

*"I want to make it clear that I could not have created the 'Ladies in Fitness Team' if it was not for the strong support system I have academically, emotionally, and spiritually. Regardless of how much you believe you've helped me, I could not have done it without Recreation Services. You, and the team at Rec Services has greatly impacted me. Thank you for everything. You will not be forgotten."*

-Iowa State Student



RECREATION SERVICES

# IOWA STATE UNIVERSITY

## Student Health and Wellness

ANNUAL REPORT 2018



STUDENT WELLNESS

*"I could probably write a whole novel on how being a Peer Wellness Educator has positively impacted me. I have grown more this past year than I did my whole 3 years of college prior. I know more about who I am as a person, my identities, my biases, the things I need to work on, my strengths, my abilities and my skills. I have been able to grow and develop, but I am able to self-reflect and see where I am at on different topics/areas."*

-Iowa State Student



RECREATION SERVICES

STUDENT WELLNESS



*"The most helpful part was developing long-term tools to help myself and be independent rather than developing a dependency on counseling services."*

-Iowa State Student



STUDENT COUNSELING SERVICES



STUDENT COUNSELING SERVICES



THIELEN STUDENT HEALTH CENTER

*"I cannot say enough how impressed I was with the service I received at TSHC. Each staff member that I encountered was friendly, professional and provided fantastic care. I feel confident that the team at the health center provided the best service possible and they took all of my questions and concerns seriously. The facility itself was well organized, and seemed to be somewhat of a one-stop shop for my medical needs. I really could not be more pleased with my experience."*

-Iowa State Student

THIELEN STUDENT HEALTH CENTER



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



# A Message from Assistant Vice President

Erin Baldwin, MHA, MPH

I'm excited to share our accomplishments from the past year as we continue to develop and grow our comprehensive health and wellness unit. Iowa State and national college health data shows that student health and well-being is inextricably connected to academic success, retention and persistence to graduation. The combined Student Health and Wellness unit offers comprehensive services for students; there is no wrong door, we will make sure that they are connected with the appropriate resource based upon their individual need(s).

**RECREATION SERVICES** implemented several new initiatives to increase engagement from students and staff, increase group fitness participation and continued admiration of the intramural champion t-shirts.

**STUDENT WELLNESS** continues to grow programs that increase awareness and provide wellness information while collaborating with departments campus-wide.

**STUDENT COUNSELING SERVICES** continues to make strides toward increasing student accessibility and needs, while balancing available staff resources.

**THIELEN STUDENT HEALTH CENTER** has continued to increase Mental Health and Women's Health Services. Access to a qualified and student focused team has allowed the clinic to achieve record-breaking patient visits.

Our unit priorities will help us grow and develop the health and wellness unit on campus and continue to expand services for the growing student body at Iowa State.

## UNIT PRIORITIES

- Provide **HOLISTIC CARE** for students
- Investigating creative space solutions that would bring together the health center, counseling and wellness to **INCREASE COLLABORATION**
- Increase knowledge of all staff for **EFFECTIVE REFERRALS**
- Increase **AWARENESS** of the unit and utilize **CONSISTENT BRANDING** across departments
- Partner with both academic colleges and campus partners to **DEVELOP** a campus culture of **HOLISTIC WELL-BEING**
- Support staff **PROFESSIONAL DEVELOPMENT OPPORTUNITIES**
- Implement **STRATEGIC PLANNING** feedback



## 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.*

The unit held their **FIRST ALL-STAFF MEETING** in February 2018. The team learned about each department to help improve coordination.

An **EMPLOYEE SATISFACTION SURVEY** was conducted by Thielen Student Health Center. The clinic received 4.03/5.00 and is utilizing the feedback to guide the priorities for the upcoming year.

Recreation Services offered a five-week, **COMPREHENSIVE LEADERSHIP PROGRAM iLEAD** for 17 of their Student Employee Leaders. Participants of the program reported a better understanding of their strengths and leadership identity as well as having a better understanding of the Relational Leadership Model.

