



DSU PLAN IMPLEMENTATION SURVEY REPORT

Prepared by Studentcare
March 2021

TABLE OF CONTENTS

- BACKGROUND AND RATIONALE 1**
- STUDENTCARE’S ORGANIZATIONAL PROFILE 2**
- RESEARCH OBJECTIVE AND SURVEY DESIGN..... 3**
- METHODOLOGY 4**
- DEMOGRAPHICS AND REPRESENTATIVE SAMPLE 5**
- KEY FINDINGS 6**
- SURVEY DATA 7**
- RECOMMENDATIONS 14**
- APPENDIX A: SURVEY COMMENTS.....15**

BACKGROUND AND RATIONALE

In partnership with the Dawson Student Union (DSU), Studentcare has conducted a survey of Dawson College students in order to gather information and to investigate the demand and potential for initiating a health and dental plan for its members.

Survey findings will be presented to the DSU Executive to assist in determining the level of students' interest in implementing a student health and dental plan as well as to gauge their current health and dental care needs and preferences.

This report contains:

- ✓ an overview of the survey objectives and methodology
- ✓ key findings
- ✓ recommendations for the future of the Plan for consideration by the DSU

The report has been prepared by Studentcare's research staff.

DATA COLLECTION PERIOD:



Mar. 2 – 8, 2021

STUDENTCARE'S ORGANIZATIONAL PROFILE

Studentcare is Canada's **largest provider of student health and dental plans** and is the only organization in Canada that specializes exclusively in student health care.

Established in **1996** to serve the health and dental care needs of Canadian post-secondary students, Studentcare now serves over **1,000,000 members** from **100 partner student associations and post-secondary institutions**.

Studentcare is a full-service health and dental plan provider, delivering a wide range of value-added services to clients, including:

- ✓ brokerage services
- ✓ Plan management and administration
- ✓ communications
- ✓ research

The company's head office is in Montreal, with service offices located throughout Quebec, Ontario, Manitoba, Saskatchewan, Alberta, and British Columbia.



RESEARCH OBJECTIVE AND SURVEY DESIGN

RESEARCH OBJECTIVE

The objective of the survey was to obtain feedback from DSU members on their interest in implementing a student health and dental plan, as well as to gauge their current health and dental care needs and preferences. This feedback will inform the DSU on whether it is advisable to provide students with a student health and dental plan.

SURVEY DESIGN

The DSU was given the opportunity to review and provide input on the survey questions. In consultation with Studentcare, feedback from members was sought in two key areas: coverage and services.

- 1) Coverage
 - Which Health & Dental Plan benefits do students think are most important?
 - Do students support the implementation of a student Health & Dental Plan?
- 2) Services
 - Do students think their association should consider offering access to a mental health and wellness service?
 - Do students think their association should consider offering access to a telemedicine service?
 - Do students think their association should consider offering access to a Legal Protection Program?

METHODOLOGY



Survey conducted by email
Mar. 2 – 8, 2021



Surveys lasting approximately
2 – 3 minutes



Goal for completed surveys
300

Actual completed surveys
504

The web-based survey format allows the respondent the necessary time to reflect on each question, thereby reducing confusion (which can arise in telephone surveys when respondents are asked to recall the options available).

DEMOGRAPHICS AND REPRESENTATIVE SAMPLE

MARGIN OF ERROR



With a student population of **10,051 DSU members, a sample size of 504 students** gives us a margin of error of **+/- 4.3%, 19 times out of 20.**

This is an acceptable margin of error as the objective is to observe general trends (e.g. benefit preferences) and to look for potential areas of concern (e.g. lack of support for implementation). In either case, even the most extreme deviation possible (within +/- 4.3%) would not alter the conclusion derived from the data. For example, whether 85.7% or 94.3% of respondents indicate that they think the DSU should consider offering access to a particular service, the conclusion that a majority of students would consider that service would not be altered.

REPRESENTATIVE SAMPLE

The first section of the survey collected general demographic information. We have used the current enrolment statistics on file for the DSU survey mailing list, as provided to us by the DSU, to compare with respondent demographic statistics in order to determine if a representative sample was obtained.

