

FIT 3175 – Usability

Submission 1 (Stage A)

Data Gathering and User Analysis Report

Group Members:

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1.0 Introduction

Mental health has been a rising problem worldwide for a long time, and the problem is only exaggerated by the COVID-19 pandemic. Because of this, demand for self-care resources and services is on the rise, and we believe this demand has to be properly addressed, or else it will only get worse.

Before COVID-19, many people relied on traditional face-to-face mental health services to manage their well-being. This traditional model has been severely disrupted by the COVID-19 pandemic, causing a sudden lack of supply for mental health services. So our goal is to create a product that can connect our users to mental health services without the need to have face-to-face consultations, along with complementary services designed to help our users better manage their mental health; a mental health mobile application designed with empathy as a core value.

Our approach to understanding the needs and preferences of our users consists of a questionnaire tailored to solicit straightforward answers from a selected sample of potential users, and 8 personas based on the responses to the questionnaire. This approach allows us to gain insight into user behaviors from the questionnaire, and build empathy toward users. It is especially important for us to be able to empathize with our users so that we can make a product with features that are easily and fully utilized.

We have analyzed the creation, dissemination, and responses of our questionnaire to identify patterns in the responses and any challenges that our team faced. This retrospective analysis will contribute to improvements in our surveying process in the future.

2.0 Data Analysis and Reflection

Our main objective in creating the questionnaire was to be able to disseminate it easily and reach a wider range of demography. Hence, the team decided it was best to construct the questionnaire through Google Forms and distribute it online through social media platforms such as Facebook, WhatsApp, and Instagram. The participants who answered the questionnaire include people of immediate and non-immediate relations who stem from different backgrounds. [The full questionnaire and the results are attached in Appendix].

In regard to the questions asked, the team deliberately used different structures to better capture information regarding users and their needs. For example, in order to group our potential users, we provided an age range and nationality list containing all the countries that they can easily choose from. Besides that, for questions that ask about opinions, instead of providing binary options such as yes or no, we implemented a 5-point Likert Scale which allows participants to express their views more granularly. Furthermore, we also incorporated some optional open questions, where participants can state their wishes and opinions freely regarding the mental health app.

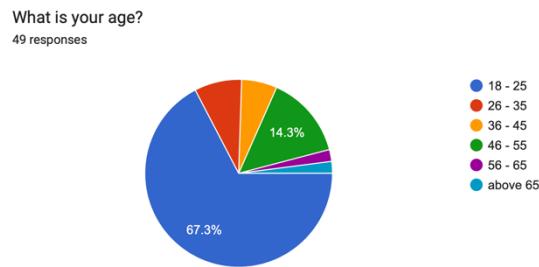


Diagram 1: Age Group

From the results obtained, we note that the participants were equally composed of males and females. Our largest user group are those between the ages of 18 and 25 who are University students currently pursuing their bachelor's degrees and young working adults who just entered the workforce. Our second largest user group is those between the ages of 46 to 55 who are full-time employees, mostly married, and have children. These user groups are deduced from the results of individual demographic questions that the participants answered. The correlation between the responses can be seen by plotting a relationship graph from the response spreadsheet.

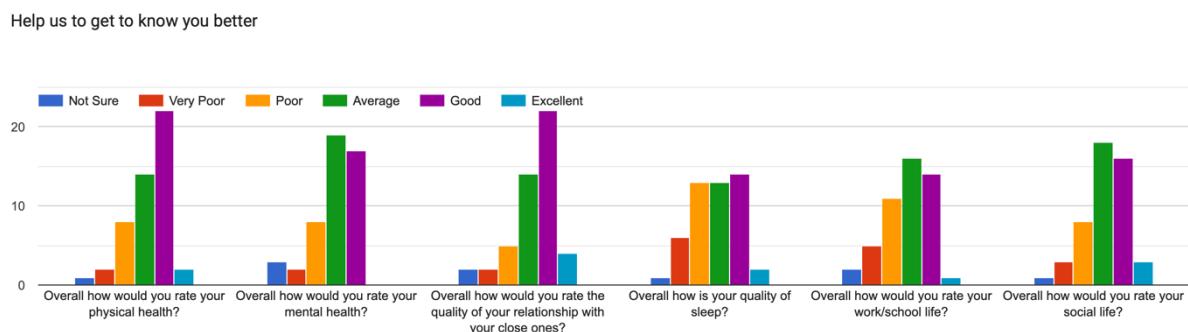


Diagram 2: Personal Questions

Furthermore, we can see that most of the audience had pretty average mental health. However, some of them are uncertain about their own mental well-being. We also noticed that a handful of people are struggling with their quality of sleep. It is noted that only a small portion of the participants had previously used a mobile health app and these tend to be Finch, Calm, and BetterHelp. Another pattern that emerged is that those users who had poor school/work-life balance, believed that features that facilitate mind relaxation such as a curated music playlist and meditation guide are very important, while those with poor social life gave more importance to online journaling and having a virtual companion.

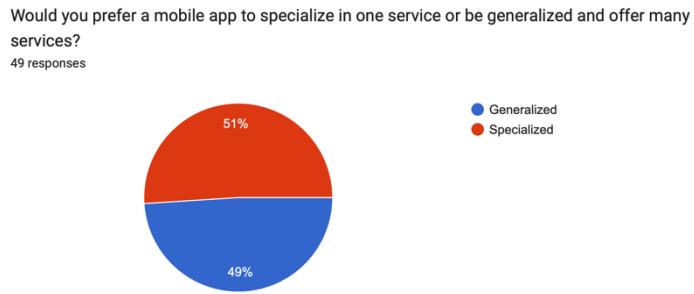


Diagram 3: Preference on App's service delivery

We received an almost even split on the type of services that users preferred the app to offer, be it generalized or specialized. This was unexpected as the team thought users would most definitely prefer a generalized app that contained many features to choose from. This means that half of the users are most likely to use the mental health app for a single purpose. It gives the team a greater incentive to streamline the app to implement and design the interface and functionality of each feature with a higher degree of attention. Besides that, we learned that users are likely to enjoy the app when notifications are sent at most a few times a day and at least a few times a week. Moreover, the most popular app among participants was Instagram and it was given a 4 on the Likert scale of app design. This indicates that the team can use Instagram as a reference when designing the mental health app interface.

The team faced a few challenges in collecting the responses. One of them is the reluctance of people to participate. This resulted in a degree of bias in the results as the main participants were of immediate relation. This is evident in the nationality of participants who are mainly Malaysians and Indonesians, which reflects the demography of the members of this team. In the future, the team intends to disseminate the questionnaire through public platforms and incentivize the general public to participate. Besides that, we also received a few bad data from the open question format which asked about the participants' preferred feature and music genre to be added to the app. This made tabulating the responses harder with irrelevant data. The team should have anticipated this and would now cater to such responses in the future by limiting the number and type of characters that can be entered. In hindsight, the team should have also solicited more opinions on UI designs. For future improvement on the questionnaire, the team suggests including images that illustrate good and bad UI design of particular apps and asking participants which elements they would change or keep. This would greatly help the team in deciding usability design choices for the app.

3.0 Individual Tasks

ROSHAN KUMAR, AN EMPLOYEE WITH POOR WORK-LIFE BALANCE

Persona by: Matin Raj

PROFILE

Gender	:	Male
Age	:	46
Nationality	:	Malaysian
Marital status	:	Married
Education	:	Master's degree
Occupation	:	Civil Engineer
Located in	:	Kuala Lumpur



BIOGRAPHY

I'm a married adult who works long hours at construction sites as a civil engineer. I need to be on-call at all times to supervise the ongoing work on buildings. This leads to me having a poor work-life balance. As such I spend way too much time on my phone even at home replying to calls and messages regarding work.

I often find myself having a bad mood and temper due to the constant noise and harsh working environment.

