

**UNIVERSITY OF EL SALVADOR  
SCHOOL OF ARTS AND SCIENCES  
FOREIGN LANGUAGES DEPARTMENT**



**UNDERGRADUATE RESEACH**

“The Level of Satisfaction of Third-year Students of the Foreign Language Department concerning the Medical Service Provided by Bienestar Universitario at The University of El Salvador, Semester II-2019”.

**IN ORDER TO OBTAIN THE DEGREE OF:**

“Licenciatura en Lenguas Modernas; Especialidad en Francés e Inglés”

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“Remember we arrive until where we want” and also

“There is no elevator to success. You have to take the stairs.”

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## ABSTRACT

“The Level of Satisfaction of Third-year Students of the Foreign Language Department concerning the Medical Service Provided by Bienestar Universitario at The University of El Salvador, Semester II-2019”.

Besides education, you need good health because A life without health is like a river without water. Remember that in every place where there are many people it is necessary to have a health care center regardless of the service it provides. And the University of El Salvador is not the exception, Depending on the level of satisfaction of the people who use the services, we find out if a place is good or not. The reason why the research team focuses on this project is that we need to know students´ satisfaction level regarding the services of Bienestar Universitario and their services that they offer to Foreign Language students´ health because bad health affects their performance in the major they are studying, for example missing classes, having bad results in the exams, etc. The structure of this project is based on Objectives, Methodology, Results and Conclusions. Bienestar Universitario offers different specialties like a general consultation, dermatology, orthopedics, gynecology, and ophthalmology; also, physiotherapy, nutrition, psychology, and clinical laboratory.

**Key words:** Bienestar universitario, Health Centre, Service, Bad health, Stress, Health care worker, General consultation, Dermatology, Orthopedics, Gynecology, Ophthalmology, Physiotherapy, Nutrition, Psychology, Clinical Laboratory.



## INTRODUCTION

This research focuses on measuring the level of satisfaction of third-year students of the Foreign Language Department concerning the medical service provided by Bienestar Universitario at the University of El Salvador, semester II/2019. The University of El Salvador has a health center named Bienestar Universitario, which daily offers services that are demanded by approximately 150 students. In the Foreign Language Department of the University of El Salvador, some students need to go to a medical consultation at Bienestar Universitario due to their health. The areas in which satisfaction level will be described are those who have the most contact with the students, these services are general medicine, gynecology, family planning, psychology, physiotherapy, and clinical laboratory.

The reason why the research team focuses on this project is that we need to know students' satisfaction level regarding the services of Bienestar Universitario and their services that they offer to Foreign Language students' health because bad health affects their performance in the major they are studying, for example missing classes, having bad results in the exams, etc. This research project has been developed with all the components of research: problem stated, research objectives, justification, methodology, and the consulted references. In the methodology, it is presented all the needed details of the research approach, the type of study, the research design, the population, and sample. In this research to gather information the mixed methods approach will be used, which deals with qualitative and quantitative approaches. In the type of study, the non-experimental method is going to allow us to get a descriptive study. In the population and sample, the research group will focus on four groups in total, two groups of Readings and Conversation from Modern Languages major and two groups of English Teaching Language. The results are expected to reveal the participants' satisfaction levels with the services received in the evaluated areas.

## CHAPTER I

### 1.1 STATEMENT OF THE PROBLEM

Bienestar Universitario answers directly to the administrative vice-rector. It is a health center that offers its services from Monday to Friday from 8:00 a.m. to 4 :00 p.m. to male and women students and UES employees. This health center offers services in several medical specialties; it also has its facilities and basic medical equipment. These specialties are general consultation and medical specialties consultation such as dermatology, orthopedics, gynecology, and ophthalmology; also, physiotherapy, nutrition, psychology, and clinical laboratory. The health staff is made up of six medical doctors, three nurses, three physiotherapists, one psychologist, two clinical laboratory specialists, a nutritionist, and a social worker.

Bienestar Universitario has the mission of contributing to solve health problems which can interfere with the normal academic performance of students and those who are directly or indirectly related to this process, also its general objective "to protect and optimize the integral health of students of the University of El Salvador, extending to teachers and administrators through programs and fundamental actions in their individual and collective characteristics, in a model basically framed in the Strategy of health promotion, in order to contribute to the achievement of the student's academic goals " <http://www.bienestar.ues.edu.sv/>

Among the services provided is general consultation with the cost of \$0.57; also specialty consultation such as otolaryngology, gynecology, dermatology, orthopedics, with the cost of \$ 2.86; It has a clinical laboratory which offers tests such as complete blood count, blood typing, eritrocident, and pregnancy. The cost of the tests varies depending on its complexity. <http://www.bienestar.ues.edu.sv/>

This research work is focused on finding out the description of students' satisfaction levels who make use of services offered at Bienestar Universitario of the University of El Salvador. The satisfaction of the user, besides being in itself an objective and result, can be seen as a contribution to other objectives and results

because between satisfaction and quality there is a relationship, which can be achieved if providing quality care in Bienestar Universitario includes or takes into account the following aspects like the degree of care provided which is relevant to the patient's clinical needs; the availability of a test, medical treatment or service for the patient; the punctuality at the moment to open the facilities is and the doctors must arrive in time to their job; the respect and care with which the services are provided.

It should be mentioned that the results obtained from the research work will benefit the university students since the Bienestar Universitario staff will have a perspective on the quality of care provided in terms of the satisfaction perceived by the users that require the services of this place.

## 1.2 DESCRIPTION OF THE PROBLEM.

User satisfaction or customer satisfaction is a marketing term that measures how products or services supplied by a company meet or surpass a customer's expectation. Users' satisfaction is important because it provides marketers and business owners with an idea that can be used to manage and improve their businesses as well to see how happy the customers really are (Ross Beard). It plays an important role in medical care. Not only is it the leading indicator to measure customer loyalty, identify unhappy customers, reduce churn, and increase revenue.

It is believed by the research team that third-year students of the Foreign Language Department of the majors of Modern Languages and Teaching majors suffer from stress, they probably miss classes due to their health conditions, and in the worst cases, they fail the course. This is why the research team will find out the reasons why students go to the consultation to Bienestar Universitario. The expectations of a customer on a product tell us his anticipated performance for that product.

The Secretary of Bienestar Universitario of the University of El Salvador is a health center which provides medical care's attention to the student population, offering general consultation service and medical consultation in other areas such as medical consultation in specialties, attention to medical emergencies, direct care in nursing, family planning, psychology, physiotherapy, clinical laboratory, healings, social work, and filing service.

### 1.3 OBJECTIVES

#### **GENERAL OBJECTIVE:**

- To determine the level of satisfaction of third-year students of the Foreign Language Department concerning medical services provided by Bienestar Universitario at the University of El Salvador, semester II-2019.

#### **SPECIFIC OBJECTIVES:**

- To determine the level of satisfaction of third-year students of the Foreign Language Department concerning medical services provided by Bienestar Universitario at the University of El Salvador, semester II-2019.
- To describe satisfaction levels of the third-year students of the Foreign Language Department through their opinion regarding to medical services provided by Bienestar Universitario at the University of El Salvador.
- To state what the most common services students ask for at Bienestar Universitario are.
- To list the reasons why students decide to go to Bienestar Universitario instead of a public institution are.
- To identify which population of the two majors at the Foreign Languages Department go to Bienestar Universitario more often

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## **1.4 RESEARCH QUESTIONS**

### **GENERAL RESEARCH QUESTION**

- How satisfied are third-year students of the Foreign Languages Department with the medical services provided by Bienestar Universitario?

### **SUBSIDIARY QUESTIONS**

- How often do third-year students of FLD use medical services provided by Bienestar Universitario?
- What are the most common services third-year students make the most use of at Bienestar Universitario?
- What reasons do students have to visit Bienestar Universitario instead of another medical institution?
- Do Modern Languages students go often to Bienestar Universitario more than English Teaching students?

## 1.5 JUSTIFICATION

Health plays a key role in students' academic life and this was the main reason for which Bienestar Universitario was established since the majority of the students have no enough to pay for medical care, 70% student population come from public education system (*UES online statistics: bienestar.ues.edu.sv*) it means that when a student has a health problem, he or she goes to medical consultation to Bienestar Universitario, and thus turning it into one of the most necessary services for students. Based on this research, we, as researchers will describe the satisfaction levels with the services received by the students who have had medical consultation at Bienestar Universitario at the University of El Salvador in the second semester of 2019.

With this research study, the research team will know students' satisfaction levels with the medical services provided by Bienestar Universitario and look for possible reasons in which the health of the third-year students affects their academic performance. By analyzing the results, we will verify if Bienestar Universitario is fulfilling its mission and its vision or not. Bienestar Universitario is a health center, which was founded in 1963 as a support for, academic and professional development of each of the students, teachers and administrative staff which belong to University of El Salvador (UES), offering medical services according to the diverse needs in the area of health that exist within the campus. Bienestar Universitario's main mission and vision are to quality health care services in such a way as to satisfy the expectations of the users (*Bienestar Universitario, website: bienestar.ues.edu.sv*).

To describe user satisfaction levels is a key element that allows obtaining an inventory of strengths and weaknesses regarding the treatment given to patients, also to describe the attention offered from point of view of patients allows give to staff an idea about the quality attention. Describe the user satisfaction levels give the chance to the creation of strategies for continuous improvement.

For the reasons are given above the Bienestar Universitario health staff through our research work could identify the possible deficiencies that put at risk the health of the user population, since user satisfaction is the last authority in medical care. The topic of user satisfaction has received considerable interest in recent years, is one of the most popular research topics in marketing (Patterson, 1997). User satisfaction is often seen as a crucial link in establishing long term relationships and few products or services can survive without establishing solid relationships with their customers.

Also, user satisfaction has huge relevance for the organizations; it is necessary for the success of the medical service provided. Patients' satisfaction is also related to a variety of downstream outcomes, such as the propensity to change health plans or to sue for malpractice. User satisfaction or customer satisfaction is a marketing term that measures how products or services supplied by a company meet or surpass a customer's expectation. Users' satisfaction is important because it provides marketers and business owners with a metric that they can use to manage and improve their businesses as well to see how happy the customers really are (Lee Resource Inc.2012). User satisfaction plays an important role in medical care. Not only is it the leading indicator to measure customer loyalty, identify unhappy customers, reduce churn and increase revenue, it is also a key point of differentiation that helps you to attract new customers in competitive business environments. (Ross Beard, 2013).



## 1.6 DELIMITATION OF THE PROBLEM

**Social Delimitation:** The tutoring sessions will be implemented with students registered in Reading and Conversation between 23 and 30 years old, from English Teaching and Modern Languages.

**Space delimitation:** The research will take place at the Foreign Language Department at the University of El Salvador.

**Time delimitation:** The research will be developed Tuesday to Friday from 10:00 AM to 12:00 PM, starting in September 2019 and finishing in February 2020.

**Focus:** To determine the level of satisfaction of third-year students of the Foreign Language Department, concerning the medical services provided by Bienestar Universitario at the University of El Salvador.

## CHAPTER II

### THEORETICAL FRAMEWORK

#### 2.1 HISTORY

Bienestar Universitario was founded in 1963 as a support for the personal, academic, and professional development of each of the students, teachers, and administrative staff who belong to Universidad de El Salvador, offering medical and nursing services. Bienestar Universitario has the mission of contributing to solve health problems, which can interfere with the normal academic performance of students and those who are directly or indirectly related to this process.

The most recent graduation related to Bienestar Universitario dates back from 2012, this study was based on nursing quality attention, taking into consideration users' opinion, and the researchers evaluated the staff and facilities from the point of view of the future expert in medical care. Domínguez, C. (2012). *Calidad de atención en Enfermería y la Satisfacción de los Usuarios*. San Salvador: Universidad de El Salvador.

To get familiar with the topic and based on the results obtained from the previous research made talking about the same topic in 2017 on Seminar I and II at the University of El Salvador, the research team interviewed ten students, in the second week of May. It was found that seven of them said that attention when consulting at Bienestar Universitario is bad. They mentioned that the receptionist is always in a bad mood, that nurses work slowly, and doctors are not kind nor accessible. On the other hand, the rest of the students did not complain about the services received at Bienestar Universitario supporting that the staff provided an excellent and fast service at the moment of being attended.

Measuring and reporting on patient satisfaction with health care has become a major industry. Patient satisfaction measures have been incorporated into reports of the hospital and health plan quality and armies of consultants make a good living selling software packages to health care providers eager to assess their customers' reactions by telephone, fax, and modem. The topic of user satisfaction has received considerable interest in recent years, is one of the most popular research topics in marketing (Patterson, 1997). User satisfaction is often seen as a crucial link in establishing long term relationships and few products or services can survive without establishing solid relationships with their customers.

## **2.2 THEORY**

In Latin America, all the institutions focus on the right to health for all the habitants, this is considered a fundamental goal for every society. Health is very important for productivity, competitiveness, and development.

### **Definition of Health**

The World Health Organization's definition of health is: "A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." They assert that physical and mental well-being is a human right, enabling life without limitation or restrictions, (<https://8fit.com/lifestyle/the-world-healthorganization-definition-of-health>). This is the main reason why Bienestar Universitario was founded in 1963 as a support for personal, academic and professional development of each of the students, teachers and administrative staff which belonging to Universidad de El Salvador, offering medical and nursing services.

## **Definition of Medical Services Provided by Bienestar Universitario According to Each Specialty**

- **General Consultation:** meeting between a physician and a patient, the common goals include taking preventive measures to halt the development of various diseases particularly for patients who have risk factors, obtain a diagnosis for symptoms being experienced by the patient.
- **Gynecology:** it deals with the functions and diseases specific to women and girls, especially affecting the reproductive system. -Cytology: concerned with the investigation of disorders of the female tract.
- **Physiotherapy:** treatment of disease, injury, or deformity by physical methods such as massage, heat treatment, and exercises rather than by drugs or surgery, physical therapy.
- **Nutrition:** it refers to appointments with either a nutritionist or dietitian to improve a person's quality of life and overall health and well-being.
- **Clinical Laboratory**
  - Hematology: complete blood count, blood type, VDRL serology, pregnancy test
  - Urine: general urine test, a pregnancy test.
  - Stool examination: general stool examination.

## 2.3 PUBLIC OPINION.

Elisabeth Noelle-Neumann (1947) is the founder and director of the Public Opinion Research Center in Allensbach, Germany, and professor of communications research at the University of Mainz. Elisabeth Noelle-Neumann, she examines public opinion as a form of social control in which individuals, almost instinctively sensing the opinions of those around them, shape their behavior to prevailing attitudes about what is acceptable or not.

The spiral of silence is a theory of political science and communication proposed by the German political Elisabeth Noelle-Neumann, in her book *The Spiral of Silence. Public opinion: our social skin* (1977), where it studies public opinion as a form of social control in which individuals adapt their behavior to prevailing attitudes about what is acceptable and what is not. Public opinion is for Noelle Neumann the skin that gives cohesion to society. Neumann theorizes that society threatens isolation to individuals who express positions contrary to those assumed as the majority so that the behavior of the public is influenced by the perception of the climate of opinion Dominant.

Individuals continually poll the climate of opinion with what Neumann calls quasi-statistical sense by observing how gradually they have their views with those in the public space, encouraging them if they approach the majority or by inhibiting them if they detect that can be part of minorities. The theory of the spiral of silence starts from the basic assumption that most people are afraid of isolation and, in expressing their opinions, first try to identify ideas, and then join the majority or consensuses opinion. The main source of information will be the media and the media would define the climate of opinion on the issues concerned. The Spiral of Silence is formulated at a time when the television is already a significant means of mass communication. That's why Noelle-Neumann understands that television helped consolidate climates of opinion.

About changing opinions, the individual should carefully observe in which direction the change occurs. Individuals who understand that change occurs in the same direction as their own personal opinions will expose them in public, but on the contrary, if the change occurs as opposed to their own, they will tend to be more cautious by exposing them in the presence of others People.

Of all the dramatic changes in higher education in recent years, one that goes largely unnoticed is the tremendous growth in the mission, services, and facilities of health centers. Decades ago most colleges and universities believed their only responsibility for student health was to set up a clinic to treat the sick and injured. Today, driven by a broader and, in our judgment, a better understanding of health and its impact on learning, many institutions of higher education provide much more ( [David Skorton and Glenn Altschuler](#)Contributor of Education).

The demands on health centers are greater and more complex than ever. More students today come to campus with significant health needs, including mental health challenges. One in four is already taking psychotropic drugs, which enable some to go to college who would not otherwise function well enough.

Health centers also get involved in headline-making issues of campus safety. The shooting tragedies at Virginia Tech, Northern Illinois University, and Aurora, Colorado, where the shooter had been a counseling center patient at a university, have led to a sharper focus on mental health. Centers also work to prevent suicide and combat alcohol and drug abuse. And the national focus on sexual assault rightly asks universities to provide more and better services and support for those affected by discrimination, harassment, and sexual violence; train staff, faculty, and students to intervene appropriately; educate students on the issues, and develop campus-wide strategies to address what some call a “rape culture.”

With growing numbers of international students and increased international travel, universities need to be prepared for a global pandemic like the H1N1 pandemic of

2009, as well as to offer long-distance medical, psychological, and safety counseling to students traveling or studying off-campus. In rural areas, college health centers often take on responsibilities that local public health departments can't do alone due to resource constraints, such as leading vaccination campaigns or investigating outbreaks of infectious disease. Health centers also play a key role in overseeing and coordinating care provided on campus, by community specialists, by hometown physicians, and during study abroad.

All of these demands are converging at a time when health-care providers and society, in general, are increasingly aware of the value of prevention and healthy lifestyles. The mission of health centers is being redefined to include not just treating medical problems but also managing serious chronic conditions and promoting healthy habits.

