

# Evaluation report: Lean Six Sigma Green Belt – 2012/2013

Course code: 191127520  
Contact: dr.ir. S. Hoekstra  
Percentage of passed exams: 93%

The evaluation committee has evaluated the course Lean Six Sigma Green Belt by sending an online questionnaire to 110 students. 48 students filled in the questionnaire, which gives a response of 44%.

***The overall appreciation of this course is poor with a 2,9 (on a scale from 1 to 5). Looking at the graph, this is mainly due students being unhappy with the usage of the blackboard or the sheets and the quality of the study material. All the other grades are all right, and are all around 3,5.***

***According to the open comments, most students (56%) think the tempo of the lectures is too slow: too much time was taken to explain easy things. The course has been given by different lecturers, and most respondents didn't find the lectures interesting. Most of the lecturers read from the sheets and the lectures weren't organised properly. The course could benefit from more examples and better explanation. Another remark was given about the difficulty: the lectures could be made more challenging. Also the English from some teachers was bad.***

***Really harsh comments are given about the study material. The only provided study material was a binder with all the sheets and a pocket book. These materials combined cost €70, and the information wasn't available on Blackboard. The binder lacks coherence, an alphabetical index and it contained plenty language errors. It is not on the level you would expect from a master course. The quality of the study material should be greatly improved, especially for the significant price!***

***Examination of the course should also be improved. Students state that the exam wasn't hard enough for a master course. The exam contained only multiple choice questions, which were sometimes ambiguous because of bad English and the answers could be found easily in the study material (it was allowed to use the study material during the exam). Furthermore, multiple choice questions did not suit the subject, as situational factors can lead to different answers. Being able to add a line of reasoning, gives students the possibility to explain a given answer.***

These are the main conclusions of the evaluation. The interpretation is based on the remarks of the respondents. For an overview of the results, see the graph at the end of this report.

## Recommendations by the committee:

The quality of the course can be improved. Based on the results of the questionnaire, some recommendations for improvement are provided. The most important recommendations are:

- Improve the level of the course. Many respondents think the course is far too easy to be an academic master course.

- Make sure all the sheets are in English, sometimes parts weren't translated from Dutch.
- Make the lectures more interesting; students now felt that they didn't add anything to the course. Give more examples and make the theory more challenging.
- The study material should be greatly improved, especially as it costs €70 for just a binder with sheets and a pocket book.
- Improve the exam: it was deemed too easy and multiple choice questions don't do justice to the nature of the course. The questions could be interpreted ambiguously because of poor English.

## Overview:

- All marks are given on a scale from 1-5. For master courses, a mark of 3.5 or higher is sufficient.
- The height of the bars in the graph represents the mark. The thin line at the top of the bars gives the standard deviation.

### Explanation of marks:

- Total appreciation is the mark given to the question: Overall appreciation.
- Ability to study is the average score made up from the questions regarding quality of the study material and the suitability for self study.
- Relevancy is the mark given to the question: Relevancy of the course.
- Quality of education is the average point of the marks given to the parts "lectures" and "practices".
- Coordination / Planning is the average point of the marks of "The information about the course was adequate" and "The teacher was available for questions".
- Examination / Assignments is the average point of the marks given to the Examination /Final Assignment part.

Marks	
Total appreciation	2,9
Ability to study	3,3
Relevancy	3,4
Quality of education	3,3
Coordination / planning	3,5
Examination / Assignments	3,5

