

Jessica (Ji-yoon)

THE "SHY STUDENT"



Jessica has been feeling lonely and depressed since starting her second year of university. She's been finding it difficult to make friends in her large psychology lecture classes, and has been spending extra time dedicated to writing papers and doing homework which she's struggling with applying her English language skills to. Because she's always staying late in the library or busy at home doing homework, she doesn't really communicate with her roommates often. She moved into an apartment she found on Kijiji that's occupied with other university students, but she hardly ever sees them.

Late one night Jessica has a Skype conversation with one of her friends from Korea. Jessica talks about how she is stressed about school and feeling really lonely in Canada. Her friend listens to Jessica and recommends that maybe she go and see counseling since this is something she's been dealing with for awhile.

That week Jessica goes to the UofT Centre for International Experience to find out more information about counseling. Jessica goes to the centre first because it's one of the few on-campus services she's been in touch with throughout the school year to sort out many of her student matters such as health and dental insurance. The centre recommends that she go to the Counseling and Psychological Services on campus, and also recommends Thought Spot to find services.

Because Jessica is shy and is sometimes reluctant of speaking to people, she decides to search on Thought Spot first on her laptop. Jessica knows that she's looking for counseling services so she can talk to someone about the problems that she's having and how they're affecting her mood. Jessica goes online onto Thought Spot and filters the map by clicking on the "Health and Social" category. The map narrows its scope and presents to her all the applicable services. Jessica clicks on a few of the map markers to see which ones offer counseling. She also clicks to view the hours and locations, particularly looking for ones that are close to where she lives.

After finding a few potential services, she gets the contact information and sends a few emails off to inquire about counseling services and to make an appointment.

Jacob

THE "NICE GUY"



Class has ended and Max walks out of the lecture hall with his returned final paper in his hands and is reluctant to check his mark. As he slowly flips through the pages of his paper, he sees that he got a 60%. He is extremely worried about his final average for the class and his CGPA. With his low marks, he's unsure if he can stay in the computer science program, yet he knows his parents want him to graduate from this program. He doesn't know how to explain his marks to his parents and knows that his parents will definitely be unhappy with his grades.

A lot is going on in his mind as he's walking down the hallway. As he's thinking about this, he notices that there are tables set up being manned by student volunteers in the hallway to promote various on-campus services. Max sees a table promoting Thought Spot, and one of the volunteers tells Max about the crowd map. Max doesn't have time to do a demo walk through with the student, but takes a brochure and leaves to go to work.

After work he goes straight home, and by this time it's already 11pm, and his parents are asleep because they have work early in the morning. Since his parents are asleep and there's no one to bother him, Max starts browsing through the Thought Spot brochure and decides to check it out online on his desktop computer.

Max wants to use the map to help him identify the appropriate service that fits his needs. He knows that he is stressed about academic marks, school work, his part-time job, and the pressure from his parents. However, he doesn't know what services or places he needs to go to in order to receive proper help. Max clicks on various categories but finds that the map displays too many markers. He then looks through the tag cloud to see if any of the tags apply to him, and clicks on the "Career" tag.

Through this tag Max is able to find all the career counseling services, and ones that are even close to home. Max clicks on the map marker of the closest one to home to find the contact information. Max emails the service to book an appointment.

Aakash

THE "GO GETTER"



It's 3am and Aakash still has 10 pages to write for his research paper. On top of that, he's got an agenda list of things he needs to do prepare for the following day for class, work and meetings he has to attend. Now that it's close to the end of the semester Aakash is beginning to feel overwhelmed with all his responsibilities. He's also been sick a lot recently from staying up late and sleeping very little due to his busy schedule.

He also recognizes that his moods have been unstable recently and he's been more tired and unmotivated which is affecting his productivity and ability to do work efficiently. Because of his busy schedule and frequent irritation, he's also been getting into a lot of fights with his girlfriend. The fights with his girlfriend are always particularly emotionally stressful for Aakash.

