



Student Wellness Center **ANNUAL REPORT**

FY 2025 - 2026

@sjsuwellness
sjsu.edu/wellness

SJSU | STUDENT WELLNESS CENTER



Welcome

The **Student Wellness Center (SWC)** is home to your medical, mental health, and well-being needs at SJSU. Visit your doctor, talk to your therapist, relax in the Wellness Lounge, and more! Visit our website at sjsu.edu/wellness or follow us on Instagram [@sjsuwellness](https://www.instagram.com/sjsuwellness) for more information about our services, programs, and events.

As you enter the Student Wellness Center, our **Care Experience Team (CET)** is there to greet you! Whether by phone, in-person, or online support, the CET coordinates appointments, answers questions, and connects students with the services they need.



10,993

Phone calls were answered
by the Care Experience Team

Mission

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.

Vision

Every Spartan thrives and has the knowledge, resources, and support they need to sustain their health and well-being.

SWC at a Glance



41,652

IN-PERSON VISITORS



18,017

WELLNESS LOUNGE
VISITORS



4,510

PHARMACY PURCHASES



5,063

STUDENTS SERVED
BY APPOINTMENTS



3,556

APPOINTMENTS BOOKED
ON THE PATIENT PORTAL



18,544

APPOINTMENTS

8,429 MENTAL HEALTH

10,115 MEDICAL



51%

Increase in the number of
students accessing same-day
mental health appointments

STUDENT WELLNESS CENTER

Through the collaborative work of Counseling & Psychological Services, Health Services, and Wellness & Health Promotion, the Student Wellness Center continued to provide comprehensive care to the SJSU community through both in-person and remote services.

Some key achievements include:

- Expanded access to specialized clinical services, including gender-affirming care and medication abortion services, improving comprehensive healthcare options for students.
- Provided clinical case management services to connect students with resources and treatment providers for specialized care.
- Expanded collaboration with campus and community partners to improve referral pathways and continuity of care.



34,895

HARM REDUCTION
SUPPLIES DISTRIBUTED



4,989

STUDENTS ENGAGED
THROUGH SWC
GENERAL OUTREACH



69.17

STUDENT SATISFACTION
NET PROMOTER SCORE (NPS)



What is a good NPS score?

