Declaration

I, Ziqi Pei, declare that this assignment, titled [Assignment 1 Design Report], is my own original work and has not been copied from any other source except where explicitly acknowledged. I have not engaged in plagiarism, collusion, or any other form of academic misconduct in the preparation and submission of this assignment. All sources of information and data used in this assignment have been properly cited and referenced in accordance with the prescribed guidelines. I have not used unauthorized assistance in the preparation of this assignment and have not allowed any other student to copy my work. I am aware that any breach of academic integrity may result in disciplinary action as per the policies of Monash University, which may include failing this assignment or the course, and further academic penalties.

Signature: ____Ziqi PEi_____   Date: __ 16/08/2024_____

Github Check

Enter your Github details here.

Github Username *Enter your username here*	⟨Franz-Pei/FIT5032⟩ https://github.com/Franz-Pei/FIT5032.git
A2 Shared? *Have you started and shared your assignment repository with your tutor yet?*	Yes

Self-Evaluation

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

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Criteria	Exceeds Expectations	Meets Expectations	Needs Improvement	Fail to meet expectations
Executive Summary	✓			
User Personas	✓			
Sitemap	✓			
Wireframes/Low-fidelity Prototype	✓			

Section 1: Executive Summary

Project Overview

The web application developed in this project is designed for adults facing mental health challenges. The application provides easily accessible support resources, personalized interactive tools, and a community mutual assistance platform to improve the mental health and quality of life of the target user group. Project focuses include promoting active participation and continuous mental health management of users.

Client Goals and Target Audience

This project is committed to meeting the specific needs of adults aged 18 to 35 who experience mental health issues. These users may experience problems such as anxiety and depression, and seek support with the help of technology tools, while enhancing self-management capabilities by participating in online communities. The project aims to provide support for this specific user group to help them better manage and improve their mental health.

Data Collection and User Analysis

The project collects demographic information, behavior and needs data about target users through a detailed questionnaire survey to provide a scientific basis for application design and function development. The questionnaire covers multiple aspects such as users' daily habits, mental health challenges and support preferences to fully understand their needs and preferences.

Questionnaire link:
https://docs.google.com/forms/d/e/1FAIpQLSf-jVllKX5YYRuoq1b0unbdXsabJrHDJ6-3O0KWha8VD91wrQ/viewform

User roles and stories

Based on the survey data, a series of user stories were built around effective resource matching, seamless communication and enhanced emotional engagement, and prioritized using the MoSCoW method to ensure that the application meets the most critical user needs

Main functions and system design

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The application includes personalized recommendation systems, instant messaging tools, mood trackers and community mutual assistance forums. Each function design is designed to solve specific problems that users may encounter in the process of managing mental health, such as time management and finding appropriate support resources.

Conclusion

By integrating user analysis and actual needs, this project successfully designed and developed a web application that can effectively support the target users. The final product not only provides necessary mental health resources, but also inspires users to actively participate in self-management through interactive and personalized experience. It is expected that the implementation of this project will significantly improve the quality of life and mental health level of the target users.

1. Questionnaires collected: 16
2. Questionnaire response rate: 75%
3. Percentage of insights: 15.4% of respondents reported difficulties in finding suitable support

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Mental Health Website Design-User Preference Questionnaire

Thank you for taking the time to participate in our survey! We are working on creating a web platform designed to support your mental health needs effectively. Your insights are incredibly valuable as we strive to enhance our service. Kindly spare a few moments to provide answers to the following questions, enabling us to better understand your preferences and expectations. Please rest assured that your personal information will be treated with the utmost confidentiality.

pzqfranz@gmail.com 切换账号

当您上传文件并提交这份表单时，系统会记录与您的 Google 账号关联的姓名、电子邮件 地址 和照片

* 表示必填

What is your age range? *

- Younger than 18
- 18-25 years old
- 26-30 years old
- 31-35 years old
- Older than 36

2.What sector do you currently work in? *

- Education
- Catering
- Hospitality
- Engineering
- Transportation
- Public Relations
- Medication
- Unemployed
- 其他:

What are your biggest concerns when looking for mental health resources? *

选择

4.What features would you like the website to provide? (Select all that apply) Welcome to learn about the work of mental, attach a video .
https://youtu.be/W7oFhG9Za-k

- Online Consulting Service
- Mood Tracking Tools
- Social and support groups
- Educational resources and self-help guides
- Online communication assistant
- 其他:

5. Have you used any online mental health platforms? If so, what do you feel is most lacking in them?

您的回答

8.How do you prefer content presentation? *

	Very hopeful	Hopeful	Normal	No hope	Very no hope
Text and articles	○	○	○	○	○
Videos and multimedia	○	○	○	○	○
Interactive content, such as quizzes or games	○	○	○	○	○
Live webinars and online seminars	○	○	○	○	○

