

Yale-NUS College

Student Life Survey Report

Written by the Yale-NUS Student Council, October 2016

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Executive Summary

The Yale-NUS Student Council aims to be an effective body for change. However, we cannot know what and how to change without input from the student body. With this in mind, we designed the Student Life survey to better understand how we can advocate for students' needs and to gather data to support our advocacy efforts. In mid-October, we administered the student life survey to collate student feedback in the areas of dining, health insurance, on-campus employment, the development of an honour code, Wi-Fi, Student Council communication, the library, wellness, and the tuition grant. Prior to the release of the survey, the Student Council reviewed the questions with the various parties involved to ensure that the questions accurately portrayed the respective aspects of student life and would provide meaningful feedback on these areas. The survey was open for ten days and received 362 complete responses from a representative group of the student body (see Demographics section of the Appendix) . This report summarizes the findings of this survey and suggests recommendations for each area.

From this report, we conclude that there are several ways the Council can work with the administration to improve various aspects of school life. For dining, we will continue to work with SATS Ltd. and the Dining Committee to implement student feedback received as part of this survey. We will also work alongside the Dean of Students Office to figure out a suitable Health Insurance plan, additional lighting in the library, better Wi-Fi and on-campus connectivity and the specifics of the honour code. Wellness came up as a key area for improvement, so we will also continue to advocate for more support for wellness and potentially increasing the number of staff. We will also work on hosting more information sessions about the tuition grant for international students.

The Yale-NUS Student Council recognizes that this report is not of scientific quality, as the voluntary nature of the survey may create some biases. We have, however, tried to include the recurring comments that we see as pertinent to the discussion of these topics on campus.

Dining

Questions on the topic of dining services were designed to assess student satisfaction with the current dining services and get feedback on some pending initiatives. Currently, each dining hall is open for nineteen meals per week and caters to various dietary restrictions. Over the past month, the Student Council has been working alongside the Dining Committee to implement improvements to the dining experience on campus; the details of which were released in an email to the student body on 25 October 2016. These initiatives include the ability to use dining taps at Café Agora, installation of a sink in Cendana Dining Hall, and renewing taps on a monthly, instead of weekly basis.

Overall, we found that students were most pleased with their interactions with the staff, but felt that other areas - particularly variety of food and considerations for dietary restrictions such as Halal and vegetarian options could be improved. Students also said that they would be more likely to eat in the dining hall if there was more variety (75.68%), dessert (63.28%) and increased nutritional value (44.91%).

The survey also included a section on various initiatives that have been proposed. When asked if students supported having Meatless Monday dinners to reduce Yale-NUS' carbon footprint, 58.33% of respondents supported this initiative in all three dining halls, while 69.36% supported this initiative if it was limited to one dining hall.

The issue of food wastage and leftover meal taps has become a concern of several students under the new dining system implemented this semester. Students have expressed interest in donating taps to on-campus workers, however, this is not possible for various reasons. However, we asked students about their interest in participating in a food packing project that would provide campus workers with lunch, which was supported by 53.19% of respondents.

Flexibility of dining options was another key component students were asked about. These questions asked about student's desire to vary their meal plans and use their meal taps at Café Agora. While the email sent to the student body on 25 October 2016 delineates some changes that will be made in terms of accessing food at Café Agora, being able to vary one's meal plan was favourable amongst 74.51% of students who responded.

Qualitative responses were also collected to see how students would like to see changes implemented and to gather a more cohesive picture of on-campus dining. Most common responses discussed the oiliness and unhealthiness of the foods and the lack of variety for special dietary needs. Some comments also highlighted the issue of accurate and effective labels, which is particularly important for students with life-threatening allergies. This qualitative feedback will be discussed in collaboration with the Dining Hall Committee directly to affect greater change in these areas.

Recommendations

The Student Council would like to commend the work of the Dining Hall Committee this semester and will continue to work with them to improve dining across campus. At this time, we would suggest implementing Meatless Mondays in one dining hall to introduce students to the idea, with the possibility of extending this initiative to all dining halls depending on subsequent feedback. We also see the need to encourage more students to eat in the dining halls, so we will work with the committee to implement student suggestions, such as providing a greater variety of food options, adding dessert, and improving the overall nutritional value of the meals, which students indicated would make them more likely to eat in the dining hall.

We would also like to work with the various departments in the College and Education, Resources and Technology (ERT) to create a mobile application to enhance many aspects of school life - especially the dining experience. In the realm of dining, this mobile application would include meal timings, and a way to rate items to provide active feedback on food quality to guide future changes and improvements for on-campus dining.

Health Insurance

Currently, all students are enrolled in the Undergraduate Health Scheme and Insurance and Blanket Travel Coverage that is offered by the National University of Singapore (NUS). For Singaporeans and students with Permanent Residency, these schemes include free consultation, basic investigations (to detect, diagnose, and monitor diseases), standard drugs from University Health Center Physicians, and reimbursement for outpatient procedures at Singapore Government hospitals. Hospitalisation and surgical benefit fees are also covered for accidental injuries.

International students are covered also for free consultation, basic investigations (to detect, diagnose, and monitor diseases), standard drugs from University Health Physicians, and reimbursements of up to \$350 for outpatient procedures at Singapore Government hospitals. Hospitalisation and surgical benefit fees are also covered for accidental injuries.

While these coverages exist for students regardless of their nationality, when asked about how much students felt they knew about the terms, 56.33% know little to nothing about the health insurance plans and 19.11% of students were unaware that we have an insurance plan. Despite the lack of knowledge amongst the student body, 88.59% were neutral or satisfied with the current coverages.

Over the past year, the Dean of Students Office has been looking into an additional top-up for the current insurance plan that would cover additional services such as dental, sexual, and women's health issues. When asked if students would be interested in the additional service, 74.94% of respondents said that they would be interested, but 46.15% of those interested would only be willing to pay less than \$30 SGD for this service.

Recommendations

The terms of the insurance plan should be delineated and communicated more widely, explicitly and concisely than just having the information available on the website. Having a health insurance information session during Orientation or during the academic year would be advisable so that if a student falls ill, they are aware of the policies and procedures in place to cover their care.

We also suggest continuing to look into the additional top-up insurance plans, as most students were interested in this service. We believe, however, that offering a top-up as an additional cost to students is discriminatory on the basis of finances and gender, as it would add an additional burden to those who are financially needy and disproportionately cause females to enroll due to the current health care plan's gaps in women's health services. Thus, we recommend making this top-up mandatory for the entire student body, to be included as part of tuition costs. Since Yale-NUS already offers tuition aid based on financial need, including the top-up as part of tuition will eliminate the barrier faced by students with financial need, while simultaneously avoiding gender discrimination.

On-Campus Employment

The Center for International and Professional Experience (CIPE) publishes available student associate positions on its website every other week. Typically, there are various research, administrative and ad-hoc positions, which are remunerated at a flat fee of \$9 SGD per hour. The survey questions sought to collate data on how students felt about the employment opportunities and remuneration. 44.44% of students who were seeking on-campus employment were able to attain jobs that interested them, while 24.24% said they could not find the jobs that interested them. Students were given the opportunity to comment on how they felt jobs could be improved, and overall wanted to see more research jobs available and differentiated pay depending on the type of skills required. Most students were pleased with their working conditions, but dissatisfied with the current payment system. 49.30% of students rated the system as some level of dissatisfying because of the extended time it takes to be reimbursed for their work - often six to eight weeks.

Recommendations

Given that students would like to see more student associate jobs for research, we recommend that CIPE works with the Dean of Faculty and professors to advertise for these positions. Since some professors are open to working with students on their research projects should they approach them directly. More information should be disseminated about how to seek out these opportunities so that students can be paid through CIPE for these types of research positions.

Moreover, the current payment system is unacceptable. Students must wait several months to be reimbursed and often times that leaves them with little to no disposable income depending on their financial situation. Thus, we implore CIPE to work with finance and NUS to find a more appropriate system of reimbursement that efficiently pays students for their wages and other out-of-pocket expenses for student activities.

Finally, many students commented on the need for higher wages and differentiated payments depending on the skills required for the job. At other colleges, such as Yale, students are paid a minimum wage of \$12 USD per hour (approximately \$16 SGD), with the possibility of being paid more if there are more skills or experience required. At the Nanyang Technological University (NTU), for example, students are paid \$7-15 SGD depending on the nature of work. We suggest working with students to find a more suitable remuneration -

since 37.90% of the student body found the current remuneration of \$9 SGD to be unsuitable. This is especially important since it has not changed in accordance with inflation rates since the College opened in 2013. Students most commonly suggested a wage of \$12-15 SGD as more acceptable remuneration. We also recommend working with students to find a suitable scale for assessing the various skills required for various positions to better remunerate students for their work based on the job requirements.

Honour Code

In 2016, the Dean of Students Office drafted a preliminary honour code. They invited a group of students who were involved in conversations about community or had applied to be part of the Residential Life Taskforce to offer their feedback on an initial draft. These selected students came up with values and community standards that represent Yale-NUS. The survey asked respondents their thoughts on whether or not Yale-NUS needed an honour code. To this question, respondents had mixed opinions - 60.86% of the student body agreed to some extent, while 19.70% were neutral on the matter, and only about 18% of the student body disagreed with this proposal.

Recommendations

We recommend to continue with the creation of an honour code. We also suggest that the process be opened up for general student input to ensure that the code will represent our culture, needs and community standards.

Wi-Fi

At present, Yale-NUS College uses the on-campus Wi-Fi provided by NUS. The Student Council received feedback from research Student Associates that download speeds vary significantly and can even be insufficient to download large data files that are required for Social Science research. More generally, 48.3% of students found our current Wi-Fi too slow or insufficient for downloading files, and only 17.42% of students have not experienced challenges with connectivity. When asked about the most common locations students experience connectivity issues, most reported having issues in their suites (62.12%), classrooms (25.76%), and dining halls (19.95%) - raising concerns about the effectiveness of our Wi-Fi and how these issues with connectivity can impact our learning and living. While connectivity is an issue that affects everyone, it has particularly strong ramifications for faculty and students

partaking in research as well as international students whose main point of contact with home is via the internet.

Recommendations

While we recognize the practical and logistical benefits of remaining connected to the NUS Wi-Fi, this seems to be insufficient for the community's needs. In order to improve the learning experience of students as well as aid those who are conducting research, it is imperative that we either work with NUS to improve the Wi-Fi or begin to explore the options for sourcing our own internet service provider to better meet our needs. By comparison, Singapore Management University (SMU) provides wifi speeds more than two times faster than ours (211.05 MB/s vs. our 95 MB/s), so we should consider adopting a system that has competitive download speeds.

Student Council Communication

One of our core functions, as a democratically elected institution, is to communicate well with the student body. The survey asked questions to discover how best we can improve our effectiveness in this area. When it came to primary means of communication, most students indicated they would prefer Facebook (75.51%) and periodic emails (69.70%), but that both methods are often overloaded with information. The website is currently an unpopular forum, with 60.61% of students saying they have not visited it before. They cited the layout as the main problem, as the current iteration makes it challenging to access the necessary information.

Recommendations

Good communication is necessary for us to better serve and listen to the student body. From this feedback, we will be making a couple of changes in the way we disseminate information. To ensure more students are aware of what we are doing, the Weekly Update will be sent out to all Yale-NUS students using an opt-out system. It will also continue to be posted on our Student Government Facebook page, but then further shared in the Residential College Facebook groups. Important items from these updates, progress reports on ongoing projects, and biographies of Council members will be accessible via posters in the lifts, which will be updated weekly. To encourage feedback and discussion, we will continue holding office hours every Thursday from 1200 to 1300 in all three dining halls. We also hope to hold more dialogue sessions in cooperation

with the Dean of Students Office and other key offices such as Infrastructure to foster conversations about important issues on our campus. We also hope to revamp the website to decrease confusing graphics, update project information, and make important information - such as feedback portals, an events calendar, and important contacts more easily accessible. Ensuring a strong bidirectional discourse between the Student Council and student body is key to ensuring we are effectively representing the student body.

Library

Currently, Yale-NUS students have access to all seven NUS libraries, in addition to our campus library. The Yale-NUS College Library is open 0800 - 2200 on weekdays and 1000 - 1800 on weekends and has a separate 24-hour study space. While students have the additional resources of NUS available to them, most students rated these service as fairly inaccessible. Overall, students found the quality of the study spaces and staff to be the most valuable attributes of the library. However, over a quarter of students rated the lighting as poor (18.25%) or terrible (7.97%).

Recommendations

For the class of 2019 and 2020, in particular, students have multiple identification numbers (one beginning with E and another beginning with A), which makes it challenging to sign into NUS resources. Clarifying or working with NUS on consolidating these identification numbers would be valuable to help students have better and consistent access to resources. Moreover, it would be pertinent to improve the lighting available in the library, as students found this to be insufficient.

Another question that has arisen about the library is students' access to the library resources post-graduation. We would like to work with the administration to see how online and physical resources can be extended to recently graduated students. At NUS, graduates can apply to be part of the external library system at a discounted rate, while Yale graduates have free on-site access any time after graduation. While we assume we are part of the NUS system, we see that other policies like those at Yale University and Cornell University (where alumni have a dedicated portal for online access as well as on-site access, but must pay for a library card in order to have borrowing privileges) might be advantageous to adopt for Yale-NUS students - many of whom will be working and living in Singapore post-graduation. Thus, we hope to work with

the Alumni Affairs Committee and administration to come up with a suitable policy for post-graduation facilities usage. The library resources are of particular importance to this discussion, as the current system of checking identification cards would be problematic for alumni who will presumably not have an identification card.

Wellness

Executive Summary

Over the past few months, the Student Council has been actively working to cultivate a culture of care within the student body. As a council, we have received a significant amount of feedback about Yale-NUS Wellness services and wanted to further investigate perspectives on this by collecting data from students. Overall, the results highlighted several areas of improvement for on-campus wellness in ways that are concrete, structural, and which would encourage more conversations about wellness within the Yale-NUS community. In particular, we recommend reducing wait times for appointments and changing the culture and discourse about seeking help.

The wellness portion of this survey was informally split into three categories: personal, which was composed of seven questions on the respondent's well being, community, which was composed of two questions on campus culture, and institutional, which was composed of more than twenty-five questions exploring the resources available to students by the college.

Personal

The wellness section of the student life survey began by asking about the typical mood of the respondent on an average day. Out of a list of 14 moods, "tired", "stressed", and "happy" were the most chosen words for describing the respondent's day; 86.54% of respondents chose the word "tired" as at least moderately describing their day, with 81.27% choosing "happy" and 75.73% choosing "stressed". Seeing as wellness is tied intrinsically with stress, the concept of stress was specifically explored in the next question, on average, how would you rate your stress level?. On a seven-point Likert scale from "Extremely relaxed" to "Extremely stressed", 84.70% of respondents indicated that they were slightly, moderately, or extremely stressed. Students then indicated a variety of stressful areas in their life, but the most selected option was "Academics" with an

88.39% selection rate, followed by “Future prospects” and “Extracurriculars”, with 57.52% and 44.59%% selection rates accordingly.

Yale-NUS is conceived as an institution of academic rigour, and students have publicly responded about the culture of academic stress that stems from this conception. Oftentimes, the fact that students may be stressed about a paper or project is not surprising. However, these statistics point to a large portion of the school being continually stressed about academic concerns, among other areas of their lives. This stress, however, is supplemented by the fact that the current student body is part of the first four founding classes, which creates an added pressure of building a community, pioneering through new classes and changes to the curriculum, starting and running new student organizations, and searching for jobs and applying to graduate school coming from a relatively unknown institution.

The stresses indicated naturally exist within a community with mental health concerns. Of the 396 respondents, 17.44% indicated they have been diagnosed with a mental health condition by a professional. And while the majority of total respondents rated their knowledge of mental health and associated terms as “a moderate amount” or more, less than a quarter of respondents who have been diagnosed with a mental health condition are currently seeking support. By far, the most common mental health conditions indicated were depression and anxiety.

Community

Two optional, fill-in questions were asked about campus culture: How would you describe campus culture surrounding mental health and wellness? and How would you like to see campus culture surrounding mental health and wellness change? Both of these questions had diverse results, but many of the answers shared common trends.

Students had the opportunity to give open feedback about their thoughts on the campus culture surrounding mental wellness. The responses ranged from positive to negative descriptions, but overall there were a greater number of negative comments and experiences.

Many respondents commented that the College has done a good job of encouraging good mental health and wellness practices. In particular, multiple respondents commended that there was a greater awareness and openness of

mental health on campus, as well as praising both peer resources such as P.S. We Care and institutional resource like the Yale-NUS Wellness Centre.

However, a great number of students also responded negatively about mental health and wellness on campus. A majority of respondents in this category commented that there was still a stigma that is attached to students with mental health issues, and several others commented that they felt they were not able to openly speak about their struggles. Multiple reasons were given for this; some respondents cited the need to maintain outward appearances of stability, others cited the normalisation of high stress in many areas of student life such as academics and student organisations. Respondents also shared sentiments that while awareness of mental health and wellness has improved, there has yet to be any change in help-seeking attitudes amongst students, and as such many students who may require support are not yet seeking it. Multiple respondents suggested that proactive approaches to wellness as a whole is still lacking in campus culture.

Students also suggested ways to change the campus culture surrounding mental wellness. The largest category of responses were related to destigmatising mental health and wellness. Respondents most commonly suggested having more talks, information sessions and workshops regarding mental health and wellness in order to raise awareness and increase knowledge of mental health conditions. At the same time, many respondents hope to see more dialogues on the topic, in order to allow students to feel open and comfortable with sharing their own experiences and struggles with mental health and wellness to reduce the stigma and encourage solidarity.

A large category of responses were related to academics. Many respondents felt that academic demands are very high, and this does not allow students sufficient room to take time for themselves. Many felt that illnesses - mental or physical - often set students back for the semester, regardless of their duration or severity of the illness, signalling a greater cultural issue of understanding and self-care. Responses show that students want faculty and staff to also be involved in the conversations about mental health and wellness in order for the student experience to be fully understood by all parties involved, in hopes of reducing the amount of potential stressors. Several respondents mention requiring support for academic demands to allow for students to be able to take time off to recover from ailments, mental or otherwise. Moreover, important information such as course selection results, grades or study abroad application results should not be sent out at the end of the business day or week - times when students cannot seek support. Instead, these types of sensitive decisions that may

impact students well being should be disseminated in the morning, before classes begin so that they have the opportunity to seek support and clarification as needed.

Remaining categories of responses included the idea of making wellness a priority, and encouraging students to change mindsets about taking breaks for themselves. Other responses discussed the stability of the Yale-NUS Wellness Centre, emphasising that the relationship between resources in the Yale-NUS Wellness Centre and the student body needs time to develop. In this regard, multiple respondents also called for an increase in the number of full-time psychologists and more proactive rather than reactive action on mental health and wellness.

Institutional

Many of the questions on institutional resources were asked to gauge student's familiarity and experience with these resources. For example, the majority of respondents, 62.47%, indicated they were not familiar or only slightly familiar with P.S. We Care, the peer counseling group under the Dean of Students Office. However, of those familiar with P.S. We Care, less than 1% indicated they had negative experience with the group, with the vast majority answering neutrally or positively.

As for faculty and staff, respondents were most familiar with Dean's Fellows and Vice-Rectors, and least familiar with the external wellness resources provided to students. While students tended to be moderately familiar with wellness, the familiarity was dispersed, with only about 29.76% saying they felt extremely or very familiar with Yale-NUS Wellness. Experience followed a similar trend as familiarity; experience with Dean's Fellows was rated the highest with 75.39% citing a positive experience, followed by 69.89% having a good experience with Vice-Rectors. 56.66% rated their experience as some degree of good with the Yale-NUS Wellness Center. These statistics highlight the fact that, in many cases, Dean's Fellows and Vice-Rectors are the most known and effective administrative groups to the student body.

For the Yale-NUS Wellness Center in particular, the survey included questions about the services provided to the student body. While 88.2% of students said they were familiar with the Yale-NUS Wellness Center, only 40% of respondents indicated that they sought out the services of the Yale-NUS Wellness Center, and the majority of respondents had scheduled appointments when they sought out

this service. However, of those who walked-in and did not previously schedule an appointment, 24.82% said they were able to see a counselor, while 14.89% said the counsellors were unable to see them.

The majority of respondents who sought the services of the Yale-NUS Wellness Center went for anxiety, academic stress, and depression. These issues correspond to the most common mental health conditions indicated, as well as the most common stressor indicated. While the quality of the services was rated a mean score of 7.43 on a Likert scale of 10, it is also important to consider inconsistent waiting time for Wellness services. Students waited varying amounts of time between booking an appointment and seeing a psychologist. While the quickest wait time was under 24 hours, for about 22% of respondents the waiting time exceeded one week. Thus, while the average quality of the Yale-NUS Wellness Center support was good, the wait time for appointments oftentimes led students to feel unsupported.

This is especially concerning given that Yale-NUS Wellness Center was rated the most likely service to be used out of the four counseling options provided by Yale-NUS College. In fact, 93% of students indicated that, if they needed help, they would go to the Yale-NUS Wellness Center as their 1st or 2nd option. Because the Yale-NUS Wellness Center is the first resource that comes to mind for students seeking help, their availability is critically important for the student body. P.S. We Care was the next highest resource, with 24.05% of total respondents selecting it as their top options.

When asked how they would improve the service of Yale-NUS Wellness, respondents most commonly wrote two recommendations: (1) increasing the consistency and number of psychologists and (2) implement a better and faster booking system.

The recommendations on the consistency of Wellness psychologists referred to multiple events that have occurred at Yale-NUS since the end of the 2015/2016 Academic Year: the Yale-NUS Wellness Center Coordinator and psychologist Shaen Yeo leaving, psychologists Joel Yang and Natalie Games leaving, and psychologists coming from SACAC Counseling for interim periods.

In regards to booking appointments, some students offered concrete solutions to the chaotic nature of the current system that relies on email communication. One respondent offered the Yale-NUS Writer's Centre's booking system as an example of a well-functioning appointment scheduling system. To book an appointment at the Writers' Center, students sign into a secure portal where they can select from the available appointment slots for the writing tutors on shift. It

is hypothesized that an anonymous procedure like this booking system would increase the number of students who use the Yale-NUS Wellness Center as a resource, seeing as it would increase ease of access and reduce the barriers to access for some students.

Most of the respondents viewed Yale-NUS Wellness as a resource they would use; more than 80% of students said they were at least slightly likely to use Wellness if they needed professional help. However, students also indicated pursuits by Wellness that would increase their likelihood of going. Testimonials of students who used Wellness services were the number one most chosen option of those provided, with 53.51% of students selecting it. Students also favoured having more sessions to get to know the counsellors (41.62%) and sessions to better understand the wellness center and its services (32.70%). Additionally, there was some interest in a more diverse set of offerings from the wellness center - particularly for group therapy (17.03%).

Recommendations

It is clear that a multi-pronged approach to improving mental health and wellness in the college is urgently needed. The Yale-NUS Wellness Center has been exceptionally dedicated and hardworking through several challenges and changes this semester; however, there are still some areas for improvement, as outlined below.

