

Usage Model:

Scenarios and Use Cases

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. Sazedra 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, and any thoughts they had during the day
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?

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- 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.

SCENARIOS

Scenario 1: Interacting within AntMentalHealth community

- By Feiyue Zhang
- Field Notes/Goal Model: Elicitation Question #39
- Scenario:
 - Mike is unsure about his mental health situation. He doesn't want to seek help from counselors because of social stigma, but he is bothered by something that happened to him recently. Mike feels scared and uncertain, so he is trying to find people like him to talk about it. Mike opens AntMentalHealth on his phone and browses the public forum, he finds out there are a lot of people from UCI talking about mental issues. Mike realizes there exist some people who have a similar syndrome as he does. As Mike reads more posts, he starts to feel a sense of community and inclusivity. Mike joins the discussion and shares his own feeling

and then makes an appointment for an online group session. Mike also notices there are relevant posts about mental health from his feed, which cover mental health events at UCI and useful tips about balancing college life and mental health status.

- Assumptions:
 - There is an available group session at the moment.
 - The public forum is active.
- Further Questions/Gaps:
 - Can users be anonymous in group sessions? Can users reach out to other anonymous users (e.g. private message)?

Scenario 2: Stress and Anxiety Relief and Prevention through AntMentalHealth

- By Sazeda Sultana
- Field Notes/Goal Model: Elicitation Question #5,6,7, and 23
 - Scenario - Stress Relief: During his school life, Sam has never got a “B” in his classes. He is a straight “A” student. He believes “B” stands for a bad grade, and he does not want that. He always tries his best to get the highest grade in a class. However, whenever test time appears, he grows an obsessive-compulsive disorder of not getting the perfect score on a test. Though he is over-prepared for tests, his anxiety makes him face a severe mental health issue. To get immediate help on this debilitating situation, his family recommends him using the AntMentalHealth app. By his UCINetID and password, he logs in to the app and asks for counseling therapy from medical health professionals. After talking to therapists, his stress and anxiety become under control.
 - Scenario - Stress Prevention: Sam discussed this issue with one of his professors Dr. Nancy Edel who is a UCI faculty. Nancy felt that Sam needed some support, not only in stress occurring situations but also to prevent the stress or anxiety ahead of time. She suggests Sam use AntMentalHealth regularly and follow the stress prevention activities that the app suggests. Following his professor’s suggestion, Sam uses the AntMentalHealth every day to be stress-free.
- Assumptions:
 - The app will monitor the mental health status of users. By knowing the users’ mental health situation, the app will offer stress prevention activities to stay calm.
- Further Questions/Gaps:

- Is it guaranteed that there will be plentiful mental health professionals available for students during a typical test time such as midterm or final?

Scenarios 3: Provide Real-time Mental Health Assistance

- By Tong Ge
- Field Notes/Goal Model: Elicitation Question #27.
 - How many steps would exist between a user and a professional therapist in the case of emergency situations?
 - 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.
- Scenario:
 - Allison is currently a freshman at UCI majoring in mechanical Engineering. For the past two weeks, Allison has been stressing about her 2 physics midterms tomorrow that are back to back. She tends to be extremely anxious, so she has not been getting proper sleep because of the fear of failing her classes. Last night, She and her roommate had an argument that resulted in them ignoring each other. Allison cannot keep her mind off of her argument with her roommate and is also extremely stressed and anxious about her upcoming midterms. While trying to focus on studying, Allison felt herself break and suddenly start crying. Her body starts shaking involuntarily and she has no idea what to do. She suddenly remembers she has the AntMentalHealth application downloaded on her phone. Allison reaches for her phone and opens AntMentalHealth. She then taps the emergency contact button on the front page. After a few minutes, a mental health expert was able to speak with her. They talk about what issues she has been having and what things may be able to help her situation. The mental health expert also sets up an appointment to counsel her in person. Allison feels slightly better after speaking with a professional and follows suggestions that the expert gave. She was able to calm her condition and feel better about herself after.
- Assumptions:
 - Experts will be able to respond in a timely manner to emergency contacts
 - Students will know where to find the emergency contact button
 - Students will have the patience to wait for a response from an expert
 - Students will listen to medical professional's advice over the phone
 - Experts will be able to identify the student's issues and provide adequate help immediately
- Further Questions/Gaps:
 - What times are medical professionals available to assist students in need?

