

# JoyPort

DECO3500 Social & Mobile Computing

**Team Name:** Get 7

**Team Members**

Name: Jiahao Hou	46085863
Name: Weiyou Chen	46693295
Name: Liyin Qin	45005033
Name: Xiao Liang	45694754
Name: Yu Dou	45995705
Name: Haozhong Li	45663161
Name: Shengze Yu	45059540

# 1. Research

## 1.1 Target audience

After a first evaluation, we further clarified the issues facing our target audience. Our target audience is those young people with mild psychological problems, especially college students. These people usually show mild anxiety and depression when facing employment pressure, academic pressure and economic pressure [6]. When they show mild mental health problems, they talk to friends or social media platforms or listen to music to relieve their anxiety if they have no one to talk to. In general, they have mild anxiety and depression at the time of intense homework, graduation or job hunting.

## 1.2 Academic studies

### **1. Hippocampal neurogenesis as a target for the treatment of mental illness: A critical evaluation**

The article mentioned that more than a quarter of American adults suffer from different kinds of mental diseases. Research shows that the pathological part of mental diseases is the hippocampus. Therefore, a method based on hippocampal therapy is proposed. But according to the results of clinical trials that only do targeting neurogenesis is not a suitable treatment method[1].

Help for us: The results of this study show that a single physical therapy is still lacking for mental diseases, which also makes us realize the feasibility of our platform.

### **2. Early detection and treatment of mental illness in the workplace – an intervention study**

It is found in the paper that stress and anxiety will lead to a decrease in employee productivity. Through observation of employees and sharing of their emotions, preventive treatment of employees who may be suffering from mental illness to improve their mental health. So as to improve their work efficiency[2].

Help for us: The research results made me realize the importance of preventing mental diseases in advance, so we decided to not only have an online consultation function on our platform but also add some related functions to relieve people's emotions, so as to achieve the purpose of preventing mental diseases:

### **3. Psychological Online Consultation Service Attracts Men: A New Approach to Close the Gap Between Being Ill and Being Treated**

This is a research report from the University Hospital of Zurich. One of the research results in the report shows that women are higher than men in offline consultation, while men are higher than women in the online consultation. Another study showed that 70.8% of the

doctors working on online mental disease consultation would not only give treatment advice but also suggest them to do a complete offline consultation[3].

Help for us: Firstly, the paper mentioned that the proportion of male and female users online and offline is different, which makes us change the functions of the system. For example, the function of the drifting bottle is added to make female users have more talking objects. Secondly, 70.8% of doctors suggested offline consultation, so we think we can no longer take the online consultation function as our main function, but replace it with drifting bottles and other functions that can relax people's moods.

#### **4. Approach to treatment of mental illness and substance dependence in remote Indigenous communities: Results of a mixed-methods study**

This article mainly introduces a controlled trial on the treatment of Aboriginal people with mental diseases in Australia. The method they use is called motivational care planning (MCP). The results show that the MCP method has significantly improved the Australian Aborigines with mental diseases, improved their happiness and reduced their dependence on alcohol and drugs[4].

Help for us: Although the research object of this article is Australian Aborigines, we found that most patients with mental diseases are dependent on alcohol and drugs when they are anxious, so I think our platform needs to scientifically develop new functions to control patients' emotions.

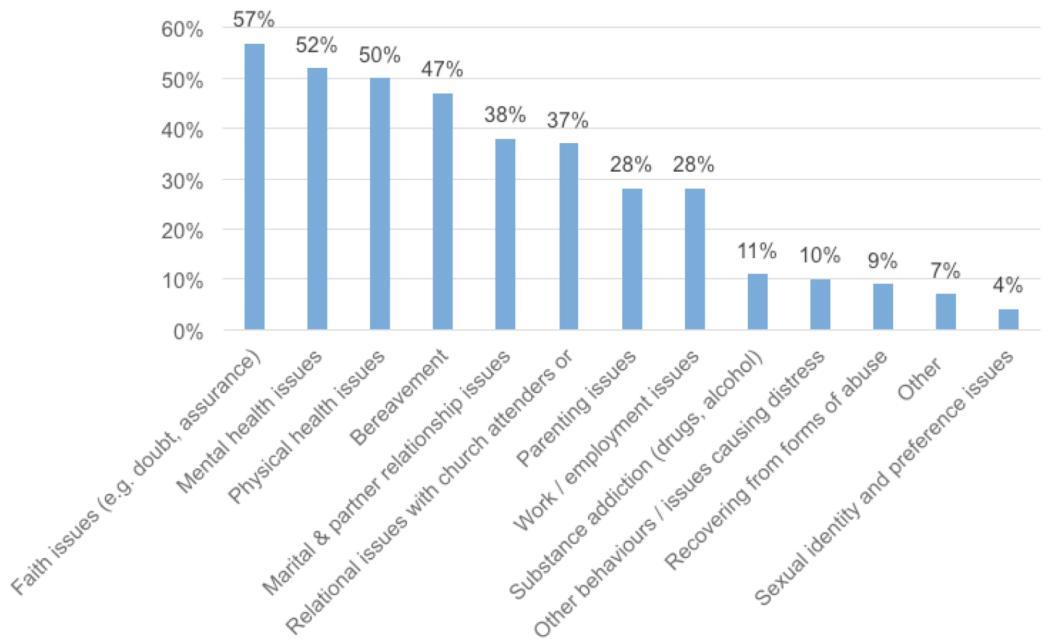
#### **5. Releasing stress using music mood application: DeMuse**

This article studies a music player named DeMuse. It is mentioned that different types of concerts drive people's different emotions. For example, soothing and calm music can make people relaxed, while rock concerts make people excited[5].

Help for us: According to the conclusion that music can change people's mood, we plan to add a white noise function to our system. White noise can include not only relaxing music but also the sound of nature, such as the sound of the forest, water, fire, etc. In order to control the mental state of patients with mental diseases.

### **1.3 Other published documents**

1. According to the statistics of the Australian Institute of Family Counselling report, in addition to the problem of faith, mental health problems have plagued people's biggest problems.

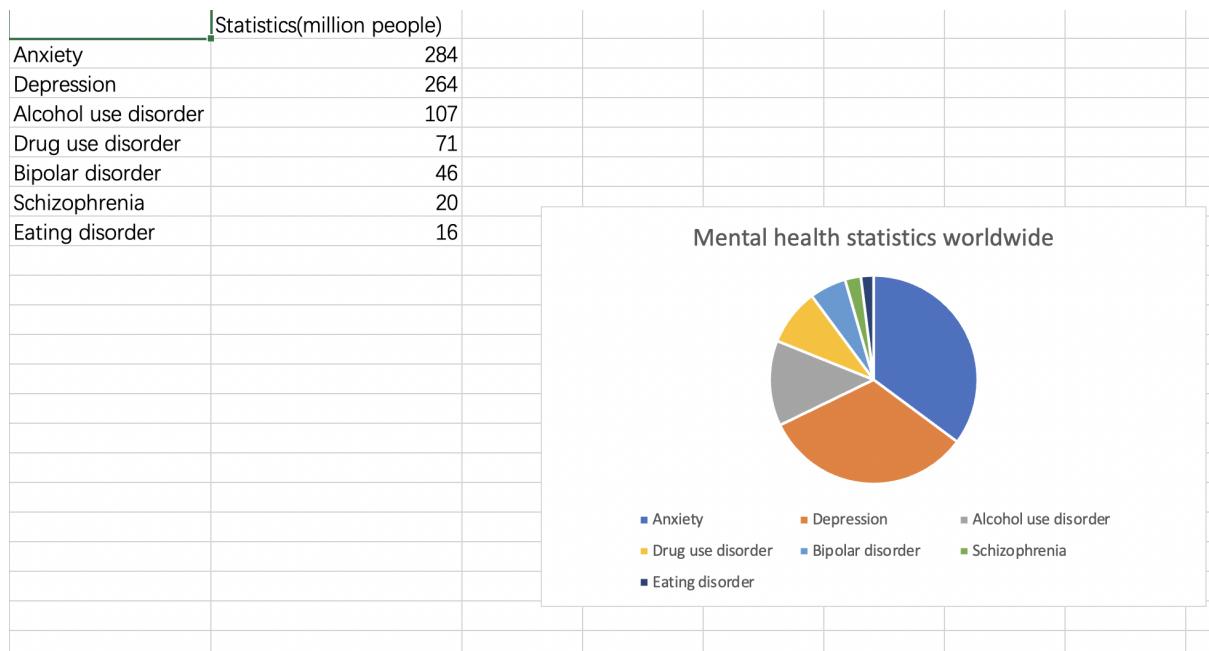


2. However, mental health problems are also divided into many different types.

The following are the latest statistics available from the National Institute of Mental Health Disorders, part of the National Institutes of Health.

