



# 2022-2023 Annual Report

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## [1] Executive Summary



*Full-time staff pictured, left to right: Christine Contestable (Education Navigator); Katie Valdez (Program Coordinator); Kirstin Maanum (Director); Erin Norris (Assistant Director of Clinical Services); Louisa Bradford (Mental Health Therapist); Jenna Templeton (Associate Director); Jordan Tolman (Mental Health Therapist); Brit Bitters (Training Coordinator).*

The WRC was successful during the last year in filling all open positions, despite the impact of COVID on the labor market. Thanks to support from the Student Mental Health Fee and the President's office, we were able to create and hire two new staff. Now we have the largest team since the WRC was created in 1971.

### **Mission, Vision, & Values**

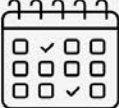




The mission of the Women's Resource Center (WRC) is to support student well-being and success through programs, counseling, training, and scholarships. We believe that through doing so, we can provide opportunities for students to discover their passion, people and purpose.

We use our values of **justice, equity, community, accountability,** and **collaboration,** as guiding principles in our work. These values align well with those of Student Affairs (**belonging, care, integrity, life-long learning, self-discovery,** and **student-centeredness**), and they underscore our support of all students—regardless of their identity and background. We approach our work through a gender-inclusive lens that centers marginalized students and the issues they face.

# 5 Key Data Points of Departmental Impacts

Women's Resource Center

## 2022-2023 Key Impacts

	<b>Student Programming</b> <b>440 participants</b> WRC hosted 25 in-person, student-centered events that contributed to students' sense of belonging.
	<b>Scholar Success</b> <b>&gt;99% scholars</b> Of our 128 unique scholars, 52 graduated, and 75 persisted towards graduation. Our scholars indicated that Education Navigation holistically contributed to their success.
	<b>Tuition Scholarships</b> <b>\$443,250</b> WRC disbursed 150 awards to 128 unique scholars with tuition scholarships.
	<b>Student Support Funds</b> <b>\$50,990</b> WRC supported 56 students with a total of nearly \$51k to help them get through unforeseen circumstances that would have impeded their ability to stay in school.
	<b>Clinical Program</b> <b>2,576 appts.</b> Our team of clinicians supported students in 2,576 total appointments, 1,613 of which were personal counselling appointments.

**U**WOMEN'S  
Resource Center

WRC started the 2022-2023 academic year off with a fully-staffed team, which made it possible to reimagine our programs and their impact.

Our programming team worked hard to create opportunities for students to connect to one another and learn together through various in-person events. These included community-building events in which students could meet new people while participating in engaging activities like painting, bowling, or learning to crochet. WRC also offered an educational series called Coffee & Conversations, in which students would gather to participate in critical dialogue around important gender equity issues.

WRC supported over 128 unique scholars with over \$440,000 in tuition scholarships, thanks to 14 generous donors/funds. These scholars were also given holistic support throughout the year from our Education Navigator, a new position created in our office, initially dedicated to supporting the Heidi & Greg Miller Single Parent Cohort.

WRC helped students experiencing financial barriers due to unforeseen circumstances stay in school by providing over \$50,000 in student support. The most common barriers for students were: housing insecurity, tuition holds, transportation issues, and childcare needs.

Our clinical team provided over 2,500 appointments which included initial contacts, individual counseling appointments, and case management. This year, our clinicians supported 308 unique clients, and saw an increase of 15% in appointments from the previous year.

Last but not least, we are especially proud of the impact our programs had on our students, who explain it best:

*"I really appreciated and very much enjoyed seeing a panel of women of color from different backgrounds and who hold different roles at the University of Utah. This panel was not only educational, it personally made me feel seen and in community at the University of Utah. Thank you for organizing this event!" – from a Coffee & Conversations attendee*

*"...As a non-traditional student it is often difficult to feel heard when all of the outlying layers of our identities are constantly at play and it seems like we are always asking for help. The WRC has never made me feel like I am asking for too much. They always meet me where I am and provide guidance and support as I make the decisions I need to move forward." – from a WRC scholar*

*"I enjoyed that the group was a safe, peaceful, judgement-free place where we could explore our own experiences through art... The artistic aspect both helped me rediscover my sense of identity and helped to ground me in moments of stress, confusion, and uncertainty." – from a Healing Arts Group participant*

