TITLE welcome

Et donem la benvinguda al xatbot **CoActuem per la Salut Mental**!

¡Te damos la bienvenida al chatbot **CoActuamos para la Salud Mental**!

Welcome to the **CoAct for Mental Health** chatbot!

Willkommen im Chatbot **CoAct für Mentale Gesundheit**!

Tria la teva llengua / Selecciona tu idioma / Choose your language / Wähle Deine Sprache

button: **Català**   button: **Castellano**   button: **English**   button: **Deutsch**

From now on you'll see all the chatbot content in English. Is this the correct language for you?

D'ara en endavant, els continguts apareixeran en inglés. És la llengua que volies triar?

A partir de ahora, los contenidos aparecerán en inglés. ¿Es el idioma que querías escoger?

Von nun an sind alle Inhalte in Englisch. Ist das die Sprache, die du auswählen wolltest?

button: **Yes / Sí / Sí / Ja**   button: **No / No / No / Nein**

Great! From now on you'll see all the chatbot content in English.

💡 **What does the chatbot require me to do?** To reflect on a range of experiences related to mental health that are covered in a series of brief stories. The chatbot asks you to respond on the grounds of your personal experience and your own unique perspective.

button: **Continue**

💬 **What exactly will I be asked?** You'll have to choose between different options designed to find out whether you've had a similar experience or what you would have done in the same situation, for example.

button: **Continue**

🔍 **How will my answers be used?** The stories use a range of direct and indirect means to learn about the mental health social support networks. Your answers to the stories enables a citizen science project that puts forward actions, measures and policy recommendations related to mental health social support networks.

button: Continue

🤝 **What are mental health social support networks?** People's social and emotional environment and their networks of relationships. We all form part of them in one way or another.

button: Continue

🙆 **Who shares their experiences with me on the chatbot?** A group of people who have experienced mental health problems either directly themselves or indirectly through a family member. These people act as co-researchers in the project. The idea is for the stories to be shared with as many people as possible worldwide.

button: Continue

🏫 **Who is doing this research?** The OpenSystems research group at the Universitat de Barcelona and Federació Salut Mental Catalunya, with the support of an extended team of co-researchers with lived experience of mental health, together with a community of people and organisations involved in knowledge management in the field of community mental health. You can find out more about the project at: 🔗 coactuem.ub.edu

button: Continue

🇪🇺 **Who funds the CoAct for Mental Health chatbot?** It forms part of the CoAct global initiative funded by the European Union's Horizon 2020 research and innovation programme under grant agreement number 873048: 🔗 coactproject.eu

button: Continue

✅ **Are there any limitations on who can take part?** The only limitation is that you should be aged 18 or over. All adults are very welcome to take part, given that each and every one of us has some direct or indirect experience of mental health. We are keen to hear from the widest possible range of perspectives.

button: Continue

🛡️ **How can I be sure that the chatbot is a safe private environment?** The chatbot is housed on a server at the Universitat de Barcelona. The research project has been approved by the university's Ethics Committee and follows stringent European privacy standards.

• 📱 We never store your phone number or Telegram username.

• 🔐 Our sole means of identifying you is a series of digits (Telegram ID) generated by the Telegram app so that we can send you messages.

• 🔒 You will maintain an anonymous communication with the chatbot. No one has any means of knowing if you are connected to the chatbot or tracing your answers back to you.

▌• 👤 You will only communicate with the chatbot, you will not receive messages from anyone else.

button: Continue

▌💡 **How should I respond to the stories?** Take your time to think carefully about how you want to respond. You should reply frankly and honestly and base your answers on your own personal experience. This will provide the most useful scientific data to help improve mental health social support networks.

button: Continue

▌📊 **What data does this citizen science project gather?** As a research team, we gather your replies to the stories. This data is then crossed with your answers to a sociodemographic questionnaire. Remember, you remain anonymous at all times: we have no means of identifying you. You'll be invited to take part in interpreting the anonymised data once the chatbot has closed.

button: Continue

▌⚠️ **IMPORTANT!** The chatbot is a participatory scientific research tool. It is not a professional psychological support service. If you need help, you should contact a healthcare professional.

You should be aware that the stories are based on real-life experiences. Mental health problems can lead to hard-hitting experiences but can also create very moving and inspiring stories. Please bear this in mind before deciding whether or not to take part. You can skip any questions you'd rather not answer and come back later. You can exit the chatbot whenever you want.

button: Continue

▌🎥 This short video summarises these basic steps. You might find it useful for encouraging other people to take part.

