Talkin'Secret

Your secrets are safe with us!

Group 17
Amolika Bansal(2020424)
Pulkit Bazard(2020455)
Vanisha Singh(2020347)
Vanshika Goel(2020413)
Vishal Kumar(2020154)

Anonymous Mental Health Application

Journey of development

Problem Statement

- Mental health is a crucial aspect of overall health and well-being.
- By promoting and supporting good mental health, individuals, and society as a whole can improve their quality of life and lead more fulfilling lives.
- Despite the widespread prevalence of mental health issues, many individuals struggle to access the resources and support they need to manage their mental health effectively.
- As a result, millions of individuals are left struggling with untreated mental health conditions, leading to decreased quality of life, increased stress, and a range of physical health problems.

Defining Mental Health

Mental health is a positive concept. It encompasses our emotions, our psyche, and our social interactions.
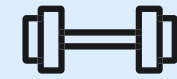
More Common than You Think

1 in 5 adults experienced a mental health concern in the past year.

Have you felt any of these?

Eating or sleeping too little or too much

Having low energy

Feeling unusually confused, on edge, or scared

Hearing voices or believing things that are untrue

Inability to perform daily tasks

What is Mental Health?

- Mental health affects every aspect of our lives. It influences how we think, feel, and behave, and it impacts our relationships, work, and overall well-being.
- it impacts our ability to function and enjoy life. It can affect our ability to work, study, and engage in social activities.
- . Seeking help when we need it,can help us recover and live healthy, fulfilling lives.

Mental Health @IIITD

- Hectic schedules and ever-increasing workload has an adverse affect on our mental health
- Counsellors and professionals are there but are hard to reach.
- Lack of digital platform for seamless connection

Our Aim as the developers:

Our aim is to develop a mental health management application for the students and members of our College IIIT, Delhi. It aims at offering a user-friendly and accessible platform for individuals to receive support, information, and resources for managing their mental health through helpful quotes and an interactive platform for talking with professionals anonymously.

Talkin' Secret as the solution!

An application that would make your life easier!
Talkin' Secret helps you to maintain and suppport your mental well being @IIIT Delhi.
Seamlessly connect with professionals.
Help is now just one click away!

Our Research

RESEARCH GOALS

Defining our target audience:

The students of IIIT face a lot of challenges in their day to day lives which can be difficult to cope up with and hence our Application is focused on helping them out by providing a platform where they can seek help without revealing their identities.
All the students and alumni of our institute.

Faculty and staff members of the institute.

Further we aspire to get this application beyond our institute wherein it would be helpful for people who suffer mental health issues and are not able to get proper support.

User requirements and Analysis

Surveys

Surveys by floating google forms to know about users' views and awareness towards mental health and how they deal with daily stress. Would they be comfortable talking to other people if their identity is hidden and do they think that they need help to share and deal their stress?

Interviews

Interviews of people who participated in the survey to understand their opinion about reaching out to counselors and therapists and what problems they face while dealing with it. Also, to get user feedback while testing the app.
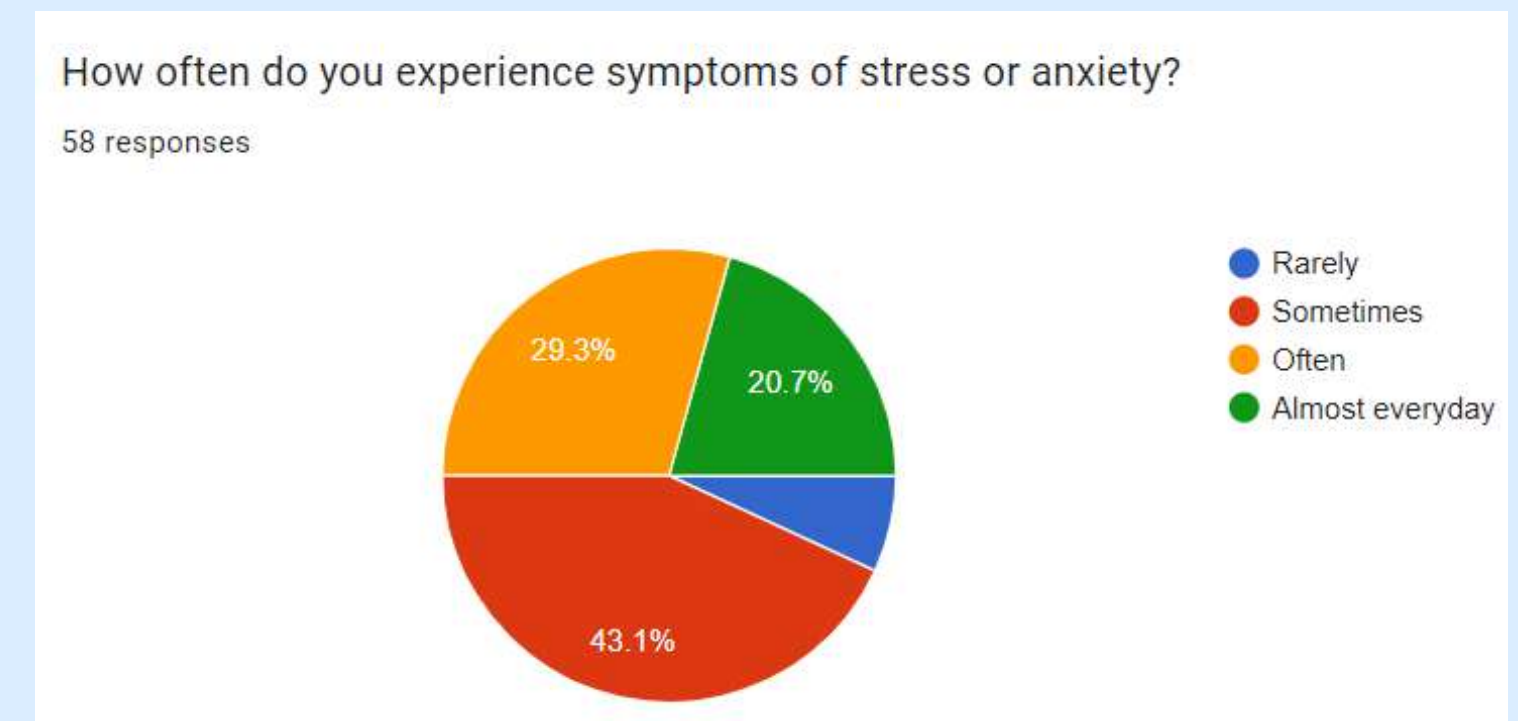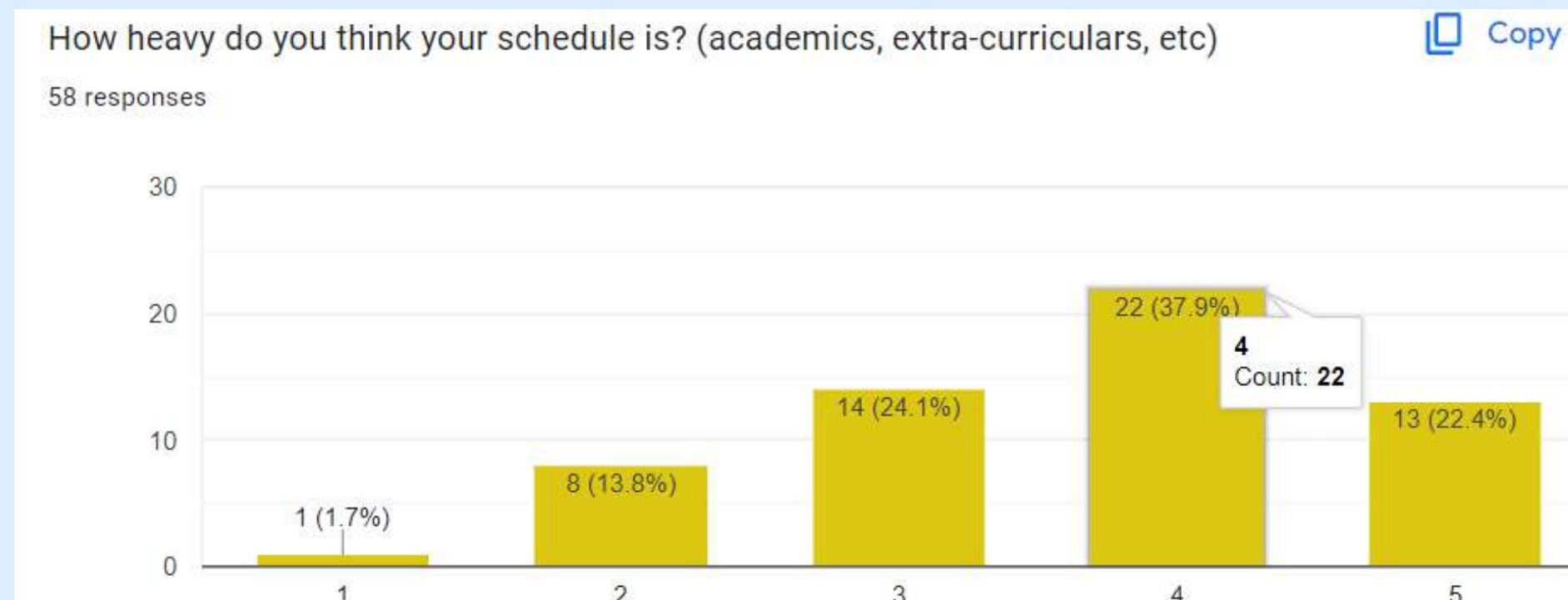
Observations and Analysis

