



# Course Project Milestone 2

## User Experience Engineering

Team Name            Inner Peace

Team Number        AO3

### Group Members

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Submitted To

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# Section 1: Need Finding Report

## 1. Interviews

### 1.1 Target Audience

For finding the needs and getting the user needs of our target audience we identified some people who were going through stress and mental problems. They were in an age group of 20-25.

We interviewed 6 people in which we observed their problems which were diverse for most of the people.

Person 1	University Student
Person 2	University Student
Person 3	University Student
Person 4	University Student
Person 5	University Student
Person 6	Job doing person

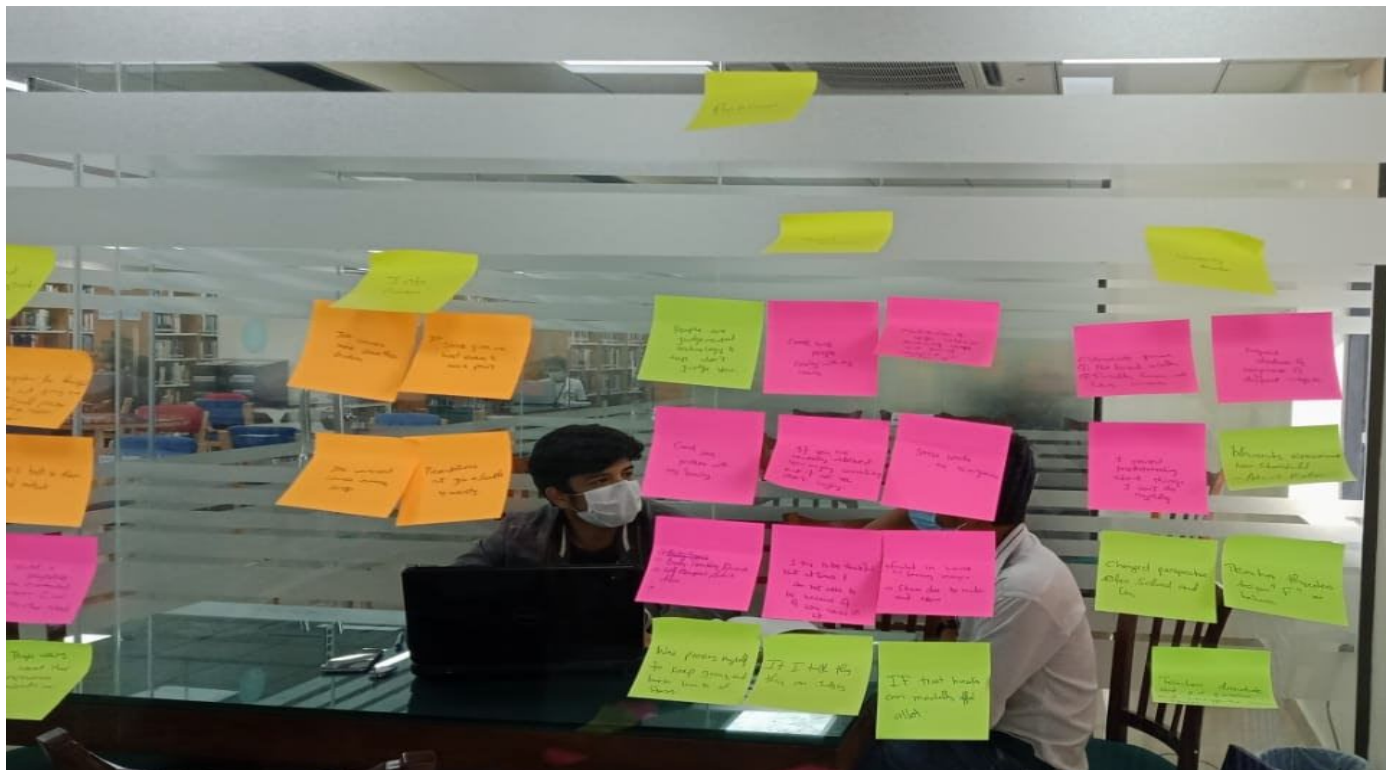
Students got stressed after getting admission in the university and for some of them that stress went to an extreme where their body was affected and they had to resort to psychiatrists and therapists for medication. Different things added into this stress such as the university environment and the behaviour of teachers and students. most of them got so much affected that he had to pay a huge amount of money for therapists sessions.

