

Introduction to Mendeley

Learning outcomes

1. Web and desktop versions of Mendeley (introduction + video)
2. Create an account
3. Install necessary plugins
4. Create your own library
5. Produce citing and referencing

Duration: 1h 30 min

Magic





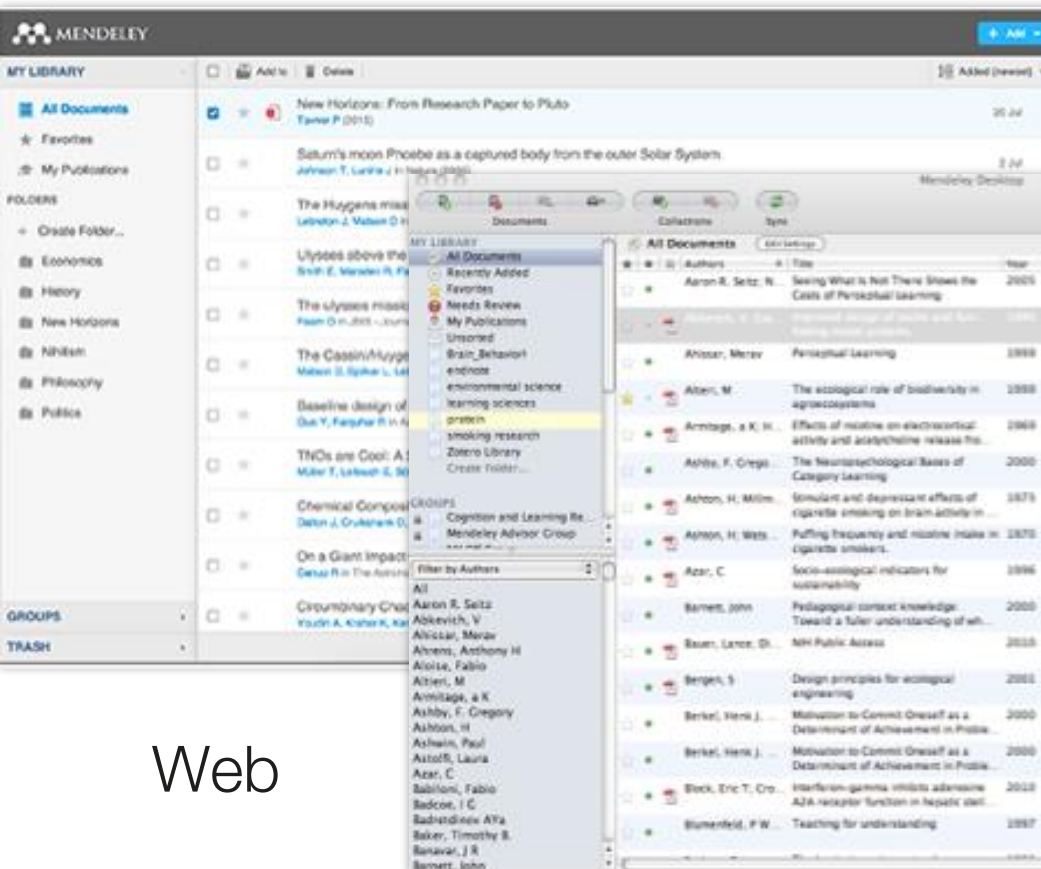
What is Mendeley?

Mendeley is a reference manager that can help you organize your research and discover the latest research.

Use Mendeley to:

- Automatically generate bibliographies
- Collaborate easily with other researchers creating Private groups
- Easily import papers from browsers
- Find relevant papers based on what you are reading
- Access your papers from anywhere online

