



2021-2022

ANNUAL REPORT

Student Health
and Wellness



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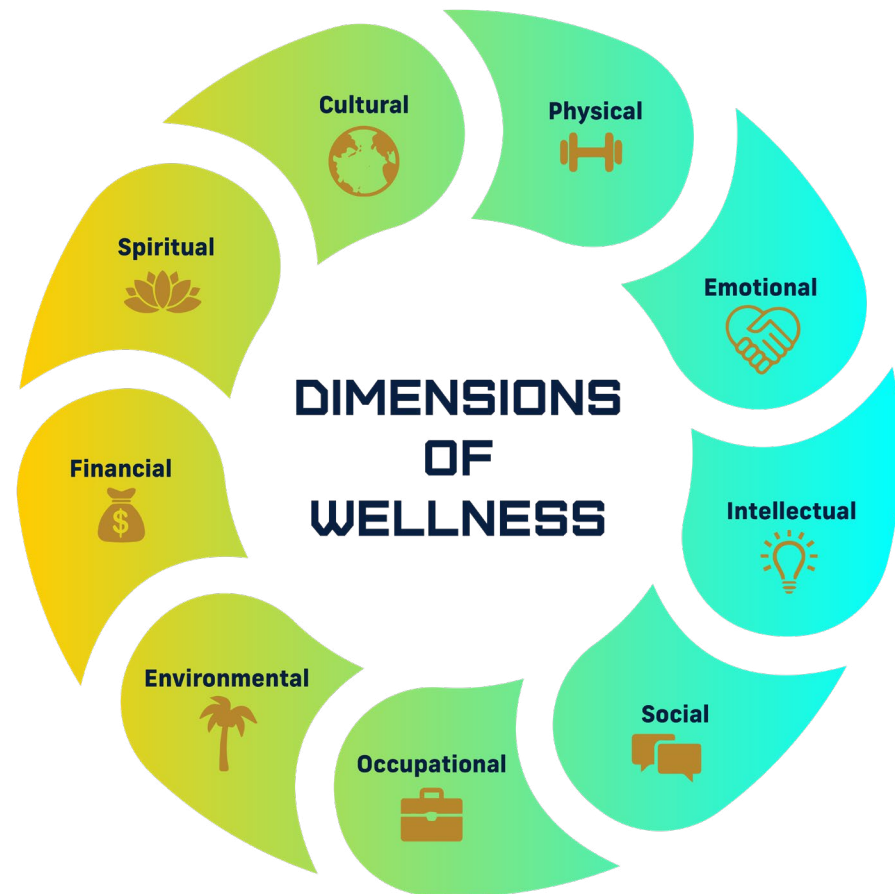
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HEALTH LIKE A PRO!

SHW MISSION

FIU Student Health & Wellness (SHW) aims to support the overall well-being of students. SHW is a multi-faceted approach (i.e., services, programs, trainings, and campaigns) that will educate, engage, and empower the university community to sustain lifelong health and wellness.

We believe there are nine dimensions of wellness, and we provide resources to keep student's well-being in check!



MEET THE EXECUTIVE TEAM



Dr. Brenezza (Breny) D. Garcia
Associate Vice President



Eymi Castillo
Office Manager



Mariela Gabaroni
*Associate Director
Health Promotion
Services*



Vanessa Gondar
*Director
Administrative
Services*



Dr. Todd Lengnick
*Director
Counseling &
Psychological Services*



Wendy X. Ordóñez
*Assistant Director
Marketing &
Communications*



Dr. Bronwen B. Pelaez
Dean of Students

MESSAGE FROM THE ASSOCIATE VICE PRESIDENT

The 2021-2022 academic year brought our “new normal.” We saw increased student engagement post-pandemic, which also yielded increased utilization across many of our units. According to a new BestColleges.com survey, 95% of college students have experienced negative mental health symptoms as a result of COVID-19-related circumstances. Almost half (48%) believe the mental health effects have directly affected their education. Understanding how we could improve services to meet these new and growing demands was critically important to our leadership team, and led us to proactively and intentionally listen to the student body and experts in the field.

In October 2021, we launched a student health fee survey to learn more about our services and marketing initiatives. That survey yielded 10,000 responses! In November 2021, we contracted the American College Health Association (ACHA) for a consultancy visit to evaluate our services and organizational structure. They used the survey results from October, historical documents, and several interviews with staff and students to inform their final recommendations. Collectively, this feedback led to, among others, the following outcomes: (1) a unified communication approach - shw.fiu.edu and @FIUSHW (2) the expansion of counseling services - Togetherall and BetterMynd (3) the return of free HIV and STI testing (4) moving the Student Health Clinics under Student Health & Wellness effective July 1, 2022.

For this coming year, we hope to continue implementing feedback gained from the ACHA consultant report through this year’s student health fee survey, and via our partners in Student Government and other university departments. For any reader that may have questions or feedback about this report, please contact us at shwad@fiu.edu.



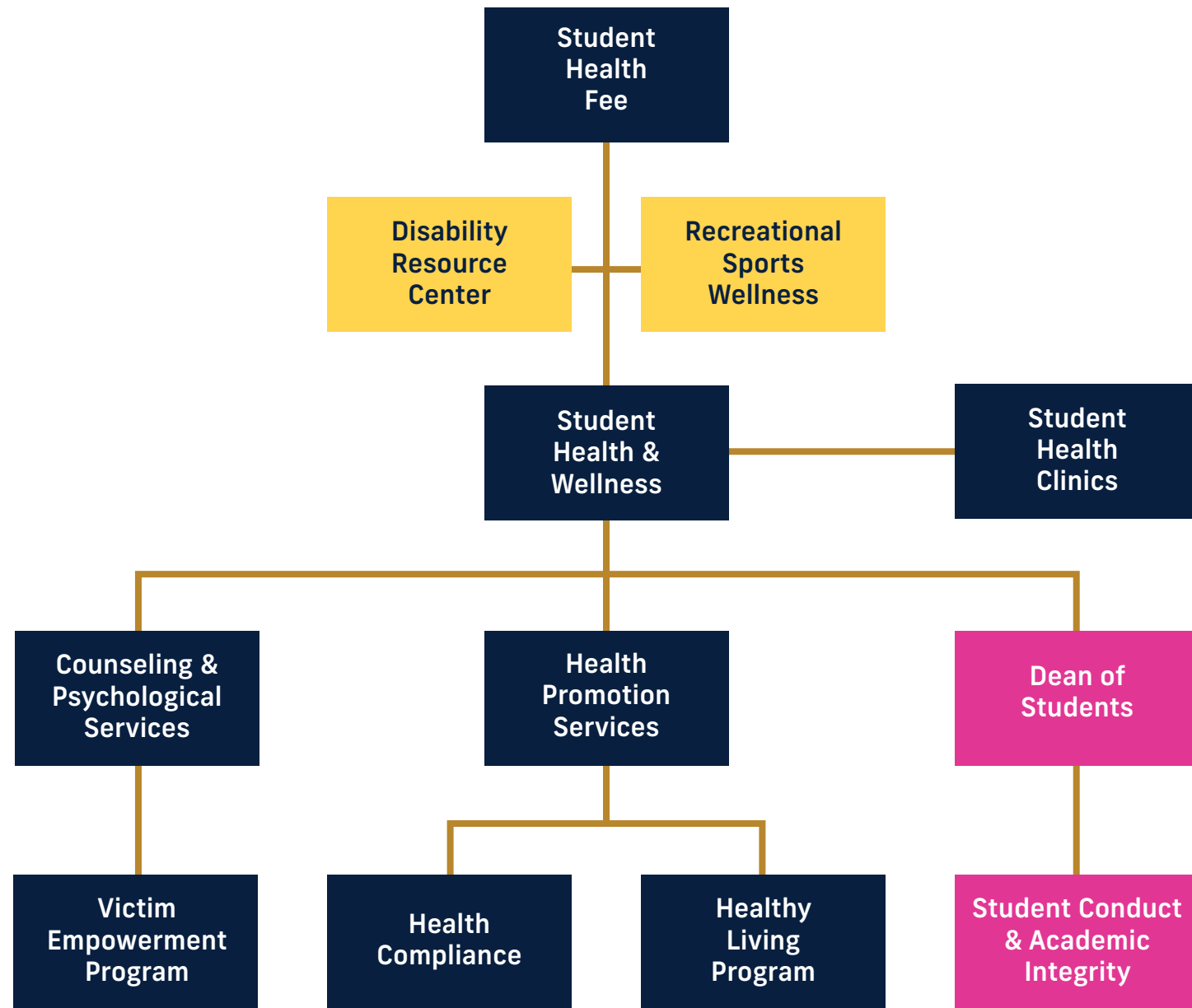
“One of the most sincere forms of respect is actually listening to what another has to say.”
~ Bryant H. McGill



