



Once upon a time
STUDYO

Course Feedback Service (Spark)

Instructions for Students

(version 3.0)

(Humak version 1.0)

13.09.2021

STUDYO

1 Basic Information About the Service	3
1.1 Location	3
1.2 Language Settings	4
1.3 Browsers	4
1.4 Possible Problem Situations	4
2 Giving Feedback	4
2.1 Front Page: Course Feedback	4
2.2 Course Feedback Survey	5
3 Feedback Summaries	7
3.1 The Feedback Report	7
3.2 The Feedback Report and Reponse to Feedback	7

1 Basic Information About the Service

On the front page of the course feedback section of the student's desktop on Peppi, you can see a summary of the main stages of the feedback process from those courses where your enrollment has been accepted and which have an active feedback function. The system will guide you through the stages of which feedback surveys and additional information is available and when.

The most important stages for the student are:

1. **Answering the course feedback survey** (section 2.2 of the instructions)
2. **Reading additional information:**
 - a. feedback summary report (section 3.1 of the instructions)
 - b. teacher's possible response to feedback (section 3.2 of the instructions).

1.1 Location

You will find the course feedback system on Peppi from the student's desktop:

1. top bar -> **Course Feedback (speech bubble icon)**
 - a. a link taking you to the front page of the feedback service
2. The lower right-hand side of the front page -> **Show all study feedback**
 - a. a list of the feedback surveys with upcoming deadlines,
 - b. a link taking you to the feedback survey

The course feedback service can also be accessed on a mobile device.

Students' Desktop

Student's Desktop - Welcome to the Student's Desktop, here you can find services that help you track the progress of your studies in real time. These services are a part of the student's online services. The Student's Desktop is designed to also work with mobile devices.

HUMAK

Entitlement information
Teuvo-KU Tied: 1700001
Degree Programme in Cultural Management
Entitlement range 01.09.2017 - 31.07.2022
50 cr (240 cr)

Online Student Services
Print a study record or a certificate of studies
Student's Guide (instructions, forms)
Reserve guidance or counseling
Library and information services

Contact Us
Student services
IT support
Hokide support
Peppi support

Links
> Hoolle
> Teams
> Office 365
> Wifi
> Zoom
> Webropol
> Finna
> Workfeed
> Humak's webpages

Work and internships, theses, student projects >

SHOW ALL STUDY FEEDBACK

ES01-3006 Business management (1/2) - Final feedback
REPLY TIME 230 DAYS
GIVE FEEDBACK

YHYR01-3020 Entrepreneurship - Final feedback
REPLY TIME 230 DAYS
GIVE FEEDBACK

You can see a list of open feedback surveys from two different places.

Speech bubble icon shows you where you can answer the survey.

Picture 1: Peppi – The front page of the student's desktop

1.2 Language Settings

The course feedback service operates in the same language you use Peppi. You can change your language settings on Peppi.

1.3 Browsers

Chrome, Safari, Mozilla Firefox or Edge are recommended browsers to use – for example the older Internet Explorer does not work.

1.4 Possible Problem Situations

Always check these instructions for further information. If the feedback service does not work as instructed, try to:

- log out of the service, close your browser, and
- log back in to Peppi.
- You may also try another browser and see if the problems continue.

If unsuccessful, contact your teacher about the error or in technical difficulties contact opintopalaute@humak.fi.

2 Giving Feedback

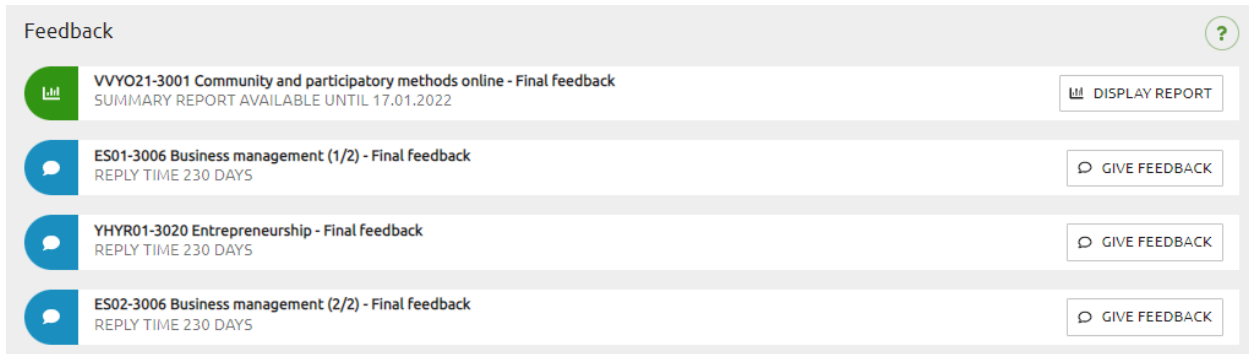
2.1 Front Page: Course Feedback

On the front page of the course feedback system, you can see a summary of the courses where your enrollment has been accepted and which have an active feedback survey. On each line, you can see the course name and code, and the name and type of the feedback survey (e.g. final feedback, interim feedback).

