

## **Reflective report: Research process and reflection of FMP**

### ***Introduction***

According to research, about 11% of the American population will suffer from anxiety every year, and nearly 29% of people will experience anxiety at some stage in their lives (Kessler et al., 2005). Although there are more diversified ways to seek help due to advances in technology and changes in thinking, sometimes people cannot resolve their anxiety in a timely and correct manner. Many anxiety patients receive care without relevant evidence base, especially when non-experts provide treatment services (Stein et al., 2004). This kind of treatment that cannot solve anxiety from the root is also one of the reasons for recurrent anxiety. . At the same time, the increasing anxiety around me is also the original reason why I chose this topic for research.

Next, the content of the article will use the article framework “DIEP” to describe the research background, target population, insight, final output and reflection of the entire project.

### ***Describe—— ‘Data and Analysis’***

Compared with classroom lectures, most of the knowledge I acquired this semester came from project research. The data and text obtained from these researches are the theoretical support for the final output of the entire project. At the very beginning of the project, I determined the direction of the project development by writing a brief and started the project research on this basis.

The first is the background of the project. “According to the World Health Organization’ s survey

and prediction, about 12%-48% of people will be affected by a certain mental illness at some stage in their lives, but only about one-third of them will get treatment” (Wang and Zheng, 2012). Taking China as a typical example, its anxious population accounts for 20% of the global anxious population, which can be described as a country with a high incidence of anxiety. This also explains the reason why this project uses China as the research background.

Next, I conducted a research on the causes of current anxiety. According to the health data report of WHO2017, 52% of anxiety comes from work. Therefore, the data shows that there are many reasons for anxiety, but most of the most widespread reasons are from work. Immediately under the background of work anxiety as the main theme, the research further showed that the higher the degree of urbanization, the more serious the pressure of competition, and the higher the anxiety index, and among them, the more highly educated people will be more anxious. Therefore, the crowd anxiety report pointed out that as a high-educated population, international students have become the crowd with the highest anxiety index, and their anxiety coefficient is nearly three times higher than that of ordinary people. At the same time, from the perspective of age, “the anxiety level of young people aged 18-34 is generally higher than that of other age groups” (Ma, 2021). Based on the analysis of the two, I position the target population as the 18-34-year-old international student population.

While determining the target audience, I also collected the most popular ways to decompress. Eating, drinking, having fun, traveling, and shopping are all good decompression channels, but we can see that these decompression methods have not solved the anxiety from the root, but only temporarily diverted attention.

Therefore, in order to solve the problem in a targeted manner, I investigated the main reasons for the anxiety of international students. Ma (2021) research shows that the first is the pressure from family, the second is the pressure of academic competition, the third is the pressure caused by the lack of communication with others, and the fourth is the weak resistance to pressure caused

by studying abroad at a younger age. Through analysis, there is a small chance that the pressure from the family can be solved, and studying abroad at a younger age is not the target group, so I plan to start with academic competition and lack of communication.

***Interpret—— ‘Insight and Source’***

Based on the above preliminary investigation, I have come up with two insights.

First of all, my first insight is about the pressure caused by lack of communication. International students do not have a correct understanding of the current social competition. At the same time, because of the lack of communication partners, they cannot relieve their mood, which leads to unsolvable psychological pressure.

This insight comes from my primary research survey. In the questionnaires I collected, most of the international students expressed a lot of pressure on making friends and lack of communication. At the same time, the research showed that "The variable of language difficulties was harder for Asian students" (Fritz, Chin and DeMarinis, 2008). This problem prevents most international students from actively seeking some psychological counseling services, which leads to long-term accumulation of pressure, which makes the international students very anxious.

The second insight comes from the anxiety caused by academic competition. The high anxiety coefficient of international students is because so many international students cannot finish their studies in time because they do not make plans and cannot reasonably plan their time. They are afraid of being eliminated in the fierce social competition and feel anxious.

According to the results of the questionnaire, 63.83% of international students believe that the biggest source of anxiety is fierce peer competition. Secondly, 59.57% of international students caused panic and anxiety due to lack of study and work plans. This is also the second source of insight. At the same time, “Asian students may feel more anxiety and pressure because their failures are not regarded as personal failures, but involve the whole family” (Brislin, 2000), which also makes international students feel anxious about failure rapidly promote.

Then through interviews, I further determined that many anxiety emotions come from uncontrollable and unplanned learning processes, which makes foreign students who tend to fail academically feel more pressure.

### ***Evaluate — ‘Choice and Influence’***

In order to further determine the design direction of the final output of the project, I need to choose one from two insights.

So I conducted a survey and concluded the most frequently used app-"Little Red Book" by international students. International students can find solutions to various problems on this app, and users can also share their own experiences to help others . Many difficulties in life have been solved, and life anxiety has been relieved to a certain extent.

This shows that international students are still more inclined to use functional apps to solve problems. It is the most effective way to eliminate anxiety from the root cause. So I chose to solve the second insight “the lack of ability of international students to plan time makes it impossible to complete their studies in time.” The choice of this direction also further affected my design ideas. I realized that when solving a problem, I not only look at the surface, but also

look for the source of the problem. Eliminating the source is the most effective way to solve the problem.

In the process of constructing user modelling, I realized that solving the problem should not only be cut from one aspect. While focusing on solving the main problem of lack of a correct learning plan, I can also add some ways to facilitate user communication. So I divided users into two types of people. The first type is mainly seeking help on how to plan time, and the other type is someone who has a certain ability to plan time but lacks channels for communication and sharing. And I also further analyzed the user psychology in the process of drawing the empathy map and user journey map and used them in the next final design.

#### ***Plan—— ‘Output and Summarize’***

The choice and understanding of the above insights have inspired my final output. I expect to start with helping international students plan their study time and make plans.

As a learning tool app, the information tolerance of the page is the most important when using it, so I chose to make the design of the computer-side app interface. The entire APP includes the three most important functions.

The first is to be able to get an overview of what needs to be learned at the moment, and to be able to clearly see the deadline of the assignments that need to be turned in. The second is that the APP can automatically generate a daily learning plan based on the current learning content, and users can also customize to make a plan that suits them best, which can help international students make full use of their personal time. Finally, there is a communication function, where everyone can share their learning results in this space and be able to like and discuss.

Through the research and design of this semester, I am fully familiar with all the processes of completing a project. At the same time, I understood the user's needs and ideas during the design process, and was able to transform all user feedback into the interface design in a timely manner to improve the user's interactive experience. In future project practice, I will also synchronize my thoughts with actions, focus on users, and strive to make better products to serve the public.

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