

Student Health, Counseling, and Wellness Services Assessment Report 2023-24

Data obtained from July 1, 2023 – June 21st 2024

Who We Are: Student Health, Counseling, and Wellness Services provides an integrated approach to holistic care of our students. This approach acknowledges the intricate connection between mental, emotional, physical, and spiritual well-being, recognizing that a person's mental health cannot be isolated from their overall health. Our multidisciplinary team of healthcare professionals create an environment where individuals from diverse backgrounds feel respected, valued, and provided with equitable access to quality care.

Services Offered

- Acute Illness & Injury Care
- After-Hours Nurse Advice Line
- Athletic Training & Sports Medicine
- Birth Control & Emergency Contraception
- Crisis Assistance & Resource Education Support (CARES) & Basic Needs Support
- Gender Affirming Care
- Immunizations & Vaccines
- Laboratory Testing
- Low-Cost Pharmacy
- Medication Abortion
- Mental Health Counseling
- Nutrition Counseling
- Patient Care Coordination
- Peer-to-Peer Support
- Pregnancy Testing
- Sexual Violence Support
- STI Testing & Sexual Health Services
- Wellness Education
- Women's Health Exams
- Well-Person Exams (Physicals)
- X-Ray



SHCWS Utilization

Service	FY 23/24	FY 22/23	Percent Increase/Decrease
Primary Care Visits	14326	14913	4% -
Urgent Care Visits	4448	1983	124% +
Urgent Care Counseling Visits	613	407	51% +
CAPS/Mental Health Appts	7567	8213	7.9% -
# Attending Group Therapy	747	312	139% +
Telehealth Medical Appts	3732	2655	41% +
Telehealth Mental Health Appts	1261	2771	54% -
Athletic Training Appts	1385	1234	12% +
Sports Medicine Appts	13022	15371	15% -
Nutrition/Dietitian Appts	550	311	77% +
CARES Appts completed	1140	N/A	N/A
Number Vaccines Administered	3444	4842	29% -

Patient Satisfaction

- 95% of students felt extremely satisfied or satisfied with the services they received at Student Health, Counseling, and Wellness Services.
- 95% of students felt their needs were addressed in a culturally appropriate manner that respected their identities.
- 95% of students felt a sense of safety and belonging while receiving services at Student Health, Counseling, and Wellness Services.

Student Quotes & Testimonials from Patient Satisfaction Survey

- “The people at the front desk and in the Pharmacy were all very kind and helpful. They also answered any questions that I had.”

- “Unbelievable care. Above and beyond. They were nice, caring, and helped me through a very embarrassing situation with my reproductive health. I will come back.”
- “The counseling services are extremely helpful. Each session I walk out feeling like weights have been lifted off my chest. It helps to talk to our counselors. I would recommend these services to anyone in need.”
- “Love the judgement-free zone!”
- “[My nurse] validated me and provided the most exemplary service any professional can provide to another human being. I can’t thank her enough for being so cooperative, caring, and going above and beyond of my needs. Because of her, I felt so safe and accepted of my distress. [She] is just simply amazing and she truly cares for the student and community members in getting the proper care and support at Sac State. Thank you so much!”

Professional Staff

- 5 Administrative Staff
- 26 Health Services Staff
- 15 Counseling Services Staff
- 5 Health and Wellness & CARES Staff
- 4 Pharmacy Staff
- 1 IT Staff
- 13 Sports Medicine Staff

Student Staff & Interns

- 8 Lead Student Assistants
- 11 Peer Counselors
- 9 Peer Health Educators
- 4 CARES Student Assistants
- 2 MSW Interns

Wellness Education & Peer Support Programs

- 247 Peer Counseling Appointments Completed
- 61 Peer Led Mental Health Group Sessions attended