

International Students and Their Experiences Navigating Through On-Campus Healthcare Services: A Mixed-Methods Study

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Citation: Lee, D. and Guirguis, L. (2021) "International Students and Their Experiences Navigating Through On-Campus Health Care Services: A Mixed-Methods Study." Spectrum Issue No. 7

DOI: 10.29173/spectrum104

Received: Aug 17, 2020

Accepted: March 28, 2021

Published: May 17, 2021

Start of Block: Block 5

You are invited to take part in a research study about international students and their accessibility to on-campus health care services provided by the University of Alberta.

What is the purpose of the survey? The purpose of this study is to understand the experiences of international students in navigating on-campus health care resources. Participants will be eligible if they are: (1) international students (2) able to speak and read English (3) can provide consent, and (4) willing to answer survey questions related to their accessibility to on-campus health care services. The survey will take approximately 10 minutes to complete and your responses are anonymous and confidential.

Consent: By returning this survey, you are agreeing to consent to the project.

Are there any risks? There are no known risks for taking part in this study. You are free to refuse to take part in this study or share any part of your information. You do not need to provide a reason for stopping. However, once you have submitted your response to the survey, you would not be able to withdraw your answer.

What if I have questions? You may contact the University of Alberta Research Ethics Office at 780-492-2615. This office has no relation with the researchers. You could also contact the researcher, Dillon Lee, by email dillon1@ualberta.ca.

End of Block: Block 5

Start of Block: Access behaviour/ Help-seeking behaviours

Q36

International Students Campus Health Care Service Survey

Thank you for agreeing to take part in the survey. Your contribution is very important to us. We will start by asking you some general questions about how you receive health care service in Canada.

Q1 How knowledgeable are you of the Canadian health care system?

- Very knowledgeable (1)
 - Somewhat knowledgeable (2)
 - Not too knowledgeable (3)
 - Not at all knowledgeable (4)
-

Q43 Have you ever visited a physician in Canada?

- Yes (1)
 - No (2)
-

Display This Question:

If Have you ever visited a physician in Canada? = Yes

Q44 The first time you needed care, where did you go to see a physician?

- Emergency Room (1)
 - University Health Centre (3)
 - Walk-in clinic (eg. Medicentre) other than University Health Centre (2)
 - Other (4) _____
-

Display This Question:

If Have you ever visited a physician in Canada? = No

Q45 The first time you need care, where would you go to see a physician?

- Emergency Room (1)
 - University Health Centre (3)
 - Walk-in clinic (eg. Medicentre) other than University Health Centre (2)
 - Other (4) _____
-

Q8 How do you obtain medications when needed? Check all that apply.

- On-campus pharmacy (1)
 - Local pharmacy store (Walmart, Safeway, independent pharmacy, etc.) (2)
 - Brought medications from back home (3)
 - From friends (4)
 - I do not take medications (5)
 - Other (please specify) (6) _____
-

Q9 Where do you go to receive information related to your health? Choose all that apply.

- On-campus health care services (1)
- Local health care centre (2)
- Family members (7)
- Friends/ Students (3)
- Internet (4)
- Books (5)
- Other (please specify) (6) _____

Page Break

Q12 The last time you sought care, did you receive what you needed?

- Yes (1)
 - No (2)
-

Q13 How often do you access on-campus health care services?

- Every time I need care (100%) (1)
 - Most times (75%) (2)
 - Sometimes (50%) (3)
 - Rarely (25%) (4)
 - Never received care (0%) (5)
-

Q14 Who do you share your health concerns with? Check all that apply.

- I do not share my health concerns with anyone (1)
 - Professors/ advisors (2)
 - Health care providers (3)
 - Family (4)
 - Friends (5)
 - Others (please specify) (6) _____
-

Q15 Who goes with you when you obtain health care services (i.e., see a doctor or go to the pharmacy)? Check all that apply.

- Just myself (1)
- Professors/ advisors (2)
- Family (3)
- Friends (4)
- Translator (5)
- Other (please specify) (6) _____

End of Block: Access behaviour/ Help-seeking behaviours

Start of Block: Knowledge of on-campus health care services

Q42 This section is about your knowledge of various health care services on campus.