He wonders if there is an on-campus service or workshop where he can do activities that'll help him relax or are non-work/school related. Although he's already got a very busy schedule, he recognizes that maybe doing an activity outside of his normal obligations might actually be beneficial to his health and a way to make new friends and have fun. He's also not one to relax by doing nothing; sometimes that can be more stressful on him because he likes having his mind constantly active.

Because he's frequently involved with on-campus student activities, he's aware of the student crowd map Thought Spot. He's actually been contributing content to the map for awhile, and has volunteered at workshops to show other students how to use it too.

Although he's mostly used it to help other students find services, he remembers that there are plenty of categories and tags on the map that might be beneficial to him. Aakash goes online on his phone to access Thought Spot, and filters the map by tapping on the "Physical Activity and Culture" category.

He browses through the different activities, tapping through the different map markers to find ones that seem interesting. He has to be careful to consider activities that require a low commitment to work within his schedule and don't cost a lot of money to attend. He sees a couple that appeal to him and copies the contact information and saves it onto his phone. He decides that he'll call the different activities later that afternoon to inquire.

Sarah

THE "SOCIAL BUTTERFLY"



Sarah has been coming down after being high at a party three days ago and has skipped out on class and work. She went to a party on Saturday night with friends, got extremely intoxicated and didn't get home until Sunday afternoon. After restlessly sleeping on and off, and trying her best to dodge multiple heated arguments with her father whenever she left her room (to go to the washroom or into the kitchen to get a glass of water), she finally goes to class on Thursday.

After the lecture Sarah's professor asks to speak with her. Sarah hasn't handed in her last two assignments and because of this she is now on the verge of failing the course. Because Sarah is on academic probation, her professor warns her that if she fails this course Sarah will have to withdraw from the program. Distraught, stressed and feeling extremely emotional, Sarah bursts into tears in front of her professor. Sarah expresses that she doesn't want to fail the course, and explains that she's been under a lot of stress at home. Her professor recommends that she go to the Centre for Student Development and Counseling to seek help and counseling services if she's having problems at home. Her professor also recommends that she try to obtain extenuating documentation for her situation which could save her from dropping out of the program.

Sarah walks into the centre to inquire about counseling services and possibly book an appointment. However because it's a busy time in the school year, Sarah won't be able to make an initial intake appointment for another three weeks. Because Sarah needs to see counseling soon or risk failing, the receptionist introduces Sarah to Thought Spot so she can access services closer to home and get counseling sooner.

Since Sarah isn't the most technologically savvy, the receptionist walks Sarah through how to access the crowd map online and find a service that's applicable to her and close to where she lives. The receptionist explains to her what Thought Spot is and shows Sarah how to access the map from a web browser and how to filter through different categories. Because Sarah is looking for counseling services, the receptionist clicks on the "Health and Social Services" category to filter through the results. Sarah finds her home location on the crowd map and the receptionist clicks on a few of the map markers close to it to obtain the contact information for her.

Sarah realizes that one of the counseling services is extremely close to home. The next day before class Sarah walks into the counseling centre to inquire about services and to make an appointment. Fortunately, this centre has an opening and Sarah is able to make it into an appointment that week.

Linda

THE “SINGLE MOM”



Linda is at home today looking after her daughter because her daughter is sick. Her parents are busy and unable to look after her and so Linda has to take the day off from work. She also has a midterm that evening that she needs to study for but she's very distracted with her daughter's health. Linda also has other tasks to attend to that she's behind on such as household chores, assignments, and grocery shopping. Overall, Linda is feeling very overwhelmed.

Linda leaves home briefly to write her midterm that evening feeling very unprepared. After the midterm Linda doesn't stick around at school and returns home immediately. Before sleeping, she reflects on her stressful day, and starts to worry about her full-time job and her grades at school. Attending to her daughter's sickness today has certainly impacted her performance at school and work. She wants to find out how she can be more prepared the next time an emergency situation like today happens.

Linda turns to the internet to search for help. The first resource she reaches out to is online forums. She reads about how other single parents in school deal with these issues and finds out about Thought Spot through one of these forums. She goes onto the Thought Spot website and begins browsing through the categories and tags.

