

# Students' Satisfaction with Health Services Provided at the Bingham University Health Care Center

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## ABSTRACT

**Introduction:** Student satisfaction is a critical indicator of healthcare quality, especially within university-based health centers tasked with supporting academic performance and student well-being. Despite the presence of a functional health facility at Bingham University, anecdotal reports from students suggest gaps in service delivery, including poor provider-patient communication, long waiting times, and unsanitary clinic environments. This study assessed the level of satisfaction among students with health services provided at the Bingham University Health Care Center and identified factors influencing their perceptions.

**Methodology:** A descriptive cross-sectional design was adopted using multistage sampling to select 422 students from the Nursing and Computer Science departments across 200 to 400 levels. Data were collected through structured, self-administered questionnaires and analyzed using SPSS version 27. Descriptive statistics were used to summarize responses, and Chi-square tests determined associations between satisfaction levels and independent variables such as communication, environment, waiting time, and socio-demographic factors.

**Results:** Findings revealed that although 82.2% of students had utilized the health center, only 20.5% were satisfied with provider communication, while 20.4% expressed satisfaction with the clinic environment. Waiting time satisfaction was similarly low at 22.3%. Significant associations were found between satisfaction and communication ( $\chi^2 = 73.86$ ,  $p < 0.0001$ ), physical environment ( $\chi^2 = 23.81$ ,  $p = 0.0025$ ), gender ( $\chi^2 = 10.92$ ,  $p = 0.0043$ ), academic level, and department. However, waiting time ( $p = 1.0000$ ) and age ( $p = 0.0795$ ) did not significantly influence satisfaction.

**Conclusion:** In conclusion, student satisfaction with the university health center was generally low, primarily due to poor communication and environmental hygiene. The study recommends improved staff training, better infection control, digitized administrative systems, and enhanced student engagement to foster a patient-centered culture and increase satisfaction.

**Keywords:** Student Satisfaction, Health Services, Communication, Waiting Time, Environment, Bingham University

