



## UvA-DARE (Digital Academic Repository)

### Online parenting support: Guiding parents towards empowerment through single session email consultation

Nieuwboer, C.C.

**Publication date**  
2014

[Link to publication](#)

#### **Citation for published version (APA):**

Nieuwboer, C. C. (2014). *Online parenting support: Guiding parents towards empowerment through single session email consultation*. [Thesis, externally prepared, Universiteit van Amsterdam].

#### **General rights**

It is not permitted to download or to forward/distribute the text or part of it without the consent of the author(s) and/or copyright holder(s), other than for strictly personal, individual use, unless the work is under an open content license (like Creative Commons).

#### **Disclaimer/Complaints regulations**

If you believe that digital publication of certain material infringes any of your rights or (privacy) interests, please let the Library know, stating your reasons. In case of a legitimate complaint, the Library will make the material inaccessible and/or remove it from the website. Please Ask the Library: <https://uba.uva.nl/en/contact>, or a letter to: Library of the University of Amsterdam, Secretariat, Singel 425, 1012 WP Amsterdam, The Netherlands. You will be contacted as soon as possible.

# CONCLUSIONS

## **Online Parenting Support**

**Guiding parents towards empowerment  
through single session email consultation**

In this final part of the dissertation, issues that were raised in the previous chapters are discussed, in order to provide suggestions to advance both web-based services for parents, especially email consultation, and research in this rapidly developing field.

In *chapter 1*, we described studies which evaluated or analyzed empirical online services for parents, identifying resource and user characteristics and assessing methodological characteristics of the evaluation studies. Our research suggests that scholarly interest in the subject of online parenting programs is growing.

Many of these studies have analyzed the contents of postings and messages from parents, finding that well-known benefits of traditional peer support (e.g., Belsky & Rovine, 1984) are intensified and made much more accessible through web-based media (e.g., McKenna, 2008; Nieuwboer & Fukkink, 2014, *in press*).

Also, consistent with reports on other internet interventions, online programs for parents were increasingly interactive, offering multi-layered and multi-component types of online communication (Barak & Suler, 2008; Ritterband et al., 2009)

Furthermore, we found that first initiatives to provide web-based resources were specifically aimed to improve accessibility to (health) care and support for parents in isolated areas or challenging circumstances (e.g., Huws, Jones, & Ingledew, 2001; Scharer, Colon, Moneyham, Hussey, Tavakoli, & Shugart, 2009), and were directed mainly at parents of young children. However, since the Internet has become a popular and widely used medium, the focus point of studies shifted gradually towards general parenting portals and supportive practices to improve parenting. Topics included social networking for new parents, information on youth mental health, and parent skills or conflict training.

Compared to the vast amount of online resources for parents, the number of rigorous scientific evaluations is still small, and the characteristics of parenting websites show a high degree of diversity, which makes it hard to generalize claims about the efficiency and effectiveness of online parenting support.

In conclusion, we found interesting and inspiring examples of web-based services for parents, following technological trends, varying from discussion boards for peer support to hand-held devices with tailored information. With the development of new easy-to-use devices, it is to be expected that Internet-based interventions and programs can be made more and more available for a larger part of the population, supplementing existing services.

In *chapter 2*, we focused on the evidence for effectiveness of online parenting programs, using a combination of a narrative review and meta-analysis in order to identify the factors and design characteristics which contribute to reported effects.

We found positive outcomes for both parents and children after participation in a short web-based intervention.

Unguided modules, i.e. e-learning sessions without any personal involvement of practitioners, showed promising results to enhance knowledge and can be further optimized by offering inter-session progress assessments. Other services involve interactive guidance of practitioners, for instance through conversations, video-conferencing, chat or email consultation. If the purpose of a program is to improve other aspects of parental competencies than knowledge, like behavioral aspects (e.g., responsive and disciplinary skills) and attitudinal aspects (e.g., self-confidence and satisfaction about the parenting role), we have learned that guided elements of online programs were associated with better outcomes than unguided online programs. For instance, online sessions were started with a face to face session ('blended' help-giving) or reviewed through a video-conference with parents at home ('multi-layered'

help-giving). Also, programs with a training-like set-up with multiple sessions were more successful than programs without such structured content, like an online portal which offers information.

Interestingly, although they may be inspiring and attractive, positive effects of more complex (multi-media) programs have not yet been convincingly demonstrated, as we have seen in the mixed results of the set of studies which provided three or more channels of communication, such as video, tests, animated characters. Comparing several studies which reported mostly positive outcomes, we found that the adaptation of well-known evidence-based programs (like Problem Solving Skills Training and Triple P) for online dissemination does not guarantee success. Finally, the most successful programs were targeted at specific groups of parents, addressing a limited topic.

Focusing on one of the types of online parenting support, single session email consultation is a very brief supportive service, convenient and easily accessible for parents, but methods, protocols and procedures for parenting practitioners were lacking.

In *chapter 3*, we hypothesized that a match between parental need and professional response would enhance the quality of online consultation, following empirical evidence in other parenting support studies (Dempsey & Keen, 2008; Fordham, Gibson, & Bowes, 2011; Raghavendra, Murchland, Bentley, Wake-Dyster, & Lyons, 2007; Van Riper, 1999). On the basis of previous literature (Dunst et al., 2002; Turnbull, Turbiville, & Turnbull, 2000), we developed a coding system, distinguishing between expert oriented, parent oriented and context oriented perspectives on help-giving. We collected email questions and advices and questionnaires on parental empowerment in a primary care setting in the Netherlands.

Almost half of the questions parents submitted online concerned parenting competencies, and the other half concerned child development. The age of the children

involved was diverse, but they were mainly young (pre-)school children and questions about adolescent children were rare. In line with our findings on online parenting support, which is often targeted at parents of young children (see chapter 1 and 2), this part of the dissertation shows the same pattern for parental self-selection.

Overall, the match between prevalent parental need and professional advice was found to be weak. Interestingly, parents often used this communication channel with multiple expectations. For instance, a question about an excess of children's computer gaming showed the need for sharing worries, seeking multiple options how to deal with the situation and looking for useful resources. In other words, most questions were parent- and context oriented and showed multiple prevalent needs. Practitioners showed an even higher preference to a broad approach to writing their advices, offering a few techniques of every perspective, rather than restricting the advice to one parental need, and they showed low levels of prevalence.

Although parental need requires professional consideration, we discussed the benefits of a broader approach, offering parents multiple perspectives. In doing so, misinterpretations of the parental expectation, which is only conveyed through a short text, can be avoided. However, we also concluded that practitioners may employ a greater variety of textual techniques than currently applied.

The literature on single session email consultation is scarce and the few studies reporting on the subject (Bagraith, Chardon, & King, 2010; Car & Sheikh, 2004a; 2004b; Chardon, Bagraith, & King, 2011; Harris, Danby, Butler, & Emmison, 2012; Nijland, van Gemert-Pijnen, Boer, Steehouder & Seydel, 2009) were not aimed at parents. Gains of this study include a better insight in the topics and types of questions submitted by parents online and knowledge about the way practitioners respond to them.

The characteristics of single session online communication appear to be in contrast with the way empowerment and empowerment oriented behavior are mostly perceived: as long term processes and interactions of some duration, building trust and rapport (e.g., Dunst et al., 2002; Popp & Wilcox, 2012). Although several overviews and checklists exist for parent-practitioner communication (Baumann, Kolko, Collins, & Herschel, 2006; St-Cyr Tribble et al., 2008; Trivette & Dunst, 2005; Verzaal, 2002), we found that the concept of empowerment in parenting support was not operationalized in a detailed enough manner, fit to enable a content analysis of texts.

In *chapter 4*, we developed a model on the basis of a conceptual explanation of the process towards more empowerment. Building upon the study of Cattaneo and Chapman (2010) and literature on empowerment in parenting support (Turnbull et al., 2000) we were able to relate some of the previously described textual techniques (see chapter 3) to this process, resulting in the Guiding the Empowerment Process model (GEP model). The model identifies how the practitioner can guide the parent in components of this process towards more empowerment which proved to be difficult, for instance defining a goal, taking action, reflecting on impact or mobilizing resources in the context. It involves ten techniques which can be used in email consultation, like ‘rephrasing family goals’, ‘providing a variety of options’, ‘describing the needs of involved family members’, and ‘show opportunities for family members to participate in problem-solving’ (see chapter 4, Figure 1).

