

# P2: User Research Worksheet

**Make a copy of this document (File -> Make a copy...), complete it, and submit it via Canvas.**

## Suggested Timeline

You have 2 weeks to complete this assignment. We suggest you complete Part one in Week one. This will involve meeting as a team early to determine your research plan and then independently conducting your research. Use the second week for part 2 by meeting with your partners to discuss your research findings and splitting up tasks for making persona's and infographics to different team members.

## Studios

Feb 20: You'll Start Part 1 in Studio, and use the week to collect data

Feb 27 You'll get Feedback on the Data you Collected

Mar 5: Review of Parts 1 and 2

## Due

March 7 @ 11am via Canvas

## Part one

### P1 How Might We

How might we help people gain a deeper understanding of how their habits affect their wellness?

### Research Plan (All members)

*Please complete the following table to tell us about your Research Plan*

*Write as many research questions as you have team members (e.g. if you have 3 team members, fill in the first 3 rows of the table).*

For each research question, you must choose **one** of the following methods to gain insight into that question. Each question should be addressed by a **different** method (e.g., your team cannot use the same method twice).

- a. Interviews (if you pick this, you must conduct and transcribe at least 2 x 30-minute interviews)
- b. Observations (if you pick this, you must do at least 2 hours of observation)
- c. Contextual Inquiry (if you pick this, you must spend a total of 2 hours with your participant(s))
- d. Surveys (you must have at least 20 people respond)
- e. Any Method from the IDEO Cards (which you will have to spend at least 2 hours performing)

<b>Research Question</b>	<b>What one research method will you use to study that question?</b>	<b>What do you hope to learn by using this method for this question? Be specific!</b>	<b>The team member in charge of this portion of the research</b>
How do you cope with challenging experiences in your life, and what strategies have you found most effective in maintaining your mental well-being?	Survey	<ul style="list-style-type: none"> <li>- Additional resources or support systems the interviewee may rely on for maintaining mental well-being.</li> <li>- The specific coping mechanisms and strategies the interviewee utilizes during difficult times.</li> <li>- The effectiveness of these coping mechanisms in helping the interviewee manage their mental health.</li> </ul>	Diesel
<b>How can technology improve your mental health?</b>	<b>Interviews</b>	<p><b>What type of analytics can improve mental health?</b></p> <p><b>What coping methods people use?</b></p> <p><b>Where can an app fit into someone's wellness practice?</b></p>	<b>Jackson</b>

What do your daily habits look like and how involved is technology?	Contextual Inquiry	<p><b>When is technology used for comfort and why? What does that look like?</b></p> <p><b>How long do you usually spend engaged with that technology?</b></p> <p><b>How do these interactions influence habit formation?</b></p>	Felix
What are some common difficulties users face when using wellness apps and how can these be mitigated?	Interviews	<p><b>What features of wellness apps do users particularly like? Dislike?</b></p> <p><b>What are the primary motives of users to use certain apps over others?</b></p> <p><b>What can be done to increase positive user experience?</b></p>	Michael
What small actions could positively or negatively affect one's overall wellness?	Observations	<p><b>What do they do when they're bored?</b></p> <p><b>Where do they spend most of their time?</b></p> <p><b>With whom do they spend their time?</b></p> <p><b>What are they doing?</b></p> <p><b>What are their energy levels?</b></p> <p><b>Do they seem happy?</b></p>	Phebe

## Triangulation (all members)

Write **one paragraph** about how you triangulated your methods. For example, how you balanced breadth and depth across your selected methods and/or how your methods helped you to understand the different foci outlined in the AEIOU Framework.

## Research Details (1 section per member)

*Fill in the requested details for each method you are using. Delete the methods you are not using. Again, you can use the questions and data collection techniques in the AEIOU Framework as they are helpful.*

### Observations

#### Phebe Foley

I plan to sit on Sewall beach to observe people passing by. I am going to observe from 12-2pm on Wednesday. I chose this time because it is a time where people are busy, so I can observe them in their everyday lives. This is also the time for lunch, and since I'm sitting on Sewall beach I can observe students going into the dining hall. I plan on taking field notes on perceived energy levels, screen use while walking, exercise, activities, and social interactions. I also plan on taking data on people's perceived happiness to make a bar graph.

### Contextual Inquiry

#### Felix Estes -

I will observe three of my roommates over the course of 2 hours while they engage in a homework session. Over the course of these 2 hours I'll observe any interactions with their phones, and ask them what they're doing and why. This should provide beneficial insight into things such as the habits they have formed with their phones, their thought process behind their usage, and how these habits impact their lives outside of the context of their phone. Those participating have stated that they would prefer that I don't record audio, and so I plan on taking handwritten notes throughout my inquiry as well as doing a write up of my general thoughts afterwards.

