ILTA's 2020
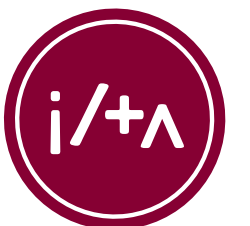
Diversity Equity & Inclusion Climate Survey Results

from ILTA's Diversity Equity & Inclusion Task Force | April 2021

From the CEO

Dear ILTAns!

We are pleased and proud to deliver the results of ILTA's first Diversity, Equity, and Inclusion Climate Survey.

As the name suggests, this ILTA Climate Survey is designed to gauge an organization's "temperature" about issues of concern, for both members and our valued partners.

ILTA's core values reflect a commitment to respecting peers, fostering diversity, equity, and inclusion, and creating a community. The DEI Climate Survey was designed to assess whether members of the ILTA community perceive that ILTA as being true to its values.

The good news is that participants — both members and business partners — see ILTA as accepting of people as their authentic selves. Interestingly, the results were virtually identical between members and business partners and varied only slightly from one affinity group to the other.

Where we received even greater insights were by reading the comments from participants and then correlating the data with responses from ILTA's Community Survey in Q4 of 2020. Taken together, we see the following broad trends:

From the CEO

- ILTAns love being a part of ILTA. No question returned a more resoundingly positive reply.

- With some very minor exceptions, ILTAns broadly support efforts to promote diversity, equity, and inclusion.

- Diversity, equity, and inclusion subsume gender, race, sexual orientation, ethnicity, and sexual identity. However, ILTAns are also concerned about age, role, neuro diversity, veteran's status, and organizational type, just to name a few other affinity categories.

- Some ILTAns have difficulty "breaking in," perceiving that ILTA has an "inner circle" that must be breached. That being said, once "you're in you are in."

In these findings, I find reason for celebration, cause for concern, and opportunity to improve.

As you read this, ILTA's Diversity, Equity, and Inclusion Task Force is presenting a series of recommendations to our Board to address our core value around DEI. Our Volunteer Leadership Task Force is reviewing our volunteer structure to ensure it provides support for our mission and opportunity for our community. Our Program Planning Council is actively engaging younger ILTAns. These are only a few of the many efforts throughout the organization.

Our continual goal? Nothing short of ILTA illustrating what can be done with commitment, follow–through, and genuine love for the community. **ILTA**

Joy Heath Rush

CEO, ILTA

joy@iltanet.org

From the ILTA Staff Liaisons

Beth Anne Stuebe

Director of Publications and Press, ILTA

Tracie McCray

Digital Strategist – Brand & Event Operations , ILTA

ILTA has always operated as a legal-tech forward organization, striving to build bridges between members and partners, with the end goal of providing industry-leading education and content.

For over 40 years, ILTA has been working to foster a community and learning how to best continue the advancement of human–powered legal learning. In more recent days, ILTA has added a Core Value: "Foster diversity, equity, and inclusion throughout the ILTA community." Furthering this Core Value, ILTA established a DEI Task Force with staff support and participation, and from the Task Force, came this Climate Survey.

This is a first of an ongoing Climate Survey from ILTA. We wanted to gauge our Community; we wanted to see our shared needs and wants and to find a way to engage, more substantively, to drive DEI forward. We know that this Survey is a work in progress, as most things are, and we know that at its Core, ILTA is a place for everyone. We believe that this was reflected in the Survey findings, and we believe that there is yet work to be done.

Our progress is forward, never back, and we believe that ILTA is for everyone. Thank you for engaging with ILTA and our DEI Task Force as we continue this progress. **ILTA**

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Executive Summary

In 2019, ILTA's Board of Directors announced an initiative making diversity, equity, and inclusion (DEI) a priority for the organization. The journey began with the establishment of a DEI Task Force. The Task Force's primary purpose is to ensure that ILTA advances the organization's core value to foster diversity, equity and inclusion through the ILTA community. To work toward this purpose, the task force has begun analyzing ILTA's current programming offering, practices, and actions in an effort to recommend additions and changes to develop a DEI strategy. A critical step in this process is to develop a strong understanding of the staff, volunteer, and membership's perceptions and experiences related to DEI at ILTA. It is only through developing benchmarks and metrics that we can understand where we are today and where we need to be in the future. As David Bohnett, Founder of GeoCities, stated, "Shut up and listen. Really listen. Listen hard, ask questions, and then listen more. When you listen more you learn from others." In

Executive Summary

order for the task force to listen to members, staff, volunteers, partners, we set out to accomplish this through ILTA's first DEI Climate Survey, which was completed last fall. The team has analyzed the results and has found several notable findings. While we were a bit concerned about the potential impact of the pandemic on participation in this survey, many of you provided insightful responses in the 144 completed surveys

Let's begin by looking at the quantitative data that was analyzed and will serve as a benchmark for future surveys. The task force engaged a leading academic resource, Dr. Mike Allen from the University of Wisconsin – Milwaukee, to review the survey questions and analyze the data. When analyzing the data, we found some results were reassuring. Twelve questions were asked regarding feelings about the direct experience people have had with ILTA. We are happy to report that generally speaking, the responses indicated a positive view of ILTA based on direct experience. The overall mean was 42.7 on a 12 to 60 scale. Essentially, if one examines that average item score, the 3.55 is above the midpoint of 3.00 (on a scale of 1 to 5), indicating a positive view of the organization based on direct experience. The mean is not universal with a standard deviation of about 1.5, so there is a distribution of values around the mean. This result can be interpreted to members being reasonably happy with the organization and feeling positive generally. Also encouraging, when we broke

this down by segments of the sample (i.e. sexual orientation, race/ethnicity, gender identity) no one group of respondents felt less positive than the overall sample.

Beyond impressions formed through direct experience with ILTA, the survey also attempted to measure how people felt when it came to overall acceptance within the organization. Twenty-three questions examining the feelings of acceptance by the organization were asked on the survey. Similarly, to the previously reported results, we are pleased to report that overall, the respondents to the survey felt a high level of acceptance by ILTA on average. The overall mean was 91 on a scale that ran from 23 to 115, with an average item score of 3.96 (on a scale of 1 to 5). Essentially, for each of the items a person was selecting a 4 on the scale, indicates a fairly high level of feelings of acceptance by the organization on average, the standard deviation was about 1.5, indicating some level of variability but heavily weighted in favor of positive feelings.

From a high-level view of the results, we feel great that the people who responded generally feel good about how ILTA is doing with respect the DEI. Of course, we would have more confidence in this evaluation with a higher number of completed surveys. However, this survey serves as a great benchmark for which we can measure our progress in the future. Beyond the statistical analysis, the team used

qualitative research methods to analyze the text-based responses received for the open-ended survey questions. This portion of the analysis has provided a significant amount of meaningful information that the team can use to chart our course toward improving DEI within ILTA.

The process to analyze the text was iterative. Essentially each of the comments made on the survey was coded with initial codes, or basic themes. Then these codes were grouped and reduced until we were able to identify four themes that encompassed the thoughts and ideas shared by those who completed the survey. At a high level, the four themes are:

Executive Summary

- Diversity is needed at ILTA in all levels
- Training/programming needs and suggestions
- The biggest challenges to DEI initiatives at ILTA
- ILTA should serve as a model for member and partner organizations

Starting with the first theme of, "Diversity is needed at ILTA in all levels," the respondents felt that increased representation and the engagement of underrepresented minorities in regard to ILTA leaders, the Board of Directors, staff, volunteers, conference/seminar presenters, and membership. Specific suggestions were made to help achieve this goal in the area of recruitment and outreach.

