

ANNUAL REPORT

STUDENT HEALTH & WELLNESS

2025 - 2026

FIU | Student Health and Wellness

Index

4 Mission and Vision

5 Meet the Executive Team

6 Message from the Associate Vice President

8 Health Fee Organizational Chart

9 Health Fee Allocation

10 Counseling and Psychological Services

10 Victim Empowerment Program

20 Dean of Students

28 Health Promotion Services

38 Pawsitively Aware Program

48 Student Conduct and Academic Integrity

56 Student Health Clinics

64 SHW Marketing & Communications



Mission and Vision

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



Meet the Executive Team



Dr. Brenezza (Breny) D. Garcia
Associate Vice President
Student Health & Wellness



Mariela Gabaroni
Director
Student Health Services & Well-being



Shantelle Gloria
Office Manager



Vanessa Gondar
Senior Director
Finance & Operations



Dr. Todd Lengnick
Director
Counseling & Psychological Services



Wendy X. Ordóñez
Assistant Director
Marketing & Communications



Camyl Robaina
Program Manager
Pawsitively Aware



Dr. Saara Schwartz
Medical Director
Student Health Clinics



Dr. Ronald Wabomnor
Dean of Students

Message from the Associate Vice President

Efficiency is doing things right; effectiveness is doing the right things.

Peter Drucker



Dr. Brenezza (Breny) D. Garcia
Associate Vice President

This year brought an emphasis on efficiency, streamlining operations, and maximizing our effectiveness. Two of our three strategic goals for the year were delayed due to institutional shifts, so we focused instead on looking back to our prior two years to further enhance our procedures, communications, and assessments. Leveraging utilization data and enrollment heat maps, we: changed our hours of operation at the BBC clinic in order to maximize staffing at MMC; consolidated psychiatric provider lines in order to expand student availability in FY2027; and through planned retirements, we redesigned certain programs and services.

Collectively, these and other initiatives yielded significant savings that allowed us to continue (and in some areas, improve) our level of service to the student body. For example, we made significant infrastructure improvements to the BBC clinic, offered staff expanded professional development opportunities, and made several technological enhancements throughout our facilities.

Programmatically, we also saw an increase in outreach events across all areas; partnered with Academic Affairs to update the Freshmen Experience curriculum; launched a new, free wellness platform for students called Upliftly; disseminated the National Collegiate Health Assessment; and raised $14,000 for our annual Out of the Darkness Walk in partnership with the American Foundation for Suicide Prevention.

Additionally, for a second year in a row, several SHW teams garnered accolades at the Division of Student Affairs' Appreciation & Recognition Awards. Our staff works tirelessly each day to provide our students with a supportive and caring environment, so it was very special for them to be recognized by their colleagues in this way. Congratulations once again to everyone on the SHW team who was nominated as well as our winners:



Health & Well-being Champion
Alesailec Figuerola
(Sr. RN, Student Health Clinics)

Innovation & Creativity
Ebonie Parris
(Assistant Director, Healthy Living Program)

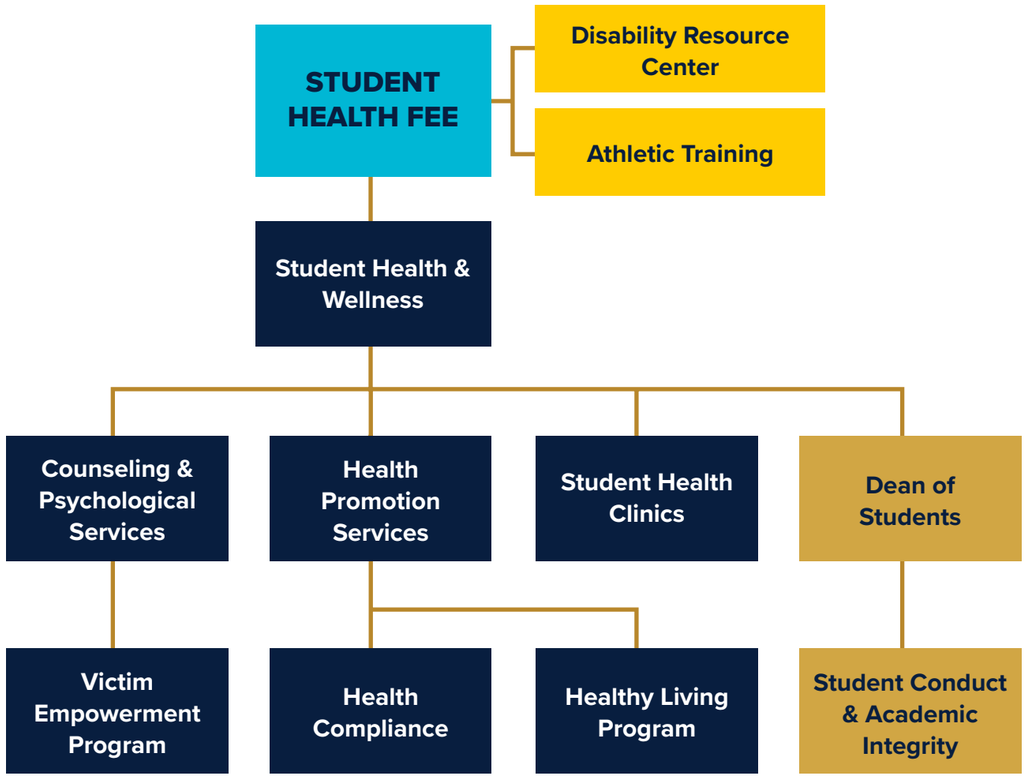
Outstanding New Student Affairs Employee
Kelsey Mencia
(Sr. Coordinator of Admin. Srvs., Finance & Operations)

Outstanding Student Affairs Employee
Mariela Gabaroni
(Director, Health & Wellbeing)

VP-MVP
Devin Parra
(Director, Student Conduct & Academic Integrity)

As we enter the final year of our strategic plan, we hope to solidify our long-term plans for operational and service excellence. For any reader who may have questions or feedback about this report, please contact us at **shwad@fiu.edu.**

Health Fee Organizational Chart

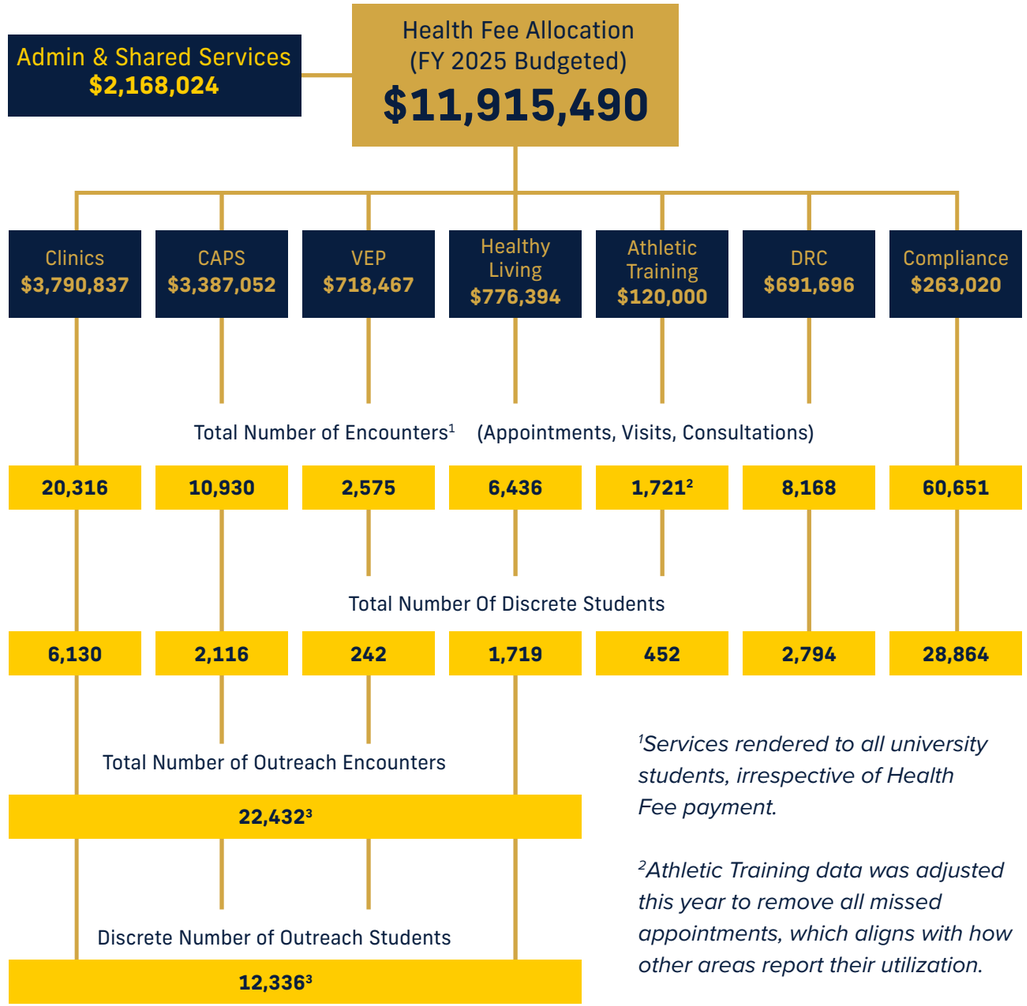


Health Fee funded areas

A&S Fee/E&G funded areas

Health Fee funded areas that are NOT managed by Student Health & Wellness

Health Fee Allocation

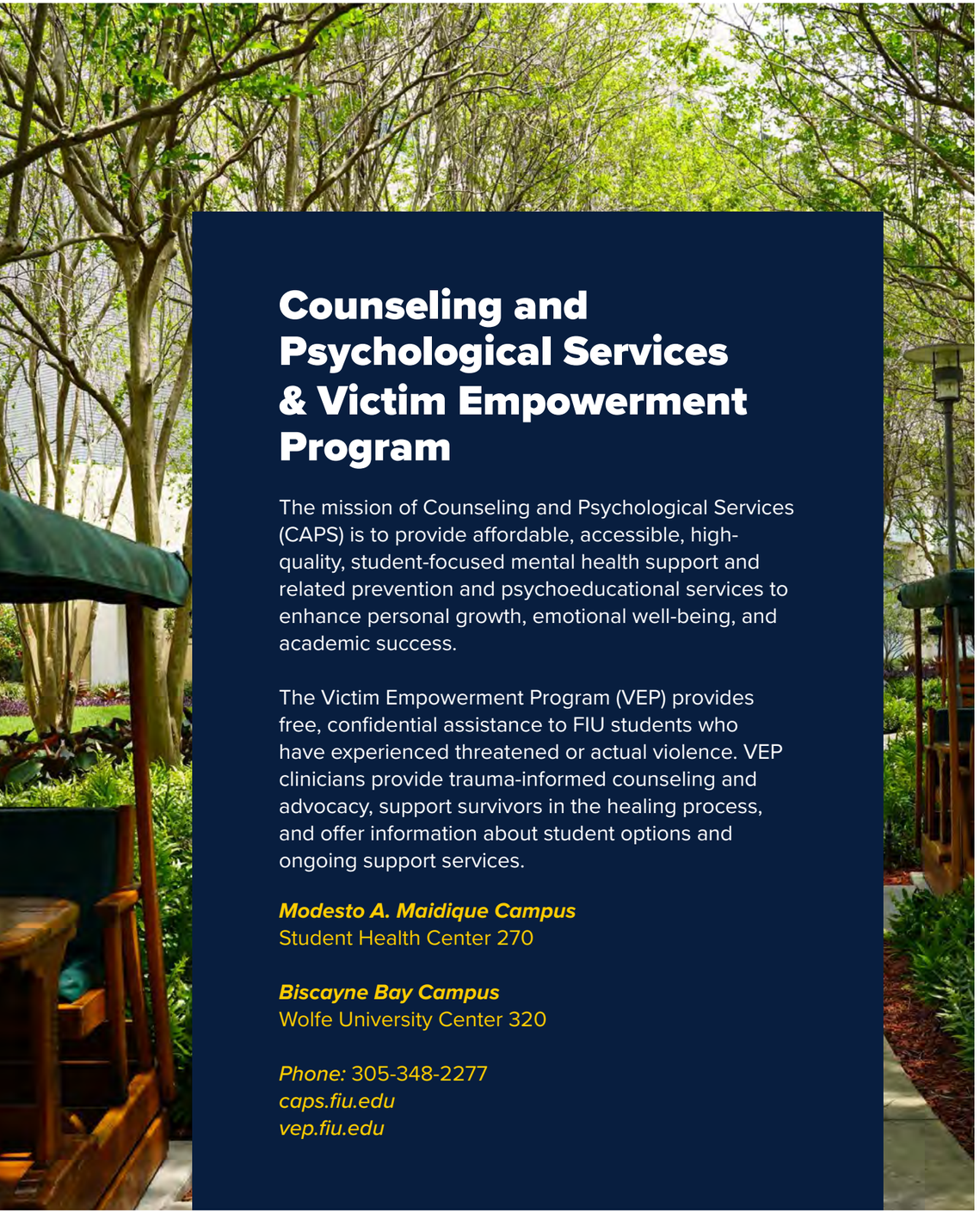


Data Source: Medical Records (Titanium by CAPS and VEP. PyraMED by AT, SHC, and HLP); FIU OneCard by DRC, HLP, and VEP

[1]Services rendered to all university students, irrespective of Health Fee payment.

[2]Athletic Training data was adjusted this year to remove all missed appointments, which aligns with how other areas report their utilization.

[3]Actual numbers are higher. These only measure encounters recorded by card reader and educational quizzes. Please refer to each departmental report and the SHW Marketing & Communications report for more details on outreach data.



Counseling and Psychological Services & Victim Empowerment Program

The mission of Counseling and Psychological Services (CAPS) is to provide affordable, accessible, high-quality, student-focused mental health support and related prevention and psychoeducational services to enhance personal growth, emotional well-being, and academic success.

The Victim Empowerment Program (VEP) provides free, confidential assistance to FIU students who have experienced threatened or actual violence. VEP clinicians provide trauma-informed counseling and advocacy, support survivors in the healing process, and offer information about student options and ongoing support services.

Modesto A. Maidique Campus
Student Health Center 270

Biscayne Bay Campus
Wolfe University Center 320

Phone: 305-348-2277
caps.fiu.edu
vep.fiu.edu



Overview

Service delivery trends continue to move toward a more balanced hybrid model, with the proportion of in-person sessions increasing by 6% this year compared to the previous year, indicating sustained demand for face-to-face sessions. Nevertheless, telehealth remained the preferred therapy modality among FIU students, accounting for 61% of all sessions. This pattern aligns with broader trends in psychotherapy and college counseling, as in-person services have expanded alongside normalized campus operations while telehealth remains firmly integrated because of its convenience, flexibility, accessibility, and comparable clinical effectiveness.

Student satisfaction also remained consistently high across measures of access, provider interaction, and perceived service impact.

