Dear Mr. Alexander Mädche,

mit diesem Schreiben erhalten Sie die Ergebnisse der automatisierten Auswertung Ihrer Lehrveranstaltung „Information Systems and Service Design Seminar“.

Ihre Lehrveranstaltung „Information Systems and Service Design Seminar“ hat den Lehrqualitätsindex

LQI = 91.7.

Die Auswertung zu Ihrer Lehrveranstaltung gliedert sich in folgende Abschnitte:

Mit freundlichen Grüßen,

Ihr Evaluationsteam
1. Introduction

Dear Students,

with this survey, we ask you for your contribution to our systematic approach of course evaluations at KIT, which are one important part of quality assurance and development system.

Participation in the survey is voluntary. The survey is anonymous. No attempt will be made based on the information you have provided to draw conclusions about specific persons. The evaluation results will be published in an anonymous form (in tables and/or graphics), so that it is not possible to draw conclusions about individuals. Please do not enter any personal data, even from other persons, in the free text fields. In accordance with Art. 4 para. 1 of the "Datenschutz-Grundverordnung" (DS-GVO, General Data Protection Regulation), personal data describe all kind of information which relate to an identified or identifiable natural person. A natural person is considered as being identifiable, directly or indirectly, as soon as this natural person can be identified by means of in particular an identifier such as a name, an identification number, location data, an online identifier or one or more special characteristics expressing the physical, physiological, genetic, mental, economic, cultural or social identity.

2. Questions Relating to Studies

2.1) Which degree do you wish to acquire?

<table>
<thead>
<tr>
<th>Degree</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Science (B.Sc.) or Bachelor of Arts (B.A.)</td>
<td>1</td>
<td>16.7%</td>
</tr>
<tr>
<td>Master of Science (M.Sc.) or Master of Arts (M.A.)</td>
<td>5</td>
<td>83.3%</td>
</tr>
<tr>
<td>Bachelor of Education (B.Ed.)</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Master of Education (M.Ed.)</td>
<td>0</td>
<td>0%</td>
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<tr>
<td>State Exam Teaching degree</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Others</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>I do not want to specify</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

2.3) Choose your subject:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Responses</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Wirtschaftsinformatik</td>
<td>1</td>
<td>16.7%</td>
</tr>
<tr>
<td>Wirtschaftsingenieurwesen</td>
<td>5</td>
<td>83.3%</td>
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Relative Frequencies of answers

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2.5. What is your semester?

<table>
<thead>
<tr>
<th>Semester</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>16.7%</td>
</tr>
<tr>
<td>3-4</td>
<td>66.7%</td>
</tr>
<tr>
<td>5-6</td>
<td>16.7%</td>
</tr>
<tr>
<td>&gt; 8</td>
<td>0%</td>
</tr>
</tbody>
</table>

3. Questions Relating to the Course

3.1. How much do you enjoy attending this course?

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Frequency</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very much</td>
<td>19</td>
<td>1</td>
<td>0.55</td>
</tr>
<tr>
<td>Very small</td>
<td>1</td>
<td>5</td>
<td>0.82</td>
</tr>
</tbody>
</table>

3.2. Why do you attend this course? (Multiple choice)

- Compulsory / optional compulsory course: 16.7%
- Personal interest: 33.3%
- For repetition / specialization: 16.7%
- Studium Generale: 50%

3.3. My commitment to this course is reflected by: (Multiple choice)

- Active contributions: 50%
- Regular preparation/follow up: 50%
- Study the recommended literature: 66.7%
- Working through given working material: 50%
- Internet research: 66.7%

3.4. How many hours per week have you put, on average, into your preparation and follow-up for this course, so far?

<table>
<thead>
<tr>
<th>Hours</th>
<th>Frequency</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>&lt;1 h</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>1&lt;2 h</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>2&lt;3 h</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>3&lt;4 h</td>
<td>4</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>4&lt;5 h</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>5&lt;6 h</td>
<td>1</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>6&lt;7 h</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>7 h and more</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

3.5. How large is the amount of work for this course?

<table>
<thead>
<tr>
<th>Amount</th>
<th>Frequency</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very small</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Very large</td>
<td>2</td>
<td>16.7%</td>
<td></td>
</tr>
</tbody>
</table>

3.6. The amount of work required for this course is...

<table>
<thead>
<tr>
<th>Amount</th>
<th>Frequency</th>
<th>Mean</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adequate</td>
<td>2</td>
<td>16.7%</td>
<td></td>
</tr>
<tr>
<td>Inadequate</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>
How is the course structured?

