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University of Kragujevac

Faculty of Hotel Management and Tourism in Vrnjačka Banja

REPORT FROM THE COURSE ORGANIZED FOR EMPLOYEES ON THE
FACULTY

IMPLEMENTATION OF WEB-BASED TECHNOLOGIES IN MODERN
BUSINESS AND EDUCATION

Authors:		
Danko Milašinović, PhD Assistant Professor	Sonja Milutinović, Msc Teaching Assistant	Dejan Sekulić, Msc Teaching Assistant

April 2015.
Vrnjačka Banja

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

Within the TEMPUS project „Modernization and Harmonization of Tourism study programmes in Serbia“ 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, there was organized a **course for employees in the tourism industry**, on the topic: **Implementation of web-based technologies in modern business and education.**

The course was divided into **four program areas**:

- 1) Introduction in computer networks; Internet
- 2) Introduction in Office 2.0 (softver for new generation office use);
Elementary use of Office 2.0; storing documents in the cloud
- 3) Introduction in web-based content management systems;
Elementary use of content management systems
- 4) Creating a web page on the Internet, connecting with documents in the cloud

The aim of the course is to, first theoretically explain the functioning and importance of computer networks and the Internet, and then on practical examples, teach participants elementary use of Office 2.0, CMS and cloud storage.

The training took place in April 2015. It lasted four weeks, two classes of 45 minutes every week.



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AGENDA OBUKE

time and place	teaching unit
Wednesday, April 8 th 2015. 12:00 Ceremonial Hall	Introduction in computer networks Internet
Wednesday, April 15 th 2015. 12:00 Ceremonial Hall	Introduction in Office 2.0 (softver for new generation office use) Elementary use of Office 2.0; storing documents in the cloud
Wednesday, April 22 nd 2015. 12:00 Ceremonial Hall	Introduction in Web-based content management systems Elementary use of content management systems
Wednesday, April 29 th 2015. 12:00 Ceremonial Hall	Creating a web page on the Internet, connecting with documents in the cloud Review

1. FIRST WEEK OF COURSE 04/08/2015

At the beginning of the course, a lecturer Assoc. Prof. Danko Milašinović addressed all the participants, emphasizing the importance and the presence of the Internet in everyday life and business. After a brief introductory speech, he laid out the plan and program for the next four weeks.

The aim of the first day of course was to introduce participants with the history of the Internet and some basic concepts of computer networks and the Internet. This theoretical findings are intended to facilitate the understanding in the practical part of the training that followed in the next three weeks.



2. SECOND WEEK OF COURSE 04/15/2015

Short introduction about the many positive, but also some negative aspects of using Office 2.0 software package was followed by a practical part. Participants were introduced with the way to create their own Google Drive, its basic use, as well as placing the documents in the cloud.



3. FIRST WEEK OF COURSE 04/22/2015

Third week of training was related to web-based content management system (CMS - Content Management System) - theoretical and practical knowledge that will enable participants to publish a various content on the Internet. For a better understanding of web-based content management system, participants were introduced with some details of the Joomla CMS.



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A Linux-based webserver, which hosted the website created in the CMS - Joomla (PHP5, Apache, MySQL), was set for the third and fourth week of course. Server was available to all participants of the course 24 hours / 7 days a week, so they were able to practice both during the course and independently at home, as each of the participant received an adequate account.

4. FIRST WEEK OF COURSE 04/29/2015

Last week of course was reserved for testing knowledge gained in the previous three weeks. Participants were given three tasks referring to the creation of web pages on the Internet and connecting documents to the cloud.



5. QUESTIONNAIRE – EVALUATION RESULTS

After the course, participants were given a **questionnaire** in order to provide estimates and opinions concerning the course delivered. The questionnaire included eight questions. The questionnaire and the average value of the claims are shown below.

Table 1. Questionnaire relating the course success

<p style="text-align: center;">QUESTIONNAIRE IMPLEMENTATION OF WEB-BASED TECHNOLOGIES IN MODERN BUSINESS AND EDUCATION</p>

1. Please evaluate the actuality of the course topics. (Please evaluate from 1 to 5, where 5 stands for very interesting and 1 for completely uninteresting) (Average grade: 5,00)

1 2 3 4 5

2. Are the chosen topics clearly presented? (Please evaluate from 1 to 5, where 5 stands for very interesting and 1 for completely uninteresting) (Average grade: 4,93)

1 2 3 4 5

3. Is this course helping you in your workplace? (Please circle one answer) (Response structure: Yes – 86,66%, No – 6,67%, I do not know – 6,67%)

1) Yes 2) No 3) I do not know

4. Is this course helping you to improve your knowledge in the field? (Please circle one answer) (Response structure: Yes – 100%)

