TEEN HEALTH AND TECHNOLOGY PHASE ONE
FOCUS GROUPS: LGBT YOUTH GROUP SCRIPT

1.1 Hello! Welcome to the Harris Interactive Bulletin Board Focus Group. My name is Bonnie, and I will be moderating this discussion. I'm very glad you could join us and I'm looking forward to "hearing" your opinions during the next couple of days!

A little about me – I work for an independent market research firm, and my job is to ask questions and understand how you feel about things. My job is not dependent upon anything you say, positive or negative. So please share your honest opinions – that's what we're here for!

There will be a total of three days of questions, one set that I will post each morning (Tuesday, Wednesday, and Thursday). I will post new questions at 8AM (EST) each morning. The final set of questions will be posted on Thursday. However, this bulletin board will be open until midnight on Friday. Please note that each of the question categories listed may contain several actual questions, so please try to answer everything that I ask.

Finally, and this is the most important thing to remember…When answering my questions, please fully describe your thoughts, elaborate, and be as specific as possible. I can't see or hear you so I am totally reliant upon your words to understand what you are saying. One or two word answers will not help me understand how you feel about things. You don't have to write a book but I do need for you to write enough so that I clearly understand not only what you think, but why you think it. So, if you like something, tell me what you like about it. Or if something could be improved, tell me what you would like to see improved about it.... This is not a survey – it is a discussion so please describe to me your thoughts. And, it is OK if your thoughts are different than someone else's. Please remember to be respectful of other's opinions, even if it differs from yours.

Also, while we are talking, we'd like to keep this conversation confidential, so please don't share any identifying information about yourself like your address, phone number, or email.

Please type "ok" here to get to the next question.

1.2 A few things to keep in mind as we talk: Everyone in this group identifies as lesbian, gay or bisexual. I can assure you that everything you say here will remain confidential. Your name will never be linked to specific comments. Also, by the way – please don't worry about spelling or grammar. This isn't an English test! No one's typing is worse than mine, for sure.

As you begin to answer questions, you will notice that the questions initially have to be answered in order. Once you've answered all of the questions you may go back to them at any

time, and in any order, to perhaps expand on what you wrote and to go back to see if I have posted any follow up questions for you.

Additionally, for many of the questions, you will be able to see what others have said, after you have posted your own response. I think you will find it interesting to read how others think and feel – and I encourage you to comment or add to other participants' comments. And, in some cases, I may specifically ask you to comment on what others have said.
So, let's get started! Type "OK" to move on.

1.3 The topic of our conversation is how you use the internet. So, to begin with, think back to when you first started using the internet.
Tell me about when you first went online.
- How old were you?
- Where were you?
- Did someone help you? Who?
What did you think of it at the time?

1.4 How has the internet changed since you first went online?
What is different about your internet use from when you first went online?
How do you use the internet differently now compared to 2 years ago?

1.5 What does "going online" mean to you?
What are all the ways and devices you use to go online (such as computers, cell phones, gaming systems)? How do all these technologies work together and how do you decide which one(s) to use? How has your use of all these devices changed over the past couple years?
How much of your online time is spent using a computer vs. something else? Please be specific.
Do you think of texting as an online activity? Does texting replace any online activities for you?

1.6 How often are you online now?
When are you mostly online?
Where do you usually use the internet?

1.7 When you go online are you usually alone in the room/space or with other people?
Do you go to different sites depending on whether you are alone or with other people? Why?
Is privacy important to you when you are online? Why? Which computer or device that you have online access through gives you most privacy?

1.8 What do you usually do online? What do you enjoy doing most online?
Do you find that you have enough time online to do what you want to do?

1.9 Do your parents have rules about when and how long you can be on the internet?
Are your rules about your online time different depending on how you go on the internet - for example, using your phone is not restricted but using your desktop/laptop is?

1.10 Do you think the rules about internet use are important? Why/Why not?
Have your rules changed as you have gotten older? How?
Do the rules ever stop you from getting the info you need?
What about internet rules at other places (like at school or a friend's house)? Are they the same as your rules at home?
And most importantly, do you ever find you need to 'get around' these rules? Tell me about any time you had to get around the rules.