### Surveys

#### Diesel De Luz -

[https://docs.google.com/forms/d/e/1FAIpQLSf\\_e4w7fFwajHY2DlcOcPaozzaO3I3Ad1U\\_gsbY3DW\\_UT93g/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSf_e4w7fFwajHY2DlcOcPaozzaO3I3Ad1U_gsbY3DW_UT93g/viewform?usp=sf_link)

- I advertised the link to my survey through social media platforms that are connected to close/family friends and immediate family. I pursued people who I know have gone through many situations in life where challenging life experiences have taken a toll on one's mental health.

### Interviews

#### Jackson Giemza

I conducted two 30 minute interviews with CU boulder students discussing their mental health, habits, and coping mechanisms.

My interview protocol can be found here: [1121 Interview Protocol](#)

I recorded my interviews by typing while asking questions and took notes after the interview to capture any extra details I noticed.

Michael Vanner

I conducted 2 interviews, each lasting 20-30 minutes, with current CU students regarding their current habits regarding mental health data collection. I used otter.ai to record these interviews and edited their transcriptions by hand. I recorded a few sentences of notes with each interview to understand the general theme.

You can find my interview protocol here: [Michael Vanner Interview Protocol](#)

## Part Two

### Key Takeaways (all members)

Tell us 3 key takeaways from your user research in the form of short bullet points that will inform your next steps in the design process. A takeaway can take the form of, for example, **a pain point** that you identified, a **statement of something your design “ought” to do to be user friendly** that's specific to your research, or **something surprising that you learned** that will affect your design process.

#### Diesel De Luz

- The people you surround yourself with can enlighten your mood
- Not isolating yourself and letting your thoughts build inside your mind. Being proactive
- Therapy has an immediate effect on people who struggle with mental health
- 

#### Jackson Giemza

- Low stimulation is important in a mental wellness app
- Be careful about suggestions around habits as to not add stress
- Integrate screen time management

#### Felix Estes

- People gravitate towards quick dopamine boosts if their technology habits allow for it (high social media usage / easy access to phone).

- These dopamine boosts serve as a sort of “safe space” for people, even if impacting their other responsibilities.
- The context in which the usage occurs is also very important as these technologies, in some circumstances, can be used to facilitate beneficial communication.

### **Michael Vanner**

- Interview participants noted their distaste for pay-only features present in many mental wellness apps (a paywall blocks many primary features of apps)
- On the contrary, participants appreciated it when an app was streamlined in design and incorporated simple and non-stimulating UX.
- Participants prefer applications that aim to focus on day-to-day routines rather than the long-term broad scope of the specific issue they look to address

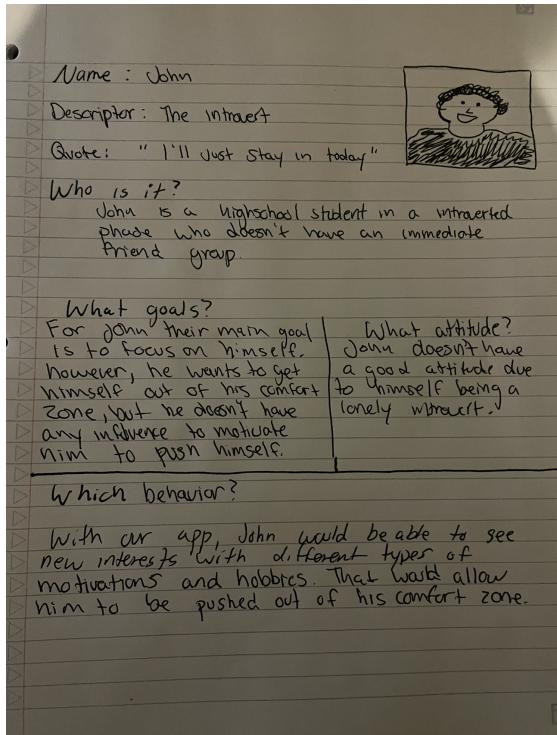
### **Phebe Foley**

- Our app should track screen time and send reminders to decrease screen time with tips.
- People are addicted to their phones and it is interfering with their time management
- Many people do not have water bottles, so our app should encourage them to drink water. Water is essential to overall wellness.

## Personas (each member does one)

There should be a total equal to the number of personas to team members.. Each team member should be responsible for one of these. For personas use either of these forms: persona core poster or design as storytelling persona worksheet. Paste your completed persona's in this space or include them in the PDF.

Diesel De Luz:



**NAME** Sam

**descriptor** The Distracted

**QUOTE**

"I do what brings me joy in that moment."  
"Just to take my mind off of it for a second."

**WHO IS IT ?**

Sam is a university student in their late teens to early twenties who attends university full-time, and they're located in the United States.

**WHAT GOALS?**

For Sam their main motivation is maintaining their happiness, while also balancing the responsibilities they have as a student. They need to learn to prioritize their dopamine, even if this means sacrificing or inhibiting the progress of other responsibilities.

