

# Assignment 1: Needfinding

CS 147: Augmented  
Humans

## Our team



Sofía



Chris



Abrahm



Starr

## Our domain

# Mental Health

within Augmented Humans

Education

Rocked by suicides, Palo Alto high schools want to make mental health care as normal as eating breakfast

Morning Mix

CDC investigates why so many students in wealthy Palo Alto, Calif., commit suicide

Education

The CDC is investigating a cluster of teen suicides in Palo Alto

Why are Palo Alto's kids killing themselves?

Diana Kapp, San Francisco Magazine Updated 3:39 pm PDT, Monday, May 25, 2015

'Depression Can Hit Anybody:' Father of Palo Alto Teen Who Committed Suicide Has Message for Parents

By Ryann Vargas



Palo Alto High School  
students gather here for  
lunch



# Our Interviewees

## Caroline

A Stanford senior and Bridge Peer Counselor with four quarters of experience

## James

A stressed-out 18 year old from Palo Alto High School with ADHD

## Ben

A well-adjusted senior from Palo Alto High School

## Jules

A high schooler who constantly uses her phone to make to-do lists

# Questions

Walk me through your daily routine. What makes you happiest?  
Most anxious / stressed?


What's something that surprised you from working here?

Tell me about a time when you felt particularly overwhelmed.

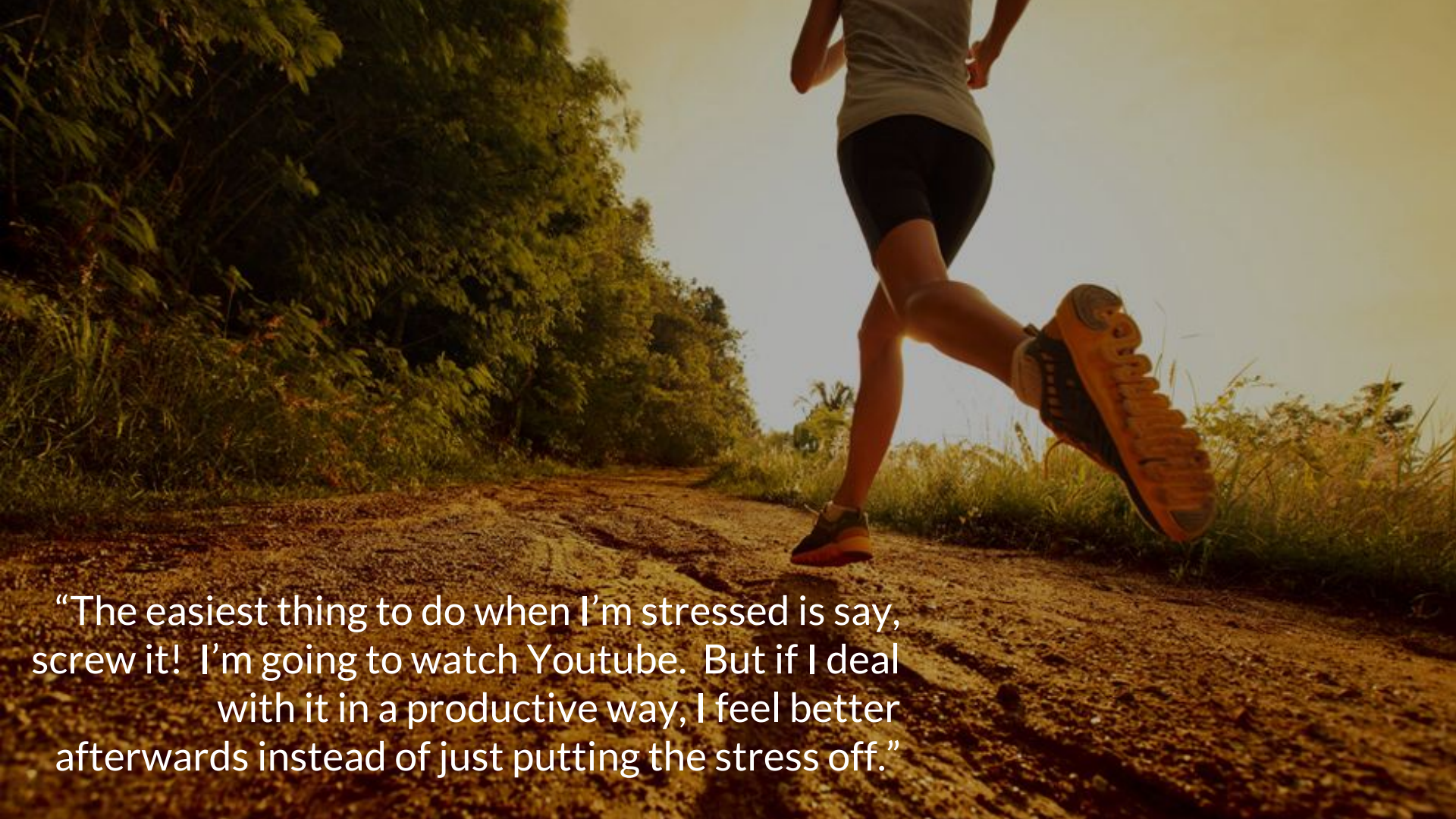
What was the process of accessing that school resource like? Walk  
me through your experience.

