



ANNUAL REPORT

2020/2021

FIU

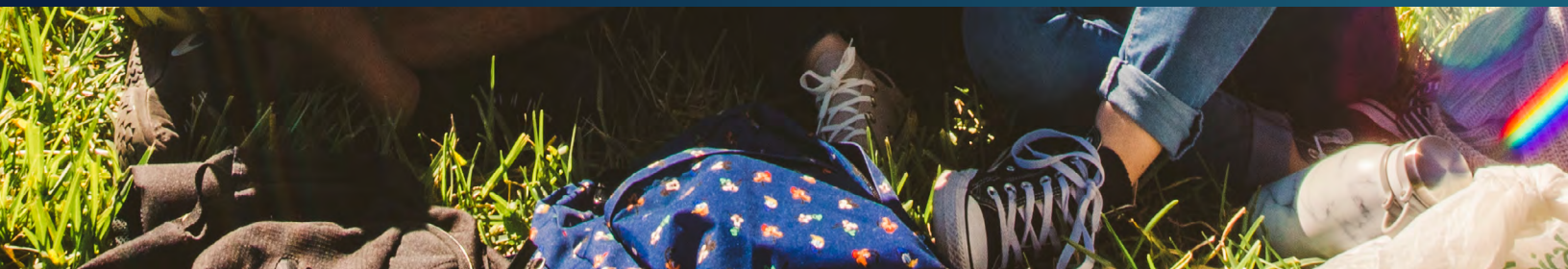
Student Health
and Wellness

FLORIDA INTERNATIONAL UNIVERSITY



TABLE OF CONTENTS

Message From The Associate Vice President	6
Health Fee Organizational Chart	8
Health Fee Allocation	9
Counseling and Psychological Services	10
Victim Empowerment Program	10
Dean of Students	18
Health Promotion Services.....	26
Student Conduct and Academic Integrity.....	34

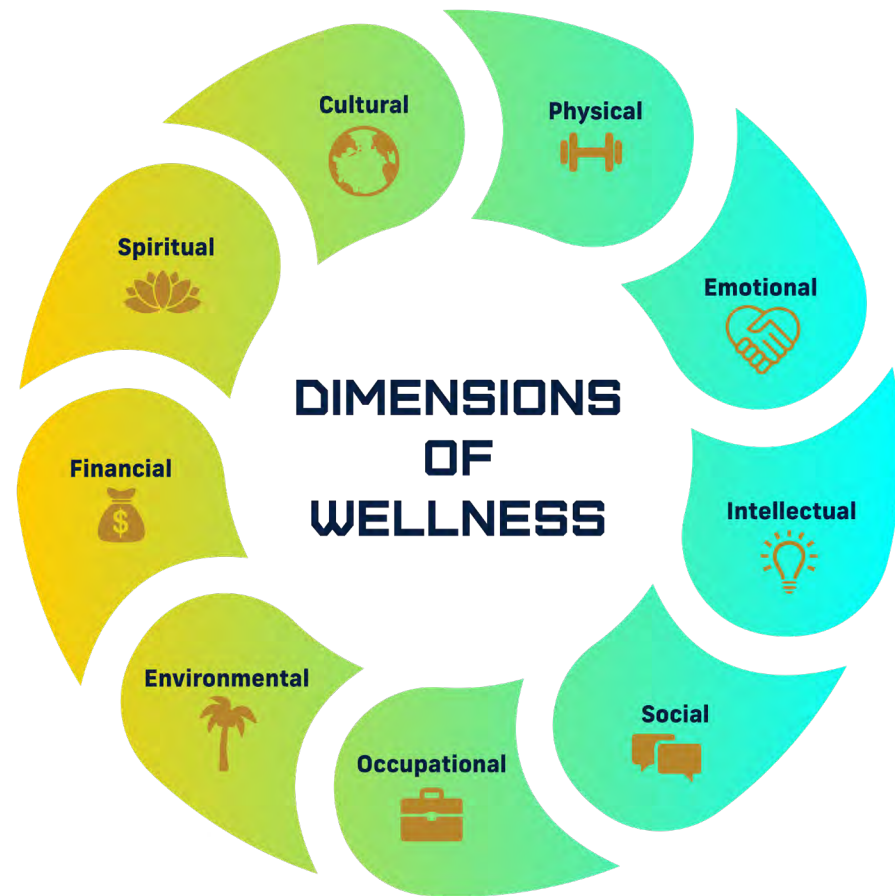


HEALTH LIKE A PRO!

SHW MISSION

FIU Student Health & Wellness aims to support the overall well-being of students. Healthy Panthers 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



MESSAGE FROM THE ASSOCIATE VICE PRESIDENT



Dr. Brenezza "Breny" Garcia
Associate Vice President

"The secret of change is to focus all of your energy not on fighting the old, but on building the new."
~ Socrates

The 2020-2021 academic year was certainly a year of change for the university, but especially Student Health & Wellness. No time were student support services more important than during the pandemic and the social/political/economic challenges we all faced last year. I am beyond thankful and proud of how our teams stepped up, despite their own personal trials, to making a positive impact on our students' wellbeing.

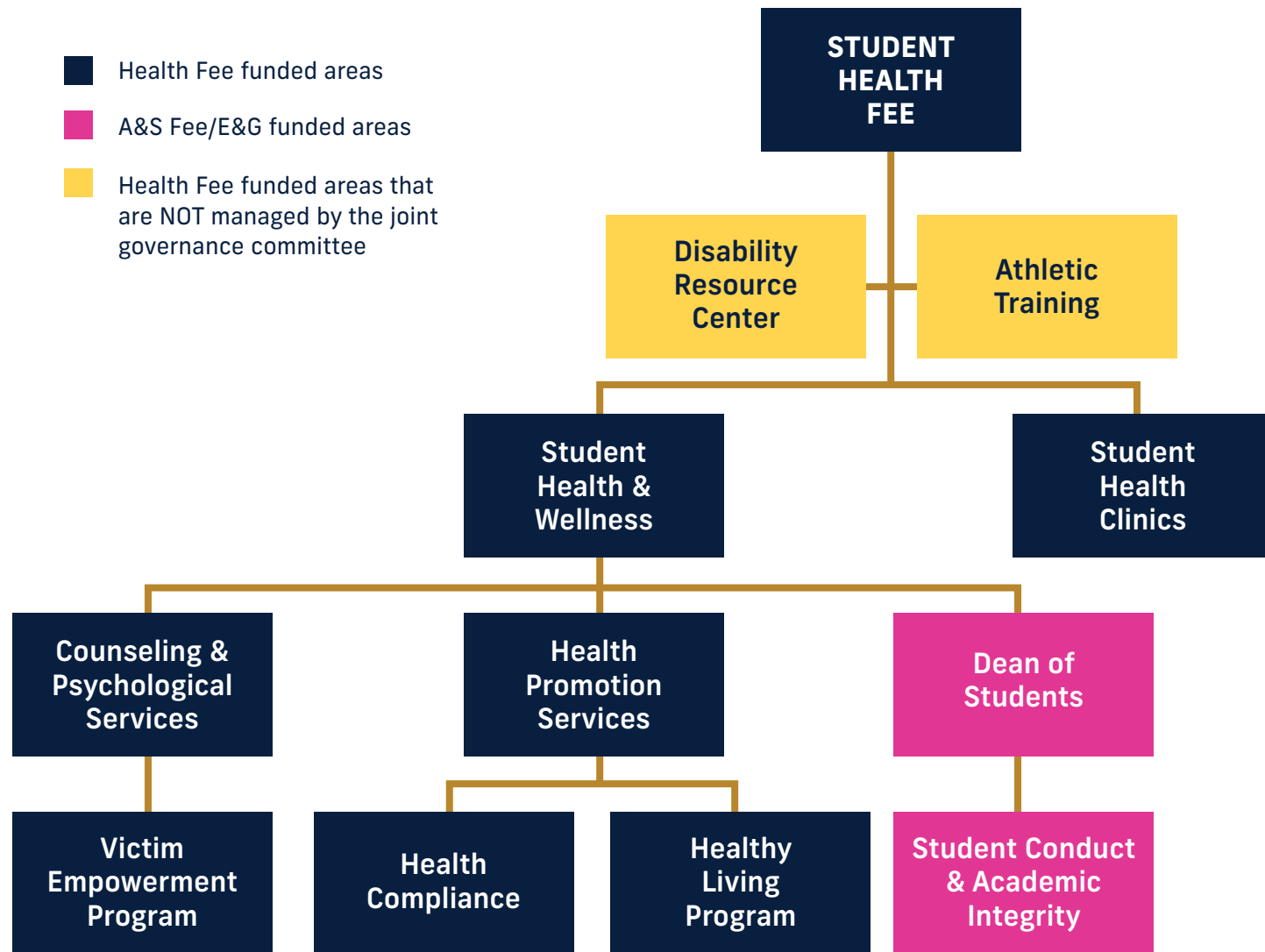
Although last year brought some tough losses to our department (e.g., retirements, passing of colleagues, passing of students), our keen focus on our strategic direction helped us have many successes. Though you will read about many more throughout this report, a few highlights from the year include: receiving grant funding in order to create new positions for a Health Educator and AOD Coordinator; the hiring of new victim advocates and counseling therapists; the expansion of the Student Conduct & Academic Integrity team and space; an updated Student Conduct & Honor Code; and the creation of a dedicated marketing unit that focuses on wellness education.