Conducting a qualitative data analysis to find out the common issues people deal with, their expectations, and their general viewpoints regarding this app. Also, looking out for competitive apps to fill the voids of improvements.
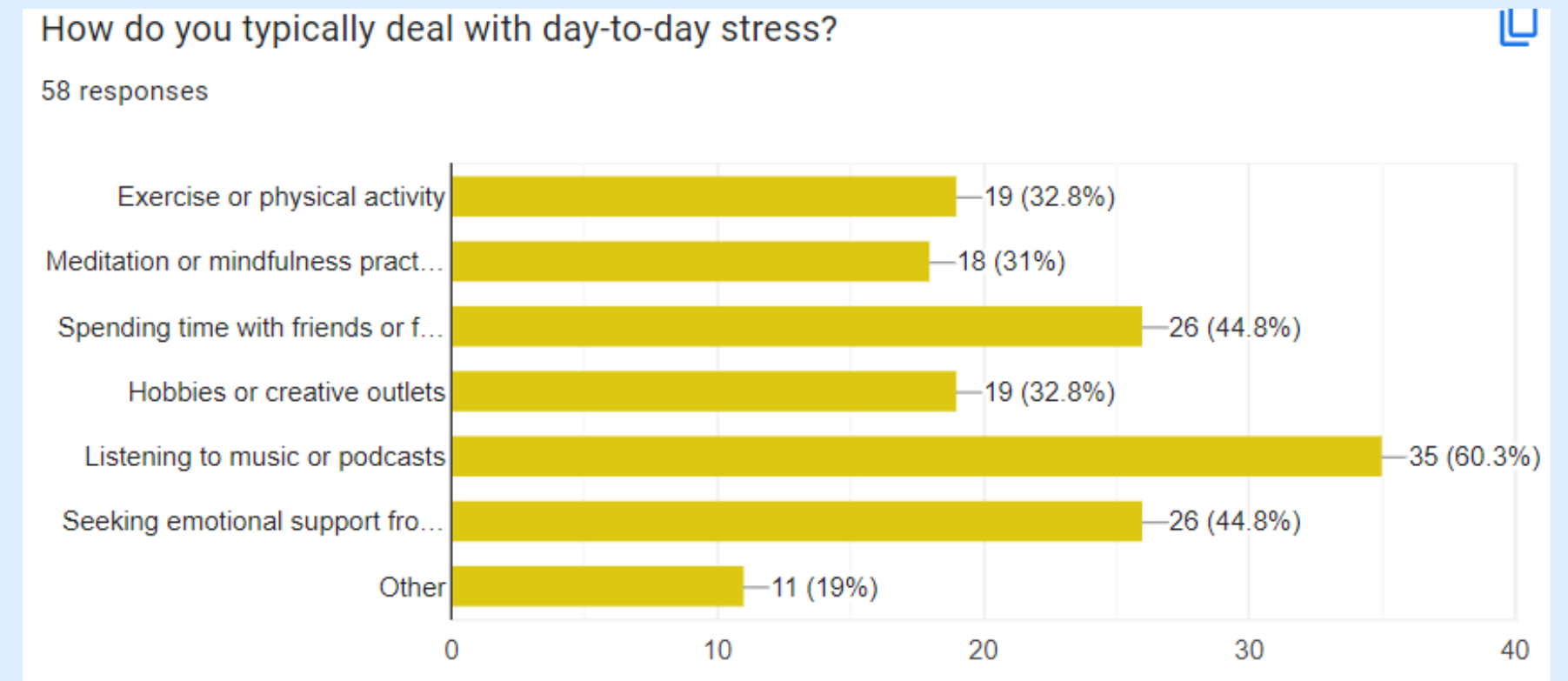
Survey Results:

We were able to record that students are experiencing stress and one of the major reasons for it could be the academic workload.

We collected the data from **58** responses, as we got from our survey.

How heavy do you think your schedule is? (academics, extra-curriculars, etc)

58 responses

How often do you experience symptoms of stress or anxiety?

58 responses

Survey Results:

For handling day to day stress people showed great interest in mental health application, online support groups and seeking emotional support.

Which of the following resources have you found helpful for managing your day-to-day stress?

58 responses

- Mental health apps or resour... — 19 (32.8%)
- Online communities or supp... — 23 (39.7%)
- Self-help books or resources — 21 (36.2%)
- Counseling or therapy — 11 (19%)
- online friends — 1 (1.7%)
- I go home — 1 (1.7%)
- Friends and family — 1 (1.7%)
- — 1 (1.7%)
- sleep — 1 (1.7%)
- talking to friends — 1 (1.7%)
- Fellowships, Bible reading, p... — 1 (1.7%)
- nsdr and meditation session... — 1 (1.7%)
- Na — 1 (1.7%)
- Gaming, Talking to close pe... — 1 (1.7%)
- talking with family — 1 (1.7%)

How do you typically deal with day-to-day stress?

58 responses

- Exercise or physical activity — 19 (32.8%)
- Meditation or mindfulness pract... — 18 (31%)
- Spending time with friends or f... — 26 (44.8%)
- Hobbies or creative outlets — 19 (32.8%)
- Listening to music or podcasts — 35 (60.3%)
- Seeking emotional support fro... — 26 (44.8%)
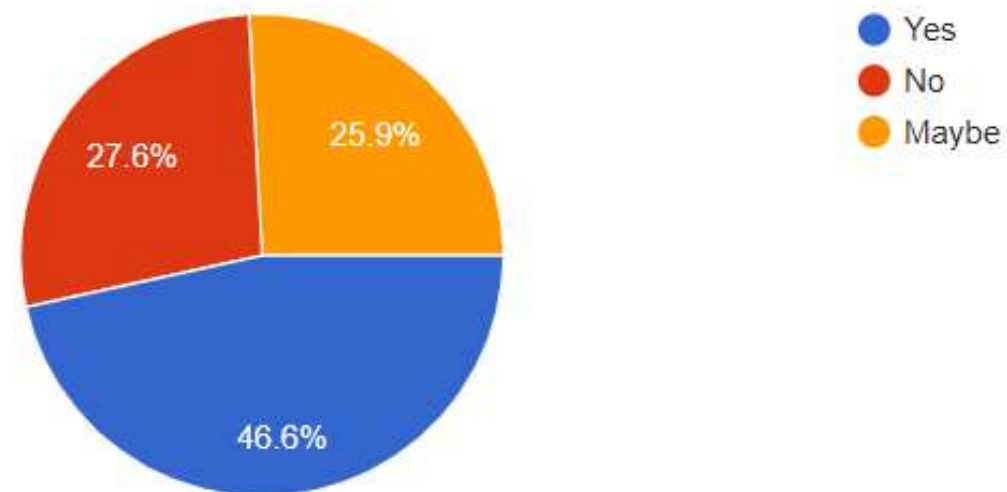- Other — 11 (19%)

Survey Results:

The survey suggested that people do want to seek professional help and are demanding personal assistance.