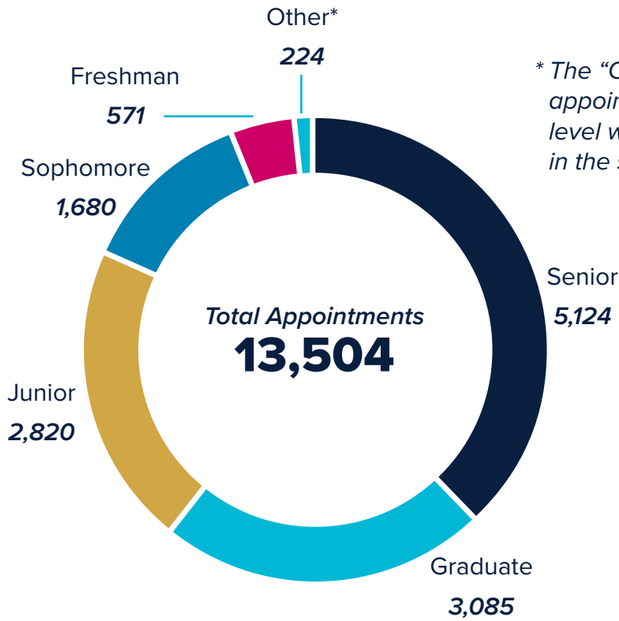
Operational priorities centered on preserving or enhancing timely access to therapy, strengthening clinical workflows, and maintaining regulatory and professional compliance through updated procedures, documentation standards, and referral protocols. Scheduling modifications, including permitting established clients to be seen on designated Access days, supported continuity of care during periods of lower new-client demand and increased staffing pressure.

Achievements

- Clinical Case Management referrals increased by 16%, while attended appointments rose by 22%, reflecting greater utilization and student engagement. Resource consultations also increased by 18%, indicating broader use of case management expertise by clinicians and campus partners.
- Psychology trainees provided 2,620 hours of direct clinical service to 517 students across 2,052 attended therapy appointments, while also co-facilitating 12 therapy groups and 24 workshops.
- The Workshop Program delivered 53 virtual workshops reaching 1,048 students and continued expanding evidence-informed programming addressing emerging student needs.
- Group therapy utilization increased by 43% (165 students across 26 therapy groups), marking the first year-over-year increase since 2020. Additionally, student satisfaction with group therapy increased by 6%, with 91% of survey respondents reporting that they were satisfied or very satisfied with their experience.
- Clinical procedures were comprehensively updated to strengthen BetterMynd referrals, couples counseling, urgent-care response, cross-campus crisis coverage, warm handoffs with Student Health Clinics, telehealth operations, and continuity of care.
- VEP expanded the accessibility of victim-support resources by incorporating Spanish and Haitian Creole into key informational materials and updating guidance regarding access to Sexual Assault Nurse Examiner services.
- CAPS advanced its national professional leadership and visibility through a national conference presentation and the election of its Clinical Director as President-Elect of the Association for the Coordination of Counseling Center Clinical Services.
- The CAPS Director served on a select workgroup that developed and submitted recommended guidelines for standardizing psychological diagnostic interviews. The guidelines were approved by the American Board of Clinical Psychology for nationwide distribution, helping promote greater consistency and continuity in clinical practice.
- The Postdoctoral Fellowship Program received a new three-year approval from the Association of Psychology Postdoctoral and Internship Centers.

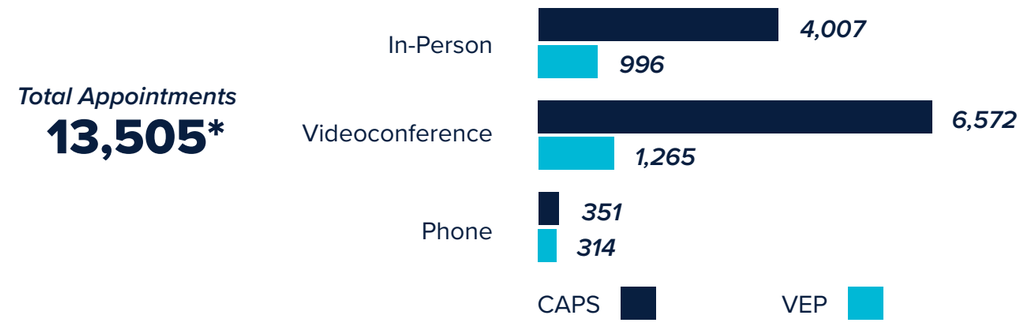
Utilization

CAPS/VEP Student Demographics



** The "Other" category includes appointments for students whose class level was "unclassified" or not reported in the student record.*

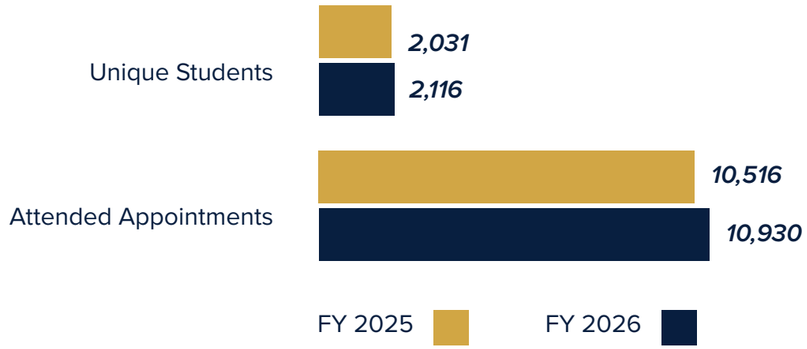
Method of Service Delivery



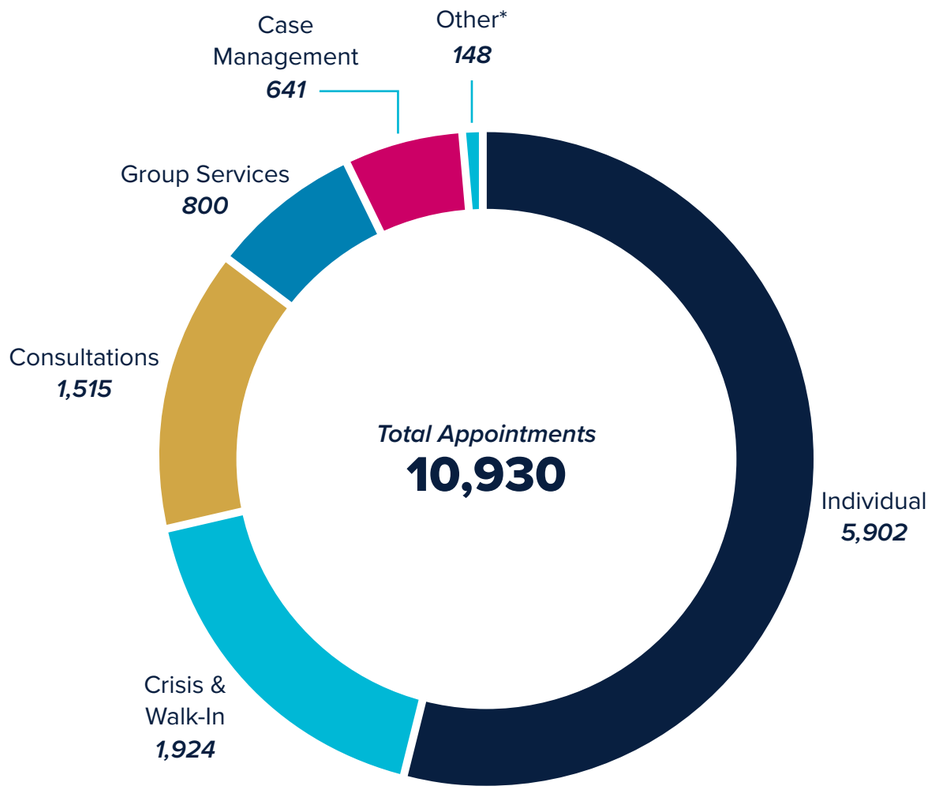
These totals do not include BetterMynd (for that data please refer to page 16).

* *One appointment involved both a CAPS clinician and a VEP clinician. It is therefore included in each program's individual appointment chart but counted only once in the combined CAPS/VEP total shown here.*

CAPS Utilization

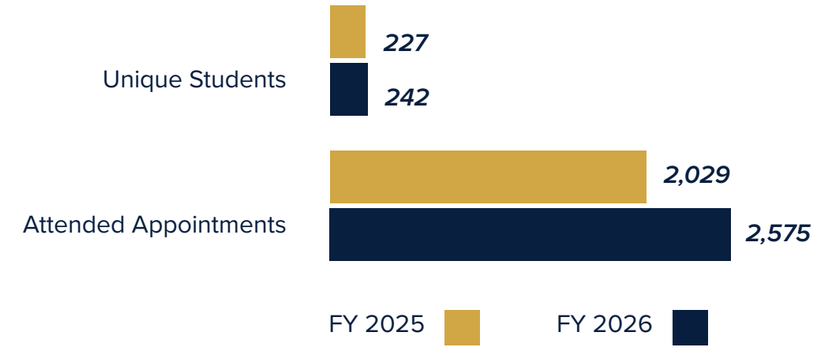


CAPS Appointments

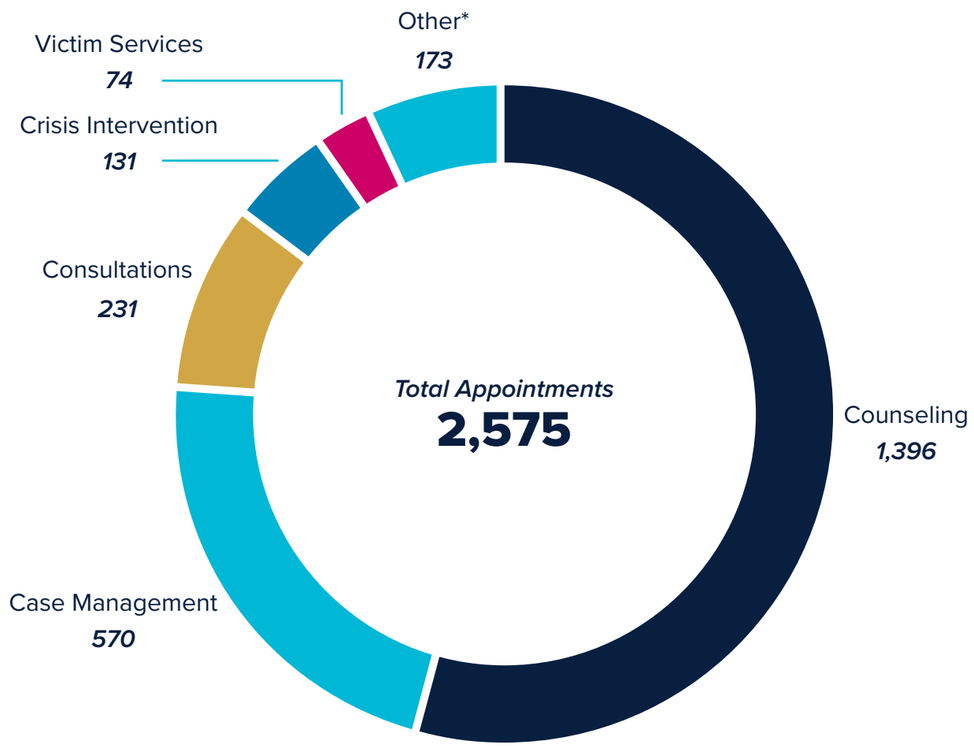


** The "Other" category includes couples counseling, online services, testing, and biofeedback.*

VEP Utilization

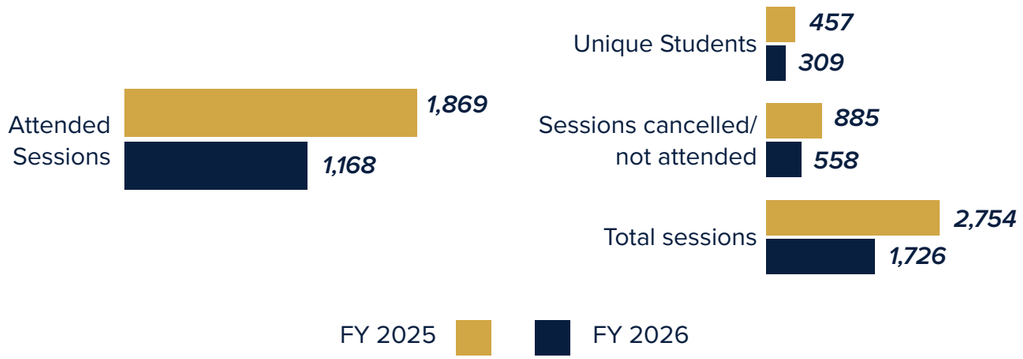


VEP Appointments



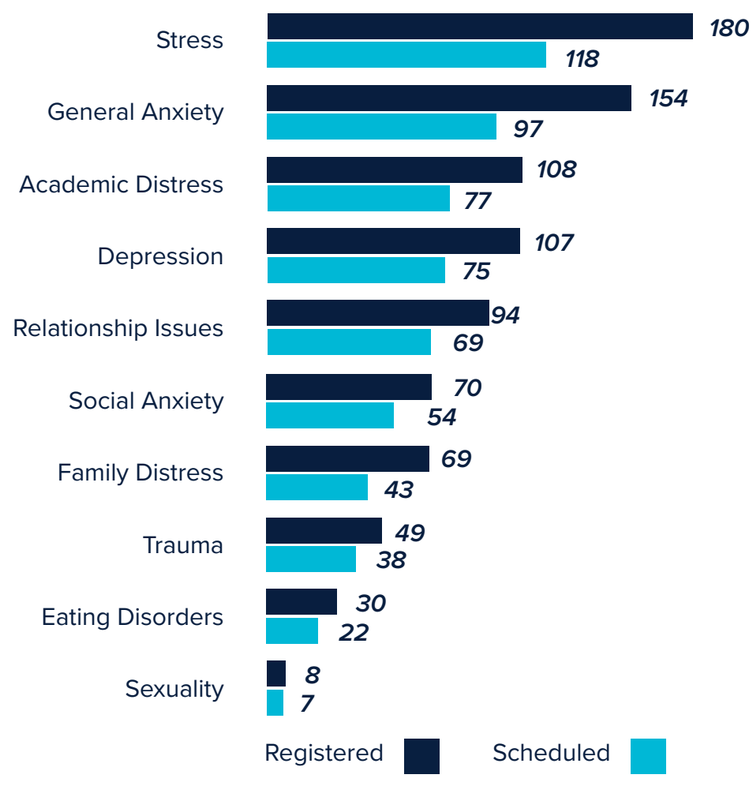
** The "Other" category includes access/initial consultations, returning-client and other consultations, intake services, crisis and urgent assessments, and group services.*

BetterMynd Utilization



A 3-year renewal was signed with BetterMynd in September 2025. The overall decline in utilization for this year aligns with the reduced number of available credits in the new contract as well as a shift in marketing to emphasize usage for out-of-state students.

