

FIU 2025 HEALTH AND WELLNESS SURVEY OVERVIEW



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SHW Mission

At FIU Student Health & Wellness we aim to support the overall well-being of students. We use a multi-faceted approach (e.g., services, programs, trainings, and campaigns) that educates, engages, and empowers the university community to sustain lifelong health and wellness.

Conceptual Framework



Survey Overview

The aim of the FIU Student Health & Wellness (SHW) survey is to obtain feedback from students on how they interact with our services (fourteen questions) and engaged with our marketing efforts (seven questions). Additionally, we asked about general demographics (nine questions), and this year, we added an optional component based on the flourishing measure from Harvard University (twelve questions).

It is important to note that this survey used to be disseminated annually in the Fall term. After three consecutive years of declining responses and similar student feedback, we decided to change the cadence to biennially in the Spring term. During the alternating years, we will continue disseminating the National Collegiate Health Assessments (NCHA). In addition, we wanted to allow one more semester for most freshmen to experience life on campus before polling them about services.

This information helps SHW leadership shape initiatives and services. It also aids in the decision-making process for outreach and communication methods to the student population. The survey was designed to take approximately fifteen minutes to complete, and it was open from January 16 to February 12, 2025. An incentive of a \$250 Amazon gift card raffle was used to incentivize students to participate.

We also use the survey as an advertisement tool by providing relevant links to services, involvement opportunities, and marketing initiatives as appropriate.

The survey was sent to all registered students (52,194) via email on January 16, 2025. It was also advertised through different channels such as the SHW Resource Guide, the FIU app, and the screens around campus. We received a total of 5,841 responses, but after removing the respondents who self-identified as faculty/staff (85), and non-affiliated with the university (60), we were left with 5,596 entries comprised of 133 alumni, 619 students who are registered but have not started classes yet, and 4,944 currently registered students (these numbers include 52 respondents who completed the survey twice and one person who completed it thrice for a total of 107 duplicate entries). The results of the survey reflect the opinions and experiences of roughly 10.7% of our student population.

Findings Summary (n=5,596)

How you interact with our services

- This year we updated our questions to focus on student familiarity with 25 of the most common SHW services.
- Note that gynecological services and dermatology were removed from the list due to changes in our offerings for FY25.

Here's a summary of the answers:

Response Options	Top 5 for Spring 2025	Top 5 for Fall 2023
Have utilized services	<ul style="list-style-type: none"> ▪ Doctor visits (12.96%) ▪ Workshops to enhance communication skills, academic success, mental/emotional well-being, and interpersonal relationships (10.31%) ▪ Safe sex materials (10.26%) ▪ Athletic training (9.04%) ▪ Aromatherapy (8.06%) 	<ul style="list-style-type: none"> ▪ Doctor visits (15.23%) ▪ Safe sex materials (12.77%) ▪ Aromatherapy (10.85%) ▪ Workshops to enhance communication skills, academic success, mental/emotional well-being, and interpersonal relationships (10.65%) ▪ Individual counseling with mental health clinician (10.60%)
Familiar with services but never utilized	<ul style="list-style-type: none"> ▪ Victim advocacy services (45.21%) ▪ Individual counseling with mental health clinician (42.07%) ▪ Vaccines/immunization services (40.19%) ▪ Academic accommodations for students with disabilities (39.38%) ▪ Athletic training (39.64%) 	<ul style="list-style-type: none"> ▪ Victim advocacy services (55.73%) ▪ Safe sex materials (51.75%) ▪ Academic accommodations for students with disabilities (51.68%) ▪ Stress and time management consultations (50.95%) ▪ Testing for sexually transmitted infections/HIV (50.81%)
Not familiar with services	<ul style="list-style-type: none"> ▪ Sleep management consultations (38.51%) ▪ Couples counseling with mental health clinician (38.47%) ▪ Acupuncture (37.01%) ▪ Eating disorder support (39.73%) 	<ul style="list-style-type: none"> ▪ Dermatological services (60.80%) ▪ Gynecological services (57.07%) ▪ Sleep management consultations (55.75%) ▪ Couples counseling with a mental health clinician (54.92%) ▪ Acupuncture (54.70%)

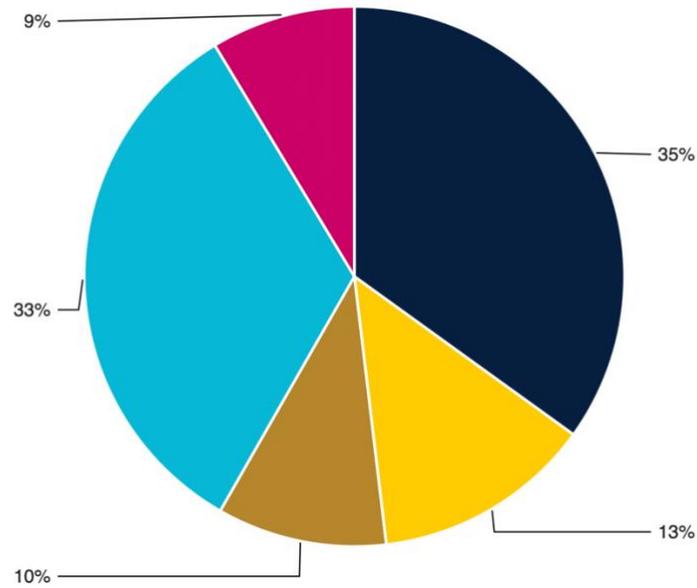
	<ul style="list-style-type: none"> ▪ Pregnancy tests (35.85%) 	
Least used services	<ul style="list-style-type: none"> ▪ Eating disorder support (1.61%) ▪ Couples counseling with a mental health clinician (1.63%) ▪ Sleep management consultations (1.82%) ▪ Pregnancy tests (1.97%) ▪ Acupuncture (2.02%) 	<ul style="list-style-type: none"> ▪ Pregnancy tests (4.20%) ▪ Acupuncture (4.26%) ▪ Victim advocacy services (4.47%) ▪ Couples counseling with a mental health clinician (4.55%) ▪ Psychiatry/medication management (4.73%)

- In the follow-up question “Why haven’t you used any of the aforementioned services?”, we streamlined the choices to consolidate options that indicated respondents were receiving services outside of FIU.
 - There was a significant shift in the response ratio to this question. We received 459 responses compared to 1,137 during 2023.
 - This could partly be due to the change in the way Freshman orientation is conducted, which was drastically changed during 2025. It may also point to a trend of students better equipped for school than those who graduated during COVID.
 - 47 respondents (10.24%) selected “other” but did not specify. During 2023 the most cited answer was being a fully-online student (36 responses)

Category	2025 (459)	2023 (1137)
“I did not know student healthcare services were covered by my tuition”	62%	26.47%
“I have not had the need to use it”	44%	18.65%
“I use the service(s) somewhere else/receive care outside of FIU”	8%	31.84%
“I did not want to pay for healthcare services/I use my parents insurance”	7%	14.6%
“Other”	10.24%	8.44%

- Most of the students who have used health and wellness services at FIU have done so 1-2 times (35%); this was consistent with 2023 results (34.88%).

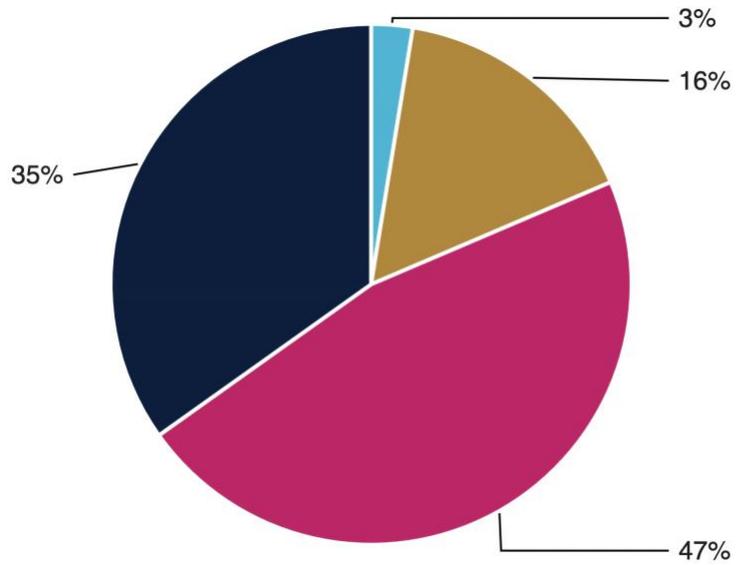
During your last registered semester, how many times did you use the health and wellness services offered by FIU?



■ 1 - 2 times ■ 3 - 4 times ■ 5 or more times ■ I did not use the services during my last registered semester
■ This is my first registered semester

- This year we wanted to gauge familiarity with the Student Conduct & Honor Code. Most students were “very familiar or “somewhat familiar” with it (82%).

FIU has a Student Conduct & Honor Code that governs all students.
How familiar are you with the Code?

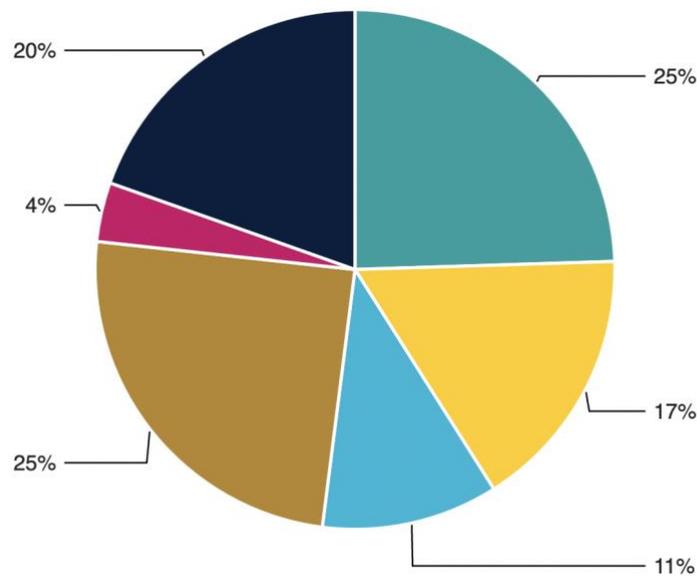


■ I was not aware that FIU had a Student Conduct & Honor Code ■ Not very familiar ■ Somewhat familiar
■ Very familiar

- An increase in usage of self-help tools reflects the efforts by our department to market the sexual assault prevention training (18.81% in 2023) as well as the hazing prevention training (15.28% in 2023).
- Kognito and Togetherall were removed from the list as the contracts for these platforms were not renewed for FY25. Online workshops via Panther Connect also increased from 8.78% in 2023 to 11% in 2025.
- The amount of survey respondents who claimed “I have not used any of these” came down significantly from 40.91% to 17%. This is due, in part, to changes with Orientation and improved communications via PantherSoft.

