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SOCIAL SCIENCE RESEARCH INSTITUTE

AN EVALUATION OF THE WOMEN'S RESOURCE CENTER

By

The Social Science Research Institute
University of Maine
Orono, Maine 04473



UNIVERSITY OF MAINE *at Orono*

July 23, 1975

TABLE OF CONTENTS

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TABLE OF CONTENTS

	<u>Page</u>
CHAPTER I	INTRODUCTION AND APPROACH. 1
CHAPTER II	A USER-ORIENTED EVALUATION FROM WOMEN'S RESOURCE CENTER RECORDS 7
CHAPTER III	USER EVALUATION OF THE WOMEN'S RECOURCE CENTER . . 15
CHAPTER IV	OFFICIAL FAMILY EVALUATION 23
CHAPTER V	SUMMARY AND CONCLUSIONS. 25
APPENDIX A	USER QUESTIONNAIRE A-1
APPENDIX B	OFFICIAL FAMILY QUESTIONNAIRE. B-1

CHAPTER I

INTRODUCTION AND APPROACH

The Women's Resource Center (WRC) at Bangor Community College has now completed almost one year of operation. To evaluate its first year activities, the Center asked the Social Science Research Institute to conduct interviews with women who have used the Center, with WRC staff, with WRC contacts at educational institutions, and with members of the Center's Advisory Board. The interviews were completed by telephone between June 9 and July 14, 1975.

The survey instrument was developed through meetings of Social Science Research Institute staff and Austin Bennett, representing the evaluation team of the Women's Resource Center. It was decided that basically the same questions would be asked of all subgroups: users, staff, educational contacts and Advisory Board members.

Survey items asked for evaluations of specific programs at the Center and of the staff and location. Respondents were asked to suggest additional services that should be offered at the Center. Data were also collected on how and when respondents became acquainted with the WRC. Several demographic characteristics were also ascertained for purposes of crosstabulation. The questionnaire for WRC users and as adapted for other subgroups is attached to this report.

To establish a background file on WRC users, the Social Science Research Institute coded data from the records at the Women's Resource Center. A unique respondent number assigned to each record made it possible to link information from the records with data obtained in interviews without including any identifying information in the file built.

Records, including telephone numbers in most cases, were available on 219 women who had used the Center or attended programs sponsored by the Women's Resource Center. Interviews were completed with 112 of them. Twenty-six other respondents were contacted but only completed part of the survey. These women felt they could not answer the questions adequately as they had never been to the Center, had just called the Center, or had only been there once and had not really used its services.

The 81 non-respondents of the 219 potential respondents were accounted for as follows: in 23 cases no telephone listing could be found; in 30 cases telephones had been disconnected, respondents were out of the state, or the respondent was not at the number given; 1 refusal and 1 termination were encountered; and 26 respondents could not be contacted though multiple calls were made at differing times of the day and on differing days of the week.

Interviews were completed with all 8 staff members of the Women's Resource Center, with all four educational contacts, and with seven of the 10 members of the Advisory Board (including one member who is also on the staff).

This report, therefore, contains data on 112 completed user interviews, 26 partial interviews, data from WRC records on 219 users, and 18 interviews completed with staff, educational contacts, and Advisory Board Members.

Demographic Characteristics of Women's Resource Center Users

Completed interviews with 112 persons who used the facilities or services of the Women's Resource Center provide a demographic profile of the WRC user group. Data on non-respondents, given in Chapter II of this report indicate that their characteristics do not appear to differ substantially from those of interview respondents.

Table I-1 shows information about income, marital status, and child status of survey respondents. In terms of income, 31 percent were in the under \$5,000 group with about an equal proportion in the \$5-\$10,000 group. The \$10-\$15,000 group had 22 percent of the respondents, and only 14 percent reported family incomes in excess of \$15,000. A fact that is very evident from Table I-1 is that the higher income groups contain a far larger proportion of married persons than do the low income groups. While two-thirds of all of the respondent women had children, only about half of these were married women, so that approximately a third of the entire group were single female head of households. In fact, about two-thirds of the poorest group were female head of households, while this was less than 10 percent for women with family incomes between \$10-\$15,000 a year, and 0 for women with family incomes of more than \$15,000 a year.