970 million people worldwide have a mental health or substance abuse disorder.

Obviously, anxiety is the most common mental illness in the world, affecting 284 million people.



3. Finally, we also listed possible cures based on the Mental Health Foundation report

- (1) Eat healthily
- (2) Be aware of smoking and drinking alcohol
- (3) Exercise
- (4) Take time out
- (5) Be mindful
- (6) Get some restful sleep

(7) Don't be too hard on yourself

## 1.4 Primary data

We found a few points after investigating with the interview:

1. The younger generation generally faces a lot of mental pressure, especially college students, they often have mental problems under the heavy pressure of employment and study.
2. Many people need spiritual counselling services, but because traditional spiritual counselling is too expensive and the process is too long, they need a convenient, fast and cheap spiritual counselling service
3. According to the survey results, white noise and music can very well help users relieve mental stress. The prototype can add music functions.
4. Compared to going to the hospital for a spiritual consultation, many people say they are more willing to conduct online consultation through the Internet. As more and more people own smartphones, a mobile app will be the development direction of the prototype.
5. There are many apps and online mental health consulting platforms to relieve mental stress on the market. The problem that the prototype faces is how to ensure that it is more unique and easier to use compared with other similar products.
6. Some users said that they can relieve their mental stress by playing games, and the prototype can consider adding game functions.
7. According to user surveys, many people need a private space to release their mental pressure.

After summarizing these points, the development direction of our prototype is to be an online spiritual consultation platform for mobile phones. Users can play white noise through this app and send their own emotional drift bottles.

## **2. Requirement**

### **2.1 Problem space**

Our problem space is to provide young adults with a platform to let them post their moods anonymously and let the audience hear white noise to release their bad emotions.

### **2.2 Demographic**

Young adults with depression and anxiety

### **2.3 Problem domain**

Due to the competitive work environment in some developing countries, young people who graduate from university are easily depressed, anxious and emotional. If we do not pay attention to the phenomenon it may develop into a serious mental issue.

### **2.4 Solution**

Providing young adults with a platform to let them post their moods anonymously. Let the audience hear white noise to release their bad emotions.

## **3. Designs**

### **3.1 User Scenario**

Persona

# Isabella Khair Jenner



Age  
25 years

Highest Level of Education  
Master's degree

Social Networks



## Personal Information

Isabella is a computer science master student and sometimes suffers the pressure because of many reasons. For example, this year, she has to take the algorithm course as compulsory, however, she feels hard to pass this course based on her current coding skills. Meanwhile, she has two part-time jobs as she needs to pay for the rent and the coming overseas graduation trip. These things make her stressed a lot.

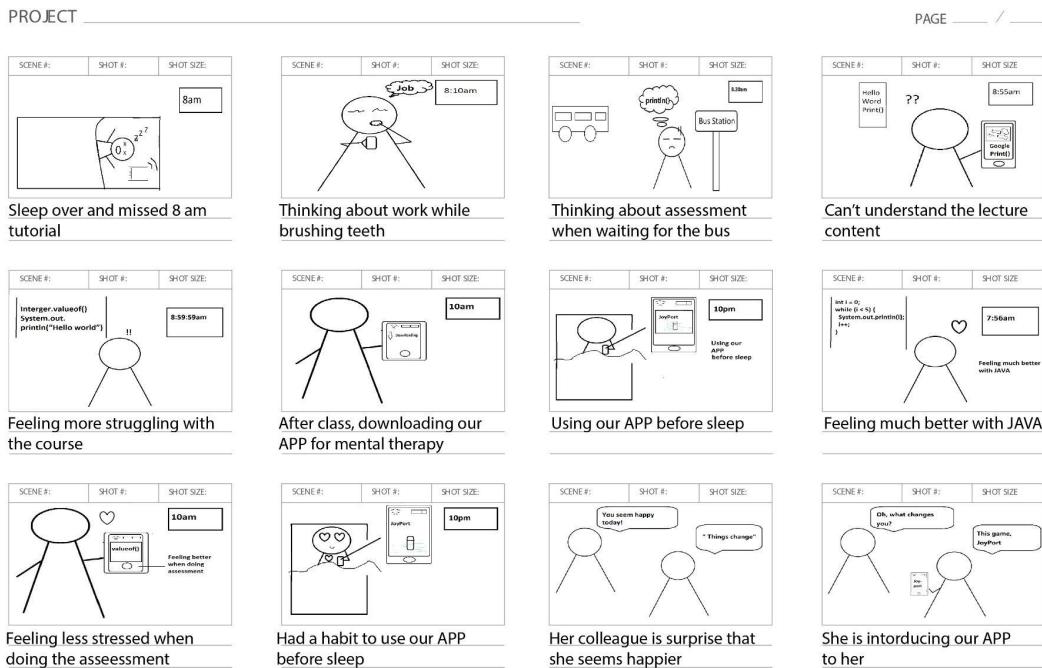
## UX Goal

1. Listen to light music to relax
2. Mental Therapy
3. Release stress
4. Find someone not around her to talk with

## Bigest Challenges

Problem Solving  
Increase positive emotion  
Need a better way to express emotions  
Emotion Control

## Storyboard



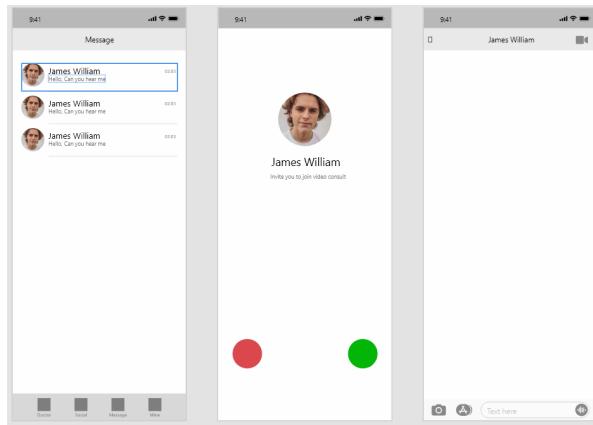
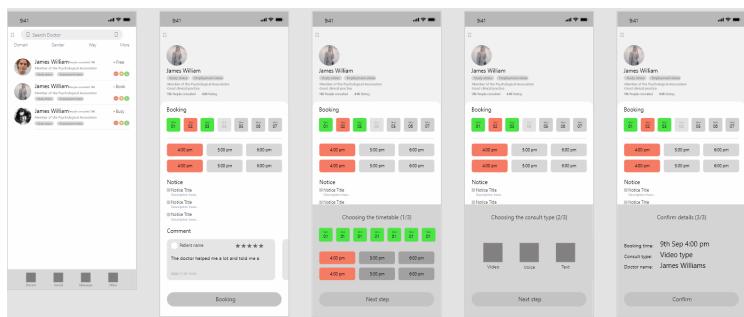
## 3.2 Low-fidelity prototype

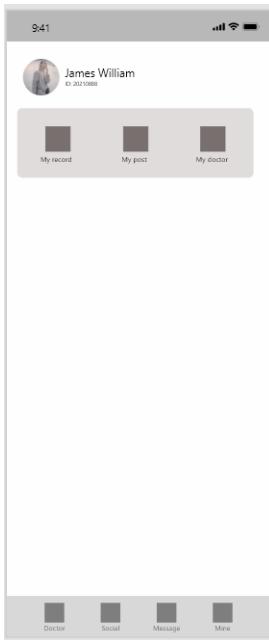
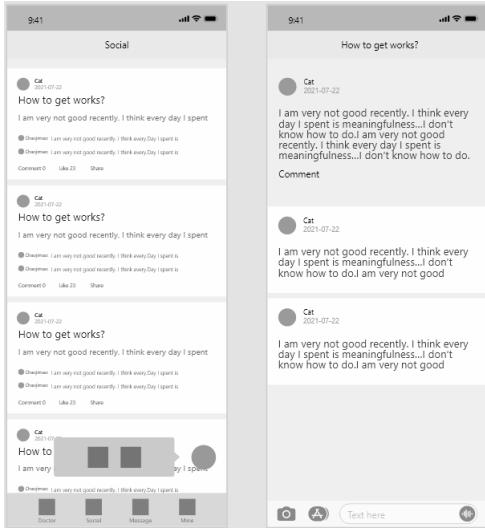
Our initial idea was to build a simple Online Mental Consultation system.

