

# Satisfaction in Family Health Specialization Courses Offered by The Brazilian Public Health System: A National Assessment

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## Abstract:

This cross-sectional study investigated student satisfaction in specialization courses in family health produced and offered online by the Brazilian Unified Health System's Open University, along with associated factors. Health professionals who were enrolled in these courses between 2013 and 2017 responded to online questionnaires collecting data on sociodemographic aspects, student status, and their perceptions about different facets of the courses measured by a Likert scale. Degree of satisfaction was considered as an outcome, and multiple regression analysis was applied. Of the 3,109 respondents, most had successfully completed their course (98.4%), were female (72.5%), self-declared white (62.1%), Brazilians (69%), ≤40 years old (59.1%), nurses (42.1%), or physicians (42.4%). Most respondents viewed the courses positively (59.30%); lower satisfaction score was associated with age ( $p < 0.0001$ ), education ( $p = 0.0031$ ), and failing the course ( $p = 0.0064$ ). Students reported difficulties with the pedagogical aspects of the courses, but gave positive scores to the materials, contribution to professional practice, and stirring interest in the area. The participants were seen to be satisfied with these courses, although some aspects can be improved.

**Keywords:** Student Satisfaction; Higher online education; Training of Human Resources in Health; health workers.