

StayConnected2UCSC Survey

Survey #1: Fall 2020 Location and Preferred Access to Health Services

Introduction

The StayConnected2UCSC first survey for Fall Quarter 2020 collected information about students' current living location (proximity to campus) and preferred ways to access campus health services. This is the first of a series of brief surveys throughout the 2020-2021 academic year, aiming to understand student needs and circumstances so that the campus can plan services related to student health, the COVID-19 pandemic, basic needs, and additional issues as needed by units on campus. The survey is sponsored by the units in the Division of Student Affairs and Success. Institutional Research, Assessment, and Policy Studies (IRAPS) worked with the units to design the survey, and then administered the survey, analyzed the data and prepared this report.¹

Executive Summary

Location: How many students live on or close to campus?

- An estimated 4205 undergraduates and 1078 graduate students live close to the UCSC campus. In addition, 767 undergraduates and 162 graduate students live on campus (see Table 4).
- 72% of undergraduates and 34% of graduate students live far from campus (elsewhere in California, other states, or abroad).
- 88% of students who live on campus or close to campus are planning to remain in their current location after the Thanksgiving break until the end of Fall Quarter.

Student Health Center Services

- *In-person* Student Health Center services are preferred by three-quarters (76%) of undergraduates who live on campus and about two-thirds (69%) of graduate students who live on campus.
- *In-person* services are also preferred by 44% of undergraduates who live close to the campus, and by 50% of graduate students who live close to the campus.
- Preferences for the *telehealth services* (via phone or video call) were expressed by 34% of undergraduate and 65% of graduate students who live far from campus.
- Among students living off campus but close enough to receive in-person services, 90% would use *campus-provided COVID-19 testing*: 33% of undergraduates and 43% of graduate students preferred on-campus testing, and 45-47% would go to an off-campus testing site depending on its location.

¹ If you have any questions about this report or the survey, please contact IRAPS surveys@ucsc.edu.

Response Rates

This survey opened on October 12, 2020, and closed on October 25, 2020. Students received an initial emailed invitation and three reminders. Response rates were higher among students living on campus: 30% among undergraduates and 28% among graduate students (Table 1). Response rates of students living off campus (close and far away) varied from 10% among undergraduates and 16% among graduate students. See Table 1.

Table 1. Response rates by student level and residence

| | Undergraduates | | Graduate Students | |
|--------------------------|----------------|------------|-------------------|------------|
| | On campus | Off campus | On campus | Off campus |
| Invited (N) | 767 | 16753 | 162 | 1722 |
| Responded (N) | 217 | 1721 | 49 | 284 |
| Response rate (%) | 28% | 10% | 30% | 16% |

Results

Before the survey, we only had the student housing data about the number of students living on campus and the number of students living off campus respectively. See Table 2.

Table 2. Student location based on the on-campus housing data

| Based on the on-campus housing data | Undergraduates | | Graduate Students | |
|-------------------------------------|----------------|-------|-------------------|------|
| | % | N | % | N |
| Live on campus | 4.2% | 767 | 8.6% | 162 |
| Live off campus | 95.8% | 16753 | 91.4% | 1722 |
| Total | 100% | 17520 | 100% | 1884 |

One of the goals of the survey was to estimate the number of students living off campus but close enough to come to campus to receive services in person as opposed to living far away from campus. Because the response rates among students living on campus were much higher than the rest of the student population, we excluded the on-campus respondents and then calculated the proportions of respondents living in each type of the off-campus location. See Table 3.

Table 3. Location of respondents who live off campus based on the survey

| Where and how close to the UCSC campus do you currently live? | Undergraduates who live off campus | Graduate Students | Total |
|---|------------------------------------|-------------------|----------|
| | N = 1721 | N = 278 | N = 1999 |
| Off campus, but close enough to come to campus to access resources in person | 25% | 63% | 30% |
| In California, not close to campus | 67% | 19% | 60% |
| Outside of California, within the United States | 3% | 11% | 4% |
| Outside of the United States | 5% | 8% | 6% |

Note: Table figures are shown rounded to the nearest percent, but subsequent calculations of the number of students are based on the exact percentages based on survey responses.

We then used the survey responses of off-campus students to calculate estimated numbers of students in each type of the off-campus location. We estimate that 4205 undergraduates and 1078 graduate students are currently living off campus but close by. Also, we estimate that 72% of undergraduates and 34% of graduate students are living far from campus (in California, other states or abroad). See Table 4. Please note that these estimates may overestimate the number of students living in proximity to campus if these students were more likely to respond to the survey than students living elsewhere in California, other states, or abroad.

Table 4. Estimates of student location including on-campus students

| Where and how close to the UCSC campus do you currently live? | Undergraduates | | Graduate Students | | Total population | |
|---|----------------|-----------|-------------------|----------|------------------|-----------|
| | % | N = 17520 | % | N = 1884 | % | N = 19404 |
| On-campus housing (including UTC Downtown) – based on housing data* | 4% | 767 | 9% | 162 | 5% | 929 |
| Off campus, but close enough to come to campus to access resources in person | 24% | 4205 | 57% | 1078 | 27% | 5283 |
| In California, not close to campus | 64% | 11224 | 17% | 328 | 60% | 11552 |
| Outside of California, within the United States | 3% | 458 | 10% | 186 | 3% | 644 |
| Outside of the United States | 5% | 866 | 7% | 130 | 5% | 996 |

*Note: 12 additional students live on campus but did not appear among enrolled in early October, and did not receive an invitation to the survey.