She knows she has little time to spare in her busy schedule, so she can't go to services that are far from her house. She's also hoping to find free services because she doesn't want to spend extra money when she has other financial obligations that are more important.

Linda is unsure of whether she should look for services under “Work and School” or “Family and Friends” because she seems to fit under both categories. Looking at all the different types of services though, she realizes that this is a good starting point into exploring how and where to get help. She decides to discuss this with her family to see how they can help look after her daughter while she continues to look into resources. She also writes down the contact information of several different services and decides to call tomorrow to inquire more about what's available to her at each one.

Alex

THE “MISUNDERSTOOD YOUTH”



Before Alex moved to Toronto, he lived in a small rural town that wasn't accepting of gay people and so he made every effort to hide his sexuality. Since coming to Toronto Alex has revealed to his friends and family about being gay, but still feels uncomfortable and anxious showing any public affection to his boyfriend. This makes hanging out with his boyfriend difficult at times, such as tonight when the two are walking home after school. When his boyfriend wants to hold his hand, Alex becomes hesitant because he thinks everyone around him is staring at him and talking about him behind their backs. Alex's boyfriend becomes upset when this happens because he thinks that Alex is trying to hide their relationship and is ashamed of him.

When Alex gets home, he goes straight to his room as he is extremely depressed after such a long day. Alex has been struggling with adjusting to school, feelings of rejection from his family back home, and his boyfriend's unhappiness with him. Alex doesn't know who to talk to and thinks that no one will understand him.

Alex spends a lot of time on the internet and wants to try to find ways to cope with how he's feeling. He wants to know how other people with similar experiences deal with their issues. He reads through tons of articles online and forums about coping strategies and how to seek help. He then takes a break from online reading and finds Thought Spot on Facebook after one of his friends liked their Facebook page.

Alex is intrigued and decides to look into it. He goes onto the Thought Spot site and looks under the categories "Family and Friends", "Sex and Relationships", and "Health and Social Services". There are a lot of map markers and after clicking on a few he tries to filter out expensive services and services that are far from home. While being on the site, he notices there's a tag cloud with the tag "LGBT" in it. He clicks on that and the map populates with map markers with tons of services that are applicable to those who identify as LGBT.

He's able to find a counseling service that's used to dealing with LGBT youth that's close to his apartment. He copies the contact information and emails the service to arrange an appointment.

Tala

THE "CREATIVE"



While Tala is sitting in her summer class, she receives an email notice from her Band about next year's funding for school. The Band is cutting her funding for next year, so she'll have insufficient funds to continue on and complete her degree. This makes her feel frantic and anxious because financial matters is something that she's worried a lot over previously, and her Band cutting her funding has a huge impact on her ability to attend school.

After class is over, Tala wants to visit the financial aid office but they are already closed for the day. Tala heads home, and as soon as she gets there she immediately goes online and applies for OSAP. She's frantic about her eligibility to get OSAP funding as well as when she'll be able to get it because the tuition deadline for next year is coming up soon. Tala doesn't want to miss the chance to register her courses for the following year, or have to pay extra late fees on top of her courses.

She feels distraught and wants to ask her family and friends for their advice as to what she should do or how she can get more funding. Unfortunately, none of her family or friends would know what to do because they've never lived in Toronto or been in such a situation and wouldn't know what resources are available. Tala goes on her laptop to search for other financial options, and then remembers Thought Spot. Because Tala is a Peer Health Mentor and has contributed some content to Thought Spot before, she's familiar with the platform and remembers that there might be some financial information on there that may be of some use to her.

Tala goes onto the Thought Spot website and clicks on the "Legal and Financial" category. The map populates with a lot of different services, but she's specifically looking into ones that have experience in First Nations funding and/or would have information on bursaries and grants for First Nations students. After clicking on a lot of different map markers and reading through all the information, she's able to find a few resources that may be able to help her.

She copies down the contact information and sends off emails to inquire about financial help. She's also hoping that when her husband gets home from work that night that they'll be able sit down and reassess their budget to see if there's any extra money that can be used towards her schooling.