

Project Part 2 – Proposal & Usability Test Report

CMPT 363 @ Simon Fraser University

Fall 2023

Team #36

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1. Problem Statement

Mental health concerns are a significant issue among post-secondary students due to heavy workload and academic stress. However, post-secondary institutions are also struggling to keep up with the demand for mental health services from university students. Therefore, many institutions turn to digital solutions such as online counseling applications or mental well-being resource websites to overcome barriers such as counseling availability and budget constraints. The problem is how digital solutions provide effective mental health support similar to traditional methods such as in-person therapy and mindfulness exercises. Therefore, informational types of user interfaces such as text, images, videos, etc., and input control types of user interfaces such as fields, text boxes, etc. are important components. Tackling the problems of digital solutions will help universities overcome barriers while providing needed mental health support to struggling university students.

2. User interviews

2.1 Interview description

- Goal: To understand how university students seek mental health support, their pain points, and expectations with their current approach.
- Target demographic: University students having mental health issues and have looked/are looking for ways to deal with mental health problems
- Recruitment process: Facilitators approach university students at different schools through text, email, or in person. Facilitators then use screening questions to identify whether they fit the target demographic of university students facing mental health issues and have experience in seeking mental health support. After obtaining consent from qualified participants, facilitators book an in-person or virtual meeting with them.
- Interview procedure: In the first part, facilitators learn about the participant's background and mental health situation. The second part focuses on finding pain points that participants face when using their approach to tackle mental health problems. Facilitators listen to participants talk about their most recent approach to seeking mental health solutions. The last part focuses on understanding participants' expectations of possible alternative solutions

2.1 Interview Questions

Part 1: Background

Questions	Purpose
<ul style="list-style-type: none">• What is your major?• What year are you in?• Describe your typical weekday as a university student	To know more about the participant's demographic and behavior

<ul style="list-style-type: none"> • What daily activities make them feel discomfort? • How do they deal with the above discomfort? • What are their struggles with the above solutions? • The technology used for the above solutions? 	To understand participant's mental health situation and their approach toward tackling them.
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Part 2: Interview

Questions	Purpose
<ul style="list-style-type: none"> • Describe the last time a participant sought a mental health solution 	To go through a scenario together with a participant and learn details of how they approach a mental health solution
<ul style="list-style-type: none"> • How did they get information about the solution? • What they must do to access help? 	To identify the TASKS they must perform before getting the help they need
<ul style="list-style-type: none"> • How much time did they spend on the solution's process?: • What aspects did they like most about the solution's process? • What were the biggest pain points? • What workarounds did they try to make the solution's process easier? 	To understand the impacts of the TASKS on user experience (good aspect and bad aspect) and open up opportunities for improvements

Part 3: Feedback

Questions	Purpose
<ul style="list-style-type: none"> • Why/why not they believe their solution is effective/not effective? • Would they recommend their solution to someone else? • Would they consider an alternative for their solution? • What things do they wish to have in their solution/alternative? 	To gain a deeper understanding of participant's expectations of the solution's process

3. User requirements

3.1 Key insights from user interviews

Based on 4 independent user interviews with 4 students studying at post-secondary institutions across British Columbia, we found useful insights about their mental health issues, the steps they take to resolve them, and their overall experience with the chosen solution. Starting with participants' descriptions of daily activities, we found that the majority of participants did not have much time outside of school and work. Moreover, many participants work on assignments around their time before going to bed. The most common mental health issues are stress, and anxiety, which build up from doing assignments close to deadlines or studying for exams. Participants choose talking to others, personal activities, and online counseling to deal with stress and anxiety. However, the most common problem is the lack of time. According to a participant, limited free time is a barrier for them to pursue activities that help them deal with stress and anxiety such as going to the gym or dog walking. Therefore, time is an important factor when developing mental health solutions. Moreover, the ability to connect users to mental health professionals conveniently is also an important factor as participants feel the need to seek immediate help from professional counselors rather than talking to their friends and family. Lastly, the most preferred type of technology is phone applications and websites.

