# Goal-Oriented Analysis Model

**Team Meeting Minutes**

**Team ID:** 1pm OJ Capri Sun

**Date:** 1/27,1-2pm

**Team Members (Name)-Role**

1.Feiyue (Curtis) Zhang -Participant

2.Mia Vu-Recorder

3.Sazeda Sultana-Participant

4.Tong Ge-Participant

5.Tyler Mun-Facilitator

**Agenda for this meeting:**

| List of agenda items | Outcomes |
|---|---|
| 1. Work on homework 3 | Achieved |
| 2. Schedule when to meet | Achieved |
| 3. Delegate work | Achieved |

| Problems encountered | Resolution |
|---|---|
| 1. Some confusion on the homework objectives, but managed to clarify and delegate work effectively. | |

**Plans for next meeting:**          **Responsibility**

**Activity**

1. Work on homework 3

2. Ask some more questions for the other team.

**Team ID:** OJ Capri Sun

**Date:** 1/29, 2-4pm

**Team Members (Name)-Role**

1.Feiyue (Curtis) Zhang -Participant

2.Mia Vu-Recorder

3.Sazeda Sultana-Participant

4.Tong Ge-Participant

5.Tyler Mun-Facilitator

**Agenda for this meeting:**

**List of agenda items**                **Outcomes**

  1. Ask some more elicitation questions-Achieved
  2. Work on homework 3-Achieved

 **Problems encountered**                **Resolution**

1.  Unclear on some aspects of functions-Clarified

**Plans for next meeting:**                **Responsibility**

**Activity**

1. Work on homework 3 and finish the final touches

**Team ID:** OJ Capri Sun

**Date:** 2/3,1-2pm

**Team Members (Name)-Role**

1.Feiyue (Curtis) Zhang -Participant

2.Mia Vu-Recorder

3.Sazeda Sultana-Participant

4.Tong Ge-Participant

5.Tyler Mun-Facilitator

**Agenda for this meeting:**

| List of agenda items | Outcomes |
| --- | --- |
| 1. Work on homework 3 | Achieved |
| 2. Schedule when to meet online | Achieved |
| 3. Delegate even more work | Achieved |

| Problems encountered | Resolution |
| --- | --- |
| 1. Many conflicts in scheduling | Rescheduled to establish proper meeting times |

| Plans for next meeting: | Responsibility |
| --- | --- |

**Activity**

1. Work on homework 3 and finish the final touches

# Field Notes

# Requirement Elicitation

1. Have you ever used any mental health applications?
   a. No prior experience with mental health applications
2. How do you feel about meeting with a specialist physically for mental health assistance?
   a. An important option to have and make available.
3. What steps would you take to make an appointment with a specialist?
   a. Scroll through the list of doctors with their profile show on the left and all of their available times that week on the right.
   b. Can filter through specialization or date
   c. Click on available date and time to schedule the appointment
   d. Similar to ZocDoc
   e. includes doctor profile, contact info, ratings, reviews, availability
   f. A map that shows users the nearest places to get help if needed
4. What kind of appointments will users be able to schedule?
   a. Physical/in-person appointments, online individual appointments, online group therapy appointments
5. In what kinds of situations are you most likely to be stressed or anxious?
   a. During times with lots of assignments due or during midterms + finals periods. Periods of financial stress also cause stress.
6. What features within the app can suggest activities to relieve stress?
   a. Things like breathing exercises, exercise suggestions, stress relief activities, books, or small games (from outside/3rd party sources)
7. What features within the app should avoid in order to get relief from mental distress?
   a. Language, especially in advice or suggestions, should not be vague
8. What kind of advice would you prefer to see from experts?
9. How do you feel about taking assessments to see how you are doing mentally?
   a. Assessments can be helpful in understanding what students may currently be stressed about or suffering from
10. How will mental health assessments be performed?
    a. Administered online, with results being manually reviewed by a mental health professional. No automated mental health assessments will be available
11. What would be the most convenient way for users to contact someone for mental health assistance?
    a. Push of a button, messaging, or call
12. What kind of information would you want a specialist to know about you?
    a. Basic demographic information (ex: name, age, gender) mental health record, and journal. If asked specific questions, user can always decline to share information

13. How much information will administrators/professionals be able to see regarding a patient's mental health history?
    a. Anything that exists on a student's health records, including current diagnoses and prescriptions. The mental health journal featured on this app should also be available for professionals and administrators to view
14. How do you feel about having the function that keeps a record of mental health like a journal?
    a. Can help both user and a mental health professional track a student's moods
15. What kind of physical/emotional features do you see a user wanting to track?
    a. Tracked daily (or as often as a user wants to fill in their journal): mood, stress level, work level, financial stress level, sleep quantity/quality
16. How do you feel about being in group chats with others who are also experiencing mental health problems?
    a. It is a good idea that gives users an opportunity to share their feelings and connect/support/get support from others
17. How do you feel about being able to post discussion boards?
    a. Discussion boards should be places where students can ask for and offer advice. Anonymity is optional, posts are sorted by (preset) topics, and no system for ranking (up/down voting) will exist. Replies to posts are allowed.
18. In what ways would you like our application to use your personal information?
    a. Only medical professionals and administrators can view medical record
19. Is the system available to students no matter where they live?
    a. Available to both on campus and off campus students
20. Does this app require pre-existing health insurance coverage?
    a. Since health insurance is required for all UCI students, it is required. Health insurance does not have to be the UCI-specific insurance plan
21. Why should user anonymity be/not be a concern?
    a. Students may not feel comfortable sharing their thoughts in places like public discussion forums, so anonymity may make it easier for them to consider asking for help or advice. The same is true for one-on-one and group counseling sessions, where their name/face may remain anonymous, but the relevant health professional will still have access to their health records in order to better help them. Anonymity in all these situations will be optional, with the student ultimately allowed to decide if they want to turn the option on or off
22. How often do you see users interacting with and using the system and its services?
    a. Hopefully daily, once a day for journaling purposes. For things such as mental health check-ups and appointments, a regular schedule ranging from weekly to bi-monthly as the student sees fit is ideal
23. What kind of notifications and pop-ups will the system provide to users?

