The use of virtual learning environments is expanding rapidly in all areas of education including the instruction in the universities. A lot has been written about the university students' and teachers' experiences in virtual (on-line) environments. However, it's still hard to base on the user's experiences the answers to questions like this: which characteristics in environments are beneficial for learning and which are not?

This research tries to develop methods for answering this question and for utilizing the answers. Methods are developed for gathering feedback from students and teachers working in different learning environments in universities. During and after the courses the students and the teachers send feedback via e-mail, discussion groups and digital questionnaires. This feedback is processed both statistically and with other methods. The results of the feedback system are utilized in different groups who are working with on-line environments, evaluation of instruction in universities or developing Finland's virtual university e.g. the virtual environment for counselling and evaluation. The feedback system will be developed further in cooperation with these user groups.