GOALS

- To have a good work life balance
- Spend quality time with family when at home
- Not let the harsh noisy working environment affect my mood and mental state

MOTIVATIONS

- To do the tasks and job i am given to the best of my ability
- Be a loving and caring husband and father

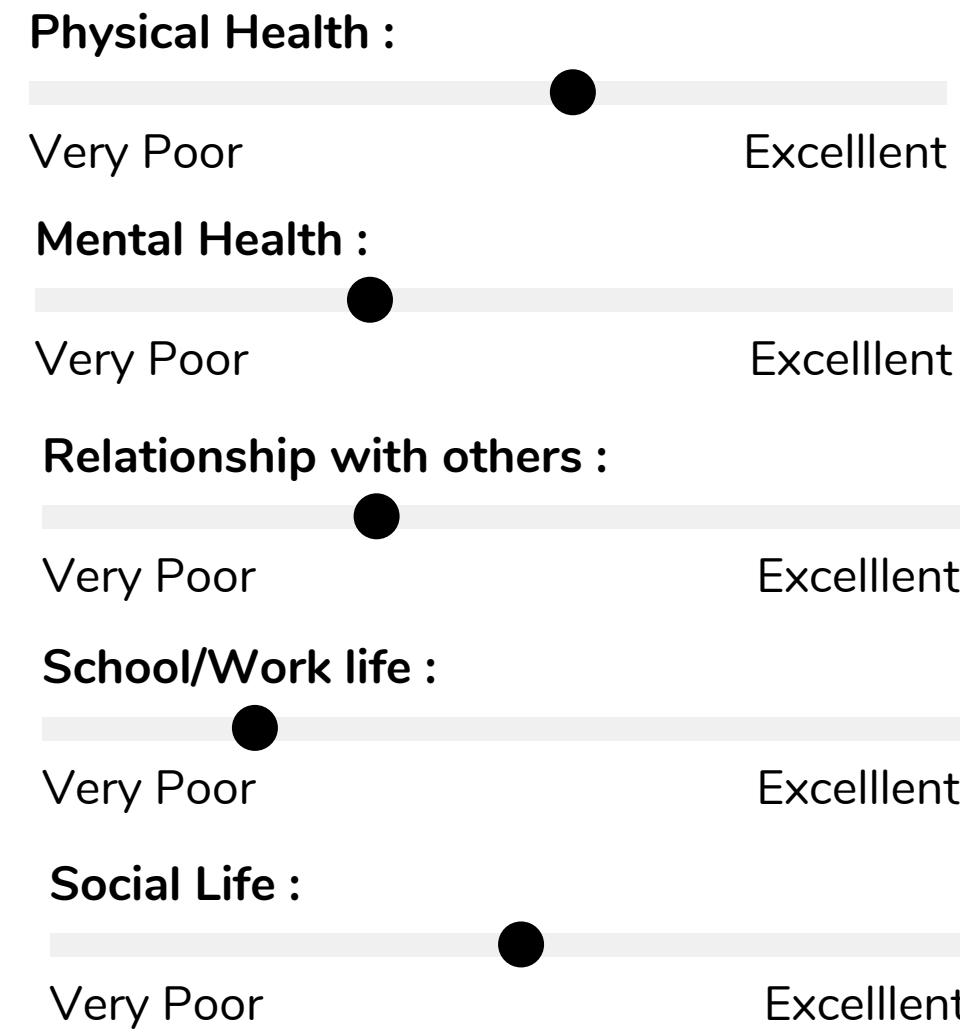
FRUSTRATIONS

- Constantly feeling anxious about work even at home
- Not being able to relax due to harsh and noisy work environment

WANTS & NEEDS

- A way to virtually escape from the constant construction noise at work though music and sounds
- To track my phone activity and to alert me if I spending too much time on my phone after working hours

PERSONAL INFO



SKILLS & EXPERIENCE

Previous Mental Health app used:
None

Frequently used social media app:
Whatsapp

Familiarity with app functionality:

Mobile Apps:

ALICIA TAN, FRESH GRADUATE WITH POOR HEALTH AND SOCIAL LIFE

Persona by: Matin Raj

PROFILE

Gender : Female
Age : 26
Nationality : Malaysian
Marital status : Single
Education : Bachelor's degree
Occupation : Marketing
Located in : Penang



BIOGRAPHY

A single working adult who just recently graduated. I have poor health and I need to constantly take my medication and supplements daily. Due to my health, I cannot stand or walk for long hours. Thus, this prevents me from going out with my colleagues and making new friends as I have the fear of being judged. Most days I have no one to accompany me and this makes me feel lonely.

GOALS

- To be successful at my job and climb the corporate ladder
- To make new friends and colleagues
- To overcome my poor physical health and be confident

MOTIVATIONS

- I want to be financially independent while enjoying my job and the people I work with
- I do not want to let my poor health affect my mental state and hamper my social life

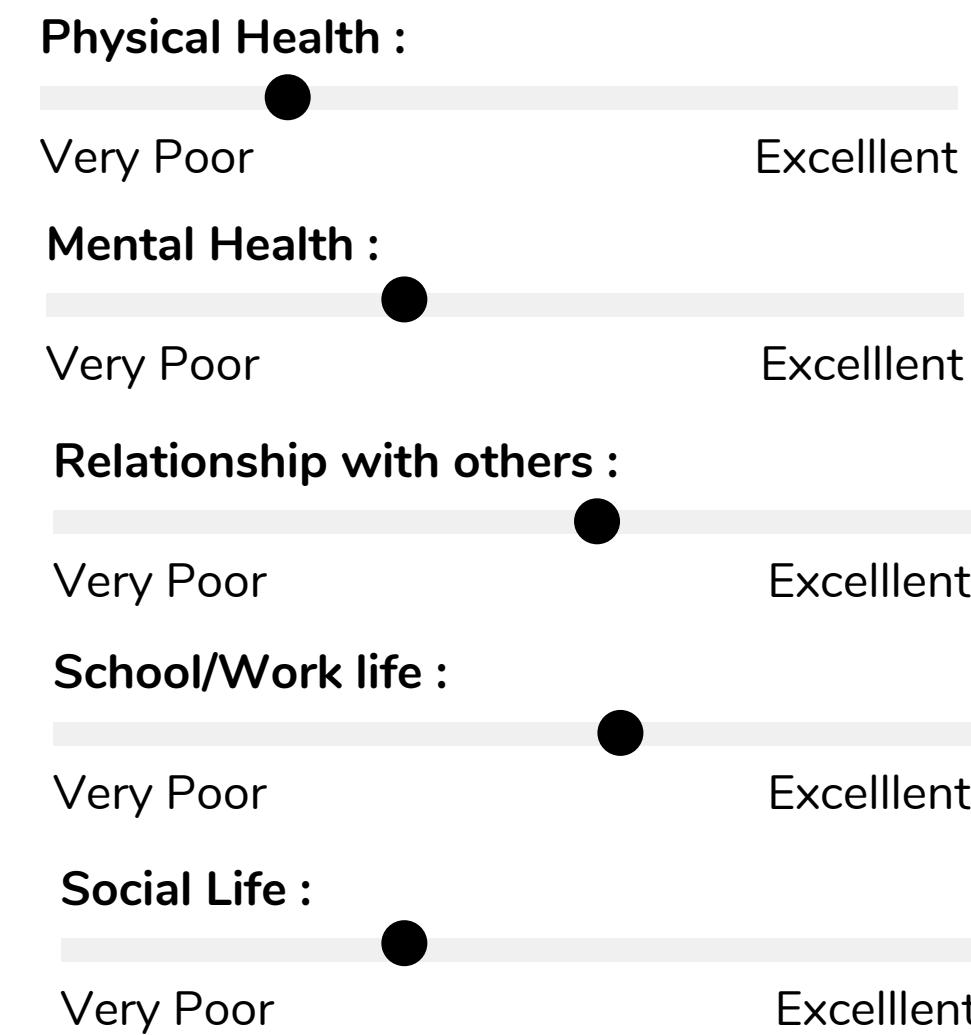
FRUSTRATIONS

- Constantly miss out medications or supplements that need to be taken on time
- Having no company during lunch breaks or after work

