



CARE Network Annual Summary

The following is an informational summary of annual data from the CARE Network's 2010/2011 services.

I. CARE Network Volunteers:

The CARE Network is supported by the investment of dedicated Evergreen community members. These Network members volunteer their time and energy to weekly office shifts, regular trainings, and member meetings. Without their input, the Network would not be the important resource it is developing into today.

In total, there were 15 active CARE members during the year; their demographics were: one undergraduate student, one adjunct faculty member, one administrative faculty member, ten staff members, one student-temporary staff member, and one student-intern.

There were also four new volunteers welcomed to the CARE Network; their demographics are: one staff member, two undergraduate students, and one Alumni of The Evergreen State College.

II. Office Hours:

During the 2010/2011 academic year, CARE Network volunteers staffed a total of approximately 670 hours in conflict resolution services for The Evergreen State College campus community.

III. Client Usage:

There were 83 recorded occasions when the CARE Network office was used as an informational, referral, or directory resource throughout the year.

Of the total recorded client contacts, 40 usages were sit-down counsel occasions which included reports. The types of issues in those 40 reported occasions, and the frequency, are as follows:

➤ Occurring within an Academic program

Type of Issue	Frequency
Academic concern (being dropping from class)	1
Anxiety connected to school work	1
Conflict during a Group Project	2
Conflict with Faculty	2
Conflict with fellow students	2
Request for CARE Network Presentation	1

➤ Occurring outside of an Academic program

Type of Issue	Frequency
Accusation of sexual assault	1
Campus safety and access concern	1
Concern about academic credit from past years	1
Concern for friend's/roommate's wellbeing	2
Conflict concerning Housing (on-campus)	3
Conflict concerning on-campus employment	1
Conflict with roommates (off-campus; involving legal issues and safety concerns)	3
Conflict within a Student Group	1
Conflict between family members	1
Counseling resources	1
Disturbance on campus due to pro-life protester images	1
Landlord/Tenant conflict (off-campus)	1
Mediation/Facilitation Request	5
Seeking counsel on the CARE Network's employment, internship, or volunteer hours	5
Stress	2
Uncomfortable on campus due to general sense of anti-Semitism	2

The demographics of the client's information in the 40 reported contacts are as follows:

*These numbers were rounded to even numbers, and do not add up to 100. Also, data is contingent on the information provided by clients.

Demographic	Percentage
Student: <i>(12 specific student years indicated, including: 4 First Year students, 1 Sophomore, 4 Junior, 2 Senior, and 1 Graduate student)</i>	78%
Other:	12%
Staff:	8%
Faculty:	2%
No Racial or Ethnic Identity Indicated:	65%
White:	20%
Native American/Alaskan Native:	5%
Other:	5%
African American:	2.5%
Asian/Pacific Islander:	2.5%
Female:	60%
Male:	28%
No Gender Preference Indicated:	12%

The Client Respondents' demographics (applicable to nine of the total reports) are as follows:

Demographic	Percentage
Student: (1 Junior year indicated)	45%
Staff:	22%
Faculty:	22%
Other:	11%
No Racial or Ethnic Identity Indicated:	100%
No Gender Preference Indicated:	45%
Male:	33%
Female:	22%

IV. Trainings and Workshops:

The following five workshops were offered as all-campus events during the 2010/2011 academic year:

➤ *“Communicating to Connect”*

This was a two-part Non-Violent Communication training facilitated by certified trainer Liv Monroe. During this event Evergreen students and staff were trained in the basic principles, philosophy, and techniques of Non-Violent Communication. This workshop was brought back to campus, in an extended two-part series, based on the popularity and success of last year's offering. The workshop sessions were offered in a sequential form, attendance to both sessions was a requirement for participation. The trainings were held on Thursday January 20th and Thursday January 27th; both sessions were held from 9:00 AM to 12:00 PM. The participant demographics for each sessions were as follows: the January 20th session had 25 signed-in participants, including 20 students (17 Undergraduate and 3 Graduate) and 5 Staff members; the January 27th session had 20 signed-in participants, including 16 students (15 Undergraduate and 1 Graduate) and 4 Staff members.

➤ *“Conflict Happens: Communication Skills to Build Community”*

The Dispute Resolution Center of Thurston County facilitated two offerings of this four-hour training which focused on communication skills and conflict resolution. The Fall Quarter offering was held on November 4th 2010, from 1 to 5 pm, and had 20 participants; the demographics from those who signed in were 9 students, 7 staff, and 1 faculty member. The Spring Quarter offering was held on April 21st 2011, from 2 to 6 PM. There were 20 participants at this offering with the following demographics: 17 Undergraduate students, 1 Staff, and 2 Faculty members.

➤ *“Mental Health First Aid Training”*

This training was facilitated by The Capital Clubhouse of Olympia, and focused on Mental Health Awareness and First Responder training. This workshop was made possible by collaboration between The Capital Clubhouse (specifically by Sue Allen and Stephanie Lane MSW, who waived the training fee and volunteered their time), and, The President’s Diversity Fund which provided a \$600 grant for the materials cost of 25 participants. This was a twelve hour training offered in two six-hour sequential sessions, attendance to both sessions was a requirement for participation. The trainings were held on Saturday May 14th and Sunday May 15th; from 10:00 AM to 4:00 PM. The demographics of the 27 participants* were as follows: 18 Undergraduate students, 2 Student/Staff, 2 Faculty members, and 5 Staff members. **The event had excellent attendance, and was actually overenrolled by two participants on both days.*

➤ *Evergreen Orientation Week Workshops*

The CARE Network facilitated two workshops for Evergreen’s *Orientation Week* 2010. Both sessions of this workshop were two hours long and included information on the services and mission of the CARE Network, student and academic services & resources on campus, resources in the community, and information on understanding conflict, mediation, anger arousal, and personal values, as well as skill building exercises in conflict resolution skills.

- Workshop One was held on Sep. 23rd 2010 and facilitated by Tina Schubert and John McLain; there were five participants (4 students and one potential student).
- Workshop Two was held on Sep. 24th 2010 and facilitated by Tina Schubert, John McLain, and Andrea Olsen-Seabert; there were 4 participants (all undergraduate students).

V. Goals for Continued Services:

The following service goals have been identified as successful means of service, outreach, and promotion; continued applications of these activities are goals for next year’s service to the community.

- Continuous promotion of office services and all-campus events through multiple media outlets, including: campus signage, face-to-face announcements, informational sessions, and web based outreach.
- Scheduling consistent open office hours during the highest usage times of the week.
- Scheduling all campus workshop events early in the year and ensuring the event information was available to staff and faculty members. (Note: The five weeks before an event remain the highest registration times regardless of the early promotion efforts).
- Early and continued promotion of the CARE Networks New Volunteer and Student Internship positions.
- Continued CARE Network volunteer trainings with Evergreen department representatives; in-order to build understanding of campus resources.
- Bi-Weekly Tabling on the Olympia campus.
- Weekly email announcements via TESC Crier for both the CARE Networks services, and CARE Network events and workshops.

- Facebook organizational page announcements and correspondence.
- In-class informational announcements.
- Article submissions to the Cooper Point Journal.
- On-line Feedback Surveys.

Lastly, in addition to continuing the above service activities, a new goal for the 2011/2012 academic year is the following:

- Create a new network of volunteers who are trained in Mediation and Professional Conversation Facilitation. These volunteers would be considered *CARE Network Associates* and would not be expected to staff service hours in the CARE Network office; instead they would volunteer to fulfill mediation and facilitation requests as need arise.