
ENHANCING VICTIM SERVICES THROUGHOUT RUTGERS UNIVERSITY

2019-2020 FINAL PROJECT REPORT

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INTRODUCTION

The “Enhancing Victim Services Throughout Rutgers University” project finished its third year on August 31, 2020. Generous grant funding from the Victims of Crime Act (VOCA) grant, administered through the N.J. Attorney General’s office, allowed Rutgers to expand its services and education to better address issues of sexual and dating violence. This funding allowed the university to continue its work to expand and refine the “Rutgers Model” for addressing violence on campus.

Rutgers has engaged in crime prevention work across the university and within the state. On each of our campuses, an Office of Violence Prevention and Victim Assistance (VPVA) exists to offer counseling and advocacy services, educational programming and training, and consultation and policy development services to students. The VPVA offices also support student victims/survivors and promotes active bystander behaviors through education and training to enhance safety on campus.

Through this grant the VPVA offices have been able to expand their services and programs for students, faculty, and staff. Across all four of our campuses, Rutgers has engaged in university-wide efforts to demonstrate a consistent message that demonstrates Rutgers’s commitment to addressing issues of interpersonal violence on campus.

PROJECT GOALS



To enhance the work on each of the Rutgers campuses to address sexual and dating violence



To strengthen a coordinated, university-wide message about the Rutgers response to sexual violence

PROJECT HIGHLIGHTS

- The Offices for Violence Prevention and Victim Assistance (VPVAs) on each of the campuses provide a broad spectrum of services and trainings including advocacy, counseling, crisis management, programming, and a wide range of events about issues related to dating violence, sexual violence, and stalking.
- Clients who were surveyed about their experience with VPVA strongly agreed that they would use the VPVA offices again.
- Clients reported very high levels of satisfaction with both the provision of services and the overall experience from VPVA Rutgers staff across all of the campuses.
- In response to COVID-19 the VPVA offices needed to design alternative methods for engaging students online. Some examples include; increasing their presence on social media, using new social media platforms like SnapChat, conducting virtual book clubs on topics related to intimate partner violence, and reaching out to students via email and telephone. Many of the traditional events were held online as well (see below).
- During the COVID-19 pandemic, most of the VPVA offices saw an increase in clients and continued to offer services via telephone and video chat. Most campuses began routine check-ins with previous and current clients to ensure that students remained aware that services were still being provided remotely.
- All of the campuses are continuing to design new and innovative ways to engage students remotely.



Victim Services

September 2019 - August 2020

73%

In Year 3, 73% of clients visited or accessed VPVA on more than one distinct date

571

Total distinct clients served university-wide since beginning of the grant

311

New clients have received services September 2019 - August 2020

CAMPUS & COMMUNITY PROGRAMS

All campuses have dedicated their time through this grant to expand education efforts to reach their specific campus communities. The programs that have been sustained are innovative and evidence informed and engage students, faculty, and staff around issues related to interpersonal violence.

- **The Clothesline Project** is a visual display of shirts made by those that have experienced violence firsthand or made by members of the Rutgers community in honor of those who have experienced violence. T-shirts are hung on a clothesline and are sometimes color-coded based on a specific type of violence. As a result of the COVID-19 pandemic, this year's Clothesline Project was hosted virtually through Instagram.
- **Denim Day** is an international day of recognition for sexual violence. Wearing denim jeans is a visible mode of protesting sexual violence. This year, due to the COVID-19 pandemic, Denim Day was hosted virtually through TikTok and Instagram.
- **Turn the Campus Purple** is a domestic violence awareness campaign meant to spark conversation around dating and domestic violence by covering the campus in purple adornments and hosting related events. Turn the Campus Purple occurs in October and the signature color for raising awareness about related issues is purple.
- **Turn the Campus Teal** is a sexual assault awareness campaign meant to spark conversation around sexual assault and violence-related issues by covering the campus in teal adornments and hosting related events, many of which coincide with National Crime Victims' Rights Week. Turn the Campus Teal occurs in April, Sexual Assault Awareness Month (SAAM). Teal is the signature color for sexual assault awareness. As a result of the COVID-19 pandemic, this year's Turn the Campus Teal events were hosted virtually.

