Mind Matters

CSCI 4620U: Project Part 3a
Conceptual Design, Functionality, and Scenarios

Mind Matters: Conceptual Design, Functionality, and Scenarios

Part 1: Conceptual Design (10%)

Many individuals have faced a tough time during this pandemic. Being locked indoors and not going out and interacting with others has affected many people's mental health. A big factor that had an impact on people's mental health during this pandemic is that many people have lost and drifted away from many friends which has led them to loneliness and feelings of isolation. These feelings would be less relevant if those individuals were able to have someone to talk to and make new friends. The purpose of our Mental Health app (Mind Matters) is to provide a solution for many of the people who have been suffering from mental health problems during this pandemic. A few of the problems people have encountered are loneliness, anxiety and depression. Our app Mind Matters will be capable of solving these issues, this will be accomplished through many of the features we will be implementing.

After conducting a series of interviews and questionnaires we have analyzed that 50% of our participants feel depression at least $\frac{3}{5}$ times. While 56.3% of them feel anxiety as well as loneliness $\frac{4}{5}$ times. The features we are implementing in our app will have a function where you will be able to chat with friends, make new friends, play games, join community group chats that align with your interests. And most importantly there will be a therapy section where a therapist will be available 24/7 for you to talk to. During our semi-structured interview sessions, a few individuals have mentioned that therapy is a great way to combat mental health issues however the reason why they are not able to book therapy sessions is that they are inaccessible and expensive. Our app will be designed in a way where you will be able to join a one on one therapy session which will allow you to speak to a therapist and discuss all of your problems and issues. These sessions will be available 24/7 and will be free of cost.

On the main page of our app, you will find many different functions, you will have the option to add friends, make a post, there will also be 3 options on the bottom menu which will include a chat page, a profile page and a mood page. If you click the "add friends" page you will be directed to a new window where you can search for friends or filter out people with common interests. A few of our participants have mentioned that they have a tough time making friends because they have a difficult time relating to people and that they don't really feel supported by those around them due to this reason. This feature we will be adding will be very useful because people will find it much easier to make friends who share the same interests as them and someone they could relate to.

On the "chat" page of our app, you will be able to choose from three options, "chat with a friend", "chat with a therapist" or "join open group chats". The "chat with a friend" option will allow you to chat with your friends who are currently online. The "join open group chats" feature will allow you to view the community group chats currently happening and you will be able to join whichever group you would like according to your interests. This specific feature is very important in our app because while conducting our interviews, some participants mentioned that

they usually have trouble relating to people around them due to different interests. This feature will make it very convenient for everyone to find people with whom they would share the same interests. The "chat with a therapist" feature is our more essential feature. Most of our participants have mentioned that they believe talking to a therapist would be very beneficial for them, but they are unable to do so because of the cost and inaccessibility.

On the "mood page" of our app a question will be asked which will be "How are you feeling?", there will be 2 options available, "Restless" or "Anxious". If the person chooses "Restless" then they will be taken to a new page where they can choose from two options, either "Read a book" or "Listen to music". If the person clicks on "read a book" they will be directed to a new page where they will be able to choose a book to read. If the person chooses "Listen to music" then they will be directed to a different page where they will be able to choose songs to listen to. The second option on the mood page was "Anxious. On this page individuals will be able to choose from 2 options again which will be either "play a game" or "meditate". The "play a game" option will allow you to play games online or play group games with your friends. During our research, we analyzed that many people get really lonely during quarantine and don't have any activities to do because they are stuck inside their homes and are not able to go out and have fun with their friends. This feature will be great to incorporate fun activities when you feel bored. The "Meditate" option will provide the user with many different exercises. There will be regular workouts as well as high-intensity workouts, there will also be yoga exercises available. The feature will be very beneficial because during quarantine gyms have been closed which has made many people very demotivated to work out. The feature in our app will encourage people to be more active and exercise.

Part 2: Functionality (15%)

Our app will include many different functions. Such as chatting with friends, chatting with a therapist, joining community group chats, playing games, listening to music, and exercising. We will explain all the functionalities of our app down below.

