LGBTQ Resource Center
External Review Follow-Up
Recommendations

• Utilize the 2015-2016 academic year as a strategic planning and focusing period
• Clarify a population focus. All cannot be served with the current staffing model.
• Explore why the LGBTRC and WGRC share space and remain distinct in other ways (e.g. reporting lines)
• Implement a formal comprehensive training for the staff of LGBTRC and WGRC, cross train all staff: professional, paraprofessional and undergraduate
• Delegate day-to-day tasks including social media to student staff and supervision of the undergraduate student staff to a graduate assistant.
• Consider expanding the staff by one to two professional positions, recommended priority: Program Coordinator, Office Manager (shared as long as the office share a space), Maintain graduate assistant/intern staffing
• Take programs like Cougar Allies (a signature program) to the next level i.e. deepening and/or specializing the knowledge and how to use it.
• Discussion groups move to a separate space / meeting room
Utilize the 2015-16 academic year as a strategic planning and focusing period...
Clarify a population focus. All cannot be served with the current staffing model.

• With the input of the LGBTQ Resource Center Advisory Board and student employees, we revised our mission, goals, and learning outcomes.

  – Vision: Our vision is acceptance and affirmation for LGBTQ people in every aspect of their UH experience, and a campus where equity and respect for all prevail.

  – 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.
Utilize the 2015-16 academic year as a strategic planning and focusing period

• Our programs and assessments now reflect the new focus.
  – Assessment cycle
  – Assessment plans will include determining if programs are meeting the Learning Outcomes or Program Objectives.

• Create a 5 year strategic plan for the RC.
  – It is in line with the Division’s Strategic Mapping.
Utilize the 2015-16 academic year as a strategic planning and focusing period

- We used a diversity and intersectionality lens throughout all planning processes.
  - Provide support, resources, and a safe space for LGBTQ students of diverse backgrounds and abilities
- LGBTQ students will be able to formulate positive ideas about their LGBTQ identity and community, including their intersecting identities.
Implement a formal comprehensive training for the staff of LGBTQRC and WGRC.

• Using a student development and diversity lens, we created and implemented a staff retreat that included teambuilding, ownership, accountability, customer service, and employment goals.

• We developed ongoing training topics that focus on specific job functions, i.e. program planning, UH branding and marketing, etc. And, it includes general topics i.e., diversity, bystander intervention.
  – We began the practice of having weekly staff meetings with all professional and student staff immediately followed by staff trainings.

• In collaboration with Student Life departments, we will try to incorporate other departments into our annual training specifically regarding campus resources.
Delegate day-to-day tasks to student staff and supervision of the undergraduate student staff to a graduate assistant.

- Revised student staff job descriptions so they are specialized and students can take full responsibility for planning and implementing their duties whenever possible.
- Weekly meetings are held with each student staff as a means of training, coaching, and helping them meeting the goals they set for themselves.
Take Cougar Ally Training to the next level

• Created the Advanced Ally Program Spring 2016
  – Understanding Heteronormativity - 15 participants
    • Participant satisfaction – 4.57 / 5
  – Bisexuality - 16 participants
    • Participant satisfaction – 4.77 / 5
  – Transgender & Intersex - 23 participants
    • Participant satisfaction – 4.57 / 5
  – Asexual and Others - 11 participants
    • Participant satisfaction – 4.75 / 5
Explore why LGBTQRC and WGRC share space and remain distinct in other ways (e.g. reporting lines)

• Pros
  – Share resources to maximizes our budgets
  – Easily refer to each other’s programs due to some overlap in clientele.
  – Maintain professional staff presence in the Centers and cover for each other.
  – Use each other as a resource

• Cons
  – We do not know which students might be avoiding the centers because of the presences of the other
  – As we grow, it is obvious we will need our individual space.
    • Current renovations
    • No work space for SAGA Squad
Discussion groups move to a separate space / meeting room

• Beginning Fall 2015 we reserved the Synergy Room for our discussion groups.

• When the Resource Center's lounge is preferred, we now close the office space at 5pm and schedule discussions in the Resource Center 5pm-6pm.
Consider expanding the staff by one to two professional positions, recommended priority: Program Coordinator, Office Manager
What’s Next?

• SAGA Squad
• Leadership Certificates
• More engaged and supportive of LGBTQ student orgs.
• Marketing / Branding Plan
• Further develop assessment planning
• Getting into a good rhythm with our new two professional staff office.
The End

Question?