An Assessment of Students' Satisfaction in Higher Education

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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.

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