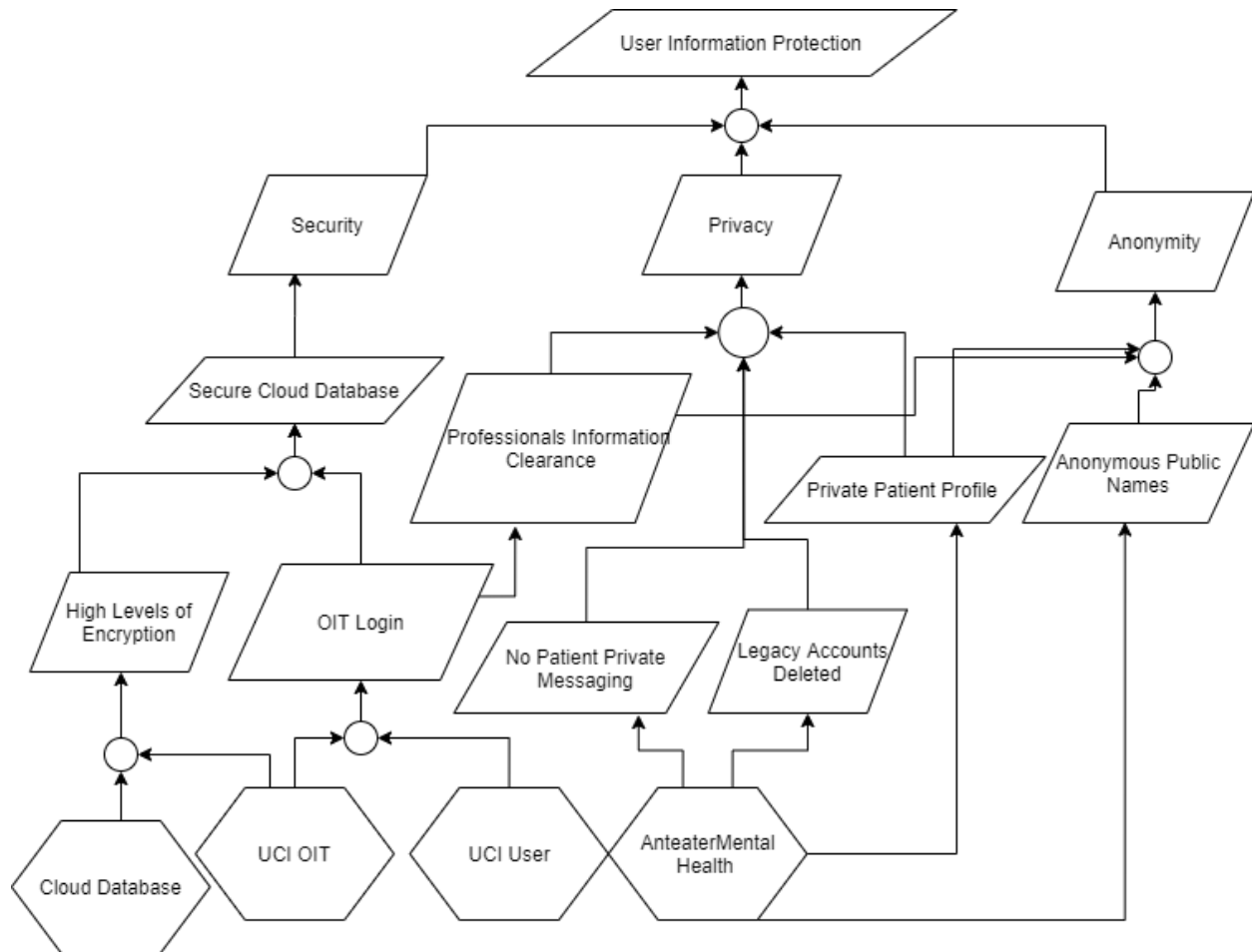


Goal-Oriented Analysis Model



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)

