Queering Technology in Student Affairs: Using Mobile Apps, Websites and Assessment to better serve LGBTQ+ Students

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UNIVERSITY AT ALBANY
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Learning OUTcomes

1. Why assessment of LGBTQ+ students is important
2. How technology can aid us (or hinder us) in reaching LGBTQ+ students
3. Ideas to implement/leverage on your own campus!

One more thing: LGBTQ+ = Identities within and beyond the limited nature of this acronym. So all those that identify beyond the sole construct of Heterosexual and Cisgender.
Who is in the room!

(2 minutes)

Partners: 1. Name, School & Pronouns

2. How are you currently assessing LGBTQ+ student experience? (like, at all)
What is the LGBTQ+ student experience?

(3 minutes)

Partners:
- What could tracking students who ID as LGBTQ+ tell us?
- What do you want to know about their experience?
What DON’T we know?

**IMPACT:** Attrition/ Retention/ Inclusion
- Graduation rates/TTD
- Facility use/ Area of study
- Representation across departments/research
- Alumni records/Employment rates
- Where LGBTQ+ students are/ Having the same experience
- LGBTQ+ students that are not out
80% of LGBTQ Students say that their college experience is better than Highschool

#1 Absence of daily slurs

LGBTQ+ spectrum people were more likely to:

- Experience Harassment
- Witness Harassment
- Be singled out as "resident authority" due to their identity
- Report Negative Perceptions of Campus Climate

Faculty reported highest levels of Negative Perception of Campus Climate
So what?/Brainstorm

What does Reimagining the LGBTQ+ Student Experience look like?
What we **DO** know….

- LGBT youth were **5X** as likely to have searched for information online on sexuality or sexual attraction as non-LGBT youth.

- More than **HALF** of LGBT respondents who were **not out** to peers in person had used the Internet to connect with other LGBT people.

- **1 in 4** LGBT youth said they were more out online than in person.

For each form of online or text-based engagement, LGBT youth participated at rates that were approximately **twice** those of non-LGBT youth.
How UAlbany is Leveraging these Trends

Web Presence!
- Search LGBTQ+ what comes up?
- 15,000+ hits on our LGBTQ+ pages
- Liaison network across multiple pages
- Unique icon, Google Maps
- Pronouns

Faculty Profiles/Emails

Aran C. Mull
Deputy Chief, New York State University Police
Office: (518) 442-3130
Mobil: (518) 527-0412
Pronouns: He/Him/His
How UAlbany is Leveraging these Trends

Assessment

- Where & How are we asking?
- New Student Experience Assessment
- Target & Track these student for attrition, event attendance etc.

16% of our First Years & Transfer students ID as LGBTQ+
How UAlbany is Leveraging these Trends

Mobile Phone Application
- Ease of use to connect with all services
- Current, Perspective, International Admissions, Transfers and Parents!
- Connect students to each other, departments, and peer educators
- Track usage/ chat/ send push notifications
Pitfalls… Drawbacks… Caution Areas

- Personal Information
- HIPA /FERPA /Title IX
- Transgender Students
- Generalizable?
- “True Numbers”
- Technology Glitches

- Accessibility
- Updating/Consistency
- Deeper feedback through focus groups
- Haters
Q & A…

Cited:
GLSEN, CiPHR, & CCRC (2013). Out online: The experiences of lesbian, gay, bisexual and transgender youth on the Internet. New York: GLSEN.

