



IT2080 IT PROJECT

Project Proposal Report

ITP_2025_Y2_S2_WD-155

FeelsFIX Online Therapy Booking System

Group Details

Campus: SLIIT Campus Malabe.

Group: Weekday Batch 07 (Group Index – 155)

| | Student ID | Student Name | Email | Contact Number |
|---|------------|--------------------|------------------------|----------------|
| 1 | IT23166110 | D.D. Haputhanthri | it23166110@my.sliit.lk | 0775907458 |
| 2 | IT23275560 | A.D. Athauda | it23275560@my.sliit.lk | 0774341445 |
| 3 | IT23423992 | K.H. Dissanayake | it23423992@my.sliit.lk | 0774960272 |
| 4 | IT23268258 | B.P.L. Fernando | it23268258@my.sliit.lk | 0719930179 |
| 5 | IT23257436 | E.M.W.S. Ekanayake | it23257436@my.sliit.lk | 0703546465 |

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1 Company Background

Serenity Well-being Center is an organization dedicated to making people better in every way possible - physical, mental, and emotional. They offer one-on-one therapy, group therapy, and well-being workshops that are all aimed at helping people live a healthier and more balanced life. Their clients can easily book appointments through phone calls and WhatsApp, and their services are provided by licensed and experienced professionals

Currently, everything is done manually from organizing to keeping customer records, consuming a lot of time and even creating mistakes at times. Payment is made in the form of bank transactions or cash as there is no payment system over the web. They rely on social networking and word of mouth to reach new customers and do not have a systematic process to remain connected with them in the long term. Despite these difficulties, their aim is to provide a friendly environment in which individuals feel encouraged on their path towards improved well-being.

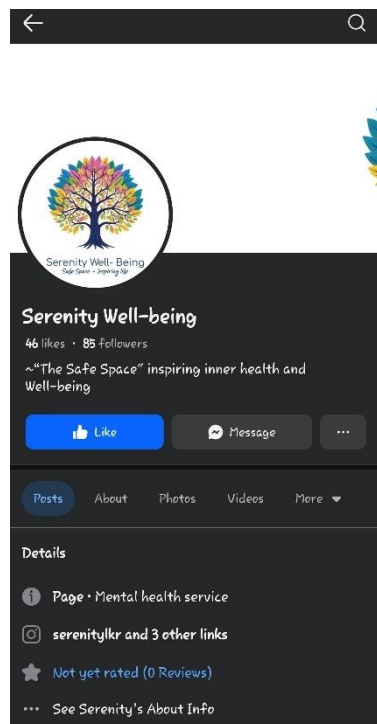


Figure 1 Facebook page of the client and their workshop

2 Problem and Motivation

2.1 Problem

Serenity Well-being Center is facing some problems in being able to provide its therapy services efficiently due to a lack of a centralized platform. The tedious process of appointment scheduling, management of the client's information, payments, and communication has led to inefficiencies, mismanagement, and lost opportunities for growth.

- **Appointment Management Problems**

Schedule and bookings are booked manually through calls and WhatsApp, which is a hassle to manage and book sessions in an organized way. It can lead to conflicts in bookings, no-shows, and delayed response to clients' enquiries, which affects the client experience accordingly.

- **Client Record Management Challenges**

Without a structured system for maintaining client files, therapists must manually track treatment history and progress notes. It is difficult to provide seamless and individualized care, subjecting it to missing or lost information.

- **Payment Processing Challenges**

Payments are made manually by bank transfer or cash, and this creates risks of delay, error, and lower transparency. Clients lack easy ways of monitoring their payments, and therapists spend more time verifying transactions instead of focusing on their core services.

- **Limited Accessibility and Availability**

Since there is no computerized scheduling software, clients would not automatically be notified of therapists' schedules and thus would end up disappointed that they can't book appointments at their preferred times. Additionally, without effective scheduling management, therapists would struggle to maintain an appropriate balance at work.

- **Absence of Client Involvement and Feedback Channels**

There is no structured mechanism for gathering client feedback, and therefore measuring satisfaction and improving services becomes difficult. There is no holistic approach to client engagement, follow-up, or loyalty schemes to build long-term relationships as well.

2.2 Motivation

Imagine a world in which access to mental health care is as simple and comforting as a therapy session itself. Our site leverages the latest technology to make scheduling therapy as simple as possible, so that therapists and clients alike can focus on what matters most—healing and wellness. By simplifying appointment scheduling, record-keeping, and client communication, we're changing the way mental health services are accessed, making it more efficient, accessible, and less burdensome.