## 1.2 Affinity Diagram

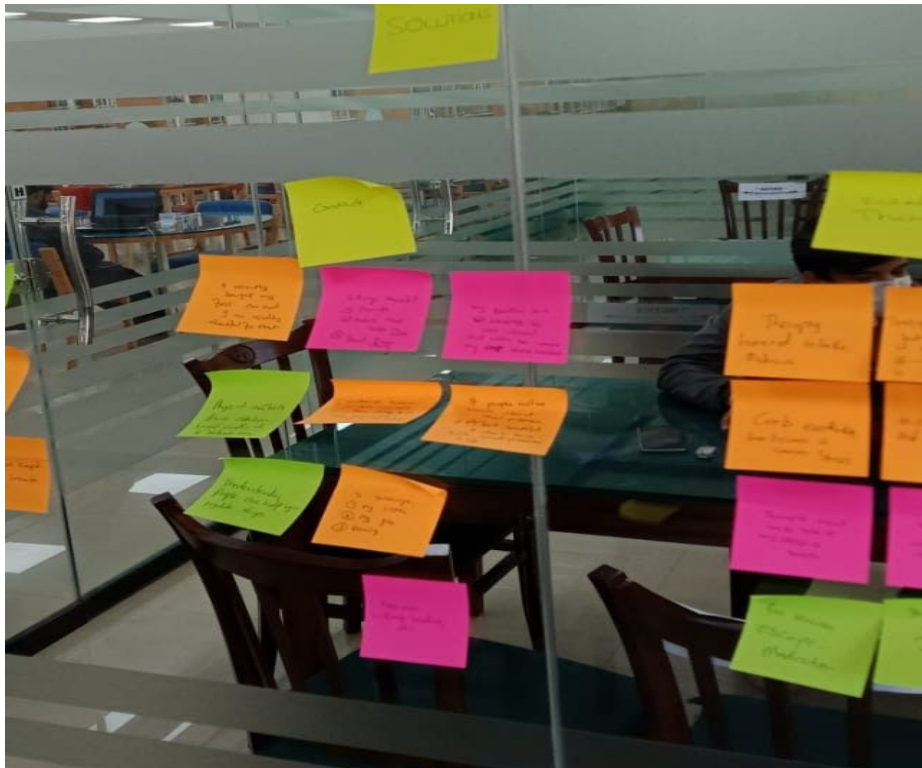
### 1.2.1) Wall



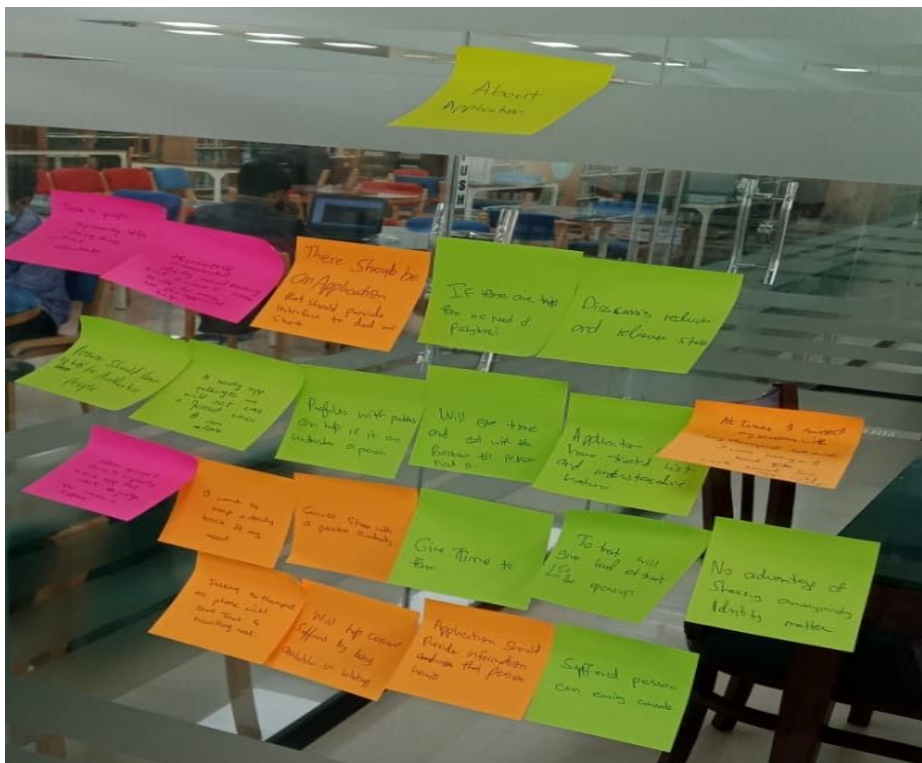
### 1.2.2) Current user Problems



### 1.2.3) Current Practices for User Needs



### 1.2.4) User needs and requirements need to be integrated into application



### **1.3 Current User Needs:**

Currently we observe and interview the users and dig out some of their requirements and needs:

- All the concerned persons wanted someone to talk to and weigh out their burden and stress.
- Most of them wanted to talk on text as most of them were more comfortable with that.
- Support groups are also the most demanding thing which includes the same people suffering and going through the same stress these people are going through.
- Some users require an interface to enter their problem and get something related to it to soothe their stress.