Education

More can be done with regards to community and institutional efforts in educating the community about mental health and wellness. Increasing knowledge of what mental health and wellness is would help in establishing a better understanding in the student body about how to approach it. Education on mental health and wellness, however, should not be limited to the student body, but should also be attended by faculty and staff. This should happen in addition to some sort of mandatory sensitivity and mental health training for all faculty and staff, as there were repeated comments about faculty being out of touch with the mental health needs of the campus. This can take the form of talks and panels with invited professionals, testimonials from people who currently suffer from mental health disorders, or short sessions carried out by the Yale-NUS Psychology faculty. In the community, educating students about ways to support each other would be valuable. The Mental Health Taskforce has already taken steps in this direction to form a series of workshops to train students to be Mental Health Allies. In a more formal capacity, this can also be offered as an academic module, such as the one offered at SMU about peer

support entitled “Peer Mentoring and Facilitation”. Improving knowledge and education of mental health will also help in destigmatisation of mental health and wellness. These tools will encourage students to seek help when necessary.

Communication

The right sort of communication to various stakeholders such as staff, faculty and student organisation leaders is crucial to build a campus culture of care and support. This begins with the messaging of what it means to be a Yale-NUS student, which involves setting manageable expectations of academics, co-curricular involvement and community building right from the first day of Orientation. This might take the form of mandatory Wellness sessions during Orientation and semi-formal ones throughout the year for upper-class students. At present, the mandatory one-on-one sessions are insufficient with many students falling through the cracks. These sessions would also include information about the on and off campus resources that students can refer to and to highlight the accessibility and need to use these resources as necessary. The communication begins during Orientation but needs to be continued and emphasised throughout the academic year as well.

Next, it is also necessary to communicate with Student Organisation leaders about health and wellness since co-curriculars are a huge part of the Yale-NUS experience. This means explaining that midnight meetings should not be the norm, and that leaders need to be able to look out for the wellbeing of their members. When planning events, student leaders should also consider what can be realistically accomplished within clearly defined and manageable timelines, projects and delegation of work. This could be done as part of leadership training workshops run by DOS.

It is also critical that any changes in the Yale-NUS Wellness Center be disseminated to students as soon as possible to reduce confusion and keep a standard quality of care. We suggest implementing this through an opt-out mailing list specifically for the Yale-NUS Wellness Center instead of including it in the Student Services fortnightly updates.

Finally, 88.39% of students indicated academics as a major stress factor, and so engaging staff and faculty in conversations surrounding mental health issues is crucial. This would take the form of faculty workshops that will raise awareness about mental health among faculty members and encourage a culture of understanding and care for students who might have difficulties.

Optimising the Wellness Centre

At present, the Wellness center has limited space, which has resulted in one psychologist temporarily being moved to another building. While the administration has recognized this is not ideal, a suitable long-term solution has yet to be found. One possibility would be looking into renovations to accommodate the need for more offices and more psychologists. Another possibility would be to move the Dean of Students Office into the current Wellness space and have Wellness move to the third floor in order to create a more private space for wellness and accommodate the demand for more space. This would involve moving the Dean and Associate Director's office to the first floor space and the three counsellors to the offices upstairs. The Associate Director for Athletics, Health and Wellness would remain in the upstairs office, which would also have space for one associate and a comfortable waiting room for students seeking support and for P.S. We Care shifts. Downstairs, the Dean and Associate Director would get the offices, while the Athletics center would have an additional desk for an associate and the nurse's center would stay in its current location. The Director of Student Services would move to the administrative building in the east core to be closer to their department. Making this change would maximize the space available and still leave room for further expansion of the departments.

A solution to the space issue is of critical importance, as this is definitely not something that is limited to the short-term, but will only increase as the school grows in size. While we are only at 75% capacity, the results of this survey already suggest a need to hire more psychologists to support students who are struggling with mental health issues. If we eventually need to add more staff to support the students at full capacity, we need to plan for a space that can accommodate the needs of the students.

Furthermore, the results of this survey suggest a need to implement a new, more effective booking system. Since many of the complaints and data suggest that there are inconsistent wait times, it would be advisable to adopt a booking system like the Yale-NUS College Writers' Center, as it would allow a standardized system and create a lower barrier to entry. We will continue to work with the Wellness department to see how we can optimize changing the current booking system.

Moreover, the long-wait times not only suggest an issue with the current booking system, but also the number of counsellors present in the Wellness center. While the number of counsellors per student is competitive within Singapore, we must also recognize that we are uniquely positioned as a liberal arts college with a diverse student body and so these types of numbers need to

be adjusted to account for this. For instance, at Swarthmore College there are six full-time psychologists for 1600 students. Since the results of the survey suggest that there are a great number of students facing mental health challenges, but not currently seeking support and more than 20% of students have to wait more than a week between booking their appointment and seeing a psychologist, it is evident that we need to hire more full-time psychologists or wellness staff to support the needs of the student body.

It is also important to have face-time and sustained contact with psychologists and members of the Dean of Students Office. Yale-NUS is a residential community, and so it is necessary to engage in continued communication and proximity with psychologists. This refers to potentially increasing expectations for Dean of Students Office members to eat at the Dining Halls a couple of times a week to interact with students. It is in these sorts of informal interactions that relationships are built and sustained, and students can be supported.

Tuition Grant

Currently, international students can sign up for a tuition grant that subsidizes tuition and results in a three year work bond to be fulfilled in Singapore or with a Singaporean company abroad. Of the international students who responded to the survey, 76.51% reported as being signed up for the tuition grant. When asked about the communication of the terms of the grant, a significant number felt that the terms had not been communicated well by the Ministry of Education or by Yale-NUS College.

Recommendations

The Office of Admissions and Financial Aid, in conjunction with the Dean of Students Office should work on making resources about the tuition grant more accessible. Additionally, students felt that they would benefit from more information sessions - particularly about satisfaction requirements, visa applications, and housing opportunities. Students also responded that they needed more knowledge about how to go to graduate school given the tuition grant. Thus, we will work with CIPE, the Dean of Students Office and Admissions and Financial Aid to properly disseminate information about this bond.

Acknowledgements and Authorship

This report was primarily authored by Sara Rotenberg '19, Alexander Meyer '18, Glen Koh '18, and Saza Faradilla '18, with additional editing prowess from members of the Yale-NUS Student Council.

In addition, the Yale-NUS Student Council would like to thank:

Christopher Bridges, Dean of Students

Zoe Peters, Assistant Director of Dean of Students

Christopher Stefanik, Dean's Fellow

Brea Baker, Dean's Fellow

Kristi Lemm, Associate Professor of Psychology

The Mental Health Taskforce (Jolanda Nava '17, Alexander Meyer '18, Xiao Ting Teo '18, Joceline Yong '18, Leon Han '20, Xinyu Luo '20, Fatima Daif '18, Santana Tadepalli '17, Francesca Maviglia '19)

Members of the Student Council

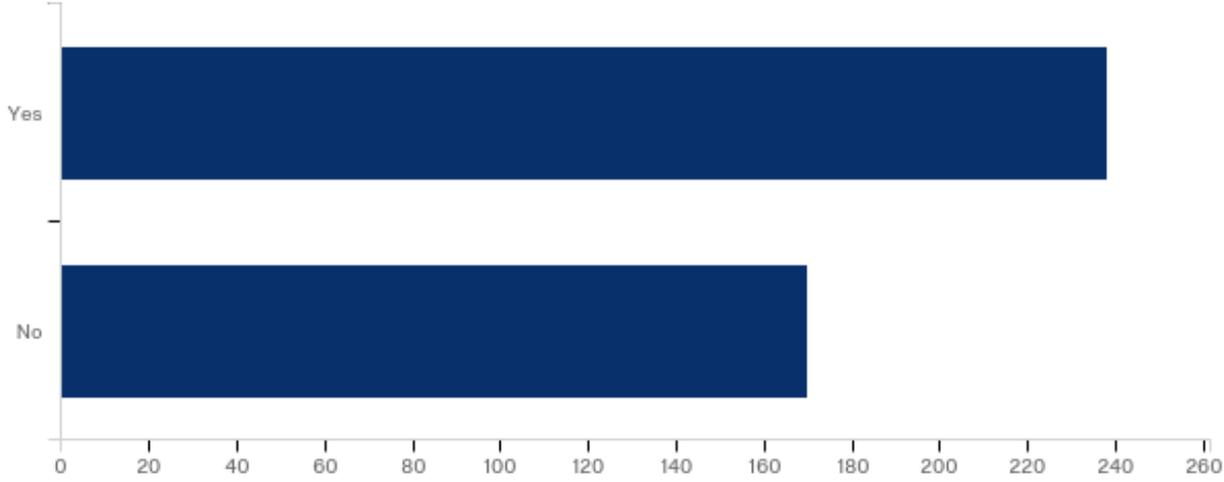
Members of the student body

Appendix I: Survey of Yale-NUS College Students

On a scale from 1-10, how satisfied are you with the dining options on campus?

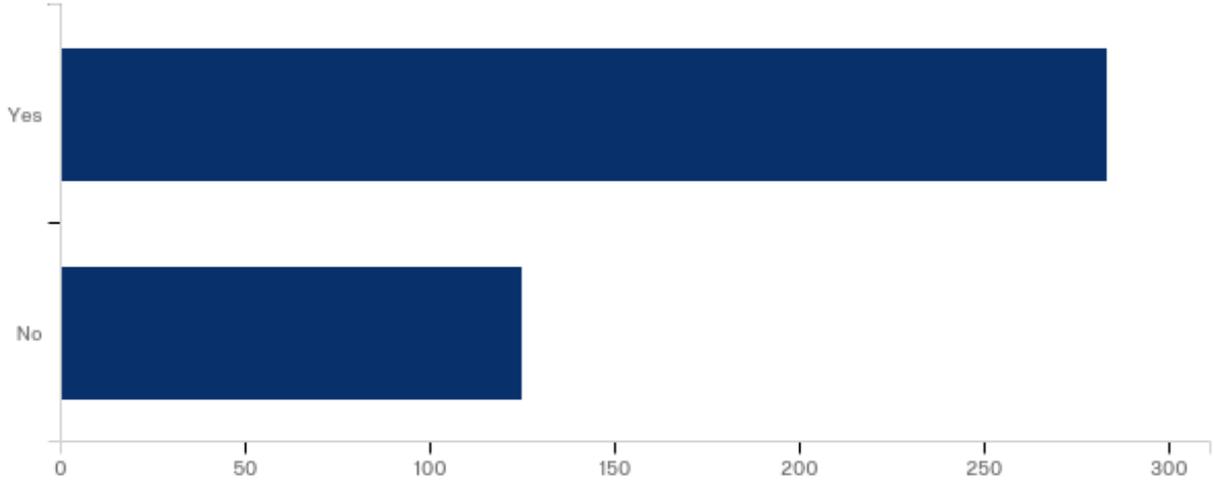
Field	Minimum	Maximum	Mean	Std. Deviation	Variance	Count
Meal Timings	0.00	10.00	6.95	2.00	3.99	406
Variety of Food	0.00	10.00	6.09	2.15	4.63	406
Quality of Food	1.00	10.00	6.65	2.06	4.25	404
Amenities (i.e. sink, dishes, etc.)	0.00	10.00	6.83	2.33	5.43	405
Healthiness	0.00	10.00	6.62	2.09	4.39	402
Vegetarian/Halal/Special Dietary Considerations	0.00	10.00	6.50	2.39	5.71	400
Staff and Service Interactions	0.00	10.00	8.20	1.93	3.72	405

Would you support Meatless Monday Night Dinners? This would mean that Monday night dinners in all dining halls would have no meat options for anyone to reduce Yale-NUS' carbon footprint. For more information, you can look at this website



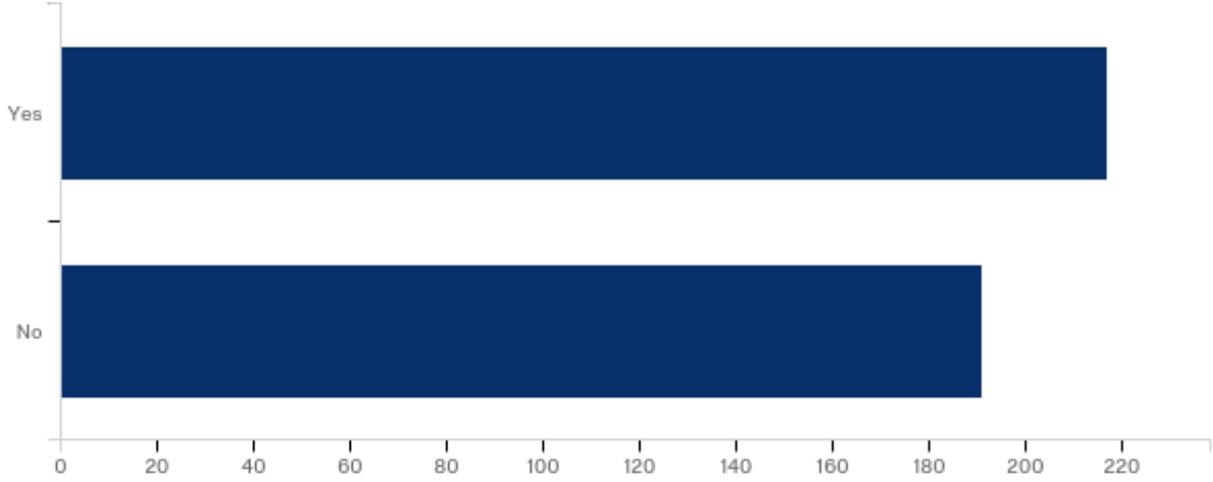
Answer	%	Count
Yes	58.33%	238
No	41.67%	170
Total	100%	408

Would you support this initiative in one dining hall (instead of all three) at dinner on Monday nights?



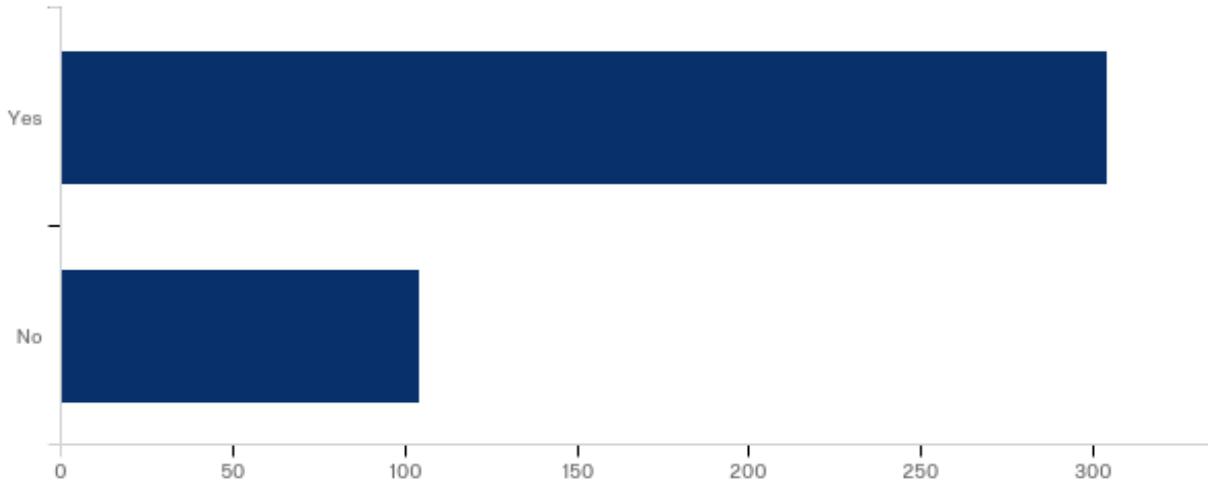
Answer	%	Count
Yes	69.36%	283
No	30.64%	125
Total	100%	408

Would you be interested in being part of the food packing project to pack lunch from Monday to Friday at 1:30PM for workers in the college? This could be a possible solution to the suggestion of donating meal taps.



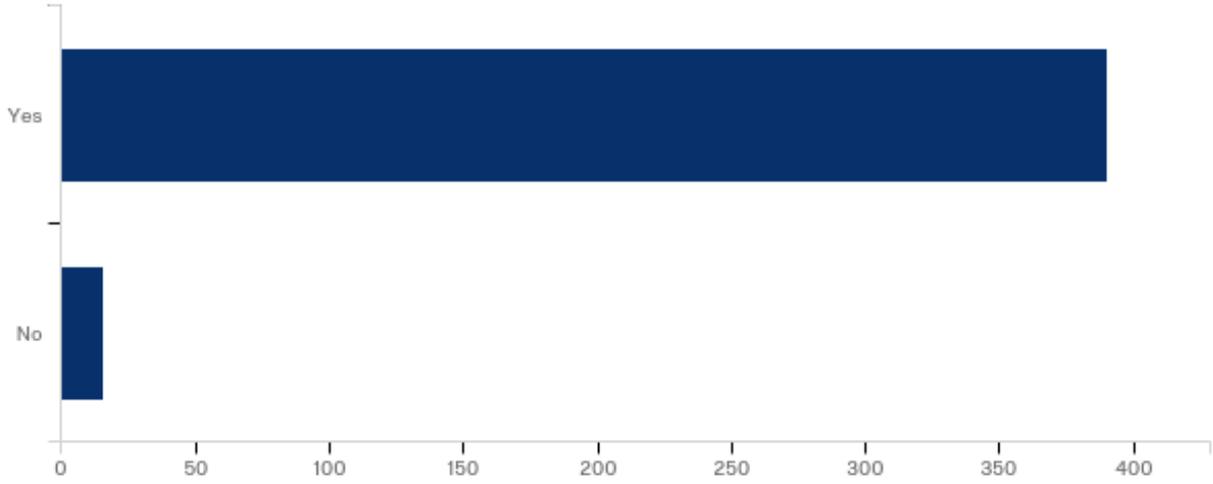
Answer	%	Count
Yes	53.19%	217
No	46.81%	191
Total	100%	408

Would you be interested in being able to vary your meal plan? (i.e. pay for 15 meals per week instead of 19)



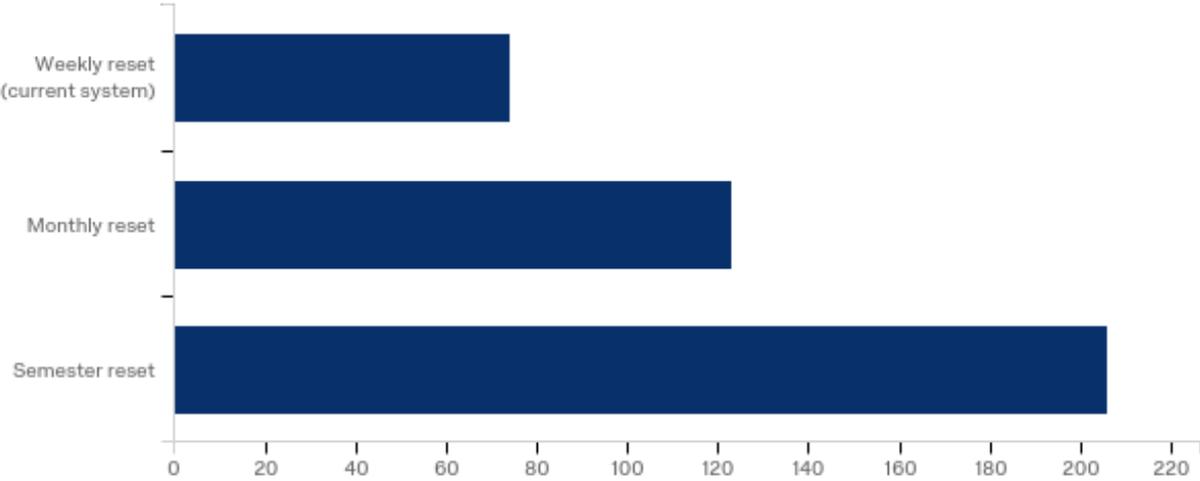
Answer	%	Count
Yes	74.51%	304
No	25.49%	104
Total	100%	408

Would you be interested in being able to use a points/tap system at Café Agora? (i.e. meal plans would include points that could be used at Café Agora or these points could be purchased at the beginning of the semester)



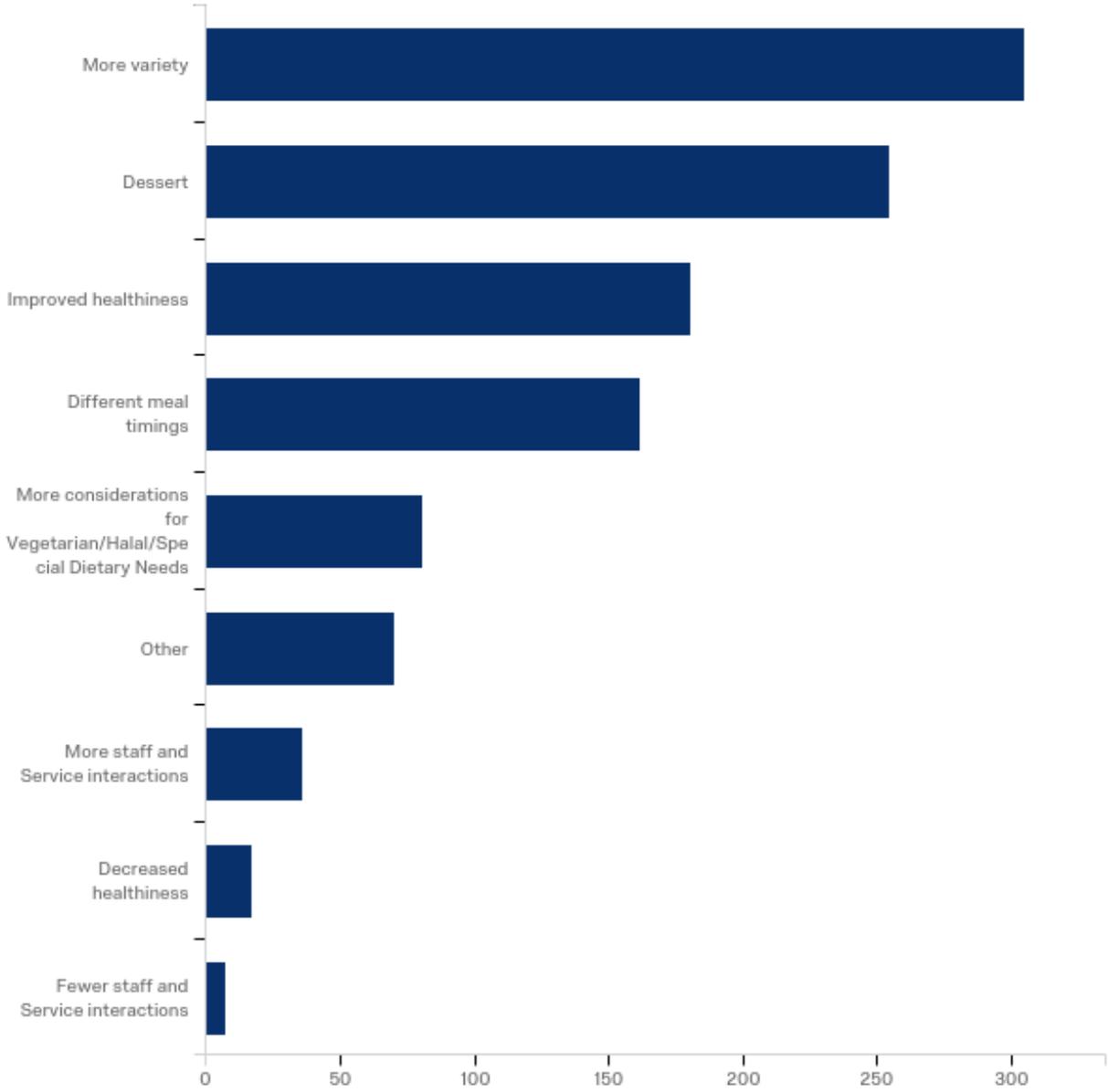
Answer	%	Count
Yes	96.06%	390
No	3.94%	16
Total	100%	406

What system of refreshing of meal taps would best suit your needs? Currently, there are 19 meals per week in the dining hall and they do not transfer from week to week.