By defining empowerment as a process with separate stages and relating it to the support a practitioner can provide, we have developed a practical instrument to measure the level of empowerment oriented content in single session email consultations.

We found good results for internal consistency and concurrent validity of the GEP model. Also, we observed all ten described techniques in the online advices, providing guidance in all four components of the empowerment process. Thus, feasibility of the GEP model for content analysis of email counseling from the perspective of

empowerment was demonstrated. This study is a first attempt to relate the practice of email consultation to the key concept of empowerment. In doing so, we suggest that usability of the concept for everyday parenting practice has increased.

This study advances the knowledge about the way parenting practitioners may guide parents towards more empowerment in situations for which they seek help or support, by analyzing its practical implications and also its concurrent validity with social support. The underlying hypothesis that parental empowerment is enhanced by guiding the empowerment process in this manner deserves further investigation.

Finally, in *chapter 5*, we investigated the improvement of parental empowerment after receiving an online advice, using an adapted version of the Family Empowerment Scale (Koren et al., 1992).

We designed an experiment, collecting email questions and advices and questionnaires on parental empowerment in a primary care setting in the Netherlands. Furthermore, we trained a group of parenting practitioners, teaching them to respond to parental questions through email consultations. Implicitly integrated in the training, all techniques of the Guiding the Empowerment Process model were present. The other group of professionals received no specific training, but were similarly educated, generally on a bachelor level in their discipline.

The results of the evaluation showed that parental self-confidence was moderately enhanced after this short intervention, on which practitioners spent less than an hour on average. Single session email consultation therefore seems a feasible method to improve self-confidence of parents. Also, parents were very satisfied with the service of single session email consultation. A specific factor to explain the effect of single session email consultation could not be identified: neither the provision of a matching response, nor the application of techniques of the GEP model proved to contribute to the effects on the empowerment scale.



Thus, although finding no specific mediating factors, this first study into the effects of single session email consultation shows that some interesting improvements in the way parents perceive their family situation can be achieved.

To conclude, both the results and research methodology of these studies lead to a number of questions and issues which may direct future research.

Progress can be incited by both technological opportunities and evidence of effective programs or program components. It stands to reason that in the near future new devices and software will inspire new forms of online parenting support. Over the last few years, tablet computers, smart phones and apps have found their way into our daily lives, inspiring new innovations. Online services have the potential to reach a wide audience of parents and it would be useful to use the experiences and knowledge of previous scholarly literature as a way to upscale good practices. Also, the effects and quality of online public health programs, which are aimed at informing large groups of parents, for instance through a portal with information pages, should be investigated. Furthermore, in order to understand its dynamics and design imperatives, researchers should initiate more randomized controlled trials to find evidence for effectiveness of specific components and characteristics of online services, especially on parental attitude and behavior. Many research opportunities lay ahead, concerning design (multimedia, interaction, peer and professional support), and target groups (all parents, parents of adolescents, specific underprivileged groups).

In order to enhance our knowledge on the way online programs improve parenting more diverse approaches should be employed in addition to self-report by parents, for instance using more information sources (e.g., children, teachers), more methods (e.g., observation through webcam technology) and more tests (e.g., follow-up at three or six months). More programs on online parenting support should be evaluated

to substantiate firmer claims about their effectiveness. Within this field, researchers are especially challenged to make sense of all the different topics and target groups these services may encompass. In fact, although of important influence in family functioning, parenting and parenting support is a domain which is often neglected within the scope of studies on addiction, mental health and well-being. Parent participation in online services and the impact of internet interventions on parenting competencies are understudied subjects in the field of sociological and psychological research. Also, guidelines which clarify how online tools for counseling and supportive practices can be applied in a professional manner are lacking. Enhancements in this line of study could include the evaluation of protocols and manuals for online guidance, providing stronger evidence for what does and does not work in family services and raise the accountability of web-based or blended support.

More specifically, it remains a challenge to relate innovative online practices to previous knowledge about efficacy and theory in parenting support practice. We chose to relate our study to the key concept of ‘empowerment’, a term which in itself is not without controversy. Several authors have described how the meaning of the term is often diffused and lacking in consistency, because it is used in many different contexts and interpreted accordingly (e.g., Holmström & Röing, 2010; Woodall, Warwick-Booth, & Cross, 2012). However, the notion still seems compelling and much employed throughout social sciences and practice (Cattaneo & Chapman, 2010; Turnbull et al., 2000). Using the term to describe a process which can be guided by practitioners, we chose to operationalize the concept in a practical manner. We also suggested that practitioners are capable of fulfilling their role as guides towards more empowerment in problematic parenting situations, enabling parental capacity for autonomous thinking. In our research we found that empowerment oriented techniques can indeed be observed in email advices. Further, in our sample, we found that not all available

empowerment oriented techniques we incorporated were used to their full potential. It would, therefore, be interesting to investigate the effect of consultations which are enriched by such content.

Further, we do not know if it would be feasible and efficient to match the advice to a specific component of the empowerment process (goals, actions, impact and context). In theory, the best way a practitioner could support parents is to differentiate to their needs, helping one to clarify goals, and the other with a reflection on the impact of his actions. This would implicate a fine-tuning of the interpretation of parental need in terms of one or more empowerment process components. In the limited time of our research, we were not able to investigate the parent-practitioner communication at this level of detail.

The studies from this dissertation suggest that after some forty years of adoption of empowerment principles in parenting support, the concept of empowerment still requires more exploration. More specifically, clarification and implementation of empowerment principles could be enhanced by practice-based or practice-led research, in which models for empowerment oriented guidance can be tested.

The results of sixteen years of scientific evaluation in this innovative domain of online services suggest that internet technologies offer ample opportunities to support parents, and it deserves a thorough approach to program design, professional competence and research.

## References

- Ahmed, S., Bryant, L., & Hewison, J. (2007). 'Balance' is in the eye of the beholder: providing information to support informed choices in antenatal screening via Antenatal Screening Web Resource. *Health Expectations*, *10*(4), 309-320.
- Akey, T. M., Marquis, J. G., & Ross, M. E. (2000). Validation of scores on the psychological empowerment scale: A measure of empowerment for parents of children with a disability. *Educational and Psychological Measurement*, *60*(3), 419-438.
- Amichai-Hamburger, Y. (2008). Internet empowerment. *Computers in Human Behavior*, *24*(5), 1773-1775.
- Anand, S. G., Feldman, M. J., Geller, D. S., Bisbee, A., & Bauchner, H. (2005). A content analysis of e-mail communication between primary care providers and parents. *Pediatrics*, *115*(5), 1283-1288.
- Anastopoulos, A. D., Guevremont, D. C., Shelton, T. L., & DuPaul, G. J. (1992). Parenting stress among families of children with deficit hyperactivity disorder. *Journal of Abnormal Child Psychology*, *20*(5), 503.
- Anderson, R. M., & Funnell, M. M. (2010). Patient empowerment: Myths and misconceptions. *Patient Education and Counseling*, *79*(3), 277-282.
- Andrews, A. B., & McMillan, L. (2013). Evidence-Based Principles for Choosing Programs To Serve Parents in the Child Welfare System. *Administration in Social Work*, *37*(2), 106-119.
- Askins, M. A., Sahler, O. J. Z., Sherman, S. A., Fairclough, D. L., Butler, R. W., Katz, E. R., Dolgin, M.J., Varni, J.W., Noll, R.B., & Phipps, S. (2009). Report from a multi-institutional randomized clinical trial examining computer-assisted problem-solving skills training for English- and Spanish-speaking mothers of children with newly diagnosed cancer. *Journal of Pediatric Psychology*, *34*(5), 551-563.
- August, G. J., Realmuto, G. M., Winters, K. C., & Hektner, J. M. (2001). Prevention of adolescent drug abuse: Targeting high-risk children with a multifaceted intervention model - The Early Risers "Skills for Success" Program. *Applied & Preventive Psychology*, *10*(2), 135-154.