    a. To-do lost notifications (customized by user and/or doctors), stress relief advice or suggestions, reminders concerning scheduled or to-be-scheduled appointments

24. How much control will users have over the types of notifications they receive?
    a. Users can turn off or ignore notifications and input their schedule so the system knows "free times" for when notifications are ideal

25. How will preset reminders, advice, and recommendations be created?
    a. They will be uniquely tailored to the student based on any pre-existing mental health conditions and the results of a general assessment (mostly focusing on personal interest areas)

26. How many levels of admin access do you imagine there being?
    a. System administrators will help manage system and have access to all information from students and app staff. Mental health professionals and counselors work for the app and UCI counseling division and have access to all students mental health records and journals

27. How many steps would exist between a user and a professional therapist in the case of emergency situations?
    a. There should be an option to instantly speak to a counselor in cases of emergency. If the counselor deems the situation critical enough, they can connect the student to a more especially trained professional.

28. Who will have access to the system and how will they sign up?
    a. All UCI students, staff, and faculty will have access. They will sign up using their UCInet ID and password.

29. How this app can have features like plans, reminders, recommendations, etc?
    a. There will be a calendar section that will include user's plans and reminders of events and goals
    b. Recommendation

30. What features in the app should capture the user behavior of the system?

31. How the app can contain features to protect the privacy issues of the users?
    a. Require UCInetID to login
    b. Only allow medical professionals and administrators to access student information
    c. Users can be anonymous by choice

32. What action should the system do if the messaging feature fails?
    a. All messaging services should be put on hold until system tech support can address the issue. Support should be as immediate as possible.

33. Who will learn about the results of someone using features of the app improperly?
    a. Features like the public discussion board are to be moderated both automatically and manually. Flagged keywords or phrases will be brought automatically to

system administrator attention, and they will also have the option to manually sort through posts. Journals are also viewable by both administrators and professionals

34. How do users connect with therapists and counselors?
    a. Through online messaging (in text, audio, and audio+video form) or by scheduling an in-person appointment

35. What kinds of mental issues can users seek to resolve by using it?
    a. The system will mainly resolve anxiety, stress, and depression.

36. What appears on the user's feed?
    a. Upcoming events and advice videos related to a user's personal interests

37. How should the user's feed be constructed?
    a. Artifacts on the feed are determined by a user's personal interests as determined by an initial personal assessment and matched up by topic (every feed post will have a topic, as determined by the UCI Wellness Center, who is in charge of posting)

38. What can users do with the messaging feature?
    a. Connect with therapists and counselors for advice as well as join in group therapy sessions

39. Is there any other way for users to interact with the community?
    a. Public discussion forum with posts sorted by topic and chronologically, featuring comments.
    b. Online group therapy/support sessions during scheduled times, of max 9 people, Similar to Alcoholics Anonymous in structure.
    c. Users can like and bookmark posts in their feed.

40. How can users and mental health therapists communicate with each other other than private messages?
    a. Audio and audio+video messaging, group therapy sessions, or scheduled in-person appointments

41. What kind of mental health information can users get from it?
    a. UCI organization events concerning mental health
    b. General automated advice to better their mental health condition
    c. Professional mental health treatments from medical professionals

42. What kind of user data is needed to learn user's behavior?
    a. How do users know more about the therapists?
    b. When do users need to have periodical mental health assessments?
    c. How is the health assessment constructed?

Jan 29

43. Should specific am/pm times be taken into consideration for calendar plans and reminders?
    a. Calendar reminders should use information taken from evaluations and activity logs to better create a custom plan for users by designating specific am/pm times.
44. Should there be a diet recommendation function?
    a. It should be administered by the student wellness center.
    b. Professionals should also have access to patient information to recommend specific diets to their patients or to all users.
45. Should the information from surveys only be used for computer generated custom planning?
    a. Patients should be able to give access to their survey/evaluation information to their professionals/therapists/doctors.
    b. The administrators of the app should have access to the information but make sure to keep it anonymous by wiping the associated name and id with the information.
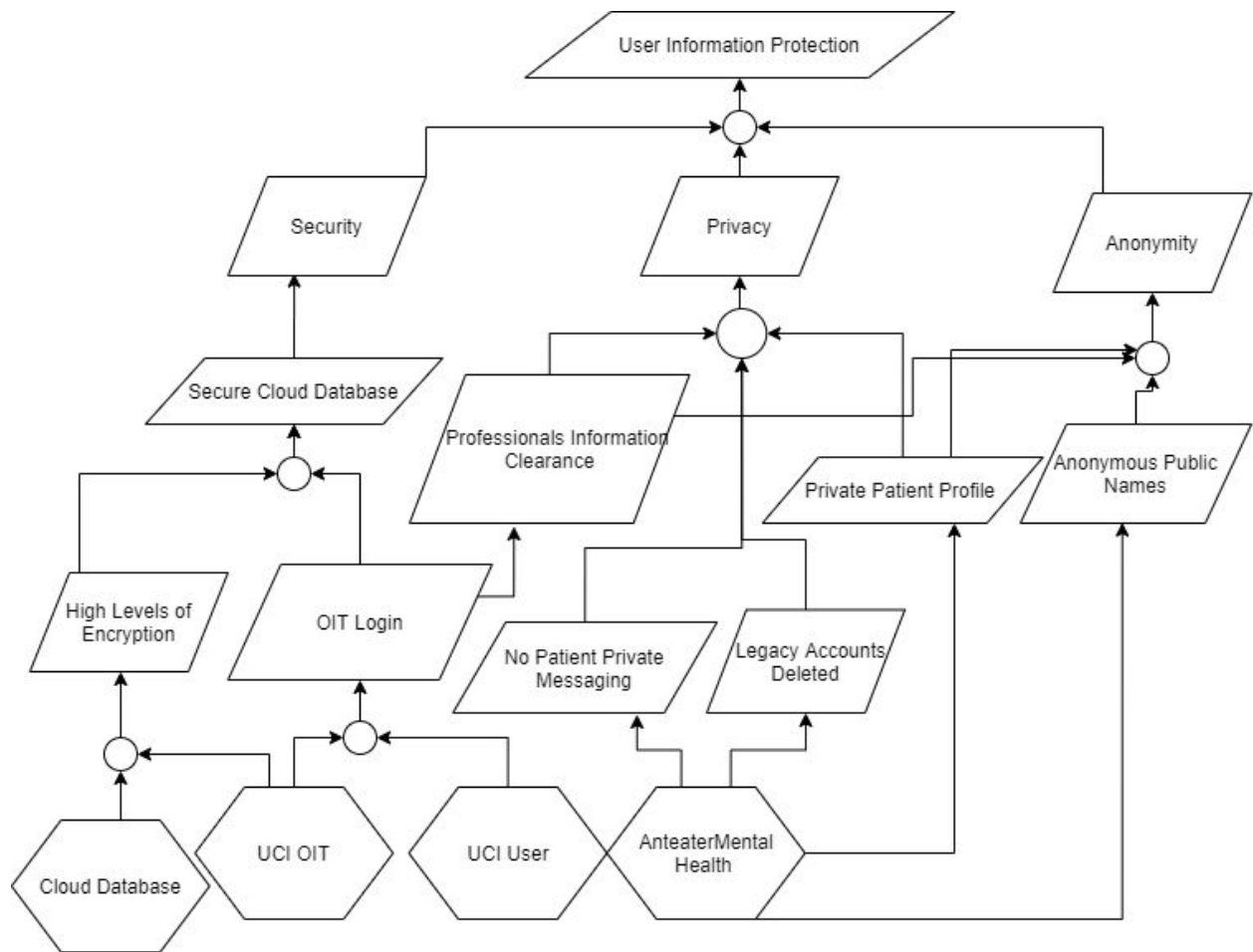
**Name**: User Information Protection

