Frequently Asked Questions:

Where do I go when I get sick, injured, or need a physical exam?
Vibrant Health Family Clinic: 1687 East Division Street, River Falls
Call 715-425-6701 for an appointment

Where do I go when I need to talk to a Personal Counselor?
UWRF Counseling Services: 211 Hagestad Hall
Call 715-425-3884 for an appointment

Where can I go for contraception, safer sex supplies, and STD testing and treatment?
Pierce County Reproductive Health: 1234 S Wasson Lane Suite A
Call 715-425-8003 for an appointment

How do I get to the Clinic or Reproductive Health?
River Falls Taxi Services (free with Student ID)
Call 715-425-7878

Where can I go for advocacy and resources for sexual assault and sexual violence?
Campus Victim Advocate: 211 Hagestad Hall
Call 715-425-3884

Where Do I Get Information about Health Insurance & Immunizations?
Call 715-425-3293 or visit www.uwrf.edu/StudentHealthandCounseling
Student appointments at Vibrant Health Family Clinic through Student Health Services

BY THE NUMBERS
2015-2016

In the last ten years...
- Increase in uncovered health insurance costs covered by Student Health Services: 69.9%
- Increase in percentage of all enrolled students seen by Counseling Services: 28%
- Increase in the average number of appointments per enrolled student through Student Health Services: 13%

Student Health & Counseling Services

100% of students
Said “having access to health care through Student Health Services had a positive impact” on their academics

97.8% of students
Agreed or strongly agreed that “it is important for me to have Counseling Services located on campus”

2,770
Student appointments at Vibrant Health Family Clinic through Student Health Services

1,616
Individual counseling sessions

200
Outreach events by Student Health and Counseling

Student Client Comments
Counseling: “Convenient location for students who juggle multiple responsibilities. Practical application tools. Validation of success.”
Clinic: “Very informative.” “Questions answered.” “Great service.”
Reproductive Health Services: “Everyone is very knowledgeable and helpful. Always a good and positive experience.”

Emergency Preparedness
Student Health and Counseling Services has worked with others on campus and in the community to develop a Campus Pandemic Influenza Plan, a Continuity of Operations Plan for Student Health and Counseling Services, and has developed a plan for a closed a Point of Distribution Appendix to the Pierce County Mass Clinic Plan, to provide antibiotic prophylaxis or vaccinations to the University staff/faculty, their families, and the student body, spouses and their dependents within 48 hours of a confirmed public health incident while minimizing transmission, reducing morbidity, mortality and social disruption.

Student Health Services regularly monitors infectious diseases and other potential public health threats that may impact our campus, students, and faculty/staff and works with others on campus and in the community to monitor and follow recommended local, state, and federal guidelines.

Past comments from Counseling Services clients: “It was really helpful and convenient to have someone you can talk to anytime you feel like, I felt confident talking about my problems to my counselor, she was very welcoming and a careful listener. I never felt any judgment coming from her.”
“I think it is really helpful to have someone who is really willing to listen to what you have to say, will guide you towards figuring out the reasons you feel the way you do, and can give you a different perspective on your problems.”
“I like being able to talk to someone who is outside of my normal circle. I also like getting an outsider’s perspective on things that are going on in my life and getting advice on how to deal with them.”
“Once a particular concern was identified, my counselor provided me with a clear strategy for dealing with the concern. This allowed me to make a specific change to modify my behavior, which then positively impacted other areas in my life.”
“Convenient location for students who juggle multiple responsibilities. Practical application tools. Validation of success.”

- Compared to national samples of counseling centers, clients at UWRF were less likely to report a history of mental health counseling (42% vs. 49%) and were more likely to report prior medication for mental health concerns (35% vs. 33%). Clients at UWRF were less likely to have been hospitalized in the past due to mental health concerns (3% vs. 10%).
- Compared to national samples of counseling centers, UWRF clients were more likely to report having purposely injured themselves (27% vs. 25%). However, UWRF clients were less likely to report suicidal thoughts (29% vs. 33%) and suicidal behavior (9% vs. 10%). UWRF clients were less likely to report homicidal ideation (9% vs. 11%), however were more likely to report intentionally causing harm to others (5% vs. 3%).

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- In the Spring of 2016 a small group of students were surveyed after their visit with a health care provider at Vibrant Health Family Clinic in River Falls. 100% answered “yes” to “Has having access to health care through Student Health Services had a positive impact on your academics?” For “How satisfied were you with the time you spent with your Healthcare Provider?” on a scale of 1 Not Satisfied to 5 Satisfied, 67% of students indicated 5 and the remaining 33% indicated a 4. All respondents indicated that they felt their “questions were answered,” that they felt “respected and listened to,” and that they were “kept informed on all matters related to your health care.”
- For students seen at Pierce County Reproductive Health Services in the spring of 2016, 100% responded “definitely” to “Would you recommend Pierce County Reproductive Health Services to another student?” 78.3% responded “definitely” and an additional 21.7% responded “probably” (for a total of 100%) to “Having access to health services through Student Health Services has had a positive impact on academics.”