Do you think you need a personal assisstance of a professional psychologist to help you deal with mental health issues anonymously?
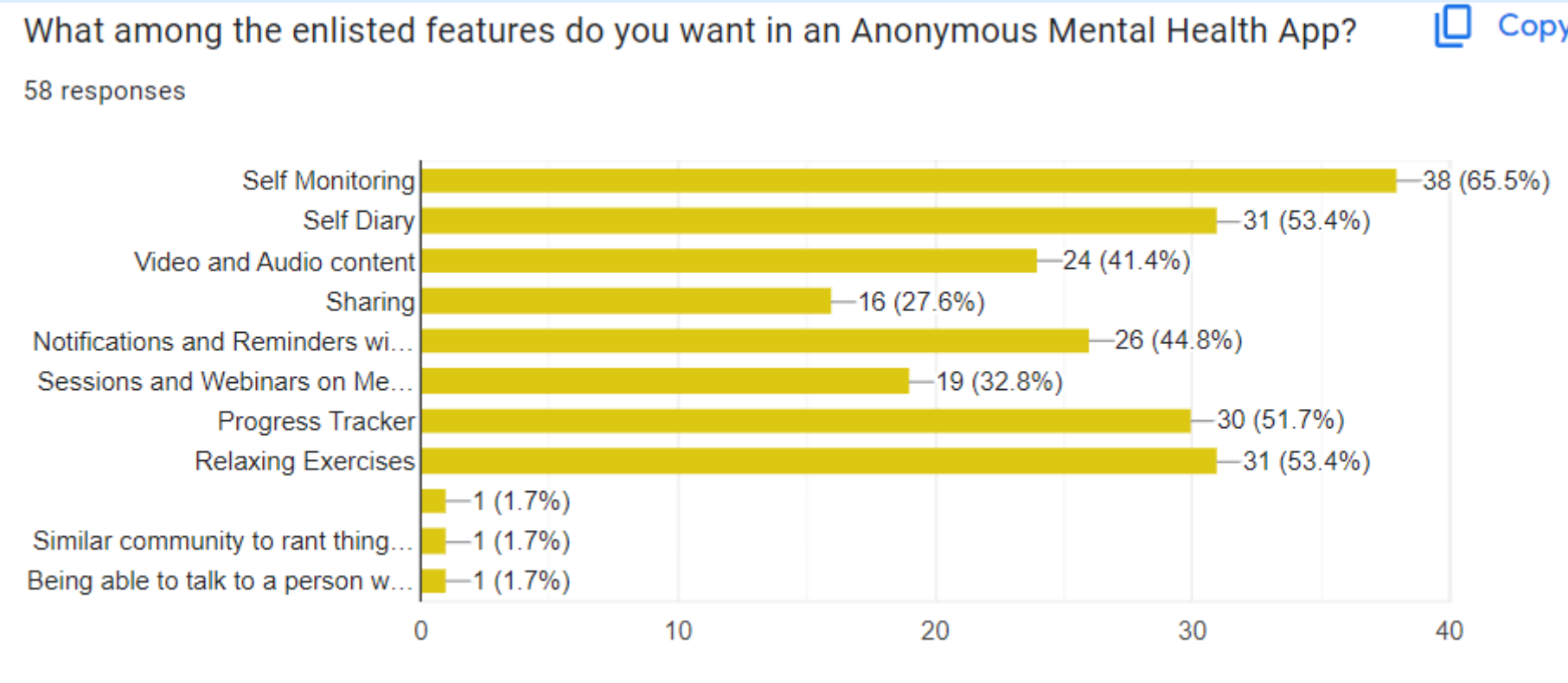
58 responses

- Yes
- No
- Maybe

46.6%
27.6%
25.9%

Would you prefer using an Anonymous Mental Health App to reach out to the psychologists anonymously to get your issues resolved?

58 responses

- Yes
- No
- Maybe

63.8%
13.8%
22.4%
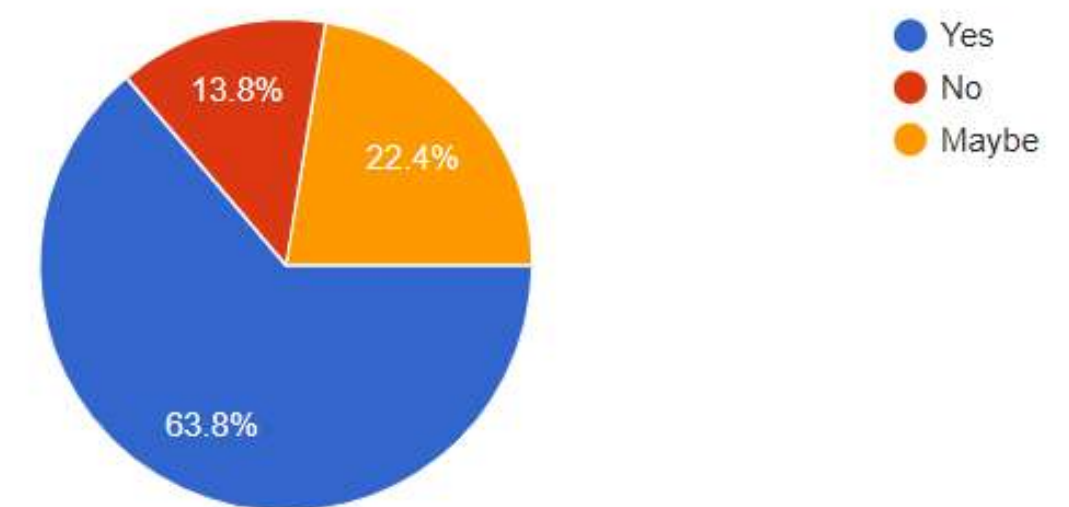
Survey Results:

Features suggested by the responses were helpful in the overall development of the application.

What among the enlisted features do you want in an Anonymous Mental Health App?

58 responses

Feature	Value
Self Monitoring	38 (65.5%)
Self Diary	31 (53.4%)
Video and Audio content	24 (41.4%)
Sharing	16 (27.6%)
Notifications and Reminders wi...	26 (44.8%)
Sessions and Webinars on Me...	19 (32.8%)
Progress Tracker	30 (51.7%)
Relaxing Exercises	31 (53.4%)
	1 (1.7%)
Similar community to rant thing...	1 (1.7%)
Being able to talk to a person w...	1 (1.7%)

What according to you would be the most important feature of an anonymous mental health support service?

20 responses

Confidentiality

I believe that standard test evaluations, trusted counsellor interactions and a platform which provide a sense of security to the user are very important.

it should be like a friend whome you can say anything and can have some good advise

relaxing exercises as it could help all of us in getting rid of our day to day problems and it will also help us in getting fit and become more active and focused in our lives.

Professional psychologist

How to make frnds in college I'm in 3rd yr still I feel alone in clg many a times

Anonymous conversation with therapist

Privacy,Authencity and Sos, if health really reduced.

Contacts of mental health doctors according to my condition.

Research Papers

We refered to these papers for the better understanding of the existing solutions and user responses.

