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## **Spring 2011 Quarterly Report**

### **I. CARE Network Members:**

There were 13 active CARE Network members during Spring Quarter 2011.

Volunteers of the CARE Network remain predominantly Staff members of *The Evergreen State College*. During Spring Quarter, the volunteer base had the following demographics: one administrative faculty member, ten staff members, one student-temporary staff member, and one student-intern.

In addition to regular services, the CARE Network completed three different application processes during Spring Quarter, including:

- The hiring and training of the 2011/2012 Student Coordinator. There were seven applications for the position; all applicants were current undergraduate students.
- The annual New Volunteer application and training. There were eight volunteer applications submitted, four of which were accepted and continued on to complete the new volunteer training. The demographics of the four new volunteers are as follows: one staff member, two undergraduate students, and one Alumni of *The Evergreen State College*.
- The selection of the next undergraduate student Intern; there were two applications for this internship, one was accepted. The 2011/2012 academic year will be the second year that this internship is available to the learning community.

### **II. Office Hours:**

The CARE Network office was open during all weeks of the quarter. During Evaluation week services were paused completely. The office was staffed 19 hours per week. Each member completed weekly one hour shifts, or two hour shifts every two weeks, depending on which worked best for the member's schedule. The exception to this was the Student Coordinator and the Student Intern who both staffed additional hours per week as was determined by their contract.

The open office hours schedule for Spring Quarter was as follows:

*Monday 11 am to 3 pm; Tuesday 11 am to 4 pm; Wednesday 12 pm to 2 pm; Thursday 11 am to 3 pm; and Friday 11 am to 3 pm.*

A sign-in sheet was used to track shift coverage and client usage. There were occasions of uncovered office hours due to absence and/or inability to find a shift cover. During Spring Quarter 2011, the volunteers of the CARE Network staffed an approximate 180 hours of conflict resolution services for *The Evergreen State College* campus community.

### III. Client Usage:

There were 23 recorded occasions when the CARE Network office was used as an information, referral, or directory resource during Spring Quarter. Of these total contacts 5 were sit-down counsel occasions which included reports.

The following is the distribution of the 23 recorded occasions across the Spring Quarter open office hours:

<u>Monday</u>	
11-12 pm: 0 clients	
12-1 pm: 3 clients	
1-2 pm: 1 client	
2-3 pm: 3 clients (1 including a report)	
<u>Tuesday</u>	
11-12 pm: 0 clients	
12-1 pm: 1 client	
1-2 pm: 2 clients (1 including a report)	
2-3 pm: 2 clients (1 including a report)	
3-4 pm: 0 clients	
<u>Wednesday</u>	
12-1 pm: 0 clients	
1-2 pm: 2 clients (1 including a report)	
<u>Thursday</u>	
11-12 pm: 2 clients	
12-1 pm: 2 clients	
1-2 pm: 2 clients	
2-3 pm: 0	
<u>Friday</u>	
11-12 pm: 0 clients	
12-1 pm: 1 client (1 including a report)	
1-2 pm: 2 clients	
2-3 pm: 0 clients	

The types of issues included in the 5 reported sit-down counsel occasions, and the frequency, are as follows:

#### Occurring within an Academic program:

Conflict during a group project: 1
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#### Occurring outside of an Academic program:

Campus Event Facilitation Request: 1
Concern about academic credit from past years: 1
Conflict within a Student Group: 1
Conflict between family members: 1

#### IV. Client demographics

The demographics of the client's information in the 5 reported sit-down counsel occasions 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>(2 specific student years indicated, both being Junior year)</i>	72%
Staff:	14%
Other: <i>(1 previous Student)</i>	14%
No Racial or Ethnic Identity Indicated:	86%
Native American/Alaskan Native:	14%
Female:	57%
Male:	4%
No Gender Preference Indicated:	29%

#### V. Trainings and Workshops:

There were two all-campus CARE Network workshops completed during Spring Quarter.

The first all-campus workshop was entitled "Conflict Happens: Communication Skills to Build Community." This was a four-hour training which focused on communication skills and conflict resolution facilitated by The Dispute Resolution Center of Thurston County; it was held on April 21<sup>st</sup> 2011 from 2 to 6 PM. There were 20 participants with the following demographics: 17 Undergraduate students, 1 Staff, and 2 Faculty members.

The second all-campus workshop was entitled "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, whom 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.

During this event, Evergreen students and staff were trained in the skills and knowledge of how to support someone in a mental health crisis situation or who may be developing a mental disorder, including: the facts of diagnosis, treatment, recovery, first response, and public education surrounding mental health. Participants received a certification of completion at the end of the training.