### **1.4 Current Practices:**

The current practices that people used to cater these problems are:

- Going to therapists for sessions
- Medication to relieve the brain from stressing elements
- Visiting psychiatrists for discussing the problems in detail
- Discussing the issues with people closely associated with them
- Doing certain physical and mental exercises to mitigate the energy and divert attention

### **1.5 Necessary Functional Requirements:**

- Provide mood tracking for a person by either taking answers of some questions or by entering a specific mood entry.
- Provide a trusted community such as support group for secure private chatting for resolution of their problems
- One on one online counselling sessions with therapists for long term issues and problems
- Online available coaches to guide and deal with specific certain problems
- Consoling courses such as music motivational lectures according to the user's current mood
- Guided courses for users to do certain exercises such as console music, yoga and track them in order for the user to regularly follow them to get themselves consoled.

### **1.6 Constraints:**

- Access to the therapist and coaches 24 hours a day
- Easy and user friendly interface
- The needfinding and observations were on confined and limited people such as university student for a vast age group of our target audience
- Having internet access and a device to reach anyone online

# Section 2: Design Concept Storyboards

## 2. Updated Project Brief

### 2.1) Description:

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.

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

### 2.2) 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.

### 2.3) Requirements

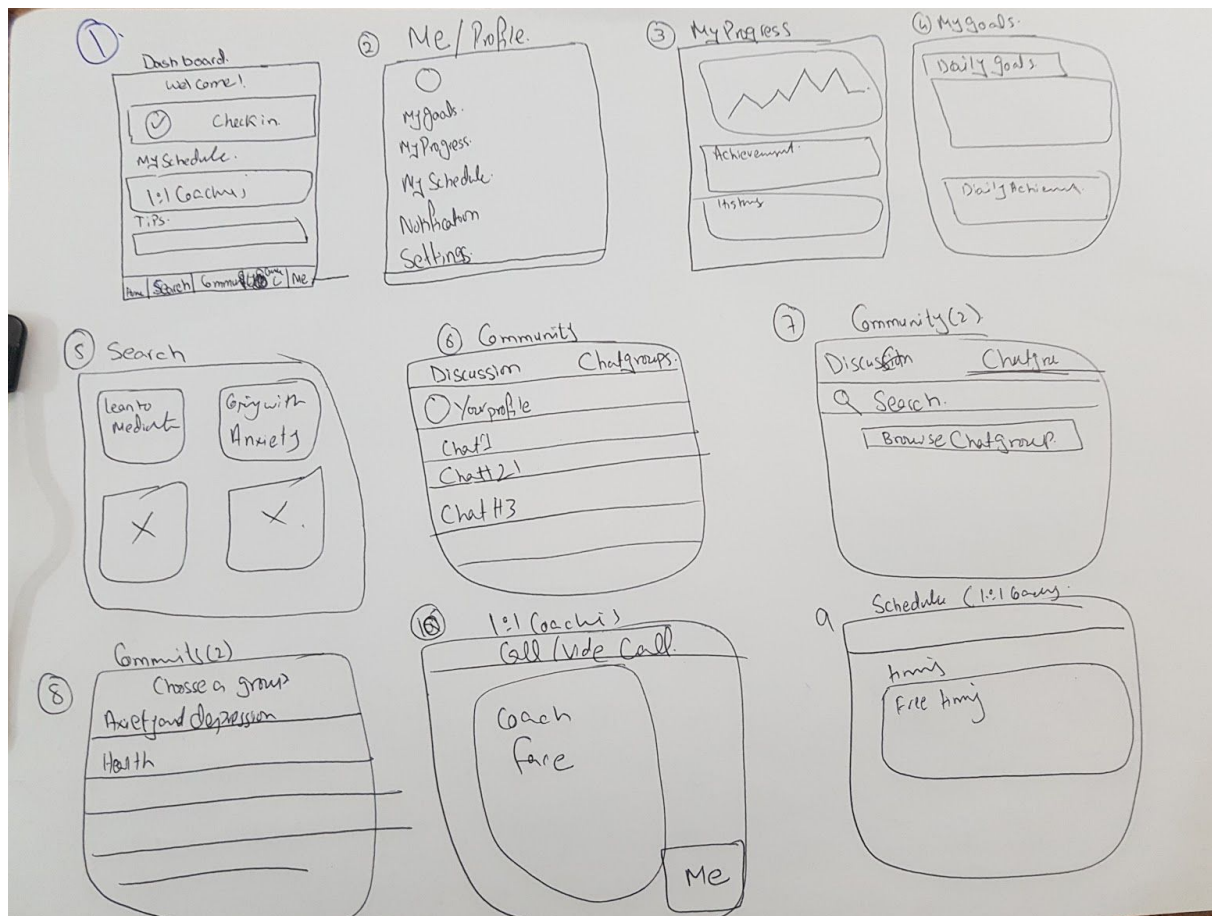
A list of features/capabilities of our system that will help our user in their journey towards a healthy life.

