Hybrid online learning and guidance platform for mental well being support

This technology involves a secure and user friendly online platform that combines digital self help modules with optional personal guidance. It is

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designed as a low-threshold intermediate solution between regular mental healthcare and fully private support services.

Users access the platform through a personal account, where they can follow structured modules at their own pace. The content consists of text, audio, and video, and includes reflection exercises that can be submitted securely and receive feedback within the same environment.

The platform addresses key problems such as long waiting lists, high costs, and hesitation to seek help due to shame or anxiety. By allowing users to start independently and privately, the technology lowers the barrier to entry while still offering the option to book additional support, such as online sessions, at a later stage. Accessibility features like text to-speech and, in future phases, voice input, ensure inclusivity for users with learning difficulties, visual impairments, or elevated stress levels.

Expectations of the technology are realistic: it is not intended to replace intensive psychological treatment, but to provide early support, prevention, and structured guidance for mild to moderate mental health challenges.

The effectiveness of this approach is supported by established practices such as blended care, e-learning, and digital coaching, which are already successfully used within healthcare and educational settings. As a result, this technology has strong potential to make mental health support in the Netherlands more accessible, affordable, and safe.

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Context of use: Education
Level of education: Bachelor

Impact on society
What impact is expected from your technology?

What is exactly the problem? Is it really a problem? Are you sure?
We live in a hurried society where an increasing number of people struggle with stress, burnout, and absence from work or school. It affects both young and old; it is not age-related.
In the Netherlands, those who turn to their GP with complaints are roughly given two options:

Receive an assigned healthcare provider through the regular healthcare system.

Choose a provider yourself and pay for it entirely out of pocket to get started quickly.

The first option often involves months of waiting, which causes symptoms to worsen. And when it is finally someones turn, there is sometimes a lack of a "click" with the provider. The second option is expensive and simply not feasible for many people.
Furthermore, many people experience shame or anxiety about seeking help. They fear judgment at work or school, or find it daunting to go straight into a face-to-face setting. As a result, complaints pile up, while timely support could prevent a great deal of suffering.

Are you sure that this technology is solving the RIGHT problem?
Well, the answer to that question is very difficult to say with certainty. Of course, many people will think otherwise because for some this is not the right approach for solving the problem but for some it is.

How is this technology going to solve the problem?
This hybrid learning environment, will provide an environment where people can:

- Follow modules in their own time.
- Submit reflection questions and receive feedback.
- Make progress step-by-step, customized to their individual situation.
- Select extra options, such as booking an online session later on.

This makes the trajectory flexible, affordable, and accessible for every budget.

The benefits:
Accessibility for people with busy schedules or irregular shifts.
Less tension for those experiencing shame or a "barrier to entry."

Affordability, ensuring that help does not become a luxury product. Through this hybrid model, help can become available earlier and more broadly, preventing symptoms from worsening and allowing people to feel supported sooner.

What negative effects do you expect from this technology?
Relying on a digital interface for mental health support can contribute to digital burnout, a state of chronic stress caused by prolonged screen engagement.

Sense of isolation, reading only modules can feel solitary. Without immediate face to face interaction, some users report a distance that leads to feelings of loneliness or disconnection.

In what way is this technology contributing to a world you want to live in?
This technology contributes to a better world by democratizing mental wellness. It breaks down the two biggest barriers to care, high cost and long waiting list, ensuring that support is no longer a luxury reserved for the few.

Now that you have thought hard about the impact of this technology on society (by filling out the questions above), what improvements would you like to make to the technology? List them below.
Inclusivity through features like text-to-speech (for dyslexia or visual impairment) or submitting voice messages, can significantly improve the broader audience.

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Hateful and criminal actors
What can bad actors do with your technology?

In which way can the technology be used to break the law or avoid the consequences of breaking the law?
Bad actors could hack the platform to access private reflections and use them for blackmail or extortion.

Can fakers, thieves or scammers abuse the technology?
Identity Theft: Scammers could create fake "modules" or accounts to harvest personal identity details or financial information under the guise of a "safe" health environment.

Can the technology be used against certain (ethnic) groups or (social) classes?
For now, no, in the ongoing development of the technology, there is no algorithmic bias that can affect different ethnic groups.

In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.
For now, no.

How could bad actors use this technology to subvert or attack the truth?
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Now that you have thought hard about how bad actors can impact this technology, what improvements would you like to make? List them below.
End-to-End Encryption: Ensure that personal reflections are encrypted.

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Privacy

Are you considering the privacy & personal data of the users of your technology?

Does the technology register personal data? If yes, what personal data?

Yes, the technology registers extensive personal and sensitive data:

- Identification such as name, email, gender ect.
- Progress through modules, submitted questions.
- Possibly chat information between the user and the owner.

