Group(I) Project Report: Milestone 1

Course: Human Computer Interaction (HCI)
Course Code: CSE 4451
Section: B

Group I:

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Submitted to:
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Problem Statement

Student mental health is a growing concern at our university, and students suffering from it are affected by it throughout their academic years. These students suffering from mental health problems lack awareness about the available mental health resources or don't seek out help due to the cost of mental healthcare. They also feel hesitant to share their issues. So, our goal is to find the main problems students face in this issue and find the corresponding optimal solution.

User Group

Our team's user group involves university students but more specifically students from our university, United International University(UIU), as mental health problems are a growing concern among the students of our university.

Citations:

[1]: Mental Health Need, Awareness, and Use of Counseling Services Among International Graduate Students

In this paper, the authors describe how international graduate students, largely students from Asia, face mental health problems. They face a number of challenges including language and cultural barriers, social isolation, financial hardships, and difficulties finding jobs post graduation, all of which contribute to their bad mental health.They are not able to adjust to the lifestyle of a new country, sociocultural adjustment such as cultural norms and personal psychological adjustments such as loneliness and homesickness.Their study shows that international students may not use counseling services because lack of awareness of their needs for mental health services. Another reason is because most students hold on to their health-related beliefs and practices from their home country.

The authors of this study collected their data based on surveys, particularly from one of the largest universities in America. Their study included both domestic and international students for comparison reasons, but the international students took a step forward to self report themselves as international students, for other surveys with similar sampling plans. Researchers were well aware that students often feel hesitant to share sensitive information with another individual, thus they conducted surveys to eliminate the possibility of them thinking they are being overheard. Furthermore, they reminded students about the confidential nature of the survey through an email and also gave them randomly generated and encoded identifiers to ensure

anonymity. This study has influenced our objective and motivated us to conduct a similar study at our own university for our project but for all types of students and come up with a solution to help students to understand and deal with their mental health problems.

[2]: Persistence of mental health problems and needs in a college student population

The authors of this paper have conducted a study on the mental health problems faced by college students,but unlike most studies they decided to conduct it over a longer period of time. This is because there is a lack of longitudinal data on mental health issues and the associated help-seeking behavior among college students, despite the high frequency of these issues shown by cross-sectional studies. College students often face issues such as anxiety, depression, eating disorders, self-injury and suicidal ideation due to several factors such as academic result, social isolation e.t.c.

The motivation behind their study is to find out how students deal with these kinds of mental health problems and whether they reach out for help from others, throughout a longer span of time, such as in this study which lasted for about 2 years. Knowing more about the longitudinal patterns of persistent mental problems and help-seeking is important for a better understanding of the scope of mental health problems among college students, and young adults in general. Such information can help providers, campus support services, and insurers to plan more appropriate services and target the neediest students. They conducted their study on a random sample of college students, through a web based survey at a public university and then two years later they did a follow up survey to find out how the student's mental state had changed and whether they had changed their minds about seeking out help from mental health services. This study has motivated us to collect and analyze our data, gathered from the students of our university, find the patterns and come up with design ideas for our project that could benefit the students of our university.

[3]: Academic Stress, Anxiety and Depression among College Students- A Brief Review

This paper summarizes the research carried out in the last 3 decades especially regarding stress, anxiety and depression among college students.It focuses around different issues college students face such as emotional problems and adjustment, stress and other psychological problems.Moreover, emphasizing how counseling will help students deal with emotional problems and proposing colleges to take initiatives in setting up student counseling centers, create awareness among college students in seeking help with counseling centers.

According to the authors,10-20% of college students at any given time will be suffering from psychological problems. Thus the purpose behind this paper was to address the most common

mental health issues encountered by students, interpreted from data collected from across previous studies and to provide preventive measures on how to deal with such issues and the types of resources that are available for students to use. This study has allowed us to explore what are the most common mental health issues university students could face throughout their academic years, and how the resources available in most colleges differ from the resources available at our university. It has opened up a new perspective from our point of view and will help us in coming up with solutions when we approach to explore this issue at our university.

Detailed Description of the Data Collection Process

Research methods

The research methods that we are applying are Survey and Interview Methods. As we are working on mental health problems, to gather information we did a survey. However the survey method alone did not help us to get enough information about the actual problem, for this case we also applied the interview method also.

Main Participants

Our main participants are university students of United International University and we reached out to them through Facebook, Whatsapp, phone calls and face to face communication.

Demographics

The demographics of our participants are age, gender, academic level and field of study

Age:- Most university students in their twenties age differences occur because of non-traditional students or postgraduate courses, among other reasons.

Gender:- Mental health disorders can impact people of any gender

Academic level:- Seniors may be stressed about graduating and future employment opportunities while freshers have trouble adjusting to the new university life.

Field of Study:- Stress levels can be influenced by the structure of academic programs.Students enrolled in demanding or competitive programs for instance could feel more stressed out.

