

**Student quality assessment report  
for the academic year 2020/2021  
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 program evaluation was carried out through the established program evaluation questionnaire.

in the University Management System (UMS), which contains 21 components. The way

This year, data collection has moved from manual to electronic form. The questionnaire

The program evaluation process has changed. This evaluation is carried out once per academic year.

and the evaluation is done by the students of this program. The program evaluation questions are

constructed mainly in the form of statements and their evaluation is done according to the degree of

Likert scale (1 - I don't know; 2 - I completely disagree; 3 - I partially agree; 4 - I agree; and 5 -

I completely agree.

The evaluation of the academic staff was also carried out through the questionnaire placed on

University Management System (UMS). Unlike program evaluation, which

is carried out once within an academic year, the evaluation of academic staff is carried out in every

semester. The form of data collection for this assessment, this academic year, is

carried out in electronic form. The questions in this assessment are also constructed in the form of

statements and their evaluation was made according to the Likert scale (1 - I don't know; 2 - I don't know).

completely agree; 3- partially agree; 4- agree; and 5- completely agree).

**1.1 Student evaluation report of the Program for the academic year  
2020/2021**

Based on the results of the program evaluation, presented in Table 1, we note that the majority of the components of this session were positively evaluated by the students. It is worth noting that

based on the results of this assessment, the component that was not satisfactorily assessed by students is the practical work outside the institution, but taking into account that in this year academic teaching was conducted online due to pandemic restrictions, such result was expected. Also, the management of this Faculty should pay attention to all components, which are rated below 4. In more pronounced focus for improvement The remaining components are rated below 3.5, which includes about 53% of the components. from the evaluation presented in table no. 1. Overall, students' satisfaction with program this academic year is 69% or 3.4.

Table no.1 Program evaluation

No.	Evaluation questions	Average rating
1	Materials presented during lectures are provided to students regularly.	3.80
2	Suggested literature for the courses is made known to us at the beginning of the semester.	3.89
3	Course syllabi are provided to students in a timely manner.	3.88
4	Students are informed of the teacher consultation schedule.	3.42
5	Consultation hours with teachers are respected.	3.24
6	From the beginning we are informed about the best way to achieve learning outcomes	3.55
7	Teaching methods offer the best way to achievement of learning outcomes	3.70
8	Online learning (via Microsoft Teams) is not much different from in-class learning.	3.03
9	The University Management System (UMS) is easy to use and meets the needs of students.	3.07
10	Classrooms are well equipped with audio-visual aids for quality learning.	3.24
11	There is a good connection between theoretical and practical learning.	3.26
12	The student is free to determine his/her own elective courses.	3.68
13	The class schedule is announced in time.	3.68
14	The announced teaching schedule is respected by teachers.	3.55
15	The study program is in line with the needs of the labor market	3.32
16	The study program is comparable to similar programs at other universities.	3.34

17	Student engagement in the course is balanced (not overloaded)	3.21
18	Practical work outside the institution is well organized by the university	2.90
19	Employment opportunities after graduation are well known for	3.35
20	My overall opinion of this study program is positive.	3.63
21	I would recommend this study program to other people.	3.58

### 1.2 Cumulative evaluation report of academic staff for the program

BSc. Hospitality and Tourism Management for the academic year 2020/2021

The academic staff of the Hospitality and Tourism Management program has been evaluated in every semester and in table no. 2 the cumulative assessment results for each semester are presented.

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

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

Also, the management of this Faculty must remain committed to improving

further student satisfaction with academic staff. Overall, satisfaction

The ratio of students to academic staff for the 2020/2021 year is 84% or 4.2.

Table no.2 Evaluation of academic staff

question	Average
The course syllabus, which includes the content and assessment method, was presented to me in detail at the beginning of the semester.	4.1574
The teacher's attendance during the semester has been regular and on time.	4.2151
The teacher has always come prepared to the lesson.	4.2447
Activities during the semester have created opportunities for students to engage in discussions, creative activities, and student interaction has been encouraged (group work, pairs, etc.).	4.0607
The teacher was available to students for consultations, in University or online	4.1385
The teacher encourages and respects the diverse opinions of students.	4.1669

The materials provided for study during the semester were appropriate for acquiring the knowledge and skills required for this course.	4.1241
The materials provided by the teacher have been published in a timely manner on SMU, Teams or Moodle	4.1191
Students have been informed in advance about the evaluation criteria for the exam/ papers or their work in general.	4.1945
The evaluation of students' work on the course during the semester is done according to the course syllabus.	4.1548
If the lesson was held in the classroom, the presentation tools (markers, projector, board, etc.) and the learning space were available and well used by the teacher.	4.0614
The teacher has used the virtual learning platform Microsoft Teams and its capabilities with ease.	4.2191
The course was useful for students.	4.2244