Student Health Center

The mission of Student Health Services (SHS) is to provide collaborative health care designed to empower students to develop lifelong skills that enhance their physical, psychological, and wellness status in an inclusive and affirming environment, and promote student success and retention. SHS provides student-centered medical and counseling services which are affordable and accessible.

Staff utilize a multidisciplinary and collaborative approach to health care. SHS provides an environment of inclusion, respect and appreciation of diversity. Staff promotes professional excellence, responsiveness and ethical practice. SHS is committed to the support of the educational, research and service missions of the University.

By the Numbers

• 6008 students used student health center for medical services totaling 15,357 visits.
• 30% increase in service utilization by students (medical, pharmaceutical, counseling, women’s health, and immunizations).
• 2,126 students used the counseling center for 10,457 total visits.
• The Student Health Center was successfully re-accredited in 2016 through the Accreditation Association for Ambulatory Health Care (AAAHC). It has been continuously accredited through AAAHC for over 15 year.
• 88% of survey respondents seen SHS reported satisfaction with medical services and 89% reported satisfaction with counseling providers.
• 91% were satisfied with the process of making an appointment.
• 89% of students were satisfied with care they received overall at SHS.

Patient Portal and Other Online Resources

The Patient Portal provides students with access to schedule appointments, send/receive secure messages, opt in for text/email reminders, and other account maintenance. Since April 1, 6,530 distinct students logged into the patient portal. Further, 4,095 students opting in to receive text messages regarding appointments.

Specific ways that the services have been used by students include: 23,526 messages,

11,403 appointments scheduled, 4738 documents uploaded, 3814 immunization histories, and 2934 statements.

Students recently were extended access to 24 medical services through Fonemed. These services provide students with the ability to speak to a licensed nurse triage line after hours. Nurses help students make decisions about medical care needs when SHS is closed. The service has launched in Fall 2018.
The mission of the Spartans in Recovery Program is to create a recovery-minded community of empowerment, purpose, and inclusion in which UNC Greensboro students in all phases of recovery can pursue their personal goals for the purpose of enhancing personal wellness and contributions to the global community. The program provides students with peer support, recovery coaching, recreational activities, monthly celebration events, roommate matching, referrals to treatment and support, and opportunities for development. After the completion of its second year the program has grown from 30 students at the end of its first year to 60 students in Fall 2018. Students in the program hold an average GPA of 3.43 exceeding the overall institutional GPA of 3.1.

Conclusions

The expansion of digital resources has provided students with new ways of engaging with the center and provided new ways of meeting students needs. Utilization numbers for service areas show opportunities to increase the diversity and number of students. Further the data from the NCHA provides a lens for areas of opportunity to provide additional services in both mental and physical health (specific to body image and exercise).

What’s Next

In the next year, we will look further at ways to increase the diversity of students participating with services at the Student Health Center to include marketing campaigns about services. In addition, the SHS will examine ways of further supporting mental health and substance use on campus. We will further examine the 2018 NCHA survey to compare findings with the last administration with regards to health behaviors.

NCHA Data

The National College Health Assessment (NCHA) is a national survey that asks students questions regarding various health behaviors. The behaviors surveyed include physical, mental health, substance use, and engagement with services on campus. The data represents the Fall 2016 administration.

In terms of overall health, 84% of respondents described their overall health to be generally good or higher on the 5 point scale.

In terms of physical health, 20% of students were considered obese based on BMI. Also, 43% of students engaged in the amount of physical activity recommended to stay healthy.

A closer look at physical activities by respondents reveal that 58% wanted to lose weight, 53% of respondents exercise to lose weight, and 39% were actively dieting. Related, respondents reported they had 1–2 servings per day of fruits and vegetables compared to the 5 recommended servings.

The survey also posed questions with regards to health promotion and outreach which is structured in terms of participation and interest. In terms of participation, respondents received the information about the following: Sexual assault (87%), Alcohol and other drugs (84%), Depression/anxiety (64%), and Suicide Prevention (65%). The following areas were of most interest for additional information to students: Stress reduction (74%), Helping others in distress (63%), Nutrition (61%), Depression/anxiety (60%), and Sleep difficulties (60%).

Substance Use

The NCHA also asks questions regarding substance use. A series of questions was asked regarding the frequency of substance use. Alcohol was the substance most frequently used. 30% of respondents reported never using alcohol. 49% consumed alcohol within the last thirty days. In terms of frequent consumption of alcohol, 5% consumed alcohol 20+ days a month.

When asked about the last time they partied, respondents reported consuming 2.3 drinks on average and perceived other students to drink 4.5 drinks, using the National Transportation Institute Blood Alcohol Content (BAC) calculator this equates to 86% have a BAC <0.08. Smoking tobacco was a substance that was not frequently used by respondents. 81% of students reported never smoking tobacco. Daily consumption of cigarettes was only reported by 4% of students on campus. Respondents to the survey reported low utilization of illegal substances. The only exception was Marijuana where 35% of students reported some use. 16% reported use within the last 30 days.