

FY24

ANNUAL REPORT



Center for
CAMPUS WELLNESS
THE UNIVERSITY OF UTAH

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FY24 ANNUAL REPORT

The Center for Campus Wellness is the primary health and wellness resource for the University of Utah campus.

Established in 1988 as the Alcohol and Drug Education program, we have evolved to now address a wide range of collegiate wellness concerns through awareness, prevention, education, support, healing, and recovery.

MISSION

We support student well-being and success through holistic programs that center wellness, safety, and healing.

VISION

For students to discover their passion, people & purpose.

VALUES



BELONGING



CARE



INTEGRITY



LIFELONG LEARNING



SELF-DISCOVERY



**STUDENT
CENTEREDNESS**

EXECUTIVE SUMMARY

OUR PURPOSE

We are dedicated to serving and supporting the campus community in their wellness journeys. Understanding that wellness is foundational to thrive and excel personally, academically, and professionally, we focus our efforts on providing comprehensive and holistic programming. We meet students where they are in their wellness, healing, or recovery processes, helping them build skills, access resources, and define what wellness means to them.

We remain committed to data-driven decision-making and evidence-based innovation in our delivery. Through our initiatives and programs, we strive to support the University of Utah's mission by prioritizing safety, wellness, and student success.

OUR FUNCTIONS

- Victim-Survivor Advocacy
- Health Education & Skills Training
- Wellness Coaching
- Alcohol & Substance Use Support
- Safer Sex Services
- Well-being Resource Navigation
- Awareness Campaigns
- Student Leadership and Training



20%

Increase in campus community members trained in Mental Health First Aid from FY23 – nearly 600 trained to date.



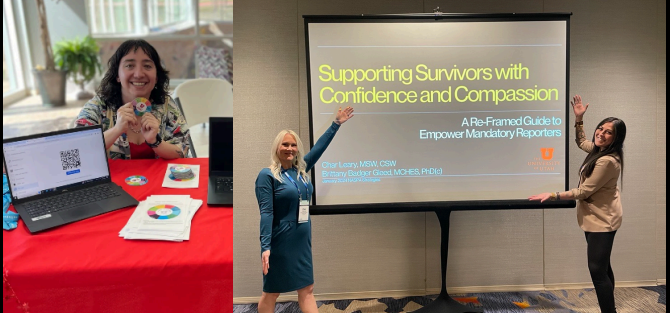
14.6K

Campus community members reached through educational outreach events, workshops, and meetings.



3,188

Advocacy services provided to support campus community members who have experienced violence, abuse, or harm.



From Right to Left:
 Blessing Otesanya providing Wellness Coaching
 CCW staff hosting discussions for the In Our Shoes event
 Indigo Mason welcoming participants to Wellness Fair
 Char Leary and Brittany Badger presenting at NASPA Strategies

LUMINARY AWARD

Fight Against Domestic Violence (FADV) Award Recipient

Lou Vigil
 Victim-Survivor Advocate



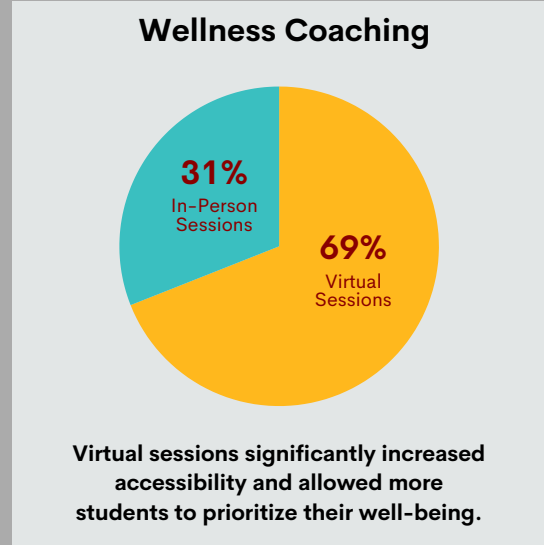
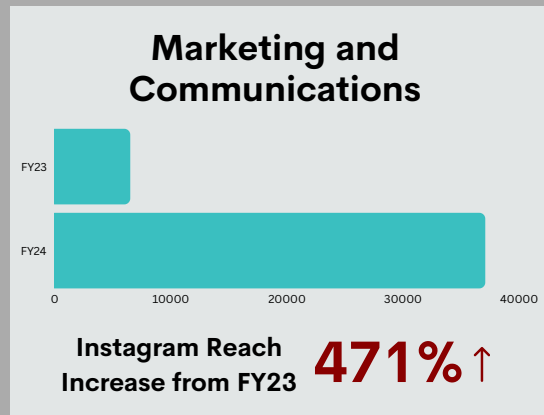
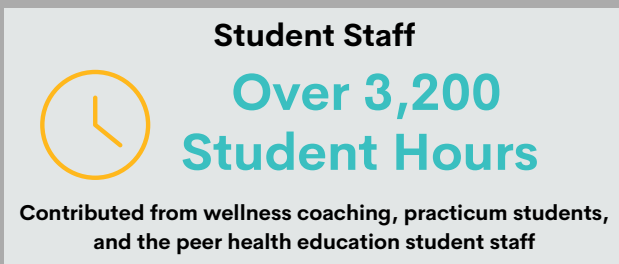
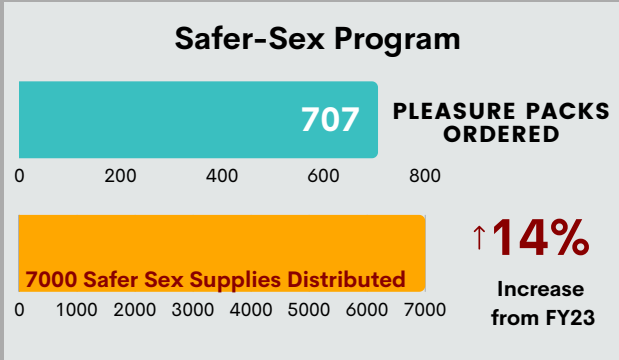
We are proud to announce that Lou Vigil, one of our Victim-Survivor Advocates, was honored with the Luminary Award by the Fight Against Domestic Violence (FADV) organization for their exceptional work during FY24 in supporting clients of violence.

