



VENTURA COLLEGE
STUDENT HEALTH AND PSYCHOLOGICAL SERVICES

VENTURA COLLEGE
STUDENT HEALTH CENTER
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SPRING 2013
STUDENT PERCEPTION SURVEY

PRESENTED TO
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MAY 10, 2013

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■ **SUMMARY**

• **Introduction**

The **Spring 2013 – Student Perception Survey** was an online survey that students accessed via a hyperlink embedded in an email invitation to participate in the survey process. This email was sent on February 11, 2013 to **12,366** Ventura College students enrolled in the spring 2013 semester. By April 30, 2013, the day that the survey was closed, **906** students had submitted surveys. The number of respondents far exceeded the number necessary to ensure statistical reliability at the **95%** confidence level and $\pm .05$ confidence interval (generally accepted educational research standards).

• **Highlights**

81% knew that there is a Student Health Center on campus

Of those who knew that there is a Student Health Center:

33% found out because they walked by the Center

25% were told about the Center by a VC teacher or staff member

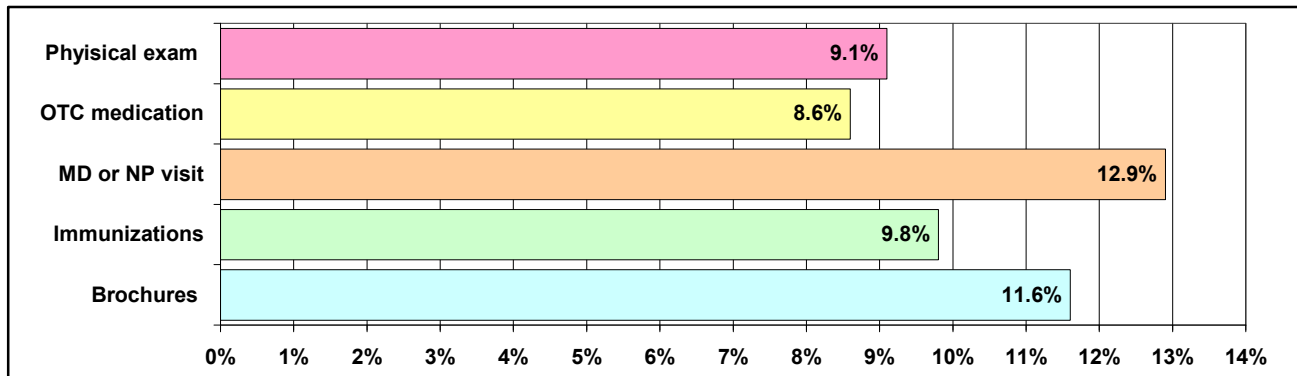
19% found out about the Center from the Ventura College Website

68% knew that they paid a Student Health fee

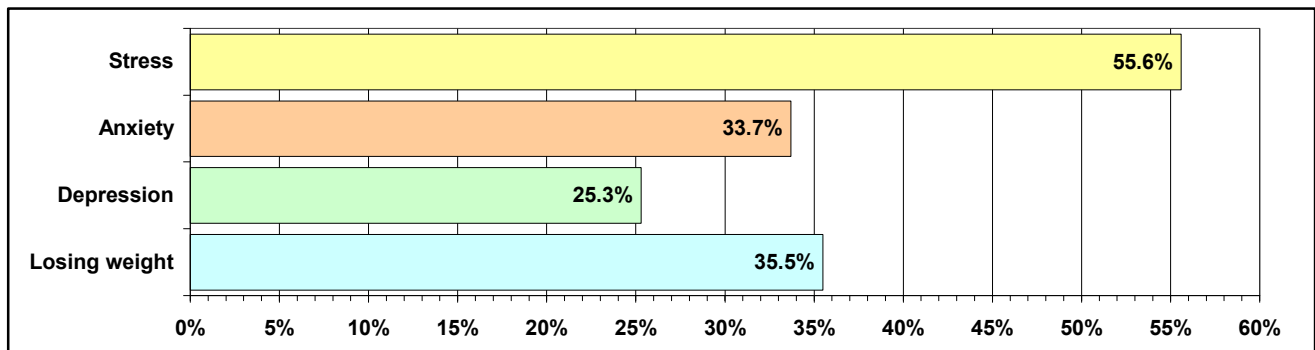
28% rely on the Student Health Center for all of their health care needs

87% are likely to use, or might possibly use, Student Health Center services in the future

Top **five** Student Health Center services, by percentage of respondents using each service:



Top **four** health concerns, by percentage of respondents:



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■ **BACKGROUND**

Student Health and Psychological Services (SHPS) provides both medical services and psychological counseling to VC students at the **Student Health Center**. To obtain data about student awareness of the Health Center and use of Center services, the online **Spring 2013 – Student Perception Survey** was developed and administered between February 11, 2013 and April 30, 2013. A hyperlink to the survey was emailed to all Ventura College students, except for Special Admits (concurrent high school students). The survey was created in SurveyMonkey, an internet-based company which provides its clients with the ability to administer electronic surveys online.

Survey questions were developed by Mary Jones, Coordinator of SHPS with the assistance of Michael Callahan, Institutional Research Officer. The survey consists of **twelve** questions plus a section for respondents to write comments or remarks regarding the Health Center. **Five** of the questions relate to demographic characteristics of respondents, i.e., gender, ethnicity, age, veteran status, and terms at VC.

■ **SURVEY POPULATION AND RESPONSE RATE**

Invitations to participate in the survey were sent to **12,366** current Ventura College students. The table below indicates the method used to derive the survey population.

<u>Student Category</u>	<u>Number</u>
Ventura College Students in Spring 2013	12,897
Less: Special Admit Students	- 494
Sub-total: Potential Survey Population	12,403
Less: No Email Address	- 28
Sub-total: Students Sent Emails with Survey Hyperlink	12,375
Less: Emails Returned as “Undeliverable”	- 9
Survey Population	12,366

A total of **906** surveys were submitted, for a **response rate** of **7.3%** [(906 ÷ 12,366) x 100].

Statistically, a minimum of **373** respondents would be necessary to meet generally accepted educational research standards (**95%** confidence level and $\pm .05$ confidence interval) for a survey population of **12,366**. Since the number of survey respondents **exceeds** the minimum requirement, survey results can be said to **represent** the survey population – i.e., it is highly probable (95% certainty) that response percentages of respondents are within ± 5 percentage points of that expected of the entire survey population.

