

Problem Statement — Campus Mental-Wellness Navigator + Kit Requests

Students on college campuses often struggle to locate mental-wellness resources quickly and consistently. Although universities offer counseling services, student support programs, and wellness initiatives, these resources are typically scattered across multiple websites, departments, and office locations. As a result, students who are stressed, overwhelmed, or in need of immediate support may not know where to begin or how to determine which resource is most appropriate for their situation.

In addition, organizations that distribute mental-wellness kits (such as calming kits, hygiene kits, and academic stress kits) typically rely on manual request processes. Students often do not receive updates about the status of their kit request, and volunteers or mentors must track submissions manually. This creates delays, confusion, and inconsistent follow-up, making the system difficult for both students and volunteers to manage.

The goal of this project is to design a digital platform called the Campus Mental-Wellness Navigator + Kit Request System that centralizes wellness resources, provides guided recommendations through an intake flow, and allows students to submit and track kit requests. The platform will also include a volunteer dashboard where request statuses can be updated efficiently, creating clearer communication and a more reliable experience for everyone involved.

This system should be accessible, mobile-friendly, and easy for non-technical volunteers to use. It must follow the design principles taught in class, including empathy-driven problem framing, clear definition of user needs, and thoughtful UI/UX considerations. By streamlining access to wellness resources and improving communication around kit requests, the platform aims to reduce student stress related to navigating support services and help campus programs operate more effectively.