



# LGBT RESOURCE CENTER

Student Fees Advisory Committee (SFAC)  
Program Questionnaire for FY 2014-2015



### QUESTIONS 1

**Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

The mission of the UH LGBT Resource Center is to launch the next generation of healthy, proud, and academically successful lesbian, gay, bisexual, transgender, questioning (LGBTQ) citizens, leaders and advocates. By providing support and a safe space for LGBTQ people on campus to access resources, ask questions, and make connections, we strive for them to develop a positive self-image and a sense of optimism about their future as a member of the LGBTQ community, and future University of Houston graduate. Through visibility and education, we seek to create an environment of LGBTQ acceptance and inclusion for the entire campus community.

Because, statistically, LGBTQ students are more at risk of dropping out of college due to isolation and elevated levels of stress, our services are targeted at providing the support and resources that level the playing field, so they are more likely to be retained and graduate.

*LGBT students are provided support, resources and a safe space on campus.* This past year has been a busy and productive one for the LGBT Resource Center. During FY13 the center's traffic totaled 2169, this was a 43% increase over FY12. Our traffic has increased by 109% since we opened in 2010. This increase is due not only to LGBT students needing resource, but reflects the need for the LGBT students to have a comfortable, safe place to network, study, and collaborate with each other. It also reflects an increase number of straight allies wanting resources pertaining to LGBT issues. The Lending Library contains about 300 books and 150 DVDs that may be borrowed by UH students, staff and faculty. These resources also assist the director in educating and supporting students with specific needs. The Brown Bag Lunch program attracts 10 to 22 students per week. Since LGBT students can't always identify each other on campus, this is an excellent way for these students to meet, network and help them feel like they are part of the UH community. This in turn is linked to student retention.

*The Center is creating a campus environment of LGBT inclusion and acceptance.* Our Cougar Ally Training totaled 149 participants, a 11.19% increase from FY12 to FY13. This increase is due in part to a large number of Resident Hall Assistants choosing to attend this program as part of their RA training. The speakers bureau gives trained LGBT volunteers who are willing to speak about their lives and experiences a chance to participate in educating the campus. It is a powerful self-affirming experience for the students as well as extremely educational for campus audiences. The Speakers Bureau Training is given twice per year and panels present to various groups on campus such as classrooms, student organizations, and resident halls. A panel is also part of the Cougar Ally Training and is frequently noted as what participants enjoyed the most. Out Comes Butch, a one person performance about changing identities, was presented for National Coming Out Day in FY13. As with any subgroup, having LGBTQ related programming helps LGBTQ student feel a sense of community at UH and a connection to the campus. With over 100 in attendance it was also a great educational experience for non-LGBTQ people.

The services we provide enable otherwise marginalized students to feel connected to the University and get involved in student issues that are important to them, thereby increasing their chances of success at the University of Houston. In addition, our heterosexual students benefit by having access to accurate information about this marginalized group, so that they learn to embrace differences. Also, data from the National Study of Student Learning indicates that involvement with diverse peers fosters critical thinking. All students benefit from the work we do

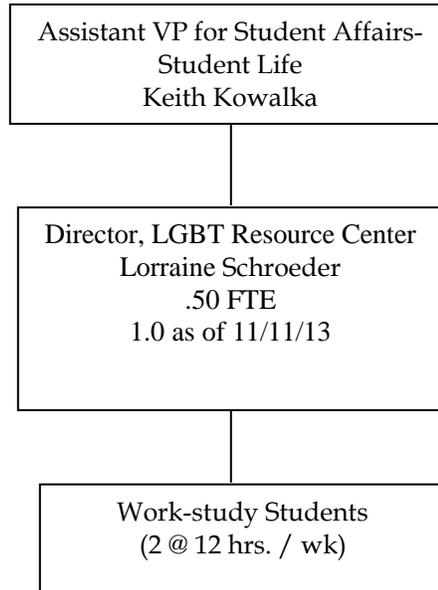
with faculty, which trickles down to the classroom and is reflected in a more inclusive open-minded environment.

*The LGBT Resource Center is developing a continual source of funding.* Since the Resource Center opened in 2010, we have received over \$6900 in grants from various charitable organizations and have raised about \$15,000 from events and mailing campaigns. We will continue to raise money in order to bring quality LGBTQ programs to campus.

According to the 2010 State of Higher Education for Lesbian, Gay, Bisexual & Transgender People, LGBTQ students are more likely to persist and flourish at their institution if they experience a positive LGBT campus climate, and the climate impacts LGBT students in the areas of academic achievement.

