

FY23

ANNUAL REPORT



Center for
CAMPUS WELLNESS
THE UNIVERSITY OF UTAH

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EXECUTIVE SUMMARY

OUR VISION

For students to discover their passion, people, and purpose.

OUR MISSION

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

OUR VALUES

Belonging

Care

Integrity

Lifelong Learning

Self-discovery

Student Centeredness

OUR PURPOSE

We exist to serve and support the campus community on their wellness paths as they navigate their academic journey. Student wellness is centered in our work as we understand how foundational it is for a student to thrive and excel during their time at the University of Utah. We meet students where they are in their wellness, healing, or recovery process and work with them as they build skills, access resources, and define what wellness looks like for them.

The team consists of educators, victim-survivor advocates, program coordinators, prevention specialists, support staff, and a team of students. Established in 1988 as the Alcohol and Drug Education program the office has evolved and expanded to address a more comprehensive variety of collegiate wellness concerns and remains committed to data-driven decision making and evidence-informed innovation in its delivery. We strive to support the mission of the University of Utah by prioritizing safety, wellness, and success through each of our initiatives and programs.

OUR FUNCTIONS

Wellness Education and Training

Victim-Survivor Advocacy

Awareness Campaigns

Wellness Coaching

Collegiate Recovery

Safer Sex Supplies

STI/HIV Testing

Student Leadership and Training

OUR IMPACT

The Center for Campus Wellness is proud of their efforts during FY23 to prioritize and center the student wellness experience. The following is just a highlight of some of the positive impacts we have seen on the campus.



BARBER TALKS EVENT



**BSW INTERN,
HOTACK LEE TABLING**



VSA LENDING LIBRARY

Reached 10,752 students through workshops, events, and outreach

Workshops, events, and outreach are a priority for CCW. During FY23:

- 115 educational workshops were provided.
- Bystander Intervention training (Check on U-tah) reached over 2,600 students (32% increase from FY22).
- 122 participants were certified in Mental Health First Aid across 8 courses.
- 10 CCW-hosted educational awareness campaigns were planned including focuses on suicide prevention, sexual assault and domestic violence awareness, harm reduction, sexual health, mental health and more.

Our educational offerings for campus are held in partnership with several departments including Fraternity and Sorority Life, Student Leadership and Involvement, University Counseling Center, Campus Recreation Services, Housing and Residential Education, College of Pharmacy, McCluskey Center for Violence Prevention, and more

26% increase in new clients for the Victim-Survivor Advocacy Program

Our advocacy team provided direct services to 219 students, faculty, and staff for a 14% increase in total clients served from the previous year and a 26% increase in new clients connecting with us for the first time. Additionally:

- Provided 2,346 unique services (e.g., academic support, safety planning, mental health referrals)
- Provided outreach to 513 individuals through OEO referrals
- Saw a 48% increase in tele-advocacy requests for new intake appointments (71% of all new intakes)
- Saw the severity of cases increase with nearly 30% of all services requested being for investigation assistance with OEO, criminal, or legal systems - this is 2x what we saw in FY22
- Significant (34%) increase in international student support
- Increase in requests for Spanish-speaking services (20% of the client load for our Spanish-speaking advocate are conducted in Spanish)

474% increase in Safer Sex Supply orders (Pleasure Packs)

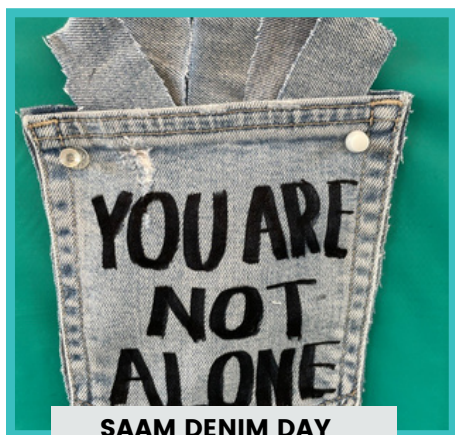


THE PLEASURE PACK

During FY23, an astounding 621 Pleasure Packs were delivered across campus providing students with over 6,200 barrier methods. 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. Pleasure Packs are delivered to 1 of 10 locations (only 4 options existed during FY22) in partnership with:

- | | |
|---------------------------------|---|
| Black Cultural Center | Student Services Building (CCW) |
| Student Union | Campus Recreation Services |
| LGBT Resource Center | Kalhert Village |
| Bennion Center | Ctr for Equity and Student Belonging |
| Peterson Heritage Center | Women's Resource Center |

In addition, 300 students were tested at one of our 16 STI or HIV clinics. HIV testing saw a 110% increase in participants from the previous year. Our mobile clinics were held in partnership with the Women's Resource, Fraternity and Sorority chapter houses, residence halls (Peterson Heritage Center), and the Union.



