

## **Team Assignment #3 – Design Sketches - IS4300**

**2-6-2020**

**Rose Bud Thorn**

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### **Problem Scenarios → from last week**

#### **Writing a diary entry**

This college student writes their diary entries on their laptop. They use their notes app on their macbook to write a couple of bullet points about their day and how they are feeling. First, they click on the daily reminder that pops up at the end of the day to write in their diary. They open their notes app to the diary folder. They make a copy of the diary writing template and start writing. After around 5 minutes of writing, they lock the note and close out of the notes application. They then check this off of their reminders.

#### **Finding a mental health counselor**

First, this person checks on Northeastern's health services website to try and schedule an appointment. It states that they must come in person to do this. They wake up early in the morning and go to the health office. They put their name down and say that they are looking for a mental health counselor. The administrator schedules them and tells them that they will have to wait an hour. An hour or so later, the counselor sees them. They speak for around 15 minutes for a quick first session to understand what their issues are. The counselor then refers them to a couple of different psychologists.

#### **Find a mental health hotline number**

First, this person realizes they need help and don't know where to go. They think back to searches about mental health and the hotlines they've seen over and over. They make the decision to look it up again and make the choice to click the number from their search. Their device gives them the option to call or cancel. They call the hotline and hear an automated message which quickly puts them in contact with a trained professional. This professional talks to them from a local crisis center and gives them the best advice possible. This professional will refer them to a counselor or recommend further actions to help them.

### **Interaction Scenarios**

#### **Writing a diary entry**

First, the User makes the decision to open up the app. Upon opening the app the user sees the login screen where they have the choice to log in or Sign up. Because the user already has an account they click Login and enter their information and proceed to the apps home screen. Once here they see a large message that says "Welcome user" displaying their name

as to show that this is personalized to them. From here they see the four buttons at the bottom of the screen. The user selects the Write button and proceeds to create their first blog entry.

From the "Write" page, they initially see a page titled "Rose" with the instruction for them to write down a few good things that happened during their day today. The user then writes down a few bullet points about how they got to see their friend's dog, and how they went for a run for the first time in a while, and how they had ice cream after dinner. Once completed they click save and move to the next page. Here they are prompted with the "Thorn" page and are instructed to write a few bad things that happened today. Here the user writes about how they fell on their run today which hurt, and how they took a test in the morning and it did not go well. The user clicks save and moves onto the next page. From here the user writes their "Bud" and is prompted to write about a few things they are looking forward to in the future. The user writes about how they saw their friend mark while running and he asked if they could run together next week, and writes about how they are going to the movies with their family on Wednesday. Once complete they click save the entry and see a new rose added to their rose garden calendar saving all their entries from the last few months.

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Upon entering this page the user sees their "Contacts", which include various universal hotlines as well as numbers and emails to mental health services in their area. The user does not see the contact they are looking for initially and uses their finder to scroll down the page. While doing this they finally see the number to UHCS and click on their contact card to get more information. From here the user is brought to UHCS's contact card displaying information such as their phone number, their website, their email, their hours, and if they are currently open or closed. The user sees they are open and decided to click the phone number to call and get in contact with UHCS. from here they talk with the person on the phone and are given the number to a counselor on campus and call and make an appointment with them.

