
SUPPORTING STUDENT SUCCESS AND WELL-BEING: HWS AND CNAS COLLABORATION

Year III (Fall 2025)

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EXECUTIVE SUMMARY

The 2025 Health, Well-being & Safety (HWS) and College of Natural & Agricultural Sciences (CNAS) collaboration was executed by university's health education and promotion department, The Well. The survey assessed whether early-term awareness workshops improve students' awareness, knowledge, confidence, and use of campus health and safety resources. Pre–post comparisons (Week 1 to Week 10) across three cohorts show that the program has reached a high-impact, mature stage of effectiveness. The findings indicate that the HWS–CNAS *workshops have evolved beyond basic awareness-raising into a targeted access-enabling strategy*. The primary opportunity going forward is not to increase exposure, but to refine how students are guided to select and use the *right* resource at the *right* time.

By Fall 2025, awareness of HWS resources exceeded 96% across nearly all departments, confirming that the workshops reliably achieve universal exposure. Gains were strongest for structurally complex or less visible services (e.g., Case Management, SDRC, CARE, CAPS), indicating that the program effectively demystifies services students typically struggle to understand.

More importantly, Fall 2025 shows a clear shift from awareness to action. Utilization increased sharply for prevention-oriented, student-initiated services (most notably The Well, Basic Needs, and Student Health Services), reaching levels far exceeding those of prior years. These gains demonstrate that the current workshop model is meaningfully lowering access barriers for services that directly support student persistence and well-being.

In contrast, utilization of crisis-oriented and referral-based services (SWIFT, Case Management, UCPD) remained low despite high awareness and knowledge. This pattern is consistent across cohorts and reflects appropriate demand for episodic services rather than program underperformance. For these departments, preparedness and correct routing, not volume of use, are the appropriate indicators of success.

Students' depth of knowledge and confidence in navigating HWS resources reached all-time highs in Fall 2025. Nearly all students report knowing where to go for help, suggesting that incoming cohorts are arriving better prepared and that the workshops continue to reinforce institutional navigation skills.

What This Means for Program Leadership

The 2025 results support continued investment in the HWS–CNAS awareness workshops as a high-return, early-term intervention that directly contributes to student success infrastructure. The data suggest that future refinements should focus on differentiated messaging: emphasizing proactive engagement for prevention-oriented services (e.g., Basic Needs, The Well, SHS) while framing crisis-oriented services around recognition, referral, and readiness rather than utilization targets. From a leadership perspective, this positions the program as a scalable, evidence-based mechanism to improve student navigation, reduce unmet needs, and strengthen institutional capacity to support first-year students.

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KEY FINDINGS



Awareness targets have been achieved across nearly all HWS services.

By Week 10 of Fall 2025, awareness exceeded 96% for almost all departments, with the largest gains observed for Case Management, SDRC, CARE, and CAPS; services that are typically less visible or more complex. Given the high baseline awareness in Week 1, future improvements in this domain are expected to be modest.

Action: Shift workshop time from broad introductions toward clarifying service eligibility, use cases, and pathways to access.



Fall 2025 shows a clear and meaningful increase in service utilization for prevention-oriented resources.

Substantial increases in utilization were observed for The Well, Basic Needs, and Student Health Services, far exceeding gains in prior years. These results indicate that the workshops are successfully reducing barriers to accessing services that students can proactively seek.

Action: Prioritize continued integration of these services into workshops and expand peer-led or scenario-based engagement strategies.



Low utilization of crisis-oriented services reflects appropriate demand, not lack of awareness.

SWIFT, Case Management, and UCPD continue to show low usage despite high awareness and knowledge. This pattern is consistent across cohorts and aligns with the episodic and referral-based nature of these services.

Action: Evaluate success for these services using preparedness and referral accuracy rather than utilization volume.



Students' depth of knowledge about HWS services improved substantially.

SWIFT, Case Management, and UCPD continue to show low usage despite high awareness and knowledge. This pattern is consistent across cohorts and aligns with the episodic and referral-based nature of these services.

Action: Introduce brief decision guides or “which service fits this situation” tools to translate knowledge into appropriate action.



Confidence in navigating HWS resources is now near-universal.

Confidence increased to nearly 99% by Week 10, the highest level observed to date, indicating strong institutional navigation readiness among first-year students.

Action: Replace global confidence measures in future assessments with scenario-based navigation checks to assess decision accuracy.

