STUDENTS WORKFLOW :-

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1. **\*\*User Login/Signup\*\***

   - Student enters credentials (email/password) or signs up (if new).

   - Option for secure login with OTP or social media account.

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2. **\*\*Homepage Access\*\***

   - Upon logging in, student is directed to the homepage.

   - Display of key options: "AI First-Aid," "Book an Appointment," "Resources," "Peer Support."

   - Navigation bar to access other pages: Profile, Notifications, Settings.

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3. **\*\*AI-guided First-Aid Support\*\***

   - Student clicks on "AI First-Aid" button.

   - A chatbot opens offering coping strategies (e.g., deep breathing exercises, positive thinking).

   - If issues are severe, chatbot suggests an appointment or immediate help from a counselor.

   - Option to continue chatting for further help or end the session.

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4. **\*\*Book an Appointment\*\***

   - Student selects the "Book Appointment" option.

   - Calendar interface displays available counselors and time slots.

   - Student selects preferred time and counselor.

   - Confirmation email/notification sent to student and counselor.

   - Reminder notification sent prior to the appointment.

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5. **\*\*Access Psychoeducational Resources\*\***

   - Student clicks on "Resources" to explore psychoeducational materials.

   - Categories displayed: "Stress Management," "Sleep," "Anxiety," "Relaxation," etc.

   - Student selects content (video, article, or audio).

   - Option to bookmark/favorite the resource for future use.

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6. **\*\*Peer Support Platform\*\***

   - Student selects "Peer Support" to join moderated discussion forums.

   - Available topics displayed (e.g., "Academic Stress," "Managing Burnout").

   - Student joins a discussion or starts a new topic.

   - Option to private message trained volunteers for more personalized support.

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7. **\*\*Emergency Help (if applicable)\*\***

   - If the student is in crisis, they click the "Emergency Help" button.

   - Immediate access to helplines, emergency contacts, or local mental health services.

   - Option to notify a counselor or request immediate support.

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8. **\*\*Monitor Progress (Wellness Tracker)\*\***

   - Student accesses their profile and checks their wellness progress.

   - Displays mood, sleep, stress, and activity levels.

   - Option to update mood or track wellness data over time.

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9. **\*\*Provide Feedback\*\***

   - After any session or interaction, student is prompted to rate the support received.

   - Anonymous feedback form available to suggest improvements or report issues.

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END

ADMIN WORKFLOW

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1. **\*\*Admin Login\*\***

   - Admin logs in with their credentials.

   - Secure login option with multi-factor authentication.

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2. **\*\*Admin Dashboard Access\*\***

   - Admin is directed to the dashboard, which shows key metrics: Number of sessions, active users, mental health trends.

   - View ongoing appointments, counselor availability, and student engagement data.

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3. **\*\*Monitor Student Data\*\***

   - Admin can access data on mental health trends, surveys, and wellness checks.

   - Ability to filter data by demographics (e.g., gender, year of study) or issue type.

   - Generate reports for identifying patterns (e.g., high levels of anxiety or depression in a particular group).

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4. **\*\*Manage Appointments\*\***

   - Admin manages counselor availability (scheduling, holidays, etc.).

   - View appointment bookings in real-time and send reminders to counselors/students.

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5. **\*\*Manage Psychoeducational Resources\*\***

   - Admin adds, updates, or removes resources (videos, articles, relaxation audio).

   - Categorize resources by topic and language preference.

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6. **\*\*Peer Support Oversight\*\***

   - Admin monitors the peer support platform.

   - Ensures forums are moderated and volunteers are providing appropriate support.

   - Ability to remove or block harmful content.

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7. **\*\*Data Analytics & Insights\*\***

   - Admin accesses real-time analytics to track usage, trends, and outcomes.

   - Identifies high-risk students based on engagement patterns and mental health screening results.

   - Generates reports to guide institutional mental health policies.

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8. **\*\*Emergency Monitoring\*\***

   - Admin is notified if a student accesses emergency help services.

   - Immediate follow-up with the student (if needed) to ensure they are safe and connected to support.

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9. **\*\*Feedback Review & System Improvement\*\***

   - Admin reviews feedback from students and counselors to improve system functionality.

   - Implements updates or addresses issues raised by users.

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END