

## **KILIFI COUNTY ACTIVITY REPORT**

Schools have remained closed since the announcement of closure of schools countrywide in March 2020, a directive given by the government due to the Corona virus outbreak in the country. As many schools opted for online learning and the government delivered learning resources through radio and TV, we as project iMlango adapted to supporting our beneficiaries remotely where learners could access the iMlango content at home through their parent's mobile phones. This approach led to having a survey for all the iMlango schools on parents who have smartphones. The mapping of schools was successful and was made possible through the help of headteachers, their deputies and ICT focal teacher.

We started by engaging the headteachers and shared the idea to them. They were very receptive to the idea and appreciated the efforts of iMlango project in helping their learners while they are at home amid the crisis of the COVID 19 pandemic. They also gave the estimated statistics on the number of parents who owned smartphones. Out of 40 schools in Kilifi County, 8821 parents were estimated to own smart phones which translates to 29% of the total number of parents in these schools.

We later initiated the formation of the school based WhatsApp groups in the month of April through the help of headteachers, their deputies, ICT focal teacher and BOM so that we could be able to make parents aware that there are learning materials in the iMlango website that can be accessed through any internet enabled device. We also involved the BOM members through the process and they have been very helpful in communicating to the community about the initiative and getting the parents contacts to be added to the groups. Through the WhatsApp groups we sensitized parents on the COVID 19 preventive measures, share child protection messages and enabled teachers also to engage with the parents by sharing other learning materials. As we collected contacts for parents with smartphones and added them to the groups, we also did get contacts for those without smartphones as well for our plan was to reach out to them through printed materials.

### **Schools Based WhatsApp Groups**

We have been able to form 68 WhatsApp groups through the focal teachers with a total of 3281 parents contacts, 917 teachers' contacts and 79 BOM contacts. We sensitized the parents on how to log in with their children's login details using this website [www.imlango.co.ke](http://www.imlango.co.ke) through the use of pictures, videos and also communicating directly to them through phone calls. We also registered new pupils who had not been registered and teachers and issued them the passwords and usernames. This we did in preparation to launch the iMlango App in the month of June.

Teachers took the opportunity to use the WhatsApp groups as a platform to share revision materials for all the class specially to help the class 8 pupils who are yet to do their national examination. We used these forums to get parents and their children details which include their names, class/grades and gender for the purpose of profiling. Parents have benefitted a lot from these groups. They got to learn about the iMlango project, the educational content in the website and how to log in. Technically we have impacted parents with ICT skills by guiding them on how to access the iMlango website.

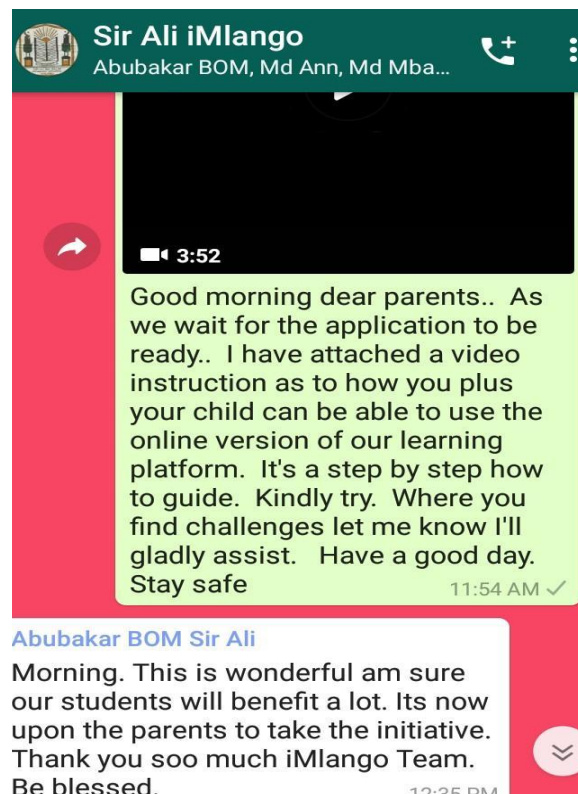
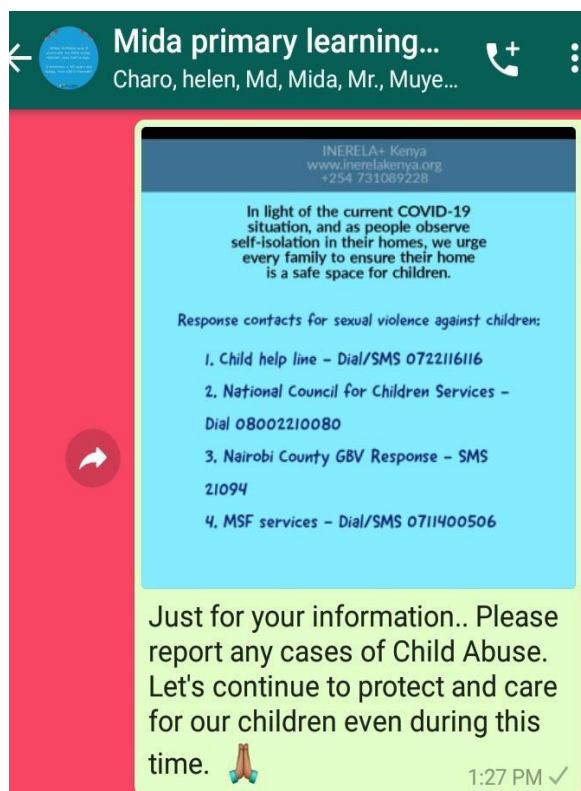
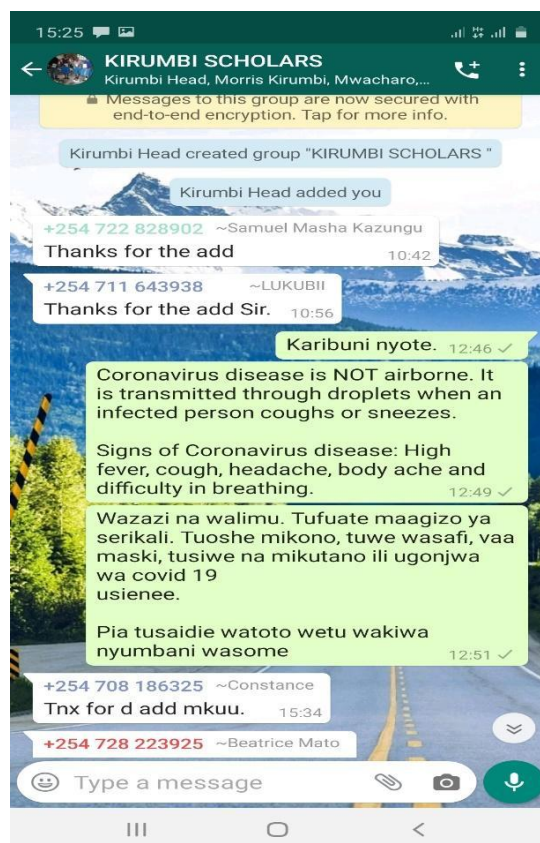
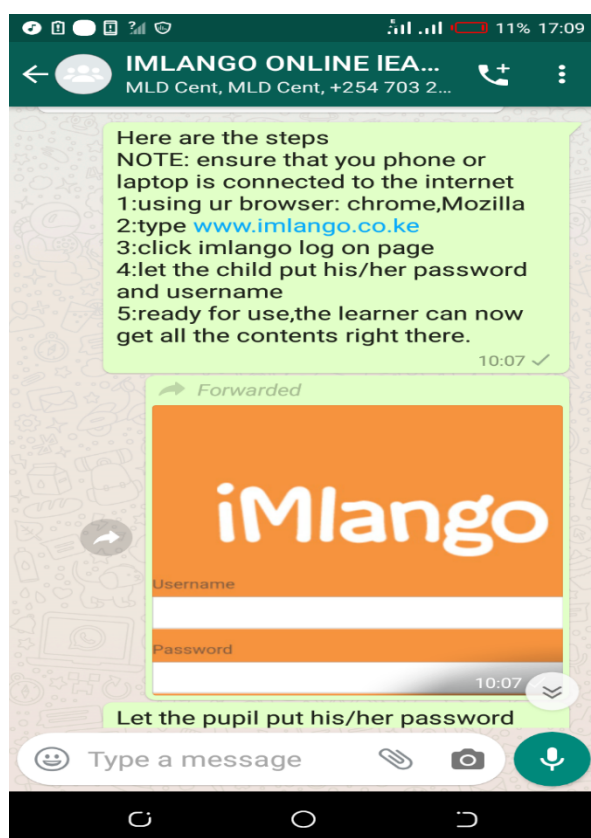
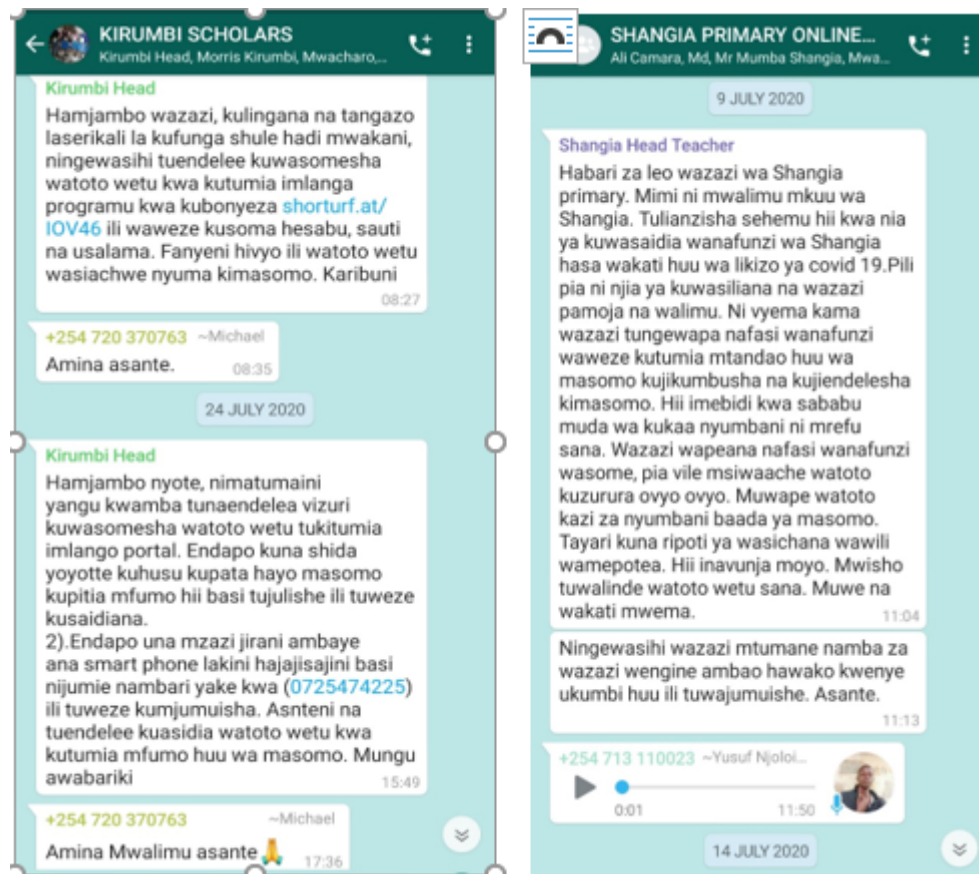