▌🔍 **Got any more questions or want to find out more about the project?** Check out the website: 🔗 coactuem.ub.edu or email us at: 📧 info.coactuem@ub.edu

button: Continue

PDF **en**: ICs/Informed_Consent_EN.pdf

▌✅ **We need your consent to go any further.** Giving your informed consent means that you freely accept to take part in the CoAct for Mental Health project, you fully understand your role in the project and you authorise us to use the data you provide.

▌📄 Please read this PDF file carefully. It contains detailed information on the project, including your participation and your privacy. If you can't open the PDF file on your device, you'll find the same information online at: 🔗 coactuem.ub.edu/pages/informed_consent_en

button: Continue

▌💡 Remember, you can only take part in this research if you give your informed consent authorising us to use the data you provide.

button: Continue

▌🖊 I hereby declare the following:

✔️ I am 18 or over and fit and able to give my consent.
✔️ I have been duly informed of the purpose of the **CoAct for Mental Health** project and of the use that will be made of the data I provide.
✔️ I understand that I am under no obligation to take part. If I decide to participate, I understand that I can decide to stop receiving content at any time by typing PAUSE on the chatbot.
✔️ I can definitely stop participating by typing UNSUBSCRIBE. I will then be able to delete my personal data following the procedure indicated to me after contacting the Principal Investigator.
✔️My anonymised data may be used to write scientific publications and may be openly published to encourage further use in the field of research.
✔️ I have received a copy of this agreement as a PDF file.

▌The **personal data** we will save is the following:

 - gender identity (optional)
 - age bracket (optional)
 - country of residence (optional)
 - zip code (optional)
 - experiences within social support networks in mental health (optional)
 - responses to the stories: whether you have lived the same experience or what would you do in a certain situation.
 - Telegram ID: the series of digits that the application provides us and that we save only to send you messages.

We do not keep your phone number nor your username on Telegram at any time.

▌I hereby give my consent for my **personal data** to be processed for the purposes of this project (REQUIRED to access the chatbot):

button: Yes button: No

You said: Yes, I give my consent.
Can you please confirm this decision?

button: Yes button: No

You said: No, I don't give my consent. As a result, you cannot take part in this research.
Can you please confirm this decision?

button: Yes button: No

You have confirmed your consent. Many thanks!

You appear not to have given your consent. You cannot take part in this research if you do not give your consent. Do you want to reconsider and give your consent to take part?

button: Yes button: No

We fully respect your decision. If you change your mind, you can access the chatbot again at any time by typing /start.
We hope to see you again soon!

You cannot take part in this research if you do not give your consent. Do you want to give your consent to take part in the research?

button: Yes button: No

👍 We're delighted you've decided to take part in this citizen science project! Welcome on board!

TITLE capacitation_Teatre_Amigues

We've put together more than 200 stories of real-life experiences to be read by you and all the other participants.

Reading about other people's lived experiences is vital for the kind of citizen science research we're doing here. Given that we're dealing with very personal stories, we've changed the names of the people involved to protect their privacy.

button: Continue

All the stories follow exactly the same structure. You might find it rather formulaic, but it is necessary to ensure the scientific rigour of the research as a whole.

Please reply to the two questions we'll ask you by selecting one of the three options. Pick the option that comes closest to your own personal experience, even if it doesn't match it exactly.

*Here's the first story to give you an idea of what's in store.*

▌Hello!

▌🤝 Now we're asking you **whether you've had an experience similar** to the one described. This will help us to find out more about social support networks in mental health.

▌💡 We ask you to give honest answers based on **your personal experience**. Take as long as you need to read the story. Take time to think about your decision, **there is no hurry**. This is the only way we can gather information that will be scientifically useful and improve social support networks in mental health.

▌Juana wants to share a first-hand experience that everyone can identify with.
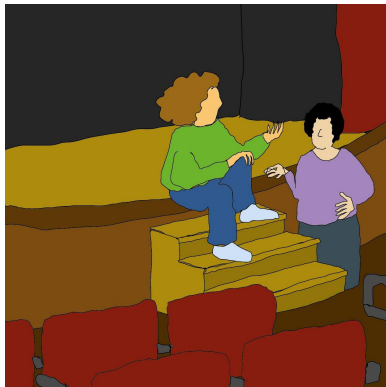
IMG Teatre.jpg

▌I've been to the theatre to see a play about mental health. Seeing people like me, talking about a situation like mine, makes me want to join a theatre group. I go along and talk to one of the actresses. She introduces me to the team and helps me to find associations in my neighbourhood.