Top Mental Health Concerns



Student Satisfaction

Long Survey	Individual Therapy *n = 198*	Group Therapy *n = 10*	Victim Services *n = 27*
I am satisfied with my experience	**97%**	**100%**	**89%**
I would recommend this service to other students	**98%**	**100%**	**88%**

Short Survey	Individual Therapy *n = 314*	Group Therapy *n = 51*	Victim Services *n = 45*
I am satisfied with my experience	**97%**	**94%**	**98%**

The decline in VEP student satisfaction from last year reflects the significant staffing shortages that reduced the program's capacity to maintain the same level of access and support provided in the previous year.

Outreach

	Presentations/Trainings/ Workshops	*Tabling Activities*	*CAPS Support*
Event Type	**85**	**5**	**2**
*Encounters**	**1,868**	**640**	**472**

Outreach data only highlights activities hosted by CAPS/VEP. Activities that were centrally coordinated by Student Health & Wellness Marketing are noted in their section of the report. Additionally, outreach figures represent total contacts and are not to be considered unique student counts (i.e., some students may have been present at multiple outreach events).

** Presentations/Trainings/Workshops include psychoeducational activities, classroom presentations, departmental trainings, etc. Tabling activities include promotional events. CAPS support includes grief counseling during student events or meetings.*

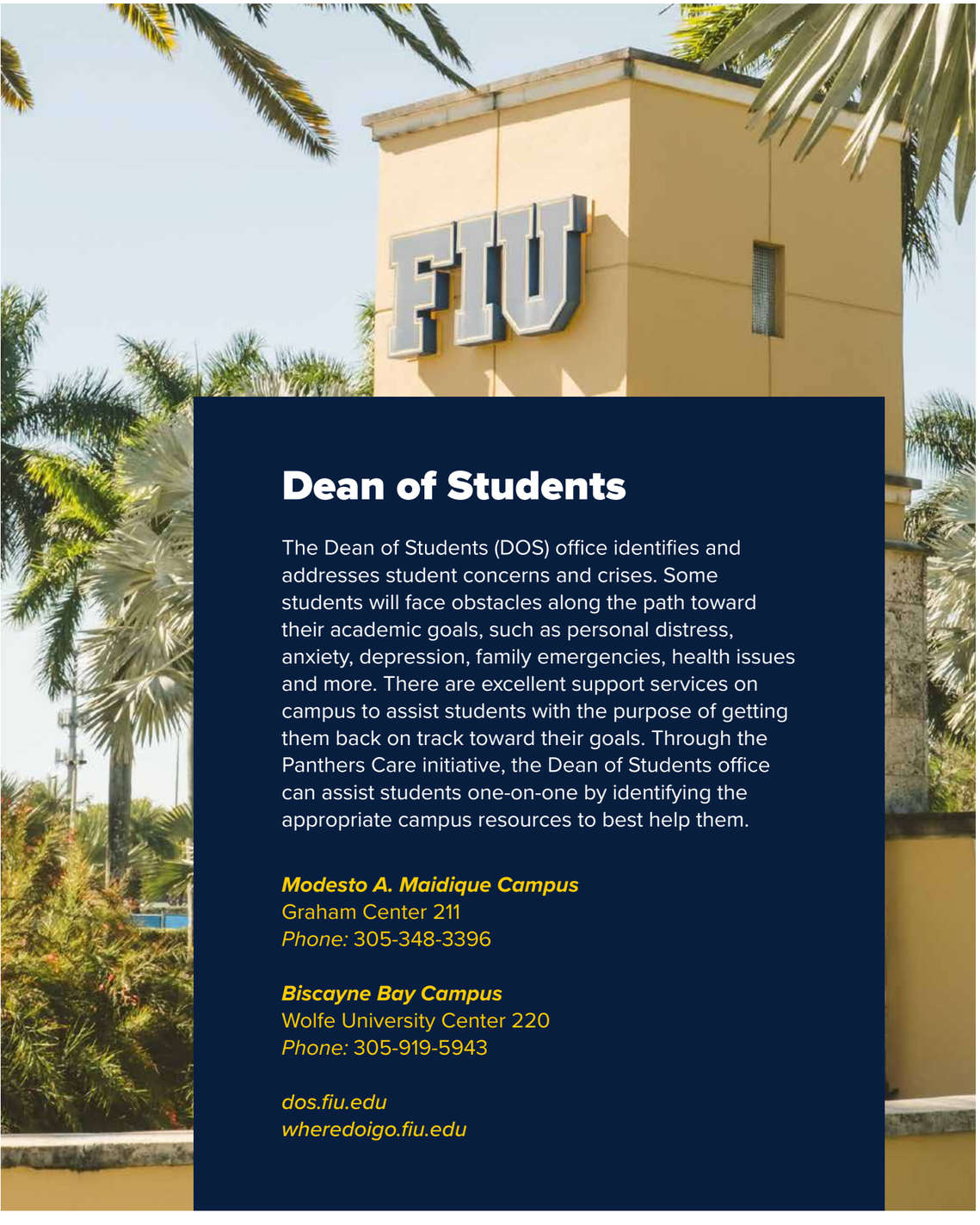


Goals for next year

Analyze attendance trends and scheduling variables to identify patterns that can inform scheduling practices, maximize attendance, and expand student reach.

VEP clinicians will develop a new trauma-informed workshop to support students who have experienced interpersonal violence.





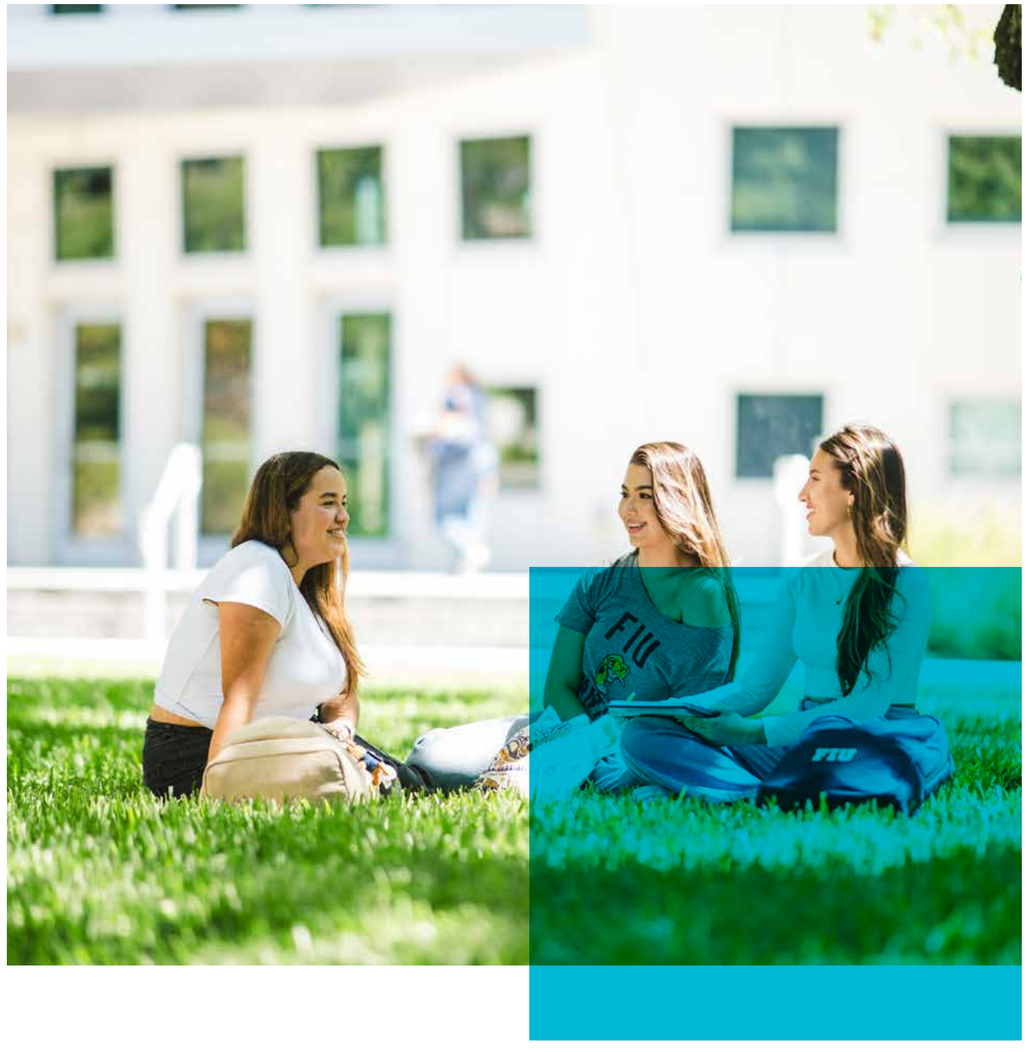
Dean of Students

The Dean of Students (DOS) office identifies and addresses student concerns and crises. Some students will face obstacles along the path toward their academic goals, such as personal distress, anxiety, depression, family emergencies, health issues and more. There are excellent support services on campus to assist students with the purpose of getting them back on track toward their goals. Through the Panthers Care initiative, the Dean of Students office can assist students one-on-one by identifying the appropriate campus resources to best help them.

Modesto A. Maidique Campus
Graham Center 211
Phone: 305-348-3396

Biscayne Bay Campus
Wolfe University Center 220
Phone: 305-919-5943

dos.fiu.edu
wheredoigo.fiu.edu



Overview

The Panthers Care team in the Dean of Students office had another successful year as they managed 1499 new cases in FY 2026, which represents a 7% increase from FY 2025 and 22.5% from FY 2024. There were 34 open cases carried into FY 2027. In FY 2026, using the NABITA risk rubric, the complexity of cases was tracked and 62% were documented as mild, 31% as moderate and 7% as elevated or critical. The Panthers Care team continues to expand its outreach to support not only distressed students or those in crisis but also to provide guidance to staff and faculty on how to navigate students of concern.

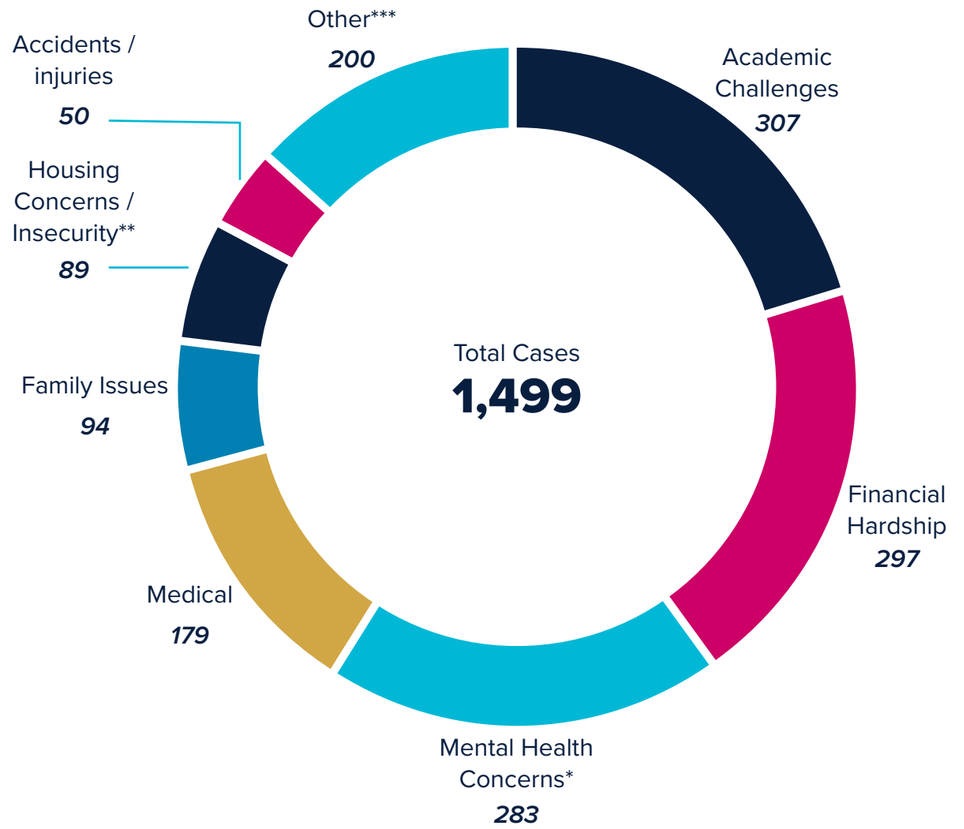
Achievements

- The Panthers Care Team secured $149,752 in external funding for students in financial hardship via campus partners and colleges. An additional $11,578 in funding support was provided through the DOS Every Student Counts Fund.
- Completed the National Association for Behavioral Intervention and Threat Assessment (NABITA) risk rubric training for both Panthers Care and Behavioral Intervention Team (BIT) members.
- The Dean of Students received FIU-HR's 2026 Presidential Excellence Award.
- Implemented new assessment metrics with Fostering Panther Pride (FPP) to track case outcomes (waiver vs alternative resolutions) and referrals from DOS.
- Reviewed and updated all resources and concerns in the Panthers Resource Navigator.
- Collaborated with the University Registrar to make process improvements to the student petition form.