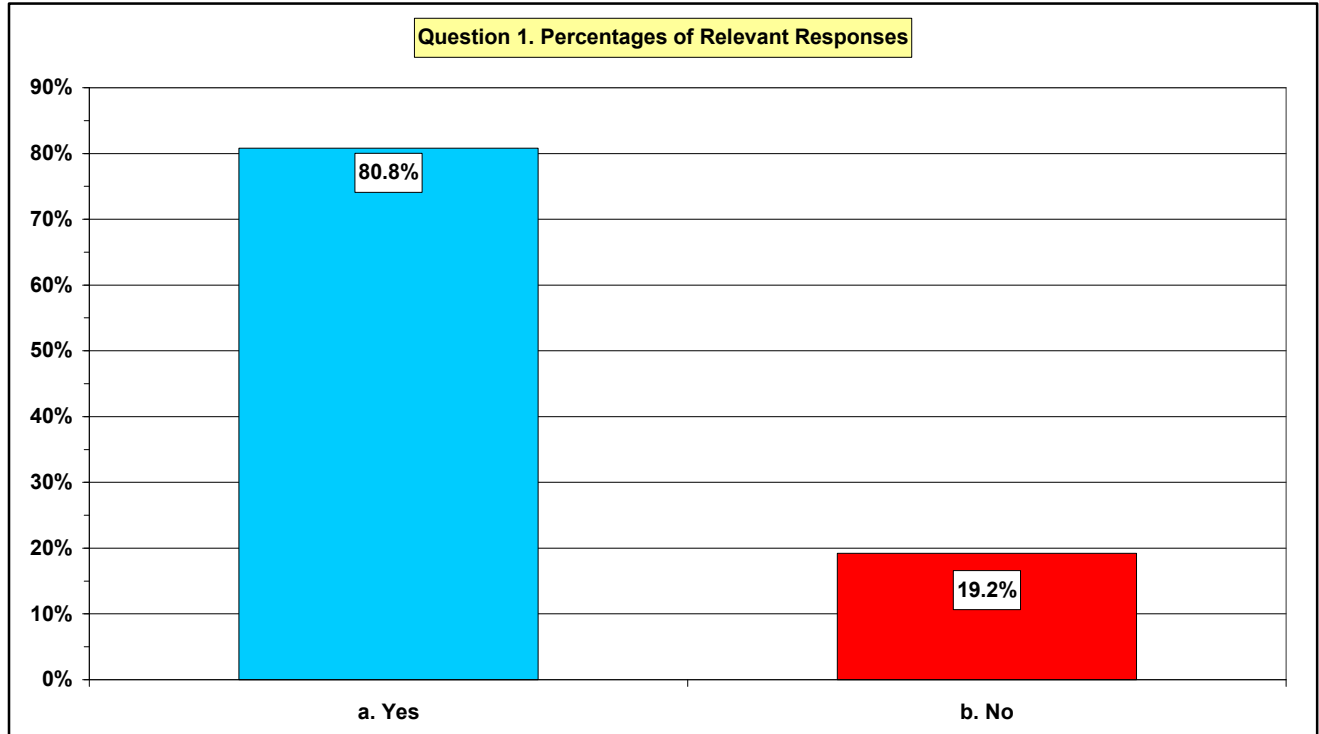
■ **SURVEY RESULTS**

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• **Question 1**

Before receiving this survey, did you know that there is a Student Health Center on campus?



Question 1 asked students whether they knew, prior to receiving the survey, that there is a Student Health Center on campus.

Of the **906** total survey respondents, **901** marked one of the **two** response choices – that is, Yes or No.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

Eighty-one percent (80.8%) of respondents indicated that they knew there is a Student Health Center on campus.

Percentages of Relevant Responses are graphically depicted in the chart above.

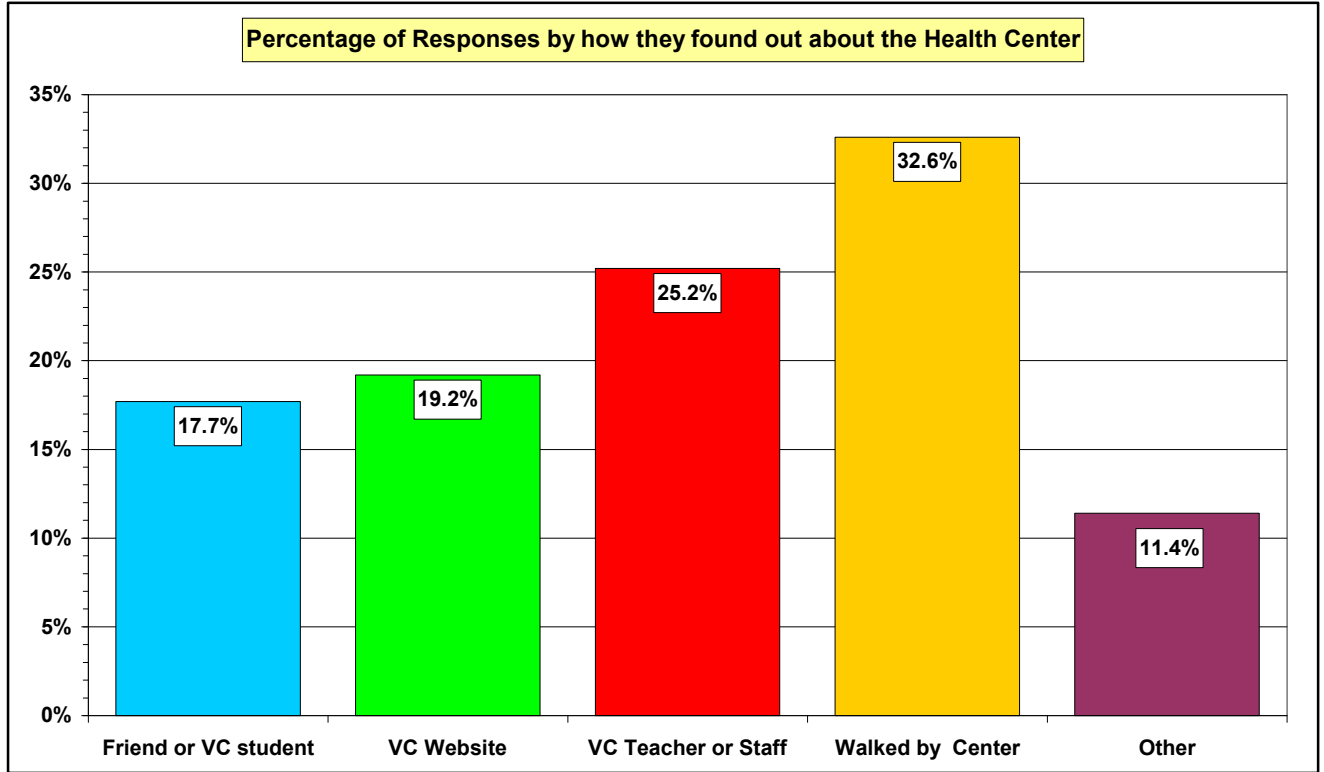
Question 1. Distribution of Survey Respondents

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	728	80.3%	728	80.8%
b. No	173	19.1%	173	19.2%
Blank response	5	0.6%	---	---
Totals	906	100.0%	901	100.0%

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• **Question 2**

If you already knew about the Student Health Center, how did you find out? (Please mark all that apply)



Question 2 asked students, who already knew about the Student Health Center, how they found out about it.