Table I-2 shows other demographic characteristics of respondents. The average age of Women's Resource Center users was between 25 and 34, with nearly half of all women in this age group. Eighteen percent were between 18 and 24, and some 3 percent were over the age of 55. In terms of education, well over half of the group had at least some college, with a quarter who were college graduates. Only six percent of the respondents had not completed high school.

A majority of the users were from the ranks of non-students, with 30 percent who attended school part-time during the 1974-74 school year and 15 percent who attended full-time. Of those who attended school, the largest proportion, 38 percent, went to the University of Maine at Orono, followed by 26 percent at Bangor Community College, 14 percent at another college or university, and 26 percent from high school.

About two-thirds of the respondents worked during the past year, although only a quarter of the respondents worked full-time all year.

TABLE I-1

INCOME AND MARITAL STATUS OF SURVEY RESPONDENTS

<u>Income</u>	<u>Married</u>	<u>Divorced or Separated</u>	<u>Single</u>	<u>Total</u>
Under \$5,000				
Children*	2 %	14 %	5 %	21 %
No children	3	1	6	10
\$5,000-\$9,999				
Children	12	7	2	21
No children	5	3	4	12
\$10,000-\$14,999				
Children	16	2	--	18
No children	4	--	--	4
\$15,000 and Over				
Children	7	--	--	7
No children	5	--	2	7
TOTAL	54	27	19	100

*"Children" refers to children under 18 living at home.

TABLE I-2

CHARACTERISTICS OF RESPONDENTS

A. <u>Age</u>	
18-24	18 %
25-34	47
35-44	18
45-54	13
55-64	3
Over 65	--
N.A.	1
TOTAL	100
B. <u>Education</u>	
8th grade or less	2 %
Grades 9-11	4
Grade 12	29
Non-college Post-secondary	2
1-3 years college	35
College graduate	22
Graduate school	5
N.A.	1
TOTAL	100
C. <u>School Attendance in Past Year</u>	
Full-time	15 %
Part-time	30
Not at all	54
N.A.	1
TOTAL	100

CHARACTERISTICS OF RESPONDENTS (continued)

D. School Attended (percentage of those who attended)

UMO	38 %
BCC	26
Other College or University	14
High School	16
Non-college, Post-secondary	6
TOTAL	100

E. Employment Status During Past Year

Full-time	25 %
Full-time, Part-year	10
Part-time	25
Part-time, Part-year	6
Didn't Work	32
N.A.	2
TOTAL	100

CHAPTER II

A USER-ORIENTED EVALUATION FROM WOMEN'S RESOURCE CENTER RECORDS

The Women's Resource Center attempted to maintain a file on all persons who contacted them requesting information or services. The Social Science Research Institute coded 219 of these records and was successful in interviewing only 112 for reasons explained in Chapter I. In this section we will examine the data as taken from the Women's Resource Center records and compare the entire group with the subgroup who were successfully interviewed by the Social Science Research Institute. The purpose of this comparison will be to demonstrate that the 112 persons who were successfully interviewed by the Social Science Research Institute were representative of the larger user group of the Women's Resource Center.

Table II-1 shows that the Women's Resource Center, which opened its doors in October of 1974, built up momentum over the year. By the end of the first three months, slightly more than a quarter of the final total of contacts had been made. During the last three month period for which records were examined--March to May of 1975--almost twice that number of contacts was made. A comparison of the survey group to the complete group shows little deviation in terms of date of initial contact.

Part of the reason for the increased interest in the Women's Resource Center as time progressed may be seen in Table II-2, where the most frequent means of finding out about the Women's Resource Center was from another person. Twenty percent found out from another person, while an additional six percent were referred by a professional person or agency, 5 percent came from other clubs, and 5 percent found out from the staff.