*"WRC has been the sole source of resources and guidance for my mental well-being." – from a counseling client*

*"I have been struggling to make it to the finish line. The WRC has made that possible by relieving some of the burden of paying for tuition this summer and for my living/daycare expenses last semester." – from a Student Support Fund recipient*

## Students Served

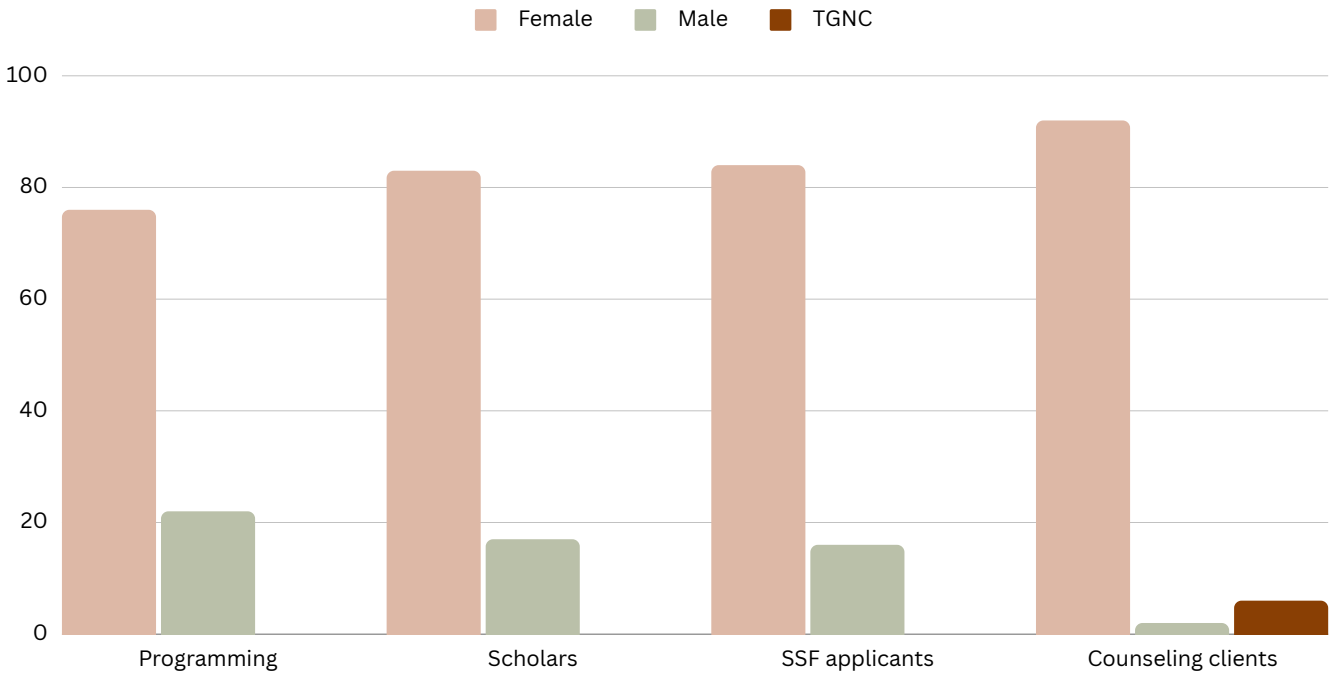
**AN IMPORTANT NOTE ON GENDER:** As a gender-based identity center, WRC acknowledges that the demographics available to us do not encompass the broad diversity of gender identities with the nuances they require. We believe that all students should be able to claim and express their identities beyond the assigned binary categories of male/female and man/woman, especially because these binaries leave out individuals who identify as intersex, transgender, genderqueer, and/or nonbinary. Additionally, we recognize that anatomical sex (e.g. male/female) and gender identity are not interchangeable. For example, student data available in PeopleSoft may categorize a student as simply female, when that descriptor may woefully miss the mark in describing their identity.

These shortcomings have highlighted several opportunities for us to better collect and analyze our student data and advocate for more nuance in data collection across the University.

