

Modernization and Harmonization of Tourism Study Programs in Serbia, 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR



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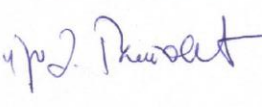
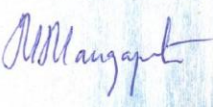
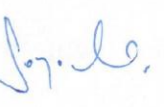



WORK PACKAG	2
WP Type	2.7.1.

University of Kragujevac

Faculty of Hotel Management and Tourism in Vrnjačka Banja

REPORT OF EDUCATION ON SIMILAR INSTITUTION AND COMPARISON
OF EXPERIENCES FOR STUDENT EVALUATION

Authors:		
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Sonja Milutinović, Msc Teaching Assistant 	Radovan Miletić Student 	

October - November 2016.

Vrnjačka Banja (Serbia) / Cluj-Napoca (Romania)

Project task:

2.7. Evaluation of modernized and developed programmes and programme appraisal based on evaluation outcomes

Description of project task:

The education on similar institutions for student evaluation is conducted through study visit for one student from the Faculty of Hotel Management and Tourism in Vrnjacka Banja, University of Kragujevac to the University of Agricultural Sciences and Veterinary Medicine Cluj-Napoca in Romania. During the visit, student will attend lectures and learn about their study process. The report contains information about the student who was selected for student mobility, his activities during the study visit, and his personal impressions of this visit.

Description of outcomes:

This report is the result of joint work of staff at the Faculty of Hotel Management and Tourism in Vrnjacka Banja University of Kragujevac, staff at the University of Agricultural Sciences and Veterinary Medicine Cluj-Napoca and the student who was chosen for student mobility.

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Within the TEMPUS project “Modernization and Harmonization of Tourism study programmes in Serbia“ 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, there was organised a student mobility for one student from the University of Kragujevac, Faculty of hotel management and tourism in Vrnjacka Banja, to the University of Agricultural Sciences and Veterinary Medicine Cluj-Napoca, Department of Economics Sciences. The student mobility lasted 14 (fourteen) days; in the period from 24th October 2016. till 6th November 2016.

After applying for the mobility, I was invited to an interview with our faculty’s commission: Dragana Gnjatović, (PhD, Full Time Professor), Marija Mandarić, (PhD, Assistant Professor) and Sonja Milutinović, (Msc, Teaching Assistant). Having completed the interview, I, Radovan Miletić, was selected to go on the mobility as the representative of our faculty and university (Decree is given in the schedule).

The student (I) was meant to attend classes, visit places where students have their mandatory practice, see how and if classes differ from the ones in Serbia, to get introduced to some of the problems Romania has with tourism, reaching out to the global market, etc.

The complete agenda of the mobility can be seen below:

Time	Topic	Venue	RESPONSIBLE
Day 1 – Monday, 24th October 2016			
Departure from Serbia to Cluj Napoca			
Arrival at Cluj Napoca			
Accommodation in student dormitory – Simona OROS			
Day 2 – Tuesday 25th October 2016			
08:30	Introduction to USAMV Cluj study programme - <i>Ramona SUHARSOCHI</i>	USAMV CN	R Suharoschi
9.00	Food Pilot plant - practical application of food processing entrepreneurship into the food pilot plant for small-scale traditional/local foods production – Traditional Ecological Yogurt product- local	USAMV CN	L Stan Andrei Borsa

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	food processing)		
14:00	Lunch Break	Student cantina	
15:00	City view – Art Museum, Theater, Plylarmonica Transylvania – city in place	USAMV CN	Romanian BSc student
Day 3 – Wednesday 26th October 2016			
9.00	Food Pilot plant - practical application of food processing entrepreneurship into the food pilot plant for small-scale traditional/local foods production – Traditional Bakery products- local food processing)	USAMV CN	L Stan Andrei Borsa
14:00	Lunch Break	Student cantina	
Day 4 – Thursday 27th October 2016			
9:00	Infrastructure – laboratory and eLearning platforms		Oana Lelia Pop Crina Muresan
14.00	Lunch Break		
	Tourism in practice – Cluj –Napoca – Botanical Garden, local gastronomy		
Day 5 – Friday 28st October 2016			
9.00	Student Association meeting - ASTA		Bogdan Rusu
14.00	Lunch Break		
15.00-20.00	Techno-managerial principles in the agrifood chain – courses – eLearning platform		D Vodnar
Day 6 – Saturday 29nd October 2016			
10.00	Erasmus Officer meeting		D Vodnar
14.00	Lunch Break	Timisoara	mhtsps
Day 7 – Sunday 30th October 2016			

