

The app icon is a rounded square with a light orange background and a white curved bottom. The word "Trerapy" is written in a purple, sans-serif font.

Trerapy

TRERAPY - Design for A Mental Service App

Jiatong Zhong, Ao Xu, Xinyi Wang

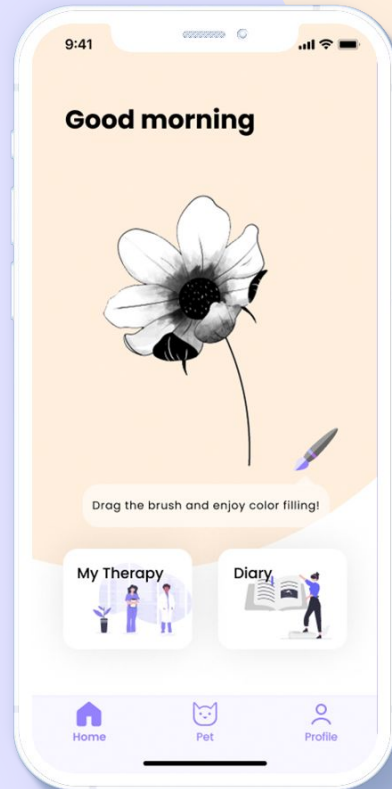




TRERAPY

Design for a Mental Service App

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INTRODUCTION

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PERSONA & HMW

03

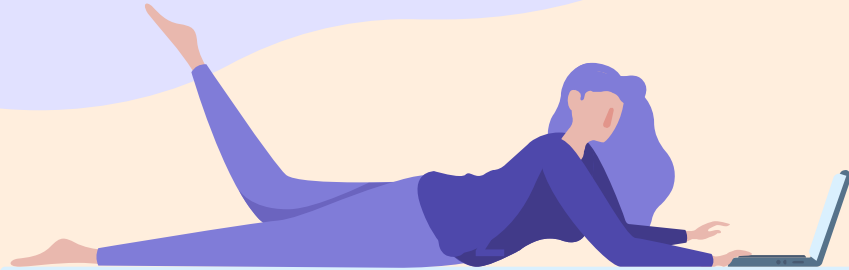
DESIGN

04

FLOW DEMO

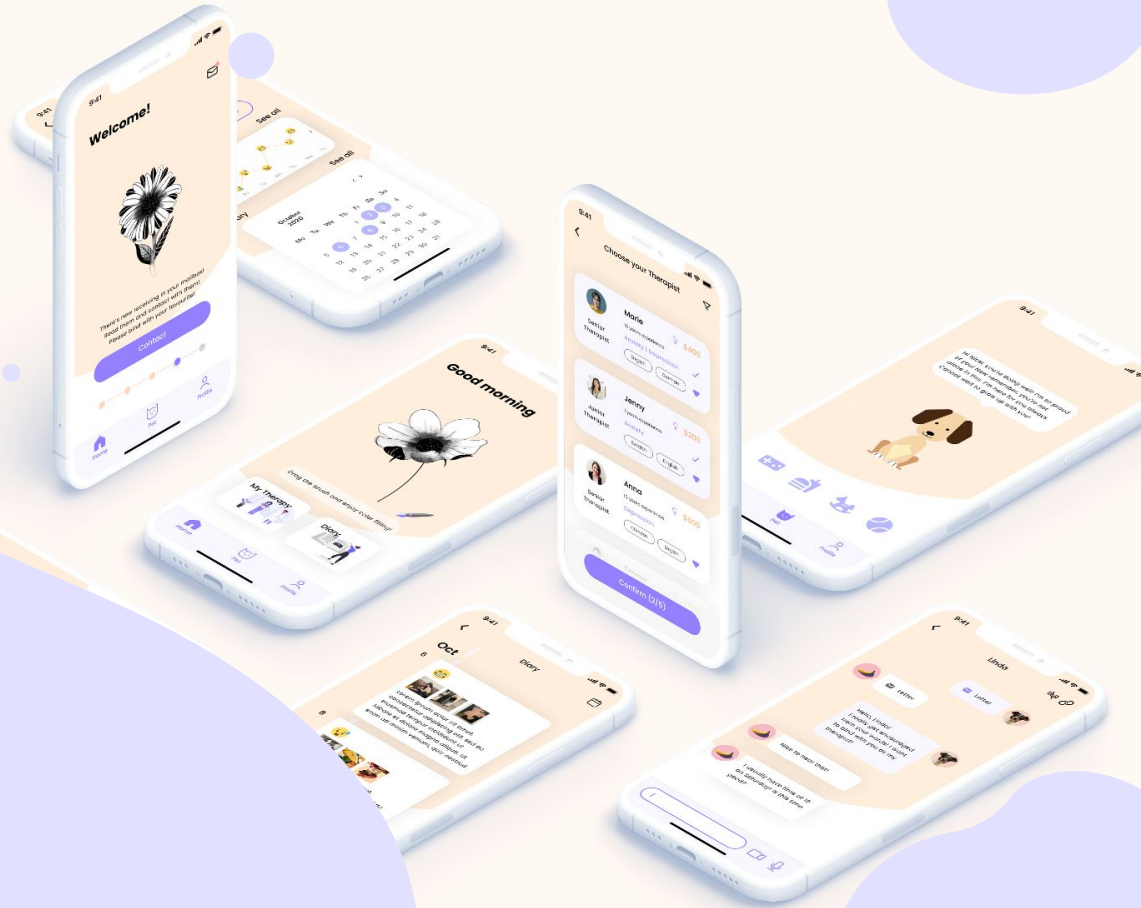


Introduction





Mental Service App
for those who are
going through difficult
times and need
professional help



• The Problem

As the pandemic rapidly sweeps across the world, it's highly affecting people's mental health. The demand for mental health treatment continues to increase.

People have a problem to openly express their emotions in online mental health services.

How can those people build trust with the online mental health services?

TRERAPY



Online therapy

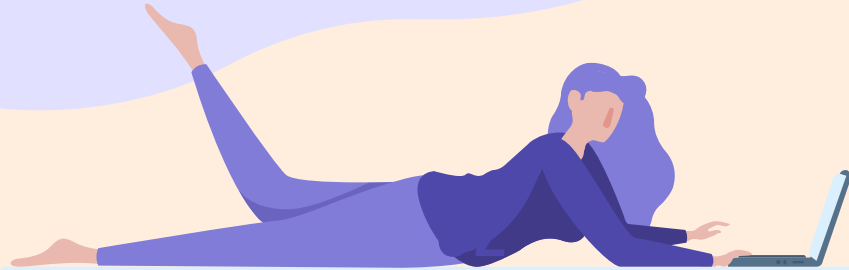


Record
progress



Gamification

Personas





Jane Zhang

Psychologically prepared

🌟 Demographics

- 🚀 **Age:** 26 years old
- 🚀 **Hometown:** China
- 🚀 **Occupation:** Student
- 🚀 **Service:** Chinese apps

"Online service is so convenient but there are still some problems"

📌 Goals

- 👍 Improve self-awareness, resolve negative emotions
- 👍 Video, Privacy, Immediacy
- 👍 Therapist background

😡 Frustrations

- 👍 Limited mobile phone viewing angle
- 👍 Limited information of therapists
- 👍 The gap between self-evaluation data and practical questions

🎉 Brief story