**WHAT ATTITUDE?**

Sam would be motivated to use this app as it would help recognize those phone usage habits which greatly contribute to their dopamine intake. This would help them create a better informed relationship with their methods for releasing dopamine, and how these habits impact their responsibilities.

**WHICH BEHAVIOUR?**

Sam is susceptible to letting their habits of quick dopamine boosts through the use of social media interfere with their homework and other responsibilities. Whenever faced with a task that seems challenging in a non-rewarding way, or something that is just quite mundane, they turn to their phone as a source of distraction. This distraction can last anywhere from a few seconds to many minutes if left unchecked, with the main motivation to return to their work being the stress of it being unfinished. This habit of dopamine searching persists though as it has become a comfortable mental retreat for Sam.

EDUCATED GUESS

INFORMATIONAL

ACTUAL

WANT

How important are functional, emotional, expressive benefits?

Fast or slow decision maker?  
Why, how can you tell?

Decisions made on facts or emotion?  
Why, how can you tell?

Just sketch your first impression!

Felix Estes:

Jackson Giemza:

**NAME** Screen Time Sally

**DESCRIPTOR** Sally main unhealthy habit is spend too much time on her phone.

**QUOTE**

"I am dedicated to living a healthy life but its so hard to kick my phone habit!"



**WHO IS IT ?**

Sally is a student at CU who is obsessed with fitness and loves going to the gym. Sally feels really stressed about her unhealthy habit of scrolling on her phone in the morning and doesn't know how to stop.



**WHAT GOALS?**

Sally wants to eliminate screen time in the morning and reduce total screen time through out the day.



**WHAT ATTITUDE?**

Sally wants an app to take control and help her kick this unhealthy habit. She wants to app to be low stimulation and make it easy to spend less time scrolling.



**WHICH BEHAVIOUR?**

By using our app Sally is able to track her habit of screen time and get suggestions on how to improve. Through our app Sally is able to reduce her screen time and find healthier was to entertain herself. Sally really likes the options our app gives her and the ability to track her progress.

## Michael Vanner:

**NAME** Use a realistic name. Don't use names of colleagues.  
Hannah

**EDUCATED GUESS**

**DESCRIPTOR** What type of persona is it? Describe the most prominent differentiator.  
Committed

**QUOTE** Capture the essence to one or two points that could come out of the persona's own mouth - so to speak.  
"I wish these apps were more accessible and didn't require a premium option to use all of the features!"

**WHO IS IT ?** Sketch the personal profile, age, location, job title, what kind of person is it? Think about one or more personas from segmentation.  
Hannah is an upperclassman in college who is busy with day to day life and highly involved in whatever she can be. She is particular about what she spends her free time doing, as it is hard to find time for herself.

**WHAT GOALS?** What is the supreme motivator? What are (latent) needs and desires?  
Her main goal is to do everything she can put her best foot forward while doing it. She is very punctual, and prides herself on accomplishing the most that she can with thoughtful and genuine effort. She values time spent working on projects she enjoys and fostering meaningful and fulfilling relationships with her peers.

**WHAT ATTITUDE?** What is the point of view? What is the expectation, perception of the service, company or brand. What motivates the persona to go to the website, into the shop, or use the service.  
Hannah's attitude is conscientious and she does things if they serve her or others. Hannahs main motivator when it comes to a product or service is something that gets the job done. If it provides a solution to a problem quickly and with little to no frills, she appreciates this the most.

**WHICH BEHAVIOUR?** What does she do? Tell stories about her behaviour while using a service, product or site. Channel usage for various needs (internet, visiting comparable sites, mobile, social media).  
With using our app, Hannah is able to quickly take time out of her day to focus on herself with little to no distractions. Hannah appreciates that the app is simple in design and fairly streamlined so she can use the features she wishes to in a short amount of time without any hiccups or roadblocks along the way.

## Phebe Foley

**NAME** Use a realistic name. Don't use names of colleagues.  
Eating alone Annie

**EDUCATED GUESS**

**DESCRIPTOR** What type of persona is it? Describe the most prominent differentiator.  
Annie is eating lunch alone on Seawall beach in the sun

**QUOTE** Capture the essence to one or two points that could come out of the persona's own mouth - so to speak.  
"I'm not sad, I am just eating lunch along because my friends and I have different schedules! I have a phone addiction, and I would like to cut back on my screen time. I cannot eat a lunch not checking my phone. My phone gets in the way of the quantity and quality of my sleep."

**WHO IS IT ?** Sketch the personal profile, age, location, job title, what kind of person is it? Think about one or more personas from segmentation.  
Annie is a 19 year old female living in Seattle. She is a full time student, and she works as a barista in the laughing goat. She plays guitar, but she has not "had time" to practice. She is practical and a visual learner.

**WHAT GOALS?** What is the supreme motivator? What are (latent) needs and desires?  
Annie wants to increase the quantity and quality of her sleep. She wants to decrease the time on her phone and create more time for her hobbies.

