

FIU 2023 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 (e.g., 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 Student Health & Wellness (SHW) survey is to obtain feedback from students regarding services (sixteen questions), academic integrity (three questions), messaging (seven questions), and demographics (nine questions). This information will help SHW leadership shape 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 16 to November 7, 2023. An incentive of a \$250 Amazon gift card raffle was used to drive students to participate.

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

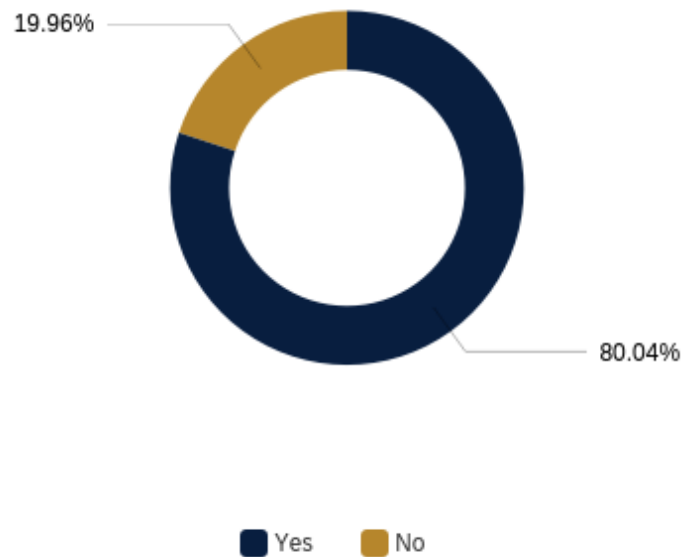
The survey was sent to all registered students (54,064) starting on October 16, 2023. It was also advertised via different channels such as the SHW Resource Guide, the FIU app, and the screens around campus. We received 6,477 responses, which reflect the opinions and experiences of 12% of our student population.

Findings Summary (n=6,477)

Services

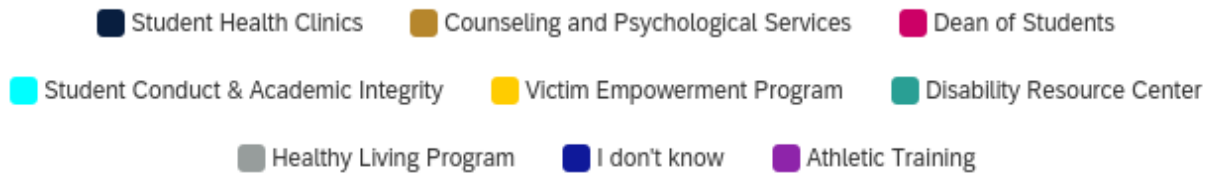
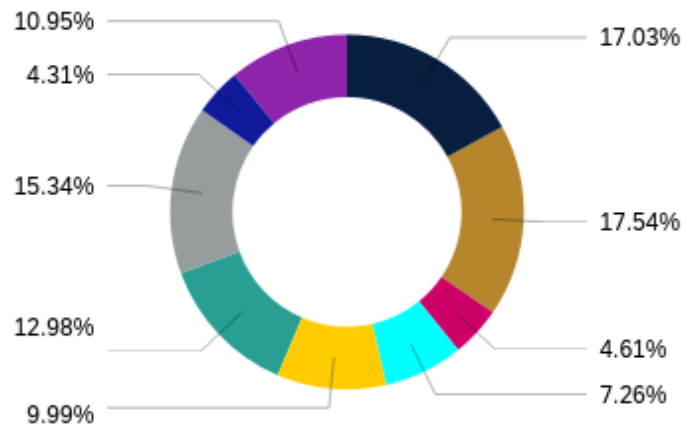
- Most students know they pay a Student Health fee (80.04%). The results were similar to 2022's numbers (80.66%) and 2021's numbers (79.58%)

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 (17.54%), the Student Health Clinics (17.03%), and the Healthy Living Program (15.34%). The percentage of "I don't know" responses increased slightly to 4.31% (from 3.68% in 2022).

