Drafting an emerging picture

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Community (UN SD goal):	#3 Good Health and Well Being
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Instructions:

Using your researched information fill out the flowing comparing the current state of the art with what you think new (software) innovations could bring to the community

Covering the orientations
Compare the left-hand column of the document "Technology configuration inventory" table with the right-hand column of the document "Community characteristics & orientation" table. What do you notice about the match (or mismatch) between your dominant community orientations and the current configuration of tools?

How well does the technology inventory cover the orientations? What themes emerged from both the community orientations and the technology configuration from your colleagues' notes	Meetings (Relevance 1) - Facebook allows for event organization to bring members of support groups together in an online synchronous manner but from my research of the community, these were attended in very low numbers. As discussed in the needs of the community due to the vulnerable nature of the members and the large number of lurkers, meetings are not a highly used orientation.
	Open Ended Conversation (Relevance 4) - Facebook group discussion boards, Tribe forums and 7 cups forums allow for members to engage in discussion streams on multiple topics while still being beneficial to lurkers by being able to view the content. This is a highly relevant orientation that was not thoroughly represented in IOS apps and may not be functional for Watch OS. This could be an area of improvement for technology in the community to appeal to a wider audience than those over web app by creating more mobile app functionality.
	Projects (Relevance 0) - There were no technical applications found for the project orientation and this was also a low rated relevance due to the fact that the majority of members are not psychology professionals therefore they may not be qualified to teach other members in a formal capacity. If there were community overlap that included psychologists and therapists this would be a more relevant orientation.
	Content (Relevance 5) - Facebook, Tribe, and 7 Cups (through use of discussion boards) allow members to share content with one another while Rootd and Dare provide learning materials and resources with no member interaction component. Sharing tools and resources that helped combat their anxiety is an important focus in the community and providing tools themselves that help individuals cope could be further improved through additional technology applications and functionality.
	Access to Expertise (Relevance 3) - While Rootd and Dare provide professionally vetted resources to help users, no technology had a focus on connecting members with professionals or validating knowledge. Providing technology that allowed qualified members to provide professional knowledge may help the community without potential harm of incorrect information (could pair with Projects orientation).
	Relationships (Relevance 4) - Members often connect through applications that offer discussion boards as well as Facebooks private messaging to further improve

	relationships. Having the opportunity to build trust in the community is important for people to feel comfortable in sharing their story while allowing lurking members to gain confidence. One technology improvement that may help is by allowing members to post anonymously then have a person who relates respond directly to build a relationship. This was not a functionality of any applications I researched and may help the lurkers to feel more open to sharing.
	Individual Participation (Relevance 4) - IOS and mobile apps along with the couple Watch OS apps I found were most relevant to this orientation. Because the community is fairly reserved and needs to be able to participate on their own time, allowing for individuals to participate or use tools as they see fit is an important consideration in technology. Expanding the functionality already existing to additional technology could improve the accessibility for this orientation.
	Community Cultivation (Relevance 2) - Community evolution seems to change organically along with the participation of active members. There were no applications that engaged users directly to gauge their experience in the community. For lurkers this direct engagement / conversation may be a crucial step in helping them feel more a part of the community.
	Service Context (Relevance 2) - As discussed with project and access to expertise orientations, having cross-organizational (cross community) integration with psychology professionals would benefit the community. Most of the active members in the community who feel they have a public mission will share their insight and support other members in the applications that have discussion boards. Again, using technology to better facilitate these interactions would benefit members.
☐ Are you almost there? ☐ Are there big gaps?	I think that many of the applicable orientations are being covered in the use of online discussion boards and forums with the ability to share content, build relationships, and participate in open discussion. Room for improvement exists within the content orientation and the individual participation orientation by creating more readily accessible tools for the community. The only big gap that I've noticed that is rarely covered for this community is the access to expertise and service context where overlap in the psychology community may greatly benefit the members of this community.
What is the range of skills? If their interests and/or skills are diverse, could it cause conflict or distraction?	With the majority of the community being between 18 and 59 as discussed in the community constitution (largely millennials) there is a bit of a range in technical skills but the majority grew up with technology. This means that most people can adapt quite quickly to new tools and ensuring that these are easy to use will reduce distraction. Having a low threshold platform that allows for anonymity would allow for a more broad audience to engage in technology without causing conflict. Overall, use of technology is not a big concern for this community.

Achieving integration

Look at all the pieces of your configuration

What level of integration and interoperability has been achieved?	Some integration exists with IOS apps being able to share updates to Facebook, Twitter, and other social media although I don't see this as a necessary feature as most of the community is private. There are a variety of tools for online web apps (in browser) as well as a handful of applicable IOS applications.

Where are there big gaps	Some applications have mini Watch OS apps but none are able to be used as complications allowing for the most immediate access to members when they need it. This is a gap in the technology that could be addressed by adding functionality to allow users one click access.

Balancing the polarities (Current state)

How is the configuration balanced with respect to each polarity?

Synchronous >>	<<<<<<<<<<<<<<<<<<<<<<<<<<< **Asynchronous**
Meetings and events via Facebook or Zoom	Forums and discussion boards
Some rare in person support groups (especially with Covid)	Conversations / messaging

Participation >>>>>>>>>>>>>>>>>>>>	<<<<<<<<<< **Reification**
Forums and features (reactions on Facebook, likes etc)	Knowledge sharing
	Blogging

Group >>>>>>>>>>>>>>>>>>>>>>>>>	<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<< **Individual**
Forums and discussion boards	Journalling
Content sharing	App tools for cues / breathing
	Learning material

How well does this balance fit your community?	The current state fits the needs of the community fairly well with the focus being on asynchronous, individual participation. Some improvements can be made in the realm of accessibility.

Solution seeking

In the new configuration, do you want your choice of tools to affect the polarities of your community in ways that differ from the current configuration? Which way?

Synchronous >>	<<<<<<<<<<<<<<<<<<<<<<<<<<<<< **Asynchronous**
N/A - not frequently used by the community	N/A - many tools exist for asynchronous communication

Participation >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	<<<<<<<<<< **Reification**
Options for participation in different ways of coping	N/A - many tools exists for information management
Push notification for cues and check ins	

Group >>>>>>>>>>>>>>>>>>>>>>>>>>	<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<< **Individual**
Bring communities together to further learning	Personalized CBT that is readily available (Watch OS)

MVP notes

Note that the group solution improvements I see would be bringing the psychology community together with this community to improve support and access to expertise. Although I think this is important to 'a' new configuration for the community - it does not apply well to the idea of a Watch OS app. This would be an excellent idea to pursue in a separate IOS app to help the community in additional ways.

MVP 1 - Improve individual access to CBT cues through Watch OS complications

MVP 2 - Add functionality for participation options (choose breathing or CBT)

MVP 3 - Customization of cues on the watch face as well as push notification check ins (preventative measures)