You have a variety of SHW online self-help tools that are covered by the Health Fee.

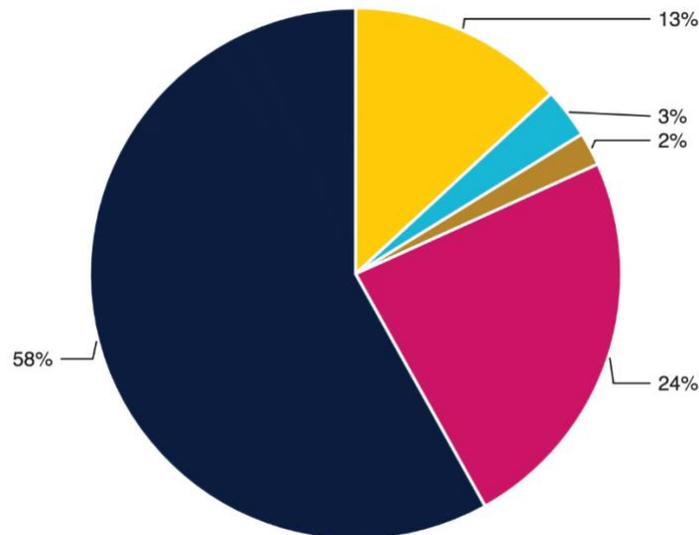
Which ones have you used? (Check all that apply)



- Hazing prevention training
- I have not used any of these
- Online workshops via Panther Connect
- Sexual assault prevention training
- Recognition, Insight, and Openness (RIO) online workshop
- Active shooter preparedness

- Consistent with 2023 results, when asked why they had not used any of the online self-help services, most respondents selected “I have not had the need to use them” (58%). The choice “I did not know these self-help tools were offered” significantly decreased from 38.37% in 2023 to 24%.
 - The number of respondents who indicated they used other online services went down from 2023’s 89 respondents to 28 for 2025.
 - Other reasons shared as to why they did not use the online services include:
 - Online students thinking they did not have access – 9 respondents
 - No time for completing the trainings – 6 respondents
 - Thinking the trainings should not be mandatory – 1
 - New students trying to get familiar with the services - 1

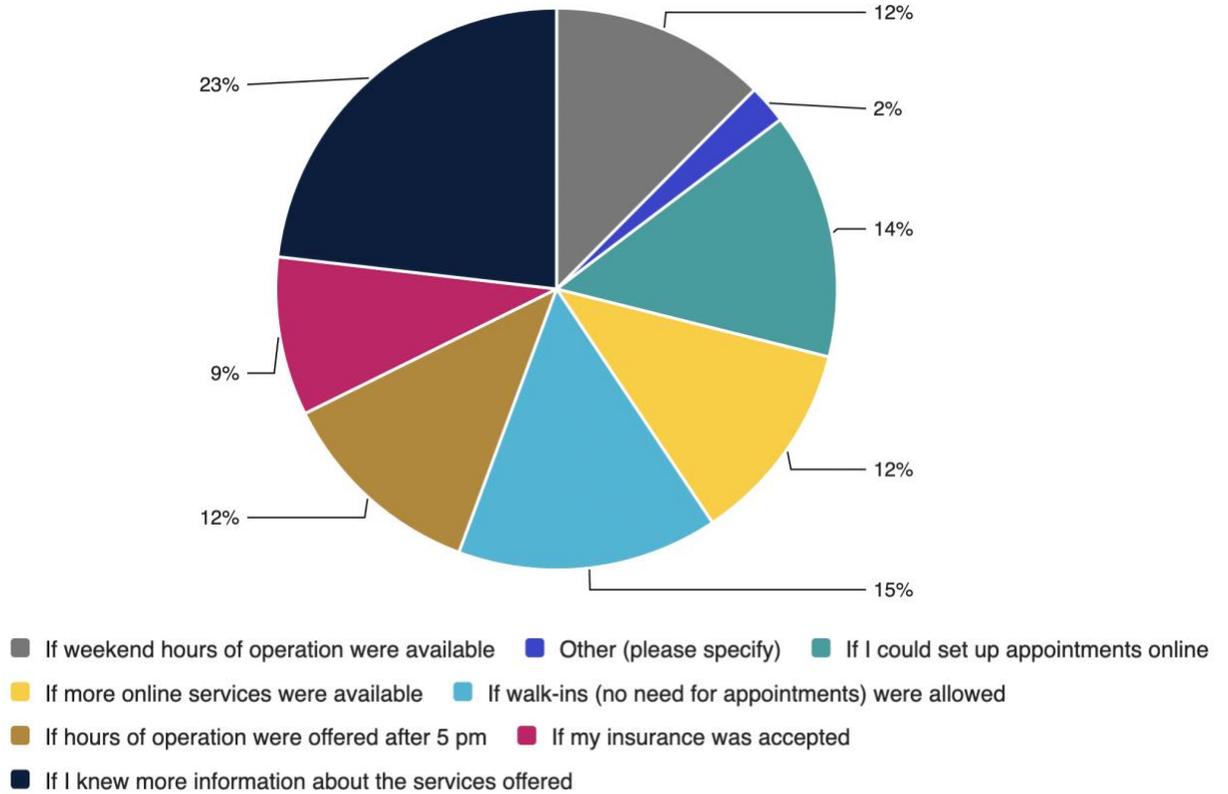
Why haven't you used any of the abovementioned services? (Check all that apply)



- On my To Do List, but haven't completed yet
- Other reasons (please share why)
- I use other online services (please share with us which ones)
- I did not know these self-help tools were offered
- I have not had the need to use them

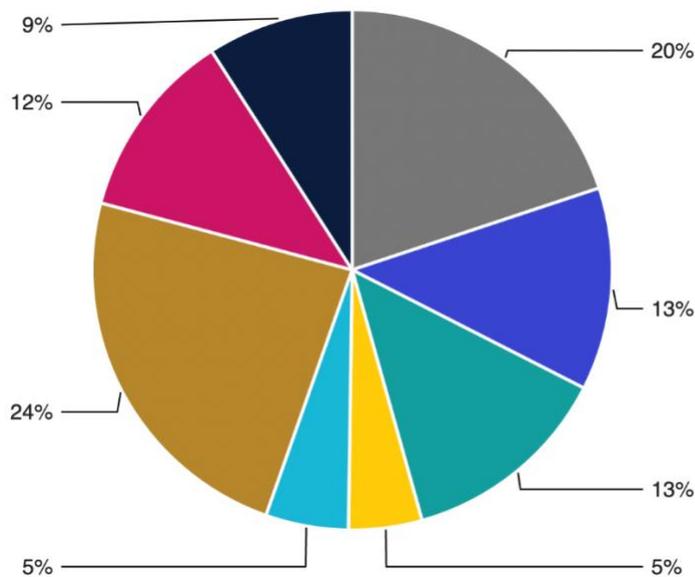
- Same as in 2023, when asked what would increase the likelihood of using SHW services, most respondents selected “If I knew more information about the services offered” (23%); “If walk-ins (no need for appointments) were allowed” (15%); or “If I could set up appointments online” (14%).

What would make you more likely to use FIU’s SHW services? (Check all that apply)



- The top three modalities of preferred service are as follows:
 - In-person individual appointments (2025: 24%; 2023: 20.10%)
 - Online individual appointments (2025: 20%; 2023: 17.37%). This option jumped up one slot compared to 2023
 - Online educational programming (2025: 13%; 2023: 17.56%) and in-person educational programming were tied at 13% with a difference of 46 respondents favoring online educational programming
- Least-liked modalities of service remained the same as the previous three years: Group online appointments (5%) and group in-person appointments (5%).

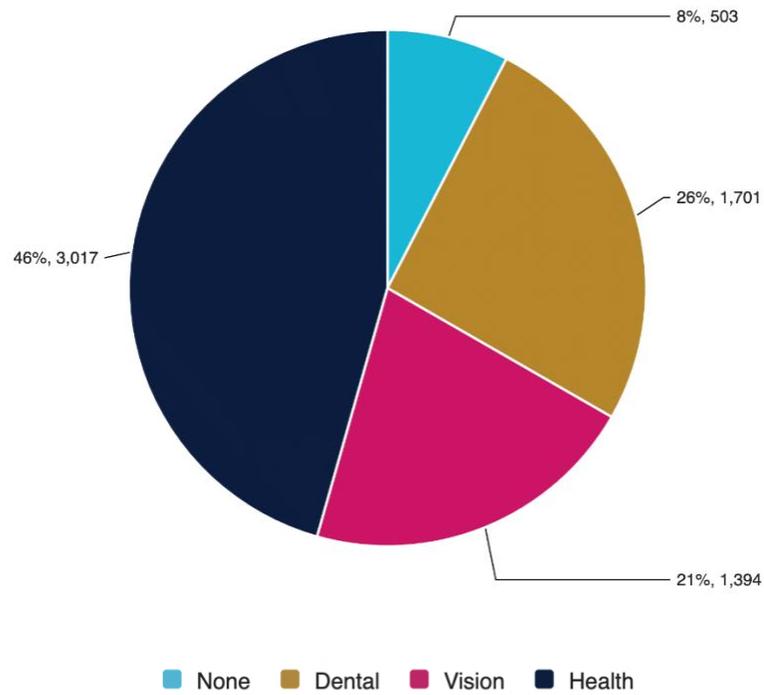
SHW offers several types of services. If you had to pick, which of these would you prefer?
(Check all that apply):