1) Yes 2) No 3) I do not know

5. Please evaluate the place where the course is held as well as technical equipment. (Please evaluate from 1 to 5, where 5 indicates very well equipped, and 1 completely inadequate place) (Average grade: 4,47)

1 2 3 4 5

6. Please evaluate the selection of lecturer. (Please evaluate from 1 to 5, where 5 indicates very good choice, and 1 complete dissatisfaction with the choice) (Average grade: 4,93)

1 2 3 4 5

7. Are you interested to participate in the further similar courses? (Please circle one answer) (Response structure: Yes – 100%)

1) Yes 2) No 3) I do not know

8. Please enter your comments, suggestions, proposals, etc.

- A very interesting course that will help teaching staff to use the web-based technologies more effectively in everyday business.
- Very useful. All that we need, but we didn't know who to ask.
- All OK.
- Prior to holding this course, I had some information about the topics that were presented to us. Now I am fully qualified to operate and use these tools - which greatly facilitates my future work - especially when it involves more people. Suggestion: whenever Faculty or lecturer are able to - we are looking forward to some more knowledge in this field, of course, in areas pertaining to facilitate our joint work.

- Very useful and applicable in practice.
- Useful training. Poor internet.

In the Table 2 there is a tabulation of the results of the Questionnaire.

Table 2. Results of the Questionnaire regarding the course success

No.	Question	Average value		
1.	Please evaluate the actuality of the course topics.	5,00		
2.	Are the chosen topics clearly presented?	4,93		
3.	Is this course helping you in your workplace?	yes	no	I do not know
		86,66%	6,67%	6,67%
4.	Is this course helping you to improve your knowledge in the field?	yes	no	I do not know
		100%		
5.	Please evaluate the place where the course is held as well as technical equipment.	4,47		
6.	Please evaluate the selection of lecturer.	4,93		
7.	Are you interested to participate in the further similar courses?	yes	no	I do not know
		100%		
8.	Please enter your comments, suggestions, proposals, etc.	<ul style="list-style-type: none"> • A very interesting course that will help teaching staff to use the web-based technologies more effectively in everyday business. • Very useful. All that we need, but we didn't know who to ask. • All OK. • Prior to holding this course, I had some information about the topics that were presented to us. Now I am fully qualified to operate and use these tools - which greatly facilitates my future work - especially when it involves more people. Suggestion: whenever Faculty or lecturer are able to - we are looking forward to some more knowledge in this field, of course, in areas pertaining to facilitate our joint work. • Very useful and applicable in practice. • Useful training. Poor internet. 		

Based on the results of the survey we can determine that the average rate of course is 4.83. The highest average grade has topic actuality 5.00. Also, all of participants (100%) expressed the view that the realized course will help them to improve knowledge in this area, and that they are interested to participate in new course programs with the same or similar topics.

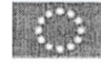
6. SCHEDULE

Registration lists of participants are given in the attachment.

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IN VRNJASKA BANJA
UNIVERSITY OF KRAGUJEVAC



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PRIMENA WEB-BAZIRANIH TEHNOLOGIJA U SAVREMENOM POSLOVANJU I EDUKACIJI

No	First and last name	Institution	Phone number	E-mail
1	Sanja Milovanovic	Pravna fakultet, Beograd	011 26 80 275	sanja.milovanovic@prf.bg.ac.rs
2	Dr. Jovana Stankovic	Fakultet za Vrbu	030 401 702	dr.jovana.stankovic@prf.bg.ac.rs
3	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
4	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
5	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
6	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
7	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
8	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
9	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
10	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs

Vrnjaska Banja, 15. 04. 2015.



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3	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
4	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
5	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
6	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
7	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
8	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
9	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs
10	Marija Kostic	HTSPS	011 26 80 275	marija.kostic@prf.bg.ac.rs

Vrnjaska Banja, 08. 04. 2015.


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PRIMENA WEB-BAZIRANIH TEHNOLOGIJA U SAVREMENOM POSLOVANJU I EDUKACIJI

No	First and last name	Institution	Phone number	E-mail
1	Suzana Mladinovic	Fakultet za HT i TT	065 22 66 2204	Suzana.mladinovic@ukragujevac.rs
2	Miroslav Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
3	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
4	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
5	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
6	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
7	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
8	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
9	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
10	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
11	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
12	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs

Vrnjaska Banja, 22.04.2015.



PRIMENA WEB-BAZIRANIH TEHNOLOGIJA U SAVREMENOM POSLOVANJU I EDUKACIJI

No	First and last name	Institution	Phone number	E-mail
1	Suzana Mladinovic	Fakultet za HT i TT	065 22 66 2204	Suzana.mladinovic@ukragujevac.rs
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11	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs
12	Milica Mladinovic	FHT	065 22 66 2204	m.mladinovic@ukragujevac.rs

Vrnjaska Banja, 29.04.2015.

Vrnjaska Banja, 04/30/2015.