



APPROVED
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[Signature]
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UTENA UNIVERSITY OF APPLIED SCIENCES
 FACULTY OF BUSINESS AND TECHNOLOGIES
 DEPARTMENT OF BUSINESS AND PUBLIC MANAGEMENT
 JOINT HOSPITALITY MANAGEMENT STUDY PROGRAMME
 PROGRESS REPORT
 2017-2019

No	Recommendations by the experts, areas to improve	Actions performed or to be performed	Implementation period	Remarks
1. Programme aims and intended learning outcomes				
1.	Based on the important role played regionally by Small and Medium Enterprises in hospitality management and the forecast growth for tourism and hospitality in Lithuania (Latgale Region Strategy 2030, SER, p.8) it might be helpful if the learning outcomes could incorporate entrepreneurial and skills development more clearly (Report p.7).	To review the Learning Outcomes of the study programme to incorporate the development of the entrepreneurial skills.	By September 2020	
		To survey employers to identify their demands regarding the knowledge and skills of the graduates of hospitality management. 2 nd -3 rd quarter of every year.	November 2018	
2. Curriculum design				
1.	Based on the important role played regionally by Small and Medium Enterprises in hospitality management and the forecast growth for tourism and hospitality in Lithuania (Latgale Region Strategy 2030, SER, p.8) it might be helpful if the learning outcomes could incorporate entrepreneurial and skills development more clearly (Report p.7).	To update study modules descriptors with reference to Law on Higher Education and Research of the Republic of Lithuania (effective as of 01.01.2017) and successive legal acts.	September 2019	

No	Recommendations by the experts, areas to improve	Actions performed or to be performed	Implementation period	Remarks
3. Teaching staff		The study plan was reviewed to introduce freely selective subjects to be offered to students. The list of selective subjects will consist of the subjects focused on entrepreneurial skills development.	January 2019 February 2020	
		To review the curriculum to identify which of the modules/subjects can update their content to incorporate the development of the entrepreneurial skills.	September 2019	
		Professional contacts with the local Lithuanian SMS developed to incorporate the regional aspect into the curriculum by applying new methodology of live projects with SMS as a commissioner.	September 2018	
		To expand the integration of technological tools into the study process to ensure the students' ability to meet the technological requirements of the tourism and hospitality industry.	September 2019	
1.	Based on the evidence provided by students and coursework samples seen, there could be more self directed searching and critical evaluation embedded in the learning that comes from researching and evaluating peer-reviewed academic journal articles, even before the final thesis. It is recommended, therefore, that teaching staff encourage students to undertake research for coursework that has them critically evaluating academic literature in the application of theory to practice (Report, p.8).	Teachers designed lists of international academic journals of their professional area to be used by students in their coursework research.	September 2018 February 2019	
		To create opportunities for the part-time teaching staff (practitioners/consultants) to be involved in staff development opportunities.	June 2018 November 2018	

No	Recommendations by the experts, areas to improve	Actions performed or to be performed	Implementation period	Remarks
		The integrated department Professional Qualification Development Plan 2017-2020 was designed including the following: pedagogical competences, English language competences, other foreign language competences, professional competences of the area.	October 2017 October 2018	
		To enhance students' participation in international (students') conferences, seminars, workshops to enhance their research capacity.	2017-2018 2018-2019 2019-2020	
2.	The demonstration of the plagiarism software during the panel visit illustrated that the implementation of the programme is still in its infancy, although a plan for supporting staff in using the software has been devised. The recommendation of the panel is that the roll-out plan for implementing the plagiarism software includes it being used prior to final thesis work with students also learning how to use the software .	To expand the application of ELABA software for plagiarism to course papers.	June 2019	
4. Facilities and learning resources				
1.	No separate recommendation regarding this area was provided by the Review Team.	To review e-learning courses (Moodle) annually in terms of their content and learning tools to keep them up-to-date. By 1 st September.	September 2017 September 2018 September 2019	Utena UAS initiative
		To review the list of relevant reading annually to be offered to students.	September 2017 September 2018 September 2019	Utena UAS initiative
		To offer students site visits to accommodation, catering and event enterprises in Lithuania and Latvia to be aware of good practices.	March 2018 May 2018 September 2018 December 2018 January 2019 April-May 2019 September 2019	Utena UAS initiative

No	Recommendations by the experts, areas to improve	Actions performed or to be performed	Implementation period	Remarks
5. Study process and students' performance assessment				
1.	Information and documentation for students about the programme were not consistently available in English. We recommend that all information about the study programme is made available in English to ensure the programme can reach its international audiences and reflects its international ambitions (Report, p.9).	To supplement the website of Utena UAS, the section dedicated to the prospective students with the information in the English, Latvian and Lithuanian languages regarding the entry requirements and necessary fundamental information about the study programme.	March 2018 March 2019 March 2020	
		The system of Senior Mentor was introduced between the students of different years prior to their first international experience.	September 2018	
		More attention and efforts were given to publicity of the JSP HM by enhancing students' recruitment activities.	January-May 2018 January-May 2019	
		New communication channels were searched for to reach the target groups of: Lithuanian and Latvian residents living abroad; Persons having incomplete higher education and some modules possibly acknowledged by HM study programme to complete their degree and to be admitted to further courses; Non-EU countries interested in Hospitality Management education and career.	Study programme Facebook account was created in 2018	Constant information feeds about the study programme to foreign social media groups
		To hold a workshop for the academic staff regarding assessment feedback and grades. 1 st quarter 2018, 2020, 2022.	June 2018 February 2019	
2.	There was evidence of innovative teaching methods and engagement of social partners in the delivery of learning. However, there were also miss-matches between feedback and grades awarded to students on coursework. To ensure both good practice can be shared and issues around feedback and grading are consistent and aligned we recommend that the Joint Study Programme Committee organises workshops for teachers to exchange good practice and develop consistent approaches to feedback and grading of student assessments (Report, p10).			

No	Recommendations by the experts, areas to improve	Actions performed or to be performed	Implementation period	Remarks
6. Programme management				
1.	Information and documentation for students about the programme were not consistently available in English. We recommend that all information about the study programme is made available in English to ensure the programme can reach its international audiences and reflects its international ambitions (Report, p.9).	To perform survey of the graduates regarding programme implementation and student satisfaction. Every 3 rd quarter of a year.	November 2017 July 2018 July 2020	
		To perform survey of the students regarding conduct of every subject. After the completion of every single semester.	January, June 2017 January, June 2018 January, June 2019 January, June 2020	
		Involve the stakeholders in various activities to enhance their awareness of the processes within the study programme; participation with expertise contribution and decision making.	April 2018 March 2019 April 2020	Round-table discussions On-line surveys Interviews
		Involve the students in decision making and awareness of the processes of the study programme implementation; provision of their feedback regarding all the aspects of the study programme implementation.	September 2017 September 2018 September 2019 September 2020	Student involvement in Study Programme Committee

Chairperson of the Study Programme Committee

Head of the Department



Rasa Jodienė

Rūta Puidokaitė-Savickienė