

GriefSupport: An AI-Assisted Bereavement Counseling Application Design for Students at the South East Asian Institute of Technology

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Abstract

This study introduces GriefSupport, an AI-assisted bereavement counseling application designed to help students at the South East Asian Institute of Technology cope with grief and find emotional healing. The application offers personalized, stage-based grief counseling, multimedia memory preservation, peer support networks, and professional referral services through a culturally sensitive and user-friendly platform. GriefSupport aims to address the lack of accessible and empathetic grief resources in academic settings, providing timely and individualized emotional support to grieving students. The AI-driven system adapts to users' unique grief journeys and promotes community connection and resilience. Usability tests involving 100 student participants showed positive results, with 86% reporting ease of use, 84% expressing satisfaction, and 80% appreciating the personalized counseling feature. The findings demonstrate GriefSupport's effectiveness in enhancing emotional well-being and nurturing a supportive academic environment, highlighting its potential as a valuable tool for culturally sensitive digital grief support.

Keywords: Grief Counseling; Bereavement Support; AI-Assisted Counseling; Emotional Healing; Peer Support; Multimedia Memory Preservation; Cultural Sensitivity; Student Mental Health; Human-Computer Interaction

1 Introduction

1.1 Background and Context

Human-Computer Interaction is a multi-disciplinary area of study interested in the design and use of computers, especially human computer interaction. Its mission is to enhance user-computer interaction by enhancing computer usability and allowing computers to accommodate the user's needs (Craig et al., 2025; Pushpakumar et al., 2023). Central to the theoretical foundation of HCI is that of cognitive psychology, and well-established theoretical works have been made in this context, such as "The Psychology of Human-Computer Interaction" (Card et al., 1919). This research will demonstrate the theory underlines the basic characteristics of human-computer interaction (HCI). Generative Theories of Interaction also contribute by extrapolating from empirical theories regarding human interaction to define core principles that guide the analysis and creation of new technological artifacts (Beaudouin-Lafon et al., 2021)

This was a great step in the evolution of HCI and the evolution of User Experience has also been closely followed. While early HCI was based on usability, as technology proliferated, this evolved to include all aspects of the user experience (Hassenzahl et al., 2021; Tekade et al., 2022). Improving user experience in interactive systems is one of the major goals of HCI (Pushpakumar et al., 2023). This entails not only human capabilities but the limitations of those capabilities and

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characteristics of the computer systems to develop interfaces which are user-friendly and effective (Pushpakumar et al., 2023)

Research Problem

This research presents GriefSupport as a conceptual design for an AI-assisted bereavement counseling application tailored for students at the South East Asian Institute of Technology, addressing the critical need for accessible and culturally sensitive grief support within academic settings. People who grieve may become overwhelmed with their emotions, making it hard for them to find their way without a guide and the support of a community. Most of the time, grief resources are impersonal, insensitive to a particular culture, and not very accessible, especially if students are looking for a mode of support that is discreet or technology-enabled. Furthermore, these kinds of tools are not designed in a way that they can become users' companions in different stages of grief or that they can recognize the individual healing timeline and adjust accordingly. The present research constructs a compassionate, user-centered platform for grief support which collaborates with the adaptive-stage-based counseling, memory preservation, peer connection, and professional care access concepts to create a supportive and culturally aware environment that leads to emotional recovery. This proposed system aims to fill the gap by providing personalized interventions and resources, ensuring that support is not only readily available but also thoughtfully adapted to each user's specific journey through grief.

1.2 Research Questions and Objectives

- How can GriefSupport's stage-based and individualized assistance change students' coping mechanisms as they go through their grief journey?
- What impact do memory preservation and peer support features have on the emotional recovery and feeling of belonging of the users?
- What effect does the combination of professional counselor referrals, culturally sensitive design, and loving milestone reminders have on the accessibility and efficiency of GriefSupport for students in grief?

1.3 Objectives

- To design GriefSupport as an AI-powered system that offers stage-dependent, individualized grief counseling adjusted to each person's recovery timeline.
- To develop user interaction components like multimedia memory saving tools and peer support groups that encourage reflection, memorialization, and shared healing.
- To implement a culturally sensitive interface that channels the integration of: professional counselor referrals, insurance assistance, and a compassionate reminder feature for important anniversaries and milestones in order to ease access to expert care and offer sensitive ongoing support.

1.4 Justification and Significance

This study is focused on Human-Computer Interaction (HCI) challenges that are involved in the design of GriefSupport, which is an AI-assisted bereavement counseling system targeted at students who are dealing with loss. GriefSupport acts to offer the user, community, and memory support in an empathetic way through an easy-to-use online platform while also encouraging community connection and memory preservation. The system provides a culturally sensitive interface that changes according to an individual's grieving process and also includes professional counselor referrals as a way of facilitating the access to expert care. GriefSupport, by means of such features as a compassionate reminder for a significant anniversary or milestone, is always available online and as such it offers continual and context-aware support. This work extends HCI knowledge by devising ways to develop user-friendly, emotionally intelligent, and culturally sensitive technologies that can take care of the intricate needs of the bereaved people. The deliverables are intended to be the source of ideas for the design of empathetic, user-centered, and empowering support systems that would enable grieving students to have digital care environments tailor-made for them.