▌**What about you?** Have you had the same experience?

A) Yes, it's happened to you too.
B) Not exactly... but you've experienced something similar.
C) Nothing like this has ever happened to you.

▌You say: **A) Yes, it's happened to you too.**

▌You say: **B) Not exactly... but you've experienced something similar.**

▌You say: **C) Nothing like this has ever happened to you.**

▌Is this the response you wanted to choose?

▌It looks like you haven't confirmed your choice. To make sure our research is based on reliable information, we need you to confirm your choice. Which response did you want to give?

▌You say: **A) Yes, it's happened to you too.**

▌You say: **B) Not exactly... but you've experienced something similar.**

▌You say: **C) Nothing like this has ever happened to you.**

▌Is this the response you wanted to choose?

▌It looks like you haven't confirmed your choice. Don't worry.
Which response did you want to choose?

▌You say: **A) Yes, it's happened to you too.**

▌You say: **B) Not exactly... but you've experienced something similar.**

▌You say: **C) Nothing like this has ever happened to you.**

▌Your response has been saved.

▌Your response has been saved.

▌Your response has been saved.

▌**And those around you...** Has anybody had the same experience?

A) Yes, it's happened to someone around you.
B) Not exactly... but someone around you has experienced something similar.
C) As far as you know, it hasn't happened to anyone around you.

button: A) Yes, it's happened to someone.

button: B) Not exactly.

button: C) As far as you know, nobody.

You said: **A) Yes, it's happened to someone around you.**

You said: **B) Not exactly... but someone around you has experienced something similar.**

You said: **C) As far as you know, it hasn't happened to anyone around you.**

Is this the response you wanted to choose?

button: Yes button: No

It looks like you haven't confirmed your choice. To make sure our research is based on reliable information, we need you to confirm your choice. Which response did you want to give?

button: A) button: B) button: C)

You said: **A) Yes, it's happened to someone around you.**

You said: **B) Not exactly... but someone around you has experienced something similar.**

You said: **C) As far as you know, it hasn't happened to anyone around you.**

Is this the response you wanted to choose?

button: Yes button: No

It looks like you haven't confirmed your choice. Don't worry.
Which response did you want to choose?

button: A) button: B) button: C)

You said: **A) Yes, it's happened to someone around you.**

You said: **B) Not exactly... but someone around you has experienced something similar.**

You said: **C) As far as you know, it hasn't happened to anyone around you.**

Your response has been saved.

Your response has been saved.

Your response has been saved.

Thank you for helping with our research! Let's stay in touch!

The chatbot will also send you another sort of story. Your replies to these stories will help us compare and contrast the different decisions different persons would take in mental health social support networks.

button: Continue

Pay close attention to all the details mentioned in the text. You can only choose between two options. Pick the one that comes closest to what you think.

You might feel there aren't enough options, but we have to limit the number of possibilities to keep the research at a manageable level.

Don't be surprised if you appear to receive the same story twice. You'll actually find that it has different reply options.

Here is the second sort of story.

button: Continue

Hello!

🤝 We want to ask you **what you would have done** in the situation we're sharing. This will help us to find out more about social support networks in mental health.

💡 We ask you to give honest answers from **your own unique point of view**. Take as long as you need to read the story. Take time to think about your decision, **there is no hurry**. This way, the information we gather will be scientifically useful and improve social support networks in mental health.

button: Continue

Lídia wants to ask you what you would have done in a situation she's experienced herself. Lídia wants you to put yourself in her place for a moment.

button: Continue

IMG Amigues.jpg

You've had the same school friends for forty years. You had a small get-together at Lídia's house. You mentioned that your daughter has a mental health disorder and they sympathised with you. Out of the five friends, only one has called you to offer support of some kind or help you.

button: Continue

What would you do?
A) Not go to any more get-togethers with these friends.
B) At the next get-together, explain your daughter's situation in detail.

button: A) Not go to any more get-togethers. button: B) Explain your daughter's situation.

You chose: **A) Not go to any more get-togethers.**

You chose: **B) Explain your daughter's situation.**

Is this the response you wanted to choose?

button: Yes button: No

It looks like you haven't confirmed your choice. To make sure our research is based on reliable information, we need you to confirm your choice. Which response did you want to give?

button: A) button: B)

You chose: **A) Not go to any more get-togethers.**

You chose: **B) Explain your daughter's situation.**

Is this the response you wanted to choose?

button: Yes button: No

It looks like you haven't confirmed your choice. Don't worry.
Which response did you want to choose?

button: A) button: B)

You chose: **A) Not go to any more get-togethers.**

You chose: **B) Explain your daughter's situation.**

Your response has been saved.

