

**YEAR PLAN**  
**MSU QSCC COORDINATOR**  
**ADITYA HARCHAND**  
**2017-2018**  
(submitted September 26th, 2017)



## OFFICE OF THE QSCC COORDINATOR INTRODUCTION

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The Queer Students Community Centre (QSCC) exists as a contact point, safe haven, and avenue for support for the mosaic that is the queer community at McMaster. The centre strives to raise awareness of queer equity-based issues and rhetoric through an intersectional, anti-oppressive lens. The QSCC speaks with the queer community, pointing towards and engaging them in its advocacy efforts as they relate to the ever-changing social and political climate. This year, I would like to fashion my attention and potential into the following areas: volunteer engagement and retention; standardization efforts; physical accessibility; and comfortability within the space.

My vision demands the reconstruction of the QSCC's volunteer and executive base as well as extensive changes to the physical space where the daily peer support operations take place. In the past, volunteers have felt a disconnect with the QSCC's programming initiatives while members of the queer community have felt unsafe or uncomfortable accessing the centre's services.

Therefore, my goals for the year are to implement programs and reconstructions in order to strengthen and bring together the diverse population represented by the word *queer* at McMaster. At the same time, I would like to continue to uphold and strengthen previous initiatives put forth to facilitate healthy dialogue and relationships between service-student groups on campus.

Sincerely,

Aditya Harchand  
QSCC Coordinator 2017-2018

## Goals

Objective 1	<i>Re-invent job descriptions to meet needs of the Queer Community and the QSCC</i>
Description	<p>Although the structure of the QSCC executive and volunteer has changed significantly over the years to accommodate newer programming, considerable effort must still be directed towards balancing unequal workloads and responsibility. Through an evaluation of these roles, these issues will be addressed. While some positions will be added, others will be amalgamated into fewer positions, and changes to position names will be made where necessary. These changes will better reflect the current needs of the service and the political climate at large.</p> <p>Positions to be added: +1 Social and Political Advocacy Coordinator, Research and Resources Coordinator</p> <p>Positions to be amalgamated: Events Coordinator, Group Facilitation Coordinator</p> <p>Because the position name of <i>Coordinator</i> implies greater responsibility and control over an area of expertise, the previous position name of <i>Executive</i> will be replaced. This change will also creates a sense of unity and uniformity within the executive structure.</p> <p>Lastly, the position of Resource Volunteer will be removed in order to strengthen the peer support volunteer base, merge responsibility, and create a safe(r) space within the QSCC.</p>
Benefits	<ul style="list-style-type: none"> <li>• Sets detailed and whole expectations for executives and volunteers</li> <li>• Changes will create a more efficient, responsible, and levelled team</li> <li>• Flexibility and autonomy within executive structure</li> <li>• Workload is evenly and uniformly allocated between executives and volunteers</li> </ul>

Difficulties	<ul style="list-style-type: none"> <li>• Editing Job Descriptions and the Operating Policy can be time-consuming</li> <li>• Transitioning and training of executives and volunteers becomes more complicated due to updated roles and responsibilities</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>• The next Coordinator must go through the evaluation process again to ensure that the restructuring works for them</li> </ul>
How?	<ul style="list-style-type: none"> <li>• Comparing and contrasting all JDs to the needs of the service and editing (along with the OP) them to meet these needs</li> </ul>
Partners	<ul style="list-style-type: none"> <li>• VP Admin</li> <li>• Kristina Epifano</li> <li>• Victoria Scott</li> <li>• Outgoing Coordinator</li> <li>• Outgoing executives</li> </ul>

Objective 2	<i>Revamping, standardizing, and offering Positive Space Training to student groups on campus through a partnership with EIO</i>
Description	As of now, there is no standardized training focusing on queer inclusivity and creating positive spaces that the QSCC can provide for student groups on campus. A training such as this one is crucial for any student taking part in a leadership or peer support opportunity at McMaster. This year, the QSCC plans to work closely and in collaboration with the Equity & Inclusion Office (EIO) to reconstruct Positive Space Training (which is only offered by the EIO by request at this point) to bring Positive Space Training to the student level
Benefits	<ul style="list-style-type: none"> <li>• Students will receive necessary training on queer inclusivity and dialogue</li> <li>• Students will learn queer vocabulary and become comfortable speaking with and about the queer community</li> </ul>