2 Literature review

2.1 Personalized Grief Counseling and AI-Driven Emotional Support Systems

One of the major promising developments for grief care, which is the personalization of treatment and the immediate availability of help, can be done by AI-driven chatbots as a part of the artificial intelligence integration in healthcare (Jia et al., 2025). These conversational agents have the potential to move beyond basic functions and provide emotional support and companionship in intricate social scenarios, thus, being a great source of help for people who are lonely and whose self-identity is affected by the loss of a loved one (Xyghkou et al., 2023). For example, certain AI technologies

are capable of performing as listeners or may even be considered as the dead, the romantic partners, or friends, thus giving an entirely new way for the grieving people to come to terms with their loss and revive their connections (Siriaraya et al., 2023). A rise in the number of studies investigating ethical and psychological implications of AI-powered technologies that facilitate grief support has paralleled with it (Jiménez-Alonso et al., 2024). Implementing AI-driven chatbots into grief therapy requires a very careful consideration of the ethics involved (Jia et al., 2025). The use of griefbots as a source of help versus a cause of confusion during the grieving process is a question that throws light on the necessity of probing into the ethical aspects of their usage (Voinea, 2024). Such issues revolve around the protection of user data, the risk of being manipulated, and the effect of artificial emotional responses on the psychological health of humans who are in a sensitive phase (Hengxuan et al., 2025).

2.2 The Role of Memory Preservation and Peer Support in Digital Bereavement Platforms

In such a context, digital platforms were key to enabling the preservation of memory as well as the establishment of peer support among loss victims, promoting group experience and memory of loved ones. These platforms also include multimedia memory management applications and peer support mechanisms to facilitate reflection, commemoration and shared recovery (Xyngkou et al., 2023). The digital bereavement platform is turning more and more to technology for preservation of memory and offer of peer support, giving more and more full and compassionate assistance to bereaved of death's tragic circumstance. Having such an understanding stems from an understanding that grief is a unique experience that varies widely between individuals and can persist in many respects, even for quite some time (Coker & Riforgiate, 2023). Hence, to ensure digital bereavement support is impactful and effective, building systems that adapt to these specific timelines, expressions of grief and timelines to allow AI to dynamically personalize interventions and resources is critical. Over the years, how we remember through technology, using Human-Computer Interaction technology and Artificial Intelligence, has shifted significantly. A "griefbot" or "deathbot" is one of these technologies. It is a chatbot that talks to the bereaved and acts in the role of the virtual environment of the deceased (e.g. social media, emails) (Hollanek & Nowaczyk-Basińska, 2024; Jiménez-Alonso et al., 2024).

2.3 Improving Accessibility and Cultural Sensitivity in Online Grief Support Systems

Developing AI-driven grief support systems demands careful attention to cultural variations as well as accessibility for providing adequate and suitable psychological support for diverse populations (Luna & Jiménez-Alonso, 2024). By doing so, the assistance offered is not only robust, but also in accordance with different cultural traditions and ideas on death and bereavement. Moreover, these systems should be built to cross digital divides, ensuring that individuals from all socioeconomic backgrounds and technological proficiencies can access vital support. Due to the knowledge of its relationship to the intense and long-lasting grief, a person may be reluctant to seek professional help and thus alternatives such as AI tools become necessary to assist the grieving process (She et al., 2022) (Bork-Zalewska, 2025). Handling these ethical and design issues is essential for AI-empowered grief support systems to offer benefits that will be culturally sensitive and inclusive (Dinneen et al., 2023). This academic investigation examines the ethical and practical considerations surrounding AI in bereavement, recognising the need to design systems which are not only therapeutic yet avoid dysfunctional relationships with the digital constructions (Bao & Zeng, 2024) (Jiménez-Alonso et al., 2024). This may also involve a critical analysis of the role AI-enabled chatbots which might indirectly cultivate problematic attachments and obstruct the process rather than support natural processes of grieving, by mimicking deceased people. This is especially relevant since grief is considered dynamic and temporally dependent, where the interaction between presence and absence is one of the key features of the ambiguous process that artificial constructs may even interrupt instead of resolve (Lindemann, 2022).

3 Methodology

3.1 Research Design

The research aims at assessing the three dimensions of the GriefSupport tool: usability, user involvement, satisfaction, with a descriptive quantitative research design. However, the primary focus of the research is to investigate how the system's functionalities like personalized grief counseling, peer support modules, and professional referral influence the users' emotional well-being as well as the overall experience of users in the system. The independent variables pertain to the design features of the GriefSupport system, whereas the users' perceptions about usability, engagement, and satisfaction are the dependent variables. This design provides a thorough review of the system being effective to achieve empathetic, culturally sensitive bereavement support.

3.2 Participants

The study will involve participants students of the South East Asian Institute of Technology who have undergone bereavement and are willing to use GriefSupport. Ultimately, 100 participants will be drawn using a random sampling approach, such that the sample will be representative. This will be a sample of users of the system that can help us assess the usability and support effectiveness for grieving students and help ensure a diverse collection from various experiences.

3.3 Data Collection

Data will be collected through structured quantitative questionnaires, which will mainly be composed of Likert-scale items. The users' ease of use, perceived help in grief counseling, participation in peer support groups, and satisfaction with referrals to professional care will also be measured in this questionnaire. Data collection will be in places that are easily accessible to students, such as common areas and online platforms, so that it is convenient for participants and the response rate is maximized.

3.4 Data Analysis

Descriptive statistics, including means, standard deviations, and frequencies will be employed to investigate user engagement, satisfaction, and perceived usability trends. In addition, a comparative analysis may be used to study differences among responses for demographic characteristics or system usage duration. With this approach, the study will uncover the ways that GriefSupport helps bereaved students in their healing journey.