- Baggett, K. M., Davis, B., Feil, E. G., Sheeber, L. L., Landry, S. H., Carta, J. J., & Leve, C. (2010). Technologies for expanding the reach of evidence-based interventions: Preliminary results for promoting social-emotional development in early childhood. *Topics in Early Childhood Special Education, 29*(4), 226-238.
- Bagraith, K., Chardon, L., & King, R. J. (2010). Rating counselor-client behavior in online counseling: Development and preliminary psychometric properties of the counseling progress and depth rating instrument. *Psychotherapy Research, 20*(6), 722-730.
- Bailey, J., Murray, E., Rait, G., Mercer, C.H., Morris, R.W., Peacock, R., Cassell, J., & Nazareth, I. (2011). Interactive computer-based interventions for sexual health promotion. *A Cochrane Review Journal, 6*(6), 2192-2268.
- Balaji, A.B., Claussen, A.H., Smith, D.C., Visser, S.N., Morales, M.J., & Perou, R. (2007). Social support networks and maternal mental health and well-being. *Journal of Women's Health, 16*(10), 1386-96.
- Bambling, M., King, R., Reid, W., & Wegner, K. (2008). Online counselling: The experience of counsellors providing synchronous single-session counselling to young people. *Counselling & Psychotherapy Research, 8*(2), 110-116.
- Bandura, A. (1986). *Social foundations of thought and action: A social-cognitive theory*. Englewood Cliffs, NJ: Prentice Hall.
- Barak, A., & Suler, J. (2008). Reflections on the psychology and social science of cyberspace. In Barak, A., ed. *Psychological aspects of cyberspace. Theory, research, applications* (pp. 1-12). New York, NY: Cambridge University Press.
- Barak, A., Boniel-Nissim, M., & Suler, J. (2008). Fostering empowerment in online support groups. *Computers in Human Behavior, 24*(5), 1867-1883.
- Barbour, J. (2005). Internet sites for parents, children and young people. In R. Wootton, & J. Batch (Eds.), *Telepediatrics: Telemedicine and child health* (pp. 321-336), London: Royal Society of Medicine Press Ltd.
- Barlow, J., Coren, E., & Stewart-Brown, S. (2002). Meta-analysis of the effectiveness of parenting programmes in improving maternal psychosocial health. *British Journal of General Practice, 52*(476), 223-233.
- Baron, N.S. (2008). *Always On: language in an online and mobile world*. New York, NY: Oxford University Press.
- Baum, L. S. (2004). Internet parent support groups for primary caregivers of a child with special health care needs. *Pediatric Nursing, 30*(5), 381-388, 401.

- Baumann, B. L., Kolko, D. J., Collins, K., & Herschell, A. D. (2006). Understanding practitioners' characteristics and perspectives prior to the dissemination of an evidence-based intervention. *Child Abuse & Neglect*, *30*(7), 771-787.
- Beck, C. T. (2005). Benefits of participating in Internet interviews: Women helping women. *Qualitative Health Research*, *15*(3), 411-422.
- Becker, B. J. (1988). Synthesizing standardized mean-change measures. *British Journal of Mathematical and Statistical Psychology*, *41*, 257-278.
- Bellafore, D. R., Colón, Y., & Rosenberg, P. (2004). Online counseling groups. In R. Kraus, J. S. Zack & G. Stricker (Eds.), *Online counseling. A handbook for mental health professionals* (pp. 197-215). London: Elsevier.
- Belsky, J., & Rovine, M. (1984). Social-network contact, family support, and the transition to parenthood. *Journal of Marriage and the Family*, *46*(2), 455-462.
- Bergman, D. A., Beck, A., & Rahm, A. K. (2009). The Use of Internet-Based Technology to Tailor Well-Child Care Encounters. *Pediatrics*, *124*(1), E37-E43
- Bernacchi, E. (2007). *Survey on the role of parents and the support from the governments in the EU*. Firenze, Italy: ChildONEurope. Retrieved from ChildONEurope website: [http://www.childoneurope.org/issues/support\\_family/reportSurveyRoleParents.pdf](http://www.childoneurope.org/issues/support_family/reportSurveyRoleParents.pdf)
- Bert, S. C., Farris, J. R., & Borkowski, J. G. (2008). Parent training: Implementation strategies for adventures in parenting. *Journal of Primary Prevention*, *29*(3), 243-261.
- Borowitz, S. M. & Wyatt, J. C. (1998). The origin, content, and workload of E-mail consultations. *Journal of the American Medical Association*, *280*(15), 1321-1324.
- Bot, S., Roos, S. de, Sadiraj, K., Keuzenkamp, S., Broek, A. van den, Kleijnen, E. (2013), Terecht in de jeugdzorg, voorspellers van kind- en opvoedproblematiek en jeugdzorggebruik. Den Haag, Sociaal en Cultureel Planbureau. Retrieved from SCP website: <http://www.scp.nl/content.jsp?objectid=33372>
- Bradshaw, J. (2012). The case for family benefits. *Children and Youth Services Review*, *34*(3), 590-596.
- Braithwaite, D. O., Waldron, V. R., & Finn, J. (1999). Communication of social support in computer-mediated groups for people with disabilities. *Health Communication*, *11*(2), 123-151.

- Brent, R. L. (2009). Saving lives and changing family histories: Appropriate counseling of pregnant women and men and women of reproductive age, concerning the risk of diagnostic radiation exposures during and before pregnancy. *American Journal of Obstetrics and Gynaecology*, 200(1), 4-24.
- Britto, M. T., Jimison, H. B., Munafo, J. K., Wissman, J., Rogers, M. L., & Hersh, W. (2009). Usability Testing Finds Problems for Novice Users of Pediatric Portals. *Journal of the American Medical Informatics Association*, 16(5), 660-669.
- Bronfenbrenner, U. (1979). *The ecology of human development: Experiments by nature and design*. Cambridge, MA: Harvard University Press.
- Bryk, A. S., & Raudenbusch, S. W. (2002). *Hierarchical linear models: Applications and data analysis methods*. Thousand Oaks, CA: Sage Publications.
- Buzhardt, J., & Heitzman-Powell, L. (2006). Field evaluation of an online foster parent training system. *Journal of Educational Technology Systems*, 34(3), 297-316.
- Byrne, S., Rodrigo, M. J., & Martín, J. C. (2012). Influence of form and timing of social support on parental outcomes of a child-maltreatment prevention program. *Children and Youth Services Review*, 34(12), 2495-2503.
- Campbell-Grossman, C. K., Hudson, D. B., Keating-Lefler, R., & Heusinkvelt, S. (2009). New mothers network the provision of social support to single, low-income, African American mothers via E-mail messages. *Journal of Family Nursing*, 15(2), 220-236.
- Capitulo, K. L. (2004). Perinatal grief online. *American Journal of Maternal Child Nursing*, 29(5), 305-311.
- Car, J., & Sheikh, A. (2004a). Email consultations in health care: 1- scope and effectiveness. *British Medical Journal*, 329(7463), 435-438.
- Car, J., & Sheikh, A. (2004b). Email consultations in health care: 2- acceptability and safe application. *British Medical Journal*, 329(7463), 439-441.
- Carpenter, E. M., Frankel, F., Marina, M., Duan, N., & Smalley, S. L. (2004). Internet treatment delivery of parent-adolescent conflict training for families with an ADHD teen: A feasibility study. *Child & Family Behavior Therapy*, 26(3), 1-20.
- Cattaneo, L. B., & Chapman, A. R. (2010). The process of empowerment A model for use in research and practice. *American Psychologist*, 65(7), 646-659.
- Chan, A. H. N. (2008). 'Life in Happy Land': using virtual space and doing motherhood in Hong Kong. *Gender Place and Culture*, 15(2), 169-188.

