

Declaration

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Signature: ____Zichao He____

Date: __15/08/2024____

Github Check

Enter your Github details here.

Github Username <i>Enter your username here</i>	EZ4BluePoison
A2 Shared? <i>Have you started and shared your assignment repository with your tutor yet?</i>	Yes ▾

Self-Evaluation

Rate your performance for each criteria. Put a ☒ (tick) in the box where you think your work belongs.

Criteria	Exceeds Expectations	Meets Expectations	Needs Improvement	Fail to meet expectations
Executive Summary		<input checked="" type="checkbox"/>		
User Personas			<input checked="" type="checkbox"/>	
Sitemap		<input checked="" type="checkbox"/>		
Wireframes/Low-fidelity Prototype		<input checked="" type="checkbox"/>		

Section 1: Executive Summary

This project aims to develop a modern online application for a well-known charity organization. The organization focuses on supporting individuals facing mental health challenges, with the goal of expanding its service scope, enhancing user experience, helping to build communities, and significantly improving operational efficiency through innovative technological solutions.

Customer Objective:

The main goal of this charity is to provide important resources and support for individuals struggling with mental health issues through a comprehensive and convenient digital platform. The platform will provide mental health support materials and tools to help users better manage and improve their mental health status. Through this platform, charitable organizations also hope to promote social awareness of mental health issues, reduce related stigma, and facilitate open dialogue in the field of mental health. Users can seek manual support throughout the entire usage process, which reflects humanization.

Target Audience:

The main audience of the platform includes individuals who are currently experiencing or have had mental health issues such as anxiety, depression, or stress. In addition, the platform will also serve the family members of these individuals who wish to learn more information to support their loved ones. Meanwhile, mental health professionals are also an important user group, as they can access resources, interact with users, and share professional knowledge through the platform.

The Main Objectives of Network Application are:

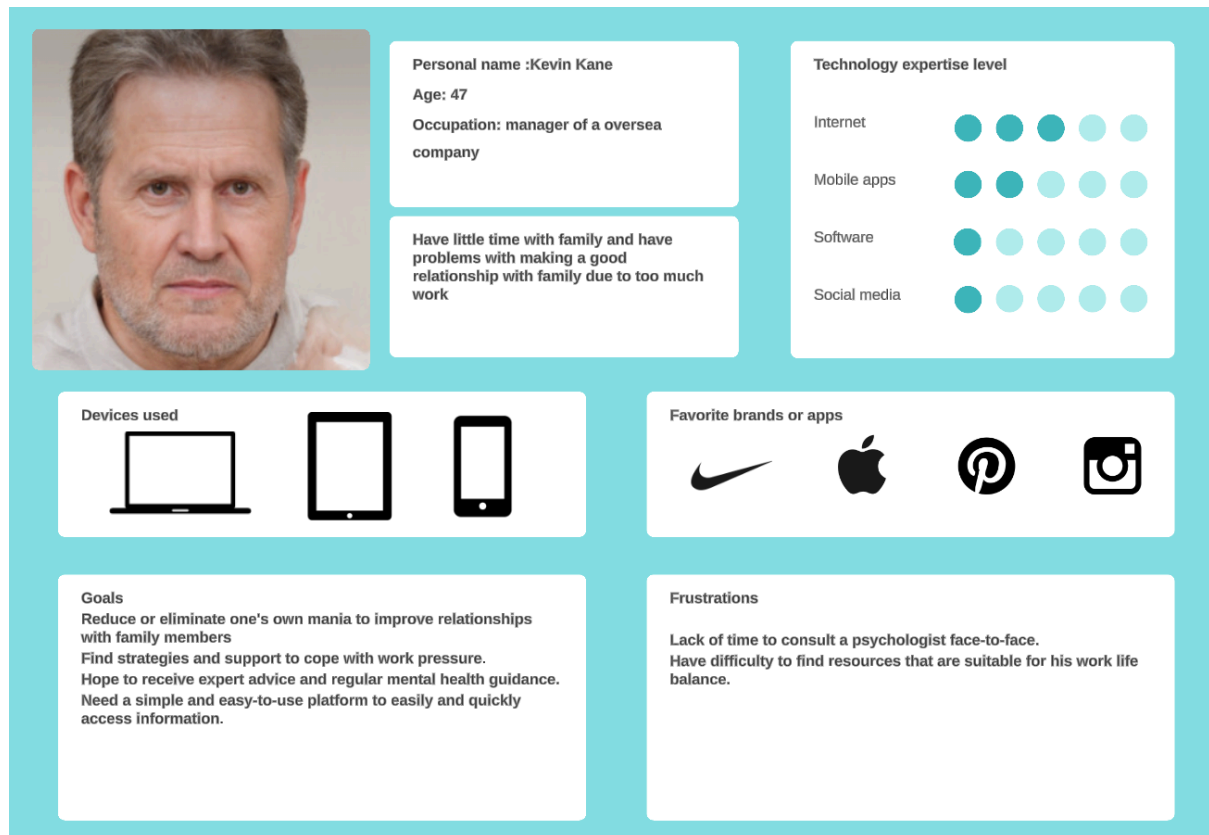
1. Security and Privacy Protection: As this website is aimed at people with mental health issues, it will implement high-level security measures, including encryption technology, strict user authentication processes, and role-based access control, to ensure the security and privacy of user information. At the same time, the website will also establish cooperative relationships with relevant departments to better care for users, and provide timely assistance in case of accidents.

