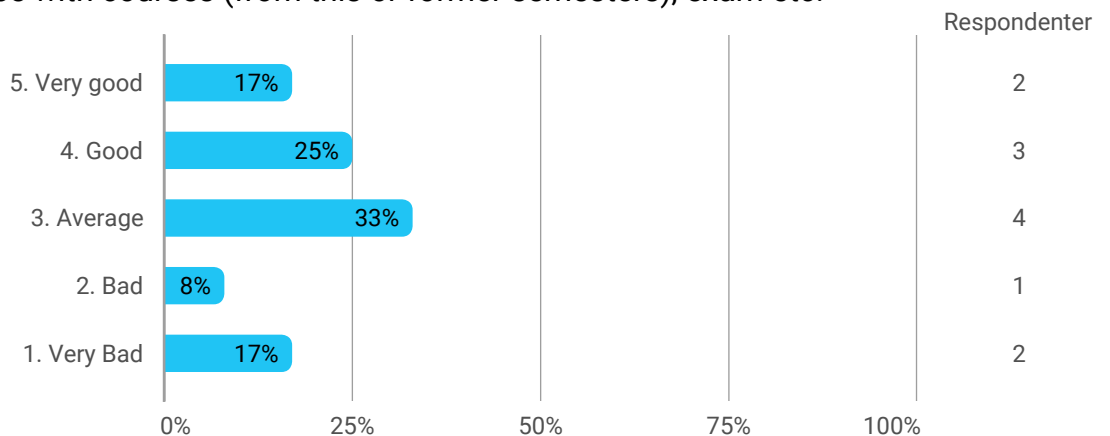


Services as Systems



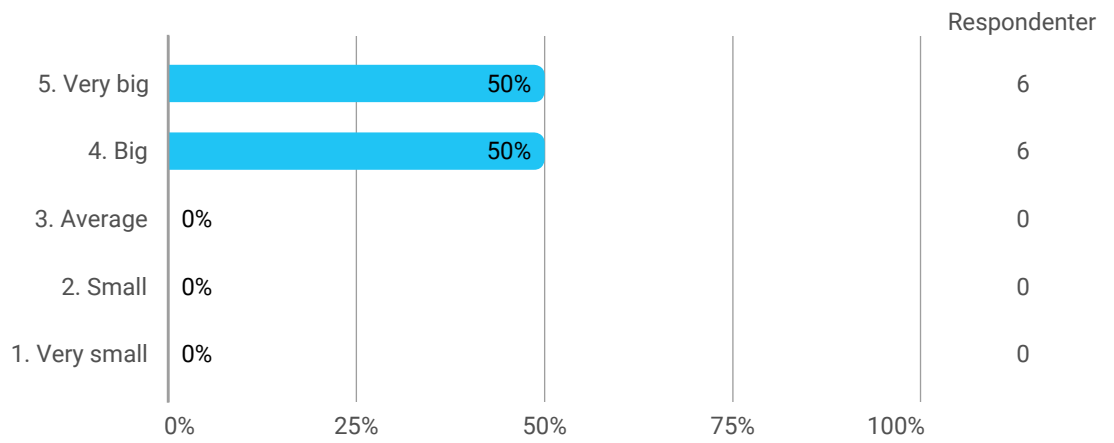
In general, how do you think the project has proceeded?

You may include things like alignment of content and learning objectives, project subject, project supervision, coherence with courses (from this or former semesters), exam etc.