3.5 Ethical Considerations

The study will be carried out in accordance with ethical norms. Research design and participation in this study will be voluntary by means of voluntary agreement, and participants' consent will be sought after clear explanations of the objectives and procedures of the study have been given. The assurance to the participants will be about anonymity and confidentiality in the handling of the data. They will also be informed about their right to withdraw from the study at any point in time with no repercussions.

4 Advanced HCI design

4.1 System Architecture

The GriefSupport system seeks the HCI design goal of providing individualized, compassionate grief counseling and emotional support through an intuitive, culturally sensitive platform. With its AI-driven counseling, peer support, multimedia memory creation, and provision of professionals offered to grieving students, this system responds to the challenging demands of the students with ease and efficacy. It has a comprehensive design framework with the fundamental components that ensure adaptability, user-friendliness, and empathetic interaction.

Key Components Include:

- *Client Side (User Interface)*: The first layer of the front-end client is available through mobiles and web browsers. Users can explore grief support resources, interact with counseling sessions, develop multimedia memorials, and participate in peer support groups, all in a digitally respectful and supportive environment.
- *AI Counseling Engine*: This is the central part that provides the user with personalized grief counseling based on the user's current stage of bereavement. Its adaptive algorithms help it to be emotionally relevant, provide coping strategies and, when required, give timely interventions based on the individual's needs.
- *Multimedia Tribute Module*: a feature to allow users to create, store, and even review multimedia tributes like photos, videos, and audio recordings for memory preservation that work as media for the user in their emotional expression.
- *Peer Support Network*: It primarily wants to link users to people who have had similar types of losses and the same loss timelines, encouraging communal contact and joint rehabilitation through support groups and sharing experiences.
- *Professional Referral System*: The grief support system features an integrated professional referral module, allowing users to easily connect with qualified mental health experts. If users need professional assistance to support their recovery, they can swiftly access the most appropriate specialists to guide them through their healing process.

- *Backend Database:* Backend database is a secured storage of the users' profiles, their counseling sessions history, multimedia content, the peer groups' data, and referral details. It gives data privacy, data integrity, and data synchronization between the different devices of the user.

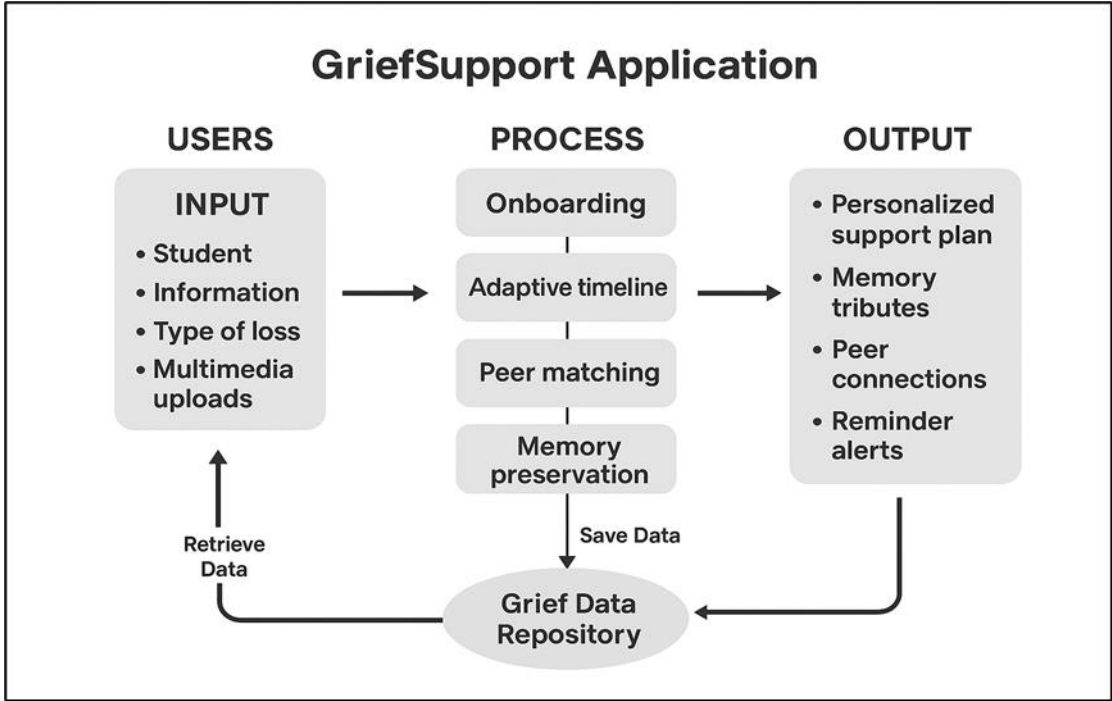


Figure 1 The diagram illustrates the GriefSupport System, connecting students to personalized grief counseling through AI-driven support and peer group interaction modules. It includes a user interface, AI counseling engine, multimedia tribute module, peer support network, and referral system, all supported by a backend database to securely store user data and synchronize information across devices. The system operates in real-time, ensuring that students receive timely and compassionate grief support.

4.2 Features and Functionalities

The features and functionalities of the GriefSupport system are as follows:

- *Personalized AI Counseling:*

The system provides grief support tailored to the user's stage in the grieving process, offering compassionate guidance and helpful coping strategies.

