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## **Winter 2011 Quarterly Report**

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

There were 14 active CARE members during Winter quarter 2011.

CARE Network members remain predominantly Staff members of *The Evergreen State College*. During Winter quarter the volunteer base had the following demographics: one Adjunct Faculty member, one Administrative Faculty member, ten Staff members, one Student-Temporary Staff member, and one Student-Intern.

One member asked to be paused at the end of Winter quarter.

Also, the application process for New Members, the Student Intern for next year, and Student Coordinator for next year began in Winter Quarter.

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

The CARE Network office was open during all weeks of the quarter. During Evaluation week and Spring Break services were paused completely.

The office was staffed 26 hours each week of full operation. 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 was the Student Coordinator and the Student Intern who both staffed more hours per week.

The office schedule for Winter quarter was as follows:

*Monday 11 am to 3 pm; Tuesday 11 am to 5 pm; Wednesday 11 am to 5 pm; Thursday 11 am to 5 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.

### III. Client Usage:

There were 24 recorded occasions when a CARE Network member was used as an information, referral, or directory resource during Winter quarter (22 of those occasions occurred in the CARE Network office and the other 2 happened in a CARE Network Member's personal office). Of these total contacts 17 were sit-down counsel occasions which included reports.

The following is the distribution of all usage across the open office hours:

\*Some reported occasions not indicated as communication was through email not the office.

#### Monday

11-12 pm: 2 clients (1 including a report)

12-1 pm: 0

1-2 pm: 0

2-3 pm: 0

#### Tuesday

11-12 pm: 0

12-1 pm: 0

1-2 pm: 1 client (including a report)

2-3 pm: 2 clients (both including reports)

3-4 pm: 2 clients (both including reports)

4-5 pm: 0

#### Wednesday

11-12 pm: 0

12-1 pm: 5 clients (2 including reports)

1-2 pm: 2 clients (1 including a report)

2-3 pm: 1 client (including a report)

3-4 pm: 0

4-5 pm: 1 client (including a report)

#### Thursday

11-12 pm: 0

12-1 pm: 2 clients (1 including a report)

1-2 pm: 0

2-3 pm: 0

3-4 pm: 0

4-5 pm: 0

#### Friday

11-12 pm: 1 client (including a report)

12-1 pm: 1 client (including a report)

1-2 pm: 2 clients (both including reports)

2-3 pm: 2 clients (1 including a report)

The types of issues included in the 17 reported sit-down counsel occasions, and the frequency are as follows:

➤ *Occurring within an Academic program:*

Conflict during a group project: 1

Conflict with Faculty: 1

➤ *Occurring outside of an Academic program:*

Mediation request: 2

Conflict concerning on-campus employment: 1

Conflict with roommates (off-campus; involving legal issues and safety concerns): 3

Seeking counsel on CARE Network's employment, internship, or volunteer hours: 4

Stress: 1

Seeking counsel on training resources: 1

Conflict concerning Housing (on-campus): 3

### Client demographics

The demographics of the client's information in the 17 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.

Student: 76% *(There were 6 specific student years indicated, including: 4 First Year students, 1 Junior, and 1 Senior year student).*

Staff: 6 %

Other: 18%

No racial or ethnic identity indicated: 59%

White: 17%

Asian/Pacific Islander: 6%

Native American/Alaskan Native: 6%

Other: 12%

Female: 59%

Male: 41%

### Respondents demographics:

*\*Applicable to 4 of the reports*

Student: 25 % *(1 Junior student)*

Staff: 50%

Other: 25%

No racial or ethnic identity indicated: 100%

Female: 25%

Male: 50%

No gender indicated: 25%

#### IV. Trainings and Workshops:

There was one all-campus CARE Network workshop completed and one all-campus workshop cancelled during Winter Quarter.

The completed all-campus workshop was entitled "Communicating to Connect;" this was a two-part Non-Violent Communication training facilitated by NVC 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, in an extended two-part series, based on the popularity and success of last years 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 20<sup>th</sup> and Thursday January 27<sup>th</sup>; both sessions were held from 9:00 AM to 12:00 PM. The participant demographics for each sessions were as follows: the January 20<sup>th</sup> session had 25 signed-in participants, including 20 students (17 Undergraduate and 3 Graduate) and 5 Staff members; the January 27<sup>th</sup> session had 20 signed-in participants, including 16 students (15 Undergraduate and 1 Graduate) and 4 Staff members.

The cancelled Winter quarter all-campus workshop was a three hour basic conflict resolution training with The Dispute Resolution Center of Thurston County. This workshop was scheduled for February 18<sup>th</sup>, 2011; it was canceled due to low registration. The same workshop was successfully offered during Fall quarter, and another offering of this workshop is scheduled for Spring quarter 2011.

Lastly, project development began on two events: a Mental Health First Aid Training for an all-campus event; and, training on the impact, triggers, and accumulation of trauma for CARE Network Volunteers and Housing Staff.

Note on future event scheduling: The CARE Network received three requests during Winter Quarter to have a workshop or training offered during an evening/weekend schedule, as they have always been offered during the weekday hours and are therefore not available to all community members.

#### V. 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 January 13<sup>th</sup>, February 10<sup>th</sup>, and March 3<sup>rd</sup>, 2011.

There was one in-house training provided by CARE Network Member Michael Sledge. This training was an information session focusing on the practices, overview, policies and procedures of the Housing department of The Evergreen State College.

There was also a training scheduled with Evergreen Dean Nancy Murray for January 13<sup>th</sup>, 2011 which was canceled due to scheduling conflicts with the CARE Network volunteer base.

#### VI. Promotion and Outreach:

Promotion of CARE Network services, new volunteer positions, the student internship position, the student coordinator position, and the all-campus events during Winter quarter included the following:

- Submitted an organization request to the CCBLA and Students in Service for student involvement and volunteers.
- Bi-Weekly Tabling in the CAB and Library 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 for the CARE Network.
- Completion of five in-class outreach and informational sessions (Class RAP's).
- Announcement and question and answer session at the Geoduck Student Union Meeting on February 2<sup>nd</sup>, 2011.
- Announcement for CARE Network services, volunteer positions, and workshops at the January 12<sup>th</sup>, 2011 Faculty meeting.
- Participation in the following Fairs:
  - The Internship Fair held on January 26<sup>th</sup>, 2011.
  - The Winter Quarter Academic fair held on March 2<sup>nd</sup>, 2011.

#### VII. Event Requests:

The CARE Network received one formal request to attend an event on the Olympia campus.