2.2.1 Benefits

With a centralized online platform, Serenity Well-being Center can significantly enhance efficiency and convenience in therapy services. Automated appointment scheduling reduces administrative work for therapists while ensuring accurate scheduling and minimizing conflict. Clients enjoy real-time access to session availability, therapy history, and tracking of progress, improving their overall experience. Secure online payment processing accelerates transactions with fewer delays and errors, while automatic reminders and notifications increase client engagement and confidence. The software also permits therapists to get structured feedback, which helps them refine their services depending on client opinions. Data-driven analytics also provide valuable business information, allowing informed decision-making, management of workload, and long-term development. By a seamless and structured process of therapy, therapists and clients alike have an efficient, open, and supportive system of mental health care.

3 Aim and Objectives

3.1 Aim

The goal of the Online Therapy Booking System is to develop an easy-to-use and efficient web portal that facilitates simple therapy appointment scheduling, therapist-client interaction, secure payments, and wellness content sharing. The system aims to expand access to mental health care, improve scheduling efficiency, ensure secure transactions, and provide an integrated wellness experience through workshops and self-help resources. Additionally, the system provides administrators with reporting and analytics tools to monitor activity on the platform and user engagement.

3.2 Objectives

- **User Management**
 - Let clients and therapists register, login, and update their profiles.
 - Store and maintain user data, including personal data, session history, and preferences.
 - Implement role-based access control for different user roles (clients, therapists, admins).
 - Admin Feature: Generate detailed reports of user activity, appointment stats, revenue, and platform usage for performance measurement and decision-making.
- **Appointment Management**
 - Allow clients to browse for therapists and book therapy sessions based on availability.
 - Provide therapists with scheduling tools to book their session availability.
 - Implement automated appointment reminders and cancellation policies.

- **Wellness Content & Feedback Management**

- Provide a platform for therapists and clients to submit mental health articles and self-help content.
- The Admin Moderation is True (maintain the quality of content) and approve.
- Track content engagement and user feedback for rich insights on the quality of wellness resources you can continue to improve long term.
- Provide user to rate and give feedback if services of therapy are likely to use for going over user input.
- Let users access educational content, blogs, and wellness tips.
- Distribute mindfulness exercises and therapist-prescribed self-care routines.

- **Payment Management**

- Process subscription/payment, therapy session payments in a secure and efficient manner
Provide a bank slip upload system for payment verification that is reliable
- Ensure that they generate invoices and receipts in-house, to make them transparent and correct.
- Keep a complete line item of every transaction for auditable records.
- Introduce a cancellation and refund process of the protocol based.

- **Workshop Management**

- Give therapists a facility to schedule and manage wellness workshops and group sessions.
- Give clients a facility to list, register, and participate in therapy-related events.
- Provide future workshop scheduling and notification features.

With all these objectives, the Online Therapy Booking System aims to provide an efficient and reliable platform that matches clients with therapists, ensures safe transactions, provides mental health education through online material and interactive workshops, and efficiently manages the platforms using administrative report features. Automated reminders by email and SMS will remind both the clients and the therapists of the upcoming sessions, reducing no-shows and overall scheduling inefficiencies.

