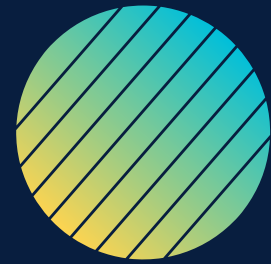
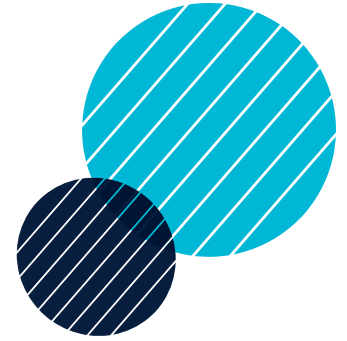


STUDENT HEALTH & WELLNESS
Annual Report

2024 / 2025







Index

2	Mission and Vision
3	Meet the Executive Team
4	Message From The Associate Vice President
6	Health Fee Organizational Chart
7	Health Fee Allocation
8	Counseling and Psychological Services
8	Victim Empowerment Program
18	Dean of Students
26	Health Promotion Services
38	Pawsitively Aware Program
44	Student Conduct and Academic Integrity
52	Student Health Clinics
60	SHW Marketing & Communications

Mission and Vision

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.



Meet the Executive Team



Dr. Brenezza (Breny) D. Garcia
Associate Vice President
Student Health & Wellness



Mariela Gabaroni
Director
Student Health Services & Wellbeing



Shantelle Gloria
Office Manager



Vanessa Gondar
Senior Director
Finance & Operations



Dr. Todd Lengnick
Director
Counseling & Psychological Services



Wendy X. Ordóñez
Assistant Director
Marketing & Communications



Camyl Robaina
Program Manager
Pawsitively Aware



Dr. Saara Schwartz
Medical Director
Student Health Clinics



Dr. Ronald Wabomnor
Dean of Students

Message From The Associate Vice President



“Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must vigorously act. There is no other route to success.”

- Pablo Picasso



My message in the fiscal year (FY) 2024 report focused a lot on planning, meaning FY 2025 was all about decision-making and implementation!

The SHW leadership team put in a lot of time and effort this year. Of the 21 goals made for FY 2025 in our strategic plan, we accomplished all but two (and those simply being delayed due to circumstances out of our control). A few examples include: maximizing our use of technology (e.g., being added to the AskIT ticketing system, expanding field usage on Maxient); evaluating the most impactful use of Health Fee funds and revenue streams (e.g., terminating our contract with Togetherall, reducing clinical hours at BBC, renewing our contract with BetterMynd, adjusting our fees-for-service model); addressing compliance issues and improving student confidentiality (e.g., utilizing Intruno for patient monitoring, updating cybersecurity protocols); among other things.

The year also brought several high-impact outreach initiatives: (1) In Spring 2025, we launched our fourth student Health Fee survey, which yielded close to 5,500 responses (2) We launched new and highly successful workshops hosted by CAPS (3) At our annual Out of the Darkness Walk in partnership the American Foundation for Suicide Prevention, we raised almost \$15,000.

However, the accomplishment I am most proud of was the recognition received by so many of the SHW team at the Division of Student Affairs' Appreciation & Recognition Awards. Our staff works tirelessly each day to provide our students with a supportive and caring environment, so it was very special for them to be recognized by their colleagues in this way. Congratulations once again to everyone on the SHW team who was nominated as well as our winners:



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

Health & Well-being Champion

Panthers Care Team
Ariel Fuentes (Nurse Practitioner, Student Health Clinics)

Innovation & Creativity

SHW Marketing Team

Outstanding New Student Affairs Employee

Gonzalo Rodriguez (Patient Access Representative, Student Health Clinics)

Outstanding Student Affairs Employee

Anaberly Chaviano (Office Manager, Health Compliance)

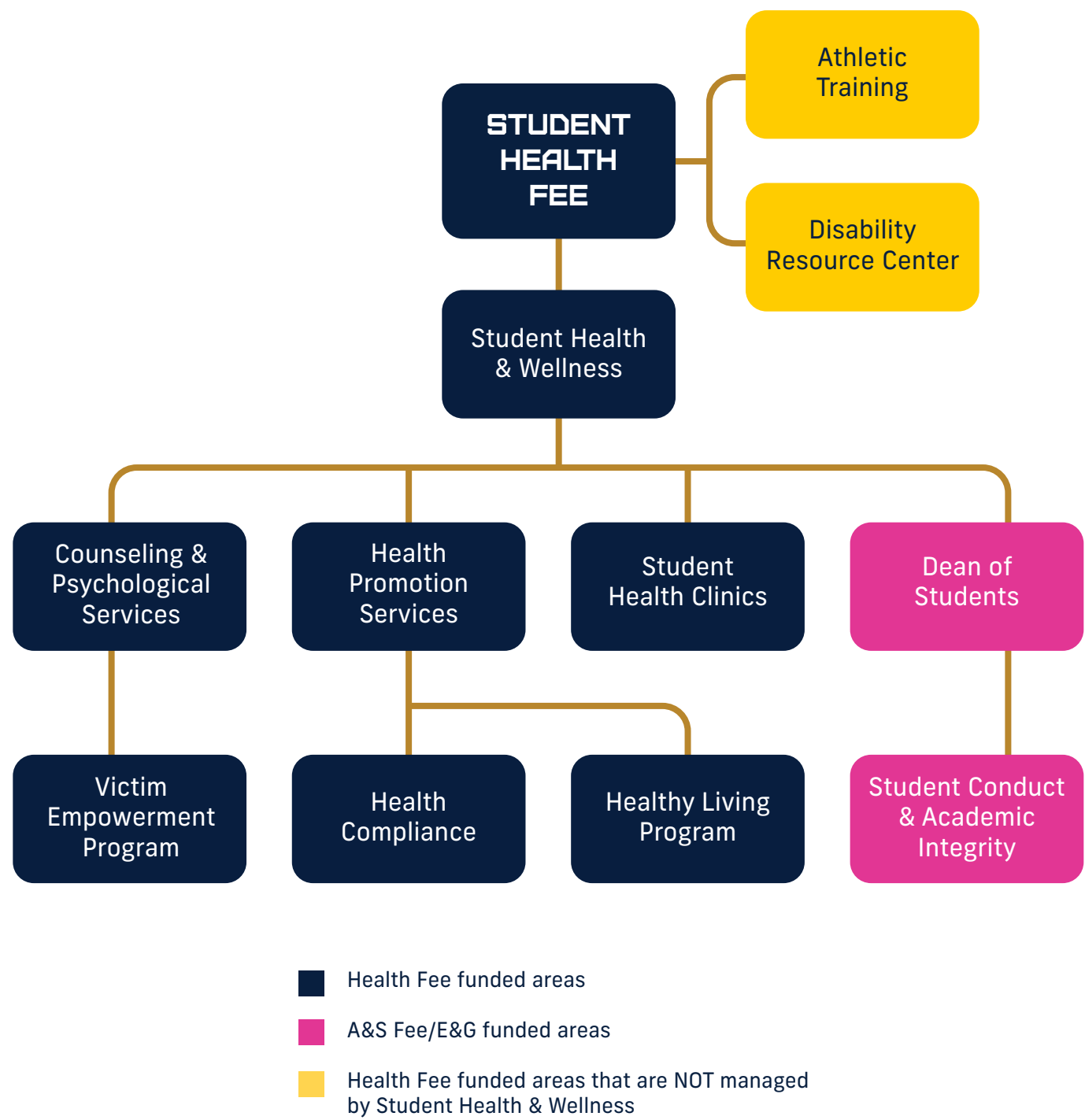
VP-MVP

Vanessa Gondar (Senior Director, Finance & Operations)

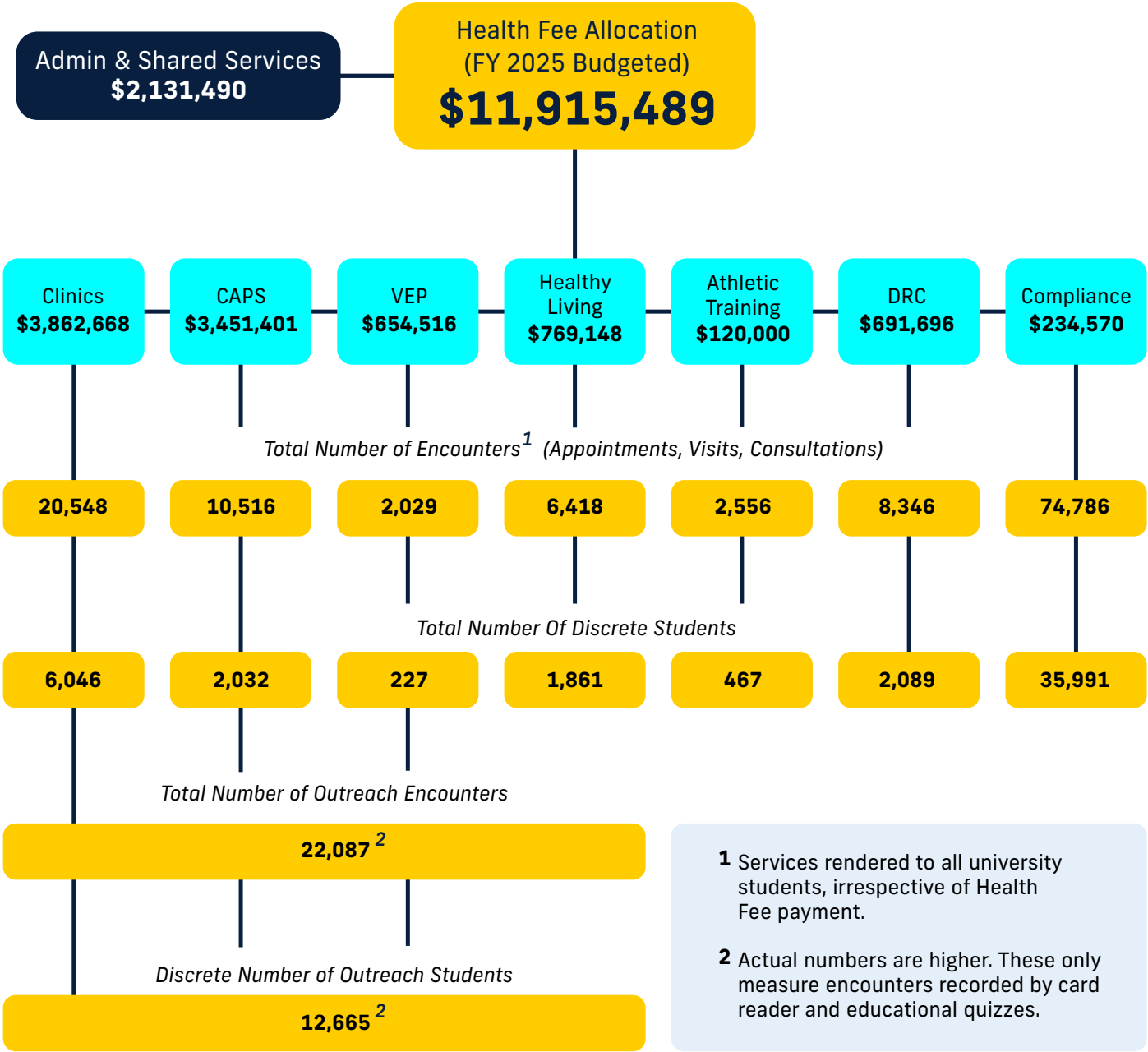


For this coming year, we hope to continue building on our tremendous partnerships and being more intentional with our communication strategies. For any reader that may have questions or feedback about this report, please contact us at shwad@fiu.edu.

Health Fee Organizational Chart



Health Fee Allocation



Data Source: Medical Records (Titanium by CAPS and VEP. PyraMED by AT, SHC, and 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 by threatened or actual violence. Clinicians who specialize in treating trauma, support the healing process of survivors of violence and provide 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

caps.fiu.edu

vep.fiu.edu



OVERVIEW

This past year brought both challenges and strategic adaptations for Counseling and Psychological Services (CAPS) and the Victim Empowerment Program (VEP). While CAPS saw a 7.7% decrease in unique students served compared to the previous year, the number of attended appointments increased by 1.5%. This growth in appointment utilization reflects intentional adjustments made during the spring semester, which successfully maximized the availability of our clinical resources. These efforts will remain a focus in the coming year.

CAPS utilization should be considered in tandem with our BetterMynd teletherapy partnership, as two CAPS clinical positions were reallocated to fund this service expansion. When combined, CAPS and BetterMynd data provide a fuller picture: Unique students served decreased by only 4.4%, while attended appointments increased by 3.2% over the previous year. This blended model reflects our commitment to diversifying service options and meeting students where they are—whether in person or online.

VEP experienced a 14.0% decline in unique students served and a 28.0% reduction in attended appointments. A significant factor in this decrease was staffing changes. Although part-time clinicians were brought in to provide coverage, a necessary ramp-up and training period limited their immediate availability.



