



EDC-22071 KOM2002/27938

Groupware for Distributed Content Production

KOM2002

D1.2 Test site using existing content

D5.1 Start of service

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Author(s)	Jacob Palme (KTH)
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EC Project Officer	Kimmo Rossi
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Abstract (for dissemination)	<p>The basic software for delivering existing content and providing forums and ask-the-expert areas has been developed and put up as a running service. We have intentionally not yet tried to achieve any users outside of the project, yet. This is not planned until in month 12.</p> <p>This deliverable is mainly a software and services delivery. This report gives an overview of the service and its status.</p>

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2 Executive summary

The main software facilities to be provided in the KOM2002 projects are multi-lingual forums and ask-the-expert areas, groupware for content development, natural-language question-answering service and subject tree service. All these services are now running, albeit not in all respects yet with full functionality.

The software can be accessed at <http://web4health.info/>. We do not, however, attempt to get external users yet, and all the pages are marked with robots exclusion tags to stop web crawlers (like Google, Alta Vista, etc.) to index them.

3 Main Website

The main website has been running for several months at <http://web4health.info/>. At present it contains only information in English and Swedish. The main entry page looks like this in English at present:

The screenshot shows the main interface of the Psychology Questions and Answers website. At the top is a navigation bar with links: Home, Facts, News, Links, Tools, Together, Search, MyArea, Login/out, and Help. On the left is a vertical sidebar with 'Questions Answers Facts', language flags for English and Svenska, and a 'Submit question' button. The main content area is titled 'Psychology Questions and Answers' and includes a search form, a warning about limited data, and radio buttons for query types. Below this is a 'Psychology Knowledge Base' section with a grid of topic links such as Phobia, Anxiety, Depression, Borderline Personality, Life and Relational Problems, Child Care, Obesity, Eating Disorders, Addiction and Substance Abuse, Physical Symptoms, Therapy, and Psychiatric Drugs. A footer note states: '(The layout of this page will be revised before production usage starts.)'

4 Multi-Lingual Forums

The multi-lingual forum service provides forums, in which each message can be provided in multiple languages. Each user provides a list of preferred languages. If a message is available in more than one language, the version in the preferred language for each user is shown to this user. Messages and translations of them can also be revised, and normally the latest version is shown.

As an example, below is shown a message which is available in two languages, English and Swedish:

The screenshot shows a forum interface with a navigation bar at the top containing 'News', 'Private', 'All forums', 'Help', and 'Logout'. On the left is a sidebar with 'Go to:' and a tree structure: 'All forums', 'Discussion Forums', 'General Discussion', and 'Substance abuse and eating disorders'. The main content area features the title 'Substance abuse and eating disorders' in large blue text, followed by 'To: General Discussion' and 'Author: Jacob Palme'. A yellow box highlights 'Thread Messages in thread:' with a single entry: '915. Substance abuse and eating disorders, Jacob Palme, Thu 12 Dec 18:20 2002'. Below this is a yellow action bar with '915.' and a 'Top' link. The bottom section of the post shows the subject 'Substance abuse and eating disorders', 'From: Jacob Palme', 'Date: Thu, 12 Dec 2002 18:20:49 +0100', and 'Language: Swedish (o), English (o)'. To the right of the language information are icons for 'Reply to all' and 'Personal reply', and buttons for 'Subtract receivers', 'Add Recipients', 'Translate or modify message', 'Show History', and 'Mark'.

Are there similarities between substance abuse and eating disorders? Have they similar causes?

You are logged in as Jacob Palme
Today's date: Thu, 12 Dec 2002 18:21:32 +0100

The picture shows the English version, but by clicking on the link [Swedish](#), a user can view the Swedish-language version of this message. By clicking on [Translate or modify message](#), a user can enter or correct a translation of a message to a new or existing language.