9. How do you prefer content to be presented?

- Text and articles
- Videos and multimedia
- Interactive content, such as quizzes or games
- Live webinars and online seminars

10.What time slots do you usually choose to volunteer?
Daytime (5-18)
Evening (18-2)
24 hours

时间
:

11.What aspect of your application do you value most? (please choose the most important one) *
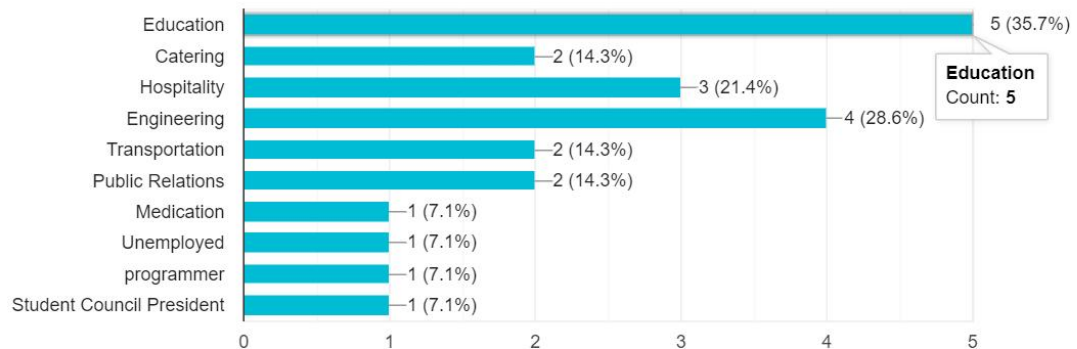
- Interface friendliness
- Functional diversity
- responding speed
- data security
- Personalization

2.What sector do you currently work in?

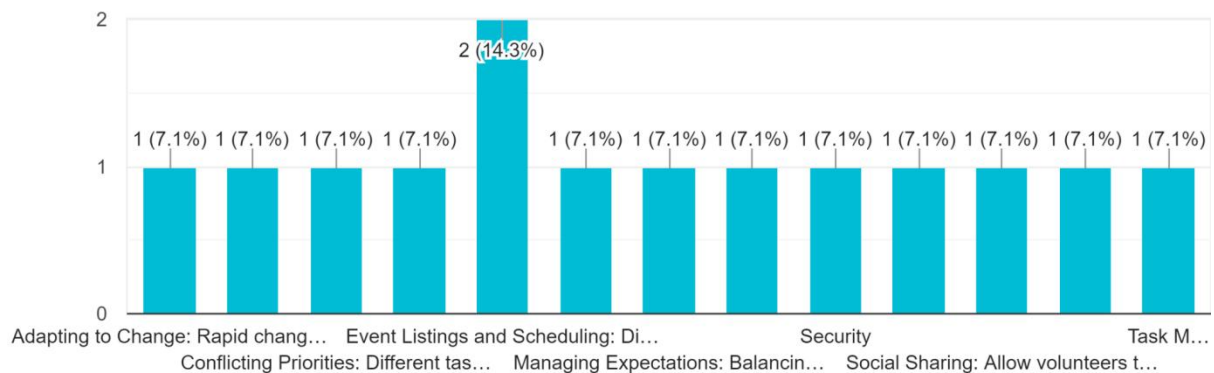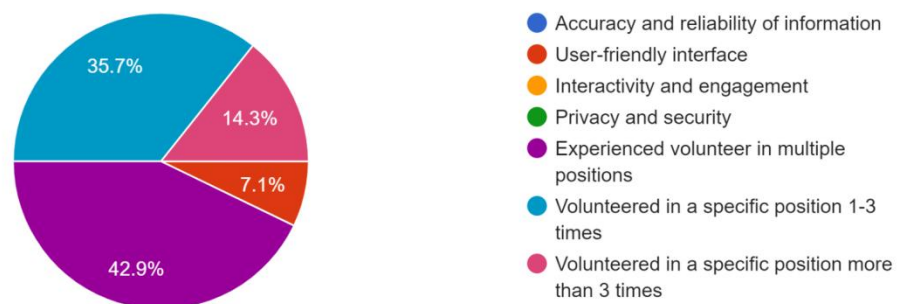14 responses

Copy

Sector	Count
Education	5 (35.7%)
Catering	2 (14.3%)
Hospitality	3 (21.4%)
Engineering	4 (28.6%)
Transportation	2 (14.3%)
Public Relations	2 (14.3%)
Medication	1 (7.1%)
Unemployed	1 (7.1%)
programmer	1 (7.1%)
Student Council President	1 (7.1%)

Education
Count: 5

6.What is your biggest privacy concern when using online mental health services?