Responses to the question, “Overall rating of your visit,” were 100% “very satisfied.”

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Student Health and Counseling Services Staff
Alice Reilly-Myklebust, RN, PhD, Director
Jennifer Elsesser, MS, LPC, Assistant Counseling Services Director/Intake Coordinator
Mark Huttemier, MA, LPC, LPN (MN), Training Outreach Coordinator
Kaleah Bautch, MS, LPC, BCC, NETA-CPT, CT
Jennifer Herink, MS, LPC, CSAC, Personal Counselor
Lori Otto, RN, MA, CHES, Student Health Nurse
Sue Watters, Office Manager

UWRF Student Health & Counseling Services
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UWRF Student Health and Counseling Services
211 Hagestedt Hall
4105 W. College Ave
River Falls, WI 54022
Phone: 715-425-3284/3203
Fax: 715-425-3171
http://www.uwrf.edu/studenthealthandcounseling/

UWRF-River Falls Student Health and Counseling Services
211 Hagestedt Hall
4105 W. College Ave
River Falls, WI 54022
Phone: 715-425-3284/3203
Fax: 715-425-3171
http://www.uwrf.edu/studenthealthandcounseling/
## Counseling Services Utilization

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</tr>
</thead>
<tbody>
<tr>
<td>Total number sessions</td>
<td>1,199</td>
<td>1,109</td>
<td>1,009</td>
<td>1,230</td>
<td>1,402</td>
<td>2,087</td>
<td>2,002</td>
<td>1,886</td>
<td>1,648</td>
<td>1,616</td>
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<tr>
<td>Average number of sessions</td>
<td>3.59</td>
<td>3.15</td>
<td>2.71</td>
<td>2.83</td>
<td>2.59</td>
<td>4.36</td>
<td>4.05</td>
<td>4.23</td>
<td>3.64</td>
<td>3.95</td>
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<tr>
<td>Number of Clients</td>
<td>334</td>
<td>352</td>
<td>372</td>
<td>434</td>
<td>541</td>
<td>479</td>
<td>494</td>
<td>446</td>
<td>453</td>
<td>409</td>
</tr>
<tr>
<td>Enrollment</td>
<td>6,229</td>
<td>6,452</td>
<td>6,555</td>
<td>6,728</td>
<td>6,902</td>
<td>6,788</td>
<td>6,447</td>
<td>6,171</td>
<td>6,184</td>
<td>5,958</td>
</tr>
<tr>
<td>Percentage of enrolled students seen</td>
<td>5.36%</td>
<td>5.46%</td>
<td>5.68%</td>
<td>6.45%</td>
<td>7.84%</td>
<td>7.06%</td>
<td>7.66%</td>
<td>7.23%</td>
<td>7.33%</td>
<td>6.86%</td>
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*How numbers have been counted have varied from year to year, so are somewhat approximate.
*Initiated Titanium counseling services management system in August of 2012.
*Currently does not include group sessions.

## Student Health Services Utilization

### Vibrant Health Family Clinic

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</tr>
</thead>
<tbody>
<tr>
<td>Total number appointments</td>
<td>3,195</td>
<td>3,472</td>
<td>3,856</td>
<td>3,977</td>
<td>3,018</td>
<td>2,982</td>
<td>2,950</td>
<td>2,489</td>
<td>2,770</td>
</tr>
<tr>
<td>Enrollment</td>
<td>6,229</td>
<td>6,452</td>
<td>6,555</td>
<td>6,728</td>
<td>6,902</td>
<td>6,788</td>
<td>6,447</td>
<td>6,171</td>
<td>6,184</td>
</tr>
<tr>
<td>Average number of appointments per enrollment</td>
<td>1.95</td>
<td>1.86</td>
<td>1.70</td>
<td>1.69</td>
<td>2.29</td>
<td>2.28</td>
<td>2.19</td>
<td>2.48</td>
<td>2.32</td>
</tr>
<tr>
<td>Percentage of total costs that are uncovered insurance costs. The trend is increasing uncovered insurance costs and hence higher costs to Student Health Services.</td>
<td>25.7%</td>
<td>29.1%</td>
<td>33.2%</td>
<td>36.9%</td>
<td>35.8%</td>
<td>36.4%</td>
<td>39.8%</td>
<td>47.3%</td>
<td>43.6%</td>
</tr>
</tbody>
</table>

*How numbers have been counted have varied from year to year, so are somewhat approximate.
*2014/2015 is latest available data.
Student Health & Counseling Services

- Provides access to clinical health and mental health services.
- Monitors the health and mental health of students, the campus, and the community.
- Identifies pertinent health and mental health concerns and issues.
- Addresses health and mental health issues through collaborative health programming, services, and policies.
- Serves as a consultant and resource for health and mental health related information and services.

Student Health and Counseling Services are supported primarily by a portion of the segregated fees paid by students.