- Chardon, L., Bagraith, K. S., & King, R. J. (2011). Counseling activity in single-session online counseling with adolescents: An adherence study. *Psychotherapy Research, 21*(5), 583-592.
- Childress, C. A. (1999). Interactive E-mail journaling: A model for providing psychotherapeutic interventions using the internet. *Cyberpsychology & Behavior, 2*(3), 213-221.
- Christakis, D. A., Zimmerman, F. J., Rivara, F. P., & Ebel, B. (2006). Improving pediatric prevention via the internet: A randomized, controlled trial. *Pediatrics, 118*(3), 1157-1166.
- Christian, A. (2005). Contesting the Myth of the 'wicked stepmother': narrative analysis of an online stepfamily support group. *Western Journal of Communication, 69*(1), 27-47.
- Claessen, J. (1998). *Bewerking van het boek Pedagogie van de autonomie. Noodzakelijke kennis voor de educatieve praktijk van Paolo Freire*. Tilburg, the Netherlands: Prisma.
- Cochran, M. (1992). Parent empowerment: Developing a conceptual framework. *Family Science Review, 5*(1), 3-21.
- Cohen, S.A., & Wills, T.A. (1985). Stress, social support and the buffering hypothesis. *Psychological Bulletin, 98*(2), 310-357.
- Cook, R. S., Rule, S., & Mariger, H. (2003). Parents' evaluation of the usability of a web site on recommended practices. *Topics in Early Childhood Special Education, 23*(1), 19-27.
- Cornwall, A., Moore, S., & Plant, H. (2008). Embracing technology: Patients', family members' and nurse specialists' experience of communicating using e-mail. *European Journal of Oncology Nursing, 12*(3), 198-208.
- Coulson, N. S., Buchanan, H., & Aubeeluck, A. (2007). Social support in cyberspace: A content analysis of communication within a Huntington's disease online support group. *Patient Education and Counseling, 68*(2), 173-178.
- Crutzen, R., Kohl, L., & de Vries, N.K. (2013). *Kennisynthese online preventie*. Maastricht, the Netherlands: ZonMw/ Universiteit Maastricht.
- Cugelman, B., Thelwall, M., & Dawes, Ph. (2011), Online Interventions for Social Marketing Health Behavior Change Campaigns: A Meta-Analysis of Psychological Architectures and Adherence Factors. *Journal of Medical Internet Research, 13*(1), 84-107.
- Cutrona, C. E., & Suhr, J. A. (1992). Controllability of stressful events and satisfaction with spouse support behaviors. *Communication Research, 19*(2), 154-174.



- D'Alessandro, D.M., D'Alessandro, M.P., & Colbert, S.I. (2000). A proposed solution for addressing the challenge of patient cries for help through an analysis of unsolicited electronic mail. *Pediatrics, 105*(6), E74.
- D'Alessandro, D. M., & Dosa, N. P. (2001). Empowering children and families with information technology. *Archives of Pediatrics Adolescent Medicine, 155*(10), 1131-1136.
- D'Alessandro, D., & Kingsley, P. (2002). Creating a pediatric digital library for pediatric health care providers and families. *Journal of the American Medical Informatics Association, 9*(2), 161-70.
- D'Alessandro, D.M., Kingsley, P., & Johnson-West, J. (2001). The readability of pediatric patient education materials on the World Wide Web. *Pediatrics, 155*(7), 807-12.
- D'Alessandro, D. M., Kreiter, C. D., Kinzer, S. L., & Peterson, M. W. (2004). A randomized controlled trial of an information prescription for pediatric patient education on the internet. *Archives of Pediatrics & Adolescent Medicine, 158*(9), 857-862.
- Danby, S., Butler, C., & Emmison, M. (2009). When 'listeners can't talk': Comparing active listening in opening sequences of telephone and online counseling. *Australian Journal of Communication, 36*(2), 1-23.
- Daneback K., & Plantin L. (2008). Research on parenthood and the internet: themes and trends. *Journal of Psychosocial Research on Cyberspace, 2*.
- Deitz, D. K., Cook, R. F., Billings, D. W., & Hendrickson, A. (2009). A web-based mental health program: Reaching parents at work. *Journal of Pediatric Psychology, 34*(5), 488-494.
- Demaso, D. R., Marcus, N. E., Kinnamon, C., & Gonzalez-Heydrich, J. (2006). Depression Experience Journal: A computer-based intervention for families facing childhood depression. *Journal of the American Academy of Child and Adolescent Psychiatry, 45*(2), 158-165.
- Dempsey, I., & Dunst, C. (2004). Helpgiving styles and parent empowerment in families with a young child with a disability. *Journal of Intellectual & Developmental Disability, 29*(1), 40-51.
- Dempsey, I., Foreman, P., Sharma, N., Khanna, D., & Arora, P. (2001). Correlates of parental empowerment in families with a member with a disability in Australia and India. *Developmental Disabilities Bulletin, 29*, 113-131.
- Dempsey, I., & Keen, D. (2008). A Review of Processes and Outcomes in Family-Centered Services for Children With a Disability. *Topics in Early Childhood Special Education, 28*(1), 42-52.

- Dix, T., & Meunier, L.N. (2009). Depressive symptoms and parenting competence: an analysis of 13 regulatory processes. *Developmental Review* 29(1), 45–68.
- Dornan, B. A. & Oermann, M. H. (2006). Evaluation of breastfeeding web sites for patient education. *The American Journal of Maternal-Child Nursing*, 31(1), 18-23.
- Downing, R. E., Whitehead, T. D., Terre, L., & Calkins, C. F. (1999). The Missouri Developmental Disability Resource Center: A Web site responding to the critical need for information of parents with a child with a disability. *Behavior Research Methods Instruments & Computers*, 31(2), 292-298.
- Drentea, P., & Moren-Cross, J. L. (2005). Social capital and social support on the web: the case of an internet mother site. *Sociology of Health & Illness*, 27(7), 920-943.
- Dunham, P.J., Hurshman, A., Litwin, E., Gusella, J., Ellsworth, C., & Dodd, P.W.D. (1998). Computer-mediated social support: single young mothers as a model system. *American Journal of Community Psychology*, 26(2), 281–306.
- Dunst, C. (2009). Mapping the adoption, application, and adherence to family support principles. *Winterberry Research Reports*, 2(3), 1-7.
- Dunst, C. J., Boyd, K., Trivette, C. M., & Hamby, D. W. (2002). Family oriented program models and professional helping practices. *Family Relations*, 51(3), 221-229.
- Dunst, C.J., Trivette, C., & Deal, A. (1988). *Enabling & empowering families. Principles and guidelines for practice*. Newton, MA: Brookline Books.
- Dunst, C. J., Trivette, C. M., & Hamby, D. W. (1996). Measuring the helping practices of human services program practitioners. *Human Relations*, 49(6), 815-835.
- Dunst, C. J., Trivette, C. M., & Hamby, D. W. (2007). Meta-analysis of family-centered helping practices research. *Mental Retardation and Developmental Disabilities Research Reviews*, 13(4), 370-378.
- Edwards, R. & Gillies, V. (2004). Support in parenting: values and consensus concerning who to turn to. *Journal of Social Policy*, 33(4), 627-647.
- Erera, P. I. (2009). Chat-room Voices of Divorced Non-Residential Fathers. *Journal of Sociology & Social Welfare*, 36(2), 63-83.
- Eshel, N., Daelmans, B., de Mello, M., & Martines, J. (2006). Responsive parenting: Interventions and outcomes. *Bulletin of the World Health Organization*, 84(12), 991-998.

- Ewing, L. J., Long, K., Rotondi, A., Howe, C., Bill, L., & Marsland, A. L. (2009). Brief report: A pilot study of a web-based resource for families of children with cancer. *Journal of Pediatric Psychology, 34*(5), 523-529.
- Eysenbach, G., Powell, J., Englesakis, M., Rizo, C., & Stern, A. (2004). Health related virtual communities and electronic support groups: systematic review of the effects of online peer to peer interactions. *British Medical Journal, 328*(7449), 1166-1170.
- Feil, E. G., Baggett, K. M., Davis, B., Sheeber, L., Landry, S., Carta, J. J., & Buzhardt, J. (2008). Expanding the reach of preventive interventions development of an internet-based training for parents of infants. *Child Maltreatment, 13*(4), 334-346.
- Fletcher, R., Vimpani, G., Russell, G., & Keatinge, D. (2008). The evaluation of tailored and web-based information for new fathers. *Child Care Health and Development, 34*(4), 439-446.
- Fordham, L., Gibson, F., & Bowes, J. (2012). Information and professional support: key factors in the provision of family-centered early childhood intervention services. *Child Care Health and Development, 38*(5), 647-653.
- Freire, P. (2005). *Education for critical consciousness*. London, UK: Continuum International Publishing Group (Original work published 1974).
- Fukkink, R.G. (2008). Video feedback in widescreen; A meta-analysis of family programs. *Clinical Psychology Review, 28*(6), 904-916.
- Fukkink, R.G. (2010). Peer counseling in an online chat service: A content analysis of social support. *Cyberpsychology, Behavior and Social Networking, 14*(4), 247-251.
- Fukkink, R.G. (2012). Peer counseling behaviors. In Yan, Z. (ed.), *Encyclopedia of Cyber Behavior*, (pp. 714-721), Suny, NY: University at Albany.
- Funderburk, B.W., Ware, L.M., Altshuler, E., & Chaffin, M. (2008). Use and feasibility of telemedicine technology in the dissemination of parent-child interaction therapy. *Child Maltreatment, 13*(4), 377-382.
- Glascoe, F. P., & Dworkin, P. H. (1995). The role of parents in the detection of developmental and behavioral problems. *Pediatrics, 95*(6), 829.
- Google (2014), <http://www.google.nl>. Accessed January 25, 2014.
- Goss, S., & Anthony, K. (2009). Developments in the use of technology in counselling and psychotherapy. *British Journal of Guidance & Counselling, 37*(3), 223-30.