3.7) Very well 50% 33.3% 0% 16.7% 0% Very badly

n=6 av.=1.83 dev.=1.17

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

3.8) Very clearly 83.3% 0% 16.7% 0% 0% Not at all

n=6 av.=1.33 dev.=0.82

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

3.9) Very good 60% 33.3% 16.7% 0% 0% Very bad

n=6 av.=1.67 dev.=0.82

I learn a lot during this course.

3.10) Completely true 60% 20% 20% 0% 0% Not at all

n=5 av.=1.6 dev.=0.89

I got along well with the digital form of the course.

3.11) Is absolutely true 83.3% 0% 16.7% 0% 0% Is absolutely wrong

n=6 av.=1.33 dev.=0.82

The course was structured clearly.

3.12) Is absolutely true 83.3% 0% 16.7% 0% 0% Is absolutely wrong

n=6 av.=1.33 dev.=0.82

4. Questions Relating to Digital Teaching

4.1) Which digital teaching and learning offers and tools were offered for this course? (Check as many as apply)

- Course materials (e.g. ILIAS, website, etc.) 33.3%
- Audio/video recordings 33.3%
- Live courses 33.3%
- Cooperation and exchange with other students (e.g. live group work) 16.7%
- Interactive editing of documents 16.7%
- Chat function 16.7%
- Others 16.7%

4.3) Which digital platforms were used for this course?

- ILIAS 50%
- MS Teams 83.3%
- Zoom 0%
- Website 16.7%
- Other Online-Tools 0%
- Others 0%

4.5) When downloading and/or opening the digital learning materials or tools, no problems occurred.
4.7) How helpful was the supply of course materials?

- Very helpful: 100%
- Helpful: 0%
- Somewhat helpful: 0%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1
deviation: 0

4.8) How helpful was the supply of audio/video recordings?

- Very helpful: 100%
- Helpful: 0%
- Somewhat helpful: 0%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1
deviation: 0

4.9) How helpful were the live courses?

- Very helpful: 100%
- Helpful: 0%
- Somewhat helpful: 0%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1
deviation: 0

4.10) How helpful were cooperation and exchange with other students?

- Very helpful: 100%
- Helpful: 0%
- Somewhat helpful: 0%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1
deviation: 0

4.11) How helpful was the interactive editing of documents?

- Very helpful: 100%
- Helpful: 0%
- Somewhat helpful: 0%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1
deviation: 0

4.12) How helpful were the other digital teaching and learning offers and tools used?

- Very helpful: 100%
- Helpful: 0%
- Somewhat helpful: 0%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1
deviation: 0

4.13) In my opinion, the online course adequately replaced the on-campus course.

- Very helpful: 66.7%
- Helpful: 16.7%
- Somewhat helpful: 16.7%
- Unhelpful: 0%
- Not helpful at all: 0%

average: 1.5
deviation: 0.84

5. Questions Relating to the Lecturer

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

- Very strongly: 66.7%
- Strongly: 16.7%
- Somewhat: 16.7%
- Weakly: 0%
- Not at all: 0%

average: 1.5
deviation: 0.84

5.2) Is the lecturer responsive to questions and concerns of the students?

- Very strongly: 66.7%
- Strongly: 16.7%
- Somewhat: 16.7%
- Weakly: 0%
- Not at all: 0%

average: 1.5
deviation: 0.84

5.3) The lecturer succeeded in structuring the course such that the motivation to continuously attend it was high.