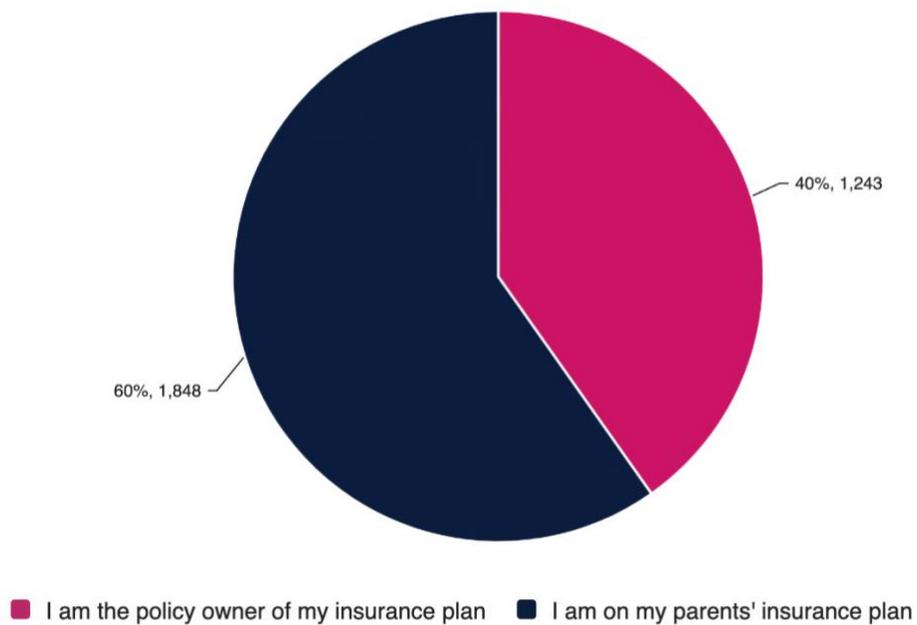
- Online individual appointments
- In-person educational programming
- Online educational programming
- Group online appointments
- Group in-person appointments
- In-person individual appointments
- Self-help online modules
- Peer-to-peer online support

- Consistent with 2023 numbers, most students replied they had some type of health insurance. Of those, the majority were on their parents' plan (2025: 60%; 2023: 57.37%)

Which of the following insurance plans do you have? (Select all that apply)



Which of the following applies to you?



- Of the options provided, the most common insurance responses were: Florida Blue/Blue Cross & Blue Shield (18%); Aetna (14%); and United Health Care (13%). Oscar jumped to fourth place with 12%, from 2023's sixth place (6.72%), surpassing Cigna.
 - There were 181 entries for "other." Tricare had the most entries (17), followed by Anthem (9)

Field	Choice Count
Florida Blue/Blue Cross & Blue Shield	560
Aetna	419
United HealthCare	384
Oscar	355
Other	316
Cigna	200
FIU Student Health Insurance (AHP/Aetna)	121
FIU Alternative Insurance (Professional Service Inc. (PSI), International Student Insurance (ISI), International Student Organization (ISO), International Student Protection (ISP), Insurance for Students, Wellfleet Group PPO (University Health Plans)	108
Avmed	98
Medicaid	95
Ambetter	87
Humana	74
Sunshine Health	56
Molina	47
Medicare	42
FIU Student Health Insurance (Gallagher/United)	24
CVS	19
Bright HealthCare	18
Healthcare.gov plans - Affordable Care Act (ACA)	18
Capital HealthPlan	11
Kaiser	4

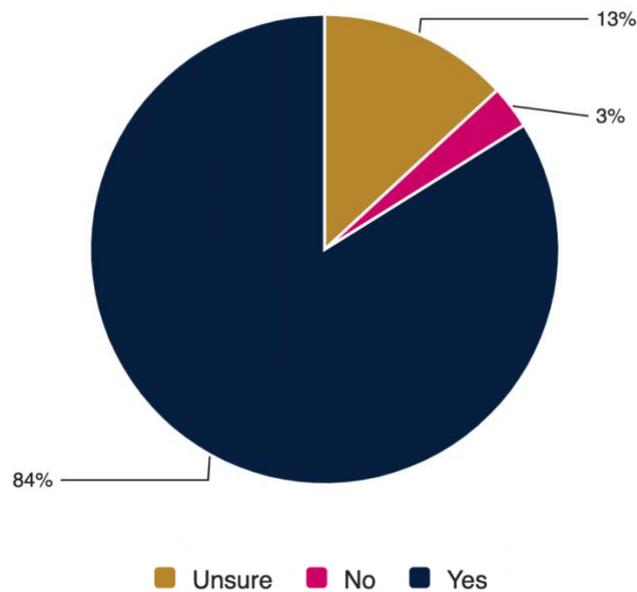
- This year we added “Academics” and “Drug use” as choices in the question that helps gauge student stressors. “Academics” took first place (21%) and all other top-five categories remained consistent with 2023 numbers with family taking fifth place and physical health taking fourth place, which were reversed during 2023.
 - There were 104 entries for the “other” category which included:
 - “Work” – 32
 - “Politics”/“Government” – 12
 - “N/A”/“Nothing” - 9
 - “Immigration” - 5
 - “Time”/“Lack of time”- 4
 - “Balancing” demands - 3
 - “Eating disorder” - 2
 - “Extracurricular demands” – 2
 - “Grief” – 2
 - “Lack of sleep” – 2
 - “Money issues’ – 2
 - “Battling nicotine addiction” – 1
 - “Being fat” – 1
 - “Birth control” – 1
 - “Driving” – 1
 - “Gender” – 1
 - “Girlfriend” – 1
 - “Lack of intimate relationships” - 1
 - “Legal issues” – 1

What would you say are your most significant sources of stress at this moment (Please check all that apply)

Field	Choice Count
Academics	2,542
Finances	1,646
Career decisions	1,328
Mental health	999
Procrastination	870
Physical health	680
Family	660
Personal appearance	607
Loneliness	550
Intimate relationships	346
Housing insecurity	276
Food insecurity	261
Health of someone close to me	216
Death of a family member, friend, or someone close to me	168
Other	143
Peers/roommates	106
No current stressors	105
Discrimination	89
Faculty	69
Bullying	49
Cannabis/marijuana use	48
Alcohol use	46
Cyberbullying	41
Sexual harassment	31
Threats (direct or veiled)	28
Drug use	20
Hazing	12

- Survey respondents once again showed a great appreciation for the value Student Health and Wellness offers even when they have not used it themselves (84%). This was consistent with 2023 numbers (85%).

Do you find value in what FIU Student Health and Wellness has to offer,
even if you haven't personally used it?



- When asked what other ideas or suggestions survey-takers had to improve health and wellness services on campus, we had 1430 responses. Most answers fell into the following categories:
 - 375 entries indicating they had no suggestions (e.g., “N/A”, “.”, “/....” no, none, na, idk, no suggestions, none).
 - More than 482 responses were about increased marketing of SHW services (e.g., advertising, promotion, social media, making it more known). Most of the efforts mentioned in the comments are things that we already do including social media, a monthly newsletter, and presenting at Orientation. Based on the changes implemented this last year, these responses may be from upper classmen that were not part of our targeted groups (e.g., freshmen, transfers, male students).
 - 104 responses referred to making services more accessible (e.g., hours of operation after 5pm, weekend hours, improving the online portal to make appointments, walk-in services, and online services).
 - 30 students specifically referenced allowing walk-ins
 - 46 entries spoke about offering online workshops and services.
 - 46 students indicated FIU was doing a great job in terms of health and wellness (e.g., “Everything is great”, “keep it up” “I think shw is super involved!! They do amazing marketing!!!”).

- 40 entries mentioned the survey respondent is an online/off campus student, and some of them spoke about the desire to have/learn more about services for their population.
- Other suggestions that were popular included:
 - Making the health fee optional rather than mandatory
 - 10 responses
 - Making services accessible to graduate students
 - 9 responses
 - Having pop up events in places around campus so students get a taste of the services before visiting the Student Health Center
 - 10 responses
- Miscellaneous comments included putting the SHW information on the FIU app or on an app (6), providing more access at BBC (5), offering dental services (6), offering physical fitness classes (7), animal therapy (4), training advisors/faculty about services or having a mentoring program with upper classmen (3), and having a place to nap on campus, especially for commuter students (2).

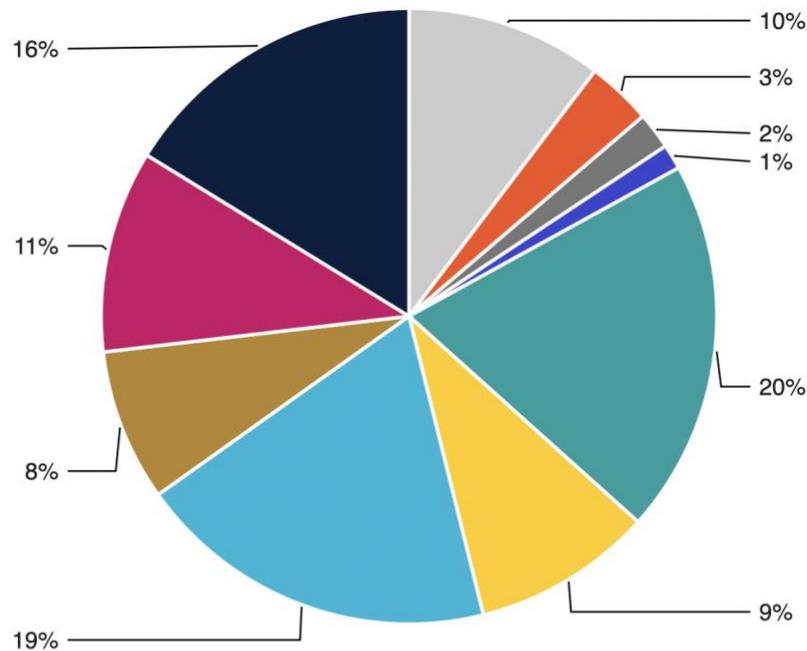
How we communicate with you

- We revamped the communications portion of the survey to better understand how students are finding out about our services and to determine how to reach them more effectively. When asked about how they have heard about SHW, the top 3 answers were:
 - “FIU website” (1,494)
 - “Orientation” (1,448)
 - “Social media” (1,234)

These were our top areas for improvement and intentionality this last year, so we were happy to see our efforts worked.