Expanded services, of course, are costly. To provide newer services as well as traditional ones, health centers need more staff with a wider range of expertise. Today, in addition to on-site medical and counseling services, three-quarters of all counseling centers offer stress reduction programs; educational programs and materials for parents/families; campus-wide education; targeted education programs for faculty, coaches, clergy, and resident advisors; and mental health screening days. Health center salaries need to compete with those paid in many high-demand professions, including primary care providers, who are in short supply. New technology is also expensive.

And some health centers are also facing a serious need for facility maintenance and improvement. A student's choice between the college plan and the parents' plan has significant implications. Because many parents have employer-provided plans with high deductibles and narrow provider networks (forcing students to return home to see an in-network provider or pay more), financially strapped students sometimes delay needed care or go without it entirely.

Others delay or do without because they don't want their family to know about issues related to sexual health, mental health, or substance abuse. Most colleges require their students to pay a health fee that helps to support some health center services. Whether the changing insurance landscape and other circumstances will lead to widespread new or increased fees remains to be seen. Going beyond providing medical and mental health care and shaping the environment through a comprehensive public health approach, including prevention and education is complicated and difficult. But these innovations pay off in healthier and more successful students and, in the long term, a healthier adult population ( [David Skorton and Glenn Altschuler](#)Contributor of Education).



## **CHAPTER III**

### **METHODOLOGY**

#### **3.1 Research Design**

It is really important to know the methods and techniques that will be used to collect data in this study. This work will be non-experimental that includes collecting, analyzing, and interpreting data using both quantitative and qualitative methods in a single study or series of studies in order to investigate a phenomenon and attempt to answer a research question.

This research will be conducted using a mixed-method approach to generate numerical data by employing statistical, logical, and mathematical techniques. We will also use qualitative research because it is a method of inquiry that develops an understanding of human and social sciences, to find the way people think and feel. The survey methodology will be used in this work, during this process the individuals know they are being studied, they are conscious about the research because the objective of the investigation is explained to them. One of the advantages of this type of research is that it is efficient due to each person expresses their personal opinion in order to gather information from them. However, some of its disadvantages are that it depends on honesty and motivation from people who are being studied. The surveys will help to collect information about how people think and act.

#### **3.2 Population and Sample**

The research will be focused on third-year students of the Foreign Language Department, 2 groups of Readings and Conversation of each major, making a total of four groups, each group is composed of 25 to 30 students approximately. The sample will be made up of a total of 53 students of each two groups of Readings and Conversation of Modern Language major and 53 students from English

Teaching Language, making a total of 106 students, who has passed medical consultation at Bienestar Universitario, one in two students will be interviewed?

**Subjects Inclusion/Exclusion Criteria:** The following inclusion and exclusion criteria shall be taken into account:

- Inclusion criteria:

1. Students who have passed medical consultation at Bienestar Universitario the days that the survey is conducted.
2. Willingness to participate.

- Exclusion criteria: Users who do not want to participate in the study.

### **3.3 Type of Study.**

A descriptive study will be used in this research; according to Pankhe (1986) this type of study is about specifying properties of people, groups, communities or any phenomenon that is submitted to analysis and it measures or evaluates different aspects, components or dimension of the phenomenon to be investigated.

Moreover, this study is non-experimental research because the researchers are not going to manipulate any variable and they will observe the phenomenon in their natural way. According to Kerlinger (2000), a non-experimental design is one that is done without manipulating the variables. It is an investigation where the investigators do not vary the independent variables.

### **3.4 Research Techniques and Instruments**

The instrument used in the research will be a survey designed to gather information about the problem. This questionnaire will be directed to students who have passed medical consultation at Bienestar Universitario. Another instrument was an interview with the principal of Bienestar Universitario that we did to recollect data and more information that we didn't know about the health center University.

## **CHAPTER IV**

### **DATA COLLECTION**

**4.1 Method:** To carry out this research we used the statistical and descriptive methods that helped us in the presentation of the information and the analysis of the data that was obtained.

**4.2 Technique:** Graphs will be used to determine satisfaction levels of students who pass medical consultation at Bienestar Universitario; this technique is used to collect information that allowed us to gather information directly from the people concerned.

#### **4.3 Information Analysis Plan**

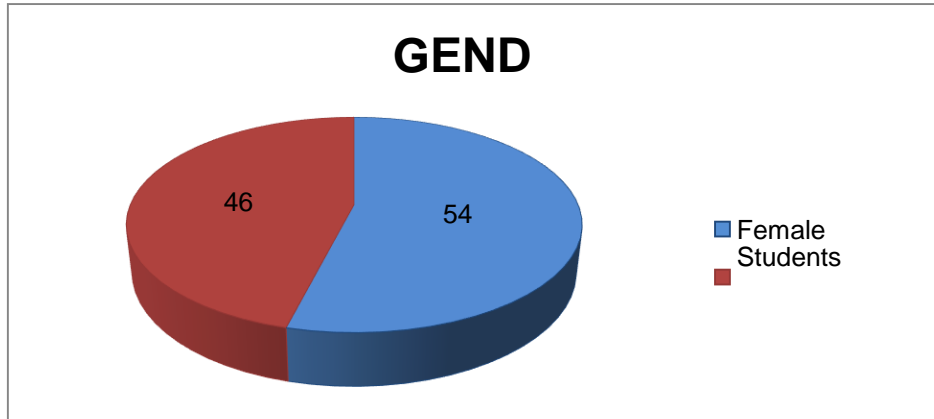
First of all, for developing the analysis plan, it will be necessary the use of an instrument represented by a questionnaire that contains 10 items and at the end of the instrument and by using closed and open questions the research team will know if the students have a suggestion, complaint or a commentary according to their experience at Bienestar Universitario. Throughout the project, the descriptive data analysis strategies will be used. This approach will summarize the findings and describe the sample because the users' opinion is the most relevant in this project.

Then after collecting all the information, this will be organized in a table that will be useful for summarizing, analyzing, and describing the obtained information in a better way. Later, the information introduced in the table will be presented by the use of a pie chart, which will help visually to understand all the information collected. The survey will help to get veridical information from the users' opinion of Bienestar Universitario about their satisfaction levels with the attention received there. At the same time, the results found with the help of the questionnaire will allow verifying if the three hypotheses established in the project are veridical or not.

# **DATA ANALYSIS**

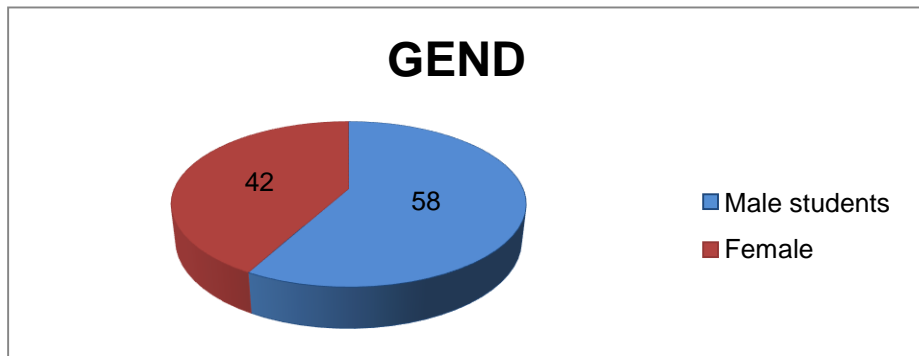
**GENERALITIES  
ENGLISH LANGUAGE TEACHING**

| GENDER | Frequency | Percent | Cumulative percent |
|--------|-----------|---------|--------------------|
| FEMALE | 28        | 54%     | 54%                |
| MALE   | 25        | 46%     | 46%                |
| TOTAL  | 53        | 100%    | 100%               |



**TABLE 1  
MODERN LANGUAGES**

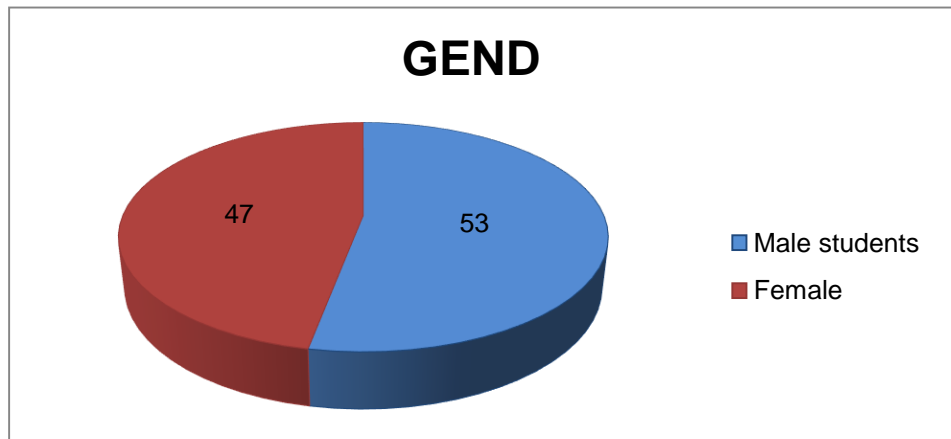
| GENDER | Frequency | Percent | Cumulative percent |
|--------|-----------|---------|--------------------|
| MALE   | 31        | 58%     | 58%                |
| FEMALE | 22        | 42%     | 42%                |
| TOTAL  | 53        | 100%    | 100%               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| GENDER | Frequency | Percent | Cumulative percent |
|--------|-----------|---------|--------------------|
| MALE   | 56        | 53%     | 53%                |
| FEMALE | 50        | 47%     | 47%                |
| TOTAL  | 106       | 100%    | 100%               |



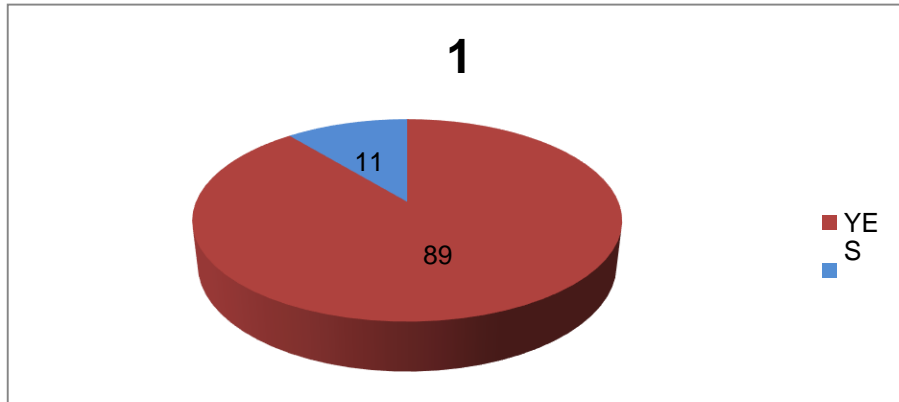
**TABLE 3**

According to the first graph, 46% of students from English Language Teaching who answered this survey were men and 54% were women. It is known that both majors have more women than men, however in the second graph, which shows the results from Modern Languages, we can see that 58% of students who took the survey were men, and 42% were women.

The third graph shows that, out of the 100% of students from the third year of both majors, who took the survey, 53% were men, and 47% were women.

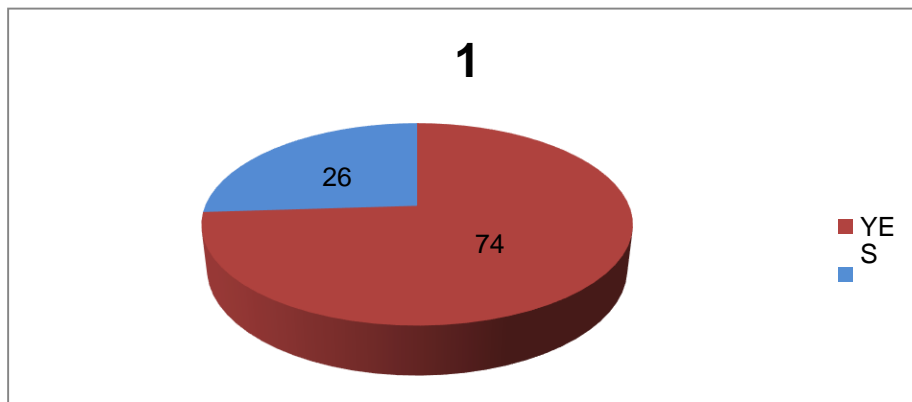
## ENGLISH LANGUAGE TEACHING

| Q1: Have you ever visited Bienestar Universitario after the University admission process? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| YES   | 47        | 89%     | 89%                |
| NO  | 6         | 11%     | 11%                |
| TOTAL   | 53        | 100%    | 100%               |



**TABLE1  
MODERN LANGUAGES**

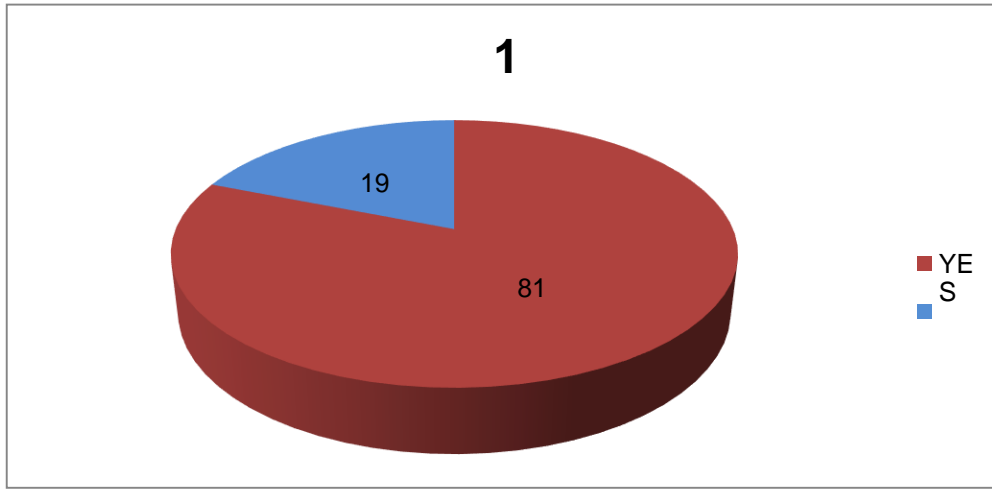
| Q1: Have you ever visited Bienestar Universitario after the University admission process? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| YES   | 39        | 74%     | 74%                |
| NO  | 14        | 26%     | 26                 |
| TOTAL   | 53        | 100%    | 100%               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Q1: Have you ever visited Bienestar Universitario after the University admission process? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| YES   | 86        | 81%     | 81%                |
| NO  | 20        | 19%     | 19%                |
| TOTAL   | 106       | 100%    | 100%               |



**TABLE 3**

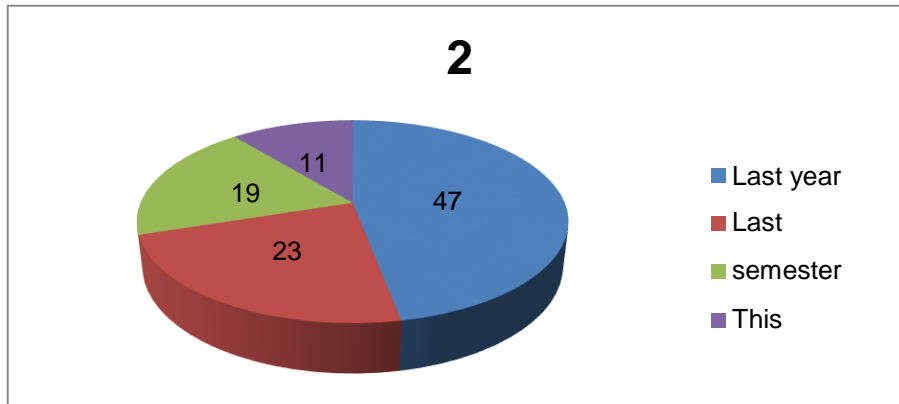
The previous graphs and tables showed the results of students who have visited Bienestar Universitario after the admission process. In the first table, 89% of students said they have visited Bienestar Universitario and the remaining 11% have never come back. In the second graph, we can see that 74% of students of the Modern Languages major have gone after the admission process, and 26% have never made use of it.

In the third graph, the general results showed that out of the 106 students who took the survey, 81% have made use of it and the remaining 19% have not.