Respondent Gender Identity Status Vs. Actual Student Statistics

Female: **295** Male: **191**

	% of Total Respondents	% of Actual Enrolment
Female	60.7%	59.1%
Male	39.3%	40.9%

The sample is **very representative** with respect to gender identity.

KEY FINDINGS

COVERAGE

- Regarding the Plan's potential health benefits, surveyed students gave the highest ratings (either very important or important) to health practitioners (89.9%), followed closely by eye exams and prescription eyeglasses/contact lenses (both at 87.1%).
- Concerning potential dental benefits, surveyed students gave the highest ratings to checkups and cleanings (94.1%), followed by fillings and wisdom teeth removal (87.7%).
- Knowing it would be possible to opt out of the plan, the overwhelming majority of respondents (97.0%) would support the implementation of a student health and dental plan for DSU members.

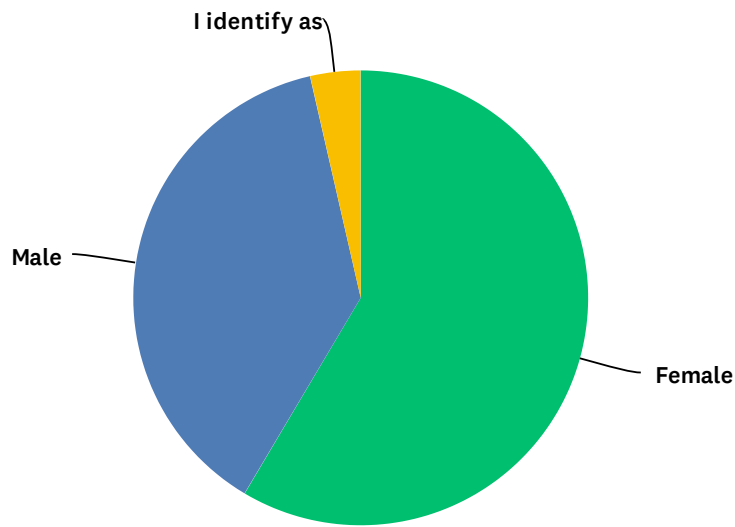
SERVICES

- The majority of respondents (94.6%) agreed that the DSU should consider offering a 24/7 mental health and wellness service with the student plan.
- 90.1% of surveyed students said that the DSU should consider offering a 24/7 telemedicine service with the student plan.
- Slightly fewer (88.5%) indicated that the DSU should consider offering a Legal Protection Program with the student plan.

SURVEY DATA

Q1 How do you identify?

Answered: 504 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	58.53%	295
Male	37.90%	191
I identify as	3.57%	18
TOTAL		504

Q2 Which age category do you fall under?

Answered: 504 Skipped: 0

ANSWER CHOICES	RESPONSES	
Under 18	13.49%	68
18 to 21	64.88%	327
22 to 25	9.13%	46
26 to 29	5.16%	26
30 to 35	3.37%	17
36 to 39	1.59%	8
40 and older	2.38%	12
TOTAL		504

Q3 If a Health & Dental Plan was implemented, what benefits would you want to have covered? Please rank them in terms of importance:

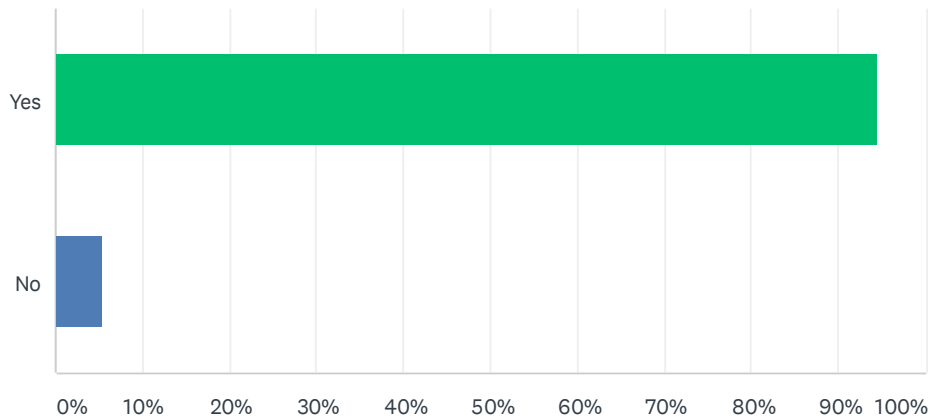
Answered: 504 Skipped: 0

	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Dental care (preventive and diagnostic): - checkups and cleanings	65.08% 328	28.97% 146	4.96% 25	0.99% 5	504
Dental care (periodontics and endodontics): - root canals and gum treatments	46.23% 233	33.33% 168	18.06% 91	2.38% 12	504
Dental care (surgical and restorative): - fillings and wisdom teeth removal	55.75% 281	31.94% 161	10.91% 55	1.39% 7	504
Health practitioners (e.g. psychologist, physiotherapist, chiropractor, etc.)	64.88% 327	25.00% 126	8.73% 44	1.39% 7	504
Supplementary prescription drug insurance: - Anti-depressants, oral contraceptives and neurostimulants (i.e. Concerta, Vyvanse, Ritalin, etc.)	50.60% 255	31.15% 157	14.29% 72	3.97% 20	504
Eye exams	52.78% 266	34.33% 173	10.91% 55	1.98% 10	504
Prescription eyeglasses and/or contact lenses	55.95% 282	31.15% 157	10.12% 51	2.78% 14	504
Emergency travel insurance (outside of your province or country of residence)	34.13% 172	25.60% 129	30.75% 155	9.52% 48	504
Vaccinations	54.76% 276	31.55% 159	11.11% 56	2.58% 13	504
Ambulance and medical equipment (crutches, braces)	46.83% 236	35.32% 178	14.09% 71	3.77% 19	504

Q4 Should the DSU consider the possibility of offering access to a 24/7 mental health and wellness service with the student health and dental plan?

This confidential support service would be available via telephone, videoconferencing, and in-person and would provide unlimited access to mental health professionals (e.g. psychologists, social workers, orientation counsellors, etc.) for issues of any kind.

Answered: 504 Skipped: 0

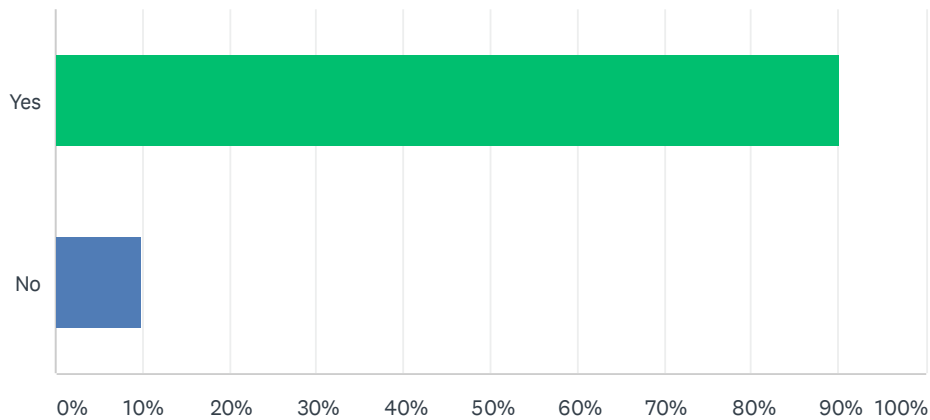


ANSWER CHOICES	RESPONSES
Yes	94.64% 477
No	5.36% 27
TOTAL	504

Q5 Should the DSU consider the possibility of offering access to a 24/7 telemedicine service with the student health and dental plan?

This telemedicine service would allow students to virtually connect with physicians via chat, video, or phone. It would also provide unlimited access to doctors and/or nurses for a variety of health-related issues (e.g. prescriptions, referrals to other health professionals, sexual health questions, etc.).