- *Multimedia Tribute Creation:*

Users can create and save memorials with images, videos, and audio recordings to honor loved ones and support emotional healing.

- *Peer Support Groups:*

The system connects users with peer support groups, matching them based on the type and timing of their loss. This fosters community, privacy, and mutual support.

- *User-Friendly Interface:*

The system is designed to be simple and easy to use, with a layout that's culturally aware and accessible to a wide range of users.

- *Professional Referral Integration:*

Users can easily connect with grief counselors and mental health professionals for further support. It also helps with accessing expert care and insurance-related assistance.

- *Secure Data Management:*

User data, including profiles, counseling sessions, and memorial files, are safely stored and synchronized in a secure system to ensure privacy.

4.3 User Interface Design

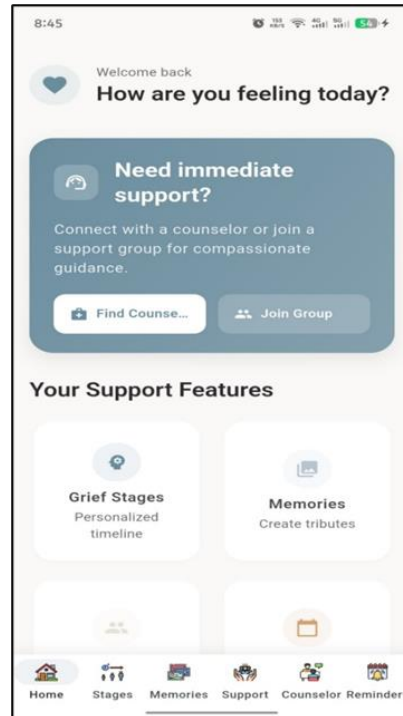


Figure 2 GriefSupport App Main Dashboard

This figure shows the main screen of the GriefSupport app, where users can assess their emotional state, find immediate help with a link to a counselor or support group, as well as see necessary functions like Grief Stages and Memories for monitoring their recovery or to make sincere notes.

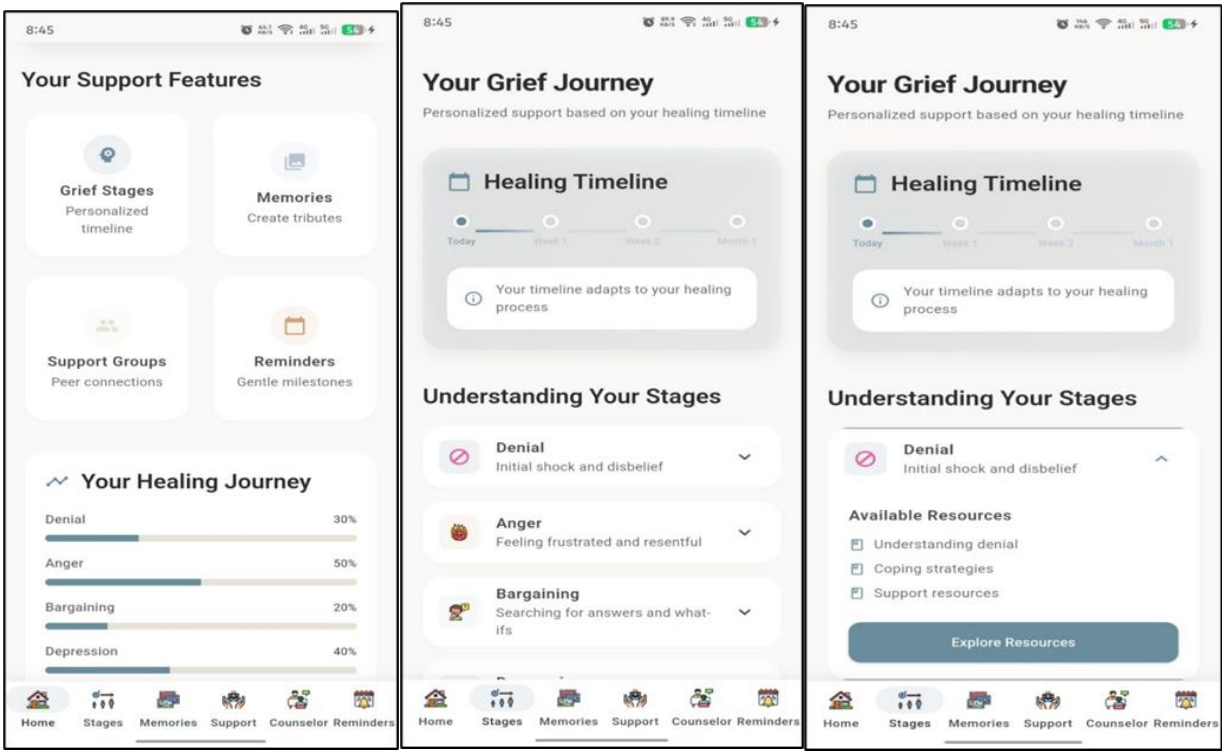


Figure 3 Grief Journey Tracking Screens

This figure shows Your Grief Journey screens, where users can track their healing timeline and understand the stages of grief. Resources are available for every stage and the Support Features screen contains tools such as Grief Stages, Memories, Support Groups, and Reminders to help lead users through their recovery from the pain.