- For the “other” category 89 survey respondents shared the following:
 - Tabling/events (23)
 - Signs/on-campus advertisement/bathroom/flyer (14)
 - Emails (7)
 - FIU staff (7)
 - Panther Connect (1)
 - Panther Den (1)
 - SMS (1)
 - Miscellaneous (38)

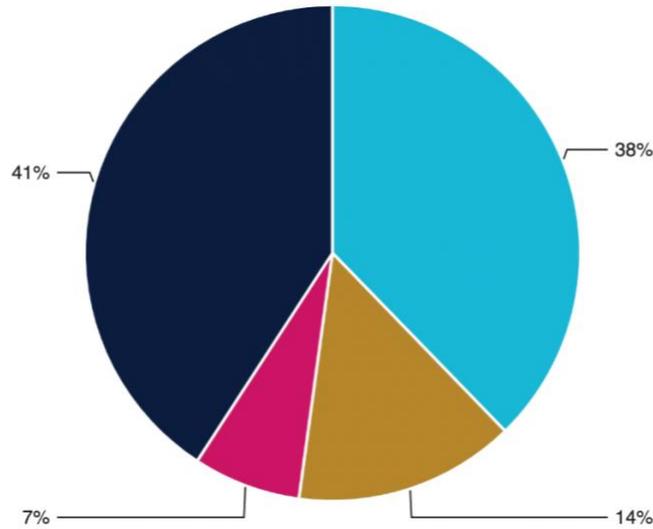
How have you heard about Student Health and Wellness?



I had never heard of SHW until today
 On-campus TV ad
 Other
 Google
 FIU Website
 Faculty/staff
 Orientation
 Friends
 Monthly resource guide in my student email
 Social media

- 1,750 survey respondents were aware or had personally used the SHW website. 1,618 had not heard about the central reporting page, the Panthers Care Resource Navigator or the SHW website.

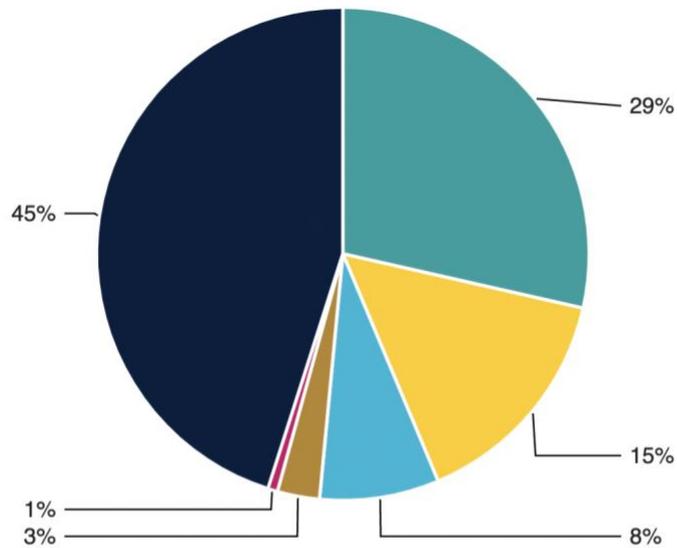
You have many avenues to find support and information about SHW. Which of the following have you heard of or personally used? (Please check all that apply)



- I had never heard of or used any of these
- Panthers Care Resource Navigator (wheredoigo.fiu.edu)
- Central reporting page (report.fiu.edu)
- SHW website (shw.fiu.edu)

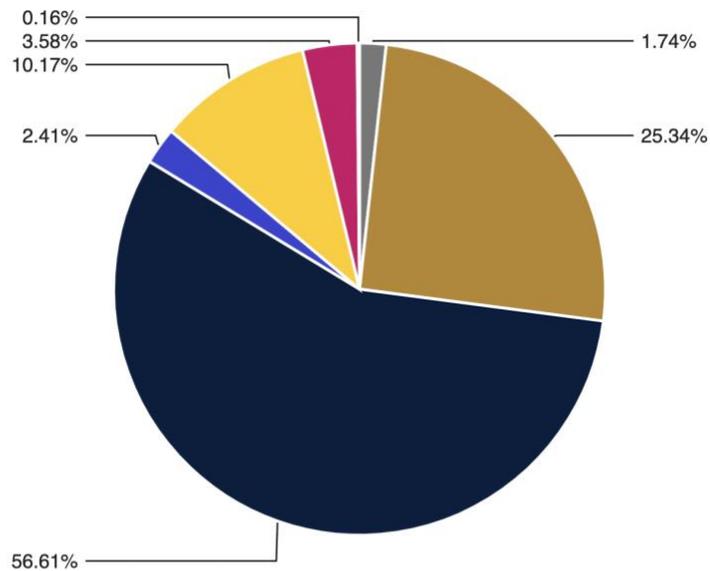
- Most survey respondents indicated they follow us on social media. Instagram continues to be the most popular platform followed by TikTok. This aligns with our strategy to drive most of our content through Instagram.

Do you follow us on social media?



■ No
 ■ I did not know you had a social media presence
 ■ No, I do not have social media
■ Yes, both on Instagram and X
 ■ Yes, on X
 ■ Yes, on Instagram

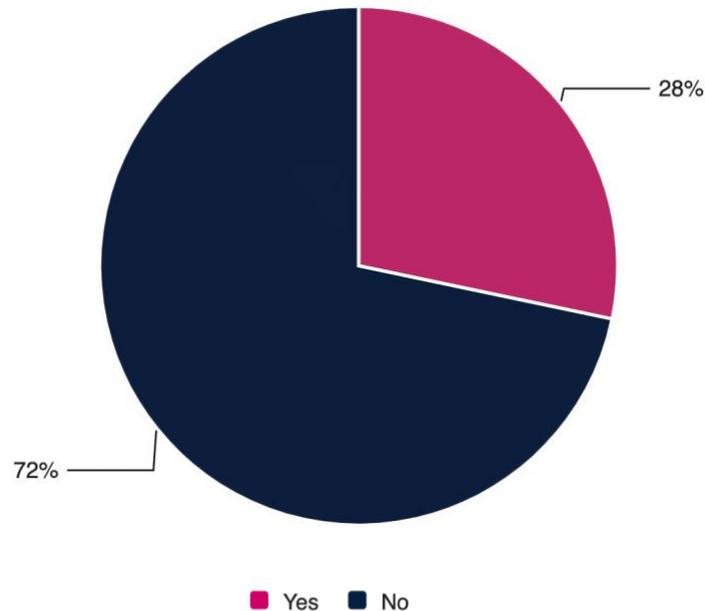
Which of these platforms do you personally utilize the most?



■ Snapchat
 ■ TikTok
 ■ Instagram
 ■ Other (please tell us which)
 ■ I don't use social media
 ■ X
■ Threads

- Most survey respondents were not aware of our text subscriber service (2,753); 1,086 of them were familiar with it. SHW gained over 100 text subscribers because of the survey.

Did you know SHW has text-based/SMS service where you can find out about services, perks, and other giveaways?



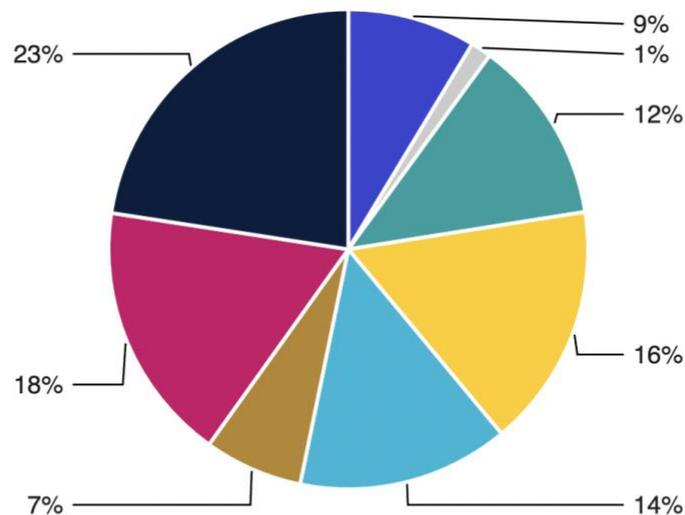
- Going out to eat was the most popular hobby according to survey respondents. It was followed by reading and crafting. In addition, students provided insights about the video games, sports, and other things they like to do in their spare time. These can all be used to customize upcoming educational events in a way that is relevant to students.
 - Top video games:
 - Fortnite (92)
 - Marvel Rivals (68)
 - Minecraft (66)
 - Roblox (48)
 - Call of Duty (38)
 - Top sports:
 - Soccer/Futbol (219)
 - Football (165)
 - Basketball (143)
 - Volleyball (46)
 - Tennis (41)
 - Other hobbies:
 - Gym/working out/lifting/fitness/exercise/yoga/pilates (39)
 - Cooking (17)
 - Baking (15)
 - Photography (7)
 - Listening to music (7)
 - Pickleball (3)

SHW is always trying to improve educational events and giveaways to make them more engaging and relevant for you. As part of that effort, we would like to find out which of the following would you consider your hobbies?

Field	Choice Count
Going out to eat	2,031
Reading	1,405
Crafting	1,240
Social Media	1,215
Painting	1,113
Dancing	980
Playing sports (which one(s)?)	823
Video games (which ones(s)?)	794
Home improvement	792
Making music/playing an instrument	704
Watching sports (which one(s)?)	603
Sewing	424
Fishing	393
Other	271
Hunting	124

- The top three responses for how students would like to hear about SHW remained consistent with 2023 numbers. Survey respondents would prefer to hear about our message from another student (1,869), clinicians (1,453), and professors (1,362). Given this response, we will continue working with our Influencers program and incorporating SHW team members into content.