Mental health has become a public issue globally during this decade. Globally there are many people struggling with mental issues, e.g., anxiety, pressure or mental illness. It is noticeable, mental illness normally comes with physiological symptoms, such as fever, gastroesophageal reflux disease, muscle shaking movements, pain in the head, etc, which leads to a negative impact on people's quality of life.

Initially, our project plans to provide an application - Online Mental Consultation (OMC), for people to access remote mental therapy, especially for those young people who are in quarantine during the current pandemic period. Secondly, OMC provides a channel for people having mental problems to have online consultations with psychiatrists and offers a platform for them to share experiences of fighting against pressure and anxiety.

Here are the first version interfaces of the application:



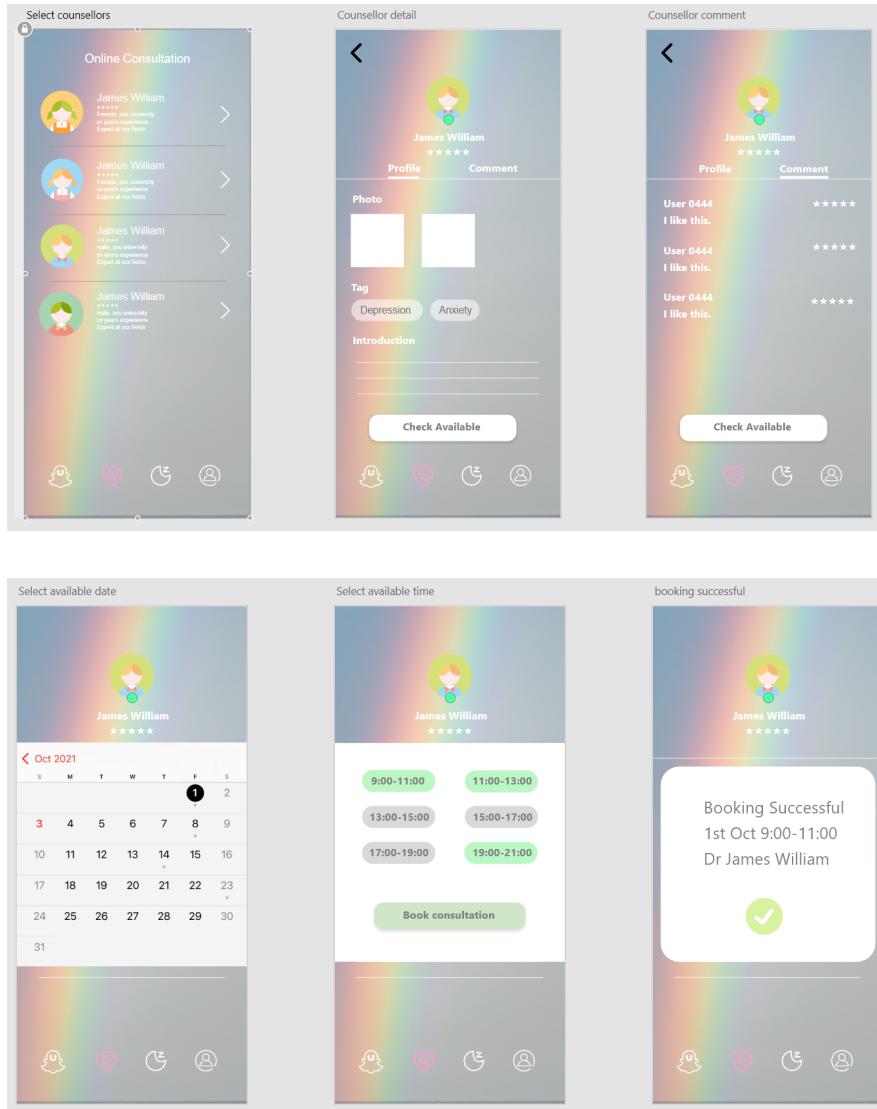


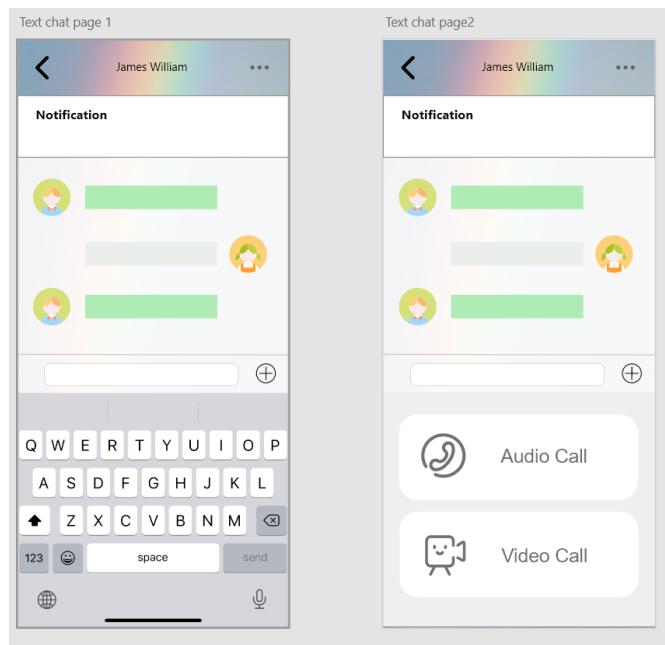
### 3.3 Mid-fidelity prototype

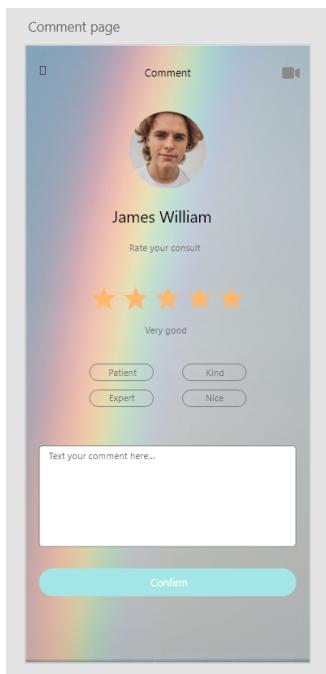
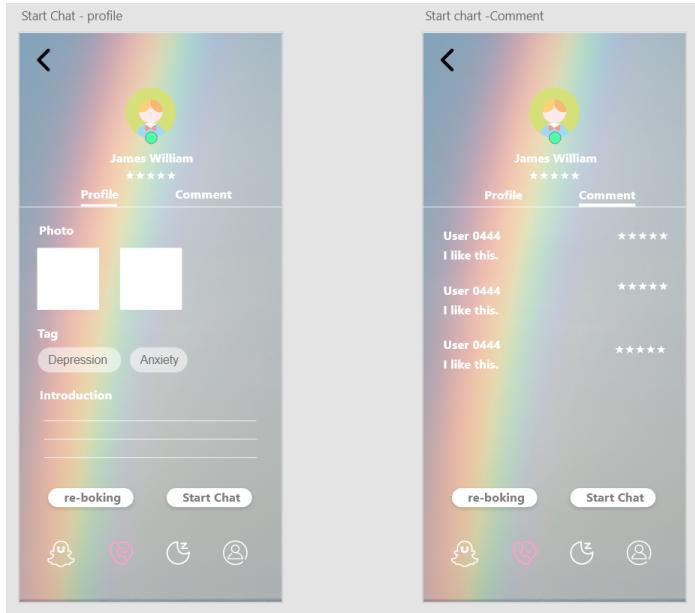
After Low-fidelity, we decided to change our design idea to help users who have mental illness by making a mobile phone software(add more function). First of all, our mobile phone software adds three more functions: White Noise, Drifting Bottle and Sleep assist platform. All functions of the application can only be used after users register and log in.

