



MODERNIZATION AND
HARMONIZATION OF TOURISM
STUDY PROGRAMMES IN SERBIA

mhtsps



Co-funded by the
Tempus Programme
of the European Union

**Modernization and Harmonization of Tourism Study Programms in SERBIA
5443543 – TEMPUS – 1 – 2013 – 1 – 1 – RS – TEMPUS - JPCR**

Work package 2	Activity 2.7.1
-----------------------	-----------------------

**Report on Evaluation of Tourism Study Programme at Business and Technical
College of Applied Sciences in Užice (Undergraduate and Specialist Studies) in
2014/2015 Academic Year Done by Students**

Authors:	
Milutin Đuričić PhD, Professor of Vocational Studies	
Ivana Marinković MA, English Teacher	

Project task:

-
- 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

Task description:

The Report is to be written on the internal evaluation of the Tourism study programme at the Business and Technical College of Applied Sciences in Užice in the 2014/15 academic year done by students and the evaluation of the college by college staff. This report is based on the Internal Evaluation Report prepared by the BTC Internal Evaluation Commission for the 2014/15 academic year.

Description of outcomes:

The report on the appraisal of the Tourism study programme (undergraduate and specialist studies) in the 2014/15 academic year.

INTRODUCTION

The Report on the Internal Evaluation of the Tourism study programme at the Business and Technical College of Applied Sciences in Užice in the 2004/15 academic year was prepared by the BTC Užice Internal Evaluation Commission whose members were: Milovan Milivojević, MSc, President, and Damnjan Radosavljević, PhD, Zorica Sagić, PhD, Dragiša Mičić, MSc, and Đorđe Forst, Professional IT Specialist. Their report served as the basis for this report.

The report consists of two parts. The first part is about the evaluation of the college as a whole and of the Tourism study programme, and the second one is about the appraisal of the pedagogical work of the teaching staff at the Business and Technical College of Applied Sciences in Užice.

1. INTERNAL EVALUATION OF COLLEGE AND TOURISM STUDY PROGRAMME

In compliance with the quality assurance strategy of the Business and Technical College of Applied Sciences in Užice, and the internal evaluation of the college as a whole, as well as in compliance with the tendency for the improvement of the quality of study programmes and teachers and associates' work, at the end of the summer semester, the students in all years of all study programmes were surveyed.

The survey comprised two parts:

- Students' evaluation of the pedagogical work of college teachers
- Students' evaluation of the quality of study programmes and the college as a whole

The survey on the evaluation of the pedagogical work of teachers was carried out in the electronic form, anonymously.

Table 1 shows the total number of surveyed students, and the number of surveyed students per study programme of the college.

Table 1. The total number of surveyed students and the number of surveyed students per study programme of the college

Study programme	Number of students 2014	Number of students 2015
Tourism	124	90
Total (BTC)	608	475

Table 2 shows the structure of the survey per year of study at the Tourism study programme, and regarding the college as a whole.

Table 2. The structure of the total number of questionnaires per year of study and study programme

Study programme	Year I година	Year II година	Year III	Number of students
Tourism	20	39	31	90
Total (BTC)	154	177	144	475

Table 3 shows students' attendance at lectures.

Table 3. Overview of students' attendance at lectures

Attendance at lectures	% of students in 2014	% of students in 2015
I sometimes attend certain lectures and practicals	15,10%	11,80%
I come to college every day, but I don't attend all lectures and practicals	38,50%	38,95%
I come to college every day and attend all lectures and practicals	45,70%	48,20%
I almost never come to college, except when I am supposed to obtain teachers' signatures	0,70%	1,05%
	100%	100%

Table 4 shows the number of surveyed students including their average grade of study in 2014 and 2015.

Table 4. The overview of the number of surveyed students including their average grade of study in 2014 and 2015

Average grade	% of students 2014	% of students 2015
6 - 6.5	6,4%	6,7%
6.51 - 7.5	38,5%	37,5%
7.51 - 8.5	39,6%	37,1%
8.51 - 9.5	13,7%	15,5%
9.51 - 10	1,8%	3,2%
Total	100%	100%

The analysis of the data obtained through the survey on the quality of the college as a whole, and the quality of the Tourism study programme

Question: Quality of instruction at the study programme?

Study programme	Average grade 2014	Average grade 2015
Tourism	3.76	4.08
Total - college	3.86	3.96

Question: Evaluate the work of Head of the study programme?

Study programme	Grade 2014	Grade 2015
Tourism	4.22	4.06
Total	4.01	3.87

Question: In your opinion, what can be improved regarded the college equipment?

Comments:

Better computers, online exam application process, better college bookshop

Pictures on the hallway walls, café, quiet reading room
Inventory
Computers
Maybe some place where those students who cannot afford going to cafes can sit and rest before the next lecture

Question: Are you familiar with students' rights and responsibilities as stated in the College Statute?

The results are shown in the table:

Yes	37%
Yes, partly	52%
No	11%
Total	100%

Question: Evaluate the work of the student service department.

