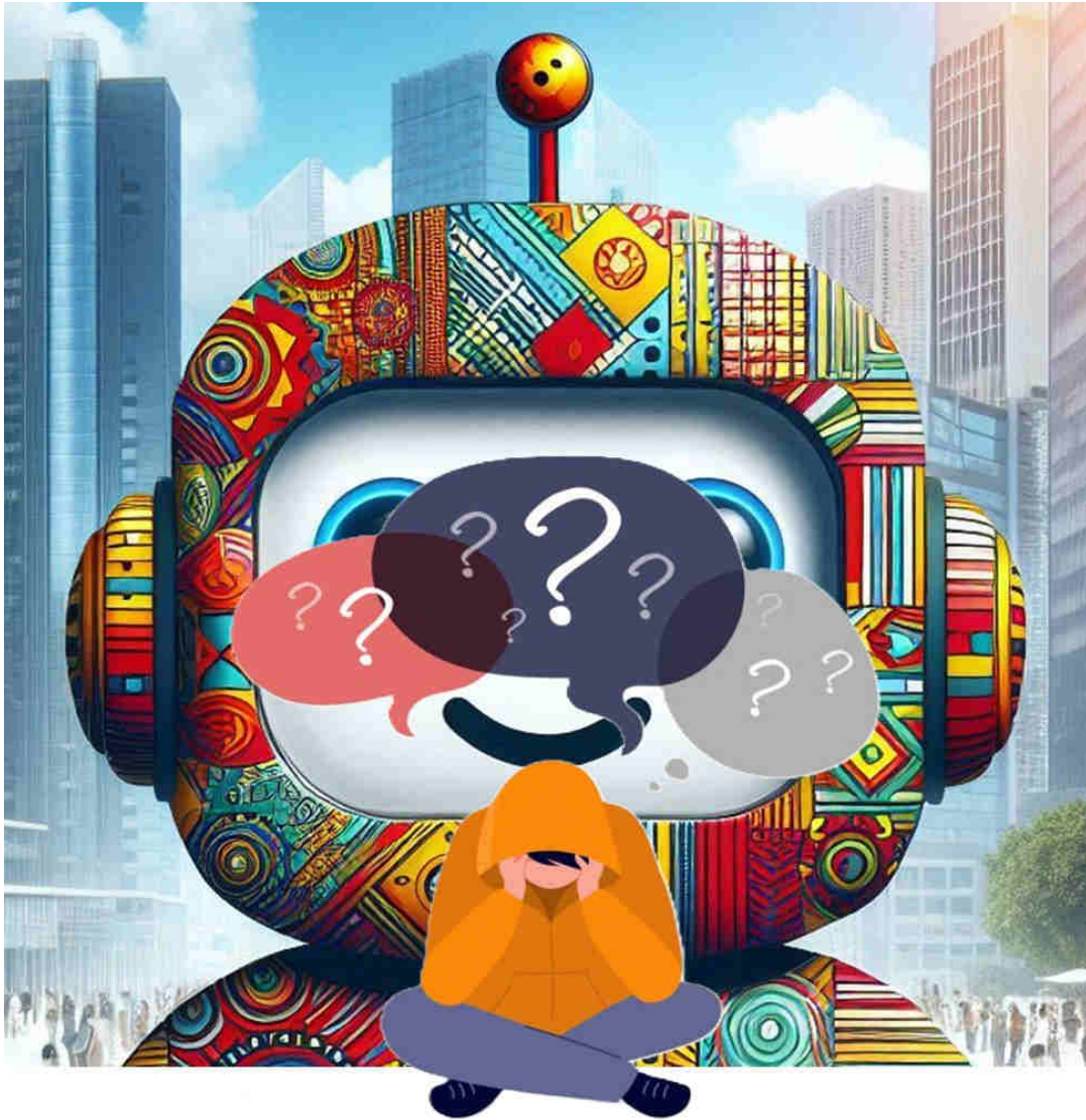




Enhancing Mental Wellness (Imarisha Afya ya Akili): Co-Designing an AI Chatbot for Kenyan Adolescents and Young People

Research Findings, June 2026

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Interactive Evaluation Report: Chatbot to Enhance Adolescent Mental Health Wellness

Date of Generation: June 4, 2026

Target Demographic: Adolescents & Young Adults

Executive Summary

This report delivers an evaluation of the digital mental health chatbot intervention designed for adolescents and young adults. The study captures participant demographics, baseline internet/connectivity access, clinical risk screeners, system usability metrics, application ratings, future scaling projections, and structural implementation barriers.

