

FIU 2022 HEALTH AND WELLNESS SURVEY OVERVIEW



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SHW Mission

At FIU Student Health & Wellness we aim to support the overall well-being of students. We use a multi-faceted approach (i.e., services, programs, trainings, and campaigns) that educates, engages, and empowers the university community to sustain lifelong health and wellness.

Conceptual Framework



Survey Overview

The aim of the FIU health and wellness survey was to obtain feedback from students regarding services (seventeen questions), academic integrity (three questions), (messaging seven questions), and demographics (nine questions). This information will help Student Health and Wellness (SHW) leadership shape data-driven initiatives and services. It will also aid in the decision-making process for outreach and marketing to the student population. The survey was designed to take approximately fifteen minutes to complete, and it was open from October 24 to November 7, 2022. An incentive of a \$300 Amazon gift card raffle was used to drive students to participate.

This year, we used the survey itself as an advertisement tool by providing relevant links to services, involvement opportunities, and marketing initiatives as appropriate.

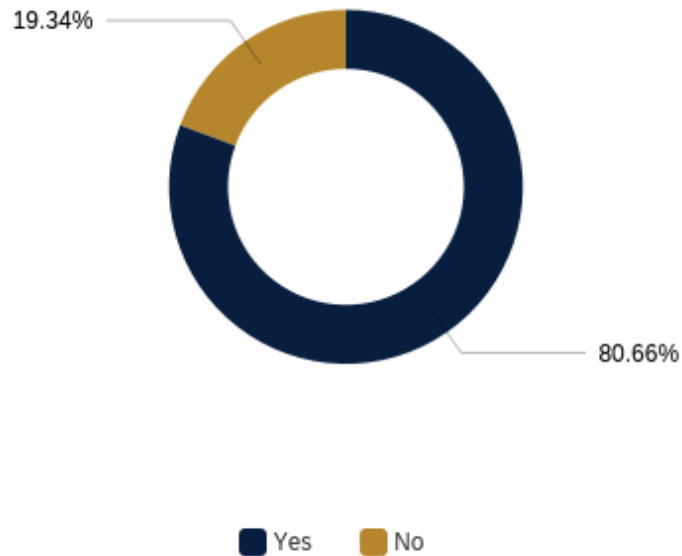
The survey was sent to all registered students (56,592) starting on October 24, 2022. It was also advertised via different channels such as FIU Instagram pages, the FIU app, and the screens around campus. We received 7,268 responses to our survey, 5,412 completed and 1,856 partial. This means survey results reflect the opinions and experiences of 13% of our student population.

Findings Summary (n=7,268)

Services

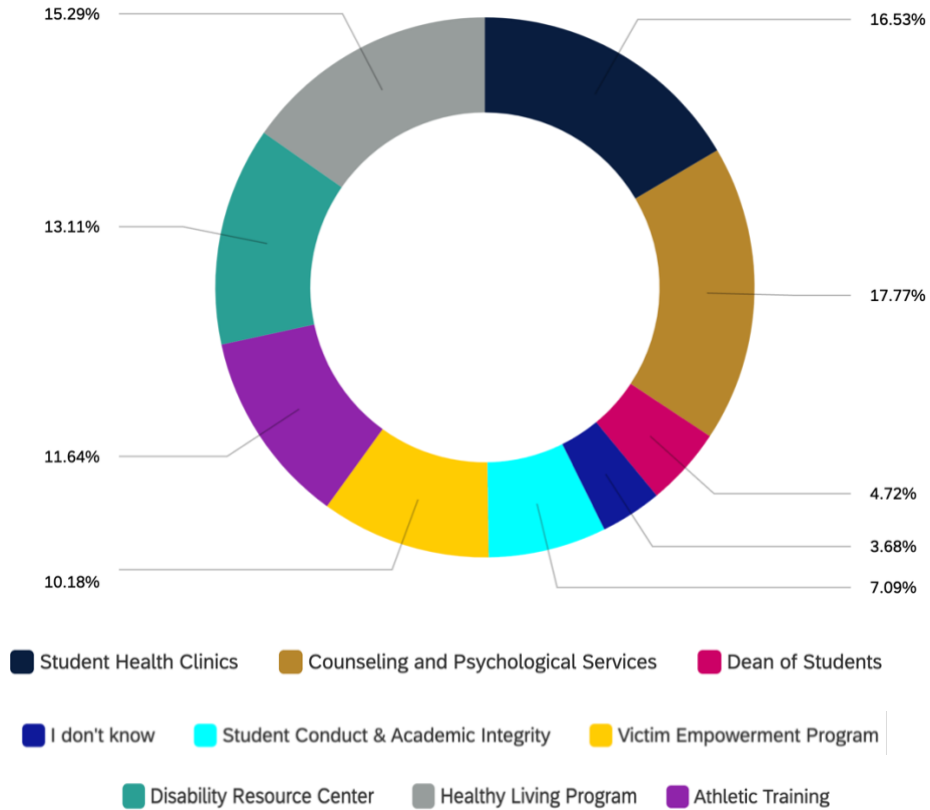
- Most students know they pay a Student Health fee (80.66%). This was pretty similar to 2021's numbers (79.58%). However, they do not know what it covers.

Did you know your tuition includes a mandatory Student Health Fee every semester?



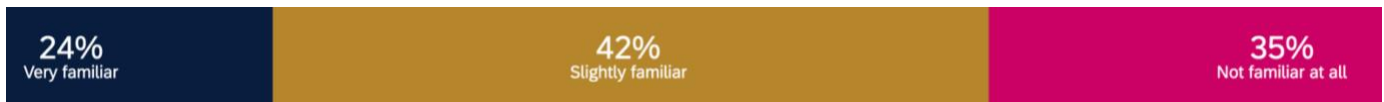
- Just as last year, the top three services students believe are covered by the Student Health Fee are the Counseling & Psychological Services (17.77%), the Student Health Clinics (16.53%), and the Healthy Living Program (15.29%). The percentage of “I don’t know” responses fell from last year’s 5.81% to 3.68%.

Which of the following health and wellness services do you believe are covered by the Student Health Fee? (Select all that apply)



- Vaccine/Immunization services (35.06%) are still the services most associated with the Student Health fee. This is to be expected due to the levels of messaging around vaccines and testing from the university especially over the last year. Safe sex materials (33.20%) and workshops to enhance communication skills, academic success, and interpersonal relationships (28.55%) completed the top three most known. This year, dermatological, gynecological, and acupuncture services were rated as the bottom three for “Not familiar at all.”

How familiar are you with the following health and wellness services offered by FIU?



