



Anxiety Among Higher Education Students



Solution Intervention
Systems Thinking
Design Prototype

Group - 1

By Akanksha & Sarwan

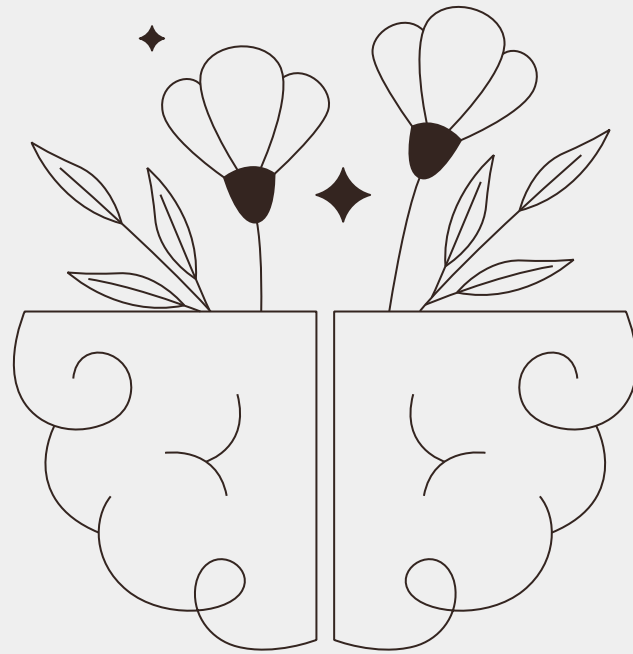


Table of contents

01

Recap

Summary of previous
work

02

Requirement Engineering

Concerns, Requirements
& Solution

03

System thinking

Systems approach
Framework

04

Soft System Methodology

Why
Steps

05

Proposed Change

Introduction
Salient features

06

Solution Prototype

Wireframe
System Architecture

Recap


- Data collection – Interviews, online surveys and research papers.
- Stakeholders: Students, Professors, Counselors, Peer groups & Institution.
- Accommodate diverse perspective about unclear definition and its cause.
- Bounded Rationality – solutions require professional supervision for any intervention.
- Symptoms of other wicked problems – Academic pressure, social isolation, family stress, genetically inherited problems, financial stress, etc.
- Highly resistant towards any implementation for change.





02

Requirement Engineering

Concerns, Requirements & Solutions



Concerns	Requirements	Solutions
Self-predisposition (Student)	Restoration of hope of cure & normalization.	Recognition and display of success stories. Increasing awareness.
Trust concerns (Student)	Safe space (common interest) Privacy policy without any condition (red stone)	Creating familiar, personally customizable sphere. Explicit privacy policy.
More focus on Reactive/Curative solutions (Student)	Visible preventive measures.	Stress management activities. Buddy system (Common interest)



Requirement Engineering

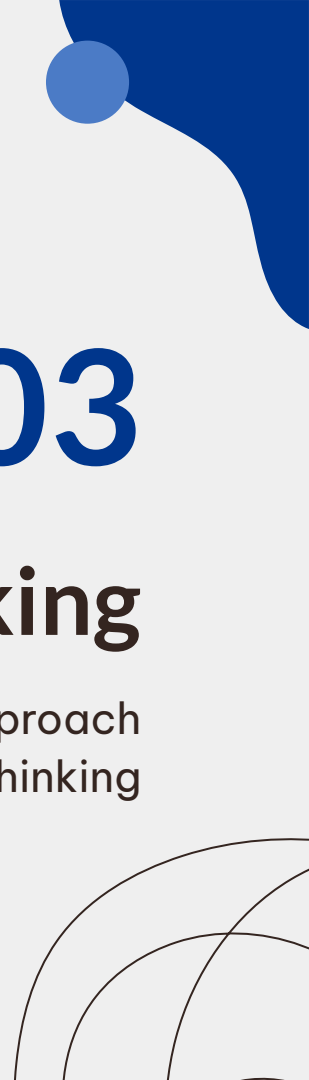
Issues	Requirements	Solutions
Lack of proper communication (Professor)	Supportive & encouraging environment for interaction. Anonymised channel of communication.	Promoting interaction beyond academics Convenient interaction initiation Frequent feedback mechanism Awareness
Low visibility as an option (Counselor)	Awareness- curability & counselors' effectiveness Familiarization and trust building De-stigmatization	Information portal - Symptoms, causes & cure Counselors' intellectual presence Clubbing preventive with curative measures



