



CAL POLY

Campus Health
& Wellbeing

IMPACT

REPORT



2024 - 2025



INTRODUCTION: WELCOME!

A message from Tina...



The 2024–25 academic year was a period of growth, innovation, and impact for Campus Health & Wellbeing (CH&W). Guided by the first year of our three-year strategic plan, we advanced student health and wellbeing services while responding to the evolving needs of the Cal Poly community.

Highlights include the expansion of accessibility to STI self-order testing, record utilization of Counseling and Psychological Services, and significant engagement with the Food Pantry—serving nearly half of Cal Poly’s student population. Each initiative reflects our commitment to holistic student support and our focus on reducing barriers to essential health and wellness resources.

Our work this year reinforced a central truth: students remain at the heart of everything we do. By centering their needs and experiences, we strengthened our ability to foster belonging, and wellbeing across campus. 2025–26 will bring pivotal changes, including the integration of Cal Poly Maritime Academy, preparation for the university’s transition from quarters to semesters in summer 2026, and continued efforts to prioritize funding in a rapidly shifting higher education environment. CH&W remains committed to ensuring students thrive through these transitions, supporting their success both in and out of the classroom.

We are proud of what has been accomplished this year and energized by the opportunities ahead. Together, we aspire to be a trusted resource and refuge of belonging that sustains every Cal Poly student.

TINA HADAWAY-MELLIS, RN, MBA, DRPHC

Assistant Vice President for Student Affairs,
Health and Wellbeing
Cal Poly

A handwritten signature in black ink, appearing to read 'Tina Hadaway-Mellis'.

RICARDO YOUNG, MD

Medical Director

SONDRA WILLIAMS, RN

Clinical Services Director



Health Services made meaningful progress toward a more responsive, inclusive, and effective care model during the 2024-25 academic year. We did this by improving access, advancing equity-centered programs, and supporting the professional growth of our staff.

Our progress included the overhaul and expansion of our Self-Order Sexually Transmitted Infection (STI) Testing Program. By offering more STI testing options and collaborating with our colleagues in Wellbeing Services, we improved access to sexual health services and empowered students to proactively manage their care. For the first time ever, we also offered Tuberculosis self-order testing and saw nearly 700 students utilize this service.

In addition to enhancing our testing options, we launched a trial of mental health screenings in primary care to help normalize mental health conversations and allow for earlier identification of students in need of support. We also created an expedited process to reduce wait times for students without health appointments, and expanded our annual flu shot clinics by moving them beyond the health center into high-traffic locations throughout campus, including student cultural centers like La Casa. These steps helped close the flu vaccine utilization gap among Hispanic/Latine students, increased visibility of this free service, and helped normalize preventive care. To better support these efforts, we implemented the Vocera staff communication system to strengthen our communication and workflow for improved efficiency and responsiveness.

In support of internal growth and workforce readiness, we launched an in-house Medical Assistant (MA) training course to help ensure consistent care delivery and provide meaningful professional development opportunities for staff and students alike.

We also grew the Student Clinical Assistant (SCA) program by improving its structure, adding more advanced responsibilities, and provided mentorship opportunities that supported skill development. These changes resulted in a major milestone, with the successful transition of three SCAs into Medical Assistant roles within our department. To further support our workforce pipeline, we cultivated partnerships with Cuesta College and Allen Hancock Community College to offer summer internships and make Health Services their preferred clinical rotation site for MA and registered nursing students.

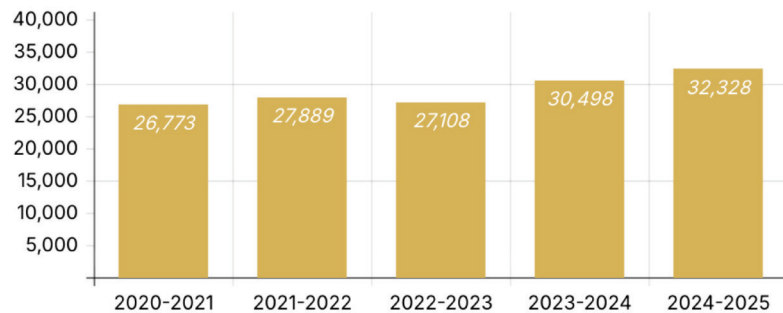
As we look toward the 2025-26 academic year, Health Services aims to implement protocols to streamline patient flow, reduce wait times, and optimize the use of clinical space and staff resources. Additionally, we will unveil a new on-campus physical therapy option in fall 2025 and a medical vending machine program to provide 24/7 access to over-the-counter products later in the academic year. We will also build on the success of our in-house MA training course by enrolling at least three SCAs in the next training cycle.