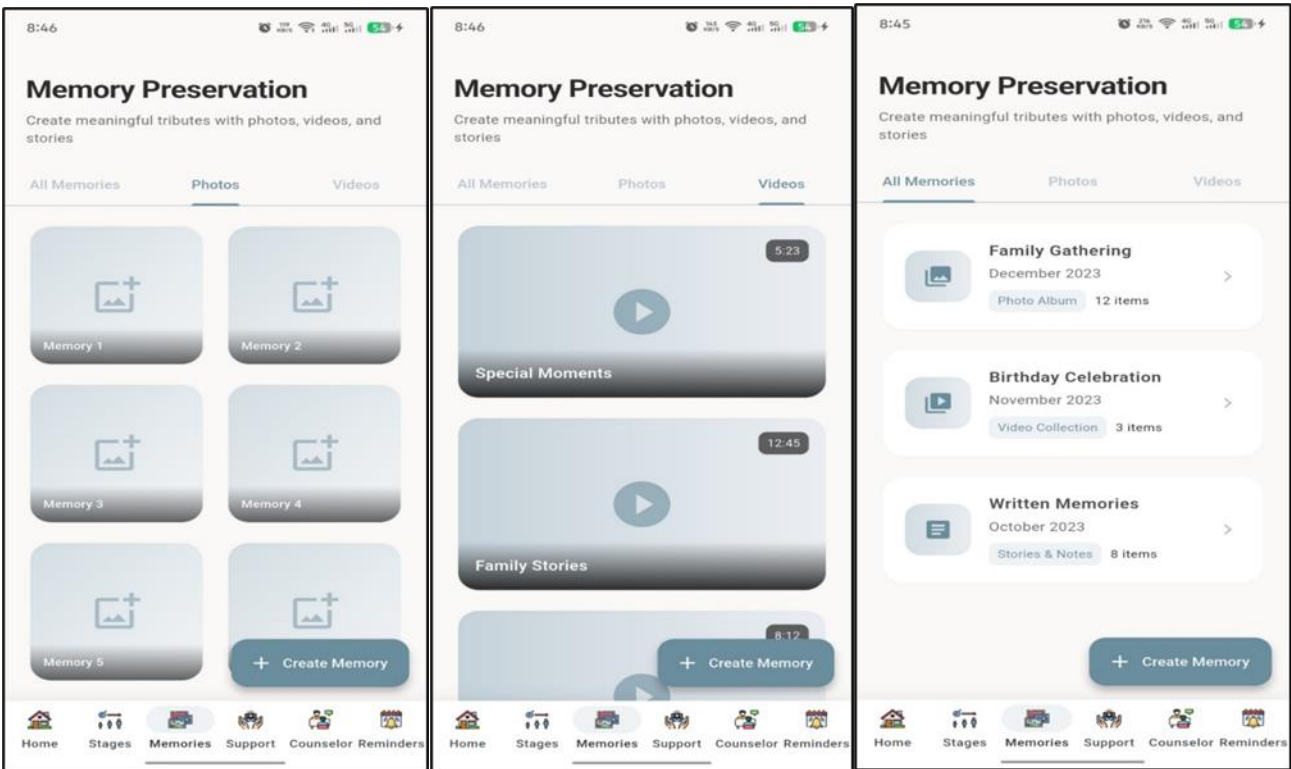


Figure 4 Memory Preservation Section

This figure shows the Memory Preservation section of the GriefSupport app, where users can compose touching paeans to loved ones from pictures, videos, and shared memories. Also, users can organize their memories into different themes, such as Family Gatherings, Birthday Celebrations, and Written Memories. The design of the interaction is targeting users saving and reflecting on nice times which will comfort them through their grief.

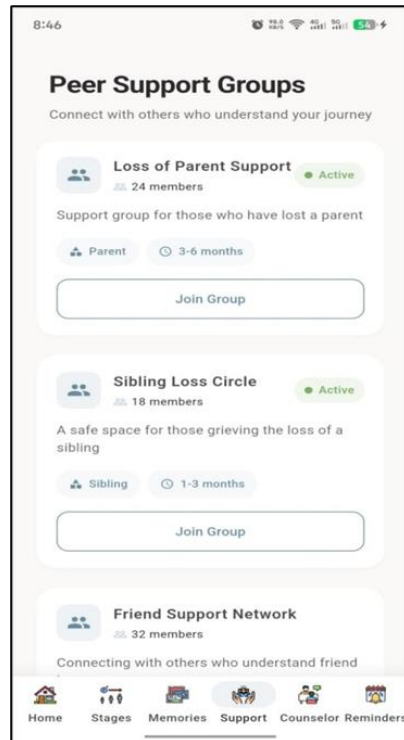


Figure 5 Peer Support Groups Page

This figure shows the Peer Support Groups page designed to help users meet people with similar experiences of grief. Groups like Loss of Parent Support, Sibling Loss Circle, and Friend Support Network provide a safe space for people to relate and motivate.

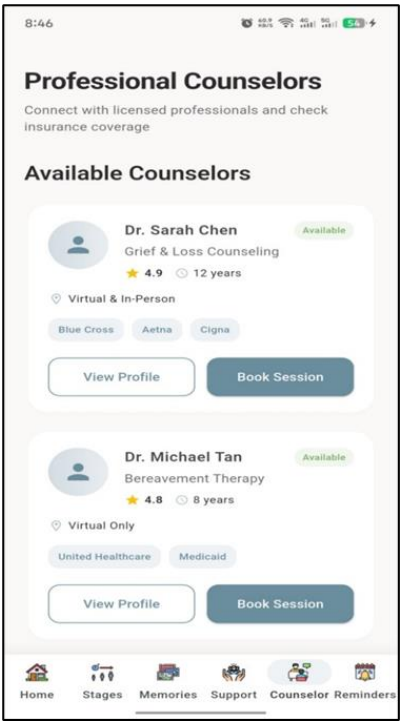


Figure 6 Professional Counselor Directory

This figure shows available counselors with their specialties, ratings, and session options, allowing users to book virtual or in-person sessions and check insurance coverage.

