



Health Services Provided to Hail University Students According to Quality and Accreditation Standards

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Abstract

The research aimed to identify health services provided to Hail University students according to quality and accreditation standards. Fifty university leaders and (550) students selected from the eleven faculties seeking accreditation in Hail university (50 students/college), 20 incomplete questionnaires excluded. Questionnaire for measuring health services quality in Hail University (prepared by researcher) used as data collecting tool. The most important results indicated lack of quality standards in health services provided to university students

Introduction

Health aspects are of educational institutions evaluation aspects, it aims at improving of students' health by providing necessary preventive, curative, and rehabilitative care at a high efficiency level. This to be done considering achieving objectives in terms of accessibility and comprehensiveness. (Al-Shamaa, 2014, p. 53).

Health services are of essential elements of any community development (Alhayati, 2008, p. 290)

Student's preparation and his satisfaction with what presented to him and its effect on his skills and their association with labour market is within criteria of accreditation. (Al-Aklabi & Al-Refaei, 2012, p. 242)

Accordingly, quality provides educational institution with clear vision and mission of its role nature, and sets specific goals to achieve, sets expected levels of performance, directs staff efforts; and provides an objective reference for self-assessment. (Ramadan, 2012, p. 109).

The role of educational institutions cannot be limited to curricula alone, or through combination of curricula and environment. However, the services available are the third partner in health and learning promotion. (Amin & Abdullah, 2009, p. 2-3).

When talking about health services at university, we keep in mind the comprehensive concept of health,

which includes four aspects (psychological, physical, social and mental), which must be taken into account when providing health services to university students (Abdulfatah & Abu Dalbough, 2014, p. 10).

Several scientific studies have indicated that students' health level is correlated with scholastic superiority, psychological balance, and identification of appropriate specialization in future, and then work and production (Ismail, 2006, p.2).

Universities are of most important educational institutions in the society. It contributes to individual preparation in all life aspects by providing healthy environment suitable for all services provided to the student. Health services (development – prevention-treatment) is of the conditions required in university environment. (Al-Shamaa, 2014, p.30).

Universities care about its students' health and provides them with health services through medical clinics and university hospitals. It also promotes dissemination of health culture through holding conferences and seminars that deal with issues related to various health aspects. (Amin & Abdullah, 2009, p. 68).

There is no doubt that health services are a prerequisite for any institution to obtain a certificate of quality and accreditation. However, the actual reality of these services has not received its attention and study, as there are no scientific studies show the reality of these services in universities and its quality and compare them with what should be.

Researcher observed that there is lack of health care and health services provided to students. There is no properly equipped sports playgrounds to practice various sports activities. There is no well-supervised restaurants offer fresh meals to students. Although these colleges are prepared to apply for quality and accreditation and by National Quality and Accreditation Authority. Health issues awareness was absent.

Through analysis of many researches and studies specialized in health quality services in universities, researcher found that sport library lacks this research aspect, therefore, researcher thought to conduct this research to identify (health services provided to students of Hail University according to quality and accreditation standards

This research is important, as it will work to identify reality of health services at Hail. University, improving health services provided to Hail university students by making proposals to officials.

The research aims at identify health services provided to Hail University students according to quality and accreditation standards, the research tries to answer the following queries: What are the health services provided to Hail University students?, and Are quality and accreditation standards available in health services provided to Hail University students?

Research Terms

1- Health services

A set of preventive services that, if applied, prevent individuals from having diseases, including proper nutrition, complete periodic medical examination, prevention of infectious diseases, first aid, body care and maintenance, and provision of prosthetic devices and treatments services for normal and disabled students (Swedan, 1999, p. 10).

2- Health services for university students:

The services provided by the University for students in the three health pillars (health development, prevention, treatment), which include health education, sports services, proper nutrition, psychological counselling, healthy university environment, and medical care. (Procedural definition)

3- National standards for educational quality and accreditation

A set of local standards in line with international standards and in a manner that suits the Arab environment to meet minimum requirements. (Alhayati, 2008, p .29; Abdulazim & Abdulrazeq, 2002, p .98)

4- Health services quality

The commitment degree to contemporary recognized standards for good practice, expected results for a specific service, diagnostic procedure or medical problem, and to achieve desired health outcomes in accordance with professional principles.(Al-Ahamadi, 2000, p .409; Qassem, 2008, p.13). Health care quality concept includes several elements, the most important of which are access to health care, health care sustainability, health care effectiveness and efficiency, beneficiaries' expectations and satisfaction with health care, health-care facilities status, and health care environment Safety and safety. (Al-Emary, 2011, p .47)

Method

Subjects

Fifty university leaders and (550) students selected from the eleven faculties seeking accreditation in Hail university (50 students/college) (appendix 1), 20 incomplete questionnaires excluded.

