

User Persona



1. Lauren – The High School Student (Primary User)

- **Background:**
 - 16-year-old sophomore
 - Struggles with anxiety and academic stress
 - Prefers digital communication over in-person conversations
- **Goals & Needs:**
 - Wants a **safe and confidential** way to talk to a counselor
 - Needs **easy access** to mental health resources
 - Prefers an **anonymous option** for asking questions
- **Challenges:**
 - Hesitant to reach out due to social stigma
 - Feels overwhelmed with school and personal pressures
 - Unaware of available counseling services



2. Dr. Matthews– The School Counselor (Support Provider)

- **Background:**
 - 35-year-old licensed school counselor
 - Works at a public high school, helping students with mental health and academic concerns

- **Goals & Needs:**
 - Wants a **structured system** to connect with students
 - Needs an **organized appointment scheduler**
 - Prefers a **secure** messaging system for student privacy
- **Challenges:**
 - Managing multiple student concerns efficiently
 - Limited face-to-face availability
 - Difficulty reaching students who are hesitant to ask for help

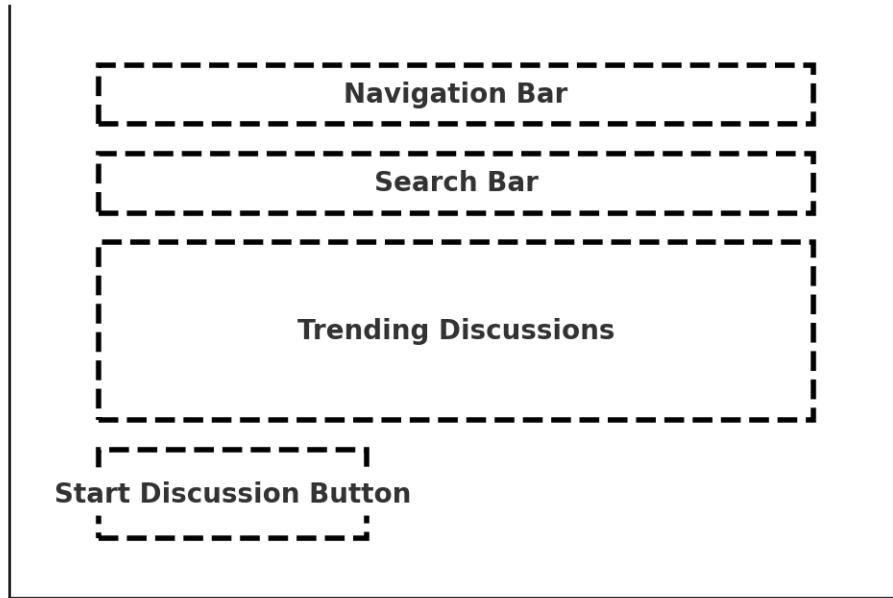


3. Dr. Willis – The School Administrator (Overseer)

- **Background:**
 - 43-year-old high school principal
 - Concerned about student mental health and ensuring proper support
- **Goals & Needs:**
 - Wants **data-driven insights** on counseling sessions
 - Needs to **ensure student safety and privacy**
 - Supports school-wide mental health initiatives
- **Challenges:**
 - Ensuring compliance with school policies and privacy laws
 - Balancing administrative work with student needs

