

"SWSS" - Student Wellness Screening Service

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HCI 510: Methods and Evaluation - Dr. Jaewoong Lee



Abstract

The proposed screening service for college students will evaluate conditions such as depression and anxiety privately, with a less intimidating interface to encourage student engagement. Peer healthcare professionals will offer support and suggest how to contact the university's mental health services.

Problem Statement

The current mental health screening tools in use are inadequate and fail to provide an interactive and personalized experience for users. These tools are often non-engaging and provide generic results that do not address the individual needs of the users. This leads to a lack of interest and motivation in seeking mental health support, as well as an inability to effectively track and manage mental health conditions. The need for a more interactive, personalized, and effective mental health screening tool is imperative to help individuals get the support they need and to improve overall mental health outcomes.

UX Research Goal

How a mental health screening portal would be helpful for the university community.

- What Students look for in a good Mental health screening service ?
- Students usage of the service ?
- Overall thoughts on the product and service ?

Method

One of the main methods that our team used to collect data for our project was Google Forms

- It was used to reach a large and diverse population in campus community.
- It provide anonymity and privacy to participants, which can encourage more honest and accurate responses, especially when it comes to sensitive topics like mental health.

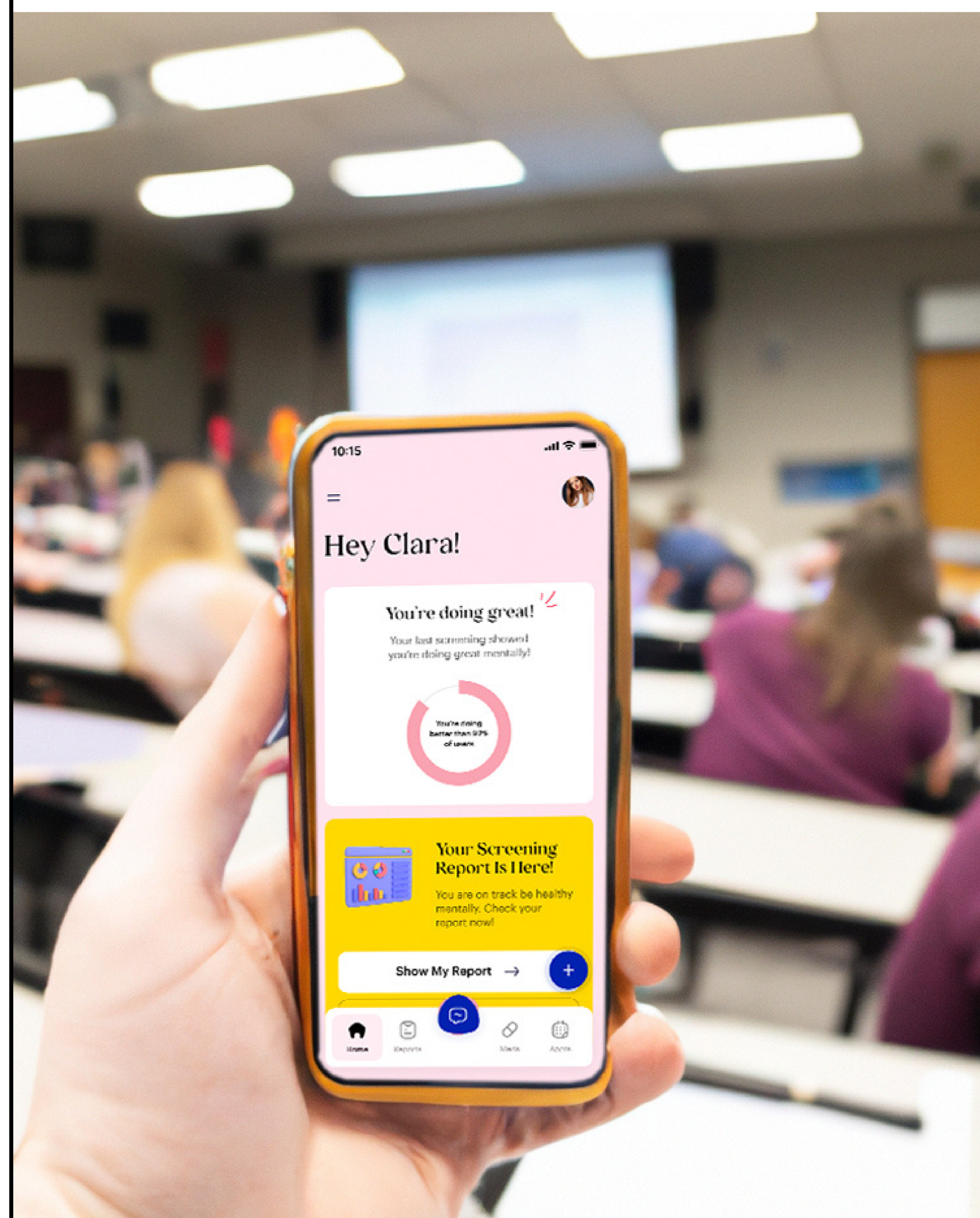
Next Steps

Conduct pilot testing with a small group of users to gather feedback and identify areas for improvement. Evaluate the tool's effectiveness through a larger-scale study and gather feedback from users, mental health professionals, and stakeholders.

