LanGuide Assessment Analysis

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Introduction

The LanGuide mobile app, was tested by student and staff from participating LanGuide project partners in order to get a better understanding of its weak and strong features and outline a plan for feature work. Throughout the tests 181 participants downloaded, installed, and used the app. They then filled a questionnaire to give us feedback on their experience with the mobile app.

General

Majority of the respondents were between the ages of 18 and 24 and female (Figure 1, Figure 2). Students accounted for the biggest group of the participants (87%), and the rest of the respondents were from teachers (12%) and administrative staff (8%) (Figure 3). Transilvania University of Brasov had the highest number of participants in the tests with 35% of the answers coming from there (Figure 4).
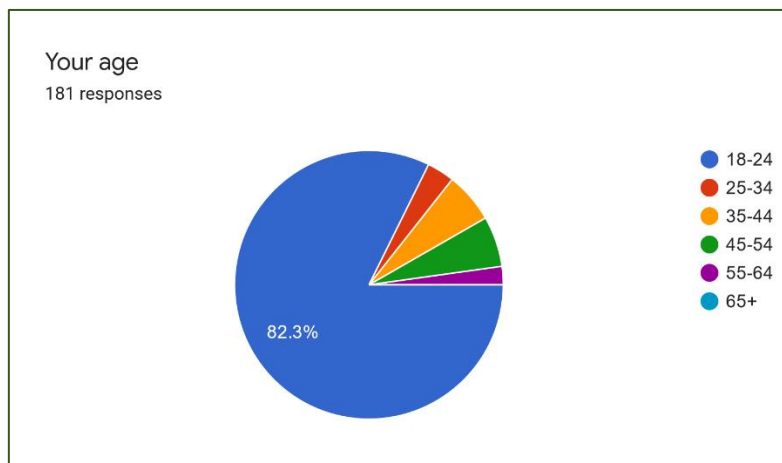

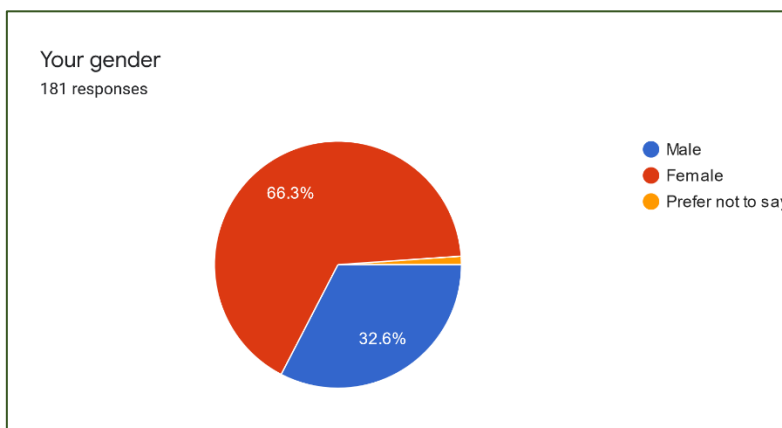**FIGURE 1 - AGE DISTRIBUTION OF THE RESPONDENTS.**

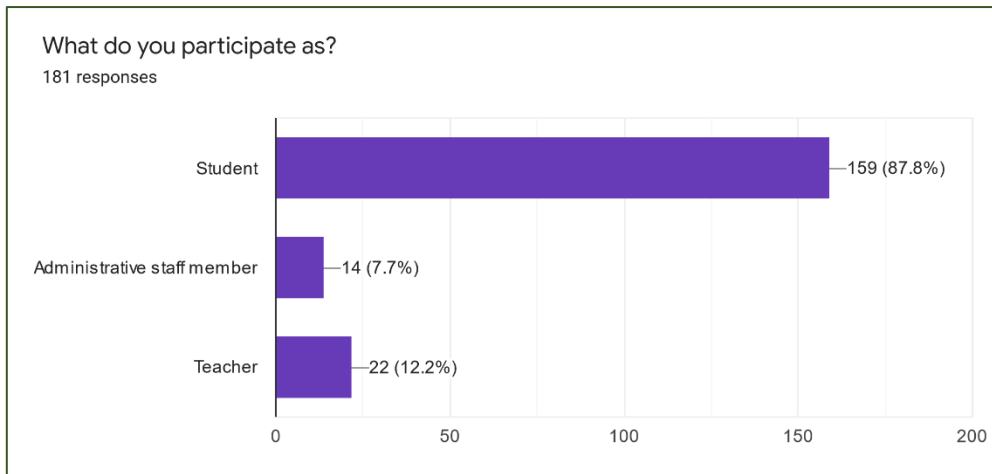**FIGURE 2 - RESPONDENTS' GENDER.**
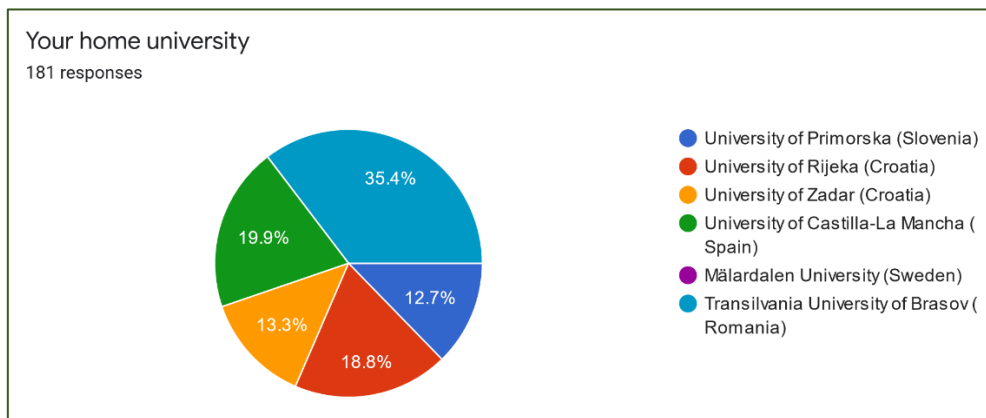
FIGURE 3 - PARTICIPANTS' ROLES.

FIGURE 4 - BREAKDOWN OF PARTICIAPANTS BASED ON UNIVERSITY.

Since the participants were allowed to test the App in different languages, all of them tested the English exercises, with some participants testing the App in other languages as well. A breakdown of the number of answers received for each language is presented in Figure 5.
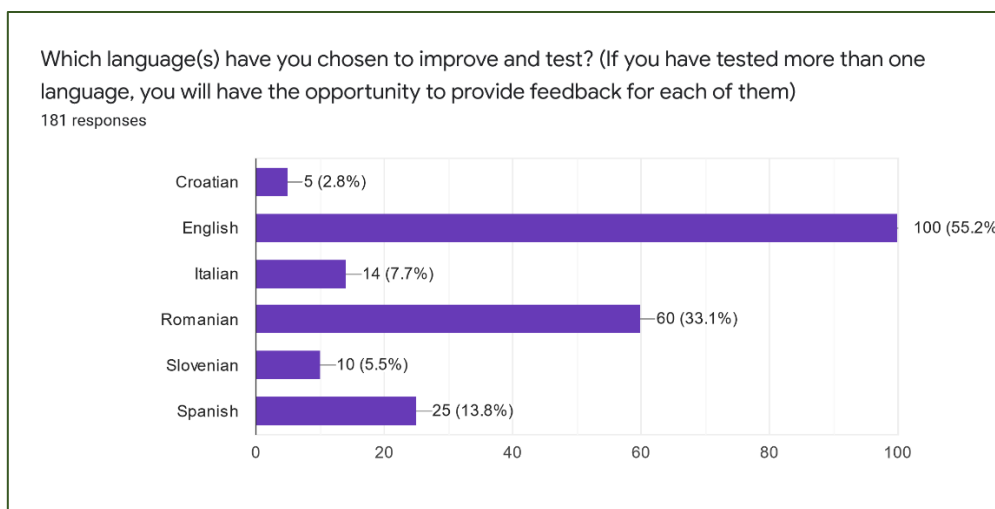

FIGURE 5 - LANGUAGES TESTED BY PARTICIPANTS.

LanGuide User Interface Assessment

The questions in this section were designed to assess the user experience when using the mobile app, in order to help us understand the user behaviour and expectations better for future work. In this section, each question will be presented separately and discussed.

I could easily navigate the app and find the functionalities that I need

The aim of this question was to assess the user friendliness of the UI and investigate if it is easy for the user to navigate through the app and find the functionalities that they are looking for. In total 70% of the participants were on the positive side with this question (agree, strongly agree), while 13% were on the negative side (Figure 6). This is a good result as a high majority of the participants could use the application with ease. Of course, the text responses can help us improve it even further.
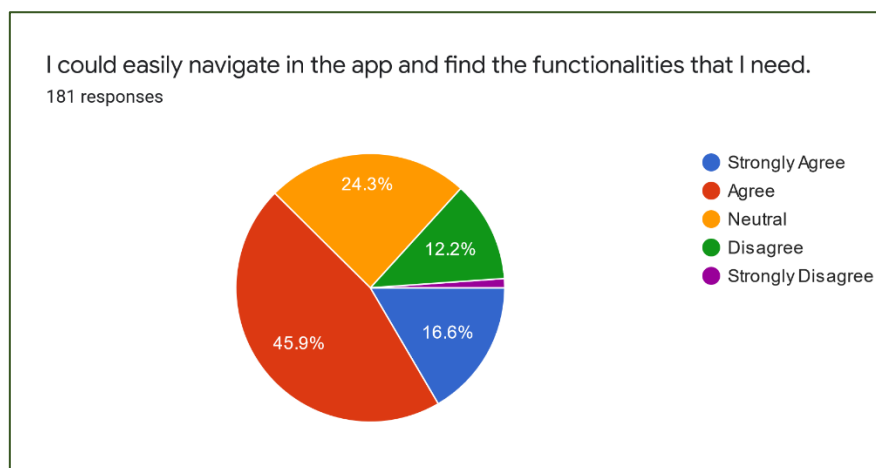

FIGURE 6 – NAVIGATION

I was able to change the difficulty level of the exercises

Changing level of difficulty for exercises had been deemed as tricky by some of the partners before testing the app and this question tries to understand the user friendliness of the feature. With 63% of the participants on the positive side and 21% on the negative side (Figure 7) we might conclude that the feature is usable by most users, although a clearer guide on how to use it can be helpful. It is interesting to note that the percentage of the users who chose "strongly agree" for this question was higher than the percentage of users who gave the same answer in the previous questions.
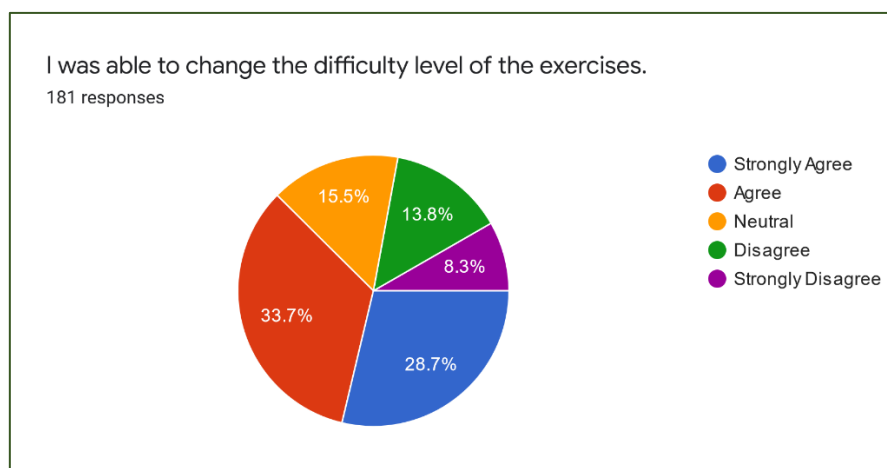

FIGURE 7 - CHANGING DIFFICULTY

I WAS ABLE TO CHANGE THE FONT SIZE IN THE APP TO MAKE IT FIT BETTER ON MY SCREEN

This part of the user interface has strong results with 65% being of the positive side and only 9% on the negative side (Figure 8).
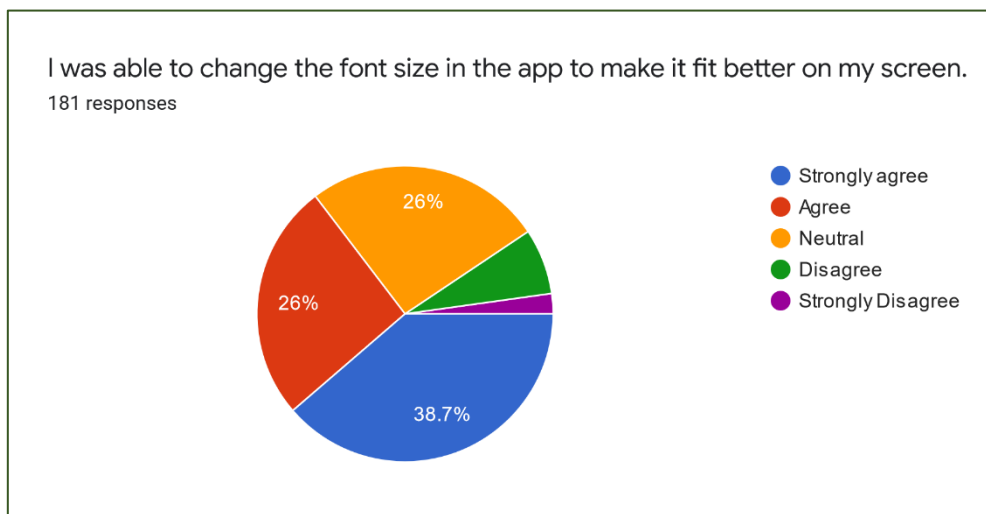

FIGURE 8 - CHANGING FONT SIZE

IT WAS EASY TO UNDERSTAND THE EXERCISES AND HOW TO COMPLETE THEM

It is important to know if the users understand how to use the interface to answer the exercises that they are provided. In this part of the questionnaire 62% od the respondents have chosen agree or strongly agree while 19% have chosen disagree or strongly disagree (Figure 9). Although a good result, this is interesting as the app contains a tutorial mode where these interactions are demonstrated to the user visually. Our theory is that some of the participants did not use the tutorial mode and skipped that part.

