



**CAMPUS  
HEALTH**

# **Counseling & Psych Services (CAPS)**

## ***Annual Report***

**Fiscal Year 2020-2021**



**SEPTEMBER, 2021**



CAMPUS HEALTH  
**COUNSELING & PSYCH  
SERVICES**

# Letter from the Director

## “A year of change and adaptation”

For over 50 years, CAPS has helped students reach their full potential for emotional wellbeing and academic success. At the UA, as well as nationally, the demand for college mental health services has grown substantially in the last decade (Oswalt et al., 2018). After collectively being struck with a global pandemic and a volatile political context in 2020, the need to address student mental health has grown more urgent than ever.

Since March 2020, CAPS has worked ceaselessly to adapt to the changing world around us, with an ultimate goal of making needed services accessible to UA students. Just some of the changes we made are recounted here:

- Moved services to a fully online, HIPAA compliant zoom platform in the first week of the shutdown
- Made services more accessible to students in financial need with assistance funds
- Enhanced the number and scope of counseling groups and psychoeducational workshops, all available online
- Developed the CAPS Care Pathways care model, to deliver tailored services to students through an individualized collaborative care plan
- Developed tools on the CAPS website to help students navigate the changing world around them ([Tools for What's Happening Now | CAPS Website \(arizona.edu\)](#))
- Created a process of support with a CAPS counselor for students in isolation
- Hired 3 new counselors to be embedded within the African American Student Affairs, Native American Student Affairs, and Guerrero Center to improve access and care seeking for these student populations

As the future remains uncertain, CAPS is committed to meeting students where they are, increasing access to mental health and psychiatry services, and working to support the mental and emotional health of the UA Campus Community.

**Glenn Matchett-Morriss, Ph.D.**  
**Director, Counseling & Psych Services (CAPS)**  
**Campus Health Service, University of Arizona**

***Counseling & Psych Services' (CAPS) mission is to help students thrive personally and academically by providing direct clinical services, consultation with concerned family, friends, faculty, and staff in service of students, and outreach and education to the UA community.***

# CAPS Utilization Snapshot

Despite the COVID-19 pandemic, CAPS still provided 17,913 visits to 3,355 UA students. Half of visits to CAPS were counseling visits, and a quarter were psychiatry visits. Thirteen percent were triage visits, which are 'walk-in' appointments used to initiate care at CAPS or, if appropriate or requested by the student, refer to community services. 6% of all CAPS visits were Group, and the remaining 4% of visits were ADHD assessment, Oasis sexual assault and relationship violence counseling, Assessments of Risk, and Clinical Care Coordination.



