In support of the University of Northern Iowa and the Division of Student Affairs, the Student Health Center houses the Counseling Center, Student Wellness Services and the Student Health Clinic. Together we strive to meet the changing needs of today’s student. The Student Health Center staff understands that a student’s mental, physical and emotional well-being is essential to overall health. Positive healthy behaviors allow students to realize their full potential, cope with life stressors, and make meaningful connections to our campus community.

We look forward to serving you through a “whole person” approach with our integrated services. Your physical and mental health are the primary reasons we are here. We have a staff of hardworking, committed and supportive people who constantly seek new solutions, and have an uncompromising commitment to serve our campus community. We look forward to the coming years and to meeting the needs of our students.

**OUR MISSION**

Promote the personal development and psychological well-being of all students and encourage a college environment that is conducive to growth and learning. We provide high-quality counseling services and training experiences to UNI students and provide consultation services to UNI faculty, staff, parents, and students.

**OUR VALUES**

The University of Northern Iowa Counseling Center subscribes to the set of professional responsibilities outlined by the University and Counseling Center’s Board of Accreditation of the International Association of Counseling Services (IACS). The responsibilities are as follows:

1. To provide the highest quality of individual and group counseling services to students who may be experiencing ongoing or situational psychological, social, or behavioral difficulties.

2. To provide programs that focus on the developmental needs of college students in order to help them benefit from the academic environment and experience.

3. To provide consultative services to the college community (i.e., students, faculty, and staff) in order to make the environment beneficial to the students’ intellectual, emotional, and physical development.

4. To engage in research and evaluation activities in order to determine the efficacy of the services being offered.

5. To integrate the training of new professionals within the profession and evaluation of counseling services.
### 2018-2019 Stats

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Unique Clients Served</td>
<td>887</td>
</tr>
<tr>
<td>Average # of Sessions Per Client</td>
<td>5.52</td>
</tr>
<tr>
<td># of Students Who Used After Hours Crisis Phone Services</td>
<td>138</td>
</tr>
<tr>
<td>Emergency Appointments</td>
<td>401</td>
</tr>
<tr>
<td>Appointments Attended</td>
<td>4,921</td>
</tr>
<tr>
<td>Case Management Appointments</td>
<td>78</td>
</tr>
</tbody>
</table>

### Counselor on Call

The Counseling Center offers the “Counselor on Call” program to offer walk-in, same-day consultation appointments during business hours. Clients are now able to walk in, without an appointment, to discuss a concern or consult a counselor and develop next steps to address the issue at hand.

### Our Providers

- **Jennifer Schneiderman**  
  LISW, Director

- **William Peach**  
  M.A. LMCH, Mental Health Therapist

- **Xin Zou**  
  Phil Ed, LMHC, Mental Health Therapist

- **Paula Gilroy**  
  ED.D, Licensed Psychologist, Assistant Director for Training

- **Shantila Caston**  
  LMSW, Mental Health Therapist, Diversity and Outreach

- **Eric Eittreim**  
  M.A. T-LMHC, Mental Health Therapist

- **Gretchen Honsell**  
  M.A. LMHC, Mental Health Therapist

- **Karla Resnicek**  
  LMSW, Mental Health Therapist

- **Brian Nissen**  
  BSW, Suicide Prevention Educator

### After Hours Support

- Free confidential texting with crisis counselor 24 hours/day on demand. Text 741741.
- Call 319-273-2676, select option 2 to speak with a licensed mental health counselor on evenings and weekends.

### 64.3% of clients have between 1-5 appointments
OUTREACH AND SUICIDE PREVENTION

- Built partnerships with campus mental health organizations such as ActiveMinds, and To Write Love on Her Arms.
- Developed partnerships with community resources such as the Suicide Prevention Advocacy Committee in the Cedar Valley.
- Participated in campus events such as new student orientation, Diversity Day, Cedar Valley Mental Health Summit, Disability Summit, International coffee hours, Diversity Inclusion and Social justice satellite hours, the Rainbow Reception, and provided various campus presentations to educate on new services and mental health resources.

