



IOWA STATE UNIVERSITY

Student Health and Wellness

ANNUAL REPORT

**FISCAL YEAR
2022**

July 2021-June 2022



Student Health and Wellness Unit

RECREATION SERVICES

STUDENT WELLNESS

STUDENT COUNSELING SERVICES

THIELEN STUDENT HEALTH CENTER

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

We are proud to share a snapshot of the Student Health & Wellness unit's accomplishments for fiscal year 2021-2022.

This past year our four departments, Recreation Services, Student Wellness, Student Counseling Services, and Thielen Student Health Center connected with more than 78% of our students through more than 844,962 contacts. Our team has a constant eye towards innovation, as we think about how to best support and serve our students. Our students tell us, and research clearly shows, that student wellbeing is inextricably linked to academic success, retention, and persistence to graduation. Each of us have unique and individual wellbeing needs, and the Student Health and Wellness team's goal is to provide opportunities for connection, services, and programming to every student at Iowa State University.

Partnership and collaboration is critical to supporting student wellbeing. We are grateful for the continuously growing network of partners across the campus and Ames community that are helping us enhance a culture of health promotion. With many more exciting initiatives in the works, we look forward to sharing continued updates.

The amazing accomplishments in this report would not be possible without the dedication and hard work of every member of our Student Health and Wellness team. I am so grateful to work with folks who care deeply about our students and help all Cyclones to be healthy, be mindful, be active, be well, be Iowa State!

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.

WITHIN THE REPORT

UNIT OVERVIEW

DIVISION PRIORITIES*

- SAFETY, HEALTH AND WELLBEING
- STUDENT SUCCESS
- DIVERSITY, EQUITY & INCLUSION
- ASSESSMENT AND RESEARCH
- STAFF DEVELOPMENT & RETENTION
- EFFICIENCY AND INNOVATION

FY 2022 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

Unit Leadership



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



KRISTEN SIEVERT
DIRECTOR
STUDENT COUNSELING SERVICES



BRIAN VANDERHEYDEN
DIRECTOR
STUDENT WELLNESS

SAFETY, HEALTH AND WELLBEING

We will work to create a safe, healthy, and wellness-focused environment for ISU students and student affairs staff so that they may thrive at ISU, in the Ames community, and the world beyond.



STUDENT COUNSELING SERVICES hosted the **OUT OF DARKNESS SUICIDE AWARENESS WALK** in May 2022. A total of 241 people participated in the event, raising \$12,420.84.

STUDENT COUNSELING SERVICES provided **QPR SUICIDE PREVENTION GATEKEEPER TRAINING** for 199 students, faculty, and staff members.

STUDENT COUNSELING SERVICES and **STUDENT WELLNESS** hosted the Grand Opening of the **BE WELL SPACE (2030 STUDENT SERVICES BUILDING)** in Spring 2022 to provide dedicated collegiate recovery space, in addition to space for other peer and group led wellbeing services.

ALCOHOLEDU was completed by 6,282 first year and transfer students.



STUDENT WELLNESS partnered with the Division of Student Affairs to help launch the **CYCLONE SUPPORT MARKETING AND TRAINING PROGRAM** to enhance help seeking to wellbeing resources on campus. This training is open to all students, faculty and staff.

The **EATING DISORDER TREATMENT TEAM** comprised of a campus Registered Dietitian (RD), Counselor, Health Care Provider and Movement Specialist all work together to provide comprehensive care to students struggling with food, nutrition, and their body.

THIELEN STUDENT HEALTH CENTER partnered with Environmental Health and Safety to bring **STOP THE BLEED TRAINING** to campus. During the past year, 17 classes were offered with more than 80 members of our campus community being trained in this life-saving service.

Iowa State joined the **US HEALTH PROMOTING CAMPUSES NETWORK**.