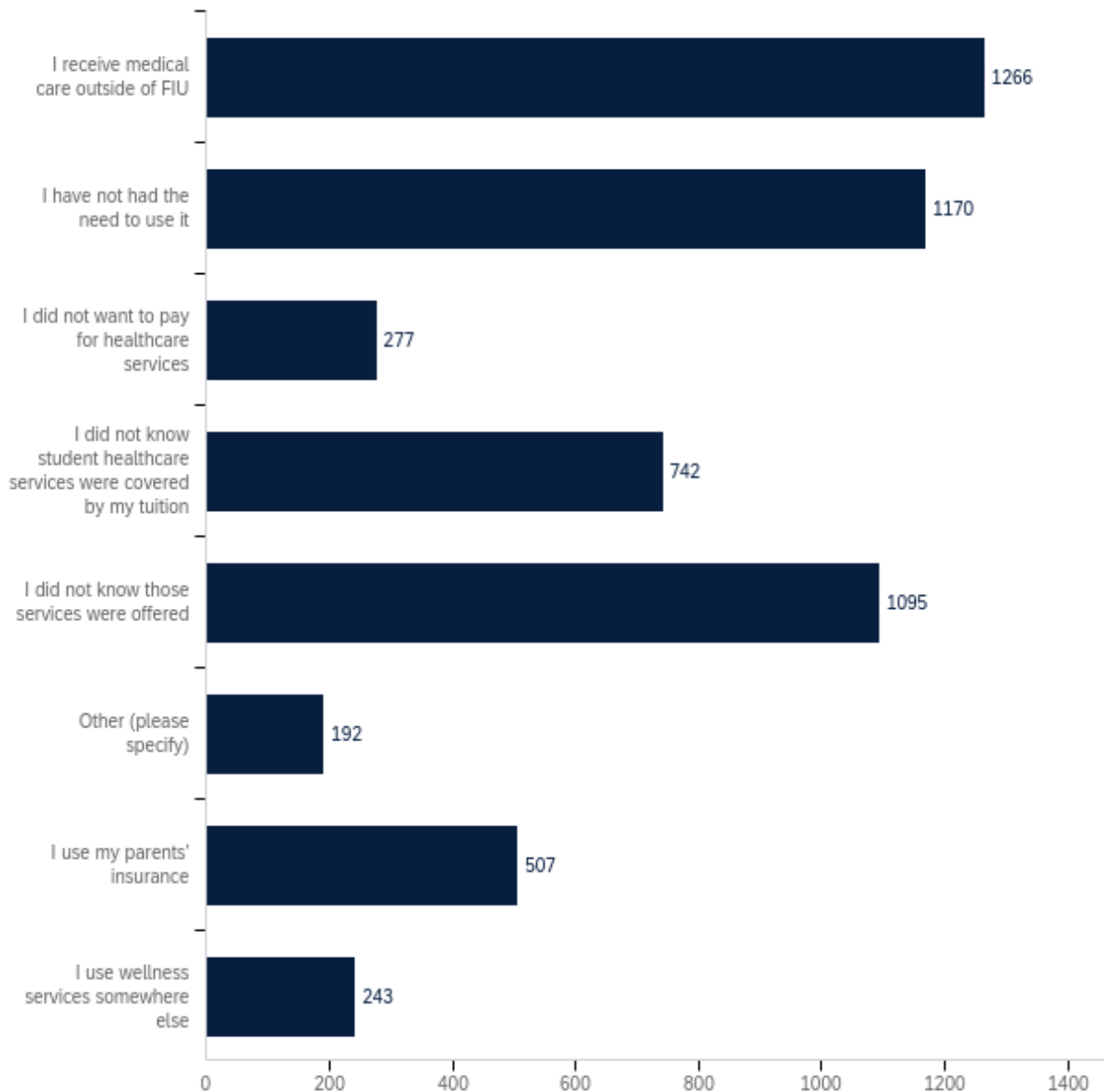
- 51.06% of survey respondents had not used the health fee services compared to 62.44% during 2021. Of the 48.94% who have, doctor visits (8.73%) remained the most used, closely followed by aromatherapy (8.25%), and athletic training (7.70%). Sleep management consultations (1.64%), couples counseling with a mental health clinician (1.96%) and eating disorder support (2.02%) were the least used.

Which of the following services have you used? (Check all that apply)

Doctor visits	8.73%	843
Aromatherapy	8.25%	796
Athletic training	7.70%	743
Safe sex materials	7.17%	692
Vaccines/immunization services	7.13%	688
Individual counseling with a mental health clinician	6.56%	633
Massages	5.55%	536
Academic accommodations for students with disabilities	5.34%	515
Workshops to enhance communication skills, academic success, and interpersonal relationships	4.74%	458
Gynecological services	3.93%	379
Nutrition services	3.43%	331
Acupuncture	3.39%	327
Testing for sexually transmitted infections/HIV	3.30%	319
Stress and time management consultations	3.25%	314
Consultations to discuss disability needs	3.11%	300
Psychological/Psychoeducational testing	3.10%	299
Group counseling with a mental health clinician	2.85%	275
Psychiatry/Medication	2.51%	242
Dermatologist services	2.34%	226
Victim advocacy services (support in the event of sexual assault, stalking, abuse)	2.02%	195
Eating disorder support	2.02%	195
Couples counseling with a mental health clinician	1.96%	189
Sleep management consultations	1.64%	158

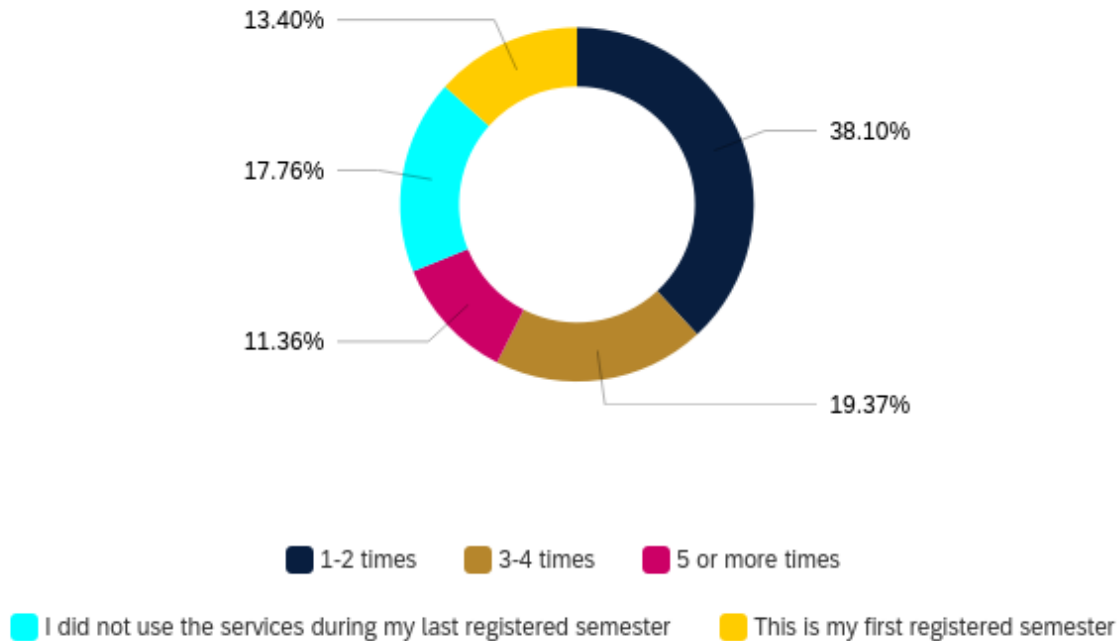
- When asked why they have not used health and wellness services at FIU, 23.05% of survey respondents said they receive medical care outside of FIU. The next reasons cited were “I have not had the need to use it” (21.30%) and “I did not know those services were offered” (19.94%). These were the same top three reasons on the 2021 survey. In the “other” category, the most cited answer was not living close to the area or being a fully-online student, which points to the need to market more to that population and to explain exactly what is available to them.