Some of the notable recommendations included:

- Increase effort toward recruiting diverse members and volunteers

- Consider differently-abled and diverse people when planning events and booking facilities (e.g. visually impaired, gender-neutral bathrooms)

- Consider people with less experience or are not high-ranking at their firms or organizations for BOD roles

- Be intentional in the recruitment of presenters

- Create affinity groups for marginalized communities

As Lena Waithe, Emmy Award Winning Writer, Producer, Actress, said "The things that make us different, those are our superpowers." Recruiting and engaging diverse members, speakers, volunteers, will make us better, stronger, and smarter. Researchers have discovered that creating an environment that welcomes and encourages diversity improves team creativity, performance, and ultimately success. Creating an environment dedicated to DEI requires work, however, and a lot of this work pertains to professional development and training.

The second theme, "Training/programming needs and suggestions," offers the task force great recommendations for improving future programming opportunities for the membership:

- Offer DEI training programs about topics such as white privilege, unconscious bias, and understanding DEI

- Create a toolkit for member organizations to use to promote DEI in the workplace

- Create professional development programs, a mentorship program, and scholarships to help diverse members, less experienced members, and students from diverse backgrounds, grow in their careers

- Create more programming and support for small firms

Megan Smith, Former CTO of the United States, said, "Talent is everywhere. Not all talent has access." Through the creation of scholarships, mentorship, and professional development programs, we have the ability to increase access for less privileged members.

All of the programming and training suggestions received will inform the task force as we work toward setting goals for the next few years. And while we can say that most of these items were already noted in the preliminary plan, hearing these items mentioned by members through the survey reaffirm the direction we intend to follow. We expect though that there will be bumps in the road ahead, which is also mentioned in some of the survey responses.

The third theme, "The biggest challenges to DEI initiatives at ILTA," provides insight into the understanding many of our members have about the challenges for not only DEI at ILTA, but in the legal technology industry as a whole. Some of the challenges mentioned are not significantly different to the challenges experienced when implementing any change. Comments about these more basic problems include competing priorities, creating new standards, establishing clear goals, and knowing what success is. However, other areas specifically related to DEI where we expect focus may be needed include:

- Addressing the needs of people who have invisible identities

- Addressing unconscious biases or biases that some people may not be ready to acknowledge

- Truly understanding others' perspectives, beliefs, issues, and needs

Executive Summary

Executive Summary

As previously mentioned, recommendations were made related to recruiting and engaging new members, but many comments related to these areas mentioned the challenges to these efforts. One of the most common concerns is related to how difficult it is to recruit active members for volunteering, or serving as mentors and presenters, when they are disengaged. For some firms or legal departments, focusing on new ways to engage non-leadership members or newcomers could help increase the diversity of our membership, while providing opportunities for those newly engaged members to grow professionally. An important component of engaging members is the need to ensure all members feel welcomed and have equal opportunities to participate in ILTA.

One challenge facing the desire to increase diversity at ILTA is the history of the industry. The legal and technology industries have a history of exclusiveness. This history has created ingrained practices and behaviors, including hiring practices that perpetuate homogenous environments and cultures. Changing the culture within ILTA and the industry is going to take a lot of effort and time.

Finally, to end on a high note, one that we are all quite proud of is the theme, "ILTA should serve as a model for member and partner organizations." The task force was pleased to read the positive comments related to the value that ILTA provides to the membership through programming and services. We were further delighted to read that some believe that as ILTA continually improves in the area of DEI, the organization will be able to serve as a model for other organizations. As suggested in the comments provided, in order to improve, ILTA needs to develop specific DEI policies, plans, a commitment statement, and a mission. Even more importantly than creating the documentation, the task force needs to help the organization communicate the mission, policies, plans, and develop a common understanding and commitment to focus on continuously improve in this area. It is one thing to create a mission or a plan, but it is another to enact the plan and then measure the success of the plan.

The comments included in the survey responses suggest we can measure our success through future surveys, anecdotal evidence provided by diverse members, metrics related to the participation in ILTA events, and general membership statistics. As we see positive feedback, growth in membership, growth in attendance, and diverse membership, we will know we are on the right path.

So what does success look like for DEI at ILTA? Some say that we know we are successful when we have zero complaints. Others say we will have success when DEI is no longer needed as a focus and instead just becomes second nature or just how we do business. A key piece of these is working toward making ILTA a safe space for everyone.

Executive Summary

In order for ILTA to be a safe space for all, ILTA needs to welcome diverse members, diverse backgrounds, diverse perspectives, and actively seek these out. We need to create an environment that provides equal opportunities to contribute, and welcomes difficult, yet respectful conversations. Everyone needs to feel they belong at ILTA. A quote by Tammy Baldwin, first openly gay US Senator suggest that this change will not come quick, "There will not be a magic day when we wake up and it's now okay to express ourselves publicly. We make that day by doing things publicly until it's simply the way things are."

When we have achieved creating an environment of acceptance, belonging, and equal access to opportunities, ILTA will be respected as a model for DEI. And when this happens, organizations and individuals will want to join ILTA because of this success. As Verna Myers, Vice President of Inclusion Strategy at Netflix, said, "Diversity is being invited to the party; inclusion is being asked to dance." So, we ask you all to come dance with us. Let's make ILTA a great place for everyone to engage, participate, contribute, and grow. **ILTA**

Karina Willes

Senior Project Manager

Foley & Lardner LLP

Thank you to the 2020 Diversity, Equity & Inclusion Task Force

Canaan E. Himmelbaum, Esq
Director, Global Business Development
Consillo

Vanessa Lozzi
Senior Legal Technology and Litigation Support Administrator, AVP
Flagstar Bank

Tracie McCray
Digital Strategist – Brand & Event Operations
ILTA

Andy Morris *(ex officio)*
Chief Information Officer
Thompson Hine LLP

Jay Parekh
Vice President, Strategic Alliance
Netrix

Gillian Power
Chief Information Officer
Lathrop GPM LLP

Robin Price
Junior IT Trainer
Allen Matkins Leck Gamble Mallory & Natsis LLP

Joy Heath Rush
CEO
ILTA

Ginevra Saylor
National Director, Innovation and Knowledge Programs
Gowling WLG (Canada) LLP

Beth Anne Stuebe
Director of Publications and Press
ILTA

Debbie Ting
Senior Manager, KM Transactional Technologies
Simpson Thacher & Bartlett

Jaclyn Walkins
KM Technology Project Manager
Sidley Austin LLP

Karina Willes
Senior Project Manager
Foley & Lardner LLP

Qualitative Analysis Summary

Qualitative Analysis

What should ILTA do to foster diversity, equity, and inclusion in the ILTA community?

