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Campus Mindscape

Feel More · Cope Better · Thrive Together

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MA Information Experience Design

How can experience design help develop strategies to support the mental well-being of students in Chinese higher education?

Starting Point:

Personal experience navigating stress & anxiety; identified gaps in support.

Why it matters:

Global & Chinese students face stress and anxiety; cultural and systemic barriers hinder access to help.

A growing challenge affecting learning, focus, and life satisfaction.

TWO TOOLKITS OVERVIEW

ConvoLoop (Dialogue Toolkit):

The Conversation Loop
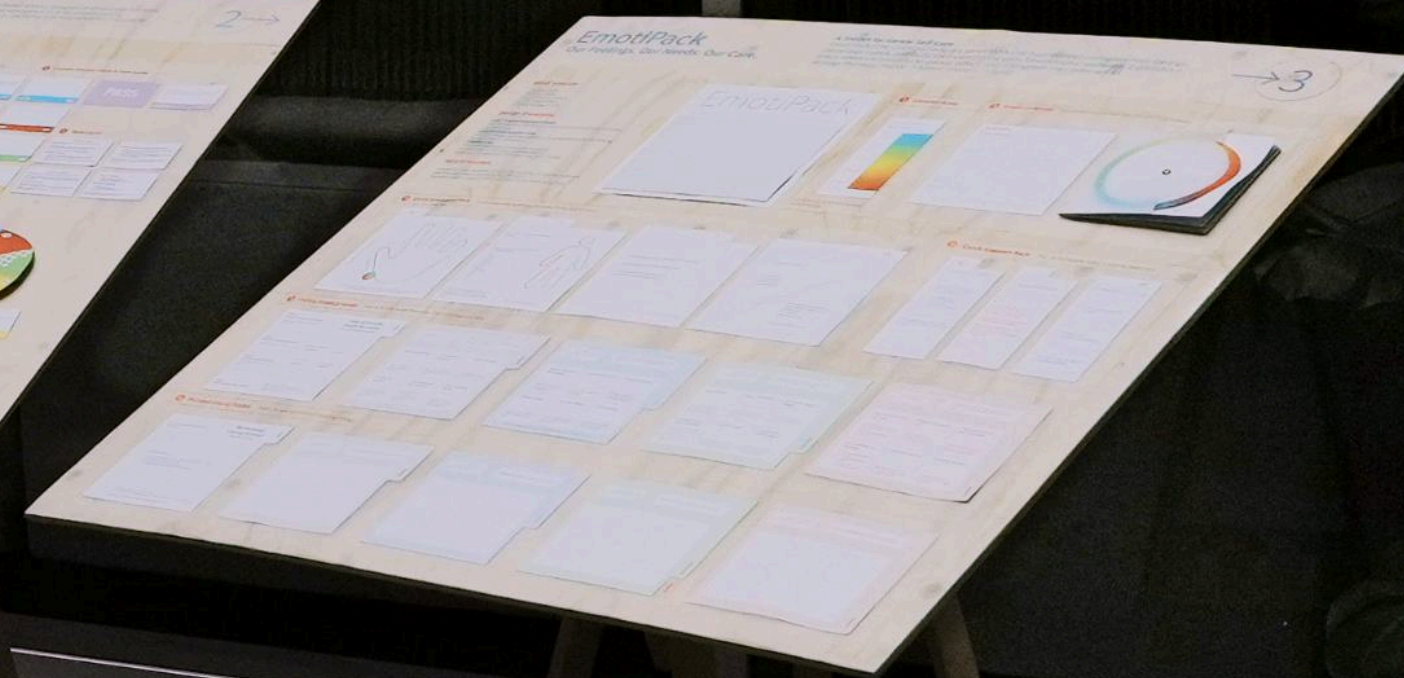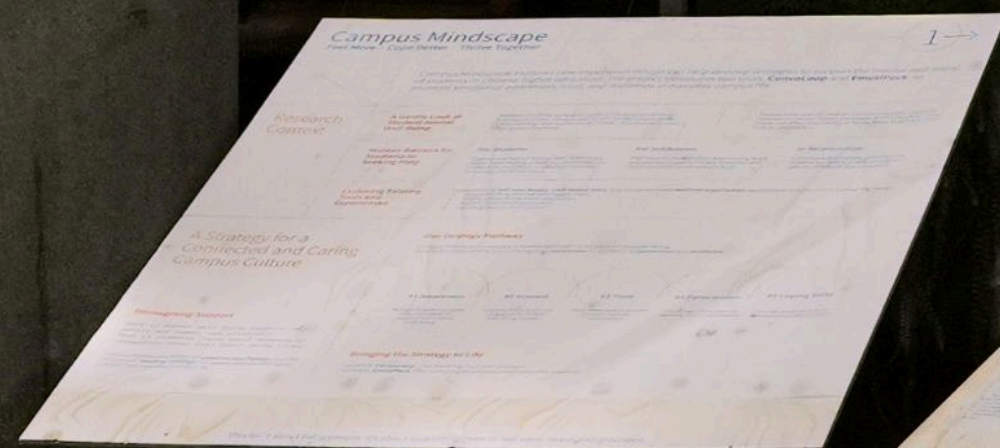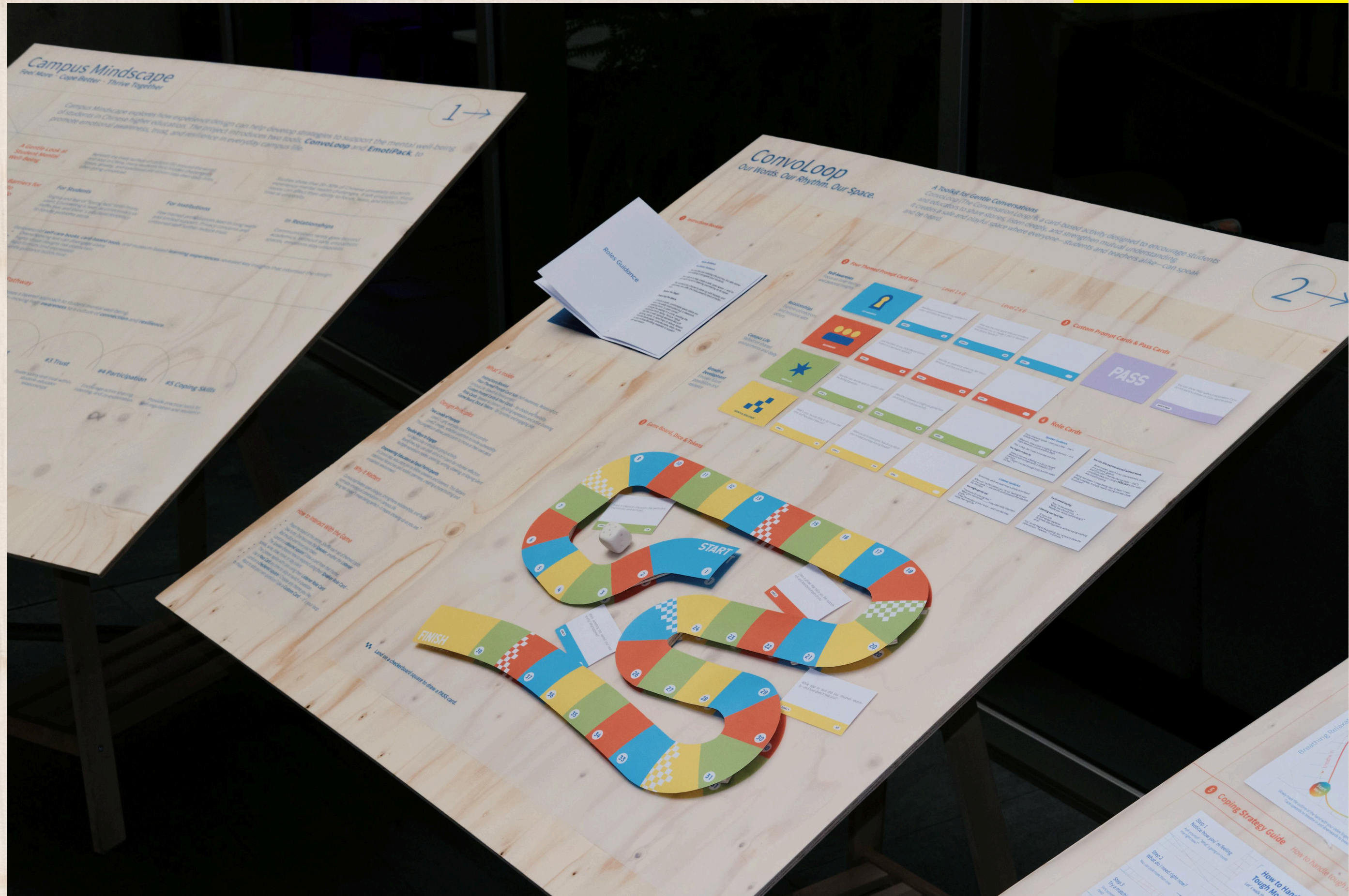
Educator–student dialogue; building trust, support, well-being.