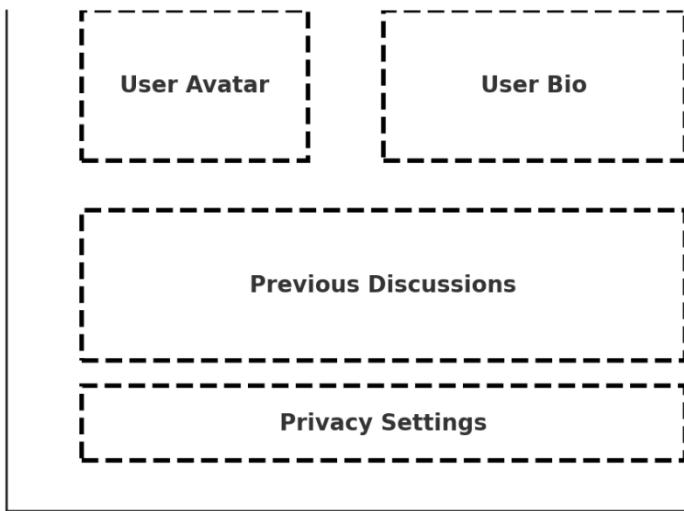
Wireframes

Home Page Wireframe



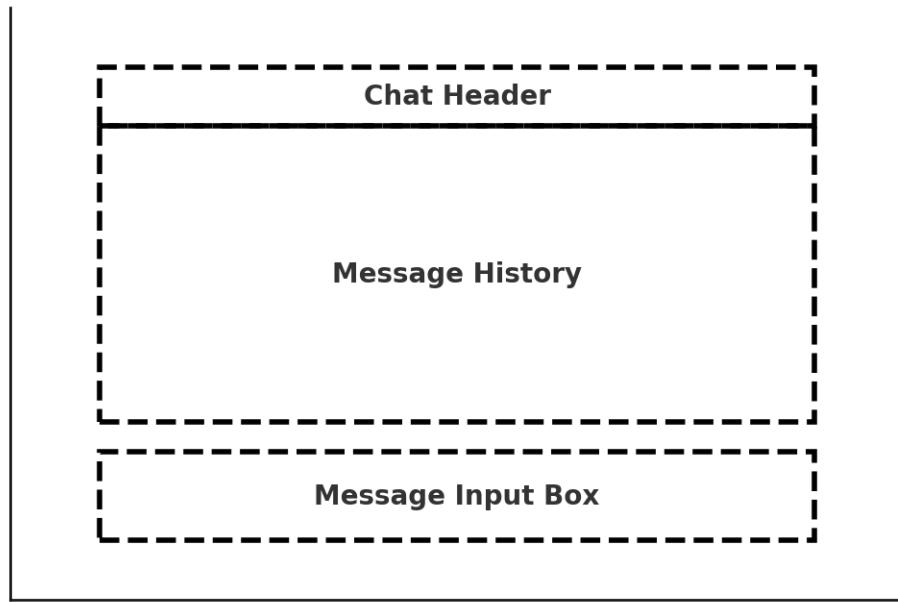
****Home Page (Community Forum) – Features a navigation bar, search bar, trending discussions, and a "Start Discussion" button*****

User Profile Wireframe



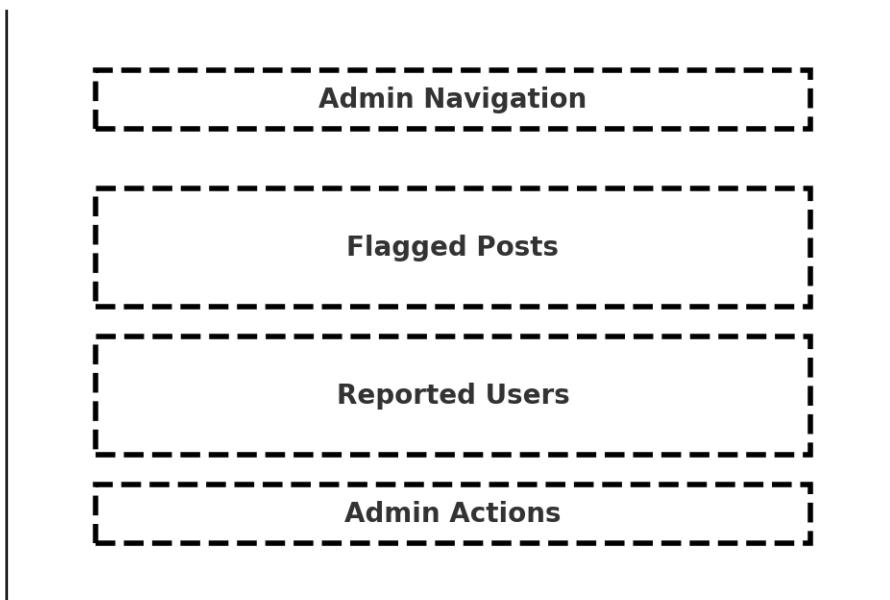
*****User Profile Page – Displays user avatar, bio, previous discussions, and privacy settings.*****

Direct Messaging Wireframe



Direct Messaging Interface – Includes a chat header, message history section, and message input box.

Content Moderation Wireframe



*****Content Moderation Dashboard (Admin View) – Shows admin navigation, flagged posts, reported users, and admin actions.*****

Storyboards

Scenario 1: Lauren (Student) Chats with a Counselor

Goal: Emma is feeling overwhelmed and wants to message a school counselor for support.

