



IOWA STATE UNIVERSITY

Student Health and Wellness

ANNUAL REPORT

2020–2021





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

Thank you for an incredible 2020-21!

Student health and wellbeing is inextricably linked to our students' academic success, retention, persistence to graduation, and personal success. Now more than ever, our work is critical as we strive towards a culture that supports the holistic wellbeing of everyone on campus.

We're honored to be a part of history as we reflect on the impact the Student Health and Wellness unit had on campus, especially during the COVID-19 pandemic. Within this report you will find highlights for each of our departments for the past year. We never could have predicted all the ways we would come together as a unit and across campus to support the health and success of the Cyclone Community.

I want to personally express my gratitude to the Student Health and Wellness team for their dedication, support, and service provided to students, faculty, and staff across campus. The entire Student Health and Wellness team showed up each and every day ready to make a difference.

We are proud to be healthy, be mindful, be active, be well, be Iowa State.

WITHIN THE REPORT

DEPARTMENT MISSIONS &
VISIONS

PEOPLE PILLAR

COMMUNITY PILLAR

SERVICE PILLAR

EFFICIENCY PILLAR

UNIT IMPACT

COVID-19 RESPONSE

HEAR FROM OUR STUDENTS



BE HEALTHY

BE MINDFUL

BE ACTIVE

BE WELL

BE IOWA STATE

RECREATION SERVICES



MISSION STATEMENT:

Creating exceptional experiences in a respectful, welcoming, and fun environment while empowering the ISU community to enhance personal well-being.

VISION STATEMENT:

To positively impact lives through innovative and inclusive collegiate recreation.



MICHAEL GILES
DIRECTOR

STUDENT WELLNESS



MISSION STATEMENT:

Student Wellness enhances the holistic health, wellbeing, and safety for all students through prevention and health promotion strategies that support academic success, promote student development, and achieve health equity.

VISION STATEMENT:

Create a campus culture of wellbeing so all students can thrive.



BRIAN VANDERHEYDEN
DIRECTOR

STUDENT COUNSELING SERVICES



MISSION STATEMENT:

Student Counseling Services (SCS) provides clinical and campus-based services to help students achieve their educational and personal goals. SCS supports the holistic well-being of every Iowa State student and promotes a healthy and inclusive community through clinical services, outreach, consultation, crisis intervention and collaboration with campus partners.



KRISTEN SIEVERT
DIRECTOR

THIELEN STUDENT HEALTH CENTER



MISSION STATEMENT:

To promote the optimal health of our university community by providing high quality, accessible, affordable and accountable health care that encompasses prevention, wellness and education and to support the academic success of the Iowa State University students while building healthy habits for a lifetime.

VISION STATEMENT:

To be a center for excellence and the preferred provider of campus health care by improving the health and well-being of the student population and by supporting the university's efforts to become the very best land grant university in the nation.



ERIN BALDWIN
DIRECTOR

PEOPLE

This pillar represents our commitment to employee engagement. Our team is our most precious resource and we aim to support them by providing a caring and inclusive environment and continuous opportunities for professional and personal development.

CONGRATULATIONS TO OUR AWARD WINNING STAFF

PROFESSIONAL AND SCIENTIFIC COUNCIL

2020 Woodin Cytation Award Winner
JESSICA SHANNON (TSHC)

2020 Cytation Individual Award Recipient
BRIAN VANDERHEYDEN (SW)

2020 Cytation Team Award Recipients
CYCLONES CARE CAMPAIGN DEVELOPMENT TEAM
DEANNA SARGENT (TSHC)
BRIAN VANDERHEYDEN (SW)

DIVISION OF STUDENT AFFAIRS

Health & Wellness Award
DABNEY HARGRAFEN (TSHC)

Values Team Award
THIELEN STUDENT HEALTH CENTER

Ted Maakestad Distinguished Service Award
BRIAN VANDERHEYDEN (SW)

ISU COVID EXCEPTIONAL PERFORMANCE AWARDS

Principles of Community Champions
STUDENT COUNSELING SERVICES

Exemplary Team or Unit Effort
THIELEN STUDENT HEALTH CENTER

Exemplary Operational Support:
BRIAN VANDERHEYDEN (SW)

University Hero
JESSICA SHANNON (TSHC)

UNITED WAY

Outstanding Community Support Award
THIELEN STUDENT HEALTH CENTER

Preparing our 450+ student employees for life after college is very important. **RECREATION SERVICES** introduced a formal **ON-BOARDING SYSTEM FOR STUDENT EMPLOYEES** focused on career readiness competencies, inclusion and customer service. All new student employees are required to complete 5 hours of training through Canvas, Learn@ISU and an in person orientation, within their first 30 days of employment.

