LGBTQ
RESOURCE CENTER

Student Fees Advisory Committee (SFAC)
ONE TIME FUNDING REQUEST FOR FY18

UNIVERSITY of
HOUSTON
LGBTQ RESOURCE CENTER

Office Coordinator

The LGBTQ Resource Center at University of Houston is dedicated to offering services and programs that provide support, resources and a safe space for LGBTQ (Q – Questioning or Queer) people on campus, and create a campus environment of LGBTQ acceptance and affirmation. The LGBTQ Resource Center aims to contribute to student success for LGBTQ students at the University of Houston, working in partnership with other offices and departments across UH and in the surrounding community. According to UH Wellness's Annual Surveys approximately 7-8% of students identifying as lesbian, gay, bisexual, or transgender (LGBTQ).

During FY15 we experienced a 50.4% increase in traffic to the Center from FY14 which amounts to about 1294 more visits. Our unique visits increased from 380 in FY14 to 669 in FY15 a 76.1% increase. Those numbers have been holding steady for the last few years. With the large number of students visiting our center (these numbers do not include the WGRC traffic) and the increase in programming and outreach that is a result of hiring a program coordinator last year, it has been challenging for our student staff to maintain consistent customer service at the front desk while staying current with their other duties which include marketing, coordinating volunteers, program planning, and clerical support. In addition to the student staff and the program coordinator, the director also supervises a graduate assistant who coordinators three of our major programs including the Mentoring Program.

Moving forward, the LGBTQ Resource Center would like to request funding from SFAC to hire an office coordinator that would serve the administrative and front desks needs of both the LGBTQ Resource Center and the Women and Gender Resource Center. This includes managing many of the duties of the student staff. Although the LGBTQ Resource Center is requesting the funds, it is not logical for this position to serve only one Center. All of the patrons of our Centers need the same level of customer service and we find that our Centers function better when we share resources when possible.

Hiring an office coordinator will positively impact students and our offices in four ways.

1. Because a professional rather than a student staff is better equipped to mitigate sensitive discussions that spontaneously occur in the Centers, there will be an increase in safety for the students that visit the Centers.
2. With customer service an area of focus for our university, the Office Coordinator will be able to answer questions and meet the patron's needs more efficiently and accurately. Our

student staff does a wonderful job, but there is turnover every year and therefore a new learning curve every year. A consistent full-time staff will build on their knowledge about the two Centers, the division, and the university every year.

3. Currently the director spends a lot of time training new students to process receipts, to do data entry for several programs, and to manage utilization databases. Continuing to train new students every year takes away time that is needed for other important tasks such as strategic planning, supervising professional staff, writing grants, and completing required reports. An office coordinator will be able to perform these administrative duties independently. In addition, last year our utilizations data was severely compromised for about 1/3 of the months due to technical problems and insufficient monitoring of the sign-in database. Having a full-time staff will ensure the accuracy of this important data.

4. Also, because our space is both the LGBTQ Resource Center and the Women and Gender Resource Center, the varying needs of the students, staff, and faculty that come in for services requires the insight and tact of a full-time staff. As the services and programs of both of our Centers expands, it is evident that the revolving student staff at the front desk are no longer adequate for the needs of our patrons.

5. Our student staff will be supervised more closely by someone who can ensure the execution of the student development objectives we have for our student staff. The students will also be responsible for a more manageable amount of work, and will have an on-campus job that does not significantly contribute to the stress of college.

We would also like to inform you that as part of the recommendations made by the External Review Committee during our Department Review* in April 2015, this comment was included.

Recommendations Section 4b.
Consider expanding the staff by one to two professional positions, recommended priority:
  i. Program Coordinator
  ii. Office Manager (shared as long as the office share a space)
  iii. Maintain graduate assistant/intern staffing

Breakdown of additional staffing dollars for One Time Funding FY18:

Staffing	Annual Funding
Office Coordinator – Starting Salary June-Aug 2018	$8,250
Fringe	$2,888
Subtotal	**$11,138**
Admin Charge (6%)	$ 669
Total	**$11,807**

We would like to make SFAC aware that the LGBTQ Resource Center will continue to partner with other units, departments, and programs within the university community to offer our students and the UH community the best in terms of programming and services, and will demonstrate the utmost in fiscal responsibility upon the granting of our base funding request.

* Department/Program Review is a collaborative process designed to bring the judgment of respected colleagues in assessing and improving the quality of departments/programs in the Division of Student Affairs & Enrollment Services. This process involves staff, students, faculty, alumni, community, the respective department/program staff, the division's executive and senior leadership teams, campus administrators, and external specialists in the profession. Each department will contribute and or participate in (1) gathering information about a department/program, (2) reviewing and analyzing this information during a site visit, (3) synthesizing all available information and making judgments about overall quality and recommendations for improvement, and (4) following up to ensure that the department/program is fully supported in its efforts to address the outcomes of the review.