

WHAT IS SUPPORT (ONLINE SUPPORT INTERACTIONS)?

Supportive online peer-to-peer interactions, we will focus specifically on **providing support** in the sense of communication that can be assumed to make the recipient feel/believe that someone cares, is loved, valued, and appreciated, that someone cares about them, is supportive, that someone will give them advice or useful information, will help them if needed, and that they are part of a group that they spend time with and have shared plans.

!!! For each type of aid, if the statement in that line does not have that purpose, it should not be marked as aid !!!

1. Informational Support

Is the content of the line any of the following:

| giving advice | teaching | giving feedback | giving knowledge/information/experience that the other person needs and is helpful in solving the problem/understanding the situation they are in |

- From the context of the conversation, it must be obvious that the information is SUPPORTING the recipient in some specific action/situation | it is helpful in solving a problem
- ATTENTION! If the line containing the information is followed by "thank you" (expression of gratitude) -> it is an informational support
- ATTENTION! Practical information - if the other has requested it, if it is clear from the context that he needed it, that it helped him YES, it is a case of information support.
- INFORMATION SUPPORT IS NOT: | Talking "just so" about something that happened, that someone has read or knows | information given in the context of practical or organisational CONSIDERATION (e.g. time and place of a meeting, providing contact details for further communication, practical arrangements) | satisfying someone's curiosity | ->
- ATTENTION! Annotated <PHOTO>, <VIDEO> and <URL> links that contain the necessary information must be followed by a thank you or preceded by a request.
- IS is NOT: instructions/instructions at school, scouting, from the sponsor, etc. (BUT providing information that the other needs for school or scouting tasks YES
- IS is NOT: information in customer support/communication with a company or authority
- IS is NOT: information that someone needs to support someone, e.g. which task specifically to send them

Example: | **giving advice** | "they are not but you probably don't need to vaccinate and deworm them, they should be fine"

Example: | **transfer of knowledge, information or experience** | " You only have the talk + the maths today."

Example: | **learning** | "You got (b) wrong. At least the procedure, I don't know the result yet"

2. Emotional Support

Is the content of the line any of the following:

EMPATHY/FEELINGS: -> | reactions to another's suffering: expressing sympathy/empathy/empathy | sharing an emotion/feeling (not an opinion or judgment/evaluation) | expressing a willingness to listen | expressing care/concern for another/their well-being and health | expressing joy that another is well/thriving/healthy

ATTITUDE/SYMPATHY: -> | expressing sympathy/love/hope/joy of a future/past meeting (or disappointment of not meeting)/willingness to meet | addressing expressing a close emotional relationship such as "sweetheart/love", etc. | expressing that the other person is important to someone | **expressing/expressing physical affection/need for physical closeness with the interlocutor | expressing willingness/need/desire/agreement to engage in sex/sexual practices/intimate closeness with the interlocutor | naming sexual practices/forms of physical contact/physical closeness that the interlocutor would like to engage in with the other person** | wishing

ENCOURAGEMENT: -> | reassuring someone that everything will be okay/good | comforting | finding positives about the other's situation | encouraging (in the sense of helping the other feel confident and capable in the activity or situation) | providing hope/assurance about the success of future actions

- ES is not: the "Are you having a good time?" to start/keep a conversation, outside the context of care, love | Expressing thanks for help
- WISHING is NOT ES | "Have a nice evening" | "enjoy" goodbyes
- A WISH IS: "may you prosper"
- Reassurance/comforting is NOT ES: responding to someone's apology
- Reassurance/comfort is NOT ES: trivialities: - "What is the solution? - You will learn everything, don't worry"
- Reassurance/solace is ES: - "I can't draw at all" - "neither can I"
- If it precedes the inclusion, "I'm looking forward to it" is the ES
- care for THIRD PERSONS NO

Example: | **expressing sympathy/empathy/empathy/understanding** |

Example: | **sharing an emotion/feeling** |

Example: | **expression of care** | "I hope this helps you"

Example: | **encouragement** | "It's mega ez"

Example: | **encouragement** | "Esther, I'm so sorry she told you. I mean, you don't have wide hips."

