

**Student quality assessment report
for the academic year 2019/2020
Program: Hospitality and Tourism Management**

1. Introduction

This report presents the evaluations of the program and academic staff by students.

Hospitality and Tourism Management program.

The evaluation of academic staff for the 2019/2020 academic year was done in a combined manner, in physical and electronic form. The electronic form was carried out through the questionnaire placed in the University Management System (UMS). Academic staff evaluation is carried out every semester. The questions in this assessment are constructed in the form of statements and their evaluation was done on a Likert scale (1 - I strongly disagree; 2 - I disagree; 3 - Neutral; 4 - Agree; and 5 - Strongly Agree).

**1.1 Cumulative evaluation report of academic staff for the program
BSc. Hospitality and Tourism Management for the academic year 2019/2020**

The academic staff of the Hospitality and Tourism Management program has been evaluated in every semester and in table no. 1 the cumulative assessment results for each are presented.

Based on the results of the evaluation of academic staff, we note that all

components of this session were positively rated by students, or more precisely, above 4.

Therefore, the management of this Faculty must remain committed to further improving

further student satisfaction with academic staff. Overall, student satisfaction

The ratio of students to academic staff for the 2019/2020 year is 86% or 4.3.

Table no.2 Evaluation of academic staff

	Average
Questions The course syllabus, which includes the content and method of assessment, was presented to me in detail at the beginning of the semester. The teacher's	4.0
attendance during the semester has been regular and on time. The teacher has	4.0
always come prepared to the lesson. Activities during the semester	4.0
have created opportunities for students to engage in discussions, creative activities, and student interaction has been encouraged (group work, pairs, etc.).	3.7
The teacher was available to students for consultations, at the University or online The teacher encourages and respects the different opinions	3.8
of students The materials provided for studies during the semester were appropriate for acquiring the knowledge and	4.0
skills foreseen for this course The materials provided by the teacher were published in a timely manner in SMU, Teams or Moodle Students were informed in advance about the criteria for evaluating the	3.8
exam/papers or their work in general The evaluation of students' work for the course during the semester was done according to	4.0
the course syllabus If the lesson was held in the classroom, the means of concretization (markers, projector, board, etc.) and the learning space were available and were well used by	4.1
the teacher	4.0
	3.8
The teacher used the virtual learning platform Microsoft Teams and its capabilities with ease. The course was	4.0
useful for the students.	4.0