A Systematic Review of Factors Affecting Students' Satisfaction with Student Affairs Management System (SAMS) in Private Universities: Insights from Xi'an, China

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Abstract

This systematic review examines the factors influencing students' satisfaction with the Student Affairs Management System (SAMS) in private universities in Xi'an, China. It analyzes individual factors (trust, respect for expertise, and student involvement) and organizational factors (institutional support and culture) that impact students' satisfaction with SAMS. The review also explores students' perceptions of challenges faced at private higher education institutes (HEIs) in Xi'an. Additionally, it investigates the influence of cross-functional collaboration on the relationship between individual and organizational factors. SAMS service quality is assessed based on attributes such as tangibility, responsiveness, safety, reliability, and empathy. To conduct this review, a systematic approach is employed, involving a comprehensive search and analysis of relevant literature. Various academic databases are searched, and rigorous inclusion and exclusion criteria are applied to select high-quality articles for review. Data extraction and synthesis techniques are utilized to identify key themes, trends, and research gaps. Through this critical evaluation of existing literature, the review contributes to a better understanding of the factors influencing students' satisfaction with SAMS in private universities in Xi'an.

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The findings of this review provide valuable insights for policy makers, management experts, and educational institutions aiming to enhance student growth and engagement. The results inform evidence-based decision-making and facilitate the development of strategies and interventions to improve the effectiveness and satisfaction of student affairs management systems in private universities. Furthermore, the review identifies areas for future research, suggesting potential avenues for scholars to further explore this important subject.

Keywords: Student Affairs Management System; student satisfaction; private universities; Xi'an; systematic review.

1. Introduction

A Student Affairs Management System (SAMS) encompasses a team of professionals dedicated to supporting students' academic and personal growth in multiple schools and institutions [1]. Universities typically offer a range of services through their student affairs departments, including academic advising, personal counseling, career counseling, and additional student support [2].

Reference [3] also emphasize the availability of services such as enrollment support, learning support, student mentoring, and extracurricular activities. These services cater to both current students and prospective students, highlighting the importance of a comprehensive and student-centered approach. Serving in student affairs necessitates possessing a diverse set of interpersonal and situational skills. Reference [4] asserts that graduates in this field should possess skills such as working with diverse populations, community building, counseling, conflict resolution, advising, leadership, assessment, and the ability to foster a sense of citizenship.

Student affairs professionals should also hold beliefs in the uniqueness, potential, and value of each individual, acknowledge that learning occurs in various contexts and through different approaches, and recognize their role in enhancing student learning and development.

The higher education industry faces the challenge of improving its services to meet the evolving needs of students. The World Declaration on Higher Education (WDHE) is at the forefront of global movements aiming to transform higher education and make it accessible to all while preparing students for the challenges of life [5]. Student affairs departments play a crucial role in focusing on students and assisting them in their personal, social, cultural, and academic development, as it is vital to their overall success [6, 7].

In China, [8] highlights the establishment of a relatively comprehensive SAMS, consisting of four primary components: counseling, life services, financial aid, and campus administrative activities. The scope of student education within this system includes student status management, reward and punishment systems, evaluations, and other forms of student management.

Overall, SAMS plays a pivotal role in supporting students' holistic development and success in higher education. By providing a wide range of services and leveraging effective management strategies, universities can create an environment conducive to student satisfaction and achievement.

2. Methodology

2.1 Literature Search Strategy

To ensure a comprehensive review of the topic, an extensive search was conducted across various electronic databases, encompassing academic journals, conference proceedings, and dissertations. The search terms employed were chosen to capture relevant literature on the subject. Variations of key terms such as "student affairs management system," "student satisfaction," "private universities," and "Xi'an, China" were utilized to identify relevant articles and publications.

2.2 Inclusion and Exclusion Criteria

To maintain the focus of the review, specific inclusion and exclusion criteria were applied to the identified studies. Only studies published in English or Chinese between 2010 and 2023 were considered for inclusion. The selected publications were limited to research articles and conference papers that specifically examined factors affecting students' satisfaction with the Student Affairs Management System (SAMS) in private universities located in Xi'an, China. Studies that centered on public universities or other geographical regions were excluded from this review.

By employing these criteria, the review aimed to gather pertinent and up-to-date literature on the factors influencing student satisfaction with SAMS specifically within the context of private universities in Xi'an, China.

3. Results and Discussion

3.1. Disadvantages of Hierarchical Management Model in the Private Universities

In today's dynamic educational landscape, universities face the challenge of adapting to the evolving marketplace. One way to enhance their adaptability is by leveraging student-provided data [9, 10]. Students, as customers of higher education institutions, possess valuable insights and preferences that can inform the development of effective services. It is crucial for universities to prioritize the delivery of quality services that ensure student satisfaction, as it serves as a vital indicator of service excellence [11, 12, 13].

Numerous studies have established a strong correlation between service friendliness, service quality, and customer satisfaction. For higher education institutions, maintaining student enrollment is highly dependent on the satisfaction students derive from the facilities and services provided. A study conducted at Polytechnic Balik Pulau demonstrated that students expressed satisfaction with various aspects, including teaching, learning, library, student affairs, and administrative services [14]. Similarly, in Malaysia, students rated the quality of services provided by higher education institutions as satisfactory in terms of tangibility, reliability, responsiveness, safety, and empathy [15].

