



# Spark – feedback service

Student instructions

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# 1 Student view

On the Spark frontpage, you will see a list of courses or modules that you have enrolled on and been accepted to, and whose feedback is being requested at the moment.

Your most important task is to

1. [give constructive feedback](#)

And when you have given your own feedback, you may later read:

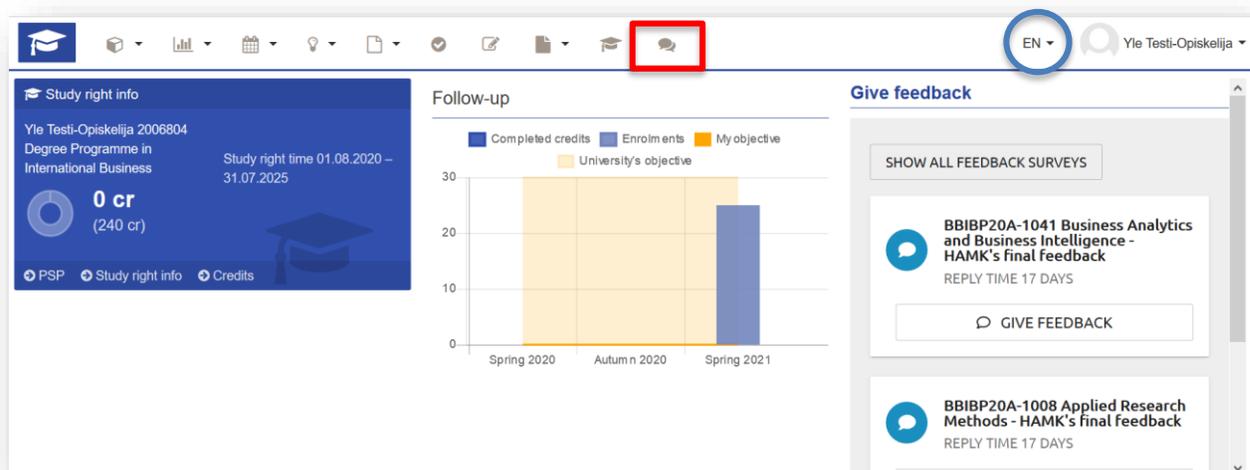
2. the [feedback report](#) and
3. the [teacher's response](#) to student feedback

## Where do I give feedback?

Spark feedback service is in two places on the student desktop, Pakki:

1. top bar -> **Spark course feedback** (speech bubble icon)
  - link takes you to the front page of the feedback service
2. just below your name on the top right corner where it says **Give feedback**
  - list of courses / modules whose feedback is being requested at the moment
  - link takes you straight to the questionnaire

Spark also works on your mobile devices.



The screenshot displays the Spark student desktop interface. At the top, there is a navigation bar with various icons, including a speech bubble icon highlighted with a red box. On the right side of the top bar, the user's name 'Yle Testi-Opiskelija' and a language dropdown menu 'EN' are visible. The main content area is divided into three sections: 'Study right info' on the left, 'Follow-up' in the center, and 'Give feedback' on the right. The 'Give feedback' section is highlighted with a blue circle and contains two survey cards. The first card is for 'BBIBP20A-1041 Business Analytics and Business Intelligence - HAMK's final feedback' with a 'REPLY TIME 17 DAYS' and a 'GIVE FEEDBACK' button. The second card is for 'BBIBP20A-1008 Applied Research Methods - HAMK's final feedback' with a 'REPLY TIME 17 DAYS' and a 'GIVE FEEDBACK' button. The 'Follow-up' section features a bar chart comparing 'Completed credits', 'Enrolments', and 'My objective' against 'University's objective' for Spring 2020, Autumn 2020, and Spring 2021.

Period	Completed credits	Enrolments	My objective	University's objective
Spring 2020	0	0	0	30
Autumn 2020	0	0	0	30
Spring 2021	25	0	0	30

## Language selection

Spark feedback service works in the same language you usually use in Pakki. You may change the language from the language selection, right next to your name and profile picture (circulated with a blue circle in the picture above).

**i** We recommend that you use the newest versions of **Chrome, Safari**, Mozilla Firefox or Edge – the older Internet Explorer browser does not work with Spark. Do not use the incognito function of the browser or a browser that does not allow third party cookies. Spark will not work properly if the browser does not accept third party cookies.

## In the event of problems

Always read the instructions in this guide first. If the feedback service is not working properly, try to

- log out, close your browser and log back in again.
- Also try some other browser.

If neither of these fix the problem, contact HAMK's Service Desk or send an email to [koulutuksentukipalvelut\(at\)hamk.fi](mailto:koulutuksentukipalvelut(at)hamk.fi).

## 2 Giving feedback

### Spark front page: Module / course feedback

You will see a list of courses or modules that you have enrolled on and been accepted to, and whose feedback is being requested at the moment. Each row shows you the name and code of the course / module and the name and type of the feedback requested (e.g. end of course feedback).

