

Design Proposal: *Project SafeChat*

DESIGN REQUIREMENTS (key: **action/functional**, **object/data**, **context/contextual**)

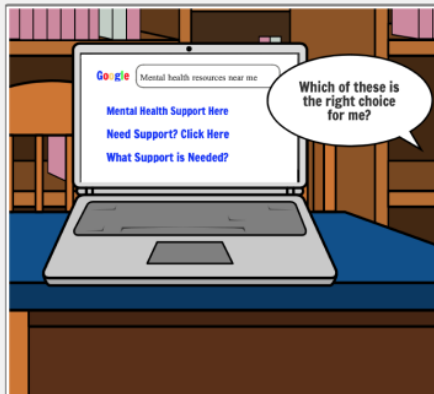
1. The design should **assist users in matching** with the **correct mental health resource**, **enabling switching** between **resources** if **necessary for the best mental health outcomes**.
2. The design should allow users to **share** personal information, experiences, or issues, in a **private, secure, and confidential venue**.
3. The design should provide **ways** for users to **practice mental wellbeing** **daily**.
4. The design should be easy for users to **share** with **others who might benefit from its services**, **when they need it**.
5. The design should **be available** to users **24/7** to provide **on-demand support**.
6. The design should be **portable** so users can **access it anywhere**, **in any context**.
7. The design should **give users control** over how their information is stored/saved, and give **returning users** a way to **pick up where they left off**, **if desired**.
8. The design should allow users to **receive support** at **little or no cost**.
9. The design should **enable human connections** rather than using AI to **provide the support**.
10. The design should be **accessible to users with disabilities**, either through compatibility with existing accessibility features **on the user's device** or through **accessibility features** **local to the design itself**.

DESIGN GOALS

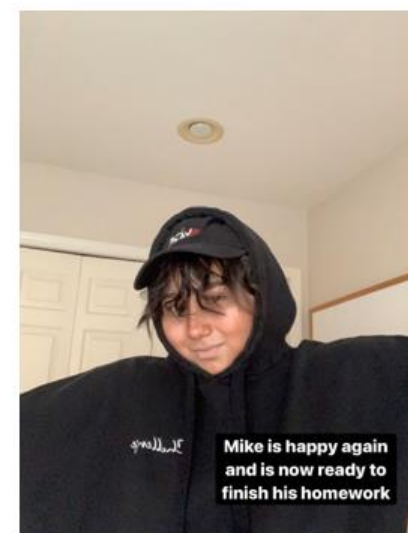
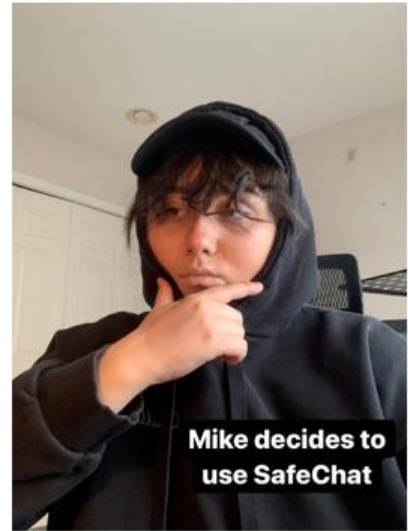
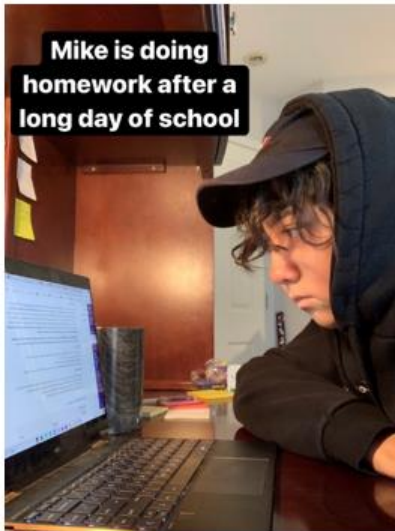
1. Enabling users to connect with others who have had similar mental health experiences or hardships.
2. Making mental health support more universally available, including supporting first steps for users who have never accessed mental health support before and useful support for users who have experience with mental health resources.
3. Providing support outside of the contexts that traditional mental health support is available (such as outside of business hours).

