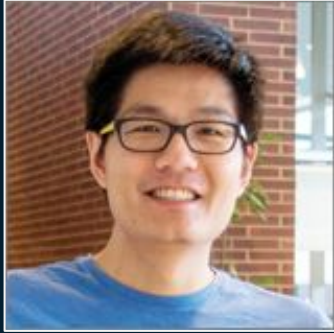


Who Are We?



Prof. Patrick Shih
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Assistant Professor
SICE, IUB

Research: sociotechnical systems and mechanisms to enhance physical and mental wellbeing.



Fernando Maestre
jmaestre@indiana.edu
PhD student
SICE, IUB

Research: CM social support and impact of technology on stigmatized and underrepresented communities.



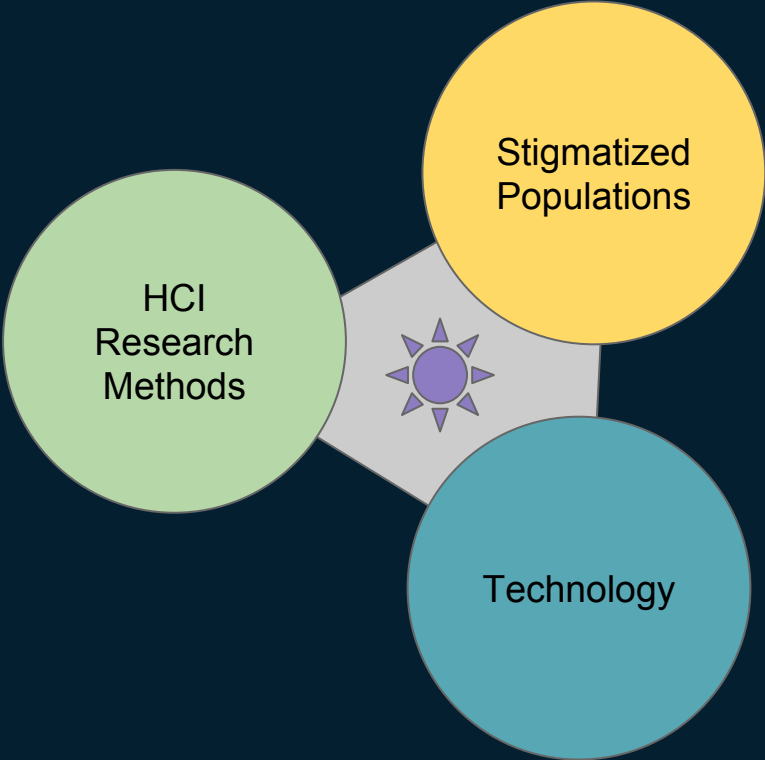
Ciabhan Connelly
ciaconne@umail.iu.edu
Senior undergrad student
SICE, IUB

Research: Complex systems, political science, health informatics..

