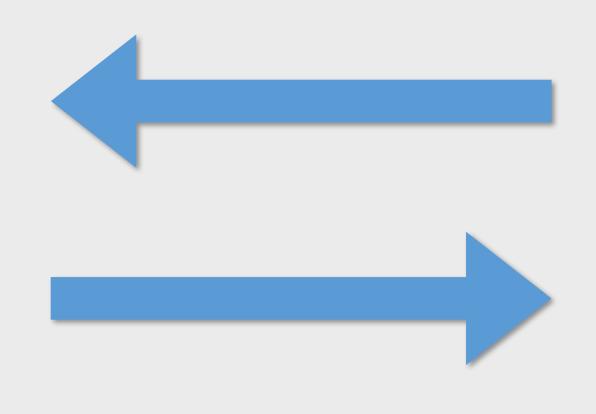
Effective Conversations to Relieve Online User's Mental Health Issue

Shaoxiong Ji



Cyberbullying & Mental Health







source: edgarsnyder.com

source: secureteen.com

52% being cyber bullied.

2x-9x sufferfrom 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



35% used health services

29% consulted with a GP

Treatment Types Visit psychologists

Hot-line

Social workers

Support from family, friends and communities

Others

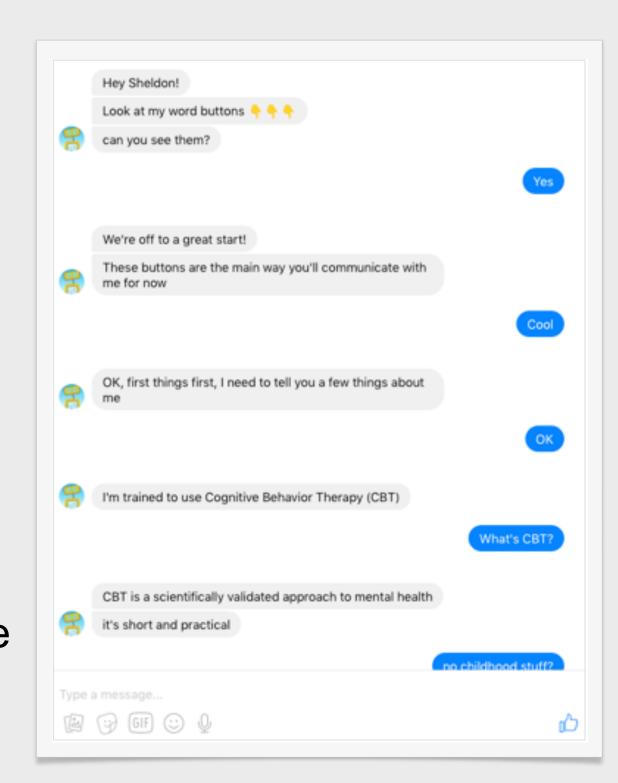
Online Conversation for Mental Health Treatments