STUDENT SUCCESS

We will collaborate with Academic Affairs, the ISU Foundation, and other campus partners to achieve measurable progress towards closing the achievement gap for multicultural, first-generation, low-socioeconomic, and student Veterans.



RECREATION SERVICES welcomed students to the **ESPORTS AND GAMING ROOM** located in 1312 Beyer Hall. This room contains 30 desktop computers and 4 console systems and was a partnership with the College of Liberal Arts and Sciences. The Esports room is averaging more than 400 visitors a week. The Gaming and Esports Club, student organization, has more than 150 members and several thousand students engaged in the club's discord server.

During the Spring 2022 semester, as measured by the client satisfaction survey, **88.9% OF STUDENTS** believed that what they learned at **STUDENT COUNSELING SERVICES** helped them stay in school.

The inaugural **HEALTH AND WELLNESS STUDENT LEADERSHIP BOARD** was created to provide feedback on programs and initiatives and to guide the work of student health and wellness at Iowa State.

With the generous support of many campus and community members, **FUNDRAISING FOR FOOD INSECURITY** surpassed \$65,000 in FY22, which goes towards supporting the S.H.O.P. food pantry.

STUDENT WELLNESS created new **PEER LED SMALL GROUP MEAL PLANNING WORKSHOPS** where students learn how to prepare meals on a budget while incorporating foods they love and create balanced meals to nourish their body.

Iowa State was recently featured on the **COLLEGE TOUR**, a TV series that provides an inside look into campuses around the world. There are nineteen segments featuring Iowa State students, and one segment specifically focused on **HEALTH AND WELLNESS**. The student described our services, their importance and how they help students be successful.

THIELEN STUDENT HEALTH CENTER partners each semester with the **INTERNATIONAL STUDENT AND SCHOLARS OFFICE (ISSO)** to welcome our newest international students to campus. TSHC provides screening appointments and an overview of health services on campus.



DIVERSITY, EQUITY AND INCLUSION

We will promote and enhance the climate on campus and in the surrounding communities so all are welcomed, included, and valued.



LETICIA RIBEIRO (SCS) became trained as an **INTERCULTURAL DEVELOPMENT INVENTORY (IDI) QUALIFIED ADMINISTRATOR** and provided seven individual IDI debriefs for staff in the Division of Student Affairs.

LETICIA RIBEIRO (SCS) served as an **IOWA STATE TEAM LEADER** for the National Conference on Race and Ethnicity (NCORE).

All four of the **STUDENT HEALTH AND WELLNESS** departments participated in **INTERCULTURAL DEVELOPMENT INVENTORY DEBRIEFS** and learned about their group profiles and how to build intercultural competence.

The **STUDENT HEALTH AND WELLNESS** unit collaborated to provide nearly **51,000 CYCLONES WITH OUTREACH PRESENTATIONS, PROGRAMS AND TRAININGS** through more than 450 events.

RECREATION SERVICES continues to expand offerings for **ADAPTABLE FITNESS AND AQUATIC EQUIPMENT** within their facilities, including aquatics.

RECREATION SERVICES hosts **WOMEN* CLIMB NIGHT** at State Gym each semester. This program is open to students who identify as women or genderqueer, and includes women who are cisgender, trans, or of trans experience. Women* Climb Night also welcomes individuals who identify as gender non-binary or any other gender identity who seek this community.

THIELEN STUDENT HEALTH CENTER offers opportunities for students to **JOB SHADOW AND COMPLETE EDUCATIONAL ROTATIONS**. In FY22, TSHC hosted more than 50 students across the clinic in pharmacy, physical therapy, nursing, medical staff and administration.

STUDENT WELLNESS launched a new **RECOVERY ALLY TRAINING** that focuses on building skills to promote a recovery positive environment and connect people to resources.



ASSESSMENT AND RESEARCH

We will ensure that programs, policies, and practices are informed by assessment and research to better promote student enrollment, development, learning, and overall student success.



