Wellness Center Presentation

- Provides unique resources
- Bridges health needs of students and community
- In their 4th year of operation
- Total visits
  - 2010-2011 – 279,000
    - 215,000 students
    - 64,000 community members
  - 7,232 participants in 30+ sports
    - For intramurals
- HEROH
  - Peer health volunteer mentors
  - 90+ students contributing 2,430 volunteer hours
- Employ
  - 150 students
  - Total salaries of almost $350,000
  - Provide privacy training
- Revenue
  - Grants, donations and fees
  - Collect advertising fees
- Intramural fields are busy
- Collaborate with academics and athletics

Residential Life Presentation

- Recruitment
  - Call every student
  - Send a personal note
- Retention
  - Formed 12 committees
  - Focused on students with highest risk to drop out
    - 300+ students
  - Had 80%+ retention for these students
  - Replacing one CA with an academic person
  - Retention is better with learning communities
• Students have asked “Don’t you have a normal hall?”
  o Trying our themed halls
    ▪ Jacks fanatics
    ▪ Quiet lifestyle
    ▪ Fine and performing arts
    ▪ Wellness
• “Every Student Counts” training
• Tried various programs
  o Progressive dinners
  o Scavenger hunts
  o Sophomore welcome back bash
  o Study bucks
• Participated with Common Read
• Have a diversity program every month in every hall
• Moved to locking down halls 24/7
• 2 CAs per floor or 1 CA or 1 Academic Advisor
• Doing online reapplication for returning students
• “Healthy Hobo”
• Another campus has technology themed housing
  o Give all residents an iPAD and provide training

Dining Services Presentation
• Goal:
  o To be most valued partner at SDSU
• Employ 294 students
  o 16 of which are student managers
• Offer 6 internships
• Majority of all managers are SDSU graduates
• Sponsor a scholarship auction dinner
• Catering that enhances community culture
• Support off-campus community events
  o Children’s Miracle Network
  o Empty Bowls
  o Food Pantry
  o Backpacks, etc.
• Understand they are face to face with students
Create events and programming
  - Cotton candy machine was very popular
  - Chocolate extravaganza at Valentine’s Day
  - Turkey bowling
  - Finals treats in residence halls
  - Midnight breakfasts and proceeds go to charity

Tag line “We Feed Rabbits”

Future:
  - Creating atmosphere and environments
  - Bringing in Panda Express and Chick-fil-A
  - Working with athletics on stadium expansion
  - Cooking at faculty/staff dining
  - Fluid:
    - Changing hours of service
    - Changing menus
    - Dietary needs

Don’t just feed people but bring them in to have an experience

Other possibilities for service models other campuses are trying:
  - On-campus delivery
    - Mostly late-night
  - On-line orders
    - Have to go with what the brands allow
    - Chick-fil-A and Panda Express
      - very rapid service
      - fresh ingredients & no MSG
      - no menu item has more than 500 calories
      - fried in peanut oil
  - Did experiment with late night hours
  - Campus Dish is being changed

Questions
  - What percentage of University students use wellness center?
    - 8,500 visits (2,500 students) in health clinic
    - 4,000 counseling visits
    - 76% of participation is students
  - What are we doing to address student obesity?
    - Health clinic
      - When they come in for wellness visit talk about resources available to address obesity
      - Also talk with them about smoking
- HEROH
  - Go to classrooms & residence – discuss topics
  - Wellness Fair
    - Incorporate obesity
  - Discussing a buddy system
- Possibly get new students to Wellness Center
  - Introduce them
  - Get them involved in an activity
  - Maybe by floor or hall
- Look at portion control in Dining Services
  - Pay attention to perceived value and portion size
- New IGR Goal One – 1st Year Seminar
  - One student learning outcome is wellness
  - See about incorporating a component
  - Talk to Mary Kay Helling and/or Kevin Sackreiter

- What is happening with Early Alerts in the Residence Halls?
  - JJ gets academic alerts
    - Doesn’t come with addresses
    - Have to look up each one individually
    - Don’t have staff to do it
  - Largest number of alerts
    - Related to students not going to class
    - If could know who to target this would help
  - Amount of Netflix use is overwhelming
    - When Mike Adelaine looks at bandwidth use
    - Drops off about 3 am
    - Shifts 900 mg to residence halls at night

