



**Division of Enrollment & Student Services
STATE UNIVERSITY OF NEW YORK
AT FREDONIA**

**ANNUAL REPORT
Department of Student Wellness and Support
2020 - 2021**

Department of Student Wellness and Support

The Department of Student Wellness and Support (SWS) recognizes that life at Fredonia can be incredibly rewarding and demanding. Student Wellness and Support, which includes the Counseling Center, the Student Health Center, and Prevention, Advocacy, and Wellness Outreach Services (PAWS), aims to create an environment that promotes student fulfillment and growth, both personally and academically. Through these services, we offer guidance and support for navigating the challenges of university life.

Points of Pride - Significant Achievements

1. The Student Health Center provided 68% more appointments over this year, primarily in response to the COVID-19 pandemic. The Health Center staff provided exceptional care to students and were critical members of Fredonia's Infection Control Management Team, greatly assisting the campus in managing and responding to the pandemic.
2. With a shift to providing services via tele-health, the Counseling Center, as well as the Health Center and PAWS, provided high quality treatment and services to students. Additionally, all three units were creative in their programming and efforts to reach students no matter where they were.
3. Collaborating with Residence Life and Campus Life, PAWS was an integral coordinator in the development of the FREDwell Lounge (Williams Center), providing resources for the lounge and coordinating mental health and wellness programming for students. The Counseling Center created FREDwell Mondays and sent weekly messages to the campus community, promoting positive mental health and reminders of available services.

Counseling Center

Overview and Scope of Service

MISSION STATEMENT:

In support of Fredonia's strategic plan and institutional learning goals, the Counseling Center will promote student's mental health, wellness, growth, and development.

VISION STATEMENT:

Cultivating a resilient and compassionate community.

SERVICES OFFERED: The primary concern of the Counseling Center is to remove the barriers of access to services and to provide Fredonia students with the assistance they need when they need it most.

Individual Counseling: Scheduled counseling appointment reserved for a time that is convenient to the busy life of the student. Individual counseling is also available through same-day services.

Couples Counseling: Scheduled counseling appointment to address relationship dynamics. Both partners must be enrolled Fredonia Students.

Group Counseling: Facilitated by professional counselors, group counseling involves meeting with 6-12 peers in a supportive environment to discuss similar concerns. The Counseling Center offers a variety of different group experiences each semester.

Crisis Services: During working hours, crisis mental health support is available at the Counseling Center; after hours, students can contact the Chautauqua County Crisis Hotline.

Let's Talk: Informal, drop-in, no commitment consultation with a Fredonia Counselor at the Intercultural Center.

Psychiatric Services: Psychiatric evaluation and medication management available on-campus through a partnership with the SUNY Tele-Counseling Network.

Consultation: Counseling Center staff provide consultation to faculty, staff, parents, and off-campus providers to address concerns related to Fredonia students.

COUNSELING CENTER - POINTS OF PRIDE

1. The counseling staff remained committed to engaging students in innovative ways despite the obstacles related to the Covid-19 pandemic. A commitment to outreach initiatives, including the weekly FSUFREDWELL Monday email and Let's Talk LGBTQ+ speaker series, demonstrated the Center's commitment to its mission/values to be a highly visible and trusted resource in which skilled and caring professionals empower students to fulfill their potential by imparting emotional regulation and communication skills; by inspiring action, hope and creativity; and by promoting behavior which demonstrates respect, responsibility and compassion for oneself, the local community, the world community and the environment.
2. The Counseling staff demonstrated great resiliency managing personal and professional concerns related to the on-going pandemic and heightened societal tensions surrounding the Black Lives Matter movement, the Presidential election, and increased violence towards Asia-Americans. Staff engaged in thorough self-reflection, candid conversations, and specialized training throughout this academic year to address these concerns in a healthy and productive manner.
3. The Counseling staff provided competent and ethical clinical tele-services, ensuring a high level of professionalism while working remotely. The Center's clinicians demonstrated a commitment to engaging in training specific to the transition to providing services virtually. The clinicians were diligent in providing services in a timely and efficient manner and provided an exceptional learning environment for interns.

COUNSELING CENTER VALUES | INSITUTIONAL GOALS

VALUE: ACCESSIBILITY

The SUNY Fredonia Counseling Center (FCC) provided clinical services via Zoom Tele-mental health video conferencing throughout the 2020-2021 academic year, with 8% of the student population engaging in clinical services. The FCC provided 2332 clinical sessions (2281 individual and 51 group sessions) serving 477 unique students (282 new / 195 returning). The FCC continued to prioritize access to services conducting 30% intakes on the same day services were initiated (42% within 24 hours). The average wait time for an initial appointment was 4.09 business days. The FCC staff regularly reviewed and adjusted our scope of practice and scheduling procedures to address the changing demands of our campus community. The current staffing is consistent with comparable universities at a Staff to Student Ratio of 1:1,000 -1:1,500 [[AUCCCD](#)].

Comparative Accessibility Data

Semester	Wait-time for Intake (days)	Crisis Appointments	Unique Clients	Average # of Sessions per client
Fall 2017	5.54	283	557	3.84
Spring 2018	4.12	86	468	3.56
Fall 2018	2.66	65	498	3.32
Spring 2019	2.97	56	473	2.86
Fall 2019	3.45	89	558	3.74
*Spring 2020	3.56	29	470	2.84
^Fall 2020	4.63	31	306	3.70
^Spring 2021	3.05	25	285	4.16

**Jan 1- March 13 2020 - normal operations prior to shift to distance learning for remainder of semester due to COVID-19*

^2020-21 services offered primarily through tele-health due to COVID-19

VALUE: SKILLED

The FCC endeavors to provide high quality services by adhering to the highest professional standards, embracing innovative clinical services, engaging in ongoing professional development, and remaining current with new developments in research based clinical practice.

Students who utilized counseling services during the 2020-2021 academic year, overwhelmingly indicated satisfaction with the tele-mental health services and noted that their engagement in counseling services supported their academic achievement (stay in school / improve academically), improve mood, reduce anxiety, improve relationships, and reduce thoughts of self-harm and suicide.

Outcomes Data: Research indicates that rapport is the strongest predictor of positive therapeutic outcomes. The FCC collects rapport data after each clinical intervention as part of its outcomes informed practice. The shift to tele-services did not appear to negatively impact clinical rapport building.