4 System Overview

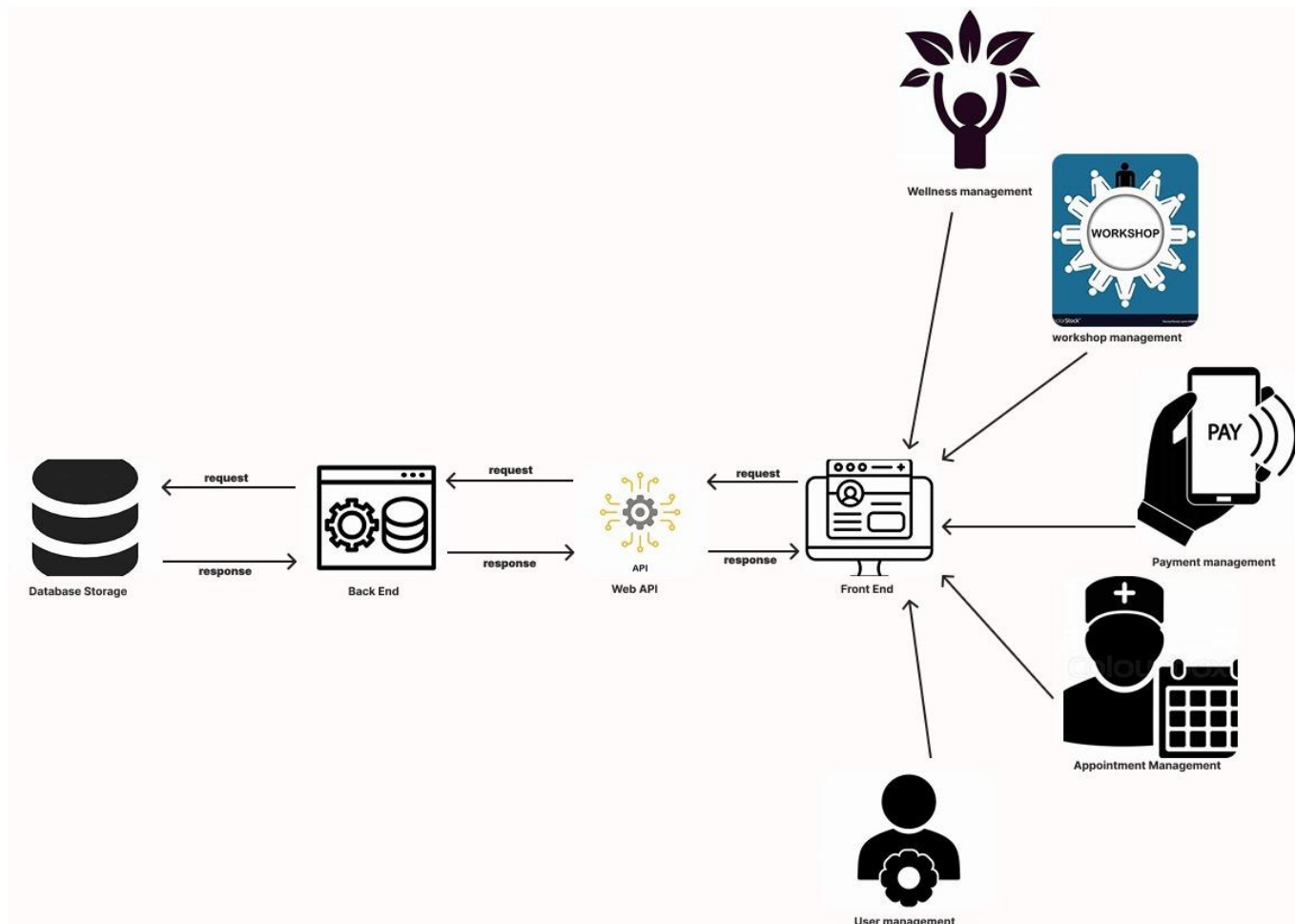


Figure 2 System Overview

5 Functional Requirements

5.1 User Management

The User Management module delivers secure management of interactions between users and clients. It supports user registration, authentication, and profile management as per privacy regulations (e.g., HIPAA and GDPR). The system requires only a minimum of information to complete profiles and stores essential information such as contact details, session history, and payment history. It also provides secure means of communication between administrators, therapists, and users, as well as reporting devices for monitoring user interactions.

- Client and therapist sign-up.
- Enable multi-factor authentication for secure log in.
- Give users the right to edit profiles and set preferences.
- Implement role-based access control for clients, therapists and admins.
- Enable admin reporting of user activity and engagement.

5.2 Appointment Management

The Appointment Management module streamlines the scheduling of therapy sessions. Clients are able to search for therapists based on specialty, availability, and session fee and then book appointments using a dynamic calendar view that provides real-time access to therapist calendars. The software prevents scheduling conflicts using synchronized calendars and offers functionality for rescheduling or canceling appointments and automatic email and SMS reminders.

- Let clients sort therapists by specialization, location, and availability.
- Enable rescheduling and cancelling of appointments.
- Automatically send email and SMS reminders for upcoming sessions.
- Provide therapists with a dashboard to manage their schedules.

5.3 Payment Management

Payment Management deals with all online banking transactions. It can also accept multiple payment modes for a session and subscription plans. Trans are stored detailed to avoid any unauthorized change and for the privacy of the data, valid invoices are auto generated corresponding to the order & refund amounts are calculated with regards cancellation policy.