Finally, we will work to establish a patient transportation pilot program that provides on-campus rides to and from the health center for students with mobility concerns.

HEALTH SERVICES

Total Student Visits	32,328	6.0% Increase YOY
Unique Students Served	12,111	5.7% Increase YOY
Cal Poly Population	22,440	0.7% Increase YOY
Percent Student Body Seen	53.97%	2.5% Increase YOY
Student Perscriptions Filled	15,421	6.8% Increase YOY
OTC Products Sold to Students	30,202	13.8% Increase YOY
OTC Products Sold to Staff	4,294	46.2% Increase YOY
Total Radiological Services (X-rays) Completed	2,829	19.2% Increase YOY
Total Phone Calls Received*	14,196	14% Decrease YOY

TOTAL APPOINTMENTS BY YEAR



Total Emails Received Health@calpoly.edu 4,741 0.82% Decrease YOY

Lab Tests Performed 25,705 20.2% Increase YOY

Self-order STI Tests 3,124 17.5% Increase YOY

Self-order Tuberculosis tests 691 New Program for 2024-25



ANDREA LAWSON, LCSW

Director of Counseling and
Psychological Services

The 2024-25 year saw yet another increase in utilization of Counseling and Psychological Services (CAPS) services, and our team responded as they always do – with care, compassion, and initiatives aimed at increasing student access.

CAPS prepared by emphasizing access to services in several ways, including the hiring of two new counselors and moving an existing counselor to a 12-month position. CAPS also piloted the use of alternative schedules, with three providers available for support after 5 p.m. and two additional providers starting their day before 8 a.m. to allow for service delivery outside of regular business hours. This summer, CAPS hired two part-time counselors to provide after-hours and weekend appointments for additional clinical service access.

For the first time, CAPS completed more than 12,000 sessions during the 2024-25 year, 700 more sessions than the previous year and an overall increase of +70 percent since 2017-18. On top of this, we served more than 130 additional individual students than the prior academic year.

This positive trend of students proactively prioritizing their mental health needs is further reflected in our ability to maintain our intake-to-follow-ups ratio of 1:4 for 2024-25. This means the average student was seen for at least four sessions following screening and intake – a significant improvement from our 1:1.5 ratio in 2017-18.

Additionally, CAPS explored expanded services for students in need of ADHD assessment – and as part of this effort, continued its referral grant program in partnership with two providers in the community and participated in trainings with a local assessment provider to grow staff knowledge and competence in understanding and supporting students with ADHD and autism. In turn, CAPS more than doubled the number of students referred to this program to 31.

CAPS expanded access to care in other ways too, including the creation of a therapy group for Latinx/e students and an Autistic Scholars support group to help students connect with one another related to their shared experiences. We also implemented pre-participation mental health screenings for Cal Poly student-athletes, with more than 50% participation among this student group.

As we look ahead to 2025-26, CAPS will continue to emphasize student access as a cornerstone of our collective work. In the fall of 2025, we will pilot an in-house neurodivergent affirming assessment process – and effort that began in earnest with the formation of a CAPS working group in 2024-25.

Additionally, CAPS plans to pilot an ADHD assessment process during the 2025-26 academic year. With Cal Poly's ongoing integration with Cal Maritime Academy, we will also focus on aligning systems and developing staff relationships between campuses to further support student mental health.