Satisfaction Data 2020-21: Likert Scale (1 Very Dissatisfied – 5 Very Satisfied)

- *I felt understood and respected: 96% satisfied/very satisfied*
- *Overall, last session was right for me: 93% satisfied/very satisfied*
- *We worked on and talked about what I wanted to work on/talk about: 94% satisfied/very satisfied*
- *The counselor's approach was a good fit for me: 94% satisfied/very satisfied*

Professional Development: The counseling staff continued to be committed to professional growth by collectively completing approximately 300 hours of continuing education on topics that included: ACT, IFS, Tele-mental Health, Shame, EMDR, CBT, Mindfulness, and NLP.

Group Therapy/Workshops – Significant thought and consideration went into the development of group offerings for the fall semester. After engaging in a group tele-mental services training as a staff, the FCC determined that the ethical and confidentiality impacts on group work, in combination with tele-practices required a shift away from group therapy facilitation. Wanting to provide opportunities to engage groups of students, while mitigating ethical concerns, the clinicians collaboratively developed a series of mental health workshops. These psychoeducational and experiential workshops offered Acceptance and Commitment Therapy (ACT), Dialectical and Behavior Therapy (DBT), and Cognitive and Behavior Therapy (CBT) skills building opportunities four times per week. Unfortunately, these groups had difficulty gaining traction (a total of 18 clinical interactions were provided). Further efforts were made to provide similar workshops in the spring, several were discontinued due to lack of interest/participation.

After completing adequate training to address the ethical/competency concerns related to conducting group therapy virtually, we successfully held a Personal Growth Group (six-week) and a Whole-Hearted Living Group (37 virtual contacts). In addition, we conducted the Mental Health 101 workshop (44 virtual contacts over 7 weeks) and Let's Pillow Talk (22 in-person contacts over 7 weeks) over the spring semester.

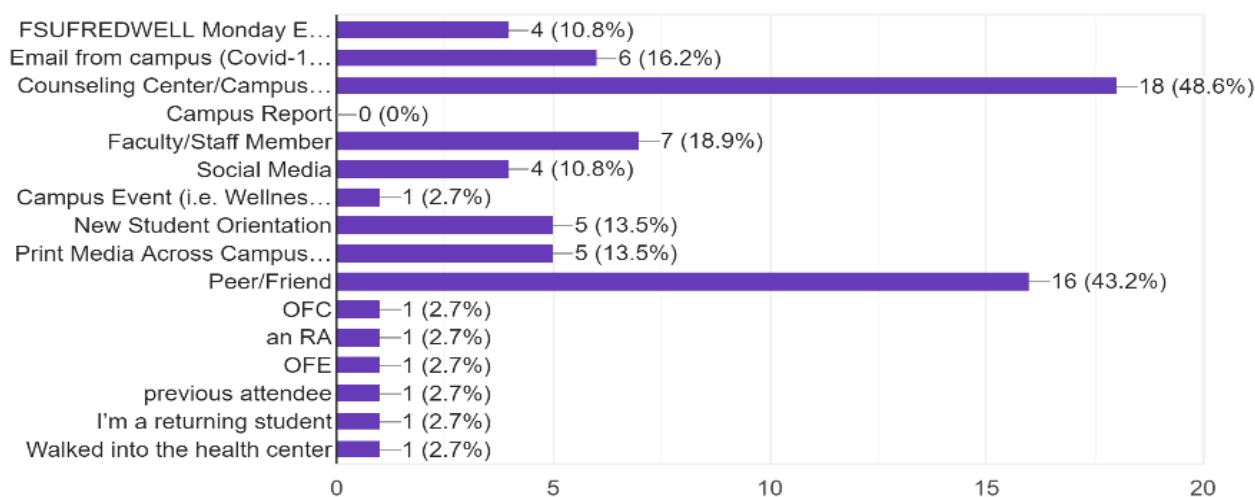
VALUE: CONNECTED

The Counseling Center values collaboration within the center, the Division of Enrollment and Student Services, Academic Affairs, the University, and the broader community. The FCC staff seek partnerships and opportunities to work with our colleagues in support of enhanced service to our students.

Significant efforts were made throughout the year to advertise services to address student feedback stating they had experienced increase distress and lacked awareness of mental health services related to the campus shift to distance learning in response to the COVID-19 pandemic over the spring 2020 semester. Frequent campus emails from administration updating the campus on COVID-19 provided information about mental health services throughout the fall semester. Campus academic buildings and residence halls had mental health messaging promoting the *mystrength* self-help resources and the availability of clinical tele-mental health services. Additionally, advertisement of several mental health workshops was conducted via the campus events calendar and campus life media platforms. Students indicate that the FCC website and peer referrals are the primary ways they learned about counseling services.

How did you learn about our services?

37 responses



Partnerships/Collaborations:

Athletics- Hosted Courtside Chats (Let's Talk); Created FCC services video for student athletes; Coordinated referrals.

PDC- Hosted "Meet the Counseling Staff" and "Let's Talk" workshops; Facilitated QPR workshops.

Veteran's Affairs Office – Attended & coordinated programs for Veterans and Military Affiliated Students.

Residence Life – Provided training to Resident Directors and Resident Assistants; Collaborated on facilitating Fresh Check Day.

Counselor in Residence – Worked with Counselor-in-Residence to coordinate mental health services within the residential community.

Campus Life- Collaboration on Stress Away Day and Gratitude pop-up events.

Student Engagement and Inclusion –Let's Talk

International Student Services and Pathways Program – Conducted outreach workshops & supported events.

EDP- Conducted outreach workshops and coordinated referrals.

Prevention, Advocacy, Wellness Services – See PAWS program summary.

Community Partnerships- Established MH Outreach Committee with Community Partners.

Psychiatric Services: Due to budget constraints, the FCC's partnership with Jamestown Psychiatric was discontinued prior to the start of the fall semester. Students interested in psychiatric evaluations, treatment, and medication management continued to be referred to Jamestown Psychiatric, and other local psychiatric care, for services over the fall semester. The costs associated with these services were no longer covered by SUNY Fredonia. In November, Fredonia became a member of the SUNY Tele-Counseling Network (STCN) funded by SUNY and facilitated by Upstate Medical. Fredonia students are provided psychiatric services, free of charge, while utilizing these services. To date, 20 students have been referred to STCN for evaluation and treatment.