Versions of Mendeley



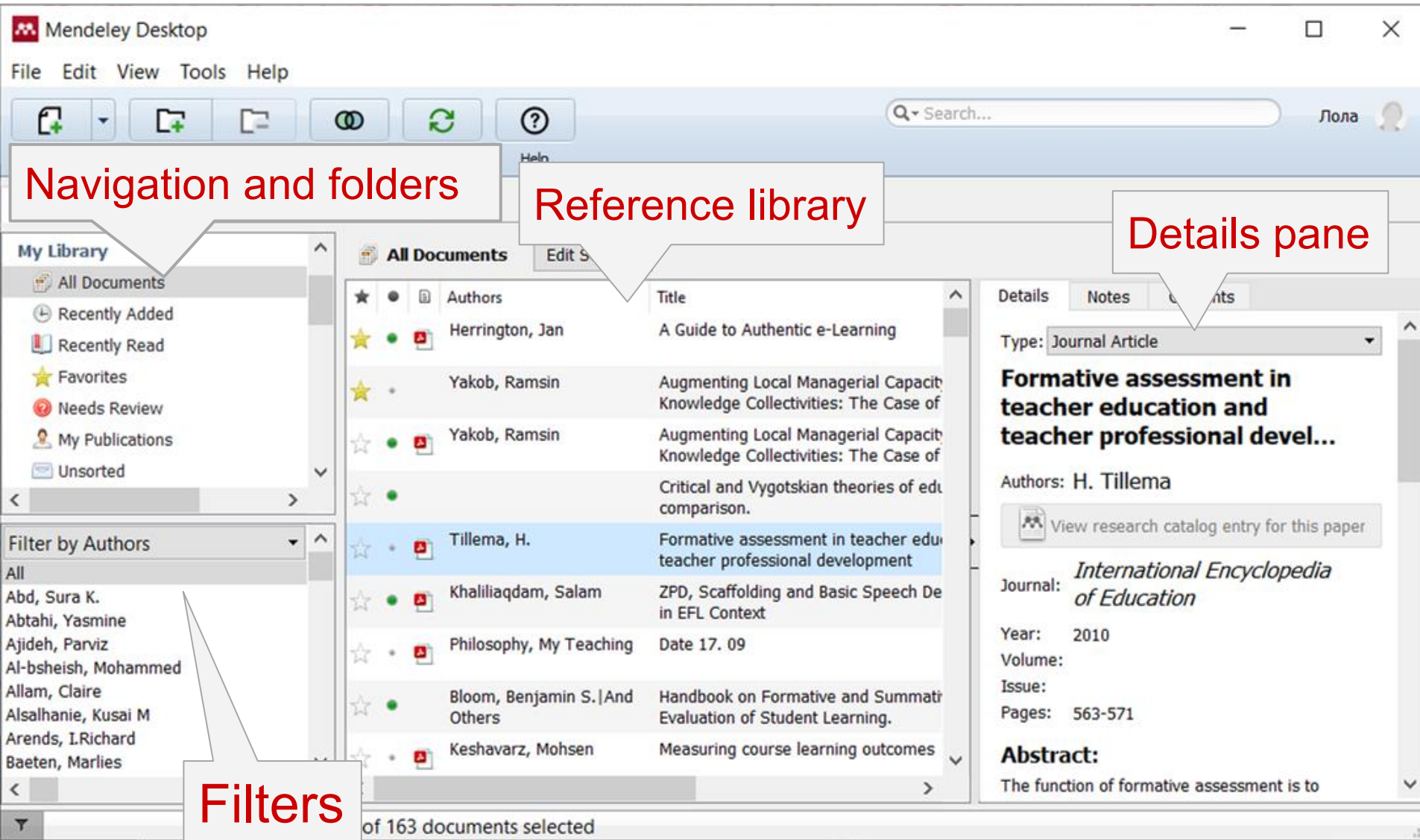
Web

Desktop



Mobile

Mendeley Desktop layout



The screenshot shows the Mendeley Desktop application window. The interface is divided into several sections:

- Navigation and folders:** Located on the left side, it includes a sidebar with 'My Library' (containing All Documents, Recently Added, Recently Read, Favorites, Needs Review, My Publications, and Unsorted) and a 'Filter by Authors' section listing various authors.
- Reference library:** The central area displays a list of documents under the 'All Documents' tab. The list has columns for Authors and Title. The document 'Formative assessment in teacher education and teacher professional development' by H. Tillema is highlighted.
- Details pane:** Located on the right side, it shows details for the selected document, including Type (Journal Article), Title, Authors (H. Tillema), Journal (International Encyclopedia of Education), Year (2010), Volume, Issue, Pages (563-571), and an Abstract.
- Filters:** A callout points to the 'Filter by Authors' section in the left sidebar.

At the bottom of the window, it indicates 'of 163 documents selected'.

Activity

1. Create **an account** in mendeley.com
 2. Install “**Web importer**” plug in
 3. Install “**MS Word**” plug in
- Wait for further tutor's instructions!**
4. **Add sources** to Mendeley Desktop
 5. Choose the **referencing style**
 6. **Cite** and generate **reference list**

Creating an account in Mendeley



id.elsevier.com/as/authorization.oauth2?state=0533616467276cd0590cfefacbf6f00&prompt=login&scope=openid%20email%20profile%20els_auth_info%20els_analytics_info%20urn%3Acom%3Aelsevier%3Aidp%3Apolicy%3Aproduct%3Aindv_identity&...

