

# LECTURE 35



## **Dr. Alan R. Dennis**

- **Distinguished Professor and John T. Chambers Chair of Internet Systems Kelley School of Business, Indiana University**

**Date: 2025.06.19**

AI+SDGs= ESG+AI=

淡江大學

Tamkang Clement and Carrie Chair

Distinguished Professor and John T. Chambers  
Chair of Internet Systems  
Kelley School of Business, Indiana University

**Dr. Alan R. Dennis**

**Judgmental Bot:  
Conversational Agents for Online  
Mental Health Screening**

19 June, 2025

10:00 Am - 12:00 pm

Hsu Shou-Chlien  
International Conference  
Center, HC310.

資訊管理學系 敬邀



## INTRODUCTION

- **Dr. Alan R. Dennis** has written more than 150 research papers and has won numerous awards for his theoretical and applied research. His research focuses on four main themes: artificial intelligence, team collaboration, and fake news on social media. A 2021 analysis of citation data placed him in the top 1% of the most influential researchers in the world, across

all scientific disciplines. His research has been reported in the popular press almost 1000 times. Professor Dennis was named a Fellow of the Association for Information Systems in 2012 and received the LEO award in 2021. He is a Past President of the Association for Information Systems, and also served as Vice President for Conferences.

## Topic : Judgmental Bot: Conversational Agents for Online Mental Health Screening

### **ABSTRACT**

Only a fraction of people struggling with mental health issues seek medical care, partly due to the fear of being judged, so deploying text-based conversational agents (i.e., chatbots) as a mental health screening tool is often viewed as a way to lower the barriers to mental healthcare. We conducted four experiments and a qualitative study and consistently found that participants perceived a text-based chatbot to be more judgmental than a human mental healthcare professional, although the interactions were identical. This greater judgmentalness reduced the willingness to use the service, disclose information, and follow the agent's recommendations. Judgmentalness was seen as a rush to judgment without a proper understanding of the patient's condition. The chatbot was perceived as more judgmental because it was less capable of deeply understanding mental health (e.g., emotionally and socially) and conveying a sense of being heard and validated. We have long assumed that chatbots can address the real or imagined fear of being judged by others for stigmatized conditions like mental health. Our study shows that perceptions of judgmentalness are not what we have assumed and that these perceptions significantly influence patients' acceptance of chatbots for mental health screening.

### **MINUTE**

2025 Tamkang University Department of Information Management – Panda Lecture

Date: Thursday, June 19, 2025

Time: 10:00 AM – 12:00 PM

Venue: Yolian Hall, HC310, Chueh-Chien International Conference Center

Topic: Judgmental Bot: Conversational Agents for Online Mental Health Screening

## Event Schedule

09:30–09:50 Participant check-in and distribution of lunch coupons

09:30–09:55 Participants take their seats

10:00–10:10 Opening remarks

10:10–10:15 Introduction of distinguished guests

10:15–10:20 Group photo session

10:25–11:25 Keynote speech

11:25–11:50 Q&A and discussion

11:50–12:00 Closing and lunch box distribution