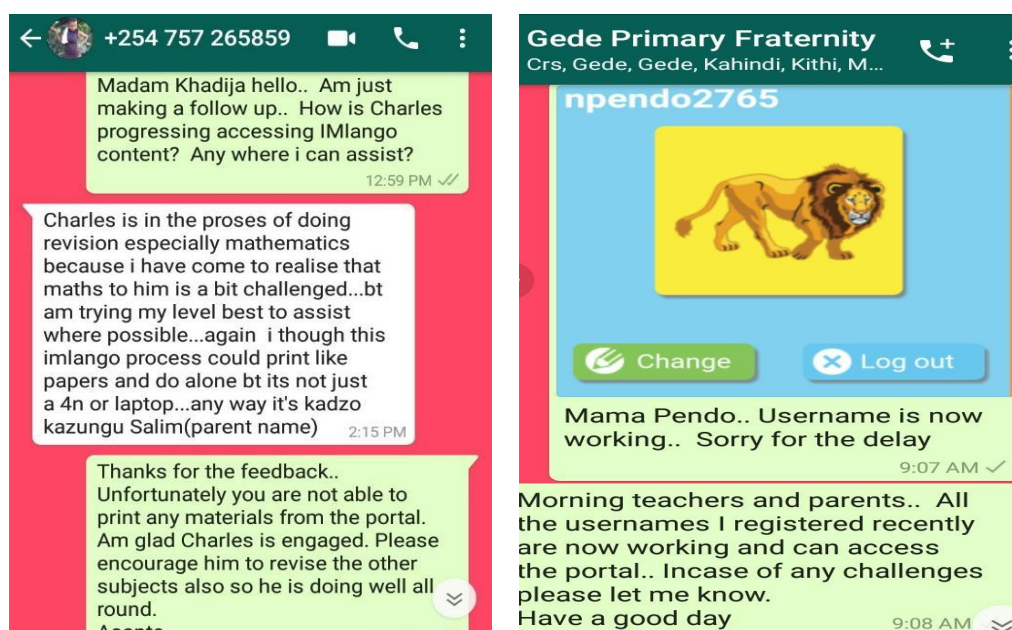
Figure 1; Screenshots showing engagement in the WhatsApp groups, steps on how to access the iMlango portal using the website, sharing of Covid 19 related messages, child protection messages and a video demonstrating how to access the portal.

## Schools Support

Headteachers and teachers are supporting parents on the school-based WhatsApp groups by giving parents guidance on how to access/navigate/get the content, encouraging more parents to allow their children to use their devices at home to learn. Parents are also sensitizing fellow parents on the importance of the App.



Picture 4: Showing Kirumbi and Shangia Primary schools head teacher in Kilifi County encouraging learning through the iMlango App and snowball method for parent to parent



Morning teachers and parents.. All the usernames I registered recently are now working and can access the portal.. Incase of any challenges please let me know. Have a good day

Figure 2; A parent providing feedback on progress of their son using [www.imlango.co.ke](http://www.imlango.co.ke) content and Update to parents whose children had not been registered and were waiting for these details

### Mapping of School Communities.

Below is a table showing the ranking of schools in Kilifi County based on the parents, teachers, Headteachers and BOM engagement in the WhatsApp group and support to the iMlango App initiative.