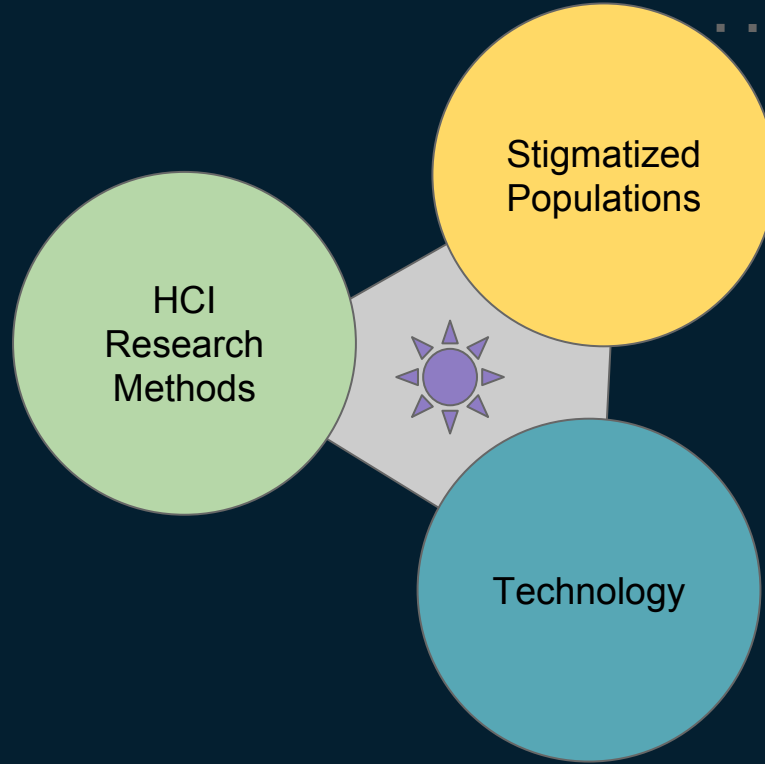
technology & stigma



Research

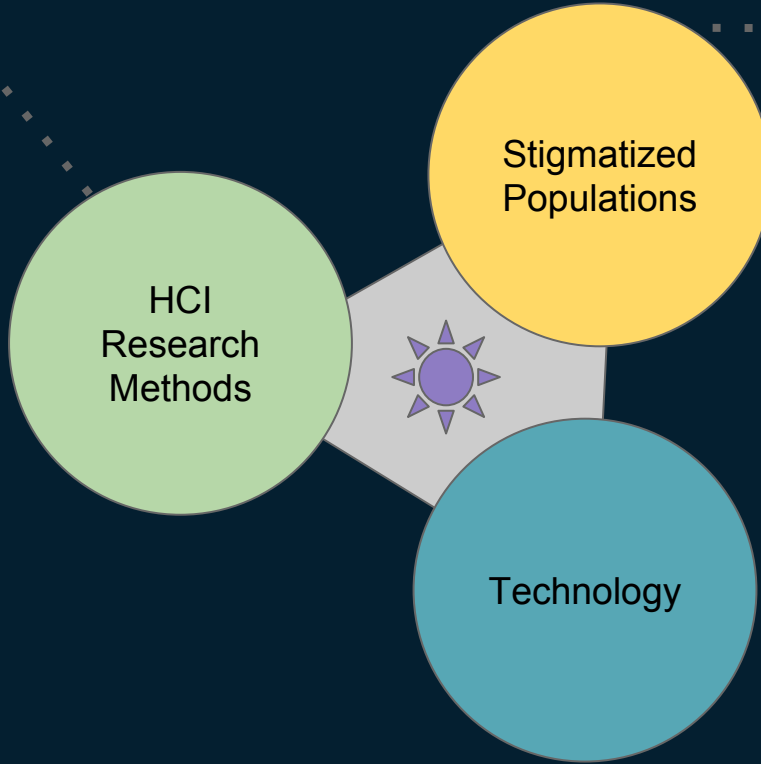


Research



- Medical condition
 - mental health
 - **HIV**, **STDs**
 - Disability
 - Addiction
 - Eating disorders
- Sexual orientation
- Financial status
- Homelessness

Research



FtF

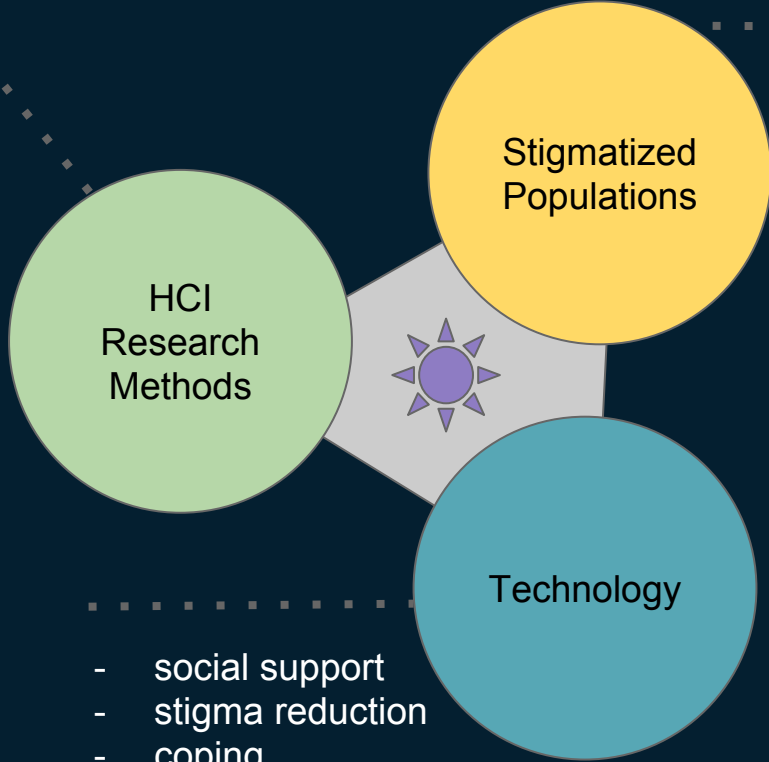
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- interview
- focus groups

