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| **Course Assessment Template: Demonstration and self-evaluation of learning outcomes** | |
| **Instructions to students:**   * Describe in this form how you are planning to demonstrate you have reached the learning outcomes of a course in an acceptable level * Append to this form all deliverables, plans, reports, etc you have individually created or contributed to produce during your participation in the project/job, and that can be used to demonstrate your learning outcomes * Using the provided evaluation criteria, evaluate and justify how well (grade) you have reached the learning outcomes of the course | |
| Student Name and number | Nghi Le Vinh, 1201018 |
| Course code, name and credits | A0132, Creating Innovation through Service Design, 10.00 |
| Learning outcomes of course | The aim of the study unit is to acquaint the students with multidisciplinary knowledge in service innovation and design by carrying out a service innovation and design project.  Students know the Service Innovation and Design (SID) method and learn to use various service design tools and their implications for service innovation and design practice. |
| Workplace or project where learning outcomes have been achieved | Projects with Verohallinto:  Student Tax Card mobile app  Personal Portal View app |
| Job positions, roles, responsibilities, goals where learning outcomes have been achieved | Developer, Designer  - Design mock ups for Student Tax Card mobile app  - Design mock ups for Personal Portal View app  - Develop prototypes for those 2 mockups |
| Knowledge base and theoretical foundation: Body of knowledge to be acquired during the completion of this course (this is to be agreed with the guiding teacher in the beginning of the process) | - What is service design  - Who are these service designers  - How does service design work  - Service design tools |
| Knowledge base and theoretical foundation: literature sources used by the student to support his work | This is service design thinking, Stickdorn/Scheider [http://www.laurea.eblib.com/patron/FullRecord.aspx?p=1122641](http://www.laurea.eblib.com/patron/FullRecord.aspx?p=1122641" \t "_blank) |
| Proof of learning: Evidences produced during the work/project (individually or collaboratively). Ex: real-life work event, plans, artifacts, software code, products, reports, etc, that demonstrate you have reached the learning outcomes (attach or provide links).  Indicate whether evidences have been produced individually or collaboratively (with whom) | - Mockup design: http://clm2qc.axshare.com/#p=introduction  - Prototypes: updated later  - Short report on the implementation of service design in this project: updated later  - Work tracking: updated later  - Time spent: updated later |
| If agreed with your guiding teacher: other evidences produced at your school. Ex: reports, essays, exams, interviews, etc… |  |
| Student’s self-evaluation:  Evaluate how well you have reached the learning outcomes against the provided evaluation criteria. Clarify, justify and provide examples. If you have feedback from your manager or customer, append it here. |  |
| Guiding teacher evaluation:  Given grade and reasoning considering the provided evaluation criteria and student’s demonstrated learning outcomes |  |