School Name	Ranking	Comments
Gede Primary	Good	Some parents have downloaded app, good engagement with H.t and Bom, some teachers have downloaded app and support parents
Mida Primary	Poor	No parent has installed app, teachers have not downloaded app, no support to parents
Jilore Primary	Good	only 2 parents in the group, some teachers have downloaded app
Jimbagede Primary	Average	some parents have expressed desire to install app, support from h.t
Kijiwetanga Primary	Good	Some parents have downloaded app, good engagement with H.t and Bom, some teachers have downloaded app and support parents
MajilangoBaya Primary	Average	some parents have expressed desire to install app, support from h.t
Sir Alibin Salim Primary	Poor	No parent has installed app, teachers have not downloaded app, no support to parents
Airport Primary	Good	Some parents have downloaded the app, support from Bom
CRS Primary	Average	Some parents have downloaded the app
Dabaso Primary	Average	Some parents have downloaded the app
Kwaupanga Primary	Poor	No parent has installed app, only 1 teacher has downloaded app, no support to parents
Mbarakachembe Primary	Poor	Only 2 parents have installed app, no support from teachers and BOM
Bahati Primary	Average	some parents and teachers have installed app
Mijomboni Primary	Average	some parents and teachers have installed app, teachers supporting parents
Takaye Primary	Poor	Some parents have installed app, no usage recorded, no support from h.t, Bom
Karima Primary	Poor	No parents in the group, teachers not supportive
Upweoni Primary	Poor	No WhatsApp group formed, no support from teachers
Kakoneni Primary	Poor	No WhatsApp group formed, no support from teachers
Kakuyuni Primary	Poor	No WhatsApp group formed, no support from teachers
M'Mangani Primary	Poor	No WhatsApp group formed, no support from teachers
Benyoka Primary	Poor	No WhatsApp group
Chalani Primary	poor	Low engagement from parents and BOM. HT is not supportive
Kajiwe Primary	average	Some parents have installed the App. Low engagement from HT and teachers
Kasidi Primary	average	Some parents and teachers have installed the App
Kibaokiche Primary	average	HT is supportive. Few parents in the group have downloaded the App
Kirumbi Primary	average	HT is supportive. Few parents in the group have downloaded the App
Kizurini Primary	poor	Low engagement from parents, teachers and BOM
Marere Primary	Poor	Low engagement from teachers and BOM. No parents in the WhatsApp group
Mariakani Primary	good	Parents, teachers and BOM are supportive. Few parents have installed and are using the app
Mayowe Primary	average	HT and teachers are supportive. Few parents in the group have downloaded the App
Mwandaza Primary	average	HT is supportive. Few parents in the group have downloaded the App
Mwandodo Primary	Poor	Lack of support from teachers. Few parents in the WhatsApp group
Mwangutwa Primary	good	Parents, teachers, HT and BOM are supportive. Few parents have installed and are using the app
Mwareni Primary	good	Parents, teachers, HT and BOM are supportive Few parents have installed and are using the app
Ribe Primary	Poor	Low engagement from parents and BOM. No App usage
Shangia Primary	average	HT is supportive. Few parents in the group have downloaded the App
St. Michaels Primary	average	Parents, teachers, HT and BOM are supportive



Tsagwa Primary	average	Parents and teachers are supportive. Few parents have installed and are using the app
Vishakani Primary	average	Parents and teachers are supportive Few parents have installed and are using the app
Dzikunze Primary	Good	The school has more app usage, actually the highest between the period of July and August
Vitengeni Primary	Good	Parents are making effort in app usage
Bale Primary	Average	Very few parents are logging in using the app
Mwarandinda primary	Poor	The school has a WhatsApp group but with zero app usage
Nyari Primary	Poor	The school has a whatsapp group but with a minimal usage app usage
Sokoce Primary	Poor	The school has a whatsapp group but with zero app usage
Ganze primary	Average	Very few parents are logging in using the app
Malomani Primary	Poor	The school has a whatsapp group but with zero app usage
Petanguo Primary	Poor	The school has a whatsapp group but with zero app usage
Maryango primary	Poor	The school has a whatsapp group but with zero app usage
Mitsemerini Primary	Average	Very few parents are logging in using the app
Bandari Primary	Poor	The school has a whatsapp group but with a minimal usage app usage
Jila Primary	Poor	The school has a whatsapp group but with zero app usage
Kidemu Primary	Poor	The school has a whatsapp group but with zero app usage
Katendewa Primary	Poor	The school has a whatsapp group but with zero app usage
Mrima wa Ndege Primary	Poor	The school has a whatsapp group but with zero app usage
Bamba Primary	Poor	The school has no whatsapp
Mtsara wa Tsatsu Primary	Poor	The school has no whatsapp
Kachororoni Primary	Poor	The school has no whatsapp
Kang'amboni Primary	Poor	The school has no whatsapp
Malindi HGM Primary	average	few parents have downloaded the app, but learners are not accessing
Bomani Primary	poor	most parents have not downloaded the app
Garashi Primary	poor	most parents lack smartphones to download app
Kaembeni Primary	average	few parents have downloaded the app. but learners are not accessing
Kibokoni Primary	average	few parents have downloaded the app, but learners are not accessing
Malindi Central Primary	average	few parents have downloaded the app ,but learners are not accessing
Mapimo Primary	poor	most parents have not downloaded the app
Marafa Primary	poor	most parents have not downloaded the app
Marereni Primary	poor	most parents lack smartphones to download app
Marikebuni Primary	average	few parents have downloaded the app but learners are not accessing
Ngomeni Primary	average	few parents have downloaded the app but learners are not accessing
Ramada Primary	poor	most parents lack smartphones to download app
Sabaki Primary	average	few parents have downloaded the app but learners are not accessing
Sosoni Primary	poor	most parents lack smartphones to download app
St. Andrews Primary	average	few parents have downloaded the app but learners are not accessing
Kaduhoni Primary	average	few parents have downloaded the app but learners are not accessing
Ganda Primary	poor	most parents have not downloaded the app
Fundisa Primary	poor	most parents lack smartphones to download app
Kambi Ya Waya Primary	poor	most parents lack smartphones to download app
Adu Primary	poor	most parents lack smartphones to download app

### *Challenges*

We encountered challenges during the process of engaging the Headteachers, teachers, parents and BOM in order to initiate the formation of the communication groups and the process of home schooling. These challenges include

- Negative attitude from teachers that most parents do not have smartphones hence a very small proportion of pupils will benefit.
- It has been a challenge to get parents contacts from teachers since most of them do not have them. The headteachers claim to have the contacts in school but the problem is getting to the schools.
- Majority of the WhatsApp groups had less than 10 parents while others had none.
- In the groups where the parents had tried to access the iMlango portal, some could not because their pupils were newcomers and had not been registered. Some could not access longhorn content because of invalid user issue and maths whizz was not accessible.
- We also encountered the challenge of collecting the parents' details as some of them do not want to give their children's details even through phone calls.
- Parents cannot afford daily bundles, and some are in areas where internet connectivity is poor.