CMC

- content analysis
- text mining

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Research



FtF

- ethnography
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- focus groups

CMC

- content analysis
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HCI
Research
Methods

Stigmatized
Populations

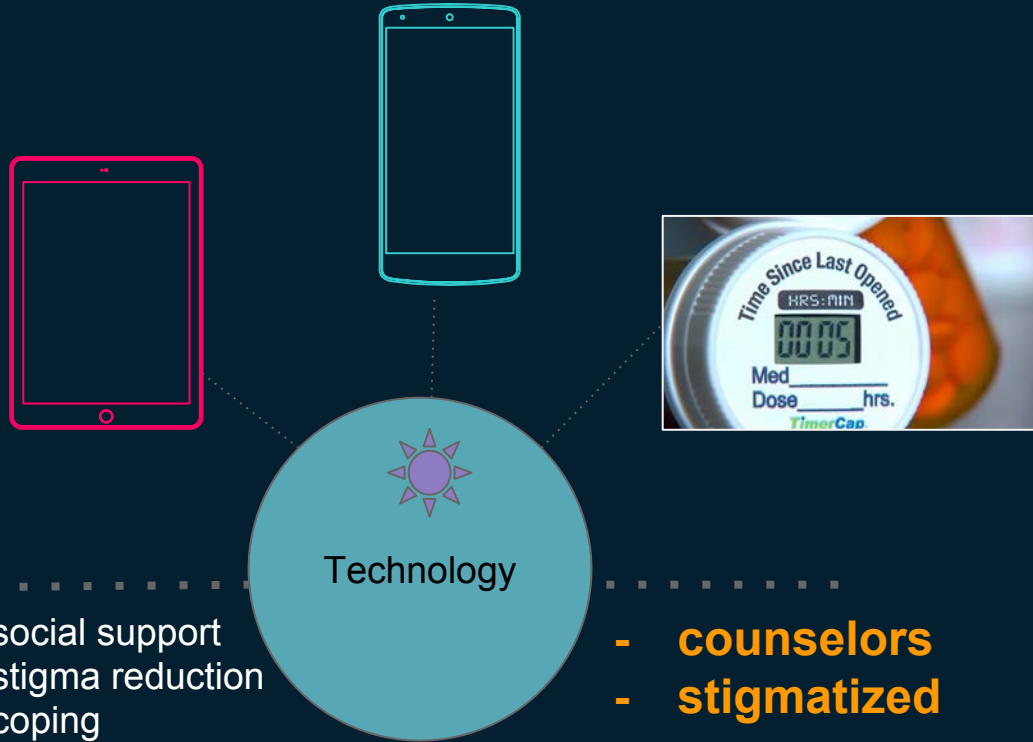
Technology

- Medical condition
- mental health
- **HIV**, **STDs**
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- social support
- stigma reduction
- coping
- management