Scenario 4: Keep a Daily Mental Health Journal

- By Mia Vu
- Field Notes/Goal Model: Elicitation Questions 14, 15, and 22
- Scenario:
 - Virginia, a Computer Engineering student, has recently been feeling extremely overwhelmed by her day-to-day life. Because of her exhaustion, she very easily becomes unmotivated and has trouble keeping track of all of her tasks and upcoming due dates. Her life and thoughts have become very unorganized when she is introduced to ZotMentalHealth, which has a journal function.
 - Virginia familiarizes herself with the app, learning more about the journaling function that is available to her. It is simple and unstressful for her to fill in, and she begins ending each of her nights by reviewing everything she felt or accomplished during the day.
 - With all these past records of actions that previously led to her having extremely stressful days, Virginia is able to start actively changing the way she approaches her tasks and using her journal to think about how she imagines her next day going.
 - As a result, Virginia starts to become more organized and aware of her habits, being able to fix ones that lead to poor mental health situations and to continue planning forward and sticking to behaviors that make her life more organized and stress-free.
- Assumptions:
 - Users are familiar with and uses the ZotMentalHealth app on a regular basis.
 - The ZotMentalHealth journal function is easy to use, providing little to no frustration for the user.
 - User honestly records thoughts, feelings, actions, etc. into the journal
- Further Questions/Gaps:
 - Are there any features that remind the user to do a daily journal entry? Should there be?

Scenarios 5: User Information Protection

- By Tyler Mun
- Field Notes/Goal Model: Elicitation Questions 17,21,31,39,45
- Scenario:
 - John Smith is a 2nd-year student at UCI that has been feeling stressed and unmotivated the past few weeks resulting in a drop in his grades and social life. Unsure of how to deal with this problem, he tries the AntMental Health App to

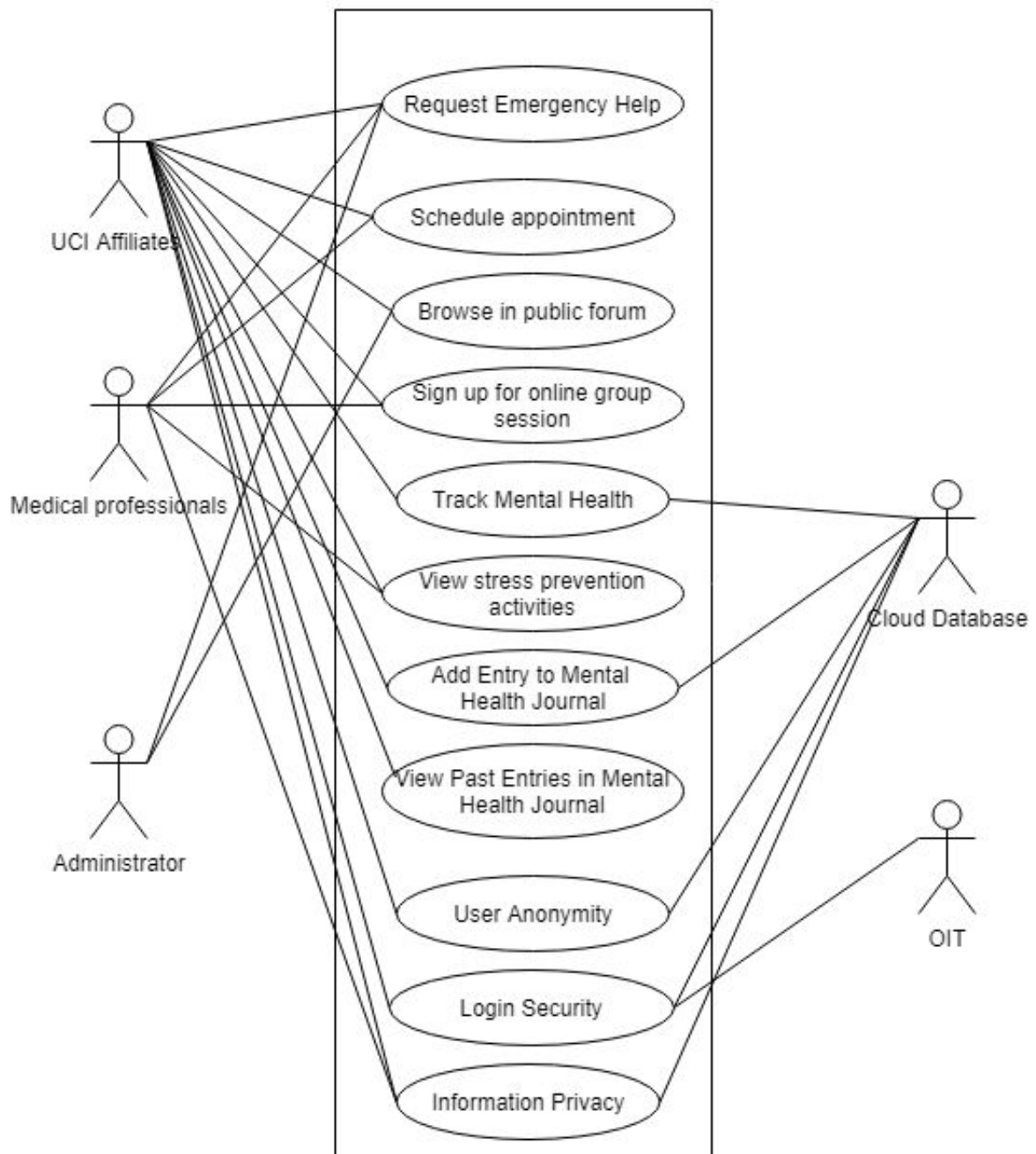
help him get back on track. Logging into the app using his UCI login credentials which are then verified by OIT, John is welcomed into the app and has his own personal account. This account is linked to his UCI account and as such has access to John's records. John first decides to fill in some evaluation questions such as how stressed on a scale 1-10 he is feeling, what foods has he been craving lately, etc. This information is then logged into his account info and is safely secured in a cloud database.