Your response has been saved.

Your response has been saved.

Thank you for helping with our research! Let's stay in touch!

These are the two sorts of stories you'll receive. We hope you liked them! We will now ask you some information about yourself.

TITLE sociodem_coact

💡 In order to ensure that your answers to the chatbot provide the most useful scientific data for citizen research, we need to ask you for some details about you and your relationship with mental health social support networks. By "social support networks" we mean people's social and emotional environment and their networks of relationships.

button: Continue

🔍 Before asking you a question, we'll always explain the purpose of the question. We only gather data that is strictly necessary for this research.

📋 **First** we'll ask you for some brief general information about you.
Then we'll ask you about you and your environment.

button: Continue

🔒 This data is not shared with anyone on the chatbot. Remember, we have absolutely no means of identifying you.

🤝 We therefore ask to be completely frank and honest in your answers.

✅ You can skip any questions you'd rather not answer. Let's get going!

button: Continue

📊 According to data from Espai Situa't, 78% of enquiries about a family member's mental health in Catalonia are made by women.

Source: Salut Mental Catalunya (2021)

button: Continue

📋 Gender plays a major role in shaping mental health social support networks. Which gender do you identify with most?

button: Male button: Female button: Nonbinary button: I'd rather not answer

Your answer has been saved.

📊 A report by the Making Caring Common project found that 61% of young adults (aged 18 to 25) in the United States have reported serious loneliness and a sense of isolation as a result of

lockdown during the Covid-19 pandemic.

Source: Loneliness in America, Harvard's Making Caring Common (2021)

button: Continue

📋 Age is a key factor in mental health social support networks. In which age bracket do you belong?

button: 18-24 button: 25-34 button: 35-44 button: 45-54 button: 55-64 button: 65+ button: I'd rather not answer

Many thanks! Your answer has been saved.

📊 The World Health Organization (WHO) calculates that 80% of people with mental health problems do not receive any form of attention or care. The WHO rates public expenditure on mental health in low- and middle-income countries as meagre and insufficient.

Source: Mental Health Atlas 2017, WHO (2018).

button: Continue

🌍 Could you write us which country you live in? If you'd rather not say, simply type: NO.

Your answer has been saved.

📊 Over the last 35 years, a growing amount of empirical data has suggested a positive link between green spaces and mental health. The quality of people's environment has an impact on their emotional wellbeing.

Source: Landscape and Urban Planning (2020), 103823.

🏠 That's why we ask you write us your postcode. If you don't know it or would rather not say, simply type: NO.

Many thanks! We're saving all your answers.

✅ You've told us: {gen-en}, {edat-en}, your country is {area-ca}, and your postcode is {codi-ca}.

🔍 Please check that all this information is correct. All good? If not, you can answer the questions again.

button: Yes, it's correct. button: No, I'd like to change my answers.

📋 Gender plays a major role in shaping mental health social support networks. Which gender do you identify with most?

button: Male button: Female button: Nonbinary button: I'd rather not answer

▌Your answer has been saved.

▌📋 Age is a key factor in mental health social support networks. In which age bracket do you belong?

button: 18-24 button: 25-34 button: 35-44 button: 45-54 button: 55-64 button: 65+ button: I'd rather not answer

▌Many thanks! Your answer has been saved.

▌🌍 Could you write us which country you live in? If you'd rather not say, simply type: NO.

▌Your answer has been saved.

▌🏠 Please write us your postcode. If you don't know it or would rather not say, simply type: NO.

▌Many thanks! We're saving all your answers.

▌Many thanks! You've now completed the first set of questions. You'll now receive a set of questions on mental health social support networks.

button: Continue

▌Here's the second set of questions. This time we'll be touching on more sensitive topics. To avoid your answers appearing on your mobile phone, you **won't receive a summary** to check. That way we can do our utmost to respect your privacy. Thank you for your time!

button: Continue

▌🎨 Everyone has their own unique role to play in mental health social support networks. That's why this research starts out by gathering information on people's individual characteristics.

button: Continue

▌📊 A recent study by OpenSystems at the Universitat de Barcelona found that people with mental health problems make the greatest effort to contribute to a group's wellbeing but are also the most vulnerable and exposed members.

Source: Scientific Reports (2018), 8(1), 1–9.

button: Continue

▌📋 Now we'd like you to tell us about **your lived experience of mental health**. Remember, you can skip any questions you'd rather not answer.

