



FREQUENTLY ASKED QUESTIONS

Andhra Pradesh Student Wellness Pilot Program

For Educational Institutions, Government Departments & Ministry Partners

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This document answers the most common questions from school principals, college administrators, government officials, and departmental officers about the Dimple student wellness platform and its pilot program in Andhra Pradesh. Questions are organised into four sections. If your question is not answered here, please contact the Dimple team directly.

ABOUT THE DIMPLE PLATFORM

Q1. What is Dimple?

Dimple is an anonymous student wellness platform designed specifically for educational institutions across South and Southeast Asia. It gives students a safe, private space to check in on their mental health, access self-help resources, and connect with a trained counsellor — without ever disclosing their identity. The platform operates via a dedicated kiosk installed on campus (called a STAR Station) as well as on students' personal devices.

Q2. Why does anonymity matter?

Research consistently shows that the primary barrier to students seeking mental health support in collectivist cultures is not the absence of services — it is the fear of being seen. Family honour, social perception, and academic reputation mean that 82% of students in India who need help do not seek it through traditional channels. Dimple's anonymous architecture removes this barrier entirely. Students do not need to give their name, student ID, or any personal information at any point. The system is designed so that even Dimple itself cannot identify who is using it.

Q3. How does the anonymous token system work?

Each student is issued a physical or digital token — a unique code that activates the platform. The token verifies that the student belongs to a participating institution without linking to any personal information. Once used to open a session, the token carries no name, photo, or identifier. Think of it as a key that opens a door: the door does not know who holds the key. Tokens are consumed on use and permanently destroyed after session activation. No record exists linking any student to any specific token.

Q4. Is Dimple a replacement for school counsellors?

No. Dimple is designed to work alongside existing counselling staff and support systems, not replace them. The platform extends the reach of mental health support — particularly in environments where the ratio of counsellors to students makes one-on-one access impractical. Dimple handles initial engagement, self-help resources, and asynchronous counsellor messaging, freeing qualified staff to focus on students who need deeper intervention.

FOR SCHOOLS AND COLLEGES

Q5. What is required from the school to participate?

Very little. Participating institutions are asked to provide: a secure indoor space of approximately 2 metres × 2 metres for the STAR Station kiosk, a standard 230V power connection, and one staff member to attend a half-day orientation. Dimple covers all hardware, software, installation, connectivity, and ongoing maintenance costs. There is no budget requirement, no IT procurement process, and nothing for the school to manage on an ongoing basis.

Q6. Do students need smartphones or personal devices?

No. While students with personal devices can access Dimple through any web browser, the platform is specifically designed for environments where device access is limited or prohibited. The STAR Station kiosk — a dedicated privacy booth installed on campus — provides full access to the platform without requiring any personal device. This makes Dimple equally effective in urban day colleges, residential colleges, and welfare hostels.

Q7. Will the school be able to see which students are using the platform?

No. This is a fundamental design principle, not a policy setting. The school administration has access to an aggregated institutional dashboard showing population-level data — for example, what percentage of students checked in this week, or how the school's SUKHA Index has changed over the past month. At no point can any staff member, administrator, or warden identify which individual students have used the platform or what they discussed.

Q8. What happens if a student is in crisis?

Dimple includes a three-level graduated crisis escalation protocol. AI keyword detection monitors interactions and can automatically escalate a session based on distress signals. At Level 2 and Level 3, a trained counsellor is immediately alerted and a mandatory response window is triggered. Students are offered the option to voluntarily share their identity for faster in-person support — this is always their choice and is never coercive. School wardens and administrators are notified of crisis event counts and resolution status only; individual student identity is never disclosed through the administrative channel.

Q9. What languages does the platform support?

For the Andhra Pradesh pilot, Dimple operates in Telugu (primary), Hindi, and English across all student-facing screens, resource content, and crisis protocols. Counsellors can toggle between languages, and a cultural context notes library assists them with the regional dynamics of family expectations and academic pressure.