AU and Gachon Uni...



YouTube



Gmail



Mendeley



Welcome

Enter your email to continue with Mendeley

Email

autkirov@gmail.com

Continue

Sign in via your organization



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RELX™

1. Create an account in Mendeley. For that:

1. Go to mendeley.com
2. Find the button “Create a free account” or “Create account” in the top right-hand corner
3. Provide your Email and password and complete the registration process (skip the link to sign in via your institution). Do not forget to set a good and safe password.
4. On the next page, select your Field of Study and Academic Status.
5. Click on Register button

Steps to install the Mendeley Desktop:

1. Visit <https://www.mendeley.com/download-desktop-new/>
2. Click on “Download Mendeley Desktop for Windows” or “Mac OS” button.
3. Open the downloaded software and complete the installation process by clicking on “Install”, “Next” and “Agree” buttons.
4. Please find the Mendeley Desktop icon on your computer desktops.

Current Downloads

We recommend using the current stable release of Mendeley Desktop.

[Current Stable Release](#)

[Current Preview Release](#)

Mendeley Desktop 1.19.8 Installers

View the [release notes](#) for this version. Please note that older versions of Mendeley Desktop may no longer be supported.

Recommended for your system:

[Mendeley Desktop 1.19.8 for Windows](#)

Other platforms:

[Mendeley Desktop 1.19.8 for Mac OS X](#)

[Mendeley Desktop 1.19.8 for Ubuntu \(32-bit\)](#)

[Mendeley Desktop 1.19.8 for Ubuntu \(64-bit\)](#)

[Mendeley Desktop 1.19.8 for Linux \(32-bit\)](#)

Installing Web Importer and MS Word plug ins



Mendeley Reference Manager

Mendeley Reference Manager File Edit Tools Help

File not found

+ Add references

Install Mendeley Web Importer

Install Mendeley Cite for Microsoft Word

Search for articles online

Check for duplicates

All References

Recently Added

Recently Read

Favorites

My Publications

Unsorted

Duplicates

Trash

COLLECTIONS

Employability skills

IBPL

Preliminary results

Questions 1-12.3 (references)

Questions 13-14-15 (references)

