



# [Helping Students Relieve Stress and Connect With Cook Counseling]

Phase 2: Design

CS 3724: Introduction to Human Computer Interaction

Spring 2023

Prepared by:  
Michael Shi  
Riley Jenkins  
Maguire McMahon  
Nick Defelice

Group 17

March 26th 2023

# Table of Contents

<b>Table of Contents</b>	<b>2</b>
<b>Record of Changes</b>	<b>4</b>
<b>Introduction</b>	<b>5</b>
<b>Methods</b>	<b>7</b>
<b>Personas</b>	<b>8</b>
<b>Ideation and Critique</b>	<b>11</b>
<b>Conceptual Design</b>	<b>16</b>
<b>Storyboards</b>	<b>20</b>
<b>Claims</b>	<b>22</b>
<b>Wireframes</b>	<b>25</b>
<b>References</b>	<b>29</b>
<b>Acknowledgement</b>	<b>30</b>
<b>Appendix A</b>	<b>31</b>

This page is intentionally blank

## Record of Changes

Version	Date	Comment	Name
0.1	03/20/23	Pasting in activity 4A,B,C	Maguire, Riley, Michael, Nick
0.2	03/20/23	Adding ideas to list	Maguire McMahon
0.2.1	03/21/23	Added 75+ items to idea list and critiques	Maguire, Riley, Michael, Nick
0.3	03/22/23	Created the introduction	Riley
0.4	03/22/23	Added section about why we chose to use Figma, wireframe section	Maguire
0.5	3/23/23	Added personas that were included in Phase 1	Nick
0.6	3/24/23	Completed personas	Nick
0.7	3/24/23	Completed Mental Models of Conceptual Design	Michael
0.8	3/26/23	Completed storyboards	Nick
0.9	3/26/23	FIinished wireframes on Figma, added to Wireframe section on document	Maguire

# Introduction

In the previous phase of the project, the feedback we received was not as good as we hoped. The grader expressed concerns about the lack of thoroughness in our report and identified several missing components, such as a description of our methods, zoomable pictures of the WAAD, justifications for the tools we used, one DIM, and specific details. To improve our performance in this phase of the project, we intend to be more thorough in reading the instructions to make sure that we do not overlook any important details and that we address all required sections of the report.

Our general approach to design for this project is to create an extensive design, which not only appeals to the users functional needs but also their emotional needs. We want the design of our app to include many features that help users get the help that they need, in an efficient and effective way. Our design will improve the existing design of the Cook Counseling website by creating a new app which includes new and improved features, to improve the user's experience. We hope to create an app which not only has enough functionality, but also does not overwhelm the user, and is easy to use. Currently the system in place for Cook Counseling is not user friendly, especially for users with mental health issues. We want to remove the way that appointments are currently being made and implement a new design; we also want to include features that will generally improve the user experience.

Our team's overall philosophy for design based on the textbook, lecture slides, and activities is to produce a thorough design, which comes from the user's needs rather than our own. In order to do this, we create items such as personas, storyboards, and wireframes. We want to not only visualize our design, but also understand the limitations of it, and improve it to be as useful as possible. The design should not only be functional, but it also should take into account the user experience, and allow the user to have a positive emotional experience with it. We want to create ideas based on the user and then critique and refine our ideas in order to create the best design possible. These philosophies guided our design in the following sections by allowing us to be thorough and think about user experience in the best possible way.

In the following sections, we will create a design in an in depth way, using many techniques. First we discuss the methods we used to create a design for our app, and how we divided these tasks. Then, we create personas in which we show the users of our app and their limitations. Next, we create an ideation for our app with sketches, and then critique these ideas, and finally create a final idea for our design. Then we create a conceptual design, which shows a high level overview of our design and how we want to implement it. We show our storyboard, which shows the different ways our design is used and how it is effective. Next we include our claims about our systems design. Then we include our wireframe, which shows the different aspects of our design.

During the design creation process, we used different techniques to create an effective design. In the methods section, we divided tasks in order to create the app design. We then created personas to reflect app users and their restrictions. In the next step we create an ideation where we create ideas, then critique, sketch and reflect on them, to finally create a final

idea for our app. Following the creation of a high-level conceptual design, a storyboard was made to show the design's usefulness in various circumstances. We also made claims regarding the effectiveness of our system design. Finally, we demonstrated a wireframe to highlight the many features of the app design. Through this procedure, we were able to produce a thorough and useful app design.

# Methods

[Tip: We have discussed methods sections in this class, and you have received feedback on your previous report. This section should present a high level overview of the actual methods you used to apply the general approach you outlined in your introduction. Some are required in the spec, and some are left for you to choose. All must be tailored for your specific project. Think about illuminating specific issues here about how your group divided up tasks, organized ideation and critique sessions, arrived at key decisions, designed storyboards and wireframes, set UX goals, baselines, and targets, etc. See the assignment sheet for additional guidance.]

For our Phase 2 Project, we elected to divide up the different tasks in the phase and assign them to specific members, due to the fact that some of our members would become unavailable later in the week. Our first objective was to accomplish our ideation and critique section, so that other members of the group could use the ideas created there to finish the other parts of Phase 2. We worked together as a group in order to add the 75 other ideas that we needed to come up with.

Since Michael and Nick weren't very familiar with Figma (the wireframing software we used) and weren't very good at drawing, we decided to have Maguire be the one to do our wireframes and Riley be the one to do our storyboarding. Michael would be the one who worked on the conceptual design section and Nick would work on the personas.