STUDENT WELLNESS launched a **COMPREHENSIVE PUBLIC HEALTH NEEDS ASSESSMENT PROCESS** to guide and inform implementation of programs to promote, support, and improve the overall health and wellbeing of our campus community.

STUDENT WELLNESS conducted **27 FOCUS GROUPS** with Iowa State students to gather knowledge about existing health and wellbeing needs as well as barriers faced by students to achieving overall health and wellness.

STUDENT WELLNESS conducted the **NATIONAL COLLEGE HEALTH ASSESSMENT (NCHA)** in Fall 2021 to collect data on student health and wellbeing, including disaggregating data by student population to review health disparities across different student populations.

Eight facilitators from the **STUDENT HEALTH AND WELLNESS** unit joined the **"BUILDING OUR COMMUNITY" EVENT AT IVY COLLEGE OF BUSINESS**. They lead small group discussions and encouraged participants to brainstorm and identify a defining moment at Iowa State that they could relate to on three themes, including mental health and awareness in the college.

RECREATION SERVICES' patron satisfaction survey showed a **97% SATISFACTION RATE** for FY2022.

THIELEN STUDENT HEALTH CENTER facilitates a continuous patient satisfaction survey where patients have the opportunity to provide feedback after every visit. **92% OF STUDENTS WOULD RECOMMEND TSHC** to other Iowa State students.

During the Fall 2021 semester, **98.7% OF STUDENTS REPORTED THEY WERE SATISFIED** with the services they received from **STUDENT COUNSELING SERVICES**.

The unit remapped **DEPARTMENT SCORECARDS** to align with the Division of Student Affairs priorities.



STAFF DEVELOPMENT AND RETENTION

We will create intentional opportunities to support staff and make available the resources, tools, professional development, and the growth opportunities they need to be successful.



GREEN DOT ACTION MONTH saw over 50 offices, departments, and organizations do proactive Green Dots in October reaching over 8,000 people!

CARVER NEBBE, MD, psychiatrist and current chief of staff at **THIELEN STUDENT HEALTH CENTER**, serves as **PRESIDENT OF THE IOWA PSYCHIATRIC PHYSICIANS SOCIETY**. His two year term began in May 2022.

Several members of **STUDENT HEALTH AND WELLNESS** serve on the **NORTH CENTRAL COLLEGE HEALTH ASSOCIATION BOARD**. The team includes: **ERIN BALDWIN (TSHC)**, **SARA PARRIS (TSHC)**, **JESSICA SHANNON (TSHC)**, **BRIAN VANDERHEYDEN (SW)** and **DEANNA SARGENT (TSHC)**.

DR. KRISTEN SIEVERT moved into her new role as the **DIRECTOR** of **STUDENT COUNSELING SERVICES** in January 2022.

ERIN BALDWIN (TSHC) serves on the **YSS CORPORATE BOARD OF DIRECTORS** and the National Association of Student Personnel Administrators (NASPA) **AVP STEERING COMMITTEE**.

Several members of the **STUDENT HEALTH AND WELLNESS** unit served on the **IOWA STATE PROFESSIONAL AND SCIENTIFIC COUNCIL**. Including **SARA PARRIS (TSHC)**, **DEANNA SARGENT (TSHC)**, and **ALLY KUEHL (RS)**.

JASON VLASTARAS (RS) serves as a **Council for the Advancement of Standards in Higher Education (CAS) director** for **NIRSA: Leaders in Collegiate Recreation**.

KRISTEN CLARK (SW) served as a Small Group Leader for the campus program, **CARDINAL WOMEN***.

Two unit employees participated in the **DIVISION OF STUDENT AFFAIRS LEADERSHIP INSTITUTE**: **KRISTI DILLON (RS)** and **JENNIFER HANSEN (TSHC)**.

