

Purpose of the Study

This project will expand our knowledge about what information colleagues and students are learning by participating in “safe” space programs as well as working or living in a higher education environment. The goal of the project is to see if the SAFE on Campus Program is following its mission statement and achieving its objectives, as follows:

SAFE on Campus Mission

The SAFE on Campus program strives to reduce homophobia and heterosexism on Duke University's campus. Through education, advocacy, and awareness, the program contributes to an open campus climate that is safe and accepting for all members of the University community.

Goals/Objectives

- Maintain a membership of heterosexual allies who have pledged to support and affirm lesbian, gay, bisexual, transgender (LGBT), and questioning students, staff, and faculty.
- Prepare staff, faculty, and students to serve as a resource to lesbian, gay, bisexual, transgender and heterosexual allies on campus; and
- Reach out to every department and academic program to include members from a diverse variety of interests and academic backgrounds.
- The objective of the assessment is to determine if the *SAFE on Campus* program is achieving its goals.

Some of the questions we will be looking to answer are: Is the program helping to create a safe and accepting climate? Are conversations being created? Are students finding resources as a result of communicating with the SAFE members? Is there a greater visibility of LGBT issues? Is the program encouraging the developmental identity of the members involved? What visual resources are most useful (signs, stickers, button, keychains)?

Background and significance

SAFE space ally programs are becoming increasingly popular and are being implemented at numerous college campuses to provide support to lesbian, gay, bisexual, and transgender (LGBT) students. However, few resources are available to assist student affairs professionals in developing and implementing these programs (Poynter & Barnett, 2000). Additionally, student affairs professionals have just begun to assess the impact of such programs on college campuses (Evans & Dougharty, 1999) A number of college and universities have implemented educational interventions with names such as *Safe Zone*, *Safe Space*, *Safe Harbor*, and *SAFE on Campus*. Although it is unclear who first conceived of the "Safe" idea, the earliest found is the Ball State University program called *SAFE On Campus* (1992) or *Staff, Administration, and Faculty for Equality on Campus* which was implemented during the 1992-1993 academic year by the Lesbian, Bisexual, and Gay Student Association. Student affairs professionals, administrators, and faculty only recently have begun to recognize the potential the development of heterosexual allies has for making the culture of a college or university campus more

welcoming towards lesbian, gay, bisexual, and transgender students. Program interventions designed specifically for allies, such as *SAFE on Campus* (Poynter & Schroer, 1999) and *Safe Zone* (Hothem & Keen, 1998) are attempting to address the development of heterosexual allies while providing support to LGBT students.

The hallmark of these "Safe" programs is the public identification of allies by placing a "Safe" symbol, usually incorporating a widely recognized LGBT symbol such as a pink triangle or rainbow, on office doors or within living spaces. Typical components of these ally programs consist of resource manuals and standardized stickers or signs. Many programs go as far as to require an orientation or training session(s) of varying lengths. Other components may include listservs, advisory board/committees, web pages assessment, periodic socials, and other standardized identifying objects such as key chains, buttons, and pens.

Design and procedures

Two different sets of focus groups will be organized consisting of a student set and a staff/faculty/employee set. We will be looking for a relatively homogeneous group of *SAFE on Campus* members for one set and an additional set of LGBT people for another set. Each group will consist of 6 – 10 people and will be facilitated by someone from Counseling and Psychological Services. The focus group will be video taped for transcription at a later date. With the focus groups, we hope to test out questions for the survey and ask some of the questions that may be difficult to answer in a survey format, such as "What have members learned from participating in the SAFE Program" or "What kinds of conversations are occurring as a result of interaction with SAFE members?"

Along with the focus groups, two web surveys (appendix A and G) will be disseminated. The general campus LGBT community as well as the members of the *SAFE on Campus* program will take a web survey. *SAFE on Campus* members will be notified through campus mail and e-mail (appendix B). LGBT people in the Duke community will be notified through various Duke LGBT listservers. The testing with focus groups will help to alleviate any readability problems and the psychometric properties of the questionnaire. The participants will be given a link to a consent form/introductory page (appendix C), which they will read and agree to before continuing on to the page for the survey. After the survey, they will be directed to a thank you page (appendix D) that will give them information on how to obtain their voluntary compensatory coupon. The survey will also be provided in a written format for those who wish to complete it on paper.

The transcripts of the focus groups will be analyzed for patterns and any final revisions to the survey. The data received from the survey and the focus groups will then be analyzed. The survey results will be in a format readable by Excel. The assessment strategy will be documented for possible duplication at other institutions.