**Online consultation:** In the online consultation platform, users first need to select the online psychologist they like, as shown in the figure below. Users can view various information about doctors, such as the fields in which doctors are good at. Then they

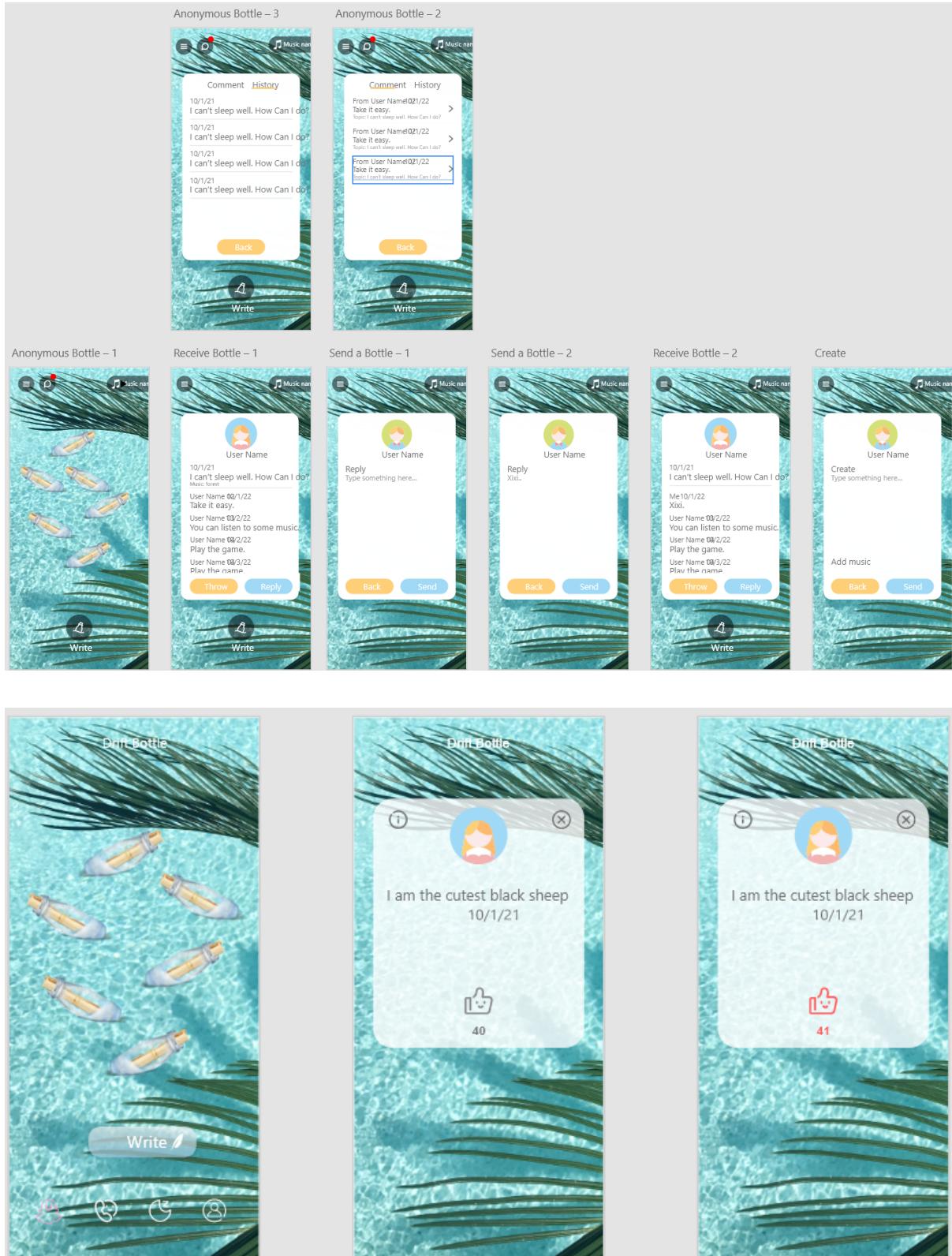
can make an appointment to communicate with the doctor. During the reserved time, users can communicate through text, voice or video phone. It depends on how users like to communicate. After the consultation, the user can evaluate and score the doctor for reference by other users.

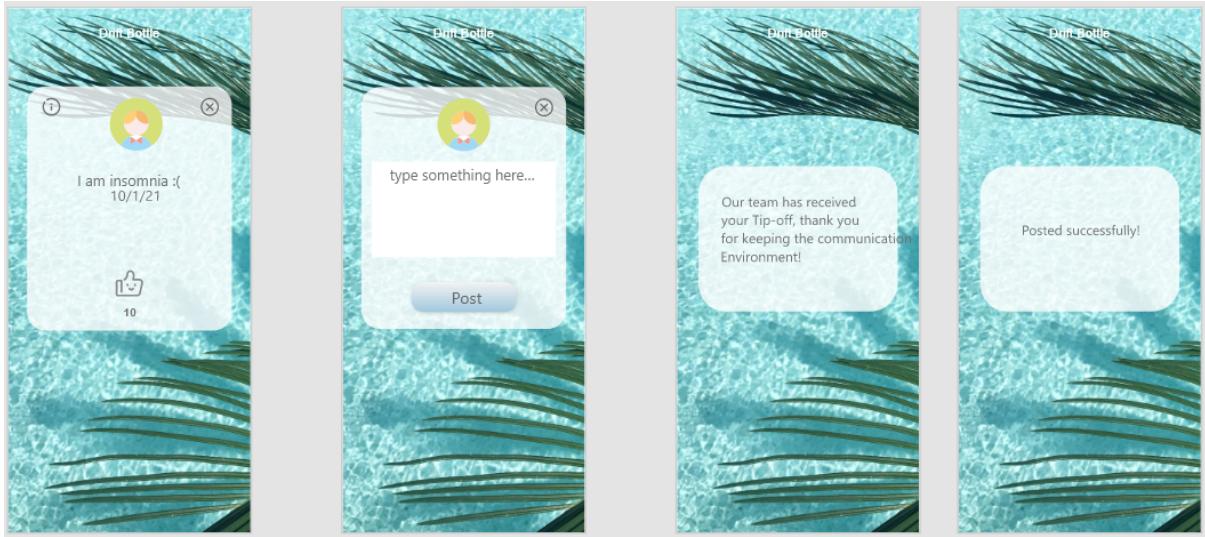




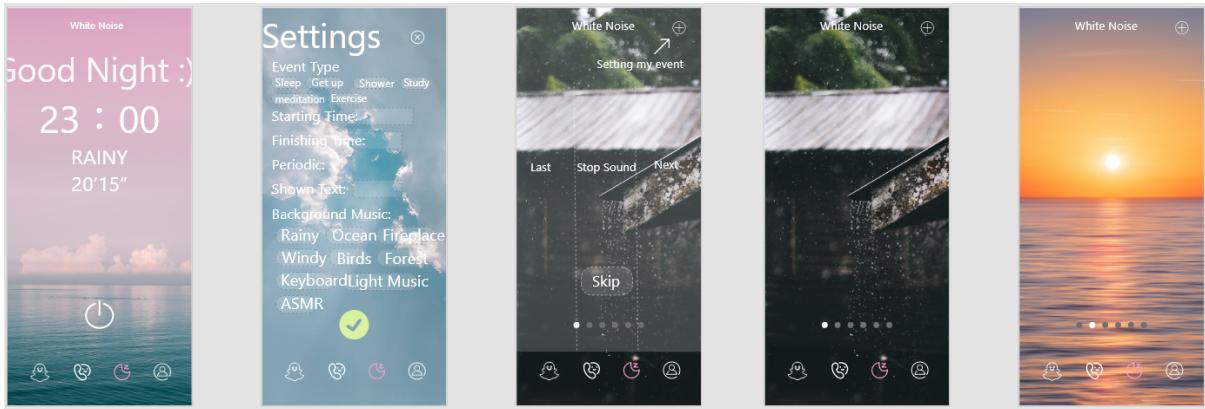


**Drifting bottle:** The drifting bottle function is mainly to provide users with a noisy space. When users enter the drifting bottle interface, they will first see many drifting bottles thrown out by other users. Users can view, give a comment and give a like to these drifting bottles. If some drifting bottles contain negative or violent words, users can report them. Then these drifting bottles will be deleted by the system. There is a 'Write' button at the bottom of the interface, which allows users to enter the interface of writing drifting bottles. Users can write down some words they want to say and put them into the drifting bottle, such as some encouraging words and positive words. For other users to view. Users can also view other users' comments on your drifting bottle.