Difficulties	<ul style="list-style-type: none"> <li>• A project like this may take a considerable amount of time</li> <li>• It may be difficult to make Positive Space Training mandatory for student groups</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>• The QSCC will be able to optimize educational outreach and its awareness &amp; advocacy potential</li> </ul>
How?	<ul style="list-style-type: none"> <li>• Working in collaboration with EIO to recreate and standardize Positive Space Training and divide the program in a sustainable way</li> <li>• Pitching the idea to representative bodies/assemblies on campus to make it an essential part of volunteer training</li> </ul>
Partners	<ul style="list-style-type: none"> <li>• EIO</li> <li>• Executive Board</li> <li>• Residence Life</li> </ul>

Objective 3	<i>Creating a committee structure to bridge gap between volunteers and executives - Volunteer Engagement &amp; Retention</i>
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<p>Description</p>	<p>Thus far, there has been a recorded disconnect between the executive and volunteer bases. It is important to note that the role of the QSCC extends further than providing in-space peer support. In order to enforce collaboration, communication, and cohesion between both parties and within themselves, a committee structure will be established for the upcoming year. The three committees will be: Sessions, Awareness and Advocacy, and Community Outreach. Within each committee, there will be a committee head, additional executives and volunteers. This structure will optimize volunteer engagement and help in the creation of more diverse, holistic initiatives.</p> <p>This objective aligns with the restructuring of the executive and volunteer base (Objective 1) in that it caters to team dynamic, which may otherwise face consequences due to the alteration, amalgamation, and creation of newer, non-traditional positions. Mandatory One-on-One meetings will take place bi-weekly with Committee heads to discuss the scope of their initiatives but also any issues arising between service members.</p> <p>Further, the Community Outreach Committee will seek to also build community within the volunteer base itself, through team building and recognition events, thereby communicating positive QSCC values and setting the volunteer mandate.</p>
<p>Benefits</p>	<ul style="list-style-type: none"> <li>• Creates a stronger, motivated QSCC service community</li> <li>• Less internal conflicts and exemplary volunteer-exec affairs</li> <li>• Avoids creating a toxic environment for service users</li> <li>• Volunteers are engaged with the service’s endeavour</li> </ul>
<p>Difficulties</p>	<ul style="list-style-type: none"> <li>• Team dynamic is unpredictable past a certain point, and being proactive becomes counterproductive. Thus reactive measures may need to be taken throughout the year</li> <li>• A committee structure may create divisions within the service structure</li> </ul>

Long-term implications	<ul style="list-style-type: none"> <li>• If successful, this will create a positive image for the QSCC for service volunteers and users</li> <li>• Volunteer retention will be optimized</li> <li>• Pillars of Collaboration, communication, and cohesion will be upheld</li> </ul>
How?	<ul style="list-style-type: none"> <li>• Encoding the committee structure into JDs and the OP</li> <li>• Volunteer appreciation and recognition</li> <li>• Hiring will have an emphasis on teamwork and conflict management skills</li> <li>• Integrating team building and conflict resolution into training</li> <li>• Responding to conflict in a positive and effective manner</li> </ul>
Partners	<ul style="list-style-type: none"> <li>• Executive team</li> <li>• Volunteers</li> <li>• SHEC/Diversity Services</li> </ul>

Objective 4	<i>Exploring accessibility within the QSCC space and its services</i>
Description	<p>Although it is important to promote the services of the QSCC, it is equally as important to outline systemic barriers on campus that may play into accessing QSCC services by queer students. A space that is accessible along with its programming serves as an automatic promotion, thereby increasing usage by the queer community.</p> <p>In order to fill the communicative gap between the QSCC and the Trans community and increase trans inclusive programming, the Trans Community Group was created on the basis of the Trans Inclusivity Survey. This year, a survey designed around accessing the QSCC will be published in order to tackle specific issues brought up.</p>
Benefits	<ul style="list-style-type: none"> <li>• Objective steps will be taken to increase inclusivity</li> </ul>