All of the **UNIT DEPARTMENTS** use the same consistent **EMPLOYEE EVALUATION TOOL**. This was redesigned and structured around position descriptions with connections to Career Readiness Competencies (CRC) Co-curricular Learning Domains (CCLD).



EFFICIENCY AND INNOVATION

We are committed to providing efficient and effective operational and financial strategies. We aim to be innovative and provide value and growth for the unit, division, and university.



STUDENT COUNSELING SERVICES moved from a walk-in intake model to an **APPOINTMENT-BASED INTAKE MODEL**, which better supports student schedules and aligns services to better match available resources.

THIELEN STUDENT HEALTH CENTER passed its **AAHC ACCREDITATION SURVEY WITH ZERO DEFICIENCIES**. In the accreditation world, it is almost unheard of to have a "perfect" score, and TSHC has now had 3 surveys in a row with excellent results. This survey is conducted every three years.

RECREATION SERVICES opened the new **SOUTHEAST FIELDS COMPLEX** for full activity that includes: 9 flag football/ultimate frisbee fields, 6 softball fields and 8 sand volleyball courts.

STUDENTS HELPING OUR PEERS (SHOP) FOOD PANTRY celebrated ten years with a ribbon cutting ceremony in September to showcase their new space in Beyer Hall. The event included unveiling a \$20,000 donation from Food Bank of Iowa for new cold storage units that expand access to fresh, frozen, and refrigerated food available to students.

The **STUDENT FEE COMMITTEE APPROVED A \$12/PER STUDENT, PER SEMESTER FEE INCREASE** to go into effect fall 2022. This increase funded a counselor position at **STUDENT COUNSELING SERVICES** that had previously been funded by Student Government, while allowing **THIELEN STUDENT HEALTH CENTER** to maintain current scope of services for students.

FUNDING was allocated to **STUDENT WELLNESS** to add two new positions: **HEALTH PROMOTION SPECIALISTS**, one focused on Green Dot, and a second focused on mental health.

RECREATION SERVICES provides **CUSTODIAL SERVICES** for all of their facilities as well as coverage of the **THIELEN STUDENT HEALTH CENTER**. This team has brought new sustainability innovations to the unit by using **CLEANCORE SOLUTIONS™**. The system offers an effective and natural cleaning and deodorizing solution for all-surface cleaning.



2022 UNIT IMPACT

OUTREACH/PRESENTATIONS/PROGRAMS/TRAININGS

457 EVENTS, 50,317 STUDENTS, 844,962 TOTAL POINTS OF CONTACT

COLLECTIVE STUDENT REACH OF THE SH&W DEPARTMENTS

78.51%

of student body

RECREATION SERVICES



SERVICES

- Facilities
- Fitness Classes
- Intramural Sports
- Outdoor Recreation Program
- Sport Clubs

IMPACT

Facility Visits.....	745,711
Group Fitness Participants.....	2,668
Personal Training Sessions.....	1,662
Intramural Participants.....	7,497
Sport Club Participants.....	2,331
Climbing Wall Visits.....	5,768
Student Employees.....	486

UNIQUE STUDENT REACH.....65.38%
PATRON SATISFACTION.....97%

STUDENT WELLNESS



SERVICES

- Peer to Peer Programs
- Power Based Violence Prevention (Green Dot)
- Collegiate Recovery Community
- Substance Use Prevention
- Suicide Prevention/Mental Health Promotion
- Dietitian/Joyful Eating Services
- Holistic Wellness Programs and Outreach
- Food Insecurity
- Sexual Health Promotion
- Screening and Brief Intervention Strategies

IMPACT

Peer to Peer Student Reach.....	6,453
Wellbeing Coaching Sessions.....	126
Green Dot Participants.....	14,233
Nutrition Sessions.....	259
Food Insecurity	
SHOP Food Pantry Visitors.....	3,961
Pounds of Food.....	49,369
Collegiate Recovery Attendance.....	275
Safer Sex Item Distribution.....	70,075
Campus-wide Wellbeing Initiatives.....	47
Screening and Brief Intervention.....	1,617

