Health Services provided a 45 minute presentation to first year international students attending INTL-1100, International Student Orientation. I spoke with these students, in two separate sections, about campus health services, how and where to go for health services in the community, payment for services, using health insurance, cultural differences, coping with culture shock, and helping resources on campus. In the first session 22 students attended and in the second group there were 17 students in attendance.

Assessment Method

All students attending completed a paper questionnaire at the end of the class session for 100% participation.

Results

All students were first year, international students. (Assessment responses will be provided for two separate sessions.) 91% and 94% of students responding indicated that they were enrolled in the Student Health Insurance Plan.

CAS Learning & Development Outcomes

- After attending this program first year international students enrolled in the Student Health Insurance Plan will identify two items necessary for seeking medical care in the community (CAS Outcome Domain A3: Constructing knowledge) 73% and 59% of participants listed two items to take with them when seeking medical care off campus.

- After attending this program students will name at least two resources for medical assistance. (CAS Outcome Domain F4: Managing personal affairs) 82% and 59% of students attending identified at least two appropriate resources for non-emergency medical care.

- After attending this program students will report increased confidence in their ability to identify appropriate health care resources. (CAS Outcome Domain C1: Realistic self-appraisal, self-understanding and self-respect) Before the session students reported average confidence of 2.5 and 3.2 on scale of 1 to 5 with 5 being very confident. After the session students report average confidence of 4.2 and 4.6, on five point scale.

- After attending this program students will be able to identify the definition of common terms associated with health insurance claims. (CAS Outcome Domain A1: Understanding knowledge from a range of disciplines) Students identified the definition of 5 common terms associated with health insurance with 88% and 81% accuracy.

“To request a copy of the assessment instrument, email DAT@trinity.edu.”
Discussion

The two groups were very different in their participation and in some survey responses. They were encouraged during the session to ask questions as I offered a treat for those who actively participated. Also, the second group, who was less participatory, met just before 6 pm so it is possible that they were thinking about dinner and evening activities.

Overall students in both groups reported improved confidence in their ability to identify medical resources and to use their health insurance.

There was greater disparity in the two groups when asked to list two items they will need to take when seeking medical care in the community and in identifying resources for medical care when Health Services is closed. There seems to be some difficulty identifying when it is appropriate to go to an emergency room or call the phone number for EMS as 26% of students listed these options for a non-emergency. 92% of all respondents identified Health Services as their first choice for seeking medical care.

Additionally there is some anecdotal evidence that students visited the United Healthcare Student Resources web site to obtain a copy of their health insurance card and establish their online account.

The cost associated with the program was the candy purchased as an incentive to ask questions and printing of the paper survey, less than $20 total. Approximately 8 hours of time was spent in revising the power point presentation for the program.

I expect to repeat this program annually, if the Office of International Studies agrees, revising the content to focus more on the difference between routine, urgent and emergency care.

Addendum May 2014:
Multiple international students have come to health services needing assistance with claims and in understanding the process during the spring semester. I have discussed the possibility of providing instruction in a computer lab so that students can access their online account with assistance from a staff member.