Dr. Brenezza “Breny” Garcia
Associate Vice President

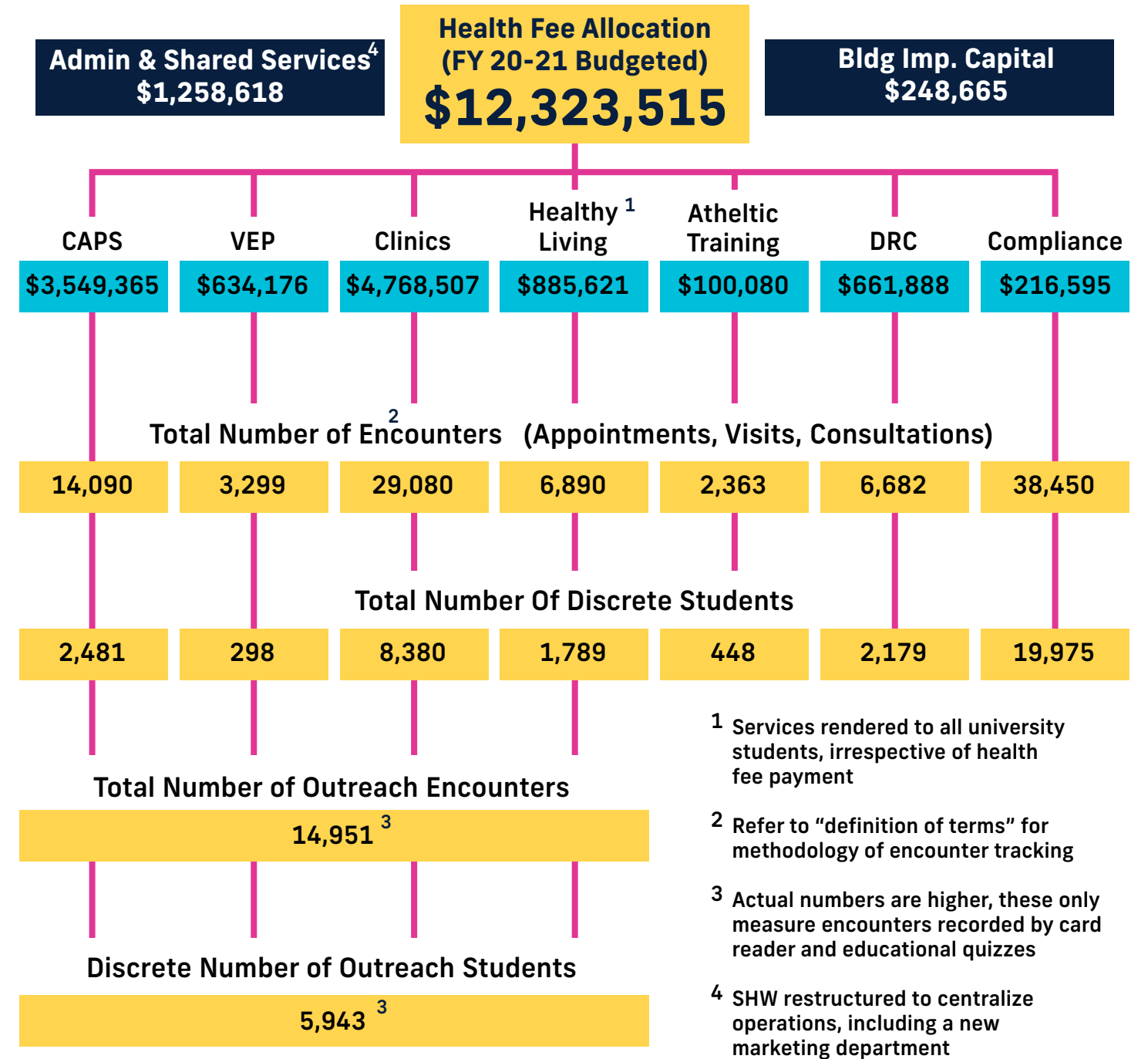
To see more reports from SHW, visit
GO.FIU.EDU/REPORTS
also includes 2021 Survey Report

HEALTH FEE ORGANIZATIONAL CHART



- Health Fee funded areas
- A&S Fee/E&G funded areas
- Health Fee funded areas that are NOT managed by the joint governance committee

HEALTH FEE ALLOCATION



- ¹ Services rendered to all university students, irrespective of health fee payment
- ² Refer to "definition of terms" for methodology of encounter tracking
- ³ Actual numbers are higher, these only measure encounters recorded by card reader and educational quizzes
- ⁴ SHW restructured to centralize operations, including a new marketing department

Data Source: Electronic Medical Records (Titanium By CAPS & VEP And Pyramed By At, SHC & HLP); FIU Onecard By DRC, HLP, And VEP.

COUNSELING AND PSYCHOLOGICAL SERVICES VICTIM EMPOWERMENT PROGRAM

The mission of Counseling and Psychological Services (CAPS) is to provide affordable and accessible high-quality, student-focused mental health services and related prevention and educational services to enhance personal learning, emotional well-being, and academic skills development. We strive to maintain a caring, professional, and culturally sensitive environment where all staff and students are treated with dignity and respect.

The Victim Empowerment Program (VEP) provides free, confidential assistance to FIU students who have been victimized through threatened or actual violence. Utilizing trained Victim Advocates, VEP supports the healing process of survivors of violence and provides information about response and ongoing support options.

Modesto A. Maidique Campus
Student Health Center 270
Phone: 305-348-2277

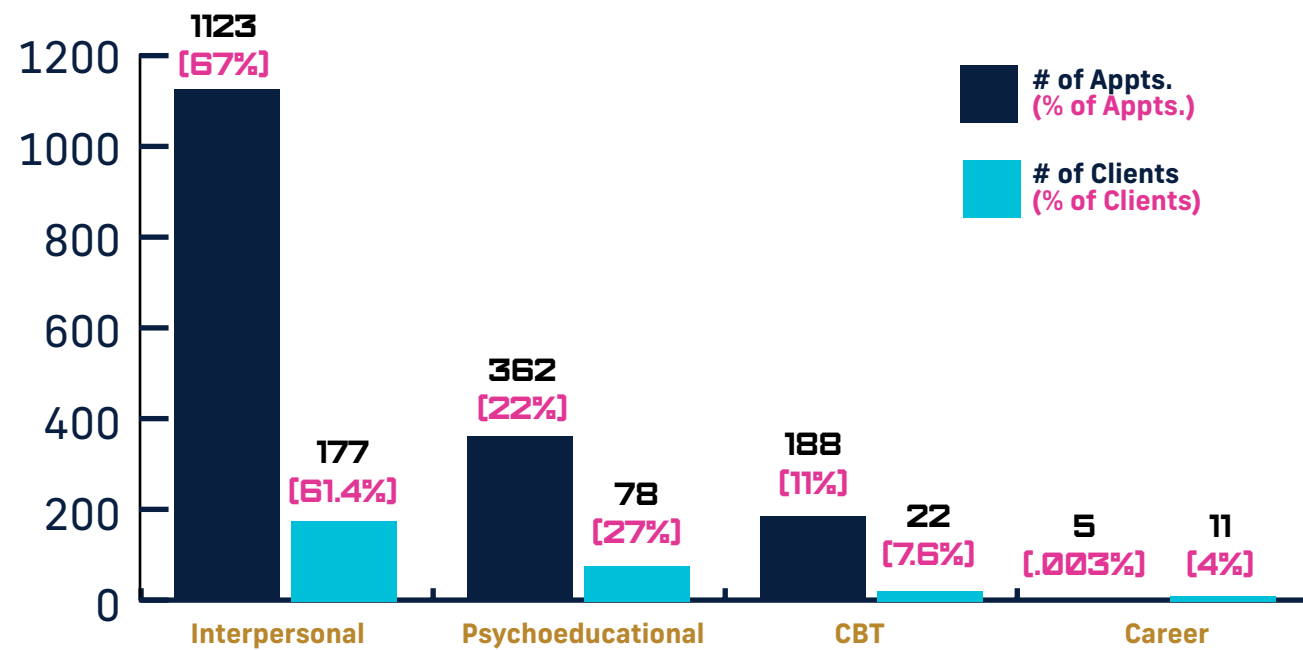
Biscayne Bay Campus
Wolfe University Center 320
Phone: 305-348-2277



Overview

We experienced our share of the Great Resignation in Fall 2021, losing about 40% of our staff. We responded by reducing non-student-facing activity (e.g., meetings) to a minimum to focus all of our remaining resources on directly serving students. We invested money in advertising our vacant positions to a diverse group of clinicians; and began looking for supplementary clinical support through a telehealth company (BetterMynd and TogetherAll), which started serving our students in mid-February 2022.

Therapy Groups

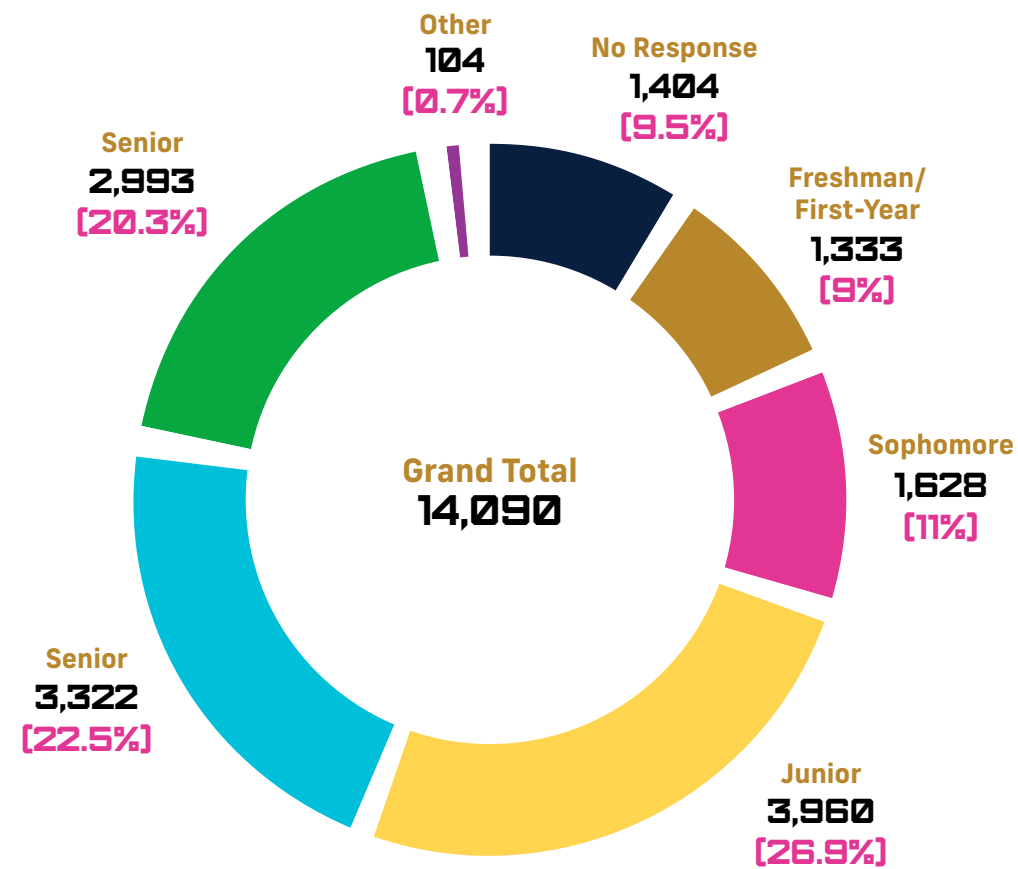


The group program observed a 7.5% increase of students engaged in interpersonal groups as compared to last fiscal year.