FIGURE 9 - ANSWERING THE EXERCISES

THE TUTORIAL IN THE APP HELPED ME TO UNDERSTAND THE APP AND I COULD EASILY WORK WITH IT

Interestingly, 61% of the participants chose a positive answer for this question and 12% chose a negative answer for it (Figure 10). The results are very similar to the previous question which supports our theory to some extent.
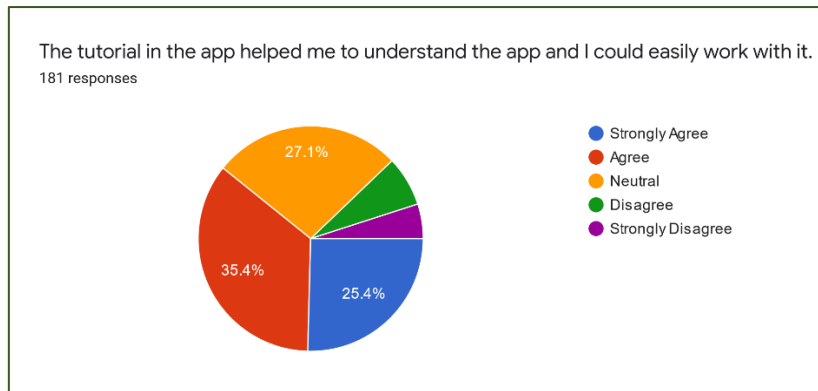
The tutorial in the app helped me to understand the app and I could easily work with it.
181 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

27.1%
35.4%
25.4%

FIGURE 10 - USING THE TUTORIAL

I WOULD IMAGINE THAT MOST PEOPLE WOULD LEARN TO USE THE LANGUIDE APP QUICKLY

Here the aim is to know about the learning curve for efficiently using the UI, and the results (62% positive, 15% negative), show that generally the goal is achieved. There might some lessons to learn from the text answers for further improvements (Figure 11).
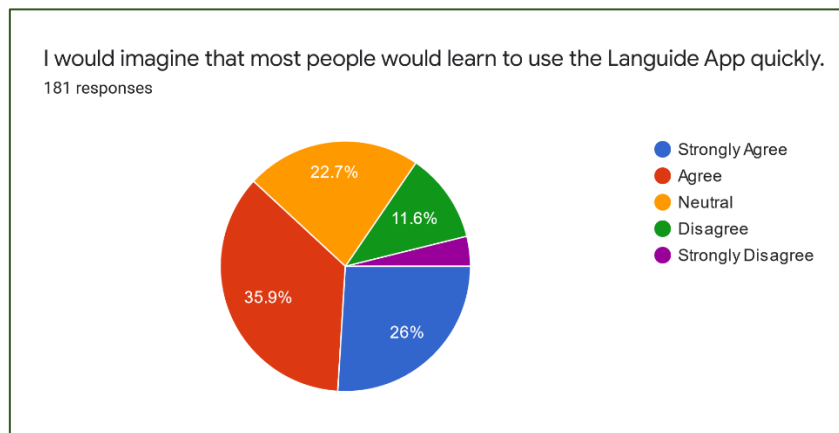

I would imagine that most people would learn to use the Languide App quickly.
181 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

22.7%
11.6%
35.9%
26%

FIGURE 11 – LEARNING TO USE THE APP

I LIKED THE COLOURS AND THE LAYOUT OF THE PAGES IN THE APP

The visual appeal of the user interface has been the goal of this question and based on the results (51% positive, 22% negative), there might be some room for improvement with regards to the visual design ().
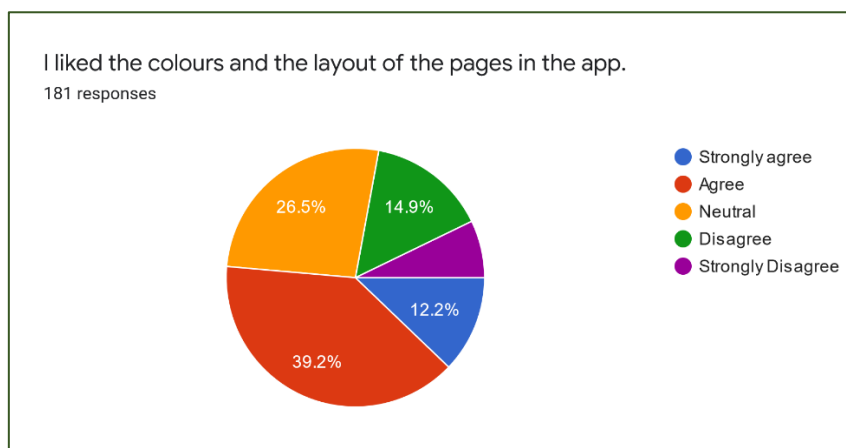

I liked the colours and the layout of the pages in the app.
181 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

26.5%
14.9%
12.2%
39.2%

FIGURE 12 - VISUAL APPEAL

There are 102 responses here. The responses can be summarised as follows:

- Visual aspects of the app: the font size, colours, etc. These require minor changes that can improve the app and its visual appeal. Most of the comments are in this category.
- Repetition of some of the tasks. It should be noted that the repetition is a direct result of the low number of exercises for a given language and topic. With growing number of exercises added to the content manager, this issue will be solved.
- Clarity of instructions of the exercises.

LEARNING APPROACH

The goal with this section of the questionnaire is to understand the participants' learning approach and how they use the app. Most of the participants have had experiences with this type of mobile application before (73%) and a great majority of them did not chose to establish a learning routine (i.e. 20 mins a day) to use the application (Figure 13 and Figure 14).
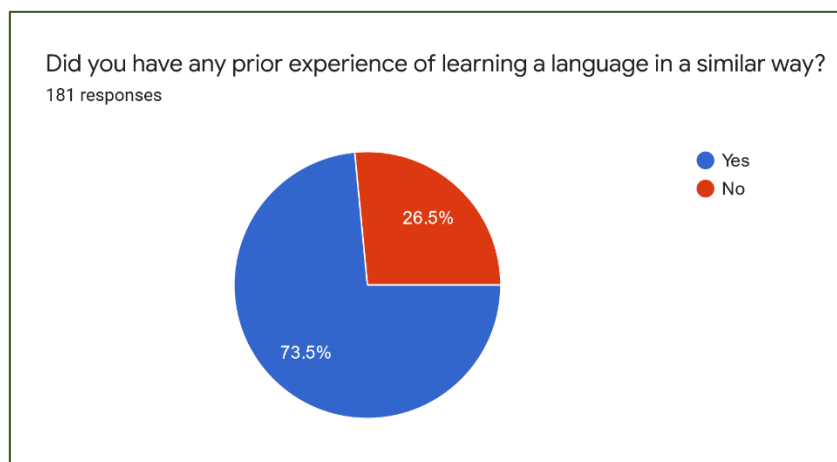
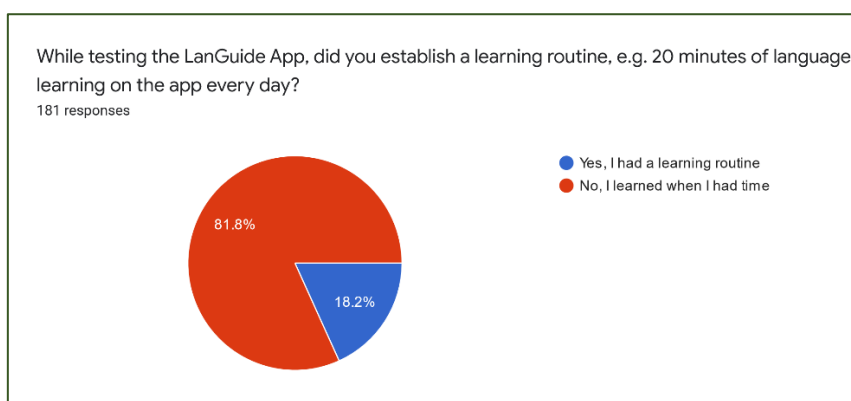**FIGURE 13 – PREVIOUS EXPERIENCE WITH SIMILAR APPS**

FIGURE 14 – LEARNING ROUTINES

Only 9% of the participants used the app everyday while 17% used it more than three times a week and the rest (74%) used it less than twice a week (Figure 15). Most users chose to interact with the app less than 15 minutes per day (45%), with 42% using it between 15 and 30 minutes a day and 12% using it between half an hour and a full hour. Only 1% of the user used the app more than one hour each day (Figure 16).
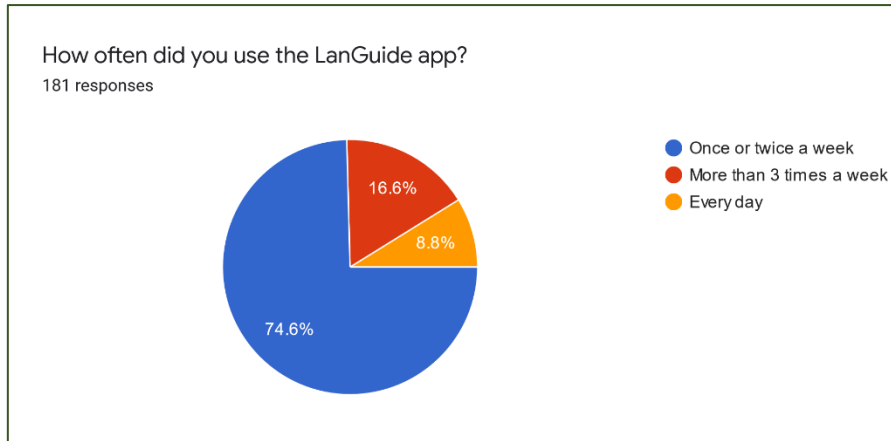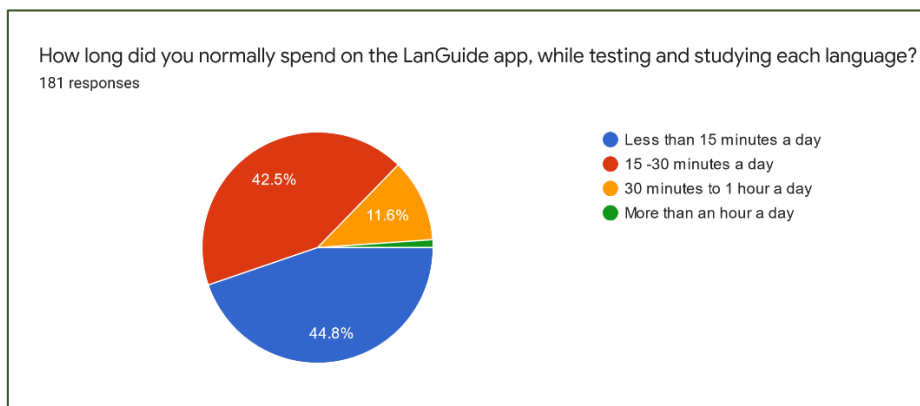
FIGURE 15 - APP USAGE PER WEEK

FIGURE 16 - AVERAGE APP USAGE PER DAY

The breakdown of the difficulty levels used in the app () shows that English has been the only language that participants preferred to use in intermediate or advanced level while for every other language most of the participants have used the app in the beginner mode. This is an expected finding as most of the users might already be familiar with the English language to some extent.
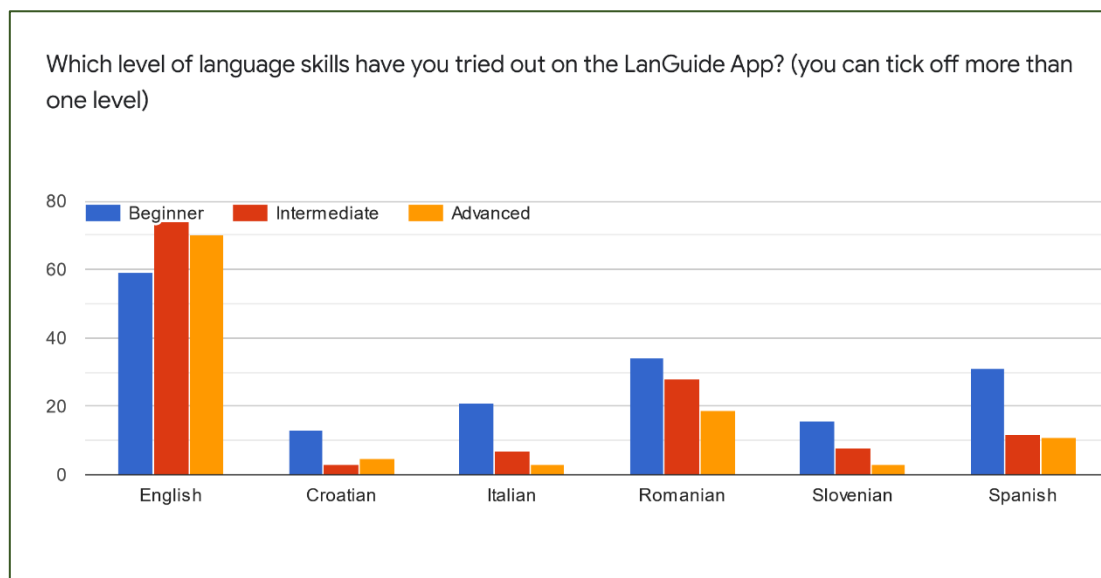

FIGURE 17 - DIFFICULTY LEVELS PER LANGUAGE

LANGUIDE APP FOR DIFFERENT LANGUAGES

In this section, the participants' experience while learning different languages provided by LanGuide App is analysed. It should be noted that not all participants tested all the languages provided by the app, hence the number of respondents for each section might be different.

