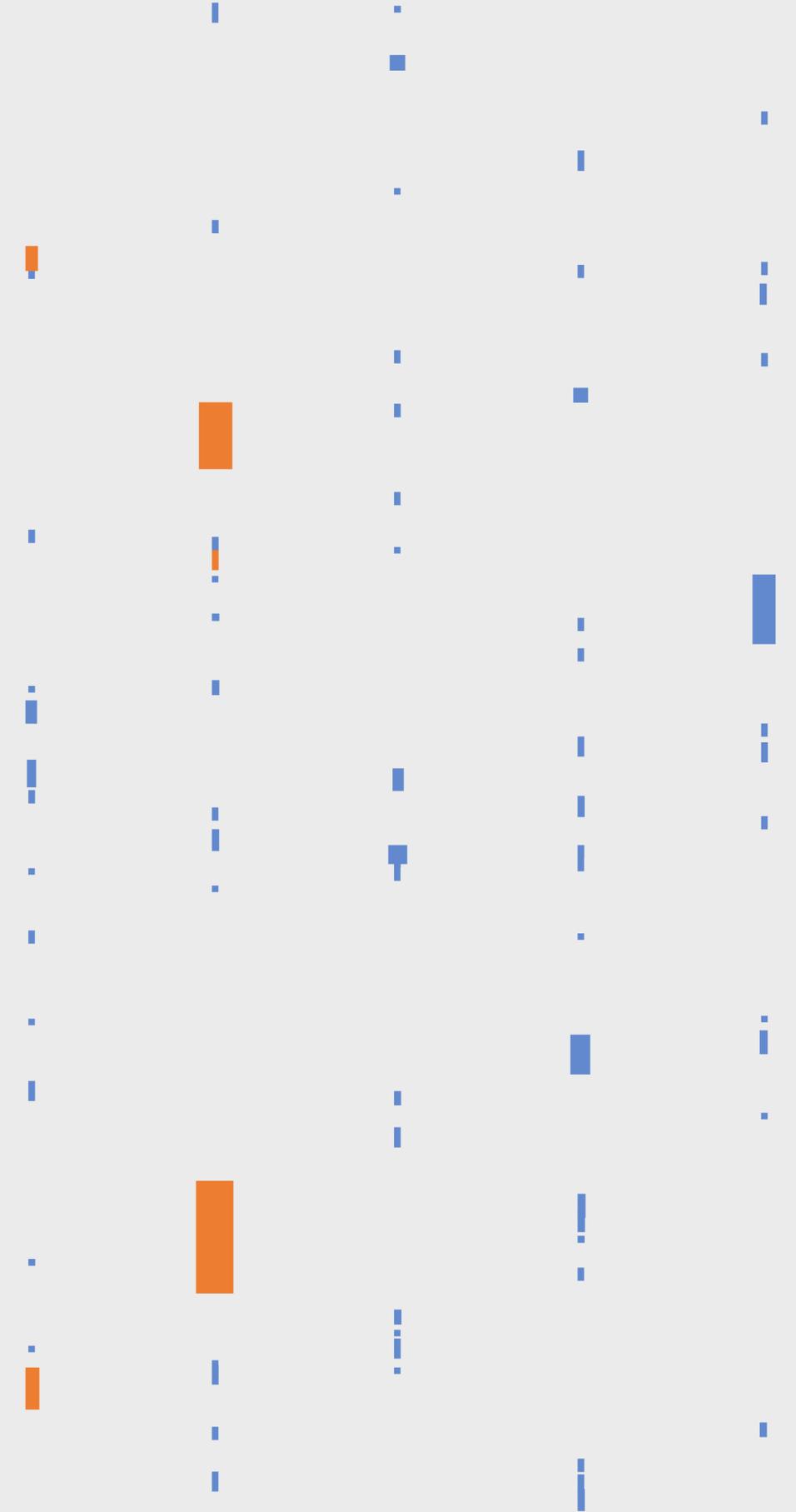


Effective Conversations to Relieve Online User's Mental Health Issue

Shaoxiong Ji



Cyberbullying & Mental Health



source: secureteen.com



source: edgarsnyder.com

52% being cyber bullied.
2x-9x suffer from low self-esteem
and consider suicide

1/4
3/4
900,000

suffering from mental disorder
people do not receive treatment
committing suicide every year

