

Children survey

The European Commission is inviting children and young people across Europe to share their views in this survey. This survey is part of a European project that looks at how to make the internet safer and better for children and young people.

We would like to understand what children and young people think about the internet, apps, games and websites they use. The survey asks about online worries, staying safe online, getting help when something goes wrong, online safety information and support, and whether children and young people feel they are listened to.

The survey should take around 15 minutes to complete. There are no right or wrong answers. Please answer based on what you think and your own experience.

Taking part is voluntary. Some questions are optional. For some questions, you can also choose “Prefer not to say” or “I don’t know” if you do not want to answer. You can stop the survey at any time before sending your answers.

Some questions ask about sensitive topics, such as harmful online content, bullying, unwanted contact, scams, or things that may make it harder for some children to stay safe or get help online. If any question makes you feel worried or upset, you can stop the survey at any time.

Your answers will be analysed together with answers from other children and young people. This survey is anonymous. No personal data that could identify you is collected through the survey, and your responses cannot be attributed to you. Please do not include names or other identifying information in your responses.

If you have any questions about the survey, please contact:

bikevaluation@betterinternetforkids.eu.

About you

1. How old are you? *[Single choice]*
 - a. 12 years old or younger
 - b. Between 13 and 15 years old
 - c. Between 16 and 18 years old
 - d. Older than 18 years old **[Screen out – ‘Thank you’ page V1]**

[If Q1 = 'a' or 'b'] [Text] We also have a version of this survey written for people aged 15 and below. It asks about the same things, but it is a bit shorter. You can choose either one. Both of them help us in the same way.

- Take me to the survey for my age [link]
- Continue with this one [Continue button]

2. In which country do you live? [Single choice]

- a. Dropdown list EU27 + Norway and Iceland
- b. Other [Screen out – 'Thank you' page V2]

Online risks and needs

The next questions are about things that can worry you online. We would like to understand what feels most important to you, whether these worries have changed over time, and what adults, schools, apps, games or websites should pay more attention to.

3. Which of these things, if any, worry you the most when you are online? [Multiple choice – select up to 5]

- a. Being bullied, harassed, threatened or treated badly
- b. Seeing violent, scary, sexual or pornographic content, or other content that is upsetting or not suitable for my age
- c. Seeing content about self-harm, suicide, eating disorders or other harmful advice
- d. Adults or strangers contacting me in a way that feels uncomfortable or unsafe (e.g. pressuring me to share private photos/videos, harassing me, asking me for personal information)
- e. People, adverts, games or apps trying to trick me or pressure me into spending money (including fake offers, scams, hidden costs, influencers)
- f. Fake news, false information or advice I cannot trust
- g. Fake images, videos, voices, chatbots or AI-generated content that make it hard to know what is real
- h. Apps, games or websites that make it hard to stop being online (e.g. autoplay, endless scrolling, rewards or lots of notifications)
- i. My personal information, photos, passwords or accounts being shared, stolen or misused, or old posts/photos affecting how people see me
- j. People, content or online groups that attack, threaten or treat others badly because of, for instance, who they are, what they believe or where they come from

- k. Problems that happen in games or gaming chats, such as contact with strangers, harassment, pressure to keep playing, or spending money
- l. Other (please specify)
- m. None of the above [Exclusive]
- n. Prefer not to say [Exclusive]

3.1. [Optional] [If Q3 = 'l'] Are there other risks that worry you when you are online? Which ones?

- 4. Thinking about the things that worry you the most when you are online, do they worry you more than they did one or two years ago? For instance, they could feel more serious or even happen more often than before. [Single choice]
 - a. Yes, they worry me a lot more now
 - b. Yes, they worry me a bit more now
 - c. They worry me about the same
 - d. No, they worry me a bit less now
 - e. No, they worry me a lot less now
 - f. I don't know

- 5. Adults, schools and the people who run apps, games and websites can try to make the internet safer for children. For example, they can give advice, make rules, remove harmful content, make reporting easier, or help you when something goes wrong. Thinking about the things that worry you most online, do you think they are focusing on the right problems?
 - a. Yes, mostly
 - b. Yes, partly
 - c. No, not really
 - d. Not at all
 - e. I don't know

5.1. [Optional] [If Q5 = 'b', 'c', OR 'd'] What should adults, schools, apps, games, websites or policymakers pay more attention to in the future? [Open textbox]

Safer online experiences and getting help

The next questions are about whether you feel safer online, and whether you know what to do if something goes wrong.