- counselors
- stigmatized

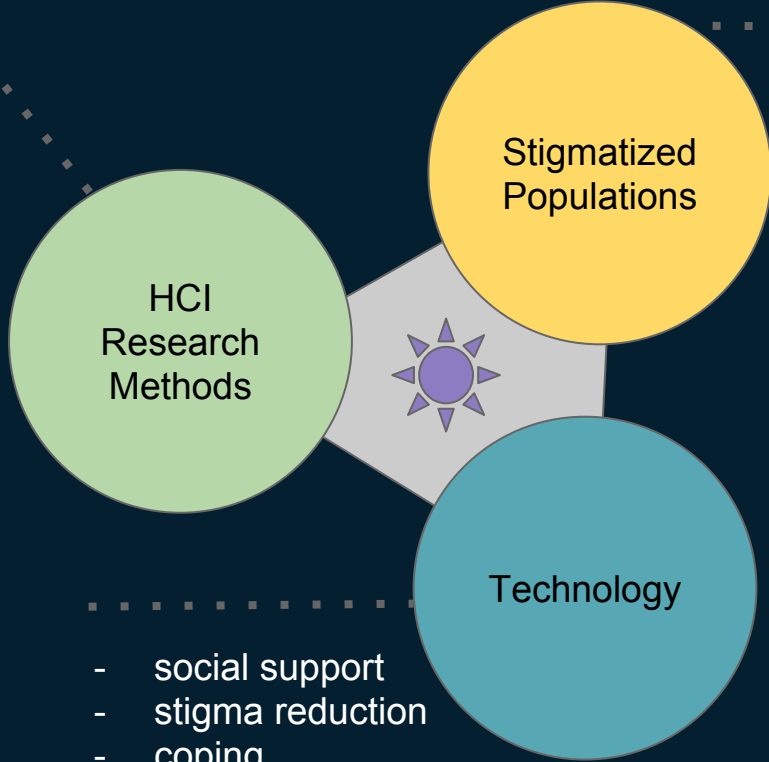
Research



- social support
- stigma reduction
- coping
- management

- **counselors**
- **stigmatized**

Research



FtF

- ethnography
- interview
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- content analysis
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HCI
Research
Methods

Stigmatized
Populations

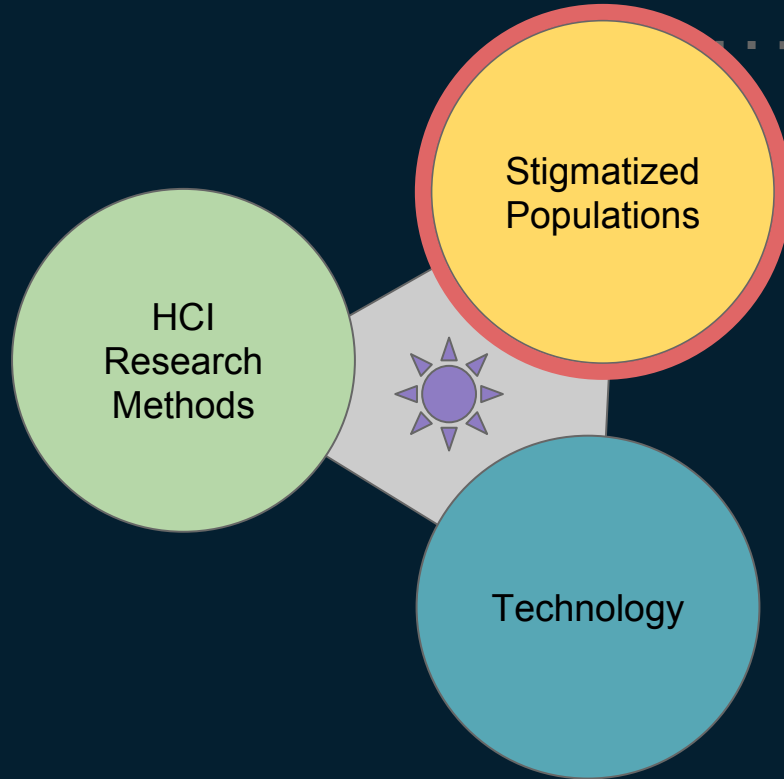
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- **counselors**
- **stigmatized**

