



Course Project Milestone 1

User Experience Engineering

Team Name Inner Peace

Team Number AO1

Group Members

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Submitted To

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Section 1: Design Brief

Target Audience

Mental health problems emerge before the age of 18 with the period from 18 to 25 being a particularly susceptible developmental time in a person's life. For many young adults, this may coincide with their time at university. Starting university is a key life transition, which can be extremely stressful for some people.

In addition to adapting to university life, many students are also adapting to their transition into adulthood. It has been suggested that the first few months at university are particularly challenging and stressful due to numerous psychosocial adjustments. Some students may be living away from their family and friends for the first time. Others may be coming directly from schools, which were very structured, and they may find it difficult to adapt to a less structured academic setting. Many older students often have the added responsibility of caring for family or work commitments, which can lead to added stress.

Problem Research

Every person in their life is dealing with one or another kind of stress or depression issue. Young adults who are currently enrolled in universities and colleges have issues like proper career selection, they may not consider their field as to where they belong to and other such studies or career-related issues that need to be addressed. A problem within a family can also cause a person to suffer from mental illness. Bypassing such issues creates confusion and anxiety in a person's mind which if not resolved on time becomes part of their personality.

Research has shown that people in this age group (18-25) who meet the criteria for a disorder do not receive required treatment. They do not reach out for help because of the thought of what people around will think about them.

All of these issues lead to high-level psychological problems and this eventually triggers the thought of suicides and personal physical torture. Moreover, people want to have a track of their daily activities to manage their daily routines.

Our aim is to provide adequate support for people suffering from stress, anxiety, depression, and minimizing the effect of these issues on their life.

Preliminary Overview

Currently different ways are adopted by the people to cater and cure their mental health problems. Right now there are certain websites that contain information and soothing content to help people cope with their mental health problems. These contain some music and motivational talks. Apart from these, people with severe mental health problems often get therapy sessions with the therapists and psychiatrists to get themselves consoled. These therapies often include long extensive talks to dig out the problem of the patient. In some severe cases often medicines are the last resort. Currently anti- anxiety pills are the most demanding and selling product in the market as this is the most common problem for today's people.

System Goals

Our system goal is to support depressed and anxious people in the best possible manner by digital means.

A list of features/capabilities of our system that will help our user in their journey towards a healthy life.

- Provide clinically validated techniques to help manage the user's moods and thoughts, so they can understand what works for them to feel better.
- Daily mood tracking, Guided Journeys, coping tools, meditations, and progress assessments help them find relief when they need it and feel better over time.
- Find a fresh perspective in a judgment-free space. Anonymously participate in active discussion boards and chat groups in the FeelBetter community, exploring a diverse range of topics from stress relief techniques to words of encouragement and gratitude. Users are in charge and surrounded by peer insights—a simple way to feel less alone.
- Provide direction, support, and motivation through one on one messaging, group coaching sessions and live classes that can help them apply the concepts of (cognitive behavioral therapy) CBT to real life.

- Allow our user to speak to a licensed therapist from the comfort of their couch with live video sessions on the phone, tablet, laptop, or desktop.

We think this will be a good alternative because It is not possible for every individual suffering from mental illness to get professional guidance. Some face time constraints, others lack monetary resources, while some feel hesitant to talk about it and hence, keep their condition under wraps to shield themselves from societal judgements. In such a scenario, mobile apps centred on mental healthcare come to the rescue of this population. A user can not only get the right information on their symptoms easily but also seek valuable assistance from authorised professionals via the mobile app, as per their convenience and preference.

Section 2: Needs Finding Study Plan

High-level Goals

- Find techniques for how people manage their moods and stress.
- What are core reasons of stress in students
- How people overcome their stress and anxiety
- Are sessions with psychologists helpful on long term basis
- What are different ways to get yourself towards gratitude and mental peace.

Recruiting Criteria and Strategy

For recruiting people for the interview to study their anxiety, are the ones having severe anxiety problems. For that we floated google forms targeting the people who seemed to be anxious and stressful, including the students with bad grades, the people who lost their jobs and are jobless etc, and asked them for their precious time for a constructive interview, during which we asked them to narrate their issue to get a uniform and best possible treatment. We also displayed a disclaimer to keep their information secret and not to reveal to any third person. In this way we got access to the stressed people around us and we got a chance to arrange meetups with them to get to know about their problems and by these interviews we were able to fulfill the requirement criteria for our application.

