

The Langara College Student Survey was conducted during the period of October 12 to 23, 2011. The email invitations were sent to a sample of 3,000 randomly selected students. Of those, 1,000 students were asked to respond to a set of survey questions about the Langara Health Services. Of these, 224 completed the survey, but only 147 were willing to answer questions about Health Services (a 14.7% response rate). In view of this extremely low response rate, caution is recommended in making generalizations based on these findings.

### Highlights

The majority of those willing to discuss Health Services were:

- Female (66%)
- Full-time students (83%)
- Returning students (71%)
- Had never used Langara's Health Services (79%).

All respondents were provided with a list of Health Services offerings and asked if they had known about, and if they would use each service. In every case, more people would use the service than knew about it, indicating a need for better communication with students. First Aid/injury treatment was the most commonly known and desired service. The areas with the largest discrepancy between need and knowledge, and therefore the most need for advertising, were immunization/vaccination, treatment of medical conditions, and sexual health services (See Table 1).

**Table 1: Department Services Known and Needed**

	Knew About Service	Would Use Service	Difference
Immunization/Vaccination	32.3%	72.2%	39.8
Treatment of medical conditions	41.7%	80.5%	38.8
Sexual health services	35.9%	63.8%	27.9
Psychological counselling	42.7%	65.5%	22.8
First Aid/Treatment of injury	66.7%	88.4%	21.7
Health-related educational materials	52.3%	70.4%	18.2

Among those who had never used, or no longer use, Langara's Health Services:

- 60% had not needed it yet
- 31% did not know it existed
- 30% get the help they need from other sources
- 6% were concerned about confidentiality
- 4% were uncomfortable using the services.

Only 21 respondents indicated that they use Langara Health Services. This subset is small enough to warrant extreme caution in generalizing results to the population. Users were largely very positive about the service, and most felt that access to health care on campus improved their college experience (see Figure 1).

**Figure 1: Service Ratings of Langara Health Services Users**

