relief

promoting awareness of stress and mental health

our mission

We recognize that feeling down, anxious, or stressed from time-to-time is a normal part of life. It's important to recognize, however, when these emotions begin to interfere with your day-to-day life. In college, there seems to be a lack of communication about stress. It is important that we begin to change the conversation about the stressors in our lives and not be afraid to share them with others, including our teachers.

We wish to provide faculty with the resources necessary to gauge their students' mental health and establish mental health awareness at any given time.

Over the past month, our team has researched and ideated an intervention that collects the stress levels of students and relays that data to faculty members in order to begin a level of communication and information not currently present.

This is an intervention that above all else begins to provide a sense of relief for a healthy and successful student life in and out of the classroom.
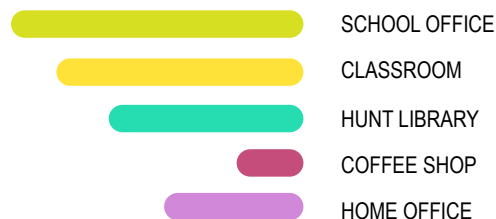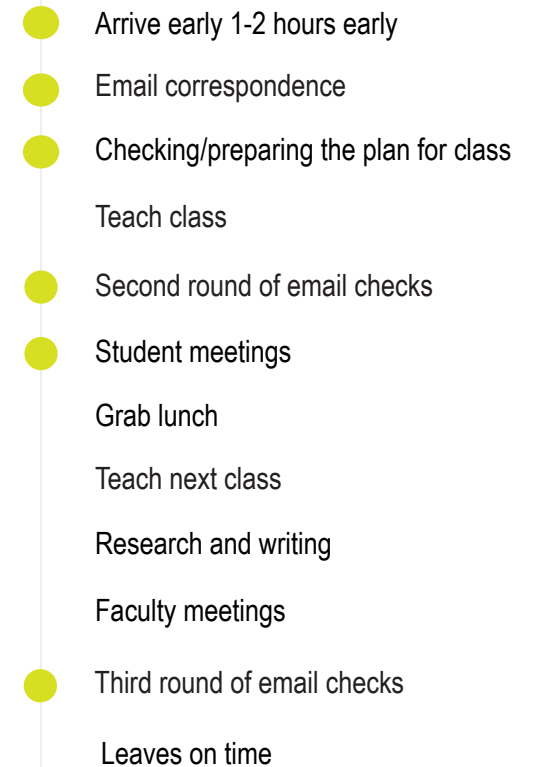
RICK MAH
professor

I believe I have a strong sense of time management by necessity. I have a full schedule at all times being a professor on tenure track as well as having a family that depends on me. My average work day begins with arriving early to school and focusing on efficiency in order to end by 5 and go home to my family. I typically get to campus one to two hours before it's time to teach my courses, during which time I check emails and meet with students. However this is only accounting for my students' work, not my own. The bulk of my professional time is spent researching and writing. I choose locations based on the scenario. I always keep my phone and laptop on me in order to always be available for my family.

I care a lot about my students and their success, but more importantly, I care about their well-being. I strive to make sure their projects have purpose and that they always question the importance behind it. I strongly stand behind play being important in work and in life, and relay that to my students in various ways. I understand the stress their schedules can bring about so I make sure they know that they can always reach out to me. I prioritize my students but also shift my focus to balancing my work and home life accordingly.

USER JOURNEY

- Arrive early 1-2 hours early
- Email correspondence
- Checking/preparing the plan for class
- Teach class
- Second round of email checks
- Student meetings
- Grab lunch
- Teach next class
- Research and writing
- Faculty meetings
- Third round of email checks
- Leaves on time