Measures

Questionnaire for measuring health services quality in Hail University (prepared by researcher)

Procedures

Questionnaire design

The researcher prepared a questionnaire included several aspects and was presented to experts and specialists (appendix 2) to express their opinion on appropriate aspects of the questionnaire. The researcher accepted aspects that got 80% approval at least to be use to design the initial form of the questionnaire (appendix 3), aspects arrived are: Health education for students, Sports services, Health Nutrition Services, Psychological Counselling Services, Healthy university environment, Medical services and Health services quality. The initial questionnaire form presented to experts included (112) phrases distributed among aspects.. The researcher made all experts recommendations. Thus, the final questionnaire form (appendix 4) included 89 phrases distributed among aspects. Experts selected three responses scale (yes, To some extent, and No) with scores (3, 2, 1) respectively.

Pilot study

Conducted on (50) individuals from research community and not in main study sample in the period from 15/10/2015 to 15/1/2015 and aimed at identifying phrases' clarity, relevance and understanding by sample, and ensure questionnaire validity and reliability, results of pilot study indicated Appropriate measurement of research nature, and Questionnaire instructions clarity.

Questionnaire validity and reliability

Content validity ensured by presenting the questionnaire to experts, who agreed questionnaire phrases with 80 - 100% approval percentage. Correlation between each phrase and its aspect calculated and ranged between 0.568 and 0.689 i.e. values significant at 0.01 level, the matter which confirm questionnaire validity. Questionnaire reliability checked using alpha Cronbach coefficient that ranged between (0.746 - 0.889) which is high values, indicating questionnaire reliability.

Main study implementation

Questionnaire administered on research sample in the period from 1/2/2016 to 1/4/2016..

Statistical process:

SPSS statistics software program used to analyse research data utilizing the following statistics: frequency, percentage, mean, standard deviation, Pearson correlation coefficient, and independent T test. 0.05 significance level adopted throughout the research.

Results and Discussion

The researcher will present, discuss and interpret the results reached, limited by research and methodology used to answer research queries, guided by scientific references and previous studies as well as his vision in interpreting these results.

Table (1)
First aspect responses (Health education for students) (n=580)

S.No.	Phrase	Group	Responses			Relative weight	Incidence degree	Rank	
				No	To some extent				Yes
1	Seminars held for students in health awareness	Students	Freq.	177	349	4	1.6638	Week	3
			%	33.4%	65.8%	0.8%			
		Staff	Freq.	22	28	0			
			%	44.0%	56.0%	0.0%			
2	Distribution of leaflets about methods of disease prevention	Students	Freq.	519	6	5	1.0672	Week	15
			%	97.9%	1.1%	0.9%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
3	Students participate in community health issues through student activities	Students	Freq.	519	5	6	1.0293	Week	14
			%	97.9%	0.9%	1.1%			
		Staff	Freq.	43	5	2			
			%	86.0%	10.0%	4.0%			
4	Posters placed in fixed places include some health issues	Students	Freq.	511	6	13	1.0672	Week	8
			%	96.4%	1.1%	2.5%			
		Staff	Freq.	43	7	0			
			%	86.0%	14.0%	0.0%			
5	Students made aware of obesity risks	Students	Freq.	515	8	7	1.05	Week	13
			%	97.2%	1.5%	1.3%			
		Staff	Freq.	43	7	0			
			%	86.0%	14.0%	0.0%			
6	Students sensitized to diseases caused by malnutrition and lack of	Students	Freq.	520	6	4	1.062	Week	10
			%	98.1%	1.1%	0.8%			

