

Accessible Mental Health Support with ChatGPT

THUrtle



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2022380024

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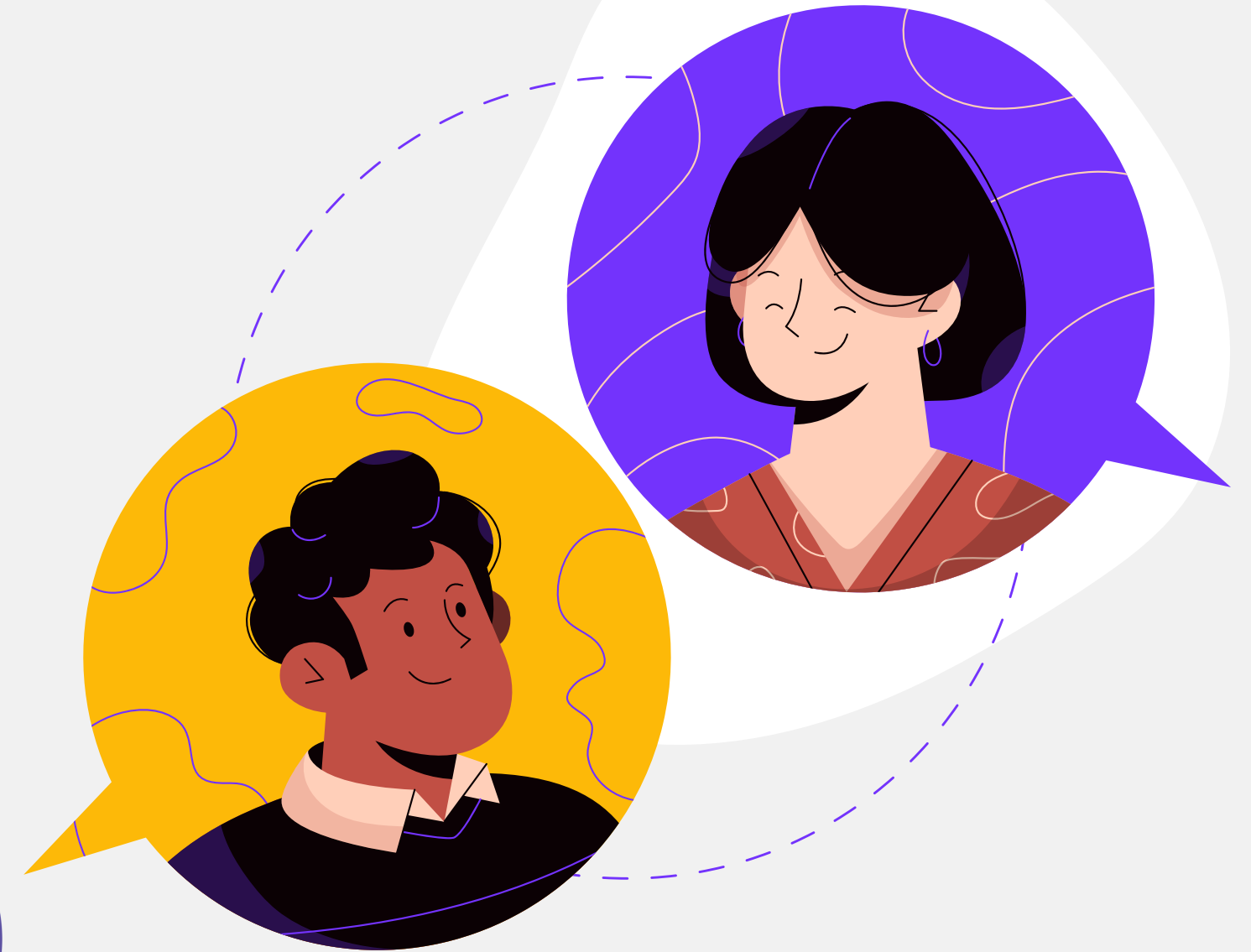
2022280050

