

# 2015–2016 Annual Report

## GLBT Student Support Services



Pictured: IU Auditorium lit with pride colors to commemorate victims of shooting at Pulse Orlando

Photo Credit: Doug Bauder



## Executive Summary

As I look back over the past twelve months of service to our students, staff, faculty, alumni, and community members, an interesting theme seems to have emerged. A defining moment happened last June when a student who identified as agender came into our office seeking some resources. After listening carefully to this student's sense of anxiety and isolation, I made a referral to our counseling intern, thinking that the specific issues probably demanded more insight and energy than I was able to provide at that time. But as the year unfolded, other individuals entered into conversation with our staff and sought support or programing resources—people who identified as queer, asexual, nonbinary, and pansexual; students who use the pronouns they/them; and individuals whose identities are related to race, gender, orientation, and so on. *Intersectionality* became the buzzword for the year, and all of us were made to think outside the boxes in which we live.

Working with the students who had elected to live on the Spectrum floor (a thematic unit in residential housing) added to our growing awareness as a staff that the services the GLBT Office provides needed to be more diversified—and in fact, the title of the office itself wasn't working anymore. The traditional words *gay*, *lesbian*, *bisexual*, and even *transgender* are simply inadequate. Students had found new ways to describe themselves, and many weren't sure that our office could provide them with the resources they needed. And so, as we continue to serve individuals who do identify with more familiar labels, we sought out resources that could help us to grow in our understanding. In April, our staff attended a webinar entitled "Beyond LGBTQ: Supporting the Spectrum of Sexual and Gender Identities of Students." As we prepare for this summer's orientation program for incoming students, we will be seeking ideas from the newest members of our university community to help us come up with a name for our office that will be more inclusive of the growing number of students whose identities are expressed in a wide variety of ways.

The process to rename our office will, in itself, be a growing experience, but one that will simply affirm in new ways our original mission to provide support to students and others whose gender identities or sexual orientations are different from the majority of people and education to those who seek to understand that sexuality is much more fluid than we once understood—and that identity is more than just a letter or a word.

Doug Bauder, Director

## Mission, Vision, and Values

We listed three priority goals for the year.

1. *Provide Spectrum students in Teter Residence Hall with ten hours of GLBT Office staff time each month during the 2015–2016 academic year as we consult on issues that arise in this new thematic unit. This could involve planning programs, assisting with group or individual student projects, or providing personal support for residents in the unit.*

Jamie and Doug met with individual Spectrum students, assisting with housing issues, scholarship needs, and program ideas. We encouraged several students to attend the Midwest BLGTA College Conference at Purdue in February and worked to find funding for lodging and transportation. We supported several residence hall events with our presence and provided funding for an end-of-year social. And we met with the RA in charge of the Spectrum unit, providing support and insights in dealing with various personality issues.

2. *Determine the most creative way to utilize funds (\$89,000) in a dormant IU Foundation account in a manner that will complement the mission of our office to provide support for students and educational opportunities for LGBTQ+ individuals and the larger IU community.*

Staff discussed various requests for funding ranging from programs to library resources. A major effort was underwriting the publication of a book, to be completed next year, on the history of LGBT issues and individuals at IU and in Bloomington. We assisted in funding the annual Bloomington PRIDE Film Festival and Summerfest, Pride Extravaganza, several film showings at the IU Cinema, a lecture by film director and actor Shane Bitney Crone, and cosponsorship with the School of Public Health of the Ryan White Award (presented to famed Olympic diver Greg Louganis) as well as the purchase of various books and films to update our library.

3. *Reach out to the chief diversity officers on all IU campuses with resources for serving LGBTQ+ students more effectively.*

Doug was invited to participate in a conference call with four of the university's chief diversity officers to discuss the work of the GLBT Office at IUB and answer questions from colleagues on other campuses. We assisted in organizing and funding a lecture by Pennsylvania state legislator and LGBT activist Brian Sims at IU Southeast, and we invited the new Director for the LGBTQ+ Office at IUPUI to visit with our staff for a day in February. We will return the favor with a visit to IUPUI to discuss collaborative efforts in the new academic year.