LEARNING ENGLISH WITH LANGUIDE

Only a few percentage (6%) of the participants who used the English version of the app had beginner level knowledge of the language (Figure 18). Most of them used academic and IT modules of the app while the secretarial module saw the least percentage of users with only (32%) (Figure 19).
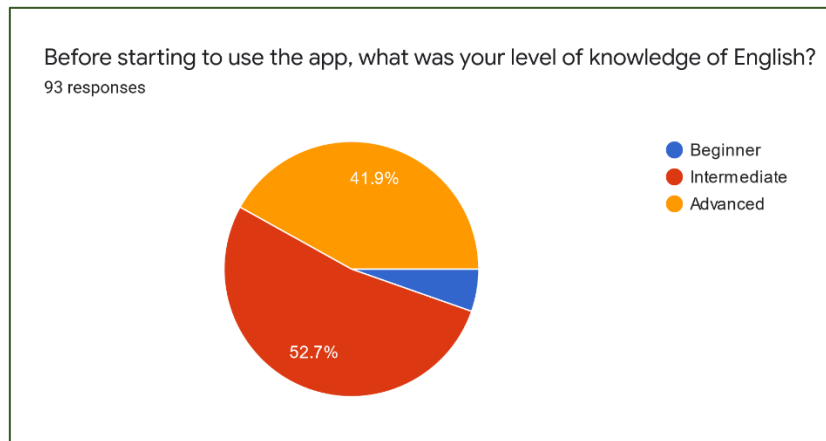
FIGURE 18 - ENGLISH LANGUAGE KNOWLEDGE BEFORE USING LANGUIDE
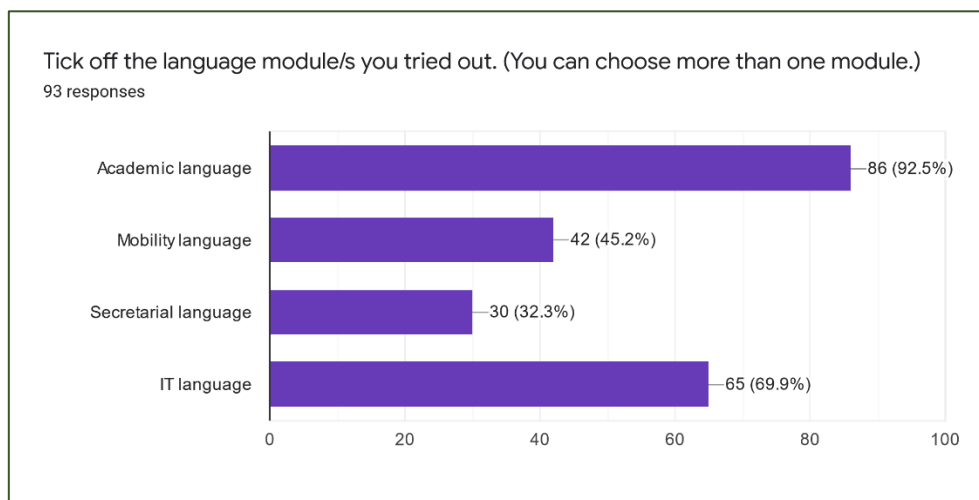
FIGURE 19 - MODULES USED BY PARTICIPANTS

Academic and IT modules of the app were deemed as the most useful modules (65% and 48% respectively), and secretarial and IT modules got the highest percentage of the least useful modules (40% and 32% respectively). The results for the IT module need more investigation as the IT module was the 2nd highest module used by the participants and was 2nd highest in the most useful and least useful lists. This shows a big divide between the participants' opinion about this module as some find it useful and some not useful (Figure 20 and Figure 21).
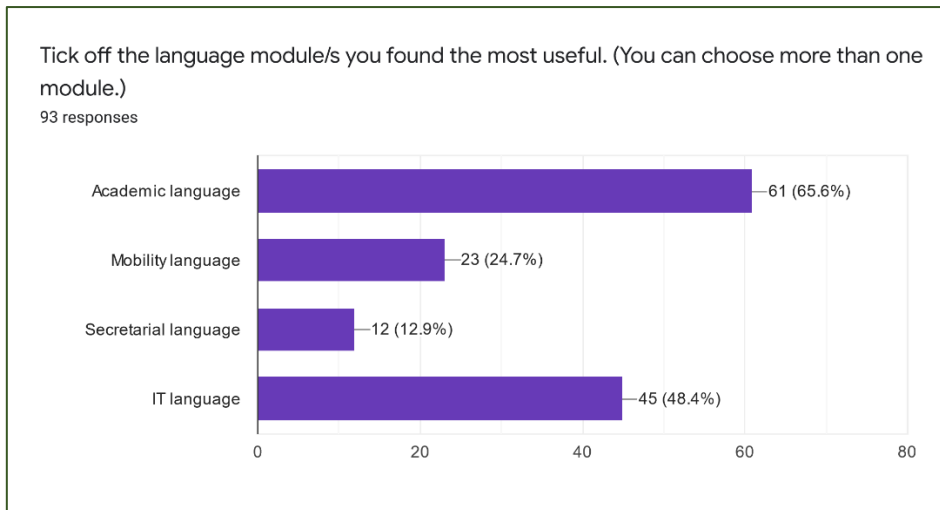
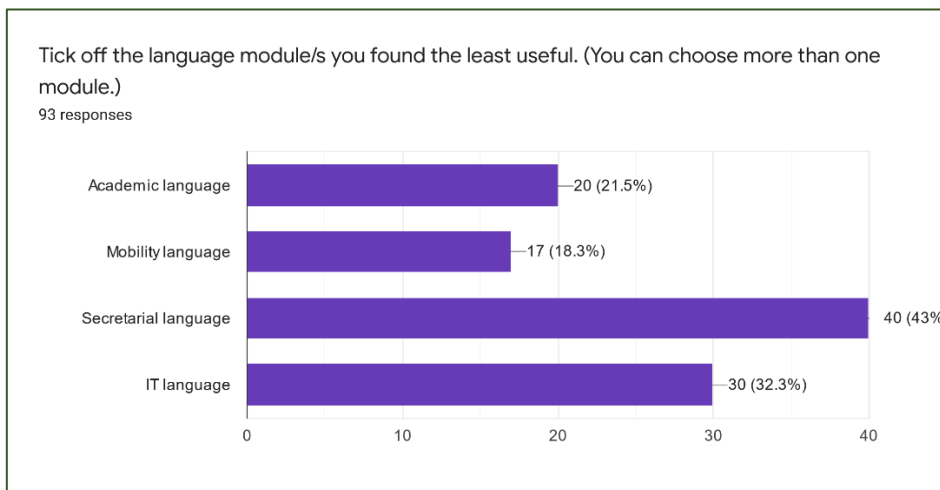**FIGURE 20 - USEFUL MODULES ACCORDING TO THE PARTICIPANTS**

FIGURE 21 - LESS USEFUL MODULES ACCORDING TO THE PARTICIPANTS

Regarding the instructions for performing the exercises, 51% of the participants find them easy to understand to a good level and 20% find them not intuitive. Considering the text responses, this is an area of improvement for future work (Figure 22).
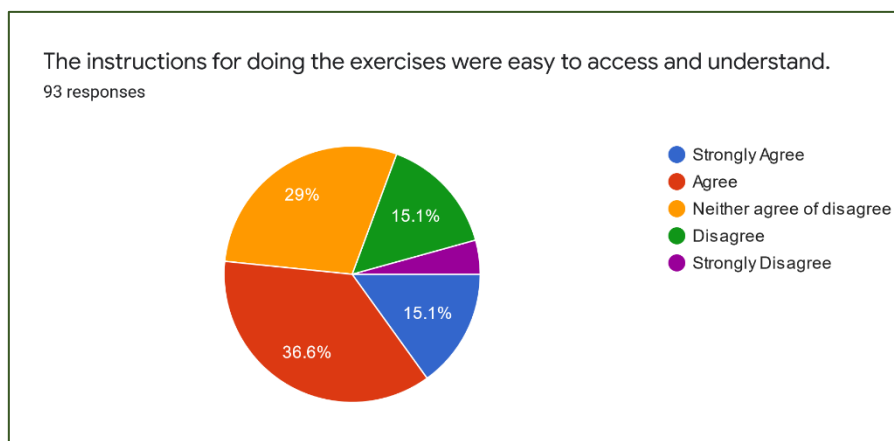

FIGURE 22 - INSTRUCTION EFFICIENCY

In general, 52% of the participants find the app useful or very useful while 21% find it not useful to some extent for improving their English language skills (Figure 23). Considering that most participants have a good understanding of the English language, it might be necessary to improve the advanced exercises on the English module.
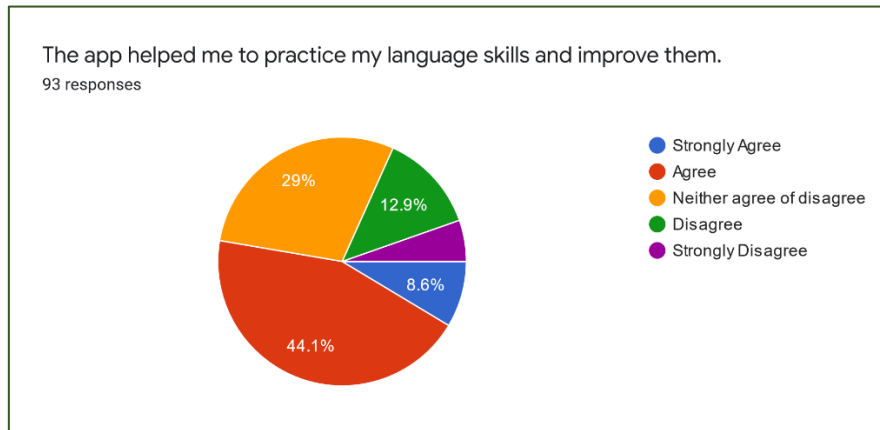
FIGURE 23 - APP USEFULNESS

Grammar and vocabulary are the most useful exercises of the app according to the participants, while the speaking gets the lowest score in this area (Figure 24). The low score of speaking modules is expected as LanGuide app does not provide exercises that directly ask the user to speak in the language they are learning.
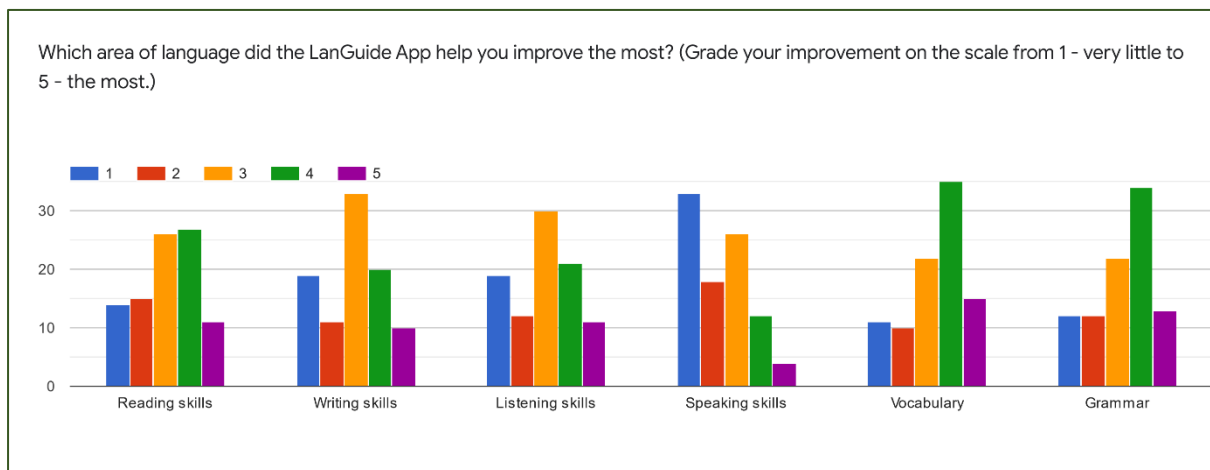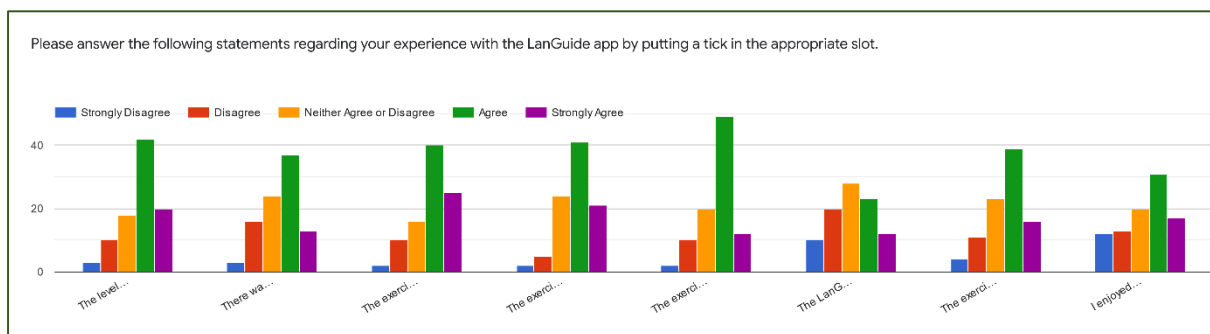

FIGURE 24 - LANGUAGE AREAS

FIGURE 25 - GENERAL STATEMENTS ABOUT THE APP. THE FULL LIST CAN BE FOUND IN APPENDIX A.