SAAM DENIM DAY

Over 70% of direct services were provided virtually

During FY23, we saw a continued interest and request for virtual service delivery specifically for our direct 1:1 services. The VSA program, delivered 71% of all new client intakes through tele-advocacy and 74% of all wellness coaching sessions were held virtually.

5,854 student hours were dedicated to CCW programs and services

- During FY23, 22 students worked or volunteered with CCW:
- 2 Graduate Assistant Wellness Coaches in partnership with the Health and Kinesiology department
 - 1 student office assistant
 - 8 Peer Health Educators representing various academic majors and identities
 - 3 intern practicums for the Victim-Survivor Advocacy program from the College of Social Work and Salt Lake Community College
 - 7 T.H.E.M Ambassadors (Teaching Healthy Expressions of Masculinity)
 - 1 internship in partnership with the Education, Leadership, and Policy department



CCW WORKSHOP

These students helped to add capacity to the office, were able to engage in beneficial training and leadership opportunities, and contributed valuable insights and relevant programming for the office.

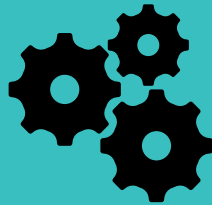
SECTION 2:

STATUS OF STRATEGIC INITIATIVES

CCW selected and prioritized four strategic initiatives during FY23. Each initiative is described in more detail in this section.

Initiative #1

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



Initiative #2

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



Initiative #3

Integrate data-driven decision making through review of existing utilization and campus-wide data assessments.



Initiative #4

Redesign new employee onboarding and training.



Initiative #1

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

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

An initial assessment of staff processes, in particular for the Victim-Survivor Advocacy program, revealed several processes within our outreach and referral systems that could be automated or modified to improve efficiency, re-allocate staff time to higher-level tasks, and decrease human error. Initial challenges included the time investment, cost, and training on new protocols however, once implemented, staff reported increased capacity and energy to complete more creative or detail-oriented tasks, decreased errors from automated systems, improved referral processes with partners, and an increase in trauma-informed support for survivors who disclosed to mandatory reporters.

CCW plans to continue identifying areas for improvement across all programs. While this initiative is still in-progress, the following outcomes have been identified.

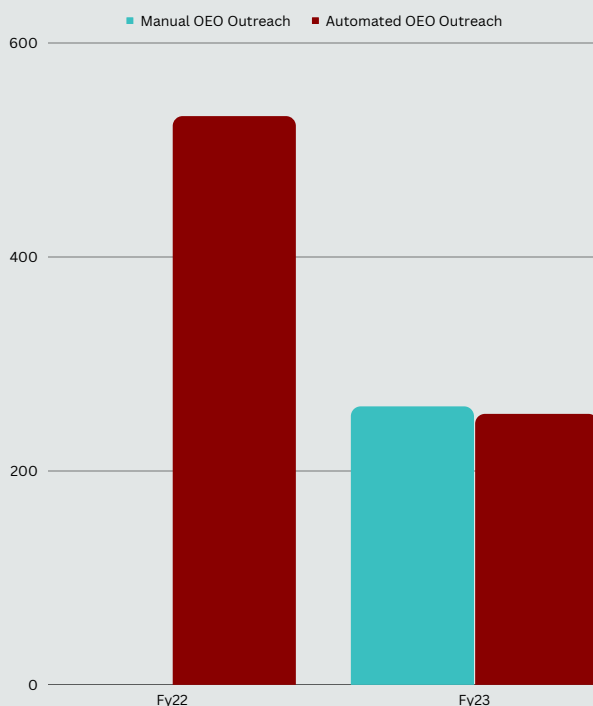
SA Perspective:
Organizational Capacity

SA Strategic Objective:
Improve Infrastructure

In-Progress

18

Departments across campus now have VSA QR Code card stands to improve the referral process to the free and confidential Victim-Survivor Advocates.