03

Systems Thinking

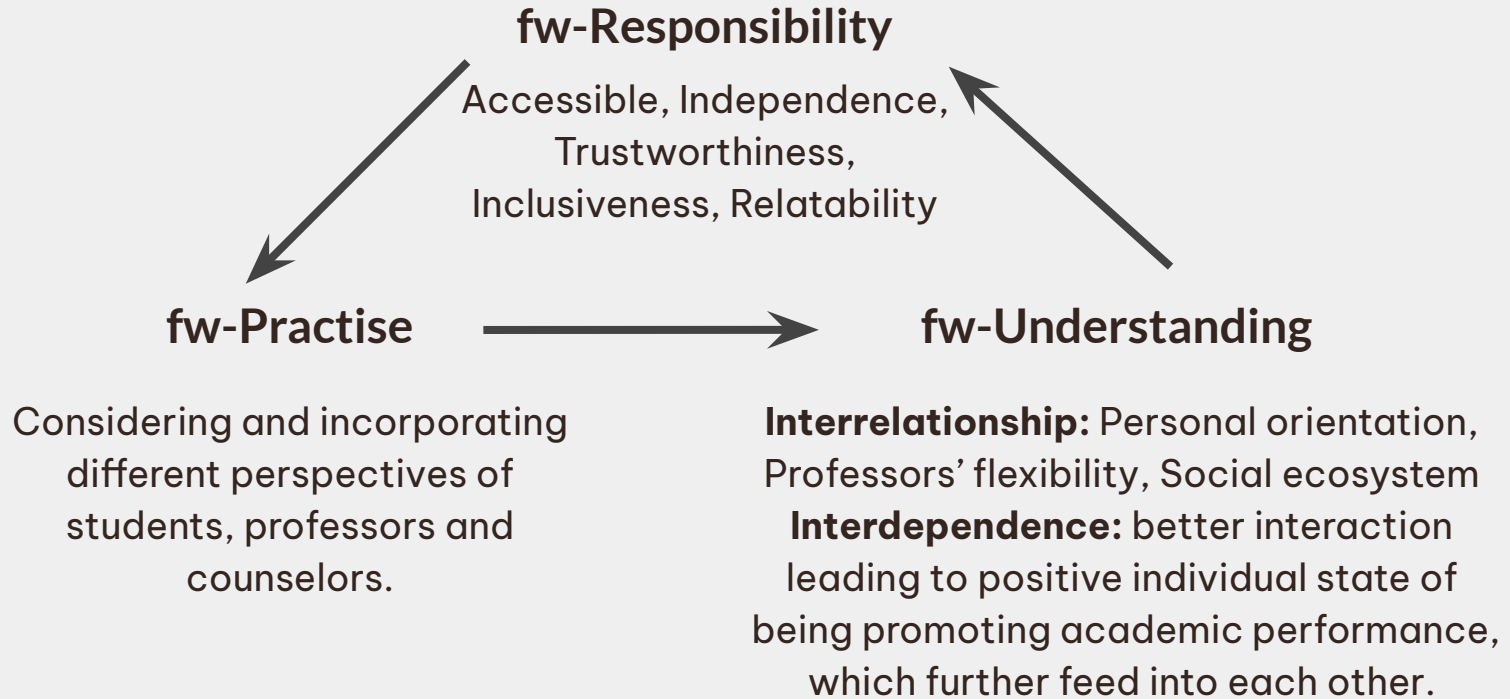
Systems Approach
Framework of system thinking



Systems Approach

- **Explicit perspective** – Finding balance between diverse perspective of students, professors & counselors.
- **Selectively handling** – Understanding & addressing concerns of stakeholders separately and in separate section.
- **Avoiding trap of reductionism** – Considering interconnectedness of elements of social and academic aspects of students.
- **Pluralism** – Anxiety issue is not just fed by faulty social ecosystems, but also by students' personal conduct and genetic factors.
- **Power relation** – In academics, communication mechanism should be provided for better interaction between students and professors.
- **Big picture** – Addressing concerns around anxiety, be it social or academics or political to some extent.

Frameworks for systems thinking





04

Soft System Methodology

Why SSM
Seven Steps

Soft Systems Methodology (SSM)