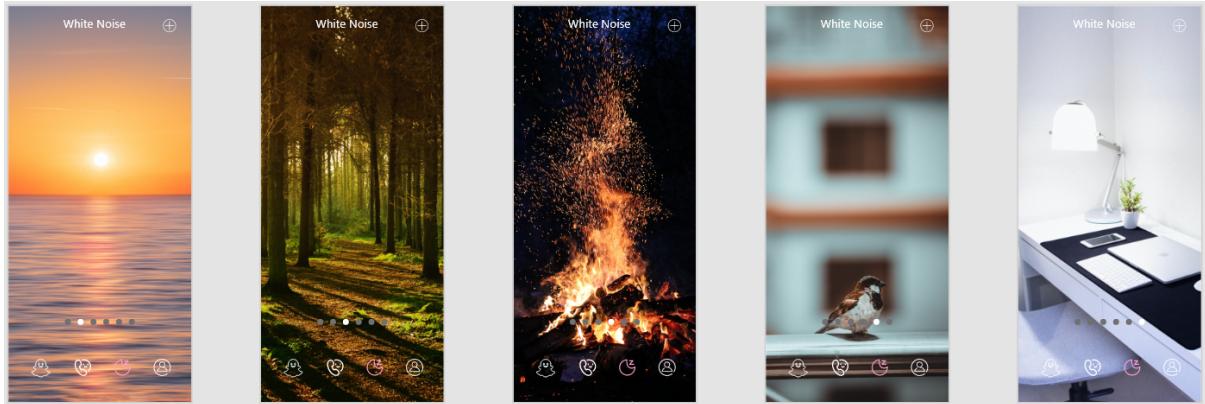




Sleep assist platform: In this interface, users need to set a sleep time first, and then they can choose the type of white noise they like, such as light music, forest sound, flame sound, etc. These white noises can be switched by the user at will. To help users improve sleep quality.



White noise: According to research data, white noise can stabilize people's moods and relax people's moods. So as a platform to help patients with mental diseases. We not only use white noise in sleep assistance to help patients improve their sleep quality. We also created a white noise platform to let patients use white noise in different situations, such as learning, bathing and getting up.



### 3.4 Final Prototype

When we made the initial prototype, we planned that our users and testers should be patients with mental diseases, but during the interview, we found that we could not interview real patients with mental diseases. The people we interviewed were people with mild anxiety disorder. And according to our research data and interview results, many people feel that online consultation is not very reliable, and patients with real mental diseases prefer to go to offline mental hospitals. So we decided to change our design concept from an online consultation platform to a white noise based game to relieve people's pressure and relax. It is also because we find that the traditional white noise software is a little boring, and we make it into a game, which not only increases the interest but also attracts a large number of users.

In the newly designed game, the two main functions of the original prototype, white noise player and drifting bottle, are mainly retained, and the functions have not been changed. However, it has been greatly improved in visualization. The interface of small games is mainly 3D scenes, which can give people a sense of calm. I think it can greatly increase the user experience. In addition, we added a built-in character similar to AI in the upper left corner of the game. When users click it, it can say something warm and positive.

### 3.5 Style Design

The ultimate goal of an interface style is to make the user feel relaxed. At first, we choose to use flat photos function to act as bottles sea background image, at the same time, we also considered the bias real stereo the environmental effect of the water, then through the A/B testing, found the user interface for these two kinds of forms will be more like the latter, because the users think the latter is more the atmosphere of quiet feeling, more let people easy to relax. In addition, to match the

vibe, the UI icon has been moved from the bottom to the right, and JoyPort opens in landscape mode when the user opens it on the phone.

## 4. Evaluation

### 4.1 First User Testing

#### 4.1.1 Background

According to the design opportunities and potential solutions in the research of Concept Proposal, the team made a prototype of the core functions led by online psychological counselling. Then the prototype was tested. The main purpose of this test was to test whether young users would accept the online psychological counselling function and to further explore the causes and scenarios of the target users' mental problems. This time, we mainly adopted the way of interview, which is time-consuming, but more abundant results can be obtained. According to the target audience of the concept proposal, college students were invited to participate in the interview.

#### 4.1.2 Result

The main finding is that out of the 4 people interviewed, 3 of them said that they seldom go to see a psychologist, because they think they are not psychologically enough to need to see a psychologist, at most they feel anxious or irritable during a certain period of time. This is consistent with the conclusion of the field survey in ConceptProposal. Furthermore, they usually release their psychological stress and anxiety mainly by confiding their troubles to friends or venting their worries through social media. If they have no one to talk to, they will listen to music or play games. In addition, according to the interviews, they are most likely to feel anxiety and depression when they are under great pressure in their studies or when they are facing employment pressure. Of course, when asked if they would go to an online clinic because of academic or employment pressure, they all said no, because they did not need psychological treatment.

## Interview

Q1: Do you sometimes see a therapist? If not or yes, why?

Q2: What do you usually do to release psychological pressure?

Q3: What aspects of stress do you have in general?

Q4: Will you use our online psychological consultation software?

A1: Almost not, because I think I'm psychologically healthy. At most, I feel anxious or irritable for a short time.

A2: I usually tell my worries to my friends, either through wechat, or listening to soft music or playing games to relax.

A3: The most important thing is the study pressure. Studying for a long time will make people feel irritable. Also some people say that the period of time that rises quickly and the time that faces employment.

A4: Rarely used

---

## 4.2 Second User Testing

### 4.2.1 Background

This time we invited 6 users, all of whom are college students. Some of them are approaching final exams, some are preparing for exams, and some are facing homework pressure. People with these characteristics were chosen because, according to the last assessment, young people were often anxious about these things. The main assessment method used this time was ThinkAloud, which encouraged participants to speak out their thoughts and feelings when they use the prototype. The team continues to make improvements to the application based on what they say.

### 4.2.3 Result

1. The online consultation process does not meet user expectations, it is unreasonable to enter chat from comment, and return to the doctor selection interface after making an appointment
2. After the appointment, enter the appointment doctor profile page, and there are more rebooking and start chat buttons on the page, you can enter the consultation from this page (this part of the modification has been made)

3. After the white noise is set, it is impossible to return to the previous page, which does not meet Nielsen's ten usability principles-user control and freedom
4. Add a back button to allow back (this part of the modification has been made)
5. The report button on the Drifting Bottle page does not meet Don Norman's seven basic design guidelines-Mapping: The icon style design is different from most users' cognitive modes, resulting in users not being able to understand the meaning of the button; and the physical placement of the button does not conform to the user Operating habits
6. Modify the icon and its physical placement

10月4日 嘉宾 Zoom meeting.

① 第二页子母不清楚 上方树叶与白色字体

② 开场可以考虑做一个简单的 UI 动画

③ Consultation → 医生基础信息 以及人们对他的服务评价

可以预约时间段 → 付费医生

暂时 for free. 费用问题 → 免费实习生

个人认为完全免费并非正品选择。

免费 20min / 次不超过 0.5h. 试用模式。

④ Seeing 部分功能上应更具体全面

时间重叠的可减少更多

熄屏后台播放

可参考 iOS 日历。

如何解决恶意差评？

国内 Chat

会话框

Audio call

Video

预约

双向 医生 用户

## Respondent 2

T1: It can be sent quickly, but I made a mistake before and clicked to check the drift bottle function.

T2: Report 8 errors quickly

T3: Very smooth, complete without prompting

T4: Click on the page and no jump

T5: Inadvertently clicked in

Q1: All are ok

Q2: The online consultation process is chaotic. You can set a chat button on the doctor profile page

Q3: Online consultation Secondary: White noise Optional: Drift bottle

Q4: There is a problem with the online consultation, and the white noise jump is not done; the white noise preference setting page is chaotic (UI, text interval, tag size is inconsistent, and the layout is not neat)

Q5: The position of the report button of the drift bottle does not conform to the user's usage habits. It can be juxtaposed with likes, and the icon does not conform to the meaning; there is nothing wrong with the process;

Drift bottle page: UI problem, the colour of the navigation bar icon is not clear, and the button seat is a bit crooked

White noise listening page: The text can be centred, otherwise it will be thought that it is a blank page that has not been finished; you can refer to the music software for the page to be listened to according to your preferences. The 20 '15 don't know what it means; the tutorial didn't understand (Last?), it's too vague. I don't know if there is a sliding switch function

My account: The set avatar is missing, and it feels like it's not done.

## Luke 1

Q1: The dynamic effect of the drift bottle is more difficult to achieve

Q2: I'm not sure what the drift bottle does, is it necessary?

Q3: Online consultation is the core function

Q4: The left and right switching of white noise will cause certain problems when operating with a computer

Q5: The online consultation is easy to understand and the process is very coherent, but there is no need for a drift bottle

## Luke 2

Q1: All are okay, if you need to communicate in time, an online consultation will be more difficult to achieve

Q2: The report icon on the drift bottle page needs to be improved

Q3: Online consultation

Q4: After writing a drift bottle, I personally feel that I need a button to return to the previous page

Q5: White noise is best understood, just switch directly

## 4.3 Third User Testing

### **4.3.1 Background**

The main purpose of the third test is to test the software's completion and whether the UI and interaction are normal. The method adopted is that users fill in a questionnaire after experiencing the application to survey their views on game functions, interaction and UI. The invited users are the same as they were last time, because they are well aware of the functionality of the last Prototype, and they can compare it to the prototype in this test. I get a very clear result.