1.11 Think about how you usually get online - and which computer you use. Is there software on that computer that limits the time you spend or what you can do online blocking or filtering software? If so, please tell me about it.

1.12 How do you decide how much or what personal information you share online?
What information is OK to share online? What about photos or videos? How do you share these photos and videos?
Do you share different types of personal information depending on who has access? For example, what type of information is OK to share in an email/IM vs. on your Facebook profile? What information will you share depending on who has access?

1.13 Do you have friends that are exclusively online friends (friends you only talk to online)?
Do you receive more support from people your age you see in person or those you only know online?
Do you receive more support from adults you see in person or those you only know online?
Is the support that you receive from your online friends different than that which you receive from your offline friends?

1.14 Do you behave differently with your online only friends than your other friends? In what ways?
Are some things easier to do and say online than offline or vice versa? Why?

1.15 How, if at all, does your personality (i.e. how you express yourself and how you portray yourself) differ online vs. offline? Would you say you have a persona online?
Do you ever pretend to be someone you're not when you're online? If so, tell me about it.

1.16 Where do you feel more comfortable being yourself? Online or offline? Why?

1.17 Are you more "out" or open about being LGB online or offline? Why?
How do you come out to people online and how do you decide when to do that? How is it different (or not different) than coming out offline/in person?

1.18 That's all for today's questions! Thank you for participating.
Tomorrow's questions will be posted at 8 AM EST for you to answer whenever it works into your day.
"See" you tomorrow!

2.1 Welcome to day 2! Before you begin answering today's questions, please take a few minutes and go back and look at day 1's questions. I may have posted some follow-up questions or you may want to respond to someone else's post. Remember, the goal of the board is to have a free flowing discussion!

Type OK to move on.

2.2 What is your favorite website? Why do you like that site?
What do you do on that site?
What are your friends' favorite sites?

2.3 Let's talk specifically about health information you look up online (such as sexual health, depression, diseases, etc.)
What kind of health info do you look for online? What is most valuable to you? How helpful is it to you to look up health information online?
Do you usually find the health information you were hoping to find? Has there ever been a time when you weren't able to find the information you were looking for? If so, what were you looking for that you couldn't find?
What are the health topics that are addressed well online? How do you know what health information you can trust?

2.4 What are the main social networking sites that you use? Are there differences between the sites in regard to:
-The other people who use them?
-What you use the sites for?
-What you are allowed to do?
Compared to last year, how has your use of social networking sites changed? For example, are you updating your profile more or less often? Are you using the same sites as you did a year ago?

2.5 How do you connect with your friends using internet technology - e-mail, texting, IM, social

networking sites, anything else....? Make a full list of all the ways you connect with your friends.

What's the best way to connect with your friends?
Do you use different technologies depending on what you want to engage your friends about?
Where do you go online to connect with new people?

2.6 Have you used webcams online? How often do you use it?
Who do you communicate with using a webcam?
Do you stream your webcam? Do you upload video from webcam?

2.7 Let's talk about dating and relationships online.
Do you know of people your age who have found a boyfriend or girlfriend online? Tell me the story...

2.8 What advice would you give about meeting people online?
What do you think are the "do's and don'ts" about getting to know someone online?
To be friends?
For a romantic relationship?
For a sexual relationship?

2.9 Tell me about the difference between romantic relationships online versus in-person. Are there differences between online romantic relationships vs. in-person relationships? What are they?
Are the types of people you meet online for a romantic relationship the same as you would meet in-person?

2.10 Sometimes people get to know someone online and then meet in-person/offline. Have you or any of your friends met someone online that you then met offline?
Why did you or your friend decide to meet this person offline?
Did you or your friend speak to them on the phone before meeting in person?
Did you or your friend meet this person online with the intention of meeting them offline, or did it just happen?
Can you tell me what happened? How did you feel? Do you or does your friend still see the person?
Are there certain sites or types of sites that people are more likely to be able to use to meet people offline? What are they? Do people your age use them?

