

## **Table of Contents**

Acknowledgements .....	3
Abstract .....	4
How this Dissertation is Organized .....	7
Prologue .....	8
Section 1 – Lessons from the Internet.....	17
Chapter 1 – My Fascination with the Internet.....	17
Chapter 2 – Trust Me, I am a Professional.....	22
Chapter 3 - When Good Enough is all You Need.....	33
Chapter 4 - Content as Process Rather than Product.....	43
Section 2 – The Social Construction Orientation .....	50
Chapter 5 - My Introduction to Social Construction.....	50
Chapter 6 - What is Social Construction? .....	52
Chapter 7 - A Multi-Ontological Approach to Social Issues .....	61
Chapter 8 - Social Construction, Complexity Theory, and the Internet.....	71
Section 3 – Case Study .....	75
Chapter 9 - Context Setting.....	75
Chapter 10 – Introduction to the Case Study .....	77
Chapter 11 - Early Adaptations – The Shift to Stories.....	79
Chapter 12 – Participatory Narrative Inquiry Approach – Methodology .....	81
Data Collection Procedures .....	84
Chapter 13 - Catalyst and Analysis = Catalysis .....	89
Patterns by Participant .....	90
Patterns in the Questions about the Story data (see appendix F).....	93
Feelings and Frequency within the Stories.....	94
Feelings and the Impact of the Stories on Others .....	101
Feelings and the Predictability of Circumstances in the Stories .....	108
Chapter 14 - Sense Making .....	112
Chapter 15 - Findings and Recommendations .....	124
Chapter 16 - Study Limitations and Strengths .....	135
Section 4 – Lessons Learned.....	137

Chapter 17 - Reflections.....	137
Chapter 18 - Revisiting the Research Questions .....	140
Chapter 19 - Re-envisioning the Social in Social Science .....	144
Chapter 20 - Reinventing Research as a Platform.....	146
Chapter 21 - Closing Remarks .....	151
Bibliography .....	153
Appendix A – Informed Consent Form .....	160
Appendix B – Story Teller Profile – Service Provider .....	162
Appendix C – Story Teller Profile – Young Adult .....	163
Appendix D – Story Eliciting Questions – Service Providers .....	164
Appendix E – Story Eliciting Questions – Young Adults .....	165
Appendix F – Questions About the Story .....	166