Note: Not all participants perceived a problem or communicated that DEI should not be a priority for ILTA. Those that did shared these ideas:

1. **ILTA serves as a model for member organizations**

   a. Create a DEI commitment statement (policy) and feature prominently in communications (web site, newsletters, etc.)

   b. Create (no tolerance) policies for individuals not treating others equally or demonstrating bias

   c. Create a DEI strategic plan and communicate it

   d. Focus on continuous improvement for DEI

      i. Survey, use statistics for benchmark

      ii. Solicit feedback from individuals falling into groups that fall under the definition of diversity for ILTA and find out if ILTA is meeting their goals and how to improve

   e. Be open, welcoming, and listen to members

   f. Treat everyone equally

2. **Increase the representation and encourage involvement of diverse groups of people**

   a. Recruiting:

      i. Leaders

      ii. Staff

         1. More diverse ILTA staff is needed (Including Men)

      iii. Members

         1. Active recruitment and outreach

         2. Directed effort toward recruiting racially diverse members

         3. Consider differently abled and diverse people when planning events and booking facilities (e.g. visually impaired, gender-neutral bathrooms)

      iv. Board members

         1. Include people who are not high-ranking at their firms (non-leadership)

Qualitative Analysis

    v. Volunteers

        1. Active recruitment and outreach

    vi. Presenters

        1. Checklist

        2. Be intentional in recruitment of presenters

b. Create Affinity groups for marginalized communities

c. Membership diversity should match the diversity found in the general public. (Some people question if the industry itself is less diverse than the general public?)

    i. There would be value in knowing DEI experience at member firms

d. Find methods to encourage contributions from others (people who have not typically been involved)

3. **Plan/Create Diversity Training/Programming**

a. Focus some training/presentations on diversity issues specifically targeting participants who do not identify with marginalized communities

    i. White privilege, unconscious bias

    ii. Tools and resources for understanding DEI

b. Create programming that demonstrates the value of diversity

    i. Toolkits to promote DEI in the workplace

c. Create training/programming that focuses on developing women and minorities professionally within the field

    i. Mentorship

    ii. Training

d. Hold DEI events and socials for DEI–related communities at ILTACON

    i. Celebrate and honor cultural days/events

e. Provide scholarships to help diverse members grow in their careers

4. **Defining Diversity and DEI Initiatives**

a. Include small firms' perspectives

    i. Create more small firm programming and support

    ii. Smaller firms also need love

b. Do not forget differently abled persons

Qualitative Analysis

c. Find out what law firms are doing for DEI

d. Consult with Experts and others who have had success

5. Focus on Communication

    a. Some ideas noted in #1 above apply here as well

    b. Include DEI supportive statements in communications

    c. Human interest stories about diverse members moving ahead in their career – Member stories

    d. Give people options for receiving communication as some methods (e.g. email) is not as effective for some people

What will success look like to you regarding ILTA's embracing of diversity, equity, and inclusion?

....

How will ILTA know that it has been successful in incorporating diversity, equity, and inclusion?

....

1. 100% Commitment

    a. Zero complaints

2. Metrics Reflect Improvements Made

    a. Survey and follow–up surveys

    b. Anecdotal evidence from diverse members

    c. Participation/DEI metrics from events and in membership

    d. Positive feedback related to DEI at events (not–necessarily related to DEI)

    e. Positive feedback from DEI events

Qualitative Analysis

f. Membership growth

g. Attendance Growth

h. Locations where ILTA is active grows

3. **Seeing more diversity represented and supported — ILTA will become stronger with more diversity**

   a. Members

      i. More representative of the population around the world

   b. Leadership

   c. Staff

   d. Volunteers

      i. Everyone has opportunities

      ii. In all tasks forces, committees

   e. Board of Directors

   f. Presenters

   g. Programming and activities

      i. Mentorship for "younger" members

      ii. Programming to develop "younger" and/or diverse members professionally

h. Participants at events

   i. Scholarships for diverse members and/or members who are not in leadership/management positions (younger members)

4. **ILTA Is a Safe Space**

   a. Welcomes diverse members

   b. Welcomes diverse perspectives

   c. Welcomes diverse backgrounds/stories

   d. Actively seeks out diverse thoughts and voices

   e. Welcomes respectful conversations

   f. Everyone is comfortable talking about DEI Issues

   g. People feel safe having tough conversations

   h. Everyone feels valued and can contribute as little or as much as they like

   i. Everyone feels included

   j. Everyone feels that they belong

   k. Everyone feels accepted

   l. Everyone feels like they have opportunities to contribute

Qualitative Analysis

m. Transparency – No politics – No cliques – no blackballing

n. More member–centric (with open elections???)

o. More comradery

p. ILTA is more responsive to inquiries and follows–up on inquiries

q. Everyone is treated according to the code of conduct

   i. Reports of issues are handled professionally and respectfully

5. **When DEI No Longer Needs to be a Focus**

   a. When we can get back to focusing on business needs because DEI is inherent in what we do

   b. When DEI is integrated into default decisions – simply how you do business

   c. When DEI becomes second nature

6. **When ILTA has committed to a defined DEI mission and plan**

   a. Focusing on continuous improvement in DEI

b. Documented DEI Mission, Plan, and Commitment Statement

c. Policies about tolerance and encouraging gender neutral language

   i. Zero tolerance policy

d. Communicated to membership

   i. And everyone understands the plan

e. Considered in all activities – puts action behind words

f. When ILTA demonstrates continuous commitment to DEI

g. ILTA engaged in the community (e.g. promoting tech and career development at schools in areas with diverse populations)

h. ILTA focuses more on members than vendors (???)

7. **When ILTA Is looked to as a Model for DEI**

   a. Respected for being a model of DEI excellence

   b. When people/organizations want to join because of the success ILTA has experienced

Qualitative Analysis

What do you feel are the biggest challenges in the area of diversity, equity, and inclusion affecting professional development for the members of the legal technology industry?

1. **Staying focused on the cause and Working Toward Progress**
   a. Competing priorities
   b. Not letting a few "bad apples" detract from progress
   c. Not getting too political
   d. Putting action behind words
   e. Creating NEW standards
   f. Fostering core beliefs
   g. Establish programming for professional development of diverse members
   h. Establish programming to address DEI Concerns
   i. Building for the future instead of focusing on the past
   j. Having clear goals

2. **Specific DEI Concerns**
   a. Specific Types of Biases/Discrimination
      i. Gender Bias
      ii. Racial discrimination
      iii. Gender discrimination
      iv. Transgender acceptance
      v. Thought and background diversity
      vi. Unconscious bias
      vii. Implicit bias
      viii. Ageism
      ix. Religion is also important to consider
   b. Understanding others perspectives, issues, and beliefs
   c. Understanding challenges for people who have invisible identities
   d. Unwillingness to acknowledge disparities
   e. Learning from people who have experienced issues related to DEI
   f. Law firms offer little DEI training for non–attorneys

Qualitative Analysis

3. **How success is determined?**
   a. Knowing what success is

4. **Recruiting, Developing, and Engaging Diverse Members**
   a. From positions where people do not normally consider joining or becoming active with ILTA
   b. Finding good mentors to work with less experienced members to develop them professionally
   c. Active recruitment and outreach for diverse members and volunteers
   d. Offering scholarships
      i. To students from diverse backgrounds
      ii. To students at HBCU law schools
      iii. To lower level, less experienced, non-management members
   e. Encouraging new voices
   f. Effort needed to encourage a diverse group of employees at firms, corporations, and organizations
   g. Engaging members who are not engaged
      i. Non-leadership from law firms
      ii. Newcomers
      iii. The disengaged
   h. Ensuring equal opportunities for all members
   i. Creating a safe space for all people to express their ideas
      i. Removing the fear of being mocked for expressing views
      ii. Some members do not feel welcomed
   j. Establishing the infrastructure to engage diverse individuals
   k. Developing diverse presenters

5. **DEI Issues come from a long history (personal and industry)**
   a. History of Exclusiveness in Law Firms and Technology
   b. Traditionally white male dominated
   c. The effort or challenge involved with addressing systemic issues and ingrained beliefs/behaviors
   d. Changing hiring practices – so people don't continue to hire people like themselves and value diversity
   e. Changing culture takes a lot of **time and effort**

Qualitative Analysis

Are there any other comments that you would like to add concerning Diversity, Equity, and Inclusion at ILTA?

