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**SECP1513 : TECHNOLOGY INFORMATION SYSTEMS**

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**TITLE: MINDEASE: AI-POWERED MENTAL HEALTH SUPPORT  
APPLICATION**

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## **1. INTRODUCTION**

These days, many students and young professionals quietly deal with stress, anxiety, or emotional burnout. But getting support isn't always easy, not everyone feels comfortable opening up, and sometimes help just isn't available when it's needed most. That's where we saw a chance to make a difference using AI and Big Data.

Our project, called MindEase, is a mental wellness app designed to give people gentle, smart support right from their phones. It uses artificial intelligence to help users understand their emotions, track their moods, write in a personal journal, and get helpful suggestions like breathing exercises or motivational messages. At the same time, it uses big data to recognize emotional patterns and offer better, more personalized support over time.

To build MindEase, we didn't just sit down and start coding. We followed the Design Thinking approach, a creative process that helps teams solve problems by first truly understanding the people they're trying to help. It taught us to focus less on what technology can do, and more on what people actually need.

The process includes five stages:

1. Empathizing with real users through surveys and conversations
2. Defining the true emotional and mental health struggles they face
3. Ideating new and meaningful features that AI could power
4. Prototyping a user-friendly interface with mood tracking, journaling, and recommendations
5. Testing our ideas and designs with real feedback for improvement

By the end of this journey, we didn't just have an app , we had a thoughtful solution, shaped by real voices and powered by smart technology. In this report, you'll see how our team worked together step by step to bring MindEase to life.

## 2. DETAIL STEPS

In today's fast-paced and high-stress world, mental health support is more important than ever. Recognizing the growing need for accessible and engaging mental wellness tools, our team was assigned a task to create a prototype based on the topic given. MindEase is an AI-powered mental health support application designed to make emotional well-being more accessible. It offers users a safe space to express their thoughts, track their mood, and receive helpful mental health tools like guided journaling, stress relief, exercises and empathetic virtual assistant for conversation.

The app was developed through a design thinking process, beginning with interviews and real user insights. Our goal is to support users who may feel overwhelmed, isolated or unsure where to begin their mental health. All in a way that feels comforting and easy to use.

### 2.1 Empathize

The first step in our design process involved empathizing with our users. To gather real-world insights, we interviewed mental health practitioners and individuals who have experienced mental health challenges. These interviews were conducted via an online platform by using Google Meet. From these sessions, we were able to identify such as stigma, lack of time, difficulty accessing professional care and overwhelming emotional states

### 2.2 Define

Following our interview and team discussion, we defined three key problems faced by those seeking mental health support:

- I. **Lack of accessibility** - Professional mental health services can be costly, not enough time to consume
- II. **Emotional hesitation** - Users may fear being judged or feel anxious about opening up to another person
- III. **Traditional self-help tools** - Users feel disconnect because too generic, passive and not engaging or interactive enough

## **2.3 Ideate**

With a clear problem statement, our team brainstormed several digital solutions. Some of the proposed features included:

- A mood slider to track emotional states over time
- Personalized daily affirmations and mental health check-in
- AI-generated guided breathing and mindfulness exercise
- AI chatbot with emotional intelligence

## **2.4 Prototype**

Using the ideas generated, we began designing our prototype. Tasks were divided among team members based on skill sets. The UI/UX design was developed using Figma, incorporating calming color palettes and intuitive navigation. Key screens such as the home dashboard, mood tracker, AI Journal assistant, mindfulness activities and AI chat companion interface were created to reflect the designed functionality of MindEase

## **2.5 Test**

Once the prototype was complete, we tested its features with one user. We focused particularly on interactive elements like the AI chat companion and emotion-tracking system. User feedback helped us identify areas for improvement, adding easier-to-follow navigation and making the AR visuals more attractive

## **3. DETAILED DESCRIPTIONS**

### **3.1 Problem**

According to the World Health Organization (WHO), A mental disorder is characterized by a clinically significant disturbance in an individual's cognition, emotional regulation, or behaviour. It is usually associated with distress or impairment in important areas of functioning. There are many different types of mental disorders. Mental disorders may also be referred to as mental health conditions. The latter is a border term covering mental disorders, psychosocial disabilities and (other) mental states associated with significant distress, impairment in functioning, or risk of self-harm. This fact sheet focuses on mental disorders as described by the International Classification of Disease 11th Revision (ICD-11).

In 2019, 1 in every 8 people or 970 million people around the world were living with a mental disorder, with anxiety and depressive disorders the most common (1). In 2020, the number of people living with anxiety and depressive disorders rose significantly because of the COVID-19 pandemic. Initial estimates show a 26% and 28% increase respectively for anxiety and major depressive disorders in just one year (2). While effective prevention and treatment options exist, most people also experience stigma, discrimination and violations of human rights. Some of the more common mental health issues and mental illnesses such as anxiety disorders, bipolar affective disorder, depression, obsessive compulsive disorder, paranoia, psychosis, post-traumatic stress disorder, schizophrenia and many more.

Recognizing these issues, MindEase aims to bridge this gap by offering an AI-powered application that is always available, non-judgemental, and tailored to each user's needs, empowering individuals to take charge of their well-being at their own pace.

### **3.2 Solutions**

To address the emotional, social and technological gaps in current mental health support systems, we proposed MindEase an AI-powered mental health support application to provide users with more immersive, personalized, and stigma free emotional wellness experience.

MindEase is not just another self-help app. It is designed with empathy at its core as a safe digital space where users can check in with their emotions, reflect on their mental state, and receive meaningful support tailored specifically to their needs. Through the combination of AI Intelligence and AR Engagement, MindEase offers a modern solution for mental health that is both proactive and user-friendly.

Key features of MindEase such as AI Chat Companion are using augmented reality, users can step into a virtual environment that changes based on their current emotional state. MindEase includes a simple, intuitive mood slider where users can rate how they feel each day. It also includes a wide range of features to support mental wellness such as guided breathing exercise, daily affirmations and mindfulness prompts. This application is built to be accessible like easy-to-use UI, minimal setup and available anytime via smartphone. Next are discreet where they are designed for those who may be uncomfortable talking to others directly and also the most important is private because all personal data and entries are encrypted and stored securely to respect user confidentiality.

### **3.3 Team Working**

To ensure smooth progress and a well-organized workflow, our group began by selecting a team leader and Amir are volunteers to conduct this project.