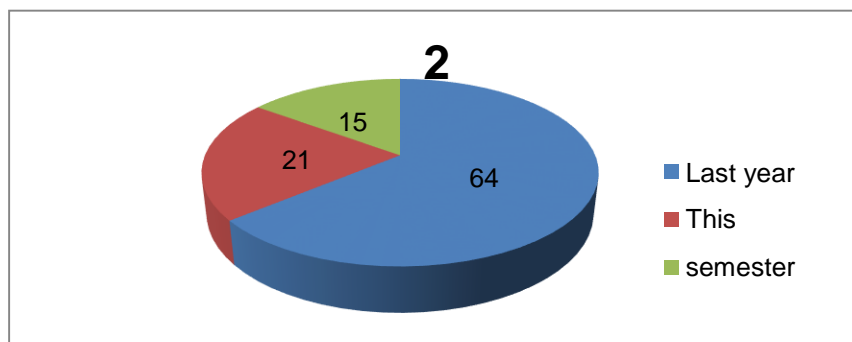
## ENGLISH LANGUAGE TEACHING

| Q2: When was the last time you visited Bienestar Universitario? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Last year   | 22        | 47%         | 47%                |
| Last semester   | 11        | 23%         | 23%                |
| This month  | 5         | 19%         | 19%                |
| This semester   | 9         | 11%         | 11%                |
| <b>TOTAL</b>  | <b>47</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 1  
MODERN LANGUAGES**

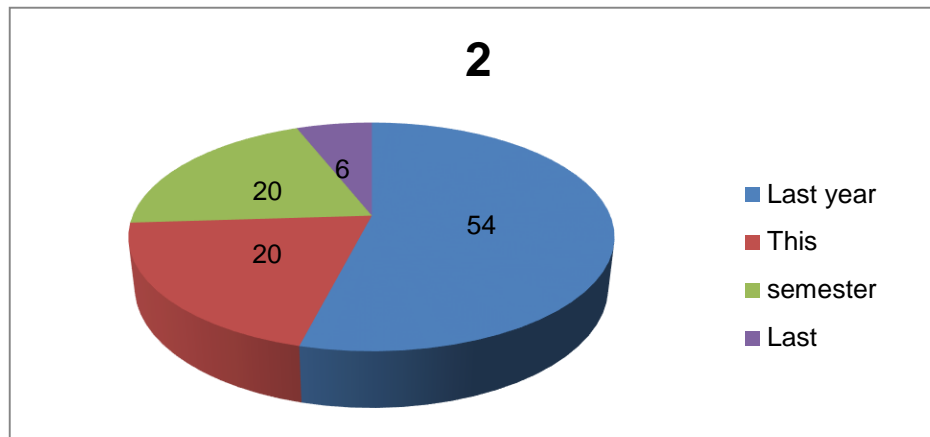
| Q2: When was the last time you visited Bienestar Universitario? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Last year   | 25        | 64%         | 64%                |
| This semester   | 8         | 21%         | 21%                |
| Last semester   | 6         | 15%         | 15%                |
| This month  | 0         | 0%          | 0%                 |
| <b>TOTAL</b>  | <b>39</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 2**

## GENERAL RESULTS: BOTH MAJORS

| Q2: When was the last time you visited Bienestar Universitario? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Last year   | 47        | 54%     | 54%                |
| This semester   | 17        | 20%     | 20%                |
| Last semester   | 17        | 20%     | 20%                |
| This month  | 5         | 6%      | 6%                 |
| <b>TOTAL</b>  | 86        | 100%    | 100%               |



**TABLE 3**

As shown in the first graph, 47% of students of English Language Teaching went to Bienestar Universitario last year, 23% visited it during the last semester, 19% during this month and 11% during the last semester. In the second graph, the research group could confirm that 64% visited this medical center during the last year, 21% the last semester and 15% confirmed the last time they were there during the last month of semester II. The last graph, which contains the results from both majors, showed that 54% of students visited Bienestar Universitario during 2018, 20% showed they went there during semester II/2019, 20% during semester II/2019 and, 6% said the last time they went to Bienestar Universitario in October.

## ENGLISH LANGUAGE TEACHING

| Q3: How often do you go to Bienestar Universitario? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| rarely ever   | 27        | 57%     | 57%                |
| Once or twice per semester                          | 12        | 26%     | 26%                |
| Once or twice per year                              | 8         | 17%     | 17%                |
| <b>TOTAL</b>  | 47        | 100%    | 100%               |

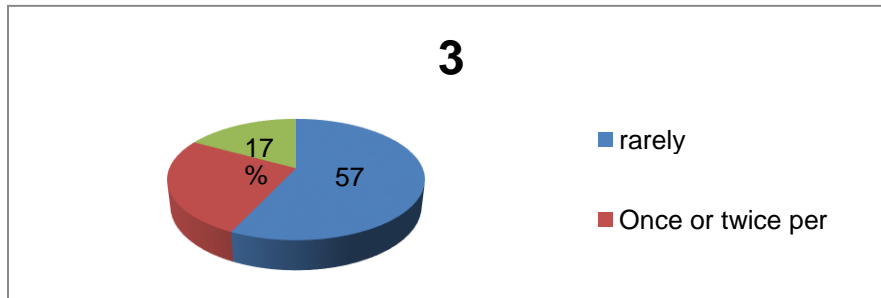


TABLE 1

## MODERN LANGUAGES

| Q3: How often do you go to Bienestar Universitario? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| rarely ever   | 26        | 67%     | 49%                |
| Once or twice per year                              | 8         | 20%     | 15%                |
| Once or twice per semester                          | 5         | 13%     | 10%                |
| <b>TOTAL</b>  | 39        | 100%    | 100%               |

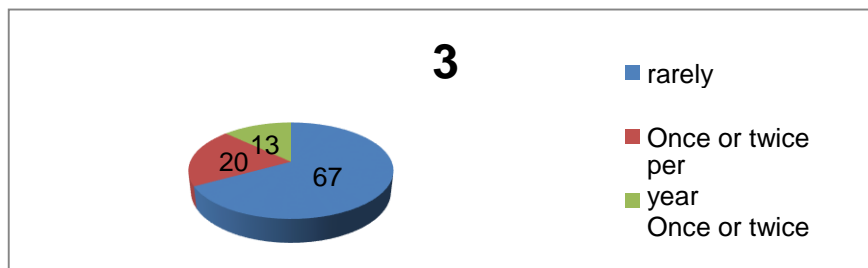
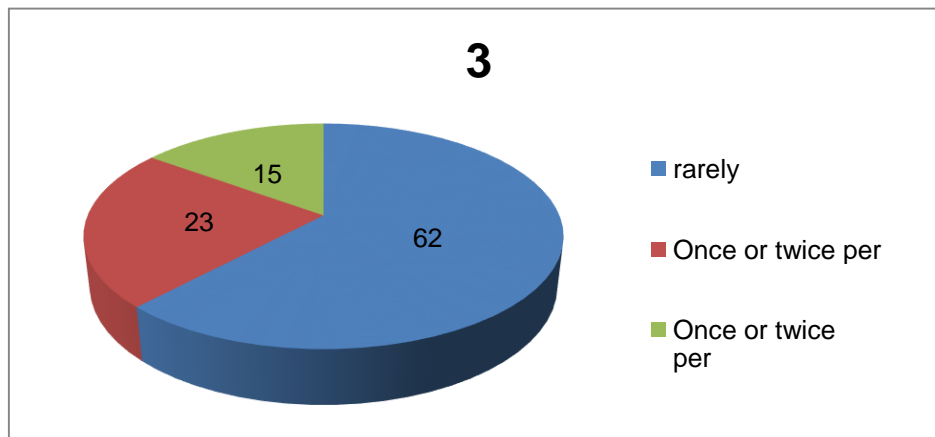


TABLE 2

### GENERAL RESULTS: BOTH MAJORS

| Q3: How often do you go to Bienestar Universitario? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| rarely ever   | 53        | 62%     | 62%                |
| Once or twice per year                              | 20        | 23%     | 23%                |
| Once or twice per semester                          | 13        | 15%     | 15%                |
| <b>TOTAL</b>  | 86        | 100%    | 100%               |

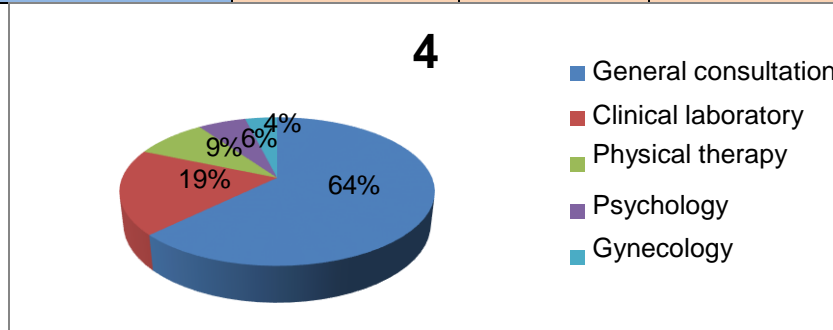


**TABLE 3**

As shown in the first graph, 57% of students of English Language Teaching said they “rarely ever” go Bienestar Universitario, 26% once or twice per semester, and 17% once or twice per year. In the second graph, the research group could confirm that 67% of students “rarely ever” visited Bienestar Universitario. 20% made use of it once or twice per year, and 13% visited once or twice per semester. The last graph showed the results from both majors, and 62% of students of the Foreign Languages Department said that they “rarely ever visited Bienestar Universitario, 23% of both majors have visited it once or twice per year, and 15% showed they visit the medical center once or twice per semester.

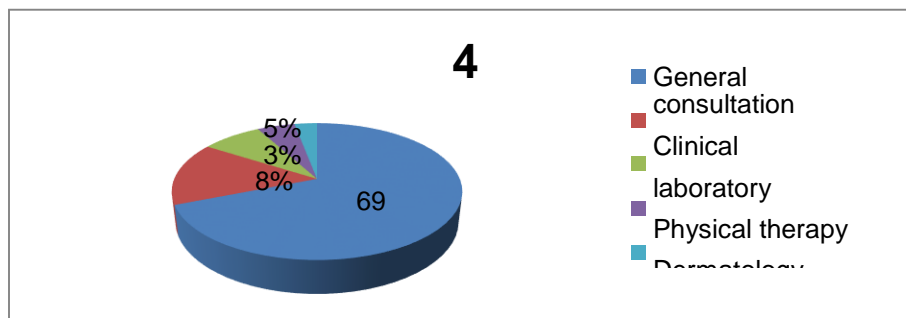
## ENGLISH LANGUAGE TEACHING

| Q4: What are the most common services you have asked for at Bienestar Universitario? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| General consultation   | 29        | 62%         | 62%                |
| Clinical laboratory  | 9         | 19%         | 19%                |
| Physical therapy   | 4         | 9%          | 9%                 |
| Gynecology   | 2         | 4%          | 4%                 |
| Psychology   | 3         | 6%          | 6%                 |
| Dermatology  | 0         | 0%          | 0%                 |
| <b>TOTAL</b>   | <b>47</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 1**  
**MODERN LANGUAGES**

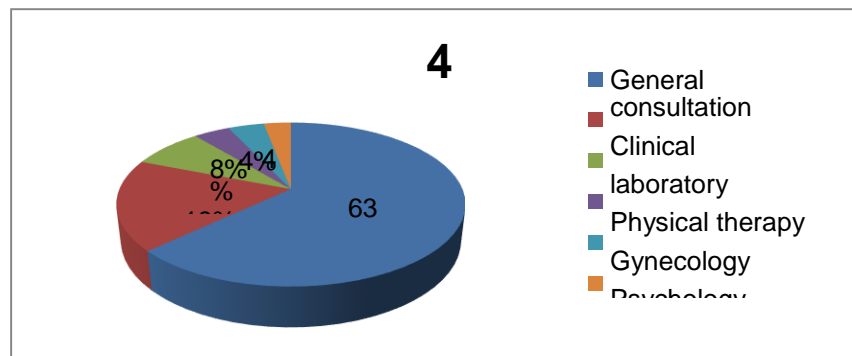
| Q4: What are the most common services you have asked for at Bienestar Universitario? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| General consultation   | 27        | 69%         | 69%                |
| Clinical laboratory  | 6         | 15%         | 15%                |
| Physical therapy   | 3         | 8%          | 8%                 |
| Dermatology  | 2         | 5%          | 5%                 |
| Gynecology   | 1         | 3%          | 3%                 |
| Psychology   | 0         | 0%          | 0%                 |
| <b>TOTAL</b>   | <b>39</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Q4: What are the most common services you have asked for at Bienestar Universitario? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| General consultation   | 54        | 63%         | 63%                |
| Clinical laboratory  | 15        | 18%         | 18%                |
| Physical therapy   | 7         | 8%          | 8%                 |
| Gynecology   | 3         | 4%          | 4%                 |
| Psychology   | 3         | 4%          | 4%                 |
| Dermatology  | 2         | 3%          | 3%                 |
| Nutrition  | 0         | 0%          | 0%                 |
| <b>TOTAL</b>   | <b>86</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 3**

The previous graphs and tables showed what the most common services students have asked for at Bienestar Universitario, and the results of students are represented in the first table 62% gone for general consultation, 4% for gynecology, 9% have gone for physical therapy, 19% are for clinical laboratory and 6% have gone for psychology. In the second graph we can see that 69% of students of the Modern Languages have gone for general consultation, 3% for gynecology, 8% went for physical therapy, 15% of the students have gone for clinical laboratory and 5% have gone there for Dermatology. In the third graph, the general results showed that 63% of students went for general consultation, 4% have gone for gynecology, 8% used it for physical therapy, 18% have gone for the clinical laboratory, 3% for dermatology and just 4% gone for psychology.

## ENGLISH LANGUAGE TEACHING

| Q5: Why do you go to Bienestar Universitario instead of a public/private medical institution? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Less expensive<br>located inside the<br>UES Good service<br>Faster                            | 24        | 51%     | 51%                |
|   | 17        | 36%     | 36%                |
|   | 4         | 9%      | 9%                 |
|   | 2         | 4%      | 4%                 |
| <b>TOTAL</b>  | 47        | 100%    | 100%               |

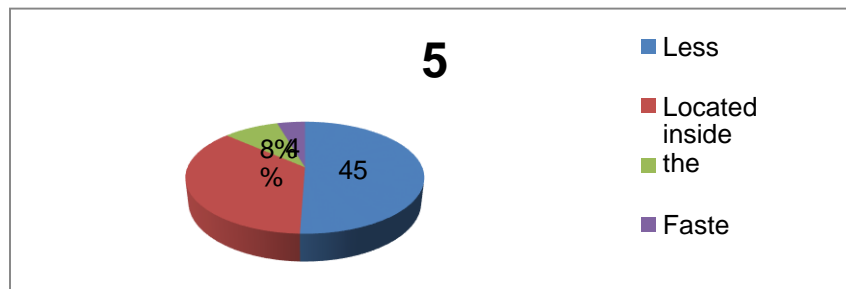


TABLE 1

## MODERN LANGUAGES

| Q5: Why do you go to Bienestar Universitario instead of a public/private medical institution? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| located inside the<br>UES Less expensive<br>Good service<br>Faster                            | 18        | 46%     | 46%                |
|   | 15        | 38%     | 38%                |
|   | 6         | 16%     | 16%                |
|   | 0         | 0%      | 0%                 |
| <b>TOTAL</b>  | 39        | 100%    | 100%               |

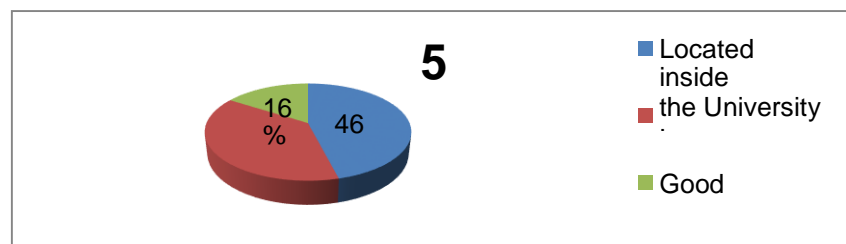
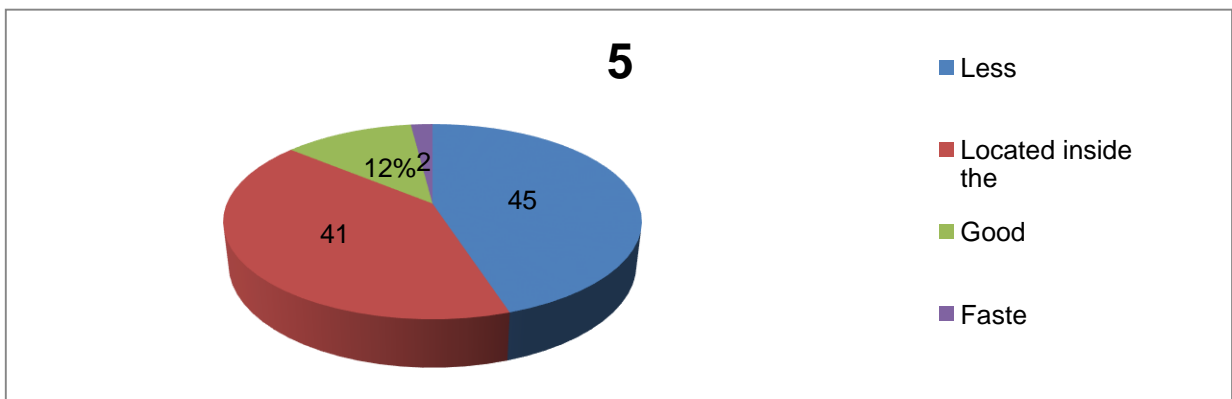


TABLE 2

## GENERAL RESULTS: BOTH MAJORS

| Q5: Why do you go to Bienestar Universitario instead of a public/private medical institution? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Less expensive<br>located inside the UES<br>Good service<br>Faster                            | 39        | 45%     | 45%                |
|   | 35        | 41%     | 41%                |
|   | 10        | 12%     | 12%                |
|   | 2         | 2%      | 2%                 |
| <b>TOTAL</b>  | 86        | 100%    | 100%               |



**TABLE 3**

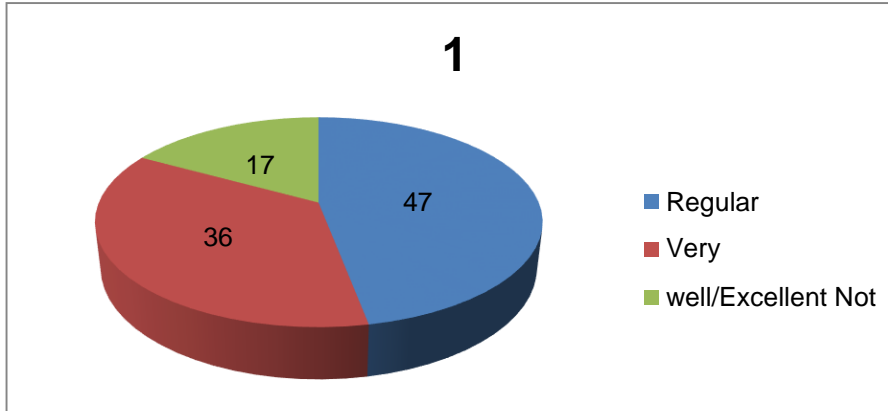
According to the first table, 51% of English Language Teaching students said they visited Bienestar Universitario because it is less expensive, 36% said that they visited it because it is located inside the University, 9% because the medical center offers good service and 4% of the students answered that the service is faster. In the second table 46% of students of Modern language said they made use of it because it is located inside of the University, 38% because the service is less expensive than other institutions, 16% of the students claimed the medical center offers a good service. The third table showed both major's results and 45% of the students considered they made use of it because it is less expensive, then 41% because it is located inside of the campus, 12% considered the institution offers good service, and 2% of the students used it because the service is faster than outside of the university.