**17,913**  
Total Visits



**3,355**  
Students Served



**9,193**  
Counseling Visits



**4,376**  
Psychiatry Visits



**2,324**  
Triage Visits

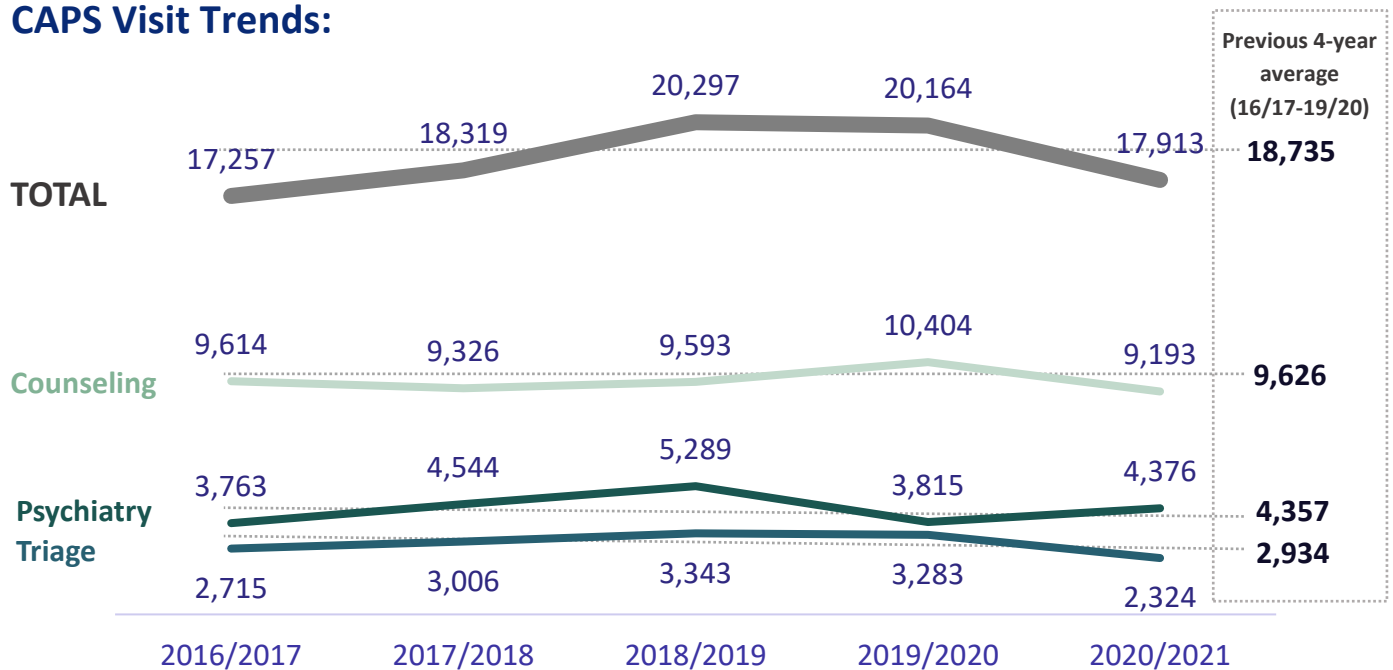


**1,147**  
Group Visits

While counseling, psychiatry, and total visits went down slightly in 2020/2021, when compared to the average visits in the 4 years prior, they were only slightly below average. Psychiatry visits were slightly above average. Group visit trends will be discussed in a later section.

**54%** of students served had never been to CAPS

## CAPS Visit Trends:



# Who is using CAPS services?

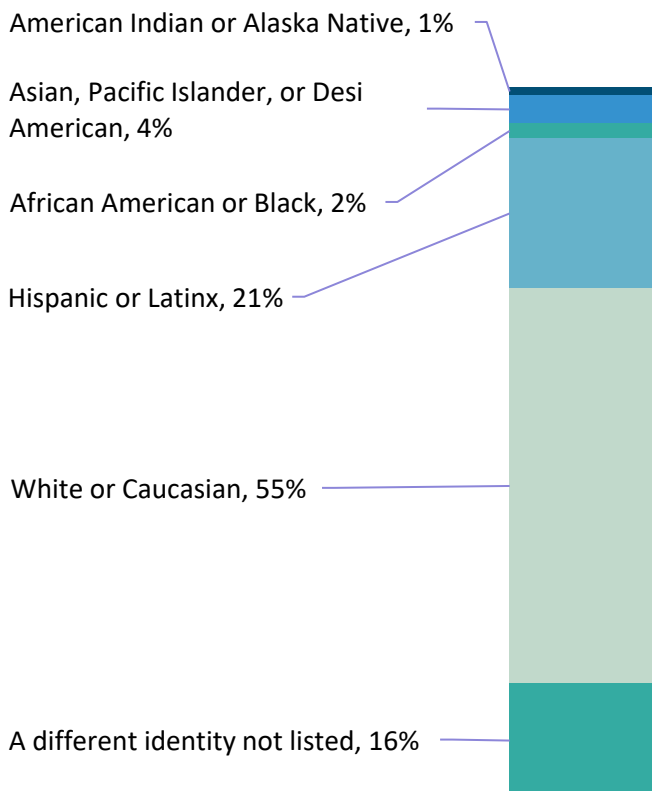
CAPS continues to see a diverse profile of student users, in line with CAPS' goal of providing inclusive care for all UA students. Many of the 2020/2021 demographics are consistent with previous years and with college health service utilization in general (a larger portion of users are graduate students or are female identified).



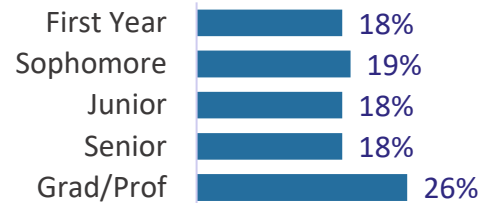
10% of visits were completed by international students (4% of students seen)



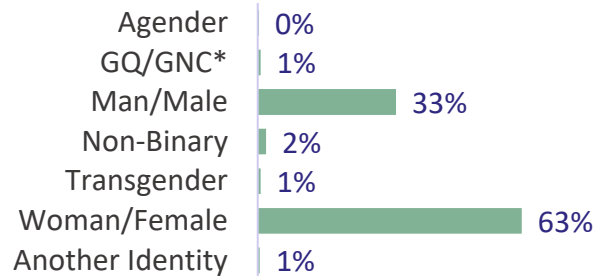
23% of students were First Generation College Students



## % Students Served by Class

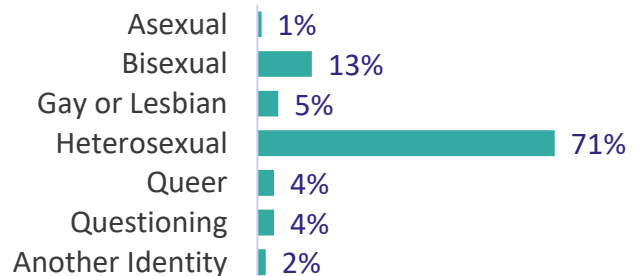


## % Students by Gender



\*GQ/GNC – Genderqueer or Gender Nonconforming

## % Students by Sexual Orientation



CAPS student demographics by ethnicity had slightly smaller proportions of AI/AN, APIDA, and Black or African American students utilizing services compared with past semesters. We theorize this is related to students identifying in those groups potentially being more likely to have faced accessibility issues during the COVID-19 pandemic. In past years, racial and ethnic demographics among CAPS users closely resembled UA demographics.