5 Ask-The-Expert Areas

The ask-the-expert software is running, except that tools for anonymous user registration are not working yet. Here is an example of a question with an expert answer:

News	Private	All forums	Help	Logout
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Go to:
[All Forums](#)
[Ask the Expert Areas](#)
[Ask The Expert Here](#)
[Bulimia](#)
[Re: Bulimia](#)

Next unread



Bulimia
 Author: [Carola Bengtsson](#)
 To: [Ask The Expert Here](#)
 Modified by: [Jacob Palme](#), Thu 12 Dec 19:25 2002

Thread Messages in thread:

922. [Re: Bulimia](#), [Gunborg Palme](#), Thu 12 Dec 19:12 2002
 921. [Re: Bulimia](#), [Carola Bengtsson](#), Thu 12 Dec 19:11 2002
 920. [Re: Bulimia](#), [Gunborg Palme](#), Thu 12 Dec 19:07 2002
 919. [Bulimia](#), [Carola Bengtsson](#), Thu 12 Dec 19:07 2002

919. [Top](#) [Next message](#)

Bulimia
 From: [Carola Bengtsson](#)
 Date: Thu, 12 Dec 2002 19:25:18 +0100
 Modified by: [Jacob Palme](#), Thu 12 Dec 19:25 2002
 Language: [Swedish \(0 0 \)](#), [English \(0 \)](#)

 [Reply to all](#)
  [Personal reply](#)
 [Subtract receivers](#)
 [Add Recipients](#)
 [Translate or modify message](#)
 [Show History](#)
 [Mark](#)

I have an important question.

How do you know if you have bulimia?

Almost everyone I know complain that I am too thin and ought to eat more, even my own parents.

But I do not feel thin, rather the reverse. If I eat much one day, I have to exercise like mad, or I get a lot of anxiety and have to eat less the next day.

920. [Top](#) [Previous message](#) [Next message](#)

Re: Bulimia
 From: [Gunborg Palme](#)
 Date: Fri, 13 Dec 2002 19:26:11 +0100
 Modified by: [Gunborg Palme](#), Fri 13 Dec 19:26 2002
 Language: [Swedish \(0 0 \)](#), [English \(0 0 \)](#)

 [Reply to all](#)
  [Personal reply](#)
 [Subtract receivers](#)
 [Add Recipients](#)
 [Translate or modify message](#)
 [Show History](#)
 [Mark](#)

It sounds as if you have an eating disorder. Please tell me how tall you are, and what your weight is.

921. [Top](#) [Previous message](#) [Next message](#)

Re: Bulimia
 From: [Carola Bengtsson](#)
 Date: Thu, 12 Dec 2002 19:26:32 +0100
 Modified by: [Jacob Palme](#), Thu 12 Dec 19:26 2002
 Language: [Swedish \(0 \)](#), [English \(0 \)](#)

 [Reply to all](#)
  [Personal reply](#)
 [Subtract receivers](#)
 [Add Recipients](#)
 [Translate or modify message](#)
 [Show History](#)
 [Mark](#)

My weight is 55 kilo, and I am 174 cm tall.

922. [Top](#) [Previous message](#) [Next unread](#)

Re: Bulimia
 From: [Gunborg Palme](#)
 Date: Fri, 13 Dec 2002 19:27:35 +0100
 Modified by: [Gunborg Palme](#), Fri 13 Dec 19:27 2002
 Language: [Swedish \(0 0 \)](#), [English \(0 0 \)](#)

 [Reply to all](#)
  [Personal reply](#)
 [Subtract receivers](#)
 [Add Recipients](#)
 [Translate or modify message](#)
 [Show History](#)
 [Mark](#)

That is a little too low. The normal weight for that height is between 60 and 75 kilo. It is important that you do not reduce your weight even more.

6 Content Production System

The content-production system is running, see attachment A and B to this deliverable for more details.