Utilization

Case Totals - New Cases

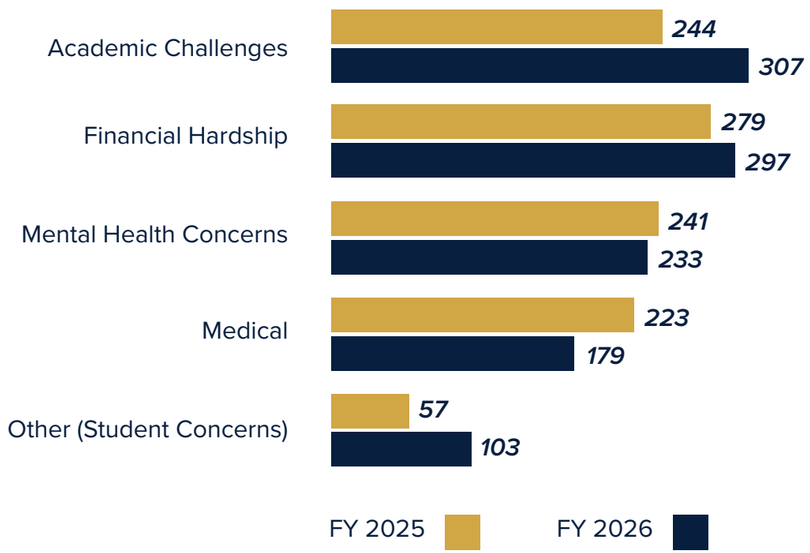


** "Mental Health Concerns" is a broad category that includes multiple reporting tags (e.g., self-harm, concerning speech). We aggregated these categories to provide a more accurate representation of the primary concern addressed in our cases.*

*** "Housing Concerns / Insecurity" is a broad category that includes multiple reporting tags (e.g., homelessness, rent payment challenges).*

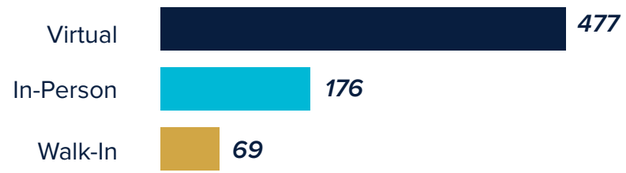
**** The "Other" category captures reports with a low number of total cases (20 or less) with a specific tag as the student's primary concern. Examples include: food insecurity, roommate conflicts, student deaths, among others.*

Top New Cases Issues



Case Management

In-Take Meeting Types

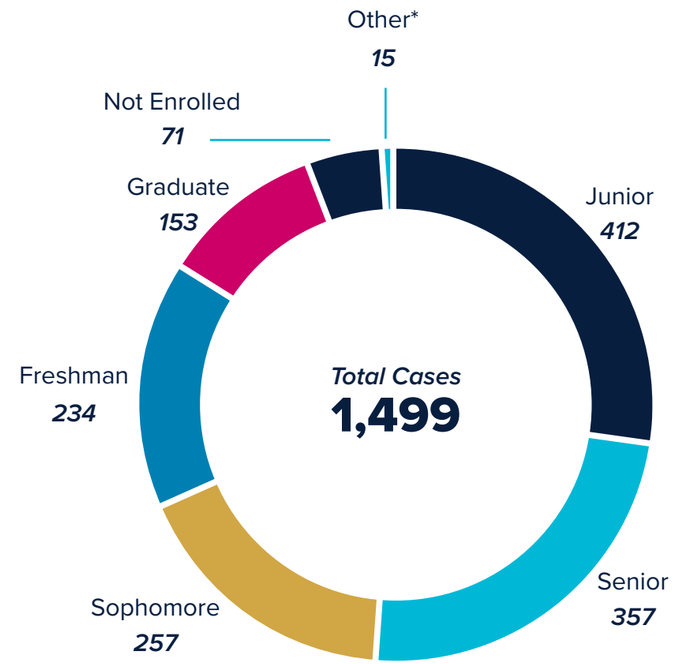


Programming and Outreach

Tabling Events	Presentations/Trainings
158 Participants	**328** Participants

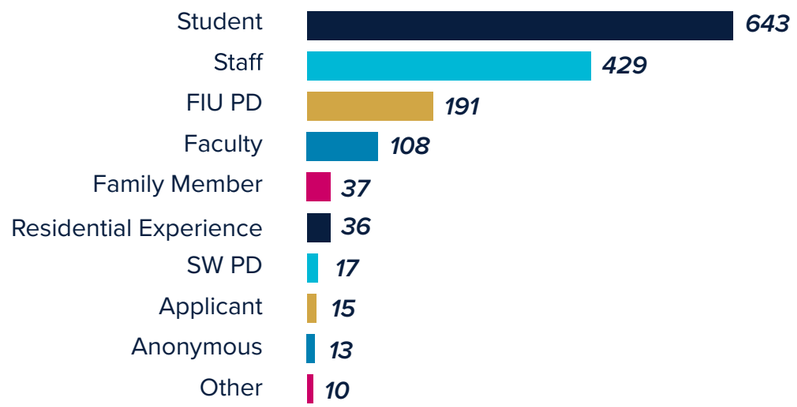
Outreach data only highlights activities hosted by the Dean of Students office. Activities that were centrally coordinated by Student Health & Wellness marketing are noted in their section of the report. Additionally, outreach figures represent total contacts and are not to be considered unique student counts (i.e., some students may have been present at multiple outreach events).

Student Demographics



** "Other" are generally cases involving anonymous reporting parties, or non-degree-seeking students, or non-university community members.*

Reporter Classification



There has been a steady increase in students reporting (FY 2026, +33%), which aligns with the increased and intentional outreach efforts of the team over the past 2 years.



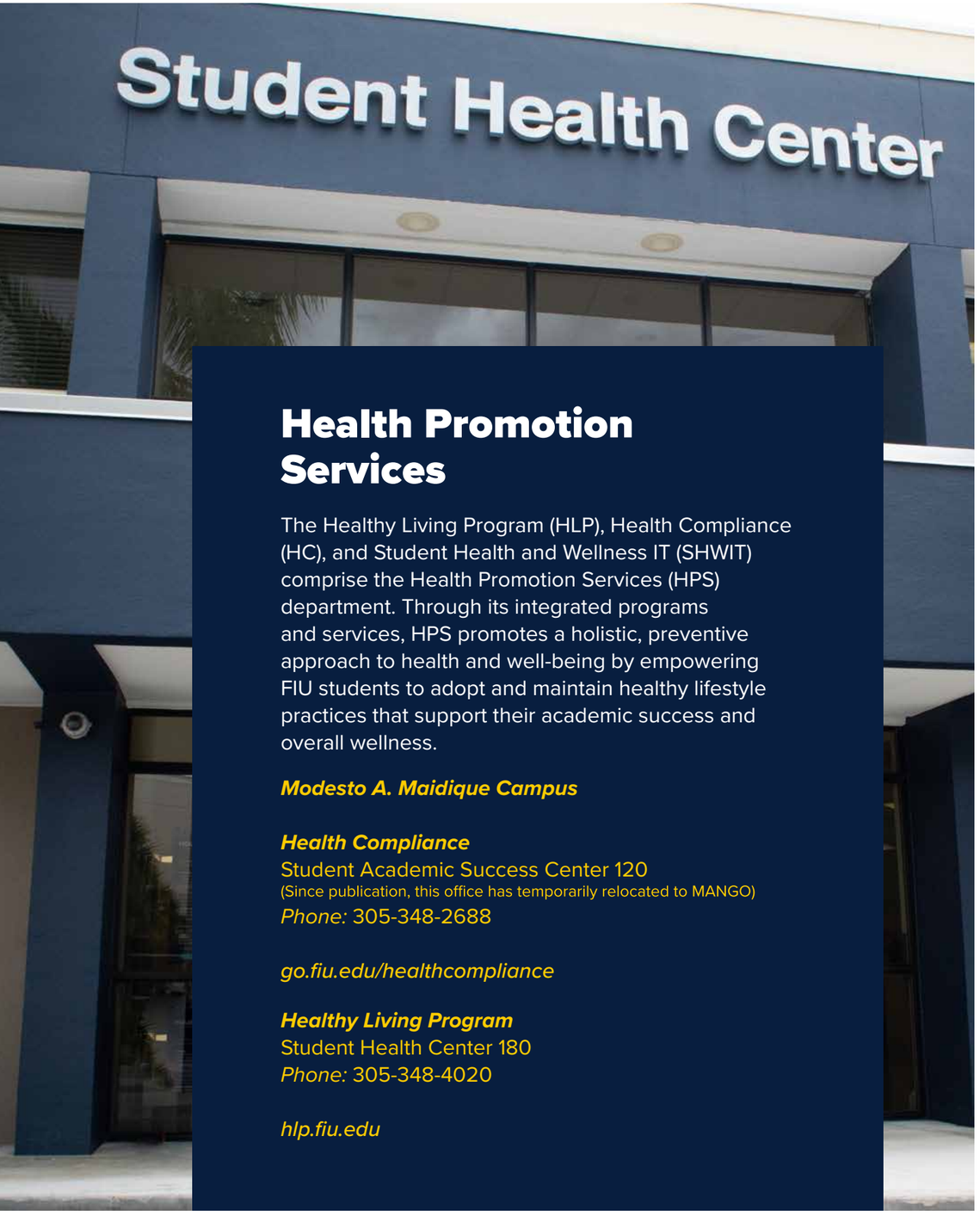
Goals for next year

Beginning FY 2027, Panthers Care team is tracking how concerns are resolved with the following options: concerns addressed, concerns unresolved, concerns referred, informational only, or case closure (non-responsive). The goal is to have 25% or fewer cases with concerns “unresolved.” This is being tracked via resolution options on Maxient CRF.

The CARE manual will be reviewed and updated to reflect current practices and expectations and to centralize all relevant training materials and guides.
The manual will follow NABITA’s recommended template and best practices for CARE manuals. It will also align with the BIT Manual, which was updated in FY 2025 using NABITA guidance.

Implement all relevant components of Florida’s HB757 (2026).





Health Promotion Services

The Healthy Living Program (HLP), Health Compliance (HC), and Student Health and Wellness IT (SHWIT) comprise the Health Promotion Services (HPS) department. Through its integrated programs and services, HPS promotes a holistic, preventive approach to health and well-being by empowering FIU students to adopt and maintain healthy lifestyle practices that support their academic success and overall wellness.

Modesto A. Maidique Campus

Health Compliance
Student Academic Success Center 120
(Since publication, this office has temporarily relocated to MANGO)
Phone: 305-348-2688

go.fiu.edu/healthcompliance

Healthy Living Program
Student Health Center 180
Phone: 305-348-4020

hlp.fiu.edu



Overview

FY 2026 was a year of strategic transition, service redesign, and targeted growth across Health Promotion Services (HPS). The department strengthened compliance processes, expanded student engagement opportunities, advanced technology infrastructure, and adapted services to meet evolving student needs. Across all units, efforts focused on improving efficiency, enhancing the student experience, and ensuring the continued delivery of high-quality services.

Health Compliance (HC) continued to safeguard the university community by ensuring students met immunization and health insurance requirements. While several year-over-year metrics declined, these changes primarily reflected enhancements to data management practices, updated reporting methodologies, and streamlined workflows. These operational improvements increased efficiency and allowed staff to dedicate greater attention to priority areas, including support for international students and compliance with Florida Board of Governors regulations.

Overview cont.

Healthy Living Program (HLP) experienced significant growth, increasing overall engagement by 18% over FY 2025 and generating 3,531 additional encounters. Expanded outreach efforts, consultations, virtual engagement opportunities, and large-scale wellness events contributed to this success. Spring 2026 marked the program's strongest semester in recent years, producing 11,369 student encounters and demonstrating sustained demand for health promotion services.

The Alcohol and Other Drug (AOD) Program recorded 2,109 encounters during FY 2026, representing a 6% increase from the previous year. Growth was driven by an 18% increase in outreach participation, resulting in the program's highest engagement levels to date. Throughout the year, AOD expanded harm reduction education initiatives, advanced activities supported by the Truth Initiative grant, strengthened campus partnerships, and increased visibility through innovative, interactive programming.

Student Health and Wellness Information Technology (SHWIT) advanced several major initiatives that strengthened security, modernized infrastructure, and improved operational efficiency. Although ticket volume decreased by 8% compared with FY 2025, the team successfully deployed CrowdStrike, completed the university's transition to Windows 11, replaced end-of-life devices, implemented Snipe-IT for asset management, and enhanced cybersecurity controls. SHWIT also made significant progress toward the modernization of clinical technology systems by supporting cloud migration planning and preparing the electronic medical record platform for transition to a vendor-hosted environment, positioning Student Health and Wellness for greater scalability, security, and long-term sustainability.

Together, these accomplishments reflect HPS's commitment to innovation, operational excellence, student well-being, and regulatory compliance, while building a stronger foundation for future growth and service delivery.



Achievements

- Health Compliance improved reporting and data management through the implementation of business intelligence (BI) dashboards.
- To strengthen compliance with Florida Board of Governors Regulation 6.009, Health Compliance collaborated with the FIU Student Health Insurance Plan (SHIP) Workgroup to propose limiting accepted insurance options to the SHIP or five pre-approved alternatives. This policy will help ensure students purchase plans that meet regulatory requirements and reduce potential issues related to enrollment or visa compliance.
- The Healthy Living Program increased total reach by 18%, driven by large-scale outreach, stronger event participation, virtual engagement, and continued demand for direct services such as massage therapy and STI testing.
- In Spring 2026, HLP conducted the National College Health Assessment (NCHA) to identify FIU students' health and wellness needs, highlighting gains in campus climate, safety perceptions, and mental health outcomes, while noting continued concerns about healthcare use and food insecurity
- The HLP insiders pilot launched in Spring 2026 to increase awareness of HLP services, reinforce health education topics, and create a new virtual engagement channel. Monthly quizzes and pop-up events generated 2,758 completed surveys, 1,940 unique student participants, and 1,278 pop-up encounters.
- SHWIT strengthened SHW's cybersecurity and infrastructure reliability by supporting FIU DoIT in piloting security initiatives before university wide rollout, upgrading systems to Windows 11, replacing end-of-life devices, and addressing audit-related findings.



Health Compliance

Holds and Waivers

51,792 Immunization Holds Cleared

2,495 Signed Hep B Waivers

5,713 Signed Meningitis Waivers

91 Signed Religious Exemptions

12 Medical Exemptions

35,452 Email Threads on immune@fiu.edu

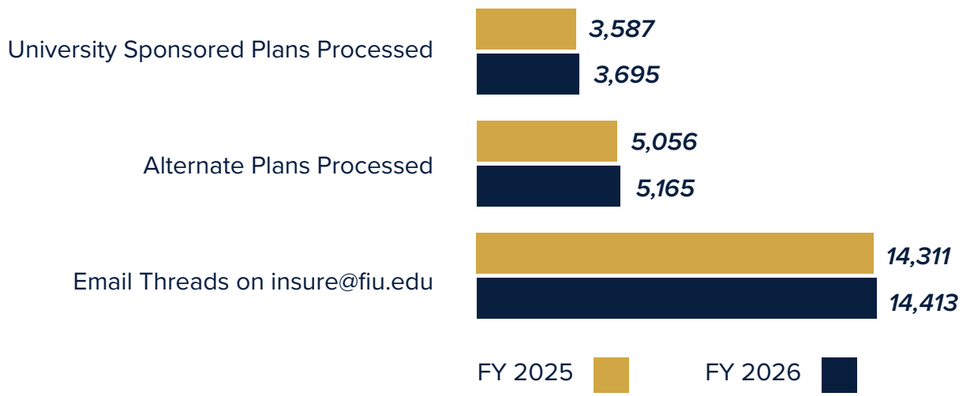
2,351 MACH Forms

In FY 2026, Health Compliance saw lower overall activity compared to FY 2025, including decreases in immunization holds cleared (-22%), immune@fiu.edu email threads (-12%), and MACH forms (-15%). Waivers increased slightly, with Hepatitis B up 5% and meningitis up 4%, while religious and medical exemptions declined by 6% and 43%, respectively.

In Spring 2026, Health Compliance updated the FL SHOTS opt-in query to include only admitted students rather than all applicants, reducing unnecessary reviews and allowing staff to prioritize students most likely to enroll and be affected by registration holds.

Unique student immunization hold removals decreased 21%, from 31,708 in FY 2025 to 25,114 in FY 2026, due to improvements made to the FL SHOTS Opt-in query.