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USAMV volunteer/student association		B Rusu	
Day 8 – Monday 31th October 2016			
14.00	Tourism study program – Program of studies in field of tourism	USAMV CN	Felix Arion / Diana Dumitras
16.00	Agritourism Business - class	H54	Iulia Muresan
Day 9 – Tuesday 1th November 2016			
10.00	Meeting with students/postgraduate students of tourism program of study	H80	Felix Arion/ Diana Dumitras
14.00	Lunch		
Day 10 – Wednesday 2th November 2016			
12.00	International tourism – presentation of Serbia by student to Romanian students	H61	Iulia Muresan
14.00	Lunch		
Day 11 – Thursday 3th November 2016			
10.00	Tourism study program - agribusiness		Felix Arion/ Diana Dumitras
14.00	Lunch		
Day 12 – Friday 4th November 2016			
10.00	Potential of Cluj tourism – visit on site	Cluj	Felix Arion/ Diana Dumitras
Day 13 – Saturday 5th November 2016			
Departure Cluj- Napoca arrival to Serbia			

After arriving to Cluj-Napoca, on Sunday evening (at 21:30) I met up with prof. Simona Oros, who accompanied me to the dormitory, showed me where I will be staying and helped me settle in.

On **Monday, 24th October**, Ms Oros and I met at the University gate, where she took me to the Erasmus office, introduced me to her colleagues and proceeded to show me the University campus. After a very nice tour, we met up with prof. Ramona Suharoschi, who then took me to her office, a laboratory where all kinds of analysis and experiments take place. Ms Ramona was very kind to discuss the timetable with me, and make appointments with other professors, who I was supposed to meet. I was very trilled to hear that the activities in the timetable can be changed and accustomed to my liking. Taking care of the customer's needs is always in the first place in my books! We proceeded to talk about the history of the town, and some of the places I must visit during my mobility. I was also given some of the basic information needed, regarding the transport, traffic laws and other important things that every citizen of Cluj should know.

On **Tuesday, 25th October**, I met up with professor Laura Stan, who took me to the complex named ICAR. That is a complex of laboratories in which students study and perform all kinds of different analyses, which are relative to their studies. They get to test and see everything first hand, which is very important for their field of study. At the complex, you can also find a number of pilot plants. They are made to look like real factories, with the whole process of making and packaging a product, the only difference is that the pilot plants operate on a much smaller scale, which is by no means small. There are four different plants, which differ in the type of product they are used to produce. The wine and beer plant, yogurt plant, pastries plant and the traditional Romanian sausage plant. Professor L. Stan was kind enough to take me through all of the plants and explain to me in full detail how they operate, and what machine does what. The students are split into groups and have the mandatory practise at ICAR, which is a big advantage for them, because the employers often contact the University, especially looking for their students due to them having a really good idea and the needed experience on these jobs.



Picture of ICAR, and the part of one of the pilot plants behind it.



Picture of the pilot plants from the outside. (On the left)

Wednesday, 26th October. Today, again, I went to ICAR, but this time, I had the same obligation and duties as one of the native students. I put on the protective clothing and after visiting all of the plants, one more time, with a student, I was put to work on filling and packaging of the Yogurt. I was in a team of five, where each of the students had a certain job in the plant. They had started before I got to join them, so I joined somewhere in the middle, which meant I had the pleasure of being involved in filling around 250 cups of yogurt; unlike them who filled a total of around 450 cups just that morning. By no means was this a small amount.

Thursday, 27th October. This time, I visited ICAR, once again, but I attended classes of Human Nutrition, a subject which Ms Oana Pop teaches. At that class we were being taught how to calculate the Body Mass Index (the BMI) and how to do calculations of how many calories, nutrients, fats and liquids we need to consume per day, to maintain or change our weight to the desired amount. All this was done in an extremely well-equipped lab, in groups of around twenty students. The atmosphere in the class was astonishing. It was very relaxed and interactive. There was no noise or disturbance cause by the students, even though Ms Oana was always willing to joke and have fun. It was very clear to students when it's time to joke around and when to actually work and pay attention. She was very kind to translate the things she said to the students into English so I could also participate and not feel left out.