Student Health and Counseling Services has also been able to secure grant funding from multiple sources annually since 2002 to help support health and mental health initiatives and efforts, totaling nearly $266,000 since 2002.

Student Health Services

The mission of Student Health Services is to enhance students’ health by collaboratively providing basic health services, access to information and resources, advocacy for campus health policies, and prevention focused programming so that students can successfully pursue their academic, personal, and professional endeavors. Many clinical health services commonly used by students are provided through Student Health Services for registered full-time and part-time students through contractual agreements with Vibrant Health Family Clinic in River Falls and Pierce County Reproductive Health Services. Students call directly to Vibrant Health Family Clinic in River Falls (715-425-6701) or Pierce County Reproductive Health Services (715-425-8003) to set up an appointment and bring their student ID and health insurance information. Rides to and from both locations are also covered by Student Health Services by calling the River Falls taxi service at 715-425-7878. Specific services covered are available on the Student Health Services web page. The UWRF Student Health Nurse provides nursing care, health information, counseling, outreach and advocacy for students at Vibrant Health Family Clinic in River Falls and serves as a liaison between providers at the Clinic and the University.

The Student Health Nurse provides, and regularly updates, a variety of education folders for providers to use for students, such as Wellness (information on healthy eating, physical activity, and sleep), Unplanned pregnancies (with information on all options), and Travel.

Health Conditions - UWRF National College Health Assessment 2015

Diagnosed or treated by a professional, last 12 months 2015 (top 8) (UWRF VS National):

- Back pain: UWRF 18%, National 12%
- Allergies: UWRF 19%, National 17%
- Sinus infection: UWRF 16%, National 14%
- Strep throat: UWRF 11%, National 10%
- Urinary Tract Infection: UWRF 11%, National 10%
- Migraine headache: UWRF 9%, National 8%
- Asthma: UWRF 9%, National 8%
- Ear infection: UWRF 9%, National 6%

Nearly all reported health conditions increasing

In 2015:
- 62% of UWRF females
- 43% of UWRF males
reported one or more of these health conditions in the last 12 months
Counseling Services

The mission of Counseling Services is to provide professional mental health counseling and consultation services for our campus community that:

- Incorporates a brief-therapeutic model to address the emotional and behavioral needs of our students.
- Creates developmental programming to increase healthy lifestyle and coping behaviors across campus.
- Provides leadership and advocacy for university mental health policy and initiatives.

Counseling Services provides confidential one-on-one and group counseling for students to help students work through a wide variety of issues that they might be facing during their college years. Counseling Services incorporates a brief therapeutic model with an emphasis on developmentally-oriented therapy directed at helping students succeed in the university environment. When specialized or longer term services are needed, Counseling Services can assist in making referrals to off-campus professionals. Students who wish to make an appointment can either stop in to the Counseling Services office or call and make an appointment.

Counseling Services has instituted a number of practices to help resources go farther and to serve students in better, more timely ways:

- We have instituted an intake system whereby students are seen in a much more timely way, often within a day or two.
- We offer group counseling, which is a very effective method for therapy for many students.
- We serve as a training site for graduate counselor students, who are closely supervised by Counseling Services therapists. Having counseling trainees is a value-added service for UW-River Falls students.
- We utilize a counseling services management system, Titanium, which includes an electronic confidential intake/assessment system, client records, appointment calendar, and tracking/utilization data.

Students coming in for their first visit will be seen for a brief (20-30 minute) intake with a counselor who will:

- Provide information about what to expect from the counseling process
- Discuss the student’s presenting issues and concerns
- Develop a plan to best meet the student’s needs, which may include:
  - Referral to a counselor on our staff for individual counseling
  - Referral to group counseling, such as Art Therapy group
  - Referral to a mental health counselor or service off campus
  - Information and referral to other campus services
  - Referral to a health care provider

Student Health and Counseling Services Web Pages

The Student Health and Counseling Services web pages contain information on:

- Health and mental health services and how to access them
- Where to go/what to do for emergencies/crisis situations (including suicide, medical emergencies, and sexual assault)
- Special medical or mental health needs
- Campus Victim Advocate, provides advocacy and services to students, faculty, and staff who have experienced sexual assault, harassment, dating/domestic violence, or stalking (located in Student Health and Counseling, through an agreement with St. Croix Valley SART)
- Area and online physical and mental health resources
- Coping with tragedy, trauma, and death
- Online mental health screening (For 2015/2016, 212 students students went through online screening for either depression, alcohol, anxiety, post traumatic stress disorder, eating disorders, or bipolar disorder, and received information on services and resources.)
- eCHUG Alcohol ECHECKUP (Students who take the required physical activity course complete this online alcohol screening program, including 567 students in 2015/2016 who also received information on services and resources.)
- Recommended immunizations and where/how to obtain
- Health insurance, including information about the Affordable Care Act
- Medical excuses
- Wellness assessment and available campus and community resources (Over 1200 students have taken the online wellness assessment since its inception)
- Weekly and annual wellness events and opportunities for fitness and exercise

http://www.uwrf.edu/StudentHealthAndCounseling/
StudentHealthServices/
http://www.uwrf.edu/StudentHealthAndCounseling/
CounselingServices/
http://www.uwrf.edu/StudentHealthAndCounseling/Wellness/
The Counseling Services Assistant Director provides clinical supervision of counseling staff and also serves as the Intake Coordinator.

