



UNIVERSITY OF MICHIGAN

Prototype of HealingU Mental Health and Wellness Resource App

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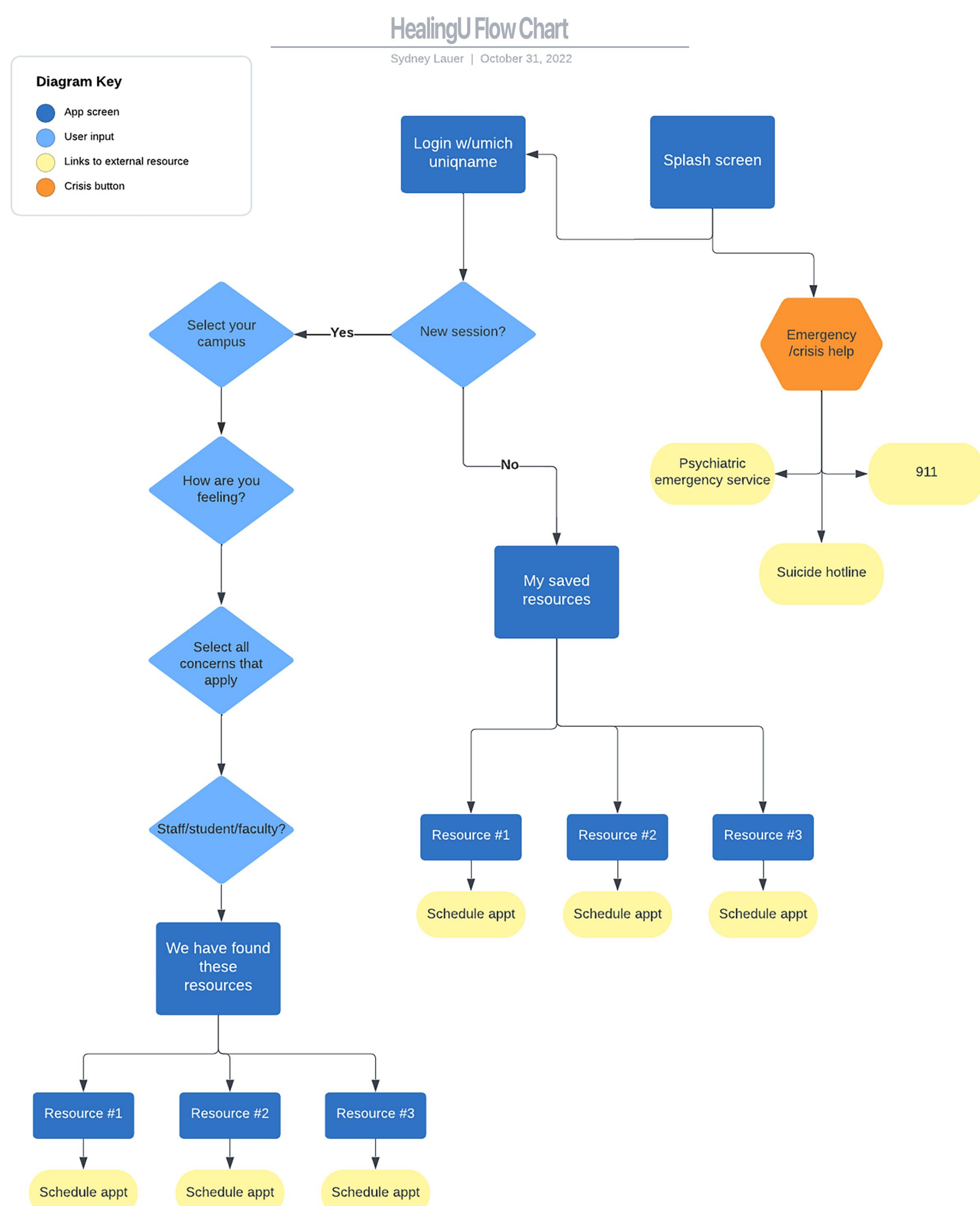
Introduction & Objectives

Following the COVID-19 pandemic and civil unrest spurred by racially motivated killings in 2021, the mental health needs of university communities skyrocketed.