WANTS & NEEDS

- I want an app that can track my medications and supplements and send me reminders of when to take them
- I want to be able to converse with someone when I feel lonely
- I want an app that can help me regain my confidence and not let my health or physical appearance get in the way

PERSONAL INFO

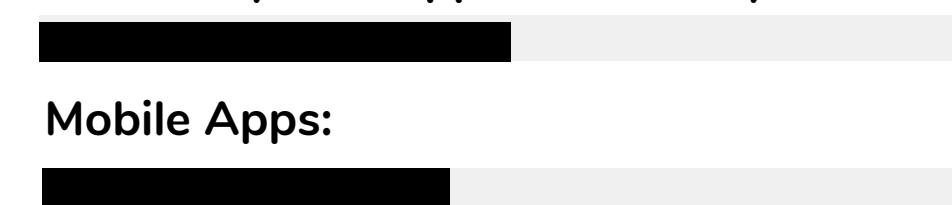


SKILLS & EXPERIENCE

Previous Mental Health app used:
None

Frequently used social media app:
TikTok

Familiarity with app functionality:



Mobile Apps:

INDIVIDUAL TASK: Matin Raj Sundara Raj (32124260)

User Stories

1. As a civil site engineer, I want to be able to listen to calming sounds and music, so that I can relax to obtain an energy boost and virtually escape from the constant construction noise.
2. As a family man, I want to set limits on my phone screen time, so that I don't get carried away with work when I am home and instead get to spend more time with my family.
3. As a full-time employee with health issues, I want to be reminded to take my medications and supplements on time, so that I don't have to feel stressed to constantly remind myself to take them or be worried if I missed them.
4. As a person with poor social life, I want to chat with someone when I feel down so that I can be assured to have someone accompany me at all times.
5. As a full-time employee with low self-confidence, I want to be able to overcome my fears and social anxiety through motivation or therapy sessions, so that I can go out and socialize without having the fear of being judged for my appearance and health issues.

User Story Prioritization

MoSCoW	User Stories	Justification
Must Have	3	Notification alerts regarding medication intake are essential in ensuring users with health issues feel taken care of. It reduces the stress of having to constantly remind themselves to take them.
Should Have	1,4	Having a music playlist where users can easily select songs is beneficial for those who want to relax their minds. Besides, a chat interface with an AI chatbot gives users a companion to depend on who will motivate them through positive reaffirmation. This will enlighten users with social anxiety.
Could Have	5	Helping users to overcome their fears can be a useful feature, though such development would have to cater to all aspects of low self-confidence. This may as well be achieved through other features in the app that gives similar results.
Won't Have	2	While sending notifications regarding screen time is catered for in our app, setting a time limit on specific apps or the screen is deemed to be quite intrusive. Such design may hamper the overall productivity and wellbeing of the user and is not the goal of the mental health app.

Additional Requirements

1. Have a curated music playlist where users can choose between songs or sounds that allows them to feel relaxed and re-energized.
2. An AI Chatbot that users can chat with users when they feel down. The Chatbot would give positive reaffirmations and act as a mindfulness coach so that users would feel they have a companion with them.

Individual Analysis and Reflection

The first persona represents our second largest user group who are aged between 46 to 55 and are full-time employees. The persona is said to have a poor work-life balance which impacts his time spent with family. This scenario is backed by our data as participants who are full-time employees and responded that they have poor work-life are more likely to answer their social life as being average or poor. This suggests that they spend too much time thinking about their jobs even after work. The persona is shaped to work in a construction environment that is harsh and noisy. From the data, we see that those who work in an environment with constant buzz and noise responded that the music feature is very important in a mental app. Thus, we deduce that it helps them relax their mind. This leads to my first user story. The second user story caters to users who may want a more extreme measure of getting rid of work-related stress through the form of a time limit lock instead of just a mere notification reminder of their screen time.

The second persona exhibits low self-confidence as a result of having poor health and is in constant fear of being judged. This directly impacts her social life. Loneliness and depression are taken into account when constructing the user stories. For users who take medication, designing a mental health app that sends out a notification when medications are due, alleviates the stress from users from having to constantly remember to take them. This ties into the third user story. Besides that, from the responses, it was clear that users were divided in having a virtual pet or plant as a companion. Hence, attributing to a couple of user suggestions as well, user story 4 envisions a person with a poor social life being able to chat with someone through the app. This user story paved the way for the 2nd requirement mentioned; An AI Chatbot.

The main thought process behind the suggestion of the 2 additional features is to incorporate empathy in the design of the app. The first requirement is a direct result of responses to the question where we asked regarding the importance of such a feature. 23 participants said that a curated music playlist was important for mind relaxation while 7 said it was very important. This feature was also born out of necessity for users such as Persona 1, who need a temporary escape from their environment and to reduce their stress and anxiety through music or sounds of their choice.

The second requirement is catered to users who experience poor social life and seek companionship through the app. The feature was also born from a couple of suggestions through an open question from respondents who wanted a chat feature. Thus, this AI ChatBot would reply with positive messages and reaffirmations that give users a sense of company and motivation.

IDRUS IMRAN, UNIVERSITY STUDENT WITH RELATIVELY GOOD HEALTH

Persona by: Hazael

PROFILE

Gender	:	Male
Age	:	21
Nationality	:	Malaysian
Marital status	:	Single
Education	:	Bachelor's degree
Occupation	:	University Student
Located in	:	Subang Jaya



BIOGRAPHY

I'm Idrus, I am a student in Taylor University currently pursuing a bachelor degree on Food Science.

GOALS

- To maintain a very good track academic record throughout the degree
- Maintaining my physical and mental health to the best of my ability

MOTIVATIONS

- My degree has made me realize the importance of being healthy
- Believes life is best lived when in top shape

FRUSTRATIONS

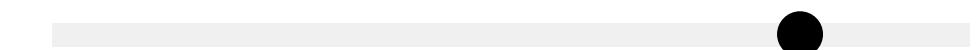
- I use self care apps to keep track of my own self-care habits
- I have hopped through many self care apps because I always find them too annoying to navigate through

WANTS & NEEDS

- I want an app that is very easy to navigate and can remind me of my self-care habits a few times a week and if it has any features that I am not interested should be easily hidden or ignored

PERSONAL INFO

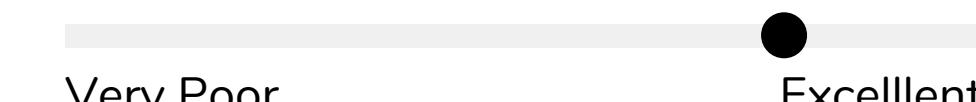
Physical Health :



Mental Health :



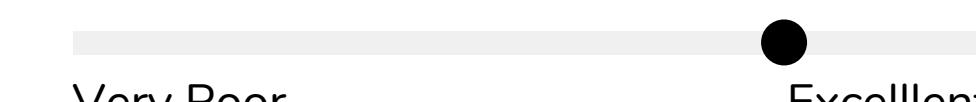
Relationship with others :



School/Work life :



Social Life :



SKILLS & EXPERIENCE

Previous Mental Health app used:

None

Frequently used social media app:

YouTube

Familiarity with app functionality:



Mobile Apps:



NUR HAJJAH HARMA, UNIVERSITY STUDENT WITH HIGH STRESS

Persona by: Hazael

PROFILE

Gender	:	Female
Age	:	20
Nationality	:	Malaysian
Marital status	:	Single
Education	:	Bachelor's degree
Occupation	:	Student
Located in	:	Sunway City



BIOGRAPHY

I'm Harma, I am a student in Sunway University currently pursuing a bachelor degree on the quite stressful major, engineering.

GOALS

- Wants to acquire the degree because of the potential future prospect
- Have a platform to write down any feelings and frustration

MOTIVATIONS

- I believe life will be infinitely if I can get more successful
- Pressure of daily life is constantly too high and I'm always looking for ways to blow off the steam

FRUSTRATIONS

- I usually journal in a private social media account for convenience and have been facing a lot of anxiety about the security of these social medias platforms. It would personally be a tragedy for me if any of these information gets spread everywhere.