VALUE: CREATIVE

The Counseling Center values creativity as a gateway to innovation at both individual and organizational levels. The FCC supports and encourages creative innovation to foster excellence, to enhance inclusiveness, and to provide dynamic services that are relevant to the ever-changing needs of a diverse student population.

VALUE: RESPONSIBLE

The Counseling Center is committed to sustaining a healthy organizational climate characterized by honest, direct, and respectful communication and conflict resolution. The FCC endeavors to create a diverse multidisciplinary staff that values different perspectives and professional views. The FCC staff manifest compassion, mutual trust, and humor (as appropriate) in our interactions, actively creating a sense of community that is supportive and respectful of individuals finding balance in their personal and professional lives.

ASSESSMENT and PROGRAM EVALUATION EXPECTATIONS

2019-2023 LEARNING OBJECTIVES | 2020- 2021 OUTCOMES

Learning Objective: *Students who engage in services provided by the FCC will be able to manage their mental health so they can achieve their academic and personal goals.*

Strategy/Tactic (2020-2021): Counseling staff will provide group and/or individual therapy to clients who present for mental health counseling.

Measures: CCAPS and Client Satisfaction Survey. *CCAPS outcomes data unavailable this year due to lack of funding. Client Satisfaction Survey data:

- 23% (fall) and 27% (spring) respondents to survey indicated FCC helped them stay in school
- 17% (fall) and 24% (spring) respondents to survey indicated FCC services helped them improve academically
- 29% (fall) and 11% (spring) respondents indicated FCC helped them adjust to campus shift to distance learning
- 82% (fall/spring) respondents indicated FCC helped improve mood
- 74% (fall/spring) respondents indicated FCC helped reduce anxiety
- 27% (fall) and 35% (spring) respondents indicated FCC helped reduce thoughts of self-harm
- 19% (fall) and 30% (spring) respondents indicated FCC helped reduce thoughts of suicide

Client Satisfaction Survey student comments:

- *“My counselor was very understanding of all aspects of my life (LGBTQ, mental health, eating habits, etc.) and was able to help me through my issues.”*
- *“My counselor helped me learn about myself and better understand myself. Sessions were often available and scheduling was flexible. Counseling was tailored to client needs.”*

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- “I was able to speak in a safe space and come up with strategies to improve my lifestyle.”
 - I liked “How well she understood me and assisted me in understanding my dysfunction to empower me to be functional.”

Learning Objective: *Students who engage in FCC programs, activities, services will develop effective skills to have productive, meaningful relationships with others.*

Strategy/Tactic (2020-2021): Counseling staff will provide group and/or individual therapy to clients who present for mental health counseling.

Measures: Group Satisfaction Survey (not administered) and Client Satisfaction Survey.

- 48% (fall) and 43% (spring) respondents indicated FCC helped to improve relationships

Learning Objective: *Students who engage in FCC programs, activities, and services will build empathy skills.*

Strategy/Tactic (2020-2021): Counseling staff will provide group and/or individual therapy to clients who present for mental health counseling.

Measures: Satisfaction Survey (empathy skills not measured). Self-Compassion Scale (not implemented). This SLO was not measured 2020-2021.

Learning Objective: *Students who engage in Counseling Center programs and activities will be able to identify and connect self/others to supportive resources.*

Strategy/Tactic (2020-2021): Counseling staff will provide workshops/trainings for Residence Life staff, in Freshman Seminars, and to faculty/staff/students related to connecting self/others to supportive resources.

Measures: Group Therapy Satisfaction Survey. Client Satisfaction Survey. Outreach Feedback Survey. This SLO was not measured 2020-2021.

Satisfaction Survey student comment: “I just want to thank Jermaine for introducing me to the Mental Health 101 weekly group. I wish I was able to participate sooner, it was a great experience!”

Learning Objective: *Students who engage in Counseling Center programs and activities will be able to assist themselves and other students with mental health concerns.*

Strategy/Tactic (2020-2021): Counseling Center staff will provide workshops/trainings for Residence Life staff, in Freshman Seminars, and to faculty/staff/students related to assisting self/others with mental health concerns.

Measures: Outreach Feedback Questionnaire. This SLO was not measured 2020-2021.

Student Health Center

Overview and Scope of Service

The Student Health Center supports students' academic success and retention by providing convenient, timely, and high-quality health care for Fredonia students. As a unit within Student Wellness and Support, the Student Health Center strives to support Enrollment and Student Services' strategic plan and Fredonia's Institutional Goals while creating a culture in which the student can make informed and responsible decisions regarding their personal health and wellness.

Student Health Center Vision:

Promoting a campus culture focused on health and wellness.

- **Skilled:** The Student Health Center is committed to providing competent, confidential, quality and accessible health care through continued education and coordination of care with specialists and primary care providers.
- **Connected:** The Student Health Center fosters a collaborative environment that stresses open communication and consultation among all staff within the center, the Department of Student Wellness and Support, the Division of Enrollment and Student Services, the University and the broader community.
- **Creative:** The Student Health Center is committed to the efficient delivery of high-quality healthcare, consistently striving to exceed the expectations and changing needs of our students and community partners.
- **Responsible:** The Student Health Center is an advocate, at all times and in all venues of the campus and community, for the physical, psychological, emotional and social health and well-being of our students.

Student Health Center Mission:

The mission of the Student Health Center is to enhance the educational process and personal development of the Fredonia student by providing quality health care and promoting an optimal level of health and wellness in a caring atmosphere that respects their unique qualities as an individual.

Student Health Center Core Values:

- Student Centered
- Excellence
- Compassion
- Accessibility
- Responsiveness
- Collaboration
- Social Responsibility
- Diversity

Overview and Scope of Service

The Student Health Center's primary responsibility is to provide the highest quality nursing and medical care for the Fredonia student. It is our mission to make every effort to have a positive impact on the health care experiences of the Fredonia student while creating a culture in which they can make informed and responsible decisions regarding their personal health and wellness.