Through self-learning and knowledge accumulation, Jane has a certain degree of self-awareness. She wants to further improve self-cognition and resolve negative emotions through online mental health services because it is more convenient for her. When choosing, she pay more attention to the professional background of the therapists. She prefers video communication because of the privacy and immediacy. She has less communication barriers to express herself and think it helps to a certain extent.



Nicki Wang

Service newbie

🌟 Demographics

- 🚀 **Age:** 23 years old
- 🚀 **Hometown:** China
- 🚀 **Occupation:** International Student
- 🚀 **Service:** Recommended foreign services

"I want to get comfort from therapists, but it seems not helpful to me."

📌 Goals

- 👍 To relieve pain
- 👍 Text message, privacy
- 👍 Norms of occupational ethics

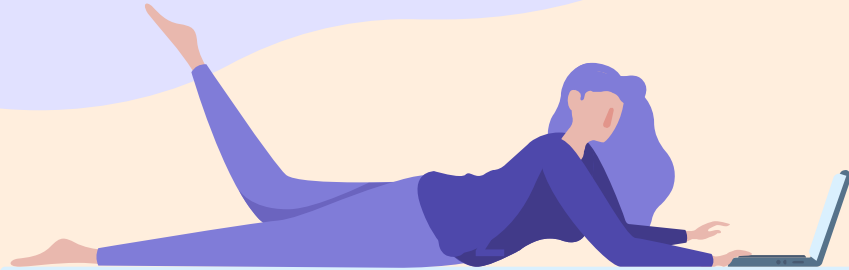
😞 Frustrations

- 👍 Lack of trust because they cannot be understood by the therapists
- 👍 Hard to open mind to strangers
- 👍 Cultural and language barriers

🎨 Brief story

Nicki doesn't have a clear self-awareness. She chooses online mental health services through official recommendations in the foreign country. She wants to sidestep the problems, relieve emotional stress and get advices from online mental health services. She has used online services which provide therapists randomly, paying more attention to the norms of occupational ethics. She prefers text messages because of the privacy. When she use face to face service, she thinks that they have cultural and language barriers. It's hard to open her mind to strangers. She cannot trust the therapists because she cannot be understood by them. The current experiences are not helpful to her.