Finally, the respondents were asked to answer a set of different questions about the English section of LanGuide (the full list of questions can be found in Appendix A). It is interesting to see that most of the participants agree with the statements about LanGuide app, which shows a generally positive feedback towards the LanGuide app (Figure 25).

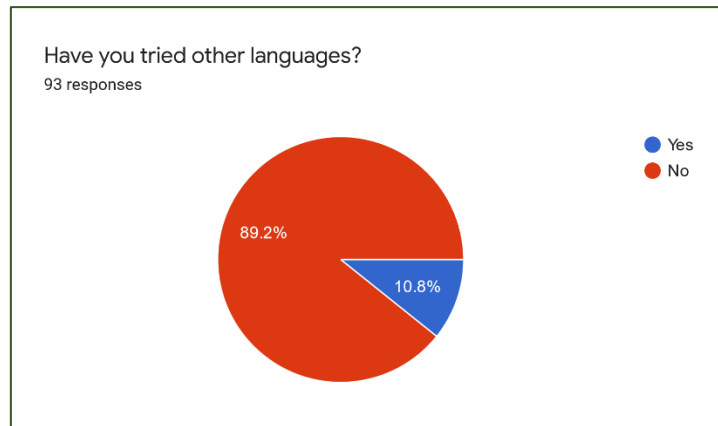Only 11% of the users who tried the English module, tried other languages provided by LanGuide app (Figure 26).

FIGURE 26 - TRYING OTHER LANGUAGES

LEARNING CROATIAN WITH LANGUIDE

The majority of the participants using the Croatian module are already in advanced level (80%) (Figure 27). This might affect the results as there is not much room for improvement when the participants already know the language. It should also be noted that only 5 participants used the app for Croatian language, and this in turn will also affect the results.
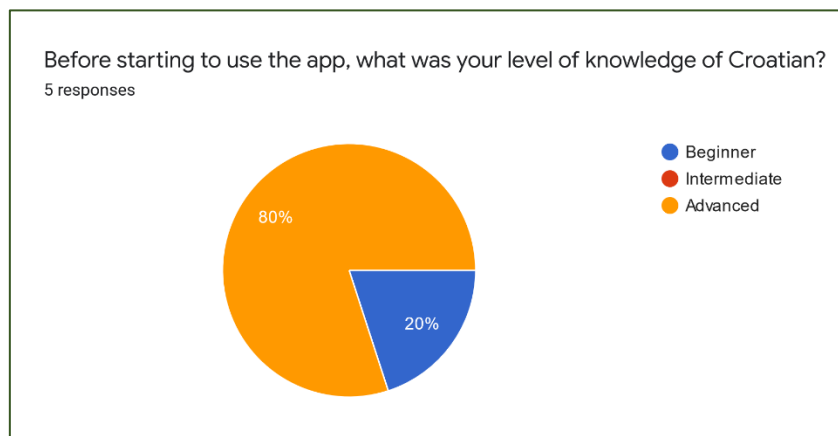

FIGURE 27 - CROATIAN LANGUAGE KNOWLEDGE BEFORE USING LANGUIDE

All the participants tried the academic module while 60% also used it with secretarial and IT modules (Figure 28). The most useful module according to the participants has been the academic module and the least useful module has been the mobility module (Figure 29 and Figure 30). It is interesting to see that although no participant reported using the mobility module, 60% of them find it not useful.
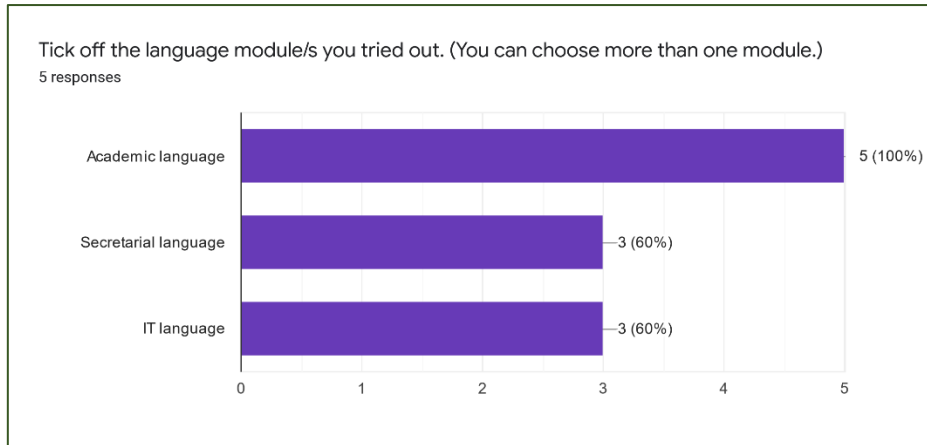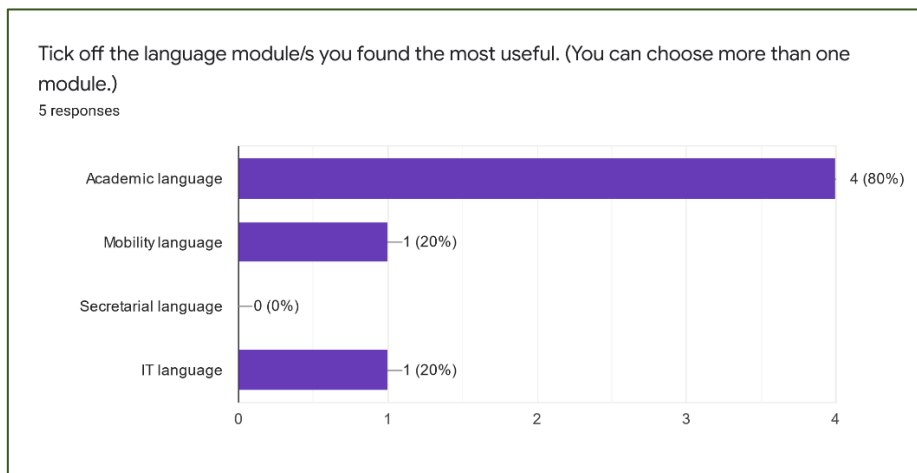
FIGURE 28 - MODULES TRIED
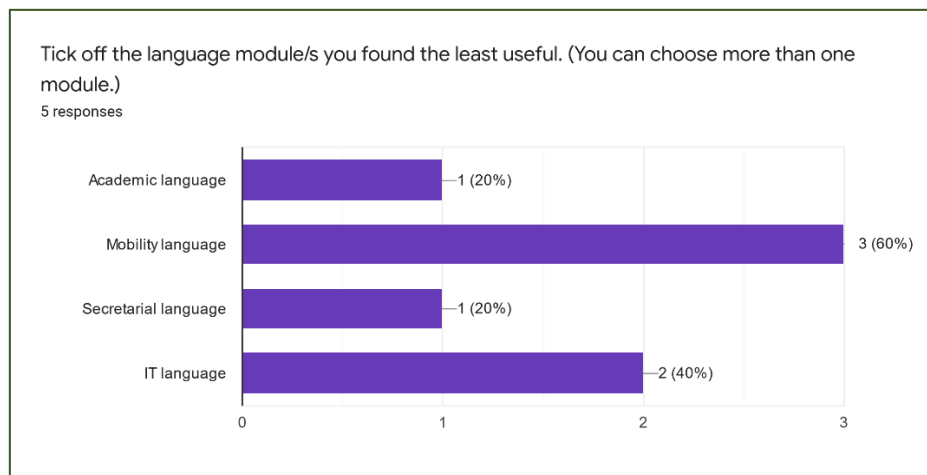

FIGURE 29 - MOST USEFUL MODULES

FIGURE 30 - LESS USEFUL MODULES

Only 20% of the participants find the instructions for the exercises useful while 40% find them completely useless and the other 40% have no opinion about it (Figure 31). Again, the few number of participants might have affected the results here as the number of answers for each option has been either 1 or 2 participants.
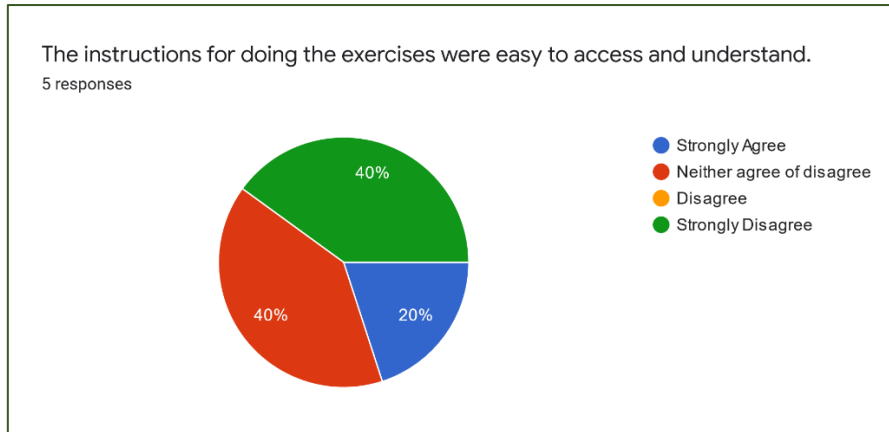
FIGURE 31 - INSTRUCTIONS FOR EXERCISES

60% of the participants do not think that the app helped them improve their Croatian language skills (Figure 32). As mentioned before, since the majority of the participants are already fluent in Croatian, there is not much room left for improvement. Similarly, all of the language areas practiced through LanGuide have got a low score according to the participants (Figure 33).
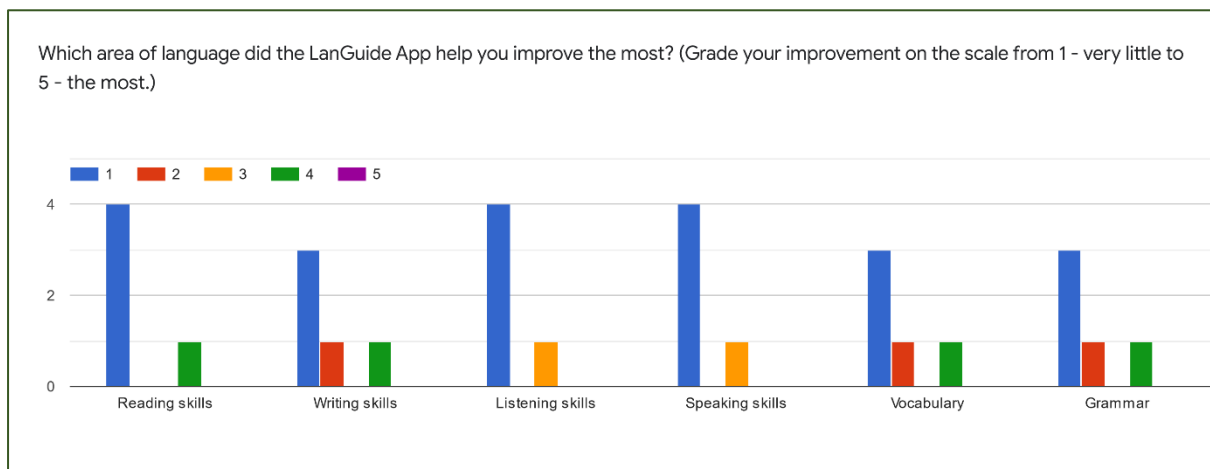

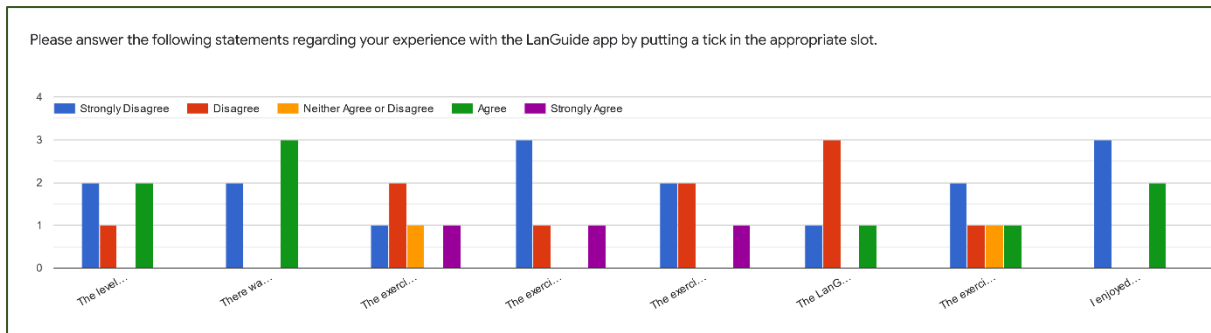**FIGURE 32 - LANGUIDE HELP TO IMPROVE CROATIAN**

FIGURE 33 - USEFUL LANGUAGE AREAS

FIGURE 34 - GENERAL STATEMENTS ABOUT LANGUIDE APP. LIST OF QUESTIONS IS IN APPENDIX A

The only open statement question about Croatian module of LanGuide that has got a positive feedback is about that variety of exercises (Figure 34). 60% of the participants tried LanGuide in another language than Croatian as well (Figure 35).
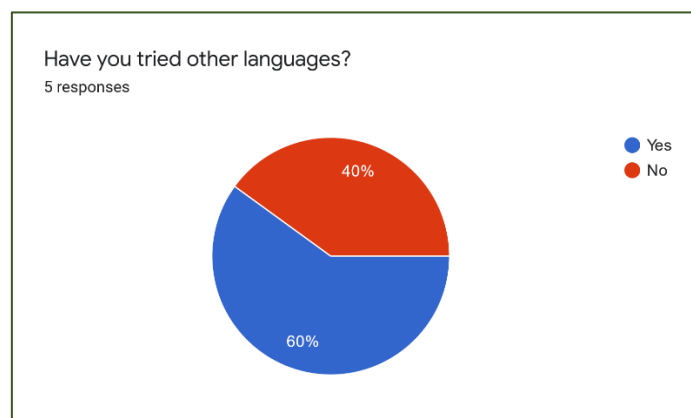

FIGURE 35 - TRYING OTHER LANGUAGES

As a final statement on Crotian module of the LanGuide app, it is hard to use the results for making decisions for future work, as the few number of respondents and the advanced level of them might affect the validity of the results.