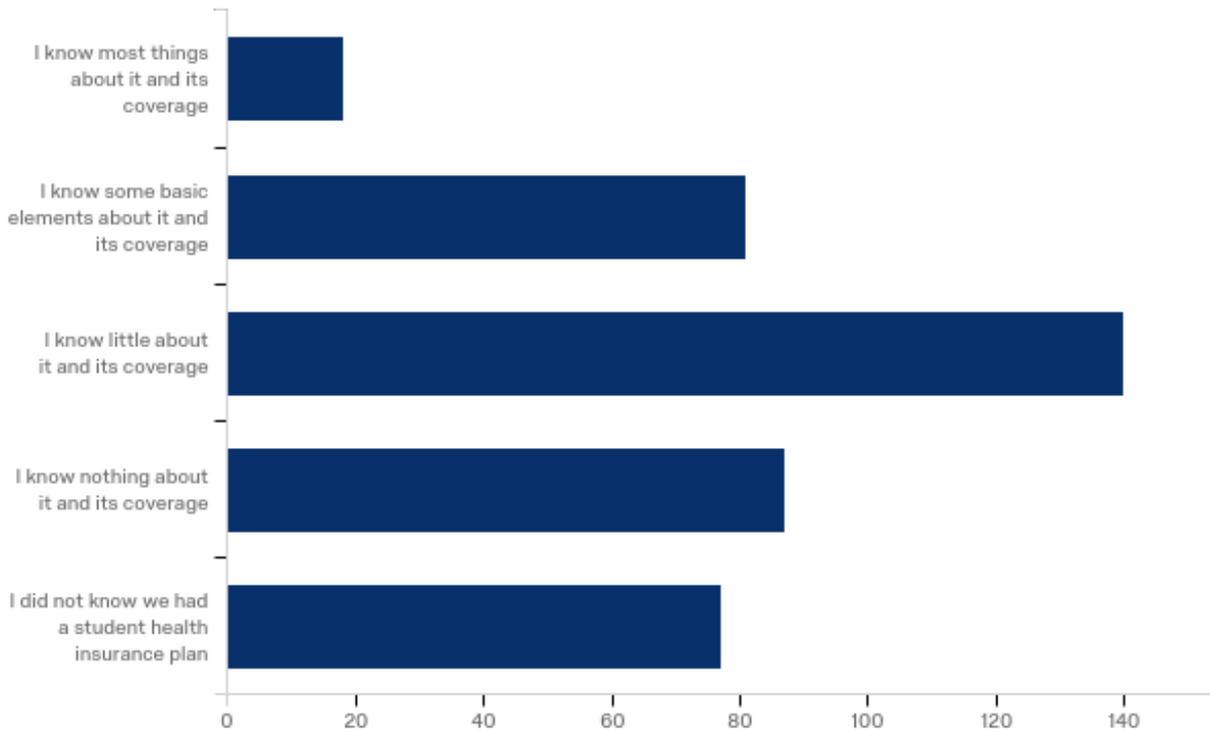
Answer	%	Count
Weekly reset (current system)	18.36%	74
Monthly reset	30.52%	123
Semester reset	51.12%	206
Total	100%	403

What would make you more likely to eat in the dining hall more often?



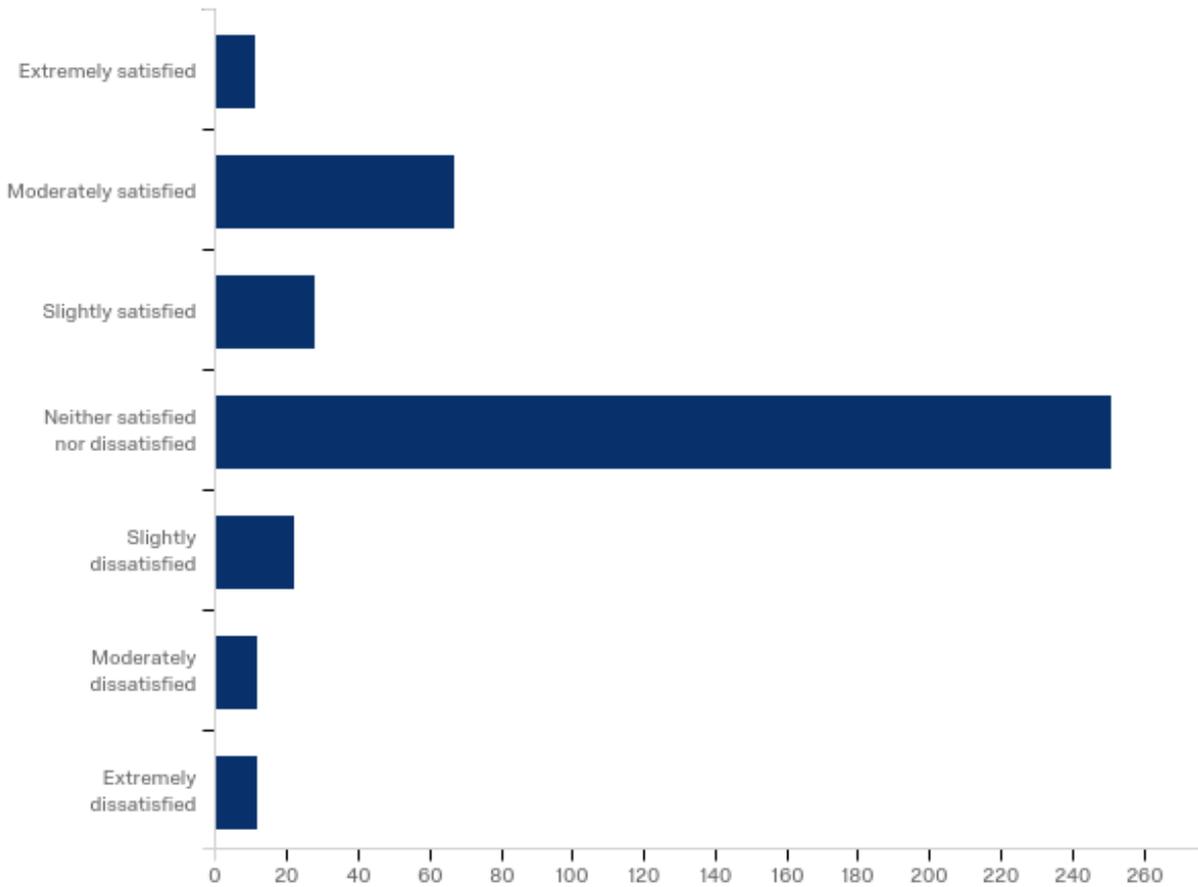
Answer	%	Count
Different meal timings	40.20%	162
More variety	75.68%	305
Improved healthiness	44.91%	181
Decreased healthiness	4.22%	17
More considerations for Vegetarian/Halal/Special Dietary Needs	20.10%	81
More staff and Service interactions	8.93%	36
Fewer staff and Service interactions	1.74%	7
Dessert	63.28%	255
Other	17.37%	70
Total	100%	403

How much do you know about the student health insurance plan?



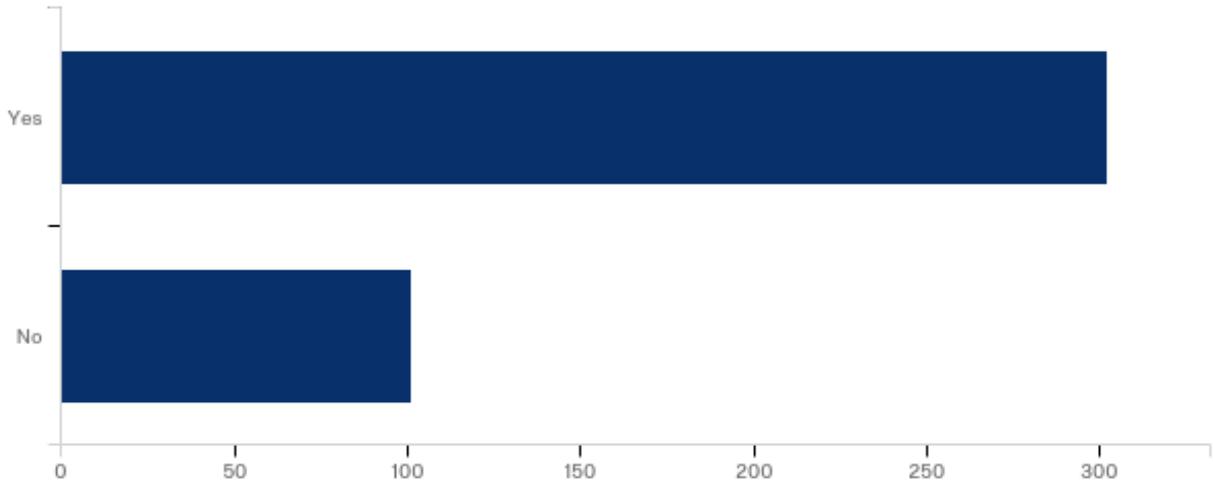
Answer	%	Count
I know most things about it and its coverage	4.47%	18
I know some basic elements about it and its coverage	20.10%	81
I know little about it and its coverage	34.74%	140
I know nothing about it and its coverage	21.59%	87
I did not know we had a student health insurance plan	19.11%	77
Total	100%	403

How satisfied are you with the current health insurance plan?



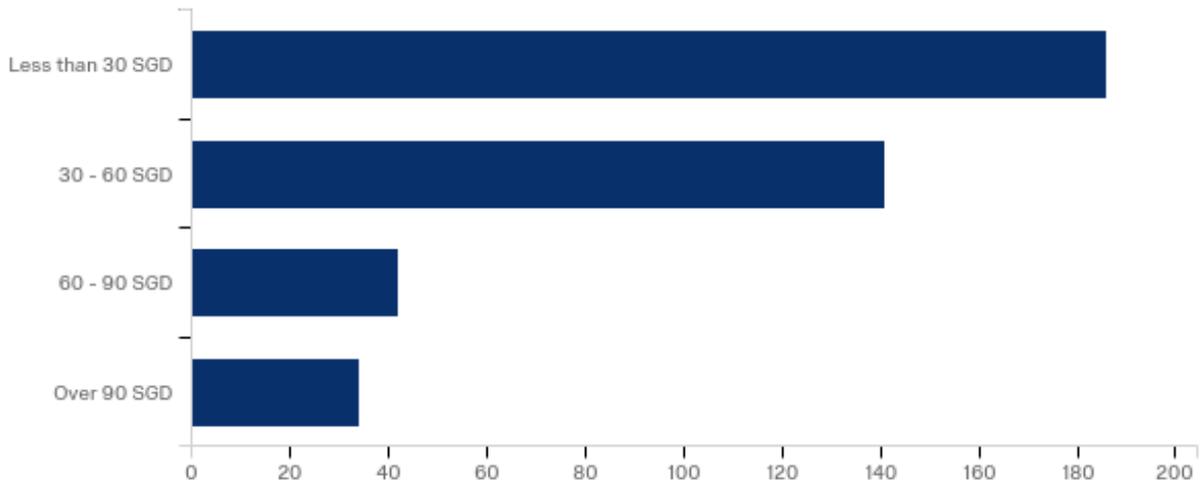
Answer	%	Count
Extremely satisfied	2.73%	11
Moderately satisfied	16.63%	67
Slightly satisfied	6.95%	28
Neither satisfied nor dissatisfied	62.28%	251
Slightly dissatisfied	5.46%	22
Moderately dissatisfied	2.98%	12
Extremely dissatisfied	2.98%	12
Total	100%	403

If a top-up was available annually to improve coverage for dental, sexual, and women's health issues, would you be interested?



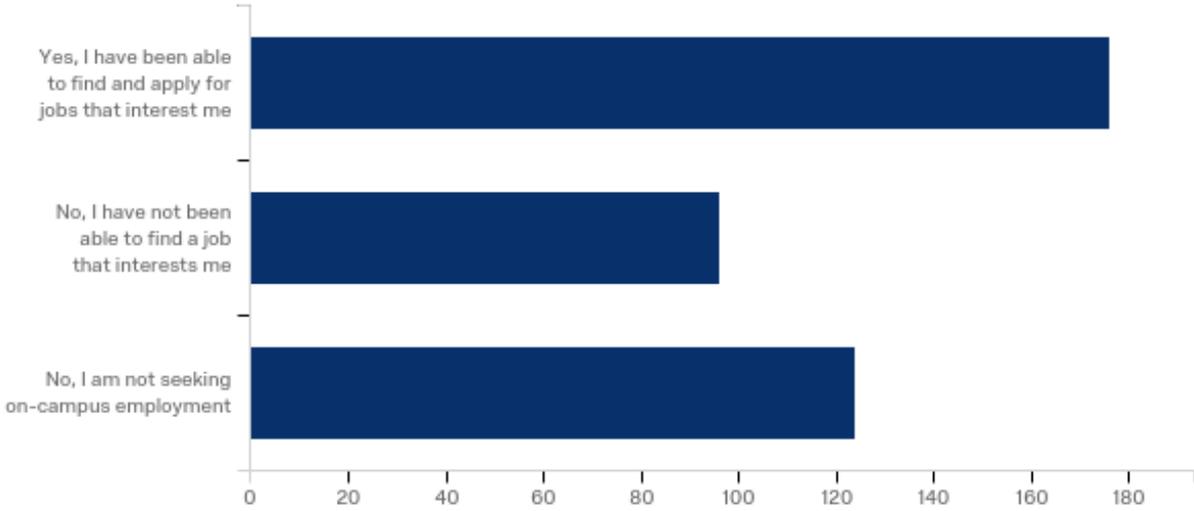
Answer	%	Count
Yes	74.94%	302
No	25.06%	101
Total	100%	403

If yes, how much would you be willing to pay for this annual service?



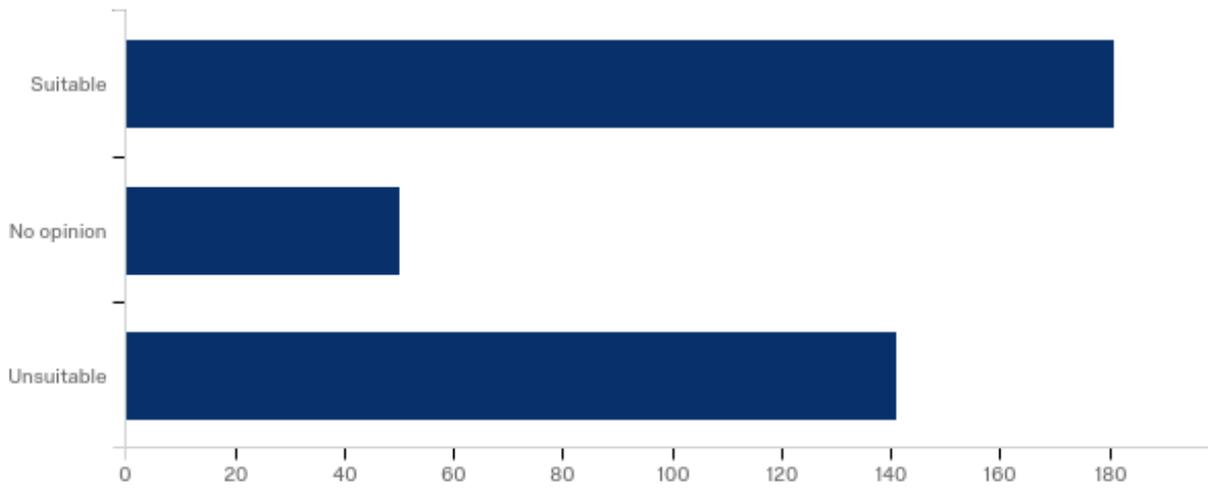
Answer	%	Count
Less than 30 SGD	46.15%	186
30 - 60 SGD	34.99%	141
60 - 90 SGD	10.42%	42
Over 90 SGD	8.44%	34
Total	100%	403

Have you been able to find a suitable on-campus job?



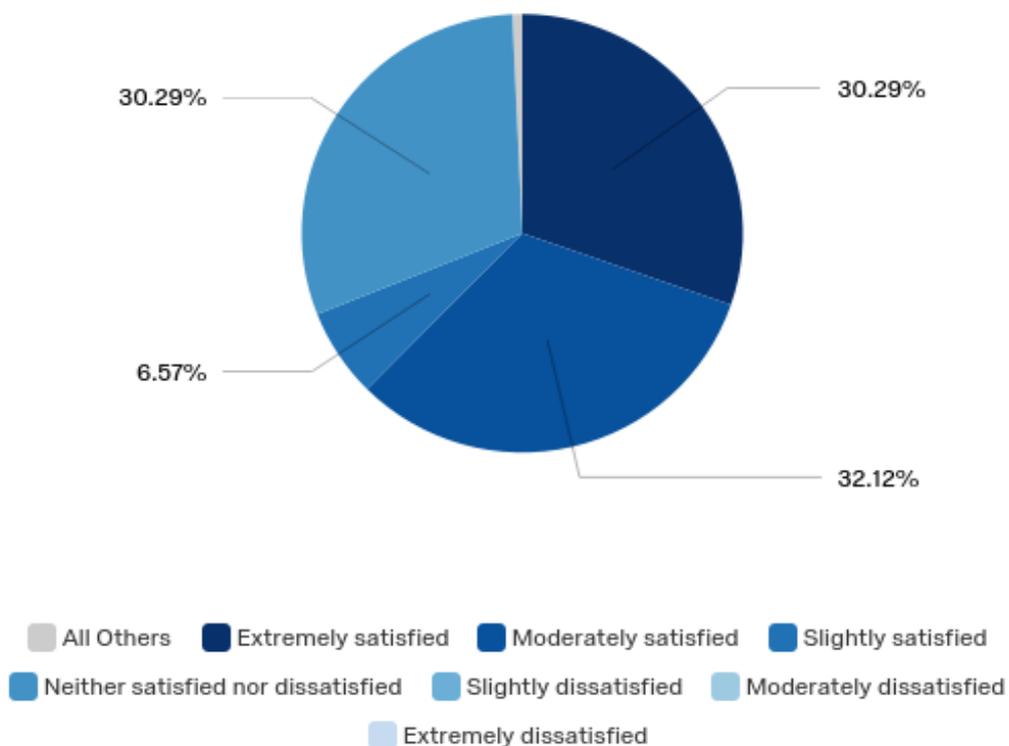
Answer	%	Count
Yes, I have been able to find and apply for jobs that interest me	44.44%	176
No, I have not been able to find a job that interests me	24.24%	96
No, I am not seeking on-campus employment	31.31%	124
Total	100%	396

How suitable do you find the wages (9 SGD/hr)?



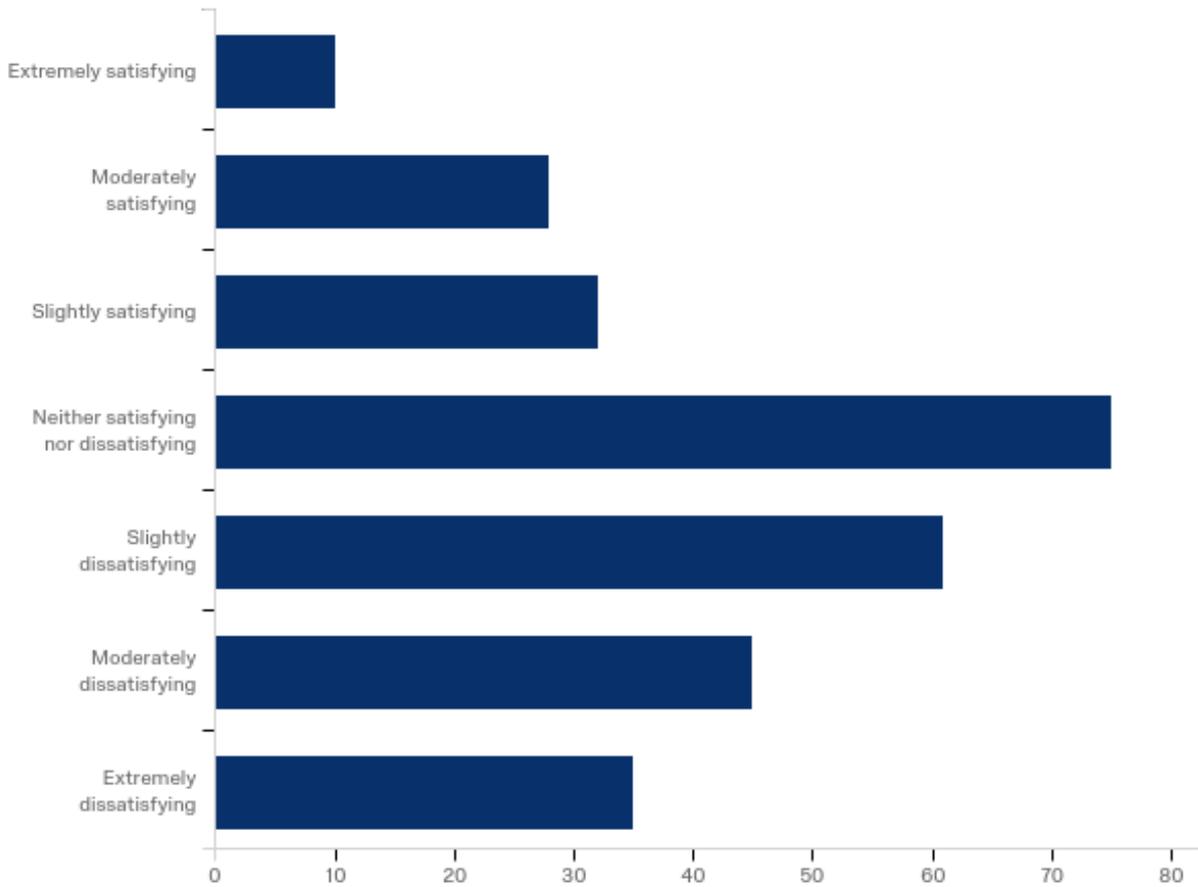
Answer	%	Count
Suitable	48.66%	181
No opinion	13.44%	50
Unsuitable	37.90%	141
Total	100%	372

How satisfied are you with your working conditions?