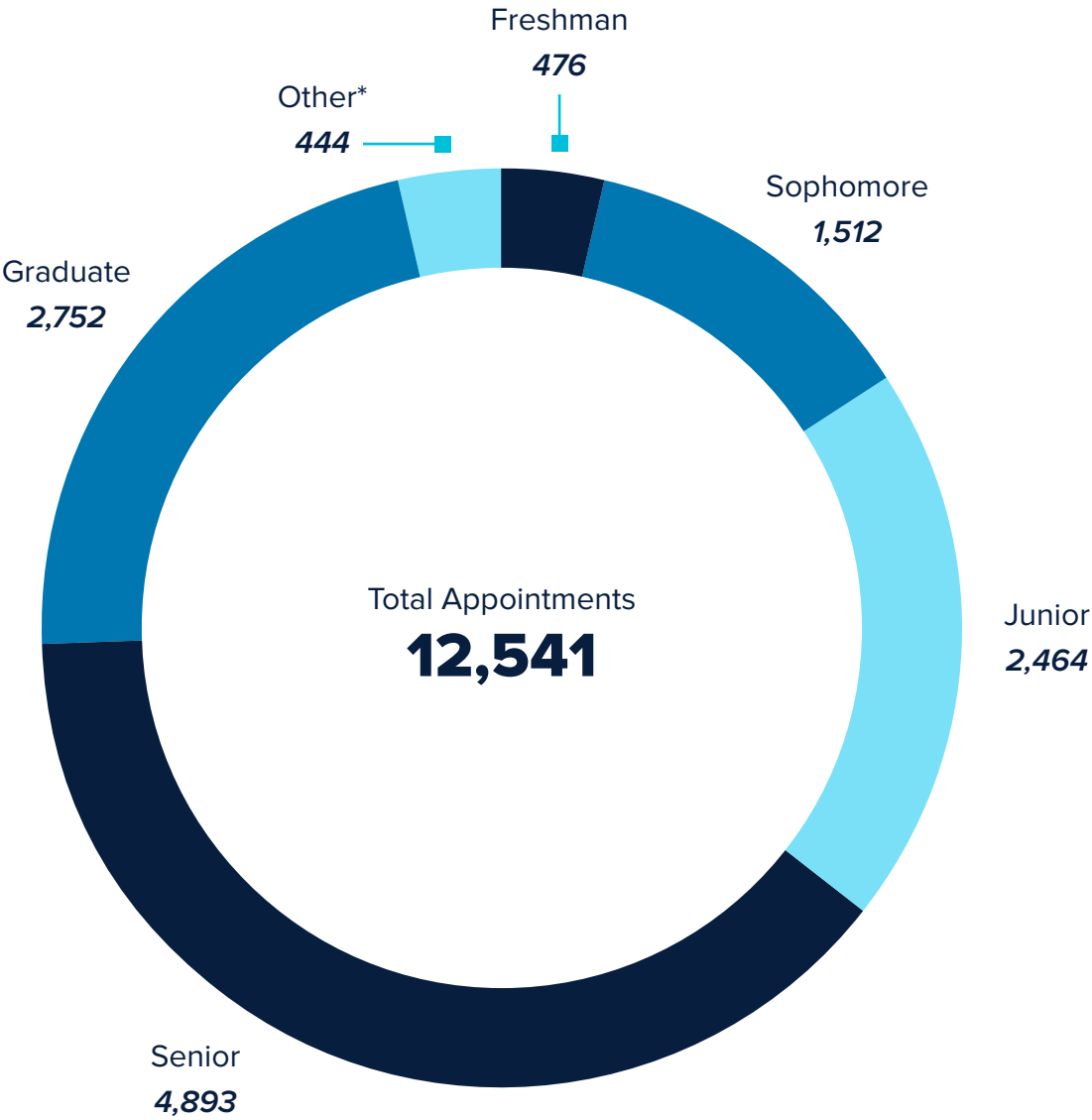
Achievements

- Made recommendations for and implemented changes to our Access Schedule in order to reduce wait times for students and increase utilization.
- CAPS Assistant Director co-developed and delivered an American Psychological Association Continuing Education Presentation at the 2025 Association for the Coordination of Counseling Center Clinical Services (ACCCCS) conference regarding counseling center drop-in services and crisis appointments.
 - Khaddouma, A., Stock, S. Fons-Scheyd, A., Barsky, T. Y Son, H. (2025, May). Is This a Crisis? Approaches to Managing Drop-in Appointments and Requests for Immediate Services in University Counseling Centers.
- Planned, organized, and prepared a panel of five CAPS clinician presenters to give an American Psychological Association (APA) - approved continuing education presentation for the Continuing Education Exchange Network (CEEN), a network of Florida University Counseling Centers (UCC) who put on free Continuing Education (CE) presentations for one another. Sixty-nine total clinicians attended virtually from across the state to hear the panel present: *UCC Group Therapist Panel: Groups Adapted for Today's College Students*.
- Provided 56 virtual workshops reaching 2,127 students.
- We translated the following workshops into Spanish for those students who feel they more deeply understand and better express themselves in Spanish: *We to Me, Imposter Syndrome, First/Second Gen Struggles*, and *Self-Compassion*.
- Created and implemented a Virtual Front Desk Kiosk for BBC to help address coverage challenges. Kiosk is functioning well and has been easy for BBC students to use to connect with our MMC front desk for services.
- Joined and participated in the Collegiate Life Alliance for Suicide Prevention (CLASP) meetings, which is a Florida organization the centralizes suicide prevention information and resources to educate and empower students, staff, and faculty.
- The 2024-2025 psychology training class provided direct clinical services to a total of 513 clients for a total of 2251 attended therapy appointments for a total of 2427 hours.
- Engaged in strategic planning with FIU departments and external agencies (e.g., Miami-Dade Sheriff's Office, Miami PD, and Community Action and Human Services) to expand service coverage and improve student support, including dependency overrides, improving after-hours services, and increasing student awareness of VEP services.
- Created Residential Assistant (RA) support groups aimed at providing space for RAs to seek support from one another and address job-related stressors to ultimately promote mental wellness.
- Coordinated with FIU's Veteran and Military Affairs (VMA) leadership to increase collaboration between CAPS and VMA to better serve military-affiliated students.
- Created a "Relaxation Room" for students that includes positive/supportive messages from staff, therapeutic lighting, self-care giveaways, and a therapeutic/padded rocking chair to provide high levels of comfort and provide self-soothing for students.



UTILIZATION

CAPS - VEP Student Demographics



**The “Other” category captures less-common appointment types like post-hospitalization follow ups, couples therapy, and testing/biofeedback.*

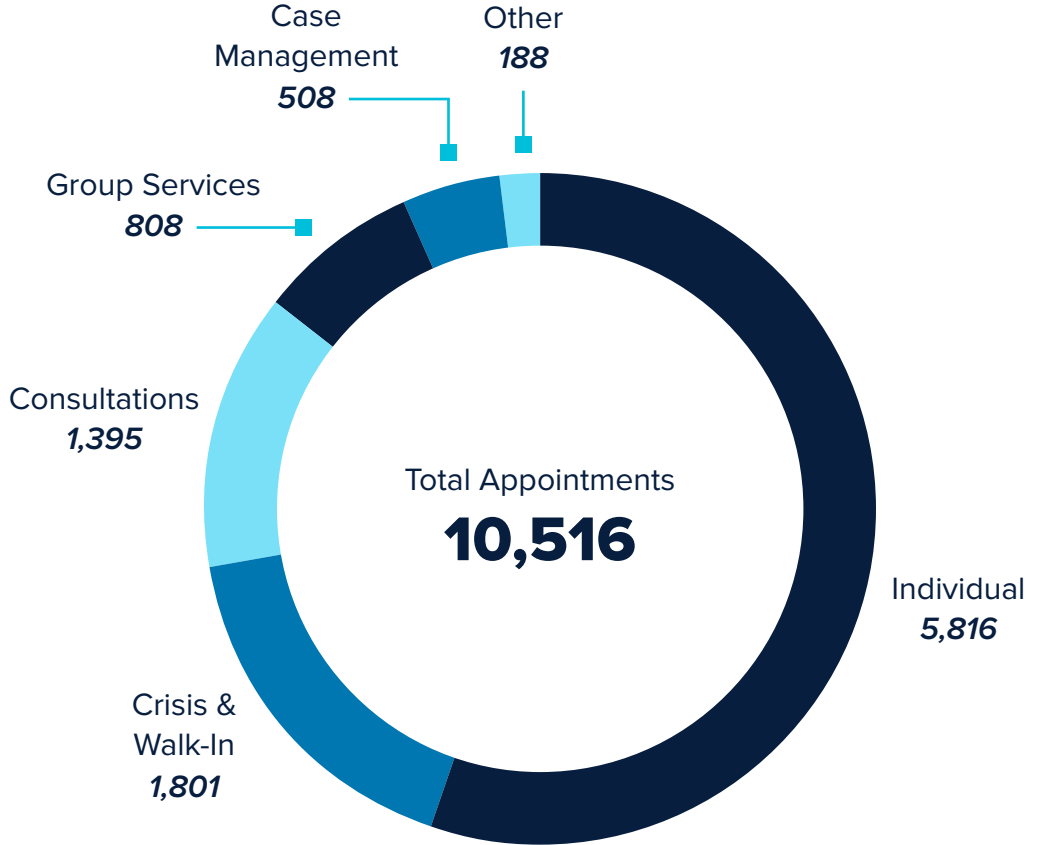
Appointments that include a CAPS Clinician and a VEP Clinician are only counted as one appointment in combined utilization charts, hence this total is slightly different than the noted totals for CAPS & VEP on page 7.

Despite the general decline in utilization across both departments when compared to last year, this is a consistent trend at the state and national levels. While there is no direct correlation, a few anecdotal rationales include: modality preferences; more students coming to college with a private therapist; more openness to share struggles with peers and families.

CAPS Utilization



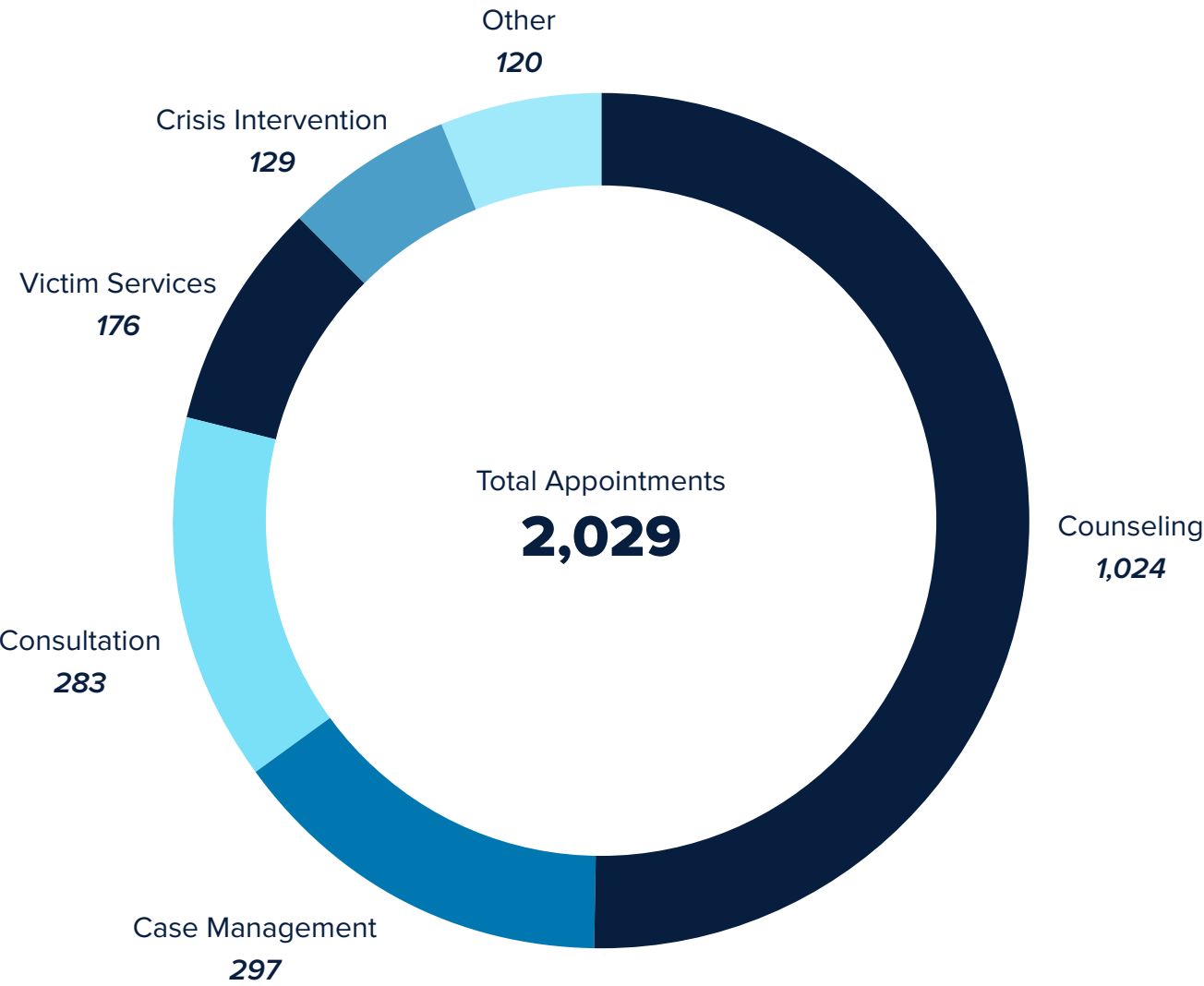
CAPS Appointments



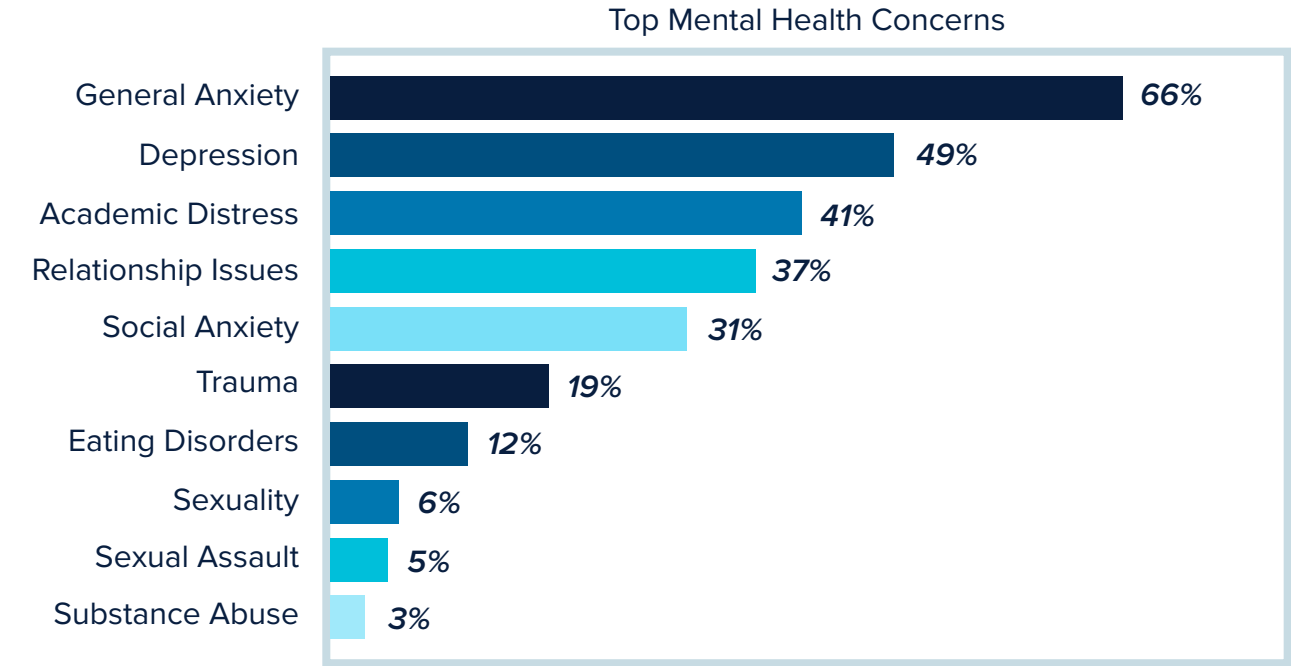
VEP Utilization



VEP Appointments

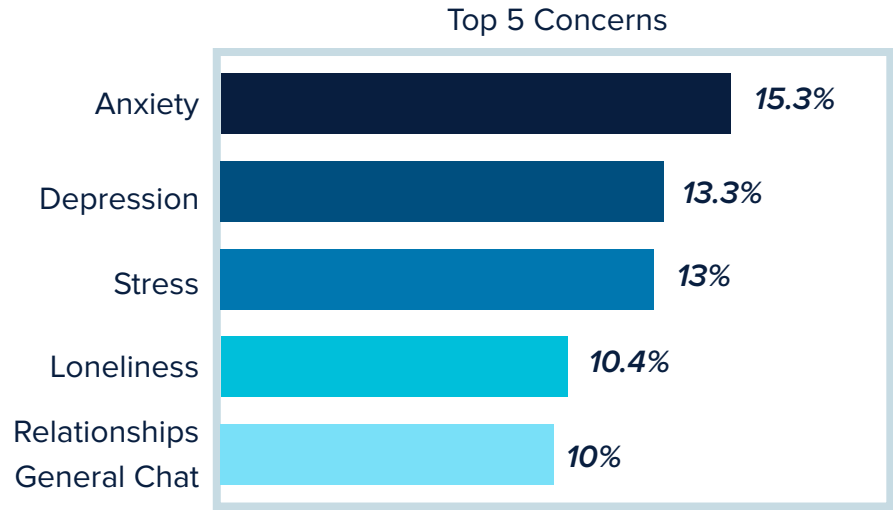


BetterMynd Utilization



A person can have multiple concerns so the total will be greater than 100%

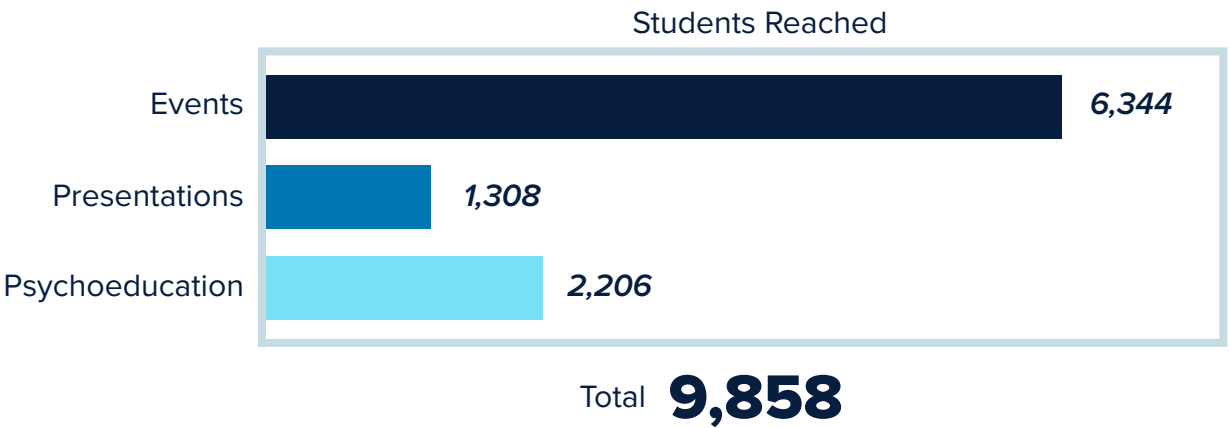
TogetherAll Utilization



Active Students
108

Note: This service was discontinued in December 2024.