Research-Lib

Servqual

Test for researchers

Testing

TQM

TQM ques

Create collection

GROUPS

Kamola LRC

LRC Enhancement

Uzbekistan Education Sector Analysis: 2021, Sankar D. 2021

Search Filters View

	AUTHORS	YEAR	TITLE	SOURCE	ADDED	FILE
☐	★ Utkirov, Abbas	2024	SERVQUAL AS A TOOL FOR MEASURING AND ENHANCING HIGHER EDUCATION SERVICE QUALITY	MANAGEMENT, MARKETING ...	11/30/2024	
☐	★ Lex	2017	O'zbekiston Respublikasi Vazirlar Mahkamasining qarori: Oliy ta'limdan keyingi ta'lim tizimini yanada takomillashtir...		11/13/2024	
☐	★		304-coh 22.05.2017. Oliy ta'limdan keyingi ta'lim tizimini yanada takomillashtirish chora-tadbirlari to'g'risida		11/13/2024	
☐	★ Lex	2017	304-coh 22.05.2017. Oliy ta'limdan keyingi ta'lim tizimini yanada takomillashtirish chora-tadbirlari to'g'risida		11/13/2024	
☐	★ Daryo		'A region we can't ignore': Henrik Hololei on trade, stability, and post-Ukraine engagement — Daryo News		11/13/2024	
☐	★ Prendergast, James; Saleh, Mohamad; L...	2001	A revolutionary style at third level education towards TQM	Journal of Materials Processing ...	11/13/2024	
☐	★ Senecal, Conor; Widmer, Robert; Bailey, ...	2017	Socioeconomic ENVIRONMENT AND DIGITAL HEALTH TOOL USAGE AND OUTCOMES: IS THERE A DIGITAL D...	Journal of the American College...	11/13/2024	
☐	★ Senecal, Conor; Widmer, Robert; Bailey, ...	2017	SOCIOECONOMIC ENVIRONMENT AND DIGITAL HEALTH TOOL USAGE AND OUTCOMES: IS THERE A DIGI...	Journal of the American College...	11/13/2024	
☐	★ Alumran, Arwa; Almutawa, Hanadi; Alzain...	2021	Comparing public and private hospitals' service quality	Journal of Public Health (Germ...	10/6/2024	
☐	★ Auka, Daniel Onwonga	2012	Service quality, satisfaction, perceived value and loyalty among customers in commercial banking in Nakuru Munic...	African Journal of Marketing Ma...	10/6/2024	
☐	★ Akhlaghi, Ehsan; Amini, Shahnaz; Akhlag...	2012	Evaluating educational service quality in technical and vocational colleges using SERVQUAL model	Procedia-Social and Behavioral...	10/6/2024	
☐	★ Hoque, Umma Salma; Akhter, Nazmoon; ...	2023	Assessing Service Quality Using SERVQUAL Model: An Empirical Study on Some Private Universities in Banglad...	Trends in Higher Education 202...	10/6/2024	
☐	★ Stankovska, Gordana; Ziberi, Fatime; Di...	2024	Service Quality and Student Satisfaction in Higher Education		10/5/2024	
☐	★ Dugenio-Nadela, Cherry; Cafieda, Dino ...	2023	Service Quality and Student's Satisfaction in Higher Education Institution	Journal of Human Resource an...	10/5/2024	
☐	★ Hamouda, Manel	2019	Omni-channel banking integration quality and perceived value as drivers of consumers' satisfaction and loyalty	Journal of Enterprise Informatio...	10/5/2024	
☐	★ Chatterjee, Swagato; Ghatak, Arpita; Nikt...	2023	Measuring SERVQUAL dimensions and their importance for customer-satisfaction using online reviews: a text mini...	Journal of Enterprise Informatio...	10/5/2024	
☐	★ Buttle, Francis	1996	SERVQUAL: review, critique, research agenda	European Journal of Marketing	10/5/2024	
☐	★ Lewis, Barbara R.; Orledge, Jayne; Mitch...	1994	Service quality: Students' assessment of banks and building societies	International Journal of Bank M...	10/5/2024	
☐	★ Carman, J	1990	Consumer perceptions of service quality: An assessment of the SERVQUAL dimensions.		10/5/2024	
☐	★ Babakus, Emin; Boller, Gregory W.	1992	An empirical assessment of the SERVQUAL scale	Journal of Business Research	10/5/2024	
☐	★ Utkirov, Abbas	2024	Enhancing Alumni Employability: Aligning Higher Education Quality with Workforce Expectations		10/5/2024	

Type here to search

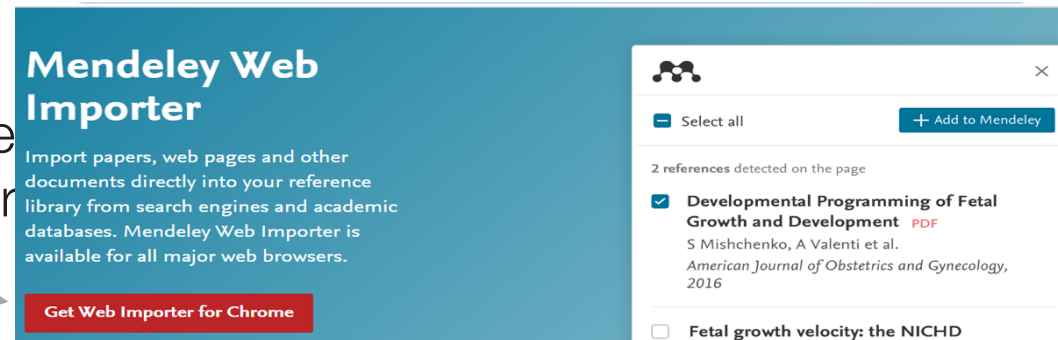
Air: Poor

3:30 PM 12/3/2024

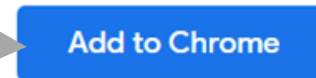
2. Install “Web Importer plug in”. For that:

1. Open a new tab In Google browser, search and choose “Web Importer Mendeley” or go through this link <https://www.mendeley.com/reference-management/web-importer>