-100 - 0 = Needs Improvement

0 - 30 = Good

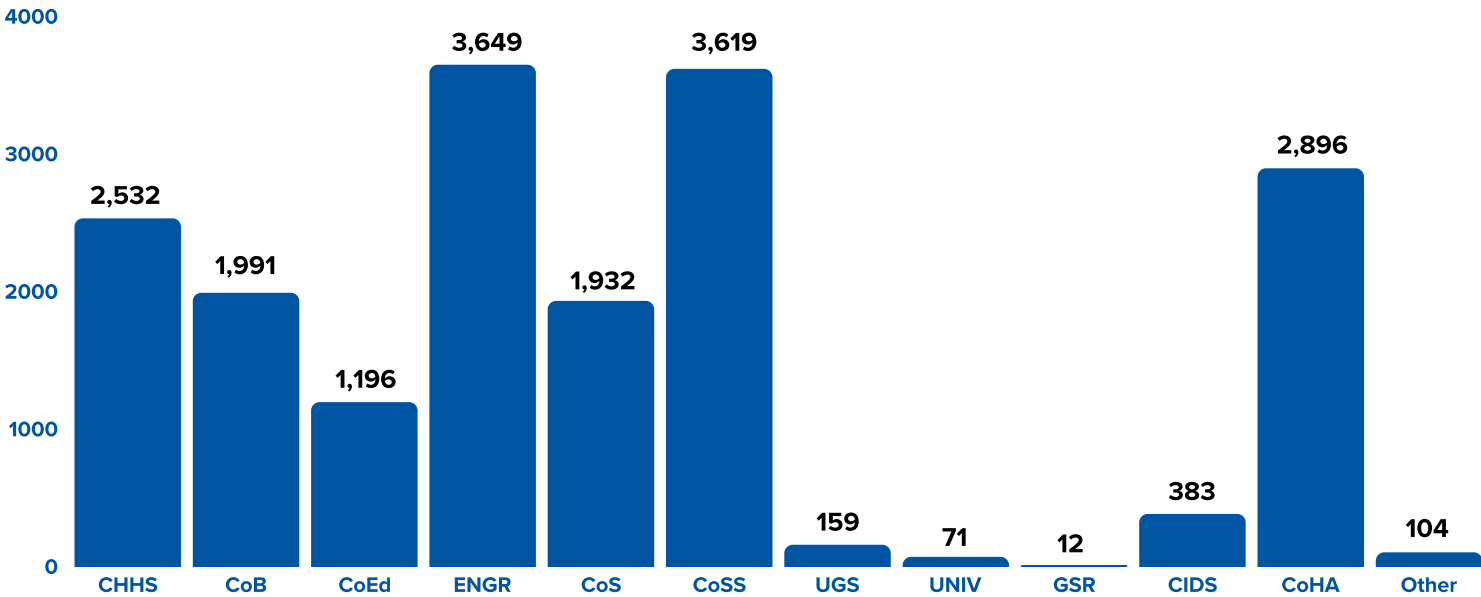
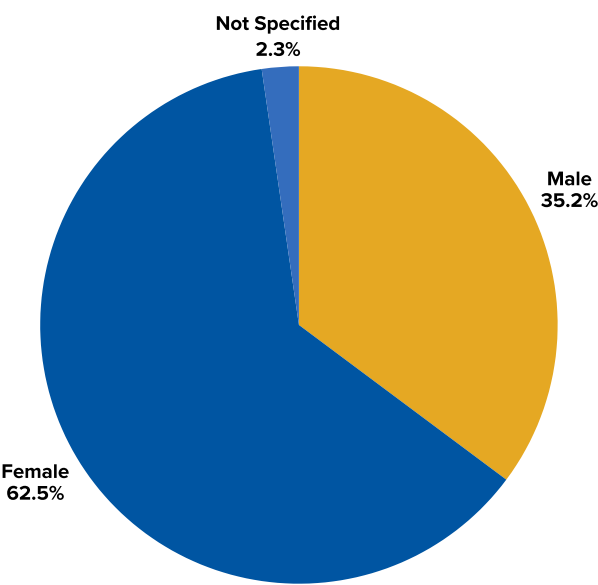
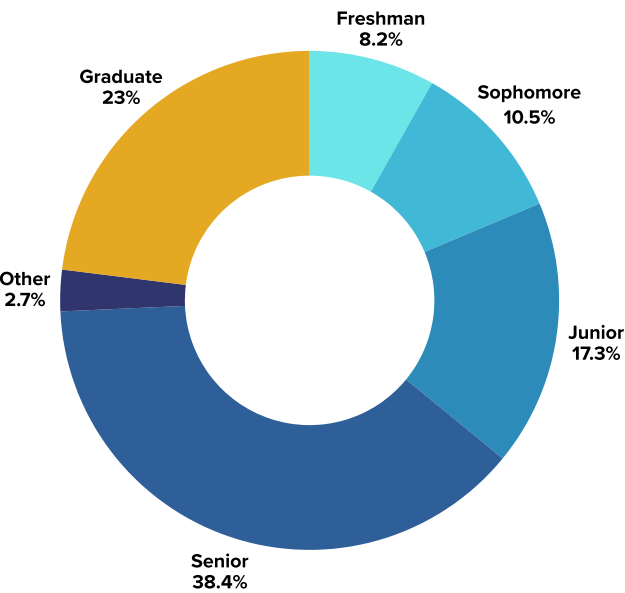
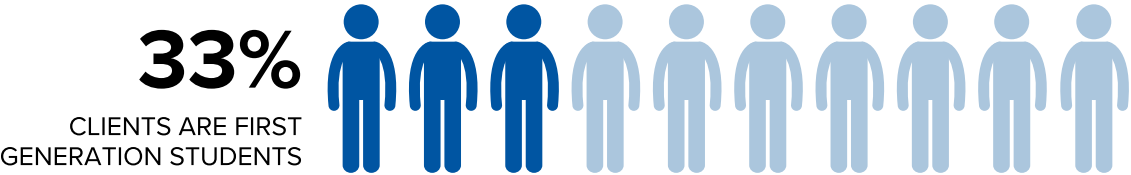
30 - 70 = Great