2021-2022 Achievements

- Admins completed anonymous feedback surveys to identify strengths and weaknesses from the perspective of their peers and enlisted the Director of the Office of Employee Assistance to help process the feedback and utilize the information to foster insights, increase collaboration, and develop a more unified team capable of driving the department towards its goals and objectives.
- VEP continues to provide counseling and advocacy services using best practices, including hiring highly skilled clinicians trained in Eye Movement Desensitization and Reprocessing (EMDR) and other trauma-focused treatment modalities, implementing phased treatment approaches for trauma survivors, and integrating neurobiology and somatic awareness in traditional therapy approaches with regular training, consultation, and supervision.
- Training Team (TT) completed Diversity, Equity, and Inclusion (DEI) self-assessment in Fall 2021 and DEI mid-year self-assessment in Spring 2022, and presented outcomes during all-staff meeting in Spring 2022, which are summarized below.
 - Concerns included:
 1. Hyper-focusing on certain and not other/all marginalized identities;
 2. Not making adequate time for DEI-related conversations;
 3. Black-identified TT members are responsible for multicultural-specific training.
 - Action Items included:
 1. TT members encouraged to open their culture shares; examine how we can ingrain a multicultural perspective when operationalizing leadership and professional identities;
 2. Communicate administrative items via written agenda and meeting minutes whenever possible, saving airtime during meetings;
 3. Encourage expression of barriers to DEI goals when they arise to create opportunities to examine and work through.
 - Facilitated four diversity seminars to CAPS staff aimed at promoting multicultural awareness/competence and social justice practices on individual and departmental levels.

Student Academic Status by Appointments (CAPS & VEP)



Digital Wellness Initiatives

755 Registered students in Therapy Assistance Online (TAO)

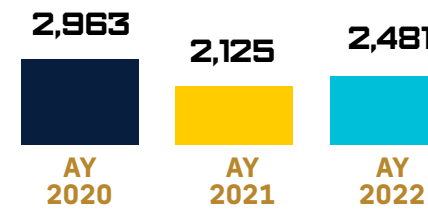
689 Successfully completed BetterMynd sessions

144 Member registrations on Togetherall

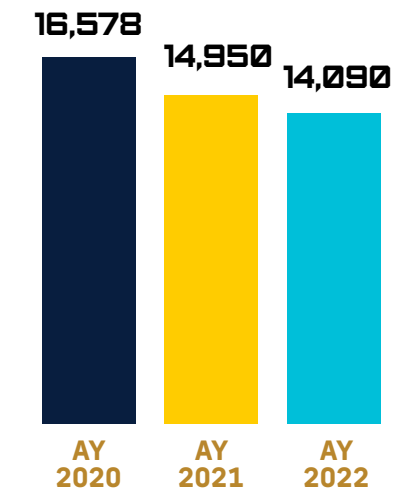
258 total logins and 56 total hours on site

CAPS Overview

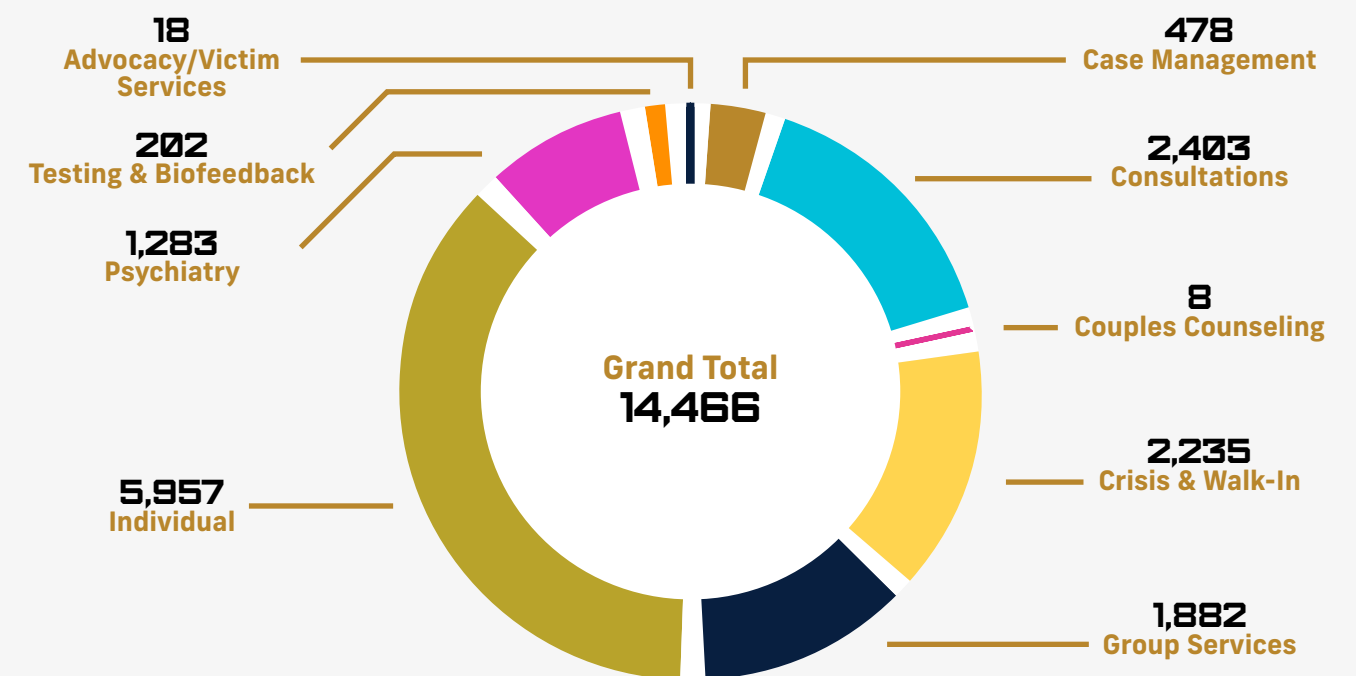
Number of Clients



Appointments



Attended Appointments

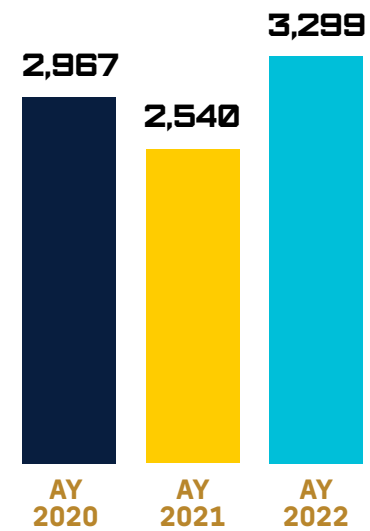


VEP Overview

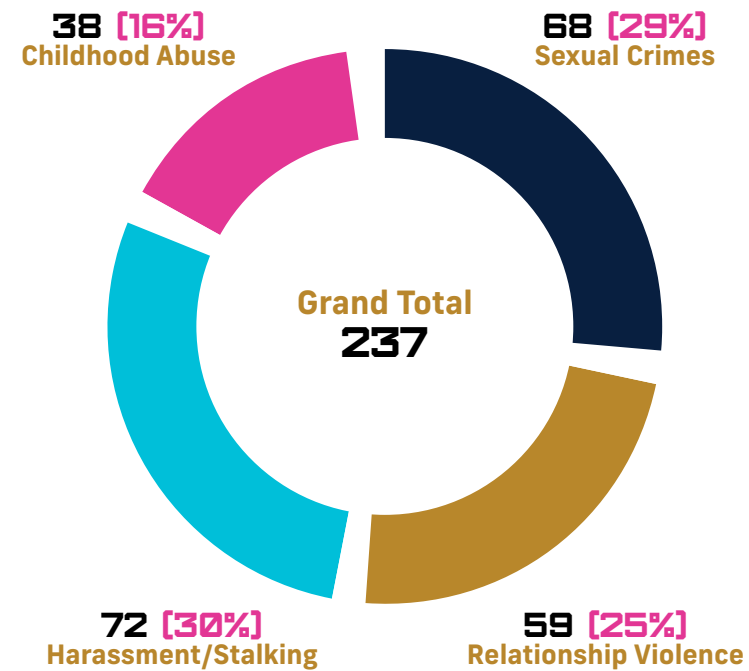
Number of Clients



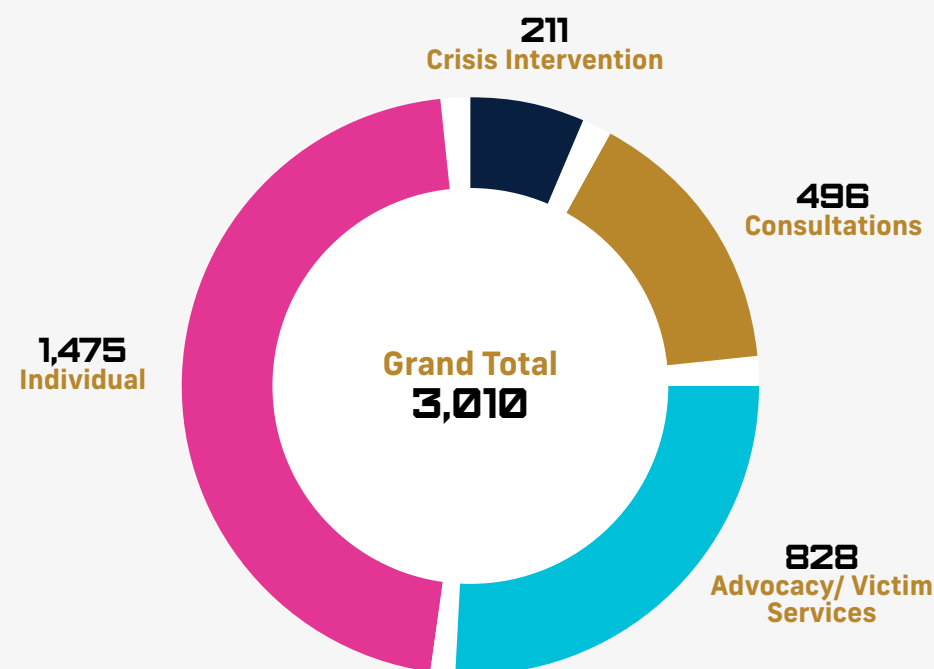
Appointments



Victimization Classification Summary



Attended Appointments



Goals for Next Year

Counseling & Psychological Services

- Increase online clinical content offerings for students wanting remote or hybrid services.
- Analyze and identify opportunities to update department roles to ensure sustainable effective and efficient provision of services.
- Review and redirect existing budget to enhance recruitment and retention of clinical staff.