STUDENT WELLNESS and **STUDENT COUNSELING SERVICES** staff were trained as **CASE INVESTIGATORS AND CONTACT TRACERS** to help with the COVID-19 pandemic response on campus.

STUDENT WELLNESS staff served on over 20 campus and community coalitions and committees that focus on health, safety, and wellbeing.

NINETY-EIGHT PERCENT (98%) OF OUR STUDENTS agreed that they **LEARNED SOMETHING NEW** to improve their wellbeing after participating in Student Wellness programs.

Michelle Roling (SCS) curated an art exhibit in collaboration with ISU Museums titled **BODY IMAGE CONFLICT FROM HOSTILITY TO HARMONY**.

CARDINAL WOMEN* offers participants a personal and professional leadership development program. They meet five times for large and small group discussions. This past year **Jen Cakerice, Deanna Sargent (TSHC), and Sue Reimers (SCS)** were a part of the cohort. **Rachel Hanes (TSHC)** served as a group leader.

Sara Parris (TSHC) served as President for the **PROFESSIONAL & SCIENTIFIC COUNCIL**. **Deanna Sargent (TSHC)** serves as a councilor and chair of the communications committee.

Many unit staff members attended the **NCORE-ISCORE PROFESSIONAL DEVELOPMENT ACADEMY**. The program allows participants to engage in productive conversations related to equity, diversity and inclusion on campus. There were several **unit team members** that presented on topics including white fragility, body image and eating concerns among black women in addition to facilitating self-care and mindfulness sessions.

Erin Baldwin (TSHC) was selected for the **WOMEN IMPACTING ISU CALENDAR** for 2021.



COMMUNITY

This pillar represents our commitment to be an active participant with our students, campus partners, University and community stakeholders, and to increase the awareness and use of our services.



The importance of **FACULTY AND STAFF WELL-BEING**, and the impact it has on students, is more clear and urgent than ever. **RECREATION SERVICES MEMBERSHIP FEES** for ISU employees have been restructured to provide a greater incentive to join. The annual fee for faculty and staff is now \$350, less than \$30 a month if paid in full upfront.

STUDENT WELLNESS and **THIELEN STUDENT HEALTH CENTER** partnered with the ISU Police Department and Dean of Students Office to create a **PARTY SMART CAMPAIGN** and website for substance use harm reduction during the COVID-19 pandemic.

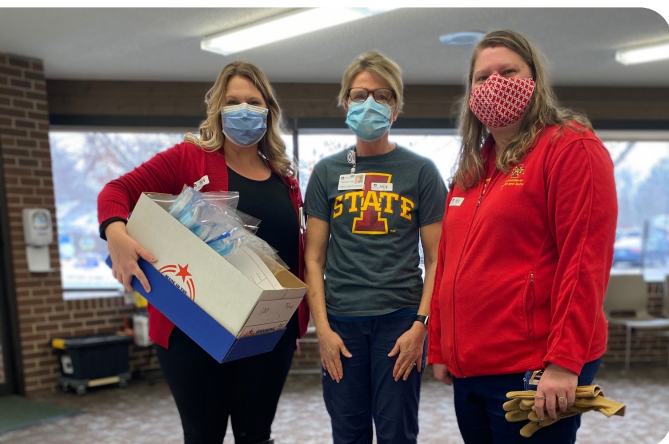
STUDENT WELLNESS partnered with Academic Affairs on **“CREATING A COMMUNITY OF CYCLONES CARE”** that helped faculty embed health and wellness strategies into the classroom.



THIELEN STUDENT HEALTH CENTER organized and launched all **COVID-19** testing, vaccine administration, mitigation strategies and public health collaborations on campus. TSHC is grateful to the **UNIFIED COMMAND TEAM** and **EMERGENCY MANAGEMENT/ENVIRONMENTAL HEALTH & SAFETY** for their support of this public health work.