Talking is the Most Effective Treatment for Mental Health Issue

Statistical Numbers

35% used health services

29% consulted with a GP

Treatment Types

Visit psychologists

Hot-line

Social workers

Support from family, friends and communities

Others

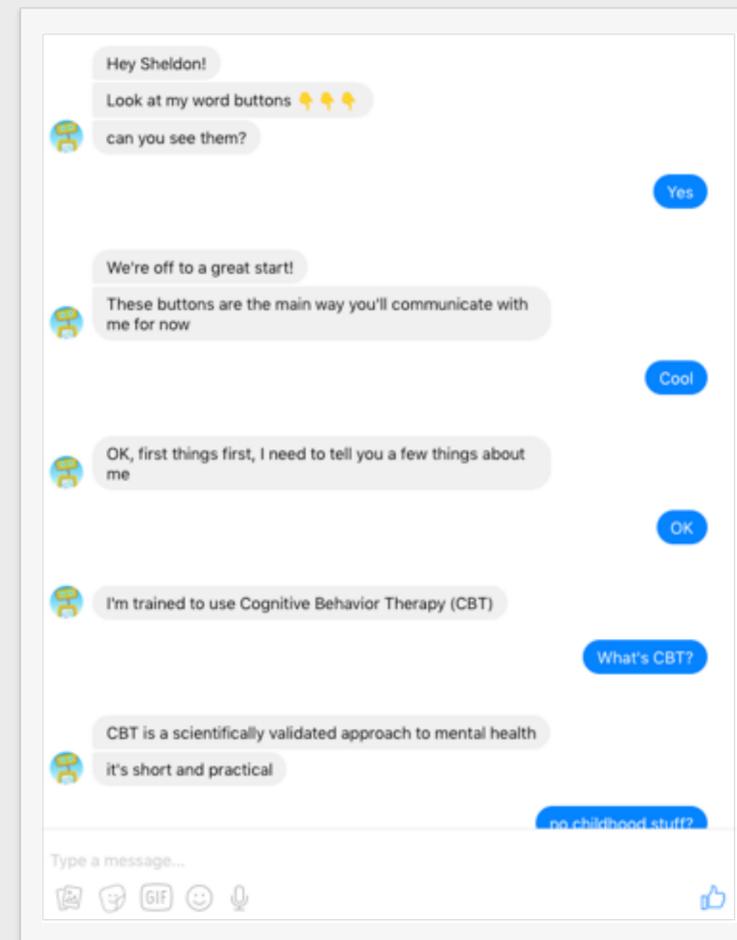
Online Conversation for Mental Health Treatments

Types

- One-to-one chat (snap chat, Facebook, Skype, mobile phone messages, and wechat etc.)
- Online forum discussion

Advantages

- Easy to access
- Asking help from worldwide
- People feels more comfortable to talk online rather than face-to-face