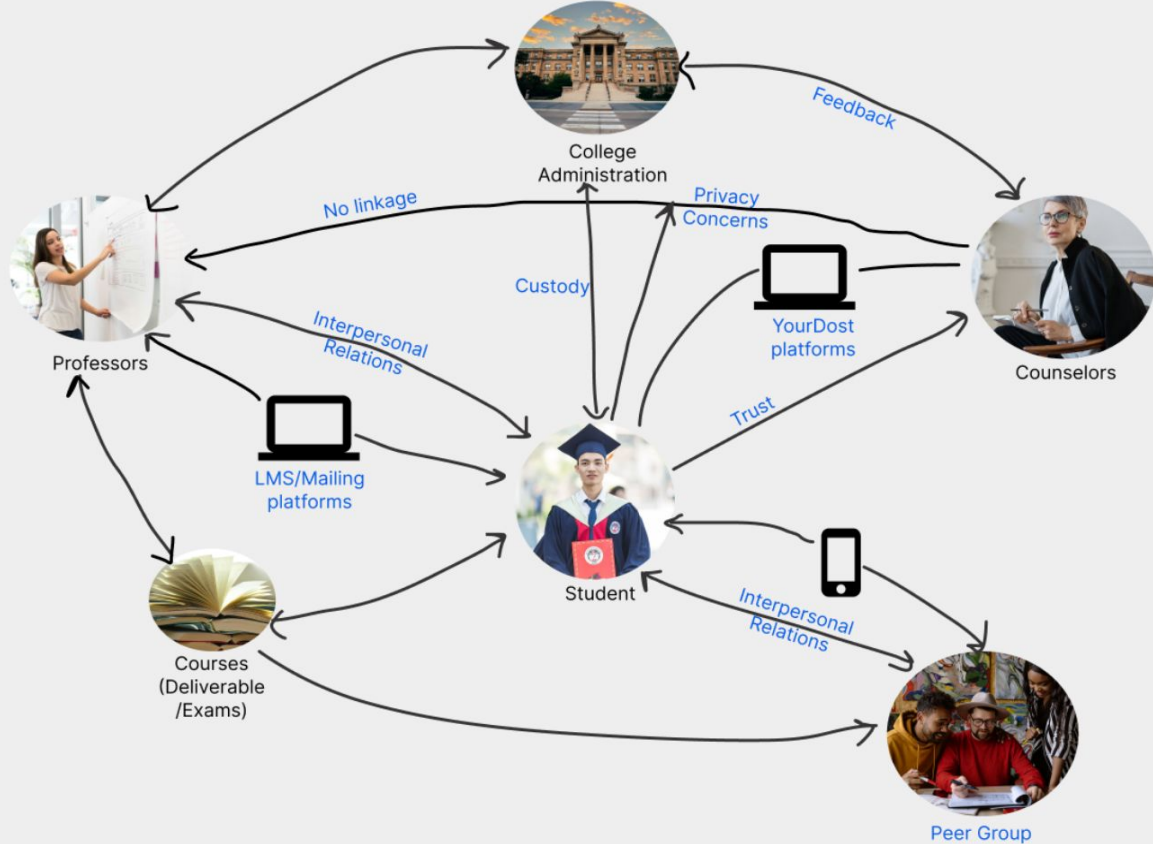
WHY

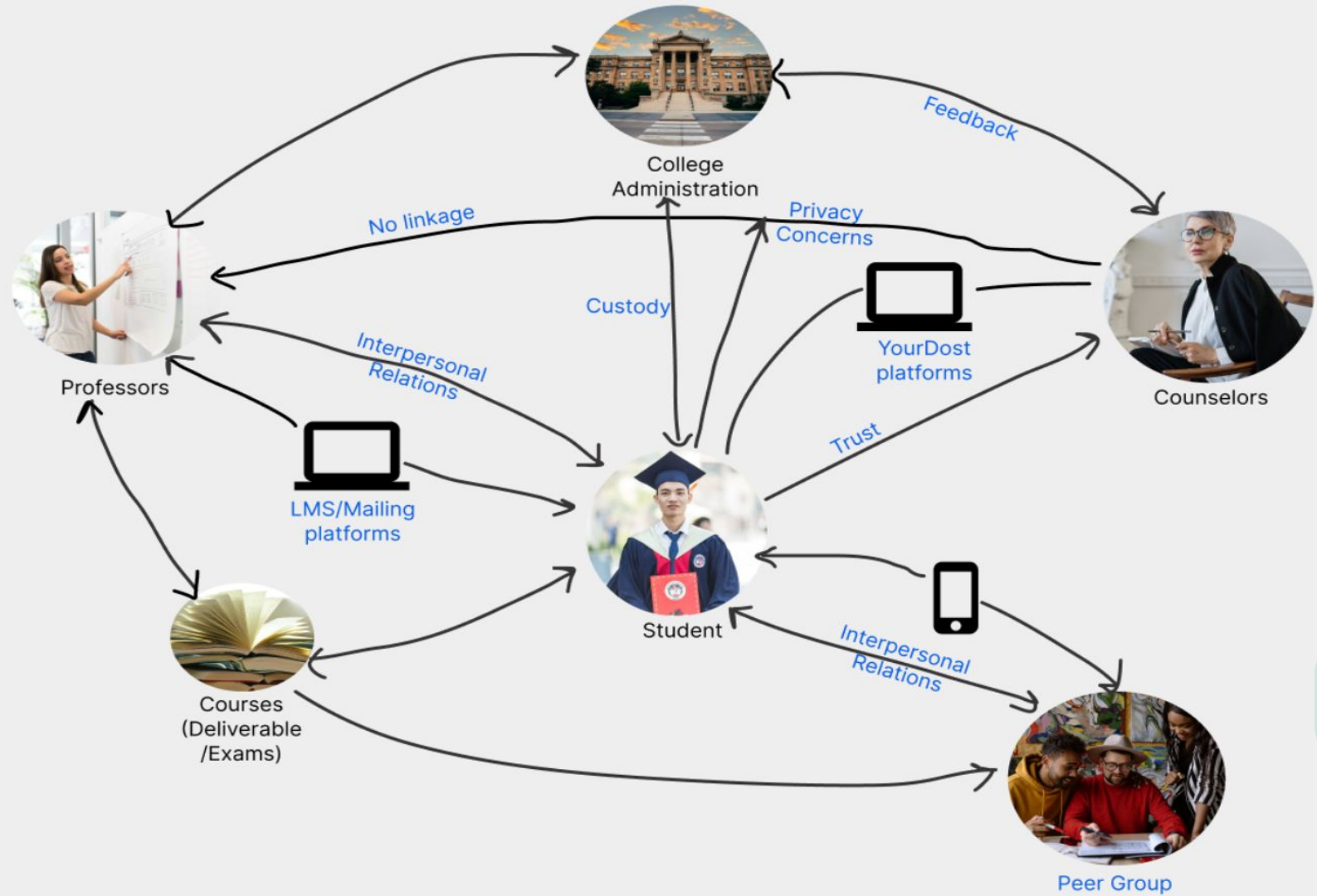
- It offers structured approach for understanding complex, unstructured problems
- Explores diverse perspective, identify root cause of anxiety & design holistic intervention