However, we are in constant communication with head teachers and BOM members to get more contacts into the groups. We agreed that in a situation where both parents don't have a smart phone, a responsible adult (elder sibling/relative) could be added on their behalf.

### Jigsaw Interview

On 24/04/2020, we had a skype interview with Meaghan Brugha and Julia Pacitto from Jigsaw consult. The two ladies sort to understand how we implement the project generally. They were also keen to know what the impacts are so far in terms of learning outcomes and behavioral change noticed with the pupils and how have these been achieved. Also, we were given an opportunity to provide feedback on the survey questions as was formulated by the Jigsaw team before the final link was sent to the teachers.

### Safeguarding Online training

On 28<sup>th</sup> May 2020 we had a safeguarding online training done by the safeguarding officer Md Keziah via zoom. We were trained on

- Safeguarding risks related to working online
- Project iMlango code of conduct
- Behaviour protocols
- Communicating with teacher and parents about risks
- Dealing with safeguarding complaints and reports
- Procedures for communicating through group chats and apps
- Staff Responsibilities

We were informed not to communicate directly by use of online platforms or group chat apps with children. The platforms target teachers, parents and staff (all adults). However due to the potential harm posed when children access their parents/guardians phones, computers and tablets, we informed parents and guardians on ways to safeguard children.

### iMlango App Version 1

The iMlango App was launched on 3<sup>rd</sup> June 2020 through the WhatsApp groups and through sending individual texts to parents and teachers. The iMlango App is the mobile App version of the iMlango portal and is found in the google play store. Parents were instructed to download the App through a link that opened to the google play store. The 1<sup>st</sup> version of the iMlango App contained the following Stories books, Maths whizz and Q files/Children's Encyclopaedia. Since the launch of the iMlango App we have been following up with the parents to guide them to download the app and give them their children's usernames. We reported successes in the launch since parents found it easy and fast to download the app. We also encountered challenges with parents whose phone were android version 4 and version 8.1.0 since they were incompatible with the app, it could not be installed. The App could only be supported in android version 5 to 10. Many parents also called in with issues of requesting passwords, how to download the app, incorrect log in details due to wrong class hence could not be found in the system and some could not also access maths whizz. To solve these issues, we documented them on share point as tickets and shared them with the technical team who also in turn assisted us and we were able to help the parents.

For the pupils with wrong log in details, they had to be put in the correct class in the data base for them to be able to access the app. We also resolved to send the apk format of the app to parents with android version 8 and they were able to install and use the app. We assisted parents who could not download the app by calling and guiding them appropriately.

## Surveys

As a way of monitoring and getting feedback for the use of the App, we chose a school from each subcounty in Kilifi as a pilot school. These schools included Mariakani Primary, Dzikunze Primary, Gede Primary and Malindi HGM Primary. In Mariakani we conducted surveys for 4 BOMs and 10 parents chosen randomly. The aim of the survey was to find out the effectiveness of the iMlango App in delivering learning content and how we could improve the use of the app to both the learners and the parents. Through the surveys that we conducted in June, we had a lot to gather from the BOM and parents. They had used the iMlango app and were appreciative of the program. Below are some of the successes and feedback.

### **Successes**

Mr Hamisi Gona the Chairman Bom from Mariakani Primary particularly said that we are doing a good job and that together with them we can advise and motivate parents to get smartphones so that we can improve the use of the app by parents. He said that the content is good and recommended for primary school pupils. "Due to the covid 19 pandemic, the children are facing a lot of challenges, they are not able to interact and play with others and budget for food has gone up and there is no money. But the iMlango app has given them hope because the children can be able to access all learning resources for every subject at a go and any time. The children are very enthusiastic about it because they can relate with what they normally do at school in the computer lab." said Josphat Njaaga a parent from Mariakani Primary.

Miss Judith Bahati a sister to Farrel Bahati class 7 and Martin Bahati class 8 in Mariakani Primary have been guiding their brothers to read during this Covid 19 pandemic using the iMlango app. The family lives in a one room house and Judith is the one working and with a smartphone. The mother is a single mother whose business was affected by the Covid 19 pandemic. She was a saloonist in

Mariakani town. Judith allows the boys to read in the evening when she comes back from work. She ensures that they read at least one subject everyday for 1hr. She has accessed Q files for science and likes to give specific topic to the boys to read and later formulate questions for them to write down and answer to gauge their understanding. She has talked to another parent about it and the parent is planning to purchase a smartphone so that the child can start using the app too. She was appreciative for the support she got from iMlango staff in downloading and using the app. She particularly liked the video that helped her access longhorn in the iMlango portal.

### **Challenges**

- We also noticed that some parents had not downloaded the app and when we enquired further, we found out they had phone issues that needed repair and could not download the app.
- Some parents are not active in the WhatsApp groups hence had not gotten the information about the launch of the App so we had to resend the launch messages again.
- Others simply did not want to download the app.
- Some parents also are being assisted by their children hence they are not aware if they downloaded the app or not.
- In some cases, the contacts we contacted belonged to neighbours or guardians who were not near the pupils.

### **iMlango App Version 2.**

In the month of July, we launched version 2 of the iMlango App. The iMlango App was launched through the WhatsApp platforms and through sending individual texts to parents and teachers. Parents were instructed to update/download the App through a link that opened to the google play store. The iMlango App version 2 has the following additional content

- Maths Whizz numeracy flat content
- Podcasts and quizzes (Audio lesson)
- Frequently Asked Questions
- Safeguarding messages

We have reported additional parents who have called to be guided on how to update or download the app. The challenge was that a lot of the parents did not update the App immediately and we had to put in a lot of effort to call and convince them to download for those that had not and update the app.

### **Impact of the App on learners and parents**

The parents who have downloaded the app all express the same sentiments that they do not mind their children using their phones to study. Everyday their children have to learn through the app. 2 of these parents from Gede Primary have extra phones so that their children can have access to learning throughout the day as those parents are hardly ever at home during the day and they would not want their children to miss out on learning. Mr. Kahindi Kazungu parent to a standard 8 pupil says, "I bought another smart phone specifically for my 2 children to use in learning, the two take turns to use the phone during the day as one is in Gede Primary and another in high school." He



continues to say, “every day for at least one hour, each of them has to use the phone for studying and alternate with textbooks and revision papers.”

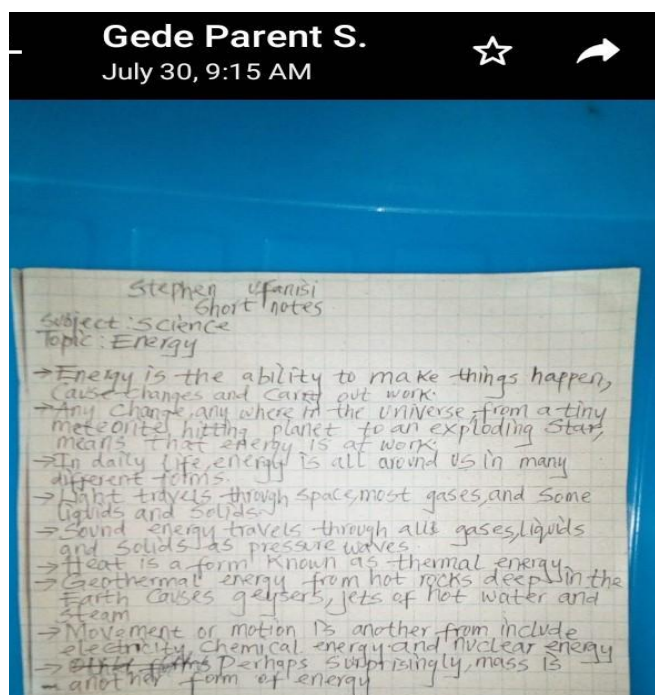


Figure 3: short noted written from encyclopedia content within the app

From the above, Mr. Kahindi’s child writes short notes on different relevant notes from the children’s encyclopaedia section where a child can get information on various topics within the Kenyan curriculum. In this case, this pupil was learning about energy taught in science.