- Graves, K. N. , & Shelton, T.L. (2007). Family empowerment as a mediator between family-centered systems of care and changes in child functioning: identifying an important mechanism of change. *Journal of Child & Family Studies*, *16*(4), 556-566.
- Gray, J. E., Safran, C., Davis, R. B., Pompilio-Weitzner, G., Stewart, J. E., Zaccagnini, L., & Pursley, D. (2000). Baby CareLink: Using the Internet and telemedicine to improve care for high-risk infants. *Pediatrics*, *106*(6), 1318-1324.
- Griffiths, M., & Cooper, G. (2003). Online therapy: Implications for problem gamblers and clinicians. *British Journal of Guidance & Counselling*, *31*(1), 113.
- Gurdin, L. S., Huber, S. A., & Cochran, C. R. (2005). A critical analysis of data-based studies examining behavioral interventions with children and adolescents with brain injuries. *Behavioral Interventions*, *20*(1), 3-16.
- Hall, W., & Irvine, V. (2009). E-communication among mothers of infants and toddlers in a community-based cohort: a content analysis. *Journal of Advanced Nursing*, *65*(1), 175-183.
- Han, H. R., & Belcher, A. E. (2001). Computer-mediated support group use among parents of children with cancer - An exploratory study. *Computers in Nursing*, *19*(1), 27-33.
- Harris, J., Danby, S., Butler, C. W., & Emmison, M. (2012). Extending client-centered support: Counselors' proposals to shift from e-mail to telephone counseling. *Text & Talk*, *32*(1), 21-37.
- Harvey, K., Churchill, D., Crawford, P., Brown, B., Mullany, L., Macfarlane, A., & McPherson, A. (2008). Health communication and adolescents: what do their emails tell us? *Family Practice*, *25*(4), 304-311.
- Harwood, M., & Eyberg, S. (2004). Therapist verbal behavior early in treatment: Relation to successful completion of parent-child interaction therapy. *Journal of Clinical Child and Adolescent Psychology*, *33*(3), 601-612.
- Hedges, L. V., & Olkin, I. (1985). *Statistical methods for meta-analysis*. San Diego, CA: Academic Press.
- Helgeson, V.S., & Gottlieb, B.H. (2000). Support groups. In S. Cohen, L.G. Underwood, B.H. Gottlieb, eds, *Social support measurement and intervention; a guide for health and social scientists* (pp. 221–245). Oxford: Oxford University Press.
- Herman, J., Mock, K., Blackwell, D., & Hulsey, T. (2005). Use of a pregnancy support web site by low-income African American women. *Journal of Obstetric Gynecologic and Neonatal Nursing*, *34*(6), 713-720.

- Hermanns, J. (2012). *Key note speech for 'Think Parents'*, European conference on parenting support. The Hague, the Netherlands: October 10-12, 2012. Netherlands Youth Institute and the University of Amsterdam, The Hague, the Netherlands. Retrieved from Youthpolicy website: <http://www.youthpolicy.nl/yp/downloadsyp/Think-parents-plenary-presentation-Think-parents-Jo-Hermanns.pdf>
- Hermanns, J.M.A (2009), *Het opvoeden verleerd*, Rede Kohnstammleerstoel. Amsterdam, the Netherlands: Vossiuspers UvA.
- HIPAA, Health Insurance Portability and Accountability Act (1996, updated March 2013), Retrieved from US Government website, Department of Health & Human Services: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/special/healthit/index.html>
- Hoagwood, K.E. (2005). Family-based services in children's mental health: a research review and synthesis. *Journal of Child Psychology and Psychiatry*, 46(7), 690-713.
- Holahan, C. J., & Moos, R. H. (1981). Social support and psychological distress: A longitudinal analysis. *Journal of Abnormal Psychology*, 90(4), 365-370.
- Holmström, I., & Röing, M. (2010). The relation between patient-centeredness and patient empowerment: A discussion on concepts. *Patient Education and Counseling*, 79(2), 167-172.
- Hox, J. J. (2010). *Multilevel analysis: Techniques and applications*. Mahwah, NJ: Lawrence Erlbaum Associates.
- Hudson, D. B., Campbell-Grossman, C., Keating-Lefler, R., & Cline, P. (2008). New mothers network: The development of an internet-based social support intervention for African American mothers. *Issues Comprehensive Pediatric Nursing*, 31(1), 23-35.
- Hudson, D. B., Campbell-Grossman, C., Fleck, M. O., Elek, S. M., & Shipman, A. (2003). Effects of the new fathers network on first-time fathers' parenting self-efficacy and parenting satisfaction during the transition to parenthood. *Issues in Comprehensive Pediatric Nursing*, 26(4), 217-229.
- Hudson, D. B., Elek, S. M., Westfall, J. R., Grabau, A., & Fleck, M. O. (1999). Young parents project: A 21st-century nursing intervention. *Issues of Comprehensive Pediatric Nursing*, 22(4), 153-165.
- Huws, J.C., Jones, S.P., & Ingledew, D.K. (2001). Parents of children with autism using an email group: a grounded theory study. *Journal of Health Psychology*, 6(5), 569-84.
- Internet World Stats (2013), <http://www.internetworldstats.com/stats.htm>. Accessed March 2012, February 21, and November 13, 2013.

- Kaminski, J. W., Valle, L. A., Filene, J. H., & Boyle, C. L. (2008). A meta-analytic review of components associated with parent training program effectiveness. *Journal of Abnormal Child Psychology*, 36(4), 567-589.
- Kaufman, M. (2012, October 5). The Internet is the new industrial revolution [Web log post]. Retrieved from <http://www.forbes.com/sites/michakaufman/2012/10/05/the-Internet-revolution-is-the-new-industrial-revolution/>
- Kibar, Y., Frimberger, D., Kropp, B. P., & Reiner, W. (2009). Accuracy of perinatal diagnosis of 45,X/46,XY mosaicism and electronic consultation of affected parents. *Journal of Pediatric Urology*, 5(4), 274-278.
- KNMG, Retrieved from website Koninklijke Nederlandse Maatschappij tot bevordering der Geneeskunst: <http://knmg.artsennet.nl/Dossiers-9/Themadossier-ICT-in-de-zorg/Online-contact.htm>
- Kokkonen, R. (2009). The Fat Child-A Sign of 'Bad' Motherhood? An Analysis of Explanations for Children's Fatness on a Finnish Website. *Journal of Community & Applied Social Psychology*, 19(5), 336-347.
- Koren, P. E., DeChillo, N., & Friesen, B. J. (1992). Measuring empowerment in families whose children have emotional disabilities - a brief questionnaire. *Rehabilitation Psychology*, 37(4), 305-321.
- Kouri, P., Turunen, H., Tossavainen, K., & Saarikoski, S. (2006). Pregnant families' discussions on the net - from virtual connections toward real-life community. *Journal of Midwifery & Women's Health*, 51(4), 279-283.
- Kuo, S. C., Chen, Y. S., Lin, K. C., Lee, T. Y., & Hsu, C. H. (2009). Evaluating the effects of an internet education programme on newborn care in Taiwan. *Journal of Clinical Nursing*, 18(11), 1592-1601.
- LaMendola, W., & Krysik, J. (2008). Design imperatives to enhance evidence-based interventions with persuasive technology: A case scenario in preventing child maltreatment. *Journal of Technology in Human Services*, 26(2-4), 397-422.
- Laurendeau, M., Gagnon, G., Desjardins, N., Perreault, R., & Kishchuk, N. (1991). Evaluation of an early, mass media parental support intervention. *Journal of Primary Prevention*, 11(3), 207-225.
- Leonard, H., Slack-Smith, L., Phillips, T., Richardson, S., D'Orsogna, L., & Mulroy, S. (2004). How can the Internet help parents of children with rare neurologic disorders? *Journal of Child Neurology*, 19(11), 902-907.