14 responses

2 (14.3%)
1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%) 1 (7.1%)

Adapting to Change: Rapid chang… Event Listings and Scheduling: Di… Security Task M…
Conflicting Priorities: Different tas… Managing Expectations: Balancin… Social Sharing: Allow volunteers t…

What are your biggest concerns when looking for mental health resources?

14 responses

- 35.7%
- 14.3%
- 7.1%
- 42.9%

- ● Accuracy and reliability of information
- ● User-friendly interface
- ● Interactivity and engagement
- ● Privacy and security
- ● Experienced volunteer in multiple positions
- ● Volunteered in a specific position 1-3 times
- ● Volunteered in a specific position more than 3 times

7.What type of support would you like the website to provide? (e.g. counselor support, peer support, etc.)

14 responses

Allow organizers to create tasks within volunteer events and assign them to specific volunteers.
Provide volunteers with a clear breakdown of their assigned tasks.

Document Sharing:

Enable organizers to share documents, guidelines, and resources with volunteers before or during events.

Analytics and Insights:

Provide organizers with insights into volunteer engagement, event attendance, and impact achieved.

Feedback and Improvement Mechanisms:

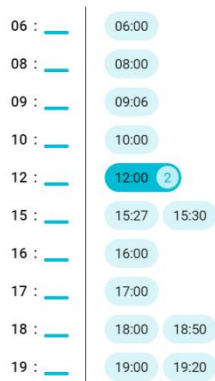Collect user feedback and suggestions to continuously improve the app's features and user experience.

Accessibility Features:

Design the app with accessibility features to ensure inclusivity for users with disabilities.
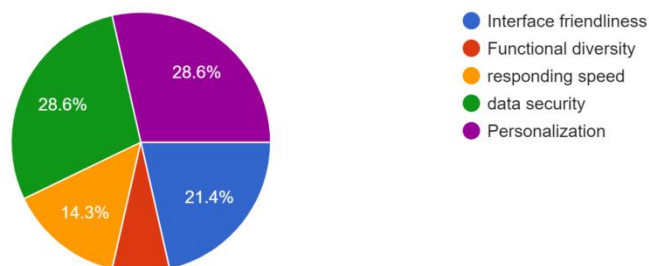
AI Tool

10.What time slots do you usually choose to volunteer?

14 responses

06 : ___	06:00
08 : ___	08:00
09 : ___	09:06
10 : ___	10:00
12 : ___	12:00 2
15 : ___	15:27 15:30
16 : ___	16:00
17 : ___	17:00
18 : ___	18:00 18:50
19 : ___	19:00 19:20

11.What aspect of your application do you value most? (please choose the most important one)

14 responses

- Interface friendliness
- Functional diversity
- responding speed
- data security
- Personalization

28.6%
28.6%
14.3%
21.4%

Section 2: User Personas

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User Persona 1: Christina

Demographics:
1. Name: Christina
2. Age: 32
3. Occupation: Tourism Management Teacher
4. Family Status: Single, No Children
5. Geographic Location: City Center

Goals and Needs:
Quick Access to Mental Health Resources (Must Have):
Description: The application should provide a mechanism for Christina to quickly access and participate in mental health resources to help her get the support and information she needs instantly.

Flexible Online Workshop Participation Mechanism (Must Have):
Description: The application should allow Christina to flexibly schedule and participate in online mental health workshops to fit her busy work schedule, ensuring that she can get professional guidance and support when she needs it.
Anxiety and Stress Management Tools (Must Have):
Description: The application should provide tools to help Christina effectively manage her anxiety and stress, such as a mood tracker, a tutorial on stress relief techniques, and a personalized mood regulation plan.

Pain Points:
Busy work schedules make it difficult to regularly participate in offline mental health activities.
Existing mental health apps have limited functionality and cannot provide instant personalized support.
Lack of channels for instant communication with mental health experts.

How the web application meets its specific requirements:
Provide personalized activity and resource recommendations based on the user's schedule and emotional state.
Implement in-app instant messaging and notification features to facilitate communication with experts and peers.