Risk/benefit assessment

There are no risks associated with this study. Participants are informed in the consent form that they can withdraw at anytime without consequence. The only tangible benefit to the participant will be a coupon upon completion of the survey. We hope that they will receive intangible benefits for their own personal development through greater

awareness and knowledge of LGBT issues and their own identity in respect to those issues.

Subject identification, recruitment, and compensation

The participants included in the survey and the focus groups will be individuals that are members of the SAFE on Campus Program and have already attended the SAFE on Campus Orientation. They will be invited to participate in both the survey and focus groups through email and campus mailings. All of the individuals have provided their email addresses and postal mail addresses when joining the program. Participants may receive a coupon from a local business for participation. In addition, we hope that participants will use the experience for personal growth and expanding their own understanding of LGBT issues and the impact of the SAFE on Campus Program in their own living or working environment.

Subject competency

All survey participants will be adult, so there are no concerns with subject competency as they will all be required to read and agree to a consent form before taking the survey. By clicking the submit button that takes them to the survey they are consenting. This is expressed on the form at the web link <http://lgbt.studentaffairs.duke.edu/membersurvey.html> (appendix C). The focus group participants will be given a consent form (appendix E) to sign before they begin as well.

Costs to the subject

There should be no costs to the participant associated with this study, aside from the time commitment. For a focus group, the time commitment would be about an hour and a half and the survey should take about ten minutes to complete.

Data analysis and monitoring

The web surveys will be hosted by an outside company (www.addaform.com) and the results will be available for download only by the investigators by way of a login name and password. No one else will have access to download the data. The survey does not collect any personal information aside from demographics. The survey data will be in an Excel format and analyzed using a program such as SPSS or the analysis tools in Excel. The investigators will test the survey site by giving a script of answers to a group of people to use when filling out the survey to see if the results reported by the company are the results being entered in by users. The site allows for the responses to be reset to zero at any time, which we would do after the testing period and before collecting data for the actual study.

Data storage and confidentiality

The participant's name or identifying information will not be connected with their data in any way. They will not enter any personal information in the survey besides basic demographic information that could be used to identify that person. To receive their coupon they will simply email, Elizabeth Lewis, one of the investigators, that they have taken the survey. They will be given the email address on the thank you webpage link <http://lgbt.studentaffairs.duke.edu/surveythankyou.html> (appendix D) that they are

directed to after taking the survey. Another company (www.addaform.com) is hosting the survey and the raw data and summary data are downloaded from the company's website in a format compatible with Excel. The company's Terms of Service and Privacy Policy are included. (Appendix F) The data will be shared at the completion of the survey in publication but the participants' names and identifying information will not be included.

References

Evans, N. J., & Dougharty, W. H. (1999, March). The Safe Zone project: History, implementation, and evaluation. Presented at the American College Personnel Association Conference, Atlanta, GA.

Hothem, K. B., & Keene, C. D. (1998). Creating a safe zone project at a small private college: How hate galvanized a community. In Sanlo, R. L. (Ed.), Working with lesbian, gay, bisexual, and transgender college students: A handbook for faculty and administrators. (pp. 363 - 369). Westport, CT: Greenwood Press.

Poynter, K., & Barnett, D. (2000) Frequently Asked Question: What is Safe Zone [Online]. Available: http://www.lgbtcampus.org/faq/safe_zone.html [2000, December 12].

Safe On Campus (1992). Informational packet. Ball State University, Muncie IN.

Appendix A

SAFE on Campus Survey for SAFE Members

<http://www.addaform.com/c/@2RZCKFOK6FF3s/Forms/21800zP./21800zP..html>

Thank you for assisting us in the assessment of the SAFE on Campus Program. Please read carefully through each question and respond accordingly.

