

Section 2

Number of questionnaires returned : 88

Answers to the open-ended questions:

Open question

18. If you want to tell us something about your experience with the online education, please do so.

(answered by 37 persons)

- I simply cannot stress enough how much I enjoyed this course, but also how valuable this course has been for my education. I want to express from the bottom of my heart that this is the best course I have ever studied in my life, and that even while being in the middle of a pandemic. I also want to stress that this is owed to the course coordinator Mark Kawakami, undoubtedly the best course coordinator I have ever had and I am pleased to explain why.

By constantly engaging with the students, especially also outside the sphere of the course, Mark actually makes everyone involved a little part of this course. It might sound odd, but he made this IBL course a little family, experiencing the journey of the Period together, especially when looking at the amount of time he invests to make this course a pleasant experience for everybody. He was always ready to respond to any questions, as extensive and sometimes unrelatable as they came and did so in a comprehensive, informative and caring manner. He really wants to teach us IBL and I think that is what a university should all be about. It also mirrors the behaviour of the students. I have seldomly seen so much engagement by so many of my peers, which truly makes this course an enjoyable but at the same time valuable experience. Furthermore, the course reader was established in a way that could not better prepare the students for what will be assessed during IBL.

It is with gratitude that I was able to experience such a great teacher in my life and I hope that my extensive evaluation has an impact or at least shows that I think that Mark Kawakami reflects everything what education should be about.

- Online education has been a struggle sometimes, especially since you sometimes feel distant from the professors and other students.

But this course was very well organised, and provided fun and nice interaction with tutors and fellow students

- In 6 years of University study, I think this course is my favourite. I liked this course enough to at least consider not pursuing a career in international tax
- Given how difficult I imagine it is for the professors and tutors to adapt curriculum to an online format, in the past year I've had to take courses online this online course was easily the best. The efforts by the whole team to keep us engaged and make us feel less alone as students was really great. I seriously appreciate all of the kindness and extra initiatives for clarification and social interaction given by this course.
- I really appreciated the fact that the tutors reached out to us prior to the start of this course by asking us for our input on our preferences and actually implemented this feedback into the structure of the course. I believe that this is one of the rare courses where the team of tutors actually did their best and worked hard to make it a pleasant online experience for everyone involved in this course and it really shows in the way everyone I know, including myself, has enjoyed this course very much so far.
- I had an extremely pleasant experience during this course. It was easy to navigate on Canvas, the lectures and tutorials were easy to access and follow, and the readings were provided. Overall, a great experience.
- The online education is good in this course, because the professor and the tutors really interact with us and encourages us contrary to other courses so here I just wanted to thank the staff because they treated us like real persons and not as "robot students".
- Very pleasant course. What is expected from us is very clear. The teaching staff is very skilled and motivating.
- I loved the freedom offered by online education.

- The tutorials were a bit too short. I would have preferred 1 1/2 hours instead
- Overall having tutorials and lectures online has been very difficult due o lack of personal/physical interaction with other students and tutors. But this course has really been absolutely great and the tutors really take into consideration the corona circumstances! The tutors consistently made sure that students feel comfortable and happy and understand all of the content of the course. The whole course was extremely well-organized. I want to thank every tutor for being so considerate and really putting in the effort and going the extra mile to achieve the goal of students enjoying the course and learning a lot at the same time. Really well done! I cannot stress this enough!
- The online environment worked well for me besides the rare connection issues. Keep it this way and keep up the good work! Thanks for the great effort that the IBL team put to compile a comprehensive course structure and for the clear syllabus.
- I never really had a problem with online education, but even if I've liked all previous online taught courses, IBL took the cake. It was the best course in the whole ELS bachelor, and if I could follow courses designed like IBL, with the same teaching personnel, I would, no hesitation.
- I really enjoyed it. I think this course was really well managed and adapted to the online setting. Thank you for those lovely 2 months.
- I think that IBL was one of the few courses that I took since the beginning of the pandemic which was well organised despite the online setting. This course made me like (in part) online education because it reminded me of how interesting and enjoyable university could be. I really wish I could have experienced all the good sides of this course on campus.
- i appreciate course coordinator recording live lectures, as my internet connection failed me multiple times
- this course really made covid times better in uni. Thank you very much for taking us into consideration and helping us as much as you can ;)
- I find that the online environment works very well for lectures, but I do prefer having tutorials in person, as I find it much harder to participate online than I do in person. That being said, I think given the circumstances, the whole IBL team did an excellent job the make the environment interactive, less mundane, and an overall very pleasant experience.
- This was probably the best experience I had with any of my ELS courses (considering that after this exam period, I have 2 left, this says a lot). I don't know if it was because the workload was not too heavy and made me less stressed or if it was the fact that this course seemed less formal, but either way I loved it!
- Online education is not the best but in this course, we really all worked pleasantly together. It was like online education did not exist
- I think that for being a course made totally online, It was organized very well. I have to say it is the best online course that I followed until now and I believe that toward the physical presence it will be even better.
- The online education was fine by me.
- The online environment for this course for extremely well organized and everything was very precise and helpful.
- the sooner we'll be back with physical teaching, the better.
- Despite the given circumstances, this course was amazingly well-organised, and informative.