70 - 100 = Excellent

SWC at a Glance

STUDENT DEMOGRAPHICS

DATA COLLECTED: JUL 1, 2025 - JUN 30, 2026



Achievements



MAINTAINED ACCREDITATION

The SWC received our first *integrated* accreditation from the **Accreditation Association for Ambulatory Health Care (AAAHC)**, maintaining our accreditation status while expanding it to include behavioral health (psychology) services. This reflects our ongoing commitment to providing high-quality, safe, and effective services for students. Accreditation has been required under Executive Order 0943 since 2005.

INVESTED IN OUR WORKFORCE

To further strengthen the support and services provided to our students, we filled **19 different vacancies** over the last year.

This includes three new administrative roles: Director of Finance & Resource Operations, Counseling Services Coordinator, and Health Services Coordinator. We also added a new RN Case Management role, expanded Physical Therapy support, added an additional RN position, and created a new expanded Phlebotomist and Laboratory Assistant position. These enhancements have helped us strategically increase our capacity to deliver high-quality care and improve support and collaboration across multiple areas.

SYSTEM UPGRADES

Last year, we upgraded our **SWC Patient Portal** to improve the patient experience. Throughout the transition to the new electronic medical record system, we maintained seamless clinical operations and continued to provide high-quality care to our students.

CONDUCTED CAMPUS-WIDE ASSESSMENTS

We administered the **Healthy Minds Survey** and **National College Health Assessment** to evaluate the health and well-being of SJSU students. This data is used to align our services with student needs and goals. Results of these surveys will be shared in Fall 2026.

STUDENT HEALTH ADVISORY COMMITTEE

We had another successful year with the **Student Health Advisory Committee (SHAC)**. SHAC advises Student Wellness Center leaders on key decisions, such as services and resources, facilities, and wellness initiatives for departments.

Peer-led Programs

LAUNCHED COLLEGIATE RECOVERY COMMUNITY (CRC)

This year, the SWC launched San José State University's inaugural **Collegiate Recovery Community (CRC)**, expanding campus support for students in recovery from substance use and other addictive behaviors. The CRC provides a welcoming, recovery-supportive environment where students can build community, access wellness-based resources, and develop recovery skills using the evidence-informed SMART Recovery Toolbox. By establishing this program, SJSU strengthened its continuum of care, ensuring students in recovery have access to peer connection, encouragement, and support as they pursue both their academic and personal goals.

PEER HEALTH EDUCATION (PHE) & COOKING HEALTHY, EATING WELL (CHEW)

Students participated in evidence-based workshops on nutrition, alcohol and other drugs, mental health, healthy relationships, communication, and sexual health through programs such as C.H.E.W. (Cooking Healthy Eating Well), Party Classy, Dose of Reality, DeStress 101, Netflix & Chill, and Barrier Methods.



17,739

Number of students engaged through peer-led health education activities.

In addition to workshops, the PHE team connected with students through interactive events, campus-wide tabling, and health promotion campaigns focused on harm reduction, nutrition, sexual health, menstrual equity, cannabis education, and mental health. These in-person efforts were further amplified through educational content on social media, extending our reach across the campus community.