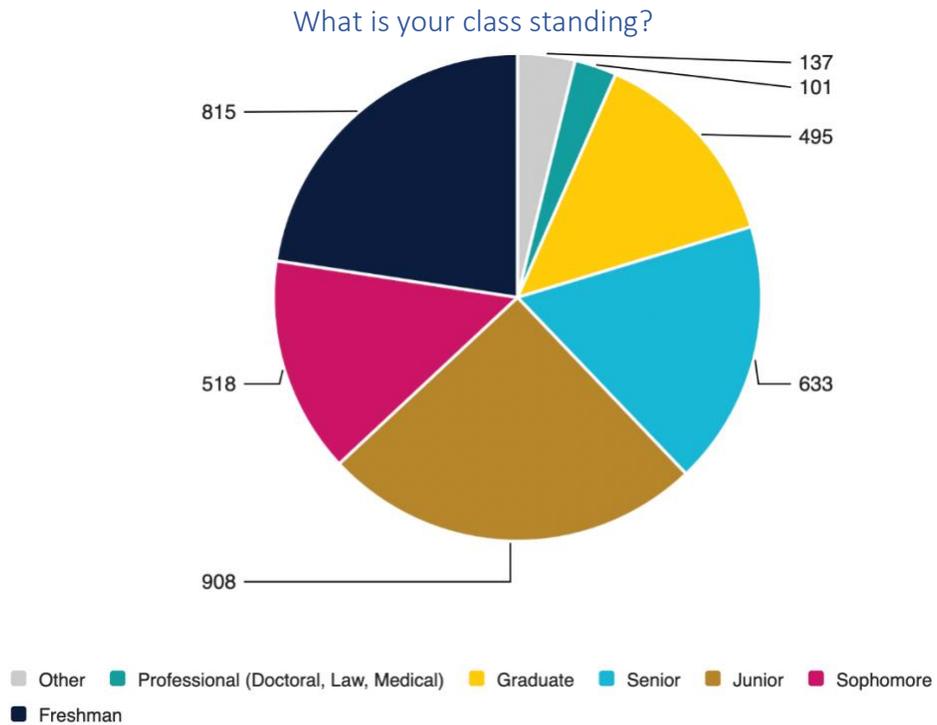
I am most likely to pay attention when a message about SHW comes from (Check all that apply)



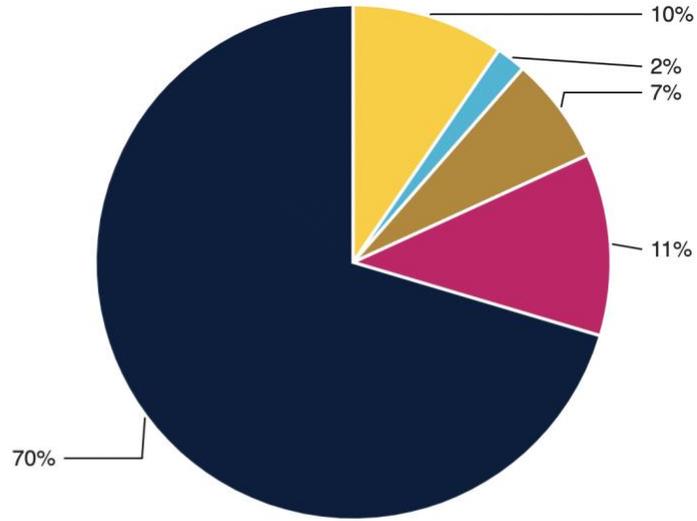
- Alumni
- Other
- A brand (e.g., Chick-Fil-A, Zara, Amazon)
- A professor
- An administrator (e.g., Dean, Department Chair, Provost)
- A mascot (e.g., Kiwi the Alien, Cody the Camel, Roary)
- A clinician (e.g., medical doctor, a psychologist, a licensed mental health coun...
- Another student

Getting to know you

- Consistent with previous years, the average profile of our respondents was a straight woman, who goes to school full-time, is a junior taking most of her classes at the Modesto Maidique Campus. She lives off campus with her parents and is between 18 to 21 years of age. She is most likely Hispanic or Latina.

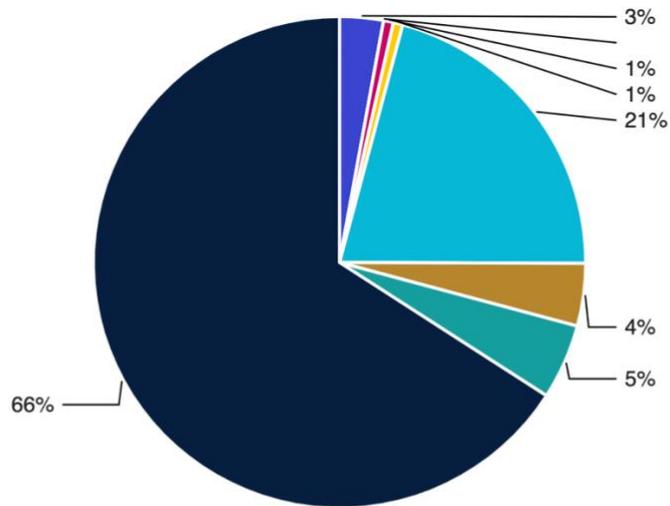


What is your status?

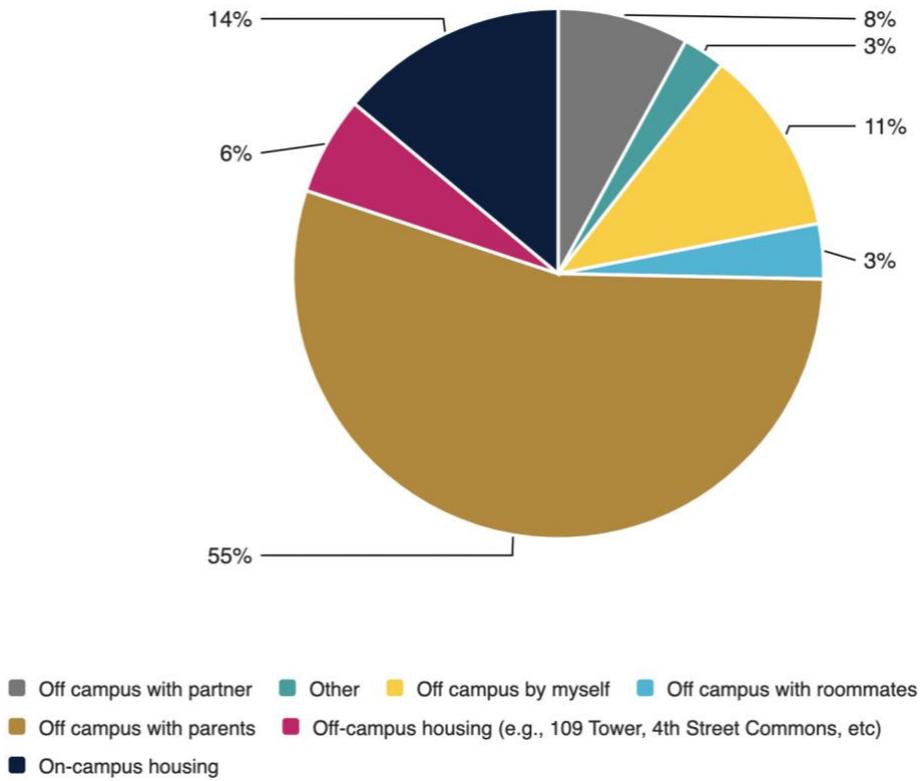


- Most “other” responses which accounted for 3% of the location where they take their classes, noted they have not started school yet/are still in High School (35).

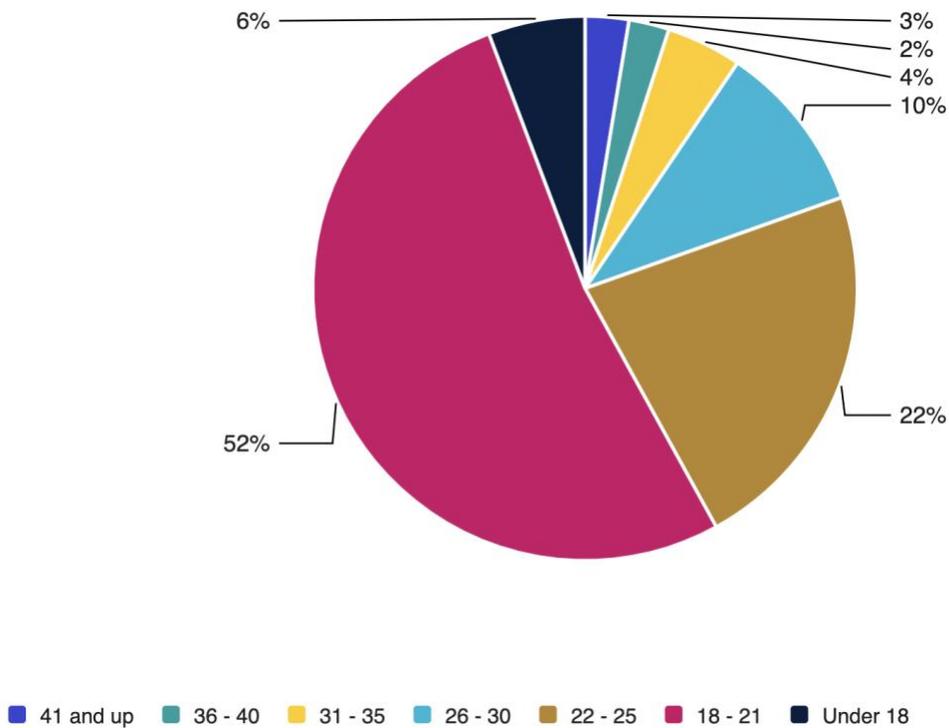
Where do you take most of your classes?



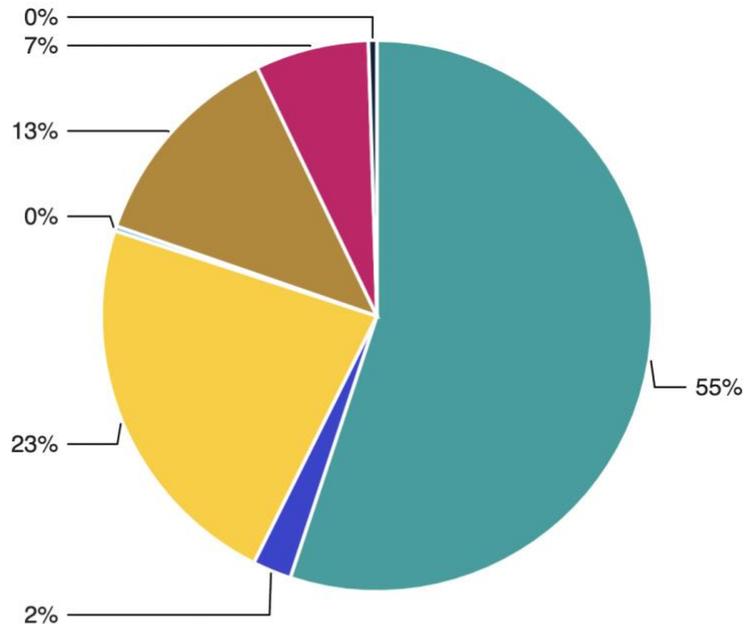
What is your current housing status?