Services available include health promotion and disease prevention as well as diagnosis and treatment of acute illness and injury with education for healthy lifestyles and disease prevention, in a caring, supportive and confidential environment. The services provided by the Student Health Center include, but are not limited to:

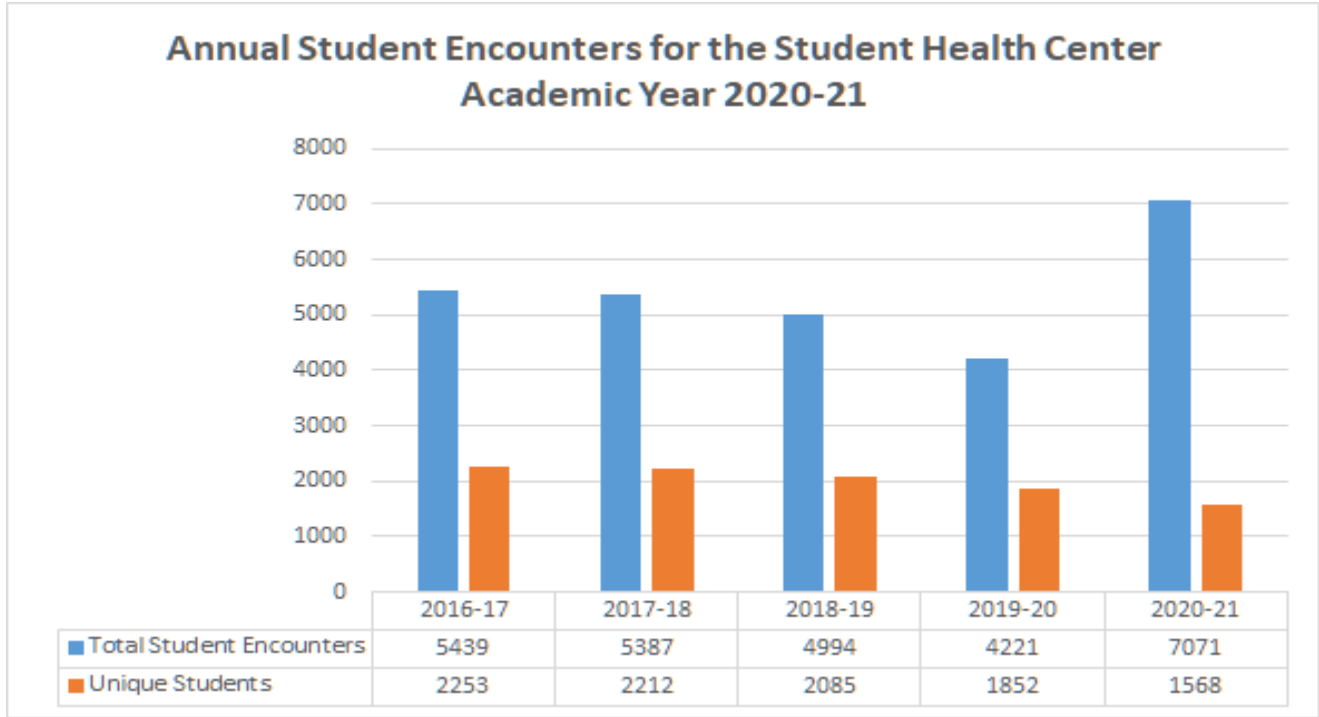
- **Acute/urgent care for illness and injury**
- **Telemedicine**
- **Laboratory**
- **Pharmacy**
- **Physical exams**
- **Self-Care Center**
- **Campus Food Pantry**

Points of Pride

The Student Health Center's main function is to provide medical services to Fredonia students. Through its vision, mission, and core values, the professional staff provide so much more to the Fredonia campus.

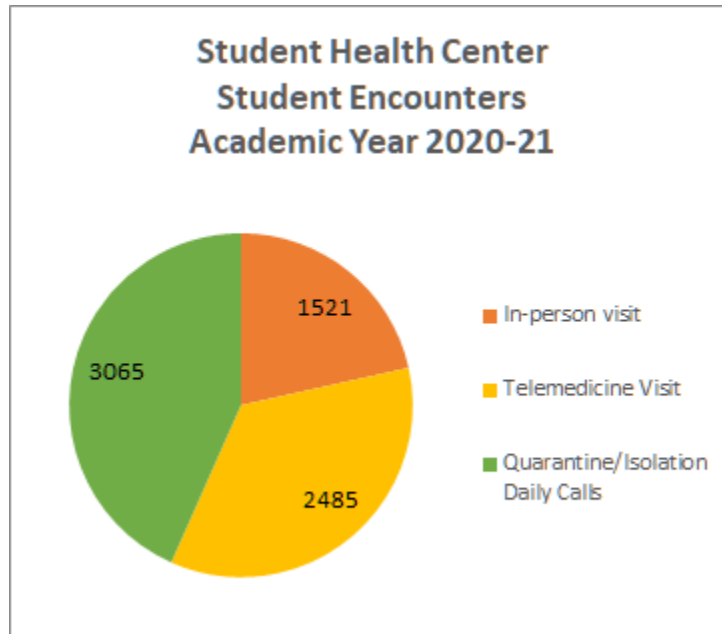
#1 - Student Centered - Patient Numbers on the Rise

The 2020-21 academic year included many challenges for both the university and the Student Health Center. With the COVID-19 pandemic, the Student Health Center started the semester in a telemedicine mode, and quickly moved into functioning primarily as a COVID clinic - not only physically evaluating those infected with COVID, but performing COVID tests, and caring for students who tested positive as well as those who were direct contacts. As evidenced in the chart below, this was a record-breaking year for the Student Health Center with a total of **7071 patient encounters**. This includes students who were physically seen in the health center and those seen via telemedicine. This is an overall **68% increase** from the 4221 encounters during the 2019-20 academic year.