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Part 1: Brief Introduction

Background & Motivation

Idea of Solution

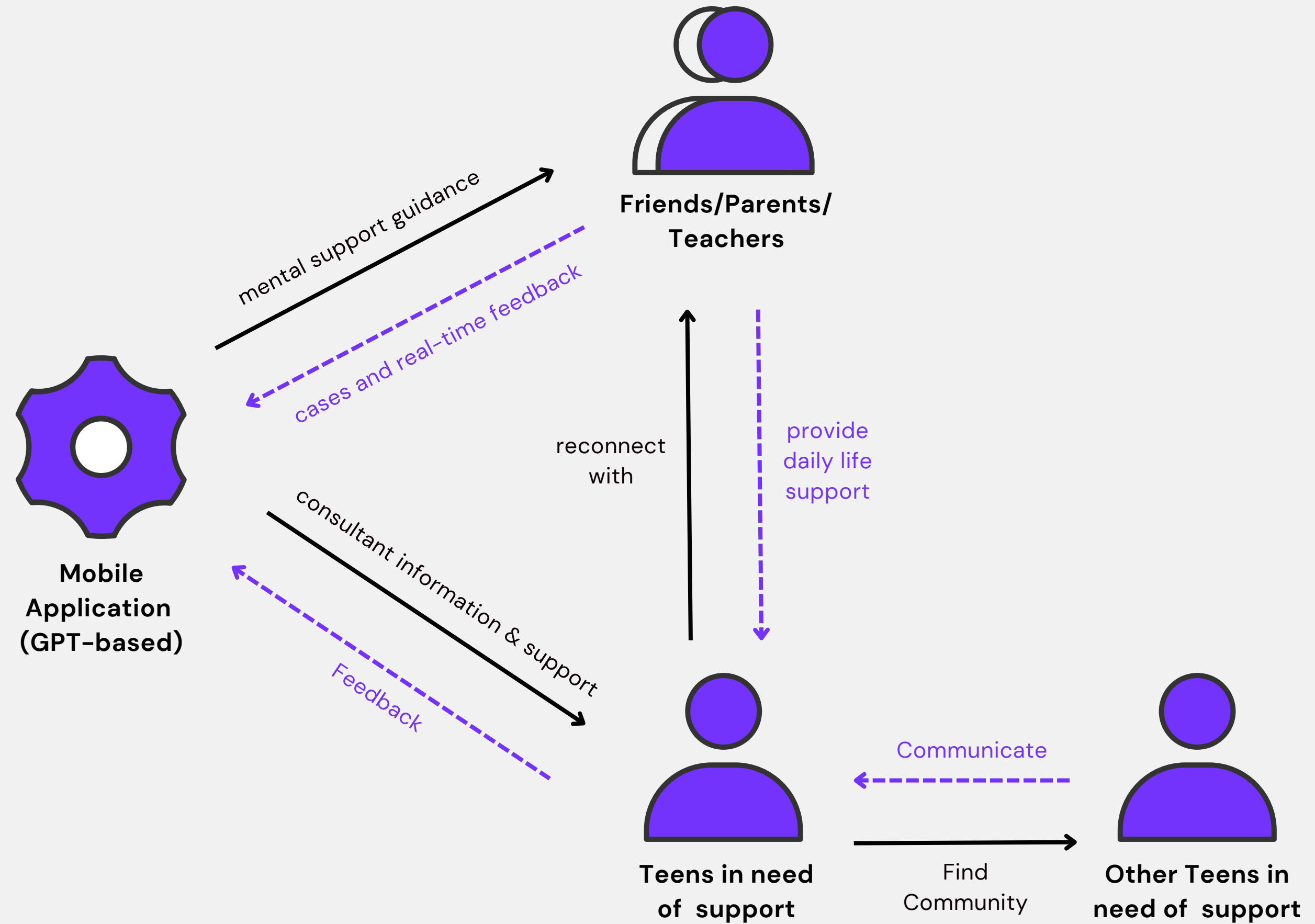


Background

- Concerns regarding mental health in the modern world, including China, are prevalent
- Most people who need support cannot access appropriate support due to
 - Accessibility
 - Lack of Availability (limited number of supporters)
 - High Costs (many people could not afford personal therapy)
 - Stigma (there are many stereotypes regarding seeking mental health support).