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

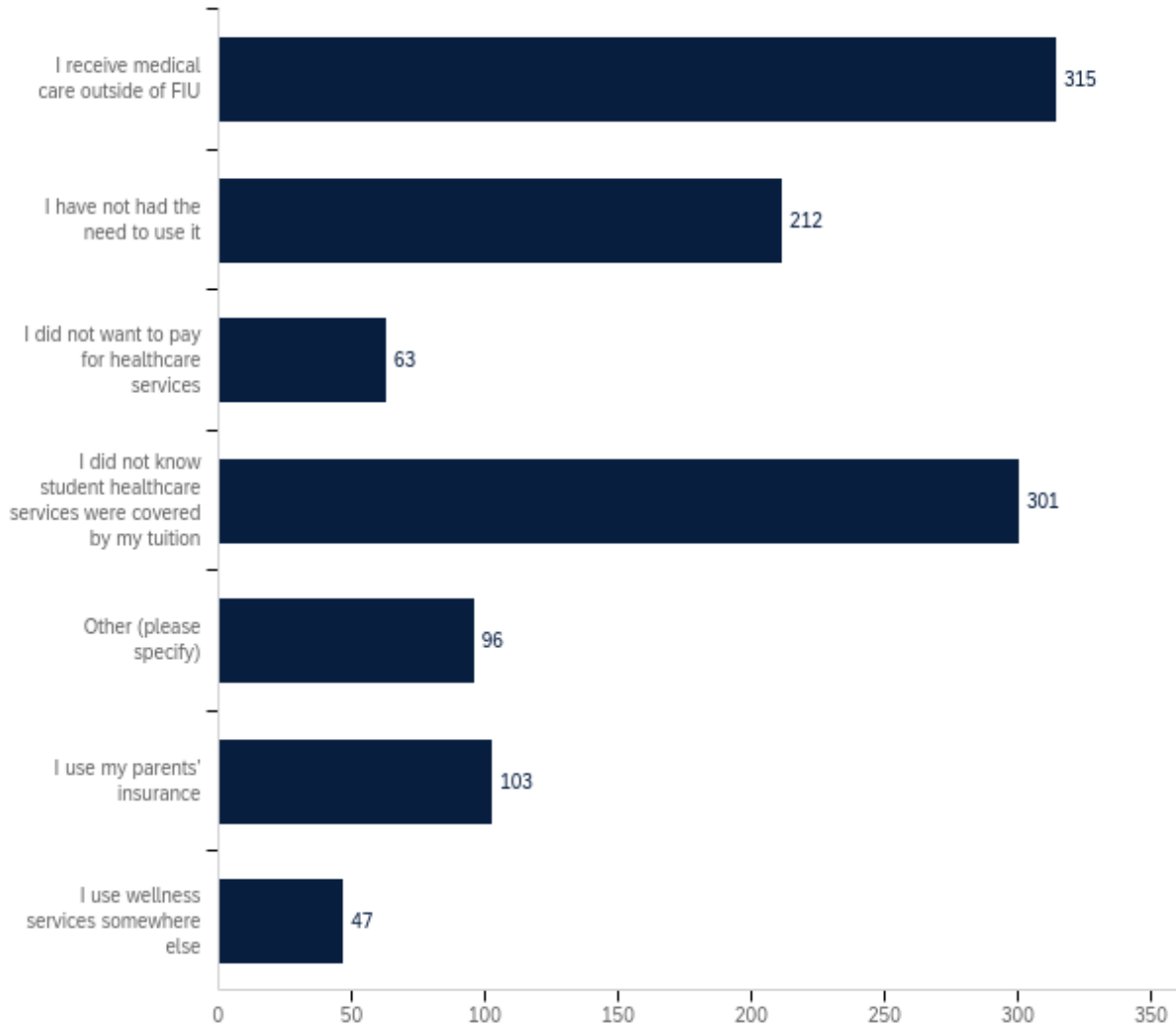


#	Field	Choice Count
9	Athletic Training	10.95% 2384
2	Counseling and Psychological Services	17.54% 3817
3	Dean of Students	4.61% 1003
6	Disability Resource Center	12.98% 2824
7	Healthy Living Program	15.34% 3339
8	I don't know	4.31% 938
4	Student Conduct & Academic Integrity	7.26% 1579
1	Student Health Clinics	17.03% 3705
5	Victim Empowerment Program	9.99% 2173
		21762

- We tweaked the possible answers to the question “How familiar are you with the following health and wellness services offered by FIU?” for this year’s iteration of the survey. The aim was to make it easier and faster for users to respond and to gain additional insights. We included a matrix table which inquired about the services which they have utilized, those they were familiar with but had never used, and those that they were not familiar with. The majority (52%) of students are familiar with the health & wellness services offered by FIU but have not utilized them. Nine percent have used the services and 39% indicated they were not familiar with them
 - Top five most known services were:
 - Victim advocacy services (55.73%)
 - Safe sex materials (51.75%)
 - Academic accommodations for students with disabilities (51.68%)
 - Stress and time management consultations (50.95%)
 - Testing for sexually transmitted infections/HIV (50.81%)
 - Top five most utilized services were:
 - Doctor visits (15.23%)
 - Safe sex materials (12.77%)
 - Aromatherapy (10.85%)
 - Workshops to enhance communication skills, academic success, mental/emotional well-being, and interpersonal relationships (10.65%)
 - Individual counseling with mental health clinician (10.60%)
 - Top five services which students were not familiar with were:
 - Dermatological services (60.80%)
 - Gynecological services (57.07%)
 - Sleep management consultations (55.75%)
 - Couples counseling with a mental health clinician (54.92%)
 - Acupuncture (54.70%)
 - Vaccines, which were the most known services in 2022, came in at sixth place.
 - Lack of knowledge about dermatological, gynecological, and acupuncture services was consistent with last year.
 - From the students who marked they had utilized SHW, the least used services were:
 - Pregnancy tests (4.20%)
 - Acupuncture (4.26%)
 - Victim advocacy services (4.47%)
 - Couples counseling with a mental health clinician (4.55%)
 - Psychiatry/medication management (4.73%)
 - Eating disorder support went from the least used services of 2022 to 18th out of 24th.

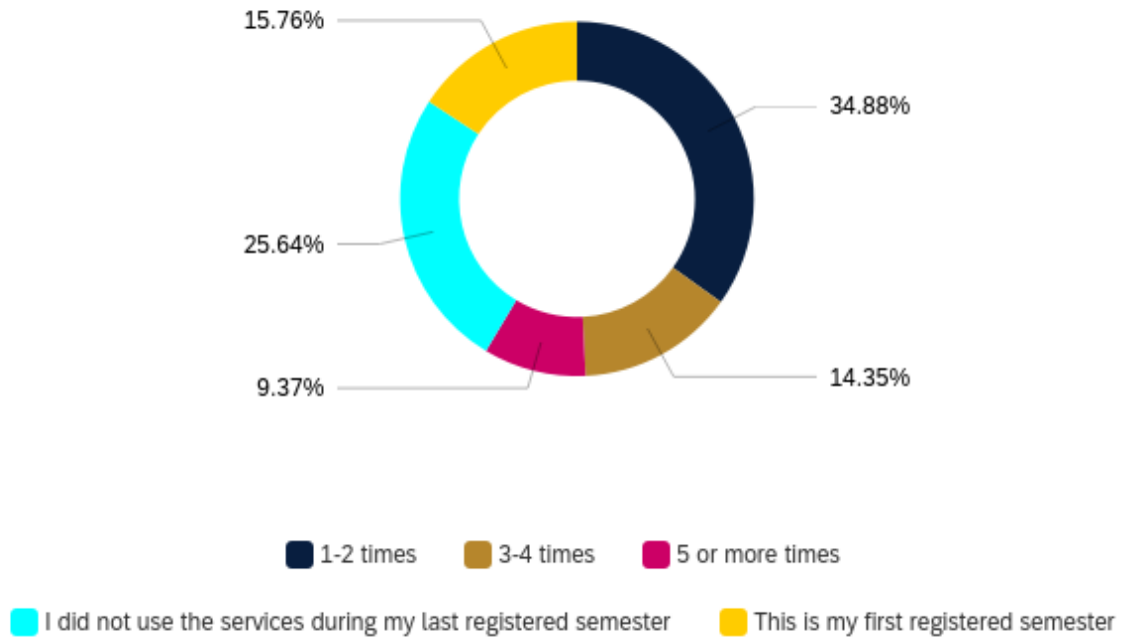
- When asked why they have not used health and wellness services at FIU, 27.07% of survey respondents said they receive medical care outside of FIU. The next reasons cited were “I did not know student healthcare services were covered by my tuition” (26.47%), and I have not had the need to use it” (18.65%). In the “other” category, the most cited answer was being a fully-online student (36 responses), which points to continued 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)