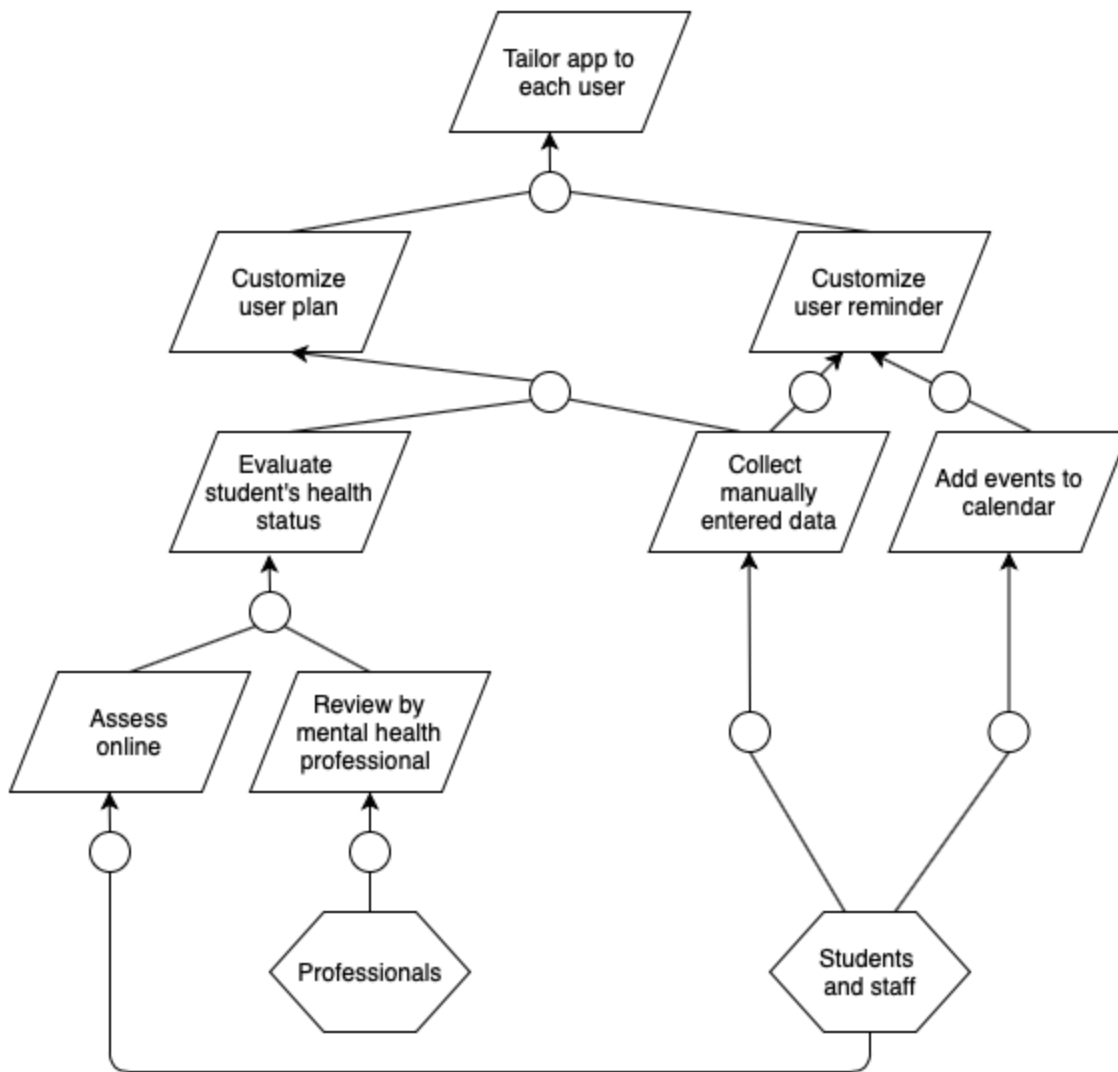
- **Source:** Questions 17a.,21a,31c

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

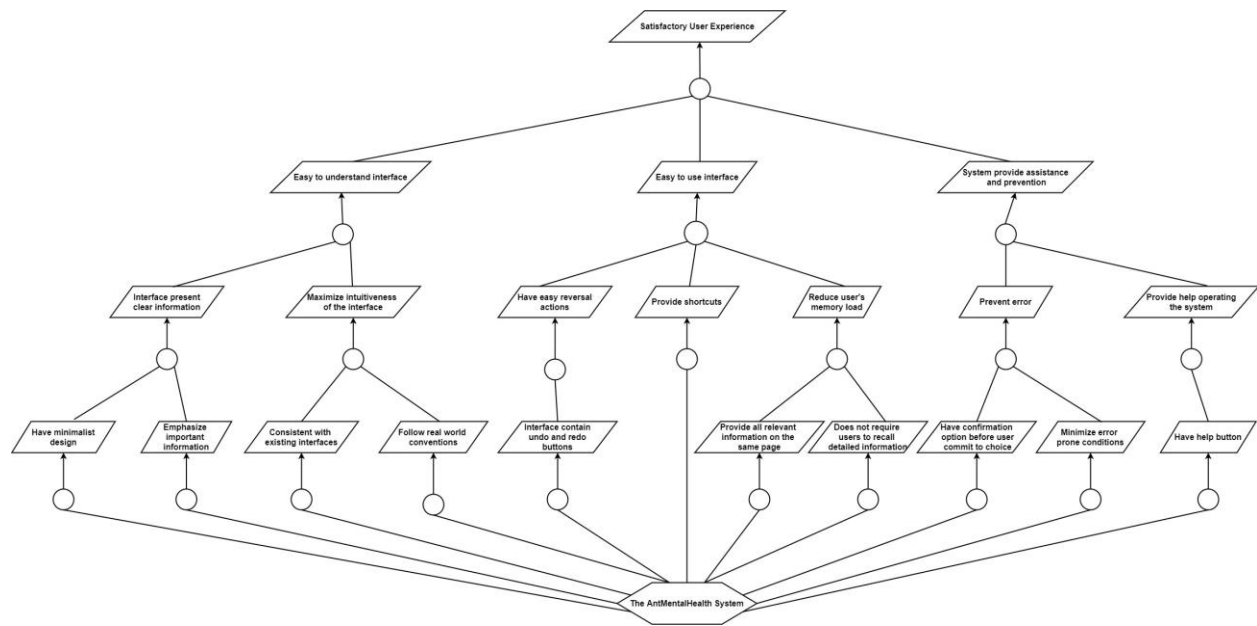
- **Definition:** Users add their interested events and programs from the feed.
- **Type:** Achieve
- **Source:** Elicitation problem #29
- **Priority:** Low

