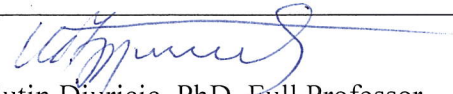
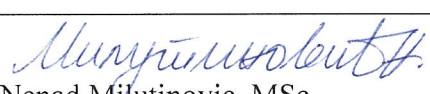

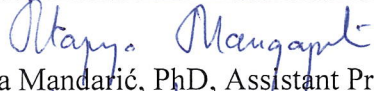
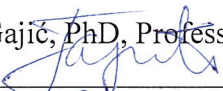
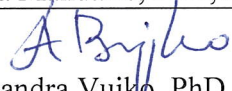
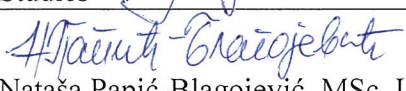

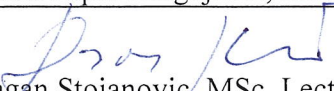


<p>Modernization and harmonization of Tourism study programs in Serbia</p> <p>544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR</p>	
<p>Work package 1 (DEV)</p>	<p>Corrective measure for Activity 1.1 and Activity 1.2</p>

Report on implemented corrective measure for Activity 1.1 and Activity 1.2

 Milutin Djuricic, PhD, Full Professor	 Nenad Milutinovic, MSc
 Vladimir Senić, PhD, Associate Professor	 Marija Mandarić, PhD, Assistant Professor
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 Dragan Stojanovic, MSc, Lecturer	

Užice, June 2014.

Project task:**Activity 1.1 and Activity 1.2****The description of the project task:**

Based on review and critical evaluation of on-going implementation of the TEMPUS project, as well as on results of the first monitoring visit conducted by the representatives of the Tempus office, the need for corrective measure arose. The EACEA stated in its write-up from 23-May-2014 that: *“The pertinence of the student feedback for these reports should not be underestimated and therefore we invite you to liaise with the relevant student representatives bodies in order to include their opinion in these analysis”*. Accordingly, each partner higher education institution from Serbia should obtain the students assessment of its current study programs quality and take this assessment into account during the modernization of the curriculum. Each partner will respect its own as well as information acquired from other partners.

The description of the outcome:

This report is the result of joint work of project team composed of representatives of all the partner higher education institutions from Serbia.



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INTRODUCTION

The most important subject in higher education of tourism industry workers are students. Their opinion on the quality of conducted teaching process is precious.

Students' opinions on quality of teaching and non-teaching processes at partner higher education institutions from Serbia were not adequately perceived and respected during the implementation of this TEMPUS project. This inconsistency was pointed out by Tempus office representatives and Antonella Giorgio, Project Officer in Education, Audiovisual and Culture Executive Agency (EACEA).

On the basis of these suggestions, the Project Coordinator obligated contact persons of partner higher education institutions from Serbia to conduct the survey among final-year and graduated students and summarise their opinions and suggestions for the needs of this TEMPUS project. This has been done, and individual Reports have been created by each HEI from Serbia participating in the project. These individual reports are the basis for design of this summary report.



1. PROCEDURE OF CORRECTIVE MEASURE IMPLEMENTATION

Each HEI organized its own way to obtain opinions and suggestions for improving current teaching and non-teaching processes. The suggestion by the Project Coordinator was to obtain three elements important for further work on this TEMPUS project:

- 1) Within the study program I particularly liked / I am particularly satisfied with: ...
- 2) Within the study program I particularly disliked / I am particularly unsatisfied with: ...
- 3) YOUR SUGGESTIONS FOR STUDY PROGRAM IMPROVEMENT: ...

BTC Uzice is conducting the survey among graduated students – including the students at the study program Tourism - on the regular basis as a part of the internal quality control process. The results of these surveys are used for constant improvement of teaching and non-teaching processes.

VPŠSS Novi Sad continuously monitors the satisfaction of the graduated students with existing study program in order to attract more students as well as to adapt to market needs. The first generation of students enrolled at the study program Tourism and Hotel Management graduated in September 2010.

The first generation of students enrolled at the study program Tourism and Catering at the High Business School of Professional Studies in Leskovac also graduated in September 2010. Since then, the satisfaction of the graduated students with existing study program has been continuously monitored, with the aim of attracting students in future and adjusting to the market demands.

Faculty for Hotel Management and Tourism in Vrnjacka Banja, University of Kragujevac, was founded in 2011, and first students shall graduate in 2015. In order to implement the corrective measure, the Faculty organized a survey among the students of first, second and third year of study. Total of 50 students expressed their attitudes and placed suggestions for improving the quality of studies.

As mentioned before, this summary report is created on the basis of the Individual reports, and only suggestions relevant for the design of modernized curricula have been taken into account.