CAMPUS & COMMUNITY PROGRAMS

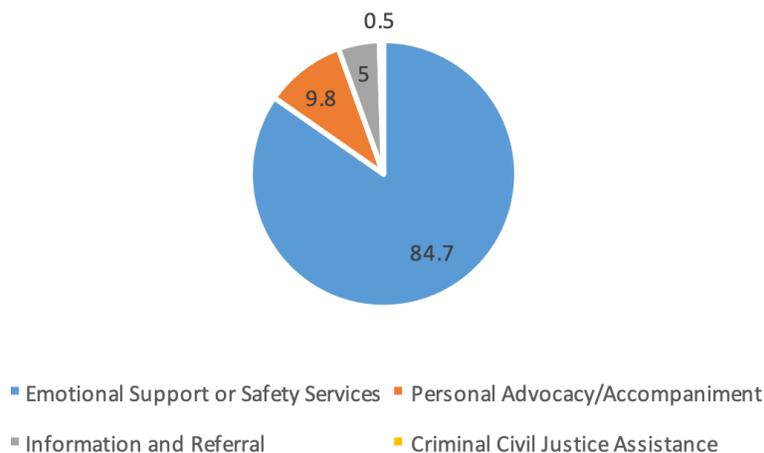
All campuses hosted online training for incoming students to complete on sexual and dating violence.

Bathroom stall inserts were created for each campus explaining how to access support services if a student is a victim of sexual or dating violence.

Faculty and staff postcards were created to provide information about mandated reporting requirements and how to support students.

All campuses provided virtual education and resources on sexual and dating violence from June through August during new student orientations.

VPVA Service Category





April 23, 2020



Take Back The Night

Rutgers University-Newark
Samuels Plaza
6:30pm - 9:30pm



Rally.
March.
Speak Out.



UNIVERSITY-WIDE ACCOMPLISHMENTS

The Advisory Board continued to engage the highest levels of leadership on each campus and the University about issues related to sexual violence, dating violence, and stalking.

FACULTY AND STAFF TRAINING COORDINATOR

The Training Coordinator develops and administers ongoing training, consultation and assistance for faculty and staff related to their role in addressing and responding to sexual violence, dating violence, stalking and other forms of interpersonal violence.

The goals of the training initiative are not only to increase awareness of interpersonal violence and its impact, but to equip faculty and staff with the tools to identify, support and report incidents among students and colleagues in order to foster a campus-wide culture of safety and respect.

KEY HIGHLIGHTS

1. Design and development of trauma-informed interpersonal violence training for faculty and staff. This skill-based training includes information on the dynamics of interpersonal violence, how to support students, Rutgers' policies and reporting procedures and action steps to create sustainable culture change university-wide. The training is offered online and in-person. The training will be continuously evaluated for improvement.
 2. Development of specialized training module for New Jersey Medical School.
 3. Completion of university-wide needs assessment and report on faculty and staff training including: current training inventory and gap assessment, best practice review of Rutgers and other Big 10 schools, recommendations and work plan
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UNIVERSITY-WIDE ACCOMPLISHMENTS

- Conducted preliminary outreach on all campuses; including Rutgers' School of Arts and Sciences and New Jersey Medical Schools.
- Participated in Rutgers National Academy of Science Engineering and Medicine sexual misconduct symposium.

- Developed linkages with: Title IX, Human Resources, VPVA, Health Services, University Ethics and Compliance, and Division of Diversity, Inclusion and Community Engagement.
- Researched and incorporated anti-oppressive anti-racist principles into all trainings.

TECHNICAL ASSISTANCE

Technical assistance is continually developed by the Center on Violence Against Women and Children (VAWC) at the Rutgers School of Social Work for all four campuses to help them use evidence-informed programs and procedures.

