



# LGBTQ

## RESOURCE CENTER



Student Fees Advisory Committee (SFAC)  
**PROGRAM QUESTIONNAIRE**  
**FY16-17**

## 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.**

### **Mission**

To cultivate safe spaces on campus and within our Center's programs, empowering LGBTQ students to develop their authentic identity, and become proud, successful, engaged members of the UH community.

### **Overarching Goals; student learning outcomes FY16-FY19**

1. Provide support, resources, and a safe space for LGBTQ students of diverse backgrounds and abilities
  - a. LGBTQ students will be able to formulate positive ideas about their LGBTQ identity and community, including their intersecting identities.
  - b. LGBTQ students will be able to navigate resources by utilizing the Center and the Center's staff.
2. Provide training & leadership opportunities for our LGBTQ students of diverse background and abilities.
  - a. LGBTQ students will be able to formulate an understanding of their unique leadership skills through direct training and hands on experience.
3. Through campus engagement and education, create a campus environment of LGBTQ inclusion, equity, acceptance and affirmation for our students of diverse backgrounds and abilities
  - a. UH students will be able to identify their biases about LGBTQ people
  - b. UH students will be able to create LGBTQ inclusive and equitable spaces among their peers.
4. Assist DSAES Development staff develop and maintain a continual source of donations for the LGBTQ Resource Center to expand programs and opportunities for student
  - a. UH students will be able to speak about their experiences with the LGBTQ Resource Center to donors.

Because, statistically, LGBTQ students are more at risk of dropping out of college due to a negative LGBTQ campus climate (2010 State of Higher Education for LGBTQ People), 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.

*Provide support, resources and a safe space for LGBTQ people on campus.* During FY15 the center's traffic totaled 3864, a 50.4% increase over FY14. Our traffic has increased by 272% since we opened in 2010. The continual increase is due to LGBTQ students needing resources, and reflects the need for the LGBTQ students to have a safe place to network, study, and collaborate. Straight allies also want resources pertaining to LGBTQ issues. For FY15 twelve pairs of mentors and mentees were matched and mentees progressed toward their goals. Lavender Graduation was created and implemented in May. The event was extremely well received by the 60+ people who attended

*The Center is creating a campus environment of LGBTQ inclusion and acceptance.* The Speakers Bureau gives trained LGBTQs a chance to educate the campus. It is self-affirming for the students as well as educational for campus audiences. The Speakers Bureau panels present to groups such as classrooms, student organizations, and resident halls. The Beyond Binaries program we brought here for National Coming out Day was very educational for LGBTQ students and heterosexual students. Having LGBTQ related programming helps student feel a sense of community at UH. To date seven departments have received the Pride Partner designation which is another symbol of LGBTQ acceptance on campus.

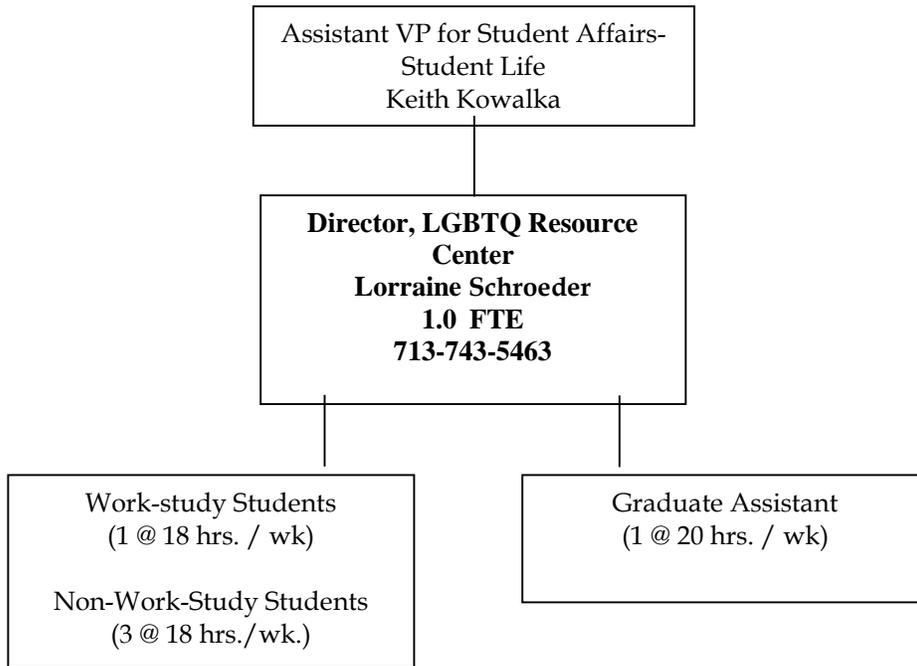
Our services enable marginalized students to feel connected to the University. Heterosexual students benefit by having access to accurate information, so they learn to embrace differences. Data from the National Study of Student Learning indicates that involvement with diverse peers fosters critical 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 LGBTQ Resource Center is developing a continual source of funding.* In FY15 we received \$2500 from the Diana Foundation and \$6500 from the Cloverdale Foundation. Both grants enabled us to expand our programming to reach more students and to deepen their learning experience.