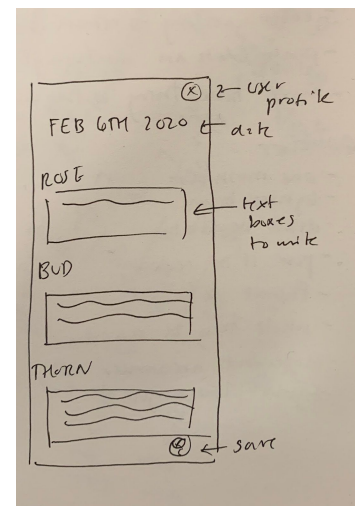
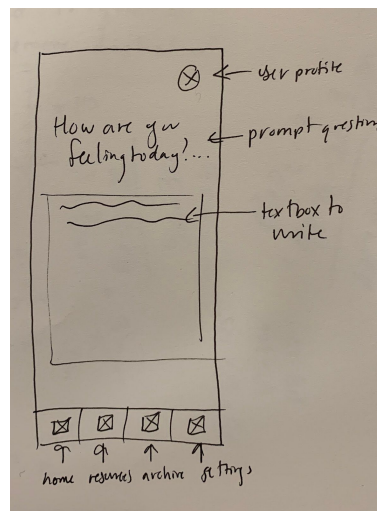
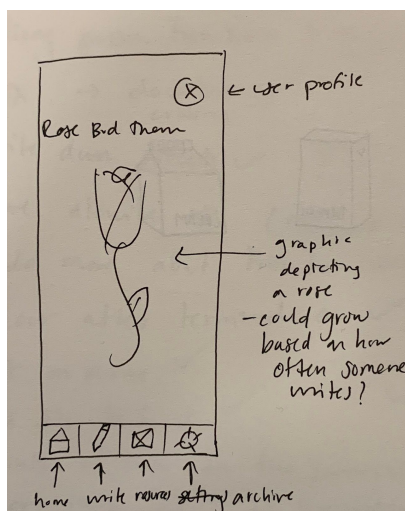
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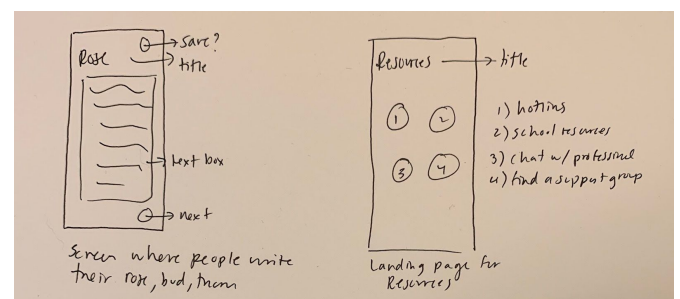
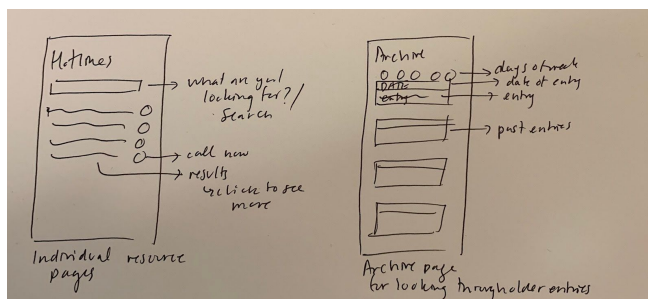
Upon entering this page the user sees their “Contacts” which include various universal hotlines as well as numbers and emails to mental health services in their area. The user is able to scroll amongst the various contacts and decides what contact they want to call based on the contact name and description. The user selects the National Suicide Prevention Lifeline and is immediately taken to their contact page with the number to call and their mission statement. From here the user is able to call their professional and seek proper help using the trained professional who answers their call.

## Preliminary interface design

Overall, we wanted to design the home screen that the user would interact with often. Since this is a mobile app, the home screen is an important point of interaction because it dictates how the user might use the rest of the app. Here are three options we brainstormed, with the one on the left being our favorite. We think it could be interesting to gamify the app where a user could watch a flower grow based on how often they used the app to write down their thoughts. This could incentivize users to use the app more frequently and see positive feedback.