The University of Michigan (UM) sought a way to simplify the process of accessing mental health resources via a smartphone app, which has been titled "HealingU."

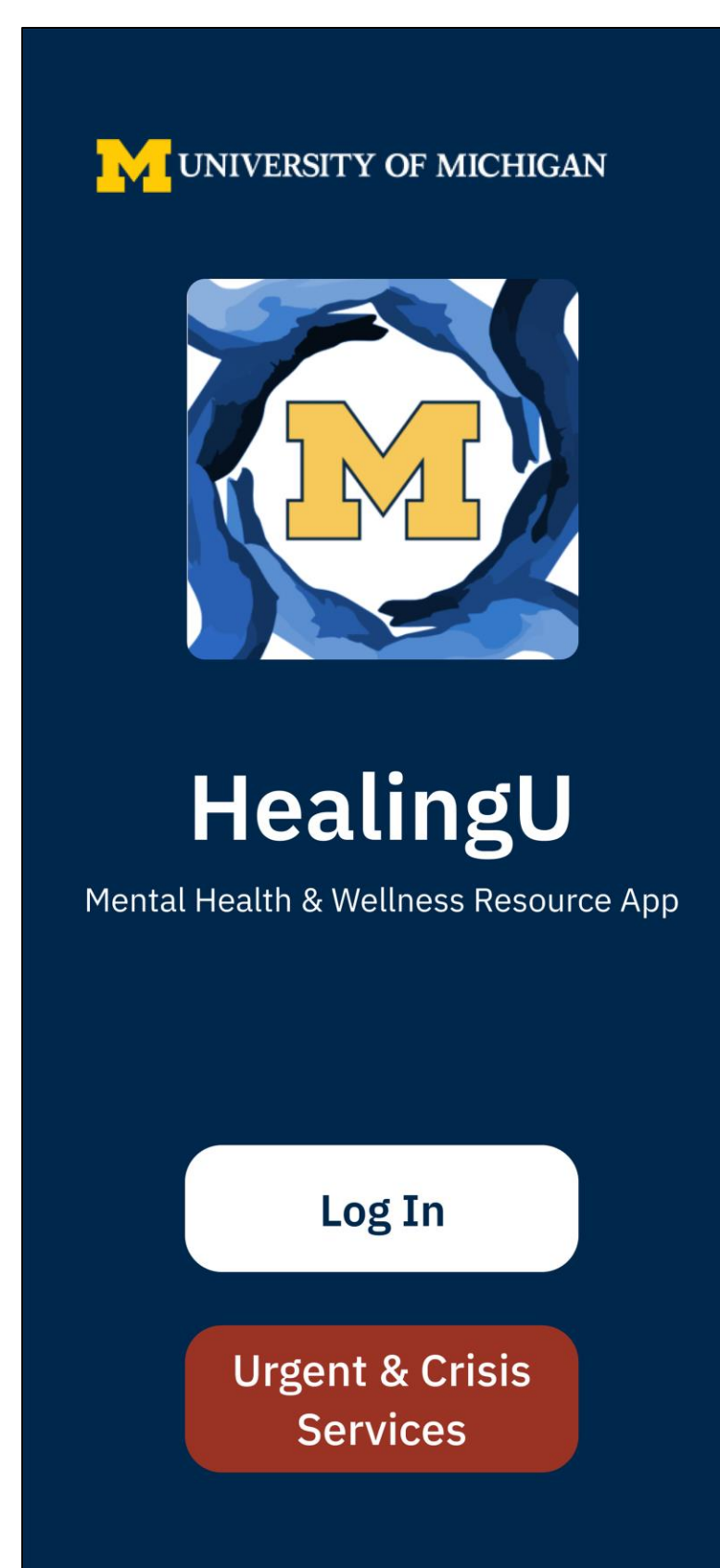
Methods

User flow diagrams were created to identify each step of the user's journey. The types of pathways different users would take, and therefore what kinds of elements should be included were considered in these diagrams.

