



Healthy. Mindful. Active. Well.

IOWA STATE UNIVERSITY

Student Health and Wellness

ANNUAL REPORT

**FISCAL YEAR
2024**
July 2023-June 2024





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

We are proud to share a brief glimpse of the Student Health and Wellness unit's accomplishments for fiscal year 2024.

As you look through our annual report, you will see innovative and unique examples of the work our team does each and every day. We are pleased that we increased the number of students we supported through our services and programs, by engaging with more than 81.2% of the Iowa State student body. We continue to work with a public health approach, focused on holistic well-being. Our team knows that well-being is fundamental to the success of all Cyclones and are proud to be a part of that journey.

We are grateful to our campus-wide partnerships and collaborations that support our mission-critical work. From connecting students to our programs and services, encouraging attendance at presentations and workshops, or working with us on strategic initiatives, everyone play a role in helping Iowa State be known as 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

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

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 150 student Health and Safety Officers for sport clubs were trained and mentored by **RECREATION SERVICES** to ensure safety procedures were being implemented, along with training them in CPR/AED/First Aid skills.

STUDENT COUNSELING SERVICES is a training site for students in the Counseling Psychology program. This past year SCS had four practicum students and three graduate assistants complete their training at SCS. Staff supported these trainees in learning clinical and professional skills to support them acquiring internships and completing their degree.

THIELEN STUDENT HEALTH CENTER supported 15 student employees who worked in the following clinic departments: physical therapy, pharmacy, lab, nursing, and administration.

The **STUDENT HEALTH AND WELLNESS** Leadership Board, consists of 15 students who work closely with health and wellness leadership on advising, program review, and decision making.

STUDENT WELLNESS staff helped restructure the SHOP student executive team to hire eight new director positions: Operations, Personnel, Risk Management, Finance, Marketing and Communication, Outreach, Events, and Data Analysis. New positions included two graduate assistants to support SHOP operations and better systematize inventory and volunteer management processes as well as a student intern to improve marketing and communication initiatives for SHOP.

THIELEN STUDENT HEALTH CENTER staff provided presentations at all orientation key topic sessions and staffed resource fairs. As part of resource fairs, TSHC team members were able to scan health insurance cards so they would be on file for new students.

RECREATION SERVICES' wellness programs staff members provided a 12-week American Council of Exercise National Certification Prep Classes for students seeking jobs and careers as personal trainers and group fitness instructors. It is a non-academic class in the fall and spring semesters called Learn 2 Train and Learn to Teach as part of the training and hiring process for Rec Services staff to offer fitness programs to the ISU community. A total of 30 students participated and were hired.



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 reorganized the new international student orientation process to invite all students for an in-person clinic visit to help better familiarize them with clinic services and share information about all of the Student Health and Wellness departments.

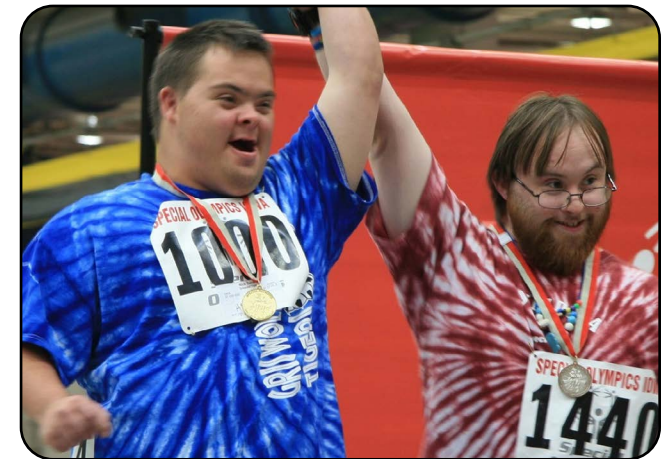
STUDENT WELLNESS expanded the ISU Green Dot Campus Team and Action Network to include a broader collection of groups across campus to support our vision of violence prevention. There are 85 groups within the Green Dot Action Network, including both student and employee groups as well as classes and university programs.

STUDENT COUNSELING SERVICES clinicians include the principles when engaging with students and the campus community. The SCS team assess student's experience engaging with the department through a satisfaction survey administered each semester. In the spring survey 90% of students reported feeling a sense of their identities being welcomed at SCS.