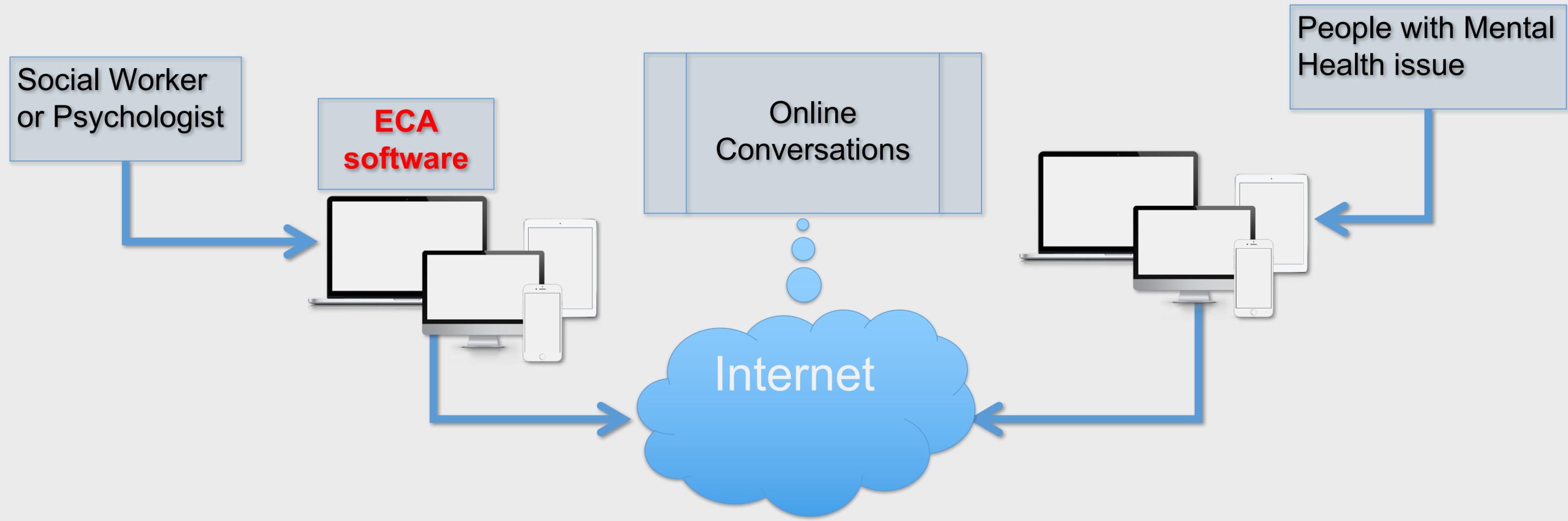
one-to-one conversation



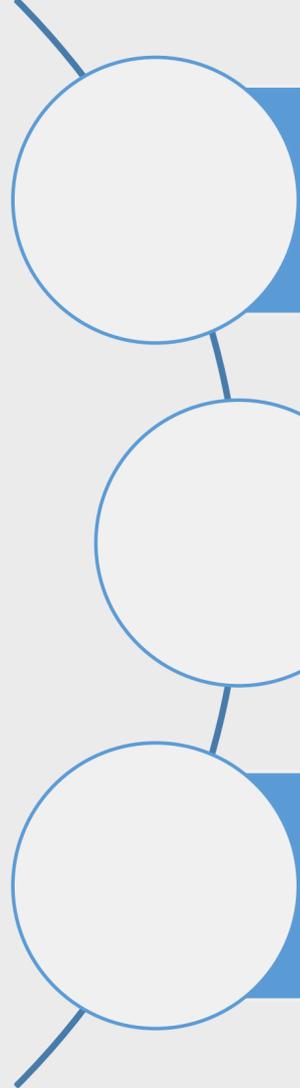
one-to-many Online forum discussion

Our Aim: Effective Conversation Assistant

To improve the efficiency of social workers and psychologists on talking to mental health patients.
It will be a software: Effective Conversation Assistant (ECA).