Introduce emotional challenges and reward systems to enhance users' emotional engagement and active participation.
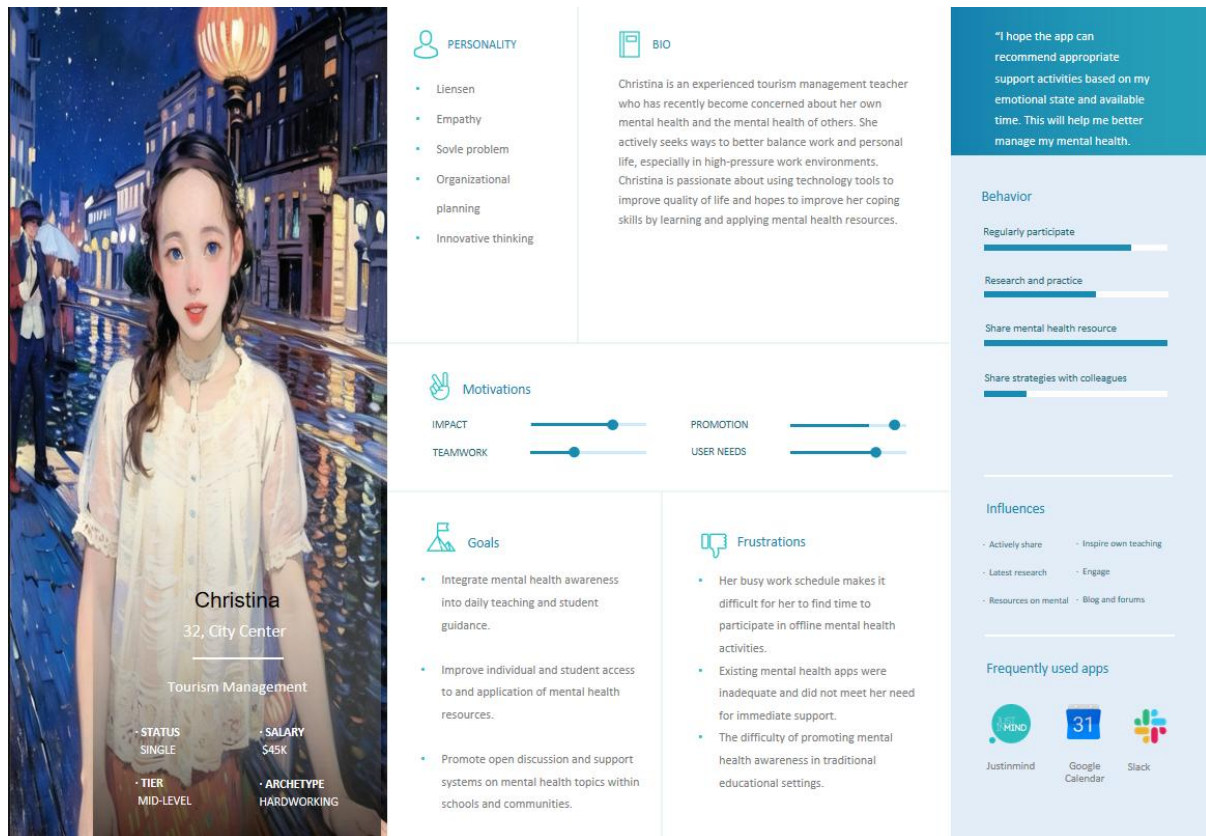
User Persona 2: Michael

Demographics:

1. Name: Christina

2. Age: 27

3. Occupation: Software Developer

4. Family Status: Single

5. Geographic Location: Suburban

Goals and Needs

Flexible Access to Stress Management Resources (Must Have):

Description: The application should provide a mechanism for Michael to access stress management resources at any time, helping him to get support and information flexibly according to his work schedule.

Support Groups and Community Forums (Must Have):

Description: The application should allow Michael to join support groups and community forums to connect with people facing similar psychological challenges and promote communication and support among users.

Personalized User Experience (Must Have):

Description: The application should customize the personalized user experience through advanced algorithms to meet Michael's specific needs, such as providing activities and resources suitable for his stress level and interests.

Pain Points:

Work stress makes it difficult to participate in real-time activities regularly.

Existing platforms are not personalized enough to meet specific needs.

Lack of interaction with people experiencing similar challenges.

How the web application meets its specific requirements:

Provide flexible self-help tools and resources that users can access according to their own schedule.

Customize personalized user experience through advanced algorithms

Create support groups and forums to facilitate communication and support between users.

User Persona3:Emma

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Demographics:

1. Name: Emma
2. Age: 24
3. Occupation: Graduate student
4. Family Status: Live with roommates
5. Geographic Location: Near the school

Goals and Needs:

Student Support Network (Must Have):

Description: The app should establish a support network specifically for students, provide regular online support group meetings and mental health workshops to strengthen students' emotional support and mental health education.

Personalized study plan (must have):

Description: The application should provide personalized study and time management tools to help Emma effectively plan study time and rest time, and balance study and personal life.

Real-time feedback and consultation services (must have):

Description: The application should provide real-time feedback and consultation services, so that Emma can get instant help when she encounters learning or emotional problems, and relieve her psychological burden.