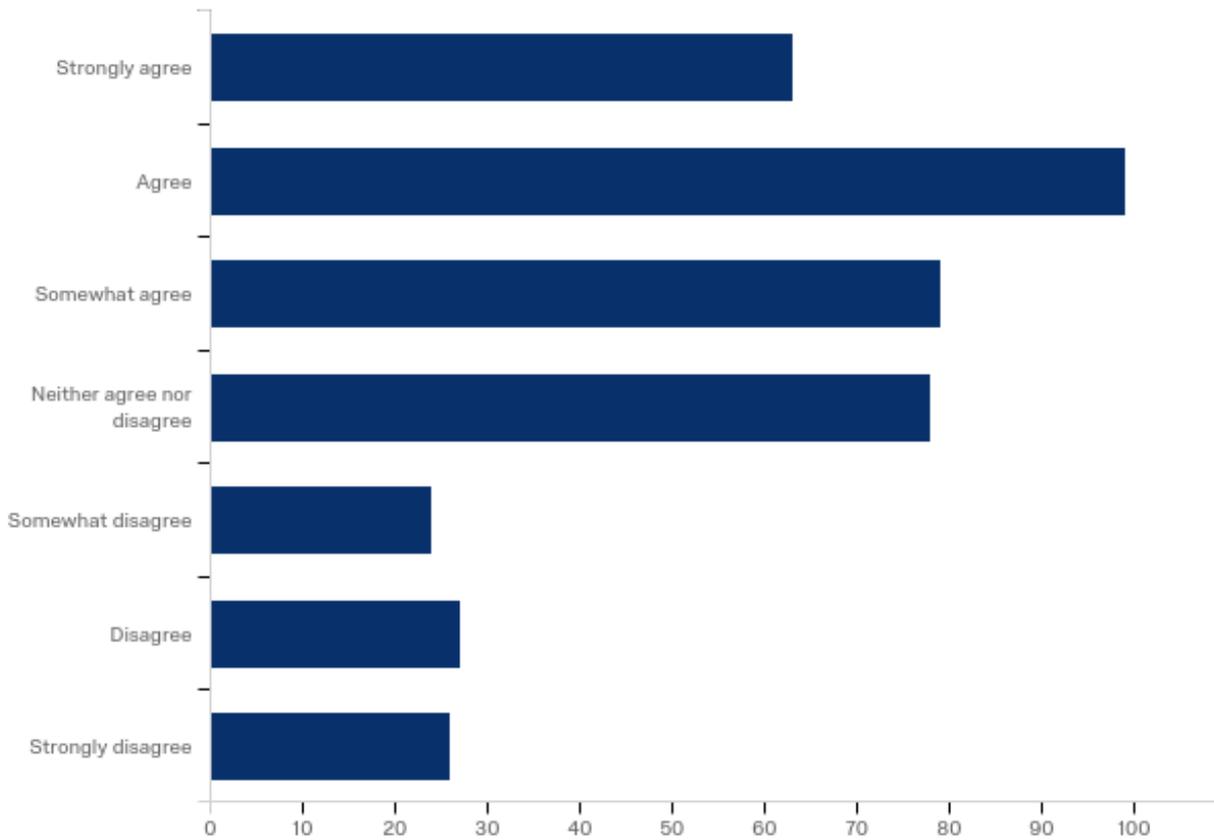
Answer	%	Count
Extremely satisfied	30.29%	83
Moderately satisfied	32.12%	88
Slightly satisfied	6.57%	18
Neither satisfied nor dissatisfied	30.29%	83
Slightly dissatisfied	0.36%	1
Moderately dissatisfied	0.36%	1
Extremely dissatisfied	0.00%	0
Total	100%	274

How have you found the payment system?



Answer	%	Count
Extremely satisfying	3.50%	10
Moderately satisfying	9.79%	28
Slightly satisfying	11.19%	32
Neither satisfying nor dissatisfying	26.22%	75
Slightly dissatisfying	21.33%	61
Moderately dissatisfying	15.73%	45
Extremely dissatisfying	12.24%	35
Total	100%	286

Do you think Yale-NUS needs an honour code? The Honour Code would hold students to behavioural and community standards such as integrity and respect in order to increase understanding and open dialogues amongst members of the community.

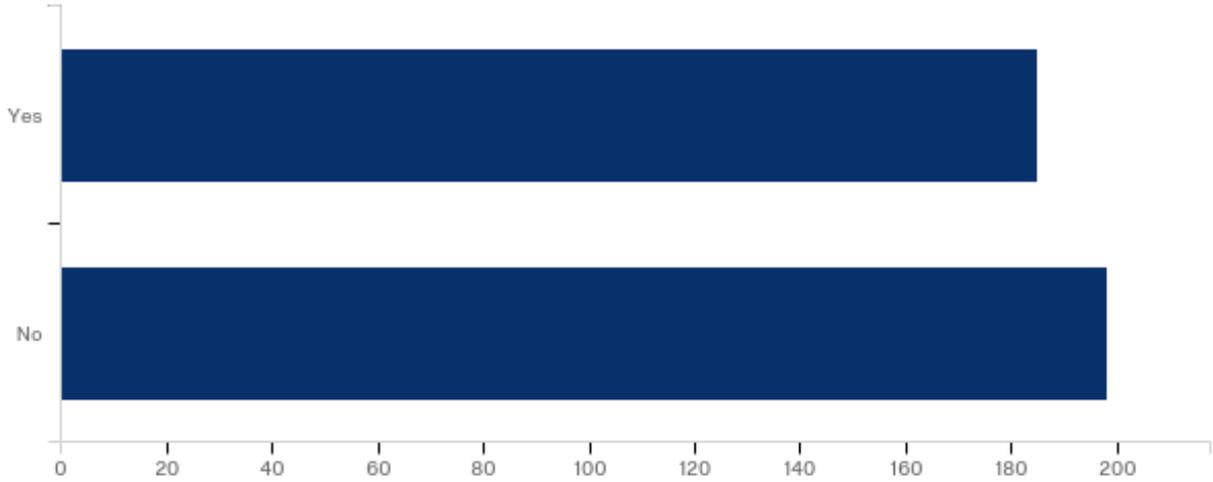


Answer	%	Count
Strongly agree	15.91%	63
Agree	25.00%	99
Somewhat agree	19.95%	79
Neither agree nor disagree	19.70%	78
Somewhat disagree	6.06%	24
Disagree	6.82%	27
Strongly disagree	6.57%	26
Total	100%	396

How suitable do you find the Wi-Fi on campus for your needs?

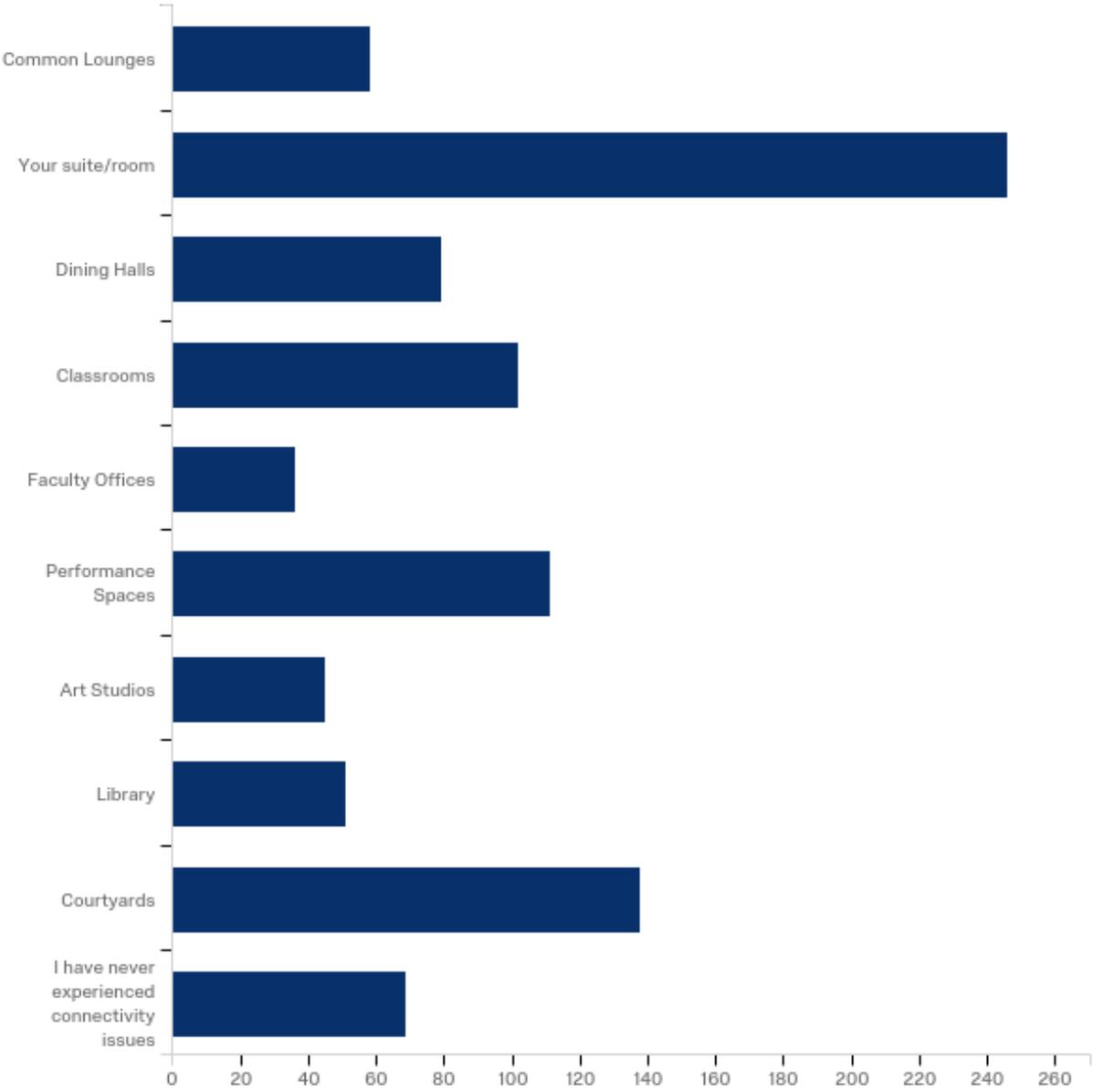
Field	Minimum	Maximum	Mean	Std. Deviation	Variance	Count
I find the Wi-Fi to be...	0.00	10.00	6.03	2.47	6.11	384

Have you found the internet too slow or insufficient to download files?



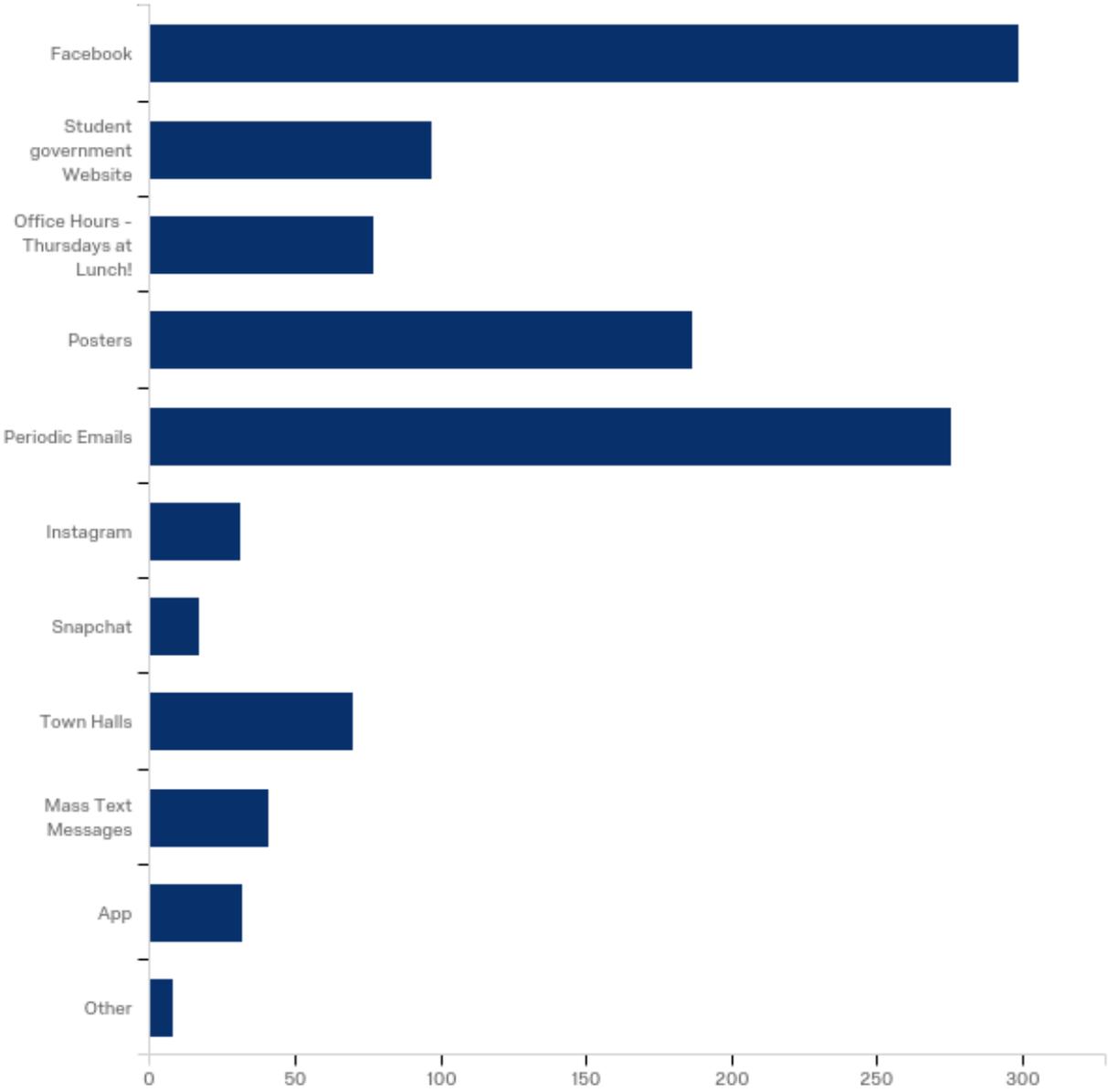
Answer	%	Count
Yes	48.30%	185
No	51.70%	198
Total	100%	383

Have you experienced issues with connectivity in any of the following places?



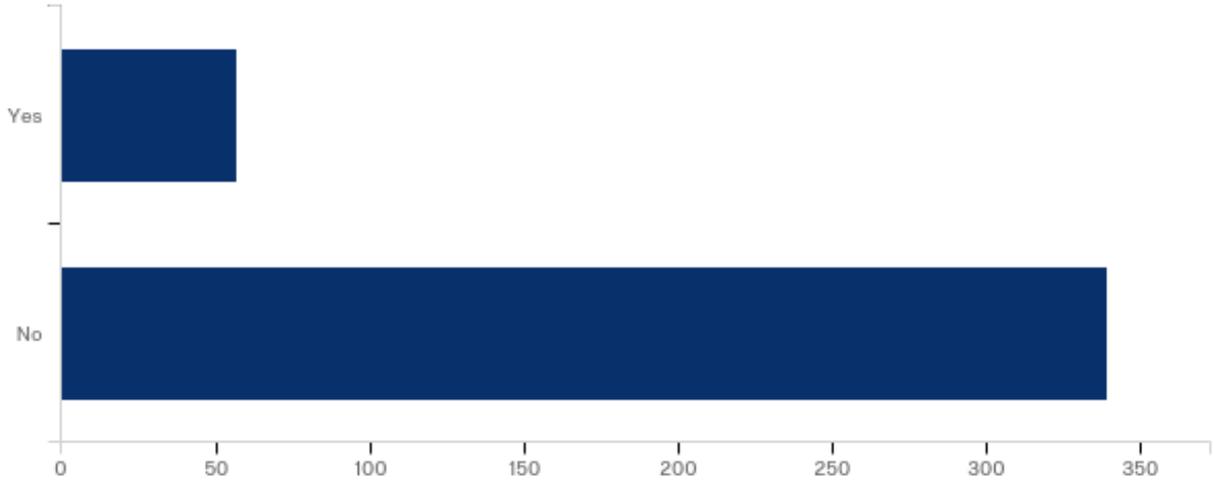
Answer	%	Count
Common Lounges	14.65%	58
Your suite/room	62.12%	246
Dining Halls	19.95%	79
Classrooms	25.76%	102
Faculty Offices	9.09%	36
Performance Spaces	28.03%	111
Art Studios	11.36%	45
Library	12.88%	51
Courtyards	34.85%	138
I have never experienced connectivity issues	17.42%	69
Total	100%	396

What is the ideal way for the student council to communicate with the student body?



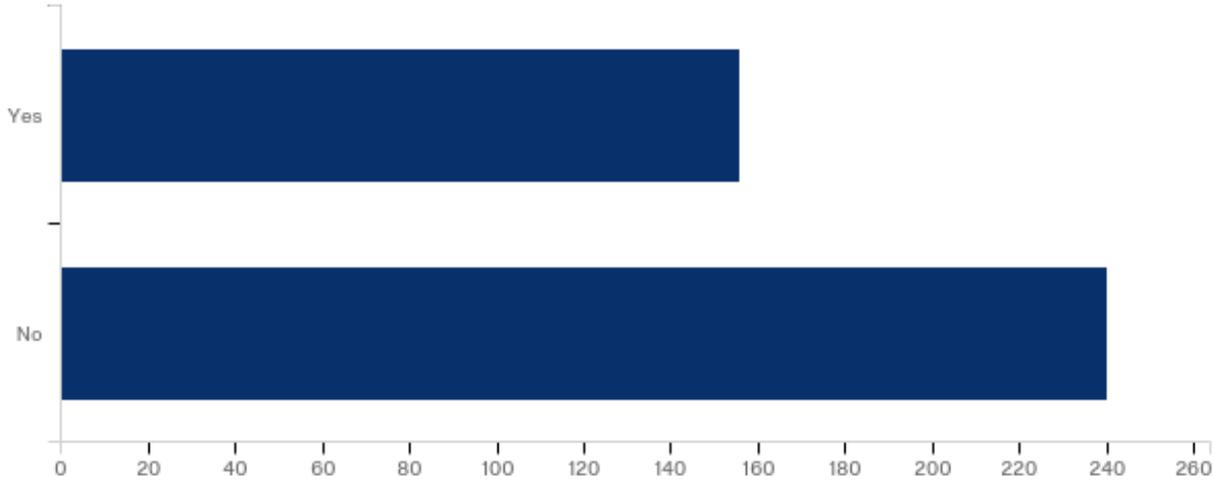
Answer	%	Count
Facebook	75.51%	299
Student government Website	24.49%	97
Office Hours - Thursdays at Lunch!	19.44%	77
Posters	47.22%	187
Periodic Emails	69.70%	276
Instagram	7.83%	31
Snapchat	4.29%	17
Town Halls	17.68%	70
Mass Text Messages	10.35%	41
App	8.08%	32
Other	2.02%	8
Total	100%	396

Are you currently signed up for our weekly emails?



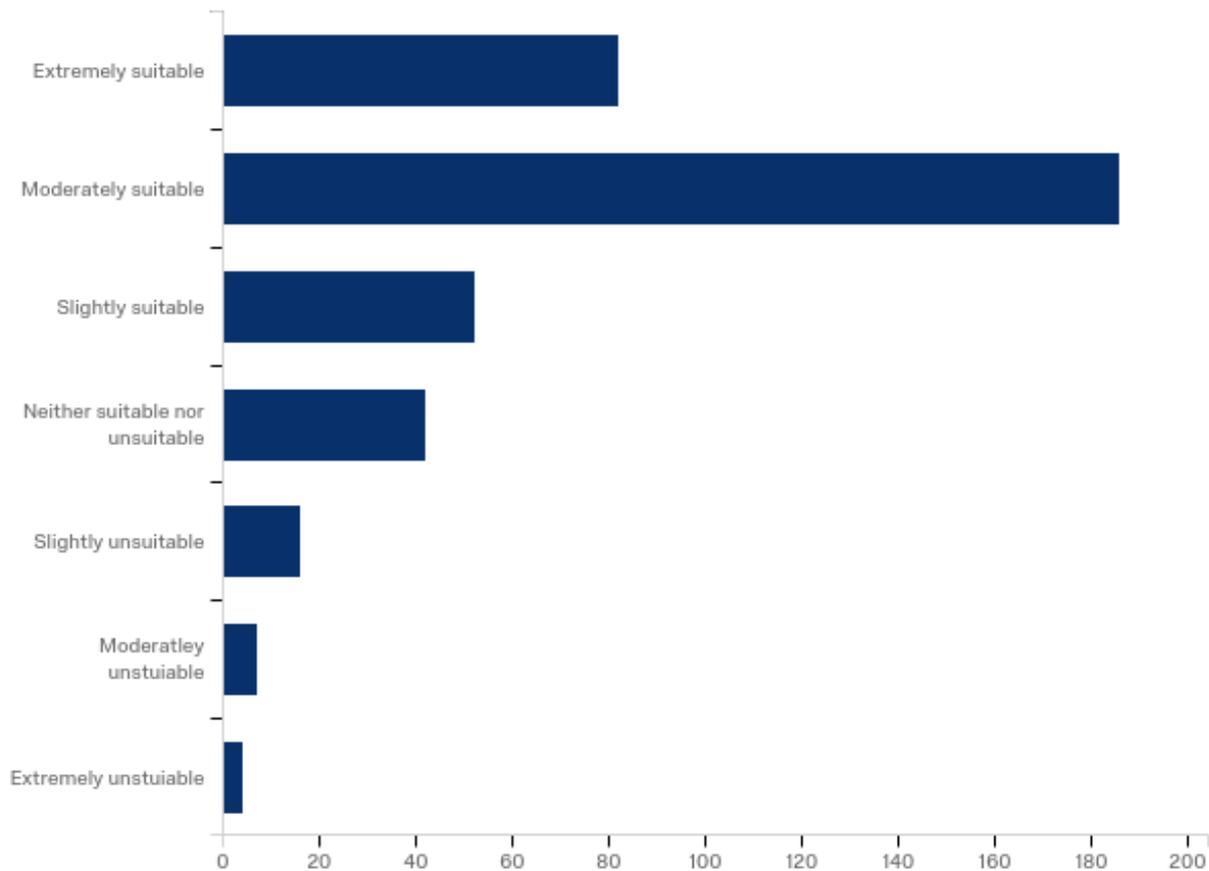
Answer	%	Count
Yes	14.39%	57
No	85.61%	339
Total	100%	396

Have you been to our website?



Answer	%	Count
Yes	39.39%	156
No	60.61%	240
Total	100%	396

How suitable do you find the library for your needs?



