

The Staff-Faculty Wayfinder Website

A user-centered, private, intersectional, and trauma-informed website for employees at The University of New Mexico who have experienced or witnessed bullying, harassment, or discrimination.



Wayfinder

A Resource Navigator for UNM Staff and Faculty. Visit [Wayfinder.unm.edu](https://wayfinder.unm.edu).

Research Foundations

- University websites: predominantly direct users to policy, contain contradictory information, or are insufficiently trauma-informed risk causing further harm to targets of sexual harassment (Kennon, 2020; Dietkus, 2022)
- Social support for targets: importance of providing information and support, and effective institutional response to sexual harassment (NASEM Report on Sexual Harassment of Women, 2018; Smith and Freyd, 2014; Cortina and Magley, 2003)
- Harm to specific communities: BIPOC, persons with disabilities, and sexual- and gender-identity minorities experience higher rates of misconduct, and may face additional barriers to reporting misconduct and seeking support (Brubaker, 2017; Cantalupo, 2019; Gómez, 2021)
- Conflict resolution: providing multiple access points, confidential resources, and control over pathways for those experiencing workplace conflict reduce barriers to navigating the system (SPIDR, 2001; Rowe & Bendersky, 2002; Wood, Voth Schrag, Hairston & Jones 2019; Ahmed, 2021)

Design Goals

- User-centered: build user self-efficacy by enhancing control, building knowledge about available options for getting support or making reports
- Private: address user concerns about confidentiality, retaliation and further harm
- Intersectional: address users' experience of different but simultaneous harms, showing how and where the university may support and address their effects
- Trauma-informed: Jargon-free text, minimal "clicks," exit and confidential resource buttons

Usability Studies and Evaluation

June and October, 2022: Website Development Usability Studies

- Current state and Beta studies asking staff and faculty to identify:
 - Where targets could go for information, support, and/or to report their experience, and
 - university policies or other guidelines that might apply to the situation described.
- Study findings incorporated into site development

November-December, 2022: Accessibility and Campus Partner Evaluations

January-June, 2023: Ongoing Website Evaluation

- Feedback from campus partners and wayfinder@unm.edu
- Faculty and staff focus groups

Using the Staff and Faculty Wayfinder



More Information

Website: Division for Equity and Inclusion, [The Staff and Faculty Wayfinder Website Project](#)

News: Steve Carr, [“New website designed to help UNM staff and faculty get help when they experience harm,”](#) UNM Newsroom, December 14, 2022.

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