Group Assignment

SCENARIOS & SCENARIO MAPPING

GROUP: 11

Group Members & Roll Numbers

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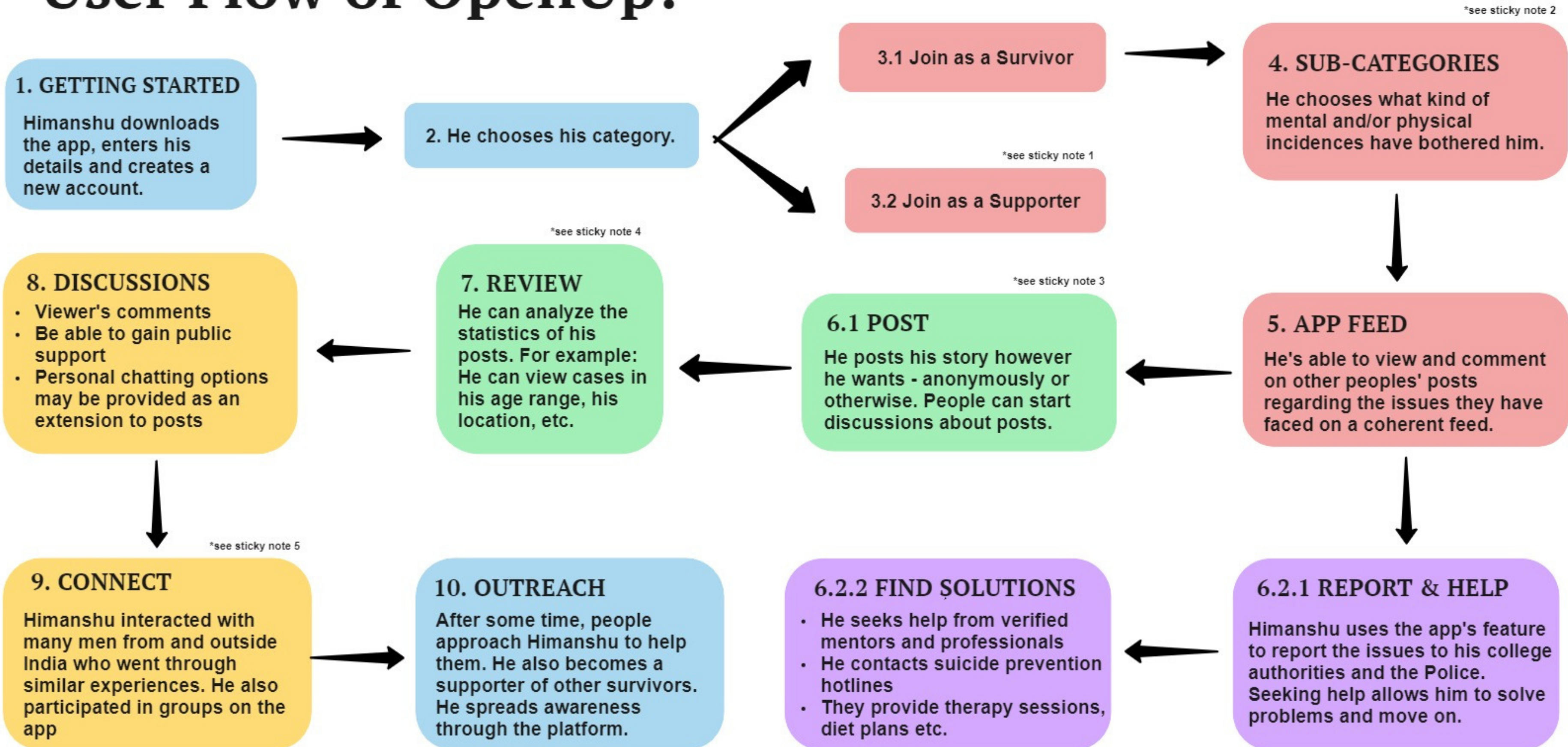- 2020051 - Deepanshu Aluria

Scenario - A Narrative

Himanshu is a young college student. He has always been a social and outgoing person. He discovered that he was not straight in high school, but never has been able to express himself freely as homosexuality was viewed as a crime by Indian law and by society. After homosexuality was legalized in India, he came out publicly as he believed that since India is moving towards a modern time period and awareness is increasing among the youth, he would be accepted. He announced on Instagram through a post that he is gay and will not change himself due to social pressures. But his peers did the opposite. People wrote vulgar comments under his post and mocked him for being gay. His fellow college students started bullying him. Many of the boys of his colleagues started calling him vulgar and unacceptable names. Some boys spread rumors about him and shamed him for being gay. Even some girls used to laugh at him for not being "masculine". All this went on for quite some time without being reported to any authorities. One day, two seniors of his college even hurt him physically.

He is the only person belonging to the LGBT community in his college and in his social circle. He is not in any contact with a person who could actually understand him or has gone through a similar experience. Due to this, he had been feeling secluded from society, as most people considered him to be an "anomaly". Himanshu isolated himself in his room and stopped going to college. One of the few friends he had also left him alone in such a tough situation. As a result, Himanshu fell into a deep state of depression and loneliness. He would not come out of his room and not eat properly. Even when he had to go to college for an exam, he would avoid close contact with the seniors and batchmates who bullied him and beat him for no reason. There was a fear instilled in his mind.