WANTS & NEEDS

- I want an app with journaling features that is more convenient than your average social media.

PERSONAL INFO

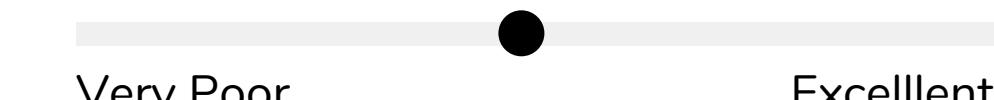
Physical Health :



Mental Health :



Relationship with others :



School/Work life :



Social Life :



SKILLS & EXPERIENCE

Previous Mental Health app used:

None

Frequently used social media app:

Facebook

Familiarity with app functionality:



Mobile Apps:



INDIVIDUAL TASK: Hazael Frans Christian (32134835)

User Stories

1. As a university student, I want to be able to journal digitally, so that I can do it anywhere and is not limited by how many journals or notebooks I have.
2. As a full-time office worker, my days are quite busy so I want full control to ignore or hide any features and notifications of all of my apps, so that I can still freely use the app, without the app bothering me.
3. As a part-time worker that works from home, I want more effective self-care reminders that track my schedule and adapt accordingly, so that I can do said self-care habits consistently since I don't have anyone with me to remind me
4. As a university student, I want a good amount of self-care practices I can choose from, so that I can explore self-care practices without them being overwhelming.
5. As a university student, I want an easy platform to get mental health professionals and communities, so that I can get myself mental health help without being so overwhelmed by the process.

User Story Prioritization

MoSCoW	User Stories	Justification
Must Have	1	A journaling feature is one of the features that is strongly suggested in the requirements.
Should Have	2,4	A full control on the notifications and features is one of the requirements, but the app should still function without that freedom, but will significantly reduce user comfort.
Could Have	5	While getting a mental health professional is something our app must have, recommending users to more general mental health help, like communities and clubs, is optional.
Won't Have	3	Our current plan with the reminders are going to be relatively simple and won't have any advanced adaptability.

Additional Requirements

1. Allow users to comfortably create journal entries which encourage the user to vent out any strong feelings.
2. Allow users to customize which features should be active and not

Individual Analysis and Reflection

The two requirements both relate to how the personal self-care part of the app should function. This is because, according to the respondents, a significant amount of them say they are either unsure or have mental health issues they are aware of, but essentially none of them consider any professional help, which could either mean getting professional help in the country they reside in is too difficult, or they personally believe they are able to perform effective self-care without professional help.

That is what the first requirement is related to, since if that is the case then it is very important for the app to have a very polished feature for one of the most common self-care acts, a journal, also because in the questionnaire, a journaling feature is the only one that has exactly 1 negative response, with everything else being neutral or positive. The second requirement relates to how the respondents are mixed about preferring generalized or specialized apps, but only want notifications/reminders a few times a day or a few times a week. So they don't mind apps with lots of features or not, but generally, the app must not be intrusive.

The two personas also reflect these ideas, the first one being again, the respondents would generally want an app that is not intrusive and the second one reflects how our journaling feature must be more polished and convenient than something like social media. Though an extra detail in that second persona is about another detail in our respondents, which is how they are actually mostly neutral about the security risks of keeping mental health things in an offline mobile app, so while these people would probably not be bothered by security risks, it would be foolish to not consider it.

All of the user stories are simply directly related to one observation in the questionnaire, the first, third, fourth, and fifth user profile relates to these features being considered important or very important to a huge chunk of the respondents. The second user profile relates to how the respondents want an app that should have a good amount of features but not be intrusive.

JESSICA TANJAYA, UNIVERSITY STUDENT THAT LOVES JOURNALING

Persona by: Louis Juliano

PROFILE

Gender	:	Female
Age	:	21
Nationality	:	Indonesian
Marital status	:	In a relationship
Education	:	Bachelor's degree
Occupation	:	University Student
Located in	:	Jakarta



BIOGRAPHY

Hi, I'm Jessica and I am from Indonesia. I am currently a university student majoring in Business.

GOALS

- I want to be able to recall the happy and sad moments I have experienced in the past
- I want to be able to organize my journal in a digital form instead of a physical form.

MOTIVATION

I do journaling because it helps me with putting both my stressful and joyful thoughts into a book.

FRUSTRATIONS

I have always wanted to start journaling in a mobile phone. However, I find that the journaling app that I have been using, does not offer enough feature for me to customize and design my journals.

WANTS & NEEDS

I wish I am able to journal digitally with multiple unique customization in my application so that I can express my creativity and enjoy a more unique digital journal.

PERSONAL INFO

Physical Health :

Very Poor Excellent

Mental Health :

Very Poor Excellent

Relationship with others :

Very Poor Excellent

School/Work life :

Very Poor Excellent

Social Life :

Very Poor Excellent

SKILLS & EXPERIENCE

Previous Mental Health app used:

Finch

Frequently used social media app:

Instagram

Familiarity with app functionality:



Mobile Apps:

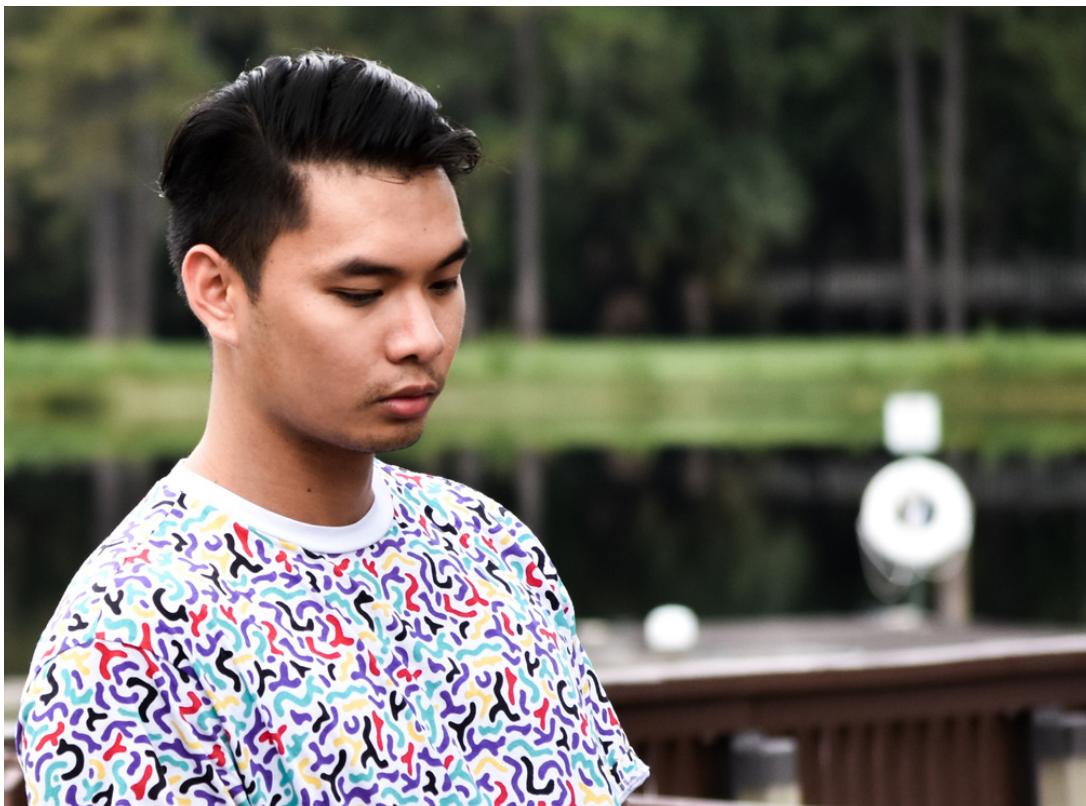


TIMI WIJAYA, FULL-TIME EMPLOYEE WHO GETS EASILY

Persona by: Louis Juliano

PROFILE

Gender	:	Male
Age	:	25
Nationality	:	Indonesian
Marital status	:	Single
Education	:	Bachelor's degree
Occupation	:	Data Scientist
Located in	:	Selangor



BIOGRAPHY

I'm Timi, From Indonesia, Jakarta. I am a Data Scientist with the passion of Analysing Big Data. I love listening to sad Indonesian songs to help calm myself in stressful situations.