# **NURSERY/RECEPTION AREA**

## ENGLISH LANGUAGE TEACHING

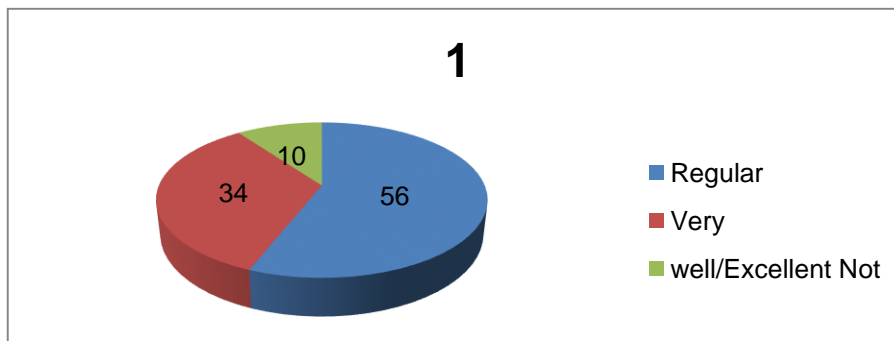
| Q1: Waiting time in reception area? |           |         |                    |
|-------------------------------------|-----------|---------|--------------------|
|                                     | Frequency | Percent | Cumulative percent |
| Regular                             | 22        | 47%     | 47%                |
| Very well/Excellent                 | 17        | 36%     | 36%                |
| Not so well                         | 8         | 17%     | 17%                |
| <b>TOTAL</b>                        | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES

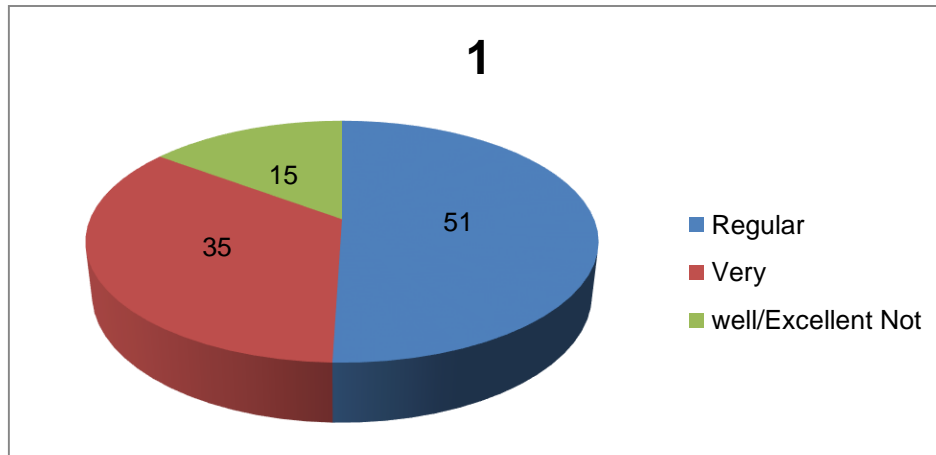
| Q1: Waiting time in reception area? |           |         |                    |
|-------------------------------------|-----------|---------|--------------------|
|                                     | Frequency | Percent | Cumulative percent |
| Regular                             | 22        | 56%     | 56%                |
| Very well/Excellent                 | 13        | 34%     | 34%                |
| Not so well                         | 4         | 10%     | 10%                |
| <b>TOTAL</b>                        | 39        | 100%    | 100%               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Q1: Waiting time in reception area? |           |         |                    |
|-------------------------------------|-----------|---------|--------------------|
|                                     | Frequency | Percent | Cumulative percent |
| Regular                             | 44        | 51%     | 51%                |
| Very well/Excellent                 | 30        | 35%     | 35%                |
| Not so well                         | 12        | 15%     | 15%                |
| <b>TOTAL</b>                        | 86        | 100%    | 100%               |

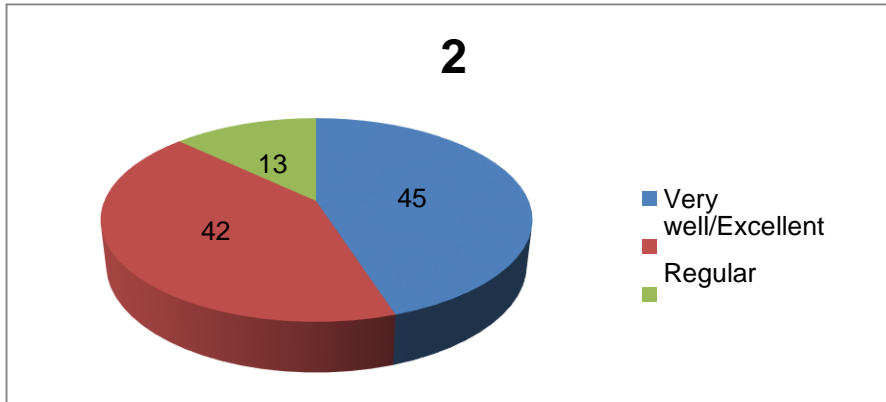


**TABLE 3**

The analysis of the first graph showed that 47% of students considered that the waiting time in the reception area is regular, 36% of the students think that it is very well/excellent, and only 17% think that it is a bit delayed. In the second graph the research group could see that 56% of students consider that the waiting time in the reception area is regular, 34% think the medical center has a very well/excellent waiting time, and 10% of students consider it poorly. In the last graph, the research group could see that 51% of students think that the waiting time in the reception area is regular; the 35% said that is very well/excellent, meaning that it fast, they don't have to wait much in order to past with the doctor, however, 15% of students considered that the waiting time is not as fast as it should be.

## ENGLISH LANGUAGE TEACHING

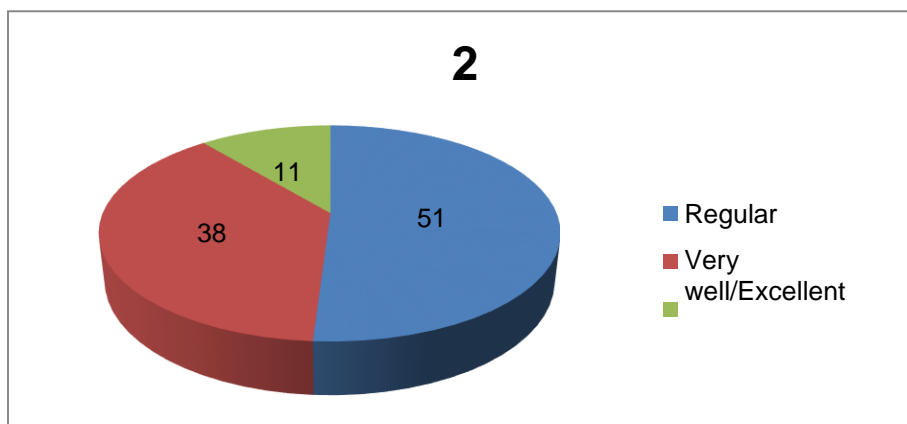
| Q2: Instructions given in order to pass consultation? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                                   | 21        | 45%     | 45%                |
| Regular   | 20        | 42%     | 42%                |
| Not so well   | 6         | 13%     | 13%                |
| <b>TOTAL</b>  | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES MAJOR

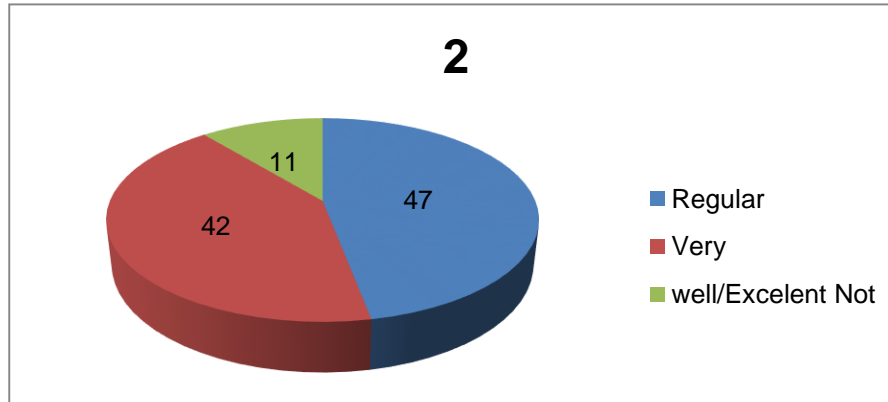
| Q2: Instructions given in order to pass consultation? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Regular   | 20        | 51%     | 51%                |
| Very well/Excellent                                   | 16        | 38%     | 38%                |
| Not so well   | 3         | 11%     | 11%                |
| <b>TOTAL</b>  | 39        | 100%    | 100%               |



**TABLE 2**

## GENERAL RESULTS: BOTH MAJORS

| Q2: Instructions given in order to pass consultation? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Regular   | 40        | 47%     | 47%                |
| Very well/Excellent                                   | 36        | 42%     | 42%                |
| Not so well   | 10        | 11%     | 11%                |
| <b>TOTAL</b>  | 86        | 100%    | 100%               |

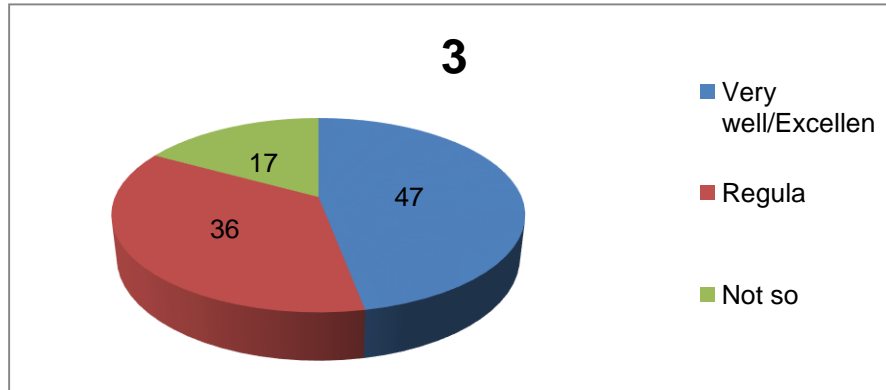


**TABLE 3**

According to the collected results, the first graph showed that 45% of students consider that the instructions given in order to get medical service are very well/excellent, 42% considered it is regular and 13% of the students said it is not so well. In the second graph 51% of the students said that it is regular, 38% considered it is very well/excellent and 11% think it is not so well. In conclusion, as shown in the third graph, 47% of students considered that the instruction given before passing consultation is regular, 42% think that it is very well/excellent, however, 11% of students think that it is not so good.

## ENGLISH LANGUAGE TEACHING

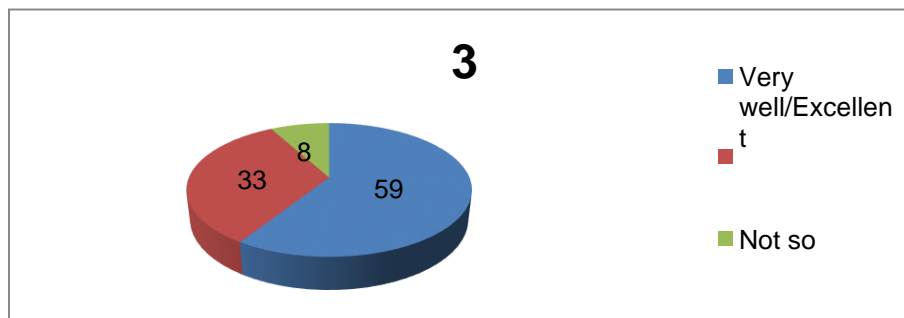
| Q3: How well did receptionists listen to your needs? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| Very well/Excellent                                  | 22        | 47%         | 47%                |
| Regular  | 17        | 36%         | 36%                |
| Not so well  | 8         | 17%         | 17%                |
| <b>TOTAL</b>   | <b>47</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 1**

## MODERN LANGUAGES

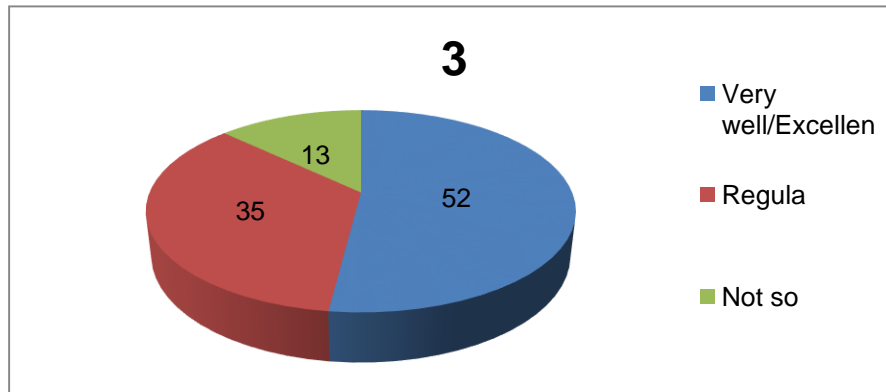
| Q3: How well did receptionists listen to your needs? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| Very well/Excellent                                  | 23        | 59%         | 59%                |
| Regular  | 13        | 33%         | 33%                |
| Not so well  | 3         | 8%          | 8%                 |
| <b>TOTAL</b>   | <b>39</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 2**

## GENERAL RESULTS: BOTH MAJORS

| Q3: How well did the receptionist listen to your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                                     | 43        | 52%     | 52%                |
| Regular   | 30        | 35%     | 35%                |
| Not so well   | 11        | 13%     | 13%                |
| <b>TOTAL</b>  | 86        | 100%    | 100%               |



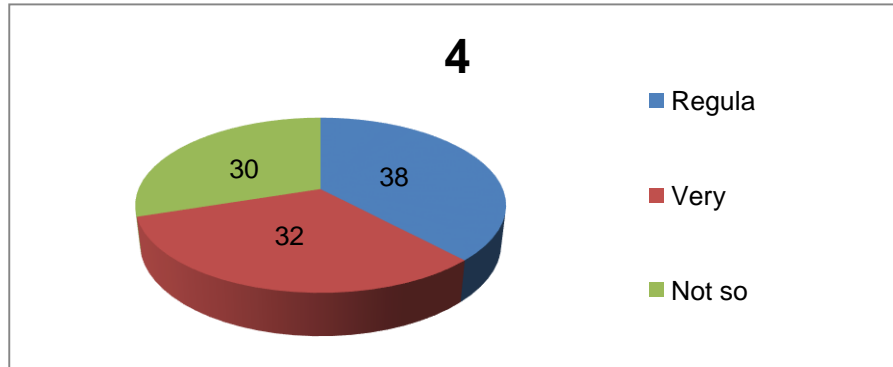
**TABLE 3**

Referring to the first graph, the results showed that 47% of students said that the nurses who are in the reception area listened to their needs very well, meaning that they paid attention, besides that, 36%, which is a big percentage as well, said that it is regular. However, 17% of students said that it is not so well. In the second table, 59% of the population said that it is very well and excellent. Moreover, 33% said that it is regular and only 8% of students think that is not so well.

According to the third graph, which showed the general results, it indicated that 52% of students consider that the people in the reception area listened to their needs very well, 35% of the students said that is regular, and only 13% of the students from both majors said that was poor.

