

REVEAL TO HEAL

A Second Year Project Report
Submitted to the Faculty
of the
Bennett University

By

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1. INTRODUCTION

Since the onset of the Covid-19 pandemic, several reports have indicated a worsening of mental health issues among individuals across age groups. In India, having a mental health disorder is perceived with a sense of judgment and there is stigma associated with those having mental health issues. To make this possible, we aim to create a platform where you can easily connect to a certified, experienced professional from the comfort of your home and that too at an affordable price and join a community of like-minded people and accelerate your healing process. Presenting **reveal to heal: an online counseling system.**

1.1. Problem Statement

In India, Counseling is considered as a taboo. Most people are not comfortable in talking about their mental health. Moreover, it is also not easily accessible or affordable to the majority of the population especially in rural areas.

2. BACKGROUND RESEARCH

Counseling relationships have historically developed through a series of in person communications between counselor and client. However, today telephone and online modalities offer an alternative for forming those relationships. This change has a plethora of both advantages and disadvantages that mental health professionals might perceive. Though several studies have addressed the perceptions of clients (Young, 2005; Reese, Conoley, & Brossart, 2006; Leibert, Archer, Munson, & York, 2006) and students (Finn, 2002; Rochlen, Beretvas, & Zack, 2004) about distance counseling (the provision of counseling services by telephone or Internet modalities), there is a dearth of studies of how mental health professionals view and use it.

2.1. Proposed System

We are providing a highly user friendly website in which users are 2-3 taps away from getting the necessary help they require and deserve. We will connect our users with properly verified and certified counsellors using multiple languages in all areas especially rural and underdeveloped where no physical help is available.

2.2. Goals and Objectives

Table 1: Goal and Objectives

#	Goal or Objective
1	Future updates like offline help resources such as recorded videos, self-help books etc. will be easily available.
2	Regular surveys using google forms etc. will be made to keep up with patients progress.
3	Make the system very easy to use – users would agree that minimal to no training is needed
4	Free trials and programs will be available for better accessibility to all especially rural and underprivileged.
5	Having fun and staying motivated while making this social project.

3. PROJECT PLANNING

3.1. Project Setup

Table 2: Decision Description

#	Decision Description
1	Windows 10, HTML, CSS, JavaScript, Backend framework (Django vs node, etc.) Database (MySQL vs MongoDB), Trac/SVN vs. Git, etc.
2	Default IEEE format for documentations and capstone programming will be followed.
3	Visual and audio support for disabled.
4	Distribution of the fees according to the financial ability of users.
5	Anonymity of users will be maintained.

3.2. Stakeholders

Table 3: Stakeholders

Stakeholder	Role
Person A	Sponsor
Person B	Mentor
Person C	Counselors
Person D	Team member (Pransh Gupta)
Person E	Team member (Amaan Khan)
Person F	Team member (Subhankar Samaddar)

3.3. Project Resources

Table 4: Resources

Resource	Resource Description	Quantity
Database Server	A database server provided by the sponsoring company.	1
Capstone Team	Our team of students who will be the primary developers of the project.	3
Pransh Gupta	UI developer	1
Amaan Khan	Backend development	1
Subhankar Samaddar	Backend development	1
Dr. Anurag Goswami	The mentor who will be able to provide us with technical assistance.	1
Windows Workstation	An W-10 workstation for developing the Web application and android.	1
Android Phone	An Android phone to be used as test hardware for the mobile version of the software.	2
Testing Team	Testing and Maintenance	2
Survey Team	Collection of data and Google forms	2

3.4. Assumptions

Table 5: Assumptions

#	Assumption
A1	We will follow sprints for rapid and efficient development.
A2	We will learn about new front-end frameworks such as ReactJs and others.
A3	Team will encourage pair better programming for increased productivity and gain in knowledge.
A4	We will launch a early prototype to get user intel and response.
A5	Thorough bug testing will be done for easy trouble free surfing
A6	Sufficient test data will be used for better understand of customer needs.
A7	The models developed will be easily extended to other forms within the time frame.