TRAINING PROGRAM

The Counseling Center provided training experience to:
- 3 Clinical Mental Health Counseling Program interns
- 2 MSW interns
- 8 practicum counselors from the UNI Mental Health Counseling Program
- Added case management intern role

All Staff Professional Development:
- Safe Zone training
- ASMR: Assess and Manage Suicide Risk

PROVIDED WORKSHOPS FOR STUDENTS SKILLS ON RESILIENCY, TEST ANXIETY, AND TIME MANAGEMENT

- No “wait list” in the 2018-19 year and improved walk in access!
- Screened every student for suicide every visit

TRAINED 864 STUDENTS IN QPR (QUESTION PERSUADE REFER SUICIDE PREVENTION TRAINING)

109 SUICIDE PREVENTION EVENTS THIS YEAR

PROVIDED 30 SKILLS WORKSHOPS FOR STUDENTS

- 3 Clinical Mental Health Counseling Program interns
- 2 MSW interns
- 8 practicum counselors from the UNI Mental Health Counseling Program
- Added case management intern role

All Staff Professional Development:
- Safe Zone training
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STUDENT WELLNESS SERVICES

OUR MISSION
Student Wellness Services supports the journey toward optimal health and well-being through holistic health promotion and education to enhance student success.

VALUES
Inclusive / Respectful / Holistic / Collaborative / Welcoming / Supportive

WHO WE ARE
Committed health education professionals who strive to promote a wellness culture and keep students healthy.

WHAT WE DO
Staff performs individual and group programming to send consistent positive health messages across campus. Programming includes attendance and participation at campus events and activities. Health education is researched, developed, and implemented to the campus community.

65 HEALTH EDUCATION PROGRAMS PROVIDED SERVING 1,754 STUDENTS

8 DIMENSIONS OF WELLNESS

Angela Meeter
Associate Director of Student Health and Wellness

Joan Thompson
Health Promotion Coordinator

Shawna Haislet
Health Promotion Coordinator

Jenna Petersen
Health Promotion Coordinator
Staying Healthy at UNI program participants met learning outcomes by

Coping with Stress pre-assessment to post assessment learning outcomes improved by 37%.

The Quality of Life program resulted in student learning outcomes met by 89%.

Staying Healthy at UNI program participants met learning outcomes by 92%.

Intuitive Eating Workshops resulted in student learning outcomes met by 93%.

The Sleep to Be Your Best program gave evidence of students meeting outcomes by 93%.

Effectiveness of students learning the 10 steps of the alcohol poisoning/overdose recovery position within the Facts on Tap and the Red Watch Band programs.

“Coaching helps you work through issues to better balance your life and encourage improvement and “look on the bright side.” I could not have asked for a more compassionate, insightful, and approachable life coach.”

- UNI student

13 health and well-being events reached over 2,750 of the student population, an increase of students reached from the previous year by 72%.

Over 765 students reached through health and well-being promotion active tabling an increase of 53% of students reached from last year.

86 Intuitive Eating individual sessions completed.

63 students served for one-on-one sessions regarding alcohol and marijuana education.

Facilitated Be You Be Well Be Connected to all incoming first year and transfer students.

Administered the Spring 2019 UNI National College Health Assessment.
We function as a general medical clinic and provide evaluation and treatment for a wide variety of health concerns.

Our staff is comprised of caring, supportive professionals who are licensed and certified in primary healthcare. We are here to aid in student health and success.

Our mission is to promote and support student success by providing individualized holistic healthcare and health education.

Values:
- Service to others / safe and secure environment / compassionate care / accessible service / teamwork

Strategic Goals:
1. Engage students with individualized healthcare through the delivery of high-quality services to maximize their health and well-being.
2. Develop a 3-5-year financial strategic plan that carefully and transparently projects a variety of funding scenarios and priorities.
3. Enhance departmental visibility with students, staff and faculty through the effective and consistent use of technology and marketing strategies.
The registered nurses provide support and resources to our students. They provide services both over the phone and through in-person visits. The nurses provide travel consultations, immunizations, and allergy shots.

From left to right: Becky Corbin, Jan Olsen, Michele Gerdes, Sarah Behrends

I had two visits to the Student Health Center within one week and they were both PLEASANT experiences. It was a POSITIVE experience thanks to the PROFESSIONALISM.
The University of Northern Iowa Laboratory is located on the first floor of the Student Health Center. It is staffed by a licensed Medical Technologist and Medical Laboratory Assistants who are available to conduct testing during clinic hours.

They do such an EXCELLENT job there and I am very GRATEFUL that the Student Health Clinic is there for students.

**LABORATORY**

The University of Northern Iowa Laboratory is located on the first floor of the Student Health Center. It is staffed by a licensed Medical Technologist and Medical Laboratory Assistants who are available to conduct testing during clinic hours.