- Foster empathy, inclusivity & ownership among stakeholders

SSM Stage 1- Problem Situation unconstructed -

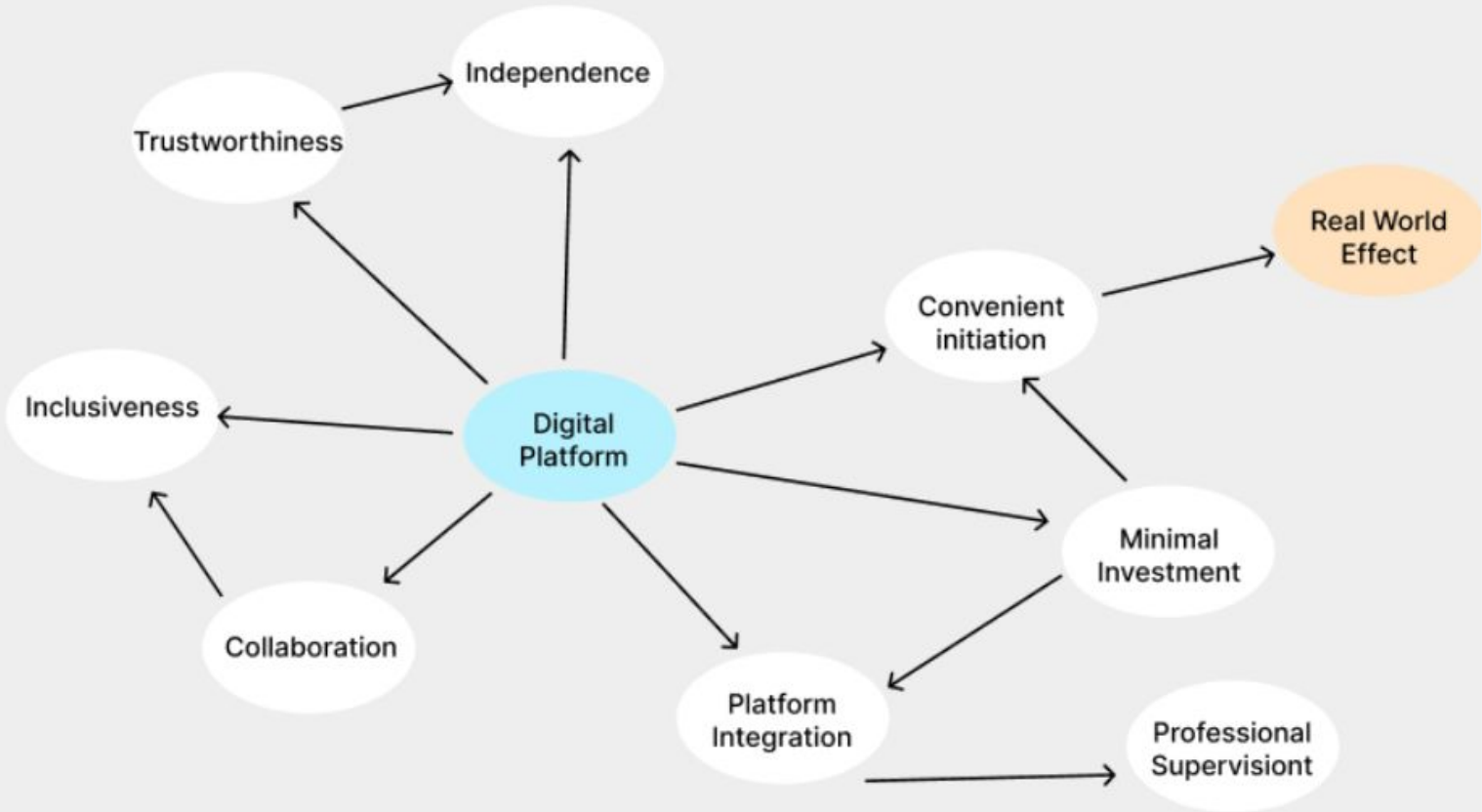
Engaged with stakeholders to explore their perspective, concerns & goals.

