



## ZOOM MEETING FOCUS GROUP

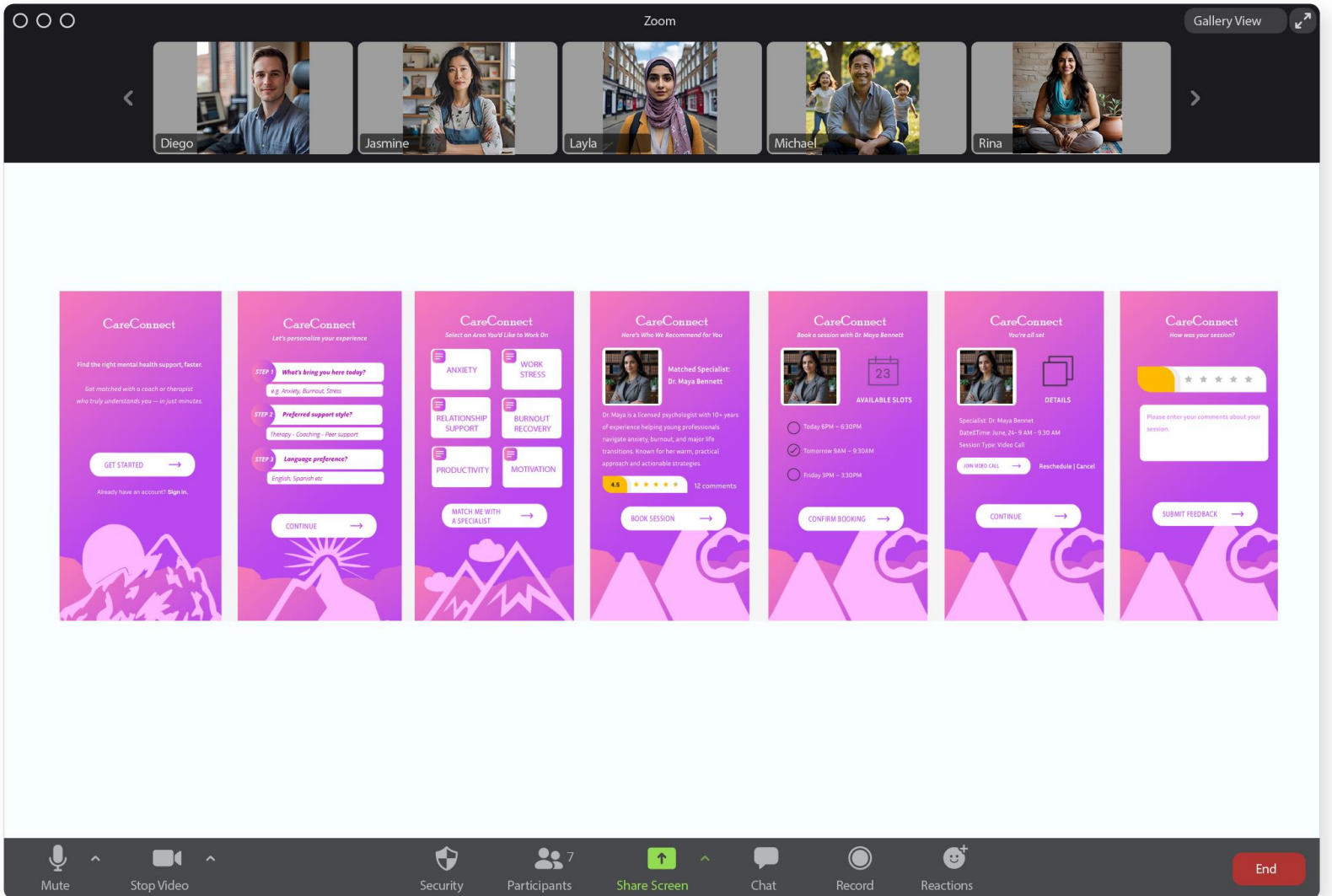
PROJECT NAME: CARECONNECT

**Date:** Simulated Session

**Participants:**

1. Jasmine Park (28, UX Designer – San Francisco, CA)
2. Diego Rivera (35, Software Dev – Austin, TX)
3. Layla Mahmoud (22, Uni Student – London, UK)
4. Michael Tanaka (44, PM & Father – Toronto, CA)
5. Rina Gupta (30, Wellness Blogger – New Delhi, India)

**Format:** Text-based Zoom simulation using CARECONNECT Figma prototype



zm Meeting chat — □ ×

CareConnect's Zoom Meeting ...

**Jasmine:**

Okay, this feels way less clinical than I expected. I like the option to choose the support area... it's like mental health on my own terms.

**Diego:**

I agree with Jasmine. But I wonder — will the coaches be real professionals or like peer mentors? I wouldn't want generic advice.

**Layla:**

I love the onboarding. It's smooth, and the colors are calming. The video chat feels less intimidating than therapy. But... is it private enough?

**Michael:**

This looks efficient. I could see myself booking a session between work calls. But I'd want push notifications or I'll forget.

**Rina:**

I like how it blends journaling and check-ins. The recap screen is my favorite. But I wish there was some long-term tracking or data export option.

**Diego:**


Also, the feedback screen... It's a bit too basic. If I'm investing emotions, I want to feel heard — maybe an AI follow-up suggestion?

**Jasmine:**

I actually think that simplicity is a strength. I'd come back more often if it stays light and frictionless.

**Layla:**

I want to invite my friends too. Would love a community option later.

 Who can see your messages?

To: Everyone ▾

Type message here...



 **Zoom Summary Report: Key Takeaways****◆ What They Loved**

- Simple and emotionally lightweight onboarding experience
- Non-clinical tone makes it approachable
- Good balance between self-guided and supported reflection
- Session Recap screen seen as “emotional closure”
- Booking process is clean and fits busy lifestyles

**◆ Concerns Raised**

- Clarity on **who the coaches are**: professionals vs peer supporters
- **Privacy** during video calls
- **Feedback screen** feels too simple or “not actionable”
- Lack of **tracking/journaling history** or data insights

**✓ Opportunities for Future Iterations**

- Add **coach profiles with credentials**
- Optional “journal export” or emotional trend analysis
- Richer **feedback system** (AI-based follow-up, suggestions)
- Referral/invite system for friend-based emotional check-ins