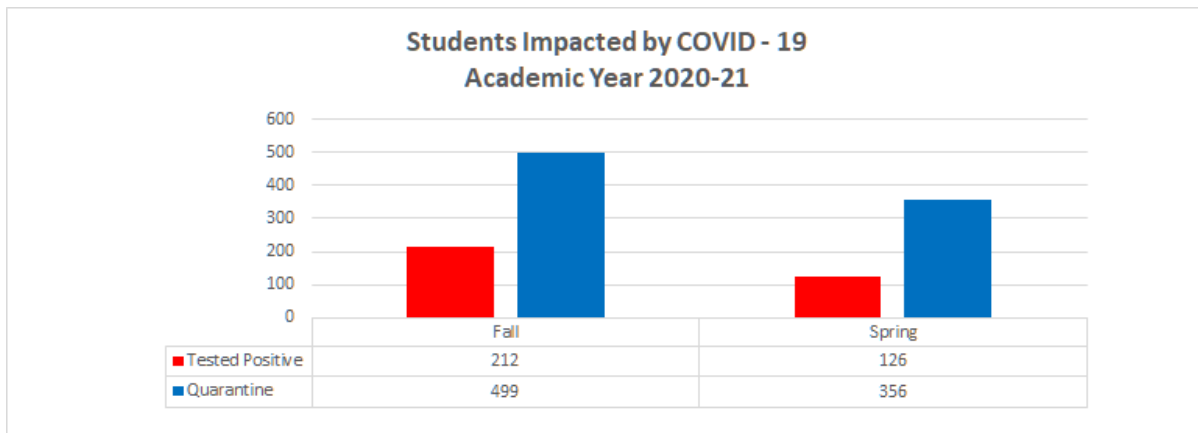
#2 - Accessibility - Accommodating on the Fly

The presence of COVID-19 disease in the Western New York area changed the delivery of medical care in the region and changed the way students were seen at the Student Health Center. In order to facilitate pre-screening of appointments, appropriate triage and physical distancing, all care delivered at the Student Health Center was by appointment only. This allowed for flexibility in the medical provider’s schedules while ensuring that students were cared for safely and on a timely basis. Students were seen in-person or by telemedicine (phone or zoom).

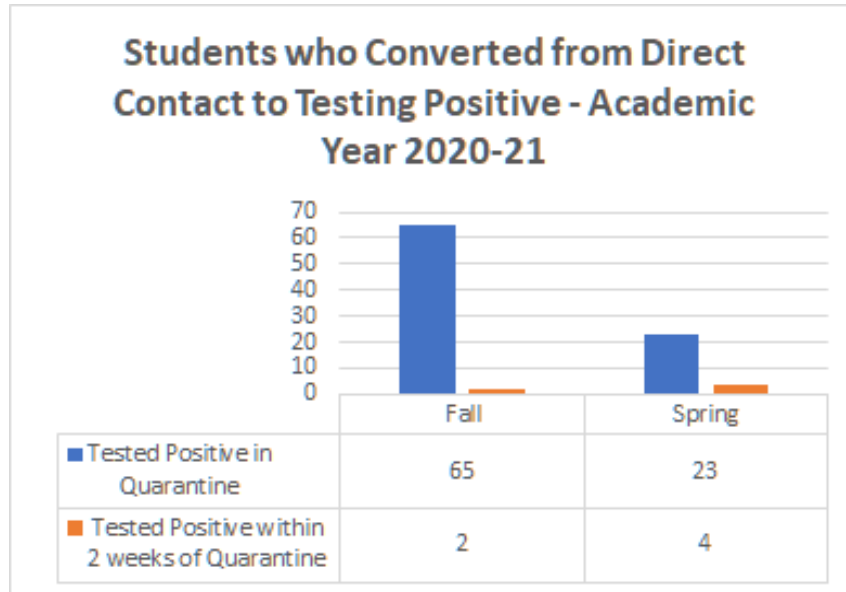


#3 - Excellence - COVID Everything

The Student Health Center staff worked tirelessly over this past academic year to evaluate, diagnose, and care for COVID 19 positive students and students who were a direct contact with a COVID positive individual. Students were provided with care, in-person or by telemedicine, sometimes seven days a week, and at all hours of the day and night. The goal was to mitigate the spread of COVID-19 on the Fredonia campus. This year, a total of **338 students tested positive** for COVID-19 during the 2020-21 academic year and another **855 students were quarantined** as either direct contacts, precautionary travel quarantine, or due to experiencing COVID - like symptoms. Overall, approximately, **one-third of students enrolled at SUNY Fredonia were impacted by COVID during the 2020-21 academic year.**



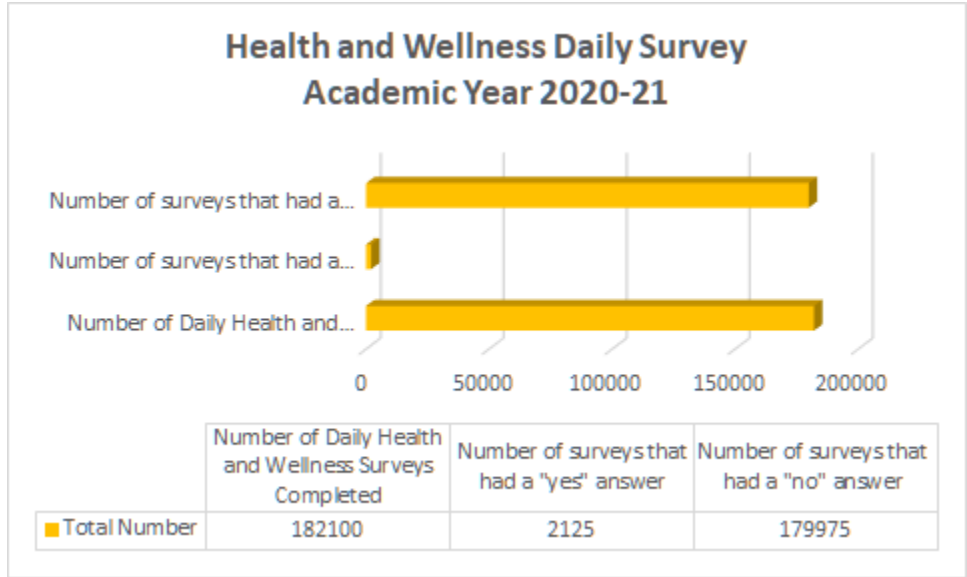
Mitigating the Spread – Over this academic year, there were 4 students who tested positive both in the spring and fall semesters, as they had COVID -19 twice. Seventy-six students were quarantined as direct contacts on more than one occasion, some students were quarantined two and three times over the course of the 2020-21 academic year. Of the total 855 students quarantined as direct contacts, **88 students tested positive while in quarantine.** An additional 6 students tested positive within the first two weeks following discharge from quarantine. This data demonstrates that isolation and quarantine helped mitigate further spread of the virus on our campus and in our community.