- 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.



## 2.4) Sketches





②

[ ]

[ 1:1 Coaching ]

[ Talk to therapist ]

②

[ Meditate ]

[ Health ]

[ HoPe ]

[ TIPS ]

③ TIPS

How to deal

[ Gdm ]

④ HoPe

Post

[ ]

Post

[ ]

Commits

Discussion      group

☐ You Profile

Chall

Chall #1

Get Chall #3

⑦ Community (2)

Discussion      Chat group

Search

[ Browse Chat Groups ]

Commit (3)

Choose group

~~Anxiety and depression~~

[ ]

[ ]

3

1

Account

Feedback

Temp find

2

Sessu

Welcome

Steps to make Anxiety

Guided soft session

A Guided thru Anxiety

2

Tracker

Downs/Mood/Anxiety

Feeling better

for feeling

3

Mood

Select mood

in day

5

Assess

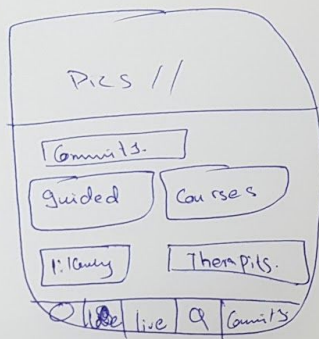
Question

Answer

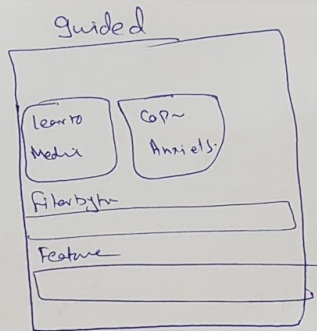
Therapist

me

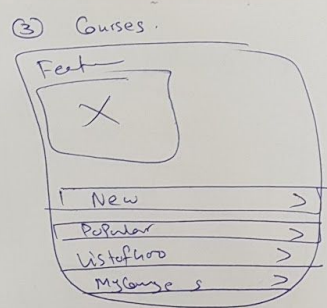
1



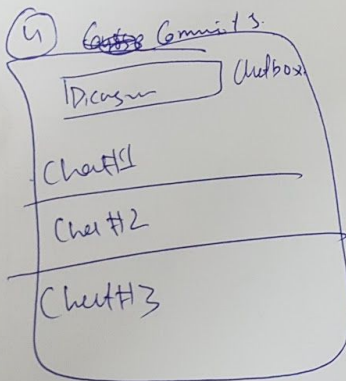
2



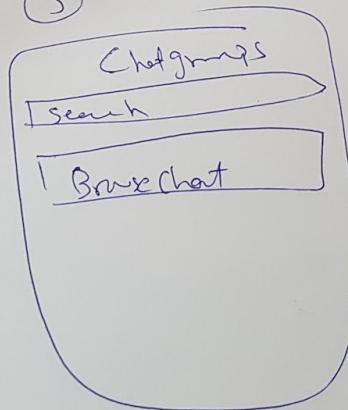
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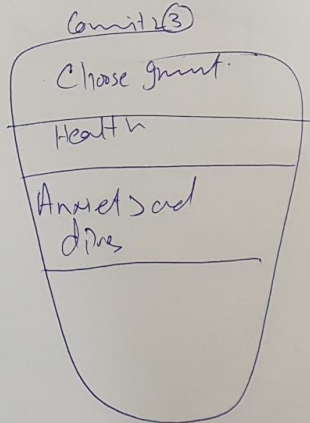
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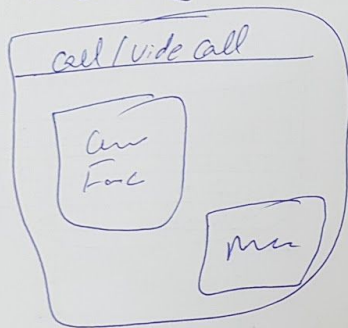
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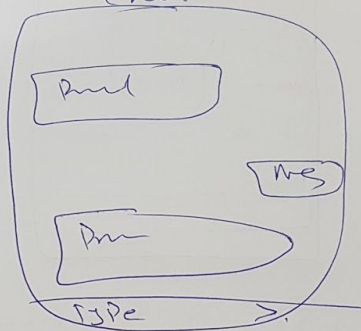
6