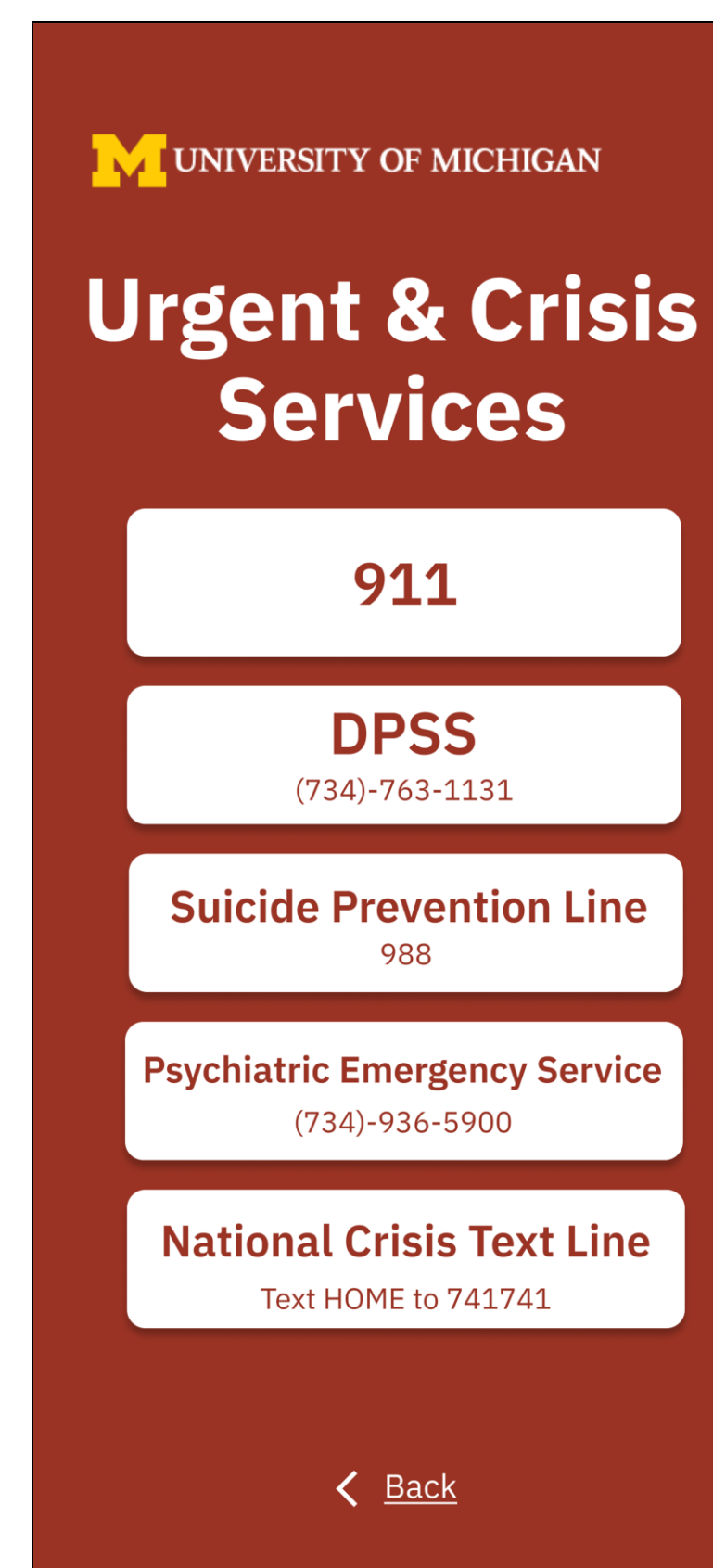


Using the online interface design tool Figma, the team created low-fidelity wireframes for all significant app screens. Multiple redesigns were performed before developing a final high-fidelity prototype in which users can navigate between over 50 screens.