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
- **Source:** Elicitation problem #36 and #37

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

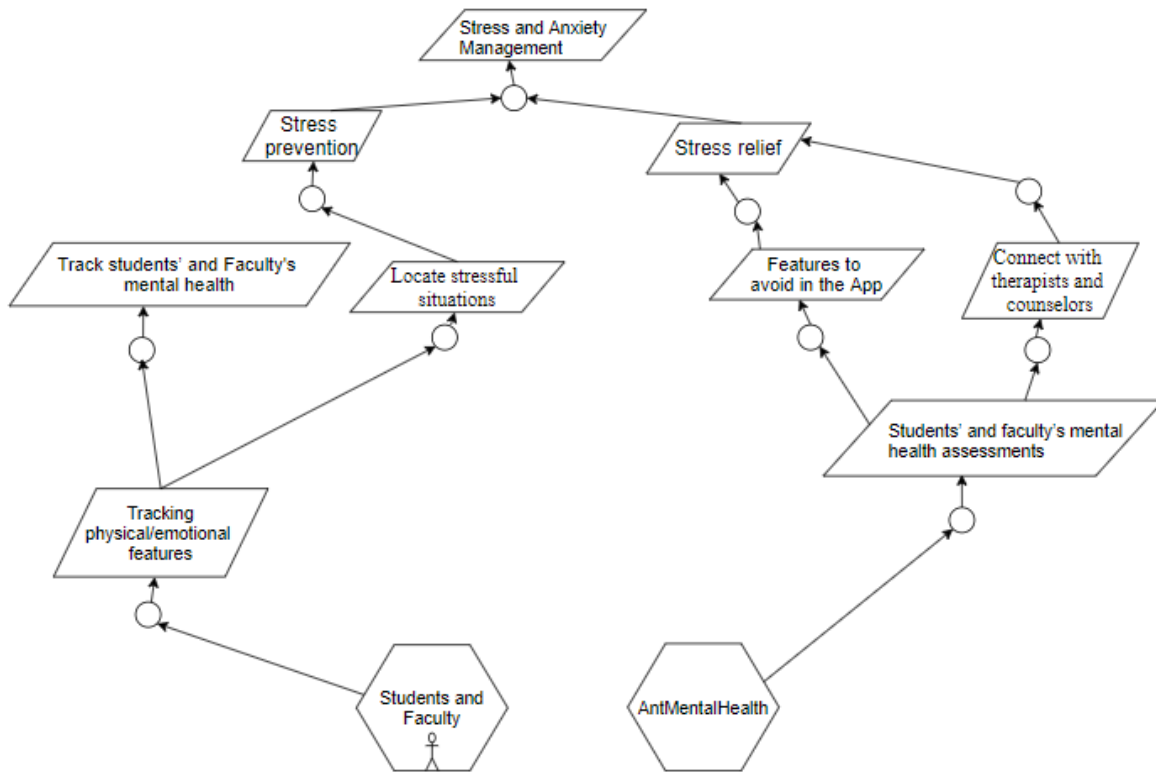
- **Definition:** Minimizes the number of complex or vague conditions that may result in an issue or problem.
- **Type:** Soft
- **Source:** Elicitation problem #23

