

DukeLine: A Peer to Peer Support Program

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Background

- Anonymous peer support may be an avenue to circumvent barriers to mental health care
- Although these programs are popular among colleges and universities, published peer-reviewed research on the impact and effectiveness of peer support (both about users and supporters) is lacking
- DukeLine, an anonymous textline connecting students to trained peer coaches, offers the ability for students to access support while collecting mental health data from coaches and users to inform sustainability

Aims & Hypotheses

Aim: develop and pilot an innovative service for college student mental health using professionally-trained peer coaches who deliver anonymous support via text

- H1: $\geq 80\%$ of users will express interest in using DukeLine again and will recommend it to a friend.
- H2: DukeLine peer coaches will report increased **sense of meaning and purpose** over time in the program; this will attenuate any **emotional exhaustion** experienced through coaching

Method

User Pre-Text Survey

- Current mood
- Current location
- Class year



User Post-Text Survey

- Current mood
- Experience with coach
- Demographics

Mental Health Tracking Survey



- Administered to DukeLine coaches once every 4 weeks

Results: Users

- Of users who completed our post-text survey (n = 6), 100% said they would be “very” or “extremely” likely to use DukeLine again and “very” or “extremely” likely to recommend DukeLine to a friend

It was helpful for talking me down in an immediate moment of panic.

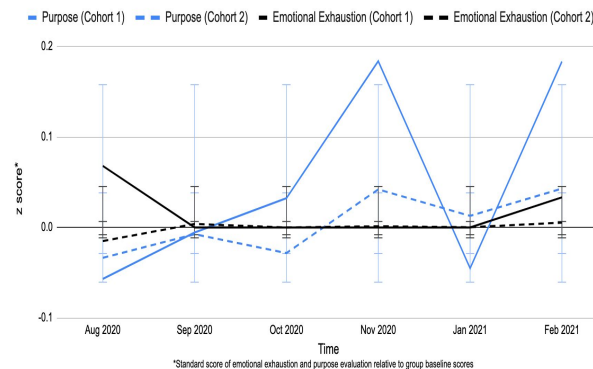
The person I talked to validated me and checked up on me.



13 unique users, 3 of whom are repeat users

Results: Coaches

Purpose and Emotional Exhaustion of Coaches Over Time



Summary & Future Directions

- ✓ Launched DukeLine pilot
- ✓ Established data collection pipeline
- ✓ Collected preliminary acceptability ratings from users and mental health data from peer coaches

EXPAND

PROMOTE

COLLABORATE