2. Personalized content customization. Due to the different psychological states of users, and the negative impact that website content that users do not like may have on them, websites need to provide suitable content to users based on their usage habits, which can satisfy user experience rather than causing harm to users.

3. Resource accessibility: The platform will prioritize ensuring the accessibility and usability of mental health resources, including articles, videos, support tools, and online counselling services. Through responsive design, the platform will provide a seamless experience on both desktop and mobile devices, ensuring that users can access help anytime, anywhere.

4. User participation and community building: The platform will provide personalized interactive features based on users' usage habits, such as specific support groups, online forums, and real-time chats, to provide support for users who wish to interact with the community. At the same time, it will ensure the psychological health of users during their use, and punish behaviors that harm individuals and communities. Serious cases will be prosecuted.

Section 2: User Personas



1. Kevin Kane:

Kevin is a 47-year-old manager of an overseas company, male, married, and has two children. Busy with work, often feeling the pressure of balancing work and family.

Goals and Requirements:

He is looking for strategies and support to cope with work pressure.

He hopes to receive expert advice and regular mental health guidance.

He needs a simple and easy-to-use platform to easily and quickly access information.

Pain points:





Lack of time to consult a psychologist face-to-face.

It is difficult to find resources that are suitable for his work life balance.

The web can provide an appointment function, allowing Kevin to consult with mental health experts online, making it easier for him to find time to seek help in his busy schedule.

The web can provide on-demand content, such as stress management courses and online seminars, to help him learn how to better handle work and life stress.

The web can help him gradually improve his mental health and maintain work life balance through automated daily reminders and health advice.

	<p>Personal name :Gary Chan Age: 25 Occupation: Student</p>	<p>Technology expertise level</p> <table><tr><td>Internet</td><td>●●●●●</td></tr><tr><td>Mobile apps</td><td>●●●●●</td></tr><tr><td>Software</td><td>●●●●●</td></tr><tr><td>Social media</td><td>●●●●●</td></tr></table>	Internet	●●●●●	Mobile apps	●●●●●	Software	●●●●●	Social media	●●●●●
	Internet	●●●●●								
Mobile apps	●●●●●									
Software	●●●●●									
Social media	●●●●●									
<p>Devices used</p> <div></div>	<p>Favorite brands or apps</p> <div></div>									
<p>Goals</p> <p>Need a convenient way to access resources to cope with anxiety and stress, especially exam and homework pressure. Hope to find someone who can provide me with psychological help. Need anonymity and privacy protection to avoid being judged by others due to psychological issues.</p>		<p>Frustrations</p> <p>Feeling confused when searching for reliable mental health resources. Not sure how to start seeking help, lacking relevant guidance.</p>								

2. Gary Chan:

Gary is a 25-year-old student who lives in the city. He is good at helping friends with psychological problems, but he often feels pressure and anxiety himself, especially during exams.

Goals and Requirements:

He needs a convenient way to access resources to cope with anxiety and stress.

He hopes to find someone who can provide him with psychological help.

He needs anonymity and privacy protection to avoid being judged by others due to psychological issues.

Pain points:

He felt confused while searching for reliable mental health resources.