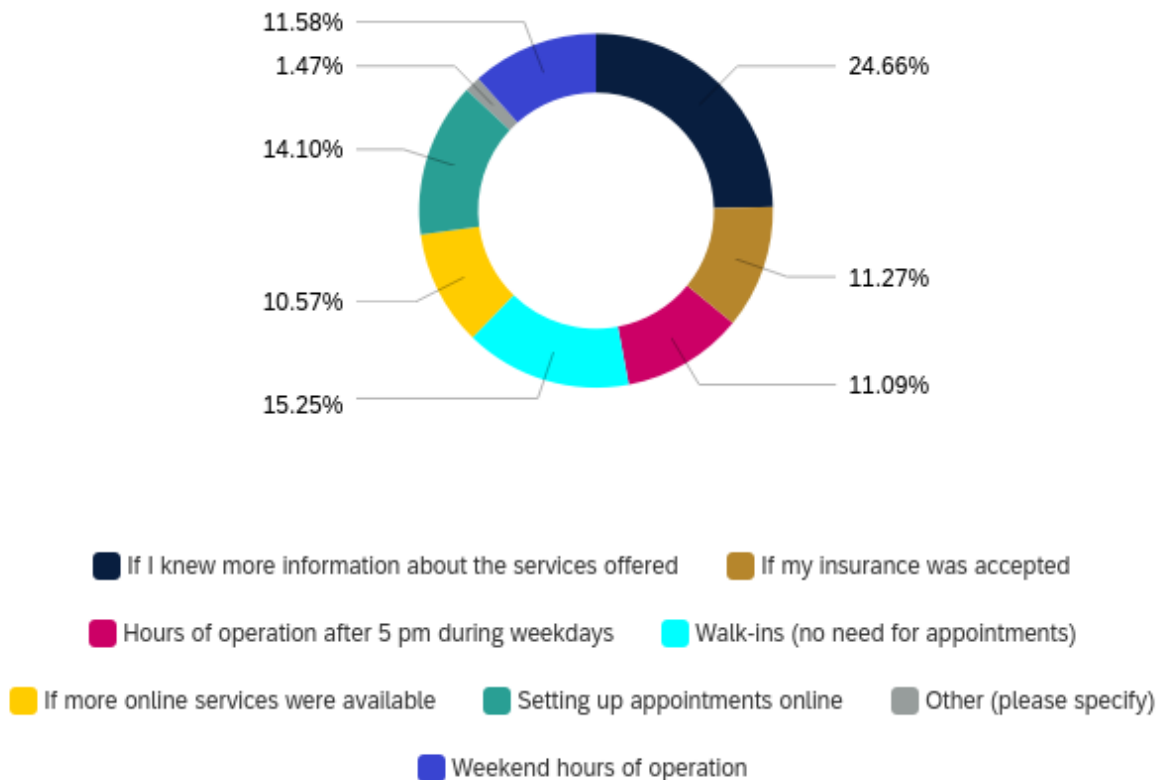
- Most of the students who have used health and wellness services at FIU have done so 1-2 times (34.88%).

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



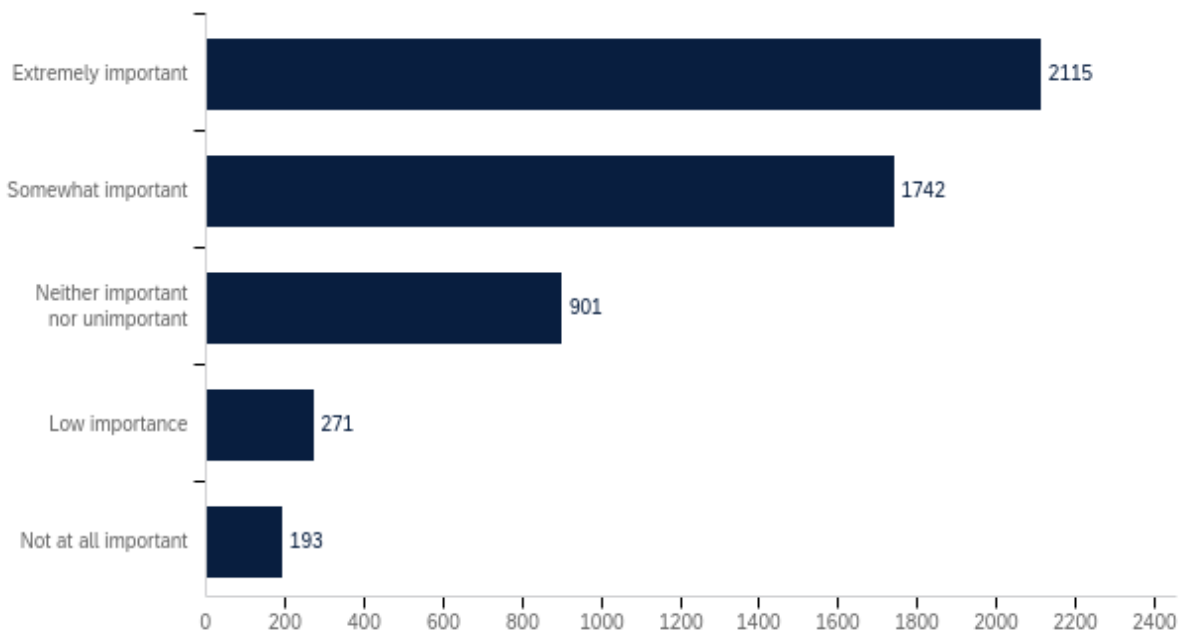
- The top three responses when asked what would make them more likely to use FIU’s health and wellness services were: knowing more information about the services offered (24.66%); walk-in availability (no need to have an appointment, 15.25%); and the ability to make appointments online (14.10%). These numbers are almost identical to survey results from 2022 and 2021. The need for innovative marketing is still present. Although some marketing and online scheduling strategies have been implemented compared to previous years, the possibility of providing walk-in/extended hours and online scheduling for services should still be a part of SHW’s strategic plan. In addition, both these answers were also reflected in the responses to the question asking for suggestions for SHW ([page 17](#)).