**WHAT ATTITUDE?** What is the point of view? What is the expectation, perception of the service, company or brand. What motivates the persona to go to the website, into the shop, or use the service.  
Annie would be interested in using this app to help track screen usage and sleep. It would help her log of how much screen time can help her identify where her problem is. Annie also needs lots of reminders as she is forgetful. This app would help keep her on track to achieve her goals.

**WHICH BEHAVIOUR?** What does she do? Tell stories about her behaviour while using a service, product or site. Channel usage for various needs (internet, visiting comparable sites, mobile, social media).  
Annie's screen time is affecting her time management skills. Annie has trouble finding time to do things that are enjoyable to her (playing guitar). Annie is an exemplary student, and her screen time is not affecting her school work. When she is not in class, she is usually on her phone. Annie loves to mindlessly scroll during any of her free time. Annie would like our app because it holds her accountable for her screen time. Sometimes Annie needs reminders of her goals, so notifications could be helpful to her.

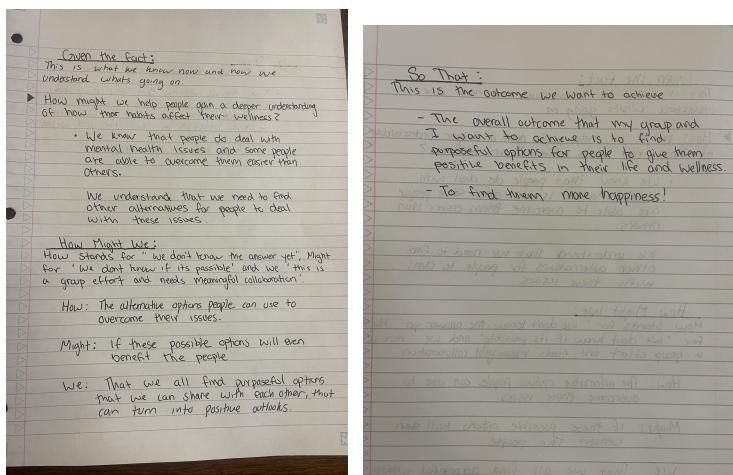
**ACTUAL**

THE PERSONA CORE POSTER by CREATIVE COMPANION © 2013 Creative Companion LLC. All rights reserved. www.creative.com

## Revised How Might We Question (all members)

Revise your how might we question, by completing [The Unanswered Questions worksheet](#). Take a screenshot of your answers and paste it here.

