

Appendix A

Supplementary material for Study 1

Questionnaire

Qualtrics Survey Software

<https://canterbury.qualtrics.com/ControlPanel/Ajax.php?action=...>

Default Question Block

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Online Therapy Expectations and Beliefs.

In this survey we are trying to understand what people think and feel about using the Internet to work with an online psychologist or therapist via a video-link.

If you decide to take part in the study you will be asked to fill out a few personality measures and questions about online therapy expectations. It will take about 20-25 minutes to complete.

Your responses to the survey questions will be confidential. When you submit your responses at the end of the survey you will be redirected to a site where you can choose to submit contact details (your email or phone number) if you wish to participate in the prize draw for one of two \$100 gift vouchers. Your contact details will be stored separately from your survey responses so your name will not be linked to your responses. If you do not wish to participate in the draw you do not need to submit any contact details.

You can withdraw from the survey at any time while you are answering the questions, however, once you have finished and submitted your answers, your data will be combined with that of other participants and will therefore no longer be identifiable. Accordingly, once your data have been submitted you will not be able to withdraw your participation.

In the planned publication of the study your data will remain completely confidential and identity of any participants will not be made public. To ensure confidentiality, only the research group (the researcher and her supervisors) will have access to the raw data. The raw data will be stored on <https://canterbury.qualtrics.com> (the University's recommended online survey system for data collection) and protected with a secure password. Coded data will also be stored on a password-protected computer. Data may be stored for 10 years post-publication of the study and then destroyed.

The project is undertaken as a part of a PhD project by Signe Uldall Wiingaard and under the supervision of Professor Lucy Johnston, Associate Professor David Gleaves and Associate Professor Martin Dorahy. Signe can be contacted at signe.wiingaard@pg.canterbury.ac.nz or 0210575753. She will be pleased to discuss any concerns you may have about participation in the project.

The project has been reviewed and approved by the appropriate department and the UC low Risk Approval process.

Consent

I have read and understood the description of the project: Online Therapy Expectations and Beliefs. On this basis I agree to participate in the project, and I consent to publication of the results of the project with the understanding that confidentiality will be preserved.

I understand that I may at any time withdraw from the project, including withdrawal of any information I have provided. However, once I have finished my participation my data will be combined with that of other participants and will therefore no longer be identifiable. Accordingly once my data have been submitted, I will not be able to withdraw my participation.

I note that the project has been reviewed and approved by the appropriate department and the UC low Risk Approval process.

If you do NOT wish to take part in the study you can click away from the survey now.

If you do wish to take part tick the box "I consent to take part in the study" and then click on.

I consent to take part in the study

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Are you male or female?

- Male
- Female

How old are you?

Where are you from?

- New Zealand
- Europe
- North America
- South America
- Africa
- Asia
- Other

Please specify other:

Please write which ethnic group you identify with? (e.g. Maori, white European, African American etc.)

What is the highest level of education you have completed?

- Less than High School
- High School / GED
- Some College
- 2-year College Degree
- 4-year College Degree
- Masters Degree
- Doctoral Degree
- Professional Degree (JD, MD)

Are you a student at Canterbury University?

- Yes
- No
- I am a student, but not at Canterbury

Please specify what you study and where.

What is your major (or what do you plan to major in?)

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Below we would like you to answer a few questions about online therapy and therapists.

Try to write your answer in your own words (note: you can continue the survey even if you decide not to answer these questions).

What factors might lead you to consider online therapy (e.g., contact with a psychologist or counsellor through email or a video-link such as skype).

What type of online therapist do you think you would look for? (gender, age, experience, education, personality traits, interests etc.)

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How do you think it would be for you to talk with a "normal" *in-person* therapist (NOT an online therapist) about something that you find difficult to deal with?

	Not at all like me	Not much like me	Somewhat like me	Quite a lot like me	Just like me
I would find it easy to talk with a therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would probably feel a little uncomfortable talking with a therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would find it somewhat hard to talk with a therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would enjoy talking with a therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how likely you think it is that you would benefit from an in-person therapy session

- Very Unlikely
- Unlikely
- Somewhat Unlikely
- Somewhat Likely
- Likely
- Very likely

Do you have any previous experience working with an in-person therapist or counsellor?

- No, I have never seen a therapist or counsellor
- Yes, I have seen a therapist or counsellor a few times
- Yes, I have seen a therapist or counsellor several times
- Yes, I have seen a therapist or counsellor many times

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How do you think it would be for you to talk with a online therapist, using a video-link (e.g. skype) about something that you find difficult to deal with?

	Not at all like me	Not much like me	Somewhat like me	Quite a lot like me	Just like me
I will find it easy to talk with an online therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will probably feel a little uncomfortable talking with an online therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will find it somewhat hard to talk with an online therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will enjoy talking with an online therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how likely you think it is that you would benefit from online counselling/therapy

- Very unlikely
- Unlikely
- Somewhat unlikely
- Somewhat likely
- Likely
- Very likely

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The following questions address how you generally think and feel about talking through a video-link (such as skype). If you have never used a video-link before just imagine what you think it would be like for you.

