



UCSC 2021 Graduate Student Survey: Campus Services

Based on Doctoral Students' Responses
Report by IRAPS, March 2022

This report from the 2021 UCSC Graduate Student Survey contains results for doctoral students' responses about campus services.

The 2021 UCSC Graduate Student Survey covered a comprehensive range of topics about the graduate student experience. The Graduate Student Survey has been held regularly at UCSC since 2007, and is conducted every other year in the Spring quarter. Since Spring 2021 this survey has become a UC-wide survey.

The survey was open from April 15, 2021 to July 1, 2021. All graduate students enrolled in Winter and/or Spring quarter 2021 were invited to participate. Students received an initial invitation and nine reminder emails. The survey was also promoted through UCSC Graduate Division online media, International Students and Scholars Services, various department listservs, BSOE email listservs, and the MyUCSC student portal.

Results are disaggregated by division, as well as other background characteristics where appropriate. Students' responses are representative of the academic division and gender composition (weights were applied to correct for some differences in response rates).

For results about student experiences with faculty teaching, program quality, advising, program climate, professional development, career plans, financial support, housing, basic needs, support for families, or teaching preparation, please see the 2021 Graduate Student Survey reports posted on the UCSC IRAPS webpage. If you have questions, please write to IRAPS at surveys@ucsc.edu.

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Executive Summary

Overall, 585 of 1440 doctoral students (41%) participated in the survey.

Satisfaction with campus services

- Doctoral students were most satisfied with the student health center (90%) and university health insurance (75%).
- Student satisfaction with the Career Center and Graduate Division services varied noticeably across divisions (between 26-33% satisfied in the Humanities and 79% in BSOE).
- Doctoral students were the least satisfied with parking (29%) and campus police (29%).

Use of campus services

- Overall, about two-thirds (63%) of doctoral students indicated receiving some help from the Student Health Center.
- Slug Support services during the pandemic were used by over one-third (34-40%) of doctoral students in the Humanities and Arts divisions, about one-quarter (28%) of Social Sciences students, and almost one-fifth (18-19%) of students in BSOE and PSci.
- Among students who indicated having at least one condition or disability that significantly affects their experience as a student at UCSC, almost 1 in 5 (18%) received help from the Disability Resource Center.
- About 3 in 5 (62%) of international students received services from International Student and Scholar Services.

Awareness of and use of health and mental health services

- About 3 in 4 (72%) students knew where to get help on campus for a counseling, psychological, or other mental health need. Of note, only 63% of international students knew this.
- Overall, 2 in 5 (40%) students indicated using campus-offered mental health care services in the year leading up to spring/summer 2021.
- Among students who accessed campus-offered mental health care, the median wait time to see a counselor or psychiatrist was about 6 to 7 days, and about one-quarter of students reported a wait of more than 12 days.

Suggestions for improving access to health and mental health services

- Students suggested many ways to improve access to availability of health and mental health services, including expanding the availability of services, increasing attention to diversity in the provision of services, providing more online services, conducting more outreach about existing services, and improving quality and affordability.

Participation Rates

Among Doctoral students, 1440 were invited and 585 participated in the survey, with an overall participation rate of 41%. For details by division, ethnicity, and gender, see Table 1.

Social Sciences students, white non-Hispanic students, and women had somewhat higher response rates than other students. BSOE students and African American/Black students responded with somewhat lower rates but still high (31-33%). In order to ensure that our results are representative, we made minor adjustments (weighted responses) to match the relative size of each division and gender compositions in the overall student population.

Table 1. Doctoral student response rates for UCSC 2021 Graduate Student Survey

		Total Invited (N)	Total Participated (N)	Participation Rate (%)
Campus	Doctoral students	1440	585	41%
Division	Arts	94	43	46%
	Humanities	178	78	44%
	PBSci	499	195	39%
	Social Sciences	306	149	49%
	BSOE	363	120	33%
Ethnicity	African American/Black	59	18	31%
	American Indian/Alaskan Native	15	6	40%
	Asian American	155	60	39%
	Hispanic/Latinx	157	60	38%
	Native Hawaiian/Pacific Islander	<5	0	0%
	White, non-Hispanic	608	276	45%
	International	376	140	37%
	Unknown	68	25	37%
Gender	Women	658	292	44%
	Men	685	257	38%
	Non-binary	45	20	44%
	Unknown gender	52	16	31%

Findings

UCSC students responded about their use of various campus services since March 2020. Most tables show total results and results disaggregated by division. We start with the services that are used by most students and conclude with the more specialized services such as DRC and ISSS.