Pain points:

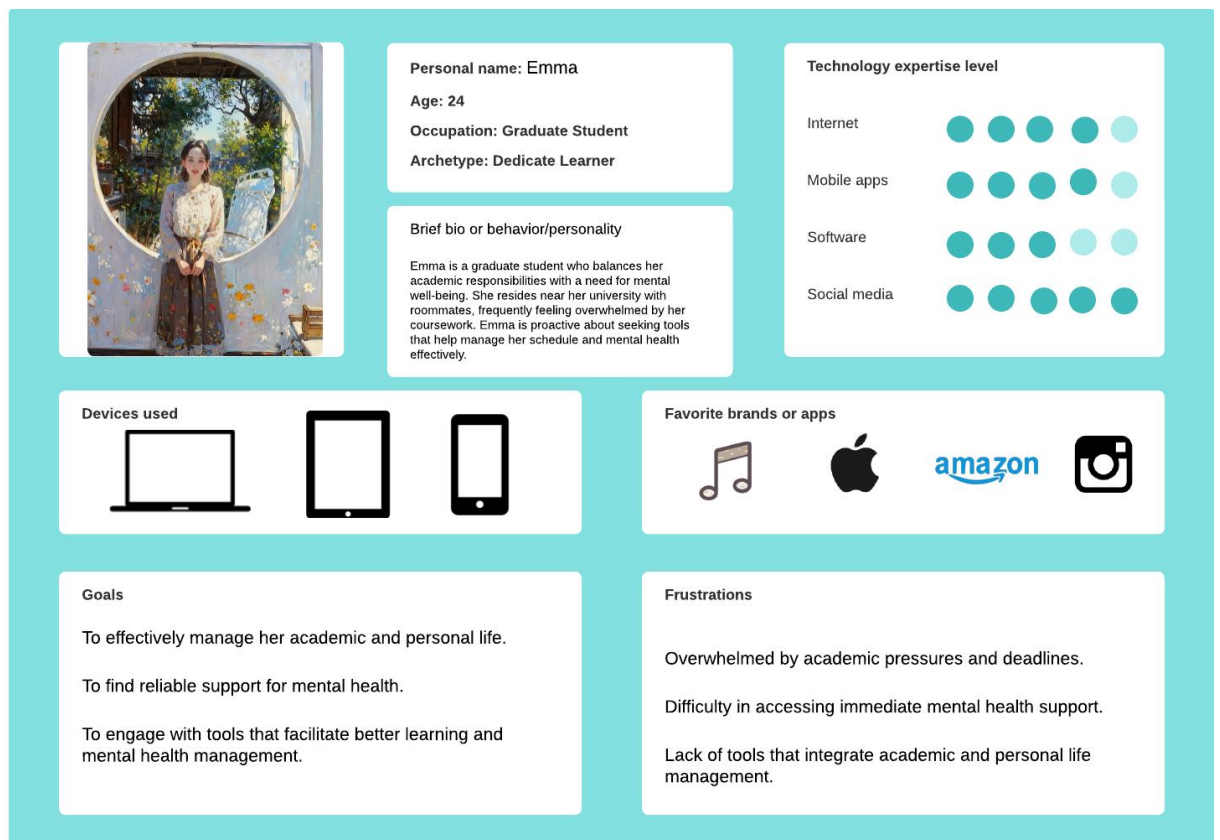Academic pressure is high and often feels overwhelmed.

It is difficult to find mental health services that respond quickly.