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

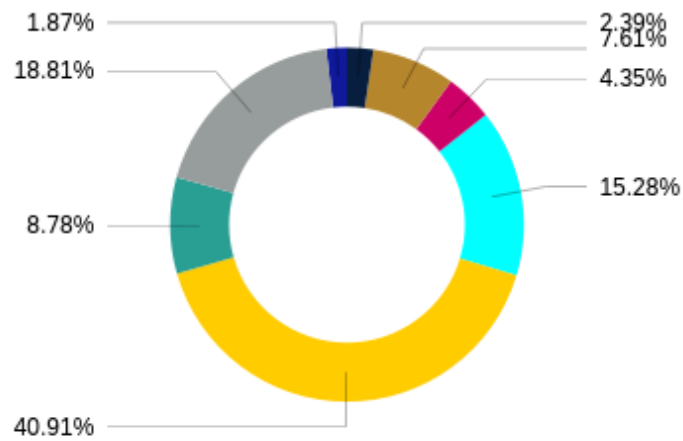


- When asked about telehealth services, most students shared that these services were extremely important to them (40.50% compared to 40.38% in 2022, and 36.61% in 2021). Only 193 students (3.70%) chose “not at all important” (versus 3.50% from 2022 and 5.39% 2021). Just like in the previous iterations of the 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?



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

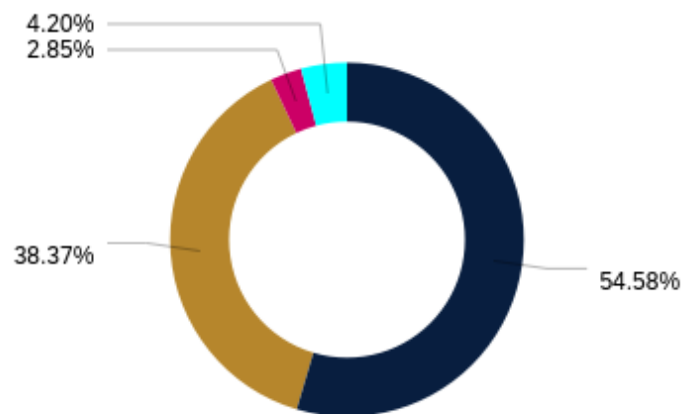


- Togetherall (online peer-to-peer support platform)
- Mental health screenings
- Kognito (online simulation designed to develop skills to help college students in distress)
- Hazing prevention training
- I have not used any of these
- Online workshops via Panther Connect
- Sexual assault prevention training
- Recognition, Insight, and Openness (RIO) online workshop

#	Field	Choice Count
7	I have not used any of these	40.91% 2926
11	Sexual assault prevention training	18.81% 1345
4	Hazing prevention training	15.28% 1093
9	Online workshops via Panther Connect	8.78% 628
2	Mental health screenings	7.61% 544
3	Kognito (online simulation designed to develop skills to help college students in distress)	4.35% 311
1	Togetherall (online peer-to-peer support platform)	2.39% 171
13	Recognition, Insight, and Openness (RIO) online workshop	1.87% 134
		7152

- 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” (54.58%), followed by “I did not know these self-help tools were offered” (38.37%). These reasons were the same ones cited last year.
 - The number of respondents who indicated they used other online services went from last year’s 28 to 89 respondents.
 - *Headspace* was the only app mentioned (two respondents, and one other who wrote “app”)
 - It is interesting to note that *Betterhelp* was not brought up, because it was the most popular choice in 2022

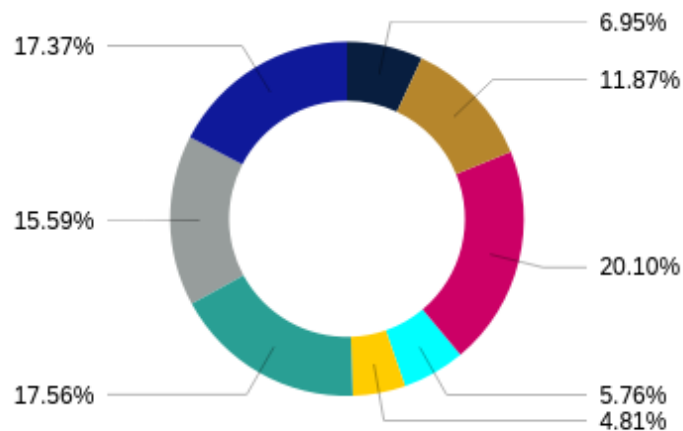
Why haven’t you used any of the abovementioned services? (Check all that apply)



- I have not had the need to use them
- I did not know these self-help tools were offered
- I use other online services (please share with us which ones)
- Other reasons (please share why)

- The top three modalities of preferred service are as follows:
 - In-person individual appointments (20.10%)
 - Online educational programming (17.56%) (This option jumped up one slot compared to last year, and two slots compared to 2021 when it bumped in-person educational programming from third place.)
 - Online individual appointments (17.37%)
- Least-liked modalities of service remained the same as the previous two years: Group online appointments (4.81%) and group in-person appointments (5.76%).