- Garrido, S., Cheers, D., Boydell, K., Nguyen, Q. V., Schubert, E., Dunne, L., & Meade, T. (2019). Young people's response to six smartphone apps for anxiety and depression: focus group study. JMIR mental health, 6(10), e14385.

- Radovic, A., Vona, P. L., Santostefano, A. M., Ciaravino, S., Miller, E., & Stein, B. D. (2016). Smartphone applications for mental health. Cyberpsychology, Behavior, and Social Networking, 19(7), 465-470.

Methods Used:

01   **Surveys** : Surveys are used to gather data and opinions from a specific population or sample in order to gain insights and make informed decisions.

02   **Discussion Groups** : to exchange ideas, opinions, and information in a structured or unstructured manner.

03   **Semi-Structured Interviews** : Flexible but pre-planned set of questions to gather in-depth insights while also allowing for open-ended conversation.

04   **Quantitative Analysis** : focuses on numerical data and statistical analysis to measure, quantify, and analyze trends, patterns, and relationships in data.

Prototyping

Persona

Persona

Profile:
Sameer is a student of IIITD currently pursuing Computer Science and Applied Mathematics and is in his pre-final year. He has a very busy timetable and is overburdened with math classes and other course projects.

Name: Sameer
Age: 21 years
Occupation: Undergrad Student

Frustrations:
- Irritated by lots of deadlines.
- No social life.
- No time for extracurricular activities.
- Unable to share his problems with anybody.

Goals:
- Manage things well.
- Give time to extracurricular activities.
- Live a social life.

Needs:
- Motivation.
- Improving Mental Health.
- Guidance to deal with daily chores.
- Handling day-to-day Stress and Anxiety.

Expectations:
- To be able to enjoy his life like others.
- To be able to perform well in courses.
- Live a stress-free life.
- Improve his personality.

- Persona was used to help us know the needs, goals, and behaviors of our users by keeping in mind a character.

Storyboard
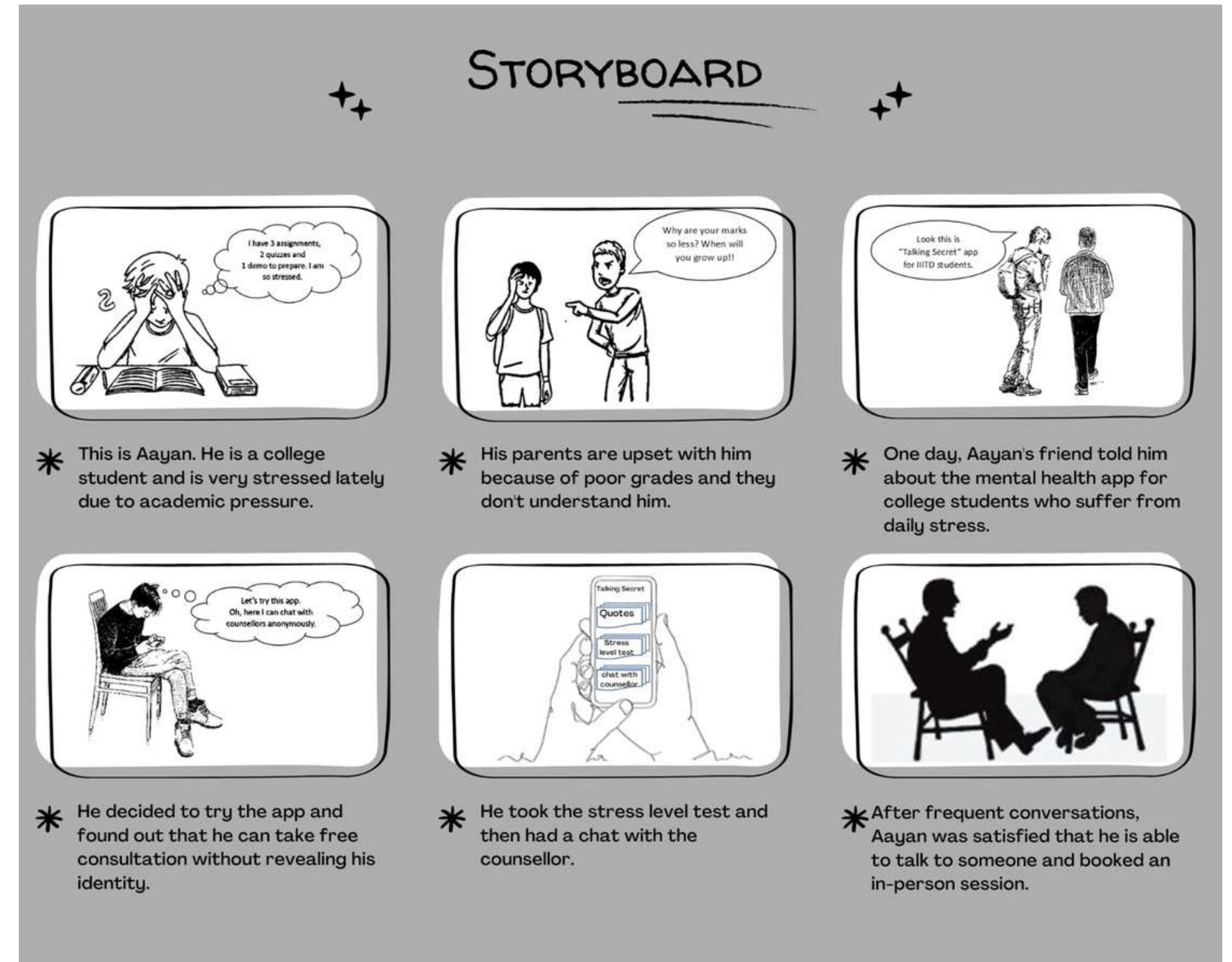
- creating a narrative or story around the user's experience with our product and visualizing the experience.

Low Fidelity Prototype
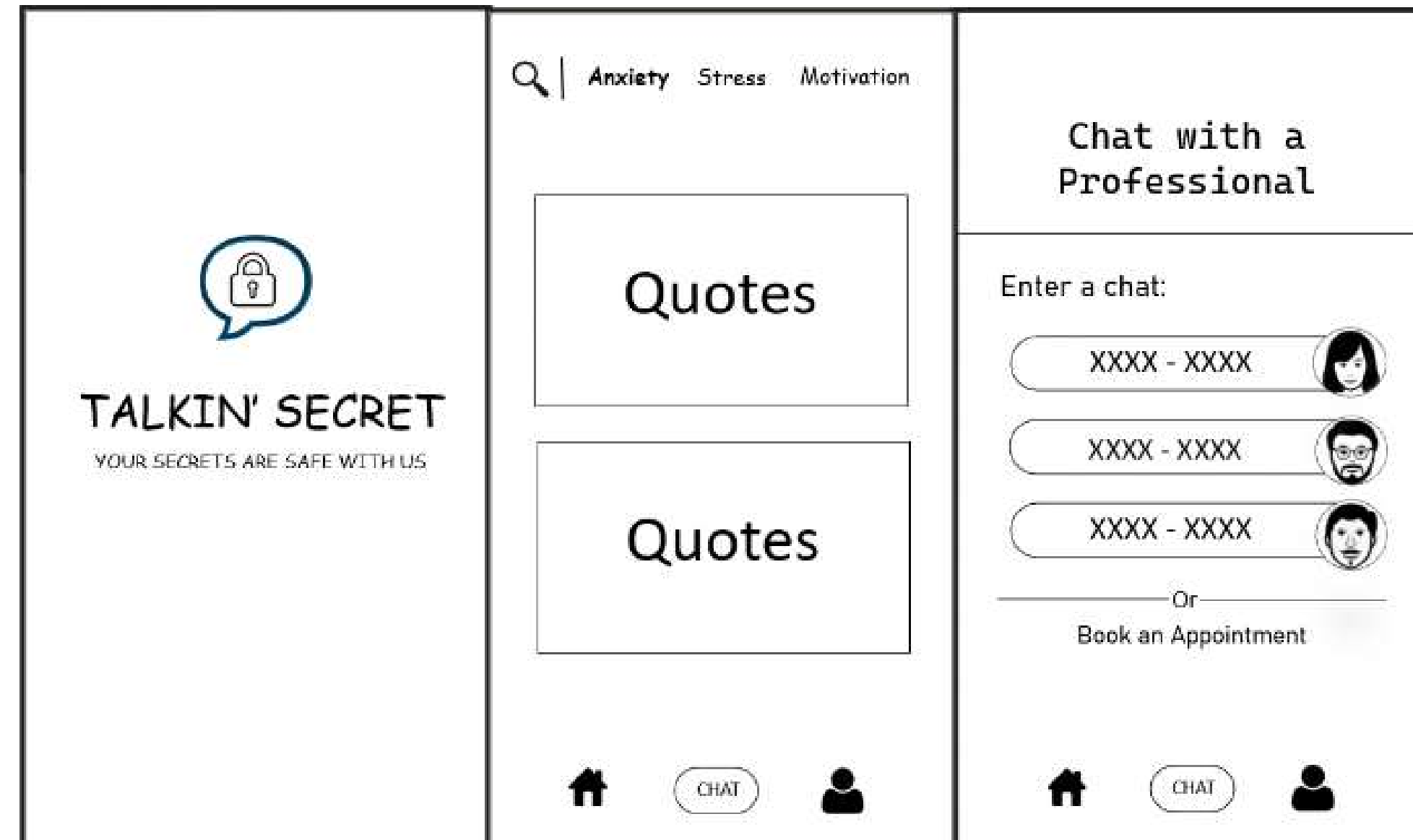
- Low-fidelity prototypes helped us to gather feedback from users and stakeholders early in.