**QUESTIONS 2**

**Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.**



### QUESTIONS 3

List your unit's strategic initiatives and action steps identified for the 2012-2013 academic year and cite the specific Division of Student Affairs Strategic Initiatives ([http://www.uh.edu/dsa/about\\_student\\_affairs/strategic\\_plan.html](http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html)) and University of Houston Strategic Goals (<http://www.uh.edu/president/vision-priorities/>) to which they relate. Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

The LGBT Resource Center did not previously make a request for funding through the Student Fees Advisory Committee. However, the LGBT Resource Center had the following Strategic Initiatives for the 2012-2013 academic year:

#### ***Strategic Initiative #1: Provide support, resources and a safe space for LGBT people on campus***

**MAINTAIN A LENDING LIBRARY** (*UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...*)

The Lending Library contains about 300 books and 150 DVDs that may be borrowed by UH students, staff and faculty. The majority of the books and DVDs were donated, however we recently purchase about 50 additional items on targeted topics, such as coming out, advice for parents, transgender issues, religion and sexual orientation, and LGBT students in sororities and fraternities. These additional resources assist the director in educating and supporting students with specific needs. The library continues to be an effective way of educating, supporting, and providing resources to students.

**BROWN BAG LUNCH** (*UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...*)

Every Monday during the Fall and Spring semesters students are invited to bring their lunch to the LGBT Center where they can engage in structured discussions, make connections with other LGBT students, and just hang out with friends. This program attracts 10 to 22 students per week. Especially for freshmen, who may not know any other LGBT students on campus, this is an excellent way for these students to network and it helps them feel like they are part of the UH community. This in turn is linked to student retention. This program has remained strong and well attended since the opening of the Center in 2010.

**ICE CREAM SOCIAL & MOVIE** (*UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...*)

The LGBT Resource Center collaborates with United Campus Ministries to hold this annual event in the beginning of the fall semester. This is another venue for LGBT student to get to know each other. Campus Ministries reserves the AD Bruce Religion Center and purchases the ice cream. The LGBT Center promotes the event and facilitates the “get to know you” activities. Afterward, we show a film that pertains to LGBT people and religion, including Christianity, Muslim, Judaism, etc. This event proves to be a safe space for students to be themselves without pretending or covering up their identity.

**ADDRESS STUDENTS' INDIVIDUAL NEEDS** (*UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...*)

LGBT students face a variety of stressors that distract them from their studies. They frequently seek advice and support at the LGBT Resource Center. Here are some of the concerns.

- Students whose parents will discontinue college support if their child comes out
- Transgender students who change clothes in my office because it is not safe at home

- Gender nonconforming students who do not use the restroom all day to avoid being harassed
- Students experiencing increase anxiety due to homophobic remarks made by professors
- Students struggling with internalized homophobia and having difficulties making connections with anyone.
- Students that come out to me and I am the first person they told
- Students whose family discovered they are LGBT and have stopped speaking to them, or some variety of this – this sometimes occurs during mid-terms or finals.
- Students trying to decide about their sexual orientation
- Students with anxiety about being LGBT in the workplace.
- Students concern about HIV or other STIs
- Students who are concerned about coming out to their children

***Strategic Initiative #2: Create a campus environment of LGBT inclusion and acceptance***

COUGAR ALLY TRAINING (CAT) (*UH-SG – Student Success - SI 3 – Establish a division-wide standing committee focused on ... services from a multicultural competency based lens*)

This three-hour training assists faculty, staff and students in increasing their awareness of issues that lesbian, gay, bisexual, and transgender people face. In a non-threatening setting, CAT teaches participants to create an accepting campus environment for UH's LGBT population. Allies are given a placard to display as a visible statement of support for the LGBT community. This training is given six to eight times per year to the general campus population and an additional three to four time to campus departments, Resident Hall Assistants. This is an ongoing program that is increasing in popularity through word of mouth. To date we have trained about 470 people. The positive effect on LGBT students was anecdotally captured in a survey given in Fall 2012.

VISIBILITY PROJECT (*UH-SG – Student Success - SI 3 – Establish a division-wide standing committee focused on ... services from a multicultural competency based lens*)

In celebration of National Coming Out Day, the LGBT Resource Center ran a full page ad in the Daily Cougar listing all "out" UH staff, faculty, students and alumni who voluntarily participated. The list is now posted on the LGBT Resource Center's website where it can continue to grow and be a source of pride and inclusiveness for all of UH's LGBT community and allies. The page was viewed 339 times in FY13. It proves to be a powerful message of acceptance and pride to students, and several LGBT students came out to someone for the first time as a result of this program.

