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 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.

During the 2017/2018 academic year we introduced several new initiatives including suicide prevention gatekeeper training, wellness coaching, interactive sessions during orientations with first year students, and we launched a patient portal to enhance communication between patients and healthcare providers.

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**

Our mission is to promote the **PERSONAL DEVELOPMENT AND PSYCHOLOGICAL WELLBEING 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**

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.

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

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.

To integrate the training of new professionals within the provision and evaluation of counseling services.

To engage in research and evaluation activities in order to determine the efficacy of the services being offered.
The Counseling Center staff members are specialists in college mental health and provide individual, group, and couples counseling to UNI Students. The Counseling Center staff members also provide psycho-educational outreach to the campus community and consultation to students, faculty, and staff. Staff members are also involved in the training of graduate students in psychology, mental health counseling, and social work.

Jennifer Schneiderman, LISW
Interim Director
Mental Health Therapist

William Peach, M.A., LMHC
Mental Health Therapist

Shantila Caston, LMSW
Mental Health Therapist,
Diversity and Outreach Specialist

Xin Zou, Phil E., LMHC
Mental Health Therapist

Eric Ettreim, MA, T-LMH
Mental Health Therapist

Brian Nissen, BSW
Suicide Prevention Educator

Diana Frost
Support Staff

Gretchen Honsell MA, NCC, LMHC
Mental Health Therapist

Karla Reznicek, LMSW
Mental Health Therapist

Paula Gilroy, Ed.D, M.A., LMHC
Licensed Psychologist,
Assistant Director for Training

The Counseling Center also participated in campus events such as the Out of the Darkness Walk, new student orientation, various campus presentations to educate on new services and mental health resources.

UNI received the Garret Lee Smith Campus Suicide Prevention grant from SAMHSA and hired a suicide prevention educator in 2017. Suicide prevention efforts included:

- Trained 160 student, faculty, and staff in QPR (Question Persuade Refer suicide prevention training).
- Tabled and provided outreach at 21 campus events.
- Provided 25 skills workshops for students on topics such as resiliency, test anxiety, time management.
- Built partnerships with campus organizations such as Active Minds, To Write Love on Her Arms.
- Developed partnerships with community resources such as the Suicide Prevention Advocacy Committee in the Cedar Valley.
- Participated in the Mental Health Fair to promote mental health awareness on campus.
COUNSELING ACTIVITIES

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Clients</td>
<td>944</td>
</tr>
<tr>
<td>Appointments Attended</td>
<td>5,210</td>
</tr>
<tr>
<td>Initial Assessments</td>
<td>849</td>
</tr>
<tr>
<td>Emergency Appointments</td>
<td>209</td>
</tr>
<tr>
<td>Individual Therapy Sessions</td>
<td>3,875</td>
</tr>
<tr>
<td>Group Therapy Sessions</td>
<td>26</td>
</tr>
<tr>
<td>Average Number of Sessions Per Client</td>
<td>5.52</td>
</tr>
<tr>
<td>Consultations</td>
<td>56</td>
</tr>
</tbody>
</table>

The average wait time for an appointment was 8.18 days.

64.8% of clients have between 1-5 appointments.

SATISFACTION SURVEY

- My counselor showed concern/respect for me. | 95%
- I would recommend my counselor to others.    | 89%
- I am satisfied with the services received.   | 82%

CRISIS COUNSELING SERVICES

The Counseling Center implemented the “Counselor on Call” program to offer walk in 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.

Crisis Text line became available in 2017-18 to offer students free confidential texting with a crisis counselor 24 hours/day on demand.

After hours phone counseling available by selecting option 2 when calling the counseling center. 177 students used this service.

TRAINING

The Counseling Center provided training experience to 5 counseling interns and 8 practicum counselors from the UNI clinical mental health counseling program and masters of social work program in the 2017-18 academic year.

Counseling staff participated in training on topics such as: eating disorders, clinical issues for LGBTQ clients, cognitive behavioral therapy (CBT) for anxiety, acceptance and commitment therapy, Building a Resilient Community, and various diversity trainings.
Student Wellness Services supports the journey toward optimal health and well-being through holistic health promotion and education to enhance student success.