TABLE II-1

WHEN FIRST CONTACT WAS MADE WITH WRC

<u>Month</u>	<u>WRC Records Complete Group</u>	<u>WRC Records Interviewed Group</u>
October (1974)	5 %	6 %
November (1974)	13	15
December (1974)	9	6
January (1975)	14	17
February (1975)	10	6
March (1975)	13	11
April (1975)	25	29
May (1975)	10	9
N.A. ¹	1	1
TOTAL	100	100
Number of Cases	219	112

¹N.A. is not ascertained

TABLE II-2

HOW PERSON HEARD ABOUT WRC

	<u>WRC Records Complete Group</u>	<u>WRC Records Interviewed Group</u>
Newspaper	6 %	7 %
T.V.	3	3
Radio	1	1
Posters	8	9
Flyers	8	9
Referral	6	6
Clubs	5	6
Other	1	3
Staff	5	4
Another person	20	14
B.C.C. Student	1	2
N.A.	<u>36</u>	<u>36</u>
TOTAL	100	100
Number of Cases	219	112

Many persons interested in the Women's Resource Center sought more than just a single service. Table II-3 combines up to three services sought by each user and finds that services relating to education were most frequently sought. Next most frequent was the desire to participate in a Women's Resource Center program, followed by other types of information that were sought. In response to the approaches of potential users, the most frequent response on the part of the Women's Resource Center was to give the information sought, in 64 percent of the cases. Some 60 percent of users were advised to seek counseling of some sort at the Women's Resource Center, and 45 percent were advised to participate in Women's Resource Center programs.

In contrast to the somewhat precise income and demographic data gained on the 112 respondents to the survey, staff persons at the Women's Resource Center attempted to estimate the income status of users. Table II-5 shows that for the complete group, 41 percent were estimated to be lower-income female head of household, as compared with 40 percent of the respondents who were later interviewed by the Social Science Research Institute. A comparison with Table I-1 shows that these estimates were very high, since only 28 percent of the survey respondents were female heads of household with income under \$10,000, and only 19 percent were female heads of household with income under \$5,000.

Table II-6 shows that some 41 percent of respondents on whom records were maintained had only one contact with the Women's Resource Center, which was often only a phone call to seek information. In many cases, these persons were not able to complete the interview by the Social Science Research Institute since they did not have sufficient contact or information with the Women's Resource Center to do so. For that reason, Table II-6 shows

TABLE II-3

TYPE OF SERVICE SOUGHT ¹

	<u>WRC Records Complete Group</u>	<u>WRC Records Interviewed Group</u>
Career (Jobs)	15%	17%
Education	31	36
Other Information	20	17
Program Participation or Information	27	26
Counselling	9	7
Financial Information	7	5
Testing	2	2
Other	1	2
NA	3	4

¹Up to 3 mentions recorded. May add to more than 100 percent.

TABLE II-4

RECOMMENDED ACTION¹

	<u>WRC Records Complete Group</u>	<u>WRC Records Interviewed Group</u>
Visit Financial Aid Office	5 %	4%
Counselling at WRC	60	72
Participate in WRC program	45	58
Gave information	64	63
Enroll in educational institution	1	1
Referred to another agency or person	10	5
Testing	6	8
Other	1	0
N.A.	8	0

¹Up to 3 mentions recorded. May add to more than 100 percent.

TABLE II-5

ESTIMATED INCOME CATEGORY

	<u>WRC Records Complete Group</u>	<u>WRC Records Interviewed Group</u>
Lower Income Female Head of Household	41 %	40 %
Other	33	36
Unknown	26	24
TOTAL	<u>100</u>	<u>100</u>

TABLE II-6

NUMBER OF CONTACTS WITH WRC

	<u>WRC Records Complete Group</u>	<u>WRC Records Interviewed Group</u>
One only	41 %	33 %
More than 1	59	67
TOTAL	<u>100</u>	<u>100</u>

a somewhat higher proportion of the interview group than of the entire group having more than one contact with the Women's Resource Center.