Mark and the other tutors had provided great added value to the entire environment, and were extremely helpful.

- online education in and of itself is not ideal but the course coordinators and the tutors did everything possible to make the best of the circumstances.
- I understand that negotiations are an important aspect of the course however I would appreciate if group work - especially in corona times and especially digital i.e. oral negotiation - was limited
- I found the tutorials to be too short to cover all the aspects of the cases. Maybe 1.5 hours would be sufficient.
- I would like to thank you all kindly for making IBL such an interesting course to follow. Most importantly I would like to thank you for showing your solidarity with the students during these challenging times by way of guiding us through (almost spoon feeding us)all along the way. Mark & Emilie thank you for the spirit you brought into this! Stay healthy in every level!
- I really liked how the course was extremely well organized and took into account the fact that its COVID-19 times and we all struggle to some extent. It just made it easy to take it while we are all

online.

- This course was the best course I have taken during the whole bachelor. Huge thanks to the coordinator and tutors, they did an amazing job making an impactful course even during the pandemic.
- I really enjoyed working for this course, everything was clear, well organized and the teaching team made everything so interesting. I loved how it was relating to issues we face in the real life. I also feel like the negotiation was a wonderful exercise, assessed in a way to make us comfortable and therefore in the best of our abilities.
Thank you as well to Mark for checking on exchange student so regularly it was really appreciated. and thank you in general for this great course ! i wish i could help you with some constructive criticism but i have none.
- The course was really well structured and organized, which made this online education way more pleasant compared to others.
- Mark and his team did a great job overall. This course was pleasant to follow and was neither overwhelming nor drowning the students in work. I really appreciated this, especially compared to other courses that might be hard to follow in normal times but that become impossible to follow online, as opposed to IBL.
- I think the 1-hour tutorials were way too rushed. I would rather have longer tutorials and make sure everything is covered and everyone understands everything as the tutorials are the most important building stone of the course.

I really like the live lecture - it made us have a nice schedule and it was interactive.

I really enjoyed the happy hours and the facebook group for the course.

- I think that the graphs and visualizations Megan drew during the Tutorial really helped. I haven't experienced that in any other course yet, so I think that was a huge plus.
- The Facebook group was a great idea.

19. What aspects of this course did you like regarding content and guidance? Give reasons and suggestions.

(answered by 43 persons)

- Regarding content and guidance, I especially liked the way in which our knowledge was tested. The negotiation led us to sit together and work on a case as real lawyers which was very fun and improved learning at the same time. Likewise, the structure of the course was paving the way for very effective learning and again, the way in which the reader is drafted should be a role model for many other course coordinators.
Especially the guidance was great. I felt that Mark always allocated more than enough time to clarify complexities or to make us think in a way that led us find out the solution ourselves.
- The course was structured perfectly in every way. The course reader gave a clear overview of the required information; the lectures provided further clarification of what was explained in the reader; the course coordinators took our wishes and opinions into consideration when designing the course which has led to a perfect outcome in my opinion.
- I really enjoyed the live lectures, they were very informative and a great opportunity to immediately ask questions. The case walk-through videos were also very helpful.
- I liked that we did a practice negotiation, since it provided us with a good experience to learn from and get better with our team.
For me I liked that the mandatory reading wasn't a lot too. I often felt overwhelmed in some courses with the amount of reading I had to do, not here. Here I feel enthusiastic and even curious to read more.
- Easily a 10/10. I went into the course not expecting much from the substance of international business law but the enthusiasm of the tutors giving the course really changed my mind and made me more interested in the material. Guidance was also amazing, it felt as though students' opinions, questions and concerns were seriously taken into account and there were many opportunities to ask questions for clarification of the materials if needed.
- This is the first course where the teaching staff actively asks for opinions, feedback and the input of students so I was positively impressed by this. Overall very satisfied with the course and the lovely teaching staff!