Agnes Chea parent to a pupil from CRS primary Parent appreciates that the child gets to study at home. She is aware the child studies math, science and reads story books. “I feel happy because my child is positively engaged with schoolwork thanks to the learning application from iMlango.” she says.

From another school, Everyline Kadzo mother to a pupil at Takaye primary had not downloaded the application because her smartphone was faulty and the phone, she currently has could not support the app. After the initial phone conversation, she promised to talk to a relative who is living with them so that the app could be downloaded to that phone. In our conversation she said that “I would not want my child to miss out on this because I don’t have a smartphone, it’s a good and timely initiative to keep children busy while at home.” True to her words, the child is not studying at home daily through the app.

Rehema Henry a parent for a pupil in std 8 in Mwareni primary said, she does not understand most of the things in the app but is learning glad that the child is not idle at home. The child knows how to manipulate the app and has been able to access all the content. She has also been guiding the pupil to access only the iMlango app and no other apps in her phone. Had it not been for the app, the child would have been idle as reading textbooks is boring and the concentration span is small. Learning using the app makes it interesting.

Joyce Ouma a parent for Martha Katana from Mwareni Primary said she had downloaded the app successfully. The daughter in class 8 had gotten used to accessing longhorn from the website because it had revision questions. Nonetheless, she still accesses both the app and the portal for the available content. She said it has made learning easier as opposed to using hard copy.

Rosalid Ireri a parent said the girl in class 7 had read all the stories in the 1st version of the app and was glad that in the 2nd version more content had been added. She also likes reading social studies in the q files.

Shaban Dzuya a parent from Kajiwe primary has 3 learners and he had downloaded the app successfully. He says the app is very informative and the kids use it whenever he is at home. He is very grateful to iMlango for making learning possible at home through the app.

Austine Kalama a parent from Mayowe Primary had downloaded the app and called to enquire if he could use the school wifi since he lives nearby so that the child can continue using the app. We however advised him to continue using bundles since the app uses minimal data.

Stanely Chuma a parent from Mayowe Primary said his child had read all the stories and requested for more content to be added. We also discovered that he had not updated the app to get the additional content and hence guided him to do so. He says that the stories are very interesting, and the child enjoys reading answering the questions.

Mr Joel Kahindi a teacher from Kasidi Primary has been guiding some of his pupils online to read stories and answer questions from the iMlango app. He also uses designed questions which are audio in addition to the quizzes to gauge pupil understanding. The pupils then write a small summary of the story they read and send him online which he checks and shown below is a work example from a girl in class 5 called May Tsuma.

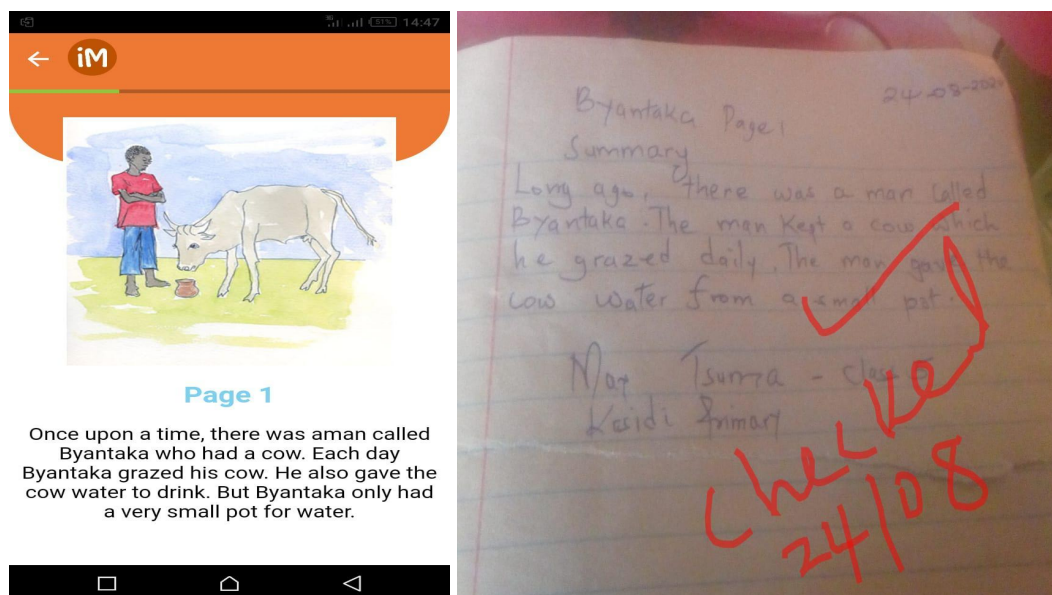


Figure 4; Screenshot of a story from the App titled, 'Byantaka and The Dead Pot' and next to it is a summary of the first page done by May Tsuma from class 5

**Mary Ponda**, a parent of standard 5 girl at Gede Primary school in Kilifi gave this feedback, "Every day, I ensure my child is learning using the App, "After reading the story books, I ask her to write what she remembers from the chapter that she has read then go through it with her, I correct any spelling mistakes." says her mother. 'The questions at the end of every chapter are useful in building her

understanding because she attempts to answer the questions without referring back to the story" concluded the Madam Ponda. As a part of an exercise to build comprehension, she writes down her recollection of every chapter she reads from the iMlango learning app as shown below;