The Counseling Services Training/Outreach Coordinator serves as Advisor for Active Minds, a student organization whose mission is to empower students to change the perception about mental health on college campuses. In addition, we have provided support for Dan’s Bandana Project, a UWRF Foundation outreach campaign to promote a supportive environment for students suffering with symptoms of depression and anxiety, by empowering fellow students as advocates for their well-being.

There is now a relaxation room in Counseling Services where students and faculty/staff can sign up to use the room for the biofeedback computer program, the massage chair, or the Seasonal Affective Disorder (SAD) light.

Outreach

In 2015/2016, Student Health and Counseling Services staff participated in, sponsored, or conducted nearly 200 outreach events, reaching over 7,300 students (some students multiple times), family members, faculty and staff, and community members. These outreach efforts included events such as:

- Summer Registration
- New student and new faculty/staff orientation
- Opening week session for faculty and staff on “Supporting the Mental Health of Our Students”
- New international student orientation, including tours of Vibrant Health Family Clinic in River Falls, being screening for tuberculosis, and receiving influenza vaccines
- Student Involvement Fair
- Study abroad sessions with students and program leaders
- Student Athlete seminars
- On-campus Job Fair
- Residence Life staff training
- Classroom presentations
- Information desk and campus tour guide training
- Residence Hall and Student Organization Presentations
- Multiple interviews on a variety of health and mental health issues with students from campus media, such as the Student Voice, WRFW, the campus cable television
- Weekly wellness sessions such as Yoga and meditation
- Monthly pet therapy
- Annual wellness events such as the Health Fair, Wellcheck, the Wellness Challenge, De-Stress Fest
- Annual campus influenza shot clinics for students and faculty/staff
- Weekly sessions in residence halls offering students body composition testing and education about increasing physical activity and improving diet
- Bi-weekly information tables in the University Center with information and resources on services and a variety of health and mental health issues
- Organize and facilitate a Health Day annually for the River Falls Chamber of Commerce Leadership River Falls program
- Provide marketing on information, services, and resources on multiple health and mental health issues through a variety of means such as poster stands across campus, Access TV, residence hall posters, periodic yard signs across campus, etc.
- Create and distribute multiple educational kits, such as Quit (tobacco) Kits, Sexual Choices Kits, Sleep Kits (with healthy sleeping tips, herbal tea, sleep mask, ear plugs, and lavender lotion), Cold/Flu Kits, etc.
- Counseling staff presented at two professional conferences
- Director co-presented to the University of Wisconsin Board of Regents at UW-Green Bay in April of 2016 entitled “Student Health, Well-being, and Safety” on UW System and national student health and mental health data from the National College Health Assessment, and health and mental health services provided across UW System campuses
- Director and Health Education Coordinator presented UWRF, UW System, and national student National College Health Assessment data, as well as UWRF employee wellness survey data, to multiple groups on campus, including the Leadership Assembly, Academic Staff Council, University Staff Senate, and student data to the Student Senate

Campus and Community Collaborations

In our efforts to connect with others on campus and in the community to better serve students, Student Health and Counseling Services staff have organized and chaired the following campus and community groups:

- University Advisory Council on Health and Wellness: mission is for students, faculty, and staff and community members
to work collaboratively to identify and address health and wellness issues that affect UWRF students, faculty, and staff, in a broad, systematic manner, based on available data, information, and research. In the fall of 2015 as part of the University Advisory Council on Health and Wellness, a Healthy Campus Initiative began. Current existing groups/efforts (Sexual Assault Coalition, Chancellor’s Advisory Council on ATOD, and mental health efforts) were already in place. However the issues of physical activity and healthy eating/nutrition, for both students and faculty/staff, were two areas the group felt our campus should focus on, especially with the Falcon Center coming on-line, and hence two additional working groups, one for physical activity and one for healthy eating/nutrition were started. Action plans were developed for each of the working groups as well. Members of the University Advisory Council on Health and Wellness presented at the Series on Innovation and Excellence Event held on campus, with over 80 faculty and staff in attendance, on the Healthy Campus Initiative, employee health and wellness opportunities and offerings related to the Falcon Center, employee health and wellness opportunities through health insurance plans such as wellness screenings and fitness center subsidies/reimbursements, the Balanced U nutrition program/platform by Chartwells, and workplace ergonomics. The presentation concluded with brief yoga and meditation sessions.