- John then chooses to seek some public help groups as he is still feeling too nervous to have a one on one session just yet. John is then given an anonymous profile name(Antler01) and joins a public group that is running in 10 minutes. When the meeting starts, John joins a chat room in the app that has several other anonymous users along with one mental health professional overseeing the group. An anonymous user talks about their personal problems free of any worries of being recognized such as their drinking problems or recent violent outbreaks. John also begins to tell others of his recent concerns and begins his process of venting about the overwhelming stresses of his current workload as well as his current motivation problem.
- John realizes that he did feel better these past few days and took up some of the advice he got from the chat room such as going to sleep earlier, but is still feeling down, so he schedules an online appointment with a mental health professional. After selecting Dr. Hopkin, one of UCI affiliated therapists, John signs one of her available meeting hours which is to be the next day at 5pm as he is a part of the UCI insurance plan that covers medical counseling. At 5pm, John is on the app and has chosen to converse with the therapist over text chat. Entering the chat room with Dr.Hopkin, John proceeds to explain his current concerns and Dr.Hopkins both listens and asks questions here and there, while examining the evaluation results affiliated with John's account after being given permission to access his records to respect Johns right of privacy. Dr. Hopkins then works with John to produce a more healthy lifestyle for his mind, advising him to lessen his current workload, take some time every day to do some yoga or relaxing activity, maintain a regular and consistent sleep schedule, etc.
- Assumptions
 - Details regarding how to join public help groups are ambiguous. One can join by schedule, but if one can join an upcoming or live one on short notice are vague.
 - How mental evaluations are administered, how they are formatted, what kinds of questions, can the user decide what subject of questions to ignore or focus on are currently all assumptions.
 - Assumed that options like 1-10 scales are available answers to questions.

- Assumptions included that diet and sleep are factors to improving mental health, and that public help groups can give helpful advice to patients.
- Further Questions/Gaps:
 - Because we have not interviewed mental health professionals, we are unsure of the actual words of advice they may give and the possible plans or methods they may use to aid patients.