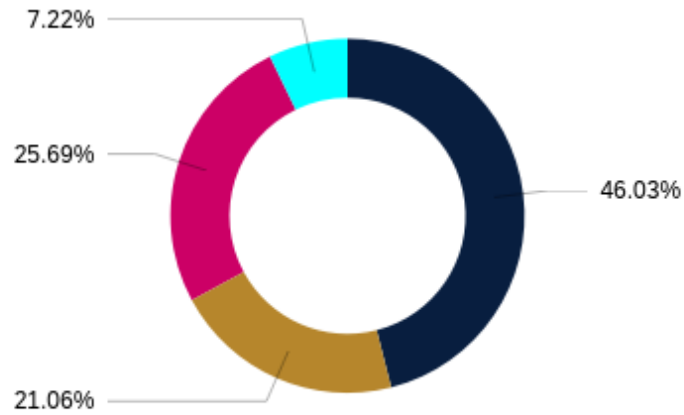
Select which of the following modalities of service you would prefer (Check all that apply):



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

- Most students replied they had some type of health insurance. Of those, the majority were on their parents' plan (57.37%).

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 Florida Blue/Blue Cross & Blue Shield (16.47%) followed by Aetna (13.08%) and United Health Care (10.29%). The “other” category was the fourth most-chosen option (9.08%, with Tricare having the most entries (39)), followed by Cigna (7.70%) and Oscar (6.72%).

#	Field	Choice	Count
12	Florida Blue/Blue Cross & Blue Shield	16.47%	725
1	Aetna	13.08%	576
18	United HealthCare	10.29%	453
19	Other	9.08%	400
14	Cigna	7.70%	339
22	Oscar	6.72%	296
29	Medicaid	5.00%	220
31	FIU Student Health Insurance (AHP/Aetna)	4.09%	180
11	Avmed	4.04%	178
33	FIU Alternative Insurance (Professional Service Inc. (PSI), International Student Insurance (ISI), International Student Organization (ISO), International Student Protection (ISP), Insurance for Students, Wellfleet Group PPO (University Health Plans)	3.68%	162
16	Humana	3.54%	156
25	Ambetter	3.50%	154
30	Medicare	2.98%	131
26	Sunshine Health	2.91%	128
23	Molina	1.66%	73
24	Bright HealthCare	1.34%	59
32	FIU Student Health Insurance (Gallagher/United)	1.04%	46
15	CVS	0.98%	43
13	Capital HealthPlan	0.89%	39
17	Kaiser	0.52%	23
2	Healthcare.gov plans - Affordable Care Act (ACA)	0.50%	22

- Based on a SHW Strategic Plan management meeting we added a question to help gauge student stressors. Finances were the most significant source of stress for students (15.34%), followed by career decisions (12.75%), mental health (10.23%), procrastination (8.36%), and family (6.54%).

What would you say are your most significant sources of stress at this moment (Please check all that apply)

#	Field	Choice Count
5	Finances	15.34% 2732
4	Career decisions	12.75% 2270
25	Mental health	10.23% 1821
6	Procrastination	8.36% 1488
8	Family	6.54% 1165
24	Physical health	6.51% 1160
21	Loneliness	5.49% 977
11	Personal appearance	5.36% 955
9	Intimate relationships	3.80% 676
20	Food insecurity	3.27% 582
12	Health of someone close to me	2.99% 532
3	Housing insecurity	2.97% 528
13	Death of a family member, friend, or someone close to me	2.75% 489
27	No current stressors	2.51% 447
23	Other	2.44% 434
19	Discrimination	1.42% 252
7	Faculty	1.35% 240
10	Peers/roommates	1.03% 184
14	Bullying	0.99% 177
1	Alcohol use	0.95% 169
2	Cannabis/marijuana use	0.89% 159
15	Cyberbullying	0.84% 150
18	Sexual harassment	0.52% 93
26	Threats (direct or veiled)	0.39% 69
16	Hazing	0.32% 57

- Survey respondents showed a great appreciation for the value Student Health and Wellness offers even when they have not used it themselves (85%).

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



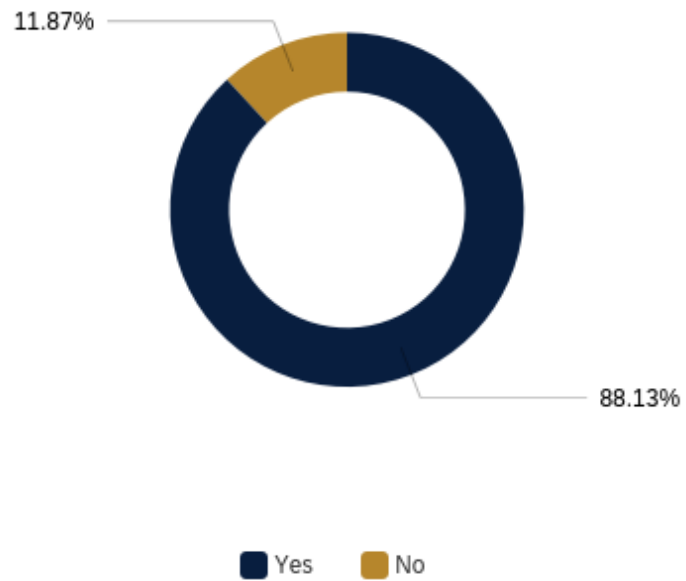
■ Yes (85%) ■ No (4%) ■ Unsure (11%)

- 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, idk, no suggestions, none)
 - 1234 responses
 - More than 1150 responses were providing more advertising about SHW services (e.g., advertising, promotion, social media, making it more known)
 - 147 responses referred to making services more accessible (e.g., hours of operation after 5pm, weekend hours, walk-in services, and online services)
 - 91 students indicated FIU was doing a great job in terms of health and wellness (e.g., “great”, “good job”)
 - Other suggestions that were popular included:
 - Encouraging students to participate in physical activity
 - 38 responses
 - Offering dental services
 - 9 responses
 - Accepting Insurance
 - 45 responses (this points to the need of explaining our services are covered by the Health Fee)
 - This year we had a couple of new comments including having an app (5), personalized athletic training in the gym, and offering journaling sessions (HLP used to offer these, perhaps they could be brought back)

Academic Integrity

- As in previous years, most students are familiar with the FIU Student Conduct & Honor Code.

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



- Top two reasons behind why students cheat at FIU remained the same as last year: “pressure to get good grades” (21.17%) and “can’t financially afford to fail this class” (13.07%). The third reason went from “unfair grading or difficult course” (this option fell to sixth place) to “not enough available study time” (9.79%), followed by “exams/assignments are too large of a percent of the final grade” (9.44%).