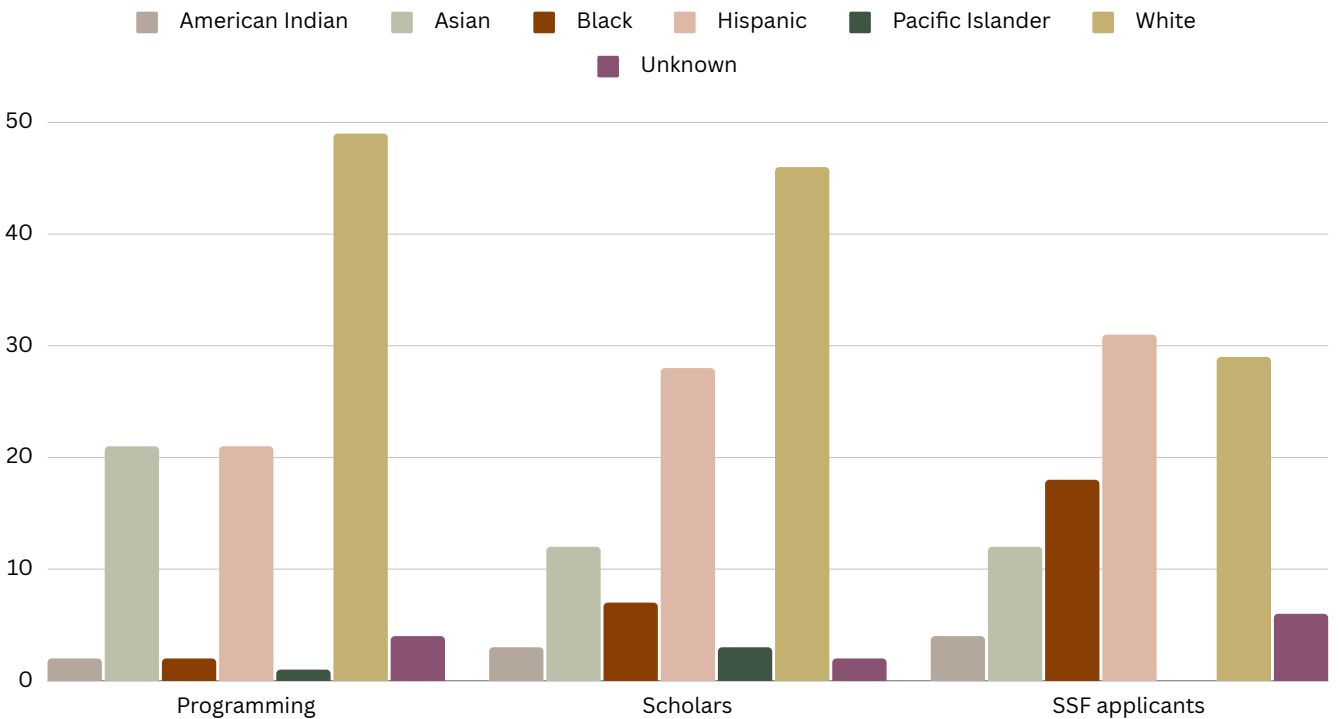
Please note: The category of TGNC encompasses students that have identified as non-binary, transgender, and/or genderqueer. We understand that this category doesn't include all of the possibilities of gender identity or expression.

**AN IMPORTANT NOTE ON RACE AND ETHNICITY:** Race and ethnicity are not the same; however similar to Gender and Sex, our data sources often conflate the two. Categories are created to ease data analysis, but doing so can erase students' identities.

