

Master thesis project(s)

eHealth & eLearning Support Applications for the Child Helpline

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The *Kindertelefoon* is the Dutch “Child Helpline International” organization where children can have free confidential conversations about any topic that they do not dare, do not want, or cannot discuss with people around them. Over 500 volunteers are available for about 1000 unique contacts a day. The volunteers can be reached by telephone, live chat and forum. The volunteers listen to the child without judgement and take their story serious. They aim to empower the child to grow-up becoming a healthy, self-reliant, independent, and confident member of society.

Multiple master thesis projects are available in collaboration with the Kindertelefoon. For example, the student could design, build, and test a support tool for operators of the helpline during difficult conversations. For this the student could use machine learning techniques to identify helpful comments, from a dataset of previous conversations, so that these can be presented as suggestions to the volunteer. Alternatively, the student could design, build, and test an eLearning tool or serious game to train the volunteers. For this the student could make a personalized chatbot, or virtual agent, that acts as a child in a role-play for training. Potential other topics are investigating ways to welcome the children on the website and lowering the threshold to get into contact with a volunteer. The student can to some extent influence the direction of their project to match their interest. The student is expected to regularly visit the Kindertelefoon based in Utrecht.



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