7 Natural-Language Question-Answering System

The top half of the picture on page 3 above gives access to the natural-language question-answering system. The lower half contains the subject tree. At present most of the content we have available is on eating disorders, since several partners had information in this area ready before the project started. If you write for example the question “How do I stop eating too much?” in the question area above and push the Submit question button, you will get the following answer:



The screenshot shows a web interface for a question-answering system. At the top, there is a navigation bar with buttons for Home, Facts, News, Links, Tools, Together, Search, Personal, Login/out, and Help. Below this, on the left, is a vertical blue sidebar with links for 'Go to: Home Question Facts'. The main content area has a header 'Answers' in blue. Below the header, there is a section for 'Your question:' with a text input field containing 'How do I stop eating too mu' and two buttons: 'Submit question' and 'New question'. Underneath, there is a section for 'Answers:' followed by a list of six blue hyperlinks: 1. Family Members and Friends of Those with Eating Disorders, 2. Bulimia Nervosa, Binge Eating and Compulsive Overeating, 3. I Eat Too Much Even Though I Know it is Wrong, 4. Self-Esteem, 5. Self Hate and Eating Disorders, and 6. Eating when you are Tired and Lonely. Finally, there is a section for 'Related answers:' followed by two blue hyperlinks: 1. Learning to Recognize Hunger and Satisfaction? and 2. Difference between People with Eating Disorders and Other People.

In this answer, item 3 and 6 contains reasonable responses to the question. The classification work is not yet ready, when the classification work is ready, we expect much better answers. Only about one third of the English FAQs and two thirds of the Swedish FAQs have yet been classified. With the same question as above, the Swedish, more fully classified data base, returned good answers to the question as answer no 1, 3 and 4 in a list of 4 matching answers found.

8 Subject Tree

The subject tree at present covers in English the current text content, which is mainly information about eating disorders at this time.

Below is one example of one of the subject tree pages in the present data base:

Go to:
New Question
Answers
Facts



Eating Disorders; Links Page 1

[Top](#) [Discuss this](#) [Ask an expert](#) [Print](#)

Eating disorders

[Overview](#) • [Bulimia](#) • [Anorexia](#) • [Binge eating](#) • [Difference between people with eating disorders and other people](#) • [Self-induced vomiting](#) • [Complications](#) ...

Causes

[Child care](#) • [Slim ideals](#) • [Cultural causes](#) • [Fast food](#) • [Preventing eating disorders](#) • [Food addiction](#) • [Sexual abuse](#) • [Lack of self-esteem](#) ...

Feelings and experience, hunger

[True and distorted hunger](#) • [To experience Hunger and Satisfaction](#) ...

Difference between People with Eating Disorders and Other People

[Recognition of hunger](#) • [Different Function for Different People](#) • [Eating disorders and tidiness](#) • [Self-hatred](#) • [Definition of eating disorders](#) • [Not showing up at an event](#) • [Disappearing menstruation](#) • [Binges](#) ...

Children and Child Care

[Forcing children to eat?](#) ...

Diagnosis and Treatment

[Drugs](#) • [Surgery](#) • [Step by step](#) • [Plan for getting well](#) • [Self-monitoring, diaries](#) • [Self-help](#) • [Self-feeding](#) • [Psychotherapy](#) • [Exercise](#) • [Your ideal weight](#) • [Changing your life style](#) • [Changing your eating habits](#) • [Family and friends](#) • [Do something else instead of eating](#) • [Where can I get help?](#) ...

Food, Diet, Slimming, Obesity

[Good slimming methods](#) • [Should I get slimmer?](#) • [Choosing a diet](#) • [Obesity/overweight](#) ...

Eating Disorders and Obesity Page 2

[About people with eating disorders](#) • [Eating disorders and addiction](#) • [Difference between people with Eating disorders and other people](#) • [How common are eating disorders](#) • [Research on eating disorders](#) • [Complications from eating disorders](#) ...

[Top](#)

Latest change: 5 Jul 2002

Contact: <mailto:imc-comment@dsv.su.se>

Web4Health!

List of Attachments

9 Attachment 5.1.A: KOM2002 Groupware Use in Web4Health

10 Attachment 5.1.B: Dreamweaver and Word Templates for Web4Health Web Design