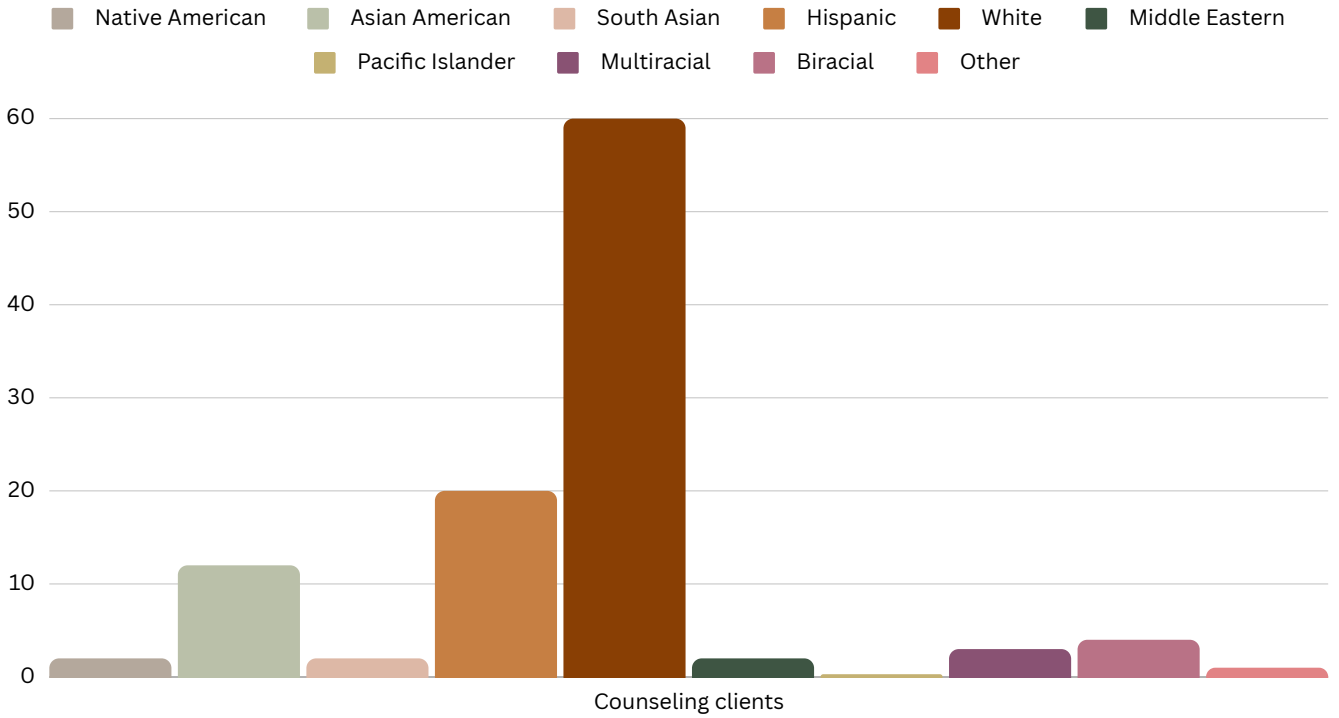
## % ALL Students Served by SEX / GENDER



## % Student Served by RACE / ETHNICITY (Programming, Scholars, Student Support Fund applicants)



## % Students Served by RACE / ETHNICITY (Counseling Clients only)



## % ALL Students Served by AGE





# Cross Campus Collaborations

## **Gender Studies**

We worked with Kilo Zamora and Juliet Reynolds to secure Gender Studies students as facilitators for WRC programs.

## **Marriott Library**

Librarians curated relevant titles for each Coffee & Conversations event so that attendees could check out books on-site.

## **Office of Sustainability**

Sustainability supported Coffee & Conversations. They were co-hosts for the Spring 2023 series & hosted one event at the Edible Campus Gardens.

## **Educational Leadership & Policy**

The ELP program provided us with a graduate assistant, Emily Pollard, who made significant contributions to our programming and outreach.

## **Edu. Psychology Program**

WRC staff redesigned & taught the Feminist Multicultural Therapy course (which is a requirement for WRC practicum students) within the EdPsych department.

## **College of Social Work**

CSW provided us with three practicum students who served as FMT mental health clinical trainees.

## **Division of Family Planning**

Division of Family Planning supported Coffee & Conversations. They attended our Fall 2022 events and provided emergency contraception to attendees of the event.

## **College of Science**

We co-hosted an event in honor of Women's Week. The event utilized Gender Studies student facilitators to discuss "Climate Change: Science & Art as Action" guest panelists.

## **Ctr. for Campus Wellness**

CCW offered confidential mobile HIV testing in our space. Clinics hosted in WRC were the most well attended of all CCW's HIV clinics.

## **Equity, Diversity, & Inclusion**

Team members enthusiastically served on planning committees for Women's Week, Black History Month, and Pride Week.

