



Understanding Online Disclosure

A triangular
multi-method
research concept
on anonymous
chat help in
primary care

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Our research question

How to research the quality
of **anonymous chat help**
as an online help method
in primary care?

PART 1

METHODOLOGICAL CHALLENGES

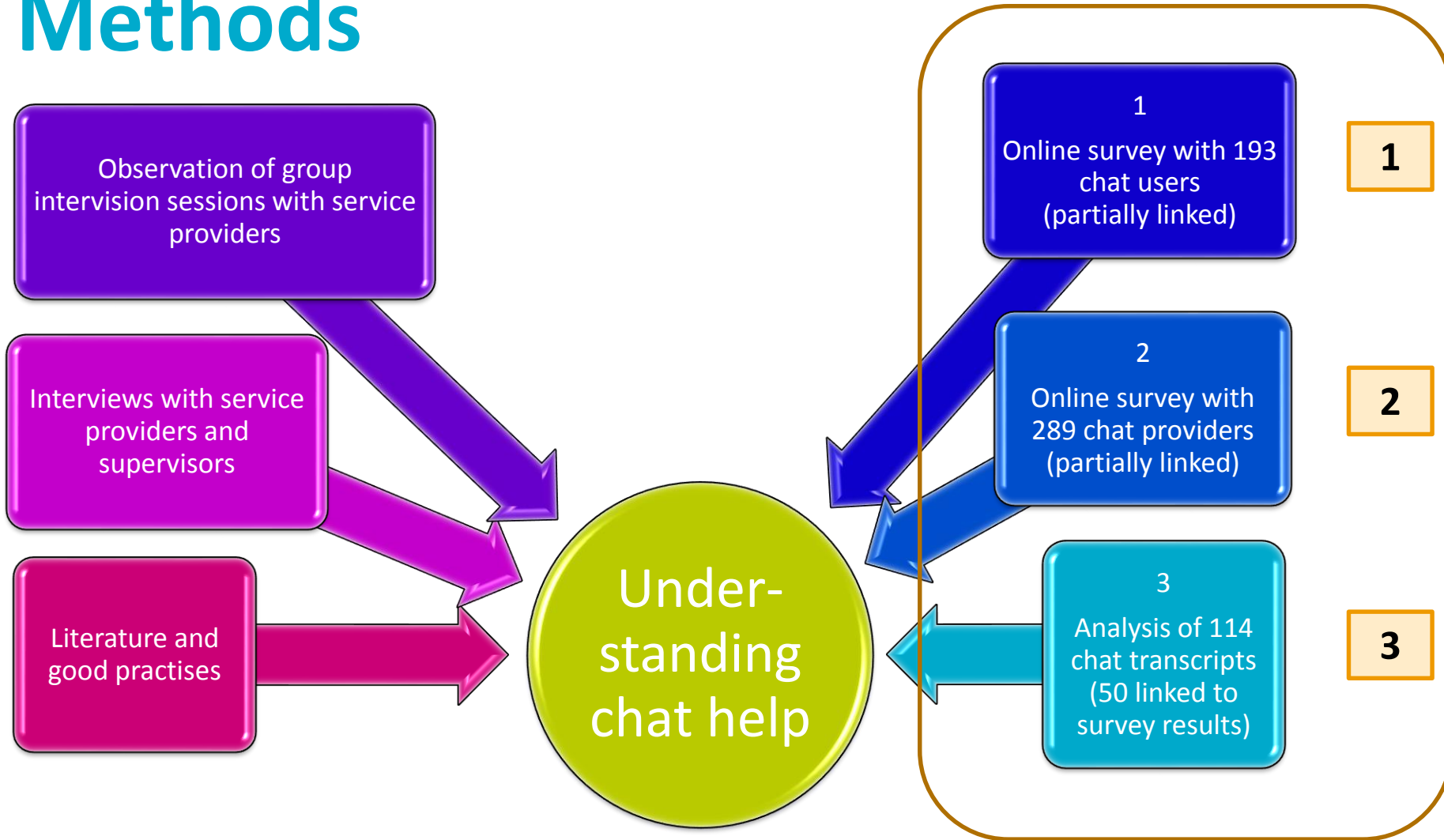


Challenges

- Unregistered and anonymous: impossible to track down afterwards
- No other personal information than the chat conversation
- High disclosure of topics such as rape, abuse, self-abuse, suicide ideas or plans, illness, LGBTQ, badgering, love, conflicts,...
- Intangible 'chat alliance' between service user and provider