2. RESULTS

The following table provides a sublimated – as a descriptive assessment relevant for curriculum improvement - excerpts from individual reports created by the partner HEI from Serbia.

	Within the study program I particularly liked / I am particularly satisfied with:	Within the study program I particularly disliked / I am particularly unsatisfied with:	YOUR SUGGESTIONS FOR STUDY PROGRAM IMPROVEMENT:
BTC Uzice	<ul style="list-style-type: none"> - The content of vocational subjects - Lectures - Lectures within the subjects: Business communication and Tourist regions of the world - Professors of vocational subjects, selection of subjects - Good organization of studies and with all the professors - Professor Radmila Novaković Kostić and her lectures - The amount of obtained information - Lectures within the vocational subjects - The amount of obtained information is sufficient - Curriculum - Lecturing - The work and efforts of professors - Providing additional opportunities - Focusing on practice - The knowledge transmitted 	<ul style="list-style-type: none"> - Lack of other vocational subjects instead of some existing ones - Information obtained during the studies - The educational program should contain more practical classes - Too little IT subjects, too many economic (unnecessary) ones - Costs and prices during the schooling - Inadequate premises - Performing the vocational practice - Not enough practice - A small number of vocational subjects 	<ul style="list-style-type: none"> - More practice - Vocational practice should be organized in a better way in order to gain a high quality knowledge - More serious practical work - More fieldwork - More vocational subjects - More creativity, for example, virtual enterprises - Involvement of students - There should be one more foreign language - More study tours for students - The American system of selecting courses should be introduced. For example, 20 subjects/courses should be offered for each year of study, and student would pick - for example - 10 subjects/courses to

	<ul style="list-style-type: none"> by professors - Lectures of the following professors: Nada Nedović, Aco Dogandžić, Olivera Novitović, Branko Stevanović, Slobodan Petrović - Certain professors - I liked everything - Courtesy of professors - Professors' relationship with students 		<ul style="list-style-type: none"> attend - Constant knowledge freshening and update
VPŠSS Novi Sad	<ul style="list-style-type: none"> - Lectures and practical lessons - Professors and assistants - The allocation of materials for preliminary exams - Practical work - Vocational subjects - Essays - Working method and professors' relationship with students - Team work - Practical placement - I liked everything 	<ul style="list-style-type: none"> - Lack of other vocational subjects instead of some existing ones - I have no objections - Teaching content is extensive and should be divided into several parts-subjects - Lack of practical work and colloquiums - Lectures should be more interesting 	<ul style="list-style-type: none"> - More practice - More vocational subjects - More colloquiums - I have no suggestions - To organize more field work and study tours - To establish the cooperation with tourism business systems
UNIKG - FHIT Vrnjacka Banja	<ul style="list-style-type: none"> - Lectures and practical lessons - Professors and assistants - The allocation of materials for preliminary exams - Practical work - Vocational subjects - Essays - Working method and professors' relationship with students - Team work - Practical placement - I liked everything 	<ul style="list-style-type: none"> - Lack of other foreign languages - A huge number of compulsory essays - Lack of other vocational subjects instead of some existing ones - I have no objections 	<ul style="list-style-type: none"> - More foreign languages - More elective courses - More vocational subjects (tourism, history of art, geography) - Practice as a teaching subject - To establish the cooperation with hotels from abroad in order to improve the quality of the students' practice

			<ul style="list-style-type: none"> - More invited lectures and inclusion of experts in the study program field - To organize one-day educational visits and professional excursions - No suggestions
HBSL Leskovac	<ul style="list-style-type: none"> - Vocational subjects within the study program - Premises and technical conditions - Teaching personnel - Teaching method - Possibility of conducting the vocational practice abroad - Lectures within the foreign language (English language in this case) - Students' contests - Excursions within the study program 	<ul style="list-style-type: none"> - A small number of vocational subjects - Low level of necessary practical knowledge - Insufficient possibility for conducting the vocational practice - The School should provide more opportunities to students for conducting practice, both at home and abroad - Some older teachers who conduct classes mechanically and does not provide students with the opportunity to work interactively - Lack of interactive teaching - Work of Student Service - Literature used for preparation of exams 	<ul style="list-style-type: none"> - More practical work - Provide students with the opportunity to conduct vocational practice within the school as well as in certain institutions in the field of tourism and catering industry both at home and abroad - To introduce interactive teaching - School should provide the possibility of student exchange



CONCLUSION

This document presents the opinion of students from all partner higher education institutions from Serbia participating in this Tempus project.

These opinions and suggestions will be taken into account during the process of designing modernized and harmonized tourism study programs in Serbia.

The harmonization and convergence of the teaching subjects' names and contents will be conducted.

