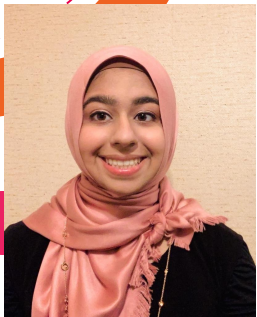
A decorative graphic featuring a large, faint dashed circle that frames the central text. Various solid-colored circles in shades of teal, lime green, orange, and pink are scattered around the perimeter. Some circles are solid, while others are dashed outlines. A large teal ring is in the top left, and a large yellow ring is in the bottom right.

Team 3:

Mental Health Needfinding

TEAM



SAFIYAH
CS 2023



RAYMOND
BMC 2023



ROY
CS 2023



NIKI
CS 2022

Three Domains of Focus

Destigmatizing
Mental Health

Telehealth

Achieving Goals
&
Habit Building



Needfinding

7

Virtual Interviews

Participant Selection

Ethnicity **Gender**
Age

6 out of **7** participants
NOT Stanford Students



Manaal



*Social Work Grad student (20),
Aspiring Mental Health Professional,
Productivity Blogger*

70 min Zoom Interview

“Mental health has been a struggle but unavoidably present for me from a very young age, as I developed an eating disorder when I was 9/10 years old”



Extreme User!

Deepankar



Student at Cornell, Grew up in household where mental health was highly stigmatized.

40 min Zoom Interview

“I didn’t realize how much of a real issue mental health was prior to dealing with it myself. Growing up, in my culture, mental health was not discussed and associated with weakness”



Extreme User!

Megan



*Stanford Mechanical
Engineering grad (25), ML
Engineer, Ran half-marathon,
New to therapy
70 min Zoom Interview*

“I wanted to find a running partner, but I'm nervous about reaching out to people I don't know. The friends I asked weren't interested.”



*College Student (18),
Struggles with anxiety*

Mike

“In telehealth, there is a lack of human interaction and limited automation capabilities”

*30 min
Omegle Interview*



Interview Questions

What kind of relationship do you have with mental health?

Destigmatizing Mental Health

How has the pandemic changed the way you perceive mental health?

Have you ever spoken to a mental health professional? How did you feel about the experience?

Tell me about a time you set a new goal and achieved it? Walk me through the process step by step?

Telehealth

Tell me about your last telehealth visit. Are there specific things you liked and disliked?

Does community factor into goal setting? Do you like talking about your goals with others?

Goal Setting

Tell me about a habit you struggle to break.

Megan's Empathy Map



Surprise

"When our goals align, achieving goals as a group is great."

"The hard part was being self-motivated because I didn't have an accountability partner."

"I'm nervous about reaching out to people I don't know."

"When I'm busy at work, I might not achieve my other goals."

Trusts plans made by strangers to achieve goals

There is a risk in reaching out to strangers to find groups/accountability partners

Work and school-related goals deserve more priority than personal goals

She needs to stay employed, even if she dislikes her job

"I feel nervous to say that I'm a Python expert despite using it every day. There's so much I don't know."

"You can't just quit a job you don't like. It's hard to measure progress."

"Work doesn't define me."

Therapy makes her feel low in the short term but the long-term benefits are worth it

It makes me feel low in the short term but the long-term benefits are worth it

Trusts therapist more when she has chosen one.

Achieving goals is more enjoyable in community when goals aligned

"Mental health is normally portrayed as a negative in the media."

"During the pandemic, it became normal for me to not always be at a calm, positive state."

"I'm not a quantitative person, so I struggle with the program."

Didn't see any health benefits before therapy.

Company websites idealize job descriptions to incentivize applicants

She can achieve goals better when she's held accountable

Sets both short-term and long-term goals

Becomes emotional during therapy sessions.

Did not expect to start crying during a therapy session.

Feeling overwhelmed during sessions

Frustrated that she's staying in a job she doesn't like

Feels sad, angry, or frustrated during and after therapy due to sensitive discussions

Explores careers by talking to people in that role, YouTube day in the life, LinkedIn

Laughed when talking about how she has been trying to stop picking her nails for years

Doesn't expect her nails after sessions because she's been so busy

Feels better when she achieves goals

Gains more fulfillment from personal goals rather than work/school goals

Empowered by being able to choose a therapist she likes

Recently started seeing a therapist online. Appointments once or twice a week.

Followed an internet 14-week training plan to run a half-marathon

She's running when the half-marathon ended

Learning about mechanical engineering but not when talking about her career

Reaching out to strangers with common interests

Similar to what she has achieved before

Energized by in-person interactions

Enjoys and takes pride in looking at her nails when they're beautiful

She's proud of her achievements

Contradiction



Tension

"When our goals align, achieving goals as a group is great."

