

## SSW Course Information

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Team Mental Health Journal Application

Last edited: 9/17/2020

Issue dates: 9/17/2020, ...

## INTRODUCTION

With the recent COVID-19 pandemic, a mental-health crisis has emerged—it is more difficult than ever for college students to receive mental health assistance. Applications like Zoom help bridge the gap communication-wise, but it is still difficult for students to call in and discuss very personal things in their homes where privacy might not exist. Additionally, it feels burdensome for some students to talk about such personal issues in these sessions which might take up time and a lot of effort to arrange. Given all of these problems and recent advances in conversational design and AI, we see potential for creating a new form of personalized therapy.

Eager to solve this issue, we started to do domain research by talking to mental health professionals working for the CAPS program at Stevens. During our conversation, we discovered that journaling is highly encouraged within therapy, so we would also like to explore a journaling application with the option to journal through conversation. We do not plan for such an application to be the be-all and end-all to mental health services, but rather a resource to aid in your mental health journey. We want to build a journaling application targeted around mental health which will promote deeper thought and overall organization of ideas.

## ROLES AND RESPONSIBILITIES

Development Lead: Hayden Daly

Buildmeister: Hayden Daly

Architects: Brittany DiFede, Hayden Daly, and Scott Murray

Developers: Hayden Daly, Olivia Powers, Scott Murray, Brittany DiFede, Angelina Zaccaria

Test Lead: Olivia Powers

Testers: Hayden Daly, Olivia Powers, Scott Murray, Brittany DiFede, Angelina Zaccaria

Documentation: Hayden Daly, Olivia Powers, Scott Murray, Brittany DiFede, Angelina Zaccaria, Jonn McFarren

Documentation Editor: John McFarren

Designers: Hayden Daly, Olivia Powers, Scott Murray, Brittany DiFede, Angelina Zaccaria, Jonn McFarren

User advocate: Olivia Powers, John McFarren

Risk Management: John McFarren

System Administrator: Scott Murray

Modification Request Board: Brittany DiFede

Requirements Resource: Angelina Zaccaria

Customer Representative: Hayden Daly, Olivia Powers, Scott Murray, Brittany DiFede, Angelina Zaccaria

## METHOD

- Software:
  - Languages
    - JavaScript
      - React and/or React Native
      - Node.js
  - Operating Systems:
    - MacOS
    - Windows
    - Linux
  - Software applications used:
    - IDE
    - Command Line
  - Code conventions:
    - [Google JavaScript Style Standard](#)
- Review Process:
  - Will you do architecture, usability, design, security, privacy or code reviews?
    - Since we are a large group, we will review our work weekly, critique what we have come up with, and then adjust and continue accordingly.
    - We are planning to hold usability, design, security, privacy, and code reviews throughout the duration of the project in order to ensure that our project works as intended and meets user expectations.
  - What approach will you use for the reviews (formal, informal, corporate standard)?
    - Formal given the group size. Documentation will be created for measuring the progress and ensuring time is used effectively.
  - Who is responsible for the reviews and resolving any issues uncovered by the reviews?
    - We are all responsible for resolving any issues and working towards a solution together.
  - Code readings?
    - Will occur prior to major milestones on the provided timeline. Additionally, code readings will occur when necessary in other situations.
- Build Plan:
  - Revision control system and GitHub organization used:
    - <https://github.com/HODAS-Senior-Design>
  - Regularity of the builds – we will release weekly builds and increase the regularity according to approaching deadlines.

- Deadlines for the builds – see projected completion date under Timeline and Milestones
- Multiplicity of builds - include date in file name as described above to allow for restoring to a previous version if necessary
- Regression test process – see test plan
- Modification Request Process:
  - MR tool - allow for customer feedback by including a comment/send us a suggestion feature in the user interface
  - Decision process - discussion between the team members
  - Same process stream during development and after development, but the modification ideas during development will mostly come from the team members and after development will mostly come from users.