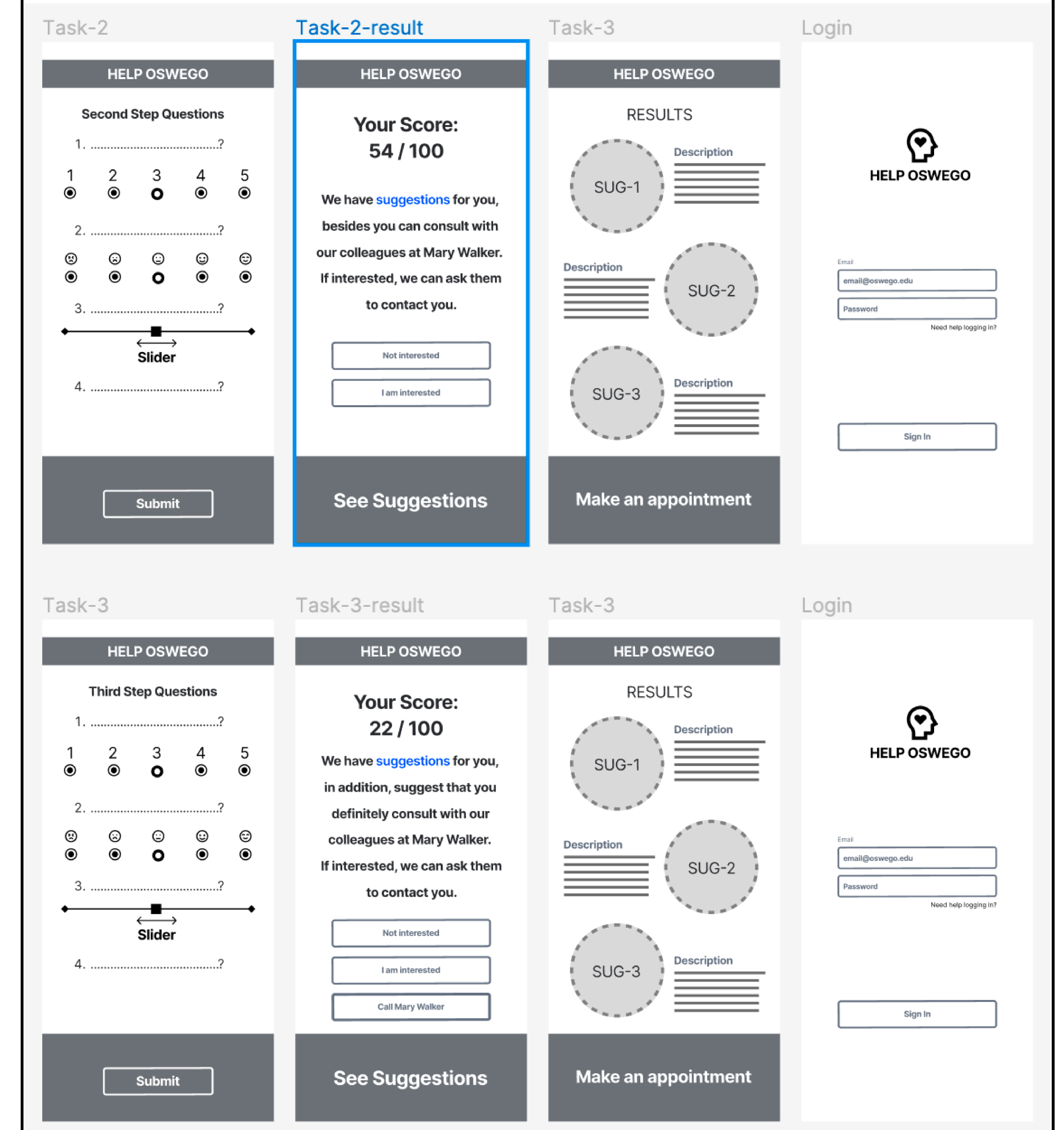
Results

- The biggest challenge regarding the data we collected from our users is that only a few participants came from individuals seeking mental health services.
- What would be the hardest aspect to learn from any of the studies made with mental health in mind is the honesty of the answer.
- We continue to live in an age with stigmas around the conversation with mental health, and while someone wants to be honest, they may second guess whether they should be when it comes down to it.
- An answer we received from our google forms survey that was mentioned multiple times was how existing products within this space do not feel personal.