Troubled while being in such a situation for a long time, which he thought he could never come out from independently, he got to know about our platform named OpenUp! With a wide platform and supportive environment, he was able to tackle his psychological weakness. He found men in and outside India that went through similar experiences and overcame tough situations. He could relate to a lot of guys and share what happened to him. He could let go of much of his burden by opening up in an accepting community. On OpenUp!, there were no inappropriate comments under his posts and no vulgar messages on personal chats. Through the app, he also reported the case of his seniors beating him to the authorities and soon enough was able to achieve justice.

He now confidently expresses himself among the crowd and is a role model not just for people like him but also for the general public.

User Flow of OpenUp!

1. GETTING STARTED

Himanshu downloads the app, enters his details and creates a new account.

2. He chooses his category.

*see sticky note 2

3.1 Join as a Survivor

*see sticky note 1

3.2 Join as a Supporter

4. SUB-CATEGORIES

He chooses what kind of mental and/or physical incidences have bothered him.

*see sticky note 4

8. DISCUSSIONS
- Viewer's comments
- Be able to gain public support
- Personal chatting options may be provided as an extension to posts

7. REVIEW

He can analyze the statistics of his posts. For example: He can view cases in his age range, his location, etc.

*see sticky note 3

6.1 POST

He posts his story however he wants - anonymously or otherwise. People can start discussions about posts.

5. APP FEED

He's able to view and comment on other peoples' posts regarding the issues they have faced on a coherent feed.

*see sticky note 5

9. CONNECT

Himanshu interacted with many men from and outside India who went through similar experiences. He also participated in groups on the app

10. OUTREACH

After some time, people approach Himanshu to help them. He also becomes a supporter of other survivors. He spreads awareness through the platform.

6.2.2 FIND SOLUTIONS
- He seeks help from verified mentors and professionals
- He contacts suicide prevention hotlines
- They provide therapy sessions, diet plans etc.

6.2.1 REPORT & HELP

Himanshu uses the app's feature to report the issues to his college authorities and the Police. Seeking help allows him to solve problems and move on.

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Sticky Notes (Extra Information)

Sticky Note 1

By survivor, we mean a person who has suffered any issue.
A supporter may be any person who wishes to support others (May also be a survivor)
The same has been mentioned in our Personas.

Sticky Note 2

The subcategories may be used as "tags" to group users with similar experiences together.
For example: Tag #bullied may be used to identify people who faced bullying.

Sticky Note 3

Users may start discussions in "threads" (similar to ones found on discord or reddit). People may choose to comment on other users' posts (as is expected) and show support to them.

Sticky Note 4

Users may gain insights about their posts. Similar posts may also be grouped together using tags. Posts similar to user's own can be viewed in the reviews section of a post. All the discussions started from that post will be visible.

Sticky Note 5

Users wishing to stay anonymous will be able to interact with others while hiding their identity. Others can chat with their "real" identities revealed.

Sticky Note 6

Social Media integration is an interesting concept in this app. The user MAY choose to remain anonymous or MAY choose to share their personal identity. Depending upon their will, the user can connect their other social media to the app.

Sticky Note 7

Dividing users into Survivors & Supporters does not lead them to follow a different user flow. A supporter may as well share posts about others, or show support on posts that already exist. They may use the professionals to get to know how to be able to help those in need, etc.

Sticky Note 8

We chose to design our User Flow in a flowchart-type manner because the flow of the App may differ for different users. A division in the flow makes more sense to us, as many features can be accessed from one screen/window in the app.

Scenario Mapping of OpenUp!

	Discovered OpenUp! on the internet	Got interested and signed up	Found others' stories and experiences	Posted his personal story	Reporting to Authorities	Acquiring help from professionals	Interacting with others	Starts on his path to recovery
Steps								
Doing	Explores the platform / Sees different features of the app	Creates an account using his phone number / Enters details like age, gender and location	Viewed others' posts and related to them / Discovered a supporting environment	Felt inspired to share his story / Made a public post about the bullying that he faced	Contacted the Police and his college / Tried to make sure that the guilty get punished	Contacted a suicide hotline through the app / Registered for therapy and physical exercise	Finds like-minded people who faced similar issues / Personal chats with them with full anonymity	Follows the given diet plan / Attends therapy sessions through OpenUp!
Questions	Is this platform fruitful for me? / Who uses such a platform?	Will it keep my privacy? / Will I be able to remain anonymous?	How can other boys go through the exact same situation!?	Would it get attention from other users and mentors?	Will I be able to get justice? / Will my case be considered?	Will they be able to help and guide me? / What help could they provide to me?	Will I be accepted here? / Are these users real and relatable?	How can I spread awareness? / How can I be more useful to society?
Feelings	Curious / Excited	Doubtful	Relatable	Optimistic	Shy / Hopeful	Enthusiastic / Optimistic	Social / Anxious / Acceptance	Happy / Enthusiastic
Opinions	This app must be a gimmick	Maybe I CAN benefit from it	I never knew that I'm not alone in this	I'll share and gain support	Time to get justice!	I hope they guide me on a better path	It feels good to be social again / Wow! They understand me	They're actually helping me! I should promote this app!

Please Note that these slides are screenshots attached from MIRO. Please visit our board through the link attached.

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CONTRIBUTIONS

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2021574: Vinayak Sharma — User Flow & content collection

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