



2009/2010 CARE Network Summary; Student Coordinator position, annual usage & client demographics

Notes on the student coordinator position:

This was the first year the CARE Networks student coordinator position was filled continually from fall to spring. Because of the newness of the CARE Network, there was a basic building time for the student coordinator position and the Network itself. As the CARE Network becomes more established on campus, and student coordinators are able to train their replacements, the basic building functions of the coordinator position will decrease and hopefully allow less interruption of services to the campus community. Still, it is important to note that for every new coordinator a natural learning curve will exist, and as such the direction of the CARE Network will change, develop, or ebb and flow with the coordinators familiarity in the position.

The student coordinator position is an excellent student employment opportunity and learning resource here at The Evergreen State College. The position offers students a great amount of self direction and self accountability; applying many goals of an Evergreen education within a professional work environment. The student employee uses and develops a versatile skill set, including the management of all functions for a college office, working with a group of volunteers, and developing and facilitating on-campus workshops.

Notes on the CARE Network structure:

The CARE Network is supported by the investment of dedicated Evergreen community members; current students, staff, or faculty. 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.

Due to the volunteer base, the CARE Networks services and events offered to campus will always be impacted by the interests and passions of the student coordinator and the interests and involvement from all CARE Network volunteers.

The largest challenge for the CARE Network at this stage of development is promotion of office services and all-campus events. Consistent office hours, visibility on campus through flyers and signs, and face-to-face promotion will need to be continued before the Evergreen community is familiar with the CARE Network. The two most successful means of promotion identified this year were announcement through TESCCrier email and direct connection with Evergreen community members.

Some specific goals set for next year, intended to build from the foundation of 2009/2010 are:

- Continued promotion of office services and all campus events through multiple media outlets; including radio, campus signage, face-to-face announcements, and web based outreach.
- Scheduling consistent open office hours during the highest usage times of the week.
- Schedule all campus workshop events early in the year; making the event information available to faculty members and increasing the possibility of accommodating in-program based participation.
- Early and continued promotion of the CARE Networks new volunteer application process.
- Development of a permanent internship through the CARE Network, to be offered on the Olympia campus.
- Have regular meetings with campus department representatives' in-order to build volunteers understanding of campus resources.

Below are the 2009/2010 CARE Network annual usage & client demographics.

Annual Usage:

The highest traffic times during the open office hours for the CARE Network office were early afternoon hours on mid-week days.

There were 76 recorded occasions when the CARE Office was used as an information, referral, or directory resource. Of the total contacts, 34 were sit-down counsel occasions which included reports.

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

Out-of-classroom concerns

Emotion/Interpersonal issues: 4

Financial aid/housing concerns: 4

Conflict, threats, and/or harassment occurring between students: 3

Landlord issues: 1
Employment: 1
Community service/grievance concerns: 1
Separation order: 1
Stress: 1
Stress due to credit load and sexual assault: 1
Conflict between staff and faculty: 1
Staff seeking resources: 2

In-classroom concerns

Conflict with another student: 1
Conflict occurring in class (not directly involved): 2
Dissatisfaction/conflict with faculty: 4
Reinforce communication skills: 2
Academic concerns: 4
Seeking academic resources: 1

The demographics of the clients' information in the 34 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: 82%
Other: 11%
Staff: 12%

White: 59%
Asian/Pacific Islander: 6%
No racial or ethnic identity indicated: 35%

Female: 65%
Male: 35%

Alleged Respondents demographics

* 21 of the 34 reports included information for a respondent.

Student: 62%
Faculty: 43%
Staff: 5%
Other: 19%

White: 2%
No racial or ethnic identity indicated: 98%

Female: 52%
Male: 38%
No gender preference indicated: 38%