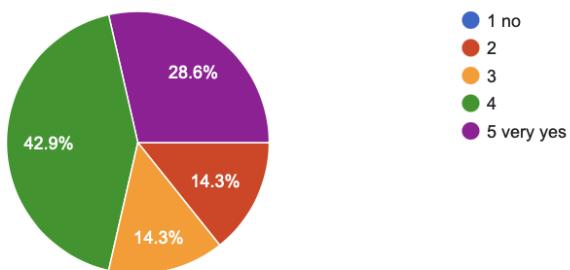
### **4.3.2 Result**

The test result is that users are satisfied with the basic functions, the use of white noise and drift bottle function can let the user feel relaxed, but the interaction of the software and the UI still exist some problems, such as the UI icon below without words, so I don't know what is the specific function of the icon, and people find icon is too dark, need to be brighter.

Based on user feedback, the team solved the user's complaint that the UI did not explain the text and colour before the final presentation.

Is the application interaction satisfactory?

(7 条回复)



What do you think needs to be improved about the application?

(5 条回复)

UI part

The UI is hard to recognize. It should add some text to explain each icon.

The colour is too dark, I hope it can be lighter.

The project idea is pretty cool!

Everything is good, nothing need to be improved

(7 条回复)



接受回复

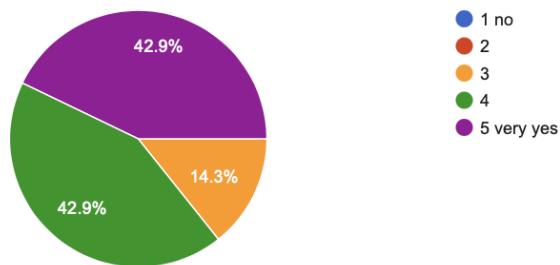
摘要

问题

个别

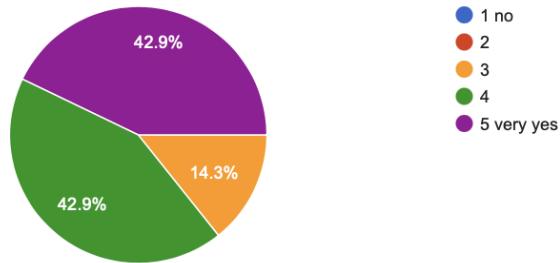
Does Joyport make you feel relaxed?

(7 条回复)



Are you willing use it often in the future?

(7 条回复)



## 5. Ongoing document of works

### Week7

#### Stand up summary

Draw the product based on the design opportunities and potential solutions of the Main Concept. The team first decided to make the core features and then evaluated the core features.

Here are screenshots of the existing online consulting platform:

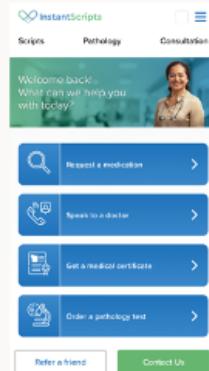
## Proposal Solution

# Analysis for existing online consulting platform



justanswer.com

It is a consulting website which allow users to have a consultation with doctor online.

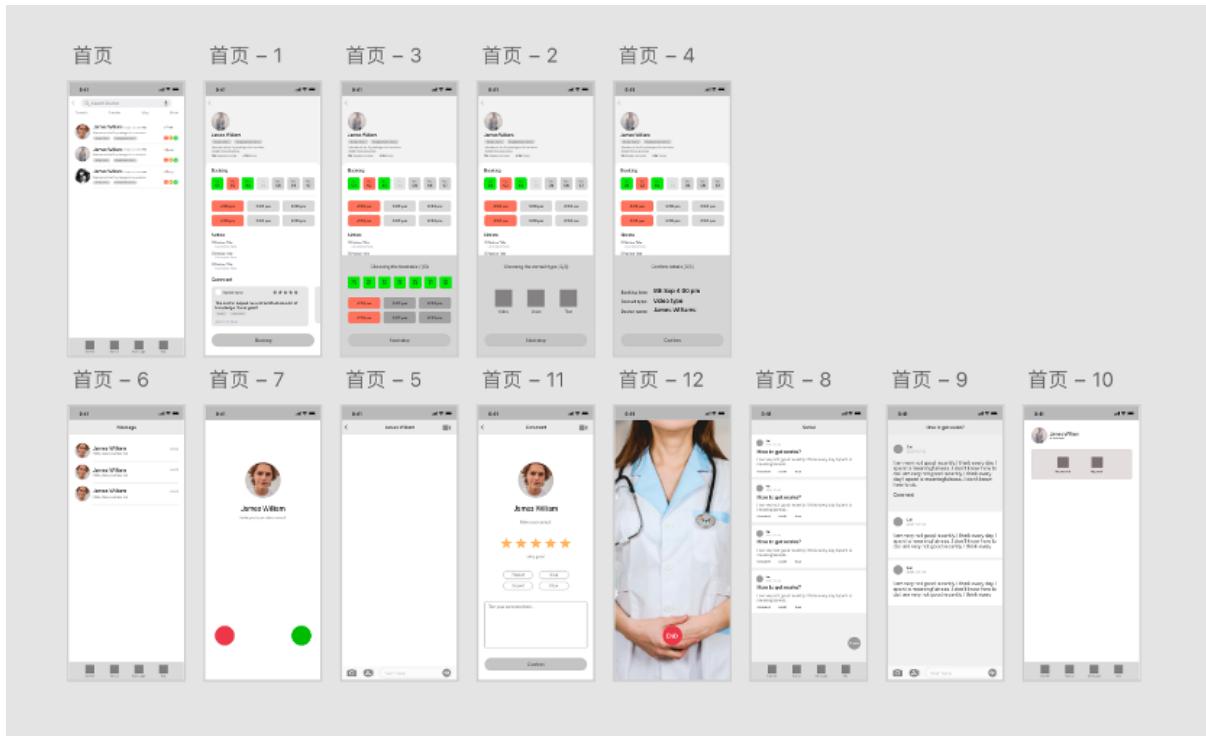


InstantScript

This is an application including many functions that users can have consultation with doctors and request a medication on their mobile device .

*justanswer.com* is a consulting website that allows users to have a consultation with a doctor online. *InstantScript* is an application including many functions that users can have a consultation with doctors and request medication on their mobile device.

Here are screenshots of low portfolio:



## Week8

Team Meeting summary: we further studied the severity of users' psychological problems and what they usually do to relieve psychological stress. It is found from research that young

people like to express their opinions on the music media to vent their dissatisfaction in real life. Young people like to relax by listening to music.

## Interview Results

- 1 100% - They feel stressed
- 2 Study, relationships, or work would lead to mental health problems
- 3 100% - Listen to music to relax
- 4 30% - May use mental health applications in the future

### Stand up summary

The tutor mentioned that the last part of the study on music and mental problems was not connected with the current software, because the software had been done before the phenomenon was noticed. In addition, the teacher mentioned that we should pay attention to the arguments and relate these arguments to the functions. The teacher mentioned whether the software was evaluated or not. Due to the rush of time at that time, we did not have time to do research. The team decided to evaluate the software after standup according to our new findings.

### Second Team Meeting summary

The prototype was tested using Task Flow and interviews for first prototype. Everyone needs to find at least one classmate to interview.

### First evaluation summary

The main finding is that out of the 4 people interviewed, 3 of them said that they seldom go to see a psychologist, because they think they are not psychologically enough to need to see a psychologist, at most they feel anxious or irritable during a certain period. This is consistent with the conclusion of the field survey in Concept Proposal. Furthermore, they usually release their psychological stress and anxiety mainly by confiding their troubles to friends or venting their worries through social media. If they have no one to talk to, they will listen to music or play games. In addition, according to the interviews, they are most likely to feel anxiety and depression when they are under great pressure in their studies or when they are facing employment pressure. Of course, when asked if they would go to an online clinic

because of academic or employment pressure, they all said no, because they did not need psychological treatment.

### Interview

Q1: Do you sometimes see a therapist? If not or yes, why?

Q2: What do you usually do to release psychological pressure?

Q3: What aspects of stress do you have in general?

Q4: Will you use our online psychological consultation software?

A1: Almost not, because I think I'm psychologically healthy. At most, I feel anxious or irritable for a short time.

A2: I usually tell my worries to my friends, either through wechat, or listening to soft music or playing games to relax.

A3: The most important thing is the study pressure. Studying for a long time will make people feel irritable. Also some people say that the period of time that rises quickly and the time that faces employment.

