**Title:** Mental Health Issues and Mobile Healthcare: The Effects of Chatting App to Increase Accessibility and Engagement of Health Resources on College Campus

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**Description:**

The mental health of college students is a growing concern (Auerbach et al., 2018). Depression and anxiety are commonly identified in college students (Kirsch, Doerfler, & Truong, 2015). Despite the importance of addressing the mental health issues, previous research lacks in understanding factors of motivating students to become engaged with health resources to solve mental health issues of students (Pedrelli, 2008). Mobile healthcare (mHealth) has become increasingly prevalent as a solution to providing health services worldwide (WHO, 2011). Benefits of adopting digitized healthcare solutions include the ability to integrate mHealth with current health services, increasing the ease of access as well as the engagement of health resources.

Therefore, the purpose of this study is to examine the role of mobile application to increase accessibility and engagement of health resources. Authors developed mobile health applications (i.e., chat systems) to enhance accessibility of students and promote active engagement in personal healthcare management. In particular, the Solian (Solve + ian) – named by authors – is designed to share student’s concerns with their counselor. This app is composed of three functions and the main function is chatting. The students can choose a counselor according to their needs and the selected professional counselors communicate with users. During the consultation, the counselors update user’s status. If students want extra-help about the problem, the consultant can connect health resources to the users. The sub function of the app is exposing the local health resources, such as Auburn’s health care center. The last function is a self-diagnosis test. The users can checkup their situation, also counselors can analyze a user’s condition effectively.

mHealth would provide a resource to many students, allowing services to be provided while students are on the waiting list to see a counselor. In this example, students may have the opportunity to discuss minor issues with a counselor online and they may help resolve their issues or counselors can recommend next steps and resources. In addition. mHealth would provide anonymity, helping to eliminate stigma, one of the most significant barriers to seeking mental health care.