# What it would look like?

The Hi–fi prototype

Key features

- Confidentiality guaranteed.
- Chat anonymously with trained counsellors.
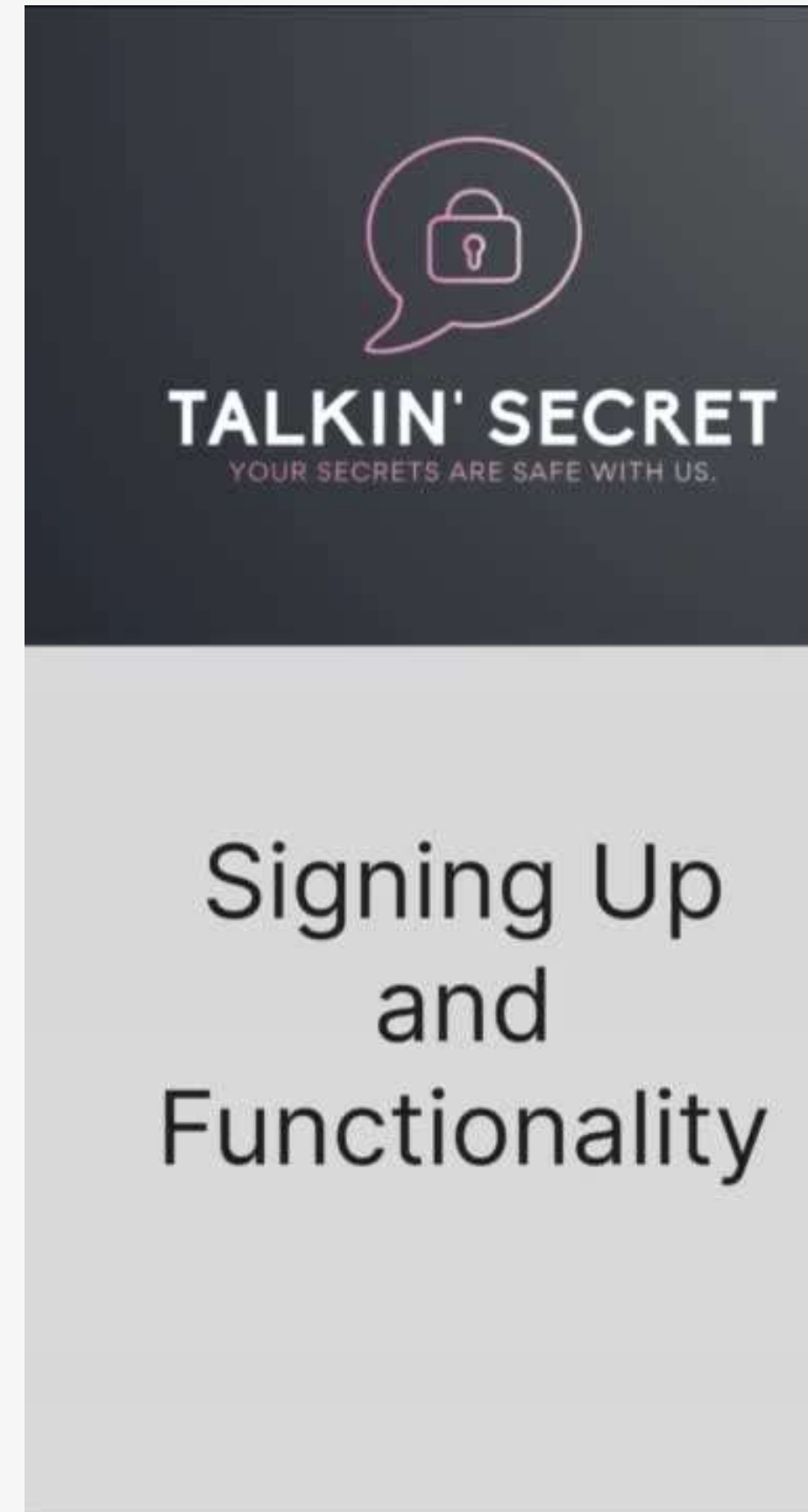- Lift up your mood by updated quotes and articles. If need be then book an appointment with the professional
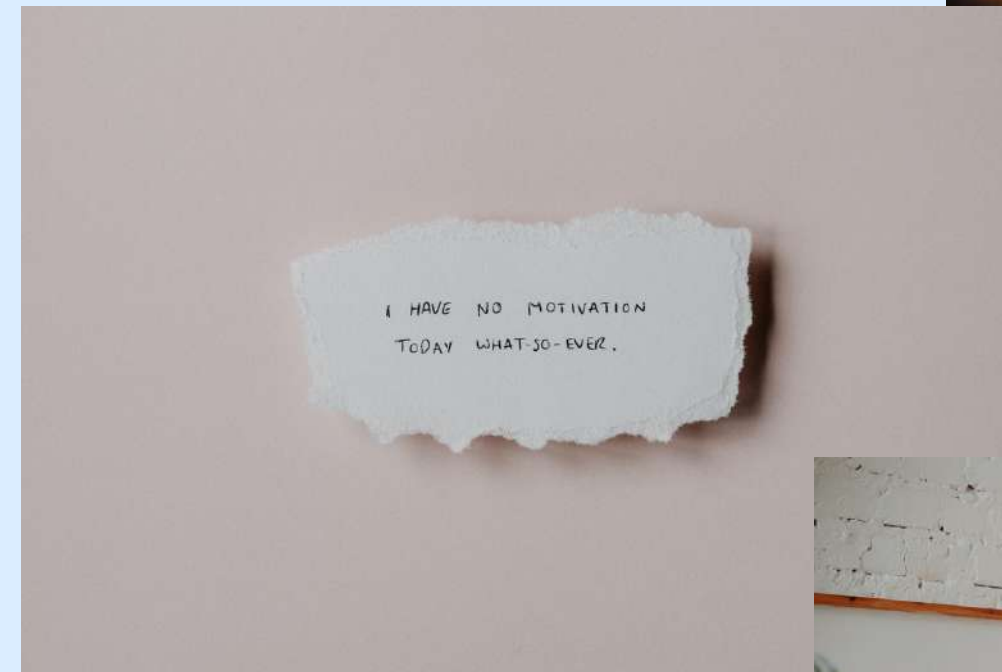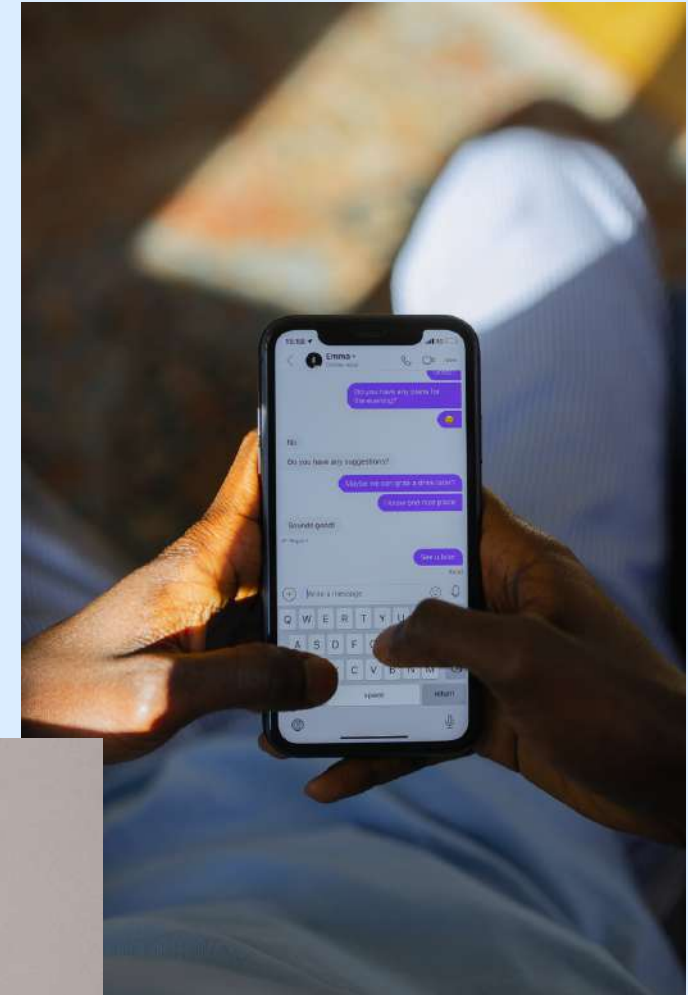
Talkin' Secret application