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.

#	Field	Choice Count
1	Pressure to get good grades	21.17% 3355
9	Can't financially afford to fail this class	13.07% 2072
4	Not enough available study time	9.79% 1552
12	Exams/assignments are too large of a percent of the final grade	9.44% 1496
3	Unfair grading or difficult course	9.41% 1491
11	Desire to get past the obstacle of a test or exam	7.59% 1203
2	Competitive impulse to be the best student	6.30% 999
6	Easy opportunities to cheat in class or online	5.73% 908
10	Can't financially afford course materials	4.69% 744
13	Not enough exam/assignment opportunities in the course	3.15% 499
5	Helping a friend who is struggling	3.03% 481
8	It's ok, if I can get away with it	2.78% 441
7	Everyone is doing it, I should too	2.51% 398
14	Other	1.33% 211

15850

- The most effective cheating deterrents or policies remained the same as last year. According to survey respondents, failure in a course would be the most likely deterrent to cheating (16.98%), followed by conduct probation (14.48%) and loss of privileges on campus such as being a TA (11.24%).

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

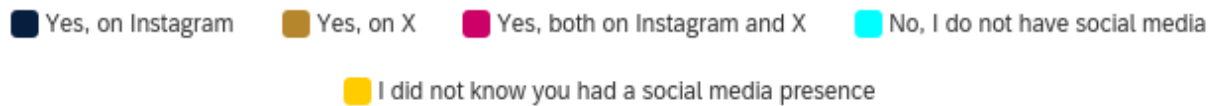
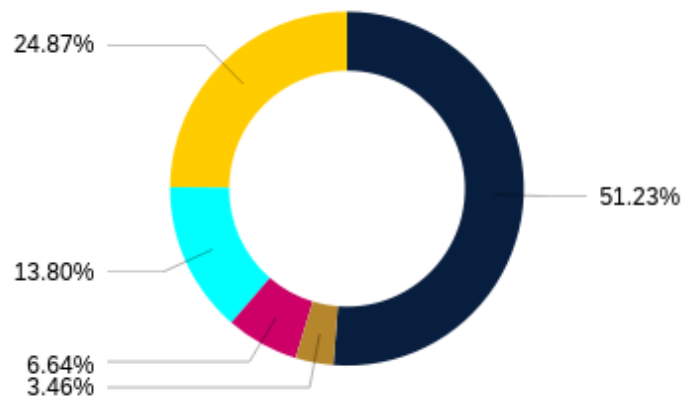
#	Field	Choice Count
1	Failure in a course	16.89% 1637
2	Conduct probation	14.48% 1403
4	Loss of privileges on campus such as being a TA	11.24% 1089
5	Loss of scholarships for first violations	10.66% 1033
7	Academic misconduct marking on transcript	10.56% 1023
9	None of these deterrents or policies are effective	10.00% 969
3	Severe sanctions such as suspension or expulsion	8.36% 810
6	Building more testing centers	8.30% 804
8	Graduate admission implications	6.39% 619
10	Other	3.13% 303
		9690

- 202 students provided details on the “Other” category. Some of the most common answers included:
 - Better support – 52 answers (e.g., counseling, proctoring, mental health assistance, professors, teaching, support)
 - Better teaching – 28 answers (e.g., faculty development, better teachers, making courses more manageable, etc.)
 - Giving students a second chance – 10 answers
 - Finding the punishments in place too extreme – 10 answers
 - In-person exams – 5 answers

Messaging

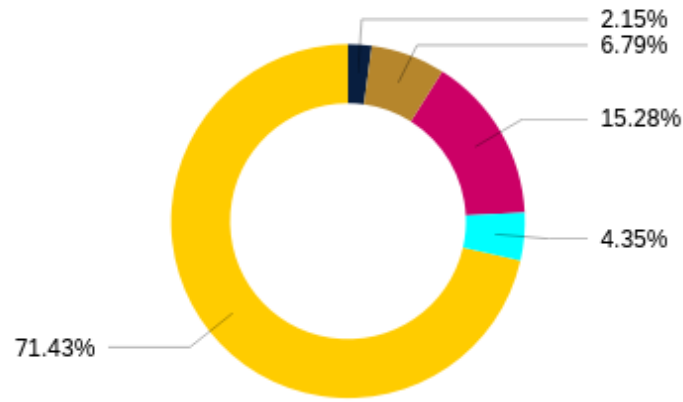
- We changed the question this year from “which of these platforms do you spend the most time on?” to “do you follow us on social media?” while including “no, I do not have social media” and “I did not know you had a social media presence.” We removed TikTok from the options, as it was banned on all state university devices. Instagram continues to be the preferred platform. Next year, YouTube shorts and Threads should be included in the research.

Do you follow us on social media?



- 195 people replied to the “other” category. TikTok was the most selected alternative (75), followed by Facebook (47), YouTube (14), and LinkedIn (14).

Which of these platforms do you utilize the most?



Threads
 X
 I don't use social media
 Other (please tell us which)
 Instagram

- The percentage of students that know about our text-based service went up by 6% compared to last year (In 2022, 32% answered yes, and 68% answered no).

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



- This year “another student” surpassed “a clinician” when asked about who they would like to hear from when getting a message about health and wellness. This result supports our SHW Influencer program.