1 On a scale of 1 to 20, with 20 being total awareness and knowledge, how aware and knowledgeable were you about LGBT issues before you joined the SAFE Program and participated in the SAFE Orientation? _____

2 After the SAFE Orientation? _____

3 Now? _____

4 Why did you attend the SAFE Orientation and join the SAFE Program? (Indicate one response)

- _____ Required
- _____ Colleague/friend encouraged me
- _____ Concerned about LGBT issues
- _____ Educate myself
- _____ Other: _____

5 BEFORE the Orientation, how many interactions/conversations about LGBT issues would you have during any given month with FAMILY? _____

6 BEFORE the Orientation, how many interactions/conversations about LGBT issues would you have during any given month with FRIENDS? _____

7 BEFORE the Orientation, how many interactions/conversations about LGBT issues would you have during any given month with STRANGERS? _____

8 AFTER the Orientation, how many interactions/conversations about LGBT issues would you have during any given month with FAMILY? _____

9 AFTER the Orientation, how many interactions/conversations about LGBT issues would you have during any given month with FRIENDS? _____

10 AFTER the Orientation, how many interactions/conversations about LGBT issues would you have during any given month with STRANGERS? _____

11 Please indicate the number of interactions/conversations you have had with STAFF/FACULTY/EMPLOYEES as a result of becoming a SAFE member. _____

12 Please indicate the number of interactions/conversations you have had with STUDENTS as a result of becoming a SAFE member. _____

13 Please indicate the number of interactions/conversations you have had with PEOPLE IN THE LOCAL COMMUNITY as a result of becoming a SAFE member. _____

14 As a result of my participation in the SAFE Program, I have had conversations about the following subjects (indicate all that apply):

- _____ Coming Out
- _____ LGBT Harassment/Discrimination
- _____ LGBT Family Issues
- _____ LGBT Workplace/Employment Issues
- _____ LGBT Dating
- _____ Homophobia/Heterosexism
- _____ Using LGBT Inclusive Language
- _____ Anti-LGBT jokes
- _____ Transgender/Gender Identity
- _____ Bisexuality
- _____ LGBT Politics
- _____ LGBT Safer Sex
- _____ LGBT Duke/Campus Resources
- _____ LGBT Issues in the Classroom
- _____ Other: _____

15 Which of the SAFE Resources provided to you are you using? (Indicate all that apply)

- _____ Sticker
- _____ Button
- _____ Sign
- _____ Keychain
- _____ Tshirt
- _____ Duke ID Sticker

16 Please put the following SAFE Resources in order from most useful to least useful: Sticker, Button, Sign, Keychain, Tshirt, Duke ID Sticker

17 Are you hanging your SAFE on Campus symbol on your door or residence hall room door?

- _____ Yes
- _____ No
- _____ Do not have an office or room door

18 If no, please explain.

19 Are you displaying your SAFE on Campus symbols in other ways, besides hanging them on your door? If yes, please explain.

20 Are LGBT people you interact with aware of the SAFE program?

- Not Aware
- Somewhat Aware
- Aware
- Very Aware
- I don't know

21 The SAFE Program has helped to improve the environment for LGBT people and their allies in my department or living area.

(Strongly Agree) 1 2 3 4 5 6 7 (Strongly Disagree)

22 How has the SAFE Program improved your environment?

23 I was satisfied with the use of technology in the SAFE Orientation, for example the use of digital video?

(Strongly Agree) 1 2 3 4 5 6 7 (Strongly Disagree)

24 If not satisfied, please explain.

25 Which one of the following presentation strategies would you benefit most from during a SAFE Orientation?

- Digital video scenarios describing hypothetical situations I may be confronted with.

_____ Digital video scenarios and written text describing hypothetical situations I may be confronted with.

_____ Written text scenarios describing a hypothetical situation I may be confronted with.

_____ Other: _____

26 The following two statements explain skills learned in the SAFE orientation. Please indicate if you have utilized those skills as a SAFE member.

The Cass model explained stages of development for LGBT people. Not all LGBT people we interact with will be at the same level of sexual identity development. We practiced listening to clues or personal information that an LGBT person may share with us that may help us determine where they are in their development. We then tailored our interaction and responses to their level of development. I have used this skill as a SAFE member.

_____ Yes

_____ No

The Poynter ally model explained stages of development for majority or heterosexual people. Not all heterosexual people we interact with will be at the same level of ally development. We practiced listening to clues or personal information that a heterosexual person provided to us that may help us determine where they are in their development. We then tailored our interaction and responses to their level of development. I have used this skill as a SAFE member.

