

enCharge Usability Study Questionnaire

Demographic Details

What is your age: 32

What is your ethnicity: Japanese

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? University

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

On a scale of 1-5, how would you rate the ease of use of the application?

1 Very Hard	2 Somewhat Hard	3 Average	4 Somewhat Easy	5 Very Easy
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On a scale of 1-5, does this application make you more interested in using the service?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the application to book a session?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

It has interesting features

Is there anything that you would change about the application?

Are there any features you would like to suggest?

See already booked Sessions

Bot Language English

Prototype Version Paper V1

Participant ID 1

enCharge Usability Study Observation Sheet

[illegible]

enCharge Usability Study Questionnaire

Demographic Details

What is your age: 26

What is your ethnicity: Japanese

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? University

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

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On a scale of 1-5, does this application make you more interested in using the service?

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On a scale of 1-5, how likely would you be to use the application to book a session?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

Searching words is useful

Is there anything that you would change about the application?

There's not a lot to do

Are there any features you would like to suggest?

Give ideas about what topics you can do when scheduling a session

Bot Language English

Prototype Version Paper V1

Participant ID 2

enCharge Usability Study Observation Sheet

[illegible]

enCharge Usability Study Questionnaire

Demographic Details

What is your age: 17

What is your ethnicity: Japanese

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? Almost Highschool

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

On a scale of 1-5, how would you rate the ease of use of the application?

1 Very Hard	2 Somewhat Hard	3 Average	4 Somewhat Easy	5 Very Easy
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On a scale of 1-5, does this application make you more interested in using the service?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the application to book a session?

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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

It's a good idea

I like that flashcards are linked to words searched in the dictionary

Is there anything that you would change about the application?

It doesn't feel very fun, Correct mistakes in Japanese

Are there any features you would like to suggest?

Cute mascot

Bot Language Japanese

Prototype Version Paper V1

Participant ID 4

enCharge Usability Study Observation Sheet

[illegible]

enCharge Usability Study Questionnaire

Demographic Details

What is your age: 56

What is your ethnicity: Japanese

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? High School - A Long Time Ago

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

On a scale of 1-5, how would you rate the ease of use of the application?

1 Very Hard	2 Somewhat Hard	3 Average	4 Somewhat Easy	5 Very Easy
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On a scale of 1-5, does this application make you more interested in using the service?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the application to book a session?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

It's interesting

Is there anything that you would change about the application?

Change the ugly menu

Are there any features you would like to suggest?

A way to phone to make a booking

Bot Language Japanese

Prototype Version Digital V2

Participant ID 9

enCharge Usability Study Observation Sheet

Time	Notes
0:00	The user adds the bot via QR code
0:08	User answers Japanese for his language, fills out his other details
0:54	He reads through the menu options and looks at the other options
1:02	He selects the first option to schedule an appointment
1:06	He selects the date and time and the location prompt comes up
1:16	Pressing the button to open the map, he asks where he should select (response: anywhere is fine) so he browses around and selects a familiar cafe.
1:32	He looks blankly at the question for a few seconds, then he realises to push the keyboard in the bottom corner of the screen.
1:42	He thinks about what he wants to type then asks what he should type(reply: whatever you want), so he types conversation.
1:54	He chooses Easy on the difficulty prompt.
1:59	It prompts him to confirm the schedule; which he does.
2:03	He waits a few moments, and asks what he should do now(reply: what do you want do?) The menu is still hidden from using the keyboard. So he types "next".
2:17	The default menu pops up and he reads through the options. And selects to view the menu.
2:27	The menu pops up and he reads through the options again. He selects flashcards.
2:39	The prompt says that he needs four dictionary entries, he looks at me and asks if he needs to use the dictionary first(reply: yeah, 4 times).
2:54	He asks if the dictionary is just a dictionary(reply: more or less, you may as well check it out). How? He asks(reply: Through the menu).
3:12	As it's still on keyboard(and not on menu mode) he types "menu".
3:26	It comes up with the default menu. So he selects menu again then selects dictionary.
3:41	He thinks of a word and then types in the word dictionary.
3:51	The multiple options come up and he selects the first word.
3:58	He asks if he has to do that again three times(reply: if he wants to try the flashcards but he doesn't have to if he doesn't want to)
4:08	He decides not to thus ending the session.

enCharge Usability Study Questionnaire

Demographic Details

What is your age: 42

What is your ethnicity: Japanese

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? High School - But Lived Overseas

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

On a scale of 1-5, how would you rate the ease of use of the application?