2.11 Now let's switch gears a bit.
Do you think different types of people use the internet differently?
Do you think 13-15 year olds use the internet differently from older teens? Please give some examples.

Do you think girls and boys use the internet differently? Please give some examples.
What are some sites that you think are more for boys your age? What are some sites that you think are more for girls your age?
Do you know of sites that are only for girls or only for boys?

2.12 Do you think people your age who are lesbian, gay, or bisexual (LGB) use the internet differently from other people your age? How do they use it differently?
In what ways does (or can) the internet help you and other LGB's your age?
Please tell me all about your thoughts behind your answer...

2.13 Do you use the internet to get LGB-specific information, for example about sexuality, health, legal issues, etc.? If so, can you please tell me all about your answer: Where you go, which sites, what kind of information you look for... All the details.
How does this information help you?
If yes, do you usually go to sites for information or to find people to talk with?

2.14 Have you used the internet to understand your feelings of sexual attraction?
How did you use the internet for this? Did you tell people and chat or just read and look at things? How was it helpful for you? How was it unhelpful for you?

2.15 That is it for day 2! Thanks for coming back. Looking forward to talking with you tomorrow for our final day of discussion!

3.1 Welcome back!! Before you begin answering today's questions please be sure to go back to days 1 and 2 and answer any follow-up questions I posted, or respond to other's comments.

Thanks!

Type OK to move on.

3.2 Have you ever felt unsafe or uncomfortable when you are online? Have your friends ever told you about feeling unsafe online? How safe do you feel when you are online? How does that compare with how safe you feel offline?
Please tell me all about any experience you may have had or heard about.

3.3 Is there anything you do to keep yourself safe online? If so, what do you do… or not do?
If not… why not?
What advice would you give to someone about how to be safe online?
Please be as detailed as possible.

3.4 Do you think the internet is equally safe for LGB teens and non-LGB teens? Why or why not?
Have you or a friend ever been contacted by someone online that you don't know because you (or they) are LGB? What was it about? Why did they contact you? How did they know you were LGB?

3.5 Have you or an LGB friend ever been harassed or bullied online for being LGB? (NOTE: Bonnie will probe for examples)

3.6 Have you seen things online that disturbed you?
What were they? What did you do about it?

3.7 Have you or a friend ever been propositioned for sex online by an adult.
How did you feel? How did they find you?
If not, is that something you ever think or worry about? Why or why not?

3.8 Are there things that you have done online that you regret?
What wouldn't you do again that you have done before online?

3.9 Now think about the internet as a tool for activism.
Have you used the internet for activism – to make positive changes in your community and beyond?
If yes, please tell me about your experiences.
If no, tell me your thoughts on why you have not used it that way? Would you like to?
In your opinion, how effective is the internet as a tool for activism?

3.10 Have you used the internet to look for a community of people who are like you or share similar interests?
Have you found communities like that online?
Please tell me all about your experiences.

3.11 In what way has the internet increased your sense of connection with people offline?
In what ways has the internet interfered with your sense of connection to people offline?
Please be specific, and give examples.

3.12 What is the best thing about the internet for you?
What is the worst thing about the internet for you?

3.13 How would your life change if you didn't have internet access?
Would it be better or worse?
What would you do without the internet?

3.14 As you may have guessed, I am not a teen. :) What have I forgotten to ask you about being a teen and using the internet? What do you think I REALLY need to know to completely understand your feelings about the internet?
What do you think are some of the biggest benefits teens get from the internet?
What are some of the biggest drawbacks?

3.15 That's it! Thank you so much for your participation!

Please check back over the next couple days because I may have follow up questions - or you may want to respond to another post!

To thank you for your participation, you will be receiving a $50 Gift Card via email in 3-4 weeks. To ensure that you receive your gift card, please add our email address, HarrisPoll@hpolsurveys.com, to your address book.

Again, thank you! It was great to talk with you!