Victim Empowerment Program

- Increase service delivery and clinical skills through advanced trauma-informed program training.
- Hire an additional clinician to meet student demand.
- Collaborate with RTC and CRCA in prevention and interventions training efforts.
- Develop SOP for C-SANE budget initiative with College of Nursing and other campus partners.



DEAN OF STUDENTS

The Dean of Students creates a culture of care for students, their families, faculty and staff by providing proactive education, consultation, resources, and response to distressed students or students in crisis.

Modesto A. Maidique Campus
Graham Center 211
Phone: 305-348-3396

Biscayne Bay Campus
Wolfe University Center 325
Phone: 305-919-5943



Overview

The Dean of Students team worked tirelessly throughout the 2021–2022 academic year to individually address the needs of nearly 1,000 students facing complex challenges or who were actively in crisis. The team facilitated many other interactions with students and colleagues beyond these cases. This work took place via the Panthers Care Initiative and other collaborative efforts between the Dean of Students team and every academic and administrative program at FIU. In last year’s annual report, we highlighted the team’s work amidst significant changes at FIU and beyond, which was tested and redefined again this year. Amidst our ever-evolving work and context, the Dean of Students team continues to adapt to the changing needs of our students and community.



2021-2022 Achievements

Prioritize ongoing views of case data, trends, and issues and develop outreach resources further:

- The team worked towards launching a fully online version of the *Panthers Care – Identifying Students in Distress and Crisis* training module.
 - Presentation content was updated and recorded
 - The FIU Develop module that will host the training content was created
- Ongoing data collection and analysis was conducted throughout the year to monitor the student referral trends and issues; related work that was formalized:
 - Early agreement termination of on-campus housing referral process
 - Continued collaboration on emergency financial aid cases
 - Formalized and continued collaboration on initial incoming referral assessments most focused on immediate referrals (pre-outreach) with CRCA, SCAI, FPP, and FIUPD

Panthers Care / Dean of Students Office Growth Plan

Utilizing extensive internal data tracked over the course of multiple academic years, along with extensive benchmarks and other data gathered from across the State University System of Florida, the strategic growth plan was the focus of continued discussion at the executive level and the following growth plan actions were implemented:

- Vacant Care Coordinator position was successfully advanced to Program Director position, more accurately reflecting the level of responsibility and nature of cases handled by this position.
- Administrative Coordinator was promoted to Senior Program Coordinator to reflect the team member’s contributions and years of experience more accurately.
- Additional Biscayne Bay Campus Office Coordinator now reports to the Dean of Students – this position will be responsible for serving as the point of contact for the Dean of Students Office and Panthers Care Initiative at BBC.
- Additional Care Coordinator position(s) (i.e., non-clinical case managers) under review at the close of AY 2021-2022.

Other AY22 Highlights and Achievements



Emergency Aid

The Dean of Students team worked closely with the Scholarships team and others in collaboration to connect students experiencing unforeseen financial hardship with emergency funding, relief funding, and alternative resources and support. In addition to the scholarships team distributing funds directly to students for this purpose, the DOS team worked individually with 189 of the most severe or complex resource insecurity cases.



Panthers Care Nationally

The Care Coordinator presented at the Global Community for Academic Advising (NACADA) Conference in October 2021:

- Workshop Title: Engaging Care Teams in Academic Advising
- Attendance: Over 100 colleagues nationally



Diversity, Equity, and Inclusion (DEI) at FIU

During 2021 – 2022, the Dean of Students served as an active member of the Data and Reporting sub-committee, the Event Response Team, and the BOG 10.005 implementation group spearheaded by the Diversity, Equity, and Inclusion team at FIU.



Ukrainian Conflict Response Task Force (UCRTF)

During 2021 – 2022, the Dean of Students served on the Ukrainian Conflict Response Task Force coordinated by the Provost and chaired by the Directors of Global Learning and International Student and Scholar Services.



Centralized Reporting Page Launch

As a result of 2020-2021 discussions across departments and divisions collecting reports and concerns about FIU matters regularly, and later directly tied to the goals of the DEI Data and Reporting sub-committee, on January 6, 2022 a proposal was submitted for university-wide executive-level consideration to centralize as many reporting options as possible with the goals of increasing ease and access to reporting options for all community members. The centralized reporting page, report.fiu.edu went live on February 2nd, 2022 and currently allows anyone to submit information regarding the following matters, with plans for further expansion in the future as needs and options deem appropriate:

- Title IX: Sexual Harassment or Misconduct
- Discrimination or Harassment
- Student of Concern
- Student Conduct or Academic Violations
- Silent Witness Report to Law Enforcement
- FIU Police Department Employee Misconduct
- Individual Freedom Act

Significant Trends /Statistics

941

Total Number of cases managed by DOS

271

Open cases (i.e. active)

670

Closed cases (i.e. resolved)

(During the AY 2022, as of June 30, 2022)

MENTAL HEALTH

was the most prevalent single issue, or primary issue, for why a student was referred to the Dean of Students Office during 2021–2022 (n=221) when adding all related referral types.

Mental health was followed by financial hardship (n=189), homelessness/housing insecurity (n=106), academic concerns/challenges (n=89), and medical events (n=75). When combined, these top 5 issues made up 72.3% of all cases (n=680), up from 38.1% in AY 2021.

Staff were again our largest referral source at

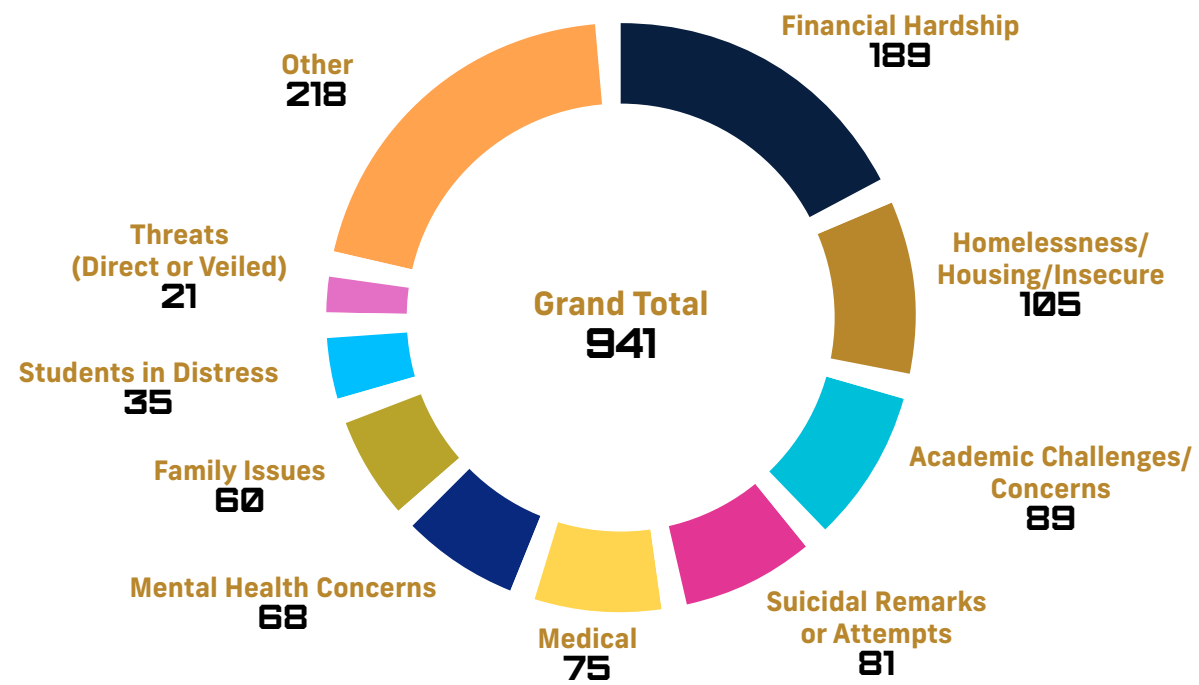
47%

Students again made up the second largest referral source at

22.4%

There was an increase in referrals from FIUPD (100, up from 75 in AY 2021) and a significant decrease in faculty referrals (93 in AY 2022, down from 160 in AY 2021).

All Cases with Action Taken (2021-2022)