	mobility	Staff	Freq.	32	14	4			
			%	64.0%	28.0%	8.0%			
7	Students made aware of smoking dangers	Students	Freq.	66	298	166	2.131	Medium	1
			%	12.5%	56.2%	31.3%			
		Staff	Freq.	30	14	6			
			%	60.0%	28.0%	12.0%			
8	College and University web site used for health awareness	Students	Freq.	515	8	7	1.0517	Week	12
			%	97.2%	1.5%	1.3%			
		Staff	Freq.	46	0	4			
			%	92.0%	0.0%	8.0%			
9	College has a compulsory syllabus includes basic health issues	Students	Freq.	110	361	59	1.8397	week	2
			%	20.8%	68.1%	11.1%			
		Staff	Freq.	42	8	0			
			%	84.0%	16.0%	0.0%			
10	Full-screen displays health awareness	Students	Freq.	513	9	8	1.081	Week	7
			%	96.8%	1.7%	1.5%			
		Staff	Freq.	37	4	9			
			%	74.0%	8.0%	18.0%			
11	Teacher is keen to link health to syllabuses topics	Students	Freq.	513	9	8	1.0828	Week	6
			%	96.8%	1.7%	1.5%			
		Staff	Freq.	35	7	8			
			%	70.0%	14.0%	16.0%			
12	Teacher is keen to direct students to health-related websites	Students	Freq.	513	11	6	1.0845	Week	5
			%	96.8%	2.1%	1.1%			
		Staff	Freq.	30	14	6			
			%	60.0%	28.0%	12.0%			
13	The faculty has a health supervisor who works to educate students	Students	Freq.	519	5	6	1.0655	Week	9
			%	97.9%	0.9%	1.1%			
		Staff	Freq.	35	9	6			
			%	70.0%	18.0%	12.0%			
14	College organizes competitions for the development of healthy behaviour among students	Students	Freq.	521	4	5	1.0552	Week	11
			%	98.3%	0.8%	0.9%			
		Staff	Freq.	37	8	5			
			%	74.0%	16.0%	10.0%			
15	Distributing leaflets about appropriate food quality and quantity	Students	Freq.	293	232	5	1.0069	Week	16
			%	55.3%	43.8%	0.9%			
		Staff	Freq.	30	20	0			
			%	60.0%	40.0%	0.0%			
16	Students provided with first aid principles	Students	Freq.	100	422	8	1.4517	Week	4
			%	18.86%	79.62%	1.5%			
		Staff	Freq.	11	35	4			
			%	22.0%	70.0%	8.0%			

Table (1) indicated sample responses according to 1. Students made aware of smoking danger with relative relative weight and incidence degree as following order: weight (2.131) and medium incidence degree.

This indicates the relative interest in smoking issue because of its spread in secondary and university levels. This concern manifested in several aspects, such as some awareness posters, which prohibit smoking in the campus, and spread awareness of smoking dangers.

The researcher believe in the need to take care of this issue through increasing awareness in intermediate and secondary schools, as well as inclusion of smoking penalty in student guide, which is distributed to students in the preparatory year. As well as the need to use display screens inside colleges to raise awareness of such health issues.

2. College has a compulsory syllabus includes basic health issues with a relative weight (1.8397) and weak incidence degree.

This syllabus available in some faculties as per speciality, and not available in humanities faculties like Faculties of Education and Arts.

The researcher believes in necessity of a mandatory curriculum includes basic health issues related to public health and methods of disease prevention.

The preparatory year introduced health and fitness course in 2012, but it is not compulsory for students in health track, and it needs to be adapted to modern health developments.

3. Hence, this aspect do not get the required attention despite of its importance in shaping students awareness and then modify their health behaviours associated with health habits, such as obesity, nutrition, smoking and awareness of community health issues.

This is what (Ibrahim, 2010) study results revealed that health education helps students to adopt healthy practices among sports activities practitioners and non-practitioners where they have better health food knowledge and behaviour.

This also consistent with (Amin, 2015) study results, which indicated the need to disseminate food and health culture to students in many ways, and that health education services for students is very important.

The researcher believe that there is a need to pay attention to health education for students.

