United International University

Submitted By:

Team-B

Shaikh Navid Ahmed	011201052
Abu Talha	011201043
Gazi Tawsif Turabi	011201467

Section: B

Course code: CSE 4451/CSE 451

Course Title: Human-Computer Interaction

Milestone -1

Date:19-11-2023

Submitted to:

Ms. Novia Nurain

Prof. CSE, UIU

Table of Contents

Section-1

Section-2

Section-3

Section-4

1.1 The team's specific problem statement

In the current digital landscape, teenagers encounter substantial hurdles when attempting to access mental health support and understanding. Existing platforms lack a balanced integration of assessment, classified networking, and anonymous communication, creating barriers to open emotional expression. Intimidating interfaces, empathetic response deficiencies, and privacy compromises deter users from sharing their feelings openly. Teenagers need a safe space where they can talk openly about their feelings without worrying about privacy. Right now, there isn't a platform like that, making it hard for them to feel truly connected and understood when seeking mental health support.

1.2 Team's specific user group

Teenagers aged 13 to 18 years old.

1.3 Identified user group

Teenagers & young adults aged 13 to 25 years old, specifically school & college students, who are transitioning into adulthood and facing various challenges related to mental health, academic stress, social pressures, and personal identity.

1.4 Identified problems using secondary research skills

- **Academic Stress and Pressure:**
  School and college students often face intense academic pressure, leading to stress, anxiety, and burnout. Balancing assignments, exams, and social life can be overwhelming, impacting their mental well-being.

- **Social Isolation and Loneliness:**
  Transitioning to school & college life might result in social isolation and feelings of loneliness, especially for those who are introvert or find it challenging to make new friends. Limited social connections can lead to feelings of alienation and depression.

- **Identity and Self-Esteem Issues:**
  College is a time of self-discovery, but it can also bring identity crisis and self-esteem issues. Students might struggle with questions related to their future, career choices, and personal identity, leading to emotional distress.

- **Mental Health Stigma:**
  Despite growing awareness, there is still a stigma associated with mental health issues. College students might hesitate to seek help due to fear of judgment or social stigma, leading to delayed or inadequate mental health support.

- **Uncertainty About the Future:**
  College students often face uncertainty about their future careers, relationships, and life choices. This uncertainty can lead to anxiety and feelings of hopelessness about what lies ahead.

1.5 Citations to justify problem statement
1. Post, D., Carr, C., & Weigand, J. (1998). (TEENAGERS: MENTAL HEALTH AND PSYCHOLOGICAL ISSUES.)
   https://sci-hub.st/10.1016/s0095-4543(05)70331-6
2. Havas, J., de Nooijer, J., Crutzen, R., & Feron, F. (2011). (ADOLESCENT VIEWS ABOUT AN INTERNET PLATFORM FOR ADOLESCENTS WITH MENTAL HEALTH PROBLEMS.)
   https://sci-hub.se/10.1108/09654281111123466
3. Prescott, J., Hanley, T., & Ujhelyi, K. (2017). (PEER COMMUNICATION IN ONLINE MENTAL HEALTH FORUMS FOR YOUNG PEOPLE: DIRECTIONAL AND NONDIRECTIONAL SUPPORT.)
   https://mental.jmir.org/2017/3/e29
4. Pretorius, C., Chambers, D., & Coyle, D. (2019). (YOUNG PEOPLE, ONLINE HELP-SEEKING AND MENTAL HEALTH DIFFICULTIES: A SYSTEMATIC NARRATIVE REVIEW)
   https://www.jmir.org/2019/11/e13873/

1.6 Target audience
The target audience is teenagers who are seeking mental health support in the digital age. This includes teenagers who are experiencing mental health conditions such as depression, anxiety, eating disorders, and substance abuse. It also includes teenagers who are struggling with social-emotional issues such as bullying, relationship problems, and family conflict.

1.7 Necessary background and the challenges they face
Teenagers are at a critical stage of development, both physically and emotionally. They are also facing many challenges, such as academic stress, social pressure, and identity development. These challenges can make them more vulnerable to mental health problems.