- Include a secure payment portal for processing subscription and therapy session payments.
- Allow a secure bank slip upload function for payment handling.
- Automatically create invoices and receipts for every transaction.
- Keep a proper record of all transactions for financial reporting and tracing.
- Handle cancellations and refunds according to the guidelines.

5.4 Workshop Management

Workshop Management module is used to plan virtual wellness sessions like yoga, meditation, and group therapy meetings. Therapists can input and post the workshops, clients can view and sign up, and automated reminder notifications are issued for these appointments. The mechanism also allows posting updates on the workshop details as well as when to cancel.

- Permit therapists to plan and advertise workshops.
- Permit customers to peruse, sign up, and take part in workshops.
- Set up automated alerts and reminders for future occasions.
- Facilitate workshop rescheduling and real-time updates.
- Provide a summary dashboard for tracking performance and managing the workshop.

5.5 Wellness Content & Feedback Management

Wellness Content & Feedback management module that includes self-care resources, educational blog articles and homework to extend the live session. Content can be submitted by both therapists and clients, which is later curated for quality and relevance. The tool features the submission to a curated toolkit of mental health resources, measurement tracker and self-assessment. In addition, this module allows comment and rating the experience (quality of therapy service itself, therapist and platform usability). Client feedback also helps to improve the service and guarantees an optimal development with the current need of the user/satisfaction.

- Permit clients and therapists to submit wellness and mental health articles.
- Make it simple to browse and search for self-help and educational resources.
- Give content submissions administrative moderation and approval.
- Sort information into categories (e.g., treatment advice, mindfulness activities).
- Present well-chosen wellness content via an intuitive dashboard.
- Facilitate therapists to deploy feedback where appropriate.
- Track content engagement and user feedback for improvements.

6 Non-functional requirements

6.1 User Management

- **Security:** The users' data (personal details, credentials, history of sessions) must be encrypted and access controlled, respecting guidelines like HIPAA and GDPR.
- **Performance:** Fulfilling registration, login, and profile recall at high speeds with low latencies.
- **Usability:** Easy, simple-to-use interfaces that make profile creation and management easily handled by any user.
- **Scalability:** The system should be capable of handling a growing number of users without compromising speed or security.

6.2 Appointment Management

- **Real-Time Performance:** Scheduling and calendar synchronization should be real-time to avoid booking conflicts.
- **Reliability:** High availability and up time to enable users to book or reschedule appointments at any time.
- **Usability:** Simple, easy-to-use, and comprehensible calendar interface to enable booking an appointment with ease.
- **Responsiveness:** Quick notifications and alerts for changes in appointment status, rescheduling, or cancellation.

6.3 Payment Management

- **Security:** Payment details must be encrypted and processed following PCI-DSS standards to guarantee that sensitive financial information is not leaked.
- **Reliability:** The payment gateway should have high availability with minimal downtime and error rates.
- **Performance:** Quick processing of transactions to ensure a seamless checkout process.
- **Data Integrity:** Correct recording of payment transactions and on-time generation of financial reports.

6.4 Workshop Management

- **Scalability:** Support for many simultaneous users, particularly during peak workshop sessions.
- **Reliability:** High up time of workshop scheduling and registration facilities, so sessions proceed without interruption.
- **Usability:** Simple-to-use interfaces for both workshop organizers and attendees, with unambiguous session information and reminders.
- **Performance:** Quick loading speeds and unobtrusive integration of video conferencing capabilities.

6.5 Wellness Content & Feedback Management

- **Accessibility:** Content needs to be accessible on various devices and kinds of networks with uninterrupted user experience.
- **Performance:** Quick loading of articles, videos, and self-help materials.
- **Usability:** Simple, clean user interface that supports simple searching for and consumption of content.
- **Reliability:** Highly available to support learning and well-being resources being accessible when required.

7 Technical Requirements

Our FeelsFix Online Therapy Booking System centers around MongoDB—a solid, flexible NoSQL database that is our central data store. We chose MongoDB because it can handle the diverse and dynamic data our system requires easily, such as user profiles, appointment history, payment transactions, workshop schedules, and well-being content. Storing all application data in a single, unified MongoDB database affords us various significant advantages:

- **Real-Time Data Access:**

Administrators, clients, and therapists can access and update information in real-time—new user registration, appointment schedules, or financial transactions.