SPEAKERS BUREAU (*UH-SG – Student Success - SI 3 – Establish co-curricular, globally focused initiatives that provide students with opportunities for engagement on campus...*)

A speakers bureau consists of a panel of trained LGBT student volunteers who are willing to speak about their lives and experiences. One of the most effective ways to educate the campus on LGBT issues is to have them interact directly with members of the LGBT community. The Speakers Bureau Training is given twice per semester and panels present to various groups on campus such as classrooms, student organizations, and resident halls. A panel is also part of the Cougar Ally Training. This program is not only educational for heterosexual student, but helps the LGBT student form a more positive identity.

NATIONAL COMING OUT DAY (*UH-SG – Student Success - SI 1 – Create a greater variety of student involvement initiatives that focus on the development of a vibrant campus life...*)

The LGBT Resource Center brought a one person performance to campus called Out Comes Butch. This performance about changing identities had in attendance over 100 people, and was

relevant to LGBT student development as evidenced by the impromptu 45 minute question and answer that followed. As with any subgroup, having LGBTQ related programming helps LGBTQ student feel a sense of community at UH and a connection to the campus.

**INCREASING LGBT DIVERSITY IN THE CLASSROOM (DECREASING HETERONORMATIVITY)** (*UH-SG – Student Success – SI 6 – Collaborate with the DAA to develop proactive initiatives and research that positively impact student retention and grad rates*)

The LGBT Resource Center created a brochure that assists faculty in normalizing LGBT people in the classroom of various disciplines. To use our resources wisely and to be the most effective, we present the brochure by giving a short presentation at departmental meetings. Being represented in the classroom helps LGBT student feel like they too are part of the campus community. Also, an increased level of safety for LGBT students is created when faculty demonstrate acceptance and respect for differences.

#### **LGBT RESOURCE CENTER ADVISORY BOARD**

The advisory board consists of students, staff, faculty, and community members. The board assists with:

- changing UH policies to be more LGBT friendly, i.e., allow transgender students to have an accurate gendered name on their student ID. (*UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...*)
- educating about LGBT issue, i.e., speaking to fee funded organizations and encouraging them to include LGBT programming. (*UH-SG – Student Success - SI 1 – Create a greater variety of student involvement initiatives that focus on the development of a vibrant campus life...*)
- finding avenues of funding, i.e., researching creating a LGBT alumni network which was kicked off September 2013. (*UH-SG – Resource Competitiveness – SI 6 – Partner with the Division of University Advancement and the Alumni Association to nurture an alumni base to support the Division’s initiatives.*)

We are very pleased with the success of the programs that address this Strategic Initiative. However, we are aware that our efforts have only made a small dent in a university of this size and more resources are needed to be effective on a larger scale.

#### ***Strategic Initiative #3: Develop and maintain a continual source of funding for the LGBT Resource Center***

**HOLLYFIELD FOUNDATION** (*UH-SG – Resource Competitiveness – SI 2 – Create and implement a division-wide advancement and fundraising program in partnership with the Division of Advancement*). The LGBT Resource Center applied for a grant from the Hollyfield Foundation to implement the 2012 National Coming Out Day event, which is a performance called Out Comes Butch.

**RAINBOW FRIENDS** (*UH-SG – Resource Competitiveness – SI 2 – Create and implement a division-wide advancement and fundraising program in partnership with the Division of Advancement*). Through mail outs and fundraising events, the LGBT Resource Center and Advisory Board has created an entity called Rainbow Friends in which people commit to supporting the LGBT Center. During Fall 2012 we hosted a reception which brought about 86 people to campus and raised about \$4000 for the LGBT Center.

**QUESTIONS 4**

Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/ or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

In Fall 2012, we did a survey of the various stakeholders that we serve at the LGBT Resource Center. Here are some of the results.

Of the 188 respondents, 84% of students Somewhat to Strongly Agreed with, "Having a LGBT Resource Center at UH contributes to my desire to persist with my education at UH".

Students who visited the Resource Center or attended a program more than two times were more likely to Somewhat to Strongly Agree with, "Having a LGBT Resource Center at UH contributes to my desire to persist with my education at UH".

96% of the 188 respondents Somewhat to Strongly Agreed with, "Having a LGBT Resource Center at UH helps me feel more connected to the University", and "The LGBT Resource Center contributes to my feelings of acceptance and inclusion at UH".