# Personas

We all strongly feel that students should be our primary persona because our main objective is to provide them with a better experience with Cook Counseling services. We understand that every person/student has a unique situation (e.g. severity of case), and thus require different needs from counseling services. This is addressed in our secondary personas, and thus we can ensure that our design process will consider a variety of situations and needs that counselors may come across. We also understand that counselors will contribute greatly to our application, and that including counselor personas would give us insight on how we can further improve student-to-counselor interactions. However, we all agree that students are the main work role of this project and ultimately decided to focus on them.

## Primary

*Name:* Ben

*Age:* 18

*Hobbies:* Stocks, playing video games, going on runs, spending time with his family

*Bio:*

Ben is a transfer student from his community college in Michigan, and is now entering his sophomore year at Virginia Tech as a finance major. He excelled in high school and won many awards with the school's business competition club, but decided to go to community college for a year before Virginia Tech because of the COVID-19 pandemic. He has a father and mother who he is close with; they started to do weekly check-ins on FaceTime since he has transferred to Tech. While he has been excelling academically so far, he has found it difficult to make new friends. He thinks that transferring during the spring semester was a mistake, and that it puts him a step behind on-campus students who have already established a tight group of friends. In addition, Ben is more introverted in nature and this makes things even harder on him, as he now wishes he was more outgoing. At this point he feels hopeless about ever making any close friendships, and wants to talk with a counselor at Cook Counseling to help him through this tough time. Ben is embarrassed about the situation so he would rather talk to a counselor than his parents, and would much rather talk over Zoom and with his camera off than in-person.



## **Secondary**

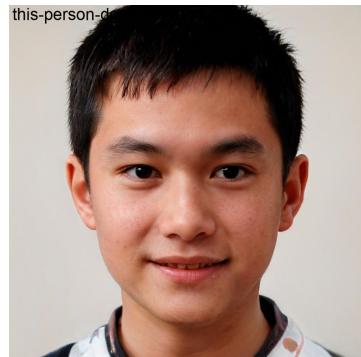
**Name:** Elton

**Age:** 17

**Hobbies:** Walking his dog, watching TV, robotics

**Bio:**

Elton is a freshman at Virginia Tech, from Cedar Rapids Iowa. He has 2 siblings, a younger brother and a younger sister, and he has a dog and 2 cats at home. Elton plans to pursue a degree in Physics at the College of Engineering. However, Elton has been feeling especially homesick, he misses his family and his pets, and school has not made this any easier for him. He is struggling in several of his courses and he has several projects and exams due soon. While he's been talking to his advisor about his course load, he's also been trying to get in touch with Cook Counseling Center in order to try and talk to someone about how stressed and homesick he's been feeling.



## **Secondary**

**Name:** Katie

**Age:** 20

**Hobbies:** Reading, cycling, drawing, and making friends

**Bio:**

Katie is a junior at Virginia Tech, from Rockville Maryland. She has 1 sibling, an older brother, and no pets at home. Katie is currently pursuing a degree in Architecture at Virginia Tech.

However Katie has recently been arguing with her roommates a lot, and has felt especially hurt when she found out that they planned to move out of their current apartment without her. She feels incredibly lost and alone, and feels that she has no one she can turn to for help in Blacksburg. While she has attempted to schedule an appointment with the Cook Counseling Center, they have not gotten back to her at all yet.



## **Secondary**

**Name:** Victoria

**Age:** 17

**Hobbies:** Running, movies, hiking, playing the guitar



*Bio:*

Victoria is a freshman in the architecture department at Virginia Tech, and lives with her family in Radford, Virginia. Throughout her childhood she played track and field, and she hopes to continue this passion on Virginia Tech's school team. She is very close with her parents and younger sister, and wants to commute from home because of how close it is to the school. However, Virginia Tech's policy requires that all freshmen live on-campus, and this does not suit well with her. She enjoys meeting new friends in the dorms, but she feels incredibly homesick and it is starting to affect her academically. Due to the COVID-19 pandemic, it is extremely difficult for Victoria to commute back home for the weekend as much as she would like. Because of these frustrations, she thinks it's best that she seeks Cook Counseling services. She tried to schedule an appointment online, but found it very difficult to navigate the website. The clutters of buttons, headers, and descriptions made her very overwhelmed, so she just gave up.

# Ideation and Critique

List of ideas:

1. Let students choose what counselors they can pair up with
2. Minimize the number of clicks/interactions required from the user to schedule an appointment
3. More organized structure for resources with descriptions of what they are helpful for
4. **Let students schedule appointments through other methods besides over the phone**
5. Allow students to get access to mental health exercises/interventions without necessarily needing a counselor
6. A description of the counseling style of each counselor - gives students a better idea of what to expect from each counselor
7. A hotdial for more urgent situations that are in greater need of more immediate attention
8. Give students and counselors a way to answer questionnaires about their thoughts on the effectiveness of different mental health exercises.
9. Chat room for students to interact with each other or with a counselor anonymously.
10. A private questionnaire for students to give Cook Counseling Center a much better idea of what counselor they could assign to a student.
11. Letting students review and give feedback about their experiences with different advisors
12. Wouldn't it be great if there was a counselor/staff to talk with while waiting? That would solve the large and lonely waiting room!
13. Cook Counseling is so difficult to get to as a Freshman. I wish there was a closer option within 10 minutes walking distance.
14. I wish there was a way to briefly talk with a counselor for about 10-15 minutes and get a mental health exercise that can help me in the moment.
15. I hate having to talk with Virginia Tech Counselors in person but do not want to do TimelyCare because of the lack of personality. Maybe if I could meet with a counselor from Cook over the phone or Zoom that would be fantastic!!
16. It's really frustrating not being able to get access to counseling at all times, having some sort of 24/7 resource would be really helpful
17. I wish that there were more appointments available so I could attend Cook Counseling more frequently
18. I wish that Cook counseling was accessible later in the semester but the counselors all fill up.
19. I hate checking my email. I wish I could get a daily notification instead for mental health tips and exercises.
20. I wish I could vent out some of my frustrations anonymously and have someone provide some sort of reassurance to me.
21. I wish that I had more of a relationship with my counselor, meeting very infrequently makes it very difficult to feel comfortable.

