Abstract

This paper describes the standards which, according to students, determine the quality of a university and which of them are most relevant. A sample of 144 students was interviewed about what standards they believed to be the most relevant to state that a university pay a quality service. A list of factors was obtained together with their descriptions. Results show that the most relevant factors are those directly involved in the training process -the teaching staff and the library among other factors. Finally, labor and organizational implications are considered if the university is to be taken as a service organization.

Keywords

Educational Quality, University.