Part 1: Project Metadata & Demographics

Survey Submission Dates

- **Type:** Date
- **Responses:** 262 out of 262 respondents (0 missing data)

Date (Value)	Frequency	Percentage (%)	Visual Split
2026-02-16	24	9.16%	
2026-02-17	39	14.89%	
2026-02-18	24	9.16%	
2026-02-19	37	14.12%	
2026-02-23	24	9.16%	
2026-02-24	40	15.27%	
2026-05-25	23	8.78%	
2026-05-26	25	9.54%	
2026-05-27	26	9.92%	

Context Note: Geographical distribution shows a balanced sample allocation across three regions: Nachu accounts for 90 respondents (34.35%), while Kibra and Kikuyu Town each contribute 86 participants (32.82%).

Study Site

- **Type:** Select One
- **Responses:** 262 out of 262 respondents

Value	Frequency	Percentage (%)
 Nachu	90	34.35%
 Kibra	86	32.82%
 Kikuyu Town	86	32.82%

Study Phase

- **Type:** Select One
- **Responses:** 262 out of 262 respondents

Value	Frequency	Percentage (%)
 Usability Testing - Enrollment	116	44.27%
 Usability Testing - Follow-up	74	28.24%
 Exploratory FGDS	72	27.48%

Respondent Age

- **Question:** 1. Age:
- **Type:** Integer
- **Responses:** 262 out of 262 respondents

Mean	Median	Mode	Standard Deviation
 20.55	 20.00	 20.00	 1.66

Respondent Gender

- **Question:** 2. Gender:
- **Type:** Select One
- **Responses:** 262 out of 262 respondents

Value	Frequency	Percentage (%)
 Female	133	50.76%

 Male	129	49.24%
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Educational Background

- **Question:** 3. Educational Background (Completed):
- **Type:** Select One
- **Responses:** 152 out of 152 respondents (110 repeat encounters excluded)

Value	Frequency	Percentage (%)
 Secondary	95	62.5%
 College	37	24.3%
 Primary	8	5.2%
 University	8	5.2%
 None	4	2.6%

Occupation

- **Question:** 4. Occupation (What you normally do):
- **Type:** Select One
- **Responses:** 152 out of 152 respondents

Value	Frequency	Percentage (%)
 Student	62	40.8%
 None	59	38.8%
 Self-employed	22	14.5%
 Employed	6	3.9%
 House wife	2	1.3%
 Other specify.....	1	0.6%

- **Question:** 4. Occupation: Other specify
- **Type:** Text (1 response: "Student" / 0.38%)

Part 2: Internet Access & Connectivity

Internet Usage

- **Question:** 5. Do you use to internet?
- **Type:** Select One
- **Responses:** 152 out of 152 respondents

Value	Frequency	Percentage (%)
☒ Yes	150	98.6%
☐ No	2	1.4%

Access Devices

- **Question:** 6. Which devices do you use to access internet [multiple select]?
- **Type:** Select Multiple
- **Responses:** 150 out of 150 respondents

Value	Frequency	Percentage (%)
 Phone	147	91.9%
 Laptop	9	5.6%
 Computer	2	1.2%
 Tablet	2	1.2%

Cyber Café Access & Costs

- **Question:** 7. In your locality, can adolescents and young people like you access internet from a cyber café?
- **Type:** Select One
- **Responses:** 152 out of 152 respondents

Value	Frequency	Percentage (%)
☒ Yes	136	89.5%
☐ No	16	10.5%

- **Question:** 8. How much does it cost to access internet in a cyber café per hour?
- **Type:** Integer
- **Responses:** 136 out of 136 respondents

Mean	Median	Mode	Standard Deviation
 33.39 Kshs	 20.00 Kshs	 20.00 Kshs	 24.41

Part 3: GAIN Short Screener Survey

Administration Guide: Self-administered by the adolescent. Problems are considered significant when present for two or more weeks, recur, interfere with responsibilities, or cause severe distress.

Responses per item: 152 out of 152 respondents.

1. Internalizing Disorders Tables (1a to 1e)

1a. ...with feeling very trapped, lonely, sad, blue, depressed, or hopeless about the future?

Value	Frequency	Percentage (%)
☒ Past one month	72	47.4%
☒ Months ago (2 to 12 months ago)	43	28.3%
☐ Years ago (1+ years ago)	20	13.2%
☒ Never	17	11.1%

1b. ...with sleeping, such as bad dreams, sleeping restlessly or falling asleep during the day?