TIME

- SCHOOL OFFICE
- CLASSROOM
- HUNT LIBRARY
- COFFEE SHOP
- HOME OFFICE

- SCHOOL OFFICE
- CLASSROOM
- HUNT LIBRARY
- HOME OFFICE
- COFFEE SHOP

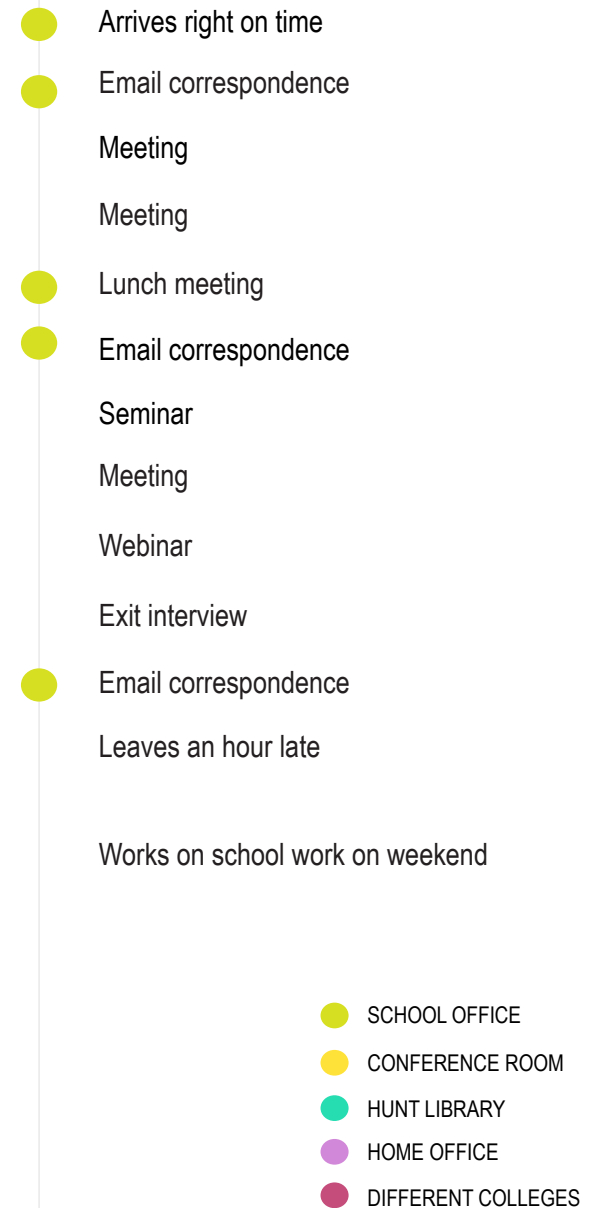## SUSIE GEE
administrator

As an administrator, my daily schedule and activities differ greatly from those when I was a professor because I don't actively teach. Every day of the week, I arrive at my office at 9:30 where I spend most of my day. My schedule varies from day to day, but every week, I also have a lot of meetings. These vary from conference room meetings, to seminars, to meetings at different colleges. I also "attend" many webinars. Since they're online, I usually view them on my computer in my office, but sometimes I get together with others at the university and view them in a different room. And of course, I check my email often too. So basically, my main activities as an administrator are attending meetings, going to webinars, and checking emails. And I though spend most of my day in my office, I also go to the conference room down the hall, Hunt Library, or DH Hill library for meetings. I generally leave work at 6 every day and take some work home with me on the weekends, leaving room for leisure time.

When I was a professor these last several years, I was the director of the undergrad program. When I wasn't teaching, I was in office, holding office hours, consulting with clients, meeting with undergraduate students for advising, attending Statistics Club meetings, or going to university meetings about the undergraduate curriculum and scholarships.

USER JOURNEY

- Arrives right on time
- Email correspondence
- Meeting
- Meeting
- Lunch meeting
- Email correspondence
- Seminar
- Meeting
- Webinar
- Exit interview
- Email correspondence
- Leaves an hour late
- Works on school work on weekend