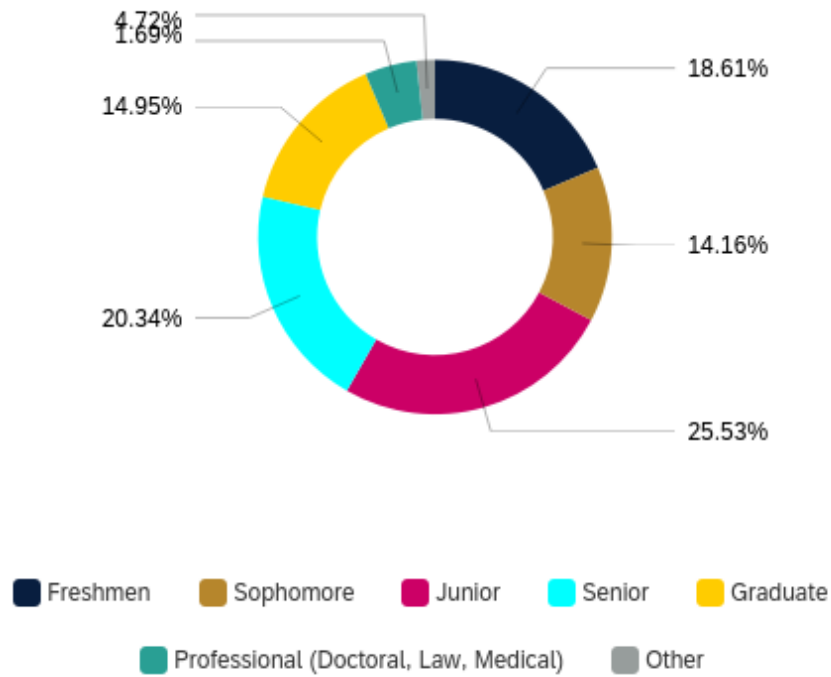
I am most likely to pay attention when a message about SHW comes from
(Check all that apply)

#	Field	Choice Count
1	Another student	20.56% 1999
2	A clinician (i.e. a medical doctor, a psychologist, a licensed mental health counselor)	19.43% 1889
6	A professor	15.75% 1532
7	A brand (i.e. Chick-Fil-A, Zara, Amazon)	12.80% 1245
4	An administrator (i.e. President Kenneth Jessell, Provost Elizabeth Bejar)	12.03% 1170
10	Alumni	9.68% 941
3	A mascot (i.e. Kiwi the Alien, Cody the Camel, Roary)	7.65% 744
9	Other	2.10% 204

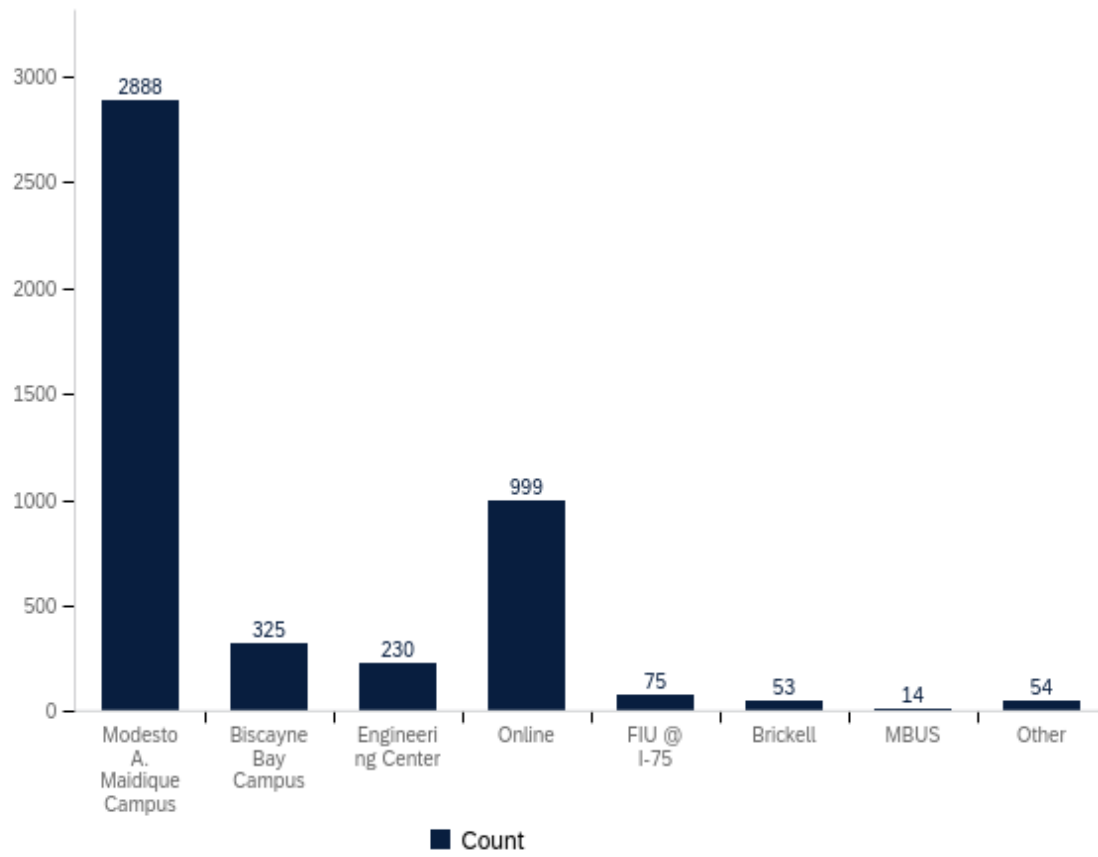
Demographics

- The average profile of our respondents was a straight woman, who goes to school full-time, is a junior 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.

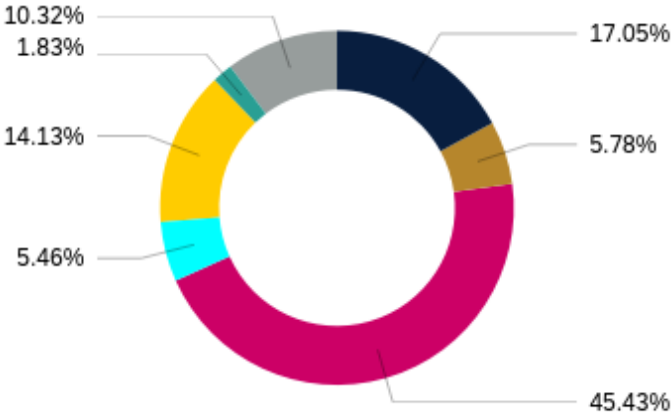
What is your current classification?



Where do you take most of your classes?