- **Definition:** Protect user information including the security, privacy, and anonymity of their information.

- **Type:** Behavioral(Maintain)

- **Source:** 1/15,2-4pm agenda item 3

- **Priority:** High

**Name: Security**

- **Definition:** Ensure that user information is kept inaccessible by hackers.

- **Type:** Behavioral(Maintain)

- **Source:** 1/15,2-4pm agenda 3

  **Priority:** High

## Name: Secure Cloud Database

- **Definition:** Users may only access a users profile and information if by logging with OIT, and this is protected by high levels of encryption.

- **Type:** Behavioral(Maintain)

- **Source:** 1/15,2-4pm agenda item 3

- **Priority:** High

## Name: High Levels of Encryption

- **Definition:** Ensure that serious measures are taken to protect the security of user information.

- **Type:** Soft Goal

- **Source:** 1/15,2-4pm agenda 3

  **Priority:** High

## Name: OIT Login

- **Definition:** Login authorization administered by OIT is used to authenticate users to match to their correct profiles.
- **Type:** Behavioral(Achieve)
- **Source:** Question 31a, page 12

  **Priority:** Low


**Name:** Professionals Information Clearance

- **Definition:** Professionals can gain access to users if users give such clearance to them, such as when scheduling a counselling session or seeking medical help, and are able to share their profile information with others.
- **Type:** Behavioral(Achieve)
- **Source:** Question 10a, 13a, 14a, 18a, 21a,31b

  **Priority:** Medium


**Name: Privacy**

- **Definition:** User information is hidden/inaccessible from other users, save for professionals with clearance.
- **Type:** Soft Goal
- **Source:** Question 31a,b,c

  **Priority:** Medium

**Name: No Patient Private Messaging**

- **Definition:** Patients can never message another patient user privately.

- **Type:** Behavioral(Avoid)

- **Source:** 1/22,2-4pm Agenda item 4.

  **Priority:**Low


**Name:**Legacy Accounts Deleted

- **Definition:** Delete accounts of alumnus or faculty leaving the institution along with their association information in order to maintain user information private.

- **Type:** Behavioral(Maintain)

- **Source:**1/22,2-4pm Question Problem 4.

  **Priority:**Medium


**Name:** Private Patient Profile

- **Definition:**Patient profiles are hidden/inaccessible from other patients and professionals without clearance, or if a user opts out of anonymity.

- **Type:** Behavioral(Maintain)