1:1 Calling



Chat



5

1

Dashboards:  
welcome

Track Mood
My schedule
1:1 Goals
Therapist

2 Me/Profile

My goals
My progress
My schedule
Notes
Settings

3

Achievements
History

4

talk to Therapist

Describe Issue
Set time
day
<input type="button" value="Cancel"/> <input type="button" value="Finish"/>

5

Therapist

Chat	Call
<input type="text"/>	<input type="button" value="Send"/>
Text	→

6

Call

Therapist
Me

7

Commits: Chatgroup

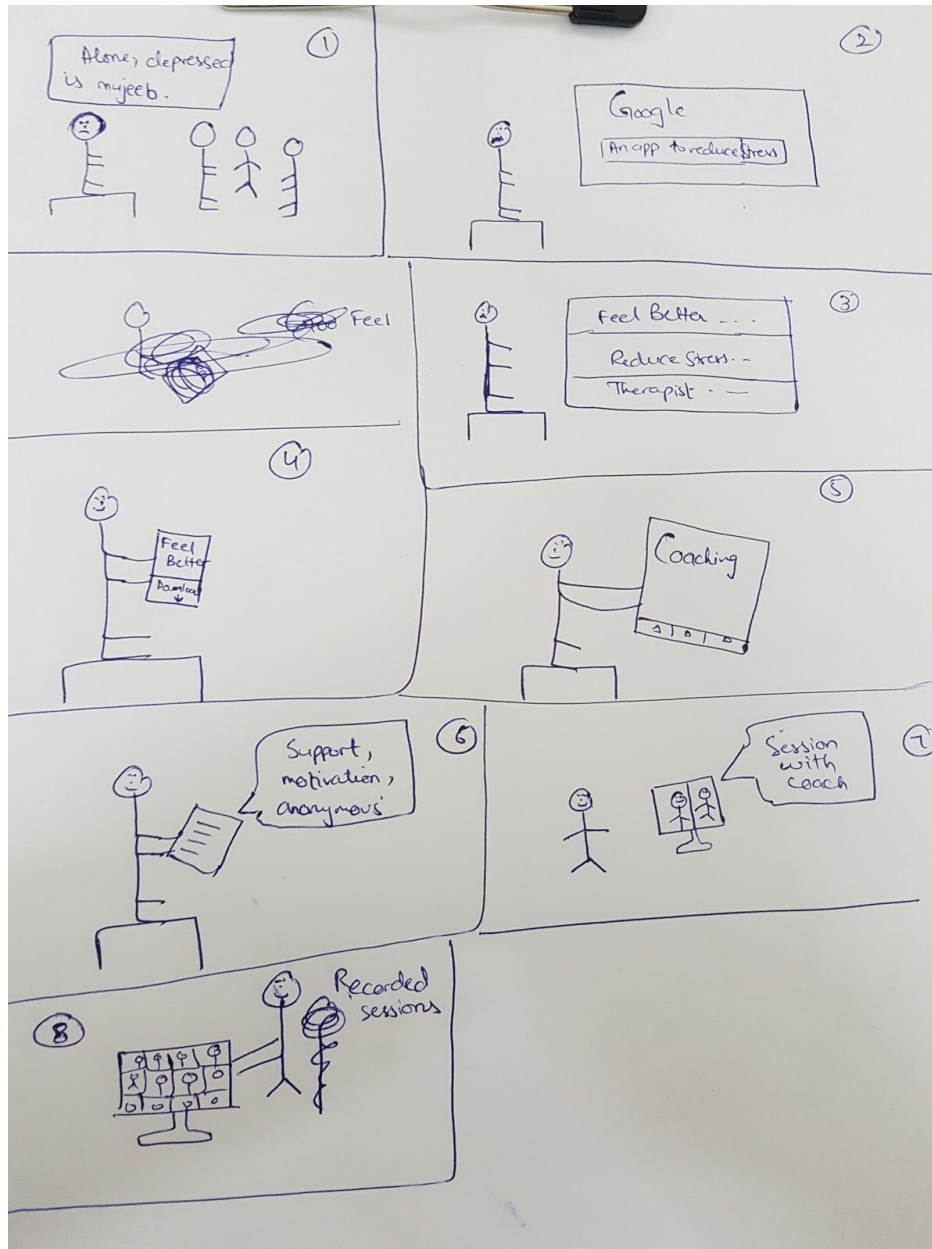
Group 1
Chat #1
Chat #2
Chat #3

8

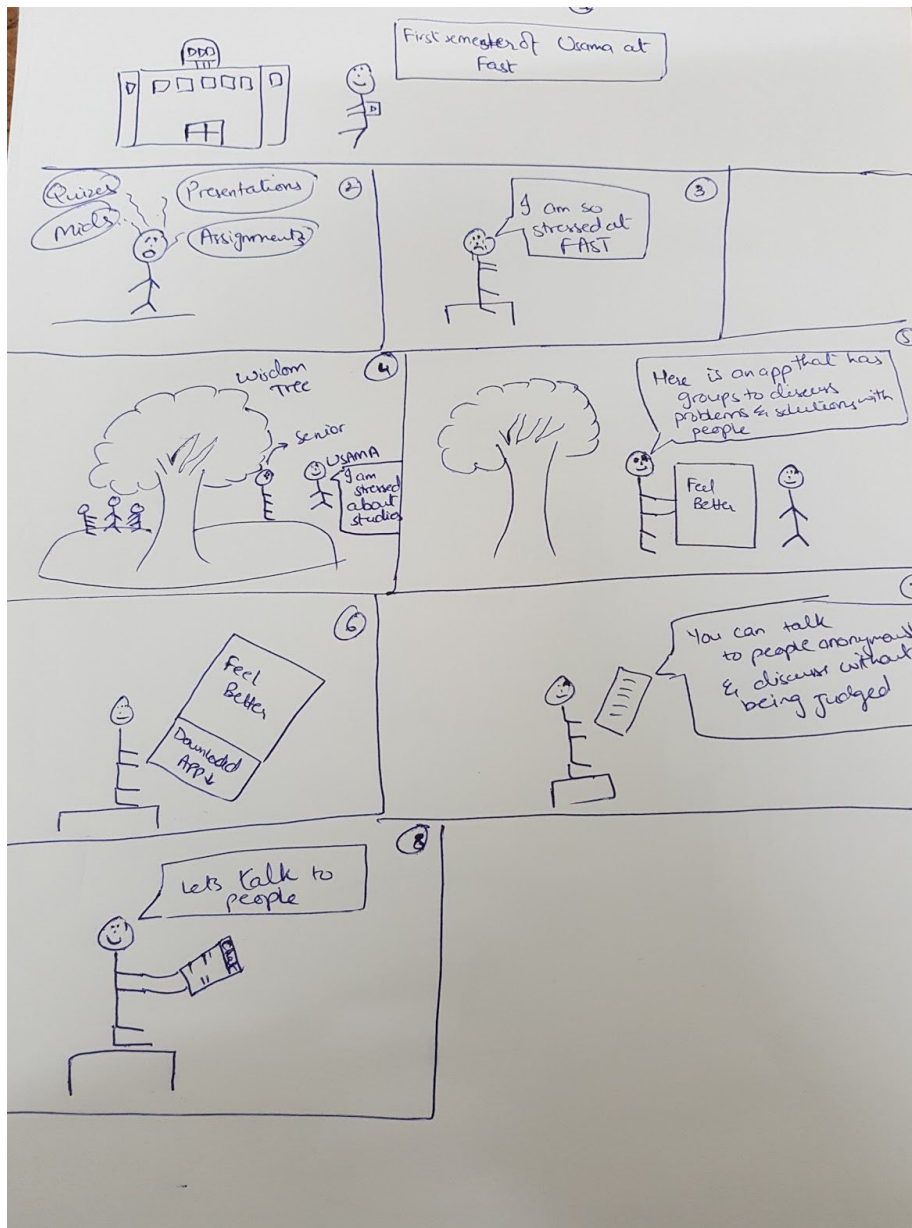
Chatgroups by Therapist

List #1
List #2
List #3

## 2.5) Storyboards









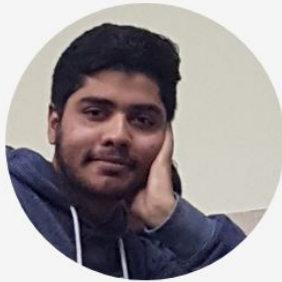


# Section 3: Personas and Scenarios

## 3. Personas

### 3.1

#### Hamza Malik



"The mind works very quickly,  
pen  
and paper slow it down "

#### Demographics

Age: 22  
Gender: Male  
Marital Status:  
Location: 6th road, Rawalpindi

#### Motivation

- ▶ feel strong and capable
- ▶ Have someone to share his problems.

#### Professional Background

##### Education

BBA, FAST National University Islamabad

##### Issues

- ▶ Facing changes
- ▶ work/ studies that is overwhelming

#### Hamza Malik Needs and Goals

- ▶ Have a strong work/life balance
- ▶ Keep moving and pushing himself
- ▶ make physical and mental health priority
- ▶ An applications that can help reduce and manage stress.
- ▶ 1:1 coaching that can help his condition.