“ WE ARE IMPRESSED BY THE LENGTHS YOU GO TO AID SURVIVORS IN THEIR JOURNEYS AND WANT TO HIGHLIGHT YOUR INCREDIBLE WORK! ”
 SIERRA HOLMS, PROGRAMS DIRECTOR, FADV

FADV is a non-profit organization that works with all domestic violence service providers in the state of Utah to support victim/survivors in bridging the gaps that prevent them from living their most safe and stable lives.

Lou's incredible dedication and outstanding service to their clients have rightfully earned them this prestigious recognition.

OUR IMPACT



MAJOR ACCOMPLISHMENTS

We took great strides in FY24 to formalize processes, innovate and alter programs, and be responsive to the change in student needs. We are particularly proud of the following accomplishments.

#1 EXPANSION, IMPROVEMENT, AND INNOVATION WITH PEER-TO-PEER SERVICE PROGRAMS

The Center for Campus Wellness (CCW) oversees several student training and development programs. These programs provide students with real-world experience, adds capacity to our programs, and gives students opportunities to make a significant impact on the safety and well-being of their community.

PEER HEALTH EDUCATION

The FY24 cohort of Peer Health Educators (PHEs) consisted of 11 paid student staff responsible for delivering health education programs, hosting free STI/HIV clinics, and organizing events. PHEs contributed over 1,600 hours and supported 115 initiatives—a 43% increase from the previous year. Recognizing the success of this program, a new partnership with Fraternity and Sorority Life will launch in FY25, piloting embedded PHEs within the FSL community.

WELLNESS LEADER TRAINING

To ensure consistency in foundational training for peer programs on campus, we developed the Peer Wellness Ambassador certification, modeled after the NASPA Certified Peer Educator training. This training, now required for all Student Affairs peer support programs, equips students with essential peer support skills.



FY24 PEER HEALTH EDUCATORS, BELLA WARD AND HAILEE FELL RECEIVING AWARDS DURING THE STUDENT LEADERSHIP RETREAT

STUDENT LEADERSHIP RETREAT

Thanks to the Parent Fund, CCW hosted its third annual student leadership retreat for Health and Wellness student staff. The retreat focused on community building, leadership skills, and wellness knowledge and partners from the Sustainability Office and Health and Kinesiology led workshops on stress management and burnout prevention.

NEW PEER-TO-PEER PROGRAMS

To leverage the impact of peer-to-peer service programs in increasing service utilization, improving self-efficacy, and fostering a connected campus community, we developed two new programs set to launch in FY25.

- **Peer Well-being Navigation:** PWNs will help peers with health decisions and connect them to campus resources, covering topics like health insurance, mental health, and more.
- **Peer Advocacy Liaisons:** PALs will promote Victim-Survivor Advocacy services, educate the campus about available support, and create a supportive environment for survivors.

115
PEER-LED
INITIATIVES

11
STUDENTS
HIRED

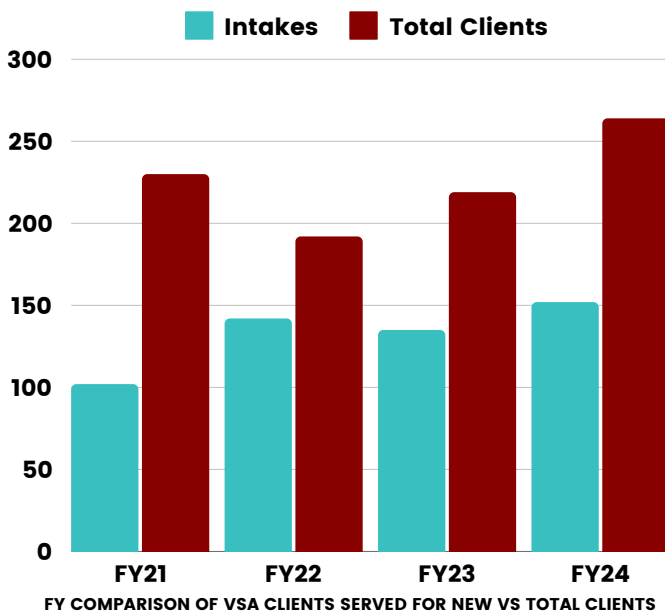
1600
HOURS
CONTRIBUTED

#2 IMPROVEMENTS TO THE VICTIM-SURVIVOR ADVOCACY PROGRAM TO ENHANCE SERVICES AND INCREASE CAPACITY

The CCW houses the University of Utah’s free and confidential VSA program. The CCW prioritized proactive outreach and partnerships with various departments on campus to improve our reach to students who historically have experienced higher rates of violence, harm, and abuse.

- 264 individuals were supported, including 152 new clients (21% increase from FY23)
- 3,188 support services provided (36% increase)
- 55% of all intakes were held virtually
- Majority identify as female (79%) then male (11%) and then trans man/woman or gender queer/non-binary (10%)
- Nearly 40% of clients identified as a person of color (18.4% Hispanic/Latinx)
- 30% identified as LGBTQIA+ individuals
- 13.2% reported being an international student
- Majority of clients reported being a student (80.9%) with the remaining 19.1% being an employee, non-campus community member, or former student

To address challenges such as vicarious trauma, burnout, and unmanageable caseloads, the CCW made several improvements in FY24.



587 REFERRAL OUTREACHES

AUTOMATED OUTREACH

Automated outreach was implemented in FY23, improving efficiency and reducing vicarious trauma from detailed disclosures. In FY24, 587 automated outreaches were delivered through direct referrals from the Office of Equal Opportunity (OEO).