- **Source:** Questions 17a, 21a, 31c

  **Priority:** Medium


**Name: Anonymity**

- **Definition:** User identity is protected and hidden from others at user discretion.
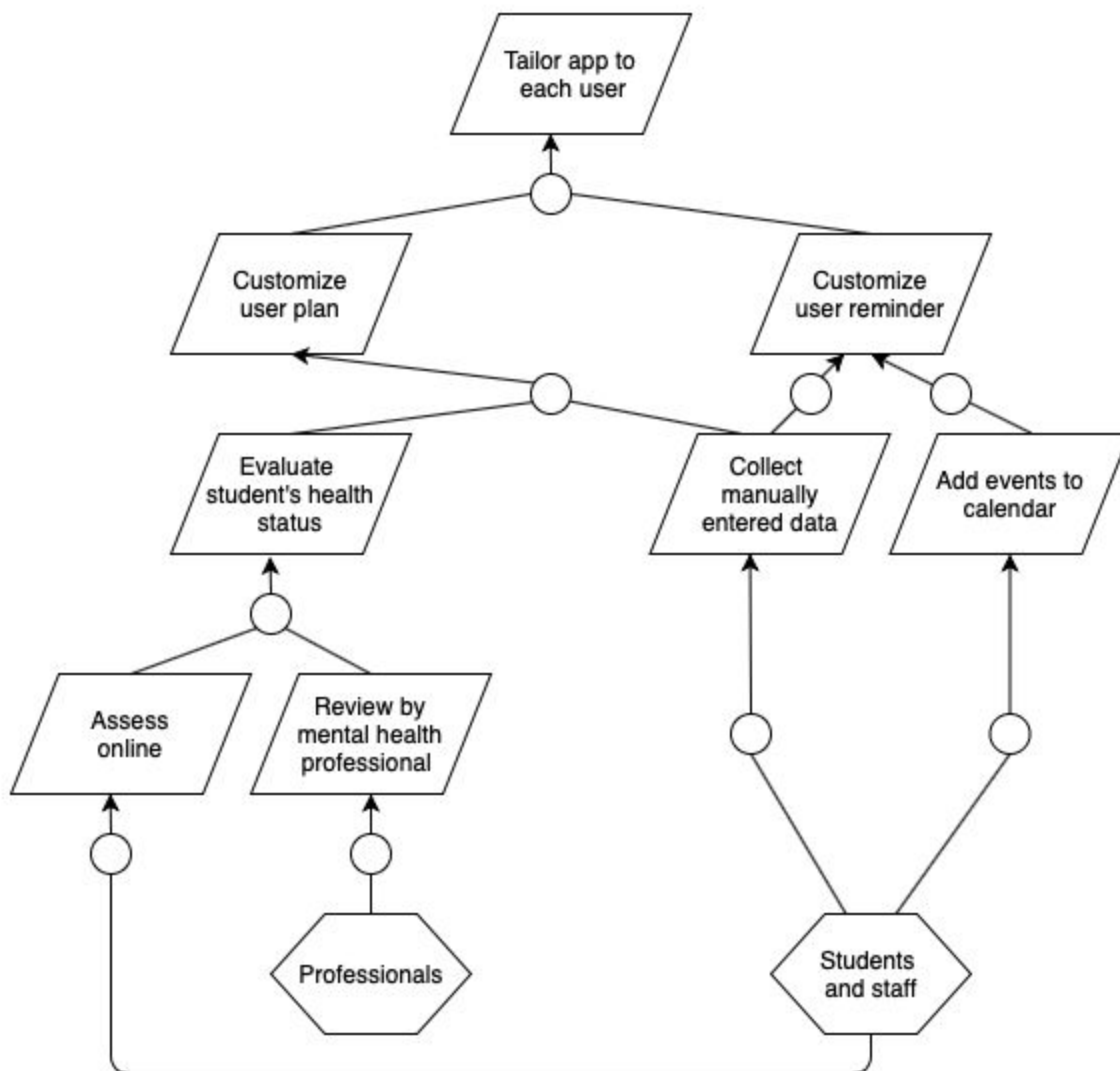
- **Type:** Behavioral(Maintain)

- **Source:** Questions 17a.,21a,31c

    **Priority:** High


**Name:** Anonymous Public Names

- **Definition:** Patient users can be given anonymous and random names to hide their real identity from other users.

- **Type:** Behavioral(Maintain)

- **Source:** Questions 17a,21a,31c

    **Priority:** Medium

**Name**: Tailor app to each user

- **Definition:** Customize user experience according to personal information, data, and preferences to meet their expectations.
- **Type:** Achieve
- **Source:** Elicitation problem #29

- **Priority:** High

**Name: Customize user plan**

- **Definition:** Provide users with a complete personalized medical plan to improve mental health based on users data.

- **Type: Achieve**

- **Source:** Elicitation problem #25, 29

- **Priority:** High

**Name:** Customize user reminder

- **Definition:** Automate users' calendar by user input.

- **Type:** Achieve

- **Source:** Elicitation problem #25, 29

- **Priority:** Medium

**Name:** Evaluate student's health status

- **Definition:** Evaluate student's mental health status to determine treatment and establish personalized plan.

- **Type:** Achieve

- **Source:** Elicitation problem #9, 10, 42

- **Priority:** High

**Name:** Collect manually collected data

- **Definition:** Users enter their self-generated reminders to help carry out their plans.

- **Type:** Achieve

- **Source:** Elicitation problem #29

- **Priority:** Medium

**Name:** Add events to calendar

- **Definition:** Users add their interested events and programs from the feed.

- **Type:** Achieve

- **Source:** Elicitation problem #29

- **Priority:** Low

**Name:** Assess online

- **Definition:** Users complete their assessment via online quizzes.

- **Type:** Achieve

- **Source:** Elicitation problem #10, 37, 42

- **Priority:** High

**Name:** Review by mental health professional

- **Definition:** The results of online assessments reviewed by mental health professionals to give diagnosis.