Teenagers face several challenges when seeking mental health support in the digital age. These challenges include:

- **Intimidating interfaces:**
  Many mental health platforms have complex interfaces that can be overwhelming for teenagers.
- **Lack of empathy:**
  Some mental health platforms use automated chatbots or AI-powered responses that can lack empathy. This can make teenagers feel like they are not being understood or supported.
- **Compromised anonymity:**
  Some mental health platforms do not adequately protect user privacy. This can make teenagers hesitant to share their personal information and experiences.
- **Lack of genuine connections:**
  Some mental health platforms focus on assessment and diagnosis rather than providing a space for genuine connections. This can make it difficult for teenagers to feel supported and understood.

2.1 Research Methods Used and Why?

We used a variety of research methods to collect data from teenagers, including
Surveys: Surveys are a quick and efficient way to collect data from a large number of participants. They can be used to collect data on a variety of topics, such as demographics, mental health symptoms, and preferences for mental health support.
Interviews: Interviews allowed us to collect in-depth data from a smaller number of participants. This helped us understand the nuances of teenagers' experiences and perspectives.

We used these research methods to help us better understand the situation and to generate more accurate and informative responses to user queries.

2.2 Reach out process to target user groups
We reached out to our target user groups online and on social media we advertised our research studies and conducted the survey on social media platforms that are popular with teenagers. This helped us to reach a wider audience of potential participants.

2.3 The demographics of the participants

In general, our participants are teenagers aged 13-18 from a variety of backgrounds. We strive to recruit a diverse sample of participants in terms of race, ethnicity, gender, socioeconomic status, and sexual orientation.

2.4 Data generated from the data collection process

The types of data that are generated from our data collection process include
Quantitative data: Quantitative data is numerical data that can be analyzed using statistical methods. Our quantitative data includes survey responses.
Qualitative data: Qualitative data is non-numerical data that can be analyzed using thematic analysis. Our qualitative data includes interview transcripts.
Generated data:
1.https://docs.google.com/spreadsheets/d/1K7NNtzw7iGXCGNuy1PTmYVbMSlonYWp-dbTTW9X_uPQ/edit?usp=sharing
2.https://docs.google.com/spreadsheets/d/1e7hyu14_zZeLMAyMkrQiu-HrDQ_FjnoHwRJFh2fqNK8/edit?usp=sharing

2.5 Data record process

We recorded collected data in a variety of formats, including
Note: We took notes during interviews. These notes are transcribed and analyzed later.
Spreadsheet: We gathered the survey information and stored the data in a spreadsheet.
Audio recordings: We audio-recorded interviews so that we can review the transcripts later.

2.6 Challenges faced during data collection and overcoming those hurdles

One of the biggest challenges that we faced during data collection was that we were still under development. This means that we may not always be able to understand the meaning of user queries or generate responses that are accurate and informative. We are trying to overcome these challenges by continuously learning and improving. We also rely on feedback from users to help us identify and fix any problems. Another challenge that we faced was that we needed to collect data from a wide range of users to be more inclusive and to understand the needs of a wider range of users. We overcome this challenge by working with a variety of partners, such as schools and universities.

3.1 Affinity diagram Miro-Board link
https://miro.com/app/board/uXjVNfpWi4s=/?moveToWidget=34587645667979
16603&cot=14

3.2 Final insights gained from the affinity diagram
- There is a need for more online mental health support options for teenagers. Many teenagers struggle with their mental health, but there are not enough online platforms that cater to their specific needs.
- Online platforms can be a helpful way to find information about mental health and connect with others who understand what you are going through. However, it is important to be aware of the privacy risks associated with using online platforms.
- Creating safe spaces online is essential for encouraging people to share their emotions openly. This can be done by designing platforms with user-friendly interfaces and ensuring anonymity. Additionally, features like private chat options and moderated forums can help to enhance safety.
- Providing access to professional advice while maintaining user privacy is another important consideration for online mental health support platforms. This could be done by partnering with mental health professionals or by using technology to provide anonymous chat or video chat services.

Overall, the affinity diagram suggests that there is a need for more comprehensive and user-friendly online mental health support platforms. By addressing the needs of teenagers, ensuring privacy, creating safe spaces, and providing access to professional advice, these platforms can play a valuable role in helping people cope with their mental health challenges.