The top **three** ways in which students found out about the Student Health Center are:

- I walked by the Center: 33%
- A VC teacher or staff member: 25%
- The Ventura College Website: 19%

Responses are graphically depicted in the chart above.

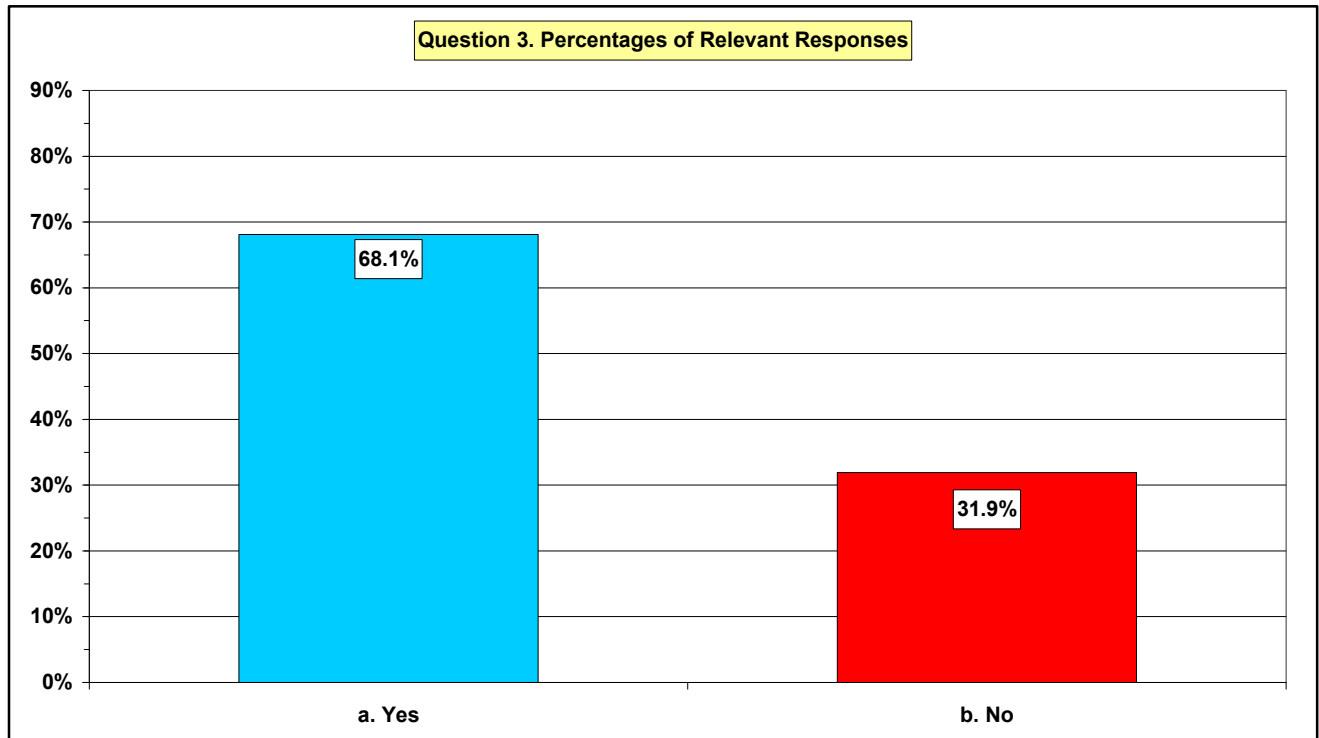
Question 2. Distribution of Survey Respondents

Response Category	Respondents	
	Number	Percent
A friend or VC student	160	17.7%
The Ventura College Website	174	19.2%
A VC teacher or staff member	228	25.2%
I walked by the Center	295	32.6%
Other – Please specify: (See Appendix A)	103	11.4%

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• **Question 3**

Are you aware that you pay a Student Health fee that allows you to use all of the services provided by the Student Health Center (\$19.00 per semester and \$14.00 in the summer)?



Question 3 asked students whether they were aware that they pay a Student Health fee that allows them to use all services provided by the Student Health Center.

Of the **906** total survey respondents, **902** marked one of the **two** response choices – that is, Yes or No.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

Sixty-eight percent (68.1%) of respondents indicated that they knew they paid a Student Health fee.

Percentages of Relevant Responses are graphically depicted in the chart above.