Table (2)
Second aspect responses (Sport services) (n=580)

S.No.	Phrase	Group	Responses				Relative weight	Incidence degree	Rank
				No	To some extent	Yes			
1	University provides suitable places for physical activities	Students	Freq.	29	488	13	1.9724	Medium	3
			%	5.5%	92.1%	2.5%			
		Staff	Freq.	0	50	0			
			%	0.0%	100.0%	0.0%			
2	The university has a sports stadium	Students	Freq.	521	5	4	1.1724	Weak	5
			%	98.3%	0.9%	0.8%			
		Staff	Freq.	37	5	8			
			%	74.0%	10.0%	16.0%			
3	The College has a supervisor for sports activities	Students	Freq.	82	443	5	1.8759	Medium	4
			%	15.5%	83.6%	0.9%			
		Staff	Freq.	0	45	5			
			%	0.0%	90.0%	10.0%			
4	College students participate in sports teams at the university	Students	Freq.	5	5	520	2.9741	Large	2
			%	0.9%	0.9%	98.1%			
		Staff	Freq.	0	0	50			
			%	0.0%	0.0%	100.0%			
5	The College is keen to form sports teams in different games	Students	Freq.	2	4	524	2.9862	Large	1
			%	0.4%	0.8%	98.9%			
		Staff	Freq.	0	0	50			
			%	0.0%	0.0%	100.0%			

			%	0.0%	0.0%	100.0%			
6	The college motivates students who excel in sport	Students	Freq.	514	12	4	1.0483	Weak	8
			%	97.0%	2.3%	0.8%			
		Staff	Freq.	46	0	4			
			%	92.0%	0.0%	8.0%			
7	There is an equipped gym at college	Students	Freq.	520	5	5	1.0259	Weak	9
			%	98.1%	0.9%	0.9%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
8	Teachers instruct their students to practice sports during rest times between lectures	Students	Freq.	510	15	5	1.1034	Weak	7
			%	96.2%	2.8%	0.9%			
		Staff	Freq.	20	25	5			
			%	40.0%	50.0%	10.0%			
9	The College organizes a sports day on a regular basis	Students	Freq.	455	66	9	1.2103	Weak	6
			%	85.8%	12.5%	1.7%			
		Staff	Freq.	21	20	9			
			%	42.0%	40.0%	18.0%			

Table (2) indicated sample responses according to relative weight and incidence degree as following order:

1- The College is keen to form sports teams in different games with a relative weight (2.9862) and large incidence degree.

2- College students participate in sports teams at the university with a relative weight (2.9741) and large incidence degree.

The researcher believes that these results correspond to university students' nature, as they tend to practice sports activities. So, the University is interested in formation of sports teams in colleges, a staff member usually appointed as activities supervisor (cultural, social and sports).

Each college is keen to participate university director's football league every year where the students are highly interested in it, this corresponds to students high attitudes towards football practice.

The researcher noted through interviews with activities supervisors that most of them are not specialized in

student activities field. Student activity represents an additional burden on their academic timetable. Therefore, the researcher suggests:

- The university should employ specialists in students' activities field in general and sports activities in particular.
- The researcher urges the university to build an integrated facilities sports stadium within the campus supervised by a group of specialists in different games.

The rest of the phrases in second aspect (sports services) came with weak incidence

The researcher believes that weakness of these services is because that Hail University is an emerging university, and is still completing sports facilities at the university and colleges..

This is in consistent with (Amin & Abdullah, 2009) study results, which pointed the weakness of health services provided to athletes.

Table (3)
Third aspect responses (Health Nutrition Services) (n=580)

S.No.	Phrase	Group	Responses			Relative weight	Incidence degree	Rank	
				No	To some extent				Yes
1	Provides meals for students inside the college (free -	Students	Freq.	513	9	8	1.0914	Weak	5
			%	96.8%	1.7%	1.5%			
		Staff	Freq.	31	10	9			
			%						