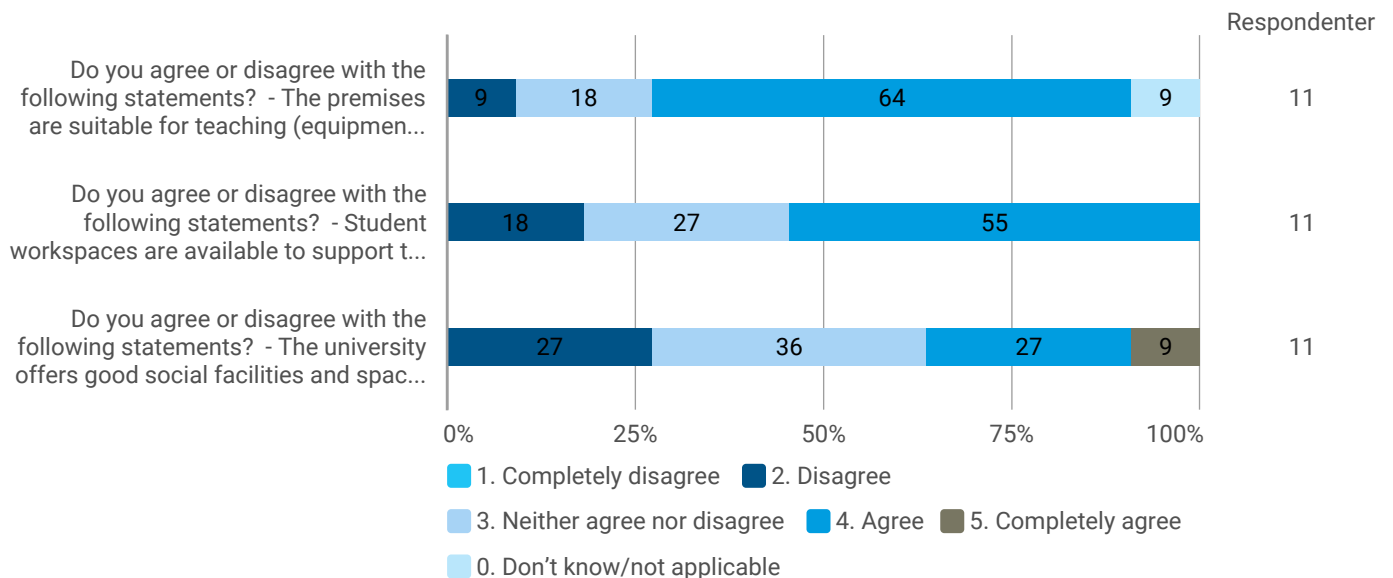
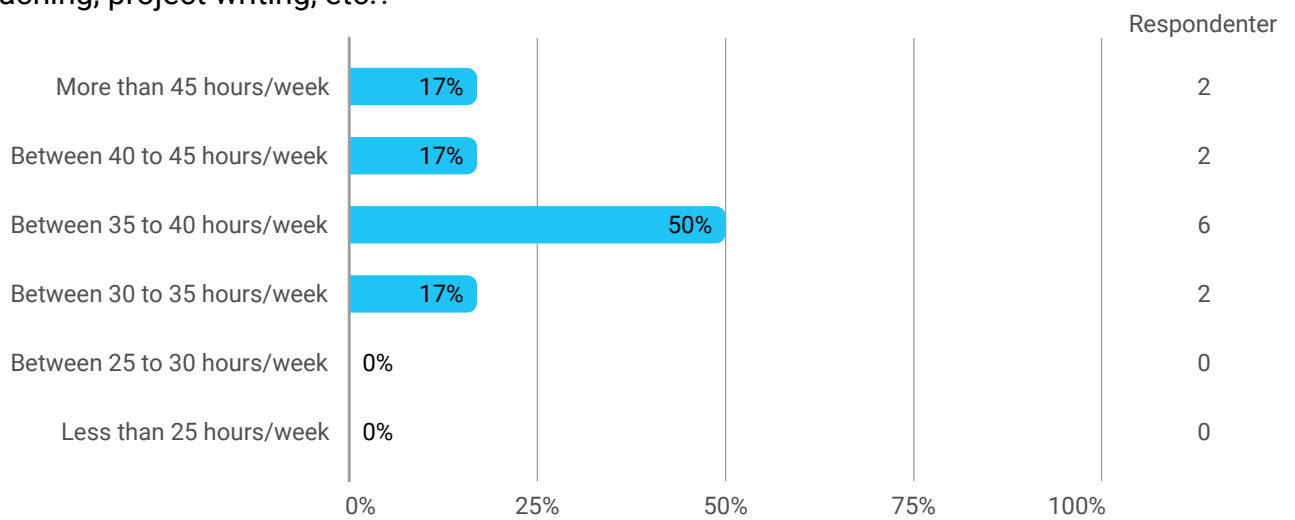
How do you assess your own effort during the project?

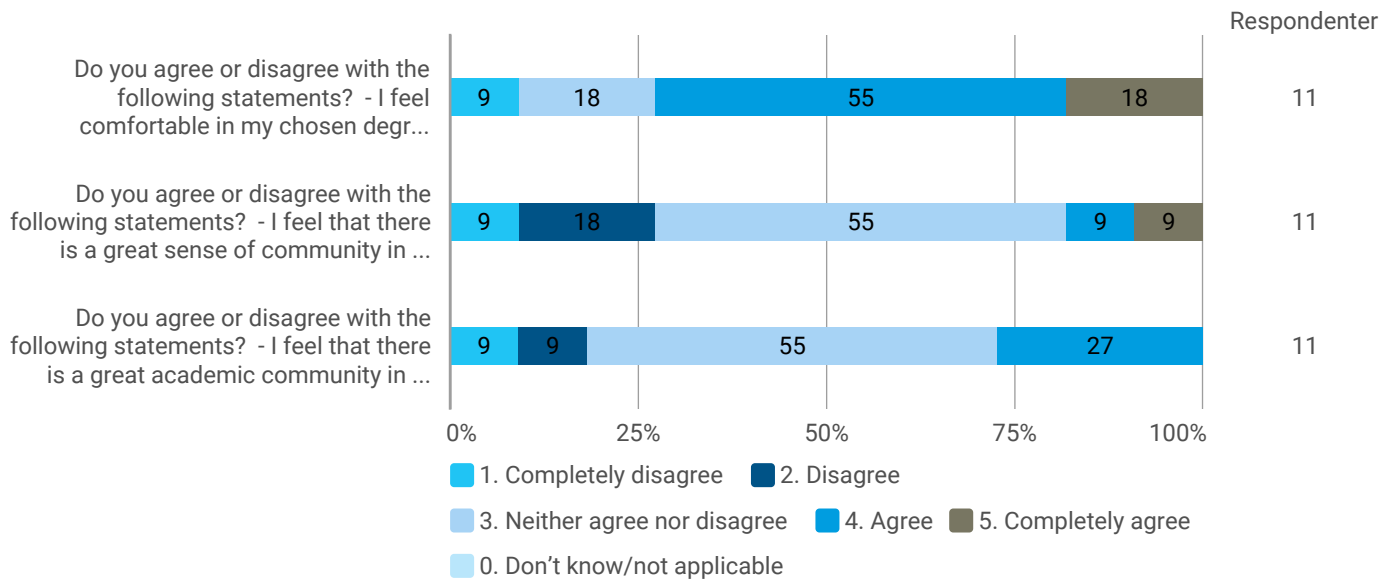
You may include things like preparation, active participation in the group work, knowledge sharing, collaboration, etc.



