



Student Wellness Center **ANNUAL REPORT**

FY 2024 - 2025

@sjsuwellness
sjsu.edu/wellness

SJSU | STUDENT WELLNESS CENTER



Welcome!

The Student Wellness Center (SWC) is home to your counseling, medical, and well-being needs at SJSU. Visit your doctor, talk to your counselor, relax in the Wellness Lounge, and more! Visit our website at sjsu.edu/wellness or follow us on Instagram @sjsuwelness for more information about our services, programs, and events.

Mission Statement

We deliver quality primary, specialty, and mental healthcare, and health promotion services with a responsive, holistic approach to help students address health concerns, graduate, and pursue lasting well-being.

Student Learning Outcomes

- Students will analyze their level of health and well-being to form goals for improvement
- Students will demonstrate resourcefulness, skill, and confidence for accessing and utilizing health and well-being assistance on and off campus
- Students will apply prevention and management strategies to their personal health conditions
- Students will act to improve their health and well-being, and that of the campus community

SWC by the Numbers

APPOINTMENTS & SERVICES



39,225
PHYSICAL VISITORS



15,501
PHONE CALLS ANSWERED
BY CARE EXPERIENCE TEAM



5,552
STUDENTS SERVED
BY APPOINTMENTS



2,308
APPOINTMENTS BOOKED
ON THE PATIENT PORTAL



20,203
APPOINTMENTS



4,175
PHARMACY PURCHASES



76.8
STUDENT SATISFACTION
NET PROMOTER SCORE



7,121
COUNSELING
APPOINTMENTS



12,385
MEDICAL
APPOINTMENTS

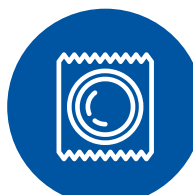


697
WELL-BEING
APPOINTMENTS

WELL-BEING



1,430
UNIQUE STUDENTS
ENGAGED IN HEALTH
EDUCATION ACTIVITIES



26,710
HARM REDUCTION SUPPLIES
DISTRIBUTED (NARCAN, TEST
STRIPS, SAFER SEX SUPPLIES)



21,513
STUDENTS REACHED
THROUGH HEALTH EDUCATION
OUTREACH ACTIVITIES

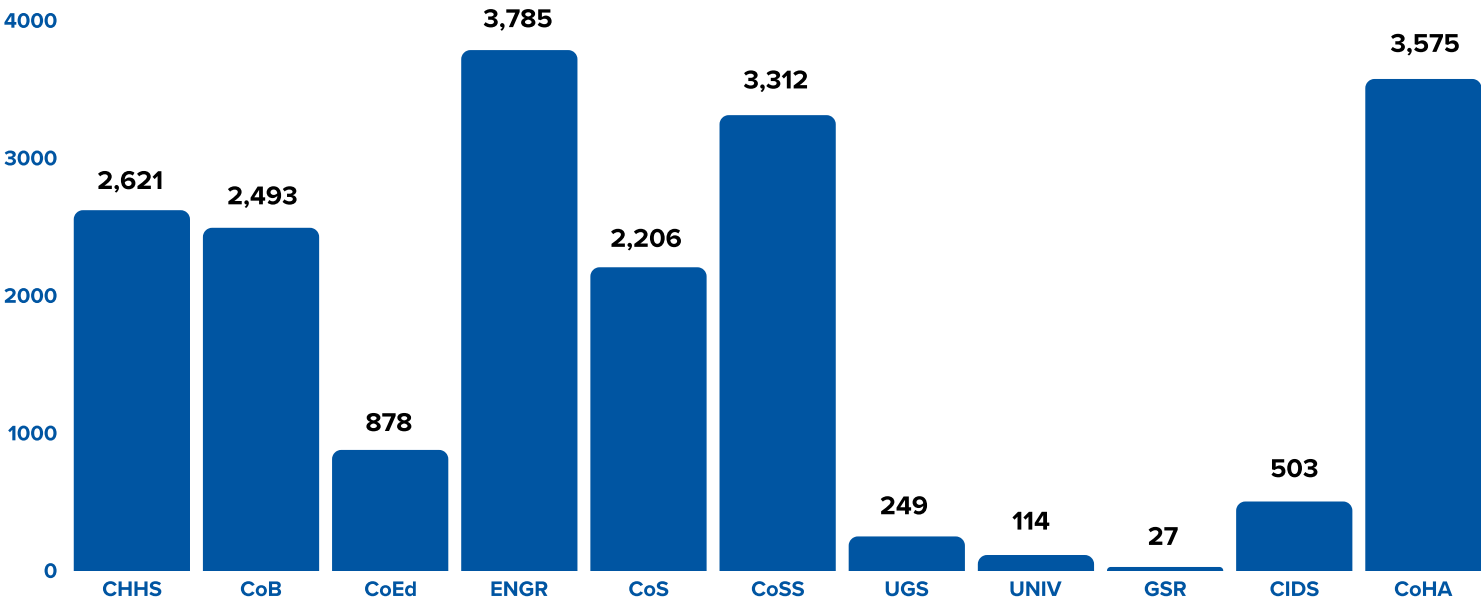
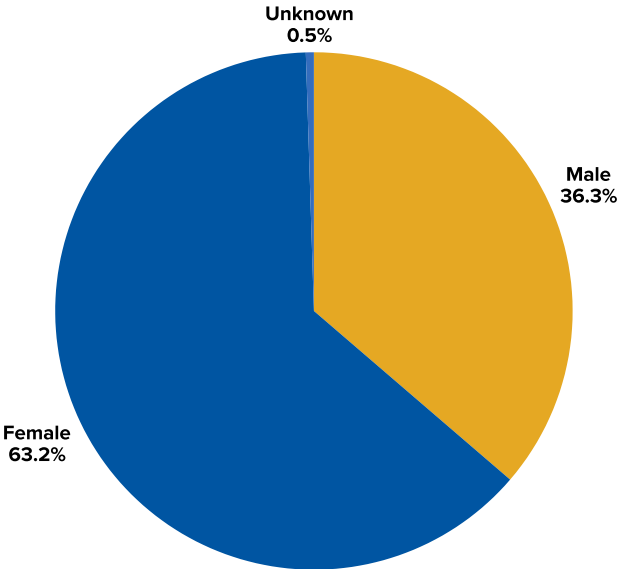
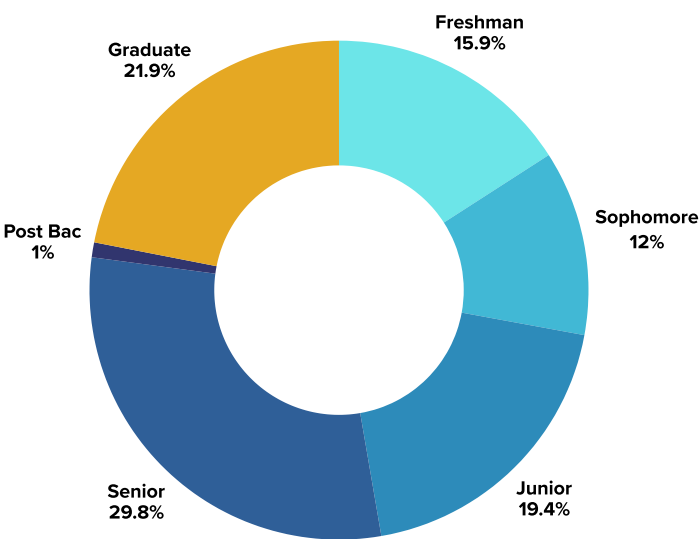
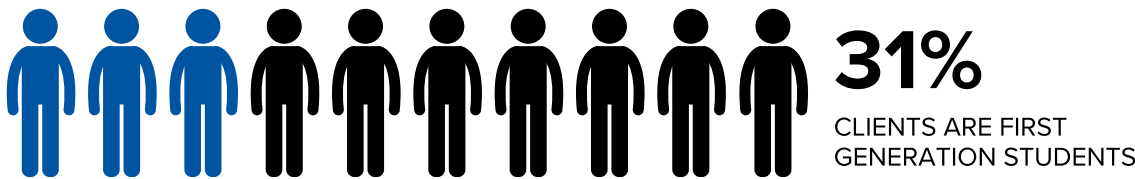


