Appendix 1. Survey results

※ Total samples (n=184)

**Demographics (8 features)**
- **[PatientOrCare]** Are you a patient or a caregiver of the health problem you identified above?
  - Patient: 103 (56.0%)
  - Caregiver: 24 (13.0%)
  - Other: 7 (3.8%)
- **[YearDiag]** How long were you or the patient diagnosed with the health problem identified above?
  - Less than one year: 8 (4.3%)
  - 1~3 years: 26 (14.2%)
  - 3~5 years: 11 (6.0%)
  - 5~10 years: 9 (4.9%)
  - 10~15 years: 21 (11.4%)
  - 15~30 years: 13 (7.1%)
  - 30 years ~: 12 (6.5%)
- **[Experienced]** How much do you feel you are experienced in managing or caring for the health problems identified above?
  - Very experienced: 44 (23.9%)
  - Somewhat experienced: 54 (29.3%)
  - Little experienced: 23 (12.5%)
  - Not experienced at all: 26 (14.1%)
- **[Education]** What is the highest level of education you have completed?
  - Some high school: 37 (20.1%)
  - Some college: 76 (41.3%)
  - Post graduate: 60 (32.6%)
- **[Age]** What is your age?
  - Under 18 years old: 9 (4.9%)
  - 18~29 years old: 13 (7.1%)
  - 30~49 years old: 62 (33.7%)
  - 50~64 years old: 69 (37.5%)
  - 64 years old or older: 25 (13.6%)
- **[Gender]** What is your gender?
  - Male: 56 (30.4%)
  - Female: 119 (64.7%)
- **[Employment]** Employment status: are you currently
  - Employed: 93 (50.5%)
  - Not employed: 69 (37.5%)
- **[Satisfaction]** In general, how satisfied are you with the online health support group?
  - Very satisfied: 2 (1.1%)
  - Satisfied: 46 (25%)
  - Unsure: 56 (30.4%)
  - Dissatisfied: 5 (2.7%)
  - Very dissatisfied: 48 (27.1%)
[FindSearch/FindRecommend] Pick one online health support group that you most visit. How did you find out about the support group? *(Open ended)*

- Found through search
  - Yes: 67 (36.4%)
  - No: 32 (17.4%)

- Found through recommendation
  - Yes: 33 (17.9%)
  - No: 66 (35.9%)

*Reading Behavior (9 features)*

Please check how much you agree with the following statements. (*Scale 1 to 5, Strongly Disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly Agree (5))

- **[ReadAll]** I read all messages in online health support groups as much as possible.
  - Strongly agree: 16 (8.7%)
  - Agree: 34 (18.5%)
  - Neither agree nor disagree: 48 (26.1%)
  - Disagree: 30 (16.3%)
  - Strongly disagree: 23 (12.3%)

- **[TrustOthers]** I trust what people post in the online health support groups I go to.
  - Strongly agree: 4 (2.2%)
  - Agree: 31 (16.8%)
  - Neither agree nor disagree: 67 (36.4%)
  - Disagree: 32 (17.4%)
  - Strongly disagree: 14 (7.6%)

- **[NeedEvidence]** I need scientific evidence for me to believe what people post in online health support groups. *(3.01 ± 1.17)*
  - Strongly agree: 16 (8.7%)
  - Agree: 37 (20.1%)
  - Neither agree nor disagree: 53 (28.8%)
  - Disagree: 25 (13.4%)
  - Strongly disagree: 21 (11.4%)

- **[UnusualInfo]** I look for unconventional information otherwise difficult to find elsewhere. *(2.99 ± 1.13)*
  - Strongly agree: 12 (6.5%)
  - Agree: 39 (19.6%)
  - Neither agree nor disagree: 53 (28.8%)
  - Disagree: 26 (14.1%)
  - Strongly disagree: 19 (10.3%)

- **[LookForNewInfo]** I regularly visit the online health support groups to look for new messages posted that I haven’t read yet. *(3.01 ± 1.25)*
  - Strongly agree: 20 (10.9%)
  - Agree: 36 (19.6%)
  - Neither agree nor disagree: 42 (22.8%)
  - Disagree: 28 (15.2%)
  - Strongly disagree: 23 (12.5%)
• [SelectByTitle/SelectByTopic/SelectByAuthor/ScanAll] How do you select which message to read? (Open-ended)
  Select by title
    Yes: 11 (6.0%)
    No: 38 (20.7%)
  Select by topic
    Yes: 24 (13.0%)
    No: 25 (13.6%)
  Select by author
    Yes: 7 (3.8%)
    No: 42 (22.8%)
  Scan all
    Yes: 10 (5.4%)
    No: 39 (21.2%)