Please answer these questions by rating to what extent the following statements describe you:

	Not at all like me	Not much like me	Somewhat like me	Quite a lot like me	Just like me
I think it is easy to talk through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It would be awkward for me to discuss personal problems through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel its often hard and challaning to talk through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I generally enjoy to talk through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I tend to feel a little uncomfortable when talking through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be comfortable discussing personal problems via a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would find it easy to talk about difficult things with someone close to me through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please choose the answer that best (generally) correspond to how often you have used or use a video-link (e.g. skype) for online communication.

- I have never used a video-link before
- I have used a video-link once or twice before
- I use a video-link several times over a year, but not monthly
- I use a video-link once a month
- I use a video-link a few times every month
- I use a video-link once a week
- I use a video-link a few times a week
- I use a video-link daily

Please read each of the following statements and rate the extent to which you believe each statement best describes your feelings about close relationships.

(Remember there is no right or wrong answer, we just want to know what you think/feel).

	Not at all like me	.	.	Neutral	.	.	Very much like me
I find it difficult to depend on other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is very important to me to feel independent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it easy to get emotionally close to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worry that I will be hurt if I allow myself to become too close to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable without close emotional relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to be completely emotionally intimate with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worry about being alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable depending on other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it difficult to trust others completely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable having other people depend on me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worry that others don't value me as much as I value them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is very important to me to feel self-sufficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not at all like me	.	.	Neutral	.	.	Very much like me
I prefer not to have other people depend on me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am somewhat uncomfortable being close to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find that others are reluctant to get as close as I would like	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I prefer not to depend on others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worry about having others not accept me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not at all like me	.	.	Neutral	.	.	Very much like me

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Below is a list of statements describing feelings or experiences that you may have. Read each statement carefully and circle the number to the right of each item that indicates the frequency with which you find yourself feeling or experiencing what is described in the statement. Use the scale below. Try to be as honest as you can when responding. Please answer all of the items.

	Never	Seldom	Sometimes	Often	Almost always
I feel like I am never quite good enough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel somehow left out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think that people look down on me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All in all, I am inclined to feel that I am a success	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I scold myself and put myself down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel insecure about others' opinions of me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compared to other people, I feel like I somehow never measure up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as being very small and insignificant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I have much to be proud of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel intensely inadequate and full of self-doubt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel as if I am somehow defective as a person, like there is something basically wrong with me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I compare myself to others, I am just not as important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Never	Seldom	Sometimes	Often	Almost always
I have an overpowering dread that my fault will be revealed in front of others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I have a number of good qualities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself striving for perfection only to continually fall short	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think others are able to see my defects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could beat myself over the head with a club when I make a mistake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the whole, I am satisfied with myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to shrink away when I make a mistake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I replay painful events over and over in my mind until I am overwhelmed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I am a person of worth at least on an equal plane with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Imagine the following scenario: For a period of your life you live in a rural area and need therapy to deal with a personal problem. Your only chance of seeing a therapist on a regular basis is through the Internet working with an online therapist through a video-link. There is a number of different online therapists you can choose from and we wonder what therapist characteristics would be important to you in order to find the best therapist match. Thus, please indicate to what extent the following statements describe you:

	Not at all like me	Not much like me	Somewhat like me	Quite a lot like me	Just like me
I would like an online therapist who have years of experience working online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who asks me lots of questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who have a lot of experience working with my specific problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who gives me a feeling of familiarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who has specific training in working with clients online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who mainly just listen and not talk too much	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like my online therapist to look away if I am tearing up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have read this question properly choose "just like me"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would probably prefer my online therapist to be of my own sex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who is similar to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would prefer an online therapist who engage in lots of eye-contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who takes charge of the session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who has been through the same problem as me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who knows exactly where we are heading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who looks me in the eyes when we talk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who dresses formally (e.g. wear a suit)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist who belong to my own generation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like my online therapist to be a women rather than a man	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like an online therapist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finally - we would like to know a little about your thoughts on "normal" *in person* therapy and online therapy. Thus, please indicate to what extent the following statement describe how you feel or think:

	Not at all like me	Not much like me	Somewhat like me	Quite a lot like me	Just like me
I would prefer to talk with a therapist through a video-link (rather than working with someone in person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think talking with a therapist through a video-link might be especially beneficial for me if I were to talk about something I felt ashamed about.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think it would be easier for me to talk with an online therapist (using a video-link) about very emotional or hard problems (rather than talking with a therapist in person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be more likely to make use of therapy through a video-link if I needed to deal with a specific and simple problem (like time-management issues) rather than a more heavy and complex problem (like depression)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would always choose a normal therapist I could meet in person rather than an online therapist who worked through a video-link.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would prefer to work with an online therapist through email rather than through a video-link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please read each of the following statements and rate the extent to which you believe each statement best describes your thoughts about online safety

	Not at all like me	Not much like me	Somewhat like me	Quite a lot like me	Just like me
I generally feel safe sharing my personal information with others online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I generally believe that information shared online even if protected can be accessed by external party	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think that someone could easily pretend to be somebody else online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think it is safe to store personal information online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe talking about private matters on skype	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how thoroughly you answered this survey

- I read each question and chose the best possible answer
- I skimmed the questions and picked an answer that was somewhat right
- I lost concentration and did not read all of the questions properly and at times I just picked the answers randomly

Below is a chance for your to add any comments, critique or ideas about this survey.