Log In

Enter username

Enter password

Log In

Don't have an account? Sign Up

New update available, downloading...
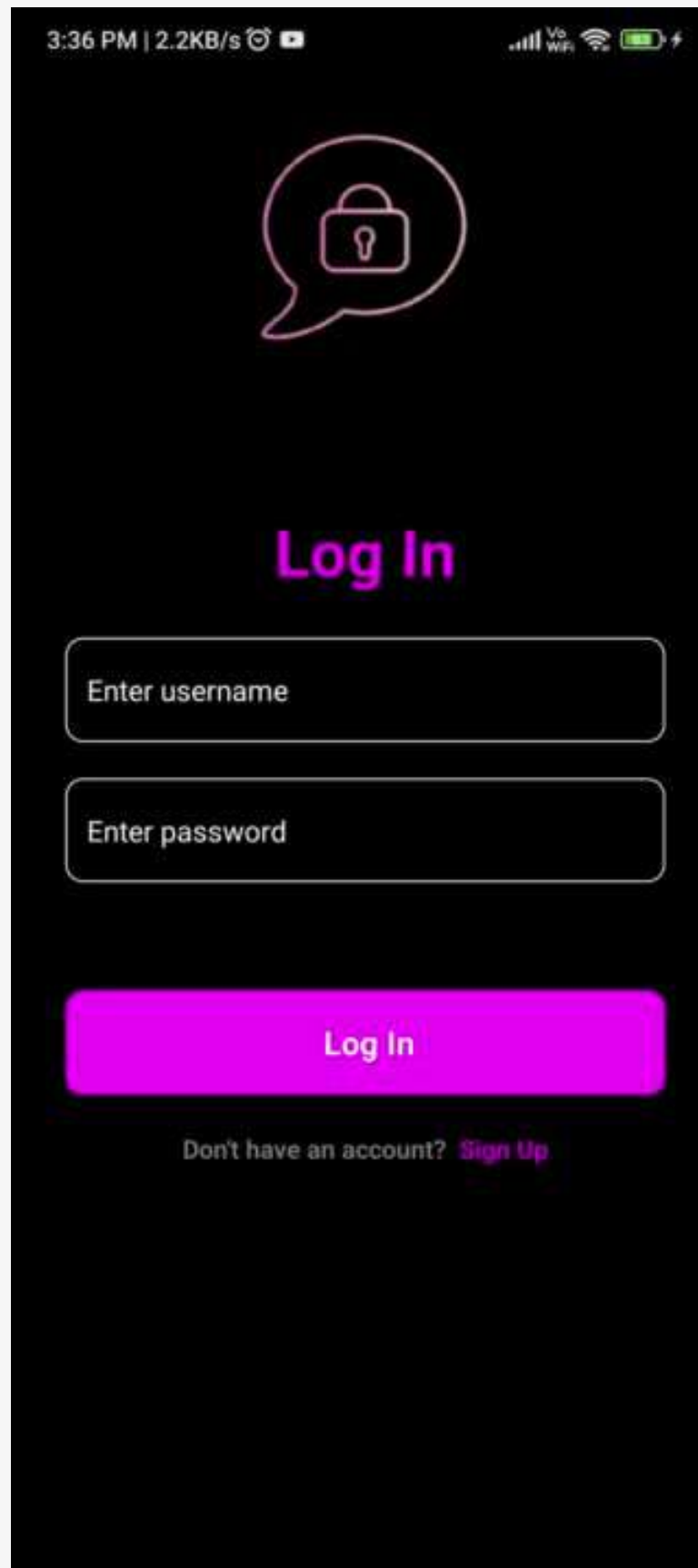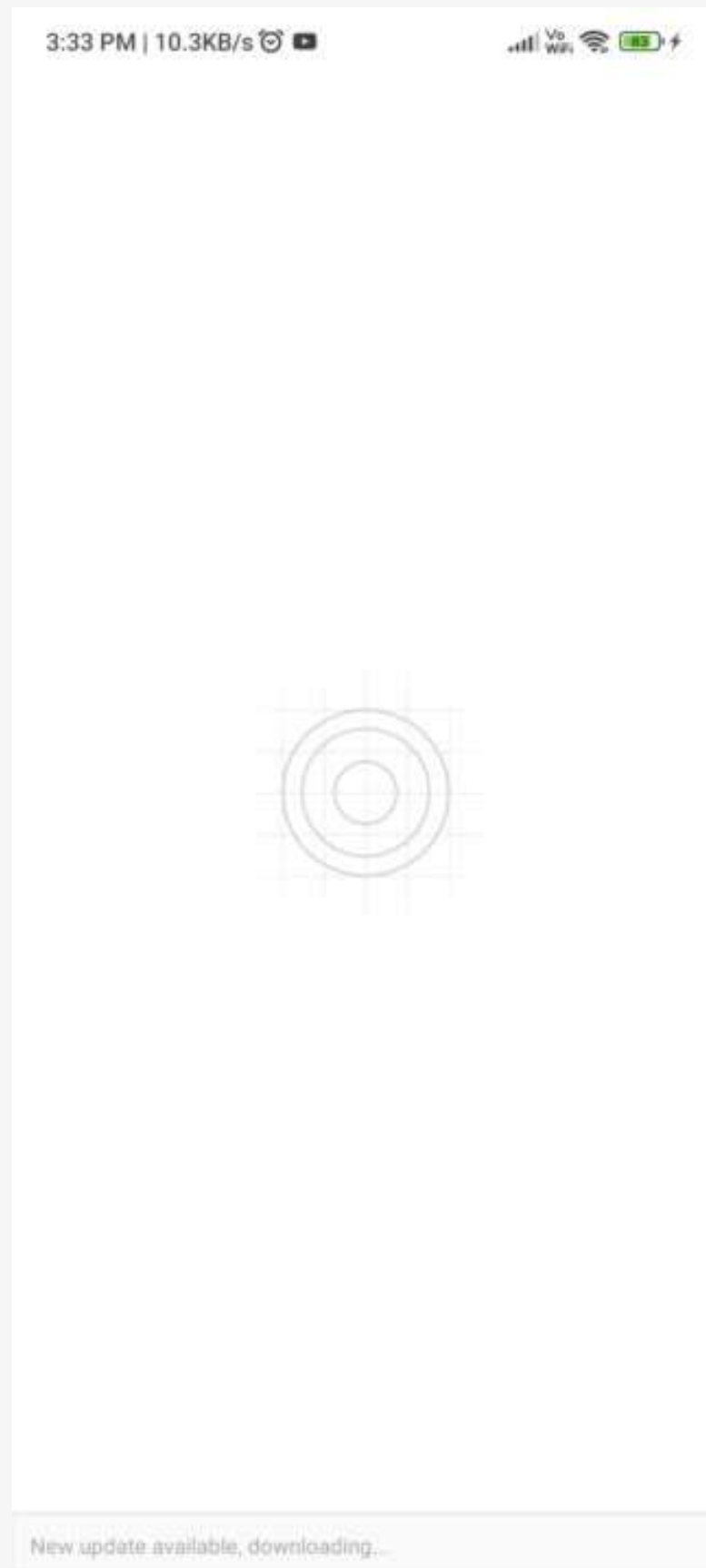
Final Video