Answer	%	Count
Extremely suitable	21.08%	82
Moderately suitable	47.81%	186
Slightly suitable	13.37%	52
Neither suitable nor unsuitable	10.80%	42
Slightly unsuitable	4.11%	16
Moderately unsuitable	1.80%	7
Extremely unsuitable	1.03%	4
Total	100%	389

How would you rate the following aspects of the library?

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Lighting	1.00	5.00	2.60	1.21	1.46	389
Resources available	1.00	5.00	2.05	0.80	0.65	389
Helpfulness of the staff	1.00	5.00	1.81	0.69	0.48	389
Variety of study spaces	1.00	5.00	2.05	0.86	0.74	389
Quality of study spaces	1.00	5.00	1.83	0.80	0.64	389
Availability of study spaces	1.00	5.00	2.08	0.87	0.76	389
Library hours	1.00	5.00	2.15	0.92	0.85	389

Question	Excellent		Good		Average		Poor		Terrible		Total
Lighting	19.02%	74	35.73%	139	19.02%	74	18.25%	71	7.97%	31	389
Resources available	23.65%	92	53.73%	209	17.74%	69	4.11%	16	0.77%	3	389
Helpfulness of the staff	33.42%	130	53.73%	209	11.57%	45	1.03%	4	0.26%	1	389
Variety of study spaces	26.48%	103	50.13%	195	16.45%	64	6.17%	24	0.77%	3	389
Quality of study spaces	37.28%	145	46.79%	182	12.08%	47	3.34%	13	0.51%	2	389
Availability of study spaces	24.94%	97	50.64%	197	16.97%	66	6.43%	25	1.03%	4	389
Library hours	22.88%	89	50.13%	195	17.99%	70	6.94%	27	2.06%	8	389

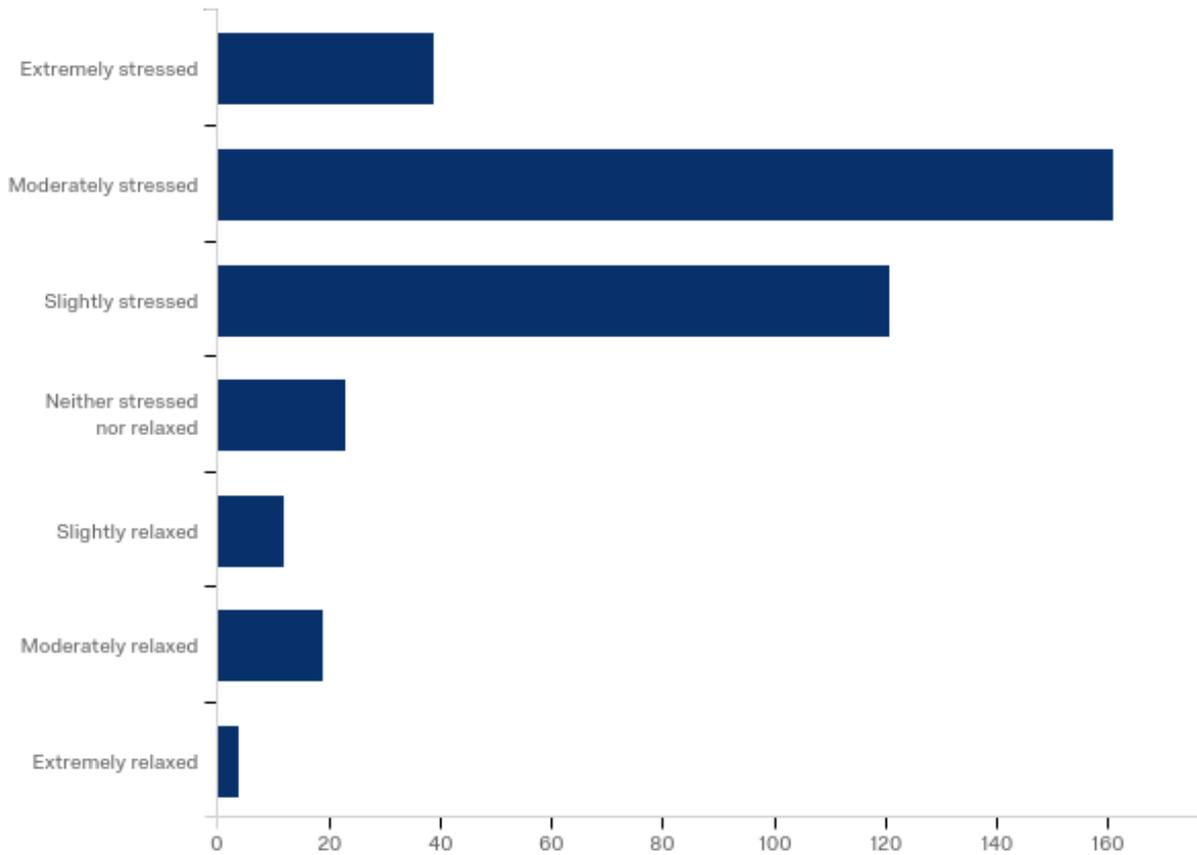
How accessible do you find NUS libraries and library resources?

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
I find it...	0.00	10.00	3.89	2.26	5.09	376

On average, what describes your disposition on a typical day?

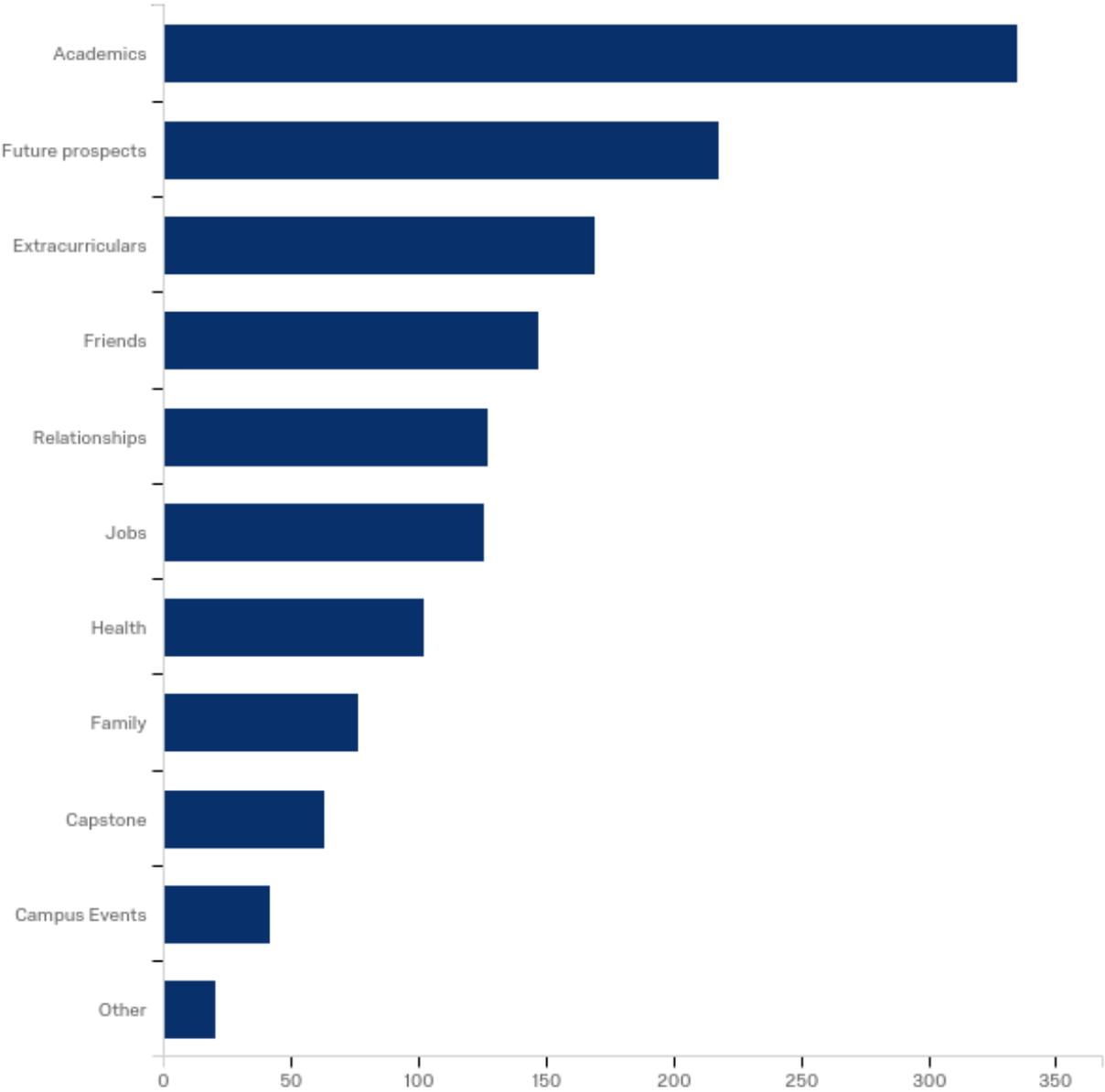
Question	Clearly describes my mood on a typical day		Mostly describes my mood on a typical day		Moderately describes my mood on a typical day		Slightly describes my mood on a typical day		Does not describe my mood on a typical day		Total
Happy	12.14%	46	36.94%	140	32.19%	122	12.93%	49	5.80%	22	379
Sad	2.90%	11	9.23%	35	25.59%	97	32.98%	125	29.29%	111	379
Stressed	15.30%	58	33.25%	126	27.18%	103	19.26%	73	5.01%	19	379
Relaxed	3.43%	13	12.66%	48	28.76%	109	34.04%	129	21.11%	80	379
Worried	8.18%	31	28.23%	107	23.48%	89	26.12%	99	13.98%	53	379
Content	11.87%	45	30.61%	116	31.66%	120	18.47%	70	7.39%	28	379
Anxious	10.29%	39	26.39%	100	20.84%	79	25.86%	98	16.62%	63	379
Motivated	11.08%	42	24.54%	93	35.36%	134	20.05%	76	8.97%	34	379
Tired	31.13%	118	34.83%	132	20.58%	78	9.23%	35	4.22%	16	379
Cheerful	8.18%	31	34.30%	130	32.72%	124	16.89%	64	7.92%	30	379
Angry	2.90%	11	5.54%	21	11.87%	45	21.90%	83	57.78%	219	379
Optimistic	11.08%	42	27.70%	105	31.66%	120	21.11%	80	8.44%	32	379
Disappointed	4.22%	16	10.03%	38	18.73%	71	34.56%	131	32.45%	123	379
Energized	3.69%	14	15.04%	57	32.72%	124	30.87%	117	17.68%	67	379
Other	11.87%	45	12.93%	49	24.80%	94	3.17%	12	47.23%	179	379

On average, how would you rate your stress level



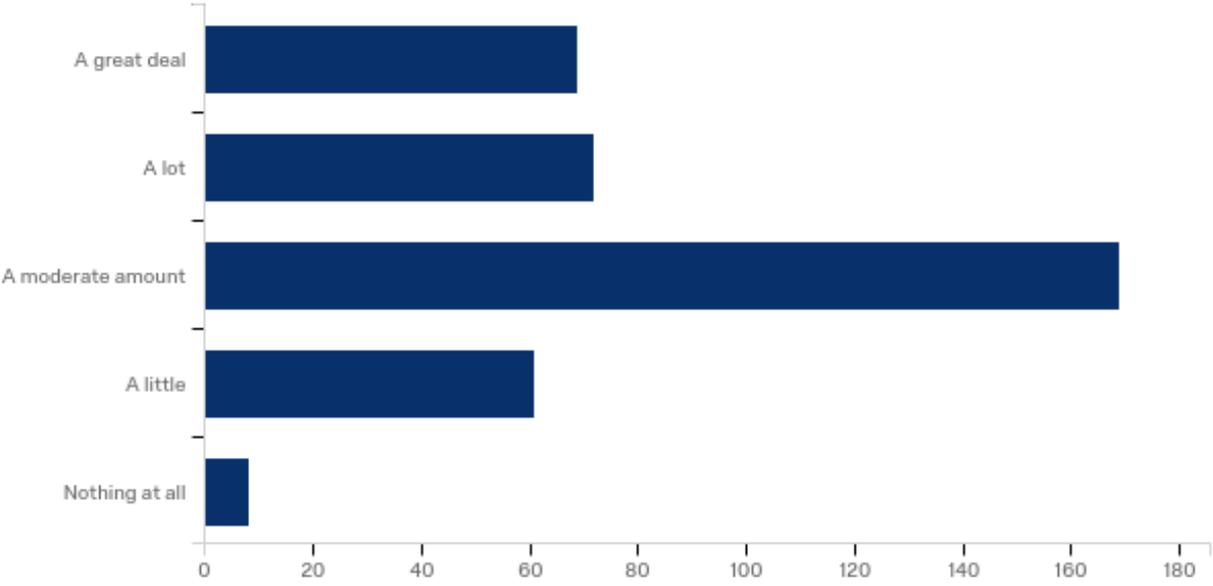
Answer	%	Count
Extremely stressed	10.29%	39
Moderately stressed	42.48%	161
Slightly stressed	31.93%	121
Neither stressed nor relaxed	6.07%	23
Slightly relaxed	3.17%	12
Moderately relaxed	5.01%	19
Extremely relaxed	1.06%	4
Total	100%	379

What aspects of your life stress you?



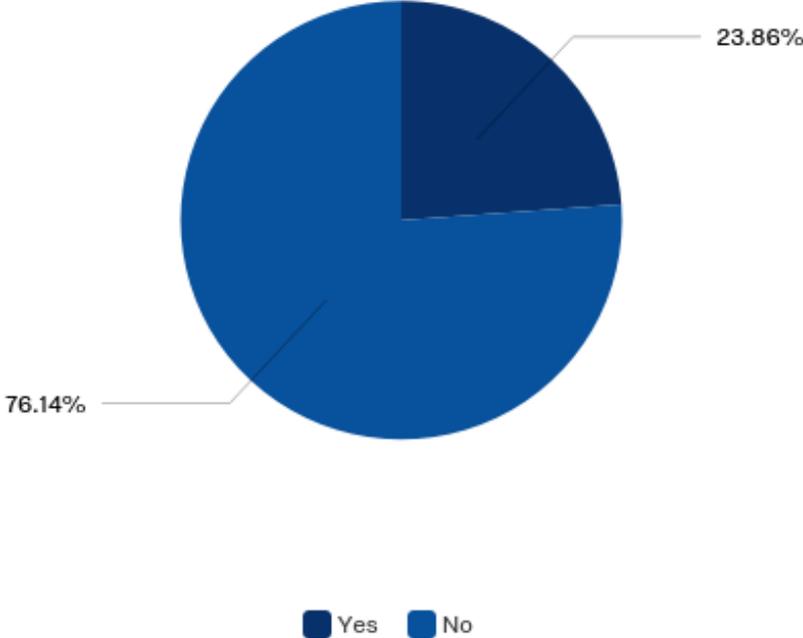
Answer	%	Count
Academics	88.39%	335
Friends	38.79%	147
Family	20.05%	76
Relationships	33.51%	127
Health	26.91%	102
Extracurriculars	44.59%	169
Jobs	33.25%	126
Capstone	16.62%	63
Future prospects	57.52%	218
Campus Events	11.08%	42
Other	5.28%	20
Total	100%	379

How would you rate your knowledge of mental health and associated terms like stress, depression, bipolar disorder, etc.?



Answer	%	Count
A great deal	18.21%	69
A lot	19.00%	72
A moderate amount	44.59%	169
A little	16.09%	61
Nothing at all	2.11%	8
Total	100%	379

If you have been diagnosed with a mental health condition, are you currently seeking support? (i.e. going to see a psychologist, counsellor, community leader, etc.) (Optional)

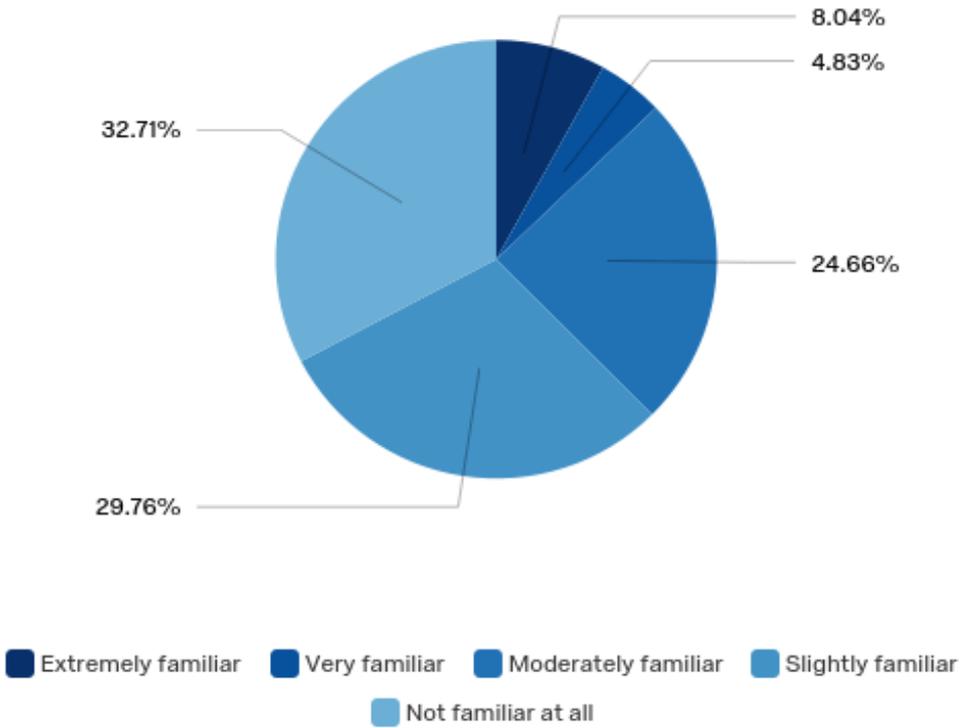


Answer	%	Count
Yes	23.86%	47
No	76.14%	150
Total	100%	197

How supported do you feel by the following parties in our community?

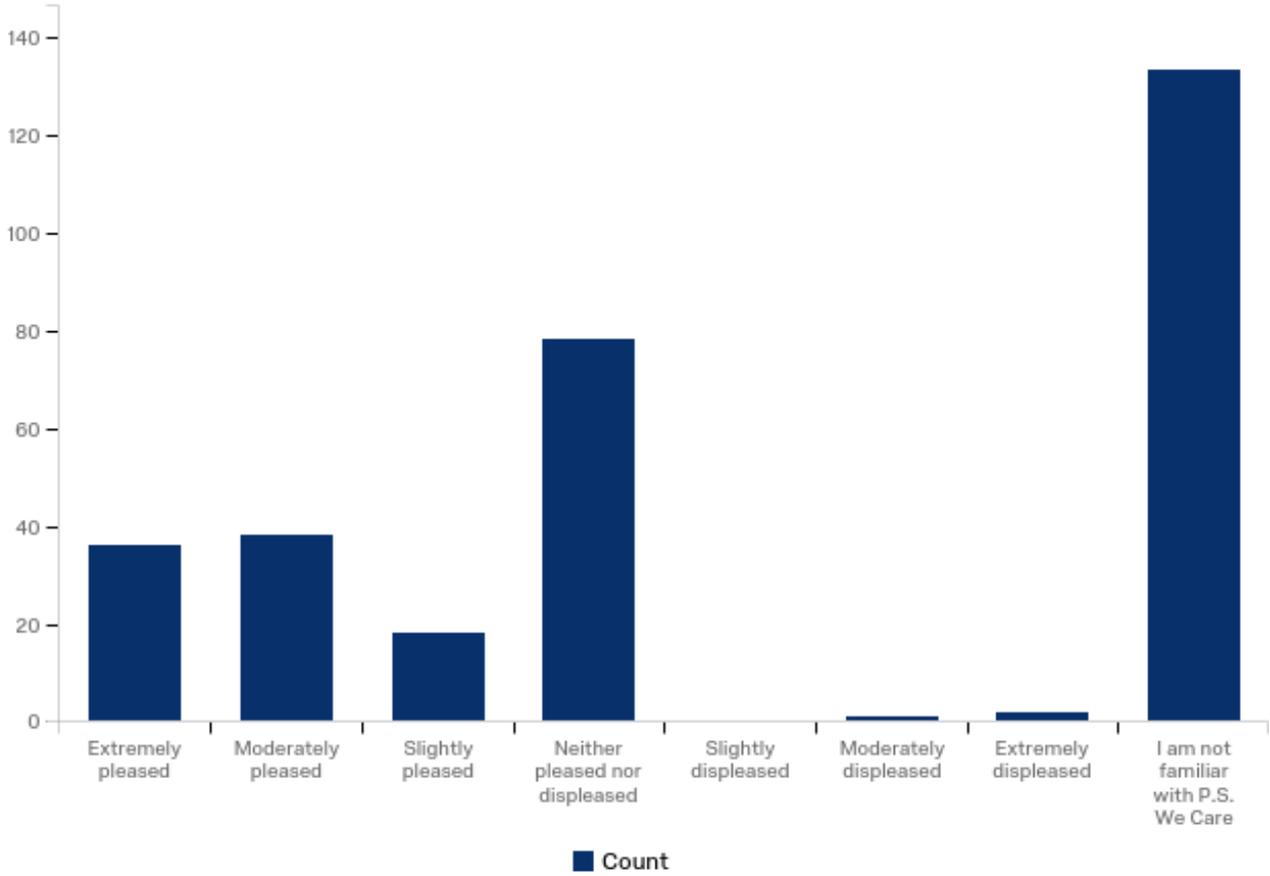
Question	A great deal		A lot		A moderate amount		A little		Not at all		Total
Peers	29.89%	113	35.98%	136	24.07%	91	8.73%	33	1.32%	5	378
Faculty	10.85%	41	28.04%	106	38.89%	147	18.78%	71	3.44%	13	378
Rectors	9.79%	37	17.20%	65	29.63%	112	27.25%	103	16.14%	61	378
Vice-Rectors	14.81%	56	26.98%	102	33.86%	128	18.25%	69	6.08%	23	378
Dean's Fellows	17.20%	65	24.87%	94	27.78%	105	18.52%	70	11.64%	44	378
Staff	6.08%	23	19.58%	74	34.66%	131	28.57%	108	11.11%	42	378
Other	13.76%	52	6.61%	25	25.13%	95	5.03%	19	49.47%	187	378

How would you rate your familiarity with P.S. We Care?



Answer	%	Count
Extremely familiar	8.04%	30
Very familiar	4.83%	18
Moderately familiar	24.66%	92
Slightly familiar	29.76%	111
Not familiar at all	32.71%	122
Total	100%	373

If you are familiar with P.S. We Care, how would you rate your experience with their services?