International Insurance



Healthy Living Program

Total Reach

	Presentations	*Consultations*	*Events*	*Outreach*
Event Type	37	4,546	113	89
*Encounters**	977	4,546	11,145	6,228

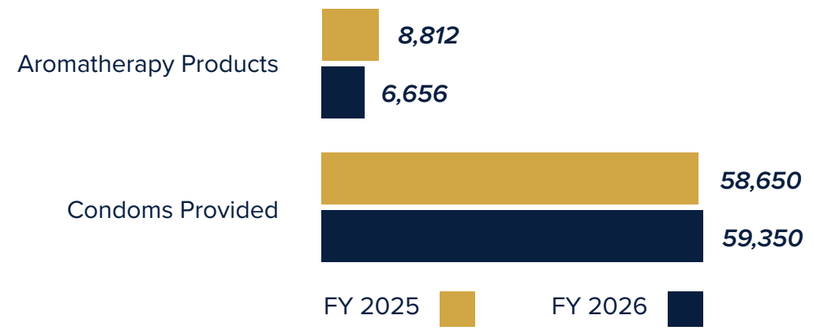
These show the combined total reach for MMC and BBC activities hosted by HLP. Activities that were centrally coordinated by Student Health & Wellness Marketing are noted in their section of the report. Additionally, outreach figures represent total contacts and are not to be considered unique student counts (i.e., some students may have been present at multiple outreach events).

HLP offers individualized consultations on nutrition and other wellness topics to support students' overall health and well-being. Alternative therapies, including massage therapy and acutonics, remain highly utilized by students.

Bayview Housing outreach massages are only conducted during the Summer term, and the weeks between semesters.

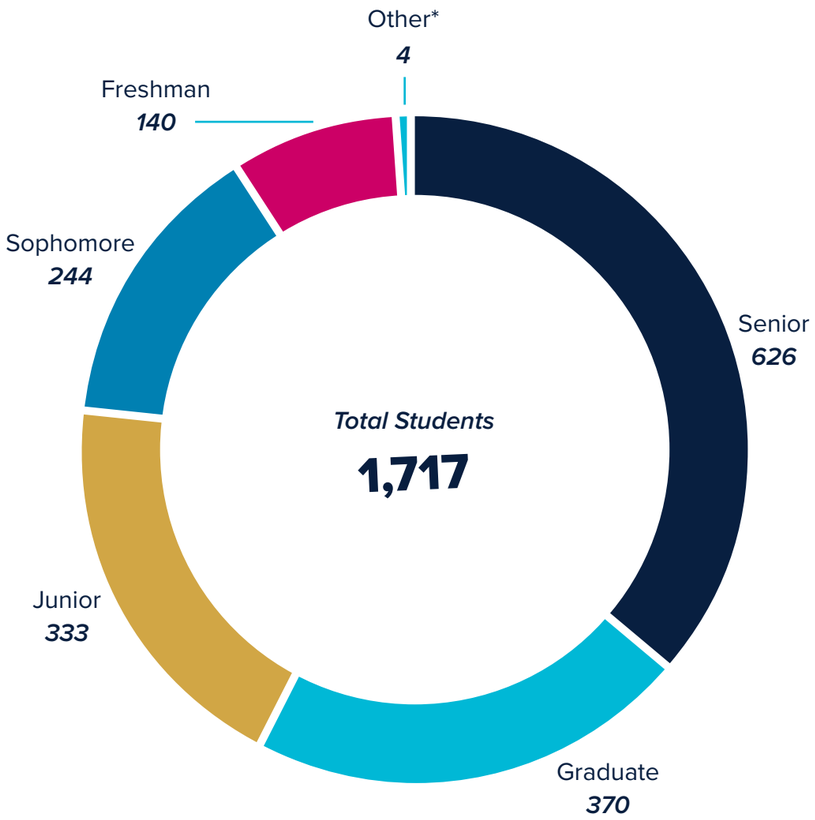
** The "Outreach" category includes group sessions (massage and sound therapy), aromatherapy, and virtual reach.*

Additional Reach



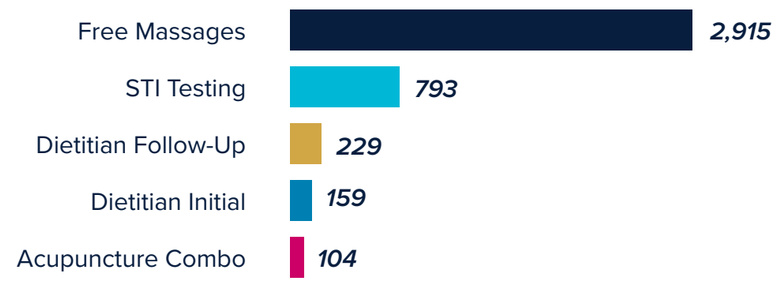
These numbers reflect the number of items given out. For encounters, please refer to the chart on the top of the page.

Student Demographics



** The "Other" category shows that the student's academic program field was blank when the demographic data were imported into the medical record.*

Top 5 Services



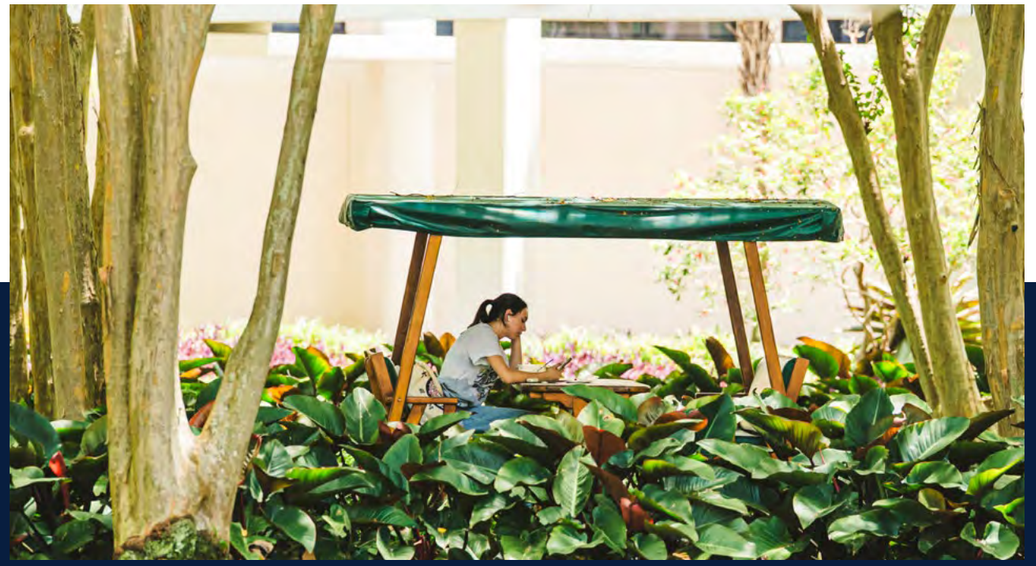
Acupuncture Combo appointments declined from 349 in FY 2025 to 104 in FY 2026 following the provider's retirement and service discontinuation.

Top 5 Outreach Events

Boos & Booze	Fall 2025 **300** *Encounters*	A haunted house–themed event promoting alcohol and drug harm reduction and safer choices at social gatherings.
Vibe Out	Fall 2025 + Spring 2026 **757** *Encounters*	A four-day event offering relaxing activities to help students reduce stress during finals week.
HLP Insiders Pop-Ups	Spring 2026 **1,278** *Encounters*	Monthly health trivia tables promoted the HLP Insiders quiz and upcoming events.
Baes/Besties/ Boundaries	Spring 2026 **327** *Encounters*	This event focused on building healthy relationships and accessing campus support resources.
Goal Getter	Spring 2026 **285** *Encounters*	An event to help students build practical strategies to improve personal and professional productivity.

Student Satisfaction

	Long Survey n = 91	*Short Survey n = 21*
I am satisfied with my experience	**96%**	**90%**
I would recommend this service to other students	**97%**	-



Goals for next year

HC will work with the SHIP Workgroup to implement Phase 2 of the Health Insurance Strategy.

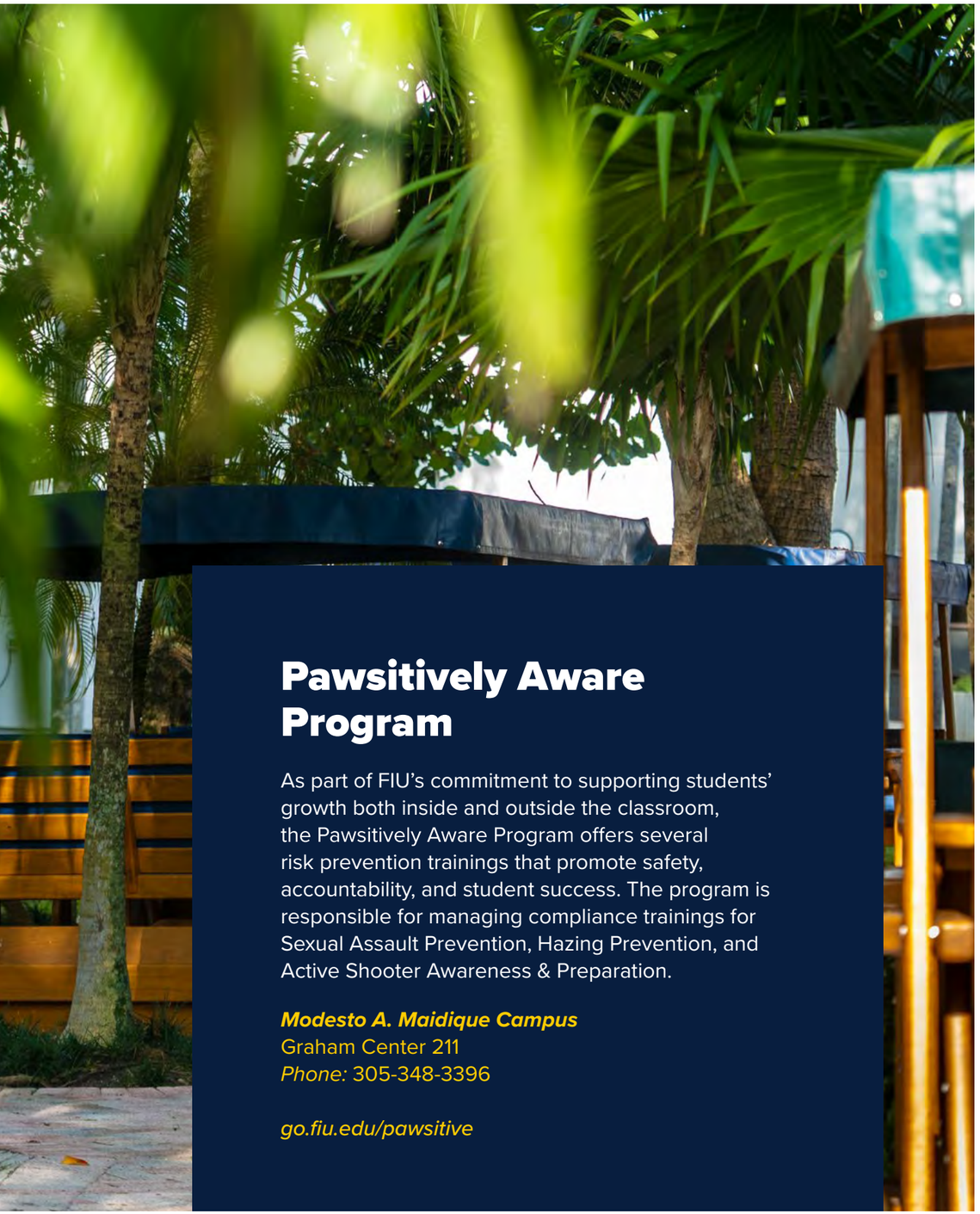
By Fall 2026, HLP will realign massage services across campuses by expanding appointment availability and outreach support at MMC through the addition of a second massage therapist on Thursdays, while adjusting BBC operations to one service day per week based on utilization trends.

HLP will successfully implement its new priority area framework by aligning outreach events, presentations, marketing initiatives, assessments, and engagement strategies with the six designated focus areas: Academic Success, Mental & Emotional Well-being, Basic Needs & Daily Living, Belonging, Identity & Connection, Sexual Health & Relationship Safety, and Substance Use & Decision-Making.

Once the EMR software migration is complete, we will assess the new tools and functionality available in the cloud environment and identify opportunities to optimize clinic operations and support continuous improvement.

By December 2026, SHWIT will modernize its storage infrastructure by decommissioning onsite servers and migrating file services to FIU NOC-hosted OneDrive, improving security, resilience, and long-term operational sustainability.





Pawsitively Aware Program

As part of FIU's commitment to supporting students' growth both inside and outside the classroom, the Pawsitively Aware Program offers several risk prevention trainings that promote safety, accountability, and student success. The program is responsible for managing compliance trainings for Sexual Assault Prevention, Hazing Prevention, and Active Shooter Awareness & Preparation.

Modesto A. Maidique Campus
Graham Center 211
Phone: 305-348-3396

go.fiu.edu/pawsitive



Overview

This year was a period of transition, operational improvement, and preparation for significant changes to the Pawsitively Aware Program. While continuing to administer prevention trainings, the program focused on reviewing and strengthening existing compliance processes, including course enrollment, completion tracking, data accuracy, and registration hold procedures. These improvements addressed challenges such as inaccurate completion markings, duplicate course assignments, enrollment discrepancies, and course rollovers, while supporting compliance with evolving university, state, and federal requirements.

At the same time, the program prepared for major updates to its training curriculum and requirements for the upcoming academic year. These changes included transitioning Sexual Assault Prevention training to the updated RespectEdu curriculum, consolidating separate hazing prevention courses into a single university-wide Hazing Prevention 101 requirement, and expanding mandatory training requirements across all courses managed by the program.

Overview cont.

Beyond required online trainings, Pawsitively Aware also expanded its educational outreach through campus presentations, interactive workshops, digital awareness campaigns, and the development of resources addressing consent, healthy relationships, bystander intervention, and hazing prevention.

Together, these efforts improved the program's administrative processes while expanding opportunities for students to engage with prevention education beyond their required coursework.

Achievements

- Improved training data accuracy and compliance tracking by working with Information Technology, Business Intelligence, the Registrar's Office, and training vendors to reconcile enrollment and completion records, correct duplicate assignments, identify course rollover issues, and improve registration hold procedures.
- Successfully transitioned to updated training curricula, including the new RespectEdu courses for undergraduate and graduate students and the consolidation of separate Fraternity & Sorority Life and Athletics hazing prevention courses into Hazing Prevention 101, thus providing students with more current, consistent prevention education.
- Established the Hazing Prevention Task Force to coordinate hazing prevention efforts across university departments, address institutional responsibilities, and support compliance with the Stop Campus Hazing Act.
- Updated FIU's Anti-Hazing website and improved the Pawsitively Aware website to make training instructions, prevention information, and student support resources easier to access.
- Expanded campus prevention education and outreach through National Hazing Prevention Week, Red Zone Awareness initiatives, sexual assault prevention presentations, bystander intervention workshops, and collaborations with Fraternity & Sorority Life and other campus partners.

Achievements cont.

- Developed department-wide prevention education materials for use during Student Health & Wellness tabling events, presentations, and awareness campaigns. Resources included interactive quizzes, and educational handouts addressing consent, healthy relationships, relationship violence, bystander intervention, and hazing prevention.
- Participated in the NASPA Strategies Conference and the State University System (SUS) of Florida's meetings, thus gaining insight into prevention education practices, statewide compliance expectations, student engagement strategies, and approaches used by other institutions.
- Earned Peer Educator Trainer Certification to support the development of a future student-led prevention education initiative.