Not surprising, the number of students we worked with this year was exponential. Through this expanded reach, our hope for the coming year is that we continue working with our student body to provide the services that matter most to them. For any reader that may have questions or feedback about this report, please contact us at shwad@fiu.edu.



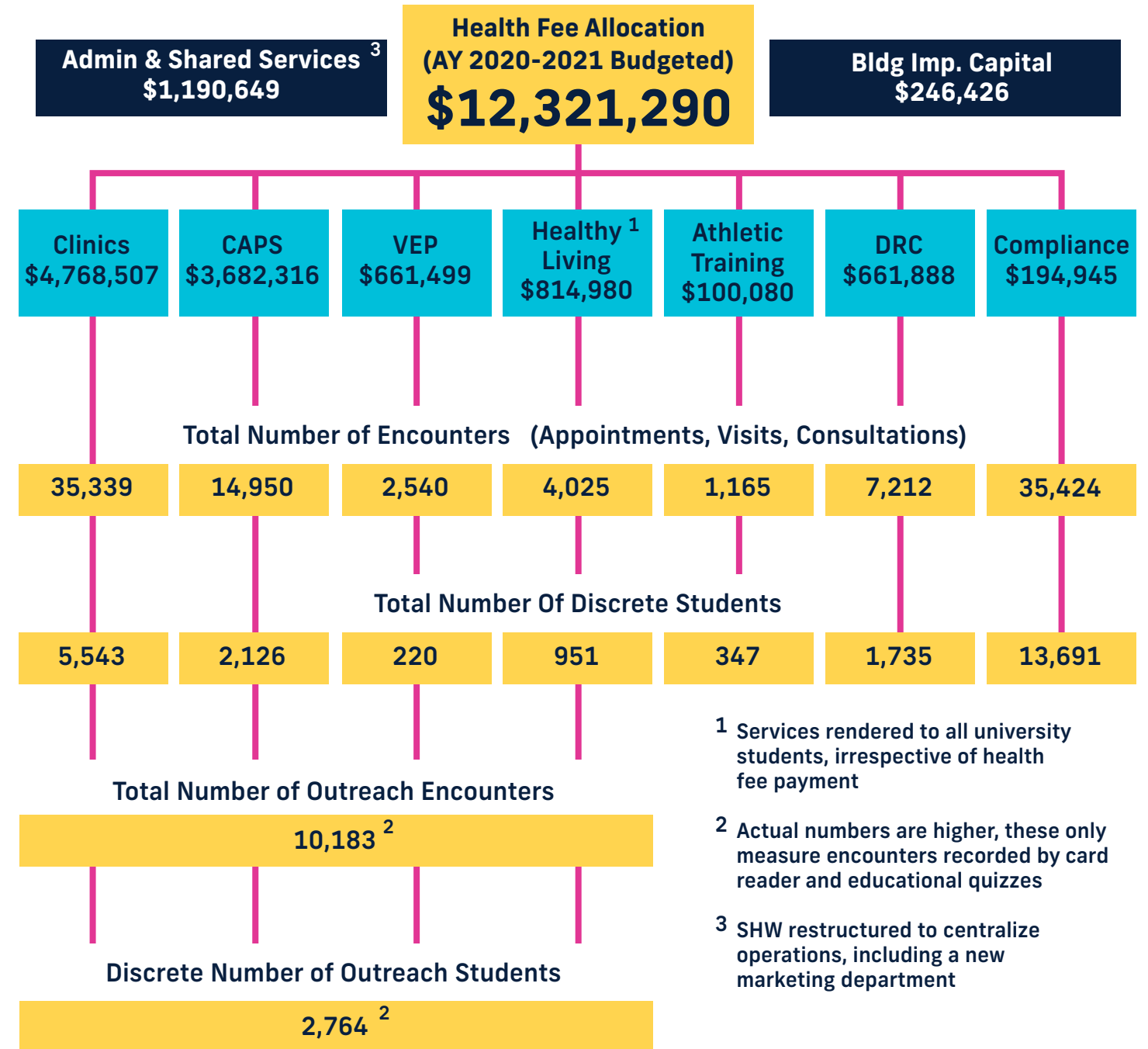
HEALTH FEE ORGANIZATIONAL CHART

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



*These are only direct services units. There are additional support units funded by the health fee.

HEALTH FEE ALLOCATION



- Services rendered to all university students, irrespective of health fee payment
- Actual numbers are higher, these only measure encounters recorded by card reader and educational quizzes
- SHW restructured to centralize operations, including a new marketing department

Data Source: Electronic Medical Records (Titanium by CAPS & VEP and PyraMED by AT, Clinics, & HLP) + FIU Onecard (By DRC, HLP, & 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.

Victim Empowerment Program (VEP) advocates remained effective in providing advocacy services (providing support during medical, court, law enforcement, Title IX proceedings) remotely via videoconference.

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

Biscayne Bay Campus
Wolfe University Center 320
Phone: 305-919-5305



CAPS Overview

Fiscal year 2020-2021 was a unique and challenging year. Overall, the department did a good job adjusting to operational changes (e.g., telehealth) and being supportive and responsive to students throughout the many personal, professional, and social stressors of the year.



Services to Students

CAPS quickly adjusted to remote services and continued to add and improve our service options and procedures throughout the year. Despite the closures, services remained available since the first week the University went remote.

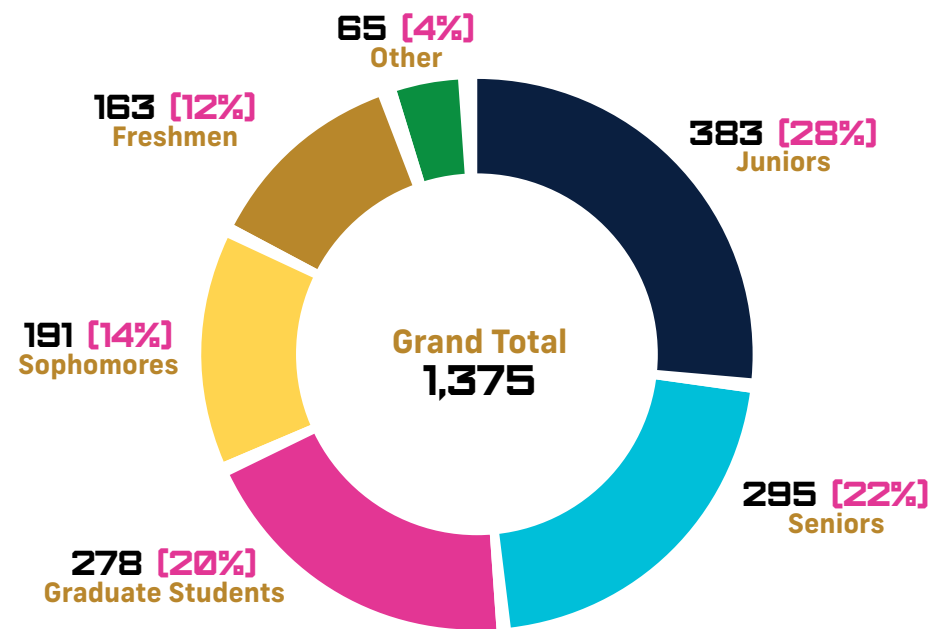
CAPS also created multiple student forums and support spaces to help students struggling due to the pandemic (including student caregivers) as well as those struggling to understand and/or cope with the issues surrounding racial tensions and social justice in our society.