	<ul style="list-style-type: none"> <li>• The QSCC becomes more equipped to provide a safe(r) space for queer students</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>• Ensuring that programming is inclusive and involves extensive outreach/feedback</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>• Programming and services provided by the QSCC become accessible and inclusive</li> </ul>
How?	<ul style="list-style-type: none"> <li>• Publishing an QSCC Accessibility Survey to identify QSCC specific issues, gain feedback on current programming, and future initiatives</li> </ul>
Partners	<ul style="list-style-type: none"> <li>• EIO</li> <li>• Student Life Team</li> </ul>
Objective 5	<i>Improving and standardizing group facilitation initiatives</i>
Description	<p>After the Group Facilitation Coordinator (head of the Sessions Committee) and Trans Community Group Facilitator (Sessions committee member) have been hired, a pre-planned sketch for the weekly sessions will be created. Doing so will help in the creative design and promotion of QSCC's sessions program.</p> <p>Sessions where open dialogue and discussion is facilitated epitomizes the meaning safe space and building community. This is another avenue for accessing support for the queer community and deserves greater attention on the part of MSU QSCC.</p> <p>Meetings with leadership development services such as MSU Spark will take place in order to understand and wholly design the sessions aspect for newcomers and the trans community.</p>
Benefits	<ul style="list-style-type: none"> <li>• Sessions will be more popular and used as a resource</li> <li>• Serves as away to reach newcomers/incoming first year students and engage them with the Queer community at McMaster</li> </ul>

Difficulties	<ul style="list-style-type: none"> <li>• The social and political world is forever changing and due to this, sessions may need to change week to week</li> <li>• Turnout may not be optimal</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>• The QSCC is able to provide a strong community to queer students through dialogue and group discussion-facilitation</li> </ul>
How?	<ul style="list-style-type: none"> <li>• Pre-planning and promotion from the part of the Session Committee</li> <li>• Meetings with MSU Spark to understand transition program and session structure</li> </ul>
Partners	<ul style="list-style-type: none"> <li>• QSCC Sessions Committee</li> <li>• QSCC Executives</li> <li>• MSU Spark</li> </ul>

## Long-term planning

Overarching Vision ( <i>what is the ultimate goal?</i> )	<i>Creating comfortability and confidentiality in accessing peer support through interior design and volunteer restructuring</i>
Description	<ul style="list-style-type: none"> <li>• Integrating comfortability and confidentiality into the QSCC’s daily space operation requires both internal and external efforts</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>• Community strengthening</li> <li>• Easy access to peer support</li> <li>• Increased usage of space</li> </ul>
Year 1	<ul style="list-style-type: none"> <li>• Make the office more comfortable for peer support through minor changes (decoration, lighting, removal of office workspace furniture)</li> <li>• Interior designing for the general space (lamps, pillows, blankets, artwork)</li> <li>• Minor renovations (windows, paint, furniture)</li> <li>• Decluttering of space (removal of unused, outdated material)</li> <li>• Promotion of peer support services provided on social media</li> <li>• Removal of Resource Volunteer role</li> </ul>
Year 2	<ul style="list-style-type: none"> <li>• Evaluate year 1 goals</li> <li>• Invest in soundproofing the QSCC office</li> <li>• Explore option of changing furniture</li> <li>• Evaluate success and usage of resource library</li> </ul>
Year 3	<ul style="list-style-type: none"> <li>• Evaluate year 2 goals</li> <li>• Derive next goals from year 2</li> <li>• Explore major renovations for space</li> </ul>

Partners	<ul style="list-style-type: none"> <li>• EIO</li> <li>• Executive Board</li> <li>• QSCC Executive Team</li> </ul>
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## **Goals To Strive For**

### **List 5 things that you would like to have prepared for the beginning of September**

1. Executive and Facilitator Restructuring
2. Executive and Facilitator hiring/training
3. Finalize volunteer training details
4. Minor space renovations and interior design work
5. Outline events (Mac Pride, Queer History Week, etc) for fall term

### **List 5 things you would like to have completed during the fall term (1<sup>st</sup>)**

1. Volunteer Restructuring
2. Peer Support Volunteer hiring and training
3. Designing and standardizing sessions
4. Mac Pride
5. Release Accessibility Survey