2. Scroll down, find and click the red button on the left “Get Web Importer for Chrome”.



3. Click the blue-button “Add to Chrome” in the top right corner



4. Click on “Add Extension”.



Add extension



Cancel

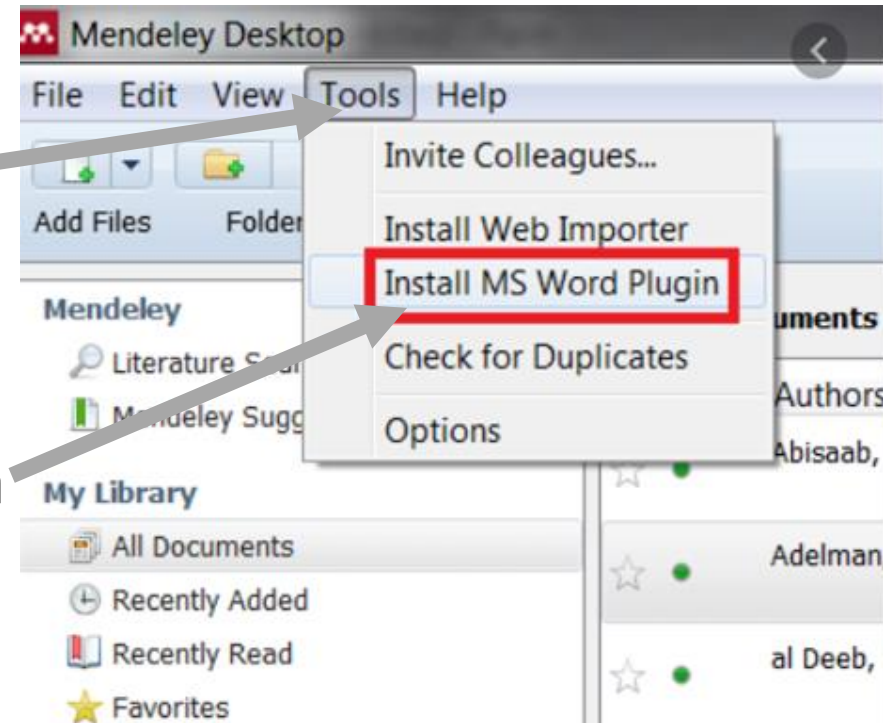
5. Find Mendeley icon next to the Search box (url address)



3. Install MS Word plug in. For that:

1. Open Mendeley Desktop, which is located on your computer desktop
2. Sign in with your created account (for the online version of Mendeley)

