



IOWA STATE UNIVERSITY

Student Health and Wellness

ANNUAL REPORT

FISCAL YEAR
2023

July 2022-June 2023



Student Health and Wellness Unit

RECREATION SERVICES

STUDENT WELLNESS

STUDENT COUNSELING SERVICES

THIELEN STUDENT HEALTH CENTER

MISSION STATEMENT

To provide integrated, holistic services that help students to be healthy, be mindful, be active, be well, BE IOWA STATE.

VISION STATEMENT

To be a destination University for student health and wellness.

VALUES

The Student Health and Wellness unit will embrace the Iowa State University Principles of Community as our guiding values.

RESPECT: We seek to foster an open-minded understanding among individuals, organizations and groups. We support this understanding through outreach, increasing opportunities for collaboration, formal education programs and strategies for resolving disagreement.

PURPOSE: We are encouraged to be engaged in the university community. Thus, we strive to build a genuine community that promotes the advancement of knowledge, cooperation and leadership.

COOPERATION: We recognize that the mission of the university is enhanced when we work together to achieve the goals of the university. Therefore, we value each member of the Iowa State University community for their insights and efforts, collective and individual, to enhance the quality of campus life.

RICHNESS OF DIVERSITY: We recognize and cherish the richness of diversity in our university experience. Furthermore, we strive to increase the diversity of ideas, cultures and experiences throughout the university community.

FREEDOM FROM DISCRIMINATION: We recognize that we must strive to overcome historical and divisive biases in our society. Therefore, we commit ourselves to create and maintain a community in which all students, staff, faculty and administrators can work together in an atmosphere free from discrimination, and to respond appropriately to all acts of discrimination.

HONEST AND RESPECTFUL EXPRESSION OF IDEAS: We affirm the right to and the importance of a free exchange of ideas at Iowa State University within the bounds of courtesy, sensitivity and respect. We work together to promote awareness of various ideas through education and constructive strategies to consider and engage in honest disagreements.

Unit Leadership



ERIN BALDWIN
ASSOCIATE VICE-PRESIDENT,
STUDENT HEALTH AND WELLNESS,
DIRECTOR THIELEN STUDENT
HEALTH CENTER



TONY DIRTH
DIRECTOR
RECREATION SERVICES



KRISTEN SIEVERT
DIRECTOR
STUDENT COUNSELING SERVICES



BRIAN VANDERHEYDEN
DIRECTOR
STUDENT WELLNESS



A Message from Associate Vice President Erin Baldwin, MHA, MPH, FACHE

We are proud to share a snapshot of the Student Health and Wellness unit's accomplishments for fiscal year 2023.

As you look through our annual report, you will see great examples of the work our team does each and every day. Last year this included more than 1.2 million contacts as we supported our students and the campus community. We work from a public health approach, focused on holistic well-being. Simply put, we know that well-being is fundamental to the success of all Cyclones!

Our university-wide partnerships are critical and we are grateful to so many of you who have supported our work. Through connecting students to our programs and services, attending presentations and workshops, or working with us on strategic initiatives, everyone can play a role in helping us be a university that values well-being.



WITHIN THE REPORT

UNIT OVERVIEW

DIVISION PRIORITIES*

- STUDENT SUCCESS, DEVELOPMENT AND ENGAGEMENT
- PRINCIPLES OF COMMUNITY
- HOLISTIC WELLBEING
- EFFICIENCY AND INNOVATION

STATEMENTS OF ASPIRATION

FY 2023 UNIT IMPACT STATEMENT

STUDENT IMPACT

*The Student Health and Wellness Annual Report is divided by impact on the Division of Student Affairs priorities.

BE HEALTHY
BE MINDFUL
BE ACTIVE
BE WELL
BE IOWA STATE

We are leaders on campus who understand that learning happens everywhere. This includes infusing learning into employment and engagement opportunities so students can develop and enhance skills to take with them into the workforce. By recognizing the uniqueness of each student, we meet them where they are in their own development and create rich and diverse sets of opportunities for students to connect anywhere on campus. We actively work to build a co-curriculum that fosters academic, social, and personal success among students to ensure the greatest opportunity for flourishing as Cyclones.