Answer	%	Count
Extremely pleased	11.76%	36
Moderately pleased	12.42%	38
Slightly pleased	5.88%	18
Neither pleased nor displeased	25.49%	78
Slightly displeased	0.00%	0
Moderately displeased	0.33%	1
Extremely displeased	0.65%	2
I am not familiar with P.S. We Care	43.46%	133
Total	100%	306

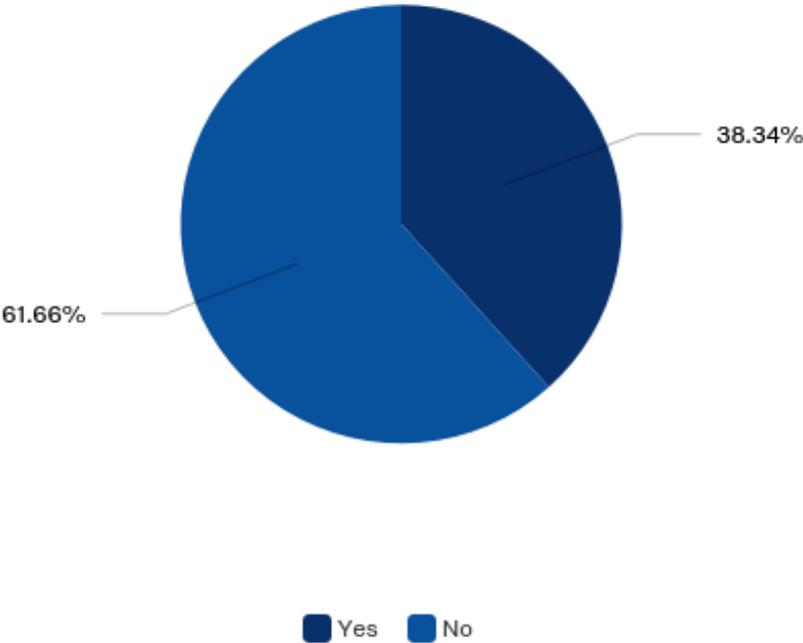
Below is a list of institutional resources available. How would you rate your familiarity with these resources?

Question	Extremely familiar		Very familiar		Moderately familiar		Slightly familiar		Not familiar at all		Total
Dean's Fellows	27.35%	102	31.90%	119	23.59%	88	10.72%	40	6.43%	24	373
Yale-NUS Wellness	13.94%	52	15.82%	59	35.92%	134	22.52%	84	11.80%	44	373
Vice-Rectors	17.43%	65	29.49%	110	29.76%	111	17.43%	65	5.90%	22	373
SACAC Counselling Services	5.36%	20	6.43%	24	16.09%	60	21.18%	79	50.94%	190	373
UHC CPS (UHC Counselling and Psychological Services)	3.49%	13	4.56%	17	12.33%	46	18.23%	68	61.39%	229	373

Below is a list of institutional resources available. How would you rate your experience with these resources

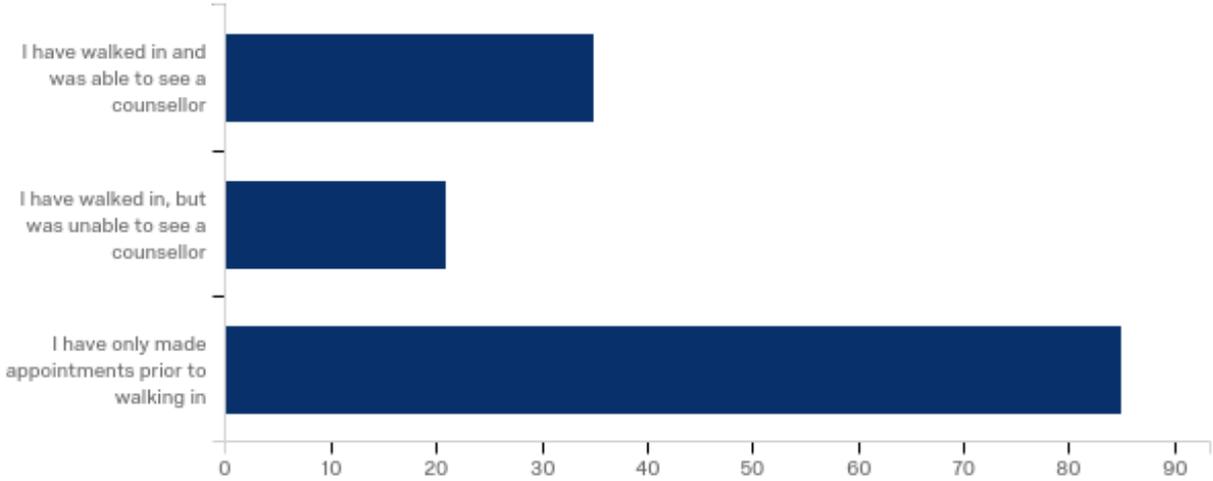
Question	Extremely good	Moderately good	Slightly good	Neither good nor bad	Slightly bad	Moderately bad	Extremely bad	I have not had experience with this resource	Total
Dean's Fellows	29.38%	31.81%	14.29%	10.78%	2.96%	2.16%	1.35%	7.28%	371
Yale-NUS Wellness	12.10%	27.96%	16.67%	13.98%	3.49%	0.54%	1.34%	23.92%	372
Vice-Rectors	19.89%	35.48%	14.25%	13.44%	1.34%	1.34%	1.34%	12.90%	372
SACAC Counselling Services	5.12%	7.82%	2.70%	23.99%	0.81%	1.08%	1.62%	56.87%	371
UHC CPS (UHC Counselling and Psychological Services)	1.34%	3.23%	2.96%	25.27%	1.08%	0.81%	1.61%	63.71%	372

Have you ever sought out the services of Yale-NUS Wellness?



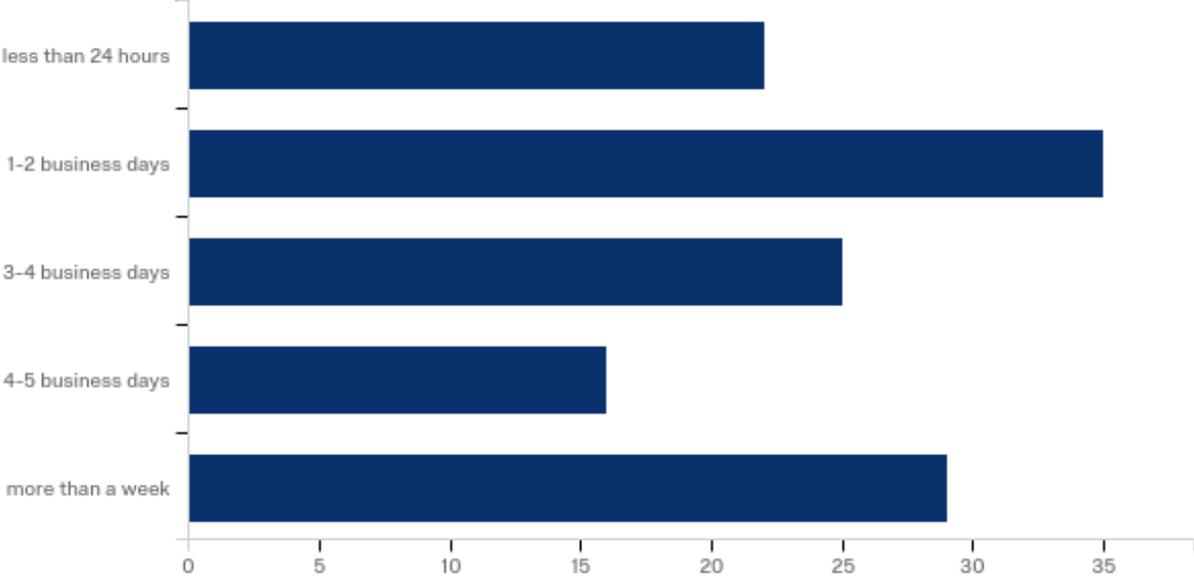
Answer	%	Count
Yes	38.34%	143
No	61.66%	230
Total	100%	373

Have you ever walked into the wellness center for an unscheduled appointment? Were you able to see the counsellor?



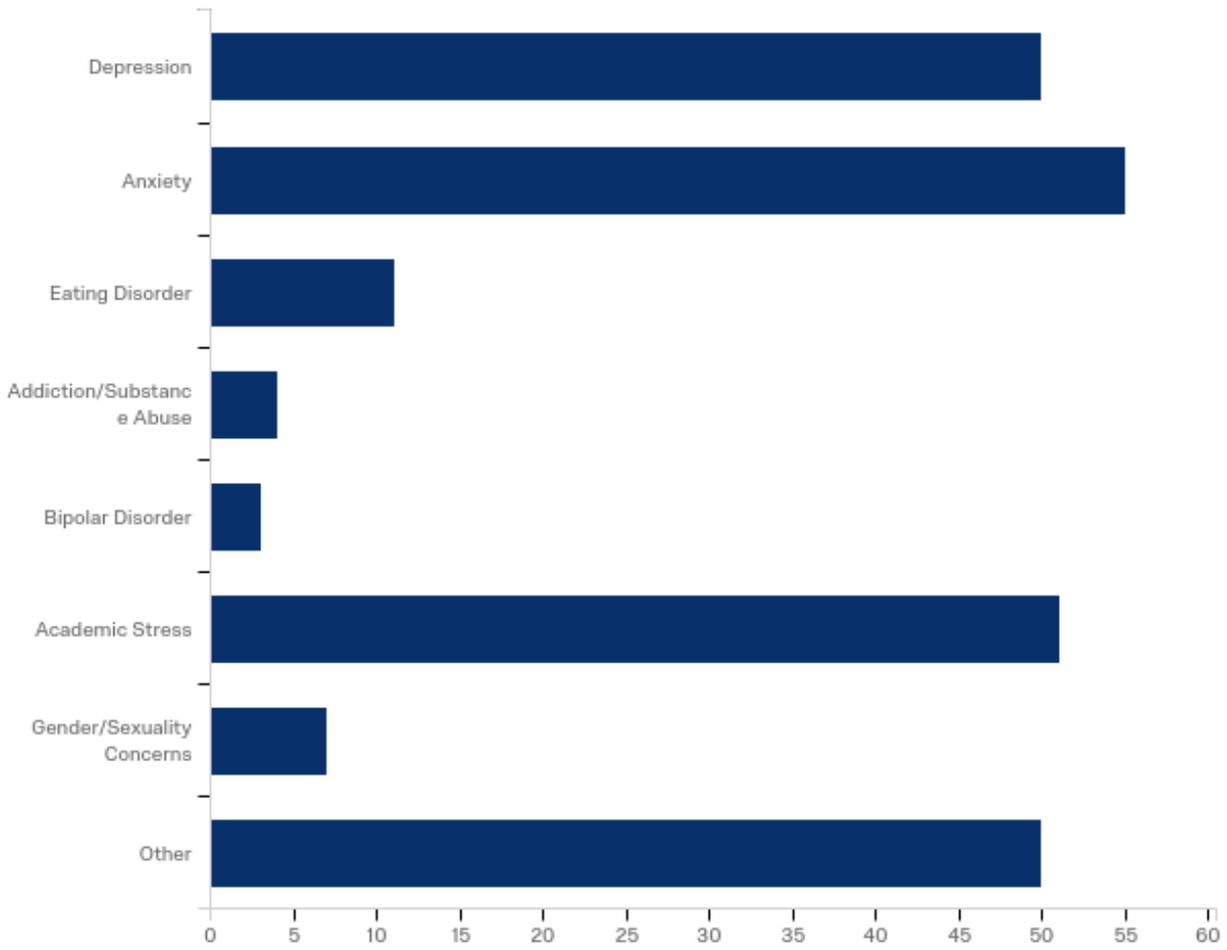
Answer	%	Count
I have walked in and was able to see a counsellor	24.82%	35
I have walked in, but was unable to see a counsellor	14.89%	21
I have only made appointments prior to walking in	60.28%	85
Total	100%	141

If you have booked an appointment, how many working days was there between the booking time and the appointment?



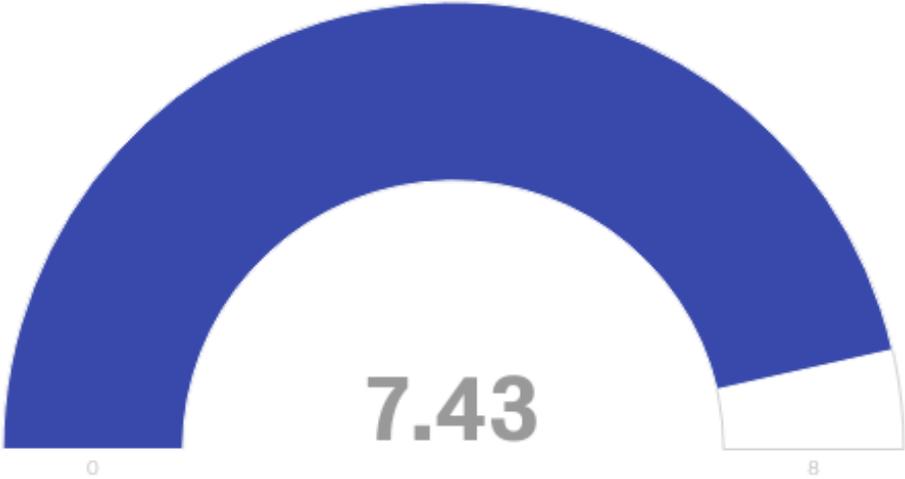
Answer	%	Count
less than 24 hours	17.32%	22
1-2 business days	27.56%	35
3-4 business days	19.69%	25
4-5 business days	12.60%	16
more than a week	22.83%	29
Total	100%	127

For what did you seek care?

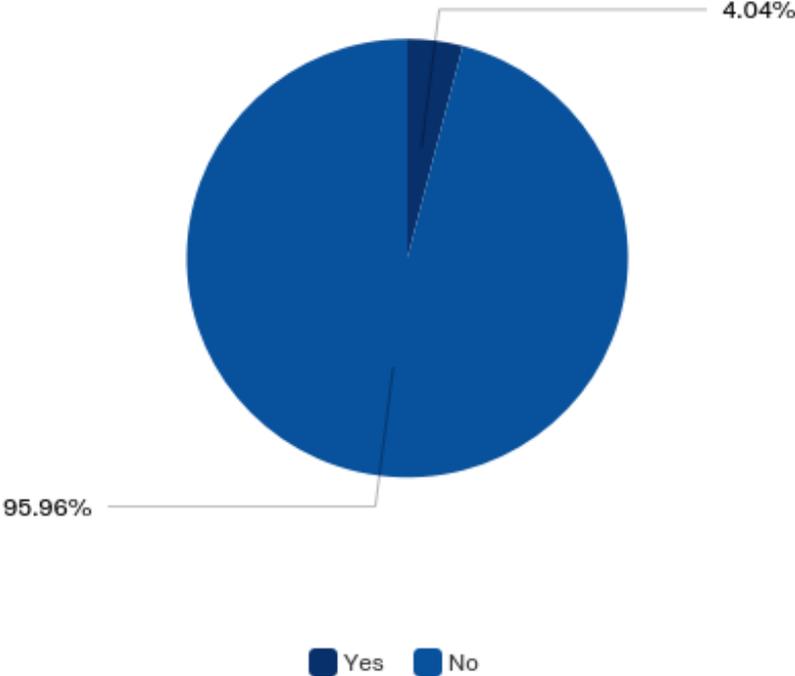


Answer	%	Count
Depression	36.76%	50
Anxiety	40.44%	55
Eating Disorder	8.09%	11
Addiction/Substance Abuse	2.94%	4
Bipolar Disorder	2.21%	3
Academic Stress	37.50%	51
Gender/Sexuality Concerns	5.15%	7
Other	36.76%	50
Total	100%	136

How would you rate the quality of your service?

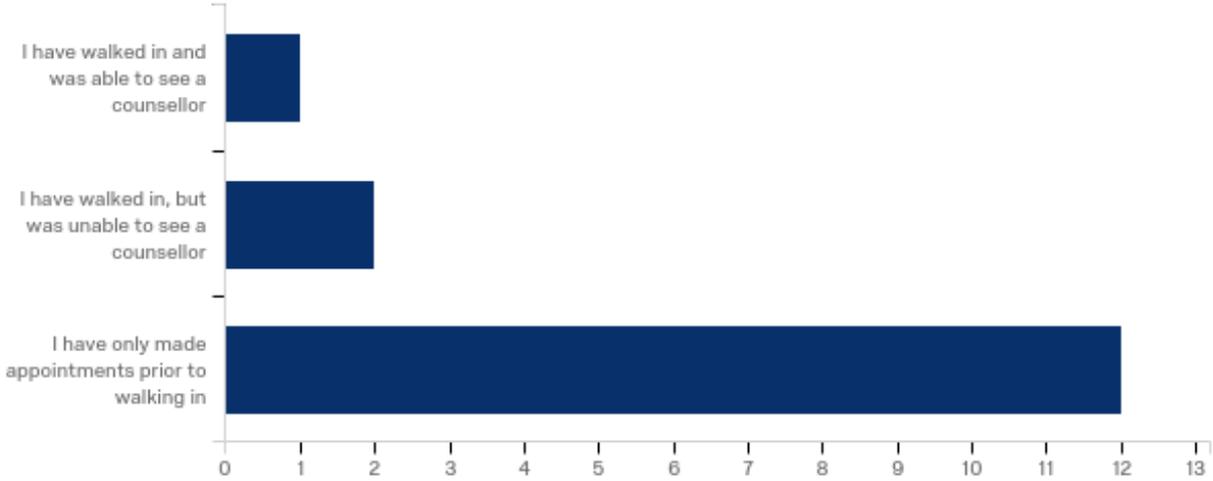


Have you ever sought out the services of University Health Center Counselling and Psychological Services (UHC CPS)?



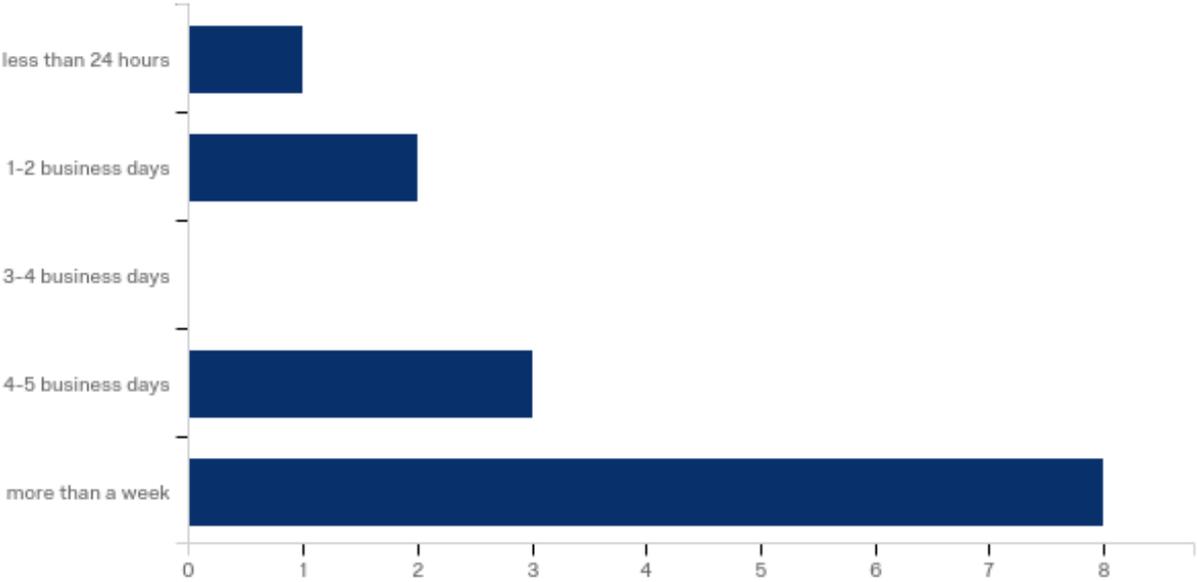
Answer	%	Count
Yes	4.04%	15
No	95.96%	356
Total	100%	371

Have you ever walked into the University Health Center Counselling and Psychological Services (UHC CPS) for an unscheduled appointment? Were you able to see the counsellor?



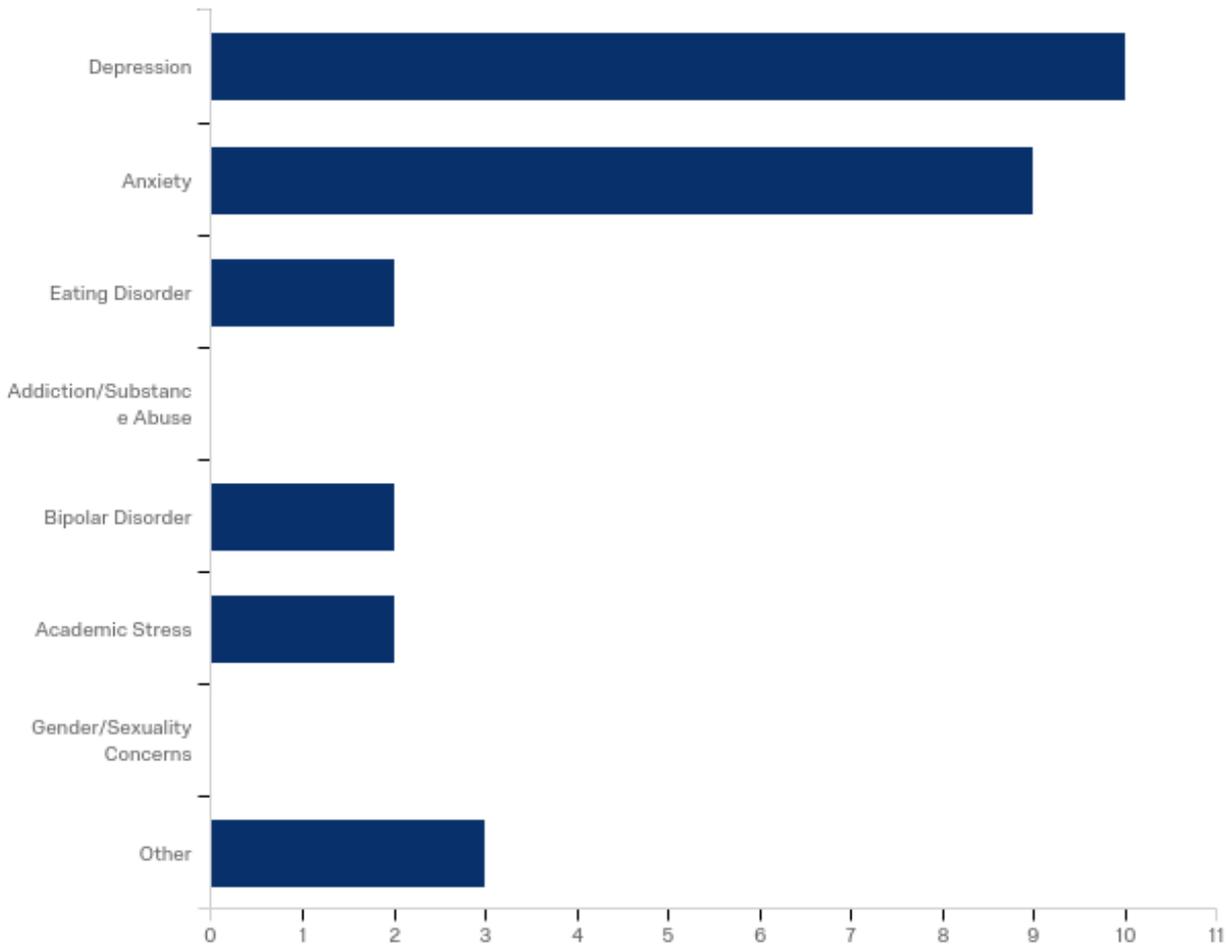
Answer	%	Count
I have walked in and was able to see a counsellor	6.67%	1
I have walked in, but was unable to see a counsellor	13.33%	2
I have only made appointments prior to walking in	80.00%	12
Total	100%	15

If you have booked an appointment, how many working days was there between the booking time and the appointment?