What do you consider a proactive way of dealing with stress?

Who do you feel like you can talk to about mental health? Tell me about them.

A woman with dark, curly hair, wearing a light blue short-sleeved top and blue jeans, is sitting on a dark blue couch. She is looking towards the left of the frame with a thoughtful expression, her hand resting on her chest. In the foreground, the back of another person's head and shoulders is visible, wearing a white sleeveless top. The background features a wall with vertical wood paneling. The overall lighting is soft and indoor.

**“We don’t tell them the solution to their problems. We ask questions to help people make their own ideas and plans and help themselves.”**



“The easiest thing to do when I’m stressed is say, screw it! I’m going to watch Youtube. But if I deal with it in a productive way, I feel better afterwards instead of just putting the stress off.”





“A lot of people at school ask me to sell my pills. Not my friends, people I don’t really know. But I don’t sell them because I need them, and they don’t.”

“I use my phone to organize my day -  
and knowing how my day will go  
makes me less stressed - but the  
alerts on my phone are also what  
makes me the most stressed.”



suicide  
trust  
listening  
medication  
problem-solving  
abuse awareness friends  
productive stress structure  
spiral unproductive  
reluctance competition

# Empathy Map



therapy days  
and  
counselors  
are useless

"I don't go  
a second of  
the day not  
stressed"

"Palo alto  
is too  
competitive &  
stressful"

"it's the only  
time I don't  
have to think  
about anything  
or talk to  
anyone..."

"Sometimes  
people call  
the hotline  
and abuse the  
system"

"...I try to get  
work done  
before it  
wears off..."

say

"people always  
ask me to sell  
them my ADHD  
meds..."

"... It's not  
that much stress  
in any one moment,  
it's just BUILDING  
stress..."

"Something that  
surprised me  
was... older men  
will call into the  
Bridge for sexual  
gratification...<sup>it's</sup> creepy."

what he does  
to destress  
changes every  
day - no structure  
or routine

always  
very aware  
that she  
is stressed

Carrying  
a camera  
strapped  
around him -  
portable

exercise/  
watch tv  
to relieve  
stress

helps people  
generate their  
own ideas  
and help  
themselves

Carrying  
skateboard

writes down  
everything  
she has to  
do

do

talk to  
friends  
across country

uses the  
Headspace  
app &  
meditates

skipping  
class

sitting with  
large, loud  
group of  
guys for lunch

straying from  
routine  
puts her in  
bad headspace  
for rest of day

that self-  
care/wellness  
resources that  
you can do  
on your own/  
on the go <sup>are</sup> BEST

It's not necessary  
to go to  
school/college  
to be happy  
& successful

mental health  
resources are  
not accessed  
by people  
who need them

talking with  
others and  
accessing  
resources is  
productive

think

her phone  
and alerts  
add to her  
stress

wants a  
quick fix  
at relieving  
stress

difficult to  
keep track  
of responsibilities

most organized  
systems for <sup>for</sup>  
wellness run <sup>by</sup>  
by adults are  
counterproductive

people  
like ADHD  
for benefits

emotionally  
invested in  
others'  
well being &  
feeling better

People should  
be more open  
to the idea that  
college isn't the  
best thing <sup>for everyone</sup>

feels guilt /  
is embarrassed  
by unproductive  
ways of  
de-stressing

frequently  
needs to  
relax /  
de-stress

feels a need  
to be connected  
and in the  
know

# feel

values  
structure  
&  
routine

values  
peers more  
than  
adults

Happy  
when school  
ends

feels different  
after different  
ways of coping  
with stress

suicide is  
part of  
high school  
life

feels like  
she'll miss  
something w/  
out phone

pressure to  
perform  
for colleges

likes a outlet  
that specifically  
addresses a  
problem - griefing

values well  
spent free  
time



# Needs // Insights

## needs

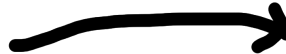
Control in dealing with life and stress

Connection to feel better, but not through phones because alerts can be stressful

EQUITY in mental health because resources get Abused

Restraint in accessing unproductive ways of distressing

a way to destress on the go



## insights

It would be gamechanging to... eliminate the adult/system that young people have to go through to get help.

It would be gamechanging to... have a break from the connectivity of phones

It would be gamechanging to... better identify abusers & bar them from accessing

It would be gamechanging to... train people out of the habit of unproductive distress strategies

It would be gamechanging to... teach people to destress w/ their bodies which they always have w/ them

needs

Control in  
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insights

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a way to  
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insights

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always have w/ them

# Summary

Highly pressured high-schoolers face immense stress from school



Existing resources are not accessed nor trusted, and instead abused



Stress relief can feel more like a chore



Questions?



Thank you!