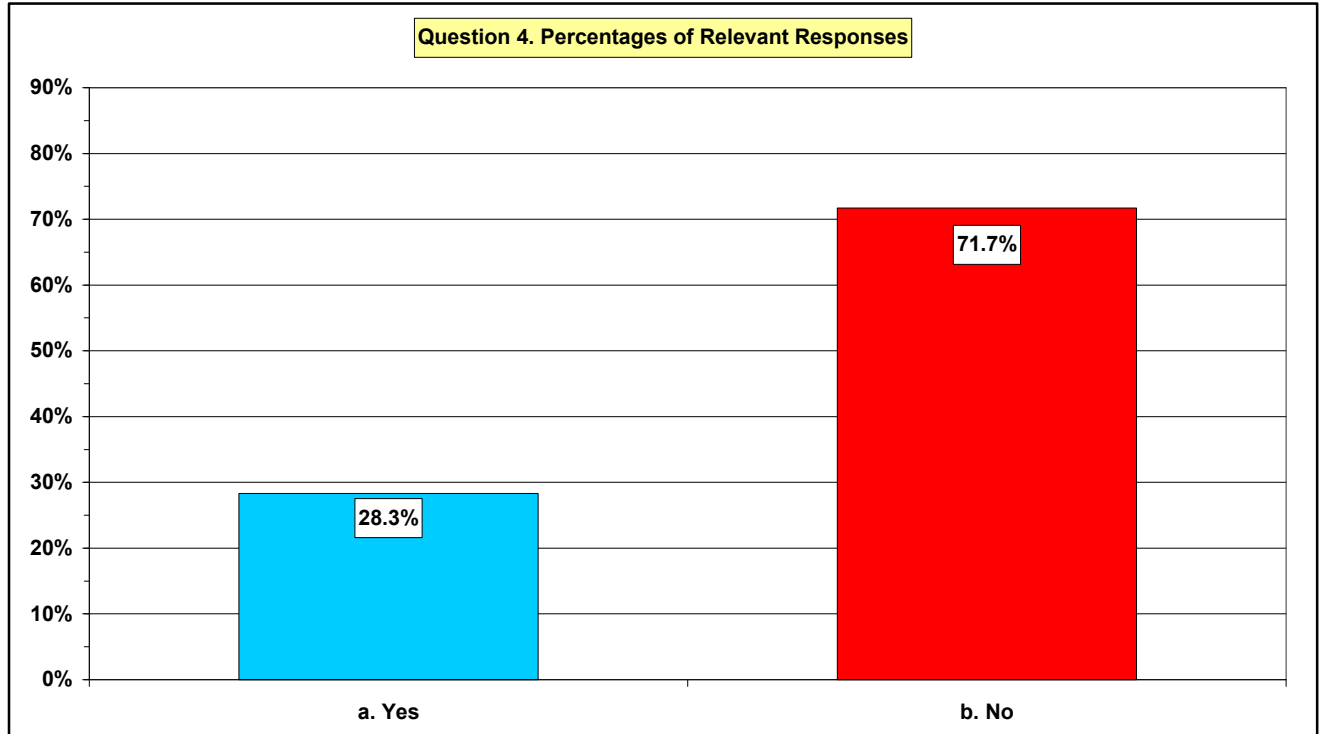
Question 3. Distribution of Survey Respondents

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	614	67.8%	614	68.1%
b. No	288	31.8%	288	31.9%
Blank response	4	0.4%	---	---
Totals	906	100.0%	902	100.0%

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• **Question 4**

Is the Student Health Center your only health care provider at this time?



Question 4 asked students whether the Student Health Center was their only health care provider at this time.

Of the **906** total survey respondents, **893** marked one of the **two** response choices – that is, Yes or No.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

Twenty-eight percent (28.3%) of respondents indicated that the Student Health Center was their only health care provider at this time.

Percentages of Relevant Responses are graphically depicted in the chart above.

Question 4. Distribution of Survey Respondents

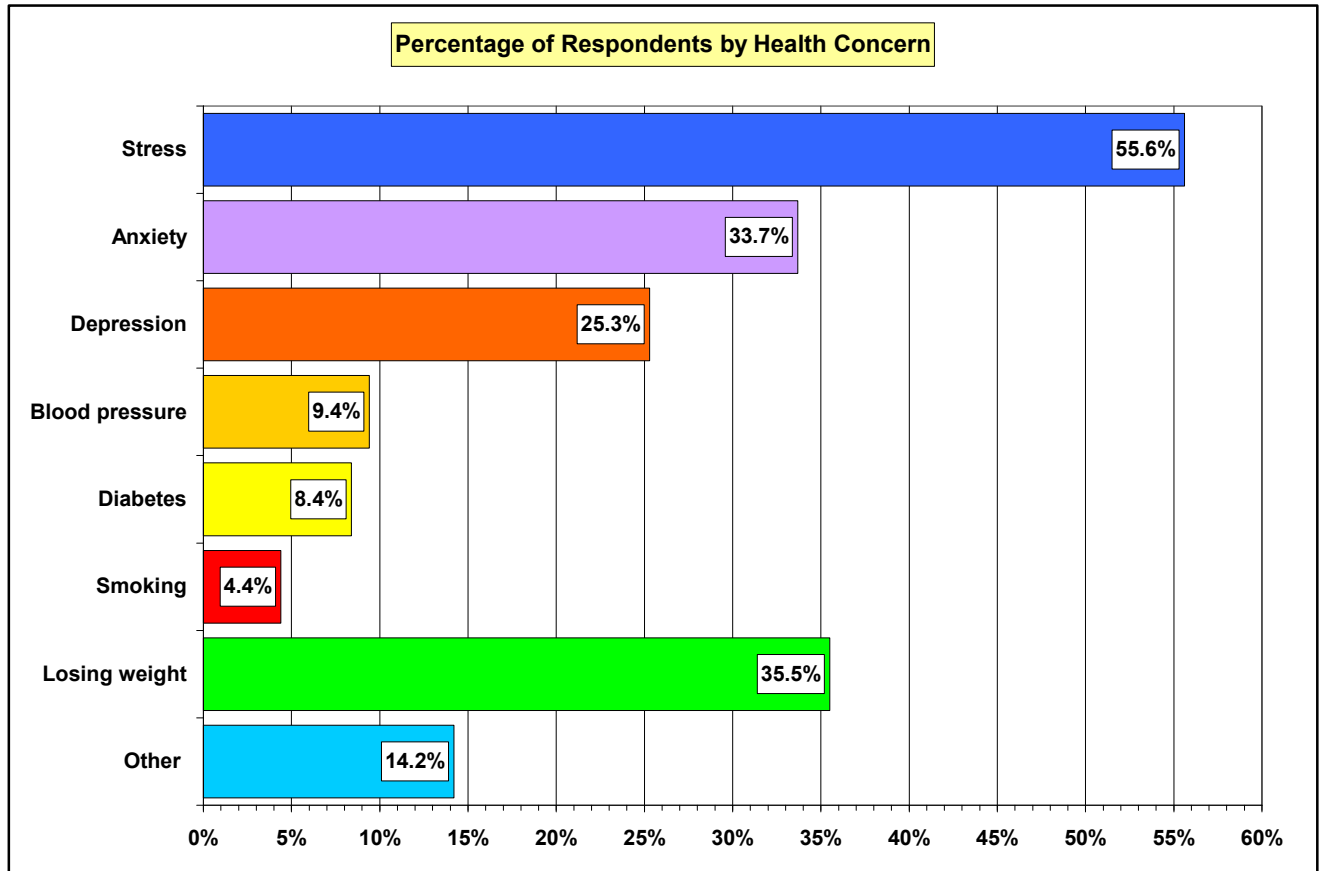
Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	253	27.9%	253	28.3%
b. No	640	70.7%	640	71.7%
Blank response	13	1.4%	---	---
Totals	906	100.0%	893	100.0%

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• **Question 5**

Health Concerns:

I am most worried about: (Please check all that apply)



Question 5 listed **seven** health-related or medical conditions that could be of concern to VC students. Respondents were asked to check-off any of the **seven** conditions that were of concern to them.