Collaborations

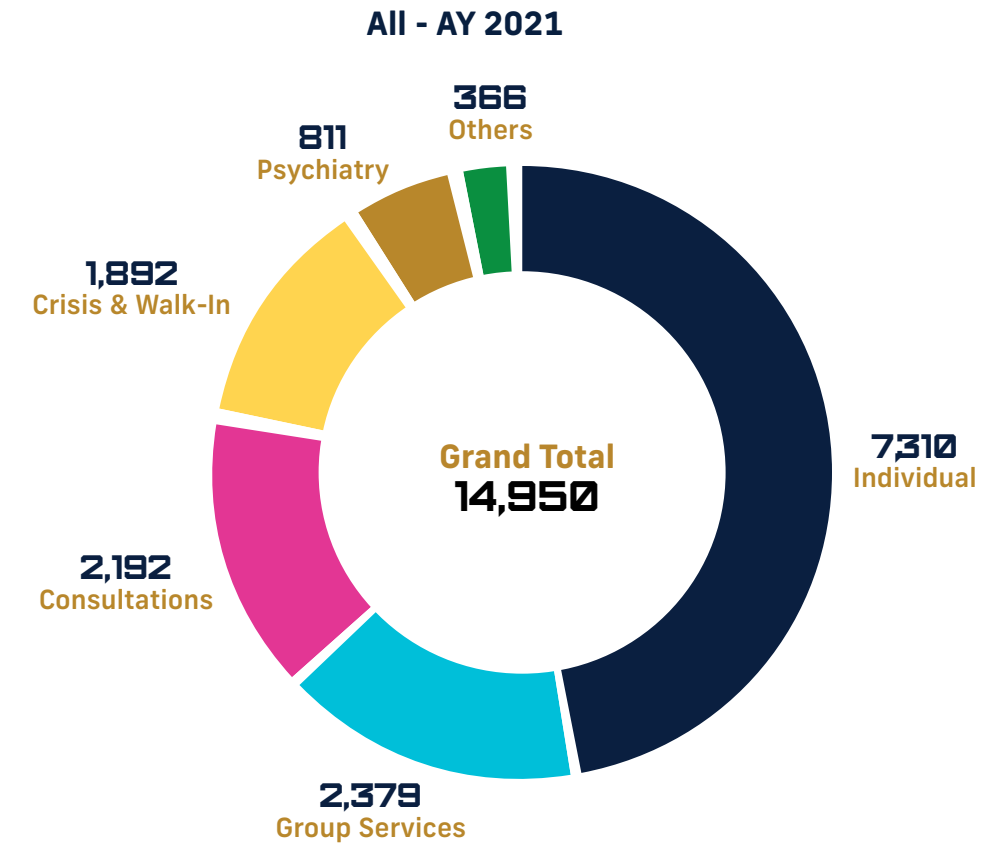
We received requests from multiple departments (e.g., Higher Ed program, school counseling program, VMA, Residential Life, FIU Theater), to provide presentations and forums about racial equity, coping strategies for the unique stressors from COVID, and addressing the unique needs of our student veterans.

Utilization by Student Classification

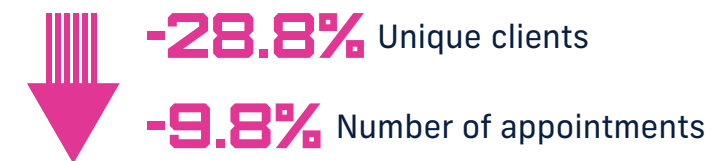


These numbers are consistent with the previous year.

CAPS Attended Appointments



CAPS Direct Services Comparison Report



Due to the lower demand compared to 2019-2020 numbers as well as university closures due to the pandemic, these numbers reflect an increase in frequency of services to existing clients. This is why there is such a difference between unique clients and number of appointments

VEP Overview

Data for the time period we were primarily remote (March 2020 to April 2021) are as follows:

1845
Appointments attended
 (down 16% from previous year)

145
Unique clients served
 (down 34% from previous year)



Groups

VEP clinicians commenced two types of therapeutic psychoeducational groups for victims related to trauma recovery via videoconference during Summer 2020 (10 members), Fall 2020 (17 members) and Spring 2021 (14 members).

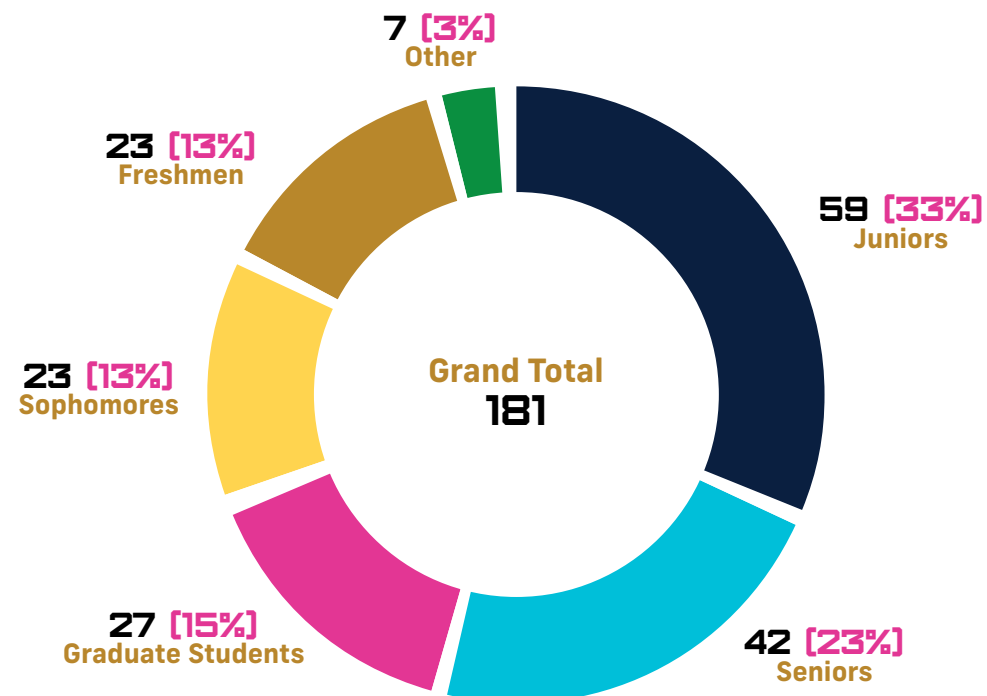


Personnel

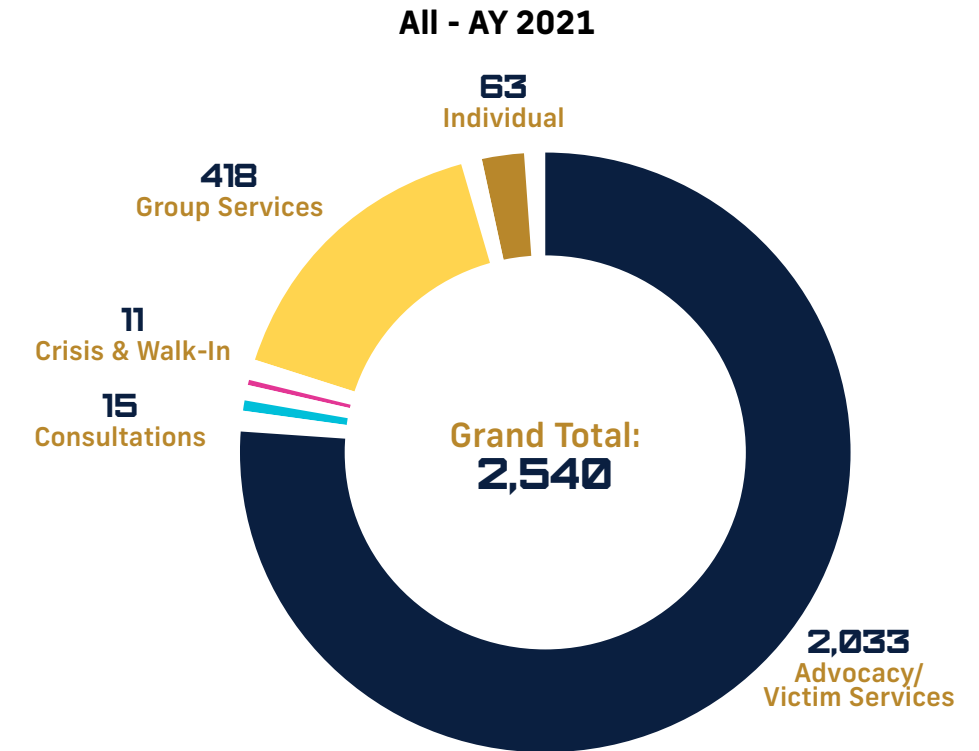
VEP faced significant personnel changes during fiscal year 2020-2021

- Dr. Sharon Aaron, VEP Director, retired December 31, 2020 after 19 years of service.
- Jeanine Wooden, Victim Advocate Counselor, was hired for the CAPS Case Manager position and transferred to her new position effective July 1, 2021.
- We welcomed 4 advocates: Nathaly Baldeon, Yanelissa Dinas, Frank Kotey, and Vivianne Toral.
- Lisa Simpson assumed leadership responsibilities of the VEP team.