https://drive.google.com/drive/folders/
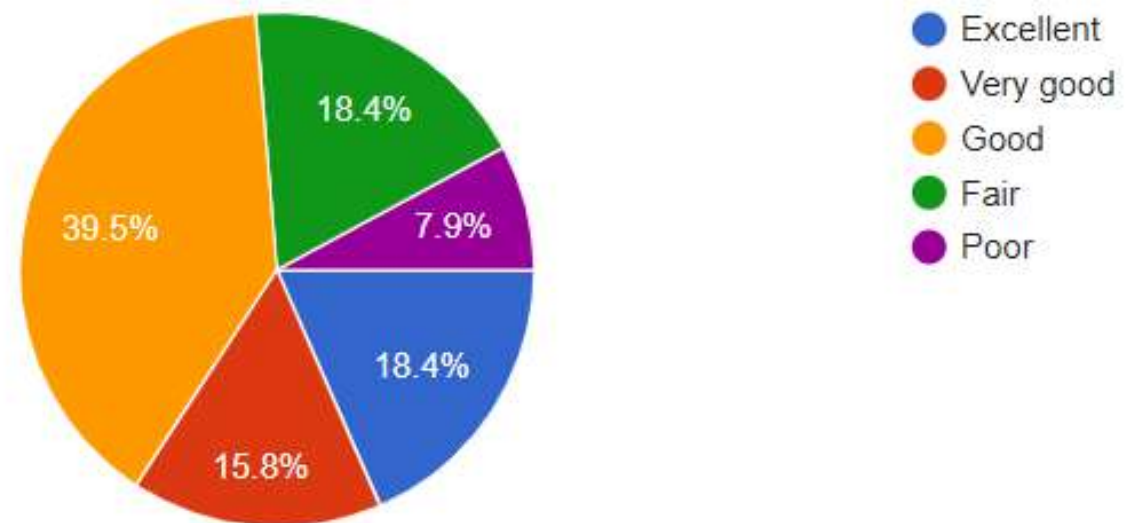1OCPVBTmZsP7i5NAFEUS7eVNJpBWn2
e1_?usp=share_link

Testing
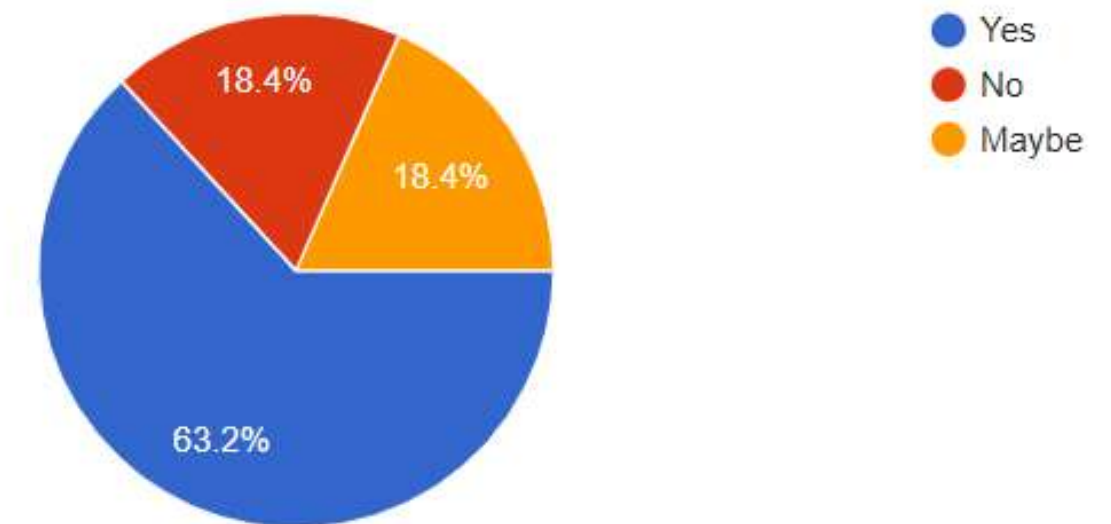
Testing survey results:

We had a total of 38 participants.

What is your opinion about the overall design of the application?

38 responses

- Excellent
- Very good
- Good
- Fair
- Poor

39.5%
18.4%
7.9%
18.4%
15.8%

Do you like the concept of quotes and articles for the users?

38 responses

- Yes
- No
- Maybe
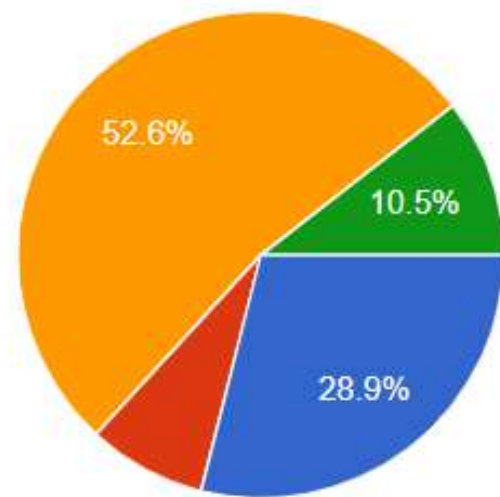
18.4%
18.4%
63.2%

Testing survey results:

What is your opinion about the different features of the application?
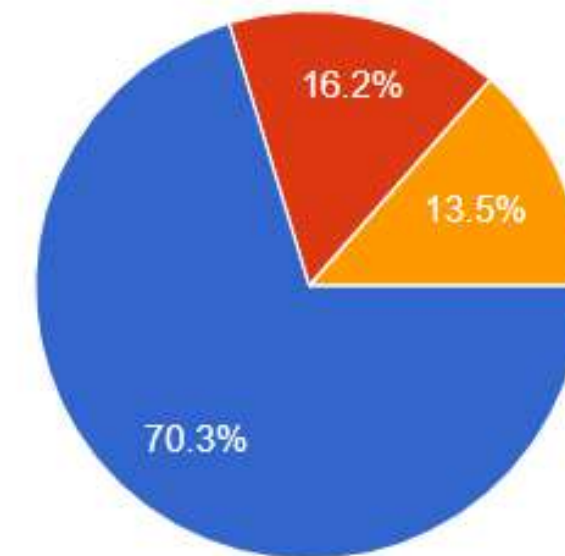
38 responses