The top **three** concerns are: Stress, 56%; Losing weight, 36%; and Anxiety, 34%

Percentages of respondents by Health Concern are graphically depicted in the chart above.

Question 5. Distribution of Survey Respondents

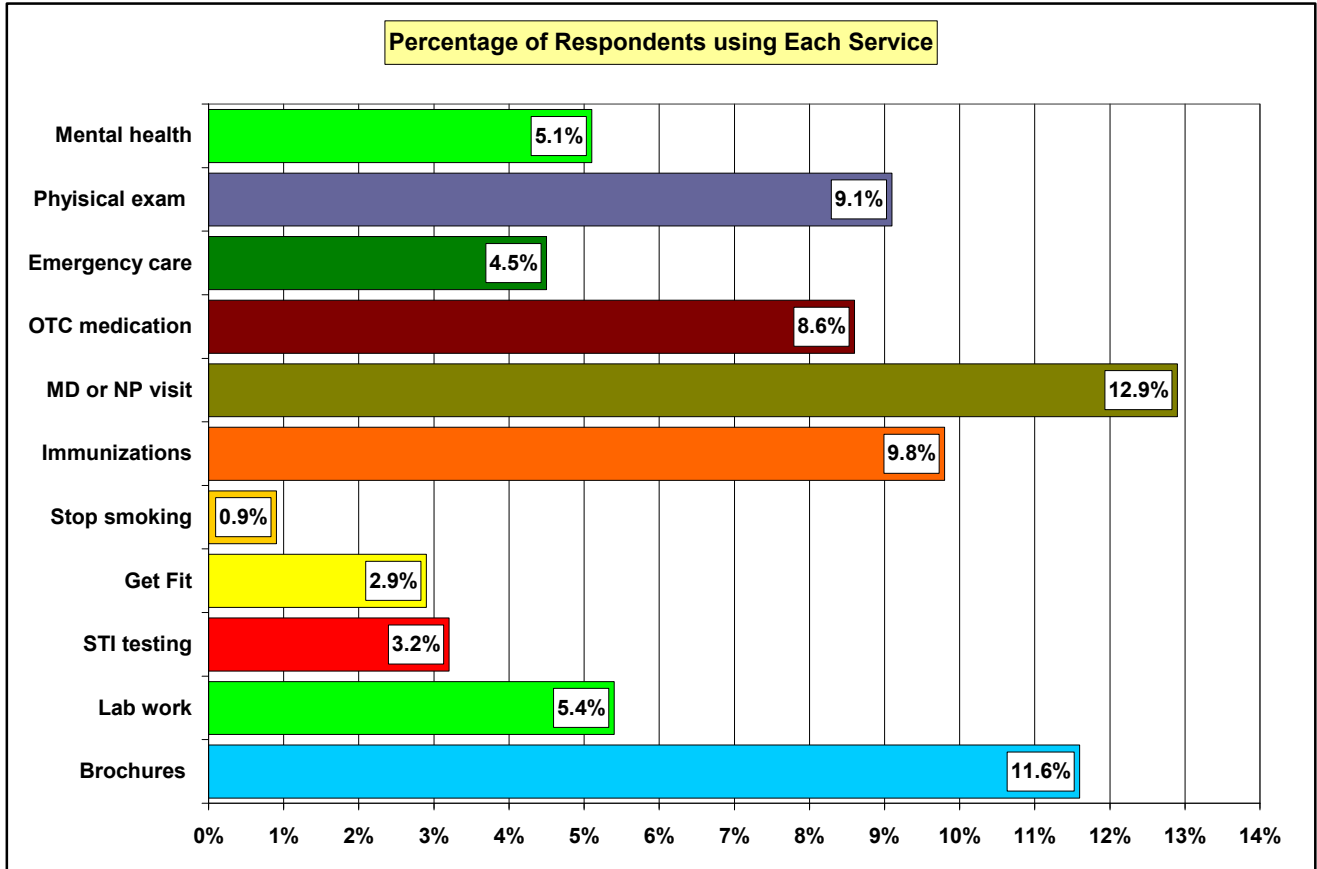
Health Concerns	Survey Respondents	
	Number	Percent
Stress	504	55.6%
Anxiety	305	33.7%
Depression	229	25.3%
Blood pressure	85	9.4%
Diabetes	76	8.4%
Smoking	40	4.4%
Losing weight	322	35.5%
Other – Please specify: (See Appendix B)	129	14.2%

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• **Question 6**

Health Center Services:

Please check all the Health Services that you have used:



Respondents were asked to indicate the Health Services that they have used. The top **three** services are: Doctor or nurse practitioner visit, 13%; Brochures, 12%; and Immunizations, 10%

Percentages of respondents by Health Services are graphically depicted in the chart above.