Why haven't you used any of the abovementioned services? (Check all that apply)



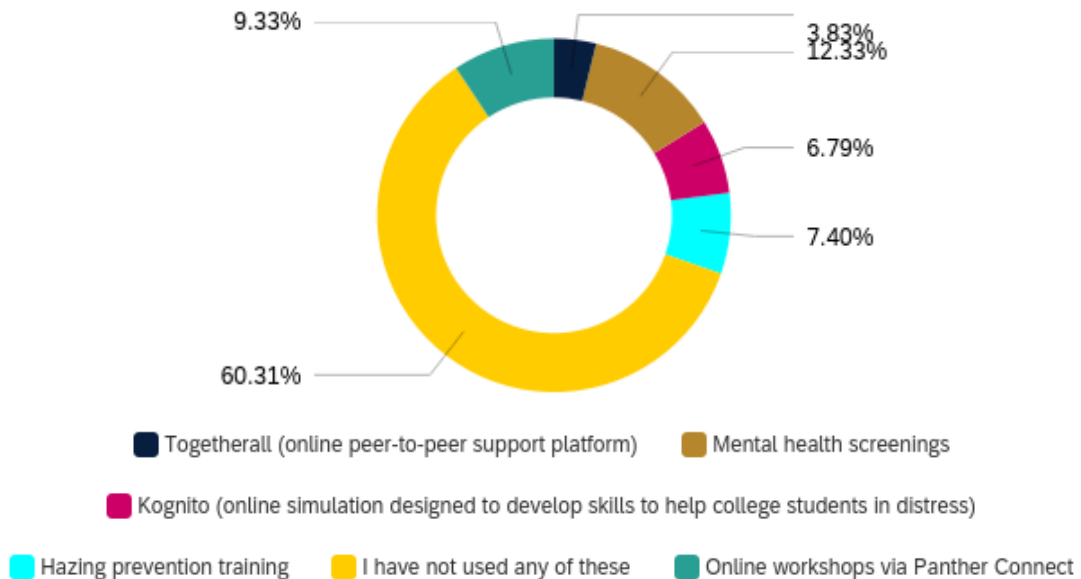
- Most of the students who have used health and wellness services at FIU have done so 1-2 times (38.10%)

During your last registered semester, how many times did you use the health and wellness services offered by FIU?



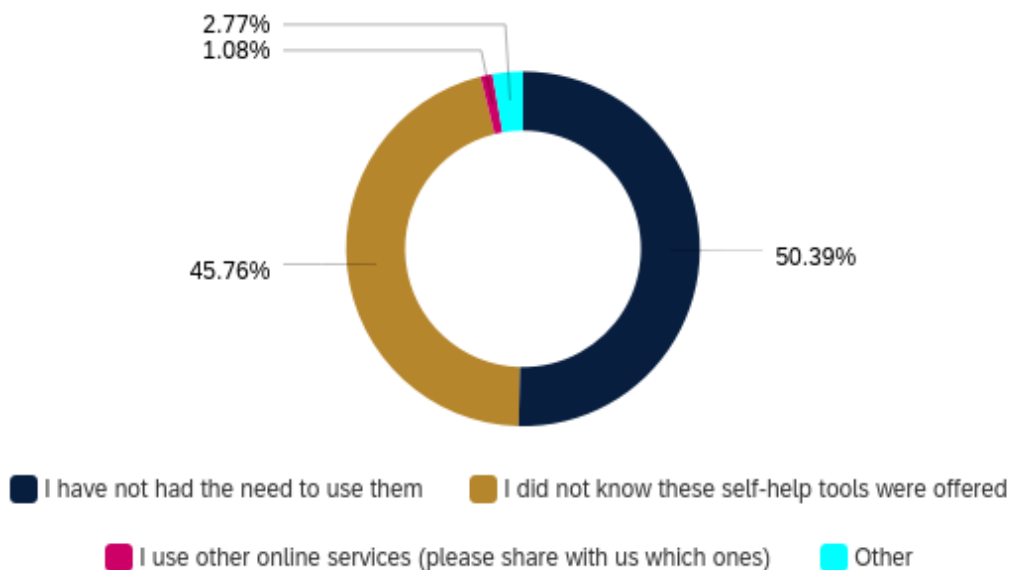
- Most survey respondents indicated they had not used online self-help tools (60.31%), which reveals the need to keep marketing these services. Those who have used them, have mostly taken advantage of our mental health screenings (12.33%), our online workshops via Panther Connect (9.33%), and our hazing prevention training (7.40%).

Have you used any of the health and wellness online self-help tools available to you? (Check all that apply)



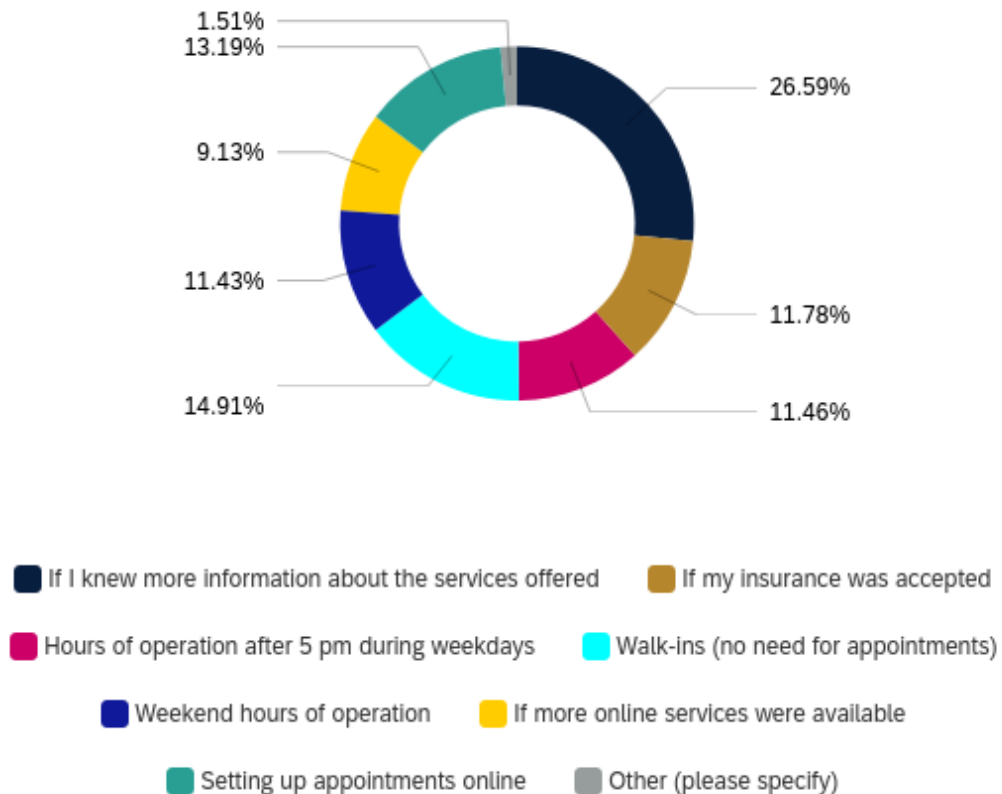
- When asked why they had not used any of the online self-help services, most respondents selected “I have not had the need to use them” (50.39%), followed by “I did not know these self-help tools were offered” (45.76%).
 - Of the 28 respondents who shared that they used other online services, most answers referred to BetterHelp (5) and BetterMynd (5).
 - Of the 92 respondents who elaborated on the “Other” category, here are the most popular answers:
 - No time (e.g., time, busy, fit schedule)
 - 17 responses
 - Did not know the services were available (e.g., didn’t know, did not know)
 - 12 responses
 - Campus is too far from their residence (e.g., far, off campus)
 - 9 responses
 - Online students who did not believe they had access (e.g., online)
 - 8 responses
 - Using private services
 - 8 responses
 - Using services covered by their insurance (e.g., insurance)
 - 4 responses
 - Don’t know how to access the services (e.g., don’t know)
 - 4 responses
 - Believing they needed insurance or needed to pay in order to access them (e.g., insurance)
 - 3 responses

Why haven't you used any of the abovementioned services? (Check all that apply)