SSM Stage 2- Problem Situation Expressed - Rich Picture





SSM Stage 3 & 4- Purposeful action & Conceptual model



SSM Stage 5 - Comparison with present Models

	YourDost	Wellbeing Apps	Outlook (SAC)	Suggested Model
Professional Supervision	✓			✓
Personalization	✓			✓
Real world engagement	✓		✓	✓
Collaboration			✓	✓
De-stigmatization		✓		✓
Preventive Characteristic		✓	✓	✓
Low Cost		✓	✓	✓
Integrable				✓
Inclusive	✓	✓	✓	✓

SSM Stage 6 - Developing interventions

- The develop digital application is a critical component of a broader model that also includes physical activities such as organising seminars and group events.
- The changes are systematically desirable and culturally feasible as it is built on the existing social ecosystem to catalyze better interaction.
- Different world views (Weltanschauungs) are accommodate and promoted.

SSM Stage 7 - Execution & Evaluation - Figma prototype run through for now



05

Proposed Change

Introduction
Salient features

Proposed Solution Intervention

- Digital application on smartphone clubbed with physical **events and seminars**.
- Proposed to create a **safe sphere** for the user and then go beyond.
- Proposes several anxiety **preventive measures**, inspired by wellbeing application 'THINK RIGHT'.
- Provide **curative** measure by integration with 'YOURDOST' platform.
- Leverages **network effect** to promote interaction.
- Work for any academic campus or even workplace.

Salient features

- Personalized safe sphere
- Offline working features
- Real world events initiation mechanism
- Promoting interaction beyond academics
- Information portal about anxiety disorders
- Space for open (sensitized) conversation about anxiety
- Integration with YourDost platform
- Counselors' post – increasing their credibility & visibility