- I really liked the fact that there was a short handbook written just for this course that provides us with all the information we need to complete this course. The lectures were informative and everything was very to the point, they are fun to watch and the weekly happy hour is a very fun bonus. Our tutor, Megan, is very helpful and amazing as always, and I have heard great things from friends in other tutorial groups as well so I am sure this extends to other tutors as well. Above all, I really liked the friendly atmosphere and the feeling that the team of tutors is actually here for us and wants to teach us useful things while actually guiding us in a way that will help us pass the course as well. This is a feeling I have never experienced to this degree at UM and it has helped me a lot with feeling less anxious and unsure, especially in times of the pandemic and online learning.
- I highly appreciated the fact that students were allowed to "design" the course and so the majority of the students are probably very happy with this course. I also valued the happy hours and the overall interest and communication between the coordinator, teaching staff, and students.
- I strongly believe that this course stands as a perfect example of how education should be preserved during a pandemic. The course content corresponded perfectly to the tasks, and the tutors were engaging. In addition, Megan Lana is an amazing tutor, she was providing all the relevant information more than clearer. I am not a fan of private law, but I really enjoyed the course and I believe that it will help me extensively while looking for a future job.
- I really like not having to read whole book, like 500 pages, but having to read the readings where all informations where to be found and then just go and see the content of the Articles mentionned. I like the Happy hour and the QandA sessions because everyone can share and talk together.
- This was the best course in my whole 3 years at Maastricht University.
- The readings compiled by Mark were great!! also the tutorials, learning clips and lectures were very informative and well organised. Thank you for this great course!!!
- Great course no complaints
- That we were given the opportunity to have a practice run with regards to the negotiation
- The content was very interesting throughout. Maybe it would be beneficial to have some more real life cases, but otherwise super interesting and the tutors really made sure we understand every aspect of it.
- This was a great course combining both legal and international business practice with thorough analysis of vague terms via case law.
- The reader was on point, it contained a lot of information but was concise. It did not feel like, as Mark so eloquently puts it, a diarrhea of information as so many other courses do. I thoroughly enjoyed the whole course and even though I was apprehensive before the negotiations, the whole experience has been awesome. I want to particularly thank my tutor for having been absolutely fantastic. If Megan were to read this or at least hear it, I want to say "thank you". She did something nearly no tutor in my few years in Maastricht would have done: she went out of her way to help me or offer assistance. She easily is one of my favorite 3 tutors at the faculty. (and Mark fav course coordinator, obviously ;-)
- I believe it was really well organized. The reader was just wonderful! being able to read something so well written and more fun than usual literature was great! I believe Emilie is also a wonderful teacher! She was really inviting and I felt like it was a good teaching environment.
- I loved how the teaching staff was committed to make us learn and enjoy our study time. They gave us guidance throughout the course and they were always available for answering extra questions. In addition, the content of the course was really interesting and the practice negotiation settlement has been a cool way of learning more about the topic of IBL.
- custom-made reader, i like how it reduced a cost of a book, also custom made and up to date info
- I like everything from the course. The material is presented in a comprehensive manner, I love the optional additional material as well.
- The happy hours and the cookies. Apart from that, the readings were really well done and in a clear way. It was great!
- I would like to compliment my tutor, Megan, who made the tutorial experience very pleasant and lively, her positive energy and excitement for the topic were refreshing and she encouraged participation. Furthermore, I find her teaching style, which includes clear explanations and visual aids, to be very helpful, organized and structured. The frameworks she made for the cases were exactly the kind of structure I like and made it much easier to be able to go through my case preparation to make sure that I hadn't missed anything while solving the case on my own. Every tutorial was easy to follow, we knew exactly at which step we were and what we were discussing,

without getting lost in the order of things or going off topic.

On a different note, the topics and cases in general were very interesting on their own, making it incredibly easy to focus on the material, without zoning out (which for someone with a tendency to do so was a really nice experience). Furthermore, as someone who aspires to have a future career in the domain of business law, but had never done anything of the sorts before, this was an amazing first experience. Thank you for a great course, lots of laughs and an overall very pleasant experience.