The list on the front page shows you the **status of each course's / module's feedback survey**. It may be:

1. **active** (blue speech bubble) + GIVE FEEDBACK
  - a. feedback collection is ongoing. Shows how many days you have for filling in the course / module feedback questionnaire.
2. **feedback report available** (green bars) + SHOW REPORT
  - a. reply time has ended. You may open the report that shows you the average values of each numeric question in the questionnaire.
3. **teacher's response available** (green speech bubbles) + SHOW REPORT
  - a. reply time has ended and the teacher has published their response to the feedback. You may open the report and read the teacher's response.

The screenshot shows four feedback survey cards on the Spark front page:

- BBIBP20A-1008 Applied Research Methods - HAMK's final feedback**  
REPLY TIME 16 DAYS  
GIVE FEEDBACK
- BBIBP20A-1041 Business Analytics and Business Intelligence - HAMK's end of course/module feedback**  
FEEDBACK GIVEN  
WAITING FOR REPORT
- KE00BK96-3002 Opportunities of Bioeconomy - HAMK's final feedback**  
SUMMARY REPORT AVAILABLE UNTIL 26.09.2021  
DISPLAY REPORT
- YB00BQ57-3002 Business Analysis - HAMK's final feedback**  
RESPONSE TO FEEDBACK AVAILABLE UNTIL 12.08.2021  
VIEW REPORT AND RESPONSE TO FEEDBACK

Spark front page with surveys at different phases

If you do not complete the questionnaire in time:

- it will be removed from the list of feedback surveys on the Spark front page when the reply time ends;
- in case of HAMK's final survey, you will not be able to see the report of all students' numeric answers (other students cannot read your verbal answers);
- in case of HAMK's final survey, you will not be able to see the teacher's response to the feedback.

If you cannot see any feedback surveys on the front page; there are

- no feedback requests that you could respond to,
- no feedback reports nor responses to feedback that you could read at the moment.

## Feedback questionnaire

Open the feedback questionnaire by selecting GIVE FEEDBACK from the module's or course's feedback request. On the questionnaire page, you will see the module/course name and code, and the names of the teachers and the feedback type (e.g. final feedback). You will also see, how many days you have left to respond – the questionnaire closes at 23.59 on the final day. HAMK's final feedback (end of course/module feedback) opens 7 days before the implementation ends in Pakki and you may respond to it 14 days after the implementation has ended at the latest.

The screenshot shows the Pakki front page view with the following elements:

- A button labeled "SHOW ALL FEEDBACK SURVEYS".
- A detailed feedback survey card for **BBIBP20A-1041 Business Analytics and Business Intelligence - HAMK's final feedback**, with a "REPLY TIME 17 DAYS" and a "GIVE FEEDBACK" button.

Pakki front page view



Spark's own front-page view

**Responding is always anonymous** (unless you write your own name or some other identifying information on the questionnaire). The questions are in the language that your teachers have selected as the course's or module's instruction language. If the implementation includes multiple languages, you will be asked to select language before filling in the questionnaire.

You may read the questions beforehand and answer them later. If you want to send your answers, remember to select **Submit feedback** at the end of the questionnaire. When you have sent your answers successfully, you will see a thank you page.

**!** NB! There is a login time limit, which means that **the session will expire if you do nothing on the page for a while. The questionnaire does not have an autosave**, so if you do not submit the feedback in time, the answers will disappear, and you need to start filling in the questionnaire all over again.

You may give feedback only once on one module/course implementation and you cannot edit your answers after you have submitted the questionnaire.

## 3 Reports

### Feedback report

When the reply time has ended, all student who have answered the questionnaire will automatically have a chance to browse through the feedback report. **Open the report by selecting DISPLAY REPORT on the Spark front page.** On the front page, you will see how long the report is available for students.



Feedback report available (bars)

The report that shows you the average values of each numeric question in the questionnaire. All verbal answers (open text field answers) are excluded from the report. You will see the number of responses and the response percentage on the report. Please note that there are also tabs on the report that tell the *Number of responses* and *Average values* of each question.

 Please note that if you did not give feedback during the reply time, you will not see the reports created from other students' responses nor the teacher's response.

## Feedback report and the teacher's response to feedback

When the reply time has ended, all student who have answered the questionnaire will automatically have a chance to browse through the feedback report. After that, the module/courses teachers have some time to write a response to your feedback.



YB00BQ57-3002 Business Analysis - HAMK's final feedback  
RESPONSE TO FEEDBACK AVAILABLE UNTIL 12.08.2021

 VIEW REPORT AND RESPONSE TO FEEDBACK

Teacher's response to feedback available (speech bubbles)

When the teachers have written and published their feedback, you will see the text 'Response to feedback available' in the course/module row on Spark front page. You will see how long the report is available for students.

**Select the VIEW REPORT AND RESPONSE TO FEEDBACK button.** The teacher's response is right at the top of the page.

 Please note that if you did not give feedback during the reply time, you will not see the reports created from other students' responses nor the teacher's response.