Methods



The triangular approach

Research methods	N	N
Questionnaires of service providers only	220	413
Questionnaires of service users only	124	
Questionnaires of service providers AND service users (<i>linked</i>)	69	
Chat transcript analysis only	64	114
Questionnaires of service providers AND users AND analysis of their chat transcript (<i>linked</i>)	50	

The online surveys

- Online survey of service users (N=193)
 - Asked by the service provider at the end of the chat conversation.
 - Estimated response: 33% of number of chat conversations
 - The effect of the survey: therapeutic writings for some.
- Online survey of service providers (N=289)
 - Expected to be filled out after every chat conversation.
 - On the perceived effect of the conversation on the user
 - Estimated response: 50% of number of chat conversations



Service users: expectations

Original expectation	Better than expected	As expected	Worse than expected
Little or no expectations	60%	30%	10%
Expected to tell my story	37%	41%	22%
Expected to find understanding	35%	38%	27%
Expected to lighten my problems	34%	34%	32%
Expected to get tips to deal with my problems	30%	35%	35%
Expected to have the courage to proceed	26%	38%	35%
Don't know what I expected	33%	26%	40%
Expected to find a solution to my problems	22%	35%	43%
Expected something else	0%	44%	56%
On average	32%	37%	30%



Online survey on service users

- *“To get the opportunity to express one’s utmost intimate feelings without being judged or blamed.”*
- *“I needed to ventilate with an outsider. Because chat is anonymous, you can communicate more frankly.”*
- *“Chat is only virtual. You communicate with a screen that presents you with a different outlook on things. It strikes you, but it’s less confronting than real life communication. It offers you a temporary solution, it can give you a small boost :)”*
- *“It was very impersonal, without any commitment and at a distance.”*



Online survey of service providers

- *“She just wanted to tell her story. Tell it all, for once. Anonymously. She didn’t expect to find answers, I think”.*
- *“I guess he received some understanding from me about the fact that he could not talk about his feelings and deeper thoughts. And he got some recognition of his feelings of loss and guilt.”*



