

## **Report on Course Evaluations: Tourism Aalborg, Spring Semester 2021**

The evaluation form was distributed to 23 active students. It has been completed or partially completed by 19 students, which gives a response rate of 83%.

All but one of the respondents had attended the three tourism courses and three had also attended the Applied Methods course. It is disappointing that so few students chose to follow Applied Methods, presumably because it does not give ECTS, and we will make a greater effort to explain its importance in the future.

### **Tourism Policy and Destination Governance**

Nineteen students answered questions about this course. Fifteen said that they had spent 4-6 hours or more per week on this course, but four claimed to have only spent 1-3 hours. The vast majority (89%) thought that the level of the course was appropriate, although five students thought that the extent was too large. Turning to the learning objectives, all but one student thought that these were clearly formulated and communicated.

All the respondents agreed (61%) or completely agreed (39%) that the course gave a good learning outcome in relation to the learning objectives, all but one agreed (67%) or completely agreed (28%) that the course material supported their learning, and all agreed (67%) or completely agreed (33%) that the presentation of the material supported their learning. These evaluations are very positive, especially considering that the whole course was taught online.

The comments indicate that the students particularly appreciated the clear course structure, the real-life cases and examples, and use of digital tools & resources such as video and padlets. Several students also reported that they benefited from preparatory activities, such as researching examples and cases themselves before class that could be used in group work. One suggestion for improvement is to have more creative tasks, such as brainstorming policy ideas, and another is to have a session on EU tourism policymaking.

### **Co-Creating Tourism Encounters**

Seventeen students responded to questions about this course. Of these, fifteen said that they had spent 4-6 hours or more per week on the course. Two said that they had only spent 1-3 hours. All of the respondents thought that the level of the course was appropriate and all but one thought that the extent was appropriate.

There was also a generally high level of satisfaction with this course. Overall, 77% completely agreed or agreed that the course gave a good learning outcome, with similar satisfaction levels in relation to the course materials. In relation to the presentation of material, 76% agreed and 18% completely agreed that it supported their learning.

In the comments, students praised the use of 'case of the day', the clear structure of the lectures and the reading guides. Some students felt that the level was too high the beginning of the course (although this does is reflected in the quantitative results). Most suggestions for improvement are about increasing the number of small group work activities/discussions to increase student interaction in the classes.

### **Innovation in Tourism**

Eighteen students answered questions about this course. A majority thought that the level of the course was appropriate (67%) and that that the extent was appropriate (56%); however, there seem to have been problems with communication of the learning objectives as 28% said that they did not know what they were. The comments suggest that this is because the Aalborg students joined the class one week late (because teaching from the Aalborg was unfortunately cancelled suddenly due to unforeseen circumstances) and felt that they had not received an introduction to the assignments and course structure.

In general, this course has rather mixed evaluations. While 61% agreed or completely agreed that it gave a good learning outcome in proportion to the learning objectives, 28% disagreed or completely disagreed. There were also some issues with the course material and presentation: 45% agreed or completely agreed that the course material supported their learning; and 50% that the presentation of the material supported their learning.

The comments suggest that the reason for this was the large number of guest lecturers on this course. While some students highlighted the guest lectures as a particularly good aspect of the course, others were dissatisfied and felt that there were communication problems and a lack of focus on academic knowledge. There were positive comments about the idea of innovative project work in groups but also suggestions regarding how to improve the process; for example, by having smaller groups and making the process clearer. We should consider how to improve the balance of guest lectures and how to make the course structure and objectives clearer.

### **Comments on COVID-19 restrictions/online teaching**

There are only one or two comments that explicitly mention the impact of the pandemic on the teaching. One student commented that they 'Disliked online teaching, but nothing to be done about it' and a second commented that 'Zoom classes are not optimal for learning, but it was well done all things considered'. A third student felt uncomfortable having their camera on during class. There were also some positive comments regarding online classes, such as the possibility to interact with students from the other campus, and the use of digital resources and platforms.