

TOURISM AND HOTEL MANAGEMENT: STUDENTS SURVEY RESULTS

2019–2020 y. Autumn semester

REFERENCE PERIOD:

From November 2019 to February 2020

AIM:

To study the *Tourism and Hotel Management* students' opinion on study courses / modules and the quality of their teaching.

QUESTIONNAIRE:

Students studying at *Tourism and Hotel Management* study programme evaluated the quality of study courses / modules according to 17 criteria. Rating scale: *Strongly Agree; Agree; Neither Agree nor Disagree; Disagree; Strongly Disagree*. Seventy-five completed questionnaires were received.

SURVEY RESULTS (N=75):

Evaluation criteria	Rating scale				
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The study course/module materials and learning resources contributed to the acquisition of new knowledge and skills	27 %	32 %	28 %	7 %	7 %
The course/module used various teaching/learning methods (e.g. problem-based learning, case studies, project-based activities, creative tasks, group work, etc.)	34 %	39 %	18 %	3 %	6 %
The criteria for assessing the achievement of learning outcomes were clear and understandable	23 %	32 %	16 %	21 %	8 %
The methodological material of the course/module was available in a virtual learning environment (Moodle)	65 %	20 %	8 %	0 %	6 %
Course/module studies promoted personal development	21 %	24 %	27 %	21 %	6 %
Self-study work (integrated project) was beneficial	28 %	25 %	27 %	8 %	12 %
I liked the content of the course/module (topics, practical and self-study tasks)	12 %	21 %	27 %	33 %	6 %
The goals of the course/module are clearly defined	40 %	26 %	17 %	7 %	10 %
The theory is based on practical examples	40 %	29 %	19 %	10 %	2 %
The final assignments provided an opportunity to demonstrate the knowledge and skills acquired during the course/module	43 %	21 %	14 %	12 %	10 %
Lecture time is used effectively	53 %	29 %	10 %	6 %	2 %
Consistent and clear teaching of the course/module according to the planned plan	47 %	32 %	12 %	6 %	3 %
The relationship between the lecturers and students of the course/module was respectful and ethical; the favourable psychological climate prevailed	66 %	14 %	10 %	6 %	3 %
Students were given feedback on their work (discussing the results of assignments, self-study work, etc.)	36 %	22 %	20 %	19 %	2 %
Helpful and timely consultations	39 %	39 %	19 %	2 %	1 %
I liked the work of the course/module lecturers	53 %	23 %	10 %	12 %	2 %
The lecturer worked according to the timetable (starting and finishing classes on time, not missing them, etc.)	60 %	23 %	3 %	5 %	10 %

Tourism and Hotel Management study programme students have a positive perception of the study courses / modules and the quality of their teaching in the autumn semester of 2019-2020, as shown by 72% of the students who participated in the survey agreeing with the evaluation criteria. For more information on the measures that have been implemented in response to the views expressed by students, see the *You Said We Did* section.