

Evaluation report Lean Six Sigma Green Belt

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The evaluation committee has evaluated the course Lean Six Sigma Green Belt by sending an online questionnaire to 121 students. 53 students filled in the questionnaire, which gives a response of 44%.

The course Lean Six Sigma Green Belt scores an average mark of 3.6, which is sufficient for a Master course. Unfortunately, the course scores some insufficient marks. All the other marks score sufficient.

To start with, the study material quality (3.2) and coverage (3.4) score insufficient. In the open comments it becomes clear that the students had to buy a book for €80,- which just included all the PowerPoint sheets. A lot of students see this as a waste of paper and money, normally the sheets of a course are uploaded on blackboard for free. The use of black- or whiteboard, sheets or PowerPoint score insufficient as well (3.4). Furthermore, in the comments it is found the instructors didn't use BlackBoard to the fullest. Instead of making groups on BlackBoard so assignments only have to be handed by one group member, everyone had to hand it in for themselves. On top of that, the schedule on blackboard differed from the schedule provided by rooster.utwente.nl, which resulted in uncertainties among the students.

For the lectures, about half of the students experience the pace to be a bit low. They do think the course can be really interesting but it needs some more enthusiasm of the lecturer(s) in order to achieve this.

For the exam, again some students complain about the questions stated vaguely which made answering them hard.

If we look back to the previous evaluation, we have to conclude that nearly all of the recommendations still need improvements. Where there are not a lot of complaints about the course being too easy, the pace of the lectures is experienced to be low. The lectures are still not found to be really interesting and the complaints about the study material are still there. But on the positive side, the sheets do seem to have improved and there are no concrete complaints about the exam being too easy, same goes for the content of the lectures.

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 of previous evaluation

The last evaluation was in 2012/2013

- 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.

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 lectures; try to increase the pace and try to teach the course with more enthusiasm, this makes the course way more interesting for the students.
- Do something about the study material; either upload the sheets on blackboard or propose a book which does not consist of simply the sheets.
- Improve the exam; vaguely stated questions make the exam unnecessary difficult

Overview

- All marks are given on a Likert-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.