06

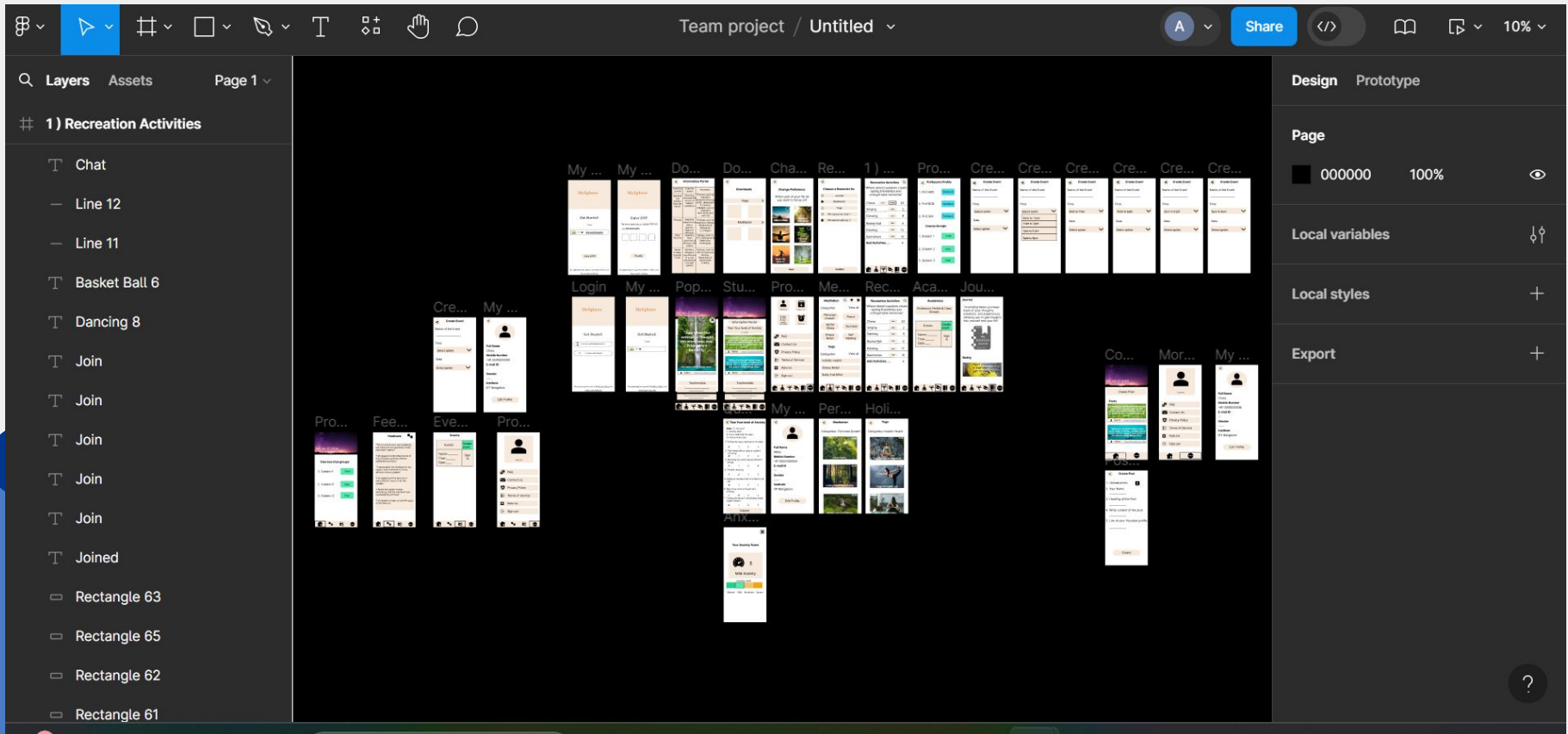
Solution Prototype

Wireframe
System Architect

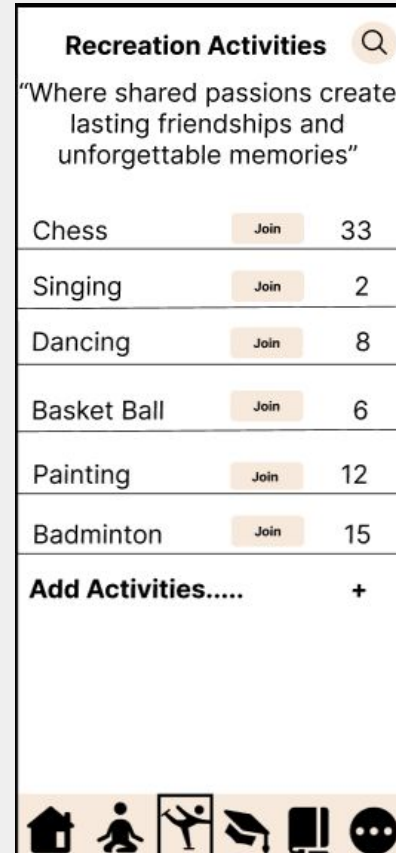
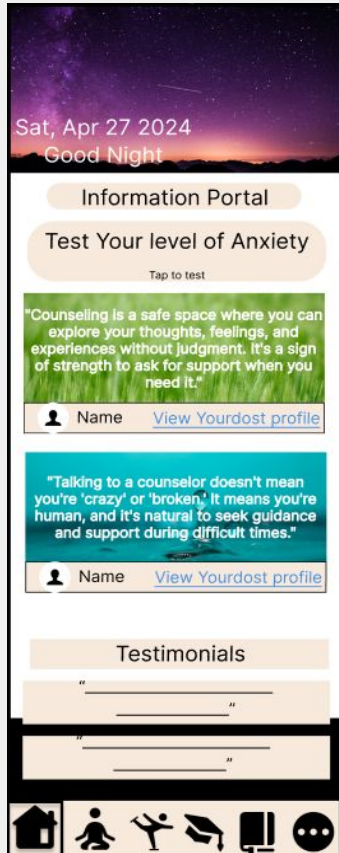
Figma Link - <https://shorturl.at/bD128>