We moved on to determining the direction of our product, after several discussions and rounds of research, we agreed to focus on the topic of mental health, an area we found both meaningful and timely. We decided to integrate Artificial Intelligence (AI) to create more engaging and emotionally responsive support tools. This became the foundation of our project title: MindEase, an AI-powered mental health support application.

After that, we began doing interviews. We together began interviewing Encik Faizal to get his insight on our project. Using this information, we were able to highlight and revise our ideas and problems. We shared any further deliberation through Telegram and put them into the report using google documents.

Finally, we began working on the prototype where we divided into each interface to be in charge of the website design. Through our collaborative efforts, everything went off without a hitch and was able to be done correctly thanks to us doing our assigned roles well.

## **4. DESIGN THINKING ASSESSMENT POINTS**

MindEase was developed using the five stages of the Design Thinking framework to ensure that it addressed real user needs and emotional challenges. Below are the core assessment points that guided our process:

### **1. Empathize**

We conducted interviews and surveys with mental health professionals, students, and working adults. This helped us understand emotional pain points such as stress, social stigma, time constraints, and hesitation to seek help. Our data revealed that many users desired private, accessible, and non-judgmental emotional support.

### **2. Define**

From our findings, we identified three primary user problems: (1) limited access to affordable mental health services, (2) emotional discomfort in seeking help, and (3) disengagement with traditional wellness tools. These insights led us to clearly define the design challenge—to create a supportive AI tool that feels human, helpful, and safe.

### **3. Ideate**

The brainstorming phase led to several feature concepts, including an AI-powered mood tracker, journaling assistant, mindfulness toolkit, and an empathetic chatbot. Ideas were evaluated based on feasibility, impact, and emotional resonance with users.

### **4. Prototype**

We translated ideas into interactive designs using Figma. The prototype emphasized a calming user interface with intuitive features, such as a customizable mood slider, AI reflections, and motivational nudges—all rooted in emotional accessibility.

### **5. Test**

Initial feedback from user testing showed appreciation for the tone and simplicity of the app. However, improvements were suggested for navigation clarity and visual engagement, particularly within the AI conversation and mood history features. These insights were used to refine the prototype.

## 5. DESIGN THINKING EVIDENCE

In this part of the report, we share the journey of how our team developed the MindEase app using the steps of Design Thinking. Each step from understanding people's feelings to testing our ideas helped us build something more meaningful and useful.

We listened to what people go through, asked questions, shared ideas, created early designs, and got real feedback. This section includes examples like survey answers, brainstorming notes, app prototype, and user reactions. It shows how every part of the process helped us stay focused on solving a real problem and creating an app that truly supports mental wellness.

### 5.1 Empathy Phase

In this phase, our team has conducted an interview session with Encik Faizal who is a part time student at UTM .The session has been conducted using google meet. Also, we have distributed our team questionnaire in the form of google form to people inside Malaysia.The aim for this action is to know what their feedback regarding AI apps and mental healthiness.



Figure 1: Interview session via google meet

1. How do you usually manage stress or negative emotions in your daily life?
2. Have you ever used any mental health or wellness apps before? If yes, what was your experience like?
3. Would you feel comfortable using an AI-powered app for emotional support or mood tracking? Why or why not?
4. What features would make you actually want to open and use a mental health app regularly?
5. What might stop you from using this kind of app, even if it was free and easy to use?

**Figure 2: List of questions for interviewee**

Section 1 of 4

## MindEase – Understanding Your Mental Wellness Needs

B I U ↵ X

Hi there! 🎉

We are a group of students working on a project called **MindEase**, an AI-powered mobile app designed to support mental health and emotional well-being – especially for students and young professionals.

We'd love to understand how people like you experience stress, emotions, and technology in your daily life. This short survey (just 2–3 minutes) will help us design an app that truly meets real needs – with features like mood tracking, journaling, and AI support.

💡 Your responses will be kept anonymous and used only for educational purposes.  
Thank you for supporting our project!

1. What is your age group? \*

Under 18

18–24

25–30

31–40

Above 40

2. Are you currently a: \*

Student

Working Professional

Unemployed

**Figure 3: Section 1 Demographic Questionnaire**

Section 2 of 4

Section 2: Mental Health Awareness

Description (optional)

1. How often do you feel stressed, anxious, or emotionally drained? \*

1      2      3      4      5

2. Would you consider using an app to track and manage your mood or stress? \*

Yes  
 No  
 Maybe

3. How much do you agree with the statement below? \*  
*"It's important to regularly check in on my mental and emotional well-being."*

1      2      3      4      5

1 – Strongly Disagree                  5 – Strongly Agree

4. What do you usually do to manage stress or negative emotions? \*

Talk to a friend or family member  
 Write in a journal  
 Listen to music  
 Exercise or go outside  
 Sleep or take a break  
 Use a mental health app  
 I don't usually do anything

Figure 4: Section 2 Mental Health Awareness Questionnaire

**Section 3 of 4**

**Section 3: AI and Technology Comfort**

Description (optional)

1. How comfortable are you using AI-powered apps (e.g., chatbots, smart suggestions)? \*



1      2      3      4      5

2. Would you trust an app to give you mental health support (e.g., mood check-ins, journaling suggestions)? \*

Yes  
 No  
 Maybe, if my data is private

3. Which of the following AI-powered features would you be open to using in a mental wellness app? (You can select more than one) \*

AI-based mood tracking  
 Smart journaling suggestions  
 Voice assistant check-ins  
 Emotion analysis from text entries  
 Personalized motivational messages  
 Meditation or breathing recommendations based on mood

4. How comfortable are you with AI helping in the following tasks? \*

	Very Comfortable	Somewhat Comfortable	Neutral	Uncomfortable	Not Comfortable
Suggesting daily routines	<input type="radio"/>				
Tracking your mood	<input type="radio"/>				
Analyzing your behavior	<input type="radio"/>				
Sending emotional support messages	<input type="radio"/>				

**Figure 5: Section 3 AI and Technology Comfort Questionnaire**

**Section 4 of 4**

### Section 4: App Expectations

Description (optional)

1. What features would be helpful in a mental wellness app? \*

- Mood tracker
- Journaling assistant
- Breathing/mindfulness exercises
- Motivational quotes
- AI chat support
- Insights on emotional trends

2. Would you like the app to recommend activities based on your mood? \*

- Yes
- No
- Maybe

3. How important are the following features in a mental health app to you? \*

	Very Important	Somewhat Import...	Neutral	Not Import
Mood Tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AI-Powered Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journaling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalized Reco...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. If this app is useful and respects your privacy, how willing would you be to pay for it (even a \* small amount)?

