

Implementation plan Finished

Study unit	Accessible Service Environments (V1622), 10.0
Implementation	CCV1621: 2/2016-2017 (09.01.2017 - 20.06.2017)
Type	HEALTH AND WELLBEING FROM GLOBAL PERSPECTIVE (V082)
Groups	Primary: CCV16SY Others :
Involved in the project	
Lecturers	Senior Lecturer Leena Kuosmanen and experts from organizations
Number of participants	Minimum: Maximum:
Enrolment period	28.11.2016 08:00 - 01.01.2017
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: Yes
Teachers	Kuosmanen Leena (Other teacher)
Campus	Laurea Tikkurila
Main location for implementation	Outside Laurea
Implementation method	Optima realization/student group, Project/venture/R&D, Web/virtual Language: English Virtuality: 4 cr Integration of R&D: 5 cr
Implementation class	LbD based on regional RDI project
Focus areas	No connection to focus areas
Evaluation at the latest	20.07.2017 Storing of graded material ends.: 20.06.2018
Exam days	
Having completed the study unit the student is able to	The student is able to • evaluate service environments in accessible prespective • use innovative methods in generating ideas for new services • adopt a people centred, empathetic and ethical approach • conduct qualitative research, development and innovation projects
Previous studies	
Learning objectives	All people from baby families to seniorsas well as local people can benefit from accessible service environments, visitor-friendly places (marketing perspective) and barrier-free places (disabled and impaired customers and organizations). The idea is to improve infrastructure and services (from ICT to public transportation, health and social care services) to serve all equally and with dignity. The aim of this study unit is to develop the ability to evaluate and develop service environments for different users, for example people with mobility restrictions and impairments, child families, seniors and obese. Just an idea to apply the Pokemon Go is to make an e- map to show accessible routes and services.Key definitions are accessibility and disability in broad perspective (impairments, permanent, temporary, visible, non-visible)Equality and dignityfor different users in environment and customer serviceTravel Rights (EU)European Network for Accessible Tourism (ENAT)Qualitative research methods
Contents	Part 1: Benchmarking and analysis of accessible service environments 50%Part 2: Accessibility evaluation with test users (Easy to move -criteria) 50%Accessibilityin broad perspective (theory and study visits) • Meet and discuss with different service users • Service environments, service chains and customer service • Qualitative research methods
Tutoring and communication	Contact sessions: • Introduction is compulsory for all • Study visits • Team work Independent work

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	• Information search • Reflection • Plan a TV show or the News (10 min)on your findings Research work and presenting the results • Qualitative research methods (documentation by camera, measurements, interviews) • Data analysis and results • Media release on the results
Evaluation criteria and methods	1 Poor2 Satisfactory3-4Good5 Excellent