COUNSELING AND PSYCHOLOGICAL SERVICES

Unique Students Served 2,430 | 6.9% increase YOY

Total Sessions 6,602 | 9.3% increase YOY

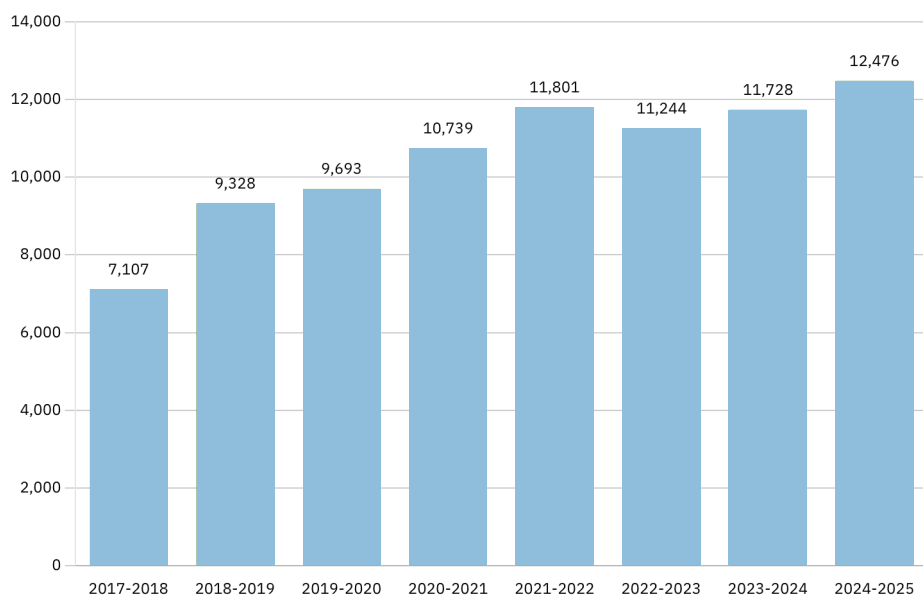
Intake Sessions 7.9% increase YOY

Mental Health Clinician Appointments 61% increase YOY

**Outreach and Engagement Events,
Drop-ins, and Presentations** 500+

**Cal Poly community members
reached through outreach events** 14,000

CAPS APPOINTMENT GROWTH BY YEAR



KARI MANSAGER

Director of Wellbeing & Health Equity



The 2024-25 academic year saw Wellbeing Services deepen its commitment to equity, compassion, and innovation, empowering students through inclusive programs, peer education, and high-impact support. We did this by expanding our outreach, strengthening collaborations – and as we always do, by centering the voices of the students we serve.

The Cal Poly Food Pantry experienced another year-over-year increase in utilization, with nearly 81,000 visits from 9,577 unique users – approximately half of Cal Poly's student population. This growth was sustained by a newly acquired electric van in partnership with distribution services, daily food rescues, expanded garden offerings, and strong partnerships with local schools and community groups.

Our PULSE team significantly increased its outreach and delivered innovative peer educational programming, culminating in more than 25,000 direct contacts through presentations, booths, and events. To address student loneliness, they created Mustang Meet-Ups to establish a matchmaking system for club engagement.

Our Mental Health Education efforts, meanwhile, resulted in 394 students reached with QPR suicide prevention training – achieving +95% confidence rates in key learning outcomes. We also launched a new Social-Emotional Wellbeing Certificate, which proved to be popular with participants across campus. In terms of Sexual Health Education, we distributed 74,000 condoms and hosted the first-ever Safe 'N Sexy Showcase event in the spring, attended by 400+ students.

Thanks to our Alcohol and Other Drugs (AOD) team, the Mustangs for Recovery program hosted 92 meetings and 12 socials to establish a safe space for students in or seeking recovery, while our overdose prevention efforts included thousands of students trained in the use of Narcan and Fentanyl test strips. AOD's primary prevention efforts included hosting a series of Party Smart Pregame events, which doubled in attendance over the prior year and achieved a 95% rate of student attendees indicating they would try a new health or safety behavior. The team also hosted Pint (pints of ice cream?) and Pot (potted plants) parties, providing alcohol education to 640 student residents within University Housing. On top of this impactful work, AOD played a critical role in harm reduction strategies and messaging during St. Patrick's Day weekend, collaborating with 15 chapters in Fraternity and Sorority Life on harm reduction education, while passing out snacks and water to approximately 2,000 students.

Safer once again led in providing gender and power-based violence prevention education, confidential advocacy, and support. Among other efforts, the team integrated peer-led and culturally responsive prevention by cultivating strong partnerships across campus, led Tri-Council Dialogues for 4,000+ Fraternity & Sorority Life (FSL) students, and launched a new assessment to better understand the needs of underserved populations. We emphasized programming that intentionally centered underrepresented identities in other ways too, including culturally responsive outreach and education through our Promotores team, partnering with Student Diversity and Belonging centers, and integrating DE&I into recovery, overdose prevention, and sexual health outreach.