Outcomes

- **260 (of the 513) outreaches** were sent through the newly launched (February, 2023) OEO Referral Project in REDCap which automates first outreaches to referrals eliminating the need for staff to send these individually.
- **140 (of the 179) new VSA clients** completed intake paperwork through an automated system which eliminated the need for staff follow-up or reminders.
- **126 VSA QR Code card stands** and instructions for use have been distributed to the offices of Mandatory Reporters to improve trauma-informed referrals.

Initiative #2

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

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

During FY23, CCW prioritized this initiative as there was a 40% staff turnover in both FY22 and FY23 and at the time of this report, 9 of the 11 professional staff have been in their role for less than 1 year. It is estimated that the cost to a department to hire and train a new staff member can range from one-half to two times the employee's annual salary compared to the savings (estimated at a 3:1 ROI) that can be seen by investing in the retention and morale of current staff. Furthermore, research shows that staff well-being and high morale are directly correlated with increased productivity, lower sick day usage, and improved teamwork.

Prioritizing this initiative found immediate impacts by having a top-down approach to give staff explicit time, space, and permission to unapologetically focus on their well-being to stay healthy in the work through scheduled events as well as changes to daily practices. This initiative will continue during FY24 with a focus on formalizing the charge of a staff wellness sub-committee, establishing staff wellness policies, increasing engagement in WellU programs, and Well Office Certification.

SA Perspective:
Organizational Capacity

SA Strategic Objective:
Improve Culture

In-Progress

3:1

Estimated return on investment for departments who intentionally prioritize staff well-being and morale.



Outcomes

- Developed **Staff Burnout Prevention training module** which will be launched during FY24.
- Scheduled **quarterly staff wellness and morale events and retreats** to prioritize community building, team support, stress reduction, and restoration.
- Created **Staff Wellness and Morale Committee**.
- Implemented **"buffer" recommendations** for staff to block out breaks, lunches, and time in-between meetings to avoid stacking their calendar.

Initiative #3

Integrate data-driven decision making through review of existing utilization and campus-wide data assessments.

Purpose: To identify trends and barriers for students engaging and not engaging in our services to prioritize partnership building and tailored programming/communication for more inclusive, equitable and representative services.

During FY23, CCW prioritized intentional reviews of current assessments and data sets to identify ways to improve, alter, or expand access to current service and programs, build strategic partnerships, and assess the current gaps in our data collection processes. Acknowledging the importance of this initiative, CCW prioritized the hire of a re-defined position to focus on health equity and student engagement more intentionally through a data-driven lens. CCW also hosted the distribution of the National College Health Assessment with a 10.4% response rate among undergraduate and graduate students to determine wellness trends among the campus. CCW also reviewed VSA demographic and service data and recognized the need to prioritize both intentional partnerships for departments serving minoritized students and an expansion in languages offered for intake services.

This initiative is still in-progress and FY24 plans include improving our assessment process, continued partnership building, and increasing student feedback forums to improve our reach.

SA Perspective:
Students

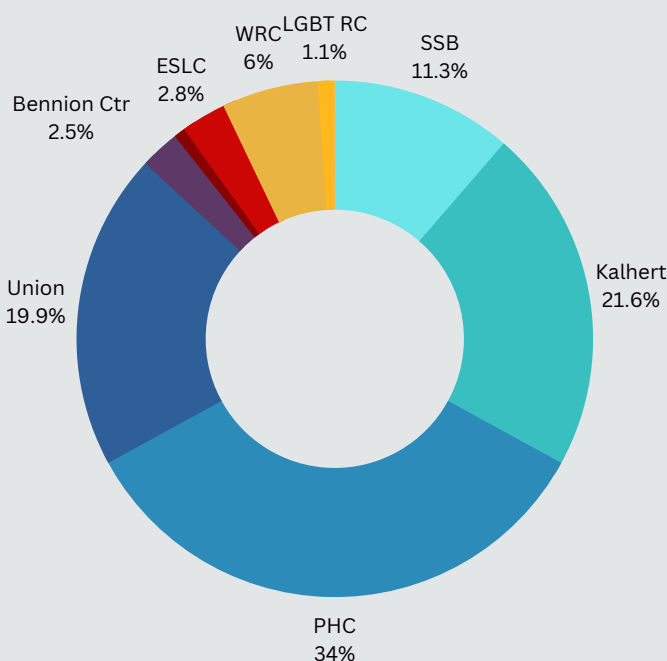
SA Strategic Objective:
Increase Awareness & Access

In-Progress

10,000

Students received the invitation to complete the National College Health Assessment.

