Multimedia Appendix 1 – Focus group and prototype session questions

A) **Focus groups**

Focus group questions

As a university student, what would you do if you thought you had an emotional or mental health problem?
What would you advise a friend to do if they thought they had an emotional or mental health problem?
In an ideal world, what kind of mental health help do you think students would want to receive?
What do you think about using the Internet for getting support for emotional or mental health problems?

What do you think about the idea of a space online which offers pretty much anything students might need for their mental health?
What should be in this space? What should it offer students?

Would students want to be able to access information about emotional and mental health problems using this space?
What kind of information would students want to receive?
Through the space, do you think students would want the ability to connect with other students who may be experiencing stress, emotional or mental health problems?
How do you think students would want to connect with other students?
What do you think should be done to make sure that this peer support component is safe for users?
What do you think about having rules that specify what is appropriate to talk about?
There is potential for sensitive topics like suicide to be discussed in these types of peer support networks. How do you think discussion of suicide should be handled?
What do you think about having moderators to manage the peer support component? Who should they be?
Do you think students would want to have access to mental health professionals (such as counsellors or psychologists) through this space?
Who would these professionals be?
How do you think students would want to access help from a professional?
If face-to-face, do you think students would want to be able to make an appointment online?
Would students want the professional to be able to see the information they have entered into the online space?
Do you think it might be helpful for students to have access to a forum to interact with professionals?
There are a number of self-help programs that people can access online for mental health problems. For example, MoodGYM is a program that provides self-help

therapy for depression. It teaches you the same kinds of skills that talking to a psychologist would teach you. The program is automated – it doesn't involve a person at the other end.

Do you think students like yourselves would use a program like this?

What do you think about self-help programs like this being available as part of the space?

Sometimes these programs are used with a support person. Do you think students like yourselves would want someone to support them to use an online self-help program?

Who would this be?

How often/under what circumstances do you think students might want support?

How might students want to be contacted?

Should the space be used for preventing mental health problems?

What about its use by students who are recovering or have recovered from a mental illness?

What problems/issues should the space target?

If students were to come to the space for help, what information (about students) should the system collect?

How should the space collect this information?

Do you think students would want feedback from the space after this information is collected?

In addition to giving feedback, what else should the space be able to do with students' information?

Is there anything you think students wouldn't want the space to ask them about?

In order to do some of what we've been talking about and to tailor the space to students' needs across time it would be necessary for students to register to use the space via a username and password. During the registration process, what personal information would students like yourselves be comfortable providing?

Should parts of the space be available without having to register?

To what extent do you think students would like the space to interact with them once they have registered?

How would students want to navigate the space?

When would students be likely to use the space?

How can students give feedback about the parts of the space that were helpful for them and parts that weren't helpful?

How do we get the space out to students?

Are there any reasons why students might not want to use the space?

What should we call the space?

How do you think students would prefer to access the space?

B) **Prototype Sessions**

<u>**Session 1**</u>

> **Prototype 1:** The 'Kate' prototype was designed to examine a use case where a student had sought help from the university counselling centre and was facilitated access to the Virtual Clinic (VC) through the counselling centre. The primary objectives of this prototype were to assess the authenticity of the student's pathway into and through the VC, as well as to give an overall perspective of VC features to gain insight into which specific features of the VC students would be likely to use.

Questions:

1. What do you think about the collection of features in this prototype of the Virtual Clinic?

2. Which features did you like?

3. Which features didn't you like? Should we take them out or can we improve them?

4. What would you change about this prototype? How can we make it appealing to students?

5. Does this seem like a realistic depiction of what this student would do if they were in this situation? Why/Why not? Are there any steps in the process that have been missed?

6. Do you think that students would want to use this website? Why/Why not?

7. Do you have any ideas about what we might call 'Virtual Clinic' when it's completed?

<u>**Session 2**</u>

> **Prototype 2:** The 'Alice' prototype was designed to examine a use case where a student had come across the uniVirtual Clinic on the ANU homepage and visited it out of curiosity. The primary objectives of this prototype were to assess the authenticity of the student's pathway into and through the uniVirtual Clinic, as well as to examine participants' views regarding the homepage, registration, and forum.

Questions:

1. What do you think about accessing the Virtual Clinic through Wattle?

    o   Can you think of any other preferable ways to access/find the Virtual Clinic?

2. What do you think about having to enter your u-number and password again to access the Virtual Clinic?

    o   Would you like it to be seamless?

3. You will have noticed that an account was already set up for the user, similar to the way Wattle or ISIS is set up for each student at enrolment. What do you think about that?

4. What do you think about the feeling/thinking/doing/happening function?

    o   Would it be useful for someone who isn't sure about what they are looking for?

    o   How likely is it that someone would use the 'issues' word cloud instead?

    o   Can you think of any other ways to help someone find what they're looking for/need?

5. What do you think about the student stories?

    o   Do you think this approach would appeal to students?

    o   Any problems/issues with this approach? Any benefits? Any alternatives?

6. Does this approach add anything?

7. What do you think about the idea of the VC recommending a challenge based on quiz results?

   o What do you think about doing a challenge like this over a set period of time? What would you expect an assessment to do for you? What options should it give you? What would keep you on track/motivate you? What do you think about SMS reminders?

8. What would you expect a quiz to do for you? What options should it give you?

9. If you got a reminder to do a task, how would you go back to the Virtual Clinic to complete it? (through Wattle, Google?)

10. What should we call the virtual clinic?

<u>Session 3</u>

Prototype 3: The 'Pete' prototype was designed to examine a use case where a student is feeling distress but may be unsure of where to look on the uniVirtual Clinic site for help. The **primary objective** of this prototype was to examine the pathway into the clinic for a student who may not know how to articulate their distress in terms of disorders (e.g., depression, anxiety) or even feelings (e.g., sad, anxious). This was achieved firstly through a "what's going on" function (that lists possible 'feelings', 'thoughts', 'actions', and things that may have 'happened' recently in their lives), and secondly through a "student stories" function (including various stories they may identify with). The secondary objective was to assess the idea of a personalised "challenge" (or modules) function, which provides tasks designed to target symptoms of distress and was raised during Prototype session 1.

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   o Can you think of any other preferable ways to access/find the Virtual Clinic?

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    o   Would you like it to be seamless?

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    o   Do you think this approach would appeal to students?

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    o   What do you think about doing a challenge like this over a set period of time? What would you expect an assessment to do for you? What options should it give you? What would keep you on track/motivate you? What do you think about SMS reminders?

7. If you got a reminder to do a task, how would you go back to the Virtual Clinic to complete it? (through Wattle, Google?)