USE CASE DIAGRAM

AntMentalHealth



USE CASE DESCRIPTIONS

Use Case Name	Create an Entry in Mental Health Journal
Author	Mia Vu
Priority	High
Source	The use case is derived from information in elicitation questions 14, 15, and 22.
Short Description	Users can create personal journal entries in the app as often as they prefer, with each new entry being automatically dated and timestamped. They can record things such as mood, stress level, work level, financial stress level, and sleep quantity/quality on a scale provided by the app, as well as any written thoughts they had during the day.
Goal(s)	To help the user better manage their stress level and thoughts during the day and better organize themselves and their emotions.
Primary Actor	User
Secondary Actors	None
Preconditions	<ul style="list-style-type: none"> • User must have an AntMentalHealth account • User is logged into their AntMentalHealth account • User has internet connection
Success End Condition	The user has added another entry to their journal, as detailed as they want it to be.
Failed End Condition	The journal entry is not added to the user's journal in its entirety. Part or all of it may be missing.
Trigger	The user opens up the Journal tab in their app and clicks on a button that allows them to begin writing a new entry.
Basic Flow	<ul style="list-style-type: none"> • User clicks on a button that opens up a blank journal entry template • User fills in whatever journal fields they want to, including mood, stress level, work level, financial stress level, and sleep quality/quantity. • User adds any written notes or thoughts they had during the day that they want to record.

	<ul style="list-style-type: none"> • User saves the entry to the app.
Alternative Flows	<ul style="list-style-type: none"> • User clicks on a button that opens up a blank journal entry template • User fills in whatever fields they want to, including the ones previously listed in the Basic Flow • User adds any written notes or thoughts they had during the day • User attempts to save the entry to the journal, but has no internet connection • The app saves the drafted journal entry to be saved to the user's journal history once they have internet connection
Exception Flows	<ul style="list-style-type: none"> • User clicks on a button that opens up a blank journal entry template • The user's log-in session has timed out, and the app redirects to a log-in page, prompting the user to sign in again • Once the user signs in, they have returned to step 2 of the Basic Flow.
Relationship to other use cases	This use case is required in order for the use case "View Past Entries in Mental Health Journal" to exist.
Supplementary Information	None.
Open Issues	None.

Use Case Name	View Past Entries in Mental Health Journal
Author	Mia Vu
Priority	High
Source	The use case is derived from information in elicitation questions 14, 15, and 22.
Short Description	Users can view all past journal entries saved to the app. Journal entries can be searched by date/time and require internet access to be able to look back through.
Goal(s)	To allow the user to look back at previous journal entries and review changes in their mood, quality of life, and other related and

	recorded topics.
Primary Actor	User
Secondary Actors	None
Preconditions	<ul style="list-style-type: none"> • User has an AntMentalHealth Account • User is logged into their AntMentalHealth account • User has internet connection
Success End Condition	User is able to view the past journal entry of their choosing
Failed End Condition	<ul style="list-style-type: none"> • User is unable to load the past journal entry of their choosing and cannot view its contents. • User is unable to find the past journal entry of their choosing
Trigger	User selects the tab that opens up their collection of past journal entries and chooses the one they want to view
Basic Flow	<ul style="list-style-type: none"> • User opens up the tab that holds their collection of past journal entries • User scrolls back in time to find the entry they want to view • User clicks on the journal entry and reads back its contents
Alternative Flows	<ul style="list-style-type: none"> • User opens up the tab that holds their collection of past journal entries • User uses the limited search function to look for a certain date/range of dates from when they want to view entries • User clicks on the journal entry and reads back its contents
Exception Flows	<ul style="list-style-type: none"> • User attempts to open up the tab that holds the collection of past journal entries • The app is unable to load the journal entries due to lack of internet connection • The app waits until the user has internet connection again, and then is able to display the user's collection of past journal entries. • The user is directed back to step 2 of the Basic Flow
Relationship to other use cases	This use case required the use case "Create an Entry in Mental Health Journal" to be completed at least once in order for there to be previous journal entries that the user can view
Supplementary	None.

Information	
Open Issues	None.

Use Case Name	Request Emergency Help
Author	Tong Ge
Priority	High
Source	The use case is derived from information in elicitation question #27.
Short Description	This use case allows users to get immediate access to assistance with a trained professional in emergency situations.
Goal(s)	This use case helps satisfy our goal of providing the user with real-time mental health assistance because it makes help accessible to users right away upon contact.
Primary Actor	UCI affiliates and medical professionals
Secondary Actors	Administrators and other UCI affiliates
Preconditions	<ul style="list-style-type: none"> • User has AntMentalHealth downloaded • User is logged in • User has adequate internet connection
Success End Condition	The user is in contact with a medical professional in a timely manner.
Failed End Condition	The system fails to connect to medical professionals.
Trigger	The user selects the Emergency contact button on the front page.
Basic Flow	<ol style="list-style-type: none"> 1. Opens AntMentalHealth 2. enters the UCInetID and password 3. Tap on “Emergency Contact” button on the front page 4. Wait for response from medical professionals 5. Speak to a medical professional
Alternative Flows	<ol style="list-style-type: none"> 1. Opens AntMentalHealth 2. User is already logged on 3. Tap on “Emergency Contact” button on the front page