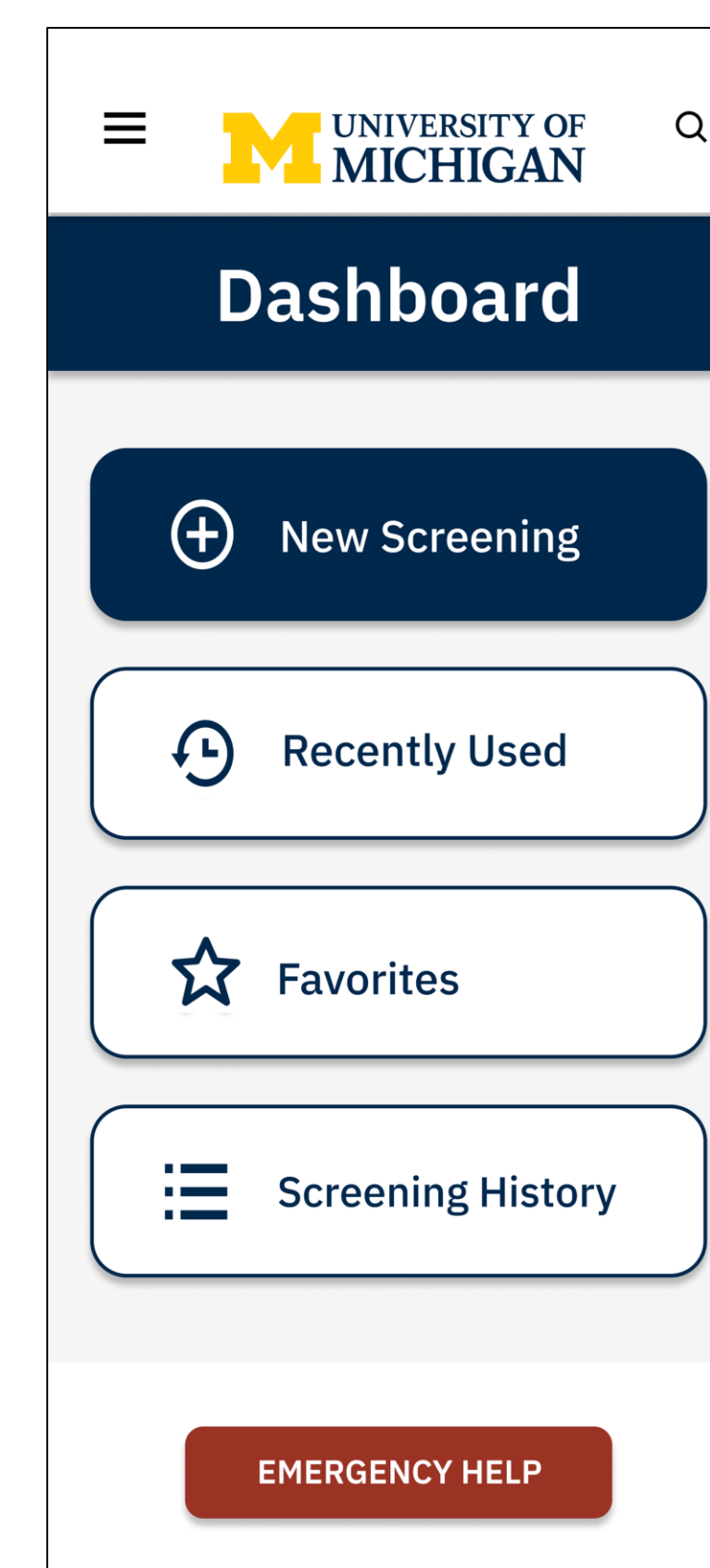
Results



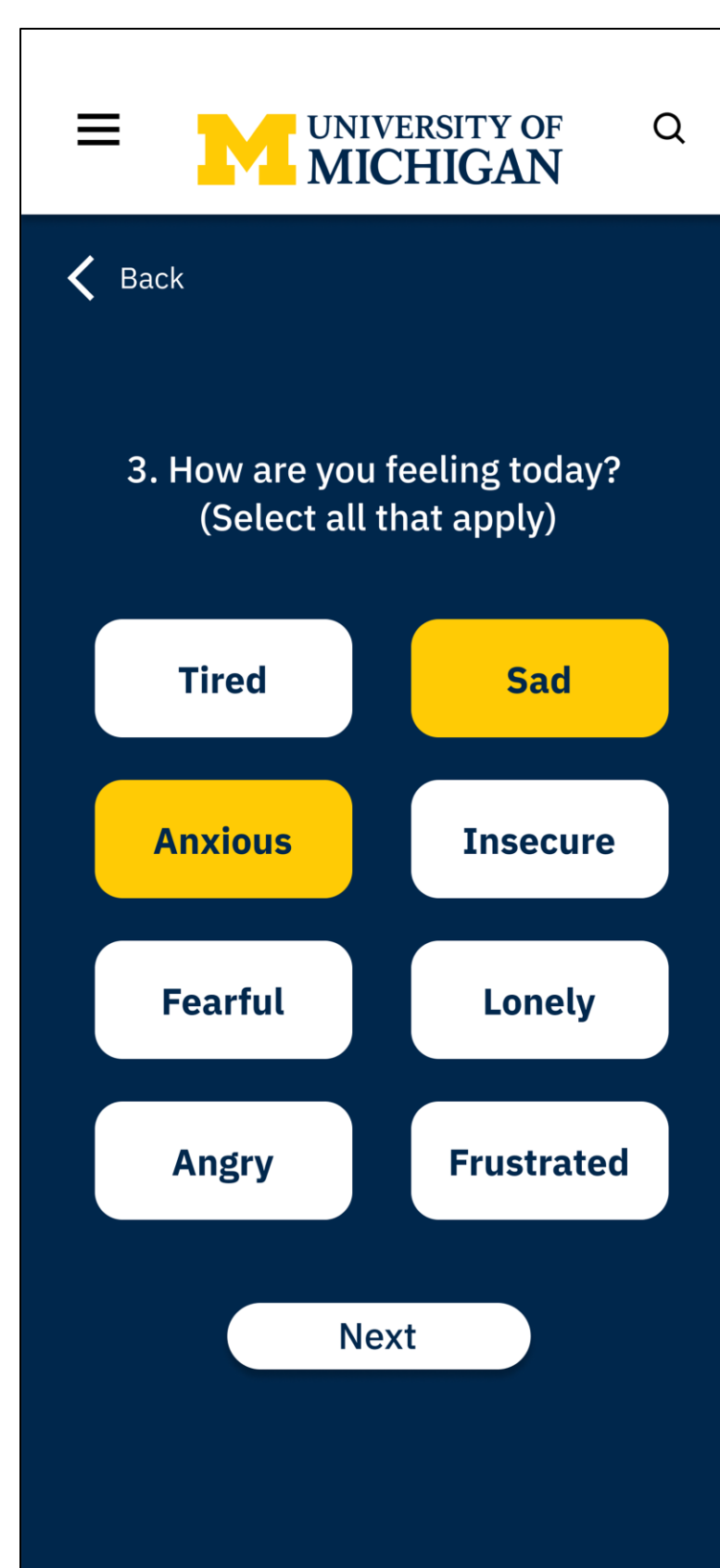
The opening screen allows users to log in with their UM credentials or access urgent and crisis services.