NOTE: some responses were collapsed under themes previously listed under the other questions.

1. **Gratitude for effort**

2. **ILTA is doing a good job**

3. **DEI effort is valuable**

4. **Let's get back to work**
   a. No understanding that DEI affects the work being done – doesn't see value

6. **Outliers:**
   a. Volunteering to help efforts
   b. Need DEI knowledge
      i. One participant didn't understand the difference between sexual orientation and gender identity
      ii. Not acknowledging DEI related issues or experiences
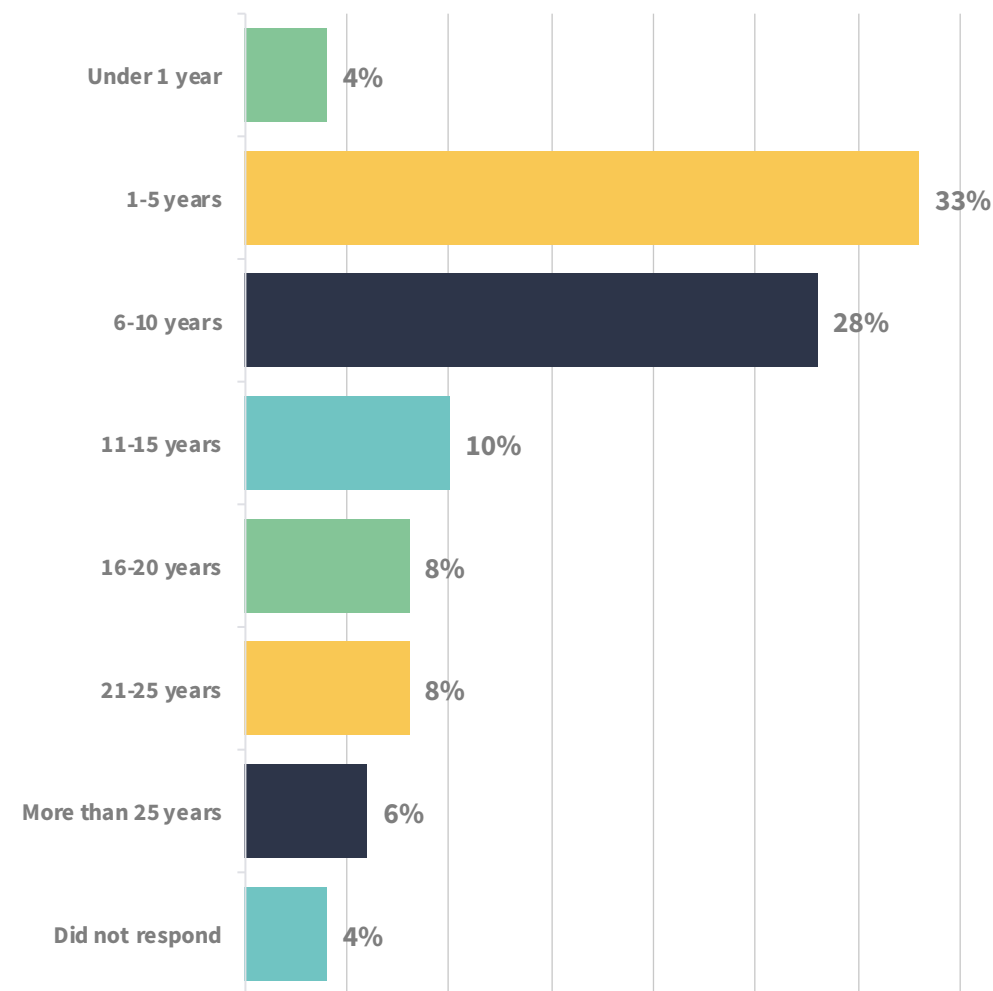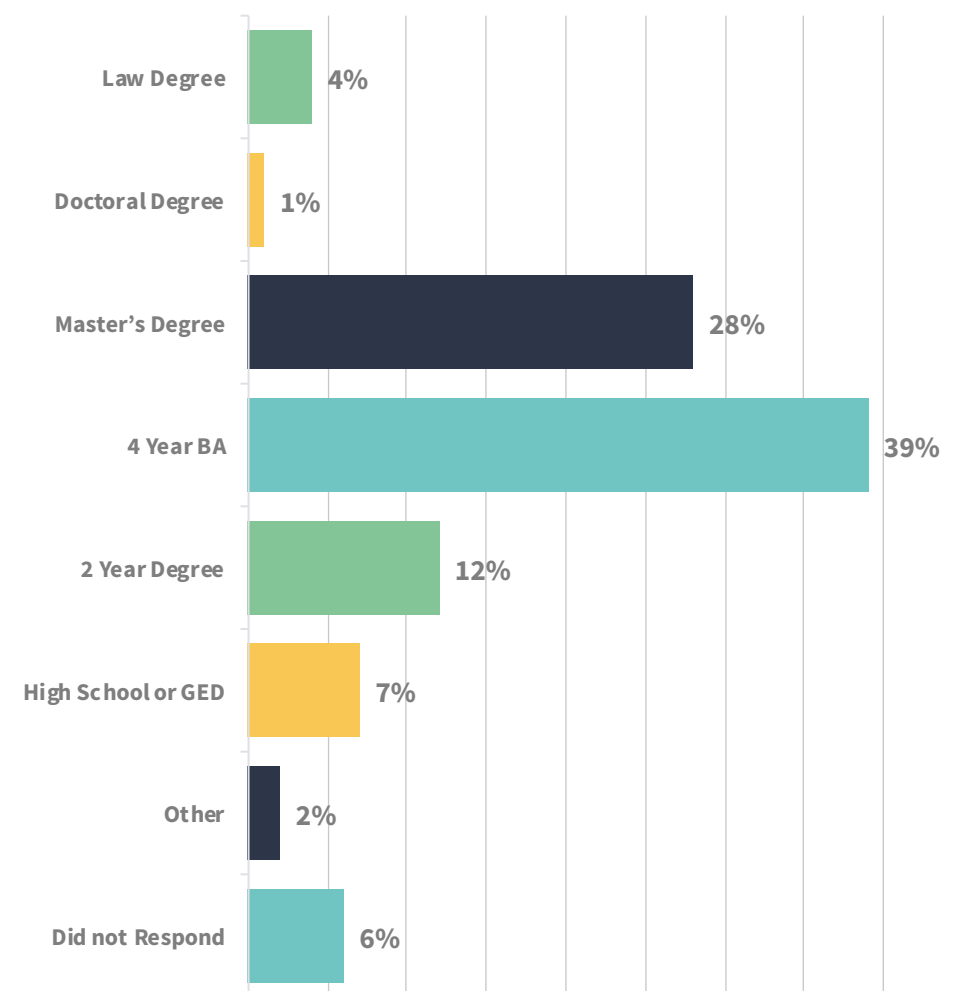   iii. Should focus on members

Demographic Profile

Demographic Profile

A total of 144 responses were received; the data reflect the analysis based on that.