Do you live, or have you ever lived, mental health problems yourself?

button: Yes button: No button: I'd rather not answer

🏠 Do you live with any other persons?

button: Yes button: No button: I'd rather not answer

🏠 🌡 **With regard to your emotional wellbeing** what kind of a role do **the persons you live with** play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: They know nothing about my problems button: I'd rather not answer

🤝 🌡 **With regard to your emotional wellbeing:**, what kind of a role do **members of your family who you don't live with** play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: They know nothing about my problems button: I'd rather not answer

🤝 🌡 **With regard to your emotional wellbeing**, what kind of a role do **your closest friends** play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: They know nothing about my problems button: I'd rather not answer

🏫 🌡 **With regard to your emotional wellbeing**, what kind of a role do **your coworkers** play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: They know nothing about my problems button: I don't have any coworkers button: I'd rather not answer

🏘 🌡 **With regard to your emotional wellbeing** , what kind of a role do **your neighbours** play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: They know nothing about my problems button: I'd rather not answer

🥳 🌡 **With regard to your emotional wellbeing**, what kind of a role do **the persons you do cultural or leisure activities with** play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: They know nothing about my problems button: I'd rather not answer

🤝 🌡 **With regard to your emotional wellbeing**, what kind of a role does your **social environment** in general play in your emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🤝 🌡️ **Turning to you, with regard to the emotional wellbeing of your family and the persons around you**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

Many thanks! You've now completed the second set of questions. You'll now receive a set of questions on your social environment.

button: Continue

Here's the third and final set of questions. Your answers will be extremely useful for our research.

📊 Many thanks for answering. The same study by Universitat de Barcelona stresses the key role that informal caregivers play in helping people recover from mental health problems.

Source: Scientific Reports (2018), 8(1), 1–9 (2018).

button: Continue

📋 Now we'd like you to tell us about your **lived experience of mental health social support networks**. Remember, you can skip any questions you'd rather not answer.

Are you a **caregiver** for someone with mental health problems?

button: Yes button: No button: I'd rather not answer

🏠 Do you live with persons with mental health problems?

button: Yes button: No button: I'd rather not answer

🏠 🌡️ **With regard to the emotional wellbeing of the persons you live with**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🤝 Do any of the people **in your family who you don't live with** have mental health problems?

button: Yes button: No button: I'd rather not answer

🤝 🌡️ **With regard to the emotional wellbeing of family members who you don't live with**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🤝 Do any of your **close friends** have mental health problems?

button: Yes button: No button: I'd rather not answer

🟥 🤝 🌡️ **With regard to your close friends' emotional wellbeing**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🟥 🏫 Do any of **your coworkers** have mental health problems?

button: Yes button: No button: I'd rather not answer

🟥 🏫 🌡️ **With regard to your coworkers' emotional wellbeing**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🟥 🏘️ Do any of **your neighbours** have mental health problems?

button: Yes button: No button: I'd rather not answer

🟥 🏘️ 🌡️ **With regard to your neighbours' emotional wellbeing**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🟥 🎭 Do any of the persons **you do cultural or leisure activities with** have mental health problems?

button: Yes button: No button: I'd rather not answer

🟥 🎭 🌡️ **With regard to the emotional wellbeing of the persons you do cultural or leisure activities with**, what kind of a role do **you** play in their emotional wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🟥 🤝 🌡️ **In general,** what kind of a role do you play in your social environment's mental health problems?

button: Major button: Moderate button: Minor button: I'd rather not answer

🟥 🤝 🌡️ **In general, with regard to your own wellbeing,** what kind of a role do the persons around you with mental health problems play in your wellbeing?

button: Major button: Moderate button: Minor button: I'd rather not answer

🟥 🏠 Do you live with persons with mental health problems?

button: Yes button: No button: I'd rather not answer

🟥 🤝 Do any of the people **in your family who you don't live with** have mental health problems?

button: Yes button: No button: I'd rather not answer

▌🤝 Do any of your **close friends** have mental health problems?

button: Yes button: No button: I'd rather not answer

▌🏫 Do any of **your coworkers** have mental health problems?

button: Yes button: No button: I'd rather not answer

▌🏘️ Do any of **your neighbours** have mental health problems?

button: Yes button: No button: I'd rather not answer

▌🤭 Do any of the persons **you do cultural or leisure activities with** have mental health problems?

button: Yes button: No button: I'd rather not answer

▌🤝 🌡️ **In general,** what kind of a role do you play in your social environment's mental health problems?

button: Major button: Moderate button: Minor button: I'd rather not answer

▌📋 Many thanks for providing us with this valuable information! We're almost done! There are just two more questions on your involvement with activities linked to mental health social support networks.

