Enhancing User Experience in AI Chat Buddy Counseling:

Identifying and Addressing Challenges

Author: Xingxian Tang

Abstract

This project enhances the user experience in mental health AI chat, identifying issues, and solutions. It's divided into literature review, competitive analysis, user research, prototype creation, and testing. The innovative AI chat buddy App offers personalized mental health support in the UK. Through AI, it provides a nonjudgmental space for expressing emotions, suggesting coping methods, and connecting users to professional help. This app strives to improve mental health care, promoting early intervention and building a stronger community in a support-limited nation.

Study Methodology

Literature Review	Based on existing knowledge, formulate research questions, design studies, and contribute new insights.
Competitive Analysis	Six competing products: Woebot, Gorg, Wysa, TalkBuddy, Robo AI, Genie. Summarize strengths and weaknesses.
Question -naire	About 52 participants took part in this survey, each contributing their unique viewpoints and insights.
User Interview	Six participants were invited to this interview. The main goal was to collect their opinions on this kind of application.

Introduction & Background

In recent years, a surge in mental health concerns like anxiety, sadness, and stress has affected millions in the UK. A study in November 2020 found that 30% of respondents had experienced mental health issues, exacerbated during the pandemic.

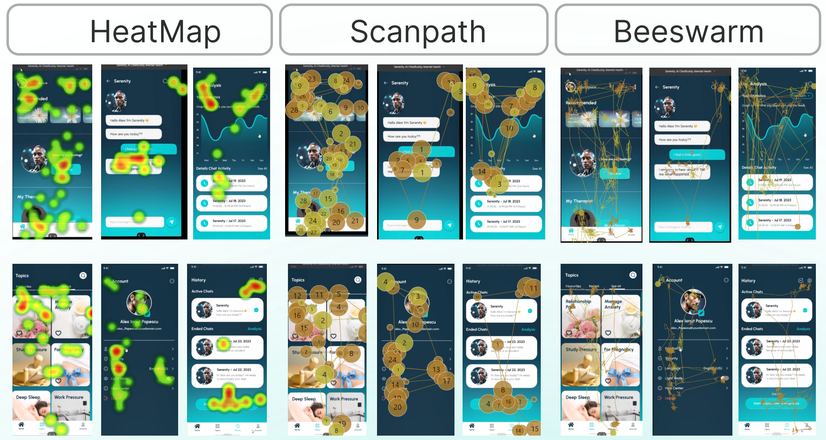
The demand for mental health services surpasses available support, causing delays. Bridging this gap requires inventive solutions to deliver prompt and accessible care to those in need.

Design

Testing & Evaluation

1. Card Sorting test gathered about 56 people for it. Designed about 43 word cards, participants categorized them into 10 major groups based on their understanding.
2. Tree testing enlist roughly 43 volunteers. Designed around 10 tasks to perform path selections on the preliminary designed website's tree menu.
3. Eye- tracking test with a total of six participants. The major goal was to see if they could locate the entry to these features fast and which specifics grabbed their interest.

Reseach results



Eye tracking matched design expectations. Participants quickly found buttons and menus, and candidates told it is a user-friendly interface.

Conclusions & Future Work

Both primary and secondary research enhance understanding. Primary research gathers unique data directly from sources, such as surveys or interviews, offering precise insights.
I engaged diverse interviewees, learning distinct viewpoints, while online surveys provided broad feedback on product needs. Constructing low and high-fidelity models taught interaction design skills. AI won't replace humans, but it boosts productivity.