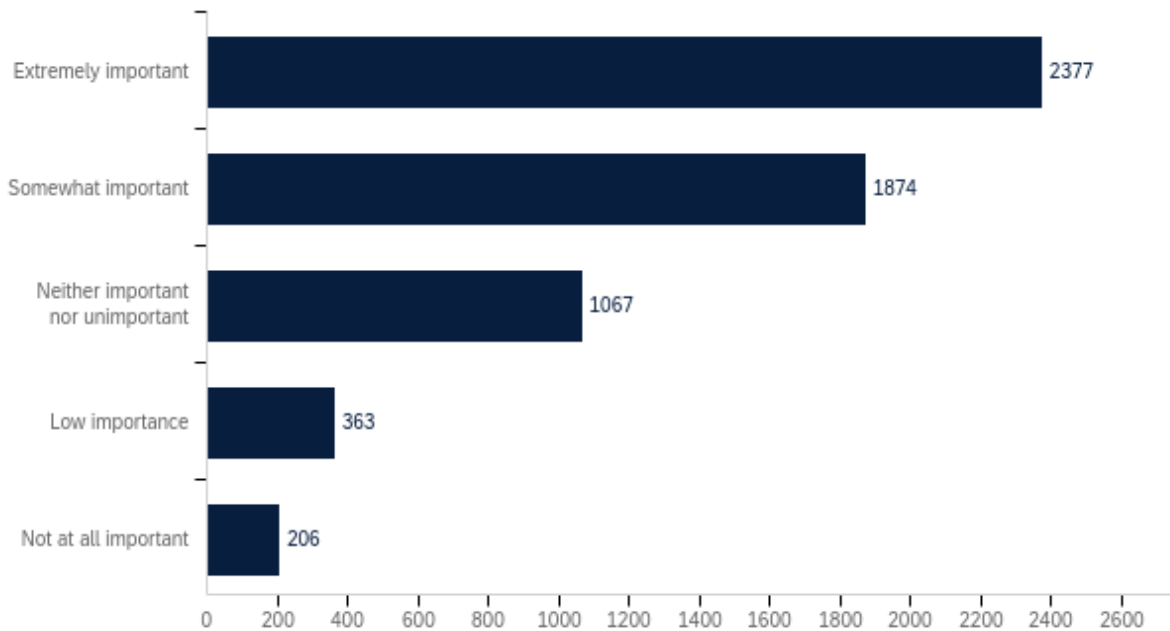
- The top three responses when asked what would make them more likely to use FIU’s health and wellness services was knowing more about the services offered (26.59%); walk-in availability (no need to have an appointment, 14.91%); and the ability to make appointments online (13.19%). These numbers are almost identical to survey results from 2021, which indicates the need to continue marketing our services in a cohesive manner and the need to keep exploring the possibility of walk-in hours and online scheduling for all our services. Both these answers were also reflected on the responses to the question asking for suggestions for SHW ([page 14](#)).

What would make you more likely to use FIU’s health and wellness services?



- When asked about telehealth services, most students shared that these services were extremely important to them (40.38% compared to 36.61% in 2021). Only 206 students (3.50%) chose “not at all important” (versus 5.39% from last year). Just like in the previous survey, this answer and the results from the following question, point to the importance of continuing online services, even in a post-pandemic world.

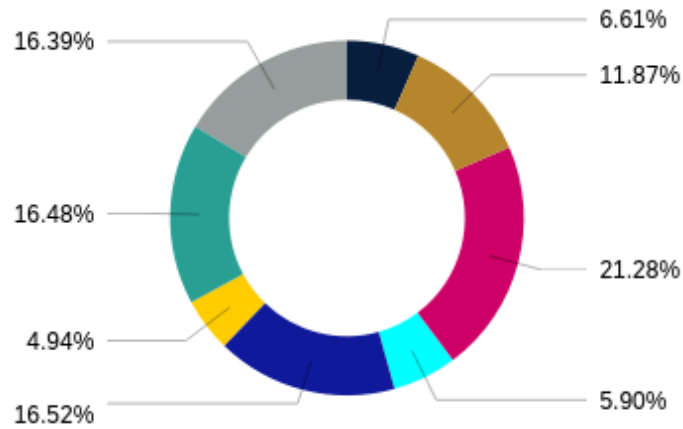
Telehealth services are currently offered by health and wellness departments including Counseling & Psychological Services and the Student Clinics. How important are Telehealth services to you?



- The top three modalities of preferred service are as follows:
 - In-person individual appointments (21.28%)
 - Online individual appointments (16.52%)
 - Online educational programming (16.48%) (This option surpassed in-person educational programming, which occupied third place last year at 16.51%).

Least-liked modalities of service were group online appointments (4.94%) and group in-person appointments (5.90%), which was consistent with last year responses.

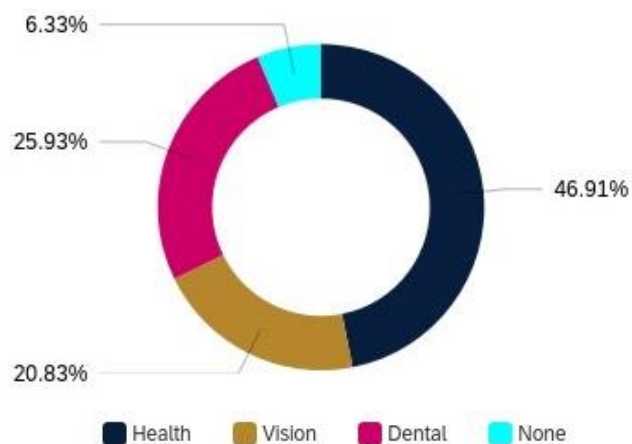
Select which of the following modalities of service you would prefer (Check all that apply):



- Peer-to-peer online support platform
 Self-help online portal
 In-person individual appointments
- Group in-person appointments
 Online individual appointments
 Group online appointments
- Online educational programming
 In-person educational programming

- Most students polled having health insurance (46.91%). Of those who replied they had health insurance, 57.88% shared they are on their parents' insurance plan, a 4.43% increase from last year.

Which of the following insurance plans do you have? (Select all that apply)



Which of the following applies to you?



■ I am on my parents' insurance plan
 ■ I am the policy owner of my insurance plan

- Of the options provided, the most common insurance among respondents was United Health Care (13.81%), Florida Blue (11.32%), and Aetna (10.48%). The “other” category was the second most-chosen option. In analyzing those results, Florida Blue or Blue Cross Blue Shield was still the superior one (133), followed by Tricare (39), and Simply Healthcare (31).

United HealthCare	13.81%	706
Other	11.62%	594
Florida Blue	11.32%	579
Aetna	10.48%	536
Cigna	7.04%	360
Medicaid	6.85%	350
Avmed	5.85%	299
Oscar	4.89%	250
Bright HealthCare	3.79%	194
Ambetter	3.74%	191
Medicare	3.50%	179
Humana	3.23%	165
Sunshine Health	3.13%	160
Affordable Care Act (ACA)	2.78%	142
International Insurance	2.54%	130
Gallagher	1.86%	95
Capital HealthPlan	1.25%	64
Molina	1.08%	55
CVS	0.90%	46
Kaiser	0.35%	18

- Survey respondents showed a great appreciation for the value Student Health and Wellness offers even when they have not used it themselves.

Do you find value in what FIU Student Health and Wellness has to offer, even if you haven't personally used it?