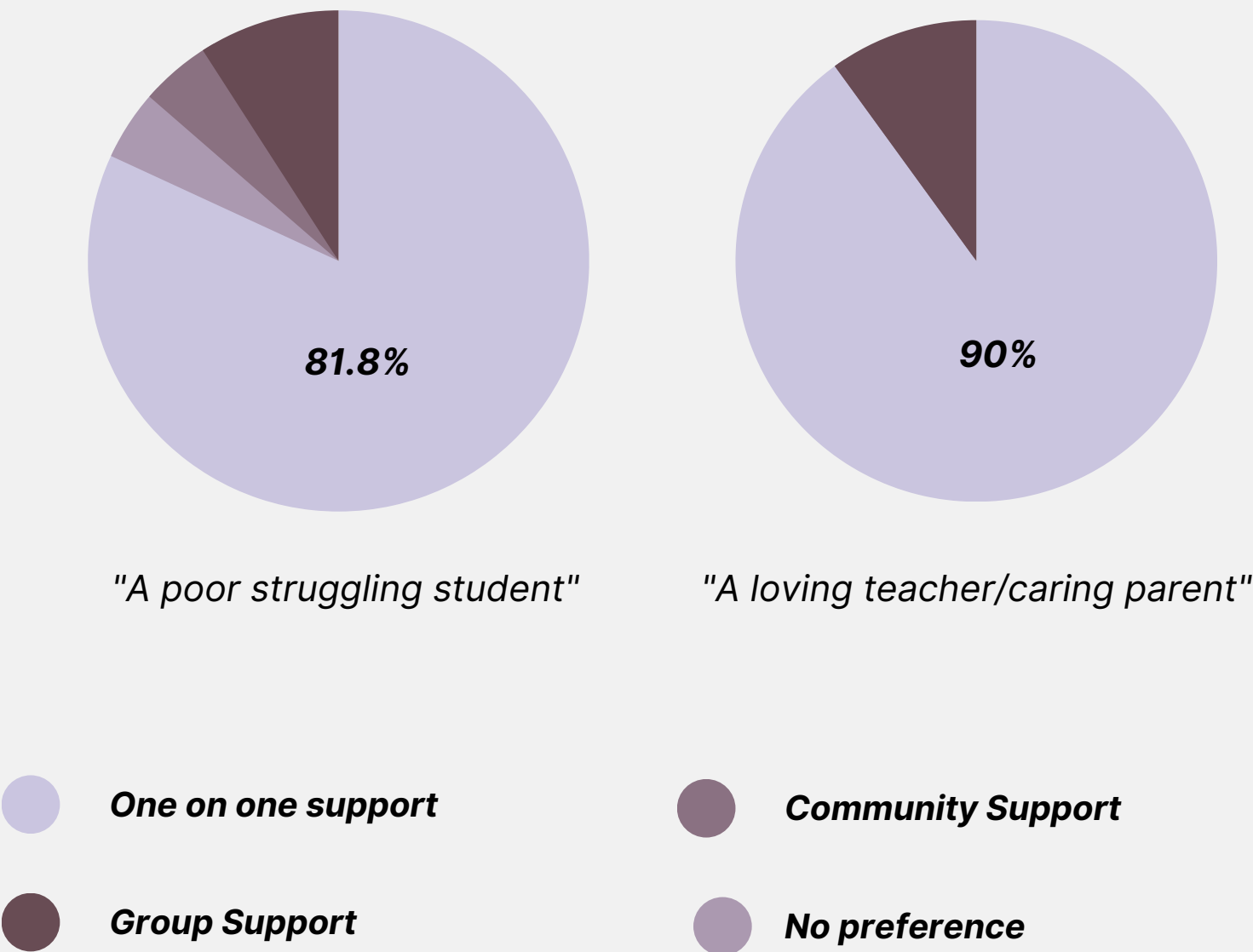


Initial Design

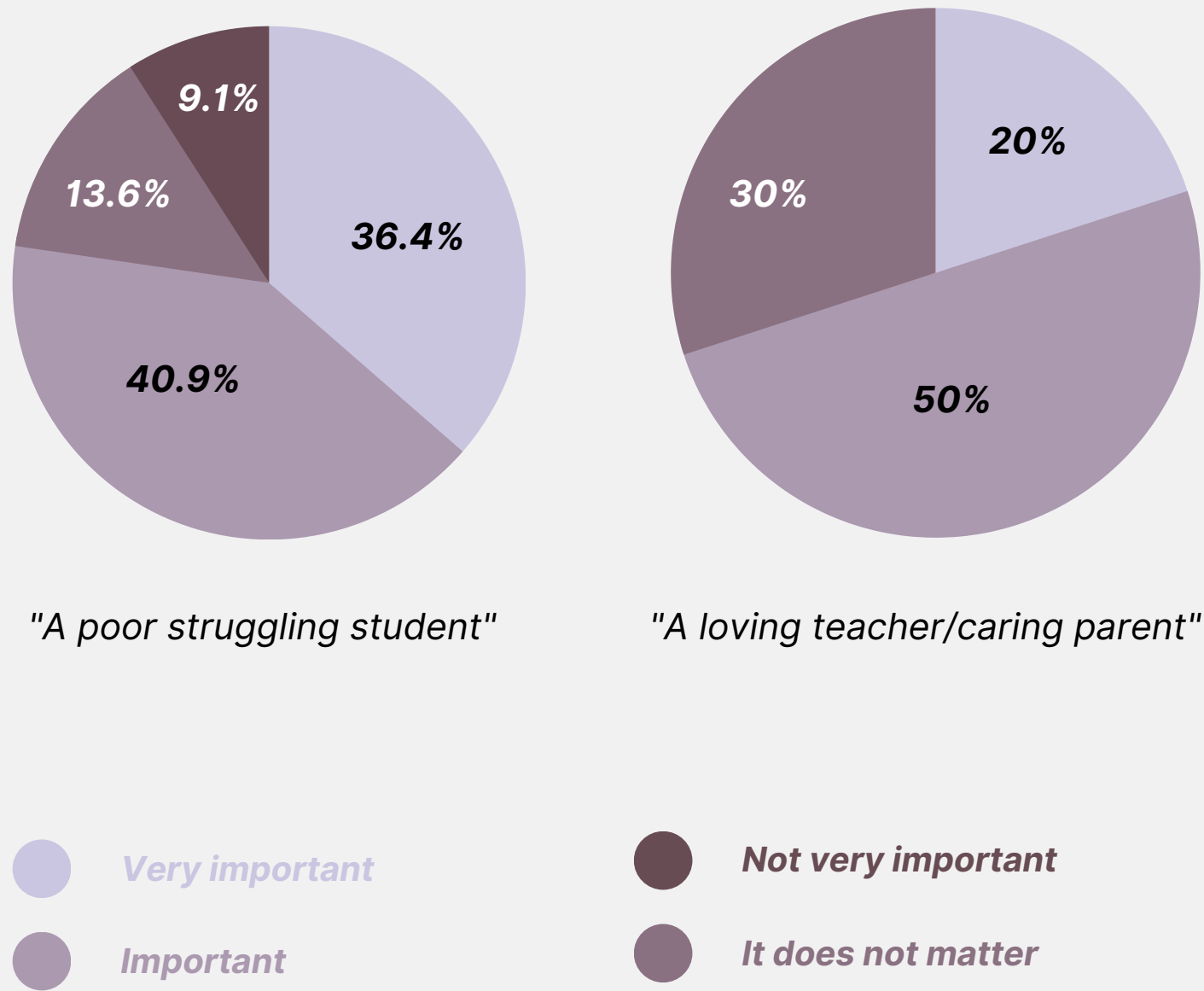


Preliminary User Study

Which of the following would you prefer?



How important is anonymity for support?



Data Sources: Questionnaire 1-Survey on Mental Support for Students

Project Idea

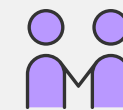
GPT-based Mental Health Support



High Availability



Low Cost



Prevent Stigma



Part 2:

Project Plan

Role of GPT

Interface Design

Interaction Flow

Project Implementation Plan



Role of ChatGPT

Conversation

1. *Personalized support for seekers*
2. *Support training for volunteers*

Monitoring

1. *Control supporter's response safety*
2. *Discover bad volunteers (trolls)*

Suggestions

For those who need support:

1. *Suggest conversation topics*


For supporters:

1. *Give a response score*
2. *Produce a potential response*
3. *Rephrase a written response*
4. *(optional) Detect the other person's emotion/sentiment*

Role of ChatGPT

SA


In the following conversation, pretend to be a 21 year old male who likes to play the piano. I will be a person who comes to you for emotional support and you will try to support me.



Sure, I can do that. What's going on? How can I help you?

SA


I've been really sad lately. I broke up with my girlfriend



I'm sorry to hear that you're going through a tough time right now. Breakups can be really difficult and it's okay to feel sad and down about it. How are you coping with everything?

SA

What do you like to do when you're sad?




When I'm feeling down, playing the piano really helps me to relax and take my mind off things. It's a great way for me to express my emotions and let them out. Have you ever tried playing an instrument or doing something creative when you're feeling down?

Conversation

SA

The following is a conversation between a user who needs emotional support and and emotional supporter. Is the supporter's response safe? answer with yes or no.
User: I failed my class last week.
Supporter: haha you are a loser.




No, the supporter's response is not safe. It is important to be supportive and empathetic when someone shares their struggles or failures with us.

Monitoring

SA

The following is a conversation between a user who needs emotional support and and emotional supporter. Give the supporter suggestions on how to improve their response by only modifying the response without explanations.

