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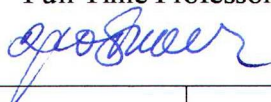
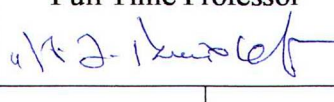
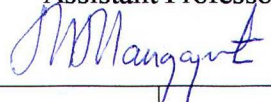


WORK PACKAGE	2
WP Type	2.7.1.
WORK PACKAGE	2
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University of Kragujevac

Faculty of Hotel Management and Tourism in Vrnjačka Banja

EVALUATION OF MODERNIZED AND DEVELOPED PROGRAMMES AND
PROGRAMME APPRAISAL BASED ON EVALUATION OUTCOMES

UNDERGRADUATE AND POSTGRADUATE STUDY PROGRAMMES

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Project tasks:

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

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

Description of project tasks:

The aim of the evaluation is to determine the quality of implemented study programs of undergraduate and master academic studies at the Faculty of Hotel Management and Tourism in Vrnjačka Banja, University of Kragujevac. The evaluation was conducted in the function of monitoring, providing, improving and developing the quality of study programs, with the aim of achieving the highest European standards. The report contains information on the results of the evaluation, i.e., on the degree of satisfaction of students by the quality of study programs and teaching, as well as, by the quality of work of management and professional services of the Faculty.

Description of outcomes:

This report is the result of joint work of teaching staff at the Faculty of Hotel Management and Tourism in Vrnjačka Banja, University of Kragujevac.

Within the TEMPUS project „Modernization and Harmonization of Tourism Study Programmes in Serbia“ 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, evaluation of the quality of study programs at the Faculty of Hotel Management and Tourism in Vrnjačka Banja was conducted:

- Hotel Management and Tourism (undergraduate studies) and
- Hotel Management and Management in Tourism (master academic studies).

Health Tourism study programs at undergraduate and master academic studies were accredited in January 2016, and evaluation was not possible. The first generation of students at the study programs of the Health Tourism was enrolled in 2016/2017.

The aim of evaluation as an instrument of quality assurance system is to build and constantly improve the mechanisms of achieving the highest standards of professional activities of all participants in the Faculty. Evaluation is done in order to improve the quality of study programs, teaching process, pedagogical work of teachers and teaching associates, working conditions, work of management and professional services of the Faculty.

Commission for self-evaluation, as the basic organizational structure for the implementation of the evaluation, conducted evaluation of the quality of study programs, teaching, work of management and professional services of the Faculty in 2015/2016. The evaluation was carried out using two questionnaires:

- The questionnaire for the students about the quality of study programs and teaching;
- The questionnaire for the students about the quality of work of management and professional services of the Faculty.

Interviewing students about the quality of study programs and teaching is conducted twice a year - in the penultimate week of teaching each semester, while interviewing students about the quality of the work of management and professional services of the Faculty is conducted annually. The survey is carried out in teaching class (paper-pencil questionnaires and assessment scales are applied) and on-line (electronic questionnaires and assessment scales are applied). The applied questionnaires were formulated in accordance with the methodology of pedagogical research, with the unavoidable use of valid and verified assessment scale of the teaching process.

Participation of all or most students, or providing representative sample which should cover at least half of the students who attend classes according to the evidence of enrollment in the semester, are predicted by the plan of interviewing. Survey includes all study programs, courses, teachers and teaching associates, management and professional services of the Faculty.

Evaluation of the study program as a whole consists of:

- composite assessment of all individual courses of the study program,
- unique assessment of the study program as a whole.

Students' evaluation of the quality of study programs and teaching is based on the following elements:

- Estimation of content (extent, difficulty and suitability), goals, purpose and structure of courses;
- Assessment of teachers and teaching associates;
- Evaluation of the organization and teaching performance (application of methods, teaching materials, literature, organization of practices, specificity of courses, forms of work, etc.).
- Assessment of ways and the effects of learning and studying at lectures and practices, and their integration;
- Assessment of procedures of verification and testing of knowledge and skills;
- Assessment of the fulfillment of the expectations of students in relation to the scope, level and usefulness of acquired knowledge and skills;
- General assessment of courses.

The evaluation is conducted in order to assess the quality of all aspects of education and work at the Faculty. Data obtained by interviewing the students are processed for each study program, for each course, for each teacher and teaching associate individually, for each service and for the Faculty as a whole.

Evaluation of the quality of study program of undergraduate studies Hotel Management and Tourism

Evaluation of the quality of Hotel Management and Tourism study program at undergraduate studies was carried out in the penultimate week of the first and second semester of academic year 2015/2016. The evaluation results are shown in the following table.