6. Compared to when you first started going online, do you feel safer now when you use the internet, apps, games or websites? *[Single choice]*
 - a. Yes, much safer
 - b. Yes, a bit safer
 - c. About the same
 - d. No, a bit less safe
 - e. No, much less safe
 - f. I don't know

7. Compared with one or two years ago, do the internet, apps, games and websites you use feel more suitable for people your age? *[Single choice]*
 - a. Yes, much more suitable
 - b. Yes, a bit more suitable
 - c. About the same
 - d. No, a bit less suitable
 - e. No, much less suitable
 - f. I don't know

8. If something online made you feel worried, unsafe or upset, would you know where to get help? *[Single choice]*
 - a. Yes
 - b. Probably
 - c. Probably not
 - d. No

9. Where would you go for help if something online made you feel worried, unsafe or upset? *[Multiple choice – select all that apply]*
 - a. To a parent or a caregiver
 - b. To my brother or sister
 - c. To a teacher or another adult at school
 - d. To a friend or another person my age
 - e. To a helpline or a support service, for example a place that gives advice or help to children and young people about online safety
 - f. I would report the problem on the app, game, website or platform

- g. I would search online for advice
- h. I would ask an AI tool or chatbot what to do
- i. None of the above [Exclusive]
- j. Prefer not to say [Exclusive]

10. Do you know how to report something harmful, upsetting or unsafe on an app, game, website or social media platform? *[Single choice]*

- a. Yes
- b. No
- c. I am not sure

11. Have you ever used a report button or reporting tool on an app, game, website or social media platform because something was harmful, upsetting or unsafe? *[Single choice]*

- a. Yes
- b. No
- c. I am not sure

11.1. *[If Q11 = 'a']* How much do you agree with these statements about what happened after you used the report button or reporting tool? *[Likert scale: Agree a lot / Agree / Neither agree nor disagree / Disagree / Disagree a lot / Don't know]*

- d. The problem was solved
- e. I understood what happened after I reported it
- f. I did not have to wait too long for something to happen
- g. I felt listened to or taken seriously
- h. I felt safer after reporting it
- i. I got useful information about what to do next
- j. I was worried that reporting could make things worse

12. We would like to know what, if anything, can make it difficult for children and young people like you to get help when something goes wrong online. Please tell us how much you agree with the following statements? *[Likert scale: Agree a lot / Agree / Neither agree nor disagree / Disagree / Disagree a lot / Don't know]*

- a. Children do not know where to get help (offline and online)
- b. Children do not know how to report something on an app, game, website or social media platform
- c. Children may think no one will help them

- d. Children may worry that adults will not understand
- e. Children may worry about getting into trouble
- f. Children may worry that the problem will get worse
- g. The report button or help service is hard to find
- h. The advice or support children get are hard to understand
- i. The information or support is not in a language children can easily understand
- j. Children may not feel taken seriously

Digital skills and what children do in practice

The next questions are about what children and young people learn about online safety, and whether this helps them in real life.

13. In the last year, have you learned something about how to stay safe online? *[Single choice]*

- a. Yes
- b. No
- c. I am not sure

13.1 *[If Q13 = 'a']* Where did you learn about staying safe online? *[Multiple choice – select all that apply]*

- a. At school
- b. From a parent, caregiver or someone in my family
- c. From a friend or another young person
- d. From a website, video, social media post or online campaign
- e. From an app, game, website or platform
- f. From a helpline, youth organisation or support service
- g. From somewhere else
- h. None of the above *[Exclusive]*
- i. Prefer not to say *[Exclusive]*

13.2. *[Optional]* *[If Q13.1 = 'g']* Where else did you learn about staying safe online? *[Open text]*

14. How confident do you feel that you can do these things online? *[Likert scale: Very confident / A bit confident / Not very confident / Not confident at all / Don't know]*

- a. Notice when something online may be unsafe

- b. Know when information online may be false or misleading
- c. Know when an image, video, voice or message may be fake or AI-made
- d. Keep my personal information, photos, passwords or accounts safe
- e. Use privacy or safety settings
- f. Block, mute or leave a chat, group, app, game or website that does not feel safe
- g. Think before sharing photos, videos or personal information

15. In the last year, have you done any of these things to stay safer online? *[Multiple choice – select all that apply]*

- a. Changed privacy or safety settings
- b. Blocked someone
- c. Reported something
- d. Asked someone for help
- e. Checked whether information was true
- f. Decided not to share personal information, photos or videos
- g. Left a group, chat, game or website because it did not feel safe
- h. Talked to someone else about staying safe online
- i. Used a helpline, advice website or other support service
- j. I have not done any of these **[Exclusive]**
- k. Prefer not to say **[Exclusive]**

15.1. **[If Q13 = 'a']** Has learning about online safety helped you change what you do online? *[Single choice]*

- a. Yes, a lot
- b. Yes, a little
- c. Not really
- d. I don't know

15.2. **[If Q13 = 'a']** In general, how easy or difficult is it to use what you have learned about online safety?

