

CARE Network Fall Quarter Summary Report 2009

This is the second full year that the CARE office is serving the Evergreen community.

CARE Members:

There were 13 active CARE members and three “paused” CARE members during Fall quarter. Of the 13 active members, one member asked to be paused at the end of Fall quarter, until further notice when their schedule may allow more time to volunteer.

New members are recruited and selected at the end of Spring quarter, but because of interest, experience, and completion of training with the Dispute Resolution Center of Thurston County, two people were offered the opportunity to volunteer with CARE during Fall quarter. Of those two, one new member applied, was accepted, completed further training with the CARE Coordinator, and is scheduled to begin volunteering at the start of Winter quarter.

Office Hours:

The CARE Office was open during all weeks of Fall quarter, excluding holidays and Evaluation week. The Office was staffed by CARE members for 20 hours each of those weeks. Each member staffed one hour per week or two hours every two weeks, depending on what worked best for the member’s schedule. The exception to this was Lynne Stockwell, Coordinator of Evergreens Mediation Services who staffed a full day each week, and the CARE Network Coordinator, who staffed a minimum of two hours a week.

The office was able to avoid closure during open hours by covering or swapping shifts. Whenever there was an unforeseen schedule conflict during a member’s weekly scheduled time, their shift was either covered by another CARE member or the Coordinator, if no one else was available.

The open office times for Fall quarter were: Tuesday 9am to 4 pm (staffed by Lynne Stockwell all day); Wednesday, 11am to 3pm; Thursday, 11am to 4pm; and Friday 11am to 3pm. A sign-in sheet was used to track shift coverage and client usage.

By the end of the quarter it became apparent that client traffic was consolidated on Tuesday, Wednesday, and Thursday.

Contacts:

Usage:

There were 34 recorded occasions when the CARE Office was used as an information, referral, or directory resource. Of the total contacts, 15 were sit-down counsel occasions which included reports.

The types of issues included in the reports, and the frequency are as follows:

Out of class

Emotions and Interpersonal issues: 2
Financial aid/housing concerns: 1
Employment: 1
Community service/grievance concerns: 1
Separation order: 1
Stress: 1

In class

Conflict with another student: 1
Conflict in class (not directly involved): 2
Dissatisfaction/conflict with faculty: 4
Reinforce communication skills: 1

The demographics of the client's information in the 15 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.

Client demographics

Student: 100%
Other: 14%
White: 46%
No racial or ethnic identity indicated: 46%
Female: 66%
Male: 34%

Alleged Respondents demographics

Student: 40%
Faculty: 46%
Staff: 6%
White: 6%
No racial or ethnic identity indicated: 54%
Female: 54%
Male: 26%

Note: There were no client contacts in the first week of the quarter, and a minimal amount in the second week.

Trainings:

One CARE member training, and one all campus training were completed in Fall Quarter.

The CARE member training was facilitated by Leslie Johnson from Evergreens Counseling Center. She provided a one hour session which focused on healthy boundaries and self care for service providers. There were six CARE members in attendance.

The Dispute Resolution Center of Thurston County facilitated the all campus training. This was a two-hour training focusing on communication skills. There were 19 attendees, 15 of which were students.

In addition two CARE members, Andrea Seabert-Olsen and Tina Schubert, facilitated a two hour conflict and communication training for new and returning students during orientation week. Conflict, mediation, anger arousal, and personal values were discussed. There were seven students in attendance.

Meetings:

There were three meetings held for CARE members in Fall quarter. Scheduling conflicts present the largest difficulty for holding meetings where all members can attend.

Promotion:

Promotion for Fall quarter included the following:

- Recorded PROMO on 89.3 FM KAOS for continuous air.
- Weekly email announcements via TESC Crier for both the CARE Networks services, and CARE Network events and workshops.
- Hallway signage in the Library building, second floor.
- Tabling at the Activities Fair and Academic Fair.
- Announcement made at Faculty and Program Coordinator meetings.
- Class RAP's in: Awakening the Dreamer, Creative Landscape, Social Work/Human Services, Understanding Economic Crisis, Public Speaking & Health Care.
- Announcements to Residential Services by Michael Sledge.
- Flyers and posters dispersed through campus all quarter.
- Request for CARE members to share information regarding services available (made at the beginning of Fall quarter).

Possible changes for Winter Quarter may include:

Information regarding the CARE Network will be submitted to the Cooper Point Journal in Winter and Spring quarter.

Possible consolidation of open CARE office hours to better reflect high usage on Tuesday, Wednesday, and Thursday.