_____ Yes

_____ No

27 The following five questions will be used to collect some demographics:

Gender Identity

_____ Male

_____ Female

_____ Transgender

_____ Other: _____

28 Ethnicity:

_____ African/African - American

_____ Alaskan Native

_____ Native Indian

_____ Asian/Asian - American

_____ Caucasian

_____ Hispanic/Latino

_____ Multiracial

_____ Pacific Islander

_____ Other: _____

29 Sexual Orientation:

- Heterosexual
- Lesbian
- Gay
- Bisexual
- Asexual
- Other: _____

30 Duke Affiliation:

- Faculty
- Exempt Staff (monthly)
- Non-Exempt Staff (biweekly)
- Undergraduate Student
- Graduate/Professional Student
- Other

31 If you are a staff member, Do you work with the University or the Health System?

- University
- Health System
- Other: _____

32 Age _____

Appendix B

Focus Group Invitation to Participate Duke LGBT listerv and SAFE listserv

The Center for LGBT Life is assessing the SAFE on Campus program. We need your help. We will be convening focus groups of 10 people each to ask your opinions and thoughts about the SAFE on Campus program. Participants get a free lunch! The focus group will be an hour and a half.

If you are interested contact Elizabeth Lewis at elewis@studentaffairs.duke.edu or 684-6607.

Your responses will be kept confidential and will not be connected with your name or any information that could be used to identify you.

We appreciate all your help and look forward to hearing from you

The mission of the SAFE on Campus program is to strive to reduce homophobia and heterosexism on Duke University's campus. Through education, advocacy, and awareness, the program contributes to an open campus climate that is safe and accepting for all members of the University community.

SAFE on Campus member Invitation to Participate in Survey

The Center for LGBT Life is assessing the SAFE on Campus program. We need your help. We need all SAFE on Campus members to complete a survey asking your opinions and experiences. The survey should only take 5 - 10 minutes to complete. Upon completing the survey you can register to receive a Ben & Jerry's Coupon and win a \$25.00 gift certificate from White Rabbit Books. Simply go to <http://lgbt.studentaffairs.duke.edu/membersurvey.html> to begin the survey.

If you have any questions contact Elizabeth Lewis at elewis@studentaffairs.duke.edu or 684-6607.

Your responses will be kept confidential and will not be connected with your name or any information that could be used to identify you.

We appreciate all your help and look forward to hearing from you

The mission of the SAFE on Campus program is to strive to reduce homophobia and heterosexism on Duke University's campus. Through education, advocacy, and awareness, the program contributes to an open campus climate that is safe and accepting for all members of the University community.

LGBT Community Listserv
Invitation to Participate in Survey

The Center for LGBT Life is assessing the SAFE on Campus program. We need your help. We need any lesbian, gay, bisexual, transgender people and their allies in the Duke community to complete a survey asking your opinions and experiences about the SAFE on Campus program. The survey should only take 5 - 10 minutes to complete. Upon completing the survey you can register to receive a Ben & Jerry's Coupon and win a \$25.00 gift certificate from White Rabbit Books. Simply go to <http://lgbt.studentaffairs.duke.edu/communitysurvey.html> to begin the survey.

If you have any questions contact Elizabeth Lewis at elewis@studentaffairs.duke.edu or 684-6607.

Your responses will be kept confidential and will not be connected with your name or any information that could be used to identify you.

We appreciate all your help and look forward to hearing from you

The mission of the SAFE on Campus program is to strive to reduce homophobia and heterosexism on Duke University's campus. Through education, advocacy, and awareness, the program contributes to an open campus climate that is safe and accepting for all members of the University community.

Appendix C
 Consent for Survey
<http://lgbt.studentaffairs.duke.edu/campusassessment.html>

DUKE UNIVERSITY

Informed Consent for Participants of Investigative Projects

Title of Project:	SAFE on Campus Program Assessment	
Principle Investigators:	Kerry Poynter	684-6607
	Elizabeth Lewis	684-6607

You are invited to participate in a survey to collect your opinions and recommendations for an assessment of the SAFE on Campus Program. The survey should take about ten minutes to complete. Any response that you give will not be connected with your name or any information that would identify you. You have the right to terminate your involvement in this project at any time and for any reason, if you so choose.

Your participation in this study will help us to understand the impact of the SAFE on Campus Program on the Duke campus and community. All of the information gathered in this study will be kept confidential. The information that you provide will be identified by a participant number only, not a name. Your informed consent will be kept separate from information given in the survey. The results of this study may be presented at meetings, and/or published in a journal. If you would like, you will be sent a summary of this work when this project is completed. This project has been approved by the Institutional Review Board of Duke University.