INCLUSIVE // RESPECTFUL // HOLISTIC // COLLABORATIVE // WELCOMING // SUPPORTIVE

Staff is committed to keeping students healthy by providing opportunities to develop skills, access information and engage in a wellness culture that empowers healthy living and active lifestyles. We strive to create a culture of wellness by providing collaborative, inclusive, student centered programs that promote self-care, resiliency, responsibility, and educational experiences supporting the development of the whole student.

Formal health education presentations are researched, developed, and implemented to the campus community upon program request. Staff perform passive programming to send consistent positive health messages across campus by researching and creating educational health information. Passive programming also includes attendance and participation at campus events and activities which involves staff representation at tabling.
ACCOMPLISHMENTS & CONTRIBUTIONS

Implemented a Wellness Coaching program designed for UNI students that provides opportunities to explore personal strengths and apply them to goals. It takes an appreciative approach to creating the life you want by focusing on possibilities and options. Coaching sessions are free and focus on strengths and opportunities, building on what’s working in life.

Student Wellness Services organized a Wellness, Safety and Advocacy Fair during the UNI Now! The following on-and-off campus organizations interacted with approximately 500 incoming freshmen about key wellness, safety and advocacy resources: UNI Student Wellness Services, UNI Outdoor Recreation, UNI Counseling Center, UNI Police, Riverview Center, Waypoint Services, Active Minds, and BIEDA (Body Image & Eating Disorder Awareness).

Continued partnership with Iowa Department of Public Health and Black Hawk County Health Department for free condoms and other safer sex supplies. Condom supply was requested to be increased and the request was granted. SWS supplies the free condoms in the Student Health Center at the safer sex counter and in the restrooms at Maucker Union and the Wellness and Recreation Center.

Partnered with BIEDA (Body Image and Eating Disorder Awareness-Student Organization) and Alpha Sigma Tau to have Jessica Setnick, MS, RD/LD an internationally known dietitian and eating disorder expert, present to students and staff promoting a positive relationship with food and eating as key components of a healthy and happy life.

Relocated to the Student Health Center to enhance integration of care at a centralized location on campus for the convenience of students.

“Wellness Coaching changed my life. I think so much more clearly about the world, my relationships with others, and who I am as an individual. I really liked that as I had goals or small lifestyle habits I wanted to implement my Wellness Coach would help me break them down to feel less overwhelming!”

Student response
OUR MISSION

Our mission is to
SERVE THE STUDENT COMMUNITY through education, prevention and treatment of illness, while
PROMOTING RESPONSIBLE HABITS and monitoring the
OVERALL HEALTH OF THE CAMPUS.

OUR VALUES

Availability of quality healthcare services for students on campus

Provide compassionate, respectful and confidential care to all students

Encourage healthy choices and responsible behaviors

Support a healthy campus community by public health initiatives and preparedness

WHO WE ARE

The University of Northern Iowa Student Health Clinic specializes in college health services. We have board-certified family practice physicians, physician assistants and psychiatric nurse practitioners who are dedicated to caring for college students. Additional staff include a pharmacist, pharmacy technician, laboratory technologist, nurses and support staff. We want to serve as our students’ on-campus health resource and assist them in meeting their healthcare needs.

STUDENT HEALTH CLINIC

MEDICAL PROVIDERS

Martha Ochoa, MD, Medical Director
Education: Rosalind Franklin University/Chicago Medical School
Board certification: Family Practice
Practice interests: General medicine, women’s health, and eating disorders

Sheryl Hansel, MD
Education: University of Iowa
Board certification: Family Practice
Practice interests: General medicine and women’s health

DeAnn Parsons, PA-C
Education: University of Iowa
Board certification: National Commission on Certification of Physician Assistants
Practice interests: General medicine, women’s health and pain management

Bruce Forystek, MD
Education: University of Minnesota
Practice interests: General medicine and orthopedics

Gina Ellingson, PA-C
Education: University of Iowa
Board certification: National Commission on Certification of Physician Assistants
Practice interests: General medicine and women’s health
MENTAL HEALTH PROVIDERS