Walking through participants' description of a recent attempt to solve mental health issues, we found that in-person or virtual counseling appointment is the most common approach. Despite having the same approach, each participant needed to perform different activities to get the help they needed. One participant reported that must complete an online assessment before they can book an online appointment through their school service. However, another participant at a different school only needs to register their info online and receive an appointment link on the same day. Therefore we summarize the workflow from the moment they seek a solution to the moment they talk to mental health professionals:

1. User must register their personal information (forms, online accounts, etc.)
2. User must agree to the terms and agreement of the counseling services
3. User complete mental health assessment before booking (optional)
4. User book an appointment with a counselor (phone call, website link, etc.)
5. Users wait for a response from the mental health service provider about the appointment (phone call, email, etc.)
6. Users attend the appointment and receive professional help (in-person, virtual, phone)

The most liked aspect of the tasks above is the simple appointment booking process. The biggest pain point is knowing the best time slot to book the appointment. Due to many other students competing for the preferred counseling slots, participants had to book ahead one or two weeks and had to constantly keep track of their counselor availability as a workaround solution. In the feedback section, we found that participants prefer a fast and simple process leading up to meeting with a counselor. Moreover, flexible scheduling, drop-in sessions, and the ability to chat/text with a counselor before appointments are the main expectations from participants.