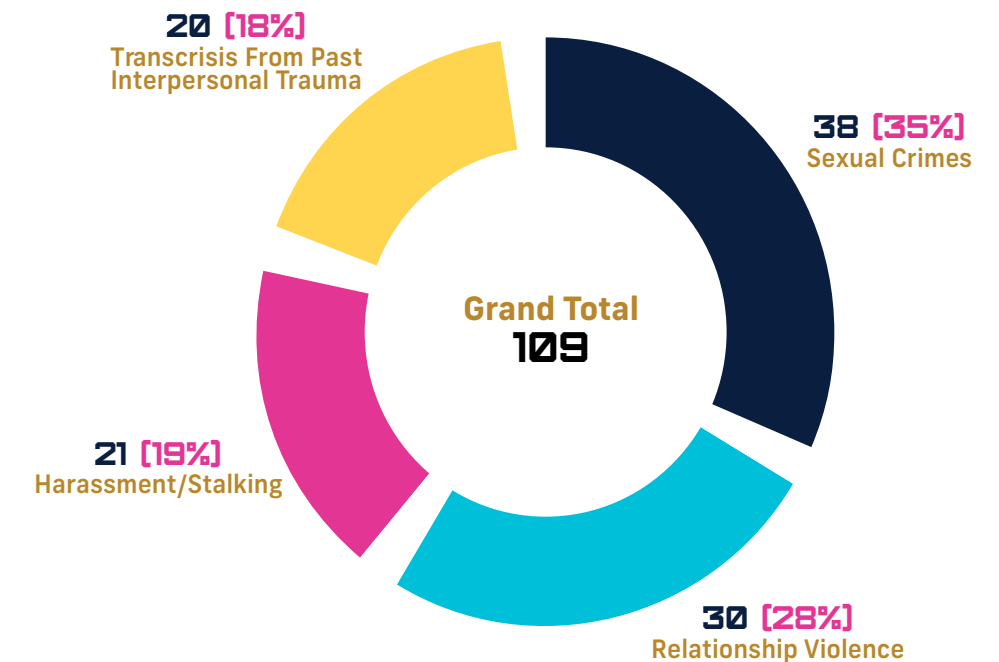
Utilization by Student Classification



VEP Attended Appointments



Victimization Classification Summary - 2020-2021



Goals for Next Year

- Continue to analyze and update processes to increase efficiencies and leverage our resources.
- Continue to engage students through multimodal service delivery and communications.
- Continue to measure success through new behavioral definition of the Performance Excellence Process (PEP) and Direct Services Contracts.
- Continue to enhance staff competencies and professional development through University and community training opportunities.



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



Overview

Caring radically for the most vulnerable students in our population was more important than ever during 2020 - 2021 as we collectively faced global and social challenges impacting everyone in our community. The Dean of Students team worked tirelessly to address the needs of nearly 1,300 students individually who were facing complex challenges or who were actively in crisis. This work took place while the team also contributed to large-scale, university-wide changes relating to policies and practices, social injustice and unrest, and the pandemic. Among the many accomplishments by both individual team members, and for the team as a whole, the following successes stand out:



Operating Procedures

The Dean of Students Office (DOS) formalized practices and approaches to case management through the completion of the Care Manual—a guiding document meant to complement the Behavioral Intervention Team (BIT) Manual and the Student Death Protocol. This document was created in an ongoing effort to formalize our work and provide consistent training to new and adjacent team members.



Diversity, Equity, and Inclusion

Contributed to the newly formed Diversity, Equity, and Inclusion Office by presenting a DOS proposal included in the Equity Action Initiative (EAI) presented to the President. Drafted protocols for incidents impacted by bias motivated injustices. Managed increased acute incidences impacting historically excluded members and groups within our community.



FIU Develop

Facilitated the creation of a training shell in FIU Develop so an online version of the *Panthers Care – Identifying Students in Distress or Crisis* training module could be created. This module has previously been presented by the DOS team in-person or virtually to over 2,000 faculty, staff, and other community members annually.



Emergency Aid

The number of students referred to the DOS team who received outreach and additional resources information through the emergency aid request referral process totaled 1,672. Another 23,500 students received information from DOS about expanded SNAP benefits.



Personnel

Hired the first Graduate Assistant position for the Dean of Students Office (split with an academic program).



Fostering Panther Pride (FPP) Collaboration

Formalized interdepartmental referral flows and additional support provided to FPP through committee membership and review of all Homeless Student Waiver requests (60 – 75 per semester).

Case Management Overview and Trends

Case and Interactions Overview

1,294 Total Number of cases managed by DOS

26,540 Total 2021 DOS team and student interactions (total cases and other outreach to students)

Case Management Trends

The following analyses examined the demographic and academic profile of students referred or reported to the Dean of Students office at FIU during AY 2021 (n = 1,294).

- Pell-eligible students continue to be more likely to interact with the DOS office than students who are not Pell-eligible.
- Students interacting with the DOS office were more likely to have lower term GPAs than the university population as a whole.
- Black or African American students were most likely to interact with the DOS office compared with students from other single racial/ethnic populations. However, students who identify as two or more races were twice as likely as Black or African American students to interact with the DOS office.
- Students referred to the DOS team with primary concerns of being actively in distress or with hardship as a result of a depression diagnosis have the lowest retention rates (among the top 10 charges sorted by retained students), making them least likely to re-enroll or graduate in subsequent terms after interacting with DOS than students reporting other concerns.

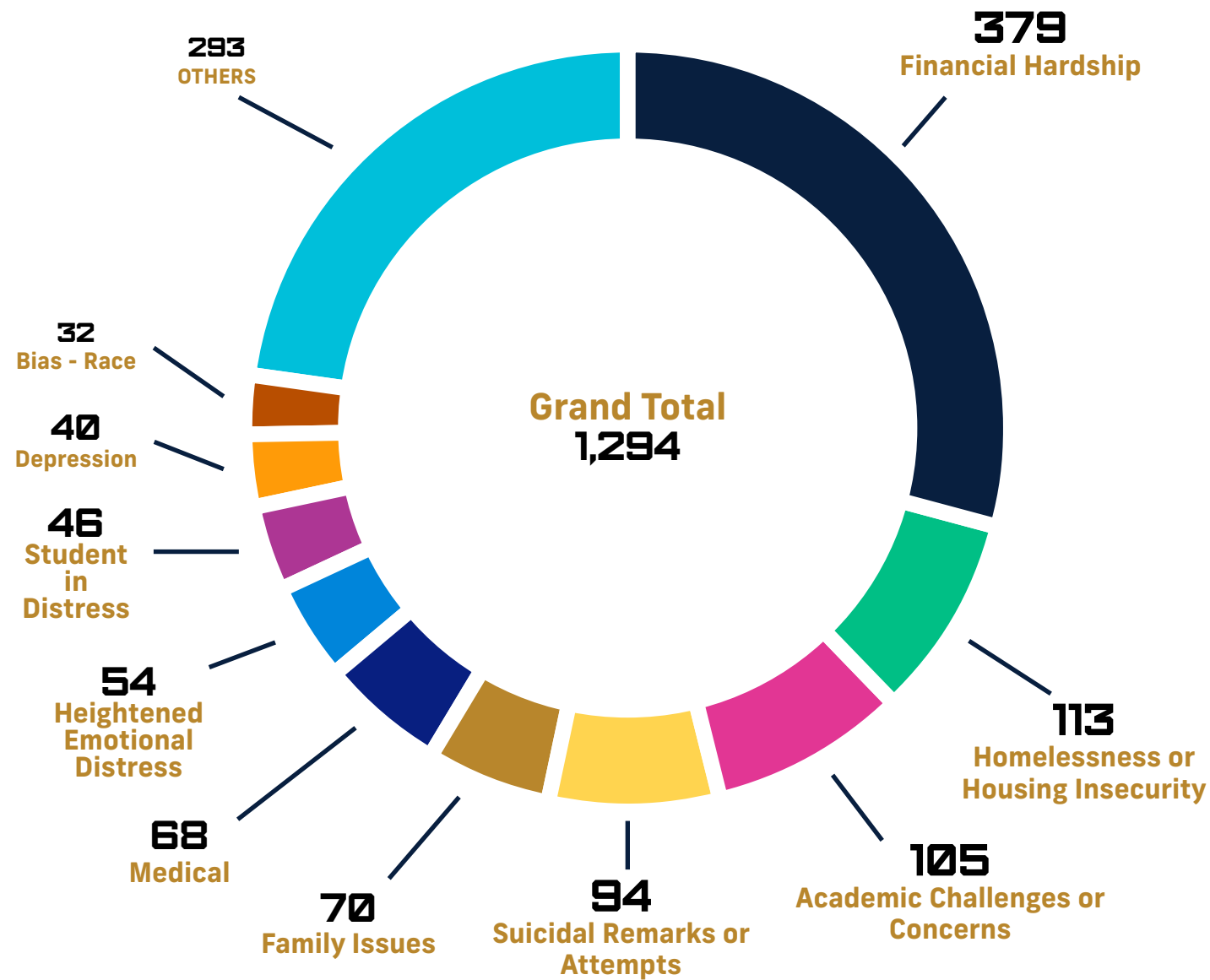
**FINANCIAL
HARDSHIP**

was the primary issue for why a student was referred to the Dean of Students Office for the second year in a row.

Staff at the university were our largest referral source for the second year in a row; students made up the second largest referral source at 17.9% inclusive of self-reporting or referring other students.

The most significant increase in referral source this year was from Family Members at 244.4%.