#### Hamza Malik Frustrations and pain points

- ▶ Little things can through him off.
- ▶ To much work pressure creates stress.
- ▶ Depression
- ▶ having a stigma associated with going to therapy among

## 3.2

### Usama Mehmood



"I want to focus on my mental health and add new healthy habits in to my daily routine"

### Demographics

Age: 20  
Gender: **Male**  
Marital Status: **Unmarried**  
Location: **G9, Islamabad**

### Motivation

- ▶ feel more in control
- ▶ To improve self esteem
- ▶ Manage Stress.

### Professional Background

#### Education

BSCS, FAST National University Islamabad

#### Issues

- ▶ Uncertainties in life
- ▶ pressure to perform well

### Usama Mehmood's Needs and Goals

- ▶ Wishes to understand previous emotions and triggers.
- ▶ To achieve a state of balance in term of life/work, emotions and behavior.
- ▶ increase knowledge about health coping mechanisms.
- ▶ A therapist to fit in with his daily schedule.

### Usama Mehmood's Frustrations and pain points

- ▶ Finds it difficult to specify emotions
- ▶ Feels insecure to share personal issues.
- ▶ Have a strong work/life balance

# **Scenarios:**

## **Scenario# 1**

Hamza is 22 and lives in Sialkot He is in his 2nd year and is a student of FAST university. His papers are a week ahead and he has not completed the required syllabus for his examinations. The exam stress is building up and he is getting tense for not coping up with the schedule. Furthermore, he is not able to study because the study pressure is building up. He usually does a long walk and talks with his peers to get relaxed but he wants to get relaxed and get back to his study as early as possible. So, he is using applications from google store to release his stress and get back to normal work to pace up things. He listens to motivation lectures and music to boot up the moral. Furthermore, he turns on his mobile phone and opens the stress reliever application "Feelbetter" to do small short exercises that build up his motivation to study and makes him easy. He gets relieved from his stress after utilising some essential features of the application including motivational talks, physical exercises and some course contents. After getting relieved he gets back to study and ace with good grades.

## **Scenario#2**

Usama is 23 and lives in Rawalpindi. He got admission in the FAST University, and is trying to adjust in the new environment. Everyone is expected to pull their weight and be happy. However, Usama is not able to take up the burden of the studies and university environment. He is panicking due to the stress and his body is trembling and can't hold up the pressure. He needs to get relieved and for that he goes to a therapist for motivation sessions and lectures. Furthermore he is going to psychiatrists for the cure of his mental health and weakness. Usama wants something easily and economically available for his problem and for that he needs an app as he is fond of using technologies in every aspect of his life. He wants to use an application that has all features online and available 24 hrs to approach it any time he wants to use it. He uses some of these applications from google store to get ease and that helps him a lot. He is further looking forward to having a single platform for the solution of his problems.

## Section 4: Competitive Analysis

### 4. Competitor Criteria:

Observing the current solutions the users opted for we shortlisted the doctors or therapists that oppose any online approach to the patients. The applications also add up to our competitors.

#### 4.1 Competitive Matrix:

<u>Features</u>	FeelBetter	Doctors	Happify	MangoHealth
24 hrs service	✓	✗	✓	✓
Courses/Guided Courses	✓	✓	✗	✗
Mood Tracking	✓	✓	✓	✓
Online Counselling Sessions	✓	✗	✓	✗
Soothing music	✓	✓	✗	✓
Essential exercises tracker	✓	✗	✗	✓
Support Group	✓	✗	✗	✗
TrustedList for Chatting	✓	✗	✗	✗

### 4.2 Learnings regarding the competitive landscape, especially best practices and opportunities for differentiation

There are relieving applications currently available that are termed as a cure for the mental problems such as anxiety and stress. There are doctors who are not used to doing online treatment and can only cure in person. We came to the idea from Happify and Mango Health for an opportunity to have a mood tracking module. Happify enables online counselling sessions and mango health has exercise tracker these practices pleased us and created an opportunity for us to integrate it in a single application to provide a comprehensive healthy application.

# **Appendix:**

## **Section 1: Need Finding Report**

### **Interviews**

#### **Goals:**

- To help students and stressed people get relaxed and ease from their mental stress

#### **Recruiting Criteria and Strategy:**

- To Recruit stressed out people or the patients to get to know about their problems
- Get to know about people life from friends and interviewing the mentally stressed out people
- Getting appointments for the interview and taking recorded interview

## **Section 2: Design Concept Storyboards**

## **Section 3: Personas and Scenarios**

### **Personas**

- 1.1. Hamza Malik
- 1.2. Usama Mehmood

### **Scenarios**

- 1.3. Scenario 1
- 1.4. Scenario 2

## **Section 4: Competitive Analysis**

### **Competitor Criteria**

### **Competitive Matrix**

## **Updated Part of Milestone 1:**

### **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.

# 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?

Follow-up:

- 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?