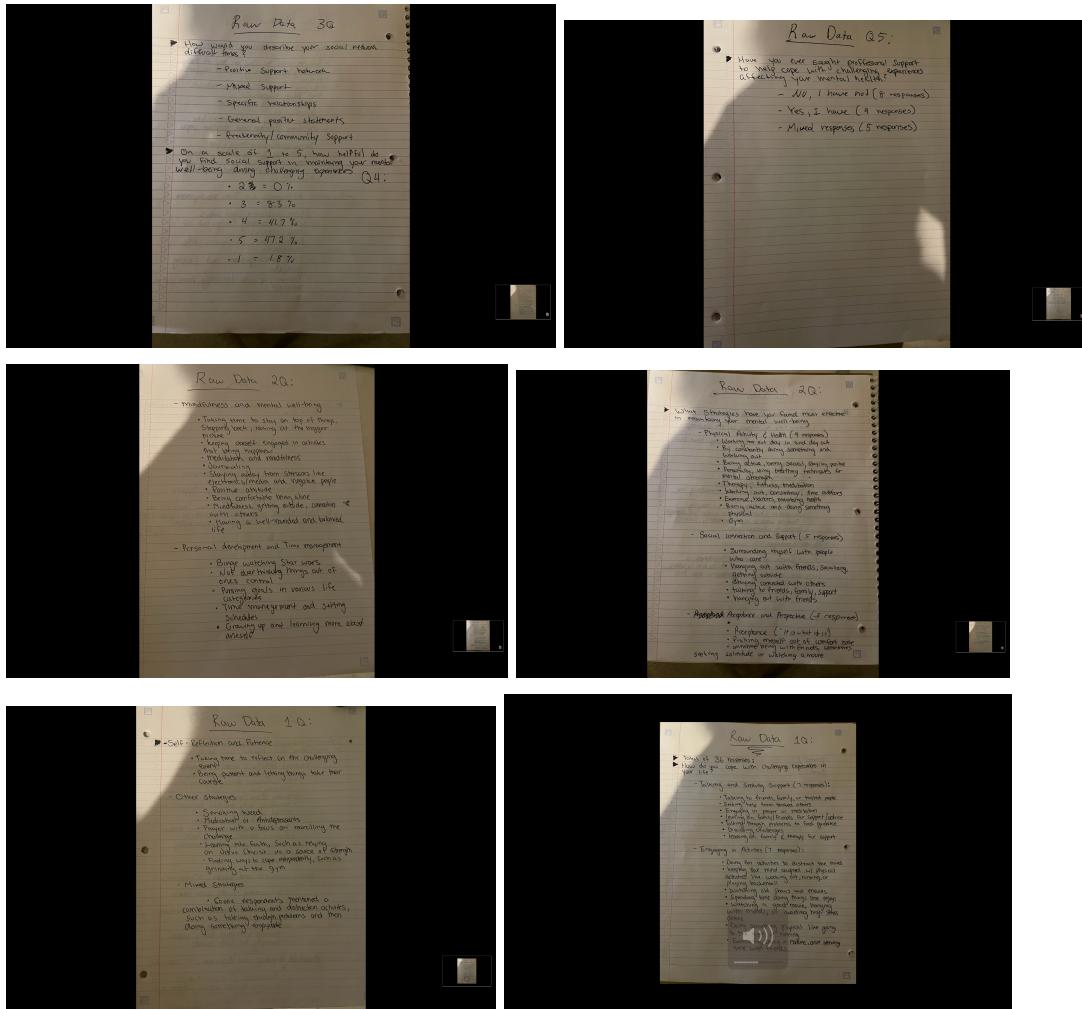
## Diesel De Luz: Survey



## Raw Data (each member adds their data)

Attach any of your raw data to the end of your PDF document. Raw data includes complete survey results, field notes from observation, transcripts of interviews, a combination of field notes and transcripts from contextual inquiry and might take many different forms for different IDEO methods.

## Diesel De Luz: Survey Response



Felix Estes - Contextual Inquiry Raw Data

### Contextual Inquiry:

Seeks to observe interactions between an individual and their phone. Aims to find traits and reasons behind usage.

- Finished chores so nice little break
  - Checked notifications because important
- Got on Instagram to distract from responsibilities
- Chrome cast youtube video to TV - M to watch while eating
  - Doesn't know why but makes eating more enjoyable
- Google Me notification check for a project
- Checked Flyers score because - H loves hockey and needs to know
- Checks Snapshot as distraction from work < 10s

- Responded to message or email while - N pulled out phone to send longer message
- Watches Netflix game on phone while doing laundry, while doing HW
  - Good distraction from HW and fills "dead time"
- Fully watching Game over as its in NHL standings and this is "more important"
- Checks NHL Standings to get - M evidence for argument against friend = distracted from HW
- Responds to girlfriends message - M because its important and he values that
- Goes on Instagram to scroll, when - H asked why responds they didn't know/were bored but then remembered their HW

- Gets into conversation about cars and - H uses phone to show one the car
- Checks group chat with friends - N from home as a distraction but also because he values the conversation
- Frightened all of HW - M
- Uses phone to put on music - M
  - Really enjoys music and is a great way to wind down and relax / Simply enjoy
- Says their music choice will somewhat reflect mood/vibe they're feeling
- Heavily utilizes the cue feature to make a personalized playback experience

- Chrome casts to TV to play baseball - M highlights
  - really enjoys baseball
- Responds to friend's Google me and - H a few friends' messages
- Gets on Instagram while chromecast - M and music are going
  - Says not fully invested in the highlights and is just filler
- Scrolls for ~16 min - M
- Quits end so goes back to Spotify to close music - M
- Goes back to Instagram and starts talking about targeted ads - N
  - doesn't like how accurate they are
- Looks at lyrics to song because - M wanted to learn them
  - makes music enjoyment better

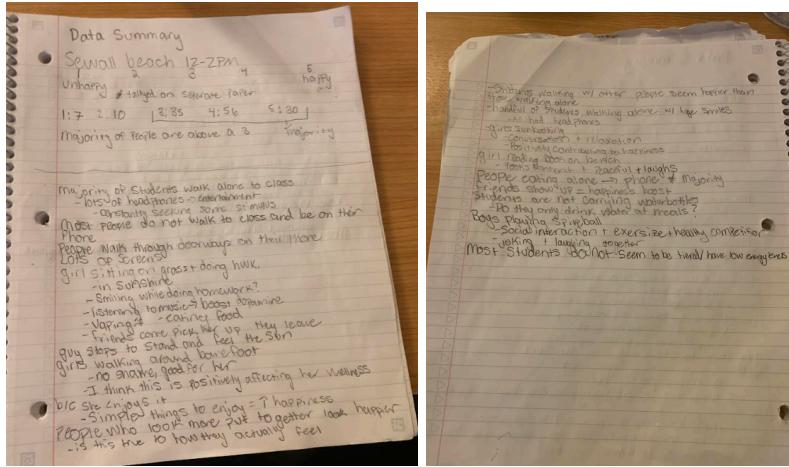
- Checks hours for fast food restaurants because they have late baseball practice - H

### End of 2 Hours

Overall, there was certainly a spread across the individuals in terms of how they accessed and interacted with their phones. It seems that there is a sense amongst them in terms of why they use their phones at different times. While the activities may all look different, they all serve to distract or capture in some capacity. This can be mindful or unconscious. There's an interesting grey area I discovered where an activity is both a distraction, as well as a method of communication or connection with their peers: looking up NHL Standings for a friendly argument.