- Leijten, P., Raaijmakers, M. A. J., de Castro, B. O., & Matthys, W. (2013). Does Socioeconomic Status Matter? A Meta-Analysis on Parent Training Effectiveness for Disruptive Child Behavior. *Journal of Clinical Child and Adolescent Psychology*, 42(3), 384-392.
- Lock, J. (2011). Evaluation of family treatment models for eating disorders. *Current Opinion in Psychiatry*, 24(4), 274-279.
- Long, N. (2004). E-Parenting. In M. Hoghughli & N. Long (Eds.). *Handbook of parenting: Theory and research for practice* (pp. 369-379). London, UK: Sage Publications.
- Lundahl, B., Risser, H. J., & Lovejoy, M. C. (2006). A meta-analysis of parent training: Moderators and follow-up effects. *Clinical Psychology Review*, 26(1), 86-104.
- Mackert M., Kahlor L., Tyler D., Gustafson J. (2009). Designing e-health interventions for low-health-literate culturally diverse parents: Addressing the obesity epidemic. *Telemedicine and E-Health*, 15(7), 672-677.
- MacLeod, J., & Nelson, G. (2000). Programs for the promotion of family wellness and the prevention of child maltreatment: A meta-analytic review. *Child Abuse & Neglect*, 24(9), 1127-1149.
- Madge, C., & O'Connor, H. (2002). On-line with e-mums: exploring the Internet as a medium for research. *Area*, 34(1), 92-102.
- Madge, C., & O'Connor, H. (2005). Mothers in the making? Exploring liminality in cyber/space. *Transactions of the Institute of British Geographers*, 30(1), 83-97.
- Madge, C., & O'Connor, H. (2006). Parenting gone wired: Empowerment of new mothers on the internet? *Social & Cultural Geography*, 7(2), 199-220.
- Magee, J. C., Ritterband, L. M., Thorndike, F. P., Cox, D. J., & Borowitz, S. M. (2009). Exploring the Relationship between Parental Worry about their Childrens Health and Usage of an Internet Intervention for Pediatric Encopresis. *Journal of Pediatric Psychology*, 34(5), 530-538.
- Mallen, M. J., Vogel, D. L., & Rochlen, A. B. (2005). The practical aspects of Online counseling: Ethics, training, technology, and competency. *Counseling Psychologist*, 33(6), 776-818.
- Mallen, M. J., Vogel, D. L., Rochlen, A. B., & Day, S. X. (2005). Online counseling: Reviewing the literature from a counseling psychology framework. *Counseling Psychologist*, 33(6), 819-871.



- Mankuta, D., Vinker, S., Shapira, S., Laufer, N., & Shveiky, D. (2007). The use of a perinatal internet consultation forum in Israel. *Bjog- an International Journal of Obstetrics and Gynaecology*, *114*(1), 108-110.
- Maon, S., Edirippulige, S., Ware, R., & Batch, J. (2012). The use of web-based interventions to protect excessive weight gain. *Journal of Telemedicine and Telecare*, *18*(1), 37-41.
- McKenna, K. Y. A. (2008). Influences on the nature and functioning of online groups. In A. Barak (Ed.), *Psychological aspects of cyberspace. theory, research, applications* (pp. 228-242). New York: Cambridge University Press.
- Mei Zen, H., Su-Chen, K., Avery, M. D., Wei, C., Kuan-Chia, L., & Meei-Ling, G. (2007). Evaluating effects of a prenatal web-based breastfeeding education programme in Taiwan. *Journal of Clinical Nursing*, *16*(8), 1571-1579.
- Mertensmeyer, C., & Fine, M. (2000). ParentLink: A model of integration and support for parents. *Family Relations*, *49*(3), 257-265.
- Molinuevo, D. (2012). *Parenting support in Europe*. Dublin, Eurofound. Retrieved from Eurofound website: <http://www.eurofound.europa.eu/pubdocs/2012/70/en/1/EF1270EN.pdf>
- Morris, S. B. (2000). Distribution of the standardized mean change effect size for meta-analysis on repeated measures. *British Journal of Mathematical and Statistical Psychology*, *53*(1), 17-29.
- Na, J. C., & Chia, S. W. (2008). Impact of online resources on informal learners: Parents' perception of their parenting skills. *Computers & Education*, *51*(1), 173-186.
- Nation, M., Crusto, C., Wandersman, A., Kumpfer K.L., Seybolt, D., Morrisey-Kane, E., Davino, K, Anderson, N.B., Weissberg, R.P., & Kumpfer, K., (2003). What works in prevention. Principles of effective prevention programs. *American Psychologist*, *58*(6-7), 449-456.
- Nelson, E. L., Citarelli, M., Cook, D., & Shaw, P. (2003). Reshaping health care delivery for adolescent parents: Healthy steps and telemedicine. *Telemedicine Journal and E-Health*, *9*(4), 387-392.
- Nicholas, D.B., McNeill, T., Montgomery, G., Stapleford, C., & McClure, M. (2004). Communication features in an online group for fathers of children with spina bifida: considerations for group development among men. *Social Works with Groups*, *26*(2), 65-80.



- Nieuwboer, C.C. (2011, September 12). Rapportage enquête digitale opvoedingsondersteuning [PDF file]. Retrieved from [http://onlinecounseling.wix.com/parentempowerment#!publications/component\\_74511](http://onlinecounseling.wix.com/parentempowerment#!publications/component_74511)
- Nieuwboer, C.C. & Fukkink, R.G. (in press, 2014). Peer and professional online support for parents. In G. Riva, B. Wiederhold, & P. Cipresso (Eds.), *The Psychology of Social Networking, Communication, Presence, Identity and Relationships in online communities*. London, UK: Versita.
- Nieuwboer, C.C., Fukkink, R.G., & Hermanns, J.M.A. (2013a). Peer and professional support on the internet: A systematic review. *Cyberpsychology, behavior and social networking*, *16*(7), 518-528.
- Nieuwboer, C.C., Fukkink, R.G., & Hermanns, J.M.A. (2013b). Online Programs as Tools to Improve Parenting. A meta-analytic review. *Children and Youth Services Review*, *35*, 1823-1829.
- Nieuwboer, C.C., Fukkink, R.G., & Hermanns, J.M.A.. Practitioner Response to Parental Need in Email Consultation: How do They Match? A Content Analysis. *Child Youth Care Forum* (2014), doi: 10.1007/s10566-014-9253-2
- Nijland, N., van Gemert-Pijnen, J., Boer, H., Steehouder, M.F., & Seydel, E. (2008). Evaluation of Internet-based technology for supporting self-care: problems encountered by patients and caregivers when using self-care applications. *Journal of Medical Internet research*, *20*(2), e13.
- Nyström, K. & Ohrling, K. (2006). Parental support: Mothers' experience of electronic encounters. *Journal of Telemedicine and Telecare*, *12*(4), 194-197.
- Nyström, K. & Ohrling, K. (2008). Electronic encounters: Fathers' experiences parental support. *Journal of Telemedicine and Telecare*, *14*(2), 71-74.
- O'Connor, H., & Madge, C. (2004). My mum's thirty years out of date. *Community, Work & Family*, *7*(3), 351-69.
- Oravec, J. A. (2000). Internet and computer technology hazards: Perspectives for family counselling. *British Journal of Guidance & Counselling*, *28*(3), 309-324.
- Pinquart, M., & Teubert, D. (2010). Effects of parenting education with expectant and new parents: A meta-analysis. *Journal of Family Psychology*, *24*(3), 316-327.
- Plantin, L., & Daneback, K. (2009). Parenthood, information and support on the Internet. A literature review of research on parents and professionals online. *BMC Family Practice*, *10*(1), 34-46.