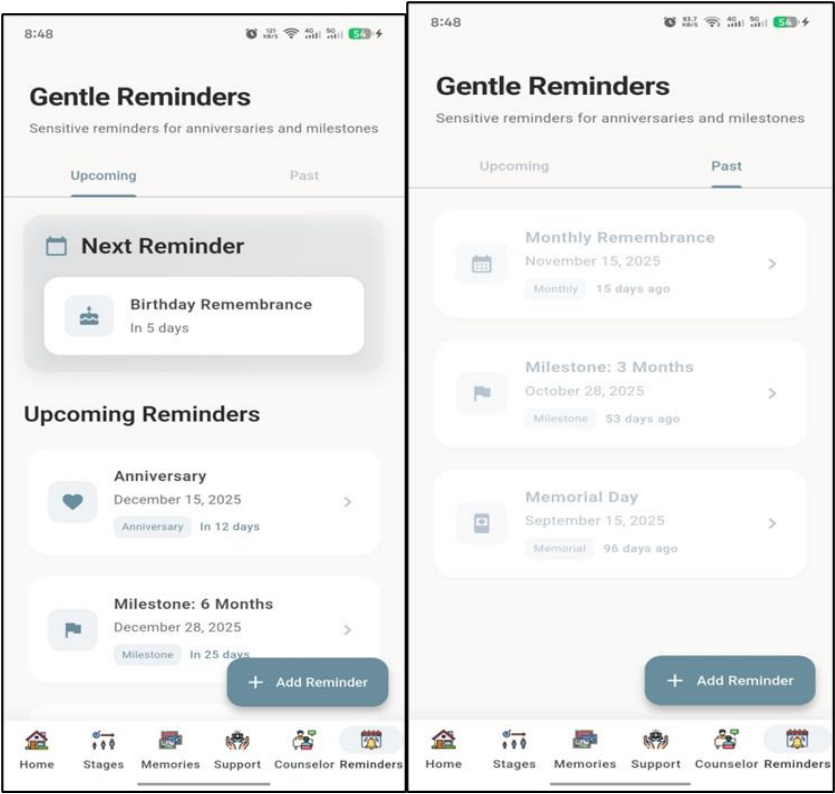


Figure 7 Anniversary and Milestone Reminders

This screen displays reminders for significant anniversaries and milestones, with options to add upcoming reminders and view past milestones.

5 Evaluation and results

5.1 Usability Testing

The evaluation of the GriefSupport system through usability testing has revealed to be a success with student users, thus bringing the major compliance of the system with the key usability principles into sight. The students perceived the platform as very user-friendly, the ease of use parameter scoring on average 4.30 (86%), and the willingness to use the platform frequently at 4.28 (86%), thus revealing a high rate of engagement and acceptance. Moreover, the students expressed that they were in control when they used the system, the average confidence level reaching 4.25 (85%). The rather low-score situation for complexity (2.10, 42%) and the demand for technical support (1.85, 37%) can explain the fact that the platform is quite straightforward and accessible without the necessity of extra assistance. The overall satisfaction, in addition to that, was at a high level as well, scoring 4.20 (84%), which is in line with GriefSupport as a successful and convenient tool for students to get bereavement support.

Table 1 Usability Result Table

Questions	Students Mean
1. I thought the system was easy to use.	4.30
2. I found the system unnecessarily complex.	2.10
3. I needed to learn a lot of things before I could use it.	1.90
4. Most people would learn to use this system quickly.	4.27
5. I would need technical support to use this system.	1.85
6. I found the tool cumbersome to use.	2.05
7. I felt confident using the tool.	4.25
8. I thought there was too much inconsistency in this system.	2.15
9. I would like to use this tool frequently.	4.28
10. Overall, I found using the system satisfying.	4.20
Total Mean	3.14

5.2 Performance Metrics

Performance metrics were created to explore the effect of GriefSupport on student users through the levels of engagement, confidence, and satisfaction. These students are primarily looking for grief counseling services, peer support, and memory keeping. Students viewed GriefSupport on average as a supportive and accessible place to talk. High evidence of visual clarity and trust in system usage also supported user confidence and intuitive interaction. That our users presented similar scoring for navigation and core features and lower scores for finding directions and responsiveness implies that guidance and system response could be improved.

Accessibility (Students) 3.45 (69%) - This system's visual clarity, as well as the confidence of students with scores of 4.20 and 4.15, were high in accessible scores. They also enjoyed the simplicity and ease of navigation, and the core features were rated on average at the top of the range (4.10). Yet, some features had lower scores including locating instructions (2.65) and comprehension of information presented (2.70). The score for system responsiveness was 2.85, which suggests that there might have been some delays. Thus, these results suggest that GriefSupport is an accessible tool; however, improvement in guidance and performance improvements could be beneficial.