TIME

- SCHOOL OFFICE
- CONFERENCE ROOM
- HUNT LIBRARY
- DIFFERENT COLLEGES
- HOME OFFICE

- SCHOOL OFFICE
- CONFERENCE ROOM
- HUNT LIBRARY
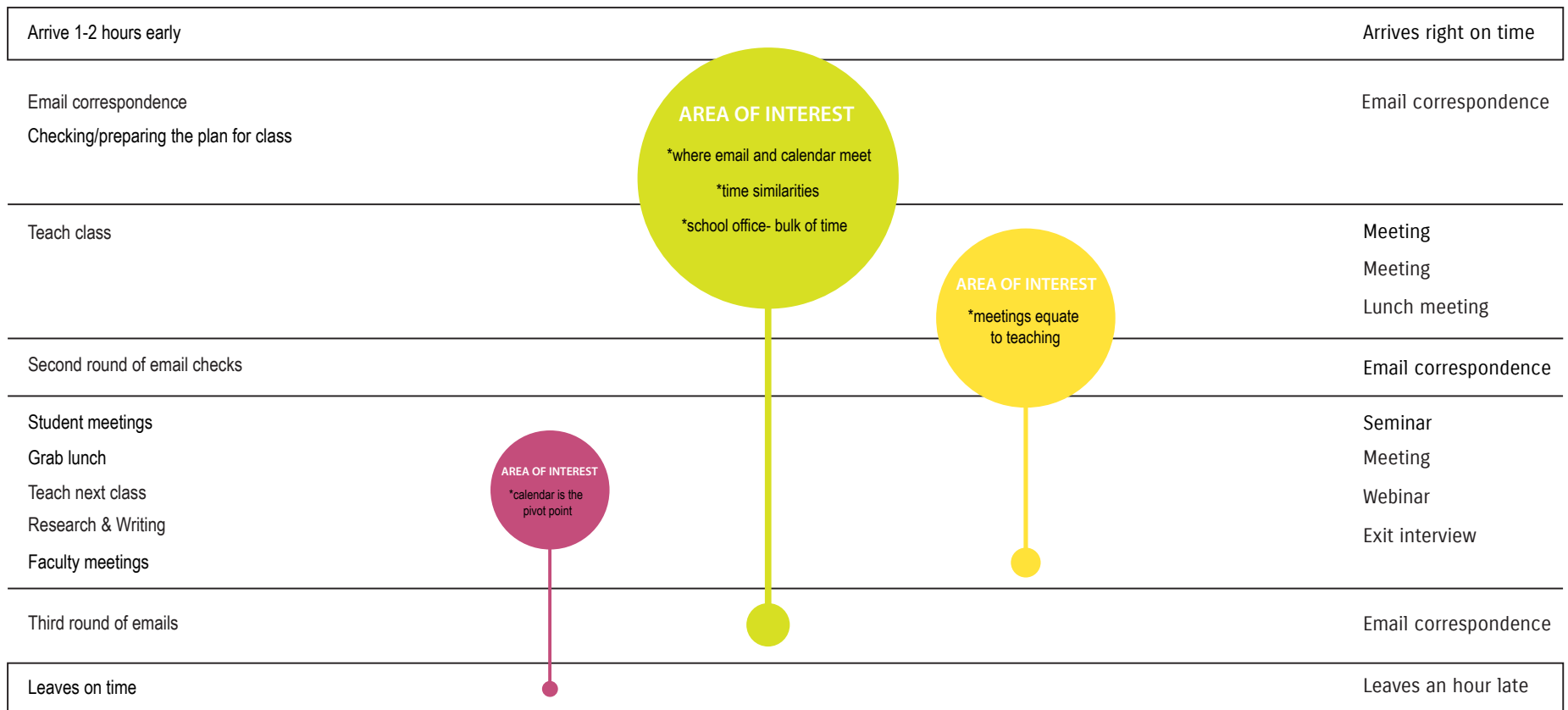- HOME OFFICE
- DIFFERENT COLLEGES

Where this led us...