How old are you?

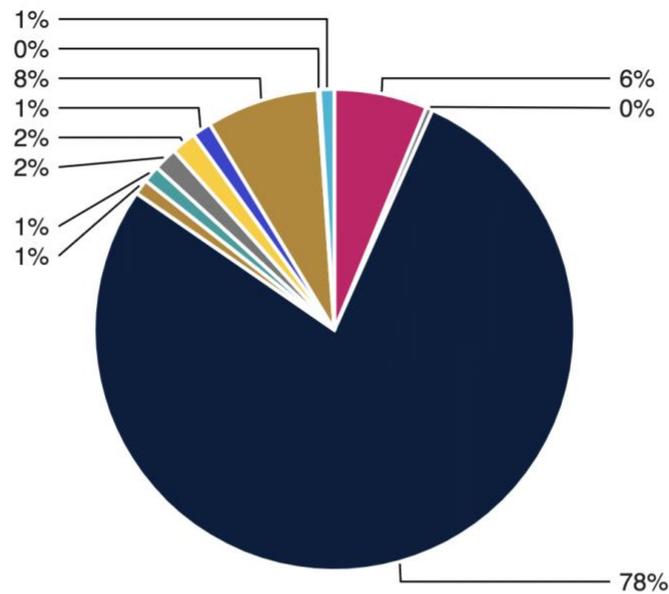


What is your race? (Check all that apply)



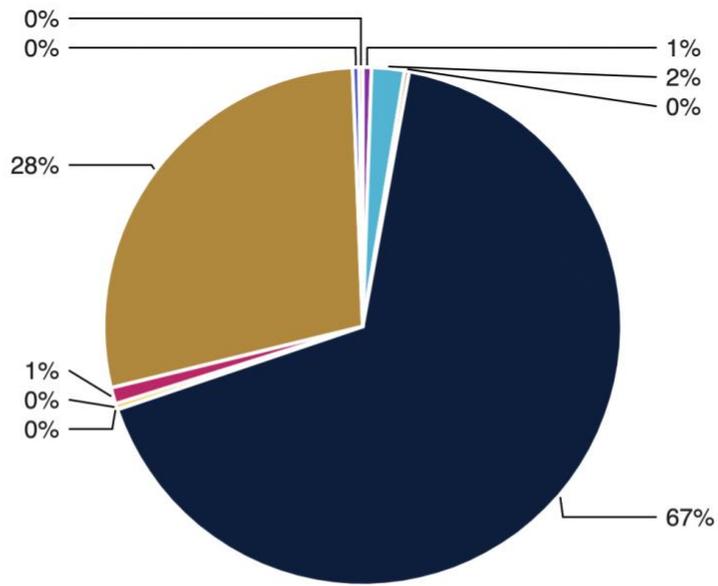
- Hispanic or Latino
- Other
- White
- Native Hawaiian or Pacific Islander
- Black or African American
- Asian
- American Indian or Alaska Native

What is your sexual identity? (Check all that apply)



- Prefer Not To Respond
- Not listed, please write in:
- Straight
- Questioning
- Queer
- Pansexual
- Lesbian
- Gay
- Bisexual
- Aromantic
- Asexual

What is your gender identity? (Check all that apply)

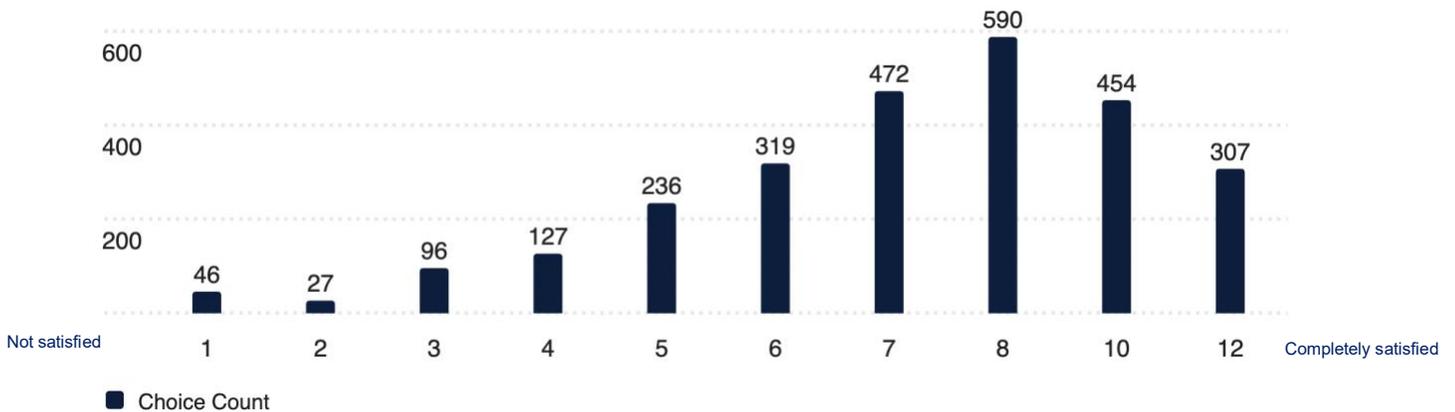


- I don't know at this time
- Prefer Not To Respond
- Not listed, please write in:
- Woman
- Two Spirit
- Transgender
- Nonbinary
- Man
- Gender Fluid
- Agender

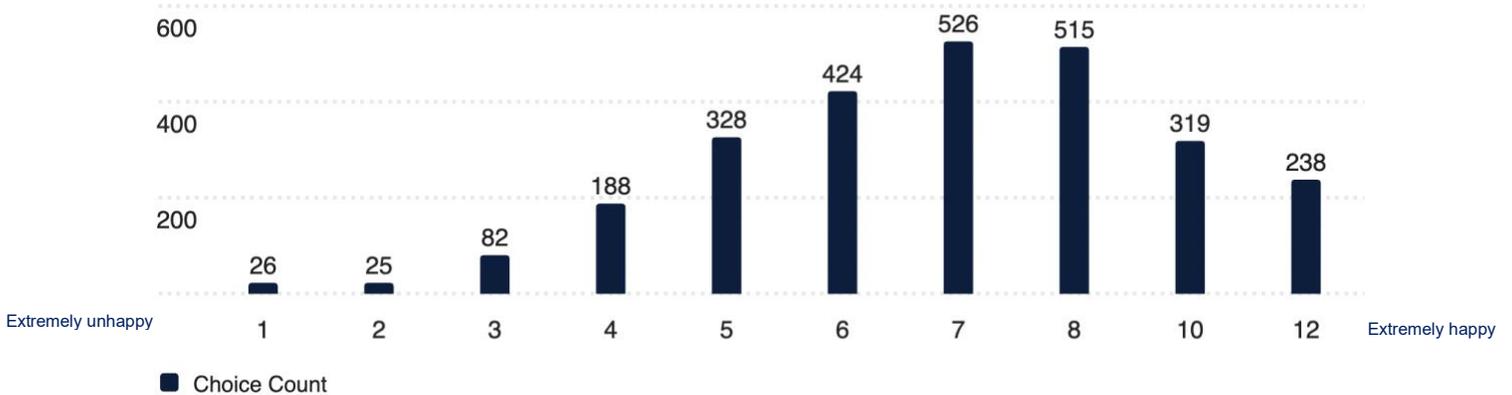
How you are doing (Flourishing measure - optional)

- This is the first year we included the *Flourishing Measure* developed by [Harvard University's Human Flourishing Program](#). It inquires about five different domains:
 - Happiness and life satisfaction
 - Physical and mental health
 - Meaning and purpose
 - Character and virtue
 - Close social relationships
- Survey respondents had the option to skip this portion. Out of 5,596 survey respondents, 53%, or 2,964, opted in. We provided scales for students to rate themselves in different categories: 1 corresponding to the most negative feelings and 12 corresponding to the most positive feelings.
- Overall, our survey respondents have positive feelings about life satisfaction, happiness, health, purpose, and relationships, with noted concerns about finances, safety, food, or housing.

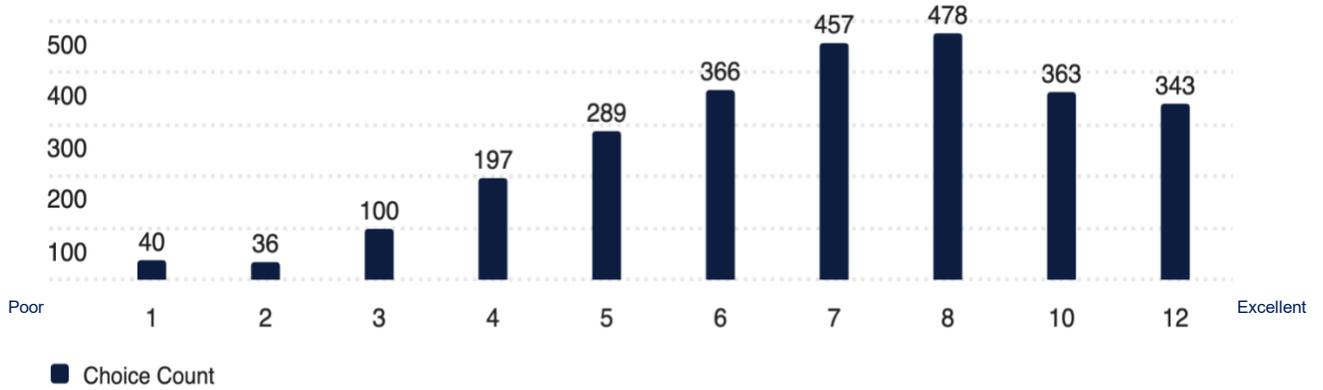
Overall, how satisfied are you with life as a whole these days?