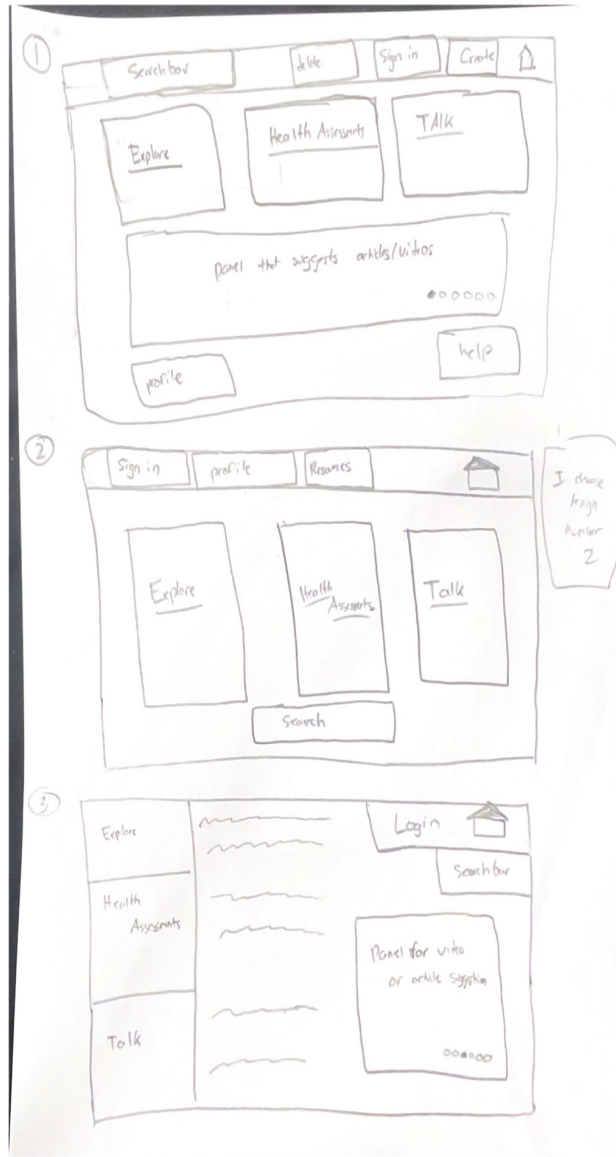
3.2 Tentative user requirements

Prioritization	User requirements
Must have	<ul style="list-style-type: none">• User only needs to agree to counseling service provider terms and agreements once after registering for an account• The application must have a navigation bar to navigate between different features (profile, booking, assessment, resources)• User must be able to book an appointment with an available counselor using a calendar• User must know which counselor is available at which time slot
Good to have	<ul style="list-style-type: none">• User must be able to view information about counselor (picture, experiences, ratings, reviews, etc.)• User can choose among variable of counseling options (in-person meeting, virtual, real-time chat, texting, etc.)
Optional	<ul style="list-style-type: none">• User can find mental health resources (articles, videos)• User can complete the assessment before booking an appointment with a counselor• User can drop into a group counseling session
Exclude	<ul style="list-style-type: none">• Contact page listing phone numbers• Post experiences as blog stories• User is put into a waitlist if the counselor is not available

4. Prototypes

4.1 Low-fidelity prototypes

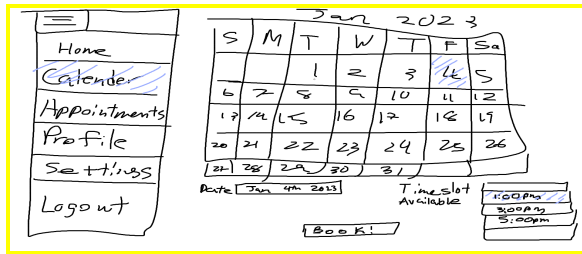
Explore features on home page



1. Design number one help user access the important features of the system. The explore button is where the user can find articles and videos. The health assessments button is where users can access a health assessment and view previous ones. Lastly, the talk button is where the user can connect with a counselor. There is a suggestion panel that will swipe through trending resources.
2. In design number two, we have a very minimalist design compared to the other two designs. The suggestion panel is eliminated and replaced with a search bar
3. Lastly, design number three is more complicated and detailed compared to the other designs. This way, the user knows exactly what to navigate after finishing their task. There is also a panel that suggests articles and video

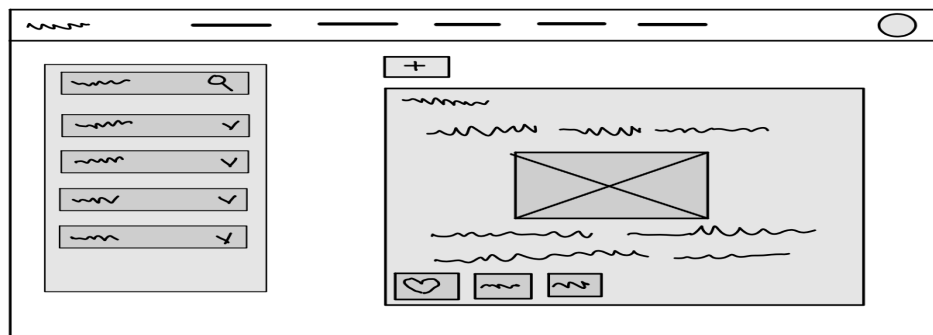
=> Easy navigation on home page

Appointment Booking Calendar



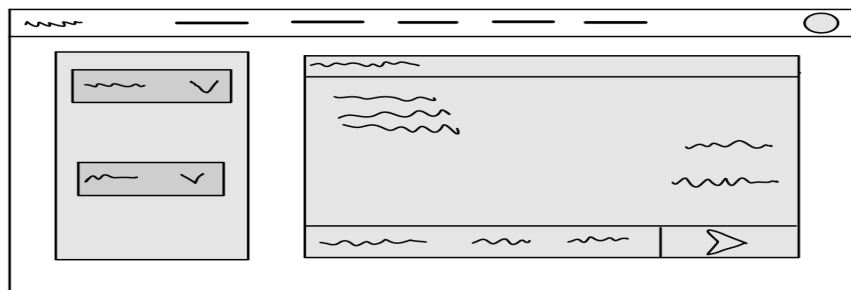
Date section - to show selected dates
 Sidebar - for navigation
 Calendar view - for a clear view of dates
 Date section - to show selected dates
 Time slot - shows available times
 Blue - shows user selected

Chat rooms



Page for people to chat and discuss different mental health topics. On the left is how to search for communities. The right will have post from members which can be interacted with and replied to.

