ACCESSING THE THOUGHT SPOT CROWD MAP

Legend

- **Goal** — User's objective
- **Task** — To be completed to meet a goal
- **Subtask** — A specific way to complete task
- **Experience criteria** — Criteria applicable to overall experience in achieving goal

Mindsets

- Jessica
- Max
- Aakash
- Sarah
- Linda
- Alex
- Tala

I AM DEALING WITH A PROBLEM

STRESS	DEPRESSION	ACADEMIC STRUGGLES	TIME MANAGEMENT STRUGGLES
EMOTIONAL	LONELINESS		DRUG ADDICTION
FINANCIAL	UNSTABLE MOOD SWINGS		EATING DISORDER
			SLEEP PROBLEMS

NEGATIVELY AFFECTING OTHER ASPECTS OF LIFE	INABILITY TO COPE	SOCIAL WITHDRAWAL
CONFUSED THINKING	DENIAL	EXCESSIVE FEARS, WORRIES OR ANXIETIES

I WANT TO IDENTIFY WHAT PROBLEM I HAVE

INTERNET	SELF REALIZATION	TALK TO A FRIEND
GOOGLE		TALK TO A FAMILY MEMBER
ONLINE FORUM		TALK TO A PROFESSOR
ACCURATE AND RELEVANT INFORMATION		INFORMATION KEPT CONFIDENTIAL
		NON-JUDGMENTAL WHEN LISTENING

I WANT TO FIND INFORMATION AND RESOURCES

THOUGHT SPOT	
STUDENT SERVICES ON CAMPUS	INTERNET
INTERNATIONAL STUDENT CENTER	GOOGLE
PROMOTED ON-CAMPUS	SCHOOL WEBSITE
REFERRED BY A FRIEND/ CLASSMATE	FACEBOOK
REFERRED BY A PROFESSOR	TWITTER
	ONLINE FORUM

CLEAR CATEGORIES/ TAGS	MOBILE FRIENDLY
LIST OF DIFFERENT WAYS TO CONTACT	LISTED OFFICE HOURS
GOOD DESCRIPTIONS	SHALLOW HIERARCHY
SERVICES CLOSE TO HOME	SERVICES THAT DON'T COST A LOT OF MONEY

I WANT TO CONTACT HELP

BY EMAIL	BY PHONE	WALK IN TO SERVICE
EMAILS RETURNED IN A TIMELY FASHION	EASY TO REACH A PERSON	WAITING TIME ISN'T LONG
EASY TO MAKE/ AN APPOINTMENT	VOICEMAILS/ MISSED CALLS RETURNED IN A TIMELY FASHION	RESOURCEFUL