1    2    3    4    5    6    7    8    9    10

1 = Not at all willing                10 = Very willing

**Figure 6: Section 5 App Expectations Questionnaire**

## **5.2 Define Phase**

After going through all the responses and stories from our survey, we realized something important. A lot of students and young professionals are silently struggling with their mental health. They often feel stressed, emotionally tired, or anxious, but many don't know how to deal with these feelings. Some feel uncomfortable talking to others about it, while others simply don't have access to the right kind of support.

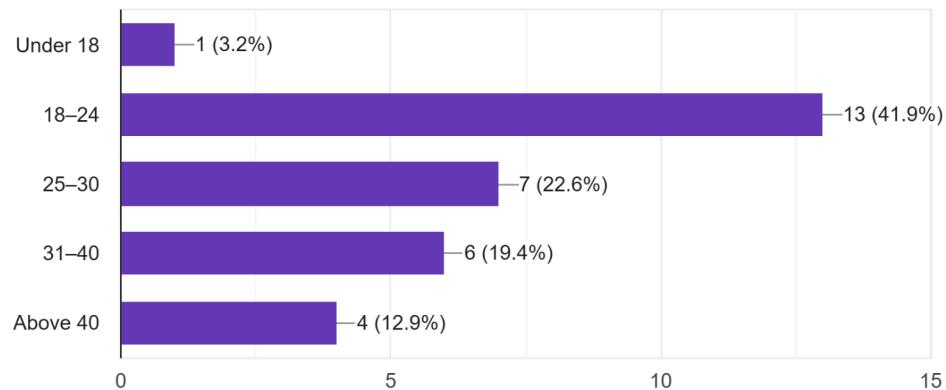
That's when we knew what our project needed to focus on. We wanted to create a simple, trustworthy app that could help people check in with their emotions, feel supported, and understand themselves better. Our goal was to make something that could be used privately without judgment, using AI and data to give users helpful insights and encouragement when they need it most.

### **5.2.1 Key insight from our survey**

#### **5.2.1.1 Age Distribution of Respondents**

1. What is your age group?

31 responses



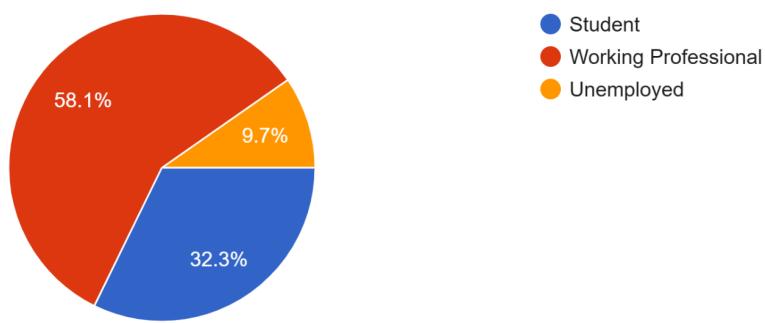
**Figure 7: Bar Chart of Respondent Age Group**

For the first question, most of the respondents are between the ages of 18 to 30, with the highest number falling in the 18–24 range, followed by those aged 25–30. This indicates that the majority of people interested in or affected by mental wellness tools are young adults, a group often dealing with academic or early career stress. There were also several participants aged 31–40 and a few above 40, showing that mental health awareness spans across various age groups. A small number of responses came from those under 18.

### **5.2.1.2 Current Occupation Status of Respondents**

2. Are you currently a:

31 responses



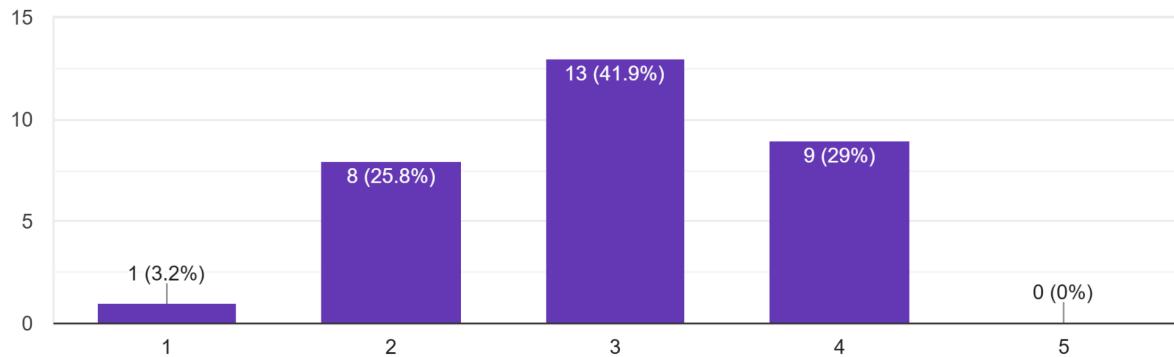
**Figure 8: Bar Chart of Respondents Occupation Status**

In the second question, more than half of the respondents identified as working professionals, while about one-third were students. A smaller group indicated they were currently unemployed. This mix reflects that both students and professionals experience mental health challenges, and support tools like MindEase could be relevant in both educational and workplace contexts.

### **5.2.1.3 Frequency of Emotional Exhaustion Among Respondents**

1. How often do you feel stressed, anxious, or emotionally drained?

31 responses



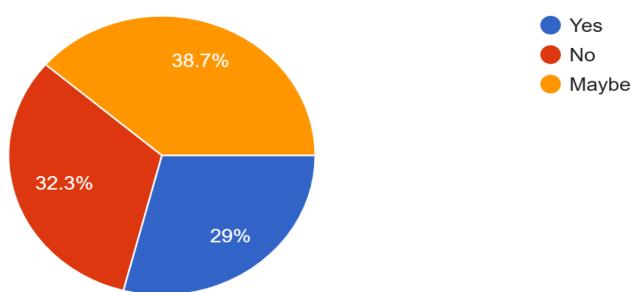
**Figure 9 : Bar Chart of Respondent Mental Health**

In response to how often participants feel stressed, anxious, or emotionally drained, most respondents chose the middle scale, with 41.9% selecting level 3 and 29% choosing level 4, indicating that these feelings are quite common in their daily lives. Only 3.2% reported rarely experiencing such emotions, and none rated it at the highest level of distress.