- Popp, T. K., & Wilcox, M. J. (2012). Capturing the Complexity of Parent-Provider Relationships in Early Intervention The Association With Maternal Responsivity and Children's Social-Emotional Development. *Infants & Young Children, 25*(3), 213-231.
- Proudfoot, J., Klein, B., Barak, A., Carlbring, P., Cuijpers, P., Lange, A.S., Ritterband, L., & Andersson, G. (2011). Establishing Guidelines for Executing and Reporting Internet Intervention Research. *Cognitive Behaviour Therapy, 40*(2), 82-97.
- Raghavendra, P., Murchland, S., Bentley, M., Wake-Dyster, W., & Lyons, T. (2007). Parents ' and service providers ' perceptions of family-centred practice in a community-based, paediatric disability service in Australia. *Child Care Health and Development, 33*(5), 586-592.
- Riper, H., van Ballegooijen, W., Kooistra, L., de Wit, J., & Donker, T. (2013). *Preventie & eMental-health*, Kennissynthese 2013. Amsterdam, the Netherlands: ZonMw/Vrije Universiteit.
- Riper, H., Straten, A. van, Keuken, M., Smit, F., Schippers, G., & Cuijpers, P. (2009). Curbing Problem Drinking with Personalized-Feedback Interventions A Meta-Analysis Source. *American Journal of Preventive Medicine, 36*(2), 247-255.
- Ritterband, L. M., Borowitz, S., Cox, D. J., Kovatchev, B., Walker, L. S., Lucas, V., & Sutphen, J. (2005). Using the Internet to provide information prescriptions. *Pediatrics, 116*(5), 643-647.
- Ritterband, L. M., & Palermo, T. M. (2009). Introduction to the special issue: E-Health in pediatric psychology. *Journal of Pediatric Psychology, 34*(5), 453-456.
- Ritterband, L. M., Thorndike, F. P., Cox, D. J., Kovatchev, B. P., & Gonder-Frederick, L. A. (2009). A behavior change model for internet interventions. *Annals of Behavioral Medicine, 38*(1), 18-27.
- RMO (2012). *Ontzorgen en normaliseren. Naar een sterke eerstelijns jeugd- en gezinszorg*. Den Haag, Raad voor Maatschappelijke Ontwikkeling. Retrieved from Rijksoverheid website: <http://www.rijksoverheid.nl/documenten-en-publicaties/rapporten/2012/05/01/rapport-ontzorgen-en-normaliseren-naar-een-sterke-eerstelijns-jeugd-en-gezinszorg.html>
- Rochlen, A. B., Beretvas, S.N., & Zack, J. S. (2004). The Online and Face-to-Face Counseling Attitudes Scales: A Validation Study. *Measurement & Evaluation in Counseling & Development (American Counseling Association), 37*(2), 95-111.
- Rochlen, A. B., Zack, J. S., & Speyer, C. (2004). Online therapy: Review of relevant definitions, debates, and current empirical support. *Journal of Clinical Psychology, 60*(3), 269-283.

- Rodrigo, M. J., Almeida, A., & Spiel, C. & Koops, W. (2012). Introduction: Evidence-based parent education programmes to promote positive parenting. *European Journal of Developmental Psychology*, 9(1), 2-10.
- Rodrigo, M. J., Martín, J. C., Máiquez, M. L., & Rodriguez, G. (2007). Informal and formal supports and maternal child-rearing practices in at-risk and non at-risk psychosocial contexts. *Children and Youth Services Review*, 29(3), 329-347.
- Rosen, P., & Kwoh, C. K. (2007). Patient-physician e-mail: An opportunity to transform pediatric health care delivery. *Pediatrics*, 120(4), 701-706.
- Rothbaum, F., Martland, N., Beswick Janssen, J. (2008). Parents' reliance on the Web to find information about children and families: Socio-economic differences in use, skills and satisfaction. *Journal of Applied Developmental Psychology*, 29(2), 118-128.
- ROTS, Registratie van opvoedingsondersteuning 2002-2005, Retrieved from NJi website: <http://www.nji.nl/nl/ROTSRapport2006.pdf>
- Salonen, A. H., Kaunonen, M., Astedt-Kurki, P., Jarvenpaa, A. L., & Tarkka, M. T. (2008). Development of an internet-based intervention for parents of infants. *Journal of Advanced Nursing*, 64(1), 60-72.
- Salovey, P., Williams-Piehot, P., Mowad, L., Moret, M. E., Edlund, D., & Andersen, J. (2009). Bridging the Digital Divide by Increasing Computer and Cancer Literacy: Community Technology Centers for Head-Start Parents and Families. *Journal of Health Communication*, 14(3), 228-245.
- Sanders, M. R., Bor, W., & Morawska, A. (2007). Maintenance of treatment gains: A comparison of enhanced, standard, and self-directed Triple P-Positive parenting program. *Journal of Abnormal Child Psychology*, 35(6), 983-998.
- Sanders, M., Calam, R., Durand, M., Liversidge, T., & Carmont, S. A. (2008). Does self-directed and web-based support for parents enhance the effects of viewing a reality television series based on the triple P--positive parenting programme? *Child Psychology and Psychiatry*, 49(9), 924-932.
- Sanders, M. R., & Kirby, J. N. (2012). Consumer engagement and the development, evaluation, and dissemination of evidence-based parenting programs. *Behavior Therapy*, 43(2), 236-250.
- Sanders, M. R., & Montgomery, D. T. (2000). The mass media and the prevention of child behavior problems: The evaluation of a television series to promote positive outcomes for parents and their children. *Journal of Child Psychology & Psychiatry & Allied Disciplines*, 41(7), 939.

- Sanghavi, D. M. (2005). Taking well-child care into the 21st century - A novel, effective method for improving parent knowledge using computerized tutorials. *Archives of Pediatrics & Adolescent Medicine, 159*(5), 482-485.
- Sarkadi, A., & Bremberg, S. (2005). Socially unbiased parenting support on the internet: A cross-sectional study of users of a large Swedish parenting website. *Child Care Health and Development, 31*(1), 43-52.
- Scharer, K. (2005). Internet social support for parents: The state of science. *Journal of Child & Adolescent Psychiatric Nursing, 18*(1), 26-35.
- Scharer, K., Colon, E., Moneyham, L., Hussey, J., Tavakoli, A., & Shugart, M. (2009). A comparison of two types of social support for mothers of mentally ill children. *Journal of Child & Adolescent Psychiatric Nursing, 22*(2), 86-98.
- Schinke, S. P., Fang, L., & Cole, K. C. (2009). Preventing substance use among adolescent girls: 1-year outcomes of a computerized, mother-daughter program. *Addictive Behaviors, 34*(12), 1060-1064.
- Schoenwald, S.K., & Hoagwood, K. (2001). Effectiveness, transportability, and dissemination of interventions: What matters when? *Psychiatric Services, 52*(9), 1190-7.
- Schwartz, L., Taylor, H. G., Drotar, D., Yeates, K. O., Wade, S. L., & Stancin, T. (2003). Long-term behavior problems following pediatric brain injury: Prevalence, predictors, and correlates. *Journal of Pediatric Psychology, 28*(4), 251-263.
- Self-Brown, S., & Whitaker, D. J. (2008). Parent-focused child maltreatment prevention: improving assessment, intervention, and dissemination with technology. *Child Maltreatment, 13*(4), 400-416.
- Self-Brown, S., & Whitaker, D.J. (2008). Introduction to the special issue on using technology to address child maltreatment prevention, intervention, and research. *Child Maltreatment, 13*(4), 319.
- Sheese, B.E., Brown, E.L., & Graziano, W.G. (2004). Emotional expression in cyberspace: searching for moderators of the Pennebaker disclosure effect via e-mail. *Health Psychology, 23*(5), 457-64.
- Shepard, R. & Rose, H. (1995). The power of parents: An empowerment model for increasing parental involvement. *Education, 115*(3), 373-377.
- Shonkoff, J. P., & Meisels, S. J. (2000). *Handbook of early childhood intervention*. Cambridge; New York: Cambridge University Press.