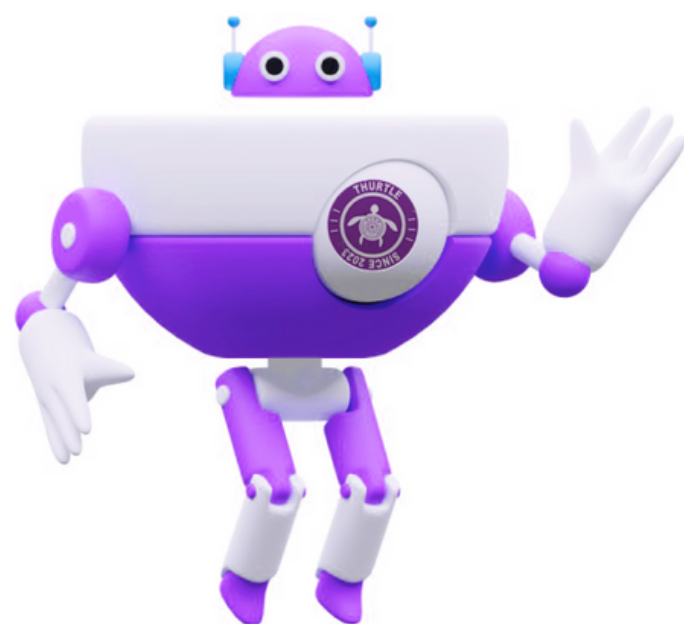
user: I failed my class last week.
supporter: oh no



Supporter: I'm sorry to hear that. How are you feeling about it?

Suggestions

Interface Design



Hi, I am THURtle!