### **5.2.1.4 Willingness to Use Mood and Stress Tracking Apps**

2. Would you consider using an app to track and manage your mood or stress?

31 responses



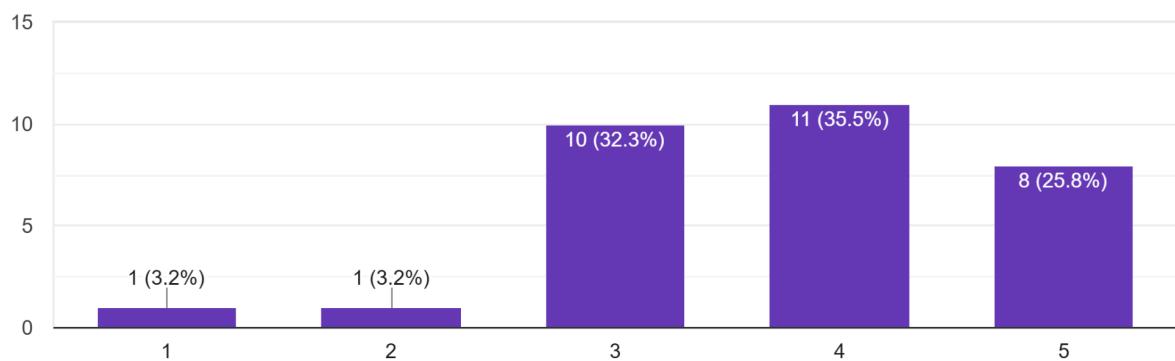
**Figure 10: Pie Chart of Respondent Interest in Digital Tools for Mood or Stress Management**

When asked if they would consider using an app to track and manage their mood or stress, responses were fairly mixed. About 29% said yes, 38.7% were unsure and answered maybe, while 32.3% said no. This suggests a general openness, though also some hesitation, toward digital mental health tools.

#### **5.2.1.5 Perceptions on the Value of Mental Health Self-Awareness**

3. How much do you agree with the statement below? "It's important to regularly check in on my mental and emotional well-being."

31 responses

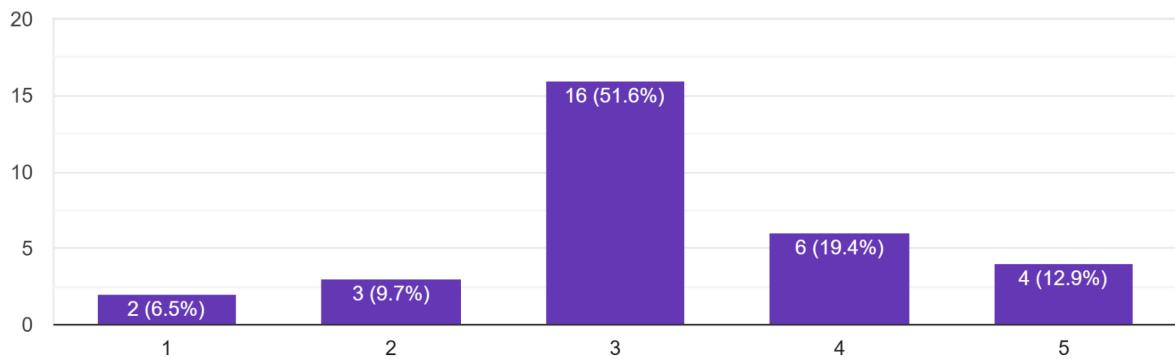


**Figure 11: Bar Chart of Respondent View on the Value of Mental Health Self-Awareness**

Regarding the importance of regularly checking in on their mental and emotional well-being, most participants leaned toward agreement. Around 35.5% selected 4 on the agreement scale, and 25.8% strongly agreed by selecting 5, while only a small number disagreed or were neutral, showing that most respondents value the idea of emotional self-awareness.

### **5.2.1.6 Comfort Level with AI-Powered Applications**

1. How comfortable are you using AI-powered apps (e.g., chatbots, smart suggestions)?  
31 responses



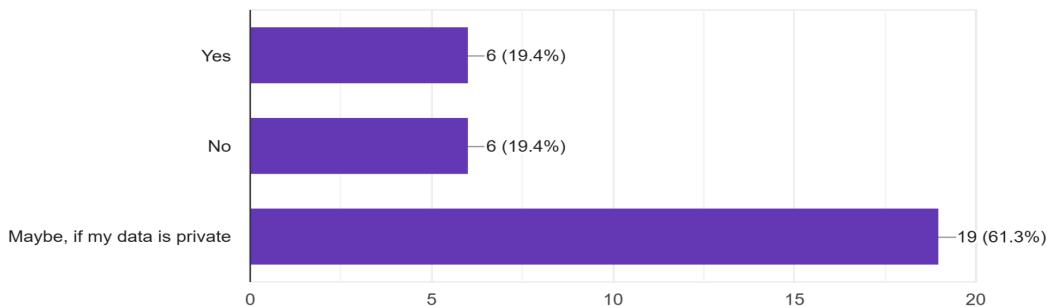
**Figure 12: Bar Chart of Respondents' Familiarity and Ease with AI Technologies**

When participants were asked how comfortable they feel using AI-powered apps like chatbots and smart suggestions, the majority showed moderate comfort, with 51.6% selecting a middle rating of 3. Meanwhile, 19.4% leaned toward being more comfortable by selecting 4, and 12.9% felt very comfortable. On the other end, 6.5% said they were not comfortable at all, and 9.7% indicated slight discomfort, showing a generally open but cautious attitude toward AI tools.