We began to look at the overlaps between the different types of faculty members regarding their user journeys. We drew out points of interest which proved to us that where we should be looking to intervene should involve the calendar.

professor
USER JOURNEY

administrator
USER JOURNEY

professor	administrator
Arrive 1-2 hours early	Arrives right on time
Email correspondence	Email correspondence
Checking/preparing the plan for class	
Teach class	Meeting
	Meeting
	Lunch meeting
Second round of email checks	Email correspondence
Student meetings	Seminar
Grab lunch	Meeting
Teach next class	Webinar
Research & Writing	Exit interview
Faculty meetings	
Third round of emails	Email correspondence
Leaves on time	Leaves an hour late

AREA OF INTEREST

*where email and calendar meet

*time similarities

*school office- bulk of time

AREA OF INTEREST

*meetings equate to teaching

AREA OF INTEREST

*calendar is the pivot point

The scenarios...

RICK MAH

Rick planned his students' projects at the beginning of the semester. He gave them the run down at the beginning of the year and everyone seemed chipper and bright-eyed about the semester. Rick was excited about the semester and hoped his students would continue their excitement throughout the year.

Two months into the semester, Rick realized that the students haven't been participating in class discussions. He thinks this may be mid-semester drag and it's nothing out of the ordinary. As time went on, more and more students now begin to stop attending his class, and the students now become his main priority. Rick begins sitting down with students individually to discuss what is going on. He realizes after talking to a couple of the students that they've all had a huge workload and have been stressed about completing their project for Rick's class on time.

Rick doesn't know what to do. He becomes stressed worrying about the health of the students. Could this have been prevented in the beginning of the semester? If only Rick had known how the students were feeling on a day to day basis, he may have been able to reevaluate the projects' timelines or possibly have even rearranged the schedule to be more appealing to the students.

SUSIE GEE

Most of Susie's workdays are spent in meetings with faculty, but she doesn't mind that. She enjoys mentoring junior faculty and creating support groups for them. With her background in statistics, she also likes studying data and finding patterns. Thus, she couldn't help but notice the growing lethargy and tension at faculty meetings with each week. Normally, there would only be a few faculty members in a bad mood or entirely absent, but it had gotten worse to the point where everyone seemed weary, apathetic, or sour - even at the lunch meetings! At first, Susie figured that this might just be from having too many midterms to grade. However, she realized that this shouldn't be an issue - plenty of time had passed since midterms.

After a few unsuccessful, unproductive meetings, Susie decided to ask her coworkers why they seemed so unenthusiastic all of a sudden. She was surprised to learn that the faculty was stressed out because students' performances had been dropping sharply. Students were consistently scoring lower grades, participating much less frequently, and absent more often. The students that did show up to class often fell asleep, spaced out, or got distracted. And the faculty had no idea why this was happening. Susie wasn't sure either. It didn't seem like a particularly busy time, considering that midterms were in March and finals don't begin until May. She thinks that perhaps there could have been a way for professors to know why their students were not doing so well. Perhaps there could be a way to study student health over time, discover trends, and prevent this sort of situation from happening in the future.

What we took away...

We discovered a faculty member's calendar is a crucial, recurring factor that ties in as well as makes possible every aspect of their user journey.

Through looking deeper into a faculty members daily routine, suprisingly, email was being utilized throughout the same points of day. Email was the first thing they did in the morning and the last thing they did before they left, and they checked email plenty of times in between too.

We discovered the calendar and email were used simultaneously.