Value	Frequency	Percentage (%)
☒ Past one month	66	43.4%
☒ Months ago (2 to 12 months ago)	42	27.6%
☒ Never	23	15.1%
☐ Years ago (1+ years ago)	21	13.8%

1c. ...with feeling very anxious, nervous, tense, fearful, scared, panicked or like something bad was going to happen?

Value	Frequency	Percentage (%)
☒ Past one month	64	42.1%
☒ Months ago (2 to 12 months ago)	41	27.0%
☒ Never	25	16.4%

☐ Years ago (1+ years ago)	22	14.5%
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1d. ...when something reminded you of the past, and you became very distressed and upset?

Value	Frequency	Percentage (%)
☒ Past one month	66	43.4%
☒ Months ago (2 to 12 months ago)	48	31.6%
☒ Never	20	13.2%
☐ Years ago (1+ years ago)	18	5.3%

1e. ...with thinking about ending your life or committing suicide?

Value	Frequency	Percentage (%)
☒ Never	91	59.9%
☒ Past one month	22	14.5%
☐ Years ago (1+ years ago)	20	13.2%
☒ Months ago (2 to 12 months ago)	19	12.5%

⚡ 2. Behavioral & Conduct Tables (2a to 2e)

When was the last time you did the following things two or more times?

2a. Lied or conned to get things you wanted or to avoid having to do something?

Value	Frequency	Percentage (%)
☒ Past one month	52	34.2%
☒ Never	48	31.6%
☒ Months ago (2 to 12 months ago)	31	20.4%
☐ Years ago (1+ years ago)	21	13.8%

2b. Had a hard time paying attention at school, work or home?

Value	Frequency	Percentage (%)
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☒ Months ago (2 to 12 months ago)	46	30.3%
☒ Past one month	43	28.3%
☐ Years ago (1+ years ago)	40	26.3%
☒ Never	23	15.1%

2c. Had a hard time listening to instructions at school, work or home?

Value	Frequency	Percentage (%)
☒ Months ago (2 to 12 months ago)	41	27.0%
☒ Past one month	40	26.3%
☒ Never	38	25.0%
☐ Years ago (1+ years ago)	33	21.7%

2d. Were a bully or threatened other people?

Value	Frequency	Percentage (%)
☒ Never	98	64.5%
☐ Years ago (1+ years ago)	25	16.4%
☒ Months ago (2 to 12 months ago)	16	10.5%
☒ Past one month	13	8.5%

2e. Started fights with other people?

Value	Frequency	Percentage (%)
☒ Never	79	52.0%
☐ Years ago (1+ years ago)	36	23.7%
☒ Months ago (2 to 12 months ago)	22	14.5%

☒ Past one month	15	9.9%
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3. Substance Use Disorders Tables (3a to 3e)

When was the last time...

3a. ...you used alcohol or drugs weekly?

Value	Frequency	Percentage (%)
☐ Never	82	53.9%
☒ Past one month	37	24.3%
☐ Years ago (1+ years ago)	20	13.2%
☒ Months ago (2 to 12 months ago)	13	8.5%

3b. ...you spent a lot of time either getting alcohol or drugs, using alcohol or drugs, or feeling the effects of alcohol or drugs (high, sick)?

Value	Frequency	Percentage (%)
☐ Never	93	61.2%
☒ Past one month	27	17.8%
☒ Months ago (2 to 12 months ago)	16	10.5%
☐ Years ago (1+ years ago)	16	10.5%

3c. ...you kept using alcohol or drugs even though it was causing social problems, leading to fights, or getting you into trouble with other people?

Value	Frequency	Percentage (%)
☐ Never	104	68.4%
☒ Past one month	18	11.8%
☐ Years ago (1+ years ago)	17	11.2%
☒ Months ago (2 to 12 months ago)	13	8.6%

3d. ...your use of alcohol or drugs caused you to give up, reduce or have problems at important

activities at work, school, home or social events?

Value	Frequency	Percentage (%)
 Never	107	70.4%
 Months ago (2 to 12 months ago)	17	11.2%
 Past one month	17	11.2%
 Years ago (1+ years ago)	11	7.2%

3e. ...you had withdrawal problems from alcohol or drugs like shaking hands, throwing up, having trouble sitting still or sleeping, or that you used any alcohol or drugs to stop being sick or avoid withdrawal problems?

