

A Six-Year Case Study Evaluating the Stakeholders' Requirements and Satisfaction in Higher Educational Establishments

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Abstract : Worldwide and mainly in the European Union, many standards, regulations, models and systems exist for the evaluation and identification of stakeholders' requirements of individual universities and higher education (HE) in general. All systems are targeting to measure or evaluate the Universities' Quality Assurance Systems and the services offered to the recipients of HE, mainly the students. Numerous surveys were conducted in the past either by each university or by organized bodies to identify the students' satisfaction or to evaluate to what extent these requirements are fulfilled. In this paper, the main results of an ongoing 6-year joint research will be presented very briefly. This research deals with an in depth investigation of students' satisfaction, students' personal requirements, a comparison among these two parameters and compares different universities. Through this research an attempt will be made to address four very important questions in higher education establishments (HEE): (1) Are there any common requirements, parameters, good practices or questions that apply to a large number of universities that will assure that students' requirements are fulfilled? (2) Up to what extent the individual programs of HEE fulfil the requirements of the stakeholders? (3) Are there any similarities on specific programs among European HEE? (4) To what extent the knowledge acquired in a specific course program is utilized or used in a specific country? For the execution of the research an internationally accepted questionnaire(s) was used to evaluate up to what extent the students' requirements and satisfaction were fulfilled in 2012 and five years later (2017). Samples of students and/or universities were taken from many European Universities. The questionnaires used, the sampling method and methodology adopted, as well as the comparison tables and results will be very valuable to any university that is willing to follow the same route and methodology or compare the results with their own HEE. Apart from the unique methodology, valuable results are demonstrated from the four case studies. There is a great difference between the students' expectations or importance from what they are getting from their universities (in all parameters they are getting less). When there is a crisis or budget cut in HEE there is a direct impact to students. There are many differences on subjects taught in European universities.

Keywords : quality in higher education, students' requirements, education standards, student's survey, stakeholder's requirements, mechanical engineering courses

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