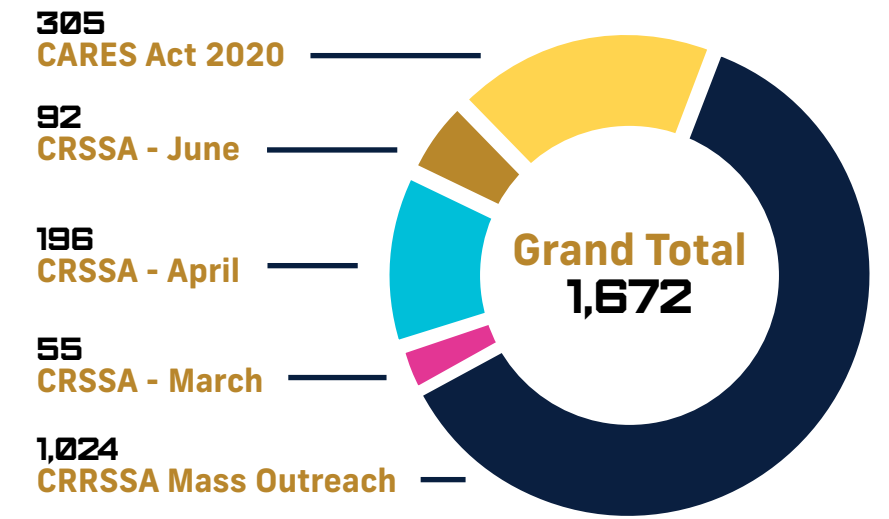
Total DOS Cases: Primary Issues 2020 - 2021



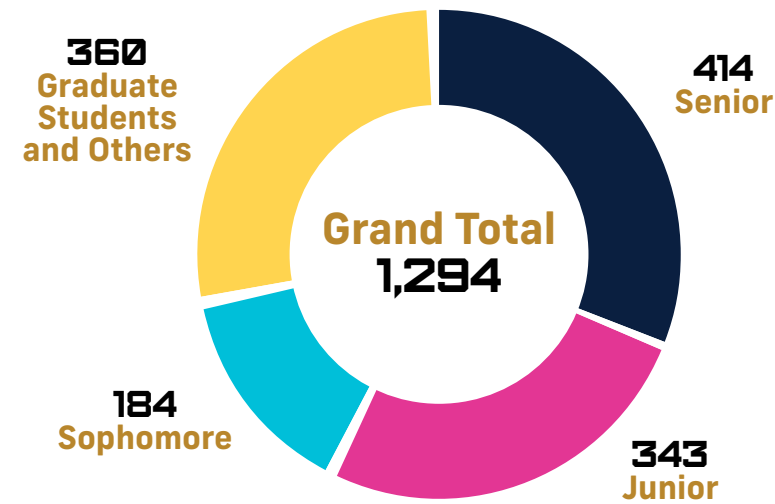
The total number of cases referred to the DOS team in 2020 – 2021 of 1,294 represents a 47.72% increase over the total number of cases in 2019 – 2020, which was 876.

Emergency Aid Outreach

The total number emergency aid requests to the Scholarships Office was significantly impacted by COVID and the three subsequent government relief packages. Per the criteria set prior to COVID (and when needed, adjusted since COVID), the Scholarships Office/Emergency Aid team referred students to the DOS team for additional outreach and support beyond what relief funding alone could provide.



Utilization by Student Classification

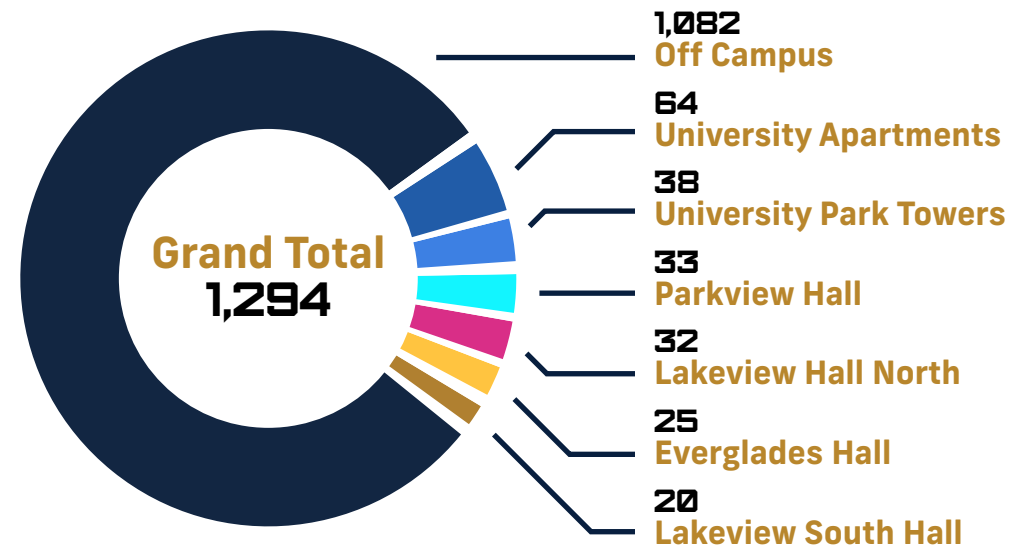


Goals for Next Year

- Continue streamlining data collection and reporting.
- Increase our ability to respond to students in distress and crisis in a timely fashion.
- Contribute to the strategic goals of the university.
- Using benchmarking data across the SUS and other peer institutions, we created a growth plan for the Care Team and hope to obtain funding for next fiscal year.

Housing Case Breakdown

In this illustrative view of the AY 2021 case management data, 212 students or 16.4% lived on campus at the time of referral, and 1,082 or 83.6% of students referred to the team lived off campus at the time of referral.



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!

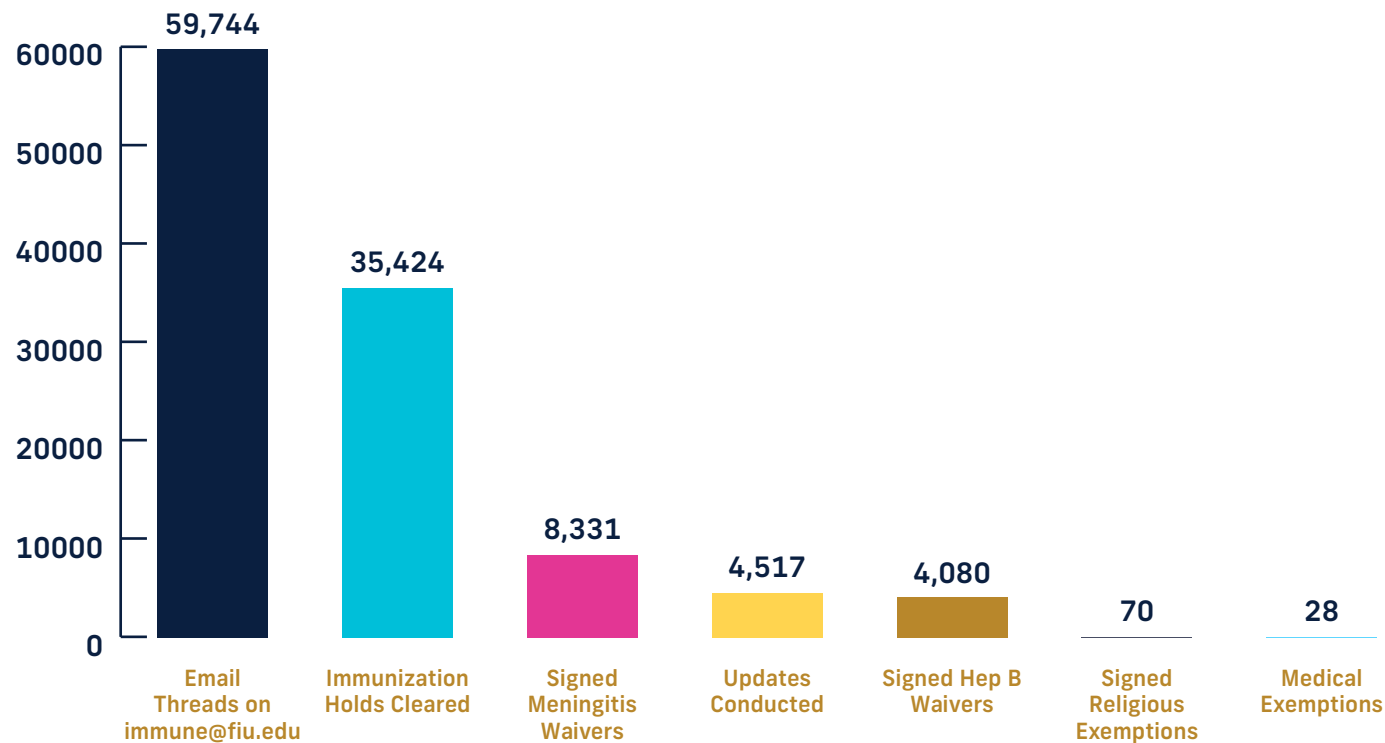
Modesto A. Maidique Campus
Biscayne Bay Campus
Student Health Center
Phone: 305-348-4020



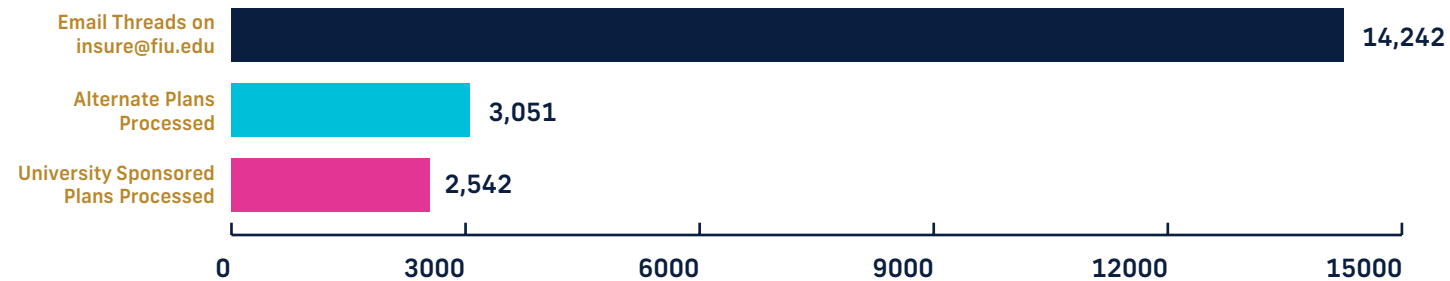
Health Compliance Overview

The Health Compliance (HC) unit is essential to the matriculation of students. HC reviews and processes both immunization and health insurance documents to ensure incoming students and international students comply with the regulations put forth by the Florida Board of Governors. Due to HC working remotely during most of AY 2020-2021, call and email volumes increased exponentially. There were also marked decreases in the number of health insurance plans processed due to fewer international students attending classes in the US.