Types of Data generation

The types of data generated from our data collection process are qualitative and quantitative through in person interviews and surveys.

Data Collection Methods

We captured the collected data through google forms, audio recordings and took short notes during interviews, from participants among our university students.

Challenges

Students were hesitant to share their mental health related problems as this information is sensitive and should be kept private with promised confidentiality. To overcome this we used anonymized data collection methods like providing a private and quiet space to conduct interviews in order to ensure that their personal information is kept private and confidential. We also promised to not reveal their identity and that it would be kept hidden, creating a supportive environment so that participants would open up more.

Describe Data Analysis Process:

Final Insight

Interview:

Exam anxiety and pressure can significantly affect the mental health of students, leading to a decline in their overall well-being.

Students are often well-prepared for exams, but exam anxiety undermines their efforts.

Students are not discussing mental health issues. They often neglect to seek psychiatric help and believe that medication is not necessary to treat the issue.

Most introverted students do not participate in clubs or workshops. Although universities take steps to improve mental health, students are often unaware and hesitant to attend.

Most students struggle with mental health due to poor time management, including insufficient sleep.

Overthinking one's career can have adverse effects on students' mental health.

Survey:

Bad relationships with parents can negatively impact students' mental health. Academic performance, hazing, toxic relationships, and friend groups are not the only factors affecting the mental well-being of students living on campus or off campus.

Half of the students appreciate the university's initiative to improve mental health. However, the other half are not involved in any extracurricular activities.

The pressure to have a successful future can cause families to prioritize achievement over mental health, which can lead to students experiencing a decline in their mental well-being.

What did you find out that you didn't already know?

Many students who are facing mental health issues find it difficult to focus on their studies, which in turn affects their ability to develop their skills. In the past, it was believed that only a small number of students faced mental health problems, usually those who came from underprivileged backgrounds and had many responsibilities at home. However, this is no longer the case. Nowadays, many students struggle with various mental health issues, and this affects their academic performance on a daily basis.

What did you confirm that you suspected?

At first, it was believed that students were experiencing mental health issues due to the pressure of exams and assignments. However, after collecting data, it became clear that students who were struggling with exam-related stress were also experiencing other uncommon reasons for mental distress. Furthermore, it was observed that students did not prioritize their mental well-being; the data revealed that many of them did not maintain a healthy routine, had irregular sleeping patterns, used drugs, and did not participate in any extracurricular activities. Additionally, shy students were hesitant to communicate their problems with their parents. It was also found that even if the university or authorities took any initiative, these students were unlikely to attend.

Affinity Diagram Link:(Team I)

Link- [Section B, Visual Workspace for Innovation (miro.com)](#)

User Persona

ABTAHI
Student

PROFILE

Age: 25
Academic Year: 3rd year
Department: Computer Science and Engineering(CSE)

University: United International University(UIU)

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▶ CHALLENGES

Stress, Anxiety and Depression

"Even When I am well prepared I feel blank at times during exam"

"I am suffering from depression about career and studies"

▶ NEEDS

Counseling Services

"There are no counseling services that are easily accessible and affordable for our univerity students"

▶ PREFERENCES

Easy access to mental health resources

"I prefer that students have a go-to place for easy access to mental health resources as they lack awareness"

Scenario

A Student's Mental Health Journey

Sanjida is 23 years old and lives in Dhaka. Sanjida was pursuing her dream of becoming a Computer Engineer, but little did she know that the journey through university life would bring challenges that extended beyond textbooks and lectures. As the semesters unfolded, Sanjida found herself struggling to cope with the mounting academic pressures, social expectations, and the relentless pace of university life. The weight of assignments, exams, and the desire to maintain a vibrant social life took a toll on her mental well-being. One day, after a particularly challenging week, Sanjida stumbled upon an announcement from the university authorities. They had recently launched a comprehensive mental health support service accessible through an online platform and a dedicated mobile app. Intrigued, Sanjida decided to explore this resource.The online platform, aptly named "MindWell," offered a range of features designed to address the diverse mental health needs of students. Sanjida discovered that it included self-help resources, stress-relief exercises, and even virtual counseling sessions with qualified mental health professionals.Intrigued by the possibilities, Sanjida downloaded the MindWell app. The interface was user-friendly, providing her with personalized tools to monitor her mental well-being. The app also featured a community forum where students could share their experiences and support one another. As the semester progressed, Sumaiya found solace in the digital sanctuary that MindWell provided. During late-night study sessions, when anxiety threatened to overwhelm her, she would turn to the app for mindfulness exercises that helped calm her racing thoughts. Here she can also see her activity time and how long she exercises daily. The virtual counseling sessions became a safe space where she could openly discuss her struggles and receive guidance on coping strategies. One day, Sanjida encountered a fellow student, Rahim, in the MindWell community forum. They exchanged stories of their university challenges, realizing they were not alone in their struggles and that there are others in UIU who probably go through the same issues and get the help of MindWell to deal with such issues accordingly.

Storyboard