	partially subsidized)		%	62.0%	20.0%	18.0%			
2	There are enough restaurants to satisfy students' needs	Students	Freq.	513	9	8	1.0759	Weak	7
			%	96.8%	1.7%	1.5%			
		Staff	Freq.	39	3	8			
			%	78.0%	6.0%	16.0%			
3	Restaurants are subject to health supervision	Students	Freq.	513	11	6	1.0776	Weak	6
			%	96.8%	2.1%	1.1%			
		Staff	Freq.	34	10	6			
			%	68.0%	20.0%	12.0%			
4	Foods properly packaged to avoid microbes	Students	Freq.	1	2	527	2.9879	Large	1
			%	0.2%	0.4%	99.4%			
		Staff	Freq.	1	1	48			
			%	2.0%	2.0%	96.0%			
5	Health safety factors taken into account in restaurant equipping	Students	Freq.	3	4	523	2.9672	Large	2
			%	0.6%	0.8%	98.7%			
		Staff	Freq.	3	3	44			
			%	6.0%	6.0%	88.0%			
6	Health cards are available for restaurant employees	Students	Freq.	513	11	6	1.0724	Weak	8
			%	96.8%	2.07%	1.13%			
		Staff	Freq.	39	3	8			
			%	78.0%	6.0%	16.0%			
7	Special nutritional programs offered to athletes	Students	Freq.	530	0	0	1	Weak	9
			%	100.0%	0.0%	0.0%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
8	Restaurants are keen to serve fresh and healthy meal	Students	Freq.	7	517	6	1.996	Medium	3
			%	1.3%	97.5%	1.1%			
		Staff	Freq.	7	37	6			
			%	14.0%	74.0%	12.0%			
9	Academic timetable allow enough time to take meals	Students	Freq.	7	515	8	1.962	Medium	4
			%	1.3%	97.2%	1.5%			
		Staff	Freq.	7	35	8			
			%	14.0%	70.0%	16.0%			

Table (3) indicated sample responses according to relative weight and incidence degree as following order:

1- Foods properly packaged to avoid microbes with a relative weight (2.99) and large incidence degree

2- Health safety factors taken into account in restaurant equipping with a relative weight (2.97) and large incidence degree

These results indicates that university's restaurants, at the time of this research, are only temporary restaurants

that are contracted between them and university through Deanship of Student Affairs, and are often dependent on packaged meals and subject to weak supervision by university administration.

The rest of the phrases in third aspect (health nutrition services) came with weak incidence

The researcher believes that these weaknesses indicates the need for the university to pay more attention to these aspects related to food services..

Table (4)
Fourth aspect responses (Psychological Counselling Services) (n=580)

S.No.	Phrase	Group	Responses				Relative weight	Incidence degree	Rank
			Freq.	No	To some extent	Yes			
1	There is a unit for psychological and academic counselling	Students	Freq.	5	520	5	2	Medium	1
			%	0.9%	98.1%	0.9%			
		Staff	Freq.	5	40	5			
			%	10.0%	80.0%	10.0%			
2	There are specialized counsellors follow students' cases	Students	Freq.	1	528	1	1.9983	Medium	2
			%	0.2%	99.6%	0.2%			
		Staff	Freq.	0	48	2			
			%	0.0%	99.6%	4.0%			
3	The College holds courses for students in ways of solving life problems	Students	Freq.	515	7	8	1.0397	Weak	7
			%	97.2%	1.3%	1.5%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
4	The faculty absorbs students' psychological energies through open meetings and trips	Students	Freq.	7	518	5	1.9931	Medium	4
			%	1.3%	97.7%	0.94%			
		Staff	Freq.	7	40	3			
			%	14.0%	80.0%	6.0%			
5	College management communicate with parents in situations where they psychological guidance needed	Students	Freq.	510	7	10	1.0069	Weak	9
			%	97.2%	1.3%	1.5%			
		Staff	Freq.	39	10	1			
			%	78.0%	20.0%	2.0%			
6	Students communicate with academic advisor during the stated office hours	Students	Freq.	9	518	3	1.9776	Medium	6
			%	1.7%	97.7%	0.6%			
		Staff	Freq.	9	39	2			
			%	18.0%	78.0%	4.0%			
7	The college follows up academic delays caused by psychological conditions through the counselling unit	Students	Freq.	518	9	3	1.0086	Weak	8
			%	97.7%	1.7%	0.6%			
		Staff	Freq.	39	9	2			
			%	78.0%	18.0%	4.0%			
8	Instructional interviews conducted according to students' needs	Students	Freq.	7	520	3	1.9845	Medium	5
			%	1.3%	98.1%	0.6%			
		Staff	Freq.	7	41	2			
			%	14.0%	82.0%	4.0%			
9	The College organizes courses on time management, study and test preparation	Students	Freq.	7	517	6	1.9966	Medium	3
			%	1.3%	97.5%	1.1%			
		Staff	Freq.	6	39	5			
			%	12.0%	78.0%	10.0%			

Table (4) indicated sample responses according to relative weight and incidence degree as following order:

1- There is a unit for psychological and academic counselling with a relative weight (2.00) and medium incidence degree

2- There are specialized counsellors follow students' cases with a relative weight (1.99) and medium incidence degree

These results indicates university interest in psychological counselling aspect, especially in recent years.