	<ol style="list-style-type: none"> 4. Wait for response from medical professionals 5. Speak to a medical professional
Exception Flows	<ol style="list-style-type: none"> 1. Opens AntMentalHealth 2. User is already logged on 3. Tap on “Emergency Contact” button on the front page 4. Wait for response from medical professionals <ol style="list-style-type: none"> a. System fails to connect to medical professionals b. No medical professional is available to answer
Relationship to other use cases	None
Supplementary Information	None
Open Issues	None

Use Case Name	Schedule appointment
Author	Tong Ge
Priority	High
Source	The use case is derived from information in elicitation question #3, 4, 34, and 40.
Short Description	This use case is for users to schedule physical/in-person appointments, online individual appointments, and online group therapy appointments.
Goal(s)	This use case helps satisfy our goal of stress and anxiety management by connecting them with medical professionals for mental health assistance through appointments. It also helps satisfy our goal of providing the user with real-time mental health assistance because it allows users to seek out meetings with professionals at their own availability and need.
Primary Actor	UCI affiliates, administrators, and medical professionals
Secondary Actors	and other UCI affiliates
Preconditions	<ul style="list-style-type: none"> ● User has AntMentalHealth downloaded ● User is logged in ● User has adequate internet connection

Success End Condition	A confirmation message is sent to the user with the scheduled time, place, and with which medical professional.
Failed End Condition	The system fails to process the schedule request.
Trigger	The user selects the Schedule Appointment button on the front page.
Basic Flow	<ol style="list-style-type: none"> 1. Tap on the “Schedule Appointment” button on the front page 2. Select the “In-person Appointment” option 3. Choose a date 4. View medical professionals’ profile with things like their contact info, ratings, reviews, availability, location, etc. 5. Choose a specialist 6. Choose a time from the list of times available next to the specialist’s profile 7. Confirm the date, time, and specialist of the appointment. 8. Receive a confirmation message with the scheduled time, place, and specialist’s name.
Alternative Flows	<ol style="list-style-type: none"> 1. Tap on the “Schedule Appointment” button on the front page 2. Select the “In-person Appointment” option <ol style="list-style-type: none"> a. Select the “Online Group Session” option b. Select the “Online Individual Appointment” option 3. Choose a date <ol style="list-style-type: none"> a. Choose a specialization 4. View medical professionals’ profile with things like their contact info, ratings, reviews, availability, location, etc. 5. Choose a specialist 6. Choose a date and time from the list of times available next to the specialist’s profile. 7. Confirm the date, time, and specialist of the appointment. 8. Receive a confirmation message with the scheduled time, place, and specialist’s name.
Exception Flows	<ol style="list-style-type: none"> 1. Tap on the “Schedule Appointment” button on the front page 2. Choose a date 3. View medical professionals’ profile with things like their contact info, ratings, reviews, availability, location, etc. 4. Choose a specialist 5. Choose a time from the list of times available next to the

	specialist's profile 6. Confirm the date, time, and specialist of the appointment. 7. System fails to process the schedule request. An error message is sent to the user.
Relationship to other use cases	The Sign up for online group session use case utilizes this use case to schedule for the online group session.
Supplementary Information	When a user chooses a date, availability for schedule time two days before and after are also shown.
Open Issues	None

Use Case Name	Browse in public forum
Author	Feiyue Zhang
Priority	Medium
Source	Elicitation Question #39
Short Description	Users can share their student life and talk about mental health issues within this exclusive UCI community.
Goal(s)	This use case will help users to communicate with other AntMentalHealth users.
Primary Actor	UCI students and staff
Secondary Actors	None
Preconditions	Users must have an active account. The forum is normally operated (not under maintenance).
Success End Condition	Users will be able to view and DM other users.
Failed End Condition	Users will be blocked from accessing the forum.
Trigger	Clicking on the "Public Forum" button in the AntrMentalHealth home page.
Basic Flow	1. The user clicks on the "Public Forum" button. 2. Public forum home page pops up to the user.