## **Financial Wellness Center**

FWC offered budget planning sessions to Miller scholars and a Salary Negotiation workshop to all WRC scholars.

## **University Counseling Center**

UCC offered a workshop on Healthy Relationships workshop to our Miller scholars, at their request.

## [2] Strategic Initiatives

Student Affairs' Strategic Plan, called *Adapting to Student Needs*, lays out strategic themes (**Student Support & Advocacy, Operational Excellence, Student Engagement, and Inclusive Excellence**). We focus on these themes through grouped objectives that fall under 4 umbrellas, called perspectives (**Students, Finance, Internal Processes, and Organizational Capacity**).

### Organizational Capacity

Strategic Initiative	Complete?	Evidence
Improve training and development for all staff through a formal onboarding process	☑	<ul style="list-style-type: none"> <li>● Implemented an annual orientation for all staff</li> <li>● Created uniform new employee onboarding manual</li> </ul>
Implement holistic review process for employees	☑	<ul style="list-style-type: none"> <li>● Each team member completed annual evaluation using the UUPM tool</li> </ul>
Improve technology and equipment and utilization of technology	☑	<ul style="list-style-type: none"> <li>● New equipment purchased for staff</li> <li>● Shared best practices for remote work from home</li> </ul>

### Internal Process

Provide annual Professional Development opportunities to retain staff and also as a way to learn high impact processes to support students	☑	Conferences & trainings attended by staff: <ul style="list-style-type: none"> <li>● Program Design School</li> <li>● National Women's Studies Association conf.</li> <li>● Evolution of Psychotherapy</li> <li>● National Association of Social Workers conf.</li> <li>● Ongoing management trainings via Bridge</li> </ul>
Expand our clinical team to offer to increase access to mental health services	☑	Hired two new Mental Health Therapists: <ul style="list-style-type: none"> <li>● Louisa Bradford (August 2022)</li> <li>● Jordan Tolman (January 2023)</li> </ul>
Collaborate with the University Counseling Center to streamline practices, procedures, & share in training opportunities	☑	<ul style="list-style-type: none"> <li>● Participated in UCC's Threat Assessment training</li> <li>● Participated in JED Campus Taskforce</li> <li>● Hosted UCC's Beyond the Binary support group weekly</li> </ul>
Improve outreach and communication with students so they understand how they can engage with the WRC	☑	<ul style="list-style-type: none"> <li>● Restarted monthly newsletter</li> <li>● Offered WRC Mission &amp; Services presentation</li> <li>● Provided outreach to over 1,000 students, faculty, and staff</li> </ul>



## Finance

Strategic Initiative	Complete?	Evidence
Maintain and increase the continuity of donor support for all areas of the WRC	☑	<ul style="list-style-type: none"> <li>● Collaborated with University Advancement team to renew 100% existing grants and donor funds</li> <li>● Leveraged new donors at second annual Raise A Glass fundraiser, which raised 348% more funds than previous year</li> </ul>
Develop a responsible stewardship plan that is shared by the Director and Associate Director	☑	<ul style="list-style-type: none"> <li>● Shared responsibilities for budget projections and expenses across the WRC leadership team</li> </ul>

## Students

Increase access for historically marginalized communities specifically in the areas of mental health, student belonging, and scholarship opportunities	☑	<ul style="list-style-type: none"> <li>● Hosted diverse students at educational events (72 unique attendees, 56 of whom were returners) and community-building events (156 unique, 136 returners)</li> <li>● Programming attendees agreed (86%) with the statement: <i>"I left this event feeling a greater sense of belonging to the University community."</i></li> <li>● Offered specific scholarship opportunities to non-traditional and parenting students</li> <li>● 15% increase in personal counseling appointments from previous year</li> <li>● 5% increase in participation in Women of Color support groups from previous year</li> <li>● Distributed more support funds (170%) than previous year to students, most of whom held a marginalized identity (31% Hispanic, 18% Black, 12% Asian, 4% American Indian)</li> </ul>
Increase student influence in WRC decision-making, programming, and leadership opportunities for their own identity development	☑	<ul style="list-style-type: none"> <li>● Administered student feedback survey (82 respondents) to make informed decisions about our space &amp; programs</li> <li>● Renewed partnership with Gender Studies to plan out future student leader cohort</li> </ul>