Interview Protocol

Overarching Question:

Will a handy tech software that guides people towards clinically approved techniques for self-care and helps in managing their stress and anxiety issues help in reducing our Youth's mental issues?

Introduction

Assalamu alaikum, my name is Zainab Aftab and I'm here today to discuss some the stress and anxiety issues our youth is facing and I want some recommendations over ways to solve it.

This interview will take about 45 to 60 minutes during which time I'll ask you some questions.

Throughout I'd like you to treat me as if I'm somebody who knows nothing about stress issues among students of colleges and universities.

Just pretend like I don't know anything about the subject.

A couple of things before we start, the first is that everything about this interview will be confidential.

If there's anything you really don't want on the talk about, even despite that confidentiality, please let me know.

And also, all of this interview's gonna be entirely voluntary on your part.

I don't expect that there will be any uncomfortable questions, but if there are any you can let me know and we'll either exclude them.

Or if at any point you feel uncomfortable and want to exit the interview, please let me know and we'll just cancel the entire process.

Do you have any questions for me?

Warm-up

So first off, just a few background questions.

What's your age?

In Which semester are you?

How is your experience with the university and its environment?

- How was your Interaction with faculty?
- How was your Interaction with Seniors?
- Were you able to make friends right after admission?
- Was there someone to look after and console your problems and troubles?

By the way, do you mind if I use a audio recorder at this point?

This is just for my own purposes.

It will just capture everything that you're saying so that I don't lose anything.

Thank you

Are you happy with the current 2 mids policy?

- Do you think 1 mid will be a good alternative?
- Do you think quizzes and assignments add more pressure ?

Body

Great, so I want you to think back to your most recent time you were extremely stressed about something?

- So you can begin with when you got the stress and what was the major reason for it?
- Did Assignment deadlines stress you out?.
- How did Lack of knowledge about Assignment subjects increase your anxiety?
- Did stress affect your semester grade

What do you think having a psychologist at campus solves the problem of stress?

- Do you know about psychiatrist's clinics?
- Did you ever visit the psychiatrist?

As you know people are reluctant to talk to others about their stress and anxiety. So, if there is an application that helps you anonymously talk to people and share your issues without them knowing about you? How will you feel about it?

- Will you interact with it unreluctantly?
- What are your points of view regarding these apps?

What is your point of view about a handy tech software that guides you towards clinically approved techniques for self-care?

- Do you think having a daily mood track helps in reducing anxiety?
- Tell me your perception about the role of meditation and yoga in reducing stress levels?
- Do you think socializing with friends and spending time with your family help you feel happy and calm?

Great. Tell me about your thought-on gratitude?

- Tell me about any three things you are thankful about?
- Tell me anything you feel is a special blessing upon you?
- Have you ever tried to create your perspective about gratitude?

Tell me how often do you discuss your issues with a therapist?

- What's your point of view on having a session with a therapist on the phone without meeting them in person? Would you prefer doing it this way?

How often do you read stories and lessons of other's life inspire you?

- Tell me what will you feel if a person tells you a story from his stressful life and the way he managed and moved towards a happy and calm lifestyle?

Conclusion

Anything else that might be relevant?

Well, thank you so much.

Those are all the questions I have for you.

What we'll do after this is, I'll get together with some of the other people who are conducting interviews and we'll take all of this information, put it together.

We'll compile a report for our purposes.

If you're interested, we can send a copy with a report to you as well.

But otherwise, if you have anything else, you'd like to add please contact me.

You already have my number and that would be great.

Any questions?

Thank You once again for your precious time.

Byebye

Allah Hafiz.

Summary of work division

| Group Members | Work |
|---------------|--|
| Aadil Moeen | Problem Research System Goal Interview Protocol |
| Adil Hassan | Target Audience Primilnay overview Interview Protocol |
| Zainab Aftab | High level Goal Recruitment Criteria and Strategy Interview Protocol |

