

Presenter: Tiffany Fong

Session & Time: Oral I

Room/Time: GUZ 201 / 10:00-11:00

Discipline: Global Public Health

Faculty Mentor: Michaela George

Digital Portfolio URL:

Title: Evaluation of Dominican University of California studentsâ€™ satisfaction with their options for healthcare services and the quality of the services provided

Abstract:

As young college students transition into adulthood, they may have a limited understanding of their health insurance policies. As a result, DUC students with restricted access to healthcare may feel stuck with their current options, leading to mixed opinions about the quality of services they receive. This study aims to understand DUC studentsâ€™ satisfaction with their healthcare options and services, identify areas for improvement, and enhance the overall well-being of the student population. DUC students were recruited through a shared flyer that included a QR code encouraging students to participate in the survey. Surveys were distributed in Dr. Raccanello's newsletters, sent via douc-moodle, which are delivered directly to students' email inboxes and to faculty email accounts. Flyers were also made available at on-campus events organized by the Associated Students of Dominican University (ASDU). Quantitative survey data were

collected and analyzed in SPSS, while qualitative survey data were uploaded to QDA Miner Lite for thematic analysis to identify recurring themes. The qualitative data revealed # major themes representing the study participantsâ€™ thoughts on the option of services provided at DUC. The quantitative data found that % of participants were (not) satisfied with the care they received from their virtual TimelyCare visit, and % (not) satisfied with the care they received off-campus. A crucial socioeconomic factor of health is access to healthcare and academic persistence for college students. The quality of care is an important factor in studentsâ€™ satisfaction with healthcare services. This finding is vital to helping DUC improve the overall well-being of its student population.