1 Very Hard	2 Somewhat Hard	3 Average	4 Somewhat Easy	5 Very Easy
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On a scale of 1-5, does this application make you more interested in using the service?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the application to book a session?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

Booking sessions with an app is useful, it has interesting features

Is there anything that you would change about the application?

Let me reply to the question without extra button presses,

Book in a different week

Are there any features you would like to suggest?

Scheduled Session Reminder

Bot Language Japanese

Prototype Version Digital V2

Participant ID 11

enCharge Usability Study Observation Sheet

Time	Notes
0:00	The user adds the bot via QR code
0:06	She selects Japanese for their language and fills in the rest of his details.
0:48	She looks through the menu and selects to schedule a session.
0:56	She selects to view the existing bookings
1:02	She comments on how empty the schedule is then asks about booking one for next week(reply: sorry, I haven't implemented that yet) and then selects a time
1:20	She opens the map, looks around then selects a location in Namba
1:46	She looks through the quick reply options at the bottom of the screen and selects universe words.
2:00	The difficulty question pops up and she selects medium.
2:05	She reads through the confirmation prompt and selects yes.
2:13	She asks what the Ask a Question does(reply: what it says); She clicks it to see what it does. It prompts him to ask a question.
2:25	"What does this do?" she types and sends. It comes up with the response to wait for a response.
2:39	On my laptop, I go to the question ticket and reply, "What it says." The reply is sent to the phone.
3:03	She looks at the reply and types and sends, "Oh." To which the default menu pops up.
3:11	She seems a bit confused that it doesn't just reply to the question, but she looks at the menu options and sees the option to send the previous message as a question. So she does so.
3:23	She swaps to the menu and selects the dictionary and types in "ワクチン", only a couple of options come up and she selects the first one.
3:41	After the confirm prompt, she presses the flashcards button on the menu.
3:49	It replies that she needs four dictionary entries to use the flashcards, so she asks me about it(reply: I confirm).
4:01	She decides she wants to see the flashcards portion so she clicks through the dictionary process 3 more times.
5:59	She presses the menu option to do the flashcards again.
6:07	The flashcard pops up and she answers correctly.
6:12	The success response comes up, the user reads it and asks what gold does(reply: at the moment nothing). She seems disappointed
6:21	She selects Settings to see what they are.
6:25	After looking at the Settings, she asks, is that all(reply: for now, yes)
6:38	The user finishes the session.

enCharge Usability Study Questionnaire

Demographic Details

What is your age: 28

What is your ethnicity: Japanese

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? High School

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

On a scale of 1-5, how would you rate the ease of use of the application?

1 Very Hard	2 Somewhat Hard	3 Average	4 Somewhat Easy	5 Very Easy
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On a scale of 1-5, does this application make you more interested in using the service?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the application to book a session?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

It's easy to book appointments. It's useful being on LINE.

Is there anything that you would change about the application?

Get more gold for flashcards. Make answering flashcards more easy

Are there any features you would like to suggest?

More ways to spend and earn gold

Bot Language English

Prototype Version Digital V3

Participant ID 14

enCharge Usability Study Observation Sheet

Time	Notes
0:00	The user adds the bot via QR code
0:08	He chooses English for his language, and fills in his other details.
0:46	He looks through the menu and the Scratch and Win catches his eye, he asks if it's like gambling(reply: yeah) so he selects it.
0:55	The message tells him his first ticket is free, so he pushes the button and the LIFF pops up.
1:01	He scratches the ticket but doesn't win anything. The LIFF closes and he seems a bit bummed out. He selects the Scratch and Win option again.
1:14	It comes up with the message telling him that he doesn't have enough gold to buy a ticket. He asks how he can get more(reply: by answering flashcards)
1:26	He selects flashcards from the menu and it gives the message of needing 4 dictionary words.
1:32	He understands and selects the dictionary. He just types in “一” and then selects one from the list.
1:46	He then repeats the process with “二”, “三” and “四”. He seems a bit exasperated by doing it over and over.
2:34	He then selects to do the flashcards and successfully answers the flashcard.
2:45	He reads the response of getting 5 gold then asks that the ticket is 100 gold(reply: yeah). So I have to do this 20 more times he asks(reply: yeah). He seems bummed out again.
2:55	He looks at the other options. He asks if the “Ask A Question” asks me directly(reply: yeah) and he decides to skip it.
3:05	He decides to try booking a session, so he selects the menu option.
3:12	He selects to book a time and selects a date and time.
3:22	He follows through the rest of the booking options and confirms it.
3:58	He decides he's done with it for now, but asks if he can keep the friend to do more flash cards and try the Scratch and Win(reply: sure)