Step Up/Bystander intervention

Student Health and Counseling Services worked with the Survey Research Center to conduct a Step Up bystander intervention survey (used with permission from the University of Arizona) in 2010 and again in 2013 administered to all Greek students, all student athletes, and a random sample of the general student body. There are plans in place to conduct the survey again in the fall of 2016. The survey has items related to experiences and attitudes of students with regard to bystander intervention practices in four situations where the personal safety of another person is at risk: (1) Someone has had too much to drink, (2) Hazing, (3) Someone being taken advantage of sexually, (4) Verbal mistreatment/harassment based on gender, race, class, sexual orientation, etc. In 2013, the survey also included items related to bystander intervention in regard to someone experiencing significant emotional distress or thoughts of suicide. Data revealed:

- Compared to 2010, significantly higher proportions of students said it was their responsibility to intervene when they notice a problematic situation, 28% of respondents in 2013 strongly agreed with this statement compared to 24% in 2010.
- For the statement that there is no need for them to intervene in problematic situations, 22% of respondents in 2013 strongly disagreed, but only 16% felt that way in 2010.
- Compared to 2010, the frequency with which students report witnessing someone who has had too much to drink has declined significantly, though by a relatively small amount.
- In 2013, compared to 2010, higher proportions of all three student groups agreed that an “extreme amount” or “very much” should be done when someone has had too much to drink.
- In 2013 there was a significant increase in the proportion of students who said they would likely intervene if they witnessed verbal abuse compared to 2010.

Step up is a community-promoting bystander intervention program that challenges UWRF students to sign their name to the pledge below and live it while being a member of our campus community. Campus staff working with Step Up meets with all incoming first-year students as well as with student athletes. Campus staff working with Step Up also supports and is visible at many community-building events on campus throughout the year.

I pledge that I will appreciate differences, celebrate individualism, and respect others. I will support those around me and Step Up against intolerance. I will Step Up to do what is right, I’m not a bystander, I’m part of the solution.
• Physical Activity Working Group, formed in the fall of 2015 and conducted a Worksite Wellness Survey sent out to all UWRF Faculty and Staff, offered yearly Wellness Assessment to employees, started working on providing trained physical activity professionals on campus at Falcon Center Fitness Center, started working on listing Knowles/Falcon Center with health insurance plans as certified for reimbursement, started working on providing marked walking routes on campus, and have Ramer Field track available and open for individuals on campus and community members.

• The Chancellor’s Advisory Council on Alcohol, Tobacco, and Other Drugs updated its vision and mission. Vision: To promote a healthy campus community where the harmful effects of alcohol, tobacco, and other drugs are minimized. Mission: To serve as an advisory council to the Chancellor and the campus on alcohol, tobacco, and other drug issues impacting campus and the community. Purpose: As an advocate for minimizing the harmful effects of alcohol, tobacco, and other drugs on campus and in the community, the council will vet, review, evaluate, and provide recommendations on initiatives, efforts, and policies. The ATOD Council developed and disseminated a presentation on campus alcohol efforts, advocated for Responsible Action Guidelines, continued to monitor and advocate for alcohol and other drug initiatives, efforts, and policies (for example Safe Ride, etc.), and revisited the vision, mission, and purpose of the Council.

• The Sexual Assault Coalition updated its mission.
Mission: To serve as an advisory group to the Chancellor and the campus on sexual violence issues impacting campus and the community, to strengthen the coordination between on-campus services and community services to build comprehensive joint campus and community based services for victims of sexual violence, and to enhance the existing sexual violence prevention education programs on campus. This group also updated the Sexual Assault Matrix, worked with Student Senate on It’s on Us efforts, instituted a marketing campaign tailored to UWRF (Consent campaign), and had Sexual Assault listed on the A-Z on the campus web page.

• Pierce/Saint Croix Counties Share Group: group of area providers of health/mental health related services, who meet quarterly for the mission of networking, sharing information, and educational purposes.

5 Steps to Help a Distressed Student

1. **Express Concern/Validate:**
   “I’m happy you came to me. What’s been going on? Things will get better. Let’s work together to figure this out.”

2. **Be Direct (it shows you care enough to go there):**
   “Have you had any thoughts about suicide? Do you have a plan?”
   (If **YES** call 911 or Counseling Services. Office hours/info below)

3. **Get a Commitment to Live:**
   “What is your plan for the next few days? Let’s write down a few names of people you could call if you start to feel really overwhelmed or sad again.”

4. **Increase Support Network:**
   “I am a support for you but I want you to know that I believe counseling can actually help you. I know other students who have been helped by it, and it’s the only time in your life it will be this easy to access.”

5. **Refer to Counseling:**
   “Would you like me to help make an appointment?” Or “Would you feel more comfortable if I walked with you over to counseling?”

