



Office of
Research and Planning

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Research Briefs from Crafton Hills Office of Research and Planning

Student's Ability to Receive Medical Services and Perceived Benefits, Spring 2011

Overview: Throughout the spring of 2011, the Crafton Hills College (CHC) Health and Wellness Center (HWC) asked students to answer four questions incorporated into consent forms for immunizations. These questions were intended to collect information regarding the student's perceived benefit of obtaining HWC services, ability to obtain medical services off campus, and the need for having these services available on the CHC campus. This brief provides findings on the 222 respondents who received services, and compares some of their responses to those of 65 respondents from the previous spring semester.

Methodology: The forms were developed by the Health and Wellness Center and included a total of four questions on a four-point Likert scale. The consent forms in which the questions were imbedded include: PPD Skin Test, Measles/Mumps/Rubella, TDAP, TWINRIX Hepatitis A/Hepatitis B. When students requested any or all of the above listed immunizations, they were given a one page consent form which included the four questions. Because only Question 3, regarding financial hardship, had the same meaning on both forms, only responses on that question could be compared between 2010 and 2011. Questions 4a and 4b appear to be the same; however, one was negatively worded. Question 4a's second clause stated that "I would be able to get the medical services I obtained today," whereas Question 4b's second clause stated that "I would not be able to get the medical services I obtained today."

Sample: From January through August 2011, responses on 222 consent forms were collected at the HWC. Because no identifying information was included as part of this study, it is not possible to determine if respondents answered the questions more than once.

Summary of Findings:

- 100% of respondents perceived HWC services to be beneficial to them (see Table 1).
- 99% of respondents indicated that HWC services allowed them to devote more time to class work.
- It would be a financial hardship for 70% (vs. 58% in 2010) of the students to obtain medical services off campus.
- 22% of the students indicated they would not have been able to obtain the medical services they received if the Health and Wellness Center were not on campus. However, the wording of the question may have contributed to a low number of students responding in this way due to misinterpreting question 4a. In contrast to question 4b from 2010 which contains a double negative, question 4a from 2011 contains a single negative (see note below Table 1).

Table 1: Number and Percent of Participants who Agree with the Following Statements about the Services they Received from the HWC in Fall 2011.

Statements:	Strongly Disagree		Disagree		Agree		Strongly Agree	
	N	%	N	%	N	%	N	%
1. The services provided by the Health & Wellness Center are beneficial to me.	0	0	0	0	50	23	171	77
2a. Being able to access the services provided by the Health & Wellness Center ON Campus provides me with the opportunity to devote more time to my class work.	0	0	3	1	55	25	162	74
3. It would be a financial hardship for me to obtain the services provided by the Health & Wellness Center OFF Campus	12	5	55	25	62	28	93	42
4a. If the services provided by Health and Wellness Center were not available at CHC, I would be able to get the medical services I obtained today*	14	6	36	16	109	50	60	27

*Note: Question 4a may have been misinterpreted by some respondents to mean that they would NOT be able to access HWC-provided services somewhere else off campus. Thus, there might be a higher percentage of respondents who might not have access to these services if they were not available at the HWC. In 2010, 47% of respondents had indicated difficulty in obtaining HWC services elsewhere (see Table 2, Question 4b).

For comparison purposes, findings from 2010 are presented in Table 2. Note, however, that there are only three questions, rather than four, and only Question 3 is worded similarly across forms.

Table 2: Number and Percent of Participants who Agree with the Following Statements about the Services they Received from the HWC in Fall 2010.

Statements:	Strongly Disagree		Disagree		Agree		Strongly Agree	
	N	%	N	%	N	%	N	%
2b. It is convenient for me to obtain medical services off campus	14	21	20	31	18	28	13	20
3. It is a financial hardship for me to obtain medical services off campus	15	23	12	19	15	23	23	35
4b. If the Health and Wellness Center was not on campus, I would not be able to get the medical services I obtained today	18	28	16	25	12	18	19	29