### **5.2.1.7 Trust in Apps for Mental Health Support**

2. Would you trust an app to give you mental health support (e.g., mood check-ins, journaling suggestions)?

31 responses

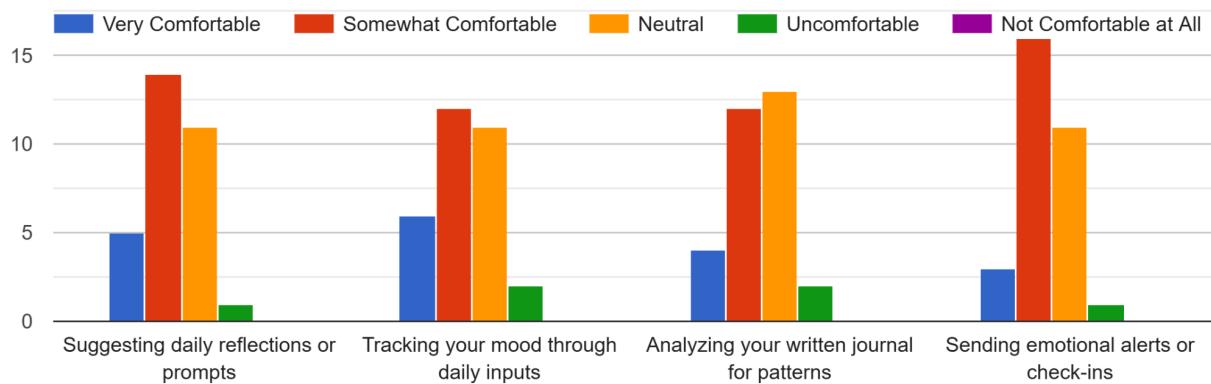


**Figure 13: Bar Chart of Respondents' Trust in Apps for Mental Health Support**

When it came to trusting an app to provide mental health support such as mood check-ins and journaling suggestions, 61.3% of respondents selected “maybe,” indicating a high level of uncertainty. Both “yes” and “no” received the same response rate of 19.4%, suggesting that while some users are willing to explore this kind of support, trust remains a key concern for others.

### **5.2.1.8 Comfort Levels with AI-Assisted Mental Health Tasks**

4. How comfortable are you with AI helping in the following tasks?



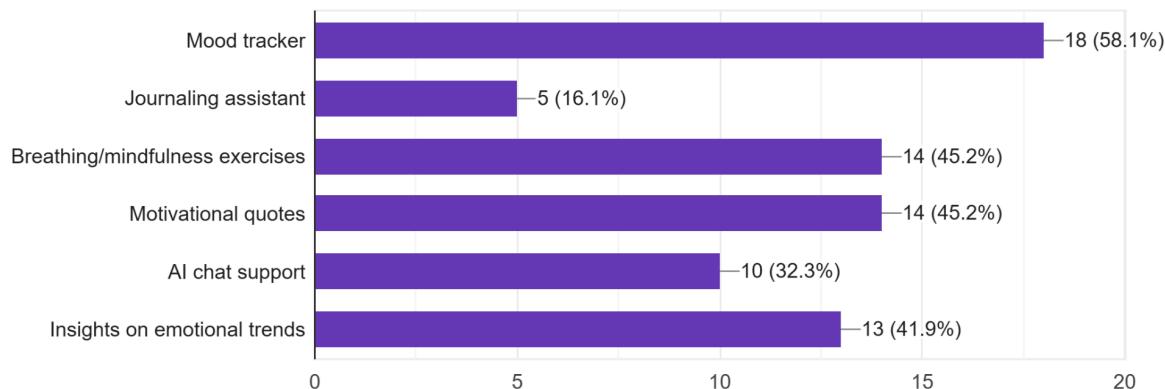
**Figure 14: Bar Chart of Respondents' Comfort Levels with AI-Assisted Mental Health Tasks**

In terms of AI assistance for specific mental wellness tasks, the results show varying levels of comfort. Most participants were somewhat comfortable with the idea of AI suggesting daily reflections or prompts, tracking moods through daily inputs, analyzing journal entries for emotional patterns, and sending emotional alerts or check-ins. Across all four tasks, the majority responses fell into the “somewhat comfortable” and “neutral” categories, with only a few expressing strong comfort or discomfort, suggesting that users are generally open to AI support as long as it feels appropriate and non-intrusive.

### **5.2.1.9 Preferred Features in a Mental Wellness App**

1. What features would be helpful in a mental wellness app?

31 responses

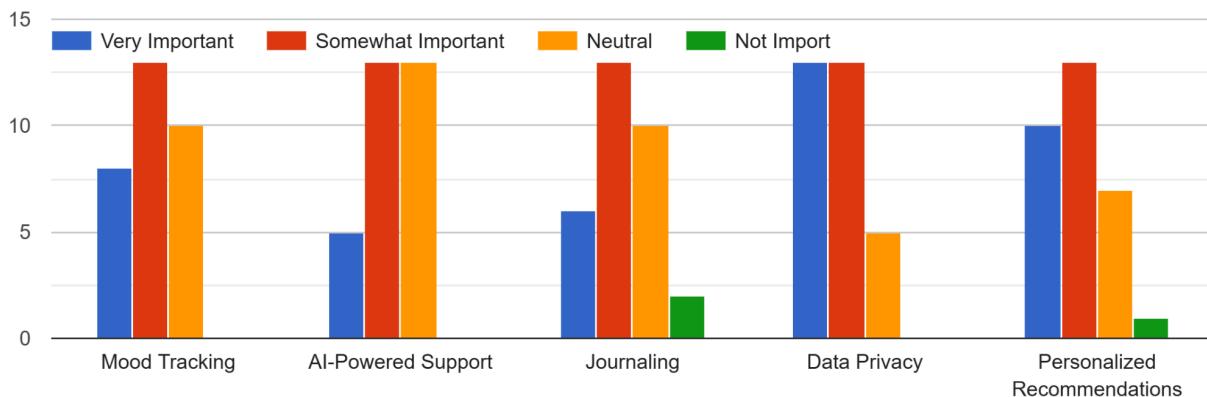


**Figure 15: Bar Chart of Respondents' Feature Preferences for Mental Wellness Applications**

In terms of preferred features for a mental wellness app, mood tracking stood out as the most desired function, selected by 58.1% of respondents. Breathing or mindfulness exercises and motivational quotes were also quite popular, both chosen by 45.2% of participants. Insights on emotional trends followed closely at 41.9%, while 32.3% expressed interest in having AI chat support. Journaling assistance, though included, was less favored, with only 16.1% selecting it as a helpful feature.

### **5.2.1.10 Importance of Key Features in a Mental Health App**

3. How important are the following features in a mental health app to you?



**Figure 16: Bar Chart of Respondents' Opinions on Essential App Features for Mental Well-Being**

When asked about the importance of certain app features, mood tracking and AI-powered support were generally seen as somewhat important, though a significant number of participants also rated them as neutral. Journaling received mixed responses, with a combined majority finding it either very or somewhat important, but 2 respondents considered it not important. Data privacy clearly stood out as a top priority, with most participants ranking it as very or somewhat important. Personalized recommendations were also valued, with a majority finding them either very important or somewhat important, although one person did not consider it important at all. Overall, the data suggests users are most drawn to features that offer emotional insights, ease of use, and strong privacy assurance.