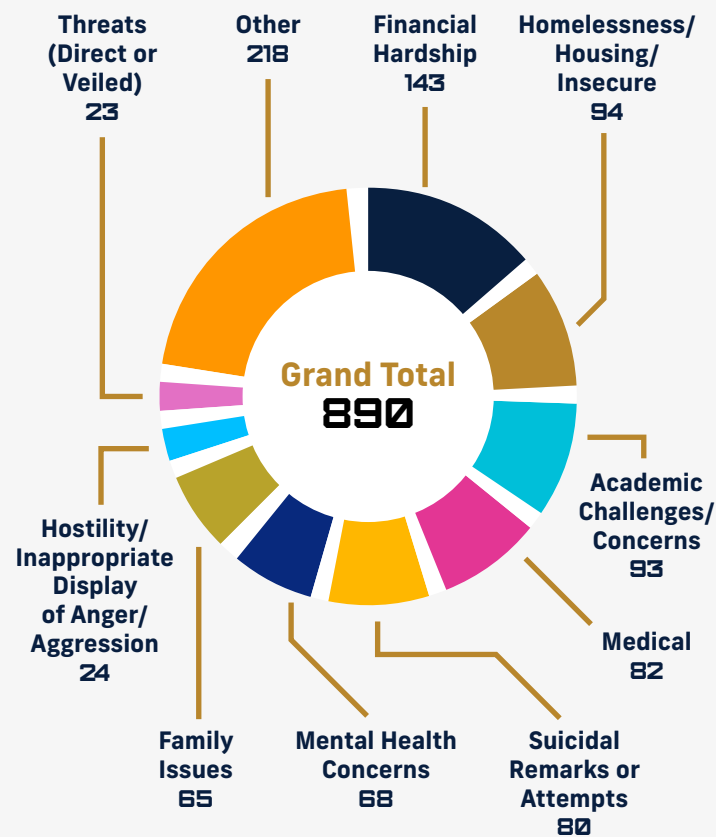


Goals for Next Year

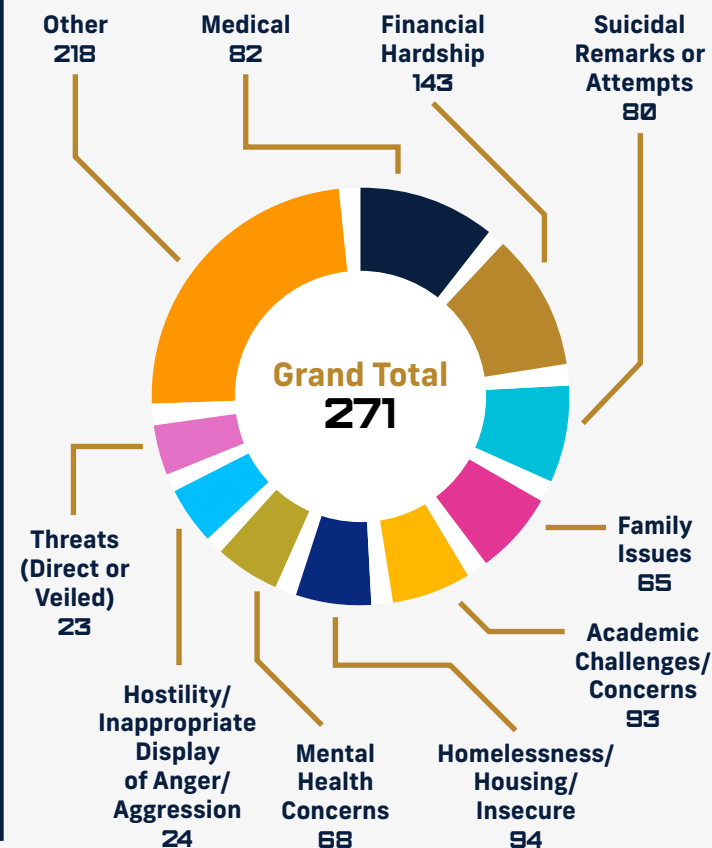
In an effort to continue to increase the quality and evolution of the Panthers Care Initiative and Dean of Students Office, the team will work towards the following during 2022–2023:

- Continue to prioritize staff training and development to ensure the highest levels of service to the FIU community, to align with non-clinical case management best practices, and to ensure the highest levels of integrity and compliance.
- Continue to prioritize data tracking to inform trends and related decision-making by the Dean of Students team and beyond.
- Continue to develop approaches to supporting the entire FIU community through the use of technology, formalized operating procedures, and other resources.
- Formalize communication flows and collaborative operating procedures between the Dean of Students team, Scholarships team, and Emergency Aid now that relief funding has expired – we are returning to pre-COVID protocols, which have evolved and been influenced by COVID relief funding procedures.

New Cases



Open Cases



HEALTH PROMOTION SERVICES

Health Promotion Services encompasses several areas of our unit including the Healthy Living Program, Health Compliance, and IT. Health Promotion Services offers a holistic and preventative approach to health by encouraging FIU students to engage in everyday healthy lifestyle practices!

Modesto A. Maidique Campus
Student Health Center
Phone: 305-348-4020



Health Promotion Services Achievements



Innovating Forward Seed Grant

HPS was awarded \$5,000 in seed funding from the Spiritual Mind Body Institute at Columbia University, Teachers College. The funding will support Zen Fest activities to be hosted September 2022.



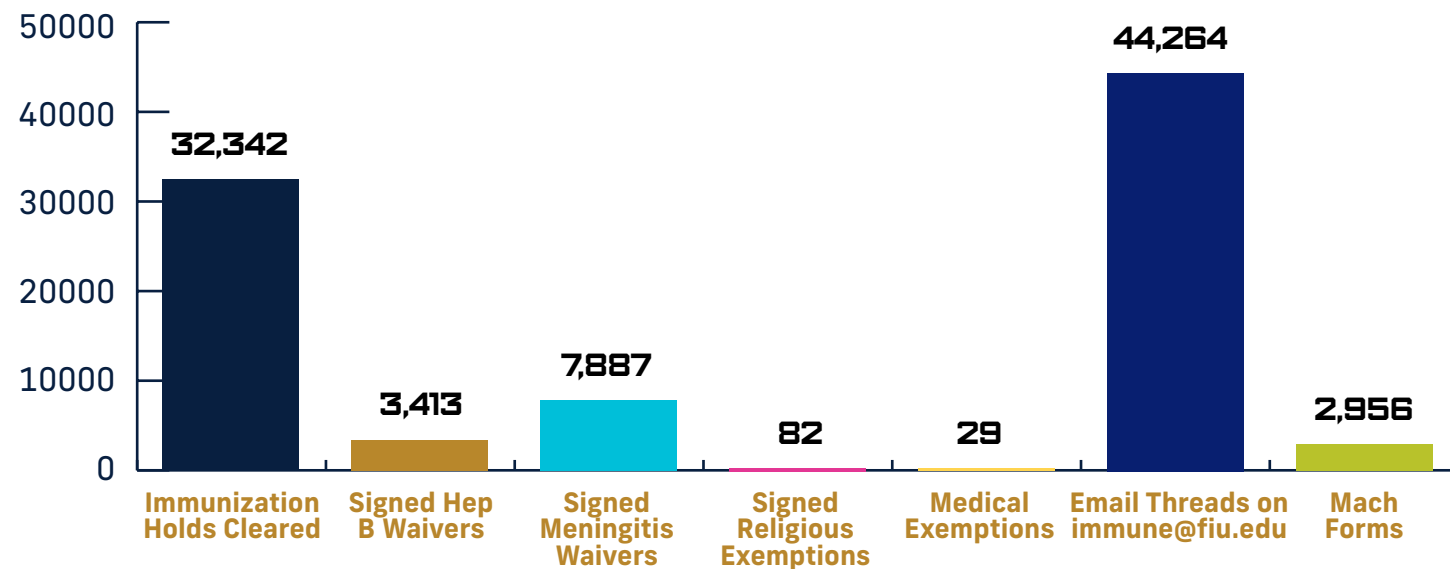
National College Health Assessment (NCHA)

HPS conducted the NCHA III in Spring 2022. Despite working closely with the Faculty Senate Health, Safety, and Welfare subcommittee, to present and promote the survey among the faculty, the response rate was 1%.

Health Compliance Overview

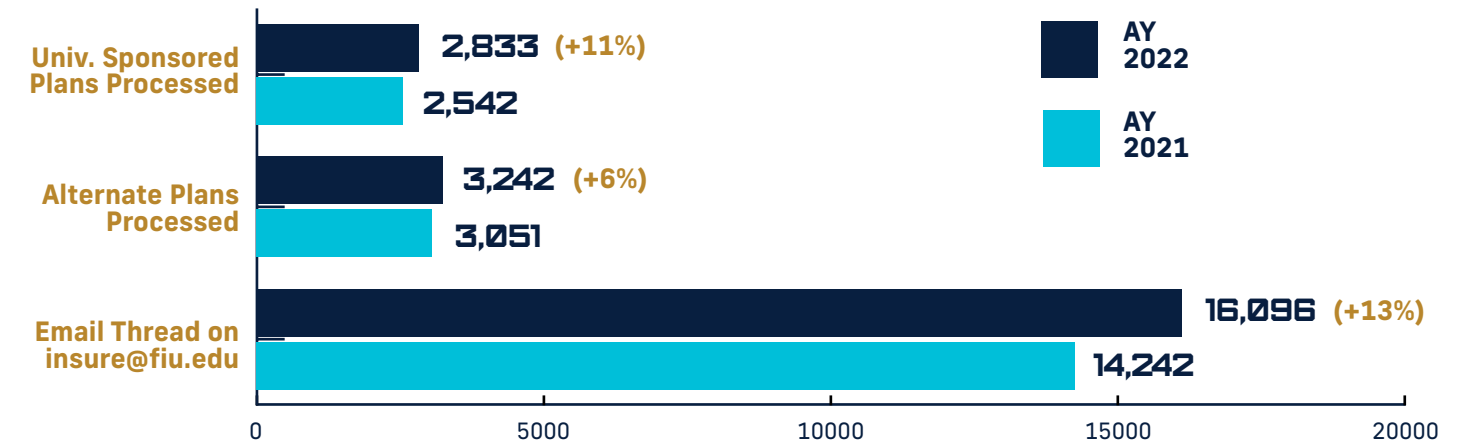
Health Compliance (HC) underwent radical changes during the academic year 2021-2022. Lessons learned from the pandemic provided new insights into the potential use of new technology to enhance operations and the overall service experience for students.

Holds and Waivers



Health Compliance implemented a webform in mid-November to obtain student consent to look for their records in the FL SHOTS state immunization database. During academic year 21-22, 2,956 students completed the consent form.

International Insurance Plans Processed



Achievements



Leveraged new technologies such as the implementation of the FL SHOTS consent forms and the utilization of the FL SHOTS interface in the PyraMED electronic medical record, to increase departmental efficiencies.



Worked with FIU Office of the Registrar to add a FL SHOTS look up consent option on the FIU application, allowing HC to begin the process of immunization hold removal semesters in advance.

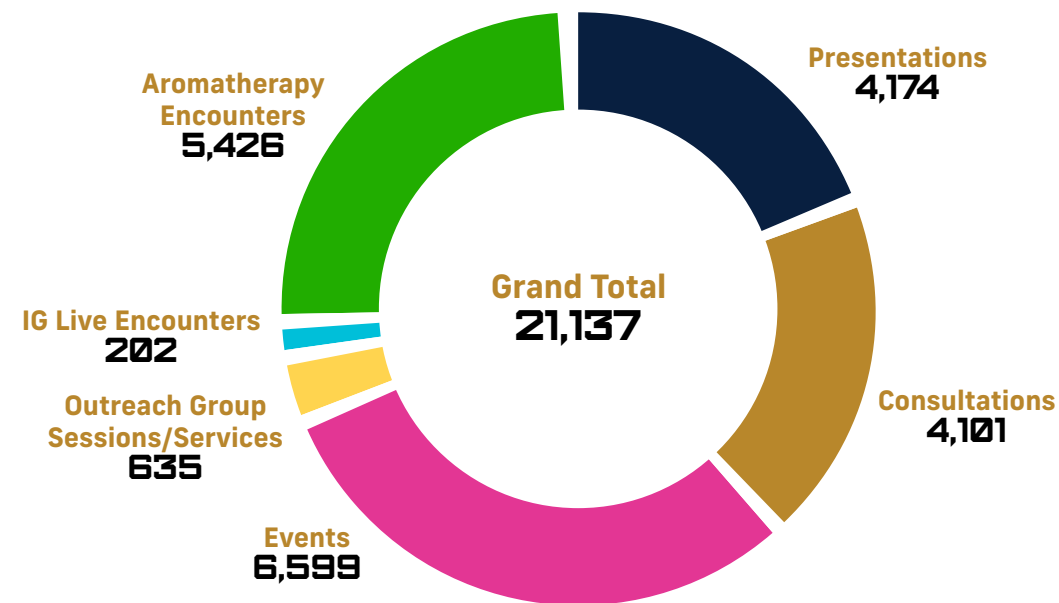


Conducted the Insurance Survey in November 2021. Those surveyed were students who are mandated to have insurance as a condition for enrollment: international students, medical students, and graduate assistants.