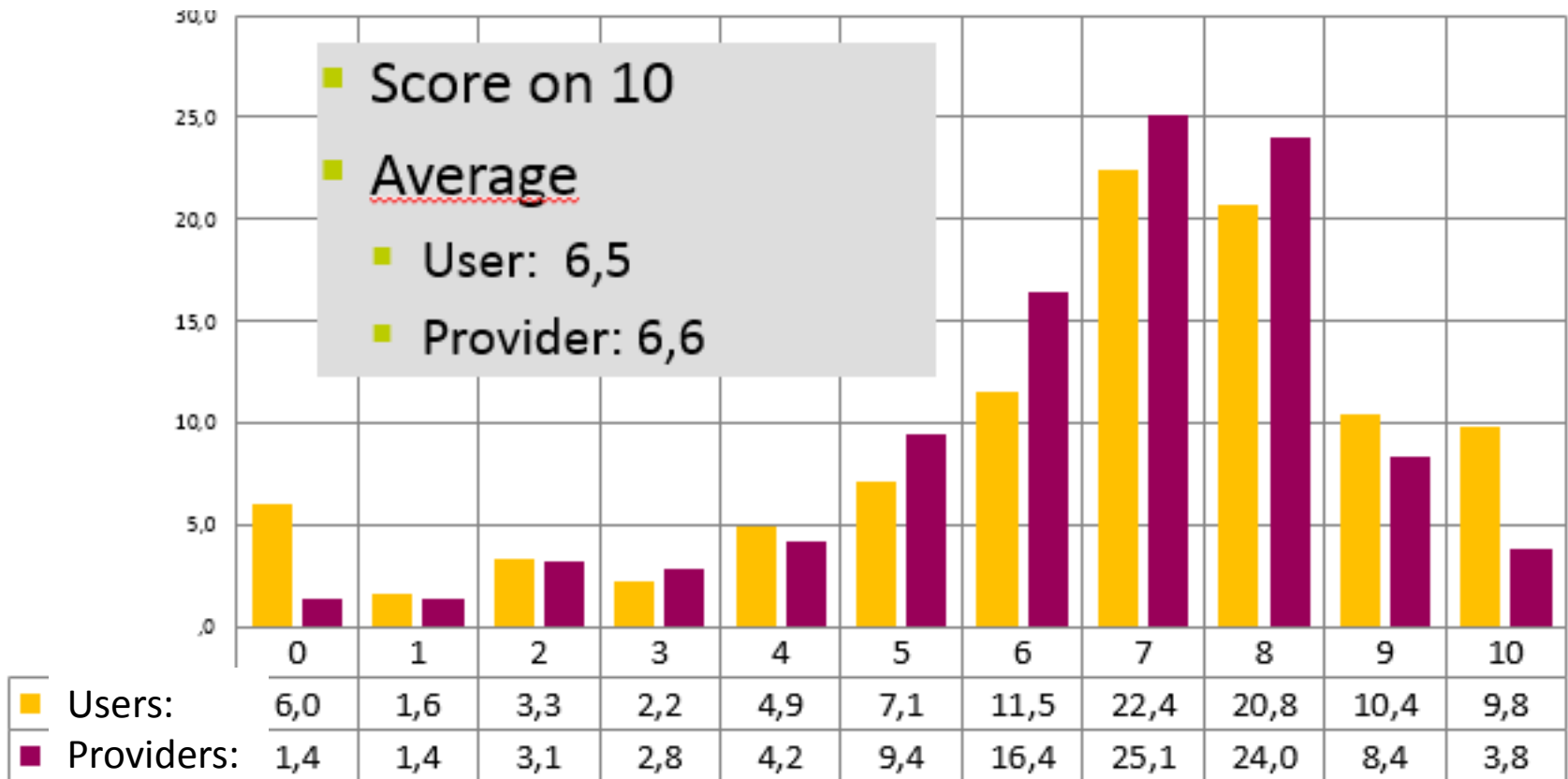
The chat transcript analysis

- 114 chat transcripts were analyzed on these topics:
 - Discussed themes, problems and other subjects
 - Fazing and movement in conversation (turning points)
 - Interventions by the service provider
 - Use of specific language, online tools and surroundings
 - Explicitly mentioned benefits of or problems with the chat conversation itself
 - Elements of (un)answered expectations of the client