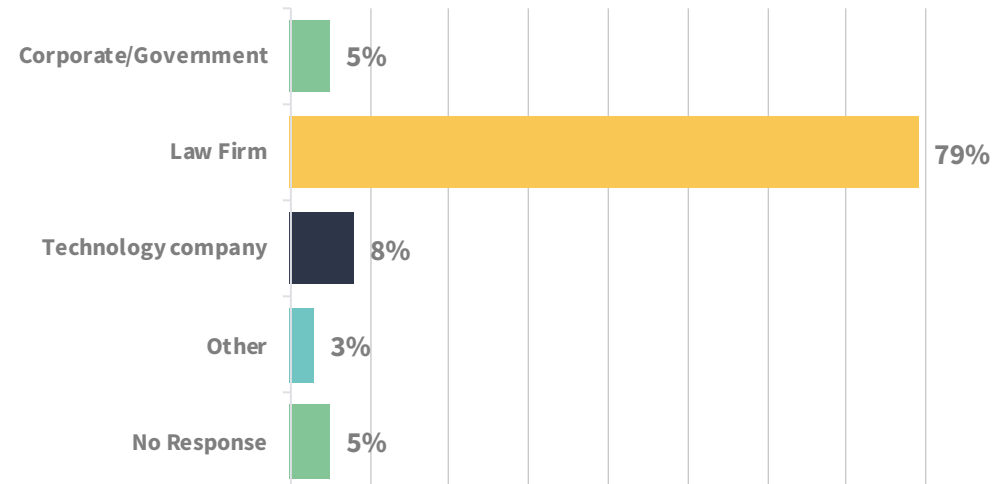## Length of time working in Legal Technology

Category	Percentage
Under 1 year	4%
1-5 years	33%
6-10 years	28%
11-15 years	10%
16-20 years	8%
21-25 years	8%
More than 25 years	6%
Did not respond	4%

Highest Degree Earned

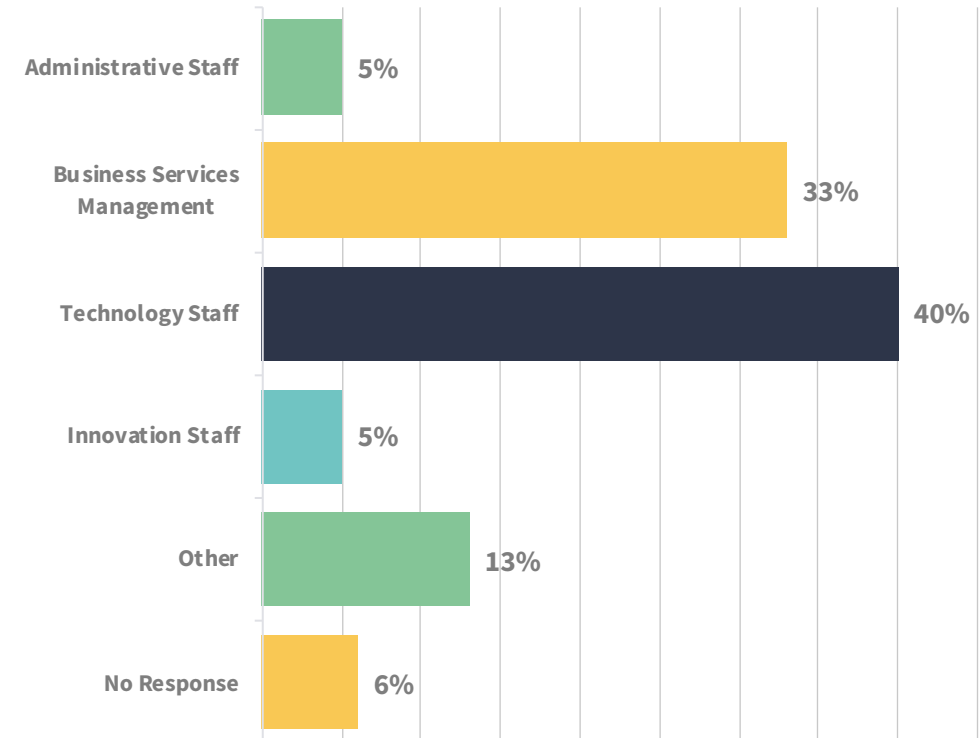| Category	Percentage
Law Degree	4%
Doctoral Degree	1%
Master's Degree	28%
4 Year BA	39%
2 Year Degree	12%
High School or GED	7%
Other	2%
Did not Respond	6%

Demographic Profile

A total of 144 responses were received; the data reflect the analysis based on that.

Type of Organizational Employment

- Corporate/Government: **5%**
- Law Firm: **79%**
- Technology company: **8%**
- Other: **3%**
- No Response: **5%**

Current Role in Organization
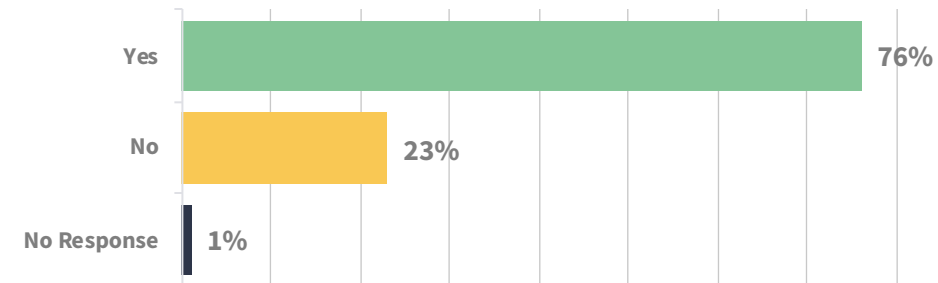
- Administrative Staff: **5%**
- Business Services Management: **33%**
- Technology Staff: **40%**
- Innovation Staff: **5%**
- Other: **13%**
- No Response: **6%**

Leadership/Management Position

- Yes: **76%**
- No: **23%**
- No Response: **1%**

Demographic Profile

A total of 144 responses were received; the data reflect the analysis based on that.

Country Associations

		EMPLOYMENT	RESIDENCE	BIRTH
	Australia	6%	6%	2%
	Brazil	1%	1%	1%
	Canada	7%	7%	6%
	United Kingdom	4%	4%	8%
	United States	76%	79%	71%
	Other	--	--	8%
	No response	6%	4%	4%

Demographic Profile

A total of 144 responses were received; the data reflect the analysis based on that.