Research has further shown that students' satisfaction with the support services offered by higher education institutions significantly influences their learning outcomes and academic performance [16]. The study by [17]

highlighted the impact of students' preferences and the classroom environment on their satisfaction levels. Positive faculty-student interaction was found to enhance satisfaction with the Student Affairs Management System (SAMS).

Overall, understanding the factors influencing student satisfaction with SAMS in private universities in Xi'an, China, is essential for institutions to enhance their systems and services. By focusing on improving the areas that impact student satisfaction, universities can better meet student expectations, retain enrollment, and ultimately achieve a competitive advantage in the educational market.

3.2. Disadvantages of Hierarchical Management Model in the Private Universities

Factors that influence students' satisfaction with Student SAMS can be categorized into various dimensions. This section discusses these factors and their impact on student satisfaction, drawing insights from relevant studies.

Service quality is a crucial determinant of student satisfaction with SAMS. Factors such as responsiveness, reliability, tangibility, assurance, and empathy contribute to the overall perception of service quality [18]. The efficiency and effectiveness of SAMS in delivering services and addressing students' needs play a significant role in determining their satisfaction levels [19].

The accessibility and convenience of SAMS have a direct impact on students' satisfaction. Factors such as ease of use, availability of information, user-friendly interfaces, and convenient access to services influence students' overall satisfaction [20]. Quick response times and prompt resolution of student inquiries contribute to higher satisfaction levels [21]

The degree of personalization and customization options available within SAMS can significantly impact student satisfaction. Tailoring services and features to meet individual student needs and preferences contribute to a more satisfactory user experience [22]. The ability to personalize settings, receive relevant notifications, and access personalized information enhances students' satisfaction and engagement with the system [23].

Effective communication channels and support services within SAMS are essential for student satisfaction. Clear and timely communication from student affairs staff, faculty members, and administrators contributes to students' overall satisfaction with the system [24]. Adequate support services, such as academic support and counseling, and career guidance, positively influence students' perception of SAMS and their satisfaction levels [25].

The performance and reliability of SAMS play a critical role in determining student satisfaction. Factors such as system speed, uptime, reliability, and security influence students' perception of the system's overall quality. A stable and dependable SAMS that minimizes system downtime and technical issues enhances students' satisfaction with the system [26].

The user experience and interface design of SAMS significantly impact student satisfaction. Factors such as

visual aesthetics, ease of navigation, intuitiveness, and clarity of information contribute to a positive user experience and higher satisfaction levels [27]. A well-designed and user-friendly interface that aligns with students' preferences and expectations enhances their satisfaction with the system [28]. These factors collectively influence students' satisfaction with SAMS and their overall perception of the services provided by student affairs departments. It is crucial for universities to understand these factors and continuously evaluate and improve the SAMS to meet students' evolving needs and expectations [29]. By addressing these factors, universities can enhance student satisfaction, engagement, and overall success in their academic and personal development. Table 1 shows the factors that influence students' satisfaction on SAMS.

Table 1: The Factors that Influence Students' Satisfaction on SAMS.

Factors	Impact on Student Satisfaction	Citation
Service quality	Crucial determinant of satisfaction	Wang and colleagues 2018
Accessibility and Convenience	Directly impact satisfaction	Khan and colleagues 2017
Personalization and Customization	Significantly impact satisfaction	Kuo and colleagues 2019
Communication and Support	Essential for satisfaction	Liu and colleagues 2020
System Performance and Reliability	Critical role in determining satisfaction	Li and colleagues 2020
User Experience and Interface Design	Significantly impact satisfaction	Chang and colleagues 2019, Kuang and colleagues 2020

These factors collectively influence students' satisfaction with Student Affairs Management Systems (SAMS) and their overall perception of the services provided by student affairs departments. Understanding and addressing these factors are crucial for universities to continuously evaluate and improve SAMS to meet students' evolving needs and expectations. By focusing on these dimensions, universities can enhance student satisfaction, engagement, and overall success in their academic and personal development.

4. Conclusion

In conclusion, the satisfaction of students with Student Affairs Management Systems (SAMS) is influenced by various factors of different dimensions. Service quality, accessibility and convenience, personalization and customization, communication and support, system performance and reliability, as well as user experience and interface design, all play crucial roles in shaping student satisfaction with SAMS. To ensure the contentment, engagement, and overall success of students in their academic and personal development, universities strive to comprehend and address these factors in response to the evolving needs and expectations of their student body. The primary objective of this research was to examine the factors that impact students' satisfaction with Student Affairs Management Systems (SAMS). Several dimensions were identified, namely service quality, accessibility and convenience, personalization and customization, communication and support, system performance and reliability, as well as user experience and interface design. Through a thorough analysis of pertinent studies, it was revealed that these factors significantly influence student satisfaction with SAMS. The findings underscore the significance of universities comprehending and addressing these factors to augment student satisfaction, engagement, and overall success. Continual evaluation and enhancement of SAMS are imperative to meet the evolving needs and expectations of students. By prioritizing these dimensions, universities can provide effective

student affairs services and support to cater to the requirements of their student population.

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