Feedback Sanna Kotakorpi

1. Choice of template

Seeing how you have been adopting Miro templates when reflecting on course content is great.

1. Visualisation

Indeed, I covered many topics, frameworks and concepts. I can understand that the course content can be overwhelming. As many of you commented on the second lecture, which was full of SD tools, I have already made a note, and I will reorganise tools according to the Double Diamond design process to better understand when to implement them in the project. Other grouping would be according to the output that can be expected.

Also, it is great to read how many skills you have been able to gain during the course – especially digital tools.

1. Key learnings

The design process is wise to follow while using appropriate whiteboard templates in Miro or Mural. Digital templates definitely made service design more accessible to a broader audience.

Thank you for your input during the course, and I hope you can use some of the learnings at your workplace and elsewhere when needed.