Student Needs

- I need help now vs, later
- Privacy anonymity worries
- Clear hours & location
- Mobile-first access
- Follow-up reminders

Information Architecture

- Intake questions (urgency, topic, Insurance)
- Resource taxonomy (urgent/routine/peer)
- JSON data source for resources
- Search & filters

UX & Accessibility

- 60-second path to answer
- Plain-language labels
- High contrast keyboard navigation
- Confirmation IDs & emails

Success Metrics

- Time-to-recommendation
- Drop-off rate
- Duplicate DM count
- Kit fulfilment time

Risks / Policies

- Data retention (delete after fulfillment)
- Ocisis disclaimer and handoffs
- Accessibility audits
- Time-to-recommendation
- Drop-aff rate