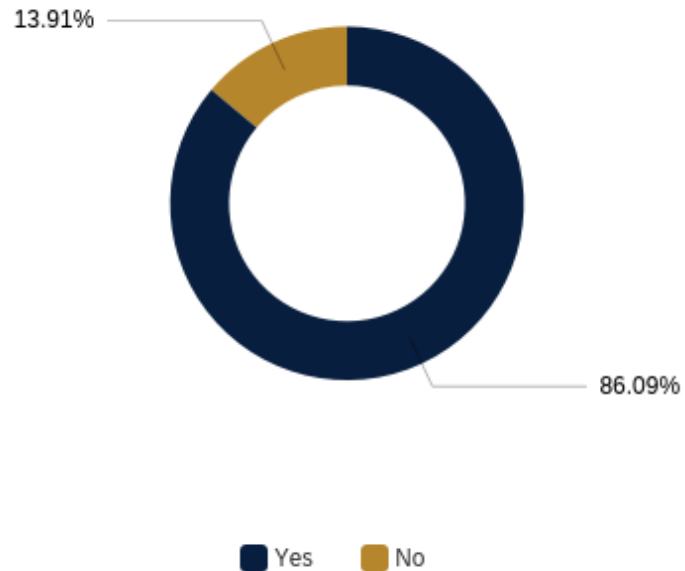


- When asked what other ideas or suggestions survey-takers had to improve health and wellness services on campus, most answers fell into the following categories:
 - No suggestions (e.g., N/A, no, none, na, no suggestions)
 - 881 responses
 - More advertising (e.g., advertising, promotion, promote, showcasing, information, spread the word)
 - 176 responses
 - Additionally, we had answers containing the following keywords:
 - Social media – 45 mentions
 - Email – 96 mentions
 - Keyword “Free” – 87 mentions
 - Longer hours of operation (e.g., operation, hours, 5, after 5, availability)
 - 76 responses
 - Online students wishing to learn about services or wondering why they pay if they are away from campus
 - 53 responses
 - 102 students indicated FIU was doing a great job in terms of health and wellness (e.g., “great”, “good job”).
- Other suggestions that were not as popular included:
 - Walk-in appointments
 - 61 responses
 - More availability
 - 55 responses
 - Free STI testing
 - 24 responses
 - Online appointment scheduling
 - 20 responses
 - Weight or nutrition services
 - 13 responses
- It is important to note that we do offer STI testing and nutrition services; hence, it is clear we need to increase messaging about them.

Academic Integrity

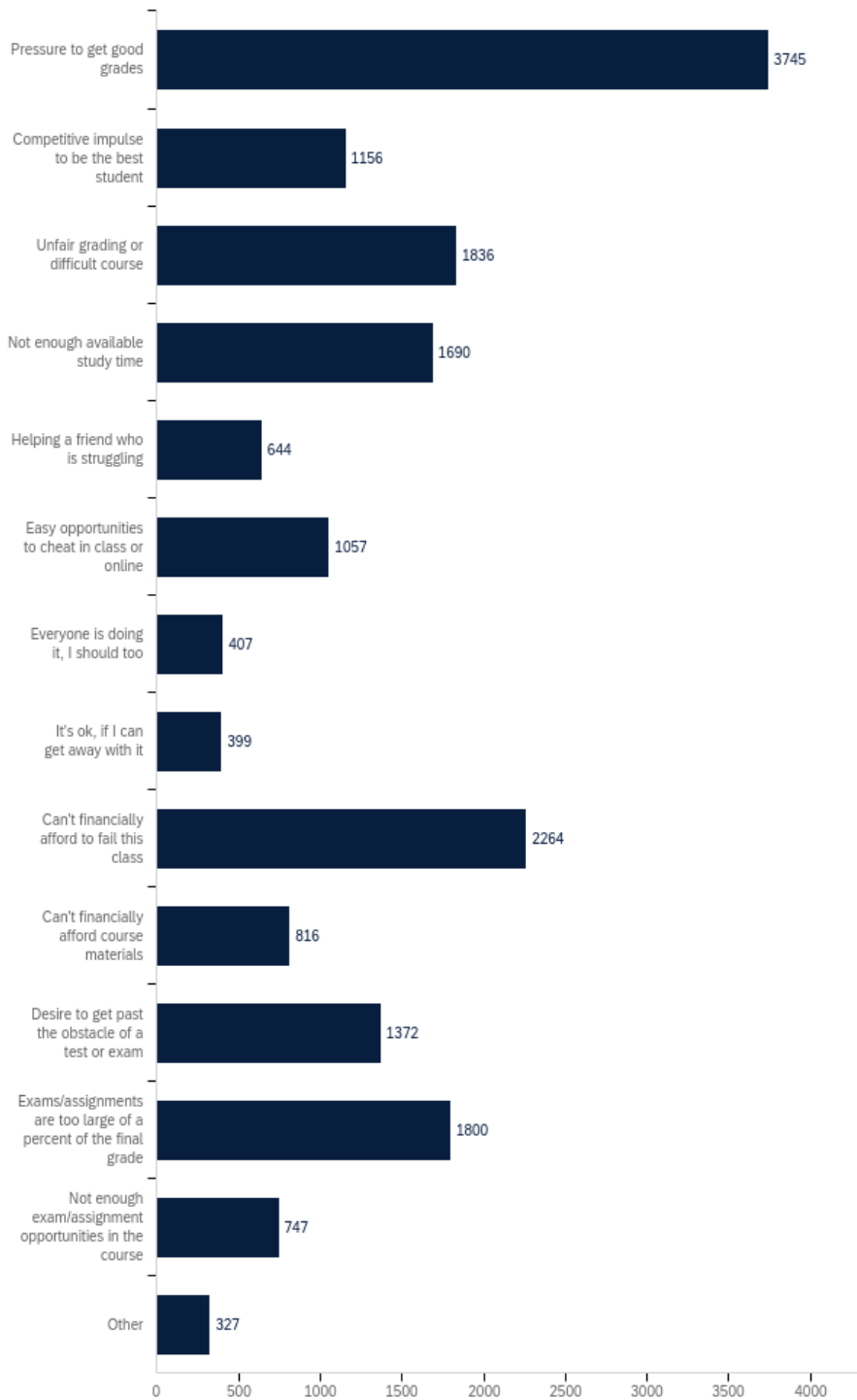
- This year we included three questions about Academic Integrity. Most students were familiar with the FIU Student Conduct and Honor Code.

Are you familiar with the FIU Student Conduct and Honor Code?



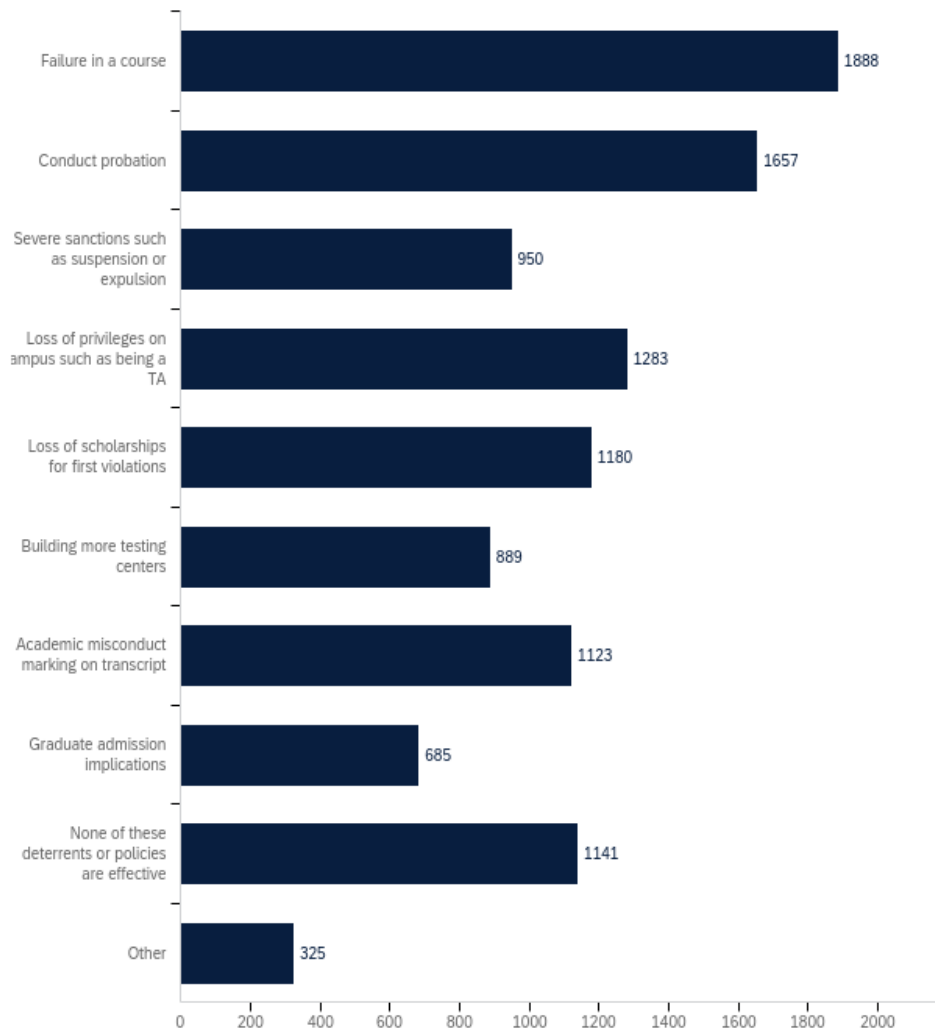
- Top three reasons for the potential spike in cheating in the past two years were “pressure to get good grades” (20.51%), “can’t financially afford to fail this class” (12.40%), and “unfair grading or difficult course” (10.05%).