Drop in sessions

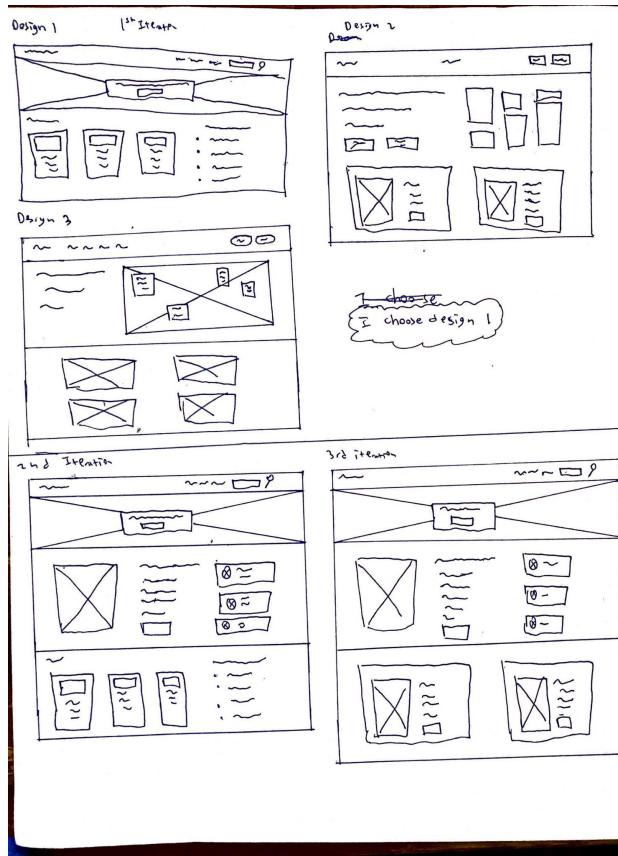


Page where users can either drop in with a counsellor and wait in a queue or book a meeting for a later date. The drop down menus allow them to specify what kind of meeting they want to drop in / book. For example, video, text, in person (for appointments)...

On the right hand side depending on what the user selects a field will appear. In this case it's a text counselling session

4.2 Final design

Home page (3rd iteration)



Design 1 2 and 3, They all give the same information which is the navbar, header and the profile of each professional counselor, and in the navbar there are “call” and “chat” button that can redirect to call and chat feature of this web app.

CHOOSE DESIGN 1

2nd iteration, after the header section, I add a review section which is filled with reviews from people who have previously used the web app.

3rd iteration

Change the design for the profile section just to make it bigger to improve accessibility

Appointment booking page (2nd iteration)



Sidebar - for navigation

Calendar view - for a clear view of dates

Date section - to show selected dates

Time slot - shows available times

Book button - to confirm the booking of appointment

Blue - shows user selected

When user select a specific counselor - dates available will be in green and unavailable in red and a pop up on the right will show previous reviews and ratings on that course

Appendix

Consent Forms



SIMON FRASER UNIVERSITY
ENGAGING THE WORLD

Thank you for agreeing to help us assess our software. We are taking a course, CMPT 363, at Simon Fraser University that involves the design computer software, and would like you to help us evaluate our design. In this session, we will ask you to work with an existing application or a paper or interactive software mock-up of our design and to help us evaluate its clarity and simplicity. We are evaluating the software, not you. Any difficulties that you may encounter while using the software will help us locate problems with our interface design.

This usability study is completely voluntary. You may decline to answer any question or stop the study at any time and for any reason. Any data gathered up to the point of stopping the study will be destroyed. If you are a student at Simon Fraser University, this interview will have no effect on your grades in any courses. The only data we will gather will be written notes. These notes will only be seen by our team members, our instructor, and our teaching assistant and will be destroyed at the end of the course. Your name will not be attached to any gathered data, but rather a unique ID code such as "Participant A".