165
INSTAGRAM POSTS/STORIES
CREATED BY OR FEATURING
PEER HEALTH EDUCATORS

SWC by the Numbers

STUDENT DEMOGRAPHICS

DATA COLLECTED: JUL 1, 2024 - JUN 6, 2025



Achievements



L: Public Health students presenting on the Eight Dimensions of Wellness on May 8, 2025
R: SWC employees during the Feel the Love Fest event on February 11, 2025

- **Increased student engagement with YOU@SJSU.** YOU@SJSU, a digital well-being self-help tool, saw a 238% increase in users compared to the previous year with consistent monthly returners
- **Campus Well-being Map.** We implemented a new Well-being @ SJSU section on the SJSU Campus Interactive Map to help students explore the dimensions of wellness and engage with spaces across campus that can help care for their well-being
- **Massage Chair Access.** We increased access to the massage chairs by introducing a new drop-in model with an asynchronous online training requirement
- **Professional Development.** Many SWC employees completed Pregnancy Options Counseling training, with more than 12 employees now certified as Pregnancy Options Counselors
- **Flu Shot Clinics.** A total of 496 flu vaccines were successfully administered to the campus community
- **Gender Affirming Care.** The SWC maintained and enhanced access to gender-affirming care for students
- **Immunization Compliance.** A 97% compliance rate was achieved among new students
- **Urgent Care Response.** 100% of first appointments occurred within 24 hours of request
- **Increased Access to Appointments.** Health Services expanded self-scheduling availability by over 50%, and CAPS Same Day Support appointments doubled from the previous year

In Progress



L: Peer Health Educators during the Well-being from the Inside Out event on September 12, 2024
R: SWC employees tabling during the World Mental Health Day event on October 10, 2024

- **System Upgrades.** Over the past year, the SWC completed the implementation of a new patient portal system. We are continuing to configure and optimize features to improve student access and experience
- **Workforce Development.** We are actively recruiting a Psychiatrist and building a Care Management Team to enhance coordinated care and mental health support for students
- **Service Improvements.** To open up access to Well-being 101 Consultations, we are moving away from appointments to drop-in outreach activities this year, and are conducting a comprehensive reassessment of the APA Doctoral Internship Program
- **Outreach and Engagement.** We are working to expand outreach for the *Mindful Steps for Mental Health* program across the campus community
- **Developing Well-being Hubs.** We are continuing the planning process to establish multiple Well-being Hubs across campus to expand access to services and supplies for student wellness
- **Launching Collegiate Recovery @ SJSU.** Expected Spring 2026, this new program will foster the well-being of SJSU students through a harm reduction and peer-driven approach to increasing recovery support, awareness, and promoting informed decision-making