A4: Rarely used

### Interview

#### Finding 01

Participants expressed concerns about the functionality. They would hardly use because they did not think **they were mentally ill enough to need psychotherapy**.

#### Finding 02

They usually relieve psychological anxiety, depression, mainly through talking to others, or self-regulation. The most common way to self-regulate is to **listen to music**.

#### Finding 03

They would like to vent their troubles and express their unhappy emotions in **the moment or social application**, and hope to be understood by others.

## Week9

## Stand up summary

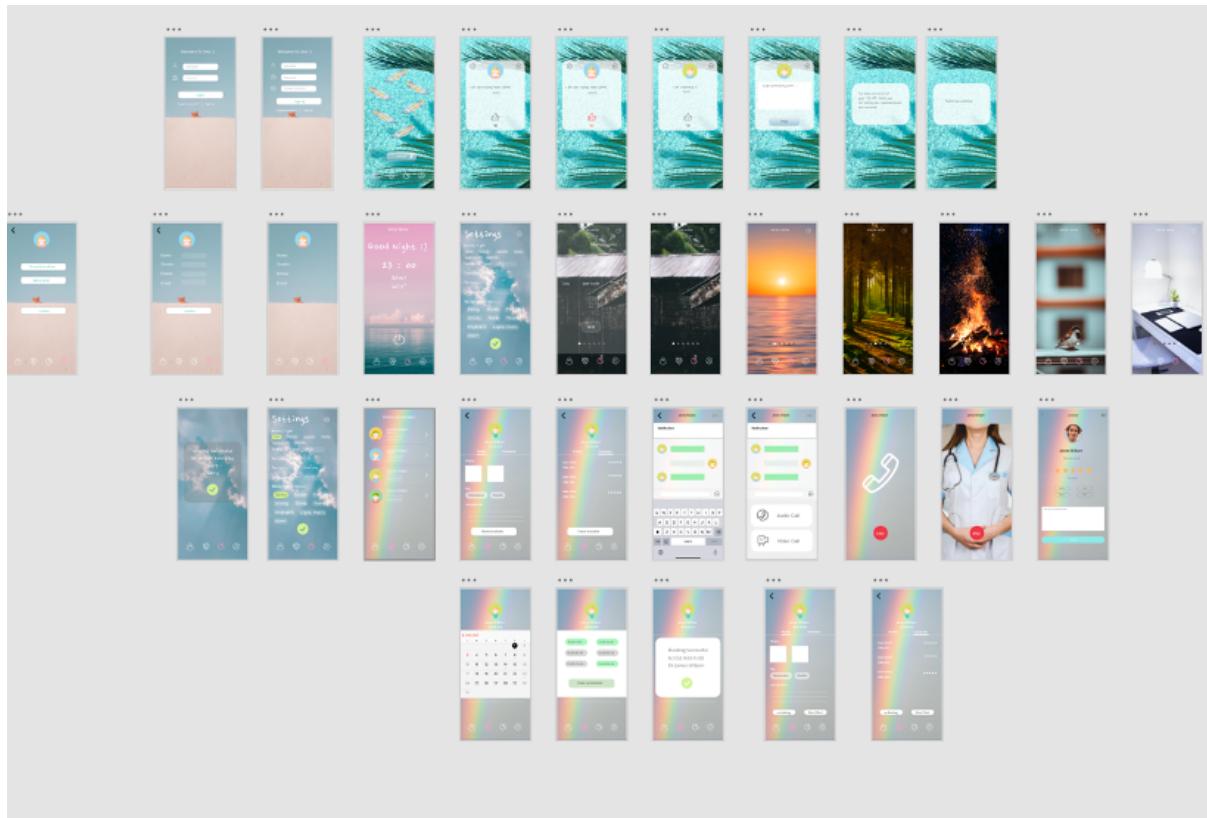
Based on concept proposal to design function.

Register login page, anonymous ridicule -- How to Kill Men -- Liyin, Shengze Yu, Xiao Liang

Online psychological consultation (online psychological problem solving) -- Zhihu-type q&A platform -- Weiyou, Jiahao

Sleep Assistant - White Noise Sleep Alert - Yu Dou, Haozhong

Here are screenshots of mid portfolio:



## Second evaluation summary

1. The online consultation process does not meet user expectations, it is unreasonable to enter chat from comment, and return to the doctor selection interface after making an appointment
2. After the appointment, enter the appointment doctor profile page, and there are more rebooking and start chat buttons on the page, you can enter the consultation from this page (this part of the modification has been made)
3. After the white noise is set, it is impossible to return to the previous page, which does not meet Nielsen's ten usability principles-user control and freedom
4. Add a back button to allow back (this part of the modification has been made)

5. The report button on the Drifting Bottle page does not meet Don Norman's seven basic design guidelines-Mapping: The icon style design is different from most users' cognitive modes, resulting in users not being able to understand the meaning of the button; and the physical placement of the button does not conform to the user Operating habits.

6. Modify the icon and its physical placement.

#### Respondent 2

T1: It can be sent quickly, but I made a mistake before and clicked to check the drift bottle function.

T2: Report 8 errors quickly

T3: Very smooth, complete without prompting

T4: Click on the page and no jump

T5: Inadvertently clicked in

Q1: All are ok

Q2: The online consultation process is chaotic. You can set a chat button on the doctor profile page

Q3: Online consultation Secondary: White noise Optional: Drift bottle

Q4: There is a problem with the online consultation, and the white noise jump is not done; the white noise preference setting page is chaotic (UI, text interval, tag size is inconsistent, and the layout is not neat)

Q5: The position of the report button of the drift bottle does not conform to the user's usage habits. It can be juxtaposed with likes, and the icon does not conform to the meaning; there is nothing wrong with the process;

Drift bottle page: UI problem, the colour of the navigation bar icon is not clear, and the button seat is a bit crooked

White noise listening page: The text can be centred, otherwise it will be thought that it is a blank page that has not been finished; you can refer to the music software for the page to be listened to according to your preferences. The 20 '15 don't know what it means; the tutorial didn't understand (Last?), it's too vague. I don't know if there is a sliding switch function

My account: The set avatar is missing, and it feels like it's not done.

#### Luke 1

Q1: The dynamic effect of the drift bottle is more difficult to achieve

Q2: I'm not sure what the drift bottle does, is it necessary?

Q3: Online consultation is the core function

Q4: The left and right switching of white noise will cause certain problems when operating with a computer

Q5: The online consultation is easy to understand and the process is very coherent, but there is no need for a drift bottle

#### Luke 2

Q1: All are okay, if you need to communicate in time, an online consultation will be more difficult to achieve

Q2: The report icon on the drift bottle page needs to be improved

Q3: Online consultation

Q4: After writing a drift bottle, I personally feel that I need a button to return to the previous page

Q5: White noise is best understood, just switch directly

Liang Xiao

Respondent 1

T1: smooth

T2. Smooth

T3: Where can't find the score

T4: slower discovery

T5: smooth

Q1: All are easy to achieve

Q2: Drift bottle

Q3: Online consultation

Q4: I can't return an appointment

Q5: Online consultation

Respondent2

T1: Smooth

T2: smooth

T3: smooth

T4: Smooth

T5: Can't find where to set

Q1: Video consultation and audio consultation

Q2: White noise page

Q3: Drift bottle

Q4: There is a problem with the navigation bar jumping on some pages

Q5: Drift bottle and online consultation are easier to understand, but white noise is more difficult to understand

10月4日 嘉宾 Zoom meeting.

① 第二页图标不清楚 上方树叶与白色连接

② 开始可以考虑做一个简单的 UI 动画

③ Consultation → 医生基础信息、预约人对他的服务评价

可以预约时间阶段

暂时 for free. 费用问题 → 付费医生  
免费实习生

个人认为完全免费并非如此差评。

免费 20min / 次 + 超过 0.5h. 适用模式

④ Seeing 部分功能上应更具具体全面

时间重叠的可能情况多 想后台播放

可参考 iOS 日历

如何解决恶意差评？

国内 Chat 会话功能  
Audio call  
Video 视频  
双向<sup>医生</sup><sub>用户</sub>

## Week10

### Stand up summary

After the discussion, this time, the tutor's feedback was that our software has too many functions, and we need to focus on selecting a core function for elaboration and demonstration. Besides, the teacher said the important thing is the argument.