CHAPTER III

USER EVALUATION OF THE WOMEN'S RESOURCE CENTER

The major part of the interview conducted by the Social Science Research Institute was concerned with motivations that brought women to the Women's Resource Center, their utilization of programs, and their evaluation of services performed. The most important single reason that brought women to the Women's Resource Center was plain curiosity, a response given by 18 percent of the respondents. This was closely followed by 17 percent who wanted counseling or help in finding a job, an additional 17 percent who were interested in a particular program or course, and still a third 17 percent who wanted information on continuing education. Only 5 percent were interested in the women's movement and an additional 5 percent wanted to meet women with similar problems. In short, purely feminist reasons attracted only a small proportion of women, while most of the others were attracted by more specific needs.

The type of help given most frequently was information which is logical, considering the large proportion of women who sought information when they approached the Women's Resource Center. While some 30 percent were provided with information, 17 percent said that the service provided them was a chance to make friends--to meet people like themselves, while 14 percent said that they attended a specific program or workshop. Fifteen percent of the sample said that they received no help.

When asked the number of times they visited the Women's Resource Center it was surprising to find that over half of the sample did not visit more than once, and, in fact, 13 percent had never visited the Women's Resource

Center. Forty-four percent visited only once and slightly more than a quarter visited 5 times or more. It must be noted, however, that many of the respondents attended programs of the Women's Resource Center that were not physically located at its offices, and so the amount of contact with the WRC may be understated by these figures.

Respondents were asked for an overall evaluation of the Women's Resource Center in terms of how good a job they are doing. In response to this, 45 percent said that they were doing a very good job, 28 percent said a good job, 6 percent a fair job, 4 percent a poor job, and some 17 percent did not or could not give an answer. Table III-1 breaks down the overall evaluation of the Women's Resource Center by various groups of respondents. Section A shows clearly that the proportion of women who could not give an evaluation of the performance of the WRC is strongly related to the amount of contact that they have had with the center. Of those women who had never visited the Women's Resource Center, a third did not feel that they could give an evaluation, while of those who attended more than once, this proportion was down to only 7 percent. Furthermore, as one might expect, those who visited the Women's Resource Center more than once were somewhat more favorably disposed towards the job that they were doing than those who attended only once. Section B of Table III-1 shows that persons who attended school last year, either full-or part-time, were more favorably disposed towards the Women's Resource Center than those who did not. Fifty-one percent of those who attended school evaluated the job done by the WRC as very good and only 2 percent said poor, as opposed to 42 percent of those who did not attend school evaluating the job as very good and 5 percent evaluating it as poor. These small differences may relate to the

TABLE III-1

OVERALL EVALUATION OF WRC

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>DK,NA</u>	<u>Total</u>
ALL GROUPS	45%	27%	6%	4%	17%	100%
<u>A. Number of Times Visited WRC</u>						
None	42	25	--	--	33	100
One	39	27	6	6	22	100
More than 1	55	29	7	2	7	100
<u>B. Whether Attended School Last Year</u>						
Yes	51	27	4	2	16	100
No	42	29	7	5	17	100
<u>C. Age</u>						
18-24	45	25	5	--	25	100
24-34	51	35	6	2	6	100
35-44	26	15	11	16	32	100
45 and over	56	22	--	--	22	100
<u>D. Marital Status</u>						
Married	44	24	10	3	19	100
Divorced or Separated	51	21	--	7	21	100
Single	48	48	--	--	4	100
<u>E. Whether has Children</u>						
Yes	38	32	7	6	17	100
No	63	18	3	--	16	100
<u>F. Education</u>						
High School or less	50	28	8	3	11	100
Some Post-Secondary	39	32	5	5	19	100
College Graduate	52	21	3	3	21	100
<u>G. Family Income, 1974</u>						
Under \$5,000	45	29	3	3	20	100
\$5-\$9,999	54	31	6	--	9	100
\$10-\$14,999	36	23	9	9	23	100
\$15,000 and over	54	21	7	7	13	100

real or perceived educational orientation of the Women's Resource Center and the fact that, as reported in Chapter II, the most frequent request was related to education.

