Appendix 3. Correlation scores

	Social support needs (Feature name in dataset)			
	Emotional Support (Exchange Emo)	Experience-based Info (HearExp)	Unconventional info (GetUnusual Info)	Medical facts (Specific Search)
PatientOrCare	-0.29	-0.40	-0.26	-0.13
YearDiag	0.08	0.07	-0.06	0.08
Experienced	0.28	0.33	0.23	0.18
Age	0.15	0.17	0.26	0.18
Gender	0.11	0.09	-0.03	-0.03
Education	0.04	0.08	0.01	0.05
Employment	-0.07	-0.13	-0.26	-0.14
Satisfaction	0.49	0.39	0.44	0.42
FindSearch	0.36	0.40	0.40	0.16
FindRecommend	0.35	0.49	0.48	0.10
ReadAll	-0.32	-0.45	-0.51	-0.12
TrustOthers	0.44	0.55	0.44	0.50
NeedEvidence	0.56	0.53	0.47	0.45
UnusualInfo	0.23	0.46	0.32	0.54
LookForNewMsg	0.30	0.45	0.50	0.63
SelectByTitle	0.62	0.60	0.56	0.43
SelectByTopic	0.09	0.15	0.16	-0.07
SelectByAuthor	0.10	0.07	-0.04	-0.06
ScanAll	-0.20	-0.27	-0.26	0.26
PostFreq	-0.07	0.01	0.11	-0.02
AskQ	0.54	0.45	0.37	0.19
InitConversation	0.47	0.43	0.30	0.27
AnsQ	0.48	0.43	0.35	0.29
SharePersonal	0.46	0.41	0.37	0.33
ShareOpinions	0.52	0.44	0.33	0.33
ShareUseful	0.49	0.46	0.36	0.36
ShareEmo	0.47	0.44	0.38	0.35
WarnSpam	0.52	0.43	0.32	0.32
Mediate	0.18	0.20	0.23	0.30
RoleActive	0.19	0.17	0.16	0.33
RoleObserver	0.47	0.49	0.18	-0.01
RoleSupporter	-0.45	-0.37	-0.16	0.06
RoleLearner	0.37	0.07	0.16	-0.10
RoleTeacher	-0.11	-0.03	0.16	-0.10