900 PRACTICUM HOURS

INCREASED CAPACITY

A 1.0 FTE Advocacy Resources Coordinator was permanently funded during FY24. Additionally, two MSW practicum students, contributing 900 hours to VSA services joined the team. This reduced individual caseloads, increased campus outreach, and added valuable VSA service offerings.

UPDATED CAMPUS PARTNER TRAINING

The Compassionate Responses training was revised to improve accessibility and skill-building for mandatory reporters, with 96% reporting that they felt better prepared to support someone if they disclose sexual misconduct or violence. During FY24, 14 workshops were provided to over 300 campus community members.

“
TERRIFIC WORKSHOP, REALLY ENJOYED LEARNING MORE ABOUT MANDATORY REPORTING AND HELPFUL GUIDELINES
”
PARTICIPANT FROM A COMPASSIONATE WORKSHOP

#3 EXPANDED COLLEGIATE RECOVERY AND HARM REDUCTION SERVICES

This academic year, the Center for Campus Wellness (CCW) saw significant growth in the Recovery at the U (RU) program, which encompasses collegiate recovery services and harm reduction education. Key achievements include:

HARM REDUCTION SUPPLIES

Adhering to new Utah legislation, CCW now distributes fentanyl testing strips. With fentanyl overdoses on the rise, these strips can save lives. Additionally, in a partnership with Utah Naloxone, CCW offers free 1:1 naloxone training and distribution to enhance opioid overdose prevention efforts. Over 550 harm reduction supplies were distributed to the campus in FY24.

RECOVERY SCHOLARS PROGRAM

FY24 saw the launch of the first Recovery Scholars program, providing \$7,500 in scholarships to 7 students with personal ties to recovery. These students led projects on substance use and contributed to growing the campus recovery community.



HARM REDUCTION AND RECOVERY ENGAGEMENTS

During FY24, 123 educational events, SMART meetings, RU social events, service corner events, opioid overdose response trainings, and coaching sessions were provided to the campus community. Students in recovery, sober-curious, or allies for harm reduction and recovery helped build 1,000 safer use kits for Salt Lake Harm Reduction Project and 500 information kits for Utah Naloxone.

These initiatives have strengthened the campus community's support for recovery and harm reduction and help to cultivate a more empathetic and caring campus community.



SOBER TAILGATE EVENT FOR RECOVERY AT THE U

#4 DEVELOPMENT OF THE WELL-BEING NAVIGATION PROGRAM FUNDED BY THE COMMUNITIES THAT CARE GRANT

The Well-being Navigation program was initiated in January 2024 with the hiring of the Well-being Navigation Coordinator. The Well-being Navigation program is based on evidence-based peer support models and incorporates elements from the Communities that Care model.

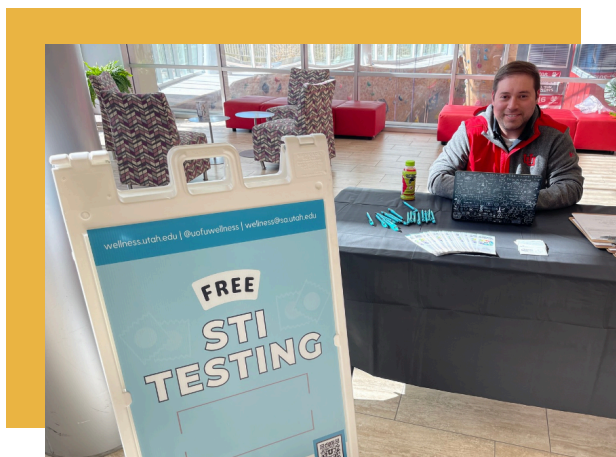
Since its inception, we have hired three undergraduate Peer Well-being Navigators (PWNs) to assist students in making health decisions and connecting to campus resources. The most common topic discussed in well-being navigation sessions has been navigating health insurance.

PWNs are trained in various health behavior models, including the transtheoretical, health belief, and socio-ecological models, to better support students through their change processes. Training is tailored using data from the NCHA (National College Health Assessment) and Healthy Minds surveys.

This program officially launches August of 2024 and will be assessed for impact throughout the year. A new partnership with the Huntsman Mental Health Institute has also been established to provide continuity of care for students who are discharged from HMHI and transitioning back to campus resources.

#5 CONTINUED GROWTH WITH PLEASURE PACK DELIVERIES

During FY24, we saw a 13.8% increase in orders for the Pleasure Pack, a free and discreet barrier method ordering program through the CCW. Where less than 1/3 of students report using a barrier method during their last sexual experience*, increasing access to safer sex supplies is critical to reduce STI transmission and prevent pregnancy. Over 700 Pleasure Packs were delivered to 1 of 10 pickup locations on campus. This equates to over 7,000 safer sex supplies being provided to students.



HEALTH EDUCATOR, REYES ESPARZA, CHECKING IN STUDENTS FOR AN STI CLINIC

PLEASURE PACK ORDERS BY FY



Additionally, 174 students were tested at one of our 12 mobile STI/HIV testing clinics throughout the year. While we saw a decrease in attendees for this service, new marketing efforts are being tested to better reach students for FY25.

#6 REVISED, RELAUNCHED, AND STRATEGICALLY PARTNERED FOR STUDENT-CENTERED EVENTS

In FY24, CCW revised and updated large-scale events and campaigns to better serve the campus community. We also strategically partnered with various departments to enhance their reach to several student communities.

WELLNESS FAIR

Held in person for the first time since 2019, "Baked to Perfection," attracted nearly 200 attendees and featured wellness activities supported by 17 partner offices. It was a resounding success, with 92% of respondents feeling more confident in connecting with a partner office to improve their well-being.