#4 - Collaboration - It takes a Village

A positive outcome of the COVID-19 Pandemic is that it brought together all entities of the Fredonia campus. The phrase “it takes a village” demonstrates the support provided by the campus community to foster all student’s safety and their well-being. The Student Health Center worked collaboratively with nearly every department and/or office throughout this pandemic. Additionally, students, faculty and staff have worked together to help mitigate the spread of COVID by donning masks, participating in daily health and wellness surveys, participating in weekly surveillance testing and quarantine/isolation procedures when applicable, as well as physically distancing and practicing good hygiene.

Daily Health and Wellness Survey - A total of 182,100 daily health and wellness surveys were completed during the 2020-21 academic year with 2125 of those completed displaying a “yes” answer in response to experiencing COVID-like symptoms, exposure to an individual who tested positive for COVID-19 or having travel outside of New York State within the past 14 days. Each individual who indicated a “yes” to any of these questions was sent a follow-up email from the Student Health Center inquiring about their situation. Those who responded back were triaged, medically evaluated, and subsequently cared for as part of the mitigation process.



Overall, approximately 50% of students who responded “yes” to the health and wellness survey were students who had not yet been entered into the Health Center’s daily tracking of COVID cases on the Fredonia campus.

Quarantine and Isolation - Students who tested positive were offered the choice to go home or isolate/quarantine on campus if residential and off campus if non-residential. The Student Health Center worked in collaboration with the Residence Life staff, the COVID-19 Response and Support Coordinator, and FSA to ensure that each student got to their appropriate destination, and were given as many comforts that could be offered. To ensure that those who were faced with isolation or quarantine were cared for both mentally and physically, each student was followed every step along the way by the Student Health Center through daily check-in’s, follow-up emails and in-person visits.

COVID-19 Case Information			
Total Cases Tested Positive	338		
<u>Residence when Tested</u>		<u>Residence for Isolation</u>	
• On Campus	132	• On Campus	68
• Off Campus	206	• Off Campus	272
Total Cases Quarantined	855		
<u>Residence when Tested</u>		<u>Residence for Quarantine</u>	
• On Campus	357	• On Campus	201
• Off Campus	498	• Off Campus	654

#5 - Responsiveness - Expanded Laboratory Services

In response to the COVID-19 pandemic, the Student Health Center took on the role of COVID testing; initially coordinating surveillance pool testing, and when the need arose, offering both Antigen and PCR testing. Over the year, a total of 710 laboratory tests were performed in the Student Health Center - 567 tests were COVID related (77 positives).

On-campus pool testing of students resulted in 89 positives. Some students were asymptomatic at the time of testing while others noted that they had symptoms that were thought to be of that from a cold or seasonal allergy. Of note, these students all indicated “no” when asked if they had symptoms when they registered their specimen through SUNY Upstate as well as when they filled out their Daily Health and Wellness Survey.

On Campus Testing			
PCR	271		
Number of Positive	47	• On Campus	25
		• Off Campus	22
Antigen	296		
Number of Positive	30	• On Campus	13
		• Off Campus	17
Pool Testing	41,588		
Number of Positive	89	• On Campus	48
		• Off Campus	41

6 - Enhancing Social Responsibility - Flu Shot Clinics

In addition to promoting good hand hygiene, masking and physical distancing, the Student Health Center, in collaboration with our local Rite Aid and Wegmans provided 348 faculty, staff, and students with flu vaccination over the course of the fall semester.

7 - Promoting Compassion - Food Pantry

Established five years ago, the Fredonia Campus Food Pantry has been a main staple for aid in student retention on campus. Food insecurity is common at colleges and universities across the country potentially impacting the educational success of many students and impacts Fredonia’s students as well.

During this time of the COVID Pandemic, open food pantries had to be reworked in order to provide adequate physical distancing. The Center looked at different ways in which to get food out to students

in need. With the launching of the FREDwell lounge, the Health Center was able to provide access to non-perishable food items in the Williams Center. The main food pantry in the Student Health Center continued to be open by appointment only basis and saw between 5-10 students each month. Additionally, beginning mid-spring 2021, perishable foods were offered at the Williams Center Information Desk.

This year, the Student Health Center was **awarded a grant from the SUNY Food Insecurity Task Force** for the purpose of purchasing a refrigerator for the Food Pantry. To accommodate the multiple locations of the food pantry, the campus was awarded the ability to purchase two small refrigerators, both of which will be stocked with perishable foods weekly in accordance with student needs.

The campus food pantry will remain open throughout the summer in order to help students who remain on campus.

Assessment and Program Evaluation Expectations for 2021-2022

As we enter the upcoming academic year, the Student Health Center will continue to play an integral role in the health and wellness of the Fredonia Campus Community

Accessibility – Students need access to medical care. The Student Health Center will continue to provide accessible and safe medical care through means of telemedicine as well as in person visits.

Strategies and Tactics

- Improve scheduling of appointments by instituting online scheduling through a secure patient portal.
 - Improve facilities by improving signage and design of the front reception area to promote physical distancing and infection control measures.
 - Promote a “no touch” check-in process by allowing students to fill out appropriate paperwork prior to coming into the Student Health Center through an online patient portal.
 - In accordance with CDC recommendations, make available proper PPE (Personal Protective Equipment) for those students who are seen in the Student Health Center.
- **Assure Compliance with State Laws and Standard of Care Guidelines** - The Student Health Center will continue to provide expert medical care in accordance with professional guidelines, New York State Public Health Law, and within the recommendations of the CDC, NYSDOH and ACHA.

Strategies and Tactics

- Update current policy and procedures and educational materials to be consistent with changes to any professional guidelines, NYS Public Health law and/or recommendations of the CDC, NYSDOH and ACHA.
- Assure adequate supply and inventory of medications, supplies and testing materials in light of this new COVID-19 crisis in anticipation of a second wave for the fall semester.
- Develop a merged treatment consent form to include permission to treat, privacy notice, offering of HIV and consent for telemedicine services.