- Workable but could be better
- Too many features hence hard to understand
- optimum features and seems to be helpful
- Did not understand most of them

52.6%
10.5%
28.9%

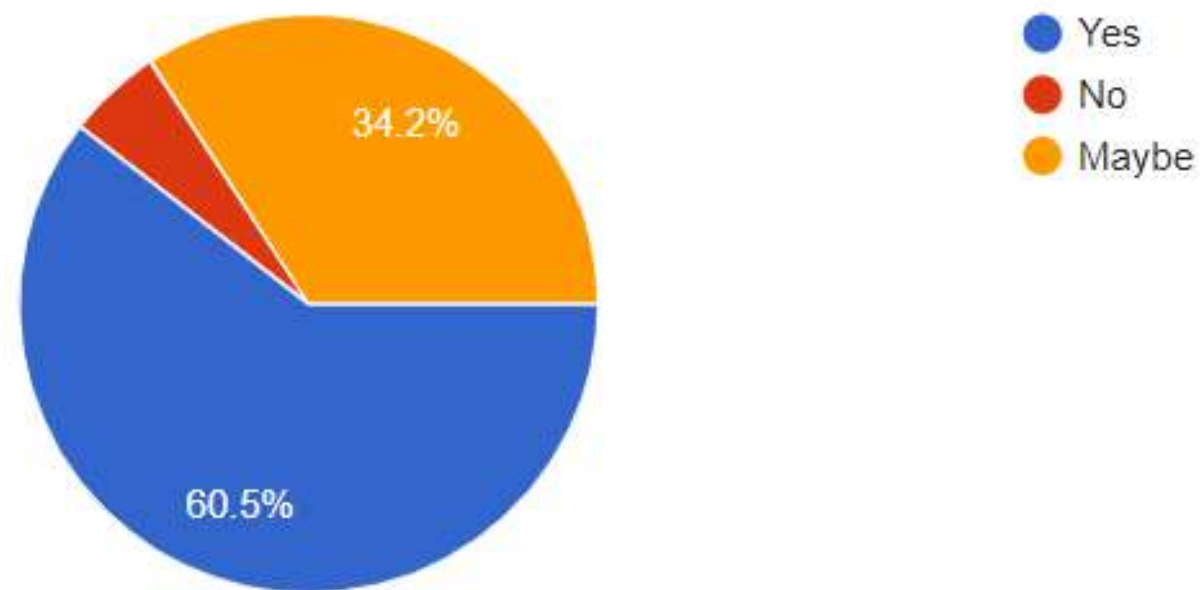Would you seek professional help from this application?

37 responses

- Yes
- No
- Maybe

16.2%
13.5%
70.3%

Testing survey results:

Would you prefer to use this application ?

38 responses

- Yes
- No
- Maybe

34.2%

60.5%

Any suggestions for improvements in the UI/UX of the application?

11 responses

nice design

poor distinction between differe themes

login difficulties

It is pretty good and user friendly, but the colour scheme can be made better.

design is good

Amazing application, seems very helpful. Good work!

It's good.

No

Different Tests:

- Usability Testing: As our application develops, we aim to conduct usability testing with the currently studying batches of IIIT. This will allow us to gather valuable feedback, identify areas for improvement, and ensure that our application is curated to meet the needs of our users.

- A/B Testing: is used to improve the user experience by identifying which version of the product is more effective in achieving the desired outcome.

- Cognitive walkthrough: walking through a user's thought process as they interact with a product or service, in order to identify potential issues and areas for improvement.

Updates after testing

01 Addition of exercises and videos of motivation apart from the quotes and articles.

02 Changes in the login User interface and overall theme of the application.
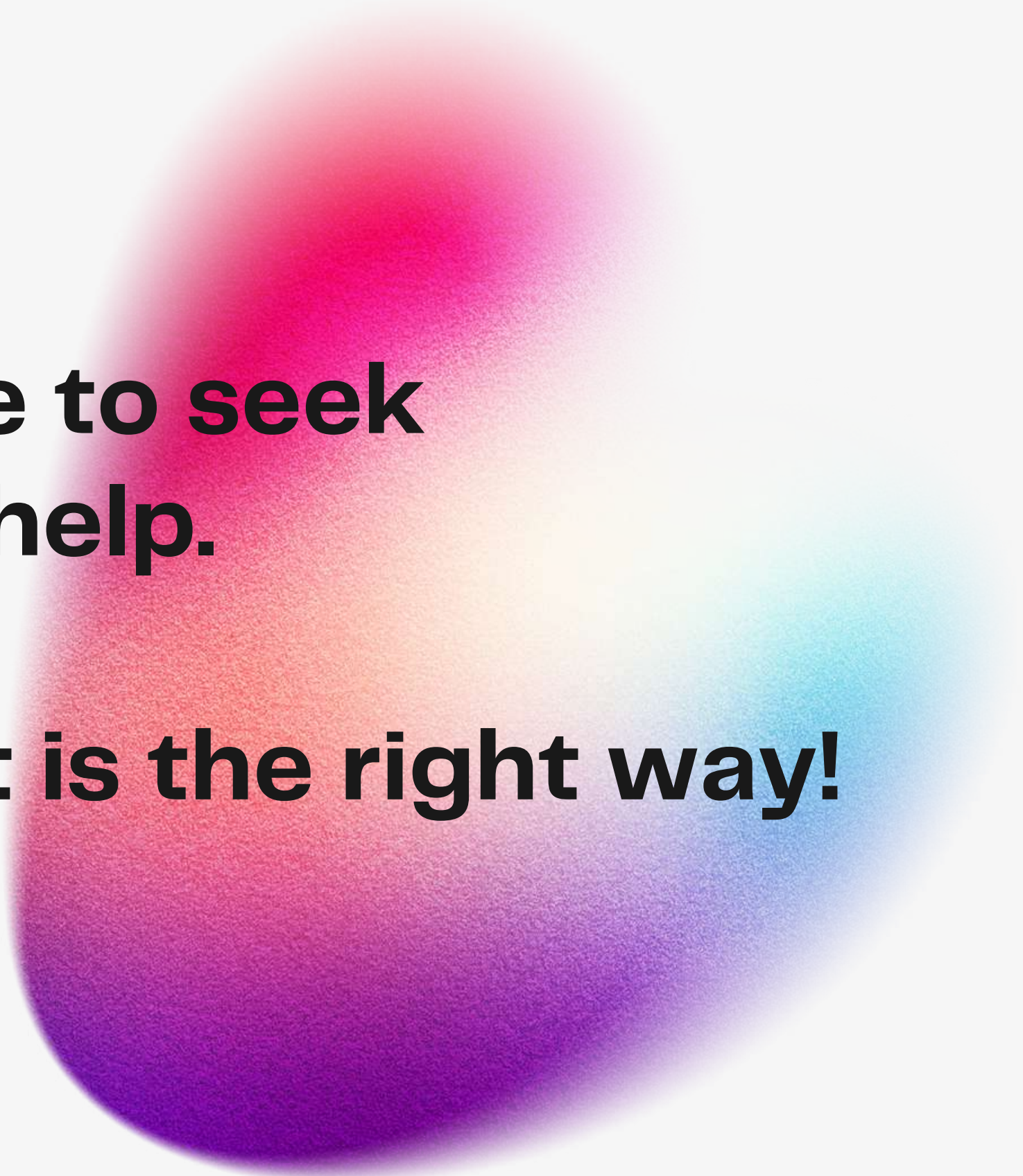
03 Displaying the photograph of the professional counsellor along with their details.

future plans

Talkin' Secret plans to invest in expanding its user base, improving its features, and integrating with more mental health professionals in the future.

Don't hesitate to seek professional help.

Talkin' Secret is the right way!

We care about our hearts, so why can't we care for our minds?

Thank you!

Send us a message at
Talkinsecret87@gmail.com
if you have any feedback.