BARBER TALKS

In collaboration with the Black Cultural Center, American Indian Resource Center, and the University of Utah Counseling Center the 3rd installment of Barber Talks was held. This event provided free haircuts and facilitated conversations about emotional well-being and masculinity, with nearly 100 participants.



BARBER TALKS EVENT

REIMAGINING HEALING

Developed by the VSA team based on feedback from clients, this event aimed to promote resilience and shift perceptions from trauma to joy and well-being. It drew over 200 students and included 20 partners offering interactive activities such as a rest and relaxation area, sound bath, Tarot readings, sensory-sensitive areas, food demos, therapy dogs, and a thrift bus.



QUEER CUTS/QUEER WELLNESS

During Pride Week in April 2024, CCW and the LGBT Resource Center hosted a wellness event offering free haircuts to 60 students, donated by Lucero Hair and Wellness. The event aimed to create a space for students to discuss their identities, connect, and engage in wellness activities.

LATINOS IN ACTION

CCW provided wellness workshops at the LIA High School annual conference, conducting four sessions for 130 students aged 14-18. These workshops focused on various wellness domains and strategies for improvement.

CCW-HOSTED AWARENESS MONTHS

During FY24, we continued our awareness campaigns for

- Suicide Prevention and Awareness Month
- Healthy Relationships Month
- Harm Reduction Awareness
- Domestic Violence, Stalking, and Sexual Assault Awareness Months

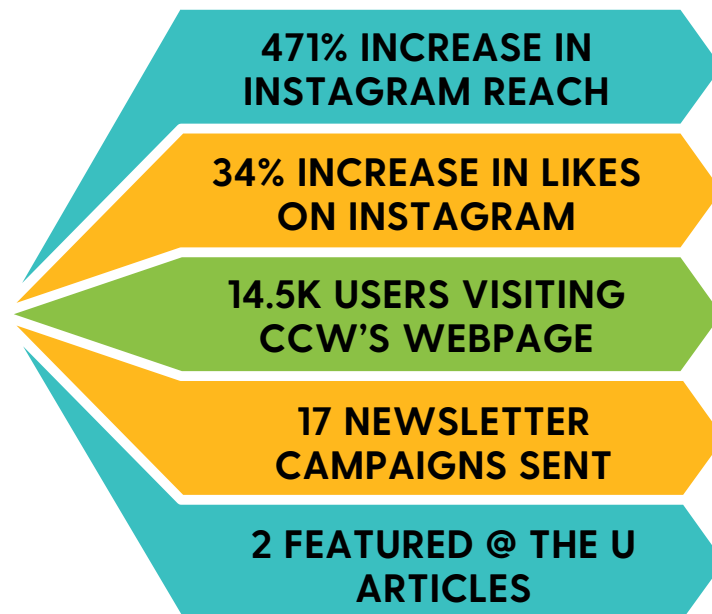


FROM RIGHT
MIKEY POWELL (WELLNESS COACH) AND KATIE ATKINSON (WELLBEING NAVIGATION COORDINATOR) @ WELLNESS FAIR REIMAGINING HEALING EVENT

#7 RE-ESTABLISHMENT OF DEDICATED OUTREACH AND CONTENT CREATION STAFF

In FY23, due to budget constraints, CCW reallocated funding and dissolved a part-time marketing and communications position, impacting visibility and staff capacity.

In FY24, funding was reprioritized to alleviate the constraints on other staff and better center the importance of strong marketing and communication efforts. CCW updated a position to Campus Engagement Coordinator and hired a 0.49 FTE Content Creation Specialist. This team enhanced our digital footprint, updated branding, formalized editorial plans, improved asset quality, expanded marketing material distribution, and provided data-driven recommendations. The re-investment in professional staff has shown great success during FY24.



#8 IMPROVEMENTS TO WELLNESS COACHING SUPERVISION AND FRAMEWORK

This year, CCW had two dedicated graduate student wellness coaches, each providing 10 hours of weekly support (20 total hours). These students from Health and Kinesiology, use CCW as a practice field site in order to meet requirements to become a National Board-Certified Health and Wellness Coach (NBC-HWC).

The coaches employed a student-centered approach, allowing students to set goals, engage in self-discovery, and self-monitor behaviors for increased accountability. There was a continued trend of students seeking coaching for stress management, time management, and social well-being topics. Most students engaged in multiple follow-up sessions, finding significant support in their coaching relationships.

The coaches served 62 unique students across 135 sessions, with a notable 24% of clients being graduate or professional students. Nearly 70% of sessions were requested virtually, enhancing accessibility.

In FY25, we will explore strategies to expand this service, leveraging a dedicated staff member to supervise graduate students and build partnerships with the Health and Kinesiology department.

“I LOVE THAT MY COACH ALLOWED ME TO FIND MY OWN SOLUTIONS BY ASKING “HOW DO I PLAN ON ACHIEVING THE GOAL?” IT ENABLES ME TO THINK FOR MYSELF AND FIND SOLUTIONS, AND WHEN I AM STUCK MY COACH PROVIDES A SUGGESTION OR OTHER TO HELP ME GET MY MIND ON SOMETHING.”

MAJOR CHALLENGES

In FY24, CCW faced various challenges that required adjustments, creativity, and flexibility. These experiences provided opportunities to improve processes, revise programs, and innovate to better serve the campus community. This section details the major challenges encountered.

#1 STAFF TURNOVER AND BURNOUT

CCW experienced a 40% turnover in both FY22 and FY23 and a 23% turnover in FY24. To date, 85% of the current team has been in their role for less than 2 years with 5 team members having started in FY24. The vacancies have been challenging to maintain consistent programming, provide continuity in care, and to elevate programming since.