4. SYSTEM ANALYSIS AND DESIGN

4.1. Overall Description

Several investigations have revealed a deterioration of mental health concerns among people of all ages since the commencement of the Covid-19 epidemic. In India, having a mental health disease is seen with disdain, and persons suffering from mental illnesses are stigmatized. To that end, we hope to build a platform where you can quickly connect to a qualified, experienced expert from the comfort of your own home, at an inexpensive price, and join a community of like-minded people to help you heal faster. Reveal to Heal is an online counselling method.

Distance counselling has various advantages over face-to-face counselling. Clients may benefit from increased safety and privacy, less social stigma, expanded counsellor variety and accessibility, and lower service costs.

These elements are described further below :

- *Safety - Distance therapy may boost a client's sense of safety because they can obtain assistance from the comfort of their own home. This may make it easier for them to fully express themselves.*
- *Anonymity - Clients who use distance therapy can connect without fear of bias based on race, gender, age, size, or physical appearance.*
- *Social Stigma - Distance therapy may be useful in removing social stigma because clients are unlikely to see the counsellor in public or be seen by others near a counselling institution.*

4.2. Users and Roles

User	Description
Counsellor	A person who will be available to provide guidance to our registered users once a request is launched.
Administrator	Admins will be managing the connections between the counsellor and counselee, fee management etc.
Counselee	The user who seeks for consolation.

4.3. User Stories (Requirements)

4.3.1. Product Backlog Items

ID	Feature name	Story points
2	Register on the site	2
4	Place a counselling request	3
7	Look for available counsellor	8
10	Assign a counsellor	3
13	Tend to the counselee	8
16	Session Fee and Feedback	3

-
- *As a student in Bennett University, **I want** to register as a user, so **that** I can get a counselling session.*
 - *As a customer, **I want** to see the list of available counsellors, so **that** I can select a preferable counselor*
 - *As a counsellor, **I want** to check all the booked appointments, **So that** I can recall what I have in place and update an existing session..*

SPRINT 1

Estimated User Story Points: 2

Actual Completed User Story Points: 2

ID	Added	Description	Status	Story Points	Actual Equivalent Story Points	% Completed
100	Onset	<i>As a student in Bennett University, I want to register as a user, so that I can get a counselling session.</i>	C	5	3	100%
Acceptance Criteria			Verification			
110	A user cannot submit a form until all necessary fields are filled out.		Create a test case to verify non-empty fields.			
111	After submitting the form, the information from the form will be saved in the registration database.		Create a test case to ensure that information is correctly put in the database.			
112	Payment will only be received from reputable sources (e.g. Paytm, Gpay, Debit card, Credit card)		Create a test case to validate the payment method from the bank.			
113	After submitting the form, the user will get an email with an acknowledgment.		Create test cases to validate the receipt of an acknowledgement email following a successful payment.			
ID	Tasks				Resource	
1	<i>Create a registration page with all essential fields (FirstName, Last Name, organization, Address data, email, payment method details) and a registration button at the bottom.</i>				Pransh Gupta and Subhankar Samaddar	
2	<i>When a user clicks the register button, provide a backend mechanism that validates that the needed fields are not empty.</i>				Amaan Khan and Pransh Gupta	
3	<i>Created a feature that confirms payment from the bank depending on the information provided at 1.</i>				Subhankar Samaddar and Amaan Khan	
4	<i>Created a feature that keeps registration data in the database according to the specifications and sends an acknowledgement email to the registered email address if payment fails.</i>				Subhankar Samaddar	

SPRINT 2

Estimated User Story Points: 8

Actual Completed User Story Points: 8

ID	Added	Description	Status	Story Points	Actual Equivalent Story Points	% Completed
200	Onset	<i>As a customer, I want to see the list of available counsellors, so that I can select a preferable counselor.</i>	C	8	8	100%
Acceptance Criteria			Verification			
210	The system must give a list of counsellors who have been screened.		Make test scenarios to validate search results based on counsellor ratings.			
211	The system should display the counsellor's profile and contact information (qualifications, experience, fees).		Create a test case to validate the information on the counsellor's profile.			
ID	Tasks			Resource		
1	Create a procedure that lists all of the counsellors who are enrolled in our system and displays them to our customer.			Amaan Khan		
2	The created approach must also contain a capability that allows the consumer to view the counsellor's profile and verify their information.			Pransh Gupta		
3	Create a consolation request feature, allowing customers to request a session with their preferred therapist.			Pransh Gupta		