The front-page summary will show **the status of each feedback survey**: it can be:

1. **active** (blue bubble) + GIVE FEEDBACK
 - a. the answering period is active, how many days left to answer the survey
2. **feedback report available** (green bars) + DISPLAY REPORT
 - a. the answering period has ended, you can open a summary report showing the average answers for the survey questions
3. **response to feedback available** (green bubbles) + VIEW REPORT

- a. the answering period has ended and the teacher has written a response to the feedback, you can open the summary report and read the teacher's response



Picture 2: The front page of the course feedback service and a summary of your courses

Please note that if you have not given feedback in the answering period

- the survey will be removed from the front-page listing as soon as the answering period ends

If the front-page view does not show you course surveys, it means that

- you do not have active surveys to answer, and
- you do not have any answered surveys with available summary reports or responses to the feedback.

Note the exception:

- If you have been removed from the course after the feedback survey has been activated, you will no longer be able to give feedback.

2.2 Course Feedback Survey

(NB. study feedback = course feedback)

You can open an active study feedback survey by clicking the GIVE FEEDBACK button after the name of the course on the front page. On the page that will open, you will see the course name and code as well as the names of your teachers and the name of the survey (e.g. final feedback). You will also be able to see how many days the answering period is still active – the survey will close on the last day at 11.59 pm.

[SHOW COURSE UNIT INFO](#)

FIELDS MARKED WITH AN ASTERISK * ARE REQUIRED

Help us improve our courses by giving feedback

*

	1 = strongly disagree	2 = disagree	3 = neither agree nor disagree	4 = agree	5 = strongly agree
The learning objectives of the course were clear to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The course instructions were clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching and coaching was of high quality and supported my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The learning environment supported my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The criteria and types of assessment were clearly presented.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received sufficient feedback on my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I achieved the learning objectives of the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I actively focused on my learning during the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The things I have learned are useful in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What was good about the course?

How could the course be improved?

What overall grade would you give to the course? *

- 1 = poor
- 2 = fair
- 3 = satisfactory
- 4 = good
- 5 = excellent

From "the Show Course Unit Info" -button, you can see additional information related to the course e.g. learning objectives. Viewing this information does not disrupt you giving feedback.

Answering the survey is always anonymous (unless you write your own name or other additional information on an open question). The feedback survey questions will be portrayed in the language determined as the language of instruction on that specific course. If the course happens to have multiple languages of instruction, the language you wish to take the survey in will be asked before you answer the survey.

You may open the survey beforehand to view the questions. If you want to turn in your answers, do not forget to send them. You can send the study feedback survey answers by clicking on the SAVE button. A thank you-page will be shown after successfully saving your answers.

NB! The page has an inactivity time out feature, meaning **your session will expire if you stay inactive for too long. The survey has no automatic save function** so if the feedback is not saved, the answers will be removed and you will have to start over next time.

You can give feedback only once on each survey and you cannot alter your answers after you have saved them.

3 Feedback Summaries

3.1 Feedback Report

After the answering period has ended, all students will automatically get the option to read the summary report. **The summary report can be accessed from the DISPLAY REPORT button after the course name on the front page.** The front page will also state how long students have access to the summary report.

The report contains the average of all numerical values given. The open question answers will not be shown on the summary report.

From the report, you can see the total amount of answers and the response rate. Please note the separate tabs "The Number of Responses" and "The Average values".

3.2 The Feedback Report and Teacher's Response

After the answering period has ended, all students will automatically get the option to read the summary report. After this, the teacher(s) of the course will have an opportunity to write a response – however, this is not necessary.

If the teacher(s) write a response, you will see **“View report and response to feedback”** on the front page after the course name. The front page also states how long the response is available.

Click on “VIEW REPORT”. The response from the teacher(s) will be shown at the start of the page.