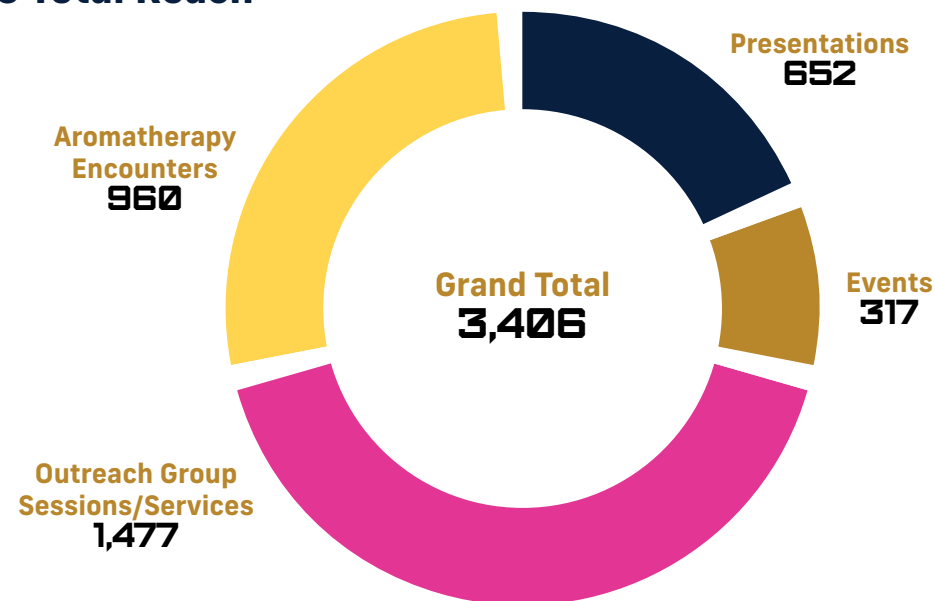
Healthy Living Program (HLP) Overview

The Healthy Living Program (HLP) resumed on-campus operations on August 23, 2021. To continue meeting COVID safety protocols, in-person services (massage therapy and acutonics/auricular acupuncture) remained in the SHC open hallways. Appointments were spaced out to allow additional time for disinfecting and to minimize the congregation of students accessing services at the same time. Health Education and Dietitian appointments were offered in-person and virtually during Spring 2022. In-person appointments were preferred by students over virtual appointments, with 82% of Dietitian and 56% of health education appointments occurring in-person. Consultations increased 54% at MMC this fiscal year primarily due to free massages (1,179).

MMC Total Reach



BBC Total Reach



Achievements



STI Testing

HLP began implementing free STI testing through Care Resource in the Spring. Tests include Chlamydia, Gonorrhea, HIV, and Hep C testing. 57 appointments occurred in the spring semester, compared to Fall 2021 with 54 total appointments. March and April 2022 had the highest active appointment rates with 14 and 29 respectively which is likely attributed to the inclusion of STI testing. There was a total of 155 testing appointments conducted this fiscal year.

Top Outreach Events



Fall 2021 Zen Fest

279 participants
(up from the FY 20-21 Fall/Spring combined total of 156 virtual participants)
(*'Zen Fest' promotes various mind/body practices and approaches to enhance student well-being.*)



Fall 2021 Let's Grow Through This

253 participants
(up from Fall 2020 virtual events that had only 21 participants)
(*'Let's Grow Through This' addresses resilience, acceptance, and how to make the most out of life lessons.*)



Fall 2021 Foodie Facts

191 participants
(*'Foodie Facts' sheds light on food insecurity, its effects on health, and tips for eating right on a budget.*)



Spring 2022 Finals SZN

278 participants
(*This event promotes a relaxing environment for students to decompress during finals.*)

Safer Sex
Materials Distributed

33,365

Aromatherapy
Products Distributed

13,324

Student Health & Wellness IT (SHWIT) Overview

SHWIT worked on diverse projects throughout the academic year. The Vaccine Incentive/Reward project took primary focus in the fall term. Additionally, SHWIT continued to work with the FIU Auxiliary lab, assisting with audits necessary for their accreditation.



Vaccine Incentive/Reward Project

SHWIT worked with Business Services and the Division of IT to set up the vaccination incentive program. The team developed the upload process for the vaccination cards in the student medical record. Several queries were developed as tracking mechanisms for the cards. Queries were continuously modified to capture the necessary information. SHWIT began processing vaccination cards on 8/25/2021. The Vaccine Incentive Project ended on 10/31/2021. The program was successful with 5,959 individuals submitting vaccination cards. Initial analysis shows over 1,691 individuals were eligible for the incentive.



Cybersecurity Tabletop

SHWIT worked with FIU IT Security and Cynergistek to prepare a cybersecurity tabletop exercise for departments that house patient health information (PHI). The first portion of the tabletop took place on June 28. A second session will occur in July to finalize the tabletop, followed by an executive meeting with FIU upper-level administrators in September to discuss the findings.



FIU Auxiliary Lab & COVID Testing site

SHWIT worked with the Student Clinics and the COVID Response Team to set up a new COVID testing site at SHC, which moved to the old Pharmacy area in late July 2021. SHWIT assisted the FIU Auxiliary lab with audits in preparation for their accreditation and closing the lab in May. Therefore, SHWIT worked with the Student Clinics to coordinate the closure of COVID testing through the FIU Auxiliary Lab. SHWIT and the clinic developed a transition plan to include the deactivation of various providers, the online scheduling options for FIU staff, and linking the new divisions with new Quest account numbers that will be covered by HERF funding.

Alcohol & Other Drugs (AOD) Program Overview

The AOD program met many challenges during its implementation during academic year 2021-2022. After many years working to establish a designated position to address AOD needs at FIU, SHW obtained funding for the position. However, recruitment efforts were challenging and required multiple postings. Using a \$35,000 grant from the Scaife Family Foundation to partially supplement the salary for the position, an AOD Coordinator was hired in January 2022.

Achievements



The AOD Survey

The first AOD survey was developed and administered in spring 2022. The survey ran for 6 weeks and had 400 responses. The data from the survey will help identify current AOD trends at FIU.



AOD Biennial Report

The AOD Task Force submitted the FY 2020 Biennial report in December 2021.



AOD Coordinator

Permanent funding for this position was under review at the close of AY 2021-2022.



Goals for Next Year

Health Compliance

- Health Compliance will work with the Panthersoft team to develop an automated messaging system. The system can send messages to students who are fully compliant with the immunization requirements.

Healthy Living Program

- HLP will resume in-office appointments, and paid appointments for massage and acupuncture services.
- HLP will implement the Innovating Forward seed grant funding to enhance the Zen Fest experience.

SHW IT

- SHWIT will continue working with the FIU IT Security Office and the third-party vendor Intruno on the implementation of the patient monitoring tool, as part of continued efforts to enhance cybersecurity for departments that house patient health information.

Alcohol & Other Drugs

- The AOD program will recruit and hire a new AOD Coordinator.
- The AOD program will work with SHW Marketing to develop and launch an AOD website, with both on-campus and off-campus resources.

STUDENT CONDUCT AND ACADEMIC INTEGRITY

Student Conduct and Academic Integrity (SCAI) promotes community, civility, respect, and accountability. SCAI educates our community members about the Student Conduct and Honor Code and the value of respecting others. Through the student conduct process, we hold students and student organizations accountable for their behavior in a fair and developmental manner while upholding the rights of the community.

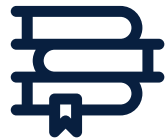
Modesto A. Maidique Campus
Graham Center 311
Phone: 305-348-3939



Overview

The best way to summarize academic year for the Office of Student Conduct and Academic Integrity (SCAI) would be to call it a year of adaptation—adaptation to another new Student Conduct and Honor Code (Code); adaptation to new processes and systems; adaptation to new colleagues; and, adaptation to the continued growth in cases.

Fundamentally, it is important to note that the workload of SCAI continues to increase. While it is a compliment that there is an increase of reporting (particularly by students) and that SCAI is invited to collaborate with campus partners, the work of the office has not paused or slowed its pace. While long and short-term solutions have been proposed for the upcoming academic year, implementing some of these changes will be key moving into and throughout AY 2023.



Adaptation to another new Student Conduct and Honor Code

Prompted by the introduction and passage of Florida House Bill 233, which amended sections 1001.03 and 1001.706 of the Florida Statutes, the Code was amended by the FIU Board of Trustees (BOT) on September 14, 2021, and went into effect on September 15, 2021. The introduction and passage of the bill was swift—five months between these two steps—and the implementation date was less than three months from passage.

While convening an emergency meeting of the BOT was not prudent over the summer—especially since the passed law required guidance from the Florida Board of Governors since certain passed provisions violated Federal law (notably FERPA)—SCAI did enact provisions of the law which were not of legal concern on July 1, 2022 in order to afford Respondents all rights intended by the law.



Adaptation to new processes and systems

As stated in last year's Annual Report, a "marquee and ongoing goal for SCAI has been to structure the processes and procedures of the office," and that goal had remained. Thus, as new processes and systems were implemented, particular care was taken to do so in a consistent manner—a factor important given the variety of cases submitted to SCAI and the multitude of case-handlers adjudicating the cases.