22. Make the call to action button clear and present.
23. Keep load times low so that users are not waiting.
24. Reduce clutter of information especially on mobile view.
25. Make the top CTA button link to online appointments with Cook Counseling instead of Timely Care.
26. Use similar colors/themes that the current VT website uses
27. Employ a maximum time away from appointments that they can be scheduled. This will help prevent missed appointments or all of them filling up at once.
28. Only allow users to schedule one appointment at a time (within a field i.e. solo counseling, group counseling, etc.)
29. Integrate current resources available and built in place in Cook Counseling's existing website.
30. Ensure the database has sufficient storage capacity for all students at Virginia Tech, two semesters of appointments every day for each counselor and session available.
31. Link to Timely Care, a free online therapy resource partnered with Virginia Tech.
32. Have users look over wireframes before implementing design to text for usability.
- 33.
34. Make a section for group counseling sessions, these are more cost and time effective to help students
35. Allow the student to see their past appointments and notes from their past appointments
36. Create an anonymous portal so students can ask questions about mental health
37. Provide more training to staff so they can understand how to efficiently and effectively help students
38. Give training to staff so they can use the app to its fullest potential
39. Offer more scheduling options at night through the app to accommodate for the fact that students are busy during the day
40. Provide resources to nearby counselors through the app, for summer, fall, and winter breaks
41. Have students present the app to traditionally freshman classes to increase awareness
42. Offer options to sign up for classes that could improve mental health, such as yoga or art classes through the app
43. Make a section for peer or support groups to lessen stress of appointments on counselors
44. Link videos to techniques for meditation and relaxation
45. Use Virginia Tech social media to promote the Cook Counseling app
46. Implement something that can track and receive feedback from students
47. Create resources for students not from the United States to receive help when they are not here
48. Make a technical team, maybe computer science students, who will make sure the app is always up and running
49. Create a plan for fixing bugs within the app
50. Make sure the app is compatible with all types of mobile devices, including things such as iPads

51. Ensure that there are no security issues that compromise the confidentiality of students
52. Make sure that students with disabilities are also able to use the app
53. Make notifications for students when they have upcoming appointments
54. Test the app for bugs and test edge cases before it is officially released
55. Provide error messages when something goes wrong
56. Create a help center on the app so users can fix issues on the app
57. Allow a section so that users can set goals for themselves over time
58. Create a directory within the app for outside resources, so they are easy to get to
59. Allow users to give information about their emotions before going into an appointment so the counselor is prepared
60. Create a section where individuals can share the information from their appointments to either their parents, their general care physician, or their psychiatrist if they want to
61. Integrate a feature where users can import and track their self care routines
62. Make these routines available to counselors if the student wants, so they can improve their help
63. Offer online chat rooms for users who are not ready to have an in person, individual appointment yet
64. Create a chatbot where users can get general information about the app itself
65. Make a chatbot where users can get general information about improving mental health
66. Give an option for notifications with inspiring quotes
67. Make it so users can login to the app through their VT credentials
68. Allow users to login with Face ID so they can reach the app quicker
69. Make sure logging in is safe and secure
70. Allow users to cancel appointments until the day of
71. Offer a reward system with points for referring friends to make an account.
72. Could offer rewards like coupons, gift cards, mental health fidget toys, etc.
73. Have the app link to social media that users can share to spread information on mental health.
74. Allow for users to book group counseling for private smaller groups.
75. Have a journal system built into the app that can track information from the user.
76. Find a mental health sponsor to help fund the app.
77. Connect the app to the users VT payment so there is an incentive to not cancel appointments before
78. Create jobs for students to give information about the app to people on campus
79. Create booths on the drillfield and turner to educate students about the app
80. Make resources available for students to access a nutritionist if they are having eating disorders
81. Allow students to rate the resources on the app, so the app can improve to be the best it can be
82. Give students the opportunity to provide suggestions for resources to add to the app, things that have helped them
83. Give ideas to students for ways to exercise or spend time outside to calm them down
84. Make sure that links to all resources work on all types of devices

85. Make an initial introduction to the app so students know how to use it
86. Include a place with instructions on how to use the app
87. Create a dark mode for the app
88. Allow academic advisors to share the students course load and grades with counselors to improve help for students
89. Make an advertisement on Canvas for the app
90. Make the app VT colors, **go Hokies!**
91. Create a cute and pretty icon for the app so users want to click on it
92. Have a playlist link to calm music, meditation music, etc.
93. Have a page for breathing exercises. Can use haptic feedback on mobile.
94. Allow users to track their progress with monthly/bi weekly questions to gauge how they are doing mentally, physically, and emotionally.
95. Keep information and resources organized and easily identifiable.
96. Use icons where acceptable on mobile devices to reduce need to read.
97. Have a tab on Canvas/main VT website that links directly to the app/website
98. Add pictures to the app to make it more visually appealing
99. If users have a negative experience with the app offer them outside resources
100. Make analytics available to the creators of the app so they can improve it based on data

### **Critiques**

I'm not sure if letting students pair up with specific counselors will work due to how many students a single counselor can get to know at one time.

I'm not sure if it would be possible to have something anonymous for students to fill out about their personal mental health struggles due to the various laws about health privacy that are currently in place.

