Strategic Plan: LGBT Resource Center

Mission:
The mission of the LGBT Resource Center is to support the academic success of students who identify as LGBT. We do so by offering programs to promote the development of support networks, providing information and resources to help build understanding between LGBT and non-LGBT populations and providing opportunities for positive student identity development. Together these efforts create safe learning and work environments for students, staff, faculty, alumni and build a culture of inclusion and understanding conducive to academic success.

We provide a comprehensive range of educational and social programs, support services, and resources intended to:

Education
- Raise awareness regarding lesbian, gay, bisexual and transgender issues, history and terminology.
- Promote the inclusion of LGBT topics in the curriculum and other academic programs.

Campus Community Building
- Affirm lesbian, gay, bisexual and transgender identities and lives by fostering a safe, inclusive, multicultural environment for the University's LGBT community.

LGBT Support Network Building
- Support the development of support networks by build linkages with other LGBT organizations and allied programs through outreach and community development efforts.

Together these efforts promote understanding for LGBT issues and support the development of a support network conducive to positive identity development and academic success.

Values:
- Community / Inclusivity
- Accessibility
- Safety
- Support
- Cooperation
- Education
Strategic Objectives

The LGBT Resource Center will pursue the following strategic direction:

1. **Inclusive Environments** Create an accepting and inclusive environment at the University of Utah and in the LGBT Resource Center for students, faculty and staff in order to enhance LGBT participation at the institution and promote academic success.
   a. provide a safe, welcoming, and inclusive environment within our office and marketing materials.
   b. educate and train members of the university community on LGBT history, issues, and terminology to ensure they know how to be a safe effective allies.
   c. advocate on behalf of students for accommodations or interventions in issues where discrimination or identity development interferes with academics. This may include developing a reporting system.
   d. assist LGBT students, faculty and staff to integrate into the capus community; retaining diverse staff has a direct impact on the retention of diverse students.
   e. promote the development of inclusive university wide policies.

2. **Education** Endeavor (or Strive) to educate the campus community about LGBT issues to enhance understanding and reduce discrimination, support community building, and make students aware of support resources.
   a. maintain and improve peer mentoring programs for LGBT students which focus on identity development and academic support.
   b. maintain and improve Safe Zone training and Speakers Bureau panel programs to inform LGBT and non-LGBT populations.
   c. work collaboratively with other campus resources (eg: University Counseling Center, Women’s Resource Center and Career Services, Student Equity and Diversity etc.) in offering support services to students.
   d. create and maintain an updated directory of on campus and community resources related to sexuality and gender.
   e. continue to enhance the LGTBRC student orientation and include a diverse range of on campus resources helpful to LGBT students.
   f. provide opportunities for students to become involved in programming including volunteering and events planning.

3. **Community Building** Provide opportunities for community building both within the LGBT community to create support networks necessary for LGBT student success and between the LGBT and non-LGBT community to promote intercultural understanding.
   a. maintain and improve upon campus events which bring LGBT and non-LGBT communities together (eg: University Pride Week).
   b. offer and improve upon events which bring LGBT peoples together creating support networks (eg: peer mentoring).
   c. develop partnerships with campus and community organizations and departments.
d. create a database of departments and organizations which can help facilitate volunteer recruitment and service learning (eg: the Bennion Center.

e. expand volunteer and alumni involvement in planning and fundraising.

4. **Office Structure** Create a solid infrastructure in the LGBT Resource Center capable of supporting the LGBTRC, Student Affairs, Equity and Diversity and University of Utah mission statements.
   a. prioritize and develop resource management to meet office needs.
   b. develop comprehensive job descriptions and appropriate resource alignment.
   c. align strategic program, department, division, and institutional level plans.
   d. align the departmental strategic plan with the departmental budget.
   e. develop policies to refine routine processes, define scope of service, and ensure continuation of LGBT Resource Center office functioning.
   f. include program goals and reference to strategic goals in program procedural guidelines and manuals.

5. **Staff Development** Provide staff at the LGBT Resource Center opportunities to obtain knowledge and skills necessary to their positions and to provide educational, community building, and support network building opportunities on campus.
   a. institute a yearly planning session to clarify departmental goals, center structure, center mission, and also relevant university resources.
   b. develop a new hire package and procedural guidelines for programs and event areas and relevant university policies.
   c. develop training materials for:
      i. new employees (eg: job descriptions and employment agreement, pertinent policies, program guidelines, institutional and departmental structure).
      ii. relevant university policies.
      iii. year round and annual programs.
      iv. program assessment procedures and Student Voice usage.
      v. campus and community support resources for LGBT students (eg: sexuality and gender resources, support groups/networks, academic and counseling resources).
      vi. website modification.
   d. maintain memberships with professional organizations and other LGBT organizations to remain current with best practices in LGBT Resource Centers and in Higher Education.
   e. engage in continuing education opportunities at the university (eg: Student Affairs trainings).

6. **Services** Maintain and improve upon LGBT education, LGBT and non-LGBT community building and LGBT support network building programs. These programs include the Safe Zone, Speakers Bureau and Volunteer Programs as well as the LGBT Mentor and Academic Mentor Programs.
   a. conduct routine assessment in each service area.
   b. increase consistent collection of demographic data to determine what populations are visiting the center to better serve them and adjust marketing to reach populations underrepresented.
   c. periodically conduct needs and satisfaction assessments
7. **Events** Maintain and improve education, LGBT and non-LGBT community building, and LGBT support network building events. These events include the LGBT Orientation, Pride at the U, Transgender Awareness Month, World AIDS Day, Bisexual Awareness Month, Awareness Campaign, Lavender Graduation, and the Utah Pride Festival.
   a. implement and assess events for continual improvement and to better understand participation to cost ratios.
   b. encourage student involvement in event planning.
   c. improve and expand events to increase attendance.
   d. allocate resources toward fundraising events.
   e. student interest in events to better meet student needs.