Q48 What health care insurance plans do you have? Check all that apply.

- Alberta Health Care Insurance Plan (1)
 - SU or GSA Health and Dental Plan (2)
 - U of A Health Insurance Plan (for international students studying less than 12 month) (3)
 - Other plans (please specify) (4)

 - None (5)
-

Display This Question:

If What health care insurance plans do you have? Check all that apply. = Alberta Health Care Insurance Plan

Or What health care insurance plans do you have? Check all that apply. = SU or GSA Health and Dental Plan

Or What health care insurance plans do you have? Check all that apply. = U of A Health Insurance Plan (for international students studying less than 12 month)

Or What health care insurance plans do you have? Check all that apply. = Other plans (please specify)

Q55 Do you know the type of services that are covered by your health care insurance plan?

Yes (1)

No (2)

Q42 Do you know

	Yes (1)	No (2)
the location of University Health Centre? (1)	<input type="radio"/>	<input type="radio"/>
how to make an appointment with the University Health Centre? (5)	<input type="radio"/>	<input type="radio"/>

Q60 Did you know that students can visit University Health Centre

	Yes (1)	No (2)
when they are feeling unwell? (2)	<input type="radio"/>	<input type="radio"/>
for a regular check-up? (3)	<input type="radio"/>	<input type="radio"/>
to ask general health inquiries/ concerns? (4)	<input type="radio"/>	<input type="radio"/>

Q41 Do you know

	Yes (1)	No (2)
the location of International Service Centre? (1)	<input type="radio"/>	<input type="radio"/>
how to make an appointment with the International Service Centre? (3)	<input type="radio"/>	<input type="radio"/>

Q61 Did you know that International Service Centre/ International Student Services could

	Yes (1)	No (2)
answer questions about health care insurance plans? (2)	<input type="radio"/>	<input type="radio"/>
connect or refer students to health care services centre (eg. University Health Centre)? (4)	<input type="radio"/>	<input type="radio"/>
connect students to Counseling and Clinical Services? (5)	<input type="radio"/>	<input type="radio"/>
listen to your health care questions/ concerns? (6)	<input type="radio"/>	<input type="radio"/>

Q40 Have you ever visited the on-campus pharmacy located in the Students' Union Building?

Yes (1)

No (2)

Display This Question:

If Have you ever visited the on-campus pharmacy located in the Students' Union Building? = No

Q46 Have you ever visited any pharmacies in Alberta?

- Yes (1)
- No (2)

Display This Question:

*If Have you ever visited the on-campus pharmacy located in the Students' Union Building? = Yes
Or Have you ever visited any pharmacies in Alberta? = Yes*

Q54

Which of the following are services that pharmacists in Alberta can provide? Check all that apply.

- Fill prescriptions to provide most medications (1)
- Refill your medication (3)
- Prescribe refills when you are out of medications (2)
- Write a new prescription for certain medications (10)
- Change drug dosage, formulation, regimen, etc. on my prescriptions (4)
- Provide drug or vaccination by injection (5)
- Order and interpret lab tests (6)
- Provide various counseling services on medications, conditions, etc. (7)
- Provide smoking/ tobacco cessation services (8)
- Write a care plan to help manage your medical condition (9)

End of Block: Knowledge of on-campus health care services

Start of Block: Attitudes toward on-campus health care services

Q46 This section is related to how you feel about health and on-campus health care services.

Q17 In the past month, how would you rate your health?

	Excellent (1)	Very Good (2)	Good (3)	Fair (4)	Poor (5)	Very poor (6)
Physical (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q47 Have you ever received care from on-campus health care services?

- Yes (1)
 - No (2)
-

Display This Question:

If Have you ever received care from on-campus health care services? = Yes



Q36 Please indicate how strongly you agree or disagree with the following set of statements.