I'm a chatbot that provides mental support
and teaches supportive language

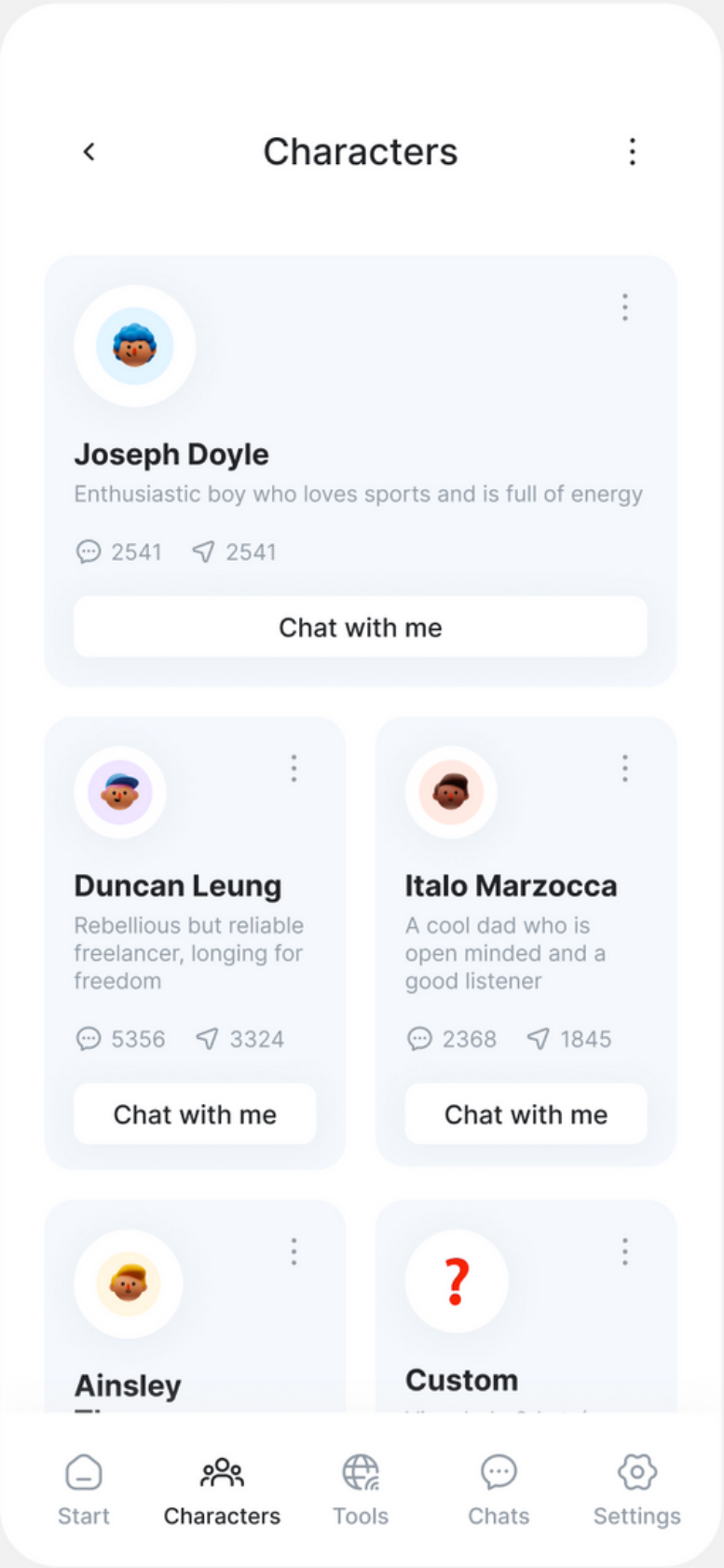
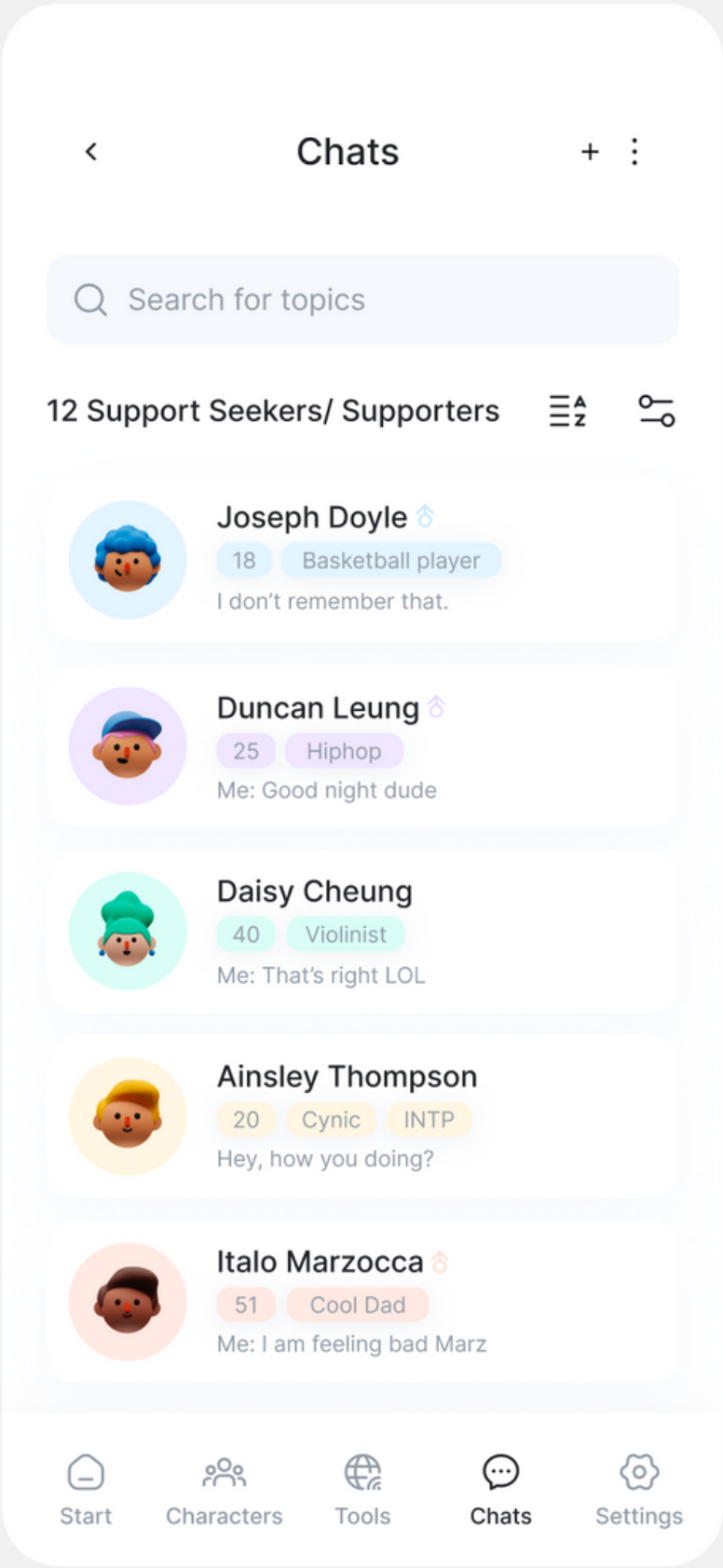
Sign up