- **Type:** Achieve

- **Source:** Elicitation problem #26, 34, 41

- **Priority:** High
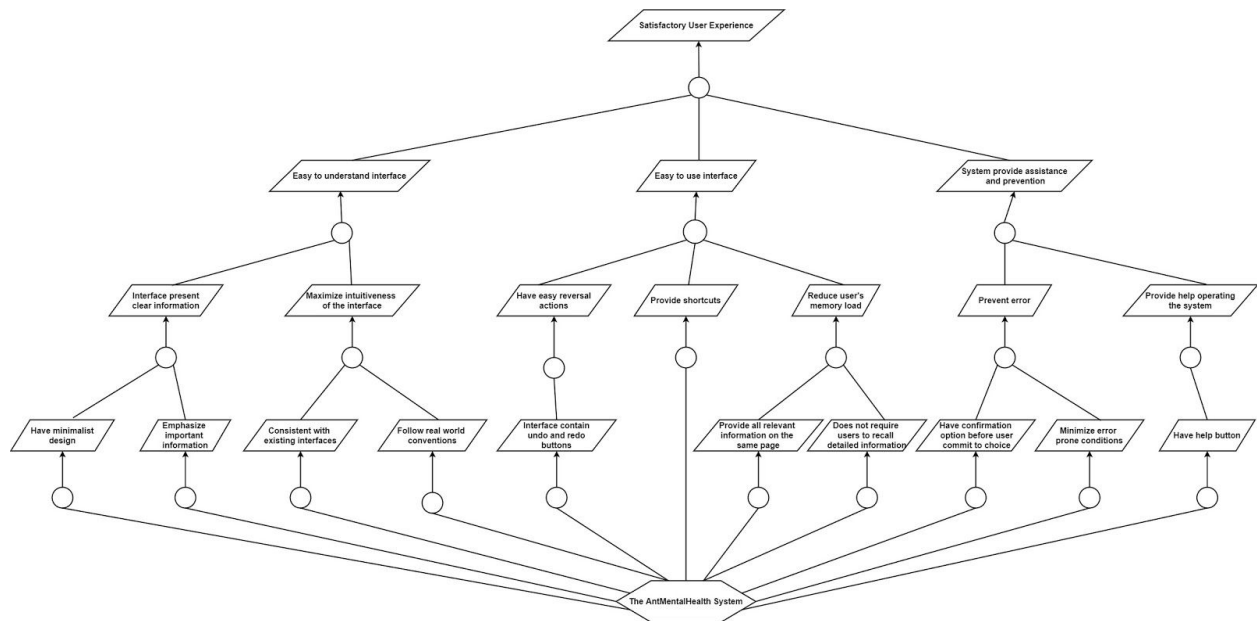


## Name: Satisfactory User Experience

- **Definition:** The system shall provide the user with a satisfactory experience while interacting with the interface.
- **Type:** Soft
- **Source:** Elicitation problem #35

**Name:** Easy to understand interface

- **Definition:** Information provided on the system's interface can be easily understood by the user in a timely manner.
- **Type:** Achieve

**Name:** Interface present clear information

- **Definition:** The system's interface shows information in a non-vague and confusing way that can be easily and quickly interpreted.
- **Type:** Achieve
- **Source:** Elicitation problem #36 and #37

**Name:** Have minimalist design

- **Definition:** The design of the system's interface is simple and objective without any complex elements.
- **Type:** Achieve
- **Source:** Elicitation problem #36 and #37

**Name:** Emphasize important information

- **Definition:** Important information and functions shall be emphasized on the system's interface by making it large in size, brighter in color, more centered on the page, etc.
- **Type:** Achieve
- **Source:** Elicitation problem #22

**Name:** Maximize intuitiveness of the interface

- **Definition:** Maximize the intuitiveness of the interface so users will know how to use the system naturally without previous experience.

- **Type:** Soft

- **Source:** Elicitation problem #3

**Name:** Consistent with existing interfaces

- **Definition:** The system's interface shall be consistent with pre-existing interfaces so users would inherently know how to use things through past experience.

- **Type:** Achieve

- **Source:** Elicitation problem #3

**Name:** Follow real world conventions

- **Definition:** The system's interface will present information in a natural and logical way complying with real-world conventions rather than in a system-oriented style.

- **Type:** Achieve

- **Source:** Elicitation problem #3

**Name:** Easy to use interface

- **Definition:** Users shall be able to operate any functions available on the system's interface without any difficulty.

- **Type:** Achieve

- **Source:** Elicitation problem #35

**Name:** Have easy reversal actions

- **Definition:** The system's interface shall allow the user to reverse their actions if they have the need to.

- **Type:** Achieve

- **Source:** Elicitation problem #35

**Name:** Interface contain undo and redo buttons

- **Definition:** The system's interface allows users to go back to their previous step and go forward in time to before they undid an action.

- **Type:** Achieve

- **Source:** Elicitation problem #35

**Name:** Provide shortcuts

- **Definition:** The system provides the user with a shorter alternative route to carry out functions.

- **Type:** Achieve

- **Source:** Elicitation problem #35

**Name:** Reduce user's memory load

- **Definition:** The system should avoid activities that require users to recall previous information that they are not super familiar with.

- **Type:** Avoid

- **Source:** Elicitation problem #14 and #15

**Name:** Provide all relevant information on the same page

- **Definition:** The system's interface should avoid requiring users to recall information from a different page to carry out an action on the current page.
- **Type:** Avoid
- **Source:** Elicitation problem #14 and #15

**Name:** Does not require users to recall detailed information

- **Definition:** The system should not require users to remember any detailed, non-intuitive information in order to carry out an action.
- **Type:** Avoid
- **Source:** Elicitation problem #14 and #15

**Name:** System provides assistance and prevention

- **Definition:** The system provides users assistance when operating issues come up and have ways to prevent users from making mistakes.
- **Type:** Achieve
- **Source:** Elicitation problem #32 and #23

**Name:** Prevent error

- **Definition:** The system avoids situations that may result in problems.
- **Type:** Avoid
- **Source:** Elicitation problem #23

**Name:** Have confirmation option before user commit to choice

- **Definition:** The system will have a pop-up that lets the user confirm their choice before carrying out the action. Example: Are you sure you want to make an appointment? Yes No
- **Type:** Achieve
- **Source:** Elicitation problem #23

**Name:** Minimize error prone conditions

- **Definition:** Minimizes the number of complex or vague conditions that may result in an issue or problem.
- **Type:** Soft
- **Source:** Elicitation problem #23

**Name:** Provide help operating the system

- **Definition:** The system shall provide users with assistance if any operating issues come up.
- **Type:** Achieve
- **Source:** Elicitation problem #32

**Name:** Have help button

- **Definition:** The system's interface has a help button that users can click on to ask for assistance when they run into any operating problems.