GOALS AND OBJECTIVES

Goal: To enhance students' academic success and well-being by increasing awareness of campus resources, addressing academic preparedness, and identifying and alleviating concerns or challenges throughout the academic year.

Objectives:

1. Improve students' knowledge and utilization of available HWS resources and services.
2. Identify levels of academic readiness of first-year CNAS students.
3. Track changes in students' knowledge and awareness of HWS resources, student concerns, and academic readiness across different cohorts.

RESULTS

SURVEY RESPONDENTS

2023

Week 1: Total responses = 829, complete responses = 713

Week 10: Total responses = 550, complete responses = 503

2024

Week 1: Total responses = 1156, complete responses = 1076

Week 10: Total responses = 682, complete responses = 652

2025

Week 1: Total responses = 1302, complete responses = 1296

Week 10: Total responses = 420, complete responses = 393

RESOURCE AWARENESS AND UTILIZATION

Statement 1: "I have never heard of this department."

Significant reductions were observed in the proportion of respondents who were unaware of various departments between Week 1 and Week 10 in all three years.

Department	2023	2024	2025
CARE	-78.3%	-83.7%	-69.0%
CAPS	-67.6%	-86.1%	-64.2%
Case Management	-65.6%	-62.9%	-80.2%
SDRC	-65.1%	-85.4%	-72.6%

Statement 2: "I have heard of these services but have not used them."

Department	2023	2024	2025
Basic Needs	+12.8%	-35.5%	-8.0%
CARE	-21.8%	-34.3%	-0.1%
Case Management	+32.1%	+30.3%	+37.6%

Statement 3: “I have accessed these services in the past.”

There was a tremendous improvement in 2025 in the effectiveness of the program at attracting students into HWS services. A lot of our departments saw more than a 100% increase in utilization.

Department	2023	2024	2025
CAPS	+56.3%	+15.0%	+105.7%
SHS	+168.1%	NA	+181.9%
Campus Safety	+74.56%	+19.1%	+50.6%
The Well	+15.54%	+9.02%	+429.7%

CHANGE IN RESOURCE AWARENESS AND UTILIZATION FOR FALL 2023 AND FALL 2024

Table 1. Change in resource awareness and utilization. Response to the statement: "I have never heard of this department..."

	2023			2024			2025		
	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)
Basic Needs	153 (21.46)	29 (4.07)	-15.69*	140 (13.01)	29 (4.45)	-79.29*	148 (11.37)	12.01 (3)	-8.33*
CARE	97 (13.59)	21 (4.17)	-78.35*	123 (11.0)	20 (3.07)	-83.74*	106 (8.15)	9.99 (3)	-5.62*
CAPS	37 (5.19)	12 (2.4)	-67.57*	79 (7.34)	11 (1.69)	-86.08*	92 (7.07)	9.99 (3)	-4.54*
Case Management	240 (33.71)	58 (11.58)	-65.64*	342 (31.78)	77 (11.81)	-62.92*	432 (33.21)	25.99 (7)	-26.62*
SDRC	83 (11.66)	29 (5.77)	-65.06*	144 (13.38)	21 (3.22)	-85.42*	145 (11.15)	11.99 (3)	-8.09*
SHS	29 (4.08)	16 (3.18)	-21.97	44 (4.09)	29 (4.45)	-0.95	78 (6.00)	8.00 (2)	-3.96*
SWIFT							408 (31.34)	31.99 (8)	-23.21*
The Well	159 (22.3)	10 (1.99)	-20.34*	174 (16.17)	13 (1.99)	-14.28*	231 (17.82)	8.02 (2)	-15.79*
UCPD	16 (2.24)	12 (2.39)	+6.37	42 (3.90)	6 (0.92)	-76.32*	36.04 (2.77)	8.02 (2.03)	-0.74

*Change is statistically significant ($p < 0.05$)

Table 2. Change in resource awareness and utilization. Response to the statement: "I have heard of the services but not used them..."