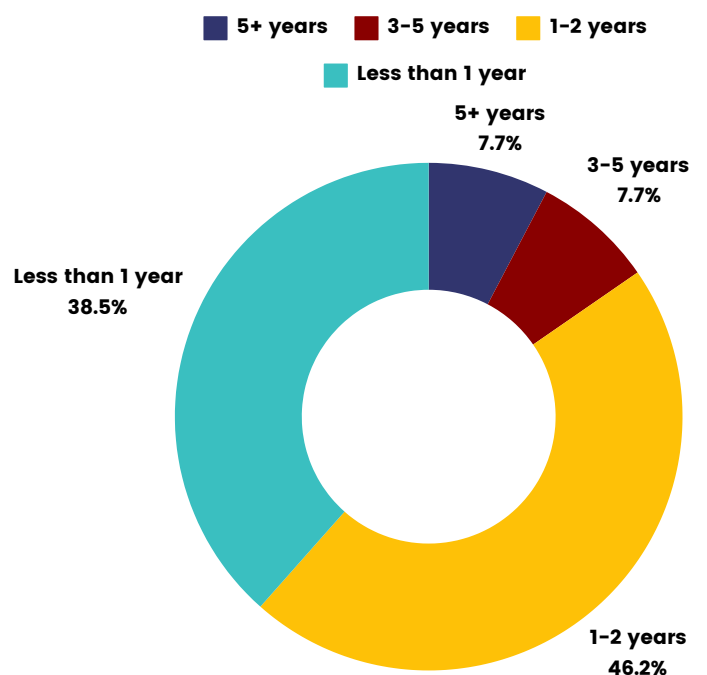
The high turnover has been attributed to two major issues: employee burnout and below market value for pay.

As service needs continue to rise, the demand on staff to "serve more, produce more" with less has been taxing and is not sustainable. Additionally, the national and local climate has had an impact on staff safety and well-being.

Inflation and the rising cost of living in Salt Lake valley has disproportionately grown in comparison to salaries. Several staff vacated their positions citing that their current salary was not sustainable to meet basic needs such as rent, childcare, and medical bills.

Staff burnout prevention was our #1 strategic project in FY24 and will continue as a FY25 project. During FY25, CCW is intentionally focusing on salary equity as a part of the UCareer progression project and plans are underway to continue burnout prevention and staff engagement plans through office-wide initiatives and new protocols.

CCW STAFF BY % OF TOTAL FTE - LENGTH OF TIME IN POSITION



#2 GAPS IN DATA COLLECTION AND ASSESSMENT

Due to staff turnover during FY24, assessment efforts that were planned to be formalized were not possible as the team's Assessment Liaison had to prioritize filling vacant positions, onboarding new team members, and maintaining a high level of programming for the office.

Furthermore, data collection efforts have been inconsistently collected across programs as staff members have been asked to be responsive to urgent campus needs. Thus much of the data collected for FY24 was from basic utilization data or ad hoc.

Mid-year, CCW was required to restructure a current position which provided an opportunity to redistribute and share some of the assessment responsibilities to become more manageable and sustainable. This shift has shown some preliminary success by having a second dedicated staff member to support assessment efforts.

Additionally, CCW will be transitioning to a new Electronic Health Record (EHR) system which will further aid in consistent utilization data being collected and automated systems to distribute satisfaction and feedback surveys to students who utilize our services.

#3 SCOPE OF PROGRAMMING AND SUPERVISION NEEDS FOR PREVENTION AND EDUCATION TEAM HAS SURPASSED CAPACITY

CCW's Prevention and Education team manages a wide range of educational initiatives, including large-scale awareness campaigns, wellness presentations and trainings, wellness coaching, safer sex services (STI/HIV testing, supply distribution), collegiate recovery services, peer education, and now, well-being navigation services.

As these programs have expanded, alongside new university-directed needs, the scope of services has become unsustainable. The current staffing structure spreads the team's attention, time, energy, and talents too thin, making it difficult to maintain high-quality programming and effective supervision without overburdening staff.

In FY24, the hire of a Wellbeing Navigation Coordinator (a new 1.0 FTE) allowed for better supervision of Graduate Assistants (Wellness Coach trainees), laying the groundwork for service growth on campus. However, the team remains overburdened.

In FY25, we will assess the current organizational structure, staffing, responsibilities, and supervisory responsibilities. Our goal is to streamline services, improve supervision—particularly for student staff, sunset some programs, and revise others for greater impact. We will also advocate for additional supervisory support to meet the growing programmatic needs.

#4 INCREASED COMPLEXITY AND SEVERITY OF VSA CLIENT CASES

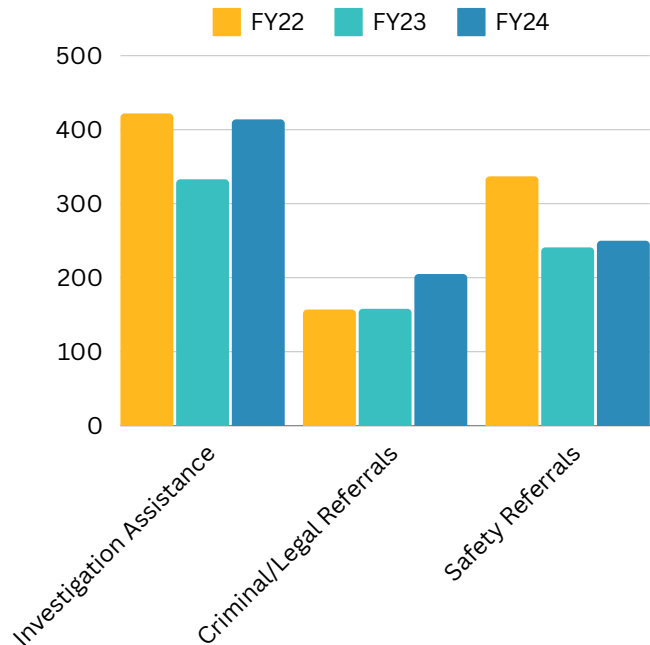
The Victim-Survivor Advocacy team continues to see a high percentage of their caseload prioritizing complex and severe cases with high danger or lethality concerns.