Age Group
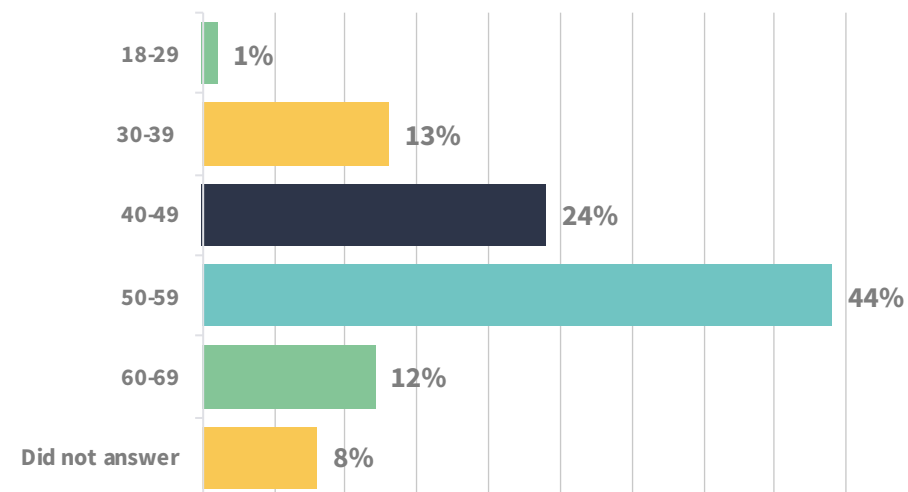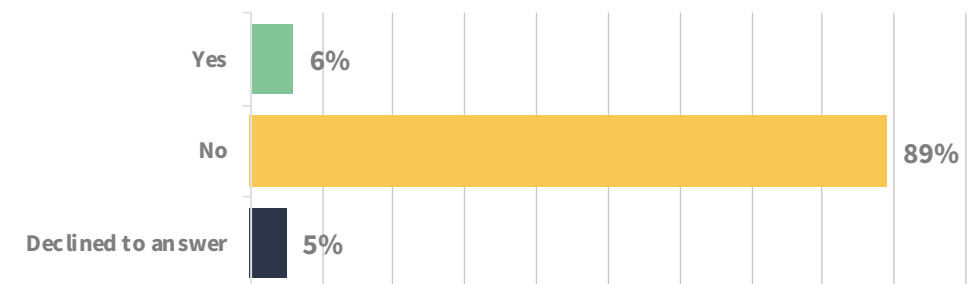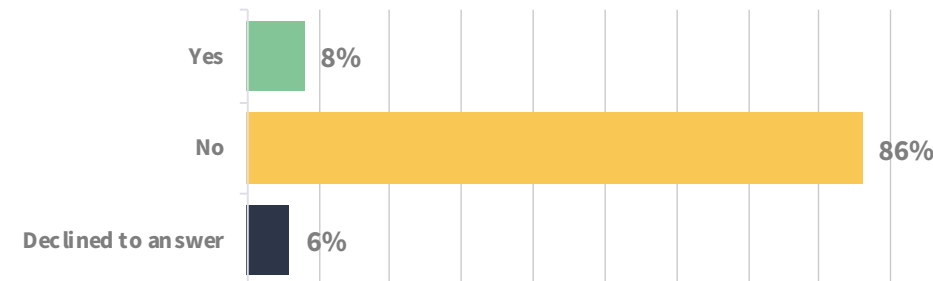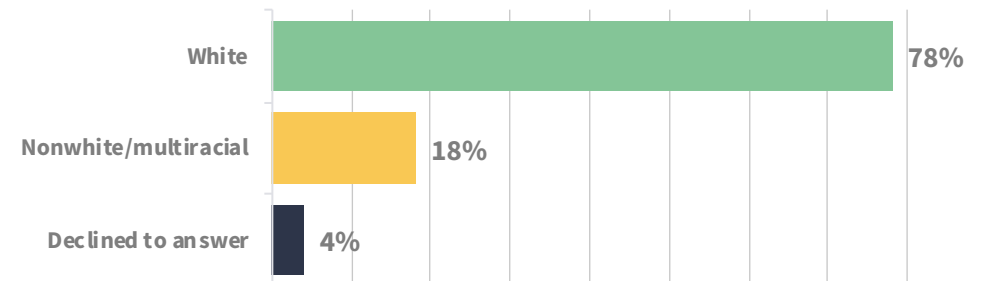
Age Group	Percentage
18-29	1%
30-39	13%
40-49	24%
50-59	44%
60-69	12%
Did not answer	8%

Military Service

Military Service	Percentage
Yes	6%
No	89%
Declined to answer	5%

Differentially Abled

Differentially Abled	Percentage
Yes	8%
No	86%
Declined to answer	6%

Race/Ethnicity

Race/Ethnicity	Percentage
White	78%
Nonwhite/multiracial	18%
Declined to answer	4%