Community page
On this page of our app, you will be able to make a post, like a post or add friends. You will be able to filter out people to add according to your interests, all you have to do is type in a few keywords and our app will filter out recommendations for you.

Chat page
On this page, you will have the option to chat with a friend or chat with a therapist. You will be able to video chat or just regular voice calls. A therapist will be available 24/7 for you to talk to. You will also be able to send pictures and voice messages as well as play games with your friends.

Mood page
On this page, you will be able to choose how you are currently feeling. There will be a couple of options you can choose from. Depending on the option you choose you will be directed to a new

page. For example, if you choose "restless" you will be directed to a new page where you can choose from either "read a book" or "listen to music". Or if you choose the option "anxious" you will be able to choose from either "play a game" or "meditate".

Game page
On this page, you can play many different games online or with your friends. You can also play games in a group.

Meditate page
On this page, you will find many different exercises available. Regular exercises or high-intensity level exercise. There will also be yoga exercises available. You can choose any option depending on your preference.

Part 3: Scenarios (25%)

Slightly Modified Persona From Part 2b (Italicized changes)

Sophie

- Age 22
- A fourth-year student in mechanical engineering
- Works part-time job on weekends at Walmart, two 8-hour shifts
- *Has online classes due to COVID and having difficulty managing workload which results in stress due to that same large workload*
- *Has fewer options than normal for social activities due to COVID restrictions*
- *Difficulty spending time with friends/family (also due to COVID/time restrictions)*
- Unable to eat healthy since they don't have enough time to cook a proper meal
- Owns an iPhone
- Tries to unwind by watching an hour of TV before bed
- Gets 6 hours of sleep a day during the week, less on weekends

Story Scenario (Sophie's First Person Point of View)

I wake up every morning in my dorm apartment with no one but myself. I head to my laptop to attend my first virtual lecture of the day. School has been really stressing me out recently due to the shift to online classes. After my lecture, I spend the rest of the day studying. My friend messages me while I'm studying and asks if she would like to hang out. I knew I didn't have enough time to find a COVID safe activity, get ready, drive over, and spend time with my friend - especially with this upcoming assignment, so I had to decline. I wish I could go out with friends but it's so hard to get anything going due to COVID. I get back to studying. By bedtime, I still wasn't able to finish up my assignment and was starting to get anxious. Along with my anxiety, my loneliness hasn't gotten any better since I wasn't able to go out or spend time with friends/family. I open Mind Matters on my iPhone which I like to do on these kinds of days. As I mentioned earlier, I'm feeling a bit anxious and lonely tonight. The first thing I see when I open

the app is my curated Community page, where I find others going through the same thing as me. It helps to see that I'm not the only one and I respond to some posts and share my feelings. However, I still feel a bit anxious because of all these online classes and assignments. I open the Mood page and select "Anxiety" where I can then select "Meditation". After going through some mindful exercises, I feel much better and ready to sleep. I put my phone away to get some much-needed rest.

<u>Story Scenario (Third Person Point of View)</u>

Sophie is constantly working at her part-time position as a retail associate or studying for her last year in mechanical engineering. Due to COVID plus her lack of free time, social life has become very difficult. She finds herself stuck doing work during the day and not having anybody to spend time with at night. Since she lives far from school and since school is online, she's farther away from all her friends.

It's a weekend, so Sophie is at Walmart working. She wishes that she could spend time with her family, but she has financial responsibilities to take care of first. It hits 9 PM and it's time to clock out. She leaves to head back home. Once home, she finds everybody asleep, so she heads to her room. Looking to fill that personal social void, she looks for a healthy alternative. Instead of mindlessly scrolling through media, she decides to open Mind Matter. She selects the "Chat" option and opens the Friends page where she finds her friend, Amy, is online. Most of her friends are like her, ones who stay awake late due to work/studying in the day and share similar interests. Today, both Amy and Sophie were tired, so they decided to stick to texting rather than a voice call. Sophie spends some time with Amy until Amy has to log out and go to bed. Once Sophie and Amy are all done, Sophie also logs out of the app. It's difficult to have these sorts of conversations during the day, where she's busy studying or working. So having friends like Amy on Mind Matter is a huge plus. She prefers this quick way to fulfill her social needs on a busy day like today. Therefore, she felt a lot better after texting Amy and was ready to end the day as well.

