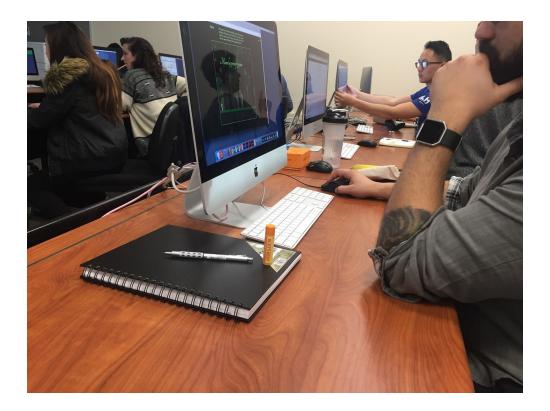# Needfinding

- Need quick access for immediate needs
- Needs to a mobile app as it appears to be the most convenient method for students
- The experience needs to feel like a one on one discussion
- There needs to be a feedback system when the therapist is not available
- A school tag would help increase the liability of the product
- Users need to feel comfortable talking via an application, maybe an agreement would help that
- Needs an onboarding process to explain the application since it is not a common phenomenon
- Can't be too expensive or needs to be covered under insurance when dealing with students
- A validation of the therapist would help the user feel more related to the product and not leave them with the feeling that they are talking to a robot like Siri or Alexa
- Need more work flows other than a chat, which could help the user when a doctor is not available