- **Scalability and High Performance:**

As users increase in number and the volume of data increases, MongoDB's dynamic schema and efficient data processing ensures the system is responsive and high in performance.

➤ **Seamless Integration Between Modules:**

All five management modules of our application—User Management, Appointment Management, Payment Management, Workshop Management, and Wellness Content Management—talk to the central MongoDB database seamlessly. This reduces data silos and keeps all modules up to date with the latest information.

➤ **Data Consistency and Minimized Redundancy:**

It maintains all data at one place to minimize disparities and avoid useless replication, resulting in improved reporting and simplified management.

➤ **Increased Flexibility for Customization:**

The flexible document structure of MongoDB allows us to easily adapt to evolving data requirements. Whether we're managing varied user information or complex appointment details, our system can evolve without the constraints of a rigid schema.

In developing our web app, we use Node.js and Express.js as the backend technology stack interacting with MongoDB to perform all data operations of the five most crucial management modules. Here's how they connect:

7.1 User Management

➤ Purpose:

-To manage client and therapist profiles securely in a manner that supports efficient registration, authentication, and profile management based on HIPAA and GDPR.

➤ Key Operations:

-Registration: When a new user is registered, a new document is inserted into the "users" collection, storing vital information (e.g., name, email, password, and in the case of therapists, relevant credentials).

-Profile Updates: Users are able to update their profiles at any time as needed, and updates have an automatic impact on their respective documents.

-Data Retrieval: Session and payment histories, i.e., user profiles, are accessed rapidly in real-time.

7.2 Appointment Management

➤ Purpose:

- To enable clients to book, see, and schedule therapy session appointments, with synchronized real-time availability of therapists.

➤ Key Operations:

-Appointment Booking: When a client schedules a session, a new document is stored in the "appointments" collection with the date, time, and selected therapist.

- Modification: Appointment details can be changed if a session is rescheduled in a way that the latest information is preserved.

- **Cancellation:** If an appointment is canceled, the related document is marked as inactive or deleted based on system policy.

7.3 Payment Management

➤ Purpose:

-Store and process financial transactions for therapy sessions and subscription plans securely.

➤ Key Operations:

-**Transaction Recording:** The payment received triggers the creation of a new document in the "payments" collection, saving amount, date, and status of the transaction.

-**History Retrieval:** Administrators and customers can see the complete payment history, leading to financial transparency.

-**Refund or Adjustment Updates:** Payment history is updated when a refund is made, or an adjustment is processed to a transaction.

7.4 Workshop Management

➤ Purpose:

- Online scheduling and maintenance of well-being workshops, i.e., scheduling, registration, and reminders.

➤ Key Operations:

- **Setting up a Workshop:** When a workshop is scheduled (e.g., an exercise or meditation session), a corresponding document is generated under the "workshops" collection, outlining session time, session description, and instructor information.

- **Changing Details:** whenever details of workshops have to be changed, the corresponding document is updated on the fly.
- **Cancellation:** Workshops can be cancelled or removed from the calendar whenever.

7.5 Wellness Content & Feedback Management

➤ **Purpose:**

Self-help tools, web-based therapy sessions, mental health information to deliver off the record as well as user-in-the-loop service feedback & ratings for bettering therapy care, performance and most importantly platform usability.

➤ **Key Operations:**

- Content Submission:** Therapists or clients upload new articles or wellness material, which are stored as files in the "content" collection.
- Content Updates:** The existing content is updated to ensure that it stays current and relevant.
- Content Deletion:** Unnecessary or outdated sources are removed from the site such that the library content will be of higher quality.
- Feedback Collection:** Clients rate their therapy sessions, therapists and platform usability, which in turn improves the client experience as a whole.
- Feedback Assessment:** User feedback and reviews are evaluated to improve the therapy service quality as well as the platform features.

Data Exchange:

Data exchange happens between MongoDB and Express.js in JSON format, resulting in a seamless integration and effective management of JavaScript objects for each module. This means each module—be it managing user information, appointments, payment transactions, workshops, or wellness content & Feedback—is running without issues and predictably.

8 Literature Review

Mental health is a crucial aspect of modern life, affecting individuals across all age groups. However, stigma, accessibility issues, and affordability continue to prevent many from seeking professional help. The rise of digital technology has paved the way for online therapy platforms, offering individuals a **secure, flexible, and convenient** method to receive mental health support.