Concerns or Complaints

If you have any concerns or complaints about your rights as a research participant and/or your experiences while participating in this study, you may contact Dr. Lawrence Kim at lawkim@sfu.ca.

Do you agree to the following: I have read and understood the subject information and consent form and freely consent to participate.

Yes

No

Selecting yes indicates that you consent to participate in this study and that you are 19 years of age or older. Select no if you wish to decline or are under 19 years of age.

CMPT 363 Online Usability Testing Consent Form

Name: Lanz P

Signature: Lanz



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CMPT 363 Online Usability Testing Consent Form

Name: Arjun Sohal

Signature: Arjun



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CMPT 363 Online Usability Testing Consent Form

Name: Karmin Gill

Signature: Karmin



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CMPT 363 Online Usability Testing Consent Form

Name: Nadine

Signature: Nadine

User Interviews - Screening

Part 0: Screening

1. Target demographic: University students having mental health issues and looked/are looking for ways to deal with mental health problems
2. Contact potential participants - university students(in-person, email)
3. Introduce yourselves and what we are doing (my name is..., student of CMPT 363 class ..., would like to conduct a interview about..., ask for consent,...) => **If reject, then end**
4. For screening questions, only ask generic answers, not details -> the goal is know if the participant is qualify for the target demographic
5. Ask if they face any mental health problems => **If no answers, then end**
6. Ask if they seeked/are seeking ways to address their mental health problems => **If no answers, then end**
7. If they pass all the screening questions, then book a meeting.
8. At the meeting, ask for consent (sign the consent form) and let them know that their identity is anonymous, the interview info is confidential, the process is voluntary, and it can stop at any time.

User Interviews - Appointment

Interviewer name: Derek Cheng

Interview date: November 3rd 2023

Part 1: Background

1. Major: **Nursing**
2. Year: **3**
3. School: **Langara**
4. Describe a typical weekday
 - Wake up 6:30am
 - light snack before heading to school around 7
 - usually stays till 4pm due to long breaks between classes
 - transit home
 - once he gets home, he freshens up (wash face, get comfortable, and change into pajamas)
 - review material learned on the day
 - some personal time (chat with friends, play video games, watch videos)

- sleep

5. What activities that make them feel discomfort

- Vague assignments
 - Instructions/goals unclear
- Anxiety during/before exam
 - Scared of not being fully prepared
 - Can't recall material during exam
- Group work
 - Anxiety from meeting new people

6. How do they deal with the above problems

- Contacting online counseling
 - When: when there's too much anxiety built up from preparing for an exam
 - Why: because seeking professional help through counseling is one of the best options as they have experience with dealing with other people who have been in his situation
 - How: Through zoom/phone call
- Talking to peers/family
 - When: usually at the early stages of stress/anxiety
 - Why: quick solution to being vocal about my problems and stress to get it out of his system (stress reliever)
 - How: talking in-person with parents and hanging out with friends

7. What are their struggles with above solutions

- Counseling times sometimes collide with his course schedule, so he has to sometimes either wait for another time or miss a class
- Counseling times are also sometimes not long enough
- Competing with other students for time slots
- Peers/Family members don't understand my struggles and can only listen
- Sometimes just speaking on the problem doesn't really help

8. Technology used for above solutions

- Computer, phone, counseling support website, ipad
 - When: talking to peers/contacting counseling
 - Why: to stress relieve/seek support and solutions to reduce the anxiety
 - How: describing his current feelings/problems to explain his situation thoroughly

Part 2: Interview

1. Describe the last time they sought a solution: Two weeks ago
2. How did they get information about the solution: It was widely known due to Langara promoting student mental health consistently
3. What were the required steps? (eg: must book a meeting through phone with counselor, must register before doing self-assessment,...)
 - went through an email to find the counseling link
 - register with name and date
 - received an email on zoom link a day before the counseling day
4. How much time did they spend on completing the tasks?: Pretty fast, it was like 3 minutes, steps were easy and straightforward
5. What aspects did they like most about the tasks? How easy it was to book an appointment
6. What were the biggest pain points when completing the tasks?: Sometimes the preferred times were already booked, so he had to look for a week or two ahead and book those times
7. What workarounds did they try to make the tasks easier?: The only option they thought of was to consult a counselor so they didn't think of another workaround and instead just waited if for example they booked a week or two ahead