## 5.2.2 Persona

Aisha is a 21-year-old final-year university student who is juggling assignments, exams, and part-time work. She's often online, uses apps for productivity and self-care, but struggles with consistent emotional check-ins.

**Personality:** Caring, self-aware, introverted when stressed

**Technology Use:** Comfortable with mobile apps, uses AI features like Spotify recommendations or Google Assistant, but cautious about privacy.

Pain Points:

- Feels emotionally drained during exam season
- Hesitant to talk about emotions with others
- Finds existing mental wellness apps too generic or hard to stick to
- Worries about data being misused

Needs & Goals:

- A private, non-judgmental space to reflect on her feelings
- Easy tools like a mood tracker or journaling prompts that feel personal
- Emotional support that's always available — even late at night
- Reassurance that her data is safe and not being shared

### 5.3 Ideate Phase

After clearly understanding our users' struggles and defining the main problem, our team moved into the creative stage. The ideate phase was all about brainstorming as many ideas as possible, without judging them too early. Our goal was to explore different ways AI and technology could help users manage their mental health in a way that feels personal, supportive, and easy to use.



**Figure 17: Group Discussion**

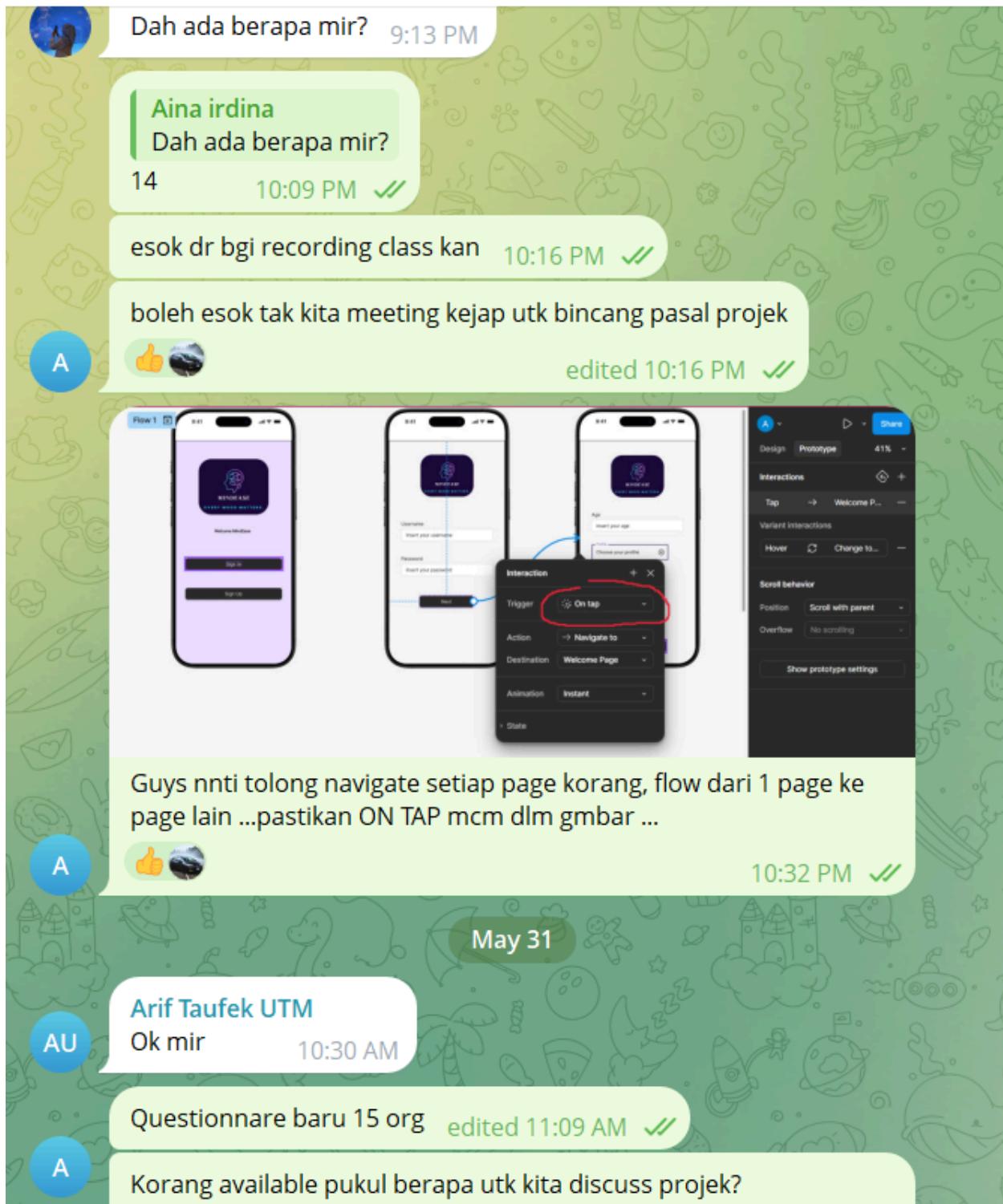


Figure 18: Screenshot of group discussion in Telegram

## 5.4 Prototype Phase

Once we had a list of ideas from our brainstorming session, it was time to bring them to life in a visual and interactive way. In this phase, we created a High Fidelity prototype using Figma and app screen mockups to show how MindEase would look and feel for users. Our main focus was to design a simple and user-friendly flow that helps users check in with their mood, write journal entries, and receive AI-generated emotional insights in a safe and supportive space.