LEARNING ROMANIAN WITH LANGUIDE

Similar to Croatian module, more than 80% of the participants already are in advanced level with their knowledge of the language (Figure 36), although at least in this case the number of respondents is much higher (57 participants).
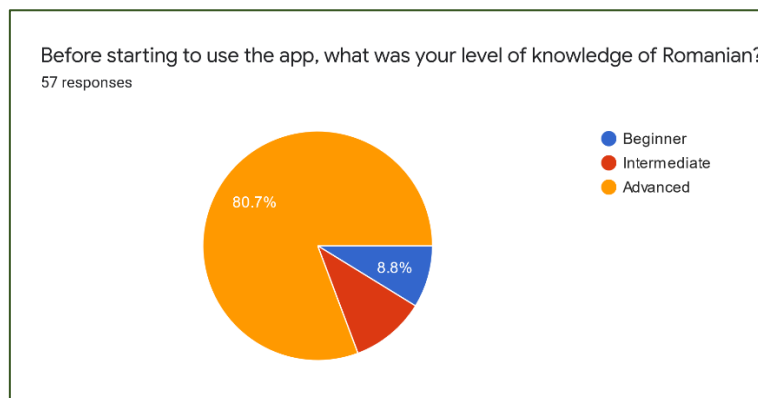

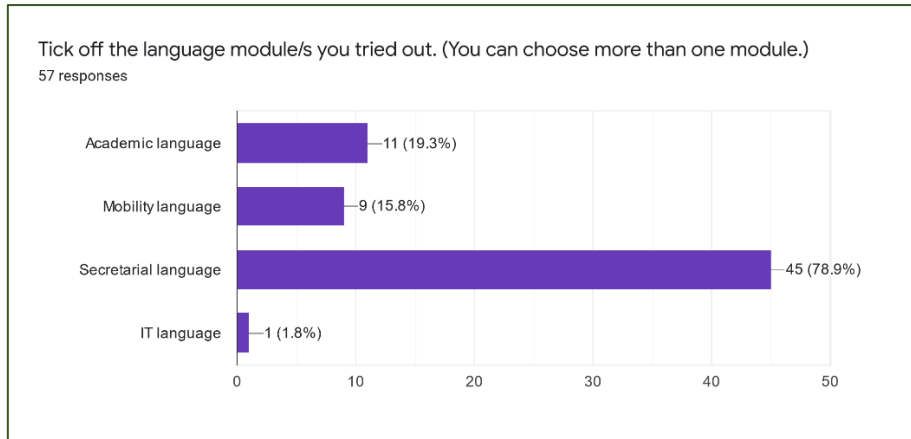**FIGURE 36 - ROMANIAN KNOWLEDGE BEFORE USING LANGUIDE**

FIGURE 37 - MODULES TRIED

Most of the participants using the app for learning Romanian, have used the secretarial module (73%), while the IT module has had the lowest number of users (2 users, 3.5%) (Figure 37). The participants find the secretarial module the most useful and the IT module the least useful. Again, there is some inconsistency here as only 2 users tried the IT module, but 27 users see it as not useful (Figure 38 and Figure 39).
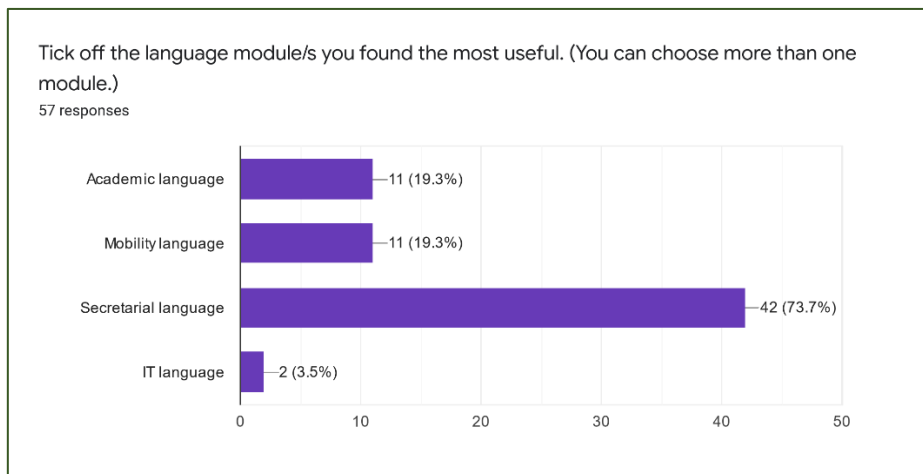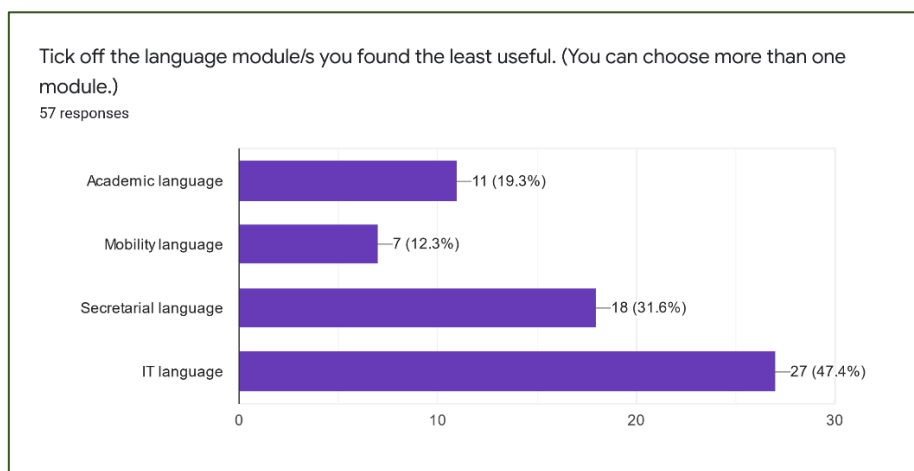

FIGURE 38 - MORE USEFUL MODULES

FIGURE 39 - LESS USEFUL MODULES

The respondents mostly see the instructions clear and understandable (70%) and there is only less than 10% who do not find the instructions clear enough (Figure 40). This is a good result that some other languages supported in LanGuide can learn from and improve their instructions.

Another interesting result is that although most users have an advanced knowledge of Romanian, still, 52% of them think that LanGuide helped them to improve their Romanian skills and only 10% did not think the app helped them in that area (Figure 41). Furthermore, grammar and vocabulary exercises have been the strongest ones in Romanian module while speaking and listening have been the weakest (Figure 42).
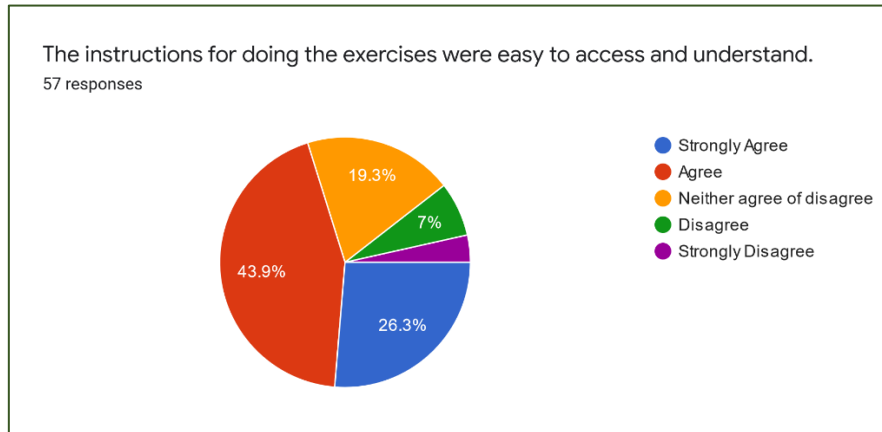

FIGURE 40 - INSTRUCTIONS CLARITY

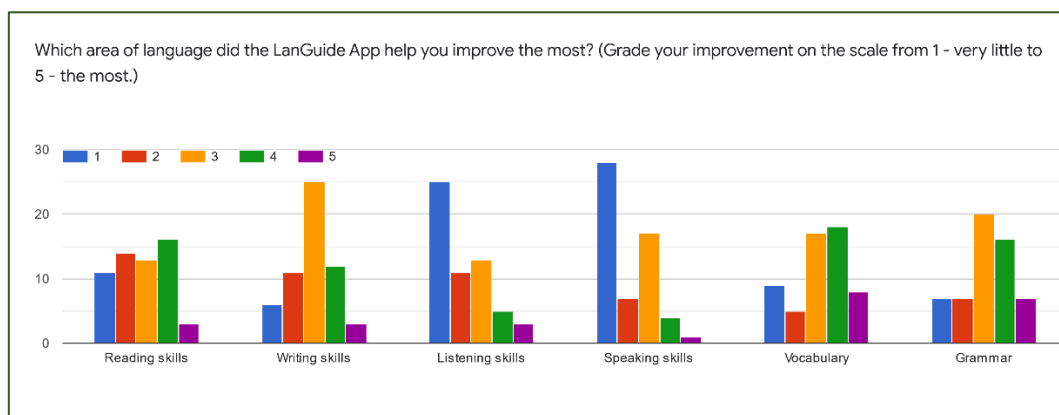**FIGURE 41 - LANGUIDE'S HELP TO IMPROVE ROMANIAN**

FIGURE 42 - LANGUAGE AREAS

Please answer the following statements regarding your experience with the LanGuide app by putting a tick in the appropriate slot.
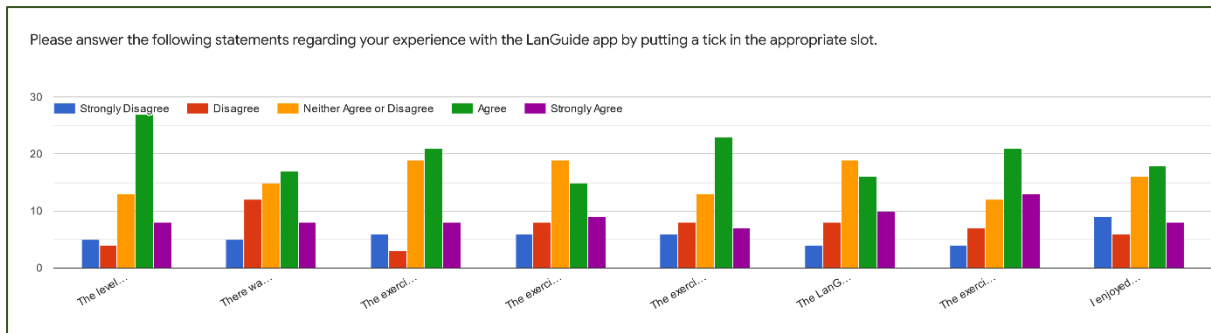
FIGURE 43 - GENERAL STATEMENTS ABOUT THE APP. THE LIST OF QUESTIONS IS IN APPENDIX A.