Staff within **STUDENT WELLNESS** participated in **36 UNIQUE PROJECTS AND INITIATIVES** with campus partners focused on wellbeing during the year.

STUDENT COUNSELING SERVICES provided 1,239 hours of outreach last year. This includes services such as **CRISIS DEBRIEFINGS, CASE INVESTIGATION AND CONTACT TRACING, PRESENTATIONS, INTERVIEWS,** and **LET’S TALK PROGRAM SESSIONS.**



STUDENT WELLNESS completed the final year of the **GARRETT LEE SUICIDE PREVENTION GRANT** by successfully implementing several programs, trainings and partnerships. One of the programs implemented was requiring **KOGNITO**, a mental health online training, for all new incoming students. Several thousand campus partners and students attended **CAMPUS CONNECT** and **RESPOND (SCS)** trainings.

The **STUDENT HEALTH AND WELLNESS UNIT** provided a comprehensive **MENTAL HEALTH PLAN** complete with resources for the students of Iowa State. The resource is available online by accessing CycloneHealth.org.

SERVICE

This pillar represents our commitment to providing excellent service and acceptable access to our health and wellness offerings for our students and stakeholders. We are committed to evidence based practice and will exceed in our compliance with national guidelines and accreditation requirements.



RECREATION SERVICES practices good stewardship of resources by effectively partnering with organizations across campus. This year the department **PROVIDED GYM SPACE, CONFERENCE ROOMS AND ONGOING SUPPORT** for several clinics throughout the year, including flu shots, and COVID-19 testing and vaccines.

STUDENT WELLNESS created seven self-guided interactive programs for students to complete in our **JOYFUL EATING** program to learn skills related to food, nutrition, and more.

STUDENT COUNSELING SERVICES built out their full range of services on the stepped care model to be accessible through a telehealth format, providing 9,091 **TELEHEALTH APPOINTMENTS**.

STUDENT COUNSELING SERVICES provided 261 **CARE MANAGEMENT APPOINTMENTS** for students in need of intensive ongoing wrap around and referral services.

THIELEN STUDENT HEALTH CENTER **CONTINUOUSLY OFFERED IN-PERSON CLINICAL SERVICES** including primary care, psychiatry, women's health, lab, radiology, physical therapy and pharmacy throughout the COVID-19 pandemic.

STUDENT WELLNESS launched a four week, self guided sleep program focused on enhancing student sleep through engaging in sleep hygiene behaviors called **SLEEP WELL**.



“I really appreciate the time and dedication of the Student Health and Wellness team. My life has improved thanks to this experience, and I can’t say thanks enough for that.”

-Iowa State Student

EFFICIENCY

This pillar represents our commitment to provide efficient and effective operational and financial strategies. We aim to not only provide holistic health and wellness services, but also value and growth for the unit.



FY21 marked full operations for two significant **RECREATION SERVICES** projects. The **SOUTHEAST FIELD COMPLEX** is now fully functional and hosting everything from intramural sports to drop in recreation and community events. The **GAMING AND ESPORTS ROOM** is also open and offers drop in gaming for students, as well as dedicated space for competitive esports teams.

STUDENT COUNSELING SERVICES provided **ACCESSIBLE SERVICES** for students that may otherwise not choose to seek counseling support. SCS advertised and supported 990 students in registering and using **THERAPY ASSISTANCE ONLINE**. The team also created 66 **SELF-HELP VIDEOS** since the start of the pandemic that focus on mental health and skill building. These videos have received more than 4,700 views.

STUDENT WELLNESS helped raised \$32,000 for food insecurity efforts to help fund upcoming renovations to **THE SHOP FOOD PANTRY**.

STUDENT WELLNESS partnered with Office of the Vice President for Diversity and Inclusion to use grant money to train 20 more staff and faculty as **GREEN DOT FACILITATORS**.

The **STUDENT HEALTH AND WELLNESS UNIT** was able to maintain their services in traditional ways, but also in **NEW AND INNOVATIVE WAYS** including significant virtual programming and services while navigating a pandemic.