By analyzing and referring to existing **online therapy booking systems**, we can identify both **advantages and drawbacks** of their implementations. This comparative analysis enables us to design a system that caters to user needs more effectively while addressing common challenges faced by similar platforms.

I. BetterHelp

BetterHelp is one of the most widely used online therapy platforms, providing access to licensed therapists through virtual consultations. The platform offers:

- A wide selection of counselors based on user preferences.
- Various communication methods, including video calls, messaging, and phone sessions.
- Subscription-based pricing for affordability.

Despite its popularity, BetterHelp has some drawbacks:

- **Delayed response times**, as messaging-based therapy does not guarantee immediate replies.
- **Matching issues**, where patients may not always get the most suitable therapist on the first attempt.
- **Limited crisis intervention**, as the platform is not designed for emergency mental health situations.

II. Talkspace

Talkspace provides professional therapy through text-based and video consultations. It includes:

- Structured plans where users can message therapists anytime.
- A **secure** and **HIPAA-compliant** environment.
- Support for both individual and couple's therapy.

However, some disadvantages include:

- **Expensive plans**, which may not be affordable for everyone.
- **No free trials**, making it hard for users to assess if the service suits them.
- **Limited real-time communication**, as responses may take time depending on therapist availability.

III. Amwell Behavioral Health

Amwell integrates mental health services within a broader telemedicine platform, allowing users to book sessions with **psychiatrists and therapists**. It offers:

- **HIPAA-compliant** therapy and medication management.
- **Flexible appointment scheduling** for patient convenience.
- **Secure payment processing** to ensure confidentiality.

However, the system has certain limitations:

- **Therapist availability** is restricted to business hours, limiting emergency consultations.
- **Higher costs** compared to other platforms, making affordability an issue for some users.

Insights for Our Online Therapy Booking System

By examining these existing systems, we aim to develop a **more advanced, user-centric** online therapy booking platform that overcomes their limitations. Our system will include:

- **Real-time therapist availability** – Ensuring instant bookings without long waiting times.
- **Flexible payment options** – Offering both subscription and per-session pricing models.
- **Strong data security measures** – Implementing **encryption and compliance** with regulations such as **HIPAA & GDPR**.
- **User-friendly interface** – Designing an intuitive UI for easy navigation, even for those with minimal technical skills.

By integrating these features, our **Online Therapy Booking System** will provide a **seamless, efficient, and secure** platform for individuals seeking mental health support while ensuring **therapist accessibility and patient confidentiality**.

9 Methodology

9.1 Methods: Agile Software Engineering Methodology

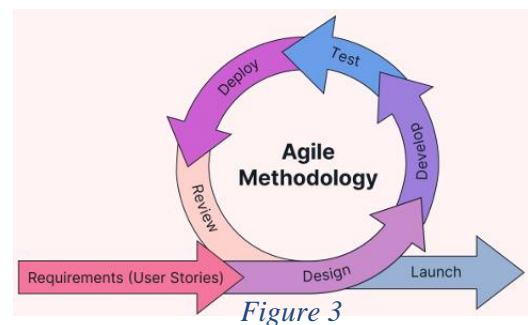
For FeelsFix, we follow an Agile Software Engineering path to deliver a working system rapidly that meets evolving user needs. Agile focuses on iterative development, continuous feedback, and close collaboration with stakeholders. By releasing improved versions incrementally, we can react to changes promptly and keep our online therapy platform aligned with user expectations. In our project, we follow the Kanban practice to visualize work items, maintain flexibility, and encourage continuous communication between developers, therapists, and administrators.

Reasons for choosing Agile:

- Better customer satisfaction via feedback cycles.
- Better cooperation and transparency.
- Fewer opportunities for bugs and cost overruns.
- Flexibility to react to evolving requirements.
- Better improvement through more regular evaluation.

Alternatives:

- Waterfall Development
- Lean Software Development
- Rapid Application Development (RAD)
- DevOps Methodology



9.2 Design Methods: Component-Based Design

Because we operate to a component-based design theory, FeelsFix can be divided into more manageable, modular parts. This makes it possible for rapid development, easy flexibility, and simple maintenance. Our development teams can work together because the design methodology's use of standard parts also makes the system's user interface uniform. Additionally, this facilitates the testing and integration of new procedures such as sharing wellness content, arranging appointments, and making payments.

