

Modelling academic responsibility in relation to student satisfaction for online courses at the "Dunărea de Jos" University of Galați, Romania –a proposal

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Abstract

The paper proposes a conceptual model for the evaluation of the triad academic responsibility - quality of service –student satisfaction at University "Dunărea de Jos" in Galați, Romania in the context of online learning on the Microsoft Teams platform.

Starting from the concept of corporate social responsibility (Corporate Social Responsibility - CSR) the concept of academic social responsibility was derived, including the responsibility of universities in terms of teaching, but also the one related to the social and economic context of student training. CSR is generally understood as a strategic initiative that contributes to a brand's reputation.

Two quality criteria of the services were identified, evaluated, and then used, namely the quality of the E-learning services and the quality of the IT services offered by the university. These criteria have been studied in conjunction with student satisfaction, and the data collected and working hypotheses were processed with the SPSS application.

Over the existing model at this level we want to extend the model with an academic responsibility.

The model attempts to express the relation that should exist between the quality of service, the academic responsibility and student satisfaction and support for the university brand, either by his return to university, for lifelong learning, or by publicity.

Keywords: E-learning, User analysis, IT services, academic responsibility

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