Faculty members spend most of their workday in their school office, which happened to also be their most productive environment.
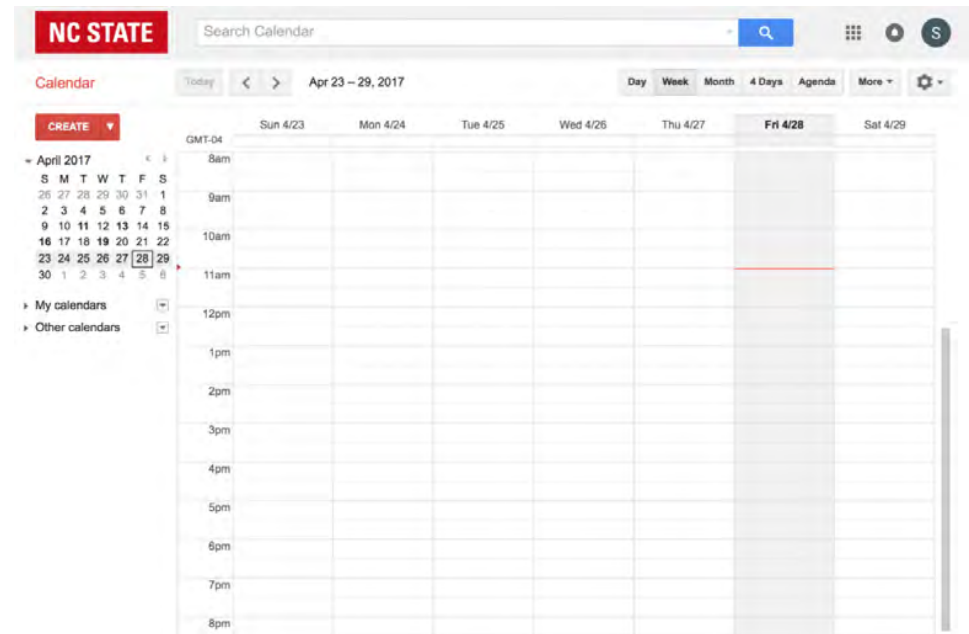
What influenced us...

When studying precedents, our highest influencer was an