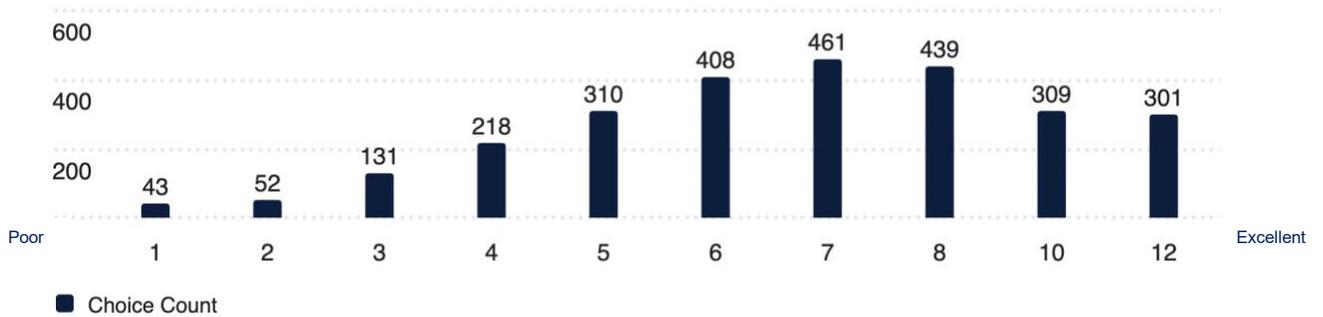
In general, how happy or unhappy do you usually feel?



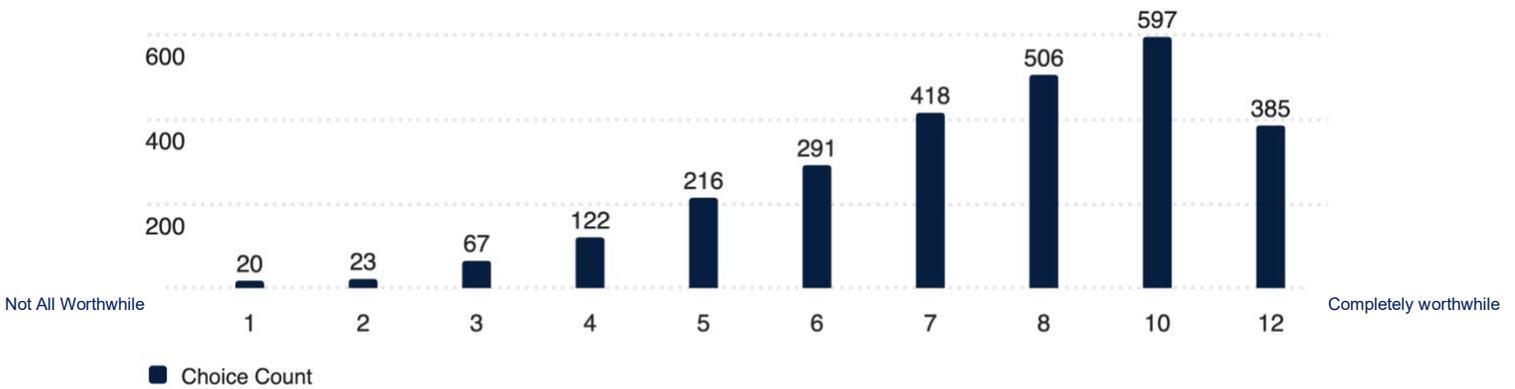
In general, how would you rate your physical health?



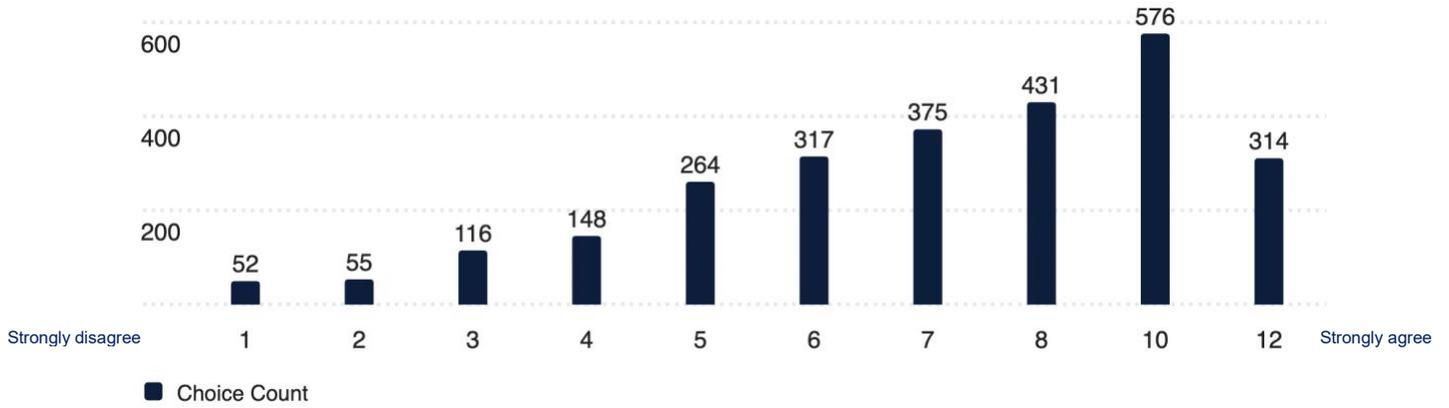
How would you rate your overall mental health?



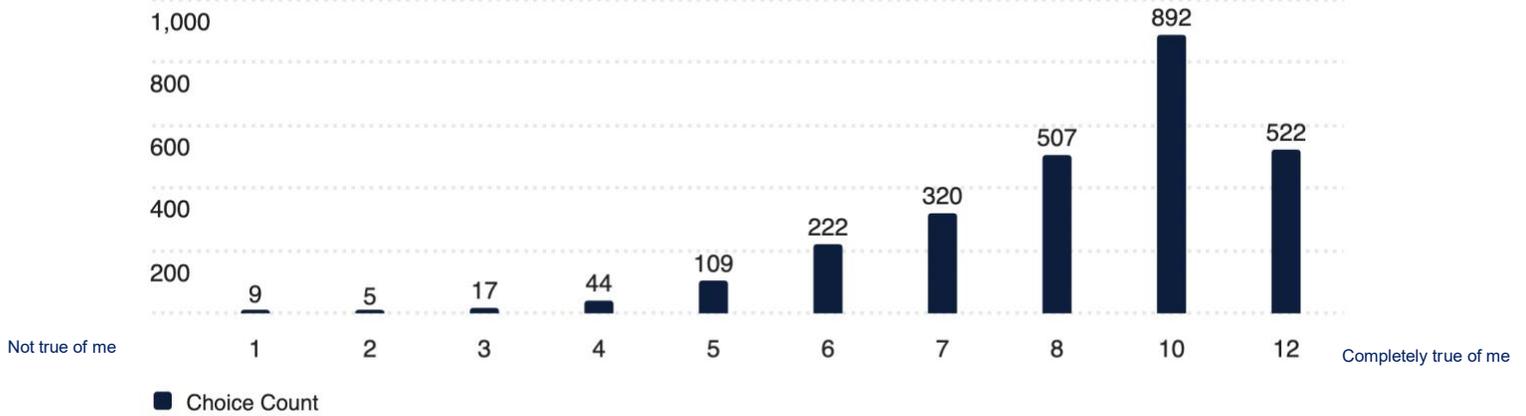
Overall, to what extent do you feel the things you do in your life are worthwhile?



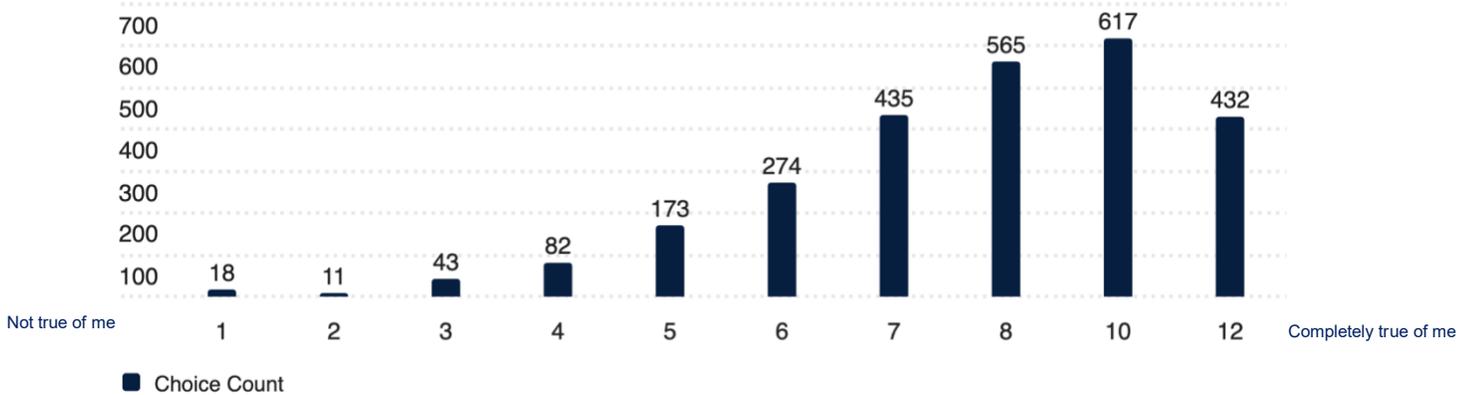
I understand my purpose in life



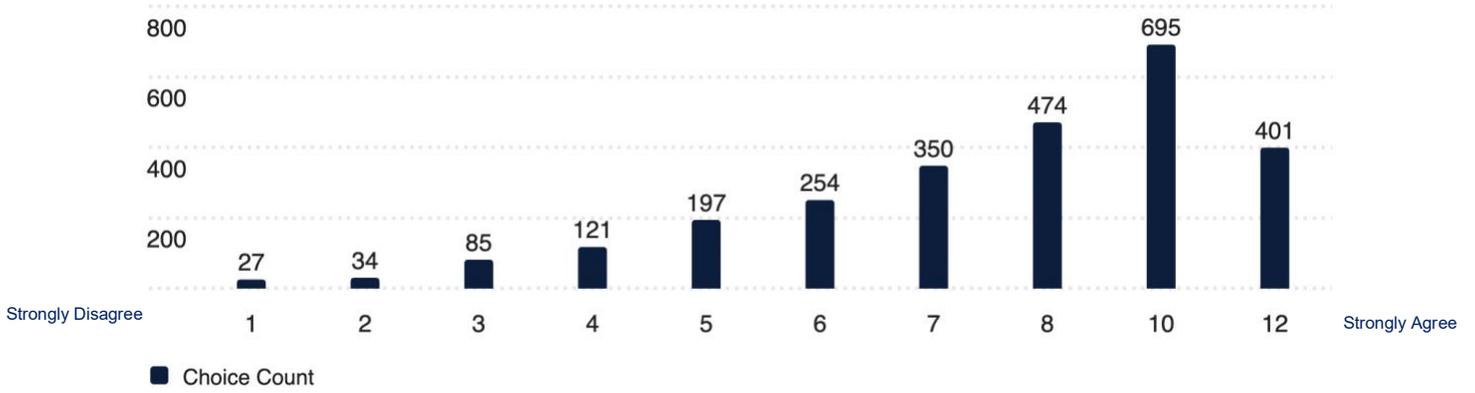
I always act to promote good in all circumstances, even in difficult and challenging situations