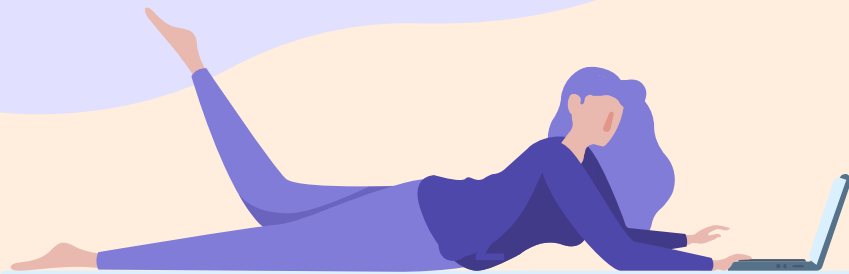
How Might We?



HMW

- **How might we extend communication ways?**
- **How might we make the users feel that they have made a progress?**
- How might we make the time booking easy enough ?
- How might we make the user willing to continue?
- How might we make the matching process more professional?
- How might we make the matching process more comfortable to newbies?
- How might we make therapists seem more trustworthy during communication?
- How might we make the schedule flexible?
- How might we let therapists better help visitors in later process?
- How might we adjust the therapy according to the user's states?
- How might we make the data collection process easier and smoother?

Design

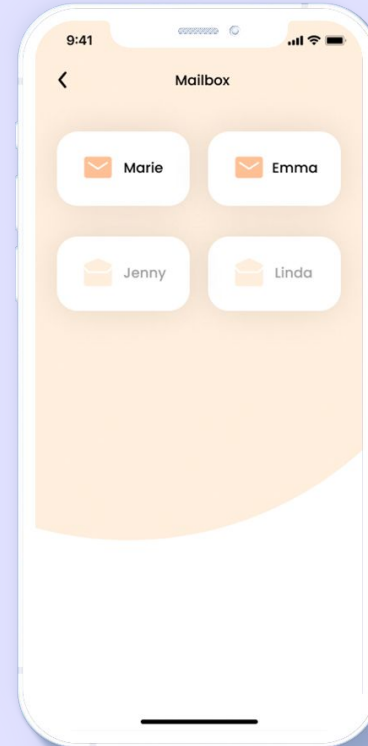
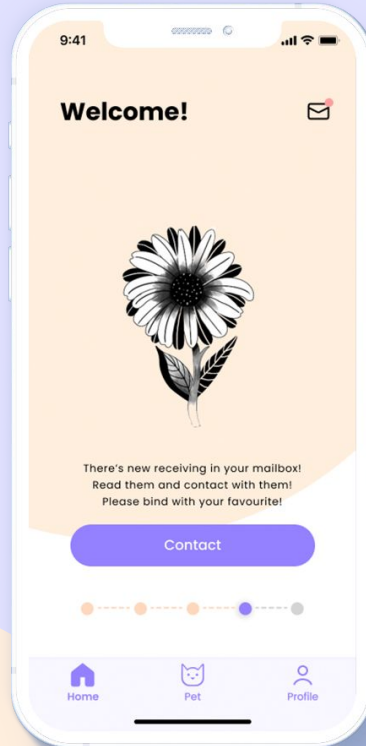