Demographic Profile

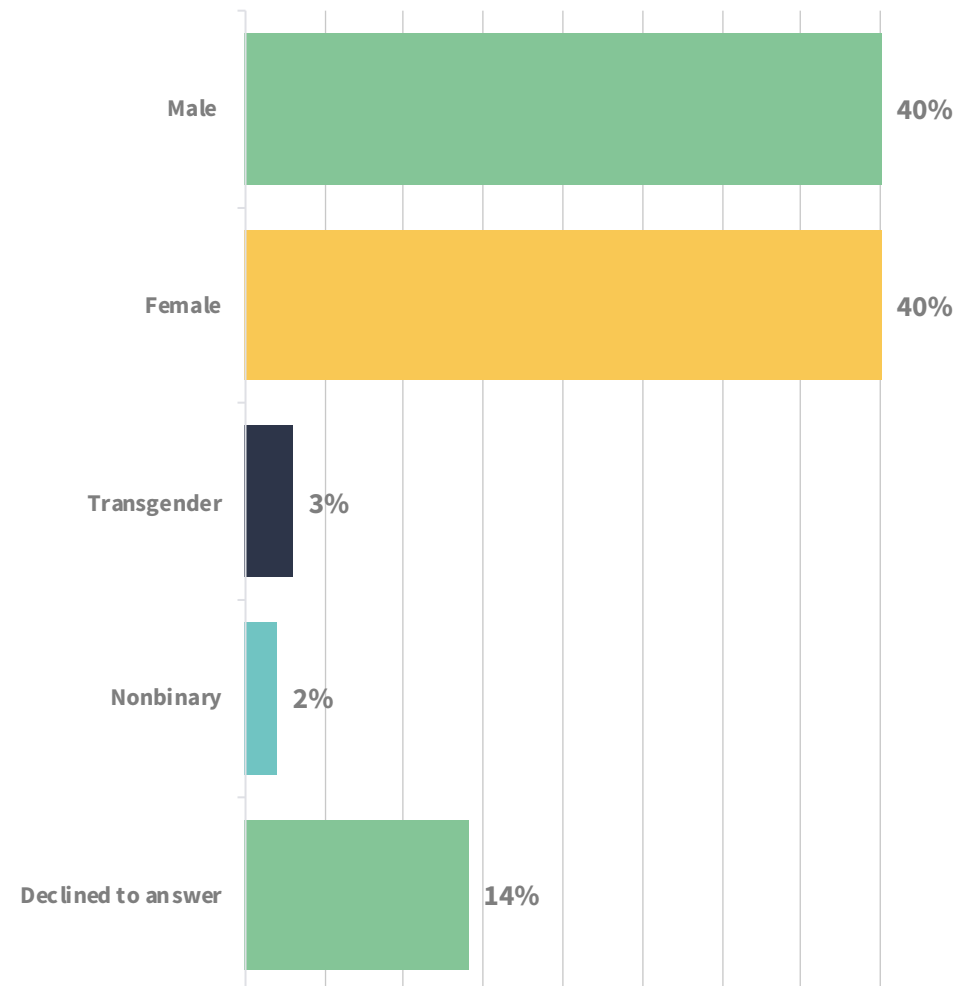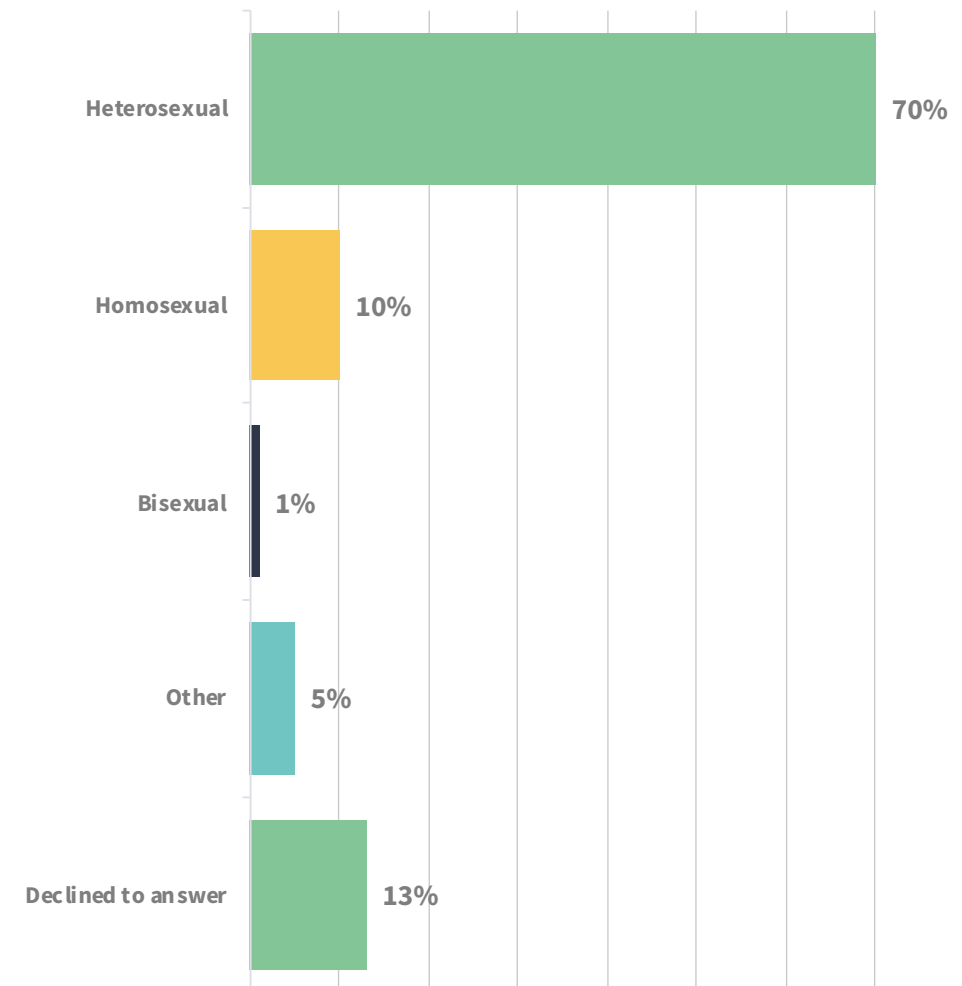**A total of 144 responses were received; the data reflect the analysis based on that.**

Gender Identity

Male	40%
Female	40%
Transgender	3%
Nonbinary	2%
Declined to answer	14%

Sexual Orientation

Heterosexual	70%
Homosexual	10%
Bisexual	1%
Other	5%
Declined to answer	13%

Direct Experience with Organization

Measurement Model

A 12 item scale measured the feelings of the direct experience with the organization, the scale was unidimensional with a good reliability (Cronbach's Alpha = .90). This indicates that persons are probably making a global or overall assessment rather than examining individual characteristics or elements of the situation.

The overall mean was **42.7 on a 12 to 60 scale**. Essentially, if one examines that average item score, the **3.55** is above the midpoint of 3.00 (on a scale of 1 to 5), indicating a positive view of the organization based on direct experience. The mean is not universal with a standard deviation of about 1.5, so there is a distribution of values around the mean. I would interpret this as members reasonably happy with the organization and feeling positive generally.

Associations and Differences

Sexual Orientation

Comparing the difference in direct experience of heterosexuals versus members of the LGBTQ community with the organization, heterosexuals express greater positive feelings of direct experience, $F_{(1,122)} = 4.48$, $p < .05$.

	N	M
Heterosexual	100	44
LGBTQ+	24	41

Race

Comparing the difference in direct experience of white and nonwhite members with the organization, nonwhites express greater positive feelings of direct experience, $F_{(1,134)} = 5.44$, $p < .05$.
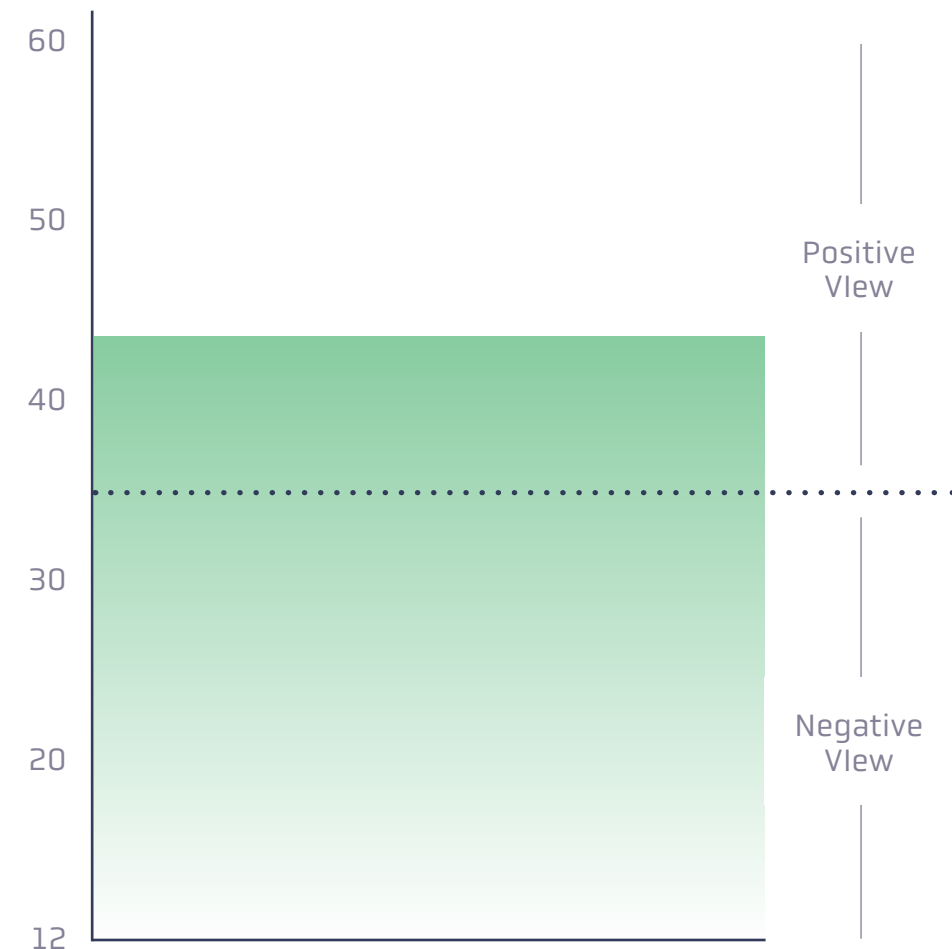
	N	M
White	112	42
Nonwhite	23	46

