

ACADEMIC CAPACITY IN SELECTED PUBLIC AND PRIVATE UNIVERSITIES, UGANDA

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ABSTRACT

This study delved into levels of academic capacity in selected public and private universities in Uganda. The ex-post facto and descriptive comparative designs were employed. A total of 775 questionnaires were used for analysis. It was found out that most cross-border students (CBS) were satisfied with library, computer laboratories, sports, but dissatisfied with health and accommodation facilities. Based on the study it was concluded that the level of academic capacity was generally satisfactory. The study also found that Parsuraman et al, (1985) Service Quality Model was valid since gaps existed between what students expected and what they realized. The major recommendations from the study were universities should put in place adequate and reliable facilities needed by students in line with academic capacity, regulatory bodies should ensure that universities meet the required standards set by these bodies and they should be supervised frequently to ensure compliance.

KEYWORDS: Cross-Academic Capacity, Border Students, Facilities, University Quality