

MONITORING & EVALUATION LEARNING REPORT

Period of 2022-2024

Excellent, Self-reliant, Cultured, and International Level in 2025



FACULTY OF TOURISM
UNIVERSITY OF UDAYANA
JIMBARAN BALI
2025

REPORT INTRODUCTION

Monitoring and evaluation achievement learning is integral part of the system guarantee quality education high. Through this process, institutions education, especially the Faculty of Tourism, Udayana University, can measure the extent to which the learning process carried out has fulfilled established standards as well as fulfil hopes and needs students as recipients service education. This evaluation also becomes the basis for making improvements sustainable, both in terms of planning, implementation, and management all over aspect academic.

This report is prepared as a form accountability academic and commitment of the Faculty of Tourism in ensuring quality service education still awake and keep going increase from year to year. This evaluation not only captures the learning process in the classroom, but also includes quality lecturer services, effectiveness service administration academic, as well as availability and convenience facilities and infrastructure Supporter learning. The data in this report is collected through distribution of questionnaires to student active from all study programs within the Faculty of Tourism, namely :

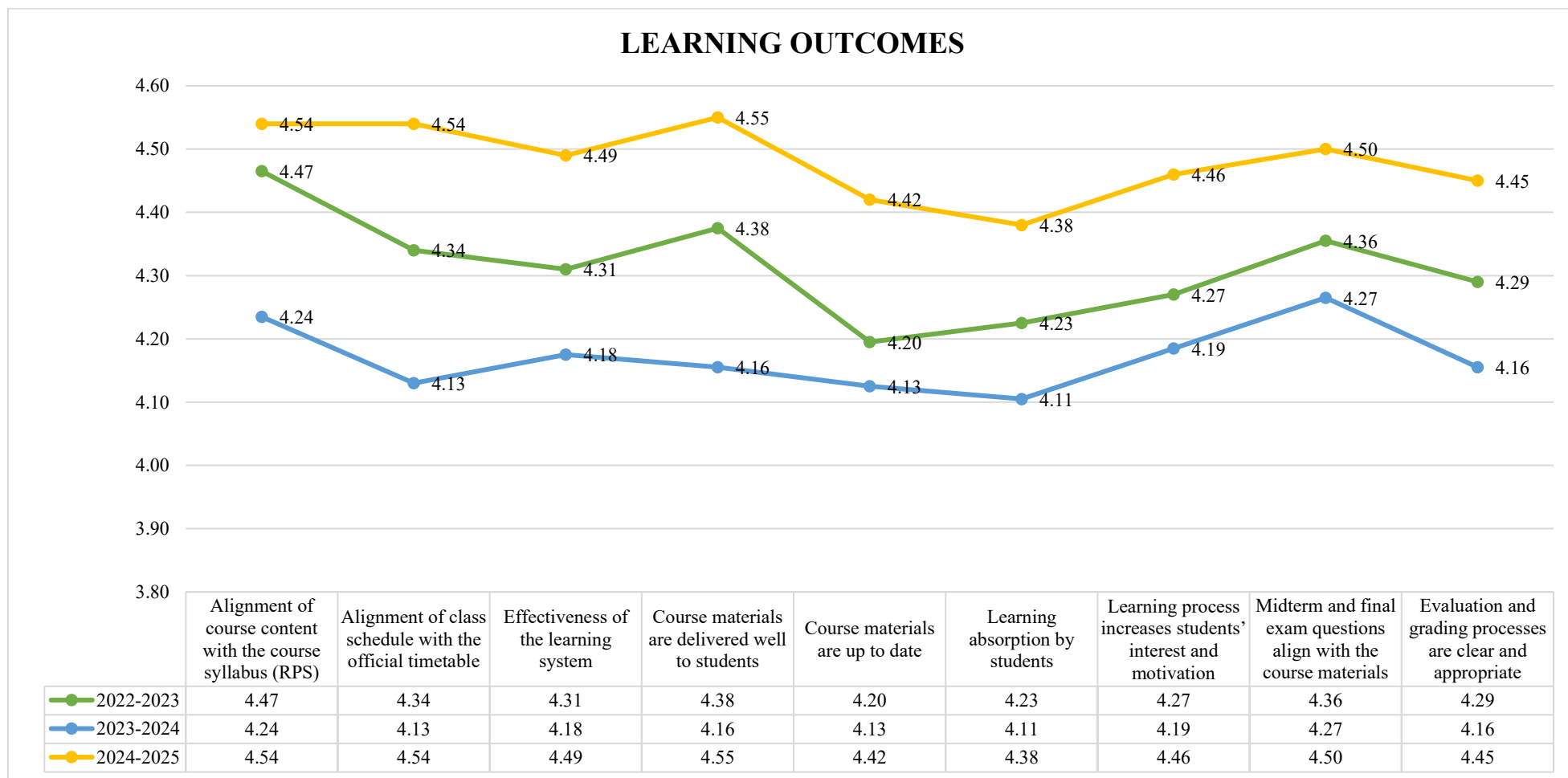
1. Bachelor of Tourism Study Program
2. Bachelor of Tourism Industry Study Program
3. Applied Undergraduate Study Program Management Hospitality
4. Master of Tourism Study Program
5. Doctoral Program in Tourism

The questionnaire was compiled with use 5-point Likert scale, where a value of 5 indicates rating of "strongly agree" or "very good", and a value of 1 indicates "strongly disagree" or "very poor". This scale allows respondents to provide evaluation in a way tiered against various aspects that are assessed, so that data analysis can be carried out in a more comprehensive and in-depth manner.