	<ol style="list-style-type: none"> 3. The user is free to browse all the posts. 4. The user can DM other users if they wish.
Alternative Flows	<ol style="list-style-type: none"> 1. The user clicks on the “Public Forum” button. 2. The app asks the user to log in first. 3. The user inputs correct username and password. 4. Public forum home page pops up to the user. 5. The user is free to browse all the posts. 6. The user can DM other users if they wish.
Exception Flows	<ol style="list-style-type: none"> 1. The user clicks on the “Public Forum” button. 2. The maintenance info popped up to the user. 3. The user clicks on “OK”. 4. The user is directed to the previous page.
Relationship to other use cases	None
Supplementary Information	None
Open Issues	None

Use Case Name	Sign up for online group session
Author	Feiyue Zhang
Priority	Low
Source	Elicitation Question #38, 39, 40
Short Description	An alternative way to improve mental health status in the process of the treatment.
Goal(s)	This use case is to let users correctly sign up for the session they want to attend.
Primary Actor	UCI students and staff
Secondary Actors	None
Preconditions	Users must have an active account. There are available online group sessions.
Success End	Users successfully reserve an online group session and get a

Condition	confirmation email.
Failed End Condition	Users cannot get to the step of viewing the session time table and then will be directed back to the previous page.
Trigger	Clicking on the “Schedule Appointment” tab in the AntrMentalHealth home page.
Basic Flow	<ol style="list-style-type: none"> 1. The user navigates through the “Schedule Appointment” tab. 2. The user clicks on the “Online group session” option. 3. The user chooses an available section they wish to attend. 4. The user receives a confirmation email after the system has gone through the user's request.
Alternative Flows	<ol style="list-style-type: none"> 1. The user is recommended by a counselor to attend online group sessions. 2. The user is given a link in the chat with the counselor. 3. The user clicks on the link and is directed to the sign up page. 4. The user chooses an available section they wish to attend. 5. The user receives a confirmation message after the system has gone through the user's request.
Exception Flows	<ol style="list-style-type: none"> 1. The user navigates through the “Schedule Appointment” tab. 2. The user clicks on the “Online group session” option. 3. There is no more available section at the moment. 4. The user clicks on “Go back”. 5. The user is directed to the previous page.
Relationship to other use cases	This use case uses the schedule appointment use case to operate.
Supplementary Information	None
Open Issues	None

Use Case Name	View Stress Prevention Activities
Author	Sazeda

Priority	Very High
Source	Questions 6 and 23 from elicitation
Short Description	As a preventive method, users will view all stress preventing activities in a regular basis.
Goal(s)	Prevent any stressful situations.
Primary Actor	UCI student, faculty
Secondary Actors	Mental Health professionals
Preconditions	Students and faculty must have their active account to log in to AntMentalHealth app.
Success End Condition	Students and students will be successfully live their life without any stress occurring symptoms.
Failed End Condition	None
Trigger	Clicking on the “calming activities to do” button in the AntMentalHealth home page.
Basic Flow	<ol style="list-style-type: none"> 1. Students or faculty will log into their account. 2. They will manually view any calming activities that the app offers.
Alternative Flows	<ol style="list-style-type: none"> 1. Students or faculty will set notification regarding activities in the app. 2. Then, students or faculty will log into their account. 3. They will view the new calming activities that the app is offering.
Exception Flows	None
Relationship to other use cases	Users can track mental health, and following the record they can the appropriate stress prevention activities.
Supplementary Information	Activities suggested to prevent stress or anxiety is never intended for stress relief which means a stressful situation has already occurred and therefore a relief through mental health professional is suggested.
Open Issues	None

Use Case Name	Track Mental Health
Author	Sazeda
Priority	High
Source	Question 9 and 15 from elicitation
Short Description	Students and faculty will track daily (or as often as a user wants to fill in their journal): mood, stress level, work level, financial stress level, sleep quantity/quality.
Goal(s)	User will be able to know physical/emotional features that causes stress and anxiety.
Primary Actor	UCI student and faculty
Secondary Actors	None
Preconditions	Students and faculty must have their active account to log in to AntMentalHealth app.
Success End Condition	Users will be able to prevent stress occurring situations to happen.
Failed End Condition	None
Trigger	Clicking on the “Track Your Mental Health” button in the AntMentalHealth home page.
Basic Flow	<ol style="list-style-type: none"> 1. Students or faculty will log into their account. 2. They will manually view their mental health record.
Alternative Flows	<ol style="list-style-type: none"> 1. Students or faculty will log into their account. 2. They will access their Mental Health Journal.
Exception Flows	None
Relationship to other use cases	As an alternative option to track mental health record, users will maintain Mental Health Journal and get access to it.
Supplementary	None