In terms of age, the best evaluations were given by the 16 percent of women who were over the age of 45. In this age group, all of those who ventured an evaluation rated the job of the WRC as either very good or good. The worst evaluations were given by women in the 35 to 44 year old age group which encompassed 18 percent of the sample. Here, only 26 percent rated the job of the Women's Resource Center as very good, while 16 percent said that it was poor.

Single women were more positively disposed toward the Women's Resource Center than those who were married or divorced or separated. Nearly all the single women evaluated the job as very good or good, while 13 percent of married women said that the job was fair or poor and 7 percent of divorced or separated women evaluated the job as poor.

Section E of Table III-1 shows that women who did not have children at home were far more impressed by the job of the Women's Resource Center than those who did. Fully 63 percent of women without children rated the job as very good as compared with only 38 percent of women who did have children at home.

Section F shows that women with high education or relatively low education were more favorable than women with some post-secondary education. And finally, Section G shows that, for some reason, women in the \$10-\$15,000 range were least favorably disposed although differences among women by income range were not significant.

When asked what it is that the Women's Resource Center is doing particularly well, about three-quarters of the respondents could give a specific answer. Twenty percent mentioned encouragement of "just knowing they're there" while an additional 20 percent mentioned the valuable information that was given. Eighteen percent mentioned the variety of programs, 12 percent mentioned counseling. Only 4 percent mentioned baby-sitting service, and only half of these mentioned it as a first response, indicating that the service is viewed as one that is ancillary to the primary function served by the WRC.

In response to the question "What should be changed about the way they are doing things now?" 61 percent could not think of anything to change or responded that they're doing a good job now and nothing should be changed. Of the specific changes, 10 percent chided the Women's Resource Center on their lack of public relations expertise and felt that they should let more people know that they are there, while an additional 9 percent gave a similar answer that the Women's Resource Center should reach a larger number of people or a more diverse group. Other responses were that they should get their newsletter out earlier, mentioned by 5 percent, and 4 percent who said they should take a more personal interest in the individual.

Few respondents could suggest additional activities that should be provided. Eight percent mentioned courses, such as Weight Watchers and crafts, and 6 percent felt that they should have programs for more people or for specific groups of people, such as middle aged and non-college. Other answers covered a wide variety of subjects and 69 percent gave no answer at all to the question.

Following the same theme, in response to the question of how more women could be encouraged to use the Women's Resource Center, more than two-thirds mentioned that more publicity was needed.

The evaluation team was concerned about the location of the WRC at Bangor Community College. The respondents were pretty nearly divided on the desirability of the current location. Fifty-one percent said that it was a good location, and 44 percent said that there were some disadvantages. The disadvantages were not concentrated in a specific area. Twelve percent mentioned the transportation problem, particularly for non-Bangor residents, 11 percent said that they need a better sign because they are difficult to find, 5 percent mentioned that a location in a college may intimidate some women, and 9 percent said that the location should be moved to another place entirely without giving reasons for this.

Respondents were asked to evaluate specific services of the WRC and these responses are summarized in Table III-2. Of the 8 services mentioned, information about career opportunities was used by the highest proportion of women, 46 percent. Forty-five percent used the Women's Resource Center as a place to get together with other women, 43 percent were given help in planning higher education, and 42 percent were given counseling on educational/financial opportunities. Least frequently used were special programs such as crafts and Weight Watchers, used by only 12 percent of respondents, and nutrition programs used by only 15 percent of respondents, and the baby-sitting service which was used by only 19 percent of respondents.

Those who used particular programs tended to rate them quite well. Generally, at least three-quarters of women who were capable of evaluating a specific WRC service gave it the highest rating of very helpful.

When asked to evaluate the staff of the Women's Resource Center, 55 percent responded very good, 30 percent "good," 5 percent "fair," and only 1 percent "poor". Some 10 percent were unable to answer, probably because of lack of personal contact with the staff.

Opinions were more mixed about the Women's Resource Center office. Thirty percent rated the facilities as "very comfortable" while 38 percent said merely "comfortable" and 5 percent said that they were not comfortable. Twenty-seven percent did not feel qualified to answer that question.