This is in line with (Abdullatif, 2011) study results, which indicated that educational programs should include psychological counselling programs, thus reducing number of dropouts from education.

The rest of the phrases in fourth aspect (Psychological Counselling Services) came with weak incidence

The researcher found that colleges organize some public seminars on time management, study and test preparation but do not receive more than 20% of the students. These seminars aimed at helping students overcome the psychological pressures that accompany exams or the beginning of a new university life.

In researcher opinion, these services are insufficient, and there is a need to activate the office hours for faculty staff members..

Table (5)
Fifth aspect responses (Healthy university environment) (n=580)

S.No.	Phrase	Group	Responses			Relative weight	Incidence degree	Rank	
				No	To some extent				Yes
1	The college building is located away from pollution and noise	Students	Freq.	3	4	523	2.9828	Large	3
			%	0.6%	0.8%	98.7%			
		Staff	Freq.	0	0	50			
			%	0.0%	0.0%	100.0%			
2	Security and safety factors are available in the building (fire extinguishers, emergency alarms, etc.)	Students	Freq.	4	519	7	2.0052	Medium	9
			%	0.8%	97.9%	1.3%			
		Staff	Freq.	4	42	4			
			%	8.0%	84.0%	8.0%			
3	Classrooms have good ventilation and proper lighting	Students	Freq.	2	4	524	2.9862	Large	2
			%	0.4%	0.8%	98.9%			
		Staff	Freq.	0	0	50			
			%	0.0%	0.0%	100.0%			
4	Classroom space corresponds to the number of students	Students	Freq.	5	3	522	2.9776	Large	4
			%	0.9%	0.6%	98.5%			
		Staff	Freq.	0	0	50			
			%	0.0%	0.0%	100.0%			
5	The college is located near the basic services (hospitals - ambulance - firefighting - ...)	Students	Freq.	3	524	3	2	Medium	10
			%	0.6%	98.9%	0.6%			
		Staff	Freq.	0	50	0			
			%	0.0%	100.0%	0.0%			
6	Green spaces and trees are available around the college	Students	Freq.	6	520	4	1.9966	Medium	11
			%	1.1%	98.1%	0.8%			
		Staff	Freq.	0	50	0			
			%	0.0%	100.0%	0.0%			
7	The administration follows up the cleanliness of roads and toilets through a company specialized in hygiene	Students	Freq.	34	482	14	1.9655	Medium	12
			%	6.4%	90.9%	2.6%			
		Staff	Freq.	0	50	0			
			%	0.0%	100.0%	0.0%			

8	College buildings affected by different weather conditions	Students	Freq.	519	2	9	1.0345	Weak	13
			%	97.9%	0.4%	1.7%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
9	There are trash baskets well distributed in corridors of the building	Students	Freq.	-	-	530	3	Large	1
			%	-	-	100.0%			
		Staff	Freq.	-	-	50			
			%	-	-	100.0%			
10	Electrical connections securely insulated	Students	Freq.	13	10	507	2.9017	Large	8
			%	2.5%	1.9%	95.7%			
		Staff	Freq.	8	5	37			
			%	16.0%	10.0%	74.0%			
11	Study rooms floor are easy to clean	Students	Freq.	7	9	514	2.9345	Large	7
			%	1.3%	1.7%	97.0%			
		Staff	Freq.	5	5	40			
			%	10.0%	10.0%	80.0%			
12	Seats are suitable for students	Students	Freq.	4	3	523	2.9621	Large	5
			%	0.8%	0.6%	98.7%			
		Staff	Freq.	4	3	43			
			%	8.0%	6.0%	86.0%			
13	Boards' colours are suitable	Students	Freq.	5	4	521	2.9517	Large	6
			%	0.9%	0.8%	98.3%			
		Staff	Freq.	5	4	41			
			%	10.0%	8.0%	82.0%			

Table (5) revealed that sample responses in Healthy university environment aspect indicated (8) phrases with large incidence degree, (4) phrases with medium incidence degree, and (1) phrase with weak incidence degree. The researcher returns these results to:

- University facilities modernity for all faculties (except 5), all buildings are temporary.
- Transfer lot of syllabuses from teaching process to training process, which made the halls designed to accommodate appropriate number of students in order to improve training process and achieve its goals.
- Maintenance and hygiene of the university assigned to specialized companies providing employment from 8: 2 pm.