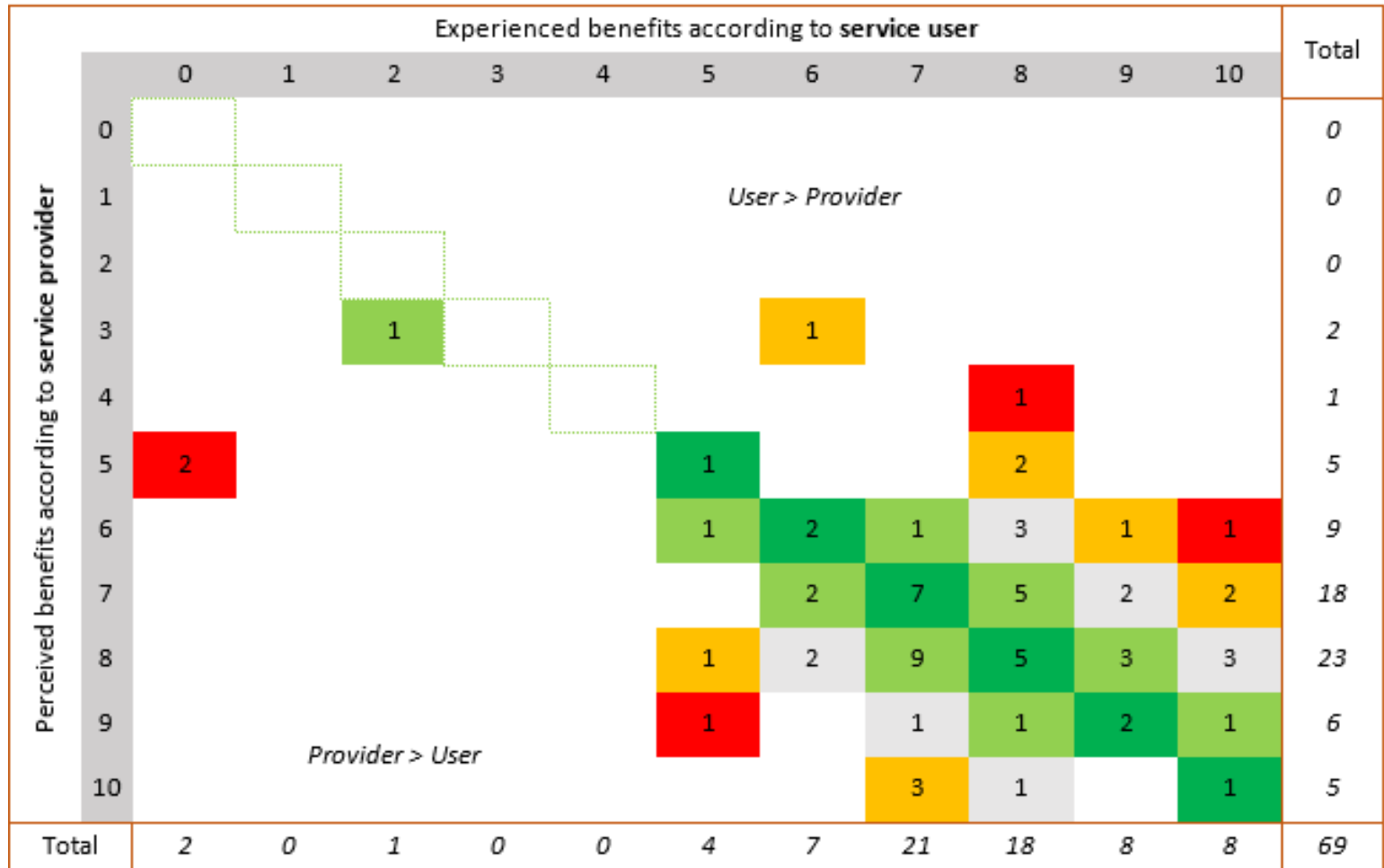


THE TRIANGULAR APPROACH: LINKING SURVEYS TO TRANSCRIPTS

Percieved vs. experienced benefits for the service user



Triangular link



Transcript analysis: example

Fifty-something: when I went for a job interview, I had to work at the weekends
Fifty-something: I wondered if I would had any social / family life left. My husband would be home in the weekend while I worked and during the week I would be at home and my [husband] working
[Help provider] : **this can't be good for the relationship**
Fifty-something : yeah but good for the walet so they say
Fifty-something : my work takes priority they say. that's just the way it goes when you work then you don't have any social / family life left they say
Fifty-something : but I find them both important. want to be able to combine them both
Fifty-something : now I barely have € 765,-
[Help provider] : **it takes a lot from the budget**
Fifty-something : yes for us it is
[Help provider] : **think that it is not pleasant for anybody to have to make ends meet**
Fifty-something : yes that's true
Fifty-something : now that I have difficulty as well to find a job I am afraid for the future

Primary goals: to let her tell her story, to give her hope and perspective.

Who's is control of the conversation?

Too much emphasis on financial aspects?

Too little on relational aspects?

