

## Week 9 Stand-Up

### Preparation

At this stage, our team has completed the research about our three functions, which includes "Article ", "Counsellor" and "Community".

#### 1. Research on "Article" Page

For the "Article" function, the team has interviewed 12 university students about their opinions towards psychological articles. We want to know if they are interested in reading them, and if these articles bring positive effects on their mental health. It is found that few students are interested in these articles, and some of them has never read these psychological articles before. Instead, they prefer funny video and stories on social media, which can bring them a good mood. According to the result, the team decided to remove the function, and leave a space for students to post articles in the "community" page.

#### 2. Research on "Community" Page

The team used We-chat Group to test the community page. The team invited several UQ students who don't know each other, and add them into a wechat group. To achieve a similar effect as the function we expected, we encouraged them to share their emotion and opinions in the group. It is found that these students are more willing to listening to others' feeling and comfort strangers, rather than sharing their own negative emotions. The reason is complex. Some of them are worried about privacy, while some other students just don't want to bother others. These issues may be sovled by the app we designed, because there is an anonymous mode. Users can hide their names when sharing their feelings. Also, the "Community "function is more flexible than a wechat group. Users don't need to worry about if they bothered others, because only people who want to view the messages they posted will open the page.

#### 3. Research on "Counsellor" Page

For the counsellor page, the team used a similar counselling app called "A Grocery Shop" to simulate the function. In this app, users can send a "letter" to the counsellor who act as an elderly grandfather. Counselors will read these letters and gave feedback to comfort users within 24 hours. However, the number of letters they can reply is limited. We asked two participants to use the application. Both of them found the app interesting and useful, which may indicate that the counselor function may bring benefits to users' mental health condition. However, the user also mentioned that they wouldn't use the app frequently, because they prefer to share emotions with people they know first. They will only ask for help from counsellors when their friends or families can not help them release the negative emotions. The finding means that the "Counsellor" function might be necessary for students who have issues that can not share with friends. Some students believed that counsellors would provide constructive advice and help them overcome the situation.

### Stand Up

The team introduced its research and findings during the stand-up. However, we haven't started to create our application. So the previous result might not fully demonstrate the

effectiveness of our application. In the future, the team need to create prototypes to evaluate these functions.

Besides, , some people pointed out the negative aspect of the anonymous mode. Although the purpose of the anonymous function is to reduce stigma and encourage students to speak out their feelings, some negative comments may also appear and ruin other students' emotions. To protect students' mental health from cyber violence, the team decided to allow users to report these comments. Also, there will be some administrators who are responsible for deleting the unrespectful contents.

## Week 11 Stand Up

At this stage, the team has created the paper prototype. And we used TAM evaluation to test the prototype from different aspects: the user's acceptance of counsellor function, the ease of use, and whether they will use it. Overall, most of the users considered the application as an effective app which helps them communicate with the counsellor and improve mental health. Also, the user mentioned that she felt more comfortable when using the anonymous mode. This may indicate that the anonymous mode might help users reduce stigma and encourage them to seek mental help without hesitation.

However, the team met the technical issues for the final interactive prototype. The concept of the app is an online platform that allows different students to share opinions and communicate with counsellor easily. However, it is difficult to realize the functions because we need to store and transform a large amount of data. Also, the team lack the experience of developing an application. During the process, the team gained feedback from peers and tutors. It is suggested that we can build a web-based application. Also, the team need to test how people feel about the community and counsellor functions in the future. Because they are the core functions of the application, and it is essential to test if they can reach the purpose of the application: improving university students' mental health.

After the stand-up, the team decided to build a web-based app. And it is suggested that we need to focus on if the application reaches the purpose: improving the university students' mental health, rather than test the user interfaces.