- 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



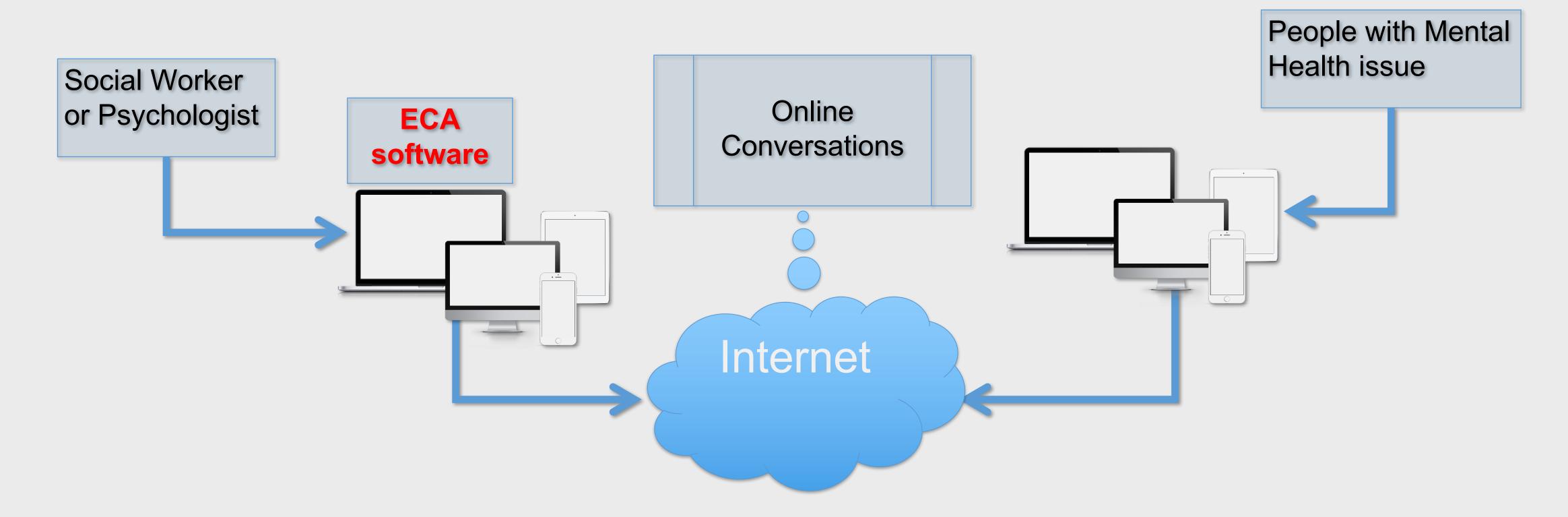
one-to-one conversation

[-] Scholes_SC2 _ 8 points 4 hours ago ▼ I feel your anger, i have it too but in my case it's all focused on myself. I'm trash and I'm the only one to blame permalink embed save report reply ▲ [-] amycooper-bazinga _ 4 points 4 hours ago Please reconsider what you're doing. Why do you feel like a waste of life? permalink embed save report reply [-] GeraldBrennan _ 3 points 3 hours ago Harry Truman still lived with his folks when he was 40. Hell, Colonel Sanders started KFC with his first Social Security check. There are lots of late bloomers in this world. You have it in you to do cool things...but more importantly, you have it in you to be OK with yourself. permalink embed save report reply [-] shoutout_to_burritos _ 2 points 2 hours ago FWIW I'm almost 30 and still live w/ my parents. permalink embed save report reply ♠ [-] jessleahy _ 1 point 4 hours ago ▼ It's never too late to get yourself into a good paying job and work your way out of your moms house. You're not too old no matter who tells you otherwise. You have more than another 40 years of your life ahead of you...

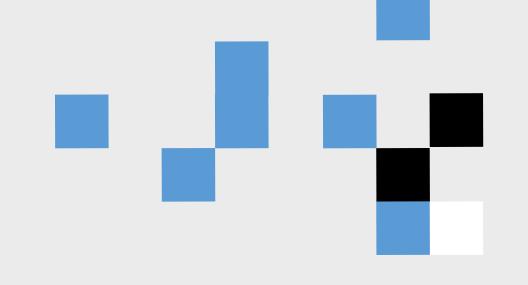
one-to-many Online forum discussion

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

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keep never person the part of the property of 
friend mysem fucking kill suicidal thought cause go around know reason lifeplease wanna tell kill soon cause song care die alere aller ook can't want give hard year tried love living time soon pain here soon last give hard year tried love living time soon pain here soon here told suicidal said might live right get already less say don't thought take want die I'll fuckin how die without life worth end soon want want die I'll fuckin how die without life worth end believe die want want want die I'll fuckin how die without life worth end believe die want want want want die I'll fuckin how die without life worth end believe die want want want die I'll fuckin how die werything week I've hurt end life worth end believe want life want want want want want want want bester would will lie myse
                            end life coming look Make fucksleep Wouldkill myse probably well literally still see every month ill someone dont table month work wanted could god could god could god way dead succid y least seen everyone Status ready think tonight post shit mysed wrist feeling going hateeven worth living makes want
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money, working suicide gun, fucked, come, yet, failed, erase, thats
said, got, went, started, friend, back, father, told, mother, girl
im, school, go, year, time, know, one, ive, day, got
im, dont, its, ive, cant, get, know, around, time, pain
im, feel, like, want, know, friend would life, get, time
imagine, cellophane, abandoned, anyone, medical, cheated, mr, surgery yelling, letter
im, want, life, like, get, feel, ive, know, year, even
fucking, very, tomorrow, bottom, accept, sharp, n't, went, wife, attacked
condition, suicide also, hope, tx, california, chronic, jumping, crisis, age
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 |

- 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?