Over the last two years, we have seen a spike in academic integrity violations. What do you see as the biggest reason behind student cheating at FIU? Select your top three reasons.



- According to survey respondents, failure in a course would be the most likely deterrent to cheating (16.98%), followed by conduct probation (14.90%) and loss of privileges on campus such as being a TA (11.54%).

What do you think would be the most effective cheating deterrents or policies?
Check all that apply.

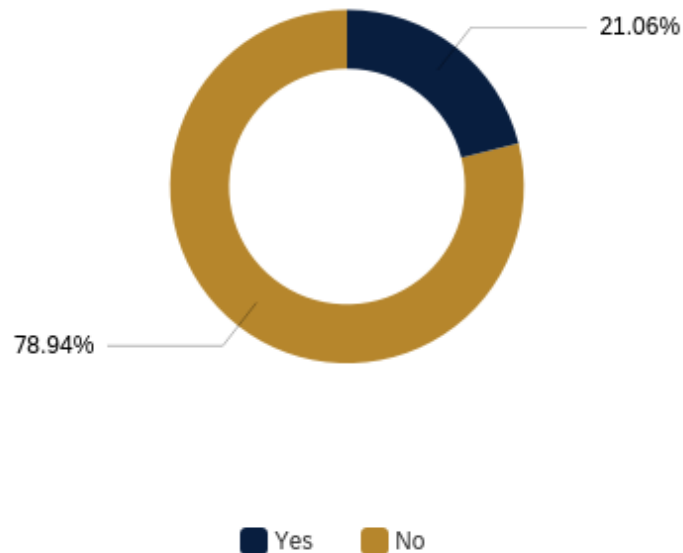


- 212 students provided details on the “Other” category. Some of the most common answers included:
 - Better support (e.g., counseling, proctoring, mental health assistance, professors, teaching, support)
 - 30 responses
 - Assignment modification (e.g., less/more of them, changing the formats, etc.)
 - 24 responses
 - Giving students a warning the first time
 - 10 responses
 - Tutoring opportunities
 - 15 responses

Messaging

- 78.94% of respondents are not familiar with the Dimensions of Wellness concept. This differs from last year's number, in which 89.22% of survey respondents selected the same answer. We can infer that our marketing initiatives this last year have been beneficial.

Are you familiar with the dimensions of wellness concept?



- This was the first time we asked about knowing how many dimensions of wellness there are. 44.43% of respondents picked the correct answer (9). We also took the opportunity to advertise our text-based service. We gained approximately 100 users during the course of the survey.

How many dimensions of wellness are there?

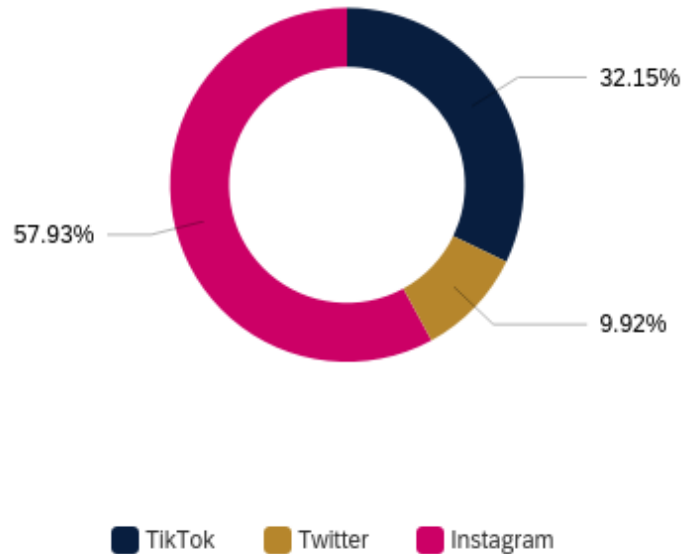


Did you know we have a text-based service where you can find out about services, perks, and other giveaways?



- The majority of students picked Instagram as their preferred platform (57.93%), followed by TikTok (32.15%). This reinforces the marketing strategy in place and highlights the importance of creating more hard post content as well as video that can be used on both platforms.

Which of these platforms do you spend the most time on?

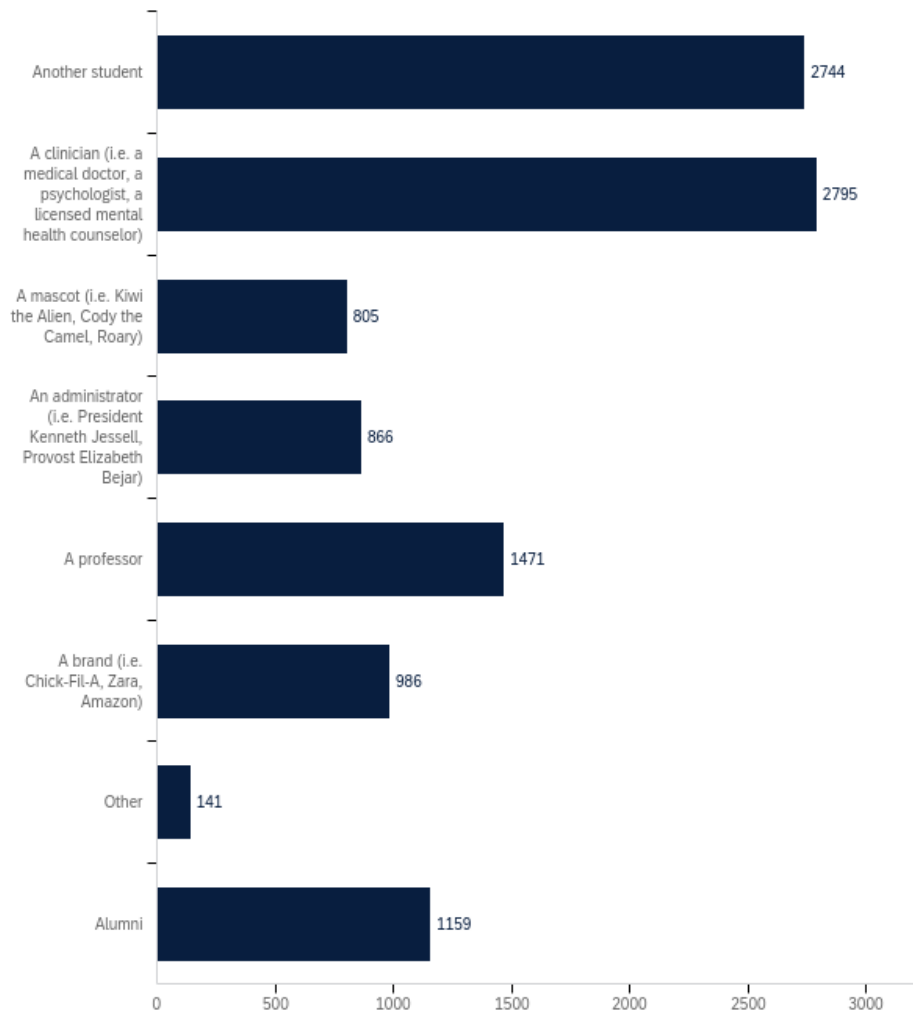


What content do you prefer?