Log in

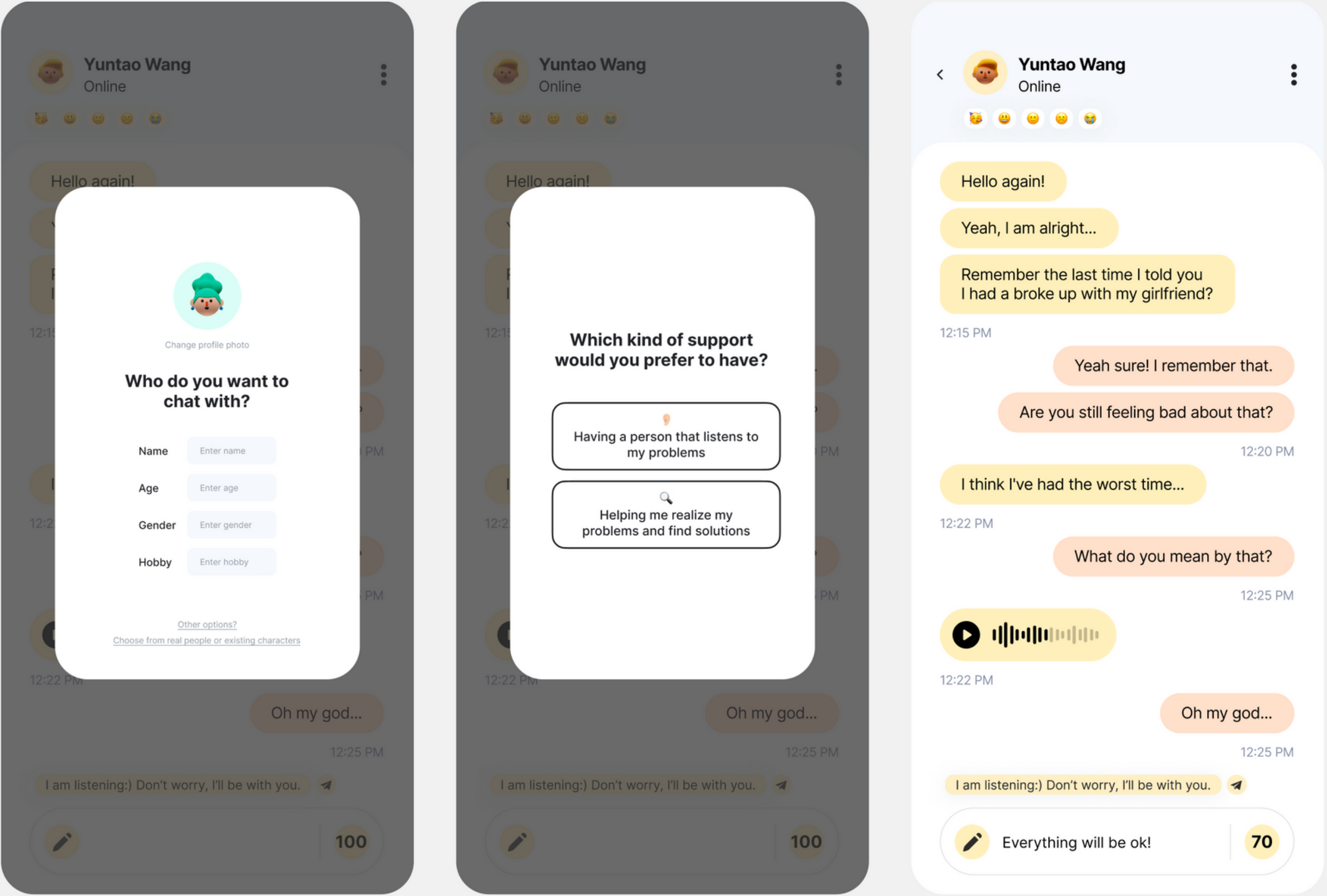
How can THURtle
help you today?