- Provide advanced training for staff in the current CDC guidelines in reference to COVID-19 as well as in the area of mental health assessment.
 - Maintain compliance with the New York State Public Health Law on required immunizations for post-secondary institutions.
- **Enhance Outreach Education** - The Student Health Center will enhance the health and wellness knowledge as a form of outreach programming both within the student health center as well as in the campus community.

Strategies and Tactics

- Update all educational materials located in the Student Health Center waiting room.
 - At each visit to the Student Health Center, provide educational information regarding diagnosis and treatment of the student’s medical issue. This will be done through the addition of a Visit Summary.
 - At each visit to the Student Health Center, provide educational information promoting health and wellness.
- **Quality Improvement:** To promote effective and efficient utilization of health services, the Student Health Center will maintain an active, organized peer-based program of quality management. This program will integrate peer review, quality improvement and risk management into an organized system of assessment, monitoring and follow-up.

Strategies and Tactics

- See the Student Health Center Quality Improvement Plan for strategies and tactics.

• **Student Learning Outcomes**

- Students who engage in services provided by the Student Health Center will be able to manage their physical health so they can achieve their academic and personal goals. (Learning Domain: PD, PS)

Strategies and Tactics:

- At each visit, students are provided with consistent information regarding prevention suggestions and promoting health and wellness.
- Brochures for health promotion and disease prevention will be available in the Health Center waiting room as well as the self-care station.

- Students who engage in services provided by the Student Health Center will be able to demonstrate an increased understanding of medical information, including one’s own medical diagnosis and treatment plan (Learning Domains: PD, PS)

Strategies and Tactics:

- At each visit, students are provided with clear and consistent information regarding their diagnosis and treatment.

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- For each time that a student is given an over the counter medication, they will also be given clear and concise verbal and written instructions regarding the use of this medication, the side effects and the possible adverse reactions.
 - Students who engage in Student Health Center activities and programs will demonstrate skills in accessing and utilizing healthcare resources on campus and in the community. (Learning Domains: PD, PS).

Strategies and Tactics:

- Distribute flu prevention information to all students who are seen in the student health center.
- Advertise to the campus community regarding the availability of flu shots at least monthly during the fall semester via the campus report, social media sites, with posters and postings on key websites
- Provide specific Flu shot clinics in key locations like Williams Center, Athletics, Mason Hall, Youngerman Center.
- Students who engage in sexual health services provided by the Student Health Center will be able to demonstrate an understanding of their individual health condition, what prevention approaches can be taken and appropriate treatment when needed (Learning Domains: PD, PS).

Strategies and Tactics

- Establish a specific schedule for sexual health visits with a trained sexual health provider. This schedule will be conducive to trends that we have noticed in the past for when students usually seek out these services.
- At each visit, students are provided with clear and consistent information regarding their diagnosis and treatment as well as suggestions as to preventative measures that they can take regarding sexual health.
- For those students who are seen for a possible STI (Sexually transmitted infection), they will be given information regarding testing, if the diagnosis is positive, treatment, follow-up testing and prevention.

Prevention, Advocacy and Wellness Services (PAWS)

Overview and Scope of Service

MISSION STATEMENT:

Prevention, Advocacy, and Wellness Services (PAWS) strives to create a campus culture in which members make informed and responsible decisions regarding their personal and community health. PAWS works to reduce the incidence, prevalence, and severity of substance abuse and interpersonal violence related problems among Fredonia students.

This comprehensive program coordinates initiatives; facilitates collaboration; provides training, advocacy, and intervention services; and educational opportunities in the following areas:

- Alcohol and other drugs
- Care Coordination
- Rape and sexual assault
- Relationship issues including dating and domestic violence
- Stalking and harassment
- Sexual health

SERVICES OFFERED:

Advocacy: PAWS provides advocacy and support services for Fredonia students that are survivors of interpersonal violence (rape, sexual assault, dating/domestic violence, stalking, and harassment).

Fredonia CARES: Alcohol and other drug intervention program for students with a second violation of the Fredonia Alcohol and Drug Policy.

CARE Coordination: Provides individual advocacy, referrals, and support services to students who need assistance with financial, health, housing, academic, legal, and other support resources.

Wellness Outreach: Professional staff and student interns facilitate various wellness workshops to the campus community.

Prevention, Advocacy and Wellness Services - POINTS OF PRIDE

FREDwell Lounge: In collaboration with Campus Life and Residence Life, PAWS developed the FREDwell Lounge - a space within the Williams Center that offers health and wellness information, student support groups, and various wellness workshops and programs. PAWS provided resource information for on-campus and community resources; donated wellness items for distribution, and assisted in the coordination of peer support groups.

Care Coordination for students in isolation and quarantine: The COVID-19 pandemic brought many challenges to students, especially those who had to quarantine/isolation during the academic year. PAWS coordinated assistance to these students through email, Zoom, and phone call consultations to assess their mental health needs and connect them to relevant resources.

Prevention, Advocacy, and Wellness Services Data

Fredonia CARES

Fredonia CARES is an alcohol and other drug educational program designed for students who have had a second violation of the university's Alcohol and other Drug Policy or who have been hospitalized due to an alcohol or other drug incident. CARES consists of an initial consultation meeting and 2 follow-up sessions. The program is based on the principles of motivational interviewing and brief screening with intervention techniques. CARES referrals were down significantly this year due to the pandemic (physical distancing measures students impacted student's ability to socialize in the residence halls and other off-campus locations). This led to a reduction in the amount of violations that occurred this year.

	2020-2021	2019-2020	2018-2019	2017-2018	2016-2017
Students	14	45	44	55	46
CARES Consultations	15	47	44	57	48
CARES follow-ups	17	99	83	99	88

PAWS Interpersonal Advocacy

PAWS Interpersonal Advocacy is for students who have experiencing various forms of interpersonal violence including: sexual assault, relationship violence, stalking, and harassment. This academic year saw a decrease in referrals for advocacy services, most likely due to restrictions on visitation in the residence halls and social distancing policies.

	2020-2021	2019-2020	2018-2019	2017-2018	2016-2017
Students	7	21	20	34	29
Number of appointments	21	35	51	77	60

Care Coordination

Care Coordination helps students manage life stressors that can impact academics and personal well-being and enhances student success by identifying needs, removing barriers and reducing distress. The data below is pulled from Maxient (Students of Concern management system) and Titanium (Counseling Center scheduling software). Care Coordination involves a combination of individual appointments, follow-up phone calls and email, and consultation with the referring individual.