## Problem findings

Online Consultation: The workflow does not meet respondent's expectations - they start chats with the doctor from the comment section on the doctor profile page

White Noise: After the respondent makes a new setting of the white noise, there is no back button to return to the previous page - already fixed

Drift Bottle: The icon of the report button does not match most respondents' cognition, which makes them misunderstand this button's function



## Week11

## Stand up summary

### Github

- Unity Prototype (Proof-of-concept prototype): Xiao Liang
- Readme.md: Jiahao Hou
- Collect materials for the unity prototype: Liyin Qin, Shengze Yu
- Wiki Page (< 1000 words): weiyou, haozhong

• 你不需要列出上面所有的项目，也不是一个明确的选项列表。相反地，你应该记录下你的设计工作以及形成它的过程和决策。

会议海报和宣传材料：链接到前面，以便我们首先看到它；

• 链接到原型，以及如何部署和使用它的说明，包括任何登录凭证；

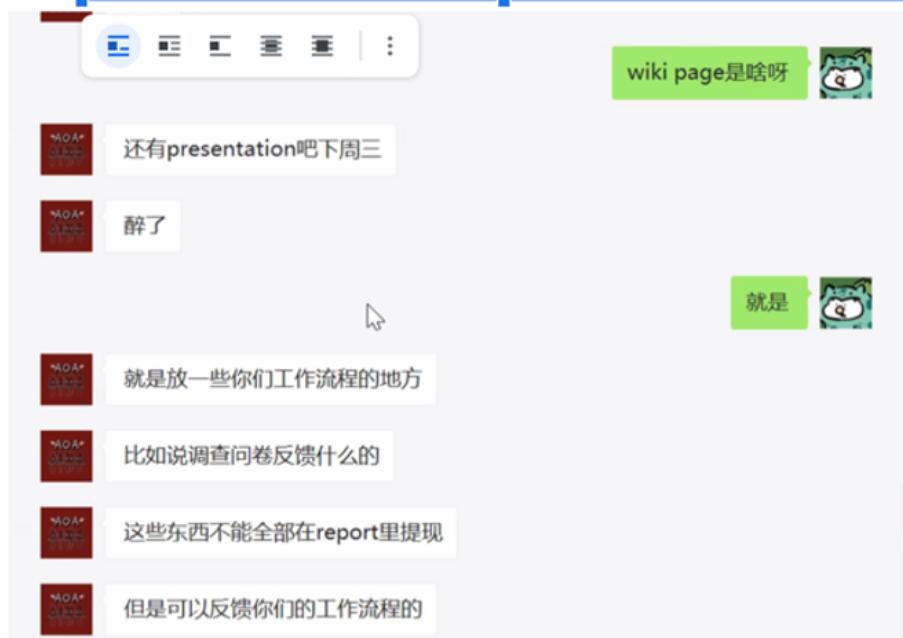
• 总结：你有什么问题/机会空间？你是如何解决的？

过程：你是如何解决这个问题的？使用图像和扩展的标题解释设计过程和你的想法是如何发展的。提及任何限制相关的理论。

• 列出在项目中谁做了什么。

• 目标不超过1000个单词和图片。未包含在计数中的引用。

任何风格的引用，但要一致。



# Week12

## Stand up summary

### Kickstarter video lines

1. Length: 3 mins
2. Presenter: Liyin Qin, Jiahao Hou, Shengze
3. Edit video: Jiahao
4. PPT slides for project introduction (4 slides): Shengze
5. Past example: <https://www.youtube.com/watch?v=aoDb4iK0VoU>
6. Video Content:
  - Project - 1 min: audience, the project aiming, etc - Shengze
  - Game - 2 min:
    - White noise - Jiahao
    - drifting bottle - Liyin

<https://assetstore.unity.com/packages/3d/environments/old-sea-port-environment-36897#description>

<https://www.iconfont.cn/search/index?searchType=icon&q=%E7%BE%BD%E6%AF%9B%E7%AC%94&page=1&fromCollection=1&fills=&tag=>

## Drifting bottle lines

So let's have a look, at the unity game.]

Once, you come to the main page, it automatically, displays the welcome music. The bottom music bar, lets you control the track, you're listening to.

The witchcore aesthetic style harbour/'ha:ba/ is where we can throw a drifting bottle, into the sea. However, please don't do this, in the reality.

Click the bottle icon, the camera move steadily, to this port.

Click the quill-pen/kwil/ icon, write something that's ready to be put. into the bottle, then click the throw icon, now, all bad things have gone.

I'll pass the microphone to another team member, to talk about the next function, white noise.

## Oral Pitch lines

Hello everyone, welcome to get 7' work show. The prototype we built is called JoyPort, Joyport is a PC-based video game, which is developed by unity engine. It provides two main functions, drifting bottle and white noise.

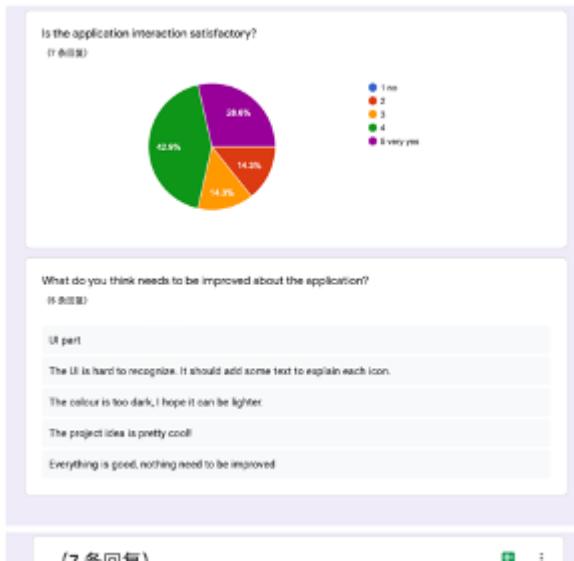
Drifting Bottle is designed for users to express their feelings, they write something and then put the letter into a bottle, then throw it into the sea.

The white noise function provides several pieces of light music to relax users.

Third evaluation summary:

The test result is that users are satisfied with the basic functions, the use of white noise and drift bottle function can let the user feel relaxed, but the interaction of the software and the UI still exist some problems, such as the UI icon below without words, so I don't know what the specific function of the icon is, and people find icon is too dark, need to be brighter.

Based on user feedback, the team solved the user's complaint that the UI did not explain the text and colour before the final presentation.



## Limitation

Since we did not get feedback from people who are diagnosed with psychological illness, we decided to implement the other two features of our conceptual solutions. In the final product, users can post anything they want in the drift bottle and throw it into the ocean. Or they can choose a white noise to play and enjoy it. At present, due to technical problems, the drift bottle can only be thrown once, and some UI colour details are not coordinated.

# REFERENCE

[1] DeCarolis, N. A., & Eisch, A. J. (2010). Hippocampal neurogenesis as a target for the treatment of mental illness: A critical evaluation. *Neuropharmacology*, 58(6), 884–893.

<https://doi.org/10.1016/j.neuropharm.2009.12.013>

[2] Sørensen, H., Valentin, J., Bording, M., Larsen, J., Larsen, A., & Omland, Ø (2016). Early detection and treatment of mental illness in the workplace – an intervention study. *European Psychiatry*, 33(S1), S217–S217. <https://doi.org/10.1016/j.eurpsy.2016.01.528>

[3] Schmidt-Weitmann, S., Bösch, S., Weidt, S., & Brockes, C. (2015). Psychological Online Consultation Service Attracts Men: A New Approach to Close the Gap Between Being Ill and Being Treated. *Telemedicine Journal and e-Health*, 21(1), 48–54.

<https://doi.org/10.1089/tmj.2013.0370>

[4] Nagel, T., Robinson, G., Condon, J., & Trauer, T. (2009). Approach to treatment of mental illness and substance dependence in remote Indigenous communities: Results of a mixed methods study. *The Australian Journal of Rural Health*, 17(4), 174–182.

<https://doi.org/10.1111/j.1440-1584.2009.01060.x>

[5] Baharum, A., Pitchay, S. A., Ismail, R., Fabeil, N. F., Rusli, N. M., & Bahar, I. A. A. (2018). Demuse: Releasing stress using music mobile application. *Journal of Theoretical and Applied Information Technology*, 96(14), 4624–4648.

<https://doi.org/10.1109/ICTC.2017.8191001>

[6] E. Lattie, R. Kornfield, K. Ringland, R. Zhang, N. Winquist, and M. Reddy, “Designing Mental Health Technologies that Support the Social Ecosystem of College Students,” in Proceedings of the 2020 CHI Conference on human factors in computing systems, 2020, pp. 1–15, doi: 10.1145/3313831.3376362. -- 3.2 stakeholders