The 2010 State of Higher Education for Lesbian, Gay, Bisexual & Transgender People states LGBTQ students are more likely to persist if they experience a positive LGBTQ campus climate. It also states that the climate impacts LGBTQ 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 2014-2015 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). 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.

DSAES Plan: ([http://www.uh.edu/dsaes/about/strategic\\_plan.html](http://www.uh.edu/dsaes/about/strategic_plan.html))

UH Goals: (<http://www.uh.edu/president/vision-priorities/>)

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

**Graduate Assistant will create and run a Peer Mentoring Program to provide at risk LGBTQ students with direct access to needed resources.** DSAES Strategic Initiative 2c – Twelve pairs were matched and mentees progressed toward their goals until April 2015 when this year's program ended. Completed.

**Create Lavender Graduation for Spring 2015** DSAES Strategic Initiative 3a – The Graduate Assistant created and implemented this program this May. The results were extremely impressive with standing room only. This is a program we will continue each year. Completed.

**NSO AND ART OUTREACH** (*UH-SG – Student Success - SI 1a* - We planned to collaborate with the Orientation Team to be able to introduce the LGBTQ Resource Center during the NSOs and ARTs to make all students aware of the resource and send the message of embracing diversity. We also planned to promote the Center by advertising in some of UH publications. We were able to participate in several NSO and ART resource fairs and advertised in some UH publications. This we believe contributed to increases in traffic to the Center.

We will continue with the programs described previously.

**Lending Library  
Brown Bay Lunch  
Ice Cream Social  
Sexual Health Jeopardy  
Spring Scholarship  
Address Students' Individual Needs**

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

**Graduate Assistant to do outreach to student organizations, fraternities and sororities in order to do 4 educational programs (Speaker Bureau Panels) per year** - DSAES Strategic Initiative 1d – GA developed a marketing plan and created various programs to present. Only one program was implemented for students. We are not satisfied with the progress on this goal and will continue our effort next year. Incomplete.

**Develop and implement Pride Partner program.** DSAES Strategic Initiative 3a – To date seven departments have received the Pride Partner designation. Two additional departments have submitted applications which need to be reviewed. In addition, in March 2015, we received an Exemplary Program Award from NASPA for this program.

We will continue with the programs described previously.

**Cougar Ally Training  
Visibility Project  
Speakers Bureau Panel  
Increasing LGBTQ Diversity in the Classroom  
LGBTQ Resource Center Advisory Board**

## **National Coming Out Day – Beyond Binaries**

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

**Further develop the Rainbow Friends to increase the numbers of people who donate to the LGBTQ Resource Center**, DSAES Strategic Initiative 2d – The LGBTQ Resource Center Advisory Board is brainstormed about this issue. We sent out a mailing this May and have received \$4400 in donations this year. Thank you cards have been sent to all 2014-2015 donors. The number of people who donate to the Center decreased but we are still pleased with the amount that was donated. Completed.

**Apply for grants for National Coming Out Day, Spring events, Creating Change Conference, and/or Camp Pride** - Possible sources: Hollyfield, Kellett, Cloverdale, Bunnies, Diana - DSAES Strategic Initiative 2d – We have received \$2500 in funding from the Diana Foundation for the Creating Change Conference. We received \$6500 in funding from L.T. Cloverdale Foundation for the Gay? Fine By Me t-shirt give-away. Completed.