Part 3: Feedback

1. Why or why not they believe their solution is effective or not effective? Effective because he was given possible solutions that were effective for himself and helped reduce his anxiety
2. Would they recommend their solution to someone else? Yes, always consult a counselor when you struggle because the reason they are so good with their job is because they have once been in a student's situation and through several experiences they can relate to him and understand him while providing solutions as well
3. Would they consider an alternative for their solution? No, consulting a counselor is the best option
4. What things they wish to have in their solution/alternative? He wishes that there were more counselors so that more timeslots would be open and he could find one that fits his schedule easily

Interviewer name: Gurinder Bhogal

Interview date: Nov 3, 2023

Part 1: Background

1. Major: Molecular Biology and Biochemistry
2. Year: 4th
3. School: Simon Fraser University
4. Describe a typical weekday
 - Wake up around 8 am and get ready for school which includes showering, brushing, and eating breakfast.
 - Take transit to SFU
 - Depending on day of the week spend 2-4 hours at SFU
 - Eat lunch or snack at SFU
 - Study between lectures
 - Head home after lectures and go to the gym on the way home
 - Eat dinner
 - Study for 1-3 hours
 - Spend remaining time playing videogames with friends or spending time with family
 - Aim to sleep at midnight
5. What activities that make them feel discomfort
 - Getting started on assignments as there is uncertainty on its difficulty
 - Day before exam
 - Presentations
 - Struggling on an assignment close to the deadline
6. How do they deal with the above problems
 - Going to the gym helps to release stress and feeling productive
 - Talking to close family members or friends to hear their input
 - During free time, completely decompress and relax. Don't worry about school
7. What are their struggles with above solutions
 - Going to the gym takes a lot of time (1-2 hours) so if anxious about a time constraint, it's hard to allocate time for the gym
 - Sometimes family members don't know how to help you feel better
 - If you can't find much free time, there isn't much time to decompress

8. Technology used for above solutions
 - phone

Part 2: Interview

1. Describe the last time they sought a solution:
 - Last time they sought a solution was last month October 2023
 - Attempted to reach out to SFU counseling
2. How did they get information about the solution:
 - Researched what resources are available at SFU
3. What were the required steps?
 - Needed to submit agreement and consent forms for counseling
 - Book an appointment with counselor
 - Explain the types of issues you're having in booking process
4. How much time did they spend on completing the tasks?:
 - Agreement documents took 5-6 mins to read
 - After signing documents it took 6 min to book the appointment
5. What aspects did they like most about the tasks?
 - Agreement forms were very clear about different rules for counseling
 - Navigating booking an appointment was simple
6. What were the biggest pain points when completing the tasks?:
 - Have to do a lot of reading when reading agreement documents
 - The appointment could only be booked 2 days in advance
7. What workarounds did they try to make the tasks easier?:
 - Didn't have any workarounds the process did not have too many steps

Part 3: Feedback

1. Why or why not they believe their solution is effective or not effective?
 - They don't think it was effective as they did not end up going through with the appointment as it could only be booked 2 days in advance and they had a conflicting schedule
2. Would they recommend their solution to someone else?
 - They would recommend it for someone who feels like they don't have someone to talk to
3. Would they consider an alternative for their solution?
 - They believe that talking to friends and family provides a more personal experience and does not require appointment
4. What things they wish to have in their solution/alternative?
 - They want a more flexible way to be able to contact a counselor. Such as drop in sessions or have the ability to have group discussions with other people seeking counseling