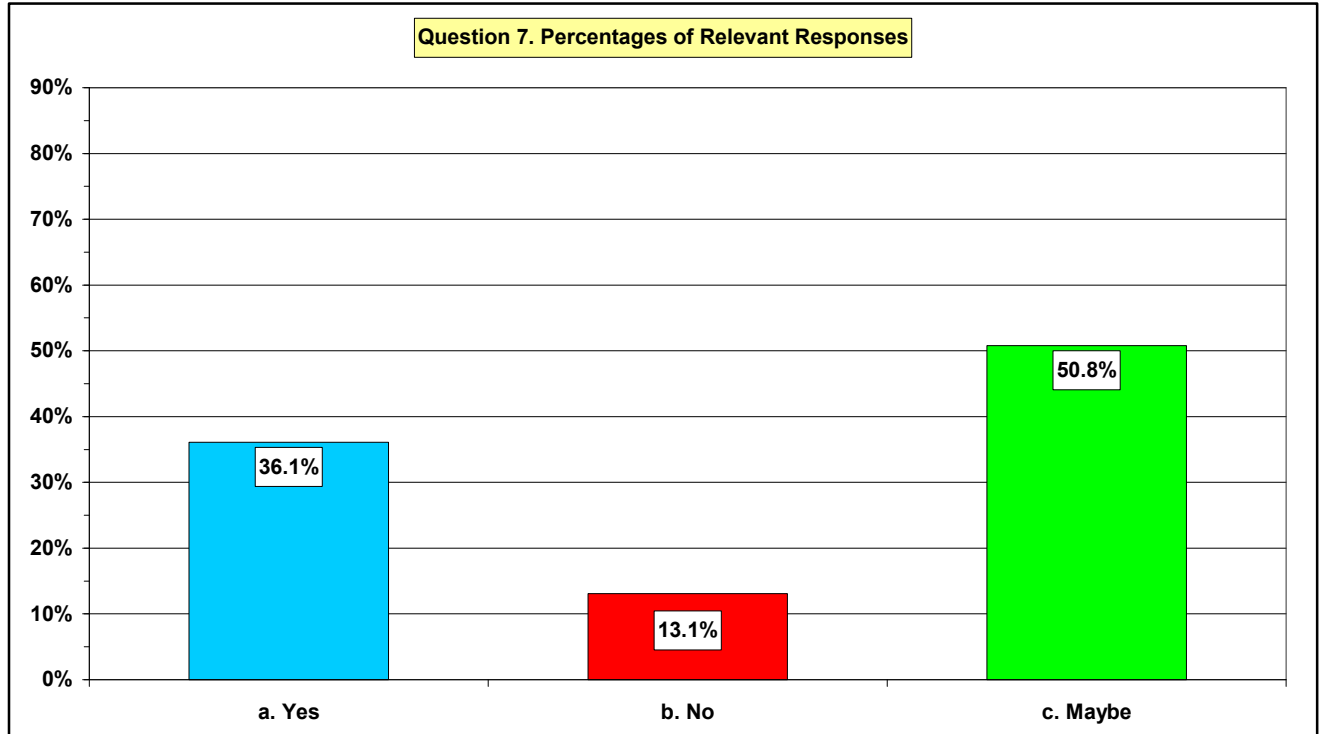
Question 6. Distribution of Survey Respondents

Health Services	Survey Respondents	
	Number	Percent
Mental health counseling	46	5.1%
Physical examination for VC program	82	9.1%
Emergency care	41	4.5%
Over-the-counter medication	78	8.6%
Doctor or nurse practitioner visit	117	12.9%
Immunizations (TB, Measles-Mumps-Rubella, Hepatitis B)	89	9.8%
Smoking cessation	8	0.9%
Get Fit program	26	2.9%
Sexually transmitted infection testing	29	3.2%
Lab work (cholesterol, comprehensive panel, blood sugar, etc.)	49	5.4%
Brochures about health topics	105	11.6%

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• **Question 7**

Do you think that you will use Health Center services in the future?



Question 7 asked students whether they thought that they would use Health Center services in the future.

Of the **906** total survey respondents, **899** marked one of the **three** response choices – that is, Yes, No, or Maybe.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

Thirty-six percent (36.1%) of respondents indicated that they would use Health Center services in the future; **fifty-one percent (50.8%)** responded that they might use Center services in the future.

Percentages of Relevant Responses are graphically depicted in the chart above.

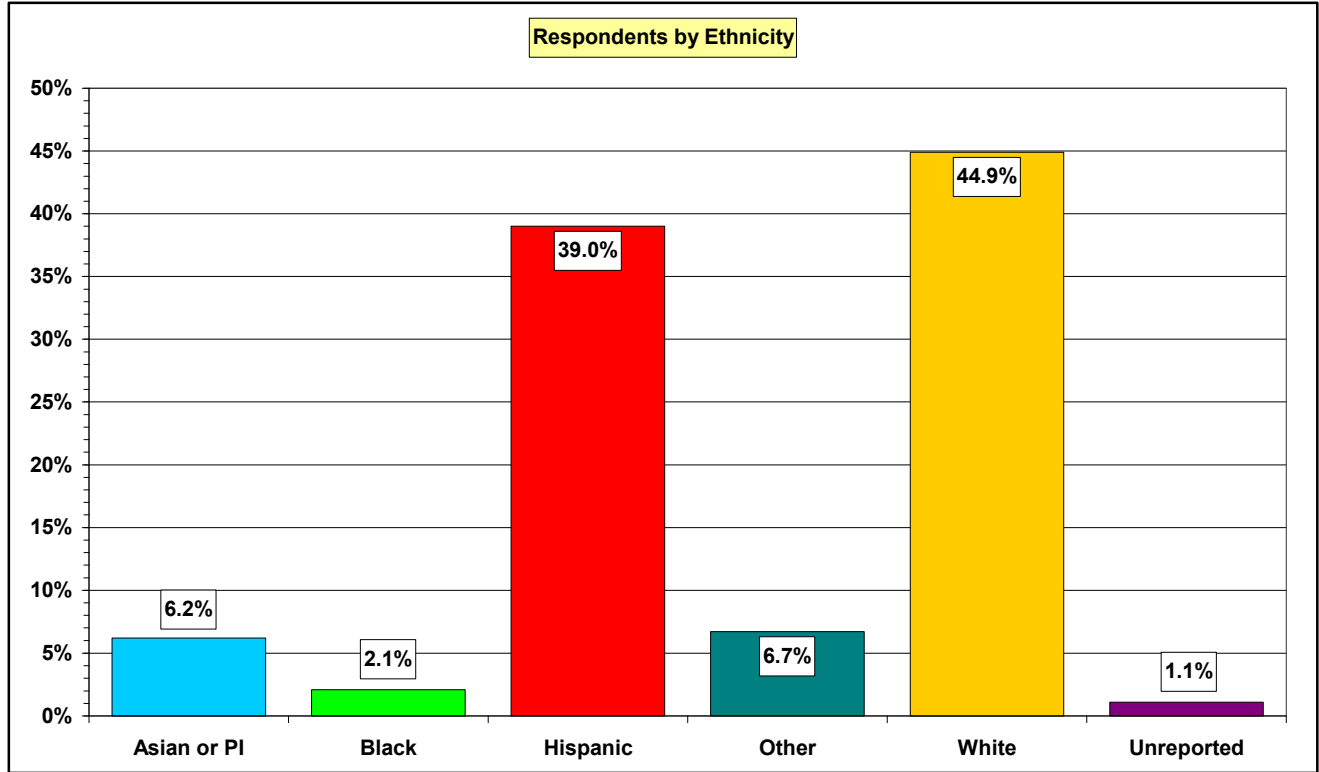
Question 7. Distribution of Survey Respondents

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	324	35.8%	324	36.1%
b. No	118	13.0%	118	13.1%
c. Maybe	457	50.4%	457	50.8%
Blank response	7	0.8%	---	---
Totals	906	100.0%	899	100.0%

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• **Question 8**

Please indicate your ethnicity.



Question 8 asked students to indicate their ethnicity.