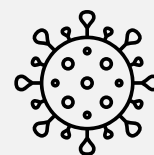
# CAPS COVID-19 Response

From the very first week of the COVID-19 pandemic, CAPS reorganized its entire operational system to move to fully online, HIPAA-compliant sessions over zoom. While CAPS visits did decrease somewhat following the pandemic onset, the decrease was minimal (6%) when compared to the previous four year average. It is likely that, despite advertising CAPS' new online services, many students who left Tucson may not have been aware that services were still available. Due to differences in state licensure, some students were not eligible to receive CAPS services, although CAPS Care Coordination Team worked with every out-of-state student to connect them with care in their state.

In fact, only 9% of students seeking services were not in Arizona, and the vast majority of students were local to AZ. Almost all of the visits were completed over zoom, with a very small percentage being conducted by phone.

# 70%

**Of students said CAPS services helped get them through the pandemic\***



# 9%

**of students were not in AZ when they sought services**



# 95%

**of visits were completed using zoom**

# 92%

**of students were somewhat or very satisfied with the accessibility of CAPS' services during the pandemic**



Based on responses to the 2021 CAPS Patient Satisfaction Survey, conducted in Spring 2021, students were highly satisfied with CAPS' services during the pandemic. 92% said they were somewhat or very satisfied (67% were 'very satisfied') with the accessibility of CAPS services during the pandemic, and 70% indicated that CAPS helped get them through the pandemic.



**The CAPS staff are AMAZING and they deserve all the recognition and praise possible for their service to the UA community. I don't know if I would have made it without them.**



# CAPS Care Pathways

In Spring 2021, CAPS implemented the new CAPS Care Pathways model of care. CAPS Care Pathways is a patient-centered, collaborative approach. This model meets the student where they are at, offering a wide variety of mental health care modalities including groups and workshops, individual counseling, psychiatry, and more. This model aims to match students presenting with milder concerns with care modalities beyond just one-on-one care. In 2020/2021, half of students presented to CAPS with **normal or mild Global Mental Health scores** (see below). Thus, many students can benefit greatly from modalities beyond one-on-one counseling - ultimately allowing for more counselor availability for students presenting with more severe mental health issues or students in crisis.

## Workshop Evaluation Select Findings:

**95%**

Were confident they could better manage the issues they came in with

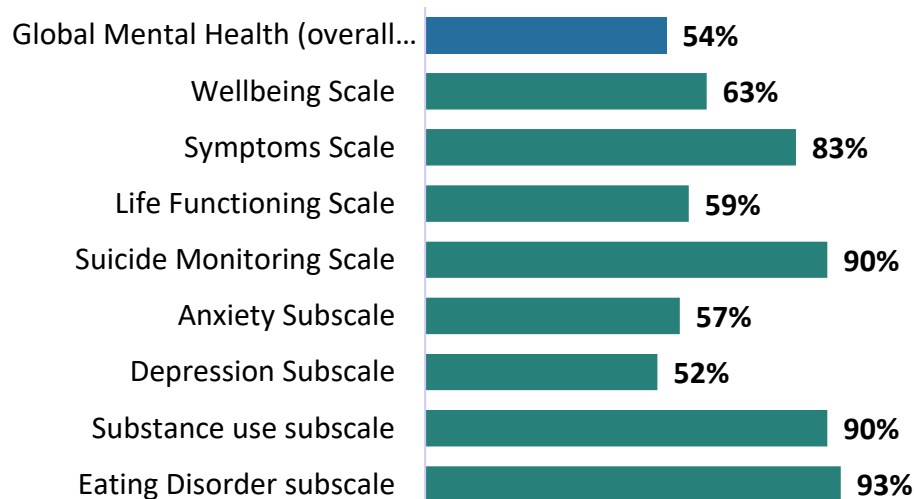
**91%**

Had a greater understanding of how to manage their stress and anxiety

**88%**

Were satisfied with their referral to a workshop

## Normal or Mild at Intake, Select Scores (BHM-43)\*



\*Behavioral Health Measure 43-Item screening, completed at each visit. Global Mental Health is the overall score. Select subscales are presented here.



**165**

Custom Care Plans completed after program implementation, between April and July 2021 (46% of Triage Visits)



# CAPS Makes a Difference

CAPS uses the [Celestehealth Behavioral Health Measure 43-item questionnaire \(BHM-43\)](#) to measure both clinical outcomes as well as relevant screening information to assist providers. Students complete the BHM-43 at every visit, so we can look at changes between their scores at intake and the last recorded visit. Substantial improvements in these clinically-relevant outcomes were seen in students with 2 or more visits during the 2020/2021 fiscal year. The most significant improvements are seen in students who presented with more severe scores at intake, due to a ceiling effect.