GOALS

- I want to be able to do my chores in a fun manner.
- I want to evaluate my mental state weekly.

MOTIVATIONS

- I want to complete my chores even though they may be boring.
- I want to maintain a good mental state and be able to tell if I need to schedule a therapy session.

FRUSTRATIONS

I tend to receive multiple notifications from the mental health app. These notifications do not give any importance to me. Therefore, it overwhelms me given with other important notifications.

WANTS & NEEDS

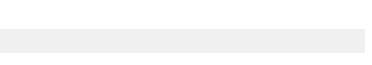
I wish the mental health app I use does not send multiple useless notifications to me every hour. Instead, I want the app to only send me notifications once every week. Not only that, I want an app that is also able to assess my mental health once every week.

PERSONAL INFO

Physical Health :

Very Poor  Excellent

Mental Health :

Very Poor  Excellent

Relationship with others :

Very Poor  Excellent

School/Work life :

Very Poor  Excellent

Social Life :

Very Poor  Excellent

SKILLS & EXPERIENCE

Previous Mental Health app used:

Calm

Frequently used social media app:

Youtube

Familiarity with app functionality:



Mobile Apps:



INDIVIDUAL TASK: Louis Juliano (31507794)

User Stories

1. As a full-time worker, I want to be able to self-evaluate my own mental health so that I know if I am mentally stable or not.
2. As a University student, I want a journaling application that gives me access to more customization features on my journal so that I can design and customize my journals how I want.
3. As a Busy worker, I want a mental health app that sends me reminders of what I should do but I would like to be able to customize my notifications so that I can set how often I should receive a notification and has a distinct design of the notification.
4. As a Full-time worker, I want an app that gamifies my real-life chores by nurturing a virtual pet so that I feel more motivated in doing my chores.
5. As a University student, I want to be able to journal digitally so that I do not have to keep track of multiple books.

User Story Prioritization

MoSCoW	User Stories	Justification
Must Have	1	Journaling feature would be the most important feature in the application.
Should Have	2, 3	Extra customizations on Journals and Notification could be an extra feature for the application.
Could Have	1	This is a good handy feature that the application can have.
Won't Have	4	This user story, according to some respondents, is not so important to be added as a feature.

Additional Requirements

1. Allow users to do a small quiz to check if they are mentally healthy every once or twice a week.
2. Have a customizable daily/weekly notification depending on how the user wants to set the notifications.

Individual Analysis and Reflection

In the google form responses, one of the respondents mentioned that there are not enough features in their mental health application. With this, I assume that there is not enough customization in their previous mental health app. As a result, the first persona's focus is more on the journaling features. As for the other persona, It seems like the google form responses think that having a virtual pet to nurture in a mental health application is not a bad idea. However, they think that this virtual pet application should not send too many notifications to annoy the user of the mental health application.

The two requirements that I have come up with are based on what I have observed from the persona and how to solve their struggles. The first requirement is having a self-evaluation quiz to assess the user's mental health condition once every week. This requirement has been asked in the google form and most respondents agree that having this requirement is important. The other requirement is having a stylish notification and letting the user have their freedom in setting when to get notified. I came up with this feature because most respondents think that having multiple notifications being sent from a mental health application is not so important. So instead of sending multiple notifications, we let our users have the freedom to set their own preferences on when they want to get notified. Furthermore, we also let the user customize their own notification because in the responses, some of the respondents think that there are not enough features in their mental health application.

The 5 User stories are based on what the personas are struggling with. In the second persona, I observe that he loves to treat his chores like a quest that could nurture his virtual pet. Not only that, he is also overwhelmed by the number of notifications he received from his virtual pet application. Finally, he also wants a self-evaluation quiz to assess his mental health weekly. In the first persona, she mentioned that she is unable to find a journaling application that gives her access to more customization to make her daily journal more unique.

4.0 Conclusion

After collecting all the data, we have observed that, on average, our audience is young university students that have average mental health. We also observe from the data, that the preference between a generalized and specialized app are evenly split, meaning our app should be more streamlined to have a good balance of features. We also observed most of our audience have never used a mental health app, but the ones that did, used either Finch, Calm or Better Help.

Some things we can improve on include, getting more varying demographics nationality-wise, having less open-ended questions that lead to less bad data, and having more flexibility in asking how the audience likes their UI design.

5.0 Appendix

FIT3175 - Usability Unit Project - Submission 1(Stage A) Task Allocation Form for Group Task

Group Member 1 ID and Name: 32124260 Matin Raj Sundara Raj

Group Member 2 ID and Name: 32134835 Hazael Frans Christian

Group Member 3 ID and Name: 31507794 Louis Juliano

Group Member 4 ID and Name: 32185235 Tan Pei Sheng

Task/Parts	Team Member(s) allocated to complete the task	Team member(s) who actually completed the task
Introduction	Hazael Frans Christian Tan Pei Sheng	Hazael Frans Christian Tan Pei Sheng
Questionnaire (Mention how many questions each Team Member was required to provide)	Each member to provide 2 demographic questions and 3 usability questions	Each member to provided 2 demographic questions and 3 usability questions
Responses (Mention how many each Team Member collected)	Each member required to obtain 10 responses	Each member obtained an average of 12 responses
Analysis/Reflection	Group discussion, written by Matin Raj	Group discussion, written by Matin Raj
Conclusion	Louis Juliano	Louis Juliano
Other Compiling and proofreading	Matin Raj	Matin Raj

1. The Google form questionnaire can be accessed through the following link:
<https://forms.gle/6j5BaQS2DYWvuava6>
2. The spreadsheet of responses can be accessed through the following link:
<https://docs.google.com/spreadsheets/d/1c2gzw-I63d0GbeSipCUXo-8xcilZDS5jnwmEwzCdIX4/edit?usp=sharing>
3. The Google Form response summary can be accessed through the following link:
https://docs.google.com/forms/d/1A_92GC9aO9ScIKTOXzn2NXxGfqga2y6SEwhW6LZNnw/edit#responses



Mental Health App Questionnaire

Good day! We are final year students from Monash University Malaysia. We are looking to develop a mobile application that allows users to manage and track their mental health.

We appreciate your time in completing this questionnaire. It would greatly help us with the design and feature choices of our application.

[Sign in to Google](#) to save your progress. [Learn more](#)

*Required

Tell us about yourself

What is your gender? *

- Male
- Female
- Other
- Rather not specify

What is your age? *

- 18 - 25
- 26 - 35
- 36 - 45
- 46 - 55
- 56 - 65
- above 65

What is your Nationality *

Choose



Where do you live currently? *

Choose



What is your marital status? *

- Single
- In a relationship
- Married
- Engaged
- Divorced
- Widowed

What is the highest level of education you have attained or currently pursuing? *

- Secondary Education or below
- Technical Diploma/Apprenticeship
- Bachelor's Degree
- Graduate/Postgraduate Degree

What is your employment status? *

- Full-time employee
- Part-time employee
- Student
- Unemployed
- Other

What is your working environment? *

- Offices
- Factories/Warehouse/Construction
- Retail/Shopping Mall
- School/University
- Home
- Other

Are you using an iPhone *

- Yes
- No

Do you have any mental health issues that you are aware of? *

- No
- Yes
- Maybe

Are you currently seeking any professional help for mental health issues? *

- Yes
- No

Help us to get to know you better *

Not Sure Very Poor Poor Average Good Excellent

Overall how would you rate your physical health?

Overall how would you rate your mental health?