## ENGLISH LANGUAGE TEACHING

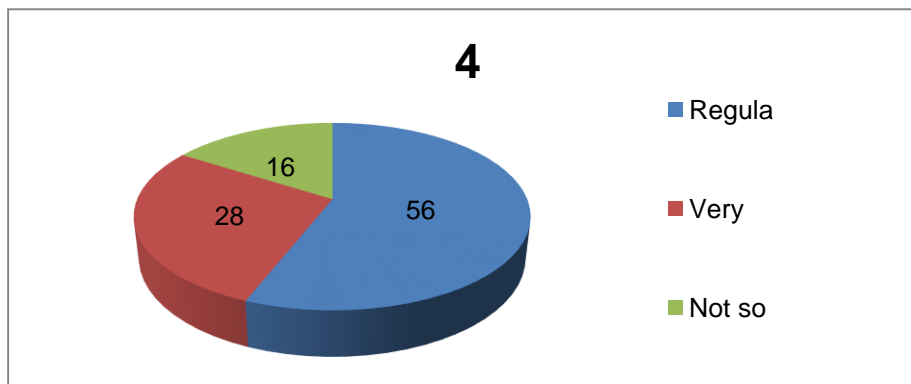
| Q4: Waiting time before consultation? |           |         |                    |
|---------------------------------------|-----------|---------|--------------------|
|                                       | Frequency | Percent | Cumulative percent |
| Regular                               | 18        | 38%     | 38%                |
| Very well/Excellent                   | 15        | 32%     | 32%                |
| Not so well                           | 14        | 30%     | 30%                |
| <b>TOTAL</b>                          | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES

| Q4: Waiting time before consultation? |           |         |                    |
|---------------------------------------|-----------|---------|--------------------|
|                                       | Frequency | Percent | Cumulative percent |
| Regular                               | 22        | 56%     | 56%                |
| Very well/Excellent                   | 11        | 28%     | 28%                |
| Not so well                           | 6         | 16%     | 16%                |
| <b>TOTAL</b>                          | 39        | 100%    | 100%               |

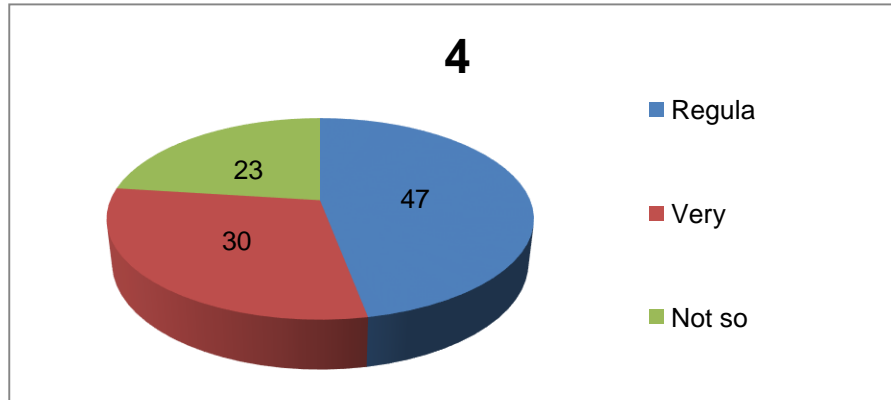


**TABLE 2**



### GENERAL RESULTS: BOTH MAJORS

| Q4: Waiting time before consultation? |           |         |                    |
|---------------------------------------|-----------|---------|--------------------|
|                                       | Frequency | Percent | Cumulative percent |
| Regular                               | 40        | 47%     | 47%                |
| Very well/Excellent                   | 26        | 30%     | 30%                |
| Not so well                           | 20        | 23%     | 23%                |
| <b>TOTAL</b>                          | 47        | 100%    | 100%               |



**TABLE 3**

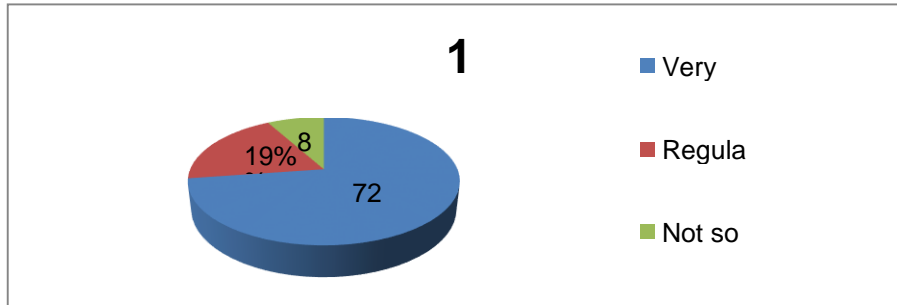
According to the first graph, the results showed that 38% of students think that the waiting time before passing consultation is regular, meaning that it is okay, besides that, 32%, said that it is very well/excellent, However, 30% of students said that is not so well, meaning that it is delayed. In the second table, 56% of the population said that it is regular. Moreover, 28% said that it is very well and excellent and only 16% of students think that is not so well.

According to the third graph, which showed the general results, it indicated that 47% of students consider that the waiting time before passing with the doctor is regular, 30% of the students said that is regular, and only 13% of the students from both majors said that is not so well.

# **OPINION ABOUT DOCTOR'S ATTENTION**

## ENGLISH LANGUAGE TEACHING

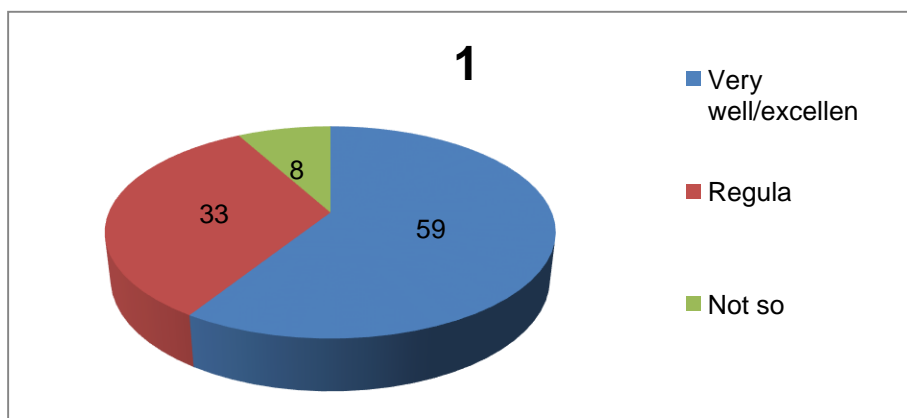
| Q1: How well did the doctor listen to your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                               | 34        | 72%     | 72%                |
| Regular   | 9         | 19%     | 19%                |
| Not so well                                       | 4         | 8%      | 8%                 |
| <b>TOTAL</b>                                      | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES

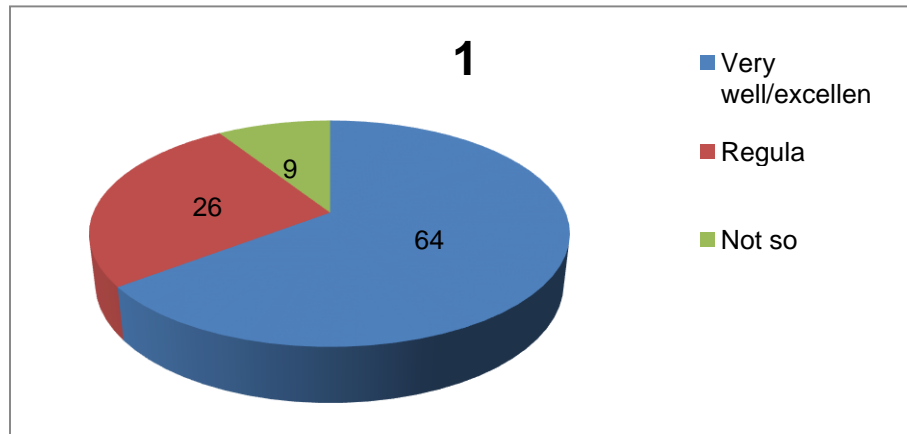
| Q1: How well did the doctor listen to your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                               | 3         | 59%     | 59%                |
| Regular   | 13        | 33%     | 33%                |
| Not so well                                       | 23        | 8%      | 8%                 |
| <b>TOTAL</b>                                      | 39        | 100%    | 100%               |



**TABLE 2**

## GENERAL RESULTS: BOTH MAJORS

| Q1: How well did the doctor listen to your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                               | 57        | 64%     | 64%                |
| Regular   | 22        | 26%     | 26%                |
| Not so well                                       | 7         | 9%      | 9%                 |
| <b>TOTAL</b>                                      | 86        | 100%    | 100%               |



**TABLE 3**

According to the collected results, the first graph showed that 72% of students considered that the doctor listened to their needs very well/excellent; however, 19% considered it was regular and only 8% think it was not so well. According to the second graph, 59% of the students said that it was very well and excellent. Besides that, 33%, of the students said that it was regular, and only 8% said that it was not so well. As a conclusion, we can see in the third graph that 64% of students considered that the doctor paid attention to their needs; moreover, 26% said the attention the doctor paid to them was regular. However, 9% considered that the attention was poor.

## ENGLISH LANGUAGE TEACHING

| Q2: How well did the doctor listen to your questions? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                                   | 30        | 64%     | 64%                |
| Regular   | 14        | 30%     | 30%                |
| Not so well   | 3         | 6%      | 6%                 |
| TOTAL   | 47        | 100%    | 100%               |

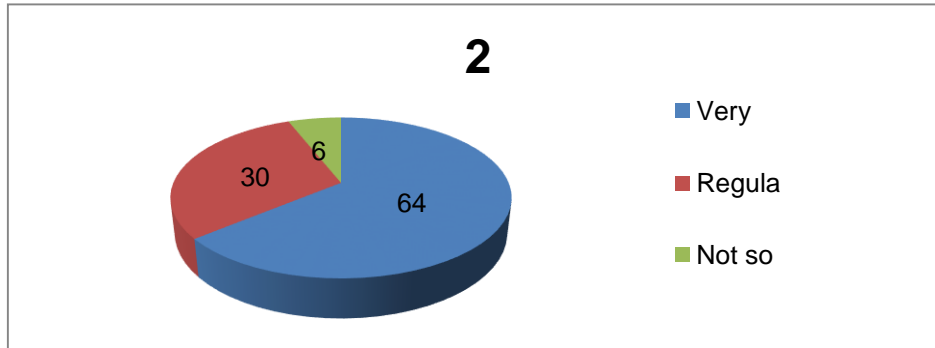


TABLE 1

## MODERN LANGUAGES

| Q2: How well did the doctor listen to your questions? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                                   | 26        | 66%     | 66%                |
| Regular   | 11        | 28%     | 28%                |
| Not so well   | 2         | 6%      | 6%                 |
| TOTAL   | 39        | 100%    | 100%               |

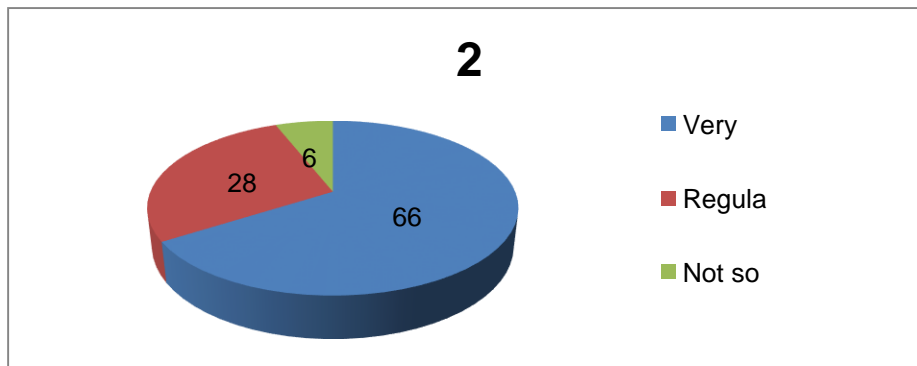
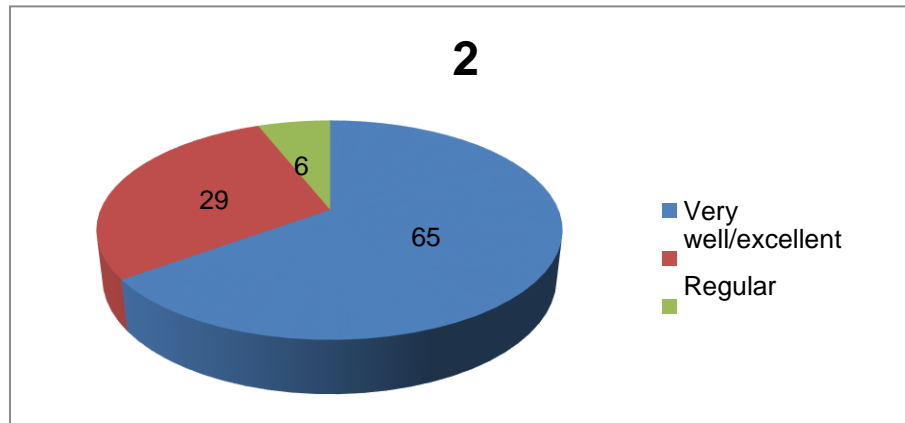


TABLE 2

## GENERAL RESULTS: BOTH MAJORS

| Q2: How well did the doctor listen to your questions? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                                   | 5         | 65%     | 65%                |
| Regular   | 25        | 29%     | 29%                |
| Not so well   | 56        | 6%      | 6%                 |
| <b>TOTAL</b>  | 86        | 100%    | 100%               |



**TABLE 3**

According to the analysis of the first graph, 64% of students considered as excellent the attention that the doctor paid to their questions regarding their health. 30% considered it as regular, which is good as well, and only 6% said it was not so well.

The second table showed that 66% of students considered as excellent the attention that the doctor paid to their questions. Moreover, 28% considered it as regular, and only 6% said it was not so well. In the third table, we can see 65% of students considered that the attention that the doctor paid to their questions was excellent, plus 29% said it was regular and only 6% thought it was poor.

## ENGLISH LANGUAGE TEACHING

| Q3: How well did the doctor explain your treatment options? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very well/Excellent   | 31        | 66%         | 66%                |
| Regular   | 8         | 17%         | 17%                |
| Not so well   | 8         | 17%         | 17%                |
| <b>TOTAL</b>  | <b>47</b> | <b>100%</b> | <b>100%</b>        |

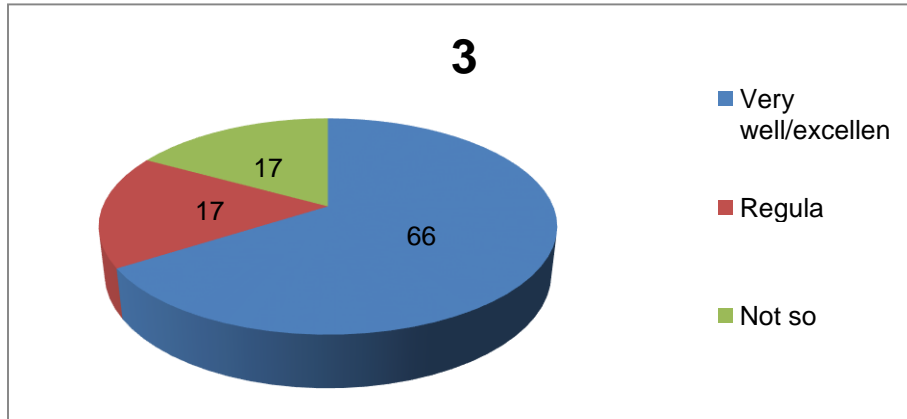


TABLE 1

## MODERN LANGUAGES

| Q3: How well did the doctor explain your treatment options? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very well/Excellent   | 23        | 59%         | 59%                |
| Regular   | 15        | 38%         | 38%                |
| Not so well   | 1         | 3%          | 3%                 |
| <b>TOTAL</b>  | <b>39</b> | <b>100%</b> | <b>100%</b>        |

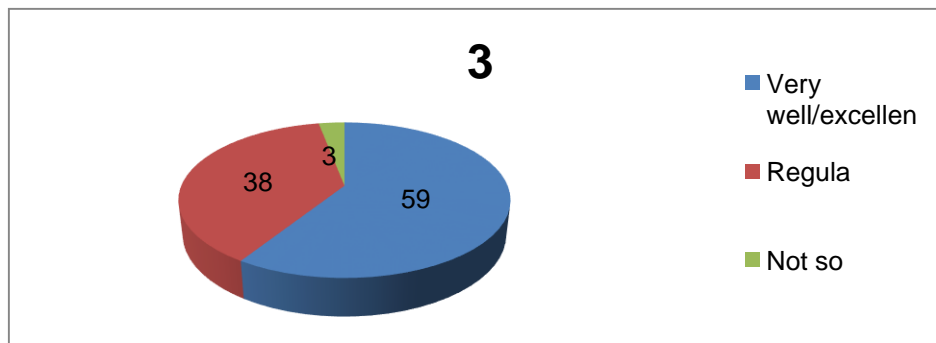
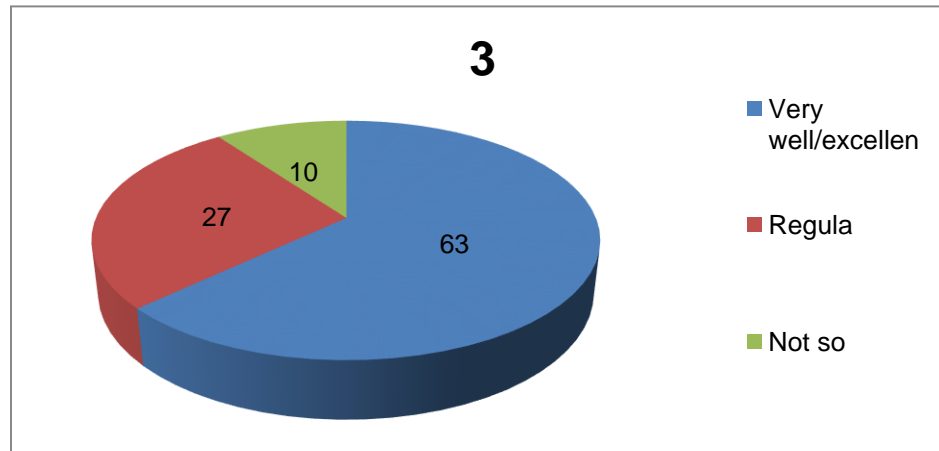


TABLE 2

### GENERAL RESULTS: BOTH MAJORS

| Q3: How well did the doctor explain your treatment options? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very well/Excellent   | 54        | 63%         | 63%                |
| Regular   | 23        | 27%         | 27%                |
| Not so well   | 9         | 10%         | 10%                |
| <b>TOTAL</b>  | <b>86</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 3**

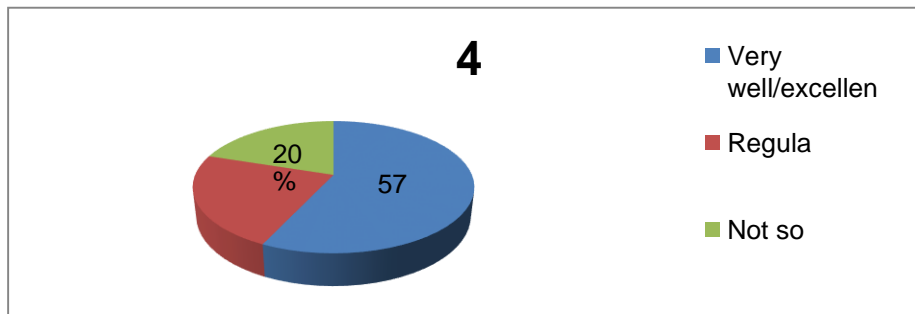
According to the statement “How well did the doctor explain your treatment options, the first graph, 66% of students considered as excellent the attention that the doctor paid to their questions regarding their health? 17% considered it regular and only 17% said it was not so well.

The second table showed that 59% of students considered as excellent the attention that the doctor paid to their questions. Moreover 38% considered it regular, and only 3% said it was not so well. In the third table, we can see 63% of students considered that the attention that the doctor paid to their questions was excellent, plus 27% said it was regular and only 10% thought it was not so well.