"The hard part was being self-motivated because I didn't have an accountability partner."

"I'm nervous about reaching out to people I don't know."

"When I'm busy at work, I might not achieve my other goals."

Trusts plans made by strangers to achieve goals

There is a risk in reaching out to strangers to find groups/accountability partners

Work and school-related goals deserve more priority than personal goals

She needs to stay employed, even if she dislikes her job

"I feel nervous to say that I'm a Python expert despite using it every day. There's so much I don't know."

"You can't just quit a job you don't like. It's hard to measure progress."

"Work doesn't define me"

Under-confident in her own skills

py makes low in the firm but the long-term are worth it

Trusts therapist more when she has chosen one.

Achieving goals is more enjoyable in community when goals aligned

"Mental health is normally portrayed as a negative in the media."

"During the pandemic, it became normal for me to not always be at a calm, positive state."

"I'm a quantitative person and I like to measure progress."

didn't see any mental health issues before pandemic.

Company websites idealize job descriptions to incentivize applicants

She can achieve goals better when she's held accountable

Sets both short-term and long-term goals

Becomes emotional during therapy sessions.

Did not want to share the reason she started seeing a therapist

Under-confident in her own skills

Frustrated that she's staying in a job she doesn't like

Feels sad, angry, or frustrated during and after therapy due to sensitive discussions

Explores careers by talking to people in that role, YouTube day in the life, LinkedIn

Laughed when talking about how she has been trying to stop picking her nails for years

Doesn't bite her nails much after she has been to the salon

Happy and proud when achieves personal goals

Gains more fulfillment from personal goals rather than work/school goals

Empowered by being able to choose a therapist she likes

Recently started seeing a therapist online. Appointments once or twice a week.

Followed an internet 14-week training plan to run a half-marathon

She started running less when the half-marathon ended

Became very animated when talking about mechanical engineering but not when talking about her career

Afraid that something will go wrong by reaching out to strangers with common interests

Confident in her ability to achieve goals that are similar to what she has achieved before

Energized by in-person interactions

Enjoys and takes pride in looking at her nails when they're beautiful



Manaal's Empathy Map



"I hate telehealth!"

"Behaviors and thoughts are very much intertwined"

Modality important for therapy

It's hard for me to be vulnerable over Zoom

The lengthy telehealth sign-in process wastes my time

Her struggles shaped her into the person she is today

Has had 3 therapists

"Having a label won't solve your mental health problems, you need

"Physical health and mental health

Holding myself accountable is imperative to

I wish I was more open about mental health when younger

A therapist's political and social views

New Yi Resolut
- Wat consum
- Physical
- Drink Less
- Spiritual

Bought 4 passion planners at one

Does not usually buy things in bulk

Use Passi Plann

sing h, I i a here I res truly

Contradiction

Wants become a clinical therapist

to share with first therapist

EMDR

a therapist that shared her identities (Female, Muslim, etc)

that parents can overhear telehealth appointments

at telehealth is less personal

Worked harder in grad school even though she was being held less accountable

Struggled with anxiety

Used various telehealth platforms: Zoom, Google Meet, Email, telehealth app

I trust people older and more experienced than me, I want a therapist not a friend.

More satisfied with physical journals than digital ones

I feel more comfortable with a therapist I relate to

"imagine you're crying your eyes out and the therapist drops the call from poor connection"

"I hate telehealth!"

"Behaviors and thoughts are very much intertwined"

Modality important for therapy

It's hard for me to be vulnerable over Zoom

The lengthy telehealth sign-in process wastes my time

Her struggles shaped her into the person she is today

Has had 3 therapists

New Years Resolutions:
- Water consumption
- Physical Activity
- Drink Less Coffee
- Spiritual Goals

Wish I was more open about mental health when younger I had more of a support system

A therapist's political and social views impact mental health care

Actively applying things I study to my day to day life

Before addressing physical health, I need to be in a mental state where I am able to address it in a way that truly is healthy

Uses Passion Planner

Her own journey with therapy compliments her work

Felt like she couldn't trust first therapist, preventing her from being truly open

Wants to become a clinical therapist

Not comfortable at parents can overhear telehealth appointments

Feels that telehealth is less personal

Worked harder in grad school even though she was being held less accountable

Struggled with anxiety

Used various telehealth platforms: Zoom, Google Meet, Email, telehealth app

I trust people older and more experienced than me, I want a therapist not a friend.

More satisfied with physical journals than digital ones

I feel more comfortable with a therapist I relate to

Tension

The background features several decorative elements: a large orange ring in the top left, a large teal ring in the bottom right, a large light green circle in the top right, and a large yellow circle in the middle left. There are also smaller solid circles in green, yellow, and teal, and dashed circles in orange, green, and teal scattered throughout.