Holds and Waivers



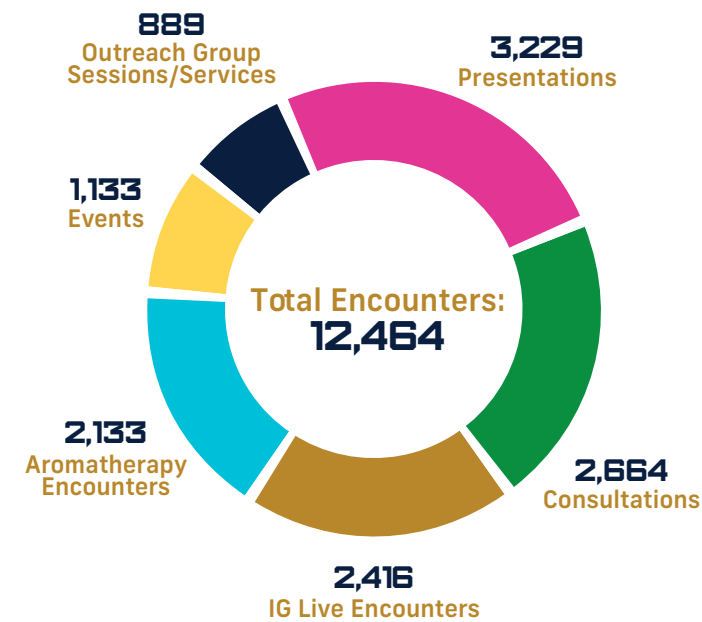
International Insurance



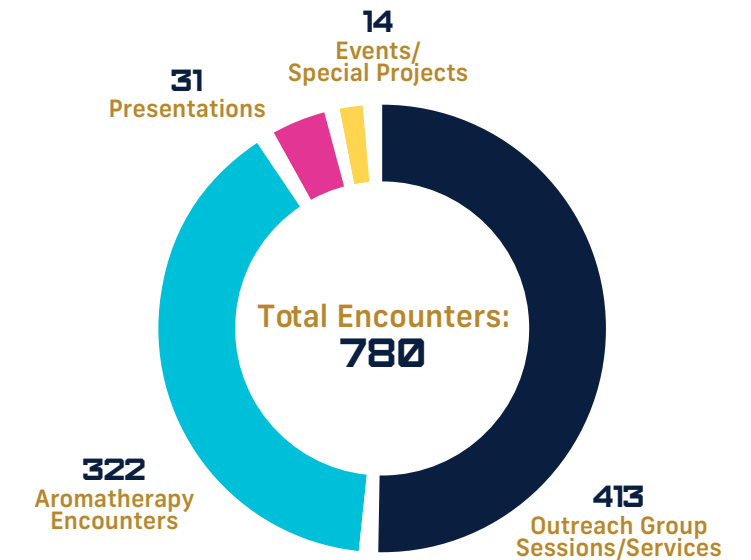
Healthy Living Program (HLP) Overview

The Healthy Living Program (HLP) stepped outside of normal operations to meet the changing demands of our students throughout the pandemic. Both on-campus and remote services on the 9 dimensions of wellness were offered in AY 2020-2021. The top direct services students utilized were massage therapy, in-office aromatherapy, and dietitian/nutrition education. Outreach activities were primarily online during Fall term, but gradually transitioned to in-person by the end of Spring 2021. HLP complementary alternative therapy services such as sound therapy, massage therapy, and acupuncture continued to be student favorites.

MMC Total Reach



BBC Total Reach



Personnel

HLP hired a third full-time Health Educator this year. This new position provided tailored wellness programs to specialty populations including Physicians Assistant students, Law students, FIU Embrace, Fostering Panther Pride, Marc U*Star, Veterans, and Honors College. Three Student Assistants joined the HLP team during AY 2020-2021. The Nutrition Educator worked with the Dietitian to enhance current dietetic services. and the two HLP Student Assistants worked with the Health Educators to plan, prepare, and implement various outreach activities.

Top Outreach Events

Zen Fest

3 virtual events between Fall and Spring. The event promotes various mind/body practices and approaches at the university to enhance well-being.

156 Total Attendees

Recharge Fall/Spring

5 IG Live events in Fall and 5 Zoom events in Spring. The event promotes a relaxing environment for students to decompress during finals.

267 Total Reach

Mind Matters

2 virtual events in Fall and Spring. The event promotes mental health awareness and on-campus resources.

49 Total Reach

Safer Sex
Materials Distributed:

24,249

Aromatherapy
Products Distributed

5,495



Marc U* Star Workshop Series

As part of a National Institutes of Health (NIH) grant in conjunction with MARC U*STAR program, HLP health educators developed and implemented the "Prepping Panthers for Healthy Living" workshop series. The series featured 14 workshops throughout the Fall and Spring terms addressing various wellness topics including stress, resilience, and financial wellness.



HLP Perks Program

From September 2020 through April 2021, HLP relaunched the HLP Perks Program to encourage student participation in virtual activities while managing budget limitations. Instead of offering incentives for each event/activity, HLP began offering monthly incentives to students who attended at least 1 group session, 1 event, and 1 workshop. HLP had a total of 67 unique eligible students with 158 qualifying encounters.



SLS Summer Workshop Collaboration

HLP piloted an in-person SLS Summer workshop series titled: *College: Don't Just Survive, Thrive!* The series focuses on dealing with failure, belonging, money goals, and party safe skills. Students were provided t-shirts for attending and were allotted 1 extra-credit point for each session attended.



Lend a Paw Campaign

HLP collaborated with Panthers Care and the Dean of Students Office on the *Lend-a-Paw* campaign for food insecurity, to raise funds/donations for the FIU food pantry. In June HLP hosted a tabling and RAW Days (Random Acts of Wellness) activities with a total attendance of 53 students.



Other Activities

HLP hosted various in-person and virtual activities including 25 RAW Days with 315 participants and four Juneteenth workshops with a total of 21 attendees. Additionally, HLP launched IG Live weekly journaling sessions created to help students cope through the changes and challenges of 2020 as well as virtual ballet lessons for beginners, intermediate, and advanced levels with a total of 80 encounters.

Student Health & Wellness IT Overview

Student Health and Wellness IT (SHWIT) was central to all clinical operations during AY 2020-2021. They were able to implement new resources to provide CAPS/VEP, HPS, and Student Clinic users with computer support, regardless of whether the user was on-campus or working remotely. In addition to providing users with daily support, SHWIT took on various COVID-related projects to assist the university community in their repopulation efforts.



FIU COVID-related projects

- **Query/Report Development for FIU Auxiliary Lab and COVID Response Team:** Computer Support created multiple queries within PyraMED to extract information for reporting testing outcomes to the FIU Auxiliary Lab and the COVID Response Team.
- **COVID-19 testing site and Horizon LIMS-PyraMED Lab results interface:** Worked with PyraMED Health systems, and Horizon LIMS (Lab Information Systems), to activate an interface that transmits COVID-19 lab orders from PyraMED (FIU COVID testing site) to Horizon lab systems for processing samples and returns labs result after tests have been processed back to PyraMED for posting to the FIU student/employee PyraMED account.



Advanced Kiosks for Student Clinic self-check-in

Worked with Advanced Kiosks and PyraMED Health Systems to build and install an interface that allows students to check-in within the Student Clinic for their appointments, providing valuable time for front-desk staff to work on other tasks.



Upgrades to Windows Operating System

In January 2023, Microsoft will end its support of Windows server 2012/2012rs. To minimize any support impact to the servers on the Student Health Center network, SHWIT upgraded all virtual machines and servers to Windows server 2016. This not only ensured continued support for the product, but also improved performance and security.



Snipe Inventory Systems

SHWIT was part of the initial pilot for the new enterprise IT inventory system. The unit continues working with the FIU IT Security Office to input all computer equipment, included portable devices, desktops, printers, servers, and computers into the new system FIU will use to monitor all devices.



Telehealth

SHWIT continues supporting telehealth services for the student clinics, CAPS, VEP, and HLP.