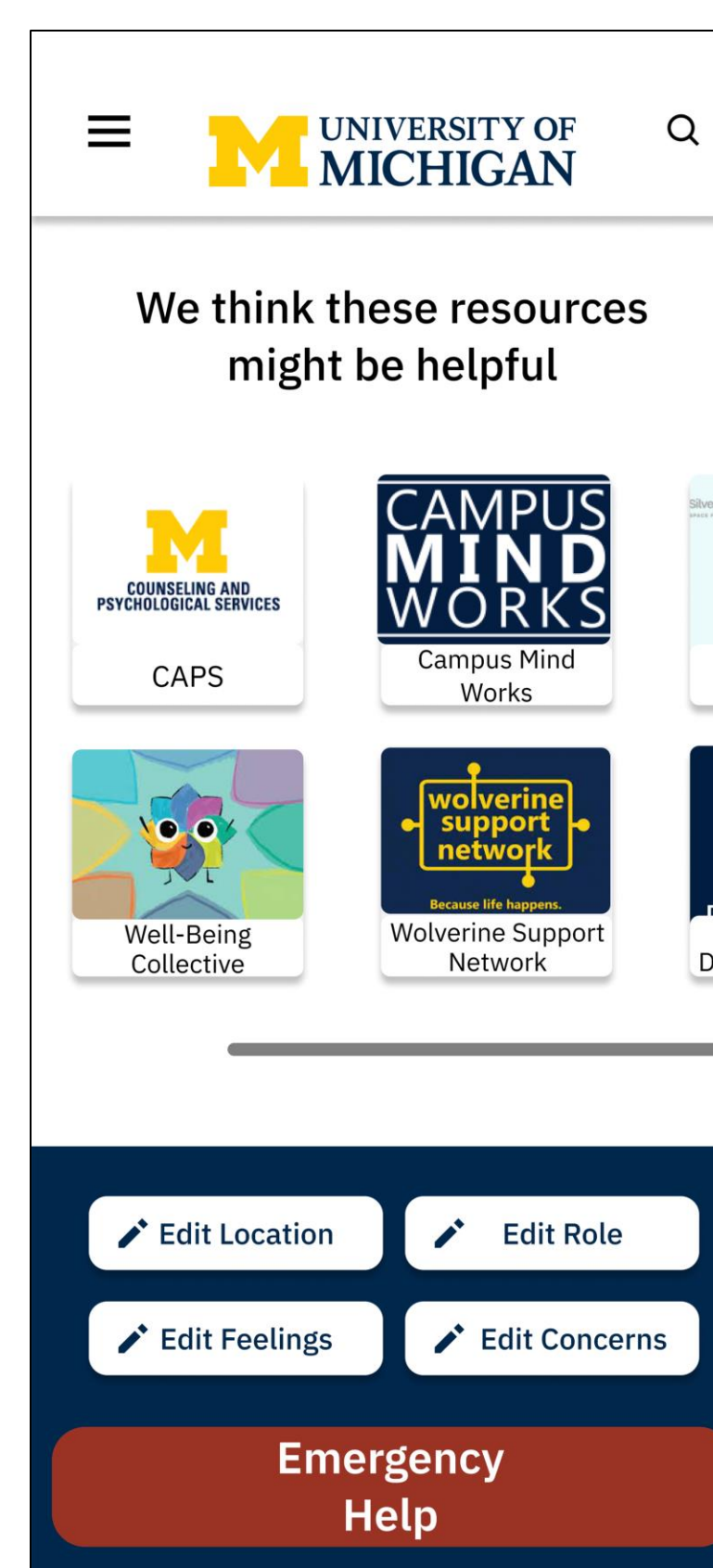
Users can easily contact mental health emergency services by calling or texting directly from the app.