Over 550 student employees are distributed throughout our nine departmental areas with **RECREATION SERVICES (RS)**.

HANNA WILTSE (RS, STUDENT EMPLOYEE) served as the State of Iowa student leader for NIRSA Region 5.

JACK STEVENSON AND RACHEL THOMAS (RS, STUDENT EMPLOYEES) were recognized as nominees for the Student Affairs Employee of the Year award.

THE SHOP FOOD PANTRY provided 147,716 pounds of food to support students with basic needs insecurity. In addition, **STUDENT WELLNESS** developed a new position, Food Security and Basic Needs Coordinator, to support and grow this area. SHOP was also able to increase freezer space, allowing ISU to join a USDA program that provides access to more food.

STUDENT COUNSELING SERVICES has developed a stepped-care model that builds out a variety of services and resources to support the unique mental health needs of each student.

THIELEN STUDENT HEALTH CENTER hosted 60 students for clinical rotations and/or job shadowing opportunities this past year. Students have the opportunity to work directly with physical therapy, pharmacy, nursing, medical staff, and administration to receive hands on experience within their field of interest.

The newly established **STUDENT LEADERSHIP BOARD** met monthly and engaged in online discussions throughout the school year to gather critical feedback on Student Health and Wellness services and resources to guide future programming and services.



We embrace Iowa State University's Principles of Community: Respect, Purpose, Cooperation, Richness of Diversity, Freedom of Discrimination, Honest and Respectful Expression of Ideas. These principles serve as a critical foundation to our programs, services, resources, and spaces so Cyclones can flourish at Iowa State University and beyond.

THIELEN STUDENT HEALTH CENTER provided student vaccine clinics at the Memorial Union and Parks Library to increase access to COVID and influenza vaccines.

STUDENT COUNSELING SERVICES in partnership with Student Government provide TAO (Therapy Assistance Online), an online self-help tool that reduces barriers for student and employee mental health support.

RECREATION SERVICES hosted Special Olympics in our facilities and on our fields. Recreation Services also hosted the Iowa Games in our facilities in June.

Students, faculty and staff totalling 145, were trained as Recovery Allies through **STUDENT WELLNESS**. This program helps create an atmosphere of acceptance and empowerment for students who are in or considering recovery, Recovery Ally training provides an overview of what recovery means and what it looks like to build a recovery positive environment for students in or seeking recovery and to help them feel a greater sense of belonging.

The **STUDENT HEALTH AND WELLNESS UNIT** planned and hosted the G.O.A.T. breakfast held Saturday morning during the university Welcome Weekend. Pancakes, goat calisthenics, and inflatables were all a hit for this new event.



Our programs and services support all dimensions of wellbeing: physical, emotional, intellectual, financial, environmental, occupational, social, and spiritual. We are accessible and responsive to student and employee needs, minimize barriers that inhibit effective learning, and work to be a Health Promoting University.

STUDENT WELLNESS coordinated and completed the 2020-2022 AOD Biennial Review, which is a federal requirement of our alcohol and other drug programs. The data will aid us with planning programs and services strategically.

The **SHW UNIT**, helped Iowa State join the US Health Promoting Campuses Network, bringing best practices for health promoting universities to campus. This effort happens in partnership with University Human Resources-Employee WellBeing.

THIELEN STUDENT HEALTH CENTER hosted the Big 12 health center annual meeting in October 2022 which included more than 50 participants representing all the Big 12 institutions.

RECREATION SERVICES, developed new health and safety policies and processes for our sport clubs. Nearly 1,500 students completed health and safety training as part of this process. More than 250 students and sport club officers were trained in CPR, AED, and first aid.

STUDENT COUNSELING SERVICES provides QPR Suicide Prevention trainings and Community of Care outreach trainings. Both trainings highlight strategies to support to campus-wide well-being.

RECREATION SERVICES, developed a green cleaning policy, process, and department sustainability initiatives. This benefits both Recreation Services and Thielen Student Health Center.