SPRINT 3

Estimated User Story Points: 60

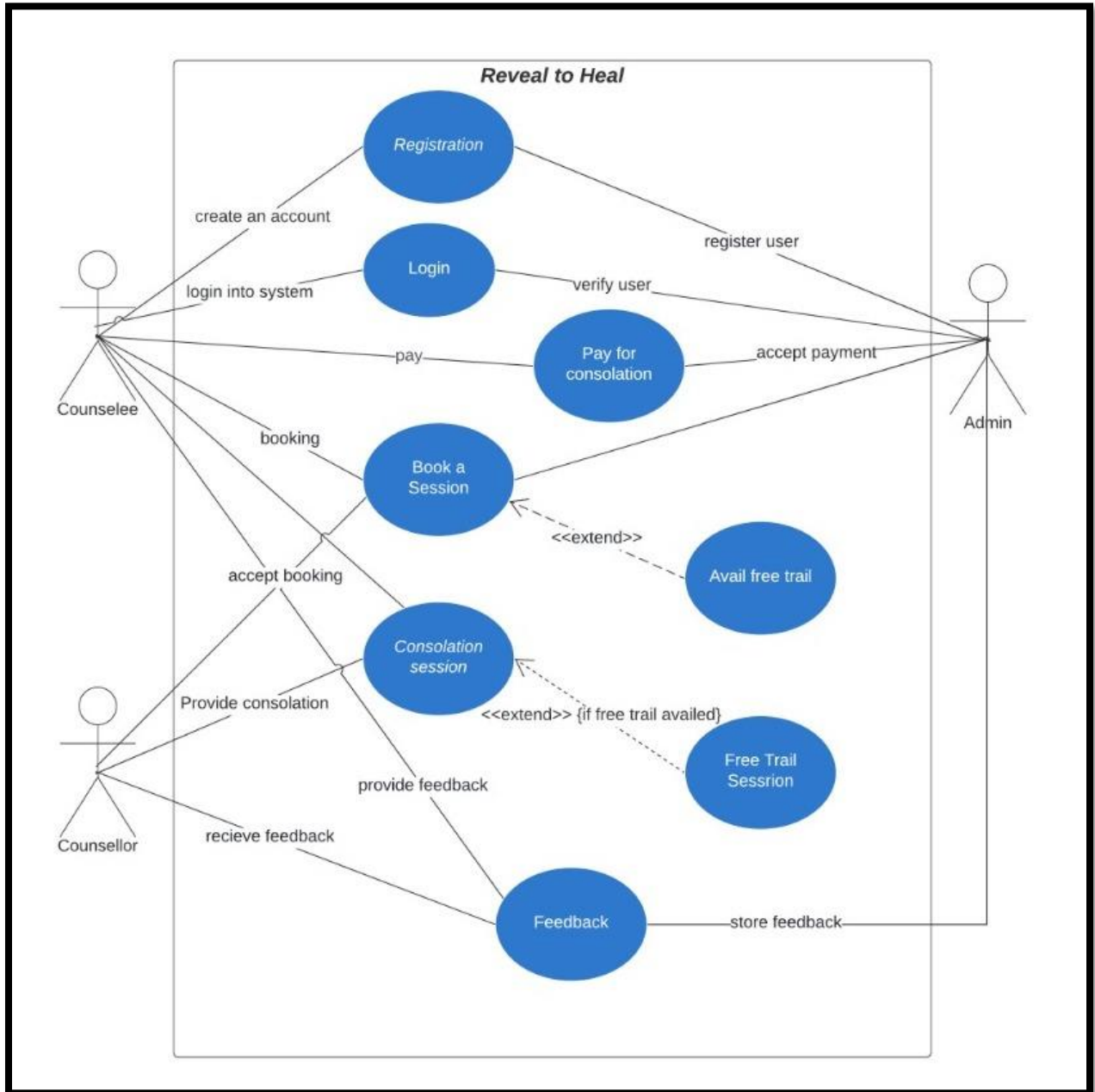
Actual Completed User Story Points: N/A

ID	Added	Description	Status	Story Points	Actual Equivalent Story Points	% Completed
300	Onset	As a counsellor, I want to check all the booked appointments, So that I can recall what I have in place and update an existing session.	T	5		
Acceptance Criteria			Verification			
310	Counsellors will be able to do searches by counselee name.		Create test cases to validate search results based on counselee name.			
311	Counsellors will be allowed to conduct searches based on request date and time.		Create test cases to preserve a thorough record of users' data and timings in accordance with their respected counsellors.			