Questions concerning this project should be directed to: Kerry Poynter, M.A. Program Coordinator, Center for LGBT Life, or Elizabeth Lewis, SAFE Assessment Intern, 919-684-6607, or kpoynter@duke.edu, 202 Flowers Bldg. Box 90958 Duke University Durham, NC 27708 (919) 684-6607 Questions concerning your rights as research subjects should be directed to: Chair of the Human Subjects Committee (919) 684-3030

I have read and understand the informed consent and conditions of this project. I have been given an opportunity to ask further questions about this procedure and I understand I have the right to end this session for any reason if I so choose. If I have any questions regarding this research and its conduct, I should contact one of the persons named above. Given these procedures and conditions, I give permission to Kerry Poynter, Elizabeth Lewis, and their co-workers to use my responses in their research.

If you agree with the above consent and would like to participate in the on-line survey,

[Click here to Start](#)

Appendix D
Thank you Page
<http://lgbt.studentaffairs.duke.edu/surveythankyou.html>

Thank you for participating in the SAFE
Survey!

Results will be shared in August.

Let us thank you by giving you a coupon from Ben & Jerry's Ice cream and register yourself to win a \$25.00 gift certificate from White Rabbit Books! Send us your name and address to elewis@studentaffairs.duke.edu. Coupons will be mailed. Winner will be announced Friday, July 25, 2002.

Appendix E
Focus Group Consent Form

DUKE UNIVERSITY

Informed Consent for Participants of Investigative Projects

Title of Project: SAFE on Campus Program Assessment
Principle Investigators: Kerry Poynter 684-6607
Elizabeth Lewis 684-6607

You are invited to participate in a focus group to collect your opinions and recommendations for an assessment of the SAFE on Campus Program. The focus group will last about an hour. The facilitator will ask everyone in the room their response to statements or questions about the SAFE on Campus Program. The session will be taped recorded and then transcribed at a later date. The recording of any response that you give will not be connected with your name or any information that would identify you. You have the right to terminate your involvement in this project at any time and for any reason, if you so choose.

Your participation in this study will help us to understand the impact of the SAFE on Campus Program on the Duke campus and community. All of the information gathered in this study will be kept confidential. The information that you provide will be identified by a participant number only, not a name. Your informed consent will be kept separate from information given in the focus group. The results of this study may be presented at meetings, and/or published in a journal. If you would like, you will be sent a summary of this work when this project is completed. This project has been approved by the Institutional Review Board of Duke University.

I have read and understand the informed consent and conditions of this project. I have been given an opportunity to ask further questions about this procedure and I understand I have the right to end this session for any reason if I so choose. If I have any questions regarding this research and its conduct, I should contact one of the persons named above. Given these procedures and conditions, I give permission to Kerry Poynter, Elizabeth Lewis, and their co-workers to use the video recording in their research.

Signature of Participant: _____

Date: _____

Witness: _____

Appendix F
Add-A-Form Terms of Service

<http://www.addaform.com/c/@Itxe286xZ2XGk/Pages/termservice.html>

Add-A-Form Terms of Service ellewis2@vt.edu

By using Add-A-Form you agree to the following Terms of Service. Please read them carefully.

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF SERVICE

Add-A-Form (the "Service"), is owned and operated by Cuesta Technologies, LLC., ("Cuesta"), and is provided to you ("User") under the following Terms of Service (the "FTS") and any operating rules or policies that may be published from time to time by Add-A-Form. The FTS comprises the entire agreement between User and Add-A-Form and supersedes all prior agreements between the parties regarding this subject matter. Please report any violations of the FTS to info@cuesta.com. **BY COMPLETING THE REGISTRATION PROCESS YOU ARE INDICATING YOUR AGREEMENT TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THE FTS.**

2. DESCRIPTION OF SERVICE

Add-A-Form provides User with a capability to create and manage online database-backed forms via the World Wide Web. Add-A-Form provides three different versions of the service, one free (the Basic service) and two for a monthly fee (the Professional services). Add-A-Form does not currently charge for the Basic Service, but reserves the right in the future to charge a fee for use of the Service. User must: (1) provide all equipment, including computer and modem, necessary to establish a connection to the World Wide Web and (2) pay any service fees associated with such access. User understands that Add-A-Form provides no guarantee of assistance for the Basic Service, including any technical or customer support, to the User, and that your use of the Service is at your own risk.

In consideration for use of this Service, User agrees to: (1) provide current, complete, and accurate information about User as prompted to do so by the Service and (2) maintain and update this information as required to keep it current, complete and accurate. This information shall be referred to as Registration Data ("Registration Data"). If any information provided by User is untrue, inaccurate, not current or incomplete, Add-A-Form has the right to terminate User's account and refuse any and all current or future use of the Service. User agrees that Add-A-Form may disclose to third parties certain Registration Data and certain information about User's use of the Service provided that such disclosures do not include User's name, mailing address, email address, telephone or facsimile number, except as authorized by User (or any other person User may designate) or in the good faith belief that such action is reasonably necessary to comply with the law or legal process, or as set forth in Paragraph 5 below. (3) always include a reference and link to the Add-A-Form World Wide Web site with any form generated by this Service.