Adaptation to new colleagues

It is with profound appreciation that SCAI was not only approved to rehire vacant positions during AY 2022, but also that funding for the four temporary positions was again allocated to the office. While there were some training cycles that occurred (particularly in the fall), by the spring semester, the office was fully staffed. During that spring semester, not only were cases adjudicated more quickly (which positively impacted Respondents and those in the office), but a significant number of cases from the backlog were closed since more persons could also serve as hearing officers.

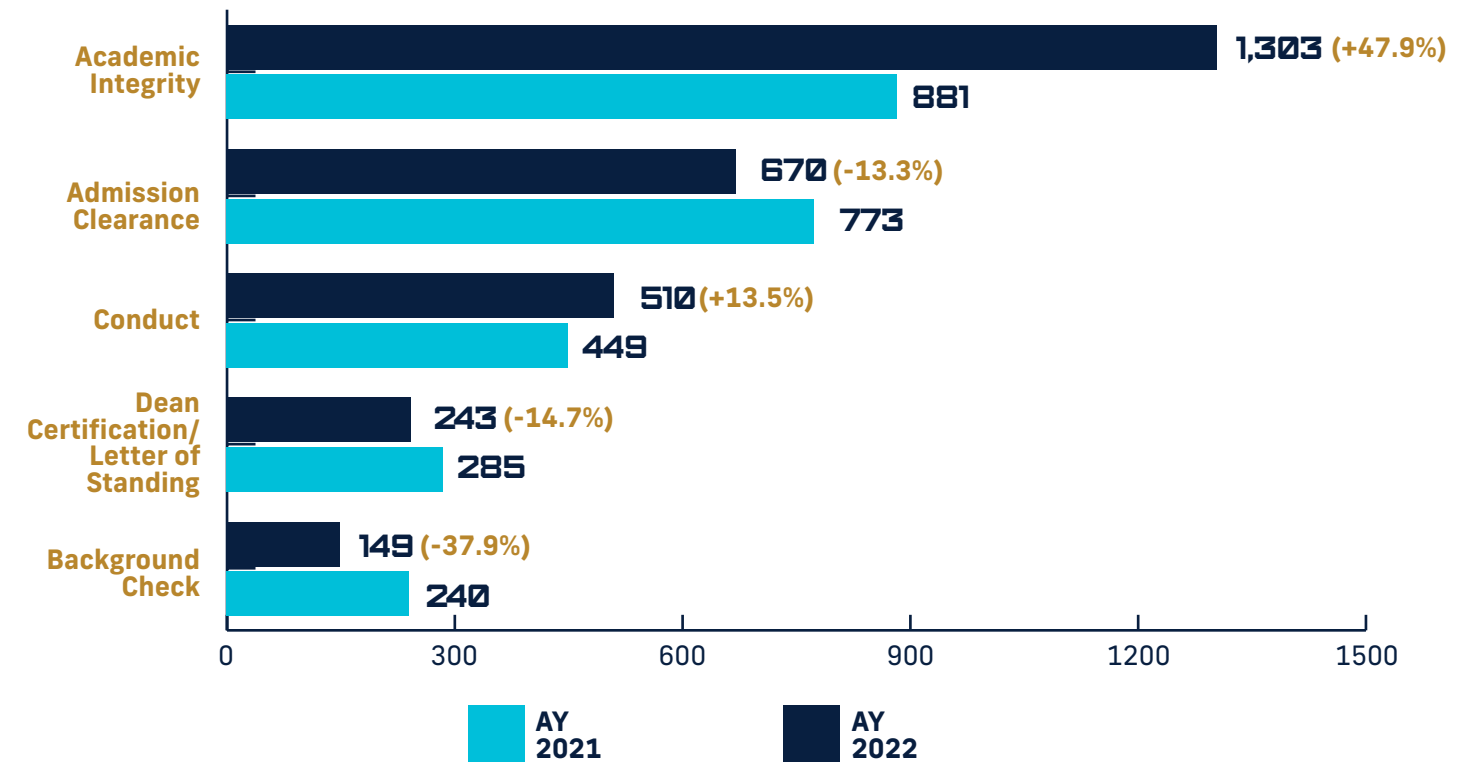


Adaptation to the continued growth in cases

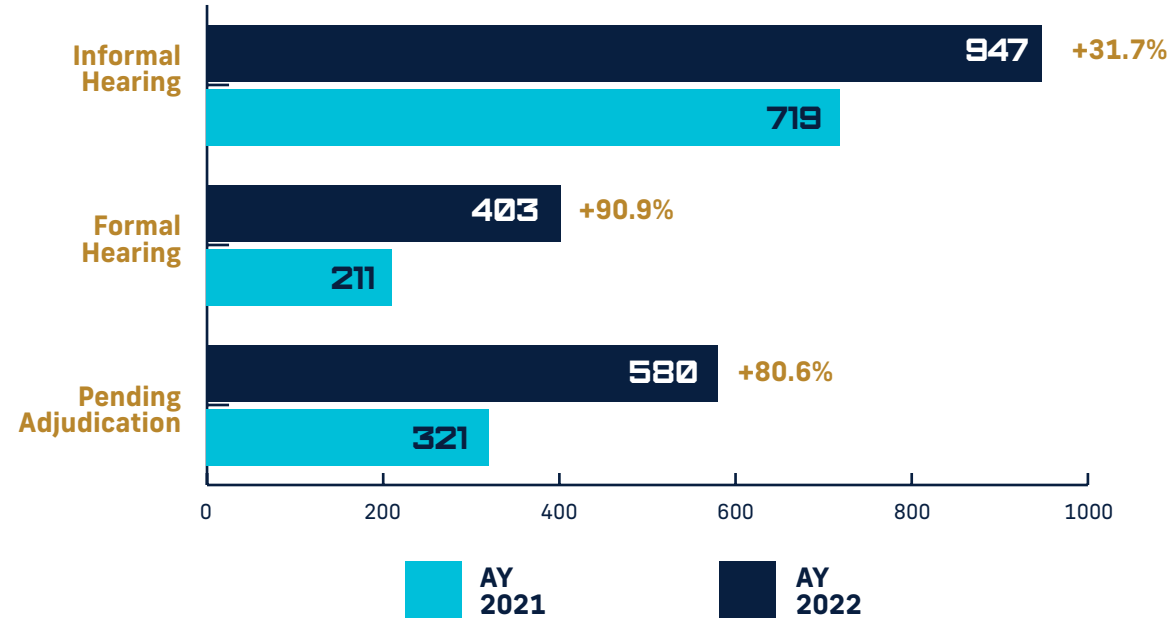
As the data demonstrate, SCAI's case load exponentially grew in AY 2022—a 47.9% increase of academic integrity cases and a 13.5% increase of behavioral cases.

Total Cases

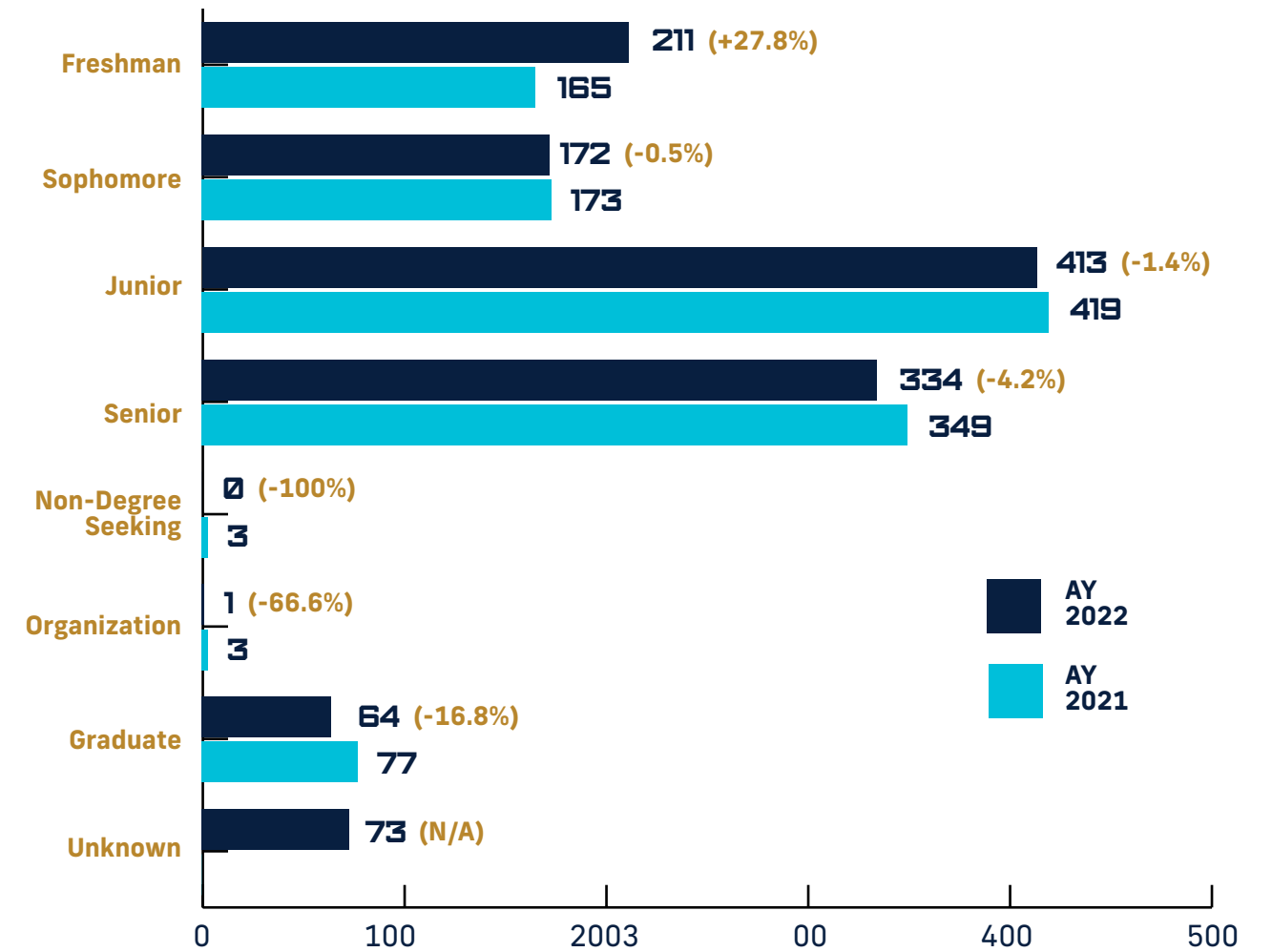
Number of Individuals by File IDs (Individuals or organization)