## ***Virtual and Real Work Space***

This will all be conducted virtually. We plan on using Zoom, Slack, and other forms of communication.

## **COMMUNICATION PLAN**

### ***“Heartbeat” meetings***

These meetings between the team members will take the pulse of the project and will occur weekly on **Tuesdays and Thursdays**. These meetings will act as standups which move into relevant discussion for the week, with the last part of the meeting reviewing open issues and risks. Notes will be provided after the meeting and issues will be tracked and reviewed each meeting, usually at the end.

### ***Status meetings***

Status meetings have management as their target and will be **held prior to the demo meetings**. If issues arise, they will be addressed at a separate meeting (see next item). This will ensure that all required work has been fulfilled for the appropriate deadline.

### ***Issues meetings***

If issues arise, the problem will be discussed and documented at a heartbeat meeting (or between meetings if necessary) and brought to a solution as quickly as possible. If a solution is not apparent, Professor Vesonder will be contacted.

## TIMELINE AND MILESTONES

Milestones	Completed?	Projected Completion Date	Actual Completion Date
Rough Mockups Done <ul style="list-style-type: none"><li>• Create mockups with UX flows</li></ul>		10/3	
Mockups Done <ul style="list-style-type: none"><li>• Customer interviews and iterate mockup to user feedback</li></ul>		10/13	
Mobile Prototype <ul style="list-style-type: none"><li>• Based off mockups</li><li>• Functional but doesn't look good</li></ul>		11/1	
Refactored and Bug Free Mobile Prototype <ul style="list-style-type: none"><li>• Clean code</li><li>• Remove bugs</li></ul>		11/10	
Polished Mobile Prototype <ul style="list-style-type: none"><li>• Polish UI/UX according to mockup</li></ul>		11/24	
Demo 3 <ul style="list-style-type: none"><li>• Iterate to customer feedback</li><li>• Fix bugs</li><li>• Clean code</li><li>• Improve usability, performance, etc.</li></ul>		12/3	

These are big picture milestones and will be detailed in more granularity in our sprint backlogs.

## ASSUMPTIONS

The frontend and backend will be continually integrated throughout development. Extra time will be allocated on improving the user experience of the application and updating the interface accordingly based on feedback from our stakeholders and customers.

## DISTRIBUTION LIST

Olivia Powers, Angelina Zaccaria, Scott Murray, Hayden Daly, Brittany DiFede, Erik Buczek, John McFarren, Gregg Vesonder

## MORE OPTIONAL SECTIONS

### ***Worry beads***

- Figuring out what to do about reporting concerning things written by users is a major ethical issue for us and a privacy issue for users. Automatic reporting to an emergency contact or therapist might be a bit too invasive and make users less likely to confide in the app, but a suggestion to speak to a therapist or providing help line phone numbers in a pop up are some less extreme ideas we have discussed.
- We need to be very careful about keeping personal information of our users secure and make sure we include the relevant disclaimers so we are not held to HIPPA standards.
- Need to solidify revenue plan, though this will likely come as we solidify our target market. Some ideas we have discussed:
  - School pays for it and free for students - privacy concerns, don't necessarily want to limit it to students only
  - Therapist pays for it so it goes on insurance? Might lead to lots of legal guidelines and hoops to jump through with HIPPA
  - Therapists pay to be added to a reference page of local therapists
  - Sponsored resource pages
  - Minor mental health focused ads
  - Maybe add a make a donation option at the bottom of the settings page
- We want to ensure that the app can be used without insurance and therefore have to be careful that we aren't including anything that might make insurance a necessity.

### ***Documentation Plan***

We will comment liberally to improve readability but will always make sure to update as things change. Will update the development plan as we go and take notes in

the shared Google Drive folder as necessary regarding alternate ideas and why we made the decisions we did. We will not provide user documentation to the user but have detailed onboarding within our application and eventually a help section on the product's landing page.