1 Introduction

1.1 Project Idea

Our project aimed to investigate the emotional health and emotional management strategies of university students in Hong Kong, and the university emotional support system, as well as to explore the effectiveness and feasibility of incorporating AI chatbot into emotional support structures.

1.2 Team

Our team lacked a very rigid team structure, and we worked on whatever felt lacking in the project and wherever we could best utilise our skillsets. For tangible contributions, I mainly worked on literature review, questionnaire design, and questionnaire data analysis.

2 Personal Growth

2.1 Knowledge

As a biomedical engineering student, I rarely do research on humanities subjects. And mental health is, first and foremost, a humanities topic. Doing research on this topic proved to be difficult since I was unfamiliar with a lot of the major concepts and analytical methods that such subjects usually employ. However, this also cause me to learn a lot throughout the project by branching out from my usual research focus. Particularly, I gained knowledge in the roles of emotional support and the anatomy of an effective counselling session.

2.2 Skills

While my academic focus does require data analysis from time to time, I have rarely been required to handle data collected from respondents, not the least non-parametric data like those commonly seen in psychological analysis. Doing data analysis on these data proved to be more challenging than anticipated since the result were mostly subjective. However, I was able to put some data analytic skills from a past course to practice and managed to hone them.

2.3 Attitude

Going into this topic, I originally had thought that the problem surrounding university emotional support services, particularly their under-utilisation, was an open-and-shut case of students simply not valuing the services. However, research on this topic revealed that this is in fact a problem more multi-faceted than I imagined. For example, the ineffectiveness of the counselling services was an unexpected factor, and along with various other evidence, painted the picture of such services being more of a façade than of any actual aid. This shifted my

attitude to sympathise more with those who are troubled by emotional problems yet unable to get effective help.

2.4 Value

During our research, I came across a particularly appalling Wikipedia page enumerating student suicide cases in Hong Kong[1]. Scrolling through the list of names and have the list just goes on every time I expected it to end – that was the moment that really let me soak in the scope of the issue. No numbers and figures could even come close to describing the complexity of each lost life. The fragility of life couldn't be more apparent; the sorrow behind each story couldn't be more unimaginable. The documentation stopped at 2021. But in my short four years in CUHK, I have already heard of about 5 cases.

This pushed me to re-evaluate my views on life and death. This is a topic that seems so far yet so close, and you never really know if you or someone close to you will be the next addition to the statistic until it is too late.

2.5 Team Collaboration

Throughout the project, our team has collaborated very well to produce a quality project.

In the first half of our project, I was away from Hong Kong, in London for an exchange programme. I was also in Paris for a competition for the week before our presentation. Additionally, due the this being Annie's second degree, her workload is very high and could not expend a lot of time onto this project. Both of these factors led to our group not always being fully present in any given time, be it, consultations, meetings, or lessons.

Despite these, however, we still managed to squeeze out time to work on the project collaboratively. Our hectic circumstances actually helped push us to be more efficient. This factor is also partly why our group structure is the why it is, as described above.

3 Evaluation

3.1 Positive Aspects

An interdisciplinary group allowed us to have diverse skillsets, leading to us being able to enrich the project to heights it would never otherwise reach.

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[1] Wikipedia contributors. (2024, May 29). *Student suicides in Hong Kong*. Wikipedia. https://en.wikipedia.org/wiki/Student_suicides_in_Hong_Kong

3.2   Negative Aspects

Very little negative aspect regarding our interdisciplinary nature was experienced by us.

3.3   Soft Skills

I believe the skill to listen and integrate ideas quickly is crucial. In a team setting, especially with many members, everyone is bound to have their independent opinions, and sometimes it might be very heard to delineate what each of us are trying to express, particularly if the topic is complex or abstract. Being able to listen to their words and digest their idea behind them is a crucial soft skill to be able to work with people.