- **Type:** Achieve

- **Source:** Elicitation problem #32
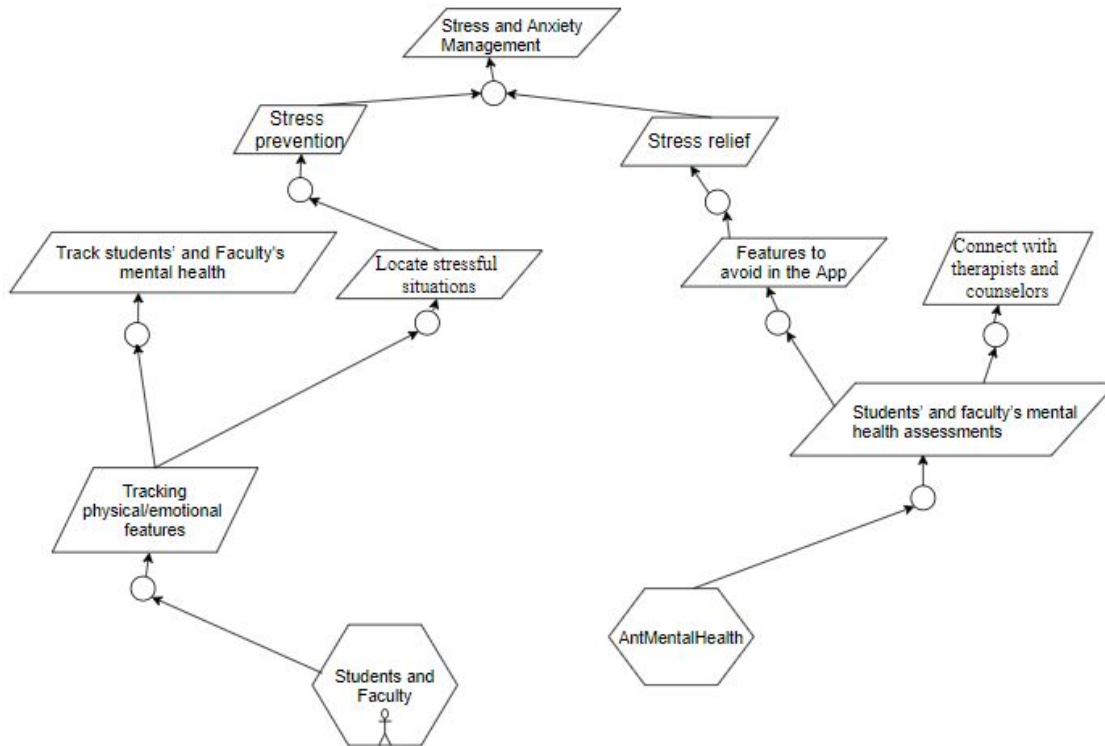


# Name: Stress and Anxiety Management

- **Definition:** MentalHealthApp intends to manage UCI students' and faculty's stress and anxiety.

- **Type:** Achieve

- **Source:** Question 5, 6, and 7 from elicitation

- **Priority:** High

**Name**: Stress prevention

- **Definitio**n: In order to efficiently take care of students' and faculty's mental health, MentalHealthApp intends to prevent any stress-producing situations for them.

- **Type**: Achieve

- Source: Questions 7 from elicitation

- Priority: Very High

**Name:** Stress relief

- **Definition:** If students and faculty have already in a stressful situation, the app will help to overcome the situations with things like breathing exercises, exercise suggestions, stress relief activities, books, or small games (from outside/3rd party sources) with to-do lost notifications (customized by user and/or doctors), stress relief advice or suggestions, reminders concerning scheduled or to-be-scheduled appointments)

- **Type**: Achieve

- **Source:** Questions 6 and 23 from elicitation

- **Priority:** Very High

**Name:** Features to avoid in the App

- **Definition:** Features within the app should avoid in order to get relief from mental distress such as Language, especially in advice or suggestions, should not be vague

- **Type:** Avoid

- **Source:** Questions 7 from elicitation

- **Priority:** Medium

**Name:** Locate stressful situations

- **Definition:** kinds of situations are you most likely to be stressed or anxious

- **Type:** Maintain

- **Source:** Question 5 from elicitation

- **Priority:** High


**Name**: Track students' mental health

- **Definition:** Assessments can be helpful in understanding what students may currently be stressed about or suffering from.

- **Type:** Achieve

- **Source:** Question 9  from elicitation

- **Priority:** High


**Name:** Students' and faculty's mental health assessments

- **Definition:** Administered online, with results being manually reviewed by a mental health professional. No automated mental health assessments will be available

- **Type:** Achieve

- **Source**: Question 10

- **Priority:** High


**Name:** Physical/emotional features do you see a user wanting to track

- **Definition:** Tracked daily (or as often as a user wants to fill in their journal): mood, stress level, work level, financial stress level, sleep quantity/quality

- **Type:** Soft

- **Source:** Question 15 from elicitation

- **Priority:** High

**Name:** UCI students and faculty seek to resolve mental issues

- **Definition:** The system will mainly resolve anxiety, stress, and depression.

- **Type:** Achieve

- **Source:** Question 35 from elicitation

- **Priority:** Very HIgh

**Name:** Connect with therapists and counselors

- **Definition:** Through online messaging (in text, audio, and audio+video form) or by scheduling an in-person appointment