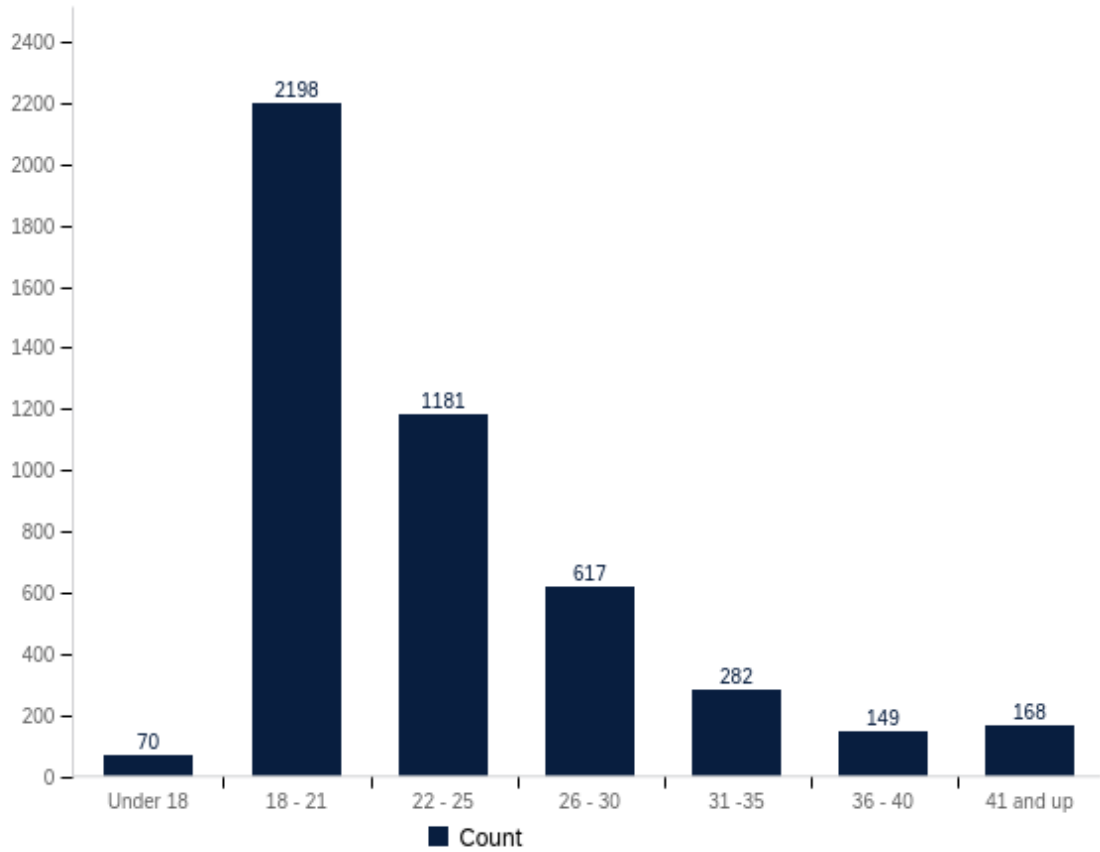


What is your current housing status?

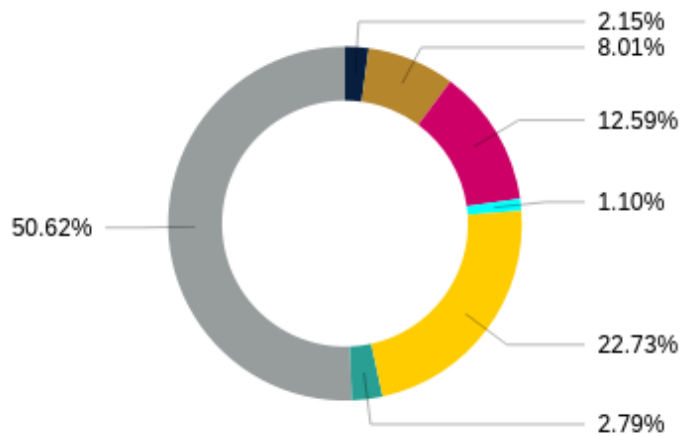


- On-campus housing
- Off-campus housing (109 Tower, 4th Street Commons, etc)
- Off campus with parents
- Off campus with roommates
- Off campus by myself
- Other
- Off campus with partner

What is your age?



What is your race?



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

#	Field	Choice	Count
11	Straight	72.58%	3377
5	Bisexual	9.35%	435
13	Prefer Not To Respond	5.37%	250
6	Gay	2.90%	135
1	Asexual	2.15%	100
8	Pansexual	2.04%	95
7	Lesbian	1.55%	72
9	Queer	1.25%	58
10	Questioning	1.14%	53
12	Not listed, please write in:	0.97%	45
4	Aromantic	0.71%	33

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

#	Field	Choice	Count
20	Woman	64.59%	3006
16	Man	28.94%	1347
22	Prefer Not To Respond	2.00%	93
17	Nonbinary	1.74%	81
18	Transgender	0.71%	33
15	Gender Fluid	0.58%	27
21	Not listed, please write in:	0.49%	23
23	I don't know at this time	0.49%	23
19	Two Spirit	0.26%	12
14	Agender	0.19%	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 some innovative components:
 - Messaging to create awareness about SHW Resource Guide on the welcome.fiu.edu website
 - Messaging on social media to promote the SHW Resource Guide
 - Continue to recruit and develop the SHW Influencer Program
 - Update the bathroom signs to display information about SHW as a whole
 - Utilize the data to plan programming and awareness campaigns for the upcoming year, specifically [the question on current stressors for students](#)
 - 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
 - Continue to grow the text-based communication service
 - Continue to utilize the FIU App at least once more per year to create awareness about SHW services amongst students, faculty, and staff
 - Utilize paid ads based on geographical location to help create more awareness of our services
- Create/revamp the online scheduling process to make it a smooth experience for the end user for all direct services under SHW
- Consider offering after-hours services (i.e., after 5:00 p.m.)
- Create opportunities for (and/or better explain) walk-in services
- Continue to offer telehealth and other online services, as this is an area that is highly valued by students

Note:

Based on the last [three years of survey results](#), we have incorporated top trends and recommendations to the [2024-2027 Strategic Plan for Student Health & Wellness](#). We value your feedback, so please contact us via our [Feedback form](#) if you would like to share your input.