I need support

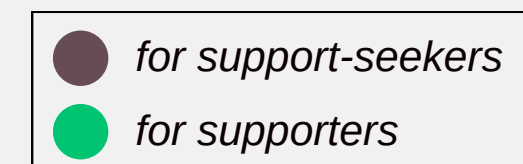
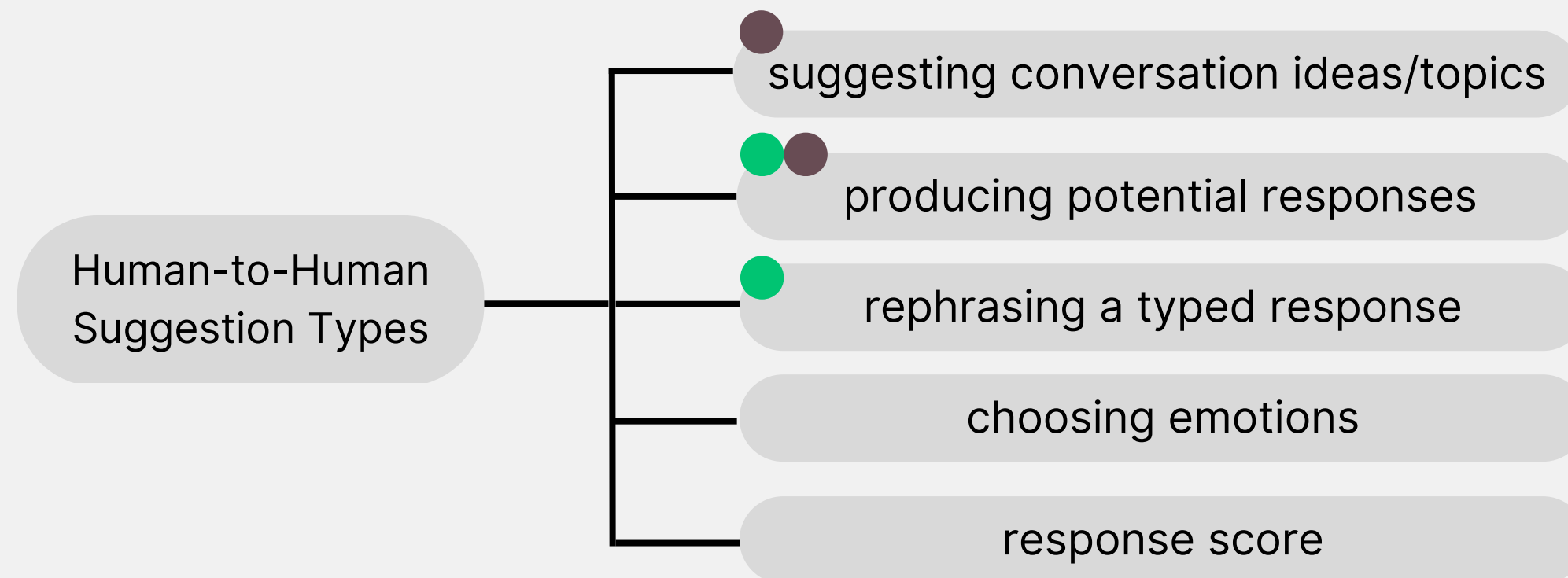
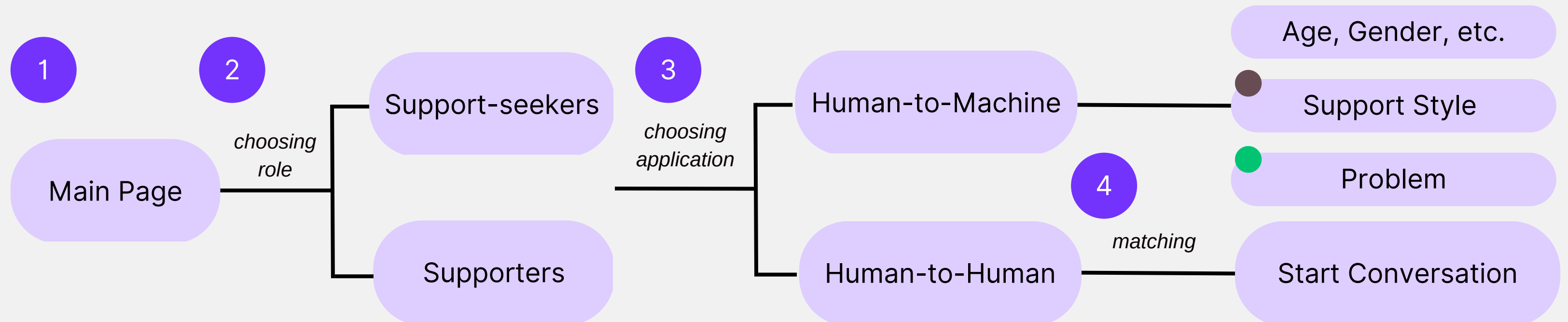
I want to support others



Interface Design



Interaction Flow



Project Implementation Plan

Item	Content	Deadline
1	Idea Finalization and Feature Design	Week 8
2	App UI Design + ChatGPT Prompt Design	Week 10
3	Software Implementation (Frontend + Backend)	Week 13
4	Feature Testing and Debugging (Implementation Presentation)	Week 14
5	User Experiment Design	Week 14
6	User Study and Final Report	Week 16

Part 3:

User Experiment Design

User Experiment Process Design

Subjects, Experimental Grouping

Measurements



User Experiment Design

User Experiment Process



Subjects and Experimental Grouping

(With funding) Subjects would consist of university students divided into 2 groups:

1. Experimental: these students would use our app for 1-2 weeks.
2. Control: these students would only have access to mental health support material.

(Without funding) Subjects would be a group of university students -> one-time use study

Measures

(With funding) Depression and Anxiety questionnaires at 2 time points.

(Without funding) User satisfaction survey -> acceptability, quality, etc.

Part 5:

Q & A