3.3 What did you find out that you didn't already know?
- Existing mental health support platforms for teenagers lack a balanced integration of assessment, classified networking, and anonymous communication.
- The intimidating interfaces and lack of empathetic responses make these platforms unwelcoming and discourage open emotional expression.
- Privacy concerns further compound the issue, preventing teenagers from feeling safe enough to share their innermost thoughts and feelings.

3.4 What did you confirm that you suspected?

- Teenagers need a safe space where they can talk openly about their feelings without worrying about privacy.
- There is a significant need for a comprehensive mental health support platform that is tailored to the specific needs of teenagers.
- Such a platform would play a vital role in promoting emotional well-being and fostering resilience among teenagers.

4.1 Two complete user personas

4.2 Scenario and Storyboard

Storyboarding

Alvira is a 16-year-old high school student who is struggling with stress and anxiety. She has been feeling overwhelmed by the pressure of school, extracurricular activities, and her social life. She has been considering seeking professional help, but she is worried about the stigma of mental health issues and about the cost of therapy.One day, Alvira's friend tells her about a new mental health support platform called "Bondhu" The platform is designed to be safe, confidential, and easy to use. It provides teenagers with a space to talk about their feelings, connect with others who share their experiences, and access information and resources about mental health.Alvira decides to try Bondhu. She is immediately drawn to the platform's user-friendly interface and the sense of community that it fosters. She begins to connect with other teenagers who are also struggling with stress and anxiety. She finds it helpful to be able to share her experiences with others who understand what she is going through.Alvira also takes advantage of the platform's resources section. She learns about different coping mechanisms for stress and anxiety, and she begins to implement some of them into her own life. She also finds information about mental health professionals in her area.After a few weeks of using Bondhu, Alvira starts to feel better about herself. She is able to manage her stress and anxiety more effectively, and she is no longer feeling as overwhelmed. She is also more connected to her peers, and she feels like she has a support system in place.
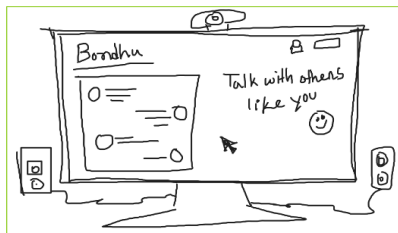
Scene 1 Title
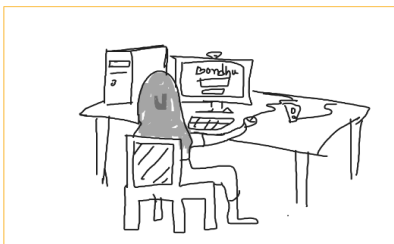
Alvira is sitting at her computer, looking at the Bondhu Connect homepage. She is hesitant to sign up, but she is also curious about what the platform has to offer.
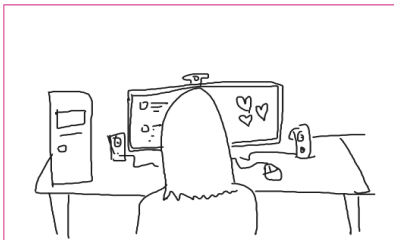
Scene 2 Title
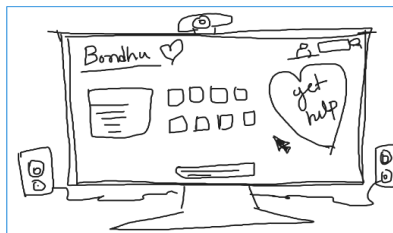
Alvira creates an account and logs in to Bondhu. She is impressed with the platform's user-friendly interface and the variety of features that it offers.
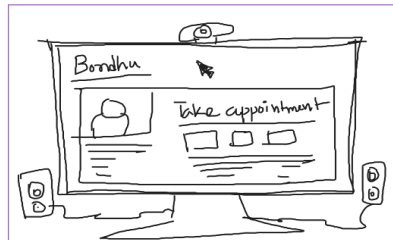
Scene 3 Title

Alvira joins a chat room for teenagers who are struggling with stress and anxiety. She is immediately welcomed by the other members of the chat room.

Scene 4 Title

Alvira shares her experiences with the other members of the chat room. She is relieved to find that she is not alone.

Scene 5 Title

Alvira finds information about mental health professionals in her area. She decides to schedule an appointment with a therapist.

Scene 6 Title

Alvira feels better about herself and her ability to manage her stress and anxiety. She is grateful for the support that she has found on Teen Connect.