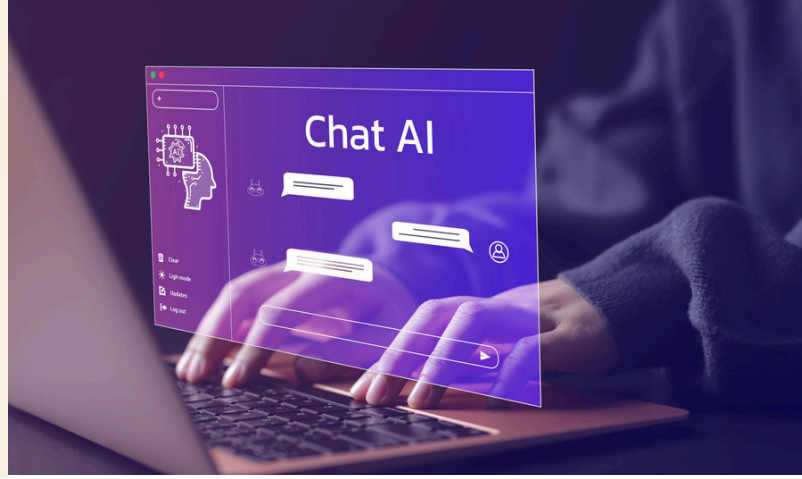


AI AS SUPPORT FOR YOUNG PEOPLE

Insights from a pilot within the CHAMP project



BACKGROUND

Within the CHAMP project, a pilot was conducted with upper secondary school students to explore how an AI-based support chat is perceived and to what extent it can function as a complement to human support. The pilot was carried out in April 2026.

HOW IT WAS CONDUCTED

- 10 upper secondary school students
- Test of AI chat (10–15 min)
- Scenarios: stress, loneliness, relationships, seeking help
- Survey + group discussion

Tested AI tool:

- Illusian developed the chatbot in collaboration with Kollektivet Sekasin

WHAT WORKED

- Fast responses & high availability
- Low threshold to start writing
- Perceived as supportive in simpler situations

“Responded quickly and was understanding”

WHAT DID NOT WORK

- Repetitive & superficial responses
- Limited ability to handle complex situations
- Perceived lack of empathy & human presence

“Feels automated, empathy is missing”

WHEN DOES AI WORK AND WHEN DOESN'T IT?

AI works best when:

- The need is concrete and less complex
- The user is seeking quick guidance or information
- The threshold for contacting a human feels high

AI works less well when:

- The situation is emotionally heavy or complex
- There is a need for empathy and trust
- The conversation requires depth and mutual exchange

KEY INSIGHTS

“You only think about the fact that it’s AI”

→ Awareness affects the experience

“AI can be good as a support tool”

→ Seen as a tool, not a replacement

CONCLUSION

The pilot shows that AI has potential as a low-threshold support for young people, particularly in situations where fast and accessible guidance is needed. At the same time, clear limitations emerge in AI’s ability to address more complex and emotional needs. The results indicate that AI should be used as a complement to, rather than a replacement for, human support.

The results are based on a small test group and should be considered indicative. Further testing with more target groups and comparisons with human support chat are needed to provide a more reliable picture.

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