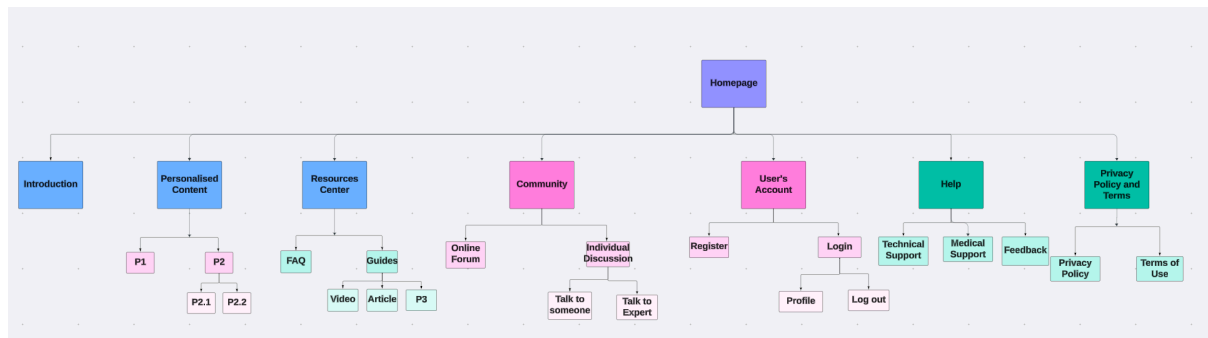
He is unsure how to start seeking help and lacks relevant guidance.

The web can provide validated mental health resources, such as coping techniques, articles, and expert advice, to help individuals better cope with anxiety and stress.

The web can provide integrated online forums, allowing users to share and communicate anonymously, helping them find communities to confide in and support each other.

The web can use personalized recommendation systems to recommend suitable content based on their interests and behaviors, allowing them to quickly find the help they need

Section 3: Sitemap:



In this sitemap, “P” represents the personalised content which will be decided to be seen by the user due to his or her certain personality.

Description:

The user will see the home page and there is the content which the user can see on the homepage.

After clicking the personalised content, user will see certain content provided due to their personality.

After clicking the resources center, user can see the common FAQ and Guides for further questions.

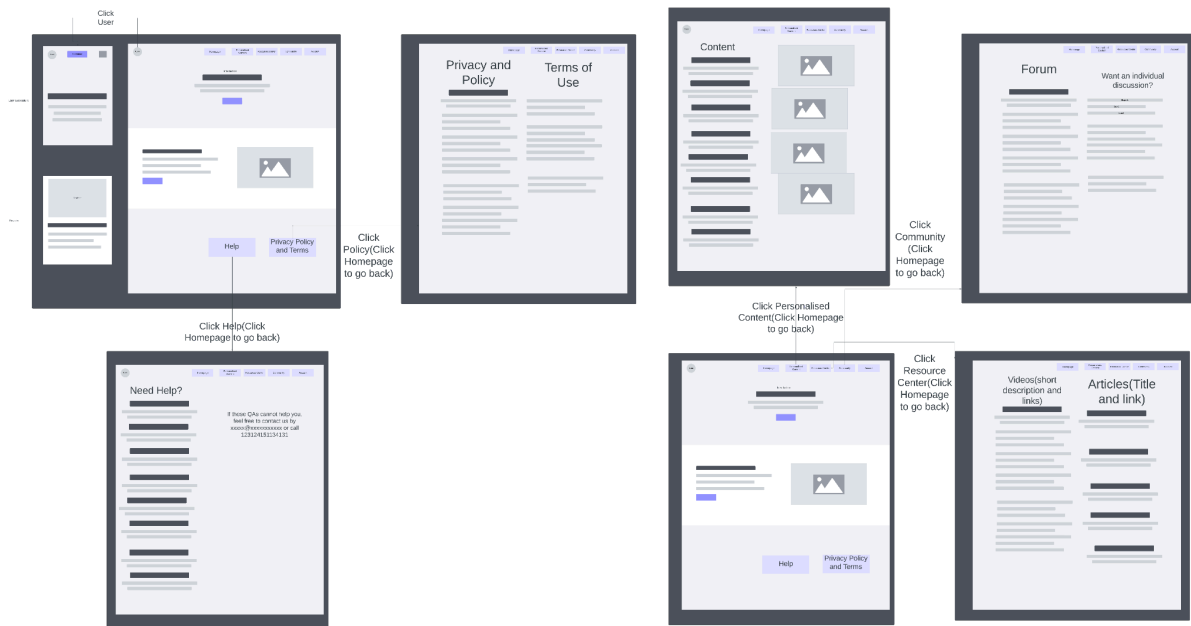
After clicking the community, user can either have communication on a forum or with a certain person, even the expert.

After clicking the user's account, user can register or login. If the user has not finished registering or does not have a valid account, he or she may have less permission for the use of our website like talking on a forum or talking to someone else with a valid account.

After clicking the help, user can get certain guidance to get help.

After clicking the privacy policy and terms, user can know related information.

Section 4: Wireframes/Low-fidelity prototype



(Due to length of this report, the content in the “links” not shown in the prototype)

Declaration: Additional Help

Any tools that you used (including Gen AI or existing code reuse) must be declared here.

Name	Description
<i>Lucidchart</i>	<i>I used Lucidchart for graphs drawing.</i>