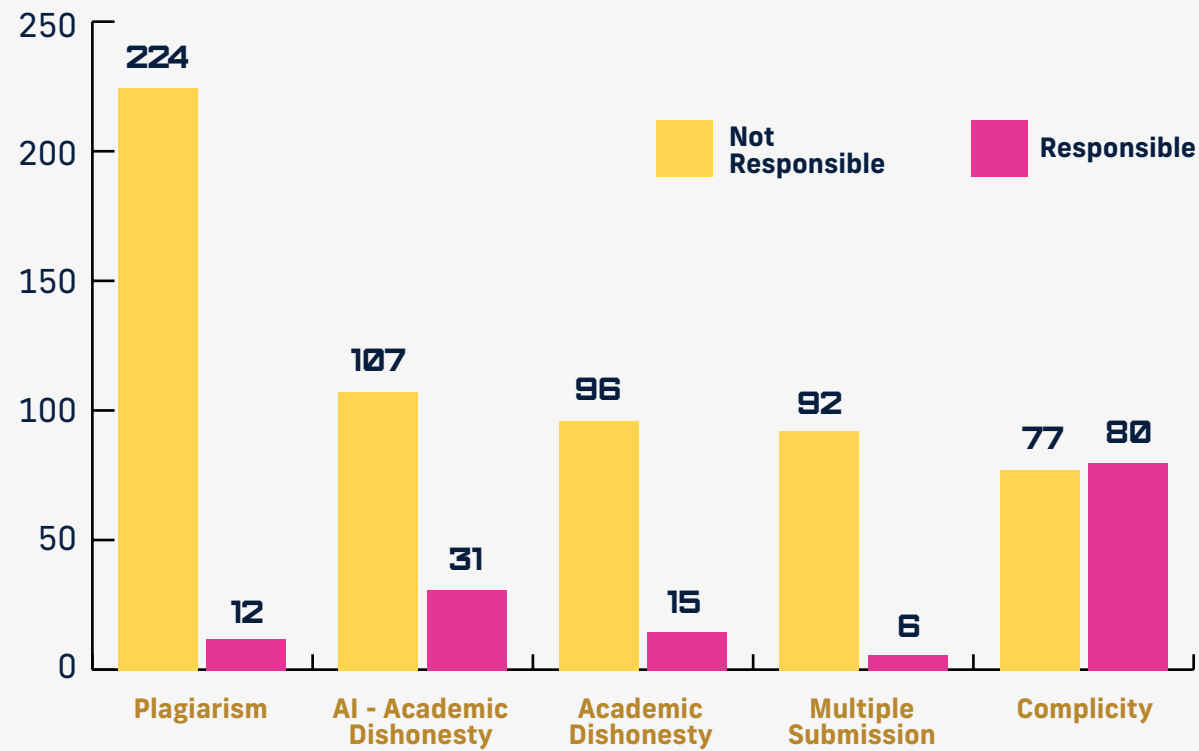
Total Resolution Methods



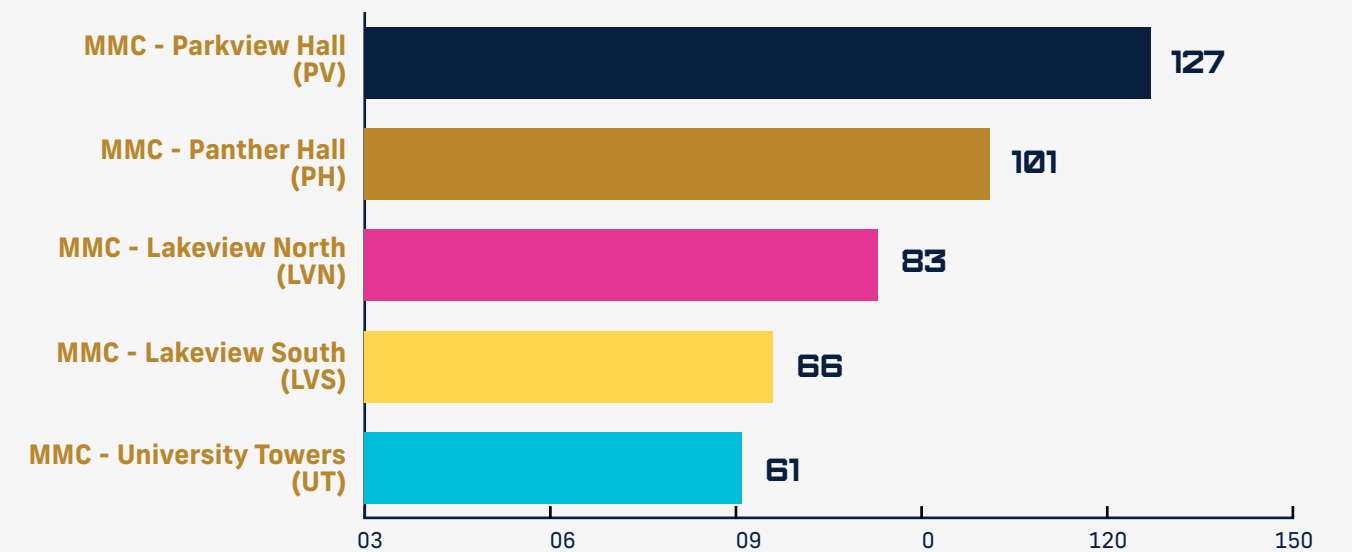
Respondent Classification



Top 5 Adjudication Findings for Academic Violations



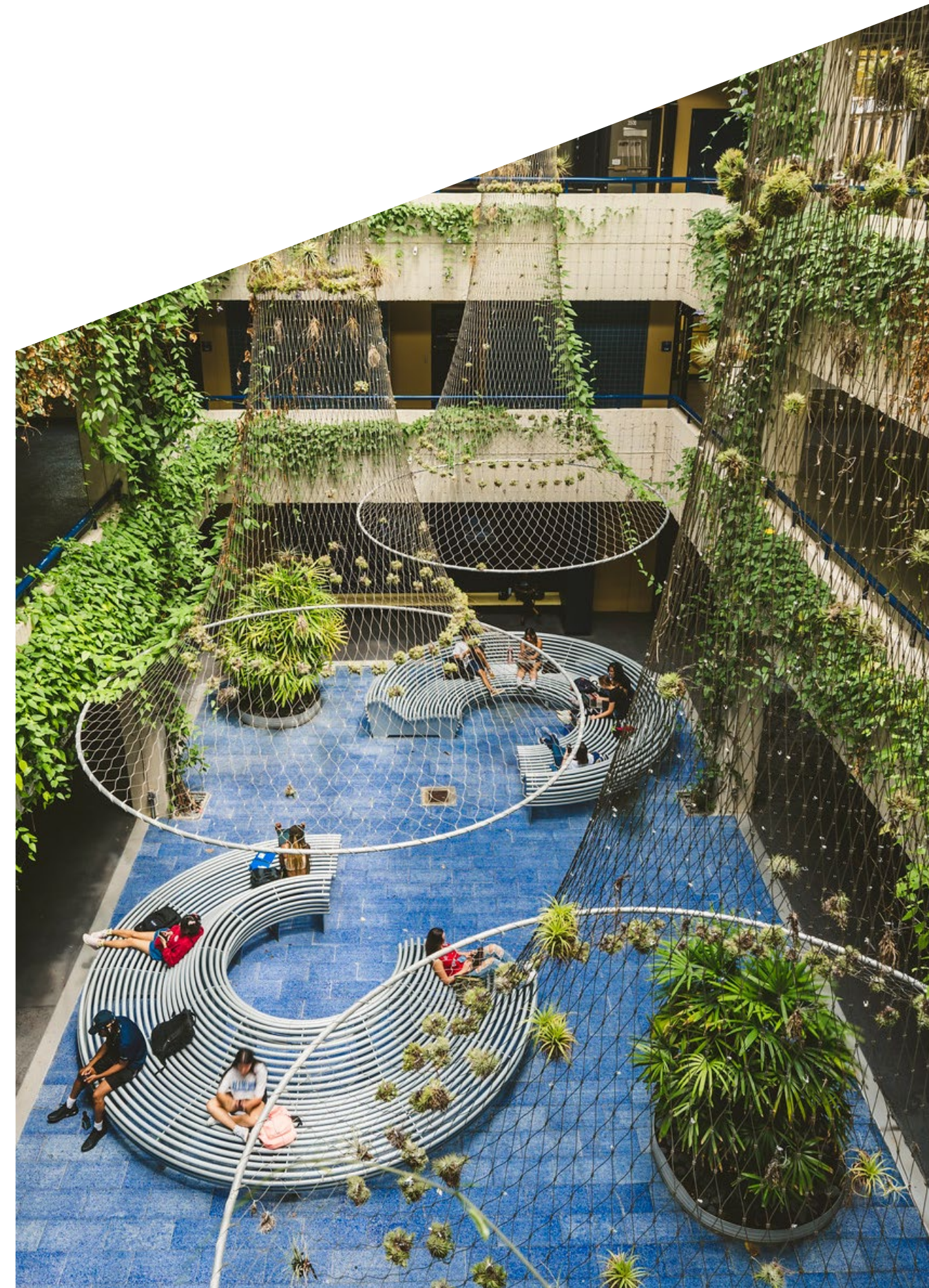
Top 5 Total Charges, Per Location



Goals for Next Year

Many of these future considerations and projects remain from last academic year. However, they remain valid.

- Address the backlog of current cases
- Continue to develop additional sanctioning for Respondents, collaborating with campus partners to do so, and specifically implementing the on-line AI course modeled after a course created by Michigan State University and developing a process to highlight and share submitted sanctions via a sanction waiver to promote peer-to-peer education
- Decrease the time from incident receipt to Final Agency Action for cases resolved via a Summary Resolution Agreement
- Transition from the current practice of specifically charging a violation to charging a violation category to ensure all Respondent rights are protected and investigations and adjudications are more accurate
- Work with the College of Law and other campus partners to create a pool of process advisors for Respondents
- Work with Housing & Residential Life (HRL), upon their increased staffing, to return to delegating low-level cases to HRL personnel
- Implement a letter by adjudication process.





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