- If we could do our study over again, we would have wanted to get more participants with applicable needs and potentially get unique perspectives that were directly applicable.

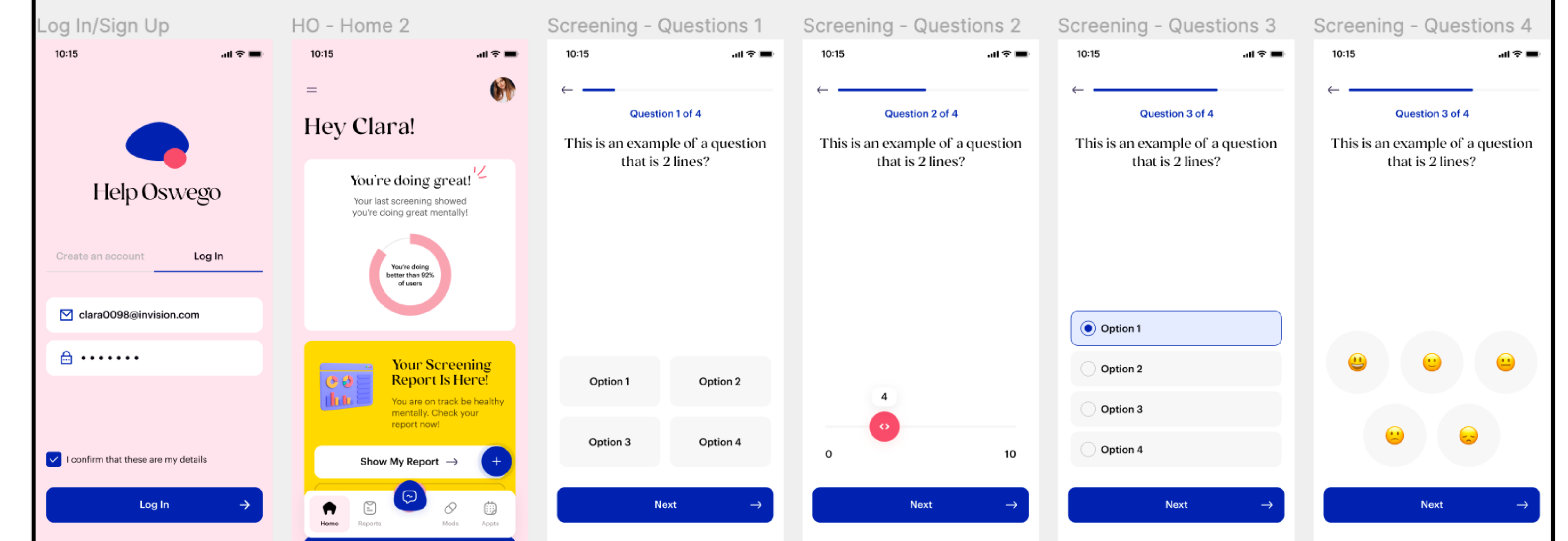
Mobile App Design - High-Fidelity Prototype



Wireframes



Prototypes



References

- Mental Health America. (2022, January 25). Take a Mental Health Test. MHA Screening. Retrieved February 12, 2023, from <https://screening.mhanational.org/>
- Mindwise. (2022). How are you feeling? Anonymous mental health screening. Retrieved February 12, 2023, from <https://screening.mentalhealthscreening.org/hyho>
- Ohio State. (2023). MyHealth app: Ohio State Medical Center. MyHealth App | Ohio State Medical Center. Retrieved February 12, 2023, from <https://wexnermedical.osu.edu/features/myhealth>