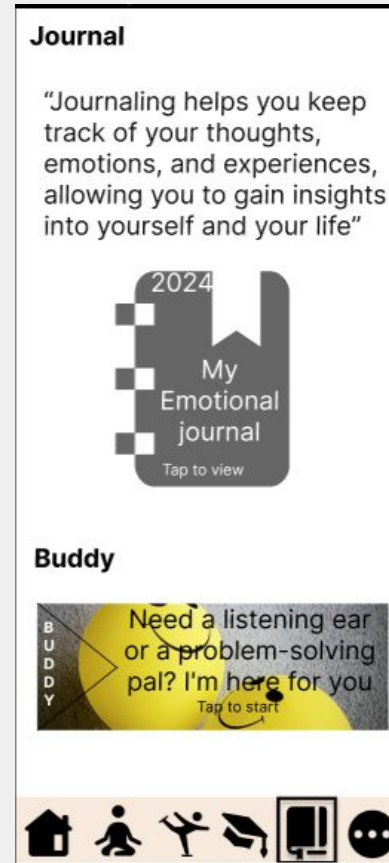
Figma Dashboard



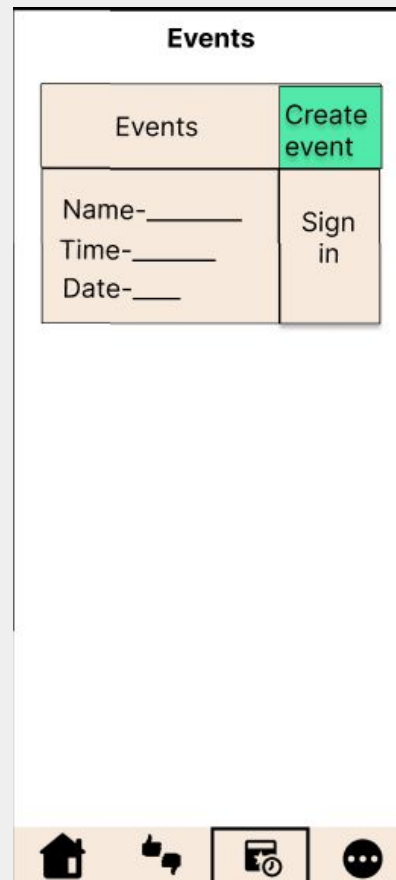
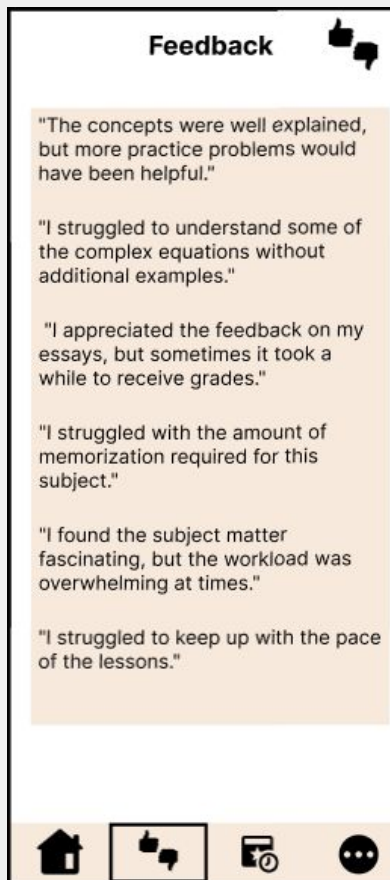
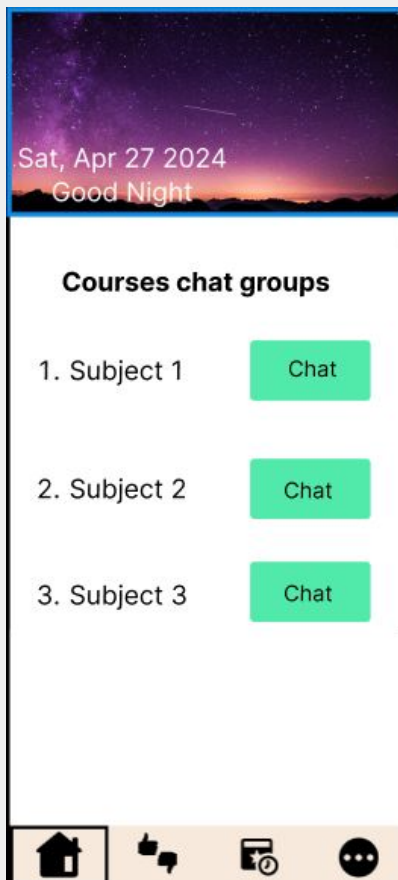
Student Views



