**Student Services Review Request for Information (RFI)** **FY 2024-25**

**Tyrell Allen, Director, Oct/2024**

# **LGBTQ Student Resource Center**

The Student Services Review Committee’s (SSRC) mission is to advocate for the student experience at the University of Colorado Denver. The SSRC’s priorities lie in ensuring equitable access to student resources, attention to historically marginalized groups, and providing feedback to improve student fee funded resources. Overall, the SSRC exists and is responsible for ensuring that student services and student fees are being used in a manner that best serves the students of CU Denver.

Please complete the following request for information:

**Overview of Unit**

*The LGBTQ Student Resource Center (LGBTQ SRC) is a tri-institutional, student fee funded department. We strive to improve the Auraria campus climate for LGBTQ students by fostering acceptance and understanding through educating the campus community about gender, sexuality, and other relevant topics. We develop programs with the intention of uniting diverse communities of people. Lastly, we provide support services and growth opportunities for LGBTQ students to realize their fullest potential.*

* *Given some of the challenges the center has had in effectively maintaining tri-institutionality over the years, we facilitated a program review last year. After reviewing the program review findings, senior leaders across the three institutions have re-affirmed their commitment to the center’s tri-institutionality. Therefore, this year’s focus is designing the center’s branding, processes, and partnerships to match that commitment.*
* *Current priorities include student staff hiring, creation of a new website, and building out tri-institutional Memorandum of Understanding (MOU) to establish communication channels that allow us to learn more about and work more effectively with CCD and CU Denver.*

**Accomplishments**

Please describe efforts, events, or accomplishments that your units are proud of from the 23-24 fiscal year.

* *Our biggest accomplishment of FY24 was completing our program review. Through this review, we were able to gather input on the center’s programs and services from students, faculty, and staff across the three schools, guided by the recommendations of two external scholars who work in LGBTQ+ student services at their respective institutions.*
* *We were also able to finally secure new office furniture and a new printer, which we’ve been needing for some years.*

**Accessibility and Inclusion**

Please describe how the programs/office in your unit supports historically underserved and marginalized students through its services (Underserved students and marginalized students include: BIPOC, first-generation, students with disabilities, and non-traditional students):

* *We currently offer different events that focus on specific populations within the community. We have our QTPOC programming series, where we invite Queer and Trans students of color to two events each semester. Similarly, we tend to host at least one event each semester that focuses on students who identify as Trans, Nonbinary, or Gender-expansive. The aim of these programs is to give these populations protected space as desired, while still encouraging their overall participation in the rest of our programs and services.*
* *I try to have team members who lead our marketing efforts participate in digital accessibility workshops as we become aware of them, for the sake of minimizing barriers for folks in accessing our center’s information. Last year, we participated in a proactive accessibility series as a marketing team. Given newer state legislation regarding digital accessibility, we’re exploring similar training opportunities with respect to designing marketing materials, as well as making this a priority as our new website is created.*
* *We work to recruit and retain a team of individuals from a variety of lived experiences and assess their comfort with/understanding of serving marginalized communities in our interview process.*

**Measuring Impact**

Please provide student feedback that demonstrates how the offices/programs in your unit are positively impacting the student experience at CU Denver. This can include charts, graphs, tables, and/or anecdotal information.

How have budget reallocations and/or cuts impacted your area(s) under your purview?

***Please include an attached budgetary spread of operating speedtypes.*** Excel spreadsheets are preferred. Any additional notes or commentary on budgetary items will be helpful to the process and give greater context to our senate/student body.

How are your programs/units measuring impact? Here are examples of items you can share to demonstrate reporting impact:

* Do you send out surveys?
* Do students check-in for your events?
* Do you have a post-evaluation tool after programs?
* Do you track the number of students you serve per semester?

*Our current impact is predominantly quantitatively measured through program attendance. Throughout this school year and last year, we’ve trialed seeking event/training feedback from specific sessions in order to gauge what it would take for us to do it more consistently. We asked last semester’s QTPOC programming participants to complete a survey that captured event satisfaction and recommendations for future events. We also piloted two post-training surveys, one focused on a majority student team and another focused on a majority staff team.*

**Future Goals**

Please describe how your unit acts in support of Goal 1 in the CU Denver 2030 Strategic Plan regarding equitable access to student fee funded resources. Also include your future goals within the next 3-5 years.

*Our departmental goals within the next few years include:*

* *Establishing consistent communication channels across the institutions that give us accurate information about the needs of students across Auraria, as well as dependable processes for responding to their needs (i.e. identity data issues, bias reporting, etc.).*
* *Create a more independent brand for the center that minimizes access barriers for students across the schools.*
* *Develop agreed upon data tracking measures that give us more useful information about the kinds of students being served by the center, as well as the effectiveness of our programs and services.*

**Final Remarks**

We want to thank all of you for your commitment to uplifting the student voice and prioritizing shared governance at our university!

This information is essential to the CU Student Government Association’s mission of continuously improving the student experience and supporting the ongoing initiatives of each unit.

Our platform this year is “Creating Connections & Community.” We see this process fostering a greater connection between students, staff, and faculty; while simultaneously growing the CU community.

* *SGA Executive Team*