

TOURISM AND HOTEL MANAGEMENT: STUDENTS SURVEY RESULTS

2019–2020 y. Spring semester

REFERENCE PERIOD:

June 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 14 criteria. Rating scale: *Strongly Agree; Agree; Neither Agree nor Disagree; Disagree; Strongly Disagree*. Forty-nine completed questionnaires were received.

SURVEY RESULTS (N=49):

Evaluation criteria	Rating scale				
	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The goals of the course / module are clearly defined	32 %	37 %	11 %	16 %	5 %
The theory is based on practical examples	37 %	32 %	32 %	0 %	0 %
The criteria for assessing the achievement of learning outcomes were clear and understandable	32 %	26 %	21 %	11 %	11 %
The final assignments provided an opportunity to demonstrate the knowledge and skills acquired during the module	37 %	42 %	5 %	16 %	0 %
The study course / module materials and learning resources contributed to the acquisition of new knowledge and skills	37 %	37 %	16 %	0 %	11 %
Self-study work (integrated project) was beneficial	42 %	32 %	5 %	16 %	5 %
The lecturer worked according to the timetable (starting and finishing classes on time, not missing them, etc.)	67 %	20 %	10 %	0 %	3 %
Consistent and clear teaching of the module according to the planned plan	63 %	10 %	7 %	7 %	13 %
Lecture time is used effectively	70 %	7 %	7 %	7 %	10 %
The module used various teaching/learning methods to activate participation in the lecture	73 %	10 %	3 %	7 %	7 %
The relationship between the lecturers and students of the module was respectful and ethical; the favourable psychological climate prevailed	70 %	17 %	10 %	0 %	3 %
The methodological material of the course / module was available in a virtual learning environment (Moodle)	67 %	23 %	7 %	0 %	3 %
Students were given feedback on their work (discussing the results of assignments, self-study work, etc.)	70 %	13 %	13 %	3 %	0 %
Helpful and timely consultations	69 %	6 %	19 %	3 %	3 %

Tourism and Hotel Management study programme students have a positive perception of the study courses / modules and the quality of their teaching in the spring semester of 2019-2020, as shown by 78% 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.