

A visual analytics system for a flow of conversation in counseling

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Abstract

The expert counselors give the beginner counselors advices about the counseling contents. However, under the circumstances, the expert counselors read text data of the counseling content writing with eyes, and they cannot analyze the counseling enough. Therefore, this paper shows a visual analytics system of the relationship between the questions from the counselor and the answers from the clients in the conversations of the counseling.

In this system, we visualized distribution changes along the progress with stacked line graphs at the times of the psychological word groups and expressed the question forms from counselors in vertical lines on a graph. Before the visualization, the system performs morphological analysis of counseling transcription text data and looks for the words in conjunction with the groups.

As an evaluation of this system, we performed the evaluation about a drawn automatic classification. The correct answer rate of the classification about the counselors was 92.0% and that about the clients was 89.7%. We think that it is not necessary to greatly revise it partially. In addition, we had an expert counselor use this system and had a review that it would be possible for an objective counseling evaluation if this study advanced more.

We concluded that this system visualized the relationship between the questions from the counselor and the answers from the clients in the conversations of the counseling. We will need to have more counselors use and evaluate this system.