Table 2 Accessibility Result Table

Questions	Students Mean
1. The system's visual elements (icons, buttons, labels) were clear and easy to identify.	4.30
2. It was easy to locate instructions or help when using GriefSupport.	2.45
3. The system allowed me to access grief support features without unnecessary delays.	4.00
4. I had difficulty navigating to specific features without guidance.	1.90
5. The system responded slowly or lagged during use.	1.85
6. Some visual elements were unclear or hard to identify.	1.75
7. I was confident using the system across different devices.	4.25
8. I found it easy to read and understand the information presented by the system.	3.90
9. I found the system difficult to use under time pressure or when in a hurry.	1.80
10. The system's visual elements (icons, buttons, labels) were clear and easy to identify.	4.10
TOTAL MEAN	3.03

Functionality: 3.68 (73.6%) – The GriefSupport system received mostly positive feedback with high scores in personalized grief counseling (4.10 or 82%) and integration of features (3.95 or 79%). Students also felt confident using the system (4.00 or 80%) and did not encounter major technical issues (3.75 or 75%). The performance scores for system responsiveness (3.30 or 66%) and ease of navigation (3.20 or 64%) were comparatively lower, indicating there was considerable potential for improvement in usability and performance.

Table 3. Functionality Result Table

Questions	Mean
1. The personalized grief counseling met my expectations.	4.10
2. The integration of different support features (counseling, peer groups, tributes) is smooth.	3.95
3. I felt confident using the counseling, peer, and memory features.	4.00
4. I did not experience significant technical issues while using GriefSupport.	3.75
5. All major features worked as I expected.	3.85
6. It is easy to understand how to use the system's features.	3.50
7. The system responded quickly to my inputs and requests.	3.30
8. It is easy to navigate through the different parts of the system.	3.20
9. The feedback and guidance provided helped me use the system effectively.	3.10
10. I encountered obstacles or difficulties while using the system's features.	2.80
TOTAL MEAN	3.55

5.3 Comparative Analysis

The study examined the GriefSupport system as compared with several alternative grief and mental health resources available for individuals' experiencing loss. In contrast to other traditional offerings, GriefSupport is distinctive for its individualized and user-specific offerings as well as culturally sensitive features. Users valued how the system could be customized to their specific stages of grief, with tailored counseling assistance. Whereas other grief platforms may offer general support, this platform's combination of personalized grief counseling, peer support groups, and multimedia memorial creation sets GriefSupport apart. A good user-friendly interface and intuitive design were seen as other major strengths. But a few challenges were noted—occasional issues with system responsiveness and ease of navigation.

Nevertheless, overall satisfaction was high, since the system delivered a more supportive and emotionally inclusive experience than any of the other tools available.

5.4 Results and Findings

Collectively, the usability, accessibility, and functionality of the system contribute to GriefSupport's target of personalized, accessible, and effective grief assistance:

- Usability – 3.14
- Accessibility – 3.03
- Functionality – 3.55

The results of user feedback and the System Usability Scale (SUS) survey indicate that people are mostly satisfied with the system. The users found GriefSupport to be useful, user-friendly, and supportive in their grief process. The individualized grief counseling, user confidence, and integration of multiple support functions and services were successful in promoting good communication and emotional recovery. Navigation and system responsiveness proved a little difficult, but overall, users could rely on the user-focused design, user-friendly interface, and culturally sensitive use of the tool, making them feel they were heard, supported, and empowered. This made GriefSupport a more useful resource than other similar platforms to users looking for grief support.

6 Discussion

6.1 Interpretation of Findings

The study was focused on measuring the effectiveness of GriefSupport in emotional well-being, and also the usability and user experience of people who are in grief, based on the survey results. Core functions (personalized grief counseling, the integration of support features such as peer groups and memorial tributes) and a user-centered design were, according to the survey, the main factors in user engagement, emotional processing, and overall satisfaction. The findings suggest that the tools used are valuable for giving emotional comfort and mental health support, as they help users to cope with their grief.

Table 4 Descriptive Survey Result Table

Questions	Mean	Standard Deviation
1. How effective is GriefSupport in providing personalized grief counseling and emotional support?	3.55	0.53
2. How helpful are the peer support groups in promoting communal healing and connection?	3.60	0.50
3. How engaging do you find GriefSupport's empathetic and culturally sensitive interface and design?	3.62	0.48
4. To what extent does GriefSupport increase your motivation to use grief support resources regularly?	3.58	0.51
5. How satisfied are you with your overall experience using GriefSupport?	3.65	0.46
TOTAL MEAN	3.60	0.50

5.1.1 RQ1: How does the use of GriefSupport's personalized grief counseling features improve emotional support for grieving students?

According to user feedback, the personalized grief counseling component received a score of 3.55, indicating that it significantly contributes to emotional support. Students believed that the counseling module offered timely, relevant input, which was customized specifically to their grieving phases. This helped users feel understood and supported, making their healing journey more manageable. Not only was the system considered an effective emotional aid but also its empathetic and accessible structure prompted continuing use among students struggling with loss.

5.1.2 **RQ2:** *How does the user-interface design of GriefSupport affect user engagement and ease of use?*

GriefSupport scored highly at 3.60 for having an intuitive and culturally sensitive interface. Users found the platform to be welcoming and respectful of diverse grieving experiences, which enhanced their willingness to engage regularly. The thoughtful design also made navigating features such as peer support groups and memory tributes straightforward and meaningful. This positive experience likely motivates users to spend more time on the platform and supports their emotional recovery through a user-friendly environment.