Finally in the open statements section (see appendix A), the feedback has been positive as all questions have resulted in positive responses from the participants (Figure 43). Additionally only 1.8% of the participants who tried the app in Romanian version, used it also to learn another language than Romanian (Figure 44).
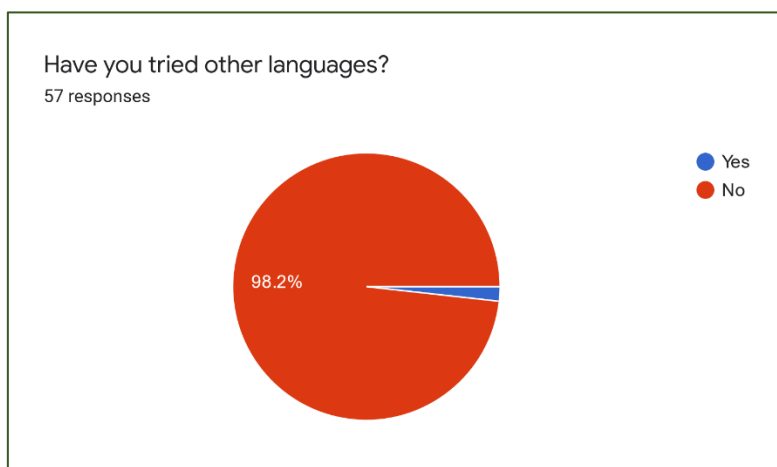

Have you tried other languages?
57 responses

FIGURE 44 - TRYING OTHER LANGUAGES THAN ROMANIAN

LEARNING SLOVENIAN WITH LANGUIDE

None of the participants who tried the Slovenian modules of LanGuide have advanced knowledge of the language, most of the rest are beginners (Figure 45). Although there are only 11 respondents in this section, they are almost equally distributed amongst different modules of the app with majority going for academic modules (Figure 46).
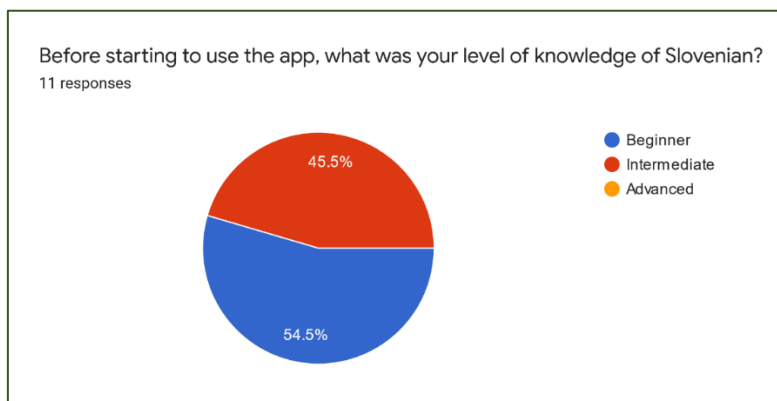

Before starting to use the app, what was your level of knowledge of Slovenian?
11 responses

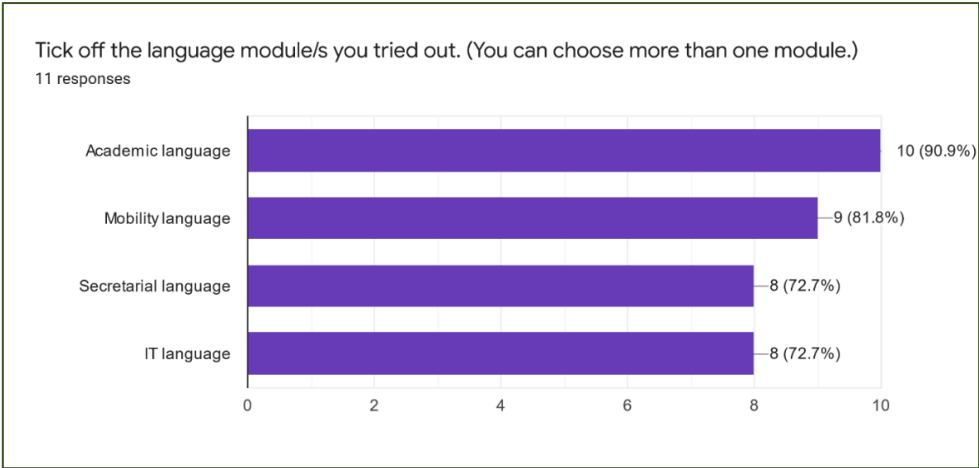**FIGURE 45 - SLOVENIAN LANGUAGE KNOWLEDGE BEFORE USING LANGUIDE**

FIGURE 46 - MODULES TRIED

The academic module is seen as the most useful one by the participants and the secretarial module as the less useful among the four modules (Figure 47 and Figure 48). Data consistency is good here as the less useful module has got no votes on the opposite scale.
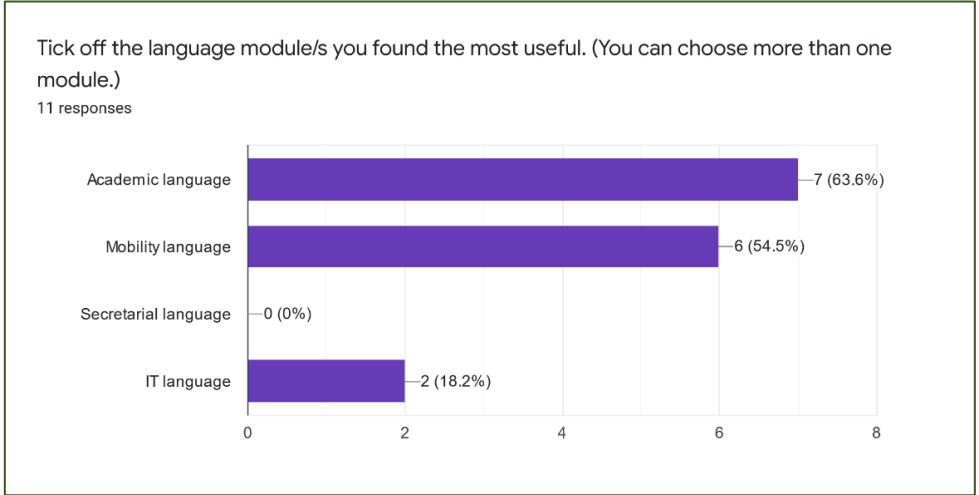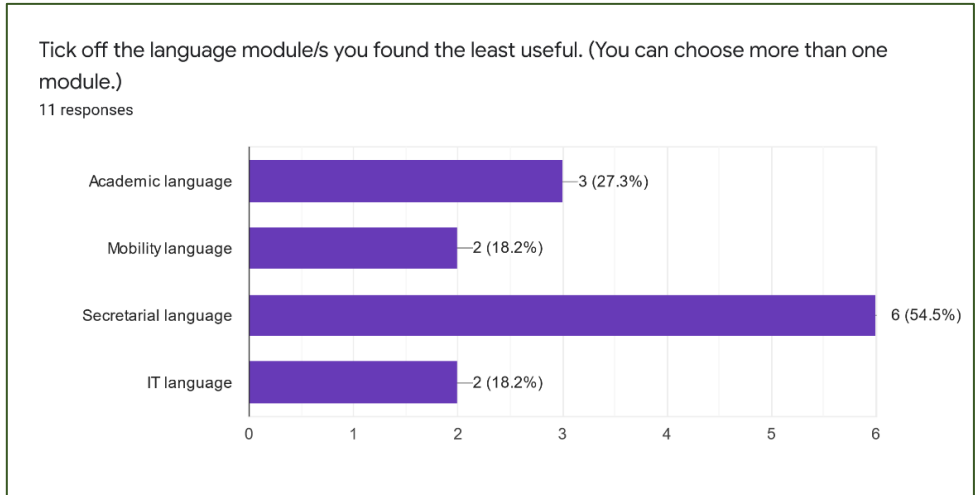

FIGURE 47 - MOST USEFUL MODULES

FIGURE 48 - LEAST USEFUL MODULES

Most of the participants (73%) think that the instructions are clear and understandable while the rest do not have a favourable opinion on this matter. Interestingly no one has chosen the middle score of "neither agree nor disagree" here (Figure 49). With regards to LanGuide helping the participants to improve their Slovenian language skills, 54% have a positive feedback and 18% have a negative feedback (Figure 50).
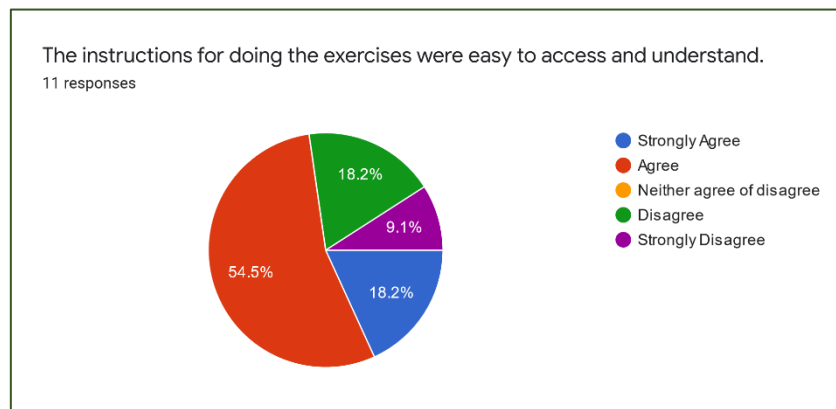

FIGURE 49 - INSTRUCTION CLARITY

FIGURE 50 - LANGUIDE'S HELP TO IMPROVE SLOVENIAN

Reading silks and vocabulary have been the strongest areas of LanGuide exercises for Slovenian language, while as expected, speaking has not received a good score here (Figure 51).
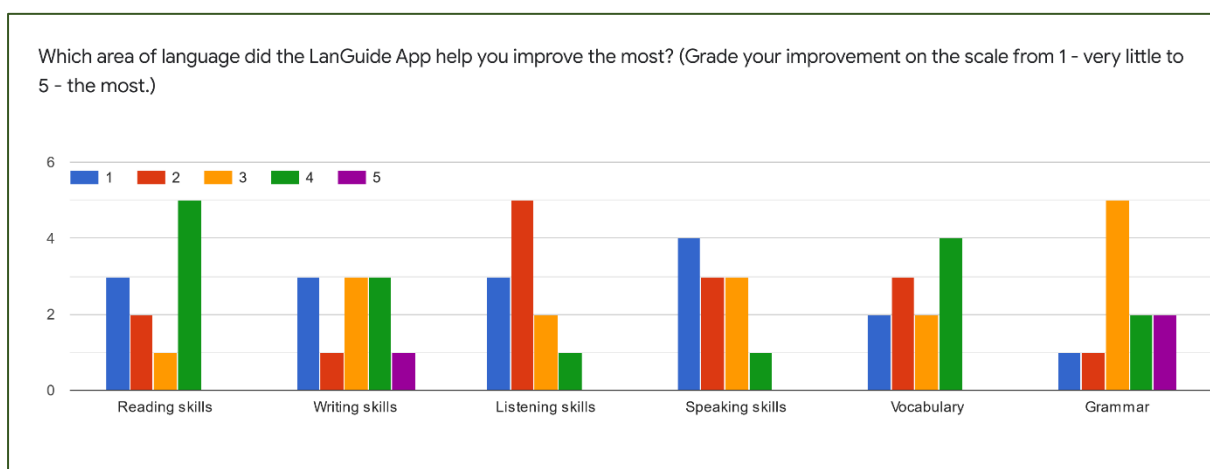

FIGURE 51 - LANGUAGE AREAS

Looking at the general statements, the feedback has been positive in all of the questions (see appendix A), although none of the questions have got a strong positive (strongly agree) feedback (Figure 52). Finally none of the participants who tried Slovenian exercises in LanGuide opted to try other languages (Figure 53).
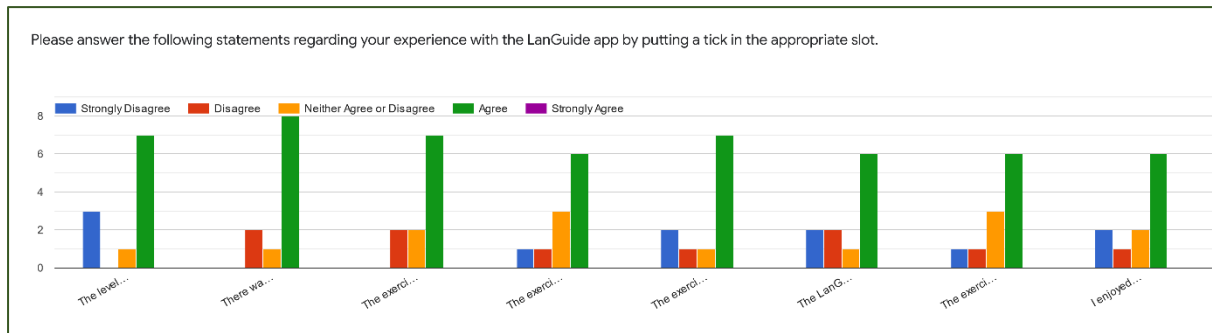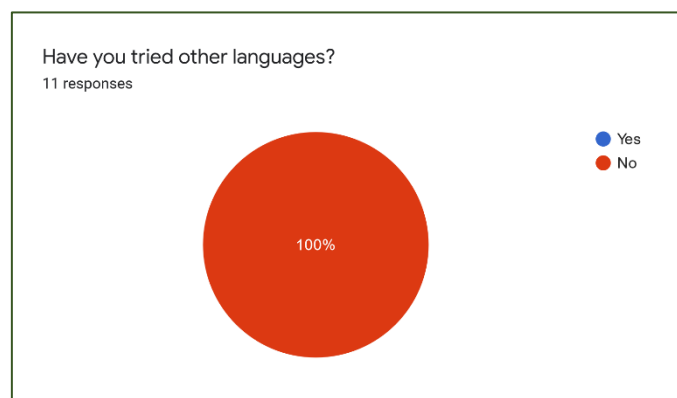

FIGURE 52 - OPEN STATEMENTS (SEE APPENDIX A)

FIGURE 53 - TRYING OTHER LANGUAGES THAN SLOVENIAN

LEARNING SPANISH WITH LANGUIDE

The Spanish module has a good mix of participants as they are divided to 45%, 32% and 23% between beginner, intermediate and advanced users respectively (Figure 54). The 22 participants have tried different modules of LanGuide almost equally except for the secretarial module which none of the participants tried (Figure 55).
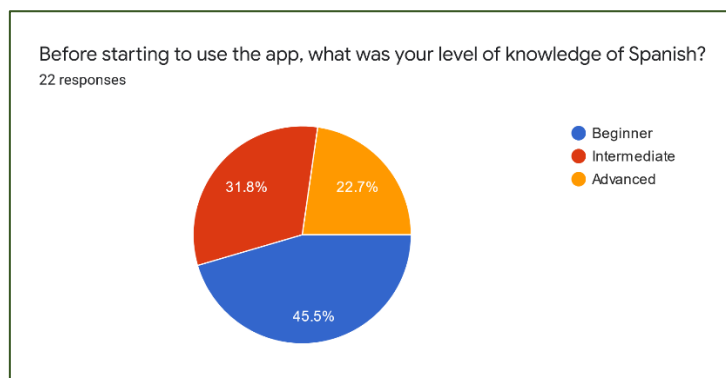

