**Assessment of student support services in Bahir Dar University**

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The study aimed at examining student support services at Bahir Dar University. A questionnaire asking students’ awareness about and satisfaction with thirty aspects of student support services was administered to 600 undergraduate students from the twelve academic units in the University (50 from each). In addition, staff members working at different service provision sections of the University were interviewed about the challenges they face in rendering services for students. Results indicated that though the majority of the students are aware of the availability of different services, there are still a considerable number of them (ranging from 10 – 40%) who are not aware about the presence of some essential services. Chi-square analysis indicated no significant association between students’ seniority and their awareness about the support services. In addition, t-tests were used to examine the level of satisfaction with the support services. The results indicated that level of satisfaction on support services are significantly below expected levels, implying that students are not satisfied with almost all the services being offered. No significant difference in level of satisfaction was evident between senior and junior students. Some ways by which students can better become aware of the services as well as some possible measures to improve support services are recommended.