There are likely a large number of health privacy laws that define what Cook Counseling does, and the way they do it, that we may not be aware of in creating ideas for our app. Counselors only have so much time/ability to work. Maybe this is why TimelyCare is being invested in by VT.

Online counseling might be a waste of resources for counselors available for in person meetings.

I am not sure it is possible to have more appointments available to students because Cook can only hire so many people and the counselors only have limited time.

Making Cook Counseling closer may be an issue because there is not much more space on campus, also they already provide public transportation to Cook

I'm not sure if there would be a really solid criteria about what might make specific cases of mental health crisis more dire than others.

Creating an app would be costly, and so outsourcing and funding would be necessary  
Keeping load times low would require a team of programmers to be watching the app for bugs

Creating an anonymous portal where students can ask questions would require Virginia Tech to hire more employees which is costly

Having resources for fall, summer and winter, or available employees would require a lot of work on the employees side

Group therapy might not be enough for most students, so it would not be as useful as it needs to be

The amount of suggestions that the users are able to give may cause stress on the creators of the app

To create this app, it would require mental health professionals, designers, and programmers, which all may not be available to Virginia Tech

### **Our Idea**

Scheduling appointments exclusively over the phone causes frustration, and this concept needs to be improved. The website should have a place to schedule appointments, similar to Schiffert Health Center, or there could be an app. This would allow students who have anxiety about talking on the phone or don't want to talk on the phone to schedule appointments more conveniently and effectively. It can be intimidating for people to talk on the phone or advocate for themselves when they are talking on the phone. An app would allow Cook Counseling to expand its helpfulness to more students, and overall would benefit Virginia Tech as a whole.

# Conceptual Design

For our mental model, we elected to go with the interaction perspective. The reason for this is because we felt that focusing on the user's experience is what was most important for us, because we want to ensure that if we were to use our page ourselves, it would be clear where users should go to obtain specific information. We also thought it would give us a better idea of how we may want to format aspects of our app in order to make it easier for users to understand where to find what it is that they may be looking for from the Cook Counseling Center.

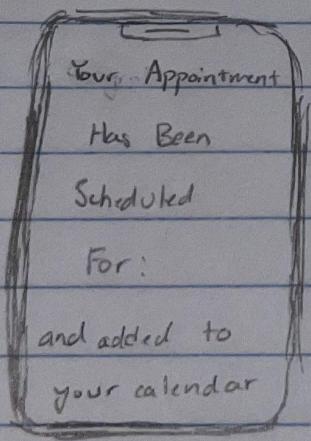
When Users open up the webpage/app they will first be greeted with a page that contains information about Cook Counseling Center. This page will feature 3 different options, scheduling an appointment with a counselor, mental health exercises, and the resources that Cook Counseling Center has.

If the user selects the appointments option, they'll be directed to an entry page and asked to fill out their information including their name, their student ID, and the reason for their appointment. Next, they'll be directed to a calendar, where they can select a date and time that works best for them. Finally, they'll be directed to the various therapists who are available during that date and time, with some of the information about each therapist available to the student. Some of the information included will be the credentials of the therapist, such as the college they got their bachelors and masters degrees from, along with what each therapist feels they specialize in, to help give students a better idea of what counselors they may wish to schedule an appointment with.

If the user selects the mental health exercises option, they'll be directed to a questionnaire to get a gauge on what it is the user is struggling with, such as anxiety or stress. Once this questionnaire has been completed, a list of mental health exercises will be generated based on the answers that the student has given about the various mental health exercises that a counselor would recommend to a student based on what they're struggling with.

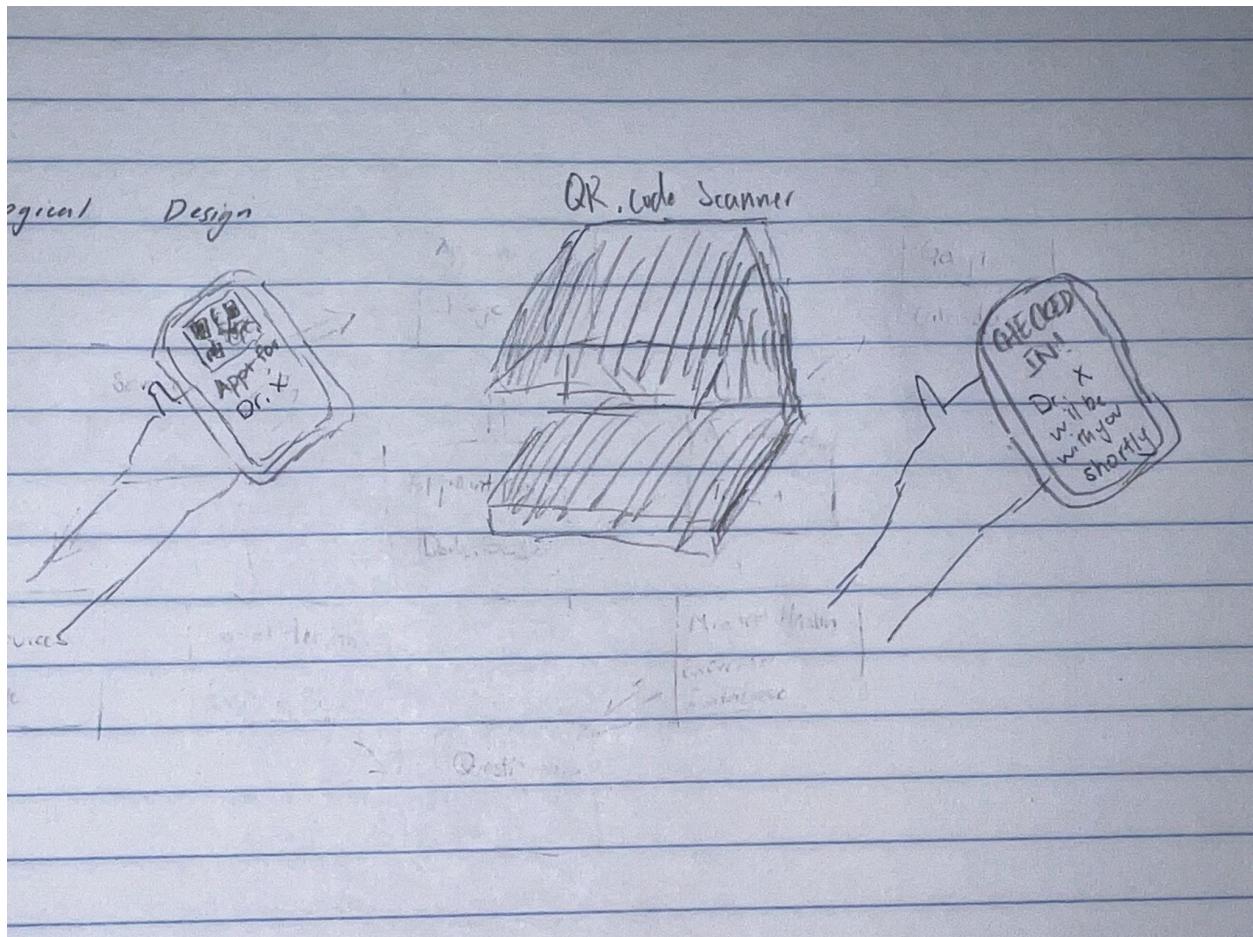
Finally, if the user selects the resources option, they'll be directed to a separate page that has all the various mental health resources that are provided to students by Cook Counseling Center, along with a brief summary about what each resource does, and maybe helpful for. An example of a resource could be a hotdial for students undergoing a severe mental health crisis and desperately need someone to talk to at the moment.