Friday, 28th October. According to the agenda, I was supposed to meet professor Dan Vodnar and talk about the Techno-managerial principles in the agrifood chain, but sadly, as he was unable to attend, I was to meet one of the students, Bogdan Rusu, who is also one of the representatives of his faculty in the student association. We decided it's best not to meet formally, in one of the classrooms, but informally, at the time which both of us thought is best. Since we are both students, and we both enjoy walking, we chose to have a bit more relaxed meeting. Besides, there is no real need to act professional when we don't need to. Bogdan was incredibly kind to me, he took it upon himself to show me around the town, and explain all the little things about their ways of studying and the ways the student association operates. Luckily, there aren't many differences between Serbia and Romania, at least in the education system. The grading systems, the exams, tests, are pretty much the same between our universities.



Meeting with student Bogdan Rusu

Monday, 31st October. I met up with professors Arion Felix and Dumitras Diana who introduced me to my schedule for the following week, and gave me an assignment to do until Friday. The project was quite descriptive, and my task was to think of a product from Vrnjačka Banja which I would introduce to the market in Cluj-Napoca, and a product from Cluj, which I would sell in Vrnjačka Banja. After they finished explaining how I was supposed to do it, I proceeded to Agritourism Business class, taught by prof. Felix. This was one of the classes of the master studies their University offers, which was completely in English. The topic of the class was the SWOT analysis of a topic prof. Felix set for the students the week prior. They had to determine the strengths, weaknesses, opportunities and threats of a local Romanian producer coming out to a global market. The class was incredibly interactive and professor Felix didn't hesitate to step in and give his opinion and correct the students after any of the points they had made.



Picture of the group “Strengths” explaining their opinions on the given topic.

Tuesday, 1st November. According to the agenda, Tuesday was meant to be a meeting with students/postgraduate students of tourism program of study, sadly, they were away on a

fieldtrip, doing project work, so it was decided that it would be best that I stay at the dormitory and do my project work as well.

Wednesday, 2nd November. Today was the presentation of Serbia that I prepared, to Romanian students. The presentation had three major topics: Serbia, Vrnjacka Banja, and the Faculty of Hotel Management and Tourism. All of these topics were introduced from the point of tourism and general knowledge of Serbia. The students were extremely cooperative and very good as an audience. They made no noise, and were patiently listening to me explain all the beauties of Serbia and our regions, traditions and culture. After the presentation, they had a couple of questions and we had a really fun casual talk about our cultures and cultural differences and similarities.



Picture of the group of students, after the presentation.

Thursday, 3rd November. I worked on my project throughout the day, as I had no activities at the University.

Friday, 4th November. Today was the day I needed to present my project. Professor Dumitras Diana was very kind to invite me to her office, where I explained why I had chosen the products

that I have, and how I conducted the SWOT analysis on those products. Shortly after I began, we were joined by prof. Ramona. Having completed the assignment, both of the professors gave their thoughts on my claims, and we elaborated on the topics of exporting and importing.



Picture of me and prof. Diana Dumitras after presenting my project.

General impression and thoughts on the mobility:

I am incredibly glad I got to enrol in this mobility as it was an astonishing experience. The only down side of it was the length of the mobility itself. Both of the Tempus teams worked perfectly in sync to ensure there are no problems, and naturally, there weren't any. I got to see a new part of the world, and how education takes place in their country, as well as become introduced to

some of the culture and tradition Romania has to offer. Both the professors and the students were incredibly and overwhelmingly positive and cooperative which made the experience that much better.





*Some of the
scenic pictures
of Cluj-Napoca
I took during*

the mobility.

SCHEDULE

Decree is given in the attachment.

УНИВЕРЗИТЕТ У КРАГУЈЕВЦУ
Факултет за хотелијерство и туризам
Дана: 11.10.2016. године
ВРЊАЧКА БАЊА

Универзитет у Крагујевцу
Факултет за хотелијерство и туризам
Број: 1646
11.10. 2016. год.
Врњачка Бања

У оквиру TEMPUS пројекта број 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, под називом:
„Модернизација и усклађивање студијских програма из области туризма у Србији“
расписан је конкурс 27.09.2016. године за боравак једног студента на Универзитету
пољопривредних наука и ветеринарске медицине Клуж-Напока у Румунији, катедра за
Економске науке (University of Agricultural Sciences and Veterinary Medicine Cluj-Napoca,
Department of Economics Sciences). Упућује се студент друге године основних академских
студија Хотелијерства и туризма Радован Милетић, број индекса 10/2015 на студијски
боравак у трајању од 14 (четрнаест) дана.

Комисија:


Проф. др Драгана Гњатовић


Доц. др Марија Мандарић


Соња Милутиновић

Vrnjačka Banja, November 2016.