Overall how would you rate the quality of your relationship with your close ones?

Overall how is your quality of sleep?

Overall how would you rate your work/school life?

Overall how would you rate your social life?

Have you ever used any mobile app that tracks or manages your mental wellbeing? *

Yes

No

Next

Page 1 of 3

Clear form

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Google Forms





Mental Health App Questionnaire

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*Required

Your experience with Mental Health apps so far

[Optional] If you have used a mental health app, what is the name of the app? (eg. Finch, Calm, BetterHelp, etc.)

Your answer

How satisfied are you with the app? *

1 2 3 4 5

Not at all

Very Satisfied

[Optional] What improvements do you think can be made to the app you are using?
If there are any, please state them.

Your answer

Back

Next

Page 2 of 3

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Google Forms





Mental Health App Questionnaire

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*Required

[Optional] Have you heard of any of these mental health apps? (Tick any that apply)

- Finch
- Calm
- Replica
- Happify
- Todoist
- Shine
- BetterHelp
- Sanvello
- Other: _____

How important do you think these features are in a mental health application? *

	Not Important at all	Not so important	Neutral	Important	Very Important
A Journaling Section	<input type="radio"/>				
Having a virtual companion such as a pet or a plant to take care of while using the app	<input type="radio"/>				
Sending reminders and notifications	<input type="radio"/>				
Easy access to any mental health assistance	<input type="radio"/>				
Having a self evaluation quiz	<input type="radio"/>				
A curated music playlist for mind relaxation	<input type="radio"/>				
Meditation guides	<input type="radio"/>				

[Optional] Besides the ones mentioned above, what additional feature would you want in a Mental Health app, if any?

Your answer

[Optional] What kind of music genres do you think could help with one's mental wellbeing?

- Upbeat music
- Classical music
- Instrumental music
- Ambient sounds
- White noise
- Pop Music
- Other:

How frequent would you like to receive notifications from an app? *

- Several times an hour
- Every hour
- A few times a day
- A few times a week
- None at all

Would you prefer a mobile app to specialize in one service or be generalized and offer many services? *

Generalized

Specialized

Which of these social media apps, if any, do you use the most on your phone? *

Facebook

WhatsApp

TikTok

Instagram

LinkedIn

Reddit

Twitter

Snapchat

Telegram

I do not use social media apps on my phone

Other: _____

How familiar are you with the functionalities of your favorite social media app? *

1 2 3 4 5

Not Very Familiar

Very Familiar

Rate the design of your favourite social media app *

1 2 3 4 5

Very Bad

Very Good

Are you willing to trust an offline mobile app to manage your mental health needs? *

1 2 3 4 5

Not willing at all

Very willing

[Back](#)

[Submit](#)

Page 3 of 3

[Clear form](#)

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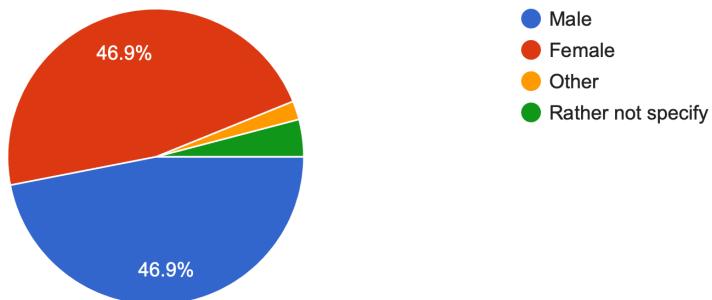
Google Forms



Results:

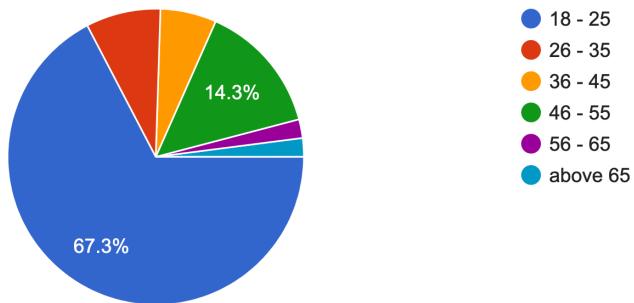
What is your gender?

49 responses



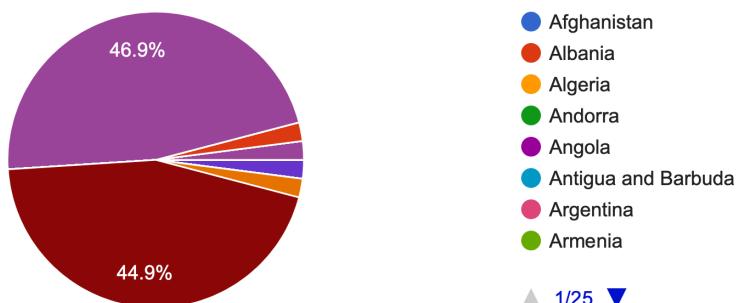
What is your age?

49 responses



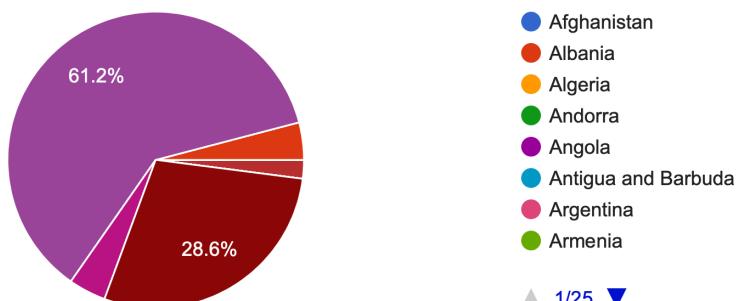
What is your Nationality

49 responses



Where do you live currently?

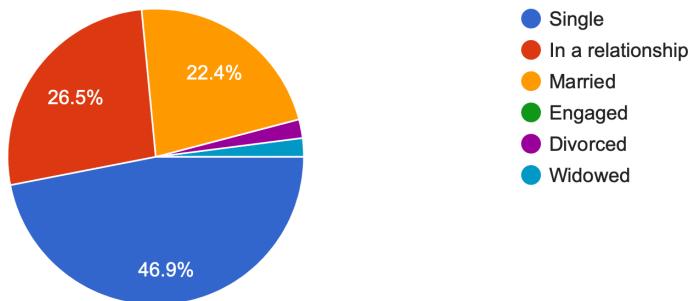
49 responses



▲ 1/25 ▼

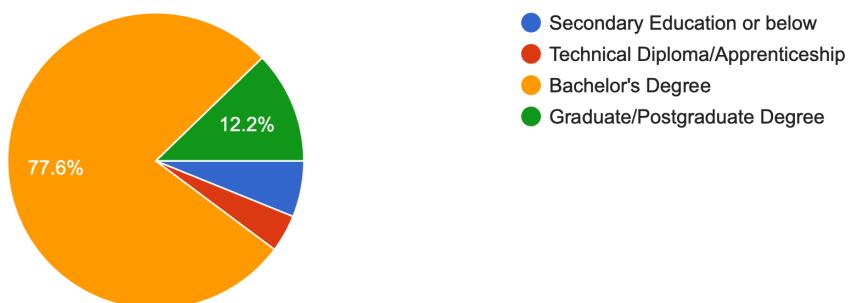
What is your marital status?

49 responses



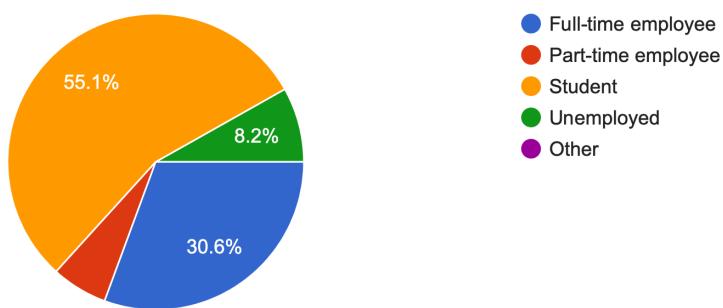
What is the highest level of education you have attained or currently pursuing?