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

- **Definition:** 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

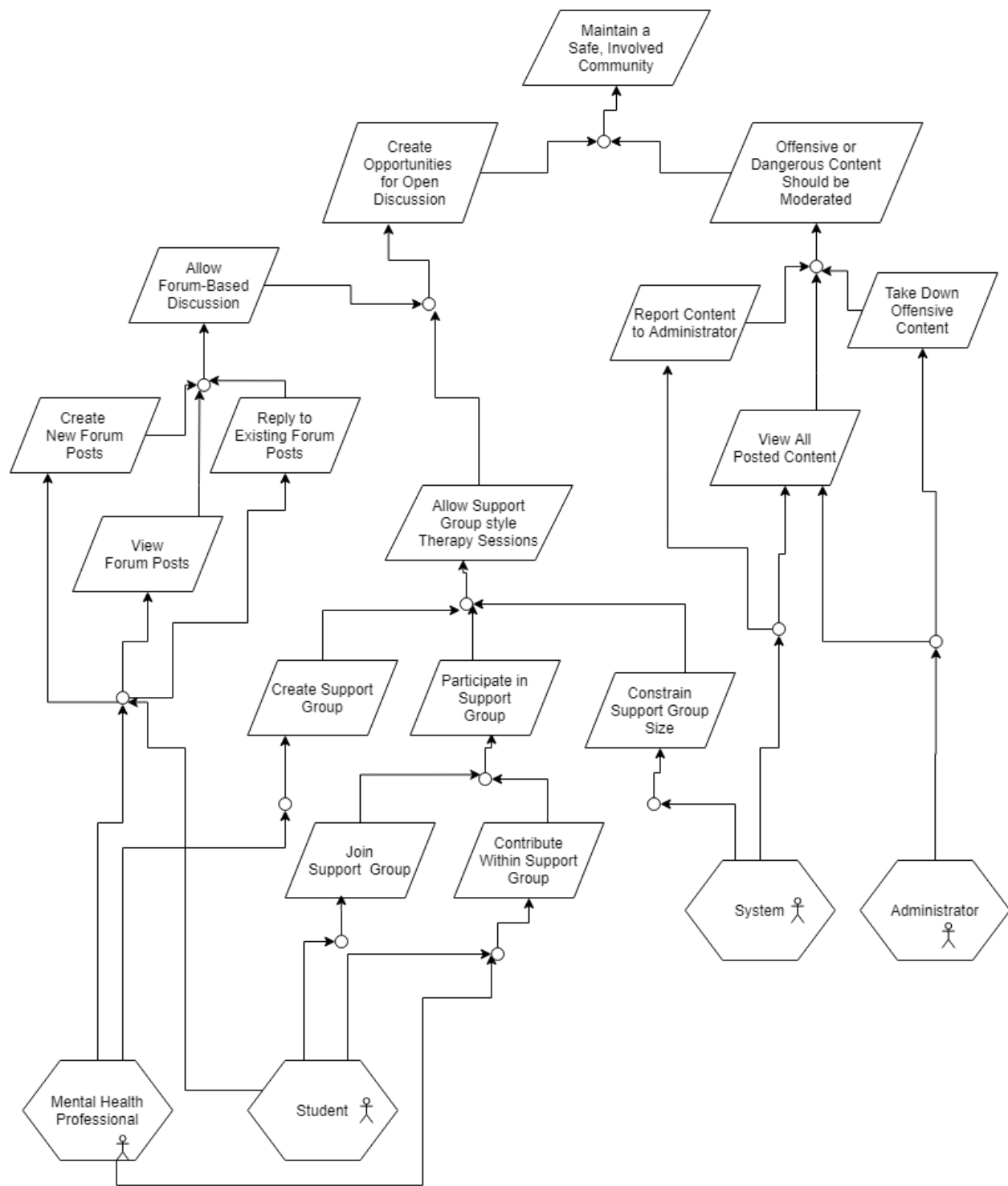
- **Definition:** Tracked daily (or as often as a user wants to fill in their journal): mood, stress level, work level, financial stress level, sleep quantity/quality
- **Type:** Soft
- **Source:** Question 15 from elicitation
- **Priority:** High