emotional perspective

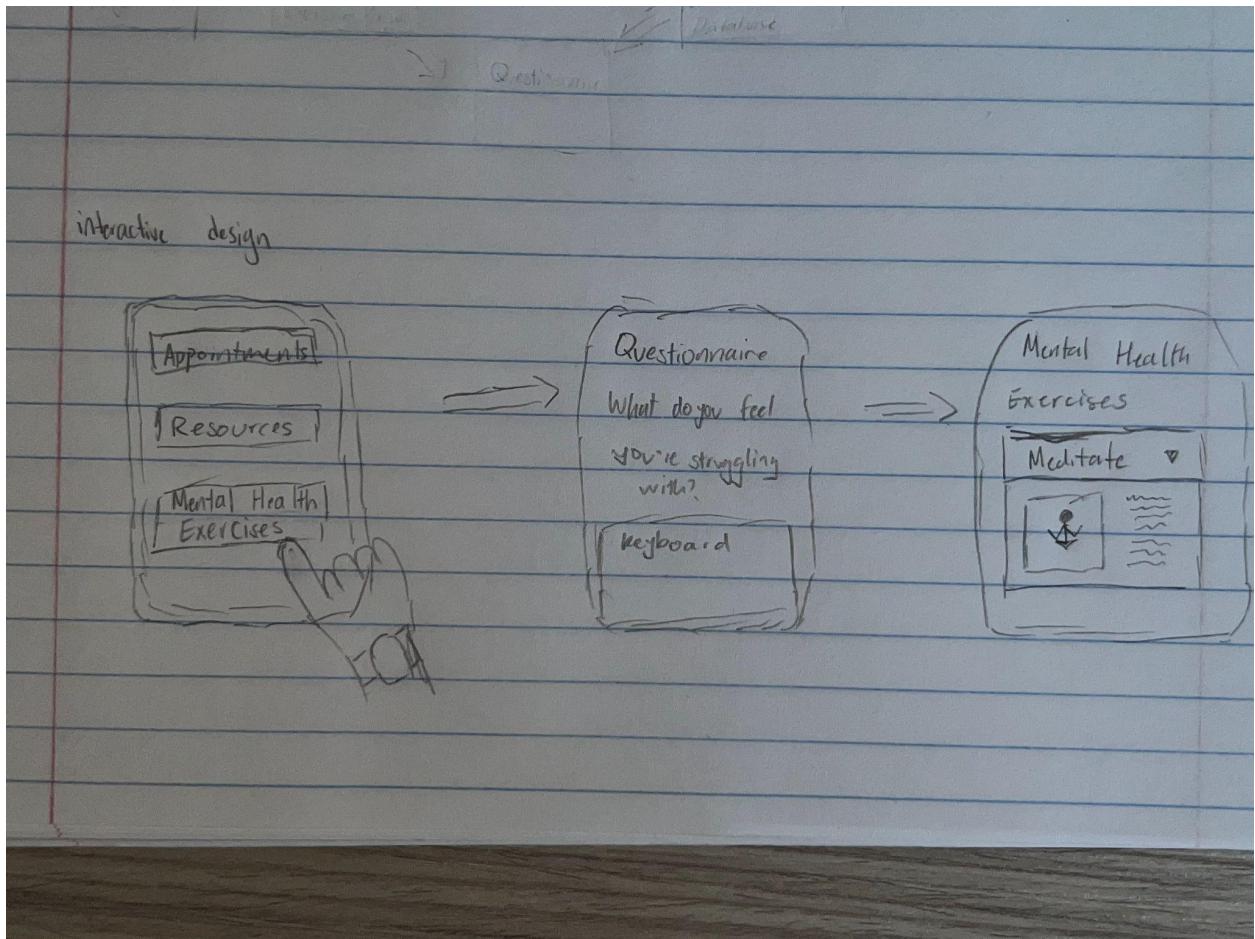


adding a notification message about when an appointment was scheduled for along with adding a reminder in the calendar app, similar to google calendar or Apple's calendar

For the emotional perspective, one of the aspects of our app is being able to schedule appointments via the app really easily. Once the user has been able to complete all the necessary steps to scheduling an appointment, we thought about giving a confirmation message to inform the user that they have properly scheduled the appointment, along with the notification that the appointment has been added as an event to the calendar apps on their mobile device. This would provide some reassurance to the user, that they have been able to properly schedule the appointment, and would be less likely to forget about the appointment due to the fact that it is now a reminder on their phone.