- **Type:** Achieve

- **Source:** Question 34 from elicitation

- **Priority:** Very high
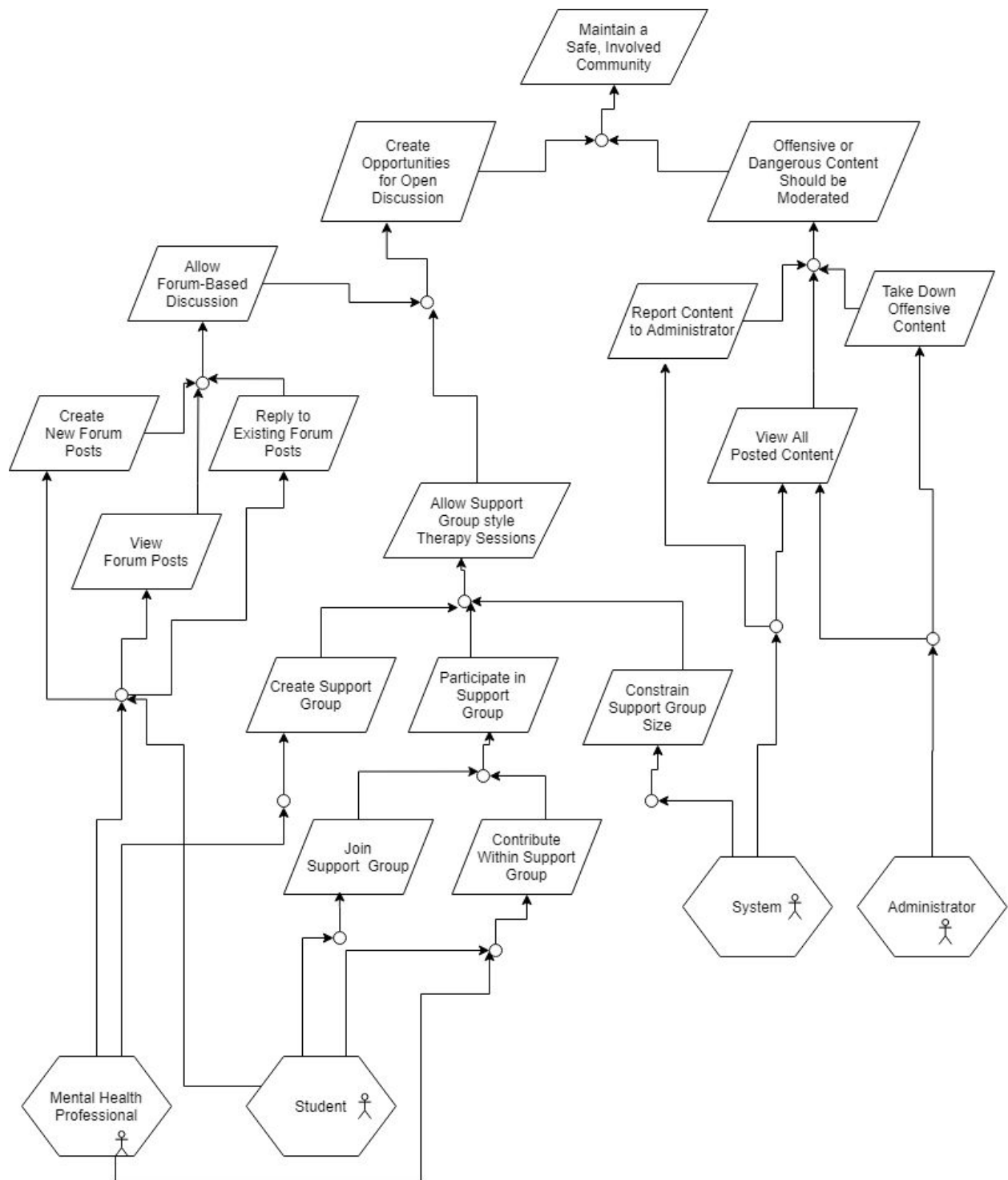
**Name:** Maintain a Safe, Involved Community

- **Type:** Behavioural, Maintain

- **Definition:** Create an online community that is both safe and easy for students to get involved in

- **Source:** Elicitation questions 16, 17, and 39

- **Priority:** Highest


**Name:** Create Opportunities for Open Discussion

- **Type:** Behavioural, Achieve

- **Definition:** Allow students to easily communicate with each other and relevant mental health professionals

- **Source:** Elicitation questions 16, 17, and 39

- **Priority:** Highest


**Name:** Offensive/Dangerous Content Should be Moderated

- **Type:** Soft

- **Definition:** Any posted content that raises red flags concerning an individual student's or other students' wellbeing should be directly handled

- **Source:** Elicitation question 33

- **Priority:** Highest


**Name:** Allow Forum-based Discussions

- **Type:** Behavioural, Achieve

- **Definition:** Create a discussion forum for students to publicly discuss issues or ask for advice

- **Source:** Elicitation questions 17,21,33,39

- **Priority:** High

**Name:** Allow Support-Group style Therapy Sessions

- **Type:** Behavioural, Achieve

- **Definition:** Support Group style therapy sessions are headed by mental health professionals for students to discuss topical mental health issues

- **Source:** Elicitation questions 16, 21,39

- **Priority:** High

**Name:** Create Forum New Posts

- **Type:** Behavioural, Achieve

- **Definition:** Create posts within the discussion forum, all organized by pre-existing topic

- **Source:** Elicitation questions 17,21,33,39

- **Priority:** High

**Name:** Reply to Existing Forum Posts

- **Type:** Behavioural, Achieve

- **Definition:** Reply to forum posts and replies that already exist

- **Source:** Elicitation questions 17,21,33,39

- **Priority:** High

**Name:** View Forum Posts

- **Type:** Behavioural, Achieve

- **Definition:** View all posts and replies in forum, sorted by pre-existing topic

- **Source:** Elicitation questions 17,21,33,39

- **Priority:** High

**Name:** View All Posted Content (Forums & Journals)

- **Type:** Behavioural, Achieve

- **Definition:** View all content posted by all users, including forum posts and personal journals

- **Source:** Elicitation questions 14, 15, 17,21,33,39

- **Priority:** High

**Name:** Report Content to Administrator

- **Type:** Behavioural, Achieve

- **Definition:** Automatically mark any content flagged as potentially concerning for manual reviewing by an administrator

- **Source:** Elicitation question 33

- **Priority:** Medium

**Name:** Take Down Offensive Content

- **Type:** Behavioural, Achieve

- **Definition**: Permanently remove any potentially harmful or offensive content

- **Source:** Elicitation question 33

- **Priority:** High


**Name:** Create Support Group

- **Type:** Behavioural, Achieve

- **Definition**: Start a support group therapy session, topic decided by leading mental health