Outreach



Events include activities like tabling and orientation sessions. Presentations include activities like trainings and classroom education. Psychoeducational Activities include workshops and drop-in group sessions.

Student Satisfaction

	Individual Therapy	Group Therapy	Victim Services	Short Survey
I am satisfied with my experience	92% <i>n = 147</i>	100% <i>n = 7</i>	96% <i>n = 23</i>	94% <i>n = 289</i>
I would recommend this service to other students	94% <i>n = 141</i>	100% <i>n = 6</i>	96% <i>n = 23</i>	N/A

GOALS FOR NEXT YEAR

Determine ways in which Artificial Intelligence can interface with mental health recordkeeping and make recommendations for the Quality Assurance and Advisory Committees.

Develop and implement new plan for a file review that administrative supervisors of licensed clinicians can engage in regularly to more effectively monitor their direct reports' recordkeeping.

Increase collaboration with the FIU Police Department (PD) Resource Outreach and Response (ROAR) team and create a procedure that will allow a smoother connection/interface with CAPS/VEP services and student supports.

Analyze attendance trends and scheduling variables to determine how these factors interact; develop schedules in ways that maximize attendance and reach more students.

VEP Clinicians will create a new VEP workshop that is trauma informed in order to support students who have experienced interpersonal violence.

Continue collaboration with SHW marketing to highlight group therapy options at CAPS through social media outlets and reach out to various student-centered departments (e.g., Centers for Student Engagement).

Dean of Students

The Dean of Students office identifies and addresses student concerns and crises. Some students will face obstacles along the path toward their academic goals, such as personal distress, anxiety, depression, family emergencies, health issues and more. There are excellent support services on campus to assist students with the purpose of getting them back on track toward their goals. Through the Panthers Care initiative, the Dean of Students office can assist students one-on-one by identifying the appropriate campus resources to best help them.

Modesto A. Maidique Campus

Graham Center 211

Phone: 305-348-3396

Biscayne Bay Campus

Wolfe University Center 220

Phone: 305-919-5943

dos.fiu.edu

wheredoigo.fiu.edu

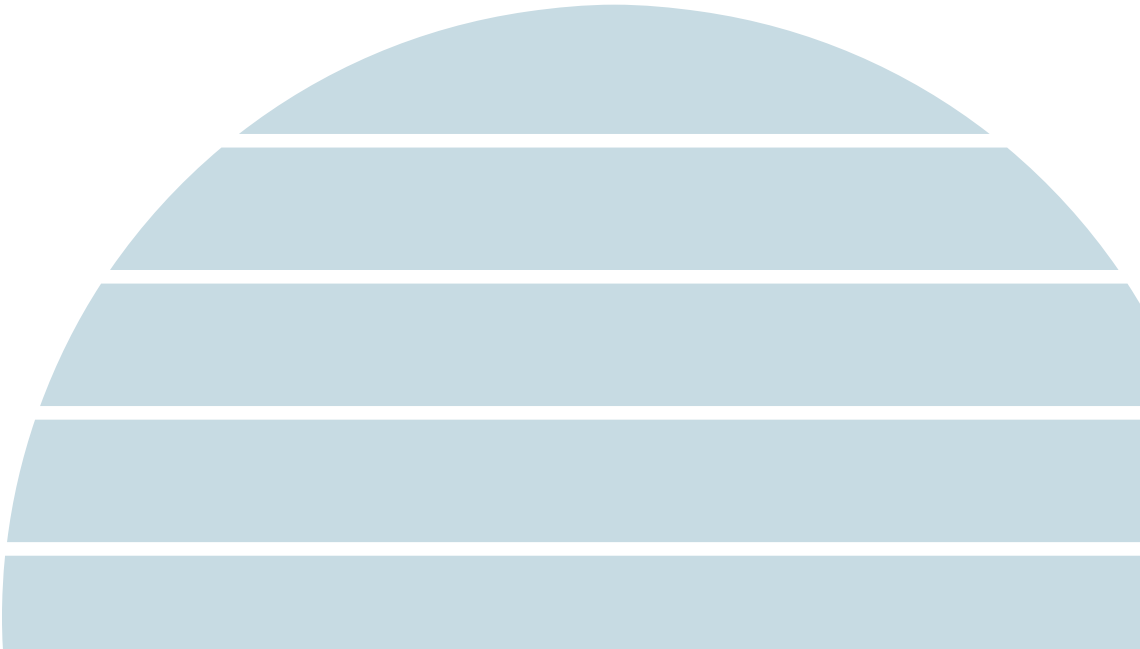


OVERVIEW

The Panthers Care team in the Dean of Students office had a successful year as they managed a 15% increase in cases compared to FY 2024 and a 33% increase compared to FY 2023. Specifically, in FY 2025 there were 1,402 new cases opened vs 1,223 in FY 2024. There were approximately 19 cases open at the start of FY 2026, which is a 42% decrease that highlights the intentional efforts of the office to address carry-over cases. The Panthers Care team continues to expand its reach to support not only students who are distressed or in crisis but also provide guidance to staff and faculty to navigate students of concern.

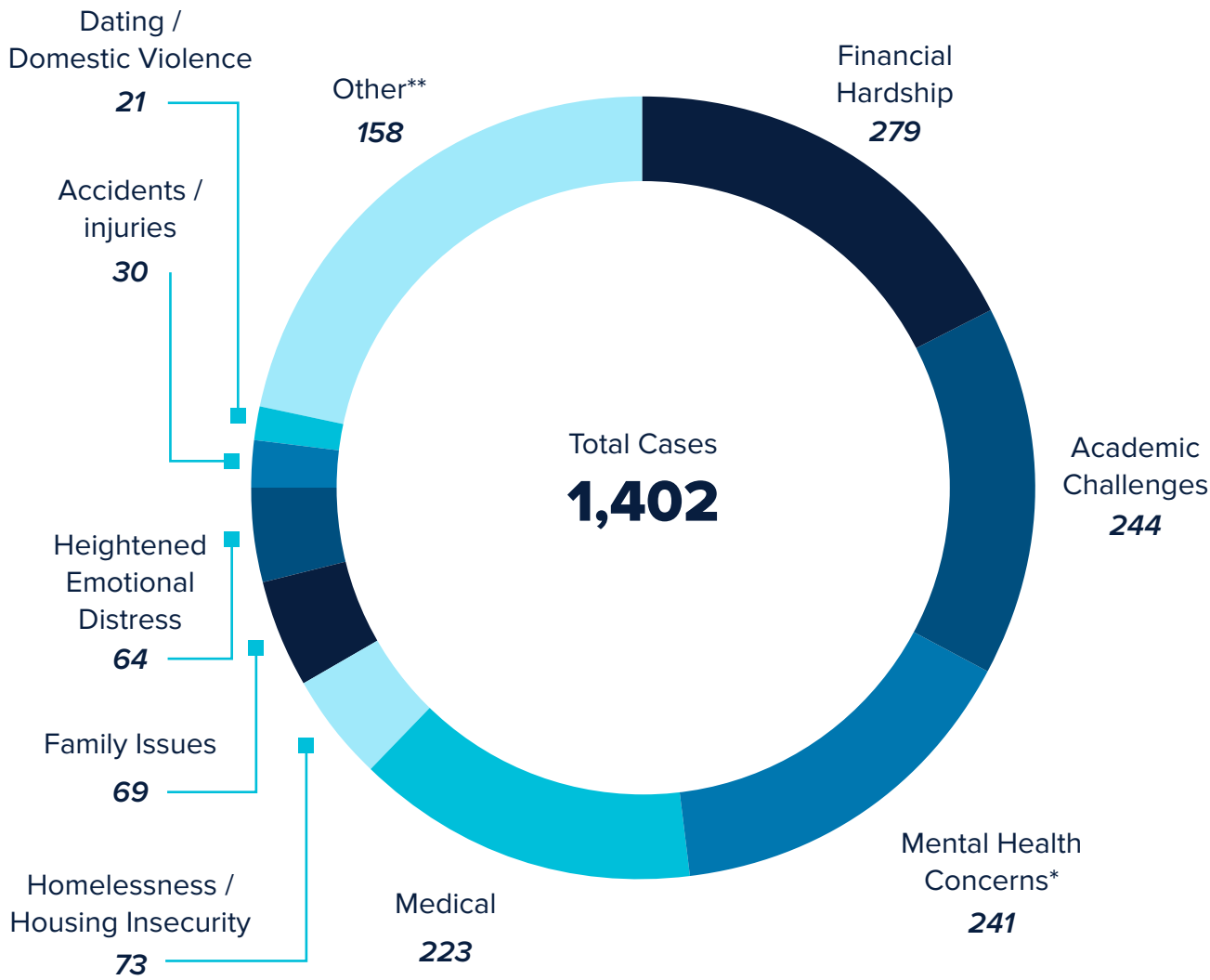
Achievements

- Secured \$133,558 in external funding for students in financial hardship via campus partners and colleges. An additional \$11,560 in funding support was provided through the Panthers Care team.
 - Upgraded Panthers Care Resource Navigator to SaaS platform allowing for improved analytics.
 - Completed assessment of Behavioral Intervention Team and implemented changes for FY 2026.
 - Transitioned Student Death Protocol from Ombuds office to DOS office.
- Updated manuals, protocols, and marketing materials to improve information across our constituent groups and align operations with best practices.
 - There was a 200% increase in outreach efforts (33 for FY 2025 vs 11 for FY 2024) due to more departmental presentations and additional presence at new student orientation.



UTILIZATION

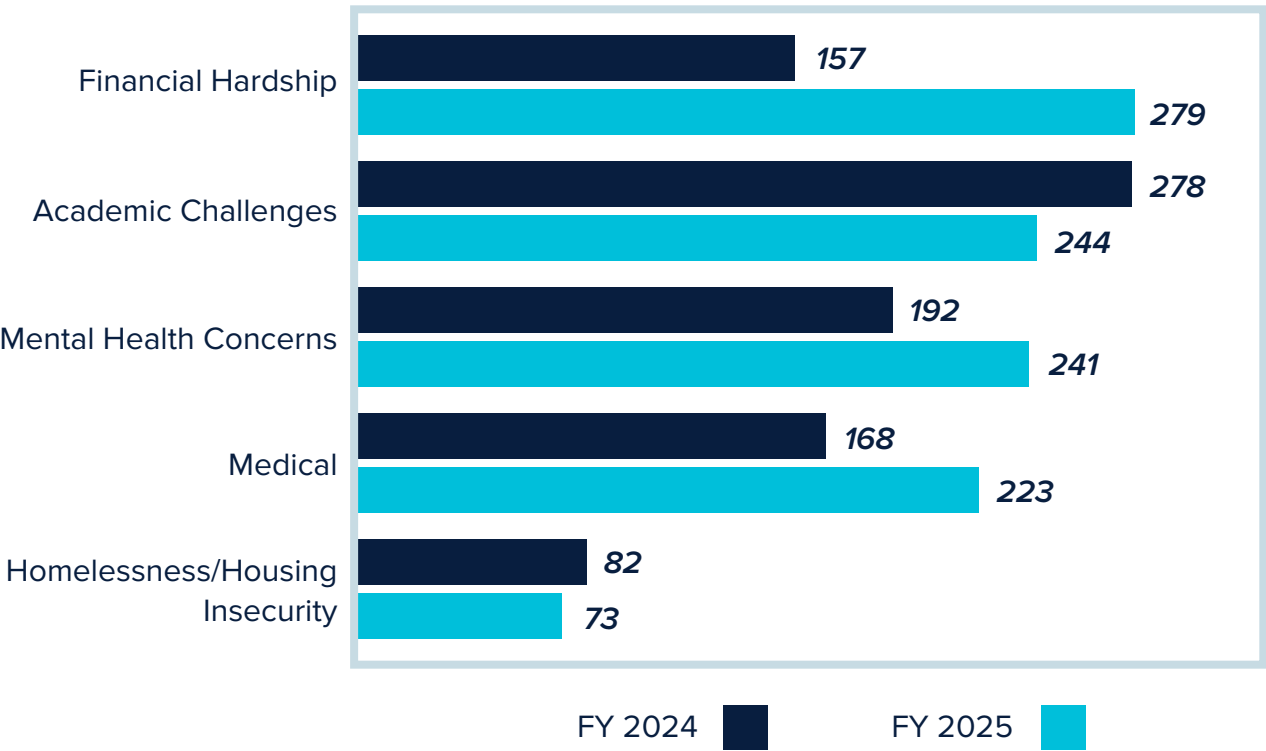
Case Totals - New Cases



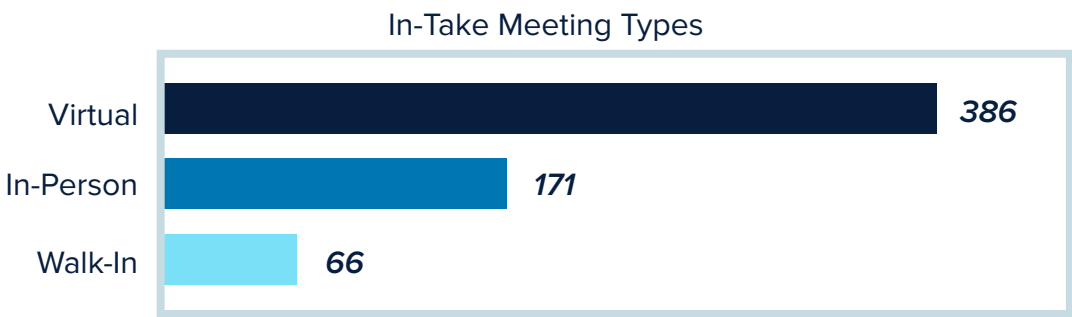
* “Mental Health Concerns” is a broad category that includes multiple reporting tags (e.g., self-harm, concerning speech). We aggregated these categories to provide a more accurate representation of the primary concern addressed in our cases.

** The “Other” category captures reports with a low number of total cases (20 or less) with a specific tag as the student’s primary concern. Examples include: food insecurity, roommate conflicts, student deaths, among others.