Functionality of the Effective Conversation Assistant

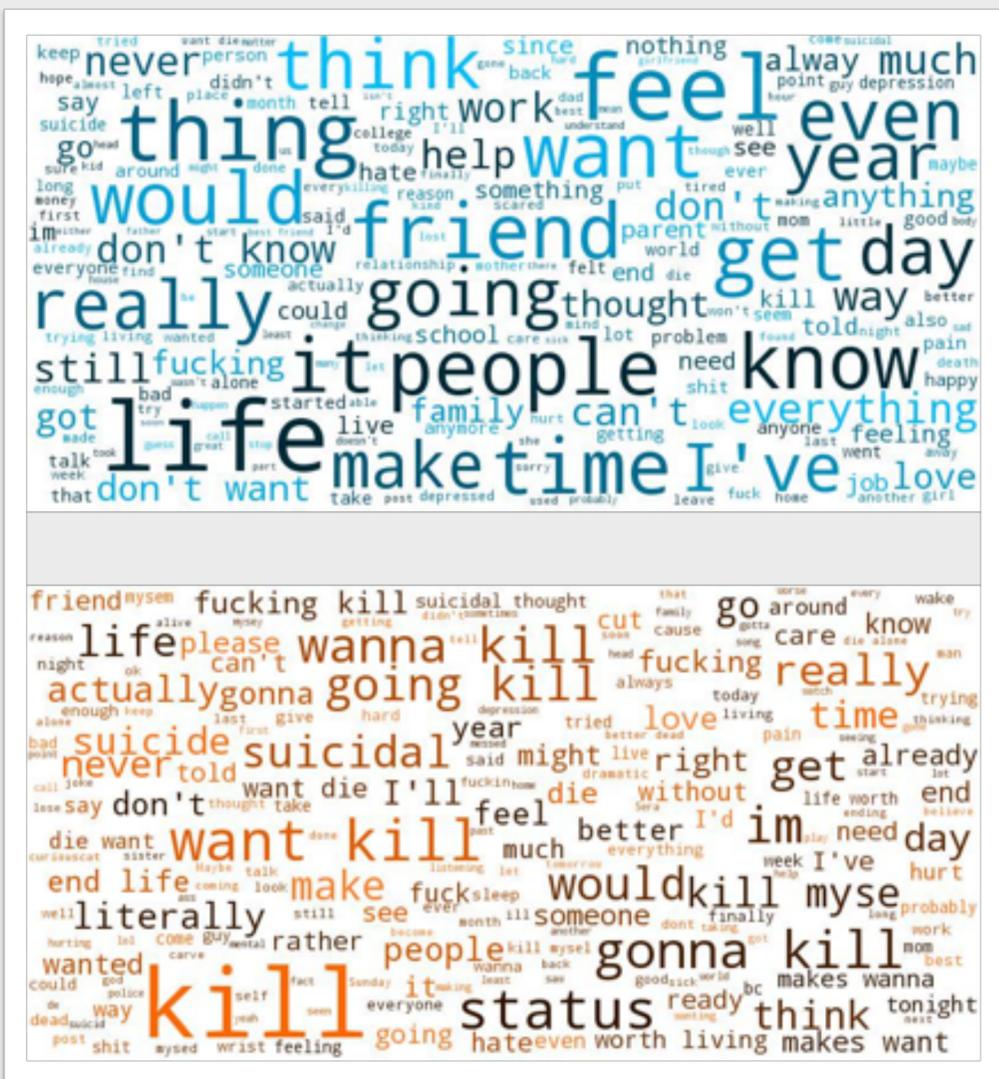


- Analytics of the conversation data.

- Evaluate the impact of your sentences before sending to the online conversation

- Automatically understanding the factors result in the mental health issue

Research Progress: Text analytics for mental health related online conversation



1 money, working, suicide, gun, fucked, come, yet, failed, erase, thats
 2 said, got, went, started, friend, back, father, told, mother, girl
 3 im, school, go, year, time, know, one, ive, day, got
 4 im, dont, its, ive, cant, get, know, around, time, pain
 5 im, feel, like, want, know, friend, would, life, get, time
 6 imagine, cellophane, abandoned, anyone, medical, cheated, mr, surgery, yelling, letter
 7 im, want, life, like, get, feel, ive, know, year, even
 8 fucking, very, tomorrow, bottom, accept, sharp, n't, went, wife, attacked
 9 condition, suicide, also, hope, tx, california, chronic, jumping, crisis, age
 10 please, find, mother, car, social, live, need, accident, debt, month

Research progress: Effective Conversations Response Strategies

- Combined response strategies:

emotional support	self-disclosure	offering group support
empowerment	interpretation	cognitive change inducement
persuasion	advising	referring

[G. Itzhak, et al., 2012]

Future work: Applying Effective Conversation Assistant for Cyberbullying

- What is the characteristics of the mental health caused by cyberbullying?
- What kind of support is needed for cyberbullying victims?
- How to produce effective response to cyberbullying victims?

