

StayConnected2UCSC Survey

Fall 2020 Awareness of Health Services

Introduction

The StayConnected2UCSC Survey #2 collected information about students' experiences with remote learning and health service availability in Fall quarter 2020. This was the second of a series of brief surveys throughout the 2020-2021 academic year, aiming to understand student needs and circumstances so the campus can plan services related to student health, the COVID-19 pandemic, basic needs, and additional issues as needed by units on campus.

This survey was sponsored by multiple units, including the Center for Innovations in Teaching and Learning (CITL), Division of Student Affairs and Success, and Student Health Services.

Institutional Research, Assessment, and Policy Studies (IRAPS) staff worked with these units to design the survey. IRAPS administered the online survey, analyzed the results, and prepared this report that covers the portion of the survey, about the **awareness of available student health services** and updated estimates of students' current location this fall.¹

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

Executive Summary

Awareness of student health services

- The vast majority, 8 in 10 (81%) students, knew of Campus Advocacy Resources and Education (CARE) services.
- Only 74% of undergraduates, and only 47% of graduate students, knew about alcohol and other drug support services.
- 2 in 3 knew about Counseling and Psychological Services (CAPS) case management (69%), therapy and support (68%), crisis services (67%), and brief therapy services (65%).
- The Student Health Center offers COVID-19 services, but they are not that well known: only 28% knew about dietician services, only 32% knew about nurse services and case management during quarantine, and only 40% knew about the 24-hour nurse advice line.
- 6 in 10 students (61%) knew about FitLife group fitness classes by UCSC Recreation.
- Of the services offered by UC SHIP, 72% of students knew about recommended immunizations and vaccines, 65% knew about in-person or telehealth appointments, and 55% knew about psychiatry services.
- UC SHIP services that were less known to students include: in-house X-rays (41%), asymptomatic screening for sexually transmitted infections (46%), and online consultation about birth control (49%).

Location: How many students live on or close to campus? (updated estimates)

- We estimate that 3911 undergraduates and 1035 graduate students lived close to the UCSC campus (but not on campus) during the time period of the StayConnected2UCSC surveys (October 12 to November 11, 2020).²
- We estimate that 74% of enrolled undergraduates and 37% of enrolled graduate students lived far from campus (elsewhere in California, other states, or abroad).
- As reported in the first StayConnected2UCSC survey, based on housing data, 767 undergraduates and 162 graduate students lived on campus during Fall quarter 2020.

Response Rates

The StayConnected2UCSC survey opened on October 30, 2020, and closed on November 11, 2020. Students received an initial emailed invitation and two reminders, and the survey was promoted on the Canvas class learning system, campus social media, and messages through International Student and Scholar Services. Overall, 13% of undergraduate students and 16% of graduate students responded to the survey. See Table 1.

Table 1. Response rates by student level

	Undergraduates	Graduate Students
Invited (N)	17250	1884
Responded (N)	2319	299
Response rate (%)	13%	16%

² Based on the results of this survey, combined with the first StayConnected2UCSC survey.

Results

Section 1. Awareness of campus health services

Students were shown a list of the Student Health Center's free health services available both remotely and in-person, and asked if they were aware of these services before taking this survey. Students were also asked about FitLife group fitness classes which are offered by UCSC Recreation.

The majority, 8 in 10 (81%), of students knew of Campus Advocacy Resources and Education (CARE) services for sexual assault, dating and domestic violence, and stalking. Only 7 in 10 students (71%) knew of alcohol and other drug support services. Two-thirds of students knew about Counseling and Psychological Services (CAPS) services for case management (69%), therapy and support (68%), crisis services (67%), and brief therapy (65%). 6 in 10 students (61%) knew about FitLife classes.

Only 74% of undergraduates, and only 47% of graduate students, knew about alcohol and other drug support services.

The availability of COVID-19 nurse advice was more widely known by graduate students (54%) than undergraduate students (44%), as was in-house COVID-19 testing (52% graduate students, 44% undergraduates).

Services that fewer students knew about include: dietician services (28%), nursing and case management during quarantine (32%), and the 24-hour nurse advice line (40%). See Table 2.

