

WRC Office Tracking 2012-2013

Brief description of project:

The Women's Resource Center wanted to gather accurate and complete information about the people who were coming to the office and the services they were accessing, and to make this information easily accessible for their use. Everyone who came to the WRC was asked to complete the Guest and Client Survey (either online or using the StudentVoice app on iPod touches), and WRC staff completed a report for phone, e-mail, and in-person contacts. Counseling clients also completed demographic information and the FemTom before their first session on paper. Counselors and practicum students tracked client visits, counseling issues, and programming work. Attendees at WRC presentations were asked to evaluate the presentation (on paper or using the StudentVoice app on iPod touches).

Summary of Key Findings:

- 739 direct clinical service hours, individual, group and couples.
- Age range of individuals utilizing clinical services : 53 % 18-24 years old, 27% 25-34 years old, 12% 35-49 years old, 8% 50-65 years old
- 59 % identified as having a disability or chronic condition
- 90% are undergraduate or graduate students
- Survey results documented 2,085 points of contact for WRC services via in person, email and phone.
- The three ways students reported learning about the WRC was through a WRC contact, other campus office and friends.
- Types of services provided: WRC group inquiry, WRC counseling inquiry, crisis counseling, community counseling inquiry, advocacy/education, scholarship information, volunteer information, programming, student sponsorship, returning student services.
- 422 hours of programming documented by student staff

Actions Taken:

- Results have been and will continue to be included in grant proposals and in annual report.
- Adjustments were made to the surveys and forms for the upcoming year based on results.
- Plan to increase training to new staff on how to enter information to increase consistency and accuracy of results.
- Share results with WRC staff as a group and with individual staff members for training purposes.
- Streamline processes for acquiring data to ensure more precise results.

Which department and/or program goals does this project align with?

- Professional development
- Best practice

- Improve our use of technology and social media
- Recruiting, supporting and retaining women and underrepresented students.

Which Student Affairs goals does this project align with?

- Provide education that ensures all staff is properly trained to provide professional and competent service
- Promote diversity on campus through effective programming and active recruitment of staff and students
- Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making
- Provide, maintain and utilize technology to enhance student services, assessment and communication