Study programme	Grade - 2014	Grade - 2015
Tourism	3.43	4.11
Total	3.92	3.96

Question: Evaluate the college hygiene.

Study programme	Grade - 2014	Grade - 2015
Tourism	3.59	3.51
Total	3.90	3.86

Question: Evaluate the work of the library and how equipped it is.

Study programme	Grade - 2014	Grade - 2015
Tourism	3.7	3.86
Total	3.75	3.79

Question: Evaluate the college website.

Study programme	Grade - 2014	Grade - 2015
Tourism	3.99	4.40
Total	4.07	4.20

Question: State what you have not been asked, but you think is important for the work of your department or the college as a whole.

Better teaching methods and greater engagement with the problem of students' motivation
Better hygiene, and setting the dress code (making students dress appropriately - decently)
Replace certain teachers, or force them to make more effort and improve their instruction
I don't know... I would be happy if all students were ordered to wear the same uniform, i.e. a shirt and trousers, and if the college set that as a dress code and provided the uniform at an affordable price, or for free ☺
Nothing. All I wish is to graduate.
Practice, practice, practice!!! To have more extracurricular activities. Cultural programmes organized at college are poor.
Both students and professors should keep pace with the times and acquire up-to-date knowledge
More practice should be introduced

CONCLUSION

According to the survey results, it can be said that most students are satisfied or partly satisfied with the study programme they are enrolled in, as well as with the curriculum.

Most students are satisfied with the working conditions at the college (laboratories, IT classrooms, library, etc.). They made some very useful suggestions regarding the improvement of the practical activities at the college.

As to the library, most of the surveyed students are satisfied with the work of the library and think that it is well-equipped.

The surveyed students of all study programmes evaluated the college website with the average grade 4.20, with the comments and remarks about it as stated above.

In the period to come, the college will be working on the development of the mechanisms for regular and continual monitoring, control and evaluation of the work of heads of different departments, and non-teaching staff, paying special attention to the monitoring and evaluation of their relationship with students, and their motivation to work with students.

The work quality of non-teaching staff is controlled by the secretary and heads of service. The rules regarding the quality assurance methods, as well as the disciplinary measures, are defined in the Rules of Procedure and Work Agreements.

The results of the latest survey show that students are mostly partly satisfied with the work of the student service department. This department will have to improve in the future as it plays a very important role in building the image of the college.

2. REPORT ON APPRAISAL OF PEDAGOGICAL WORK OF TEACHING STAFF AT BTC UŽICE

The evaluation of the pedagogical work of teachers implies answering the following questions:

Q1: The teacher presents coherently and comprehensibly

Q2: The teacher is well-prepared for each class

Q3: The teacher follows the agreed timetable

Q4: The teacher motivates students and encourages them to reach a higher level of knowledge

Q5: The teacher is objective when assessing students (Pre-exam tests / Seminar papers / Exams)

Q6: The overall impression of the teacher

Q7: How much time a week do you spend on average studying this subject outside the classroom)? (... h ... min)

Comment/Suggestion (this field is not mandatory)

The total average grade of teachers for the 2014/15 academic year was 4.28, which was an insignificantly better result than that for the previous year, and the same as in the 2012/13 academic year.

The tables below provide the detailed overview of the results (the average grade per teacher for each question, as well as the average grade per subject and study programme).