- Hail area has a wonderful weather and wide green spaces, and the university is far from residential areas (25 km), away from pollution and noise.

There is no doubt that university's interest in university environment is one of the most important advantages that helps students to love study environment, having physical and psychological comfort during teaching process

This is consistent with (Ibrahim, 2010) study results, which indicated that most educational institutions are concerned with health requirements of buildings and playgrounds.

Table (6)
Sixth aspect responses (Medical services) (n=580)

S.No.	Phrase	Group	Responses				Relative weight	Incidence degree	Rank
				No	To some extent	Yes			
1	The college has first aid room	Students	Freq.	510	15	5	1.0862	Weak	3
			%	96.2%	2.8%	0.9%			
		Staff	Freq.	30	15	5			
			%	60.0%	30.0%	10.0%			
2	The College has specialists in first aid	Students	Freq.	505	16	9	1.1069	Weak	2
			%	95.3%	3.0%	1.7%			
		Staff	Freq.	31	10	9			
			%	62.0%	20.0%	18.0%			
3	First-aid kits are available at college	Students	Freq.	513	9	8	1.0741	Weak	4
			%	96.8%	1.7%	1.5%			
		Staff	Freq.	41	0	9			
			%	82.0%	0.0%	18.0%			
4	Faculty held first aid courses by specialists	Students	Freq.	7	509	14	2.0121	Medium	1
			%	1.3%	96.0%	2.6%			
		Staff	Freq.	0	50	0			
			%	0.0%	100.0%	0.0%			
5	University has medical dispensaries for students and staff	Students	Freq.	520	9	1	1.019	Weak	10
			%	98.1%	1.7%	0.2%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
6	The university adopts student health insurance system	Students	Freq.	516	11	3	1.0293	Weak	6
			%	97.4%	2.1%	0.6%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
7	The health services provided to students shown in the university manual	Students	Freq.	520	8	2	1.0207	Weak	9
			%	98.1%	1.5%	0.4%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
8	Medical referral procedures are available in each college	Students	Freq.	518	9	3	1.0259	Weak	7
			%	97.7%	1.7%	0.6%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
9	There is an equipped ambulance at college	Students	Freq.	521	3	6	1.0259	Weak	8
			%	98.3%	0.6%	1.1%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			
10	There is a medical clinic inside the college with specialized doctors	Students	Freq.	496	31	3	1.0638	Weak	5
			%	93.6%	5.8%	0.6%			
		Staff	Freq.	50	0	0			
			%	100.0%	0.0%	0.0%			

Table (6) revealed that sample responses in Healthy university environment aspect indicated (9) phrases with weak incidence degree, and (1) phrase with medium incidence degree (Faculty held first aid courses by specialists). The researcher returns these results to:

- Colleges are only holding theoretical seminars in first aid in cooperation with Saudi Red Crescent Society, and this is not enough for practical training..

- University depend only on government clinics, which wastes student time.

The researcher hopes that the university will seek to provide appropriate medical services for students. There

is need to facilitate medical referral procedures and provide a doctor and first aid specialist in each college. Medical referral procedures to be published in student's guide and on university website.

This is what (Al-Aklabi & Al-Refaei, 2012) study recommended, which pointed out that implementation of TQM principles in health field leads to improve health services level.

Researcher believes that medical care availability with easy procedures creates suitable climate and helps to enjoy good health and educational attainment.

Table (7)
Seventh aspect responses (staff members) (Health services quality) (n=50)