Add-A-Form.com reserves the right to delete forms at our discretion. All "adult", x-rated and profane forms will be deleted immediately. Generally speaking, forms that have been inactive (zero responses) for more than 2 months will be deleted. Generally speaking, Add-A-Form will attempt to contact you before deleting any form that seems to be in use (active in the last year). Add-A-Form users may contact Add-A-Form with specific requests to maintain any specific form(s). Add-A-Form will make every possible attempt to maintain any form(s) so requested in advance by its users.

3. MODIFICATIONS TO TERMS OF SERVICE

Add-A-Form may change the terms and conditions of the FTS from time to time with or without notice to you. Any amendment shall be effective immediately with or without notice. Each use by you of the Service reaffirms your acceptance of, and your agreement to be bound and to abide by, the FTS as amended. All changes to the FTS will be published on the Add-A-Form World Wide Web site.

4. MODIFICATIONS TO SERVICE

Add-A-Form reserves the right to modify or discontinue, temporarily or permanently, the Service for any reason, at its sole discretion, with or without notice to User. User agrees that Add-A-Form shall not be liable to User or any third-party for any modification or discontinuance of the Service.

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Add-A-Form considers the data that users include on the Service to be the private information of its users. Add-A-Form will not monitor, edit or disclose information about a User or a User's private content, except that User agrees Add-A-Form may do so in the good faith belief that such action is reasonably necessary:(a) to comply with the law; (b) to comply with legal process; (c) to enforce the FTS; (d) to respond to claims that such data violates the rights of third parties; and (e) to protect the interests of Add-A-Form or others.

User acknowledges and agrees that Add-A-Form may access its data and other tools of the Service as necessary to identify or resolve technical problems or to respond to service complaints. User acknowledges and agrees that certain technical processing of information is and may be required (a) to send and receive such data; (b) to perform searching and sorting; (c) to conform to the technical requirements of connecting networks; (d) to conform to the technical requirements of the Service; or (e) to conform to other, similar technical requirements.

User acknowledges and agrees that Add-A-Form does not endorse any content created or transmitted via the Service and is not responsible or liable for any unlawful, harassing, libelous, privacy invading, abusive, threatening, harmful, vulgar, obscene, tortious, or otherwise objectionable content, or content that infringes or may infringe the intellectual property or other rights of another.

6. USER ACCOUNT, PASSWORD, AND SECURITY

User can create an Add-A-Form ID and password upon completing the registration process. User is responsible for maintaining the confidentiality of the login name and password and for any and all activities that occur under User's password or account. User agrees to immediately notify Add-A-Form of any unauthorized use of User's account or any other breach of security known to User.

7. DISCLAIMER OF WARRANTIES

USER EXPRESSLY AGREES THAT USE OF THE SERVICE IS AT USER'S SOLE RISK. THE SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS.

ADD-A-FORM EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

ADD-A-FORM MAKES NO WARRANTY THAT THE SERVICE WILL MEET YOUR REQUIREMENTS, OR THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR FREE; NOR DOES Add-A-Form MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE OR AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE SERVICE OR THAT DEFECTS IN THE SOFTWARE WILL BE CORRECTED.

USER UNDERSTANDS AND AGREES THAT ANY MATERIAL AND/OR DATA DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT USER'S OWN DISCRETION AND RISK AND THAT USER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO USER'S COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH MATERIAL AND/OR DATA.

ADD-A-FORM MAKES NO WARRANTY REGARDING ANY GOODS OR SERVICES PURCHASED OR OBTAINED THROUGH THE SERVICE OR ANY TRANSACTIONS ENTERED INTO THROUGH THE SERVICE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY USER FROM ADD-A-FORM OR THROUGH THE SERVICE SHALL CREATE ANY WARRANTY NOT EXPRESSLY MADE HEREIN.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

8. LIMITATION OF LIABILITY

ADD-A-FORM SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, RESULTING FROM THE USE OR THE INABILITY TO USE THE SERVICE OR