#### 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.

#### Participation in Programs

| FY 11      | FY 12      | FY 13      | FY14       |             | Programs                           | FY 15       |
|------------|------------|------------|------------|-------------|------------------------------------|-------------|
|            |            | 46         | 86         | Sep. 2014   | Open House Fall                    | 165         |
|            |            |            |            | Sep. 2014   | Heteronormativity Presentation (2) | 80          |
|            | 8          | 4          | 11         | Sep. 2014   | Speakers Bureau Training (2)       | 14          |
|            |            |            |            | Sep. 2014   | Social Work Class - Panel          | 40          |
| 50         | 40         | 40         | 27         | Sep. 2014   | Ice Cream Social                   | 22          |
|            |            |            |            | Sep. 2014   | Mentor Training                    | 12          |
|            |            |            | 70         | Sep. 2014   | Bisexual Awareness Day             | 82          |
|            |            |            | 90         | Oct. 2014   | National Coming Out Day            | 90          |
|            |            |            |            | Oct. 2014   | Intersex Awareness                 | 80          |
|            |            |            | 17         | Nov. 2014   | Sexual Health Jeopardy             | 26          |
|            |            |            |            | Nov. 2014   | Mentee Mentor Social               | 13          |
|            |            |            |            | Nov. 2014   | Women's Studies Class – Panel      | 30          |
|            |            |            | 30         | Nov. 2014   | Parenting Class - Panel            | 30          |
| 150        | 120        | 150        | 130        |             | Transgender Day Of Remembrance     | 120         |
|            |            |            |            |             | Poly Series                        | 12          |
|            |            |            | 125        |             | Open House Spring                  | 250         |
| 8          |            | 13         | 7          |             | Speakers Bureau Training           | 5           |
|            |            |            |            |             | O Team Presentation                | 40          |
|            |            |            |            | Oct – April | Mentor Program                     | 24          |
|            |            |            |            | March 2015  | Guess Who's Queer                  | 2           |
|            |            |            |            | April 2015  | Gay? Fine By Me                    | 1000        |
|            |            |            |            | May 2015    | Lavender Graduation                | 65          |
| <b>622</b> | <b>957</b> | <b>841</b> | <b>834</b> |             | <b>Total Programs</b>              | <b>2225</b> |
| <b>81</b>  | <b>134</b> | <b>99</b>  | <b>121</b> |             | <b>Total Cougar Ally Training</b>  | <b>144</b>  |

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

**Peer Mentoring Program** Twelve pairs were matched and mentees progressed toward their goals until April 2015 when this year's program ended. Since this was our first year to implement the Mentoring Program, we evaluated by asking the participants to complete a survey rating their experience and answering open ended questions so we could determine what worked and what improvements were needed. We determined that more social activities are needed in the program. Overall the participants found the program beneficial.

**Lavender Graduation for Spring 2015** - The results were extremely impressive with standing room only. We plan to reserve a larger room next year. We had 11 participants this year and believe this

will double in the next two years.

**NSO and ART Outreach** – We have determined that further involvement in NSO or ART beyond the Resource Fairs is not necessary. We have used other marketing techniques and have experienced another increase in traffic to the Center.

**Trends in Resource Center Visits, Outreach and Program**

|  | 2010-2011   | 2011-2012   | 2012-2013   | 2013-2014   | 2014-2015   | % of Change from previous year | % of Change over time |
|--|-------------|-------------|-------------|-------------|-------------|--------------------------------|-----------------------|
| <b>Total Fall</b>  | 447         | 565         | 1064        | 932         | <b>1839</b> | <b>97.3%</b>                   | <b>311%</b>           |
| <b>Total Spr</b>   | 376         | 733         | 870         | 1233        | <b>1747</b> | <b>41.7%</b>                   | <b>364.6%</b>         |
| <b>Total Sum</b>   | 215         | 218         | 141         | 405         | <b>278</b>  | <b>-31.4%</b>                  | <b>23.3%</b>          |
| <b>Total FY</b>  | <b>1038</b> | <b>1516</b> | <b>2075</b> | <b>2570</b> | <b>3864</b> | <b>50.4%</b>                   | <b>272.3%</b>         |
| <b>Programs</b>  | 622         | 957         | 843         | 834         | <b>2225</b> | <b>166.8%</b>                  | <b>257.7%</b>         |
| <b>Cougar Ally Training</b>  | 81          | 134         | 99          | 121         | <b>144</b>  | <b>19%</b>                     | <b>77.8%</b>          |
| <b>Outreach</b><br>Just began including this data in the Grand total – recalculated previous years | 1181        | 1378        | 2008        | 1111        | <b>1023</b> | <b>-7.9%</b>                   | <b>-13.4%</b>         |
| <b>Grand Touch Total</b>   | <b>2922</b> | <b>3985</b> | <b>5025</b> | <b>4635</b> | <b>7256</b> | <b>56.6%</b>                   | <b>148.3%</b>         |

**Brown Bag Lunch** – We will discontinued this program due to low participation.

**Ice Cream Social** – 100% of participants we surveyed indicated that they made at least three acquaintances. 50% thought it was likely that one would develop into a friendship.

**Sexual Health Jeopardy** - We surveyed audience members asking them to rate the likelihood of them engaging in a sexual health behavior as a result of the training. The average this year was (on a 10 point scale) 5.45 before the training and 9.14 after the training. This is an increase of 3.68 points – a 67% increase.