Do you think the technology invades the privacy of the stakeholders? If yes, in what way?

Well, I don't think so, I believe that the stakeholders are properly informed on the platform what kind of information is being stored.

Is the technology is compliant with prevailing privacy and data protection law? Can you indicate why?

Yes, there is a section where user has to proper give their consent of letting share their personal information.

Users will also have the ability to delete all their data on this platform.

Does the technology mitigate privacy and data protection risks/ concerns (privacy by design)? Please indicate how.

The platform will only use valuable information of the user, and only the owner of the platform should have access to the user personal informations.

In which way can you imagine a future impact of the collection of personal data?

If a breach occurs, a user's private struggles with burnout could become public, affecting future job prospects or other very serious problem.

Data about a mental health episode in one's 20s could follow an individual into their 50s if the data is not subject to a strict retention and deletion policy.

Now that you have thought hard about privacy and data protection, what improvements would you like to make? List them below.

Implement a system where only the user and their designated coach hold the keys to read sensitive information.

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Human values
How does the technology affect your human values?

How is the identity of the (intended) users affected by the technology?
For sure this technology is all of the benefits for the user, due to it being a mental health platform, where users would get to know a bit more about themself.

How does the technology influence the users' autonomy?
Well, regarding autonomy, In some sense it can create dependency with the technology this is because for user to be able to continue the progress of the module they have to fill in the question that they are required to fill in otherwise they cannot proceed, but thats is design on purpose to provide a better learning experience for the user given the time for the user to reflect.

What is the effect of the technology on the health and/or well-being of users?
A lot, its mean to be, it's a mental platform app, its suppose to help users to get to know more about themselves and can provide a positive impact for them.

Now that you have thought hard about the impact of your technology on human values, what improvements would you like to make to the technology? List them below.
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Stakeholders
Have you considered all stakeholders?

This category is only partial filled.

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by answering these questions.

Name of the stakeholder
The client (User)

How is this stakeholder affected?
Individual suffering from stress/burnout. The core effectis emotional relief, skill-building, and increased agency.

Did you consult the stakeholder?
No

Are you going to take this stakeholder into account?
Yes

Name of the stakeholder
Marjan Schamp

How is this stakeholder affected?
Affected by workload, professional liability, and the ability to scale your impact.

Did you consult the stakeholder?
Yes

Are you going to take this stakeholder into account?
Yes

Did you consider all stakeholders, even the ones that might not be a user or target group, but still might be of interest?
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Now that you have thought hard about all stakeholders, what improvements would you like to make? List them below.
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Data

Is data in your technology properly used?

This category has not been filled yet.

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Inclusivity

Is your technology fair for everyone?

Will everyone have access to the technology?

The site will be public for anyone yes, but the access of the course module is only intended for the customer of the owner of the platform which are only in these countries : NETHERLANDS and BELGIUM

Does this technology have a built-in bias?

NO

Does this technology make automatic decisions and how do you account for them?

NO

Is everyone benefitting from the technology or only a a small group? Do you see this as a problem? Why/why not?

everyone.

Does the team that creates the technology represent the diversity of our society?

Yes, but in a small scope, meaning the team really consist with only three people.

Now that you have thought hard about the inclusivity of the technology, what improvements would you like to make? List them below.

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Transparency
Are you transparent about how your technology works?

Is it explained to the users/stakeholders how the technology works and how the business model works?
Only to the owner platform yes, the rest no.

If the technology makes an (algorithmic) decision, is it explained to the users/stakeholders how the decision was reached?
It will first be consulted with the owner if the owner agrees, then yes.

Is it possible to file a complaint or ask questions/get answers about this technology?
No

Is the technology (company) clear about possible negative consequences or shortcomings of the technology?
No

Now that you have thought hard about the transparency of this technology, what improvements would you like to make? List them below.
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Sustainability

Is your technology environmentally sustainable?

This category is not applicable for this technology.

Future
Did you consider future impact?

What could possibly happen with this technology in the future?
It could offer more features, FROM the stakeholder:

 Uitbreidingsopties (voor later)
Watermerk of persoonlijke tag op werkboeken.
Kortingsopties: module + sessie in combinatie goedkoper.
Kleine communityfunctie (chat, reacties).
App-versie.
Spreekfunctie om antwoorden via spraak in te sturen.

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one utopian scenario.
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Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one dystopian scenario.
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Would you like to live in one of this scenario's? Why? Why not?
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What happens if the technology (which you have thought of as ethically well-considered) is bought or taken over by another party?
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Impact Improvement: Now that you have thought hard about the future impact of the technology, what improvements would you like to make? List them below.
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