- Where do they want to go in the future?
  - Community Assistants are overworked and underpaid
  - One reason are moving to 2 CAs per floor
  - Wellness Center
    - In middle of Phase II planning
    - Looking at expanding staff and services
    - Looking at expanding mental health services
    - Need to move to electronic health records
    - Would like Jackrabbit Pharmacy more accessible
    - Would like health clinic to be accredited
    - Will have 3 nurse practitioners as providers starting in Fall
    - Plan to continue the Safe Ride Program
o Residential Life
  ▪ Facilities
  ▪ Neighborhoods
  ▪ Communities

o Dining Services
  ▪ Plans to expand to meet university needs
  ▪ Appreciate the exploration of a faculty and staff dining option

Library
• Partner with academic advisors in residences halls
• Market as a quiet place as construction ensues
• Need to look at technologies that we can be using to meet needs

Other
• Have a lot of ideas for programs but need to think about how we generate funds
• Summer is a good time to think about making money
• Need to work with BOR on how much we can charge for service
• Important how much money gets cycled back into student employment
• Another revenue option would be to allow lab work to be billed to insurance
Goal one:
Enhance retention through comprehensive wellness programs and service that optimize student success

- The total visits in 2010-11 to the Wellness Center were 279,000. 215,000 were students; 64,000 community members.
- Intramurals had 7,232 participants in 30 plus sports

Goal two:
Provide services and programs that support students of color and strengthen a campus environment that embraces and understands diversity and globalization

- Recreation offers “free play” on the gym courts each day.
- The Student Health Clinic and Counseling Services works with International Students through their informational/orientation sessions each semester
Goal two:

- Programming for young and old through Intergenerational focus
- Health Promotions – providing Wellness Wednesdays
- Community Fitness classes in Yoga, Tai Chi and Zumba

Goal three:

Provide students with co-curricular learning experiences that enhance their development in leadership, civic engagement, community service and critical thinking.

- HEROH (Helping Everyone Reach Optimal Health) Peer Health Educators represents 90 plus students contributing 2,430 hours of volunteer service.
- The Wellness Center employs nearly 150 students paying salaries that total nearly $350,000.
Goal three:

- Students work as interns and graduate assistants in the counseling and health clinic.
- All student workers are trained with understanding of the Privacy Act and other federal laws such as HIPPA and FERPA.

Goal four:
Enhance learning in and outside the classroom by providing quality programs, services and facilities.

- Continue to promote staff/student professional development
  
  - Staff presentations at the State, Regional and National level of professional organizations
  
  - Webinars and seminars attended to maintain current best practices and professional licenses/credentials
Goal five:
Create additional financial resources to support the Wellness Center’s mission and strategic plan

- Grants, donations and fees continue to bring in revenue.

The Wellness Center collaborates across campus with different programs.
Recruitment of New Students

* Calls made to all new housing applicants
* Letters sent home with hall and roommate assignments
* Postcards from individual CAs sent to each resident

Retention Efforts

* Creation of 12 committees
* Utilization of the College Student Inventory
  * Drop Out Risk
  * Academic Difficulty
  * Educational Stress
  * Desire to Transfer
* Two CAs per floor - Young Hall (2011-2012), Binnewies and Young Hall (2012-2013)
* One CA per floor and One Peer Academic Advisor per floor - Brown Hall (2012-2013)
Learning Communities

- Ag-Bio Living Learning Community (Hansen Hall)
- Honors College Living Learning Community (Mathews Hall)
- Health Professionals Living Learning Community (Mathews Hall)
- Engineering Living Learning Community (Mathews Hall)
- Academic Residential Community I (Pierson Hall, moving to Spencer Hall for Fall 2012)
- Tioti (Native American Culture) Living Learning Community (Brown Hall, Fall 2012)

Themed Houses

- Jacks Fanatics Themed Floor (Young Hall, Fall 2012)
- Fine and Performing Arts Themed Floor (Binnewies, Fall 2012)
- Quiet Lifestyle Floor (Abbot Hall and Pierson Hall, Fall 2012)
- Wellness Themed Floor (Brown Hall)
Other Retention Strategies

Fall 2011 Residence Hall Opening Week Programs

Residence Hall Programs

Connections with Residence Hall Students

Diversity and Inclusivity

* Programs
* Training
* Intentional Recruitment of Minority students to student staff positions
Future Strategic Planning Efforts

- Facilities
- Staffing
- Technology
- Student Success
- Marketing
- Revenue Generation: Charge backs, user fees and “rent control”