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

**Outreach to student organizations, fraternities and sororities in order to do 4 educational programs (Speaker Bureau Panels) per year** - GA developed a marketing plan and created various programs to present. Only two program were implemented for students. We are not satisfied with the progress on this goal and will continue our effort next year. For these two panel presentations, the students were able to identify ally behaviors and rate the likelihood of them executing that behavior before and after the training. The rating scale was 1-10. The average before rating was 5.73. The average after rating was 8.62. An increase of 2.91.

**Pride Partner program.** To date seven departments have received the Pride Partner designation. Two

additional departments have submitted applications which need to be reviewed. We will not put effort into promoting this program until we have adequate staffing resources to do so.

**Speaker Bureau Panel** – We survey audience members asking them to rate the likelihood of them engaging in an ally behavior as a result of the training. The average this year was (on a 10 point scale) 5.73 before the training and 8.82 after the training. This is an increase of 2.91 points – a 51% increase.

**Cougar Ally Training** – We categorized and analyzed the narrative responses to the open ended questions on the evaluation for the last five years and this confirmed that we are doing several things right. 1. Addressing negative comments by tweaking the training accordingly, stops the recurrence of that particular negative response. 2. Participants benefit from the things we emphasize in the training; experiential learning, campus resources and the panel presentations. We also found a common theme regarding a desire for more interaction among the participants. We have changed the quantitative part of the evaluation form to be a direct reflection of our learning outcomes for the program. We kept the open ended questions as they provide us with valuable feedback on our presenters and our training. We also added more interactions among the participants.

**QUESTIONS 5**

**Please discuss any budget or organizational changes experienced since your last (FY2016) 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 FY2015 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition.**

The LGBTQ Resource Center received a gift from the Cloverdale Foundation in the amount of \$6,500.00 which was more than we anticipated. This allowed us to expand the “Gay? Fine By Me!” event for which the funds were donated.

We did not spend all of the SFAC funds for our graduate assistant or our student employees’ salaries. Because the Graduate Assistant was not able to continue for a second year, their employment ended in May and we did not pay a summer salary. We were able to have two of our three student employees receive their salary through Federal Work-study, therefore we did not have to spend our SFAC funds designated for their salaries. We did reallocate some of these funds for books and DVDs for our library, and promotional items. For FY2016, we were able to hire one work-study student, and still hire three non-work-study students and this is proving to be very beneficial for front desk coverage and assistance with programs and marketing.

**QUESTIONS 6**

Please list your 2016-2017 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 educational, leadership and support services to a wider range of student and staff populations.***

- a. Implement a QTPOC and Bisexual discussion group. *DSAES SI 1b*
- b. Implement an Ambassador Program. *DSAES SI 1b*
  - i. Train ambassadors to facilitate discussion groups. *DSAES SI 1c*
- c. Develop and implement a Cougar Ally Training for the UHPD. *DSAES SI 3c*
- d. Brainstorm with UH Athletics to determine how to best meet the needs of the LGBTQ Athletes. *DSAES SI 6f*

***Strategic Initiative #2: Increase programming that addresses diverse groups within the LGBTQ community.***

- a. Collaborate with African American Studies program to bring the Center for the Healing of Racism to campus (or similar program) to address the intersection of race and LGBTQ identities. *DSAES SI 3c*
- b. Collaborate with Center for Diversity and Inclusion on a Cultural Conversations program. *DSAES SI 1d*

***Strategic Initiative #3: Assist in implementing a fundraising plans for the LGBTQ Alumni Network to raise funds for the LGBTQ Resource Center. DSAES SI 2d***

- a. Network to identify an alum that is interested in spearheading this initiative.
- b. Consult with DSAES development to identify possible strategies.

## **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.**

The LGBTQ Resource Center has applied for grants and will do a mail-out to assist with the cost of programming. Most foundations that offer grants will not provide funding for salaries.

### **HOLLYFIELD FOUNDATION**

The LGBTQ Resource Center plans to apply for a grant to fund our National Coming Out Day event which takes place in Fall 2016. We have not planned our program yet.

### **RAINBOW FRIENDS**

The LGBTQ Resource Center does an annual mail out each spring. The goal is to raise \$5,000 annually to assist with the cost of programming and for scholarships. The plan is for the Alumni Network to assist with this.

### **DIANA FOUNDATION**

The LGBTQ Resource Center applied for \$2500 from this organization to fund social outing for our mentoring program. We have received notice that we are a beneficiary and will receive the funds in July 2016.

### **CLOVERDALE FOUNDATION**

We have applied for about \$9,000 from this organization to fund five students and the director going to the National LGBTQ Task Force Creating Change Conference in January 2016. We will know by November if we will receive these funds.

**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 LGBTQ 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. The Center for Diversity and Inclusion has a much broader focus, but we will definitely collaborate when appropriate.