Satisfaction with campus services

Students rated their satisfaction with campus services. Students were the most satisfied with the Student Health Center (90% rated its services as *good, very good, or excellent*), followed by the university health insurance (75%). Student satisfaction with the Career Center and Graduate Division services varied noticeably across divisions (between 26-33% satisfied in the Humanities and 79% in BSOE). Students were the least satisfied with the university parking (29%) and campus police (29%). See Table 2.

Table 2. Ratings of campus services that serve the entire student population

(Percent good/very good/excellent)	Arts	Humanities	PBSci	BSOE	Social Sciences	Total %	Total N*
Student health center/ services	84%	88%	90%	92%	89%	90%	432
University health insurance	67%	65%	74%	87%	72%	75%	423
Student Affairs	37%	46%	70%	72%	49%	61%	214
Career center	51%	26%	66%	79%	54%	60%	165
Graduate Division	49%	33%	65%	79%	46%	59%	401
Title IX office	53%	33%	66%	61%	67%	58%	82
Campus police	7%	12%	27%	56%	26%	29%	203
University parking	4%	17%	31%	34%	31%	29%	290

Question text: Please rate (where applicable) the following services based on your most recent academic years' experience.

**Note: The n of respondents varies by question because students who selected "not applicable" as an option are excluded.*

Campus health services

Overall, about two-thirds (63%) of doctoral students indicated seeking help from the Student Health Center. Relatively few students (7%) said that they needed but did not seek help from UCSC (see Table 3).

Across divisions, among those who did receive help, Social Sciences students (61%) were the most likely to indicate having received all the help that they needed. In contrast, only 43% of Humanities students said they received all the help they needed. See Table 4.

Table 3. Use of Student Health Center

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 33	N = 61	N = 163	N = 119	N = 97	N = 474
Received help	74%	70%	67%	53%	62%	63%
Needed but did not seek help from UCSC	11%	8%	6%	7%	7%	7%
Didn't need help	15%	22%	28%	40%	32%	30%

Question text: Since March 2020, have you sought help from any of the following campus services?

Table 4. Amount of help received at Student Health Center (among those who received help)

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 24	N = 43	N = 109	N = 63	N = 60	N = 299
Received all the help I needed	32%	43%	52%	56%	61%	52%
Received some help	55%	37%	42%	35%	27%	38%
Received little help	13%	20%	6%	9%	12%	11%

Only 5% sought help from Student Health Outreach and Promotion (SHOP). Across divisions, the percentage of students who needed help but who did not seek these services ranged from 5-7% in PBSci and Social Sciences to 11-15% in the Arts and Humanities divisions. See Tables 5 and 6.

Table 5. Use of Student Health Outreach and Promotion (SHOP)

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 32	N = 57	N = 158	N = 116	N = 97	N = 461
Received help	6%	3%	6%	8%	2%	5%
Needed but did not seek help from UCSC	11%	15%	5%	8%	7%	8%
Didn't need help	83%	82%	89%	83%	91%	87%

Question text: Since March 2020, have you sought help from any of the following campus services?

Table 6. Amount of help received from Student Health Outreach and Promotion

	N = 24
Received all the help I needed	17%
Received some help	61%
Received little help	21%

Note: Due to the relatively small n of students who used SHOP, responses are not shown by division.

Slug Support services

Slug Support services during the pandemic were used by over one-third (34-40%) of doctoral students in the Humanities and Arts divisions, about one-quarter (28%) of Social Sciences students, and almost one-fifth (18-19%) of students in BSOE and PBSci.

Of note, 20% of Humanities students indicated not seeking help from Slug Support despite needing help, as did 16% of Arts Division students. See Tables 7 and 8.

Table 7. Use of Slug Support

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 32	N = 60	N = 161	N = 120	N = 101	N = 475
Received help	40%	34%	19%	18%	28%	24%
Needed but did not seek help from UCSC	16%	20%	11%	7%	11%	11%
Didn't need help	44%	46%	70%	75%	61%	65%

Question text: Since March 2020, have you sought help from any of the following campus services?

Table 8. Amount of help received from Slug Support

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 13	N = 20	N = 30	N = 21	N = 28	N = 113
Received all the help I needed	30%	23%	37%	49%	48%	38%
Received some help	39%	59%	37%	35%	38%	41%
Received little help	31%	18%	26%	16%	15%	20%

Campus mental health services

Overall, 2 in 5 (40%) students indicated using campus-offered mental health care services, whether located on campus or off campus, in the twelve months leading up to spring/summer 2021. Only about 1 in 4 (24%) BSOE students indicated receiving mental health care offered by campus. See Table 9.