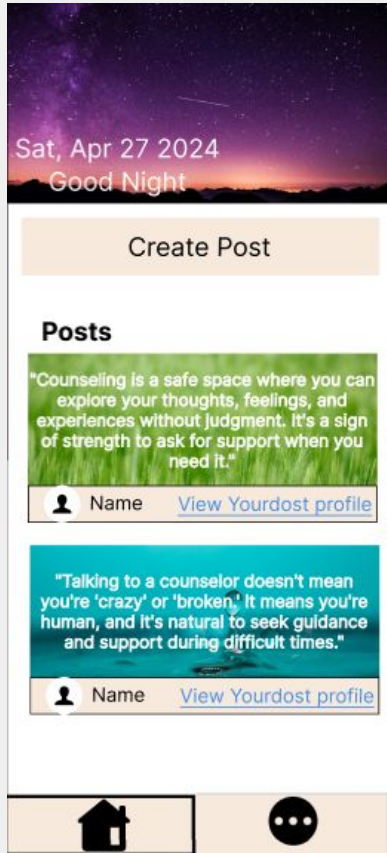
Student Views



Professor Views



Counselor Views



The screenshot shows the "Create Post" form. It has a back arrow and the title "Create Post". The form contains five numbered steps: 1. Upload photo (with an upload icon), 2. Your Name (with a text input field), 3. Heading of the Post (with a text input field), 4. Write content of the post (with a text input field), and 5. Link of your Yourdost profile (with a text input field). At the bottom is a large orange "Create" button.

< Create Post

1. Upload photo

2. Your Name

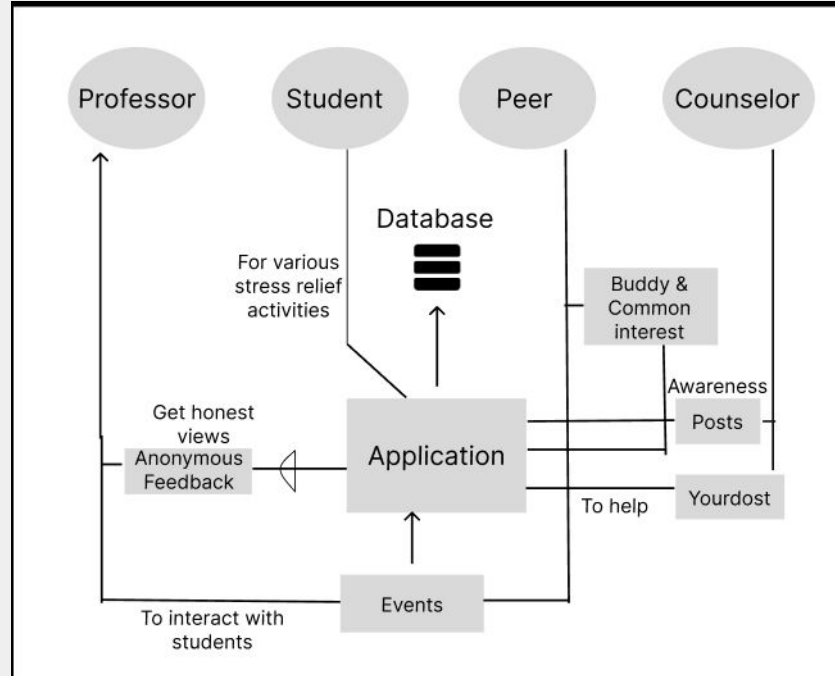
3. Heading of the Post

4. Write content of the post

5. Link of your Yourdost profile

Create

High Level System Architecture



References

- Rehman, A. U. (2016). Academic anxiety among higher education students of India, causes and preventive measures: An exploratory study. *International journal of modern social sciences*, 5(2), 102-116
- Mofatteh, M. (2021). Risk factors associated with stress, anxiety, and depression among university undergraduate students. *AIMS public health*, 8(1), 36.
- ThinkRight Application - <https://play.google.com/store/apps/details?id=in.publicam.thinkrightme>
- Gordon, J. A., & Hen, R. (2004). Genetic approaches to the study of anxiety. *Annu. Rev. Neurosci.*, 27, 193-222.
- Gross, C., Hen, R. Genetic and environmental factors interact to influence anxiety. *neurotox res* 6, 493–501 (2004). <https://doi.org/10.1007/BF03033286>



**Thank You
Questions?**