Pleasure Pack Orders by Location, Spring 23'



Outcomes

- **Pleasure Pack locations were expanded to 10**, however data revealed that further assessment is needed to improve access and/or improve marketing (see chart to left).
- **Translated VSA intake forms into Spanish** to improve accessibility and informed consent among Spanish-speaking survivors.
- **Provided advocacy services in Spanish to nearly 20% of clients** served among the Spanish-speaking advocate.
- **Hired a re-envisioned 1.0 FTE position** as an Equity and Engagement Coordinator.
- **Distributed the National College Health Assessment to 10,000 students** with a 10.4% response rate.

Initiative #4

Redesign new employee onboarding and training.

Purpose: To better equip new staff to be set up for success

While this initiative was not originally prioritized for the FY23, the high turnover and subsequent hiring of several new staff elevated the importance and urgency of this initiative. Leadership prioritized this initiative to ensure that all new staff members were set up for success, had the training and information necessary for a more seamless entry into the team, and to improve consistency and standardization for staff onboarding.

A New Staff Onboarding plan was created with the use of Microsoft's Tasks by Planner program and several tutorials were developed to give staff step-by-step instructions for many of the onboarding tasks. This self-guided delivery for staff training has proven to be a beneficial framework to help new staff get onboarded quickly and efficiently. This new onboarding plan has significantly reduced the time spent by supervisors with training and onboarding a new staff member on simple tasks from 3-4 hours/day to just an hour of actual staff training time for higher-level needs.

This initiative was completed during FY23 and will be assessed on an annual basis for revisions.

SA Perspective:
Organizational Capacity

SA Strategic Objective:
Improve Staff Experience

Completed

75%

Reduction in supervisory time spent to onboard new staff during their first week.

Outcomes

- *Developed standardized training **through 7 self-paced modules and task assignments** through the use of Microsoft Tasks by Planner to improve consistency, accountability, and efficiency.*
- *Reduced the time required of leadership and other staff to onboard new team members during their first week **from an estimated 20-hours to less than 5**. The use of self-paced, independent learning opportunities (e.g., how to set up your voicemail, how to navigate team files) eliminated the need for supervisors to train on routine tasks and instead dedicate their time on higher-level needs.*
- ***Developed schedule templates** for leadership to ensure that new staff are completing important tasks, meetings, and trainings during their first day, first week, and first month.*

SECTION 3:

MAJOR ACCOMPLISHMENTS

CCW took great strides in FY23 to formalize processes, innovate and alter programs, and be responsive to the change in student needs. We are particularly proud of the following accomplishments described in more detail through the section.



1

CONVERSION OF THE VOLUNTEER-BASED PEER HEALTH EDUCATION TEAM TO A PAID STUDENT STAFF POSITION

FY23 provided an opportunity to convert our volunteer PHE students to a paid student staff which increased the accessibility and feasibility for students to participate in this development training program.

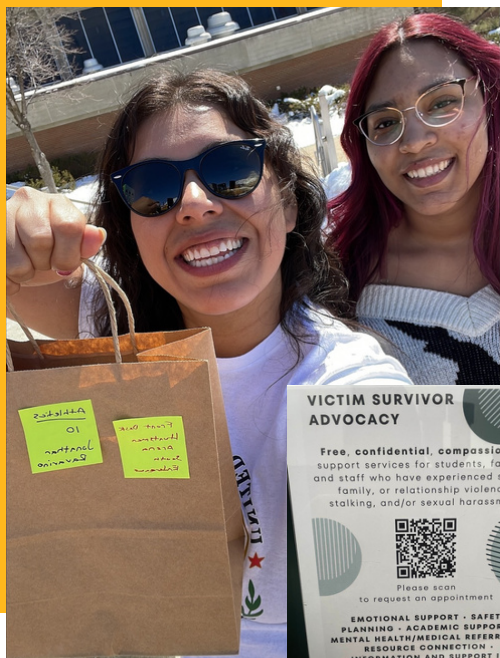
The change to a paid position removed some of the financial barriers that students experience in not being able to participate in these programs when they are unpaid and volunteer-based. We were able to hire an 8-student cohort that developed and implemented over 80 campus wellness events and workshops that focused on violence prevention, mental wellness, sexual health, and harm reduction.