UNIQUE STUDENT REACH.....26.93%

STUDENT COUNSELING SERVICES



SERVICES

- Workshops
- Group Counseling
- Couples Counseling
- Individual Counseling
- Career Counseling
- Crisis Counseling
- Biofeedback
- Embedded Counselors
- RESPOND Training

IMPACT

Total Visits.....	10,230
Initial Appointments.....	1,906
Individual Clinical Services.....	6,605
Crisis Sessions.....	268
Group Services.....	1,369
Workshop Attendees.....	82

UNIQUE STUDENT REACH.....6.48%
CLIENT SATISFACTION.....4.36/5.0

THIELEN STUDENT HEALTH CENTER



SERVICES

- Illness, Injury Care and Physical Exams
- Chronic or Ongoing Medical Conditions
- Lab and Radiology Services
- Mental Health Services
- Sexual and Reproductive Health
- Allergy and Travel Clinic
- Pharmacy
- Physical Therapy

IMPACT

Total Patient Visits.....	40,487
Primary Care Visits.....	22,310
Mental Health Visits.....	2,872
Nurse Visits*.....	10,058
Physical Therapy Visits.....	4,217
Pharmacy Immunizations.....	1,030
Lab Tests.....	210,314
Radiology Exams.....	1,602
Prescriptions Filled.....	31,694
Patient Portal Enrollments.....	403
Sliding Fee Adjustments.....	\$9,068
Phone Calls Answered.....	45,080

UNIQUE STUDENT REACH.....38%
PATIENT SATISFACTION.....4.66/5.0

*COVID testing and vaccines, flu and rabies vaccines, travel and allergy clinic visits, TB testing, other nurse visits.

CONGRATULATIONS

TO OUR AWARD WINNING STAFF

DIVISION OF STUDENT AFFAIRS

Outstanding New P&S Staff Award
RYAN DOYLE (SW)

Values Award
JIM NESPOR (TSHC)

Change Agent Award
KRISTEN SIEVERT, (SCS)

CARE Recognition Award
DAYTON EINCK, (RS)
SHELLY MCQUEENEY (SCS)

ASHLEY ARTIST (RS)

ERIN BALDWIN (SHW)

ASHLEA STAUFFER (TSHC)

LAURA BITTNER (RS)

BRITTANY KLOSTERMAN (TSHC)

BRIAN VANDERHEYDEN (SW)

CATT CENTER FOR WOMEN AND POLITICS

Women impacting ISU Calendar
JESSICA SHANNON (TSHC)



Ryan Doyle



Jim Nespor



Kristen Sievert



Dayton Einck



Shelly McQueeney



Ashley Artist



Erin Baldwin



Ashlea Stauffer



Laura Bittner



Brittany Klosterman



Brian Vanderheyden



Jessica Shannon

what our students are saying



"I found my niche at Iowa State in Recreation Services. Your Rec Your Way means a community I can get involved in. The strength classes and groups are like a little family to me. So, rec has an area for everyone to find their own mini family and community."

-Iowa State Student

"I have learned a lot over the year about taking time for myself. This is a part of my wellness, but I never really used to think of doing mindfulness activities or just taking a minute to be present. I have learned and grown so much in those times and really so much of my personal growth this last year can be attributed to my learning to be a Peer Wellness Educator."

-Iowa State Student



"I really appreciate the time and dedication from Student Counseling Services. My life's improved thanks to this experience, and I can't say thanks enough for that."

-Iowa State Student

"I have been having the same health issue for most of my life and it was brushed off by most doctors and nurses as not a big deal, so I was nervous to go to Thielen as I expected the same reaction. Instead it has been treated with concern and respect and I am finally getting the care I need. I feel for the first time in a long time the hope I will get better."

-Iowa State Student



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515-294-5802

CycloneHealth.org

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