



Information Sheet

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Project Title: A Survey of Online Help-Seeking in Young Adults

This research is being conducted by Claudette Pretorius, a doctoral candidate in School of Computer Science at the University College of Dublin under the supervision of Dr. David Coyle. This research is part of the TEAM (Technology Enabled Youth Mental Health) consortium. Our focus is on the design and development of new technology-enabled mental health services.

We would like to invite you to take part in an online survey that looks at how young people look for information and help online for personal and emotional concerns. Before you decide whether to take part it is important that you understand why the research is being done and what it will involve. Please take time to read this information sheet carefully.

What is this research about?

This research is interested in learning how young people look for help for personal and emotional concerns online and which factors influence this process. We are particularly interested in your views of e-mental health and use of the internet and technology for mental health information and support.

Why are we doing this research?

We understand that it is sometimes difficult to find the right information online. By gathering information on young people's current online information and help-seeking behaviours, we hope by the end of the research project to develop an online tool that



Section A: Consent Form

A1. I confirm that I am 18 years or older

Yes

No

A2. I have read and understood the information sheet on the previous page

Yes

No

A3. I understand that participation is voluntary and I can withdraw whilst taking the survey. I accept that once the survey is completed, I cannot withdraw due to the anonymous nature of the survey.

Yes

No

A4. I agree my anonymised research data will be stored securely by the researcher up 5 years after the completion of the project at which time the information will be destroyed securely.

Yes

No

A5. I consent to my anonymised data may be quoted in dissemination activities including but not limited to PhD thesis, scientific publication, conference proceedings and presentations

Yes

No

A6. I agree that my anonymised data can be stored in an Open Access repository

Yes

No

A7. I understand that all information I provide for this study will be treated confidentially where normal limits of confidentiality apply.

Yes

No

A8. I am aware that I can contact the researcher at any point to get further information or clarification about this research study.

Yes

No



A9. I am aware that when the research study is complete, findings or results from this research study will be available from the researcher.

Yes

No

A10. If you do NOT wish to take part in the study you can click away from the survey now.

If you do wish to take part tic the box "I consent to take part in the study" and then click on.

I consent to take part in the study

Section B: Demographics

This section of the survey would like to determine some demographic details from you.

B1. Please indicate your gender

Male

Female

Transgender

Non-binary

Prefer not to say

B2. What is your current age?

18

19

20

21

22

23

24

25



B3. In which county do you live?

- Carlow
- Cavan
- Clare
- Cork
- Donegal
- Dublin
- Galway
- Kerry
- Kildare
- Kilkenny
- Laois
- Leitrim
- Limerick
- Longford
- Louth
- Mayo
- Meath
- Monaghan
- Offaly
- Roscommon
- Sligo
- Tipperary
- Waterford
- Westmeath
- Wexford
- Wicklow

B4. Do you live in a...

- City / Town
- Rural area



B5. What is your current level of education?

- 5th Year
- 6th Year
- Undergraduate
- Postgraduate
- PhD
- Apprenticeship
- Other

Other

Section C: Areas of Stress

C1. Please indicate if any of the following have caused you a lot of stress

- School / College
- Family
- Friends
- Social Media
- Money
- Body Image
- Exams
- Relationships
- Sexuality
- Bullying
- Local or world news
- Deciding on a career
- Personal Illness
- Illness of a family member or friend



C2. Has anything that is not on the list above caused you stress or difficulty?

C3. Can you rank your top 3 causes of stress?

School / College

Family

Friends

Social Media

Money

Body Image

Exams

Relationships

Sexuality

Bullying

Local or world news

Deciding on a career

Personal Illness

Illness of a family member or friend



Section D: Information and help-seeking

D1. On an average day, if you were having a personal or emotional problem, how likely are you to seek help from the following people? Please mark the appropriate response

	Extremely Unlikely	Unlikely	Neutral	Likely	Extremely likely
Friend (not related to you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relative/family member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intimate partner (e.g. girlfriend, boyfriend, partner, husband, wife)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP / family doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health professional (e.g. psychologist, social worker, counsellor)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher / school counsellor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minister or religious leader (e.g. priest, rabbi, chaplain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone helpline (e.g. Samaritans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online counselling service (e.g. Niteline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A person I know has had their own experiences of emotional/mental health difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blogger / influencer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would not seek help from anyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D2. Have you ever gone online to learn more about a personal or emotional problem you or someone close to you was experiencing?