That being said there were also clear cut instances of "Serotonin searching" or "down scrolling" where the participant would engage in a social media platform in a non-constructive manner for no reason other than that being a "default". It seemed that this provided almost a feeling of comfort as the participants saw this activity as better than whatever they were already doing.  
 This technology could also facilitate "multiwhite" interaction though. Such as connecting with friends and family, or even partaking in a hobby such as music listening or watching a spot event.  
 It seems that the broader context of when and where the usage is happening is also important in dictating if the interaction is "multiwhite" or "Serotonin searching" or somewhere in the middle.

## Phebe Foley: Observations



### Jackson Giemza Interview transcripts:

Participants' answers were typed during the interview.

#### Interview 1:

Thank you for taking the time to talk with me today.

I am conducting research for the creation of a mental health app for CU students with the goal of helping students develop better habits through analytics.

What is your major, age, and year?

P: 22, business, senior

#### Current Habits and Awareness

What does your typical day look like? Elaborate on your sleep, physical activity and dietary habits.

Wakes up at 5:30 does a morning routine on yoga and journaling, and gets ready for the day. Preps food for the day, goes to class, gets most of the activity through walking and stretching and low impact stuff. Eat only meat, go to bed at 8-10pm and try to get 8 hours of sleep a night.

Do you have any unhealthy habits?

P: Scrolling on there phone, they hate it and are consumed by it

P: How does scrolling affect your wellbeing?

More cloudy throughout the day, weighed down, affects dopamine. To spend an hour or more on the phone in the morning, less present to the world, less happy.

What do you find difficult around maintaining healthy habits?

P: Most of the healthy habits they are really good at, but the phone is really hard to kick, it's a mental game of willpower, uses it to escape, feels like there is not as much risk compared to other habits.

## **Experience with Technology and Other Mental Health Apps**

Do you or have you used any mental health apps?

P: used to use an app for less screen time that sets a goal and plants a tree if you reach the goal, and it shuts your phone off. That really helped, using an insight timer for meditation.

- What features do you find most useful in [app]?

Motivational tools like to help with habits, having a reward, motivation reward system is good. To help with focus on a goal, and the way the app shut down the phone.

If you were to have a mental health app, what features would you want it to have?

P: balance habit tracker, doesn't want to be too obsessed over it, a chart to track. Meditations and mix between getting time off of the phone and using your phone to track your wellness.

How would you feel if an app made suggestions about your habits and provided feedback around improving them?

P: It's a balance of obsession. It takes up too much mental space, if the app was that involved it would negatively impact and remind you of what you haven't done. Push further into the frozenness of imperfection.

## **Closing Thoughts**

Do you have any more suggestions for our app?

Low stimulation colors, low stim in general not focused on getting a dopamine rush

Thank you for your time.

## **Interview 2:**

Thank you for taking the time to talk with me today.

I am conducting research for the creation of a mental health app for CU students with the goal of helping students develop better habits through analytics.

What is your major, age, and year?

P: junior, 21, business

What does your typical day look like? Elaborate on your sleep, physical activity and dietary habits.

P: wake up at 10pm, usually shoot for 7 hours but it can very a lot, work out about 3x a week, don't worry about what I eat so much

How does your sleep affect your mental wellbeing?

P: finds if not enough sleep they have a worse day. Makes it hard to get things done ect.

What do you find difficult around maintaining healthy habits?

P: Other things just get in the way. hard to balance all the things like school and eating healthy and working.

How does stress affect your daily life?

P: makes them procrastinate and not get things done. Also makes them resort to scrolling or bad food.

Do you or have you used any mental health apps?

P: hasn't

If you were to have a mental health app, what features would you want it to have?

P: Wants something that can help with stress and staying on task

How would you feel if an app made suggestions about your habits and provided feedback around improving them?

P: would be helpful for finding out how they could improve their habits.

Do you have any more suggestions for our app? P: nope

After notes:

The participants didn't really have much experience with mental health apps but they seemed interested in the idea of getting recommendations around habits and as a way to reduce everyday stress.

### **Michael's Interviews:**

#### **Interview 1:**

Michael:

so quickly, I just wanted to thank you for taking time out of your day to come to this interview. I'm part of a research team for an information science class. And we're looking to the habits of mental health app users and their reasoning. Real quick, if you'd like to introduce yourself and say your name and a brief history of your mental health app use.