Posting Behavior (10 features)
• [PostFreq] How often do you post messages in online health support groups? (2.08 ± 1.36)
  Everyday 11 (6.0%)
  A few times a week 22 (12.0%)
  A few times a month 24 (13.0%)
  A few times a year 16 (8.7%)
  Never 87 (47.3%)
  Please answer how often you post in the online health support group with the following intentions. (*Never (1), Rarely (2), Sometimes (3), Often (4), Very Often (5))
• [AskQ] I ask questions. (2.19 ± 1.16)
  Very often 4 (2.2%)
  Often 18 (9.8%)
  Sometimes 42 (22.8%)
  Rarely 29 (15.8%)
  Never 60 (32.6%)
• [InitDiscussion] I initiate discussions. (2.10 ± 1.22)
  Very often 6 (3.3%)
  Often 15 (8.2%)
  Sometimes 38 (20.7%)
  Rarely 19 (10.3%)
  Never 71 (38.6%)
• [AnswerQ] I answer others’ questions. (2.31 ± 1.32)
  Very often 8 (4.3%)
  Often 28 (15.2%)
  Sometimes 32 (17.4%)
  Rarely 19 (10.3%)
  Never 65 (35.3%)
• [SharePersonal] I share my personal experiences. (2.33 ± 1.34)
  Very often 10 (5.4%)
  Often 25 (13.6%)
  Sometimes 35 (19.0%)
Rarely 18 (9.8%)
Never 65 (35.3%)

- **[ShareOpinion]** I share my opinions. (2.36 ± 1.32)
  - Very often 10 (5.4%)
  - Often 26 (14.1%)
  - Sometimes 33 (17.9%)
  - Rarely 25 (13.6%)
  - Never 60 (35.3%)

- **[ShareUseful]** I share useful information. (2.38 ± 1.31)
  - Very often 7 (3.8%)
  - Often 31 (16.8%)
  - Sometimes 33 (17.9%)
  - Rarely 19 (10.3%)
  - Never 59 (32.1%)

- **[ShareEmotion]** I share emotional support with other members. (2.39 ± 1.39)
  - Very often 14 (7.6%)
  - Often 25 (13.6%)
  - Sometimes 32 (17.9%)
  - Rarely 19 (10.3%)
  - Never 63 (34.2%)

- **[WarnSpam]** I warn about spams and advertisements. (1.93 ± 1.20)
  - Very often 8 (4.3%)
  - Often 11 (6.0%)
  - Sometimes 22 (12.0%)
  - Rarely 30 (16.3%)
  - Never 79 (42.9%)

- **[Mediate]** I mediate members to help conversations stay on track. (1.75 ± 1.04)
  - Very often 2 (1.1%)
  - Often 10 (5.4%)
  - Sometimes 25 (13.6%)
  - Rarely 25 (13.6%)
  - Never 87 (47.3%)

**Role (5 features)**

- **[RoleFamily/RoleObserver/RoleSupporter/RoleLearner/RoleTeacher]** How would you describe your role in the online health support group? *(Open ended)*
  - Role as family member
    - Yes: 29 (15.8%)
    - No: 30 (16.3%)
  - Role as observer
    - Yes: 20 (10.9%)
    - No: 39 (21.2%)
  - Role as supporter
    - Yes: 19 (10.3%)
    - No: 40 (21.7%)
  - Role as learner
    - Yes: 9 (4.9%)
Values Sought (4 features)

The reason for visiting the online health support group is:
(*Not true at all (1), Not true (2), I don't know (3), True (4), Very true (5))

- **[ExchangeEmo]** To exchange emotional support (3.17 ± 1.32)
  - Very true: 27 (14.7%)
  - True: 42 (22.8%)
  - I don't know: 38 (20.7%)
  - Not true: 18 (9.8%)
  - Not true at all: 25 (13.6%)

  Binary
  - Positive: 69 (46.0%)
  - Negative: 81 (54.0%)

- **[HearExp]** To hear about personal experiences from other patients (3.56 ± 1.14)
  - Very true: 29 (15.8%)
  - True: 60 (32.6%)
  - I don't know: 34 (18.5%)
  - Not true: 12 (6.5%)
  - Not true at all: 12 (6.5%)

  Binary
  - Positive: 89 (60.5%)
  - Negative: 58 (39.5%)

- **[GetUnusualInfo]** To gain nonmainstream information (3.32 ± 1.19)
  - Very true: 24 (13.0%)
  - True: 48 (26.1%)
  - I don't know: 44 (23.9%)
  - Not true: 16 (8.7%)
  - Not true at all: 16 (8.7%)

  Binary
  - Positive: 72 (48.6%)
  - Negative: 76 (51.4%)

- **[SpecificSearch]** To gain information that I am looking for (2.91 ± 1.14)
  - Very true: 12 (6.5%)
  - True: 35 (19.0%)
  - I don't know: 54 (29.3%)
  - Not true: 29 (15.8%)
  - Not true at all: 20 (10.9%)
Binary
- Positive 57 (33.5%)
- Negative 113 (66.5%)

* (mean ± standard deviation)