Interviewer name: Jaskirat Sahota

Interview date: November 2, 2023

Part 1: Background

1. Major: **Nursing**
2. Year: **3rd year**
3. School: **Kwantlen Polytechnic University**
4. Describe a typical weekday
 - In the morning after eating breakfast she tries to make time to go to the gym for 30 to 60 mins. On busier days she skips the gym.
 - She then goes to any classes she has for that day
 - After coming back from class she tries to study and finish any assignments that need to be completed. On some days she has to go to work in the evening.
 - On work days she sometimes studies for a short time before sleeping
5. What activities that make them feel discomfort
 - She gets anxiety before going to school for big tests and working at a hospital for school and not being fully prepared.
 - When asked why she feels anxiety before a test or a clinical rotation she states that she puts pressure on herself to do the best and when she underperforms she feels depressed
 - Participants stated that she feels anxious during class as sometimes she doesn't understand what is being taught, thus causing her to fall behind even more
 - She feels slightly angry that she has to go to work in the evenings and miss spending time with her friends.
6. How do they deal with the above problems
 - She also tried the Wellness Together Canada website to try online counseling
 - To help with anxiety she likes to take her dogs on walks and also likes to workout.
 - This helps her calm down when she feels very anxious before a clinical rotation or test
 - She also likes to speak to her friend about any issues she's having
7. What are their struggles with above solutions
 - She feels that walking her dog or going to the gym takes up alot of her time and on the days she works she is unable to do both. States that limited time is the reason why she can't go to the gym everyday, which helps with her anxiety and helps boost her confidence.

- Although the subject stated that she likes to talk to her friends about her problems she states that she doesn't feel comfortable to talk about deep issues that may be affecting her mental health.
8. Technology used for above solutions
- She uses her phone to talk to her friend and sometimes uses facetime on her apple phone to talk to her friends.
 - She also used her laptop to access the Wellness Together Canada website

Part 2: Interview

1. Describe the last time they seeked a solution:
 - She states that she doesn't frequently get help and that the last time she actually went to seek help was through Wellness Together Canada, to try out a health assessment and talk to a counselor
2. How did they get information about the solution:
 - The participant discovered the website through an email sent to nursing students by the professor.
3. What were the required steps?
 - The process required the subject to make an account and take a health assessment before calling and booking an appointment with a professional. The appointment was booked online through the website.
4. How much time did they spend on completing the tasks?:
 - The health assessment took around 5 minutes
 - Booking an appointment using the website was easy and only took a couple of minutes,
 - However, it took around 10 minutes to actually talk to a professional and the talk only lasted around 10 minutes.
5. What aspects did they like most about the tasks?
 - She liked how easy and fast it was to complete a mental health assessment
 - She also liked how you can keep track of your previous mental health assessments
 - She liked that it was relatively easy to talk to a counselor, compared to having to drive to a counselor for help
 - She also liked that the help was available for 24/7
6. What were the biggest pain points when completing the tasks?:
 - She wanted more options when talking to a counselor. For example, she wanted an option to talk to a counselor using chat messages rather than just one option which was through a call
 - She found navigating the website difficult as it was hard to find the the health assessments

- The website seemed to provide too many suggestions on how to improve your mental health rather than letting her discover solutions at her pace. This slightly increased her anxiety.
7. What workarounds did they try to make the tasks easier?:
- She stated that she didn't really try to overcome the problems as the problems were not big enough to cause her to find faster solutions. She added that after using the website, she was able to navigate the website faster and thus finish tasks faster.

Part 3: Feedback

1. Why or why not they believe their solution is effective or not effective?
 - She explains the solution is effective because she is able to get help at a time that is convenient to her and she is able to talk about her problems to another person helping her feel better and also getting helpful advice on balancing school and work
2. Would they recommend their solution to someone else?
 - Yes, it is very helpful to students who are balancing many things at once and can really help reduce anxiety. Thus helping you feel better after using the website.
3. Would they consider an alternative for their solution?
 - Maybe if there was an application that was easier to navigate, but was also able to be as effective as this website in regards to completing health assessments and booking appointments with a counselor.
4. What things they wish to have in their solution/alternative?
 - The main aspect the subject really disliked about the website was that navigating the website was bad because of the cluttered design. So an application that has a better interface will be very appealing to the subject.
 - She also wants an option to connect with a counselor through chat as that would make the subject more comfortable.
 - Ability to view articles that relate to your assessment and provide useful tips on how to better your mental health
 - Have videos that help calm you down when you are feeling anxious