S.No	Phrases		No	To some extent	Yes	Relative weight	Quality degree	Rank
1	College administration is concerned with students when they submit complaints concerning health aspects	Freq.	17	32	1	1.0586	Weak	3
		%	34.0%	64.0%	2.0%			
2	Waiting places in clinics, doctors' offices and staff are in line with health quality standards	Freq.	46	3	1	1.0086	Weak	19
		%	92.0%	6.0%	2.0%			
3	The University administration provides full support to students in health aspects	Freq.	26	21	3	1.0466	Weak	6
		%	52.0%	42.0%	6.0%			
4	University administration provides full support to health workers`	Freq.	17	30	3	1.0621	Weak	2
		%	34.0%	60.0%	6.0%			
5	University administration provides physical resources to provide medical supplies	Freq.	45	4	1	1.0103	Weak	18
		%	90.0%	8.0%	2.0%			
6	Health care for students is highly satisfactory	Freq.	47	3		1.0052	Weak	23
		%	94.0%	6.0%				
7	Quality standards followed to help determine results of service offered to students	Freq.	46	3	1	1.0086	Weak	20
		%	92.0%	6.0%	2.0%			
8	Students (and community) acceptance considered when using any health procedure	Freq.	14	35	1	1.0638	Weak	1
		%	28.0%	70.0%	2.0%			
9	There are no waiting lists for appointments at the on-site clinic or outpatient clinics	Freq.	43	5	2	1.0155	Weak	13
		%	86.0%	10.0%	4.0%			
10	The resources and costs optimized to deliver premium health services	Freq.	45	5		1.0086	Weak	21
		%	90.0%	10.0%				
11	The patient's information kept in records to follow up health state	Freq.	45	3	2	1.0121	Weak	17
		%	90.0%	6.0%	4.0%			
12	Public morals considered when providing student health services	Freq.	23	23	4	1.0534	Weak	5
		%	46.0%	46.0%	8.0%			

13	The student's opinion on health services provided to him taken into account	Freq.	41	4	5	1.0241	Weak	10
		%	82.0%	8.0%	10.0%			
14	Clear standards and regulations observed when dealing with students	Freq.	30	18	2	1.0379	Weak	8
		%	60.0%	36.0%	4.0%			
15	The students notified of times and procedures of health services provision in hospitals of the University	Freq.	42	7	1	1.0155	Weak	14
		%	84.0%	14.0%	2.0%			
16	The university administration is interested in providing students' health services in a confidential and accurate manner	Freq.	43	5	2	1.0145	Weak	15
		%	86.0%	10.0%	4.0%			
17	Health services provided for all students (patients, handicapped, chronic diseases)	Freq.	17	33		1.0569	Weak	4
		%	34.0%	66.0%				
18	Quality Management sets specific standards for healthy nutrition services offered to students	Freq.	43	5	2	1.0155	Weak	16
		%	86.0%	10.0%	4.0%			
19	Quality Management sets specific standards for sports services offered to students	Freq.	40	10		1.0172	Weak	12
		%	80.0%	20.0%				
20	Quality Management sets specific standards for psychological counselling services offered to students	Freq.	40	4	6	1.0276	Weak	9
		%	80.0%	8.0%	12.0%			
21	Quality management sets specific standards for the of healthy university environment	Freq.	45	5		1.0086	Weak	22
		%	90.0%	10.0%				
22	Quality Management sets specific standards for medical services provided to students	Freq.	41	7	2	1.019	Weak	11
		%	82.0%	14.0%	4.0%			
23	University health services are subject to international quality standards	Freq.	44	5	1	1.0448	Weak	7
		%	88.0%	10.0%	2.0%			

Table (7) revealed that staff members sample responses in Health services quality aspect indicated that all phrases had weak incidence degree (between 1.000-1.06). The researcher returns these results to:

- University focus on some quality aspects only, including curricula development and description, and ignoring health services quality.
- Quality is concerned only with paper files and school buildings, and do not take into account these health services, as there are no forms to measure these health aspects.

This is what (Al-Aklabi & Al-Refaei, 2012) confirmed that application of total quality principles in health field is of the most important conditions of accreditation in accordance with the TQM principles.

The researcher believes that health services are of most important services that countries have to provide, whether preventive or curative services.

Health services are a fundamental right of every member of society, because human health is the true measure of happiness and well-being. (Qassem, 2005)

Conclusions

- 1- Effectiveness of questionnaire prepared in measuring health services quality in Hail University.
- 2- Lack of quality standards in health services provided to university students

Recommendations

- 1- Preparing health education syllabus to be taught to students at the university.
- 2- Holding periodic seminars for university students in health issues.
- 3- Coordinating with the Saudi Red Crescent to provide courses for students in first aid.
- 4- Provision of a specialist in first aid at colleges.
- 5- Establishment of restaurants at university offers meals that meet health requirements.
- 6- Holding seminars in colleges for students on various life problems solving methods.
- 7- Preparing health awareness programs on university website.
- 8- Provision of qualified psychologists and health supervisors in universities.

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