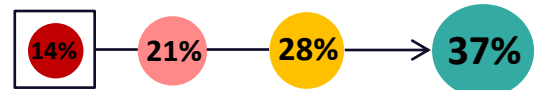
## 57%

of students with 2 or more visits improved in their Global Mental Health scores



### Global Mental Health Score Comparisons between

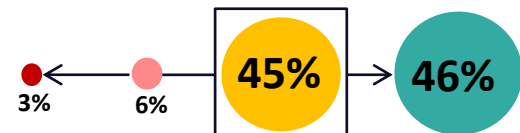
**Severe at Intake:**  
86% improved



**Moderate at Intake:**  
70% improved



**Mild at Intake:**  
46% improved



Key:



“[My provider] is the best psychiatrist I have ever seen. She is genuine, relatable, non-judgmental, and listens to my concerns and doesn't make me defend or justify my feelings. She is the reason I am doing so well with my [issues].” -CAPS Patient Satisfaction Survey, Spring 2021



“[My provider] has been a fantastic counselor and a huge part of my PhD completion.”

-CAPS Patient Satisfaction Survey, Spring 2021

“[My provider] is AWESOME. I especially appreciate the sensitivity and empathy for my learning disabilities. She is very good at helping me feel heard and understood.”

-CAPS Patient Satisfaction Survey, Spring 2021

# CAPS in the Cultural Centers

## CAPS Embedded Counselors

In April 2021, CAPS hired 3 new counselors to be embedded in the UA cultural centers – Native American Student Affairs, African American Student Affairs, and the Guerrero Center. While the need for these services has been known through working closely with the Cultural Centers and hearing from students, data from the 2021 Health and Wellness Survey\* highlights this need starkly. As seen in the table below, the data shows disparities by ethnicity for barriers to seeking mental health services among those who wanted to seek help but didn't. Native American, Black, and Latinx students were much more likely to endorse most barriers compared to White students (the reference group). Students of Color were especially more likely to report financial barriers or not knowing where to go. Embedded counselors will address these barriers by being physically located in the cultural centers, forming relationships with the cultural center communities, and providing free "Let's Talk" services to those students.

**"I think the counselors being stationed in the cultural centers makes it more accessible. It is accessible and visible to them in a space where they frequently go."**

*-Student from focus group on Embedded Counselor Positions*

### Help-Seeking Barriers by Race and Ethnicity\*

	Financial	Putting it off	Scheduling issues	Don't know where to go	Shame
American Indian or Alaska Native	34%	48%	30%	26%	26%
Asian, Pacific Islander, or Desi American	24%	44%	23%	26%	15%
African American or Black	30%	38%	15%	21%	18%
Hispanic or Latinx	32%	41%	23%	28%	21%
Middle Eastern, North African, or Pakistan	29%	36%	25%	24%	24%
White (reference group)	19%	37%	18%	17%	14%

*\*From the 2021 Health and Wellness Survey (Campus Health Service, n=4,129)*

## CAPS Drop-In Support Groups

CAPS also offers free drop-in support groups for many of the student populations that the Cultural Centers serve. These weekly groups are free and are often well attended.

**CAPS Offers:**  
**LGBTQIA+ Support Group**  
**Gender Spectrum Support Group**  
**Students of Color Support Group**

## CAPS Cultural Center Liaisons

In Fall 2019, CAPS worked with all of the cultural and resource centers and identified CAPS counselors to serve as Liaisons within each center. In addition to the embedded counselors, all resource centers have a CAPS liaison who holds hours every week within the cultural centers to help improve accessibility for diverse students.

**"Having facilitators that were women of color was amazing! This space specifically being for and by people of color was the first time since I started at UA that I was in a safe space with others who are also people of color."** *-Students of Color Support Group Satisfaction Survey*



# CAPS Groups and Workshops

Since 2018/2019, CAPS has been continually improving the Group Therapy and Workshop program, adding to the multi-level services offered to UA students to further increase access to mental health services. This has included adding new group offerings, strategic vision in group coordination, and planning to enhance future evaluation efforts. Group Therapy offers students an opportunity to receive more frequent services through CAPS than they would with individual counseling or psychiatry sessions alone, and the high average group visits (8 visits per student) confirms this.



496

Students participated in psychoeducational workshops



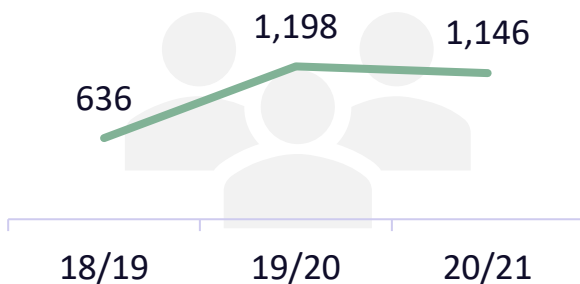
146

Students participated in groups

## 2020/2021 CAPS Group Offerings:

- Attention Management Program (AMP)
- Campus Eating Disorder Awareness and Recovery Group (CEDAR)
- Finding Your Center Coping Skills
- Gender Spectrum Support Group
- Grad Student Support Group
- Getting Unstuck
- Making Sense of it All
- Relationship SOS
- LGBTQA+ Support Group
- Students of Color Support Group
- Survivor Support Group
- Understanding Self and Others
- Calm Body, Calm Mind
- Thriving In Grad School
- Guided Meditations

### Group Visits



81%

Of attendees\* said that group improved their **overall wellbeing** 'extremely' or 'very much'



75%

**Incorporated the skills** they learned in group into daily life



81%

Said that they were **less stressed** compared with before they started the group

