Demographic Details What is your age: 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? On a scale of 1 - 5, how would you rate your English Ability? 1 Poor Below Average Average Above Average Excellent On a scale of 1 - 5, how would you rate your desire to learn English? Somewhat Low Low Average Somewhat High High enCharge Usability Details On a scale of 1-5, how would you rate the ease of use of the application? 3 Very Hard Somewhat Hard Average Somewhat Easy Very Easy On a scale of 1-5, does this application make you more interested in using the service? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the application to book a session? 4 1 2 3 5 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the dictionary feature? 1 4 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the flashcards feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the ask a question feature? 3 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely 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

Prototype Version Paper V1

Participant ID <u>1</u>

Bot Language _____English____

Time Notes 0:00 The environment is set up 0:08 They select English from the menu and fill in their other personal details. 1:00 They read through the options and choose the first option, "Schedule an Appointment" 1:12 I put down the schedule picker post-it and she mimics choosing a date and time. 1:30 Next she chooses the location from the gps popup. 1:50 I place the select topic post-it and she says "business" 2:02 On the difficulty select, she touches Medium. 2:10 I place down the menu. She asks if the Flashcards are for the business lesson.(reply: why not try the Ask a Question option?) 2:20 She presses Ask a Question and I lay down the post-it. She repeats her question and I tell her that the Flashcards are based off dictionary searches. 2:34 I place the menu back down and she presses dictionary. 2:44 After placing down the menu she asks or the word "merger" so I look it up on my phones dictionary and show the results. 3:10 She chooses the correct word and I place down the post-it. 3:28 I place down the menu and she decides to press the flashcards button 3:38 I place down the premade Flashcards options 3:43 She selects the correct option, then asks about how it connects to the dictionary(reply: since it's the paper prototype, it's more limited than an app but normally it would display words from previous searches) 3:50 I place down the success dialog and the menu 3:56 She asks what's in the Settings(reply: why don't you check) 4:03 She touches Settings and says "Oh" after I place down the card 4:11 She asks if there's anything else(reply: not at the moment) 4:19 She finishes the session

Start Date	e/Time	19/12/27 13:30	 Page	_1	Participant ID	1

Demographic Details What is your age: 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? On a scale of 1 - 5, how would you rate your English Ability? 1 Poor Below Average Average Above Average Excellent On a scale of 1 - 5, how would you rate your desire to learn English? Somewhat Low Low Average Somewhat High High enCharge Usability Details On a scale of 1-5, how would you rate the ease of use of the application? 3 Very Hard Somewhat Hard Average Somewhat Easy Very Easy On a scale of 1-5, does this application make you more interested in using the service? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the application to book a session? 4 1 2 3 5 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the dictionary feature? 1 4 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the flashcards feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the ask a question feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely 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 Prototype Version Paper V1 Participant ID 2 Bot Language _____English____

Time Notes 0:00 The environment is set up 0:05 He chooses English and fills in the rest of his details 0:55 I place down the menu and he reads it He enquires about the dictionary(reply: you should check it out) 1:07 1:17 He presses the dictionary button and I place down the dialog 1:28 He hesitates and asks me what word he should find(reply: any) so he asks for the word "しびれる" 1:43 I search the word on my phone and it only comes up with one option, I explain that if it came up with more then he'd have to select the correct one 2:09 I place the menu back down and he selects Schedule a Session 2:18 I place down the date/time post-it and he selects the date and time 2:32 Next I put down the location post it and he selects a location 2:44 I place down the topic post-it and he thinks about a topic. 2:58 He says he wants to learn travel related words. 3:04 I put the difficulty dialog down and he presses Hard 3:12 Finally I put down the confirmation post-it and he presses yes. 3:19 I place down the post-its confirming the booking and the menu 3:27 He selects flashcards and I place down the flashcard dialog 3:37 He presses the button on the correct answer 3:43 I place down the correct answer dialog and the menu 3:51 He asks if the Settings hs any interesting settings(reply: not really) 4:00 He ends the session

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Demographic Details What is your age: 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 Below Average Average Above Average Excellent On a scale of 1 - 5, how would you rate your desire to learn English? 1 Low Somewhat Low Average Somewhat High High enCharge Usability Details On a scale of 1-5, how would you rate the ease of use of the application? 3 Very Hard Somewhat Hard Average Somewhat Easy Very Easy On a scale of 1-5, does this application make you more interested in using the service? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the application to book a session? 4 2 3 5 1 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the dictionary feature? 1 4 3 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the flashcards feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the ask a question feature? Very Unlikely Somewhat Unlikely Very Likely No Opinion Somewhat Likely 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**