## Accomplishments

The sense of accomplishment that we as staff experience happens on a day-to-day basis. This can be felt in singular encounters with a student or parent, the satisfaction that comes in assisting a student struggling with financial concerns, a successful program that opens minds and hearts, or a request from an administrator or city official to assist in greater understanding issues of sexual orientation or gender identity. Along with various accomplishments come challenges and opportunities. We provide a representative sample from the past twelve months.

- Arrangements were finalized with IU Press to move along with the publication of the book *There All Along* by local author Gary Poole on the history of LGBTQ+ individuals and progress at IU and in the city of Bloomington.
- We participated in the annual Pride event in Indianapolis, which garnered more than fifty new members for the GLBT Alumni Association and created goodwill among many Hoosier supporters.
- Our staff met with scores of parents and incoming students through six Family Forums and involvement at the Resource Center for five weeks during Summer Orientation. Our collaboration with the Office of First Year Experience continues to be a positive one, creating valuable associations throughout the academic year.
- The Director traveled to Pennsylvania for the wedding of a gay alum who was captain of the swim team and was supported by the office during his student days at IU. It was an amazing celebration given that the former student struggled throughout his undergraduate experience with coming out issues related to his religion and family concerns.
- Dozens of current and former students contacted our office on June 26, the day the Supreme Court acted on marriage equality, celebrating this historic decision and thanking our staff for our support and commitment to LGBTQ+ individuals. One call came from London, England. Several selfies were taken on the very steps of the Supreme Court building in Washington, DC, where several IU alum live.
- A journalism student invited our staff to participate in a joint student gathering with the Black, Hispanic, and LGBT Journalism student groups. The program examined the concerns of underrepresented communities in the press.
- A graduate student at the Center for Evaluation and Education Policy developed a survey to assist our office in evaluating the work of our Advisory Board. Results were discussed at our spring meeting.
- The Director of Bloomington's Human Rights Commission wrote to inform us that the Human Rights Campaign gave the city a 100% score for LGBT services and LGBT-friendly policies. She stated that our office should "take a fair amount of credit" for such an honor.

## Challenges

- Students who are using new labels and language to identify themselves don't relate to the more traditional terms *gay*, *lesbian*, *bisexual*, or *transgender*.
- Homophobia and transphobia continue to impact communities outside Bloomington and campuses beyond the IU system, and our office receives a growing number of requests to assist individuals and organizations with programs or approaches to solving problems—everything from staff training to bathroom issues.
- Students—particularly those who identify as transgender and/or do not conform to societal gender norms—continue to face harassment from strangers, lack of support from parents, and misunderstanding from peers.
- There is a lack of information about the Incident Team in addressing issue of harassment on campus.
- More and more students are coming out before college and are seeking to know resources on the campuses to which they apply.
- Issues of alcohol and drug abuse continue to cause concern among LGBTQ+ students.
- We still receive requests for staff training on LGBTQ+ issues. While we respond to all requests, a more institutional response may be valuable, especially in regard to transgender issues.
- Our outstanding GLBT Library is underutilized.

## Opportunities

- Establishing a new identity for the office with a name that is more inclusive and welcoming.
- Considering ways in which we can utilize interested students to assist us in reaching out to communities beyond Bloomington in discussing LGBTQ+ issues.
- Developing more resources on transgender issues to utilize in educating the public about the complexity of gender identity and expression.
- Reaching out to the Dean of Students for updates on the future of the Incident Team and how our office might be more involved in addressing harassment on campus.
- Collaborating with the staff in the Office of Admissions to provide incoming students with information on resources available through our office.
- Following up with OASIS, the student drug and alcohol abuse prevention organization, regarding the development of the Students in Recovery program and considering ways we can help reach out to LGBTQ+ students.
- Assisting our new Graduate Assistant in developing an Ally Training program that would be available to anyone interested in educating themselves on LGBTQ+ issues.
- Working in conjunction with our established Library Committee to seek help from Wells Library staff in advertising our unique collection of books and films.

## Implications

One of the wonderful things about working in the GLBT Office is that we're always learning. That's one of the things we most enjoy about our work. And because there are so many colleagues on this campus (in both academia and student affairs) who care about LGBTQ+ issues, we always seem to have someone to whom we can turn for ideas, inspiration, assistance, or direction. Even as we face challenges in the year ahead, we are confident that amid any concerns that may arise, we will discover the best way in which we can serve our students.

