

**Student quality assessment report  
for the academic year 2022/2023  
Program: Hospitality and Tourism Management**

**1. Introduction**

This report presents the evaluations of the program and the academic and course staff by students of the Hospitality and Tourism Management program at the Bachelor's level.

The program evaluation was carried out through the established program evaluation questionnaire in the University Management System (UMS), which contains 21 components. This assessment is carried out once within an academic year and the evaluation is done by the students of this program.

The program evaluation questions are mainly structured in the form of statements and evaluations.

Their answer was based on a Likert scale (1 - I don't know; 2 - I strongly disagree; 3 - I agree partially; 4-Agree; and 5- Completely agree).

The evaluation of the academic staff and the course was also carried out through the established questionnaire in the University Management System (UMS). Unlike program evaluation, which are carried out once within an academic year, the evaluation of academic staff and coursework is carried out in each semester. The questions, also in this assessment, are constructed in the form of statements and their evaluation was done on a Likert scale (1 - I don't know; 2 - I completely disagree; 3- Partially agree; 4 - Agree; and 5 - Completely agree).

**1.1 Students' program evaluation report for the academic year  
2022/2023**

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, all components are rated above 3.5. Given referring to the results, the management of this Faculty should pay attention to all components, which are rated below 4. Overall, student satisfaction

with the program, this academic year it is 78% or 3.9. If we make a comparison with the previous year preliminary. The previous year, the program's evaluation did not decline and was rated the same as last year.

Table no.1 Program evaluation

QUESTION	Average
Materials presented during lectures are provided to students regularly.	4.13
Suggested literature for the courses is announced at the beginning of the semester.	3.88
Course syllabi are provided to students in a timely manner.	3.98
Students are informed of the teacher consultation schedule.	3.95
Consultation hours with teachers are respected.	3.97
From the beginning of the year, students are informed about the assessment method for the respective subject.	3.90
Teaching methods provide the best way to achieve learning outcomes	3.90
Online learning (via Microsoft Teams) is not much different from in-class learning.	3.57
The University Management System (UMS) is easy to use and meets the needs of students	3.88
Classrooms are well equipped with audio-visual aids for quality learning.	3.84
There is a good connection between theoretical and practical learning.	3.80
The student is free to determine his/her own elective courses.	3.94
The class schedule is announced in time.	3.98
The announced teaching schedule is respected by teachers.	3.82
The study program is in line with the needs of the labor market	3.89
The study program is comparable to similar programs in Other universities	3.77
Student engagement in the course is balanced (not overloaded)	3.87
Practical work outside the institution is well organized by the University	3.77
Employment opportunities after graduation are well known to students.	3.88
My overall opinion of this study program is positive.	3.85
I would recommend this study program to others.	4.04

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

BSc. Hospitality and Tourism Management for the academic year 2022/2023

The academic staff of the Hospitality and Tourism Management program has been evaluated in every semester by students and the cumulative assessment results for each are presented.

component in table no. 2. Based on the results of the evaluation of academic staff, we note that all components of this session were positively evaluated by the students, or more precisely over 4. Also, the management of this Faculty must remain committed to improving further increase student satisfaction with academic staff. Overall, Student satisfaction with academic staff for the 2022/2023 academic year is 84.4% or 4.22.

Table no.2 Teacher evaluation

question	Average
The teacher organizes and presents the course material well.	4.34
The teacher uses sufficient practical examples in the classroom (case studies). study, practical work in the laboratory)	4.28
The teacher has devoted sufficient time to explaining the complex concepts	4.33
The teacher provides clear and sufficient instructions to understanding the exercises and assignments of the course	4.33
The teacher's knowledge and practical experiences in the industry have been useful to me	4.26
During the lecture hours, the teacher gave them the opportunity students to interact with each other	4.29
The teacher encouraged active participation and debate among students	4.20
The teacher was available for clarification and additional assistance with SUBJECT	4.32
The teacher has given me useful feedback and constructive for other tasks/engagements	4.28
The teacher has stimulated my interest in the subject and field. GENERAL	4.25
The teacher has used technology well during the teaching process. (teams, forms, software programs, etc...)	4.22

Table number 3 shows the results of the course evaluation by students in the program. Hospitality and Tourism Management, where all components of this session are assessed above 4 and student satisfaction in the program's subjects is 4.38 or 87.6%.

Table no. 3 Course evaluation

question	Average
The subject is appropriate for the study program	<b>4.28</b>
The purpose and objectives of the course are well explained.	<b>4.25</b>
Literature and additional course materials (books, practical examples, additional reading resources) were up-to-date, accessible, and Adequate	<b>4.17</b>
The course was delivered effectively (based on the syllabus). subject)	<b>4.31</b>
I was clear about what was expected of me in terms of commitments. mine in this subject	<b>4.27</b>
The tools and materials used during the lesson have helped me to understand the subject better	<b>4.20</b>
The activities in class have helped me understand the subject better.	<b>4.15</b>
The course had a good balance of theoretical lectures and hands-on learning. practice (numerical exercises, case studies, study visits) etc..)	<b>4.09</b>
I had detailed information about the assessment method.	<b>4.30</b>
Working in groups has helped me develop my collaboration skills.	<b>4.05</b>
Practical learning (laboratory work, field work, use of practical examples etc....) has helped me develop my competencies professional	<b>3.96</b>