Residing on or near campus after the Thanksgiving Break

We wanted to use the survey data to estimate a proportion of students that would not return to their campus or near-campus residence after travelling during Thanksgiving break. The vast majority (86-92%) of undergraduate and graduate students plan to continue living in their current place, on campus or close to campus, after the Thanksgiving break for the remainder of Fall Quarter (see Table 5a and Table 5b).

Table 5a. Plans for Fall quarter living location after Thanksgiving break among students living on or close to campus

| After Thanksgiving break, will you continue to be residing at your current place (that you indicated in Question 2) for the remainder of Fall Quarter? | Undergraduates | Graduate Students | Total |
|--|----------------|-------------------|---------|
| | N = 373 | N = 120 | N = 493 |
| Yes | 87% | 92% | 88% |
| No | 1% | 3% | 2% |
| Not sure | 12% | 5% | 11% |



Table 5b. Plans for Fall quarter living location after Thanksgiving break, based on where they live

| After Thanksgiving break, will you continue to be residing at your current place (that you indicated in Question 2) for the remainder of Fall Quarter? | On campus | Off campus, but close |
|--|-----------|-----------------------|
| | N = 146 | N = 347 |
| Yes | 86% | 88% |
| No | 1% | 2% |
| Not sure | 13% | 10% |

Health Services: COVID-19 testing

Given that UCSC provides on-campus services for voluntary COVID-19 testing, students who live close to campus were asked about preferences about potential off-campus testing sites. About 90% of these students said that they would use campus-provided testing. One-third (36%) of all students prefer the on-campus location, and almost half (46%) would go to an off-campus site depending on its location. See Table 6.

Table 6. Preferred location of UCSC-provided off-campus COVID-19 testing among students who live close to campus

| UCSC is providing on-campus services for voluntary COVID-19 testing. If there were also an off-campus location, where would you most likely go for testing? | Undergraduates | Graduate Students | Total |
|---|----------------|-------------------|---------|
| | N = 254 | N = 93 | N = 347 |
| I prefer on-campus testing | 33% | 43% | 36% |
| I would go off-campus, depending on location | 47% | 45% | 46% |
| I would go to any off-campus location | 11% | 5% | 10% |
| I don't plan to use campus-provided testing | 9% | 6% | 8% |

Student Health Center Services

Students' preferences for the Student Health Center services depended on students' current living location.

In-person Student Health Center services were preferred by three-quarters (76%) of undergraduates who live on campus and two-thirds (69%) of graduate students who live on campus. In-person services were also preferred by 44% of undergraduates who live close to campus, and by 50% of graduate students who live close to campus.

Telehealth services via phone or video were preferred by 23% of undergraduates and 37% of graduate students living close to campus. Preferences for the telehealth services were expressed by 34% of undergraduate and 65% of graduate students who live far from campus. See Tables 6a, 6b, and 6c on the next page. Please note that the results are reported by location and are not affected by relatively higher response rates among students who live on campus.



Table 6a. Undergraduate students' preferred ways of accessing Student Health Center services, by proximity to campus

| Given your current living situation, what would be your preferred means of accessing medical health services at the UCSC Student Health Center in the fall quarter? | Undergraduates | | |
|---|----------------|----------------------|---|
| | On campus | Off campus but close | Far from campus (elsewhere in CA, US, or world) |
| | N = 217 | N = 428 | N = 1279 |
| In person at the Student Health Center | 76% | 44% | 3% |
| Telehealth via telephone with a Student Health Center provider | 9% | 8% | 13% |
| Telehealth via video with a Student Health Center provider | 8% | 15% | 21% |
| I won't be accessing any Student Health Center services | 7% | 33% | 63% |

Table 6b. Graduate students' preferred ways of accessing Student Health Center services, by proximity to campus

| Given your current living situation, what would be your preferred means of accessing medical health services at the UCSC Student Health Center in the fall quarter? | Graduate Students | | |
|---|-------------------|----------------------|---|
| | On campus | Off campus but close | Far from campus (elsewhere in CA, US, or world) |
| | N = 54 | N = 173 | N = 101 |
| In person at the Student Health Center | 69% | 50% | 8% |
| Telehealth via telephone with a Student Health Center provider | 9% | 10% | 11% |
| Telehealth via video with a Student Health Center provider | 19% | 27% | 54% |
| I won't be accessing any Student Health Center services | 4% | 13% | 27% |

Table 6c. Preferred ways of accessing Student Health Center services, for on-campus and off-campus students

| Given your current living situation, what would be your preferred means of accessing medical health services at the UCSC Student Health Center in the fall quarter? | On campus | Off campus |
|---|-----------|------------|
| | N = 271 | N = 1981 |
| In person at the Student Health Center | 74% | 16% |
| Telehealth via telephone with a Student Health Center provider | 9% | 11% |
| Telehealth via video with a Student Health Center provider | 10% | 22% |
| I won't be accessing any Student Health Center services | 7% | 51% |