Interviewer name: Kevin Sugeng

Interview date: 31 October

Part 1: Background

1. Major: **Data Science**
2. Year: **3**
3. School: **Simon Fraser University**
4. Describe a typical weekday
On the weekdays, it usually involves assignments, classes, and work if I have a shift on that day. I work around 3-5 days a week.
5. What activities that make them feel discomfort
Usually assignment before deadline and when having a presentation in front of class. I don't really do assignments unless it's already close to the deadline. I'm not a really confident person, so speaking in front of a crowd would be quite scary.
6. How do they deal with the above problems
For assignments, usually just do it like a day before submission, working it in a short deadline make me work better. I tried to work the assignment one week before the deadline, but it just doesn't work at all for me. For the confidence problem, usually I put on really loud music like edm using my earphone, that makes me calm to face the presentation.
7. What are their struggles with above solutions
Well sometimes my solutions are not really working, like doing assignments just before the deadline really took a toll on me and sometimes I couldn't even finish the assignment. I regret it but I don't know why I am not able to change my bad habit. I never really seek help for my confidence problem because I think it's just really who I am and I accept it, just listening to music makes me calm.
8. Technology used for above solutions
I use spotify a lot to listen to music and make me calm, and sometimes some social media such as instagram and tiktok as my escape from reality. It just makes me calm and not stressing about all the things.

Part 2: Interview

1. Describe the last time they seeked a solution:
I seldom seek help from someone or anyone to solve my problems, like the confident part and many more. I believe I can overcome it by myself without the help of anyone else. But the last time was in High school, I was having a break up and cannot get my life together at that point.
2. How did they get information about the solution:

My counselor at school told me to go talk to this person which later I found out is a therapist.

3. What were the required steps? (eg: must book a meeting through phone with counselor, must register before doing self-assessment,...)
Just get the number first from my counselor, and call the person right away. I told her my problem with having a break up and cannot get a grip of my life. She told me to come to her house later that night at 7 and get a coffee with her.
4. How much time did they spend on completing the tasks?:
Just like 5 minutes, just talk your problem to the therapist but only on the surface level. Then she ask me to go talk with her at her home, and set up a meeting.
5. What aspects did they like most about the tasks?
Maybe it is fast? It just took me 5 minutes to get an appointment with her at that time.
6. What were the biggest pain points when completing the tasks?:
Probably having to call her. As I told you before, I'm not a really confident person. Having to call someone I dont know before and talk about my problem really eats up my confidence.
7. What workarounds did they try to make the tasks easier?:
My counselor was really the one that strengthened me at that time to call her. He told me that he's been friends with the therapist for a long time and she is a good person, you just have to be brave enough to pick up the call to seek help.

Part 3: Feedback

1. Why or why not they believe their solution is effective or not effective?
I believe my solution is effective, seek help from a professional while your friends cannot really understand and change your perspective about the problem. It really helps ease my mind and change the way I am thinking about the break and how life has to go on after this failure.
2. Would they recommend their solution to someone else?
Obviously, calling someone professional and seeking help for the problem really helps to solve your problem. It was fast, only take 5 minutes and some bravery to talk to someone you don't know,
3. Would they consider an alternative for their solution?
I wish instead of call, we can just text them first. It will really make people with anxiety and mental health problem fell more comfortable with someone.
4. What things they wish to have in their solution/alternative?
Maybe like a chatting app? It would be better to text the therapist or counsellor first, then after everything goes well and the client feels comfortable, you can call them and have a deep conversion or set up an appointment where the client and therapist can have coffee chat.