In the 2025-26 academic year, Wellbeing Services seeks to establish a standalone meeting space for Mustangs for Recovery and expand the Food Pantry footprint to match growing demand and reduce stigma in accessing these services. Additionally, we aim to advance peer-led program capacity and evaluation by training 6+ new volunteers in overdose prevention and enhanced workshop quality through feedback loops and outcome evaluation. We will also formalize 1:1 sexual health consultation services, broaden use of ScreenU and STI education for diverse populations, and collaborate with at least six cultural organizations to co-host equity-centered events on campus. Finally, we will work to further strengthen our marketing and outreach presence to streamline campaigns, elevate storytelling, and boost our reach.

WELLBEING SERVICES

FOOD PANTRY & BASIC NEEDS

9,577 unique students served through Food Pantry
– 19.8% increase YOY

80,783 total visits

2,365 meal vouchers distributed,
totaling \$400,000 – 4.6% increase in
vouchers YOY

Hosted 400+ students at
inaugural Safe 'N Sexy Showcase

Mustangs for Recovery – 92 meetings and
12 socials hosted

Distributed 1,200 Naloxone
kits and 2,400 fentanyl test
strips

Reached 394 students with QPR
suicide prevention training

2,000+ students reached through harm reduction activities
during St. Patrick's Day events

1,999 unique students reached through ScreenU alcohol and
drug screening tool

Reached 1,700 students through
119 overdose prevention trainings

Distributed 74,000
condoms

25,250 direct contacts through presentations,
booths, and events – 53% increase YOY

HEALTH EDUCATION & PREVENTION SERVICES

SAFER

4,000+ Fraternity & Sorority Life (FSL) students
reached through Tri-Council Dialogues

Reached 14,593 Cal Poly community members through 119 presentations
and workshops

Hosted 60+ tablings and events, reaching 3,500+ students

143 individuals served through
advocacy



DIEGO ABELOOS

Senior Associate Director, Strategic Communications and Customer Experience

Hello from your marketing and communications team at CH&W! Most of our work happens behind-the-scenes supporting Health Services, CAPS and all of Wellbeing Services with their various communications needs.

In November 2024, after months of research, connecting with other CSUs and support from campus, we merged from six social media accounts down to two (CH&W and Food Pantry). This was done to create a more uniform, easier user experience for students to learn all about CH&W happenings under one Instagram channel. We have seen success in this merger with an increase in follows, more engagement and even more diversity in our content shared.

We also implemented a more efficient process for receiving internal project requests in partnership with the Student Affairs business services team. With most of our work being completed by our student team, it was integral for us to develop a better system for receiving project requests from CH&W staff members, maintaining deadlines and ensuring more consistent branding and messaging. Since the launch, we've supported the completion of over 250 project requests including graphic design of flyers, posters and A-frames, creating reels for Instagram, adding events to Cal Poly Now, updating the website and so much more.

A few projects we are especially proud of: creating the overall theme and assets for the Safe N' Sexy Showcase; designing assets to promote free flu clinics and STI self-order testing; launching self-paced video series with CAPS including Seeking Serenity, Nourish and BRIDGE; adding new headers and more visuals to the website – which is still a work in progress!

Overall, we had a lot to reflect on and even more to be proud of this academic year. It was very much a learning year for our team – what we are building is teamwork, creativity, communication and partnership within our own marketing and communications team, but also with Campus Health & Wellbeing when it comes to promoting events and ensuring student success.

We'd be remiss if we didn't say to follow us on Instagram @calpolyhealthandwellbeing, if you don't already, to stay up to date on the latest happenings, events, groups and sessions from CH&W.

MARKETING & COMMUNICATIONS

SOCIAL MEDIA METRICS

100% increase in instagram content interactions –
+17,000 interactions overall

478% increase in link clicks

27% increase in followers

MARKETING AND COMMUNICATIONS PROJECTS COMPLETED BY YEAR

2023-24

95

2024-25

260

1.24 million views

208% increase in reach

We've reached over +81,000 unique users

104% increase in profile page visits –
Nearly 13,000 visits overall

Rewriting the narrative of

Wellbeing



CAL POLY

Campus Health
& Wellbeing