Information	
Open Issues	None

Use Case Name	Login Security
Author	Tyler Mun
Priority	High
Source	Elicitation Question 31
Short Description	Login authentication is administered by OIT.
Goal(s)	Users should be ensured that their account and information are secure and protected from others.
Primary Actor	User-UCI Affiliates
Secondary Actors	OIT, Cloud Database
Preconditions	<ul style="list-style-type: none"> • User has AntMentalHealth downloaded • User has a UCI login • User is logged in • User has adequate internet connection
Success End Condition	User accounts can be safely logged in, and information is protected from invaders.
Failed End Condition	Hackers gain access to user information.
Trigger	Login page of the application.
Basic Flow	Users will login in the app, which will then be verified by OIT.
Alternative Flows	Users save their login ID and password and quickly login to the app through OIT.
Exception Flows	User logs in the app through OIT but inputs wrong ID or password, is redirected to login page.
Relationship to other use cases	Login verification is the beginning to using the app, and is critical to enable users to seek the proper care they need.

Supplementary Information	None
Open Issues	None

Use Case Name	User Anonymity
Author	Tyler Mun
Priority	Medium
Source	Elicitation Question 17,21
Short Description	Users when using the public help groups or forums should be given the option to maintain an anonymous profile so as to not be recognized and judged by peers. Anonymous users are given a random public profile name as a result.
Goal(s)	Users should be able to maintain anonymity at their own discretion and be unrecognizable by other users.
Primary Actor	Users/UCI Affiliate
Secondary Actors	Other UCI Affiliates/Users, Cloud Database
Preconditions	<ul style="list-style-type: none"> • User has AntMentalHealth downloaded • User has a UCI login • User is logged in • User has adequate internet connection • User Wishes to be Anonymous
Success End Condition	Other users are unable to associate an anonymous user with their real identity.
Failed End Condition	A user is able to identify an anonymous user's real identity.
Trigger	User clicks on the option to remain anonymous.
Basic Flow	User decides to interact publicly, and chooses to do so anonymously by adjusting their profile settings and show a random public profile name while anonymous.
Alternative Flows	User interacts publicly then wants to be anonymous and turns on anonymity after already having public interaction in which case all

	future messages or posts are under a new pseudonym.
Exception Flows	User does not wish to be anonymous, and turns off the anonymity settings.
Relationship to other use cases	When users are interacting publicly(public help groups, public forums) anonymity can be intertwined with user experience.
Supplementary Information	Anonymous name generation must be carefully crafted so as to give safe, random, and neutral names to users.
Open Issues	None.

Use Case Name	User Information Privacy
Author	Tyler Mun
Priority	High
Source	Elicitation Question 31.
Short Description	Users should be given power over the privacy of their information, this includes who can view it and use it.
Goal(s)	Mental health professionals must be given permission to access user patient information.
Primary Actor	User-UCI Affiliates/Patients
Secondary Actors	User-UCI Affiliates/Professionals, CloudDatabase.
Preconditions	<ul style="list-style-type: none"> • User has AntMentalHealth downloaded • User has a UCI login • User is logged in • User has adequate internet connection • User uses the app to interact with mental health professionals
Success End Condition	Users are given a choice over which professionals can view their information.
Failed End Condition	Any professional or a non professional can view a patient's information.
Trigger	When scheduling a meeting/appointment with professional, user is then given a choice over the privacy of their information.

Basic Flow	User logs in to the application, wishes to schedule a meeting with a therapist, and sets the setting of how much the therapist can see of user's profile information'].
Alternative Flows	User logs in to the applications, schedules a meeting with a therapist, and sets it so that the therapist can only see their name, but decides later to set it so that they can see their medical records as well.
Exception Flows	User logs in to the applications, schedules a meeting, but gives the professional too much information and wishes to retract their profile permission. As such the professional will no longer have access to the excess information, but may have already read it.
Relationship to other use cases	Interacting with mental health professionals involves information regarding the patient and in this way, the user has some control over the flow of the information which can be a key factor in user interactions and experience regarding contact with professionals.
Supplementary Information	None
Open Issues	If a patient gives too much information permission in the beginning to a professional, after changing the settings the professional will no longer have access to the excess information, but may have already read it.