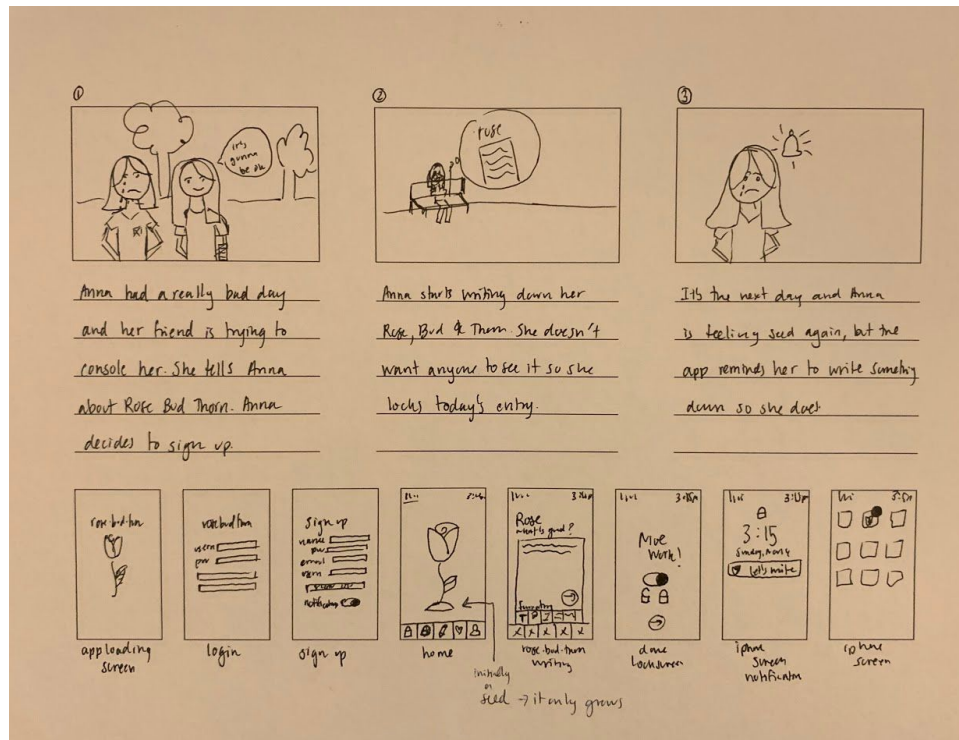


## Overall Design

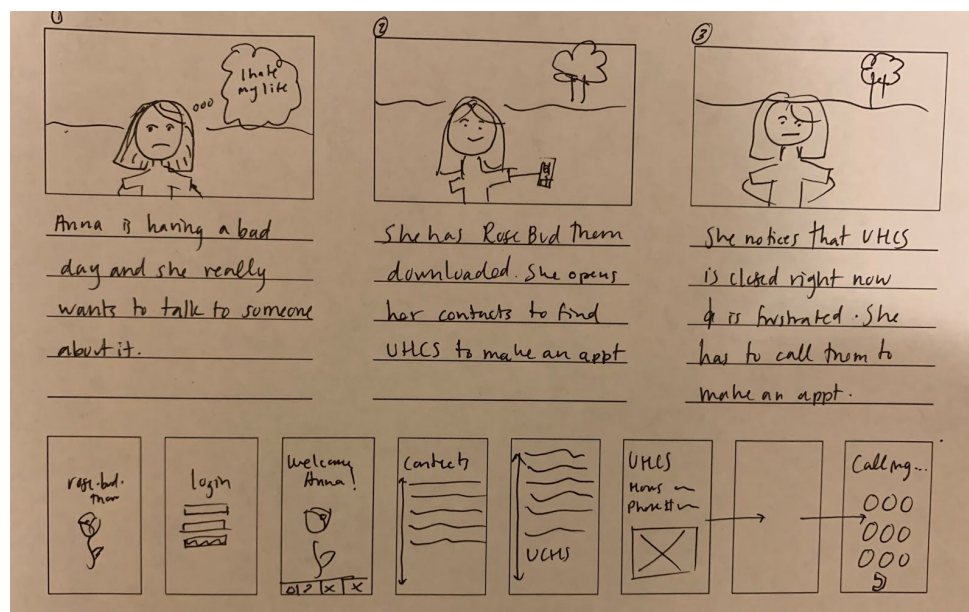


Four main screens, one that allows users to enter their daily rose, bud, and thorns, another for users to access their mental health resources, one step into that, as well as an archive workflow where users can read their past entries.

## Storyboards



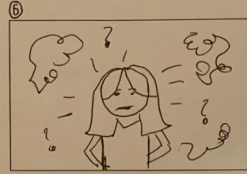
1. This storyboard shows a primary interaction scenario of someone using the Rose Bud Thorn app to write their daily thoughts. This could relate to our initial problem and interaction scenarios of someone trying to write in their diary daily.



2. This storyboard looks at being able to look at in person mental health resources through the app to contact and make an appointment at.



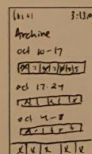
A couple of weeks later, Anna realized she wants to read her old writing from 2 weeks ago. It is a locked note so she has to unlock it



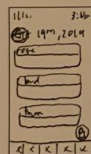
Anna is feeling really bad and wants to talk to someone soon. Anna feels better after messaging the 24/7 therapist.



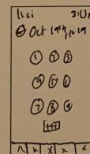
Anna's friend asks her how she's doing. Anna decides to share one of her daily writing posts to her friend on text



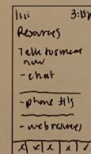
archived pages



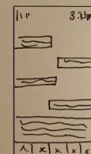
archived individual



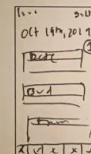
archived screen



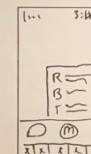
archived resources



chat



posts



resources



posts

3. This storyboard relates to the problem scenario of being able to talk to a therapist. This could be a workflow for messaging a therapist/hotline through the app