**Don’t**
Dismiss: “You don’t mean that.”
Invalidate: “You just need a good night sleep.”

**Do**
Consult: Tell us what you are seeing (don’t worry alone), ask for support when you are unsure what to do.

---

Student Health and Counseling Services
Counseling Services: 715-425-3884, 211 Hagestad Hall (M-F, 8 a.m.-4:30 p.m.)
In addition, Student Health and Counseling Services staff have participated in or served on multiple campus and community groups, such as:

- UWRF Academic Staff Council
- UWRF Medical Withdrawal Committee
- UWRF Behavior Intervention Team
- UWRF Leadership Assembly
- UWRF Student Affairs Leadership Team
- UWRF Student Affairs Assessment Team
- UWRF Bias Incident Response Team
- Twin Cities Health Directors
- St. Croix Valley Alliance Against Family Violence
- River Falls School District Crisis Response Team
- Emergency Preparedness Community Consortium
- Pierce County Partnership for Youth
- Western Wisconsin Working for Tobacco-Free Living (W3TFL)
- River Falls Chamber of Commerce Leadership River Falls program
- Pierce and Saint Croix Counties Medical Reserve Corp
- River Falls Area Hospital Community Engagement Committee
- Healthier Together Pierce and Saint Croix Counties along with Hudson Hospital and the River Falls Area Allina Hospital
- Meetings with providers and staff at the Vibrant Health Family Clinic, Pierce County Reproductive Health Services, and local mental health providers to learn about services to enhance facilitation of referrals

Public Health

Student Health and Counseling Services works with others on campus and in the community to assure conditions for the campus to be a healthy environment for persons to learn and work. We do this through monitoring and assessing the health and mental health needs and issues of our campus members. We provide education and information for students and the campus community and advocate for policies and processes that promote health, and serve as a resource and a consultant on health and mental health issues that impact our students and campus. We work to provide services and access to appropriate, effective, quality resources and services that enable the campus community to be mentally and physically healthy.

- Policies:
  - Student Health and Counseling Services has and continues to work with others on campus to advocate for policies to positively impact the health and mental health and students and our campus, for example the Health Insurance Requirement for International Students Policy, to assure international students and scholars and their families have adequate health insurance, and the Advertising, Sponsorship, and Promotions of Alcohol and Tobacco Products on Campus, which prohibits alcohol or tobacco advertising in official University print or online publications and media or sponsorship of campus events.

- UW-River Falls became a tobacco-free campus on July 1, 2013. A Faculty Senate Implementation Committee was charged with effectively and efficiently implementing the tobacco-free campus, and this committee ended after the completion of its work in the summer of 2015. Committee members developed a Tobacco-Free Campus web page with and information and resources. The Student Health and Counseling Services Office in consult with the Chancellor’s Advisory Council on Alcohol, Tobacco, and Other Drugs is responsible for determining policy applicability and will answer policy-related questions.

- Other Efforts:
  - Student Health and Counseling Services staff served as a site and provided supervision for public health practicum for UW-Eau Claire Nursing students. One student worked on signage and badging for our campus Mass Clinic Plan and another worked on education and marketing for reproductive health and safer sex, promoting available services through Student Health Services and encouraging eligible students to sign up for the Family Planning Only program.

Survey and Assessment Data

- American College Health Association National College Health Assessment (NCHA) is conducted every three years to UW-River Falls students, including Spring 2015, and this administration was part of a UW System campuses consortium administration.

- The Counseling Satisfaction and Outcomes Survey is administered each semester to Counseling Services clients in coordination with the UW System Counseling Services Impact Committee. In addition, Counseling Services participates annually in collaboration with the Center for Collegiate Mental Health (CCMH), which is a multi-disciplinary, member-driven, research center focused on providing accurate and up-to-date information about the mental health of today’s college students in order to serve the needs of mental health providers, administrators, researchers, and the public. The long-term vision for CCMH is to develop a national infrastructure of aggregate, de-identified, anonymous
data from participating counseling centers for the purposes of improving services, identifying trends, and influencing policy decisions.

- The UWRF Health and Wellness Council conducted an online worksite wellness survey designed to assess UWRF employee’s behaviors and opinions about physical activity, nutrition, smoking, stress, and sleep habits. All employee’s were sampled with a 29.5% response rate. Employee’s are most interested in discounted memberships at health clubs, information on existing activities, access to a personal trainer, and healthy meal ideas. 75% support University/department support for flex-time. Employee’s also want an affordable and accessible workout facility for employees that offers insurance reimbursement, flex-time for activity, and on campus fitness group offerings that fit employees schedules (2-7 PM).

UW-River Falls Student Health/ Mental Health Data and Connection to Academics

- UW-River Falls 2009 National College Health Assessment secondary analysis by Survey Research Center

- The following student health behaviors were all associated with lower GPA:
  - Alcohol use more than 1-2 days per month
  - Smoking cigarettes/tobacco use
  - Marijuana use
  - Sleep difficulties
  - 6 or more mental health stressors
  - 3 or more hours/day using computer not for academics or work
  - Being involved in an emotionally or physically abusive relationship
  - Lower health self-report

For students with depression and anxiety, feeling sleepy during the day is associated with more significant negative academic impacts.
Suicide Prevention Efforts at UW-River Falls

Based on This Model, Specific Examples of Suicide Prevention Efforts at UW-River Falls:

- **Identify Students At-Risk, in Need of Assistance**
  - Eg. Collaborative working relationships and regular meetings with campus departments such as Residence Life to monitor and intervene early with students of concern