Part 4: Interaction Design (15%)

0. In order to speak to a therapist

1. Take out your smartphone

2. Open Mind Matters application by tapping on the icon

3. Tap chat icon on the bottom navigation bar of Mind Matters home page

4. Tap "Chat with Therapist" button on Chat page of Mind Matters app

    4.1. Choose "Video Call" option to begin a video conversation with a therapist

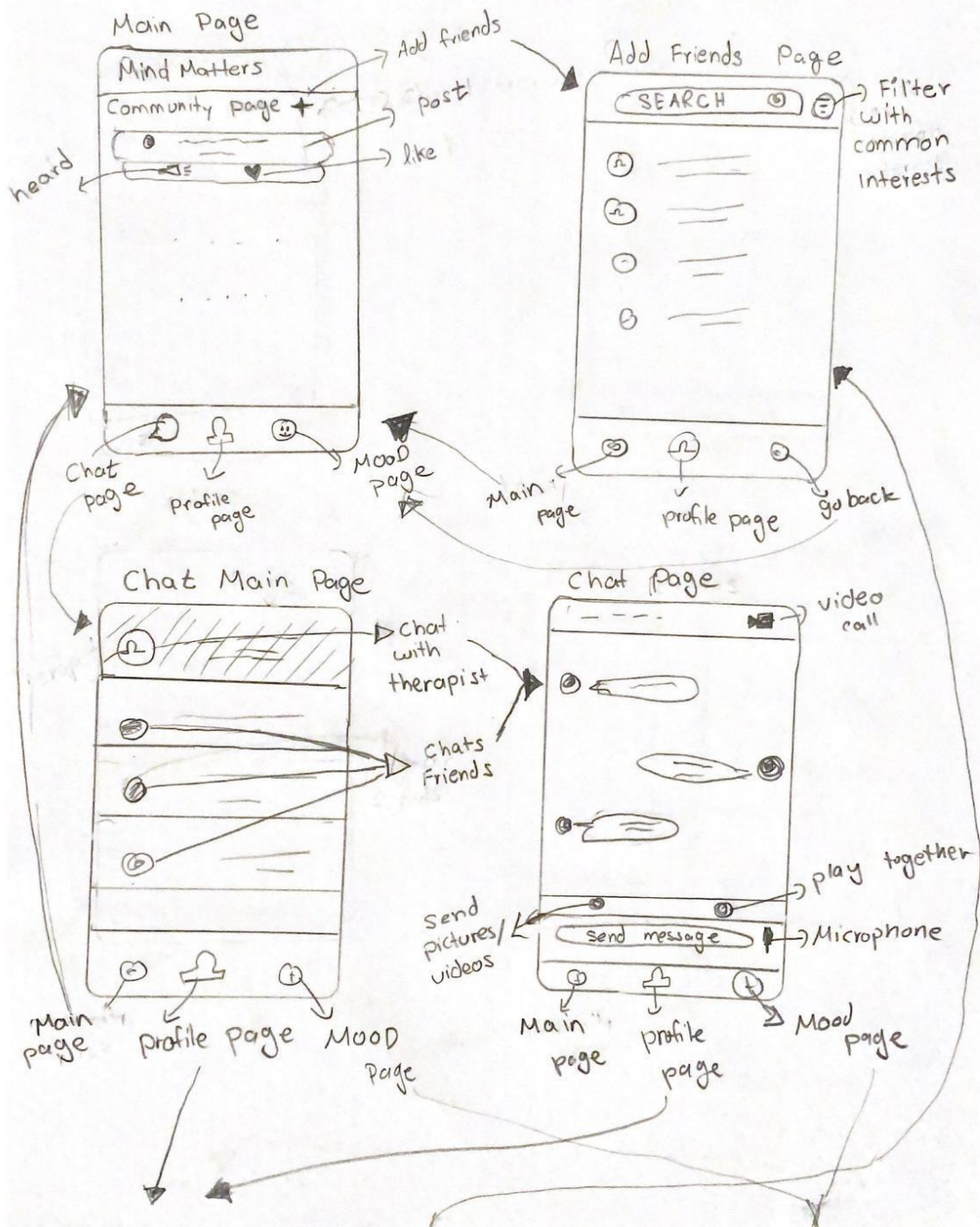*4.2.* Choose "Microphone" option to begin an audio call with a therapist