Follow-up:

- 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?

Follow-up

- 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?

Follow-up:

- 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?

Follow-up:

- 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?

Follow-up:

- 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?

Follow-up:

- 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.

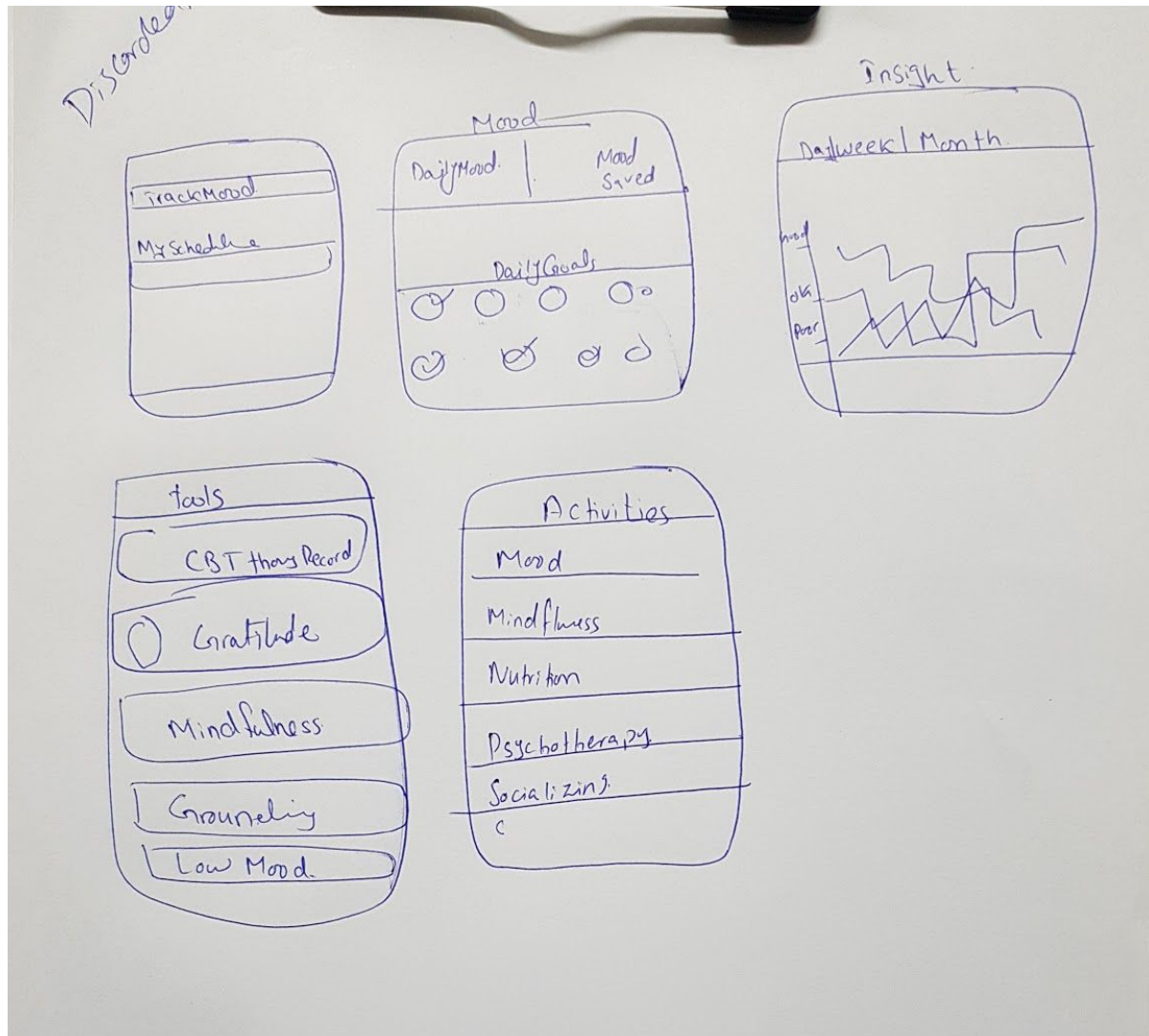
Any questions?

Thank You once again for your precious time.

Byebye

Allah Hafiz.

## Discarded Sketches:



## Summary of work division

Work	Aadil	Adil	Zainab
Interview	✓	✓	✓
Need Finding	-	✓	-
Affinity Diagram	✓	✓	✓
Sketching	✓	-	✓
Storyboarding	✓	-	✓
personas	✓	-	-
Scenarios	-	✓	-
Competitive analysis	-	✓	✓