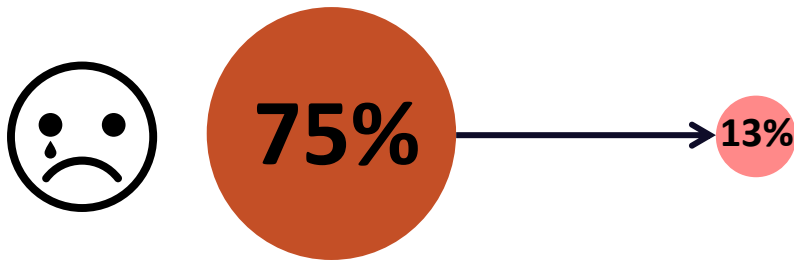
## CAPS Group Utilization

18/19		19/20		20/21	
# of visits	# students	# of visits	# students	# of visits	# of students
636	167	1,198	241	1,146	146

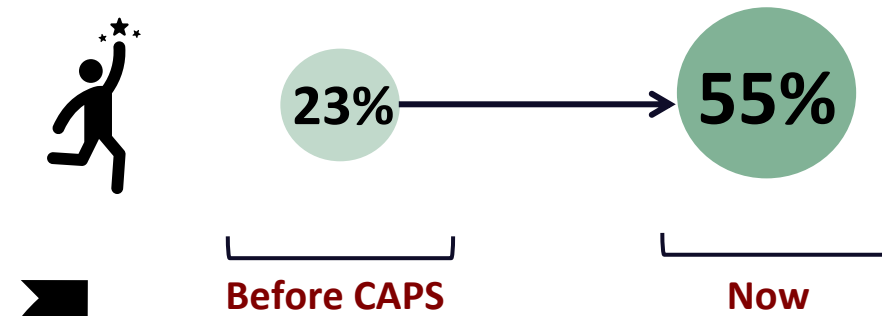
# CAPS Patient Satisfaction

Students using CAPS continue to report a high level of satisfaction with services on our annual Patient Satisfaction Survey. Conducted every Spring, the 2021 survey had 294 respondents. Below are some key highlights.

High or Very High **Distress**:



High or Very High **Hope**:



**70%**  
of students said the changes in distress and hope were directly related to CAPS services



Students reported an **83% decrease in distress** and a **139% increase in hope** after using CAPS' services compared with when they first presented

**87%**



of students said they would recommend CAPS to a friend

**81%**



of students said that CAPS met expectations

**Students report that using CAPS helps them succeed academically:**



# CAPS Outreach and Consultation

Outreach is an important tool for providing skills for prevention, self-management of mental health issues, and encouraging help-seeking. Outreach efforts include workshops and presentations, formal trainings, tabling, screening events, and CAPS presence at sensitive or difficult events on campus.

More than  
**2,000**  
Students  
reached in 212  
outreach events  
in 2020/2021

## Mindful Ambassadors



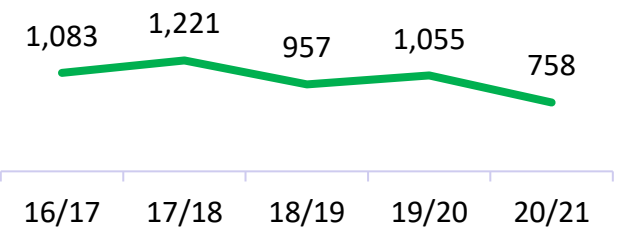
**30** Events held  
with a total of  
**796** participants

Mindful Ambassadors is a peer-driven program where student ambassadors are trained in mindfulness techniques, and present brief Mindful Moments and lengthier Mindfulness Workshops to the UA campus community.

## Consultation Services

Total consultations are down from previous years for a few reasons. First, we suspect that since students were not on campus, Call and Consult utilization decreased by 33%. Second, Parents Matter consults are down 43% from last year, likely due to many students returning home during the pandemic. We suspect in the coming year consultation service utilization will increase.

### Total Consultations



For more information, visit:

[Parents Matter](#)  
[Call and Consult](#)

## Online Mental Health Screenings

1,567 online mental health screenings were completed by UA students through an online service provided by CAPS. This anonymous online tool is used to help students recognize when they may need help and encourage them to visit CAPS.

### Select Screenings:

	#	%	Never been treated
Depression	343	90%	78%
Alcohol Misuse	25	73%	89%
Generalized Anxiety	342	91%	77%
Post-traumatic Stress	71	42%	80%
Disordered Eating	149	19%	85%
Bipolar	127	64%	92%

# Top 10 Diagnoses

The top diagnoses of CAPS users reflect common issues that college students are facing - anxiety, mood, and adjustment disorders. The diagnoses students receive at CAPS also give a glimpse into how critical counseling and psychiatry are to helping students resolve issues that can interfere with academics. A smaller percentage of students have more serious diagnoses and require more support, which is provided through CAPS to manage their condition and allow them to focus on academic and social life.

