Internet Safety Helplines: Exploratory Study First Findings

# Details

## Year

2015

## Scope

Multinational

## Countries

* Belgium
* Ireland
* Malta
* Romania

## Type

Empirical research – Mixed methods

## Methodologies

* Interview
* Focus group
* Survey

## Researched Groups

## Funder

European Schoolnet

## Funder Types

European Union / Commission

## Informed Consent

Consent not mentioned

## Ethics

Ethical considerations not mentioned

## URL

https://www.betterinternetforkids.eu/en-GB/policy/insafe-inhope

## Data Set Availability

Not mentioned

# Goals

The research focused on four main research questions:
RQ1: What are the main services that helplines provide?
RQ2: How do helplines measure the impact and effectiveness of their work?
RQ3: What are the key emerging issues and challenges that helplines are dealing with?
RQ4: What strategies should helplines employ to deal effectively with these issues and challenges?