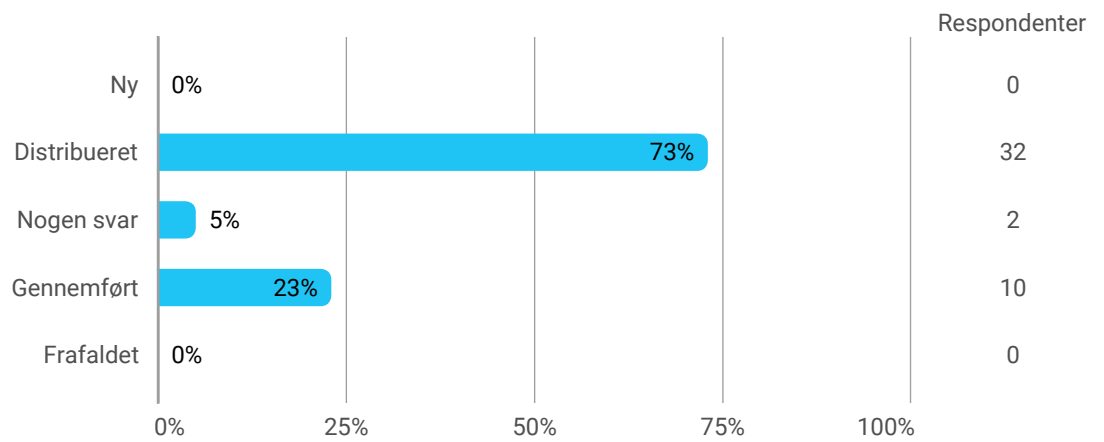
### Level of activity and motivation

During the semester: How many hours per week did you spend on preparation for and participation in the teaching, project writing, etc.?





### Samlet status





### Study board conclusions of the semester and teaching evaluation report

Year:	2020
Campus	Copenhagen
Semester	SSD8
Coordinator:	Luca Simeone
Date:	25-11-2020

This document represents the public version of the evaluation of the semester. The document forms together with the semester and teaching evaluation report the basis of any adjustments to the semester's description, planning, execution and/or evaluation of the next iteration of the semester and are used by the coming semester coordinator and semester planning group.

The document also represents the study board's response to the students, teachers, coordinators and other interested parties about possible consequences of conditions that the students of the semester have pointed out.

### The public conclusions and recommendations of the semester coordinator

In general, the semester successfully faced the challenges posed by COVID-19 and, in line with its educational goals, provided the students with an array of different perspectives on service design. Some specific areas require attention and need to be addressed to improve the students' experience:

- Information on the dates for the oral exams should be provided earlier
- Supervisors should try to follow the students more thoroughly, especially when there are challenging group dynamics
- The semester can be streamlined, perhaps checking how to distribute activities over time so that students do not feel that their schedule is too dense and packed

Even though due to the COVID-19 pandemic the students did not have the chance to spend much time in the studio, they mentioned that there are problems with the ventilation and that the study environment is not always as clean as it could be. In terms of their 'virtual' studio environment, the students suggested that AAU could provide them with free licenses for collaborative applications such as Miro.

### Conclusion of the study board

The Study Board (MSN) has processed the semester evaluation report and offers the following observations/conclusions:

- Student survey response rate: 10/44. This is unfortunately quite low, even for a spring semester. The Study Board will contact the coordinator of the subsequent semester to inquire if it would be possible to take measures next time to raise the response rate
- The semester generally appears to have run well despite the COVID-19 circumstances
- The Study Board appreciates the coordinator's suggestions for possible improvements