***Strategic Initiative #1: Provide support, resources and a safe space for LGBT people on campus***

	FY 2012	FY 2013
LENDING LIBRARY - Usage	120	58 (decrease due to water leakage in UC)
ICE CREAM SOCIAL & MOVIE	40	40

ADDRESS STUDENTS' INDIVIDUAL NEEDS: This data reflects the traffic to the LGBT Resource Center and the various reasons for the visits. It does not include the multitudes of requests that come from email and telephone calls. It is collected through a sign-in sheet.

	Resources	Social	Programming	Other	Total
FY 2012	189	399	459	468	1515
FY 2013	279	1136	280	474	2169 (43% Increase)

***Strategic Initiative #2: Create a campus environment of LGBT inclusion and acceptance***

	FY 12	FY 13
COUGAR ALLY TRAINING	134	149 (11% increase)
VISIBILITY PROJECT		106
SPEAKERS BUREAU PANEL	17 people in audiences	170 people in audiences
INCREASING LGBT DIVERSITY IN THE CLASSROOM	120 - Lg. number due to entire Coll of Edu participating in the training (75)	30

We have assessed the COUGAR ALLY TRAINING program with an evaluation form filled out by participants after the program. Below is the data. Rating scales is 1-4 – Strongly Disagree to Strongly Agree.

	1. The subject was adequately covered.	2. The content was useful to me (in school or career).	3. I learned new skills/ information.	4. The facilitators were knowledgeable.	5. The material was well organized and clearly presented.	6. The handouts were helpful.	7. I would recommend this program to others.	9. The program was enjoyable	12. Overall, I "grade" this program as excellent.
2010-2011	3.79	3.74	3.63	3.90	3.78	3.73	3.85	3.76	3.79
									3.77
2011-2012	3.86	3.82	3.69	3.92	3.91	3.81	3.92	3.88	3.90
									3.86
2012-2013	3.69	3.68	3.56	3.78	3.68	3.68	3.74	3.67	3.69
									3.69
									Yellow = average

(The slight dip this year is due to having over 50 people in the RA trainings (too many). We have since limited the number of participants).

Six months to one year after participating in the Cougar Ally Training participants rated their behavior as an ally. The results below are from FY2013.

**Before CAT**

1 - Discriminatory	2	3	4	5	6	7	8 - AllyRating	AveResponse
0.0% (0)	0.0% (0)	8.3% (3)	19.4% (7)	16.7% (6)	16.7% (6)	11.1% (4)	27.8% (10)	5.86

**After CAT**

1 - Discriminatory	2	3	4	5	6	7	8 - AllyRating	AveResponse
0.0% (0)	0.0% (0)	0.0% (0)	2.8% (1)	8.3% (3)	8.3% (3)	27.8% (10)	52.8% (19)	7.19

**Strategic Initiative #3: Develop and maintain a continual source of funding for the LGBT Resource Center**

Our goal is to receive a grant once per year to assist with the cost of programming. The dates may seem off due to the various grant cycles, when we received the funds, and when we used the funds.

#### HOLLYFIELD FOUNDATION

FY 2013 - The LGBT Resource Center received \$1500 from the Hollyfield Foundation to implement the 2013 National Coming Out Day event which is a program called Hidden Voice: The Lives of LGBT Muslims. This was used in Fall 2013.

#### RAINBOW FRIENDS

The goal is to raise \$5,000 annually to assist with the cost of programming, M & O, and for scholarships. In three years we have raised about \$15,000.

**QUESTIONS 5**

**Please discuss any budget or organizational changes experienced since your last (FY2014) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY2013 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition.**

The LGBT Resource Center did not have a previous SFAC request; therefore there are not any budget changes to report.

## QUESTIONS 6

Please list your 2014-2015 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

*Strategic Initiative #1: Provide support, resources and a safe space for LGBT people on campus*

MENTORING PROGRAM (UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...)

By pairing LGBTQ students with LGBTQ peers, the LGBT Mentoring Program will help the most at risk LGBTQ students gain support and validation, make a strong connection to the University, and assists them in linking with resources that contribute to their success in college and beyond. A graduate assistant will be hired to coordinate this program.

LAVENDER GRADUATION (UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...)

As a way to validate the extra effort it takes for LGBT students to navigate college and successfully graduate, we will host a reception in their honor. Having university officials and special guests acknowledge their accomplishments, we will contribute to the development of their self-worth, increasing their confidence to go forward in the world with a sense of pride for who they are (which may be in contrast to negative messages LGBT people frequently receive from many segments of society).