Programming & Outreach



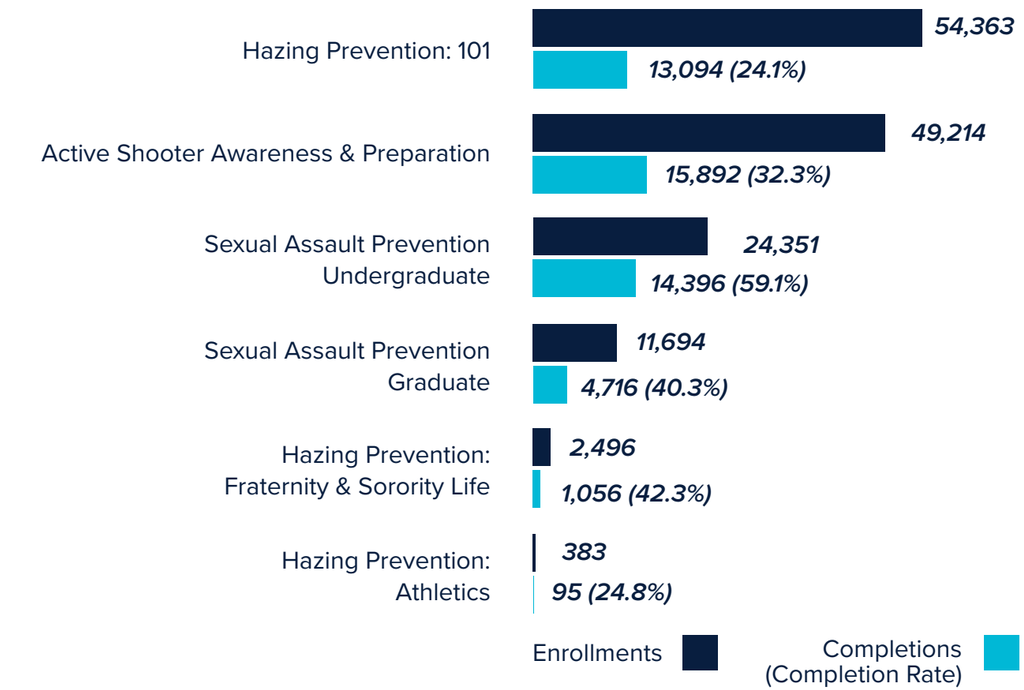
Programming and outreach extended prevention education beyond required online trainings through campus events, presentations, workshops, and collaborations with student organizations.

National Hazing Prevention Week reached participants across three events addressing different aspects of hazing awareness and prevention.

Fraternity & Sorority Life collaborations engaged participants through educational presentations and interactive workshops focused on consent, sexual assault prevention, bystander intervention, and relationship violence.

Sexual Assault Prevention events reached participants through campus outreach and awareness activities, including Red Zone Awareness tabling, Walk a Mile in Their Shoes, and prevention outreach at FIU sports games.

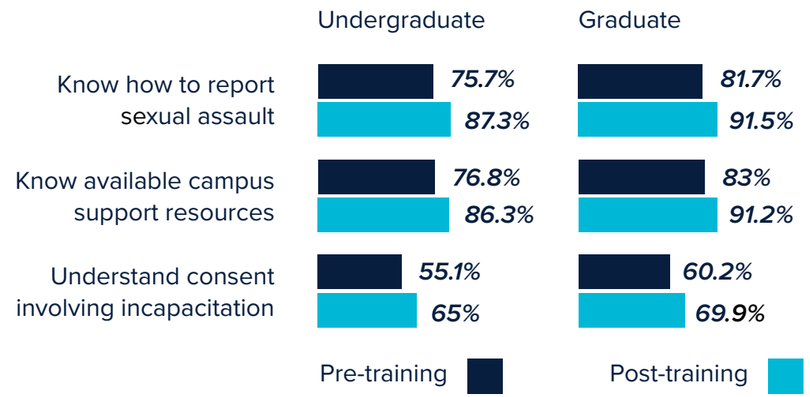
Educational Training Utilization



Training utilization reflects the number of course enrollments and recorded completions across the prevention trainings managed by Pawsitively Aware. Because students may be assigned multiple courses, enrollment figures represent training assignments rather than unique students. Completion rates also reflect students at different points in their academic careers and required completion windows, including students who were not yet due to finish their training when the data was collected.

Differences in mandatory requirements and registration hold enforcement (i.e., only sexual assault prevention was required to complete) also influenced completion rates.

Sexual Assault Prevention Learning Outcomes

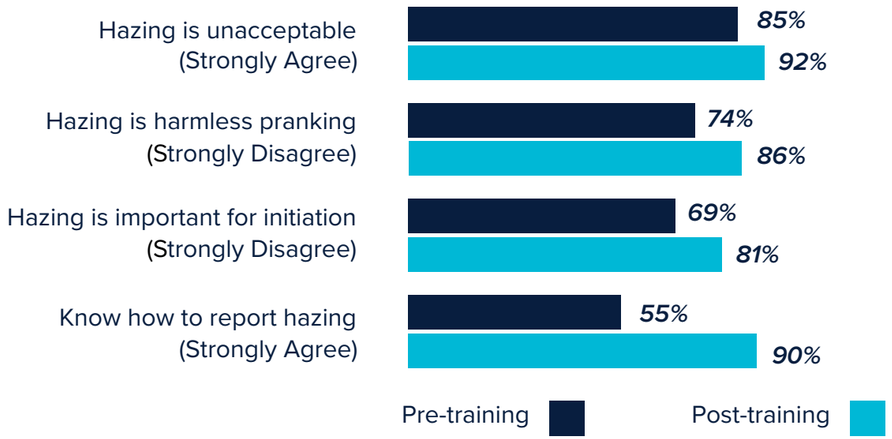


Pre- and post-training assessments showed improvements across all measured outcomes for undergraduate and graduate students.

The largest gains were in knowledge of how to report sexual assault, increasing from 75.7% to 87.3% among undergraduates (11.6 percentage points) and from 81.7% to 91.5% among graduate students (9.8 percentage points). Awareness of available campus support resources also increased, while understanding of consent involving incapacitation improved by nearly 10 percentage points in both groups.

These results demonstrate the courses' effectiveness in improving students' knowledge of consent, reporting procedures, and available support services, while identifying areas for continued education.

Hazing Prevention Learning Outcomes



Pre- and post-training assessments showed improvements across all four learning outcomes. The largest increase was in students' knowledge of how to report hazing, rising from 55% to 90% (35 percentage points). Recognition that hazing is unacceptable increased from 85% to 92%, while students' rejection of hazing as harmless pranking or a necessary part of initiation increased by 12 percentage points for each measure.

These results indicate that the training improved students' ability to recognize hazing, challenge common misconceptions, and understand how to report concerns, reinforcing the importance of prevention education in promoting student safety and accountability.





Goals for next year

Implement all of the enrollment mandates set forth by the Provost as well as relevant curriculum/timeline/communication changes.

Hazing prevention efforts will continue through improved coordination of the Hazing Prevention Task Force, strengthened campus partnerships, and the development of a more robust and interactive National Hazing Prevention Week.

To further strengthen prevention education, the program will establish a sustainable Peer Education Program to expand student-led outreach, prevention workshops, and peer-to-peer engagement.

The program will also expand digital prevention education through the creation of a centralized Prevention Awareness Hub, featuring dedicated sections for Red Zone Awareness Month, Sexual Assault Awareness Month, National Hazing Prevention Week, Domestic Violence Awareness Month, Stalking Awareness Month, and other prevention initiatives.



Student Conduct and Academic Integrity

Student Conduct and Academic Integrity (SCAI) promotes community, civility, respect, and accountability. SCAI educates our community members about the Student Conduct and Honor Code and the value of respecting others. Through the student conduct process, we hold students and student organizations accountable for their behavior in a fair and developmental manner while upholding the rights of the community.

Modesto A. Maidique Campus
Graham Center 311
Phone: 305-348-3939

conduct.fiu.edu



Overview

The Office of Student Conduct and Academic Integrity (SCAI) navigated yet another year with a record number of cases opened, while also managing various operational challenges.

SCAI saw an increase in cases related to academic misconduct, primarily contract cheating. In addition to academic misconduct, SCAI experienced a surge in records requests from internal departments at FIU, as well as outside agencies like the Florida Bar.

With the upcoming fiscal year, SCAI looks to build a framework for the implementation of a new hearing body, as well as leveraging features in Maxient to ensure cases are being managed efficiently and help reduce the time dedicated to administrative tasks.

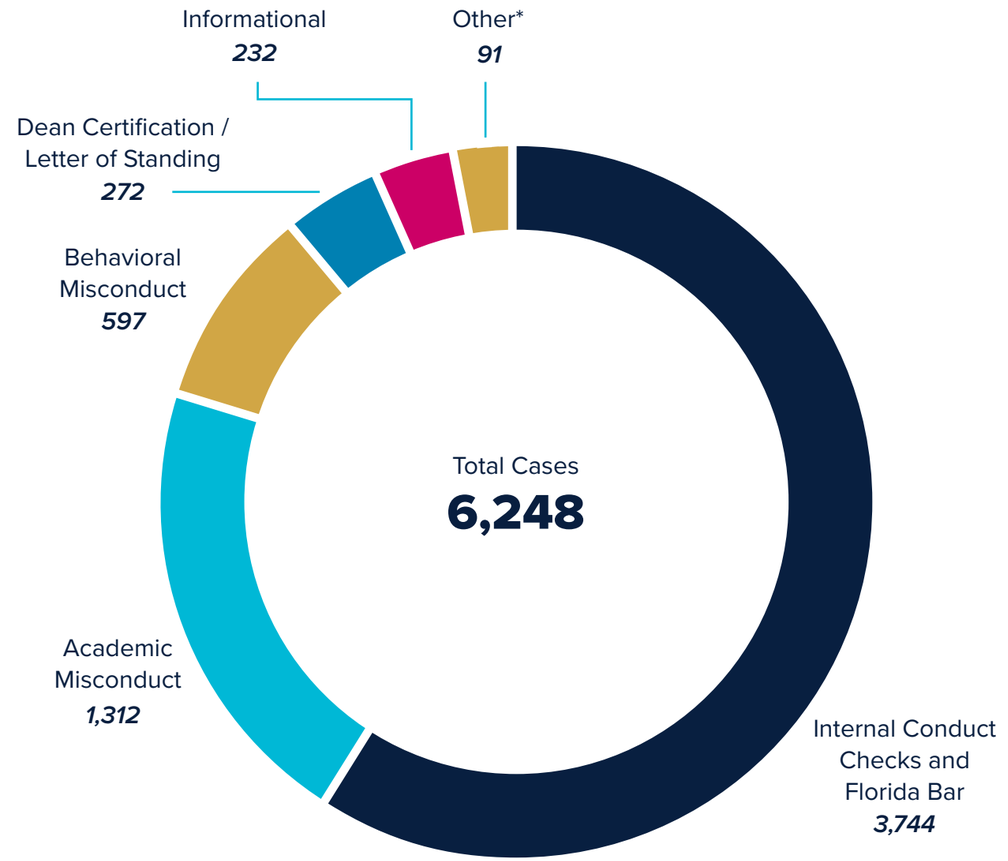
Achievements

- The SCAI team was recognized at the national level by being selected as presenters at the Association of Student Conduct Administration (ASCA) annual conference.
- Reduced the turnaround time from Case Creation to Charge Letter Sent. The average turnaround time was reduced from 19.26 calendar days to 16.87 calendar days. SCAI will continue working on this goal during FY 2027.



Utilization

Case Totals



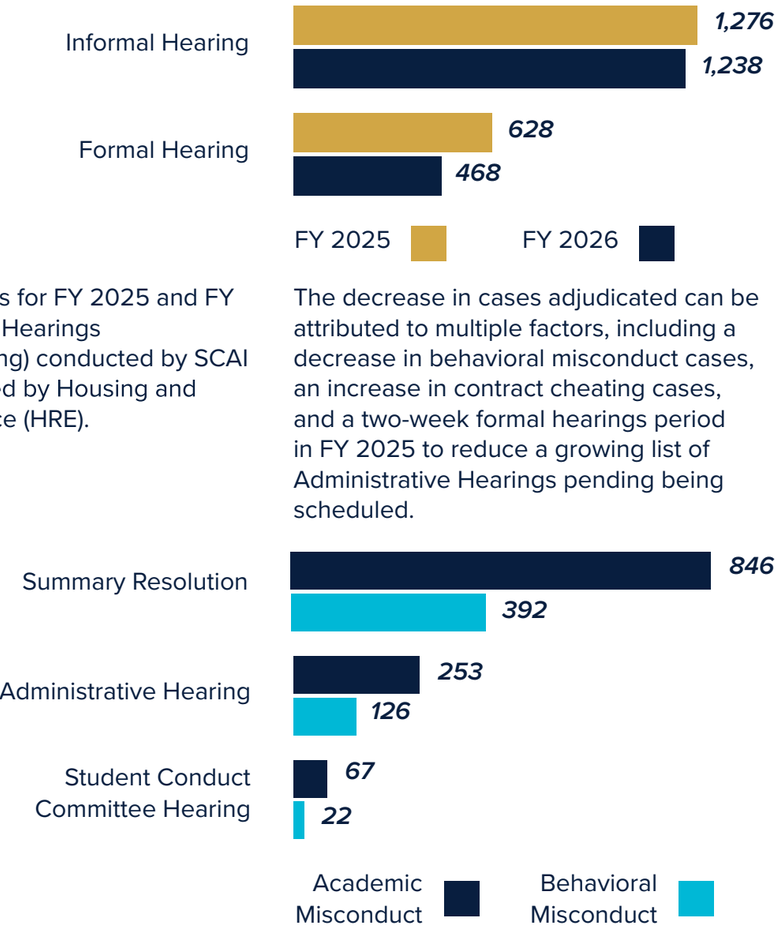
This fiscal year marks the highest number of overall cases managed by SCAI in the office's history.

In FY 2026, the surge of contract cheating reports was the driving factor in over 1,300 cases of academic misconduct being opened.

Even with a decrease across multiple case type categories, SCAI saw an overall increase of 12.9% in cases opened.

** The "Other" category consists of tags with less than 100 cases (e.g., background checks, transcript requests, interim suspensions, medical amnesty).*

Resolution Methods



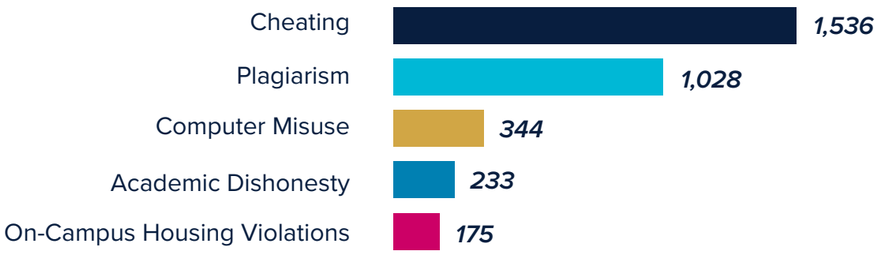
Number of resolutions for FY 2025 and FY 2026 include Formal Hearings (Administrative Hearing) conducted by SCAI staff for cases charged by Housing and Residential Experience (HRE).