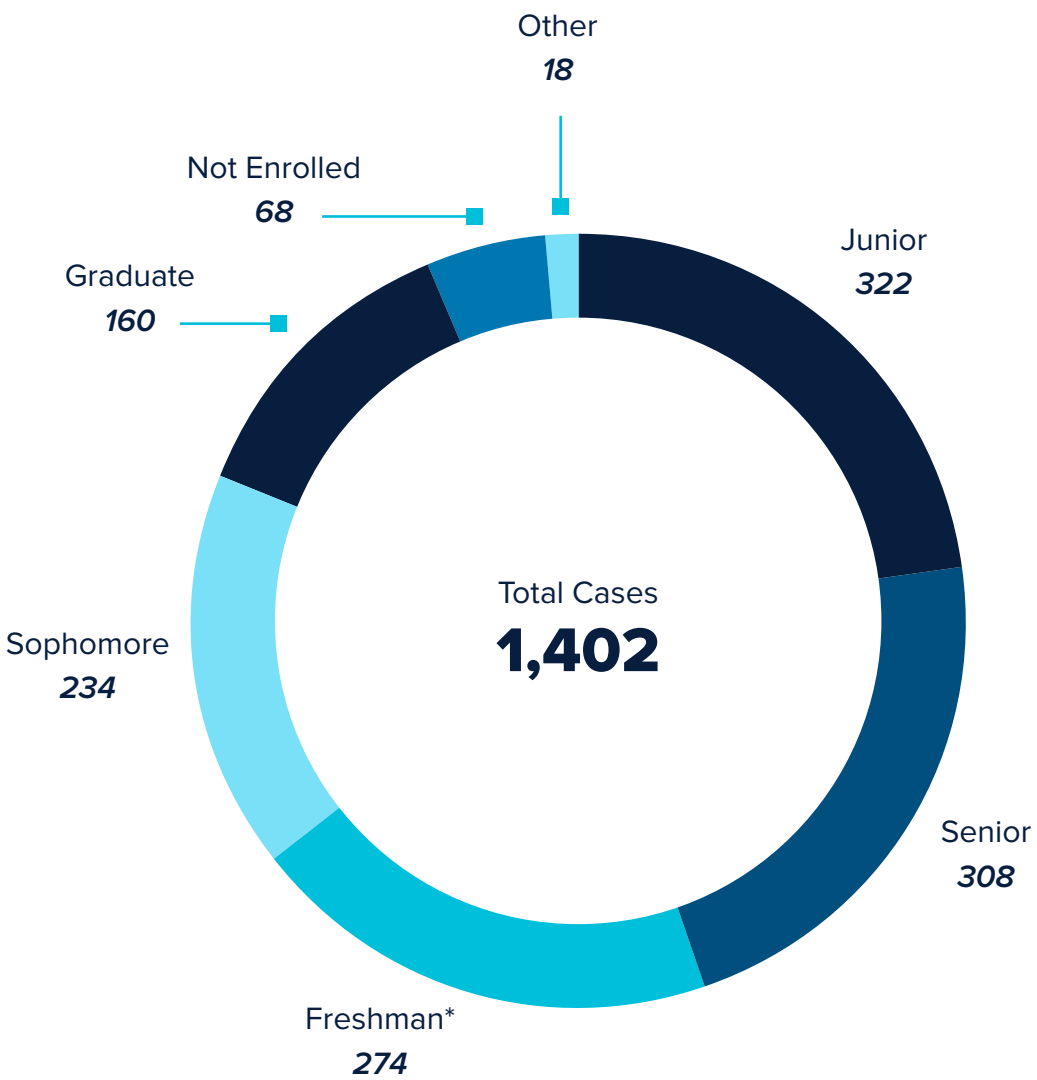
Top New Cases Issues



Case Management

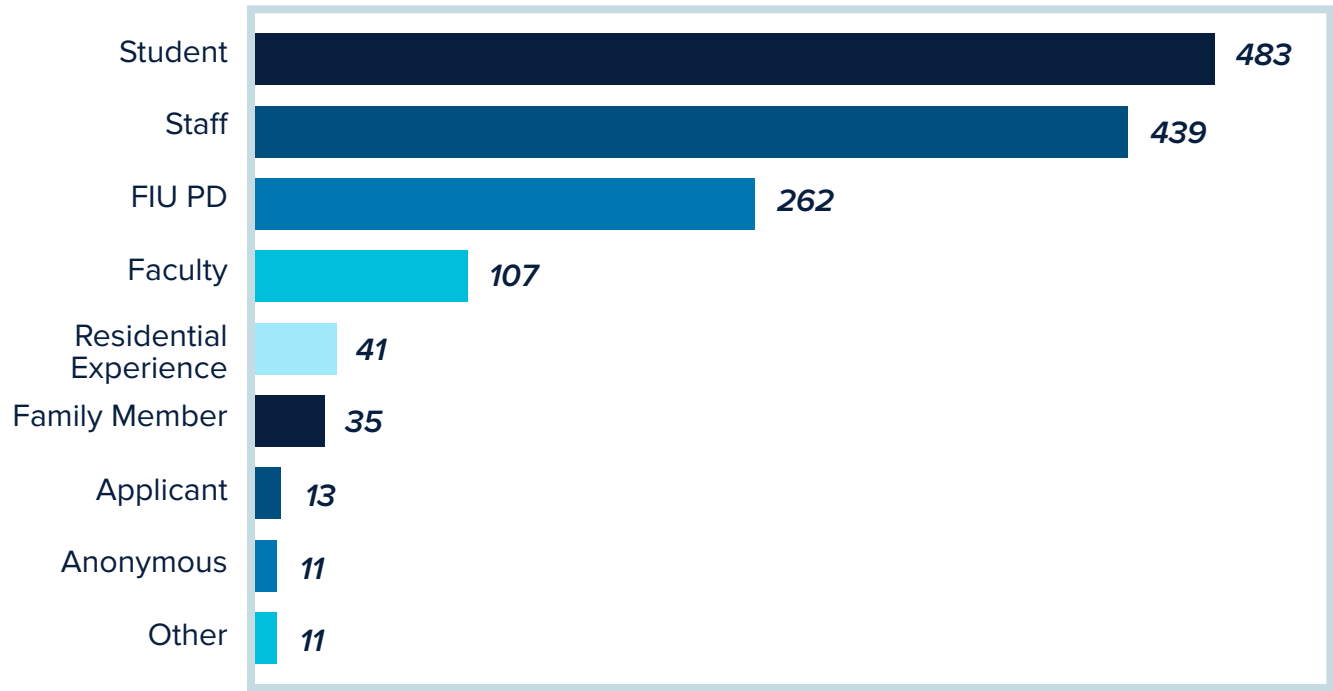


Student Demographics



**Historical data shows that Freshmen do not submit Student of Concern reports at the same rate as their peers. However, due to a joint orientation session with students and their families during Summer & Fall 2024, we saw a 13% increase in reports from Freshmen when compared to FY 2024.*

Reporter Classification



There was a significant increase (36%) in self-reporting by students, which may be related to the increased outreach efforts by DOS team.

Programming and Outreach

	FY 2024	FY 2025
External Presentations	2	1
Internal Presentations (Campus Partners)	9	32

FY 2025	
Tabling	15
Presentations	16
Presentations to Campus Partners	2
Total Events	33

GOALS FOR NEXT YEAR

Collaborate with Fostering Panther Pride on creating a standard procedure for supporting students experiencing housing insecurity.

Implementing new outreach protocol strategies based on NABITA recommendations and assessing effectiveness with the goal of having a CARE meeting with 60% of our referrals and a rate of less than 10% of referrals with missed appointments.

Targeted outreach using the FY 2025 data to identify student groups, departments, and academic colleges to share DOS resources. Additionally, diversify the variety of outreach efforts to target themes such as pop-up events and/or campus collaborations during awareness months.

Health Promotion Services

The Healthy Living Program, Health Compliance, and Student Health and Wellness IT make up the Health Promotion Services (HPS) department. Through its programs and services, HPS offers a holistic and preventative approach to health by encouraging FIU students to engage in everyday healthy lifestyle practices!

Modesto A. Maidique Campus

Health Compliance

Student Academic Success Center 120
Phone: 305-348-2688

go.fiu.edu/healthcompliance

Healthy Living Program

Student Health Center 180
Phone: 305-348-4020

hlp.fiu.edu



OVERVIEW

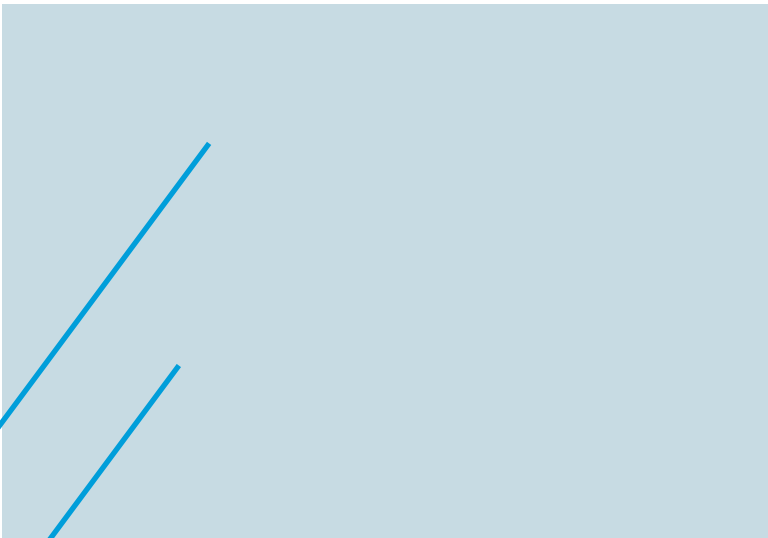
The FY 2025 marked another period of growth for the Health Compliance (HC) unit, building on the operational and service improvements achieved in FY 2024. Through streamlined systems, policy enforcement, and direct student engagement, HC worked to safeguard the well-being of the university community.

In FY 2025, the Healthy Living Program (HLP) saw a 17% reduction in total encounters, primarily driven by sustained declines in presentations and aromatherapy services. While overall numbers declined, core activities including consultations, events, and group sessions were minimally impacted. HLP continued to prioritize student-centered services and flexible outreach strategies. The transition to a peer-led model remained a key component in maintaining strong connections with students, especially through events and consultations.

The Alcohol and Other Drugs (AOD) Program had 1,994 encounters, showing a 67% (799) increase from the previous year (1,195). This growth is due to expanded outreach, enhanced collaborations, and timely support aligned with student needs.

Student Health & Wellness Information Technology (SHWIT) experienced a 6% decrease in tickets during FY 2025 compared to the previous year. Despite this overall reduction, ticket volume increased in several departments, largely driven by the Windows 11 upgrade project and construction projects at both MMC and BBC.

SHWIT and SHW Finance & Operations formed the Technology Committee to identify projects which required attention and resolution. These initiatives highlight SHWIT’s continued dedication to responsive and reliable IT service delivery.



Achievements

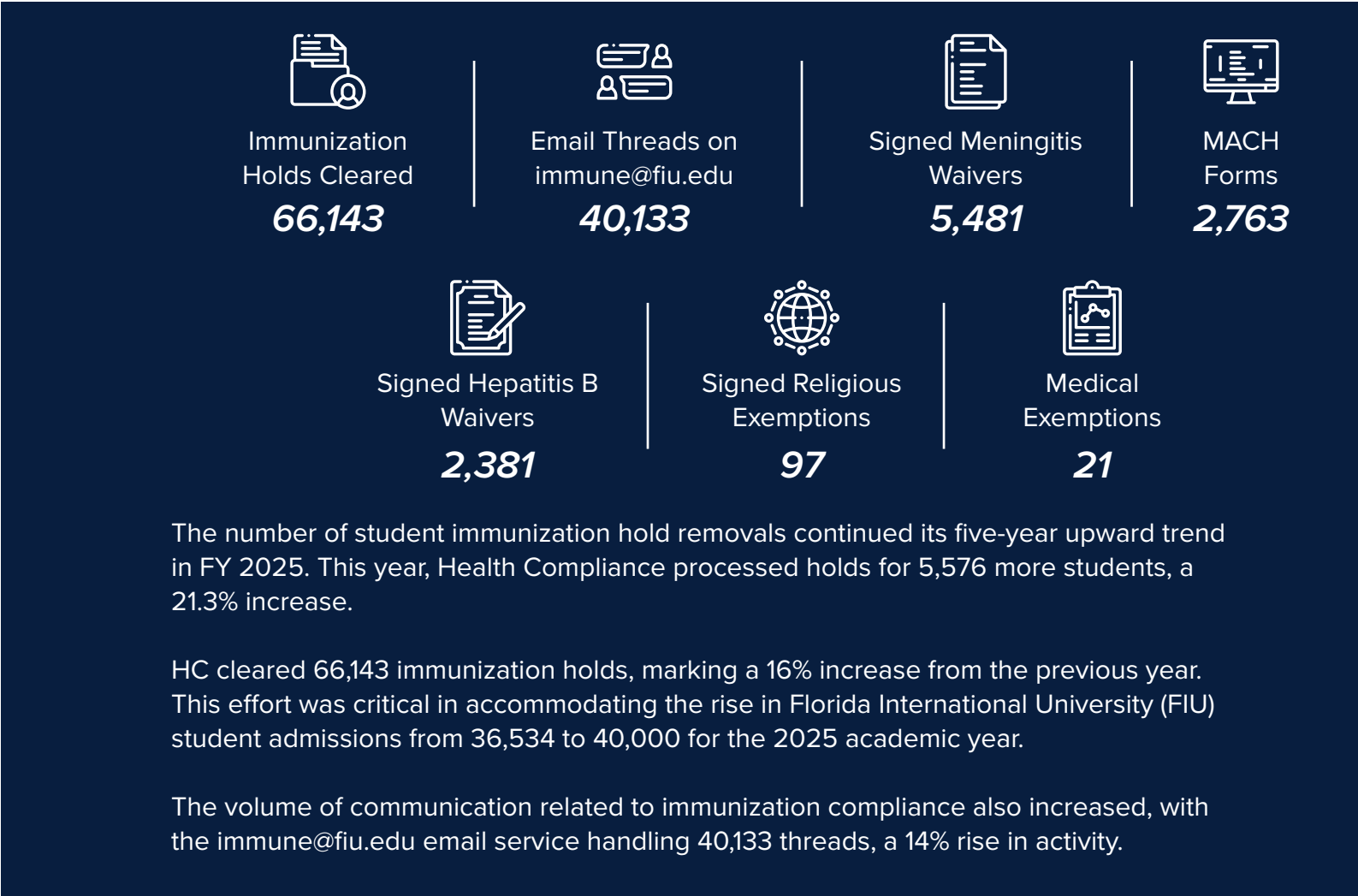
- During this fiscal year, a total of 50,330 students opted in to the FL SHOTS consent process, granting HC permission to access their immunization records through the state database. This reflects continued strong participation in the program, while 8,773 students chose not to opt in. Of those who did consent, 34,093 students (68%) were successfully matched and eligible for record review.
- In October 2024, HC piloted a Virtual Office to provide additional student support. The office operates every Wednesday from 9:30 a.m. to 11:00 a.m. During the fiscal year, a total of 87 students participated across 34 virtual office days, totaling approximately 63 hours of availability. Prior to activating insurance holds, HC also conducted introductory insurance webinars. The team hosted 10 webinars, reaching a total of 88 participants over approximately 10 hours of presentation time. These new virtual initiatives have proven effective in supporting students with immunization and insurance requirements.
- Ana Chaviano, HC manager, represented the university and the office through presentations at three major events: the Florida Association of International Educators (FAIE), the Florida International Leadership Conference (FILC), and the American College Health Association (ACHA). She was also appointed to the Florida Association for International Educators (FAIE) Board and will serve a two-year term assisting them in various statewide initiatives.
- The Peer Educator team engaged 1,481 students through small-scale tabling events while also continuing to take the lead on large scale health education events throughout the year.
- In Spring 2025, HLP was invited to collaborate on a National Science Foundation (NSF) grant proposal aimed at supporting FIU M.S. Biology students. This proposal is a joint effort with FIU’s Department of Biological Sciences, with whom HLP has previously partnered on a grant focused on enhancing student resiliency. If funded, HLP will be responsible for conducting monthly workshops for biology cohorts on different wellness topics. (The grant was submitted in early March, with an anticipated implementation date of October 2025, if awarded.)

Achievements cont.

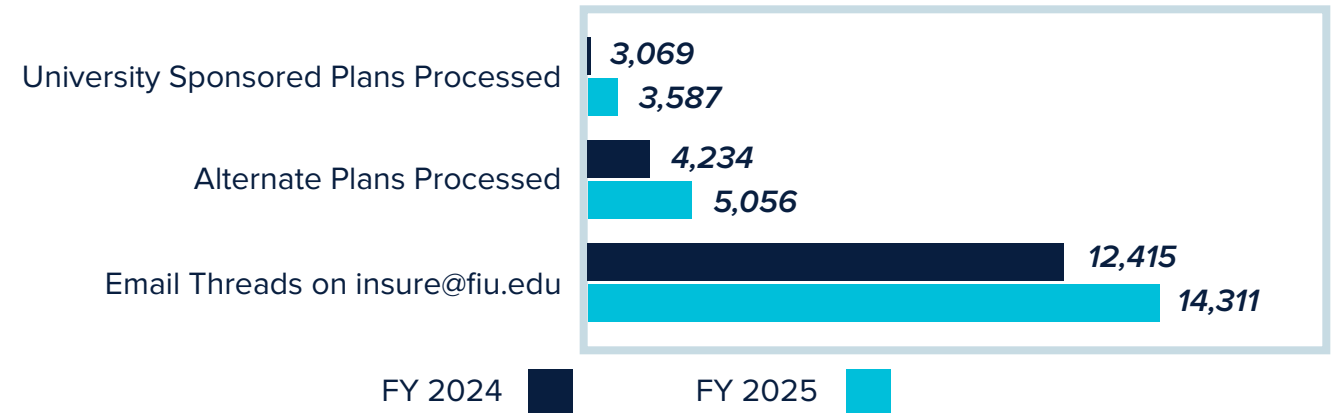
- The AOD Program made progress in opioid overdose risk reduction at FIU through its Save-A-Life Campaign, conducted in collaboration with Project Overdose Miami (what was previously known as Project Opioid), Athletics, and Fraternity & Sorority Life (FSL).
- In Spring 2025, the program received a donation of 500 boxes of Kluxxado® naloxone (8mg) from Project Overdose Miami to support ongoing harm reduction efforts.
- The 2022-2024 AODTF Biennial Report was finalized and published in February 2025.
- In collaboration with Community-Based Research Institute (CBRI), the “FIU Strategic Prevention Partnership: Preventing Substance Use Among Underserved Young Adults in South Florida” grant application was submitted in February. The grant would fund and/or subsidize various positions to assist with substance use prevention on campus, as well as the virtual platforms BASICS, CASICS, and eCHECKUP TO GO to support substance use prevention and behavior change among college students. (In October 2025, CBRI received notification the grant was not awarded.)
- In March 2025, the AOD Program submitted a grant application for the “FIU Breathe Easy Project,” aimed at enhancing existing nicotine prevention and cessation initiatives on campus. (The grant was awarded in July 2025.)
- In March 2025, SHWIT transitioned from the Spiceworks ticketing platform to FIU’s central AskIT system, with full staff adoption and workflow changes for better tracking and responsiveness.
- SHWIT also implemented an eFax solution by Toshiba for Medical Records, allowing them to save items to PDF format and send them via an interface on their computers.

