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CLIENT EXPECTATIONS OF ACADEMIC INSTITUTIONS IN A GLOBAL CONTEXT

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ABSTRACT

The research focused mainly on determining exact expectations that a client has from an academic institution. What any centre would combine to fully satisfy its clients would comprise of academics, social activities, culture and even sports and so has Academic Institutions tried all it can to combine all these features at once. Moreover, the elements of the content of an outstanding academic institution are defined and urged to be put into action. Utilizing the resources available; Human resources are used as much as possible to drive the best services home hence staffing was carried out keenly and professionally to ensure best decisions made and executed. Material resources were also gathered to support the result and findings of the study.