- EVERYTHING! The materials were clear and straight to the point. The tutorials were paced in a way that allowed everyone to understand and participate but also kept us on track. What I also really liked was the option to go to the casual drinks on Fridays. Although I was unable to join, it was great to have the option. All of this made me (and other students) feel like the teaching staff really cared about us and our mental health which in times like these is amazing to have.
- Contentwise it really is a nice course. I truly enjoyed all topics the course dealt with.
- I enjoyed everything about the course. The tutors were able to keep the spirit of each class up during this period and they helped a lot with making tutorials interactive and stimulating. I loved it and I can say that it is the first time that I am sad to finish a course. Thank you for all the time and the effort you all put into this course!
- The tutors were very helpful and everything we needed to know was available to us.
- I really enjoyed that the program was focused on giving us some real world knowledge and something we can use "right away" in our career. I am also grateful for the amount of additional reading which was available throughout the course - helpful to those who are interested, not that important for the course assessment.
- Very friendly and educated staff that did all that it could and even more to keep the students engaged in the course. All 4 tutors are essentially role models for perfect tutors. They clearly stand out from the crowd of ignorant tutors that I encountered during online education
- High consideration of the opinions of the students throughout the course and the sincere will to change and adapt the course if things do not work.

inclusion of additional readings / info not strictly related to the course / exam, but for the sake of knowledge.

free week where each student may decide to research and present a topic he deems interesting.

- I really liked the extra "help videos", the fact that the course book was very easily understandable, simply containing the essential info, but also providing sources for future research.

Mark, Megan and the others were always helpful, answering the discussion board questions super quickly, and providing extra materials.

- the structure of the assessments were pleasant.
- I very much liked the reading material of the course, it was clear, precise and written very comprehensively. I also must say that I very much prefer the structure and material of this course compared to other courses, it was PBL done right.
- Megan is a fantastic tutor and therefore made tutorials very pleasant Her and Mark's videos were particularly appreciated e.g. walk through
- mark was a fantastic tutor, it was evident that he was really passionate about teaching us.
- Everything was very clear and well structured, so there is not much I have to suggest here.
- Megan was an amazing tutor, very initiating with extra support and also explained things super clearly. Content-wise the course was also very well planned, I might have been interested to hear even more case law than we did now.
- I loved this course. It was the best course during my BA studies. Mark is a great lecturer and tutor. I think I learned a lot but also in a fun and practical way. Overall this course was an amazing experience.
- Emilie was a great tutor. She was very structured and patient with the group. She really helped to establish and explain the schemes and tried to involve everyone.
- I loved the google form before the actual start of the course. The first time at ELS it felt like you were genuinely interested in our opinions. I also liked the option of the anonymous complaint form. I loved the Friday happy hours - it was super chilled and I got to know the tutors more which was super nice given this whole online covid situations. I also enjoyed the different topics and I really liked week 5 in which each student could focus on something she finds interesting. I would

definitely keep it in the next years.

The whole teaching staff was great. They really know how to explain things and also how to be close to students. I had a really pleasant time! <3

The reader was also great!!

And I loved the way the course stayed connected to real life and how things actually operate. After this course I am actually re-evaluating my master applications as I would like to study international business law further (or arbitration)

- Overall this was my favourite course during the whole Bachelors in terms of organization. The fact that it was actually Student centred, we had a say and that was clearly communicated by very approachable tutors really gave it a more "intimate" and constructive feel than other (online) courses. So thank you both to Mark and Megan for making a topic I didn't think I'd enjoy fun!
- The course itself is really interesting but the tutors are the best part. Even with Corona this has been the best course during the bachelor. The reading contains only necessary information and it's is great to finally learning more about the practical side of things. Overall a great learning experience!!! Don't change anything about the course:)
- ALL OF IT, HONESTLY! And all the best to Meghan, she's the best tutor ever! During 3 years in ELS, this has been my first course when the planning team actually started to build a community, and that's a wonderful experience lacking from the Law Faculty. I wish all the courses would be like that, we would profit a lot from that both on professional and personal level! :)

20. What aspects of this course should be changed or added to? Give reasons and suggestions.

(answered by 32 persons)