Participant 1:

Hi, so I'm \*REDACTED\*. I'm a junior in Media Design. And the main types of mental health apps that I have used in the past are related specifically the journaling and I've used around five to 10 separate apps on throughout my time experimenting with which apps to use and the main apps I use right now are. the main app I currently use is called degram. I really like it because it's very simple design. And I really appreciate it. Its simplicity and lack of blocked features without premium.

Michael:

Thank you so what was your initial reasoning for starting to the use of mental health related applications?

Participant 1:

So I was really looking for something where I could just put my thoughts down and kind of notice a trend with them. I found that they were really common when I was using social media, and they'd be advertised pretty frequently and I kind of thought, especially during the pandemic, that I would give it a try, just to see if it made any difference for myself, and I really found that it did so that's why I continue to use mental health related applications. Which mental health related apps do you currently have or have used in the past? So, again, my favorite one is called de gram. But I have used pretty common applications like the calm app. And I found that I really liked the simplicity of de gram and that's why I continue to use it.

Michael:

What did these mental health apps aim to accomplish for their users?

Participant 1:

Well, degram is really simple, because it's just a simple journaling app. And it's a really, really simple UI. So what it accomplishes is just a place for people to put their thoughts down. That isn't just the normal Notes app, but I guess, and then is kind of like a jack of all trades when it comes to mental health apps. People use it for meditation, stress relief, stuff like that.

Michael:

How do you typically discover mental health applications and which domain has been the most reliable in the past?

Participant 1:

I think the only way I really discovered mental health applications is by doing quick Google searches or actually just getting ads for them on Instagram, or somewhere like YouTube. So I guess social media is the most reliable domain as it also has people's experiences and comments and stuff like that.

Michael:

Which one of the mental health apps do you currently use in the past or is your favorite?

Participant 1:

Again, I definitely say de gram. I haven't really used that many. And I'm sure that compared to a lot of people that's kind of uncommon. But de gram is probably the one that I use the most. And it's my favorite. For your favorite and least favorite applications, which features within the app contributes to these decisions. So I don't really have a least favorite but my favorite was definitely very simple and also didn't really provide any premium features. So when you downloaded, you knew exactly what you could and couldn't use. And I really appreciated that about the app because they found that a lot of apps come with some sort of paywall. Which is really frustrating. So I prefer the reason I prefer de gram is because it doesn't have necessarily any paywall.

Michael:

With your experience using mental health applications, which feature has been your most significant deterrent from using one or multiple applications?

Participant 1:

The reason I stopped using calm as because I felt that the features included that weren't premium features left out critical components of the app that were necessary to enjoying it in my opinion. And that's kind of my main determine, I'd say is when an application is advertised as free and then isn't accessible to users. And I find that really frustrating, especially for mental health apps because it feels like the main reason for that app existing is simply for the company

to make money, which is understandable, but I wish it was more transparent when downloading that.

Michael:

So what scope do you use for mental health related applications long term, short term or in between?

Participant 1:

I definitely aim more towards the short term although the long term kind of comes with using the app for an extended period of time. I kind of want to just take it day by day and that's the main reason why I like journaling specific applications as they don't really focus on the broader scope of more specific feelings at a certain time.

Michael:

What type of interface do you prefer for mental health applications? Something with a lot of features and more simplistic?

Participant 1:

I'd say definitely more simplistic. Apps with a lot of features tend to be overwhelming and the learning curve is pretty steep. So I definitely prefer simplistic.

Michael:

What is some broad advice from the domain of the user for those looking to create an inclusive mental health application?

Participant 1:

Well for one I'd make it transparent if there is a premium option. And if that premium option is going to include the vital features necessary for that app I would also say kind of make it focus towards one specific issue. I think a lot of mental health apps look to address just broad stress or anxiety that people experience in day to day life. And I think if they can hone in specifically on one aspect of those issues, then that you're more successful for more people.

Michael:

What does the ideal mental health application look like for you?

Participant 1:

I think the ideal mental health application is something that is very simple and design and also includes everything for the users without a premium option, because I find that the most accessible and then also something that isn't overstimulating so very simple design, and focuses mainly on addressing the problem instead of looking nice necessarily, although that doesn't hurt. I would like the features to be streamlined.

## Interview 2:

Michael:

Hi. So I just wanted to take time to thank you for taking time out of your day to participating in this interview. I'm part of a research team for an Information Science class here at CU. And we're collecting data on users of mental health related apps. Real quick, would you mind introducing yourself and explaining your brief history using mental health-related apps?

Participant 2:

my name is \*REDACTED\* And I'm a junior in strategic communication with a focus in advertising. The main app that I use is calm. I also use an app called journalistic which is really really good for journaling, as well as just putting down some thoughts throughout the day.

Michael:

What is your initial reasoning for starting use of mental health related applications?

