

*Student Pulse Survey – April 2010*  
*Student Health Services*

Summary of Methods and Findings

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## Background

A Web-based survey of a stratified random sample of 1,950 undergraduate and non-degree and 1,050 graduate and professional IUPUI students was conducted in the Spring 2010 semester to better understand students' perceptions of and needs for health services at IUPUI. In particular, services provided by Student Health Services, part of the IUPUI Division of Student Life, were presented in this survey.

The IUPUI Office of Academic Planning and Evaluation funded the brief Web survey which used a questionnaire developed by the Director of Assessment and Planning for the Division of Student Life, a board member of the Undergraduate Student Government, and the Director of Student Health Services, in consultation with the IUPUI Survey Research Center (SRC). The survey was administered by the SRC, and this report was prepared by the Director of Assessment and Planning for the Division of Student Life.

The total sample size was 3,000, and there were 792 responses to the survey yielding a 26.4% response rate.

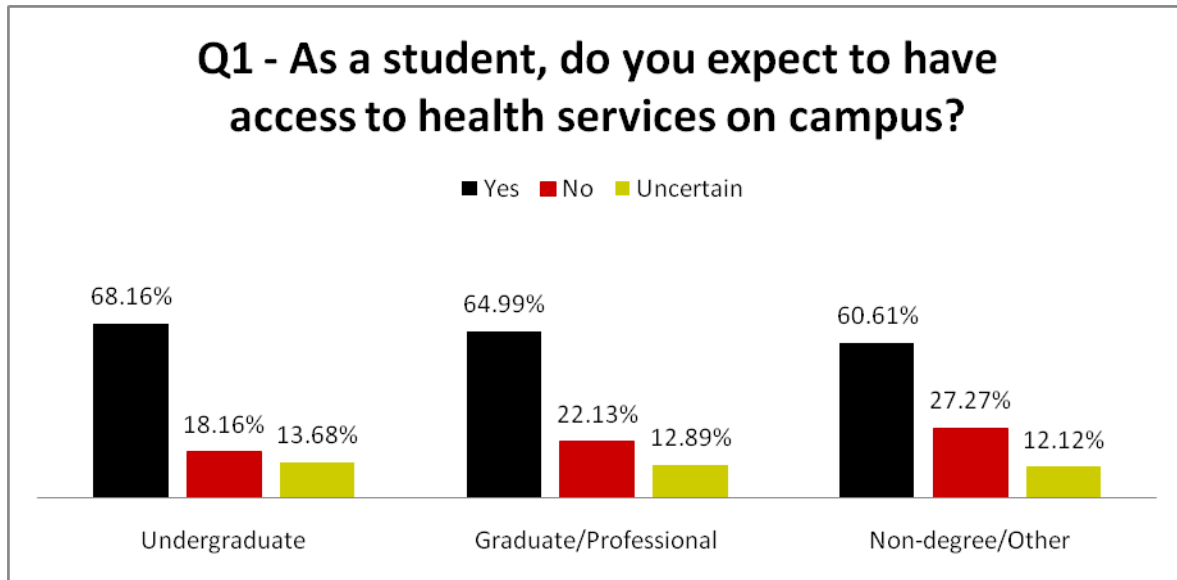
## Summary of Findings

Respondents represented a wide variety of students across campus. The following table shows the demographic characteristics of respondents.

<b>Race</b>	Percent
American Indian/Alaska Native	0.3
Asian/Pacific Islander	4.4
Black/African American	8.0
Foreign	7.6
Hispanic/Latino	1.9
Unknown	5.9
White	72.0
<b>Status</b>	
Full-time	61.0
Part-time	39.0
<b>Degree</b>	
Undergraduate	50.8
Graduate	45.1
Other (UG Non-degree)	4.2
<b>School</b>	
BUS	11.7
DENT	.6
EDUC	6.3
EGTC	9.5
GRSC	1.3
HERR	2.7
INFO	2.7
JOUR	1.0
LAW	.5
LIBA	9.5
MED	5.8
NURS	4.0
PED	2.5
SCI	9.7
SCS	1.6
SHRS	1.1
SLIS	4.0
SPEA	3.5
SWK	6.2
UCOL	15.7
<b>Age</b>	
< 21	15.2
21-24	25.8
25 +	59.1

