



www.teenhelp.org

TeenHelp User Experience Survey 2012 Preliminary Results

TeenHelp's User Experience Survey was conducted in July 2012 to seek the views of the users of TeenHelp's services on a range of different issues.

In total 129 registered users completed the survey, and the results of their responses were as follows.

How TeenHelp is used

The following are the reasons users identified as why they use TeenHelp, ranked from most popular to least popular reasons.

Reason	Percentage of users
To give advice to other people in need	92%
To seek advice for myself	84%
To make friends	68%
To seek advice for others	26%
To look up information	25%
Other	11%
To support my professional work (e.g. as a teacher, social worker, etc)	6%

Which services are used

The following is a list of the main services and features offered by TeenHelp and the percentage of users who said they currently use these, ranked from most popular to least popular services.

Service	Percentage of users
Support Forums	95%
Chat Room	70%
Blogs	53%
Live Help	40%
HelpLINK	35%

Facilitated Chat Room Discussions	33%
Social Groups	27%
Articles	22%
Newsletter	20%
Resources	18%
Pictures and Albums	18%
Social Networking pages	16%
Videos	12%

Experience on TeenHelp

Users were asked how they felt about the quality of TeenHelp in a number of key areas. The following are the issues and the percentage of users who rated these as either “good” or “excellent”, ranked from highest rated to lowest rated issues.

Issue	Percentage “good” or “excellent”
The range of site features available	87%
How well TeenHelp's services have met your needs	85%
How friendly and helpful our volunteer Staff are	83%
How useful our information and publications are	83%
How useful our advice services are	79%
How well informed and educated our volunteer Staff are	77%
The site design	74%
How safe and supportive the TeenHelp community is	66%
How we handle complaints	60%
Overall experience	85% “good” or “excellent”

Needed areas of improvement

Users were asked what they felt were the most important areas for future developments. The following are improvements identified and the percentage of users who requested them, ranked from most popular to least popular improvements.

Improvement	Percentage of users
To improve the quality of our volunteers	41%
To offer more direct advice services	40%
To improve the design of the site	37%
To offer more information and resources	33%
To offer more non-advice services/functionality	31%
To receive more communications about our services and what we're doing	22%
Other	9%

Next steps

The information collected through our User Experience Survey provides a great deal of insight into what our users do on TeenHelp and how feel about our work. We will use this information to focus our attention on developing in the areas that TeenHelp's users identified as most important to them, as well as conduct future surveys to re-assess the views of our users.