- Insights, Needs,
& Questions

Megan said...

“I'm a quantitative person and I like to measure progress...Therapy is not like going to a doctor and solving all your problems. It's pretty ambiguous.”

Insight

People find it difficult to measure their mental health, causing frustration or leading people to not seek mental health services.

Need

A way to measure and track progress in people's mental health

Are there precise markers people can use to assess their mental health?



Mike said...

“I accomplish things better when my friends are also working on the same goal as me. If I slack off, I’ll feel bad since my friends are all still working towards our mutual goal.”

Insight

Goals are easier to accomplish when tackled as a team due to accountability

Will people still feel accountable if they are working on their goals in a team, but their teammates are not their friends?

Need

To connect and form friendships with others who have a common goal



Manaal said...

“I wasn’t able to be open with my first therapist which made the therapy less affective...I’m more comfortable with my current therapist since she is also a Muslim woman”

Insight

People value, and are more willing to trust, therapists that share similar identities to them.

Need

A platform that allows you to search and filter therapists based on identities

How can the current process of searching for a therapist be changed to allow one to gauge compatibility before committing?





Summary

- People struggle to **assess** their mental health, which can deter them from using mental health services
- People value **community and accountability** in achieving goals, but may struggle to find others with common goals
- Telehealth, especially for therapy, can feel impersonal

The background features a large, light blue dashed circle that frames the central text. Various solid-colored circles in shades of teal, green, yellow, orange, and pink are scattered around the page. Some circles are solid, while others are dashed outlines. A large teal ring is in the top left, and a large yellow ring is in the bottom right.

Appendix

MEGAN: Detailed Empathy Map

"Usually, when there's a laid out, structured plan, I do it."

"When it all works together, achieving goals as a group is great."

"I prefer a balance of individual and collective goals. Now, too many are individual."

Goals: "The hard part was being self-motivated because I didn't have an accountability partner."

"I'm nervous about reaching out to people I don't know."

"I've set a lot of goals where there wasn't an important enough justification to achieve it, or I was too busy."

"I don't know how to channel my nervous energy without fidgeting."

"It's hard to find a role where I perceive myself as matching the qualifications. I feel nervous to say that I'm a Python/Deep Learning expert despite using it every day. There's so much I don't know."

"It's most effective to talk to someone you want to do. Company websites are too idealistic."

"You can't just quit a job you don't like. It's hard to measure progress."

"Work doesn't define me."

"Book clubs don't always do the books I like."

"I don't bite my nails much after I've been to the salon."

"Mental health is normally portrayed as a negative in the media."

"During the pandemic...I had very low and high points. It became normal for me to not always be at a calm, positive state."

"My low points had to do with feeling like everything was out of control."

"My high points came when I let go of pressure from work...There was flexibility with work from home...I could travel."

"I'm a quantitative person and I like to measure progress. It's not an activity that helps one person and not another. The lack of measuring objectively how it works is hard."

"Therapy is not like going to a doctor and solving all your problems. It's pretty ambiguous."

"I have an outlet to voice my fears, have someone validate it, and give me a way to look at it differently."

Telehealth: "I like that they gave bios of the therapists, and you can pick who you want to see."

Telehealth: "Body language and emotional responses are harder to read. You have less of a feeling that the therapist is with you."

Trusts plans made by strangers to achieve goals

Work and school-related goals deserve more priority than personal goals

She needs to stay employed, even if she dislikes her job

The pain of failures will be less if she laughs about them

She can achieve goals better when she's held accountable

There is not a good way to measure the progress in her mental health from therapy

It's helpful for her to have an impartial party to listen to her problems and help her find new ways to think about them

Therapy makes her feel low in the short term but the benefits are worth it

Trusts therapist more when she has chosen one.

Achieving goals is more enjoyable in community

She can achieve goals that are similar to things she has already achieved

Her failure to achieve goals comes from insufficient motivation or burnout. However, she was quite motivated to stop nail-biting.

She didn't have any mental health issues before the pandemic. Perhaps idealizing pre-pandemic life.

Company websites idealize job descriptions to incentivize applicants

She's more likely to achieve goals when there's a strong motivation

Say
Do

Thinks
Feels

Becomes emotional during therapy sessions.

Recently started seeing a therapist online. Appointments once or twice a week.