EmotiPack (Self-care Toolkit):

The Emotion Pack

Emotional regulation, reflection; nurturing resilience & awareness.

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What Worked Well:

- Calming, inviting colours
- Warm, empowering tone (EmotiPack)
- Playful, engaging format (ConvoLoop)
- Clear structure & layout

Areas for Improvement:

- Visual maturity for ConvoLoop
- More concrete, relatable prompts
- Deeper emotional engagement

THE CHALLENGE: HIDDEN BARRIERS

Barriers to Student Mental Health Support

Student-Level   1

- Stigma
- misconceptions
- hesitancy
- tendency to handle problems alone

System-Level   2

- Professional shortage
- long wait times
- confidentiality concerns
- distrust in services

Teacher–Student Interaction   3

- Lack of empathy
- limited communication
- unequal dynamics

Insights based on literature review, expert & student interviews, and field observations

POSSIBLE SOLUTIONS

Theoretical Perspectives

Existing Tools & Experiences Explored

Positive Psychology:

strengths, growth, subjective well-being

Healthy Settings:

holistic campus environment supporting well-being

- Self-care books & card-based tools
- Museum-based learning experience

POSSIBLE SOLUTIONS

Insights from Term 1

The importance of safe spaces for exploring and expressing emotions at university.

Insights from Term 2

Understanding how high-stress and anxiety students feel and seeing how they deal with their emotions