2021 UNIT IMPACT

OUTREACH/PRESENTATIONS/PROGRAMS/TRAININGS
287 EVENTS IMPACTED 29,323 STUDENTS

COLLECTIVE STUDENT REACH OF THE SH&W DEPARTMENTS

80.26%

of student body

RECREATION SERVICES



SERVICES

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

IMPACT

Facility Visits	447,068
Group Fitness Participants	2,790
Intramural Participants	4,458
Outdoor Recreation Participants	999

UNIQUE STUDENT REACH.....50.5%
PATRON SATISFACTION.....95%

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.....	2,098
Green Dot Participants	6,533
Nutrition Sessions	200
Food Insecurity	
SHOP Food Pantry Visitors	1,426
Pounds of Food	18,009
Collegiate Recovery Meetings/Attendance	258
Safer Sex Item Distribution	20,725
Screening and Brief Intervention	1,798

UNIQUE STUDENT REACH.....32.9%

STUDENT COUNSELING SERVICES



SERVICES

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

IMPACT

Total Visits	8,342
Access Appointments	1,622
Clinical Services	5,003
Crisis Sessions	203
Group Services	1,514

UNIQUE STUDENT REACH.....3.4%
CLIENT SATISFACTION.....4.5/5.0

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	34,197
Primary Care Visits.....	23,346
Mental Health Visits.....	4,676
Nurse Visits	2,789
Physical Therapy Visits.....	3,386
Lab Tests	195,801
Radiology Exams.....	1,140
Prescriptions Filled.....	25,694
Patient Portal Enrollments.....	598
Sliding Fee Adjustments	\$8,445
Phone Calls Answered.....	53,753

UNIQUE STUDENT REACH.....65%
PATIENT SATISFACTION.....4.71/5.0

FISCAL YEAR 2021 COVID-19 RESPONSE

“It’s about the people and will always be about the people at Iowa State,” President Wendy Wintersteen said. “So many people came together and performed at an extraordinary level, and they did so for their love of the university, their care for each other and the collaborative culture we have at Iowa State.”

COVID TESTING

Faculty	421
Staff	1,840
Students	18,718
Total Unique Users who utilized COVID testing	20,979 (50.05%)
Total COVID Tests	59,474

MOVE-IN TESTING

Number of Days	12
Number Volunteers	176
Number of Tests	8,094
Noses Swabbed per Hour	72
Transports to Veterinary Diagnostic Lab	67
Biohazard Pickups	216
Gloves	16,000
Gowns and Masks	400
Derecho	1

CASE INVESTIGATION

University employees trained	131
Case investigations completed	4,012
Hours logged	2,006
Investigations completed for positive cases	99.1%

CONTACT TRACING

Close contacts recorded	6,500
Masked community contacts recorded	375
Hours logged	1,083

QUARANTINE AND ISOLATION

Utilized Linden Hall (Isolation)	272
Utilized Oak-Elm (Quarantine)	268

VACCINE CLINICS

Faculty and Staff Vaccinated	913
Students Vaccinated	5,899
Total Vaccinated	6,812 (16.25%)
Number of Support Staff	543

OTHER

Study abroad students returned	395
“Keep Community, Stay Informed, Be Well” initiative student interactions	65,000
Website visits to University COVID-19 Safety page	150,841



"I enjoy the fitness classes because they provide me with a guided exercise routine which is quite helpful. Helps to not have to figure out what to do. I also like the advice instructors give on how to continue keeping fit even after the class."

-Iowa State Student

"My experience with the ISU Student Health Center was amazing. Their team is compassionate and answered all my questions in a helpful manner without personal judgment. I would not have been able to continue my education without their continual guidance and help."

-Iowa State Student

"My therapist was always very attentive to my issues, and always provided me with their insights and feedback, which has helped me tremendously. With their help, I have started to feel much better. I am very appreciative of SCS for providing me with this service, and am extremely pleased with my experience."

-Iowa State Student

what our students are saying

"I truly believe that with the help of my counselor, I have been able to work on the issues that had brought me here. They have been full of compassion, and really helpful. They have made me feel safe to open up about my issues, and I am truly grateful for that."

-Iowa State Student

"I truly felt that Thrive@ISU cared about my experience and helped get me on the right track toward success. I felt very comfortable talking to them about all aspects of my struggles so that we could detail some ways for me to start making changes and improvements."

-Iowa State Student

"I really appreciate the providers at the health center. I have been really well taken care of and my mental health has been greatly helped by the psychiatric care. Thank you!"

-Iowa State Student