49 responses



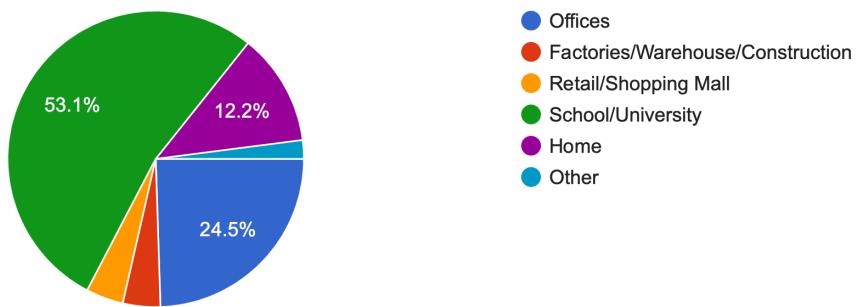
What is your employment status?

49 responses



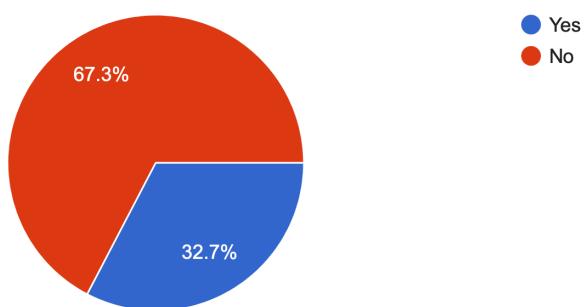
What is your working environment?

49 responses



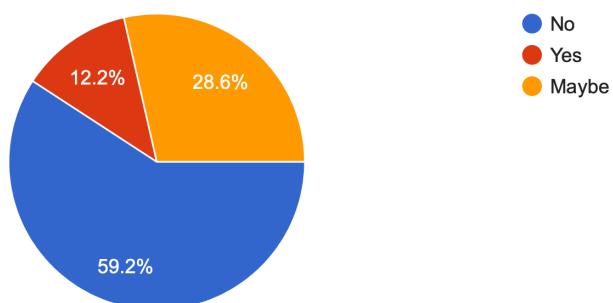
Are you using an iPhone

49 responses



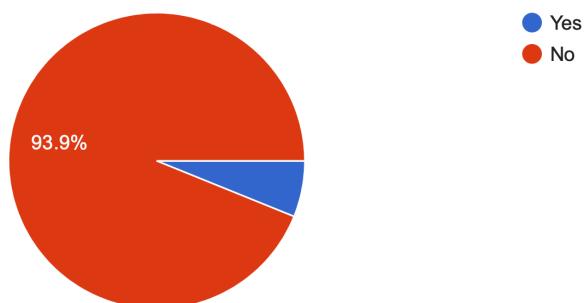
Do you have any mental health issues that you are aware of?

49 responses

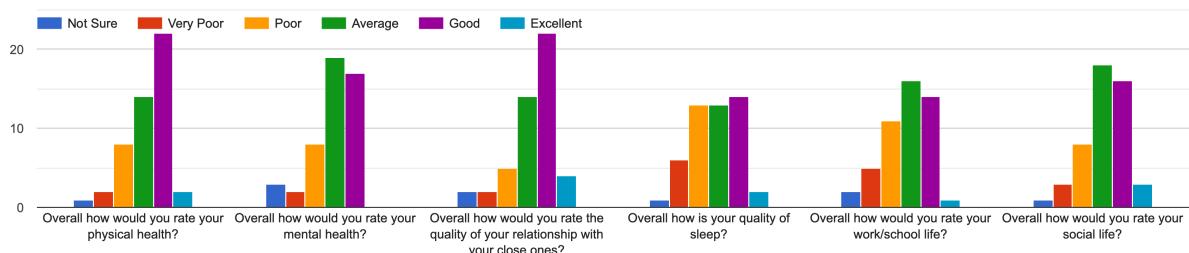


Are you currently seeking any professional help for mental health issues?

49 responses

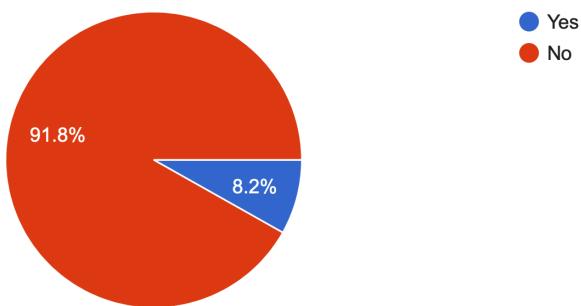


Help us to get to know you better



Have you ever used any mobile app that tracks or manages your mental wellbeing?

49 responses



Your experience with Mental Health apps so far

[Optional] If you have used a mental health app, what is the name of the app? (eg. Finch, Calm, BetterHelp, etc.)

4 responses

finch

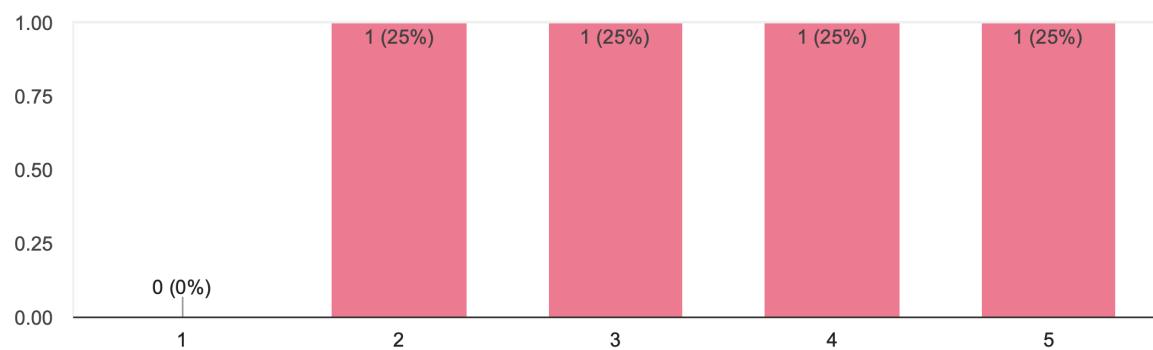
Calm

BetterHelp

Finch

How satisfied are you with the app?

4 responses



[Optional] What improvements do you think can be made to the app you are using? If there are any, please state them.

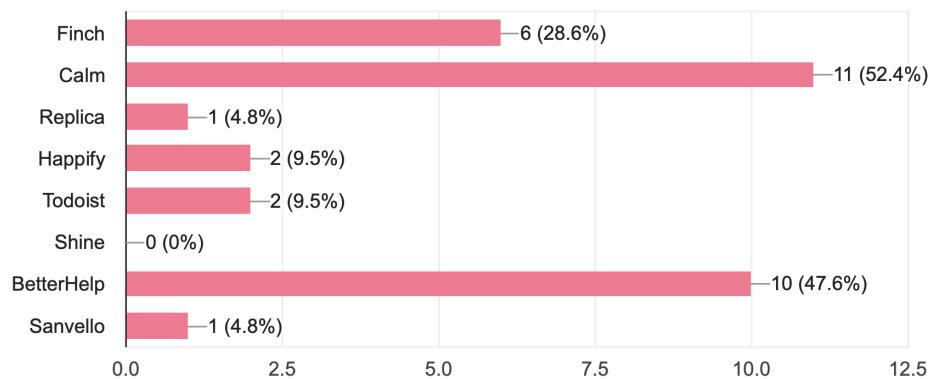
2 responses

A more smooth and tidy journaling feature

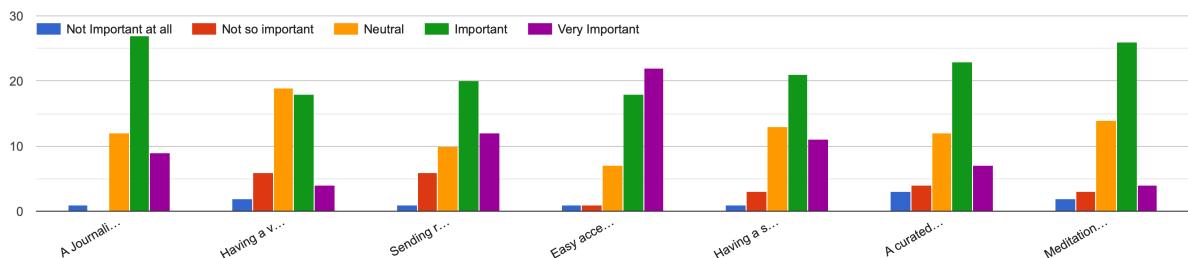
The app does not have many features

[Optional] Have you heard of any of these mental health apps? (Tick any that apply)

21 responses



How important do you think these features are in a mental health application?