▌Do you have, or have you ever had, any links to any association of people with a lived experience in mental health or of their relatives?

button: Yes button: No button: I'd rather not answer

▌📋 Do you work in a job related to the field of mental health?

button: Yes button: No button: I'd rather not answer

▌Which professional category do you belong to?

A)) **Mental health professional**
B) **Other healthcare professional**
C) **Professional** working in the **social sphere**
D) **Professional working in other areas**, e.g. legal, education, leisure, culture, research, etc.

button: A) button: B) button: C) button: D)

▌👍 Thank you for all your time and effort! You've now completed all the questions and we've saved all your answers. If you'd like to check them over, email us at: ✉️ info.coactuem@ub.edu

You'll soon receive a series of brief real-life stories of experiences linked to mental health. Let the citizen science research begin!

TITLE ti003_origin_stories

▌Hello!

▌📬 Now that you've read and replied to a selection of stories on the chatbot, you might be wondering **where all these stories come from**.

▌✍️ The stories were written by a **group of 32 persons** with lived experience on mental health, including family members. They are taking part in the research as co-researchers, alongside professional scientists. The stories are based on their own real-life experiences which they wanted to share with you. We then worked with a writer and an illustrator to craft the stories between September 2020 and April 2021.

TITLE ti002_citizen_science

▌Hello!

▌📬 The chatbot lets us carry out citizen science research. But **what exactly is citizen science**?

▌💡 Citizen science is a growing model of scientific research that **actively involves the general public** or interested groups of people. It can cover any area of science, from astronomy to archaeology or medicine. The European Union is funding an initiative to bring together a wide range of citizen science projects from across Europe: 🔗 eu-citizen.science

TITLE ti004_global_reach

▌Hello!

▌📬 Do you know the CoAct for Mental Health chatbot's **geographical scope**?

▌🌍 You can access the chatbot from **almost anywhere in the world**. Content is available in Catalan, Spanish, English and German. In addition, CoAct for Mental Health forms part of the CoAct global initiative funded by the European Union's Horizon 2020 research and innovation programme: 🔗 coactproject.eu

TITLE ue_25r

Hello!

📬 Today is a special day: you've responded to 25 stories!

👍 Many thanks for taking part. You and the other chatbot participants are contributing to a totally new approach to doing research!

TITLE ti006_privacy

Hello!

📬 **We have absolutely no means of identifying you** at any time, but you might be wondering **what steps we take to protect your privacy**.

📱 We never store your phone number or Telegram username. We want this to be an anonymous space where you can be completely frank and honest.

🔐 Our sole means of identifying you is a series of digits (Telegram ID) generated by the Telegram app so that we can send you messages. Check out our website for more details: 🔗 coactuem.ub.edu

TITLE ti001_purpose_data

Hello!

📬 You've been replying to the stories for some time now. You might be wondering **what we do with your answers**.

🤝 Your answers, together with all the other participants' answers, are helping create a huge database that will vastly increase our understanding of mental health social support networks. It is extremely useful to know that you and many others have had similar experiences and to see that various people would have done the same thing in the same situation. We'll be sharing the findings with you because your unique perspective gives us an invaluable insight. In addition, you'll learn more about support networks. You'll find more information on the project at: 🔗 coactuem.ub.edu

TITLE ti016_convidar_amics

Hello!

📬 Anyone aged 18 or over can access this chatbot. **You can invite your friends and spread the word.**

🤝 You can share this link t.me/CoActuem_bot with your friends and spread the word to reach more persons interested in improving mental health social support networks. We've also put together some brief instructions on how to access the chatbot: coactuem.ub.edu/pages/xat?locale=en The more persons access the chatbot, the more effective the research will be!

TITLE ti013_xatbot

Hello!

📬 CoAct for Mental Health is a **person-to-person chatbot**. You might well be **wondering what that means**.

💬 An "ordinary" chatbot is a computer program designed to simulate online conversations with humans. However, the CoAct for Mental Health chatbot doesn't send any messages written by a bot. Instead, you receive real-life stories written by co-researchers working on the project. We also share other content with you written by the promoters of the research.

TITLE ue_50r

Hello!

📬 Today is a special day: you've responded to 50 stories!

👍 Many thanks for taking part. You and the other chatbot participants are contributing to a totally new approach to doing research!

TITLE ti007_security

Hello!