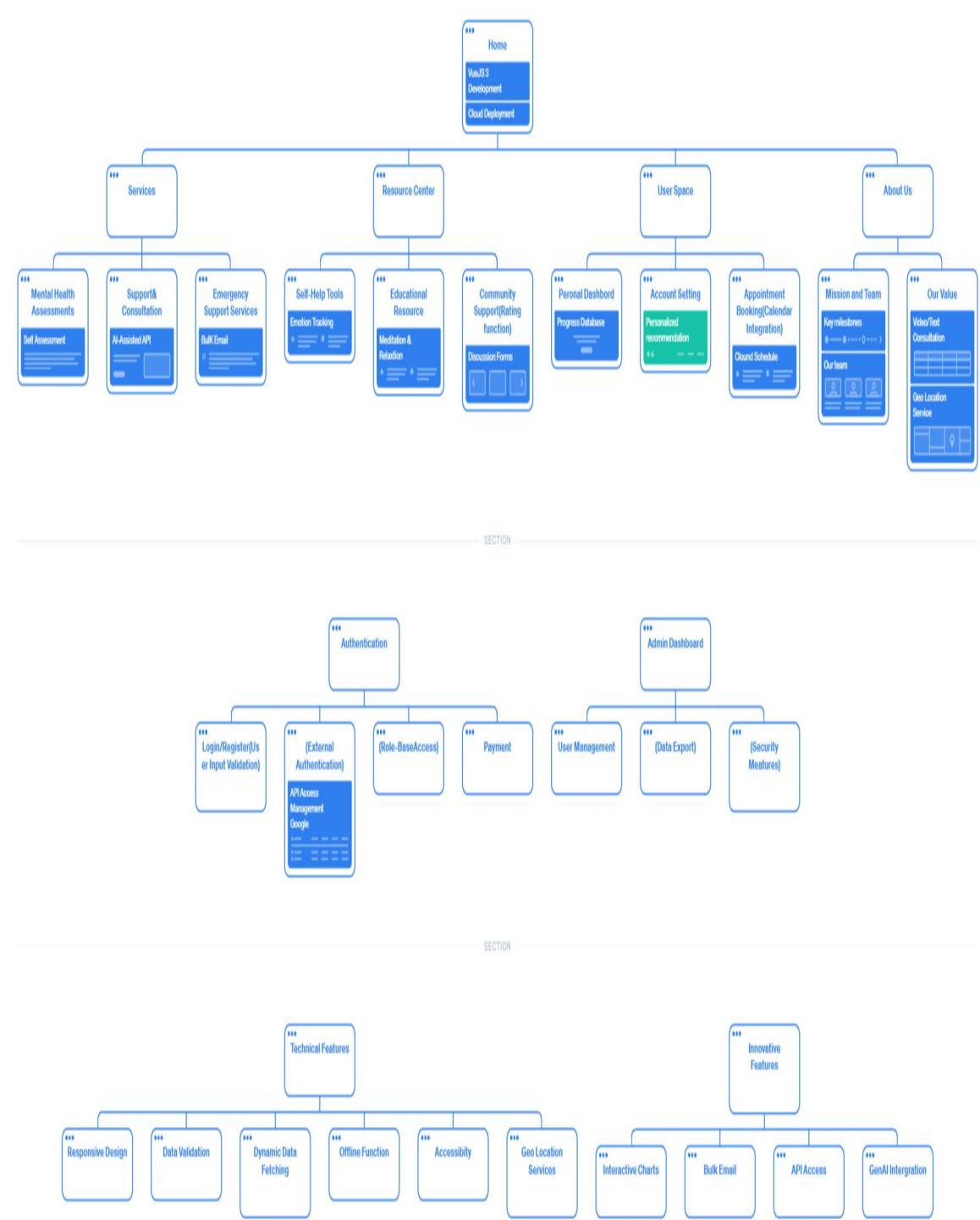Lack of tools to track and visualize progress.

How the web application meets its specific requirements:

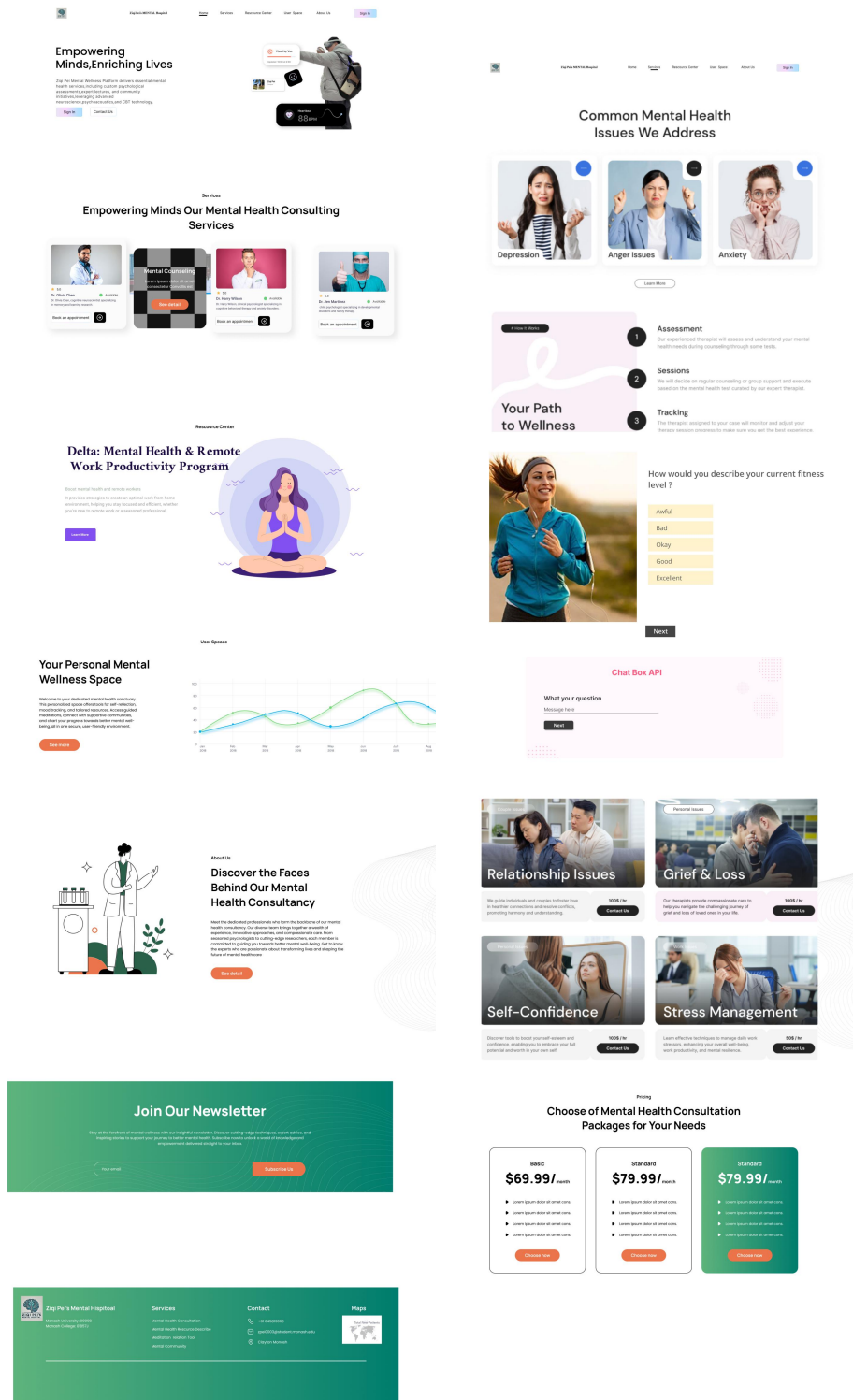Provide specific tools and resources for students, such as academic planners and mood trackers.