Value	Frequency	Percentage (%)
 Never	116	76.3%
 Months ago (2 to 12 months ago)	13	8.6%
 Past one month	12	7.9%
 Years ago (1+ years ago)	11	7.2%

4. Crime & Property Violence Tables (4a to 4e)

When was the last time you...

4a. ...had a disagreement in which you pushed, grabbed, or shoved someone?

Value	Frequency	Percentage (%)
 Never	82	53.9%
 Past one month	31	20.4%
 Years ago (1+ years ago)	21	13.8%
 Months ago (2 to 12 months ago)	18	11.8%

4b. ...took something from a store without paying for it?

Value	Frequency	Percentage (%)
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☐ Never	108	71.1%
☒ Past one month	16	10.5%
☐ Years ago (1+ years ago)	16	10.5%
☒ Months ago (2 to 12 months ago)	12	7.9%

4c. ...sold, distributed or helped to make illegal drugs?

Value	Frequency	Percentage (%)
☐ Never	122	80.3%
☒ Past one month	14	9.2%
☐ Years ago (1+ years ago)	8	5.3%
☒ Months ago (2 to 12 months ago)	8	5.3%

4d. ...drove a vehicle while under the influence of alcohol or illegal drugs?

Value	Frequency	Percentage (%)
☐ Never	130	85.5%
☒ Past one month	12	7.9%
☒ Months ago (2 to 12 months ago)	5	3.3%
☐ Years ago (1+ years ago)	5	3.3%

4e. ...purposely damaged or destroyed property that did not belong to you?

Value	Frequency	Percentage (%)
☐ Never	107	70.4%
☐ Years ago (1+ years ago)	19	12.5%
☒ Past one month	16	10.5%
☒ Months ago (2 to 12 months ago)	10	6.6%

months ago)		
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Part 4: System Usability Scale (SUS)

- **Responses:** 72 out of 74 respondents

App Usage Frequency

- **Question:** How many times did you use the app?
- **Type:** Integer
- **Responses:** 72 out of 74 respondents (0 missing data)

Mean	Median	Mode	Standard Deviation
 5.73	 5.00	 5.00	 3.74

Positive Usability Metrics (Questions 1, 3, 5, 7, 9)

1. I think that I would like to use this App frequently

Value	Frequency	Percentage (%)
 Agree	42	58.3%
 Strongly agree	29	40.3%
 Neither Agree/Disagree	1	1.4%

3. I thought the App was easy to use

Value	Frequency	Percentage (%)
 Agree	45	62.5%
 Strongly agree	20	27.8%
 Disagree	5	6.9%
 Neither Agree/Disagree	2	2.7%

5. I found the various functions in this App were well integrated

Value	Frequency	Percentage (%)
 Agree	49	68.1%

✱ Strongly agree	16	22.2%
○ Neither Agree/Disagree	6	8.3%
● Disagree	1	1.3%

7. I would imagine that most people would learn to use this App very quickly

Value	Frequency	Percentage (%)
● Agree	41	56.9%
✱ Strongly agree	28	38.9%
○ Neither Agree/Disagree	2	2.7%
⊖ Strongly disagree	1	1.3%

9. I felt very confident using the App

Value	Frequency	Percentage (%)
✱ Strongly agree	38	52.8%
● Agree	29	40.3%
○ Neither Agree/Disagree	4	5.6%
⊖ Strongly disagree	1	1.3%

● Deficit & Friction Metrics (Questions 2, 4, 6, 8, 10)

2. I found the App unnecessarily complex

Value	Frequency	Percentage (%)
● Disagree	38	52.8%
● Agree	14	19.4%
○ Neither Agree/Disagree	12	16.7%
✱ Strongly disagree	6	8.3%

 Strongly agree	2	2.7%
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4. I think that I would need the support of a technical person to be able to use this App

Value	Frequency	Percentage (%)
 Disagree	31	43.1%
 Agree	17	23.6%
 Strongly disagree	11	15.3%
 Neither Agree/Disagree	7	9.7%
 Strongly agree	6	8.3%

6. I thought there was too much inconsistency in this App

Value	Frequency	Percentage (%)
 Disagree	44	61.1%
 Agree	11	15.3%
 Neither Agree/Disagree	10	13.8%
 Strongly disagree	5	6.9%
 Strongly agree	2	2.7%

8. I found the App very cumbersome to use

Value	Frequency	Percentage (%)
 Disagree	28	38.9%
 Agree	23	31.9%
 Neither Agree/Disagree	14	19.4%
 Strongly disagree	4	5.6%
 Strongly agree	3	4.2%