📬 The chatbot is a **secure environment**, but you might be wondering **what steps we take to ensure this**.

🖥 The chatbot is hosted on a server at Universitat de Barcelona.

TITLE co-evalua56

Hi!
CoAct for Mental Health is a citizen science project. Citizen science is a participatory research model that actively involves the general public in one or more stages of the research process. 📋 We'd like to know what role this research model can play in helping improve mental health social support networks. That's why we want to hear your opinion.

🤝 There are no right or wrong answers! You should answer frankly and honestly.

🔍 We'll give you four statements and you should state how strongly **you** agree with them.

button: Continue

"I think citizen science could have a positive impact on improving mental health social support networks."

📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

👍 Many thanks for your answer!

"I think there are people around me who think citizen science could have a positive impact on improving mental health social support networks."

📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

👍 Many thanks!

"Right now, I feel able to get involved in a citizen science project to improve mental health social support networks."

📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: **0** button: **1** button: **2** button: **3** button: **4** button: **5**

▌👍 Many thanks!

▌*"I plan to get involved in citizen science projects as a way of having a positive impact on society."*

▌📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: **0** button: **1** button: **2** button: **3** button: **4** button: **5**

▌👍 Many thanks for your answers! If you'd like to check them over, email us at: 📩
info.coactuem@ub.edu

Now you can carry on with the citizen science research!

TITLE ti010_fases_recerca

▌Hello!

▌📬 Above and beyond responding to the stories on the chatbot, you might be wondering whether you can **take part in other stages of the research**.

▌📊 You certainly can! We want to open up all the research stages to as many people as possible. We'll be organising activities to collectively interpret the data gathered. You'll find full details at: 🔗 coactuem.ub.edu

Check out the list of in-person events linked to the chatbot on the same website.

TITLE ti011_drawings

▌Hello!

▌📬 What did you think of the drawings accompanying the stories? Maybe **you'd like to find out more...**

▌🎨 The illustrations are the work of Pau Badia, who attended the sessions to craft the stories with the co-researchers. Check out more of Pau's work at: 🔗 nomdenoia.blogspot.com or on his Twitter account: 🔗 twitter.com/nomdenoia

TITLE ti008_ethics

Hello!

📫 We want our research to be freely accessible, while respecting all participants to the utmost. You might like to know more about our **ethical framework**.

🏫 Our research project has been approved by Universitat de Barcelona's Ethics Committee.

⚖️ We follow the ethical values of the European CoAct project: 🔗 coactproject.eu/our-ethical-values

✅ All the chatbot content has been checked by the Federació Salut Mental Catalunya to ensure that it is as inclusive as possible.

TITLE ti005_research_operators

Hello!

📫 Do you know who is **ehind this citizen research project**?

🏫 **The project is led by** the OpenSystems research group at Universitat de Barcelona and the Federació Salut Mental Catalunya, with the support of an extended team of co-researchers with lived experience of mental health, together with a community of people and organisations involved in knowledge management in the field of community mental health. You can find out more about the project at: 🔗 coactuem.ub.edu

TITLE ti009_collected_data

Hello!

📫 While you're replying to the stories, you might be wondering **what data we gather from you to do citizen science research**.

📊 To carry out the research, we gather your answers to the stories and cross them with your answers to the sociodemographic questions in the initial questionnaire, such as your age, gender, or relationship with mental health. These are the basic details we need to get a better understanding of mental health social support networks.

TITLE ti015_fi_xatbot

> Hello!

> 📬 You might be wondering **when the chatbot will stop sending messages and what happens after that**.

> 💬 Our plan is to shut the chatbot down in mid-2022, although we can't rule out extending its lifetime! The final stage of the research will involve collectively interpreting the data and turning the scientific findings into proposals for action. You'll find more details on the process and how you can take part at: 🔗 coactuem.ub.edu

TITLE ue_100r

> Hello!

> 📬 Today is a special day: you've responded to 100 stories!

> 👍 Many thanks for taking part. You and the other chatbot participants are contributing to a totally new approach to doing research!

TITLE ti012_CsocialS

> Hello!

> 📬 CoAct for Mental Health is a citizen social science project. But **what exactly is citizen social science?**

> 🤝 Citizen social science gets people who share an interest in social issues actively involved as co-researchers and co-actors in the research. In this case, the co-researchers are persons with lived experience in mental health or their family members.

TITLE ti014_conjunt_relats

> Hello!

> 📬 We often urge you to reply to all the stories, even though you're bound to relate more to some stories than others. You might be wondering **why we encourage you to reply to all the stories**.