We are committed to providing efficient and effective operational and financial strategies that enhance the student and employee experience at Iowa State University. We create innovative programs and services that provide value and growth for each unit, the division, and the institution. We share successes and outcomes with the community, encourage transparency, and invite discussion about where we can enhance our work.

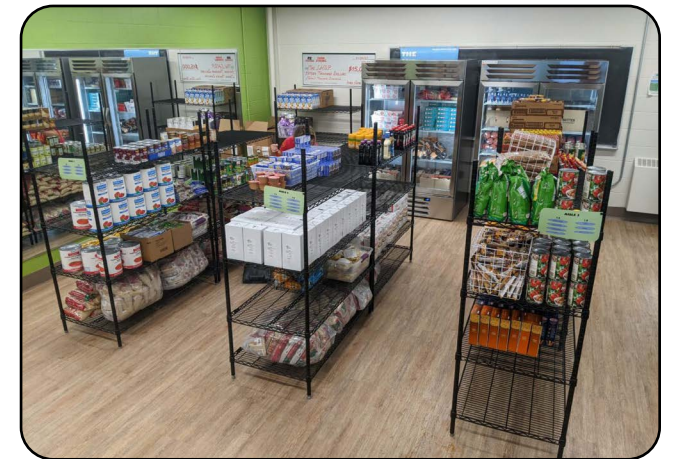
STUDENT COUNSELING SERVICES added three new workshops to help students build skills to support their academic and personal success. Group therapy also expands counseling access to more students.

RECREATION SERVICES, implemented a new system to display room reservations in real time outside of spaces. They also introduced a new system for self-reservations of multipurpose spaces to allow students easier access to utilizing multipurpose rooms in the recreation facilities.

STUDENT WELLNESS combined two programs, *Thrive Holistic Wellbeing* and *BASICS*, into one new program called *Wellbeing Coaching*. This new program is led by graduate students who are cross-trained and will allow them to serve more students

The **SHW UNIT** has partnered with the ISU Daily, Student Affairs, and Student Government on efficiencies in Cyclone Support website. These partnerships continue to grow as the program grows.

THIELEN STUDENT HEALTH CENTER achieved successful accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC) in June 2022 with zero deficiencies. TSHC has been continuously accredited with AAAHC since 2001.



STATEMENTS OF ASPIRATION

SUCCESS STORIES

To be the most student-centric leading research university.

An annual banquet, **THE RECPYS**, is held to honor and appreciate the student employees within Recreation Services.

The **STUDENT LEADERSHIP BOARD** was developed to guide the programming within Student Health and Wellness through critical feedback.

After seeing an increase in more than 300% in visits at the SHOP food pantry, the hours and resources were expanded in addition to expanding the **BASIC NEEDS MODEL** by adding additional staffing.

After reviewing the data of students using Thielen Student Health Center and/or Recreation Services for fiscal years 2020, 2021, and 2022 it was determined that students using one or both of these services were **RETAINED OR GRADUATED AT RATES HIGHER** than students who did not.

To be the university that cultivates a diverse, equitable, and inclusive environment where students, faculty, and staff flourish.

Recreation Services worked with students to identify barriers to participating in intramurals and improved the **"FREE AGENT PORTAL"** to match students with teams and connect them to play intramurals.

A gender gap in intramural participation was identified and a Women's Intramural Night for students that identify as female to play pick-up basketball was scheduled. This has led to an increased female participation in **INTRAMURAL BASKETBALL**.

STUDENT WELLNESS proposal to the ISU Tracing Race Initiative, facilitated by the University Library, was chosen as a project for the upcoming academic year.

The Student Health and Wellness unit hosted their **FIRST ANNUAL UNIT CELEBRATION** in May 2023. Staff from all four departments gathered for a fun afternoon of food, trivia, and field day events to celebrate the hard work and accomplishments of the academic year.

STUDENT COUNSELING SERVICES (SCS) provided support to student populations during real-world events. SCS professional staff also provide mental health support to participants of NCORE and ISCORE.