Goals for Next Year

- By Fall 2021, HLP will begin offering HIV Counseling and Testing onsite.
- During academic year 2021-22, HLP will implement the College: Don't Just Survive: Thrive! Workshop series for SLS students.
- Health Compliance will work on increasing unit efficiency by fully implementing the Immunization Workplace in the PyraMED electronic medical record.
- Health Compliance will conduct the Health Insurance survey in Fall 2021 to continue to monitor student needs/satisfaction with their health insurance plans.
- SHW IT will continue updating Windows operating systems to meet the Microsoft Enterprise January 2023 support deadline.



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 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 2021 for the Office of Student Conduct and Academic Integrity (SCAI) would be to call it a year of exponential growth—growth in the amount of incident reports and cases handled by the office, growth in the amount of Student Conduct and Honor Codes (Code) used during the course of the year, growth in the areas of structuring educational and regulation-based processes and procedures, growth in staffing and personnel, and growth in the amount of office space provided to the office.

As the data demonstrate, SCAI's case load exponentially grew in AY 2020—2021

120% increase of academic integrity cases

and a **225%** increase of behavioral cases.



Student Conduct and Honor Codes

Prompted by the changes made by the Federal Government regarding the application of Title IX, and based on the approval process used by the FIU Board of Trustees, three Codes were promulgated:

- The Code in effect from August 1st, 2019-August 13th, 2020;
- The Code in effect from August 14th, 2020-October 27th, 2020; and,
- The Code in effect from October 28th, 2020, as temporarily accepted until final approval by the Board in February 2021.

As each Code went into effect, relevant updates—including website revisions and changes to Maxient (such as violation numbers and language used in letters and sanctions)—were required. Additionally, such changes required that case-handlers were ever mindful of charging and adjudicating cases under the correct Code in effect when the incident occurred.



Trends

- Continued and increased use of third-parties to commit academic misconduct (including some whom actively contact students) and the brazenness of other such violations in the same area.
- Continued reporting of text messages or videos which contains vile, but protected speech.
- Due to established university guidelines during the pandemic, there was an increase in Code violations related to the Panthers Protecting Panthers (P3) program; specifically, a small number of Respondents violating the policy multiple times. This is a credit to the so many FIU students who adjusted their conduct following a singular warning letter or who understood how their individual conduct would contribute to the collective goals of keeping others safe and reopening campus under a “new normal;”
- Increased sanctions for individuals using tasers/stun guns.
- Increase in cases being adjudicated via a Student Conduct Committee (SCC) Hearing.
- Increase of academic misconduct reports involving final/capstone classes and projects.

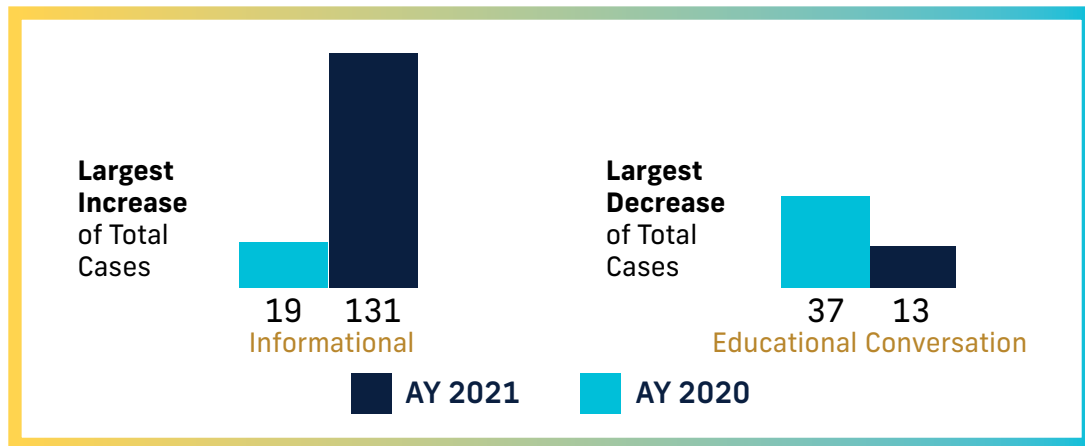
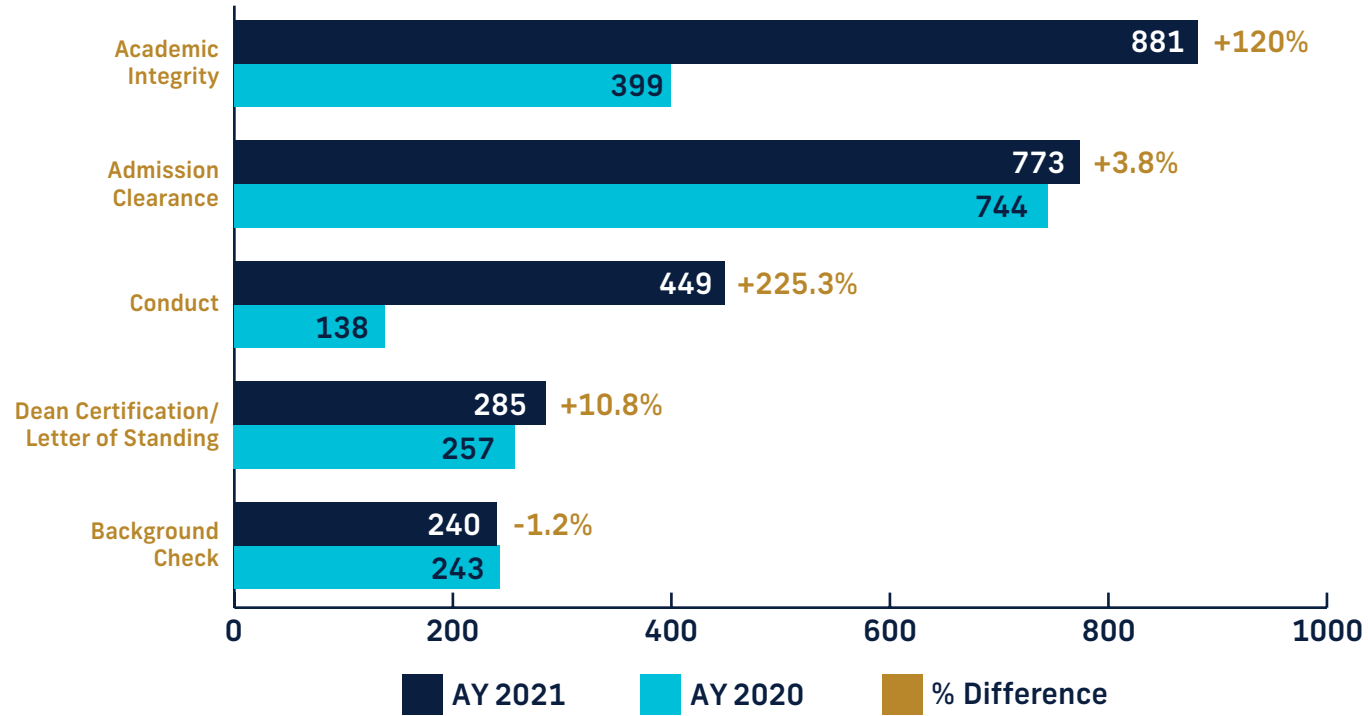


Personnel

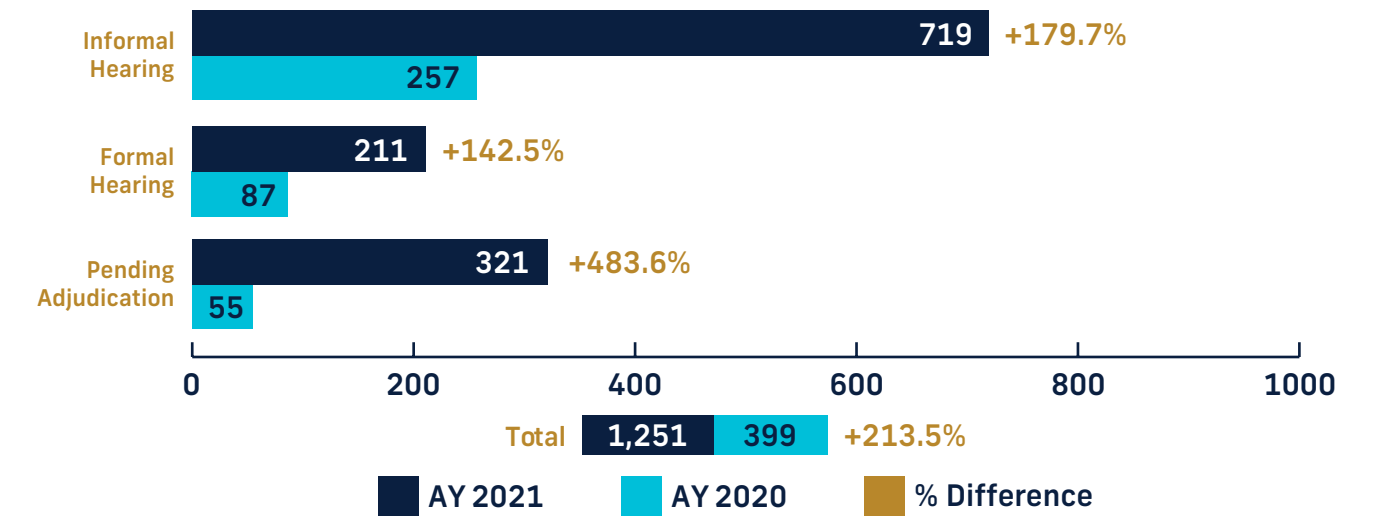
It is with profound appreciation that SCAI was not only approved to rehire vacant positions during AY 2021 (especially given the on-going COVID-19 pandemic), but also that funds were found to hire four temporary positions to aid with case backlogs. Such growth, while creating a perpetual cycle of training during AY 2021, has started to provide relief for SCAI as of the third quarter of AY 2021, and will place the office in a better position entering the Fall. It is of particular note to acknowledge the resilience and adaptability of those whose work with SCAI were completely remote for AY 2021, especially the graduate assistants.