HEALTH COMPLIANCE

Holds and Waivers



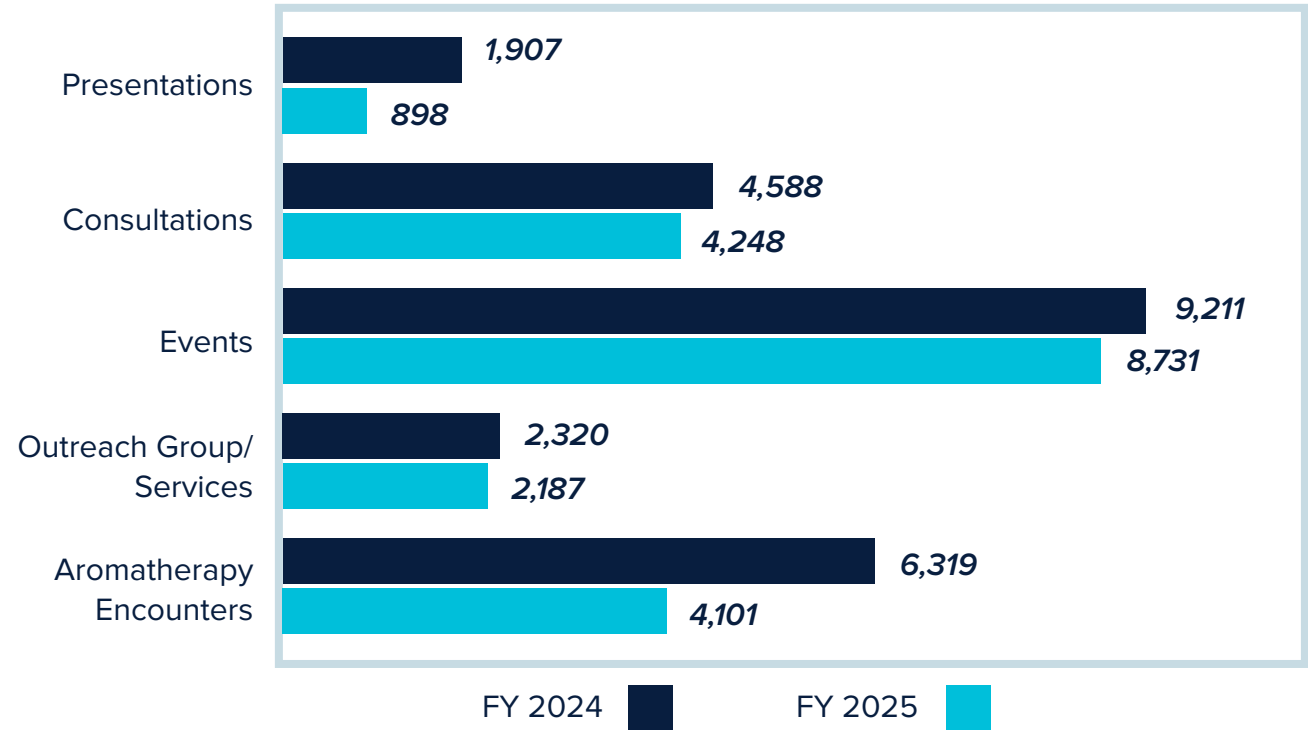
International Insurance



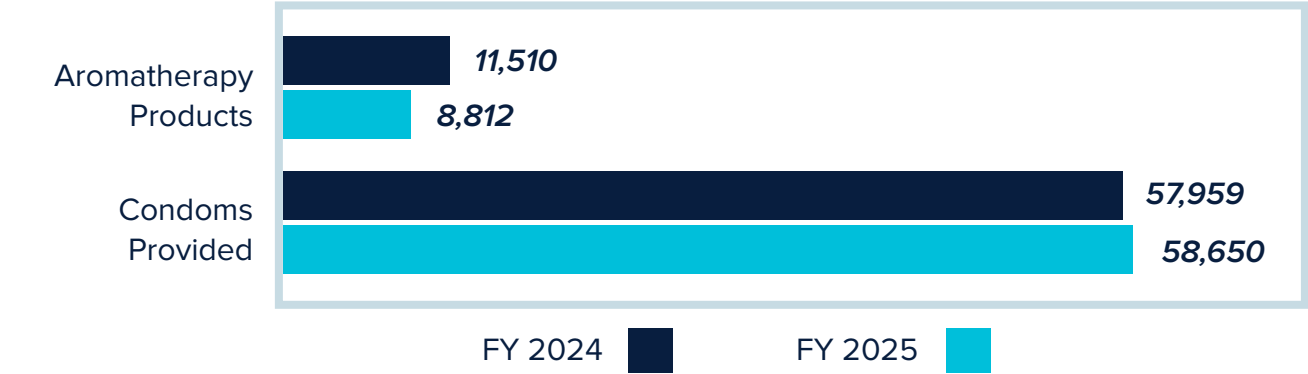
This rise follows a new policy requiring students with non-approved insurance plans to submit an Alternative Health Insurance Compliance form each semester.

HEALTHY LIVING PROGRAM

Total Reach



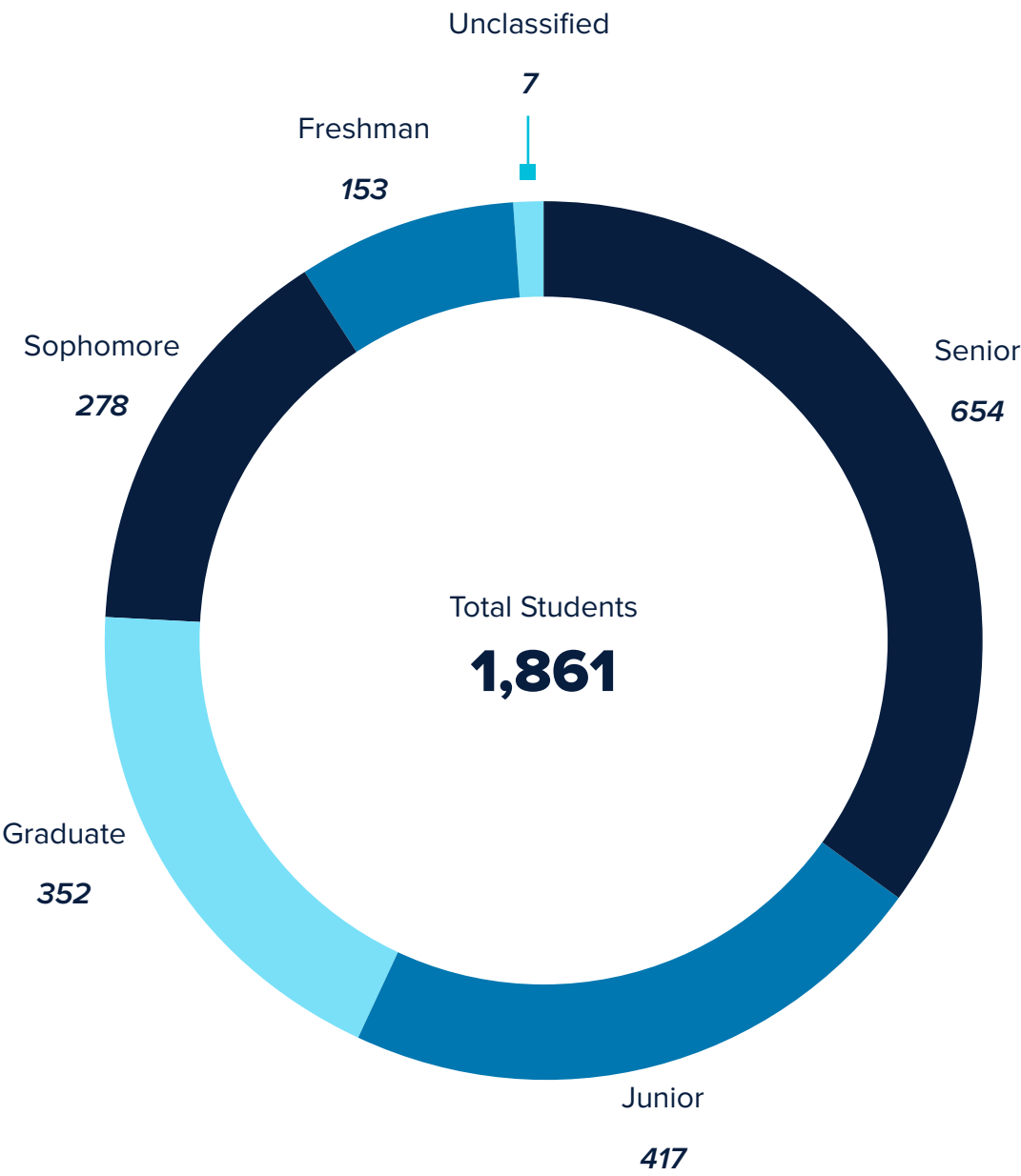
Additional Reach



In FY 2025, HLP had over 20,000 student encounters through consultations, events, presentations, and outreach programs, demonstrating strong and sustained demand for wellness services. While overall utilization saw a decline of 17% compared to FY 2024, this shift can be attributed to a variety of operational and environmental factors including:

- Requests for HLP presentations have gradually declined since 2022, dropping 53% this year and continuing a progressive multi-year decline.
- Aromatherapy encounters decreased by 35%, with product distribution down 23%. This was largely due to fewer outreach events incorporating aromatherapy as a giveaway.
- No-show (13% average) and late cancellation (6% average) rates remained high, especially for free massage and nutrition services.
- Additionally, several operational disruptions negatively impacted planned appointments (e.g., Hurricane Milton, HVAC upgrade).

Student Demographics



Top 5 Outreach Events



F1rst Night
Though this was not an HLP event, the team attended this event on behalf of SHW to promote the services offered.
Fall 2024
1,811
Participants



HLP Vibe Out
This HLP hosted event is conducted over the span of 4 days during pre-finals week, giving students an opportunity to decompress with fun activities in between studying.
Fall 2024
464
Participants
Spring 2025
384
Participants



Turning a New Leaf
This event provides students with tools to manage holiday-related stress.
Fall 2024
335
Participants

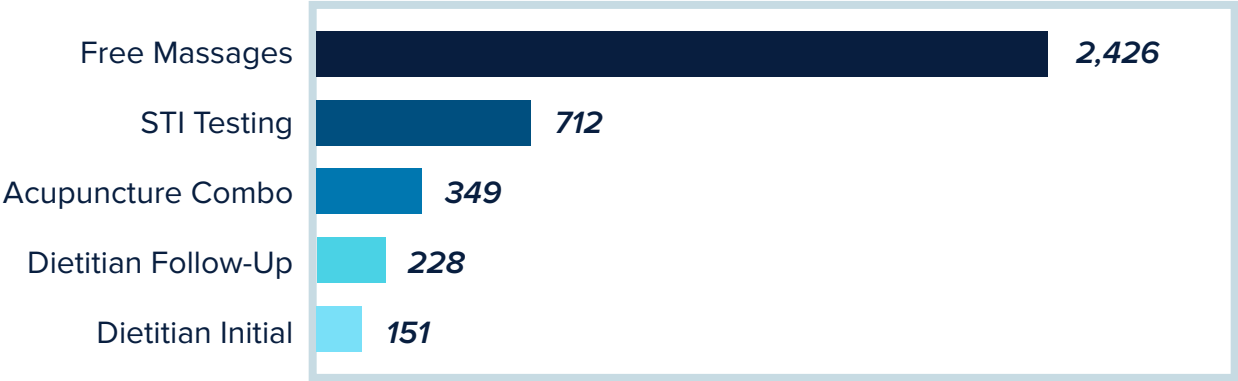


HLP Housing Fair
This collaborative event with Residential Life promoted the services HLP offers in addition to the major topics the office covers.
Fall 2024
313
Participants

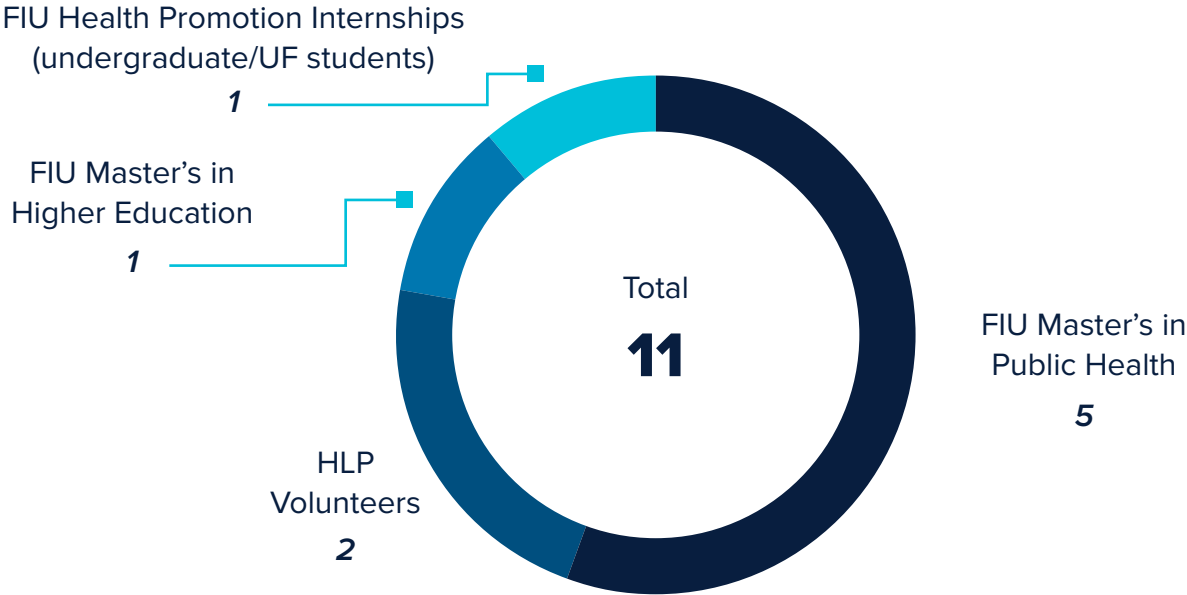


Sex Carnival
This event educates students on sexual health and consent.
Spring 2025
285
Participants

Top 5 Services

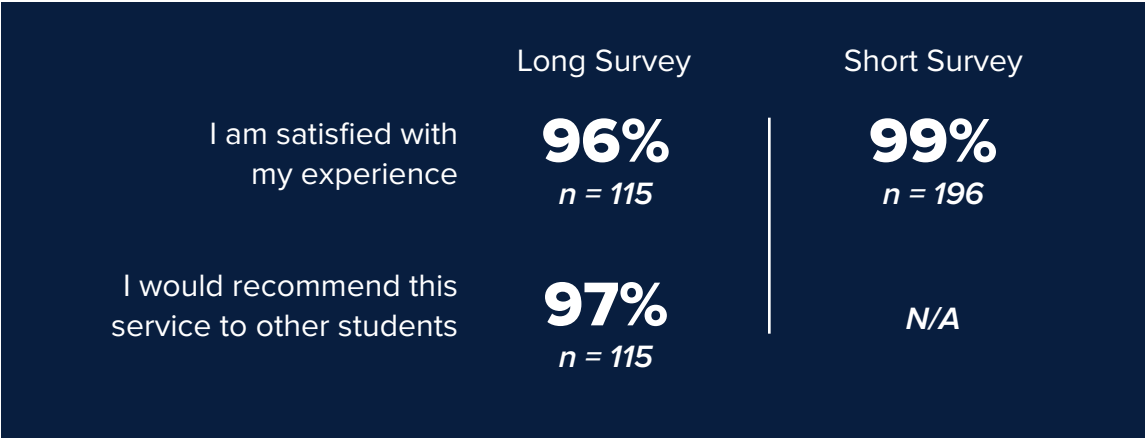


HLP Internship Rotations



HLP continues to support student development through internship opportunities in health promotion. These experiences provide students with hands-on exposure to public health programming, peer education, and wellness advocacy, helping them build practical skills and professional confidence. By engaging students in real-world learning environments, the program aligns with FIU's strategic plan to promote student success, experiential learning, and career readiness. Internships also strengthen campus-wide health initiatives by integrating student perspectives into program delivery and outreach.