Nearly two-thirds of the respondents felt that the WRC should be expanded in size, while 22 percent feel that it should remain the same size. One respondent felt that the center should be eliminated and 11 percent gave no answer.

TABLE III-2

EVALUATION OF SPECIFIC WRC SERVICES

	<u>Didn't Use</u>	<u>Very Helpful</u>	<u>Somewhat Helpful</u>	<u>Not very Helpful</u>	<u>DK NA</u>	<u>Total</u>
Counseling on educational/ financial opportunities	58%	30%	7%	3%	2%	100%
Special programs, such as crafts and Weight Watchers	88	8	1	2	1	100
Nutrition programs	85	8	6	--	1	100
Information about community organizations and social services	70	17	8	--	5	100
Information about career opportunities	54	31	4	7	4	100
Help in higher education plans	57	32	5	4	2	100
Providing a place where women can talk, get together	55	34	6	4	1	100
The babysitting service	81	13	2	1	3	100

CHAPTER IV

OFFICIAL FAMILY EVALUATION

A slightly modified version of the questionnaire was used to interview the staff, educational contacts and Advisory Board members of the Women's Resource Center. While the opinion questions asked of the "official family" were identical to those asked of the users, questions relating to contact and use of the WRC were necessarily different.

Overall, two-thirds of the official family feel that the WRC is doing a "very good job," and the remaining third feel that it is doing a "good job." These replies are slightly more favorable than replies from the user group.

When asked what the WRC is doing well, a wide variety of answers were received, covering all of the responses obtained from the user group. Suggested changes were also varied, but many centered on enlarging the user group to include more older women or minorities.

Like the user group, the official family feels that more publicity is needed to increase the number of users. However, a majority of the official family (as contrasted with a minority of the users) feels that the current location of the WRC is not good.

Ratings of specific services were not uniform. The highest rating was given to the help in higher education plans, where 100 percent rated it as "very helpful." Counseling on educational/financial opportunities and information on careers were both rated next best with 89 percent giving them a "very helpful" rating. On the other hand, social programs came out worst

with only a third giving a rating of "very helpful."

The staff of the WRC received a "very good" rating by 83 percent of the official family, with the remainder giving a rating of "good." The offices, on the other hand, were rated as "very comfortable" by only 61 percent, and as "comfortable" by the rest. In response to the last opinion question, 83 percent felt that the Women's Resource Center should be expanded and the remainder felt that it should remain the same size.

CHAPTER V

SUMMARY AND CONCLUSIONS

As it moves into its second year of operation, the Women's Resource Center appears to be serving its users well. The user group seems to be somewhat mixed, with a concentration of women in the 25 to 34 year old age bracket. The users are also somewhat better educated on the average than women in the general population. Incomes are also mixed with only about a quarter of the women in the "low-income, head of household" group.

While the frequent users of the Women's Resource Center are generally pleased with the services, this group is far smaller than the 219 listed in the WRC files. Over forty percent of the total user group had only a single contact with the WRC and over half of the group had visited the WRC offices only once or not at all. The number of frequent users is, therefore, probably not much above 100. Most persons interviewed for this study, users and "official family" alike, felt that more publicity would be helpful in increasing WRC use. However, judging by the timing of the initial contacts, word of mouth has created a momentum that should continue to expand interest in and use of the WRC in the future.

Over half of the users who felt capable of evaluating the WRC said that the Center was doing a "very good job." Only about 10 percent said that the job was "fair" or "poor." The primary motivation for making an initial contact with the Center was a desire for information--about education, financial aid, employment, and so on, and it was these services that were most widely used and generally best evaluated. Special programs and activities

were not widely attended and it is likely that, as a result of this, babysitting services were also underutilized. The best evaluations of the WRC came from the more frequent users, students, older women and childless women.

The staff of the WRC is generally highly regarded by all persons who have had contact with staff members. The current offices, on the other hand, are considered by many to be poorly located for a number of reasons. Nearly everyone contacted by the Social Science Research Institute feels that the Women's Resource Center should continue to provide its services, and most would prefer to see the Center expanded in size.