Travels more because of work from home

Stayed alone in apartment a lot more during the pandemic

Did not want to share the reason she started seeing a therapist

Sets both short-term and long-term goals

Laughed when talking about how she has been trying to stop picking her nails for years

Laughed when talking about another goal she failed to achieve

Doesn't bite her nails much after she has been to the salon

Puts aquaphore on her nails so she doesn't bite them

Followed an Internet 14-week training plan to run a half-marathon

She started running less when the half-marathon ended

Explores careers by talking to people in that role, YouTube day in the life, LinkedIn

Became very animated when talking about mechanical engineering but not when talking about her career

Frustrated that she can't measure progress in mental health

Under-confident in her own skills

Frustrated that she's staying in a job she doesn't like

Frustrated that she can't measure progress in her career

Isolated by video calls

Feels sad, angry, or frustrated during and after therapy due to sensitive discussions

Relieved after therapy because she shared her problems

Happy and proud when she achieves her goals

Gains fulfillment from personal goals rather than work/school goals

Stressed and anxious when applying for jobs

Frustrated that job descriptions don't match reality

Glad that she's found better ways to think about her problems

Empowered by being able to choose a therapist she likes

Nervous about reaching out to people she doesn't know

Afraid that something will go wrong by reaching out to strangers with common interests

Confident in her ability to achieve goals that are similar to what she has achieved before

Happier to achieve goals as a group when the group's goal aligns well with hers

Happy and rejuvenated by travel

Energized by in-person interactions

Enjoys looking at her nails when they're beautiful

MIKE: Empathy Map

Say

- said he had/his anxiety issues

-said he craves social interaction

- said he had a goal of moving out when he was 16

-says his goal and his resolution is to be more outgoing and worry less

-says he cannot control things outta his control (COVID)

-says he has a goal of reducing screen time

- says accomplishing goals as a community is easier

-says he "likes smacking [tennis] balls" to relieve stress

-says it is out of character to have mental health issues in some households (he is Indian)

-says people in his community accepts mental health, but don't take it super seriously

- says mental health a running joke @Cornell because the school is bad at tackling the issue

-says he would like to see advancements in telehealth technology (better chatbots -> better live agents)

-says he does not let failure hold him back when goal chasing

Think

-thinks the therapist helped identify the problem, not solve it

- "I don't care about what others' opinions about me anymore"

-think in person therapy is more effective than telehealth

-thinks telehealth can still be useful (no meet in person = no COVID stigma)

-thinks his friends help him achieve his goals

-thought he would really miss out on social life if he was in person

-thinks he is good with his thoughts and independent

-thought talking with therapist was more relaxing than helpful

-thinks therapists don't really get to the issue, just good listeners

-thinks telehealth is convenient but only good for smaller diagnosis

-thinks goals are achievable if taken slowly and in smaller steps

Do

- talked to a therapist

-went on discord and other communities to talk to others

- booked his COVID shot over telehealth services

- achieved his goals by breaking them down into smaller goals

-cut down screen time in half (little by little)

- looked calm and serious when discussing anxiety. Not sad

-smiled a lot when talking about social interaction

- took a few minutes to think about telehealth related questions

- looked up a lot when thinking

-relieves stress by playing tennis (hobby)

-looked a bit upset when saying that mental health was not prioritized in his household

-did not express his stresses and kept to himself

-went on Club Penguin and social platforms to find human interaction

-talked to a therapist @Cornell because it was free

-seemed angry when talking about his school's mental health services

-used telehealth to schedule a COVID appointment

-looked annoyed when talking about his experience with telehealth (30 min wait, few chatbot options)

-failed to break down a larger goal into smaller steps

-nodded his head a lot when accounting his bad habits

Feel

- felt less worried about others' opinions

- felt sad by the pandemic because it made him lonelier

-felt grateful for his roommates who gave him some social interaction

- felt therapist was positive experience, identified problem

-feels telehealth is less human centered, more automated

-feels happy when accomplishing small goals

-feels mental health problems are seen as weakness due to upbringing

-felt lonely due to the pandemic

-feels Cornell does not provide enough mental health resources

-feels empathetic for friends because many do not know how to express themselves

-feels telehealth is too limited, not much options/limited responses

-felt overwhelmed by a larger goal, felt more able when tackling smaller goals



Megan: Detailed Tensions, Contradictions, Surprises Analysis

- Frustrated by lack of clear progress in mental health from therapy. Therapy induces both negative and positive emotions.
- Thinks she didn't have any mental health issues before the pandemic. She might be idealizing her pre-pandemic mental health.
- She trusts running plan made by a stranger on the Internet but was nervous to reach out to strangers for a running partner.
 - What factors are important for building trust?
- Claims work doesn't define her, and putting personal goals first improves happiness, yet doesn't achieve personal goals when she's busy at work.
- Achieving goals as a group is great *when goals align* with her own.
- Lack of confidence hurts her pursuit of her career goals.
- Claims that failure to achieve goals is because of insufficient motivation or being busy, but she's been trying to stop biting her nails for years.