Assessment results demonstrate that students successfully achieved the intended learning outcomes across Peer Health Education and CHEW programming. Nearly 90% of Peer Health Education participants and 94% of CHEW participants reported intentions to take action to improve their personal health and wellness, while 90% of PHE participants and 94% of CHEW participants indicated they were prepared to share health information and campus wellness resources with their peers. Participants also demonstrated increased knowledge and practical skills across a variety of health topics, including nutrition, mental health, alcohol and other drugs, healthy sexuality, communication, and cooking, with CHEW participants reporting measurable increases in confidence across all assessed cooking skills. Collectively, these findings demonstrate the effectiveness of peer-led health education in promoting knowledge, skill development, healthy decision-making, and student well-being.



L: Labyrinth created by attendees during the Fall into Well-being Fest
R: Peer Health Educators tabling during the Fall into Well-being Fest

Fall into Well-being Fest

On October 8, 2025, we hosted the inaugural **Fall Into Well-being Fest**, a campus-wide wellness event that brought together 24 campus and community partners representing the diverse dimensions of well-being.

More than 600 students participated in interactive health promotion activities and connected with resources designed to support their academic success, personal well-being, and sense of belonging. The event established a new model for cross-campus collaboration and demonstrated SJSU's shared commitment to creating a holistic culture of health and wellness.



L: Student riding our Smoothie Bike during the Fall into Well-being Fest
R: CHEW program tabling during the Fall into Well-being Fest



Campus-wide Outreach and Collaboration



MINDFUL STEPS FOR MENTAL HEALTH

We expanded and promoted **Mindful Steps for Mental Health**, a campus-wide navigation system designed to help students easily identify and access mental health resources based on their individual needs. By collaborating with campus partners to promote a "no wrong door" approach, Mindful Steps strengthens awareness of self-help tools, peer support, wellness resources, and clinical services, making it easier for students to connect with the right level of care and supporting a coordinated continuum of mental health services at SJSU.

Well-being @ SJSU

WELL-BEING @ SJSU COLLECTIVE STEERING COMMITTEE

The SWC has provided leadership for the **Well-being @ SJSU Collective Steering Committee**, advancing a coordinated, campus-wide approach to health and well-being. Through the Steering Committee and its interdisciplinary working groups, we are partnering with campus stakeholders to develop strategies, align initiatives, and foster a culture of well-being that supports students, faculty, and staff. Looking ahead, SWC team members will chair several working groups to guide collaborative efforts and accelerate the implementation of campus-wide well-being initiatives.

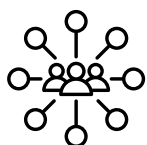
WELL-BEING HUBS

We've made significant progress in advancing the **Well-being Hubs** initiative, an innovative strategy to embed health and wellness resources into the campus environment. The first phase of the initiative includes Wellness Kiosks in high-traffic student locations that will expand equitable access to self-care, harm-reduction supplies, and wellness resources, strengthening SJSU's continuum of care by meeting students where they live, learn, and gather. The first Wellness Kiosks are planned for installation in Fall 2026, marking an important milestone in expanding accessible, student-centered wellness resources across campus.

Looking Ahead

STRATEGIC GOALS

The Student Wellness Center Leadership Team has established a set of strategic goals for FY 2026-2027. These goals represent key priorities for the coming year and provide a roadmap for strengthening student-centered services and promoting student success.



Intelligent Outreach

Using data will allow us to maximize our impact by identifying and connecting underserved students to the services they need.



Three-tiered Outreach Model

- (1) General outreach to promote SWC services
- (2) Non-clinical health education outreach focused on prevention and wellness promotion
- (3) Clinical outreach designed to connect students with specialized health and counseling services.

This strategic approach will enable the SWC to better align outreach efforts with student needs and maximize the impact of wellness promotion across campus.



Welcome Flow

By creating a student-centered, welcoming care flow, we can help students feel safe and supported, making them more likely to seek help and stay engaged in their care.



Care Well

To provide high-quality services to our students, our employees should feel supported by their work environment and the teams they work with.



Web of Care

Strengthening continuity of care, both within and beyond the Student Wellness Center, will ensure students receive consistent, high-quality, student-centered support.



Care Affordability

By securing new sources of revenue, we can help reduce financial barriers for students and ensure they can access the services they need to thrive at SJSU.