Sehr geehrter Herr
Prof. Dr. Alexander Mädche (PERSÖNLICH)

Auswertungsbericht Lehrveranstaltungsevaluation an die Lehrenden

Sehr geehrter Herr Prof. Dr. Mädche,

mit diesem Schreiben erhalten Sie die Ergebnisse der automatisierten Auswertung Ihrer Lehrveranstaltung „Digital Transformation of Service Systems“.

Ihre Lehrveranstaltung „Digital Transformation of Service Systems“ hat den Lehrqualitätsindex 
$LQI = 99.7$.

Die Auswertung zu Ihrer Lehrveranstaltung gliedert sich in folgende Abschnitte:
Zu Beginn der Auswertung werden die Ergebnisse der Befragung in Form von Häufigkeitstabellen dargestellt. Bei allen Fragen wird die Anzahl der abgegebenen Antworten $(n)$ angezeigt. Bei den 5er-Skalenfragen finden Sie zusätzlich neben dem Histogramm den Mittelwert $(m_n)$ und die Standardabweichung $(s)$ der jeweiligen Frage. Neben manchen Fragen finden Sie zudem ein Ampelsymbol abgebildet. Diese Fragen dienen der Qualitätssicherung der Lehre. Im vorletzten Teil werden sämtliche 5er-Skalenfragen in einem Profilliniendiagramm abgebildet. Zuletzt sind die Antworten zu den offenen Fragen aufgelistet.

Mit freundlichen Grüßen,
Ihr Evaluationsteam
1. Questions concerning the studies

1.1) Which program do you study?

- Production and Operations Management: 0%
- Management of Product Development: 0%
- Electronic Systems Engineering and Management: 0%
- Service Management and Engineering: 100%
- Financial Engineering: 0%
- Green Mobility Engineering: 0%
- Energy Engineering and Management: 0%
- MBA Fundamentals Program: 0%
- Technical Short Courses: 0%

2. Questions concerning the lectures

2.1) My commitment to this course is reflected by: (multiple choice)

- regular attendance: 73.3%
- constant taking of notes: 46.7%
- active contributions: 73.3%
- regular studying at home: 46.7%
- study group attendance: 66.7%
- reading of the recommended literature: 60%
- work through scripts/materials: 53.3%
- tutorial/exercise attendance: 46.7%
- internet research: 33.3%
2.2. How do you assess the participation of your colleagues in the course?

2.3. How much do you enjoy attending this course?

2.4. Coordination of the contents of this course with that of other courses in my curriculum is

Please rate the lecture regarding to the following aspects:

2.5. Contents

2.6. Scope

2.7. Previous knowledge required

2.8. Speed

2.9. Clarity (helpful examples)

2.10. Suitability of teaching and learning materials

2.11. Do you understand the importance of the course contents to your further studies?

2.12. The course enhances (multiple choice)

my practical competences
transfer and application of the lessons learned to other contexts
my analytical capacities
my own initiative
my capacity to cooperate
my independent working skills

07.11.16 EvaSys Auswertung Seite 2
2.13) I learn a lot during this course

completely true | 38.6% | 7.7% | 30.8% | 23.1% | 0% |
not at all   | 1 | 2 | 3 | 4 | 5 |

2.14) Was the lecture material of good quality

very good | 49.9% | 35.7% | 14.3% | 7.1% | 0% |
very bad   | n=14  | mw=1.86 | 0.90 |

2.15) Were you able to understand the lecturer in terms of language

very good | 85.7% | 0% | 14.3% | 0% | 0% |
very bad   | n=14  | mw=1.29 | 0.73 |

2.16) Were you content with the rate of interactive elements such as team work, case studies and exercises in the lecture?

very much | 50% | 35.7% | 7.1% | 7.1% | 0% |
not at all | n=14  | mw=1.71 | 0.91 |

3. Questions concerning the room conditions

3.1) The size of the room in comparison to the number of course participants is

appropriate | 92.9% | 7.1% | 0% | 0% | 0% |
inappropriate | n=14  | mw=1.07 | 0.27 |

3.2) The acoustics in this room is

very good | 64.3% | 21.4% | 14.3% | 0% | 0% |
very bad   | n=14  | mw=1.5 | 0.76 |

3.3) View conditions in this room are

very good | 64.3% | 28.6% | 7.1% | 0% | 0% |
very bad   | n=14  | mw=1.43 | 0.60 |

5. Monitoring

5.1) Please rate the course as a whole

very good | 40% | 33.3% | 20% | 6.7% | 0% |
very bad   | n=15  | mw=1.93 | 0.96 |

5.2) How large is the the amount of work for this course?

very small | 0% | 20% | 46.7% | 28.7% | 6.7% |
very large | n=15  | mw=1.2 | 0.86 |

5.3) The amount of work required for this course is...

adequate | 13.3% | 33.3% | 40% | 13.3% | 0% |
inadequate | n=15  | mw=2.53 | 0.52 |

5.4) How is the course structured?

very well | 40% | 46.7% | 6.7% | 6.7% | 0% |
very badly | n=15  | mw=1.8 | 0.86 |

5.5) Does the lecturer appear dedicated and motivated during the course?

very strongly | 78.6% | 14.3% | 7.1% | 0% | 0% |
not at all | n=14  | mw=1.29 | 0.61 |
Is the lecturer responsive to questions and concerns of the students?

