

Mind Matters

CSCI 4620U: Project Part 3b

Interaction Design and Prototypes

Part 1: Expert Review (25%)

The original implementation of Mind matters were features aimed to effectively implement the solution we have created in the app. It contains a page with various posts of experiences people faced, the reason for this implication was to help users who need a sense of community and a social platform to share their experiences and listen to others. To accentuate this reason, below each post there are interactive features such as the sound icon showing how many people have heard their post and a heart button showing the number of likes. The chat page is where users can chat with therapists and their friends, make video calls, record their voice, play games together and even send videos/pictures, the reason for this implementation is to provide users with the chance to talk to therapists and friends during COVID since getting in person help is not as accessible. Chatting with friends would give users the chance to help with loneliness and other correlated mental health issues.

Given the reasons for our design implementation, we received feedback from experts based on our scenarios, task analysis and visual design from Project part 3a. These experts were chosen from our Human Computer Interaction class, who are skilled at HCI / UX. We had two peer experts, these experts related to the idea of tackling mental health issues and have done research on this topic.

The first expert mentioned that our app is very specific to the type of app they have previously searched for. On the topic of the functionality they mentioned *"I'm not sure always having a therapist on hand is realistic, especially if more people have the app"*. In order to overcome this issue they proposed a solution to have a waiting screen with an estimated time, which usually encourages the user to wait rather than to keep tapping the screen. The expert stated that the drawings look great, everything is easy to understand and straightforward. The functionality is useful and it's perfect for the target audience as the expert themselves along with most of whom they know would enjoy this. Exercises, music, and talking about how you're feeling, are some of the best proven ways to keep yourself happy and at peace, stated the expert. The expert also liked the fact they can just text a therapist, because a lot of people with anxiety have trouble talking directly to them.

Analyzing what the expert stated *"For its functionality, I'd say everything seems to be on a great track. I'm not sure always having a therapist on hand is realistic, especially if more people have the app"* having said this, it would seem that it would cause inefficiency in our app if the therapists would not be available for users on hand anytime especially due to a vast amount of users at once. Since it is not realistic for therapists to be available all the time it can be solved by having a wait time to talk to a therapist so that users would know when they would have the next available therapist if they are having a hard time. As mentioned by the expert *"You could have a waiting screen with an estimated time and an hourglass figure, which usually encourages the user to wait rather than to keep tapping the screen"*. Taking the expert's feedback into account we decided in order to make the therapist functionality available to all users who use the app we would add a wait time screen and an hourglass symbolizes waiting time on the app which would define how long the user would need to wait to contact a therapist.

The second expert mentioned that our app is convenient based on the subject of mental health issues since it is more prominent in the areas of loneliness and anxiety. The expert suggested, *“The app could also consider having some help options for new users”*. The reason stated for this proposal was that apps tend to be confusing the first few times you use them for some people. After this issue was discussed the expert suggested our app to have the status for each user in regards to what they are or have done in the app like stated *“I like how you can see your friends on a page but it doesn’t have much functionality to it. To make the friend’s page more useful to the user you can add a status feature under each friend so that the user can have a sense of connectivity with their friends and see their activity which would encourage them to use the features”*. In this quote, the expert stated that adding status’ under each friend would encourage the user to use the app more. The expert liked how in the anxiety section there is a game feature to help calm people with anxiety. They stated that gaming can be a good distraction especially when breathing exercises don’t work.

Regarding the expert advice about its functionality, they stated that *“ You could also consider adding in some help options for new users. Apps tend to be confusing the first few times you use them for some people.”*, This statement made by the expert would be helpful to our app as it would help new users to navigate especially since our app requires different steps to reach different pages. Taking this into account we have decided to implement a help button on the main page with a question mark icon indicating a help feature for users to use which would redirect to a help page. Analyzing the next suggestion *“To make the friend’s page more useful to the user you can add a status feature under each friend so that the user can have a sense of connectivity with their friends and see their activity which would encourage them to use the features”*. We decided to implement this feature in the friend’s section. Under each friend there will be their status such as “playing a game” or even “meditating”. This implementation would help the app be more user-friendly and give users a sense of comfort knowing that there are people facing similar issues as them.

Part 2: Prototype (75%)

Figma Interactive Prototype:

For our interactive prototype, we wanted to demonstrate the community page and chat page features of our application. For each page, we wanted to keep a consistent style which includes using the same font and colours on each page. The colours we chose were deliberate as users who experience mental health issues respond better to lighter colours like blue and purple instead of darker colours like red and black.

For the chat page, we wanted to split it into two different sections, one for users to be able to chat with a therapist where we displayed a wait time based on feedback from our participants to show users how long they can expect to wait in order to speak to someone. The other section shows a list of the user’s friends with their status displayed underneath. Users can then choose

to either chat with their friends or start a phone/video call. On the messaging page, users can choose to record a voice message to send to their friends, attempt to start a game with their friends or send a photo using either their phone's camera or from their library. The messaging page looks fairly similar to other messaging services like WhatsApp or iMessage as most users are already familiar with those services and will already be able to use our service without much thought.

For the community page, we decided to focus on an audio recording-based timeline since you are able to convey more emotions through audio. The user is able to go through their timeline by scrolling and can like/listen to each post. You will notice a subject line for each post, which will be shown right above the audio recording. There is a limit to how many characters can be in the subject line which provides more emphasis on the audio vs the text. The option to add a new post is also directly placed above the navigation bar. We wanted to also emphasize a community where you can share easily, therefore, the option to post is always in view on the community page regardless of where you scroll.

Paper Prototype:

For the paper prototype we were aiming to prototype the "Mood" feature. We prototyped the 2 main different functions included in the "mood" feature. When an individual clicks on this feature it directs them to a new page where they are asked how they are feeling, they can choose between 2 of the options given which are "Restless" and "Anxious". When a person chooses "Restless" they are again directed to a new page where they are asked what they would like to do and are given 2 options to choose from which are "read a book" or "listen to music". Both options provide a list for the individual to choose from. If the participant chooses "Anxious" they are directed to another page where they are also asked what they would like to do and are given 2 options which are "play a game" or "meditate". All these functionalities are displayed in our paper prototype.

YouTube link to the prototype demonstration: [Link](#)