## [3] Major Accomplishments

### Women's Resource Center

## Major Accomplishments

	<p><b>Clinical Team</b>  <b>2 New Hires</b>                  We hired two new mental health therapists to join our team. Louisa Bradford, CSW, joined in August 2022 and Jordan Tolman, CSW, joined in January 2023.</p>
	<p><b>Clinical Program</b>  <b>Healing Arts Group</b>                  Our mental health therapists created and implemented a new community group that gave participants the opportunity to explore their identities through creative activities.</p>
	<p><b>Programming</b>  <b>12 Partnerships</b>                  We worked with campus partners for Coffee &amp; Conversations, including Marriott Library, Gender Studies, Office of Sustainability, and more. We also co-hosted events with LGBT Resource Center, the Financial Wellness Center, and the College of Science.</p>
	<p><b>Heidi &amp; Greg Miller Single Parent Cohort Scholarship</b>  <b>\$143,000</b>                  WRC welcomed the first cohort of six students into the Miller Single Parent scholarship program. These students received tailored programming and 1-on-1 support from our Education Navigator as well as peers in their cohort.</p>
	<p><b>Education Navigation</b>  <b>150 students</b>                  Our Education Navigator met with 150 unique students to provide scholar support, general support to non-scholars, &amp; coordinate Student Support Fund requests.</p>



### Other Noteworthy Accomplishments

We **welcomed three clinical interns** (from the MSW program) into our Feminist Multicultural Therapy (FMT) Training program. Each of these trainees helped us meet the demand for mental health services. Each intern secured a job in their field upon graduation.

Our **two new Mental Health Therapists piloted a Healing Arts Group**. Significant interest made a waitlist necessary. As a result of its success, these therapists plan to offer two groups next year to meet the demand.

Our clinicians aided our Asst. Director of Clinical Services in **redesigning the required FMT course for incoming clinical interns** and other students. The updated curriculum will be used for future cohorts.

Our programming goal was to engage current students on campus and in person, a shift from the pre-COVID era. Then, we were working more in the community. Facing the impacts of COVID, staffing vacancies, and the increasing need of students to feel a sense of belonging, our team shifted to offer in-person programs, frequently within our recently renovated student lounge. We had **over 440 unique students attend our events**. Our program coordinator and graduate assistant **provided outreach to an additional 1,000 campus community members** through workshops and presentations.

In the upcoming year we hope to add a **programming focus dedicated to academic success** to benefit our tuition scholars, as well as all students. We look forward to collaborating with campus partners (e.g., U Career Success, Financial Wellness, Undergraduate Studies) and leveraging their expertise to support students in their academic endeavors.

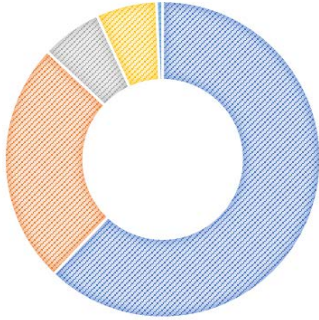
We were thrilled to have a successful launch of the Heidi & Greg Miller Single Parent Cohort Scholarship. This gift from the Miller family allowed us to **holistically support 6 single-parent scholars with the newly created position of Education Navigator**. The investment from the Miller family will allow us to offer this full-ride scholarship to parents who might not otherwise be able to complete their undergraduate degree in a timely manner.

Lastly, we couldn't do all that we do without engaging our donors and the community through our fundraising efforts. We are grateful for the **support of the University's Advancement team in securing foundation support** as well as connecting us to community members invested in our work.

This year we partnered with T.F. Brewing to **host our second annual Raise a Glass Event**. This will become our annual signature fundraising event that highlights local woman- and BIPOC-owned businesses and artists through an accompanying silent auction, all while building momentum and celebrating the important work that WRC does each and every day.