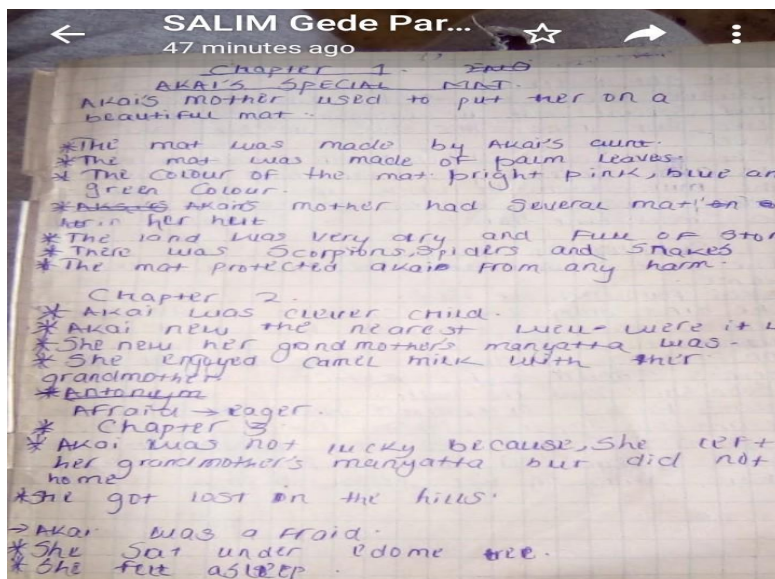
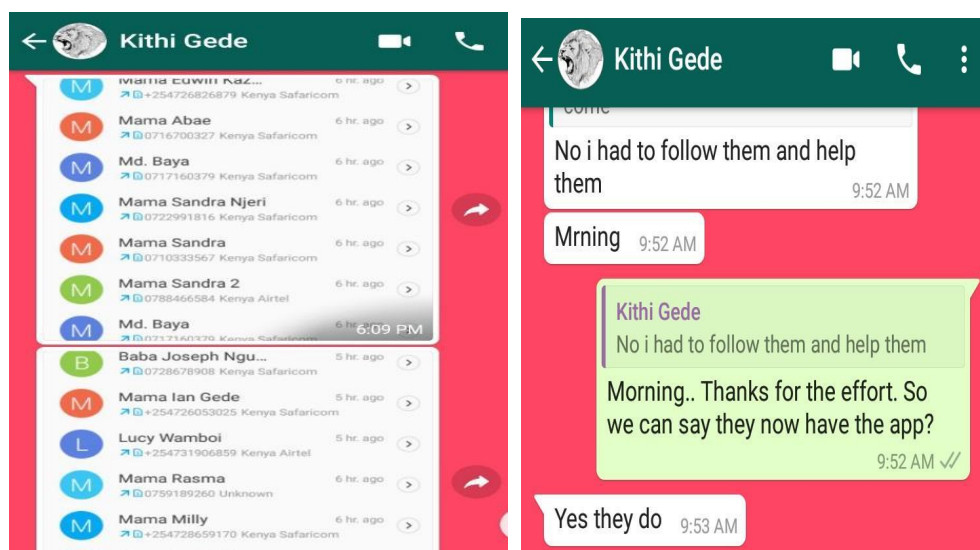


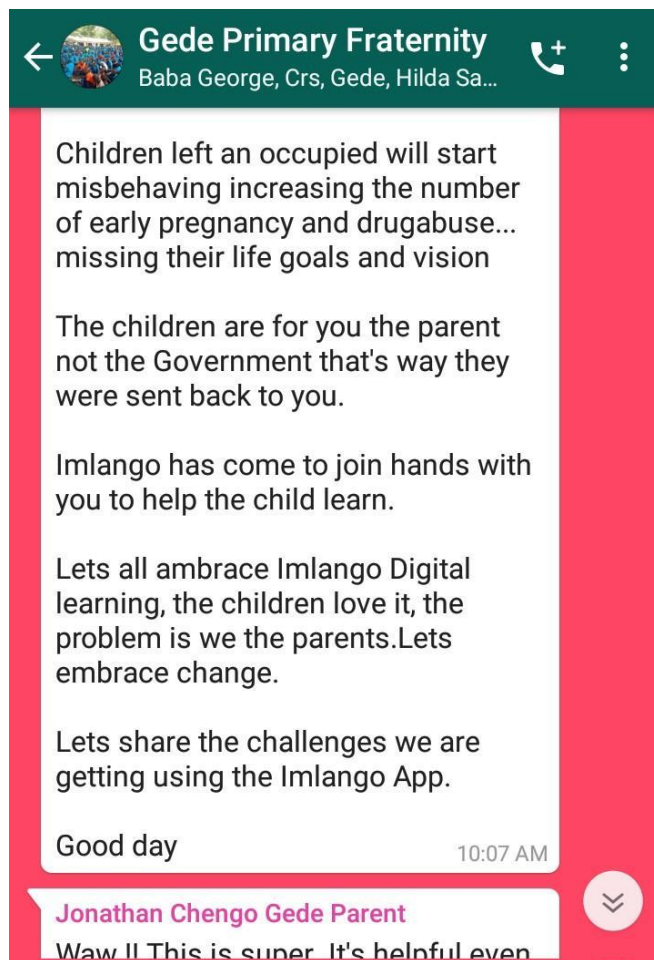
Figure 5::Peris' notes made after reading a story book called Akai's special mat

The teachers at Gede Primary school have also been supporting parents. For example, the focal teacher Mr. Francis Kithi sometimes makes follow-up to parents via phone calls and is available on request at school to assist parents who might need physical assistance to install and use the app. Mr. Ramadhan Maulid another teacher meets parents in the shopping center, he always reminds those with smart phones to ensure they children are learning via the iMlango app. This shows a great deal of commitment to help the parents.



Pic; Screenshots showing the list of contacted parents by the focal teacher (right) picture showing follow-up being done by the focal teacher

Mr. Moses Kazungu a parent to a standard 8 pupil in Gede Primary says he is very pleased with the prompt response to issues that the parent raise. “one of the reasons I downloaded the application is because I knew incase of any challenges me and my son will be helped out in a timely manner thereby ensuring learning is smooth for him” he says. The head teacher Mr. Anderson Kahindi has been making posts to push for the parents to embrace digital distant learning and for them to come up and raise any concerns and issues they might be having in relation to the usage of iMlango app. This is a good show of support when the leader of the school is advocating for use of the learning app.



*Pic: showing headteacher remarks urging parents to keep their children busy with learning and embrace digital learning*

From a follow-up conversation we had with Madam Sera Hiribae who has 2 pupils at the school, she says she is more than glad to provide data bundles to her children just so that they can learn. “because of the current economic state, I would love to buy a lot more bundles than I do currently because I feel happy seeing my children learning” according to her, since she is engaged at work during the day, her children use the phone in the evening when she is back home. “sometimes I will sit with them as they study, I help where I can, sometimes my eldest son who is in standard 8 helps his younger sibling who is in standard 6.” She says. “everyday they have to use the application, they love it” concludes Sera.

A BOM member from the same school, Irene Mungai says she had a chance to talk to a parent friend who has her child at Gede Primary and informed her about the application, how to install it and had her added to the parents' forum. Today, Sandra Njeri is happily learning from home thanks to the word her mother got from the BOM member, Irene Mungai. Madam Irene informed us that she will continue to make follow up to other parents and help where she can because the app is fast and easy to download so that more children get to benefit from the iMlango learning resources.

Mr. John, BOM chairperson at Airport primary was very pleased when he was given the user details of his child. He said, "his child is kept busy at home thanks to the good content from the portal." Through a follow up conversation, Mr. John requested to know how many pupils are currently learning through the iMlango app because he saw first-hand how beneficial it could be for the children during this time when schools are not in session. "I will do my best to bring more parents onboard so that all our children can have access to this really good resource" Said Mr. John.

Micheal Matho is a parent from Kirumbi Primary and has 3 children, one in lower grade and the others in upper grade. He downloaded the iMlango App and makes sure they all get equal opportunity of 30 minutes every day to use the phone. The one in lower grade accesses the portal through the website. He says the App has helped the kids study while they are at home.

Dominic is a parent from Mayowe Primary whom we assisted to download the App. He says the child has been able to access geometry from maths whizz and it has helped her understand this topic through the exercises.