4.3. Choose "Send text/video/pictures" option to begin a conversation with a
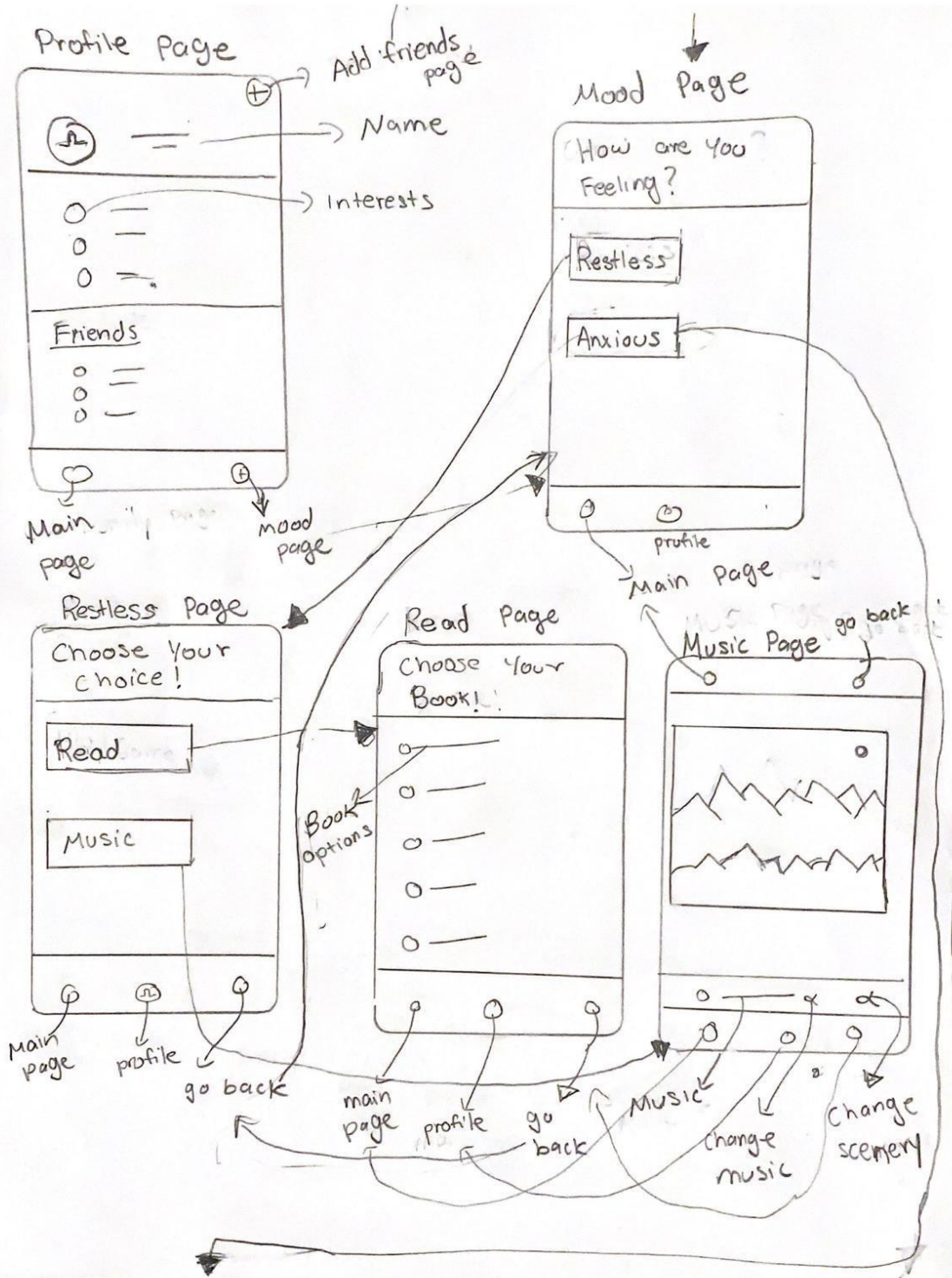
therapist over text.