	2020-2021	2019 - 2020	2018 - 2019
Students	13	17	14
Number of appointments	26	22	20

From Maxient:

- 56 Students of Concern Cases
- 142 Quarantine/Isolation Cases

Outreach Presentations

The pandemic greatly reduced the number of attendees at outreach presentations. Workshops and other presentations were offered via Zoom, with low attendance. This year, workshop topics included: *Introduction to Counseling Center Services for Students; Unstuck, Let’s Talk Speaker Series; Mental Health Series; and FREDwell programming.*

	2020-2021	2019-2020	2018-2019	2017-2018	2016-2017
Number of programs/workshops	119 total 8 faculty/staff 111 students	83	88	55	73
Number of attendees	1181 total 115 faculty/staff 1066 students	3235	3624	3176	3288

Fredonia CARES Assessment Data

Learning Outcome: Students who engage in services provided by the PAWS program will be able to make low risk choices with their substance use so they can achieve their academic and personal goals (Learning Domain: PD, PS).

Strategy: *Students who participate in Fredonia CARES will be able to make low risk substance use choices.*

Tactic: *Students are provided with a motivational interviewing intervention to assist with identifying and using low risk strategies.*

Measurement: *Students complete the CARES Assessment Survey at the completion of the program*

2020-2021 data: n=10

What changes, if any, have you made to your substance use since your referral to Fredonia CARES? Check all that apply:

Alcohol:

- Setting a limit on the number of drinks consumed per night: n=8 , 80%
- Consuming less drinks per night: n=7, 70%

- Counting/keeping track of drinks: n=5, 50%
- Slowing the pace of your drinking - spreading consumption out over more time: n=7,70%
- Skipping shots, jungle juice, 4 loko, etc: n=2, 20%
- Planning a safe way home in advance: n=2, 20%
- Avoid weekday drinking, only drinking on weekends: n=3, 30%

Marijuana:

- Using marijuana less days per week: n=3, 30%
- Using marijuana once per day, instead of multiple times in one day: n=1,10%
- Using marijuana only on weekends n=2, 20%
- Only using marijuana after completing all tasks, obligations, responsibilities, etc.: n=2, 20%

Fredonia CARES Assessment Summary: The Fredonia CARES program has evidence of assisting students in making lower risk choices for their alcohol usage. The program has less impact in the areas of marijuana usage. Additional intervention strategies may need to be explored to increase program impact in the area of marijuana usage.

Assessment and Program Evaluation Expectations for 2020-2021

The COVID-19 pandemic changed service delivery models for the 2020-2021 academic year. This substantially impacted educational workshops and outreach events, which impacted assessment and program evaluation for this academic year. It is anticipated the 2021-2022 will have increased opportunities for in-person workshops and events that will have evaluation and assessment tools.

PAWS Learning Objective # & LD (Learning Domain)	Strategy/Tactic (2021-2022)	Timeline Frequency (when & how often will you implement?)	Measure
Students who engage in services provided by the PAWS program will be able to make low risk choices with their substance use so they can achieve their academic and personal goals (Learning Domains: PD, PS).	Strategy: Students who participate in Fredonia CARES will be able to make low risk substance use choices. Tactic: Students are provided with a motivational interviewing intervention to assist with identifying and using low risk strategies.	At the last CARES follow-up session.	CARES Assessment Survey
Student who engage in PAWS activities and programs will reduce their incidence, prevalence, and severity	Strategy: Students who participate in the first-year PAWS Workshop will be able to identify bystander	After each workshop conduct a Post-workshop survey Fall semester	PAWS Assessment Survey

<p>of substance use and interpersonal violence related concerns (Learning Domains: PD, PS, IC, IG)</p>	<p>intervention strategies and supportive resources.</p> <p>Tactic: The PAWS workshop will provide education on the bystander intervention and resources for sexual assault survivors.</p>		
<p>Students who engage in services provided by the PAWS program will be able to improve their personal wellness behaviors so they can achieve their academic and personal goals (Learning Domains: PD, PS, IC).</p>	<p>Strategy: Monthly wellness programs</p> <p>Tactic: Counseling Center and PAWS will provide monthly wellness program based on Sources of Strength framework</p>	<p>Bi-monthly program during the academic year. Evaluation measures will vary depending on program.</p>	<p>Assessment measures will vary.</p>
<p>Students who engage in services provided by the PAWS program will be able identify and connect with supportive resources (Learning Domains: IC, PS).</p>	<p>Strategy: Students who participate in PAWS services will be able connect with supportive resources.</p> <p>Tactic: PAWS Consultations will identify resources to assist students with their individual needs and provide contact information or directly connect students with resources.</p>	<p>At the end of each semester students who utilized CARE management services will be sent a survey through email.</p>	<p>Counseling Center satisfaction survey</p>
<p>Students who engage in PAWS programs and activities will be able to identify and connect self/others to supportive resources (Learning Domains - PS; CC - Vision - resiliency).</p>	<p>PAWS staff will provide workshops/trainings for Residence Life staff, in Freshman Seminars, and to faculty/staff/students related to connecting self/others to supportive resources.</p>	<p>Fall & spring semesters (E.g., August/January RA/RD training; Freshman Seminars as requested; faculty/staff as requested)</p> <p>Assessments will be administered to each</p>	<p>5-10 item <i>questionnaire</i> related to confidence in identifying and connecting self/others to mental health resources and assisting self/others with mental health concerns.</p>

		participant following each training.	
Students who engage in PAWS programs and activities will be able to assist themselves and other students with mental health concerns (Learning Domain - PS; CC - Vision - resiliency).	PAWS staff will provide workshops/trainings for Residence Life staff, in Freshman Seminars, and to faculty/staff/students related to assisting self/others with mental health concerns.	Fall & spring semesters (E.g., August/January RA/RD training; Freshman Seminars as requested; faculty/staff as requested) Assessments will be administered to each participant following each training.	5-10 item <i>questionnaire</i> related to confidence in identifying and connecting self/others to mental health resources and assisting self/others with mental health concerns.