- a. Very easy
- b. Quite easy
- c. Neither easy nor difficult
- d. Quite difficult
- e. Very difficult
- f. I don't know

Online safety information, services and activities

The next questions are about online safety information, services and activities that you may have seen or used. These can include lessons, campaigns, websites, videos, helplines, reporting tools or youth activities in general.

16. Which of these online safety information, services or activities have you heard of or seen before? *[Multiple choice – select all that apply]*

- a. A lesson or activity at school about staying safe online
- b. Safer Internet Day activities
- c. A website, video, poster or campaign with advice about staying safe online
- d. A helpline or support service where children and young people can get advice or help about upsetting online content
- e. A service or website where people can report illegal or very harmful online content
- f. Safety advice, privacy settings, blocking tools or report buttons on an app, game, website or platform
- g. The Better Internet for Kids website
- h. A Safer Internet Centre or online safety centre in your country
- i. None of the above **[Exclusive]**
- j. Prefer not to say **[Exclusive]**

16.1. **[If Q16 ≠ 'i' OR 'j']** Which of these online safety information, services or activities have you used or taken part in? *[Matrix – Yes / No / Prefer not to say]*

- a. A lesson or activity at school about staying safe online **[If Q16 = 'a']**
- b. Safer Internet Day activities **[If Q16 = 'b']**
- c. A website, video, poster or campaign with advice about staying safe online **[If Q16 = 'c']**
- d. A helpline or support service where children and young people can get advice or help **[If Q16 = 'd']**
- e. A service or website where people can report illegal or very harmful online content **[If Q16 = 'e']**
- f. Safety advice, privacy settings, blocking tools or report buttons on an app, game, website or platform **[If Q16 = 'f']**
- g. The Better Internet for Kids website **[If Q16 = 'g']**
- h. A Safer Internet Centre or online safety centre in your country **[If Q16 = 'h']**

16.2. **[If Q16 ≠ 'i' OR 'j']** Thinking about the online safety information, services or activities you have seen or used, how much do you agree with these statements?

[Likert scale: Agree a lot / Agree / Neither agree nor disagree / Disagree / Disagree a lot / Don't know]

- a. They were easy to find
- b. They were easy to understand
- c. They felt useful for people my age
- d. They felt relevant to what I do online
- e. They were in a language I understand
- f. I trusted the information, advice or support they provided
- g. I felt safe or comfortable using them
- h. They were easy to use on the phone, tablet, or computer I used
- i. I knew what to do next after using them

Children and young people having a say

The next questions are about whether you have opportunities to share your views about online safety, apps, games, websites or the internet.

17. Sometimes adults, schools, private or public organisations, apps or websites ask children and young people what they think about online safety or the digital world in general. This could happen through a survey, a school activity, a workshop or a focus group, a youth panel organised by the government, or feedback on an app, game or website. In the last 12 months, have you been asked for your views about online safety or how the internet, apps, games or websites affect children and young people like you? *[Single choice]*

- a. Yes
- b. No
- c. I don't know

17.1. *[If Q17 = 'a']* Thinking about times when you were asked for your views, how much do you agree with these statements? *[Likert scale Agree a lot / Agree / Neither agree nor disagree / Disagree / Disagree a lot / Don't know]*

- a. I was asked about things that matter to me
- b. I was given enough information before I shared my views
- c. I was able to say what I really thought
- d. I felt welcome to take part, whatever my age or background
- e. Adults listened to what I said
- f. I was told how my views were used to make the internet better
- g. Taking part felt safe and respectful

Final remarks

18. [Optional] Finally, what is one thing that should change to make the internet, apps, games or websites better for children and young people like you? [Open text]

More about you

19. How would you describe yourself? [Single choice]

- a. I am a girl
- b. I am a boy
- c. In another way
- d. Prefer not say

20. Which of the following best describes where you live? [Single choice]

- a. I live in or near a city
- b. I live in a small town or a village
- c. I live in the countryside, far away from a town or a city
- d. I am not sure
- e. Prefer not to say

21. Think about anything that might make it harder to stay safe online or get help. This, for instance, could be a disability that makes things harder for you, a poor internet connection at home, not having an adult you can ask for help, or people treating you differently because of your language or where your family comes from. Do you think any of these make it harder for you to stay safe online or get help? [Single choice]

- a. Yes
- b. No
- c. I don't know
- d. Prefer not to say

Thank you page

Thank you for your time. This survey is for children and young people aged 18 or below. If you know someone in this age group who may want to take part, you can share the survey with them using this link/QR code: [insert link/QR code].

