

EDUCATIONAL SERVICES IN SELECTED PUBLIC AND PRIVATE UNIVERSITIES, UGANDA: CROSS-BORDER STUDENTS' EXPECTATIONS

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ABSTRACT

This study delved into establishing the levels of educational services 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 all most all cross-border students (CBS) were satisfied with the quality of teaching and research. However, they were dissatisfied with the level of universities' engagement in community services. Based on the study it was concluded that the level of educational services 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 that universities should disseminate their research findings to community, establish an ongoing community service scheme, offer free professional consultancy services to the nearby community and strategically review these core functions.

KEYWORDS: Cross-Border Students, Educational Services, Quality of Teaching, Community Services