FOR COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES OR RESULTING FROM ANY GOODS, DATA, INFORMATION OR SERVICES PURCHASED OR OBTAINED OR DATA RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH THE SERVICE OR RESULTING FROM UNAUTHORIZED ACCESS TO OR ALTERATION OF USER'S TRANSMISSIONS OR DATA, OR ARISING FROM ANY OTHER MATTER RELATING TO THE SERVICE, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, USE, DATA OR OTHER INTANGIBLE, EVEN IF ADD-A-FORM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

USER FURTHER AGREES THAT ADD-A-FORM SHALL NOT BE LIABLE FOR ANY DAMAGES ARISING FROM INTERRUPTION, SUSPENSION OR TERMINATION OF SERVICE, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, SPECIAL CONSEQUENTIAL OR EXEMPLARY DAMAGES, WHETHER SUCH INTERRUPTION, SUSPENSION OR TERMINATION WAS JUSTIFIED OR NOT, NEGLIGENCE OR INTENTIONAL, INADVERTENT OR ADVERTENT

SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL CONSEQUENTIAL DAMAGES SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

9. NO RESALE OF THE SERVICE

User's right to use the Service is personal to User. User agrees not to reproduce, duplicate, copy, sell, or resell the Service or use of or access to the Service.

10. DATA STORAGE

Add-A-Form assumes no responsibility for the deletion or failure to store any data or other information included by User on the Service. Add-A-Form may establish an upper limit on the amount of memory and the number of records a User may store through the Service.

11. USER CONDUCT

User agrees to abide by all applicable local, state, national, and international laws and regulations in User's use of the Service, and agrees not to interfere with the use and enjoyment of the Service by other users. User agrees to be solely responsible for User's actions and the contents of User's entries through the Service. User agrees not to impersonate any person or entity, including but not limited to, a Add-A-Form official, falsely state or otherwise misrepresent your affiliation with a person or entity.

User agrees: (1) to comply with all laws regarding the transmission of technical data exported from the United States through the Service; (2) not to upload or distribute in any way files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer; (3) not to use the Service for illegal purposes; (4) not to interfere or disrupt networks connected to the Service; and (5) to comply with all regulations, policies and procedures of networks connected to the

Service. User agrees not to post, promote or transmit through the Service any unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene, hateful, racially, ethnically or otherwise objectionable material of any kind or nature. User further agrees not to transmit or post any material that encourages conduct that could constitute a criminal offense, give rise to civil liability or otherwise violate any applicable local, state, national or international law or regulation. User shall not interfere with another User's use and enjoyment of the Service or another entity's use and enjoyment of similar services. Add-A-Form may, at its sole discretion, immediately terminate User's access to the Service should User's conduct fail to conform to these terms and conditions of the FTS. Add-A-Form may, but is not in any way obligated to, enforce these FTS against any user.

12. INDEMNIFICATION

User agrees to indemnify and hold Add-A-Form, its subsidiaries, affiliates, officers and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of User's use of the Service, the violation of this FTS by User, or the infringement by User of any intellectual property or other right of any person or entity.

13. TERMINATION

User agrees that Add-A-Form may terminate User's password, account or use of the Service and, in Add-A-Form's discretion, terminate User's use of Add-A-Form's other services for any reason, for any reason, at its sole discretion, including, without limitation, if Add-A-Form believes (a) that User has violated or acted inconsistently with the letter or spirit of the FTS, or (b) that User has violated the rights of Add-A-Form or other Users or parties. User further agrees that Add-A-Form may terminate Basic User's password, account or use of the Service if User fails to use the Service at least one time during a reasonable period of time as determined by Add-A-Form from time to time which period shall not be less than three months. Premier users will not be terminated for lack of use.

Users of the Premier Service agree that if User fails to pay the monthly fee within 30 days Add-A-Form may terminate User's account.

User acknowledges and agrees that any termination of service under this Agreement under any provision of this Agreement may be effected without prior notice, and acknowledges and agrees that Add-A-Form may immediately delete and discard all information and files in User's account and bar any further access to such files or the Service.

14. NOTICE

All notices to a party shall be in writing and shall be made either via email or conventional mail. In addition, Add-A-Form may post notices or links to notices through the Service to inform User of changes to the FTS, the Service, or other matters of importance.

15. PARTICIPATION IN PROMOTIONS OF ADVERTISERS

User's correspondence with or participation in promotions of advertisers found on the Service, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such correspondence or promotions, are solely between User and the advertiser. User agrees not to hold Add-A-Form liable for any loss or damage of any sort incurred as the result of any such dealings or as the result of the presence of such advertisers on the Service.