For the Ecological Perspective, one of the things we thought about was a check in system using the app to give the counselors a notification that a student has arrived. In order to accomplish this, we could have a QR Code that can be used at the Cook Counseling center to check the student in and notify the counselor that the student has arrived at the Center and is waiting to be served.



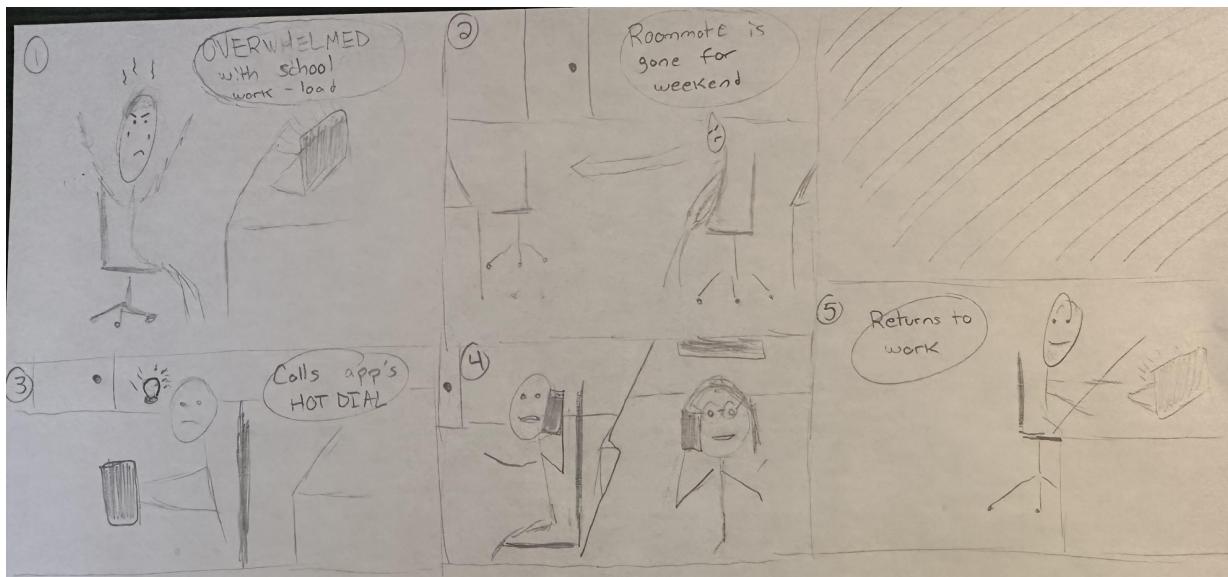
For the interactive perspective, we thought it would be best to create a layout of what we thought our app would appear to a user, and especially go in further detail about using the mental health exercises section. For the first part, a user would select the mental health exercises bar on the app. Next, they would fill out a questionnaire to give us a better idea of what they are struggling with. Finally, they'll be given a list of Mental Health Exercises recommended by Cook Counseling Center's counselors along with a popup bar that gives instruction to the student about what the Counselors recommend to focus on when performing the mental health exercise.

# Storyboards

Below are our storyboards from the three design perspectives: ecological, emotional impact, and interaction. Each storyboard is from the perspective of students, and highlights how a mobile app design would have features that are critical to improving user experiences with Cook Counseling. We wrote a brief description for each storyboard, and they each relate to different ideas discussed in either the ideation section and/or conceptual design section.

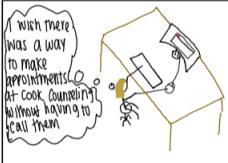
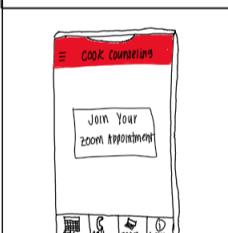
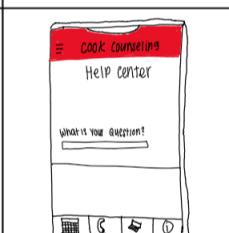
## Ecological

One of the features we want to implement into our design is a hot dial, allowing for students to gain quick access to a counselor when they feel it's necessary and/or convenient. In this storyboard, a student is feeling overwhelmed by their school work, but unfortunately doesn't have their roommate to consult with because they're out of town for the weekend. Our hot dial feature is able to solve this student's problem in this example.