Student Satisfaction



GOALS FOR NEXT YEAR

Health Compliance (HC) will partner with the International Student and Scholar Services (ISSS) Office to improve student understanding of health insurance requirements and streamline the insurance hold removal process. Health Compliance will develop targeted workshops for both staff and students and continue participating in ISSS orientation sessions and staff retreats to provide ongoing training and updates.

The HC office is exploring a potential integration between PantherSoft and the Florida SHOTS state immunization database. If implemented, this bidirectional interface would allow immunization records to automatically populate to PantherSoft for students who consent to the Florida SHOTS question on their application, once a valid Panther ID is created.

HLP will implement a targeted marketing plan, which will include a trivia-inspired campaign, and a text-based service to promote events.

To improve access to services, HLP will continue working with SHWIT to expand online scheduling options for students.

HLP will collaborate with the FIU Business Intelligence and IT teams to improve data reporting workflows and develop live dashboards that support more efficient data review and interpretation.

The AOD Program will focus on implementing the deliverables for the Truth Initiative ‘Breath Easy FIU’ grant, which was awarded in July 2025.

HLP will distribute a minimum of 250 boxes of Kluxxado by the end of FY 2026.

SHWIT will work with the Medical Records team and PyraMED Health Systems to implement the new Faxing Workplace feature within the electronic medical records (EMR) system. This enhancement will streamline workflows by enabling Medical Records to send and receive faxes directly through the EMR platform.

During FY 2026, SHWIT will transition to the Addigy platform in alignment with FIU’s technology standards and to enhance Apple device management capabilities.



Pawsitively Aware Program

As part of FIU's commitment to supporting students' growth both inside and outside the classroom, the Pawsitively Aware Program provides required and recommended compliance trainings to promote safety, accountability, and student success. The program is responsible for managing compliance trainings for Sexual Assault Prevention, Hazing Prevention, and Active Shooter Awareness & Preparation.

Modesto A. Maidique Campus

Graham Center 211
Phone: 305-348-3396

go.fiu.edu/pawsitive



OVERVIEW

The 2024–2025 academic year marked the first full year with a new Program Manager leading the Pawsitively Aware Program. The year’s focus was on creating progress in compliance education and infrastructure, including: the launch of tailored hazing prevention trainings for Fraternity & Sorority Life (FSL) and Student Athletes; operational upgrades to improve enrollment and completion tracking; and expanded use of FIU platforms, emails, and social media to increase student awareness of training requirements. While formal data on outreach impact was not collected, the program strengthened collaborations with key campus partners, enhanced system accuracy through new FIU Business Intelligence (BI)/Canvas filters, and reinforced prevention programming through campus events such as National Hazing Prevention Week, Domestic Violence Awareness Month, and New Student Orientation.

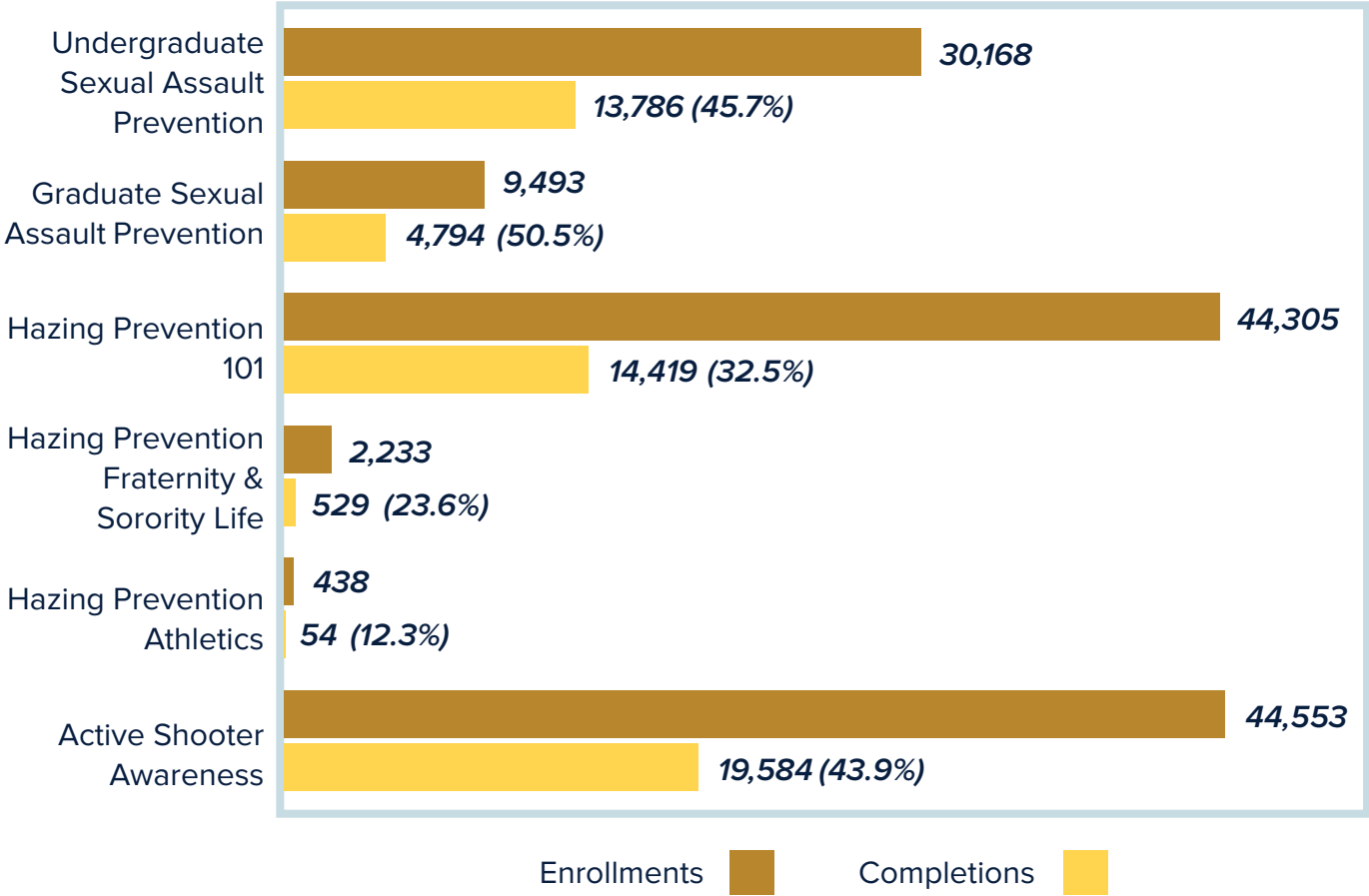
These accomplishments positioned FIU ahead in both compliance monitoring and prevention education, aligning closely with new federal expectations.



Achievements

- A key milestone was the launch of new Hazing Prevention trainings for Student Athletes and FSL members. These modules, combined with FIU’s existing prevention strategy, placed the university ahead of many peer institutions and aligned directly with the federal expectations outlined in the Stop Campus Hazing Act, signed into law in December 2024.
- Operationally, the program made progress in strengthening data tracking and accuracy. Several new BI/Canvas filters were introduced (e.g., new vs rollover registrants, student vs employee, academic year, course date). Together, these enhancements reduced discrepancies between BI and FIU Develop and provided a clearer, more reliable picture of enrollment and completion rates.
- The program engaged actively in prevention programming and outreach initiatives, supporting National Hazing Prevention Week (NHPW), Domestic Violence Awareness Month’s “Real Talk” with Coach Cass, and targeted compliance presentations to student-athletes and FSL students on the impacts of hazing. Broader education on consent and safety was also provided to the general student body during events such as 305 Day and Spring Break Survival.
- In addition to campus-based initiatives, the Program Manager participated in external opportunities to strengthen FIU’s prevention efforts, including two summits hosted by the Hazing Prevention Network and the State University System of Florida.

Educational Modules



Fall 2024 had the highest completion rates, with 77.5% of undergraduates and 87.4% of graduate students completing Sexual Assault Prevention. Summer terms showed consistently lower completion rates, ranging between 22.5%-31.2% for undergraduates and 23.6%–30.1% for graduates. These seasonal gaps emphasize the importance of intentional outreach during summer, when student engagement historically declines.

GOALS FOR NEXT YEAR

- The Pawsitively Aware Program will be focusing on increasing training completion rates through more targeted outreach, particularly among underperforming groups such as Fraternity & Sorority Life (FSL) and Athletics.
- The program will continue enhancing data accuracy by working with the BI team to refine tracking and preserve historical enrollment integrity, ensuring as consistent alignment with FIU Develop as it possibly can.
- Operational improvements will include refining Standard Operating Procedures (SOPs) and updating the Hazing Prevention Strategic Plan to reflect evolving federal and institutional requirements, including the Stop Campus Hazing Act.
- The program is exploring opportunities with Title IX, the Women’s Center, and the Victim Empowerment Program (VEP) to bring back the Red Zone program, spearheaded by Student Health & Wellness and the Pawsitively Aware Program.

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

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conduct.fiu.edu



OVERVIEW

The Office of Student Conduct and Academic Integrity (SCAI) concluded FY 2025 with the highest number of cases ever adjudicated in the history of the office. This feat would not have been possible without the hard work and dedication of the Case Coordinators, Assistant and Associate Directors, as well as front office support staff. In addition to this accomplishment, the SCAI team was also able to reduce charging times for incoming cases, and amend the Student Conduct and Honor Code to align with case law related to artificial intelligence.

As further explained in the report, SCAI was able to increase the number of resolutions completed in the fiscal year by over 64% compared to the previous year. By increasing the number of resolutions, SCAI was able to eliminate any remaining case backlog from previous years and helped decrease the turnaround time for cases being charged. SCAI achieved these landmarks while also managing a 64.7% increase in academic misconduct cases and a 29.1% increase in behavioral misconduct cases.



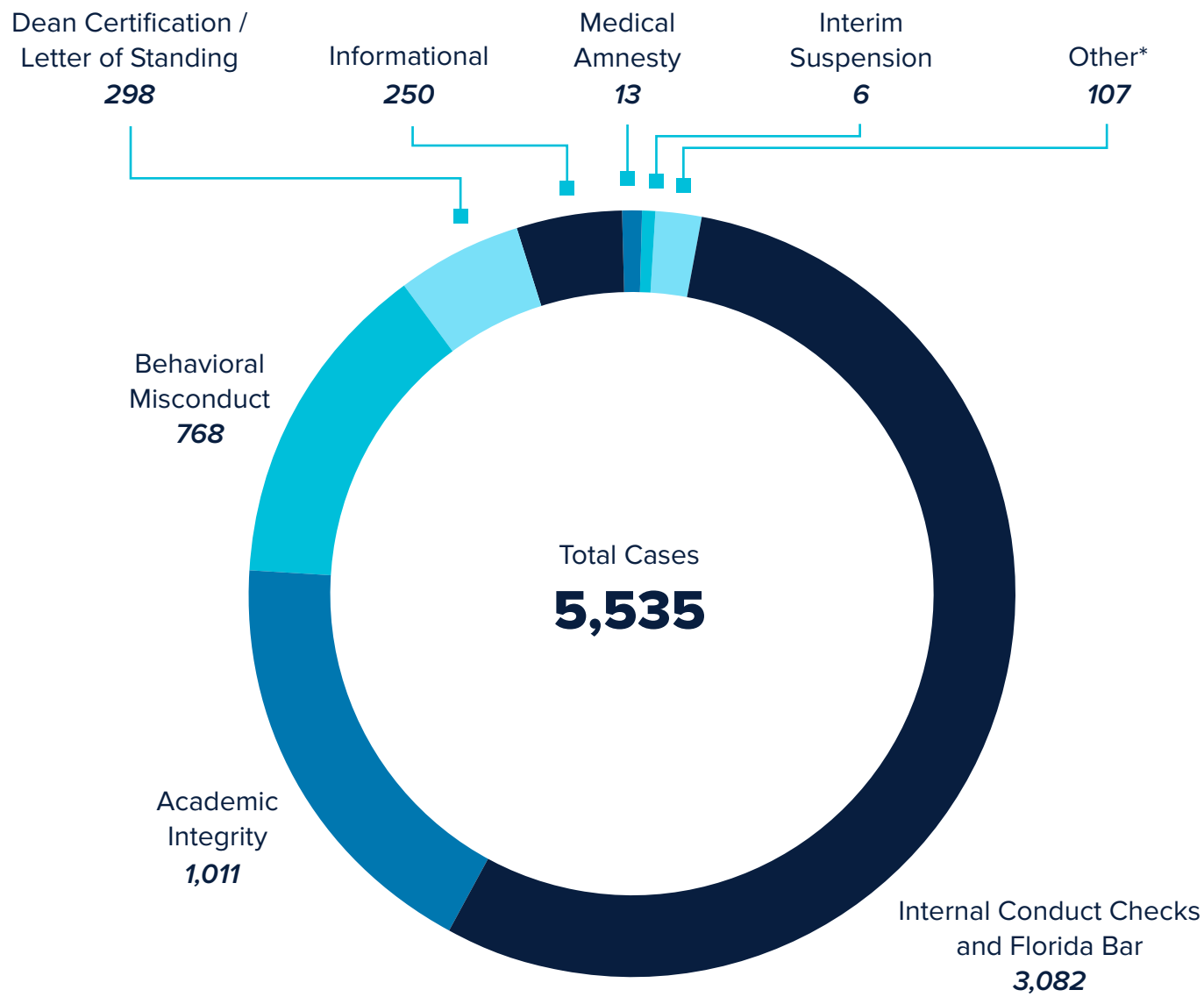
Achievements

- To better monitor charging times for incoming cases, SCAI also developed a milestone system in Maxient, which tracked cases from creation to a charge letter being sent. Over the last fiscal year, SCAI averaged 19.26 calendar days to issue a charge letter.
 - Towards the end of the fiscal year, the FIU Board of Trustees approved revisions to the Student Conduct and Honor Code, with the support of students, faculty, and staff members.
 - Housing and Residential Experience (HRE) managed 161 conduct cases during FY 2025. From the 161 cases opened by HRE, 84 cases (52%) were adjudicated by a HRE staff member.
 - A digital appeal form was launched in August 2024. During FY 2025, 76 appeal forms were submitted.
- SCAI also conducted file destruction of all conduct records that had met their record retention period. This file destruction ensured conduct records maintained by SCAI were in compliance with the State of Florida General Records Schedule GS5.
- SCAI maintained their signature programs, such as International Day of Action for Academic Integrity and Summer B Kickoff with SCAI. SCAI also introduced several new programs like Conduct Cab and pop-up events to bring awareness to the Student Conduct and Honor Code. SCAI looks forward to continuing to build on these programs for the new fiscal year.