Total Cases

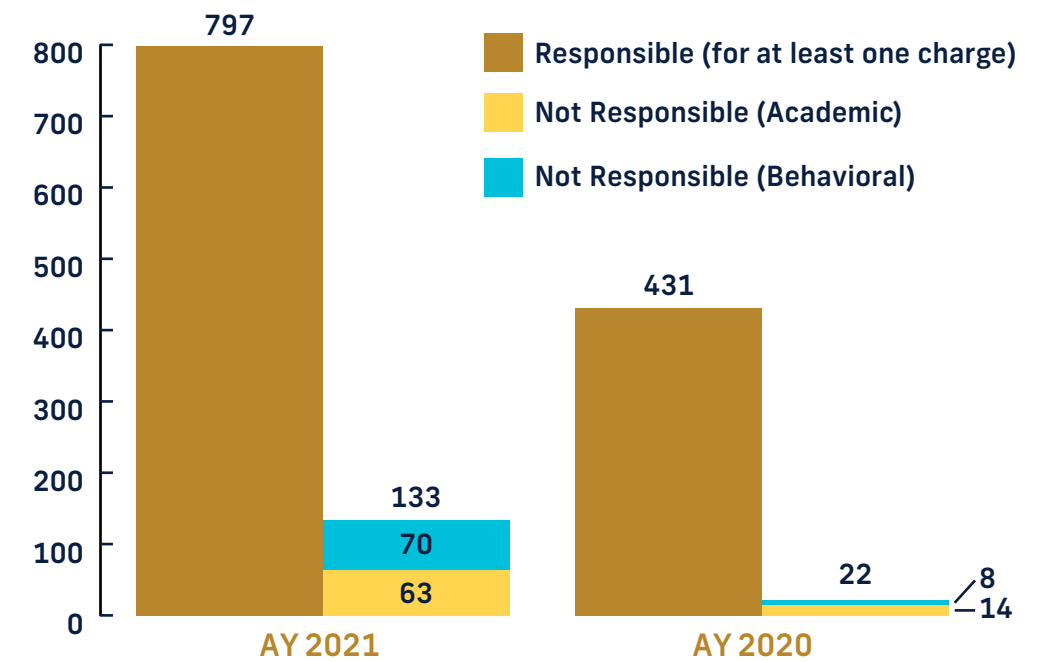
Number of Individuals by File IDs (Individuals or organization)



Resolution Methods



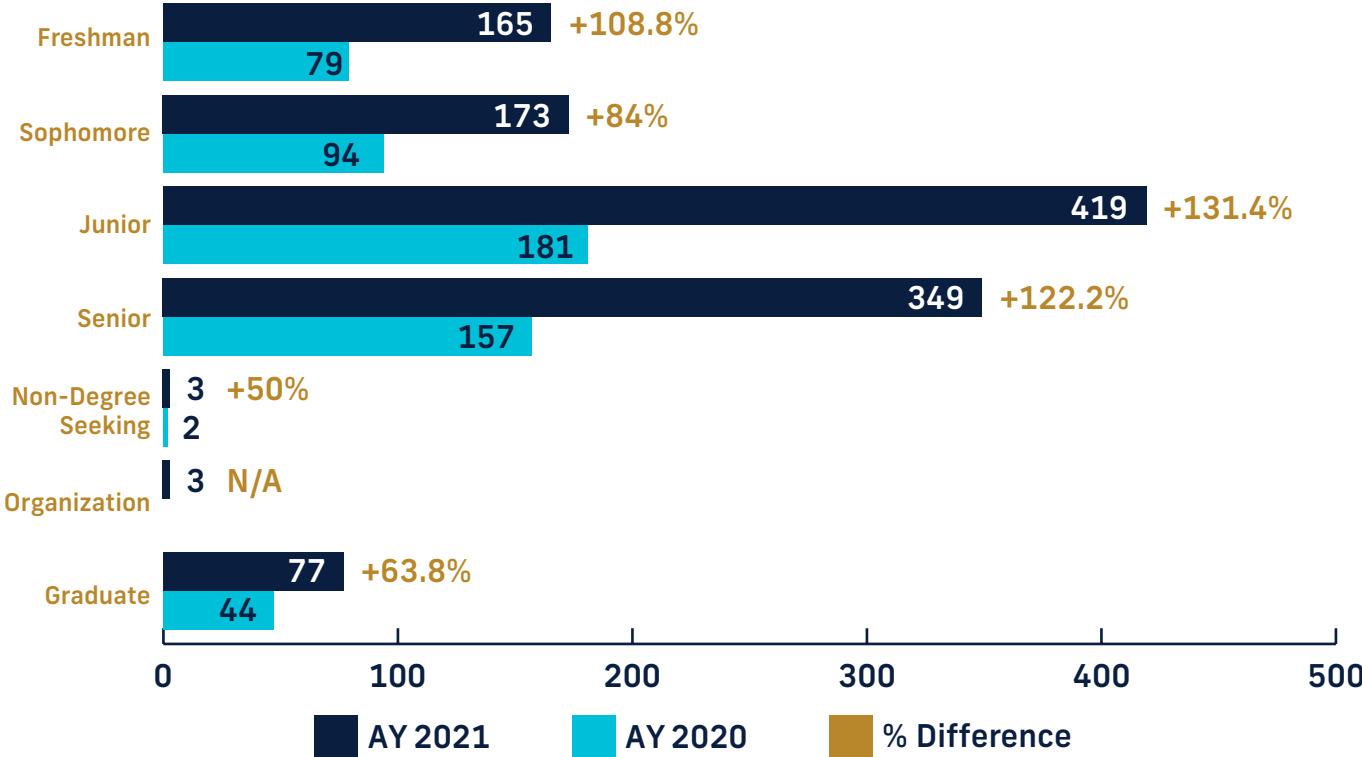
Adjudication Findings



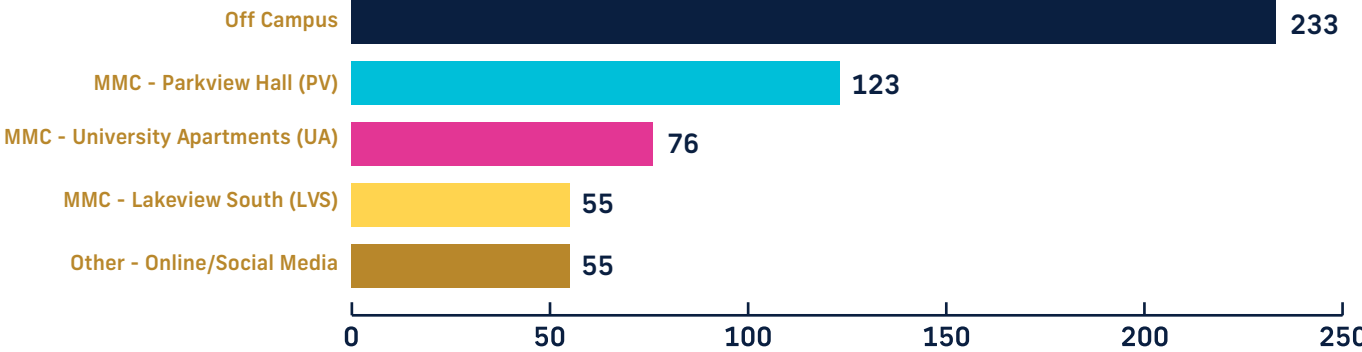
Goals for Next Year

- Address the backlog of current cases; aiming to end the next year with less cases that remained at the end of the Spring 2021 semester.
- Continue to develop additional sanctioning for Respondents, collaborating with campus partners to do so.
- Decrease the time from incident receipt to Final Agency Action for cases resolved via a Summary Resolution Agreement.
- Following the hiring and training for open positions, evaluate the long-term staffing needs of the office and the office structure.
- Increase community outreach and education, including creating a communication plan for students, faculty, and staff.
- Plan for the increase of cases from HRL as occupancy returns to 100% and as a new building is slated to come online in 2022.
- Start working towards long-term Code revisions with community feedback and support.
- Work with University partners to create a centralized reporting page.

Utilization by Student Classification



Top 5 Total Charges, Per Location





FIU

Student Health
and Wellness

FLORIDA INTERNATIONAL UNIVERSITY