The highest percentage of respondents (**44.9%**) indicated that they are **White**.

Hispanics respondents are the second highest percentage at **39.0%**.

For comparison purposes, the table below contains both **respondent** data and data related to **all students** enrolled at VC in spring 2013.

Responses are graphically depicted in the chart above.

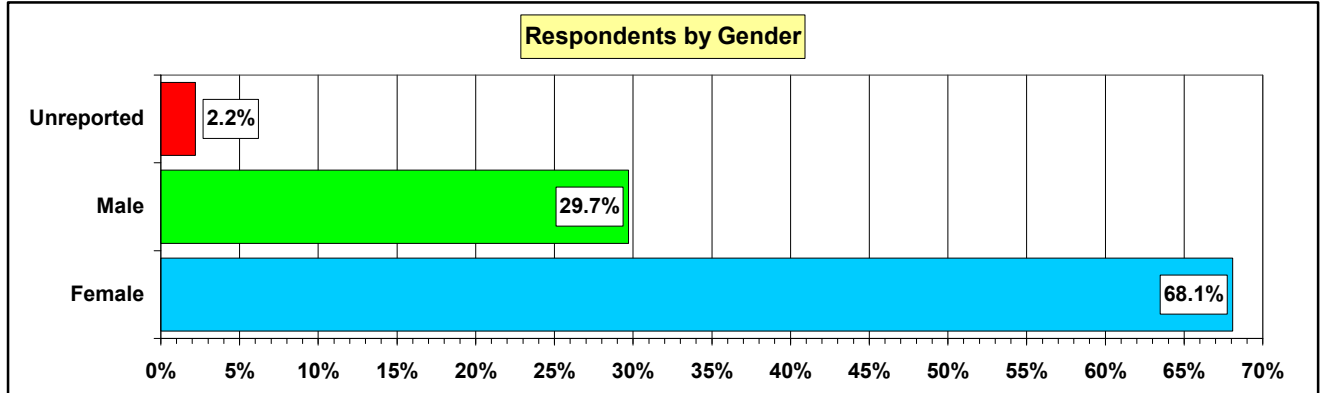
Question 8. Distribution of Survey Respondents

Ethnic Group	Respondents		Spring 2013 Students	
	Number	Percent	Number	Percent
Asian or Pacific Islander	56	6.2%	686	5.3%
Black (African American)	19	2.1%	384	3.0%
Hispanic	353	39.0%	6,890	53.4%
Other	61	6.7%	539	4.2%
White	407	44.9%	4,299	33.3%
Unreported	10	1.1%	99	0.8%
Totals	906	100.0%	12,897	100.0%

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• **Question 9**

Please indicate your gender.

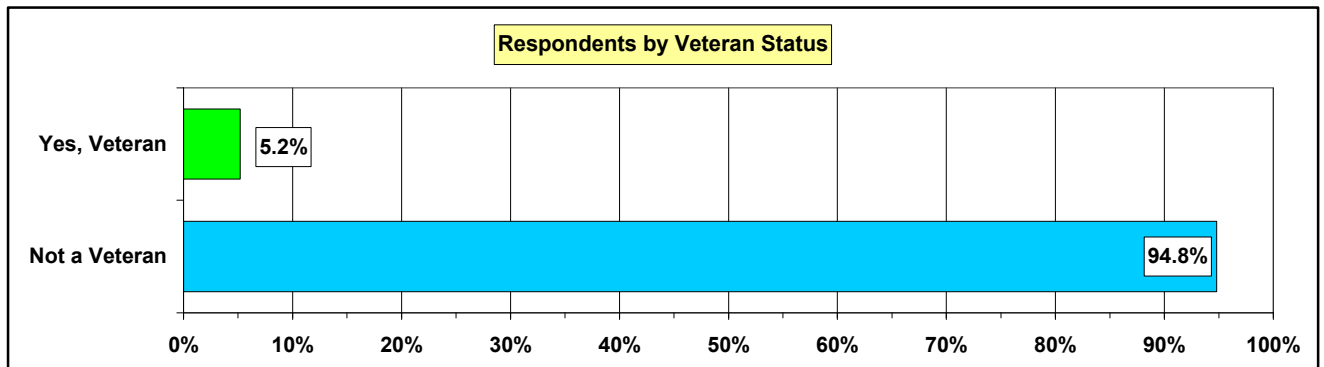


Question 9. Distribution of Survey Respondents

Gender	Respondents	
	Number	Percent
Female	617	68.1%
Male	269	29.7%
Unreported	20	2.2%
Totals		100.0%

• **Question 11**

Are you a veteran of the US armed forces?



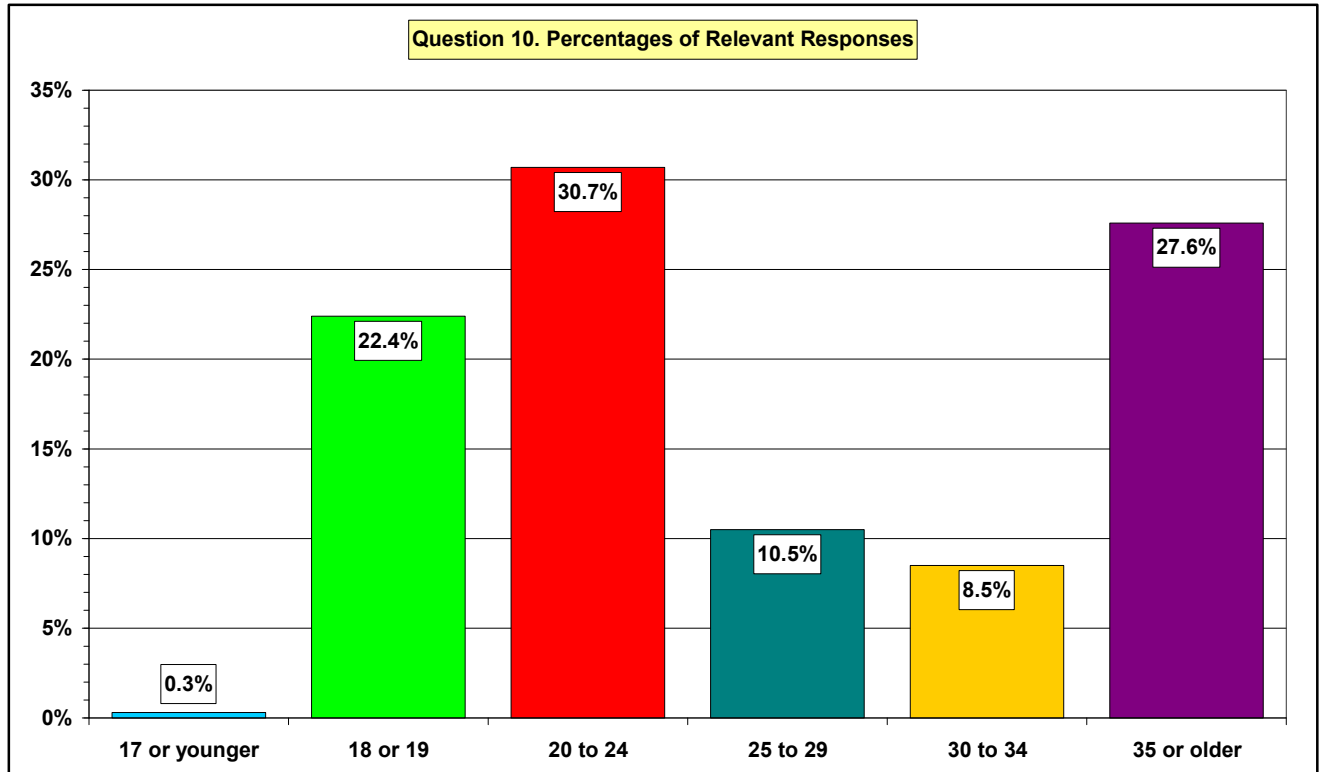
Question 11. Distribution of Survey Respondents

