

UXR - Users Findings

User Demographics

- 12 interviewees
 - 9 used CBT, 3 used MI
- Ages 18-21
- College students in California, USA

Note: “Sunny” is the name that is used for the chat prompts when users want to address the person they are speaking to.

Findings

1. Sunny is positive and supportive. It gives users the space to speak freely and without judgment.
 - a. Users felt validated by Sunny’s language.
 - b. Sunny was unbiased and non-judgmental.
2. Sunny’s personality is similar to a mentor figure.
 - a. This was received positively, as they believed Sunny had credibility.
3. Users with experience with other online mental health platforms had a comparatively positive experience with Sunny.
4. Overall, users had a neutral to positive experience with Sunny.
 - a. Neutral: Some users felt a mild connection/familiarity with Sunny, while others felt a slight disconnect.
5. Users agreed that Sunny sometimes asked too many questions at once.
 - a. Some users noted they would like shorter, more genuine responses from Sunny.
6. Sunny sometimes went off topic from the current conversation, confusing users and making them feel unheard.
7. Users felt that Sunny could be more playful and lighthearted in their interactions.

What did users think about their experiences with Sunny?

Sunny’s effectiveness in meeting users’ needs depended on the specificity of their problems. Users with more precise and tangible issues were more likely to receive beneficial advice. Adjacent to this, they felt significantly more positive about their experiences and were eager to use Sunny again. For instance, one user expressed being overworked at their first job and hesitated on changing jobs due to their lack of experience. They felt overwhelmingly relieved after speaking to Sunny, and they said it had actually helped

them with their problem. On the other hand, users with more nebulous issues and a generally skeptical attitude expressed a more neutral stance toward Sunny. Overall, users seeking practical solutions found their experiences with Sunny more fulfilling compared to those with less defined needs.

How can we adjust the existing CBT and MI prompts?

- Although the current prompts specify responding with “1-3 sentences,” they can be adjusted by specifying a maximum word count or avoiding paragraphs.
- We can limit the amount of questions that they send to the user at once (e.g. maximum of 2).
- Users noted that Sunny sometimes veered topics. We can add additional reminders to keep them on topic.
- Users preferred a more playful, lighthearted style, as it would make Sunny appear more genuine and less “robotic.” Though, this may not be appropriate for all types of conversations. Prompts could suggest being more lighthearted/easygoing in tone in the initial stages of the conversation, but should adjust accordingly when topics become more serious in nature.