Answer	%	Count
less than 24 hours	7.14%	1
1-2 business days	14.29%	2
3-4 business days	0.00%	0
4-5 business days	21.43%	3
more than a week	57.14%	8
Total	100%	14

For what did you see care?

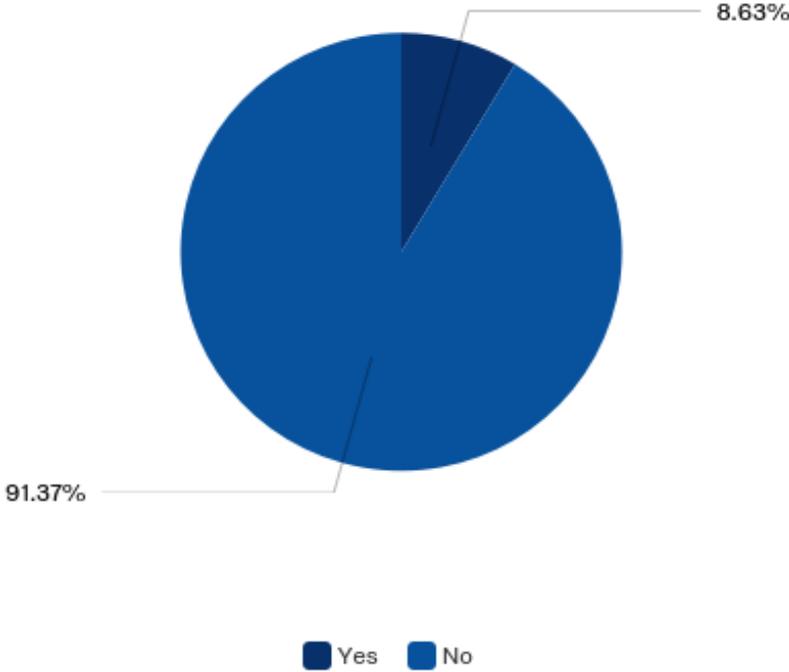


Answer	%	Count
Depression	76.92%	10
Anxiety	69.23%	9
Eating Disorder	15.38%	2
Addiction/Substance Abuse	0.00%	0
Bipolar Disorder	15.38%	2
Academic Stress	15.38%	2
Gender/Sexuality Concerns	0.00%	0
Other	23.08%	3
Total	100%	13

How would you rate the quality of your service?

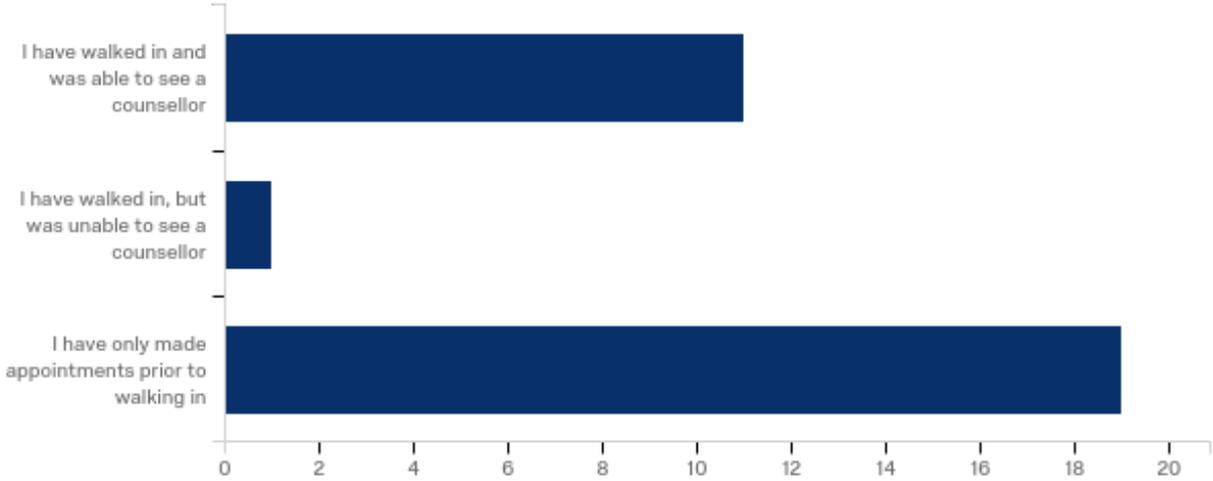


Have you ever sought out the services of SACAC Counselling Services?



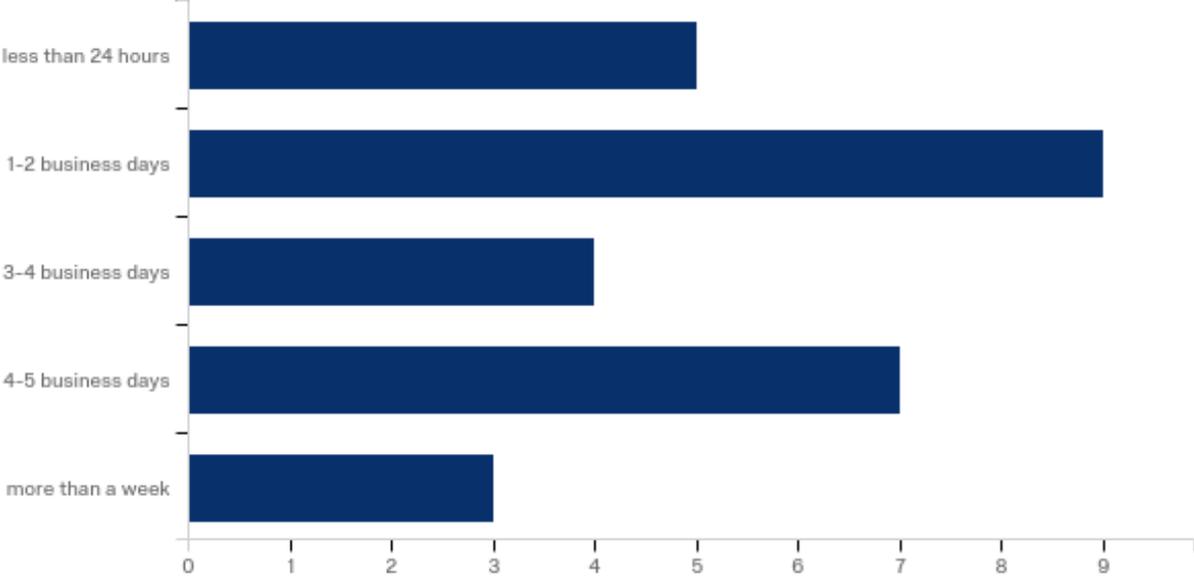
Answer	%	Count
Yes	8.63%	32
No	91.37%	339
Total	100%	371

Have you ever walked into SACAC Counselling Services for an unscheduled appointment?
 Were you able to see the counsellor?



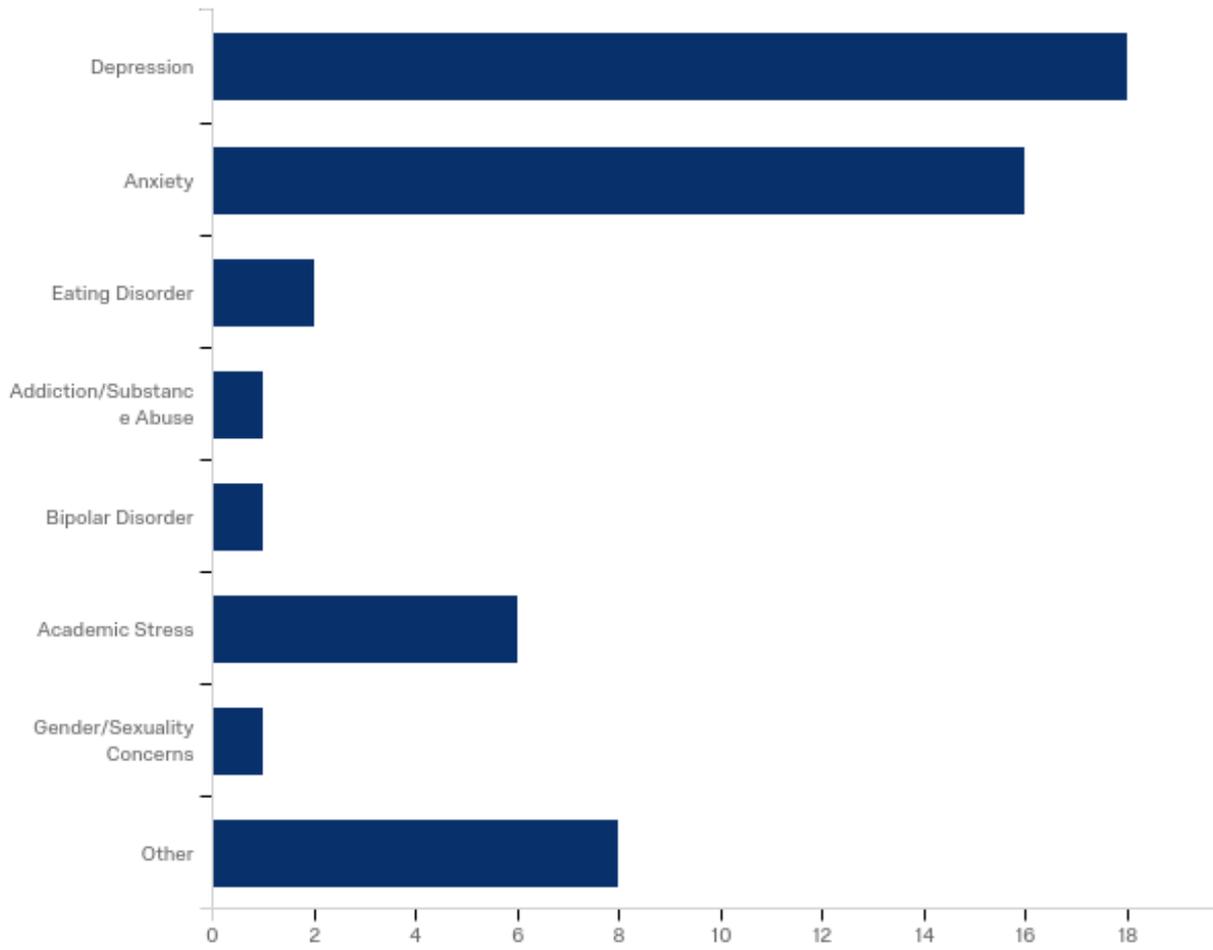
Answer	%	Count
I have walked in and was able to see a counsellor	35.48%	11
I have walked in, but was unable to see a counsellor	3.23%	1
I have only made appointments prior to walking in	61.29%	19
Total	100%	31

If you have booked an appointment, how many working days was there between the booking time and the appointment?



Answer	%	Count
less than 24 hours	17.86%	5
1-2 business days	32.14%	9
3-4 business days	14.29%	4
4-5 business days	25.00%	7
more than a week	10.71%	3
Total	100%	28

For what did you see care?



Answer	%	Count
Depression	58.06%	18
Anxiety	51.61%	16
Eating Disorder	6.45%	2
Addiction/Substance Abuse	3.23%	1
Bipolar Disorder	3.23%	1
Academic Stress	19.35%	6
Gender/Sexuality Concerns	3.23%	1
Other	25.81%	8
Total	100%	31

How would you rate the quality of your service?

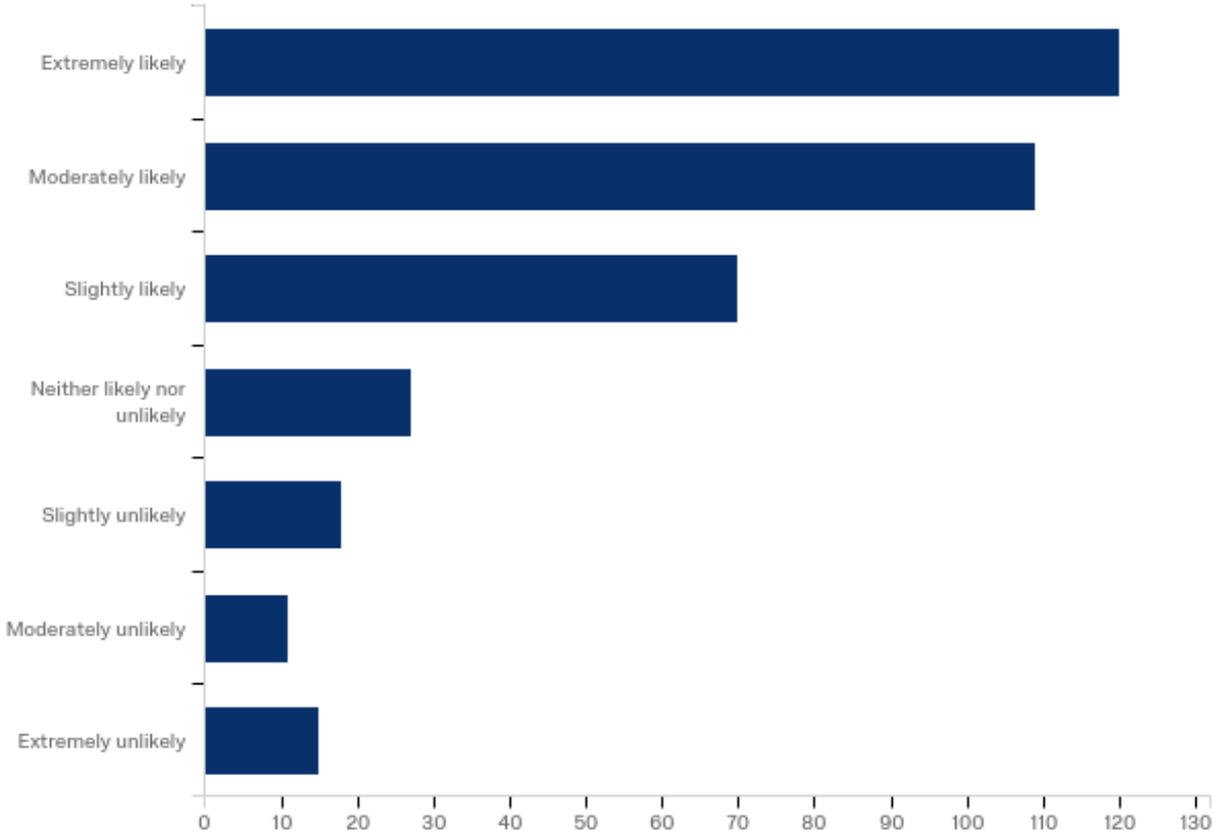


How likely are you to use these resources? Please rank in order of your preference.

Question	1		2		3		4		5		Total
Yale-NUS Wellness	60.27%	223	33.78%	125	3.24%	12	1.89%	7	0.81%	3	370
UHC CPS	0.81%	3	11.89%	44	29.19%	108	41.08%	152	17.03%	63	370
SACAC Counselling Services	6.76%	25	17.84%	66	26.76%	99	28.11%	104	20.54%	76	370
P.S. We Care	24.05%	89	29.46%	109	15.68%	58	14.32%	53	16.49%	61	370
I would not use any resources below this point	8.11%	30	7.03%	26	25.14%	93	14.59%	54	45.14%	167	370

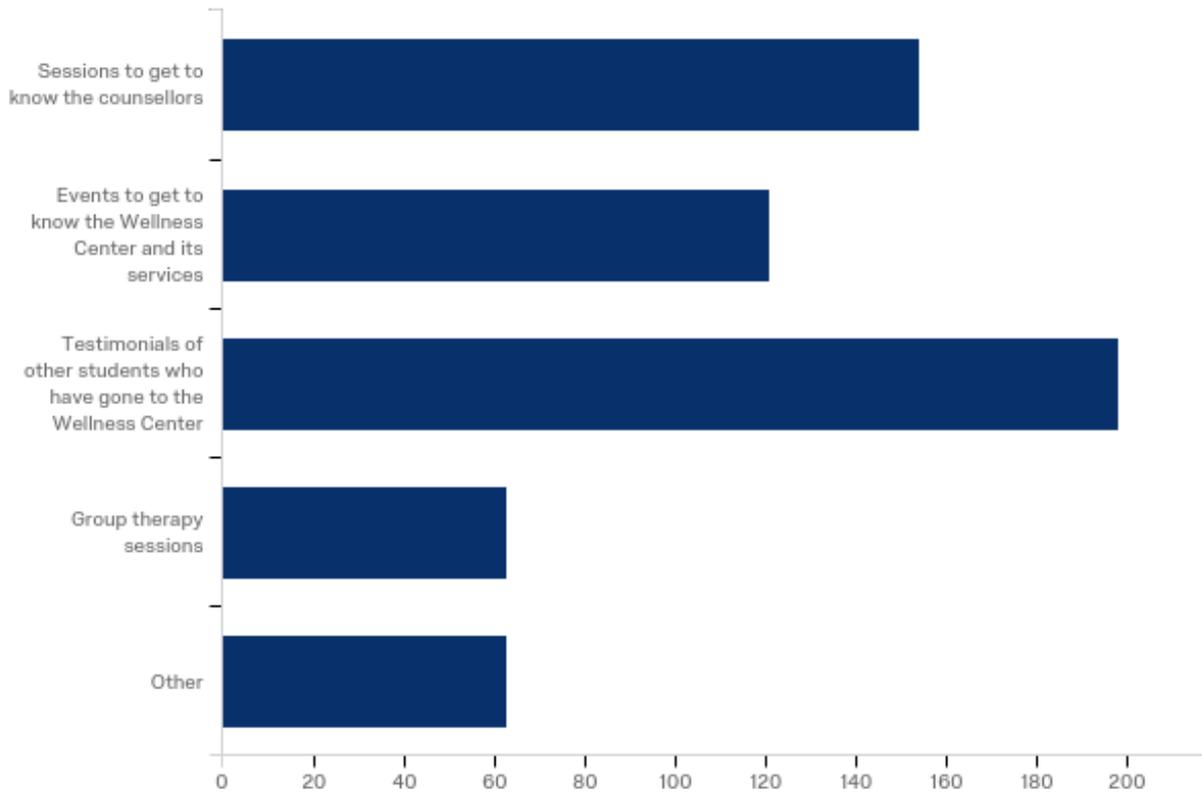
Question	1		2		3		4		5		Total
Yale-NUS Wellness	60.27%	223	33.78%	125	3.24%	12	1.89%	7	0.81%	3	370
UHC CPS	0.81%	3	11.89%	44	29.19%	108	41.08%	152	17.03%	63	370
SACAC Counselling Services	6.76%	25	17.84%	66	26.76%	99	28.11%	104	20.54%	76	370
P.S. We Care	24.05%	89	29.46%	109	15.68%	58	14.32%	53	16.49%	61	370
I would not use any resources below this point	8.11%	30	7.03%	26	25.14%	93	14.59%	54	45.14%	167	370

How likely are you to use Yale-NUS Wellness if you needed professional counselling?



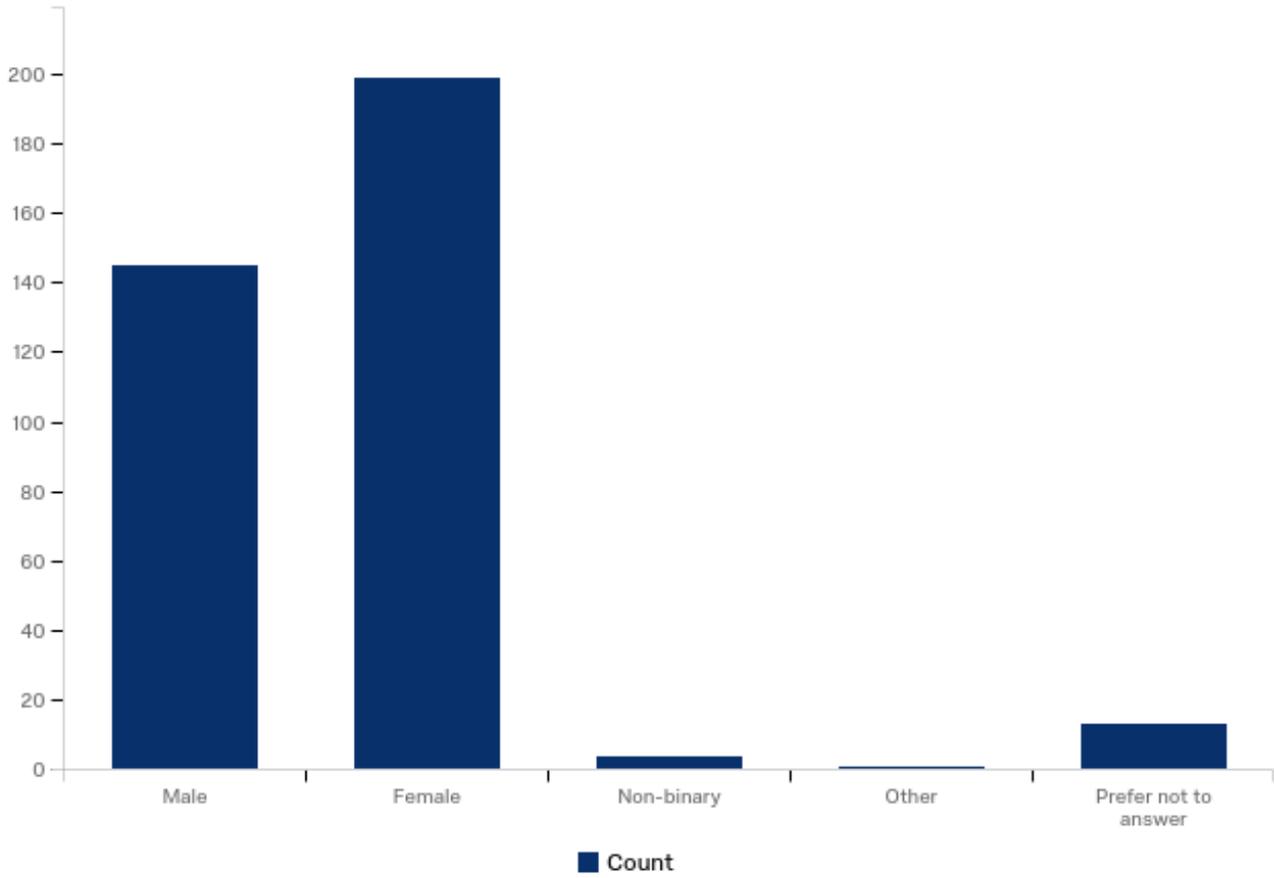
Answer	%	Count
Extremely likely	32.43%	120
Moderately likely	29.46%	109
Slightly likely	18.92%	70
Neither likely nor unlikely	7.30%	27
Slightly unlikely	4.86%	18
Moderately unlikely	2.97%	11
Extremely unlikely	4.05%	15
Total	100%	370

What would increase the likelihood of you going?



