



Student Wellness Center **ANNUAL REPORT**

FY 2023 - 2024

@sjsuwellness
sjsu.edu/wellness

SJSU | STUDENT WELLNESS CENTER



Welcome!

The Student Wellness Center (SWC) is home to your counseling, medical, and well-being needs at SJSU. Visit your doctor, talk to your counselor, relax in the Wellness Lounge, and more! Visit our website at sjsu.edu/wellness or follow us on Instagram @sjsuwelness for more information about our services, programs, and events.

Mission Statement

To provide caring, quality, integrated, student-centered health, counseling and wellness promotion services to Spartans in support of their ability to perform optimally, physically, and mentally; and to enhance their academic and intellectual potential.

Student Learning Outcomes

- Students will analyze their level of health and well-being to form goals for improvement
- Students will demonstrate resourcefulness, skill, and confidence for accessing and utilizing health and well-being assistance on and off campus
- Students will apply prevention and management strategies to their personal health conditions
- Students will act to improve their health and well-being, and that of the campus community

SWC by the Numbers

APPOINTMENTS & SERVICES



5,594

STUDENTS SERVED
BY APPOINTMENTS



36,010

PHYSICAL VISITORS



21,846

APPOINTMENTS



24,295

PHONE CALLS ANSWERED
BY CARE EXPERIENCE TEAM



7,447

COUNSELING
APPOINTMENTS



13,471

MEDICAL
APPOINTMENTS



888

WELL-BEING
APPOINTMENTS



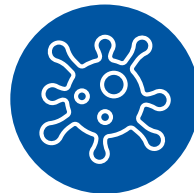
1,309

APPOINTMENTS BOOKED
ON THE PATIENT PORTAL



4,566

PHARMACY PURCHASES



512

FLU VACCINES
ADMINISTERED

STUDENT SATISFACTION



91.97%

STUDENTS INDICATE A
TIMELY MANNER TO GET
AN APPOINTMENT

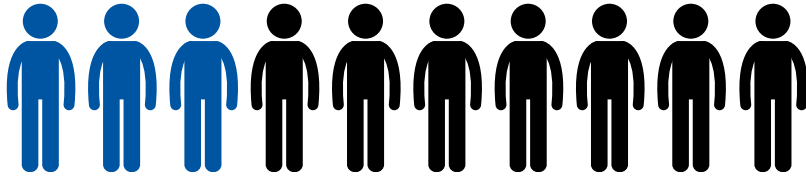


72.2

NET PROMOTER SCORE

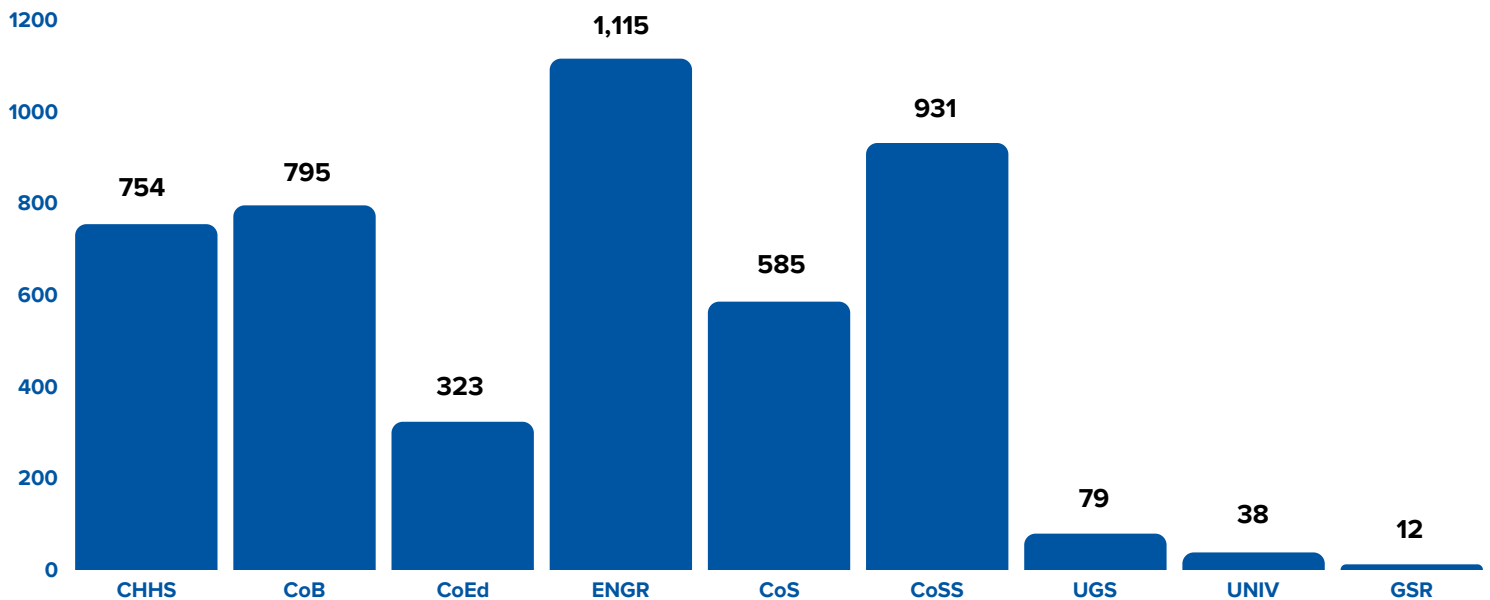
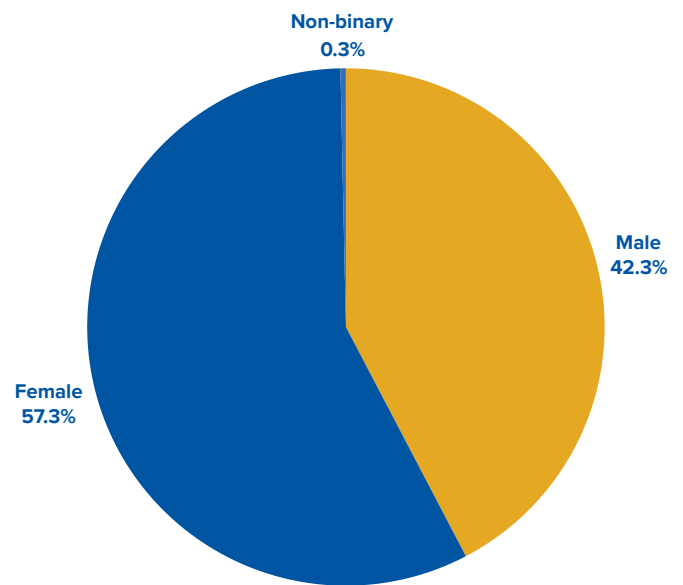
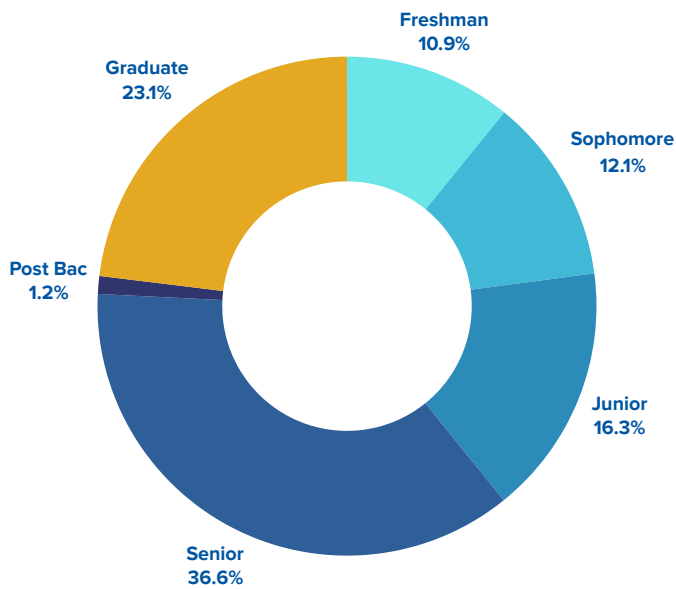
SWC by the Numbers