- For the first time of my studies in Maastricht, there is absolutely nothing that should be changed in this course.
- There is absolutely nothing that has to be changed!
- none
- Can't think of anything, great job!
- I, personally, believe the negotiation strategy should be worth more than the actual negotiation. In the strategy, one can show that they really went into the subject matter and into all legal articles, while you may not need all articles in the negotiation. My group was able to reach an agreement that was way more beneficial than everything we ever hoped for, but were then criticized for not using all articles... I kind of understand that, however, in the negotiation strategy we showed that we were prepared to use all articles and the fact that we did not need them and still reached such a great agreement should not be a negative point, in my opinion.
- I wish more courses at the faculty were like this one. I don't even need to see my final grade result, that doesn't matter to me as much as how much I enjoyed working in this course, and I don't think that has ever really happened before in 3 years of study.
- There is honestly nothing major I could think of that should be changed, but maybe if I am being very nitpicky then I would perhaps suggest changing the requirements for the written submission for the negotiation plan from a max page count to a max word count? We struggled a bit trying to fit all the text on two pages but we were not sure as to whether we could reasonably change the font size or the margins, so we thought maybe a max word count would be more clear for everyone :) Very minor detail though, this was overall a very great course!
- I have no recommendations, besides than to keep it up.
- The course was really good so nothing to add now.
- Keep Prof. Kawakami and you're good to go.
- Also no complaints
- As mentioned before, I really enjoyed this course, however if there was one suggestion, it would be to make tutorials a bit longer. Not 2 hours but 1 hour and a 30 minutes would be perfect.
- More information on international business by the use of blockchain payment methods would be very welcome given the very close mass adoption of cryptocurrencies. Smart contracts would be a fantastic starting point.
- I was really satisfied with the entirety of the course. It was great to have a practice negotiation, even if it represents some extra work, it was more than worth it. In hindsight, I should have taken

part in the week 5 presentations, so, yes, everything was greatly put together.

- Put a disclaimer in the course description NOT to take taxation in the same period as this (I know this isn't possible). I just wish I was able to focus fully on this course and not be completely overwhelmed and drowning in taxation work. It was just so lovely reading all the optional materials and I wish I've had the time to do more research on the topic.
- Right now I do not have any suggestions on how to make this course even better.
- Nothing really comes to mind
- For the negotiations, while I understand that the tutorials have a number of people, which would not make smaller groups an easy feat, I would have preferred to work with less people. It was surprisingly easy to coordinate our work/meetings, however, some members of the team pulled their weight more than others. And especially for the presentation portion, being paired with less members would make the grading more fair, otherwise it is possible that one would have to concede to getting a lower grade than what they believe they could have done, which is mildly disappointing.
- Honestly cannot think of anything :/
- Nothing should be changed
- I might say that maybe the lecture shall be taken on a different day from one of the other courses. Furthermore, it might be helpful also a final recap before the memo. It might be also useful for the preparation of the memorandum to ask students to resolve a case during the tutorials in this way and then discuss them on the tutorial with feedbacks.
- Nothing, the course was well set up.
- The negotiation part was fantastic and I would suggest to add some optional reading on "how to negotiate" so the negotiations have more professional touch than just some students screaming their demands without realistic expectations.
- Granting the possibility (within each tutorial) to pick the members of the group for the negotiation, and if a group cannot be formed, then the tutor may fill the spots. otherwise the chance of receiving a lower grade / produce a non-satisfactory work due to the rest of the group is high.
- It might not seem very creative, but generally speaking, this course was perfect the way it was, I would not change very much.
- nothing should be changed.
- Overall great content however I feel as the lectures are quite superficial compared to the readings: perhaps the lecture could cover slightly different aspects because all content for the week is comprehensively covered in the reader
- Both assessment methods were something we did for the first time in the whole degree, so a little more guidance on the methods would have been welcome.
- Sometimes I couldn't really find the relevance of a learning a given topic or why some topics were discussed only extremely superficially. I don't think that the assessment methods were clear, especially for the negotiation it was very vague what was expected of the students. I understand the point of giving us leeway in the negotiation, but some pointers on what and how we would be graded would have been very helpful.
- I would decrease the number of optional readings and increase the number of mandatory readings. I would keep the reader but make the most important (journal) articles as mandatory reading as well. In this way there would be more reading but it would be clearer what we are definitely expected to know.
And in case this is not desirable, I would maybe extend the reader a bit so it goes into more depth.
- I think the only change that could be made is that the lecture and the readings could be less coherent. I felt like the lecture sometimes just exactly repeated the readings. It could be interesting to go a bit more into detail on some things or just explore different aspects of IBL that are interesting to students, as we did in the Week 5 Tutorial.
- More discussion about the case law, because they might be really helpful with the tutorial tasks and the memorandum, but we haven't talked about it a lot.