Answered: 504 Skipped: 0

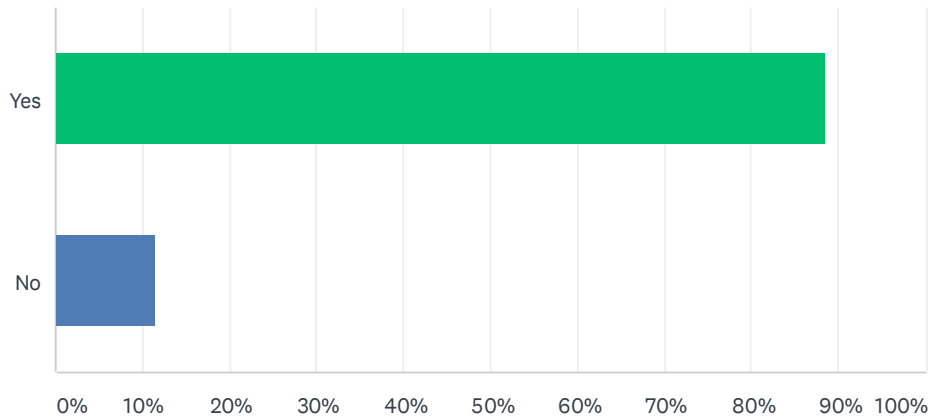


ANSWER CHOICES	RESPONSES	
Yes	90.08%	454
No	9.92%	50
TOTAL		504

Q6 Should the DSU consider the possibility of offering access to a Legal Protection Program with the student health and dental plan?

This Legal Protection Program would give students access to a legal assistance helpline to consult a lawyer on any legal question and legal representation where a lawyer takes charge of legal proceedings.

Answered: 504 Skipped: 0

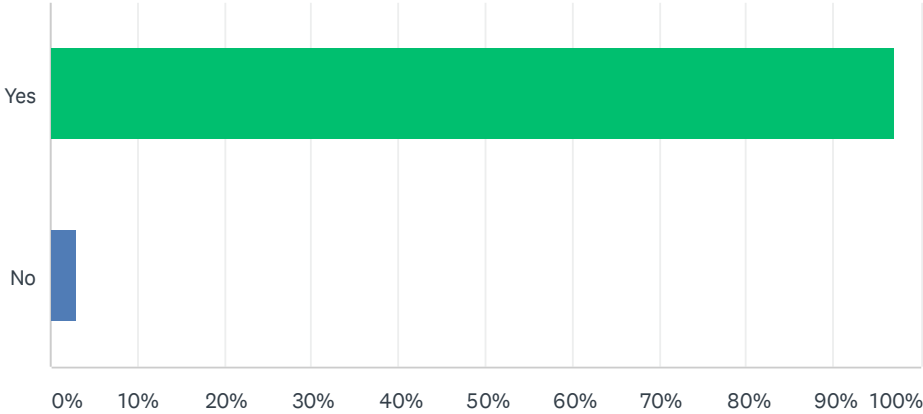


ANSWER CHOICES	RESPONSES	
Yes	88.49%	446
No	11.51%	58
TOTAL		504

Q7 Would you support the implementation of a group Health & Dental Plan for Dawson Student Union members?

Note: Students who do not wish to be covered would be able to opt out online and receive a full refund for the Plan fee.

Answered: 504 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.02%	489
No	2.98%	15
TOTAL		504

RECOMMENDATIONS

Studentcare presents the following recommendations to the DSU Executive for consideration:

1. Knowing that it would be possible to opt out of the plan, the majority of respondents (97.0%) would support the DSU implementing a student health and dental plan.
2. If the DSU decides to implement a student health and dental plan, coverage for health practitioners, eye exams, and prescription eyeglasses and/or contact lenses should be prioritized, as these were the health benefits surveyed students ranked as most important to them. Regarding dental benefits, coverage for checkups and cleanings should be prioritized for the same reason.
3. As indicated by members' feedback, the majority of respondents felt that the DSU should consider offering students a mental health and wellness service (94.6%), a telemedicine service (90.1%), and a Legal Protection Program (88.5%) with the student health and dental plan.

APPENDIX A: SURVEY COMMENTS

Question 1

How do you identify?

I identify myself as (please specify):

1	non binary
2	non binary
3	Nonbinary
4	Non-binary
5	Nonbinary
6	Non-binary
7	Non-binary
8	Non Binary
9	Demi boy
10	it
11	non-binary
12	Nonbinary
13	Nonbinary
14	N/A
15	nonbinary
16	non binary
17	nonbinary
18	Nonbinary



STUDENTCARE

1200 McGill College Avenue, Suite 2200
Montreal, Quebec H3B 4G7