- **Establish and Follow Coordinated Crisis Management**
  - Eg. Behavior Intervention Team

- **Encourage and Increase Help-Seeking Behaviors and Reduce Stigma**
  - Eg. Active Minds

- **Provide Appropriate and Responsive Mental and Medical Health Services**
  - Eg. Counseling Services and Student Health Services

- **Restrict Access to Potentially Lethal Means of Harm to Self or Others**
  - Eg. Weapons are not allowed in our buildings on campus

- **Encourage and Promote Life Skills and Resiliency**
  - Eg. Wellness Initiatives

- **Creating and Maintaining a Caring Campus Environment**
  - Eg. Tobacco and Alcohol Policies/Efforts, Bystander Intervention/Step Up

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**FOR CAMPUS PROFESSIONALS**

**COMPREHENSIVE APPROACH**

- Develop Life Skills
- Promote Social Connectedness
- Identify Students at Risk
- Restrict Access to Potentially Lethal Means
- Comprehensive Approach to Mental Health Promotion and Suicide Prevention
- Follow Crisis Management Procedures
- Provide Mental Health Services
- Increase Help-seeking Behavior

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*Meditation on Campus*

In an effort to support the holistic wellness of the University community, the Meditation Room was created in 2013 in response to requests from students, and provides an important space for quiet prayer, reflection, and meditation. Scientific evidence indicates that there are significant physiological, mental, and cognitive benefits to meditation. It is our hope that the meditation room will allow students and employees of all faiths to experience a place of peace and sanctuary while learning and working.

Located in 162 Hagestad is a small, quiet space designed for reflection, meditation, or silent prayer open daily Monday-Friday from 8:00 AM to 4:30 PM. This space is managed by Student Health and Counseling Services.

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UW-River Falls Student 30 Day Smoking Rates Declining Over Time

- 2000 Spring NCHA: 24.1% say they have used cigarettes in the last 30 days
- 2002 Spring Core Added Question: 22.6% said they'd smoked one day or more in the last 30 days
- 2002 Fall Campus Tobacco Survey: 22% say they have smoked in the past month
- 2003 Spring NCHA: 19.2% say they have used cigarettes in the last 30 days
- 2003 Fall Campus Tobacco Survey: 22% say they have smoked in the past month
- 2005 Spring UW System AODA Use Survey: 20% say they have smoked over the past 30 days
- 2006 Spring NCHA: 14.9% say they have used cigarettes in the last 30 days (3.9% Daily)
- 2007 Spring UW System AODA Use Survey: 19% say they have smoked over the past 30 days
- 2009 Spring NCHA: 17.7% say they have used cigarettes in the last 30 days (6% Daily)
- 2011 Spring UW System AODA Use Survey: 16.7% say they have smoked over the past 30 days
- 2012 Spring NCHA: 14.8% say they have used cigarettes in the last 30 days (5.5% Daily)
- 2015 Spring NCHA (UWRF as part of UW System administration): 9.6% say they have used cigarettes in the last 30 days (vs. 9.5% UW System overall) (3% UWRF daily vs. 3.1% UW System overall daily)

UW-River Falls Student Alcohol Binge Drinking Rates Declining Over Time

- Core Spring 1999: 52.5% last two weeks five or more drinks in one sitting (42% nationally)
- NCHA Spring 2000: 51.5% last two weeks five or more alcoholic drinks at a sitting (38.2% nationally)
- Core Spring 2002: 51.2% last two weeks five or more drinks in one sitting (42% nationally)
- NCHA Spring 2003: 39.0% last two weeks five or more alcoholic drinks at a sitting (39.1% nationally)
- UW System AODA Use Survey Spring 2005: 50.0% last two weeks had at least five drinks in one sitting
- NCHA Spring 2006: 38.3% last two weeks five or more alcoholic drinks at a sitting (37.1% nationally 2006)
- UW System AODA Use Survey Spring 2007: 46.7% last two weeks had at least five drinks in one sitting
- NCHA Spring 2009: 36.2% last two weeks five or more drinks of alcohol at a sitting (36.7% nationally 2009)
- UW System AODA Use Survey Spring 2009: 31.4% last two weeks had at least five drinks in a two hour time frame
- UW System AODA Use Survey Spring 2011: 31.2% last two weeks had at least five drinks in a two hour time frame
- NCHA Spring 2012: 29% last two weeks five or more drinks of alcohol at a sitting (34.1% nationally 2012)
- NCHA Spring 2015 (UWRF as part of UW System administration): 28.2% last two weeks five or more drinks at a sitting (vs. 35% UW System overall 2015/31.8% nationally 2015)
Student Health and Counseling Services Knowledge of and Satisfaction with Services

National College Health Assessment Added Questions
UW-River Falls 2012

1. 79.1% of UW-River Falls student respondents said yes to: If you were to get sick or injured and needed to see a doctor during the semester, would you know where and how to make an appointment for clinical health services?