	2023			2024			2025		
	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)
Basic Needs	379 (75.20)	446 (88.49)	+12.79*	890 (82.71)	574 (88.04)	-35.51*	1116 (85.71)	322 (81.52)	-4.2*
CARE	437 (86.71)	473 (93.85)	-21.82*	931 (86.52)	612 (93.87)	-34.26*	1170 (89.93)	355 (89.87)	-0.06
CAPS	464 (92.99)	461 (92.38)	-29.89	970 (90.15)	615 (94.33)	-36.60*	1176 (90.39)	364 (92.15)	1.76
Case Management	339 (67.94)	431 (86.37)	+32.13*	714 (66.36)	565 (86.66)	+30.34*	852 (65.49)	356 (90.13)	24.64*
SDRC	603 (84.69)	384 (76.34)	-24.38*	895 (83.18)	609 (93.40)	-31.96*	1105 (84.93)	358 (91.09)	6.16*
SHS	633 (89.03)	395 (78.53)	-11.74*	936 (86.99)	633 (97.09)	+1.63	1147 (88.16)	321 (81.47)	-6.69*

SWIFT							880 (67.59)	356 (90.36)	22.77*
The Well	540 (75.74)	310 (61.75)	+4.80*	833 (77.42)	535 (82.06)	+5.26*	1013 (78.16)	302 (76.84)	-1.32
Campus Safety	683 (95.79)	475 (86.36)	-1.57	995 (92.47)	616 (94.48)	+2.61*	1229 (94.47)	370 (93.67)	-0.79

*Change is statistically significant ($p < 0.05$)

Table 3. Change in resource awareness and utilization in Fall 2023 and Fall 2024. Response to the statement: "I have used the services..."

	2023			2024			2025		
	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)
Basic Needs	19 (2.66)	28 (5.56)	+2.90*	39 (3.62)	46 (7.06)	+17.95*	37 (2.84)	60 (15.19)	+12.35*
CARE	11 (1.54)	9 (1.79)	-18.18	17 (1.58)	15 (2.30)	-11.76	24 (1.84)	29 (7.34)	+5.5*
CAPS	16 (2.24)	25 (5.00)	+56.25*	20 (1.86)	23 (3.53)	+15.0*	32 (2.46)	20 (5.06)	+2.6*
Case Management	5 (0.70)	9 (1.80)	+155.96	13 (1.21)	7 (1.07)	-11.31	16 (1.23)	12 (3.04)	+1.81*
SDRC	25 (3.51)	17 (3.38)	-32.0	28 (2.60)	19 (2.91)	-32.14	50 (3.84)	22 (5.60)	+1.75
SHS	48 (6.75)	91 (18.09)	+168.14*	87 (8.09)	48 (7.36)	-17.09	75 (5.76)	64 (16.24)	+10.48*
SWIFT							13 (1.00)	5 (1.27)	+0.27
The Well	8 (1.14)	12 (1.71)	+15.54*	60 (5.58)	94 (14.42)	+9.02*	51 (3.94)	82 (20.87)	+16.93*
Campus Safety	13 (1.82)	16 (3.18)	+74.56	32 (2.97)	23 (3.53)	+19.12	35 (2.69)	16 (4.05)	+1.36

*Change is statistically significant ($p < 0.05$)

KNOWLEDGE ABOUT HWS RESOURCES AND SERVICES

We found significant decreases in the proportion of students reporting no knowledge about HWS resources across most services. The only department that saw no significant differences was Campus Safety, which did not see significant differences in previous years either. This is likely because 96% of students were already previously aware. The largest drop in unawareness came from Case Management, Swift, and The Well, probably due to their uniqueness to UCR. The number of students who reported having full knowledge of our departments increased significantly across all departments, with most departments doubling their numbers.

Table 4. Change in knowledge about HWS resources and services in Fall 2023 and Fall 2024. Response to the statement: "I do not know anything about these..."

	2023			2024			2025		
	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)
Basic Needs	89 (12.59)	12 (2.39)	-10.20*	63 (5.86)	20 (3.07)	-47.61*	81 (6.36)	8 (2.05)	-4.31*
CARE	63 (8.92)	11 (2.19)	-6.74*	82 (7.62)	23 (3.53)	-53.71*	88 (6.91)	10 (2.56)	-4.35*
CAPS	36 (5.10)	7 (1.39)	-3.7*	40 (3.72)	16 (2.45)	-33.99	65 (5.10)	6 (1.53)	-3.56*
Case Management	157 (22.18)	40 (7.95)	-14.22*	232 (21.56)	85 (13.04)	-39.54*	369 (28.96)	30 (7.65)	-21.31*
SDRC	83 (11.74)	19 (3.78)	-7.95*	134 (12.45)	23 (3.53)	-71.67*	163 (12.80)	16 (4.09)	-8.71*
SHS	48 (6.81)	8 (1.60)	-5.21*	62 (5.76)	9 (1.38)	-76.04*	89 (6.99)	7 (1.79)	-5.21*
SWIFT							346 (27.16)	31 (7.91)	-19.25*
The Well	118 (16.71)	10 (1.99)	-14.73*	134 (12.45)	**	N/A	253 (20.08)	13 (3.37)	-16.71*
Campus Safety	22 (3.12)	10 (1.99)	-1.13	45 (4.18)	**	N/A	44 (3.45)	7 (1.79)	-1.66

*Change is statistically significant ($p < 0.05$)

Table 5. Change in knowledge about HWS resources and services in Fall 2023 and Fall 2024. Response to the statement: "I know about all services..."