Table 9. Use of campus mental health care

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 35	N = 61	N = 173	N = 124	N = 108	N = 502
YES (on or off campus)	59%	57%	41%	24%	39%	40%
Yes, on campus	22%	32%	26%	13%	16%	21%
Yes, off campus	43%	47%	26%	13%	30%	27%
NO	41%	43%	59%	76%	61%	60%

Question text: Have you received mental health care offered by your campus, such as seeing a counselor or psychiatrist, over the past twelve months?

Note: Students could select one or both of the "Yes" options.

Students who did access mental health care offered by the campus were also asked, "How long did you have to wait (in days) before a counselor or psychiatrist was able to see you?".

Approximately one-quarter of students reported a wait of between 0 and 2 days. The median wait time was between 6 and 7 days. In addition, approximately one-quarter of students reported a wait of more than 12 days.

About two-thirds (69%) of students who used mental health care offered by campus indicated being *satisfied* or *very satisfied*. See Table 10.

Table 10. Satisfaction with campus-offered mental health care (among students who used campus-offered care)

	Arts N = 20	Humanities N = 36	PBSci N = 70	BSOE N = 28	Social Sciences N = 43	Total N = 198
Satisfied/very satisfied	83%	61%	67%	63%	76%	69%

Question text: How satisfied are you with the care you received?

Awareness of campus health and mental health services

Close to 80% of students knew where to get help on campus for a health or medical need, and almost three-quarters (72%) knew where to get help on campus for a counseling, psychological, or other mental health need. See Table 11.

The lower levels of awareness in BSOE may be partially explained by a higher proportion of international students who overall reported lower levels of awareness. Across divisions, only 71% of international students knew about campus help for a health or medical need, and only 63% knew about campus help with a counseling, psychological, or other mental health need.

Table 11. Awareness of campus health resources

(Percent agree/strongly agree)	Arts N = 35	Humanities N = 61	PBSci N = 174	BSOE N = 123	Social Sciences N = 109	Total N = 502
I know where to get help on campus if I have a health or medical need	85%	80%	79%	71%	81%	78%
I know where to get help on campus if I have a counseling, psychological, or other mental health need	71%	79%	74%	62%	76%	72%

Question text: Indicate your agreement or disagreement with each item by selecting the appropriate response.

Suggestions for improving access to health and mental health services

Students were also asked if there was anything that the university could do to make it easier to access health or mental health care. Suggestions grouped by an overarching theme included:

- **Availability of services:** providing more sessions per student, providing more availability through more funding for CAPS, improving the directory of Santa Cruz-area off-campus providers, having more availability on weekends, providing better coverage under UC SHIP, having less cumbersome processes for UC SHIP including for referrals, not requiring health center referrals, and providing more parking spaces at the health center
- **Diversity of services:** improving diversity among counselors in terms of ethnicity and gender identity, improving support for students in older age ranges, and improving support to students with different political beliefs including for students affected by political incidents.

- Geography of services: providing more online services, providing remote mental health care for those outside of California including in international locations, and improving access to psychiatrists
- Promotion of services: advertising existing services more widely and conducting more outreach to students
- Quality of services: improving therapists' understanding of UCSC's graduate programs, increasing a focus on watching for symptoms due to overworking, improving support for issues dealing with power disparities in the workplace, and allowing treatment of ADHD
- Ability to pay for services: paying students more, allowing a waiver for copays, and connecting Veterans' Affairs benefits with UC health insurance
- Overall campus context: reducing discrimination by professors and primary investigators (PIs), including about learning disabilities

Campus disability services

A total of 154 students indicated having at least one condition or disability that significantly affects their experience as a student at UCSC (such as an emotional or mental health concern or condition, physical disability or condition, learning disability or condition, neurodevelopmental disability or condition, or chronic health condition). Almost 1 in 5 (18%) received help from the Disability Resource Center. See Tables 12 and 13.

Table 12. Use of Disability Resource Center (among students with at least one disability)

	Arts	Humanities	PBSci	BSOE	Social Sciences	Total
	N = 14	N = 27	N = 56	N = 21	N = 37	N = 154
Received help	18%	14%	18%	19%	20%	18%
Needed but did not seek help from UCSC	7%	21%	9%	11%	18%	13%
Didn't need help	74%	65%	73%	70%	61%	69%

Question text: Since March 2020, have you sought help from any of the following campus services?