2. 66.6% of UW-River Falls student respondents said yes to: If you wanted to receive mental health services, such as talking to a personal counselor, would you know where to go or how to make an appointment for counseling services?

Student Health and Counseling Services Satisfaction Data

- From the 2015/2016 UW System Client Information Form and Learning Outcomes and Satisfaction Survey:
  - 95.6% of UW-River Falls Counseling Services clients who responded to the survey said they “would return to the counseling center again.”
  - 94.4% said they “would recommend counseling services to a friend.”
  - 97.8% agreed or strongly agreed that “It is important for me to have counseling services located on campus.”
  - 91.8% would describe Counseling Services as very good/excellent
  - Of those students struggling with school, 87.8% agreed or strongly agreed that “Counseling has helped me stay in school.”
  - The top reasons UW-River Falls students came to Counseling Services were anxiety, stress, depression, and problems related to school and grades.
Past comments from Counseling Services clients: “It was really helpful and convenient to have someone you can talk to anytime you feel like it. I felt confident talking about my problems to my counselor, she was very welcoming and a careful listener. I never felt any judgment coming from her.”

“I think it is really helpful to have someone who is really willing to listen to what you have to say, will guide you towards figuring out the reasons you feel the way you do, and can give you a different perspective on your problems.”

“I like being able to talk to someone who is outside of my normal circle. I also like getting an outsider’s perspective on things that are going on in my life and getting advice on how to deal with them.”

“Once a particular concern was identified, my counselor provided me with a clear strategy for dealing with the concern. This allowed me to make a specific change to modify my behavior, which then positively impacted other areas in my life.”

“Convenient location for students who juggle multiple responsibilities. Practical application tools. Validation of success.”

- Compared to national samples of counseling centers, clients at UWRF were less likely to report a history of mental health counseling (42% vs. 49%) and were more likely to report prior medication for mental health concerns (35% vs. 33%). Clients at UWRF were less likely to have been hospitalized in the past due to mental health concerns (3% vs. 10%).

- Compared to national samples of counseling centers, UWRF clients were more likely to report having purposely injured themselves (27% vs. 25%). However, UWRF clients were less likely to report suicidal thoughts (29% vs. 33%) and suicidal behavior (8% vs. 10%). UWRF clients were less likely to report homicidal ideation (9% vs. 11%), however were more likely to report intentionally causing harm to others (5% vs. 3%).

- In the Spring of 2016 a small group of students were surveyed after their visit with a health care provider at Vibrant Health Family Clinic in River Falls. 100% answered “yes” to “Has having access to health care through Student Health Services had a positive impact on your academics?” For “How satisfied were you with the time you spent with your Healthcare Provider?”, on a scale of 1 Not Satisfied to 5 Satisfied, 67% of students indicated 5 and the remaining 33% indicated a 4. All respondents indicated that they felt their “questions were answered,” that they felt “respected and listened to,” and that they were “kept informed on all matters related to your health care.”

- For students seen at Pierce County Reproductive Health Services in the spring of 2016, 100% responded “definitely” to “Would you recommend Pierce County Reproductive Health Services to another student?” 78.5% responded “definitely” and an additional 21.7% responded “probably” (for a total of 100%) to “Having access to health services through Student Health Services has had a positive impact on academics.” Responses to the question, “Overall rating of your visit,” were 100% “very satisfied.”

Emergency Preparedness
Student Health and Counseling Services has worked with others on campus and in the community to develop a Campus Pandemic Influenza Plan, a Continuity of Operations Plan for Student Health and Counseling Services, and has developed a plan for a closed a Point of Distribution Appendix to the Pierce County Mass Clinic Plan, to provide antibiotic prophylaxis or vaccinations to the University staff/faculty, their families, and the student body, spouses and their dependents within 48 hours of a confirmed public health incident while minimizing transmission, reducing morbidity, mortality and social disruption.

Student Health Services regularly monitors infectious diseases and other potential public health threats that may impact our campus, students, and faculty/staff and works with others on campus and in the community to monitor and follow recommended local, state, and federal guidelines.
Frequently Asked Questions:

Where do I go when I get sick, injured, or need a physical exam?
Vibrant Health Family Clinic: 1687 East Division Street, River Falls
Call 715-425-6701 for an appointment

Where do I go when I need to talk to a Personal Counselor?
UWRF Counseling Services: 211 Hagestad Hall
Call 715-425-3884 for an appointment

Where can I go for contraception, safer sex supplies, and STD testing and treatment?
Pierce County Reproductive Health: 1234 S Wasson Lane Suite A
Call 715-425-8003 for an appointment

How do I get to the Clinic or Reproductive Health?
River Falls Taxi Services (free with Student ID)
Call 715-425-7878

Where can I go for advocacy and resources for sexual assault and sexual violence?
Campus Victim Advocate: 211 Hagestad Hall Call 715-425-3884

Where Do I Get Information about Health Insurance & Immunizations?
Call 715-425-3293 or visit www.uwrf.edu/StudentHealthandCounseling