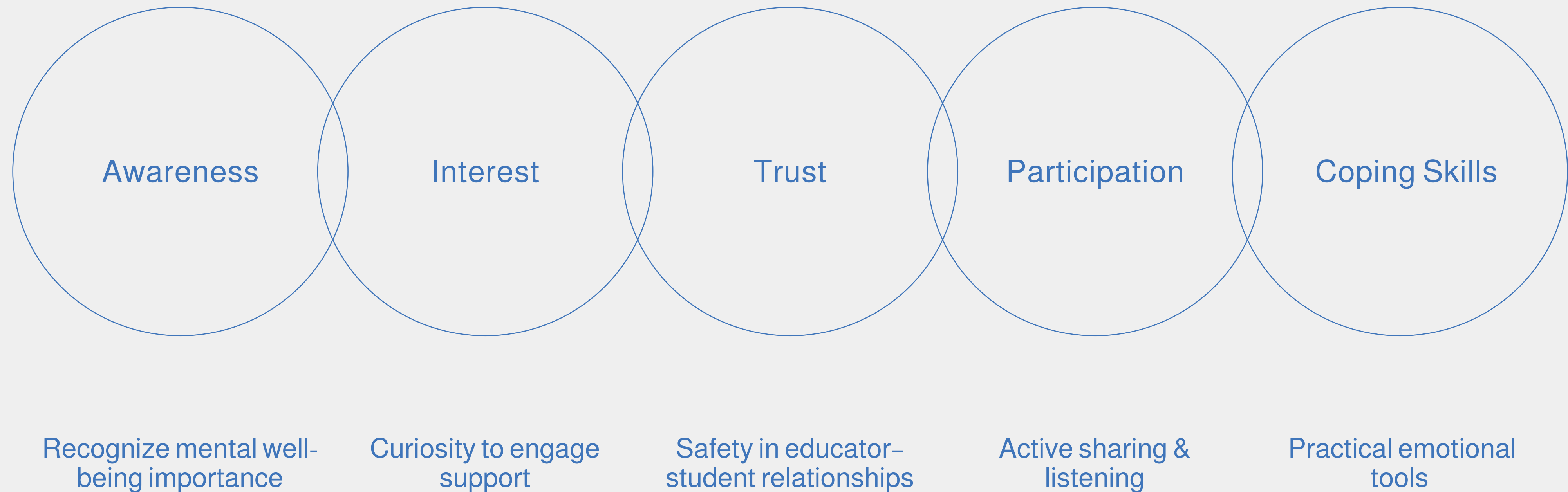# REIMAGINING SUPPORT

Insights	Goal
• Beyond Formal Therapy & Clinical Tools • Focus on Day-to-Day Moments: Teacher-student interaction, simple tools • Focus on strengths & growth, not just problems • Whole environment supports well-being	Gentle, Human, Approachable

REIMAGINING SUPPORT

Strategy Pathway

Awareness

Interest

Trust

Participation

Coping Skills

Recognize mental well-being importance

Curiosity to engage support

Safety in educator–student relationships

Active sharing & listening

Practical emotional tools

BRINGING THE STRATEGY TO LIFE

ConvoLoop

What kinds of **teacher–student interactions** help build trust, support, and a sense of well-being?

EmotiPack

How can tools for **emotional reflection** help students improve their coping skills and emotional resilience?

What is ConvoLoop ?

Dialogue toolkit for trust & emotional sharing

What's inside：

Prompt cards (4 themes)

Role guides, Pass/custom cards

Game board & tokens & dice

Instruction booklet

Prompt Levels：

Level 1 (General): daily emotions, campus experiences.

Level 2 (Deeper): academic challenges, personal struggles.

How does it work?

Core Mechanism:

- Turn-based sharing: Roll dice → Draw card → Respond
- Choice of expression: speak, write, draw, or pass
- Listener role: empathy, no fixing

Usage Scenarios:

- Classrooms: teacher-facilitated dialogues
- Peer support programs
- Dorms & societies: informal conversations
- Journaling or one-on-one mentoring

Why it matters?

Addresses:

- Emotional hesitancy to share
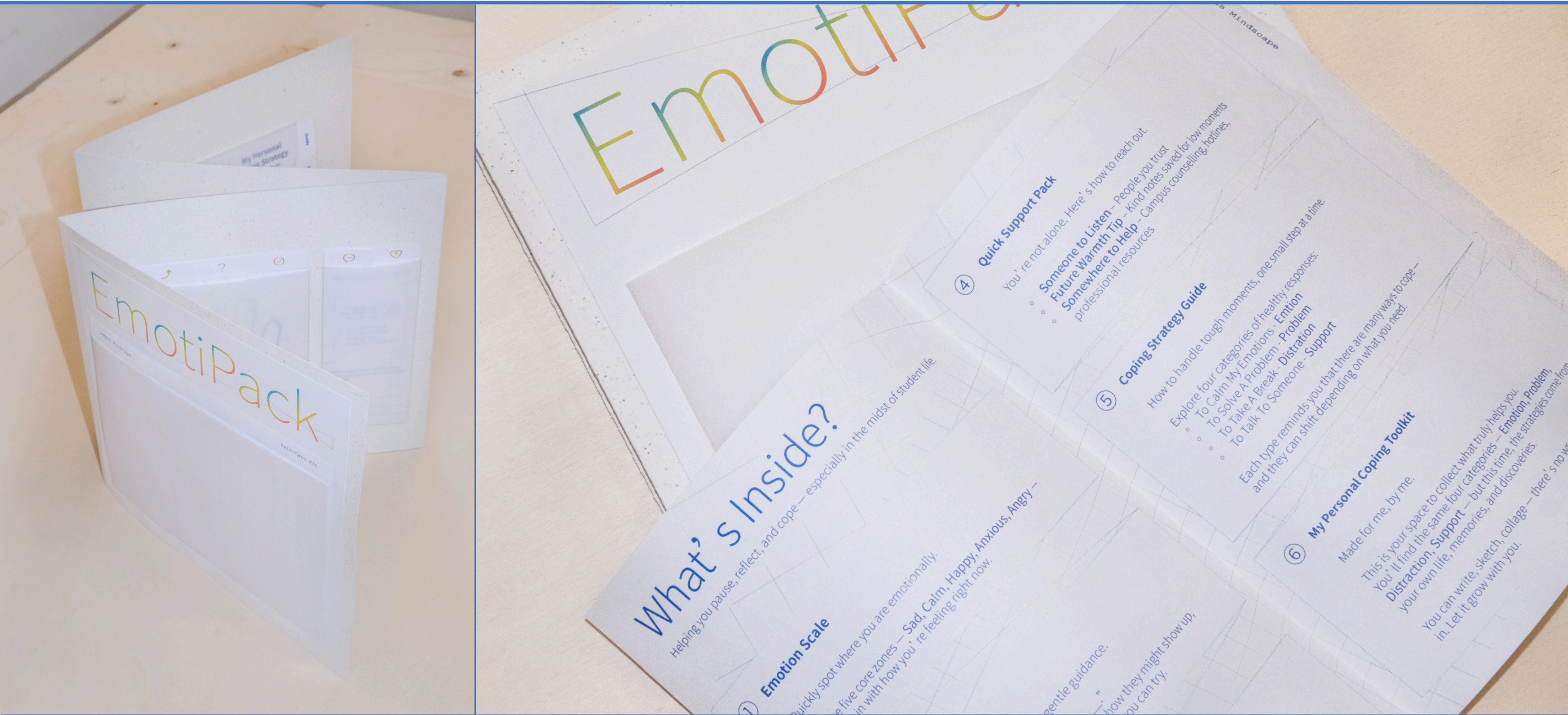- Hierarchical teacher–student dynamics
- Lack of safe spaces

Benefits:

- Builds trust & deepens relationships
- Easy adoption across campus settings
- No special training needed

Transforms silence into meaningful connection

TOOLKIT 2 - EMOTIPACK

What is EmotiPack?

Self-care kit for emotional regulation & reflection

What's inside:

- Emotion Scale, Emotion Wheel
- Quick Grounding & Support Packs
- Coping Strategies (Emotion, Problem, Distraction, Support)
- Personal Coping Strategies (customizable)

Helps students navigate emotions & build resilience

How does it work?

Core Pathway:

Notice Feelings → **Name** Needs →
Learn Strategies → **Build** Resilience

Usage Scenarios:

- Pre-exam stress, late-night study
- Dorms & private spaces
- Peer support starter kits
- Wellbeing centres distribution