The decrease in cases adjudicated can be attributed to multiple factors, including a decrease in behavioral misconduct cases, an increase in contract cheating cases, and a two-week formal hearings period in FY 2025 to reduce a growing list of Administrative Hearings pending being scheduled.

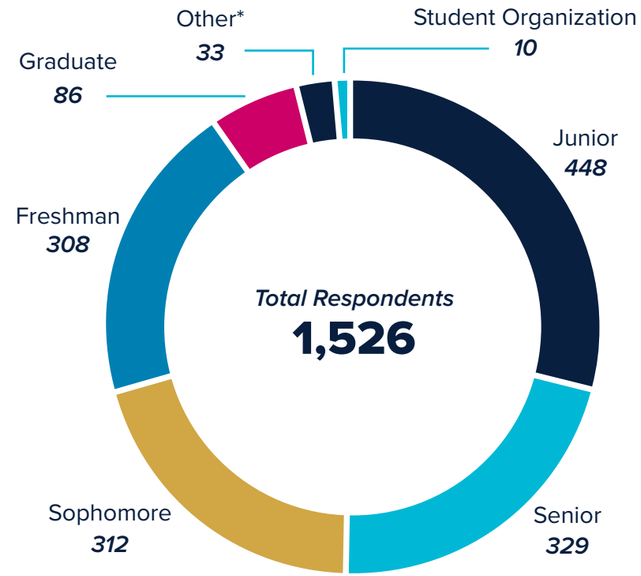
When looking at the resolution options that Respondents are selecting, the majority of academic and behavioral misconduct cases are being adjudicated via a Summary Resolution. This trend can be attributed to the level of detail provided by SCAI staff members when explaining the conduct process and Respondent's rights at an information session. It should also be highlighted that not all cases resolved at a Summary Resolution result in a Respondent being found responsible for the alleged violation.

One reason for a decrease in behavioral misconduct cases is Housing and Residential Experience (HRE) is adjudicating cases related to on-campus housing violations. Any case charged by HRE staff is not counted under SCAI's data, although the case is being charged and adjudicated under FIU Regulation 2501.

Top 5 Assigned Charges



Respondent Classification



** "Other" are generally cases involving anonymous reporting parties, or non-degree-seeking students, or non-university community members.*

Programming and Outreach

Tabling Events	Presentations/Trainings
676 Participants	**763** Participants

Outreach data only highlights activities hosted by SCAI. Activities that were centrally coordinated by Student Health & Wellness Marketing are noted in their section of the report. Additionally, outreach figures represent total contacts and are not to be considered unique student counts (i.e., some students may have been present at multiple outreach events).

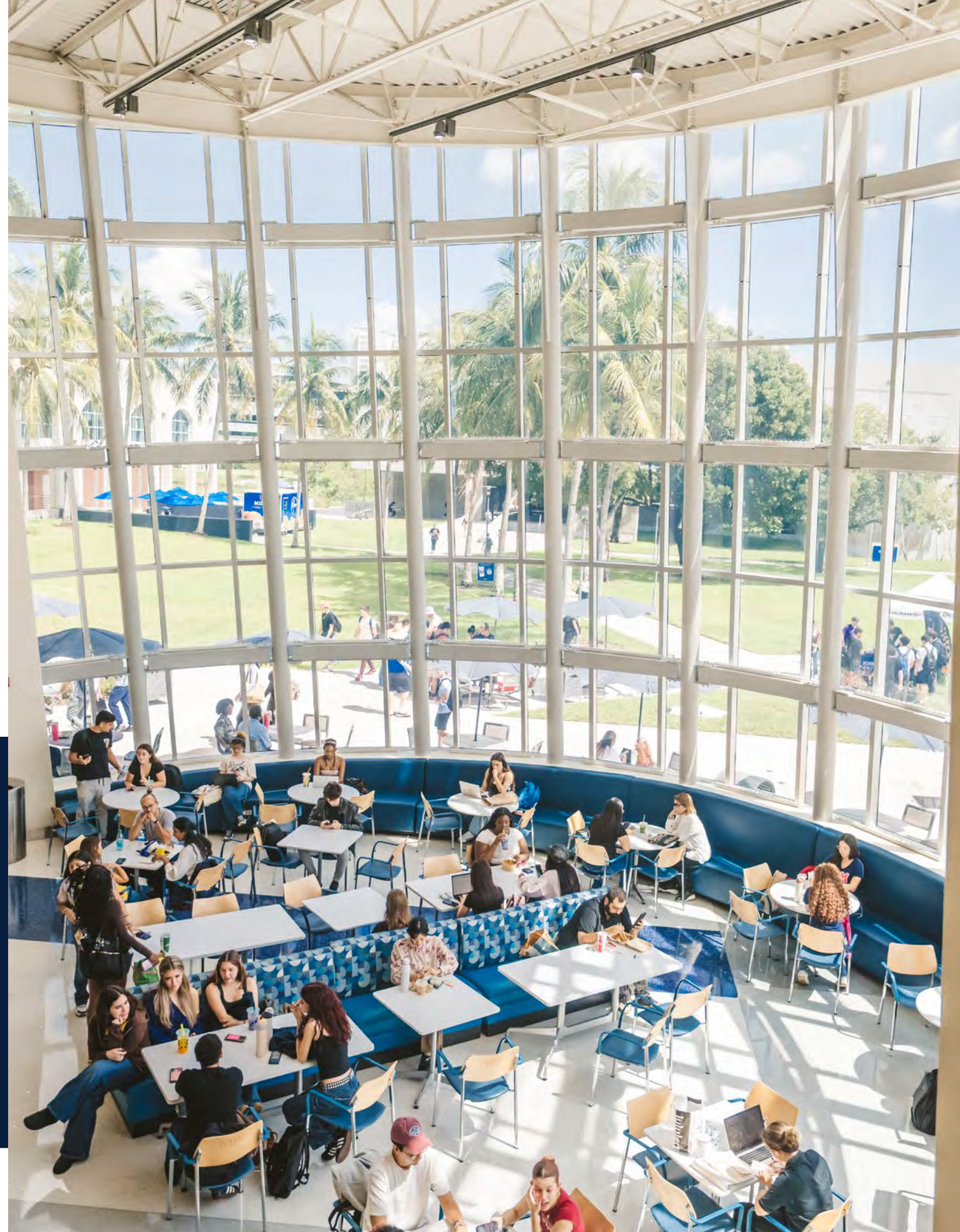


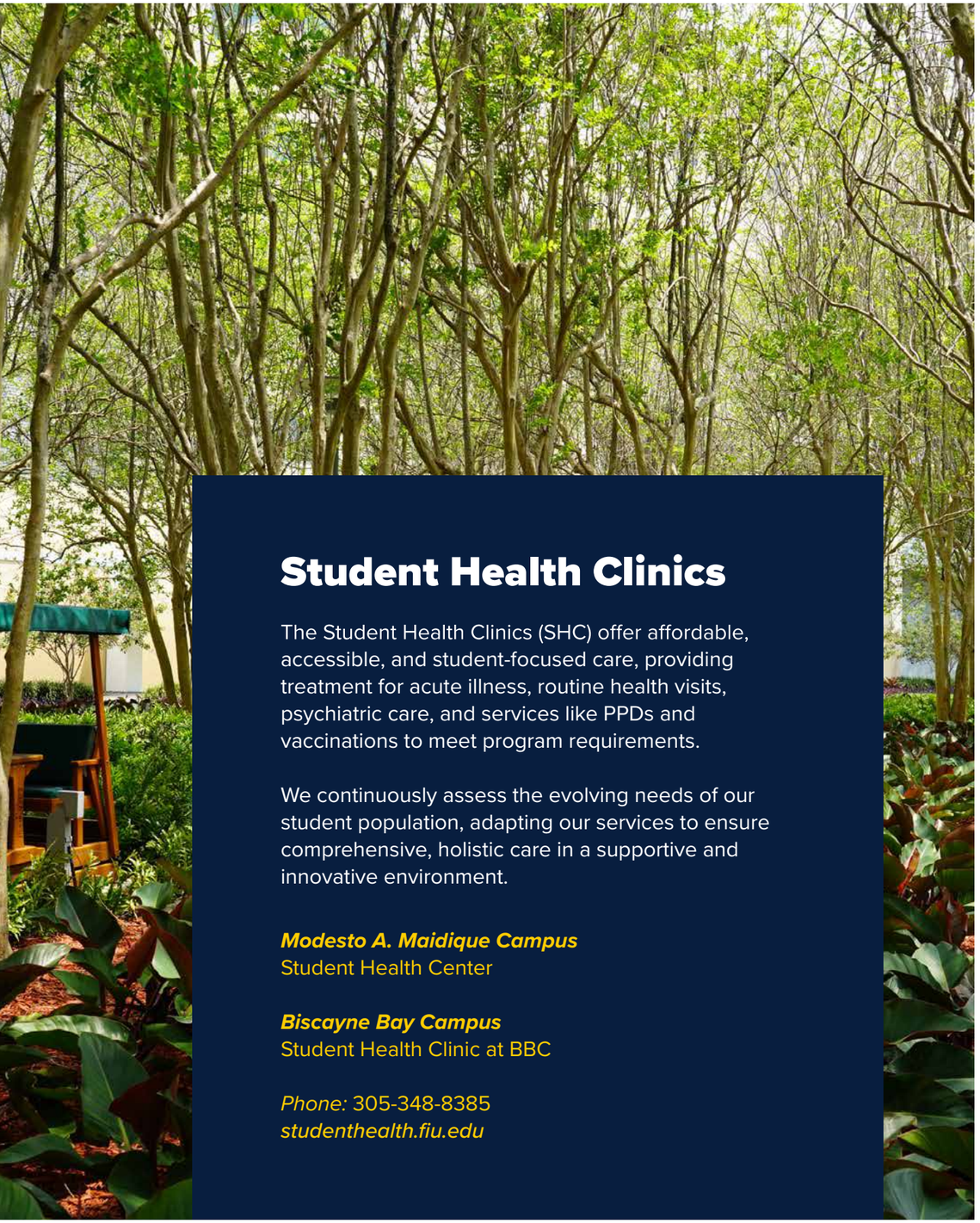
Goals for next year

Develop a framework and timeline for the creation of a Greek Student Conduct Committee.

Better utilize features on our case management system, Maxient, to improve record retention and deadlines.

Implement all relevant components of Florida's HB757 (2026).





Student Health Clinics

The Student Health Clinics (SHC) offer affordable, accessible, and student-focused care, providing treatment for acute illness, routine health visits, psychiatric care, and services like PPDs and vaccinations to meet program requirements.

We continuously assess the evolving needs of our student population, adapting our services to ensure comprehensive, holistic care in a supportive and innovative environment.

Modesto A. Maidique Campus
Student Health Center

Biscayne Bay Campus
Student Health Clinic at BBC

Phone: 305-348-8385
studenthealth.fiu.edu



Overview

In FY 2026 student health clinics continue to provide broad access to primary care, behavioral health, nursing, diagnostic, and preventative health services while adapting operations to changing student needs. Although overall appointments and encounters decreased slightly by 1% compared with the previous year, the number of unique students seeking SHC services and the number of provider appointments both increased by 1%, demonstrating sustained student demand for accessible medical and behavioral health services.

Scheduled nursing appointments declined, largely due to changes in tuberculosis screening practices and a reduced need for vaccinations as access to student immunization records improved through state registries such as Florida SHOTS. At the same time, nursing and medical assistance services increasingly supported triage, phlebotomy, care coordination, patient education, and services as part of the provider's appointment. This shift allowed more services to be incorporated into a student's visit and supported efficient, coordinated care.

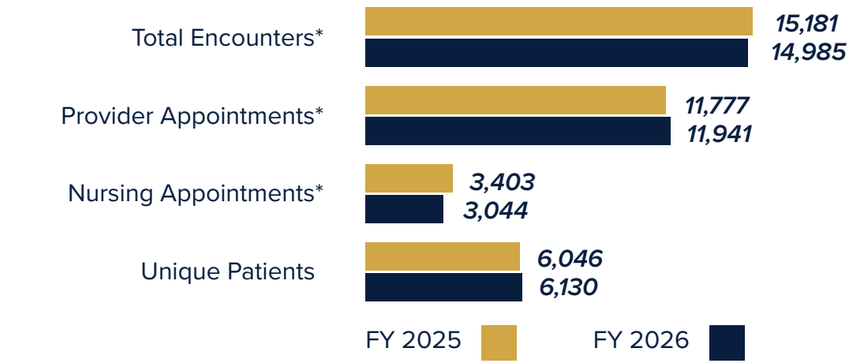
Operational priorities focused on maintaining timely access to care, maximizing available clinical resources, improving efficiencies, and reducing barriers to care. Online scheduling, telehealth, flexible service delivery, and adjustments to clinical operations gave students several options for obtaining services and allowed SHC to adapt to changing demand. SHC also addressed emerging student health trends, including increased positivity rates for streptococcal pharyngitis and chlamydia, by continuing to offer affordable testing to support timely diagnosis and treatment. Student satisfaction remained consistently high, with students continuing to report that SHC services positively supported their academic goals.

Achievements

- Implemented a Behavioral Health fee schedule on January 1, 2026, following benchmarking with peer State University System institutions. The new structure supports the long-term sustainability of psychiatric services while maintaining affordability and access. Appointment volume remained stable after implementation, reflecting continued student demand.
- Revised the cancellation and no-show policy to strengthen patient accountability and improve appointment access. By the end of the reporting year, the no-show rate for initial Behavioral Health evaluations decreased by 53%, helping preserve appointment availability for new patients during a period of ongoing staffing constraints and increasing student mental health needs.
- The revised approach also reduced repeat no-show behavior, with more than 80% of students who missed an appointment not repeating the behavior during the academic year, further supporting appointment availability and more effective use of limited clinical resources.
- Inbound call volume to the call center decreased by 8%, while online self-scheduling increased by 13%, resulting in 483 additional appointments booked through the patient portal. This growth reflects continued efforts to expand online provider availability and improve convenient self-service scheduling.
- Implemented the PyraMED Fax Workplace system in Medical Records, significantly reducing the need to print records for release of information and streamlining departmental workflows.
- Revised pricing for commonly ordered laboratory tests to improve affordability and reduce financial barriers to recommended diagnostic services.
- Continued offering affordable bundled in-house testing for common respiratory illnesses, contributing to a substantial increase in respiratory testing and improving access to timely diagnosis and treatment within the clinic.
- Realigned BBC clinic operations from five days to four days per week beginning in late June 2025, improving efficiency and increasing scheduled provider utilization from 25% to 44% while maintaining access through telehealth and flexible staffing.
- Improved Emergency Department referral follow-up compliance from 90% to 97%, strengthening care coordination and continuity of care.
- Implemented PowerDMS for Student Health & Wellness, establishing a stronger foundation for policy management, document control, and future Accreditation Association for Ambulatory Health Care (AAAHC) accreditation efforts.