Andrew Batovsky, ARNP
Education: State University of New York, Upstate Medical University
Board certification: American Nurses Credentialing Center
Practice interests: Mental health

Debby Ferguson, RN
Mental Health Case Manager

Jennifer Jass, DNP, ARNP
Education: Oregon Health and Science University and University of Wisconsin Madison
Board certification: American Academy of Nurse Practitioners and American Nurses Credentialing Center
Practice interests: General medicine, women’s health, and mental health

Abdur Rahim, MD
Education: Nistar Medical College
Board certification: American Board of Psychiatry and Neurology
Practice interests: Mental health

PATIENT DIAGNOSIS

<table>
<thead>
<tr>
<th>Code</th>
<th>Diagnosis</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,788</td>
<td>Preventative</td>
</tr>
<tr>
<td>3,895</td>
<td>Mental, Behavioral and Neurodevelopmental Disorders</td>
</tr>
<tr>
<td>3,293</td>
<td>Diseases of the Respiratory System</td>
</tr>
<tr>
<td>3,075</td>
<td>Symptoms, Signs and Abnormal Clinical and Laboratory Findings</td>
</tr>
<tr>
<td>854</td>
<td>Diseases of the Genitourinary System</td>
</tr>
<tr>
<td>839</td>
<td>Disease of the Skin and Subcutaneous Tissue</td>
</tr>
<tr>
<td>806</td>
<td>Diseases of the Musculoskeletal System</td>
</tr>
<tr>
<td>716</td>
<td>Diseases of the Nervous System</td>
</tr>
<tr>
<td>711</td>
<td>Infectious and Parasitic Diseases</td>
</tr>
<tr>
<td>645</td>
<td>Injury, Poisonings and certain other Consequences of External Causes</td>
</tr>
<tr>
<td>527</td>
<td>Diseases of the Ear and Mastoid Process</td>
</tr>
<tr>
<td>274</td>
<td>Diseases of the Eye and Adnexa</td>
</tr>
<tr>
<td>232</td>
<td>Diseases of the Digestive System</td>
</tr>
<tr>
<td>215</td>
<td>Endocrine, Nutritional and Metabolic Diseases</td>
</tr>
<tr>
<td>81</td>
<td>Diseases of the Circulatory System</td>
</tr>
<tr>
<td>82</td>
<td>Diseases of the Blood</td>
</tr>
<tr>
<td>14</td>
<td>Neoplasms</td>
</tr>
<tr>
<td>1</td>
<td>Congenital Malformations, Deformations and Chromosomal Abnormalities</td>
</tr>
<tr>
<td>1</td>
<td>Conditions Originating in the Perinatal Period</td>
</tr>
<tr>
<td>1</td>
<td>Pregnancy</td>
</tr>
<tr>
<td>22,081</td>
<td>Total</td>
</tr>
</tbody>
</table>

* total number of patient diagnoses not unique

NURSES

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. In fiscal year 2017-2018, they conducted thousands of visits and administered hundreds of injections.
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.

The UNI SHC Laboratory implemented new influenza testing during the Fall 2017 semester. This new influenza testing is far superior to the previous influenza testing offered and allows for the most accurate test results currently possible. Accurate and rapid diagnosis is critical to help eliminate the spread of this infectious disease in a campus community. Since 2008 the SHC laboratory has seen a 134% increase in the number of tests offered to students.

PHARMACY

The University of Northern Iowa Pharmacy is located on the first floor of the Student Health Center. It is staffed by a licensed pharmacist and a registered certified pharmacist technician who are available to fill prescriptions, provide drug information and answer health-related questions. In addition, a variety of over-the-counter (OTC) items are available for purchase by students, faculty, and staff at competitive prices. Pharmacy payments can be made by credit card, check, cash, or charged to a student university account.

Medsafe

A MedSafe is available for students and staff to safely dispose of expired medications or medications they are no longer taking.