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes – Veteran	46	5.1%	46	5.2%
b. No – Not a Veteran	843	93.0%	843	94.8%
Blank response	17	1.9%	---	---
Totals	906	100.0%	889	100.0%

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• **Question 10**

Please indicate your age.



Question 10 asked students to indicate their age.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

The highest percentage of respondents (**30.7%**) indicated that they were **20 – 24** years of age. The second highest percentage (**27.6%**) reported that they were **35** years of age or older.

Responses are graphically depicted in the chart above.

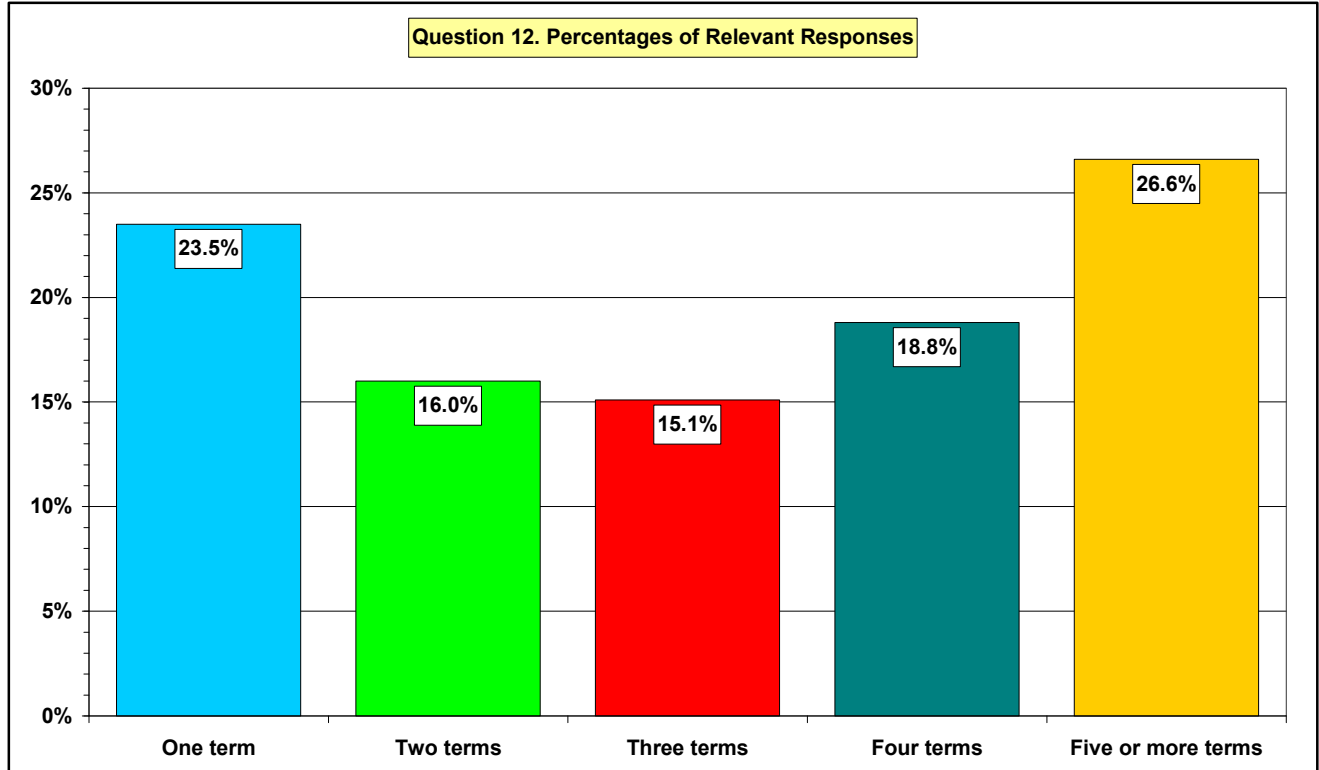
Question 10. Distribution of Survey Respondents

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
17 years of age or younger	3	0.9%	3	0.3%
18 or 19 years of age	201	22.2%	201	22.4%
20 to 24 years of age	276	30.4%	276	30.7%
25 to 29 years of age	94	10.4%	94	10.5%
30 to 34 years of age	76	8.4%	76	8.5%
35 years of age or older	248	27.4%	248	27.6%
Blank response	8	---	---	---
Totals	906	100.0%	894	100.0%

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• **Question 12**

How long have you been a Ventura College student (including this term)?



Question 12 asked students how long they have been attending Ventura College.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

Twenty-seven percent (26.6%) of respondents indicated that they have been attending Ventura College for **five or more** terms. **Twenty-four percent (23.5%)** reported that **spring 2013** was their **first term** at VC. Responses are graphically depicted in the chart above.

Question 12. Distribution of Survey Respondents

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
One term	210	23.2%	210	23.5%
Two terms	143	15.8%	143	16.0%
Three terms	135	14.9%	135	15.1%
Four terms	168	18.5%	168	18.8%
Five or more terms	238	26.3%	238	26.6%
Blank response	12	1.3%	---	---
Totals	906	100.0%	894	100.0%