Appendix I Final Evaluation Results

The evaluation questionnaire was divided into three parts. The first section evaluated task completion ease on a 1-5-point scale, with higher scores indicating greater ease. The second segment, also on a 1-5-point scale, aimed to understand the participants’ opinions about the dimensions of this application, with higher scores indicating higher agreement with the statement. The third segment included two open-ended questions to collect participants’ opinion about the positive feedback and suggestions on this application.

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| --- | --- | --- |
| # | Task Description | Average Score |
| 1 | Navigate to Home , About, Contact pages. | 4.8 |
| 2 | Create a user account. | 4.8 |
| 3 | Log in your account. | 5 |
| 4 | Visit dashboard and enroll the sample course. | 4.8 |
| 5 | Create two new study tasks in the study overview page. | 4.6 |
| 6 | Edit the title, content, category, scheduled date of a study task. | 4.6 |
| 7 | Set three scheduled study tasks to finished status and select different review pattern. | 4.7 |
| 8 | Set a scheduled study task to canceled status. | 4.8 |
| 9 | Use the study status filter and find the study tasks with different status. | 4.8 |
| 10 | Create a new review item in the review overview page. | 4.6 |
| 11 | Edit the title, content, category, review sessions of a review item. | 4.6 |
| 12 | Add a new review session into a study item which has less than five review sessions. | 4.7 |
| 13 | Change the status of review sessions in a review item to finished and canceled. Please make sure at least one review session was marked as finished. | 4.8 |
| 14 | Change the status of all review sessions in a review item to canceled status | 4.8 |
| 15 | Use the review status filter and find the review items with different status. | 4.8 |
| 16 | Send at least one chat message to every chatbots. | 4.8 |
| 17 | Interact with one of the chatbots with more than 10 conversations. | 4.8 |
| 18 | Find the study tasks and review tasks for today on the chatbuddy page. | 4.8 |
| 19 | Edit and change the status of one study tasks and one review task on the chatbuddy page. | 4.6 |
| 20 | Translate a chat message into Chinese by clicking translation button. | 4.9 |
| 21 | Play a chat message in audio by clicking text-to-speech button. | 4.9 |
| 22 | Create a review item by clicking create review button in the chatbox. | 4.5 |
| 23 | Input a text by clicking recording button. | 3.8 |
| 24 | Create a new topic by clicking new topic button. | 4.6 |
| 25 | Find the conversation points. You will also find the conversation points will reduce one after you send the message. | 5.0 |
| 26 | Select different chatbots to view the previous chat history. | 4.8 |

Table 1: Task Description and Result

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| --- | --- | --- |
| # | Statement | Response (Yes) |
| 1 | The design and user interface is appealing for you. | 4.6 |
| 2 | The website is user-friendly and intuitive. | 4.3 |
| 3 | This application is helpful for you to learn English. | 4.4 |
| 4 | The application allows you to accomplish core tasks efficiently. | 4.5 |
| 5 | Overall, you are satisfied with the application's performance and functionality. | 4.6 |

Table 2: Statement and Result

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| --- |
| What aspects of this website do you appreciate most? |
| Diversified options for the chatbots. The reply fits the personality and functions.  Manage study tasks and review sessions easily.  User can set the review pattern when the study task is accomplished. |
| What suggestions do you have for enhancing this application? |
| The voice recognition is confusing. I don’t know when I should stop recording.  The chatbots can’t remember previous topic and information. Sometimes I didn’t get the desired reply. For example, I asked the chatbot give a test for me but the quality of the test is bad.  The display formant of the content for some study items and review items is not correct.  The response from the chatbots sometimes are too slow. |

Table 3: Open-ended questions and Result