Q10. What training is provided to school staff?

Dimple provides a structured half-day orientation for designated school staff before deployment. This covers: how to distribute tokens to students, how to read the institutional dashboard, how the crisis notification process works, and how to support students who wish to engage with the platform. Counsellors who join the platform receive separate, more detailed training on the messaging system, cultural context protocols, and escalation procedures.

DATA, PRIVACY & LEGAL COMPLIANCE

Q11. Where is student data stored?

All data generated during the Andhra Pradesh pilot is stored exclusively on servers physically located within the Republic of India. This is a firm contractual obligation written into the Memorandum of Understanding with the Commissionerate of Collegiate Education and is fully compliant with the Digital Personal Data Protection Act, 2023.

Q12. What personal data does Dimple collect?

None. Dimple's zero-identity architecture means no personally identifiable information is collected, stored, or accessible at any stage of the student journey. No names, student ID numbers, photographs, biometrics, or contact details are captured. Even the token itself carries no personal information — it is a cryptographically generated code with no linkage to any individual.

Q13. How does Dimple address the Supreme Court's Saha Guidelines?

The Dimple platform is built to automatically satisfy all 15 binding guidelines issued by India's Supreme Court in *Sukdeb Saha v. State of Andhra Pradesh* (July 2025), which declared student mental health a fundamental right under Article 21 of the Constitution. Compliance is monitored continuously and institutions can generate a one-click PDF report for government submission at any time. The SUKHA Index provides the evidence base for ongoing policy development and annual compliance reporting.

Q14. Who owns the data generated during the pilot?

All pilot data, benchmarks, and reports generated from Andhra Pradesh students are licensed to the Department on a perpetual, royalty-free, and irrevocable basis for the purposes of public policy development, longitudinal health research, and departmental reporting. The underlying SUKHA Index methodology and platform intellectual property remain the property of Rebound Dimple Pty Ltd. Any use of aggregated, anonymised

insights by Dimple to improve the platform will maintain full compliance with data privacy obligations and will never compromise the anonymity of individual students.

THE PILOT PROGRAM

Q15. What does the pilot involve and when does it run?

The Andhra Pradesh pilot runs for eight weeks from mid-June to mid-August 2026, across 5 to 10 educational institutions selected by the Commissionerate of Collegiate Education. It covers three types of institutions: urban colleges where students have device access, residential colleges with device restrictions, and welfare hostels where devices are prohibited. The pilot is provided at no cost to participating institutions or the Department. A comprehensive review and report will be completed in September 2026.

Q16. What will success look like?

The pilot will be evaluated against a clear metrics framework agreed with the Department before deployment. Key indicators include student token activation rates (target: 60–70%), weekly active engagement (target: 40–50%), counsellor response times against guaranteed windows (target: 90%+ compliance), and measurable improvement in SUKHA Index scores across participating institutions. The pilot report will include a cohort comparison across the three school types, qualitative feedback from students and staff, and a recommendation on broader deployment.

Q17. What happens after the pilot?

Upon successful completion, the Department and Dimple will discuss in good faith the potential for broader deployment across Andhra Pradesh. Any scaling beyond the pilot phase will be subject to applicable Government of Andhra Pradesh procurement laws and open competitive tendering processes. The pilot data and SUKHA Index benchmarks generated will remain available to the Department as a permanent, royalty-free resource for ongoing policy and planning.

Q18. Who is the primary contact for the pilot on each side?

On behalf of the Commissionerate of Collegiate Education, the designated liaison officer is Dr. Ch. Tulasi, Academic Guidance Officer (AGO). On behalf of Dimple, the primary contact is Todd King, Founder & CEO (todd@reboundgroup.org.au / +61 435 437 019). All coordination, reporting, and formal communications flow through these contacts, supported by the Commissioner's office.

Contact & Further Information

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