Results of the triangular approach

- On the short term, a single chat help session has a subjective positive impact on the users.
- Chat users are satisfied when they can tell their story and receive understanding and empathy.
- Finding a solution is felt to be less important.
- Chat users are easily satisfied because of disclosure characteristics of the medium

Methodological challenges

- Impossibility to sample anonymous chat help users by chance. Can these research conclusions be generalized?

Can they be used to develop new social work methods?

- Difficult integration of qualitative and quantitative research results:

Do they tell one story?

Website
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STARTPAGINA ONLINEHULPONDERZOEK ONLINEHULPMETHODIEK BIJSCHOLING ONS TEAM DIENSTVERLENING

Onlinehulpverlening voor welzijn en gezondheid

arteveldehogeschool

Nieuw

Flanders' Care
Begeleiden en ondersteunen in zorg

Congres online hulp voor welzijn en gezondheid

woensdag 3 juni 2015 - Lamot - Mechelen

meer info: [klik hier](#)

In English:
For the information and publications of our research and development on online help in welfare an health: click here

Onderzoek en dienstverlening rond onlinehulp voor welzijn en gezondheid

In de bacheloropleiding Sociaal werk worden jaarlijks meer dan 1000 studenten opgeleid.

Naast de basisopleiding realiseren medewerkers en studenten van de Arteveldehogeschool - Sociaal werk bijscholing, onderzoek en dienstverlening voor het 'werkveld'. Op deze website ontdek je alle informatie over hun initiatieven rond 'onlinehulpverlening voor welzijn en gezondheid'.

Via bijscholing op maat, bijscholing in open aanbod, via procesbegeleiding of andere ondersteuning én via onderzoek wil de Arteveldehogeschool - Sociaal werk immers knowhow ontwikkelen, inventariseren en verspreiden rond ...

... methodieken van onlinehulpverlening.

... onlinehulpbeleid in Vlaanderen.

Voor een overzichtsfolder: [klik hier](#)

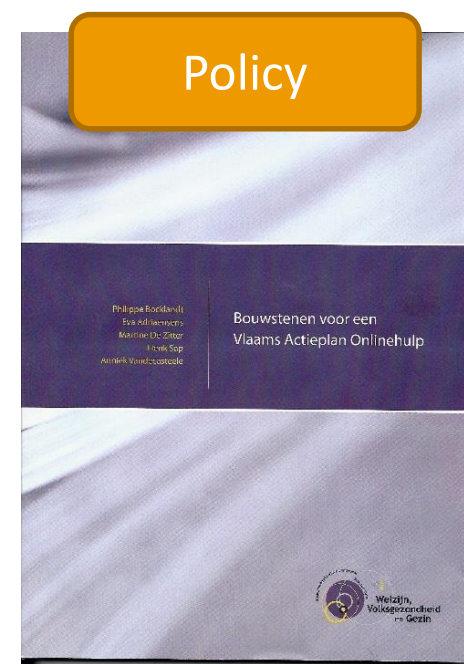
QUESTIONS?
MORE INFORMATION?



Practice

Ch@dvce Guide

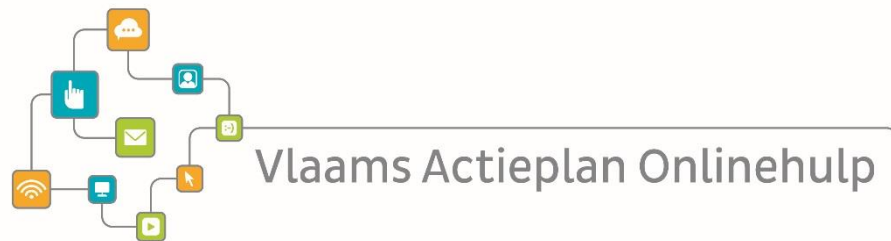
European development of methods for one-to-one chat support in first line social services on sexual abuse, and also checklists for welfare organizations on starting with chat support



Policy

Policy

recommendations for the Flemish government



First Conference and 'Online Help Action Plan' in Flanders

June 2015





THANK YOU!