Implement real-time chat and consultation functions to provide users with timely emotional support.
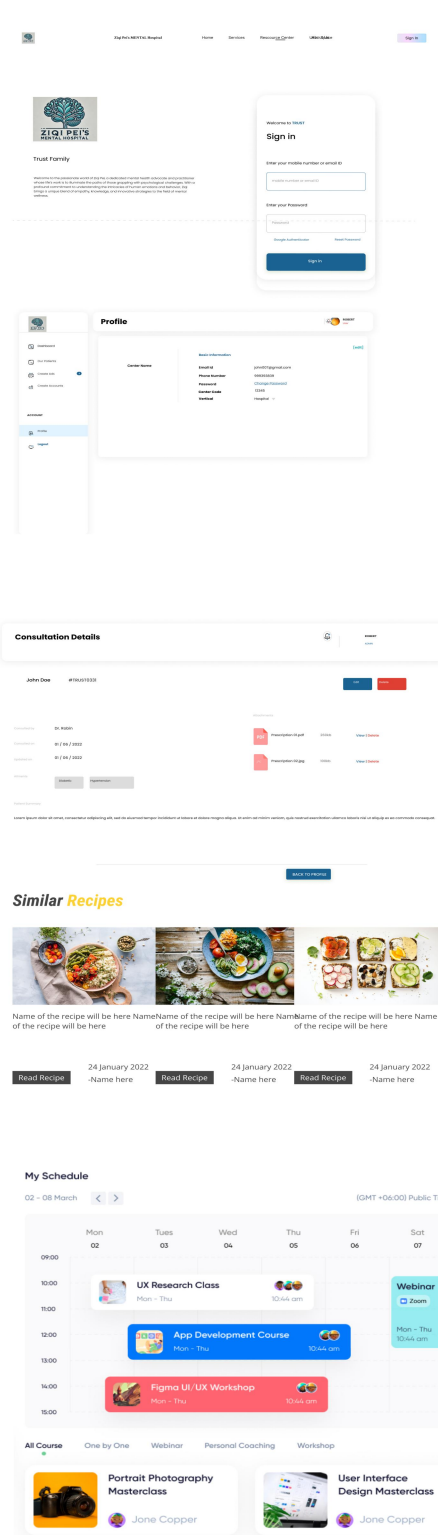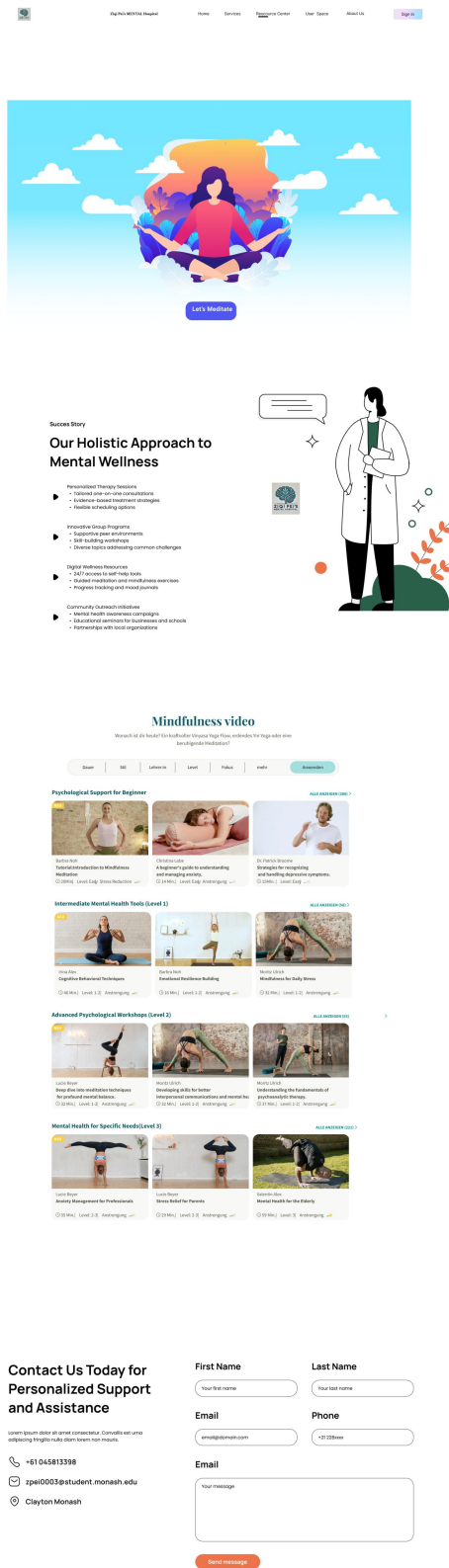
Personal name: Emma