NSO AND ART OUTREACH (UH-SG – Student Success - SI 1 – Establish supportive and advocacy based programs...)

We plan to collaborate with the Orientation Team to be able to introduce the LGBT Resource Center during the NSOs and ARTs to make all students aware of the resource and send the message of embracing diversity. We also plan to promote the Center by advertising in some of UH publications.

We will continue with the programs described previously.

LENDING LIBRARY

BROWN BAG LUNCH

ICE CREAM SOCIAL & MOVIE

SEXUAL HEALTH JEOPARDY

SPRING SCHOLARSHIP

ADDRESS STUDENTS' INDIVIDUAL NEEDS

*Strategic Initiative #2: Create a campus environment of LGBT inclusion and acceptance*

OUTREACH AND EDUCATION TO STUDENTS (UH-SG – Student Success - SI 1 – Create a greater variety of student involvement initiatives that focus on the development of a vibrant campus life...)

According to our Fall 2012 survey, LGBT students frequently hear derogatory remarks from their

peers. Subsequently, we plan to expand our educational programs to student organizations and fraternities and sororities. A graduate student will be responsible for outreach and implementation of education programs such as the Speaker Bureau Panel.

UH COUGAR PRIDE PARTNERS (*UH-SG – Student Success - SI 3 – Establish a division-wide standing committee focused on ... services from a multicultural competency based lens*)

This program will give academic and student affairs departments a mechanism to visibly show their support for LGBT issues and the LGBT Resource Center. This will develop their diversity competency and help create a more inclusive environment for LGBT people. The LGBT Advisory Board will assist in developing the criteria and the application tool.

We will continue with the programs described previously.

COUGAR ALLY TRAINING

VISIBILITY PROJECT

SPEAKERS BUREAU

INCREASING LGBT DIVERSITY IN THE CLASSROOM

LGBT RESOURCE CENTER ADVISORY BOARD

***Strategic Initiative #3: Develop and maintain a continual source of funding for the LGBT Resource Center***

RAINBOW FRIENDS (*UH-SG – Resource Competitiveness – SI 2 – Create and implement a division-wide advancement and fundraising program in partnership with the Division of Advancement*).

By this time we will be re-assessing our fund-raising needs. We will evaluate the progress the new LGBT Alumni Network has made and determine if merging the efforts of the Alumni Network with the goals of the Rainbow Friends Program is advantageous.

GRANTS (*UH-SG – Resource Competitiveness – SI 2 – Create and implement a division-wide advancement and fundraising program in partnership with the Division of Advancement*).

As we do every year, we will apply for a grant from a local LGBT charitable organization to fund our National Coming Out Day event, which has not yet been planned.

**Breakdown of additional program dollars:**

		Central Funding	SFAC Request	100%
		55%	45%	
Graduate Asst. Salary @ \$1,200/month	14,400	7,920	6,480	14,400
Insurance Stipend @ \$150/month	1,800	990	810	1,800
Estimated Expenditures	16,200	8,910	7,290	16,200
Admin Fee			437	
<b>Salary Total Requests</b>		<b>8,910</b>	<b>7,727</b>	<b>16,200</b>
SFAC Operating				
Programming			3,000	
Advertising			2,000	
Sub-total M&O			5,000	
Admin Fee			300	
<b>Total M&amp;O request</b>			<b>5,300</b>	
<b>Total SFAC Requests Expense + Admin</b>			<b>13,027</b>	

QUESTIONS 7

**What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.**

As stated earlier, the LGBT Resource Center has applied and will continue to apply for grants and do mail-outs to assist with the cost of programming. Most foundations that offer grants will not provide funding for salaries.

**HOLLYFIELD FOUNDATION**

FY 2013 - The LGBT Resource Center received \$1500 from the Hollyfield Foundation to implement the 2013 National Coming Out Day event which is a program called Hidden Voice: The Lives of LGBT Muslims. This will be used in Fall 2013.

**RAINBOW FRIENDS**

The goal is to raise \$5,000 annually to assist with the cost of programming and for scholarships. In three years we have raised about \$15,000.

**OUTREACH UNITED**

The LGBT Resource Center plans to apply for fund from this organization for a Gay? Fine By Me t-shirt give away for Spring 2013.

**QUESTIONS 8**

**Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.**

Counseling and Psychological Services provides a mental health LGBT support group. UH Wellness promotes World AIDS Day, and the Health Center does HIV testing. None of these are a direct overlap of services, but we frequently refer students between departments depending on their students' needs.