PRESCRIPTIONS FILLED BY THE UNI PHARMACY

<table>
<thead>
<tr>
<th>Prescription Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antibiotic</td>
<td>2,118</td>
</tr>
<tr>
<td>Antidepressant</td>
<td>1,737</td>
</tr>
<tr>
<td>Contraceptive</td>
<td>1,573</td>
</tr>
<tr>
<td>Antihistamine/Allergy</td>
<td>389</td>
</tr>
<tr>
<td>Corticosteroid</td>
<td>371</td>
</tr>
<tr>
<td>ADHD Treatment</td>
<td>262</td>
</tr>
<tr>
<td>Anti-Fungal</td>
<td>217</td>
</tr>
<tr>
<td>Pain Reliever</td>
<td>182</td>
</tr>
<tr>
<td>Ophthalmic Antiotic</td>
<td>144</td>
</tr>
<tr>
<td>Topical Corticosteroid</td>
<td>124</td>
</tr>
<tr>
<td>Anti-Anxiety</td>
<td>119</td>
</tr>
<tr>
<td>Cough Relief</td>
<td>114</td>
</tr>
<tr>
<td>Asthma Treatment</td>
<td>98</td>
</tr>
<tr>
<td>Antiviral</td>
<td>79</td>
</tr>
<tr>
<td>Acne</td>
<td>44</td>
</tr>
<tr>
<td>Sedative</td>
<td>30</td>
</tr>
<tr>
<td>Diabetic</td>
<td>15</td>
</tr>
<tr>
<td>Other Prescriptions</td>
<td>817</td>
</tr>
<tr>
<td><strong>Total Prescriptions</strong></td>
<td>8,433</td>
</tr>
<tr>
<td><strong>Unique Pharmacy Patients</strong></td>
<td>2,556</td>
</tr>
</tbody>
</table>
The scope of care provided by the Student Health Clinic staff includes family practice related services, psychiatric evaluations and medication management. When we launched our patient portal to enhance communication with our patients we began to also track telephone encounters and web encounters, the hope is that this number will grow annually.

The Student Health Clinic orientation team connected with 1,493 students and families during the summer of 2017.

In the spring of 2018 the SHC psychiatric providers implemented three psychiatric health education programs; understanding options for mental health treatment, different medication treatment options and understanding mental health diagnoses.

The Student Health Clinic staff conducted 18 quality improvement studies during the 2017-2018 academic year which are reviewed annually during the governing body meeting.
THE UNI STUDENT HEALTH CLINIC IS PROUD TO BE ACCREDITED.

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.

STUDENT HEALTH CLINIC PHONE NUMBERS

- Health Clinic: 319-273-2009
- Resource Nurse: 319-273-5162
- Pharmacy: 319-273-2154
- Prescription Refill Line: 319-273-7997
- SHIP Insurance: 319-273-7736
- Billing Questions: 319-273-7962
- Student Wellness Services: 319-273-3423
- Counseling Center: 319-273-2676

FALL AND SPRING SEMESTERS

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

**Pharmacy Hours:**
8 a.m. to 12:30 p.m.; 1 p.m. to 4:30 p.m. - M, T, TH, F
9 a.m. to 12:30 p.m.; 1 p.m. to 4:30 p.m. - W

SUMMER SEMESTER

**Summer Hours:**
Monday - Friday: 8:00 a.m. to 4:30 p.m.

THE UNI COUNSELING CENTER IS PROUD TO BE ACCREDITED.

We fulfill our mission by providing counseling services, conducting outreach to the campus, and providing education and training. In order to maintain the quality of our services. The Counseling Center staff engages in professional development activities, scientific research, and utilization of data to assess and improve our services. The Counseling Center continues to be accredited by the International Association of Counseling Services.

COUNSELING CENTER HOURS

**FALL AND SPRING SEMESTERS**

**Hours:**
Monday - Friday: 8 a.m. to 4:30 p.m.

**SUMMER SEMESTER**

**Summer Hours:**
Monday - Friday: 8:00 a.m. to 4:30 p.m.

STUDENT HEALTH CENTER WEBSITES

- counseling.uni.edu
- health.uni.edu
- studentwellness.uni.edu

The University of Northern Iowa does not discriminate in employment or education. Visit uni.edu/policies/1303 for additional information.

This publication was designed by Mercedes Mancilla, class of 2019, majoring in graphic design.