Reasons for choosing Component-Based Design:

- encourages code and user interface elements to be reused.
- gives you more freedom to alter in the future.
- simplifies debugging and maintenance.
- makes scalable growth possible.
- encourages cooperation.

Alternatives:

- Object-Oriented Design
- Structured Design
- Data-Driven Design
- Service-Oriented Architecture
- Model-Driven Design

9.3 Development Tools and Technologies

For developing FeelsFix, we leverage modern, open-source tools that facilitate collaborative development and efficient coding practices:

- **Diagramming:**

- **Draw.io:** A free, user-friendly tool for creating professional diagrams and flowcharts.



- **Wireframing:**

- **MockFlow:** A web-based design tool that offers a range of templates and a user-friendly interface for rapid wireframing.



- **Code Editor:**

- **Visual Studio Code:** A powerful, multi-language code editor with extensive extension support and an intuitive interface.



- **Technology Stack:**

- **MERN Stack:**

- **MongoDB:** NoSQL database for flexible data storage.
- **Express.js:** Lightweight framework for building RESTful APIs.
- **React.js:** Component-based library for building interactive user interfaces.
- **Node.js:** Server-side JavaScript runtime for scalable backend development.



9.4 Testing Methods

Robust testing is crucial for ensuring the reliability of FeelsFix. We primarily use:

- **Postman:**
 - A versatile tool for API development and testing, enabling us to create, send, and manage API requests easily.
- **Alternatives:**
 - cURL
 - Swagger
 - Insomnia
 - SoapUI
 - PAW

9.5 Integration Methods

For version control and integration, we utilize:

- **GitHub:**
 - A widely used platform that offers a user-friendly interface for managing code repositories, collaborative development, and integration with CI/CD tools. GitHub supports both private and public repositories and integrates seamlessly with other tools like Jenkins and Visual Studio Code.
- **Alternatives:**
 - GitLab
 - Bitbucket
 - CircleCI
 - CloudBees
 - Apache Subversion

10 Work Breakdown Structure (Tabular format)

| Student ID and Name with initials | Tasks |
|--------------------------------------|---|
| D.D. Haputhanthri IT23166110 | <p style="text-align: center;">▪ User Management</p> <p>FeelsFix User Management module is developed to safely manage each and every interaction between clients, therapists, and administrators. It enables users to sign up, log in, and edit their profiles while incrementally storing key profile information such as demographics, session history, and user preferences in a compliant, secure environment. This module ensures that every user only uses the functions that are relevant to their role using strong user authentication and role-based access control. Additionally, built-in reporting tools grant administrators access to real-time statistics on user activity, appointment schedules, revenue, and overall platform usage, providing tailored insights to maintain a system that is both efficient for users and profitable for administrators.</p> |
| A.D. Athauda IT23275560 | <p style="text-align: center;">▪ Payment Management</p> <p>The Payment Management module robotizes all of the payment activity on the site of FeelsFix via a bank slip upload facility based upon escrow. Therapist customers pay for their therapy sessions as well as membership subscription via digitally input bank slips uploaded on behalf of clients. Invoice generation is automatically activated while each of the transactions are kept safely reported via detailed transactional histories, incorporating integrity along with regulation-driven compliance within focus. This module also handles refunds or adjustments, allowing administrators to monitor and maintain financial data without difficulty, thus ensuring seamless and reliable payment processing throughout the platform.</p> |