Example: | **providing hope/assurance of future success** | "If you want it to work, it will work"

Example: | **expressing a willingness to listen** | "What's the matter Esther?" / "How are you?"

Example: | **expression of sympathy** | "I love you <3" | "I love you"

Example: | **expressing happiness about a future meeting** | "I'll look forward to seeing you"

3. Social Companionship

This is support related to the fact that an individual belongs to a collective, whereby 2 people are already a collective. Is the content of the line any of the following:

| an invitation/invitation to join a joint plan/activity, including a meeting/chat even online | notification to the other(s) of a future joint activity | a question whether the other person "will be somewhere" ("somewhere" must also be the one, who is asking) | making one's involvement/participation conditional on the involvement of a specific other | affirming similarity (in terms of shared characteristics)/common past/belonging to a group | addressing affirming friendships as "friends" | informing that an event is going to take place, thought of as an invitation |

- Even repeated calls are SC
- SC is NOT: Discussion of practical/organisational aspects of the joint plan/activities
- SC is NOT: Response to inclusion ("Sure, I'm going!") | "Intrusion" ("Are you counting on me?")
- SC is not: Online game reports/bot challenges (Lucky just played! Your turn!) |
- SC does not take place within intimate partner relationships, NOT if the shared activity is physical contact/closeness/sex
- SC is NOT: when a line contains questions like when? where ? at what time - practical aspects
- SC is NOT: parting phrases indicating a possible future meeting/chat like "see you later", "see you later today maybe"
- SC is NOT: "man", "sir" in the singular, INCLUSION IS: "chapi", "gentlemen"
- SC is: "Can I come?" "Yes, come" [SC]
- ATTENTION: Even within games
- ATTENTION: if the activity/activity is part of a more general activity/plan, do not annotate

Example: | **group invitation** |

Example: | an **invitation to join a group activity/plan** | "Shall we go fortnite?"

Example: | **affirmation of similarity / belonging / membership to a given group** |

Example: | **affirmation of a shared past** | "I always think of you when I hear that"

4. Appraisal

Is the content of the line any of the following:

| praise/positive evaluation of the recipient's/their

abilities/performance/possessions/appearance/characteristics/personality/negotiation/taste

| expressions of admiration or respect | reassurance about the rightness of

thinking/acting/feeling (in the sense of the right to feel a certain way, to act a certain way) |

- Appraisal is NOT: an expression of thanks for help (BUT if it contains a positive evaluation of the recipient, YES, see Example)
- ATTENTION: commenting on the photo is NOT (we don't know what is the object of the review), BUT commenting on the appearance of the photo YES -> the text confirms what is the object of the review
- Appraisal IS mediated recognition too
- Appraisal of pets is also recognition
- Appraisal is NOT Praise from third parties (e.g. family members NO)

Example: | praise/positive **evaluation** | "You are good"; "I appreciate what you do for me"

Example: | **reassurance about the correctness of the reasoning/agreement** | "I think you have the right to do that."

Example: | **thank you with appreciation** | "Thank you, you're a sweetheart!"

5. Instrumental Support

Is the content of the line any of the following:

| offer/announcement to help/participate in performing a task/activity/solving a

situation/achieving a goal | offer/acknowledgement to do someone a favour |

non-refusal/agreement to perform a task/activity/solving a situation/help

someone/lend/offer an item |

- IS is NOT: discussing practical aspects of helping/participating, e.g. "should I email or msg you??"
- IS is NOT: agreeing to say hello
- Instrumental Support is: notification of participation with the task in the past tense also

- WARNING: we will annotate a non-reject response as IS unless followed by an explicit acceptance of the call for help
- ATTENTION: if the agreement is repeated, we annotate all occurrences
Instrumental Support is: an acknowledgement of the possibility of contacting the person if needed, which may include a contact details

Example: | **help with performing a task** |

Example: | **offer of help** | "I'll text you when I pass by and give you a lift", "Call me if you need anything"