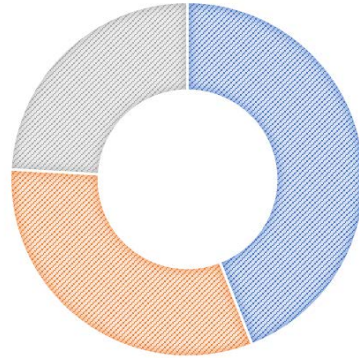
## Total Development - \$598,401

### STUDENT SUPPORT FUNDS \$80,500



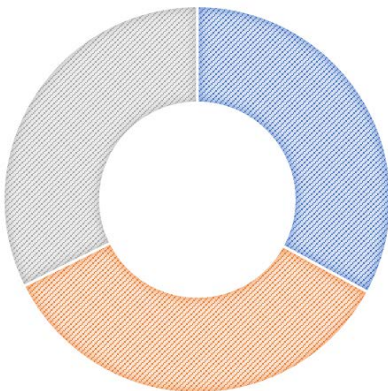
- Private donor
- Sorenson Legacy Fdn.
- Bamberger Fdn.
- Archer Family Fdn.
- Individual donor

### SCHOLARSHIP FUNDS \$490,130



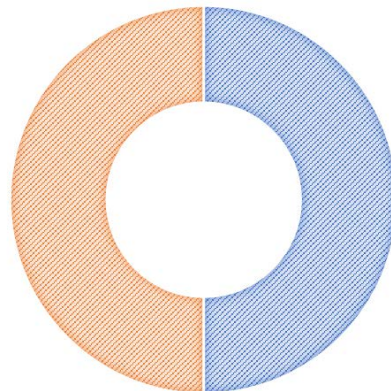
- Foundation Support & Grants
- Heidi & Greg Miller Gift
- Endowment Dividends

### FUNDRAISERS \$17,771



- Raise A Glass
- Individual Donors
- Giving Day

### PROGRAMMING \$10,000



- Dee Foundation
- Parent Fund

## [4] Major Challenges

Women's Resource Center

### Challenges & Opportunities

Competitive job market & staff retention

Shift to post-COVID in-person needs of students

Management of growing scholarship program

Onboarding and forming a brand new team

Demand for clinical services

Building parameters & expectations for new scholarship programs

The competitive job market poses a significant challenge to both **hiring and retaining staff**. In the past year, we have hosted two searches for clinical positions and struggled to recruit a large applicant pool each time.

At the beginning of new fiscal year 2023, **our team had nearly doubled in size**. Such quick growth called for a formalized onboarding process and bonding experiences to ensure we were building a cohesive team with a shared vision.

Returning to campus in full force post-pandemic required a **shift to offering our programs in-person**. This warranted collecting data from students quickly to determine the best ways to engage them during the year.

The **demand for clinical services continues to grow**, while the retention of our clinical staff (both full-time and trainees) has fluctuated. We see opportunities to best support our students by offering more groups and strengthening our partnership with graduate programs to recruit future trainees.

Our **scholarship portfolio grew to 14 opportunities this year**. This required multiple application and review cycles, which put a large demand on staff time and highlighted a growing need for efficient processes.

With new scholarship opportunities comes the need for accompanying tailored programs to support our scholars. **Designing program expectations and tracking impact** was a welcome challenge for our new team, especially with so many scholars. This was especially true for our Heidi & Greg Miller Single Parent Cohort scholars. These six students entered a brand new scholarship program that called for holistic, year-long support, with programs that offered them tools for financial success & career readiness.

## [5] New & Continuing Strategic Initiatives

Women's Resource Center

### Adapting to Student Needs

★ NEW

➔ ONGOING

#### Organizational Capacity

- ➔ Formalize onboarding process
- ➔ Implement holistic review process
- ★ Align professional development with staff needs & goals
- ➔ Hire to fill vacant position on clinical team

#### Internal process

- ★ Improve collaboration and strategic partnerships
- ➔ Improve staff meeting format
- ➔ Improve scholarship program & logistics
- ★ Implement strategic communication schedule for WRC programs

#### Finance

- ★ Diversify funding sources
- ➔ Increase literacy of budget
- ★ Expand scholarship portfolio
- ★ Explore passive fundraising opportunities with local businesses

#### Students

- ➔ Host student-centered programming
- ➔ Improve accessibility of schp. process for students
- ➔ Update website for more clarity
- ★ Design student leadership program