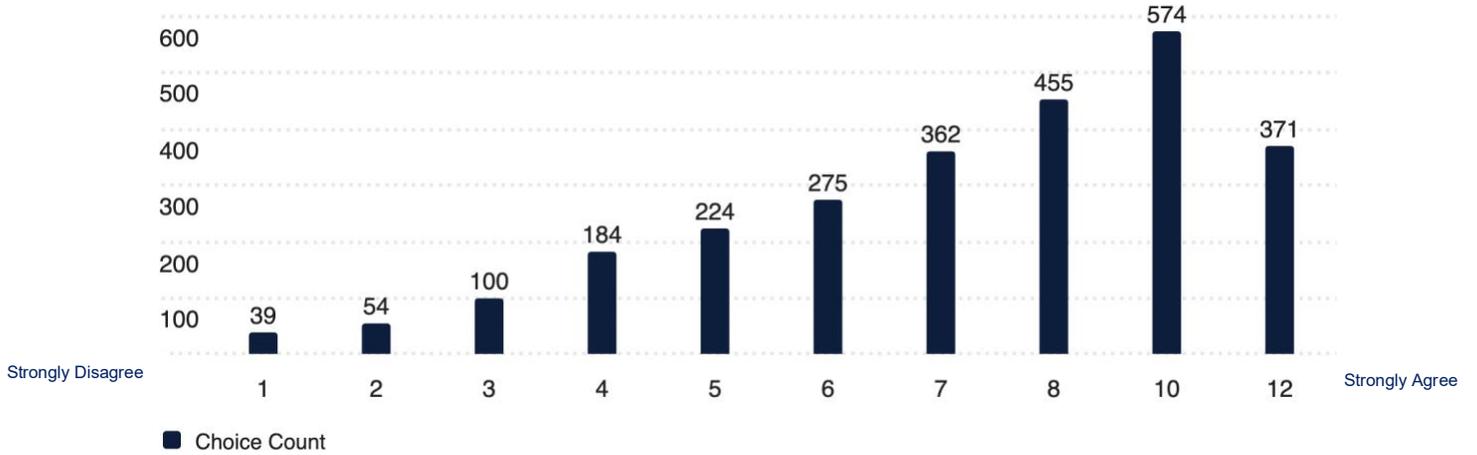
I am always able to give up some happiness now for greater happiness later



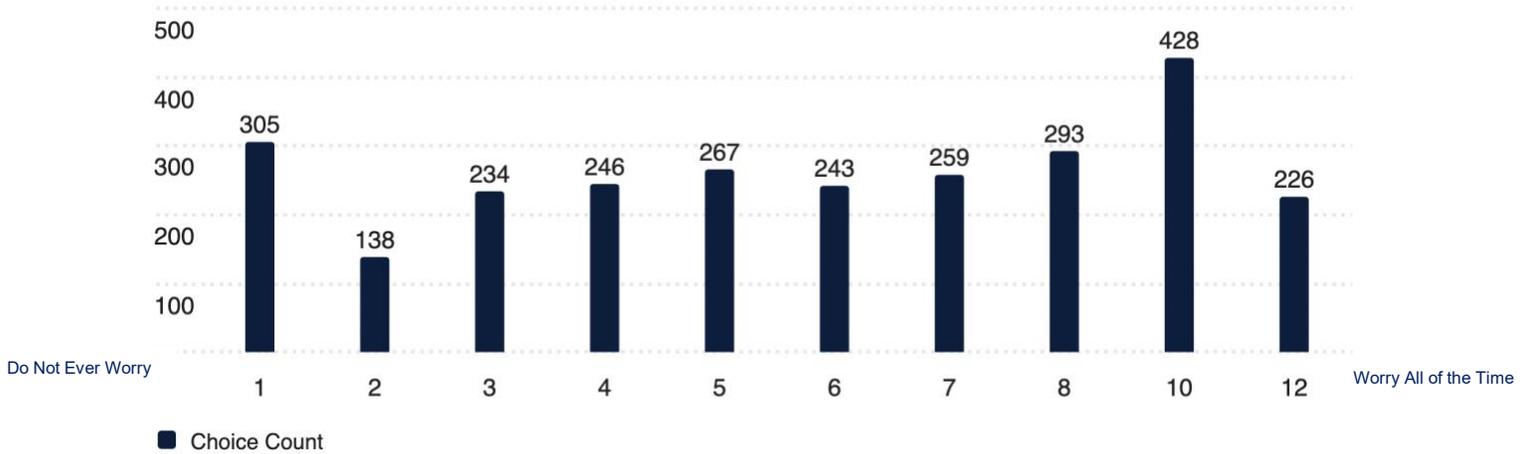
I am content with my friendships and relationships



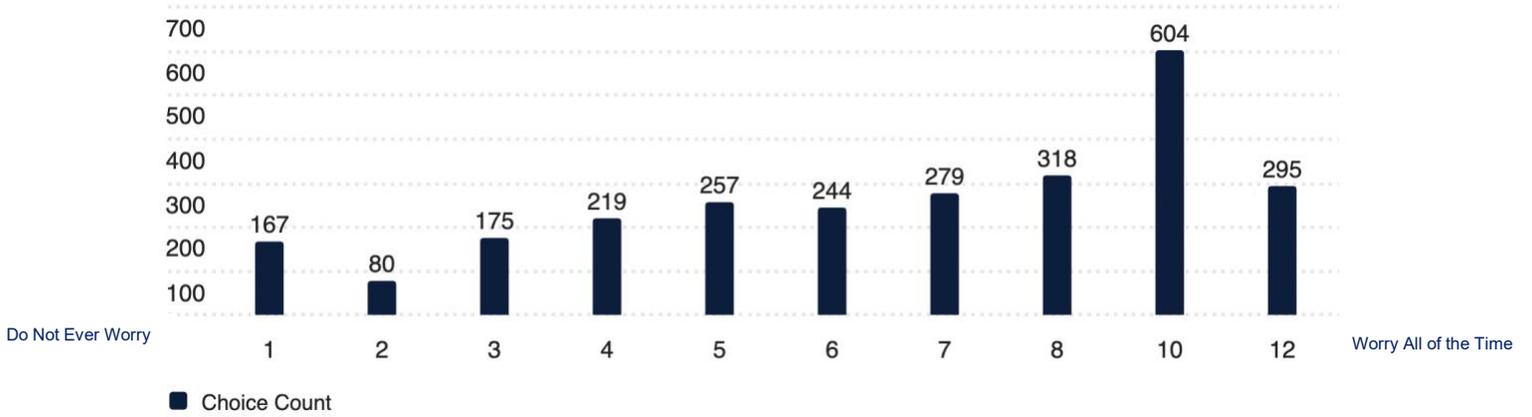
My relationships are as satisfying as I would want them to be



How often do you worry about being able to meet normal monthly living expenses?



How often do you worry about safety, food, or housing?



Suggestions for Implementation

A recurring theme in the survey results is the strong interest in gaining more information about available services, accompanied by a readiness to utilize them once that information is accessible; this trend is consistent with previous years. As mentioned earlier in the report, 84% of survey respondents find value in the mission of SHW, even if they do not personally use it. The following should be considered:

- Keep advancing a unified and all-encompassing marketing plan for Student Health and Wellness. Prioritize spreading awareness of services while integrating creative and forward-thinking elements into the approach:
 - Include SHW information on the FIU App (not just CAPS), perhaps including a link to the clinical portal to facilitate appointment creation.
 - Host tabling events in locations on campus other than GC. They should feature a variety of different SHW services. In addition, host events for students after 5PM to target the population that is here after regular business hours.
 - Advertising these in garages, and through graduate programs would be ideal to better reach non-traditional students.
 - Use the data from the [hobbies question](#) to plan events that are highly relevant to the students.
 - Increase messaging about the benefits of the Health Fee, especially for the online and graduate populations.
 - Utilize the data to plan programming and awareness campaigns for the upcoming year, specifically [the question on current stressors for students](#).
 - Bring to fruition the plan to update bathroom sign communication.
 - In addition, keep utilizing the current marketing tactics, as over 3,400 responses indicated respondents have heard about SHW via the currently existing avenues such as social media, on-campus TV ads, the monthly resource guide, Orientation and more.
- Improve the health center portal experience to make it easier for students to schedule appointments online.
 - Fix accessibility issues
 - Improve aesthetic and organizational features
 - Include walk-in information on the portal so it is easily visible for students
- Consider offering after-hours services (i.e., after 5:00 p.m.), even if it means pushing the schedule a bit further in the day or offering a couple of days when services are available after regular business hours.
- Create opportunities for (and/or better explain) walk-in services.
- Evaluate some of the unique student ideas and initiatives that were submitted (e.g., matching mentorship program, advertising non-health fee clinical services) and incorporate the high-impact one into marketing plans where appropriate.
- Continue to offer telehealth as this is an area that is highly valued by students.
- Continue to use the survey as an educational and marketing tool. It reaches students in all different areas of the university.

Note: Based on the last [four years of survey results](#), we have incorporated top trends and recommendations to the [2024-2027 Strategic Plan for Student Health & Wellness](#). We value your feedback, so please contact us via our [Feedback form](#) if you would like to share your input.