3. Click on Tools

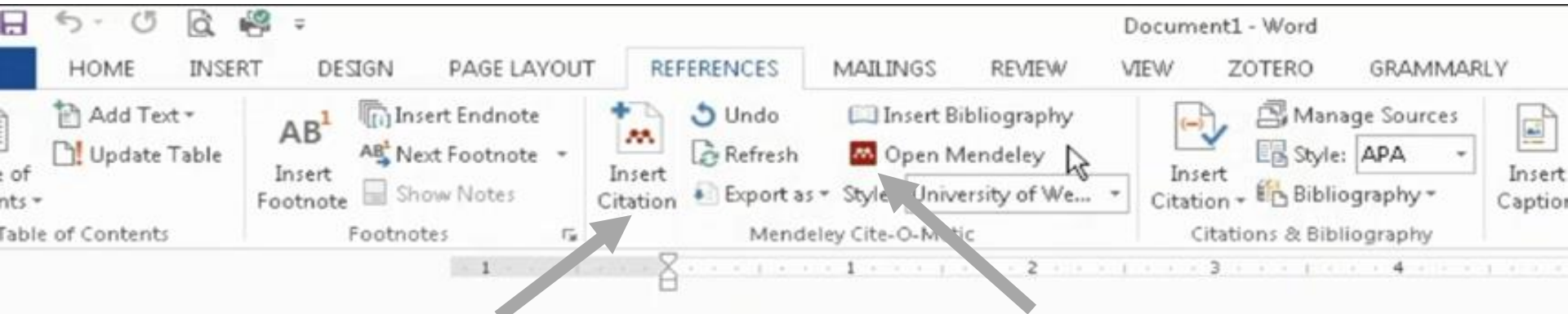


4. Select Install MS Word plug in

3. Install MS Word plug in. For that:

5. Create a new Word document

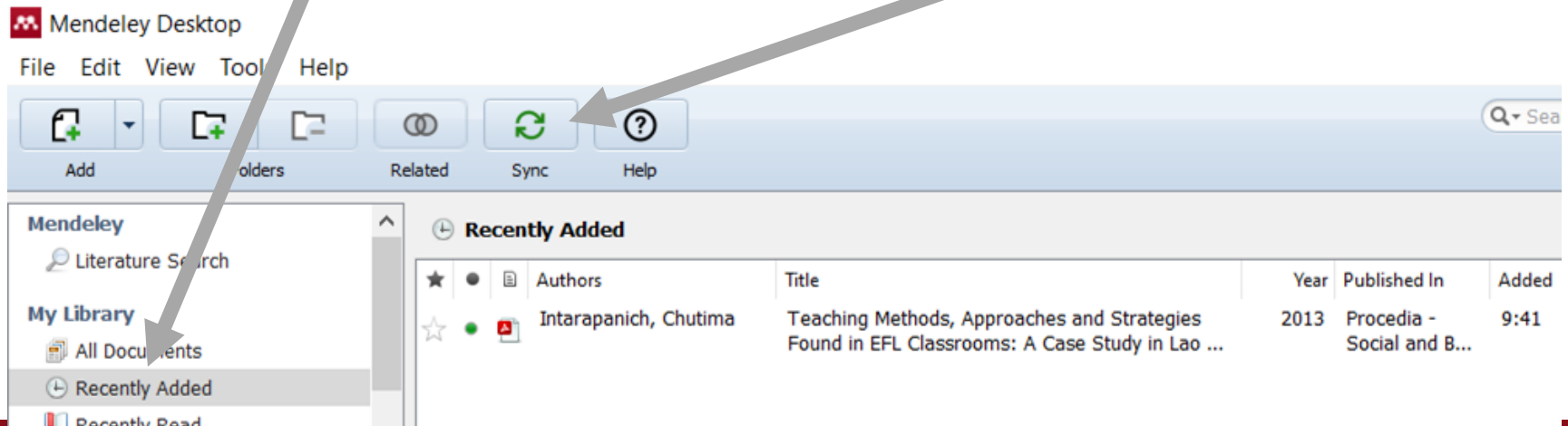
6. Go to References in the Menu bar



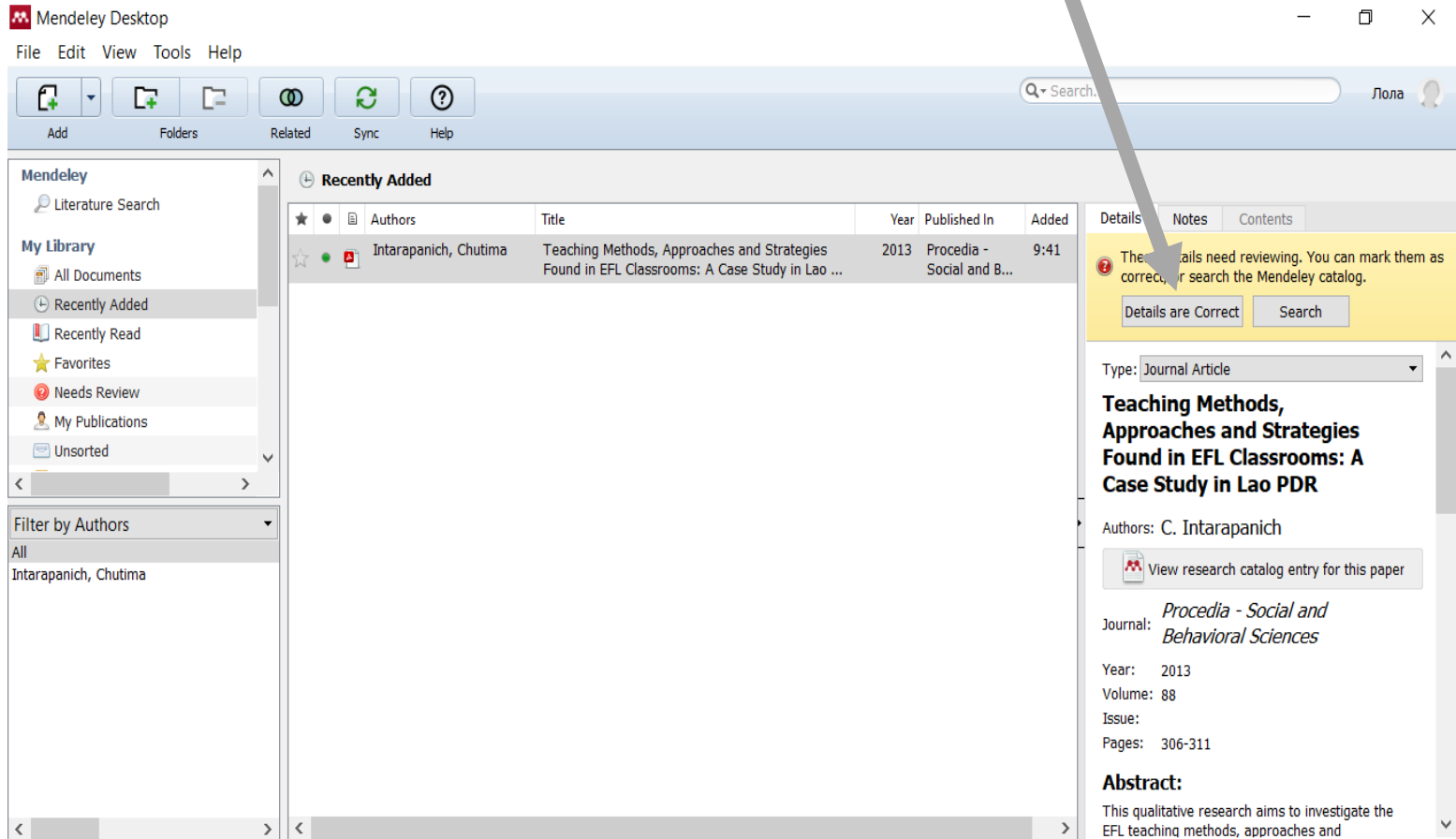
7. If there are Insert Citation and Open Mendeley icons it means your Mendeley is connected with MS Word.

