Title: Early User Satisfaction and Engagement of a Digital Transition Support Platform for Adolescents with Type 1 Diabetes: A Preliminary Analysis of a Hybrid Effectiveness–Implementation Randomized Controlled Trial

Authors: Zhiqian (Rita) Jiang[1], MSc, Amélie Roy-Fleming[1], MSc RD, Elise Mok[3], PhD RD, Jennifer Frei[3], BSc, Diana Arnaoutelis[1], BSc RD, *Anne-Sophie Brazeau[1], PhD RD, *Meranda Nakhla[2,3], MSc MD

Affiliations :
1. School of Human Nutrition, McGill University, Sainte-Anne-de-Bellevue, Québec, Canada.
2. Department of Pediatrics, McGill University Health Centre, Montreal, Quebec, Canada.
3. Research Institute of the McGill University Health Centre, Montreal, Quebec, Canada.

Background: Adolescents with type 1 diabetes (T1D) often experience glycemic and psychological instability when transitioning to adult care. Support-t, a digital platform grounded in behaviour change theory, was developed to facilitate transition through self-management education and support.

Objective: To evaluate early user satisfaction, engagement, and self-reported facilitators and barriers to using Support-t during the first 6 months among adolescents (14–16 years) with T1D.

Method: Preliminary analysis of participants randomized to the intervention arm of an 18-month hybrid effectiveness–implementation randomized trial (Intervention = Support-t access for 18 months + usual care vs. Control = Usual care alone). User satisfaction was self-reported on a 1–10 scale at 6 months. Engagement metrics were collected via Google Analytics 4 and summarized for the baseline–6-month period. Facilitators and barriers were collected via open-ended questions.

Result: Among 85 participants (mean age 15 ± 0.8 years, 56% female, T1D duration 6 ± 4.1 years), median user satisfaction was 8 (IQR 6–9). Engagement: median number of sessions 1 (0–3), total engagement time 20 seconds (0–251), and page views 4.5 (0–22.5). Participants with >6 years of T1D had higher engagement, including number of logins (2 [1–3] vs 0 [0–2]; p=0.01) and page views (12 [2–35] vs 0 [0–13]; p=0.03). Facilitators included self-care learning, peer connection, and helping others; barriers included limited time, navigation issues, and login difficulties.

Conclusion: Early findings show high satisfaction with Support-t despite modest usage. Navigation issues should be addressed to support long-term engagement. Ongoing analyses will track 18-month engagement outcomes.

Corresponding Author: Anne-Sophie Brazeau, PhD, RD and Meranda Nakhla, MSc, MD

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