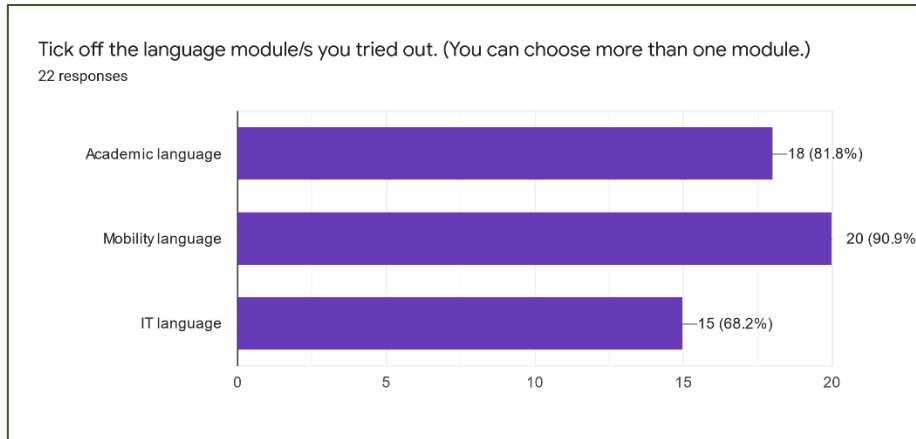**FIGURE 54 - KNOWLEDGE OF SPANISH BEFORE USING LANGUIDE**

FIGURE 55 - LANGUAGE MODULES TRIED

Mobilty and academic modules have favorable feedback and are seen as the most useful modules of the Spanish package, while secretarial and IT packages are seen as lees useful (Figure 56 and Figure 57).
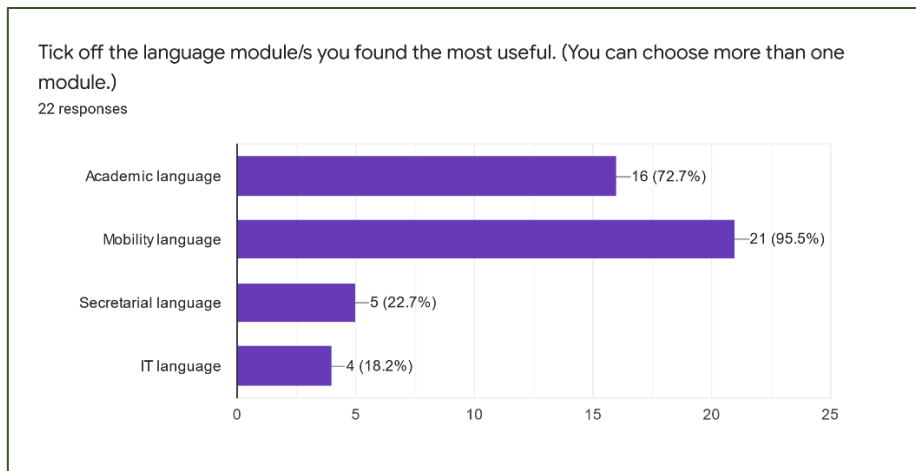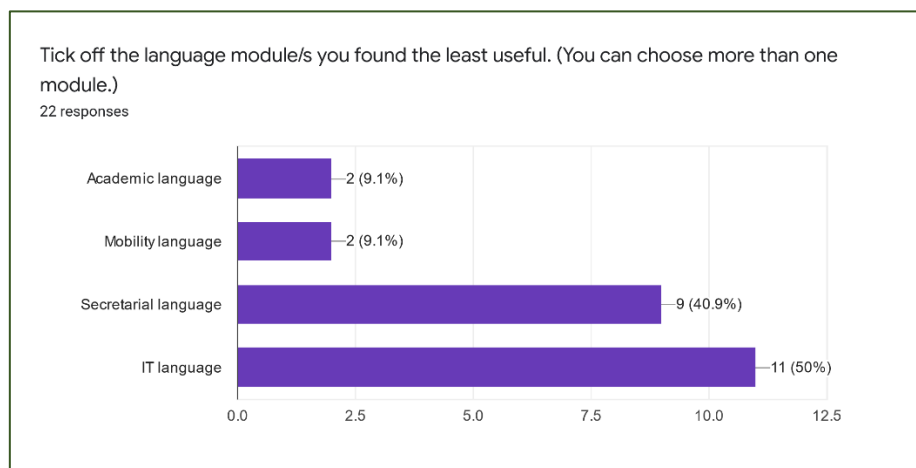

FIGURE 56 - MOST USEFUL MODULES

FIGURE 57 - LESS USEFUL MODULES

The participants mostly find the instructions easy and clear (54%), although a negative feedback of 36% here might be a little high and shows that there is room for improvement (Figure 58). Altogether, 63% of the

respondents think that the app helped them improve their skills further in contrast to the 16% who do not agree with that statement (Figure 59).
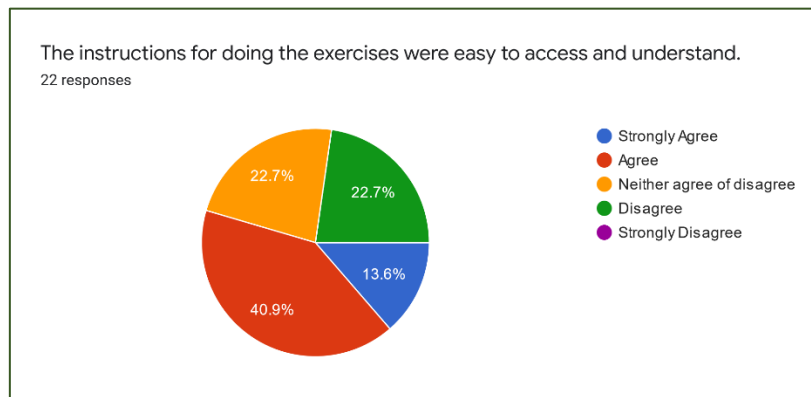

FIGURE 58 - INSTRUCTION CLARITY

FIGURE 59 - LANGUIDE'S HELP TO IMPROVE SLOVENIAN SKILLS

Out of different language areas, grammar and vocabulary have received strong positive feedback while there is a mix of results for other areas except for speaking which has received most unfavourable feedback (Figure 60). As discussed before, this is expected. The answers to open statement questions has also been very positive (Figure 61).
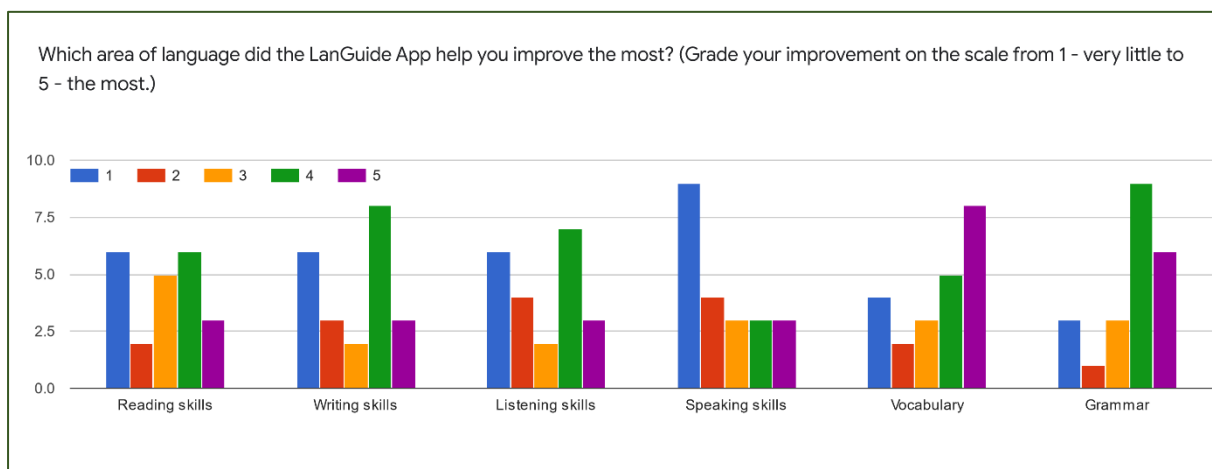

FIGURE 60 - LANGUAGE AREAS IMPROVEMENT

Please answer the following statements regarding your experience with the LanGuide app by putting a tick in the appropriate slot.
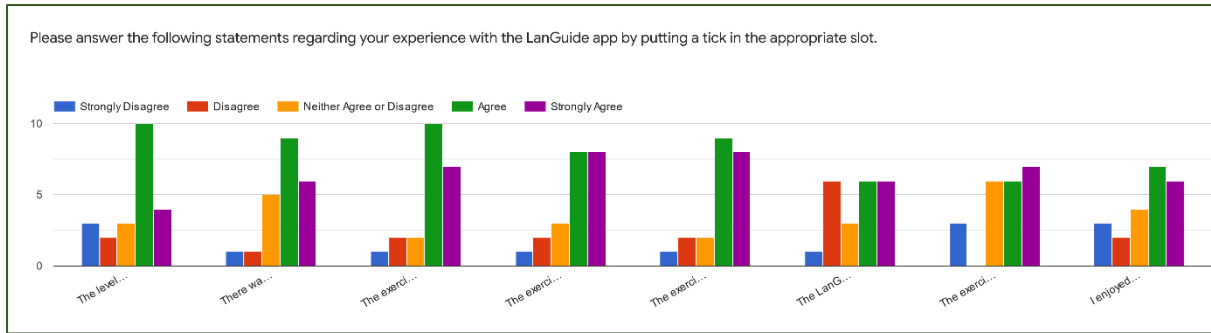
FIGURE 61 - GENERAL STATEMENTS ABOUT LANGUIDE (SEE APPENDIX A)

Finally, 77% of the participants who used the LanGuide app with Spanish package, did not try other languages on LanGuide, while the rest chose to do so (Figure 62).
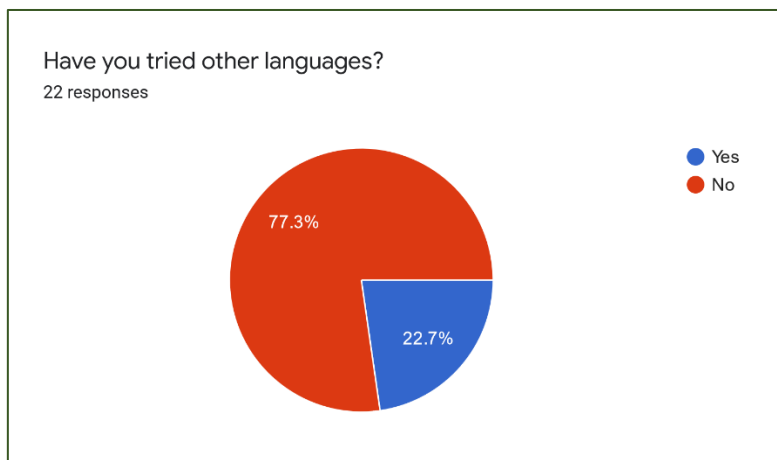

Have you tried other languages?
22 responses

FIGURE 62 - TRYING OTHER LANGUAGES THAN SLOVENIAN

LEARNING ITALIAN WITH LANGUIDE

Out of 14 respondents who tried the Italian package on LanGuide app, 57% are beginners, 29% have intermediate knowledge of the language and the remaining 14% are advanced learners (Figure 63).
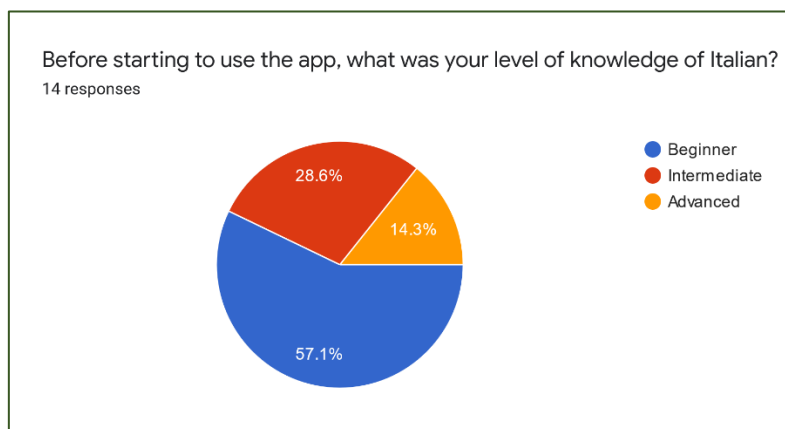

Before starting to use the app, what was your level of knowledge of Italian?
14 responses