APPENDIX A
USER QUESTIONNAIRE

SOCIAL SCIENCE RESEARCH INSTITUTE
EVALUATION OF THE WOMEN'S RESOURCE CENTER

Respondent # _____

Study 70007

June, 1975

RESPONDENT'S NAME _____

TELEPHONE NUMBER _____

<u>INTERVIEWER</u>	<u>DATE</u>	<u>TIME</u>	<u>DISPOSITION</u>

Hello, I'm _____ calling from the Social Science Research Institute of the University of Maine. We are conducting a study of the Women's Resource Center and would like to find out the opinion of persons who have used their services.

Q1. First, when did you first find out about the Women's Resource Center?

Month _____ Year _____

Q2. How did you find out about it? From a friend, an advertisement or what?

Q3. Why did you first decide to go there? _____

Q4. What type of help did they give you? _____

Q5. About how many times have you visited the Women's Resource Center?

Q6. Overall, how good a job is the Women's Resource Center doing? Would you say it's doing a very good, good, fair, or poor job?

1. Very Good

3. Good

5. Fair

7. Poor

8. DK

Q7. In your opinion, what is it that they are doing particularly well?

Q7a. Anything else? _____

Q8. In your opinion, what should be changed about the way they are doing things now?

Q9. What additional activities or services should be provided?

Q10. How could more women be encouraged to use the Women's Resource Center?

Q11. Do you feel that the current location of the Women's Resource Center at Bangor Community College is good, or are there disadvantages in it?

1. Good Location	5. Some Disadvantages	8. DK
------------------	-----------------------	-------

Q11a. Why do you say this? _____

Q12. I'd like to mention some services provided by the Women's Resource Center. Please tell me first whether you have used them, and then, whether you think they have been very helpful, somewhat helpful, or not very helpful.

	If Used				
	0. Didn't Use	1. Very Helpful	3. Somewhat Helpful	5. Not Very Helpful	8. DK
a. Counselling on educational financial opportunities					
b. Social programs such as crafts and Weight Watchers					
c. Nutrition programs					
d. Information about community organizations and social services					

	If Used				
	0. Didn't Use	1. Very Helpful	3. Somewhat Helpful	5. Not Very Helpful	8. DK
Information about career opportunities					
Help in higher education plans					
Providing a place where women can talk, get together					
The baby sitting service					

13. How would you evaluate the staff of the Women's Resource Center? Would you say it is very good, good, fair, or poor?

1. Very Good	3. Good	5. Fair	7. Poor	8. DK
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(Go to Q14)

↓

↓

Q13a. (If Fair or Poor) Why do you say this? _____

14. How would you evaluate the Women's Resource Center office? Is it a very comfortable place to come to, a comfortable place, or not a comfortable place?

1. Very Comfortable	3. Comfortable	5. Not Comfortable
8. DK		

Q15. Overall, do you feel that in the future, the Women's Resource Center should be expanded, remain about the same size, decrease in size. or be eliminated?

1. Expanded	3. Remain same size	5. Decreased in size	7. Eliminated
9. DK			

Now I have just a few questions about yourself.

Q16. First, what is your age? _____

Q17. Are you currently married, widowed, separated, divorced or single?

1. Married	2. Widowed	3. Divorced
4. Separated	5. Single	

Q18. Do you have any children under the age of 18 living with you?

Yes	No
-----	----

Q19. What is your last completed year of school?

1. Less than 8th Grade	2. 8th Grade	3. Grades 9-11
4. Grade 12	5. 1-3 Years College	6. College Graduate
7. Graduate School	8. Non-College, post-Secondary	9. DK, NA

Q20. During the past year, did you attend school full-time, part-time, or didn't you attend school?

1. Full-time	3. Part-time	5. Not at all (go to Q21)
↓	↓	

Q20a. What school was that? _____

Q21. During this past year, did you work full-time, work part-time, or didn't you work?