4. Add sources to Mendeley (Demonstration) MENDELEY

1. Search for any article in Google Chrome and open it. Ex:
Teaching and learning strategies
2. Click on the pinned Mendeley Web Importer extension on your search box.
3. In the pop-up window of Web Importer sign in by providing your email and password, then select one of the relevant sources by putting a tick.
4. Click on Add button.
5. Go to Mendeley Desktop, in the left side bar enter **Recently Added** and click on **Synch** button



6. Check the details in the “Details pane” and if everything is correct then click on “Details are correct” button



The screenshot shows the Mendeley Desktop application window. The top menu bar includes File, Edit, View, Tools, and Help. Below the menu is a toolbar with icons for Add, Folders, Related, Sync, and Help. A search bar is located on the right side of the toolbar. The left sidebar contains a 'Mendeley' section with a 'Literature Search' icon and a 'My Library' section with a list of library items: All Documents, Recently Added, Recently Read, Favorites, Needs Review, My Publications, and Unsorted. Below the sidebar is a 'Filter by Authors' dropdown menu showing 'All' and 'Intarapanich, Chutima'. The main area displays a table of 'Recently Added' publications. The table has columns for Authors, Title, Year, Published In, and Added. The first entry is by Intarapanich, Chutima, titled 'Teaching Methods, Approaches and Strategies Found in EFL Classrooms: A Case Study in Lao ...', published in 2013 in 'Procedia - Social and B...'. The 'Details' pane on the right shows the details for this entry. It includes a warning message: 'These details need reviewing. You can mark them as correct or search the Mendeley catalog.' with buttons for 'Details are Correct' and 'Search'. Below the warning, the entry is identified as a 'Journal Article' with the title 'Teaching Methods, Approaches and Strategies Found in EFL Classrooms: A Case Study in Lao PDR' by 'Authors: C. Intarapanich'. It also provides the journal name 'Procedia - Social and Behavioral Sciences', year '2013', volume '88', issue, and pages '306-311'. An 'Abstract' section follows, stating: 'This qualitative research aims to investigate the EFL teaching methods, approaches and'.

Authors	Title	Year	Published In	Added
Intarapanich, Chutima	Teaching Methods, Approaches and Strategies Found in EFL Classrooms: A Case Study in Lao ...	2013	Procedia - Social and B...	9:41

Details | Notes | Contents

These details need reviewing. You can mark them as correct or search the Mendeley catalog.