RECREATION SERVICES opened their facilities and hosted Special Olympics, Iowa Games, and Odyssey of the Mind World Finals during the summer.

The **STUDENT HEALTH AND WELLNESS** unit facilitated two national surveys, the National College Health Assessment and Healthy Minds. Data from these surveys is evaluated and used to shape the programs and services offered by the unit.

RECREATION SERVICES offered adult swim lessons and developed a youth swim lesson program.



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.

NALOXONE CAMPUS TRAINING AND DISTRIBUTION worked alongside the Partnerships in Prevention Science Institute, so anyone can complete the naloxone training program within canvas. Along with the AED program, Iowa State University became approved under the Iowa Secondary Distributor Program to be able to train and then give individuals naloxone doses for free.

STUDENT COUNSELING SERVICES partnered with an external telehealth provider and the self-help resource TAO (Therapy Assistance Online) to provide a greater range of student access to services. These services help reduce barriers by providing 24/7 support that students can access from anywhere they are. TAO content has hundreds of modules that cover all dimensions of wellbeing.

RECREATION SERVICES replaced or supplemented weight benches for the general population of patrons.

CARDINAL AND GOAL'D TAILGATES As part of a collaboration with 15 other departments and agencies, Iowa State University Student Wellness held the second year of alcohol-free tailgates, which had over 1100 participants across four football games in fall 2023. This effort continued throughout the year and will continue into fall 2024 with more partners as part of the planning process.

CRP: IOWA STATE UNIVERSITY'S COLLEGIATE RECOVERY PROGRAM became the first collegiate recovery program in the State of Iowa, and one of the first ten in the nation to become accredited by the Association for Recovery in Higher Education.

RECREATION SERVICES organized pop-up classes: ERA's Rec Tour and ERA's Rec Tour 2.0, Zombie Zumba, Fitness Freeze Out, and more to reach additional populations.

RECREATION SERVICES provided a four-week Fit-Fest program to Wallace Wilson Residence a Hall in the fall, offering various fitness experiences. In addition, we assisted with the enhancement of the fitness room with design and equipment recommendations.

RECREATION SERVICES created and implemented a four-week Transform Stress workshop in spring 2024 that offered students skills to identify and manage stress to create a positive emotional mindset.

PUBLIC HEALTH LEADERS provided monthly briefings for university senior leadership regarding potential and current public health trends/threats.



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.

The second annual **FIELD OF MEMORIES** was held on September 15, 2023. Attendance numbers: 310 students provided ID, 60 staff and faculty engaged with the event and 200 additional students engaged with the flag event. The event was enhanced by including ISU Police therapy dogs. Department chairs, learning communities, and student organizations were encouraged to attend the impactful event together.

THIELEN STUDENT HEALTH CENTER implemented a **NEW PATIENT PORTAL** that includes online scheduling, test results, messaging between patients and clinical staff, and a new immunization submission process for university requirements.

STUDENT HEALTH AND WELLNESS introduced a more streamlined version of the SHW Request and Data Entry Form that (1) simplifies the process for requesting resources and services from the SHW unit, (2) centralizes data for easier and more consistent tracking, (3) encourages collaboration between different departments within the unit, and (4) reduces time and energy need for administration tasks.

RECREATION SERVICES facility maintenance team researched and purchased a Hydro Point water monitoring system to track water usage and a notification system for leakage.

The **STUDENT HEALTH AND WELLNESS** unit held their second annual unit field day at Lied Recreation Center. This celebration and employee engagement event brings together all staff from across the unit for food, games, and fun activities.

The **THIELEN STUDENT HEALTH CENTER** lab had their bi-annual **CLIA (CLINICAL LABORATORY IMPROVEMENT AMENDMENTS) ACCREDITATION SURVEY** that resulted in zero deficiencies. This is a federal and state requirement of labs.

The **STUDENT HEALTH AND WELLNESS** unit completed a complete redesign of the unit and department websites. By focusing on the needs of the students, the site was reorganized by services and not by departments. (www.cyclonehealth.org)

The **OUT OF THE DARKNESS WALK** is held to increase suicide awareness and prevention. This year 350 students, faculty and community members were in attendance April 26, 2024. The event raised \$9,786 for AFSP-American Foundation of Suicide Prevention.