Step	User Action	UI Change / Annotation
1	Lauren logs in	Login screen appears, Lauren enters credentials and clicks 'Login'
2	She navigates to "Chat with a Counselor"	Dashboard appears; she clicks 'Chat with a Counselor' button
3	She selects a counselor	List of counselors appears, she selects one
4	Chat window opens; she starts typing	Sent messages appear in chat, Lauren clicks 'Send'
5	Counselor responds in real-time	Real-time messages update in the chat window
6	Lauren logs out	Returns to login screen

Scenario 2: Mrs. Matthews (Counselor) Schedules an Appointment

Goal: Mrs. Johnson needs to schedule an appointment with a student.

Step	User Action	UI Change / Annotation
1	Mrs. Matthews logs in	The dashboard appears, she enters credentials and clicks 'Login'
2	Views incoming appointment requests	List of pending requests displayed
3	Selects a request and approves time slot	Appointment request disappears from pending list
4	System sends confirmation to student	Confirmation message sent automatically
5	Counselor reviews session notes	Past session details displayed on screen

Scenario 3: Dr. Willis (Administrator) Reviews Reports

Goal: The school administrator wants to monitor engagement without violating privacy.

Step	User Action	UI Change / Annotation
1	Dr. Willis Login	Admin dashboard loads, she enters credentials and clicks 'Login'
2	Views anonymized student engagement reports	Graphs and statistics displayed
3	Analyzes trends	Engagement data shown for mental health support trends
4	Uses data to advocate for funding	Report download/export option appears

User Interface

1. Color

- **Primary Color:** Soft Pink (#FFB6C1) – Provides a warm, welcoming feel. And it's Pink so why not?
- **Secondary Color:** Calm Blue (#87CEFA) – Encourages trust and calmness. (Good for anxiety)
- **Accent Color:** Lavender (#9370DB) – Adds a touch of empathy and care.
- **Background Color:** Light Gray (#F5F5F5) – Neutral color: This will Keep the design neutral and easy on the eyes so the web app. Will not seem like it is doing too much.

Example Usage:

- **Soft Pink:** Used for key call-to-action buttons. Example (Start chat button)
 - **Calm Blue:** Secondary buttons (e.g., "View Resources"), links, and highlights.
 - **Lavender:** Used for certain elements like borders, notifications, or hover states.
 - **Light Gray:** Background and card sections for clean contrast.
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2. Text-Formatting

- **Primary Font:** *Poppins (Sans-serif)* – Modern, clean, and accessible.
- **Secondary Font:** *Roboto (Sans-serif)* – Ensures readability for chat messages and resources.
- **Font Sizes:**
 - **Headings (H1-H3):** Bold and clear
 - H1: 28px
 - H2: 24px
 - H3: 20px
 - **Body Text:** 16px for readability.
 - **Chat & Buttons:** 14px for a compact, user-friendly experience.

Example Usage:

- **H1:** Page Titles – Large and welcoming.
- **H2:** Section Headers – Organizes content effectively.
- **Body Text:** General text content, resources, and descriptions.
- **Chat Messages:** Uses a compact 14px Roboto for readability and message density.

3. UI Components

Buttons:

- **Rounded edges** for a friendly and approachable feel.
- **Primary Buttons (Pink):** Used for primary actions (e.g., "Start Chat," "Book Now").
- **Secondary Buttons (Blue):** Used for secondary actions (e.g., "View Resources," "Cancel").
- **Hover State:** Slightly darker shade for interaction feedback.

Icons:

- Simple **line icons** for clear and intuitive navigation.
- **Speech Bubble Icon:** Represents chat.
- **Calendar Icon:** Used for appointment booking.
- **Book Icon:** Indicates learning resources.

Forms & Inputs:

- **Large input fields** with subtle borders for easy interaction.
- **Placeholder text** guiding user action (e.g., "Type your message here...").
- **Validation Messages:** Clear and color-coded (green for success, red for errors).

4. Accessibility Considerations

- **High Contrast Mode** for visually impaired users.
- **ARIA Labels** to assist screen readers in identifying elements.
- **Keyboard Navigation** for users who cannot use a mouse.
- **Large Tap Areas** to accommodate mobile users and touch interactions.
- **Readable Color Contrast** ensures text stands out against backgrounds.