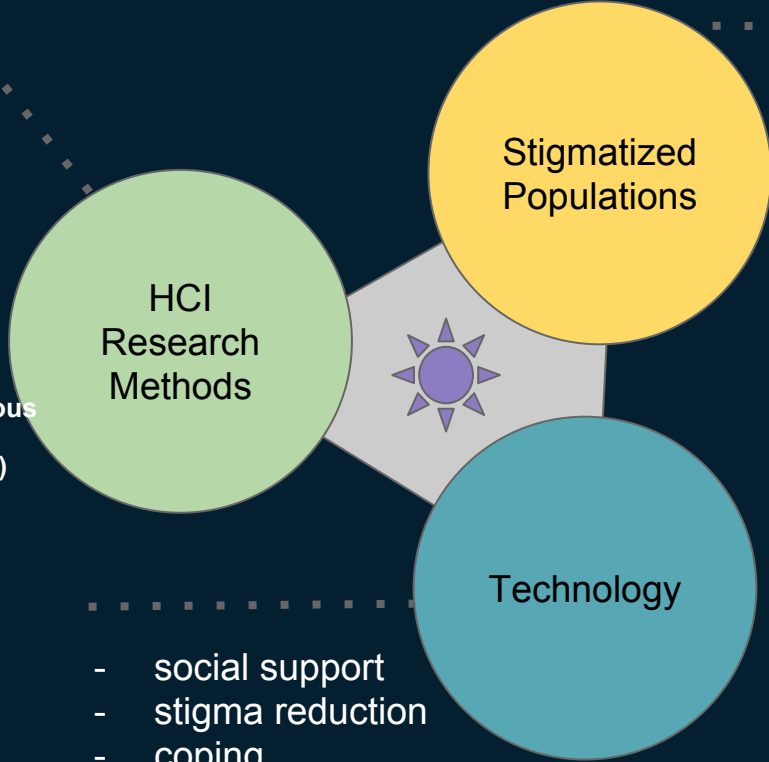
Research



Limitations/challenges:

- Recruitment
- Data collection

Research



FtF

- ethnography
- interview
- focus groups

CMC

- content analysis
- text mining
- **ARC** (Asynchronous Remote Communities)

Stigmatized Populations

- Medical condition
- mental health
- **HIV**, STDs
- Disability
- Addiction
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Technology

- social support
- stigma reduction
- coping
- management

- **counselors**
- **stigmatized**



The **ARC** method

Reaching out those who are hard to reach.



The **ARC** method

Reaching out those who are hard to reach.

More than 80% of adult internet users in the USA use the internet for health-related purposes. *(Zhao et al., 2014)*



The **ARC** method

Reaching out those who are hard to reach.

Stigmatized groups use health online communities to seek support due to the anonymity, privacy and self-disclosure fostered by computer-mediated platforms. (DiNapoli et al., 2013; Rains, 2013).



The **ARC** method

Reaching out those who are hard to reach.

- Rare diseases (MacLeod et al., 2016)
- Pregnant women and new mothers (Prabhakar et al., 2016)

The **ARC** Method

- **Activities**

- Surveys
- Focus groups
- PD
- User testing
- Discussion
- CM interviews



- **Analysis**

- Tabulation
- Mixed methods
- Triangulation (consistency check)

- **Recruitment**

- Online communities
- FtF

Doing Research with PLH

USING THE ARC METHOD



Doing Research with PLH

USING THE ARC METHOD

Phase 1

FtF

- ethnography
- interview

CMC

- content analysis



Doing Research with PLH

USING THE ARC METHOD

Phase 1

- FtF**
- ethnography
 - interview

- CMC**
- content analysis



Phase 2

- CMC**
- The ARC method

The **ARC** Method

- **Activities**

- Baseline Survey
- Problem Ranking
- Photo Elicitation
- Technology use
- PD
- Mobile app user testing
- Debrief survey



ARC with
PLH
(8 weeks)

- **Analysis**

- Tabulation
- Mixed methods
- Triangulation (consistency check)

- **Recruitment**

- Online communities
- FtF

The **ARC** Method

- **General considerations (key points)**
- **Triangulation**
- **Future directions**



THANKS!
Questions?