Examples of Technical Assistance

Anti-oppressive bystander intervention
Working with LGBTQ+ students
Community Violence
Online Sexual Violence
How to market a new program on campus
Serving Survivors with Disabilities on Campus
Best Practices for Tele Mental-Health

PODCAST

Disseminating information and raising awareness about victim services on campus is the main goal of the project. In an effort to reach a wider audience, VAWC developed a podcast. Topics covered include:

1. An Introduction to Violence on Campus
2. LGBTQ+ Students

EVALUATION

When asked an open-ended question, “What would improve your experience at VPVA?” several students replied with expressions of gratitude for the services that they have received and/or that they would not change anything.

“
Thank you for providing support during this time.”

“
These counselors are doing an amazing job! I don’t know what I would do without my counselor.”

“
I feel that I have always been welcomed and felt that I have had a safe space to express and share. While it has been difficult for me to feel the need to reach out over the phone, I’m happy that the option is available.”

Ongoing evaluation and assessment of all project related activities was conducted by the Center on Violence Against Women and Children. Findings were shared with the campuses to help them improve their services. Please see Table 1 for a summary of evaluation findings

Findings illustrated that Rutgers made significant progress in addressing the needs of victims/survivors.

HIGHLIGHTS

1. 1901 participants across 55 programs completed an evaluation.
2. Students were surveyed at five schools in Rutgers Biomedical and Health Sciences (RBHS) to assess their awareness of resources, knowledge of where to report sexual misconduct, and number of exposures to various types of information/education/messages about sexual and dating violence.
3. Evaluations found an increase in awareness of interpersonal violence and Rutgers’ reporting procedures across all campuses.
4. Additionally, students reported an increase in confidence and willingness to intervene during an incident of interpersonal violence.

TABLE 1: EVALUATION COMPONENTS ACROSS THE CAMPUSES FOR THE ACADEMIC YEAR 2019-2020

Evaluation Component	Brief Description	Key Findings
<p style="text-align: center;">Tracking Victim Services</p>	<ul style="list-style-type: none"> • On each campus, the number of clients, services provided, and who referred the clients was tracked. • The number of awareness and educational events were also tracked for each campus. 	<ul style="list-style-type: none"> • In this grant year, the campuses saw a combined total of 311 victim/survivor clients. • A majority of clients (73%) visited the VPVA offices for services more than once. • Individual counseling was the single largest service provided (71.7%).
<p style="text-align: center;">Satisfaction Surveys for Clients Victim Services</p>	<ul style="list-style-type: none"> • Students who received services from VPVA on each campus were invited to participate in a brief survey. • The survey contained questions regarding 1) the number and types of services received, 2) overall satisfaction with VPVA staff and services received; and 3) students' satisfaction with service delivery via phone because of COVID-19 and social distancing measures. 	<ul style="list-style-type: none"> • Students who received services from VPVA Rutgers-New Brunswick and VPVA Rutgers-Camden during the 2019-2020 year indicated very high levels of satisfaction with both the provision of services and overall experience with VPVA staff. • All students who participated in the satisfaction surveys strongly agreed that the counselor/advocate at Rutgers–New Brunswick and Rutgers–Camden responded to their concerns appropriately as well as in a manner that respected students' backgrounds.

TABLE 1: EVALUATION COMPONENTS ACROSS THE CAMPUSES FOR THE ACADEMIC YEAR 2019-2020

Evaluation Component	Brief Description	Key Findings
<p>Satisfaction Surveys for Clients Victim Services</p>	<p>A total of 54 satisfaction surveys were completed across Rutgers-New Brunswick and Rutgers-Camden campuses within the 2019-2020 academic year.</p>	<p>Additionally, due to the COVID-19 pandemic and social distancing measures, VPVA services transitioned to telephone only in order to protect the health and safety of students and staff alike. 92% of students reported feeling supported with the individual counseling services provided via telephone by both Rutgers-New Brunswick and Rutgers-Camden VPVA staff.</p>
<p>Training Posttest Evaluations Educational Programs & Training Victim Services</p>	<ul style="list-style-type: none"> • Brief surveys were administered to all training participants immediately following the conclusion of the various prevention and education programs regarding interpersonal violence across all campuses. • Survey items assessed contained knowledge of interpersonal violence and how to assist survivors, confidence level in intervening, knowledge of where to seek help, quality and relevance of materials and information provided. 	<ul style="list-style-type: none"> • Evaluations found an increase in awareness of interpersonal violence and Rutgers’ reporting procedures across all campuses.