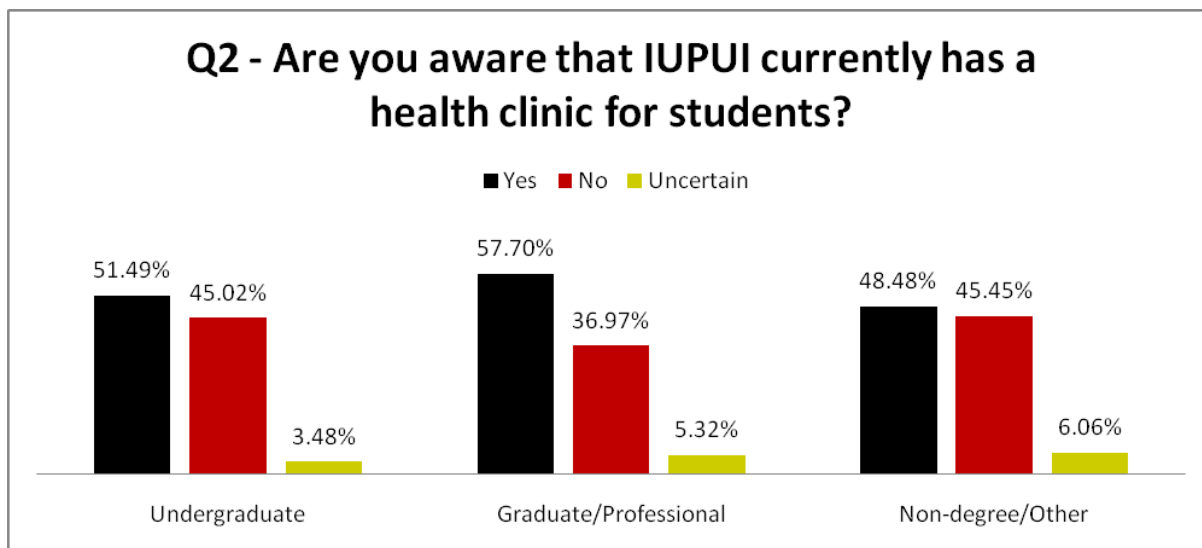
### Question 1:

Expectations of health services on campus



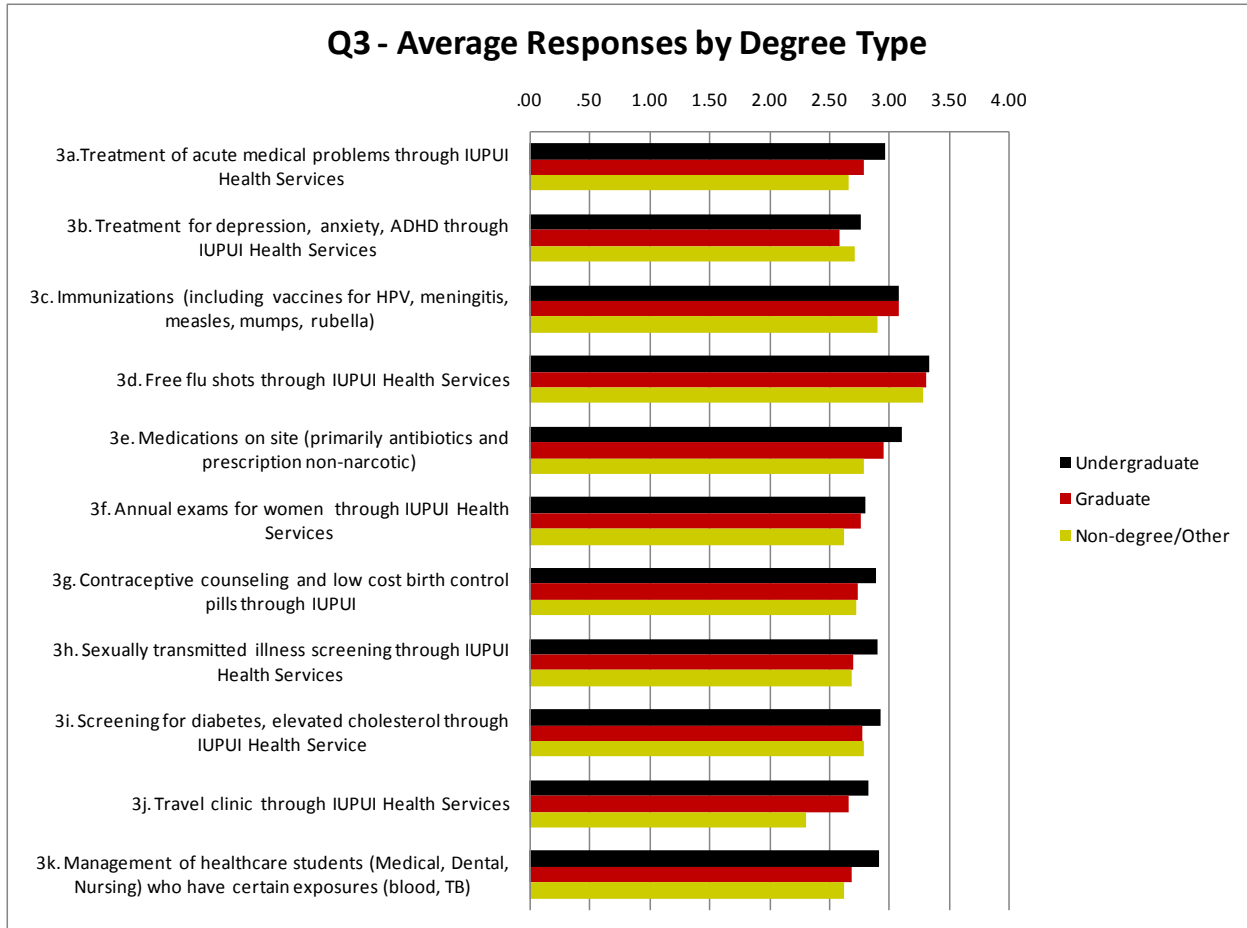
### Question 2:

Awareness of health services on campus.



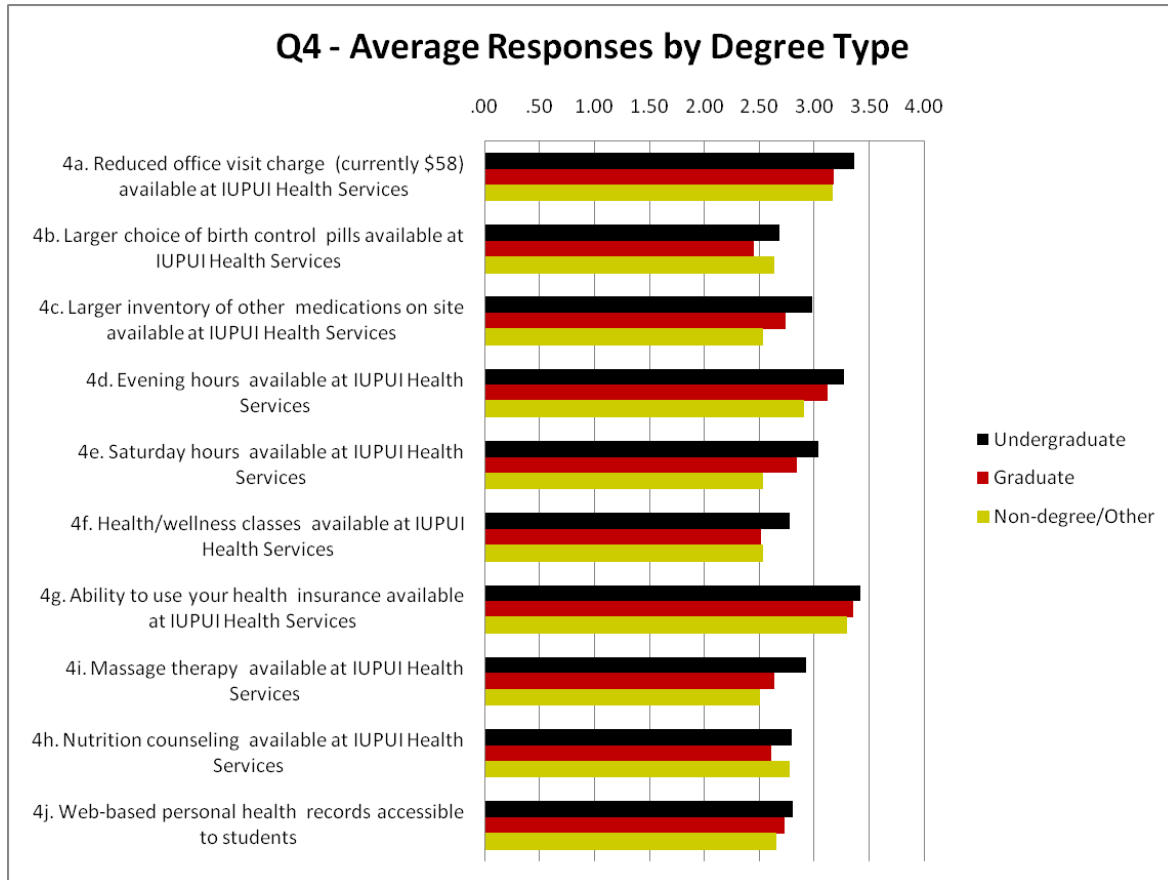
### Question 3:

The following is a list of services available to students at IUPUI Health Services. Please rate how beneficial each of these services would be to you. (rating scale: 1=not beneficial, 2=somewhat beneficial, 3=beneficial, 4=very beneficial)



## Question 4:

For the following additional health services, how beneficial would it be to have these available at IUPUI Health Services? (rating scale: 1=not beneficial, 2=somewhat beneficial, 3=beneficial, 4=very beneficial)



### What other medical services would you like to see available through IUPUI Health Services?

Over 200 responses were received for this question. Some responses related to the actual question, while others were comments on how to pay for the services. The most popular responses (indicated by more than one person) appear below in order of popularity. It should be noted that the second-most popular response was asking for more advertising of the *existing* services, and not a request for additional ones.