THIELEN STUDENT HEALTH CENTER served as the Mpox vaccine site for students and employees of Iowa State, as well as all of Story County.

To be the university that fosters lifelong learning.

The **STUDENT HEALTH AND WELLNESS UNIT** hosted the first annual Health and Well-being Symposium on February 4, 2023. This event was for students, faculty, and staff and was focused on sharing well-being strategies, professional development and learning. ISU is one of the first universities in the country to host this type campus-wide initiative.

STUDENT COUNSELING SERVICES hosted the Out of the Darkness campus walk during the spring semester with more than 335 participants. This event brings education and support focused on suicide prevention.

To be the university that creates opportunities and forges new frontiers.

RECREATION SERVICES, created a new swim lesson program to serve students with an opportunity to learn to swim and dependents of the campus community.

The **STUDENT HEALTH AND WELLNESS UNIT** continues to partner with CELT (Center for Excellence in Learning and Teaching) on developing out training for faculty, as well as an ongoing faculty learning community, around embedding well-being into the classroom.

The **STUDENT HEALTH AND WELLNESS UNIT** revamped their communication and marketing processes to help create better efficiency and coordination of efforts. This included a centralized project tracking and approval process. Implemented in April 2023, requests for more than 400 projects were entered.

To be the trusted partner for proactive and innovative solutions.

Recreation Services **WEIGHT TRAINING SPACE** at State Gym was identified. Equipment was rearranged to create a more versatile and equitable environment.

THIELEN STUDENT HEALTH CENTER (TSHC) is partnering with a revenue cycle vendor to support business operations and billing for the clinic. This will support the business office team as well as allow TSHC to align with best practice industry standards. This contract will start in fiscal year 2024.

To compliment the work of **STUDENT COUNSELING SERVICES**, Iowa State entered into a contract with the Virtual Care Group to provide students with free tele-counseling support.



2023 UNIT IMPACT

1,273,387
TOTAL POINTS OF CONTACT

407
EVENTS

60,011
PARTICIPANTS

77%
COLLECTIVE STUDENT REACH

RECREATION SERVICES



IMPACT

Facility Visits.....	884,212
Group Fitness Participants.....	24,104
Personal Training Sessions.....	1,707
Intramural Participants.....	8,469
Sport Club Participants.....	1,708
Climbing Wall Visits.....	6,008
Student Employees.....	544

UNIQUE STUDENT REACH.....63.10%
PATRON SATISFACTION.....97%

STUDENT WELLNESS



IMPACT

Peer to Peer Student Reach.....	7,818
Wellbeing Coaching Sessions.....	246
Green Dot Participants.....	14,618
Nutrition Sessions.....	283
Food Insecurity	
SHOP Food Pantry Visitors.....	13,016
Pounds of Food.....	147,716
Collegiate Recovery Attendance.....	271
Safer Sex Item Distribution.....	45,811
Campus-wide Wellbeing Initiatives.....	82
Screening and Brief Intervention.....	1,649

UNIQUE STUDENT REACH.....26.17%

STUDENT COUNSELING SERVICES



IMPACT

Total Visits.....	7,352
Initial Appointments.....	1,450
Individual Clinical Services.....	3,975
Crisis Sessions.....	207
Group Services.....	915
Workshop Attendees.....	173
Event and Class Outreach.....	4,406
VCG Telecounseling Enrollments.....	2,166

UNIQUE STUDENT REACH.....14.73%
CLIENT SATISFACTION.....90%

THIELEN STUDENT HEALTH CENTER



IMPACT

Total Patient Visits.....	34,196
Primary Care Visits.....	21,907
Mental Health Visits.....	3,735
Nurse Visits.....	4,362
Physical Therapy Visits.....	4,084
Pharmacy Immunizations.....	108
Lab Tests.....	196,533
Radiology Exams.....	1,545
Prescriptions Filled.....	30,559
Sliding Fee Adjustments.....	\$7,949
Phone Calls Answered.....	36,927

UNIQUE STUDENT REACH.....34.86%
PATIENT SATISFACTION.....93%

I LOVED THE ONE-ON-ONE MEETINGS. MY THERAPIST HAS BEEN VERY UNDERSTANDING AND HELPFUL WITH MY ISSUES. I DON'T FEEL JUDGED.