Prototype Version Paper V1

Bot Language _____Japanese___

Participant ID 4

Time **Notes** 0:00 The user adds the bot via QR code 0:07 She hesitates on deciding language and chooses English, then she answers the rest of the questions. 1:09 She looks at the menu, she seems to be having trouble. 1:25 She chooses Ask a Ouestion. 1:29 When prompted, she slowly reads through the response. She asks me if she should ask a question(reply: yes) She asks if she can change the language(reply: Yes, in the settings) 1:41 1:51 Back on the menu, she chooses Settings. 1:59 She chooses Language and Japanese.(so I start using the Japanese post it cards) 2:09 She reads through the menu and chooses to Schedule a Session. 2:21 She chooses a time and date 2:31 She chooses a location 2:43 The popup for selecting a topic comes up. She asks what topic she should pick(reply: anything you want) So she says "sports" The difficulty level question comes up. She chooses easy. 2:57 3:01 She presses yes on the confirm dialog. 3:06 Back at the menu, she chooses dictionary. She says the word "英語" so I bring up the dictionary on my phone 3:13 and she chooses "English". The menu shows again and she chooses flashcards. The 3:33 prefabricated flashcards show. 3:41 She selects one of the options, it's correct so the appropriate message shows. 3:48 She asks if that's all of the activities(reply:yeah) She is now done.

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Demographic Details What is your age: 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? On a scale of 1 - 5, how would you rate your English Ability? 1 Poor Below Average Average Above Average Excellent On a scale of 1 - 5, how would you rate your desire to learn English? 1 3 Low Somewhat Low Average Somewhat High High enCharge Usability Details On a scale of 1-5, how would you rate the ease of use of the application? 3 Very Hard Somewhat Hard Average Somewhat Easy Very Easy On a scale of 1-5, does this application make you more interested in using the service? 3 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the application to book a session? 3 1 2 4 5 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the dictionary feature? 1 3 4 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the flashcards feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the ask a question feature? 1 Very Unlikely Somewhat Unlikely No Opinion Very Likely Somewhat Likely 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 <u>Digital V2</u> Participant ID ____9___

Time The user adds the bot via QR code 0:00 User answers Japanese for his language, fills out his other details 0:08 He reads through the menu options and looks at the other options 0:54 He selects the first option to schedule an appointment 1:02 He selects the date and time and the location prompt comes up 1:06 Pressing the button to open the map, he asks where he should select 1:16 (response: anywhere is fine) so he browses around and selects a familiar cafe. He looks blankly at the question for a few seconds, then he realises to push 1:32 the keyboard in the bottom corner of the screen. He thinks about what he wants to type then asks what he should type(reply: 1:42 whatever you want), so he types conversation. He chooses Easy on the difficulty prompt. 1:54 It prompts him to confirm the schedule; which he does. 1:59 He waits a few moments, and asks what he should do now(reply: what do you 2:03 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. The menu pops up and he reads through the options again. He selects 2:27 flashcards. The prompt says that he needs four dictionary entries, he looks at me and 2:39 asks if he needs to use the dictionary first(reply: yeah, 4 times). He asks if the dictionary is just a dictionary(reply: more or less, you may as 2:54 well check it out). How? He asks(reply: Through the menu). As it's still on keyboard(and not on menu mode) he types "menu". 3:12 It comes up with the default menu. So he selects menu again then selects 3:26 dictionary. He thinks of a word and then types in the word dictionary. 3:41 The multiple options come up and he selects the first word. 3:51 He asks if he has to do that again three times(reply: if he wants to try the 3:58 flashcards but he doesn't have to if he doesn't want to) $_{4.08}$ He decides not to thus ending the session.

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Demographic Details What is your age: 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? On a scale of 1 - 5, how would you rate your English Ability? 1 Poor Below Average Average Above Average Excellent On a scale of 1 - 5, how would you rate your desire to learn English? 1 3 Low Somewhat Low Average Somewhat High High enCharge Usability Details On a scale of 1-5, how would you rate the ease of use of the application? 3 Very Hard Somewhat Hard Average Somewhat Easy Very Easy On a scale of 1-5, does this application make you more interested in using the service? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the application to book a session? 4 1 2 3 5 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the dictionary feature? 1 4 3 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the flashcards feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the ask a question feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely 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 Prototype Version _<u>Digital V2</u>_ Participant ID <u>11</u> Bot Language _____Japanese____

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 guick 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. "What does this do?" she types and sends. It comes up with the response to 2:25 wait for a response. 2:39 On my laptop, I go to the guestion 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. She swaps to the menu and selects the dictionary and types in "99.5". 3:23 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.

Start Date/Time	20/02/19 17:30	Page 1	Participant ID	11
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Demographic Details What is your age: 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 Below Average Average Above Average Excellent On a scale of 1 - 5, how would you rate your desire to learn English? 1 Low Somewhat Low Average Somewhat High High enCharge Usability Details On a scale of 1-5, how would you rate the ease of use of the application? 3 Very Hard Somewhat Hard Average Somewhat Easy Very Easy On a scale of 1-5, does this application make you more interested in using the service? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the application to book a session? 4 1 2 3 5 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the dictionary feature? 1 4 Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the flashcards feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely On a scale of 1-5, how likely would you be to use the ask a question feature? Very Unlikely Somewhat Unlikely No Opinion Somewhat Likely Very Likely 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 Participant ID ____14___ Prototype Version <u>Digital V3</u> Bot Language _____English____

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 "—" 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)

Start Date/Time	20/03/14 12:00	Page	1	Participant ID	14	