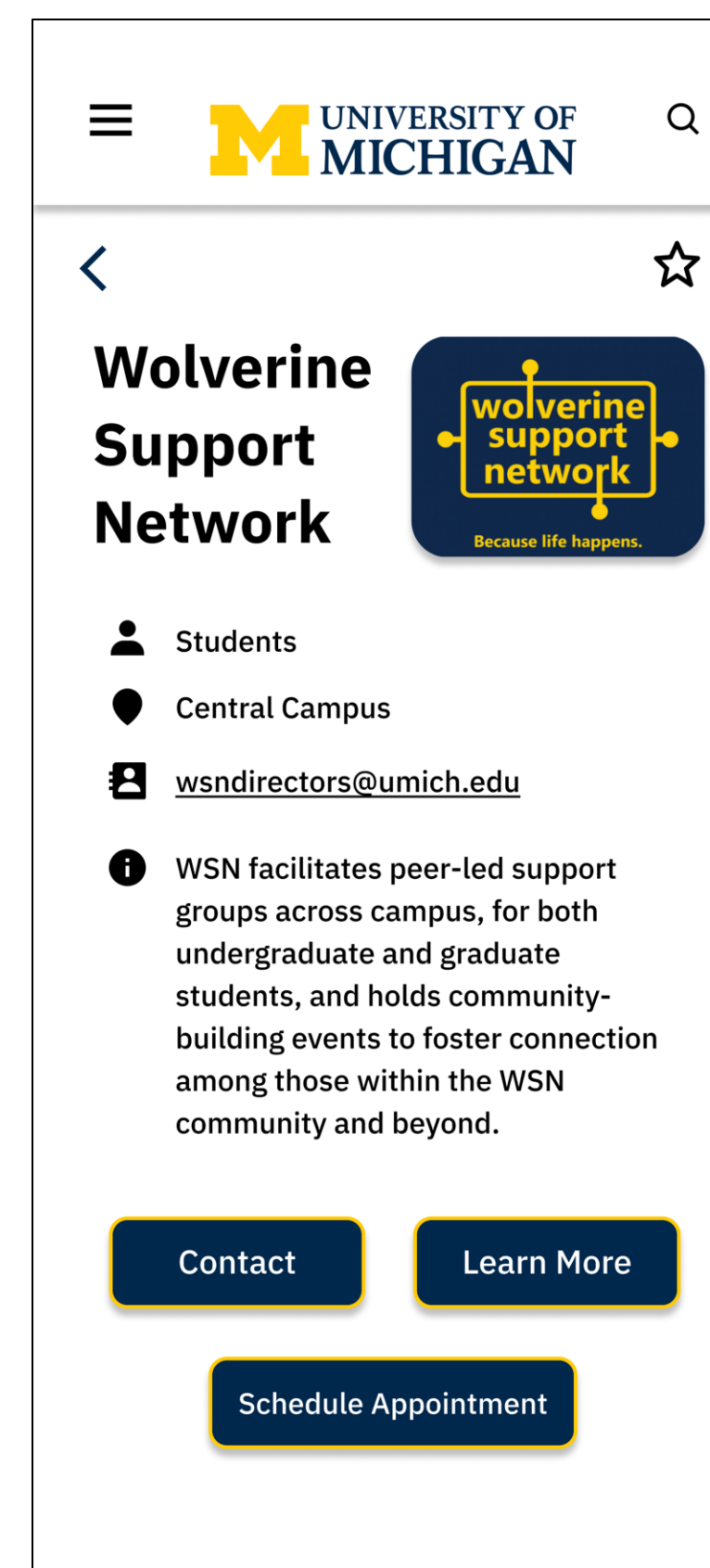
The dashboard houses the main features of the app, including the option to begin a new mental health screening.



This is an example of how a user might answer a mental health screening question.



The results page includes suggested resources based on answers given in the screening.



A resource's page displays information about using and contacting the specific tool.

Conclusions

As a result of the COVID-19 pandemic and the social unrest that ensued, mental health needs have grown and evolved across populations, including within the UM community.

The demand for accessible mental health resources at UM can be met by providing direct access to crisis services, mental health screenings, and comprehensive descriptions of available tools.

Future Directions

Post launch, the HealingU team will analyze user feedback to update resources, screening questions, and design elements to make the app's function align with the changing needs of the community.

Activity data from the app will reveal trends in pressing mental health issues, rates of resource use, and gaps that still exist within the community.

These trends will highlight areas in need of greater funding and attention.

Limitations

There are potential accessibility issues within the design of the prototype including insufficient color contrast and small element sizing.

HealingU may not intertwine completely with all UM resources, which can lead to difficulties in finding specific tools and scheduling appointments within the app.

Acknowledgements

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CC Ly, Jack Seel, and Gabriel De Almeida also worked on this project.

⁵This prototype logo is not affiliated with UM.