FY22 saw a spike in service requests for investigation assistance (Title IX, criminal, legal) and referrals/connections to various safety resources (campus safety, safety planning). During FY23, the VSA team was understaffed (due to 100% turnover) which required a reduction in service provision for the fall semester. In FY24 being fully staffed, we are seeing an upward trend again in requests for these supports.

Additionally, requests for emergency funding (e.g., to change door locks, emergency safe housing needs, doorbell camera installation) has doubled over the last 3 years with only 83 services in FY22 requested to 159 in FY24.

We also continue to see an increase in support requests from international students (13.2% of all cases in FY24) and students whose preferred language is something other than English. As we are grateful that word of VSA services are reaching these populations we recognize the gaps in our ability to best support these individuals and aim to improve our services to better meet the needs of these clients.

SERVICE PROVISION BY TYPE AND FY - NUMBER OF SERVICES PROVIDED



To address these challenges, we continued efforts to prioritize translation of all forms to both Korean and Mandarin (in addition to Spanish which was translated in FY23), secure a Memorandum of Understanding with U Health for translation services for clients, and new partnerships to expand emergency funding options for clients.

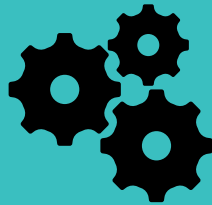
As we head into FY25, we anticipate a continued increase in service requests especially in light of local and national legislation that impacts students with various identities. Our partners within the OEO have already seen an increase in discrimination cases and the VSA team has been responsive to provide support as capacity allows. In FY25 we are strategizing efforts to better accommodate this growing need for the campus community.

STATUS OF STRATEGIC PROJECTS

CCW selected and prioritized four strategic initiatives during FY24. Each project is described in more detail in this section.

Project #1

Assess opportunities to automate processes or improve efficiency within our programs.



Project #2

Formalize staff wellness plans that center burnout prevention, employee satisfaction, and self-care values.



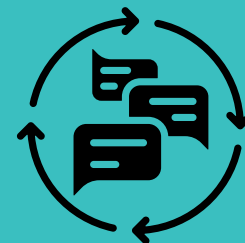
Project #3

Formalize marketing and outreach plan to increase awareness of services.



Project #4

Create and/or update satisfaction, feedback, and learning outcome assessments.



Project #1

Assess opportunities to automate processes or improve efficiency within our programs.

SA Initiative:
Optimize Health & Wellness Access

Purpose: *To identify and implement tailored platforms and technology for programming and client/student information management that automates functions as necessary, streamlines reporting functions, and reduces redundancy or inefficient use of staff time.*

This strategic project was started in FY23 but continued into FY24 as various programs within CCW were asked to continue reviewing their processes for inefficiencies and areas to improve. Staff members identified 3 areas where automated or improved systems could save time, preserve staff capacity, and enhance the user experience. These areas were with appointment scheduling, automated outreaches, and internal requests from staff.

Outcomes

- **69 wellness coaching appointments** were scheduled through an online scheduling platform (began January, 2024) which reduced wait times to connect with a coach.
- **587 outreach referrals** from OEO were sent via an automated system which reduced secondary trauma and preserved VSA capacity.
- All marketing and communication requests were collected through a revised Qualtrics form which decreased staff meeting times, improved organization for content creation requests, and reduced overcommunication through essential information sharing only.

Project #2

Formalize staff wellness plans that center burnout prevention, employee satisfaction, and self-care values.

SA Initiative:
Revitalize Engagement & Belonging

Purpose: *To improve and support staff wellness, retention, morale, and productivity through a prevention and systems-based framework.*

In FY24, CCW prioritized fostering a sense of belonging and engaging staff in continuous efforts. Investing in current staff can yield significant savings, with an estimated 3:1 return on investment compared to the high costs of hiring and training new employees. Research shows that staff well-being and high morale are linked to increased productivity, lower sick day usage, and better teamwork.

Ironically, maintaining this initiative was challenging due to ongoing staff turnover, political and social climates, and additional instability from lengthy building renovations and shifting job responsibilities.

Furthermore, as the team had to prioritize urgent needs for the campus, this project was forced to pause until capacity could be rebuilt. Despite these difficulties, we remain committed to this project as we move into FY25.

Outcomes

- **Launched Staff Burnout Prevention training module.**
- **Developed 3 staff committees** to prioritize various domains aimed to enhance team engagement, staff wellbeing, and professional development at the end of FY24.

Project #3

Formalize marketing and outreach plan to increase awareness of services.

SA Initiative:

Create Proactive & Personalized Pathways

Purpose: *To develop a robust campus engagement plan that identifies consistent methods for marketing, recurring strategies for outreach, and new channels to promote CCW services and programs.*

During FY24, CCW reallocated both funding and staff responsibilities for marketing and communication initiatives. Having dedicated staff to prioritize these efforts has shown initial success and will continue through FY25.

The editorial team has been working to identify consistent marketing channels, areas for revised content creation, and opportunities to increase promotional reach through print, digital, and other forms of content creation. Additionally, the Campus Engagement Coordinator will be taking lead on large-scale engagements for CCW during FY25.

Outcomes

- *Reallocated marketing and communication responsibilities to the Campus Engagement Coordinator*
- *Hired a 0.49 FTE Content Creation Specialist*
- *Developed a CCW editorial calendar to include an increase in social media presence, written contributions (@the U articles, student media, blog), and proactive promotion of scheduled events.*
- *Began process to update and transfer website to a new webhost*

Project #4

Create and/or update satisfaction, feedback, and learning outcome assessments.

