Meet Navi

U of T’s Mental Health Virtual Assistant
In the chat…

Have you used a chatbot before? In what context?
Mental Health Resources @ U of T

Your feedback matters: Student Mental Health at U of T

uoft.me/MentalHealth
Meet Navi!

Navi, short for navigator is an anonymous chatbot which directs students to resources on campus and in the community

uoft.me/navi
Our chatbot...meet Navi

https://www.youtube.com/watch?v=dkjz4r47t_M&ab_channel=UofTStudentLife
Navi is especially useful....

**Guided discovery**

Students who don’t know specifically what they need can benefit from the resources & recommendations provided.

**Anonymous**

An anonymous service allows students to explore resources independently before reaching out.

**24/7 access**

Navi is available 24/7 providing immediate answers/suggestions, and it is accessible around the world.

**Quick answer**

With natural language processing, Navi can produce a quick answer to students who are comfortable using a familiar conversation method.
About privacy

The system does not store any personally identifiable information about anyone.

We ask students **not** to provide any personally identifying or health information about themselves or anybody else when using this tool, as chats are not monitored in real time.

The anonymous conversation logs are secure and are only accessible to a small group of individuals and are used to help Navi improve its understanding and guide staff on what other topics should be built.
In the chat...

What types of questions or topics do you think you can ask Navi?
Some of the topics in Navi...

<table>
<thead>
<tr>
<th>Topic</th>
<th>Topic</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress</td>
<td>Loneliness</td>
<td>Academic Stress</td>
</tr>
<tr>
<td>Anxiety</td>
<td>How to Get Involved</td>
<td>Time Management</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>Discrimination</td>
<td>Career</td>
</tr>
<tr>
<td>Eating Disorders</td>
<td>Harassment</td>
<td>Housing Challenges</td>
</tr>
<tr>
<td>Medical Care Access</td>
<td>Bullying</td>
<td>Accessibility</td>
</tr>
<tr>
<td>Sleep Issues</td>
<td>Abuse/Fear</td>
<td>ADHD</td>
</tr>
<tr>
<td>Grief</td>
<td>Getting Involved</td>
<td>Coping Strategies</td>
</tr>
<tr>
<td>Relationship Issues</td>
<td>General Health</td>
<td>Making Friends</td>
</tr>
<tr>
<td>COVID 19</td>
<td>Technology Overuse</td>
<td>Sexual health</td>
</tr>
<tr>
<td>3rd Party Concerns</td>
<td>Mental Health Stigma</td>
<td>Talk to a Counsellor</td>
</tr>
</tbody>
</table>
What are students asking?

<table>
<thead>
<tr>
<th>Intent</th>
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</thead>
<tbody>
<tr>
<td>Talk to Someone</td>
</tr>
<tr>
<td>Mental Health (General)</td>
</tr>
<tr>
<td>Stress</td>
</tr>
<tr>
<td>Time Management</td>
</tr>
<tr>
<td>Healthcare Access</td>
</tr>
<tr>
<td>Definitions</td>
</tr>
<tr>
<td>Anxiety</td>
</tr>
<tr>
<td>Academic</td>
</tr>
<tr>
<td>Depression</td>
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<tr>
<td>Coping Technique</td>
</tr>
</tbody>
</table>
Give it a try!!!!

http://uoft.me/navi

Take two minutes, and try asking Navi a question!
You can even see if Navi has a joke or two to share with you 😊
Scarborough: Where to find Navi

https://www.utsc.utoronto.ca/hwc/
https://www.utsc.utoronto.ca/studentexperience/
https://www.utsc.utoronto.ca/ability/welcome-accessability-services

http://uoft.me/navi
Hours of Access

• Majority of conversations took place between 3 p.m. and 12 a.m. EST, suggesting that Navi supports students outside of regular business hours.
How can you use Navi?

• Share the tool with students/friends who want to explore mental health resources
  • especially useful for students who might not be comfortable talking about mental health topics in person

• Use the tool to look for direct resources which you can refer to students/friends yourself
Question for YOU!

Where/how do you usually learn about new U of T programs, services, supports or tools?

Group Brainstorm

- Word of mouth → colleagues/different departments
- Social media: Instagram/Facebook promotion (insta posts/stories)
- Mental health training session
- Mentioned with MySSP
- Email/newsletters
- Brochures/pamphlets
- CLNx
Questions for YOU!

In your opinion, what would be the most effective way to promote Navi?

Group Brainstorm

- Quercus/outlook
- Quercus = main platform being used (separate section with easy access)
- Email/classroom announcements need to be short!

- Social media/booth to share information about Navi
- In-person events & have brochures ready
- Postcards/business cards
- ACORN, monthly department newsletters and clubs communications
How Navi Works...

How does Navi get its answers?
How does it work?

Health & Wellness Centre
Health promotions & programming
Accessibility services
Crisis response
Community partnerships (e.g. CAMH)
Other related supports & programming (e.g. Academic Success, Involvement, Peer Support, Multi-Faith, International Support etc.)
Department specific resources & counsellors

x 3 campuses
(some services are eligible for all campuses)
How does it work?
A Glimpse into the backend

<table>
<thead>
<tr>
<th>#Academic</th>
<th>Show recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User example</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Add example</strong></td>
<td></td>
</tr>
<tr>
<td>□ I am falling behind in my classes, how can study better and catch up?</td>
<td>7 months ago</td>
</tr>
<tr>
<td>□ I am feeling overwhelmed with my readings and can’t keep up and feel lost in my classes</td>
<td>6 months ago</td>
</tr>
<tr>
<td>□ I am having a hard time with online classes and falling behind in school work</td>
<td>7 months ago</td>
</tr>
<tr>
<td>□ I am having trouble completing my assignments</td>
<td>7 months ago</td>
</tr>
<tr>
<td>□ I am having trouble getting work done</td>
<td>5 months ago</td>
</tr>
<tr>
<td>□ I am looking for study tips</td>
<td>7 months ago</td>
</tr>
<tr>
<td>□ I am not feeling motivated to do my work. Can you help me?</td>
<td>5 months ago</td>
</tr>
<tr>
<td>□ I am not productive</td>
<td>6 months ago</td>
</tr>
</tbody>
</table>
Navi is constantly learning!
How to stay engaged:

• Promote Navi to students/peers
• Use the feedback buttons (thumbs up/thumbs down) in the dialog to provide us with recommendations on new content you’d like to see in the tool, and to let us know if anything needs to be updated
Questions?

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uoft.me/navi
Today, I feel overwhelmed

Mental Health Resources @ U of T
MySSP

My Student Support Program (MySSP) provides U of T students with free immediate and ongoing, confidential support 24/7.

In addition to real-time support with a counsellor, you can access:

- Scheduled appointments via phone, video or in person (subject to availability by location)
- Support finding community resources
- Self-directed resources through the MySSP app
- Language & cultural support (60+ languages)
More about MySSP...

**Using MySSP**

App, web and phone. You can call at 1-844-451-9700 or 001-416-380-6578 if you’re outside of Canada or the USA.

**What to expect**

When you call MySSP you will be greeted by an automated menu. Select the Support and Services option and you will be taken to an intake coordinator.

**24/7 access**

MySSP is available 24/7 providing immediate support around the world.

**Confidentiality**

MySSP is completely confidential within the limits of the law. There are rare occasions where the rules of confidentiality do not apply e.g., if you are in immediate risk of harming yourself or someone else.
Student Mental Health Resource

The Student Mental Health Resource website is an online portal that makes it easier for you to find mental health services and resources on all three campuses, as well as those of partner organizations in the community.

https://mentalhealth.utoronto.ca