## ENGLISH LANGUAGE TEACHING

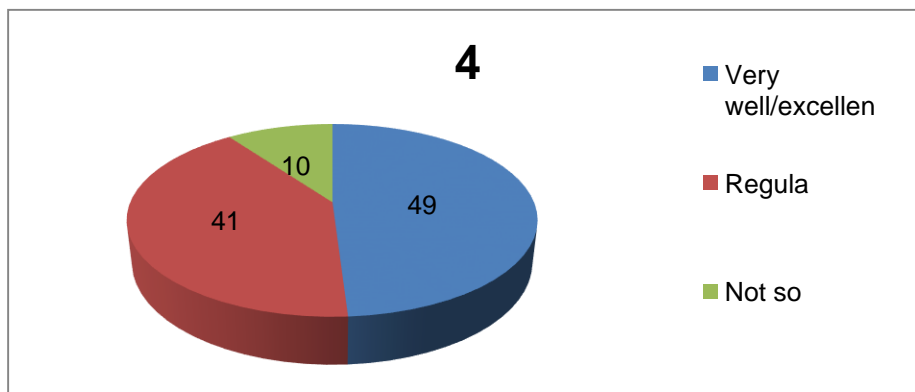
| Q4: How satisfied or dissatisfied were you with the amount of time they spent with you addressing your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent   | 24        | 57%     | 57%                |
| Regular   | 11        | 23%     | 23%                |
| Not so well   | 9         | 20%     | 20%                |
| <b>TOTAL</b>  | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES

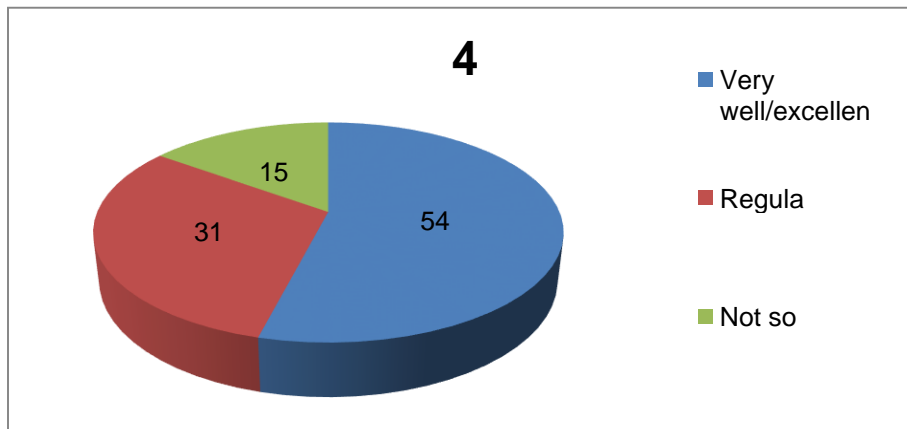
| Q4: How satisfied or dissatisfied were you with the amount of time they spent with you addressing your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent   | 19        | 49%     | 49%                |
| Regular   | 16        | 41%     | 41%                |
| Not so well   | 4         | 10%     | 10%                |
| <b>TOTAL</b>  | 39        | 100%    | 100%               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Q4: How satisfied or dissatisfied were you with the amount of time they spent with you addressing your needs? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very well/Excellent   | 46        | 54%         | 54%                |
| Regular   | 27        | 31%         | 31%                |
| Not so well   | 13        | 15%         | 15%                |
| <b>TOTAL</b>  | <b>86</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 3**

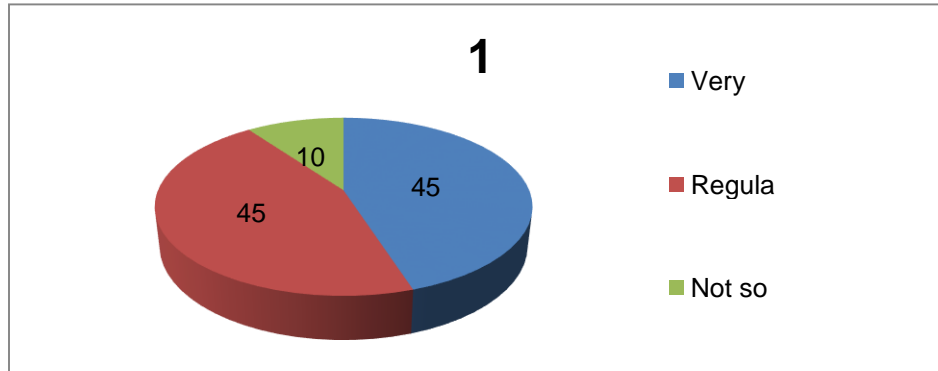
The analysis of the first graph about: How satisfied or dissatisfied were you with the amount of time they spent with you addressing your needs? 57% of students considered as excellent the doctor's attention. 23% considered it as regular, and only 20% said it was not so well.

The second table, showed that 49% of students considered as excellent the attention that the doctor paid to their questions. Moreover 41% considered it regular, and only 10% said it was not so well. In the third table, we can see 54% of students considered that the attention that the doctor paid to their questions was excellent, plus 31% said it was regular and only 15% thought it was not so well.

# **CLINICAL LABORATORY AREA EVALUATION**

## ENGLISH LANGUAGE TEACHING

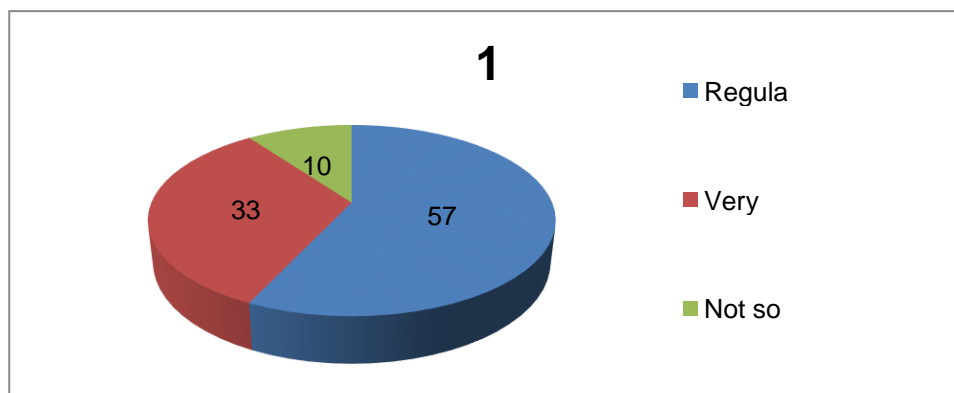
| Q1: Waiting time in the clinical laboratory area? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Regular   | 21        | 45%     | 45%                |
| Very well/Excellent                               | 21        | 45%     | 45%                |
| Not so well                                       | 5         | 10%     | 10%                |
| <b>TOTAL</b>                                      | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES

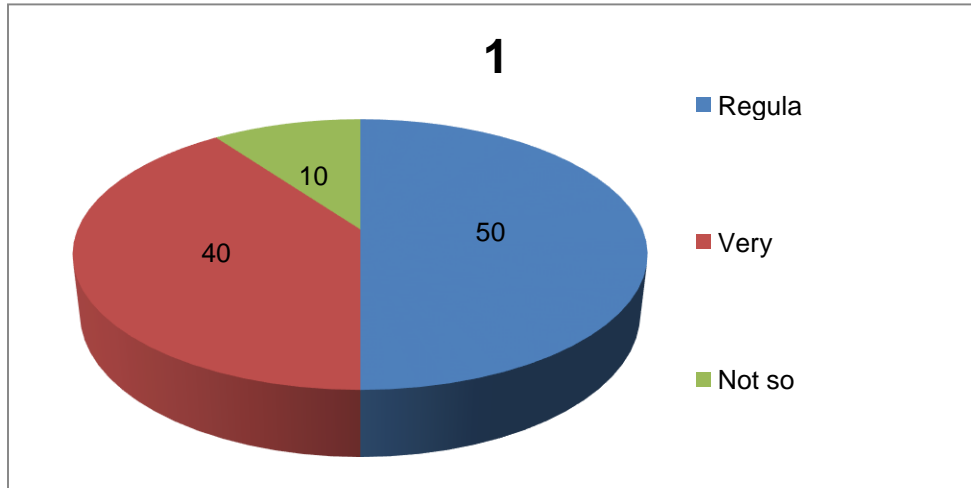
| Q1: Waiting time in the clinical laboratory area? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Regular   | 22        | 57%     | 57%                |
| Very well/Excellent                               | 13        | 33%     | 33%                |
| Not so well                                       | 4         | 10%     | 10%                |
| <b>TOTAL</b>                                      | 39        | 100%    | 100%               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Q1: Waiting time in the clinical laboratory area? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Regular   | 43        | 50%         | 50%                |
| Very well/Excellent                               | 34        | 40%         | 40%                |
| Not so well                                       | 9         | 10%         | 10%                |
| <b>TOTAL</b>                                      | <b>86</b> | <b>100%</b> | <b>100%</b>        |

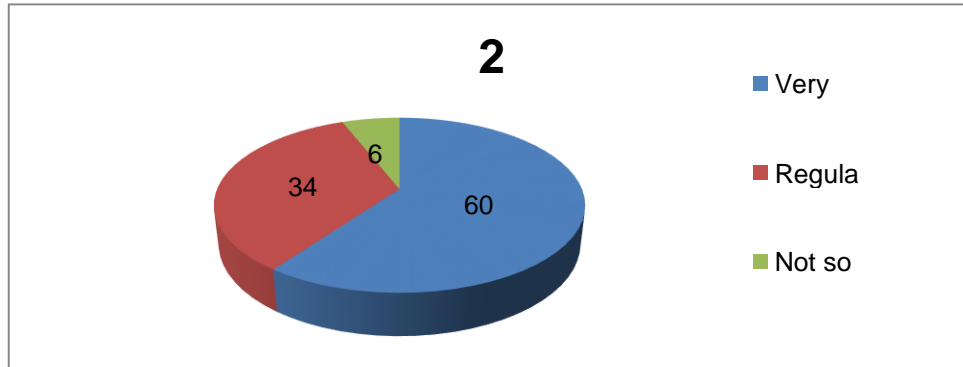


**TABLE 3**

The analysis of the first graph according to the statement: Waiting time in the clinical laboratory area: 45% of students considered as excellent about the waiting time in clinical laboratory, 45% considered it regular, which is good as well, and only 10% said it was not so well. In the second table showed that 57% of students considered as excellent the attention that the doctor paid to their questions. Moreover 33% considered it as regular, and only 10% said it was not so well. In the third table we can see 50% of students considered that the attention that the doctor paid to their questions was excellent, plus 40% said it was regular and only 10% thought it was not so well.

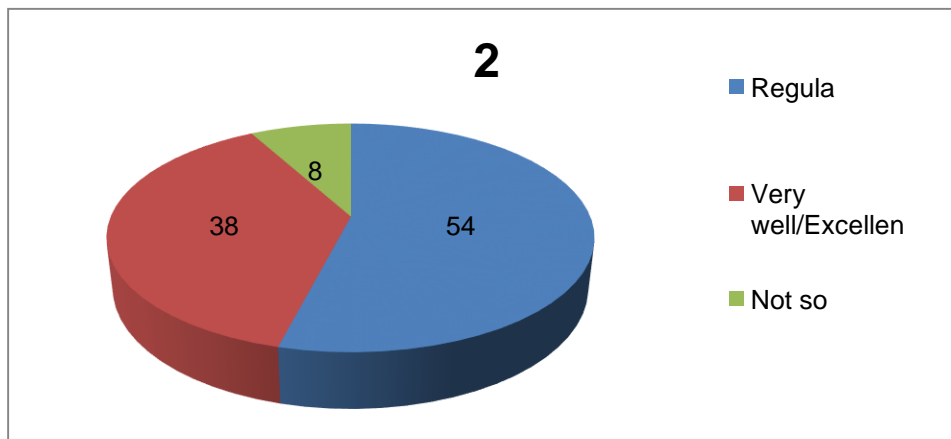
## ENGLISH LANGUAGE TEACHING

| Q2: Instructions given in order to provide them with the sample? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| Very well/Excellent  | 28        | 60%         | 60%                |
| Regular  | 16        | 34%         | 34%                |
| Not so well  | 3         | 6%          | 6%                 |
| <b>TOTAL</b>   | <b>47</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 1  
MODERN LANGUAGES**

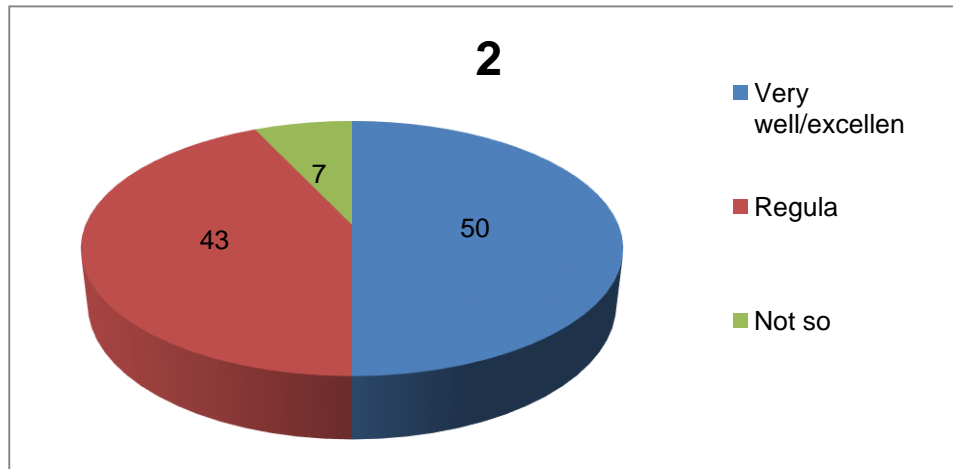
| Q2: Instructions given in order to provide them with the sample? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| Regular  | 21        | 54%         | 54%                |
| Very well/Excellent  | 15        | 38%         | 38%                |
| Not so well  | 3         | 8%          | 8%                 |
| <b>TOTAL</b>   | <b>39</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 2**

## GENERAL RESULTS: BOTH MAJORS

| Q2: Instructions given in order to provide them with the sample? |           |         |                    |
|--|-----------|---------|--------------------|
|  | Frequency | Percent | Cumulative percent |
| Regular  | 43        | 50%     | 50%                |
| Very well/Excellent  | 37        | 43%     | 43%                |
| Not so well  | 6         | 7%      | 7%                 |
| <b>TOTAL</b>   | 86        | 100%    | 100%               |

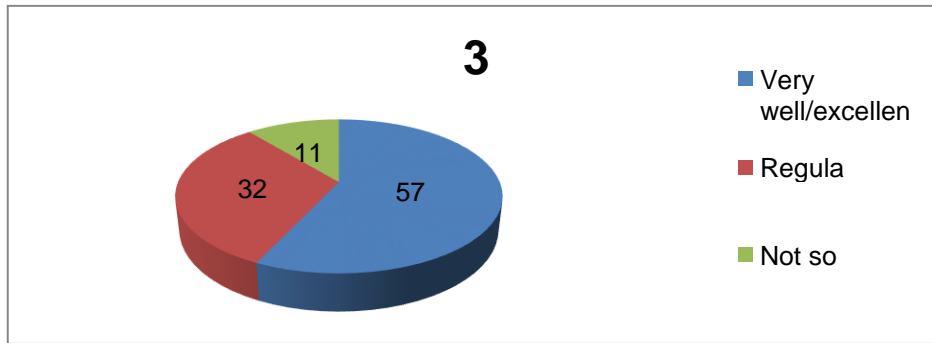


**TABLE 3**

The analysis of the first graph according to this statement: Instructions given in order to provide them with the sample, 60% of students considered as excellent the attention that the doctor paid to their questions regarding their health. 34% considered it as regular, and only 6% said it was not so well. The second table showed that 54% of students considered as excellent the attention that the doctor paid to their questions. Moreover, 38% considered it as regular, and only 8% said it was not so well. In the third table we can see 50% of students considered that the attention that the doctor paid to their questions was excellent, plus 43% said it was regular and only 7% thought it was not so well.