1. dental & vision
2. advertise these services
3. lower costs
4. health & well being
5. existing services in survey
6. counseling
7. only pay if I use these services
8. specialists
9. annual exam for low cost
10. birth control

11. fitness center
12. weight management
13. addiction treatment
14. affordable
15. dependent services
16. joint/sports
17. medical treatments
18. more access
19. price & walk-ins like IUB
20. testing

Selected student comments (unedited):

- Low cost medical plans for eye exams and eyeglasses and contact lenses and dental cleanings and other dental work. Maybe have it based off the students income information that is on the FAFSA.
- I didn't know this existed. What room do you go to? It seems to me that if this service exists you keep it hidden very well.
- More hours and availability would be very helpful. Also, I am often unaware of their services. Is there a better way to understand what they do and do not offer? Lastly, as an employee I felt that the tests (hepatitis for example) could be handled differently and better. It seems that the health services is not well enough equipped for the size and needs of IUPUI.

### Question 5:

What is the most appropriate way to fund IUPUI Student Health Services? Mark all that apply.

		Undergraduate		Graduate		Other (UG Non-degree)	
		#	%	#	%	#	%
<b>5a. Pay full cost out of pocket at time of service</b>	Selected	277	68.9%	234	65.5%	24	72.7%
<b>5b. Health insurance</b>	Selected	112	27.9%	90	25.2%	14	42.4%
<b>5c. Student health fee</b>	Selected	185	46.0%	184	51.5%	16	48.5%



## Question 6:

**Use the following space to enter any comments you may have regarding how best to pay for IUPUI Health Services.**

Again, around 200 responses were received for this question. The most popular responses follow. It was unclear as to what the notion of “bursar billing” means. Is it a method of billing, or is it that the students want, or do not want, a flat fee that appears on the bursar bill?

1. insurance
2. fee for service
3. use bursar account for billing
4. flat fee
5. free
6. no health fee
7. NOT bursar
8. reduced costs for students
9. sliding scale fee
10. tuition
11. insurance / bursar
12. mix of payment methods
13. payment plan

Selected student comments (unedited):

- Private insurance would be nice bc the university insurance is a way to costly for poor coverage. An annual physical (w/ STD panel, HIV rapid test, and meningitis vc for on campus students) should be mandated by the school and covered by tuition/fees
- IUPUI health services should be entirely fee-for-service, one way or another. Either students should pay out-of-pocket for services or the health service should accept insurance and bill the insurance and collect a co-pay, just like a standard doctor's office. Students shouldn't get double-charged having a Student Health Fee tacked onto their tuition through the Bursar's office to subsidize the health service office. If a student uses it - they (or their insurance) pays for it. If they don't use it, they don't pay.
- Could a flat-fee option be created that is renewable per semester? Those who have not paid the flat rate for the semester are charged out of pocket.
- It is my opinion that if a student service fee is charged for the use of these health services all students should have the option of whether to participate or not. The fee should be just as the Recreation Fee; you can purchase it if you choose to. It should not be a blanket fee, such as the technology fee.
- I have the Aetna student insurance, which I assume is primarily used to help lessen on campus Health Service costs; however, it is often a guess as to what is covered. Is there a way to fully understand what the student insurance covers in regard to health services at IUPUI as well as local non-IUPUI health care facilities? More education to the medical consumers by providers (i.e. insurance and IUPUI health services) would be very beneficial and help me to determine what illness is worth addressing at the IUPUI health services. Thank you!
- As a part time, non traditional student - I am only at IUPUI on Saturdays. don't really like having the fee added to my Bursar bill when I will probably NEVER use the service. For students to be able to use their insurance would make it nice. Also, maybe only the full time students would pay the fee and then have access to the reduced fee. If a part time student needed to use the clinic, they would pay full fee or use insurance.

## Question 7:

What is your existing health insurance coverage? (Mark all that apply)

		Undergraduate		Graduate		Other (UG Non-degree)	
		#	%	#	%	#	%
<b>7a. parents</b>	Selected	232	57.7%	336	94.1%	30	90.9%
<b>7b. employer</b>	Selected	302	75.1%	186	52.1%	22	66.7%
<b>7c. student insurance plan</b>	Selected	383	95.3%	267	74.8%	31	93.9%
<b>7d. some other coverage</b>	Selected	349	86.8%	314	88.0%	26	78.8%
<b>7e. N.A. (do not have insurance coverage)</b>	Selected	317	78.9%	315	88.2%	23	69.7%