

Folder “source\_codes/models” store the models used for estimating sought support in the thread-starting post, received support in the comments, and expressed satisfaction in the support-seekers’ replies to those comments.

Files “source\_codes/classify\_post\_comment\_IS\_ES.ipynb (or .py)” give the examples about how to use the models to classify the sought support and received support.

Files “source\_codes/classify\_satisfaction.ipynb (or .py)” give the examples about how to use the model to estimate the expressed satisfaction.

File “ feature\_sets\_for\_satisfaction\_and\_sought\_support\_models.pdf ” describes the feature sets for our developed models in this paper, including classifiers for sought IS and ES, and a regression model for expressed satisfaction.

Other files or folders are necessary for the running of our codes. You may also need to install relevant python packages, e.g., numpy, sklearn.