SA Initiative:

Optimize Health & Wellness Access

Purpose: *To improve our data collection efforts to provide consistency in practice for assessment and enhance our data-driven decision making.*

During FY24, we aimed to improve our data collection efforts. However, due to staff turnover and overburdened teams, it was extremely challenging to find dedicated time to implement several strategies. With an extremely busy FY24, we decided to pause new efforts until after the spring semester concluded.

As we re-assess efforts to move forward we are better situated with restructured job responsibilities and assessment priorities. This project will continue through FY25 as a continuing project.

Outcomes

- *Added a 2nd Assessment Liaison to support efforts moving into FY25.*
- *Piloted assessment surveys for spring events including UCard readers, feedback surveys, and learning outcome assessments to establish templates for FY25*
- *Established a priority assessment plan*
- *Staff completed assessment trainings and attended professional development offerings*

SECTION 5: NEW/CONTINUING STRATEGIC PROJECTS

We plan to prioritize the following strategic initiatives during FY25 as a part of the Student Affairs Adapting to Student Needs strategic plan.



No. 01 – New: Improve data management with Mediat transition

SA Initiative: Optimize Health and Wellness Access

Transition to MediatOne EHR system for all CCW programs to have consistent data management storage and improve data collection and assessment.



No. 02 – Updated: Develop team well-being action plan

SA Initiative: Revitalize Engagement and Belonging

Formalize team-wide wellness plans that center staff wellness, individual engagement, and professional development to improve productivity, enhance teamwork, and support employee morale.



No. 03 – New: Enhance peer-to-peer program initiatives

SA Initiative: Create Proactive and Personalized Pathways

Pilot new and enhanced peer programs (PALs, PWNs, and FSL PHEs) to determine feasibility and strategies to streamline onboarding, training, and supervision



No. 04 – New: Pilot the Peer Well-being Navigation program

SA Initiative: Optimize Health and Wellness Access

Pilot peer well-being navigation program to determine scope of services and impacts on utilization, health literacy, and peer-to-peer support.



No. 05 – Updated: Formalize assessment strategy

SA Initiative: Create Proactive and Personalized Pathways

Formalize and implement satisfaction and impact assessments utilizing MediatOne (new EHR), Qualtrics, and other assessment tools.

#1

IMPROVE DATA MANAGEMENT WITH MEDICAT TRANSITION



SA INITIATIVE: OPTIMIZE HEALTH AND WELLNESS ACCESS

SA OBJECTIVE: IMPROVE MANAGEMENT AND PRACTICES

This projects aim to improve efficiency for data storage, automated processes, and enhance data collection through the transition to MedicatOne EHR system.

PROJECT SCOPE

CCW will be launching the use of MedicatOne starting in August of 2024. A full transition will be completed by January 2025. The project scope includes:

- Transitioning Victim-Survivor Advocacy, STI/HIV Testing Clinics, Wellness Coaching, Harm Reduction/Recovery Coaching, and Well-being Navigation to MedicatOne
- Transition and automate satisfaction surveys to be distributed via EHR
- Automate all intake and assessment forms to be delivered through EHR
- Evaluate improvements with staff time for efficiency and reduction of data entry error

METRICS AND OUTCOMES

1. What can we learn from our clients regarding areas of improvement and their experience with our services?

Metrics: Conduct satisfaction and feedback surveys with 70% completion.

Outcomes: Identify key areas for improvement and areas of strength.

2. What and how can we automate processes in MedicatOne to improve service delivery?

Metrics: Pilot automation for intake forms, scheduling appointments, and risk assessments with 100% adherence by staff.

Outcomes: Identify higher risk students/clients through objective screenings and Standardized data collection through consistent processes.

3. How will the transition to MedicatOne improve efficiency and staff time use to reduce errors and add capacity?

Metrics: Complete staff satisfaction surveys with 100% completion rate and analyze to determine impacts of the transition on staff morale and productivity.

Outcomes: Identify areas of positive impact for staff and continued areas to improve systems and processes to increase capacity and support burnout prevention.

#2

DEVELOP TEAM WELL-BEING ACTION PLAN



SA INITIATIVE: REVITALIZE ENGAGEMENT AND BELONGING

SA OBJECTIVE: IMPROVE CULTURE

Formalize team-wide wellness plans that center staff wellness, individual engagement, and professional development to improve productivity, enhance teamwork, and support employee morale.

PROJECT SCOPE

CCW is continuing this project from FY24 and efforts are currently underway to better formalize these plans to build a strong employee-centered and employee-led foundation to move forward in FY25. The project scope includes;

- Formalizing the charge of 3 sub-committees focusing on staff wellness, team engagement and connection, and professional development.
- Improve the CCW Burnout Prevention module for all new employees
- Improve current CCW policies and develop new focuses for FY25 that are related to staff well-being

METRICS AND OUTCOMES

1. What is the current level of CCW staff participation in the U's Employee Wellness and WellU program?

Metrics: 1) Include one WellU activity to the CCW calendar each semester to improve staff participation. 2) Increase staff WellU requirement completions by 25% at end of FY25.

Outcomes: Increase staff participation in the U's employee wellness programs.

2. What is the impact that staff-led policy development has on employee morale and well-being?

Metrics: 1) Develop staff satisfaction and engagement surveys with 100% completion rates. 2) Develop 3-5 new team policies and guidelines that center well-being, engagement, and professional development.

Outcomes: Identify and implement staff-centered protocols that positively impact retention, employee morale, burnout prevention, and cultivate strong teamwork.

3. What impacts do staff-led committees have in creating sustainable practices and programming that are employee-centered?

Metrics: 1) Schedule one event or engagement each semester from each committee. 2) Analyze staff satisfaction and completion surveys for trends. 3) Collect satisfaction surveys from committee members to determine engagement, successes, and challenges.

Outcomes: Formalize the charge for each committee and specific goals to develop a sustainable and impactful structure for employee-centered focuses.