STUDENT DEMOGRAPHICS



32.2%

CLIENTS ARE FIRST GENERATION STUDENTS



SWC by the Numbers

WELL-BEING



857

STUDENTS ENGAGED

at →



9

HOSTED WELL-BEING
EVENTS



13,008

SAFER SEX SUPPLIES
DISTRIBUTED

at →



2,154

VISITS



12,194

STUDENTS SERVED AT
WELLNESS LOUNGE
FRONT DESK



1,595

VISITS TO
WELLNESS LOUNGE



178

MOBILE
VISITS



381

MAIL
REQUESTS

STUDENT-LED PROGRAMS



47

HEALTH EDUCATION
OUTREACH ACTIVITIES



64

INSTAGRAM POSTS/STORIES
CREATED BY PHE



7

PEER HEALTH EDUCATION
(PHE) WORKSHOPS



20

CHEW WORKSHOPS

Achievements



L: Peer Health Educators participating in tabling and outreach about healthy sexuality
R: Public Health students with the Condom Co-Op Cart, providing free safer sex supplies

- In Spring 2024, the National College Health Assessment was successfully implemented and administered to 20,000 students across campus
- Narcan and Fentanyl test strips were provided and made accessible to students with the implementation of opioid overdose prevention programming
- 12 Peer Health Educators (PHE), 2 CHEW Chefs, 3 Nutrition Education Student Interns, and 8 Public Health Students produced a mixed total of 47 health education outreach activities, 7 PHE Workshops, 20 CHEW Workshops, and 64 Instagram Posts/Reels
- 400+ students were successfully vaccinated at flu shot clinics in University Housing
- Implementation of gender affirming care (hormone replacement therapy) with a gender affirming care specialist
- Expanded the number of providers able to provide services in medication abortion, gender affirming care, and laceration repair

Achievements



Counseling & Psychological Services waiting room at the Student Wellness Center

- 3 Mental Health First Aid trainings were successfully facilitated
- The Prevention and Intervention Working Group, a interdepartmental group of Well-being@SJSU representing Athletics, Undergraduate Studies, Student Wellness Center, Student Involvement, Accessible Education Center, Career Center, Gender Equity Center and FD&O, was convened to address pressing student well-being concerns such as mental health and suicide prevention
- Student Wellness Center Integration
 - Consolidated four department-focused websites to create one integrated Student Wellness Center website at sjsu.edu/wellness
 - Consolidated 3 phone lines to create an integrated phone tree and phone number at (408) 924-5678
- Hired Operational Leadership Team: Director & Associate Director of Counseling & Psychological Services, Director of Health Services, Clinic Manager, and Director of Care Experience and Operations

In Progress



The "Wellness" art mural completed on October 10, 2023, during the World Mental Health Day event

- Assessed and planned a stepped-care model across SWC services to serve students with appropriate levels of care for their presenting issues and guide organization development. Working groups established in Spring 2024 with design and testing in the summer for a Fall 2024 launch
- Additional telehealth medical appointments created, increasing our capacity to serve students
- Initiated an eating disorder treatment group
- Launch of YOU@SJSU, a free online tool found at you.sjsu.edu designed to help students Succeed, Thrive, and Matter, by managing stress, setting goals, promoting happiness and well-being, and connecting to campus resources
- Shifting towards universal health promotion efforts that target all students, including increasing utilization of self help tools and peer to peer support