BTC - Užice

Academic year 2014/2015

		Q1	Q2	Q3	Q4	Q5	Q6	Overall rating
		The teacher presents coherently and comprehensively	The teacher is well-prepared for each class	The teacher follows the agreed timetable	The teacher motivates students and encourages them to achieve a higher level of knowledge	The teacher's objective when assessing	The overall impression of the teacher	4.28
Teacher	Number	Q1	Q2	Q3	Q4	Q5	Q6	Q1-Q6 average
Aco Dogandzic	103	4.58	4.74	4.84	4.66	4.67	4.73	4.71
Biljana Djuricic	280	4.68	4.71	4.65	4.63	4.67	4.68	4.66
Bosko Furtula	77	3.45	3.65	3.85	3.36	3.56	3.56	3.60
Bozidar Radenkovic	9	4.44	4.56	4.56	4.44	4.56	4.44	4.50
Damnjan Radosavljevic	158	4.41	4.47	4.49	4.46	4.55	4.50	4.48
Dejan Milivojevic	67	3.62	3.61	4.00	3.51	3.53	3.63	3.64
Djordje Djuricic	103	4.43	4.44	4.48	4.45	4.41	4.41	4.43
Djordje Forst	252	4.46	4.52	4.54	4.41	4.51	4.44	4.49
Dragan Kulina	4	4.75	5.00	4.75	4.75	4.75	4.75	4.79
Dragan Lukic	27	4.52	4.33	4.26	4.48	4.42	4.37	4.40
Dragana Knezevic	196	4.53	4.59	4.59	4.41	4.57	4.49	4.52
Dragisa Micic	101	4.13	4.28	4.35	4.14	4.32	4.26	4.24
Dragoljub Drndarevic	66	4.09	4.09	4.08	3.86	4.02	3.94	4.03
Dragomir Acimovic	23	5.00	5.00	4.96	5.00	5.00	5.00	4.99
Dragomir Petronijevic	64	3.59	3.63	3.94	3.50	3.83	3.65	3.68
Dragoslav Arsovic	70	4.24	4.36	4.37	4.30	4.29	4.33	4.31
Gordana Ljubicic	58	3.60	4.03	4.00	3.45	3.67	3.45	3.72
Ivan Jovanovic	30	4.80	4.77	4.72	4.80	4.76	4.77	4.77
Ivana Cirovic	118	4.25	4.25	4.32	4.14	4.21	4.20	4.23
Ivana Marinkovic	82	4.46	4.48	4.63	4.23	4.38	4.41	4.44
Ivana Milojevic	32	4.88	4.84	4.81	4.91	4.84	4.94	4.87
Jelena Markicevic	102	4.36	4.47	4.44	4.40	4.45	4.47	4.43
Ljiljana Trumbulovic-Bujic	142	4.54	4.53	4.57	4.38	4.54	4.52	4.51
Ljubica Dikovic	163	4.18	4.43	4.33	3.99	4.11	4.07	4.19
Ljubodrag Tanovic	17	4.82	4.71	4.76	4.59	4.71	4.82	4.74
Milan Martinovic	95	4.05	4.20	4.60	3.81	4.00	3.94	4.09
Milenko Pikula	94	2.87	3.24	3.83	2.98	3.12	2.99	3.18
Miloje Cetkovic	91	3.82	4.11	4.16	3.74	3.74	4.03	3.93
Milos Jovanovic	118	4.39	4.50	4.59	4.22	4.31	4.38	4.40
Milovan Milivojevic	138	4.14	4.17	4.09	4.04	4.07	3.71	4.08
Milutin Djuricic	77	4.39	4.42	4.47	4.29	4.39	4.38	4.39
Miodrag Panić	59	4.05	4.05	4.14	3.98	3.93	3.95	4.02
Nada Nedovic	168	3.40	3.70	3.95	3.40	3.75	3.44	3.61
Nebojsa Ivkovic	194	4.09	4.20	4.04	4.15	4.20	4.08	4.13
Nenad Milutinovic	132	4.58	4.65	4.59	4.48	4.50	4.60	4.57
Nenad Susic	30	4.07	4.03	4.07	3.79	3.82	3.86	3.98
Olivera Novitovic	120	3.19	3.31	3.15	3.40	3.01	3.24	3.21
Predrag Drobnjak	9	4.67	4.67	4.78	4.56	4.78	4.78	4.70
Radmila Drobnjak	108	3.57	3.67	3.63	3.50	3.49	3.50	3.56
Radomir Zejak	48	4.08	4.10	4.13	3.96	4.17	4.08	4.09
Slavoljub Vujovic	147	4.32	4.42	4.32	4.36	4.19	4.31	4.32
Slobodan Petrovic	141	4.75	4.77	4.79	4.71	4.72	4.79	4.76
Snezana Aksentijevic	99	4.68	4.81	4.77	4.67	4.62	4.74	4.71
Svetlana Terzic	197	4.30	4.43	4.46	4.15	4.29	4.32	4.32
Velimir Aleksic	18	4.00	4.33	3.83	4.33	4.24	4.17	4.15
Vesna Marjanovic	125	4.61	4.73	4.69	4.59	4.58	4.67	4.64
Vesna Vasovic	264	4.35	4.45	4.55	4.29	4.17	4.28	4.34
Vidoje Milovanovic	88	4.50	4.58	4.74	4.58	4.48	4.54	4.57
Vlade Urosevic	11	4.55	4.55	4.45	4.64	4.36	4.55	4.52
Zeljko Jovanovic	7	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Zorica Sagic	172	4.60	4.58	4.47	4.47	4.52	4.52	4.53
Zorica Tanaskovic	195	4.14	4.13	4.30	4.02	4.16	4.10	4.13
Radmila Kostic-Novakovic	109	4.87	4.93	4.88	4.83	4.76	4.83	4.85
Total A		Average Q1	Average Q2	Average Q3	Average Q4	Average Q5	Average Q6	Total
TOTAL / AVERAGE	5398	4.26	4.35	4.38	4.20	4.26	4.26	4.28

The number of teachers who received the average grade higher than 4.00 for the 2014/15 academic year is 42 out of the total number of 52 teachers employed with this college, which represents the improvement in comparison with 38 out of 56 teachers as recorded for the 2013/14 academic year.

Conclusion and suggestions made by Internal Evaluation Commission regarding pedagogical work of teachers

- Generally speaking, the grades that teachers received from students regarding their pedagogical work are highly satisfactory (4.28). 42 teachers out of 52 received a grade higher than 4.
- The instruction is to be further improved, and a modern and reliable knowledge transfer system should be developed.
- As to the future surveys, the data collection techniques and methods should be further improved, and data should be analyzed using scientific methods.