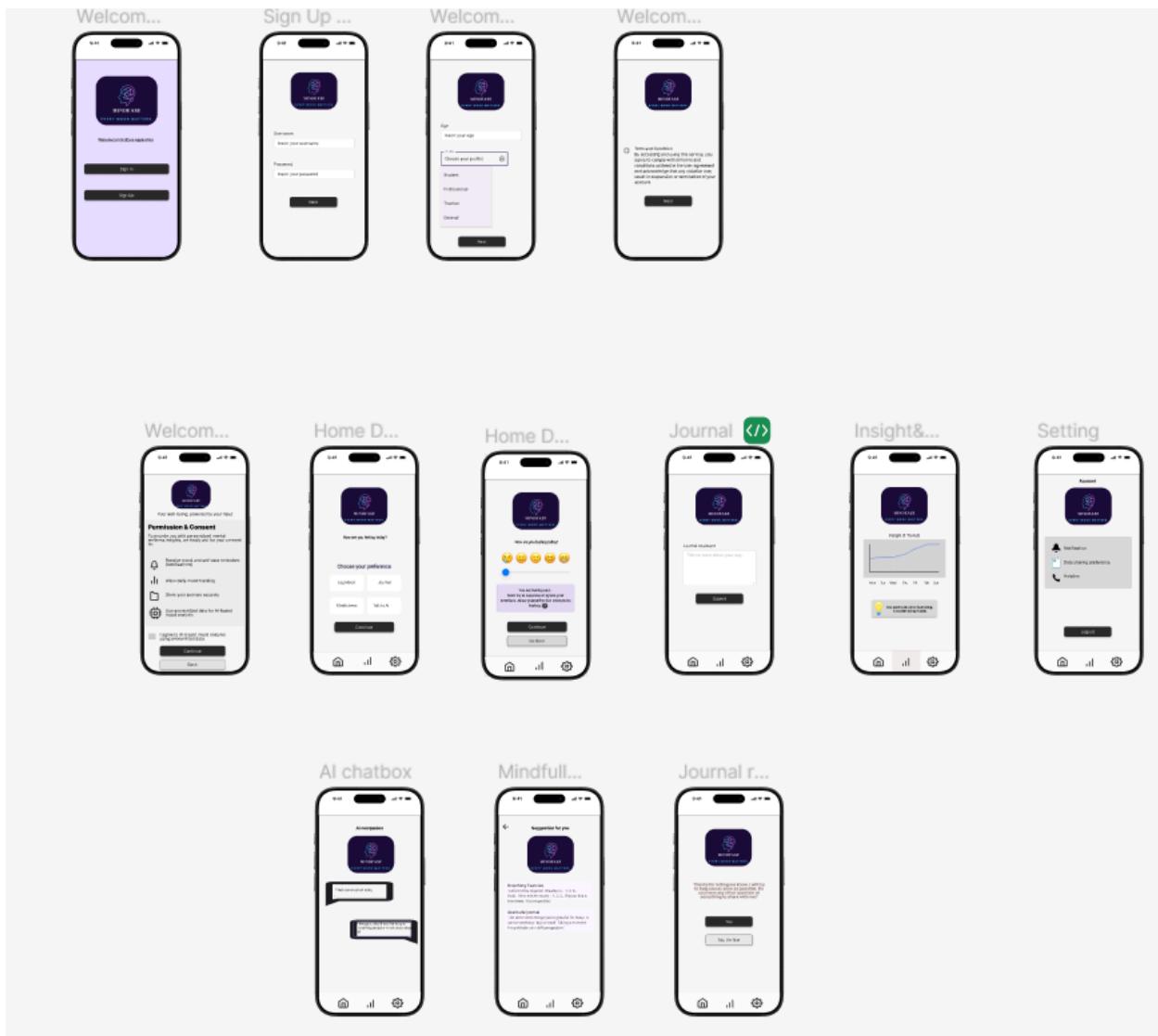
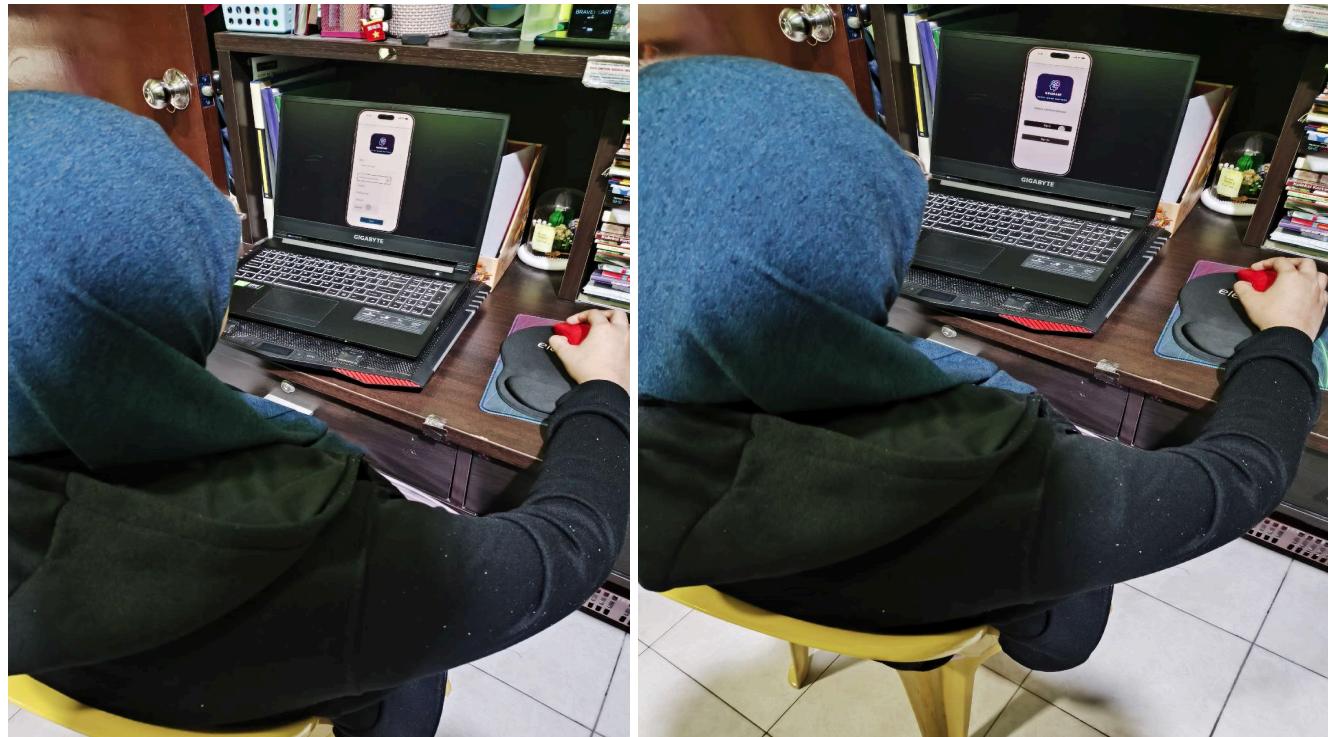


Figure 19: Screenshot of MindEase prototype in Figma

## 5.5 Testing Phase

After building our prototype, we wanted to know if it truly meets user needs. In this phase, we shared the app screens and features with potential users and gathered their feedback. Their opinions helped us understand what worked well, what felt confusing, and what needed improvement, so we could refine the app to make it more useful and user-friendly.