TABLE 1: EVALUATION COMPONENTS ACROSS THE CAMPUSES FOR THE ACADEMIC YEAR 2019-2020

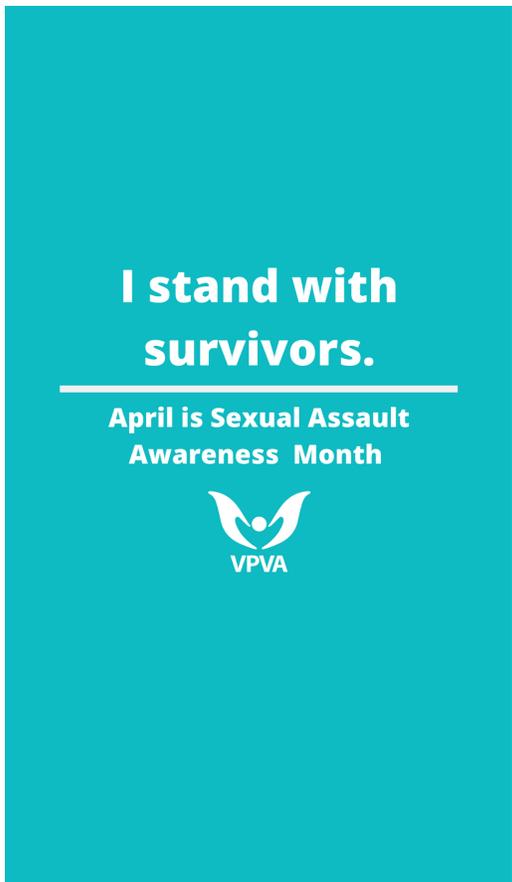
Evaluation Component	Brief Description	Key Findings
<p data-bbox="118 562 443 604">Training Posttest</p> <p data-bbox="168 621 393 663">Evaluations</p> <p data-bbox="69 680 490 722">Educational Programs</p> <p data-bbox="180 739 381 781">& Training</p> <p data-bbox="201 814 381 842">Victim Services</p>	<ul data-bbox="607 632 1008 806" style="list-style-type: none"> • A total of 1901 training participants, from 55 programs completed the posttest evaluations. 	<ul data-bbox="1114 583 1555 856" style="list-style-type: none"> • Additionally, students reported an increase in confidence and willingness to intervene during an incident of interpersonal violence.
<p data-bbox="66 1356 526 1577">In-depth program evaluation for Rutgers–Camden VPVA’s Healthy Relationship Series</p> <p data-bbox="94 1612 493 1640">Educational programs & Training</p>	<ul data-bbox="597 1247 1052 1948" style="list-style-type: none"> • Developed logic model for the program in collaboration with Rutgers–Camden VPVA’s Director. • Hosted a virtual focus group in Spring 2020 to collect information from students on the impact of the programming on their attitudes and perceptions regarding interpersonal violence, as well as on their behaviors towards others and within their own relationships. 	<ul data-bbox="1107 1430 1528 1751" style="list-style-type: none"> • Research team is currently using the results of the focus group to guide the development of a survey tool that will be used to evaluate the Healthy Relationship Series.

TABLE 1: EVALUATION COMPONENTS ACROSS THE CAMPUSES FOR THE ACADEMIC YEAR 2019-2020

Evaluation Component	Brief Description	Key Findings
<p>In-depth program evaluation for Rutgers–New Brunswick VPVA’s Rutgers CARES program</p> <p>Educational programs & Training</p>	<ul style="list-style-type: none"> Developed logic model for the program in collaboration with Rutgers–New Brunswick VPVA’s Prevention and Education Coordinator. Hosted a virtual focus group in Spring 2020 to collect information from students on the impact of the programming on their attitudes and perceptions regarding interpersonal violence, as well as on their behaviors towards peers. 	<ul style="list-style-type: none"> Research team is currently using the results of the focus group to guide the development of an online survey tool that will be used to evaluate the Rutgers CARES program..
<p>Evaluation Interviews</p> <p>Educational programs & Training</p>	<ul style="list-style-type: none"> Conducted interviews with Title IX and VPVA staff across the four campuses regarding the ways in which evaluation has been utilized to inform service provision and programming on campus and how to develop sustainable evaluation moving forward. 	<ul style="list-style-type: none"> Research team is currently in the process of analyzing all of the interviews.