app called Sunshine. This app sends you a personalized "good morning" message, collects how you are feeling, and gives you helpful tips for your day.
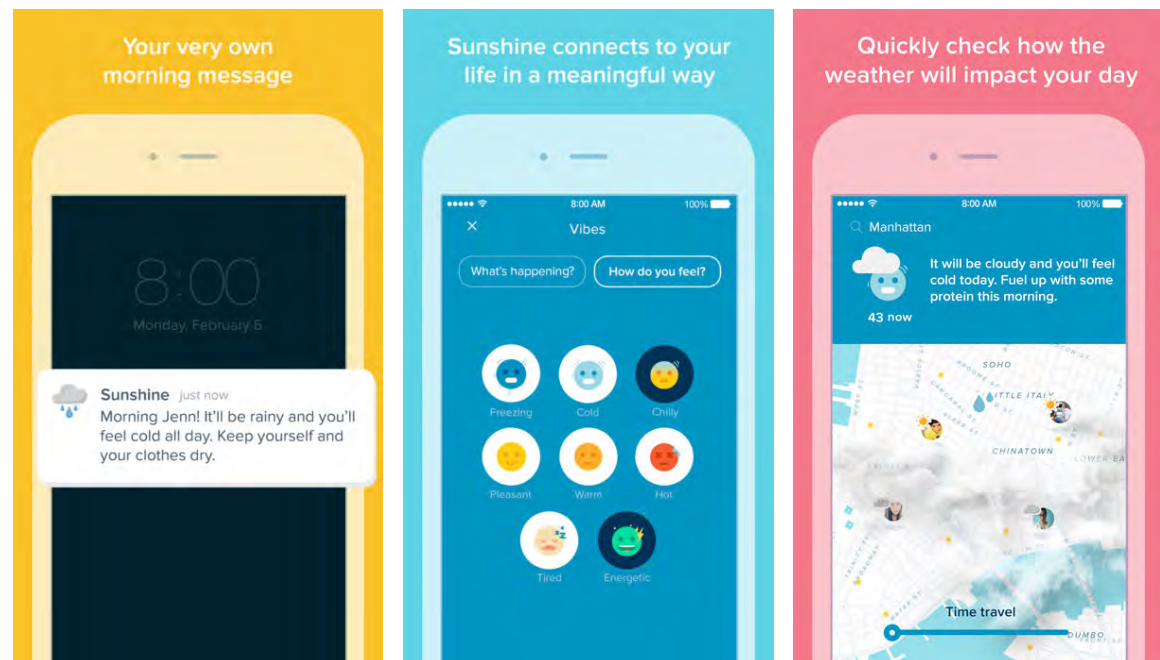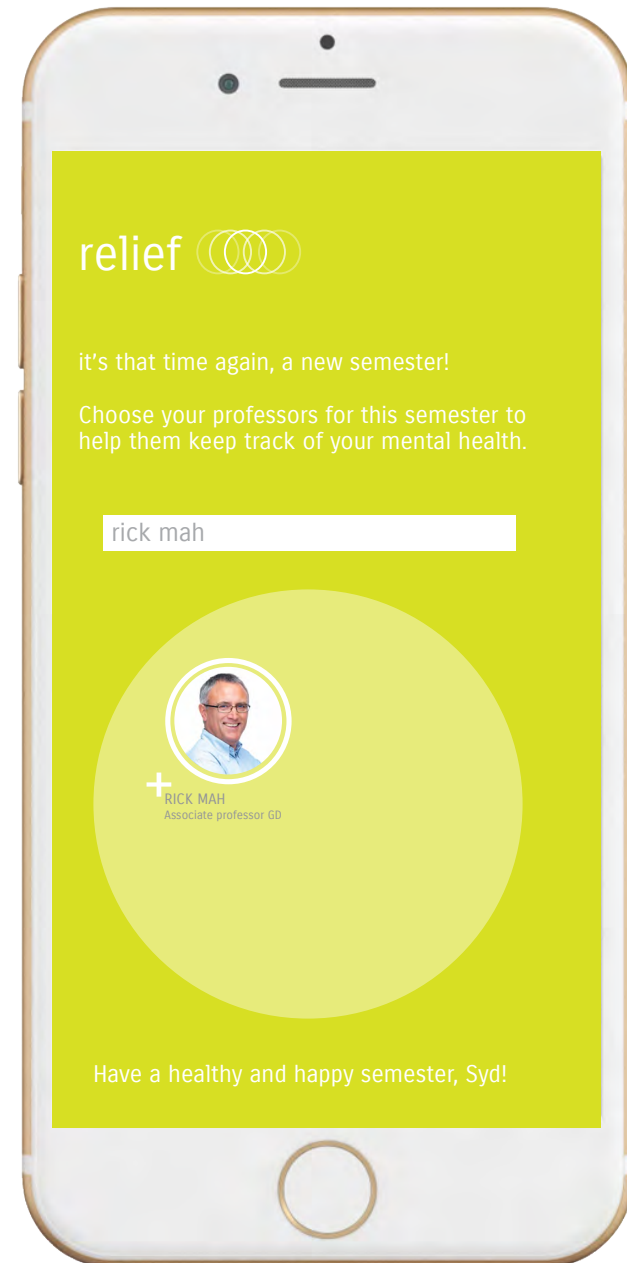
the intervention