**85%** of students were diagnosed with at least one of the top 3 diagnoses

		Students	% of Student Users*	
Top 3	1	Anxiety Disorders	1,547	46%
	2	Adjustment Disorders	1,560	46%
	3	Mood Disorders	1,317	39%
	4	ADHD and Attentional Disorders	444	13%
	5	Stress and Trauma Related Disorders	279	8%
	6	Substance Use Disorders	225	7%
	7	Bipolar Disorder	160	5%
	8	Body and Eating Disorders	154	5%
	9	Relationship Issues	142	4%
	10	Academic and Life Issues	93	3%

\*Many students have multiple diagnoses, so percentages are not additive

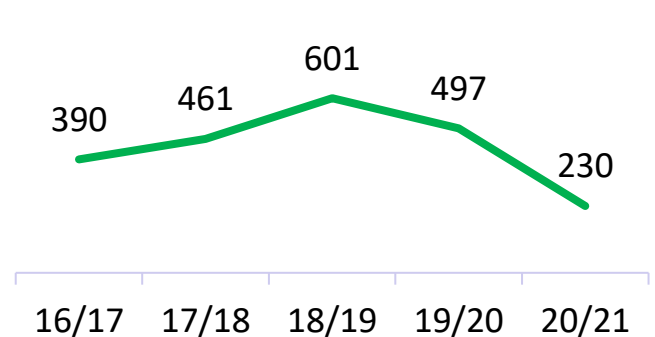
**Anxiety disorders** include all general anxiety diagnoses as well as panic disorders, obsessive compulsive disorders, and social phobias. **Mood disorders** include all depression diagnoses, bereavement, and dysthymia. **Adjustment disorders** often include symptoms of anxiety and depression, but are separated out here as they are often indicative of a more temporary diagnosis.

# High Severity and Acuity

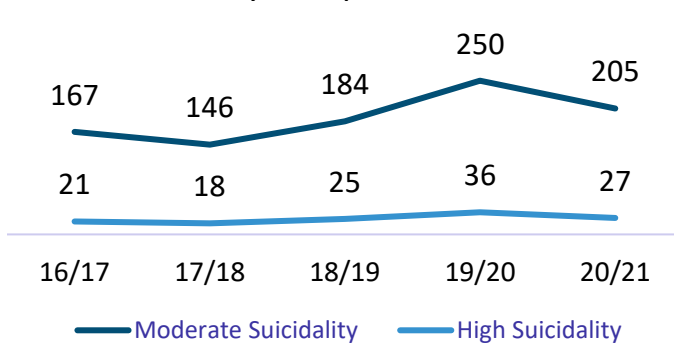
## Same Day Crisis Visits

CAPS Same-Day Crisis Visits assist students in high distress who need to be seen as soon as possible when there are no other appointments available in time. While these visits declined in the past 2 years and were very low in 2020/2021, it is likely due to the fact that CAPS Virtual Visits made same-day (non-crisis) appointments more available, thus averting the need for a crisis visit. In Fall 2021, documentation methods were changed to better capture students in crisis.

5-Year Trends In Same Day Crisis Visits



5 Year Trends in Moderate or High Suicidality, Unique Students



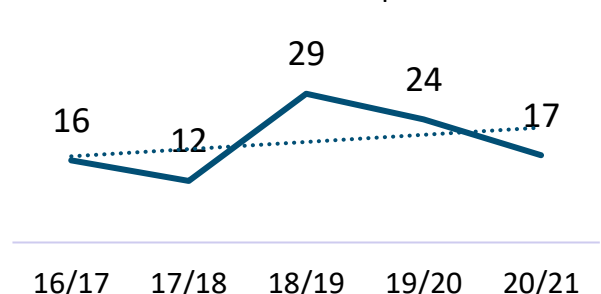
## Moderate and High Suicidality

Moderate and high suicidality, as determined by a suicide risk assessment conducted by a CAPS provider, was also slightly down in 2020/2021. Based on these assessments, a plan of action is created, which can range anywhere from continued self-care to hospitalization.

## Mental Health Hospitalizations

Mental Health Hospitalizations also decreased slightly in the past year. It is possible that this decrease is also a result of the changing circumstances of the COVID-19 pandemic, but future years will determine if that is the case or if this is a downward trend. Most hospitalizations are voluntary.

5 Year Trends in CAPS Student Users with Mental Health Hospitalizations



# What CAPS is doing for high-risk students



## Same-Day Access

A cornerstone of CAPS service provision is the walk-in triage model, where the first appointment is always triage, offering brief counseling, treatment planning and referral. Same-day crisis services are also provided to students in crisis who do not have an appointment but need to be seen immediately.



## On-Site Psychiatric Consultation

CAPS stands apart from many similar schools by providing access to psychiatric services on-site, rather than relying solely on referral to community psychiatric providers, which can be a barrier to access for students.



## Care Coordination

CAPS' Care Coordination team provides follow-up and support services for high-risk students. Care Coordinators reach out to students with high severity screenings in CAPS and the medical clinic for follow-up to get them the care that they need. Care Coordinators also provide follow-up and guidance for students as needed.



## Dean of Students Liaison

The DOS Liaison is a licensed CAPS counselor who provides in-depth assessments of risk for students of concern through the Dean of Student's Office. The DOS liaison is an important support position that works with students at risk to get them needed services.



