

Implementation plan Finished

Study unit	Service Innovations (A9297), 10.0
Implementation	HBA1721: 2/2017-2018 (12.03.2018 - 25.05.2018)
Type	SERVICE INNOVATION DEVELOPER (A861)
Groups	Primary: HBA216SN Others : HCA216SN , NIA216SN
Involved in the project	
Lecturers	Miia Seppänen, Tarja Chydenius, Anna Nolvi
Number of participants	Minimum: Maximum: 35
Enrolment period	27.11.2017 08:00 - 08.12.2017
Main timing for implementation	As intensive week(s)
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: Yes
Teachers	Chydenius Tarja (Teacher in charge), Seppänen Miia (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group, Project/venture/R&D Language: English Virtuality: 2 cr Integration of R&D: 10 cr
Implementation class	LbD based on international RDI project
Focus areas	Service business
Evaluation at the latest	15.07.2018 Storing of graded material ends.: 15.06.2019
Exam days	
Having completed the study unit the student is able to	The student is able to • carry out an innovation project applying the newest existing knowledge and service innovation and design methods • work in multisectoral projects • apply creative problem-solving and develop working methods
Previous studies	
Study material	Stickdorn Marc, Schneider Jakob. This is service design thinking: basics - tools - cases. 2010, BIS Publishers (Ebook available at Laurea Library, Laurea FINNA)This list will be updated with further materials.
Tutoring and communication	In Optima
Evaluation criteria and methods	Grading 0 - 5. Evaluation criteria presented in Optima and discussed in class.
Project (name)	INCLUSION AND DIVERSITY MANAGEMENT IN HIGHER EDUCATION (Erasmus+ Project)Many higher education students drop out or do not achieve their learning goals. Factors such as different national/ethnic/cultural/ linguistic backgrounds, students with differing levels of maturity or prior work experience, different learning styles and strategies, being disabled, having commuting needs or challenging life situations may impact the progress and outcome of studies.The aim of this project is to gain better understanding of diverse students' needs and propose development ideas for curriculum planning, student intake, teaching practices and other educational services to tackle the existing issues.
R&D methods	Deep insights of varying educational service needs will be gathered with a human-centered research approach utilizing service design tools. New educational services are ideated in workshops and other co-creative methods.
Other arrangements	Schedule:Pre-assignment - Delivery 12.3.2018 / Return 2.4.2018Pre-assignment is based on the study unit literature. The task descriptions and return folders will be in Optima learning environment. Deadline for pre-assignment is 2.4.2018. Completing pre-assignment on time is a requirement for course participation. This is an intensive

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	Design Sprint requiring 100 % attendance and full days (9:00 hrs-15:00) of participation from students.Orientation days 10.-11.4.2018Sprint part 1: 2.-4.5.2018Sprint part 2: 7.-9.5.2018Final assignments to be returned by 25.5.2018.
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