## Programs, Events, and Initiatives

### Highlights:

- The fall semester began with the annual Culture Fest. Once again, our volunteer staff of 25 individuals scooped rainbow sherbet for a record 1,200+ incoming students, sharing information about the office and encouraging students to learn about queer history by playing LGBT Trivia.
- The day following Culture Fest, we participated in our annual Block Party on 7th Street with our nearest neighbors. More than 100 incoming students stopped by to learn about our services.
- The GLBT Office hosted a booth at Summerfest, the second annual Bloomington Pride event welcoming back students to the community. Hundreds of people attended this festival.
- A zine (self-published magazine) workshop was held by one of our Library Coordinators with a few dozen students attending.
- Approximately 75 students visited our office during the second annual neighborhood Day of the Dead commemoration recalling the lives of some of our LGBTQ+ elders who are no longer living. We collaborated with our friends at La Casa and the First Nations Center on this event.
- The Spectrum community sponsored Spooktrum, a Halloween party, at Teter Residence Hall. Some of our staff attended, and we assisted by providing some funds for refreshments.
- On the 40th anniversary of Leonard Matlovich being the first person in the US military to admit he was gay, a lecture on his life was given at the Lilly Library featuring Leonard's friend and IU alum Michael Bedwell. Leonard had spoken at IU soon after his historic outing. Forty people attended the presentation cohosted by the Office of Veterans Affairs and the Kinsey Institute.
- During International Education Week, we hosted an open house for international students.
- Shane Bitney Crone, film director and author, visited our campus in November and spoke following the presentation of his moving film *Bridegroom*. Seventy-five people attended.
- The Transgender Day of Remembrance was honored with a candlelight vigil in November.
- The Ryder Film Series requested our cosponsorship of several films (including *The Danish Girl* and *Tangerine*) during the fall.
- We provided snacks and meals for a few of the support groups that meet in our office during evening hours as well as for students who study in our office during finals week.
- The annual PRIDE Film Festival, which was originally a small student project to which we gave impetus, celebrated its 14th year with a weekend of films attended by hundreds of people.
- Bookending the Film Festival were two events hosted by the GLBT Alumni Association: an awards reception and a reunion at Grazie Italian Eatery. Students, administrators, faculty, and alumni attended both events.
- Union Board and the Maurer School of Law collaborated with our office in bringing the main plaintiff in the historic Supreme Court decision on gay marriage, Jim Obergefell, to campus in January. Students packed the Moot Court Room to hear Jim speak. Another 100 students heard his story in Alumni Hall and remained following his presentation to greet him and thank him for his work.
- In February, 25 students attended the annual Midwest BLGTA College Conference at Purdue—a wonderful opportunity for leadership training, networking, learning, and celebrating.
- The School of Public Health requested our cosponsorship of their Ryan White Award ceremony, this year featuring former Olympic diver, author, and AIDS activist Greg Louganis. His visit in March was enhanced by his presence at the screening of a new film on his life entitled *On Board* attended by 100 individuals at the IU Cinema. The awards ceremony attracted another 100 students and people from the community.

- GLBT Office staff received a special invitation to attend a lecture by longtime supporter of the office, Brian Powell, a Distinguished Professor in Sociology who presented a lecture entitled “What Americans Believe about RFRA, Marriage Equality, and Same-Sex Parenting.” More than 100 colleagues and students of Dr. Powell attended this fascinating lecture.
- Our annual Rainbow Reception was an intimate experience this year, attended by a small group of students, office staff, and several administrators. Rainbow tassels and goodie bags were distributed as students enjoyed some light refreshments and reflected on their years at IU and the rainbow moments in their lives.

## Outcomes

While our office has distributed surveys on occasion to get feedback on some of the programs and groups we have sponsored during the year, many of our events don't lend themselves very well to such assessment. A fair number of our encounters are fleeting (resource fairs, classroom panels, and Facebook, Twitter, and e-mail conversations). The feedback we receive is typically more anecdotal. An example would be the e-mail message we received from a recent visitor to our office.