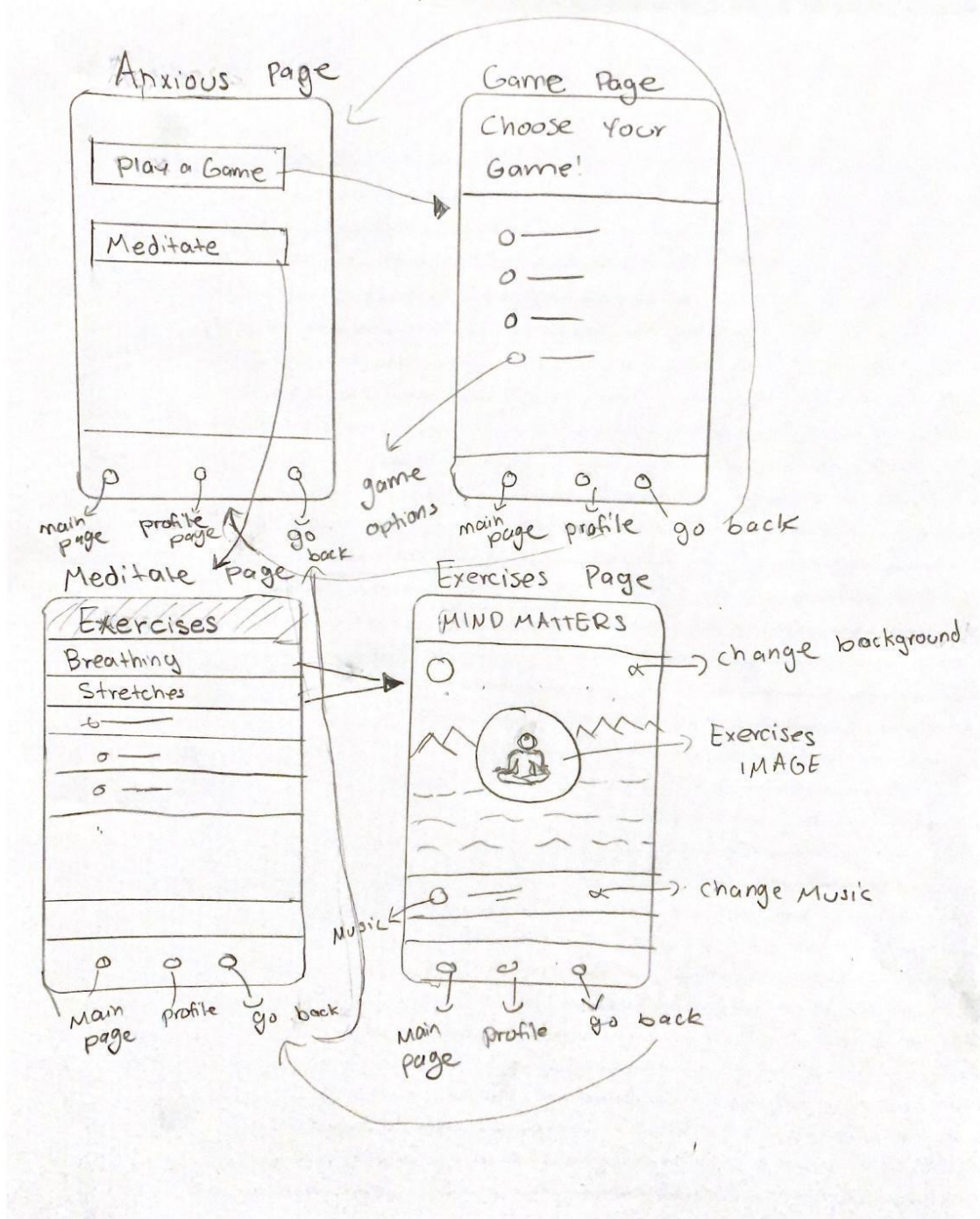5. End conversation with therapist and close application.