Participant 2:

So I remember during COVID there during the lockdown I found myself using my phone a lot and it was getting to a point where I couldn't do day to day tasks because of how distracted I was. So I decided to start caring for my mental health. And with that, I saw on social media and App called calm so I decided to download it as well as I saw a lot of options for journaling apps, but I saw journalistic I actually have a premium subscription for it which I really enjoy.

Michael:

which mental health related apps do you currently use or have used in the past?

Participant 2:

So I've actually dabbled in quite a few. But the main ones I can remember are calm and journalistic. I remember I did use an app specifically for meditation, but I assumed I deleted bit because I didn't find myself using the features that it provided because they were premium. So I didn't want to pay for them. So I decided to stop using them.

Michael:

what did these mental health apps aim to accomplish for their users?

Participant 2:

So I think the main thing that these apps aim to accomplish for their users is to provide a platform. platform for users to focus on their mental health, outside of resources that would normally be available available for use for your mental health. And I think they provide easy way for someone to check their mental health without taking too much time. out of their day, if they so choose.

Michael:

How do you typically discover mental health apps and which domain has been the most reliable for you in the past?

Participant 2:

I would definitely say social media for me. Most of the mental health apps that I have found were either promoted on social media from an advertisement or someone was praising them. So that is the main way that I found mental health apps and where I plan to continue to find them.

Michael:

So which is your current favorite mental health related app in which is your least favorite?

Participant 2:

I think my favorite is definitely journalistic just because I mainly want to journal but I don't really have the least favorite I have really enjoyed all the apps I used. So for your favorite and least favorite applications, which features within the apps contributed to these decisions. So the reason I really look journalistic is because it's super simple and I do have the premium version meaning you have access to all the options and I found that it's really, really creative, so you can do a lot with it. And then also, the app itself isn't necessarily super complex. So that sounds kind of contrasting but journalistic with premium features is just a really good outlet for creative journaling. And that's why I enjoy it.

Michael:

With your experience using mental health applications, which feature has been your most significant deterrent from using one or multiple applications?

Participant 2:

So I don't really dislike many applications, but I think my main deterrent would probably be if the features don't align with my needs, or if I can't access the features due to a premium option that I don't have. In the past, I've downloaded a lot of applications that I can't specifically remember the names of, but I found that with applications that have premium options, if I didn't know for a fact that it was something that they continue to use, I wouldn't buy it. And if they didn't have a free trial option for those premium options, I also wouldn't look further into using it.

Michael:

In what scope do you use for mental health related applications? Long term short term or in between?

Participant 2:

I honestly don't do either long term or short term, short term. It's mainly just to keep track of my thoughts over a certain period of time. The reason I don't say long term for that answer is because oftentimes my journaling can be inconsistent. So I'm not necessarily looking for long term trends from daily feelings. It's more of just whenever I feel like journaling, I tend to do it so I definitely would say in between.

Michael:

What type of interface you prefer for mental health applications, something with a lot of features are more simplistic?

Participant 2:

I think that answer kind of depends on what I'm looking for within a mental health app. If it's simply gesture Ling I like if it's more simplistic then I have a lot of options for customizability. But for apps that are more broad, I wouldn't mind if they had a lot of features because have more options of what you can do with that app. But for me personally, I don't have much of a preference.

Michael:

If you were to have some broad advice as the domain of a user looking for look for someone looking to create an inclusive mental health application, what would that look like?

Participant 2:

I would definitely say try to cater towards catered towards something that include a lot of people with a lot of different issues that they're trying to face. I see a lot of apps that don't allow user input that are simply there for say meditation. And it just provides media to help in that. I would definitely say if the user could input their experiences as broad as that can range that is definitely something that I do include within the mental health app.

Michael:

What is the ideal mental health application look like for you?

Participant 2:

The ideal app is something where I can put in my input and similar to the last question. Use it the way that I want to use it. So if it's only providing some sort of media, then it's not something that I'm particularly interested in. So the ideal mental health app is something that caters specifically towards journalists.

Michael:

Do you have any questions for me?

Participant 2:

No, I do not.

Michael:

Thank you!

## Statement of Work

Please describe who contributed to which parts of your project.

Diesel De Luz:

- I contributed to the method of the survey with responses about how people can effectively respond to their mental health not being okay. I chose to do this part because I have dealt with a lot of close family and friends who could understand the questions that I asked in my survey. I found a lot of great information in my survey about this issue that people deal with.

Felix Estes:

- I contributed our contextual inquiry, as well as the main points from my research and the persona I developed. I chose to do this contextual inquiry as I felt it would offer very specific insight into phone users' dopamine habits which would be beneficial in the context of our broader research.

Jackson Giemza:

- I contributed by taking two interviews, creating a persona based off of my interviews, and documenting my key takeaways that can benefit our app.

Michael Vanner:

- I contributed by conducting 2 interviews, documenting my findings, and creating my persona revolving around one of my interview participants.

Phebe Foley

- I contributed by doing two hours of observational research, creating a persona based on my observations, and noting key takeaways.