Table 2. Awareness of campus-provided student health services

	Undergraduates	Grad Students	Total
	N = 2022-2029	N = 262-266	N = 2284-2292
CARE: Confidential Advocacy services for sexual assault, dating and domestic violence, and stalking	82%	76%	81%
Alcohol and Other Drug Support Services	74%	47%	71%
CAPS and Student Health Center Case Management	69%	64%	69%
CAPS Therapy Groups and Support Groups	68%	66%	68%
CAPS Crisis Services	67%	65%	67%
CAPS Brief Therapy	65%	65%	65%
FitLife classes (through UCSC Recreation)	61%	62%	61%
Prescription Medication mailing (any prescription copays will go onto your AIS account)	47%	51%	47%
COVID-19 nurse advice	44%	54%	45%
In house COVID-19 PCR testing (if it gets sent to Quest, there is a charge)	44%	52%	45%
Wellness Coaching	46%	38%	45%

24-hour Nurse Advice Line	39%	42%	40%
Nursing and case management monitoring while student is in quarantine or isolation	33%	24%	32%
Dietician Services	28%	32%	28%

Students are most aware of services for recommended immunizations and vaccines (72%), in-person or telehealth appointments (65%), and psychiatry (55%). For most of these services, graduate students were more aware of the availability than are undergraduates.

Close to half of students knew about in-house X-rays (41%), asymptomatic screening for sexually transmitted infections (46%), and online consultation about birth control (49%). See Table 3.

Table 3. Awareness of health services available to students with UC SHIP

	Undergraduates	Grad Students	Total
	N = 2022-2029	N = 262-266	N = 2291-2305
Recommended immunizations and vaccines	71%	78%	72%
In-person or telehealth appointments	64%	75%	65%
Psychiatry	55%	59%	55%
In-house lab tests	50%	59%	51%
Online Consultation about Birth Control	49%	48%	49%
Asymptomatic STI Screening	45%	50%	46%
In-house X-Rays (also covered with CruzCare)	40%	45%	41%

Section 2. Updated estimates of current living location for students

At the end of this second StayConnected2UCSC survey, we asked those students who did not take the first StayConnected2UCSC survey about their living location, using the same questions as in the first survey. Results of students' location responses in the second survey were combined with the location responses in the first survey. The combined responses allow an updated estimate of the number of students by current living location.

We estimate that 3911 undergraduates (22%) and 1035 graduate students (55%) lived close to the UCSC campus (but not on campus) during time period of the StayConnected2UCSC surveys (overall, from October 12 to November 11, 2020). Furthermore, we estimate that 74% of enrolled undergraduates and 37% of enrolled graduate students live far from campus (elsewhere in California, other states, or abroad). See Table 4.

Please note that these updated estimates show slightly fewer students nearby off-campus, compared with initial estimates from October (4205 undergraduates and 1078 graduate students based on the first survey).

As previously noted in the report on the first StayConnected2UCSC survey in October, 767 undergraduates and 162 graduate students lived on campus during Fall quarter 2020.

Table 4. Updated 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	22%	3911	55%	1035	25%	4946
In California, not close to campus	64%	11246	19%	357	60%	11603
Outside of California, within the United States	3%	447	9%	161	3%	608
Outside of the United States	7%	1149	9%	170	7%	1319

*Notes: 12 additional students live on campus but did not appear among enrolled at the start of the Fall quarter, and did not receive an invitation to the survey. Estimates for each off-campus location were rounded separately.

Estimates are based on the same methods as in the first StayConnected2UCSC survey: using student housing data for the number of students living on campus (Table 5), then accounting for response rates among students living on campus being higher than the rest of the student population by excluding the on-campus respondents and then calculating the proportions of respondents living in each type of off-campus location (Table 6). Although the results shown in Table 6 are rounded to the nearest percent, the estimates for each type of location are based on the precise proportions from the survey responses.

Table 5. Student location in October 2020 based on the on-campus housing data (same as in the report on the first StayConnected2UCSC survey)

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

Table 6. Student location in October-November 2020 based on survey responses

Where and how close to the UCSC campus do you currently live?	Undergraduates who live off campus	Graduate Students who live off campus	Total off campus students
	N = 2960	N = 396	N = 3356
Off campus, but close enough to come to campus to access resources in person	23%	60%	28%
In California, not close to campus	67%	21%	62%
Outside of California, within the United States	3%	9%	3%
Outside of the United States	7%	10%	7%