Age: 24

Occupation: Graduate Student

Archetype: Dedicate Learner

Brief bio or behavior/personality

Emma is a graduate student who balances her academic responsibilities with a need for mental well-being. She resides near her university with roommates, frequently feeling overwhelmed by her coursework. Emma is proactive about seeking tools that help manage her schedule and mental health effectively.

Technology expertise level

Internet

Mobile apps

Software

Social media

Devices used

Favorite brands or apps

Goals

To effectively manage her academic and personal life.

To find reliable support for mental health.

To engage with tools that facilitate better learning and mental health management.

Frustrations

Overwhelmed by academic pressures and deadlines.

Difficulty in accessing immediate mental health support.

Lack of tools that integrate academic and personal life management.

Section 3: Sitemap

Section 4: Wireframes/Low-fidelity prototype
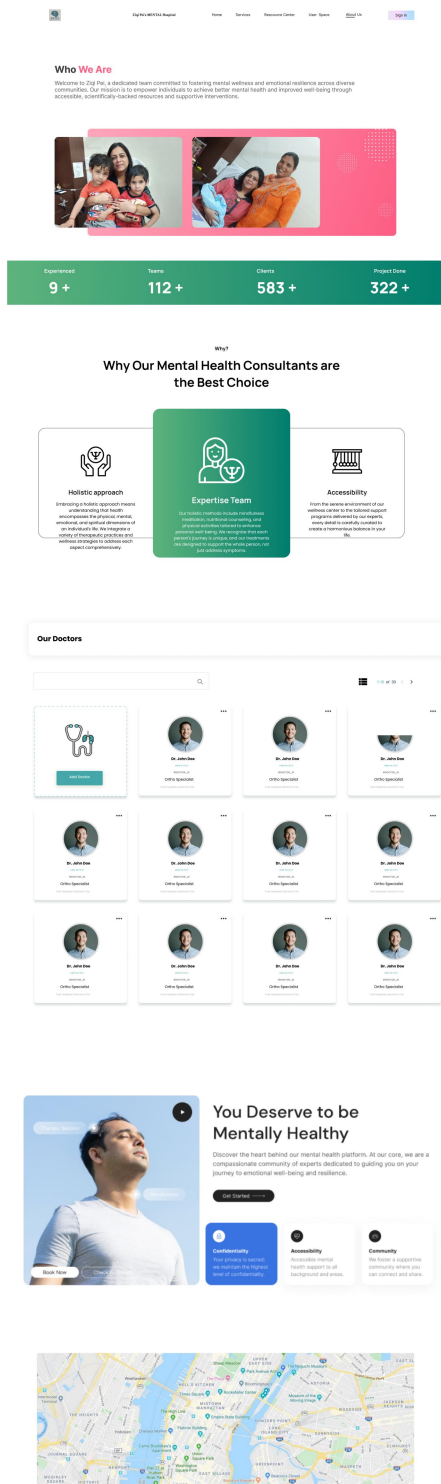
Declaration: Additional Help

Name	Description
Google doc&Google Questionnaire	Questionnaire collection
Dribble	Source:https://dribbble.com/search/personas Personas Template
PhotoShop	Personas edit
Canva	Personas edit
Lucid Chart	Personas edit
Tiktok AI Image generation	Avatar generation
Figma	Design Wireframes