

# **Project Part 3 – User Interface Prototypes**

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# **1. Horizontal Prototype**

## **1.1 Brief explanation:**

The chat feature can be found by pressing the chat icon on the top right corner of the page or by scrolling down to the bottom of the home page. As a chatbot, the AI is a customer service agent handling general queries. By reading users' answers, the AI can collect information similar to counseling forms or self-assessments, which can be used to give general advice for non-serious problems.

The consultation page shows available professional counselor profiles organized based on specialized fields. Users can book an appointment at a specific date and time with a counselor of their choice. Only available dates and times appear in the dropdown date and time selection. If a counselor is unavailable at a specific time, the dropdown will not display that specific time. After booking an event, users will be redirected to a confirmation page where they are notified about an email sending appointment details.

The resources page provides a simple and effective way to find mental health articles and videos. Each resource page can be recommended by the AI chat feature or professional counselor (e.g. therapy exercise). Resources are separated by different mental health topics to allow efficient lookup. Each topic shows trending resources that users can directly click to view.

## **1.2 Changes overview:**

For the chat feature, we originally planned to have a chat room where users would chat with experts. However, This was changed to an AI chat box that is integrated into the home page due to logistics concerns. By designing the AI chat, we combine multiple features such as self-assessment and customer support. Another big change is the separation between booking and calendar views. Initially, users could book an available timeslot directly on the calendar to match with counselor availability. Upon reflection, we decided to follow a simpler design with better accessibility where students only need to select available options and handle the details with a follow-up email. This removes the stress of having to plan on the bookings.

# **2. Vertical Prototype**

## **1.1 Brief explanation:**

Our vertical prototype focuses on improving the consultation process with additional features. The process begins on the consultation page where the user can see the different doctors available for each different type of disorder. Users can select Dr. Herman Gonzales by pressing the "book now" button. Users can then choose the date and time for the appointment and will be met with a confirmation popup, which allows users to review the information before finally booking the session. With the calendar feature, users can view their booked appointment displays in a clean and minimalistic design. The user can click on an appointment to review its information. They can also cancel an appointment or reschedule it to a different dates.

## 1.2 Changes overview:

The biggest change is the (re-)addition of the calendar feature. The idea is to help students keep track of their booked appointment(s). Moreover, users can have more control over their scheduling with the ability to cancel or reschedule their booking. Another change is the addition of confirmation popups to help users review information before finalizing their decision. This provides a chance for users to backtrack from their mistakes. Moreover, the AI chatbot can direct a specific resource to users. For example, non-serious issues can be directed to a self-help resource such as articles, while more serious issues will be directed to a specific professional counselor. This provides a more convenient way for users to find a suitable resource for their mental health needs.

## 3. Assessment

### 1.1 Strength

Simple and accessible. Our goal is to minimize the steps needed to complete a specific task while giving users control over their decisions. If users want to book an appointment, they can directly book an appointment without going through the required steps such as self-assessment.

### 1.1 Weakness

Too simple and overwhelming. Users with mental health crises might want to resolve their issues quickly and are willing to talk to anyone. Having to choose between professionals is a big negative. Moreover, AI chatbots might make people insecure about disclosing their issues and creating even more stigma for mental health support as humans are better at building rapport and creating initial trust.

### 1.1 Possible improvements

This app has the potential to be a great asset to universities' health and counseling services. It will provide benefits to students facing difficulty in accessing mental health support throughout universities. One possible improvement is to create a non-intrusive popup of the AI assistant. For example, checking other counselors' schedules directly in the calendar view by asking the AI assistant instead of having to go back to the consultation page. Moreover, the ability for users to sort and reduce counselor profiles based on users' set of criterias. In addition, a personalized user profile to save favorite counselors and resources for future use

## 4. Cognitive walkthrough

### 1.1 User personas

Peter - 1st year Computer Science student at SFU. He is a shy person who prefers to do things at his own pace. He is new to university life and finds it difficult to adjust to the heavy workload. Facing pressure from failing schoolwork, he needs help with anxiety. He has never been into counseling before and would like to try for the first time.

Maya - 4th year Business student at UBC. She is an outgoing person who loves to hang out with other people. She values punctuality and trust. She is a working student who has to balance between study and work. She went to in-person counseling regularly of trauma therapy but is unable to do so currently due to time constraints. She wishes to have a convenient and reliable way to deal with her mental health issues and only wants to talk to a professional counselor

### 1.2 Scenario

Both of them got recommendations from friends at school about a new online service. Peter wants to explore many of its features and prefers self-help resources. He would want to use the chat feature for self-assessments to learn more about his mental health situation before trying to book his first appointment. Maya is experienced with the counseling process and understands her mental health situation. Therefore she only looks for a convenient way to book an appointment with a counselor about trauma therapy. She might need to reschedule due to her changing work schedules.

### 1.3 Tasks

Peter - Utilizes real-time chat, reads articles, books appointment

Task step	Reaction	Comments/Solutions
1) Creates account and accept terms and agreement	Ok, easy and straightforward	Account creation process was easy and user friendly, with minimal information required.
2) Use AI chat feature for assistant	Ok	perform quick assessments (diagnoses and recommend navigation to relevant features.
3) Explore resources	Ok, informative	Resources are well organized into their own categories.

4) Browses available doctors	Modest problem, overwhelmed by the amounts of options available	Peter was looking for a doctor to help with his anxiety. Peter was not sure whether to choose a random person.
5) Books an appointment	Knowledge low, motivation high	Peter had to exit back to the main page to seek support from the real-time help from the chat feature Possible Solution: Real-time chat available on all pages for immediate assistance

Maya - Scheduling an appointment with a counselor

Task step	Reaction	Comments/Solutions
1) Create an account and accept terms and agreements	Ok Simple terms agreement	Maya cares about confidential liability
2) Find how to consult a professional	Ok Motivation Is high	Easy to spot button on homepage
3) Select a relevant professional	Small problem. Having to open every counselor's profile to read about their skills annoys her.	Need for a better way to compare counselor skills without opening up profiles Solution: sort based on skills?
4) Pick your appointment date	Modest problem She hates having to do this again for future bookings	She hates waitlist and only wants to book what is available. She also wants a regular booking feature.
5) Reschedule to a different time due to time conflict	Ok, easy to change the date to another time. High format knowledge	She finds rescheduling easy as she is used to using a calendar to plan out her schedule.

## 1.4 Summary

Two personas represent two specific behaviors from our target demographic. The Peter persona represents new users who wish to explore and understand mental health support. The Maya persona focuses on understanding the behaviors of users who just want to quickly access the counseling feature. Peter's group might feel overwhelmed with features due to unfamiliarity with counseling and psychology terms. Therefore an improved assistant feature is needed. The Maya's group wants more personalized options and reliable options for the counseling services

# Appendix

## **Link to Figma prototype:**

<https://www.figma.com/file/oBYNnSZXK2pM8vwzsImwWb/Mental-Health?type=design&node-id=0%3A1&mode=design&t=8ljtbTYPpyuWxeTI-1>