FY23 STUDENT COHORT

2

INCREASED TRAUMA-INFORMED EDUCATION AND IMPROVED REFERRAL PROCESS FOR MANDATORY REPORTERS



VSA TEAM DELIVERING QR CODE STANDS TO PARTNERS

Survivors have often express experiences of re-traumatization when they disclose their situation to others. Similarly, mandatory reporters, have expressed great discomfort and insecurity in knowing how to respond and support someone who discloses an experience of relationship, sexual, or family violence with them.

During FY23, the VSA team worked to develop a new referral system and training to give mandatory reporters the tools and skills they need to effectively and compassionately support a survivor without overstepping their role or re-traumatizing the individual. This project utilized easy to use QR codes and a helpful step-by-step guide that staff and faculty can utilize when a survivor discloses their story to them. These changes have been applauded by partners for simplifying the process and empowering them to connect survivors with important resources in a safe and healthy way.

3

RECIPIENT OF THE LORI MCDONALD STAFF PARTNERSHIP AWARD FROM FRATERNITY AND SORORITY LIFE

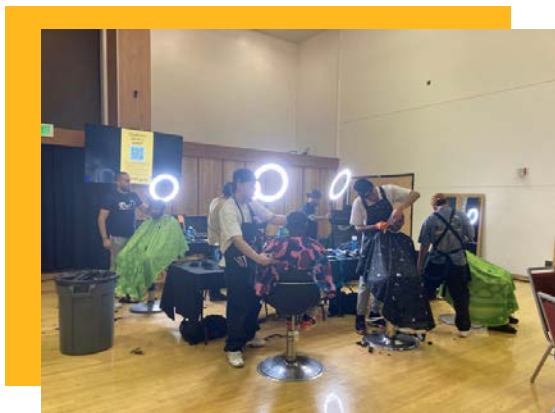
CCW was honored to be the recipient of this award which recognizes staff partners who have gone above and beyond to create meaningful partnerships within the FSL community. As several staff members were individually nominated, the FSL community agreed to honor the entire office during the 2023 awards ceremony!

CCW worked closely with FSL during the year to provide several programs including their New Member Education, the Prevention Series, STI clinics, and more.



4

LAUNCH OF BARBER TALKS IN PARTNERSHIP WITH THE BLACK CULTURAL CENTER



During FY23, a new event titled Barber Talks was developed in partnership with the Black Cultural Center, CCW's THEM program (Teaching Healthy Expressions of Masculinity), and local barbers. This event brought free haircuts to students coupled with rich discussion among attendees regarding men's mental health. This inaugural event had 54 students attend and was so successful, that a second event was scheduled for the spring semester.



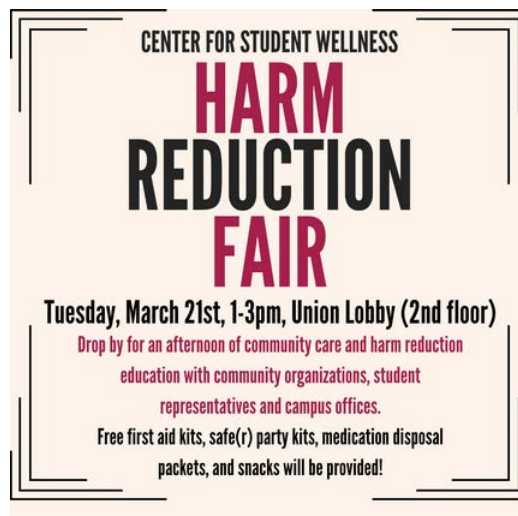
We anticipate continuing this event during FY24 with hopes of expanding to address a more intersectional discussion of mental health and identity. The NCHA survey revealed that only 22% of students who identify as men are receiving mental health services and events such as these center important discussions, normalize conversations about mental health, build community, and share resources among attendees.

5

HOSTED INAUGURAL HARM REDUCTION FAIR AND HARM REDUCTION KIT CREATION

As a part of our harm reduction and Recovery at the U (collegiate recovery) efforts, we hosted for the first time ever a Harm Reduction Fair.

This event aimed to raise awareness, promote education, and distribute harm reduction supplies to the campus community. This event proved to be incredibly successful with 79 attendees and distributing all 40 of the Harm Reduction Kits that were built by students. This success has signaled the expansion of this fair for FY24.