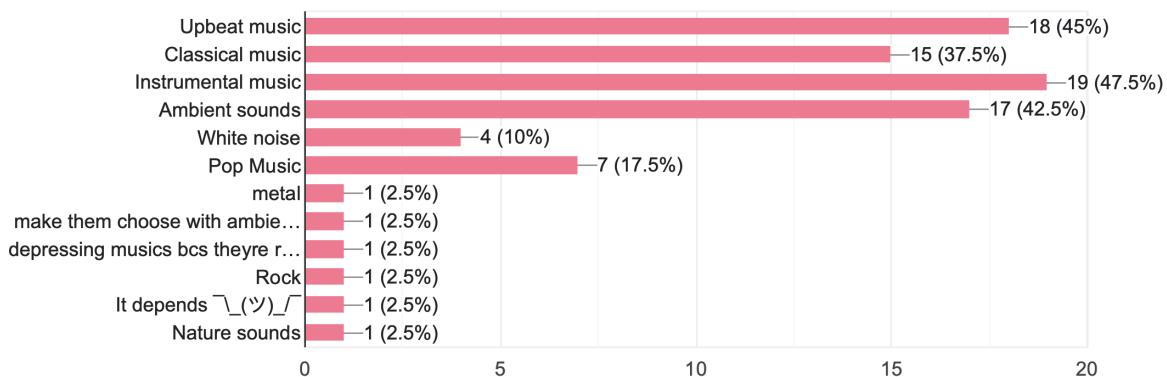
[Optional] Besides the ones mentioned above, what additional feature would you want in a Mental Health app, if any?

9 responses

- mood diary
- Link to youtube
- Entertainment sites
- From religion perspectives
- none that i can think of right off the bat.
- Online Therapy Session/ AI Therapist
- Medication Log/schedule
- Chat feature with a therapist
- Messaging/chat functionality

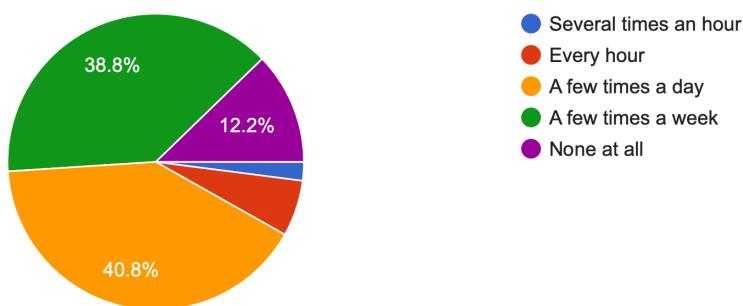
[Optional] What kind of music genres do you think could help with one's mental wellbeing?

40 responses



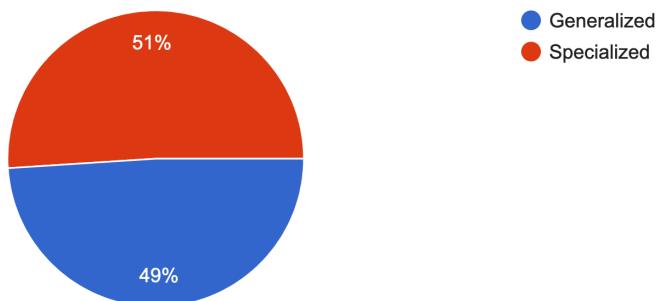
How frequent would you like to receive notifications from an app?

49 responses



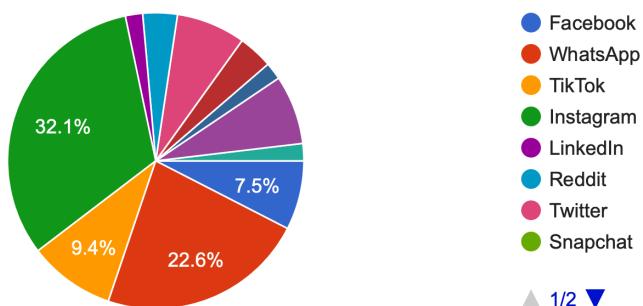
Would you prefer a mobile app to specialize in one service or be generalized and offer many services?

49 responses



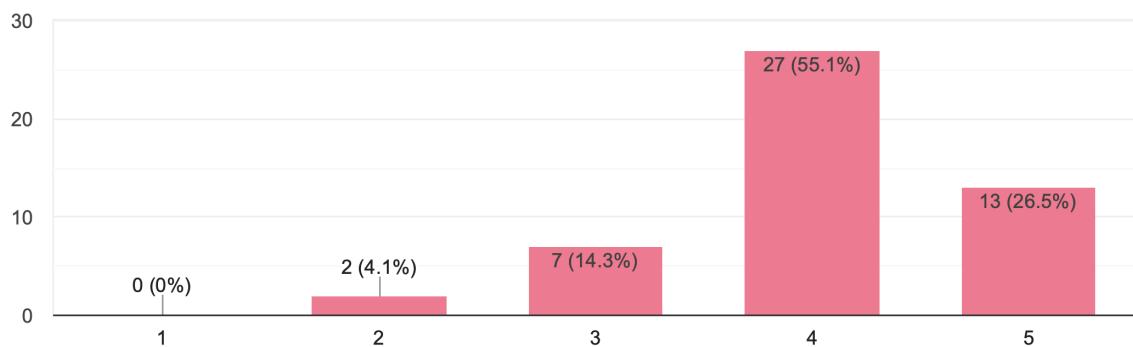
Which of these social media apps, if any, do you use the most on your phone?

49 responses



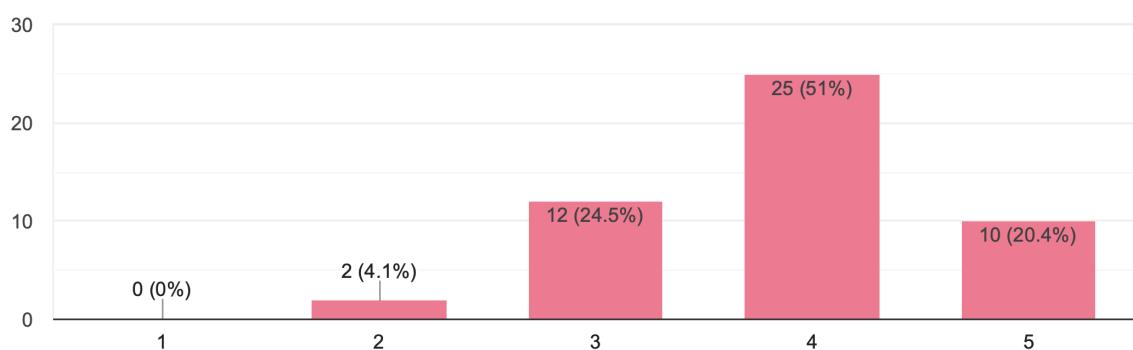
How familiar are you with the functionalities of your favorite social media app?

49 responses



Rate the design of your favourite social media app

49 responses



Are you willing to trust an offline mobile app to manage your mental health needs?

49 responses