4.4. Design diagrams/ UML diagrams/ Flow Charts/ E-R diagrams

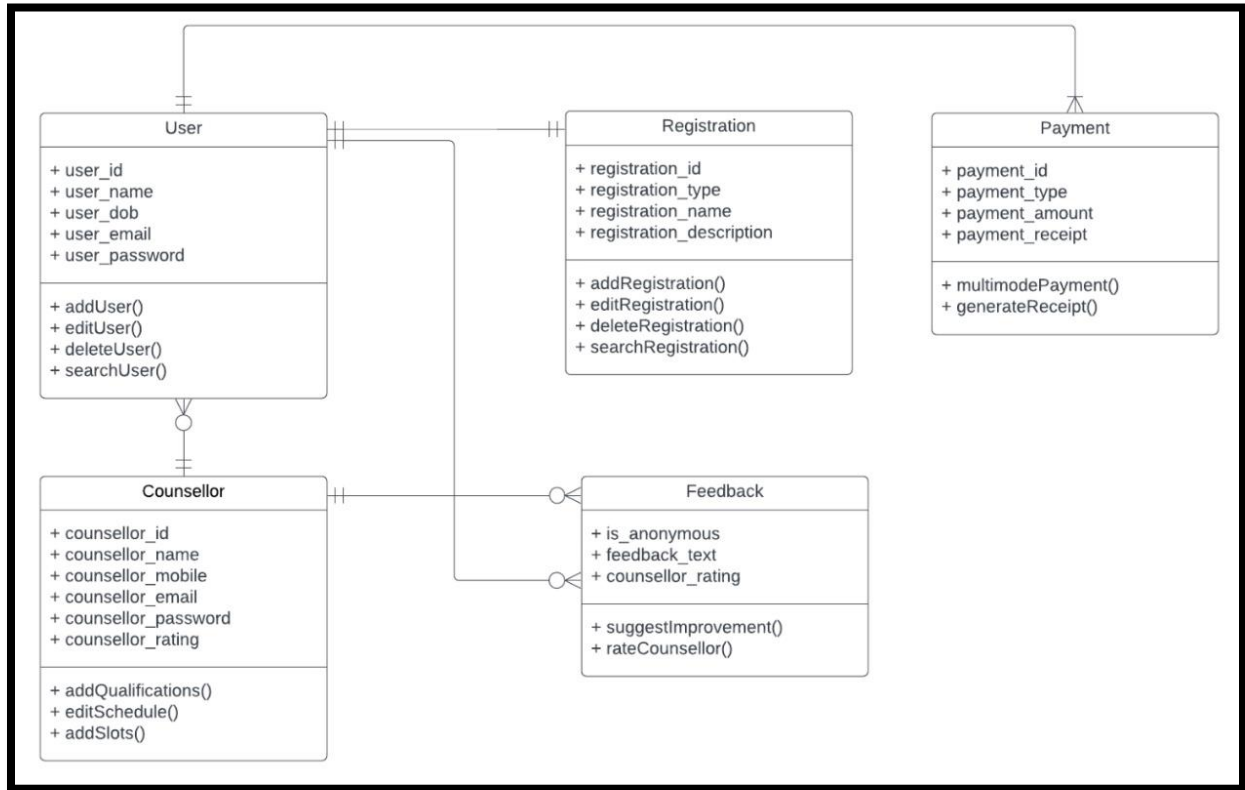
4.4.1. Use Case Diagrams

Figure 1: Use-Case diagram