10. I needed to learn a lot of things before I could get going with this App

Value	Frequency	Percentage (%)
 Disagree	31	43.1%
 Agree	24	33.3%
 Neither Agree/Disagree	9	12.5%
 Strongly agree	5	6.9%
 Strongly disagree	3	4.2%

Part 5: Mobile Application Rating Scale (MARS)

- Responses: 72 out of 74 respondents

Engagement Quality Tables (1, 2, 4, 5)

1. Entertainment: Is the app fun/entertaining to use?

Value	Frequency	Percentage (%)
 Moderately fun and entertaining (5-10 mins)	29	40.3%
 Highly entertaining and fun, stimulates repeat use	29	40.3%
 OK, fun enough for a brief time (< 5 mins)	11	15.3%
 Mostly boring	3	4.2%

2. Interest: Is the app interesting to use?

Value	Frequency	Percentage (%)
 Very interesting, would engage user in repeat use	42	58.3%
 Moderately interesting (5-10 mins)	21	29.2%

😊 OK, neither interesting nor uninteresting (< 5 mins)	6	8.3%
😞 Mostly uninteresting	3	4.2%

4. Does it allow user input, provide feedback and contain prompts?

Value	Frequency	Percentage (%)
🌟 Offers a variety of interactive features/feedback options	29	40.3%
⚡ Very high level of responsiveness through features	25	34.7%
🔧 Basic interactive features to function adequately	10	13.9%
⊘ No interactive features and/or no response	7	9.7%
⚠ Insufficient interactivity, feedback, limiting functions	1	1.3%

5. Is the app content appropriate for adolescent audience?

Value	Frequency	Percentage (%)
🎯 Perfectly targeted, no issues found	44	61.1%
👉 Well-targeted, with negligible issues	19	26.4%
🕒 Acceptable but not targeted; may be confusing	6	8.3%
🚫 Mostly inappropriate/unclear/conf	2	2.7%

using		
 Completely inappropriate/unclear/confusing	1	1.3%

Functionality & Design Tables (6, 7, 8, 9)

6. How accurately/fast do the app features and components work?

Value Descriptions	Frequency	Percentage (%)
 Perfect/timely response; no technical bugs found / contains loading indicator	38	52.8%
 Mostly functional with minor/negligible problems	16	22.2%
 App works overall. Some technical problems need fixing / Slow at times	8	11.1%
 Some functions work, but lagging or contains major technical problems	8	11.1%
 App is broken; no/insufficient/inaccurate response	2	2.7%

7. How easy is it to learn how to use the app?

Value	Frequency	Percentage (%)
 Easy to learn how to use the app (or has clear instructions)	32	44.4%
 Able to use the app immediately; intuitive; simple	27	37.5%

 Useable after some time/effort	9	12.5%
 No/limited instruction; menu labels/icons are confusing	2	2.7%
 Useable after a lot of time/effort	2	2.7%

8. Is moving between screens logical/accurate/appropriate/uninterrupted?

Value	Frequency	Percentage (%)
 Perfectly logical, easy, clear and intuitive screen flow Throughout	45	62.5%
 Easy to use or missing a negligible link	16	22.2%
 Usable after some time/effort	6	8.3%
 Usable after a lot of time/effort	3	4.2%
 Different sections seem logically disconnected / navigation Difficult	2	2.7%

9. Are interactions (scrolls) consistent and intuitive across all screens?

Value	Frequency	Percentage (%)
 Perfectly consistent and intuitive	39	54.2%
 Mostly consistent/intuitive with negligible problems	21	29.2%
 OK with some	6	8.3%

inconsistencies/confusing elements		
 Often inconsistent/confusing	5	6.9%
 Completely inconsistent/confusing	1	1.3%

Aesthetics & Quality Tables (12, 15)

12. How good does the app look?

Value	Frequency	Percentage (%)
 High level of visual appeal - seamless graphics - consistent	35	48.6%
 Very attractive, memorable, stands out; colour enhances App	24	33.3%
 Some visual appeal - average, neither pleasant nor Unpleasant	11	15.3%
 No visual appeal, unpleasant to look at, poorly designed	1	1.3%
 Little visual appeal - poorly designed, visually boring	1	1.3%

15. Is app content correct, well written, and relevant to the goal/topic?

Value	Frequency	Percentage (%)
 Highly relevant, appropriate, coherent and correct	35	48.6%