Congratulations to our award winning staff:

### CYTATION AWARD

Jazzmine Brooks, Student Wellness

### WOMEN IMPACTING IOWA STATE

Erin Pederson, Student Counseling Services

Stacy Ko, Student Counseling Services



## 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.*

Due to an increase of staffing and resources, we were happy to provide and participate in 371 **PRESENTATIONS AND INTERVIEWS** as a collective unit.

Educating students on making healthy

choices, the unit is proud to have three student groups, nearly **100 STUDENT VOLUNTEERS OR EMPLOYEES**, who assist with outreach, education and serve as resources for the entire unit. The **PEER WELLNESS EDUCATORS** and **CYDE KICKS** began connecting with their fellow peers to enhance their holistic well-being last fall. The newly formed **STUDENT HEALTH AND WELLNESS AMBASSADORS** began in Fall 2018.

The **GREEN DOT** team provided over 70 presentations and 119 students participated in a 5-hour **BYSTANDER TRAINING**.

The unit is continually **CULTIVATING PARTNERSHIPS** with campus departments to facilitate connecting students to programs and services. **COLLABORATIONS** on campus include the Dean of Students office, the College of Veterinary Medicine as well as providing **RESPOND** (mental health focused) trainings. We are continually looking to partner with other academic units.

Iowa State began the development of a **COLLEGIATE RECOVERY COMMUNITY (CRC)**. In partnership with Youth Standing Strong (YSS) and other campus and community partners, the CRC will support students who are either currently in recovery, have gone through recovery and choose to stay sober on campus.

Recreation Services served as host to 13,164 groups and partners across campus with **FACILITY RESERVATIONS**.



## 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.*

Seventy-six percent of Iowa State students **UTILIZE** Recreation Services.

Both Student Counseling Services and Thielen Student Health Center conducted **PATIENT SATISFACTION SURVEYS**. Counseling received a 4.57/5.00 and TSHC ended the year with 4.72/5.00.

The GPA of students highly engaged in recreation services was .38 **HIGHER** than those who are not.

More than 1,300 students enrolled in TSHC's newly launched **PATIENT PORTAL**. The portal allows patients to play an active role in their health care, message the clinical team and will offer online scheduling in the future.



## 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.*

The unit was awarded the **GARRETT LEE SMITH CAMPUS SUICIDE PREVENTION GRANT**. This will provide \$102,000 per year, for three years, to expand infrastructure around suicide and substance abuse prevention, as well as mental health promotion.

A **FEASIBILITY STUDY** was completed for a new Student Health and Wellness facility to house the clinic, wellness, and counseling services in one location. The team continues to explore funding options to minimize impact to student fees.

The team at Recreation Services implemented their **NEW MANAGEMENT SOFTWARE, FUSION**, in early spring. This software assists in membership management, billing and equipment checkout as well as offering an online portal for clients.



The unit took advantage of the newly formed unit to present a unified **MARKETING AND BRANDING CAMPAIGN** focusing on health and wellness as a whole. **BE WELL. BE HEALTHY. BE MINDFUL. BE ACTIVE. BE ISU.** Part of the campaign involved creating a landing page, CycloneHealth.org, where students can access all things related to the unit. This will increase the ease in which students can access our services.

## FACTORS AFFECTING ACADEMIC PERFORMANCE

Undergraduates

*National College Health Assessment 2017, Iowa State University Data*



Top 10 Factors for 2017	2010	2012	2015	2017	% change from 2015
Stress	29.1	31.7	35.6	34.9	-2.0%
Anxiety	19.0	20.5	24.7	25.2	2.0%
Sleep difficulties	24.4	21.9	22.2	22.6	1.8%
Cold/Flu/Sore throat	20.9	18.9	22.0	22.0	0.0%
Depression	13.0	12.7	13.4	20.8	55.2%
Internet use	29.1	20.2	16.5	15.4	-6.7%
Participation in extra-curricular activities	12.1	12.3	12.6	14.5	15.1%
Work	13.0	13.4	13.7	13.8	0.7%
Concern for troubled friend or family member	10.9	9.3	7.4	8.8	18.9%
Relationship difficulties	13.0	10	9.3	7.9	-15.1%

*\*Graduate and professional student data is very similar*