### **List 5 things you would like to have completed during the winter term (2<sup>nd</sup>)**

1. Queer History Week
2. Re-evaluate new initiatives based on feedback and survey (and adjust accordingly)
3. PTM hiring
4. Transition PTM
5. Release End of Year Survey

## Master Summary (TBD)

May	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
June	<ul style="list-style-type: none"> <li>• Transition meetings</li> <li>• Consultations</li> <li>• Planning and documenting change strategies</li> <li>• PTM Training</li> <li>• MSU Retreat</li> </ul>
July	<ul style="list-style-type: none"> <li>• Changes to Operating Policy</li> <li>• Changes to Job Descriptions</li> </ul>
August	<ul style="list-style-type: none"> <li>• Executive Hiring</li> <li>• Submit Yearplan</li> </ul>
September	<ul style="list-style-type: none"> <li>• Executive Training</li> <li>• ClubsFest</li> <li>• Space Evaluations</li> <li>• Space Clean-out</li> <li>• Re-catalog and de-clutter library</li> <li>• Begin creating online QSCC Resource database</li> <li>• Executive Hiring Round 2</li> <li>• Peer Support Volunteer Hiring</li> <li>• OPIRG Making Connections Week - Deconstructing Gender Workshop</li> <li>• Peer Support Line (PSL) Training</li> </ul>

October	<ul style="list-style-type: none"> <li>• Peer Support Volunteer Training</li> <li>• Standardize Positive Space Training with EIO</li> <li>• PACBIC Meeting</li> <li>• Space opens</li> <li>• Book Mac Pride Speaker</li> <li>• Book Mac Pride Venues</li> <li>• Register for Term 1 Intramurals</li> <li>• Speed Friending</li> <li>• Newcomer Meetings commence (x3)</li> <li>• Trans Community Group Meetings (x3)</li> <li>• Committee Meetings (x2)</li> </ul>
November	<ul style="list-style-type: none"> <li>• <b>Mac Pride</b> <ul style="list-style-type: none"> <li>- Halloween event</li> <li>- Speaker</li> <li>- March &amp; Rally</li> <li>- 2-3 workshops</li> <li>- Annual Drag Show</li> <li>- Queer Discussion Series</li> <li>- Games Night</li> <li>- Movie Screening</li> <li>- Interactive Banner event</li> </ul> </li> <li>• PACBIC Meeting</li> <li>• Trans Visibility Week</li> <li>• Newcomer Meetings (x2)</li> <li>• Trans Community Group Meetings (x2)</li> </ul>

	<ul style="list-style-type: none"> <li>• Committee Meetings (x2)</li> <li>• Register for Term 2 Intramurals</li> </ul>
December	<ul style="list-style-type: none"> <li>• Term 1 Volunteer Recognition event</li> <li>• Stress Busters</li> <li>• Workshop/Event (TBD)</li> </ul>
January	<ul style="list-style-type: none"> <li>• Secondary/Refresher Training - Offer Positive Space Training</li> <li>• Frost Week</li> <li>• Newcomer Meetings (x3)</li> <li>• Trans Community Group Meetings (x3)</li> <li>• Committee Meetings (x2)</li> </ul>

February	<ul style="list-style-type: none"> <li>• <b>Queer History Week</b></li> <li>• PTM Hiring</li> <li>• Newcomer Meetings (x3)</li> <li>• Trans Community Group Meetings (x3)</li> <li>• Committee Meetings (x2)</li> <li>• Register for Toronto Pride</li> </ul>
March	<ul style="list-style-type: none"> <li>• QSCC Formal Social</li> <li>• Term 2 Volunteer Recognition Event</li> <li>• Newcomer Meetings (x3)</li> <li>• Trans Community Group Meetings (x3)</li> <li>• Workshop (TBD)</li> </ul>
April	<ul style="list-style-type: none"> <li>• Stress Busters</li> <li>• Transition Reports</li> </ul>
Unassigned Programming (Months TBD)	<ul style="list-style-type: none"> <li>• QSCC Athletics (Gayzer Tag, Ice Skating, Ath &amp; Rec Positive Space programming, Trans Swims)</li> <li>• Health/Wellness Events</li> <li>• NEW Social &amp; Political Advocacy Workshops</li> <li>• Silhouette Articles per term</li> <li>• Bi-weekly online resource releases/book reviews</li> </ul>