TABLE 1: EVALUATION COMPONENTS ACROSS THE CAMPUSES FOR THE ACADEMIC YEAR 2019-2020

Evaluation Component	Brief Description	Key Findings
<p style="text-align: center;">Students Surveys Educational programs & Training</p>	<ul style="list-style-type: none"> • In Spring, 2020, the team completed the administration of surveys for all seven schools in Rutgers Biomedical and Health Sciences, including two medical schools, dental school, nursing school, school of graduate studies, public health, and health-related professions. • Survey items assessed the following: 1) Awareness of resources; 2) Knowledge of where to report sexual violence, including sexual harassment; 3) Number of exposure to various types of information/education/messages about sexual and dating violence, including sexual harassment. • Response rates varied across the campuses ranging from 17% to 47% of eligible students with 1713 total students taking this survey. 	<ul style="list-style-type: none"> • Research team is currently in the process of analyzing all of the survey data.



2019-2020 FINAL REPORT PROJECT HIGHLIGHTS

ACKNOWLEDGEMENTS

The project team thanks the many members of the Rutgers University community who contributed to the Enhancing Victim Services project. This report and the project as a whole are the result of the enthusiastic support and participation of administrators, faculty, staff, and students across Rutgers. This report is dedicated to all those who are survivors of sexual and dating violence. We hope our efforts can help contribute to creating campus communities that are free of all forms of violence.

2019-2020 VOCA ADVISORY BOARD

The AG-VOCA Advisory Board was created including representatives from all campuses.

Those members include:

Harry Agnostak, Associate Vice President for
Labor Relations

Kerry Camerer, Director VPVA RBHS

Nancy Cantor, Ph.D., Chancellor, Rutgers-Newark campus*

Kenneth Cop, Chief of University Police & Executive Director of Police Services, Rutgers University

Mary Beth Daisey, M.Ed., Associate Chancellor of Student Affairs, Rutgers-Camden campus

Timothy Fournier, Ed.D., MBA, Senior Vice President for University Ethics & Compliance, Rutgers University

Phoebe A. Haddon, J.D., LL.M., Chancellor, Rutgers-Camden campus*

Kathleen Hickey, Senior Associate Athletic Director/Senior Woman Administrator

John Hoffman, J.D., Sr. Vice President and General Counsel, Rutgers University

Christie Howley, Director, VPVA Newark

Barbara Lee, Ph.D., Sr. Vice President for Academic Affairs, Rutgers University

Loren Linscott, Director, VPVA New Brunswick

Laura Luciano, Associate Director, VPVA Camden

Peter McDonough, Sr. Vice President for External Affairs, Rutgers University

Felicia McGinty, Ed.D., Executive Vice Chancellor of Administration and Planning,
Rutgers-New Brunswick campus

Salvador Mena, Ph.D., Vice Chancellor for Student Affairs, Rutgers-New Brunswick

Christopher J. Molloy, Ph.D., R.Ph., Chancellor, Rutgers-New Brunswick campus*

Kaylin Padovano, Faculty and Staff Training Coordinator

Cathryn Potter, Ph.D., Dean School of Social Work, Rutgers University

Judith Ryan, J.D., Institutional Compliance Officer for Title IX

Brian L. Strom, Ph.D., Chancellor, Rutgers Biomedical & Health Services campus*

Karen Stubaus, Ph.D., Vice President for Academic Affairs and Administration, Rutgers University

Corlisse Thomas, Ed.D., Vice Chancellor for Student Affairs, Rutgers-Newark campus

Susan Hamilton, Assistant Vice Chancellor for Academic and Student Affairs, Title IX Coordinator, RBHS

RUTGERS

School of Social Work
CENTER ON VIOLENCE AGAINST
WOMEN AND CHILDREN

*Chancellors and/or designees attended