STATEMENTS OF ASPIRATION

SUCCESS STORIES


To be the most student-centric leading research university.

STUDENT COUNSELING SERVICES received re-accreditation by the International Association for Counseling Services (IACS) this year. This accreditation indicates that a team of counseling professionals reviewed and certified that their services meet the highest established standards in the field.


THIELEN STUDENT HEALTH CENTER served as a referral source for a Department of Psychology study focused on the impact of exercise on depression.

Based in part on student feedback, **STUDENT WELLNESS** developed a new consent education program that addresses a key area of violence prevention that was missing from our curriculum. This program was thoroughly vetted by employees and students and designed with an active learning framework to meet students where they are.

Re-evaluated the partnership between **STUDENT HEALTH AND WELLNESS** and Risk Management to deliver a more well-rounded presentation strategy for students studying abroad to ensure they are receiving the best physical, mental and public health information before their travels.

 **STUDENT WELLNESS** led the team for development of well-being focused Cyclone Support campaign materials and messages.

RECREATION SERVICES is a leading student employer on campus, emphasizing career readiness. The department offers a centralized onboarding process for all student employees, with student development a high priority for the department. An annual banquet, RECSPPYS, is held each spring to honor and appreciate the student employees who make the department successful.

 The **THIELEN STUDENT HEALTH CENTER** lab team assisted with blood draws for a research study in the Food Science and Human Nutrition department.

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


The **STUDENT HEALTH AND WELLNESS** unit worked with the unit Student Leadership Board to gather student feedback on services, programs, and initiatives.

RECREATION SERVICES remodeled to include gender-neutral bathrooms in the Lied Recreation Center. Rec Services now has gender-neutral bathrooms in all three of their facilities.


The **THIELEN STUDENT HEALTH CENTER** fun committee hosted a variety of events including pumpkin decorating, Halloween costumes, donations for the SHOP and Military Affiliated Student Center, hat and glove drive, dress up theme days, and food celebrations (ie. progressive breakfast, ice cream social).

The **STUDENT WELLNESS DIETITIAN** provides multiple presentations across campus and in academic classrooms around weight inclusive trauma-informed care. The frameworks used look at multiple dimensions of health.

STUDENT COUNSELING SERVICES offers a variety of group therapy opportunities each semester for students to attend. These are data driven and focus on student needs. Examples of groups include *Understanding Self and Others* and *Belonging for Students*.

 **RECREATION SERVICES** enhanced the Women's Intramural Night (WIN) programming from one sport (basketball) to multiple sports (flag football, volleyball, basketball, and soccer) this year, which helped lead to an increase in women's participation. They also implemented two Unified Sports programs (basketball and bowling).


To be the university that fosters lifelong learning.

 The **STUDENT HEALTH AND WELLNESS** directors partnered with CELT (Center for Excellence in Learning and Teaching) to provide 60+ workshops for each academic department on campus related to supporting student wellbeing.

STUDENT COUNSELING SERVICES is committed to increasing suicide awareness and prevention to all Cyclones, as such select staff have trained and been certified as facilitators of two nationally recognized trainings: QPR-Question, Persuade, Refer and MHFA-Mental Health First Aid. QPR is provided free of charge to all cyclones. MHFA is provided free of charge to campus faculty and staff.


STUDENT WELLNESS encourages ongoing and deepening engagement with violence prevention programs that move from introductory materials through enhancement sessions, from understanding to action.

The **ADVENTURE PROGRAM** provides a controlled environment for students to learn and engage in various outdoor activities. These activities include but are not limited to, climbing, backpacking, skiing, snowboarding, caving, canoeing, kayaking, outdoor cooking, and camping.

 The **STUDENT HEALTH AND WELLNESS** unit held the second annual Health and Wellbeing Symposium, with more than 500 participants.

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


The **SHOP EXPANSION** and the hiring of a Food Security and Basic Needs Specialist has offered additional capacity to expand basic needs supports outside of the food pantry, by exploring public benefits assistance opportunities, connecting with community partners to refer students and adopting similar service structures, and consider other basic needs support like haircare.

 **STUDENT COUNSELING SERVICES** partnered with a telehealth company to provide a new and accessible way for students to access ongoing therapy services that could extend support to when they are home during breaks, on internship, etc.