80% very strongly
13.3% strongly
6.7% somewhat
0% neutral
0% not at all

n=15
m=1.27
s=0.59

Thank you for your cooperation!
For more information see: www.pst.kit.edu/eval-info
### 2. Questions concerning the lectures

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Intensive</th>
<th>Very Small</th>
<th>N</th>
<th>Mw</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.7 How do you assess the participation of your colleagues in the course?</td>
<td></td>
<td></td>
<td>14</td>
<td>1.57</td>
</tr>
<tr>
<td>2.8 How much do you enjoy attending this course?</td>
<td>Very Much</td>
<td>Not at All</td>
<td>14</td>
<td>1.86</td>
</tr>
<tr>
<td>2.9 Coordination of the contents of this course with that of other courses in my curriculum is</td>
<td>Very Good</td>
<td>Very Bad</td>
<td>10</td>
<td>2.20</td>
</tr>
<tr>
<td>2.10 Contents</td>
<td>Very Easy</td>
<td>Very Difficult</td>
<td>13</td>
<td>3.00</td>
</tr>
<tr>
<td>2.11 Scope</td>
<td>Little</td>
<td>Much</td>
<td>13</td>
<td>3.85</td>
</tr>
<tr>
<td>2.12 Previous knowledge required</td>
<td>Little</td>
<td>Much</td>
<td>14</td>
<td>3.36</td>
</tr>
<tr>
<td>2.13 Speed</td>
<td>Too Slow</td>
<td>Too Fast</td>
<td>14</td>
<td>2.93</td>
</tr>
<tr>
<td>2.14 Clarity (helpful examples)</td>
<td>Very Clear</td>
<td>Very Abstract</td>
<td>13</td>
<td>2.62</td>
</tr>
<tr>
<td>2.15 Suitability of teaching and learning materials</td>
<td>Very Good</td>
<td>Very Bad</td>
<td>12</td>
<td>2.08</td>
</tr>
<tr>
<td>2.16 Do you understand the importance of the course contents to your further studies?</td>
<td>Very Clearly</td>
<td>Not at All</td>
<td>14</td>
<td>2.29</td>
</tr>
<tr>
<td>2.17 I learn a lot during this course</td>
<td>Completely True</td>
<td>Not at All</td>
<td>13</td>
<td>2.38</td>
</tr>
<tr>
<td>2.18 Was the lecture material of good quality</td>
<td>Very Good</td>
<td>Very Bad</td>
<td>14</td>
<td>1.86</td>
</tr>
<tr>
<td>2.19 Were you able to understand the lecturer in terms of language</td>
<td>Very Good</td>
<td>Very Bad</td>
<td>14</td>
<td>1.29</td>
</tr>
<tr>
<td>2.20 Were you content with the rate of interactive elements such as team work, case studies and exercises in the lecture?</td>
<td>Very Much</td>
<td>Not at All</td>
<td>14</td>
<td>1.71</td>
</tr>
</tbody>
</table>

### 3. Questions concerning the room conditions

<table>
<thead>
<tr>
<th>Question</th>
<th>Appropriate</th>
<th>Inappropriate</th>
<th>N</th>
<th>Mw</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 The size of the room in comparison to the number of course participants is</td>
<td></td>
<td></td>
<td>14</td>
<td>1.07</td>
</tr>
<tr>
<td>3.2 The acoustics in this room is</td>
<td>Very Good</td>
<td>Very Bad</td>
<td>14</td>
<td>1.50</td>
</tr>
<tr>
<td>3.3 View conditions in this room are</td>
<td>Very Good</td>
<td>Very Bad</td>
<td>14</td>
<td>1.43</td>
</tr>
</tbody>
</table>

### 5. Monitoring

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Good</th>
<th>Very Bad</th>
<th>N</th>
<th>Mw</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Please rate the course as a whole</td>
<td></td>
<td></td>
<td>15</td>
<td>1.93</td>
</tr>
<tr>
<td>5.2 How large is the amount of work for this course?</td>
<td>Very Small</td>
<td>Very Large</td>
<td>15</td>
<td>3.20</td>
</tr>
</tbody>
</table>
### 5.3. The amount of work required for this course is...

<table>
<thead>
<tr>
<th>Adequate</th>
<th></th>
<th>Inadequate</th>
</tr>
</thead>
</table>

**n=15  mw=2.53**

### 5.4. How is the course structured?

<table>
<thead>
<tr>
<th>Very well</th>
<th></th>
<th>Very badly</th>
</tr>
</thead>
</table>

**n=15  mw=1.80**

### 5.5. Does the lecturer appear dedicated and motivated during the course?

<table>
<thead>
<tr>
<th>Very strongly</th>
<th></th>
<th>Not at all</th>
</tr>
</thead>
</table>

**n=14  mw=1.29**

### 5.6. Is the lecturer responsive to questions and concerns of the students?

<table>
<thead>
<tr>
<th>Very strongly</th>
<th></th>
<th>Not at all</th>
</tr>
</thead>
</table>

**n=15  mw=1.27**