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**SERVICES PROVIDED**

<table>
<thead>
<tr>
<th></th>
<th>FY 18</th>
<th>FY 19</th>
<th>INCREASE/DECREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunizations/Vaccines</td>
<td>3,944</td>
<td>3,958</td>
<td>1.35%</td>
</tr>
<tr>
<td>Injections</td>
<td>1,330</td>
<td>1,340</td>
<td>0.75%</td>
</tr>
<tr>
<td>Labs</td>
<td>6,819</td>
<td>6,844</td>
<td>37%</td>
</tr>
<tr>
<td>Mental Health Visits</td>
<td>2,028</td>
<td>2,027</td>
<td>-0.05%</td>
</tr>
<tr>
<td>Nurse Consultations</td>
<td>1,889</td>
<td>1,859</td>
<td>-1.58%</td>
</tr>
<tr>
<td>Office Visits</td>
<td>10,965</td>
<td>11,013</td>
<td>0.44%</td>
</tr>
<tr>
<td>Preventative Exams</td>
<td>478</td>
<td>688</td>
<td>44%</td>
</tr>
<tr>
<td>Telephone Encounters</td>
<td>1,704</td>
<td>1,714</td>
<td>0.59%</td>
</tr>
<tr>
<td>Total Unique Patients Impacted</td>
<td>5,776</td>
<td>5,783</td>
<td>0.12%</td>
</tr>
</tbody>
</table>

* NUMBER OF TIMES PATIENTS DIAGNOSED

**PATIENT DIAGNOSIS**

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventative</td>
<td>5,415</td>
</tr>
<tr>
<td>Mental, Behavioral and Neuro-developmental Disorders</td>
<td>3,391</td>
</tr>
<tr>
<td>Diseases of the Respiratory System</td>
<td>3,041</td>
</tr>
<tr>
<td>Symptoms, Signs, Abnormal Clinical &amp; Laboratory Findings</td>
<td>3,154</td>
</tr>
<tr>
<td>Diseases of the Genitourinary System</td>
<td>942</td>
</tr>
<tr>
<td>Disease of the Skin and Subcutaneous Tissue</td>
<td>698</td>
</tr>
<tr>
<td>Diseases of the Musculoskeletal System</td>
<td>781</td>
</tr>
<tr>
<td>Diseases of the Nervous System</td>
<td>573</td>
</tr>
<tr>
<td>Infectious and Parasitic Diseases</td>
<td>633</td>
</tr>
<tr>
<td>Injuries</td>
<td>463</td>
</tr>
<tr>
<td>Diseases of the Ear and Mastoid Process</td>
<td>590</td>
</tr>
<tr>
<td>Diseases of the Eye and Adnexa</td>
<td>195</td>
</tr>
<tr>
<td>Diseases of the Digestive System</td>
<td>231</td>
</tr>
<tr>
<td>Endocrine, Nutritional and Metabolic Diseases</td>
<td>109</td>
</tr>
<tr>
<td>Diseases of the Circulatory System</td>
<td>39</td>
</tr>
<tr>
<td>Diseases of the Blood</td>
<td>38</td>
</tr>
<tr>
<td>Neoplasms</td>
<td>21</td>
</tr>
<tr>
<td>Congenital Malformations, Deformations &amp; Chromosomal Abnormalities</td>
<td>7</td>
</tr>
<tr>
<td>Pregnancy</td>
<td>2</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>20,323</strong></td>
</tr>
</tbody>
</table>
INCREASED PREVENTATIVE EXAMS BY 44%

INCREASED LABS BY 37%

3-YEAR accreditation from AAAHC

ACCRREDITATION ASSOCIATION FOR AMBULATORY HEALTH CARE

ACCOMPLISHMENTS AND CONTRIBUTIONS

ECW Patient Portal allows students to make appointments online and access their visit summaries and health information. Over 40% of medical appointments are now being made through the patient portal.

Assessed the mental health and safety of students using the ASQ tool (Ask Suicide-Screening Questions)

New alcohol and other drug screening tools (AUDIT-C) and (DAST) were implemented to assess for substance abuse and safety of students.

How to Help Students in Distress presentations were facilitated to various departments involving over 800 faculty and staff to aid in the success of students, campus vitality and referrals on campus and in the community.
The Student Health Clinic is an AAAHC accredited facility. We go through a voluntary site survey to measure the quality of our services and performance against nationally recognized standards of the Accreditation Association for Ambulatory Health Care (AAAHC).

The Student Health Clinic has also achieved COLA accreditation through a biennial survey since 1993. Our patients can be assured that we meet federal and state regulatory requirements.

HOURS
Clinic Hours:
8 a.m. to 4:30 p.m. - M, T, TH, F
9 a.m. to 4:30 p.m. - W

Counseling Center
8 a.m. to 4:30 p.m. - M-F

CONTACT INFORMATION
Health Clinic 319-273-2009
Resource Nurse 319-273-5161
SHIP Insurance 319-273-7736
Billing Questions 319-273-7962
Student Wellness Services 319-273-3423
Counseling Center 319-273-2676