	2023			2024			2025		
	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)	W1 N (%)	W10 N (%)	Change (%)
Basic Needs	36 (5.09)	75 (14.91)	+9.82*	109 (10.13)	86 (13.19)	+30.21	152 (11.93)	109 (27.88)	15.95*
CARE	47 (6.66)	72 (14.31)	+7.66*	107 (9.94)	79 (12.12)	+21.85	143 (11.22)	104 (26.60)	15.37*
CAPS	84 (11.90)	99 (19.72)	-3.74*	136 (12.64)	110 (16.87)	+33.48*	168 (13.18)	113 (28.90)	15.72*
Case Management	24 (3.39)	50 (9.94)	+6.55*	66 (6.13)	63 (9.66)	+57.53*	97 (7.61)	78 (19.90)	12.28*
SDRC	37 (5.23)	52 (10.36)	+5.13*	79 (7.34)	80 (12.27)	+67.12*	121 (9.51)	83 (21.23)	11.72*
SHS	63 (8.94)	90 (17.96)	+9.03*	144 (13.38)	128 (19.63)	+46.69*	154 (12.10)	103 (26.28)	14.18*
							114 (8.95)	83 (21.17)	12.23*
The Well	44 (6.23)	107 (21.27)	+15.04*	114 (10.59)	**	N/A	151 (11.98)	125 (32.38)	20.4*
Campus Safety	86 (12.20)	88 (17.54)	+5.33*	142 (13.20)	**	N/A	187 (14.67)	106 (27.11)	12.44*

*Change is statistically significant ($p < 0.05$); ** Survey question display error

HOW CONFIDENT ARE YOU THAT YOU KNOW WHERE TO GO IF YOU NEED HELP ON CAMPUS RELATED TO HWS?

- 2023: The number of respondents who felt confident increased, but the increase was not statistically significant.
- 2024: The percentage of respondents who felt confident (including "Somewhat confident," "Slightly confident," and "Very confident") increased from **94.08%** in Week 1 to **97.98%** in Week 10, representing a **4.14% increase** in confidence levels. This change was statistically significant.
- 2025: The percentage of respondents who felt confident increased from **96.50%** in Week 1 to **98.97%** in Week 10, representing a **2.47% increase** in confidence levels. This change was statistically significant.

METHODS

A series of proportion z -tests was conducted to evaluate whether the observed changes in the distribution of responses (Options 1, 2, and 3) from Week 1 to Week 10 were statistically significant. The analysis was based on responses to three specific statements: (1) *"I have never heard of this department,"* (2) *"I have heard of these services but have not used them,"* and (3) *"I have accessed these services in the past."* Data were collected at two time points, Week 1 and Week 10. Proportion z -tests are appropriate for comparing proportions between two independent groups (e.g., Week 1 and Week 10 respondents) when the sample sizes and response counts differ.

Statistical Procedures

1. **Proportion z -test:** The test compares the proportion of respondents selecting each option (1, 2, or 3) in Week 1 to the proportion selecting the same option in Week 10.
 - Null hypothesis (H_0): There is no significant difference in the proportion of responses between Week 1 and Week 10 for a given option.
 - Alternative hypothesis (H_a): There is a significant difference in the proportion of responses between Week 1 and Week 10 for a given option.
 - Test statistic formula:

$$z = \frac{p_1 - p_2}{\sqrt{p(1-p)\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

Where:

- p_1 and p_2 are the sample proportions of responses for Week 1 and Week 10.
 - p is the pooled proportion, calculated as $\frac{x_1 + x_2}{n_1 + n_2}$.
 - n_1 and n_2 are the total respondents for Week 1 and Week 10.
2. **Significance Testing:**
 - A two-tailed p -value was calculated for each test.
 - A significance level of $\alpha = 0.05$ was used to determine whether the differences in proportions were statistically significant.

Results Interpretation

The results include:

- Percentage change between Week 1 and Week 10 for each option.
- The calculated z -statistic and corresponding p -value.
- Whether the change was statistically significant (i.e., $p < .05$).