#3 ENHANCE PEER TO PEER PROGRAM INITIATIVES



SA INITIATIVE: CREATE PROACTIVE AND PERSONALIZED PATHWAYS

SA OBJECTIVE: IMPROVE OUTCOMES

Pilot new peer programs (PALs, PWNs, and FSL PHEs) to determine feasibility and strategies to streamline onboarding, training, and supervision.

PROJECT SCOPE

CCW is piloting 3 new efforts to enhance our peer to peer programs during FY25. Each of these peer programs have specific duties that may include prioritizing outreach, supporting the development of educational events, or peer education and support to increase health literacy and utilization of services. The project scope includes;

- Pilot testing the Peer Advocacy Liaisons (PALs) to determine feasibility and impact for increasing knowledge and outreach for VSA services
- Pilot the extension of FSL-embedded Peer Health Educators to identify improvements in utilization and more relevant programming for student communities
- Pilot the Peer Well-being Navigators to identify distinct responsibilities, areas of overlap with Peer Health Educators, and strengths in peer-to-peer resource navigation

METRICS AND OUTCOMES

1. What is the feasibility and impact for each of the CCW peer programs?

Metrics: 1) Number of outreach and engagement activities completed by each peer program; 2) Utilization changes in services promoted or referred by the peer programs; 3) Assessment of staff time required for training, supervision, and planning with the peer student staff

Outcomes: Analyze data collected for each of the peer programs to determine the impact on student utilization of services and engagement offerings for the campus community and staff-reported capacity and workload.

2. What impacts do peer programs have on student staff in regards to leadership development, professional skills, and sense of community?

Metrics: 1) Attendance and engagement for Student Leadership Retreat; 2) Completion of satisfaction and learning outcomes surveys for students who attend SLR; 3) Alumni surveys to determine post-graduation successes

Outcomes: Student leadership positions such as our peer program have a significant impact on student staff's ability to develop professional skills, build strong connections with their cohort, and improve post-graduation outcomes.

#4 PILOT THE PEER WELL-BEING NAVIGATION PROGRAM



SA INITIATIVE: OPTIMIZE HEALTH AND WELLNESS ACCESS

SA OBJECTIVE: INCREASE AWARENESS AND ACCESS

Pilot peer well-being navigation program to determine scope of services and impacts on utilization, health literacy, and peer-to-peer support.

PROJECT SCOPE

During FY24, CCW was able to fund the hiring of our first Well-being Navigation Coordinator through the Communities that Care grant. This flagship program and inaugural first professional staff member has been charged with developing the structure of the Peer Well-Being Navigation program to pilot during FY25. The project scope includes:

- Development of a peer-led navigation program to provide students with a newer model to navigate health decisions with a peer, identify barriers to access, and build health literacy to make informed decisions.
- Hire and train first cohort of Peer Well-being Navigators to provide 1:1 support to their peers
- Enhance partnerships with other departments to strengthen referrals to provide improved continuity of care for students

METRICS AND OUTCOMES

1. Do PWNs help increase utilization of health and wellness resources among their peers?

Metrics: 1) Increase in utilization in health and wellness resources when a PWN is involved in the referral by 15%; 2) Distribution of post-service surveys to gauge changes in confidence, health literacy, and engagement with services with 75% completion rate

Outcomes: Increase in student utilization of health and wellness services after engaging with a PWN. Improvements for self-reported confidence and health literacy of campus resources and personal advocacy for students who engage in this program.

2. What strategies help to enhance and strengthen referrals to and from PWNs to better support the campus community?

Metrics: 1) Increase in partner outreach to learn about PWNs by 5 departments each semester; 2) Development of resource directory by end of FY25; 3) Assessment of satisfaction surveys from students who use PWNs to identify #1 place they heard about the program.

Outcomes: Improve our marketing and outreach efforts to better reach students and campus partners. Disseminate a robust resource directory to improve awareness of various health and wellness services.

#5 FORMALIZE ASSESSMENT STRATEGY



SA INITIATIVE: CREATE PROACTIVE AND PERSONALIZED PATHWAYS

SA OBJECTIVE: IMPROVE MANAGEMENT AND PRACTICES

Formalize and implement satisfaction and impact assessments utilizing MedicatOne (new EHR), Qualtrics, and other assessment tools.

PROJECT SCOPE

Continuing our efforts to improve our assessment strategy, we will be focusing on developing, revising, and/or streamlining satisfaction and impact assessments for all programs. These assessments will largely be delivered automatically and electronically through the MedicatOne system but will also be integrated within our programs for delivery.

The project scope includes:

- Learning outcome assessments for all workshops and trainings
- Satisfaction and feedback surveys for all programs
- Pulse event surveys for all CCW-hosted outreaches
- Improvements to utilization data collection for CCW programs
- Impact surveys for staff-centered initiatives
- Impact surveys for CCW programs

METRICS AND OUTCOMES

1. What changes in knowledge, attitudes, and behaviors are seen for those who engage with CCW programs ?

Metrics: 1) Increase in knowledge, attitude, and behavior metrics for workshops and trainings; 2) Increase in completion of pre-post surveys by 20% for all workshops and trainings

Outcomes: Students who participate in our workshops and trainings will report an increase in knowledge, attitudes, and beliefs for identified areas of focus.

2. What are the utilization trends seen for CCW programs?

Metrics: 1) Increase in utilization data collection through standardized collection system for all CCW programs. 2) Assessment of utilization data to identify gaps in service provision

Outcomes: Improved collection of utilization data will reveal trends in service provision to identify areas to strengthen outreach and tailor programs to better meet student needs.

3. How satisfied are individuals with CCW programs?

Metrics: 1) Increase in satisfaction and feedback survey distribution to 100% of all individuals who engage in our programs; 2) Increase in completion of feedback and satisfaction surveys by 20% for all CCW programs.

Outcomes: Improvements in data collection and distribution for feedback and satisfaction surveys will allow for robust assessment to identify areas of growth and areas of strength.

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