Table 1: Results of interviewing students on the quality of Hotel Management and Tourism study program in 2015/2016

1.	Organisation of teaching	4.69
2.	Content of courses	4.40
3.	Participation of students in teaching	4.38
4.	Exams	4.51
5.	Teachers	4.73
6.	Teaching Associates	4.55

Based on the above results of evaluation of the quality of Hotel Management and Tourism study program, teaching and pedagogical work of teachers and teaching associates, the following conclusions are performed:

- Organisation of teaching - teaching is well organized, regular, covered by presentations and examples, the number of students in a group is aligned with available capacity, additional teaching materials are available and all necessary equipment for teaching is provided. Students of the Faculty evaluated, on a scale from 1 to 5, the organization of teaching at the Hotel Management and Tourism study program by enviably high grade of 4.69.
- Content of courses - the topics are current and connected with the practice, the expectations of students are filled and their ability of deliberation is improved, courses are well-documented by examples and literature is well coordinated with the theme. Students of the Faculty evaluated the content of the courses at the Hotel Management and Tourism study program by high grade of 4.40.
- Participation of students in teaching - students actively participate in teaching, teachers have enabled interactive approach, there is a teamwork on the practices. Students rated their participation in teaching at the Hotel Management and Tourism study program by high grade of 4.38.
- Exams - the test of knowledge are pre-defined and clear, the test questions are clear and unambiguous, and the required knowledge is consistent with content of courses. Students of the Faculty evaluated the procedures of verification and testing of knowledge at the Hotel Management and Tourism study program by enviably high grade of 4.51.
- Teachers - teachers are professional, confident and persuasive, teachers expose understandably and process planned matter, have the ability of summarizing and highlighting the most essential matter, act professionally and have a correct relationship with students. Students of the Faculty evaluated the pedagogical work of the teachers at the Hotel Management and Tourism study program by exceptionally high grade of 4.73.
- Teaching associates - teaching associates are competent, confident and persuasive, expose understandably and process planned matter, have the ability of summarizing and highlighting the most essential matter, act professionally and have a correct relationship with students. Students of the Faculty evaluated the pedagogical work of teaching associates at the Hotel Management and Tourism study program by enviably high grade of 4.55.

**Evaluation of the quality of study programs of master academic studies
Hotel Management and Management in Tourism**

Evaluation of the quality of study programs of Hotel Management and Management in Tourism at the master academic studies was carried out in academic year 2015/2016. The evaluation results are shown in the following table.

Table 2: Results of interviewing students on the quality of study programs of Hotel Management and Management in Tourism at the master academic studies in 2015/2016

1.	Organisation of teaching	4.60
2.	Content of courses	4.30
3.	Participation of students in teaching	4.32
4.	Exams	4.28
5.	Teachers	4.47

Based on the above results of evaluation of the quality of study programs of Hotel Management and Management in Tourism, teaching and pedagogical work of teachers, the following conclusions are performed:

- Organisation of teaching - teaching is well organized, regular, covered by presentations and examples, the number of students in a group is aligned with available capacity, additional teaching materials are available and all necessary equipment for teaching is provided. Students of the Faculty evaluated, on a scale from 1 to 5, the organization of teaching at the study programs of Hotel Management and Management in Tourism by enviably high grade of 4.60.
- Content of courses - the topics are current and connected with the practice, the expectations of students are filled and their ability of deliberation is improved, courses are well-documented by examples and literature is well coordinated with the theme. Students of the Faculty evaluated the content of the courses at the study programs of Hotel Management and Management in Tourism by high grade of 4.30.
- Participation of students in teaching - students actively participate in teaching, teachers have enabled interactive approach, there is a teamwork on the practices. Students rated their participation in teaching at the study programs of Hotel Management and Management in Tourism by high grade of 4.32.
- Exams - the tests of knowledge are pre-defined and clear, the test questions are clear and unambiguous, and the required knowledge is consistent with content of courses. Students of the Faculty evaluated the procedure of verification and testing of knowledge at the study programs of Hotel Management and Management in Tourism by enviably high grade of 4.28.
- Teachers - teachers are professional, confident and persuasive, teachers expose understandably and process planned matter, have the ability of summarizing and highlighting the most essential matter, act professionally and have a correct relationship with students. Students of the Faculty evaluated the pedagogical work of the teachers at

the study programs of Hotel Management and Management in Tourism by enviably high grade of 4.47.

Evaluation of student satisfaction by the quality of work of management and professional services of the Faculty

In addition to the survey on the quality of study programs and teaching, interviewing students of undergraduate and master academic studies on the quality of the work of management and professional services of the Faculty was realized. The results of interviewing are presented in the following table.

Table 3: Results of the interviewing of students of undergraduate and master academic studies on the quality of the work of management and professional services of the Faculty

1.	Faculty - management	3.87
2.	Student service	3.77
3.	IT service	4.45
4.	Library	4.05

Results of interviewing indicate the students' satisfaction with professional and responsible way of handling the management of the Faculty, timely information by Student service, regularly updated information on the website of the Faculty and well equipped library by relevant professional literature.

Despite satisfactory conditions of work and study at the Faculty of Hotel Management and Tourism in Vrnjačka Banja, activities implemented within the TEMPUS project "Modernization and Harmonization of Tourism Study Programmes in Serbia" further improved the study conditions and had positive impact on increasing the level of students' satisfaction by the quality of study programs, teaching, work of management and professional services of the Faculty.

The great contribution of the TEMPUS project is evident in a number of segments. Organizing various courses for teachers allowed them to acquire additional skills. Seven guest lectures was held in the academic 2015/2016. Prominent lecturers who are engaged in various aspects of the study of tourism, as well as eminent lecturers from tourism practice and profession gave indisputable contribution to the enrichment of students' knowledge. Three workshops were held, which also contributed to training of teachers and improvement of teaching process. Mentoring work with students had a significant positive impact on the level of students' motivation and their approach to studying and examination obligations.