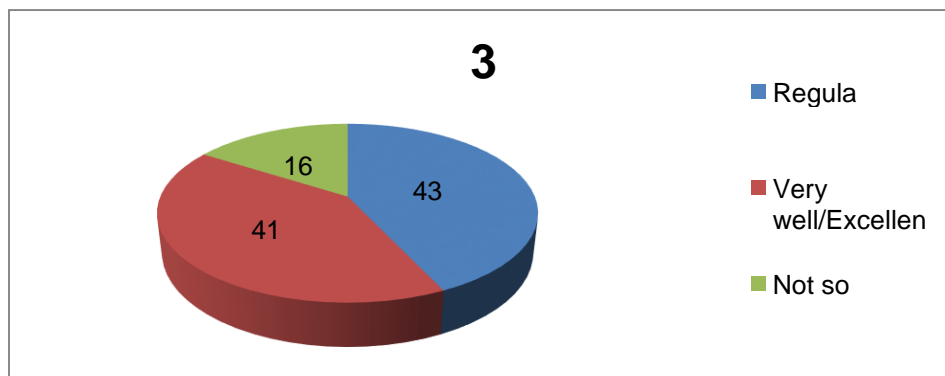
## ENGLISH LANGUAGE TEACHING

| Q3: How well did they listen to your needs? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very well/Excellent                         | 27        | 57%         | 57%                |
| Regular                                     | 15        | 32%         | 32%                |
| Not so well                                 | 5         | 11%         | 11%                |
| <b>TOTAL</b>                                | <b>47</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 1  
MODERN LANGUAGES**

| Q3: How well did they listen to your needs? |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Regular                                     | 17        | 43%         | 43%                |
| Very well/Excellent                         | 16        | 41%         | 41%                |
| Not so well                                 | 6         | 16          | 16                 |
| <b>TOTAL</b>                                | <b>39</b> | <b>100%</b> | <b>100%</b>        |

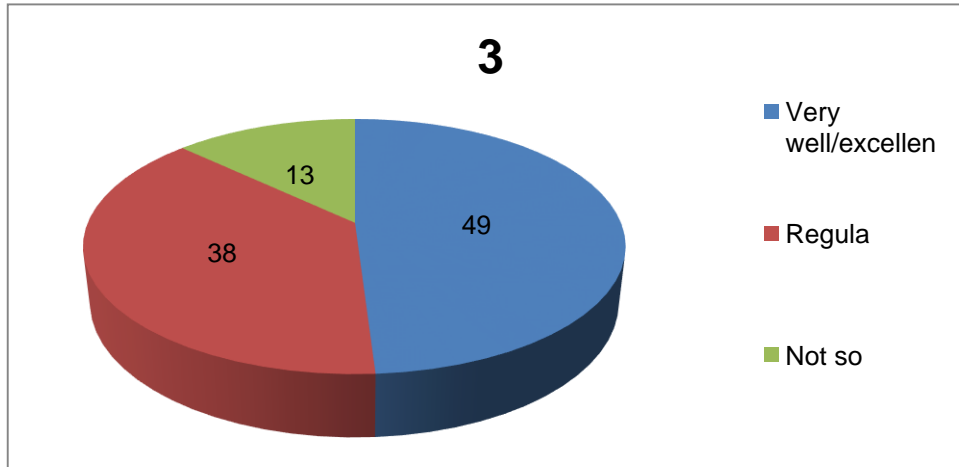


**TABLE 2**



### GENERAL RESULTS: BOTH MAJORS

| Q3: How well did they listen to your needs? |           |         |                    |
|---|-----------|---------|--------------------|
|   | Frequency | Percent | Cumulative percent |
| Very well/Excellent                         | 43        | 49%     | 49%                |
| Regular                                     | 32        | 38%     | 38%                |
| Not so well                                 | 11        | 13%     | 13%                |
| <b>TOTAL</b>                                | 86        | 100%    | 100%               |

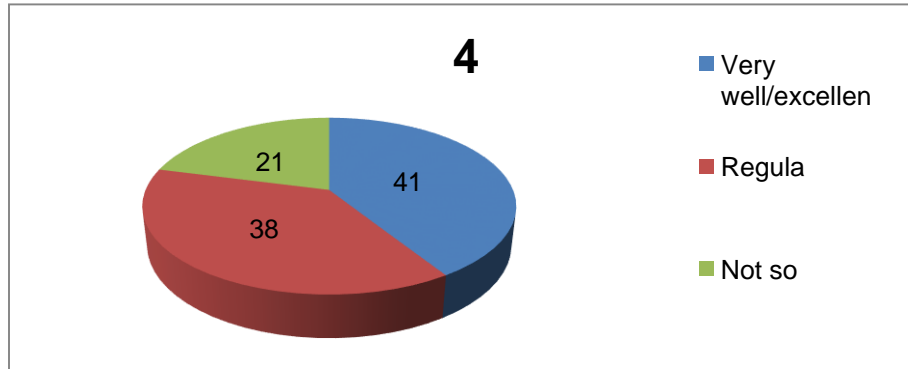


**TABLE 3**

The first graph shows 57% of students considered as excellent the attention that the doctor paid to their questions regarding their health. 32% considered it as regular, which is good as well, and only 11% said it was not so well. The second table showed that 43% of students considered as excellent the attention that the doctor paid to their questions. Moreover 41% considered it as regular, and only 16% said it was not so well. In the third table we can see 49% of students considered that the attention that the doctor paid to their questions was excellent, plus 38% said it was regular and only 13% thought it was not so well.

## ENGLISH LANGUAGE TEACHING

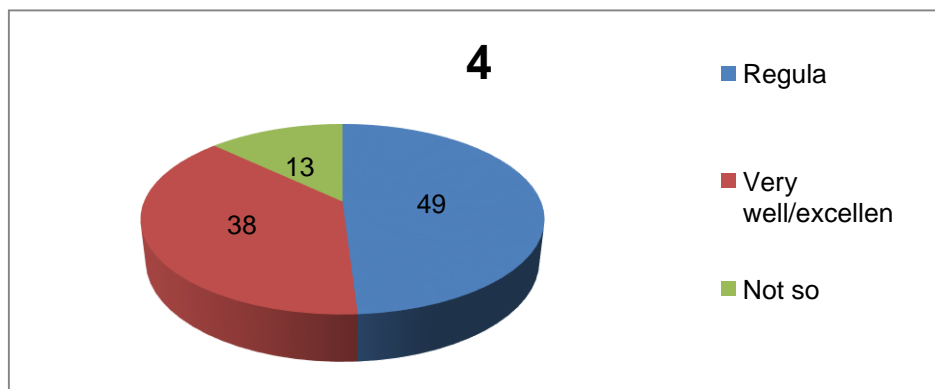
| Q4: Waiting time to receive the results? |           |         |                    |
|--|-----------|---------|--------------------|
|  | Frequency | Percent | Cumulative percent |
| Very well/Excellent                      | 19        | 41%     | 41%                |
| Regular                                  | 18        | 38%     | 38%                |
| Not so well                              | 10        | 21%     | 21%                |
| <b>TOTAL</b>                             | 47        | 100%    | 100%               |



**TABLE 1**

## MODERN LANGUAGES

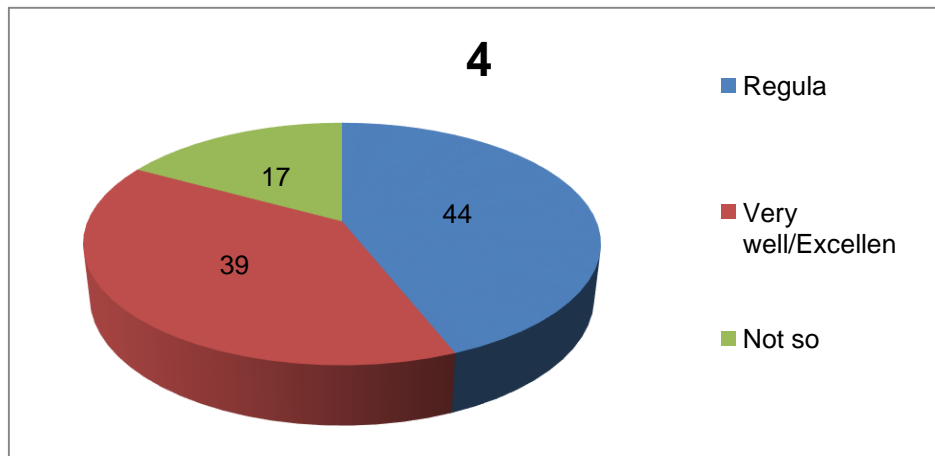
| Q4: Waiting time to receive the results? |           |         |                    |
|--|-----------|---------|--------------------|
|  | Frequency | Percent | Cumulative percent |
| Regular                                  | 19        | 49%     | 49%                |
| Very well/Excellent                      | 15        | 38%     | 38%                |
| Not so well                              | 5         | 13%     | 13%                |
| <b>TOTAL</b>                             | 39        | 100%    | 100%               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Q4: Waiting time to receive the results? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| Regular                                  | 38        | 44%         | 44%                |
| Very well/Excellent                      | 33        | 39%         | 39%                |
| Not so well                              | 15        | 17%         | 17%                |
| <b>TOTAL</b>                             | <b>86</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 3**

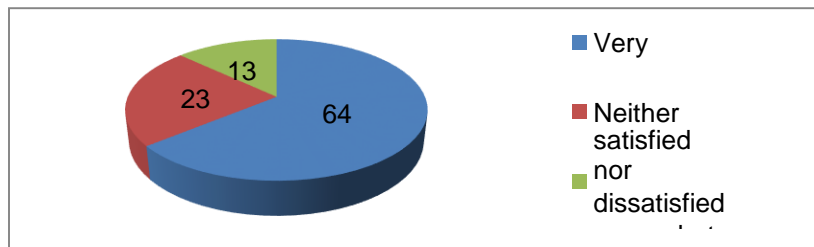
The analysis of the first graph regarding the waiting time to receive the results, 41% of students considered as excellent the attention that the doctor paid to their questions regarding their health. 38% considered it as regular, and only 21% said it was not so well. In the second table showed that 49% of students considered as excellent the attention that the doctor paid to their questions. Moreover 38% considered it as regular, and only 13% said it was not so well.

In the third table we can see 44% of students considered that the attention that the doctor paid to their questions was excellent, plus 39% said it was regular and, only 17% thought it was not so well.

**GENERAL EVALUATION  
OF MEDICAL SERVICE  
PROVIDED BY  
BIENESTAR  
UNIVERSITARIO**

## ENGLISH LANGUAGE TEACHING

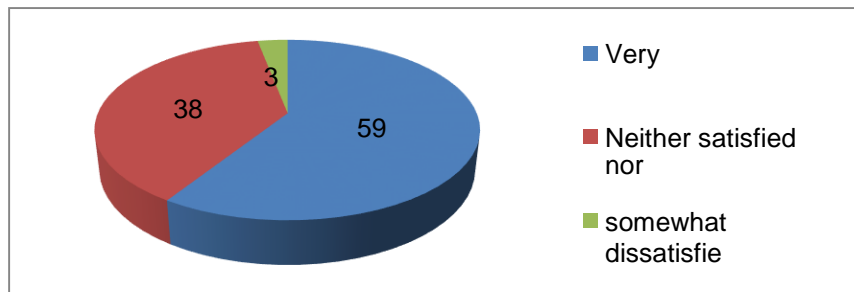
| Overall, how would you rate the service you received from the Bienestar Universitario staff (Including reception/nursery area, doctor, and pharmacist?) |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very satisfied  | 30        | 64%         | 64%                |
| Neither satisfied nor dissatisfied  | 11        | 23%         | 23%                |
| somewhat dissatisfied   | 6         | 13%         | 13%                |
| <b>TOTAL</b>  | <b>47</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 1**

## MODERN LANGUAGES

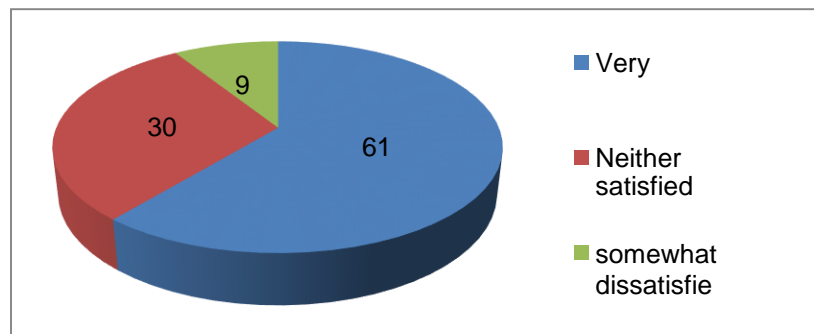
| Overall, how would you rate the service you received from the Bienestar Universitario staff (Including reception/nursery area, doctor, and pharmacist?) |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very satisfied  | 23        | 59%         | 59%                |
| Neither satisfied nor dissatisfied  | 15        | 38%         | 38%                |
| somewhat dissatisfied   | 1         | 3%          | 3%                 |
| <b>TOTAL</b>  | <b>39</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| Overall, how would you rate the service you received from the Bienestar Universitario staff (Including reception/nursery area, doctor, and pharmacist?) |           |             |                    |
|---|-----------|-------------|--------------------|
|   | Frequency | Percent     | Cumulative percent |
| Very satisfied  | 53        | 61%         | 61%                |
| Neither satisfied nor dissatisfied  | 26        | 30%         | 30%                |
| somewhat dissatisfied   | 7         | 9%          | 9%                 |
| <b>TOTAL</b>  | <b>47</b> | <b>100%</b> | <b>100%</b>        |

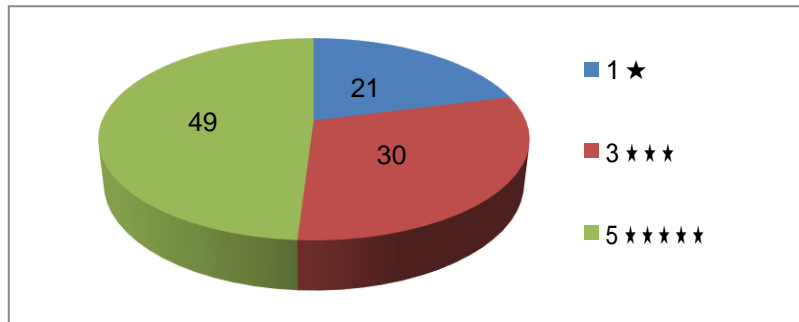


**TABLE 3**

In the pie charts above, it can be observed that the 64% of students from English Language Teaching responded they were very satisfied with the medical service provided by Bienestar Universitario, 23% were neither satisfied nor dissatisfied, and 13% were somewhat dissatisfied with the service. Regarding Modern language students' opinion, 59% were very satisfied, 38% considered the service is regular and only 3% answered they were somewhat dissatisfied. In general, 61% of third-year students considered they felt very satisfied, 30% felt neutral and 9% considered the service is somewhat dissatisfied.

## ENGLISH LANGUAGE TEACHING

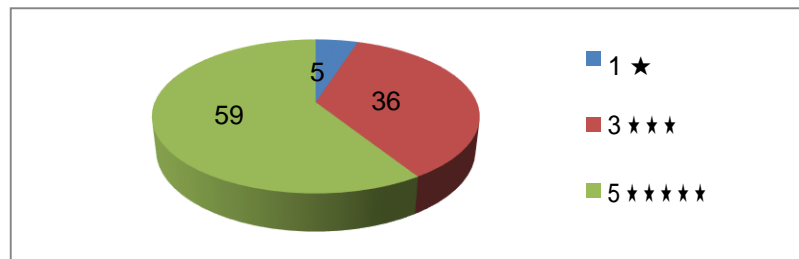
| <b>How likely is it that you would recommend the medical service of Bienestar Universitario to your classmates?</b> |                  |                |                           |
|---|------------------|----------------|---------------------------|
|   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative percent</b> |
| 5★★★★★  | 23               | 49%            | 49%                       |
| 3★★★  | 14               | 30%            | 30%                       |
| 1★  | 10               | 21%            | 21%                       |
| <b>TOTAL</b>  | <b>47</b>        | <b>100%</b>    | <b>100%</b>               |



**TABLE 1**

## MODERN LANGUAGES

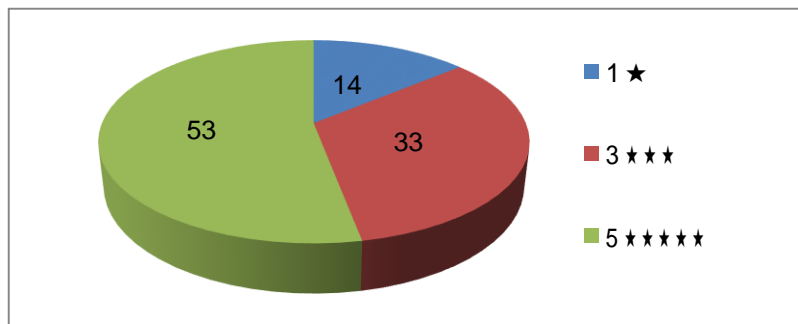
| <b>How likely is it that you would recommend the medical service of Bienestar Universitario to your classmates?</b> |                  |                |                           |
|---|------------------|----------------|---------------------------|
|   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative percent</b> |
| 5★★★★★  | 23               | 59%            | 59%                       |
| 3★★★  | 14               | 36%            | 36%                       |
| 1★  | 2                | 5%             | 5%                        |
| <b>TOTAL</b>  | <b>39</b>        | <b>100%</b>    | <b>100%</b>               |



**TABLE 2**

### GENERAL RESULTS: BOTH MAJORS

| How likely is it that you would recommend the medical service of Bienestar Universitario to your classmates? |           |             |                    |
|--|-----------|-------------|--------------------|
|  | Frequency | Percent     | Cumulative percent |
| ★★★★★  | 46        | 53%         | 53%                |
| ★★★  | 28        | 33%         | 33%                |
| ★  | 12        | 14%         | 14%                |
| <b>TOTAL</b>   | <b>86</b> | <b>100%</b> | <b>100%</b>        |



**TABLE 3**

Regarding how likely it is that third-year students would recommend the medical service provided by Bienestar Universitario, 49% of students of English Language Teaching answered they would highly recommend it, 21% answered they probably recommend it and 21% they would not recommend it at all. About Modern Languages students' opinion, 59% would highly recommend the medical service, 36% would probably recommend it and 5% would not. The third pie chart shows that 53% would highly recommend this medical service, 33% would probably recommend it and 14% would not.



## 4.4 ANALYSIS OF THE RESEARCH QUESTIONS

### 4.4.1 GENERAL RESEARCH QUESTION:

**How satisfied are third-year students of the Foreign Languages Department with the medical services provided by Bienestar Universitario?**

- Based on the results of both major, we got from our research it could be observed that 61% of students were Very satisfied, then the 30% of students were neither satisfied nor dissatisfied after that the 9% of students were somewhat dissatisfied. In the pie charts above, it can be observed that the 64% of students from English Language Teaching responded they were very satisfied with the medical service provided by Bienestar Universitario, 23% were neither satisfied nor dissatisfied, and 13% were somewhat dissatisfied with the service. Regarding Modern language students' opinion, 59% were very satisfied, 38% considered the service is regular and only 3% answered they were somewhat dissatisfied. In general, 61% of third-year students considered they felt very satisfied, 30% felt neutral and 9% considered the service is somewhat dissatisfied.
- Speaking about how likely is that 3 third-year students for both major would recommend the medical service provided by Bienestar Universitario, with stars and 53% of students gave them 5 ★★★★★ stars, that it means highly evaluation; even though the 33% gave them 3 ★★★ it means regular and just the 14% of the students gave them just a ★ star it means not good the groups could say that 49% of students of English Language Teaching answered they would highly recommend it, 30% answered they probably recommend it and 21% they would not recommend it at all. About Modern Languages students' opinion, 59% would highly recommend the medical service, 36% would probably recommend it and 5% would not. Showing the

results from two majors, 53% would highly recommend this medical service, 33% would probably recommend it and 14% would not.