Relief is an app that collects student stress level data in a quick, simple, and anonymous way. It relays this data to faculty members to better and accurately inform them of the mental health of their students. In doing this, a level of awareness and communication is newly created.

relief

How it works...

At the beginning of a new semester a student is able to choose their professors their mental health data will be filtered to.

They will be prompted to rate their stress level which can be done through force touch or opening the app. In both, the student is able to drag their finger to a level that applies to them.

relief

it's that time again, a new semester!

Choose your professors for this semester to help them keep track of your mental health.

rick mah

RICK MAH
Associate professor GD

Have a healthy and happy semester, Syd!

## STUDENTS

ACCESS BY FORCE TOUCH

In order to keep this a simple aspect of your daily routine, a student can access the app through force touch. A notification will appear on the app as a reminder. Simply press the icon and it will bring up the meter in which you can scroll your finger across to pinpoint the stress level that applies to you.
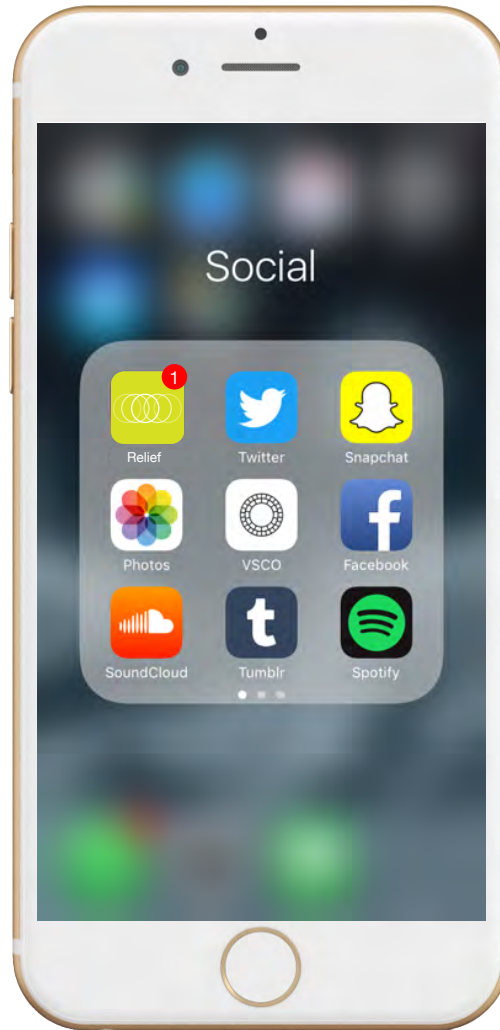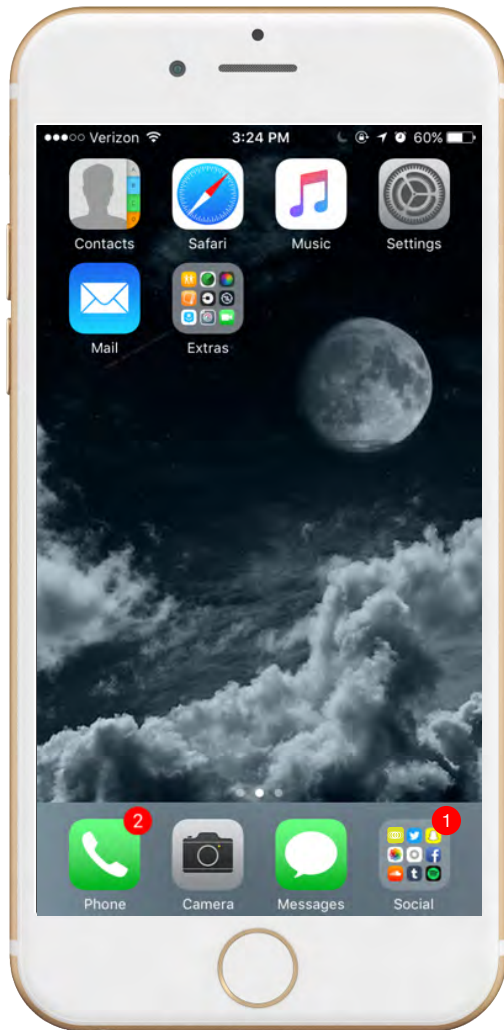
STUDENTS

