

STUDENT HEALTH SERVICES FOR NON-TRADITIONAL AND OLDER STUDENTS THROUGHOUT THE CSU SYSTEM

Katrina Watson; Maria Carpiac, Ph.D.; Chris Campbell, DNP; Jill Kardously, DNP; Laura Conahan, DNP

Introduction



The traditional college student is aged 18 to 24, based on the age people typically enroll in college in the United States



More than 6 million students enrolled in undergraduate and graduate programs are over the age of 25



Nearly 1 in 4 students in the CSU system are non-traditional (aged 25-49) or older (aged 50 and over)



There are more than 98,000 non-traditional students and nearly 5,000 older students in the CSU—that's over 100,000 students

Setting

Student Health Services (SHS) are health centers associated with a CSU campus that provide health care services to students.

Problem

- **Non-traditional and older students are underrepresented** both in the university setting and in existing literature on the utilization of SHS
- **Research on the utilization of SHS fails to meaningfully identify age categories**, making it difficult to assess utilization by non-traditional and older students
- **More research is needed** to identify the ways that SHS is currently being utilized by non-traditional and older students and to define best practices for this population

Research Question

What are CSU campus SHS doing to address the health needs of non-traditional (aged 25-49) and older (aged 50+) students?

Data Collection

Identified one campus representative to interview from each of the 23 CSU campuses through purposive sampling based on their familiarity with SHS operating procedures and activities.

Conducted 30-minute semi-structured interviews with each campus representative following a 14-question interview guide designed for this study.



● Interview Conducted ● Interview Declined

Results

SHS Campus Outreach

- **All students:** Student orientations, social media, and presentations were the top 3 outreach methods
- **Special populations:** 16 campuses partnerships with campus centers, affinity groups, and identity clusters
- **Non-traditional and older students:** **No campuses conducts specific outreach to this population**

Utilization of SHS by Non-Traditional and Older Students

- **Percentage of Visits:** **Significant variability in utilization** by campus, difficult to filter visits by age
- **Visit Types:** Reasons for visits varied by age, SHS generally acts as a substitute for primary care
- **Barriers to Access:** **Operating hours**, awareness of SHS, and access and connectedness to campus
- **Gaps in Services:** Lacked specialty services, ability to make referrals, and information on non-traditional and older students

Addressing Non-Traditional and Older Students' Needs

- **Staff Training:** Maintain licensure with additional training on a per campus basis
- **Changes or Additions:** More services, extended hours, social services, and funding
- **Recommendations for Outreach:** **Targeted outreach**, more information on this population, and restructured SHS fee
- **Collaboration:** Connect with departments, learning from other campuses, sharing services, and internship programs
- **Recommendations to the CSU:** **sharing resources, funding, and system-wide policies**

Discussion

- 1 **Systemwide Approach:** Policies set by the CSU need to be aligned with the needs of the clinical staff as well as the non-traditional and older student populations
- 2 **Extended Hours:** SHS operating hours can be extended in-person or virtually through telemedicine with the opportunity to share clinicians across the CSU system
- 3 **Funding SHS:** Restructure current SHS student fee or consider bringing in the capability for third-party billing
- 4 **Interoperability of Electronic Health Records:** Requires a systemwide investment that could promote referrals and third-party billing

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Policies set by the CSU need to be aligned with the needs of the clinical staff as well as the non-traditional and older student populations
- 2 Extended Hours**
SHS operating hours can be extended in-person or virtually through telemedicine with the opportunity to share clinicians across the CSU system
- 3 Interoperability of Electronic Health Records**
Requires a systemwide investment that could promote referrals and external billing
- 4 Funding SHS**
Restructure current SHS student fee or consider bringing in the capability for third-party billing

Results

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Addressing the Needs of Non-Traditional and Older Students

- **Staff Training:** Maintain licensure with additional training on a per campus basis
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- **Recommendations for Outreach:** Targeted outreach, more information on this population, and restructured SHS fee
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- **Recommendations to the CSU:** sharing resources, funding, and system-wide policies

"Health centers in general are often the forgotten entity. You know, people don't think about us until they need us. And then when they need us, they're so overwhelmed by the need that they're not really thinking about how we work and how they can be helpful."