	Yes	Uncertain	No
Family member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



D3. Please indicate if you've ever gone online to look for help or information for any of the following?

	Yes	Uncertain	No
School / College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Body Image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bullying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local or world news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deciding on a career	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illness of a family member or friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D4. Please tick the appropriate response Do you own any of the following devices?

Smartphone	<input type="checkbox"/>
Tablet	<input type="checkbox"/>
Laptop / Computer	<input type="checkbox"/>
Games Console	<input type="checkbox"/>

D5. Please tick the appropriate response Which device do you use the most to access the internet?

Smartphone	<input type="checkbox"/>
Tablet	<input type="checkbox"/>
Laptop / Computer	<input type="checkbox"/>
Games Console	<input type="checkbox"/>



E2. Which of these features makes an online resource trustworthy/reliable?

	Disagree	Not sure	Agree
Links to social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government logo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HSE Logo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good design and layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At the top of a Google search results page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College or school endorsement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
References to scientific data and authors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A quiz or assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contains personal stories / experiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E3. Is there anything not listed above that makes an online resource trustworthy/reliable?



Section F: Motivations for online help-seeking

F1. How likely are the following factors to encourage you to seek help online or through an online resource for a personal or emotional concern?

	Not at all	A little	A lot	Quite a lot
I can access information and support online any time of day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online help is mostly free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going online is anonymous and confidential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An abundance of information is readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can go through information and take action at my own pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing that there are others in the world who have gone through similar tough times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being too unwell to reach out to my local support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being unsure if I am unwell enough to reach out to local support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are no other options available to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



F2. Have any of these issues ever stopped, delayed or discouraged you from seeking help online or through an online resource for a personal or emotional concern?

	Not at all	A little	A lot	Quite a lot
Being unsure what to search for online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wanting to solve the problem on my own	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preferring to get alternative forms of help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being unsure if the information I find is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being too unwell to look for help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern that others (family/friends) might find out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having previous bad experiences with looking for help online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thinking that I don't have a problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having no one who could help me navigate all the options online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not being sure of my privacy and anonymity online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F3. Is there anything not listed above that would encourage you to seek help online for a personal or emotional concern?

F4. Is being able to connect to another person online important to you when seeking help online? If yes, why?



Section G: Wellbeing

G1. Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks.

"Short Warwick Edinburgh Mental Well-Being Scale (SWEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2008, all rights reserved."

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been dealing with problems well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been thinking clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling close to people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been able to make up my own mind about things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Thank you for taking the time to complete this survey!

**If you would like to be kept informed about the survey and the broader study, please contact Ms. Claudette Pretorius on Claudette.Pretorius@ucdconnect.ie . You can also find more general information about the TEAM project at this web address:
www.team-itn.eu**

Support Services

The services listed below may be of benefit if you are looking for information or support.

Samaritans: Phone: 116 123 (Freephone, Republic of Ireland)

Email: jo@samaritans.org

24 hours a day, 365 days a year

If you are in crisis:

**Contact your local doctor. To find yours, visit www.icgp.ie/go/find_a_gp Go to, or contact, the Accident and Emergency Department of your nearest general hospital
Emergency services can be contacted at any time by dialling 999 or 112.**

Mental health information and support services:

www.reachout.com - offers comprehensive information on all aspects of mental health and how to get help, and provides a safe space for engaging with a team of trained moderators and a panel of experts.

www.turn2me.org - provides a variety of support options, including online counselling, online support groups and live chat.

www.yourmentalhealth.ie – provides information on mental health, support services near you and the everyday #littlethings that can make a difference to your mental health and wellbeing.

www.bodywhys.ie – offers online support for eating disorder issues, including an online group counselling service.

www.drugs.ie – offers drug and alcohol information and support including a ‘live helper’ service that lets you chat to a staff member online.