RECREATION SERVICES purchased a Breezy Blue fogging machine, a mobile unit that disinfects and sanitizes to 99.9% efficiency.

To be the trusted partner for proactive and innovative solutions.

STUDENT COUNSELING SERVICES partners with campus and community resources to support the mental health of students. In their satisfaction survey, 90% of students reported that what they learned at SCS helped them to connect to university resources when needed.

 **THIELEN STUDENT HEALTH CENTER** started carrying the o-pill and provides education to students. The o-pill is the first daily oral contraceptive approved for use in the U.S. without a prescription.

RECREATION SERVICES added many improvements to their business operations, including going cashless, streamlining payroll deduction, and preparing for Workday Student. A content analysis of centralized department email accounts was completed to determine their biggest customer concerns that need to be addressed.

2024 UNIT IMPACT



1,456,063
TOTAL POINTS OF CONTACT



1,194
OUTREACH SESSIONS



95,010
OUTREACH PARTICIPANTS



81.2%
COLLECTIVE STUDENT REACH

INNOVATE at Iowa State

RECREATION



IMPACT

Facility Visits.....	941,061
Total Program Participants	125,174
Fitness.....	27,279
Intramural.....	81,011
Sport Club.....	3,084
Aquatic	286
Youth Camp	157
Adventure.....	7,408
Gaming and Esports	5,949
Student Employees.....	615

MEDICAL SERVICES



IMPACT

Total Patient Visits.....	29,417
Primary Care Visits	20,739
Nurse Visits.....	4,025
Physical Therapy Visits.....	4,251
Nutrition Sessions	402
Lab Tests	203,143
Radiology Exams.....	1,418
Prescriptions Filled.....	30,660
Phone Calls Answered.....	34,145

MENTAL HEALTH



IMPACT

Total Mental Health Contacts	20,381
Initial Counseling Appointments	1,246
Individual Counseling Services.....	3,914
Crisis Sessions.....	196
Group Services.....	885
Psychiatry Visits.....	3,156
Trainings/Programs Attendees.....	10,984
Total Virtual Contacts.....	6,617
Telecounseling Sessions.....	3,611
TAO Contacts.....	3,006

SUPPORT PROGRAMS



IMPACT

Total Program Contacts	29,902
Wellbeing Coaching Sessions.....	505
Violence Prevention.....	13,690
CRP/Substance Use	1,006
SHOP Food Pantry Visitors.....	14,701
SHOP # of Food Distributed.....	171,308
Campus Collaboration Projects.....	151

I'm very happy that these types of resources are accessible to the university community. I appreciate the information and will take it in consideration when finding someone who I suspect is struggling and being able to make a difference.

I liked how they didn't just say they have self-compassion, but showed what that looked like.

I know they won't judge me; I know I will get care, and I know I can seek help there.

It's a combination of both the systems of support that are in place and the staff there. Every nurse and doctor has been exceptional and very kind.

My provider was extremely kind. I suffer from panic attacks during procedures, and she was extremely patient with me. She made sure that I was comfortable and didn't use the stirrups to calm me down during a pelvic exam. And continuously asked me if I still wanted the exam.

This was my first time going to physical therapy and I had a very good experience. I appreciated the time spent explaining my health issues and being shown exercises I could do at home. I look forward to continuing PT sessions at the Thielen Student Health Center. As a staff member at ISU, I am happy these services are offered to employees.

what our students are saying

what our students are saying

When I attended another large university recreation facility I felt judged.

I just wanted to say that ISU rec is the most comfortable I've ever felt in any gym, even before I worked there. it was a big shift to go from there to here, but I just wanted to tell you how great rec services is at ISU.

The peer wellness educator was very nice and helpful. I always felt comfortable and heard. This program gave me a place to start to improve my wellbeing with the resources available at ISU.

The support, guidance, knowledge, and welcoming environment you have provided since I started here have been instrumental in my growth personally and professionally. It has been, and will continue to be my pleasure to work alongside and under each of you. I truly believe that our department is the best place to be as a student at Iowa State University, and that's all thanks to the culture and work environment you all strive to create and maintain within our staff.

IOWA STATE UNIVERSITY

Student Health and Wellness

515-294-5802

cyclonehealth.iastate.edu

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