Through this report, the Faculty of Tourism is not only trying to see trend achievement learning during the last three years, but also identify areas for improvement, as well as celebrate achievements that have shown positive results. Data obtained will be the basis for taking decision strategic in curriculum development, improvement lecturer capacity, improvement service administration, as well as strengthening infrastructure education.

The importance of this report also lies in its role as a document accountability transparent academic to all over stakeholders' interests — including students, lecturers, staff education, university leadership, and public extensive. Data- based evaluation is foundation for creating culture quality in the environment education high, and become a reflection from seriousness institutions in organizing relevant, quality and empowering education global competitiveness.

With By compiling this report, the Faculty of Tourism hopes to continue step progress in creating ecosystem education that supports the teaching and learning process in a way effective, adaptive to changing times, as well achievement oriented competence graduates who excel and have integrity.

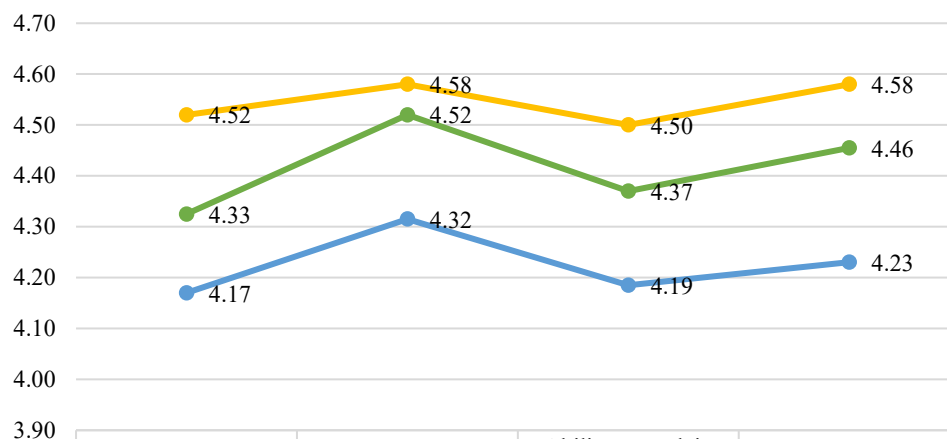


Tourism, Udayana University consistently evaluate achievements learning to ensure quality education provided. Based on evaluation data student during the last three years, it happened improvement significant throughout aspect learning in the 2024–2025 academic year.

Average rating from student show that aspects such as *the suitability of the lecture material with RPS, delivery of material, up to conformity question exam with material* get very good score, with mark approach number maximum 5. The years 2024–2025 recorded mark highest in almost all over indicators, especially in the aspect of "Material provided" with kindness to students" and" Suitability of lecture times with the lecture schedule", which reaches score 4.55.

Compared to with the previous two years, it is seen that effort repair sustainable which is carried out both from the lecturer's side, the lecture system, and Faculty management has yielded positive results. The increase score shows that the learning process the more effective, adaptive, and appropriate need student.

SERVICES BY LECTURERS



The Faculty of Tourism shows commitment real in improving quality lecturer services to students. Based on the evaluation results the last three years (2022–2025) all indicator lecturer services experience trend significant improvement.

2024–2025 academic year records score highest in all aspects, especially in competence mastery eye lectures and interactions with students who each achieved value 4.58, and utilization of online and offline media with value of 4.52. Compared to the previous year, the increase is also clearly visible, as in the indicator ability explain online equivalent with look at advance that rose from 4.185 to 4.5.