01 Multiple Communication ways



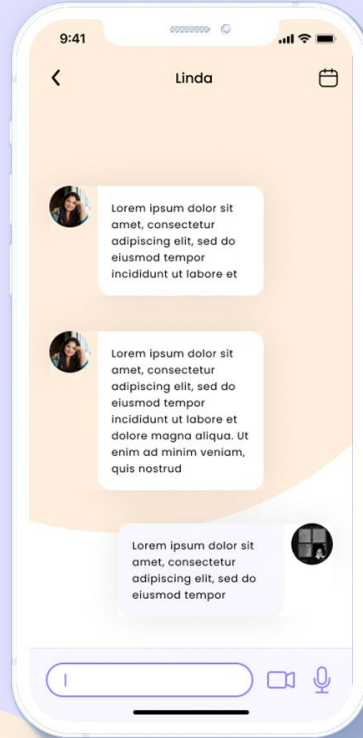
Letter Match

- Select favourite therapist through letter



Video, audio, text

- communicate through your comfortable way



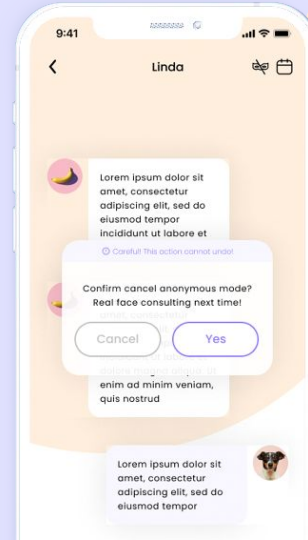
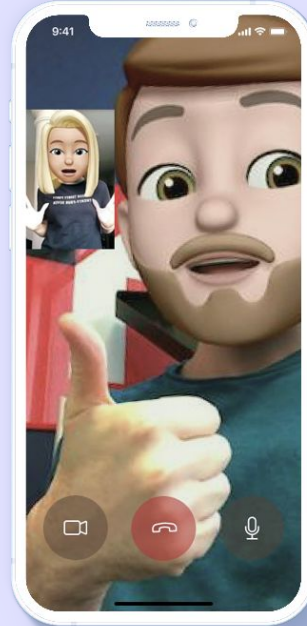
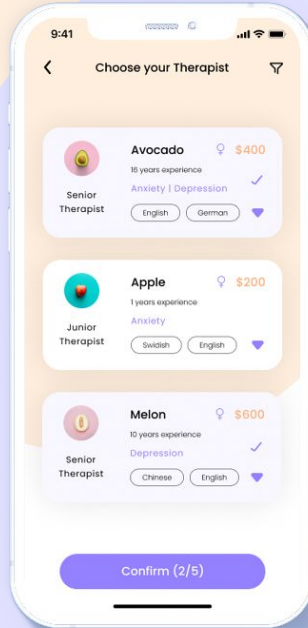
02

Anonymous mode



Anonymous mode

- Free to express yourself
- Turn off when you are ready

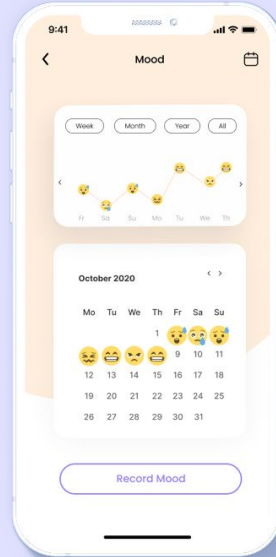
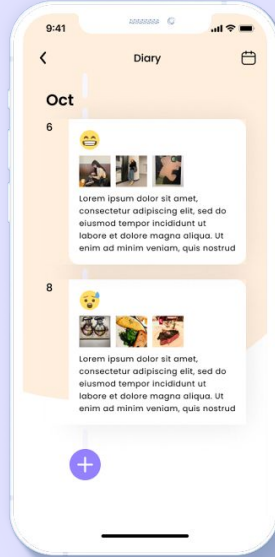
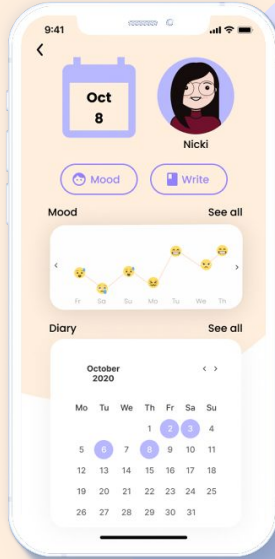


03 Self-Record



Self-Record

- Record your therapy process with mood and diaries
- Open to your therapist to know you better



03 Gamification

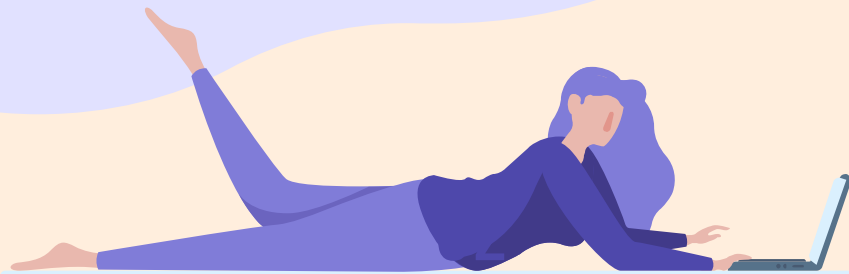


Gamification

Virtual Pet - Your pet grows as you make progress!
Color Filling - Release pressure anytime!