ACCESS THROUGH APP

Another way to sumbit your data is by going into the app. As you move your finger through the meter the background will change simultaneously to the mood you are selecting. If you haven't sumbitted your data recently, Relief will also send you a helpful reminder notification.
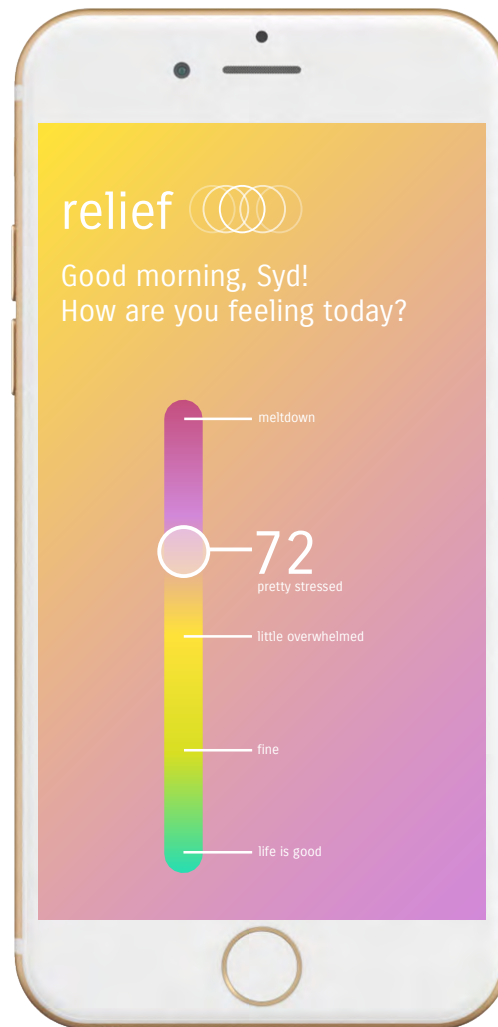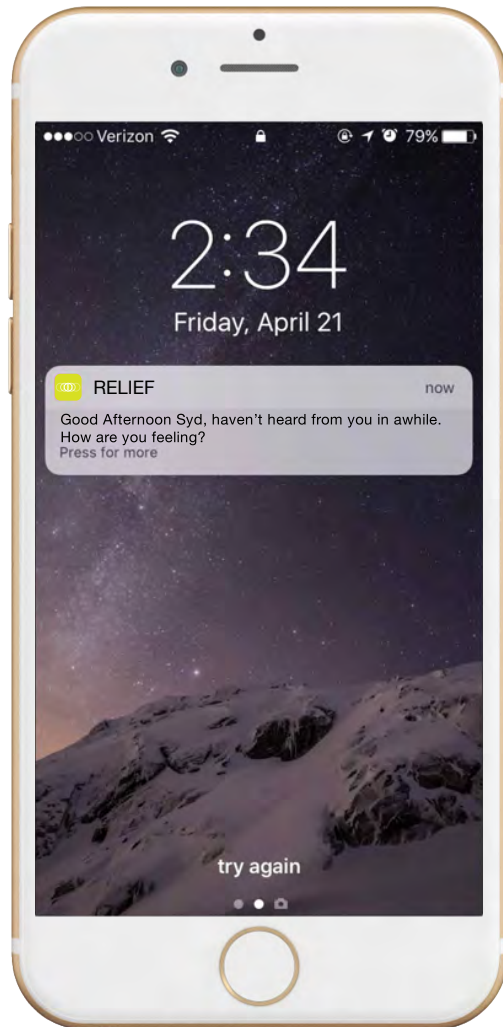
FACULTY MEMBERS

ACCESS THROUGH DESKTOP

Faculty members receive a desktop notification ,
synced through their calendar application. This
notification will give them an automatic summary of
the data collection, in real time, for that day.

FACULTY MEMBERS

ACCESS THROUGH DESKTOP

What they will see is their students stress level, as well as how many have submitted, the students in their college as a whole, and how all students are doing campus wide.

UNIVERSITY-WIDE STRESS LEVEL

21
9:41 am
34 people

6am   12pm   6pm

HOW ARE THEY FEELING TODAY?

72

Total responses: 28/32
GD 202: 16/18 (82°)
GD 510: 12/14 (63°)

WEEKLY TREND IN MY CLASSES

Average: 87

M   T   W   Th   F
10   11   12   13   14

FACULTY MEMBERS
ACCESS THROUGH SMART WATCH

What we learned through our research is that although there are many, clear overlaps, every faculty member is different. For instance some keep their devices on them at all times and some do not. So, for that reason along with our mission to promote constant awareness anytime, faculty members can also view the data on their smart watch.

STUDENTS CAMPUS WIDE

ACCESS THROUGH INSTALLATION

In these installations, anyone can see the average student stress level across campus throughout the day, based on three hand gestures: a thumbs up, thumbs down, or halfway (so-so) hand.

How are we feeling today?
stress levels campus wide

30

APRIL 14 FRIDAY

2:39 PM

How are we feeling today?
stress levels campus wide

72

APRIL 14 FRIDAY

12:52 PM

How are we feeling today?
stress levels campus wide

96

APRIL 14 FRIDAY

1:34 PM

relief

students | professors | campus wide