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

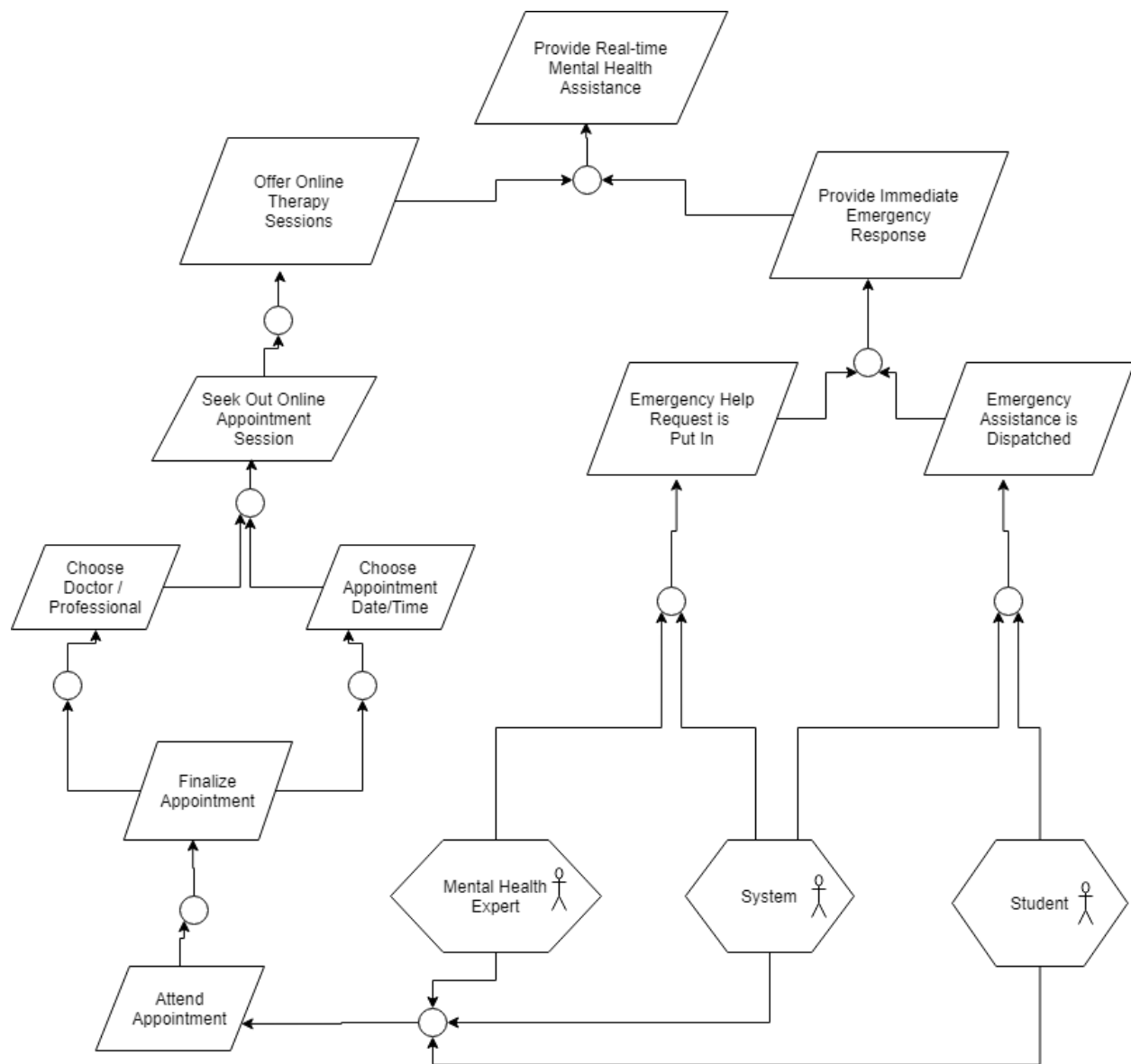
Name: Contribute/Ask Questions Within Support Group

- **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