Student Wellness Services Data Points

* Student Wellness employs 74 full-time, 92 part-time, and 9 student staff, and hosts 188 student volunteer and peer helper positions and 644 volunteer notetakers. SWS is comprised of seven units that each provide unique services to students:

### Student Accessibility Services (SAS)

* SAS supported 3,684 students with disabilities. The top three primary disabilities were mental health, ADHD/ADD, and learning disabilities; 34% of users experience more than one disability. The most common accommodations were support for reduced courseloads, notetaking services, and learning/writing support.
* Learning to Bounce, a resilience-building program for undergraduate and graduate students with ADHD, perfectionism, and mental health concerns, supported 100 students with ongoing group sessions, up 4.2% over the previous year. Additionally, the drop-in saw 400 visits, 71% more than the previous year, and LTB also provided 145 1-to-1 drop-in counselling sessions. 100% of group participants somewhat or strongly agreed that “the LTB program made a positive difference in my life” and “I see myself using the tools learned in LTB next semester”. *(This program is paused for 2024-25 to allow opportunity to source ongoing sustainable funding.)*

### Student Support Network (SSN)

* As a peer-to-peer support and referral service, the SSN supported 113 students experiencing mental health concerns most often related to stress/anxiety, relationships, and academics.100% of students strongly agreed that they felt supported during the session.
* The SSN hosts 30 student volunteers who each gained 150 hours of hands-on experience in counselling-style support, education and referrals.

### Wellness Education and Promotion Centre (WEPC)

* WEPC hosted 97 student volunteers and Peer Helpers who each gained 100-200 hours of experience in facilitation, education, and engagement.
* WEPC offered 44 outreach events with 4,106 attendees, and ran 23 workshops for campus groups and in classrooms, reaching 1,301 students. WEPC ran 28 group mental health trainings that were attended by a total of 559 students, staff and faculty, reaching 4.7% more attendees than the previous year via an additional 8 training sessions.
* WEPC spearheaded the newly launched Campus Alcohol Recovery Room (CARR), which supported 5 users across 4 clinics, and was anecdotally very well received by students (social media campaigns saw a 3.8 times higher engagement rate than our average content, and was saved and shared for later reference by 134 users).
* SWS’ Instagram account, which shares wellness promotion content and SWS service information, is followed by 4,667 users. The account’s posts and stories received over 750,000 views, with an average post engagement rate of 4.8% users.

### Health and Performance Centre (HPC)

* HPC provided injury treatment and prevention services to 1,698 students, a third of whom were Varsity athletes. HPC also hosted 26 student volunteers who gained hands-on physiotherapy experience in a clinical setting.

### Health Services (HS)

* HS supported 4,822 students via 14,459 doctor and nurse appointments, providing an on-campus alterative to family doctors and walk-in clinics. 89% of students reported that their health issue was addressed adequately.
* HS administered 1,942 flu shots and 1,027 COVID vaccines to the campus community via drop-in clinics and appointments.
* 487 students received 1-to-1 support from a dietitian, and 57 students attended drop-in nutrition workshops.

### Sexual and Gender-Based Violence Support and Education (SGBV)

* 157 students received ongoing SGBV support in 2023-24, up 5.4% over the previous year. 96% of students reported they were provided with options, resources and a plan they felt they could use going forward, and 93% reported feeling heard, valued and understood by their support worker.
* SGBV ran 22 outreach events with 2,905 total student attendees, and 79 trainings and workshops with 3,739 attendees.
* The SGBV Courselink module was completed by 3,549 students and 551 staff/faculty, building on the previous years’ completions to generate a culture of consent on campus.

### Counselling Services (CS)

* CS supported 2,039 students with 1-to-1 support across 5,642 sessions. Usage of the drop-in service rose 4% year-over-year, serving 906 students (45 of whom attended the drop-in for Black, Racialized and Students of Colour). International student use of CS increased 49.1% over the previous year, totalling 255 users, and use of the external partner service *Keep Me Safe* (after hours support for International Students) supported 41 students.
* Wellness Navigators, whose purpose is to triage students with mental health concerns to the appropriate service, supported 1,287 students, 75% of whom were referred to Counselling, 15% to other SWS services, and 10% to external partners.
* The Mental Health Crisis and Coordination Team (MHCC), an on-campus support for mental health crises, served 170 students with 570 sessions, a year-over-year increase of 1.8% more students but 49.6% more sessions, essentially doubling the amount of support that these students received.
* The Integrated Mobile Police and Crisis Team (IMPACT), a program that dispatches mental health workers with Campus Safety Officers to after-hours mental health emergencies on campus, supported 82 students (41.4% more than the previous year) with 283 dispatched calls and follow-ups. The program diverted 90% of these situations from the hospital, and 27% from the police.