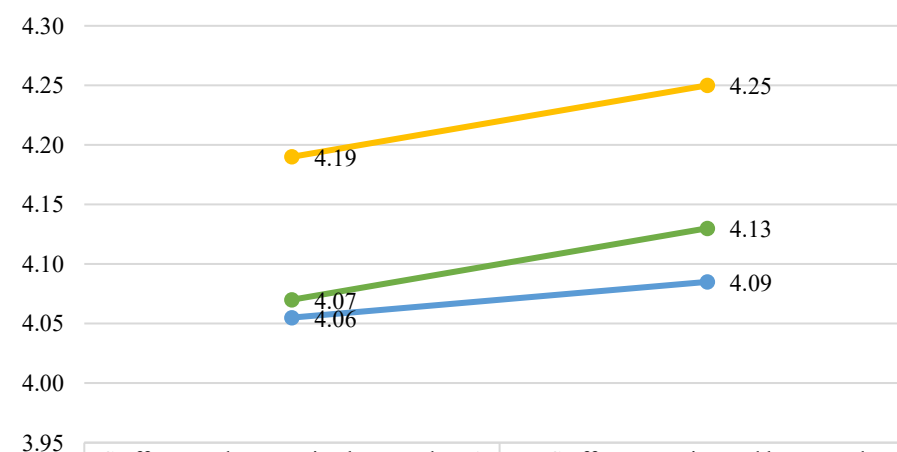
These results reflect the seriousness of lecturers in adapting with technology learning, building better communication, and strengthen quality teaching. This ongoing effort is an important foundation in creating a more effective and meaningful learning experience. for student.

In the last three years, the Faculty of Tourism, Udayana University has continued show improvement in quality service administration academic. Based on evaluation student through Likert scale, two aspects primary — *officer responsiveness to needs* and *accuracy as well as ability to serve* — experience trend positive.

Average score for officer response increase from 4.07 (2022–2023) to 4.19 (2024–2025). Likewise with ability and accuracy in serving, which rose from 4.13 to 4.25. These two figures indicate commitment real to give fast, precise and professional service.

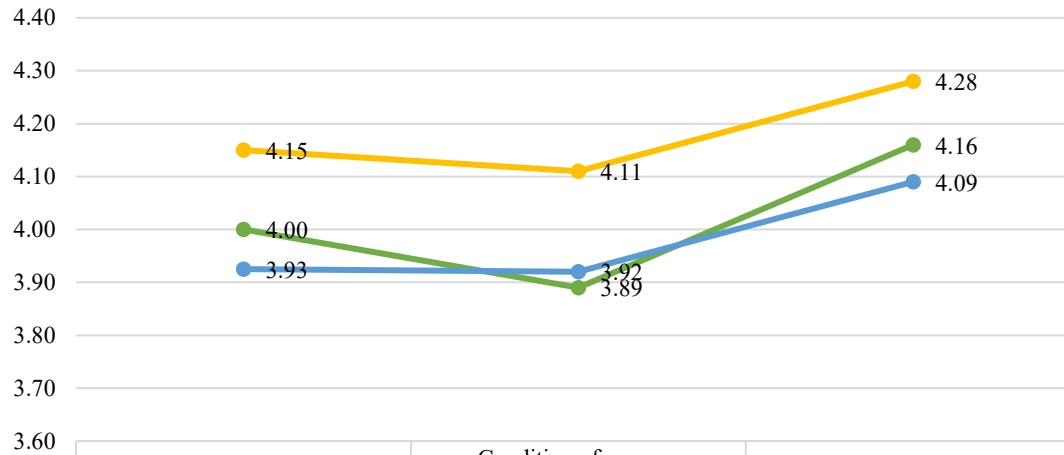
The faculty will keep making improvements sustainable so that services academic the more adaptive and satisfaction oriented student.

ACADEMIC ADMINISTRATION SERVICES



	Staff respond appropriately to students' needs	Staff are attentive and have good service skills
2022-2023	4.07	4.13
2023-2024	4.06	4.09
2024-2025	4.19	4.25

LEARNING FACILITIES AND INFRASTRUCTURE



The Faculty of Tourism, Udayana University continues make an effort increase quality facilities and infrastructure support learning. Based on the evaluation results student during the last three years, the trend repair is clearly visible, especially in the 2024–2025 academic year.

highest score achieved in aspects online lectures (voice, images, video), which are increasing significant from 4.09 to 4.28. The condition of campus facilities such as equipment and supplies learning also increased from 3.925 to 4.15. Meanwhile, the infrastructure campus physical facilities such as classrooms and laboratories show increase from 3.92 to 4.11.

This development shows commitment faculty in creating an increasingly learning environment comfortable, modern, and supports the learning process optimally —both offline and online.

The Faculty of Tourism, Udayana University continues show improvement quality learning based on evaluation student during the last three years. In the 2024–2025 academic year, almost all over indicator achievement learning experience surge value, with score highest in *the delivery of material* and *the suitability of the lecture schedule* (each 4.55 out of scale 5).

Improvement significant also occurs in quality lecturer services. Competence in mastering material and interaction with student reach value 4.58, and utilization of online and offline learning media is 4.52. This shows lecturer's ability to adapt with need modern learning.

Service administration academic participates take notes improvement, with score responsiveness officers rose from 4.07 to 4.19, and accuracy service reached 4.25. Meanwhile, the facilities and infrastructure learning also improved, especially the quality of online lectures that produce score 4.28.

Conclusion:

Increasing trend during the last three years reflect The Faculty of Tourism's commitment to providing service superior, adaptive, and satisfaction - oriented education as well as need students. This ongoing effort is an important foundation towards standard higher quality and more relevant tourism education in the digital era.