- Shpigelman, C., Weiss, P. L., & Reiter, S. (2009). E-mentoring for all. *International Journal of Rehabilitation Research*, 25(4), 919-928.
- Sim, N. Z., Kitteringham, L., Spitz, L., Pierro, A., Kiely, E., Drake, D., & Curry, J. (2007). Information on the world wide web - how useful is it for parents? *Journal of Pediatric Surgery*, 42(2), 305-312.
- Skea, Z. C., Entwistle, V. A., Watt, I., & Russel, E. (2008). 'Avoiding harm to others' considerations in relation to parental measles, mumps and rubella (MMR) vaccination discussions - An analysis of an online chat forum. *Social Science & Medicine*, 67(9), 1382-1390.
- Sorbi, M., & Riper, H. (2009). e-Health - health care through the internet. *Psychologie en gezondheid*, 37(4), 191-201.
- St-Cyr Tribble, D., Gallagher, F., Bell, L., Caron, C., Godbout, P., Leblanc, J., Morin, P, Xhignesse, M., Voyer, L., & Couture, M., (2008). Empowerment interventions, knowledge translation and exchange: Perspectives of home care professionals, clients and caregivers. *BMC Health Services Research*, 8(1), 177-186.
- Stofle, G. S., & Chechele, P. J. (2004). Online counseling skills: In-session skills. In R. Kraus, J. S. Zack & G. Stricker (Eds.), *Online counseling. A handbook for mental health professionals* (pp. 182-195). San Diego, CA: Elsevier Academic Press.
- Suler, J. (2000). Psychotherapy in cyberspace: A 5-dimensional model of online and computer-mediated psychotherapy. *Cyberpsychology & Behavior*, 3(2), 151-159.
- Suler, J. (2004). The psychology of text relationships. In Kraus R, Zack JS, Stricker G, eds. *Online counseling: a handbook for mental health professionals* (pp. 20-50). London: Elsevier.
- Suler, J. (2008). Cybertherapeutic theory and techniques. In A. Barak (Ed.), *Psychological aspects of cyberspace. Theory, research, applications* (pp. 102-128). New York, NY: Cambridge University Press.
- Tarolla, S., Wagner, E., Rabinowitz, J., Tubman, J.G. (2002). Understanding and treating juvenile offenders: a review of current knowledge and future directions. *Aggression & Violent Behavior*, 7(2), 125-43.
- Taylor, T. K., Webster-Stratton, C., Feil, E. G., Broadbent, B., Widdop, C. S., & Severson, H. H. (2008). Computer-based intervention with coaching: An example using the Incredible Years program. *Cognitive Behaviour Therapy*, 37(4), 233-246.

- Teti, D. M., O'Connell, M. A., & Reiner, C. D. (1996). Parenting sensitivity, parental depression and child health: The mediational role of parental self-efficacy. *Early Development & Parenting, 5*(4), 237-250.
- Thomas, J. R., & Shaikh, U. (2007). Electronic communication with patients for breastfeeding support. *Journal of Human Lactation, 23*(3), 275-279.
- Thompson, B. (2008). Characteristics of Parent-Teacher E-Mail Communication. *Communication Education, 57*(2), 201-223.
- Thompson, L., Lobb, C., Elling, R., Herman, S., Jurkiewicz, T., & Hulleza, C. (1997). Pathways to family empowerment: Effects of family-centered delivery of early intervention services. *Exceptional Children, 64*(1), 99-113.
- Thompson, D. A., Lozano, P., & Christakis, D. A. (2007). Parent use of touchscreen computer kiosks for child health promotion in community settings. *Pediatrics, 119*(3), 427-434.
- Titscher, S., Meyer, M., Wodak, R., & Vetter, E. (2000). *Methods of text and discourse analysis*. London, England: Sage.
- Trivette, C., & Dunst, C. (2005). Helpgiving practices scale. *Winterberry Assessment Scales & Instruments*. Asheville, NC: Winterberry Press.
- Turnbull, A.P., Turbiville, V., & Turnbull, H.R. (2000). Evolution of family-professional partnerships: Collective empowerment as the model for the early twenty-first century. In Shonkoff, J.P. & Meisels, S.J. (Eds.), *Handbook of early childhood intervention* (2nd ed., reprint 2009) (pp. 630-649). New York, NY: Cambridge University Press.
- Turner, K. M. T., & Sanders, M. R. (2006). Dissemination of evidence-based parenting and family support strategies: Learning from the Triple P - Positive parenting program system approach. *Agression and Violent Behavior, 11*(2), 176-193.
- Van Riper, M. (1999). Maternal perceptions of family-provider relationships and well-being in families of children with Down syndrome. *Research in Nursing & Health, 22*(5), 357-368.
- Verzaal, H. (2002). *Empowerment in de jeugdzorg. Onderzoek naar empowermentbevorderend gedrag van hulpverleners* (Doctoral dissertation, Universiteit van Amsterdam, Amsterdam, the Netherlands). Retrieved from <http://dare.uva.nl/en/record/220400>
- Wade, S. L., Carey, J., & Wolfe, C. R. (2006). The efficacy of an online cognitive-behavioral family intervention in improving child behavior and social competence following pediatric brain injury. *Rehabilitation Psychology, 51*(3), 179-189.

- Wade, S. L., Oberjohn, K., Burkhardt, A., & Greenberg, I. (2009). Feasibility and preliminary efficacy of a web-based parenting skills program for young children with traumatic brain injury. *Journal of Head Trauma Rehabilitation, 24*(4), 239-247.
- Wallace, C., Leask, J., & Trevena, L. J. (2006). Effects of a web based decision aid on parental attitudes to MMR vaccination: a before and after study. *British Medical Journal, 332*(7534), 146-148.
- Wang, H.-H., Chung, U.-L., Sung, M.-S., & Wu, S.-M. (2006). Development of a Web-based childbirth education program for vaginal birth after C-section (VBAC) mothers. *Journal of Nursing Research, 14*(1), 1-8.
- Wantland, D. J., Portillo, C. J., Holzemer, W. L., Slaughter, R., & McGhee, E. M. (2004). The effectiveness of web-based vs. non-web-based interventions: A meta-analysis of behavioral change outcomes. *Journal of Medical Internet Research, 6*(4), 67-84.
- Weersing, V. R., Weisz, J. R., & Donenberg, G. R. (2002). Development of the therapy procedures checklist: A therapist-report measure of technique use in child and adolescent treatment. *Journal of Clinical Child Psychology, 31*(2), 168-180.
- Weiss, H., Faughnan, K., Caspe, M., Wolos, C., Lopez, M. E., & Kreider, H. (2004). Taking a closer look: A guide to online resources on family involvement. Harvard Family Research Project. Retrieved from <http://www.hfrp.org/publications-resources/browse-our-publications/taking-a-closer-look-a-guide-to-online-resources-on-family-involvement>
- Wet Bescherming Persoonsgegevens, Retrieved from Overheid website: [http://wetten.overheid.nl/BWBR0011468/geldigheidsdatum\\_20-11-2013](http://wetten.overheid.nl/BWBR0011468/geldigheidsdatum_20-11-2013)
- Wilson, H. R. (2003). Hepatitis B and you: A patient education resource for pregnant women and new mothers. *Journal of Womens Health & Gender-Based Medicine, 12*(5), 437-441.
- Woodall, J. R., Warwick-Booth, L., & Cross, R. (2012). Has empowerment lost its power? *Health Education Research, 27*(4), 742-745.
- Zelvin, E., & Speyer, C.M. (2004). Online counseling skills: treatment strategies and skills for conducting counseling online. In R. Kraus, J. S. Zack & G. Stricker (Eds.), *Online counseling. A handbook for mental health professionals* (pp. 164-181). San Diego, CA: Elsevier Academic Press.
- Zickuhr, K. (2013, September 25), Who's not online and why (Pew Research Center report). Retrieved from Pew Research Center website: [http://www.pewinternet.org/files/old-media//Files/Reports/2013/PIP\\_Offline%20adults\\_092513\\_PDF.pdf](http://www.pewinternet.org/files/old-media//Files/Reports/2013/PIP_Offline%20adults_092513_PDF.pdf)

Zubrick, S. R., Ward, K. A., Silburn, S. R., Lawrence, D., Williams, A. A., Blair, E., Robertson, D., & Sanders, M. (2005). Prevention of child behavior problems through universal implementation of a group behavioral family intervention. *Prevention Science, 6*(4), 287-304.