Feedback pool™ (Palautepallomeri™) is a transparent and interactive feedback system at the Learning Centre Fellmannia. The pool was created together with users as part of a service design process, where the need for an easy-to-use feedback system surfaced. The technology behind the system was built by the students of Lahti University of Applied Sciences.

Feedback pool provides a simple, game-like channel for feedback with no complicated menus or multiphase processes. It is also a practical communication channel between Fellmannia’s users and staff. Both positive and negative user input give valuable insight and tools to improve services.

Feedback pool displays the latest feedback at one glance. Comments, opinions and other feedback can be entered into a bubble, and all bubbles can be liked by other users, causing the liked bubble to grow. Feedback pool can be operated via pc and mobile devices.

Try it out www.fellmannia.fi/palautepallomeri

Feedback In a Pool
A Fresh Way of Interacting for Academic Libraries and Their Users

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