Portable, approachable, no setup required
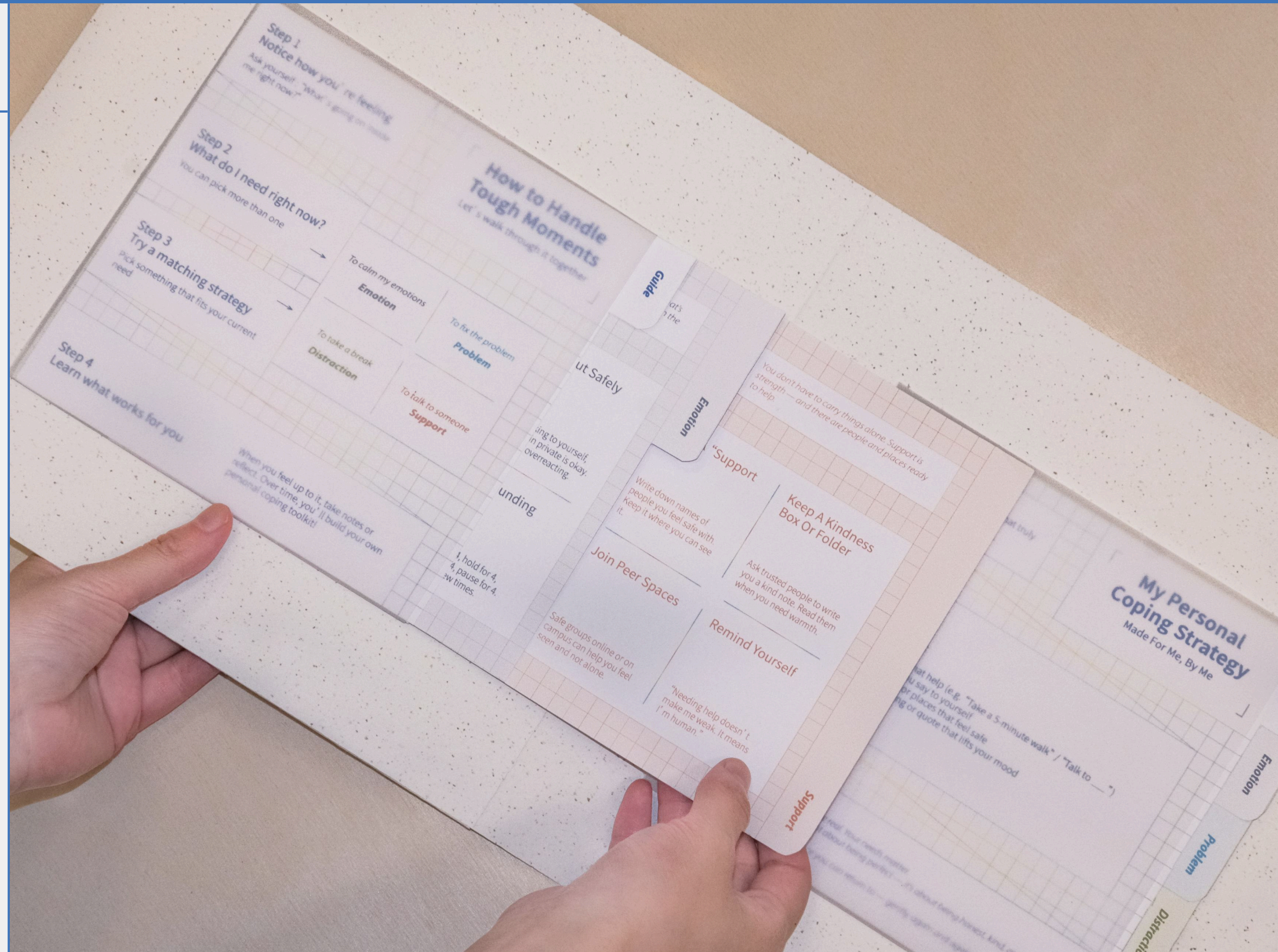
Why it matters?

Addresses:

- Hesitancy to seek help
- Lack of tools for emotional self-reflection
- Students coping alone

Benefits:

- Promotes independent coping skills
- Encourages self-kindness & emotional literacy
- Integrates naturally into daily routines

Empowers students to manage emotions independently

REFLECTION & NEXT STEPS

Reflections

- Education = relationships of care
- Well-being = feeling seen, heard & supported

Areas for Improvement

- Maturity of product visual design
- Professional credibility
- Systemic & cultural integration
- Inclusivity (neurodiverse, accessibility)

Future Directions

- Pilot in Chinese universities
- Collaborate with mental health professionals
- Iterative development for cultural sensitivity

Towards a more connected, caring campus culture

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THANK YOU!

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