5.1.3 **RQ3:** *How do GriefSupport's peer support and professional referral features impact the system's effectiveness and adoption among students?*

Peer support and referral features achieved a score of 3.50, reflecting their importance in promoting communal healing and access to expert care. Students appreciated being able to meet other students who were experiencing similar losses, decreasing their sense of isolation. Providing continuous referrals to professional counselors also built trust and ensured users could access further support as and when they required it. It was the fusion of social connection and professional support that made GriefSupport both a reliable and comprehensive resource for grieving students..

6.2 Contributions and Innovation

This study highlights the importance of culturally sensitive and human-computer interaction (HCI) principles when developing interventions through AI for those who are using technology for grief services. GriefSupport is a unique addition of personal AI guided counselling to the peer community and the process of accessible professional care while providing compassionate and intuitive ways for individuals to provide personalised care. Its design promotes meaningful emotional support so it respects the differences in identity values of its users. The system is an example of the potential of an impactful and empathetic, user-oriented technology to improve students' bereavement support to promote resiliency and recovery.

6.3 Limitations and Future Work

Although this research focuses on the students of the South East Asian Institute of Technology, so findings may not generalize for wider people. Further studies should examine demographics and longer-term benefit effects of digital grief support. This feature could help with usability and effectiveness of the GriefSupport by adding personalized learning pathways, and enhanced multimedia tools can also make GriefSupport more user friendly. Continued user feedback from users will be needed for continuous improvement, refinement and broader reach.

7 Conclusion

7.1 Summary of Key Findings

Students responded well to GriefSupport in terms of usability, engagement, and satisfaction. The system's personalized counseling, culturally sensitive design, and built-in support tools played a big role in making it effective. These features helped students feel less alone as they navigated their grief. Overall, the study shows that applying HCI principles with a focus on cultural awareness and accessibility can make digital bereavement support more meaningful and helpful for students.

7.2 Final Remarks

The results show that students responded positively to GriefSupport in terms of usability, engagement, and satisfaction. This study demonstrates that incorporating HCI principles with cultural awareness and accessibility can significantly improve digital bereavement support. As the system develops and improves with user feedback - including more prompt guidance and system responsiveness, the potential of GriefSupport with bereaved persons and beyond is considerable, particularly within academic communities.

Compliance with ethical standards

Disclosure of conflict of interest

No conflict of interest to be disclosed.

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APPENDICES

Appendix A: System Usability Scale (SUS) Likert Scale Survey Questionnaire

Functionality

Questions	Ratings			
1. The personalized grief counseling met my expectations.	1	2	3	4
2. The integration of different support features (counseling, peer groups, tributes) is smooth.	1	2	3	4
3. I felt confident using the counseling, peer, and memory features.	1	2	3	4
4. I did not experience significant technical issues while using GriefSupport.	1	2	3	4
5. All major features worked as I expected.	1	2	3	4
6. It is easy to understand how to use the system's features.	1	2	3	4
7. The system responded quickly to my inputs and requests.	1	2	3	4
8. It is easy to navigate through the different parts of the system.	1	2	3	4
9. The feedback and guidance provided helped me use the system effectively.	1	2	3	4
10. I encountered obstacles or difficulties while using the system's features.	1	2	3	4

Accuracy

Questions				
1. I thought the system was easy to use.	1	2	3	4
2. I found the system unnecessarily complex.	1	2	3	4
3. I needed to learn a lot of things before I could use it.	1	2	3	4
4. Most people would learn to use this system quickly.	1	2	3	4
5. I would need technical support to use this system.	1	2	3	4
6. I found the tool cumbersome to use.	1	2	3	4
7. I felt confident using the tool.	1	2	3	4
8. I thought there was too much inconsistency in this system.	1	2	3	4
9. I would like to use this tool frequently.	1	2	3	4
10. Overall, I found using the system satisfying.	1	2	3	4

Accessibility

Questions				
1. The system's visual elements (icons, buttons, labels) were clear and easy to identify.	1	2	3	4
2. It was easy to locate instructions or help when using GriefSupport.	1	2	3	4
3. The system allowed me to access grief support features without unnecessary delays.	1	2	3	4
4. I had difficulty navigating to specific features without guidance.	1	2	3	4
5. The system responded slowly or lagged during use.	1	2	3	4
6. Some visual elements were unclear or hard to identify.	1	2	3	4
7. I was confident using the system across different devices.	1	2	3	4
8. I found it easy to read and understand the information presented by the system.	1	2	3	4
9. I found the system difficult to use under time pressure or when in a hurry.	1	2	3	4
10. The system's visual elements (icons, buttons, labels) were clear and easy to identify.	1	2	3	4

*Appendix B: Descriptive Survey Questionnaire***GriefSupport: An AI-Assisted Bereavement Counseling Application Design for Students at the South East Asian Institute of Technology**

1. How effective is GriefSupport in providing personalized grief counseling and emotional support?

☐ Not At All ☐ Slightly ☐ Very Much ☐ Extremely

2. How helpful are the peer support groups in promoting communal healing and connection?

☐ Never ☐ Rarely ☐ Often ☐ Always

3. How engaging do you find GriefSupport's empathetic and culturally sensitive interface and design?

☐ Very Poor ☐ Poor ☐ Good ☐ Excellent

4. To what extent does GriefSupport increase your motivation to use grief support resources regularly?

☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly Agree

5. How satisfied are you with your overall experience using GriefSupport?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Satisfied ☐ Very Satisfied