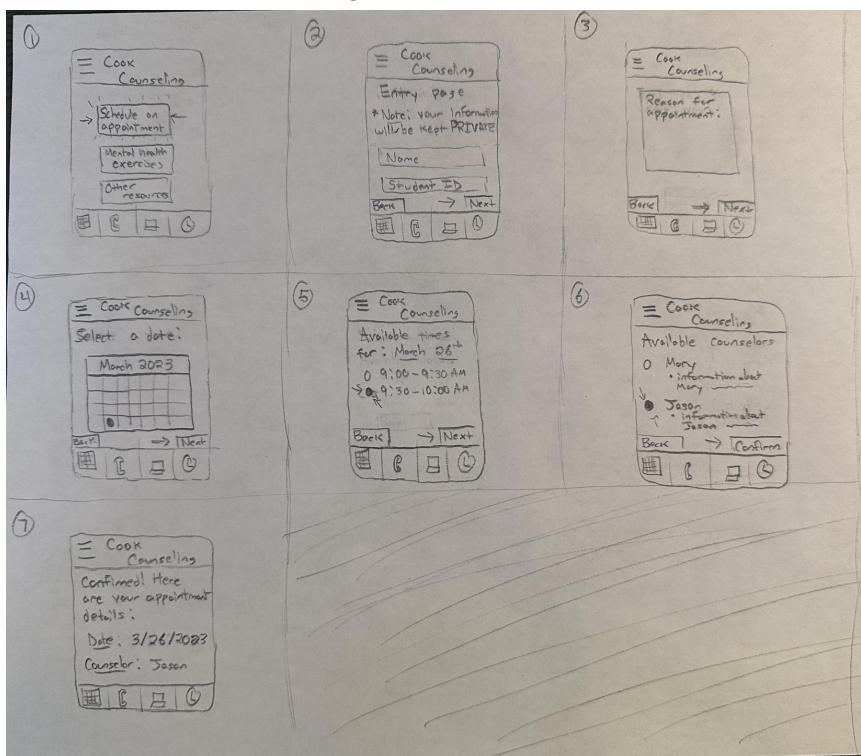
## Emotional Impact

In this storyboard, we exemplify how our app increased the happiness and satisfaction of a student seeking Cook Counseling services and a counselor helping students in need. This is done by displaying the variety of designs our application will provide, such as the hot line, Zoom, and help center features.

				
Student expresses frustrations with Cook Counseling	Student expresses concerns about making appointments by phone	One student tells another student about the new Cook Counseling app	Features of the appointments tab	Features of the Emergency Hotline tab
				
Features of the Zoom tab	Features of the Help Center tab	Therapist's opinion on the app	Patient's opinion on the app	Overall, students are much happier

## Interaction

This storyboard shows a user interacting with our mobile application, specifically a student who wants to schedule a Cook Counseling appointment. It shows the step-by-step procedure that this student takes in order to successfully make an appointment, and it shows off features such as our confirmation message.



# Claims

Scheduling appointments exclusively over the phone causes frustration, and this concept needs to be improved. The website should have a place to schedule appointments, similar to Schiffert Health Center, or there could be an app. This would allow students who have anxiety about talking on the phone or don't want to talk on the phone to schedule appointments more conveniently and effectively. It can be intimidating for people to talk on the phone or advocate for themselves when they are talking on the phone. An app would allow Cook Counseling to expand its helpfulness to more students, and overall would benefit Virginia Tech as a whole.

(Part 2)

1. Our First Claim: Our app will allow more users to make appointments at Cook Counseling Center.
  - a. Upside: More accessible
  - b. Downside: More appointments being made/potentially missed?
2. Our Second Claim: Our system will allow users to make appointments online.
  - a. Upside: Allows for privacy when booking appointments
  - b. Downside: If it is too accessible it could be spammed.
3. Our Third Claim: Our website will allow users to specify what kind of care they are interested in.
  - a. Upside: Allow better connection between resources available and being sought.
  - b. Downside: Dangerous sharing this information over the web. Potential Confidential issues.
4. Our Fourth Claim: Our system will provide alternative ways to meet with counselors, such as over the phone or on Zoom.
  - a. Upside: Makes counseling / advising more accessible and convenient.
  - b. Downside: Some users may find face-to-face interaction more effective than these alternatives.
5. Our Fifth Claim: Our website will provide a 24/7 hotdial for those currently suffering from severe mental health crises and require help as soon as possible
  - a. Upside: Students with severe cases can be treated quickly.
  - b. Downside: It's a bit unclear what would make mental health crises more severe compared to others

Connecting Students in Need with the Support Provided

**Feature: Our website will allow more users to schedule appointments and find resources available to them based on their needs.**

Rationale: In our interviews and contextual research, we discovered that users do not like the current system of booking appointments over the phone. Our system eliminates the need for users to talk at all, feeling more secure and confidential in their decisions.

**Upsides:**

1. Privacy for the user scheduling appointment -

Rationale: Based on our interviews and our experiences with Cook Counseling Center, the only way to schedule appointments is by the phone. One of the interviewees pointed out that this could make it difficult for some students to schedule appointments due to social anxiety, which is why we felt that this was a good upside.

2. Matching counselors with specific users based on their needs

Rationale: Another thing that we noticed based on our interviews is that multiple students had informed us that they felt that they weren't a good fit for the counselor that they had been assigned, and this resulted in them not utilizing the Cook Counseling Center anymore due to not wanting to wait for another counselor. Therefore, we believe that it's incredibly important to pay attention to the needs of the student and pair them up with someone who would be more suitable to address their mental health struggles.

3. Makes it easier for students to locate resources that they may not necessarily realize that Cook Counseling Center provides

Rationale: When we asked a student to look through the Cook Counseling Center's website, they noted that it was a bit difficult for them to locate some of the resources that Cook Counseling Center could provide them with. We believe that increasing student's awareness of these different resources is hugely important, because while counselors may not be able to help students 24/7, having resources that students can access at any time can be hugely beneficial.

4. Providing a 24/7 hotdial for students in need

Rationale: We believe that this resource is important because while Cook Counseling Center cannot remain open all day, sometimes students may still require mental health assistance. Having an easily accessible hotdial can help give students the reassurance they need to get through the night and let them go to a counselor the next day.

5. Website can handle more requests at once, freeing up any wait for scheduling.

Rationale: One of the main issues with the Cook Counseling Center is the amount of time it takes to schedule an appointment. According to one of our interviewees, it took them several weeks to finally book an appointment with Cook Counseling.