Mr. Bauder,

This is a short note to thank you for your hospitality on my visit to your center last week. I'm the person who stopped by after having had lived in the house during the 1983–84 school year. I had been back to IU since graduating, but not for more than a decade. I'm from the Gary area, and my mother (a former IU student herself, albeit not an alumna) had recently died, and I was back in the state with my siblings to help clear out the house. My late father, too, was an IU grad, with his years of attendance cut into WWII. So, I'm sure you can imagine my being overwhelmed at times: back on campus after a long period away, being in that house for the first time in 30 years, mourning my mom, knowing she and Dad had walked this same campus some 70 years earlier, that they had come to visit me while I was living in that tiny room, and thinking of my own late, troubled gay brother, gone for some 10 years now.

You were very kind, though, and I thoroughly enjoyed the tour and finding out how the building had evolved over the years. It seems like very valuable work is being done there now and I'm glad to see it taking place in the very first place I ever lived in Bloomington.

Thank you again!

Brian Ridgely

A response was sent:

Brian,

It was entirely my pleasure to meet you last week and to learn something of your story. I've felt for some time that the work we carry out in this wonderful old house is linked in some way to the good people for whom this house was built, as well as those who lived here for a time.

So you are part of our shared history. Meeting you on Friday reminded me that there is a sacred aspect to our work as we seek to enhance the lives of the students and others who enter our space. Thank you for reminding us of the power of those interactions.

Warm regards,

Doug Bauder



## Marketing

Staff members are learning and adapting to an ever-changing social media landscape. We focused our efforts on Facebook (managed by Jamie Bartzel) and Twitter (managed by Bryant Hayes), spreading event announcements, providing a signal boost to services offered by other IU entities, and sharing insightful reflections, analysis, and artwork authored by queer individuals.

The weekly e-mail newsletter QNews remains popular with IU community members. Subscription to the newsletter climbed from 729 in August of 2015 to 957 in April of 2016. The rate at which the newsletters are opened ranges from 17.2–37.8 percent, with an average open rate of 30.1 percent. MailChimp, the client used to format and send these newsletters, states that the industry average open rate for newsletters from educational institutions is 21.79 percent.\*

Our Office Assistant with a focus on graphic design, Sydney, produced custom flyers, bookmarks, and business cards that were distributed throughout the year. Buttons bearing the office logo and the words “Out and Proud” or “Straight but not Narrow” were as popular this year as in years past, and a new “Ask Me about my Pronouns” button designed by Library Coordinator Thomas was an instant hit, with students grabbing buttons not only for themselves but also to distribute to friends. Collapsible water bottles featuring the office logo and website were quick to be picked up; 500 were distributed during Welcome Week and another 500 were distributed during the fall and spring semesters, with only a few dozen remaining by summer 2016.

Yet when it comes to getting the word out, sometimes old-fashioned pavement-pushing is the most successful marketing strategy. Both sidewalk-chalking by Jamie and diligent poster-hanging by King helped draw students to the summer block party and Power of Color art event, respectively. While sitting behind a desk and sending news and invitations via computer is a worthwhile investment of time, the Herman Wells approach to student affairs—walking the campus and meeting students where they are—proves as timelessly effective as ever.

\*Source: <http://mailchimp.com/resources/research/email-marketing-benchmarks/>

## Facilities Use

The GLBT Office building at 705 E. 7th St. enjoys frequent use throughout the year:

- Students use the GLBT Library not only to check out materials and do research, but also as a place to meet up with friends, study, and just hang out between classes. The average weekday will see perhaps a half dozen students utilizing the library's materials, computer, and comfortable chairs.
- Queer and ally student groups use the office in the evenings to meet, including both women's and men's groups, groups for transgender and gender nonconforming students, a group for international students interested in issues of gender and sexuality, and a book club group. A week during the academic year would see at least four and up to seven student groups meeting in the building.
- Positive Link provides free and confidential HIV testing in the upstairs conference room: weekly when class is in session and intermittently throughout the summer. Testers see three to twelve visitors per week.
- The building is used to host events and receptions, including Welcome Week kickoff parties, receptions for visiting lecturers, class presentations, and end-of-year celebrations.
- The GLBT Counseling Intern sees up to ten clients per week in the private counseling office upstairs.
- And finally, the Director's and Supervisor's respective offices may host, on any given day, undergraduates, grad students, instructors, staff members, or parents who have concerns or questions about IU policies, class projects, interpersonal struggles, and the list goes on. One of the greatest offerings of the GLBT Office is a staff of dedicated, nonjudgmental individuals who do a lot of listening and offer a little advice when appropriate.