UTILIZATION

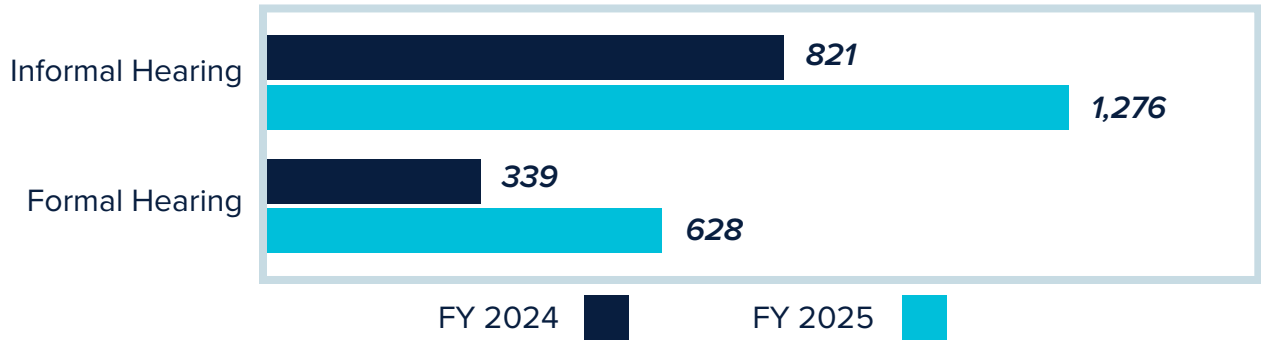
Case Totals



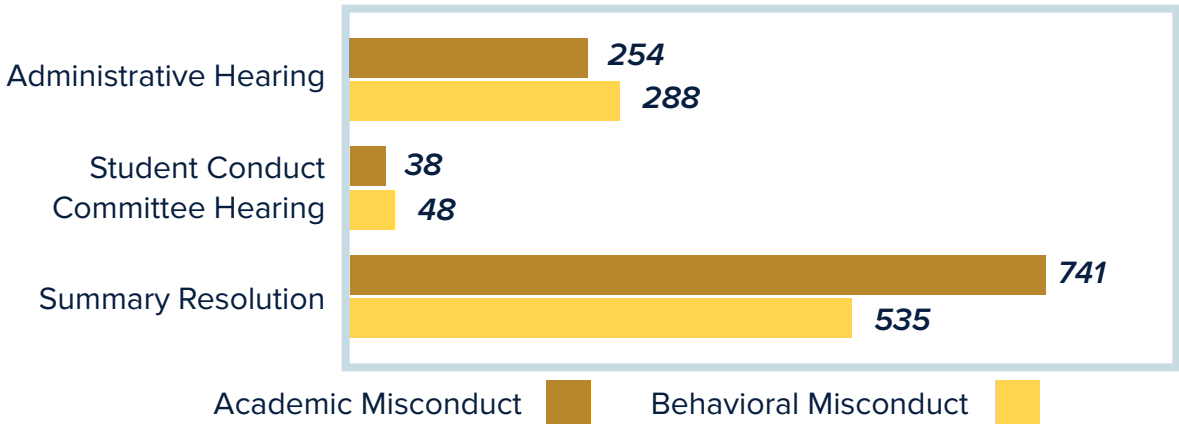
*The “Other” category captures classifications with lower totals like administrative cases, no contact orders, educational conversations, background checks, etc.

Compared to FY 2024, SCAI observed an increase in nearly every case type managed by the office. This increase, specifically for academic and behavioral misconduct, can be attributed to a spike in the use of artificial intelligence, as well as residence halls being at near capacity. Even with SCAI adjudicating multiple incidents under one case, SCAI still observed an increase in the number of total cases opened. When looking at years prior to FY 2024, the data will show that the number of academic misconduct cases in FY 2025 is likely an accurate representation of the number of cases SCAI can anticipate managing in a given year.

Resolution Methods



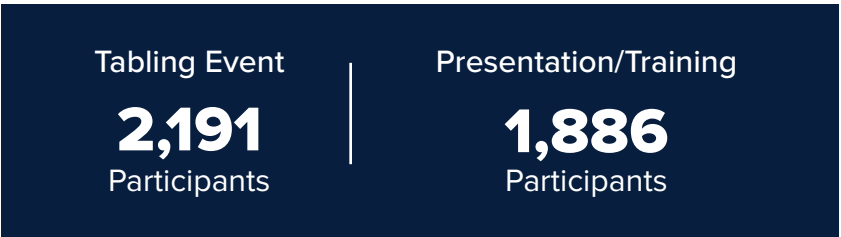
Number of resolutions include Formal Hearings (Administrative Hearing) conducted by SCAI staff for cases charged by Housing and Residential Experience (HRE). HRE staff did not conduct formal hearings during FY 2025.



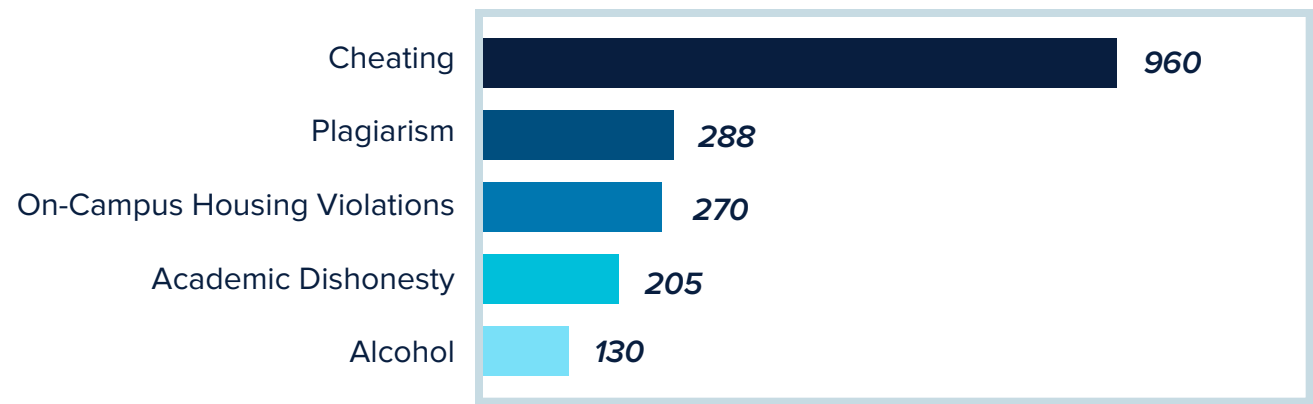
The increase in cases adjudicated can likely be attributed to SCAI being adequately staffed. With over 1,900 cases adjudicated, SCAI was able to eliminate any backlog remaining from previous years and concluded the fiscal year with under 200 cases pending adjudication. For context, the year prior closed with SCAI having over 400 cases pending adjudication.

As of June 25, 2025, SCAI had 168 cases pending adjudication.

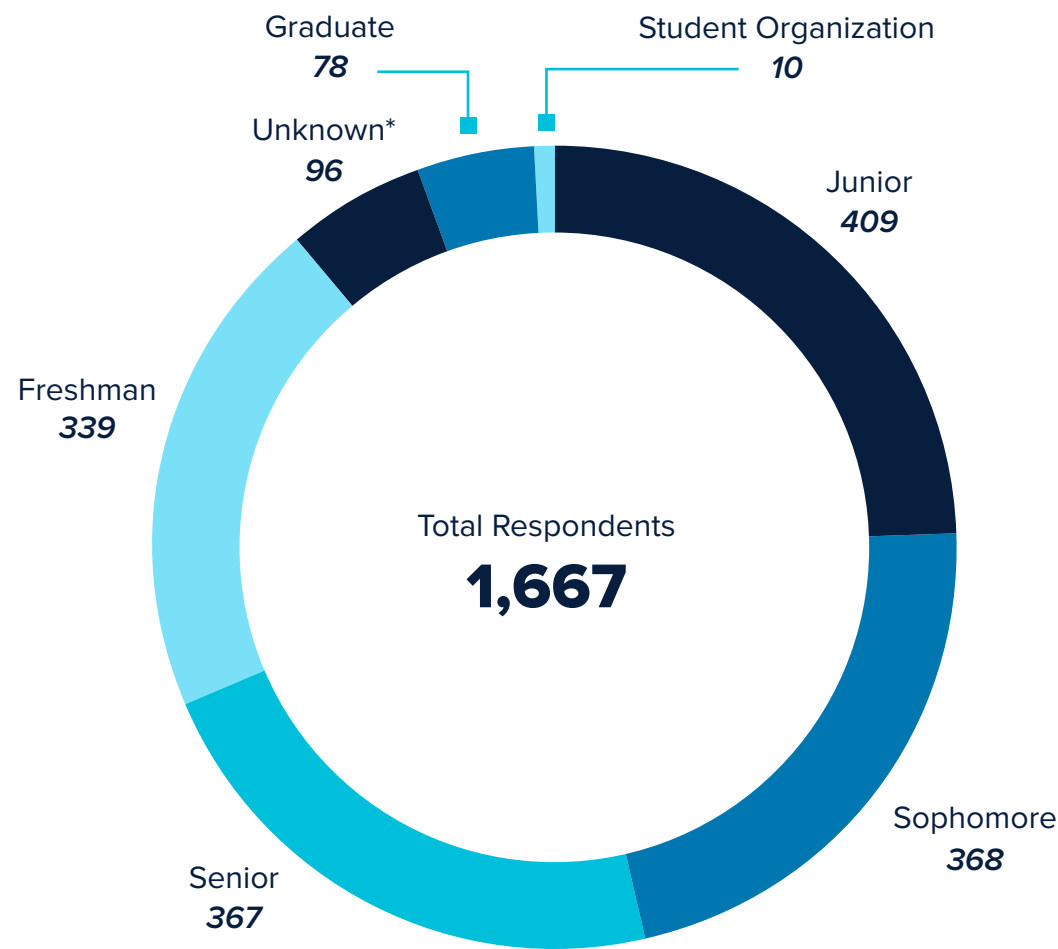
Programming and Outreach



Top 5 Assigned Charges



Respondent Classification



**The “Unknown” category includes individuals whose Maxient cases did not pull their classification from Panthersoft, previously graduated from FIU and are no longer active in Panthersoft, and/or added in Maxient for Clery tracking/informational purposes.*

GOALS FOR NEXT YEAR

By the end of the Fall 2025 semester, SCAI will train Housing and Residential Experience (HRE) staff to serve as hearing officers for Administrative Hearings. Conducting Administrative Hearings will be one of the final steps in HRE being able to manage all cases related to housing violations.

As noted earlier in this report, for FY 2025, SCAI averaged 19.26 calendar days from case creation to charge letter being sent to a Respondent. SCAI aims to reduce this timeframe to at (or under) 14 calendar days.

Student Health Clinics

The Student Health Clinics offer affordable, accessible, and student-focused care, providing treatment for acute illness, routine health visits, psychiatric care, and services like PPDs and vaccinations to meet program requirements.

We continuously assess the diverse and evolving needs of our student population, adapting our services to ensure comprehensive, holistic care in a supportive and innovative environment.

Modesto A. Maidique Campus

Student Health Center

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Biscayne Bay Campus

Student Health Clinic

Phone: 305-348-8385

studenthealth.fiu.edu



OVERVIEW

In FY 2025, Student Health Clinics (SHC) had 15,181 active appointments and 20,548 patient encounters. Compared to the previous year (FY 2024), active clinical appointments increased by 2%, but the total number of encounters decreased minimally. In addition, the number of unique patients increased by 3% equating to an additional 202 students receiving care at SHC. Clinical hours increased by 3%, resulting in 271 additional hours, largely due to being fully staffed with providers. Active provider appointments also rose by 5%, with 604 more visits. This growth reflects improved scheduling practices and increased provider availability.

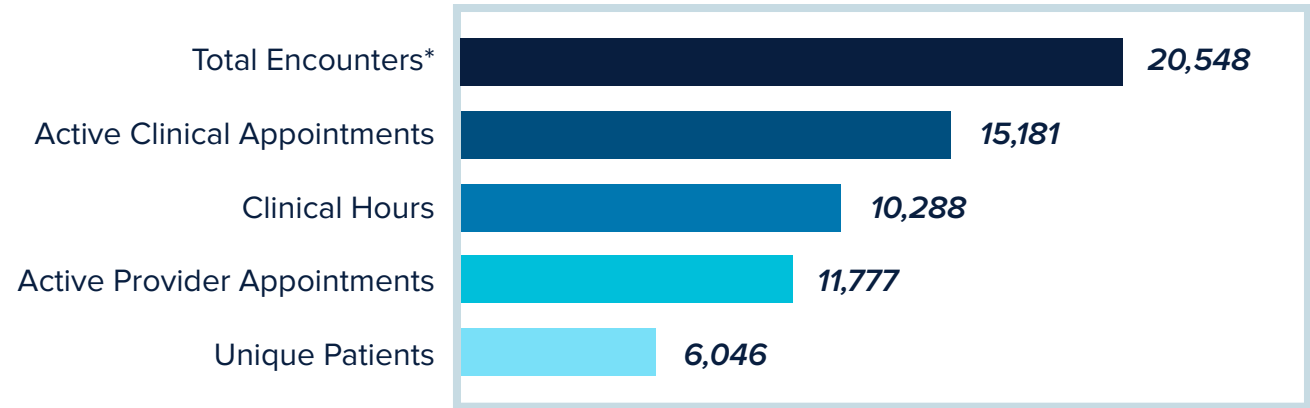


Achievements

- Facilitated the transition of gynecology and dermatology services to FIU Health on September 25, 2024, to reduce duplication, generate cost savings, and streamline SHC provider responsibilities. Collaborated with FIU Health to establish an efficient referral process, ensuring timely access to specialty care, with 32 students successfully referred during the fiscal year.
- Primary care visits increased by 13%, with 1,039 more appointments this year compared to last year. This growth can largely be attributed to having all Advanced Practice Registered Nurse (APRN) positions fully staffed throughout the fiscal year, an important shift from FY 2024.
- The total number of no-shows decreased by 6%, with 68 fewer missed appointments compared to the previous year. These improvements may be attributed to several targeted interventions, including personal reminder calls to new patients the night before their appointments and automated text reminders sent both 24 hours in advance and at the time of the appointment.
- Call volume declined by 7% (1,429 fewer calls) compared to the previous year, continuing a two-year downward trend that reflects increased operational efficiency rather than reduced access. This shift highlights students' growing reliance on more convenient, self-service options such as the Student Health Portal and SHW websites. In FY 2025, online scheduling accounted for 20% of all appointments—a 7% increase from the previous year—with 3,660 appointments scheduled online, up from 2,388 the year prior.
- Medical Records also continued its collaboration with the FIU IT Security Office on the patient monitoring project, which uses the third-party vendor Intruno to detect inappropriate access of medical records in PyraMED. This year, Intruno flagged 25 events, a 60% decrease from last year. None of the cases required escalation to the FIU Compliance Office.
- A major milestone this spring was the launch of a student-led initiative spearheaded by the Student Government Association and the Sexual Education Club to expand access to emergency contraception. In response, SHC began distributing Plan B and developed comprehensive standing orders for both Plan B and Ella. Registered Nurse (RN) workflows were updated to streamline counseling, documentation, coding, and prescription issuance, ensuring prompt and autonomous care delivery.
- Clinical training was provided to 13 FIU College of Medicine (COM) medical students and 7 pediatric residents from Broward Hospital.
- Dr. Schwartz, Mariela Gabaroni, and Ana Chaviano presented nationally at American College Health Association (ACHA) on technology use to improve clinic efficiency.