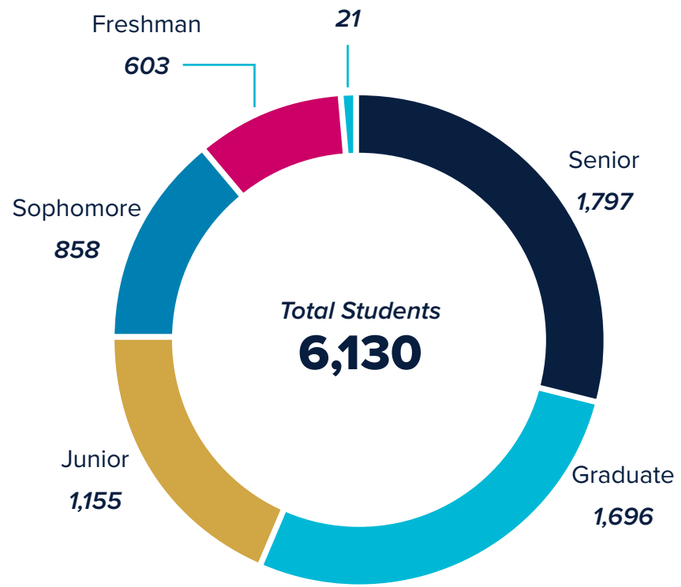
Utilization

Clinical Appointment Overview



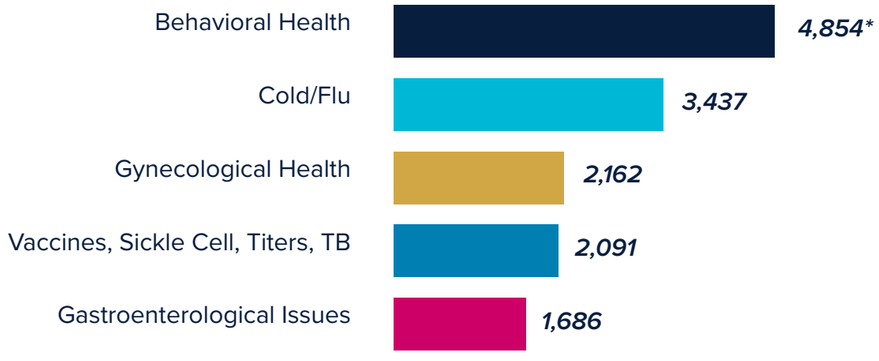
** Appointments are scheduled active clinical visits (medical provider or nurse), while encounters include all patient interactions documented in the Electronic Health Record (EHR) such as appointments, telephone calls, secure messages, referral follow-ups medication administration, etc.*

Student Demographics



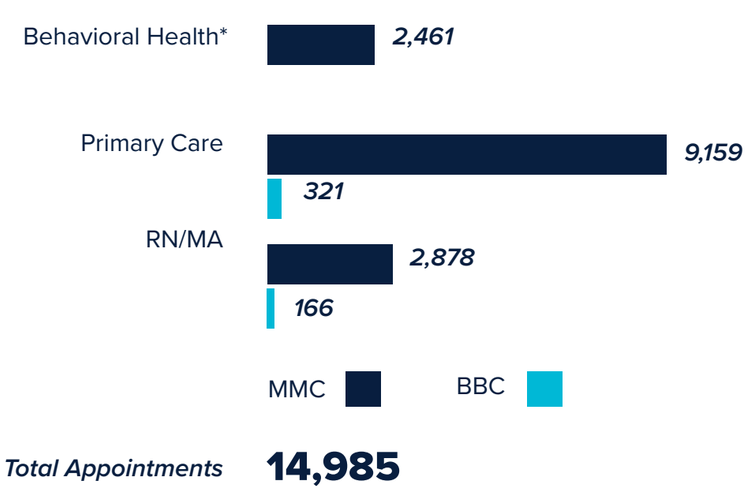
** The "Other" category shows that the student's academic program field was blank when the demographic data were imported into the medical record.*

Top 5 Reasons Students Sought Services



Reasons students sought care are based on diagnostic codes, not the number of appointments. A single visit may include multiple diagnoses; for example, depression, anxiety, and influenza would count as three reasons for care. Behavioral health diagnoses may also be coded by Primary Care, not just Behavioral Health providers.

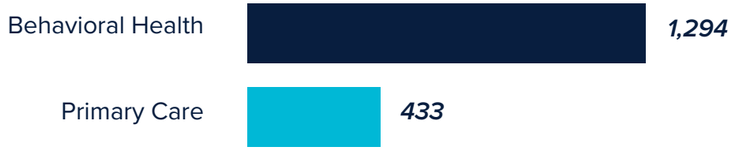
Clinical Appointment Types by Campus



Total Appointments **14,985**

**A divisional breakdown of Behavioral Health services at BBC is not included, as Behavioral Health providers were scheduled at BBC only on a limited basis during FY 2026, typically a few times per year.*

Telemedicine



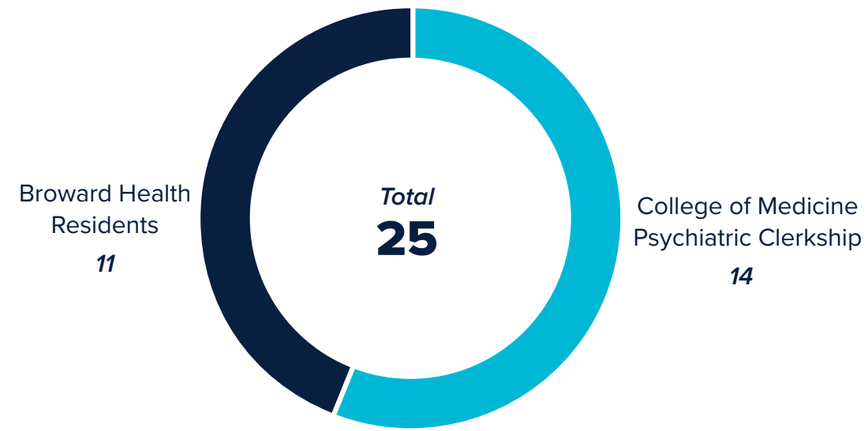
Total Appointments **1,727**

The percent of in-person appointments for FY 2026 was 85.54% while telehealth was 14.46%.

Student Satisfaction

	Long Survey n = 380	*Short Survey n = 192*
I am satisfied with my experience	**96%**	**98%**
I would recommend this service to other students	**96%**	-

SHC Internship Rotations





Goals for next year

Explore new EHR functionality, including self-scheduling and mobile check-in, and collaborate with peer universities to better understand implementation experiences, challenges, risks, strengths, and benefits to determine whether these options would enhance student access and operational efficiency at SHC.

Successfully transition the EHR to a cloud-based environment and leverage enhanced system functionality, technology solutions, and data analytics to improve provider efficiency, clinical documentation, operational workflows, and data-driven decision-making.

Complete the migration and comprehensive review of policies, procedures, and forms within PowerDMS, addressing identified gaps and strengthening credentialing, privileging, competency assessment, and clinical oversight to support continued alignment with AAAHC standards and best practices.

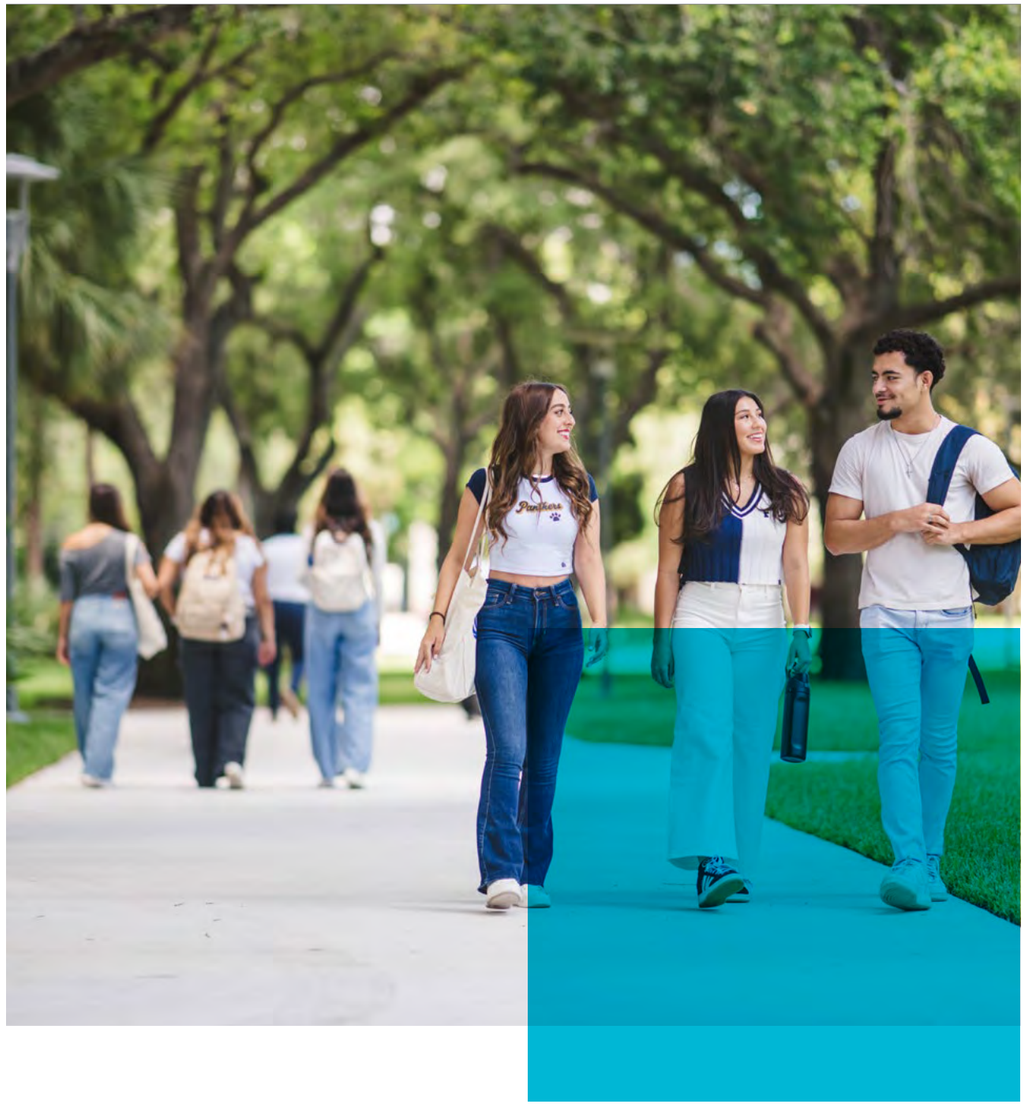
Collaborate with the Healthy Living Program and SHW Marketing to analyze clinical and utilization trends, including infectious diseases, STIs, and emerging student health concerns, and translate findings into targeted, timely, and impactful education and prevention campaigns.



SHW Marketing & Communications

The marketing unit supports the mission of Student Health & Wellness by providing design, promotion, market research, and distribution expertise. We work in collaboration with all SHW departments to create the highest quality print and digital products while always thinking of our target audience. We uphold the brand guidelines of the university as well as our internal brand.

Modesto A. Maidique Campus
Graham Center 211
Phone: 305-348-3396



Overview

FY 2026 was marked by strong performance, sustained growth, and increased operational stability. Throughout Fall 2025 and Spring 2026, the department successfully executed all planned events, driving high attendance and meaningful community engagement, including a well-attended and impactful Out of the Darkness Walk. Social media channels continued to grow, with increased audience engagement and follower growth on Instagram.

Achievements

- Analyzed the cadence, design, and distribution of our SHW resource guide resulting in a new design featuring events first and links to video content.
- Continued to hone the social media strategy which led to surpassing 12,950 followers. In addition, we started tracking interaction rate to better analyze the audience engagement with our content while also comparing against engagement rate .
- Designed and printed the SHW Annual Report for FY 2025, our fifth one in the books!
- Hosted our second Roary Through Art History exhibition on October 7, with a record attendance of 540 panthers.
- Collected data from 1948 (1861 last year) survey respondents during our outreach events. Topics included relationship abuse, sexual assault prevention, and online gambling awareness.
- Hosted our 9th annual Out of the Darkness walk on March 7, with a record registration of 305 participants and $14,353 raised.
- Reached 2,181 subscribers on our SHW text messaging platform.
- Collaborated with the First Year Experience team to update the well-being module for the FY 2027 SLS courses.
- Launched Upliftly's advertising campaign, a new self-help platform comprised of listening experiences specifically designed for college students.



Utilization

Requests

102 SHW internal marketing requests including website updates, graphic requests, etc. (this number does not include requests placed via email)

196 External requests for presentations, tabling and materials.

Social Media

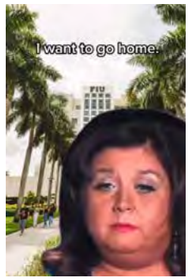
Our top three Instagram posts with the most interactions were:



"If Bridgerton was set at FIU"
(5,710)



"Studying for Finals"
(2,639)



"Dance Moms"
(2,627)

	FY 2025	*FY 2026*
Engagement Rate Average	**2.3%**	**4.8%**
Impressions Average	**106,018**	**90,179**
Follower Count (End of Year)	**12,356**	**12,959**
Total Number of Hard Posts	**17**	**24**
Total Number of Stories	**301**	**374**
Total Number of Reels	**128**	**111**

Engagement Events

Department	*Events/ Tabling*	*Presentations*	*Encounters**
MarkComm**	**18**	**8**	**1,724**
Intradepartmental Collaborations***	**29**	**25**	**7,443**

As noted on page 9, each department has their specific engagment outreach and outreach data illustrated within their respective section of this report. This chart highlights additional activities where all SHW departments/services were marketed collectively.

* *Some event attendee numbers are approximate due to the nature of the event. These are not unique encounters (i.e. one student may have attended several of events).*

** *Does not include encounters from SLS module and coffee sleeves giveaway with ShopFIU. Includes Out of the Darkness Walk attendees.*

*** *Includes orientation estimate (5,400), F1rst Night (1,114 attendees), 25 orientation presentations done by Dr. Garcia, "Roary Through Art History" relationship abuse survey (754), 305 Day (163) and Family Orientation tabling (12).*





Goals for next year

Design a system to consolidate and review existing SHW slide decks used for student-facing or public presentation purposes.

Obtain data from Bathroom Signage project.

Improve Student Health Clinics Portal for ease of user interaction after PyraMED move to the cloud is completed.

Continue refining our social media voice and content strategy to deliver relevant, audience-centered content that drives engagement and connection.



Student Health & Wellness

Annual Report



shw.fiu.edu
@fiushw

FIU Student Health and Wellness