An Assessment of Students' Satisfaction in Higher Education

Margarida Figueiredo[1] , Ana Fernandes[2] , Jorge Ribeiro[3] ,
José Neves[4,5(✉)] , Almeida Dias[5] , and Henrique Vicente[4,6]

[1] Departamento de Química, Escola de Ciências e Tecnologia,
Centro de Investigação em Educação e Psicologia,
Universidade de Évora, Évora, Portugal
mtf@uevora.pt
[2] Departamento de Química, Escola de Ciências e Tecnologia,
Universidade de Évora, Évora, Portugal
anavilafernandes@gmail.com
[3] Instituto Politécnico de Viana do Castelo, Rua da Escola Industrial e Comercial
de Nun'Álvares, 4900-347 Viana Do Castelo, Portugal
jribeiro@estg.ipvc.pt
[4] Centro Algoritmi, Universidade do Minho, Braga, Portugal
jneves@di.uminho.pt
[5] Instituto Politécnico de Saúde do Norte, CESPU, Gandra, Portugal
a.almeida.dias@gmail.com
[6] Departamento de Química, Escola de Ciências e Tecnologia,
REQUIMTE/LAQV, Universidade de Évora, Évora, Portugal
hvicente@uevora.pt

Abstract. *Student's Satisfaction* (*SS*) with a particular subject may impact the learning process, being the figure of attentiveness of the utmost importance over time, and also a very difficult undertaking to accomplish. To go forward with such exercise, a workable methodology for problem solving had to be built and tested. It is based on a thermodynamic approach to *Knowledge Representation and Reasoning*, which is the ultimate goal of *SS* assessment when working on a particular topic.

Keywords: Students' Satisfaction · Thermodynamics · Entropy · Higher Education · General Chemistry · Knowledge Representation and Reasoning · Logic Programming · Artificial Neural Networks