SECTION 4:

MAJOR CHALLENGES



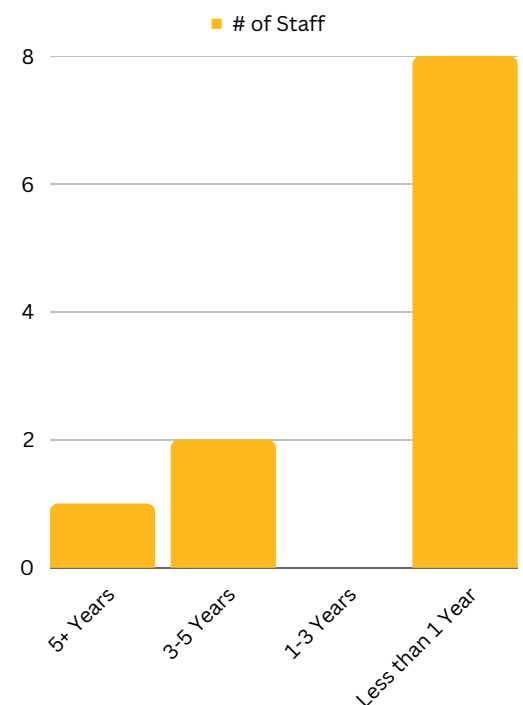
In FY23, CCW experienced several challenges, both anticipated and not, which required adjustments and flexibility. Furthermore, these experiences also allowed for opportunities to improve processes, revise programs, and innovate to continue moving forward to best serve the campus community. Major challenges are described in more detail in this section.

1

STAFF TURNOVER AND BURNOUT

CCW experienced a 40% turnover in both FY22 and FY23. To date, 80% of the current team has been in their role for less than 1 year. Service needs have steadily increased and the demand on staff to "serve more, produce more" with less has been taxing. The vacancies have been challenging to keep programming consistent since staff are already at capacity and are not able to take on additional responsibilities.

CCW has prioritized burnout prevention as our #1 strategic initiative and plan to formalize and implement office-wide plans and practices to intentionally focus on employee morale and burnout prevention.



2

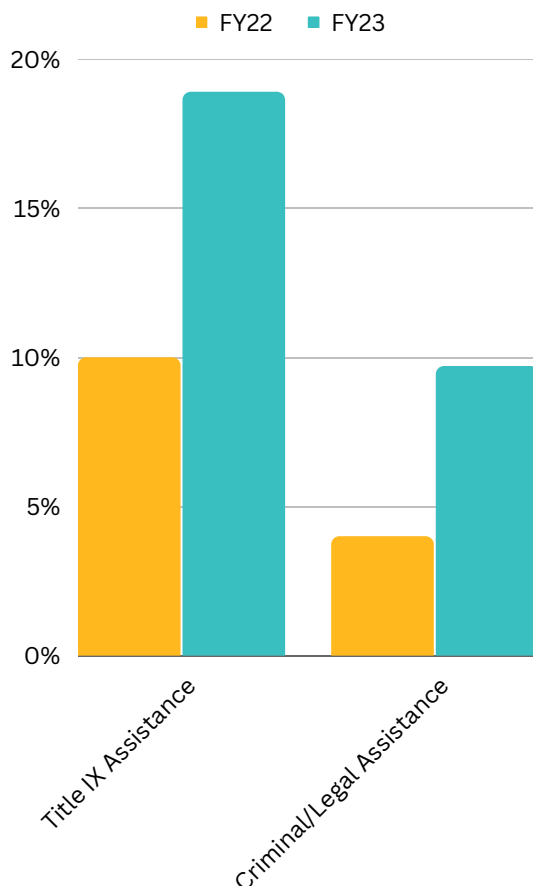
GAPS IN DATA COLLECTION AND ASSESSMENT

Due to severe staff turnover, we did not have a new assessment liaison in place until fall semester and training for this role as well as for all our new staff on data collection needs was challenging with a full semester of programming and the need to be responsive to urgent campus needs. Thus, we accepted that our data collection would be minimal or ad hoc for FY23.