With a website, we can handle a wider range of appointments all at once and students can schedule their appointments to fit within their schedule.

Downsides:

1. Could require more counselors to deal with the large number of requests for appointments, which may lead to difficulty in ensuring that the counselors are able to get to know different students on a personal level

Rationale: One of the big downsides that we saw to have too many students booking appointments isn't just that students didn't get the chance to meet with counselors as often as they'd liked, but it also led to them feeling like they weren't able to establish a personal connection with them either. If we were to increase the number of students who search for appointments, we would either need more counselors or some alternate solution to help maintain that personal connection between students and counselors.

2. Could allow for too many appointment requests.

Rationale: Another possible issue could be if altering the method of sign up could lead to an overwhelming number of appointment requests, would be if multiple students tried to sign up for the same appointment slot at the same time, making it difficult to determine who the appointment slot should belong to.

3. The website could go down, preventing appointment booking/canceling.

Rationale: One aspect about phone calls is that there's generally not a high likelihood for the phone lines to go down, which provides a consistent way for students to contact the center. However, if the website were to go down, it could be difficult for students to make appointments and access resources.

4. Could be hacked/confidential information being shared over the web. HIPAA?

Rationale: Could require encryption for sensitive information. One issue about filling our surveys regarding a patient's mental health is being able to keep that information secure and private. One of our main concerns was HIPAA, which was the law created to protect a patient's health information from being disclosed without their knowledge.

5. Users could still want to call to schedule an appointment, which could be a redundant use of resources.

Rationale: While we wish to push for allowing users to schedule their appointments on website, we also realized that some users may also prefer the reassurance of calling someone who can give them information about the appointment and what to expect, and having both a location on the website and by call could lead to a waste in how the Counseling Center utilizes the resources it is given.

# Wireframes

Link to the Wireframe:

<https://www.figma.com/file/oI30ohp7mJweaLGDQle3GT/Wireframes?node-id=0-1&t=lf9p9h9LGPD8RmFg-0>

The Wireframe tool that we elected to use is Figma. We decided to use Figma because some group members had experience with the tool and it allows for quick creation of wireframes for both desktop and mobile views.

Our system will be able to quickly connect a user with a variety of resources from group counseling to solo-therapy. We accomplished this by minimizing the actions required from the user because the current system in place is confusing and hard to navigate. This process can be stressful for users already in mental health crises, so our system sought to streamline the process. By the end of the process, the user will feel confident they found the best fit for time and therapist and will be satisfied with how discrete the system was compared with having to call and schedule an appointment.

Below you can see the final three pages we created for our application. This design would require the minimum actions possible from the user to schedule an appointment that fits their schedule with a counselor they are comfortable with.

# Cook Counseling

Online appointment scheduling



Name

Student ID

Reason for visit

↓



Title

back arrow

**Week of X/X**

**Mon**

9 am

10 am

11am

1pm

2pm

3pm

4pm

**Tue**

9 am

10 am

11am

1pm

2pm

3pm

4pm

**Wed**

9 am

10 am

11am

1pm

2pm

3pm

4pm

**Thu**

9 am

10 am

11am

1pm

2pm

3pm

4pm

**Fri**

9 am

10 am

11am

1pm

2pm

3pm

4pm

Title		back arrow
HEADSHOTS BLACK CIRCLES, BUTTON TO CONFIRM THERAPIST IN RED		
	<b>Bob Ross</b>  Information about the counselor: Master's from College A, Bachelor's from College B  specialties: Stress Management	
		<b>Pablo Picasso</b>  Information about the counselor: Master's from College H, Bachelor's from College H  specialties: Homesickness
		
		<b>Michelangelo</b>  Information about the counselor: Master's from College M, Bachelor's from College C  specialties: Anxiety

# References

1. Saleh, D., Camart, N., & Romo, L. (2017). Predictors of stress in college students. *Frontiers in psychology*, 8, 19.  
<https://www.frontiersin.org/articles/10.3389/fpsyg.2017.00019/full>
2. <https://docs.google.com/document/d/1hwOLXYqbhVR7Piv42meXnj9S85Q64g4aLOQeOKQXz7c/edit>
3. "Thispersondoesnotexist - Random AI Generated Photos of Fake Persons." *This Person Does Not Exist - Random Face Generator*, Google  
<https://this-person-does-not-exist.com/en.>
- 4.

# Acknowledgement

In adding my name to this page, I acknowledge that all contributions to this project are my own. I understand that any use of online tools like ChatGPT, conversational AIs, or other smart assignment completion tools counts as an honor code violation with an automatic report to the Office of Undergraduate Academic Integrity and the Honor Court. I understand that the course staff can use online plagiarism detection tools to verify the originality of my submitted work and to detect any such violation.

I also acknowledge that I've read, and I fully understand the honor code pledge posted on the homepage of the course website. I know that any instance of cheating, plagiarism, falsification, fabrication, multiple submissions, complicity will result in reporting of said instance to the Office of Undergraduate Academic Integrity and the Honor Court.

Member 1: Maguire McMahon , 03/26/23

Member 2: Michael Shi, 03/26/23

Member 3: Nick DeFelice, 03/26/23

Member 4: Riley Jenkins, 03/26/23

## Appendix A

[Add additional appendices as needed to convey raw data and other materials. Things to consider including are Journal notes, pictures, screenshots, and any other notes. Remember that the more raw info you provide, the easier it will be to issue partial credit if we are having a hard time finding requested info in the body of the document. Show us all of the work you have done. We want to understand your design process.]

[Each appendix should begin on its own page using a page break]