UTILIZATION

Clinical Appointment Overview

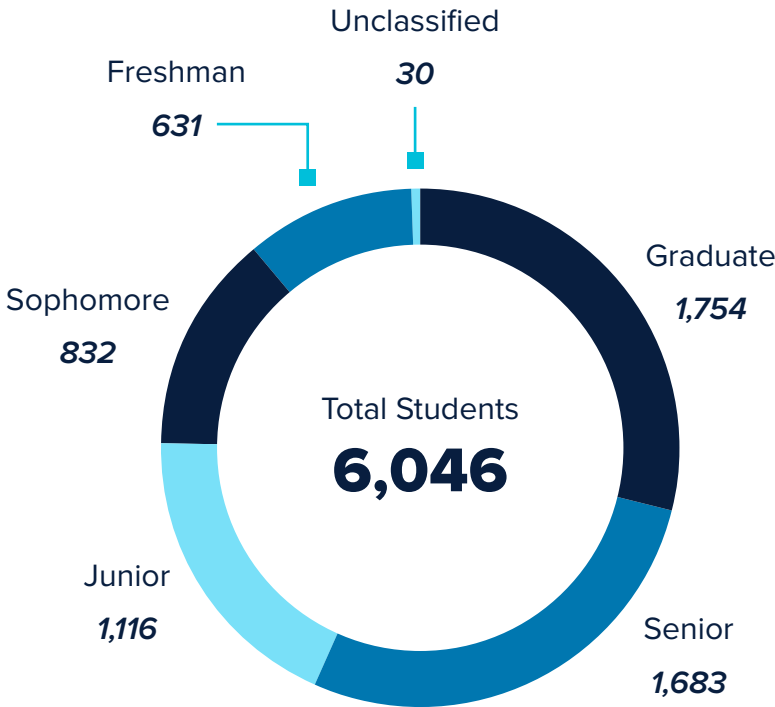


**This year’s encounter data was refined by removing test patients, medical record-only entries, and encounters associated with off-semester fees. As a result, the reported numbers are more accurate and reflect true student interactions, unlike last year’s report which included these non-clinical or administrative encounters.*

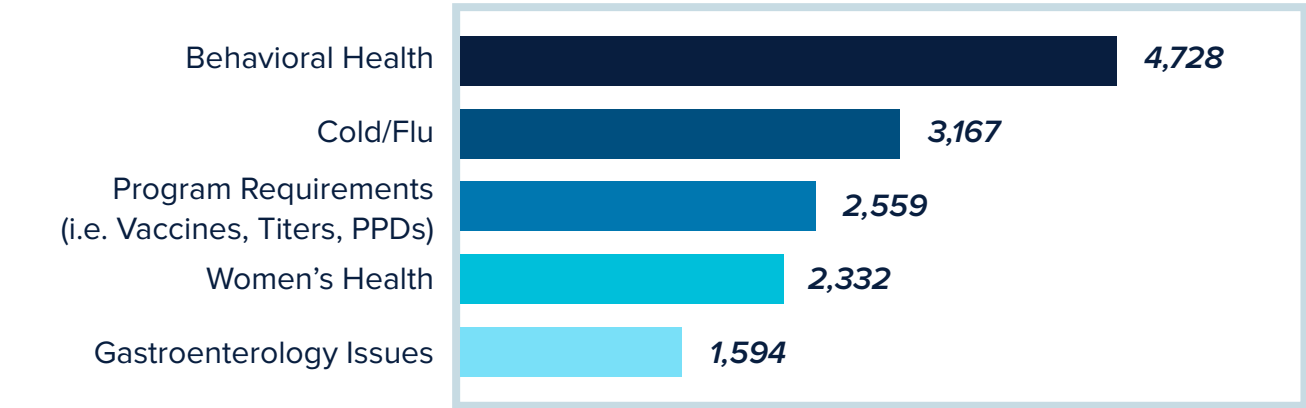
Total encounters number is generated for any interaction with a patient that results in a chart note. These include:

- Phone calls
- Documentation of secure messages sent or received
- Referral follow-ups
- Medication refill requests
- Lab draws
- Appointments

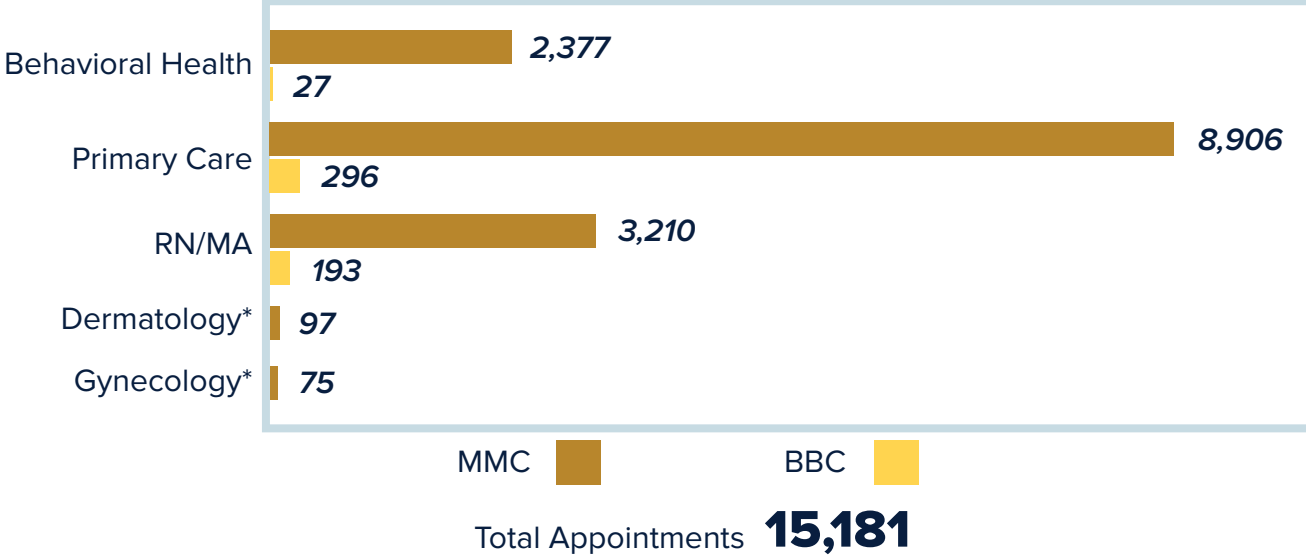
Student Demographics



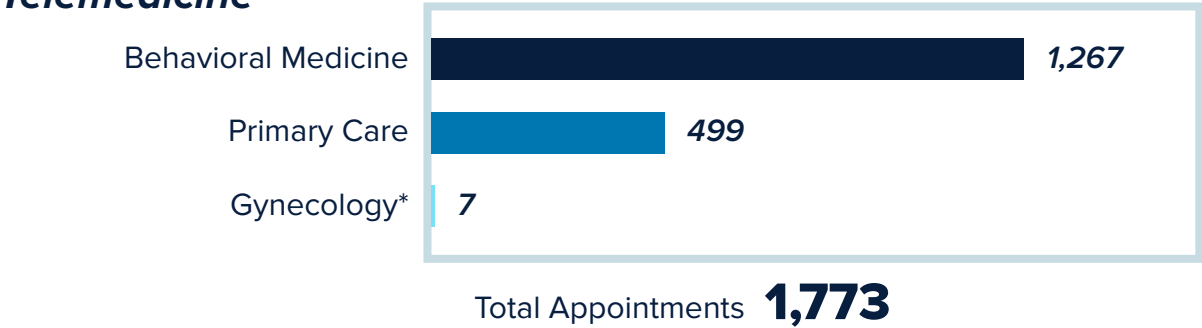
Top 5 Reasons Students Sought Services



Clinical Appointment Types by Campus



Telemedicine

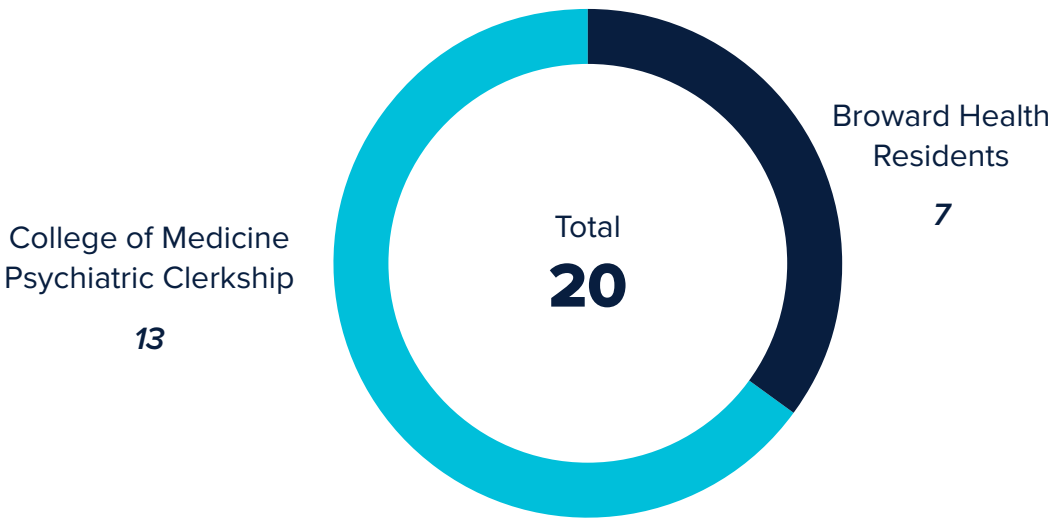


**At the end of September 2024, gynecology and dermatology services were transitioned to FIU Health to reduce duplication of services on campus and generate cost savings for SHC. Over the course of the year, dermatology completed 97 appointments over 61 clinical hours, while gynecology provided 75 appointments across 58 hours. Combined, these services accounted for 1% of provider appointments and 1% of overall clinical time.*

Student Satisfaction

	Long Survey	Short Survey
I am satisfied with my experience	92% n = 260	97% n = 192
I would recommend this service to other students	92% n = 220	N/A

SHC Internship Rotations



Student Health Clinics continues to serve as an active teaching facility, offering valuable hands-on learning experiences for students in health science programs through clinical rotations and shadowing opportunities.

GOALS FOR NEXT YEAR

Expand self-scheduling options to make it easier for students to book appointments, increase outreach to promote key services, strengthen campus referral partnerships, and review fees to improve affordability.

Continue reviewing and updating clinic policies and procedures to align with Accreditation Association for Ambulatory Health Care (AAAHC) standards. Plan for application submission, including cost assessment, after construction is complete.

Continue monitoring existing Quality Management and Improvement (QMI) projects and pursue new initiatives that ensure policies and practices meet standards, while also driving system improvements that make care safer, more efficient, and more student-centered.

Foster a culture of inclusion and growth by empowering staff through recognition, support, and targeted in-service trainings on trending health topics, compliance, and life skills that promote overall well-being.

Maximize the utilization of tools within the Electronic Health Record (EHR) to streamline documentation, improve workflows, and strengthen data analysis through the implementation of live dashboards.

SHW Marketing & Communications

The marketing unit supports the mission of Student Health & Wellness by providing design, promotion, market research, and distribution expertise. We work in collaboration with all SHW departments to create the highest quality print and digital products while always thinking of our target audience. We uphold the brand guidelines of the university as well as our internal brand.

Modesto A. Maidique Campus

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OVERVIEW

Fiscal year 2024-2025 was a period of dynamic achievement and transition. Despite personnel changes, our team successfully launched the fourth edition of the Student Health and Wellness Survey, hosted major events, completed key website overhauls, and more. Our work was recognized through awards and nominations from both the Division of Student Affairs and the broader FIU community.

Achievements

- Collected data from 1861 survey respondents during our outreach events.
- Designed, planned, and executed the Roary in Art History exhibition at the GC Gallery during October 2024, resulting in the attendance of more than 400 visitors.
- Surpassed 1,950 followers on our text subscriber list, successfully completing 20 text blasts.
- Helped plan and promote the annual Out of the Darkness Walk on March 15, 2025 by raising over \$15,000 for national suicide prevention efforts.
- Relaunched the Health & Wellness Marketing Micro Credential; five students earned the badge.

UTILIZATION

Requests

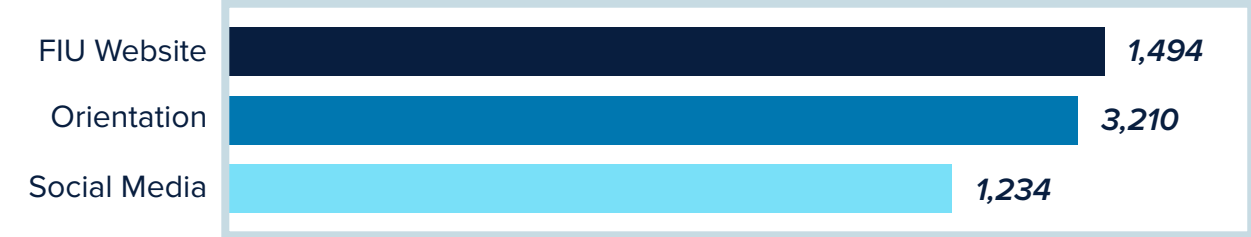
91	SHW Presentation Requests	131	SHW internal marketing requests including website updates, graphic requests, etc. (this number does not include requests placed via email)
34	SHW Tabling Requests		
31	Material Requests		

SHW Biennial Survey



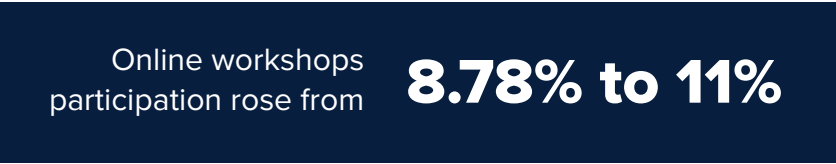
The SHW survey, previously conducted annually in the Fall, will now be administered biennially during the Spring term. This change follows three years of declining response rates and consistent feedback, and allows freshmen an additional semester of campus experience before evaluation. In alternating years, we will continue distributing the National Collegiate Health Assessment (NCHA).

The most common ways students learned about SHW were:



Academics emerged as the top stressor (21%), followed by finances, physical health, and family concerns.

For the first time, we have incorporated Harvard’s Flourishing measure to gain deeper insights into student well-being. This showed generally positive feelings about life satisfaction and relationships, but financial and housing worries remain significant.



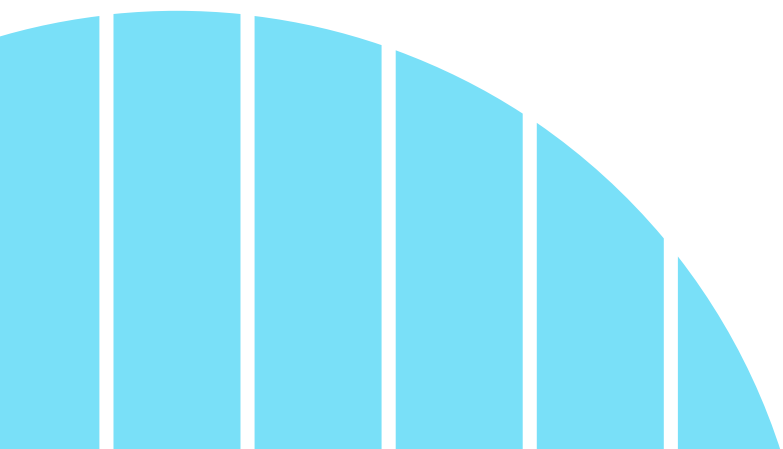
Social Media

Our top three Instagram posts with the most interactions were:

- SHW reel titled “when Gen Z writes the script” **(4,277)**.
- SHW Influencer video “things you didn’t know about FIU” **(3,350)**.
- FIU collab reels for Roary Through Art History **(2,814)** + World Health Day **(904)**.

	FY 2024	FY 2025
Engagement Rate Average	4%	2.3%
Impressions Average	310,564	106,018
Follower Count (End of Year)	11,428	12,356
Average Number of Posts/Month	9.6	11.08
Average Number of Stories/Month	44.9	25.08

Engagement declined in Spring 2024 due to algorithmic changes and staff transitions. Our Marketing and Communications team is actively testing new strategies to optimize social media performance.



GOALS FOR NEXT YEAR

Keep assessing the social media strategy to increase engagement. Track interaction rate and compare versus engagement rate.

Install updated SHW signage in bathrooms across campus to update current ones.

Improving student facing interfaces such as the landing page of the clinical portal and the CAPS phone tree.

Analyze the cadence, design, and distribution of our SHW resource guide.

Dependent upon other FIU processes and policies, create a revenue stream from merchandise sales to benefit SHW initiatives.







STUDENT HEALTH & WELLNESS
Annual Report

 shw.fiu.edu
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FIU | Student Health
and Wellness