Part 5: Interface Design (35%)

5a Interface Design (20%)

The design which was implemented in the sketches were features aimed to help people who face mental health issues. To effectively implement the solution we have created the main page containing the post screen page with the features of posts containing a sound icon showing how many people have heard their post and a heart button showing the number of likes. The main page would also contain a bottom navigation bar with features of a chat, mood, adding friends and profile buttons. The profile button would redirect users to the profile page where the user's interests would be placed and the adding friends button would send the user to an add friends page. The adding friend and the profile pages would be interlinked by the add friends page in relation to the friends and were filtered out based on the user's interests. The chat button would redirect the user to a chat page where they can chat with therapists and their friends, make video calls, record their voice, play games together and even send videos/pictures. The mood button would redirect the users to the mood page where they can select if they are feeling restless or anxious, which would then give the users the option of reading a book, listening to calming music, playing games, and breathing exercises based on the selected mood. Hence, the features listed above would help our app reach our proposed solution of helping people with mental health issues such as anxiety and loneliness.

Main Page

Mind Matters

Community page →

→ Add friends

→ post!

→ like

heard

Add Friends Page

SEARCH

→ Filter with common interests

Chat Page

Profile page

Mood Page

Main page

profile page

go back

Chat Main Page

→ Chat with therapist

→ Chats Friends

Main page

profile page

Mood Page

Chat Page

video call

Send pictures/ videos

Send message

play together

Microphone

Main page

profile page

Mood Page

Profile Page

Add friends page

Name

Interests

○ —
○ —
○ —

Friends
○ —
○ —
○ —

Main page

Mood page

Mood Page

How are you Feeling?

Restless

Anxious

profile

Main Page

Restless Page

Choose your choice!

Read

Music

Main page

profile

go back

Read Page

Choose Your Book!

○ —
○ —
○ —
○ —
○ —

Book options

main page

profile

go back

Music Page

go back

Music

Main Page

change music

change scenery

Anxious Page

| Play a Game |
| Meditate |

main page   profile page   go back

Game Page

Choose Your Game!

- ○ ———
- ○ ———
- ○ ———
- ○ ———

game options

main page   profile   go back

Meditate Page

Exercises
Breathing
Stretches
- ○ ———
- ○ ———
- ○ ———

Main page   profile   go back

Exercises Page

MIND MATTERS

○ ·········· → change background

→ Exercises IMAGE

Music → ○ ——— → change Music

Main page   Profile   go back
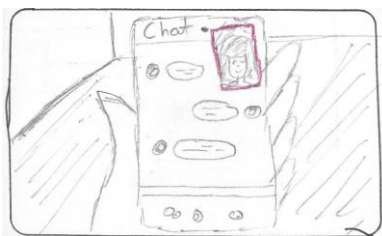
5b Interaction Design (15%)

1. Person is on his phone, anxious and restless due to no breaks and busy schedules.

2. Person downloads Mind Matters App and posts their story along with how they feel.

3. Person views everyone's posts, still doesn't feel better. So he decides to chat with a therapist.

4. Person video calls a therapist making him feel a little bit better but still anxious.

5. Person then tries the mood button and clicks on Anxious.

6. Person chooses meditation, follows the instructions and feels relaxed.

7. Nighttime arrives, but due to stress, the person is unable to sleep. The person then decides to use the Mind Matters app and clicks on the mood option 'Restless'.
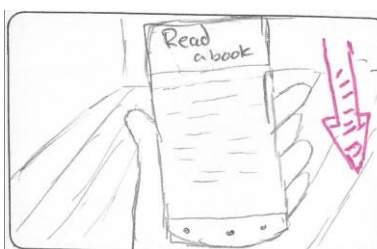
8. Person then scrolls through the book and reads it.

9. Person feels relaxed for the day and falls asleep.

Rough Sketches