FIGURE 63 - ITALIAN KNOWLEDGE BEFORE USING LANGUIDE

The participants chose not to try the secretarial module of the app and mostly used it with academic and mobility modules (Figure 64). The academic module has been voted as the most useful module of the LanGuide app while using the Italian package and the IT module is seen as the least successful one (Figure 65 and Figure 66).
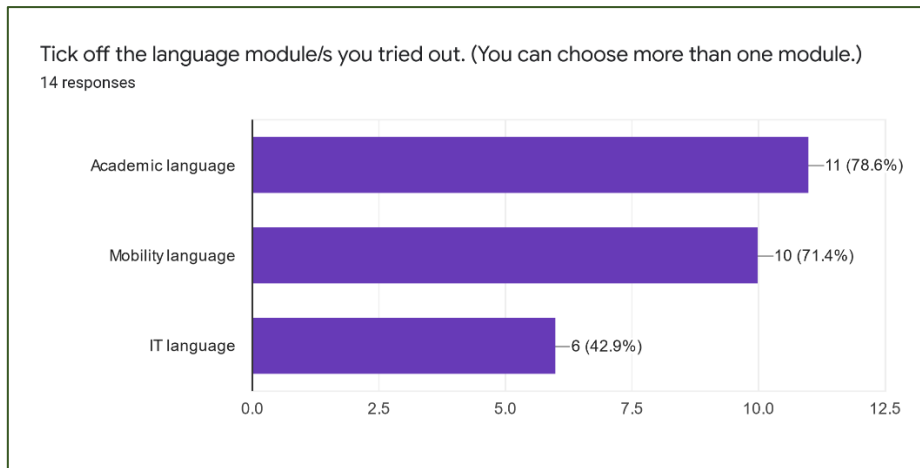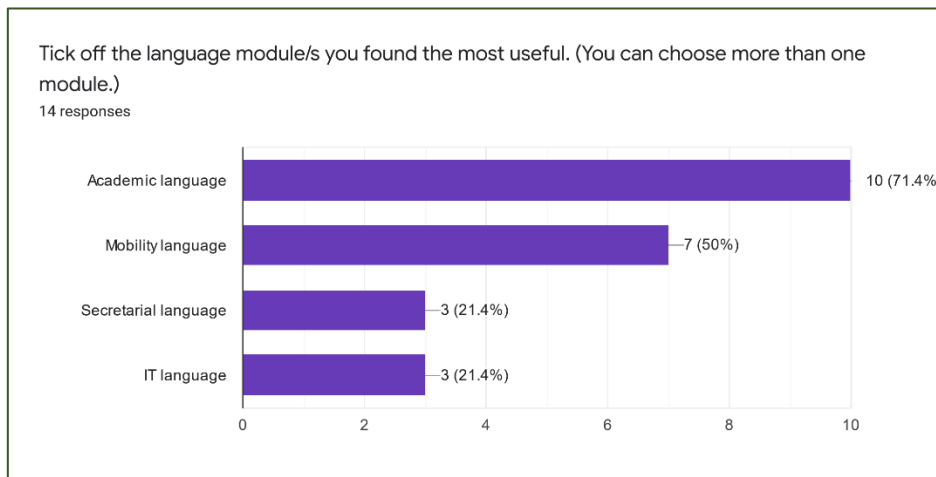

FIGURE 64 - ITALIAN MODULES TRIED
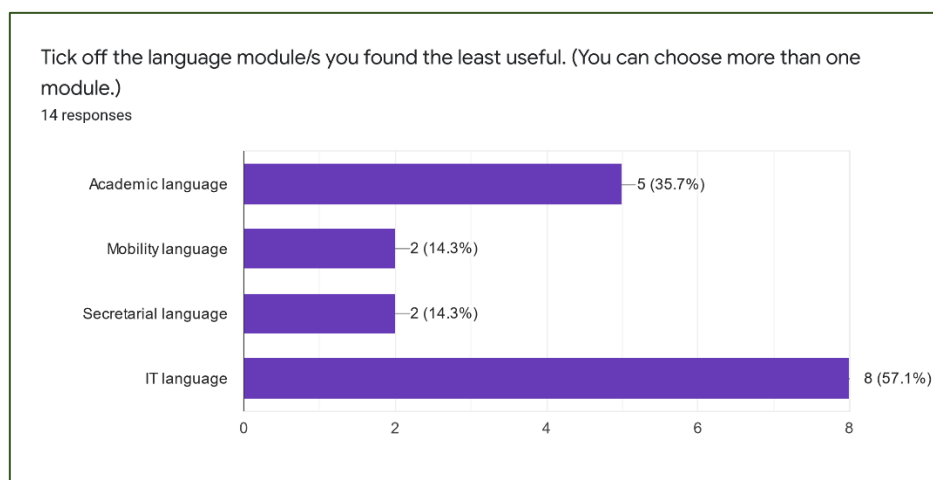

FIGURE 65 - USEFUL ITALIAN MODULES

FIGURE 66 - LESS USEFULE ITALIAN MODULES

The instructions for the Italian exercises are seen as clear and understandable by 93% of the participants which is the highest in all the modules so far (Figure 67). The Italian package has also been the most successful as 85% of the participants think that the app helped them improve their skills while the remaining 15% chose the middle score (neither agree nor disagree), meaning that the Italian package has not received any negative feedback in this section (Figure 68).
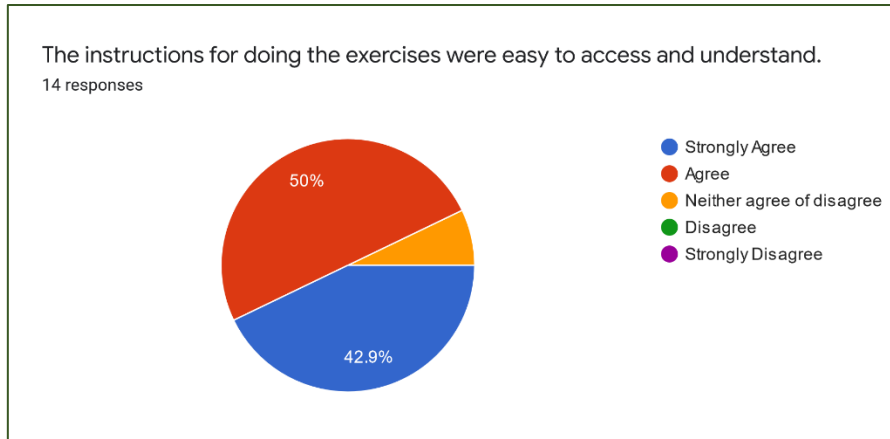

FIGURE 67 - ITALIAN MODULE INSTRUCTIONS CLARITY

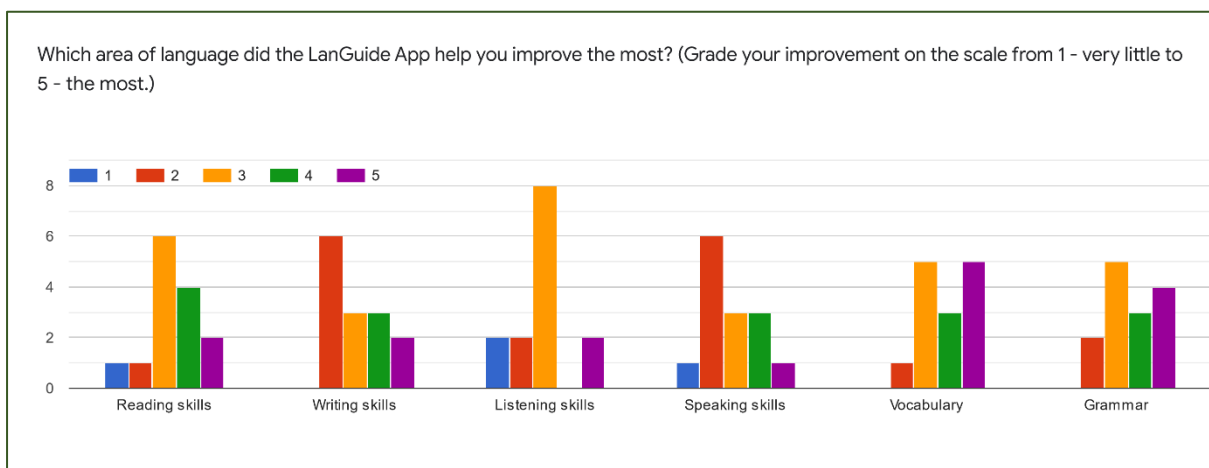**FIGURE 68 - IMPROVING ITALIAN LANGUAGE SKILLS**

FIGURE 69 - ITALIAN LANGUAGE AREAS

Interestingly, although the Italian package has received very positive results so far, its exercises on vocabulary and grammar are the most favoured ones, as other language areas have not received feedback as strong as the them (Figure 69).

In the open statements section, the feedback is generally positive (Figure 70). Finally 86% of the participants who tried the Italian package of LanGuide app, decided not to use it in other languages (Figure 71).
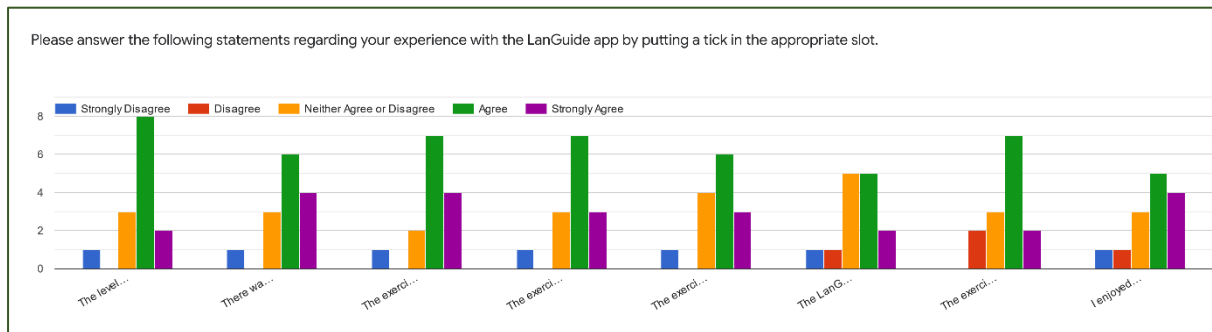

FIGURE 70 - GENERAL STATEMENTS ABOUT ITALIAN LEARNING WITH LANGUIDE. LIST OF QUESTIONS IS IN APPENDIX A
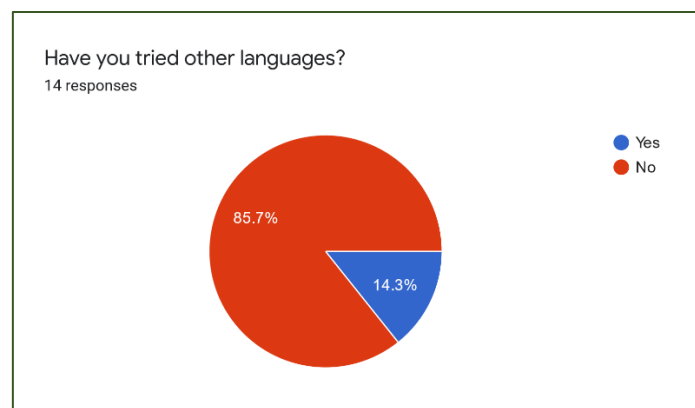

FIGURE 71 - TRYING OTHER LANGUAGES THAN ITALIAN

CONCLUSION

When asked about their overall evaluation of the LanGuide app, 85 users described LanGuide as good or excellent, while 47 users saw it as poor or lower. 54 users think the app is OK (Figure 72).
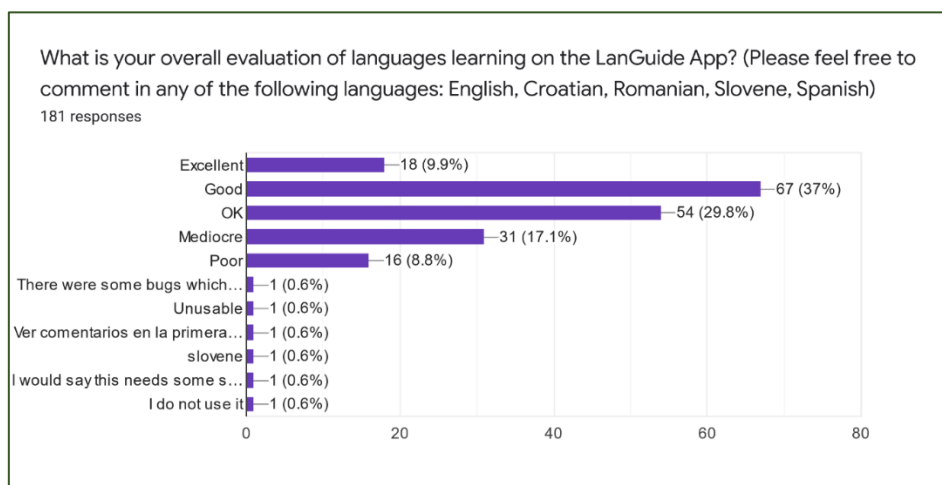

FIGURE 72 - OVERALL FEEDBACK FROM THE USERS

Considering the overall feedback from the users, the detailed breakdown of the results in previous sections, and the free-text feedback received from the users, it can be concluded that the LanGuide app is a step towards the right direction and some improvements in the future work can take it to the next step. These improvements mainly should contain clarity of the instructions for the assignments and small visual fixes on the app.

APPENDIX A

General statement questions about the app are:

- The level of language skills required in the exercises was appropriate for the level selected.
- There was a good variety of exercises for various areas of language.
- The exercises introduce useful vocabulary for each module.
- The exercises introduce useful terminology for each module.
- The exercises introduce useful grammar practice for each module.
- The LanGuide app provided useful self-monitoring and feedback.
- The exercises encourage independent language learning.
- I enjoyed practicing languages on the LanGuide app.