#### **4.4.2 SUBSIDIARY RESEARCH QUESTIONS:**

##### **1. How often do third-year students of FLD use medical services provided by Bienestar Universitario?**

Students are using the medical services provided by Bienestar Universitario for many reasons but how often they have gone.

- 62% of students have rarely gone to this medical center.
- 23% of students have gone once or twice during 2019
- 15% of students have gone once or twice during semester II/2019

We have a total of 100% of students 'population and it is divided 62% of students have rarely gone to this medical center. It means that just 38% gone during the year. 23% of students have gone once or twice during 2019. It is mean that 77% didn't go per year but they have gone rarely or once or twice in the year. 15% of students have gone once or twice during semester II/2019 and 85% of the students' population have gone rarely or once or twice during the year.

##### **What are the most common services of the third-year students who make the most use of at Bienestar Universitario?**

- |                        |     |
|------------------------|-----|
| ✓ General consultation | 63% |
| ✓ Clinical laboratory  | 18% |
| ✓ Physical therapy     | 8%  |
| ✓ Gynecology           | 4%  |
| ✓ Psychology           | 4%  |
| ✓ Dermatology          | 3%  |
| ✓ Nutrition            | 0%  |

With 100% of a total student population, the groups got a 63% of students surveyed have gone to Bienestar Universitario for general consultation because they had mentioned that they were not informed about the other services. More than 18% of students have gone to consult a clinical laboratory because they were assigned by doctors. Just 8% of students have gone for physical therapy because they are athletes. Plus, 4% of students have made use of the gynecology service because the pregnancy population in the Foreign Language Department is composed of a few ones. The group found 4% of students have gone for Psychology and only 3% of students have gone for Dermatology.

The research team opens the possibility in the 63% could be less in contact, with the services that Bienestar Universitario offer to students' population. Because they have gone just for general consultation, maybe when they asked for general consultation and they need another thing they know that Bienestar Universitario can offer and they use the different services. Another possibility is that they used the service just when they feel sick and appear in an emergency. Another reason can be that it is less expensive than in other places. In conclusion and Based on the research, the groups said that general consultation is the most common services that students use.

### **1. What reasons do students have to visit Bienestar Universitario instead of another medical institution?**

According to the results obtained through the surveys that were carried out, the research group has recognized different factors :

**Less expensive:** 45% of students surveyed, claimed they decide to go to Bienestar Universitario because its service is less expensive than other medical centers.

**Located inside the UES:** Another important factor is that Bienestar Universitario is located inside the university, 45% of students chose that option. It is a great

benefit since students can ask for permission whenever they feel sick and are allowed to go there. As soon as they have been checked by the medical workers they can go back and students are not absent from the other classes.

**Good and fast service:** 12% of students said they have gone to Bienestar Universitario because its service is good and 2% said the service that this medical center offers is faster than any other institution outside the University.

**1. Do Modern Languages students go often to Bienestar Universitario more than English Teaching students?**

According to the results, 30% of students surveyed of English language teaching visited Bienestar Universitario, and 21% of students of Modern Language did, during the semester II/2019. Moreover, after checking the results of all the surveys, the research team has concluded that students of English Language Teaching (55%) visit Bienestar Universitario more than students of Modern Languages (45%).

## **CHAPTER V**

### **CONCLUSIONS**

The purpose of this research was to determine the level of satisfaction of third-year students of the Foreign Language Department concerning the medical services provided by Bienestar Universitario, and after finishing the study, the members of the research team listed the following conclusions:

- The investigation showed that 60% of third-year students of the Foreign Language Department were very satisfied with the medical service they received from Bienestar Universitario during the semester II/2019 or the last time they made use of it.
  
- Moreover, it is recognized that Bienestar Universitario offers different kinds of medical services and according to the research data found, the most common services students asked for were general consultation (63%) and clinical laboratory (18%), in third place, physical therapy shows an 8% of demand among the student population, taking into account the results of both majors, there is a slight difference between them. Regarding the other medical services, the health center has, such as Gynecology, Psychology, and Dermatology, there is not much demand from students since less than 4% of them have made use of each.
  
- It is important to mention the fact that students of English Language Teaching visit this medical center more often than students of Modern Languages do since it was gathered that, during the semester II/2019 30% of students surveyed of English language teaching visited Bienestar Universitario, and 21% of students of Modern Language did. While the remaining visited this medical center during semester I/2019 and 2018. After checking the results, the research team has concluded that students

surveyed of third-year of English Language Teaching (55%) visited Bienestar Universitario and 45% from Modern Languages.

- In addition, there are different factors that play an important role in the students' decision to go to Bienestar Universitario instead of a public or private institution, even though most of them think the process to receive medical consultation is faster and better, they claimed that they go there because it is less expensive and also because of the location, since it is inside of the University.

Overall the research team can conclude that based on the results gathered, the level of satisfaction of third-year students from the Foreign Language Department who have made use of the medical services offered by Bienestar Universitario is high (61%). And finally, It is important the fact that most of the students would recommend to their classmates to go to this medical institution to ask for help when feeling sick.

## CHAPTER VI

### RECOMMENDATIONS

The research team has prepared a series of recommendations to the responsible authorities involved in this research, in order to continue improving the medical assistance they provide.

#### **To the Authorities :**

- Bienestar Universitario should encourage the student population to be more aware of their health, also, to inform the students about the different services that this medical center offers through health campaigns and advertisements with the help of social media.
- Bienestar Universitario should encourage students to take responsibility for their own health by giving them some presentations about illnesses and the importance to consult them on time; in that way, their performance in their studies will be better and prevent many problems.
- Bienestar Universitario should use different strategies and techniques that are necessary in order to help students' health in order to provide good services and benefits to the student population.
- Bienestar Universitario should improve the medical assistance in all areas, in that way the services provided will be even more very satisfactory for all the students.
- The vice-rector should look forward to give more money to support and improve even more the services that Bienestar Universitario offers, in that way it would be possible to provide medicine to students who ask for medical assistance not only the prescription.

### **To Medical Workers:**

- Medical workers should use different strategies and techniques that are necessary in order to help students' health, such as: adopting information technologies to the health system and prioritizing patient safety and satisfaction.
- In order to provide good services and benefits to students' population medical workers should design, execute, and evaluate how they assist students, in order to improve the quality of the service.
- Medical workers should have a good attitude towards their patients, so they will feel more confident in order to ask something they have doubts about, with that, medical workers can solve their health problems easily.

### **To Students:**

- Students should get more interested and be responsible for their health and whenever they do not feel good they can go to Bienestar Universitario to ask for help since health is a very important factor in their academic performance.
- Students should be respectful and patient with the medical workers since there are times when Bienestar Universitario is crowded and they are very busy and doing their best to assist and help students in the reception area.
- Students should take care of the installation, to keep it clean and make use of the different services with responsibility, since this medical center was created to benefit and improve students' health.



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## ANNEXES.

### ANNEXE N°1 CHRONOGRAM

| ACTIVITIES  | MONTHS |   |   |   |           |   |   |   |         |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
|---|--------|---|---|---|-----------|---|---|---|---------|---|---|---|----------|---|---|---|----------|---|---|---|---------|---|---|---|----------|---|---|---|--|--|--|--|--|--|--|
|   | August |   |   |   | September |   |   |   | October |   |   |   | November |   |   |   | December |   |   |   | January |   |   |   | February |   |   |   |  |  |  |  |  |  |  |
|   | 1      | 2 | 3 | 4 | 1         | 2 | 3 | 4 | 1       | 2 | 3 | 4 | 1        | 2 | 3 | 4 | 1        | 2 | 3 | 4 | 1       | 2 | 3 | 4 | 1        | 2 | 3 | 4 |  |  |  |  |  |  |  |
| Formation of the Research Group and Presentation of the Research Topic to the Thesis Assessor |        | ■ | ■ |   |           |   |   |   |         |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Identification of the Research Problem  |        |   | ■ |   |           |   |   |   |         |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Identification of the Objectives of Study   |        |   | ■ | ■ |           |   |   |   |         |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Development of the Research Questions   |        |   |   | ■ | ■         |   |   |   |         |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Development of the theoretical framework  |        |   |   |   | ■         | ■ | ■ | ■ |         |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Identification of Concepts, Theories and Methods  |        |   |   |   |           |   | ■ | ■ | ■       |   |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Definition of the Participants and Creation of the Survey                                     |        |   |   |   |           |   |   | ■ | ■       | ■ |   |   |          |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Execution of the Test to the Sample Population  |        |   |   |   |           |   |   |   |         | ■ | ■ | ■ | ■        |   |   |   |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Analysis of the Collected Data  |        |   |   |   |           |   |   |   |         |   |   |   | ■        | ■ | ■ | ■ |          |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Comparison of the Collected Data with the Research Questions                                  |        |   |   |   |           |   |   |   |         |   |   |   |          |   |   | ■ | ■        |   |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Answer to the Research Questions  |        |   |   |   |           |   |   |   |         |   |   |   |          |   |   |   | ■        | ■ |   |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Elaboration of the Study Conclusions  |        |   |   |   |           |   |   |   |         |   |   |   |          |   |   |   |          | ■ | ■ |   |         |   |   |   |          |   |   |   |  |  |  |  |  |  |  |
| Writing of the Final Report   |        |   |   |   |           |   |   |   |         |   |   |   |          |   |   |   |          |   | ■ | ■ | ■       | ■ |   |   |          |   |   |   |  |  |  |  |  |  |  |

**ANNEXE N°2 SURVEY**  
**UNIVERSITY OF EL SALVADOR**  
**FACULTY OF SCIENCES AND HUMANITIES**  
**FOREIGN LANGUAGES DEPARTMENT**



**Universidad de El Salvador**

*Hacia la libertad por la cultura*

**RESEARCH SURVEY**

**Objective:** To collect information that allows the research group to determine the level of satisfaction of third-year students of the Foreign Language Department concerning the medical service provided by Bienestar Universitario at University of El Salvador, semester II/2019.

The researchers thank you for your kind cooperation to objectively complete this survey. All the information you provide will be kept in the strictest confidence and used specifically for the objective of this research.

**Graduates' survey**

**“The Level of Satisfaction of Third-year Students of Foreign Language Department Concerning the Medical Service Provided by Bienestar Universitario at University of El Salvador, Semester II/2019”.**

## I. GENERALITIES

**INSTRUCTIONS:** Check the space with an "X" and select the aspects of the chart according to your criteria. The answers you provide will be kept in the strictest confidence.

Date: \_\_\_\_\_

Major: Modern Languages  English Teaching

Age: \_\_\_\_\_ Gender: Male  Female  LGBT

1. Have you ever visited Bienestar Universitario after the University admission process? Yes  No
2. When was the last time you visited Bienestar Universitario?  
This month   
This semester   
Last semester   
Last year
3. How often do you go to Bienestar Universitario approximately?  
Once or twice per semester   
Once or twice per year   
Rarely ever   
Never
4. Why do you go to Bienestar Universitario instead of a public/private medical institution?  
Less expensive  Faster   
Good service   
Located inside the University  Other: \_\_\_\_\_
5. What are the most common services you have asked for at Bienestar Universitario?  
General consultation  Gynecology  Physical Therapy   
Clinical Laboratory  Dermatology  Psychology   
Nutrition  Other services: \_\_\_\_\_
6. How likely is it that you would recommend the medical service of Bienestar Universitario to your classmates?

Not at all likely

extremely likely

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

How would you evaluate the attention given in the reception/nursery area?

| Items   | Not at all well<br>★ | Not so well<br>★★ | Regular<br>★★★ | Very well<br>★★★★ | Excellent<br>★★★★★ |
|---|----------------------|-------------------|----------------|-------------------|--------------------|
| Waiting time in reception area?                   |                      |                   |                |                   |                    |
| Instructions given in order to pass consultation? |                      |                   |                |                   |                    |
| How well did they listen to your needs?           |                      |                   |                |                   |                    |
| Waiting time before consultation?                 |                      |                   |                |                   |                    |

How would you evaluate the attention given by the doctor?

| Items   | Not at all well<br>★ | Not so well<br>★★ | Regular<br>★★★ | Very well<br>★★★★ | Excellent<br>★★★★★ |
|---|----------------------|-------------------|----------------|-------------------|--------------------|
| How well did the doctor listen to your needs?   |                      |                   |                |                   |                    |
| How well did the doctor listen to your questions?   |                      |                   |                |                   |                    |
| How well did the doctor explain your treatment options?   |                      |                   |                |                   |                    |
| How satisfied or dissatisfied were you with the amount of time they spent with you addressing your needs? |                      |                   |                |                   |                    |

Overall, how would you rate the service you received from the Bienestar Universitario staff (Including reception/nursery area, doctor, and pharmacist)?

- Very Satisfied                       Somewhat dissatisfied  
 Somewhat satisfied                   Very dissatisfied  
 Neither satisfied nor dissatisfied

Would you come back in case you feel sick?    Yes      No

## **ANNEXE N°3**

### **➤ INTERVIEW**

**Dr. José Alexander Coreas**

**Director of Bienestar Universitario, Universidad de El Salvador.**

#### **INTERVIEW QUESTIONS**

1. What is your position in this institution and how long have you been in charge of Bienestar Universitario?
2. Which are the areas inside of Bienestar Universitario?
3. Which are the attention's programs that Bienestar Universitario offers?
4. Which are the medical services that Bienestar Universitario provides and what is their schedule?
5. How much medical and nursing staff does University have?
6. What are the specific activities performed by the nursing staff?
7. What are the hours of service they offer?
8. What is the average number of students of the Foreign Languages Department who are assisted on a daily basis in Bienestar Universitario?
9. What kind of people does Bienestar Universitario assist?
10. Is the budget given to Bienestar Universitario enough for keeping the medical services offered?

## **INTERVIEW**

**1. What is your position in this institution and how long have you been in charge of Bienestar Universitario?**

“I was elected this year on January 23<sup>th</sup> as the person in charge of Bienestar Universitario. So, we are in a transition process

**2. Which are the areas inside of Bienestar Universitario?**

Bienestar Universitario is composed by:

Medical clinic

Clinical laboratory

Nutrition

Psychology

Physiotherapy

Social work

Financial administration

We also have some areas outside the university, such as: urology, dermatology and otorhinolaryngology.

**3. Which are the attention's programs that Bienestar Universitario offers?**

“Bienestar Universitario is actually working on developing that”

**4. Which are the medical services that Bienestar Universitario provides and what is their schedule?**

“Well, general consultation is offered from 8:00 am to 4:00 pm. orthopedic consultation from 2:00 pm to 4: 00 pm. internal doctors such as: dermatology from 7:30 am to 8:30 am. External consultation such as: Urology, dermatology and otolaryngologist they are on their own clinic and depending on the doctor's evaluation at Bienestar Universitario they refer the students to their private clinic.”



## **5. How much medical and nursing staff does University have?**

“In total Bienestar Universitario staff is composed by 15 people and these are divided into:

- |                               |                         |
|-------------------------------|-------------------------|
| ✓ 3 General Doctors           | ✓ 3 nurses              |
| ✓ 2 Social service doctors    | ✓ 1 Otorhinolaryngology |
| ✓ 2 Internists                | ✓ 1 Neurologist         |
| ✓ 1 Orthopedic Doctor         | ✓ 2 Nutritionists       |
| ✓ 1 Dermatologist             | ✓ 1 psychologist        |
| ✓ 1 Obstetrician gynecologist | ✓ 2 physiotherapist     |

## **6. What are the specific activities performed by the nursing staff?**

“Nursing staff is like the right hand of the doctor in the reception area but in the area of primary care there is when nurses have their functions, which are: to weigh and measure the patients, bring the medical records, and guide the students to the consultation area. Also, see what students have been given have left in the consultation, check if there are prescriptions, make your nursing note, if it is necessary to give a small talk about something that the doctors has left about the medical prescription, they also do administrative work such as collecting all consultation records where doctors save the patients they have seen.”

## **7. What are the hours of service they offer?**

“Specialty doctors work one hour either from 7:30 am to 8:30 am 2:00 pm to 4:00 pm etc., specialty hours vary, because they don't work 8 hours and there are specialty doctors who are outside the University, so, the students have to visit these doctors in their private consulting room these type of students are referred by the general doctors and the general doctors work from 8 am to 4 pm.”

**8. What is the average number of students of the Foreign Languages Department who are assisted on a daily basis in Bienestar Universitario?**

“Actually, we have all the medical records of students who come to ask for medical assistance, however, we have them divided by faculty and not by schools, but we will work to organize that information in a data base digitally, so that we will now know how many students from every school of each faculty visit Bienestar Universitario”

**9. What kind of people does Bienestar Universitario assist?**

“Currently Bienestar Universitario assists students and workers only. There was a plan intended in previous years to assist students’ parents and siblings, however, we would have to check the capacity of the building to see if there is a possibility to do that

**10. Is the budget given to Bienestar Universitario enough for keeping the medical services offered?**

“Bienestar Universitario is a productive medical center, which means that it collects its own money, in fact there is not much money raised, and we have 5 doctors and two specialist doctors who are paid from the money that is collected. We have to see how many fields we have and how much we will invest in human resources, Currently, I have no data about how much is the budget given to Bienestar Universitario, for example: 60% of the budget the University receives from the government is invested in remodeling the buildings, 30% are invested for research work, sports development, and maintenance, this medical center depends on social projection.