 Relevant/appropriate/coherent/correct	25	34.7%
 Moderately relevant/appropriate/coherent/and appears Correct	10	13.9%
 Irrelevant/inappropriate/incoherent/incorrect	1	1.3%
 Poor. Barely relevant/appropriate/coherent/may be Incorrect	1	1.3%

Part 6: App Recommendations, Scaling & Future Intentions

Section E: Referrals, Intentions & Overall App Ratings (1, 2, 4)

1. Would you recommend this app to people who might benefit from it?

Value	Frequency	Percentage (%)
 I would recommend this app to everyone	43	59.7%
 There are many people I would recommend this app to	17	23.6%
 There are several people whom I would recommend it to	7	9.7%
 There are very few people I would recommend this app to	4	5.6%
 I would not recommend this app to anyone	1	1.3%

2. How many times do you think you would use this app in the next 12 months if it was relevant to you?

Value	Frequency	Percentage (%)
 Over 50	31	43.1%
 10 to 50	27	37.5%
 3 to 10	13	18.1%
 1 to 2	1	1.3%

4. What is your overall rating of the app?

Value	Frequency	Percentage (%)
 One of the best apps I've used	29	40.3%
 Above Average App	24	33.3%
 Average App	16	22.2%
 Below Average App	3	4.2%

Section F: Theoretical Impact Statements Tables (1 to 6)

Responses: 72 out of 74 respondents

1. This app is likely to increase awareness of the importance of addressing adolescent mental health and substance use disorders?

Value	Frequency	Percentage (%)
 Strongly agree	39	54.2%
 Agree	31	43.1%
 Neither Agree/Disagree	1	1.3%
 Strongly disagree	1	1.3%

2. This app is likely to increase knowledge/understanding of adolescent mental health and substance use disorders?

Value	Frequency	Percentage (%)
☒ Agree	39	54.2%
☒ Strongly agree	31	43.1%
☐ Neither Agree/Disagree	1	1.3%
☐ Strongly disagree	1	1.3%

3. This app is likely to change attitudes toward improving adolescent mental health and substance use disorders?

Value	Frequency	Percentage (%)
☒ Agree	38	52.8%
☒ Strongly agree	27	37.5%
☒ Disagree	3	4.2%
☐ Neither Agree/Disagree	3	4.2%
☐ Strongly disagree	1	1.3%

4. This app is likely to increase intentions/motivation to address adolescent mental health and substance use disorders?

Value	Frequency	Percentage (%)
☒ Agree	42	58.3%
☒ Strongly agree	26	36.1%
☐ Strongly disagree	2	2.7%
☐ Neither Agree/Disagree	1	1.3%
☒ Disagree	1	1.3%

5. Use of this app is likely to encourage further help seeking for adolescent mental health and substance use disorders?

Value	Frequency	Percentage (%)
 Agree	37	51.4%
 Strongly agree	32	44.4%
 Neither Agree/Disagree	2	2.7%
 Strongly disagree	1	1.3%

6. Use of this app is likely to increase access to adolescent mental health and substance use disorders services?

Value	Frequency	Percentage (%)
 Agree	39	54.2%
 Strongly agree	26	36.1%
 Neither Agree/Disagree	4	5.6%
 Disagree	2	2.7%
 Strongly disagree	1	1.3%

Part 7: Barriers and Facilitators to Using Digital Health Interventions

Internet Infrastructure & Cost Barriers Tables (1 & 2)

1. How often do you access the internet?

Value	Frequency	Percentage (%)
 Daily	35	48.6%
 Weekly	26	36.1%
 Rarely	9	12.5%
 Other specify	2	2.7%

2. What determines how often you use the internet?

Value	Frequency	Percentage (%)
 Time	36	50.0%
 Cost	30	41.6%
 Other specify	6	8.3%

Confidentiality & Security Concerns Tables (3 & 4)

3. When using a digital health app, how important is user confidentiality?

Value	Frequency	Percentage (%)
 Very important	65	90.3%
 Other specify	4	5.5%
 Not a concern	3	4.2%

4. When using the social media app and chatbot to access health information, how did you feel about your confidentiality?

Value	Frequency	Percentage (%)
 Very secure	65	90.3%
 Other specify	6	8.3%
 Not secure	1	1.3%

Non-Usage Barriers (Hardware & Device Access)

- **Question:** 6. Non-Users: What prevented you from using the app during the 2-months? (Did not use)
- **Type:** Text
- **Responses:** 2 out of 74 respondents

Value	Frequency	Percentage (%)
 I didn't have a phone	1	50.0%
 I lost my smart phone	1	50.0%