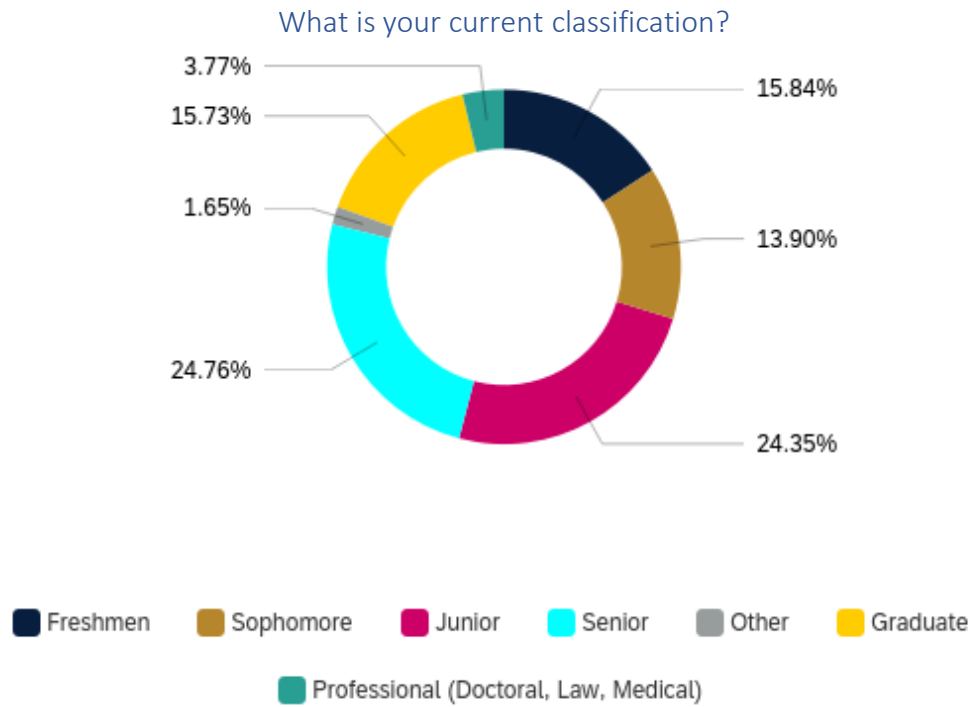
- Just as last year, a clinician was the top choice (25.49%) when asked who they would pay more attention to when a message about health and wellness needed to be delivered. Another student (25.02%), and a professor (13.41%) were the runners up. These answers support the need to continue featuring clinicians and other students in our messaging as well as reaching faculty about our services.

I am most likely to pay attention when a message about health and wellness comes from
(Check all that apply)

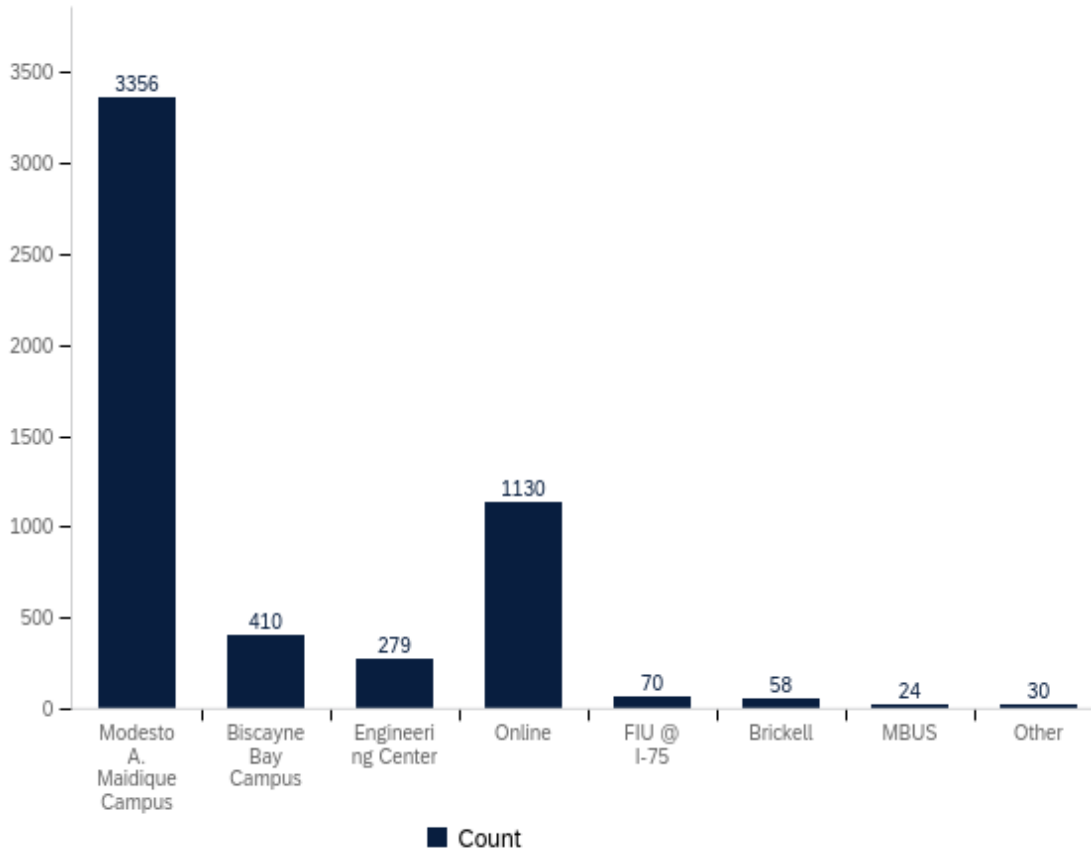


Demographics

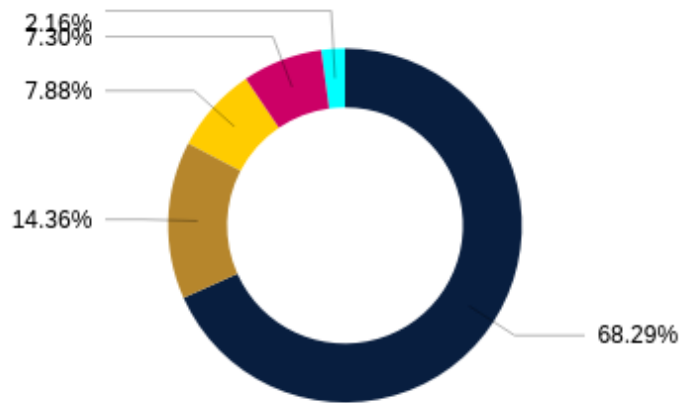
- The average profile of our respondents was a straight woman, who goes to school full-time, is a senior taking most of her classes at the Modesto Maidique campus. She lives off campus with her parents and is between 18 to 21 years of age. She is most likely Hispanic or Latina.



Where do you take most of your classes?