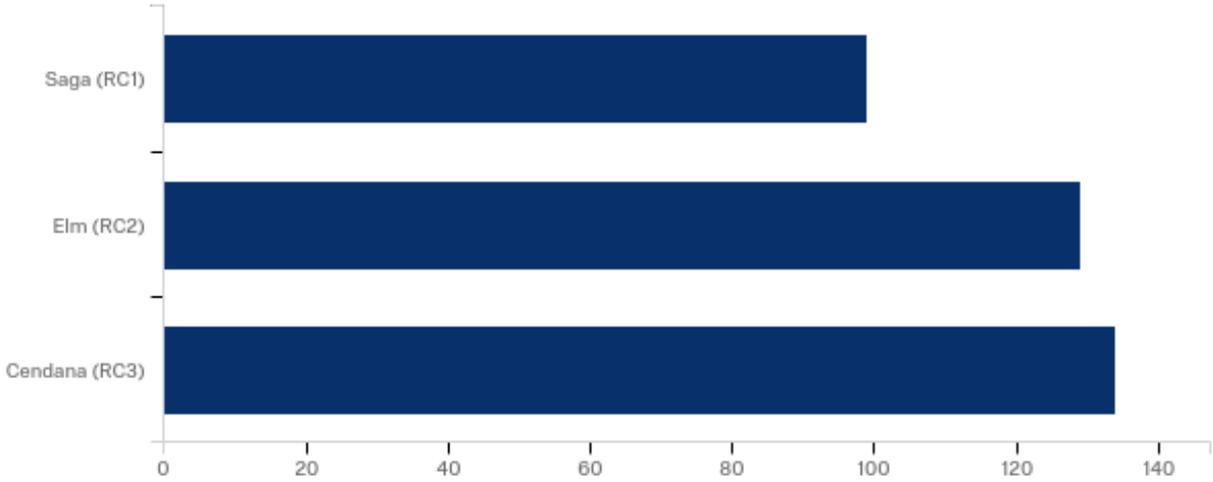
Answer	%	Count
Sessions to get to know the counsellors	41.62%	154
Events to get to know the Wellness Center and its services	32.70%	121
Testimonials of other students who have gone to the Wellness Center	53.51%	198
Group therapy sessions	17.03%	63
Other	17.03%	63
Total	100%	370

Gender



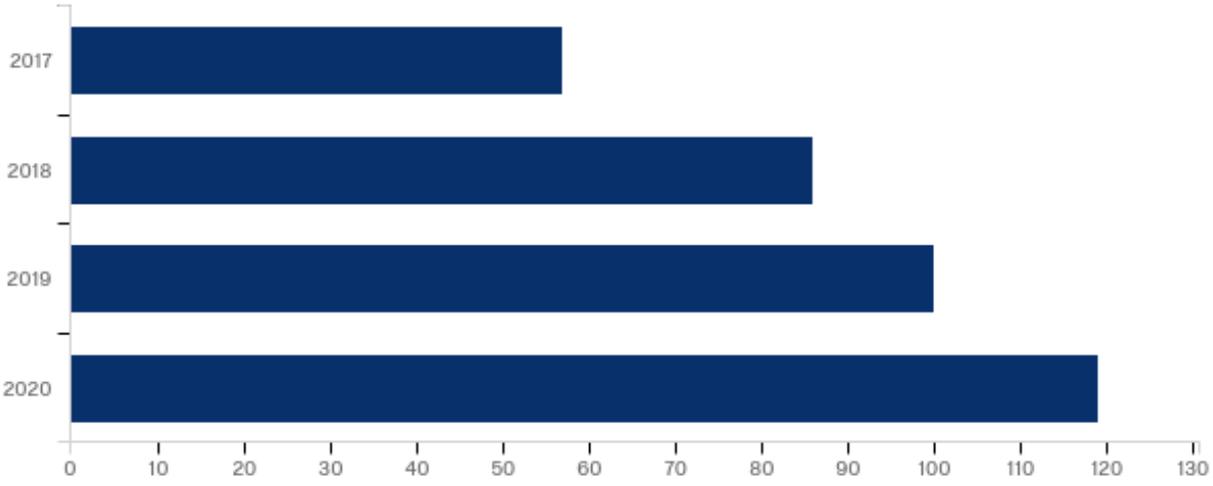
Answer	%	Count
Male	40.06%	145
Female	54.97%	199
Non-binary	1.10%	4
Other	0.28%	1
Prefer not to answer	3.59%	13
Total	100%	362

Which Residential College are you in?



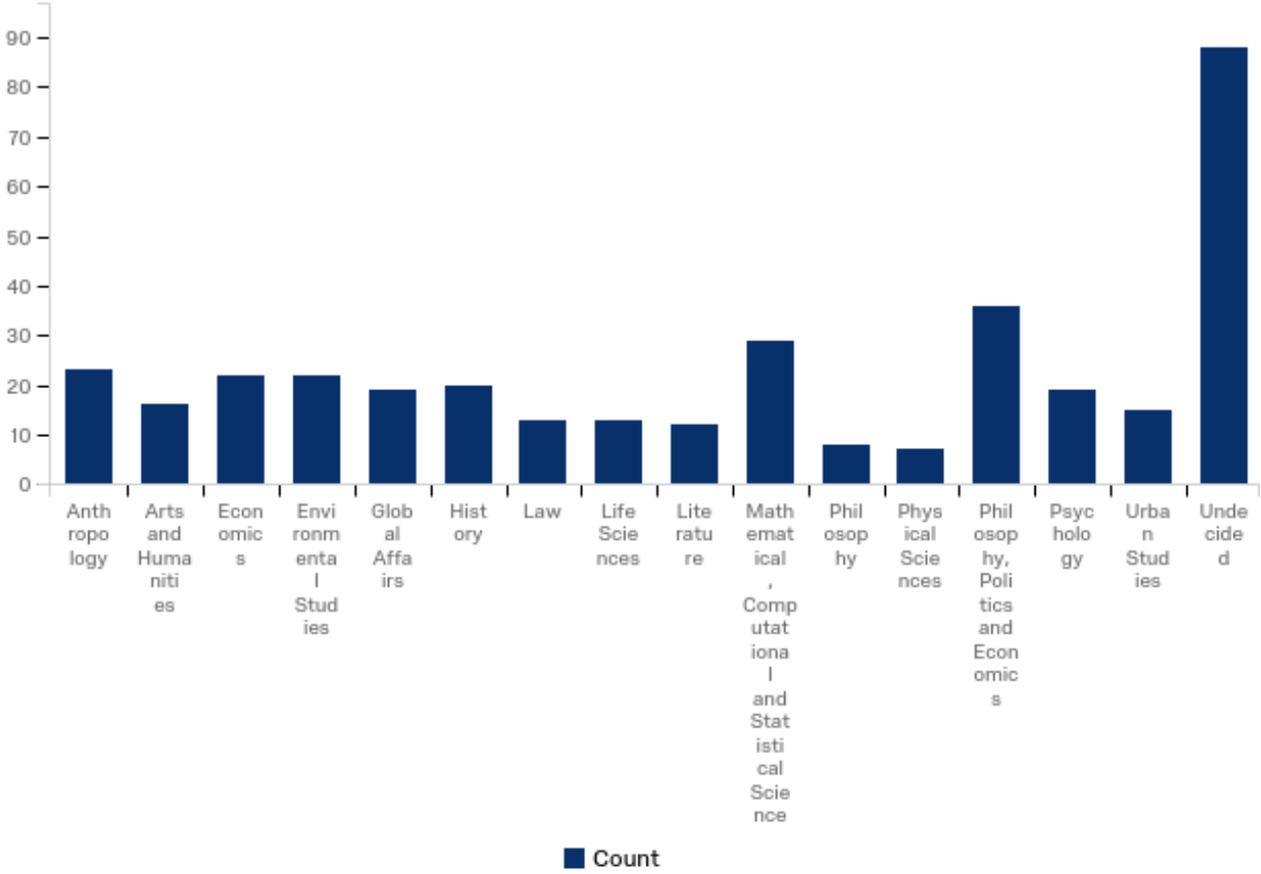
Answer	%	Count
Saga (RC1)	27.35%	99
Elm (RC2)	35.64%	129
Cendana (RC3)	37.02%	134
Total	100%	362

Which Class are you in?



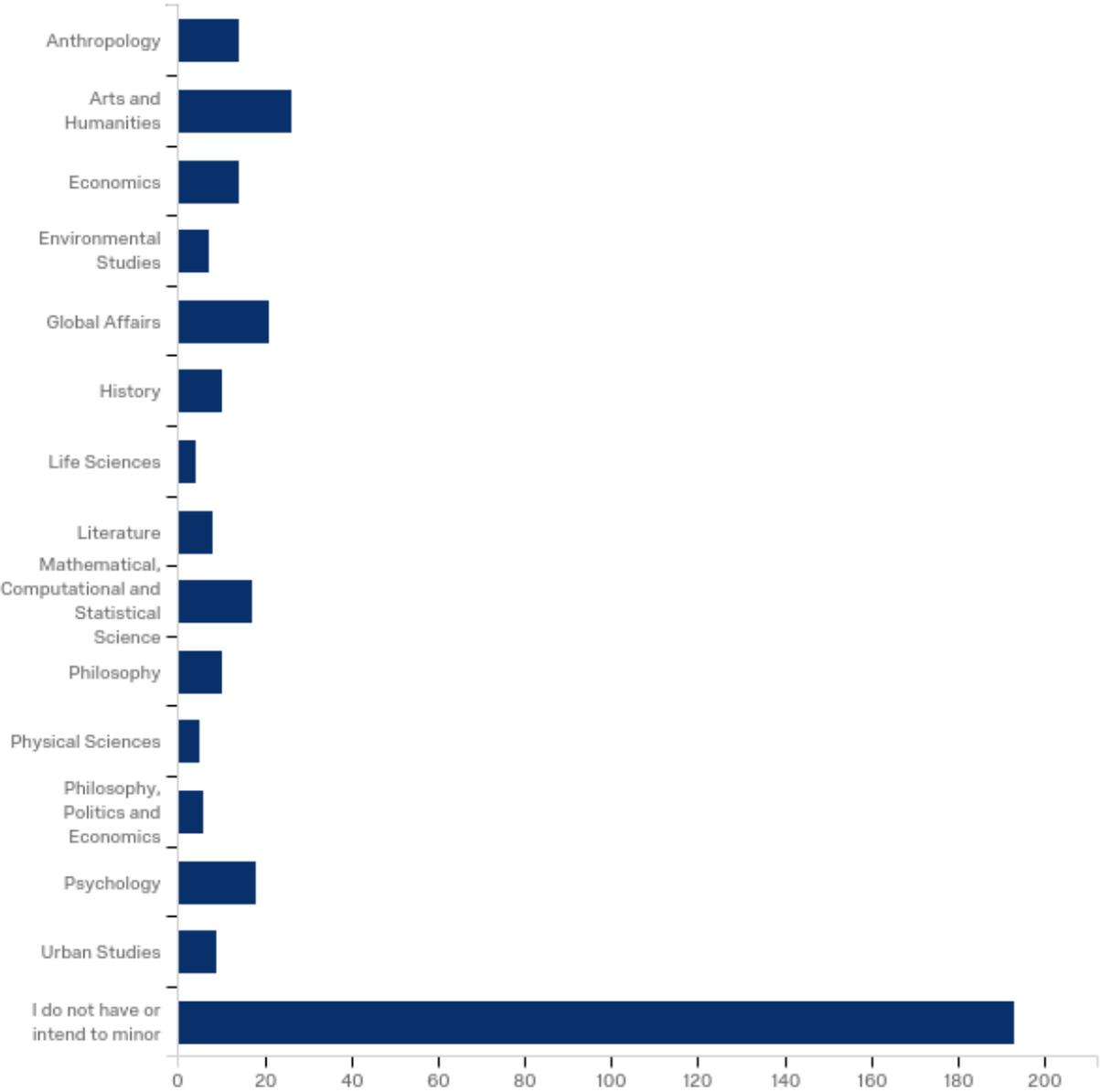
Answer	%	Count
2017	15.75%	57
2018	23.76%	86
2019	27.62%	100
2020	32.87%	119
Total	100%	362

What is your declared or intended major?



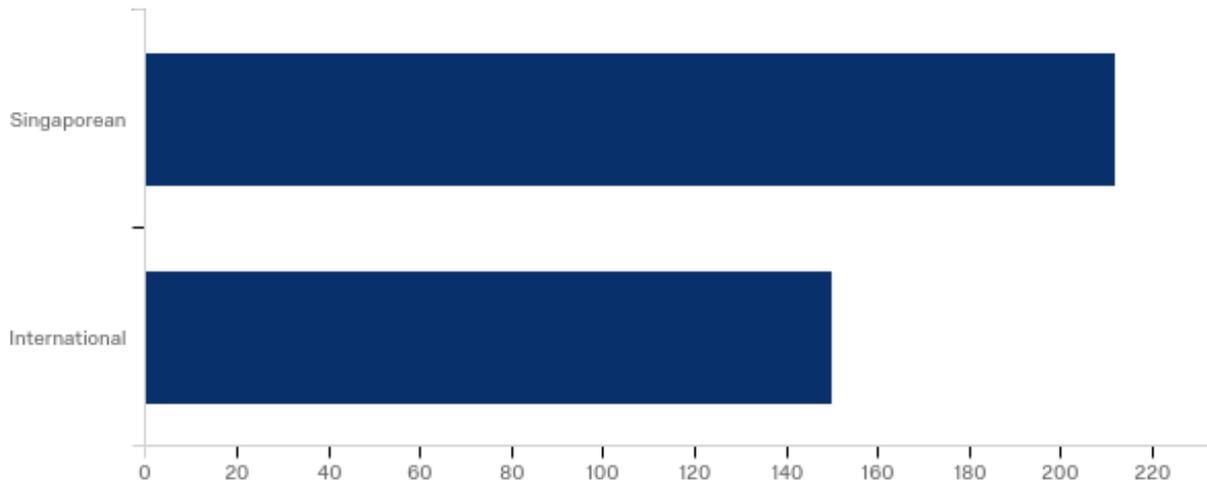
Answer	%	Count
Anthropology	6.35%	23
Arts and Humanities	4.42%	16
Economics	6.08%	22
Environmental Studies	6.08%	22
Global Affairs	5.25%	19
History	5.52%	20
Law	3.59%	13
Life Sciences	3.59%	13
Literature	3.31%	12
Mathematical, Computational and Statistical Science	8.01%	29
Philosophy	2.21%	8
Physical Sciences	1.93%	7
Philosophy, Politics and Economics	9.94%	36
Psychology	5.25%	19
Urban Studies	4.14%	15
Undecided	24.31%	88
Total	100%	362

What is your declared or intended minor?



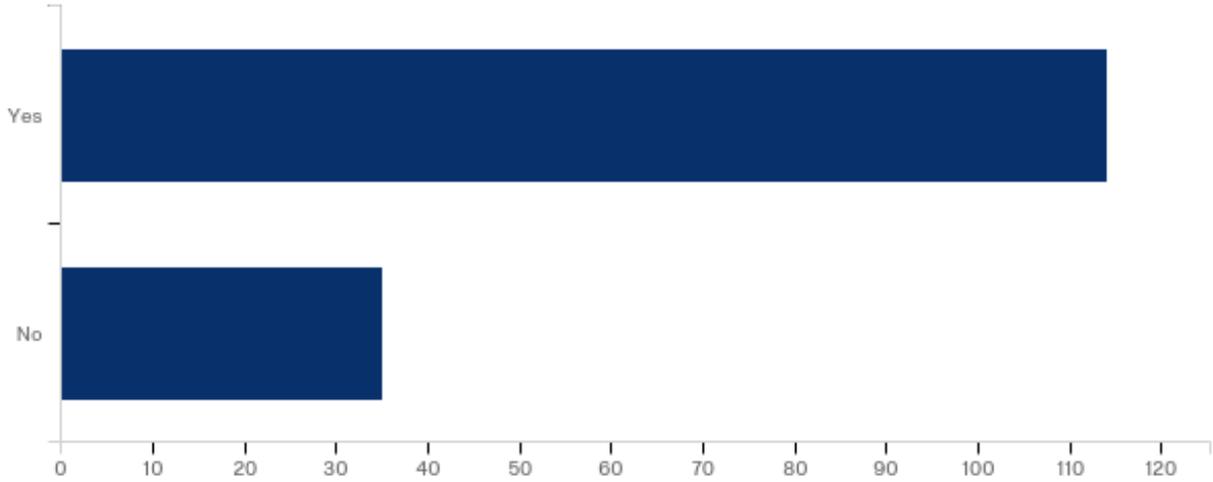
Answer	%	Count
Anthropology	3.87%	14
Arts and Humanities	7.18%	26
Economics	3.87%	14
Environmental Studies	1.93%	7
Global Affairs	5.80%	21
History	2.76%	10
Life Sciences	1.10%	4
Literature	2.21%	8
Mathematical, Computational and Statistical Science	4.70%	17
Philosophy	2.76%	10
Physical Sciences	1.38%	5
Philosophy, Politics and Economics	1.66%	6
Psychology	4.97%	18
Urban Studies	2.49%	9
I do not have or intend to minor	53.31%	193
Total	100%	362

Are you...?



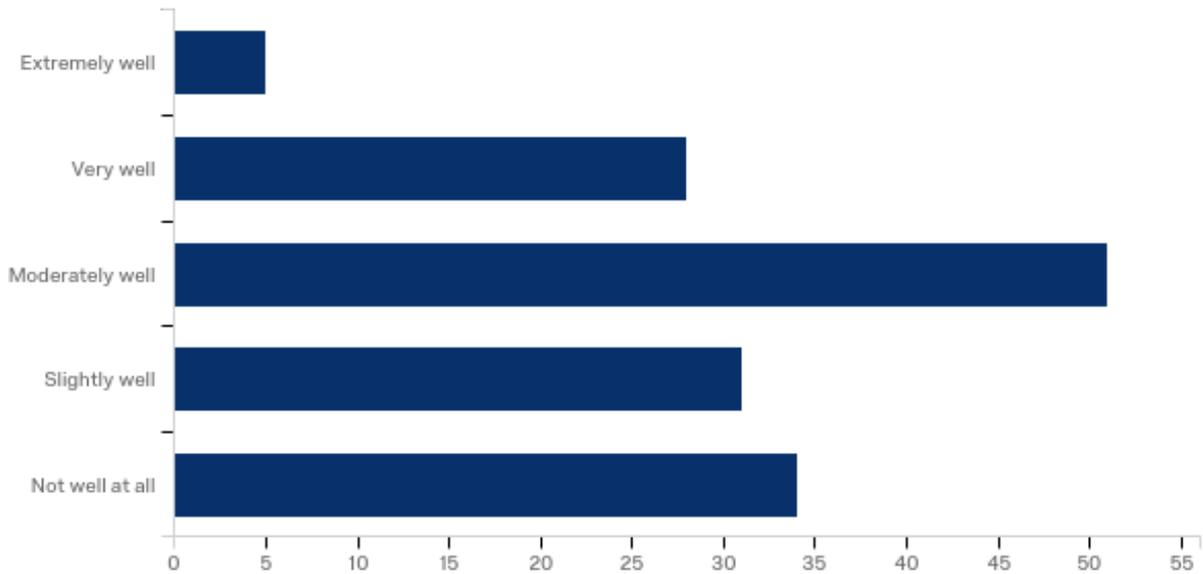
Answer	%	Count
Singaporean	58.56%	212
International	41.44%	150
Total	100%	362

Are you on the tuition grant?



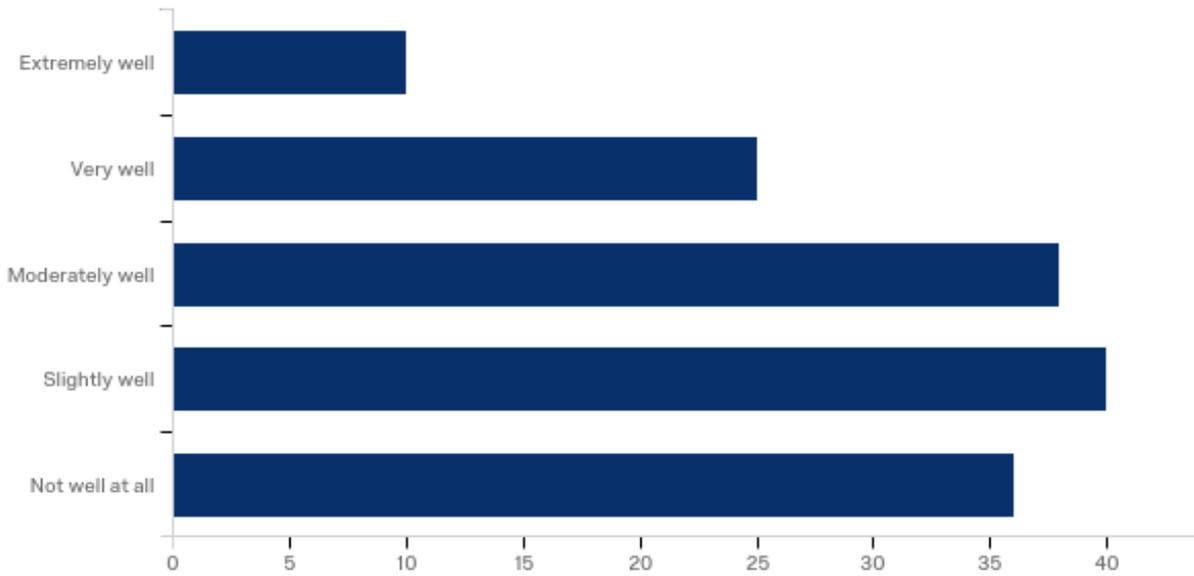
Answer	%	Count
Yes	76.51%	114
No	23.49%	35
Total	100%	149

How well do you feel the Ministry of Education (MOE) has communicated the terms and conditions of the grant?



Answer	%	Count
Extremely well	3.36%	5
Very well	18.79%	28
Moderately well	34.23%	51
Slightly well	20.81%	31
Not well at all	22.82%	34
Total	100%	149

How well do you feel Yale-NUS College has communicated the terms and conditions of the grant?



Answer	%	Count
Extremely well	6.71%	10
Very well	16.78%	25
Moderately well	25.50%	38
Slightly well	26.85%	40
Not well at all	24.16%	36
Total	100%	149

What additional support or resources do you feel you need about the tuition grant and staying in Singapore?

