

Introduction:

Hello, my name is Ian. I am a graduate at Cornell University currently undertaking this mobile app development project as a UX designer.

Men's Talk is an encrypted mobile application, designed for middle-aged men who do not feel comfortable seeking mental health services in person to track their symptoms and open up about their struggles with a supportive community and providers without having to disclose their identity. With today's stigma around mental health that stops many men from seeking help, suicide has become one of the leading causes of injury death among men in the USA. Men's Talk will help men break through these obstacles by providing a safe and trusted platform, on which the user can simply ask questions and get advice. Combined with the biometric data (i.e. heart rate) collected from the user's wearable devices, Men's talk uses natural language processing to perform sentimental analysis of the user's interactions and will alert the user if there are any potential symptoms.

In this study, we will ask you for some demographic information. After that, we will introduce you to Men's Talk. We will walk you through all the functionalities on the app and you will have the chance to navigate and explore it for yourself. Then you will be asked to communicate with a provider. In the last part, you will have the chance to join a "network group" that most closely aligns with your professional background and personal interests and start a discussion thread with them relating to specific mental health struggles. We will finish the study with some open questions.

Do you have any questions? If not, could you sign the consent form?

Demographic:

I will ask some demographic information now. Your information will be kept secure.

- Age:
- Education (Highest academic degree):
- Occupation:
- Mental health diagnosis (if any)
- Mental health services that have been used in the past.
- Last time you experienced a strong negative emotion (anxiety, worry, anger, depression, extreme irritation)
- How long did the emotional breakdown last for?

Training:

To use Men's Talk, you first need to create an account. Simply fill out the information in the registration page (age, occupation, mental health diagnosis) and you will be good to go!

Upon log on, you will arrive at the menu interface. There, you will see four buttons: **"Professional Help"**, **"Community support"** and **"Self-help techniques"**, **"My Profile"**.

"Professional Help" is the main feature of the app that provides users with professional advice on next steps based on and for their condition. Based on the severity of your symptoms, insurance plan and health history, you will either be

A. Encouraged to pay a visit to the clinic in person; or

B. You will be connected with a licensed doctor over the chat feature.

In A, the app will provide a list of suggested clinics using your geolocation. In B, the asynchronous chat feature allows doctors and users to speak anytime anywhere. The voice recording function allows patients to make recordings, and the doctors can assess the patients based on their cadences.

In **"Self-help techniques"**, you will find different resources that will help you manage your emotions, including videos, music, articles, blog posts, etc. You can access them by clicking the images. These resources cover topics ranging from meditation, running, diet to social science. All of the resource recommendations are generated based on an algorithm that scrapes the user's activities and interactions on the app. Therefore, they are personalized and different for each user.

Finally, in **"Community support"**, you can select a group that are most closely aligned you're your background and interests by clicking the image. [click an image]. This is the screen that appears after the user has selected a group that they want to join. You can join any of the threads that you can relate to. Or if none of them is relatable, the you can start one himself.

Do you have any other questions?

Tasks:

1. Free exploration

Now you have 10-15 minutes to explore the app.

2A. Measured tasks

We will test the usability of the community support feature of the app. Please complete the tasks specified below. Once you finish all the tasks please say “done”.

A1– Firstly, please select a community group to join.

A2– Then, start a discussion thread.

A3– Join a discussion thread and interact with 2 users (by interaction, you will have had at least 1 back-and-forth conversation).

2B. Measured tasks

In this task, you are asked to connect with a doctor.

B1– Firstly, please

Follow-Up Interview:

Finally, we would like to conduct a short interview to follow up on your experience of the application.

Likert scale

In this part, you learned how to use Men's Talk, and interacted with it. Please reflect on your experience with our app and rate the following statements.

We will ask you to rate statements on a scale from 1-7 where 1 stands for strongly disagree and 7 stands for strongly agree,

- 1 - strongly disagree
- 2 - disagree
- 3 - somewhat disagree
- 4 - neutral
- 5 - somewhat agree
- 6 - agree
- 7 - strongly agree

1. I would like to use this app to share my mental health struggles.
2. I would like to use this app to speak with a doctor.
3. It's difficult to navigate the app by myself.
4. The app is easy to use.
5. I would need the support of a technical person to be able to use this app.
6. I think the app will help with my mental health issues.
7. I think the functions of this app are too limited.
8. I would imagine that most people would learn to use this app very quickly.
9. The app is very cumbersome to use.
10. I felt very confident using the app.
11. I needed to learn a lot of things before I could get along with this app.

Open-ended Questions:

1. Overall, do you like this app? Which part of this app was hard to use? Which part of this app was enjoyable?
2. How do you like the current functions? What other functions would you want to add?

3. How did you like the way that you joined a support group?
4. How did you like the way you interacted with other users?
5. How did you like the experience connecting with the doctor?
5. How did you feel emotionally before and after using the app?
6. How do you like the aesthetics of the app?
7. Do you have any other suggestions?

Thanks and Farewell

That's all for the study. Thank you for participating!

Here is your compensation. Please sign here to indicate you received it.