1. Full-time

2. Full-time,
Part year

3. Part-time

Part-time,
Part year

5. Didn't work

Q22. In order to understand your situation, we would like to know roughly what your total family income was in 1974. Was it less than \$5,000, \$5-10,000, \$10-15,000, or more than \$15,000?

1. Less than \$5,000

2. \$5-10,000

3. \$10-15,000

4. More than \$15,000

9. DK, NA

APPENDIX B
OFFICIAL FAMILY QUESTIONNAIRE

SOCIAL SCIENCE RESEARCH INSTITUTE

EVALUATION OF THE WOMEN'S RESOURCE CENTER

Respondent # _____

Study 70007

June, 1975

RESPONDENT'S NAME _____

TELEPHONE NUMBER _____

<u>INTERVIEWER</u>	<u>DATE</u>	<u>TIME</u>	<u>DISPOSITION</u>

Hello, I'm _____ calling from the Social Science Research Institute of the University of Maine. We are conducting a study of the Women's Resource Center and would like to find out the opinion of persons who have been associated with it.

Q1. First, when did you first become acquainted with the Women's Resource Center?

Month _____ Year _____

Q2. How did you find out about it?

Q3. Why did you decide to become affiliated _____ with the WRC?

Q5. How frequently do you visit _____, the Women's Resource Center?

Q6. Overall, how good a job is the Women's Resource Center doing? Would you say it's doing a very good, good, fair, or poor job?

1. Very Good

3. Good

5. Fair

7. Poor

8. DK

Q7. In your opinion, what is it that they are doing particularly well?

Q7a. Anything else? _____

Q8. In your opinion, what should be changed about the way they are doing things now?

Q9. What additional activities or services should be provided?

Q10. How could more women be encouraged to use the Women's Resource Center?

Q11. Do you feel that the current location of the Women's Resource Center at Bangor Community College is good, or are there disadvantages in it?

1. Good Location	5. Some Disadvantages	8. DK
------------------	-----------------------	-------

Q11a. Why do you say this? _____

Q12. I'd like to mention some services provided by the Women's Resource Center. Please tell me whether you think they have been very helpful, somewhat helpful, or not very helpful.

	If Used			
	1. Very Helpful	3. Somewhat Helpful	5. Not Very Helpful	8. DK
a. Counselling on educational financial opportunities				
b. Social programs such as crafts and Weight Watchers				
c. Nutrition programs				
d. Information about community organizations and social services				

Q15. Overall, do you feel that in the future, the Women's Resource Center should be expanded, remain about the same size, decrease in size. or be eliminated?

- | | | | |
|-------------|---------------------|----------------------|---------------|
| 1. Expanded | 3. Remain same size | 5. Decreased in size | 7. Eliminated |
| 9. DK | | | |

Now I have just a few questions about yourself.

Q16. First, what is your age? _____

Q17. Are you currently married, widowed, separated, divorced or single?

- | | | |
|--------------|------------|-------------|
| 1. Married | 2. Widowed | 3. Divorced |
| 4. Separated | 5. Single | |

Q18. Do you have any children under the age of 18 living with you?

- | | |
|-----|----|
| Yes | No |
|-----|----|

Q19. What is your last completed year of school?

- | | | |
|------------------------|--------------------------------|---------------------|
| 1. Less than 8th Grade | 2. 8th Grade | 3. Grades 9-11 |
| 4. Grade 12 | 5. 1-3 Years College | 6. College Graduate |
| 7. Graduate School | 8. Non-College, post-Secondary | 9. DK, NA |

Q20. During the past year, did you attend school full-time, part-time, or didn't you attend school?

- | | | |
|-------------------|-------------------|------------------------------|
| 1. Full-time
↓ | 3. Part-time
↓ | 5. Not at all
(go to Q21) |
|-------------------|-------------------|------------------------------|

Q20a. What school was that? _____

Q21. During this past year, did you work full-time, work part-time, or didn't you work?

1. Full-time

2. Full-time,
Part year

3. Part-time

Part-time,
Part year

5. Didn't work