## Question, Persuade, Refer (QPR)

QPR is a long-standing partnership program with Campus Health Promotion and Preventive Services, educating the UA community on how to recognize signs of suicide and what to do when they are concerned about a student.

**880** Participants were trained in QPR over 43 trainings in 2020/2021



## Call & Consult, Parents Matter

CAPS offers consultation services to any UA staff, faculty, parent/family member or student concerned about the wellbeing of a UA student.

**630** Consults were provided in 2020/2021



## 24/7 Crisis Support Line

CAPS has been using an after-hours crisis phone service for over 8 years, with CAPS on-call staff taking crisis phone calls when needed.

**485** crisis calls were fielded in 2020/2021



## Behavioral Intervention Team (BIT)

The CAPS Director and CAPS DOS liaison counselor are core participants of the UA BIT, an integrated team of UA support service professionals who review cases on students of concern and develop action plans for support or intervention when needed.

# Equity in Mental Health

CAPS is committed to social justice and equity in mental health, and acknowledges that disparities persist in mental health symptoms, stressors, and access to services. Within our own population of CAPS users, we can see disparities in severity of symptoms (right), and disparities in self-rated health and loss during COVID-19 in the UA student body. CAPS is taking both a systems and outreach approach to improving access to and use of CAPS services.

## CAPS staff completed

**476** hours of training on equity, bias, racial trauma, and diversity & inclusion in 2020/2021

## Student Assistance Funds

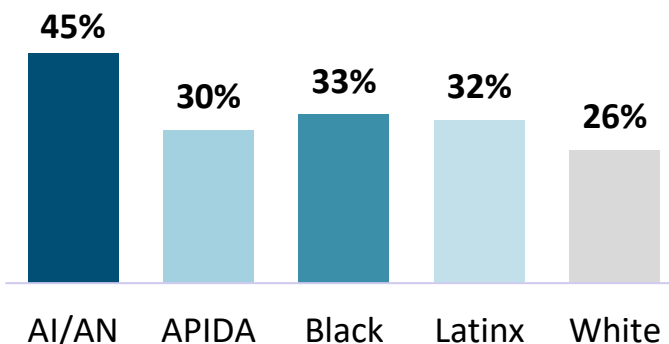
For students with mental health need who meet financial criteria for eligibility, assistance funds are available to apply toward CAPS services. This is an important effort toward health equity and access to services.

**280** Visits were covered using Assistance Funds for **144** students

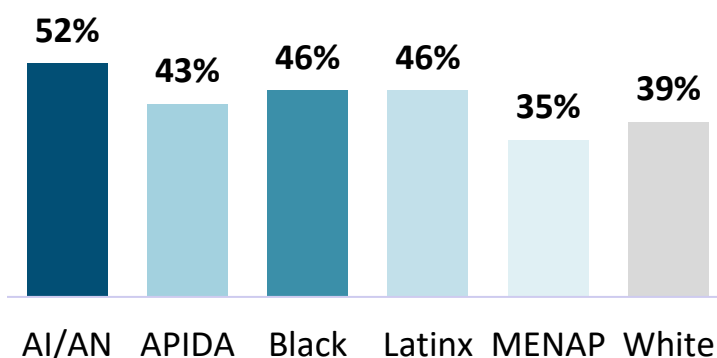


AI/AN – American Indian or Alaska Native  
 APIDA – Asian, Pacific Islander, or Desi American  
 MENAP – Middle Eastern, North African, or Pakistan

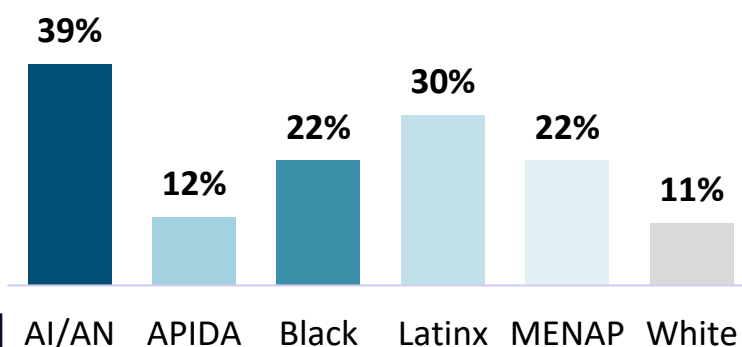
## ‘Severe’ Global Mental Health Scores at Intake (BHM-43)



## Mental Health self-rated as ‘fair’ or ‘poor’\*



## Students who lost someone due to COVID-19\*



\*Health and Wellness Survey, 2021. Campus Health Service.

# CAPS Website Remodel

In Spring 2021, CAPS conducted a series of focus groups to attain feedback on the current design and help determine how students would like to functionally use the CAPS website. In Summer 2021, that focus group data was used to develop a brand new CAPS website, intended to be more accessible, put students first, and serve as an intervention in itself. Click the below links to explore some of the newly developed self-help resources on the CAPS website.