Donald Baya a parent and BOM from Chalani Primary said he really appreciates what iMlango is doing to help their children. His child likes reading stories from the app and doing maths exercises. He gives the child at least 45 minutes every day for the child to learn. He said he will mobilise more parents and tell them about the app so that they can also download and help their children.

Lucy Bahati a parent for 2 boys from Mariakani Primary said the App has been very helpful to the children, if the boys were not busy at home they could probably be 'boda-boda' riders in the village. She is also tracking their progress by checking their books.

Zainab Juma a parent for a girl in Mwangutwa Primary said, 'My child likes reading a lot. She has read almost all the stories and would like more content to be added in the App such as life skills. She has also done the quizzes from the stories.' She gives her at least 1 hr everyday to access the App.



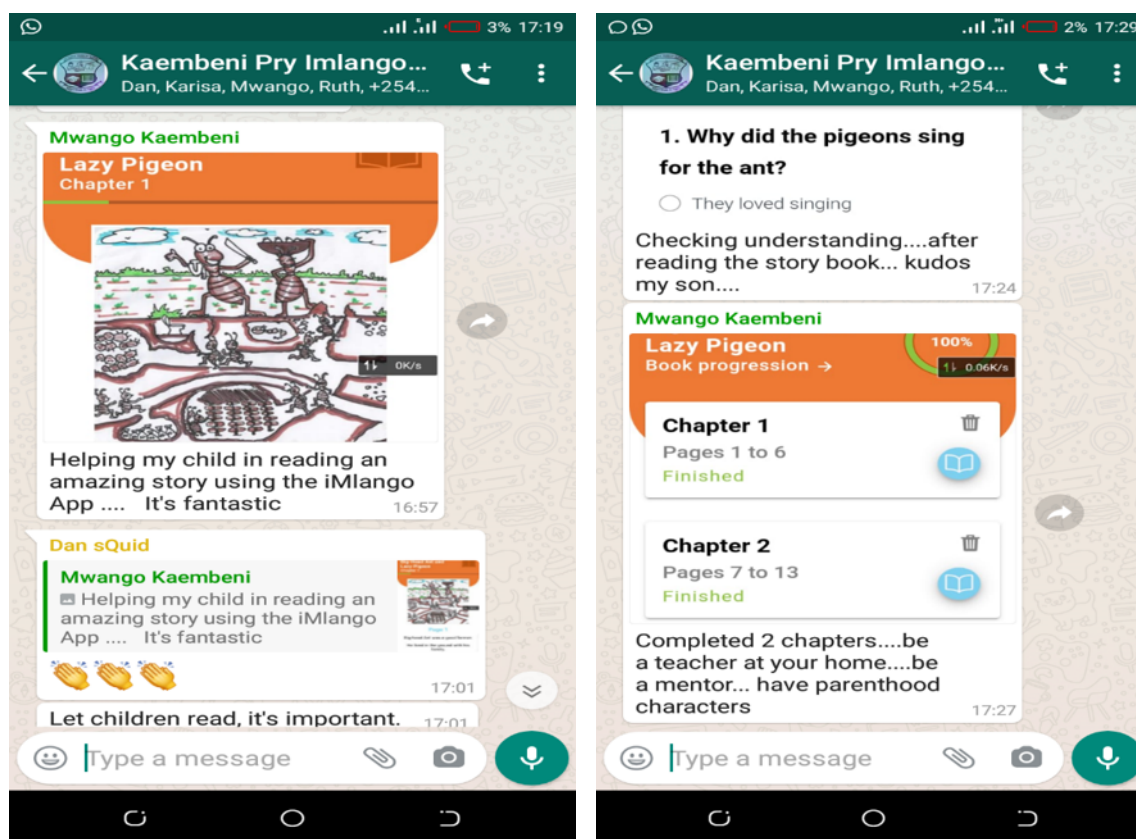


Figure 6; screenshots showing an engagement by a teacher from Kaembeni Primary encouraging parents to use the App.

We also managed to have our collaborative meeting as iMlango partners in Kilifi County where we discussed

- Activities undertaken since the beginning of the Covid -19 by Consortium partner.
- School Support adaptations; The iMlango mobile app.
- Strategies to improve Imlango app usage by pupils through support to their parents.

In the strategies to improve Imlango app usage by pupils through support to their parents, we agreed to divide schools among ourselves where each field officer was assigned 10 schools to follow up with parents through calls. We also came up with the idea of having a call tracker, where the field officers would be filling feedback from parents and teachers as they make the calls. A template was designed and shared with partners and we have been filling it. We targeted to call 40 parents per day. So far we have made **2017 calls** for parents and teachers.

In the calls, we have been informing the parents who we are, about our project, about the app, why and how to download it. We have gotten both negative and positive feedback, learnt lessons and devised ways of dealing with the challenges. Below are some of the reasons why parents have not downloaded the app.

- Inadequate technology knowhow of downloading and installing the app
- Children have travelled to live with their relatives far away from parents
- Inadequate internet bundles
- Faulty phones and lack of memory space in the phone
- Parents have not taken the initiative to download the app

- Parents complain they don't have time and keep giving the same reasons in the follow up calls
- Children are attending tuition hence no time to use the app and parents do not see the need to buy bundles

#### ***Challenges encountered include***

- Parents have technophobia like some of the teachers and do not value education hence it is difficult to convince them to download the app.
- Majority of teachers are not coming from the local community it is difficult to get them to assist in sensitizing parents about the app.
- Parents have been disconnecting phone calls once they hear it is from an iMlango officer.
- Majority of parents especially in very marginalised communities do not have smartphones.
- Teachers are not interested and are not helping as much as we expected.
- Parent fear letting their children to have the phone since they use it often and the fear that kids could damage the phone or access other apps.
- Parents requesting for additional content since they feel the content is small and simple.

#### ***Way forward/ Strategy***

- We agreed that we can use church platforms where we can meet with parents and tell them about the app and assist them to download the app.
- Use friends and teachers from the community to meet one on one with parents and assist them to download the app
- Encourage teachers to download the app and let their kids use them with their passwords.
- Continuously making follow ups on parents despite the frustrations and use the tracker to get and fill in the feedback
- Talk about the benefits of the app when making the calls to parents ie it will keep the child engaged and busy, kids will be better when schools resume, it has literacy and maths content.
- Tell parents the app is free and they can purchase as little as 5 shillings credit and buy bundles
- Build a rapport with parents and teachers and convince them to download the app.
- Advise parents who do not have smartphones to give alternate contacts of other relatives or elder children who have smart phones so we can send the link to such contact as the children would still have access to learning.
- Advise parents whose children have travelled to live with guardians to give contacts of guardians who have smartphones so that we can send the link to download the app to them.
- Have a target for downloads for parents and this calls upon constant reaching out to parent, support them and continue following up on the parents
- Encouraged parent monitor their kids when accessing the app.
- We advised parents that more content will be added in the coming days.
- Advising parents to make use of [www.implango.co.ke](http://www.implango.co.ke) so that they could be able to access the other content

#### ***IMlango App Usage data***

The technical team have able to retrieve data from the system on the App usage. This include log ins by both teachers and pupils per school for the months of July and August. In Kilifi County we had **141 downloads** in July and **75 downloads** in August. From the data we recorded **1248 pupil log ins** in July and **685 pupil log ins** in August which was a decline. **39 schools** are active and represented out of the 80 schools in Kilifi County. It was observed that there was a decline in App usage as parents had relaxed on giving their children support because of the announcement by the government that schools reopening had been postponed until January 2021. This was as a result of the Corona virus pandemic infection curve which was not flattenning.