**Figure 20: User testing**

## **6. REFLECTION**

**Muhammad Hariz Iskandar Bin Othman**  
**SX231693ECJHF01**

**1.How did the team's focus on empathy and emotional needs influence the design decisions made during the MindEase project?**

The MindEase journey was more than just a technical development project—it was a humbling, empathetic exploration into how design can truly support human emotion. Through interviews and research, we realized that mental health struggles are deeply personal, and no single solution fits all. That's why our approach had to be grounded in kindness, clarity, and flexibility.

**2.In what ways did user feedback shape both the functionality and emotional tone of the MindEase application?**

By embracing the Design Thinking process, we were able to move beyond generic app functionality and instead create something genuinely user-centered. Listening to real voices helped us focus not just on what people *said* they needed—but how they *felt* while using wellness tools. This emotional perspective shaped everything from color choices to conversational tone in the chatbot.

**3.What role did collaboration and diverse team strengths play in achieving a more human-centered outcome in this project?**

This project also taught us the value of collaboration and adaptability. Everyone brought different strengths—whether in UX design, ideation, or research—which made the process enriching and well-rounded. In the end, MindEase isn't just an app—it's a reminder that thoughtful design can offer comfort, even in a digital space.

**AINA IRDINA BINTI ABU BAKAR**  
**SX231695ECJHF01**

**1.How did the team's focus on empathy and emotional needs influence the design decisions made during the MindEase project?**

We focus on empathy and understanding the user's emotional needs plays a central role in shaping every aspect of the MindEase project. The team explored real user experiences, challenges and mental health struggles through informal interviews, online discussion and user feedback. This really helps us realize that many people feel uncomfortable opening up about their emotions.

**2.In what ways did user feedback shape both the functionality and emotional tone of the MindEase application?**

During the testing phase, we gathered opinions from users who interacted with the prototype, particularly focusing on how the app made them feel and how easy it was to use. From the functionality like a simplified navigation, more responsive mood tracking. We also looked at the emotional tone such as gentler language, calmer visuals and color and so on. It felt emotionally safe, gentle and welcoming which is essential in any mental health support tool.

**3.What role did collaboration and diverse team strengths play in achieving a more human-centered outcome in this project?**

Each team member brought a unique skill set, perspective and sensitivity to different aspects of mental health and user experience, which helped us design a well-rounded and empathetic application. Open discussion on telegram allowed everyone to speak about their opinion, suggest improvements and reflect on user feedback. In short, it was the combination of our diverse skills, shared empathy and constant communication.

**AMIR HAMZAH BIN MOHAMED SAFIE**  
**SX230913ECJHS01**

**1.How did the team's focus on empathy and emotional needs influence the design decisions made during the MindEase project?**

Based on my observation and study, the users felt stressed, anxious, and needed privacy. Because of this, our team decided to focus on features that help users manage their emotions safely and comfortably. For example, we included a mood tracker and journaling feature that allows users to express their feelings privately. We also made sure the app had a calming design with soft colors and simple navigation, so it wouldn't feel overwhelming for users who are already emotionally stressed.

**2.In what ways did user feedback shape both the functionality and emotional tone of the MindEase application?**

Based on our feedback from the questionnaire, most of the users want simple ways to manage their stress hence we included mood tracking, emotional trend insights and journaling features. Many users also mentioned that they prefer apps that feel friendly and not too formal or robotic. Because of that, we made sure the app tone is supportive, caring, and easy to understand. We also kept the layout clean and not too complicated, so users won't feel overwhelmed while using it.

**3.What role did collaboration and diverse team strengths play in achieving a more human-centered outcome in this project?**

In this project, I took the initiative to divide the tasks among our group members so that everyone had a role to play. The report was a team effort where each member contributed to different sections. For the app prototype in Figma, all of us worked together to design the wireframes and give ideas on the layout. As for the questionnaire and data analysis, I took full responsibility and handled it on my own. I also hosted the online interview session with one participant, while the rest of the team joined in, listened, and gave support during the session. Overall, everyone's contribution and teamwork helped us create a solution that focused on real user needs.

**MOHD ARIF BIN MOHD TAUFEEK**  
**SX230517ECJHS01**

**1.How did the team's focus on empathy and emotional needs influence the design decisions made during the MindEase project?**

During the design phase, we focused on selecting the best colours and creating a minimalist design to provide a better user experience. The purpose of the app is to support users' mental health, with a strong emphasis on empathy and emotional support. Therefore, we conduct interview session with mental health practitioners and individuals who have experienced mental health challenges. These interviews were conducted via an online platform by using Google Meet. From these sessions, we were able to identify such as stigma, lack of time, difficulty accessing professional care and overwhelming emotional states. Other than that, we are committed to designing an interface that makes users feel comfortable and uplifted while using the app. Key features include journaling and mood tracking, which are intended to help users reflect on their emotions and monitor their mental well-being.

**2.In what ways did user feedback shape both the functionality and emotional tone of the MindEase application?**

First, we selected individuals who need mental health support to test the app. Then, we conducted interviews and provided them with questionnaires to gather their feedback. This process helps us gain valuable insights to improve the app and ensure it effectively supports users with mental health challenges. Our goal is to develop a well-rounded and impactful app that truly meets users' needs.

**3.What role did collaboration and diverse team strengths play in achieving a more human-centered outcome in this project?**

One important aspect of working together as a team is that, although we study together in the same class, each of us comes with different life experiences. Furthermore, as part-time students, we work in various fields with diverse backgrounds and areas of expertise. This means that every team member has their own unique strengths, which naturally contributes valuable ideas and perspectives to the project.

## **7. TASK DISTRIBUTION**

<b>Members</b>	<b>Tasks</b>
Amir Hamzah bin Mohamed Safie	1. Introduction 5. Design Thinking Evidence (Empathy, Define, Ideate, Prototype and Testing Phase)
Aina Irdina binti Abu Bakar	2. Detailed steps 3. Detailed descriptions
Mohd Arif bin Mohd Taufek	5.4. Prototype interface design (mood tracker, journal, journal response, insight) 7. Task distribution 8. Reference
Muhammad Hariz Iskandar bin Othman	4. Design thinking assessment points 6. Reflection

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  - b. <https://pmc.ncbi.nlm.nih.gov/articles/PMC9505389/>
- 4. Interview Session with Encik Faizal**
  - a. <https://youtu.be/dZebVmAVJzQ>
- 5. Prototype Demonstration Video**
  - a. <https://youtu.be/okZvYEqxkZw>