Moving into FY24, improvements to our assessments and data collection is one of our strategic initiatives and plans are already underway

3

INCREASED COMPLEXITY AND SEVERITY OF VSA CLIENT CASES



The Victim-Survivor Advocacy team continues to see an increase in the complexity and severity of cases they support. During FY23, services related to investigation assistance (Title IX, criminal, legal), safety planning, and emergency funding nearly doubled. Furthermore, the VSA team had students from the Utah Asia Campus reaching out for the first time, had an increase in international student support requests (34% increase), and requests for Spanish-speaking services (20% of the current Spanish-speaking advocate's cases are managed in Spanish). This posed some new challenges including barriers to translation services, lack of advocacy supports for UAC students, and a need to explore additional service supports that are culturally relevant.

This challenge created an opportunity however, to expand our services to best meet these needs and worked to translate all forms into Spanish during the year. FY24, we plan to continue this effort by providing language access in both Korean and Mandarin to accommodate a growing client base.

4

**CHALLENGES IN RECOVERY AT THE U
DEVELOPMENT AND RECRUITMENT**

The collegiate recovery program (Recovery at the U) was transferred to CCW from the College of Social Work at the end of FY21. As the program had been dormant during the COVID-19 pandemic, development of the program and recruitment of new student members was essentially starting over.

While great efforts have been made to revise and renew this program, we continue to see challenges in recruitment and outreach to students who are in recovery from substances. We also find that a growing number of students share that they are "sober-curious" rather than seeking recovery which has given the collegiate recovery community an opportunity to redefine what these programs aim to do.



For FY24, we plan to address this challenge by working to better assess the student experience for those in recovery to identify needs, challenges, and desires for a recovery program. We also plan to prioritize efforts to connect with students who are "sober-curious", expand our harm reduction services and bring more modern recovery services and programs to the campus (e.g., SMART recovery).

5

**DISSOLUTION OF THE MARKETING AND
COMMUNICATIONS POSITION**

Due to a lack of funding, during FY23 we made the decision to dissolve our part-time Marketing and Communications position. Our hope was to redistribute the content creation among our student teams with a staff liaison to supervise. Unfortunately, this change was very detrimental for our office as it over-burdened staff and was not feasible for our student teams to manage with their added responsibilities as paid student staff.

This oversight required us to re-prioritize and re-centralize some of these duties into the newly re-imagined Equity and Engagement Coordinator role and to develop a Marketing and Communications sub-committee. FY24 will see the piloting of this new approach for sustainability.

SECTION 5: NEW/CONTINUING STRATEGIC INITIATIVES

We plan to prioritize the following strategic initiatives during FY24 as a part of the Adapting to Student Needs plan.



No. 01 – Continuing

SA Perspective: Organizational Capacity

SA Strategic Objective: Improve Infrastructure

Assess opportunities to automate or improve efficiency for student information databases, appointment scheduling, and data collection.



No. 02 – Continuing (finalizing by Fall 2023)

SA Perspective: Organizational Capacity

SA Strategic Objective: Improve Culture

Formalize staff wellness plans that center burnout prevention, employee satisfaction, and self-care values both for the individual and for the department as a whole.



No. 03 – New

SA Perspective: Students

SA Strategic Objective: Increase Student Awareness and Access

Formalize marketing and outreach plan to increase awareness of services.



No. 04 – New

SA Perspective: Students

SA Strategic Objective: Improve Student Outcomes

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

ACKNOWLEDGEMENTS

This annual report would not be possible if not for a team of driven individuals working to create a safer, more well, and just campus for our students, faculty, and staff. The following individuals contributed to the impact we have had during the previous year.

Professional Staff

Vivean Smith
TeMerae Blackwater*
Sabeth Jackson**
Reyes Esparza**
Myra Gerst*
Matthew Downes*
Mahalia Lotz*
Lou Vigil**
Liz Spencer**
Lizvet Chavez-Diaz**
Kay Collins**
Indigo Mason**
Char Leary**
Brittany Badger Gleed
Amaya Hoglund**

Graduate Assistants

Mikey Powell
Karly Ackley

Student Staff

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Gabe Sherman
Diana Fierro
Tracey Mai
Madeika Vercella
Cosette Prior
Makenna Jones
Vincent Nguyen
Lauren Maizlish

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Hotack Lee
Danny Rhodes
Alexa Guifarro
Rome Aguilar
Siddhant Chaturvedi
Kelsey Hart
Kaden Hendrickson
Sam Judd
Sean Kuo
Jacob Martin

***Vacated position during FY23**

****Began position during FY23**

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