Ever since there has been uncertainty on the reopening dates and this had a negative effect on the perception of parents and teachers. Many parents had to send their children to stay with their grandparents where there are no smartphones because of the hard-economic times. Some parents had lost their jobs and had to relocate to their rural homes. The moral for the use of the App had to go down and we had to come up with measures to improve the App usage.

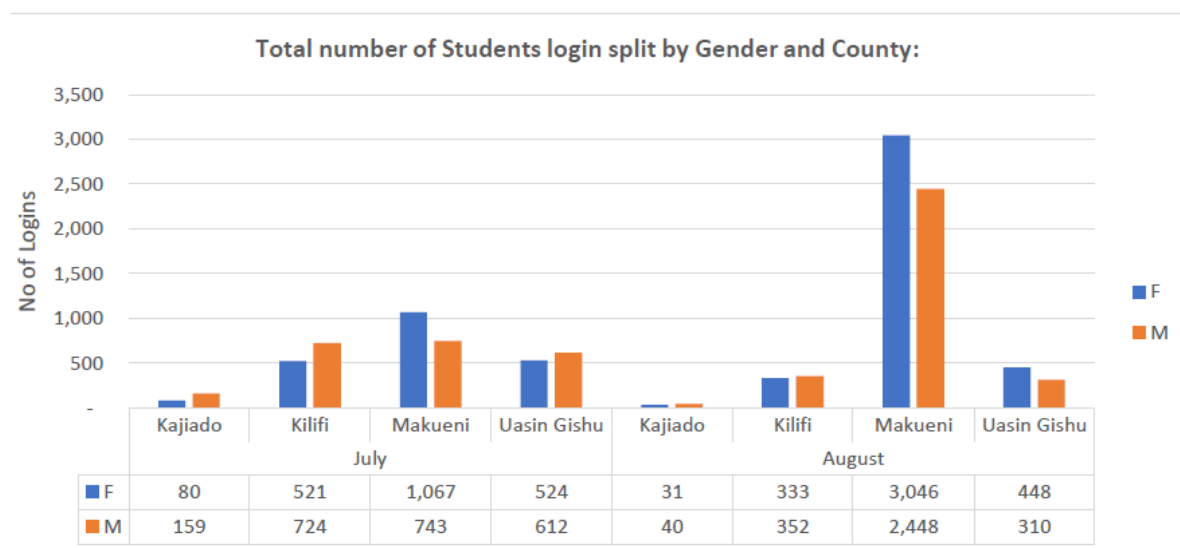
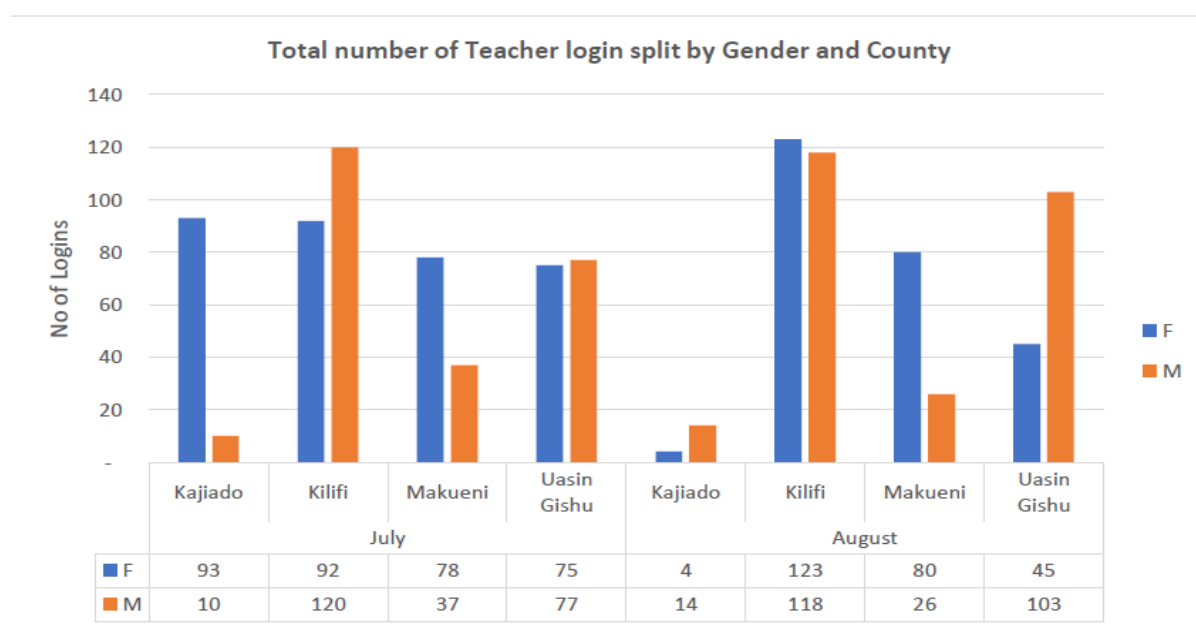


Figure 7; : A graph showing the number of pupils login per County



*Figure 8 : A graph show number of Teacher login per County*

#### **Strategies we came up with to improve the App usage**

- Include the longhorn content in the App.
- Award pupils with high usage with certificates from each school.
- Adopt a poster that advertises the iMlango App and can be printed in Swahili and distributed in each school community to create awareness
- Come up with a demonstration video that shows how to access each content in the iMlango App and have it posted in each WhatsApp group.
- Use the teachers on duty to assist parents without skills to download the App by referring parents to them.
- Use the tuition centres in school communities to promote the iMlango App by getting contacts of parent with smartphones from the children and encouraging the children to use the App.
- Use the sanitary pads distribution exercise in schools to get contacts of parents from the girls.
- Send the link to download the App to all teachers and encourage those who have downloaded the App to motivate others.
- Meet with parents who request for assistance if possible, to assist them download the App
- Meet with teachers and HT in easily accessible schools to discuss progress.
- Call more parents weekly to encourage new downloads.
- Keen follow up on parents who have downloaded the app and get more information on what content is accessed and time spent for the purpose of documentation.
- Use the data from the system to follow up on schools that are not active.

#### **Proposed initiative to distribute printed materials to the most marginalised schools.**

The project is in the process of coming up with ways in which we can distribute printed materials in the most marginalised schools. 14 schools were chosen as pilot schools from Kilifi County. We

have also agreed to find out any community person in the community who is in touch with parents and can help in the distribution of the printed materials. Apart from that, we also plan to Liaise with Headteachers, BoM and class representatives to identify the marginalised girls (boys), ensure communication goes to the schools prior the distribution date and have a central point of printing the printout within the county.

In the printed materials we plan to have the following content: Literacy content, Numeracy content, Child protection and safeguarding posters and GESI content.

Project will ensure we have permission for our activities in the schools from the Ministry of Education including TSC and the local administration and provide public health protocols and measures to be adhered to during the distribution.