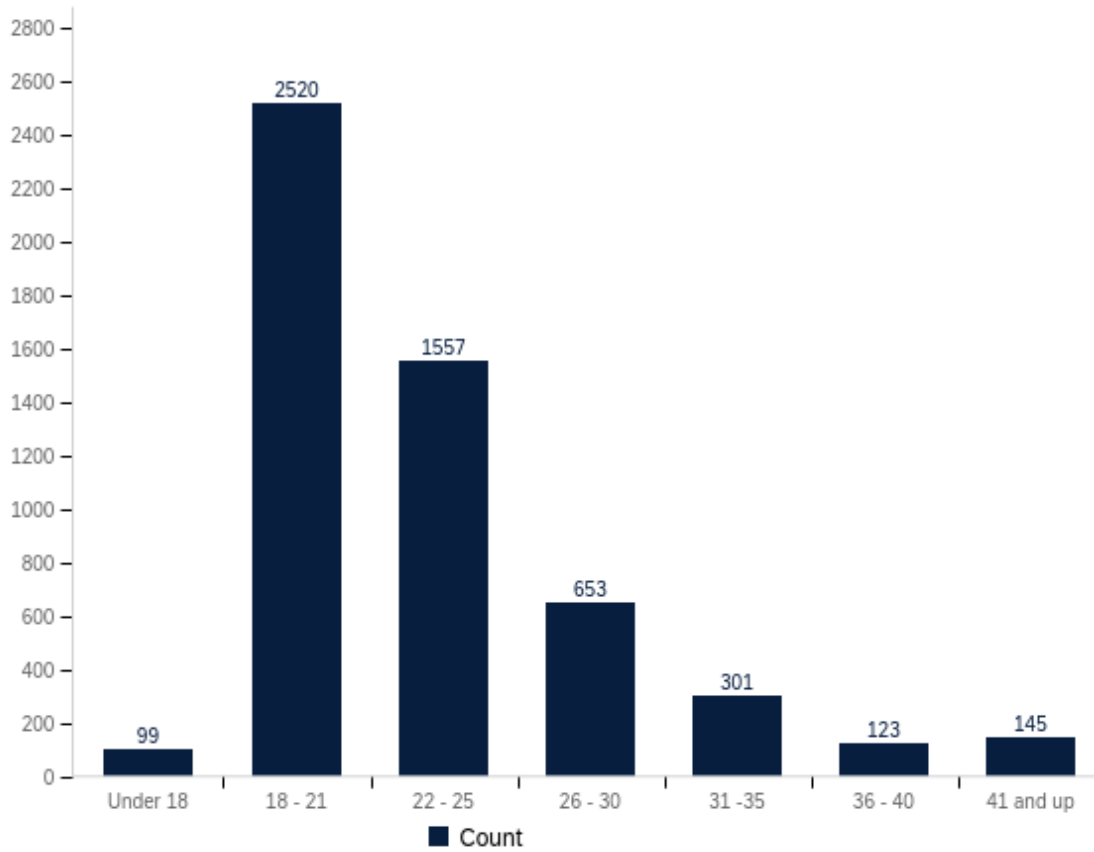


What is your current status?

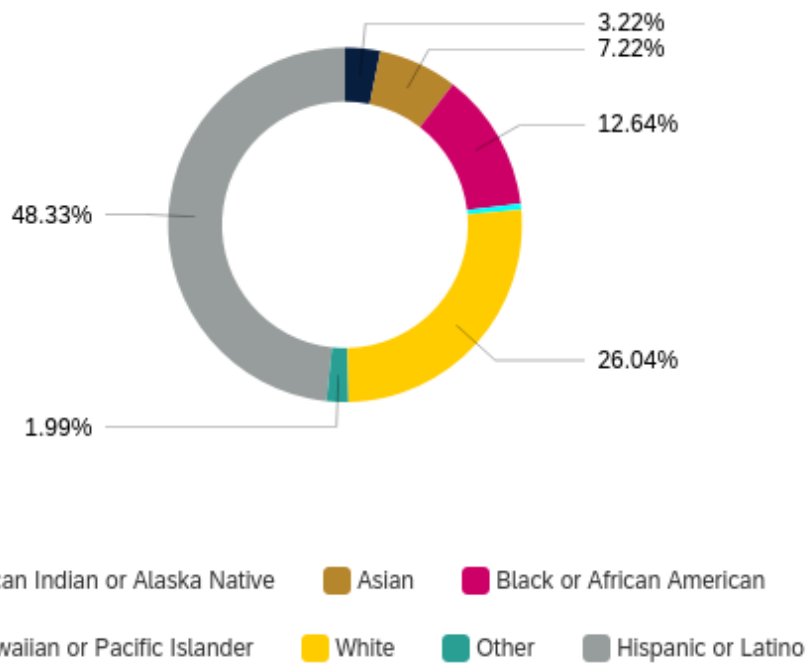


- Full-time student
- Part-time student
- Fully-online student
- International student
- A dual enrollment student

What is your age?



What is your race?



What is your sexual identity? (Check all that apply)

Field	Choice Count
Straight	70.58% 3791
Bisexual	8.79% 472
Prefer Not To Respond	4.97% 267
Aromantic	3.93% 211
Asexual	2.77% 149
Gay	2.09% 112
Pansexual	1.88% 101
Lesbian	1.69% 91
Questioning	1.36% 73
Queer	1.30% 70
Not listed, please write in:	0.63% 34

What is your gender identity? (Check all that apply)

Field	Choice Count
Woman	62.97% 3392
Man	28.92% 1558
Prefer Not To Respond	2.17% 117
Gender Fluid	1.49% 80
Nonbinary	1.47% 79
I don't know at this time	1.11% 60
Agender	0.93% 50
Transgender	0.52% 28
Not listed, please write in:	0.24% 13
Two Spirit	0.19% 10

What are your gender pronouns?

#	Field	Choice	Count
27	She/Her/Hers	59.44%	3173
25	He/Him/His	24.43%	1304
32	Prefer Not To Respond	3.80%	203
30	Please use my name instead of pronouns	3.39%	181
1	Any/All pronouns are welcome	3.30%	176
33	I don't know at this time	1.95%	104
24	Ey/Em/Eirs	1.33%	71
28	They/Them/Their	1.14%	61
26	Per/Per/Pers	0.56%	30
31	Not listed, please write in:	0.49%	26
29	Ze/Zir/Zirs	0.17%	9

Recommendations for Implementation

A desire for greater knowledge of services offered by the health fee continues to be a major theme in the survey results. Therefore, the following should be considered:

- Continue to roll out a cohesive and comprehensive marketing strategy for Student Health and Wellness to aid in the dissemination of service awareness to include:
 - Internal plan for cohesive communication of services through all the different areas, inclusive of expanding marketing on lesser-known services like STI testing and nutrition education.
 - Implement the peer influencer program.
 - Continue the efforts to re-instate the peer education model.
 - Have units who provide outreach table/host events in areas that are not typically used for events such as garages, the Paul Cejas Architecture building courtyard, Engineering Center's Panther Pit to aid in message dissemination for students who do not frequent popular spots on campus.
 - Continue to work with FIU Online to remind students about services available to that population.
 - Train advisors on services offered so they can aid in the dissemination of information.
 - Continue to grow the text-based communication service.
 - Utilize the FIU App at least once more per year to create awareness about SHW services amongst students, faculty, and staff.
 - Continue to send the monthly resource guide to all registered students.
 - Utilize paid ads based on geographical location to help create more awareness of our services.
 - Fully staff the marketing team to be able to produce more social media video and hard post content for students.

In addition, based on the most common responses on how to improve services, Student Health and Wellness should:

- Consider offering after-hours services (i.e., after 5:00 p.m.)
- Create opportunities for (and/or better explain) walk-in services.
- Continue to explore and implement the creation of appointments via an online portal rather than through the telephone.
- Continue to offer telehealth and other online services, as this is an area that is highly valued by students.