## 2015–2016 Office Personnel

### Professional Staff

Doug Bauder, Director  
Jamie Bartzel, Office Supervisor

### Student Staff

Bryant Hayes, Office Assistant (Summer 2015–Summer 2016)  
Kendall Hughes, Office Assistant (Fall 2015)  
Sydney Ziegler, Office Assistant (Spring 2016)  
Kristin McWilliams, Library Coordinator (Summer 2016)  
Thomas Sullivan, Library Coordinator (Spring 2016)  
Andrew Wang, Library Coordinator (Summer–Fall 2015)  
Tessa Withorn, Library Coordinator (Spring–Summer 2016)

### Student Interns

Saurabh Bhatia, Counseling Intern (Summer 2015–Spring 2016)  
Cameron Kantner, Counseling Intern (Summer 2016)  
Yi “King” Jin, Social Work Intern (Fall 2015–Spring 2016)

### GLBT Advisory Board Members (IU Staff)

Craig Dethloff, Academic Support	Melanie Payne, Office of First Year Experience
Kim Davis, Community	Ryne Shadday, Ivy Tech
Paul Hafner, Residential Programs and Services	Brad Stepp, Counseling and Psychological Services
Barry Magee, Residential Programs and Services	Kiesten Thaxton, Computer Science

### GLBT Advisory Board Members (IU Faculty)

Nicholae Cline, Libraries	Thomas Nelson-Laird, Education
Angela Courtney, Libraries	Aviva Orenstein, Law
Barbara Dennis, Education	George Pinney, Theatre
Krita Glazewski, Education	Laura Sheiber, Anthropology
Trish Kerle, Business	Rex Sprouse, German
Tim Lemper, Business	Liana Hong Zhou, Kinsey Institute

### GLBT Advisory Board Members (IU Students)

Jeffrey Cisneros	Kieran Hatton
Aimes Dobbins	Gopinaath Kannabiran
Laura Dula	Morgan Mohr
Suzanne Grossman	Shane O’Bannon

## Closing Thoughts

This reflection is being written on the morning of Monday, June 13, after a weekend spent watching news coverage of the shooting at Pulse nightclub in Orlando, Florida, during the gay hangout's weekly Latin night. While watching televised witness accounts and pundits' analysis of the tragedy, I've also stayed connected to social media and seen amazing art, poetry, and proclamations of solidarity as people gather strength and find community even through their tears.

Among these reflections was a speech given by actor and lyricist Lin-Manuel Miranda (now famous for the sweeping hit musical *Hamilton*) upon accepting a Tony award\* on the night of Sunday, June 12:

When senseless acts of tragedy remind us  
That nothing here is promised, not one day,  
This show is proof that history remembers.  
We live through times when hate and fear seem stronger;  
We rise and fall and light from dying embers  
Remembrances that hope and love last long.  
And love is love is love is love is love is love is love is love is love,  
Cannot be killed or swept aside ...  
Now fill the world with music, love, and pride.

In the sonnet excerpt above, substitute for the phrase "this show" any number of programs, group meetings, celebrations, or vigils from the past year. We ensure that queer voices are not silenced but that our lives are visible, that history will remember us. Hope and love do last long, sustaining us in our work and empowering us as we move forward. Day in and day out, we tell our students that they matter, that their stories are important.

The rainbow heart in our logo stands not only for the love that is felt within romantic relationships but also the love that flows through the LGBTQ+ community, seen poignantly when we gather to remember those who have gone before us, living their lives boldly so that we may do the same. The heart also symbolizes the love and care we have for our own selves when we live openly and proudly, gathering strength from each other so that we may share it with those in need of support.

So as you finish this overview of our year, go forward and heed the call: "Now fill the world with music, love, and pride."

Jamie Bartzel, Office Supervisor

\*Source: <http://www.vox.com/2016/6/12/11916916/tonys-2016-lin-manuel-miranda-sonnet-Orlando-shootings>