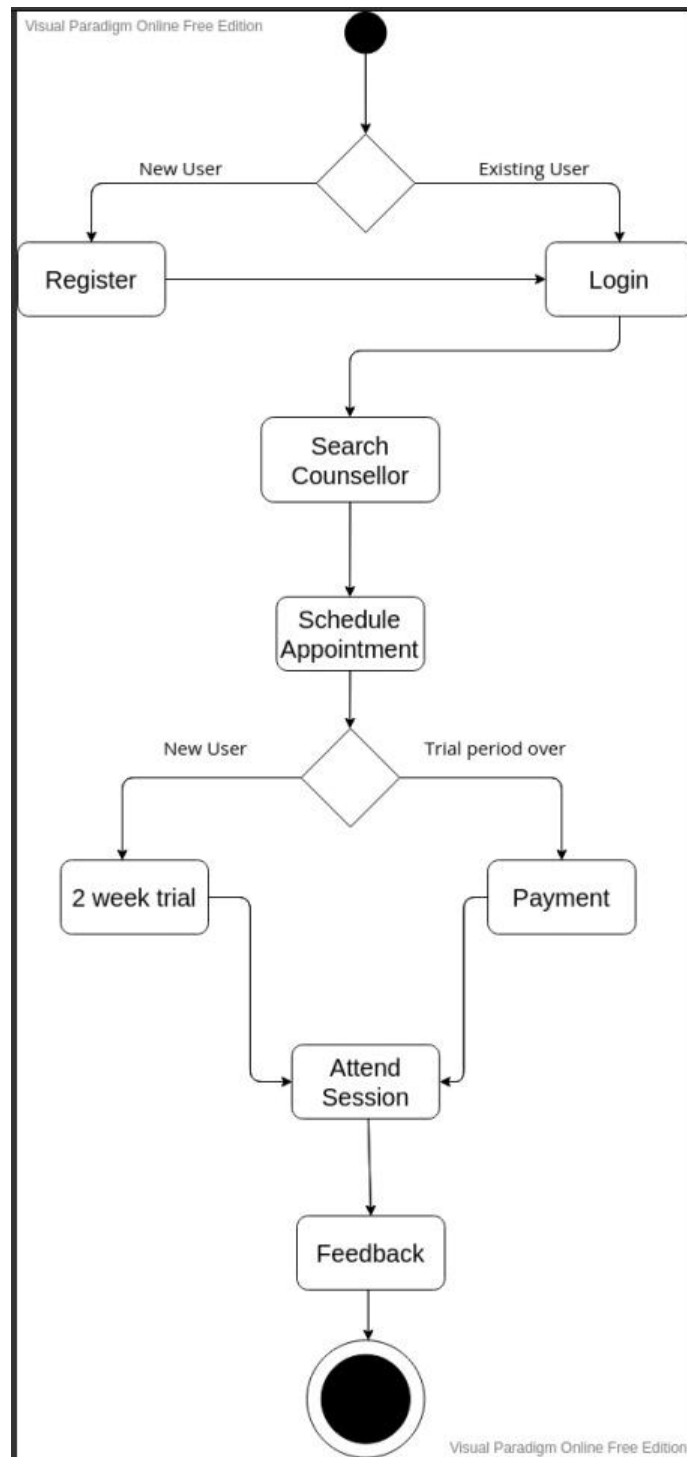
4.4.2. Class Diagrams

Figure 2: Class Diagram



4.4.3. Activity Diagram

Figure 3: Activity Diagram



4.4.4. Sequence Diagram

Figure 4: Sequence Diagram