> ✅ This is the only way we can get an idea of the complex, nuanced details of mental health social support networks. Knowing whether or not you have firsthand experience of the events in the story is also extremely valuable data for us! The more persons who respond to all the stories,

the more sharply focused knowledge we'll have on support networks. And the more precise the data we gather, the better tools we'll have to transform this knowledge into actions.

TITLE ti017_agraiiments

▌Hello!

▌📬 We just want to thank you for your continuing support!

▌🙏 This research aims not only to design actions to improve mental health social support networks, but also to show that everyone has a role to play in these improvements. Thank you for doing your bit!

TITLE co-evalua166

▌Hi!
CoAct for Mental Health is a citizen science project. Citizen science is a participatory research model that actively involves the general public in one or more stages of the research process.
📋 We'd like to know what role this research model can play in helping improve mental health social support networks. That's why we want to hear your opinion.

▌🤝 There are no right or wrong answers! You should answer frankly and honestly.

▌🔍 We'll give you four statements and you should state how strongly **you** agree with them.

button: Continue

▌*"I think citizen science could have a positive impact on improving mental health social support networks."*

▌📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▌👍 Many thanks for your answer!

▌*"I think there are people around me who think citizen science could have a positive impact on improving mental health social support networks."*

▌📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▌👍 Many thanks!

▌*"Right now, I feel able to get involved in a citizen science project to improve mental health social support networks."*

▌📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▌👍 Many thanks!

▌*"I plan to get involved in citizen science projects as a way of having a positive impact on society."*

▌📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▌👍 Many thanks for your answers! If you'd like to check them over, email us at: ✉
info.coactuem@ub.edu

Now you can carry on with the citizen science research!

TITLE ue_200r

▌Hello!

▌📬 Today is a special day: you've responded to 200 stories!

▌👍 Many thanks for taking part. You and the other chatbot participants are contributing to a totally new approach to doing research!

TITLE co-evaluafinal

▌Hi!
CoAct for Mental Health is a citizen science project. Citizen science is a participatory research model that actively involves the general public in one or more stages of the research process.
📋 We'd like to know what role this research model can play in helping improve mental health social support networks. That's why we want to hear your opinion.

▌🤝 There are no right or wrong answers! You should answer frankly and honestly.

▌🔍 We'll give you four statements and you should state how strongly **you** agree with them.

button: Continue

▮ *"I think citizen science could have a positive impact on improving mental health social support networks."*

▮ 📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▮ 👍 Many thanks for your answer!

▮ *"I think there are people around me who think citizen science could have a positive impact on improving mental health social support networks."*

▮ 📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▮ 👍 Many thanks!

▮ *"Right now, I feel able to get involved in a citizen science project to improve mental health social support networks."*

▮ 📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▮ 👍 Many thanks!

▮ *"I plan to get involved in citizen science projects as a way of having a positive impact on society."*

▮ 📊 How strongly do you agree with this statement?
Remember, **0** means "strongly disagree" and **5** means "strongly agree".

button: 0 button: 1 button: 2 button: 3 button: 4 button: 5

▮ 👍 Many thanks for your answers! If you'd like to check them over, email us at: 📧 info.coactuem@ub.edu

Now you can carry on with the citizen science research!

TITLE agraiiments3

🥳 Congratulations! You answered all 222 stories the coresearchers wrote for this chatbot.

🏅 Felicitations! You are one of the first 50 chatbot participants to arrive at this point. We truly appreciate your dedication. Without your answers, the research would not be possible. We hope that the stories also helped you to reflect on mental health and social support networks.

button: Continue

📊 Your and the other participants' answers have constructed a considerable data set that didn't exist in this form before. Thanks to the dedication of more than 600 participants, we already have more than 12.000 answers to the stories!

🤝 These responses have been transformed, together with the co-researchers, into 14 policy recommendations that were debated and voted on last November 18th, 2022. You can find more information here: https://www.ub.edu/web/ub/en/menu_eines/noticies/2022/11/039 . html
We will continue to analyze the scientific data and you will hear news from us soon. We are also sharing the project and the results obtained so far in public presentations.

button: Continue

🔍 Meanwhile, you can find more information on https://coactuem.ub.edu . Know that you can always write us info@coactuem.ub.edu.

And remember: You can leave the chatbot open/running. This way, we can send you updates on the project every once in a while via the chatbot.

💪 Once again: Thank you very much for participating in this citizen science research of CoAct for Mental Health. Who knows, we might meet in reality one day. Goodbye for now!