

The Effect of Moderation on Online Mental Health Conversations

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We identify a natural experiment revealing the effects of moderation on online mental health discussions. Our findings include:

- Moderation improves conversation civility, engagement, and social support.
- Conversation participants experience positive changes in psychological perspective, and moderation enhances these changes.
- To keep conversations on topic, moderators need to be active.
- In unmoderated conversations, some chat participants act as counselors to support their peers.