| | |
|---|---|
| <p>K.H. Dissanayake IT23423992</p> | <p style="text-align: center;">▪ Workshop Management</p> <p>With the Workshop Management module, therapists are able to plan and schedule various health workshops and group sessions like yoga, meditation, and stress management workshops. Upcoming events can be organized by therapists and clients can view, book, and attend them without restrictions. As compared to organized workshops, the module automatically sends reminders and notifications in such a way that clients are adequately informed of times and updates. By opening additional room for involvement and general well-being between treatment sessions, this component positively contributes to the feeling of being healthy in general.</p> |
| <p>B.P.L. Fernando IT23268258</p> | <p style="text-align: center;">▪ Appointment Management</p> <p>By enabling clients to locate therapists and quickly plan appointments based on available time, the Appointment Management module simplifies the therapy session scheduling process. A dynamic calendar user interface that syncs with the therapists' calendars to avoid conflicts allows clients to schedule sessions. Also, clients love the feature of cancelling or rescheduling appointments; in the event of a cancellation, a minor fee is imposed, and the system itself removes the appointment from both the client's and the therapist's calendars. In such a scenario, the system also requests necessary refund information, which will notify administrators to go ahead with the refund, whereas rescheduling does not incur any charge, and the entire experience is seamless and adaptable.</p> |
| <p>E.M.W.S. Ekanayake IT23257436</p> | <p style="text-align: center;">▪ Wellness Content & Feedback Management</p> <p>The Wellness Content & Feedback Management module is a focal repository of mental health education and self-help data. Therapists and clients can contribute beneficial content—such as articles, blogs, guided exercises, and wellness tips—and it is quality- and topic-moderated. Additionally, this module possesses a system for feedback, ratings, and reviews where the users can publish their experiences and thoughts, ensuring that the resources provided are continually enhanced. With the combination of appropriately chosen education material and interactive feedback, the module enables a combined method to enhance mental welfare as well as the interest of users in current and relevant material.</p> |

Because the system development was done in a continuous process, every team member contributed in some way to various aspects of the project. The higher order foundational parts (research, planning, and assessment) were completed collectively, even though the functional and non-functional needs for most of the primary system functions were developed separately. By using this strategy, the newly designed system became incredibly thorough yet well-structured, merging individual expertise with teamwork to achieve goals efficiently.

11 Gantt Chart

| ID | TASK/PROCESS | 05-Feb | 12-Feb | 19-Feb | 26-Feb | 04-Mar | 11-Mar | 18-Mar | 25-Feb | 01-Apr | 08-Apr | 15-Apr | 22-Apr |
|----|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | W1 | W2 | W3 | W4 | W5 | W6 | W7 | W8 | W9 | W10 | W11 | W12 |
| 1 | Requirement Analysis and Documentation | | | | | | | | | | | | |
| 2 | Planning | | | | | | | | | | | | |
| 3 | Page UI Design | | | | | | | | | | | | |
| 4 | Database Designing | | | | | | | | | | | | |
| 5 | Coding the Structure | | | | | | | | | | | | |
| 6 | Development | | | | | | | | | | | | |
| 7 | Testing | | | | | | | | | | | | |
| 8 | Launching the Web Application | | | | | | | | | | | | |

Figure 4 Project Plan

12 Evaluation Method

Evaluation of the FeelsFix system is vital in ascertaining if the system satisfies our performance, usability, and security standards. We identify the degree to which the system supports proper plan of therapy sessions, secure user usage, and smooth payment and exchange of content. Our evaluation is based on the standard user experience, technical performance, and effectiveness of operation, which allow us to improve the platform and meet stakeholder demands.

12.1 Objectives

- Ascertain user and therapist satisfaction and usability.
- Measure the efficiency of the system both in terms of performance and real-time responsiveness.
- Test security features on how to render sensitive information secure.
- Ensure an easy integration of different functional modules (content management, workshop, appointment, payment, and user).

12.2 Method

- Use quantitative data (transaction times, performance metrics) as well as qualitative user feedback.
- Find and fix any UX issues anywhere in this process by doing usability testing with end-users.
- Explain the methodology, include maps, questionnaires and interviews from the clients and therapists.
- Quantify the system's impact on mental health care by measuring treatment outcome and user satisfaction.

12.3 Scope

- Evaluate the entire FeelsFix platform as one web-based system.
- Test all modules:
 - User Management: Sign-up, authentication, profile editing.
 - Appointment Management: Reminders, cancellations, rescheduling, and scheduling.
 - Payment Management: Processing transactions, billing, and refunds.
 - Workshop Management: Reminders, registration, and scheduling.
 - Wellness Content Management: Submission, access, and monitoring of content.
- For a seamless experience, ensure that each module is correctly integrated with the others.

12.4 Timing

Phase 1: After building the system, we undergo some internal test to catching any major issues before release.

Phase 2: After deployment testing through persistent monitoring, rapid inspections, and pilot testing with real users.

12.5 Output

- An assessment output report with user feedback, security audit results, performance statistics, and usability ratings.
- Detailed system optimization and feature tuning suggestions derived from data insights.

Evaluation Tools:

- Google Analytics: For track user activity and engagement metrics.
- JMeter: For conducting load and performance testing of the systems.
- SurveyMonkey: For collecting official feedback from therapists and clients.

13 References

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