

Determining Insights for Enhancing Operational Efficiency of Fee Reimbursement Policy and Educational Quality Parameters: A Student-Centric Study

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Abstract: In society, economically weaker families face greater gaps in educational access due to high fees, especially in higher education. To reduce this gap, the erstwhile state of Andhra Pradesh initiated a policy to directly reduce the burden of educational fees on parents. This study aimed to examine the stakeholders' experiences with the free reimbursement scheme and their perceptions of quality education. Four focus group interviews were conducted to achieve this by considering the primary stakeholders, i.e., students who had completed their undergraduate studies. Further, a structured questionnaire was adopted and collected from n = 95 samples considered for analysis. The results indicate that the students experienced delays in sanctioning due to technical issues and encountered difficulties obtaining timely, satisfactory support from the CHC.

Keywords: Education Quality, Education Quality scale, Fee-Reimbursement, Student Experiences

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