COURSE OUTLINE

(1) General information

FACULTY/SCHOOL	SCHOOL OF ECONOMICS, BUSINESS & INTERNATIONAL STUDIES		
DEPARTMENT	TOURISM STUDIES		
LEVEL OF STUDY	UNDERGRADUATE		
COURSE UNIT CODE	**TSK202**	**SEMESTER**	**2nd**
COURSE TITLE	NEW TECHNOLOGIES IN TOURISM		

INDEPENDENT TEACHING ACTIVITIES *in case credits are awarded for separate components/parts of the course, e.g. in lectures, laboratory exercises, etc. If credits are awarded for the entire course, give the weekly teaching hours and the total credits*	**WEEKLY TEACHNG HOURS**	**CREDITS**
Lectures	3	6
Laboratory exercises	3	
Add rows if necessary. The organization of teaching and the teaching methods used are described in detail under section 4		

COURSE TYPE *Background knowledge, Scientific expertise, General Knowledge, Skills Development*	SCIENTIFIC EXPERTISE
PREREQUISITE COURSES:	NO
LANGUAGE OF INSTRUCTION:	GREEK
LANGUAGE OF EXAMINATION/ASSESSMENT:	GREEK
THE COURSE IS OFFERED TO ERASMUS STUDENTS	NO
COURSE WEBSITE (URL)	https://eclass.unipi.gr/courses/TOY103

(2) LEARNING OUTCOMES

Learning Outcomes

The course learning outcomes, specific knowledge, skills and competences of an appropriate (certain) level, which students will acquire upon successful completion of the course, are described in detail.

It is necessary to consult:

APPENDIX A

- *Description of the level of learning outcomes for each level of study, in accordance with the European Higher Education Qualifications' Framework.*
- *Descriptive indicators for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and*

APPENDIX B

- *Guidelines for writing Learning Outcomes*

On completion of the course students will be able to:

- Recognize, describe and explain the basic concepts of ICT and their basic applications at tourism enterprises.
- Compare and evaluate the different applications of new technologies in Tourism.
- Combine the knowledge and skills that they acquire from the theoretical and practical part of the course in solving problems related to the management and operation of tourism enterprises.
- Describe and explain the best practices in the use of ICT and e-services on the Internet from the Tourism Sector enterprises.

General Competences

Taking into consideration the general competences that students/graduates must acquire (as those are described in the Diploma Supplement and are mentioned below), at which of the following does the course attendance aim?

Search for, analysis and synthesis of data and information by the use of appropriate technologies,
Adapting to new situations
Decision-making
Project planning and management
Respect for diversity and multiculturalism
Environmental awareness
Social, professional and ethical responsibility and sensitivity to gender issues

Individual/Independent work *Group/Team work* *Working in an international environment* *Working in an interdisciplinary environment* *Introduction of innovative research*	*Critical thinking* *Development of free, creative and inductive thinking* *……* *(Other…….citizenship, spiritual freedom, social awareness, altruism etc.)* *……*
Search for, analysis and synthesis of data and information by the use of appropriate technologies Individual/Independent work Group/Team work Decision-making	

(3) COURSE CONTENT

Theoretical part:

- Introduction to Informatics and Communication Technologies (ICTs).
- Basic concepts (Hardware, Software, Computer networks, Internet, Web applications, Web 2.0-3.0 technologies, Cloud computing, Information systems).
- Application and use of ICTs at tourism enterprises.
- ERP information systems.
- Geographical Information Systems (GISs) – Application on Tourism.
- Electronic Tourism (e-Tourism), e-Tourism statistics in Greece and internationally, electronic tourism services and co-operative entrepreneurship in Tourism via internet applications.
- The presence of tourism enterprises on the Internet, Websites and Portals of tourist services and destinations. Multimedia, 3D imaging and virtual reality technologies for the promotion of tourism destinations.
- Global Distribution Systems (GDSs) – Computer Reservation Systems (CRSs), e-Ticket. Reservations and ticket management through GDSs. Hospitality Information Systems (Property Management Systems, Hotel Management Systems).
- Presentation of examples – best practices. Case studies of important electronic tourism services on the Internet.

Laboratory part:

Practical training in applications of model development with spreadsheets (Excel) and presentations' composition (Powerpoint) on subjects related to the management and operation of tourism enterprises.

(4) TEACHING METHODS--ASSESSMENT

MODES OF DELIVERY *Face-to-face, in-class lecturing, distance teaching and distance learning etc.*	FACE TO FACE Distance learning in case the conditions require it.
USE OF INFORMATION AND COMMUNICATION TECHNOLOGY *Use of ICT in teaching, Laboratory Education, Communication with students*	Use of ICT in Teaching: • Presentation software and use of digital files (PowerPoint, Word, Excel files). • Internet for searching data for assignments (in and out of the classroom). • Course's e-learning platform. • Spreadsheet and presentation software for the laboratory part. Use of ICT in Communication with students: • E-mails. • Course's e-learning platform (messages, announcements, posting relevant course material, assignments or exercises submission, etc.).
COURSE DESIGN *Description of teaching techniques, practices and methods:* *Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, Internship, Art Workshop, Interactive teaching, Educational visits, projects, Essay writing,*	

Activity/Method	*Semester workload*
Lectures • Teaching • Questions – Answers • Exercises, Applications.	39
Laboratory practice	39
Team or individual exercises.	30

Artistic creativity, etc. *The study hours for each learning activity as well as the hours of self-directed study are given following the principles of the ECTS.*	<table><tr><td>Self-study</td><td>42</td></tr><tr><td>Examination of Laboratory part of the course</td><td>1</td></tr><tr><td>Examination of Theoretical part of the course</td><td>2</td></tr><tr><td>**Total**</td><td>**153 hours**</td></tr></table>
STUDENT PERFORMANCE EVALUATION/ASSESSMENT METHODS *Detailed description of the evaluation procedures:* *Language of evaluation, assessment methods, formative or summative (conclusive), multiple choice tests, short-answer questions, open-ended questions, problem solving, written work, essay/report, oral exam, presentation, laboratory work, other……etc.* *Specifically defined evaluation criteria are stated, as well as if and where they are accessible by the students.*	The evaluation is conducted in Greek. Students are assessed with: • Assignments – Exercises – Case studies: o Individual or team exercises / case studies in the classroom which constitute 10% of the final grade. o Individual assignments which constitute 20% of the final grade. • Assessment with exercises at the laboratory part of the course. Successful completion of this assessment is prerequisite for the participation in the assessment of the theoretical part of the course. • Final written assessment which constitutes 70% on the final grade. It includes Multiple Choice and Short Answer Questions. (Oral assessment is provided to students who belong to specific categories and cannot participate in written examinations, after informing the secretariat and the tutor by submitting the necessary supporting documents). The examination material is announced in the classroom, the e-learning platform and the extended outline of the course at the beginning of the academic year. Students are informed about the assessment process through the e-learning platform (e-class), as well as in the classroom by the tutor.

(5) SUGGESTED BIBLIOGRAPHY:

Suggested Bibliography:

- E-Tourism. Online transactions in Tourism, Katsoni Vasiliki, ISBN: 978-618-83141-0-8 (Evdoxos Book Code: 68378868) (In Greek).
- Tutors' notes: https://eclass.unipi.gr/modules/document/index.php?course=TOY103&openDir=/5a97e926OkSh

Relevant scientific journals:

- Computer Science Review, Elsevier.
- Information Sciences, Elsevier.
- Journal of Computational Science, Elsevier.
- Information Technology & Tourism, Springer.