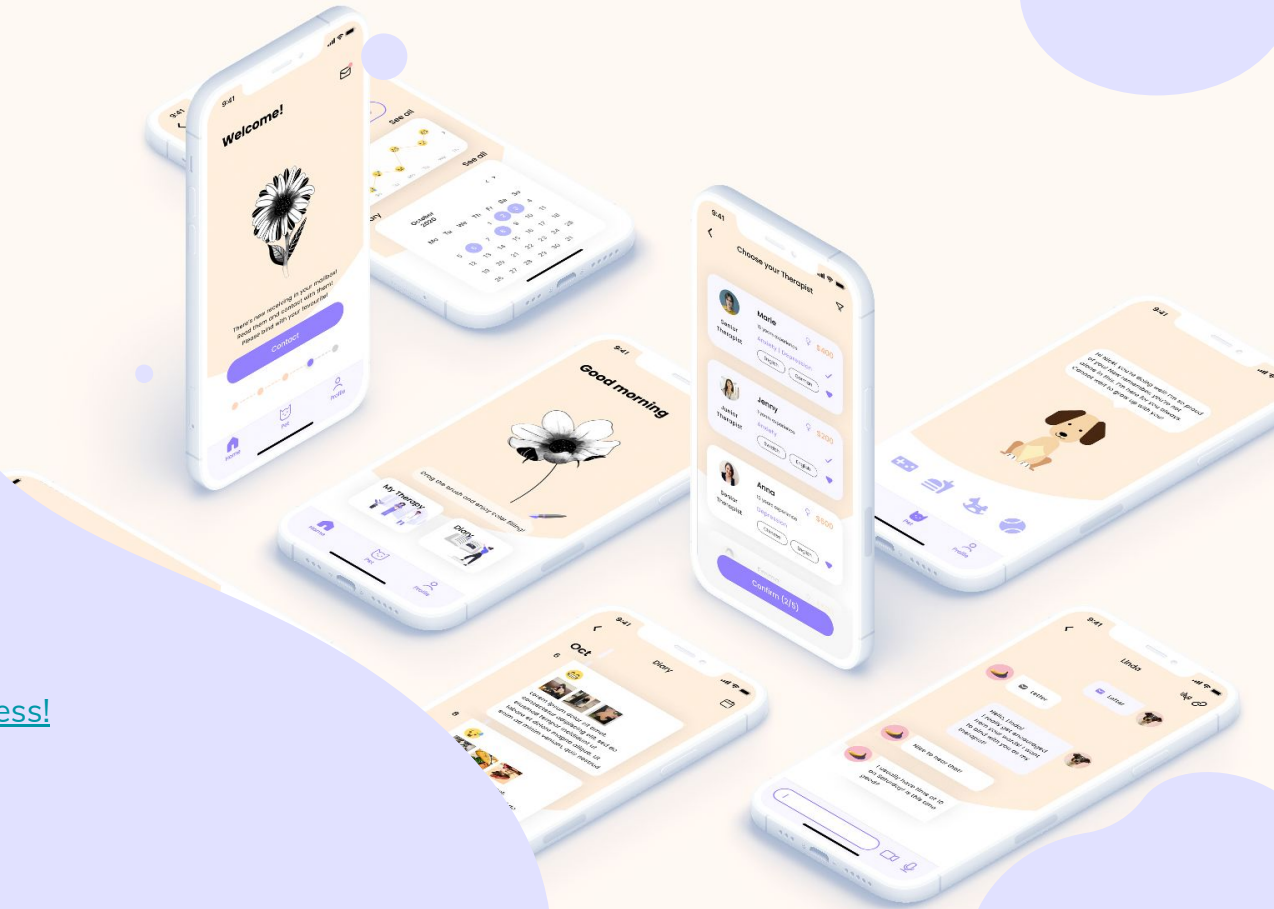


Flow Demo



An Interactive Prototype always express the concept

[Let's Experience the whole process!](#)



Thanks!

Does anyone have any questions?

—Xinyi Wang, Jiatong Zhong, Ao Xu