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 14<sup>th</sup> and Sunday May 15<sup>th</sup> 2011; 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.*

#### VI. CARE Network Meetings:

There were three meetings held for CARE Network members this quarter. Scheduling conflicts still present the largest difficulty for holding meetings where all members can attend. The CARE Network development and in-house meetings were held on April 14<sup>th</sup>, May 12<sup>th</sup>, and June 8<sup>th</sup> 2011.

There was also a CARE Network volunteer training held on April 6<sup>th</sup> 2011. This training was facilitated by Adjunct Faculty Member Candace Vogler and focused on the impact of trauma triggers and accumulation. In attendance were CARE Network volunteers and Staff members from the Housing Department.

#### VII. Promotion and Outreach:

Promotion of CARE Network services all-campus events during Spring Quarter included the following:

- Bi-Weekly Tabling in the CAB Buildings on the Olympia campus.
- Weekly email announcements via TESC Crier for both the CARE Networks services, and CARE Network events and workshops.
- Hallway signage in the Public Service Center and second floor of SEM II E.
- Flyer and poster dispersal throughout campus.
- Facebook organizational page announcements and correspondence.
- An in-class informational announcement, made on 4/13/2011.
- Article submission to the Cooper Point Journal.
- On-line Feedback Form\*

*\*The online Feedback form was housed on the CARE Networks website. The survey was available for three weeks and received 10 responses. The survey results are at the end of this report.*

#### VIII. Event and Collaboration Requests:

The CARE Network received two collaboration event requests; both requests were declined due to either the availability of volunteers or based on a collaborative decision to pass on the request.

The CARE Network also received one request to provide Facilitation Services for an on campus event; this request was attended and supported by one CARE Network volunteer. The event was sponsored by three student groups and was in response to multiple tense discussions occurring on the colleges email service "TESCCrier." The focus of the event was to address the content of the email discussions/conflicts surrounding issues of Transgender inclusiveness, Native American Studies, and Cultural Divides. The event was a film viewing with a following group discussion.

# CARE Network Feedback form Response Summary

Total Completed Survey: 10 (100%)

## 1. How did you find out about the CARE Network?

	Mark all that apply	Response Count
Online (evergreen.edu/Google search, etc)	100.0% (3)	3
From a flier	100.0% (2)	2
Walking by Seminar II	0.0% (0)	0
Someone came to my program	0.0% (0)	0
Faculty	100.0% (2)	2
Staff	100.0% (3)	3
Counseling Center	0.0% (0)	0
Facebook	0.0% (0)	0
Tables around campus	0.0% (0)	0

## 2. If you have used CARE services, please rate your level of satisfaction of the services you received:

	Satisfied	More than satisfied	N/A Response	Not Satisfied
Personal Conflict	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)
Academic Conflict	25.0% (1)	0.0% (0)	75.0% (3)	0.0% (0)
Concern	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)
Workshop	20.0% (1)	80.0% (4)	0.0% (0)	0.0% (0)
Just checking it out	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)

## 3. If you attended a 2009/2010 workshop, which did you attend?

	Mark all that apply	Participants attended
A. "Conflict Happens: Communication Skills to Build Community"		2
B. "Understanding Crisis"		1
C. "Conflict and Resolution: Live Playback Theatre Performance"		1
D. "Communicating to Connect"		2
E. I did not attend a 2009/2010 workshop		4

## 4. If you attended a 2010/2011 workshop, which did you attend?

	Mark all that apply	Participants attended
A. "Conflict Happens: Communication Skills to Build Community"		1
B. "Communicating to Connect" (2 part series, Winter Workshop)		0
C. Mental Health First Aid Training (2 part series, Spring Workshop)		8
D. I did not attend any 2010/2011 workshops		1

## 5. What is the best way to inform you of upcoming CARE Network events and/or opportunities?

	Mark all that apply	Response Count
Email	100.0% (6)	6
TESCrier	100.0% (5)	5
Fliers	100.0% (3)	3
Tabling	100.0% (1)	1
Presentations to my program	100.0% (2)	2
Facebook	100.0% (5)	5

## 6. Did you know the CARE Network accepts applications for volunteers?

	Response Count
Yes	50.0% 5
No	50.0% 5

## 7. Are you interested in volunteering with the CARE Network?

	Response Count
Yes, absolutely!	0.0% 0
Maybe, I need more information	20.0% 2
I've already applied! Or, I'm already a volunteer!	30.0% 3
No, not right now	50.0% 5