Direct Experience with ILTA

Measurement Model

A 12 item scale measured the feelings of the direct experience with the organization, the scale was unidimensional with a good reliability (Cronbach's Alpha = .90). This indicates that persons are probably making a global or overall assessment rather than examining individual characteristics or elements of the situation.

    The overall mean was **42.7 on a 12 to 60 scale**. Essentially, if one examines that average item score, the **3.55** is above the midpoint of 3.00 (on a scale of 1 to 5), indicating a positive view of the organization based on direct experience. The mean is not universal with a standard deviation of about 1.5, so there is a distribution of values around the mean. I would interpret this as members reasonably happy with the organization and feeling positive generally.

Positive VIew

Negative VIew

FEELINGS OF THE DIRECT EXPERIENCE WITH ILTA

Direct Experience with ILTA

Associations and Differences

Sexual Orientation

Comparing the difference in direct experience of heterosexuals versus members of the LGBTQ community with the organization, heterosexuals express greater positive feelings of direct experience, $F_{(1,122)} = 4.48$, $p < .05$.

	N	M
Heterosexual	100	44
LGBTQ+	24	41

Gender Identity

Comparing the differences in direct experience based on gender identity found no significant differences among the groups, $F_{(2,122)} = 0.55$, $p > .05$

	N	M
CIS Female	59	44
CIS Male	57	42
Trans, nonbinary, gender fluid	9	42

Race

Comparing the difference in direct experience of white and nonwhite members with the organization, nonwhites express greater positive feelings of direct experience, $F_{(1,134)} = 5.44$, $p < .05$.

	N	M
White	112	42
Nonwhite	23	46

Feeling of Acceptance by ILTA

Measurement Model

A 23–item scale examined the level of feelings of acceptance by the organization. The scale exhibited a single dimension with a very high reliability, Cronbach's Alpha = .96. The analysis demonstrates that persons are making universal evaluations of the acceptance of the organization of persons.

The overall mean was **91 on a scale that ran from 23 to 115**, with an average item score of **3.96** (on a scale of 1 to 5). Essentially, for each of the items a person was selecting a 4 on the scale, indicates a fairly high level of feelings of acceptance by the organization on average, the standard deviation was about 1.5, indicating some level of variability but heavily weighted in favor of positive feelings.
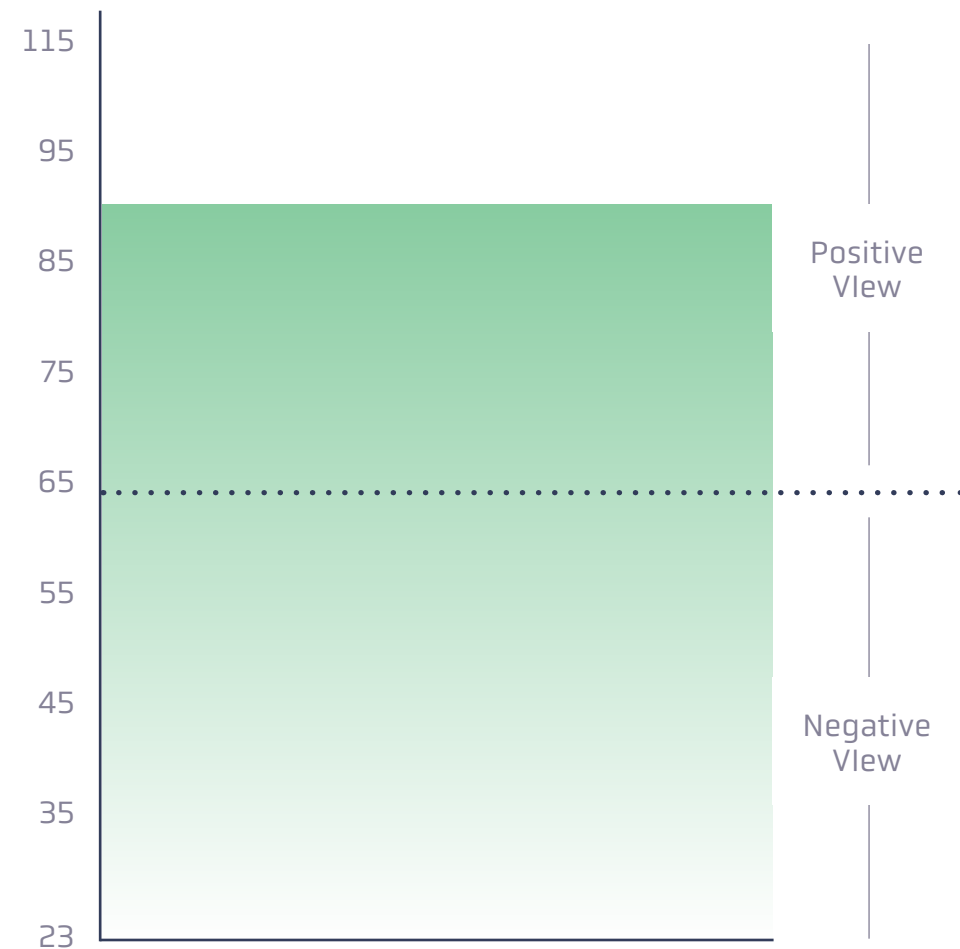
FEELING OF ACCEPTANCE BY ILTA

Feeling of Acceptance by ILTA

Associations and Differences

Sexual Orientation

Comparing the difference of acceptance of heterosexuals versus members of the LGBTQ community with the organization, heterosexuals express greater positive feelings of acceptance, $F_{(1,122)} = 3.99$, $p < .05$.

	N	M
Heterosexual	100	93
LGBTQ+	24	88

Gender Identity

Comparing the differences in acceptance based on gender identity found no significant differences among the groups, $F_{(2,122)} = 1.10$, $p > .05$

	N	M
CIS Female	59	94
CIS Male	57	90
Trans, nonbinary, gender fluid	9	88

Race

Comparing the feeling of acceptance of white and nonwhite members with the organization, no difference was observed in the level of acceptance, $F_{(1,134)} = 0.94$, $p > .05$.

	N	M
White	112	91
Nonwhite	23	94