- Absolutely true: 83.3%
- Mostly true: 0%
- Somewhat true: 16.7%
- Mostly false: 0%
- Absolutely false: 0%

average: 1.33
deviation: 0.82

5.4) The lecturer supported learning in the digital setting well.

- Absolutely true: 83.3%
- Mostly true: 0%
- Somewhat true: 16.7%
- Mostly false: 0%
- Absolutely false: 0%

average: 1.33
deviation: 0.82

5.5) The lecturer uses the digital media in a very competent way.

- Absolutely true: 66.7%
- Mostly true: 0%
- Somewhat true: 16.7%
- Mostly false: 0%
- Absolutely false: 0%

average: 1.5
deviation: 0.84

6. Questions Concerning the Overall Evaluation of the Course
6.1) Please rate the course as a whole.

![Rating Chart]

- Very good: 66.7%
- Very good: 33.3%
- Average: 0%
- Average: 0%
- Average: 0%
- Average: 0%
- Very bad: 0%

n = 6
av. = 1.33
dev. = 0.52
3. Questions Relating to the Course

3.1) How much do you enjoy attending this course?
Very much | Not at all  
n=6  av.=1,50

3.5) How large is the amount of work for this course?
Very small | Very large  
n=6  av.=3,83

3.6) The amount of work required for this course is...
Adequate | Inadequate  
n=6  av.=3,33

3.7) How is the course structured?
Very well | Very badly  
n=6  av.=1,83

3.8) Do you understand the importance of the course contents to your further studies?
Very clearly | Not at all  
n=6  av.=1,33

3.9) Coordination of the contents of this course with that of other courses in my curriculum is...
Very good | Very bad  
n=6  av.=1,67

3.10) I learn a lot during this course.
Completely true | Not at all  
n=5  av.=1,60

3.11) I got along well with the digital form of the course.
Is absolutely true | Is absolutely wrong  
n=6  av.=1,33

3.12) The course was structured clearly.
Is absolutely true | Is absolutely wrong  
n=6  av.=1,33

4. Questions Relating to Digital Teaching

4.5) When downloading and/or opening the digital learning materials or tools, no problems occurred.
Is absolutely true | Is absolutely wrong  
n=6  av.=1,33

4.7) How helpful was the supply of course materials?
Very helpful | Not helpful at all  
n=2  av.=1,00

4.8) How helpful was the supply of audio/video recordings?
Very helpful | Not helpful at all  
n=2  av.=1,00

4.9) How helpful were the live courses?
Very helpful | Not helpful at all  
n=2  av.=1,00

4.10) How helpful were cooperation and exchange with other students?
Very helpful | Not helpful at all  
n=1  av.=3,00

4.11) How helpful was the interactive editing of documents?
Very helpful | Not helpful at all  
n=1  av.=1,00

4.12) How helpful was the chat function? (*)
Very helpful | Not helpful at all  
n=1  av.=1,00

4.13) How helpful were the other digital teaching and learning offers and tools used?
Very helpful | Not helpful at all  
n=1  av.=1,00

4.14) In my opinion, the online course adequately replaced the on-campus course.
Is absolutely true | Is absolutely wrong  
n=6  av.=1,50

5. Questions Relating to the Lecturer

5.1) Does the lecturer appear dedicated and motivated during the course?
Very strongly | Not at all  
n=6  av.=1,50

5.2) Is the lecturer responsive to questions and concerns of the students?
Very strongly | Not at all  
n=6  av.=1,50
5.3) The lecturer succeeded in structuring the course such that the motivation to continuously attend it was high.  
| Is absolutely true | Is absolutely wrong | n=6 | av.=1,33 |

5.4) The lecturer supported learning in the digital setting well.  
| Is absolutely true | Is absolutely wrong | n=6 | av.=1,33 |

5.5) The lecturer uses the digital media in a very competent way.  
| Is absolutely true | Is absolutely wrong | n=6 | av.=1,50 |

6. Questions Concerning the Overall Evaluation of the Course

6.1) Please rate the course as a whole.  
| Very good | | | Very bad | n=6 | av.=1,33 |