Details are Correct | Search

Type: Journal Article

Teaching Methods, Approaches and Strategies Found in EFL Classrooms: A Case Study in Lao PDR

Authors: C. Intarapanich

View research catalog entry for this paper

Journal: *Procedia - Social and Behavioral Sciences*

Year: 2013
Volume: 88
Issue:
Pages: 306-311

Abstract:
This qualitative research aims to investigate the EFL teaching methods, approaches and

5. Choose the referencing style

Mendeley-Cite servqual-for feedback - Word

Abbos Utkirov AU

File Home Insert Draw Design Layout References Mailings Review View Help ACROBAT Tell me what you want to do

Table of Contents Add Text Add Table Insert Endnote Next Footnote Insert Footnote Show Notes Search Manage Sources Style: APA Insert Citation Bibliography Insert Table of Figures Update Table Insert Caption Cross-reference Mark Entry Index Insert Index Update Index Insert Table of Authorities Update Table Mark Citation Table of Authorities Cite with Mendeley

PERSONAL INFORMATION REMOVAL ENABLED This document is set to automatically remove personal information when saved and can impact your collaboration experience. Only keep this setting if needed. Change setting

Assessing University Service Quality in Uzbekistan: SERVQUAL Dimensions from Students' Perspectives

Purpose:
This paper, part of an ongoing study to evaluate service quality in higher education, aims to empirically validate the dimensions of service quality most relevant to higher education institutions (HEIs). The study focuses on understanding how these dimensions impact student satisfaction and service delivery within educational institutions.

Design and Methodology:
A cross-sectional survey was conducted using a self-administered structured questionnaire based on the SERVQUAL model. Data were collected from a sample of students, assessing five key dimensions: Reliability, Assurance, Tangibles, Empathy, and Responsiveness. Descriptive statistics, reliability analysis (Cronbach's alpha), and Exploratory Factor Analysis (EFA) were applied to identify the latent variables influencing service quality perceptions.

Findings:
The analysis revealed that factors such as class punctuality (Reliability), staff professionalism (Tangibles), and financial transaction assurance significantly contribute to service quality. The reliability scores ranged from 0.842 to 0.932 across dimensions, affirming high internal consistency. EFA confirmed the validity of the constructs, with all factor loadings exceeding 0.5. The regression model indicated that the identified dimensions explained 75.3% of the variance in overall service quality. These findings suggest that the SERVQUAL framework can be effectively applied to measure and enhance service quality in higher education.

Key words: Service Quality, Higher Education Institutions (HEIs), SERVQUAL Model, Student Satisfaction, Exploratory Factor Analysis (EFA), Reliability Analysis, Service Delivery

1. Introduction

The study of service quality has become a critical factor for the success of both businesses and government institutions, offering numerous benefits such as increasing customer loyalty, attracting new users, fostering institutional growth, reducing costs, and enhancing institutional image and member retention (Parasuraman et al., 1985). Within higher education, the exploration of service quality has gained similar attention. This study delves into the various dimensions of service quality in educational institutions, evaluating conceptual models that include responsiveness, reliability, assurance, empathy, and tangibles (Annamdevula & Bellamkonda, 2016). Service quality is highlighted as a key driver of student satisfaction and is essential for meeting or exceeding student expectations. Furthermore, understanding the factors that influence student satisfaction, such as instructional quality, student-faculty interaction, administrative support,

Mendeley Cite

References **Citation Settings**

CITATION STYLE
American Psychological Association 7th edition
Change citation style

CITATION LANGUAGE
English (US)
Change citation language

Preview
(Smith et al., 2021)
Smith, J., Petrovic, P., Rose, M., De Souza, C., Muller, L., Nowak, B., & Martinez, J. (2021). Placeholder Text: A Study. *The Journal of Citation Styles*, 3. <https://doi.org/10.1010/X>

Page 1 of 21 6973 words English (United States) Accessibility: Investigate

5. Choose the referencing style

1. Create a “Word” document
2. Choose Westminster Harvard style. For that go to:
 - In Menu bar click on “References”
 - Style (under the “Open Mendeley” icon)
 - More Styles
 - Get more styles
 - Type in the search box “University of Westminster- Harvard”
 - Click “Install” and “Done”
 - Go again to “Style” and in “Installed” type in “University of Westminster- Harvard” and click “Use this style” and “Done”

6. Cite and Create a reference list of 2 sources.

For that:

- In Word document type in anything
- Go to REFERENCES in the Menu bar
- Click “Insert citation”
- Click on “Go to Mendeley”
- Select any source and click on “Cite”
- Click on “Insert Bibliography”
- Check the details.

https://docs.google.com/document/d/1a-PchFm0GGZQAp86ehdJmQWG2ckzp_c2RjUbc-DYQ6Q/edit

Summary

Thank you!