  professional

- **Source:** Elicitation questions 16, 21,39

- **Priority:** High


**Name:** Participate in Support Group

- **Type:** Behavioural, Achieve

- **Definition:** Participate in support group style therapy session

- **Source:** Elicitation questions 16, 21,39

- **Priority:** High


**Name:** Join Support Group

- **Type:** Behavioural, Achieve

- **Definition:** Join an existing, currently open support group session

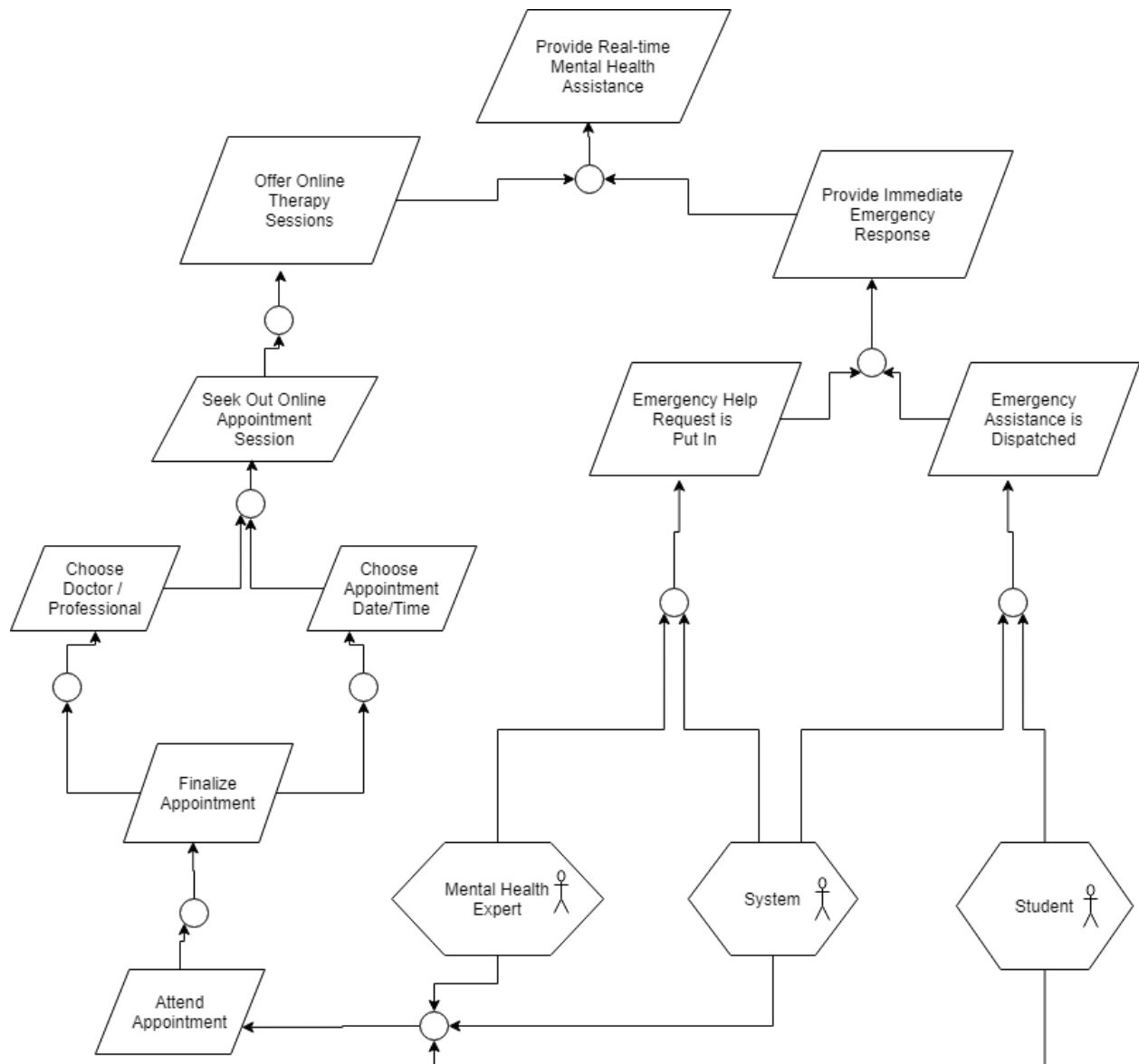- **Source:** Elicitation questions 16, 21,39

- **Priority:** High


**Name:** Contribute/Ask Questions Within Support Group

- **Type:** Behavioural, Achieve

- **Definition:** Contribute, either through text or audio, to the conversation within a support group

- **Source:** Elicitation questions 16, 21,39

- **Priority:** High


**Name**: Constrain Support Group Size

- **Type:** Behavioural, Maintain

- **Definition:** Prevent support group sizes from getting to large, with the maximum number of members being 10, including the leading mental health professional

- **Source:** Elicitation questions 39

- **Priority:** Medium

**Name:** Provide Real-time Mental Health Assistance

- **Type:** Behavioural, Achieve

- **Definition:** Users should have access to mental health assistance in real time through the

  app, at nearly any given time

● **Source:** Elicitation question 27

● **Priority:** Highest


**Name:** Offer Online Therapy Sessions

● **Type:** Behavioural, Achieve

● **Definition:** Users can receive therapy sessions or similar sessions with their chosen
  therapist through the system

● **Source:** Elicitation question 4

● **Priority:** High


**Name:** Provide Immediate Emergency Response

● **Type:** Behavioural, Achieve

● **Definition:** Users can immediately get access to an audience with an trained professional
  in emergency situations

● **Source:** Elicitation question 27

● **Priority:** High


**Name:** Seek Out Online Appointment Session

● **Type:** Behavioural, Achieve

● **Definition:** User decides to seek out a potential online therapy session

● Source: Elicitation question 4

● **Priority:** High

**Name:** Choose Doctor/Professional

- **Type:** Behavioural, Achieve

- **Definition:** User chooses a mental health professional/therapist that best addresses their worries from a list of provided professional profiles

- **Source:** Elicitation questions 3, 4

- **Priority:** High


**Name:** Choose Appointment Date/Time

- **Type:** Behavioural, Achieve

- **Definition:** User chooses a date and time for the appointment that works within the chosen doctor's free times and their own schedule

- **Source:** Elicitation question 3, 4

- **Priority:** High


**Name:** Finalize Appointment

- **Type:** Behavioural, Achieve

- **Definition:** User and professional both finalize appointment time and date

- **Source:** Elicitation question 3

- **Priority:** High


**Name:** Attend Appointment

- **Type:** Behavioural, Achieve

- **Definition:** User and professional log in at the same time and are able to host the therapy session through the system

- **Source:** Elicitation question 4

- **Priority**: High

**Name:** Emergency Help Request is Put In

- **Type:** Behavioural, Maintain

- **Definition:** User puts in a request for immediate emergency help, which is automatically prioritized by the system

- **Source:** Elicitation question 27

- **Priority:** High

**Name:** Emergency Assistance is Dispatched

- **Type:** Behavioural, Achieve

- **Definition:** A mental health professional, on call for all hours in case of emergency, is alerted to go in and meet the request for assistance

- **Source:** Elicitation question 27

- **Priority:** High