PERSONALLY I HAVE LEARNED MORE ABOUT MYSELF AND MY UNDERSTANDING OF WELLNESS TOPICS FROM BEING A PEER WELLNESS EDUCATOR. I HAVE BEEN ABLE TO GROW MY KNOWLEDGE AND IMPLEMENT WHAT I HAVE LEARNED INTO MY EVERY DAY LIFE.

I LOVE THE LITTLE COMMUNITY OF PEOPLE I GET TO SEE EVERY WEEK THAT ATTEND THE SAME CLASSES AS ME. I'VE ALSO HAD A LOT OF FUN CONNECTING WITH SOME OF THE INSTRUCTORS. THEY'RE VERY EASY GOING AND LIKE TO TALK TO PEOPLE ABOUT THE CLASSES OR ANYTHING ELSE.

I OFTEN EXPERIENCE EXTREME ANXIETY WITH GOING TO THE DOCTORS- BUT MY EXPERIENCE AT THIELEN WAS AMAZING. I WANT TO THANK EVERYONE THERE FOR BEING SO KIND AND SO WELCOMING.

THE STAFF WERE VERY KIND AND HELPFUL. THEY WERE QUICK, EFFICIENT, AND DID A GREAT JOB OF PROMOTING HEALTHY LIFESTYLES. GREAT WORK!

MY THERAPIST WAS AMAZING, UNDERSTOOD MY CONCERNS, AND I FELT FREE TO TALK ABOUT EVERYTHING THAT WAS BOTHERING ME. I FEEL MUCH BETTER ABOUT MY SITUATION AND MENTAL HEALTH AFTER GOING TO STUDENT COUNSELING SERVICES.

what our students are saying

what our students are saying

I REALLY APPRECIATE EVERYONE'S ASSISTANCE IN FACILITATING MY HEALTHCARE AND APPOINTMENTS. THIELEN HAS BEEN VERY IMPORTANT TO MY PERSONAL, PROFESSIONAL, AND EDUCATIONAL SUCCESS OVER THE YEARS. THANK YOU!

THE ADVENTURE PROGRAM HAS BEEN A GREAT WAY FOR ME TO GET OUT OF MY COMFORT ZONE AND TRY NEW THINGS. I HAVE FOUND IT TO BE ANOTHER GREAT OUTLET TO GET ACTIVE.

I LOVE THE SERVICES THAT REC PROVIDES. THEY HELP A TON WITH MY PHYSICAL AND MENTAL HEALTH.

THE COLLEGIATE RECOVERY COMMUNITY IS DIRECTLY RESPONSIBLE FOR MY SUCCESS AS A STUDENT. BEING A MEMBER OF THIS GROUP WAS THE HIGHLIGHT OF MY CAMPUS EXPERIENCE.

THE YOGA CLASSES HAVE HAD A POSITIVE EFFECT ON ME THIS SEMESTER! THEY'VE ALLOWED ME TO FIND TIME TO RELAX AND RESET, DO MINOR WORKOUTS, AND EVEN WORK ON MY SOCIAL ANXIETY.

MY EXPERIENCE AT THIELEN STUDENT HEALTH CENTER WAS GREAT, ALL OF THE STAFF WAS VERY FRIENDLY AND HELPFUL. THEY ARE VERY EFFICIENT, AND I WAS ABLE TO WORK MY APPOINTMENT AROUND MY BUSY CLASS SCHEDULE, I WOULD RATHER GO HERE THAN ANY OTHER PROVIDER!

IOWA STATE UNIVERSITY

Student Health and Wellness

515-294-5802

CycloneHealth.org

RECREATION SERVICES • STUDENT WELLNESS • STUDENT COUNSELING SERVICES • THIELEN STUDENT HEALTH CENTER