16. PROPRIETARY RIGHTS TO CONTENT

User acknowledges and agrees that content, including but not limited to text, software, music, sound, photographs, video, graphics or other material contained in sponsor advertisements or other information presented to User through the Service ("Content") is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. User is only permitted to use this Content as expressly authorized by Add-A-Form or the Service, and may not copy, reproduce, distribute, or create derivative works from this Content without express authorization.

17. GENERAL

The FTS and the relationship between User and Add-A-Form shall be governed by the laws of the State of California without regard to its conflict of law provisions. User and Add-A-Form agree to submit to the personal and exclusive jurisdiction of the courts located within state of California.

The failure of Add-A-Form to exercise or enforce any right or provision of the FTS shall not constitute a waiver of such right or provision. If any provision of the FTS is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of the FTS remain in full force and effect.

User agrees that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Service or the FTS must be filed within one (1) year after such claim or cause of action arose or be forever barred.

The section titles in the FTS are for convenience only and have no legal or contractual effect.

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Appendix G
Survey for LGBT Community Members

LGBT Community Questions

1. Are you aware of the SAFE Program?

_____ Yes

_____ No

2. What does the SAFE symbol look like (Choose one)?

a. Rainbow in the sky over the Duke Chapel

b. Lavender triangle with the words "SAFE"

c. Pink Triangle and Rainbow border with the words "SAFE"

d. Pink Duke "D" with a rainbow flag and the words "SAFE"

3. Have you had conversations with SAFE on Campus Members that are:

a. Faculty

b. Staff

c. Administrators

d. Resident Assistants (Campus Residence Hall)

e. Students

f. None

4. I have had conversations about the following subjects with a SAFE member (indicate all that apply):

- a. Coming Out
- b. Harassment/Discrimination
- c. Family Issues
- d. Workplace/Employment Issues
- e. Dating
- f. Homophobia/Heterosexism
- g. Using Inclusive Language
- h. Anti-lgbt jokes
- i. Transgender/Gender Identity
- j. Bisexuality
- k. Politics
- l. Safer Sex
- m. Duke/Campus Resources
- n. LGBT Issues in the Classroom
- o. Other

5. Which SAFE member resources have you seen displayed? (check all that apply):

a. sticker

- b. button
- c. sign
- d. keychain
- e. Tshirt
- f. ID Sticker

6. The SAFE program has helped to improve the environment for LGBT people and their allies in my department or living area.

(Strongly Agree) 1 2 3 4 5 6 7 (Strongly Disagree)

7. How has the SAFE program improved your environment?

8. If you could change one aspect of the SAFE program what would it be and why?

9. In your own words please explain your understanding of the SAFE program.

10. The SAFE program has helped me come out as lesbian, gay, bisexual, transgender or an affirming heterosexual ally.

(Strongly Agree) 1 2 3 4 5 6 7 (Strongly Disagree)

11. Please indicate the number of interactions/conversations you have had with members of the SAFE on Campus Program that are FACULTY. _____

12. Please indicate the number of interactions/conversations you have had with members of the SAFE on Campus Program that are STUDENTS. _____

13. Please indicate the number of interactions/conversations you have had with members of the SAFE on Campus Program that are STAFF/EMPLOYEES. _____

14. Please indicate the number of interactions/conversations you have had with members of the SAFE on Campus Program that are ADMINISTRATORS/MANAGERS.

15. Please indicate the number of interactions/conversations you have had with members of the SAFE on Campus Program that are RESIDENT ASSISTANTS. _____

16 The following six questions will be used to collect some demographics:

Gender Identity

_____ Male

_____ Female

_____ Transgender

_____ Other: _____

17 Ethnicity:

_____ African/African - American

_____ Alaskan Native

_____ Native Indian

_____ Asian/Asian - American

_____ Caucasian

_____ Hispanic/Latino

_____ Multiracial

_____ Pacific Islander

_____ Other: _____

18 Sexual Orientation:

_____ Heterosexual

_____ Lesbian

_____ Gay

_____ Bisexual

_____ Asexual

_____ Other: _____

19 Duke Affiliation:

_____ Faculty

_____ Exempt Staff (monthly)

_____ Non-Exempt Staff (biweekly)

_____ Undergraduate Student

_____ Graduate/Professional Student

_____ Other

20 If you are a staff member, Do you work with the University or the Health System?

_____ University

_____ Health System

_____ Other: _____

21 Age _____