	Strongly agree (6)	Agree (5)	Somewhat agree (4)	Somewhat disagree (3)	Disagree (2)	Strongly disagree (1)	Prefer not to answer (7)
Health care services were easy to access (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt comfortable going to on-campus health care services (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to obtain information about my health when I needed it (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are sufficient health care services to support my need (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Have you ever received care from on-campus health care services? = Yes



Q35 Please indicate how satisfied you are with each of the following:

	Extremely satisfied (6)	Moderately satisfied (5)	Slightly satisfied (4)	Slightly dissatisfied (3)	Moderately dissatisfied (2)	Extremely dissatisfied (1)	Prefer not to answer (7)
Getting a health care appointment when needed (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of on-campus health care services (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care provider's sensitivity to my need (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care provider's competency (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Attitudes toward on-campus health care services

Start of Block: Challenges to accessing on-campus health care services

Q48 This section is related to challenges in obtaining health care services.

Q30 Have you experienced any of the following challenges when you tried to access health care services in Canada? Check all that apply.

- Treatment cost (1)
- Transportation difficulties (2)
- Language difficulties (3)
- Sociocultural barrier (4)
- Difficulties navigating the Canadian health care system to receive the care I needed (5)
- Lack of time (6)
- Difficulty transitioning into a new health care system (7)
- Other (please specify) (8) _____
- None of the above (9)

Q52 The next question is about on-campus health care services at the University of Alberta (eg. University Health Centre, pharmacy in SUB, etc).

Q31 Have you experienced any of the following? Check all that apply.

- I did not think my problem was serious enough to merit a visit to on-campus health care services (1)
- I thought on-campus health care services would not be able to help me (2)
- I disliked treatment on the previous visits to on-campus health care services (3)
- Someone told me not to seek treatment from on-campus health care services (4)
- I went to a service off-campus (5)
- Other (please specify) (6) _____
- None of the above (7)

End of Block: Challenges to accessing on-campus health care services

Start of Block: Respondent demographics

Q32 Please indicate how you identify.

- Female (1)
 - Male (2)
 - Prefer not to state (3)
 - Other (please specify) (4) _____
-

Q38 What is your age?

- Under 18 (1)
 - 18-21 (2)
 - 22-25 (3)
 - 26-29 (4)
 - 30-39 (5)
 - 40-49 (6)
 - 50-59 (7)
 - 60-69 (8)
 - 70 or older (9)
-

Q39 What language do you speak most often at home?

- English (1)
 - Other (please specify) (2) _____
-

Q40 Rate your perceived English proficiency related to the use of health care services

- Very proficient (1)
 - Proficient (2)
 - Somewhat proficient (3)
 - Not at all proficient (4)
-

Q41 Are you a study permit holder (international student)?

Yes (1)

No (2)

Q47 Which region of the world are you from?

Africa (1)

North America (2)

Latin America and the Caribbean (3)

Europe (4)

Southeast Asia (9)

South Asia (5)

East Asia (6)

Australia and the Pacific Islands (7)

Oceania (8)

Q42 How long have you been studying abroad in Canada?

- less than 3 months (1)
 - 3-6 months (2)
 - 6 months - 1 year (3)
 - 1 - 2 years (4)
 - 2 years or more (5)
-

Q43 Student status

- Undergraduate (1)
 - Graduate (2)
 - Non-degree seeking student (3)
-

Q45 Housing status

- On-campus university housing (1)
 - Other off-campus housing (2)
-

Q46 Family status

- Single (1)
 - Married (2)
 - Widowed (3)
 - Divorced (4)
 - Separated (5)
 - Co-habituating (6)
 - Others (please specify) (7) _____
-

Q47 Do you have a dependent family member?

- Yes (1)
 - No (2)
-

Display This Question:

If Do you have a dependent family member? = Yes

Q47 How many dependent family members do you have who are on your health insurance plan?

0 (1)

1 (2)

2 (3)

3 (4)

4 (5)

4+ (6)

End of Block: Respondent demographics

Start of Block: Block 6

Q50 Thank you for completing the survey. If you would like to participate in the interview section of this research study, please email dillon1@ualberta.ca at your convenience.

End of Block: Block 6