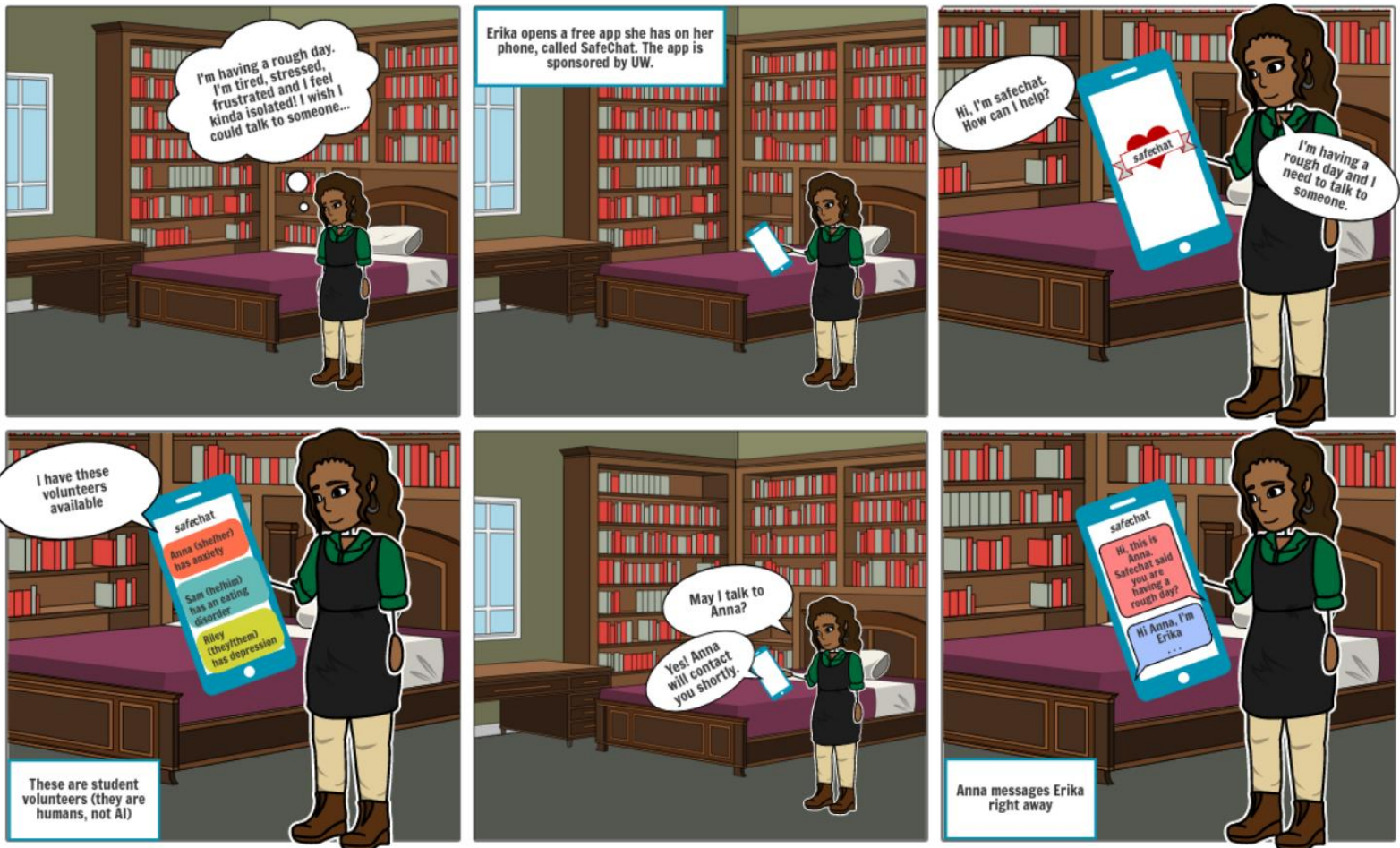
SCENARIO STORYBOARDS

Current Experiences



Experiences with Our Design





Create your own at Storyboard That

[Alt Text] Frame 1: Thought bubble reads: "I'm having a rough day. I'm tired, stressed, frustrated and I feel kinda isolated! I wish I could talk to someone..."

Frame 2: Panel reads: "Erika opens a free app she has on her phone, called SafeChat. The app is sponsored by UW."

Frame 3: First speech bubble reads: "Hi, I'm safechat. How can I help?" Second speech bubble reads: "I'm having a rough day and I need to talk to someone."

Frame 4: Speech bubble reads: "I have these volunteers available." Phone screen reads: "Anna (she/her) has anxiety / Sam (he/him) has an eating disorder / Riley (they/them) has depression." Panel reads: "These are student volunteers (they are humans, not AI)."

Frame 5: First speech bubble reads: "May I talk to Anna?" Second speech bubble reads: "Yes! Anna will contact you shortly."

Frame 6: Red text reads: "Hi, this is Anna. Safechat said you are having a rough day?" Blue text reads: "Hi Anna, I'm Erika . . ." Panel reads: "Anna messages Erika right away"