## Top Priorities

identified by student focus groups addressed:

- ✓ Student-centered layout
- ✓ Student-centered language
- ✓ Provider bios and search function
- ✓ Accessibility
- ✓ More visually engaging



## Pathways to Wellness

An interactive tool for students to build a holistic plan for personal wellbeing

Resources on building resilience from the Stronger Than Resiliency program

## Stronger Than



## Tools for What's Happening Now

A wide range of resources for coping with major national or global events

A collection of self-help tools to help empower students to take control of a personal care plan

## Mental Health and Wellness Tools





# Looking Ahead

## CAPS Embedded Counselors

In Fall 2021 and beyond, CAPS is working on integrating 2 new embedded counselor programs to further improve access to mental health services for students. Cultural Center Embedded Counselors, who were hired in Spring 2021, have been working diligently alongside cultural center staff to best work with students in those areas. In Summer of 2021, the UA Life Management Counselors (LMC) program was placed under CAPS, and 3 open positions are currently being filled. LMCs provide no-cost, short term counseling to undergraduate students, as well as consultation to staff and are embedded within Thrive Center, The A Center, CALS, and Eller College of Management.

## Survivor Advocacy Program

In Fall 2021, the Survivor Advocacy program was placed under CAPS, and is under new leadership with Cassandra Hirdes, Assistant Director at CAPS. The [Survivor Advocacy program](#) provides students who have experienced sexual or gender based violence with broad-based and confidential support. Two open positions are currently being filled.

## CAPS Peer Support Program

While providing mental health support in the form of services provided by trained professionals is the heart of what CAPS offers students, peer support can be an important part of healing and wellbeing - particularly with the increased social isolation that the past year has created. Wildcats RISE. (Resiliency In Stressful Events) was piloted by a team including CAPS Assistant Director Cassandra Hirdes, and will be scaled up as a CAPS program in the near future. Results from the pilot student program can be reviewed [here](#).

## CAPS' Commitment to Diversity and Inclusion

While CAPS has always been committed to diversity and inclusion, the past year was a time of much needed energy and effort in making this work an even bigger priority, and a part of everything CAPS does. CAPS has had a strong presence on the Campus Health Diversity and Inclusion Committee, and in Fall 2021 a counselor was named co-chair of this committee. In Summer 2021, CAPS created an internal Social Justice Committee, aimed at providing meaningful structural recommendations to CAPS leadership on D&I issues. CAPS aims to also continue or refresh an extensive Racial Trauma training and book-reading series which all staff completed in Spring 2021. More about CAPS' work on Equity and Inclusion [can be found on the CAPS website](#).

## Clinical Training Programs

CAPS is committed to working with trainees to further the real-world education of the next generation of mental health providers. Currently, CAPS is working with 4 UA graduate programs to house trainees, has 5 trainees in Fall 2021, and will have 8 trainees in Spring 2022. Beyond that, CAPS is laying the groundwork to establish a Clinical Training Doctoral program officially registered with the American Psychological Association.

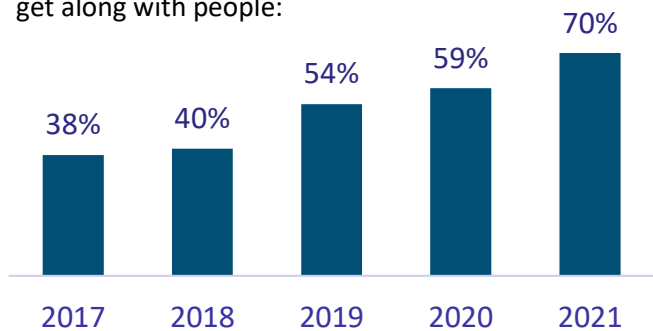
# Summary

## CAPS' Commitment to Service

As both prevalence and severity of mental health issues continue to rise among college students nationally (Duffy, Twenge, & Joiner, 2019), the same trends are evident at UA. The Campus Health annual Health and Wellness Survey (CHS, 2021) has demonstrated increasing

mental health service need among UA students (above). Despite the very slight decrease in utilization during the pandemic, CAPS is already seeing record highs in the first 6 weeks of Fall 2021. It is anticipated that as students are back on campus, and still coping with changes in the world around them, there will be increasing need for mental health services among students at the UA.

% who indicated anxiety or depression made it very or somewhat difficult to work, study, go to class or get along with people:



**CAPS is deeply committed to addressing that need** and is focusing efforts on a wide variety of structural and programmatic enhancements to improve student access to mental health services. On the structural side of things, we are focusing on increases in the number of providers, and continued enhancements in scheduling and service delivery. We are working hard on increasing access to Mental Health services among those who have the most barriers, with the new Embedded Counselors, the cultural center liaisons, assistance funds, virtual visits, the RISE Peer Support Program, and CAPS Care Pathways. Programmatically, we are also focusing on coordinated enhancement of groups and workshops, self-management options, and continued improvements to prevention programming and outreach.

**Through these and other efforts, CAPS aims to provide the opportunity for all students to receive the support the need in order to flourish during their time at UA and beyond.**

## References:

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### FOR MORE INFORMATION:



[caps.arizona.edu](https://caps.arizona.edu)

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520.621.3334

For inquiries into this report, message:

Lauren Pring, MPH  
Evaluation Specialist, Campus Health Service  
[pring@email.arizona.edu](mailto:pring@email.arizona.edu)