Table 13. Amount of help received from Disability Resource Center (among students with at least one disability who received help)

	N = 28
Received all the help I needed	34%
Received some help	37%
Received little help	29%

Note: Due to sample sizes, responses are not shown by division.

In addition, students rated campus disability services. Among students who indicated having at least one disability, about two-thirds (69%) rated campus disability services as *good, very good, or excellent*. See Table 14.

Table 14. Ratings of campus disability services (among students with at least one disability)

	N = 32
Good/Very good/Excellent	69%
Other responses	31%

Question text: Please rate (where applicable) the following services based on your most recent academic years' experience ... Disability services.

International Student and Scholar Services

A total of 112 international students responded to this section of the survey. About 3 in 5 (62%) received services from International Student and Scholar Services in the last year (since March 2020). Somewhat more (16%) international students in the Arts, Humanities, or Social Sciences needed but didn't seek help from this office, compared with 5-8% of students in PBSci or BSOE. See Tables 15 and 16.

Table 15. Use of International Student and Scholar Services (among international students)

	Arts, Humanities, and Social Sciences	PBSci	BSOE	Total
	N = 37	N = 30	N = 45	N = 112
Received help	62%	59%	64%	62%
Needed but did not seek help from UCSC	16%	8%	5%	10%
Didn't need help	22%	32%	31%	28%

Question text: Since March 2020, have you sought help from any of the following campus services?

Note: Arts, Humanities, and Social Sciences are shown together due to small n of respondents in each division.

Table 16. Amount of help received from International Student and Scholar Services (among international students who received help)

	Arts, Humanities, and Social Sciences	PBSci	BSOE	Total
	N = 23	N = 18	N = 29	N = 70
Received all the help I needed	32%	39%	63%	46%
Received some help	38%	46%	26%	35%
Received little help	30%	15%	12%	19%

Note: Due to sample sizes, the Arts Division, Humanities, and Social Sciences are shown together.

On-campus childcare

A total of 12 students with children (of any age) rated on-campus childcare. Among students with children, 75% rated it as *good, very good, or excellent*. See Table 17.

Table 17. Ratings of-campus childcare (among students with children)

	N = 12
Good/Very good/Excellent	75%
Other responses	25%

Appendix: Respondent Profile

This appendix shows the profile of respondents to the UCSC 2021 Graduate Student Survey.

The PSci division had the largest proportion of doctoral students at UCSC (34%), Social Sciences and BSOE were roughly similar (21% and 26%), and the Humanities and Arts divisions had about 20% of doctoral students combined. Over a quarter (27%) were students of color and another quarter were international students. The overall proportions of women and men were similar (46% and 48%) but varied across divisions. See Table A1.

Table A1. Doctoral student composition for UCSC 2021 Graduate Student Survey (adjusted)

		Population (N = 1440)	Respondents (N = 608)
Division	Arts	7%	6%
	Humanities	12%	12%
	PSci	35%	34%
	Social Sciences	21%	21%
	BSOE	25%	26%
Ethnicity	African American/Black	4%	3%
	American Indian/Alaskan Native	1%	1%
	Asian American	11%	10%
	Hispanic/Latinx	11%	10%
	Native Hawaiian/Pacific Islander	0%	0%
	White, non-Hispanic	42%	45%
	International	26%	26%
	Unknown	5%	5%
Gender	Women	46%	46%
	Men	48%	48%
	Non-binary	3%	3%
	Unknown gender	4%	3%

Note: Subtotals in this and other tables may not add to 100%, due to rounding.

Survey respondents included students at various stages of their studies. About 30% were still working on their coursework, while 71% had already completed their coursework. About 3 in 10 students (31%) had a dissertation proposal accepted by a committee. See Table A2.

Table A2. Stage in graduate program

	Arts	Humanities	PSci	BSOE	Social Sciences	Total
	N = 38	N = 73	N = 208	N = 155	N = 129	N = 603
I have completed all required coursework for my program	75%	80%	69%	69%	71%	71%
I have completed my lab rotations	-	-	81%	79%	23%	74%
I have passed my qualifying/comprehensive exams/paper	68%	58%	66%	47%	51%	57%
I have had my dissertation/thesis proposal accepted by a committee	53%	49%	25%	22%	34%	31%
I have defended (completed) my dissertation/thesis	3%	3%	3%	4%	5%	4%

Question text: Have you completed the following aspects of your graduate program?